
Frequently Asked Questions

What email address will MyCreds™ use to send notifications?

All MyCreds™ notifications for current students and recent graduates will be sent to your Trent University email address.

How will the receiver of my document know it is authentic?

All certified documents carry a digital signature and meet or exceed the legal standards for authentic electronic documents in North America, Australia, New Zealand, as well as the standards set by the European Union.

An authentic document will always have a blue-ribbon symbol that validates the document has not been altered after it has been downloaded. If a document has been altered or if the digital signature is not authentic, a symbol with a red cross will signify the document is not valid.

Can I add an expiry date to my digital document?

Yes, you can. If you set an expiry date when you use a share credit to share your digital document, that recipient will lose access once the expiry date you selected arrives.

An expired share counts towards the number of share credits you have used.

Can I disable a recipient's access to my digital document?

Yes, as a student/alumni you have full control over access to your documents. In the MyCreds™ Learner Portal you can view the individual share that you would like to change and disable the recipient's access at any time.

A disabled share counts towards the number of the share credits you've used.

How can I request an updated version of my digital transcript in MyCreds™?

If you would like an updated version, submit a new request in the myTrent portal. Once your new request has been processed, you will receive an email notifying you that your previous transcript in MyCreds™ has been updated. Any previous shares of your document will also be updated for the recipients; however, a notification is not sent to those previous recipients.

Note: A new share credit must be purchased to access an updated transcript if you do not have any available share credits.

How do I view my new or updated pay to share document?

When you sign in to your MyCreds™ portal, you will be presented with a list of all your documents. Click on the document you would like to open. If this is your first time opening a new document or updated document, you may see a Payment required notice. You must have at least one share credit associated with your document to view your document. If you see the Payment required notice, you must purchase at least one share credit. After at least one share credit is purchased, you can open and view your document at any time until it is updated, even after you use the share credit.

Why do I need to include my address on the payment form?

All purchases made within MyCreds™ will require your residential address and your billing address associated with your payment card to meet Canada Revenue Agency requirements. Your billing address postal code must match the postal code associated with your bank's payment card, otherwise your payment will be rejected.

Using the MyCreds™ Learner Portal

How do I sign in?

1. Log into your Student Account
 - Log in to your myTrent account and submit your request.
2. Wait to receive an email notification
 - Wait to receive an email notification from MyCreds™ with a link to register and create your account. They will also email you when your document(s) is ready to be shared.
3. Then you may log in to MyCreds™
 - Log in to your secure account on the MyCreds™ Learner Portal with your Trent University username and password.
4. Purchase share Credits
 - Purchase share credits from MyCreds™ to view your digital document and authorize the release of your document to your chosen destination.

How do I share my digital transcript with a third-party recipient?

You can begin to share your digital transcript once you receive a confirmation email that your digital transcript is available. From the MyCreds™ Learner portal, after you have purchased share credits, you can share your digital transcript with a recipient by selecting the SHARE button.



Once complete, the recipient will receive an email notification from MyCreds™ that includes your name, indicating that you have shared a document with them. The recipient will click on the link provided in this email notification to view your transcript. The recipient will also be able to download your transcript.

Can I download a copy of my digital document for myself?

As a Learner, if you do need to download a copy of your official transcript for your own records, you have the option to share the document with yourself. Select the share button, then select generate a link to my documents, and input your email address in the recipient email field.

Please follow the steps outlined below to download a copy of your digital document for your records.

1. Click on the SHARE button to open Document Sharing Window.
2. Select 'Generate a link to my documents'.
3. Click on the Continue button.

Document sharing ✕

View document ▾

 You currently have 1 share credit. Sharing this document will use 1 share credit.

- Generate a link to my documents
- Send my documents to a registered organisation

Share name

The name you choose will be visible only to yourself and will not be seen by the recipient of your share

Purpose of share ▢

Categorise your shares by giving them a simple description (only visible to you)

Recipient Email ✉

Reference 🔗

The reference will be visible to the recipient of the share

Access PIN 🔒

Expiry date 📅

[HELP](#) 🔗

[CANCEL](#)

[CONTINUE](#)

