Trinity College London

# Centre Portal Guidelines

## Music and Drama

# Email Correction for Digital Certificates – Classical & Jazz/ Rock & Pop

Trinity Online Centre portal web address:

[www.trinitycollege.co.uk/portal](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](website).
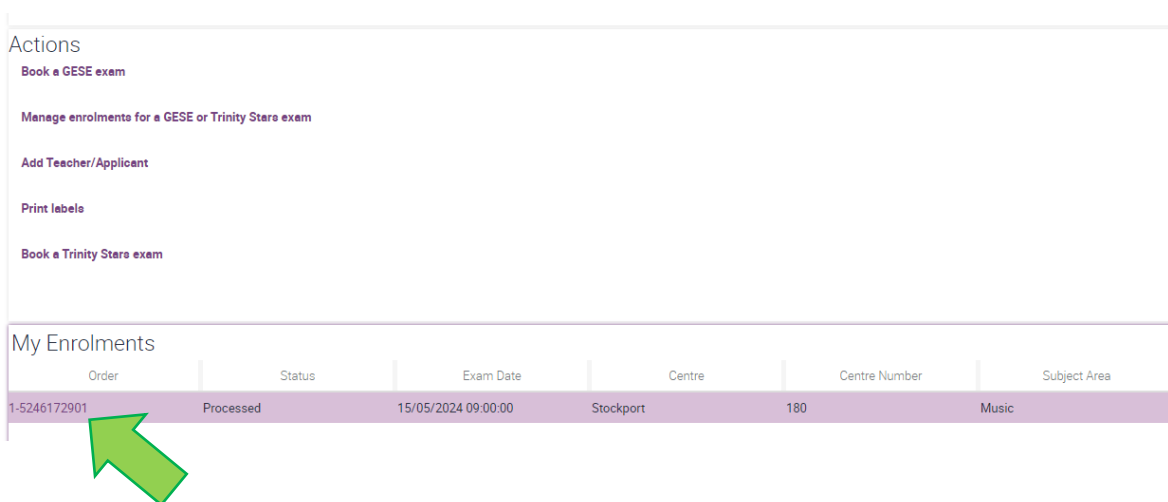
## Who this Guidance is for

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](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:
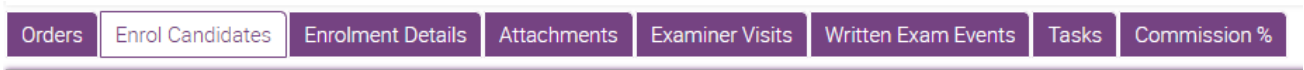
### 1) Re – Open the Order (from Processed Status)

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

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)



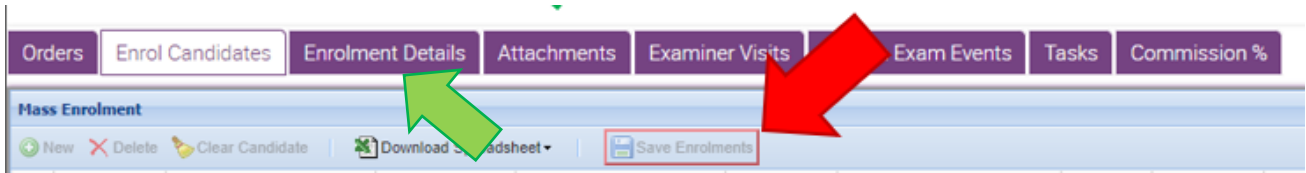Change the status tab in the top left hand corner of the screen from "**Processed**" to "**Re-opened**":

## 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:
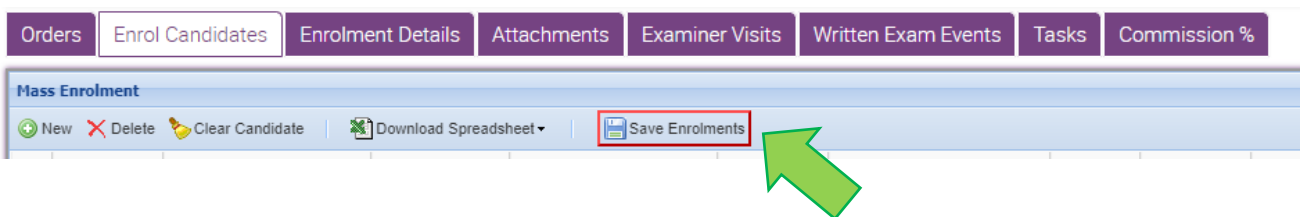


**Before clicking on the save enrolments button please update your candidates email addresses in the mass enrolment window:**



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:

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:



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



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:



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.