



DIGITAL CERTIFICATES WEB USER JOURNEY GUIDE

STUDENT PORTAL

Using the store and reporting issues



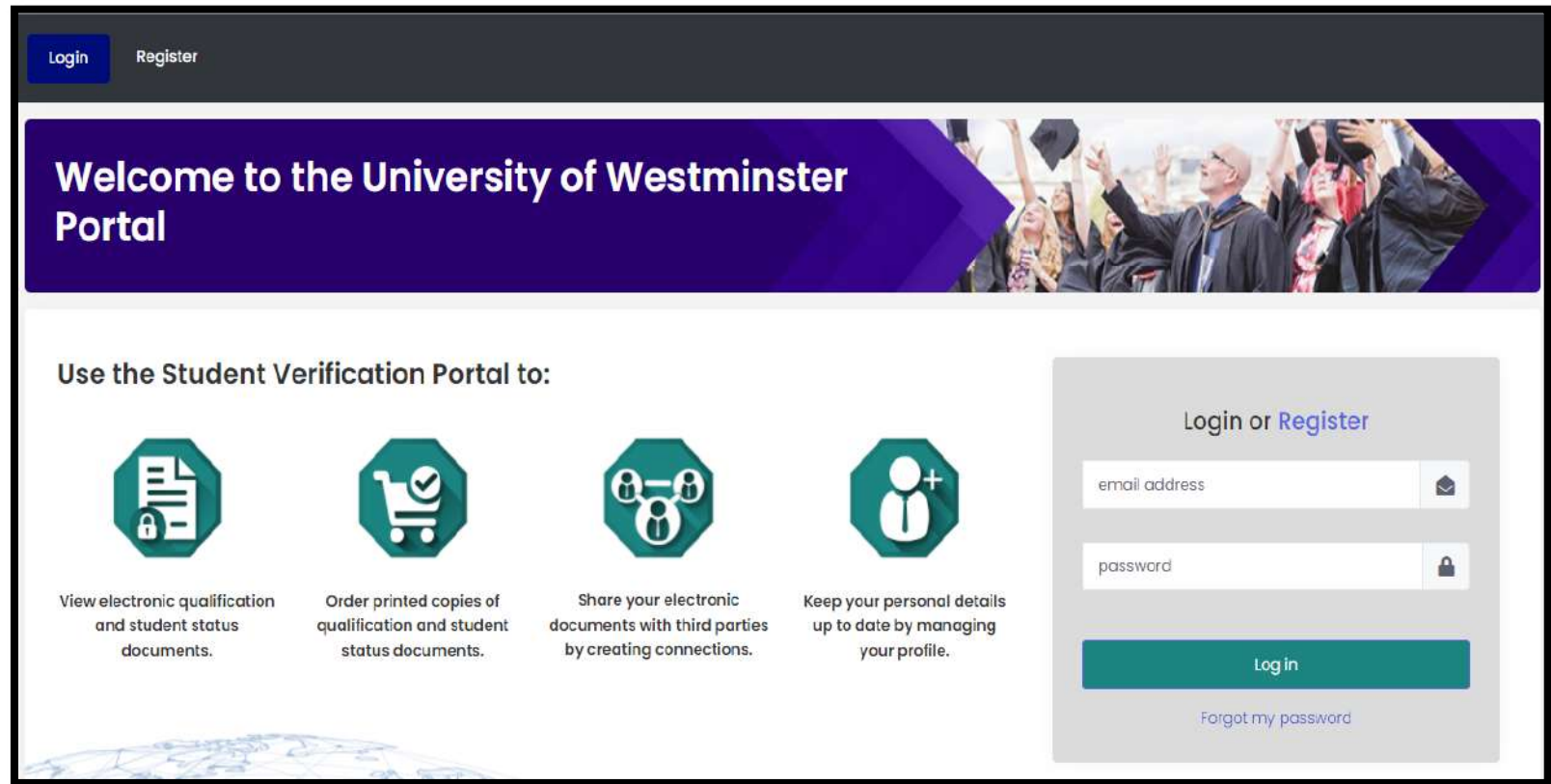
This user guide describes how you can report an issue with your documents, and how to order hardcopy items from the store.

