CertiTrack user guide

May 2025

Version 5.0

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CertiTrack is only available for certificates issued post-2009.

To order replacement certificates issued between 1995 and 2008 either contact us or see the confirmation letter section of this guide. To order replacement certificates issued pre-1995 please contact us.

Please ensure you have a payment method, Debit/Credit card and the following information to hand when you call:

- your full name (at the time you achieved your qualification)
- your date of birth
- the qualification title and/or the year you completed your qualification
- the name of the training provider where you studied your qualification

1. Logging in

a. Enter the required details, which must match those held by VTCT Skills. We recommend that a PC or laptop is used for accessing CertiTrack.

Learner number

When your training provider (where you are studying/studied your qualification) registered your details with VTCT Skills, an enrolment/learner number was generated for you. This number can also be found on any issued certificates.
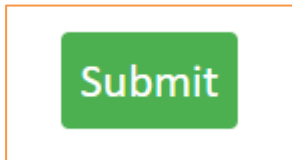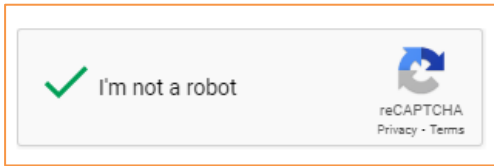
If you do not know your enrolment/learner number please first contact your training provider who should be able provide you with this information.

If your training provider is unable to assist please contact us.

Ensure that you have to hand the following information when you call:

- Your full name (at the time you achieved your qualification)
- Your date of birth
- The qualification title and/or the year you completed your qualification
- The name of the training provider where you studied your qualification

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b. Complete the reCAPTCHA and then select 'Submit'.

c. After successfully logging in you are presented with three options:
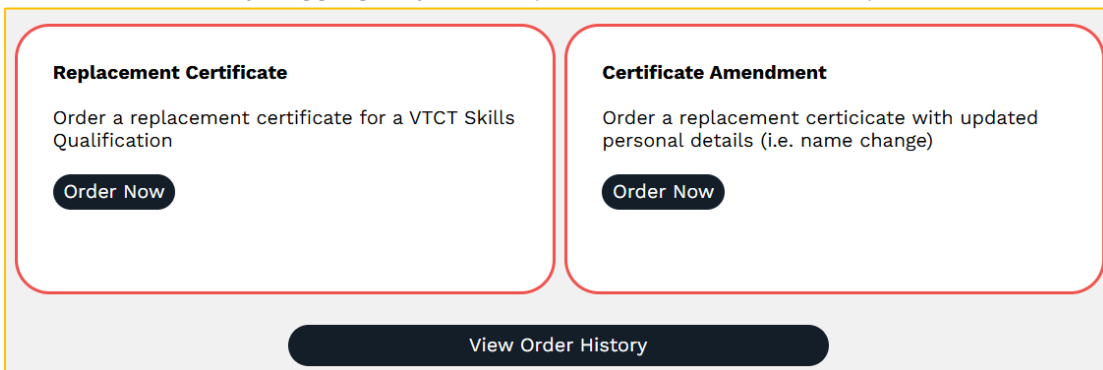

- **Replacement Certificate**
  - o In this section you can <u>view certificates</u>, <u>order replacements</u> / <u>confirmation letters</u> and <u>share achievement information with 3rd parties</u>
- **Certificate Amendment**
  - o In this section you can <u>update your name</u> and order replacements / confirmation letters

    A replacement certificate/confirmation letter must be ordered as part of a name change. If you wish to change your name **without** placing an order for a replacement certificate/confirmation letter, or your original certificate was issued pre-2009 then please <u>contact us</u>.
- **View Order History**
  - o View previous orders for replacement certificates/confirmation letters

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2. Viewing certificates

a. From the Certification History page select 'View Certificate' to the right of the qualification you wish to view.
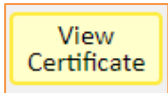
The certificate and related details, and where applicable the unit transcript, for the chosen qualification will be displayed.

NB: Certificates viewed via CertiTrack are digital copies and are not valid as a printed document.

3. Sharing certificate information with a 3rd party

Please ensure you have validated any requests for access to your certificate information before sharing any details.

a. From your Certification History page select 'Display QR Code' to the right of the qualification you wish to share.
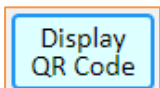
b. A QR code will be displayed.

