



DIGITAL CERTIFICATES WEB USER JOURNEY GUIDE

STUDENT PORTAL

Using the store and reporting issues



This user guide describes how you can report an issue with your documents, and how to order hardcopy items from the store.

First you must create an account so you can log in. See the Account Login & View docs guide.

Web Address to Login

Go to a website URL:
<https://student.westminster.ac.uk>

Click Login

The screenshot shows the 'Student Verification Portal' for the University of Westminster. At the top, there are 'Login' and 'Register' buttons. A purple banner reads 'Welcome to the University of Westminster Portal' with a background image of graduates. Below this, the text 'Use the Student Verification Portal to:' is followed by four icons and their descriptions: 1. A document with a lock icon: 'View electronic qualification and student status documents.' 2. A shopping cart with a checkmark: 'Order printed copies of qualification and student status documents.' 3. Three people icons: 'Share your electronic documents with third parties by creating connections.' 4. A person with a plus sign: 'Keep your personal details up to date by managing your profile.' On the right side, there is a 'Login or Register' form with fields for 'email address' and 'password', a 'Log in' button, and a 'Forgot my password' link.

LOGIN

- **Username** – this is your email address.
- Email address – This can be changed from within your profile.
- **Password** – This can be changed from within your profile.

Click Log in

Click **“Forgot my password”** to recover your password if your password is incorrect

- Locked out? Wait until the system automatically unlocks you or contact **Support** (the link at the bottom of each web page.)

[Privacy](#) [FAQ](#) [Cookies](#) [Terms](#) [Support](#)

Always Log Out before closing your browser.

The screenshot shows the University of Westminster Portal login page. At the top, there are 'Login' and 'Register' buttons. Below this is a purple banner with the text 'Welcome to the University of Westminster Portal' and a background image of graduates. The main content area is titled 'Use the Student Verification Portal to:' and features four icons with descriptions: 1. A document with a lock icon: 'View electronic qualification and student status documents.' 2. A shopping cart with a checkmark icon: 'Order printed copies of qualification and student status documents.' 3. A group of people icon: 'Share your electronic documents with third parties by creating connections.' 4. A person with a plus sign icon: 'Keep your personal details up to date by managing your profile.' On the right side, there is a 'Login or Register' form with an email input field containing 'TEST@GMAIL.COM', a password input field with a lock icon, a 'Log in' button, and a 'Forgot my password' link.

Dashboard

You are on the main page



You can click on **Dashboard** if you want to back to the main page

To view your documents, click **View**

The screenshot shows the University of Westminster Portal dashboard. At the top, there is a navigation bar with the following items: **Dashboard** (highlighted in blue), Documents, Store, Orders, and Connections. Below the navigation bar is a large purple banner with the text "Welcome to the University of Westminster Portal" and a background image of graduates. The dashboard is divided into four main sections:

- Documents:** "You have documents for 1 qualification(s). View, report and order documents." Includes a document icon and a **VIEW** button.
- Orders:** "Free delivery on all orders." Includes a shopping cart icon and an **ORDER** button.
- Connections:** "You have 0 active connections and 0 pending connections." Includes a network icon and a **MANAGE** button.
- Profile:** "Manage your personal details, social media and addresses." Includes a person icon and a **MANAGE** button.



Viewing your documents



Here you can view your eDocuments including;