4. Click on the SHARE button in the Confirmation of share window:

Confirmation of share ✕

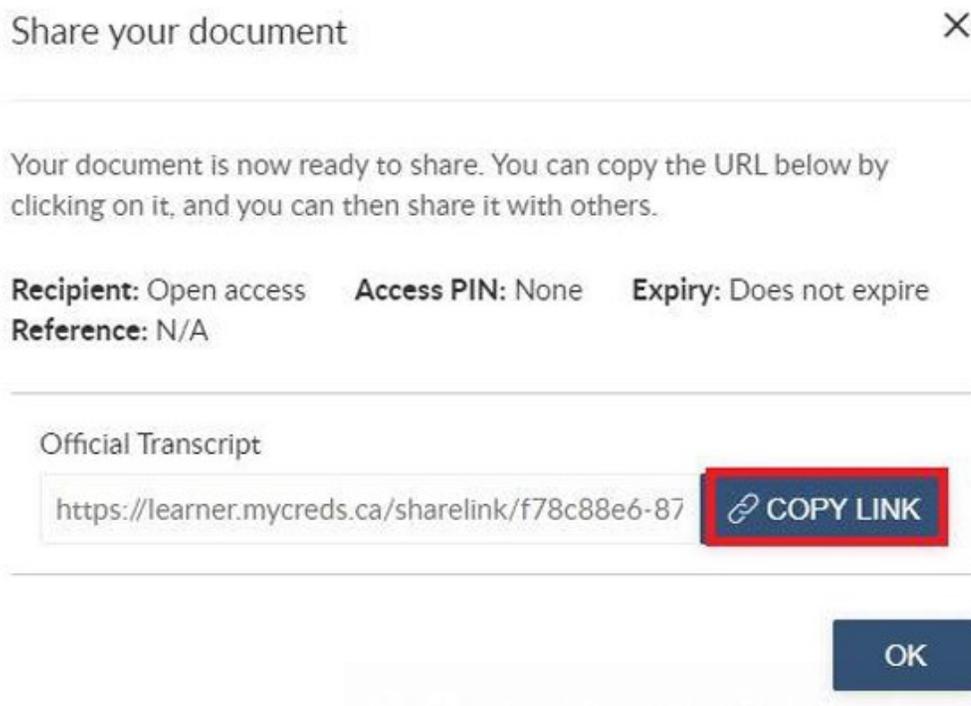
 You currently have 1 share credit. Sharing this document will use 1 share credit.

Please make sure your share details are correct before proceeding.

[BACK](#)

[SHARE](#)

5. Click on the COPY LINK button in the Share your document window:



6. Go to a web browser and copy the link into it.
7. A page with your official document will open. Click on DOWNLOAD PDF button to download the PDF file of your document.
8. Check downloads folder on your computer to access the PDF file and move it where you wish.

Please note that downloading your document uses a share credit and that there is a fee charged for that within the platform.

Share Credits

What are share credits?

With digital documents you will purchase a specific number of share credits for that document. Each share credit will allow you to share the secure digital transcript with one recipient, such as an employer or an educational institution. At least one share credit is required to be purchased to initially access your official transcript. A new share credit must also be purchased to access an updated transcript if you do not have any available share credits.

When you have used all of the share credits that you purchased for your digital transcript, you will no longer be able to share it with any further recipients. If the remaining share credits reach zero and you need to share your digital transcript with another recipient, you will need to purchase more share credits.

You have full control over how your document is shared - you designate your recipients, specify how long they can access your document, or require them to use a PIN that you set. You can also send the document to another post-secondary institution directly through the MyCreds™ Learner portal if the school is registered on the MyCreds™ network.

How many share credits do I need?

If you are accessing your digital transcript for the first time, you must purchase at least one share credit to access your transcript. A new share credit must also be purchased to access an updated transcript if you do not have any available share credits.

Each share credit will allow you to share the secure digital transcript with **one** recipient, such as an employer, an educational institution, or yourself.

For example, if you are applying to graduate programs at two universities (University A and University B) and need to submit a digital transcript with the application to each university, you would need to purchase **two share credits** in the MyCreds™ Learner portal. You will then use the first share credit to send your digital transcript to University A, and the second share credit to send your digital transcript to University B.

Do I have to purchase a share credit every time I want to view my document?

No, you must purchase at least one share credit the very first time you want to view your document or when the document is updated, and you have no share credits associated with the document (i.e., zero share credit balance).

Will I still be able to view my document after I use up its share credits?

Yes, if your document has not been updated with new information. If your document has been updated with new information, you will need to purchase at least one share credit to view and share it.

Does opening my document use up my share credit?

No, opening your document to view it does not use up your share credit. Your share credit will stay in your account until you decide to share your document by clicking the blue “Share” button. Viewing does not consume a share credit.

Support / Technical Issues

I forgot to update my email address.

Even if you don't have the email notification from MyCreds™, you can still access your documents by navigating to the MyCreds™ Education Provider sign in page. From there, select "Trent University" from the drop-down menu and then log in with your Trent University username and password.

I need support troubleshooting in MyCreds.

[How-to Videos](#) by MyCreds™ can help you with purchasing and sharing documents, understanding your sharing history, profile settings and linking accounts, and registration and logging-in.