

UKAS Electronic Certificates

Frequently Asked Questions

❖ **We have multiple certificates; do I need to create an account for each one?**

No. Each certificate is associated with one email address which is where the certificate will be sent to. You only need to create one account per email address, this will provide access to all certificates associated with that email address.

❖ **We have multiple certificates, but I can't see them all on my account. How do I access them?**

As each certificate is associated with an individual email address, it may be some of your certificates are associated with different email addresses. This will almost certainly be the case if you have different main UKAS contacts across different accreditation reference numbers. The platform does not have the functionality to 'join' accounts or recognise different accounts for the same organisation to enable two users to view each other's associated certificates. If you have this issue and would like to change it so that all of your certificates are only associated to one email address, and therefore are all visible in one account, please contact certificates@ukas.com.

❖ **Can I add another login to our account?**

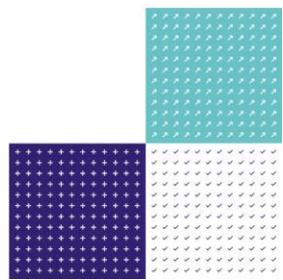
All certificates are associated to only one email address, which is the main contact held by UKAS. This is the email address that will receive access to your e-certificate and is the email address that needs to be used when entering the details to create the account for admin access to your certificate. Whilst anyone is able to create an account with their email address on the platform, they will not be able to access any certificates since the email address would not be associated with any. This is a security feature of the platform and not imposed by UKAS. Unfortunately, we do not have the capability to override this feature, but we can change the associated email address if this should be a different contact.

❖ **I am the main UKAS contact but I haven't received the email containing our new e-certificate?**

Firstly, please check your Junk folder in case it has been filtered out of your mailbox. If it is not there, then please contact certificates@ukas.com and we can check which email address the email has been sent to and resend if required.

❖ **There is an error on my certificate, who do I contact for help?**

If you notice that something isn't quite right with your new e-certificate, please contact certificates@ukas.com for assistance.



❖ **How do I share my certificate on social media?**

Once you are logged into the platform, you will see the logos of the most common social media platforms. Simply click on the relevant logo and follow the prompts to share your post. Alternatively, you can simply share the URL of the page that displays your certificate (which will look something like this: www.verify.ukas.com/f1x89c) as is unique to your certificate.

❖ **How do I embed our certificate on our website?**

Underneath the certificate you will see a series of options, one of which is 'embed'. When you click on this button you will be presented with the HTML code for various options depending on how you wish to use it (e.g. email signature, iframe). Please note if you wish to copy HTML code using this option, we would advise to use Google Chrome or Microsoft Edge. Internet Explorer does not support this feature and will produce an error message, rather than a live link, when it is embedded elsewhere.

❖ **How do I scan the QR code?**

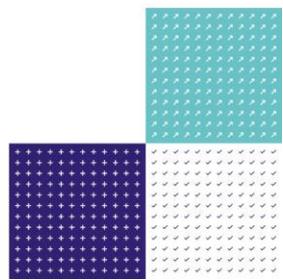
To scan the QR code on your smart phone or device, you will first need to download a QR code reader app. There are lots of free apps available for this, simply visit your app store, search 'QR code reader' and download whichever you choose from the list. This app will access the camera on your device to read the code.

❖ **How do I print a copy of my certificate?**

To print a copy of your certificate, you will first need to convert it to a PDF by simply clicking the 'PDF' button underneath the certificate. This will then present you with a PDF which you can save locally and/or print. If you are printing a copy to display, we would recommend having it professionally printed for best quality. You can still get a reasonable copy when using your local/in-house standard printer, however it does not print to the edge and the colours may vary.

❖ **What is the 'Evidence Items' section?**

This section on the landing page for your e-certificate provides further relevant information and guidance to anyone viewing and verifying your certificate. This will include a direct link to your Schedule of Accreditation, UKAS publications relating to your area of accreditation, the benefits of using an accredited supplier and other promotional material. This is supporting information and is not to be confused with anything that may relate to evidence you provide throughout the assessment process.



❖ **What is the expiry date associated with our certificate?**

UKAS accreditation is granted for a 4-year period. During this time, accreditation is continually monitored by UKAS and renewed in the fourth year following a full reassessment. The expiry date on the platform is the date by which the renewal of accreditation must be granted following a reassessment. The vast majority of organisations renew their accreditation before the expiry date and accreditation can be removed by UKAS at any point if compliance with the standards is not maintained. For these reasons, we have published guidance in the Choosing an Accredited Supplier Leaflet (which is available alongside your e-certificate in the Evidence Items) that it should not be assumed that an organisation's accreditation will remain valid until the expiry date and should not be taken into consideration when selecting an accredited supplier.