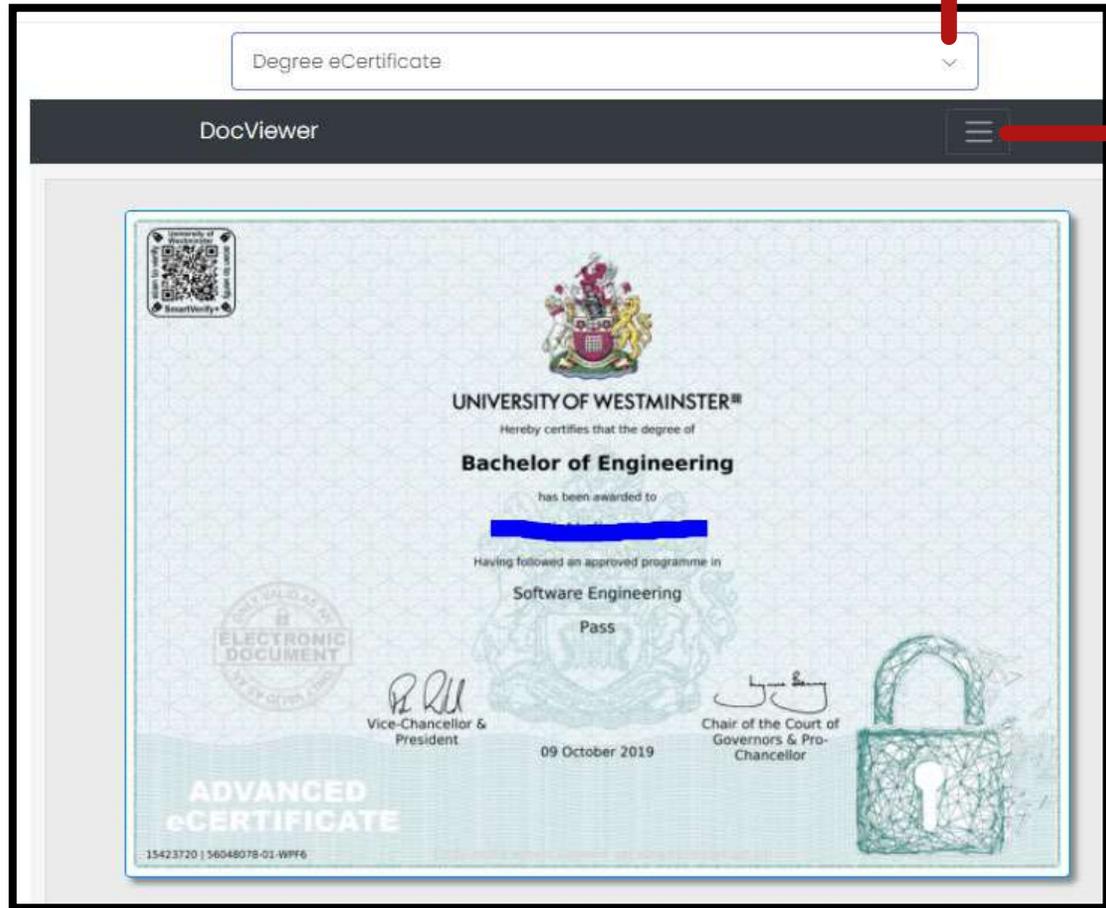
Certificate – if you have an award

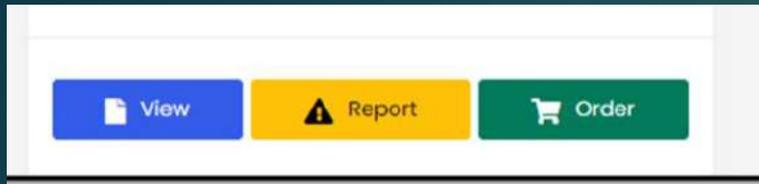
Transcript –if you studied on a taught course

Verification letter- this is an official confirmation of an award, years of study and other details.

If you need to share your e-documents with a Third party, such as an employer- they will see the same view, from the Third Party portal.

A Third Party can scan the QR code present on your Certificate or Transcript- this is a security measure to ensure the e-documents are genuine.





Reporting a problem with your award documents



Something not right on your degree, transcript or verification of award?
Use the Report function to tell us.

“Issue reason” – tell us which category: certificate, transcript or other.

“Issue Description” be clear what is wrong so we can investigate and report back.

Click Send

Report Document Issue - Using the below message box you can report the issue you are having with the electronic document. This would send an email to The UoW Verification Service at University of Westminster

Someone will reach out to help rectify the problem

Issue reason: Certificate

Issue Description: Certificate has the wrong award title showing

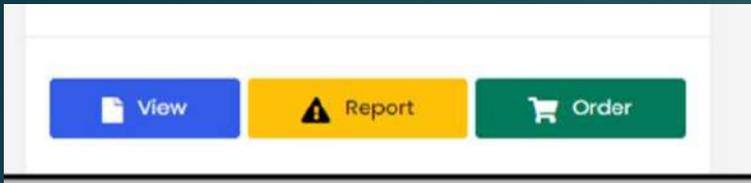
The following details will also included on the email:

Person reporting details
Reporter's Name: [Redacted]
Reporter's Email: [Redacted]@live.com

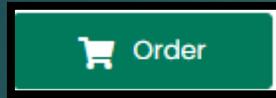
Qualification Details
Student's Enrolment Number: [Redacted]
Qualification Title: [Redacted] - Bachelor of Engineering

Send

Using the Store to order hardcopy documents



Need hardcopy documents?



Click Order or use the Store button on the menu.

Here you can purchase relevant award documents.

You can only have one printed certificate, but can order multiple transcripts or verification letters.

