CANVAS BADGES/CREDENTIALS

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Canvas Badges API

Developers: Build an app that integrates with the Canvas Badges API

What is a Canvas Badges Connected App?

A Canvas Badges Connected App is any web service that makes use of Open Badges as an issuer or displayer. If you want to bring verifiable achievements into your ecosystem, connect to Canvas Badges's API to make it easy.

Issuer Apps

Issuer apps react to events in their own domain to award new badges to users.

Displayer Apps

Displayer apps help users show off and get value from the badges they have earned.

Connecting to Canvas Badges

API Access with OAuth2 Authorization Code Grants

Canvas Badges offers OAuth2 Identity Provider/Authorization Server/Resource Server functionality to help your Connected App securely obtain a user-specific API token to use to access that user's badges. You can add a **Connect to Canvas Badges** or **Login with Canvas Badges** button to your service. There are several Canvas Badges servers deployed in different regions around the world, and your app can connect with each desired Canvas Badges region separately. In order to sign OAuth requests to a particular Canvas Badges server, your service needs to establish a shared secret with the administrator of that Canvas Badges server.

You can build apps that connect with Canvas Badges. Contact Canvas Badges to request an application key and secret for signing your OAuth requests. Describe what you're planning on building and what type of information you need from Canvas Badges users.

Requesting access to the Canvas Badges API

For each availability region of the Canvas Badges service, when you request a developer key, an application record will be created with a key and secret. When you request a key, make sure to describe which region you would like to use (Test sandbox, Australia, Canada, EU/Ireland, Singapore or US). These regional servers also have their own UI and API domain, so be sure to use the correct domain based on which server you are using. We use the US production server as a default in our documentation. The ability to automatically obtain a key and secret for certain types of applications is also available via the Badge Connect (Open Badges 2.1) protocol. These scopes allow your app to access a user's backpack to read their badges or send them new badges.

Permission Scopes

Issuer and displayer apps need some combination of permissions to issuer and backpack (recipient) API endpoints. These are accomplished by requesting a set of permission scopes when you register your application with the Canvas Badges server

administrator. These scopes or a subset of them will be available to you when you request authorization on behalf of a user of your app.

Profile Scope (Automatic)

- **r:profile** This allows you to get information about the user that they have defined in Canvas Badges, including their firstname, lastname, and registered email addresses. This scope is automatically available. It gives you the ability to access the GET ***/v2/user/profile*** endpoint.

Issuer Scopes

- **r:issuer** This allows you to get information about the issuer profiles where the authenticated user acts as a staff member, editor, or owner. You may view issuer metadata, badges defined by these issuers, and badge awards granted by these issuers.
- **rw:issuer** This allows read/write access to the resources above, to the extent that the authenticated user may perform these actions. "Staff" level users may read all data and award new instances of defined badges; "Editor" level users may also define new BadgeClasses and edit existing ones. "Owner" members may modify the staff list.

Backpack Scopes

- **r:backpack** Allows you to read assertions that the user has received from issuers on this Canvas Badges server or imported into their backpack from external Open Badges issuers.
- **rw:backpack** Allows you to read, create, and update assertions and collections of assertions. For assertions, this means you can trigger import of an Open Badges assertion defined elsewhere, pushing it to the recipient's backpack.

The OAuth2 Dance (Authorization Code grant workflow)

Once you have emailed us your Scope and Redirect URIs and we have replied with a ***client_id*** and ***client_secret***—we can dance. Suppose a Canvas Badges user would like to grant you access to her badges, issuers and profile information. First, create a "Login with Canvas Badges" button on your website that links to the following URI (line breaks added for readability):

```
https://badgr.com/auth/oauth2/authorize?
```

```
client_id=123&redirect_uri=https%3A%2F%2Fexample.com%2Fauth&scope=r%3Aprofile%20rw%3Aissuer%20r%
```

Set ***client_id*** to the Client ID you received from the Canvas Badges team. Set ***redirect_uri*** to the Redirect URI for your application (url encode this and all parameters). We use this to redirect the user back to your website with an Authorization Code after they have logged in and granted you access. Set ***scope*** to the level of access you are requesting.

After Canvas Badges redirects the user back to your application with the Authorization Code in the query parameter ***code*** your application will need to exchange that temporary code for a long-lived Access Token via a POST request. Here's an example using ***curl***:

```
curl https://api.badgr.io/o/token -d \
```

```
"grant_type=authorization_code\
```

```
&code=XYZ\
&client_id=123\
&client_secret=ABC\
&redirect_uri=https://example.com/auth"
```

Note: You may pass a state parameter, which should be a URL-safe URL-encoded string. For example, you may encode a small snippet of JSON. This parameter will be passed back to you at your Redirect URL

Exchange this ***authorization_code*** for an access token.

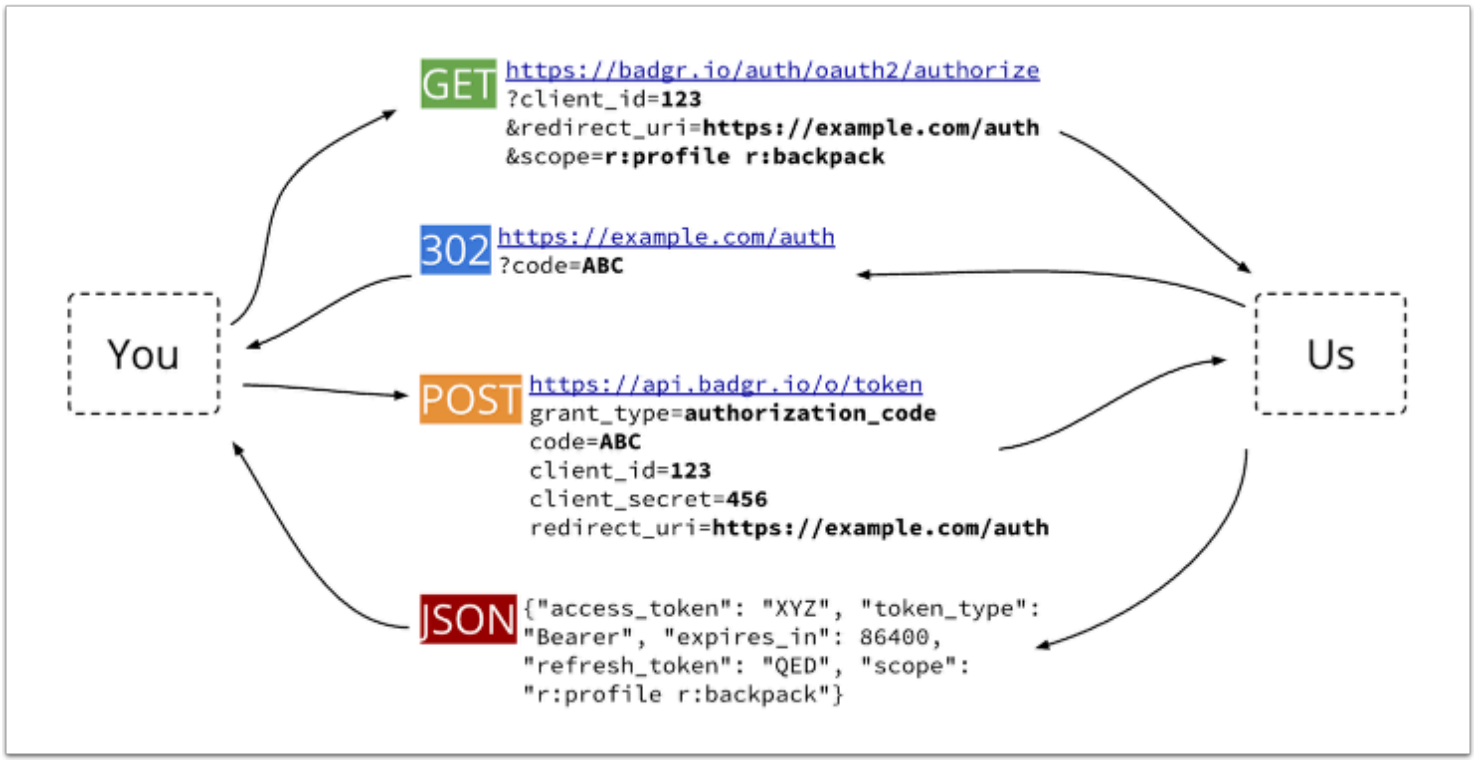
```
curl https://api.badgr.io/o/token \
-d "grant_type=authorization_code&code=authorization_code"
```

And that's it! You're done. You'll receive a document like this:

```
{
"token_type": "Bearer",
"access_token": "C1HePsbwS3tUmwC6OCKsC41w96xckc",
"expires_in": 86400,
"refresh_token": "xwHPFwH55tQpCy3qCgsIW59k3g3aPh",
"scope": "rw:issuer rw:profile rw:backpack"
}
```

And that's it! You can store the access token in your application. You may now use the ***access_token*** obtained from this request to authenticate API requests. See Using the Canvas Badges API below.

Here is a diagram showing the initial authorization flow:



Your access token will expire (by default, 24 hours after issue). At that point, you may refresh it using the refresh_token included with the token. Refresh tokens are long-lived and must be stored securely. Access tokens also must be stored securely, but are lower risk due to their shorter duration. You may obtain a new access token using your refresh token by making a new POST to the authorization endpoint.

```
curl https://api.badgr.io/o/token -X POST -d \
"grant_type=refresh_token&refresh_token=YOURREFRESHTOKEN&client_id=YOURCLIENTID&client_secret=YOU
```

You will get back a new token document, including a new ***access_token*** and ***refresh_token***. The new access token will be valid for the identified number of seconds.

Note: If you have given us a ***localhost*** Redirection URI remember to use our test sandbox environment's endpoints for testing. Use ***https://test.badgr.com/auth/oauth2/authorize*** and ***https://api.test.badgr.com/o/token***. For more detailed information on OAuth2 read RFC 6749 https://tools.ietf.org/html/rfc6749. For production environments, HTTPS is required for redirect URIs, and localhost or developer machine tunnel domains are not permitted.

Using the Canvas Badges API

Quickstart View the Canvas Badges API Docs

To authenticate a request using an OAuth token use the Authorization header with a value of ***Bearer***, a space character, then the token you have obtained. E.g. ***Authorization: Bearer cZTp1ZMMSasZ4mbP2u2Pjt4NH3AVIf***

Requests to the /v2/ API are all returned by default in JSON with a default response envelope. If successful, the ***result*** key will have a [] list of result objects, and single results will appear as a single entry within this JSON array. Try out the OAuth flow and making requests by creating a free account and clicking the Authorize button on the API Docs.

Canvas Badges App Developers API Guide Quickstart

Quickstart: Issuing Open Badges with the Canvas Badges API

Here are some guided examples through which you can learn how to use the Canvas Badges API by showing you how to authenticate, create an Issuer, define a BadgeClass, and issue an Assertion. There are many more things that you can do with the Canvas Badges API. See full Canvas Badges API Docs (US region) for a list of endpoints.

Regional Environments

We support servers in various regions as well as a test server. The UI domain and API domain vary based on which server you are using. Please review the domains for Canvas Badges environments around the globe. We use the US domain as a default in our documentation so be sure to substitute the proper domain if you are not using the US production servers.

Authentication

Canvas Badges uses OAuth2 for most operations. As an API client user, you may obtain an OAuth2 Bearer Token on behalf of your own Canvas Badges user account using a password-based grant, or you can obtain such auth tokens on behalf of many users by registering your own Connected App. See more about registering for an app key and secret here.

Obtaining a Token

This guide will focus on getting started quickly, so we'll use a password-based grant on Canvas Badges's US-based free hosted service, or use a different region as described above. Request authentication by making a POST request to ***https://api.badgr.io/o/token*** with your email address and password as the ***username*** and ***password*** request parameters. This request may be made with a JSON request body, form-data, or x-www-form-urlencoded.

For example, from cURL: ***curl -X POST 'https://api.badgr.io/o/token' -d "username=YOUREMAIL&password=YOURPASSWORD"***

You'll receive a document in response like the following:

```
{
"access_token": "YOURACCESSTOKEN",
"token_type": "Bearer",
"expires_in": 86400,
"refresh_token": "YOURREFRESHTOKEN",
}
```

Don't have a password on your account? In order to use the password-based grant, you need to set a password on your account. You might not have one already if you created your account via sign-in from an external identity provider, such as

Facebook or Google. You can add a password once signed in from your Profile page. If you don't yet have an account, sign up for a free one here. You will need a verified email address to access the following APIs, so make sure to complete that step.

Authenticating requests with an OAuth2 Bearer token

Add an ***Authorization*** header to each of the subsequent API requests with a value of ***Bearer YOURACCESSTOKEN***, (replacing YOURACCESSTOKEN with the value of the ***access_token*** key in the above response).

You may use this token to request any API that your user has access to (the default "scope" you obtained above was very permissive – ***rw:profile rw:issuer rw:backpack***, so it can be used to make any of the API calls your user needs to make).

For example, in a request to retrieve the user's own profile made from cURL, this header would be set like: ***curl 'https://api.badgr.io/v2/users/self' -H "Authorization: Bearer YOURACCESSTOKEN"***

Response Envelope

All responses from the V2 Canvas Badges API that have a body wrap this body in a JSON response envelope that provides the resulting data of the request as well as metadata about the success or failure of the request. Result is always a list ([]) even when there is only a single entity or no entities in the result.

An example successful response body:


```
{
"status": {
"description": "ok",
"success": true
},
"result": [
{
"entityId": "g66EErPYSZOyssbD79U3zB"
}
]
}
```


Each of the entities in the following examples will be returned upon successful creation will have an ***entityId*** property that will be used to identify it for subsequent API calls (typically in the request path when creating or viewing related entities).

An example unsuccessful response body:


```
{
"status": {
"description": "bad request",
"success": false
},
```

"result": [],
"validationErrors": ["Form-level errors (crossing multiple fields) appear here."],
"fieldErrors": {
"name": ["This field is required."]
}
}

The ***validationErrors*** and ***fieldErrors*** properties only appear in the document when ***status.success*** is false.

Issuer API

Some of the most important API calls that clients make against the Canvas Badges API are to issue badges. Issuing manually via the web interface is great, but in order to scale your badge issuing programs, you've got to start automating, and the Canvas Badges API makes it easy. Every badge is awarded by an Issuer, so we'll start by creating an Issuer Profile, then we'll define the BadgeClass to award, and finally we'll award an Assertion of that BadgeClass.

Each of the three requests we'll start with in this section is a POST request. We recommend using the API in JSON for both request body ***Content-Type*** and response body content. By default if you do not specify an ***Accept: application/json*** header, JSON will be returned.

Create Issuer Profile

Request Path: /v2/issuers

An Issuer Profile describes an organization or person that awards Open Badges. It is published as the Open Badges Profile https://openbadgespec.org/#Profile class.

Properties:

- ***name*** is required: string.
- ***description*** is required: string.
- ***url*** is required. This should be a fully-qualified URL of a page that describes this issuer/program.
- ***image*** is optional should be base-64 encoded strings and may only be PNG or SVG. For example, a small PNG image file should appear like this in request bodies that require an image field: ***"image": "***
- ***email*** must be a verified email on the authenticating user's Canvas Badges account. Get ***/v2/users/self*** to retrieve your profile and see your verified email addresses.

Define BadgeClass

Request Path: /v2/issuers/**:issuer_entity_id**/badgeclasses A BadgeClass is a type of badge that an Issuer may award over and over (creating many Assertions of that BadgeClass, each for a different recipient). See Open Badges Specification: BadgeClass https://openbadgespec.org/#BadgeClass

Properties:

- ***name*** is required: string.
- ***description*** is required: string.
- ***image*** is required and may only be PNG or SVG format. For example, a small PNG image file should appear like this in request bodies that require an image field: ***"image": "***
- Criteria is required. One or both of ***criteriaNarrative*** (a markdown-formatted string) and/or ***criteriaUrl*** (a fully-qualified URL of a page representing the criteria for this badge) must be supplied.
- ***tags*** is optional. If present, it should be a list ([]) of one or more strings;
- ***alignments*** is optional. If present, it should be a list ([]) of one or more JSON objects that each have these properties:
- ***targetName*** required, string
- ***targetUrl*** required, fully-qualified URL string
- ***targetDescription*** optional, string
- ***targetFramework*** optional, string (what competency framework name does this alignment target fall under?)
- ***targetCode*** optional, string (is there a sub-tag under the targetUrl that distinguishes this from other possible targets that you would identify with the EXACT same URL? Only use this if the ***targetUrl*** would be otherwise ambiguous.)

Issue Assertion

Request Path: /v2/badgeclasses/**:badgeclass_entity_id**/assertions

An Assertion is an instance of a BadgeClass (type of achievement recognized by an Issuer) that is awarded to one recipient. There might be many Assertions of a particular BadgeClass that an Issuer has awarded to different recipients. See Open Badges Specification: Assertion https://openbadgespec.org/#Assertion

Properties:

- ***recipient*** is required, (the only required property) and it must be a JSON object with at least an ***identity*** key. Other optional properties of the ***recipient*** "IdentityObject" include: ***type*** (what type of identifier is ***identity***? Choose between ***email***, ***telephone***, and ***url***); and ***hashed*** (boolean, should the ***identity*** be hashed in the final Open Badges Assertion?). When you GET the object back from the API, ***plaintextIdentity***, a read-only property appears to show you what your original ***identity*** value was in case it is obscured behind the public-facing hash (when ***hashed == true***).
- Evidence may be expressed in terms of an overall "narrative" and/or one or more "evidence items". ***narrative*** is an optional property that accepts Markdown-formatted strings. ***evidence*** is a property that accepts a list ([]) of JSON objects ({}) that each have a ***narrative*** and/or an ***id*** (which is a URL to a piece of evidence hosted on HTTP)
- Note that ***image*** is read-only on this endpoint. The "baked" image will be generated from the BadgeClass image by the server.
- ***issuedOn*** is optional: you may override the issue date with a date in the past. Expects an ISO8601 formatted datetime stamp including time zone identifier. e.g. ***2018-11-26T13:45:00Z*** (In this case, "Z" stands for "Zulu", UTC)
- ***expires*** is an optional expiration date for the Assertion. Same format expectations as ***issuedOn***.

- ***notify*** is an optional boolean property. Should the recipient be notified by email? (only functions with the ***email*** recipient type). Note: for required privacy disclosures, an email notification will be sent to the recipient upon the first award to each email address on a particular Canvas Badges server.

Helpful Links

- Back to the App Developers
- See the full list of API endpoints at the Canvas Badges API Docs (US region).
- Sign up for a free account on Canvas Badges.

Canvas Badges Environments & Regions

We support servers in five regions across the globe. In our documentation, we often reference the US domains, but here is how you should adjust both the UI domain and the API domain to access a different region:

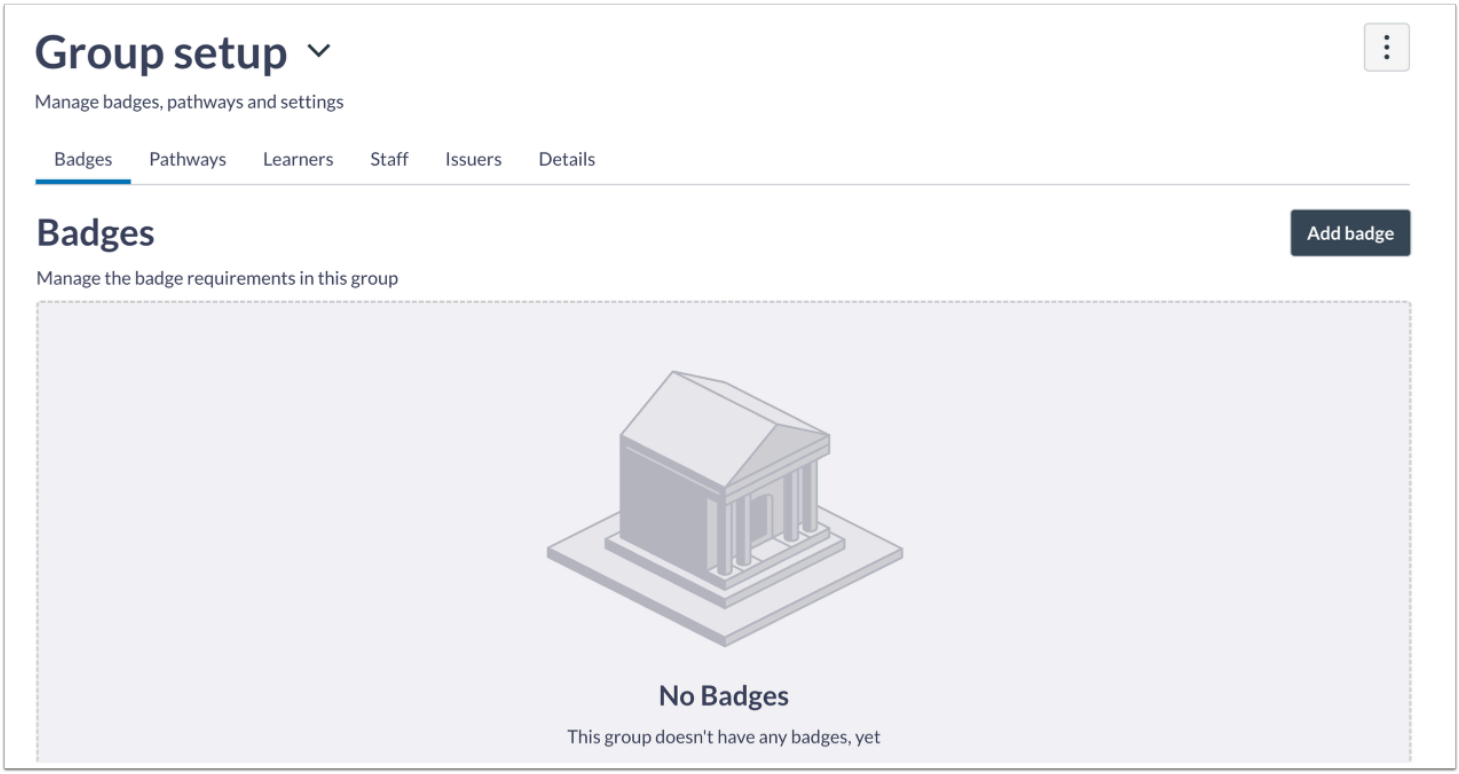
Region	Region UI Domain	API Domain
United States	https://badgr.com	https://api.badgr.io
Australia	https://au.badgr.com	https://api.au.badgr.io
Canada	https://ca.badgr.com	https://api.ca.badgr.io
Europe	https://eu.badgr.com	https://api.eu.badgr.io
Singapore	https://sg.badgr.com	https://api.sg.badgr.com/
Test	https://test.badgr.com	https://api.test.badgr.com
Demo	https://demo.badgr.com	https://api.demo.badgr.com

Canvas Badges Groups

What are Groups in Canvas Badges?

The Groups feature in Pathways is used to organize badge recipients into different segments or cohorts, so that they can be tracked along a Learning Pathway.

View Groups Setup



Once a group has been created, users can then add badges, subscribe to Pathways, view learner progress and manage the group.

Notes:

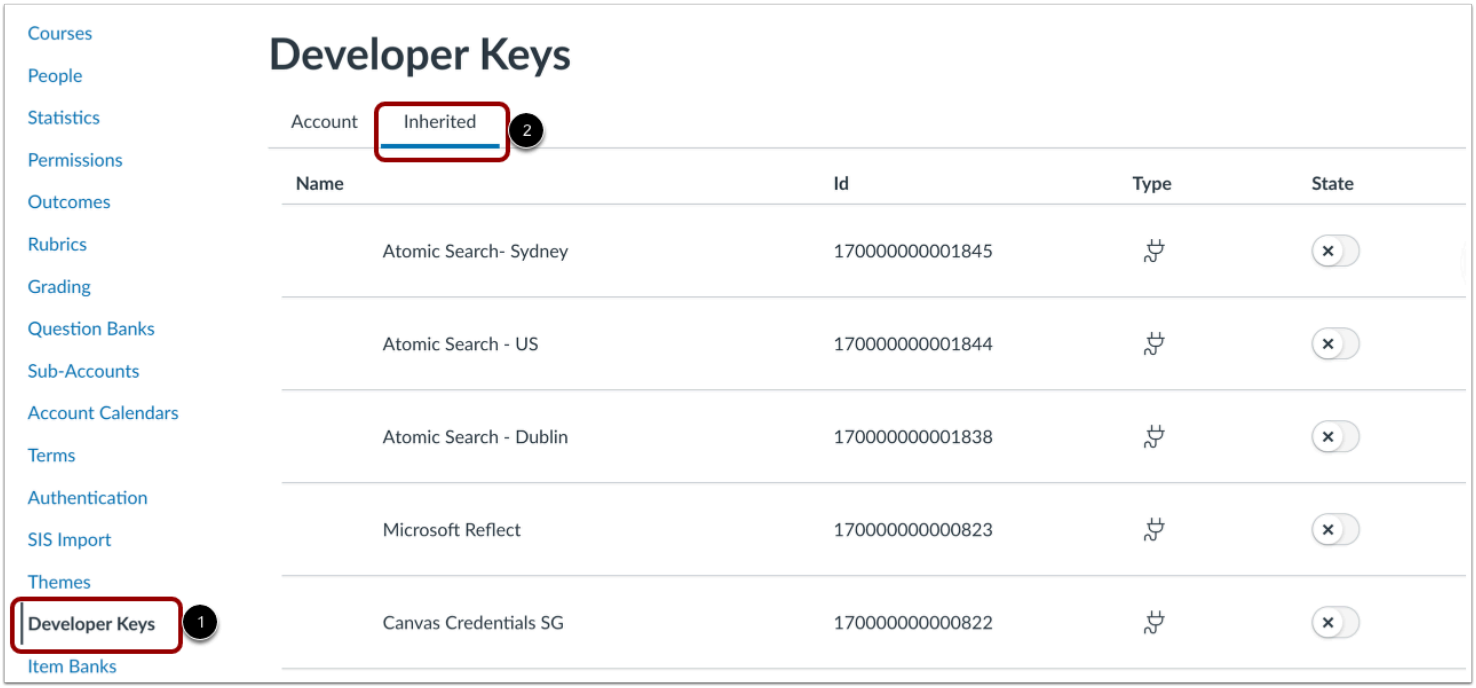
- Groups may be subscribed to more than one pathway and any number of groups can be subscribed to the same pathway.
- You must create and publish a Pathway prior to subscribing a group.

How do I install the Canvas Credentials LTI in Canvas?

The Canvas Credentials LTI allows teachers to automatically award badges to students based on course requirements. A Canvas admin must enable developer keys for the account or subaccount in which the LTI is installed. A Canvas admin can install the LTI at the account or subaccount levels. A teacher can install the LTI at the course level.

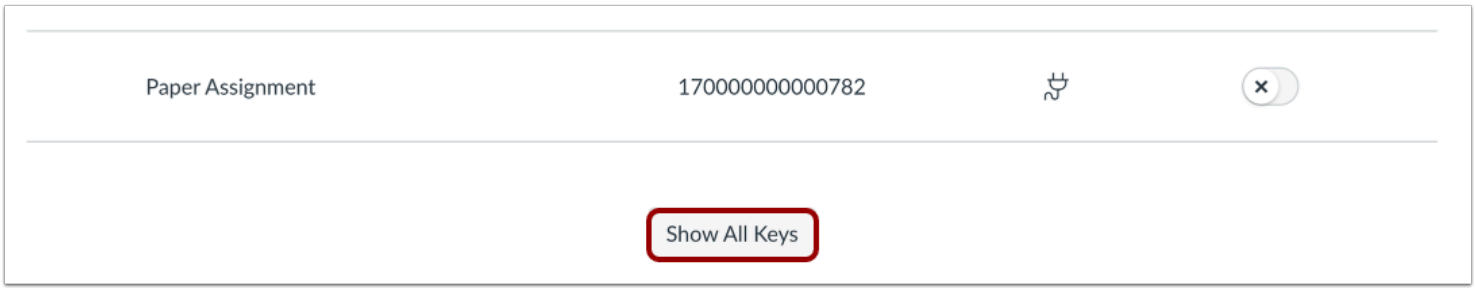
Note: This guide provides steps for installing the Canvas Credentials LTI in an Instructure-hosted Canvas instance. If your Canvas instance is self-hosted, follow our guide for installing the Canvas Badges Groups LTI for self-hosted instances.

View Inherited Developer Keys



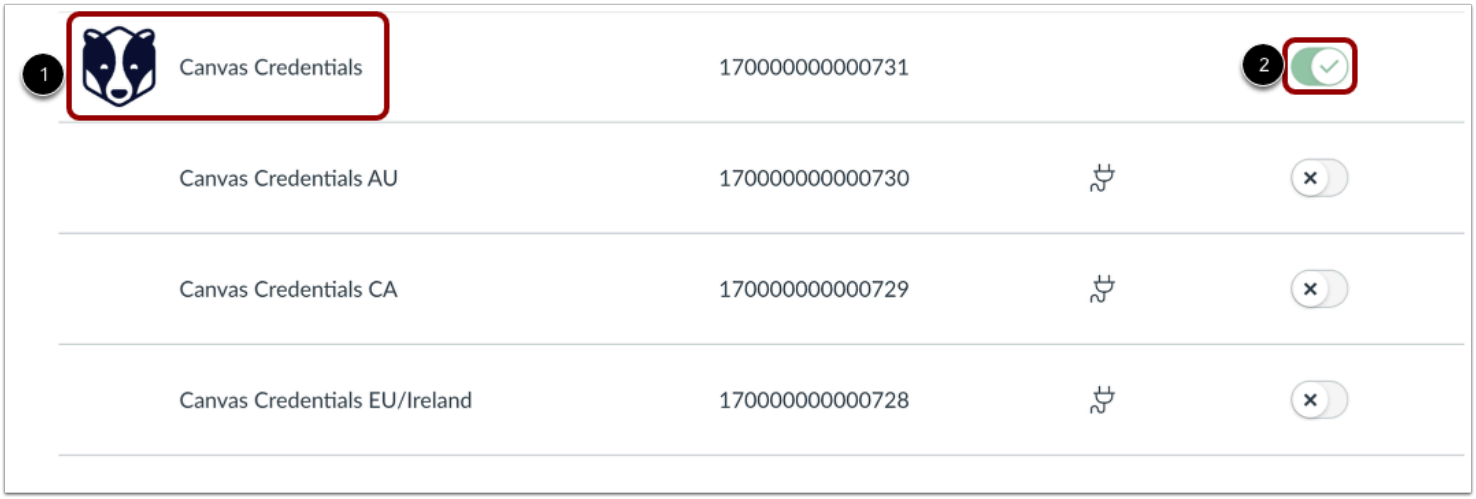
In Account Navigation, click the **Developer Keys** link [1]. To view inherited keys, click the **Inherited** tab [2].

Show All Keys



Scroll to the bottom of the list and click the **Show All Keys** button. Locate the Credentials API and LTI keys in the list.

Enable the API Key

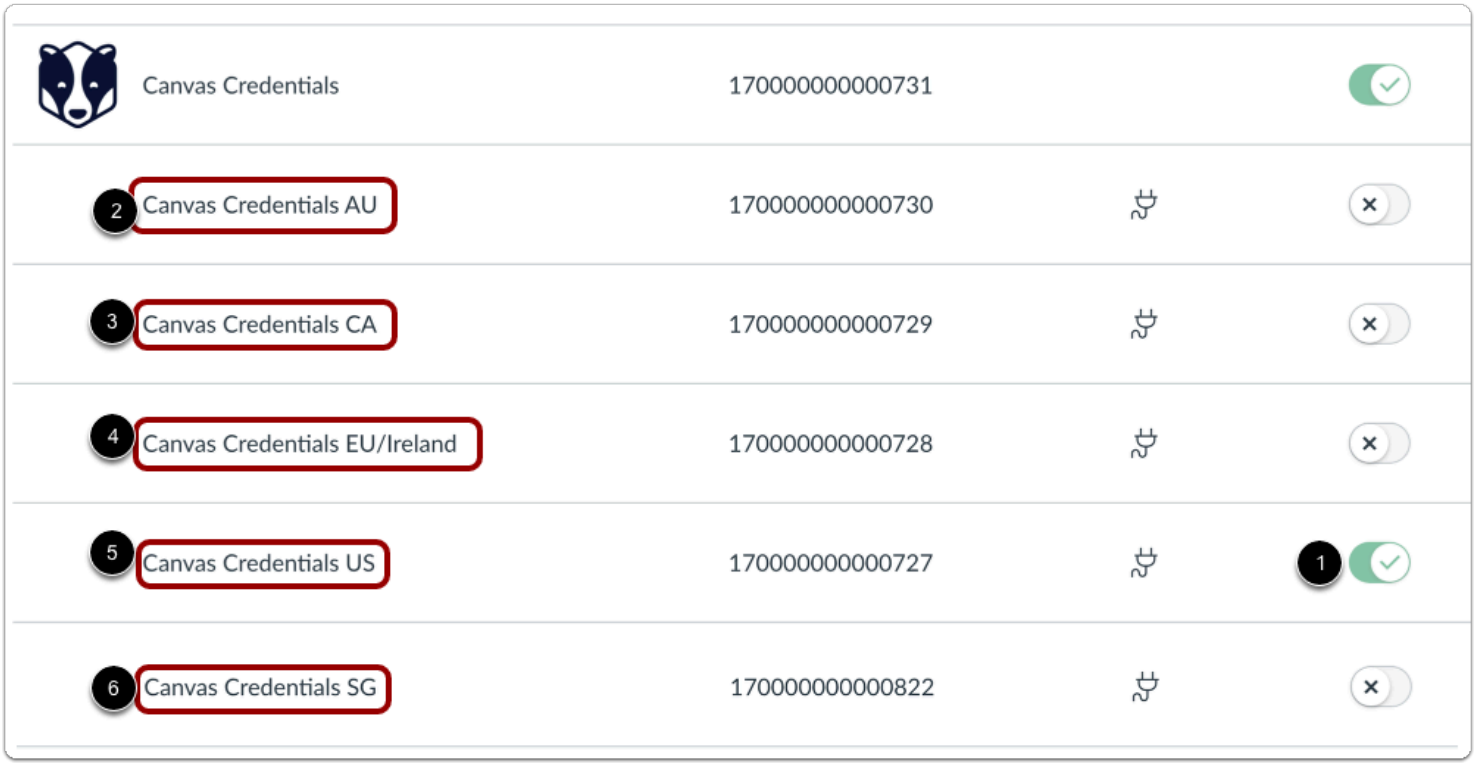


To enable the Canvas Credentials API key [1], click the **On** toggle [2].

Confirm Key State

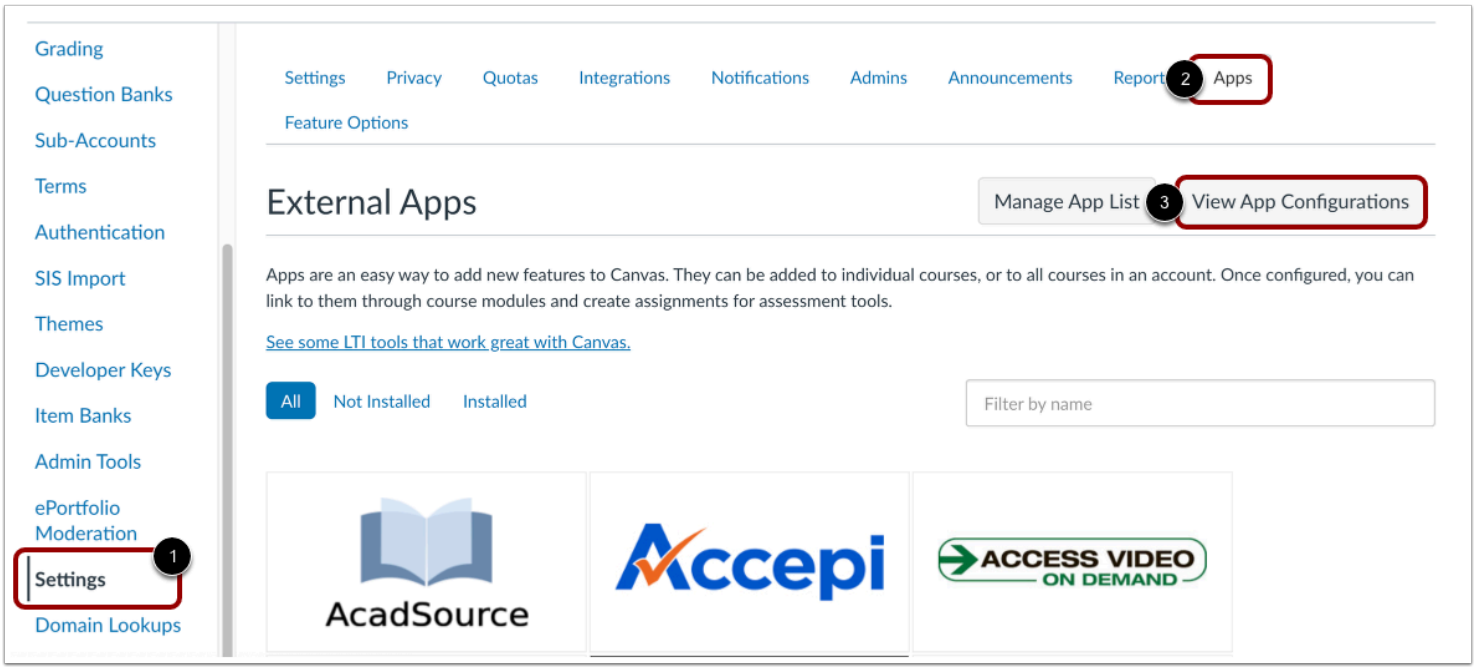
A prompt displays asking to confirm changing the key state. To confirm the change, click the **OK** button.

Enable Regional LTI Key



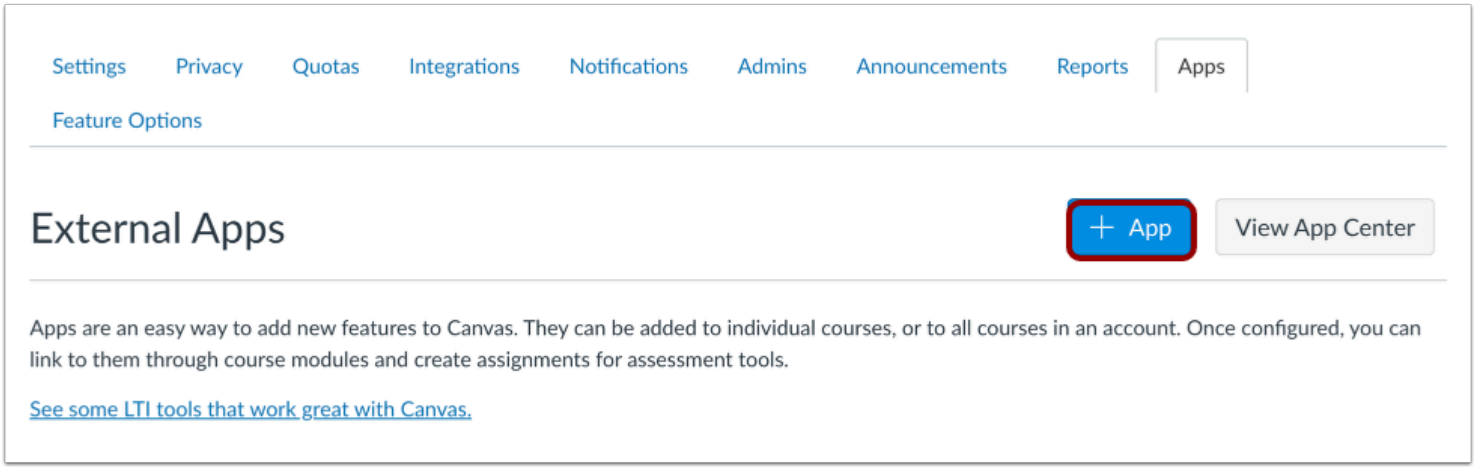
To enable the LTI key for your region, click the **On** toggle [1]. There are five options - **Canvas Credentials AU** [2], **Canvas Credentials CA** [3], **Canvas Credentials EU/Ireland** [4], **Canvas Credentials US** [5], and **Canvas Credentials SG** [6]. Select the LTI key for the same region you used to create your Canvas Badges account. You only need to enable one LTI key.

View App Configurations



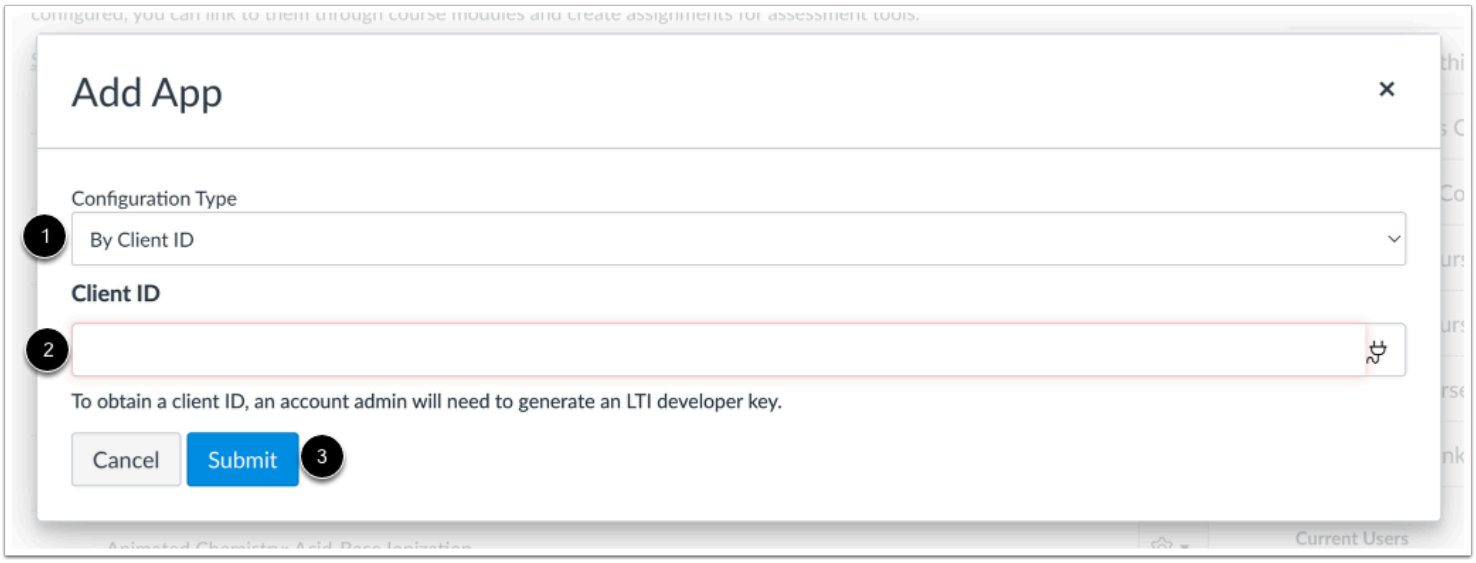
You can install the Canvas Credentials LTI at the account, subaccount, or course level. In Account or Course Navigation, click the **Settings** link [1]. Click the **Apps** tab [2]. To view app configurations, click the **View App Configurations** button [3].

Add App



Click the **Add App** button.

Enter Client ID



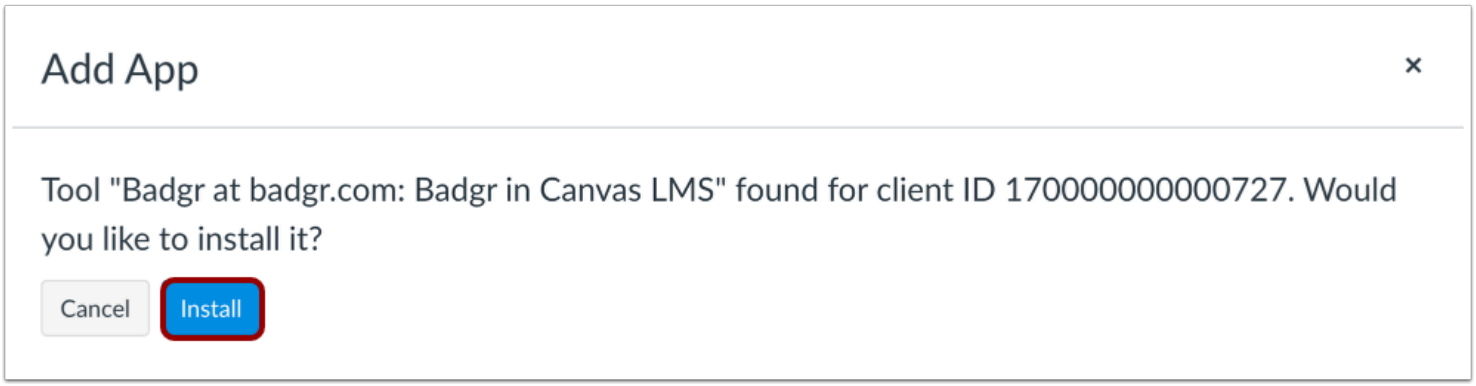
In the **Configuration Type** dropdown, select the **By Client ID** option [1]. Type the client ID for your regional server into the **Client ID** field [2].

- Canvas Credentials US - 170000000000727
- Canvas Credentials EU - 170000000000728
- Canvas Credentials AU - 170000000000730
- Canvas Credentials CA - 170000000000729
- Canvas Credentials SG - 170000000000822

Click the **Submit** button [3].

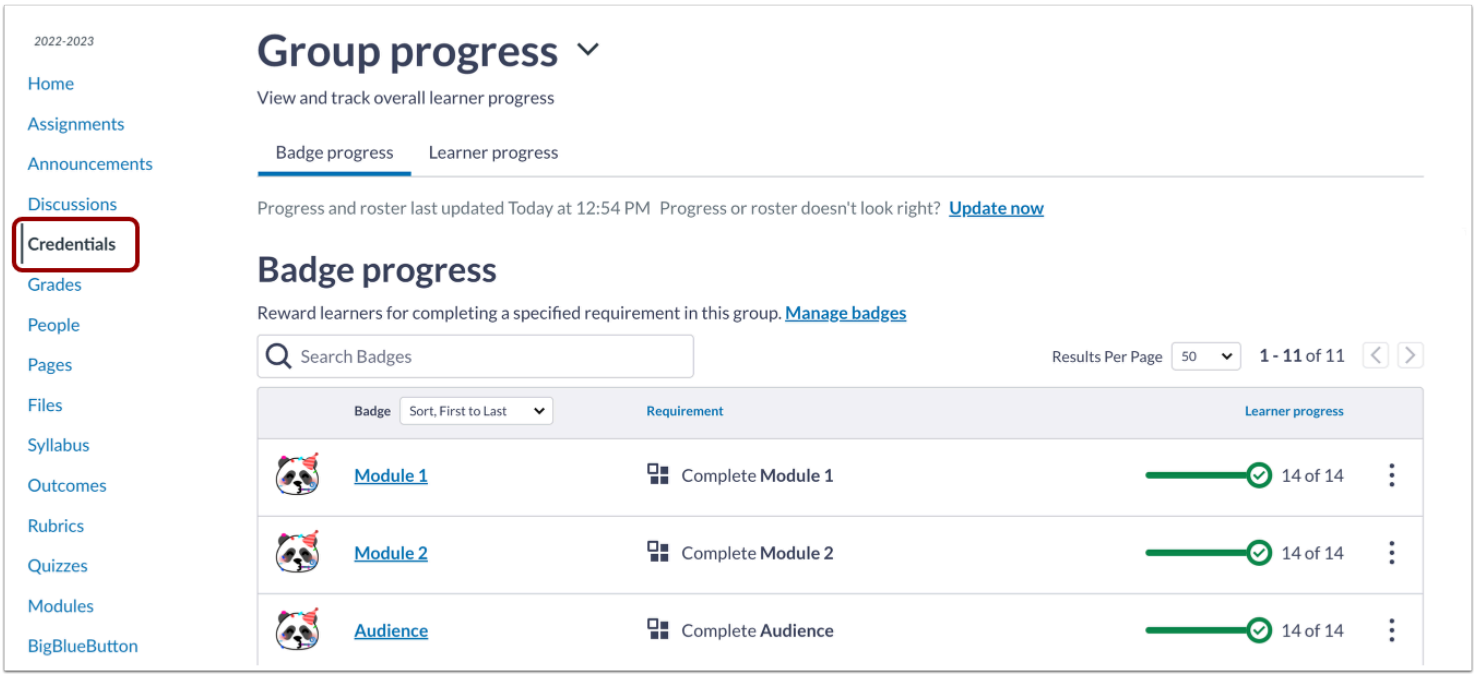
Note: If you attempt to install the LTI before enabling the API and LTI keys, you will encounter an error stating that the client ID is disabled.

Confirm Installation



When the **Add App** prompt appears, click the **Install** button.

View Installed LTI



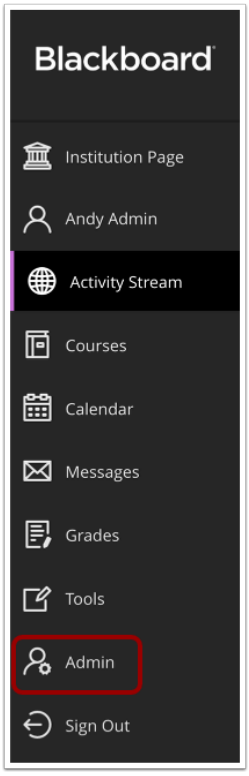
If the LTI is installed at the account or subaccount level, the **Credentials** link displays in the Course Navigation for all courses in the account or subaccount. If the LTI is installed at the course level, the **Credentials** link displays in the Course Navigation for the course in which it is installed.

Note: The Credentials link displays in Course Navigation for LTI 1.3 users and all Blackboard users. Alternatively, the Badges link displays in Course Navigation for legacy LTI 1.1 users.

How do I install the Credentials LTI in Blackboard?

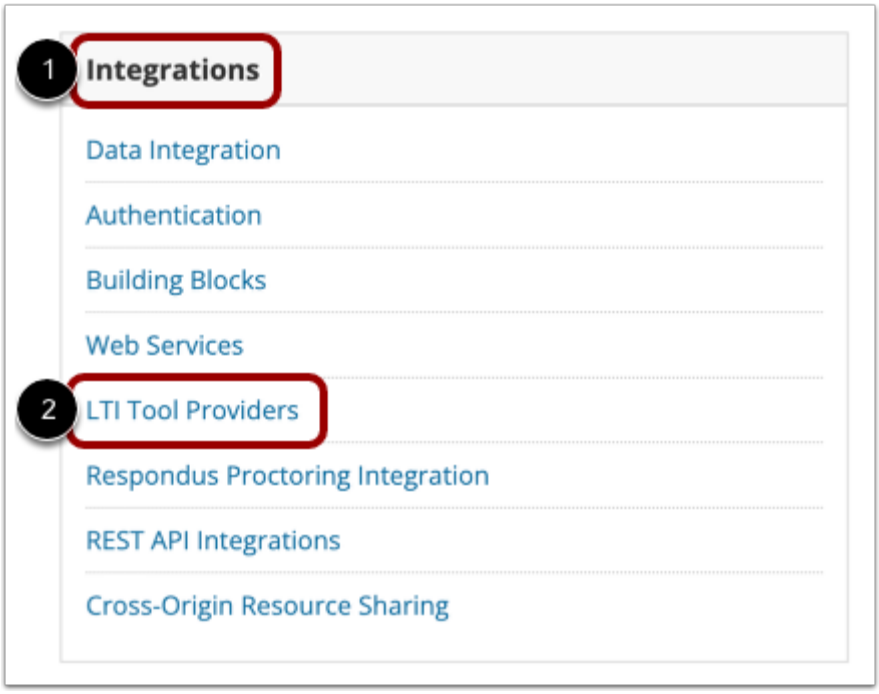
In the Blackboard LMS, the Credentials LTI allows instructors to award badges, subscribe learners to a pathway, and view learner progress. As a Blackboard system administrator, you can install the LTI 1.3/Advantage Tool and the REST API in your Blackboard account.

Open Administrator Panel



In the navigation menu, click the **Admin** link.

Open LTI Tool Providers

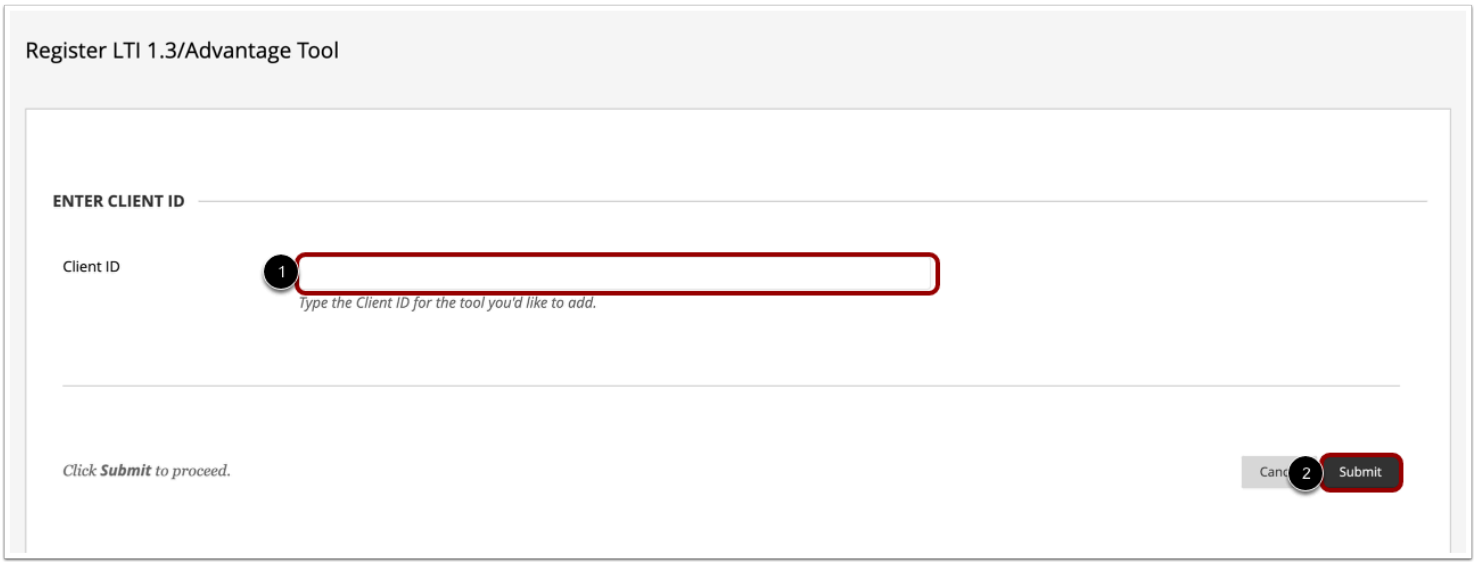


In the Administrator Panel, locate the **Integrations** section [1] and click the **LTI Tool Providers** link [2].

Open Register LTI 1.3/Advantage Tool

To add the Credentials LTI, click the **Register LTI 1.3/Advantage Tool** link.

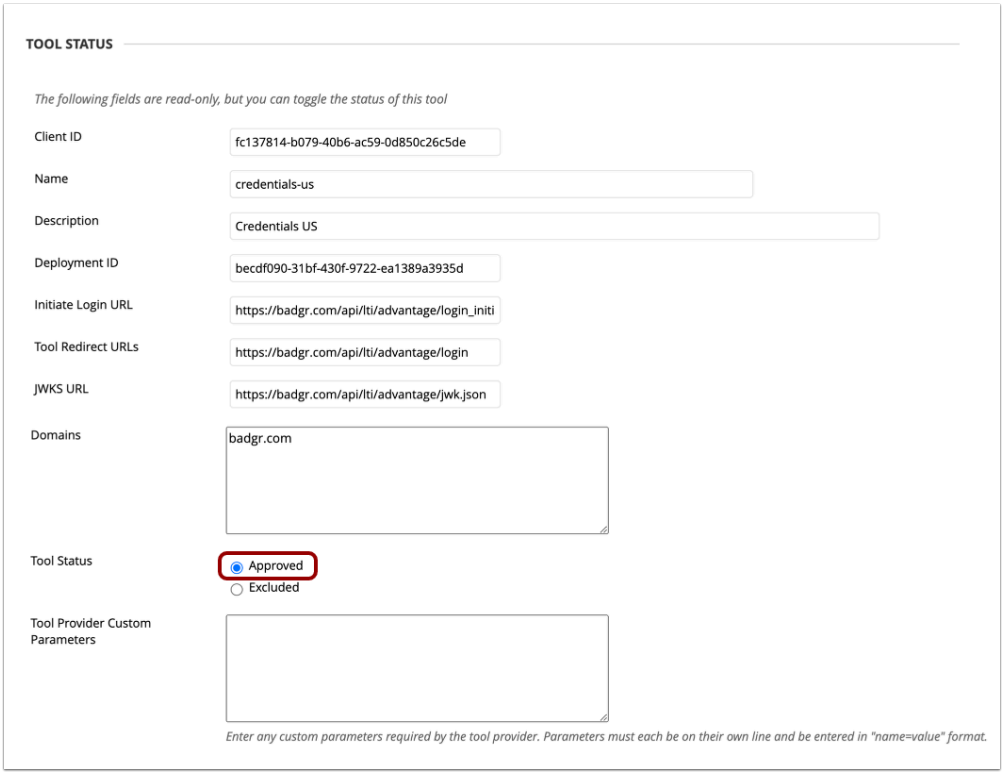
Enter Client ID



In the **Client ID** field, enter the **Client ID** for your regional server[1], then click the **Submit** button [2].

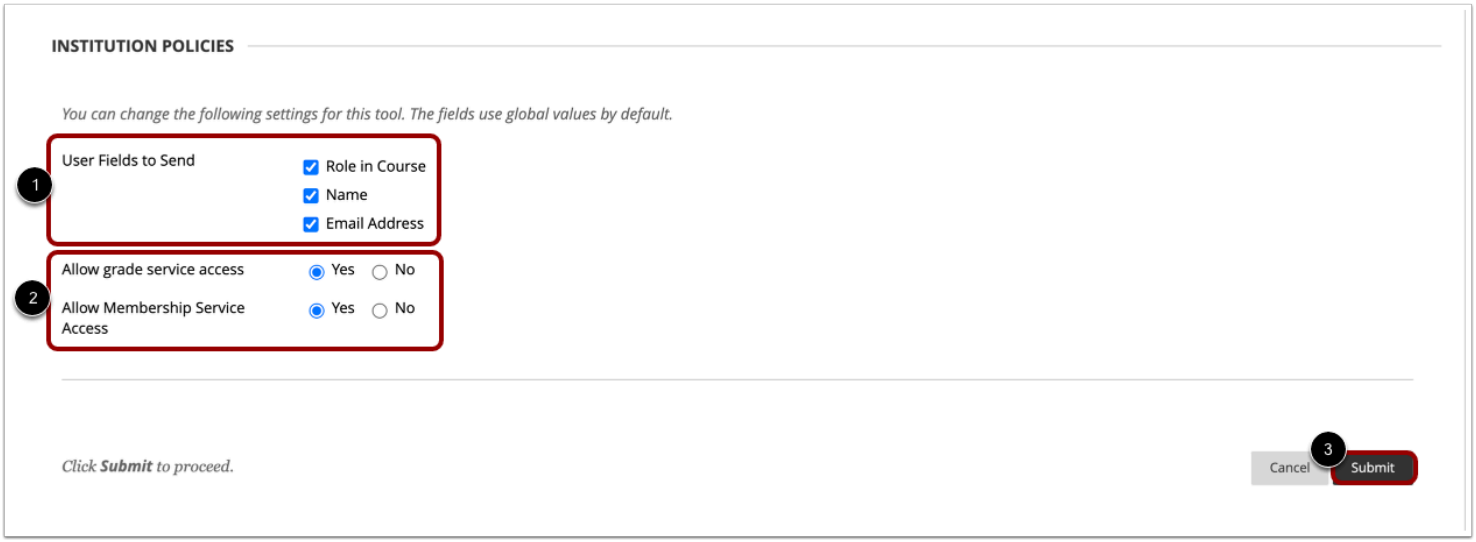
- **United States:** fc137814-b079-40b6-ac59-0d850c26c5de
- **Europe:** 914f5374-455c-4ae8-8861-d96c1cb37f1a
- **Canada:** a1e07c13-9817-420b-8b73-137352e7a0d5
- **Australia:** b5f77aa4-dd84-4b70-b40a-5521906052a0

Enable LTI 1.3 Tool



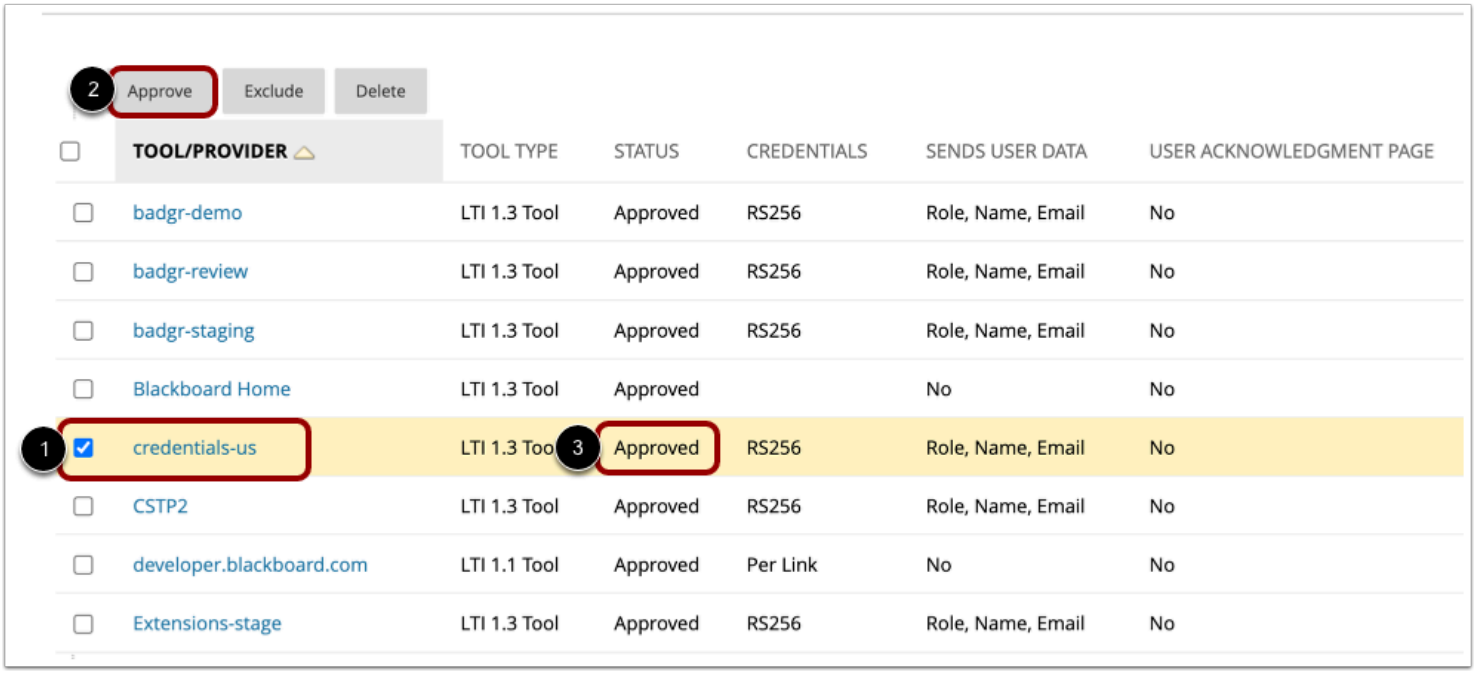
To enable the LTI 1.3 Tool, click the **Approved** radio button.

Apply Recommended Tool Settings



In the **User Fields to Send** section, ensure the **Role in Courses**, **Name**, and **Email Address** checkboxes are selected [1]. To allow access, click the **Yes** radio button for the Allow grade service access and Allow Memberships Service Access options [2]. Click the **Submit** button [3].

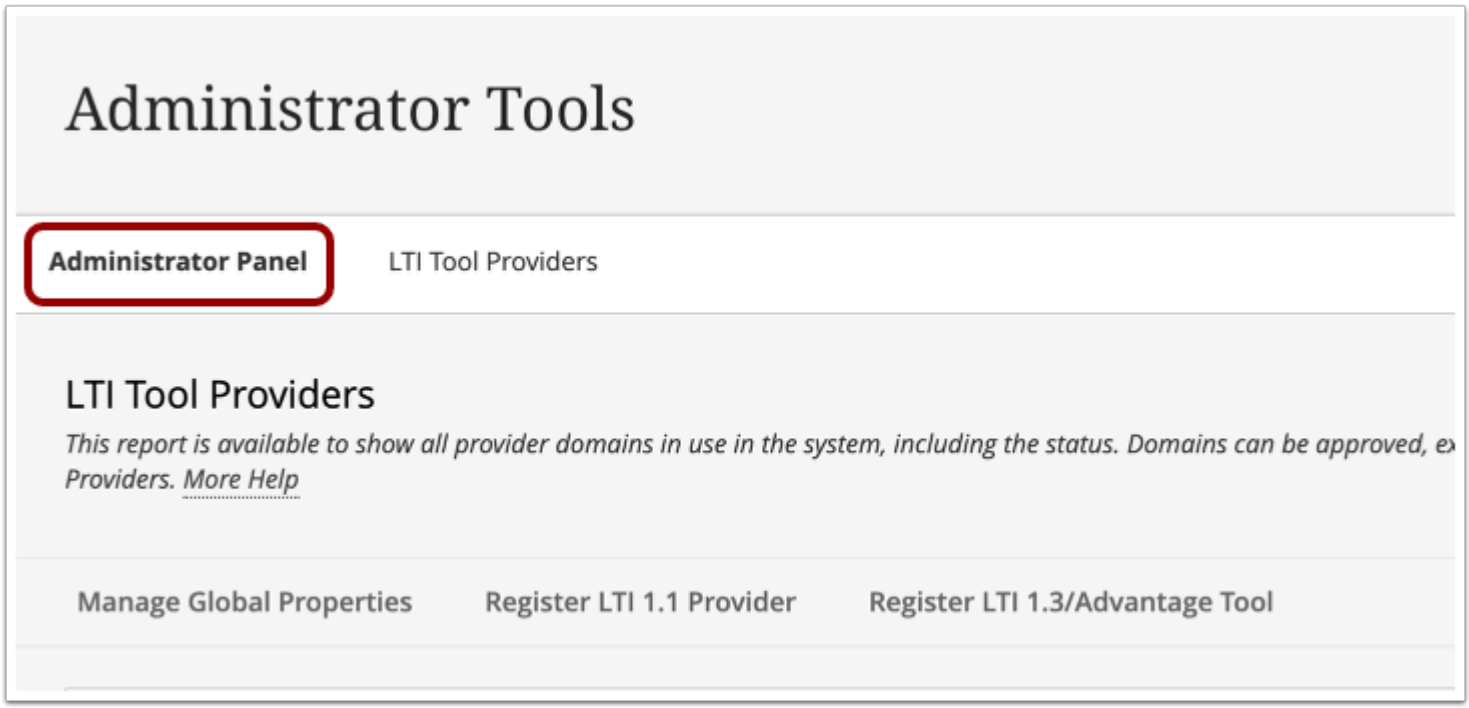
Approve the Credentials LTI 1.3 Tool



To approve the LTI, click the checkbox next to the name [1]. Hover over the name, click the **Options** menu [2] and then click the **Approve** link [3].

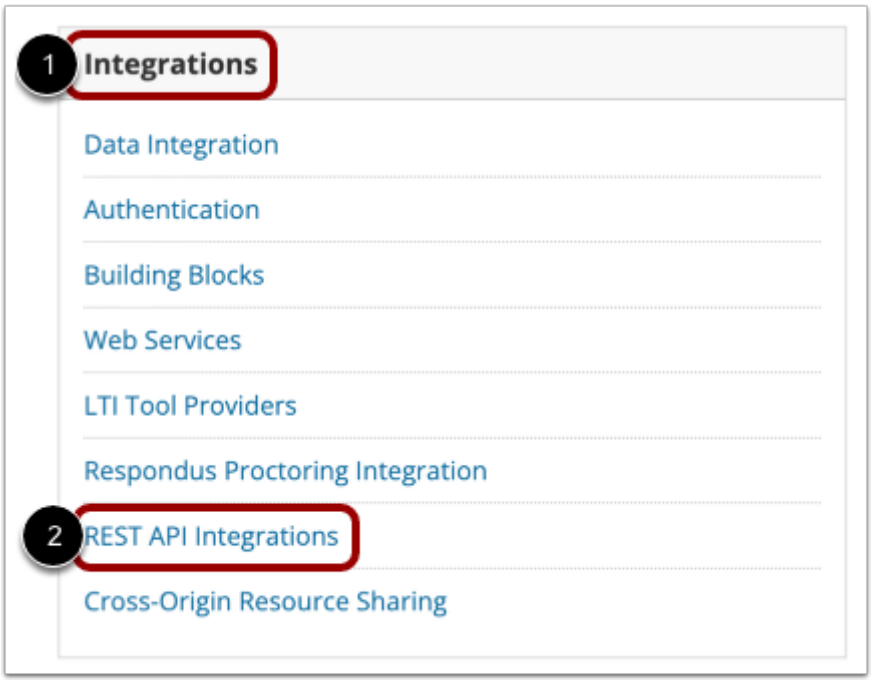
Note: If the Tool Status is already set to Approved, you can skip this step.

