

Trinity College London

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Trinity Online Centre portal web address:

www.trinitycollege.co.uk/portal

NB: If you have a touchscreen-enabled device please disable it before logging in.

Digital Certificates

Please note that from September 2023, Trinity will be issuing digital certificates only (with an option to buy paper). Digital certificates are issued 24-48 hours after Trinity validates results. A digital certificate is an electronic document that shows proof of a qualification. It looks the same and carries the same validity as a paper certificate. It offers many benefits, such as fast and secure delivery and you can share it online as a link, PDF or QR code. Therefore, it is essential that when entering the candidate's details, you must enter the candidate's (or parent/ guardian if under 18) email address correctly, so the certificate can be sent directly to them. **Please Do not** use the email address of the exam centre or teacher. Failure to do so may result in the certificate being delayed. For more information on digital certificates please visit the [website](#).

Who this Guidance is for

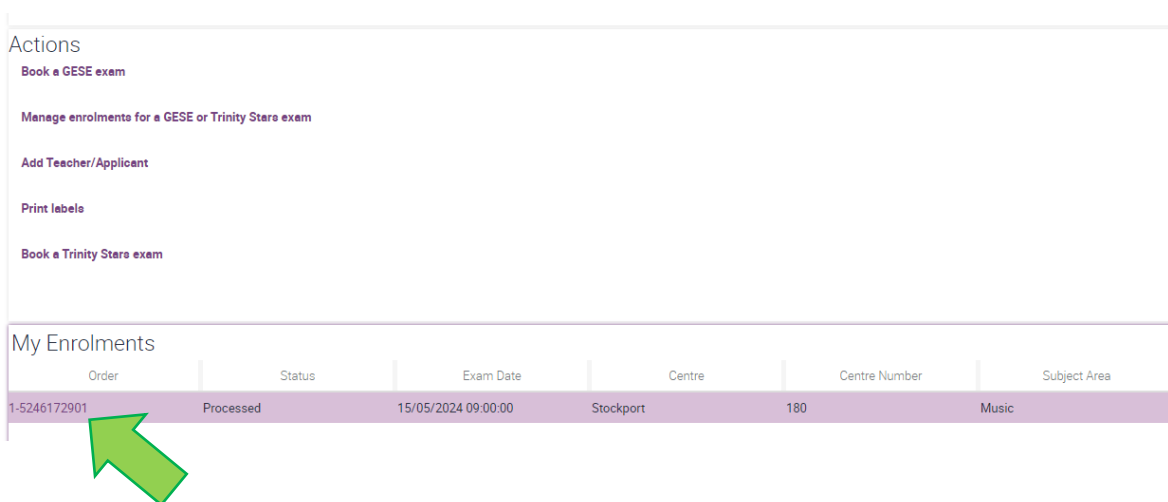
This guidance is for centres that need to correct the Digital Certificate email address on an order that has already been submitted, invoiced and processed.

A step by step video showing this guidance is also available [here](#):

In the event that you need to change email address of the exam teacher or the centre to a parents or guardian's address for the candidate **before the date of the exam**, please use the following steps:

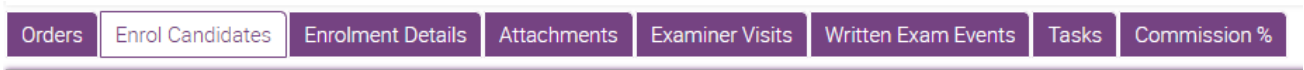
1) Re – Open the Order (from Processed Status)

Go to your processed order from the home screen and Click on the order number of your selected enrolment (shown by the green arrow):



My Enrolments						
Order	Status	Exam Date	Centre	Centre Number	Subject Area	
1-5246172901	Processed	15/05/2024 09:00:00	Stockport	180	Music	

This will take you to the Enrol Candidates tab (shown halfway down the screen):



You should now be able to see your enrolments and order details.

The save enrolments button on your processed order will be unavailable at this time (shown below by the red arrow) but you will be able to click the down arrow on the "status" field (indicated by the green arrow)

Subject Area	Music	Requested Start Date	15/05/2024 09:00	Total Gross Price	£1,438.00
Venue	Shackleford's Piano Stud	Requested End Date	15/05/2024 17:00	Centre Admin Fee	(£345.12)
Venue Number	1-1291625693	Examiners Requested	1	Total Net Price	£1,092.88
Status*	Processed			Invoice Total	£1,092.88
Processing Status	Processed			Payment Log Amount	£0.00
				Outstanding Amount	£1,092.88