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. Below this is a purple banner with the text 'Welcome to the University of Westminster Portal' and a photo of graduates. The main section is titled 'Use the Student Verification Portal to:' and contains four icons with descriptions: 1. A document icon with a lock: 'View electronic qualification and student status documents.' 2. A shopping cart icon with a checkmark: 'Order printed copies of qualification and student status documents.' 3. A network of three people icons: 'Share your electronic documents with third parties by creating connections.' 4. A person icon 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' section with input fields for 'email address' and 'password', a 'Log in' button, and a 'Forgot my password' link.


Login Register


Welcome to the University of Westminster Portal

Use the Student Verification Portal to:

-  View electronic qualification and student status documents.
-  Order printed copies of qualification and student status documents.
-  Share your electronic documents with third parties by creating connections.
-  Keep your personal details up to date by managing your profile.

Login or [Register](#)

email address 

password 

[Log in](#)

[Forgot my password](#)

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.


[Login](#) [Register](#)

Welcome to the University of Westminster Portal


Use the Student Verification Portal to:




View electronic qualification and student status documents.



Order printed copies of qualification and student status documents.



Share your electronic documents with third parties by creating connections.



Keep your personal details up to date by managing your profile.

Login or [Register](#)

[Log in](#)

[Forgot my password](#)

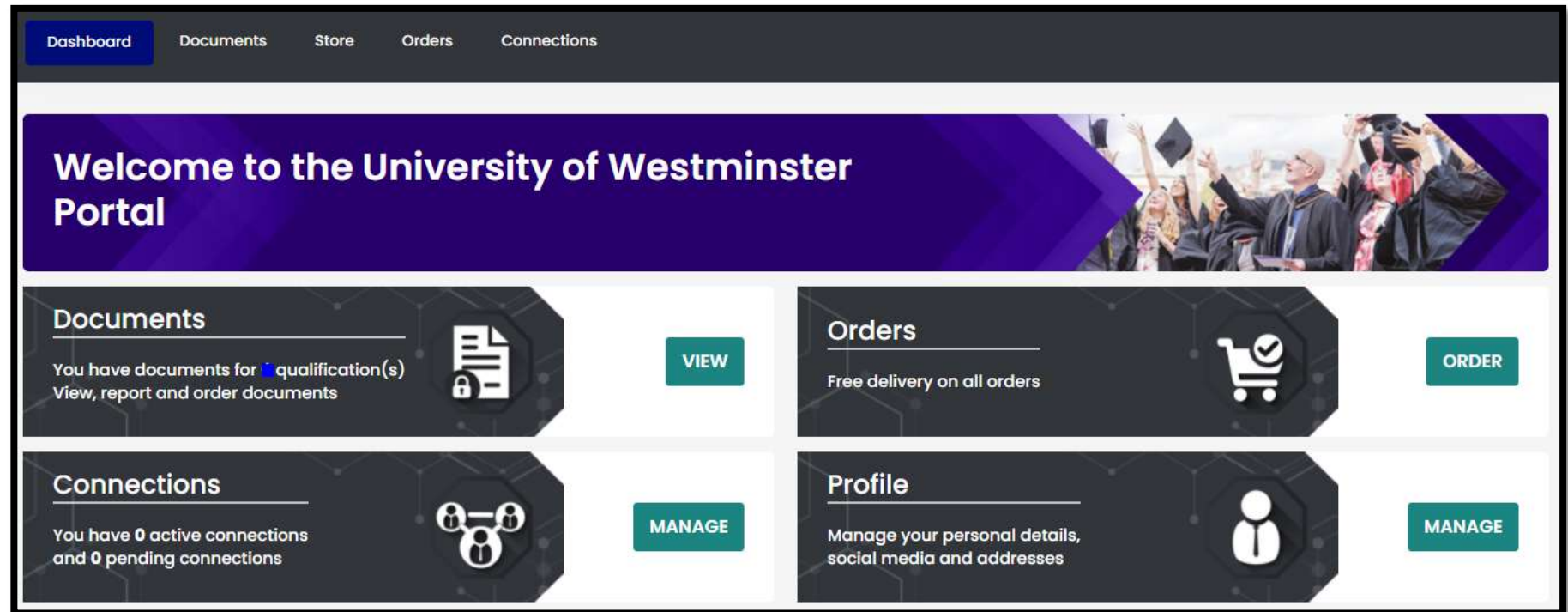
Dashboard

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**



 View  Report  Order

Viewing your documents

 View

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.