Return to Administrator Panel



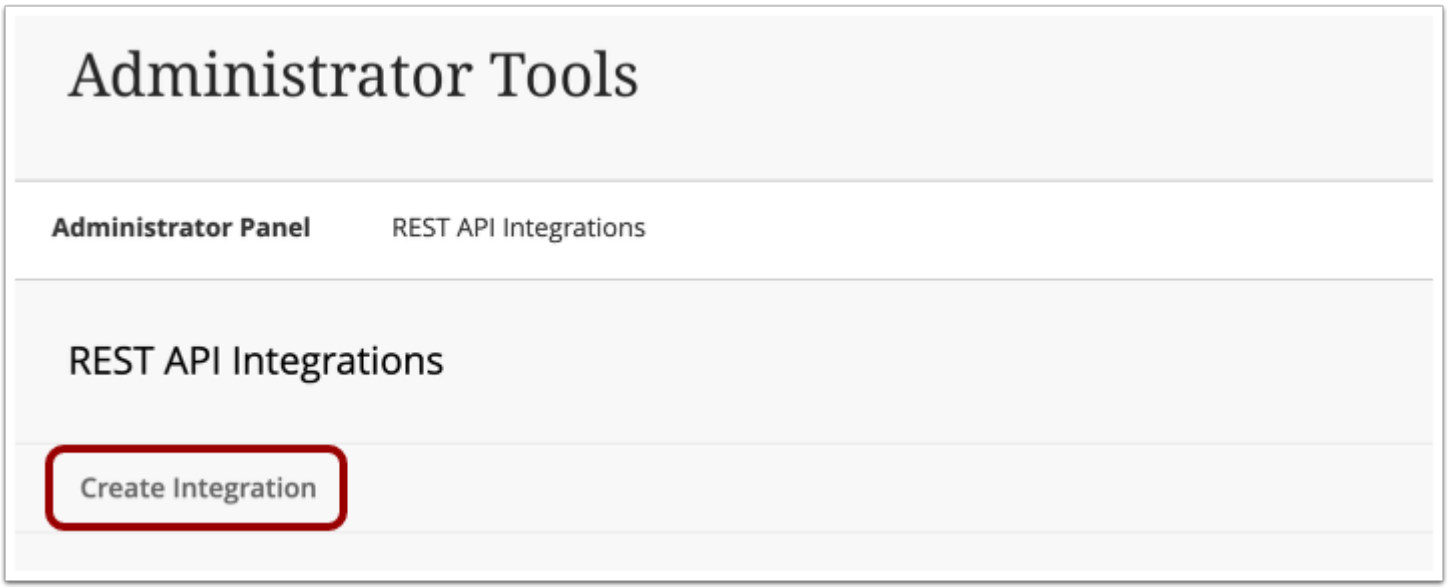
To return to the Administrator Panel, click the **Administrator Panel** link.

Open Rest API Integrations



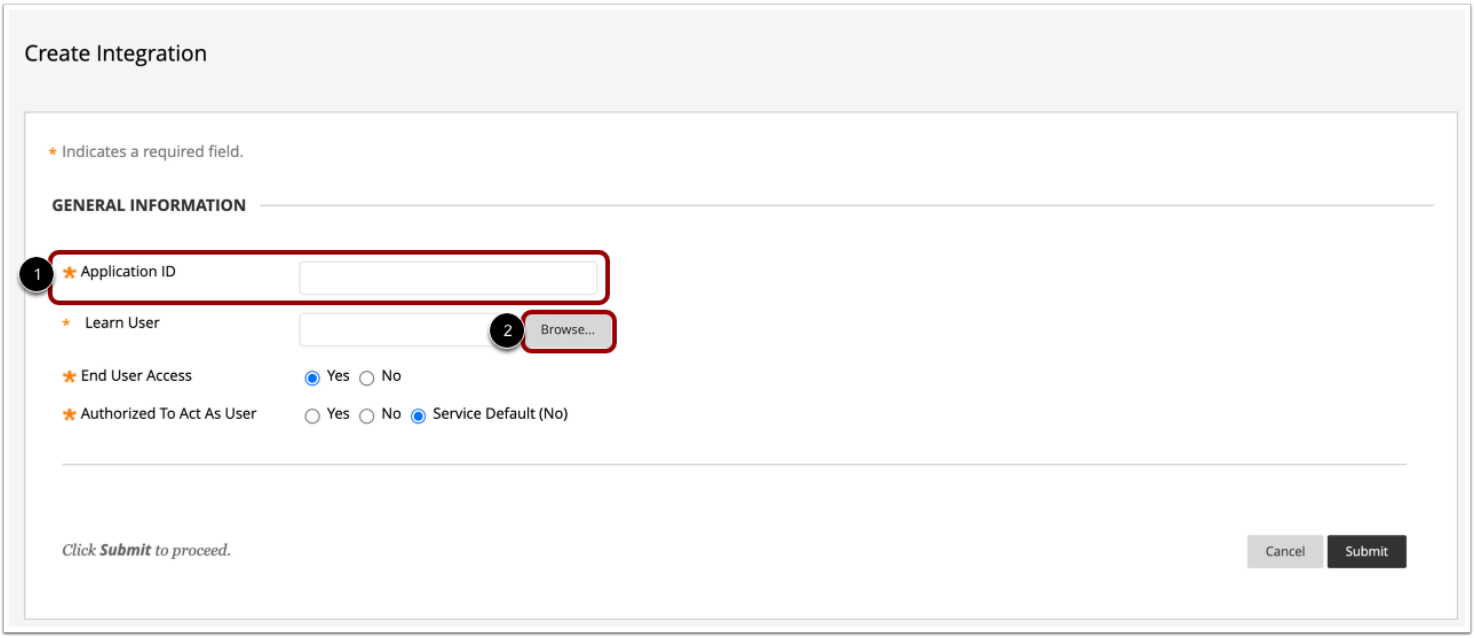
In the Administrator Panel, locate the **Integrations** section [1] and click the **REST API Integrations** link [2].

Create Integration



To create the REST API Tool for the Credentials LTI, click the **Create Integration** link.

Enter Application ID

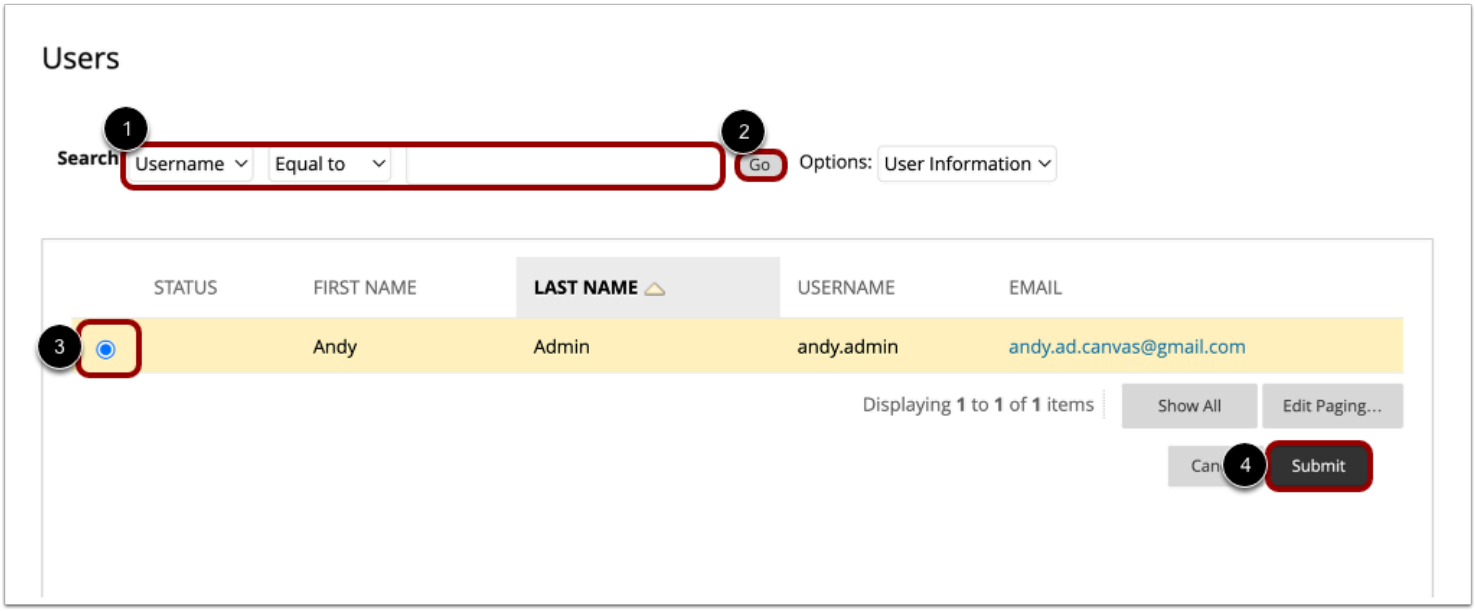


Enter the application ID for your regional server into the **Application ID** field [1].

- **United States:** fc137814-b079-40b6-ac59-0d850c26c5de
- **Europe:** 914f5374-455c-4ae8-8861-d96c1cb37f1a
- **Canada:** a1e07c13-9817-420b-8b73-137352e7a0d5
- **Australia:** b5f77aa4-dd84-4b70-b40a-5521906052a0

To specify a Learn User, click the **Browse** button [2].

Specify a Learn User



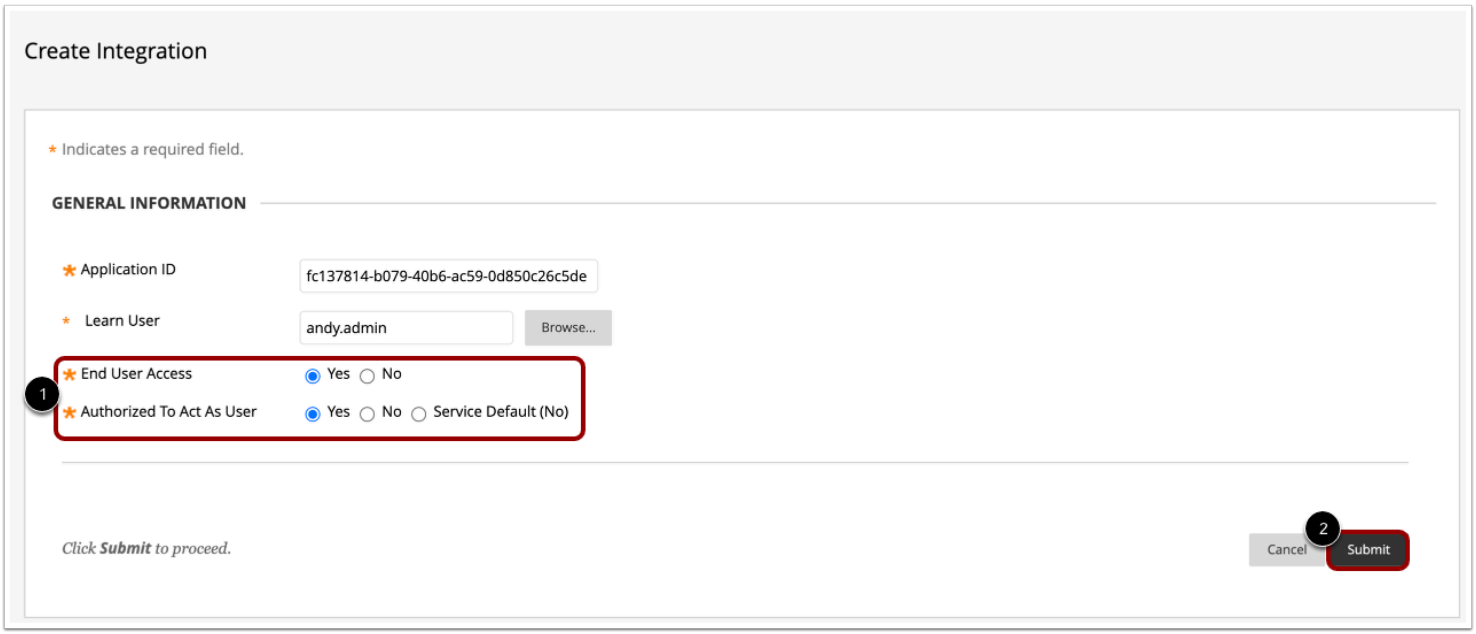
To search for a specific Learn user, use the drop-down menus or search field [1], and click the **Go** button [2].

Locate and click the radio button next to the desired Learn user [3] and click the **Submit** button [4].

Note: If you specify a Learn User who is later removed from the Blackboard instance, you must specify a new Learn User. We recommend creating a unique user who has the following system permissions:

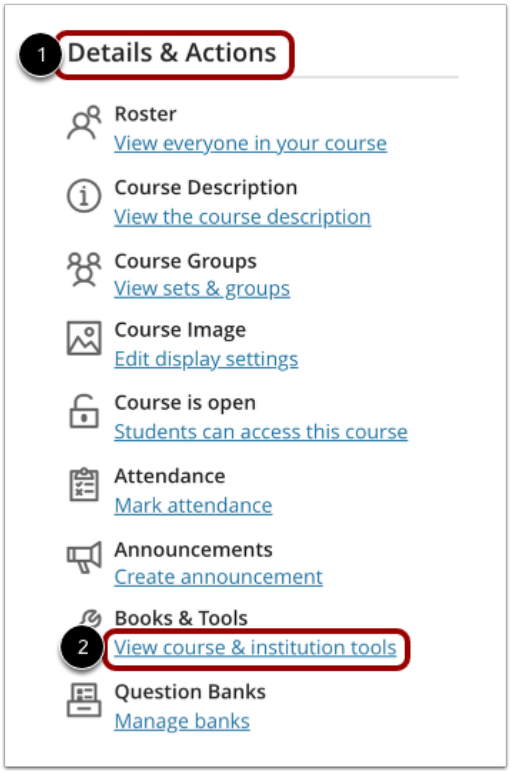
- Read access to course content, memberships, and grade book.
- Course/Organization (Content Areas) > View Material Settings
- Course/Organization Control Panel (Grade Center) > View Attempts
- Course/Organization Control Panel (Grade Center) > View Grade Center Items and Settings
- Course/Organization Control Panel (Grade Center) > View Grades
- Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests
- Course/Organization Control Panel (Users and Groups) > Users
- Read-only access to the Content System filesystem

Apply Recommended REST API Integration Settings



To allow access, click the **Yes** radio button for the End User Access and Authorize to Act As User options [1]. Click the **Submit** button [2].

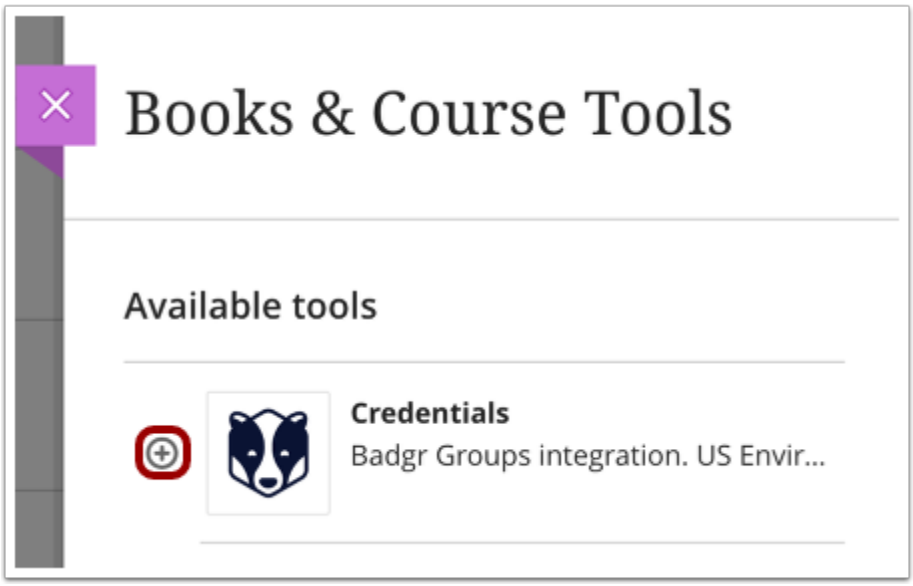
Open Course and Institution Tools



To view the Credentials LTI, navigate to a course in your Blackboard account.

In the **Details & Actions** menu [1], in the **Books & Tools** section, click the **View course & institution tools** link [2]

Add Credentials LTI To Course



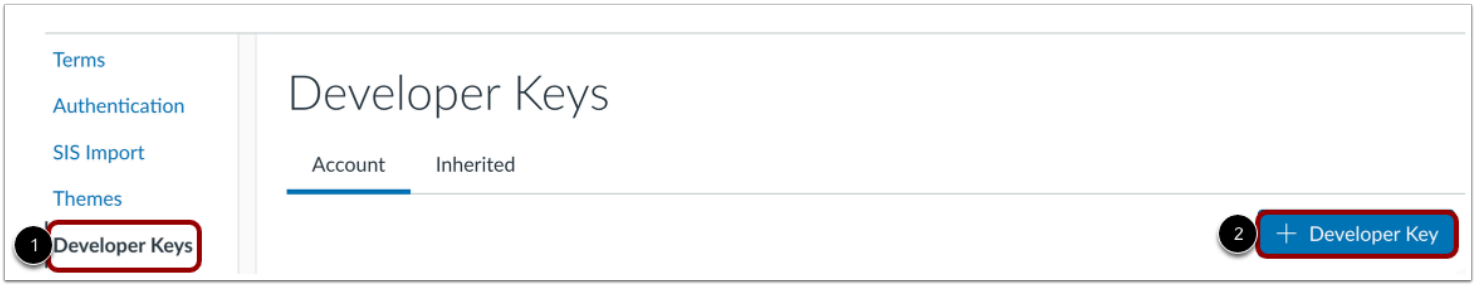
To add the Credentials LTI to a course, click the **Add** button.

How do I install the Canvas Credentials LTI in a self-hosted Canvas instance?

In order to use the Credentials LTI in a self-hosted Canvas instance, Canvas admins must create their own API and LTI keys. Please email support@badgr.com and provide the URL of your Canvas instance to begin the process.

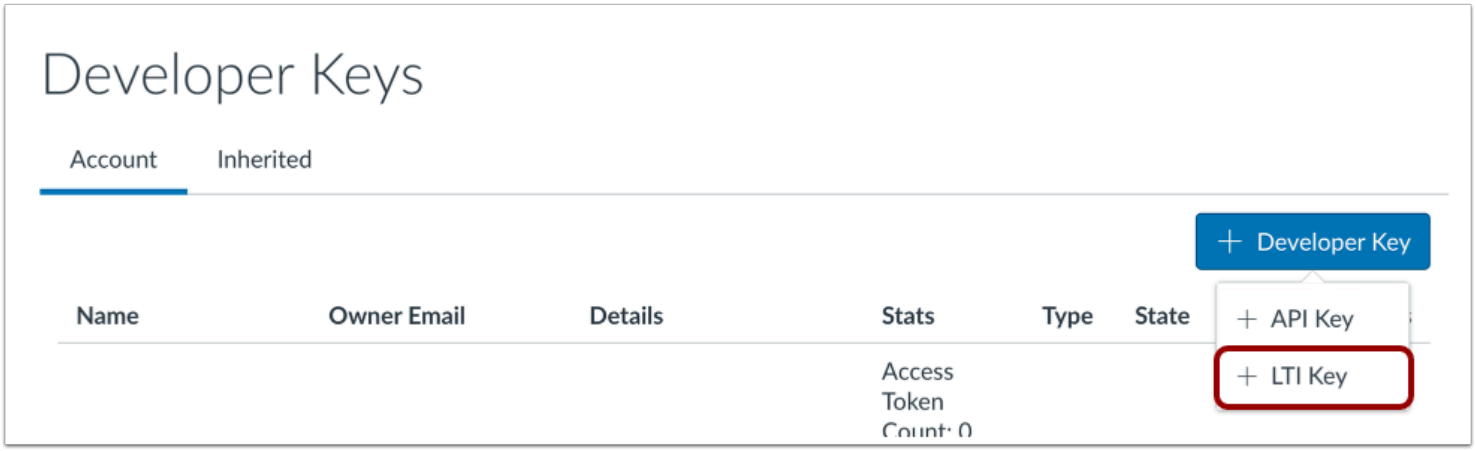
Note: Developer Keys is an account permission. If you cannot view the Developer Keys link in Account Navigation, this permission has not been enabled for your user account.

Open Developer Keys



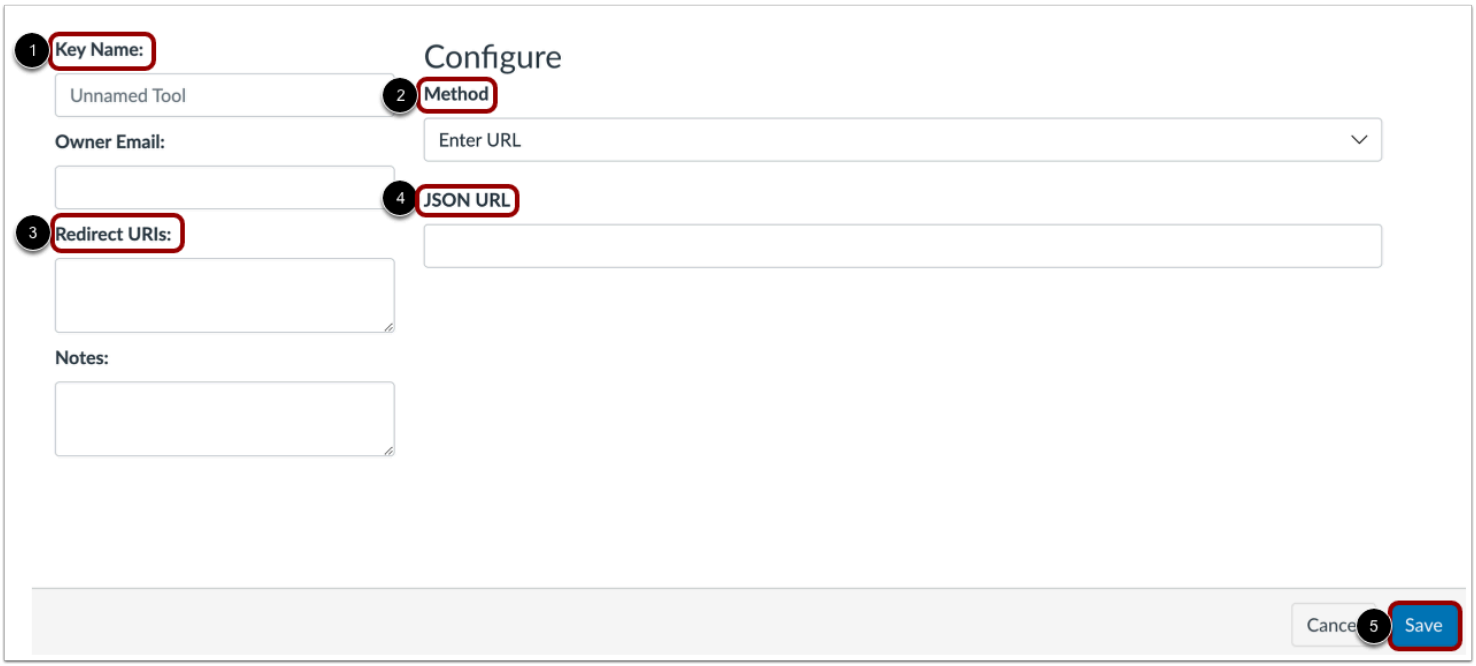
In Account Navigation, click the **Developer Keys** link [1]. To add a key, click the **Add Developer Key** button [2].

Select Key Type



To add an LTI key, select the **Add LTI Key** option.

Configure LTI Key



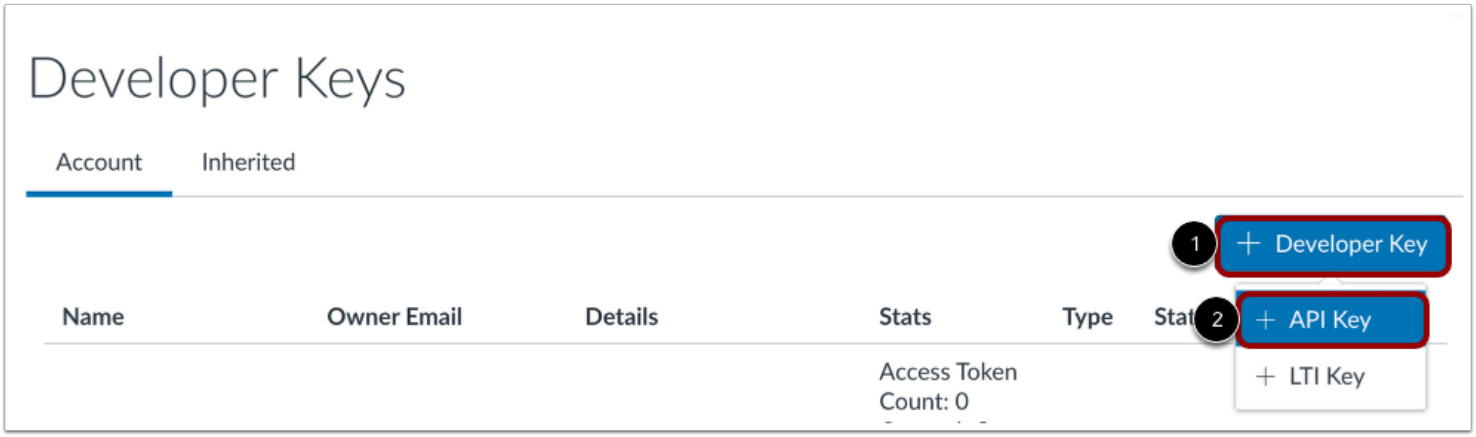
In the **Key Name** field, enter the LTI tool name. This name also displays in the Course Navigation menu [1]. In the **Method** drop-down menu, select the **Enter URL** option [2].

In the **Redirect URIs** field, copy and paste the support provided redirect URI [3].

In the **JSON URL** field, copy and paste the support provided JSON URL [4].

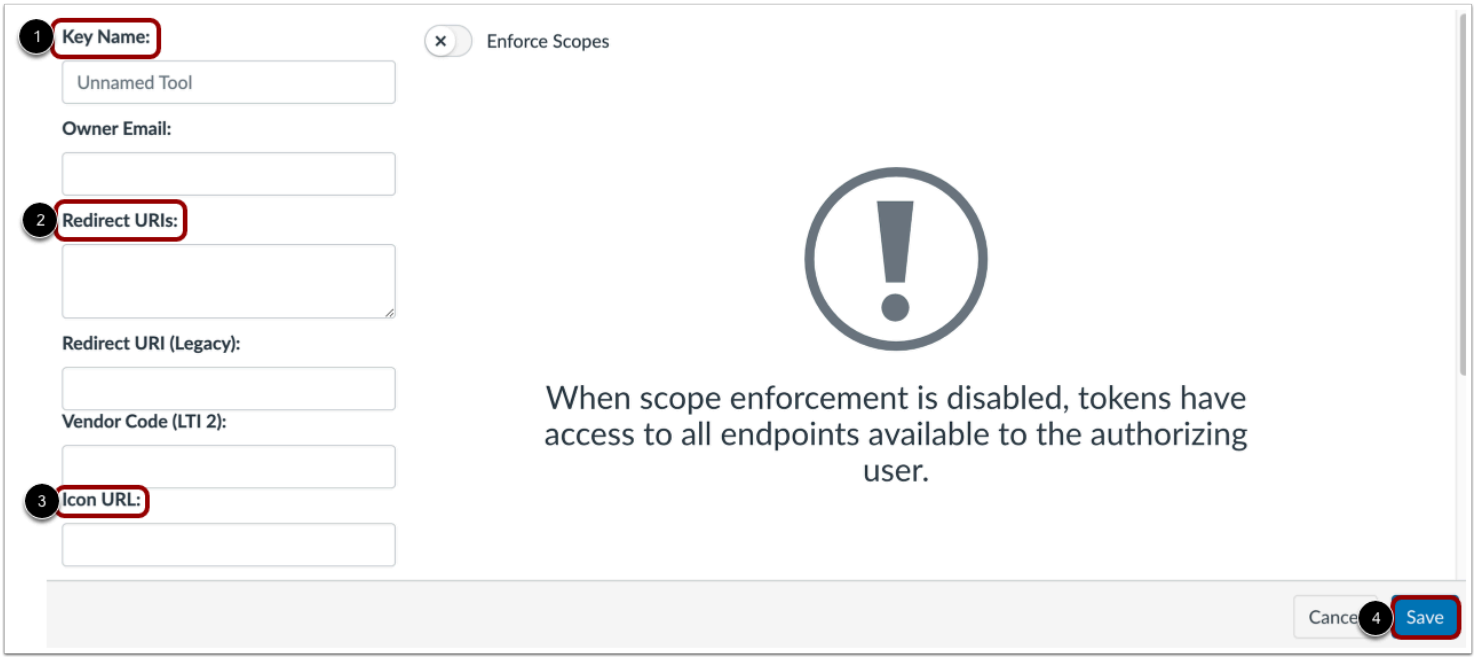
Click the **Save** button [5].

Add API Key



To add an API key, click the **Add Developer Key** button [1] and select the **Add API Key** option [2].

Configure API Key



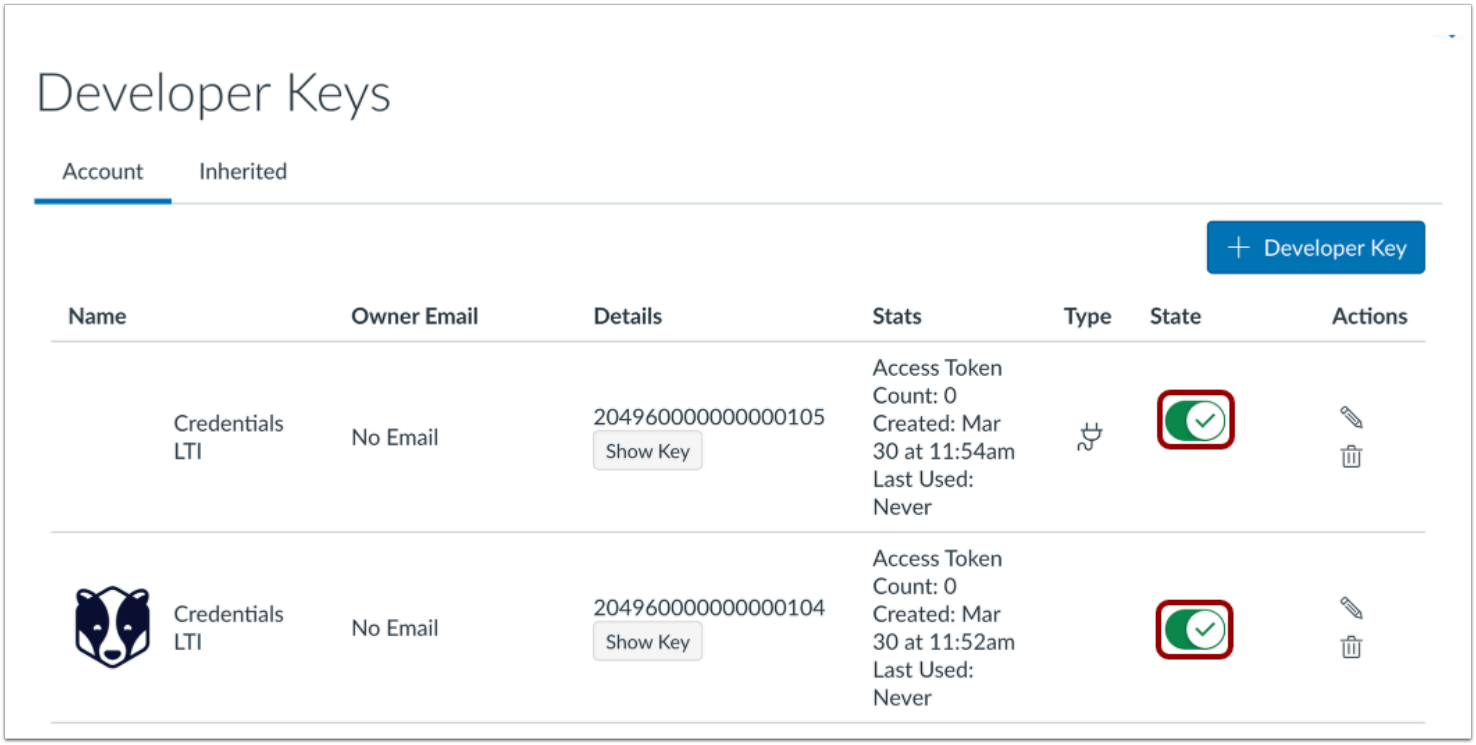
In the **Key Name** field, enter the same name as entered in the LTI key creation [1].

In the **Redirect URIs** field, copy and paste the support provided redirect URI [2].

In the **Icon URL** field, copy and paste the support-provided icon URL [3].

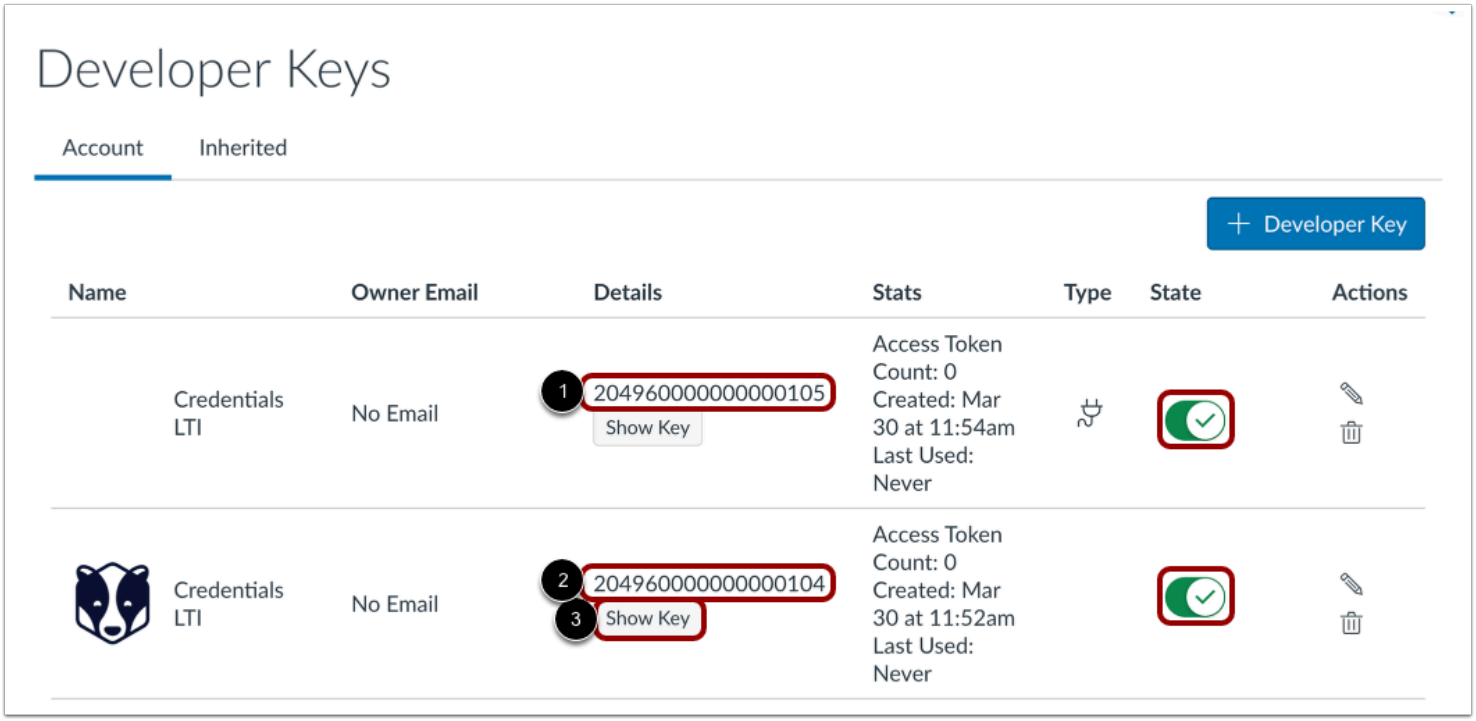
Click the **Save** button [4]..

Enable LTI and API Keys



Toggle the **State** of your new LTI and API keys to the **On** position.

Send ID and Keys to Support



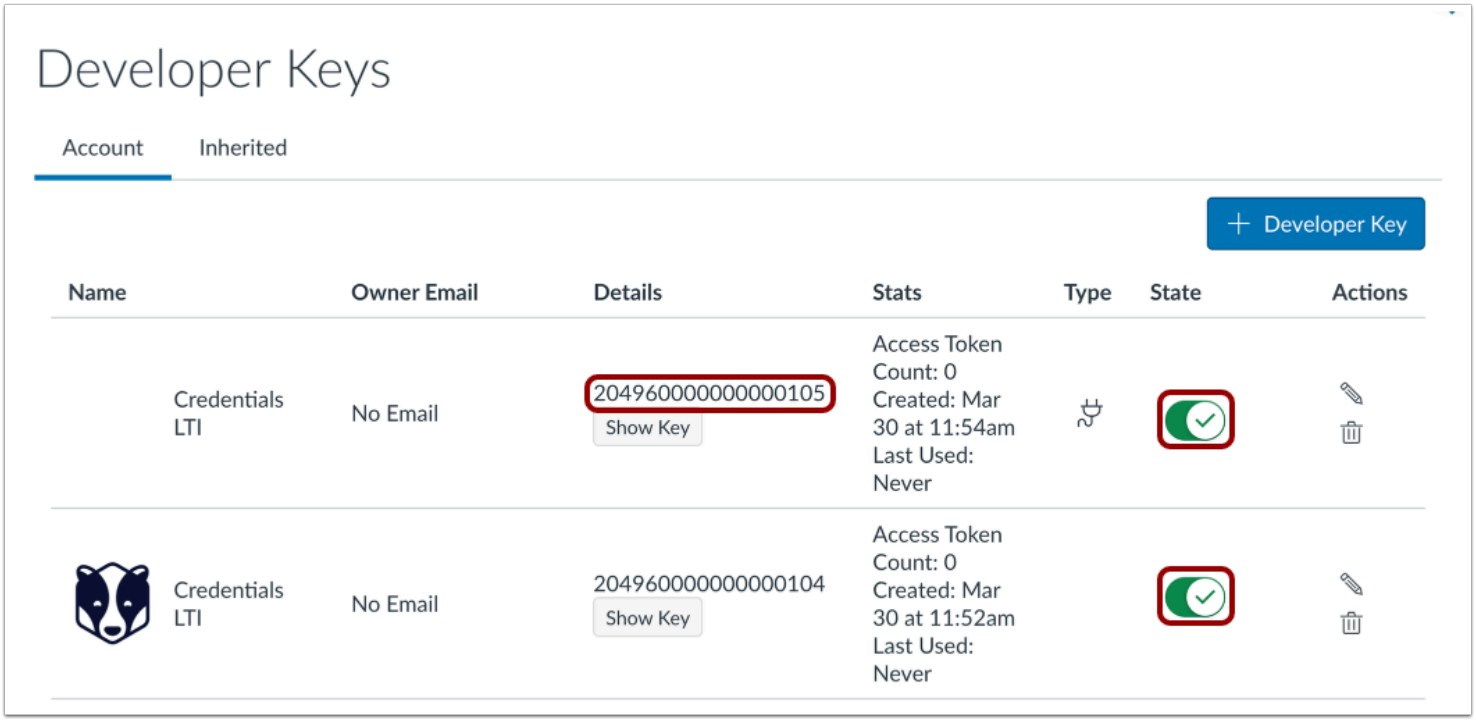
Copy the Developer ID for the LTI key and paste into an email. Label it **LTI Client ID**.

Copy the Developer ID for the API key [2] and paste it into an email. Label it **API Client ID**.

To view the API key, click the **Show Key** button [3]. Copy and paste this key into an email and label it **API Secret Key**.

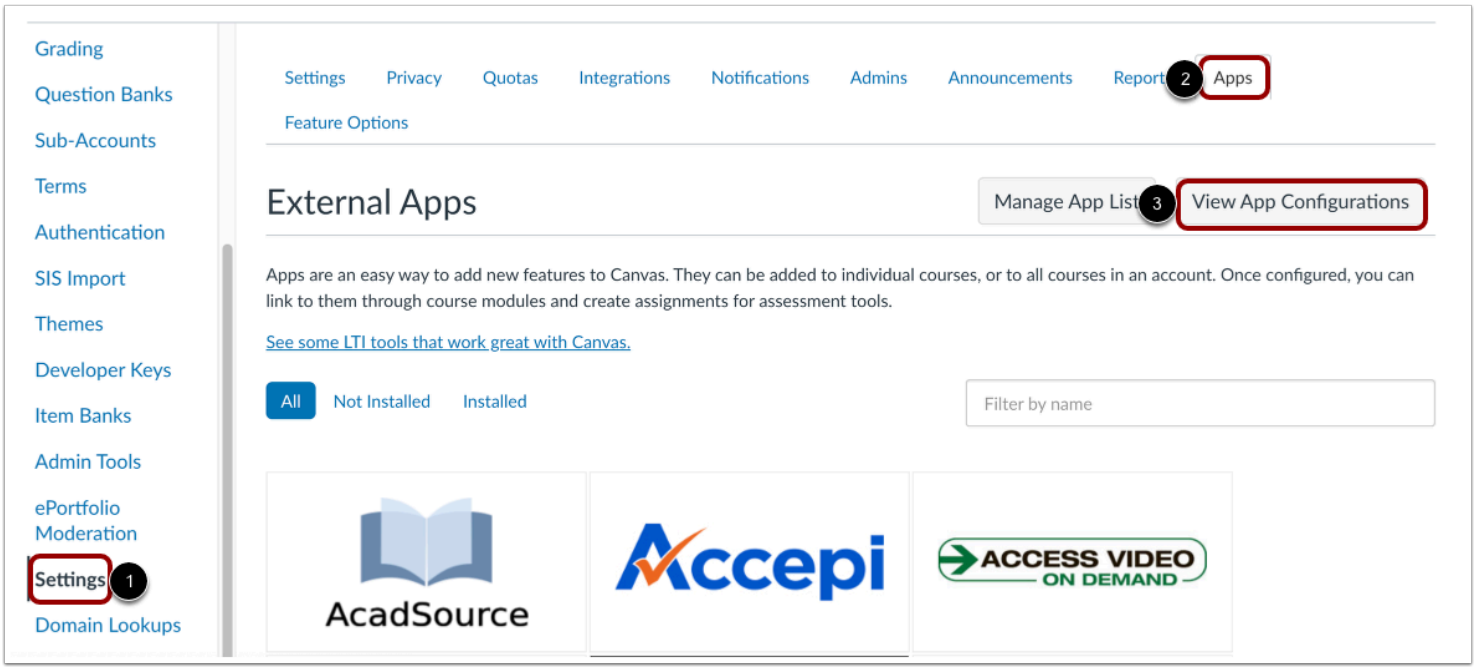
Send this information to support@badgr.com. Once Support updates the integration for your Canvas instance, you can install the Credentials LTI.

Locate Client ID



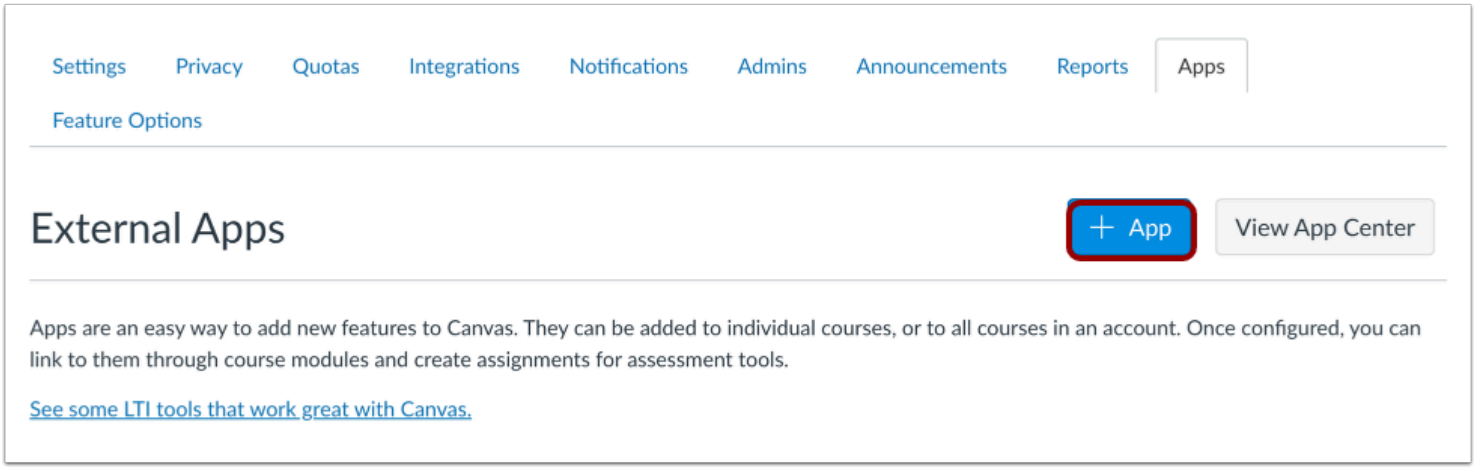
When installing the Credentials LTI on a self-hosted Canvas instance, the Developer ID for the LTI Key is your client ID. To begin installing the Credentials LTI, copy the Developer ID for the LTI Key to your clipboard.

View App Configurations



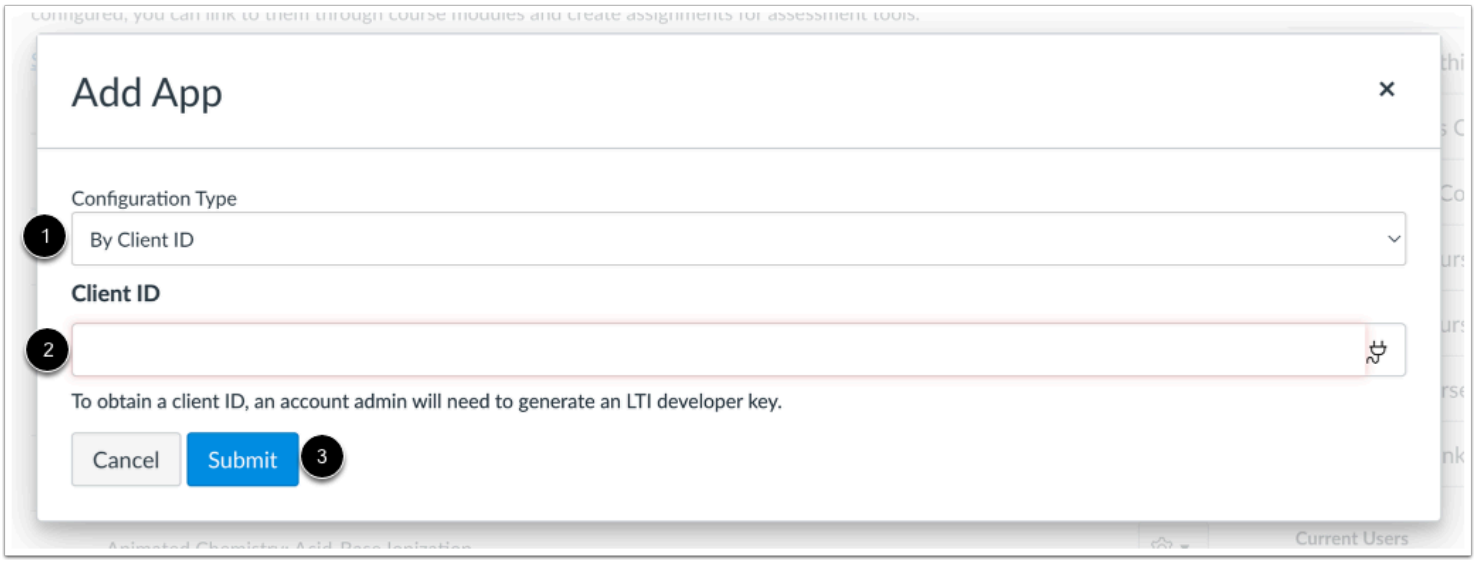
In Account Navigation, click the **Settings** link [1]. Click the **Apps** tab [2]. To view app configurations, click the **View App Configurations** button [3].

Add App



Click the **Add App** button.

Enter Client ID



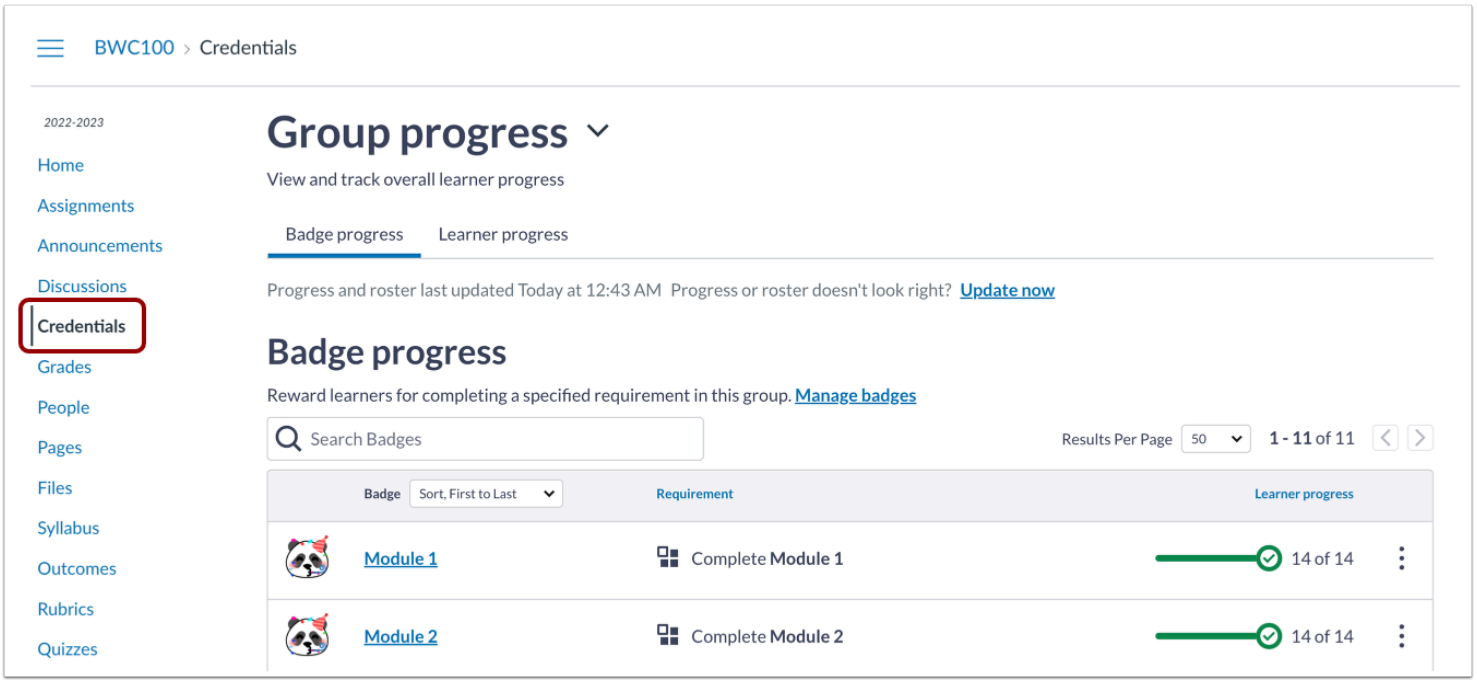
In the **Configuration Type** dropdown menu, select the **By Client ID** option [1]. In the **Client ID** field, enter your LTI key developer ID [2].

Click the **Submit** button [3].

Confirm Installation

To confirm the installation of the Credentials LTI, click the **Install** button.

View Installed LTI



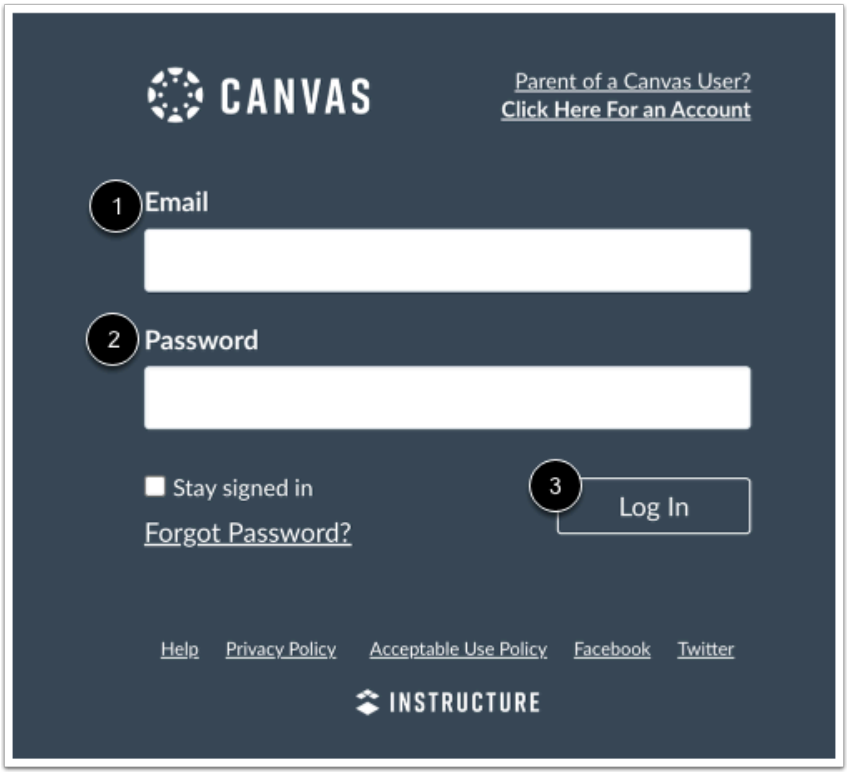
Once the Credentials LTI is installed, the name you entered for the tool displays as a link in the Course Navigation for all courses in your Canvas instance.

How do I access the Canvas Credentials LTI in Canvas?

When the Canvas Credentials LTI is installed, you can access it in Canvas courses.

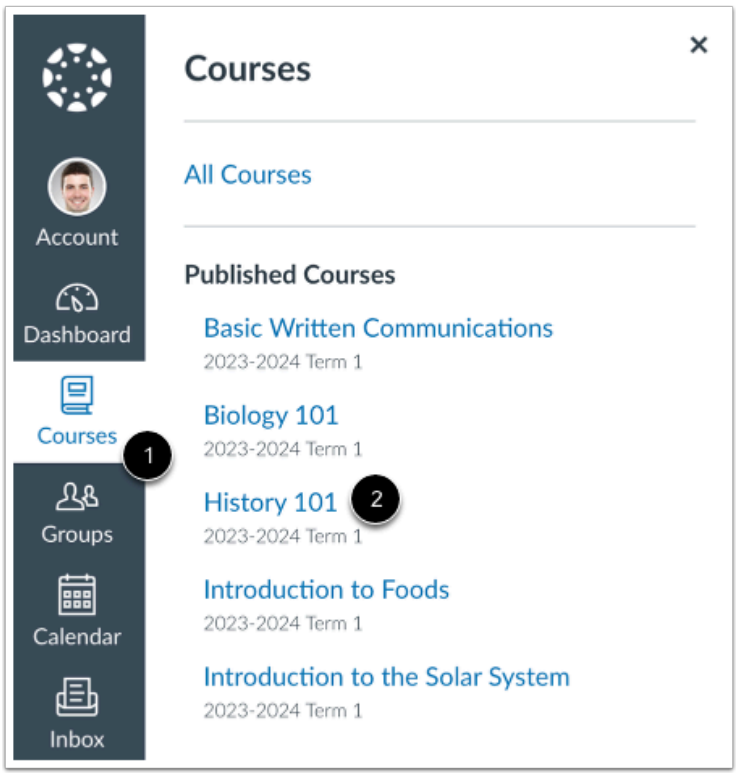
Note: You can add Canvas Credentials LTI to your course.

Log into Canvas



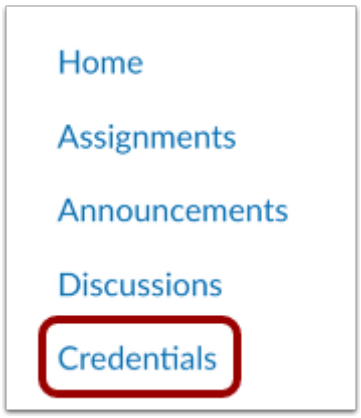
To log into Canvas, enter your email address [1] and password [2]. Click the **Log in** button [3].

Open Course



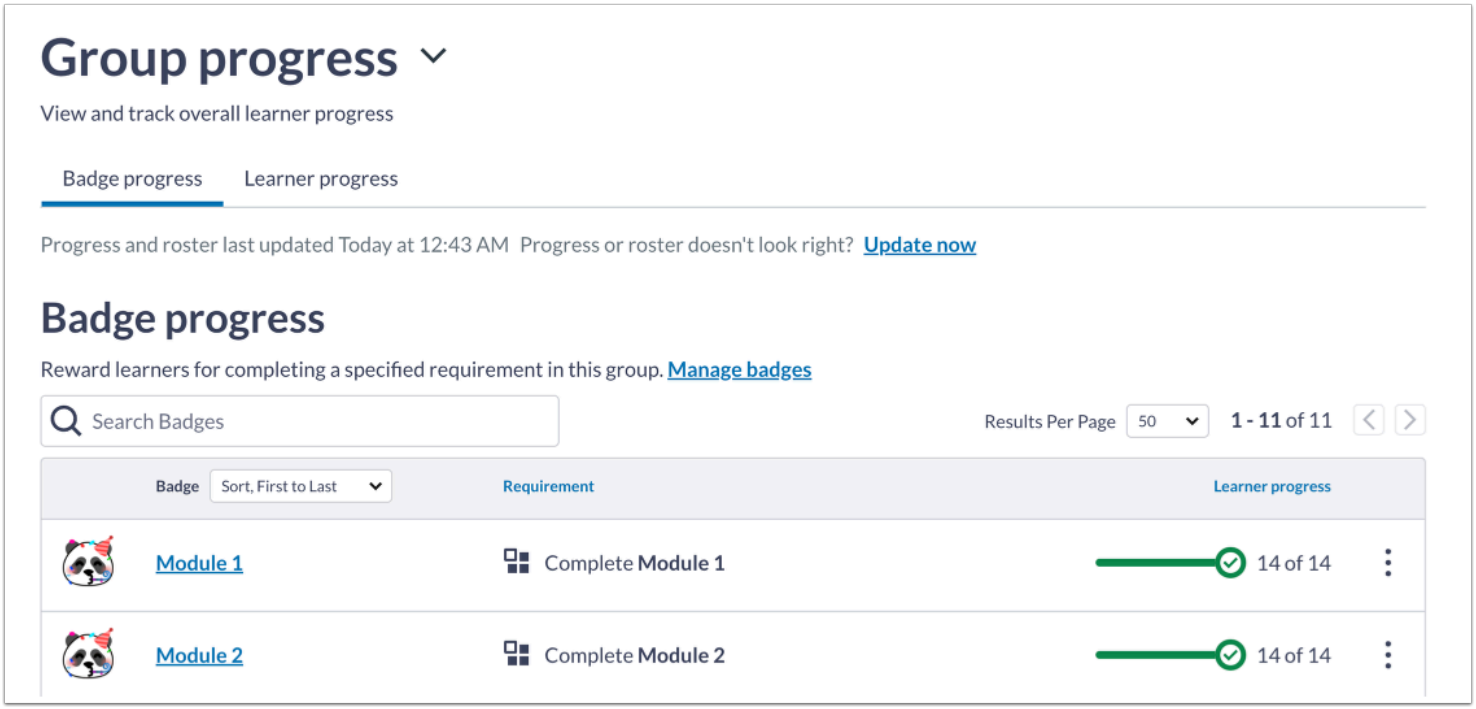
In Global Navigation, click the **Courses** link [1], then click the name of the course [2].

Open Credentials



In the course navigation, click the **Credentials** link.

View Credentials



In the Canvas Credentials LTI you can view badges and learner progress.

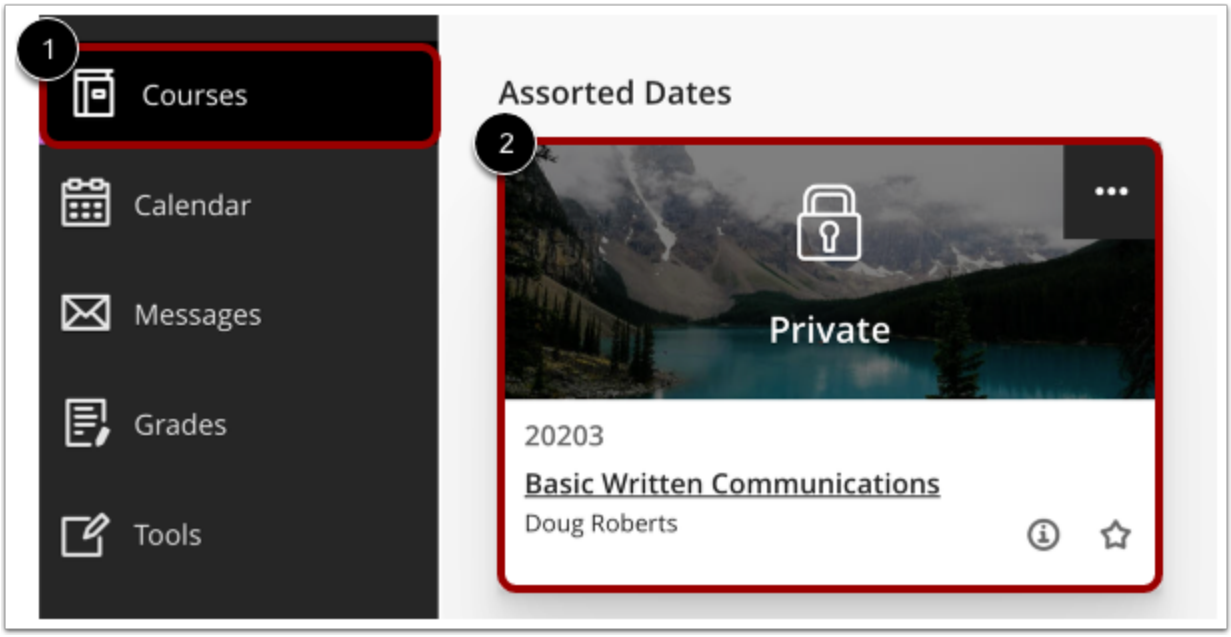
How do I access the Canvas Credentials LTI in Blackboard?

When the Canvas Credentials LTI is installed in Blackboard, you can access it in your courses.

Sign into Blackboard

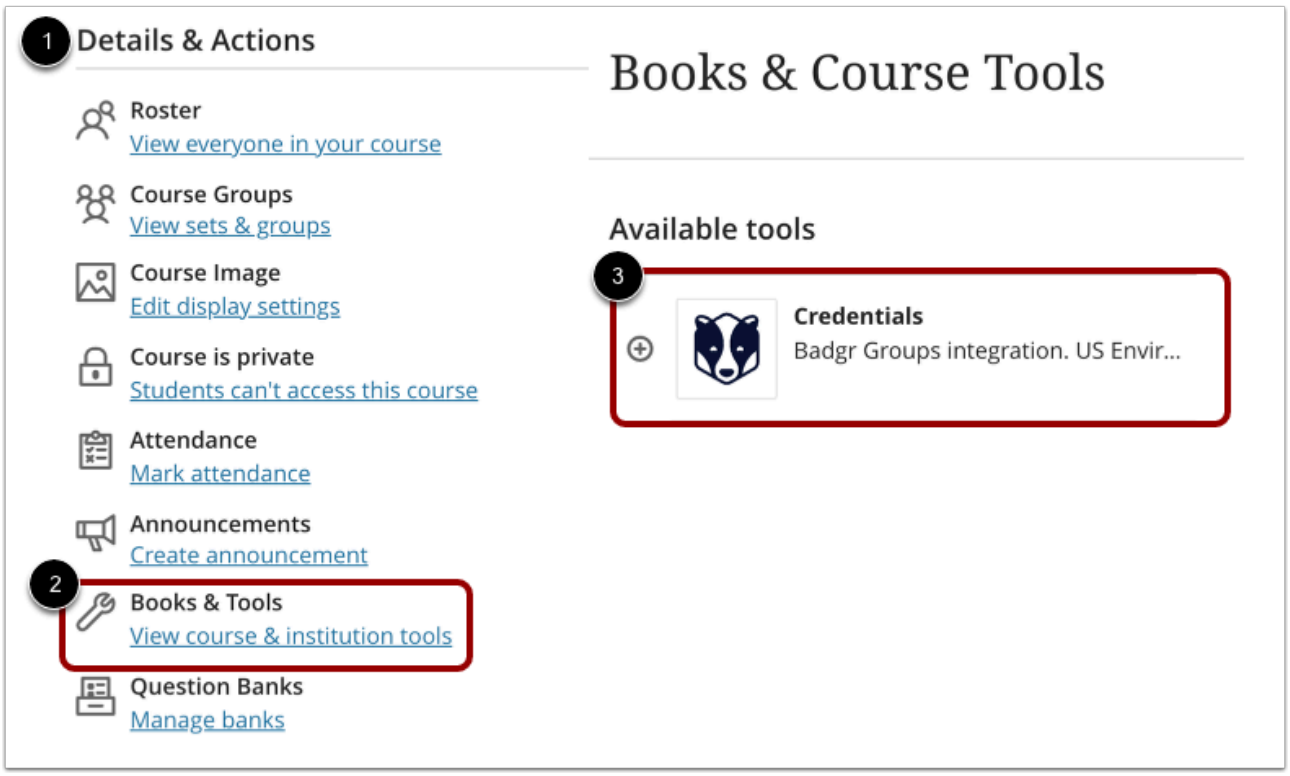
To sign into Blackboard, enter your username [1] and password [2]. Click the **Sign In** button [3].

Open Course



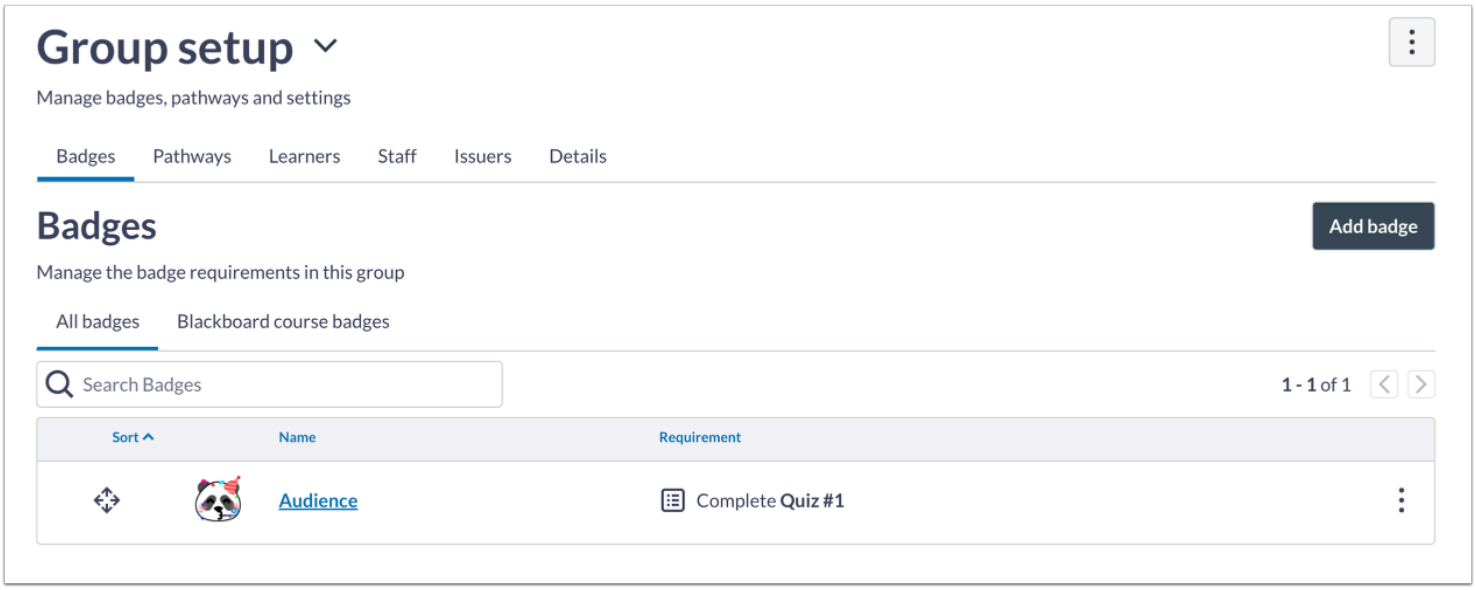
In Global Navigation, click the **Courses** link [1], then click the name of the course [2].

Open Credentials



In the **Details & Actions** navigation [1], click the **Book & Tools** link [2] and then select the **Credentials** link [3] under available tools.