If you are accessing CertiTrack on a PC/Laptop you can now select 'Copy QR Code to Clipboard' or you can take a photo of the QR code. Now send the QR code to the 3rd party via the applicable communication method, email for example:

If you are accessing CertiTrack on a mobile device you can take a screenshot of the QR Code and send it to the 3rd party.

Once received the 3rd party simply needs to scan the QR code to access the related certificate information. The information the 3rd party will see is identical to the information displayed via Viewing certificates.

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4. Ordering a replacement certificate

Please Note: Our certificate templates have been redesigned several times to incorporate additional security features and brand updates, and therefore a replacement certificate may not look and feel the same as the original.

a. From your Certification History page select 'Add to basket' to the right of the qualification you wish to order a replacement for.
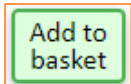
Add to basket

Upon successful selection the 'Add to basket' button to change to 'Remove from basket'.

Remove from basket
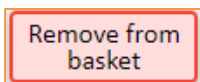
b. Select 'Add to basket' to the right of any other qualifications you wish to order a replacement certificate for.

c. Upon selecting all applicable items select 'Go to Checkout'.

Go to Checkout
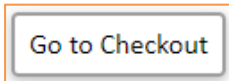
NB: You cannot order replacement certificates and a confirmation letter within the same order.

d. The replacement certificate(s) added to your order and applicable fees will be displayed.
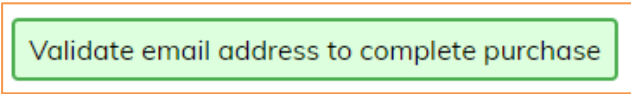
NB: At this stage the Postage costs field will display 'To be confirmed'. This field will update with any associated postage costs upon completion of your address details.

e. Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.

f. Enter the postal address that you want your replacement certificate(s) sent to. VTCT use recorded delivery where possible.

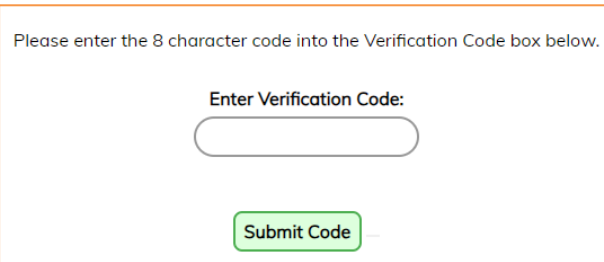For UK addresses you can enter your postcode and select 'Find Address' or enter the address manually.

If the country selected is outside of the European Union the Postage cost field will now display the applicable fee.

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g. Upon entering your email and postal address, select 'Validate email address to complete purchase'.

Validate email address to complete purchase

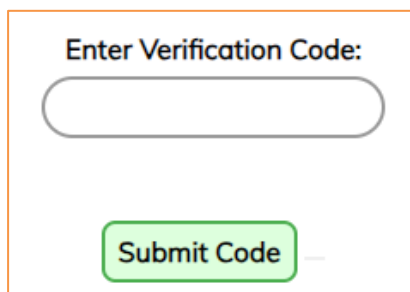You will now receive the following onscreen message.

Please enter the 8 character code into the Verification Code box below.

Enter Verification Code:

Submit Code

An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is 'Your replacement certificate purchase email validation'.

h. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.
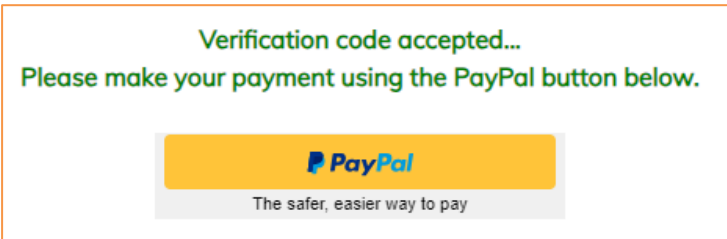
Enter Verification Code:

Submit Code

i. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.