Consolidated Award Congratulations eLetter

Degree eCertificate

Degree eTranscript

Degree eCertificate

DocViewer

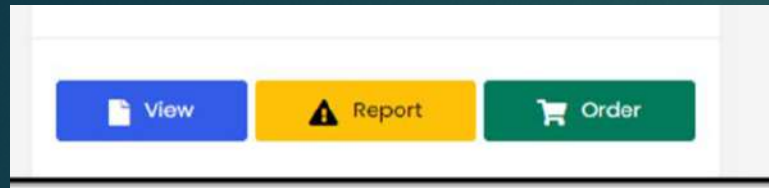


DocViewer

Navigation

Zoom

Full Screen



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]

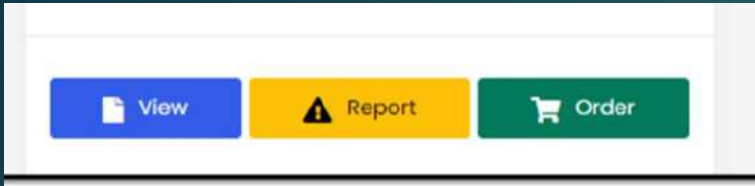
Reporter's Email: [redacted]@live.com

Qualification Details

Student's Enrolment Number: [redacted]

Qualification Title: [redacted] - Bachelor of Engineering

Send



Need hardcopy documents?