View Credentials



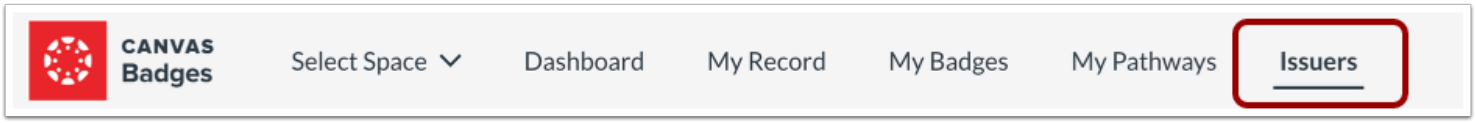
In the Canvas Credentials LTI you can view badges and learner progress.

How do I manage a group in Canvas Credentials?

The Groups feature in Credentials Pathways is used to organize badge recipients into different segments or cohorts to be tracked along a Learning Pathway.

Note: When a group is created, the end date can extend up to six years.

Open Issuers

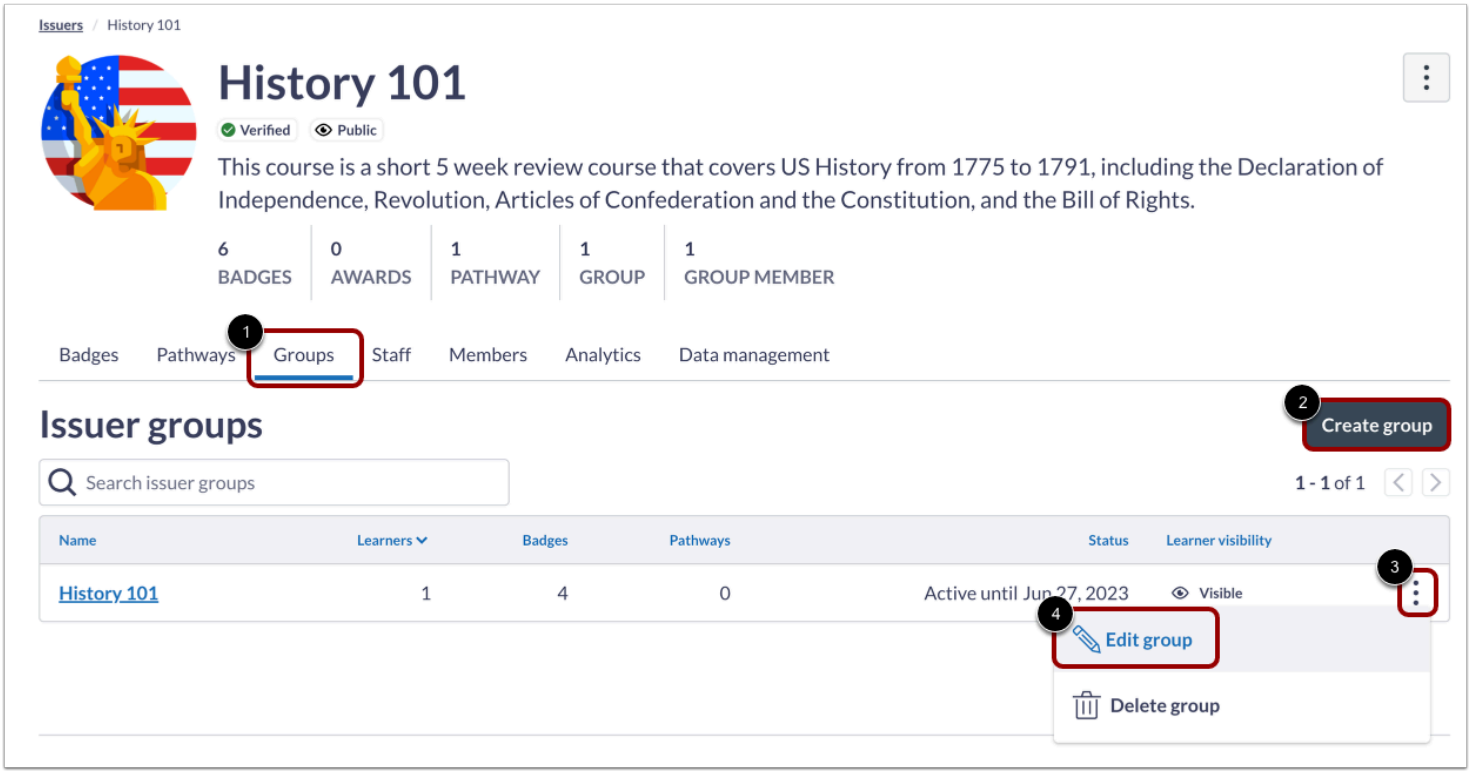


In Canvas Credentials Navigation, click the **Issuers** link.

View Issuer

To open an issuer, click the **View Issuer** button.

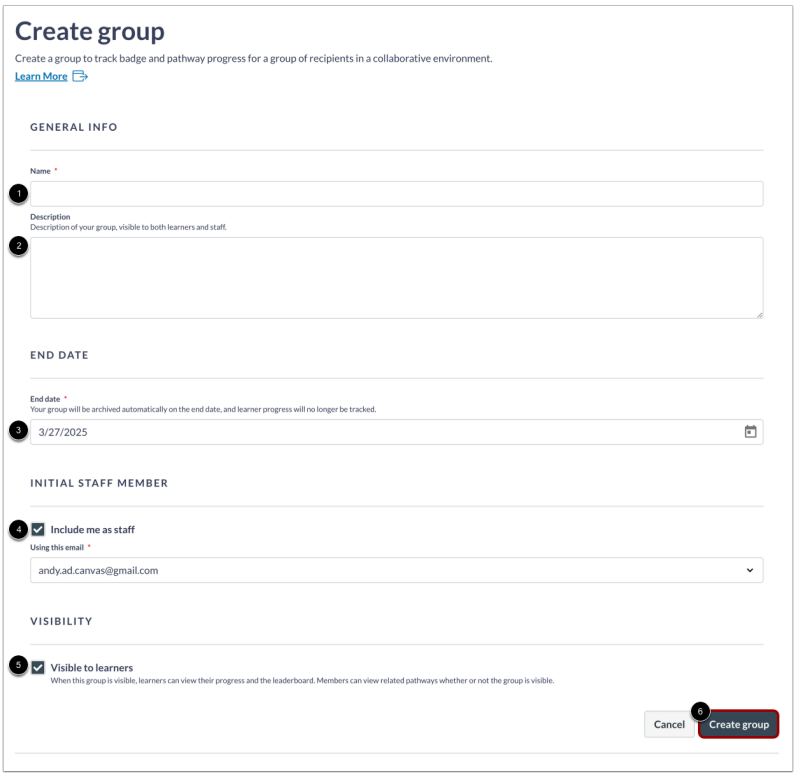
Create or Edit Group



In Issuer Navigation, click the **Groups** link [1].

To create a group, click the **Create Group** button [2]. To edit the group click the **Options** icon [3] and then click the **Edit group** link [4].

Create Group



Type a name for the group in the **name** field [1] and add a description in the **description** field [2].

To add a end date for your group to be automatically archived, click the **Calendar** icon [3].

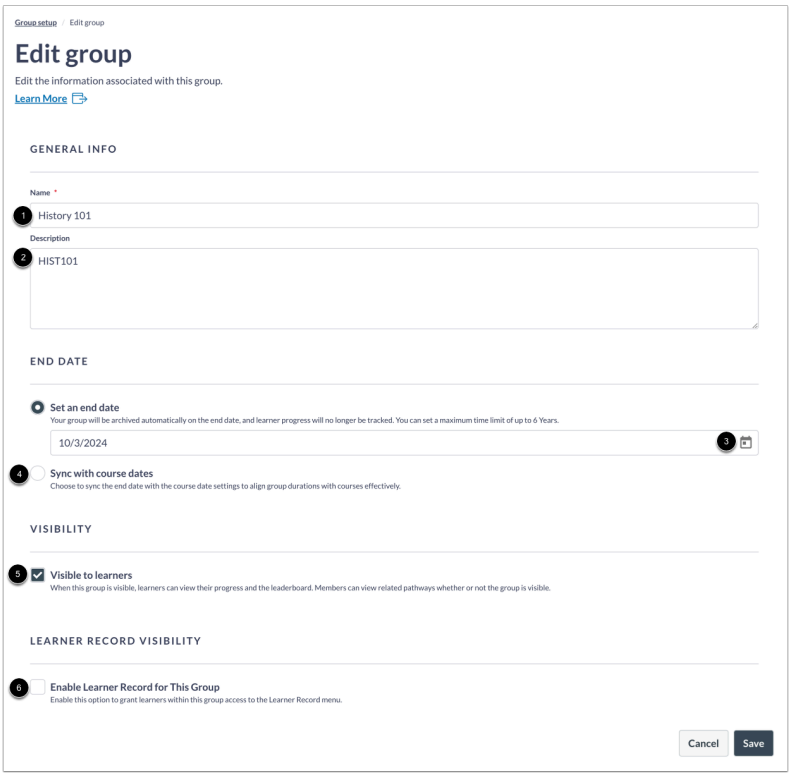
To add yourself as a staff to the group, click the **Include me as staff** checkbox [4].

To make the group visible to learners, click the **Visible to learners** checkbox [5].

Click the **Create Group** button [6].

Note: When the visible to learners checkbox is select gives learners access to features like the leaderboard, individual learner progress and creating triggers for individual badges. Leaving the box unchecked creates a hidden group that can only be subscribed to pathways.

Edit Group



Edit the group name in the **name** field [1] and edit the description in the **description** field [2].

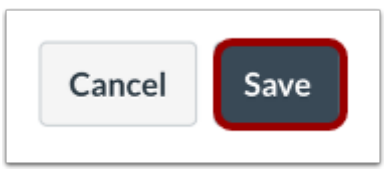
To add a end date for your group to be automatically archived, click the **Calendar** icon [3].

To add a end date to sync with your Canvas course dates, click the **Sync with course dates** radio button [4].

To make the group visible to learners, click the **Visible to learners** checkbox [5].

When enabled at the organization level, an Enable Learner Record from this Group checkbox displays. To enable the learner record for the group, click the **Enable Learner Record for This Group** checkbox [6].

Save Group

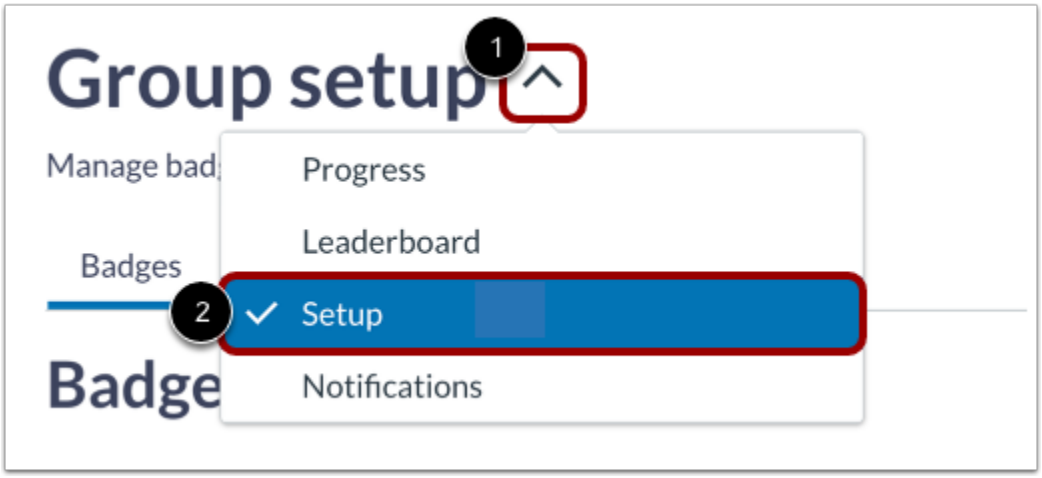


To save the group, click **Save** button.

How do I manage a group within the Credentials LTI?

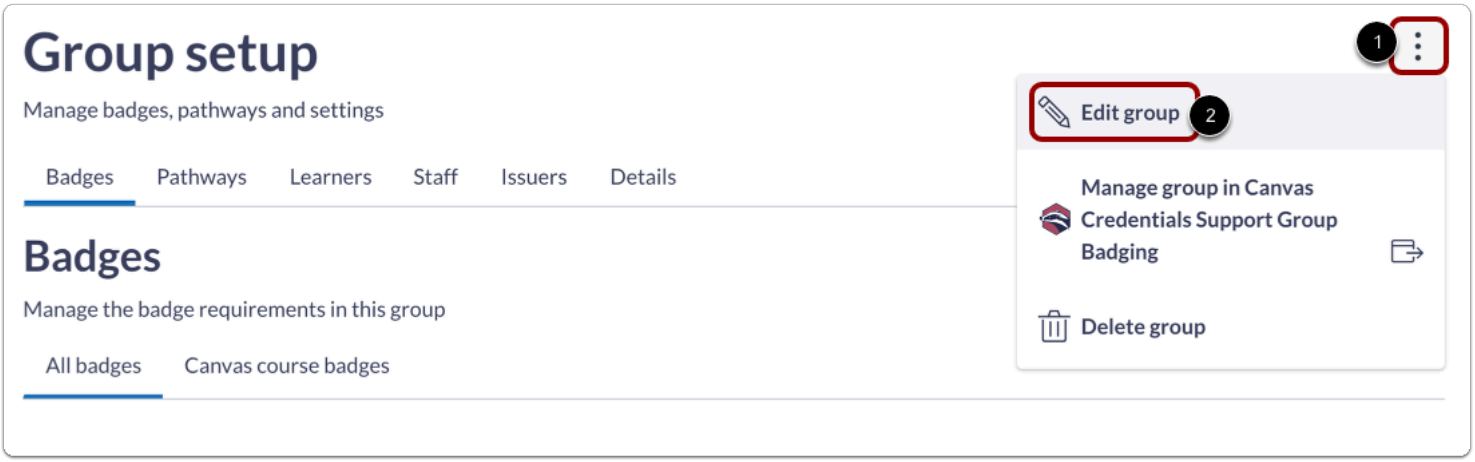
The Groups feature in Credentials Pathways is used to organize badge recipients into different segments or cohorts to be tracked along a Learning Pathway.

Open Setup



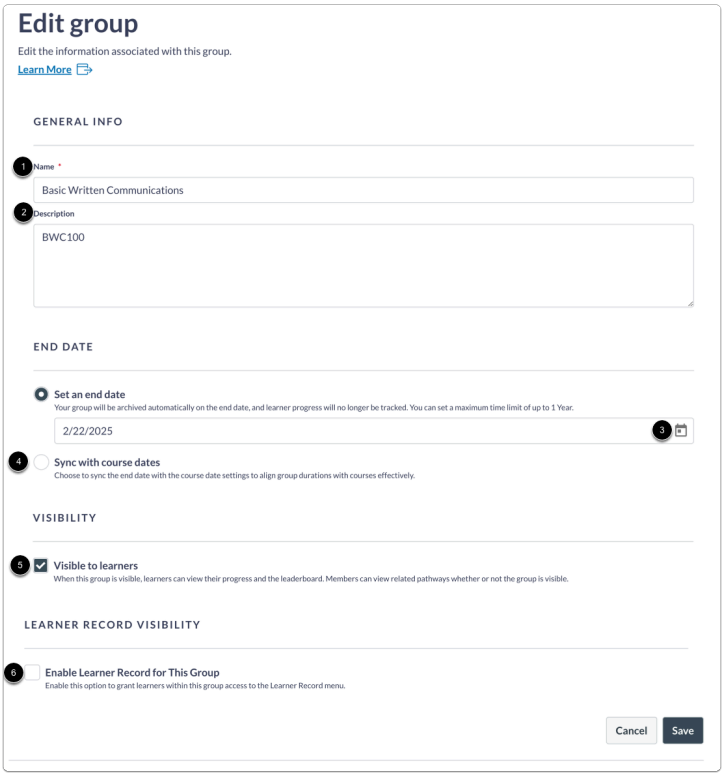
In the **Groups** drop-down menu [1], click the **Setup** link [2].

Edit Group



To manage a group, click the **Options** icon [1] and then click the **Edit group** link [2].

Manage Group



Type a name for the group in the **name** field [1] and add a description in the **description** field [2].

To add a end date for your group to be automatically archived, click the **Calendar** icon [3].

To add a end date to sync with your Canvas course dates, click the **Sync with course dates** radio button [4].

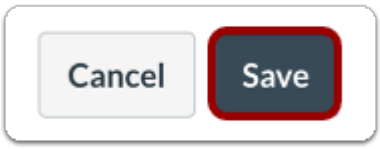
To make the group visible to learners, click the **Visible to learners** checkbox [5].

When enabled at the organization level, an Enable Learner Record from this Group checkbox displays. To enable the learner record for the group, click the **Enable Learner Record for This Group** checkbox [6].

Notes:

- When a group is created the end date can run up to six years.
- Syncing course dates is only available for the Canvas LMS.

Save Group



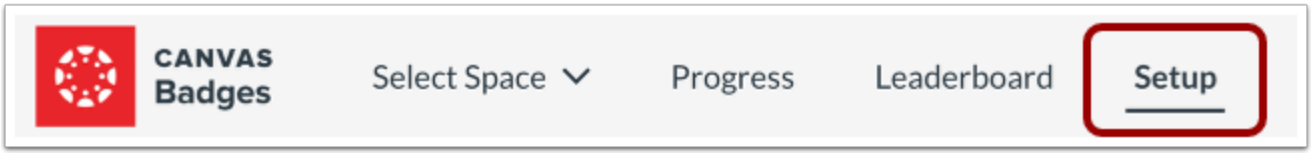
To save the group, click **Save** button.

How do I manage Badges Staff Group members?

The Groups feature in Pathways is used to organize badge recipients into different segments or cohorts, so that they can be tracked along a Learning Pathway.

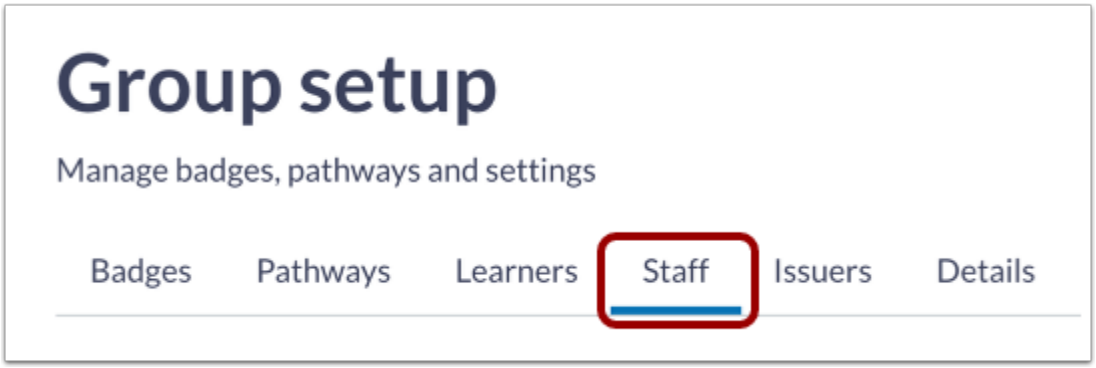
Note: If the Group is connected to an LTI, the Group members are pulled from the roster and cannot be managed manually. All learners on the roster, even deactivated ones, display as Group members.

Open Setup



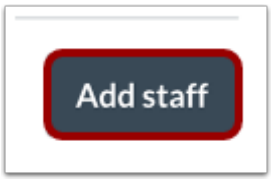
In Group Global Navigation, click the **Setup** link.

Open Group Setup



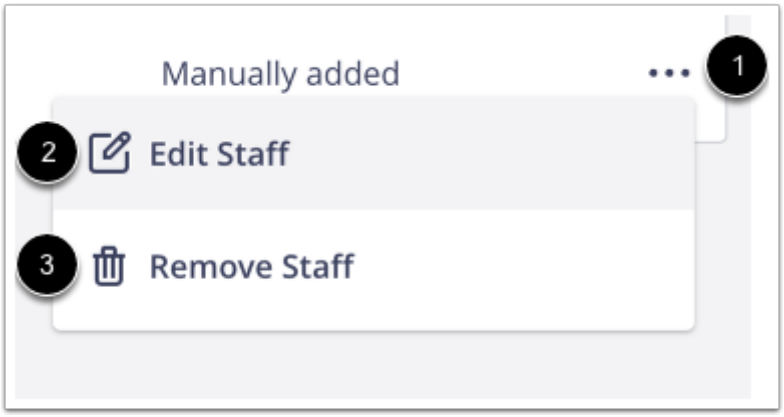
In the Group setup navigation, click the **Staff** link.

Add Staff



To add a new staff, click the **Add Staff** button.

Manage Staff



To manage a staff member, click the **Options** icon [1].

To edit staff members in the group, click the **Edit Staff** link [2].

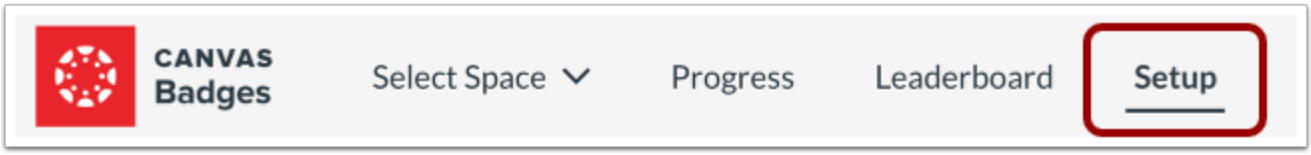
To remove staff members from the group, click the **Remove Staff** link [3].

How do I manage Badges Learner Group members?

The Groups feature in Canvas Badges Pathways is used to organize badge recipients into different segments or cohorts, so that they can be tracked along a Learning Pathway.

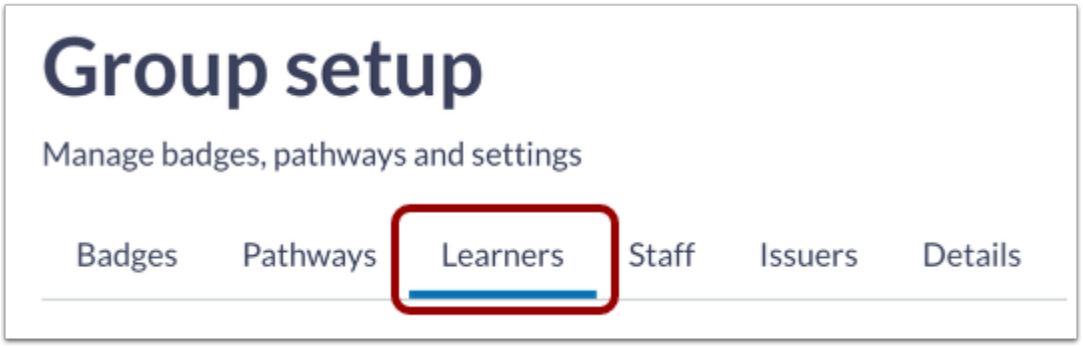
Note: If the Group is connected to an LTI, the Group members are pulled from the roster and cannot be managed manually. All learners on the roster, even deactivated ones, will show up as Group members.

Open Setup



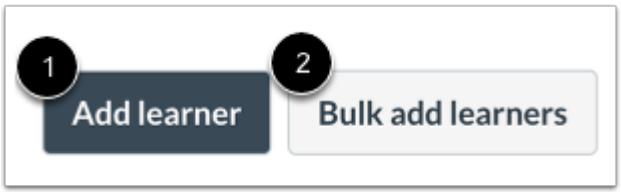
In Group Global Navigation, click the **Setup** link.

Open Group Setup



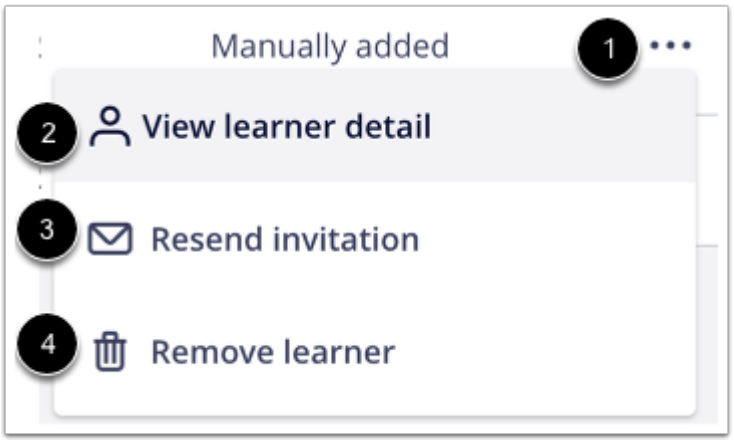
In the Group setup navigation, click the **Learners** link.

Add Learners



To add a new Learner, click the **Add Learner** button [1] or **Bulk add learners** button [2] to add more than one

Manage Learner



To manage a learner member, click the **Options** icon [1].

To view the learner's details, click the **View learner detail** link [2].

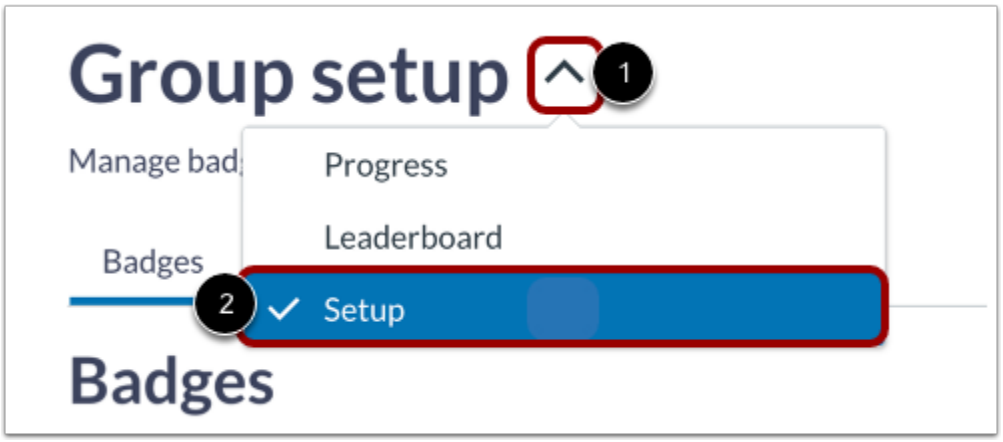
To resend their email invitation, click the **Resend invitation** link [3].

To remove the learner from the group, click the **Remove Learner** link [4].

How do I manage group course requirements for Badges in Canvas?

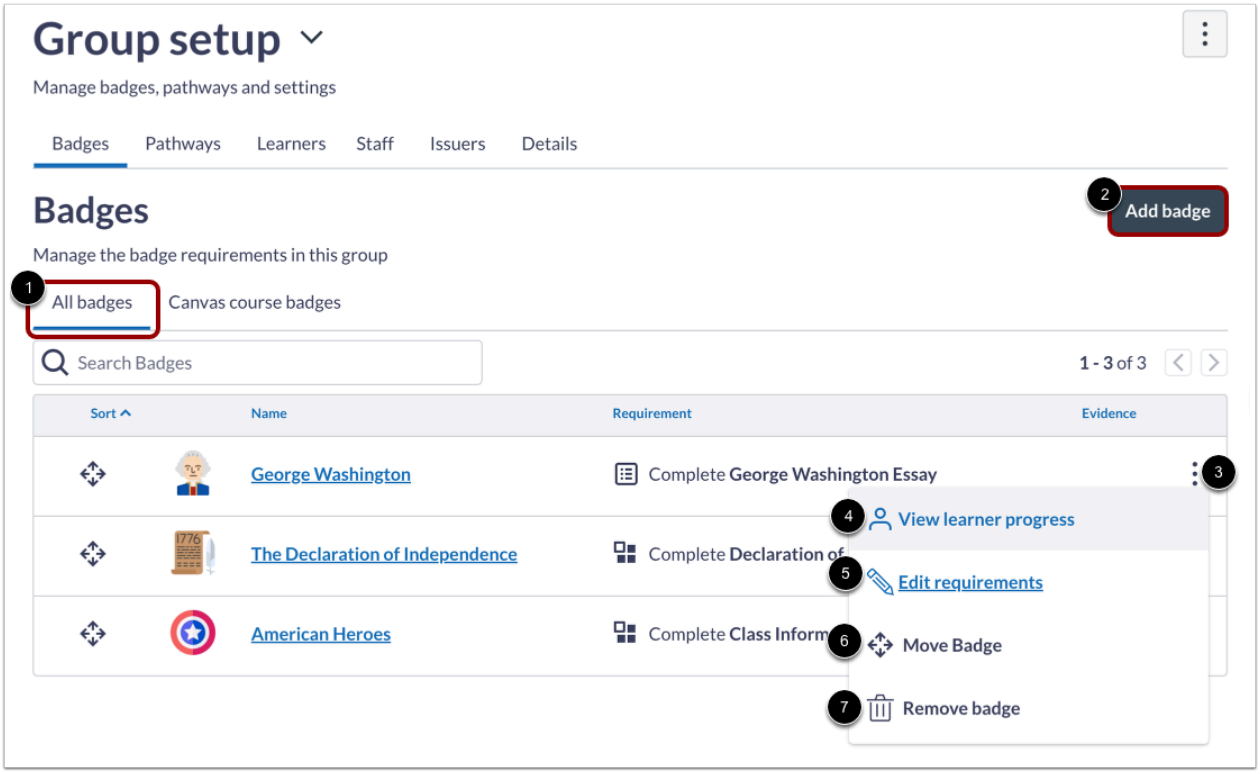
Instructors can award badges automatically based on course requirements within their groups.

Open Setup



In the **Group** drop-down menu [1], click the **Setup** link [2].

Manage All Badges



The **All Badges** tab displays an overview of badges and requirements in a group [1].

To add a badge, click the **Add badge** button [2].

To manage a group, click the **Options** icon [3].

To view learner progress, click the **View learner progress** link [4].

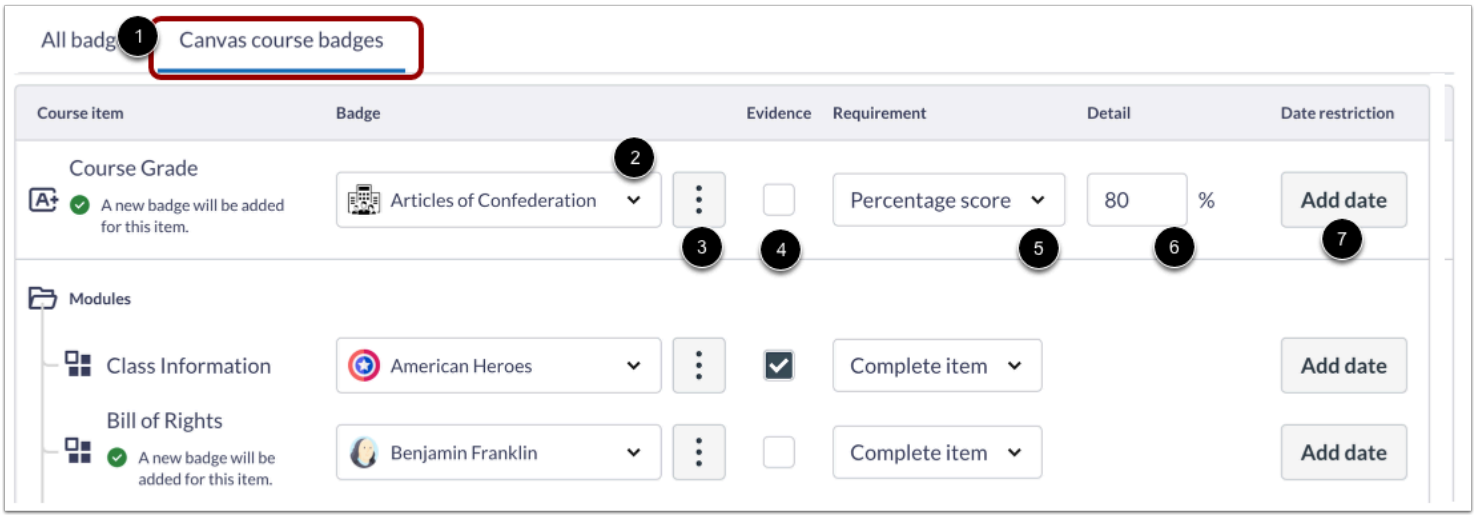
To edit the badge requirements, click the **Edit requirements** link [5].

To move a badge, click the **Move Badge** link [6].

To remove a badge, click the **Remove badge** link [7].

Note: Badges can be automatically awarded based on module completion, assignment grade, and course grade based on all assignments. If you do not see badges awarded based on course grade for students whose course grade meets the badge's requirements, ensure the course grade you view is not based on graded assignments.

Manage Canvas Course Badges



The **Canvas course badges** tab shows in a table format and displays an overview of badges and requirements in a group [1].

To change a badge for a course item, click the **Badge** drop-down menu 2].

To update a badge or create a new badge, click the **Options** icon [3].

To have learners submit evidence for completion, click the **Evidence** checkbox [4].

To update a requirement for a badge, click the **Requirements** drop-down menu[5].

To update the percentage details for a badge, enter a percentage in the **Detail** field [6].

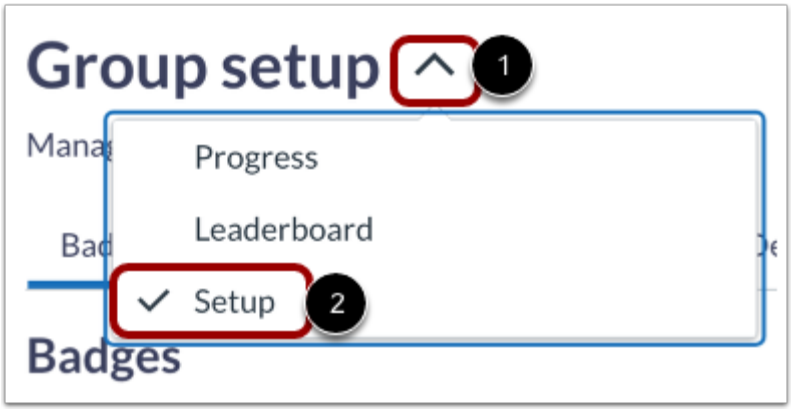
To update the date, click the **Add date** button [7].

Note: Specific module requirements can be managed within Canvas modules.

How do I manage group course requirements for Badges in Blackboard?

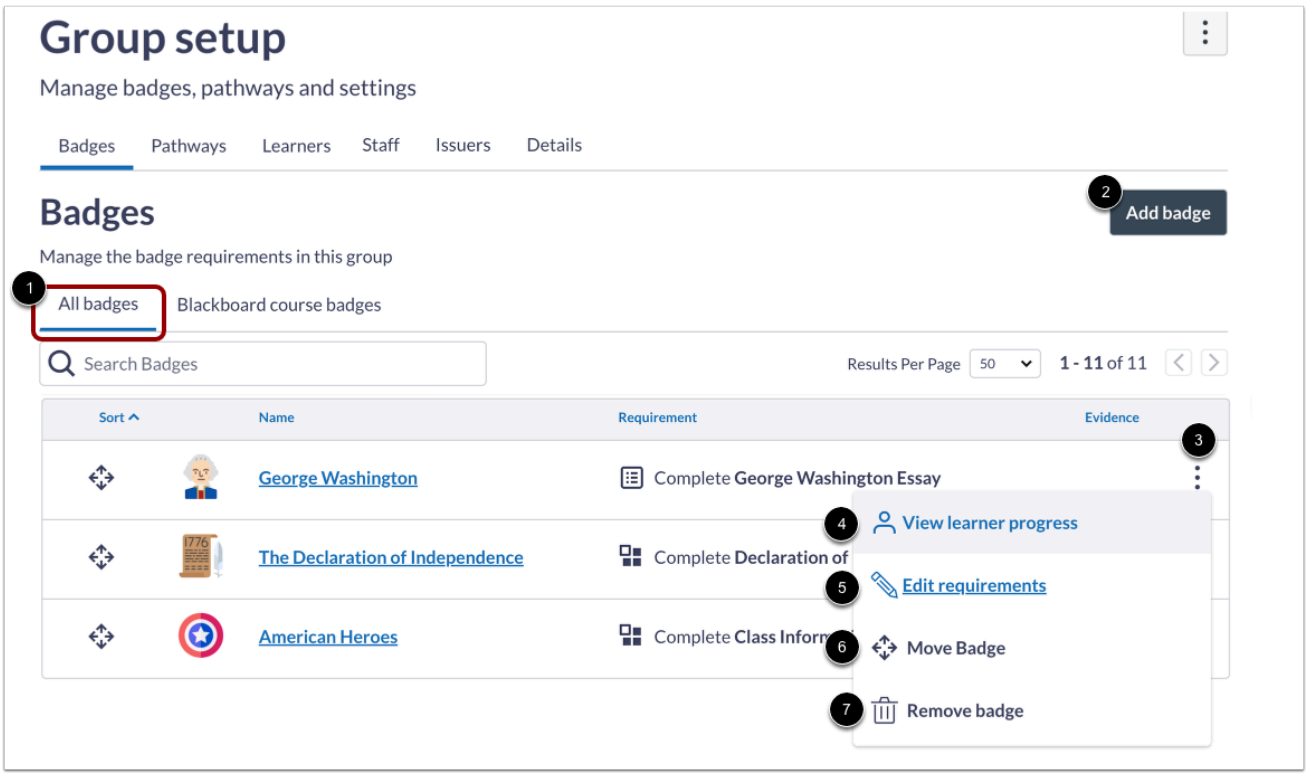
Instructors can award badges automatically based on course requirements within their groups.

Open Setup



In the **Group** drop-down menu [1], click the **Setup** link [2].

Manage All Badges



The **All Badges** tab displays an overview of badges and requirements in a group [1].

To add a badge, click the **Add badge** button [2].

To manage a group, click the **Options** icon [3].

To view learner progress, click the **View learner progress** link [4].

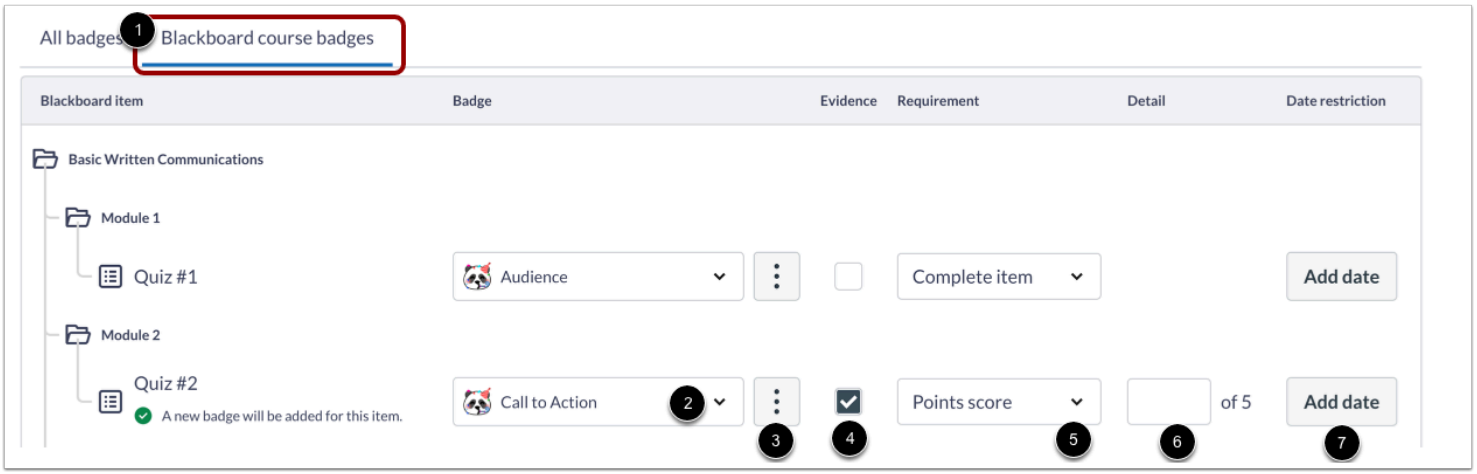
To edit the badge requirements, click the **Edit requirements** link [5].

To move a badge, click the **Move Badge** link [6].

To remove a badge, click the **Remove badge** link [7].

Note: Badges can be automatically awarded based on module completion, assignment grade, and course grade based on all assignments. If you do not see badges awarded based on course grade for students whose course grade meets the badge's requirements, ensure the course grade you view is not based on graded assignments.

Manage Blackboard Course Badges



The **Blackboard course badges** tab displays an overview of badges and requirements in a group [1].

To change a badge for a course item, click the **Badge** drop-down menu [2].

To update a badge or create a new badge, click the **Options** icon [3].

To have learners submit evidence for completion, click the Evidence checkbox [4].

To update a requirement for a badge, click the **Requirements** drop-down menu [5].

To update the percentage details for a badge, enter a percentage in the **Detail** field [6].

To update the date, click the **Add date** button [7].

Note: Specific module requirements can be managed within Blackboard modules.

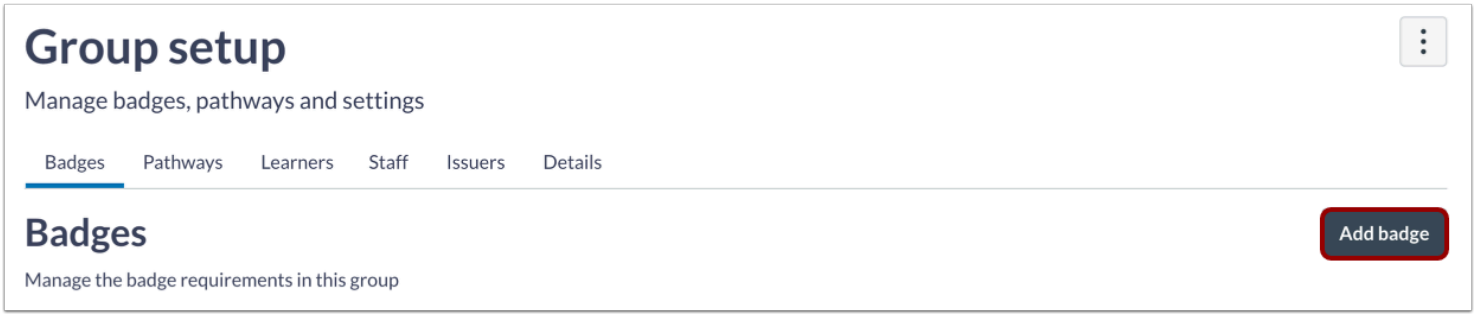
How do I add a manually awarded badge to a Group?

Instructors can add manually awarded badges to a Group in order to track badges that are awarded outside the group.

Open Setup

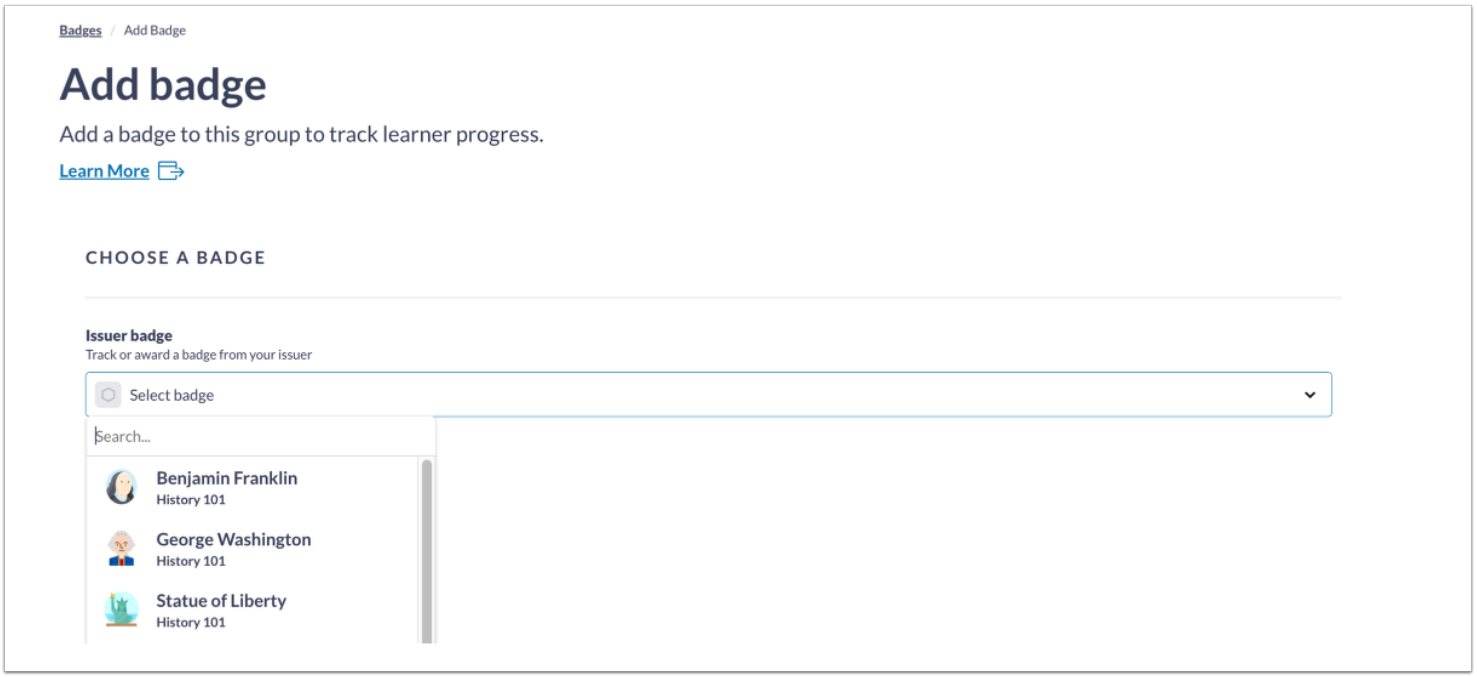
In the **Group setup** drop-down menu [1], click the **Setup** link [2].

Add Badge



To add a badge requirement to the group, click the **Add Badge** button.

Choose a Badge

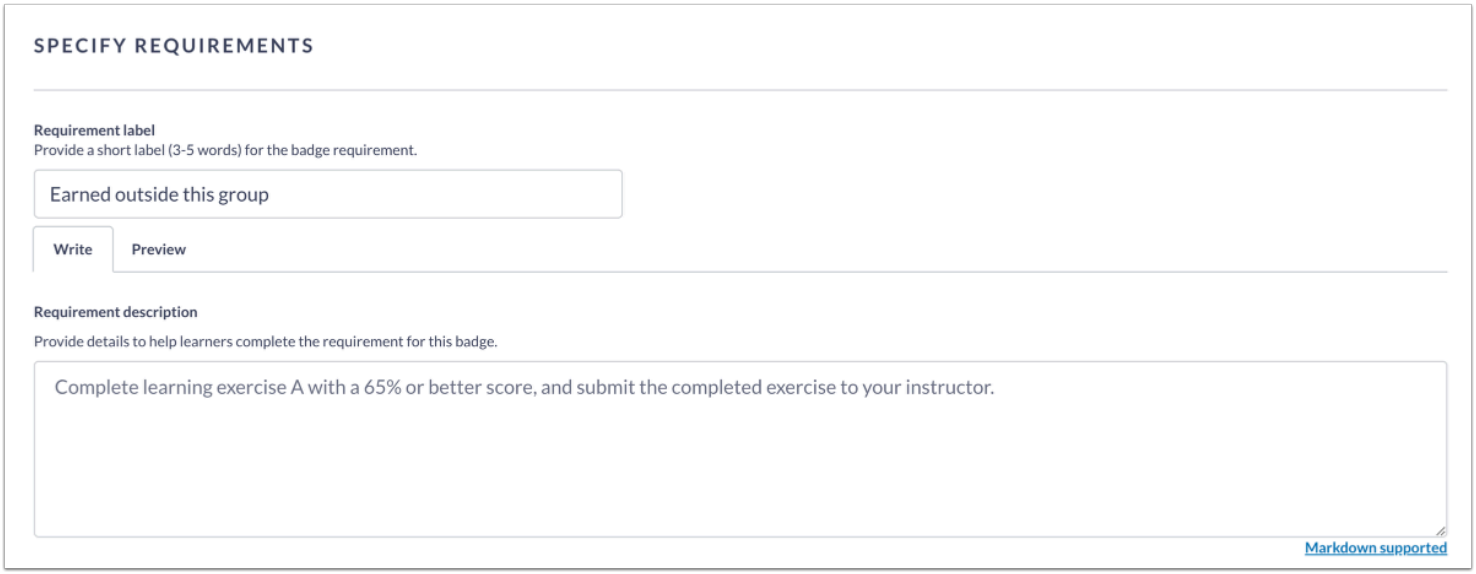


Select a badge from the list.

Choose Manual Awarding

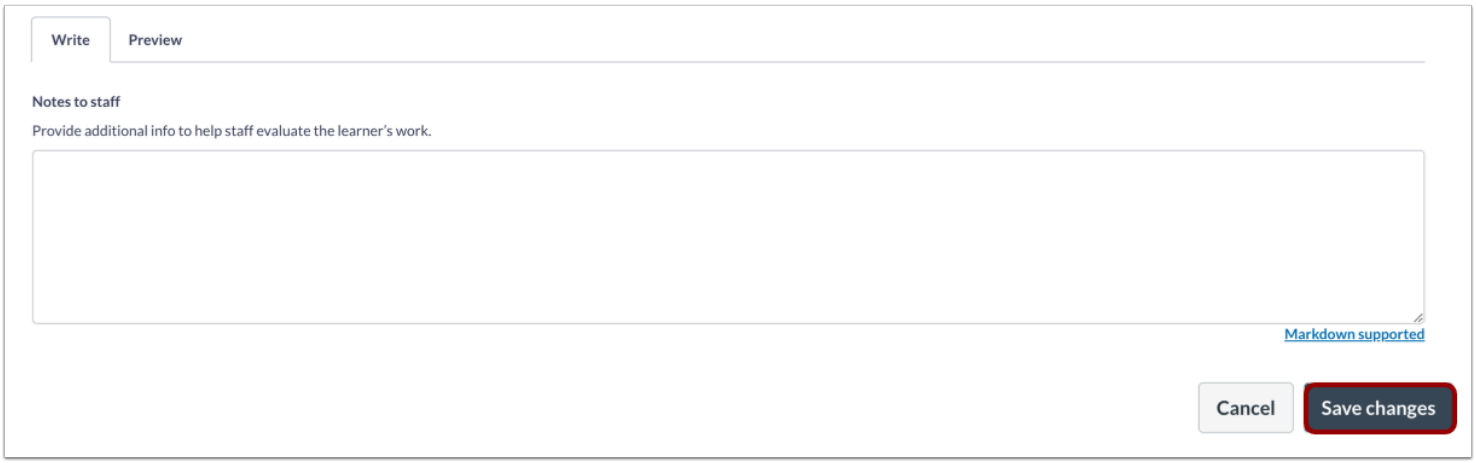
To award the badge manually, click the **Manually** radio button.

Specify Requirements



You can enter a label and description of the badge requirements. The description field supports markdown.

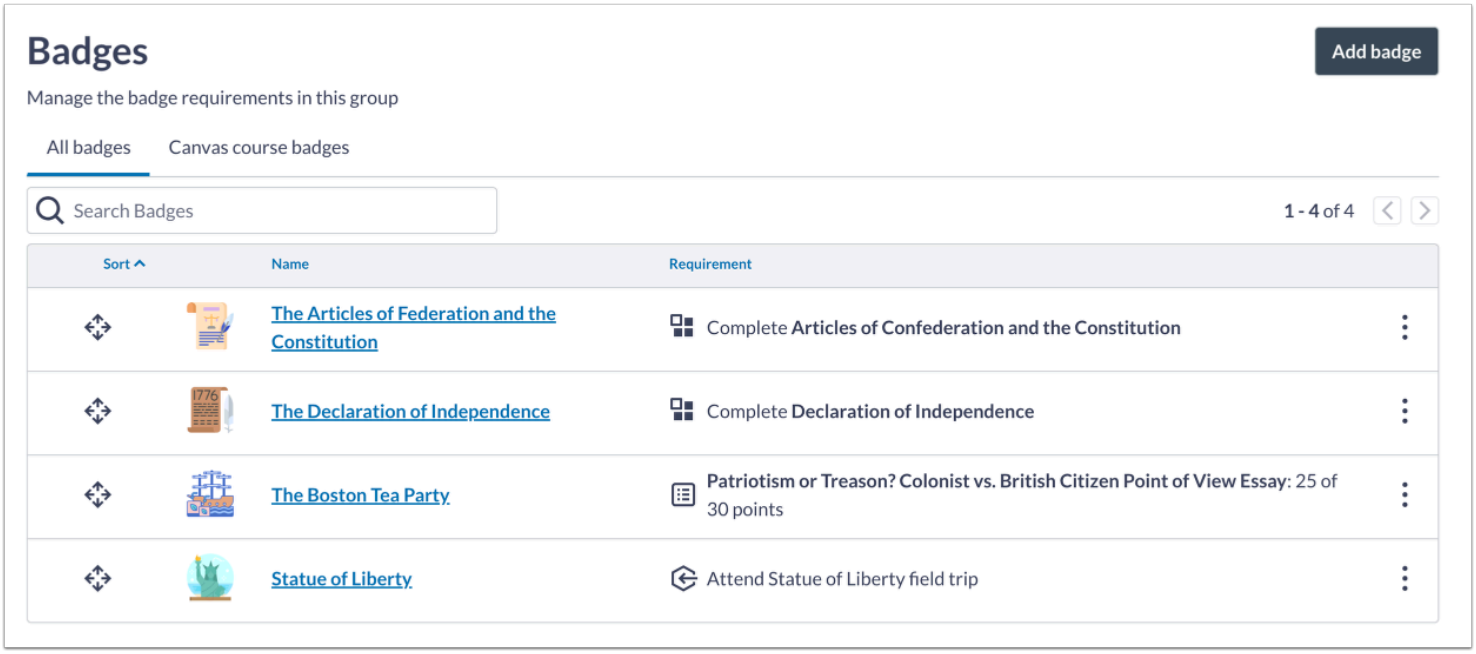
Add a Staff Note



You can add a note to help staff evaluate the learner's work required to earn this badge. The Staff Notes field supports markdown.

When you have finished entering information about the badge requirements, click the **Save Changes** button.

View Group Badge Requirements

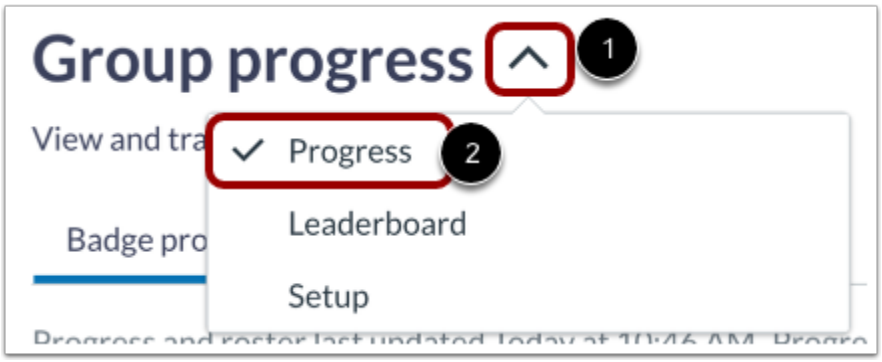


The badge is added to the list of **All Badges** in the group. The requirement label displays as the requirement.

How do I manually award a badge to a learner in a Group?

Instructors can award badges to learners manually. In a Group that is not connected to a course in an LMS via the Credentials LTI, all badges are awarded manually. In a Group that is connected to a course in an LMS, badges may be awarded manually or automatically based on completion of course modules and assignments.

Open Progress

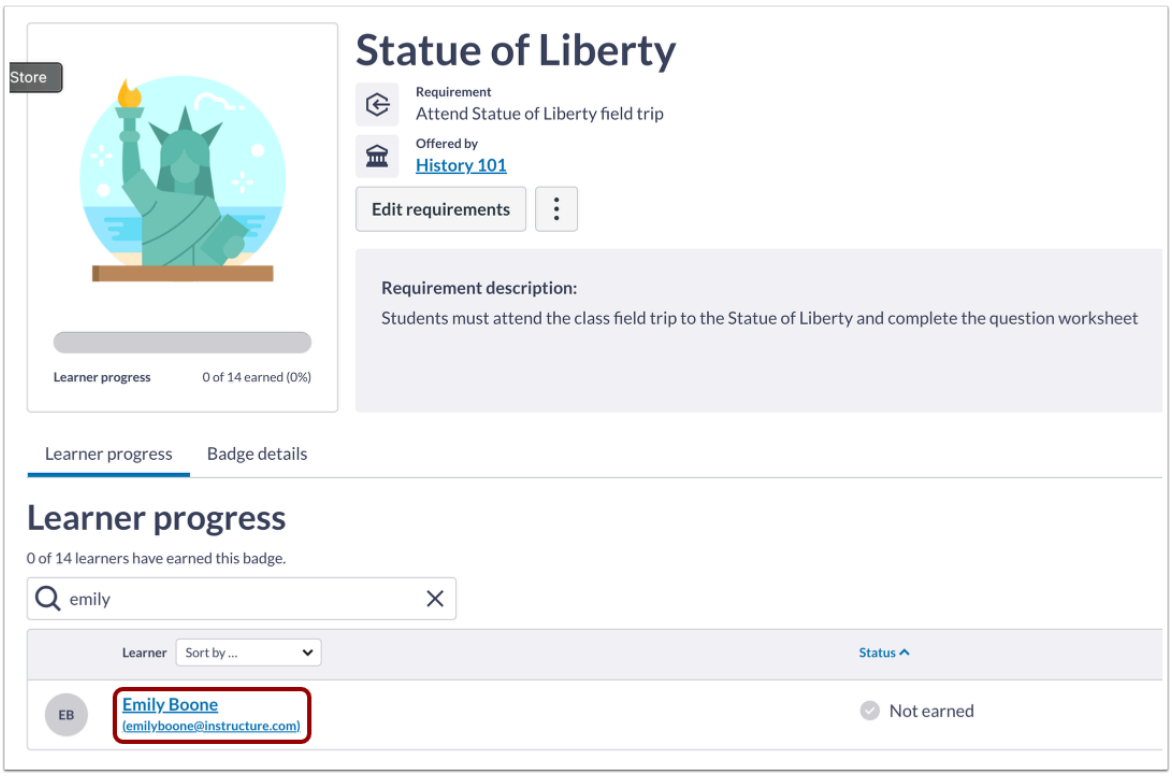


In the **Group setup** drop-down menu [1], click the **Progress** link [2].

Select a Badge

Select a badge and click the name of the badge [1]. It must be a manually awarded badge. Manually awarded badges have the **Manually Awarded** icon [2].

Select a Learner

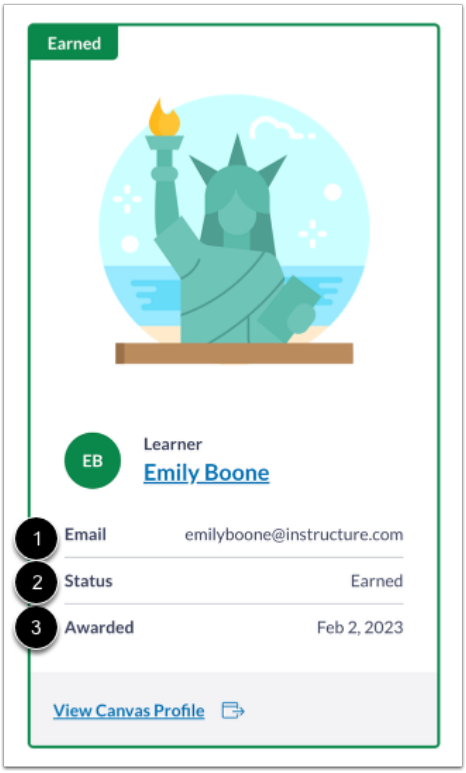


Select a learner who has not earned the badge and click their name.

Award Badge

Click the **Award badge** button.

View Awarded Badge

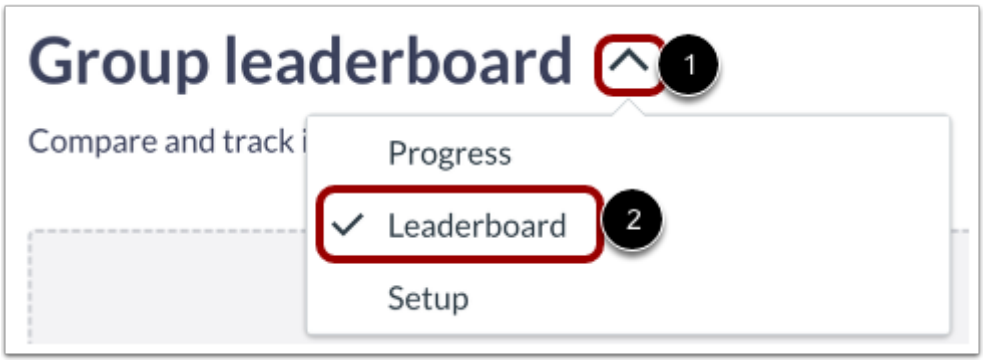


The awarded badge displays the learner's email identifier [1], the badge status [2], and award date [3].

How do I use the Leaderboard in Badges as an instructor?

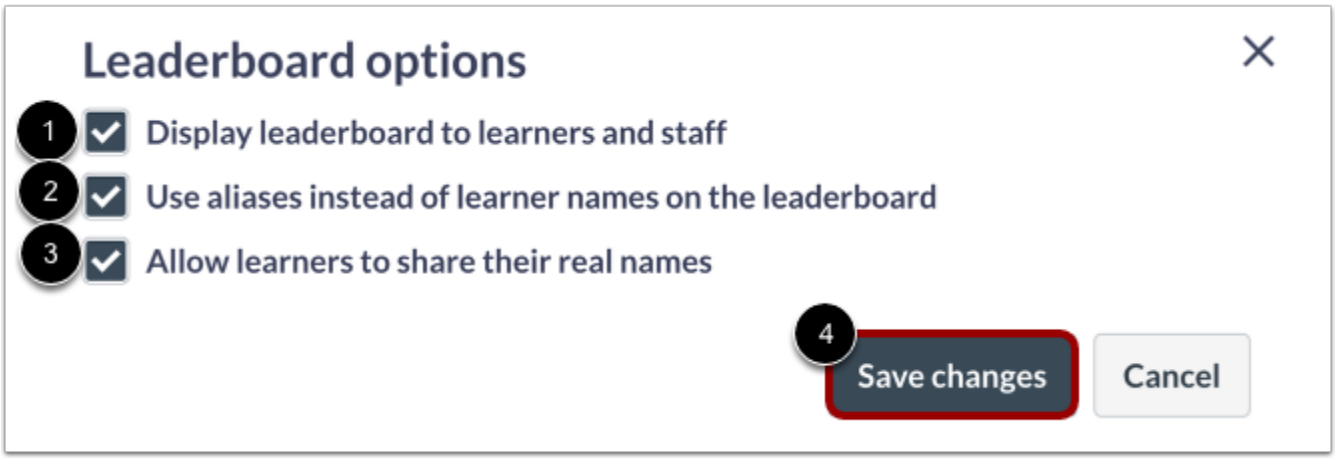
The leaderboard in a group allows students to see their ranking in a course. You can enable the leaderboard in order to set leaderboard points for badges in the Group.

Open Leaderboard



In the **Group setup** drop-down menu [1], click the **Leaderboard** link [2].

Manage Leaderboard Options



To enable the leaderboard to show for learners and staff, click the **Display leaderboard to learners and staff** checkbox [1].

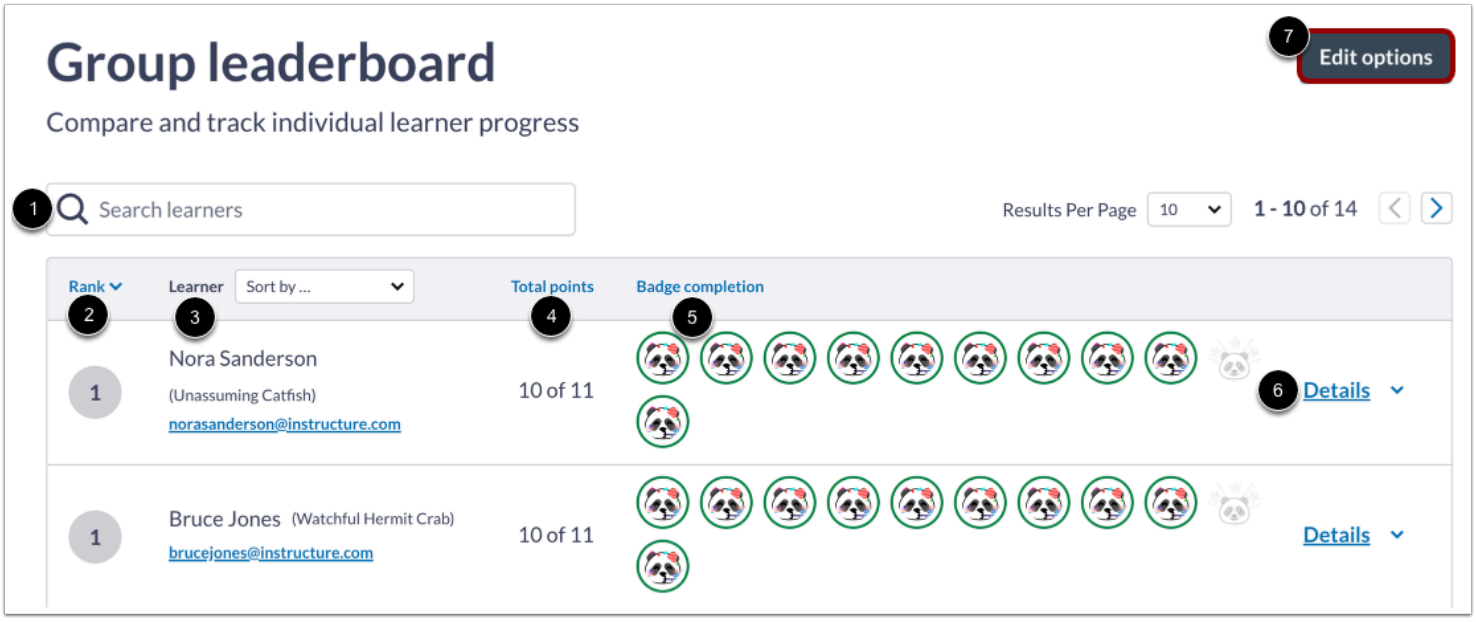
To have learners use aliases, click the **Use aliases instead of learners name on the leaderboard** checkbox [2].

To allow learners to share their real name, click the **Allow learners to share their real names** checkbox [3].

To save changes, click the **Save changes** button [4].

Note: In order to view the settings for displaying learners' names or an alias, you must click the Display leaderboard to learners and staff checkbox.

View Leaderboard



Learner progress shows in a table format and displays an overview of learner badges in a group.

To search for a learner, type their name in the **Search learner** field [1].

You can view and sort by the rank [2], learners name [3], total points [4], and badge completion [5].

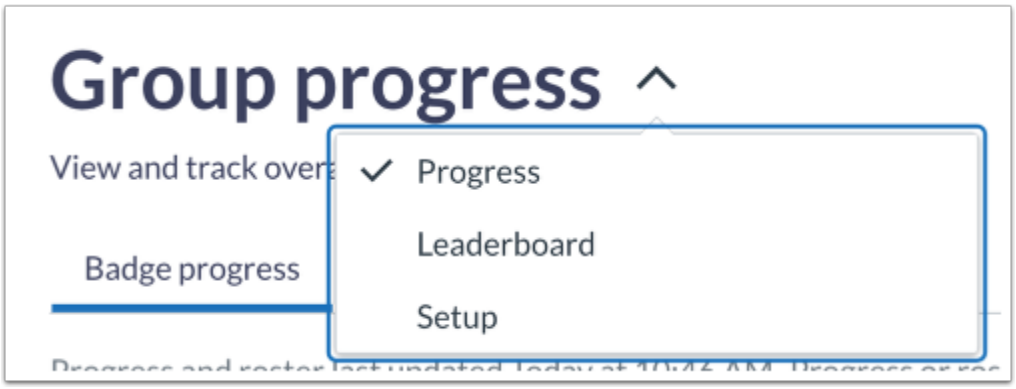
To view a learner's completion status and pathway progress, click the **Details** link [5].

To manage options, click the **Edit options** button [6].

How do I view Group learner progress as an instructor?

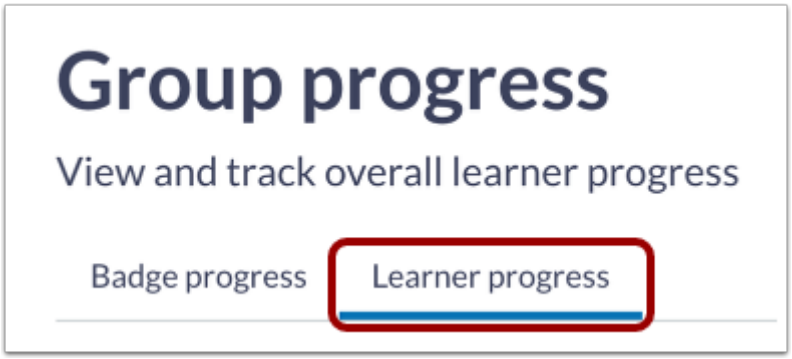
Learner progress shows you earned badges, completion status, and, pathway progress for learners.