Verification code accepted...
Please make your payment using the PayPal button below.
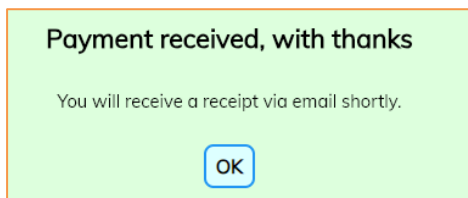
P PayPal
The safer, easier way to pay

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j. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.
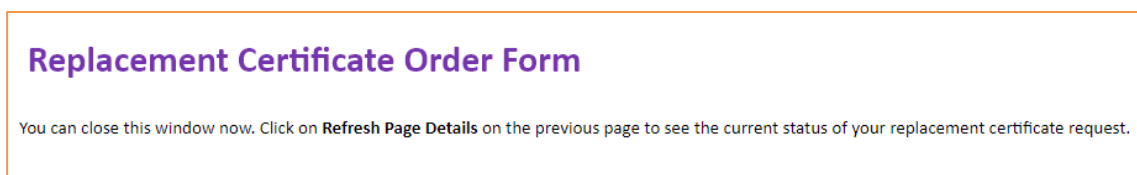
Pay by Debit or Credit Card
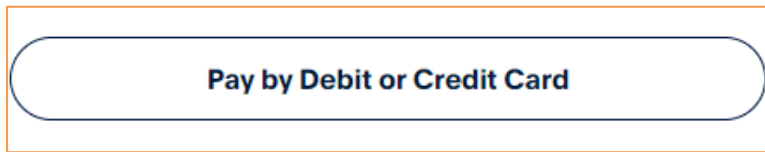
NB: The replacement certificate(s) you've requested will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

k. Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.

Payment received, with thanks

You will receive a receipt via email shortly.

OK

You should receive a payment receipt email from PayPal to the address associated with your payment.

l. Read the onscreen message.

Replacement Certificate Order Form

You can close this window now. Click on **Refresh Page Details** on the previous page to see the current status of your replacement certificate request.

m. You will now receive an order confirmation email. The subject header of the email is 'Your replacement certificate receipt'. You may need to check your junk/spam folders for the email.

You can check the status of orders anytime by logging in and going to the View Order History section.

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5. Ordering a confirmation letter

a. Confirmation letters can sometimes be requested in place of certificates, for example by employers or government agencies.

A confirmation letter, also known as an Academic Transcript, is an official letter confirming all achievement held on record for you from 1995.

For pre-1995 achievement records please contact us.

b. From your Certification History page select 'Order Confirmation Letter'.

Order Confirmation Letter
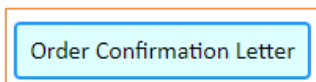
NB: You cannot order a confirmation letter and replacement certificates within the same order.
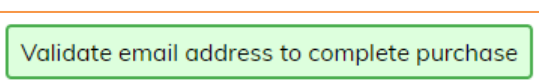
c. Your basket will open in a new window, and the confirmation letter details and fee will be displayed.

NB: At this stage the Postage costs field will display 'To be confirmed'. This field will update with any associated postage costs upon completion of the address details.
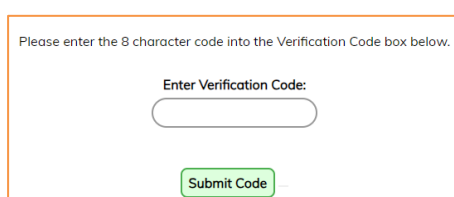
d. Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.

e. Enter the details of the postal address that you would like the confirmation letter sent to. For UK addresses you can enter your postcode and select 'Find Address' or enter the address manually.

If the country selected is outside of the European Union the Postage costs field will now display a fee.

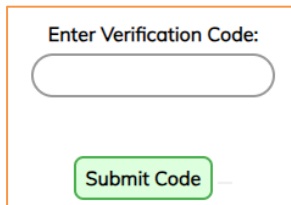**f.** Upon entering your email and postal address, select 'Validate email address to complete purchase'.

Validate email address to complete purchase

You will now receive the following onscreen message.

Please enter the 8 character code into the Verification Code box below.