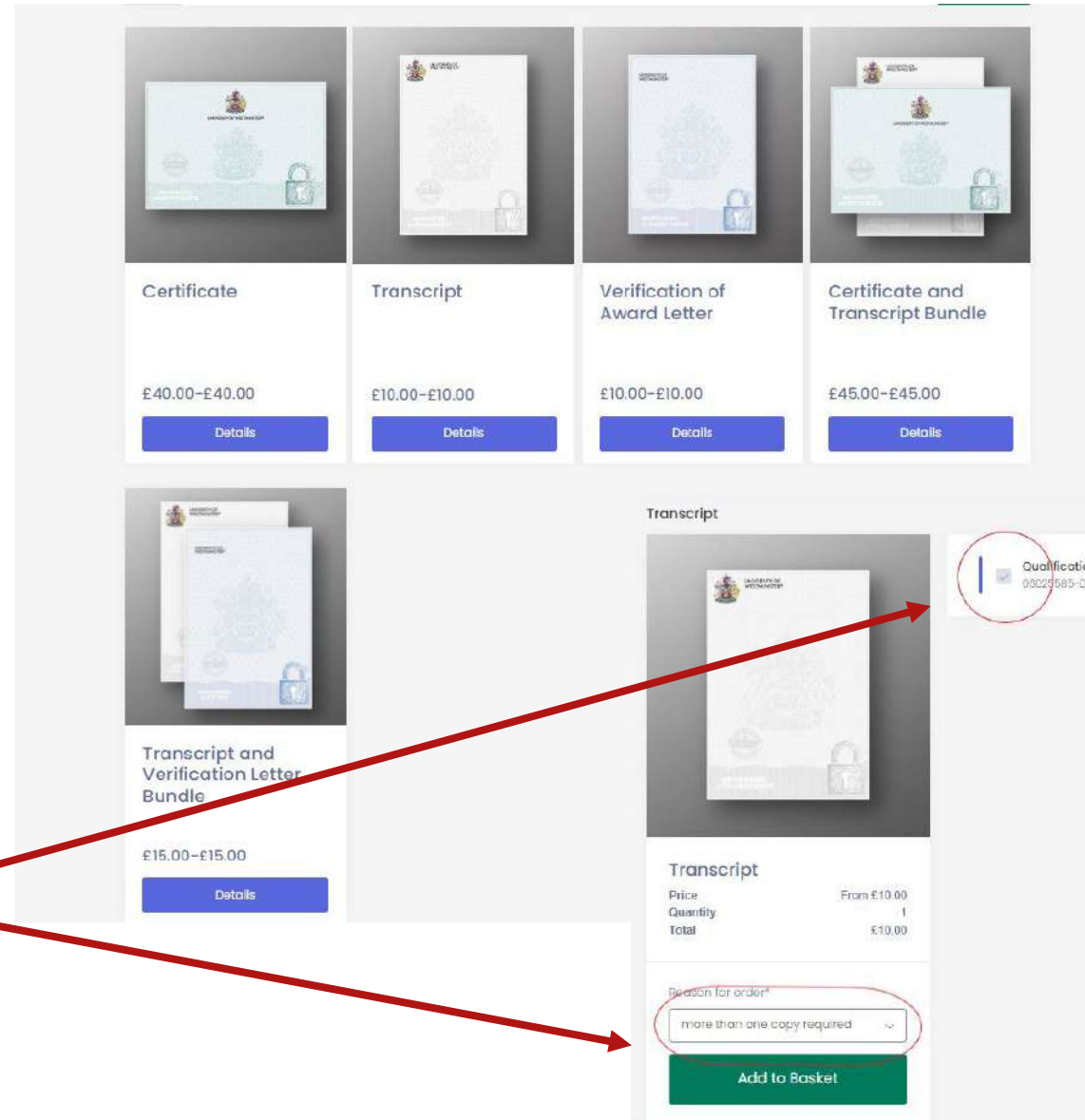


**Click Order or use the Store button on the menu.
Here you can purchase relevant award documents.**

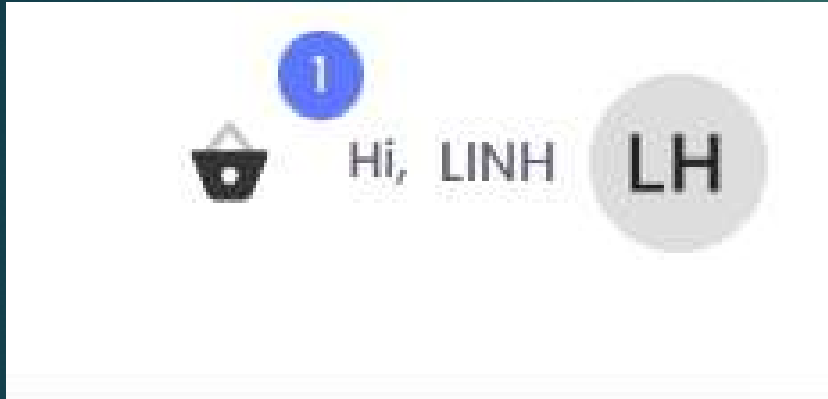
You can only have one printed certificate, but can order multiple transcripts or verification letters.

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

Using the Store to order hardcopy documents



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	3 Remove	Click quantity
 Verification of Award Letter Document: Qualification Reference: 06025585-01-T743 Reason: more than one copy required	3 Remove	

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 shipping 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, a grid of shipping options is presented, each with a radio button, a description, an estimated shipping time, and a price. The 'Overseas tracked where available World' option is currently selected.

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

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

Check details

Payer Address

Find address by using your postcode

Country *	<div>United Kingdom</div>
Address 1 *	<div>test</div>
Address 2	<div></div>
Town / City *	<div>London</div>
County / State	<div></div>
Postcode / Zipcode *	<div>SW1 1PR</div>

Card Holder Name *	<div></div>
Email Address *	<div>test@gmail.com</div>
Confirm Email Address *	<div>test@gmail.com</div>
<div>?</div> Contact Telephone Number	<div></div>

Back

Continue

Online Payments

Payment complete

UNIVERSITY OF
WESTMINSTER

Online Payments

Test Mode

Payment Successful

Transaction Details



Transaction reference:
Transaction date/time:
Email confirmation:

CERT267983
09 Jun 2022
[REDACTED]

Your Payment Details

Billing Address Details

test
London
SW1 1PR
United Kingdom

Debit/Credit Card Details

Name on Card: Test
Last 4 Digits of Card Number: 1307
Card Type: Visa
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.