Open Progress



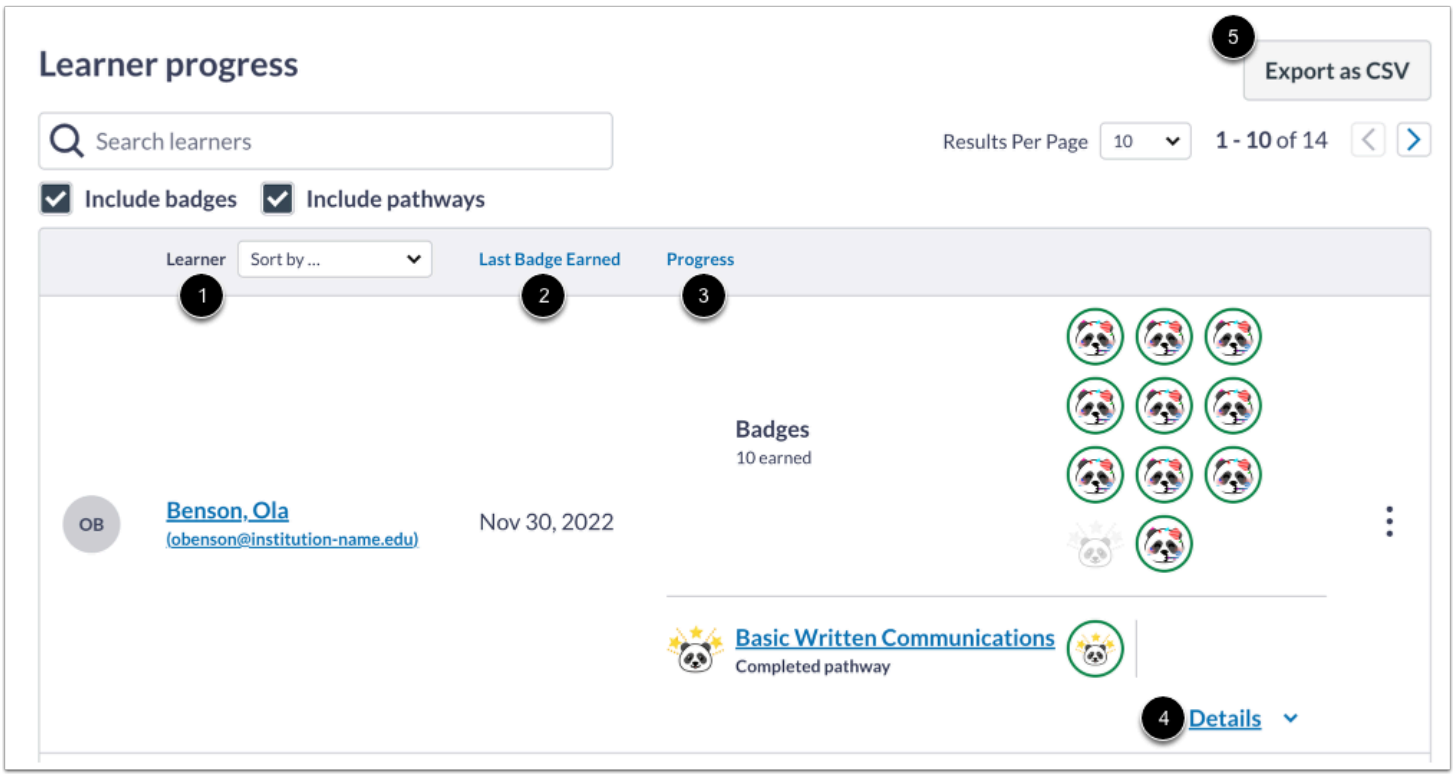
In the **Group setup** drop-down menu [1], click the **Progress** link [2].

Open Learner Progress



Click the **Learner progress** link.

View Learner Progress



Learner progress shows in a table format and displays an overview of learner badges in a group.

You can view and sort by the learners name [1], last badge earned [2], and progress [3].

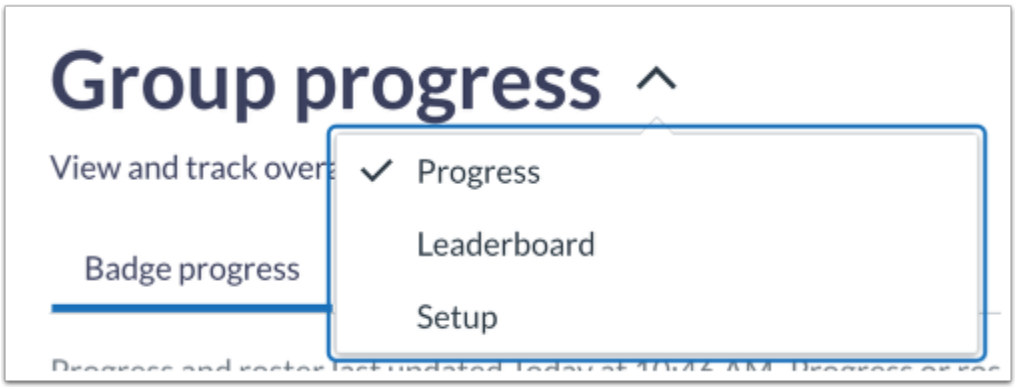
To view a learner's completion status and pathway progress, click the **Details** link [4].

To export the learner progress, click the **Export as CSV** button [5].

How do I sync group information in Badges as an instructor?

When a Group is created via the Credentials LTI, name or email changes made to the course roster are synced automatically. When a user's email address is changed, badges awarded to the previous email address are revoked and re-issued to the new email address.

Open Progress



In the **Group setup** drop-down menu [1], click the **Progress** link [2].

Sync Progress and Roster

To sync progress and roster, click the **Update now** link.

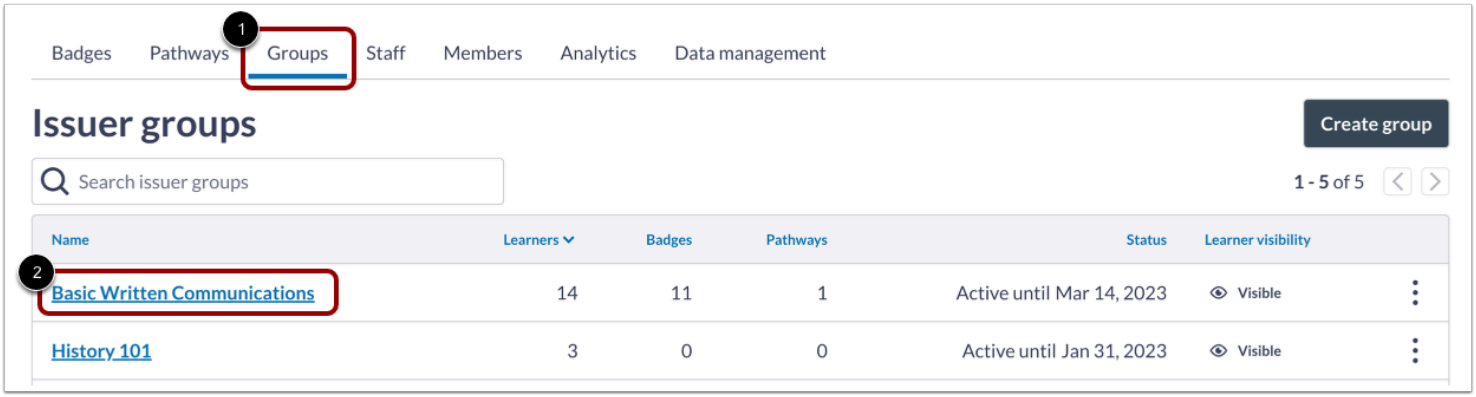
How do I export a Badges group as a CSV?

You can export learner progress as a CSV file.

Open Issuer

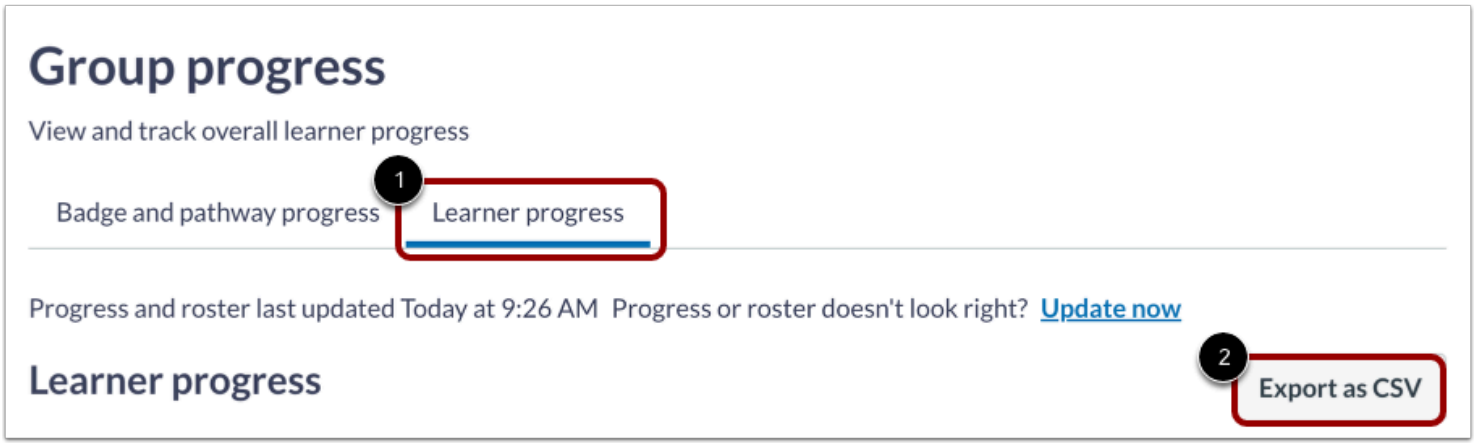
To open an issuer, click the **View Issuer** button.

Open Group



In Issuer Navigation, click the **Groups** link [1] and then click the name of the group [2].

Export as CSV



In Group progress, click the **Learner progress** link [1] and then click the **Export as CSV** button [2].

View Exported CSV

	A	B	C	D	E	F	G	H
1	Learner Last Name	Learner First Name	Learner Identifier	Course Completion	Introduction	Module 1	Module 2	Audience
2	Benson	Ola	obenson@institution	Incomplete	Complete	Complete	Complete	Complete
3	Boone	Emily	emilyboone@instruc	Incomplete	Complete	Complete	Complete	Complete
4	Boyd	Gregory	gboyd@institution-n	Incomplete	Complete	Complete	Complete	Complete
5	Bracci	Loretta	lbracci@institution-r	Incomplete	Complete	Complete	Complete	Complete
6	Cain	Mason	mcain@institution-n	Incomplete	Complete	Complete	Complete	Complete
7	Clark	Lola	lclark@institution-na	Incomplete	Complete	Complete	Complete	Complete
8	Johnson	Max	maxjohnson@instru	Incomplete	Complete	Complete	Complete	Complete
9	Jones	Bruce	brucejones@instruc	Incomplete	Complete	Complete	Complete	Complete
10	Leafton	Eli	eleafton@institution	Incomplete	Complete	Complete	Complete	Complete
11	Rogers	Joe	jrogers@institution-	Incomplete	Complete	Complete	Complete	Complete
12	Sanderson	Nora	norasanderson@ins	Incomplete	Complete	Complete	Complete	Complete
13	Smith	Jane	janesmith@instructu	Incomplete	Complete	Complete	Complete	Complete
14	Young	Wesley	wyoung@institution-	Incomplete	Complete	Complete	Complete	Complete
15	Zini	Luana	lzini@institution-nar	Incomplete	Complete	Complete	Complete	Complete

The CSV includes the badge name and completion status.

How do I use the Leaderboard in Badges as a student?

The leaderboard shows your earned badges, leaderboard rank, and pathway progress.

Open Leaderboard

In the **Group setup** drop-down menu [1], click the **Leaderboard** link [2].

View Leaderboard Progress

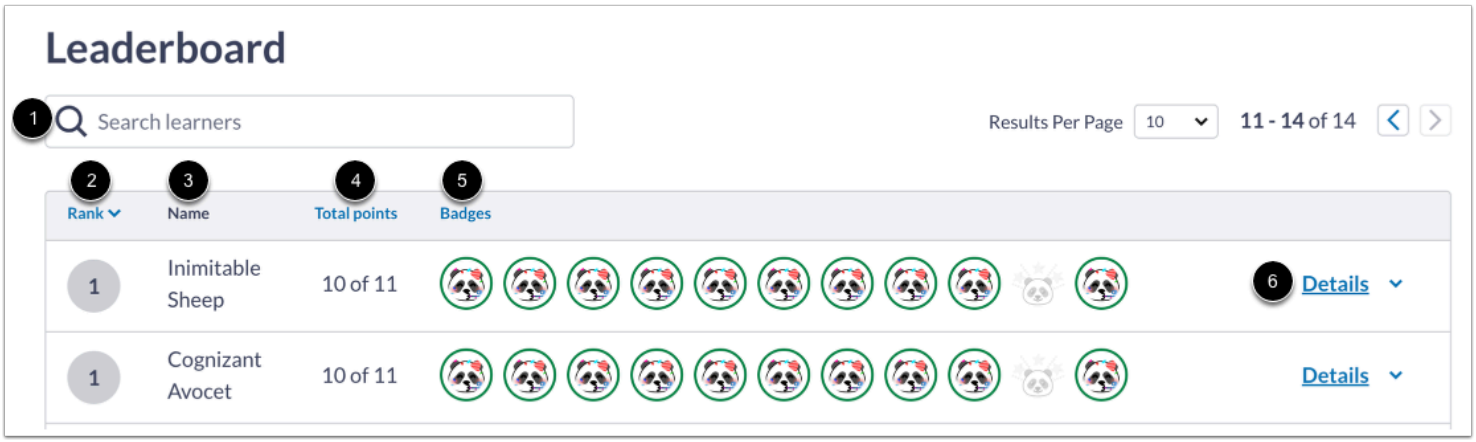
Leaderboard Progress shows your leaderboard rank [1] and points you earned [2].

To find where you are on the leaderboard, click the **Find me** link [3].

To change your alias, click the **Change my alias** link [4].

To show your name, click the **Share my real name** checkbox [5].

View Leaderboard



The Leaderboard shows in a table format and displays an overview of learner badges in a group.

To search for a learner type their name or alias in the **search learner** field [1]

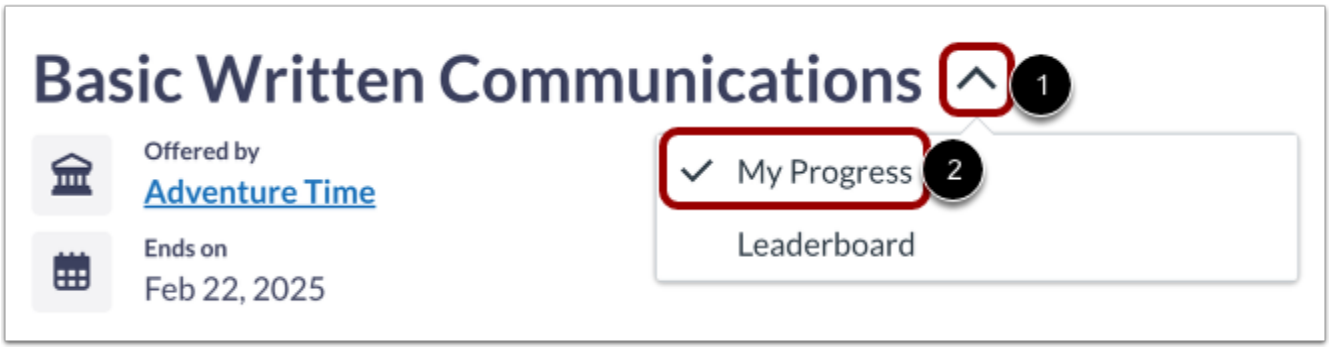
You can view and sort by the rank [2] learners name or alias [3], total points [4] and badge completion [5].

To view a learner's completion status and pathway progress, click the **Details** link [6].

How do I view my learner progress as a student?

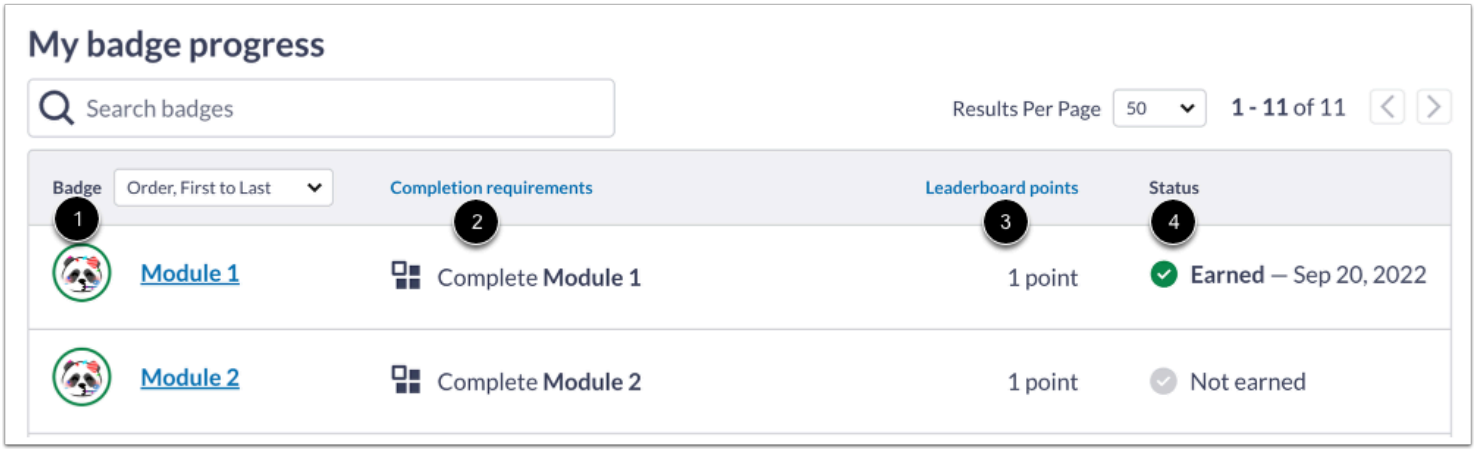
Learner progress shows your earned badges, completion status, and pathway progress.

Open My Progress



In the **Group setup** drop-down menu [1], click the **My Progress** link [2].

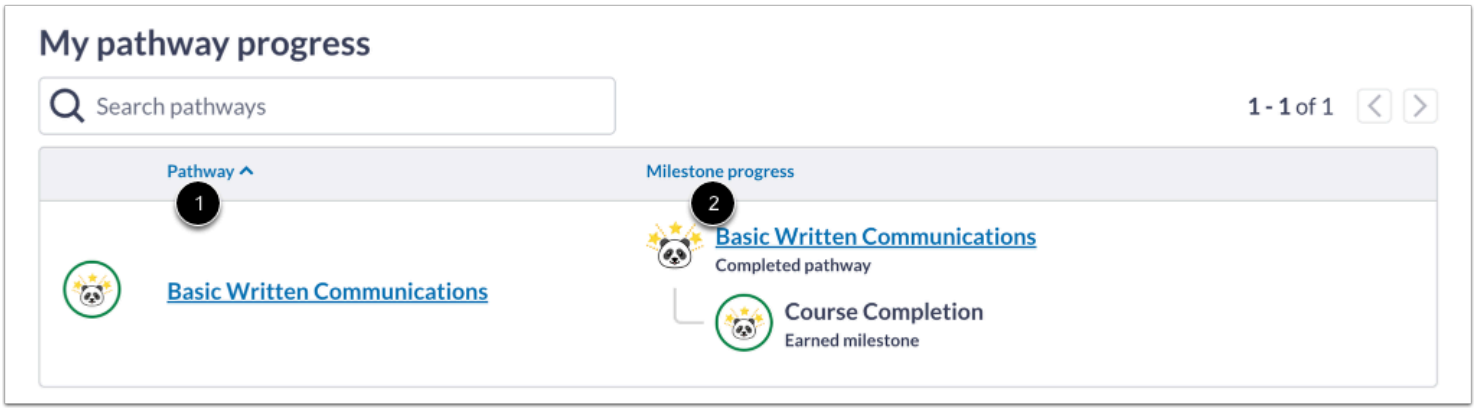
View My Badge Progress



Learner progress shows in a table format and displays an overview of learner badges in a group.

You can view and sort by the badge name [1], completion requirement [2], leaderboard points [3] and, status [4].

View My Pathway Progress



You can view pathways [1] and milestone progress [2] for the course pathway.

Canvas Badges/Credentials for Canvas

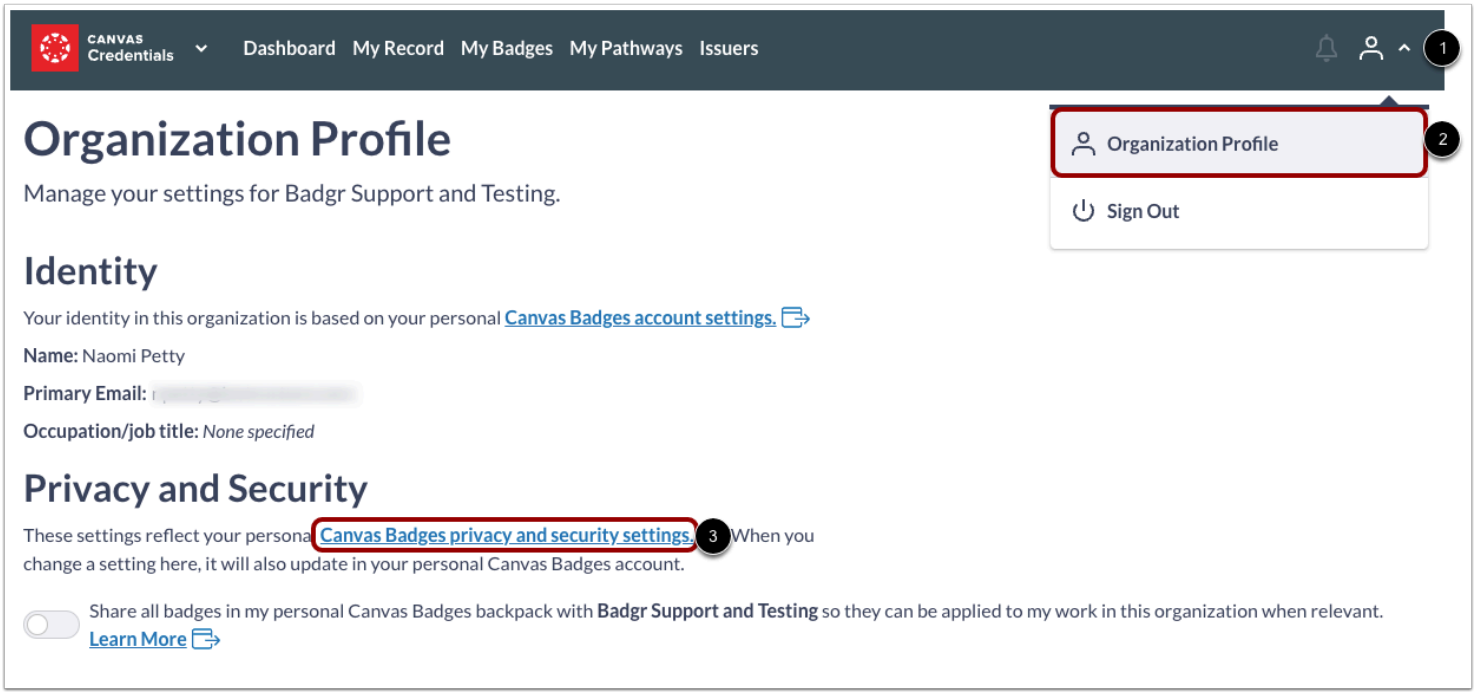
How do I get a consumer key and shared secret for Canvas Badges/Credentials?

This guide provides steps that apply to the legacy Canvas Credentials LTI 1.1 in an Instructure-hosted Canvas instance which is not recommended.

Learn more about the phased sunset process of the legacy Canvas Credentials LTI.

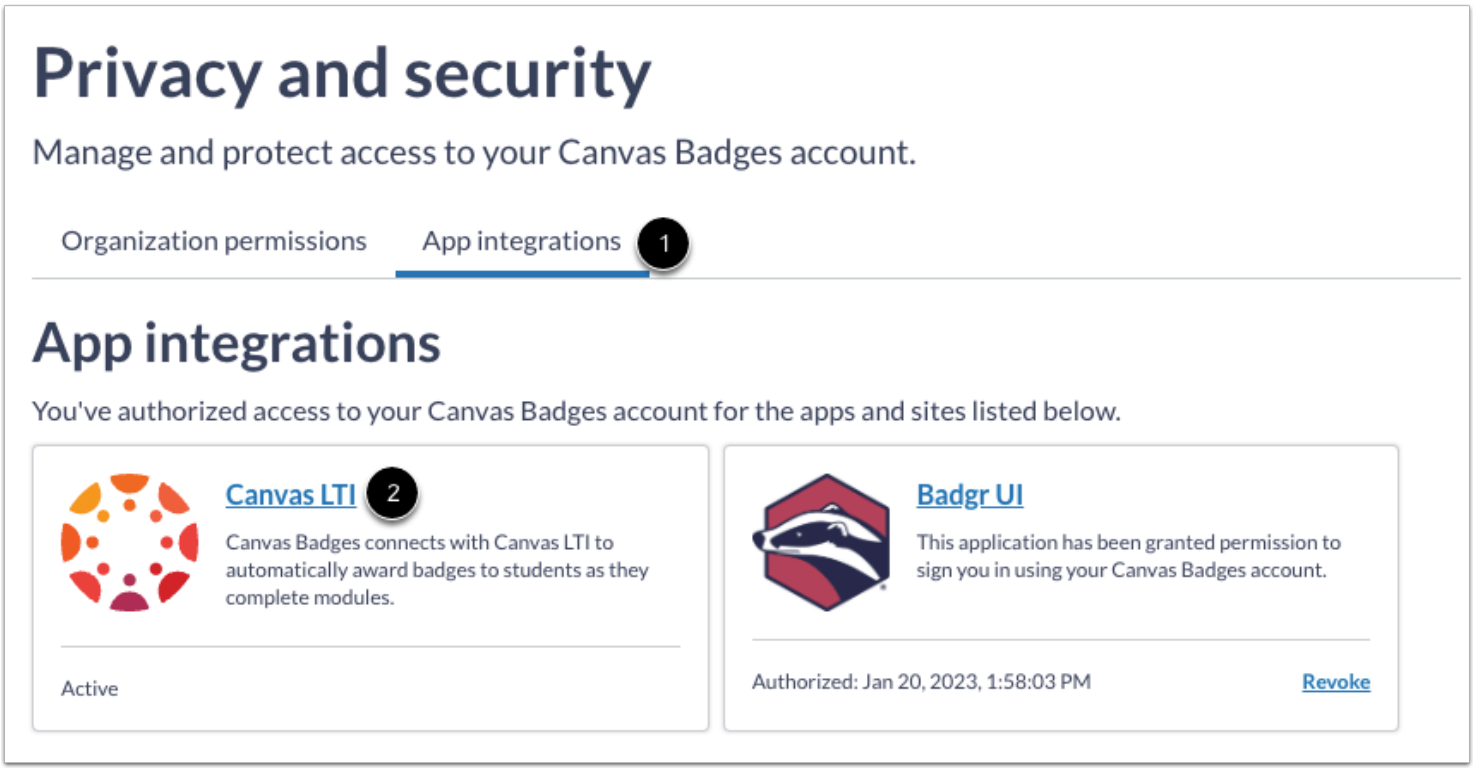
Please install the recommended and updated Canvas Credentials 1.3 LTI.

Open Organizational Profile



Click the **Profile** icon [1] and then click the **Organization Profile** link [2]. Click the **Canvas Badges privacy and security settings** link [3].

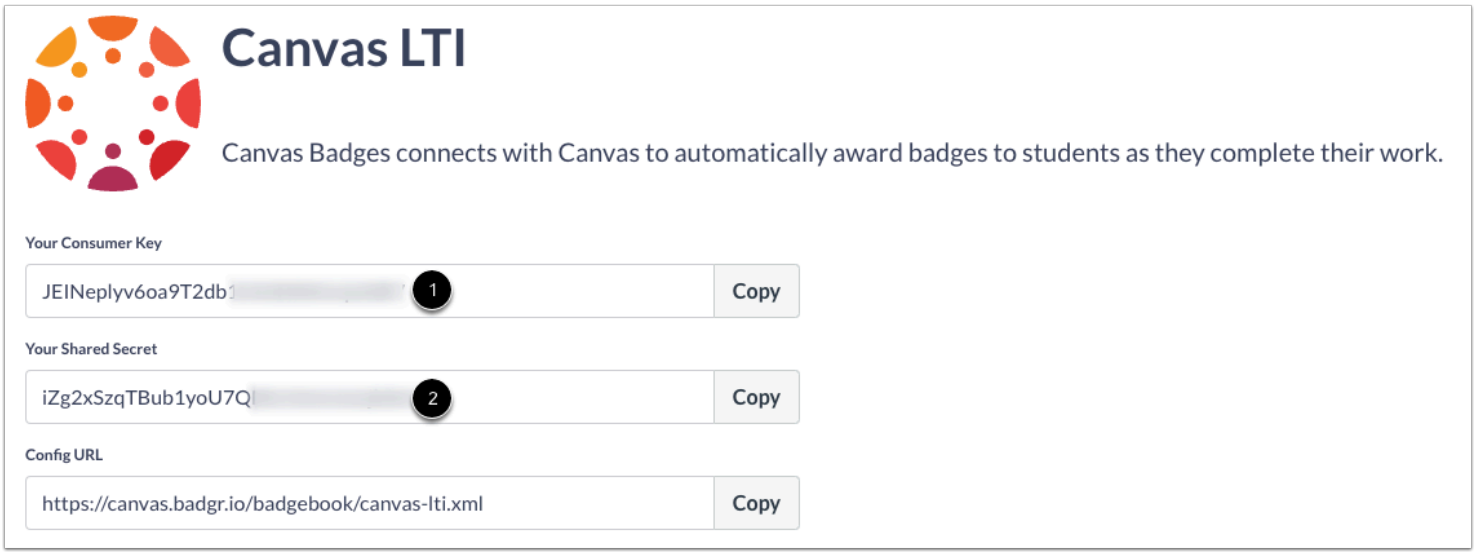
Open App intergrations



Click the **App integrations** tab [1].

Click the**Canvas LTI** link to view your shared secret and consumer key [2].

Copy Consumer Key and Shared Secret



To copy the consumer key, click the **Copy** button next to the consumer key [1]. Then paste the consumer key into your Canvas account settings.

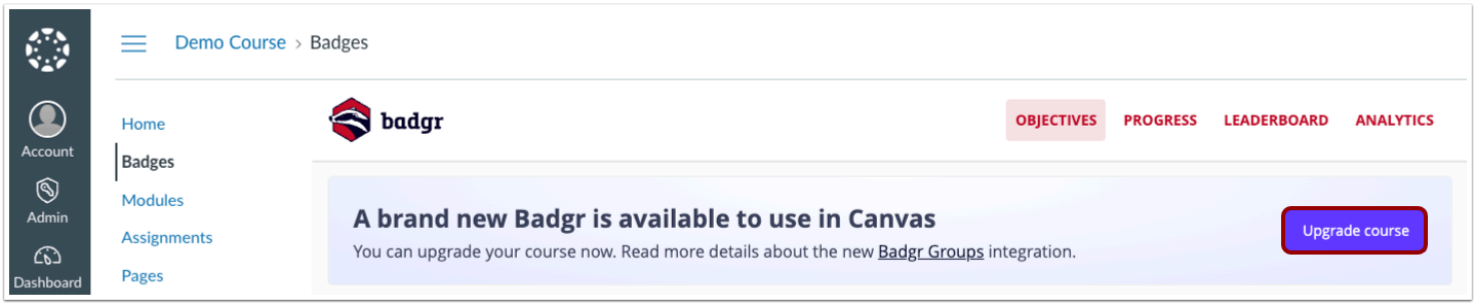
To copy the shared secret, click the **Copy** button next to the shared secret [2]. Then paste the shared secret into your Canvas account settings.

We recommend installing Canvas Badges using the By URL method for non-U.S. servers. We also offer custom XML in case you'd like to install Canvas Badges optionally available at the sub-account or root level.

How do I upgrade from the Legacy Canvas LTI to the Canvas Credentials LTI?

For a streamlined and cohesive user experience, upgrade to the Canvas Credentials LTI from the Canvas Legacy LTI.

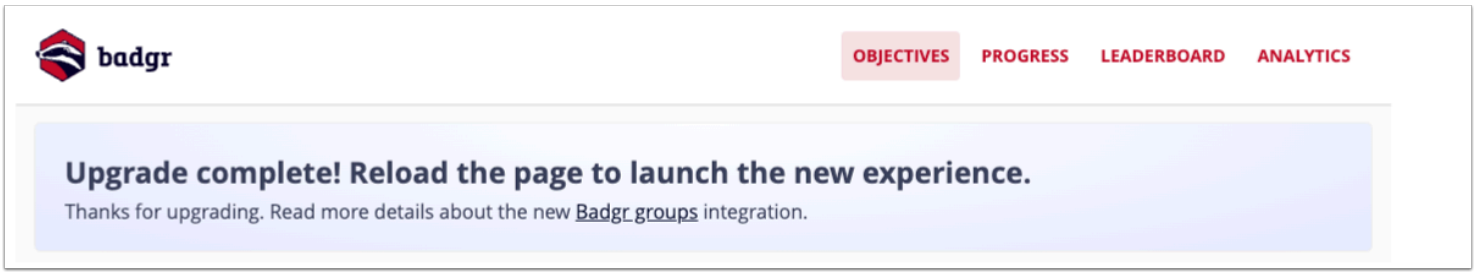
Upgrade Course



If you are using the legacy Canvas Credentials LTI, a banner displays to upgrade to the upgraded Canvas Credentials LTI in Canvas.

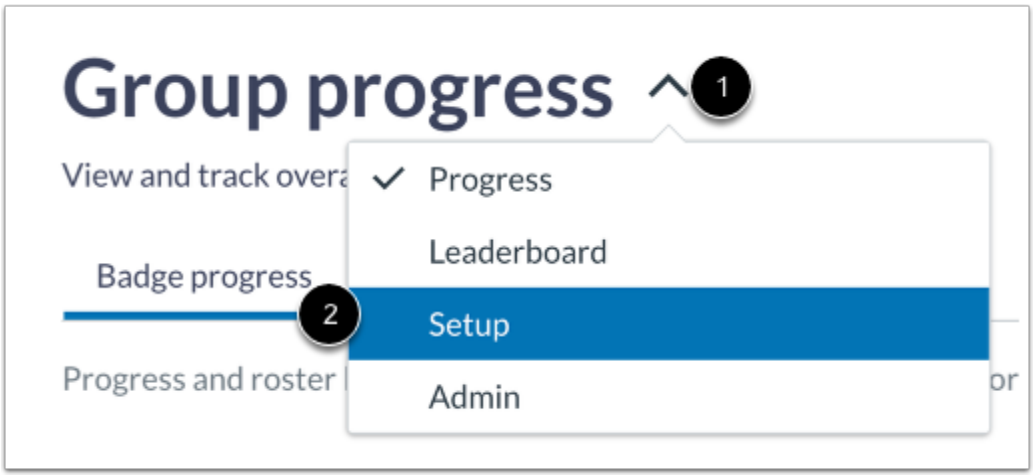
To upgrade to the Canvas Credentials LTI, click the **Upgrade course** button. Clicking the button automatically upgrades your course and keeps all badges and earning criteria aligned with their modules.

Refresh Page



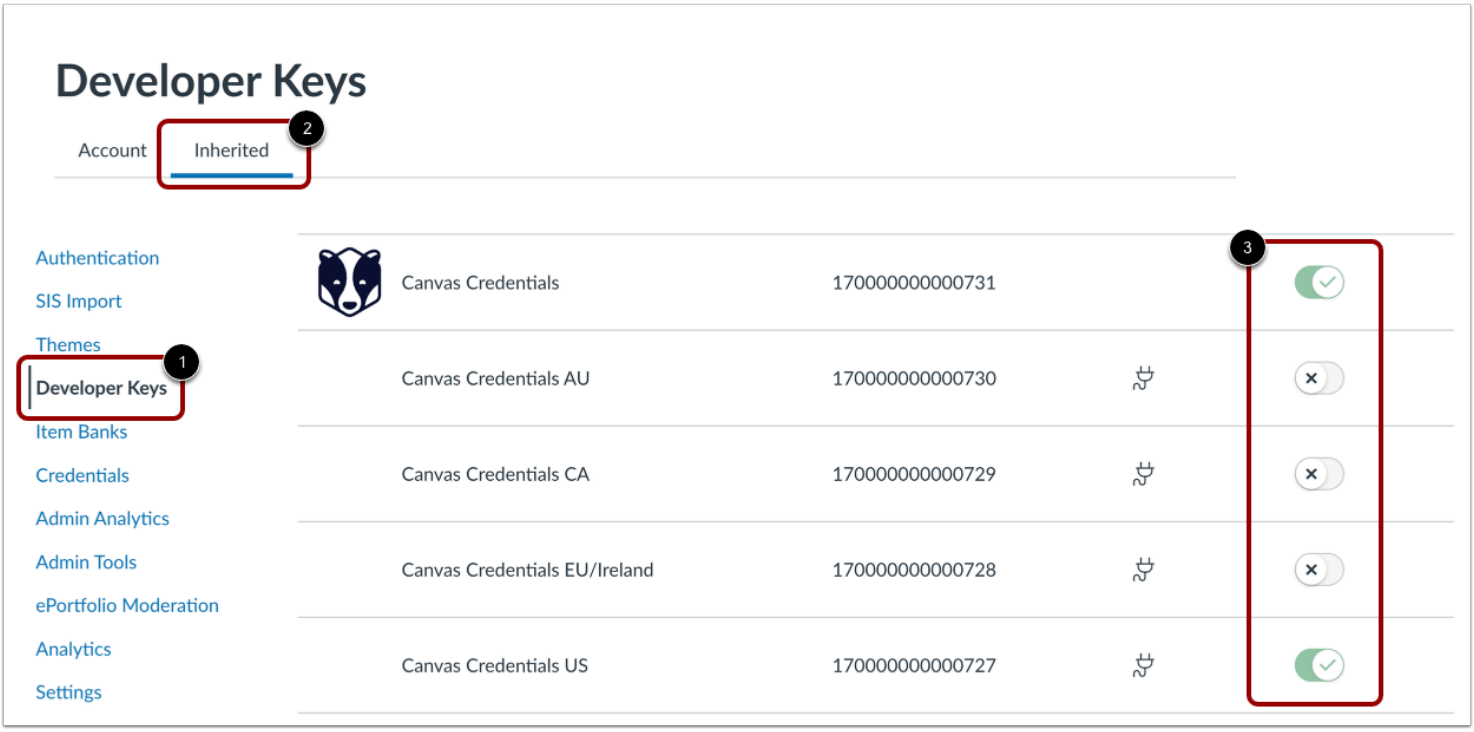
To launch the upgraded Canvas Credentials LTI, refresh the page.

Adjust Setup Details



Once your course has been upgraded, in the **Group** drop-down menu [1], click the **Setup** link to make adjustments to badges, staff, and learners [2].

Troubleshoot Upgrading Error



If you encounter an error after clicking the Upgrade Course button, it is most likely that the developer keys for Canvas Credentials need to be turned on. You need a Canvas Admin to adjust the developer key settings.

In Account Navigation, click the **Developer Keys** link [1]. To view inherited keys, click the **Inherited** tab [2].

Scroll through the list and ensure that the Canvas Credentials API key toggle is set to ON as well as the key for the regional Canvas Credentials server you are planning to connect to (US, EU, CA, or AU) [3].

Note: If you cannot locate the Canvas Credentials developer keys, you may need to click the **Show all keys** button at the bottom of the list.

If you are a Canvas Admin and do not wish for teachers to upgrade to Canvas Credentials in your organization, you can contact us at support@badgr.com to lock the legacy LTI on your instance. Only Canvas Admins can make this request.

Creating and awarding badges

How do I bulk award badges to learners in Canvas Badges?

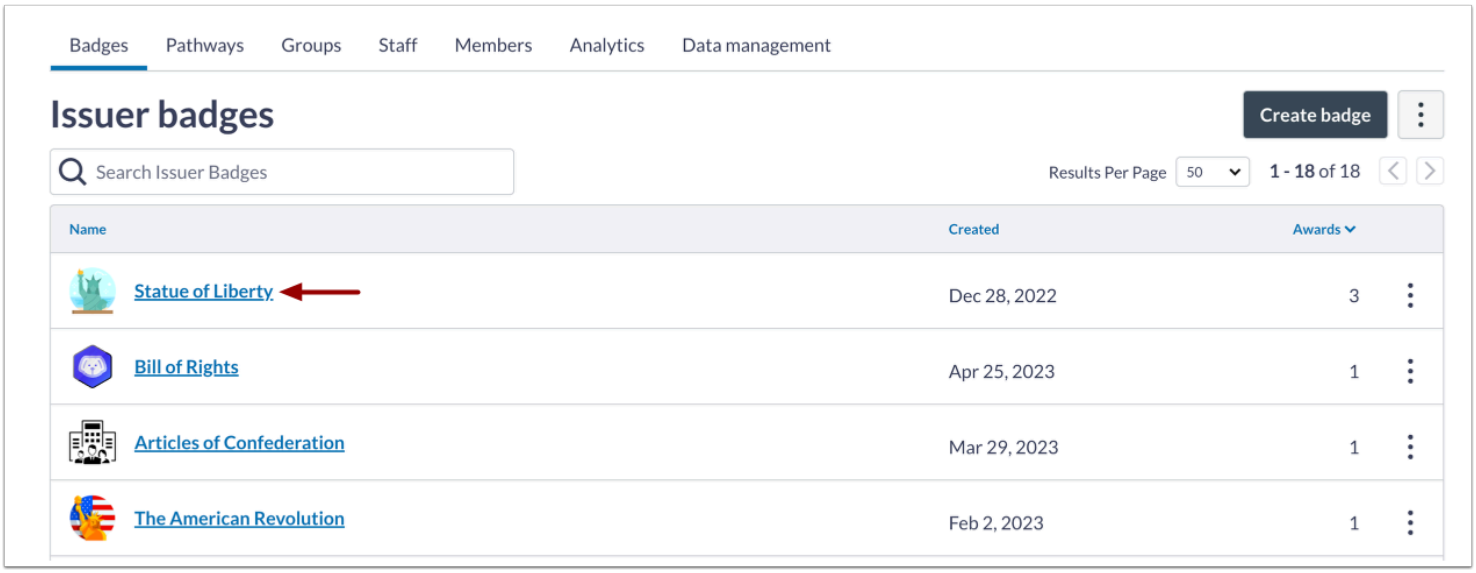
Canvas Badges allows program administrators to bulk award badges to a group of recipients. You may include optional metadata such as evidence and narrative to the badge(s) that may be the same or specific to each user.

Once a badge has been awarded, its data is unchangeable. If you're made aware of a necessary change to a badge after it has been awarded to an individual (such as an error in the spelling of a name), you can make this change by first revoking the badge and then awarding it again with the correct data.

Notes:

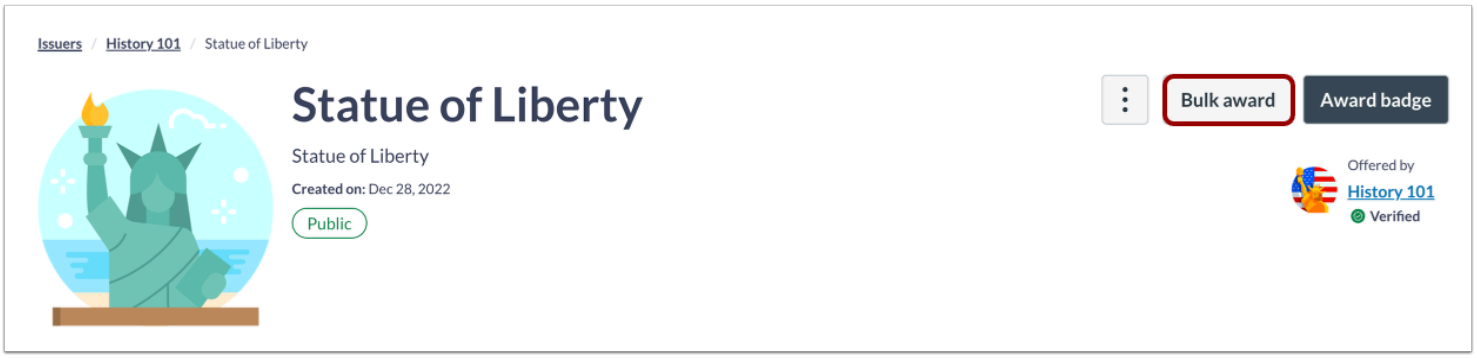
- You must create an issuer and badge before bulk awarding badges.
- Canvas Credentials subscribers have unlimited bulk awards. If using the free version, you are limited to 50 awards per CSV file.
- Manual or bulk awarded badges won't appear in the Canvas Credentials LTI unless you have purchased a Canvas Credentials subscription.

Open Badge



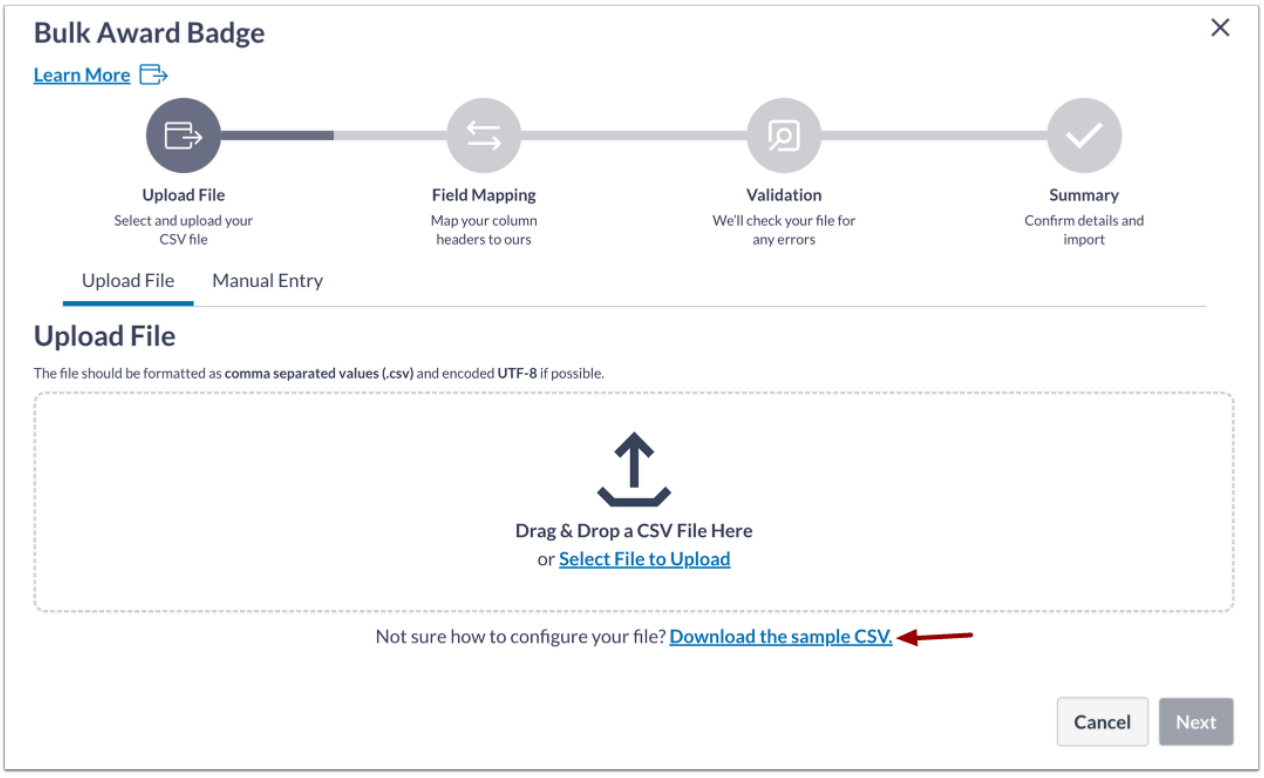
Click the name of the badge you wish to bulk award.

Bulk Award Badge



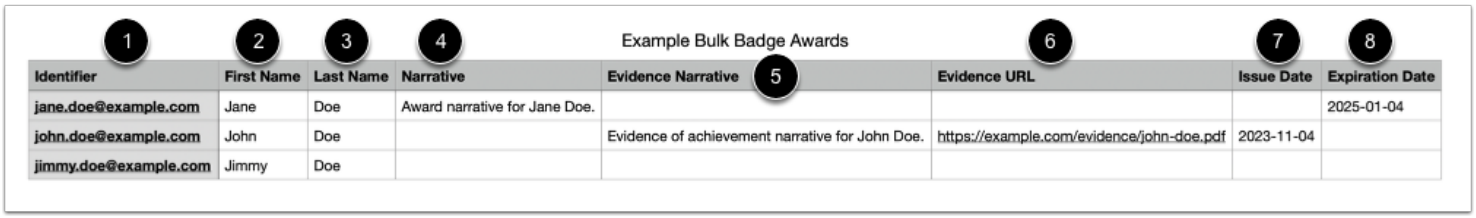
Click the **Bulk award** button.

Download Sample CSV File



To learn how to structure the data in your CSV file, click the **Download the sample CSV** link.

View Sample CSV File



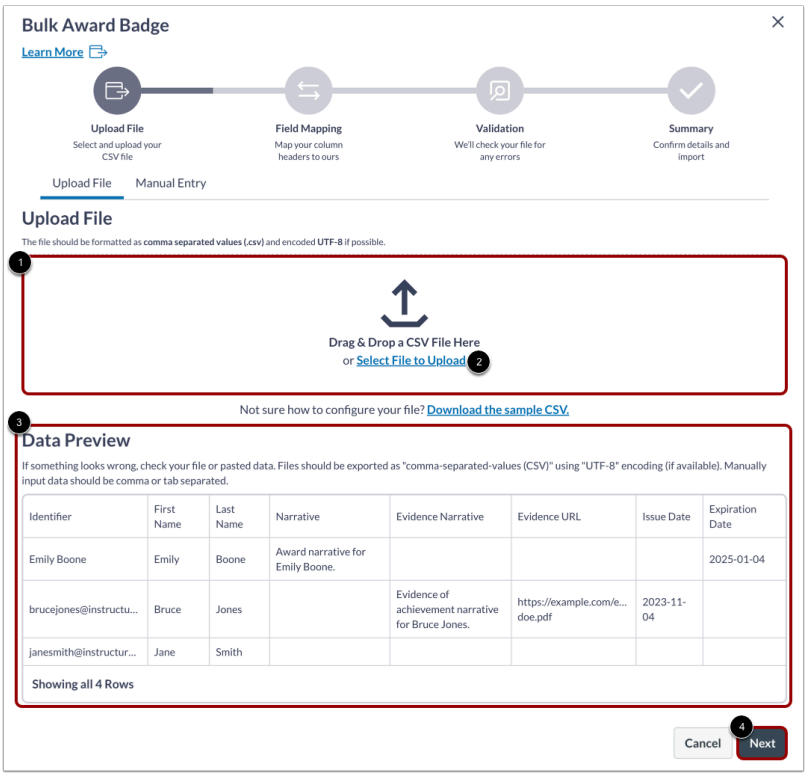
Example Bulk Badge Awards

1 Identifier	2 First Name	3 Last Name	4 Narrative	Evidence Narrative 5	6 Evidence URL	7 Issue Date	8 Expiration Date
jane.doe@example.com	Jane	Doe	Award narrative for Jane Doe.				2025-01-04
john.doe@example.com	John	Doe		Evidence of achievement narrative for John Doe.	https://example.com/evidence/john-doe.pdf	2023-11-04	
jimmy.doe@example.com	Jimmy	Doe					

The CSV file may contain several fields. The **Identifier** field (email address, URL, or phone number) is the only required field.

- **Identifier** (email address, URL, or phone number) [1]
- **First Name** [2]
- **First Name** [3]
- **Narrative** [4]
- **Evidence Narrative** [5]
- **Evidence URL** [6]
- **Issue date** [7]
- **Expiration date** [8]

Upload CSV File

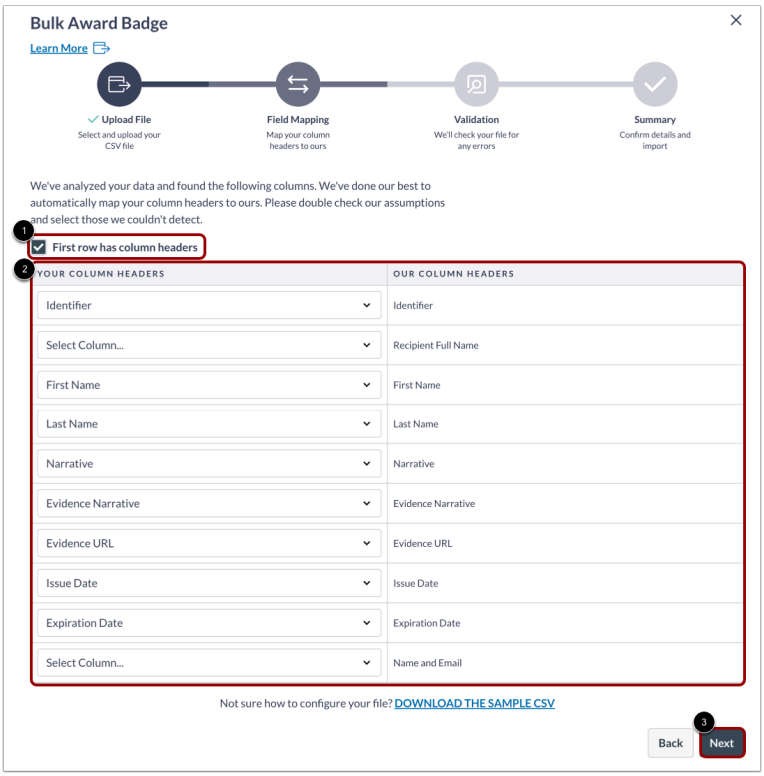


Once your CSV file is prepared according to instructions, you may upload it by dragging and dropping your CSV file to the **Upload File** field [1] or you can click the **Select File to Upload** link [2].

View a preview of your uploaded CSV file [3].

Click the **Next** button [4].

Map CSV File Column Headers



If the first row of the CSV file has column headers, make sure the **First row has column headers** checkbox is selected [1].

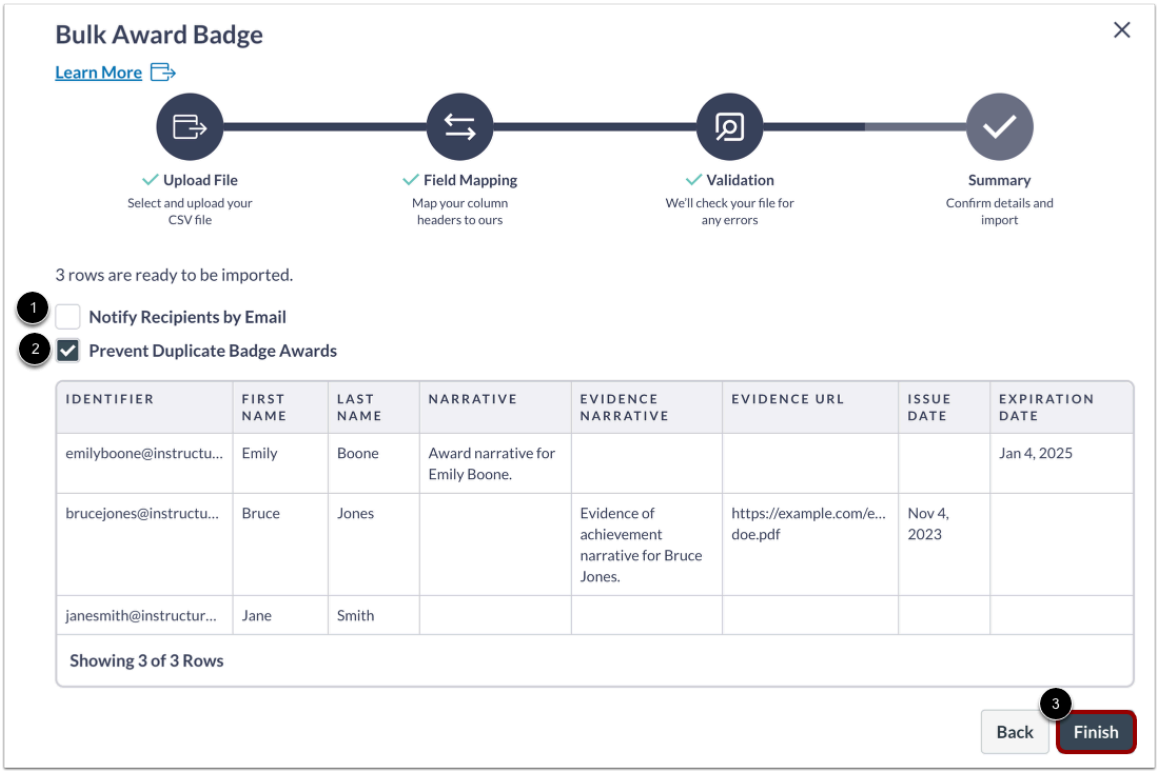
To map the column headers in your CSV file to the column headers in Canvas Badges, use the drop-down menus for each column header [2].

Click the **Next** button [3].

If there are errors with your CSV file, you may be presented with information about how to fix the errors(s) [1].

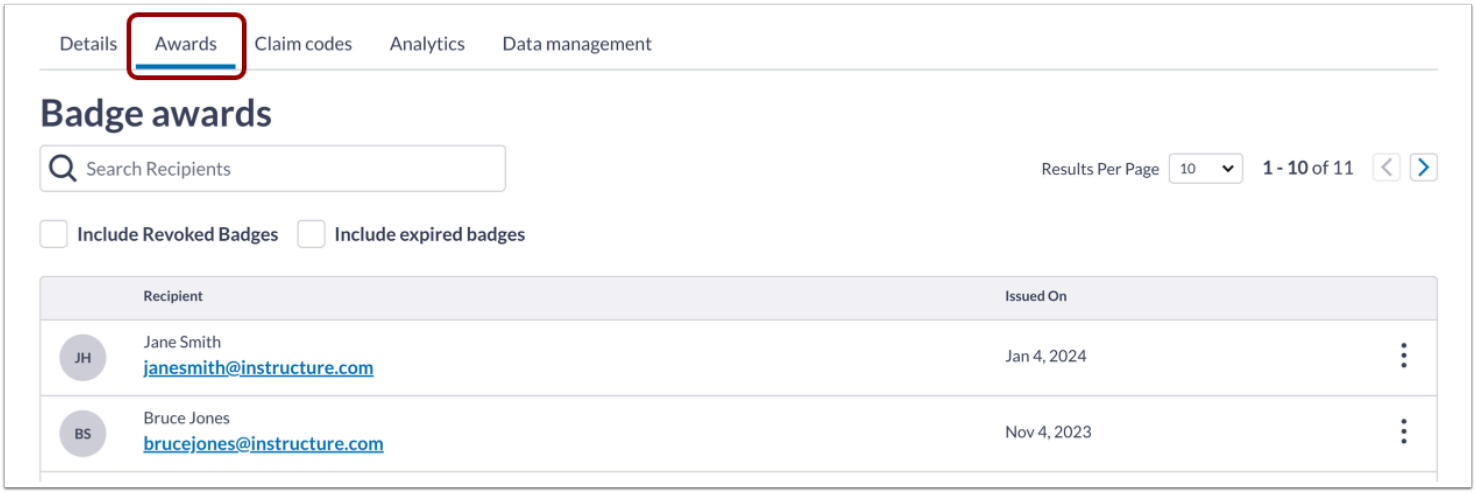
Click the **Back** button to re-upload your corrected CSV file [2].

Issue Bulk Award Badges



To issue the badge to multiple recipients, you can click the **Notify recipients by email** box (if applicable) [1] and/or click the **Prevent duplicate badge awards** box (if applicable) [2]. Then click the **Finish** button [3].

View Awarded Badges

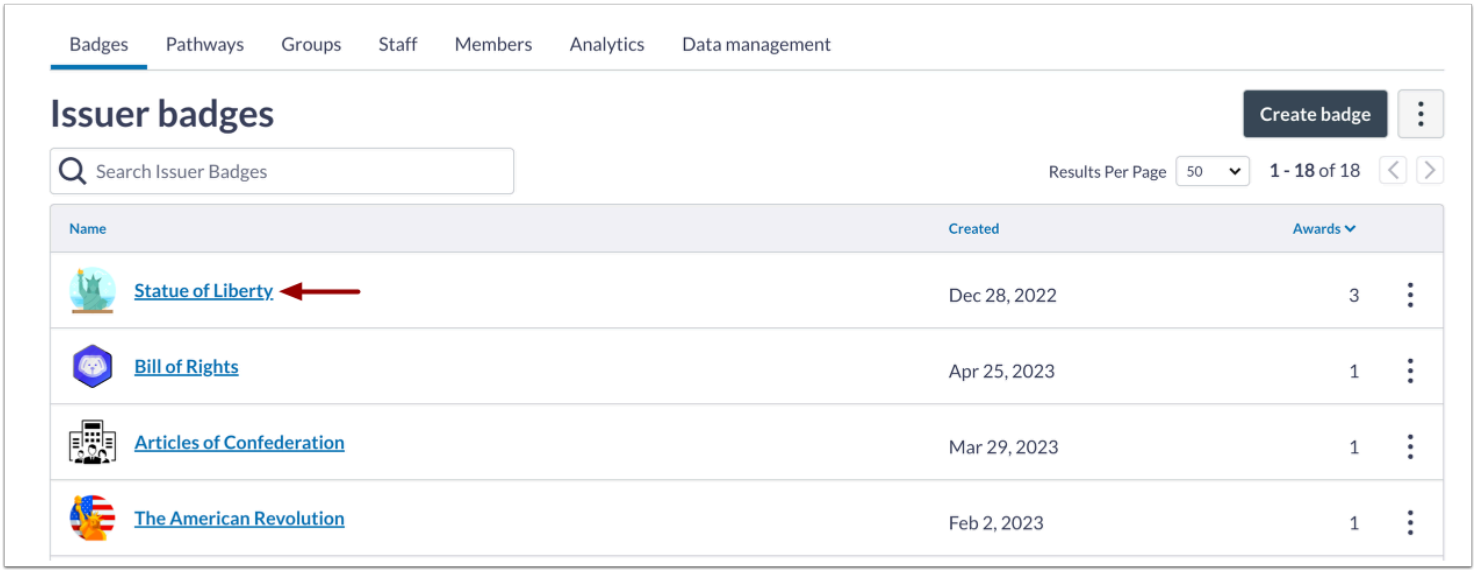


To view the awarded badges, click the **Awards** tab.

How do I award badges to learners in Canvas Badges?

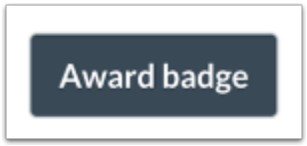
Once a badge has been awarded, the recipient's information cannot be edited. If a change to the recipient is needed after awarding a badge, issuers must revoke the badge and awarding it again with the correct recipient data.

Open Badge



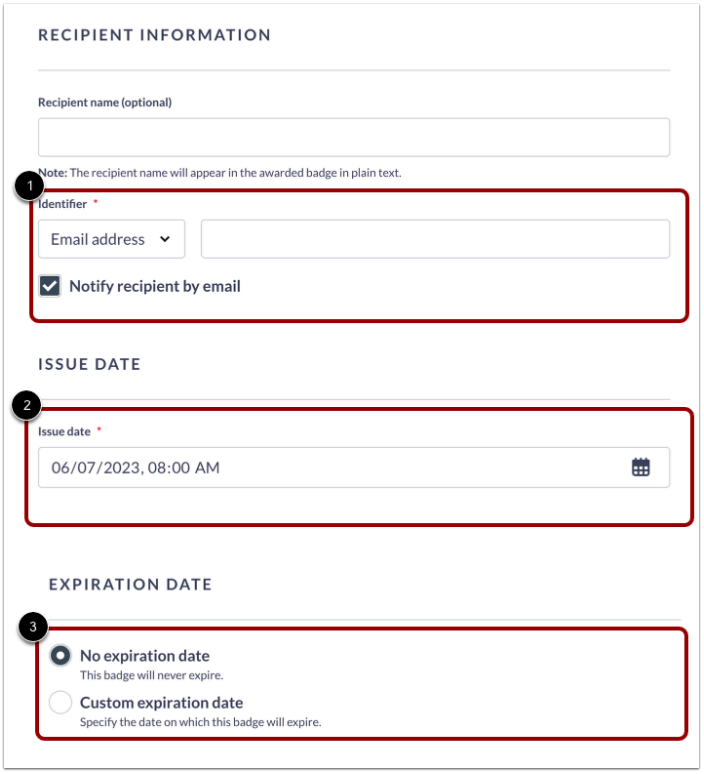
Select a badge to award by clicking on the name of the badge.

Award Badge



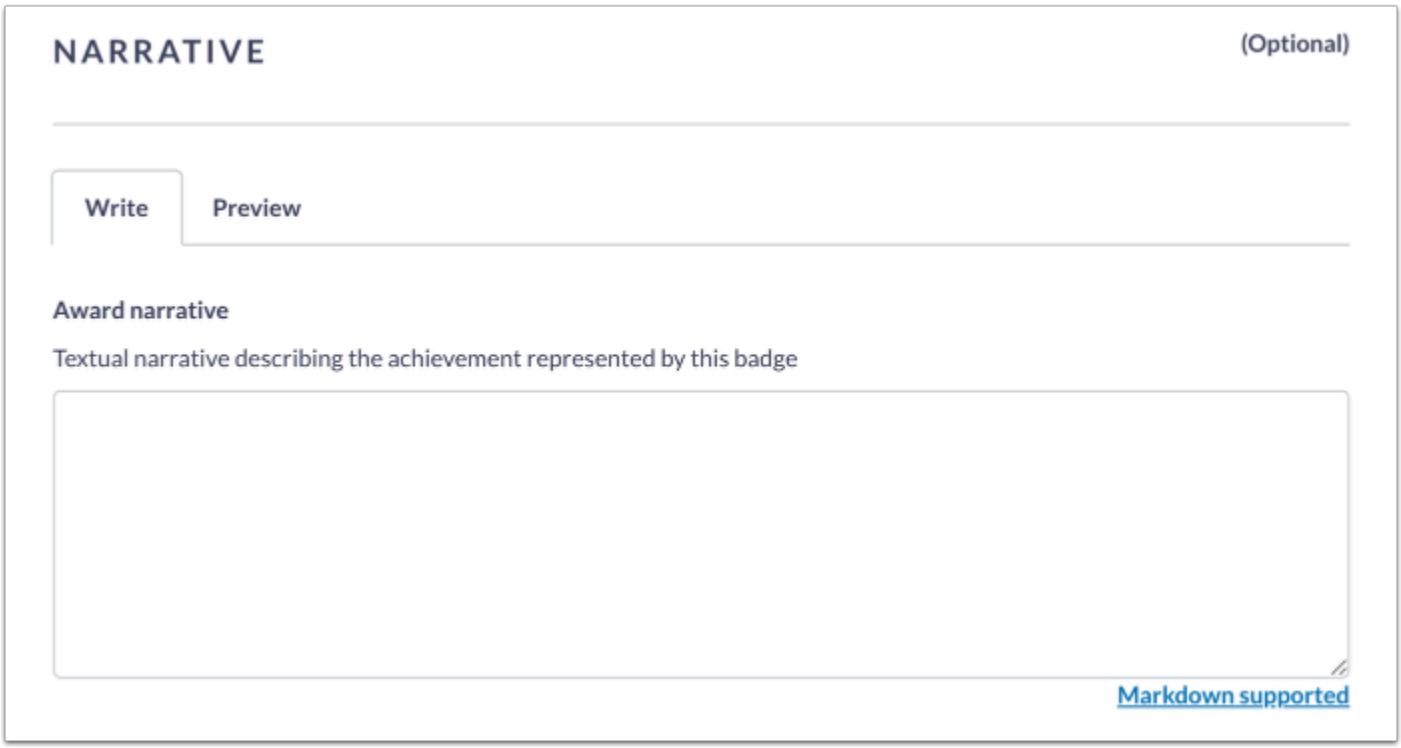
Click the **Award badge** button.

Add Recipient Information



Add the recipient's identifier [1], the badge issue date [2] and, if necessary, the badge expiration date [3].