Enter Verification Code:

Submit Code

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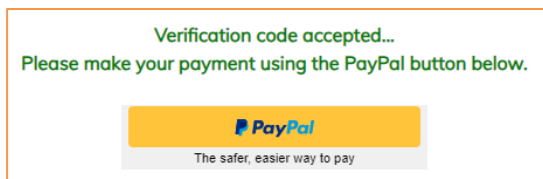If printed this document becomes uncontrolled

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An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is 'Your replacement certificate purchase email validation'.

g. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.
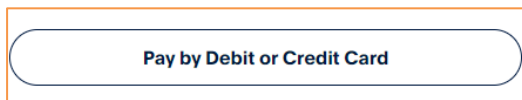
Enter Verification Code:

Submit Code

h. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.

Verification code accepted...
Please make your payment using the PayPal button below.

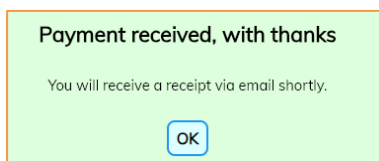**P PayPal**
The safer, easier way to pay

NB: The confirmation letter will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

i. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.

Pay by Debit or Credit Card

j. Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.

Payment received, with thanks
You will receive a receipt via email shortly.
OK

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k. Read the onscreen message.

Confirmation Letter Order Form

Your confirmation letter request has been passed to our processing team. You should receive the letter within 10 working days. You can close this window now.

You will now receive an order confirmation email. The subject header of the email is 'Your Confirmation Letter receipt'. You may need to check your junk/spam folders for the email.

6. Changing name and ordering a replacement certificate or confirmation letter

a. Enter your **new** name details.

First Name:	Middle Name (optional):	Last Name:

b. Select the name change reason.

Please select the reason for the request:

Marriage ⌄

Please select a reason...
Marriage
Divorce
Deed Poll name change
Gender Reassignment

c. The evidence required to support the name change will now be displayed on-screen, for example:

Please provide

- A copy of your marriage certificate
- A copy of your current VTCT certificate(s) if available

NB: VTCT Skills will be unable to process a name change without the required supporting evidence.

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d. To upload the evidence, select 'Choose files'. For security, only PDF and JPEG image files can be uploaded. Please save any other file types as PDF or JPEG before uploading.
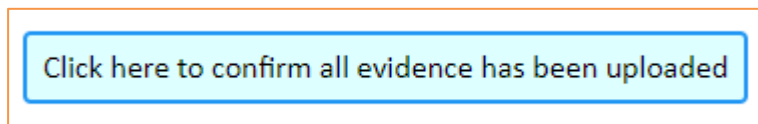

Choose files | No file chosen
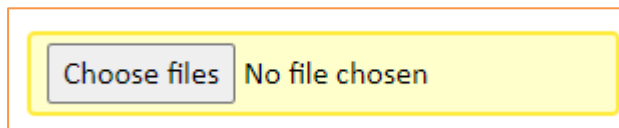
e. Select 'Upload' once the relevant file has been selected.
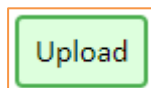
Upload

f. Prior to submission, files uploaded can be deleted in the 'Uploaded Evidence' section.

Uploaded Evidence					
File Name	File Type	File Size	Date Uploaded	Date Submitted	
CertiTrack user guide_v2.0 April 2024.pdf	PDF	0.69MB	19/08/2024		Delete File

g. Once all required files have been uploaded select 'Click here to confirm all evidence has been uploaded'.

Click here to confirm all evidence has been uploaded

h. Select 'OK' to continue or 'Cancel' to go back.

This will let VTCT know that you have uploaded all the required evidence... are you sure?

OK   Cancel
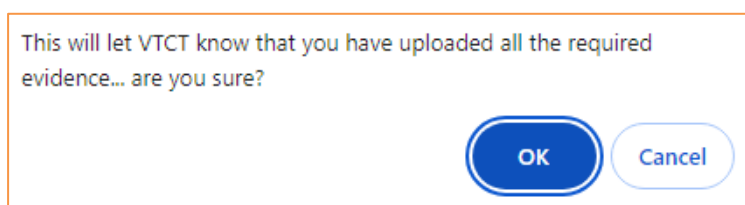
i. Now follow the replacement certificate or confirmation letter guidance.

7. Help and support

- E: customersupport@vtctskills.org.uk
- T: +44 (0) 2380 684500
  - Mon-Thurs: 08:45 – 17:00
  - Friday: 08:45 – 16:30

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