	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida...	Candidate Number	Ethnicity	Gender	ULN	Ensemble Name	Exter ID
1	Processed	Generic		Student1	Unknown	institution@incorrectemail.c...	✓	1-5247092941					
2	Processed	Test		Name2	Unknown	institution@incorrectemail.c...	✓	1-5247092945					
3	Processed	Additional		Pupil	Unknown	institution@incorrectemail.c...	✓	1-5247092949					
4	Processed	Trial		Name2	Unknown	institution@incorrectemail.c...	✓	1-5247092953					
5	Processed	Sample		Person	Unknown	institution@incorrectemail.c...	✓	1-5247092957					
6	Processed	Practical		Student2	Unknown	institution@incorrectemail.c...	✓	1-5247092961					
7	Processed	Example		Name3	Unknown	institution@incorrectemail.c...	✓	1-5247092965					
8	Processed	secondary		Pupil1	Unknown	institution@incorrectemail.c...	✓	1-5247092969					
9	Processed	Trial		Name2	Unknown	instructor@musiclessonsdiv...	✓	1-5247092973					
10	Processed	Sample		Person	Unknown	instructor@musiclessonsdiv...	✓	1-5247092977					
11	Processed	Musical		Student3	Unknown	instructor@musiclessonsdiv...	✓	1-5247092981					
12	Processed	Instrumental		Player	Unknown	instructor@musiclessonsdiv...	✓	1-5247092985					

Change the status tab in the top left hand corner of the screen from "Processed" to "Re-opened":

Status*

Processing Status

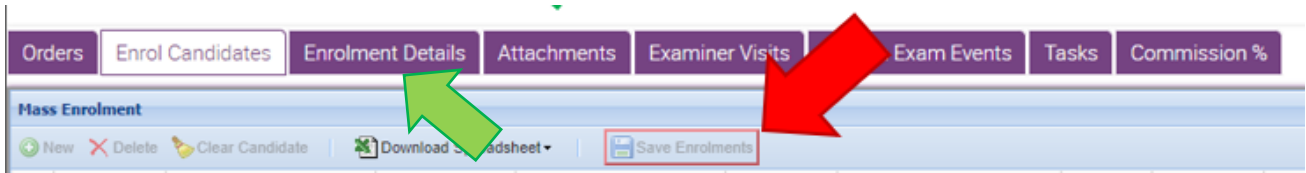
Processed

Ready to Deliver

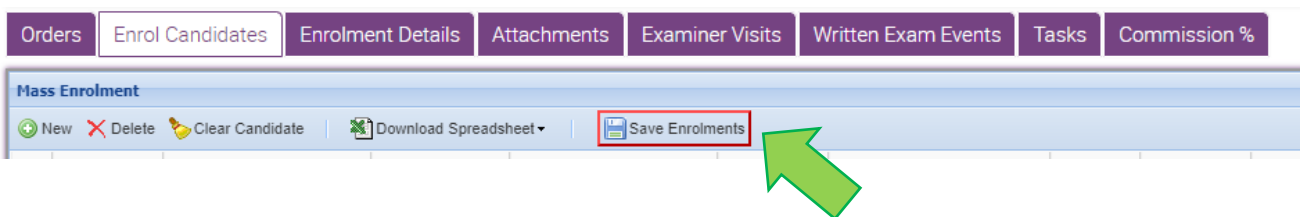
Re-opened

2) Update the Order (from Re-Opened status)

At this point the save changes button will still be unavailable (red arrow), so click on the enrolment details tab (shown by the green arrow).



Following this, click on the Enrol Candidates Tab again in which the save enrolments tab will now be available:



Before clicking on the save enrolments button please update your candidates email addresses in the mass enrolment window:

	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida...	Candidate Number	Ethnicity	Gender	ULN
1	Processed	Generic		Student1	Unknown	institution@incorrectemail.co.uk	✓	1-5247092941			
2	Processed	Test		Name2	Unknown	institution@incorrectemail.co.uk	✓	1-5247092945			
3	Processed	Additional		Pupil	Unknown	institution@incorrectemail.co.uk	✓	1-5247092949			
4	Processed	Trial		Name2	Unknown	institution@incorrectemail.co.uk	✓	1-5247092953			

Clicking on the Candidate Email Address will allow you to directly correct and overwrite the information of each candidate.

The line being adjusted will be highlighted with a flashing cursor in the Candidate email address field as shown below:

	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida...	Candidate Number	Ethnicity	Gender	ULN
1	Processed	Generic		Student1	Unknown	institution@incorrectemail.co.uk	✓	1-5247092941			

Once the email addresses for the required candidates have been updated, please press the Save Enrolments button as indicated (by the green arrow) in the image below:

	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida...	Candidate Number	Ethnicity	Gender
1	Processed	Generic		Student1	Unknown	actualparent1@homeaddress.co.uk	✓	1-5247092941		
2	Processed	Test		Name2	Unknown	Guardian01@testname.co.uk	✓	1-5247092945		
3	Processed	Additional		Pupil	Unknown	AdditionalPupil@icandidate-email.co.uk	✓	1-5247092949		

Once the data has been saved a “Data Saved” dialog box will appear as follows:

Orders | Enrol Candidates | Enrolment Details | Attachments | Examiner Visits | Written Exam Events | Tasks | Commission %

Mass Enrolment

Pass

Data saved.

OK

Click OK to remove it.

3) Reprocess the Order (from Re-opened Status)

Now the order has been updated all that is required is to reprocess the order.

At the top of the screen under the order number are 3 buttons as shown:

Enrolments

Order: 1-5246172901

Submit Invoice Process

Click on the Submit button to reprocess the order.

If a similar change is required either **On or after the date of the exam**,

Follow steps 1 to 3 **and contact your Regional Co-ordinator as soon as possible**, with the order number and the details of the candidates (including name and candidate number) so the digital certificates can be re-issued as required.