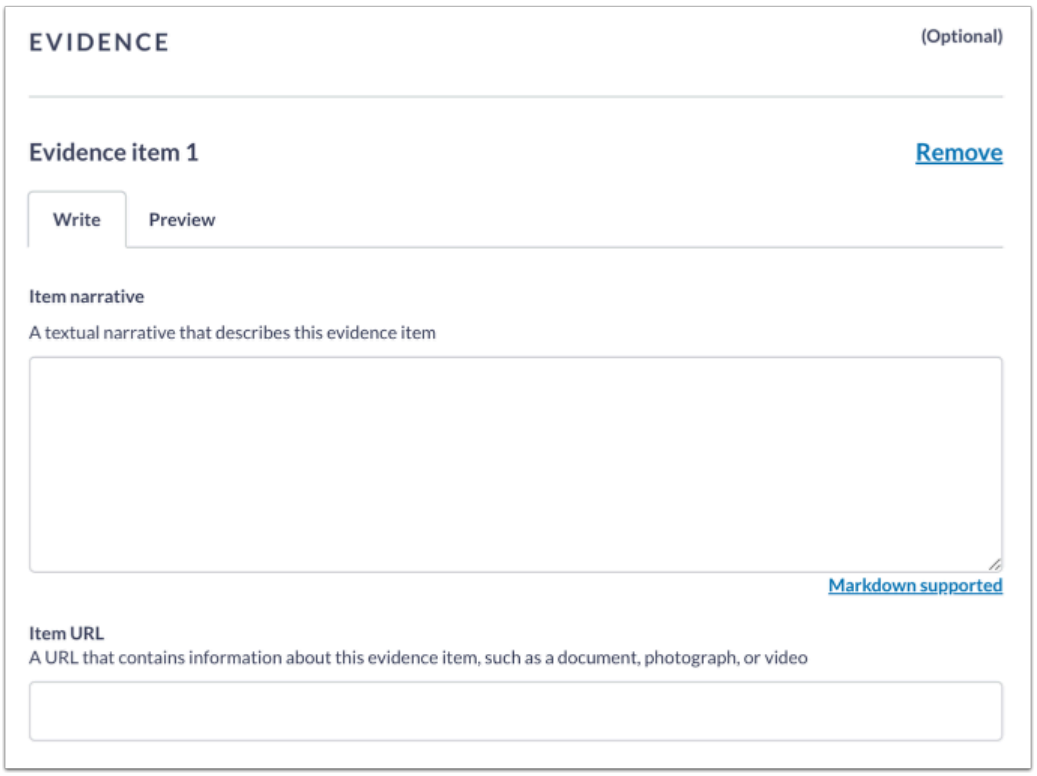
Add Narrative



Narrative text consists of personalized information about the badge from the issuer.

Note: Narratives are included in the Open Badge's metadata and can be viewed by anyone the badge is shared with.

Add Evidence

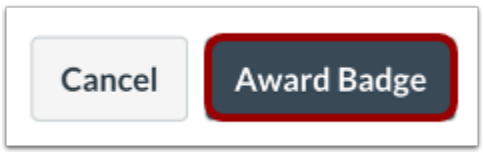


Evidence is proof that the earner satisfied the earning criteria required for the badge they received.

Notes:

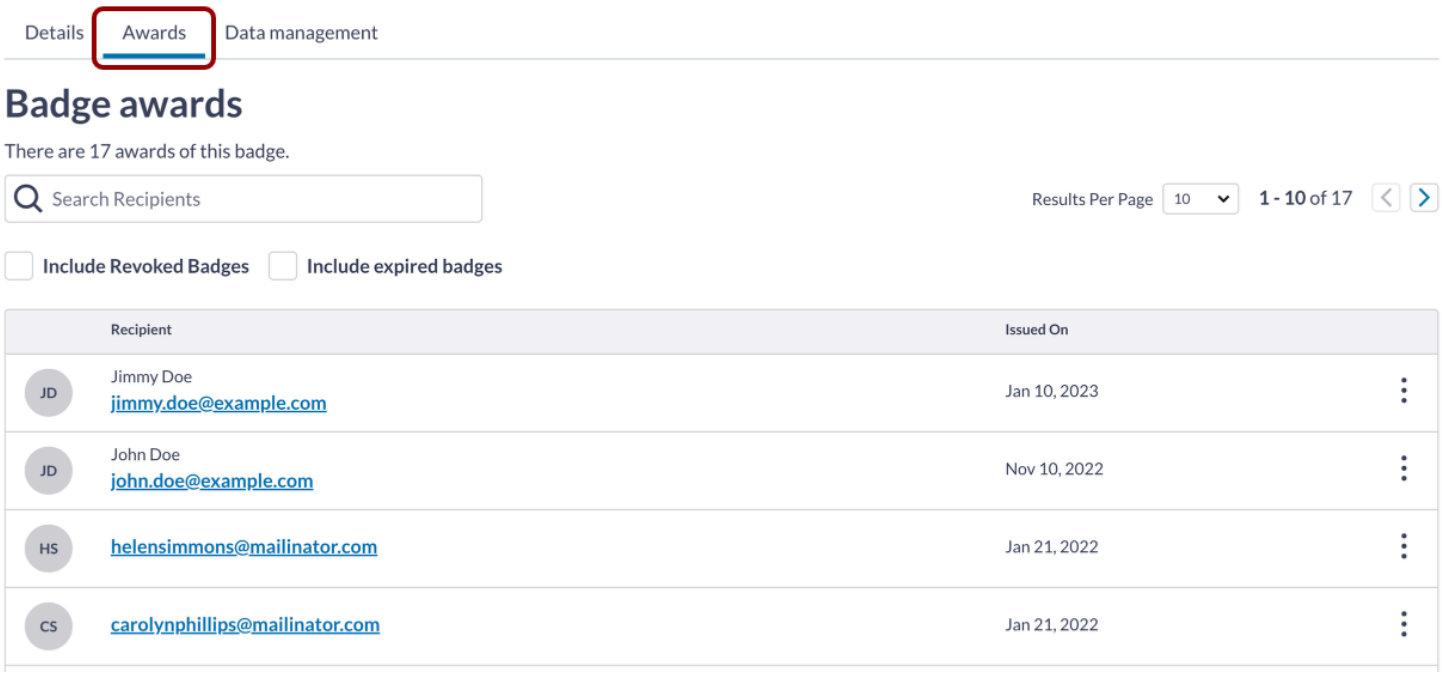
- Evidence URLs are included in the badge's metadata and and can be viewed by anyone the badge is shared with.
- For evidence items, each may include an external URL, a narrative or both. The narrative of each item often is used to describe what is found at the URL, so a student understands what the content is before viewing.

Award Badge



To award the badge, click the **Award Badge** button.

View Awarded Badge Recipients



In the badge's **Awards** tab, you can view all recipients of that badge.

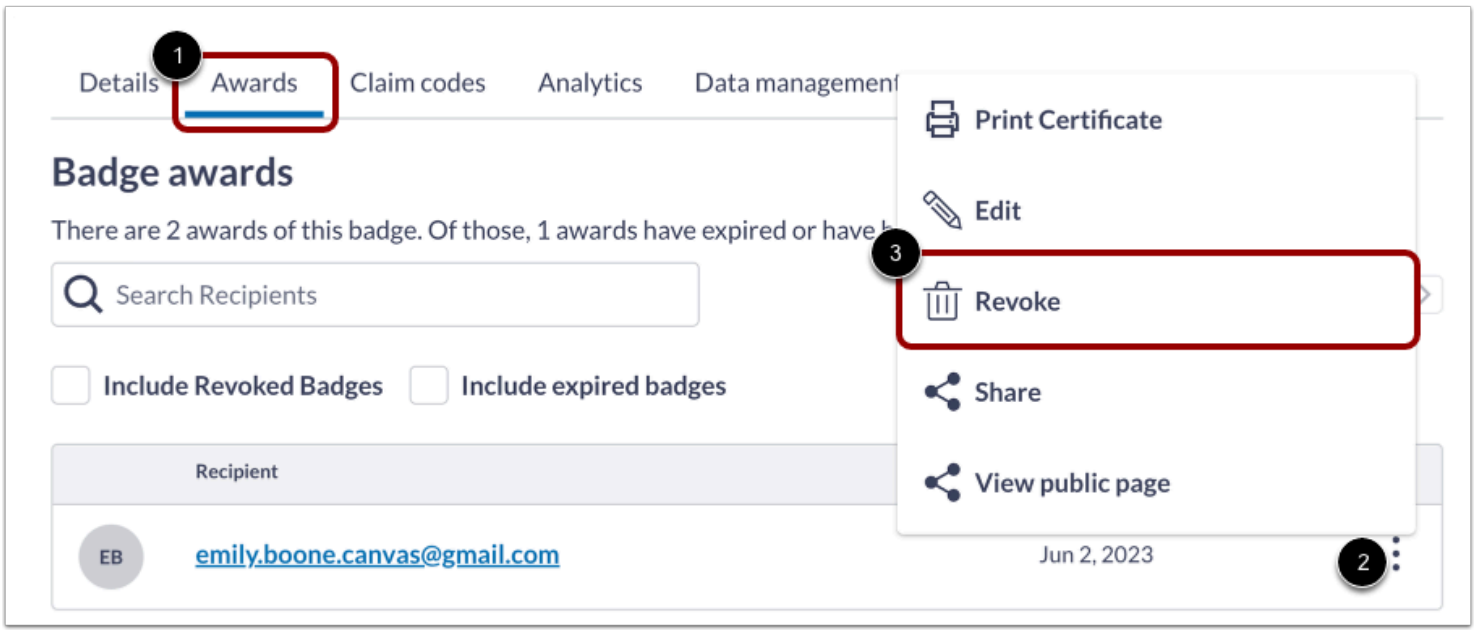
How do I revoke a badge assertion in Canvas Badges?

Revoking a badge removes the assertion from the badge, and anyone who attempts to verify that the badge is not valid. You can only revoke or remove a badge from individual earners.

Open Badge

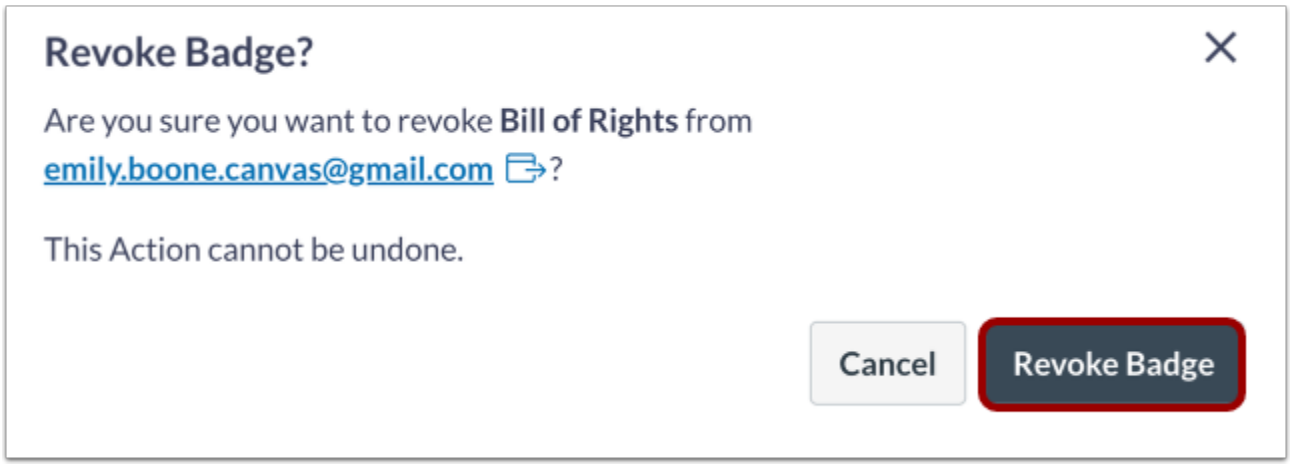
Select a badge to award by clicking on the name of the badge.

Select Student



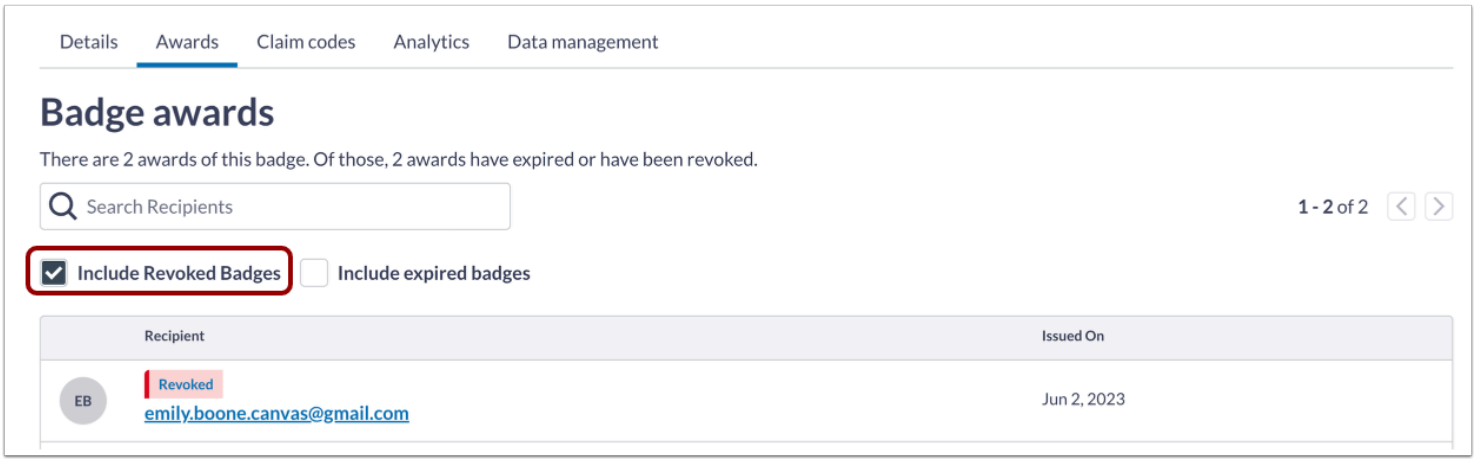
To revoke an award, go to the **Awards** tab [1], select **Option** icon [2] and then click the **Revoke** link [3].

Confirm Badge Revoke



To confirm a badge revoke, click the **Revoke Badge** button.

View Revoked Badges



To view revoked badges from learners select the **Include Revoked Badges** checkbox from the Awards tab.

How do I add and manage issuer staff in Canvas Badges?

As an Admin, you can add and manage issuer staff in Canvas Badges.

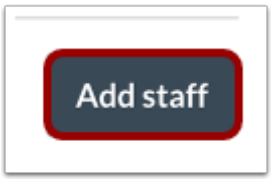
Open Issuer

To open an issuer, click the **View Issuer** button.

Open Staff Tab

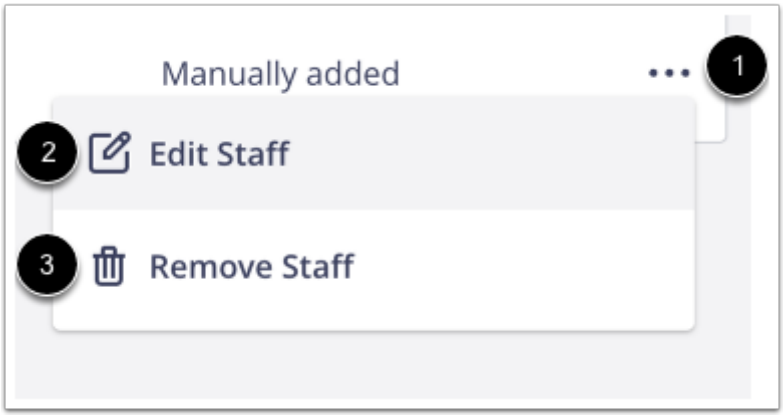
To view issuer staff, click the **Staff** tab.

Add Staff



To add a new staff member, click the **Add Staff** button.

Manage Staff



To manage a staff member's issuer permission, locate the user [1] and click the **Options** icon [2]. To edit the staff member's information, click the **Edit Staff** link [3]. To remove the staff member's issuer permission, click the **Remove Staff** link [4].

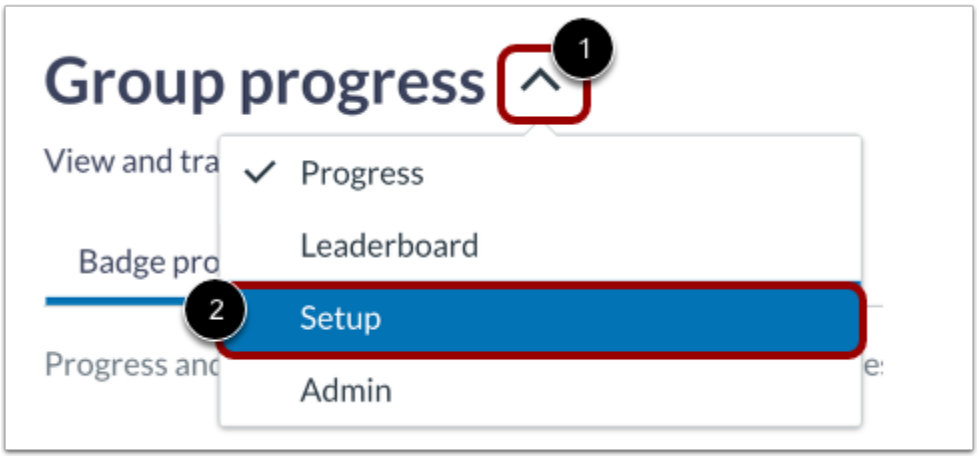
How do I create a badge in Canvas Badges?

Once Canvas Badges/Credentials is added to your course, you can add badges.

Notes:

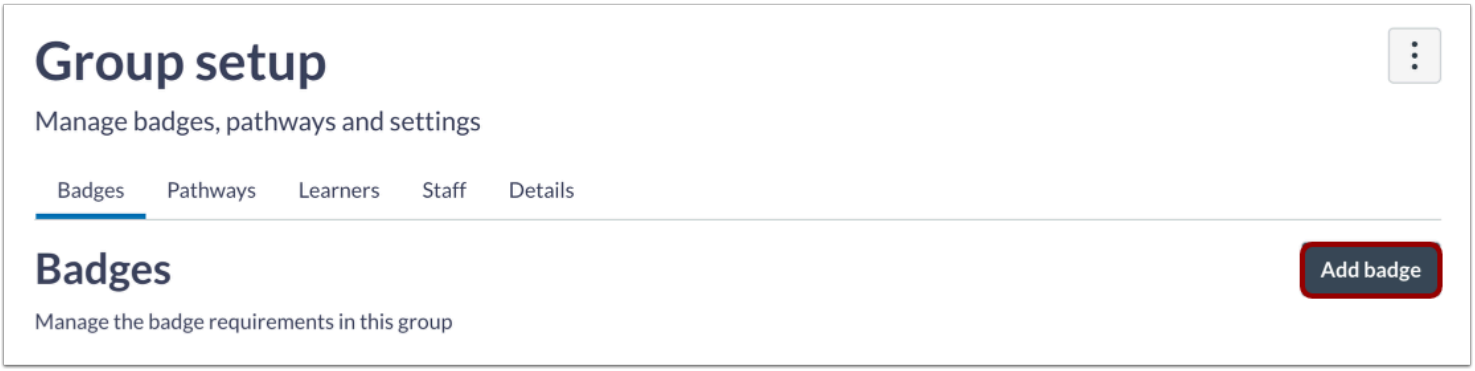
- To add a badge to a course, you need to access Canvas Credentials setup in the course you would like the badge in.
- You can import badges and pathways into a new course from a previous course. However, you cannot use the Select Specific Content feature to copy badges and pathways and Groups are not copied to the new course.

Open Setup



In the **Group** drop-down menu [1], click the **Setup** link [2].

Add Badge

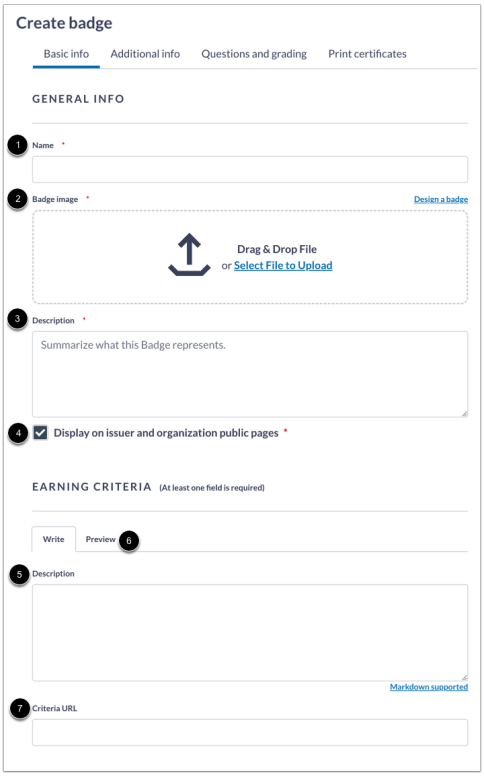


To add a badge to your course, click the **Add badge** button.

Create Badge

To create a new badge, click the **Options** icon [1] and then click the **Create New Badge** link [2].

Add Badge Basic Information



Enter a name in the **Name** field [1].

Add a badge image by using the file uploader [2].

Enter a summarized description in the **Description** field [3].

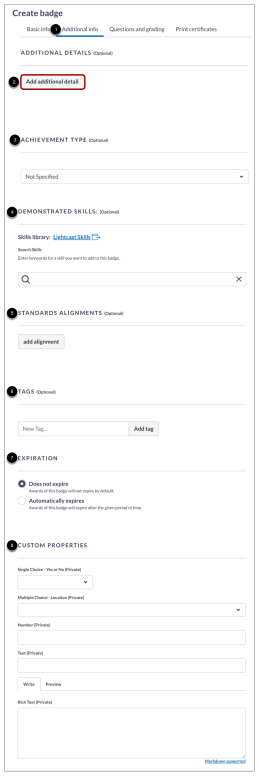
To have your badge show on your issuer and organization public pages, click the **Display on issuer and organization public pages** checkbox [4].

To add an earning criteria description, enter a description [5].

To preview your badge, click the **Preview** link [6].

To add a criteria URL, enter the URL in the **Criteria URL** field [7].

Add Additional Information

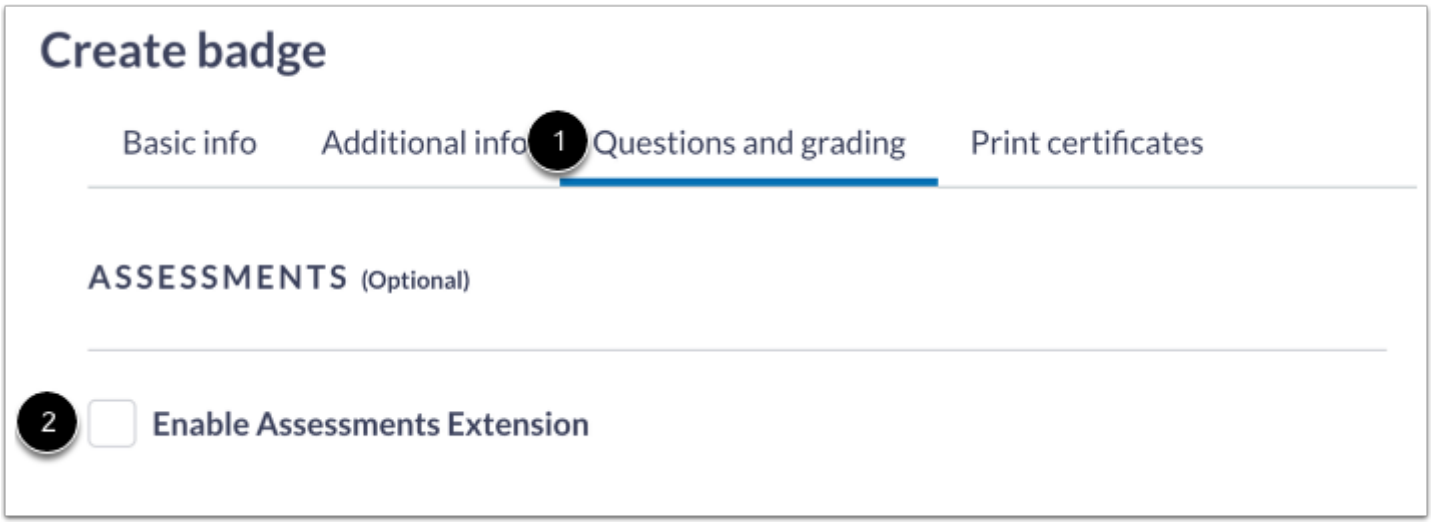


In the Additional Info tab [1], you can add the following to your badge:

- Additional Details [2]
- Achievement Type [3]
- Demonstrated Skills [4]
- Standard Alignment [5]
- Tags [6]

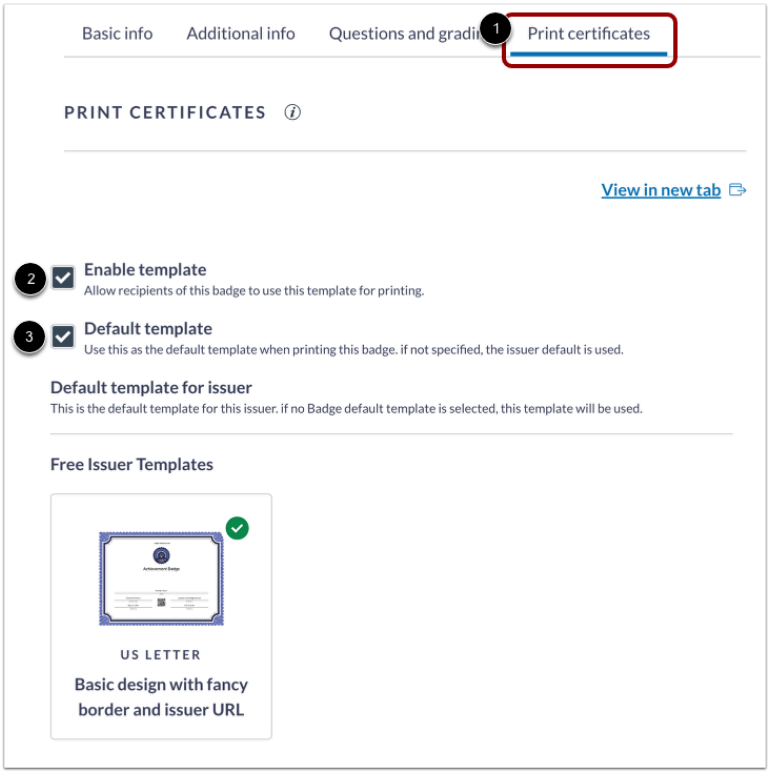
- Expiration [7]
- Custom Property [8]

Enable Assessments Extension



To enable the enable assessment extension, click the **Questions and grading** tab [1] and click the **Enable Assessments Extension** checkbox [2].

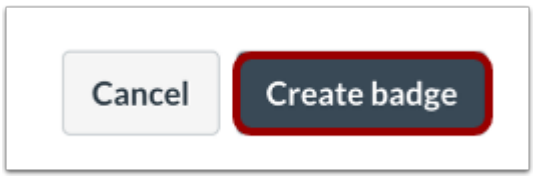
Manage Print Certificate



To manage what the print certificate looks like, click the **Print certificates** tab [1].

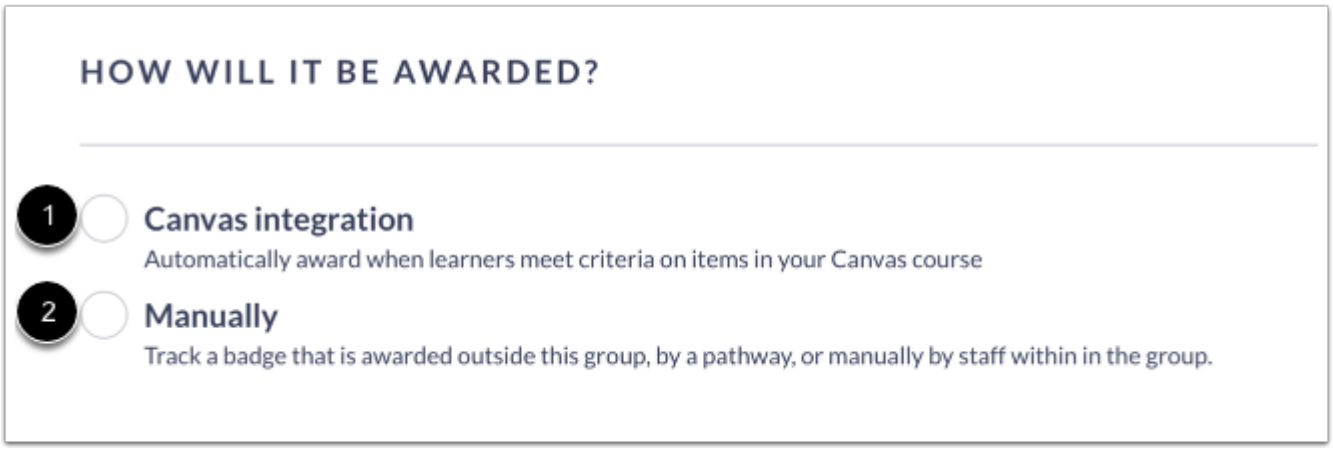
Manage the template by clicking the **Enable template** checkbox [2] or the **Default template** [3].

Create Badge



To save your badge, click the **Create badge** button.

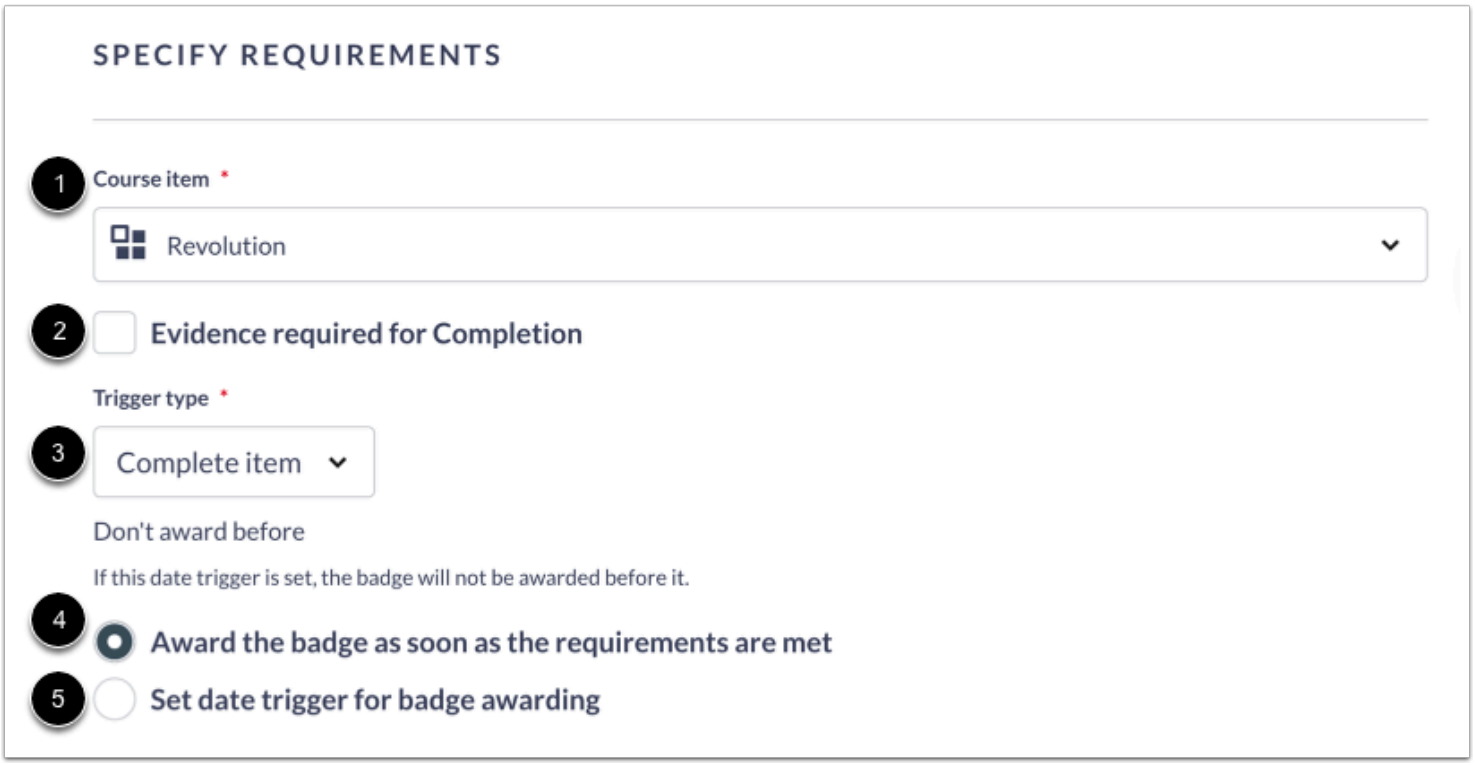
Select Award Type



To award a badge based on criteria in your Canvas course, click the **Canvas integration** radio button [1].

To award a badge manually, click the **Manually** radio button [2].

Edit Specify Requirements



To select which course item is required to complete the badge, click the **Course item** drop-down menu [1].

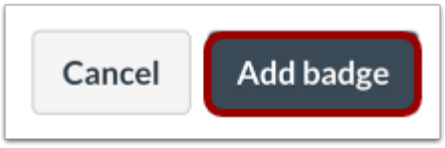
To have learners submit evidence for completion, click the **Evidence required for Completion** checkbox [2].

To select the type of trigger for the badge, click the **Trigger** type drop-down menu and select the trigger type [3].

To award the badge as soon as the requirements are met, click the **Award the badge as soon as the requirements are met** radio button [4].

To set a date trigger for badge awarding, click the **Set date trigger for badge awarding** radio button [5].

Add Badge

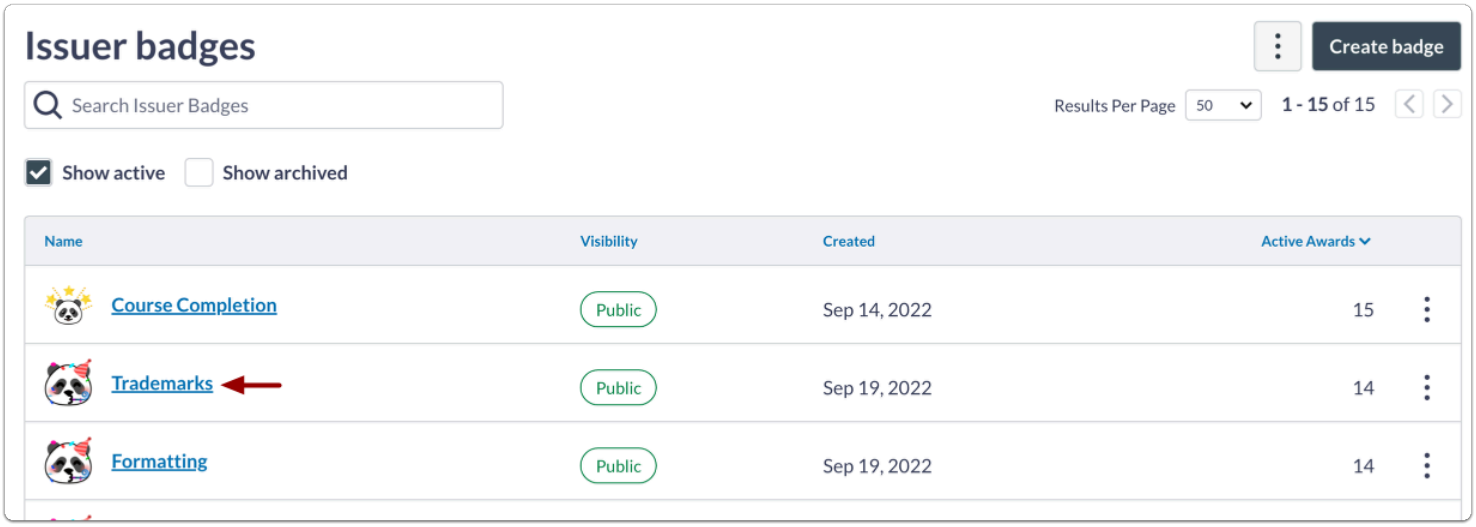


To add your badge to your course, click the **Add badge** button.

How do I export a Canvas badge?

You can export a badge by copying its JSON code. To award the same set of badges on different regional Canvas Badges servers or when different issuers must award the same badge, you can export the badge and then import it.

Open Badge



Select a badge to copy by clicking the badge name link.

View JSON

Click the **View JSON** button.

Copy JSON

To copy the badge, click the **Copy to Clipboard** button.

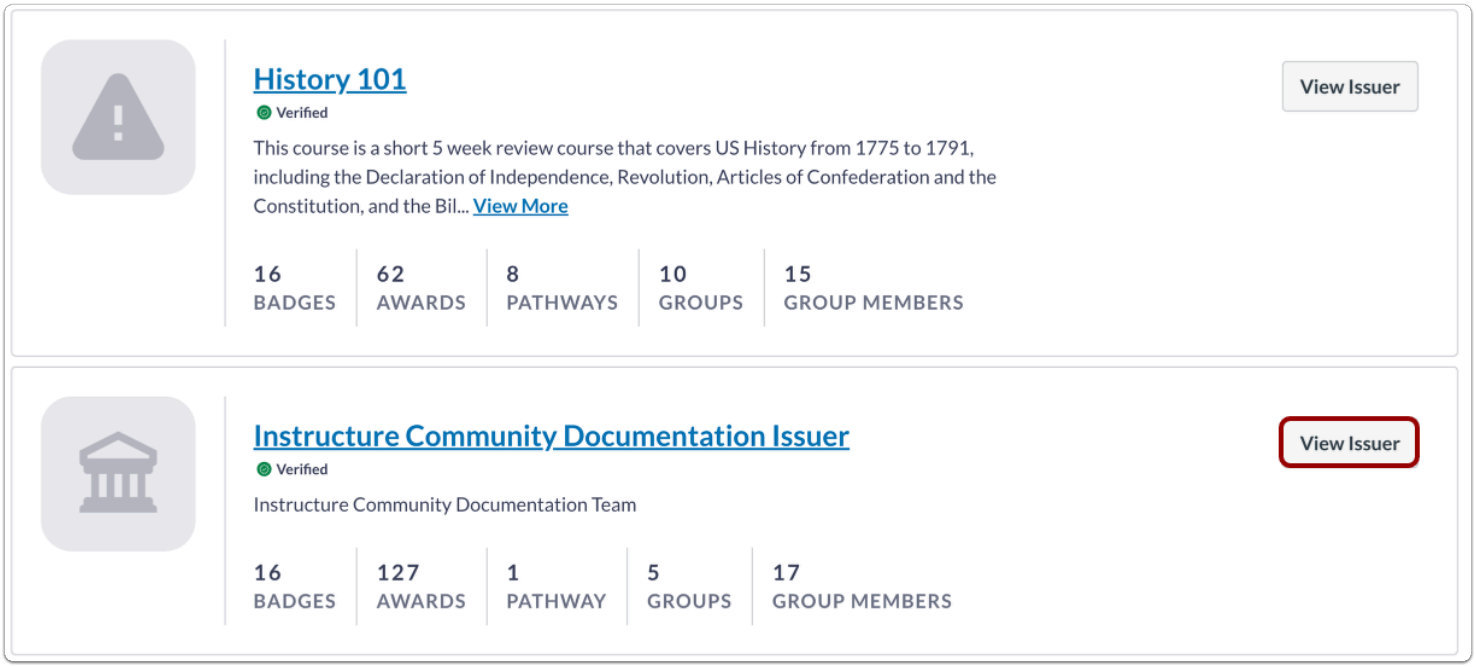
Note: You can now import the badge by pasting the copied JSON code. Learn more about importing a Canvas Badge.

How do I import a Canvas badge?

You can import a badge through a file, a URL, or JSON code. Import a badge when you want to award the same set of badges on different regional Canvas Badges servers or when different issuers must award the same badge.

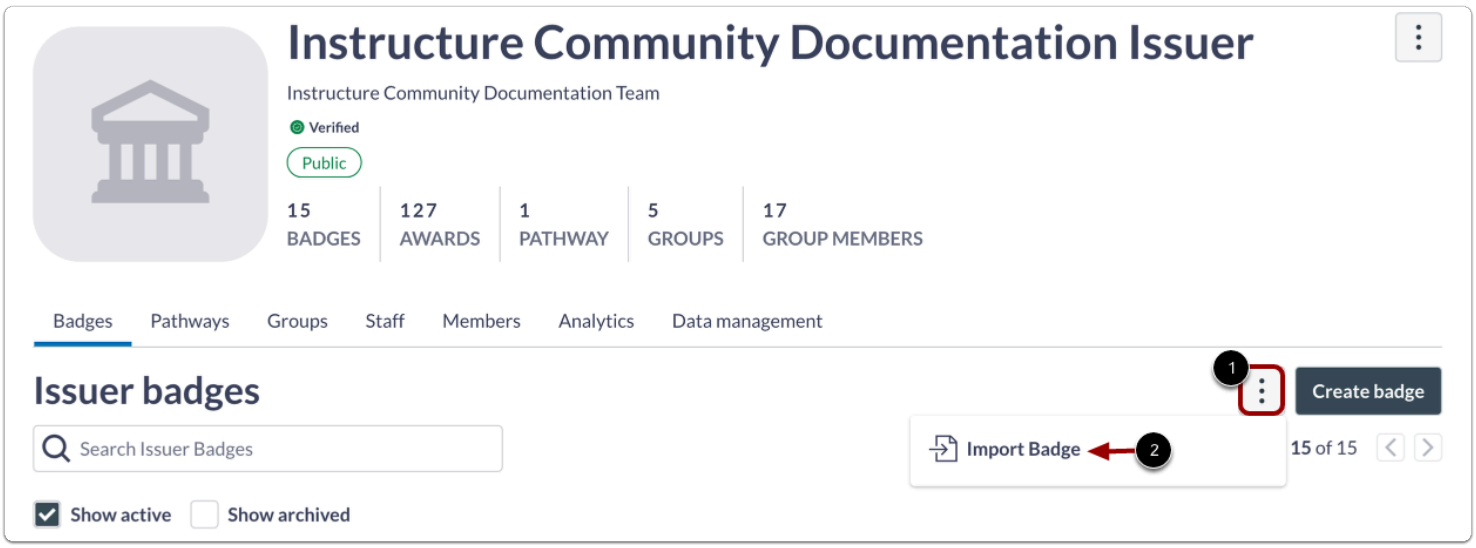
Note: You can export a badge from one issuer and then import it under another.

Open Issuer



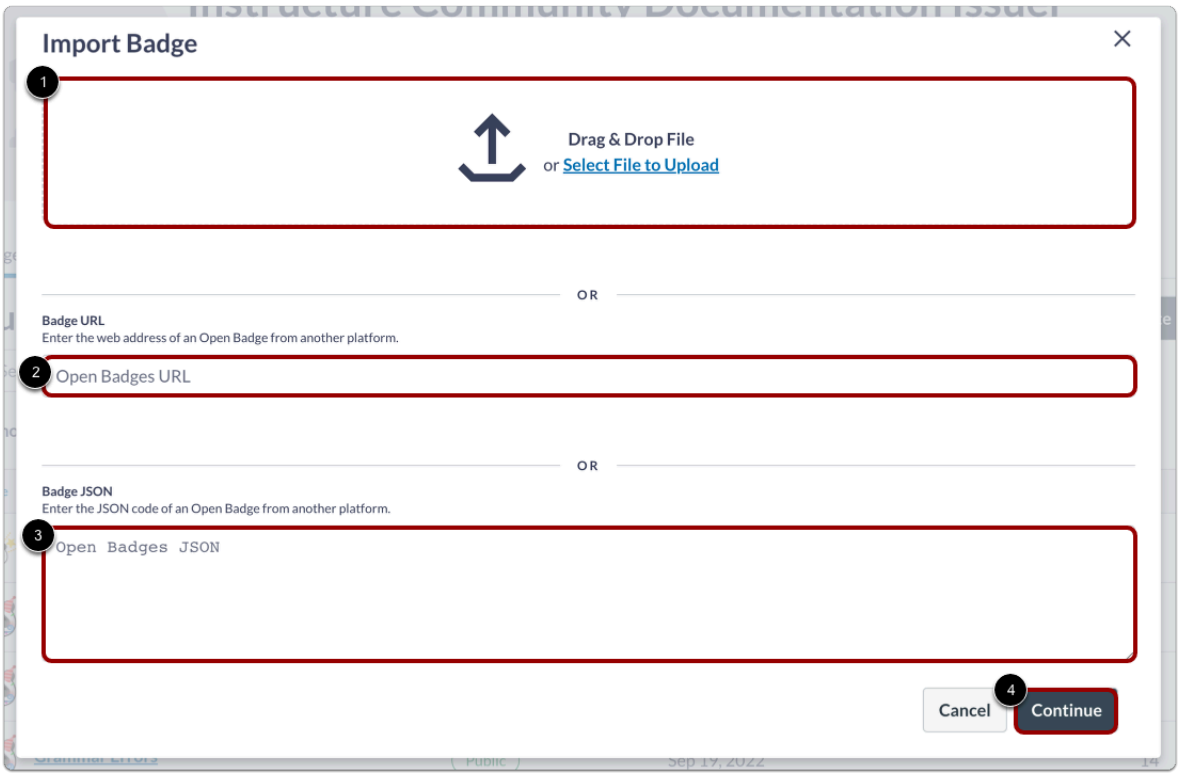
To open an issuer, click the **View Issuer** button.

Import Badge



To import a badge, click the **Options** icon [1] and click the **Import Badge** link [2].

Select Import type



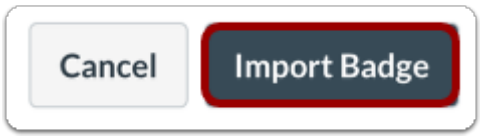
To import a badge, you can import a file, add a badge URL, or enter badge JSON code.

To import a badge file, click the file uploader [1].

To add a badge URL, enter it in the **Open Badges URL** field [2].

To add badge JSON code, enter or paste it into the **Open Badges JSON** field [3].

Import Badge



To save the badge to the issuer, click **Import Badge**.

View New Badge

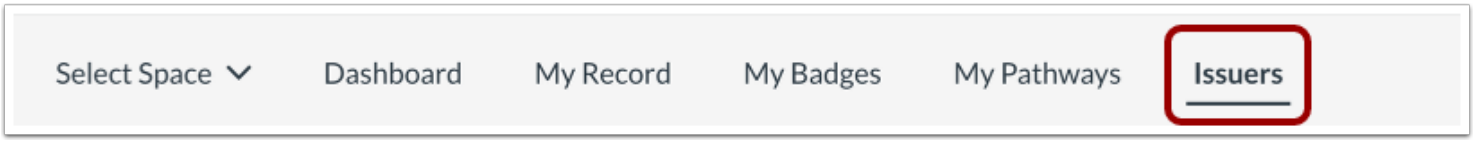
The new badge displays on the page with the creation date.

How do I create or add an issuer in Canvas Badges or Canvas Credentials?

A badge issuer is an organization, department, or individual responsible for issuing badges.

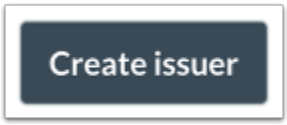
To set up badging in a Canvas course you must have an issuer.

Open Issuers



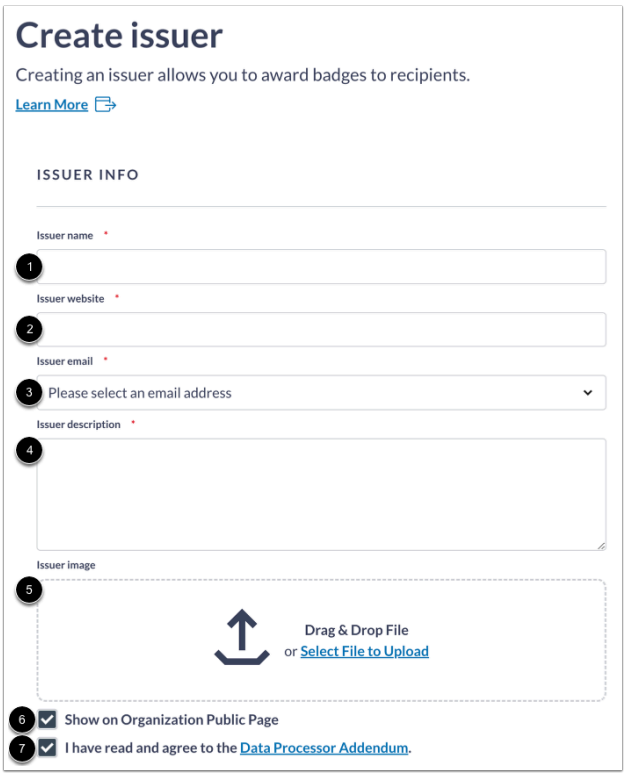
In Credentials Navigation, click the **Issuers** link.

Create Issuer



To create an issuer, click the **Create issuer** button.

Add Issuer Details



To add an issuer name, type the name in the **Name** field [1].

Add your institution's or organization's URL to the **Issuer website** field [2].

To add a contact email for the issuer, type the email in the **Issuer email** field [3].

To add a description for the individual, group, institution, or organization managing the Issuer, type a description in the **Issuer description** field [4].

To add an image to the issuer profile from your computer, click or drag and drop an image file to the **Issuer image** uploader [5].

By default, new issuers display on your organization's public page. To hide the issuer from your organization's public page, deselect the **Show on Organization Public Page** checkbox [6].

Review Instructure's Data Processing Addendum policy. To accept the terms, click the **I have read and agree to the Data Processor Addendum** checkbox [7].

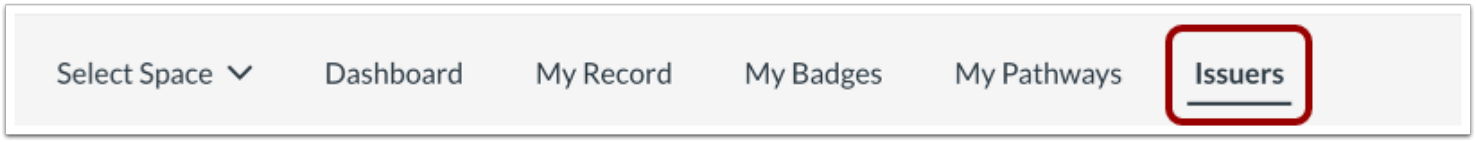
Save Issuer

To create and save the issuer, click the **Create Issuer** button.

How do I manage issuers in Canvas Badges?

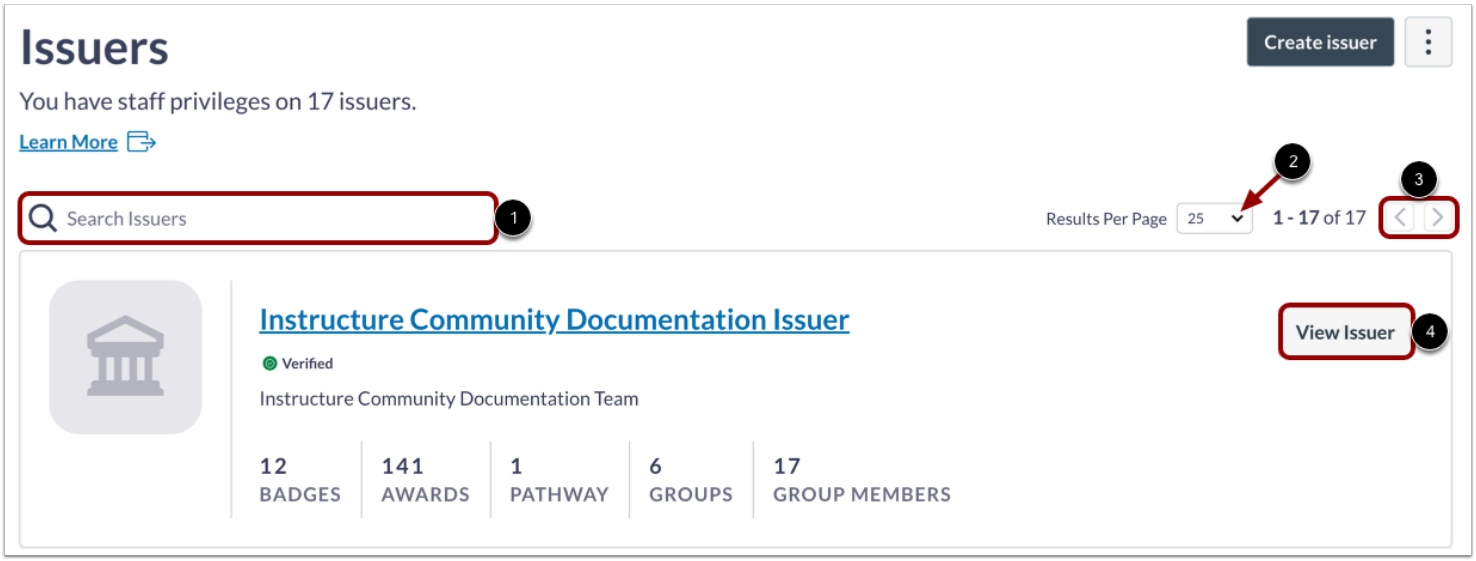
Issuer staff members can manage issuer details and settings. If your issuer is associated with a Canvas LMS account, you can also manage those issuer details and settings.

Open Issuers



In Credentials Navigation, click the **Issuers** link.

Open Issuer



To search for an issuer by a keyword, type the keyword in the **Search Issuers** field [1].

By default 25 issuers display per page. To manage the number of issuers that display per page, click the **Results Per Page** dropdown [2].

To navigate to other results pages, click use the page navigation arrows [3].

Once you have located the issuer, you can view issuer details by clicking the **View Issuer** button [4].

Manage Issuer

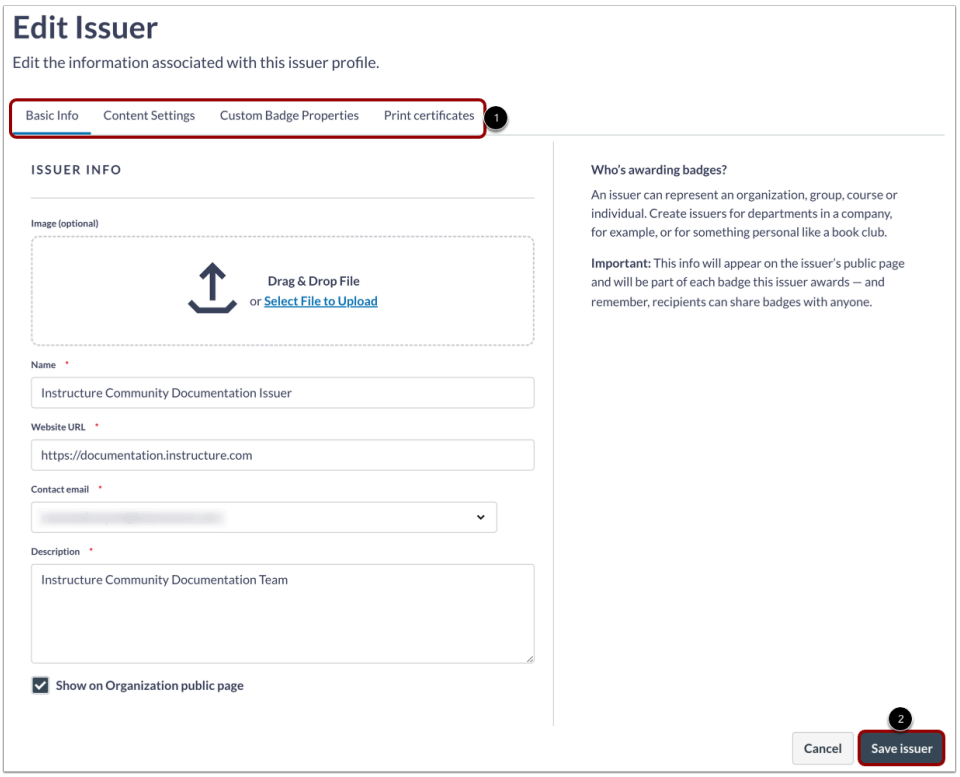
To manage the issuer, click the **Options** icon [1].

To edit issuer details, select the **Edit Issuer** link [2].

To delete an issuer, all badges associated with the issuer must be revoked and all badge classes deleted. Once badges have been revoked and badge classes deleted, you can delete the issuer by selecting the **Delete Issuer** link [3].

To view and manage which badges display on the issuer's public page, select the **View public page** link [4].

Edit Issuer



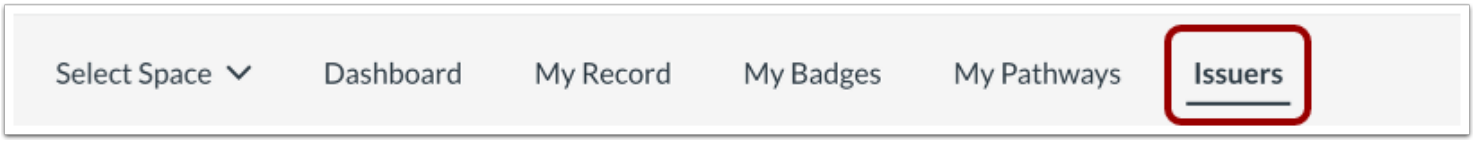
You can edit issuer details listed in any of the available tabs [1].

To save your changes, click the **Save issuer** button [2].

How do I manage badge visibility on the Issuer's public page?

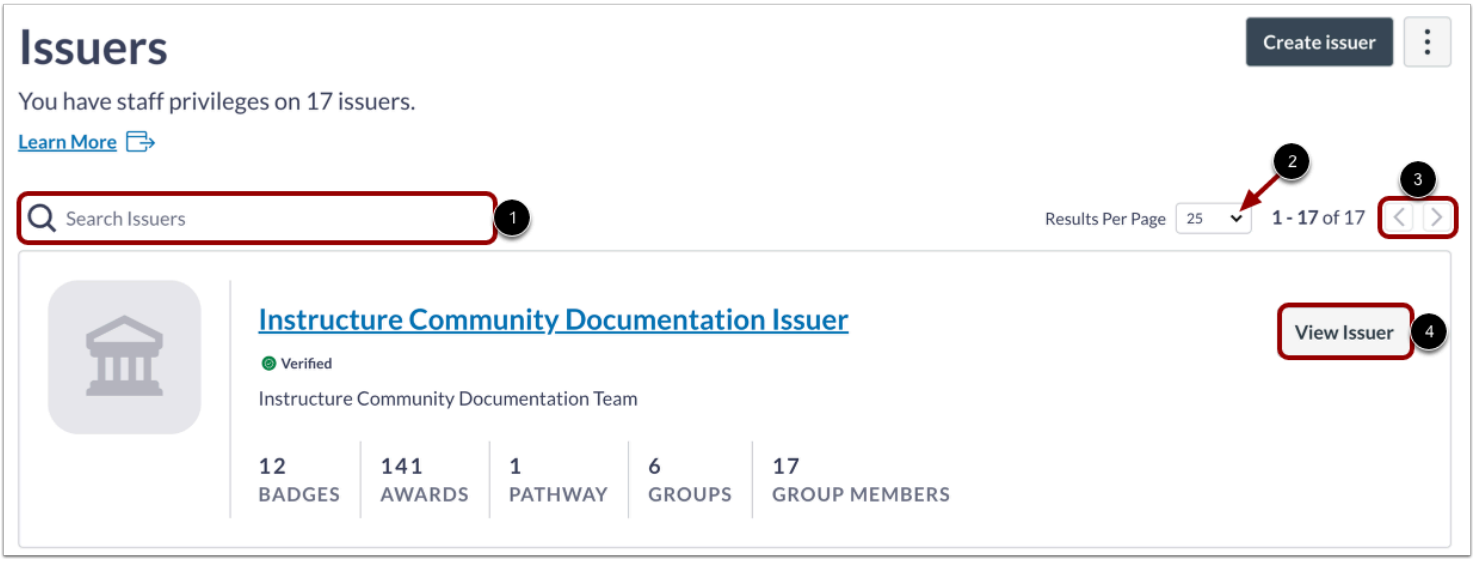
Issuer staff members can manage which badges display on the issuer's public page.

Open Issuers



In Credentials Navigation, click the **Issuers** link.

Open Issuer



To search for an issuer by a keyword, type the keyword in the **Search Issuers** field [1].

By default 25 issuers display per page. To manage the number of issuers that display per page, click the **Results Per Page** dropdown [2].

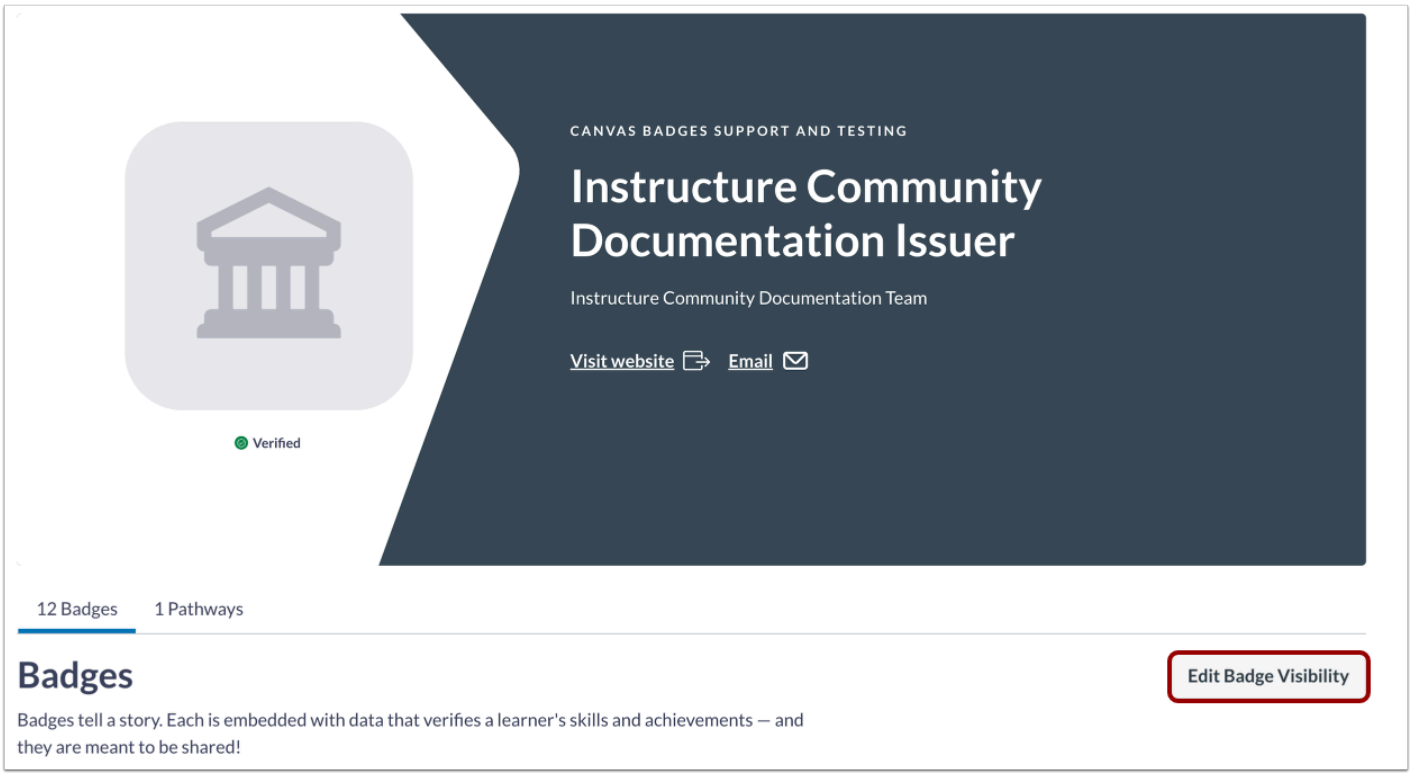
To navigate to other results pages, click use the page navigation arrows [3].

Once you have located the issuer, you can view issuer details by clicking the **View Issuer** button [4].

View Issuer Public Page

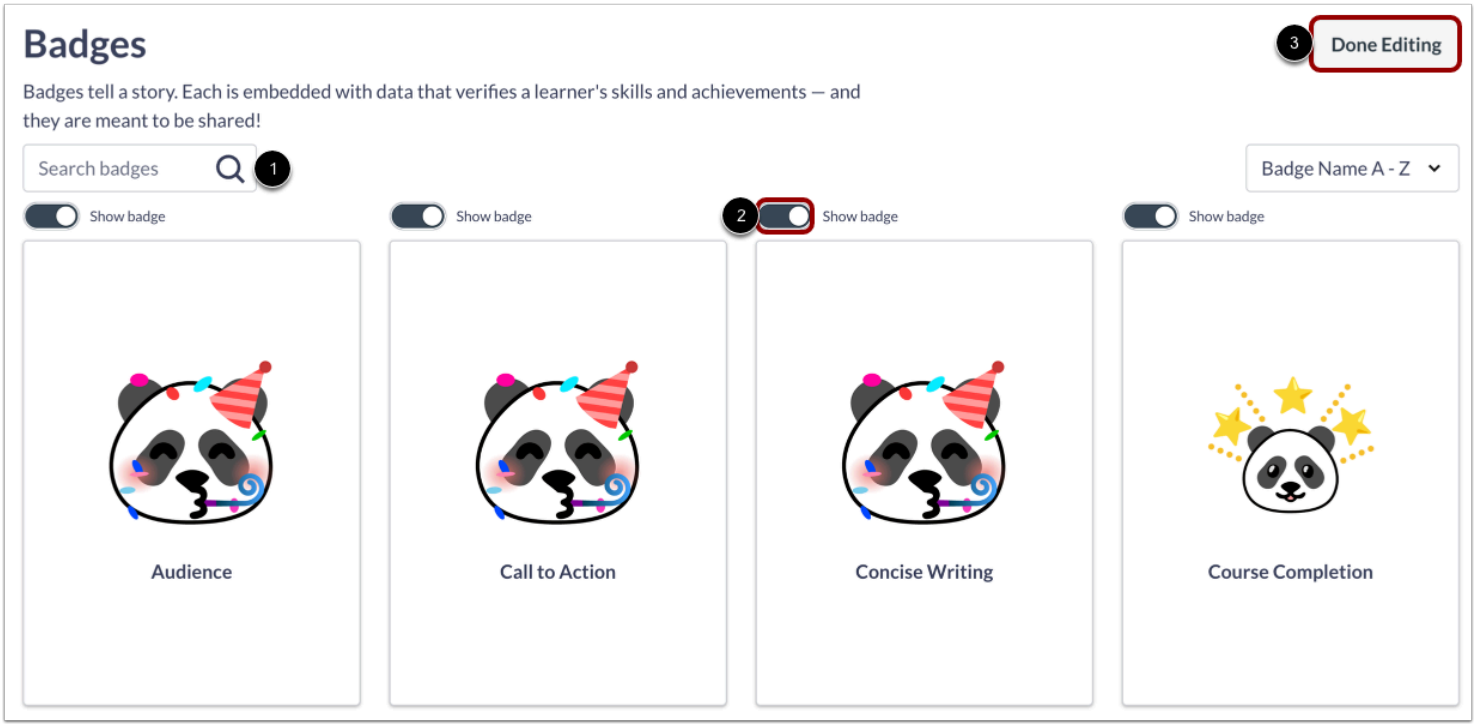
To view and manage which badges display on the issuer's public page, click the **Options** icon [1] and select the **View public page** link [2].

Edit Badge Visibility



To manage badge visibility on the issuer's public page, click the **Edit Badge Visibility** button.

Manage Badge Visibility



By default badges display in alphabetical order. To search for a specific badge, type a keyword in the **Search badges** field [1].

By default, badges display on the issuer's public page. To hide a badge on the public page, click the **Show badge** toggle [2].

To save your changes, click the **Done Editing** button [3].

Note: If all badges are hidden for an issuer, no badges display on the issuer's public page.