To select your items- go to Details
Tick the box and update the reason for your order to enable the Add to Basket button

The screenshot shows a grid of award documents for sale:

- Certificate**: £40.00-£40.00
- Transcript**: £10.00-£10.00
- Verification of Award Letter**: £10.00-£10.00
- Certificate and Transcript Bundle**: £45.00-£45.00
- Transcript and Verification Letter Bundle**: £15.00-£15.00

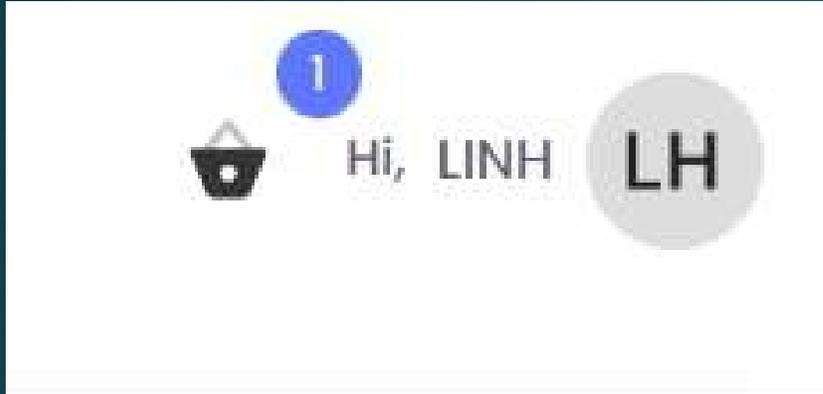
The selected **Transcript** item details are shown below:

Transcript	
Price	From £10.00
Quantity	1
Total	£10.00

Reason for order?
more than one copy required

Add to Basket

Got to the basket icon on the right top corner: **Click the below screen to see the video example**



Now you can check out, or edit your basket.

If you require more than one item- it is from the basket that you can edit the quantity.

Check out to provide a delivery address and method.

Ordering more than one copy

Basket		Store
Details	Quantity	
 Transcript Document: Qualification Reference: 06025585-01-T743 Reason: more than one copy required	<input type="text" value="3"/> Remove	
 Verification of Award Letter Document: Qualification Reference: 06025585-01-T743 Reason: more than one copy required	<input type="text" value="3"/> Remove	

Click quantity

Provide delivery addresses and type of delivery

Complete your

- Billing address
- Delivery address
- Type of delivery

When ready click **Pay**

It will direct you payment and provide an order summary to check

The screenshot displays a delivery selection interface. At the top, there are three expandable sections: 'Billing Address- test', 'Delivery Address- test', and 'Delivery - Overseas tracked where available World'. Below these, there is a grid of shipping options, each with a radio button, a name, a price, and an estimated delivery time. The 'Overseas tracked where available World' option is selected.

Shipping Option	Price	Estimated Delivery Time
<input type="radio"/> Airmail Europe	£3	Estimated 4 - 10 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> UK Signed for 48 Hrs	£3	Estimated 2 - 3 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> Overseas tracked where available Europe	£10	Estimated 4 - 10 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> Courier UK	£10	Estimated 2 - 5 Day Shipping (Taxes may be due upon delivery)
<input checked="" type="radio"/> Overseas tracked where available World	£12	Estimated 5 - 15 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> Airmail World	£4	Estimated 5 - 15 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> UK 2nd Class	£0	Estimated 4 - 8 Day Shipping (Taxes may be due upon delivery)
<input type="radio"/> Courier World	£45	Estimated 4 - 12 Day Shipping (Taxes may be due upon delivery)

Check details

Check your Payer Address and email click **Continue** Complete payment

Payer Address

🔍 Find address by using your postcode

Country *	<input type="text" value="United Kingdom"/>
Address 1 *	<input type="text" value="test"/>
Address 2	<input type="text"/>
Town / City *	<input type="text" value="London"/>
County / State	<input type="text"/>
Postcode / Zipcode *	<input type="text" value="SW1 1PR"/>

Card Holder Name *	<input type="text"/>
Email Address *	<input type="text" value="test@gmail.com"/>
Confirm Email Address *	<input type="text" value="test@gmail.com"/>
 Contact Telephone Number	<input type="text"/>

Payment complete

UNIVERSITY OF
WESTMINSTER

Test Mode

Payment Successful

Transaction Details	
Transaction reference:	CERT267983
Transaction date/time:	09 Jun 2022
Email confirmation:	[REDACTED]

Your Payment Details	
Billing Address Details	Debit/Credit Card Details
test	Name on Card: Test
London	Last 4 Digits of Card Number: 1307
SW1 1PR	Card Type: Visa
United Kingdom	Card Expiry Date: 04/2028

Payment Item Summary	
Description of item(s) paid	Total Cost
Certificate	£40.00
Transcript	£10.00
Certificate and Transcript Bundle	£45.00
Transcript and Verification Letter Bundle	£15.00
UK 2nd Class	
Total paid today	£110.00

Continue

Payment has been completed. You will receive and email confirmation of your order and payment. Subject 'University of Westminster – Online Payment Confirmation'

Click **Continue**

It will take you back to the main page.