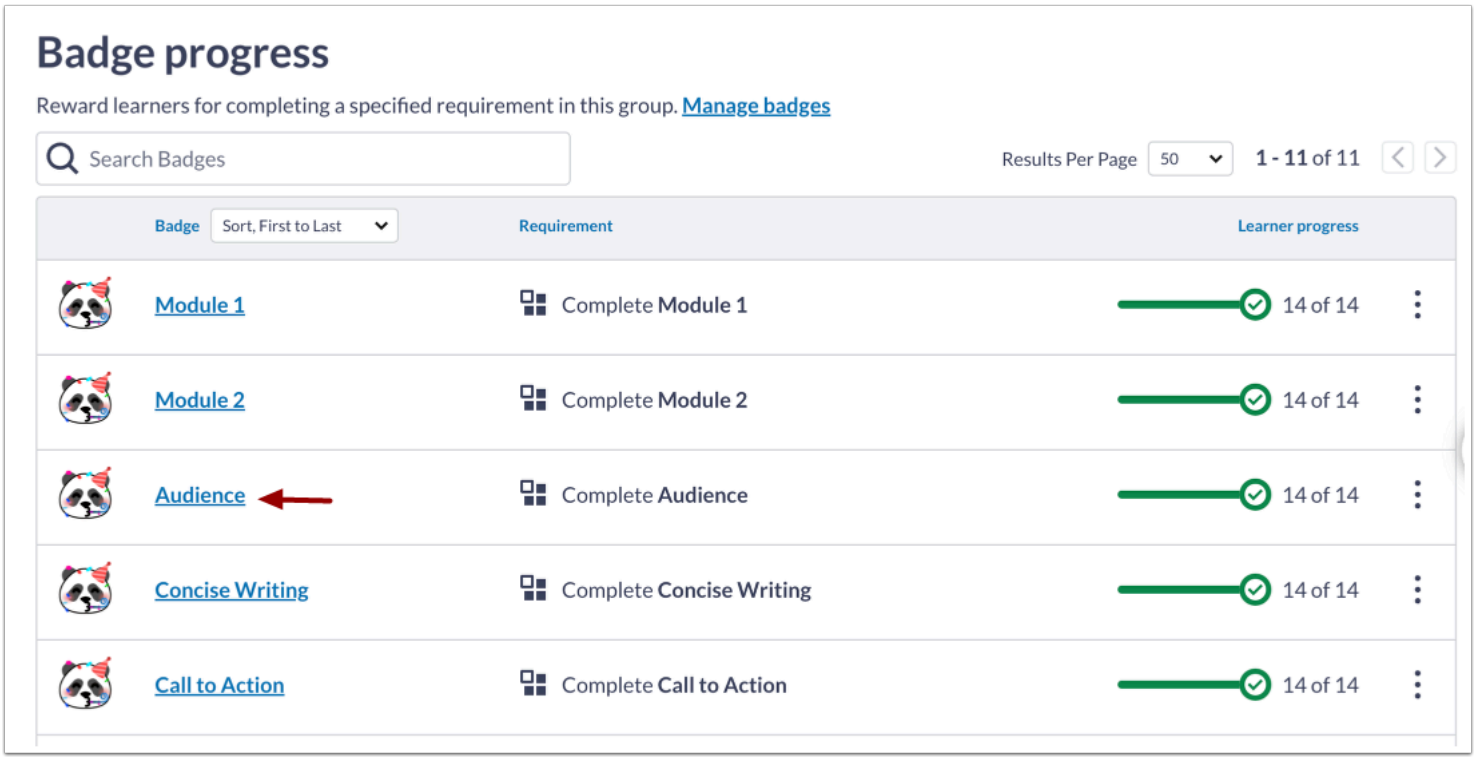
How do I change how a badge is awarded in Canvas Badges?

When a badge is added or created in a group, you can change how the badge is awarded to users.

Open Progress

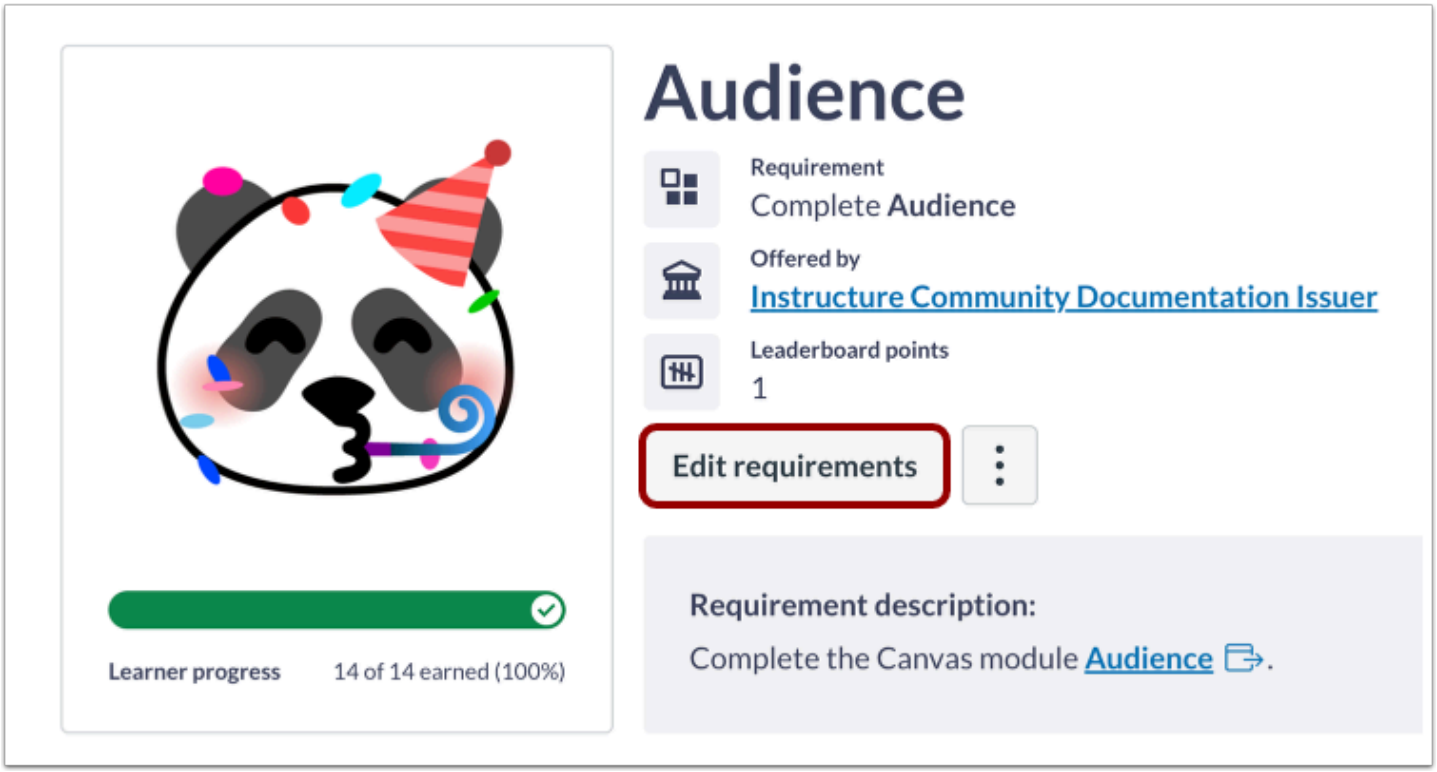
In Credentials Navigation, click the **Progress** link.

Open Badge



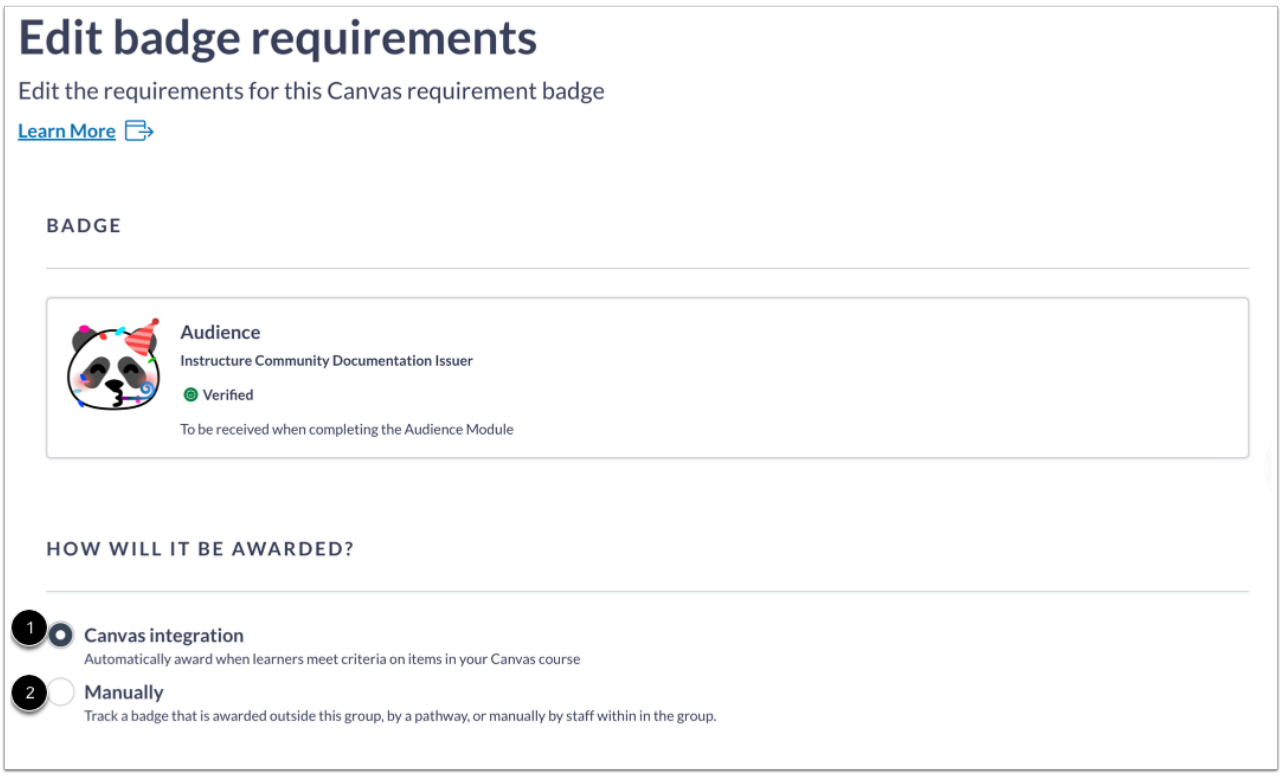
Click the name of the badge you want to update.

Edit Badge Requirements



Click the **Edit requirements** button.

Edit Requirements



To award a badge based on a criteria in your Canvas course, select the **Canvas integration** radio button [1].

To award a badge manually, click the **Manually** radio button [2]..

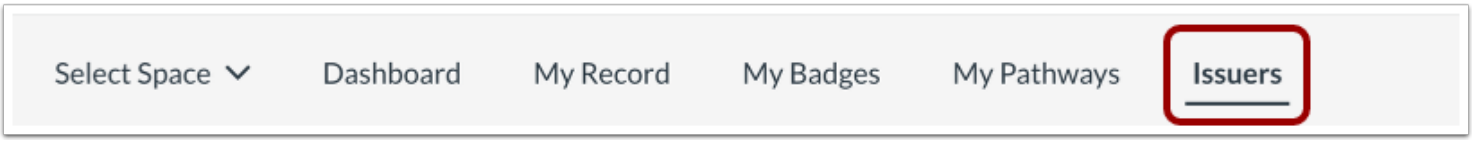
Save Changes

To save your award type, click the **Save changes** button.

How do I edit a badge as an Issuer?

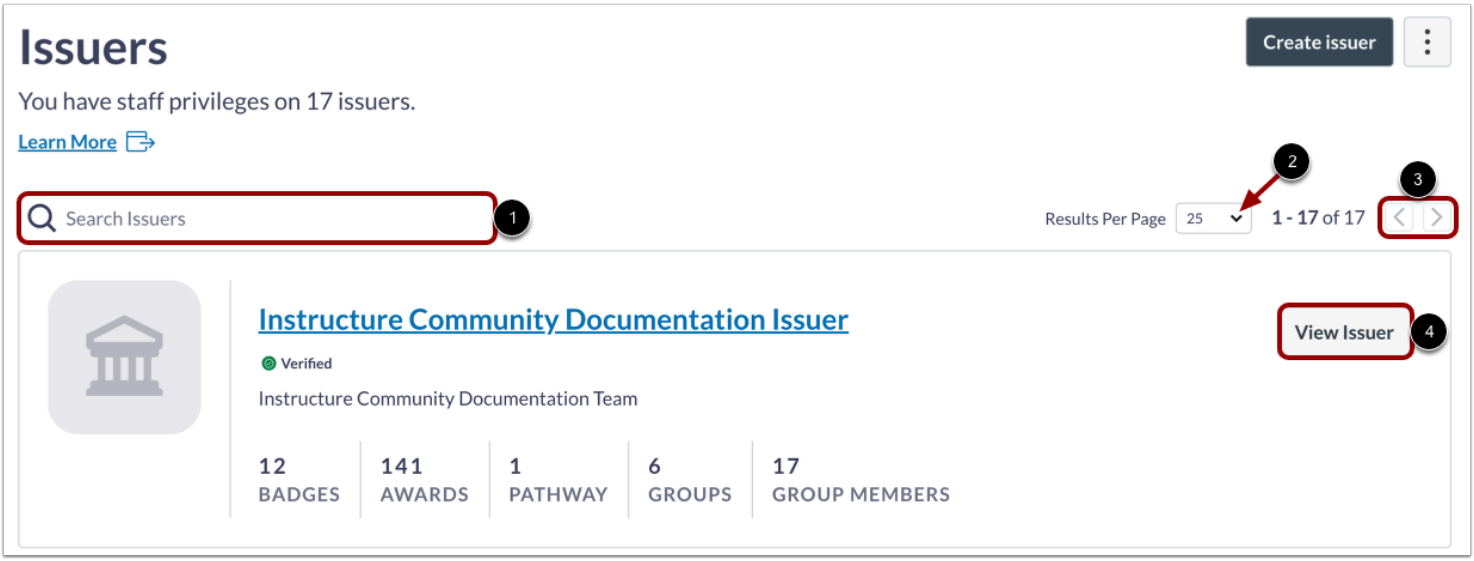
Issuer staff members can manage badge details.

Open Issuer



In Credentials Navigation, click the **Issuers** link.

Open Issuer



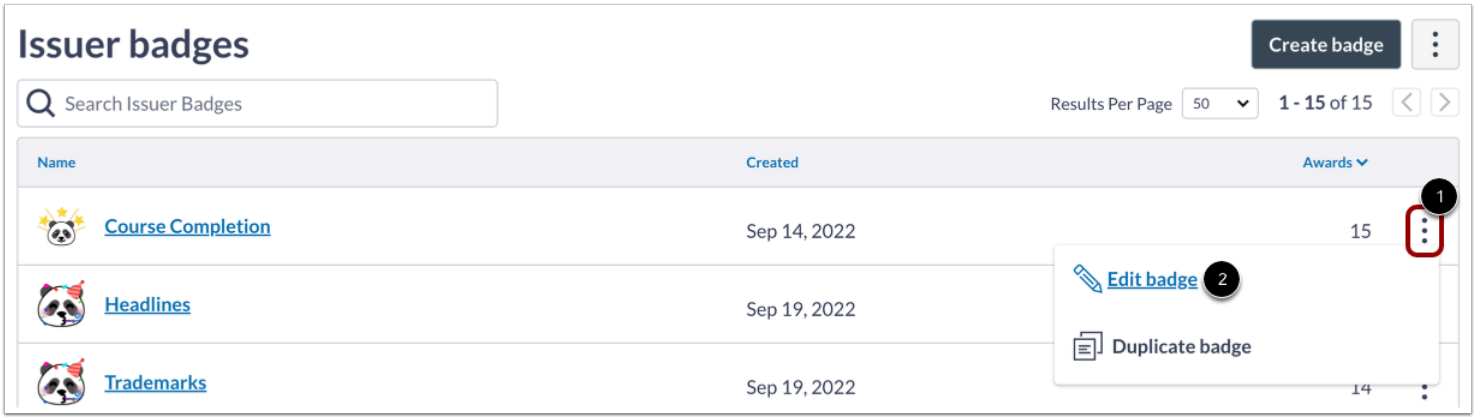
To search for an issuer by a keyword, enter the keyword in the **Search Issuers** field [1].

By default 25 issuers display per page. To change the number of issuers that display per page, click the **Results Per Page** drop-down menu [2].

To navigate to other results pages, click use the page navigation arrows [3].

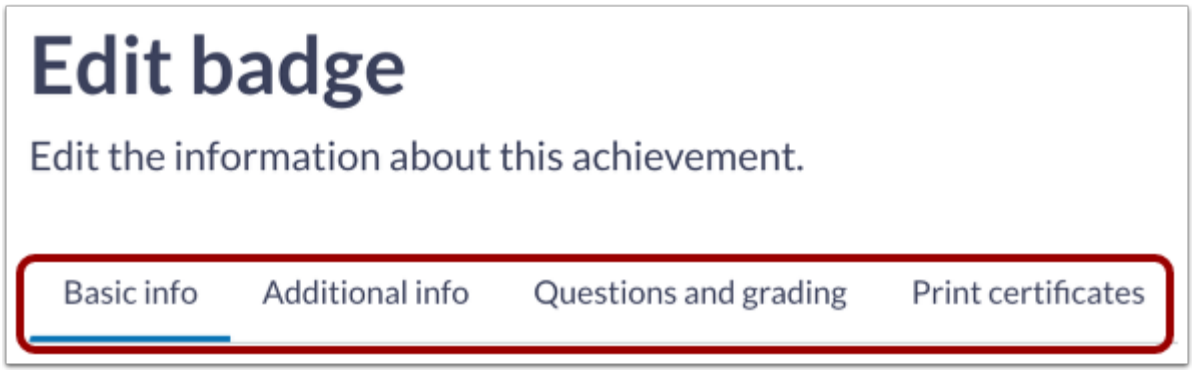
Once you have located the issuer, you can view issuer details by clicking the **View Issuer** button [4].

Open Badge



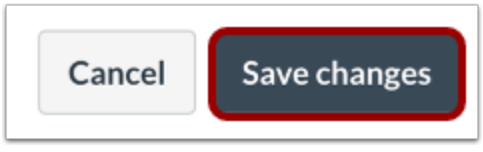
To edit a badge, click the **Options** icon [1] and then click the **Edit badge** link [2].

Edit Badge



You can edit badge details listed in any of the available tabs.

Save Changes



To save changes, click the **Save changes** button.

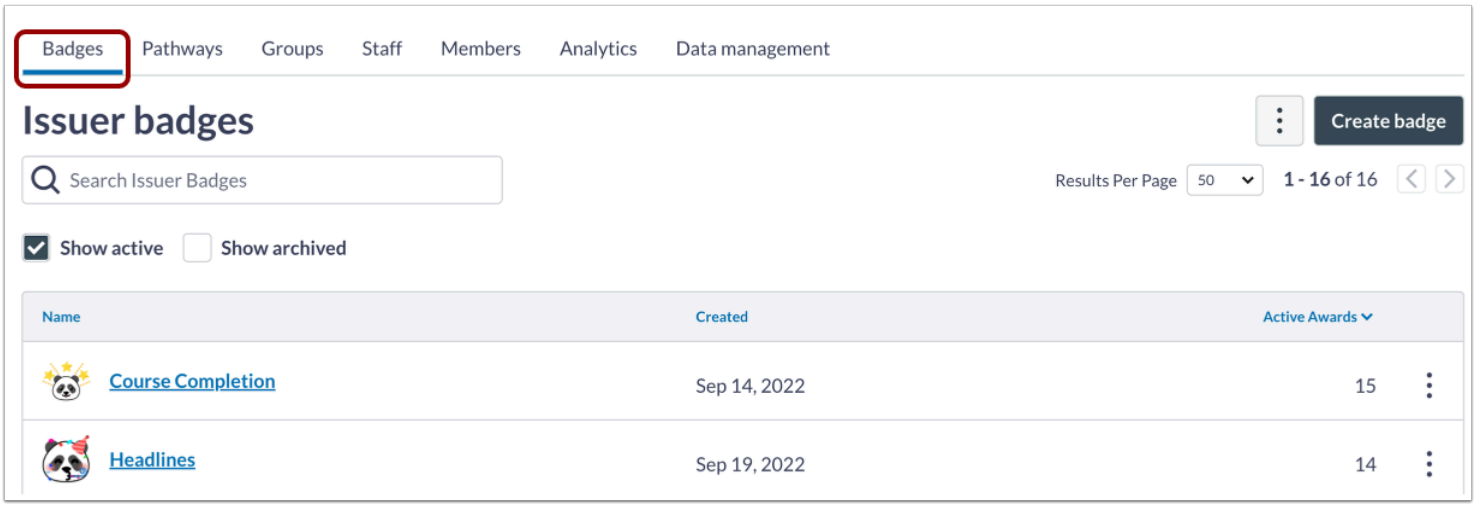
How do I archive a badge in Canvas Credentials?

Issuers and administrators can archive badges. Once archived, you can view archived badges or reactivate badges.

Notes:

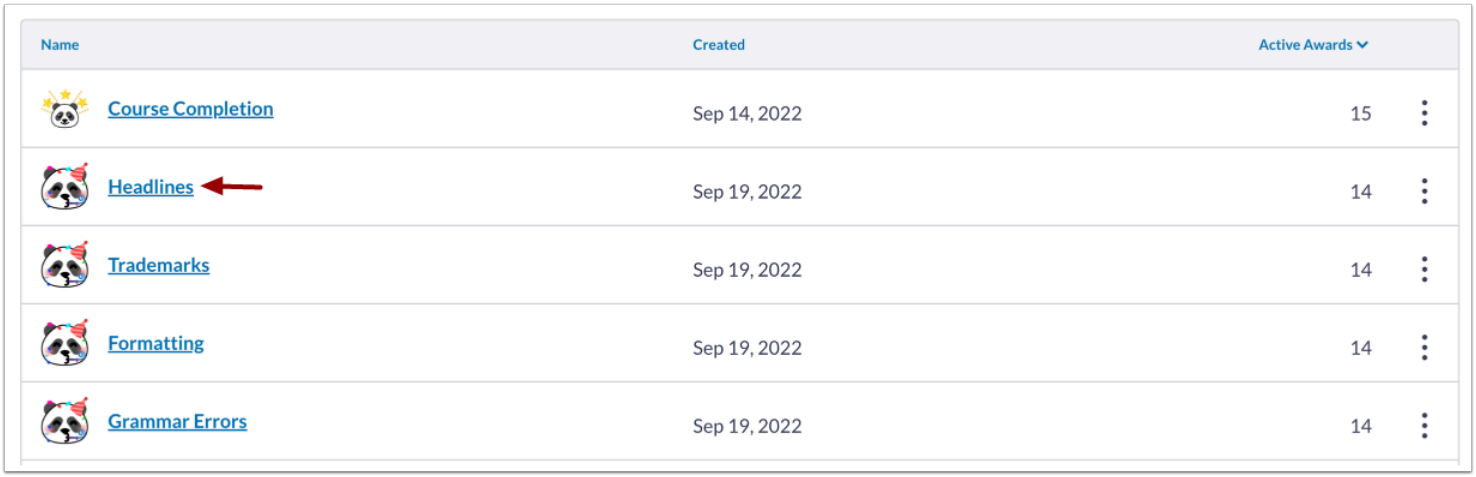
- Archiving a badge removes it from active circulation while retaining its associated metadata for future reference.
- You can also delete the badge.

Open Badges



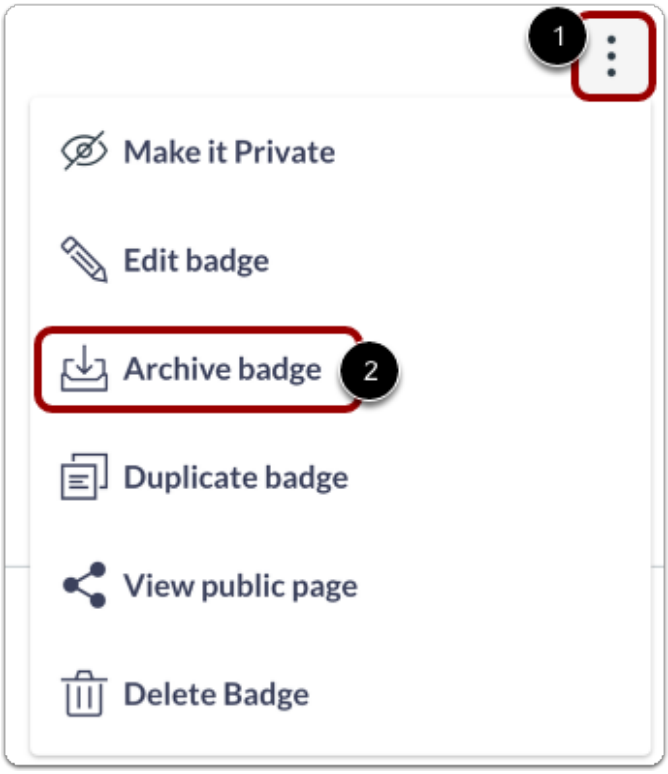
To view badges, click the **Badges** tab.

Select Badge



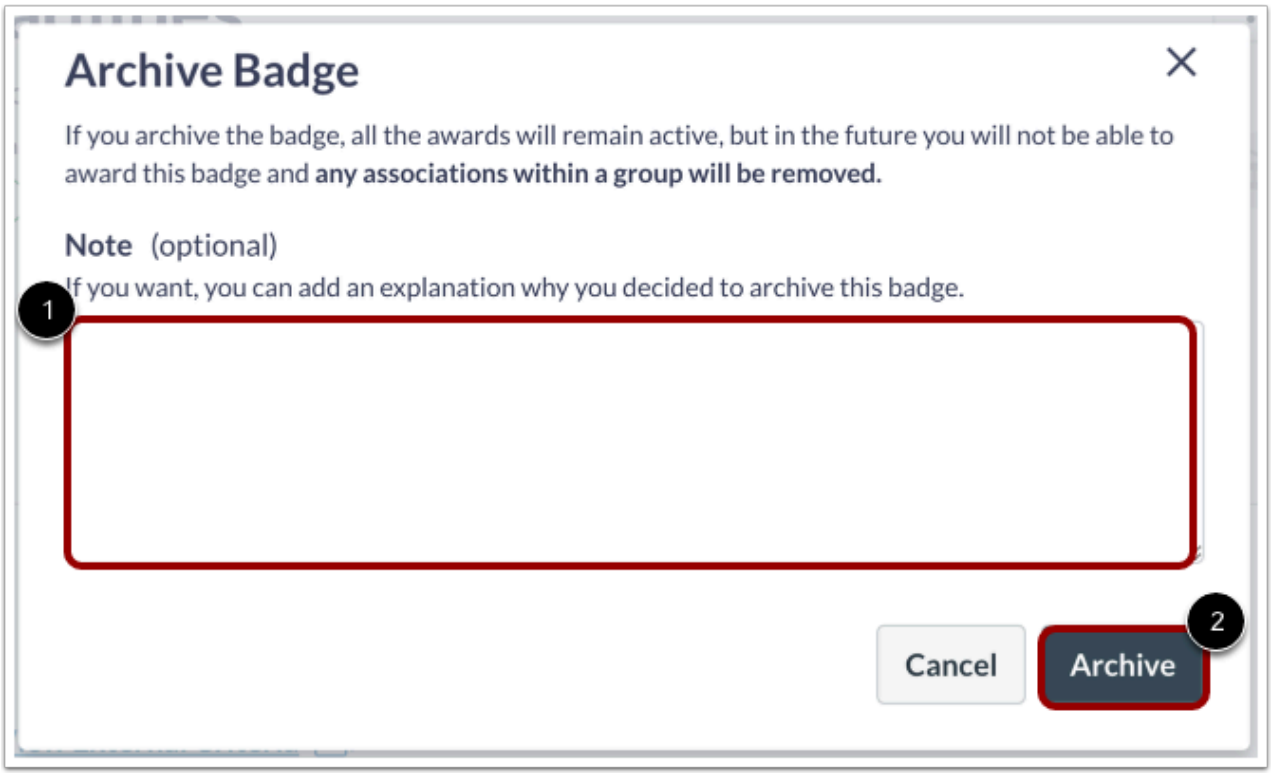
Click the name of the badge you would like to archive.

Archive Badge



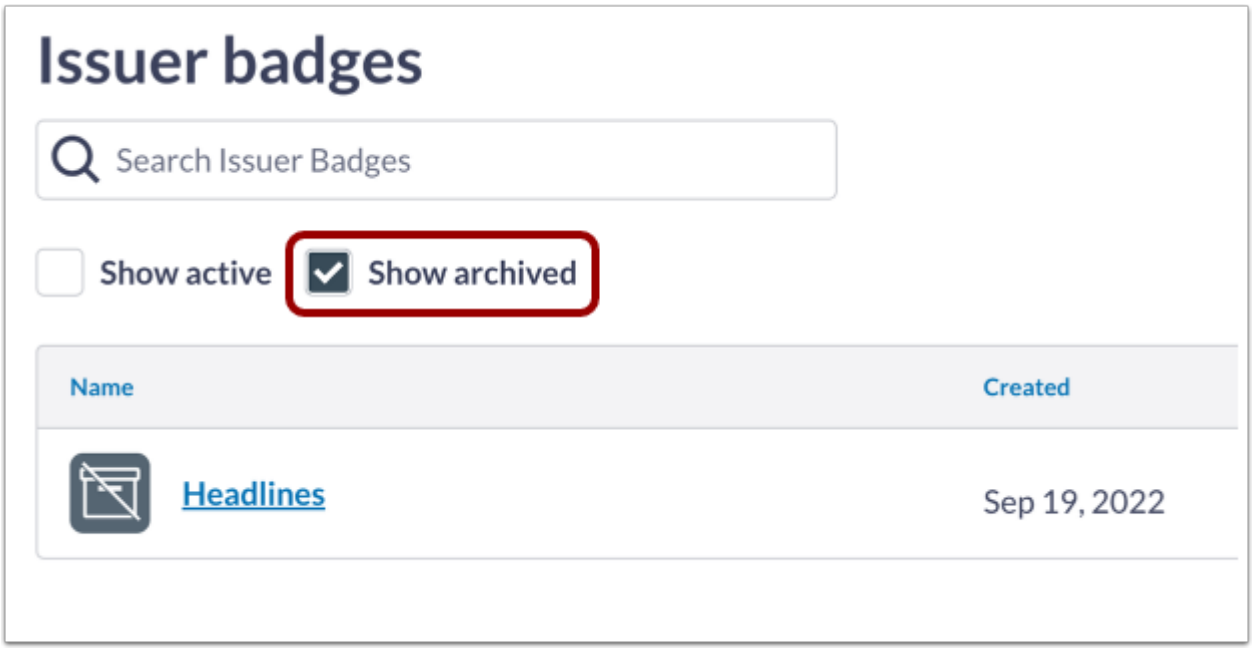
To archive the badge, click the **Options** menu [1], then click then **Archive badge** link[2].

Confirm Archive

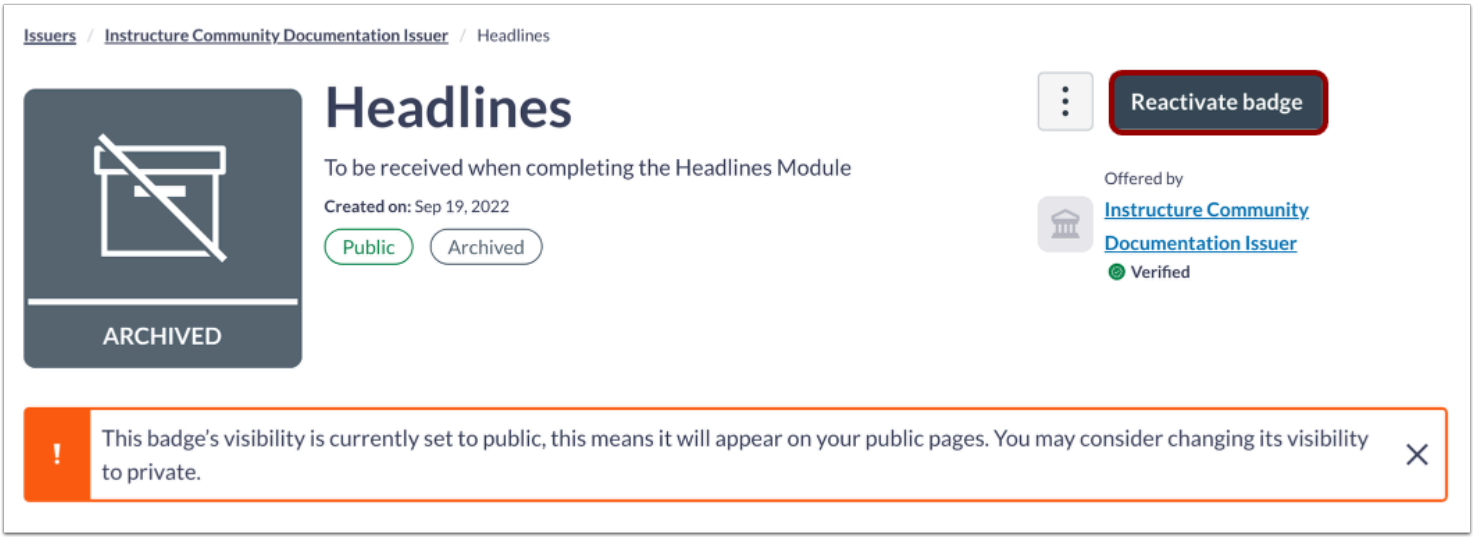


You can leave a note in the **Note** field [1] about the badge. When you are finished, click the **Archive** button [2].

Manage Archived Badges



To view archived badges, click the **Show archived** checkbox.



To reactivate the badge, open the badge and click the **Reactivate badge** button.

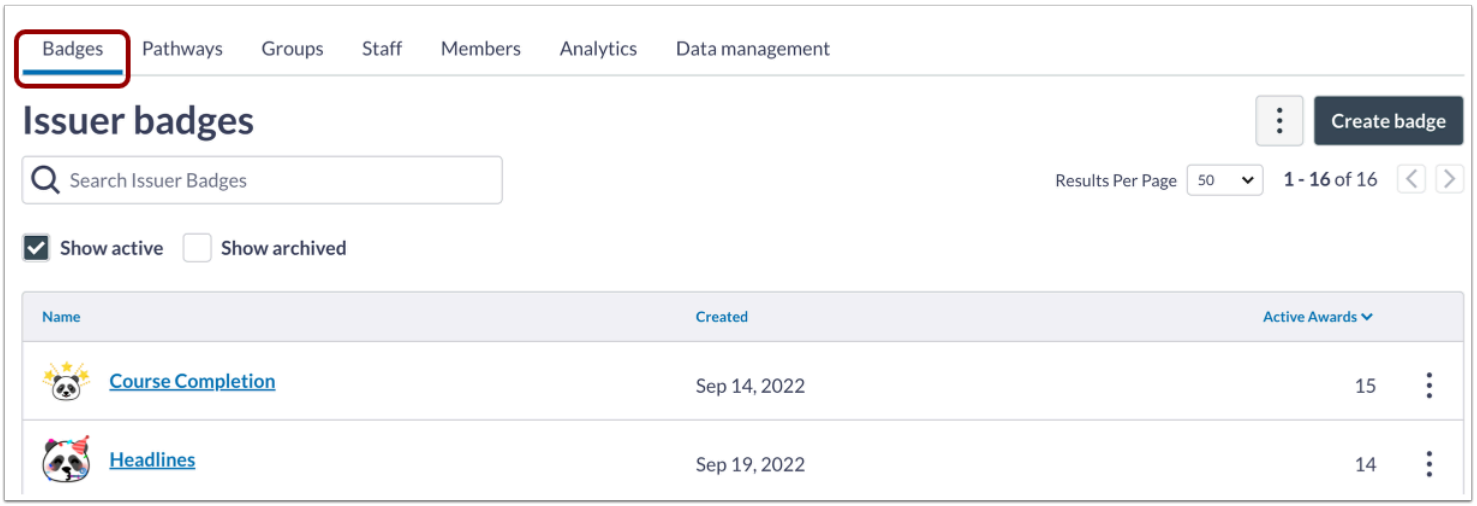
How do I delete a badge in Canvas Credentials?

Badges can be deleted by issuers and administrators.

Notes:

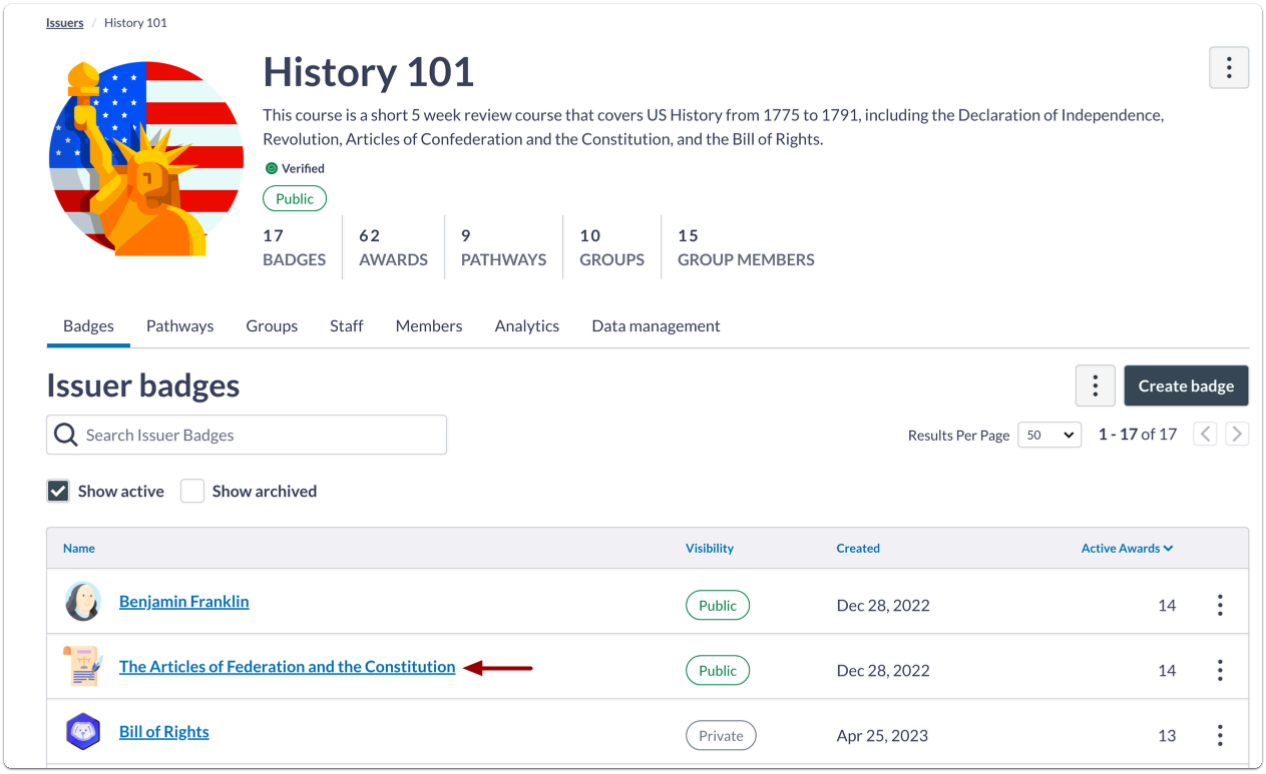
- If a badge is associated with a pathway, the badge must be removed from the pathway before deleting the badge.
- Once deleted, badges are permanently deleted. Consider archiving the badge for future use.

Open Badges



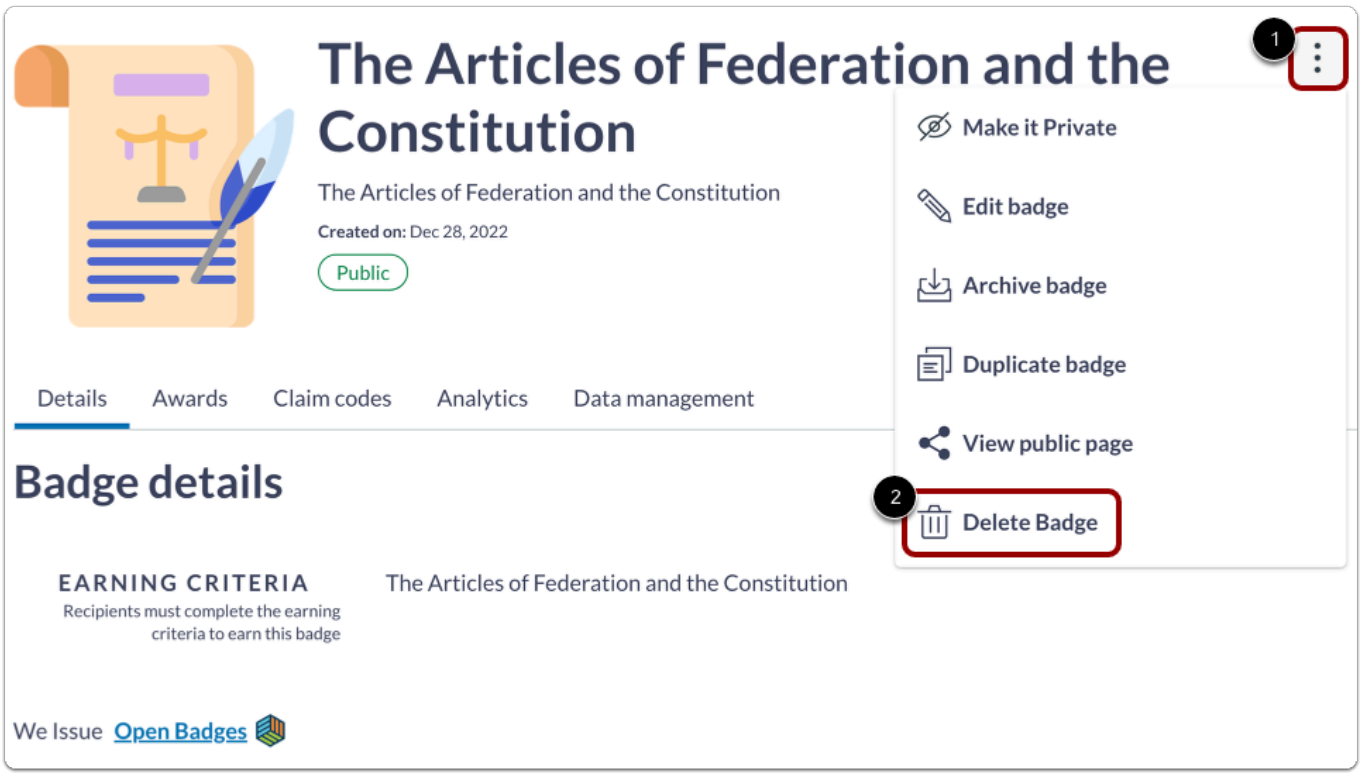
To view badges, click the **Badges** tab.

Select Badge



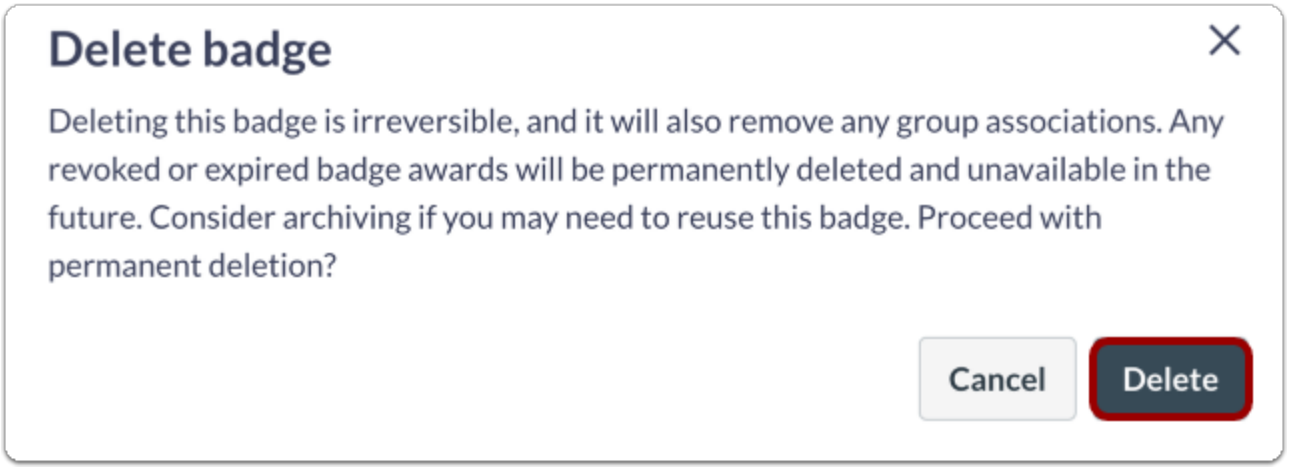
Click the name of the badge you would like to delete.

Delete Badge



To delete a badge, click the **Options** icon [1], then click the **Delete Badge** link [2].

Delete Badge



Click the **Delete** button.

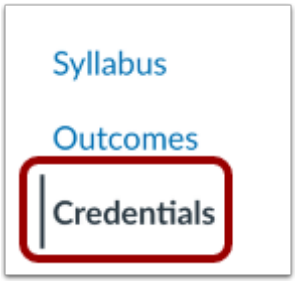
Note: You can also archive the badge.

How do I submit evidence to a badge in the Credentials LTI as a learner?

In the Credentials LTI, you can submit evidence to a badge in a course for your instructor to review.

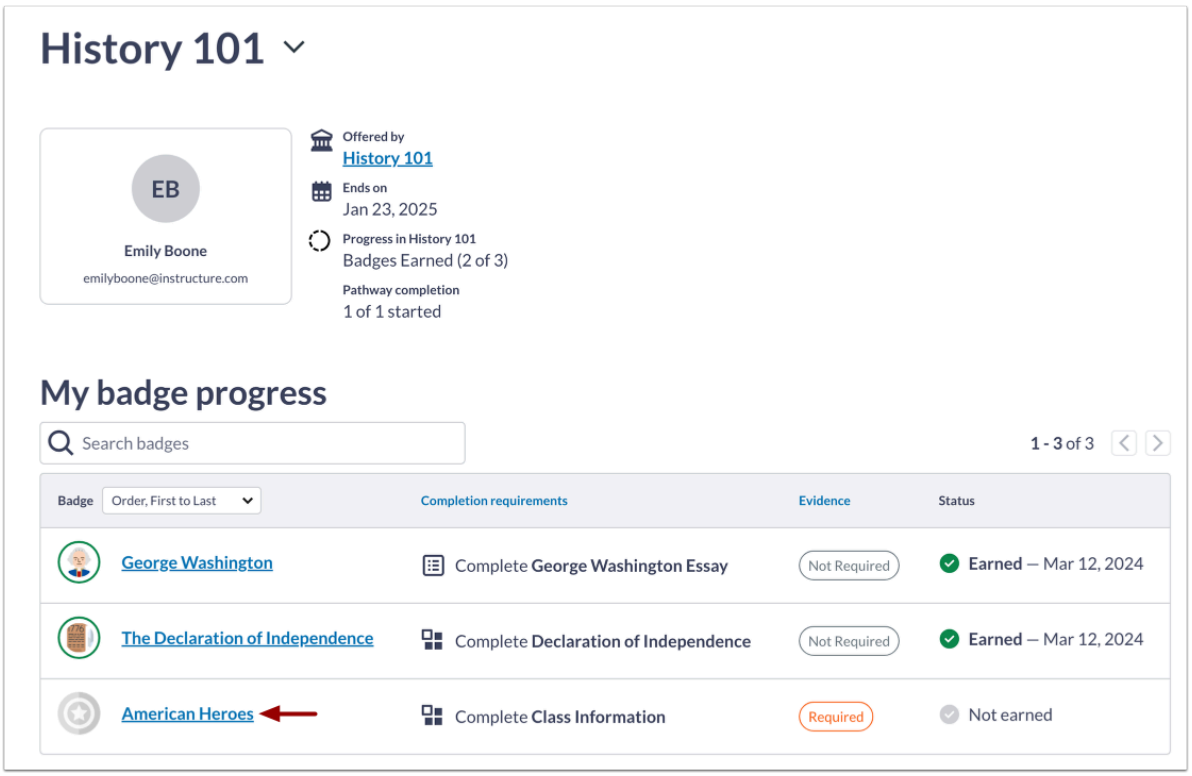
Note: Learners automatically receive notifications for changes to mandatory or non-mandatory evidence requirements and when evidence is accepted or rejected by instructors, including reasons and additional notes.

Open Credentials



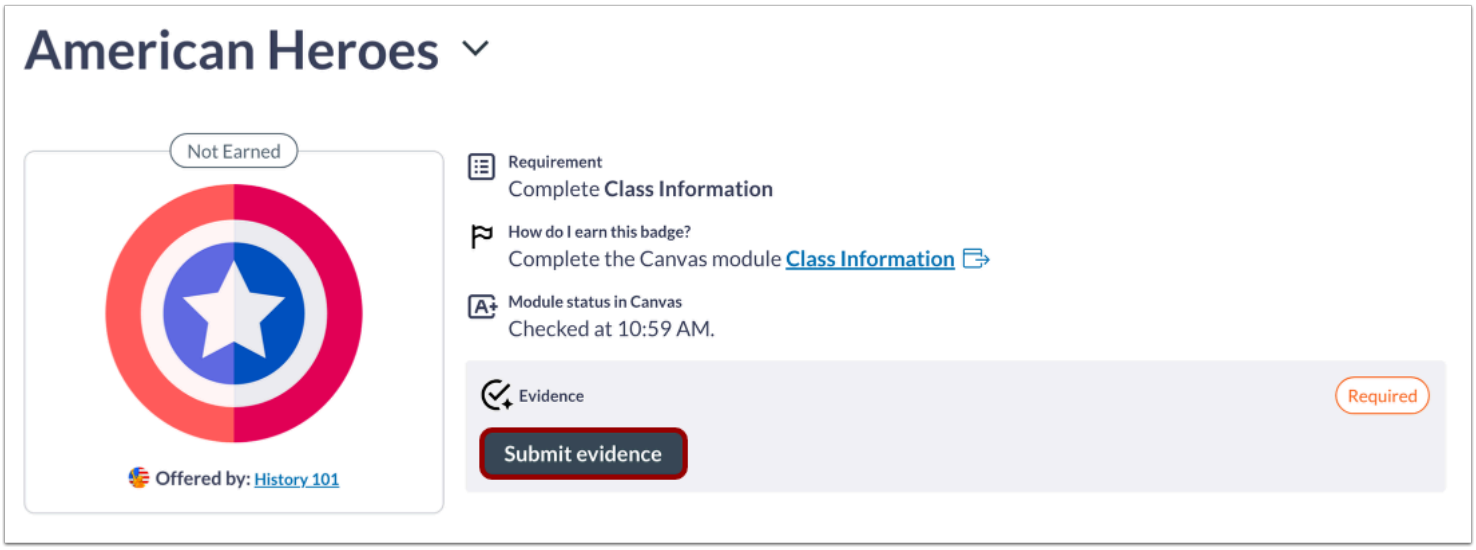
In Course Navigation, click the **Credentials** link.

Open Badge



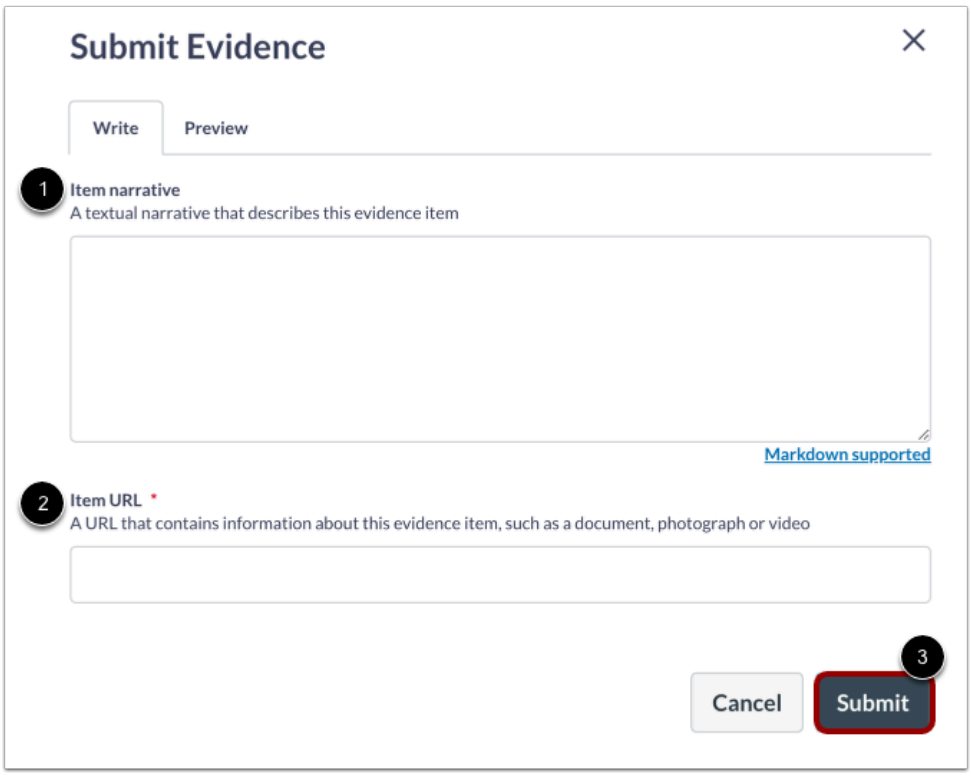
Click the badge name that needs evidence.

Submit Evidence



To submit evidence, click the **Submit evidence** button.

Submit Evidence Item

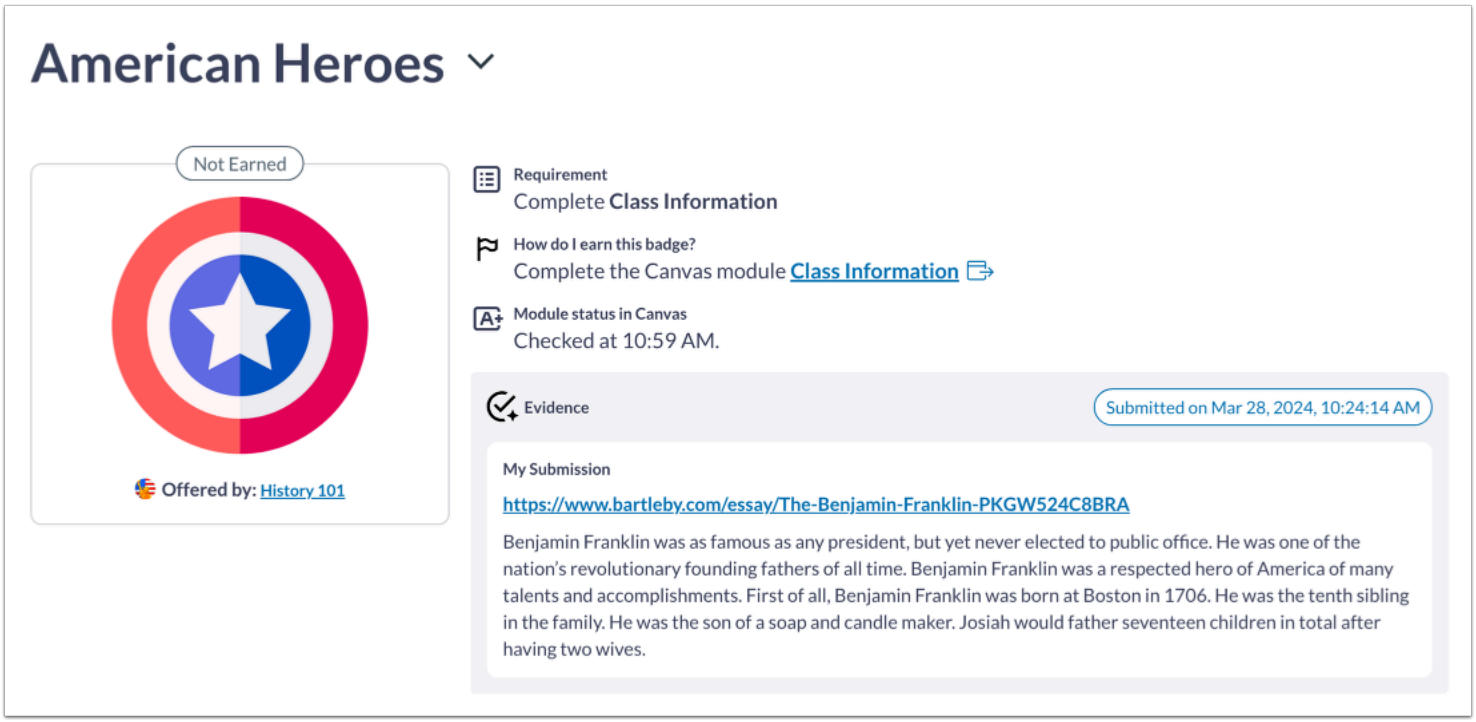


In the **Item narrative** field, enter or copy and paste text that describes the evidence item [1].

In the **Item URL** field, enter a URL that contains information about the evidence item such as a document, photograph, or video [2].

Click the **Submit** button [3].

View Evidence

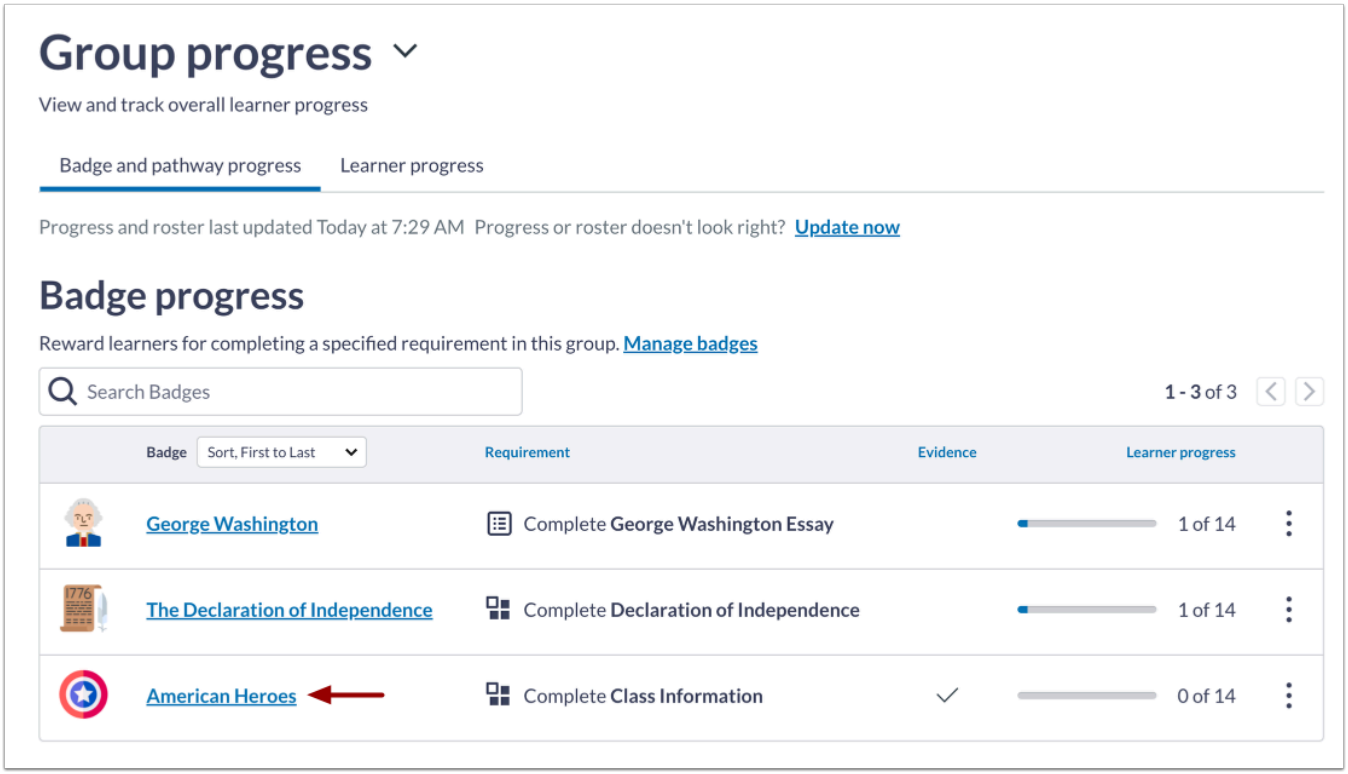


Submitted evidence displays within the badge page.

How do I review submitted evidence to a badge in the Credentials LTI as an issuer or admin?

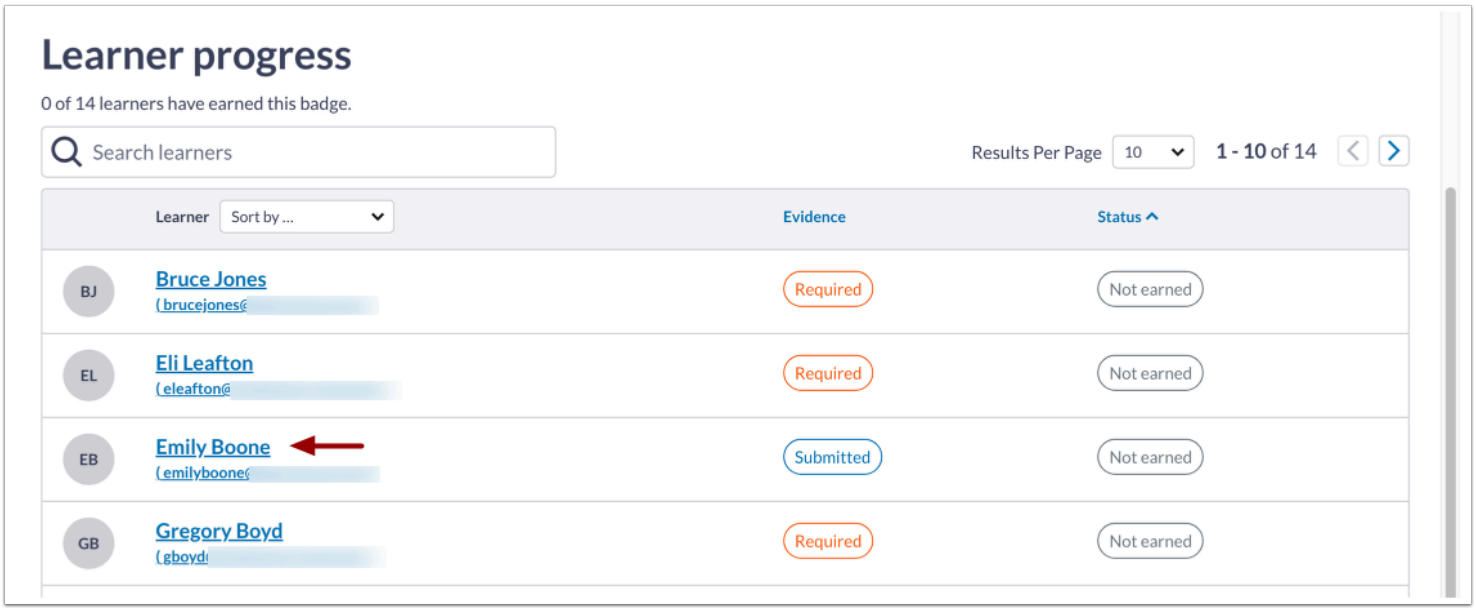
In the Credentials LTI, you can review submitted evidence to a badge in a course.

Open Badge



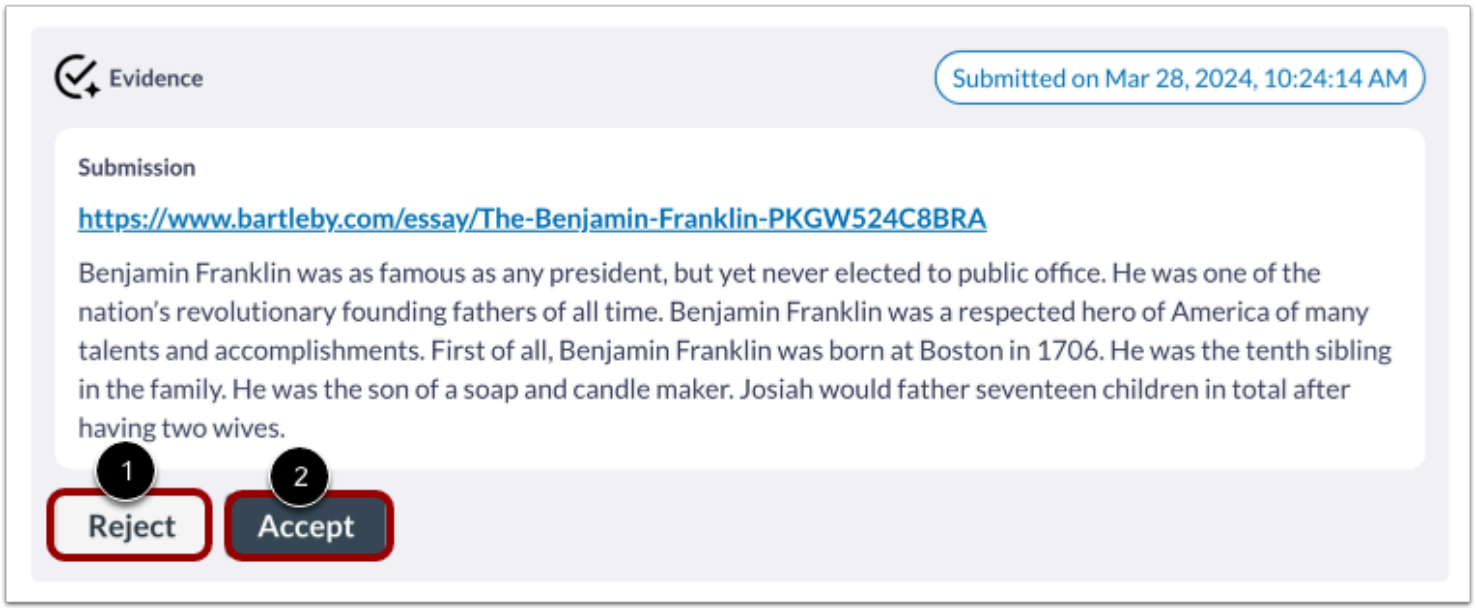
Click the badge name that requires evidence.

Open Student



Click the student's name who submitted evidence.

View Evidence



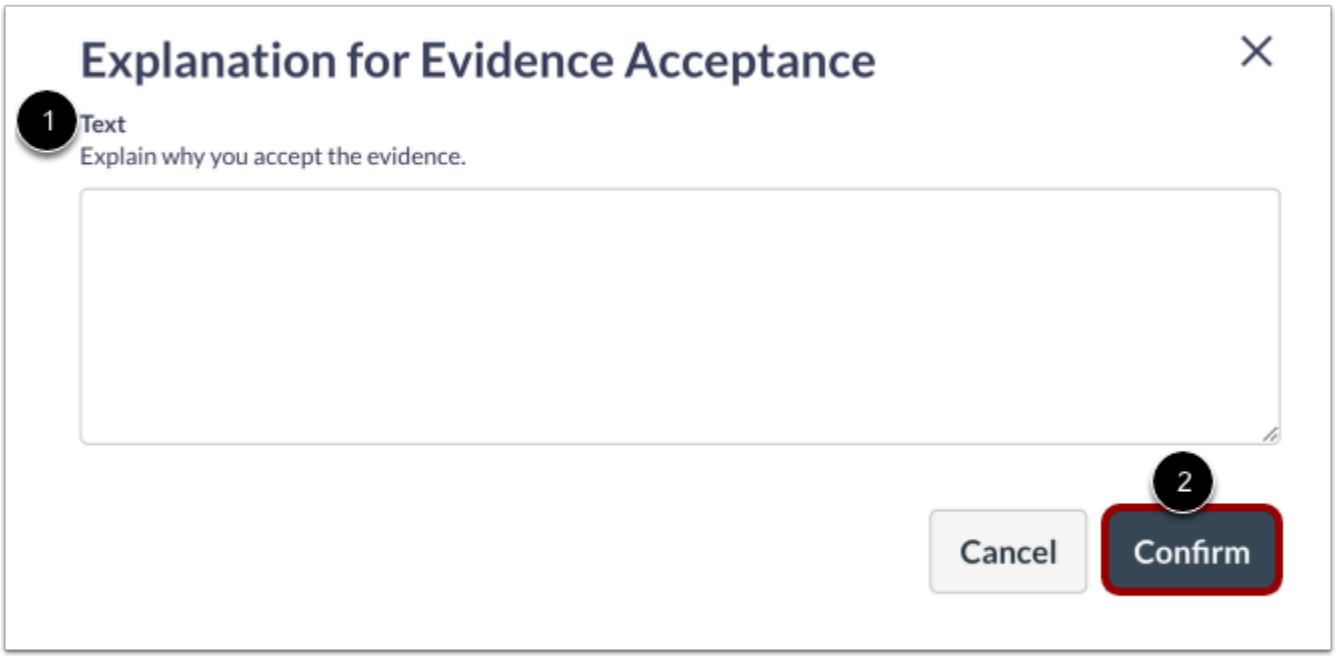
To reject the submitted evidence, click the **Reject** button [1].

To accept the submitted evidence, click the **Accept** button [2].

Reject Evidence

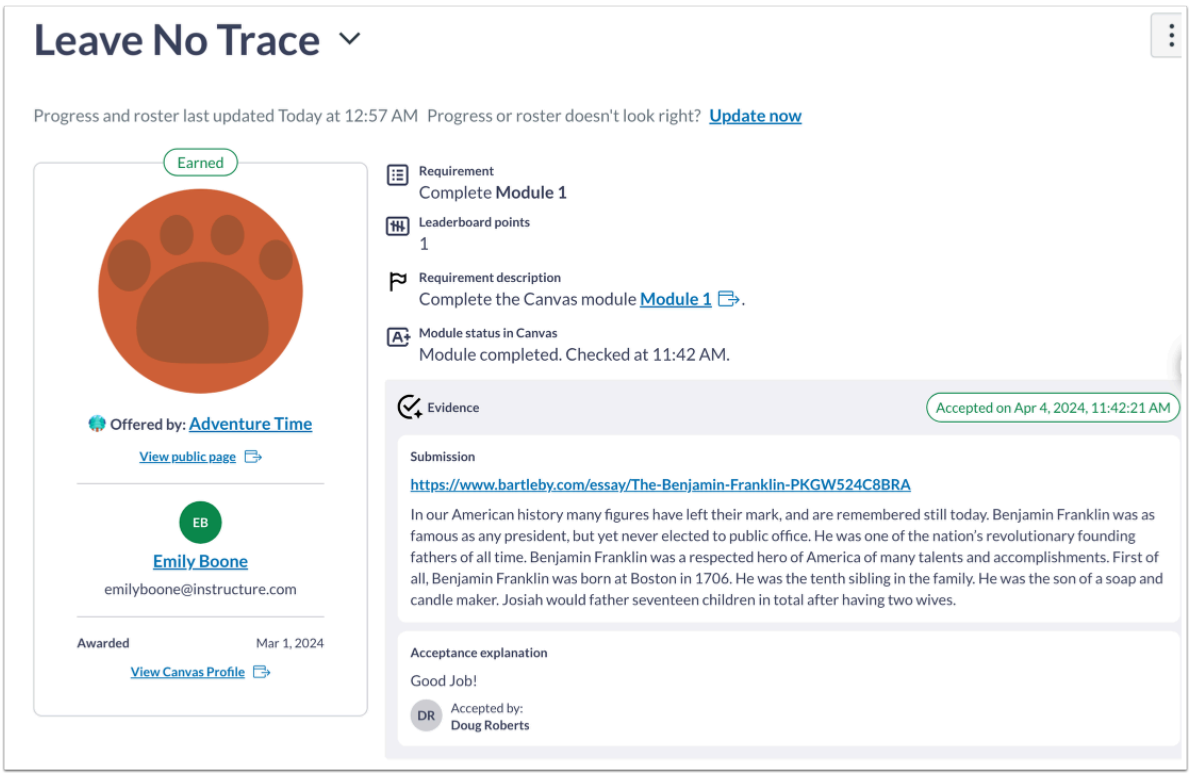
Use the text field [1] to explain why you are rejecting the evidence and click the **Confirm** button [2].

Accept Evidence



In the **Text** field, enter an explanation about why you are accepting the submitted evidence [1]. Click the **Confirm** button [2].

View Reviewed Evidence



Once evidence has been reviewed it displays in the badge page.

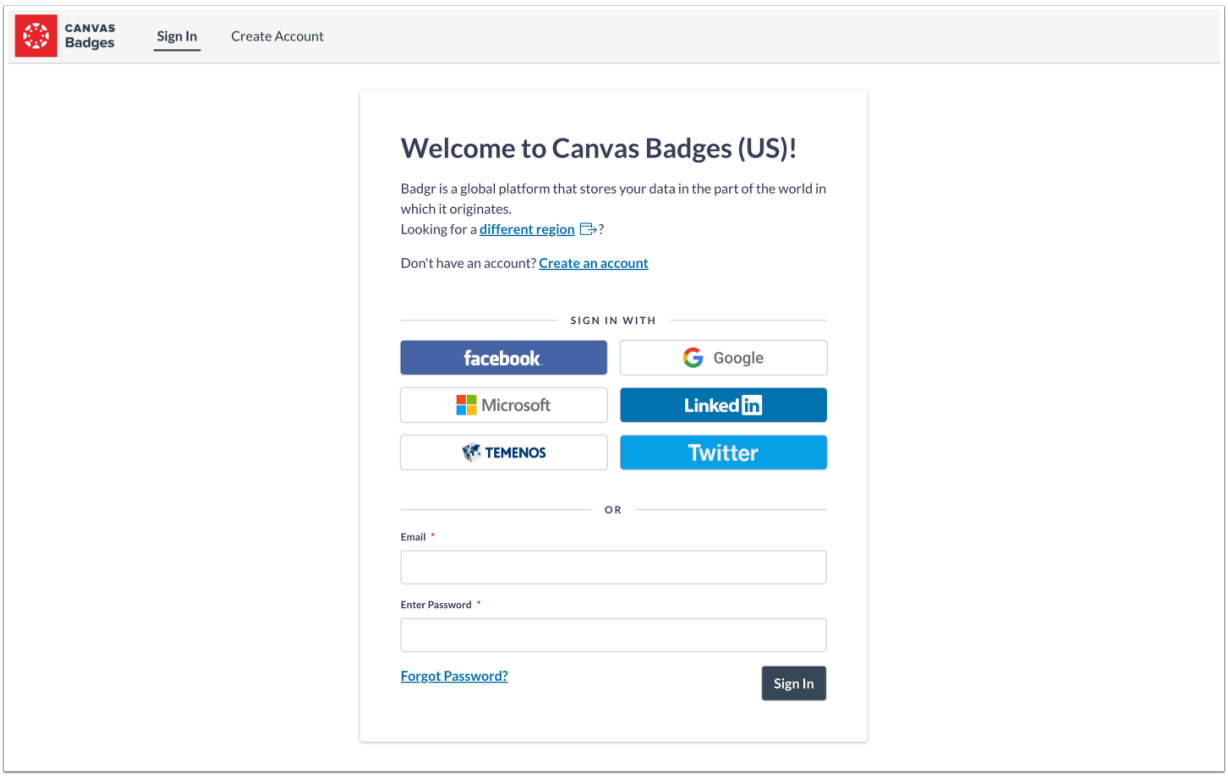
Sharing earned badges

How do I share my earned badges from my Canvas Badges Backpack?

In Canvas Badges, you can share individual badges using links, social media, or HTML embed codes. This article outlines how to share a badge using social media.

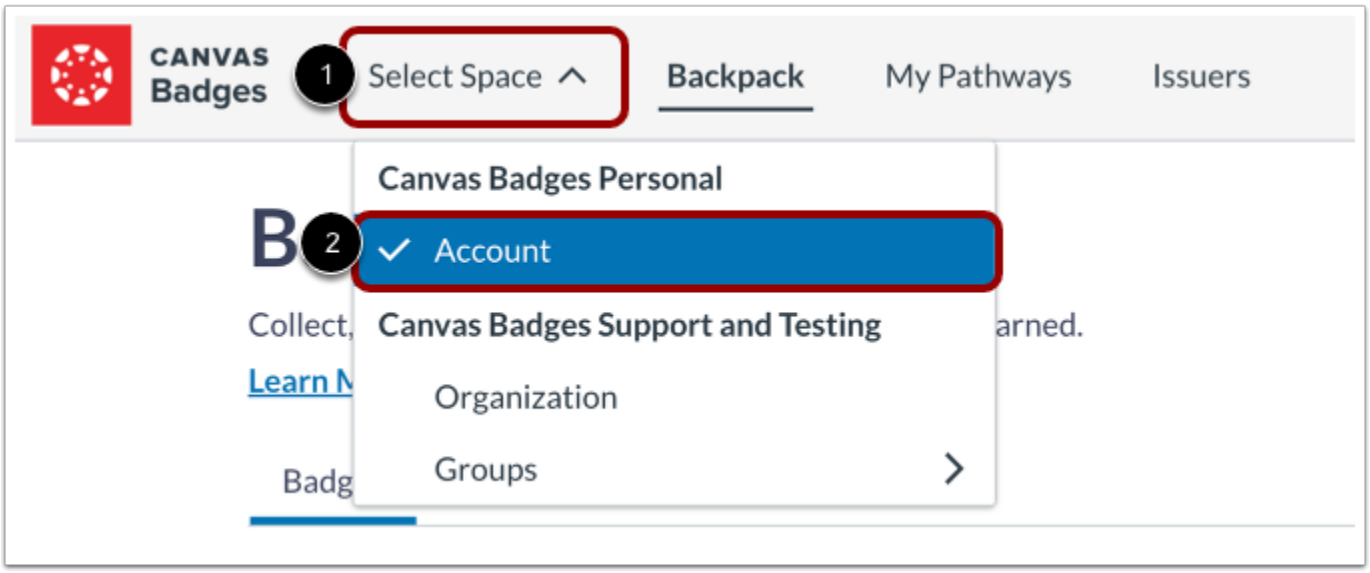
Note: Earned badges can be printed on paper.

Sign into Canvas Credentials



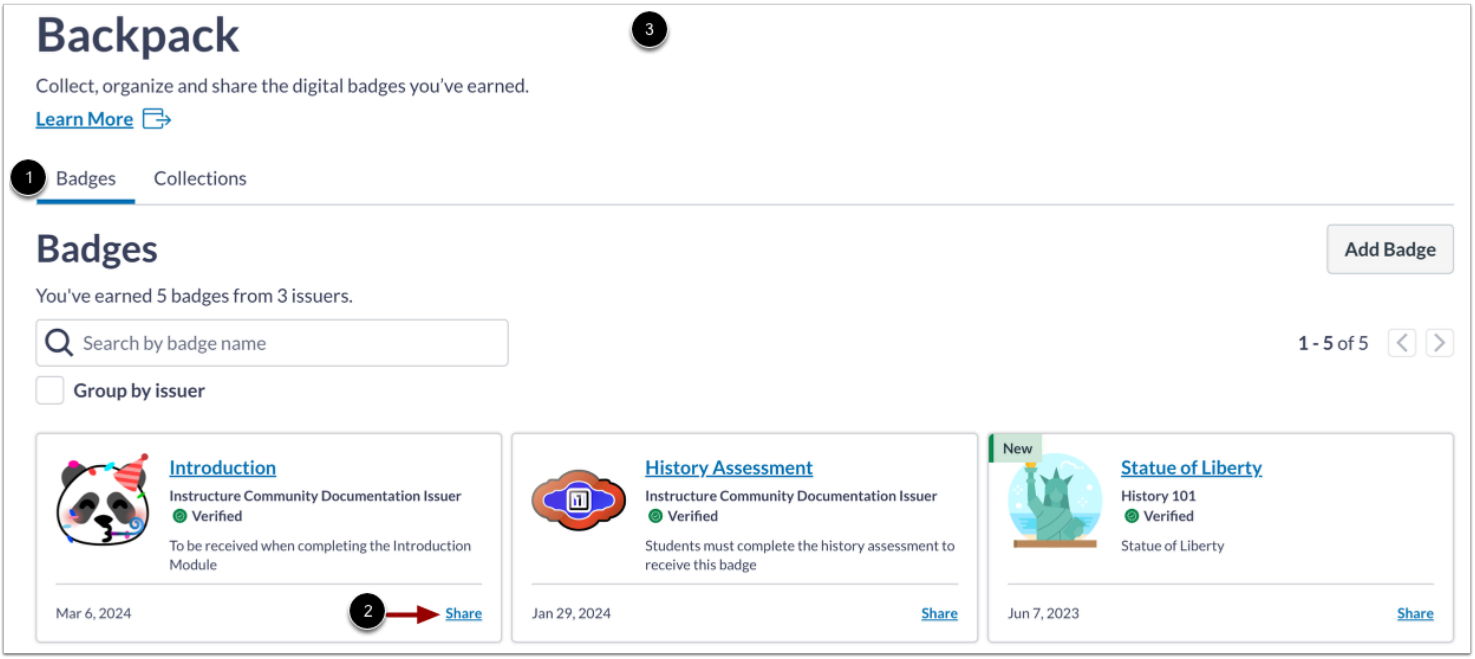
Sign into your Canvas Badges/Credentials account.

Open Personal Account



Click the **Select Space** drop-down menu [1] and then click the **Account** link [2].

Open Badge



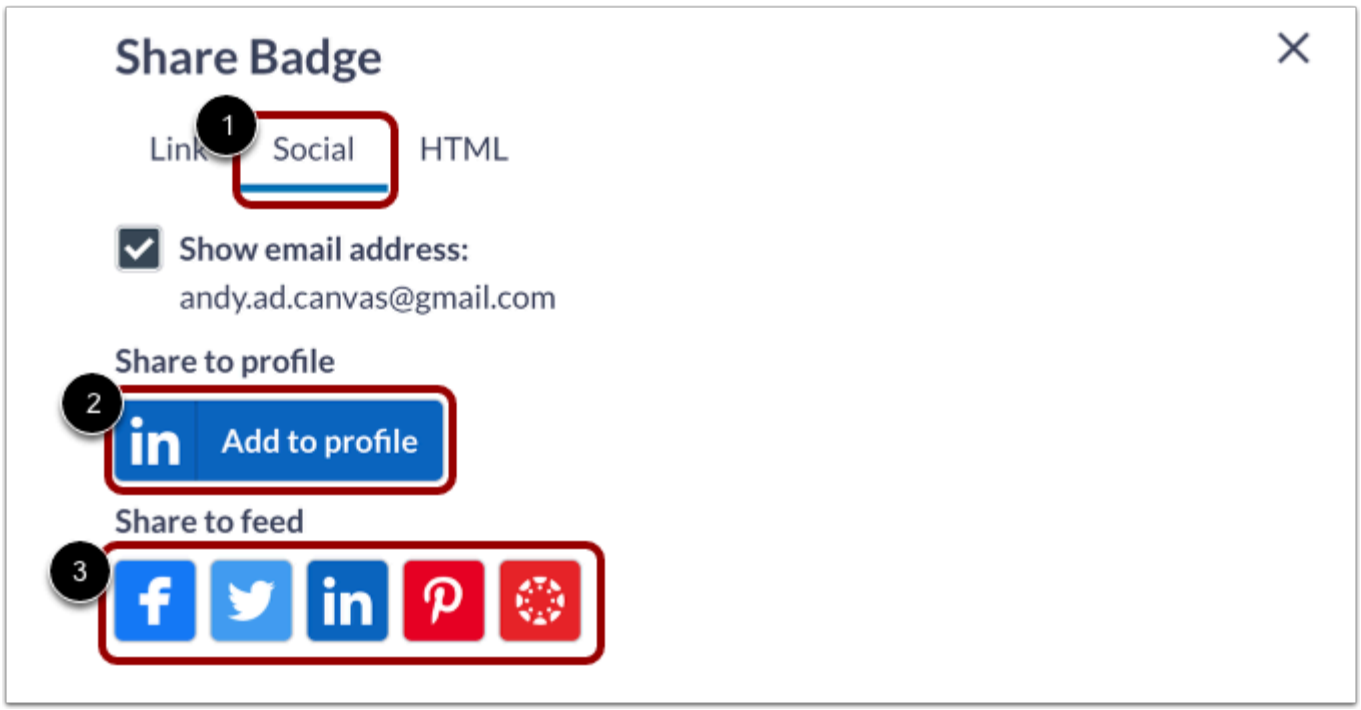
In the **Badges** tab [1], click the **Share** link [2].

Open Link

Click the **Link** tab [1].

To share a link to your earned badge, click the **Copy** button [2].

Open Social

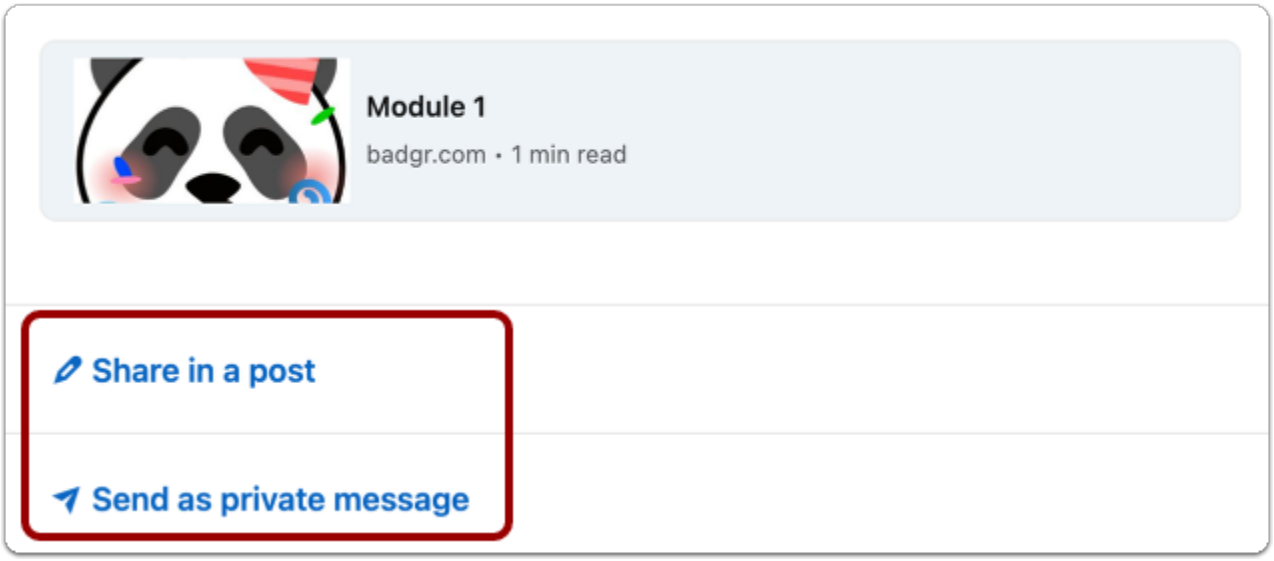


Click the **Social** tab [1].

To share the badge to your LinkedIn profile, click the **Add to profile** button [2].

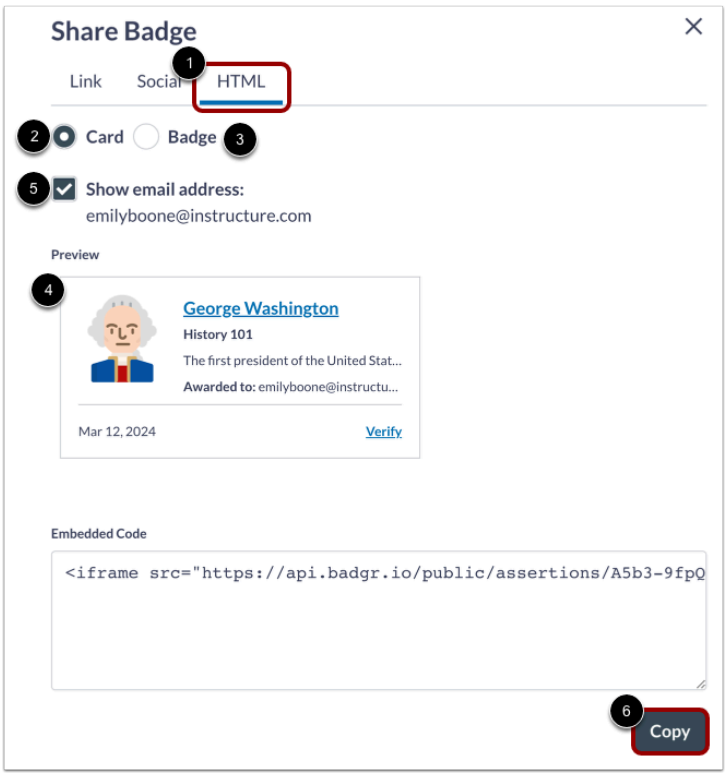
To share to your social media feed, click the social media icon you would like to share it with. [3]

Post Badge



Follow the prompts on the social media application you picked to share the badge.

Open HTML



Click the **HTML** tab [1].

To display your earned badge as a card, click the **Card** radio button [2].

To display your earned badge as a badge, click the **Badge** radio button [3].

You can preview your badge [4].

To show your email address, click the **Show email address** checkbox [5].

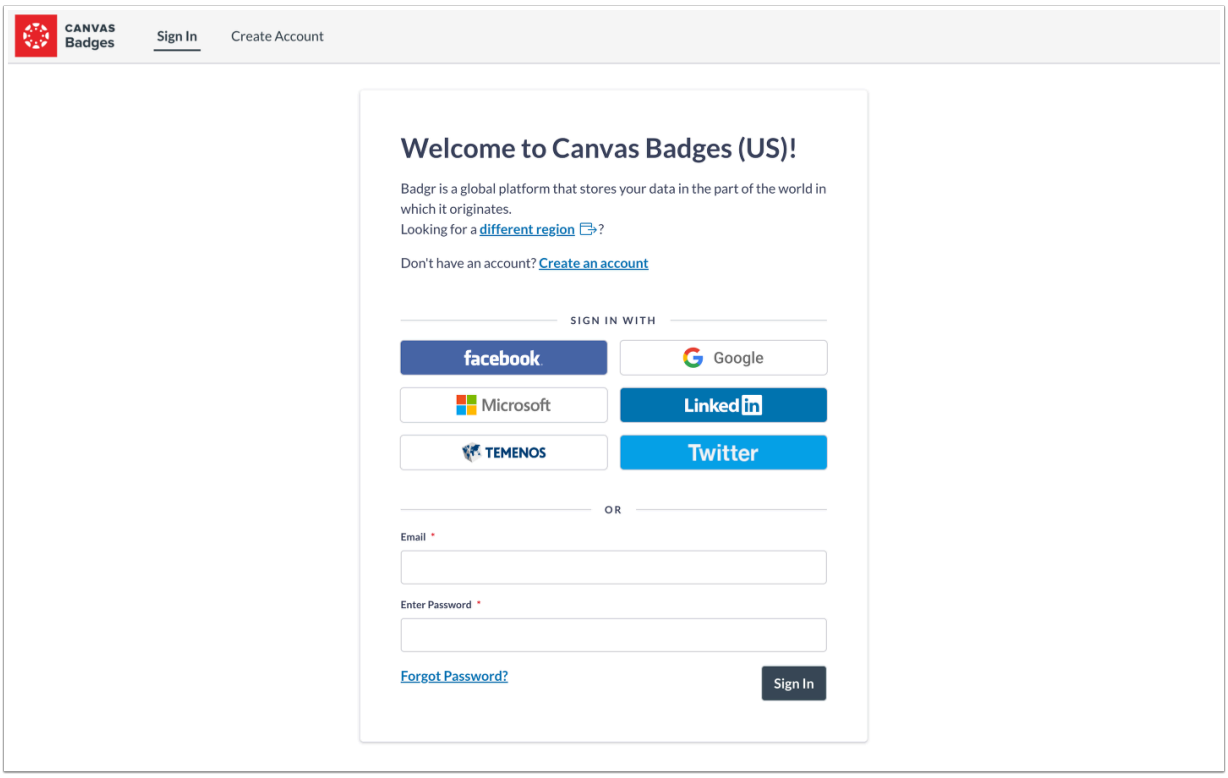
To copy an embed code to your earned badge, click the **Copy** button [6].

How do I print my certificate earned from my Canvas Badges Backpack?

Earned badges can be printed on paper.

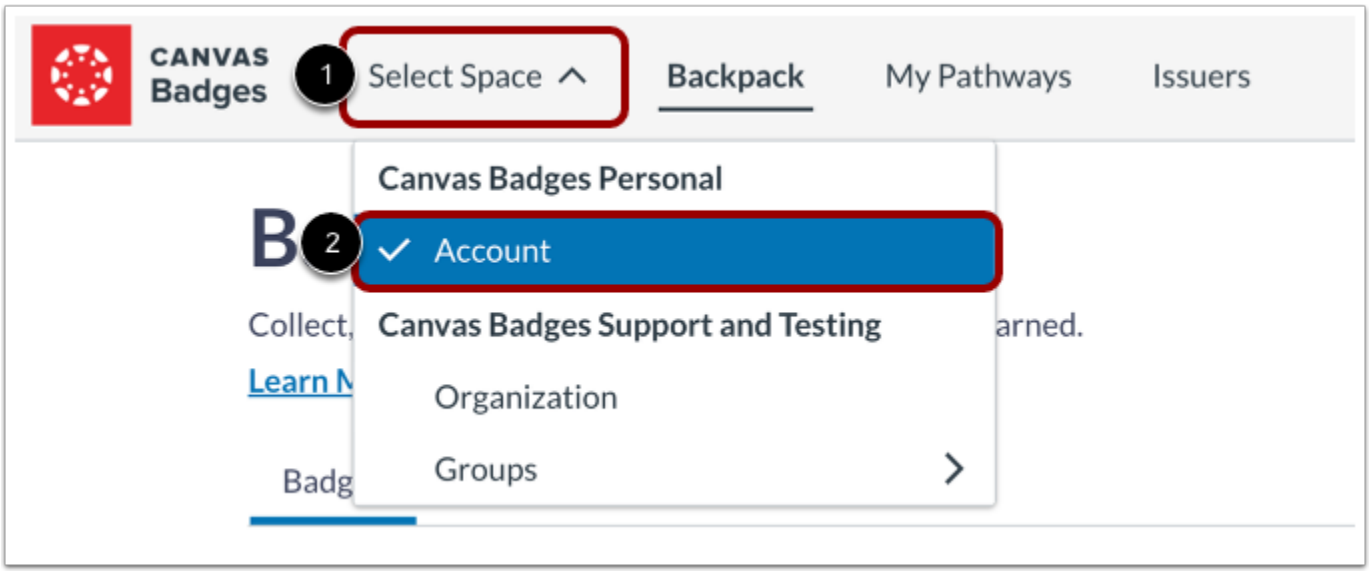
Note: For best results, it is recommended printing in landscape mode.

Sign into Canvas Credentials



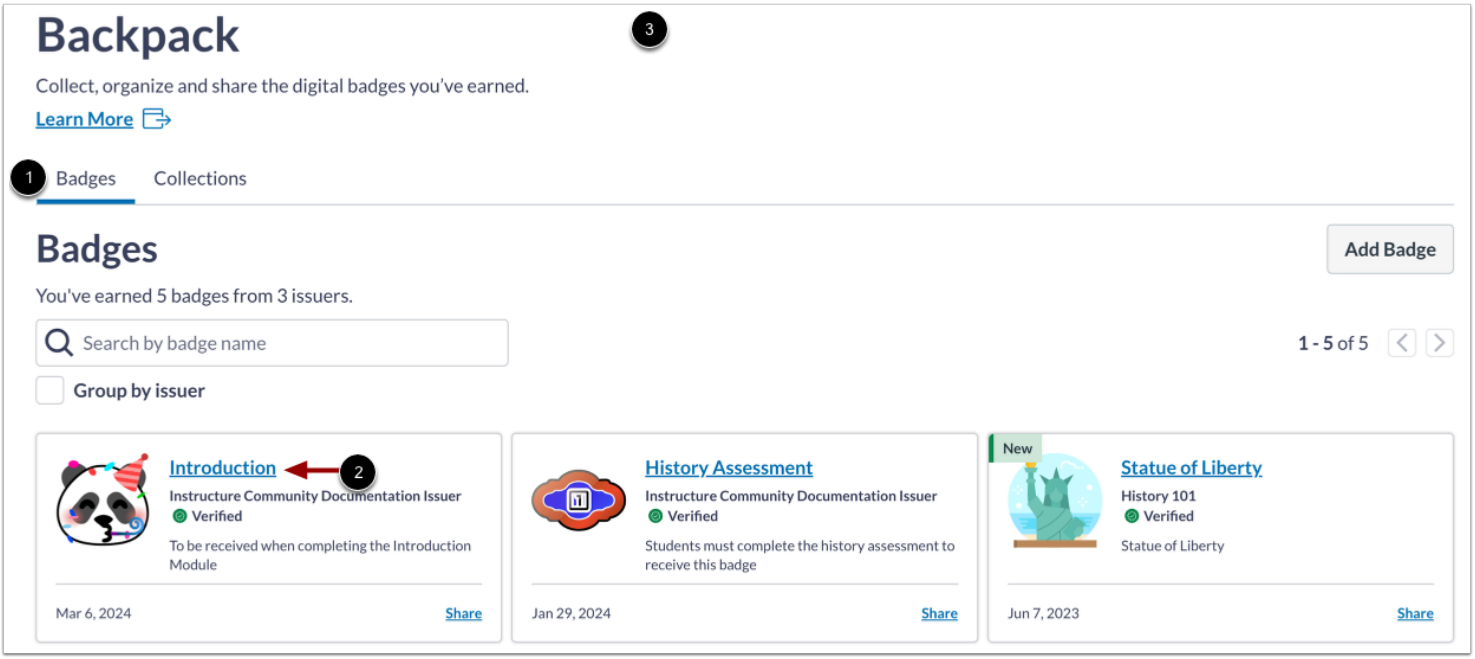
Sign into your Canvas Badges/Credentials account.

Open Personal Account



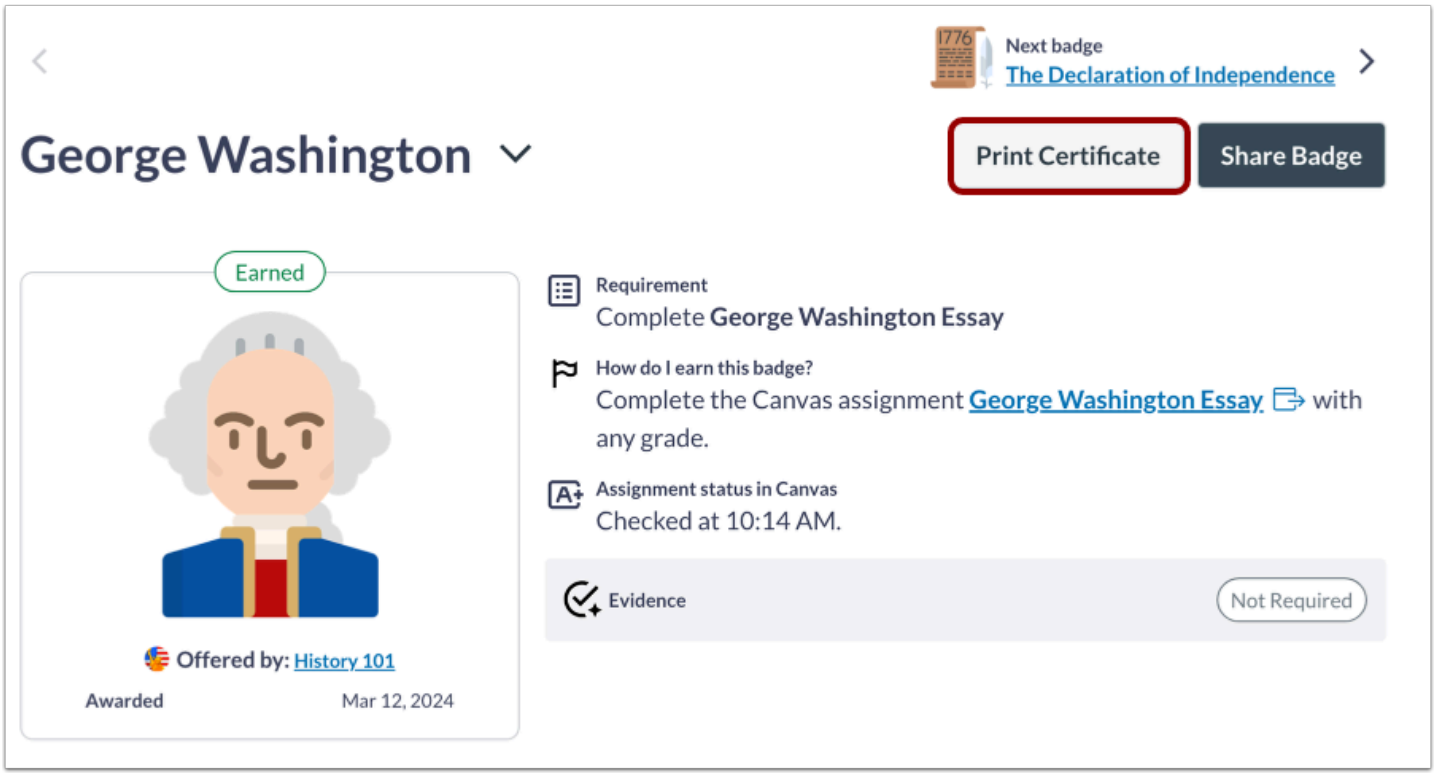
Click the **Select Space** drop-down menu [1] and then click the **Account** link [2].

Open Badge



In the **Badges** tab [1], click the **Badge** link [2].

Print Certificate

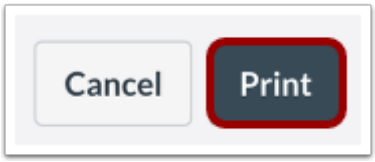


Click the **Print Certificate** button.

Choose Template

Select a template to print your certificate.

Print Certificate



Click the **Print** button

Print Certificate

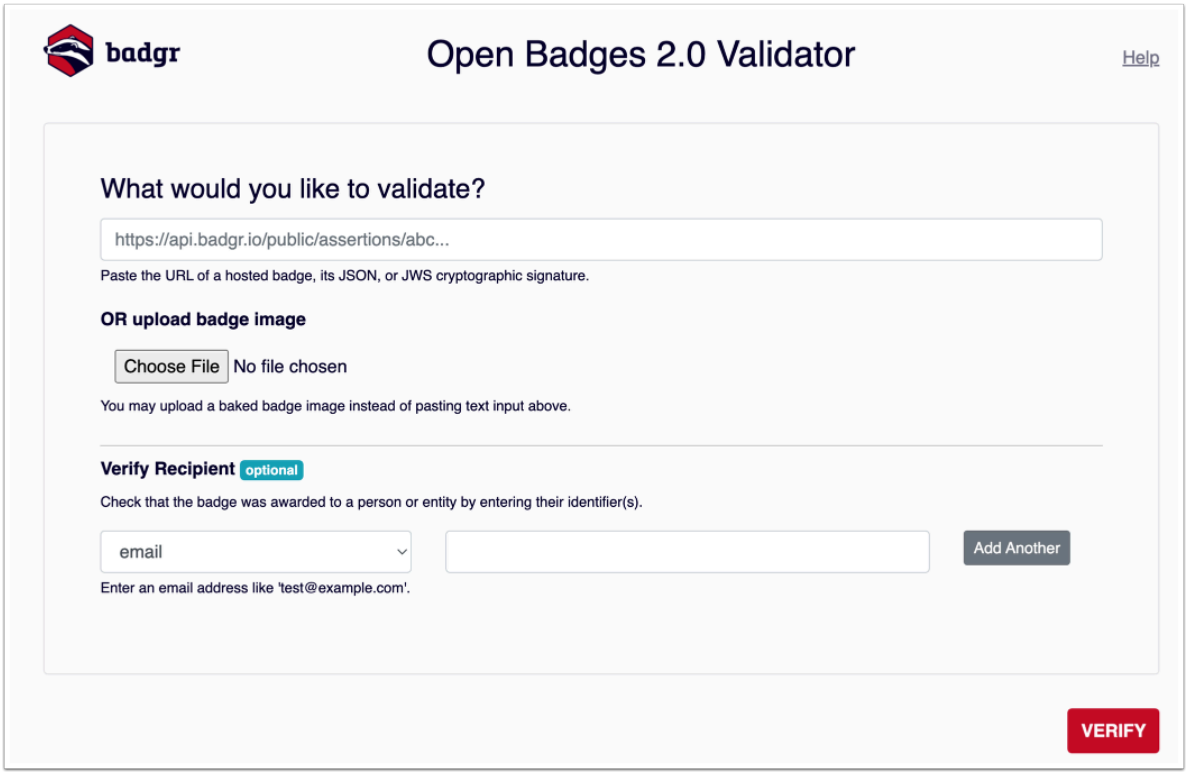
Print your certificate by pressing **Cmd+P**(Mac keyboard) or **Ctrl+P**(PC Keyboard).

Note: Badges uses your browser's print dialog window to print the certificate. You can select a different printer, and choose other printing options, such as layout, pages, and color printing options.

How do I verify an earned badge using BadgeCheck.io?

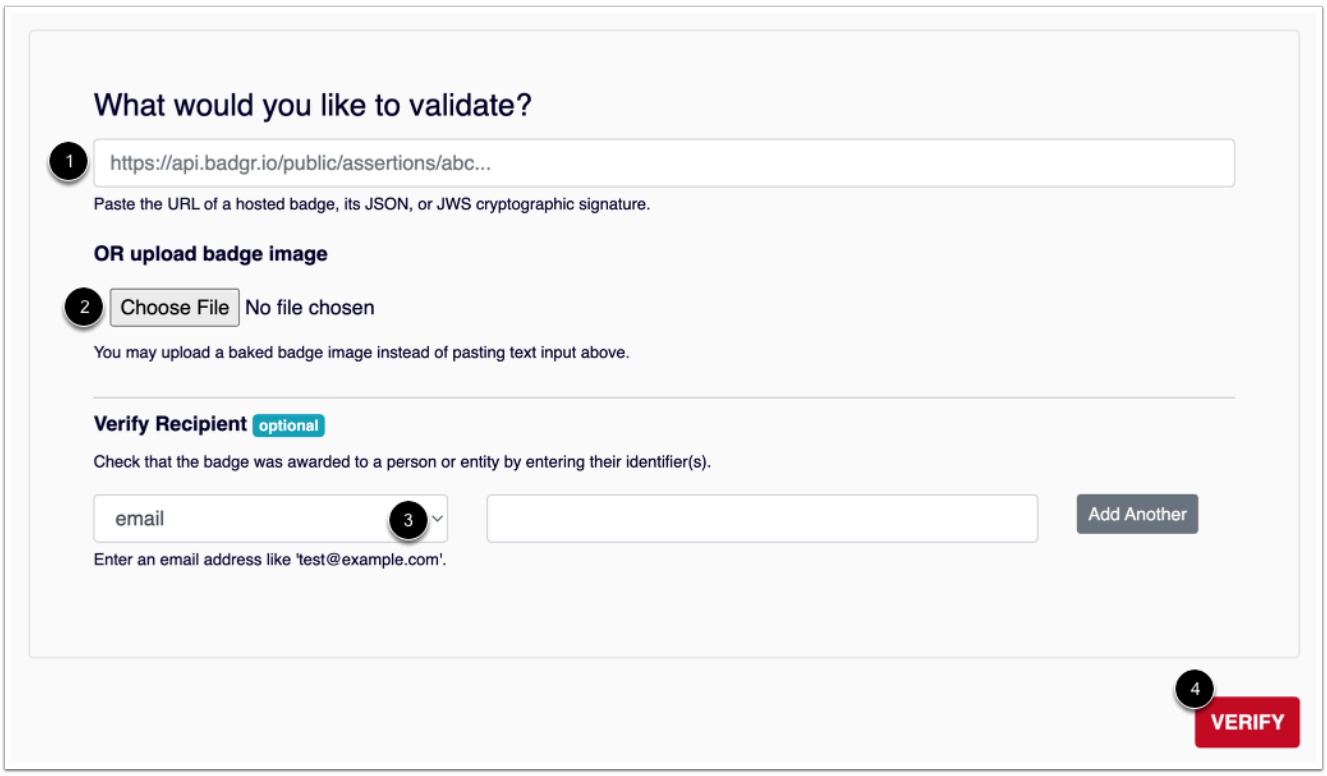
BadgeCheck.io enables the verification of both badges and their recipients. The verification process for badges is binary, meaning that all data within a badge must pass validation in order for it to be deemed a legitimate Open Badge. This encompasses details regarding the issuer, badge award, and recipient. If any of these elements cannot be verified, the badge will be marked as invalid, regardless of the accuracy of other information contained within it.

Open BadgeCheck.io



In your browser address bar, enter badgecheck.io.

Validate Information

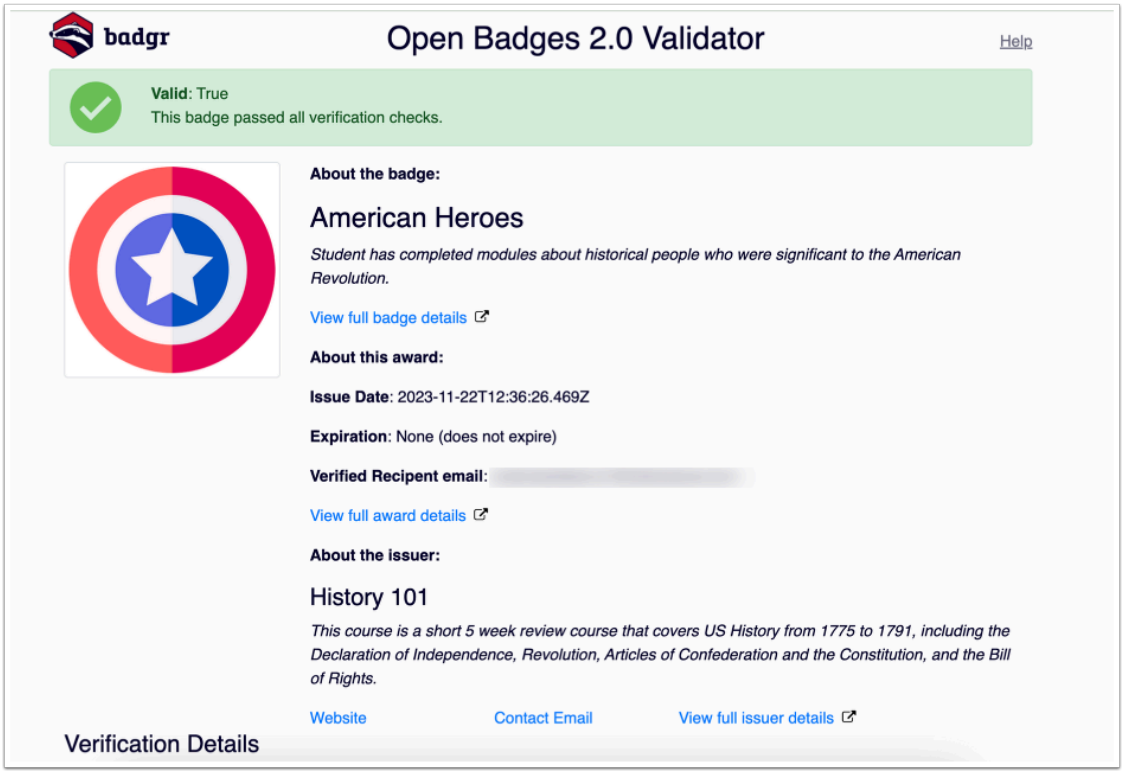


You can choose to validate a badge by adding a badge URL in the **URL field** [1] or by uploading an image of the badge using the **Choose File** button [2].

You can also choose to verify the recipient by their email, URL, telephone or JSON-LD-ID by using the **Verify Recipient** dropdown menu [3].

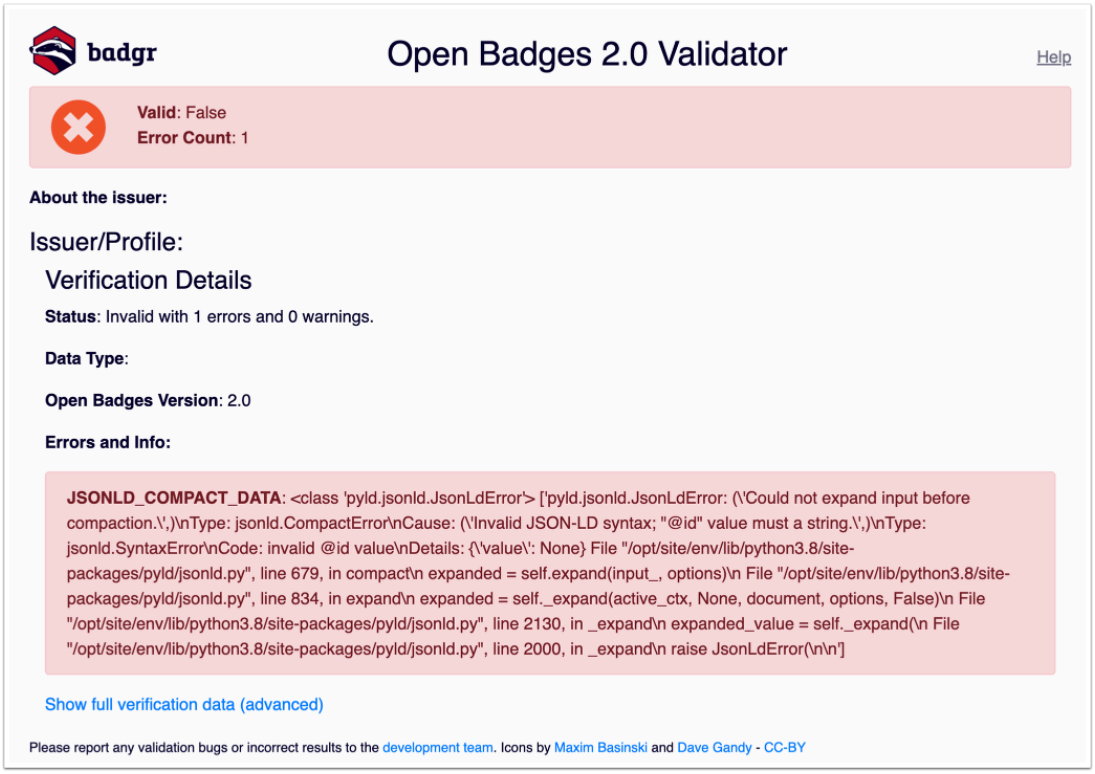
Click the **Verify** button [4].

Validated Badge



A validated badge appears with a green banner along with what is validated.

Unvalidated Badge



An unvalidated badge appears with a red banner along with what is not validated.

Other ways to use Canvas Badges/Credentials

Microsoft Teams & Canvas Badges/Credentials integration guide

The Microsoft Teams & Canvas Badges/Credentials integration was designed by a Microsoft partner to enable the awarding of a badge directly through the MS Teams app, rather than doing so via the Canvas Badges/Credentials platform. This means that a company can create and/or use a single issuer that can be integrated into an MS Team's app so that members can award badges to other members easily without leaving MS Teams.

Once integrated MS Team group members will be able to select and award badges to other group members. Members access the same predesignated issuer and badges that have been associated with the MS Teams account. Depending on your role, you may or may not be able to create badges. Please check with your IT administrator if you have questions about your role or ability to create badges.

The guide will direct you on how to collect and utilize the necessary information to complete the integration.

Follow the deployment guide to integrate Canvas Badges/Credentials with Microsoft Teams.

As part of step 1, please be sure to let us know which Canvas Credentials server you'd like to connect with: U.S., Canada, Europe, or the Australian server. Otherwise, you'll be connected to the U.S. Canvas Credentials server by default.

Keep in mind that you can award badges through MS Teams but you cannot view collections of badges within teams. To view badges that were previously awarded to individuals or to see the award history, you'll need to access a Canvas Badges/Credentials account.

Note: The MS Teams app must be installed on the group in teams where you intend to award badges. We hope you enjoy using the Canvas Badges/Credentials integration for Microsoft Teams. If you encounter any issues or have any questions, please contact support@badgr.com.

How to Use Canvas Badges/Credentials with Zapier

Canvas Badges/Credentials has now partnered with Zapier which means that users now have many new and exciting options for automating badging. In this article, we'll walk you through how Zapier works as well as some templates we've set up with them to make your badging process even more efficient than before.

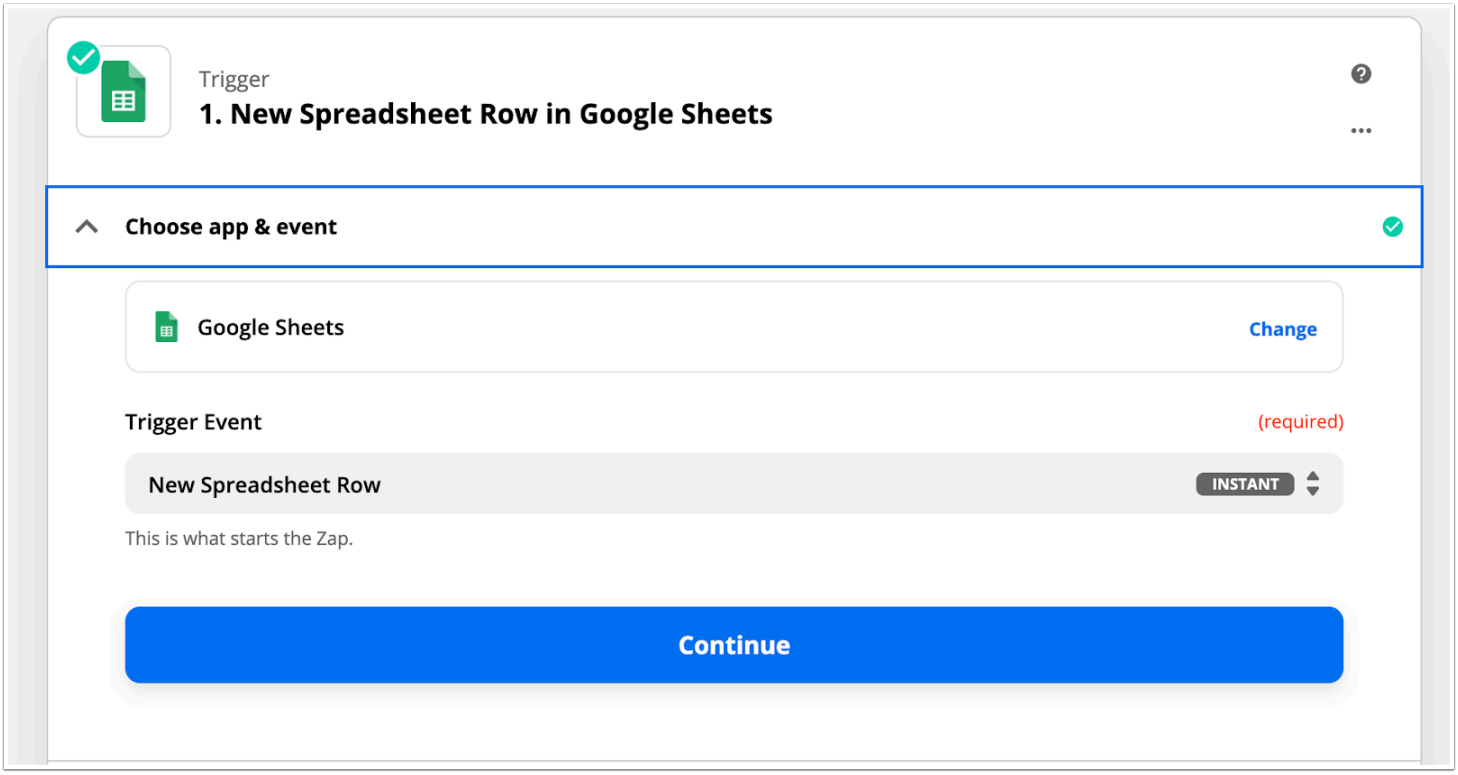
When you first connect with Canvas Credentials on the Zapier site, you will be prompted to select either Canvas Credentials US, Canvas Credentials EU, Canvas Credentials AU, or Canvas Credentials CA. Please select the location that corresponds with the server that your Canvas Credentials account is on.

Setting up a Zap

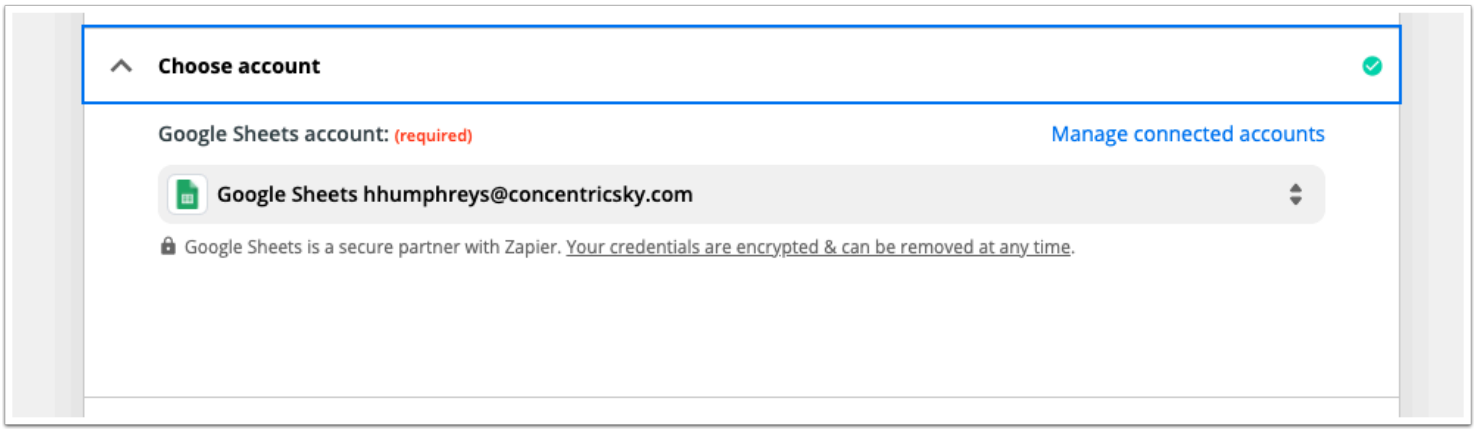
The basic idea behind Zapier is that one action triggers another.

To get a better idea of how Zapier works, here's an example of how adding a new email address to a document on the application Google sheets can trigger a badge award.

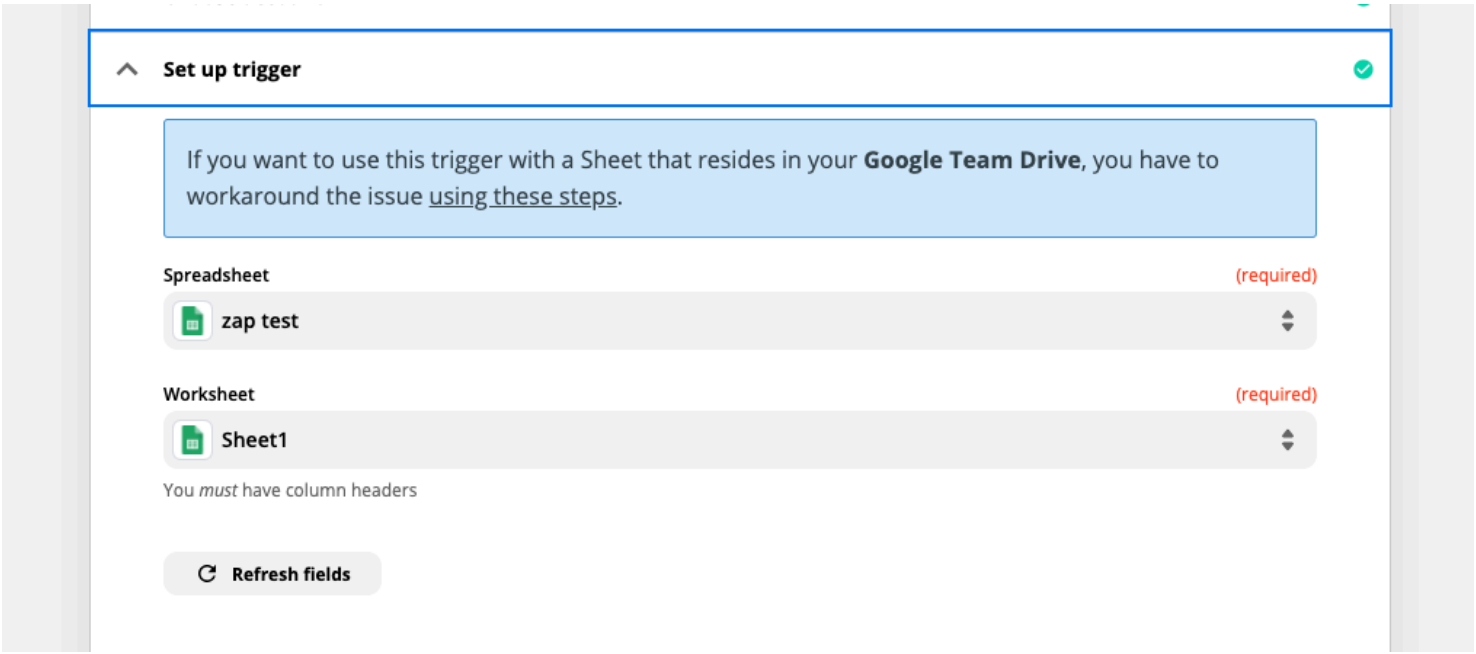
1. Choose the application from which you want a badge award triggered. The trigger event we've selected for this example is **Create new row**.



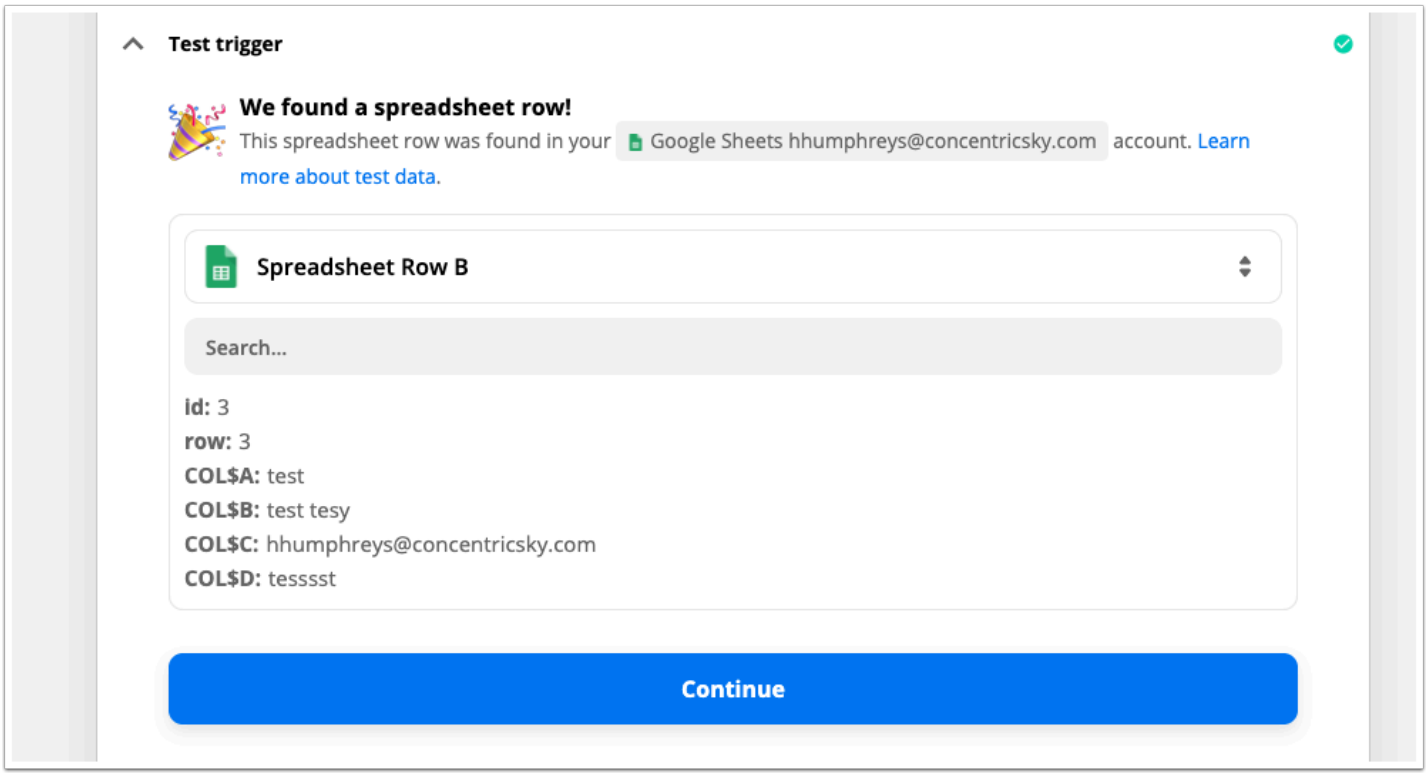
2. After clicking **continue**, you'll be asked to enter the email address or login associated with the app from which you are triggering the Zap.



3. When connecting to Google sheets, the next step is to link to the specific sheet and worksheet from which the Zap will be triggered.



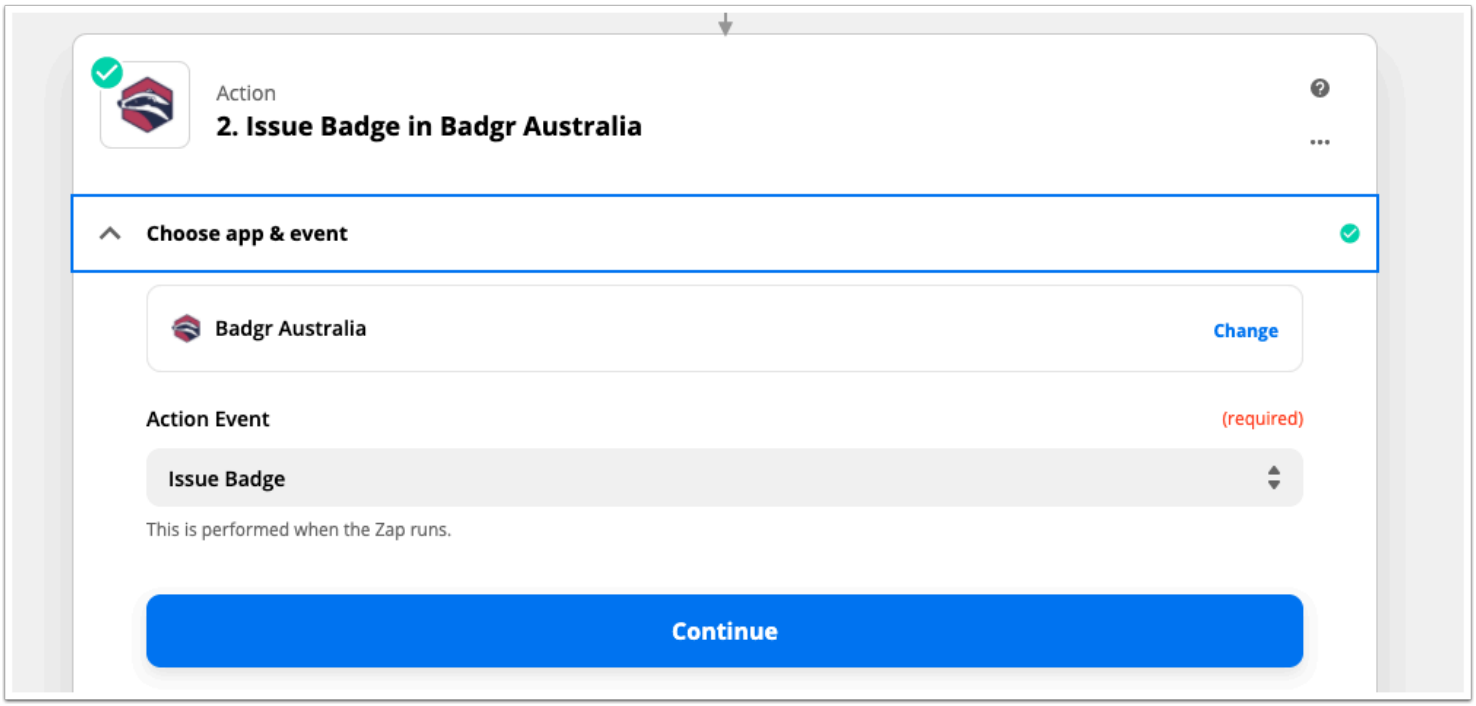
4. To make things easier, Zapier automatically tests the sheet for you to make sure it works.



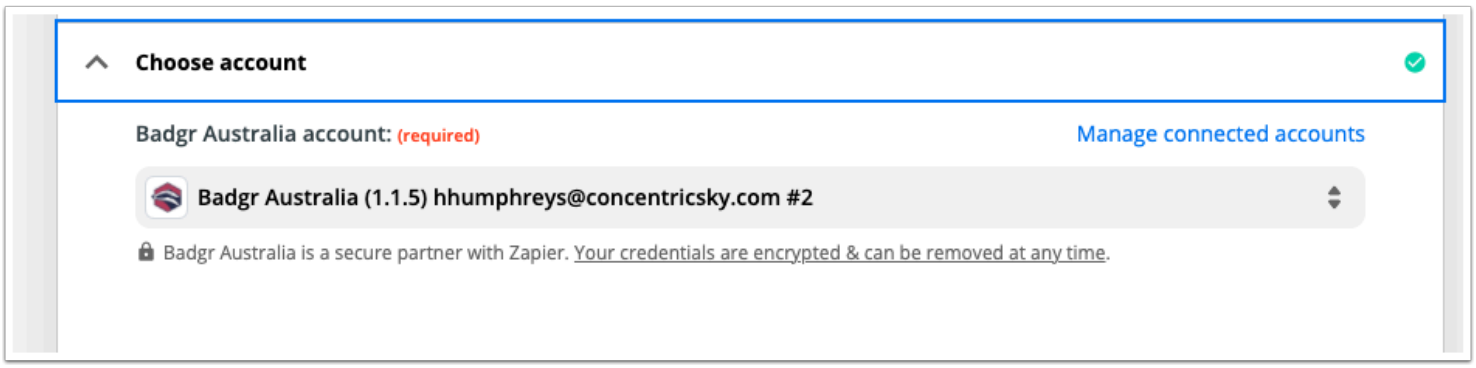
From the Zapier site:

“Zapier will attempt to find a recent item from your trigger app to use in the Zap. For example, if your trigger is a new email in Gmail, Zapier will pull in a recent email you've received. This email can then be used as test data in an action step later in the Zap. If you want to use a different item, you can change the test data in your Zap trigger.”

5. Connect the tested trigger to Canvas Credentials.

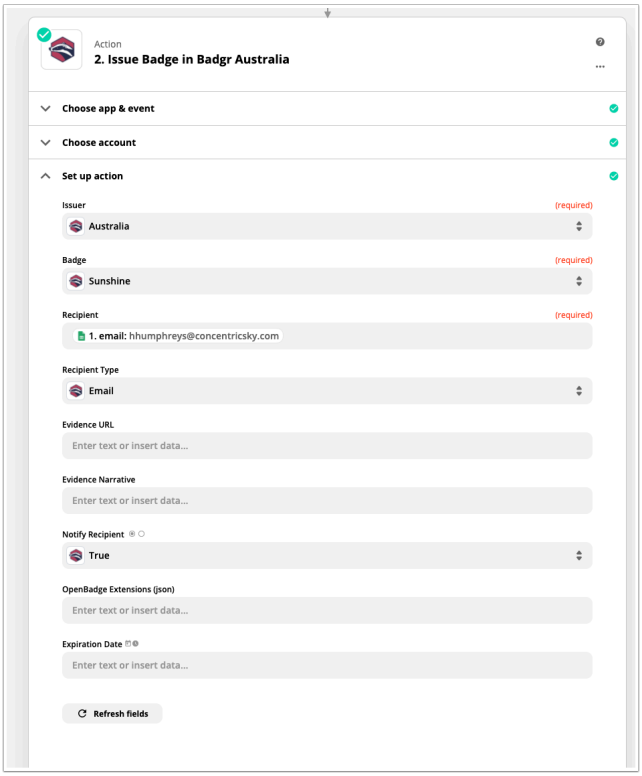


6. Select your app. The app we've selected is Canvas Credentials Australia (**another reason why it's important to choose the correct server initially**).



7. Like we did when we were setting up the Google sheet above, we can connect Zapier to our account on the Canvas Credentials Australia server. This should be easy since we selected the Canvas Credentials **Australia app** when we began this process.

8. You'll be prompted to set up the details of the badge award.



9. You'll be able to select any of the issuers associated with your account, and then, any of the badges associated with that issuer.

10. Under **Recipient**, you'll indicate where the tool will be able to locate the badge recipient in the other connected app and from there you can personalize the nature of the badge like you would if awarding the badge on Canvas Badges/Credentials.

Templates from Canvas Badges/Credentials

- Canvas Credentials has created templates on Zap so that it's easy for you to make badging happen as efficiently as possible: We've built them using apps that we think will be helpful to our users
- You can award a badge to a user who submits their email address in a **Google Form**
- You can award a badge when a **Jotform** is submitted
- When someone registers for a **Zoom** webinar, you can award them a badge
- If you are a **LearnUpon** user, Zap can help you award badges to learners upon the completion of a course
- You can award badges to learners when they complete an assessment in **Kajabi**
- There are three templates available for **Teachable,** including awarding a badge to new learners who sign up for your Teachable school
- If you use **Thinkific**, you can also use Zapier to award badges to learners for completing a course

We hope you enjoy using the templates that Canvas Credentials has built using Zapier and that they make your Badging programs and initiatives that much more successful.

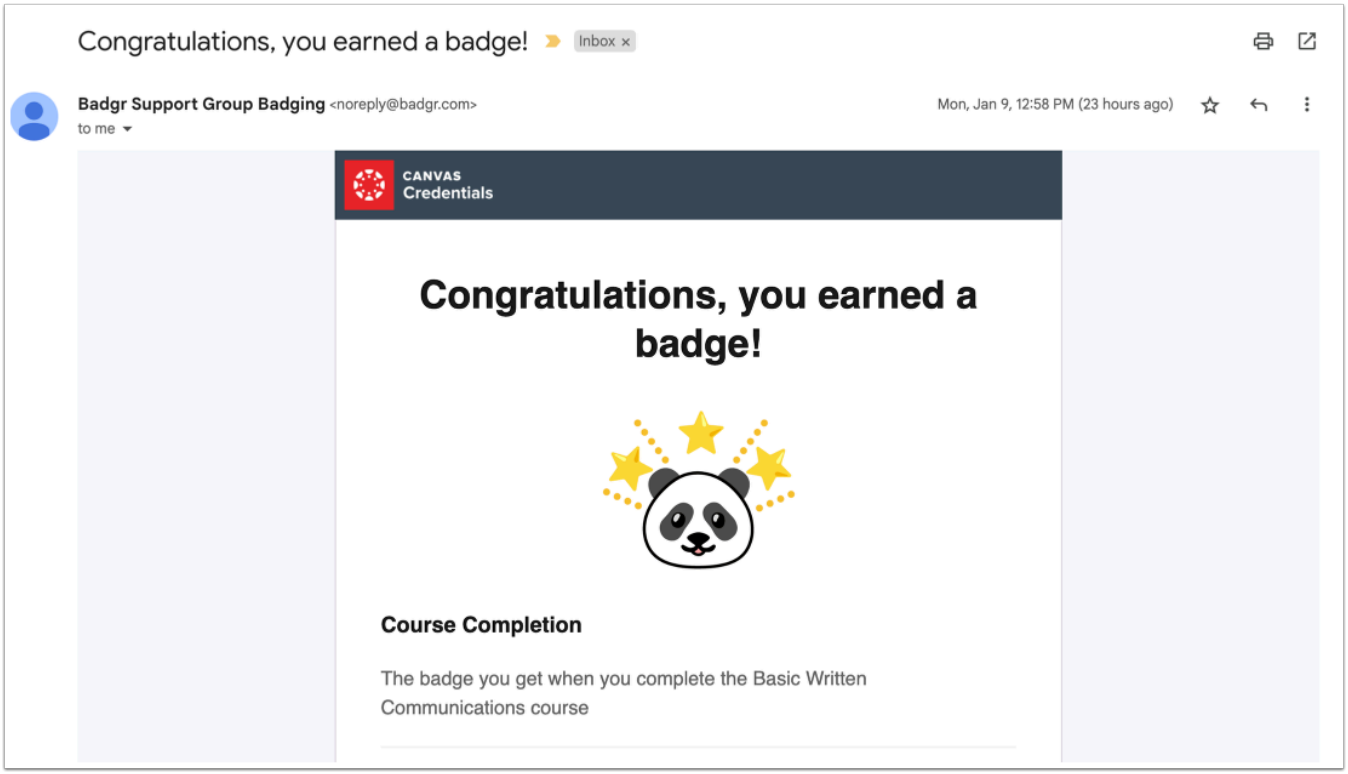
Adding badges to a Degreed profile

Degreed is a lifelong learning platform that allows individuals and organizations to find, document and recognize learning. Some badge recipients may want to display their badges on their Degreed profile.

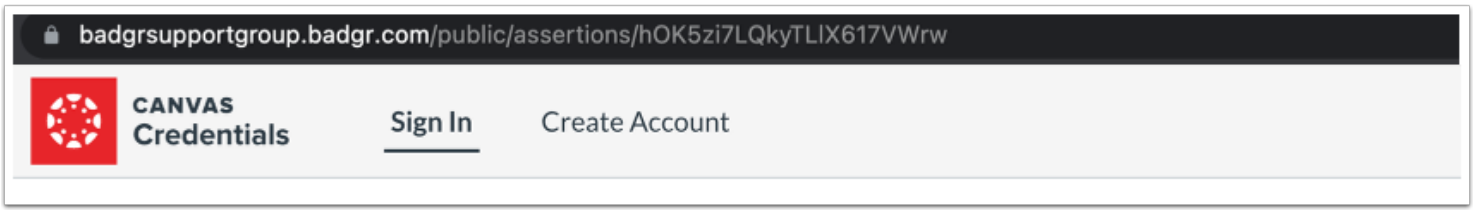
Badges can be displayed on Degreed using the badge URL. The instructions below describe two ways to acquire the badge URL, then explain how to add the badge URL to your Degreed profile.

Option 1: From the badge award email

1. Open the email that contains the badge award.
2. Click on the badge image within the email to open the badge in a browser.

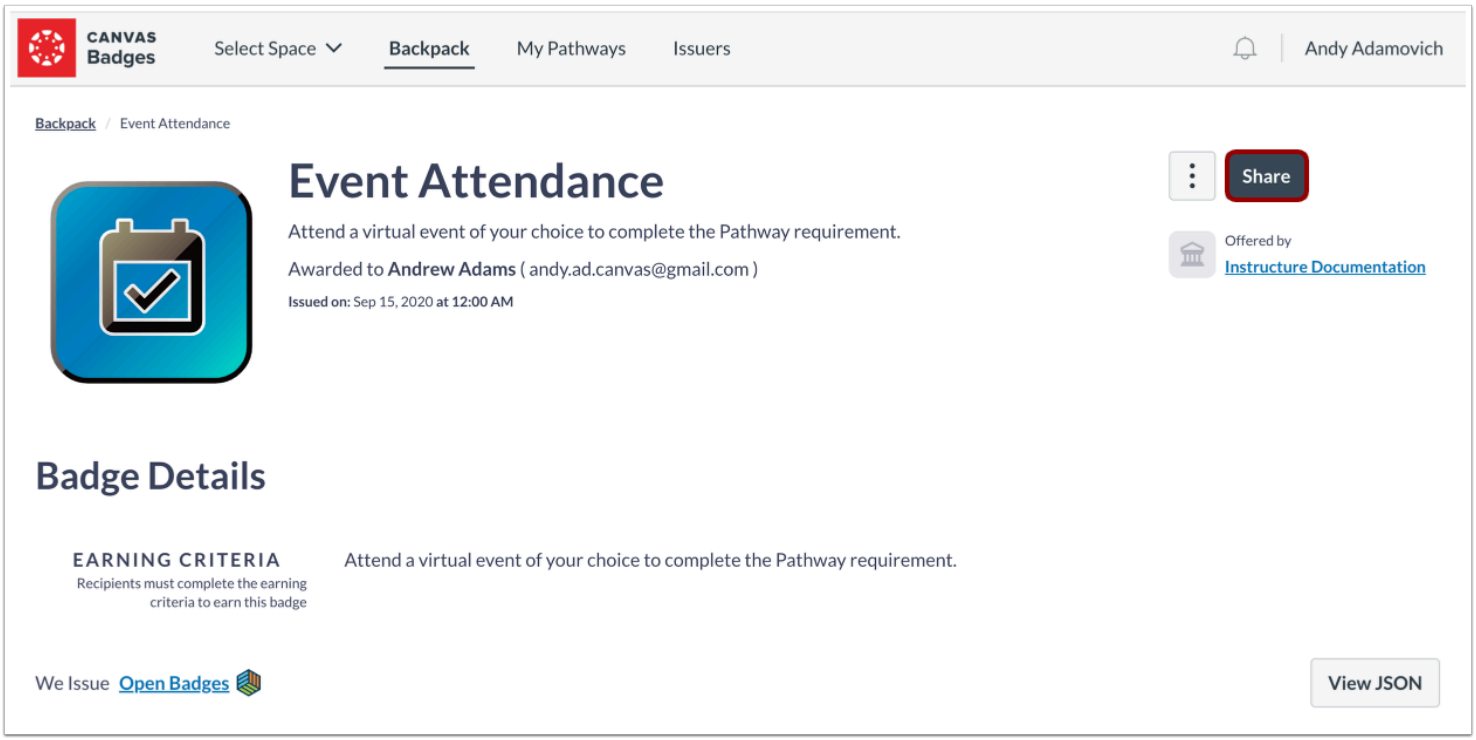


3. Copy the URL of the page to your clipboard.

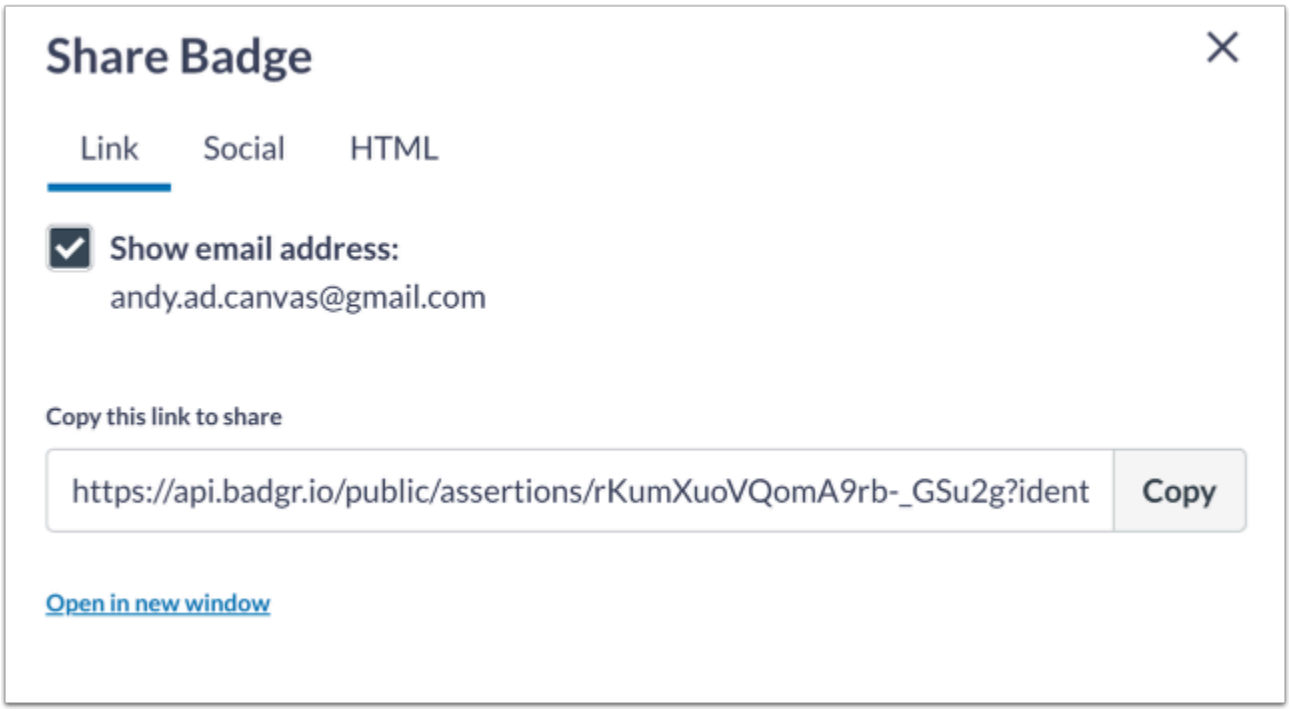


Option 2: From your Canvas Badges backpack

1. From your Canvas Badges account select **Backpack** from the top navigation. Find the badge you wish to add to your Degreed profile and click the **Share** button.



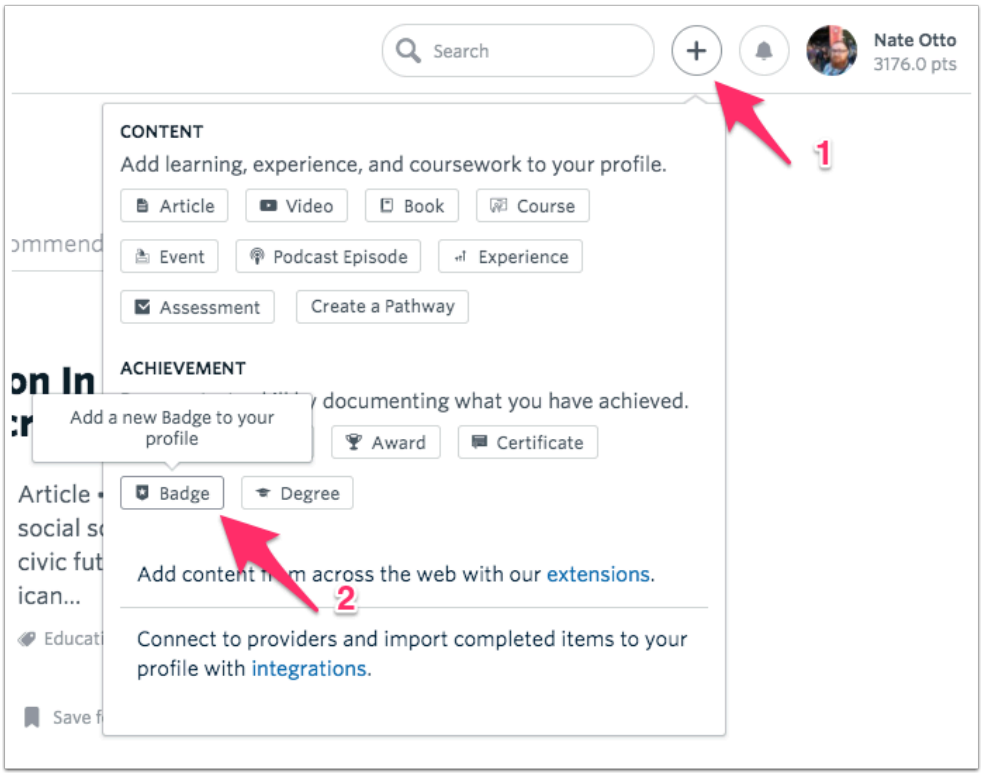
2. Select **Copy** to add the share URL to your clipboard in the popup window that appears. We recommend including the recipient identifier to ensure your badge can be verified.



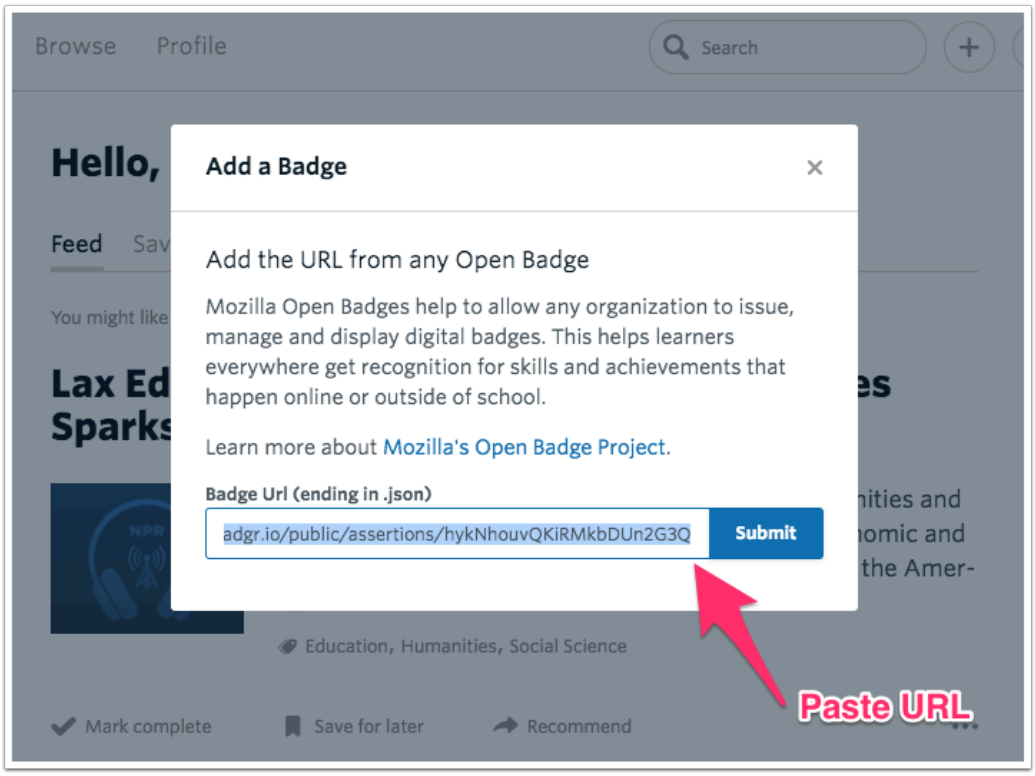
For more information on sharing badges from Canvas Badges/Credentials, please see our article on Sharing badges from Canvas Badges/Credentials.

Final step: Add badges to Degreed

1. Sign into Degreed.
2. Click the add to profile button, "**+**" at the top of any page (1) and select **Badge** (2).



3. Paste the URL in the field and select **Submit**.

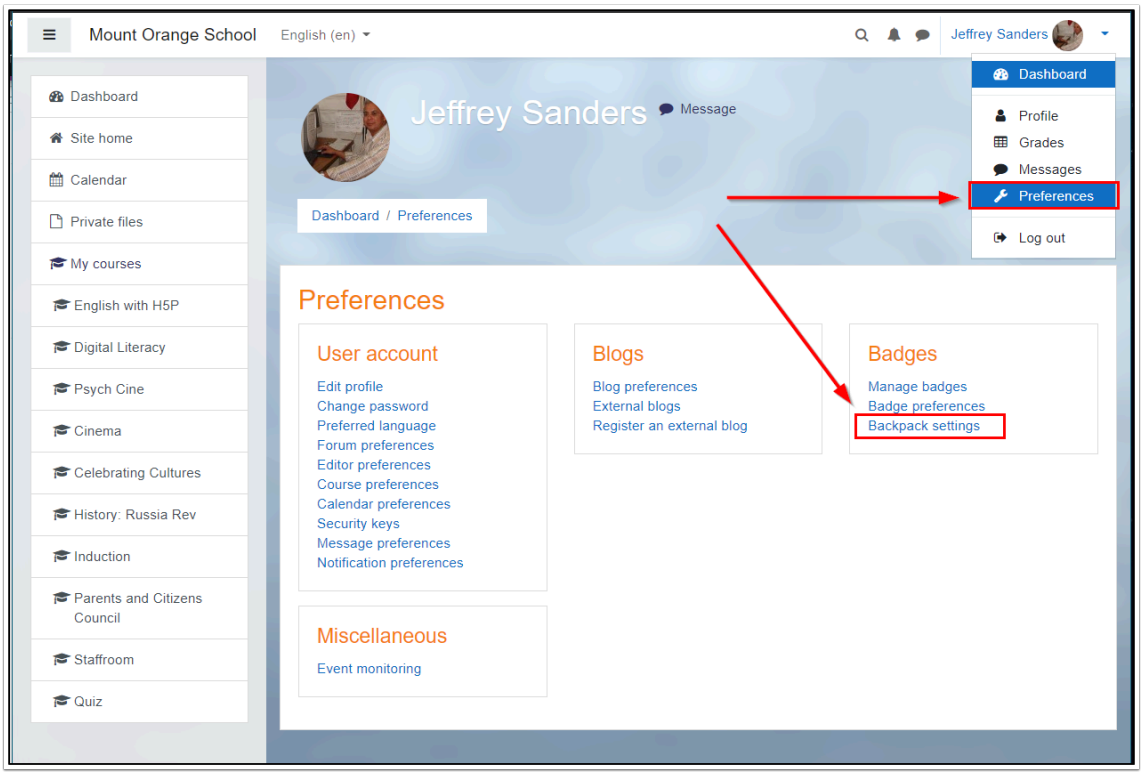


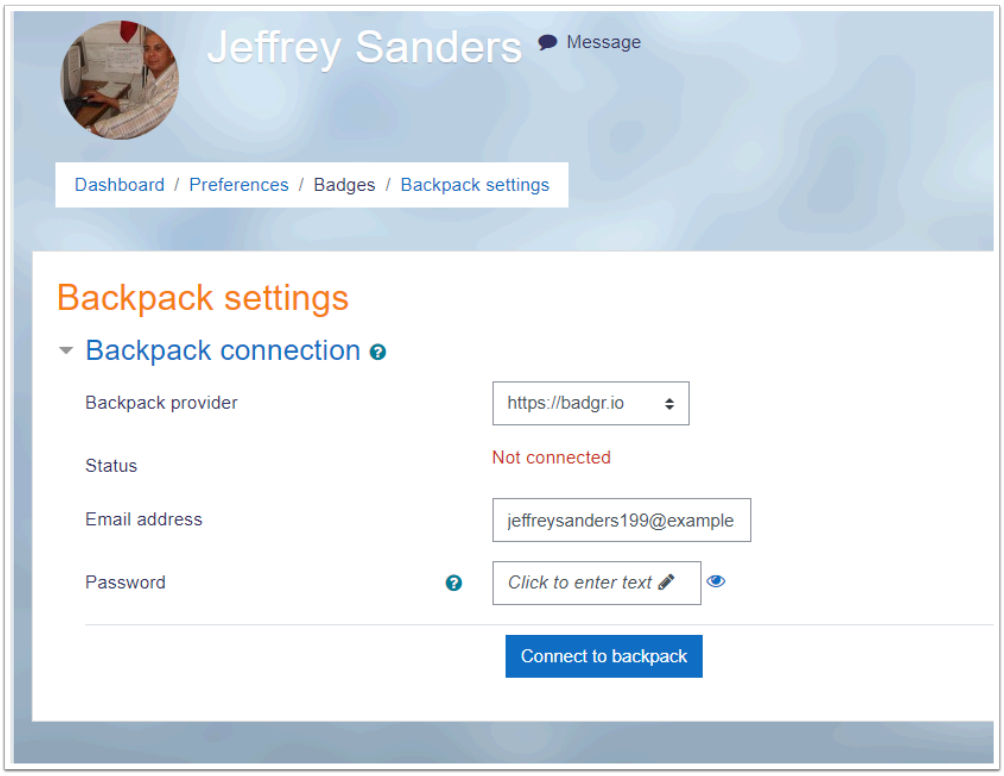
PLEASE NOTE: If Degreed asks for a "Badge URL (ending in .json)," Canvas Badges/Credentials has a "View JSON" button on the page where the JSON URL may be copied from the browser's address bar. Although you may paste either URL into Degreed, we recommend pasting the regular URL, not the JSON URL. This difference is that when accessing the badge later using the regular URL, you can see all the badge data, not just the machine-readable badge verification code.

Canvas Badges/Credentials for Moodle: Push to backpack

How to Connect Canvas Badges/Credentials as your external backpack

1. Login to Moodle and select the profile icon in the upper right.
2. Select **Preferences** from the drop-down menu.
3. Under **Badges** select **Backpack settings.**
4. Select your server location from the drop-down menu labeled **Backpack provider**, and enter the email and password for your Canvas Badges/Credentials account.
5. In a different tab, open your email box and find the verification code.
6. Paste the link to complete the verification and connect your Canvas Badges backpack.





After the backpack connection is successfully established, badges from your backpack can be displayed on your badges page and your profile page. Go to **Manage badges** (via Preferences/Badges) and click the icon to add your badge to your backpack.

You can also select collections of badges from your backpack that you would like to display in your profile.

For more information, you can also visit Moodle.

Moodle version 3.7-3.9 push to backpack on non-U.S. servers

Moodle versions 3.10 or later include an option to connect to backpacks on servers outside the default U.S. server location (Selecting a Canvas Credentials server location). Moodle versions 3.7-3.9 do **not** support connection to backpacks on non-U.S. servers. If you use an older version of Moodle and reside in a region outside the U.S., we've provided some solutions below.

- Update to the latest version of Moodle to select a backpack from a non-U.S. server
- Teachers use a U.S. Canvas Credentials account and request that students create U.S. server accounts using login URL
- Students create a Canvas Credentials account in their home server (EU, AU, CA) and manually upload badges (for more information, please see: Uploading non-Canvas Credentials badges and Transferring badges to an account on a different server)
- Modify the Moodle database table to reflect your home server following the notes in this Moodle support thread link: https://tracker.moodle.org/browse/MDL-66585 Note, this option may cease to work when Moodle makes a code update

FAQ

What Browsers are Supported?

We support the latest two versions of the following evergreen browsers.

- Chrome
- Edge
- Firefox
- Safari

These are on relevant environments of Windows, MacOS, Android, and iOS. We test for compatibility as part of each release, selecting from a rotating set of environments and browsers.

What are Open Badges?

Canvas Badges/Credentials allows users to issue and manage a standardized type of digital badges called Open Badges. A digital badge is a visual symbol of accomplishment. They can be awarded for any definable achievement and earned in many learning environments, games or the workplace. An Open Badge is a specialized type of digital badge that contains verifiable metadata about achievements according to a common data format, the Open Badges specification. Because they follow an open standard, recipients can combine badges from many different sources into common collections, and when they share them, these badges may be verified by any compatible system to ensure that they are trustworthy representations of their earner's experiences.

Much of the visioning and initial groundwork in the early phases of Open Badges was completed by OpenBadges.org; a volunteer community of developers who, working alongside IMS Global, provided the vision and continue to promote Open Badge adoption and steer the development of the Open Badges specification.

If you ever have an issue uploading a badge to your backpack, there's a possibility it doesn't meet the Open Badge standard. Run it through badgecheck.io or contact support@badgr.com to check this.

Each Open Badge is a specific indicator of an achievement that matters in a community. Badges are awarded for achievements of all kinds, such as:

- interest and engagement
- participation or attendance
- membership
- knowledge or dispositions
- formal certification (degrees, certificates)
- proficiency, competency or skill

Digital badges can be awarded in a variety of educational contexts across informal and formal learning by educational institutions, individuals and employers. These badges can aggregate and shed light on learners' interests, capabilities and accomplishments. Badges can serve as the stepping stones on a learning pathway. Badges are organized in badge systems and learning pathways to represent the skills and experiences that are valued in communities.

An Open Badge achievement is represented by a visual symbol, but it also carries detailed metadata, including a name, description, link to detailed criteria and information about its issuer. When this badge is awarded to a recipient, the portable image contains all the aforementioned verifiable data and "bakes" it into the image so that it may be displayed in any Open Badges-compatible application. The ingredients of Open Badges (name, description, criteria and recipient) are much like that of a cake; once baked, individual ingredients cannot be removed from the badge. This allows for greater portability; badges are meant to be shared (also like cake).

How to issue Open Badges

Canvas Badges/Credentials enables a badge earner to store their Open Badges not only in Canvas Badges/Credentials but in any backpack service. Conversely, Canvas Badges/Credentials allows any Open Badges to be stored in its backpack, not just Canvas Badges/Credentials Open Badges. Learn more about awarding Open Badges.

Canvas Badges/Credentials provides the ability for any user to become an issuer of Open Badges. After you've set up an Issuer profile to describe you or your organization, you can define badges to be issued by this profile. When you create a badge, this is referred to as the "BadgeClass." A B*adgeClass* can be thought of as a type of badge. Each BadgeClass may be awarded to many earners.

Canvas Badges/Credentials and GDPR

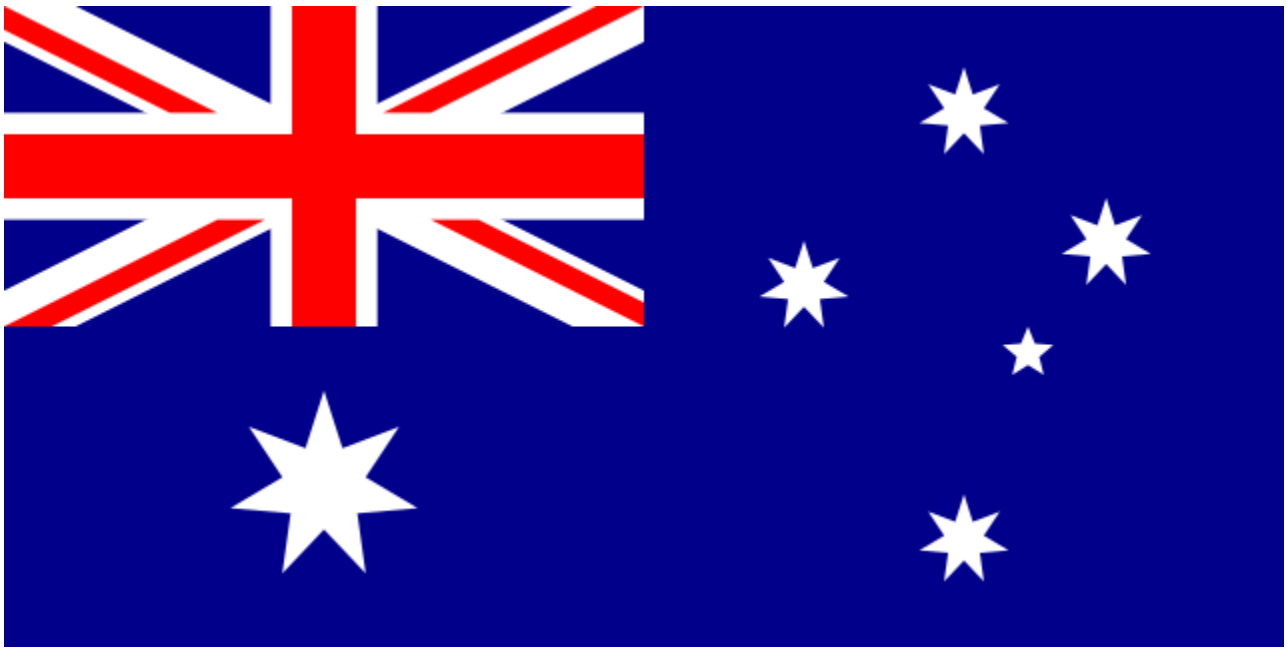
Canvas Badges/Credentials is GDPR compliant as of January 2019

With changes introduced by the General Data Protection Regulation (GDPR) in the European Union (EU) and bolstered by similar regulations in Canada and Australia, the Canvas Badges/Credentials Team has made the following updates:

Our Privacy Policy & Terms of Service have been updated to ensure users are clear about what personal data Canvas Badges/Credentials collects and how it's protected. We've additionally self-certified as compliant with the Privacy Shield Framework.

Canvas Badges/Credentials server locations

Data residency offerings have been introduced to allow data to be stored and processed in Australia, Canada and in the European Union



U.S.A

Canada (CA)

European Union (EU)

Australia (AU)

We hope that our GDPR compliance and regional servers make your experience with Canvas Badges/Credentials even better. Please contact us if you have any questions: support@badgr.com.

Know your rights

Badge issuers may provide Canvas Badges/Credentials with your email address and the data about your achievement contained within a badge award. If you have questions about a badge you received, please contact the issuer directly.

Requesting removal of your data

You may request a copy of your data, request removal of data about you or request to have incorrect information updated by contacting support@badgr.com.

Glossary of terms

Alignment

An Open Badge can optionally align to educational or other standards, in which case the badge metadata will include the name, a URL and a description representing the standard. The alignment information may be relevant to people viewing an earner's awarded badges or to a potential earner deciding whether to apply for the badge.

Assertion

An assertion is a representation of an awarded badge, used to share information about a badge belonging to an individual earner. Assertions are packaged for transmission as JSON objects with a set of mandatory and optional properties. An assertion is a JSON-structured representation of the data for a specific badge that has been awarded. An assertion represents a single badge awarded to a single earner — it includes information about:

- Who earned the badge
- What the badge represents
- Who issued the badge

The assertion for a badge includes various data items required by the Open Badges specification. Required data items in an assertion include:

- A unique ID
- The recipient
- The badge URL
- Verification data
- The issue date

Assertions can optionally also include:

- The badge image (with assertion data baked into it)
- An evidence URL
- An expiration date

An assertion can be stored in a hosted file or a JSON Web signature.

See the current assertion specification for full details.

Assessment

Assessment in a badging system can involve various optional stages. For example, a badge issuer can present badges that are available for earning, capturing earner applications via the issuer website. The earners can submit evidence in support of their applications, which the issuer will then review, comparing the evidence to the badge criteria (which is defined when the badge is

created). If an application for a badge is successful, the issuer may then award it to the earner, creating an assertion and typically contacting the earner. This is only an example of what an assessment process might look like in a badging system, but the issuer is free to choose a method that suits their community of earners.

Award

A non-technical term for issuing digital credentials/badges to recipients. It can also be used as a noun, i.e. share your digital award. Alternatives include: present, confer, grant.

Backpack

A backpack, sometimes referred to as a wallet, stores badge award data on behalf of recipients, making it possible for those recipients to organize and manage the badges they have earned. Backpacks may allow sharing to social media sites as a means of transmitting information about the achievements that a learner has gained.

Example: The Canvas Badges Backpack.

Backpack Connect

Badge Connect API, released as Open Badges 2.1, brings the concept of a federated backpack to the Open Badges ecosystem. The Badge Connect API addition to Open Badges allows badge recipients to easily move their assertions between platforms to streamline the experience of earning and using Open Badges.

Badge

The term “badge” is typically used as shorthand to mean “digital badge,” “micro-credential" or “digital certification/credential." However, the term “badge” is sometimes used deliberately in reference to a “lower stakes” digital award that may be used to motivate recipients rather than recognize them in a more formal way. Badges can represent competencies and involvements recognized in online or offline life. Each badge is associated with an image and some metadata. The metadata provides information about what the badge represents and the evidence used to support it.

Earners can display their badges online and can share badge information through social networks. Issuers define badges and award them to earners.

BadgeClass

A BadgeClass is a definition of an earnable badge, which may potentially be awarded to one or more earners. Badge issuers define each badge class using a JSON file in which the fields describe what the badge represents. A BadgeClass includes a link to the issuer organization JSON for the badge. Each time a badge is awarded to an earner, the badge issuer creates a badge assertion that includes a link to the BadgeClass. There are three core data classes associated with the Open Badge

specification: assertions, BadgeClasses and profiles. A set of one expression from each of these categories may be constructed into a valid Open Badge.

Each data class is a collection of properties and values, and each defines which are mandatory and optional as well as the restrictions on the values those properties may take. They are published as JSON-LD for interoperability. If properties are included in JSON that cannot be mapped to JSON-LD terms defined in the object's @context, they are not considered part of the badge object's meaning.

Canvas Badges/Credentials

We believe verifiable achievements and skills badges can help create a more equitable world. Used by thousands of organizations across the globe to issue digital badges and stackable micro-credentials, Canvas Badges/Credentials' secure platform integrates credentials from other platforms and learning management systems so organizations can build meaningful and scalable credentialing programs that improve education and workforce outcomes, and learners can see and have agency over their path from achievement to opportunity.

Bake, Baking, Baked badge

Badge baking is the process of embedding assertion data into a badge image. The Canvas Badges Backpack includes a tool for baking badges.

Claim code (QR Code)

A claim code is created by a Canvas Credentials issuer and given to an earner when they earn a badge. The earner can take the code and claim the badge associated with that code.

Claim codes can be unique to the earner or multi-use, in which case many different earners can use a code to claim the same badge.

Collect, Collection

Earners can collect awarded badges and display them in backpacks. In the Canvas Badges Backpack, earners can group badges into collections, deciding whether each collection is publicly sharable.

Competency

Many digital badges and micro-credentials recognize discrete, often research-backed competencies. One way of thinking about competency is by considering the "what" of the digital badge or "What is the learner demonstrating?" The competency is usually stored in the "description" property of the JSON schema.

Competency-based

Competency-based digital badges or credentials are generally considered “higher stakes” credentials in that the award is contingent on the demonstration of stated competencies. Many competencies are supported by industry research.

Consumer

The consumer is someone viewing a badge awarded to an earner. Examples could include colleagues, peers and potential employers.

Criteria

A definition of the requirements for earning a badge. In a BadgeClass, the criterion is included as a URL.

Description

Badges are accompanied by descriptions when they are listed, shared and displayed. Each badge can include a short tagline, a description for earners and one for consumers.

Digital credential

This term is often used interchangeably with “digital badge” and “micro-credential. However, the term “credential” is often used to imply alignment with a particular, industry-aligned credentialing framework, learning outcome or certifying organization.

Example: The Digital Promise micro-credential framework.

Digital credential framework

Many digital credentials are supported by discrete frameworks, which have been aligned to the Open Badges specification. Many of these digital credential frameworks are based on industry standards or research-backed practices. Generally, these frameworks are developed by content/domain experts who have developed the content or coursework culminating in digital credential awards. For example, the Digital Promise micro-credential framework consists of a competency, key method, method components, research and resources, and evidence sections (submission guidelines and evaluation criteria).

Displayer

A badge displayer accesses badges that are publicly available and displays them in an online context. The process involves verification.

Earner

An individual who has met the necessary requirements to earn a badge, micro-credential or other digital badge. Badges are awarded by issuing organizations or individuals, also referred to as issuers.

Evidence

Digital badge applications sometimes require the pursuant to collect and submit evidence before their competence can be assessed and the digital badge/credential awarded. Evidence refers to submitted proof that an earner meets the criteria for a badge they're applying for. It can be a link to text, images and other media.

In many cases, the evidence is assessed by a content expert affiliated with the issuing organization. The award pursuant may receive their award after the assessment, or they may receive tailored feedback from the issuing organization. For more on assessment, see assessment.

Identity

A badge assertion includes information about the identity of the earner. This information typically comprises the earner's email address. Badge displayers can check earner email addresses against the assertion email to verify that a badge was awarded to the person claiming it.

Issue (See also: Award)

Connect a badge to a person technically this is the act of awarding the badge to the earner. This may happen when an earner makes a successful badge application. Badges can also be issued by submitting claim codes, or directly by the issuer to the earner's email address.

Issuer

Person or organization who creates/offers badges and issues them to earners. Issuers can be individuals or organizations.

JSON

JSON (JavaScript Object Notation) is a lightweight data-interchange format. It’s easy for humans to read and write, and it’s easy for machines to parse and generate.

Key method

Some digital credentials include a key method section of their framework and are the means by which (or methodology) an award pursuant demonstrates their competence. Generally, the key method can be referred to as the “how” of a micro-credential or digital badge. In other words, “How will the award pursuant demonstrate the competency in question?”

Metadata

Metadata is a set of data that describes and gives information about other data. In many cases, when the word metadata is used within the context of digital badging/credentialing, it's in reference to the data that combines with the badge image (the BadgeClass) to produce a digital credential: includes name, description and links to other important details like the badge's criteria, evidence and issuer information. The metadata for an awarded badge is defined in a badge assertion.

Micro-credential

Micro-credential is one of many interchangeable terms used to describe digital credentials/badges. Often micro-credentials are “higher stakes” in the sense that they usually conform to a specific framework and are recognized by traditional credentialing organizations or certifying bodies.

On-demand

Micro-credentials and digital credentials/badges are usually provided through the web, therefore they're available to an award pursuant so long as the website/platform is available and they are connected to the internet.

Open Badges displayer

A badge displayer accesses badges that are publicly available and displays them in an online context.

Open Badges specification

The Open Badge specification is a way of organizing badge data resulting in the badge being open and interoperable. Any digital badge/credential that is “Open Badges compliant” (conforms to the specification) can be transferred to any other system that recognizes and implements this specification.

Personalized

Each micro-credential/digital badge award contains metadata aligning with the recipients' submission data. This data may include links to evidence, the recipients' email, the date the badge was awarded and more.

Portable

Micro-credentials and other digital badges/credentials contain structured data, therefore any system designed to recognize this (open source) data structure can store and display micro-credential data. Micro-credentials can also be verified by any online source, as the code associated with performing that task is also open source.

Profile

A profile is a collection of information that describes the entity or organization using Open Badges.

Issuers must be represented as profiles, and recipients, endorsers or other entities may also be represented using this vocabulary. Each profile that represents an issuer may be referenced in many BadgeClasses that it has defined. Anyone can create and host an issuer file to start issuing Open Badges. Issuers may also serve as recipients of Open Badges, often identified within an assertion by specific properties, like their URL or contact email address. An issuer profile is a subclass of the general profile with some additional requirements.

Property (as it relates to BadgeClass)

Properties are fields within the BadgeClass; they define specific types of data as key/value pairs.

For example, the “name” property may refer to the “micro-credential title” within the BadgeClass data set.

Public badge

A public badge is a badge an earner has placed in a collection that they have designated as public. If a displayer has access to the earner's email address, they can retrieve the earner's public badges from their Canvas Badges Backpack.

Research

Many digital credentials/badges require demonstrations of competence, in which case there is usually industry-supported research to substantiate this skill or competency.

Reskill

To reskill means to learn new skills to do a different job; to train (a worker) in new or improved skills for advancement or for a new career.

Revoke

A badge issuer can decide to revoke a badge they issued. Badge displayers are required not to display badges that have been revoked. Badge revocation is different for signed and hosted badges.

See IMS Global's website for examples of revocation

Rubric

A tool used to assess badge criteria in a standardized way aids consistency in a review. It can also be used to check evidence to see if it meets badge criteria (if the badge requires evidence).

Share, Shareable

Each awarded micro-credential or digital badge/credential can be shared digitally. For example, badge earners can share awards from their backpacks to social media, an email address or many other ways.

The Canvas Badges/Credentials platform provides digital badge recipients with the ability to share their awards through social networks, including LinkedIn, Twitter, Facebook and via email.

Validate, Validator

Issuers and displayers can use the validator to check badge assertions for structural validity. Validation is a procedure that ensures a cluster of badge objects that make up an Open Badge are appropriately published and linked, and that each particular instance of a badge object conforms to requirements for its class.

Validation of all data class instances used in an Open Badge is a part of badge verification.

Example: Badgecheck.io is the native Open Badges validator for many systems.

Verifiable

Any digital credential/badge in line with the Open Badges specification can be verified natively through an Open Badges validator.

Verify, Verification

Instructions for third parties to verify the assertion confirmation that a specific badge was awarded by the issuer to a specific person. Badge displayers are responsible for verifying issued badges using badge assertion data. Badge verification can involve a series of steps tailored to whether the badge is hosted or signed guidance is available in the specification.

Verification is the process of ensuring the data that makes up an Open Badge is correct for the purpose at hand. It includes a number of data validation checks as well as procedures to ensure the badge is trustworthy. Verification is distinct from compliance certification for applications and services that implement the specification, though verification is typically a component of certification programs.

Wallet

A wallet, also known as a backpack, stores badge award data on behalf of recipients, making it possible for those recipients to organize and manage the badges they have earned. Wallets may allow sharing to social media sites as a means of transmitting information about the achievements that a learner has gained.

Troubleshooting: Unexpected badge award behaviors in Canvas

When a student checks their progress by accessing the **Credentials** or **Badges** menu in a course, Canvas Badges/Credentials automatically awards all the badges they have earned. Occasionally, there's an issue where not all badges that are expected appear awarded when students view this page.

Problem

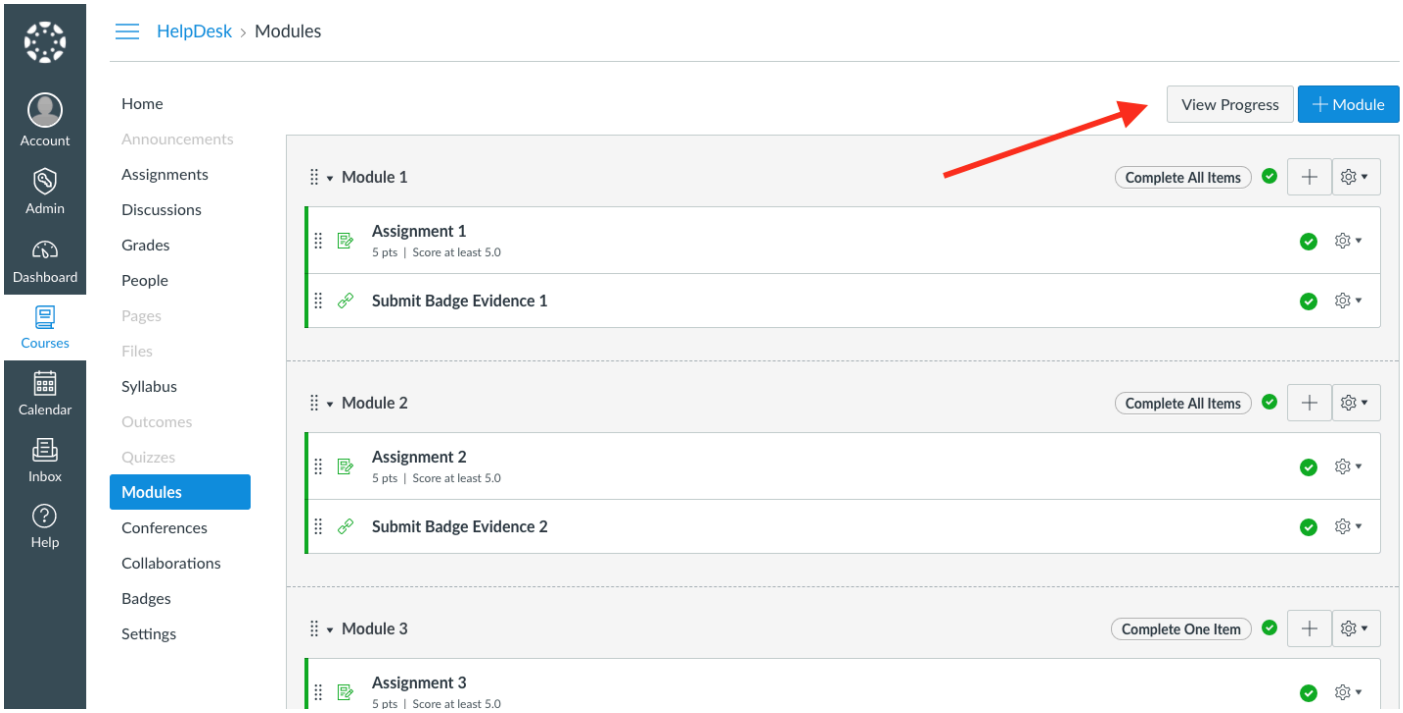
After completing a Canvas course module, a student observes in the **Credentials** or **Badges** tab that they were not awarded the badge associated with the module.

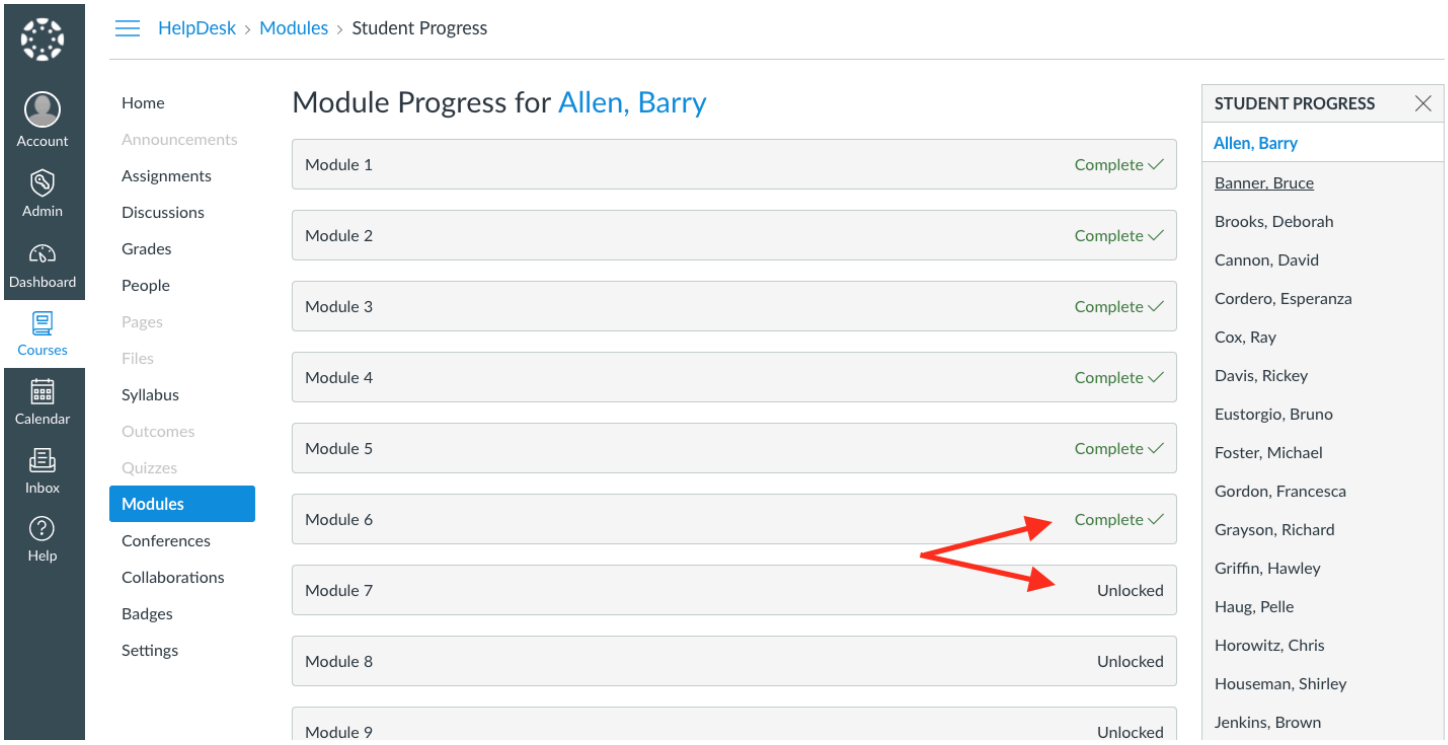
Solution for students

Students should check the module completion status in their **Modules** course navigation view. If the expected module does not register as complete, a student should be able to see the incomplete criteria or should contact the instructor to ask for further details. If the expected module does register as complete, but no badge appears after refreshing Canvas Badges/Credentials, please contact us mailto:support@badgr.com.

Solution for instructors

Instructors can access the **View progress** button from the **Modules** page to verify that module completion rules are defined correctly for a given module. Use that view to navigate between students who should and should not have been awarded a badge to verify that the criteria are being defined correctly.
If Canvas Badges/Credentials has awarded badges to students who should not have earned that badge, it means the module completion rules are incorrectly configured in Canvas. After correcting that problem, you can either revoke badges that were awarded mistakenly or clear out the badge assigned to the module and reassign it. Before doing this, ensure you have fixed the problem with the completion rules so that incorrect badges are not re-awarded the next time Canvas Badges/Credentials checks progress when you view the progress screen.


HelpDesk › Modules
Account
Admin
Dashboard
Courses
Calendar
Inbox
Help
Home
Announcements
Assignments
Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Badges
Settings
View Progress
+ Module
Module 1
Complete All Items
Assignment 1
5 pts | Score at least 5.0
Submit Badge Evidence 1
Module 2
Complete All Items
Assignment 2
5 pts | Score at least 5.0
Submit Badge Evidence 2
Module 3
Complete One Item
Assignment 3
5 pts | Score at least 5.0


HelpDesk › Modules › Student Progress
Account
Admin
Dashboard
Courses
Calendar
Inbox
Help
Home
Announcements
Assignments
Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Badges
Settings
Module Progress for Allen, Barry
Module 1 Complete
Module 2 Complete
Module 3 Complete
Module 4 Complete
Module 5 Complete
Module 6 Complete
Module 7 Unlocked
Module 8 Unlocked
Module 9 Unlocked
STUDENT PROGRESS
Allen, Barry
Banner, Bruce
Brooks, Deborah
Cannon, David
Cordero, Esperanza
Cox, Ray
Davis, Rickey
Eustorgio, Bruno
Foster, Michael
Gordon, Francesca
Grayson, Richard
Griffin, Hawley
Haug, Pelle
Horowitz, Chris
Houseman, Shirley
Jenkins, Brown

Badges awarded to students in modules with incomplete assignments

If all the assignments in a particular module are assigned to a section, then anyone not in that section is automatically marked as having completed the module by Canvas. Often, when a single student gets all or no badges, there's a problem with the section they're assigned to. Students not getting badges when requirements are met

Occasionally, the module completion requirements might not be honored and the module needs to be "reset." To determine if this is the issue, click **Modules** in the course left-side navigation, then click **Student progress** from the Modules screen and browse to a student who you know has met module completion criteria. If Canvas does not show the student has completed the requirements, you can resolve the issue with the steps below.

To reset the module requirements:

1. Select the settings gear for the Canvas module.
2. Click **Edit**.
3. Make no changes.
4. Select **Update module.**
5. Recheck **Student progress** from the Modules window to ensure that the student now shows the student has completed the module.
6. Check the **Progress tab** in Credentials and click the page that shows the student in the table and confirm that the badge has been awarded.

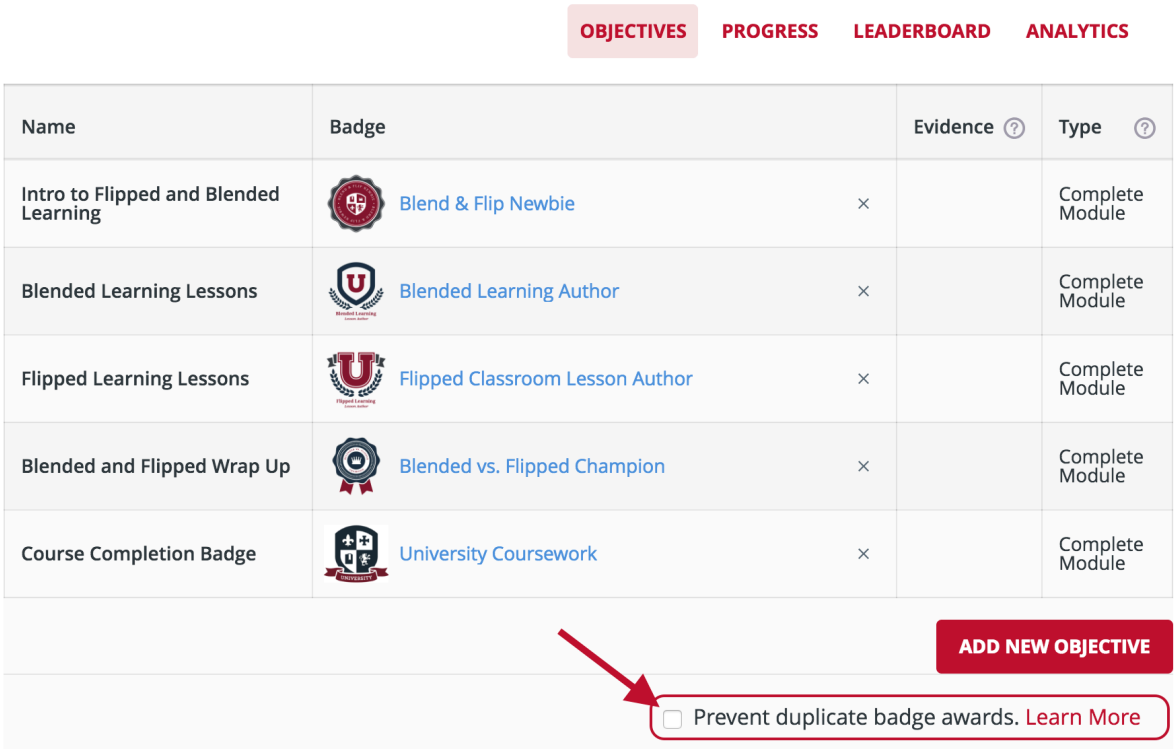
Troubleshooting: How do I prevent duplicate badges from being issued in Canvas?

Sometimes badges may be awarded (accidentally) more than once in a Canvas course.

This can happen when:

- The badge has already been awarded manually outside of this specific course
- A switch occurs from using one badging platform to another (e.g. moving from Canvabadges to Canvas Badges within the same course)
- If badges have already been awarded and a badge is unassigned from the Objectives tab in a course: If the badge is reassigned to the module, Canvas Badges may treat this as a new command and reissue to the students who have met the module completion criteria
- You may revoke badges by accessing the issuer and badge detail page in your Badgr.com account

To prevent any duplicate badges from being awarded, keep the box checked. You can find the **Prevent duplicate badge awards** check box by selecting **Credentials** or **Badges** from the course menu, then scrolling to the bottom of the **Objectives** page.



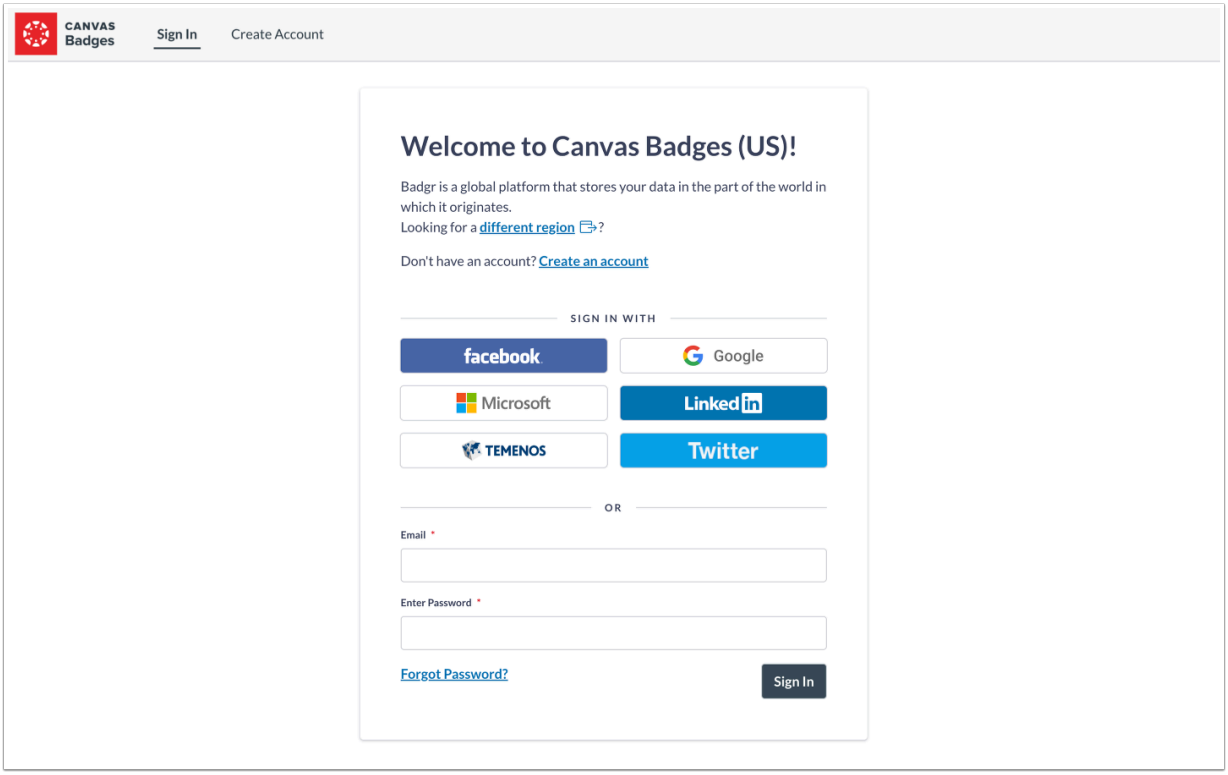
Sometimes it may be desirable to award the same badge multiple times to the same person— it might be part of your badge system design!

User Account Management

How do I use the Canvas Badges Backpack?

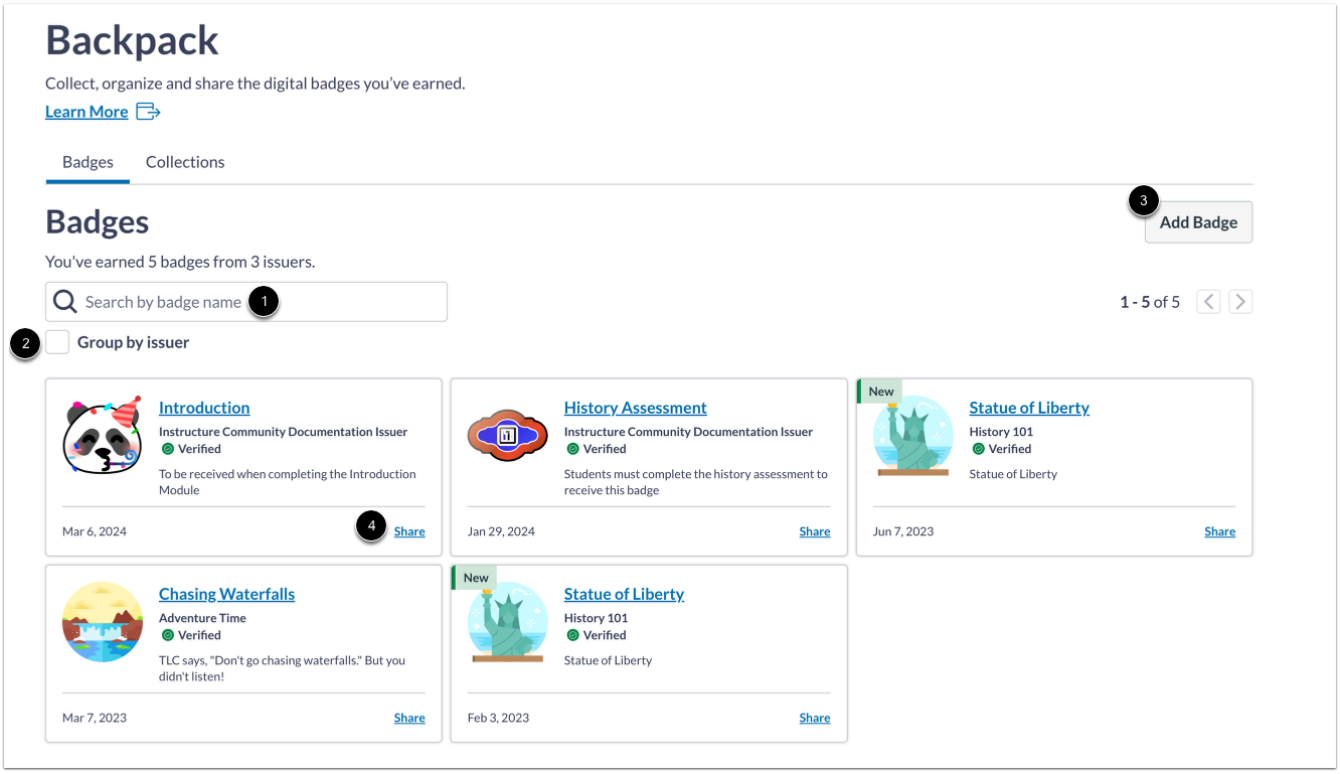
The Canvas Badges Backpack allows you to view all your earned badges, share them, and organize them into collections. Badges awarded through Canvas Badges/Credentials are synced into your backpack, while badges from other sources can be manually uploaded.

Sign in



Sign into your Canvas Badges/Credentials account.

View Badges

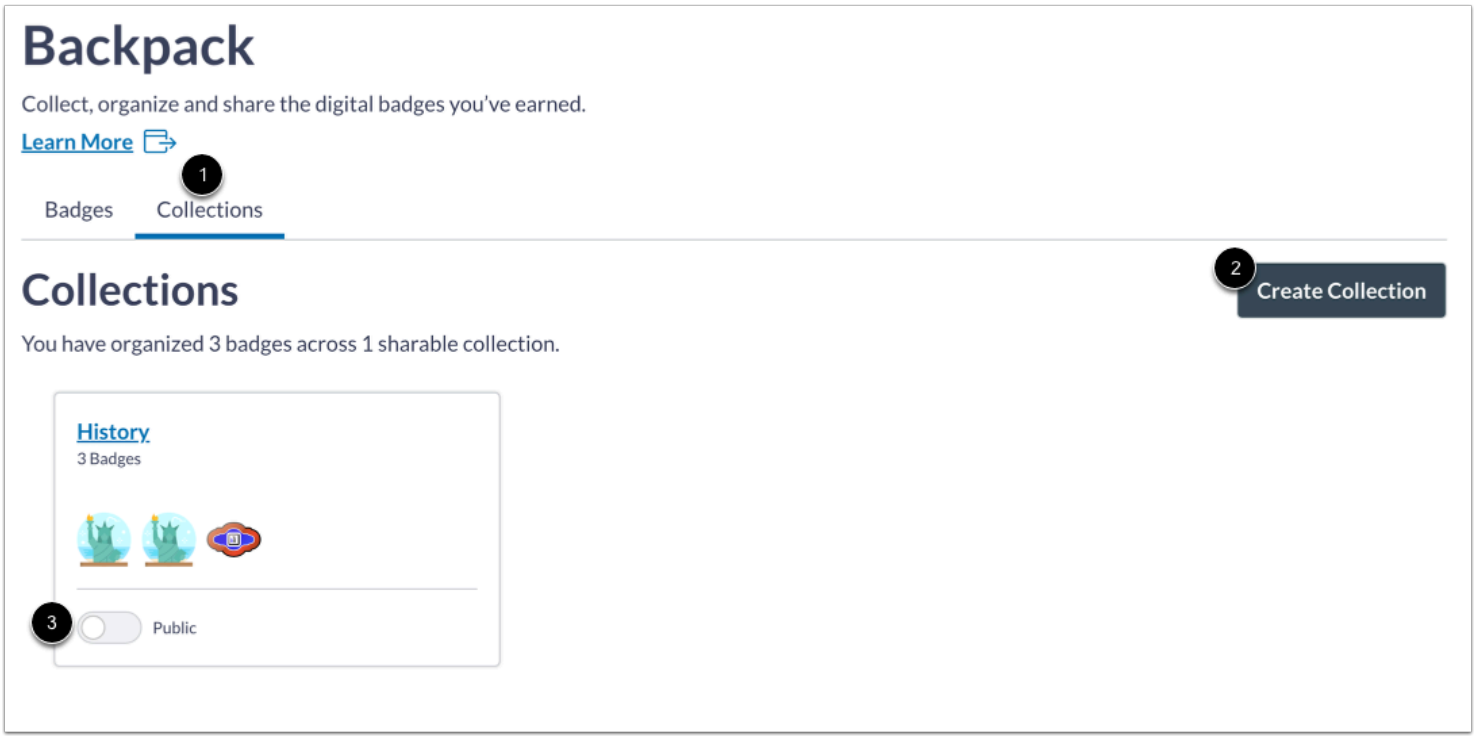


In the Badges tab, you can search for badges using the **Search by badge name** field [1] and filter by issuer by clicking the **Group by Issuer** checkbox [2].

To add a badge, click the **Add Badge** button [3].

To share a badge, click the **Share** link [4].

View Collections

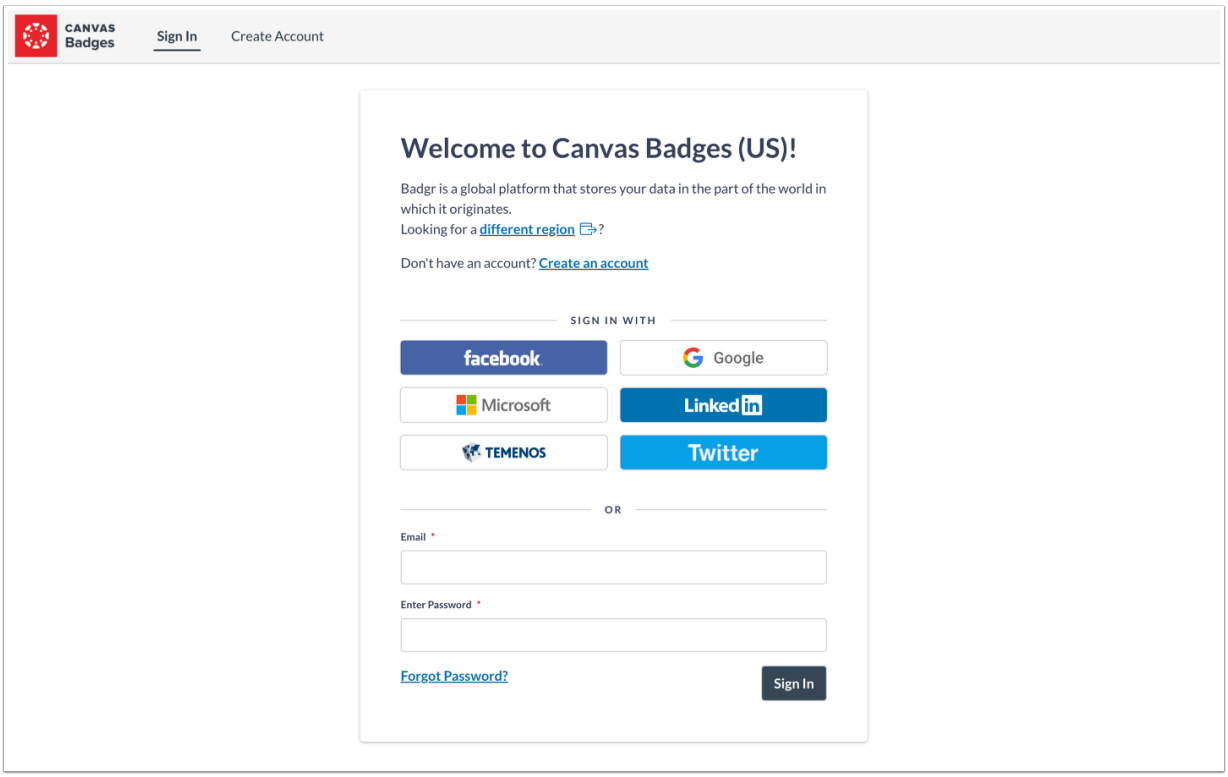


In the Collections tab [1], you can manage your collection by creating a new collection [2] and choosing to make your collection public [3].

How do I create and manage a collection of badges in Canvas Badges Backpack?

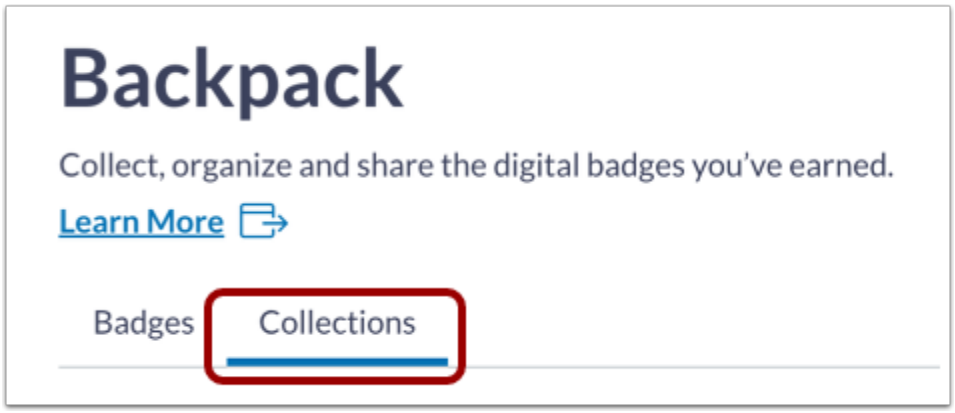
You can create collections in your Canvas Badges Backpack. Creating a collection allows you to organize your badges and share specific collections with other users.

Sign into Canvas Credentials



Sign into your Canvas Badges/Credentials account.

Open Collections

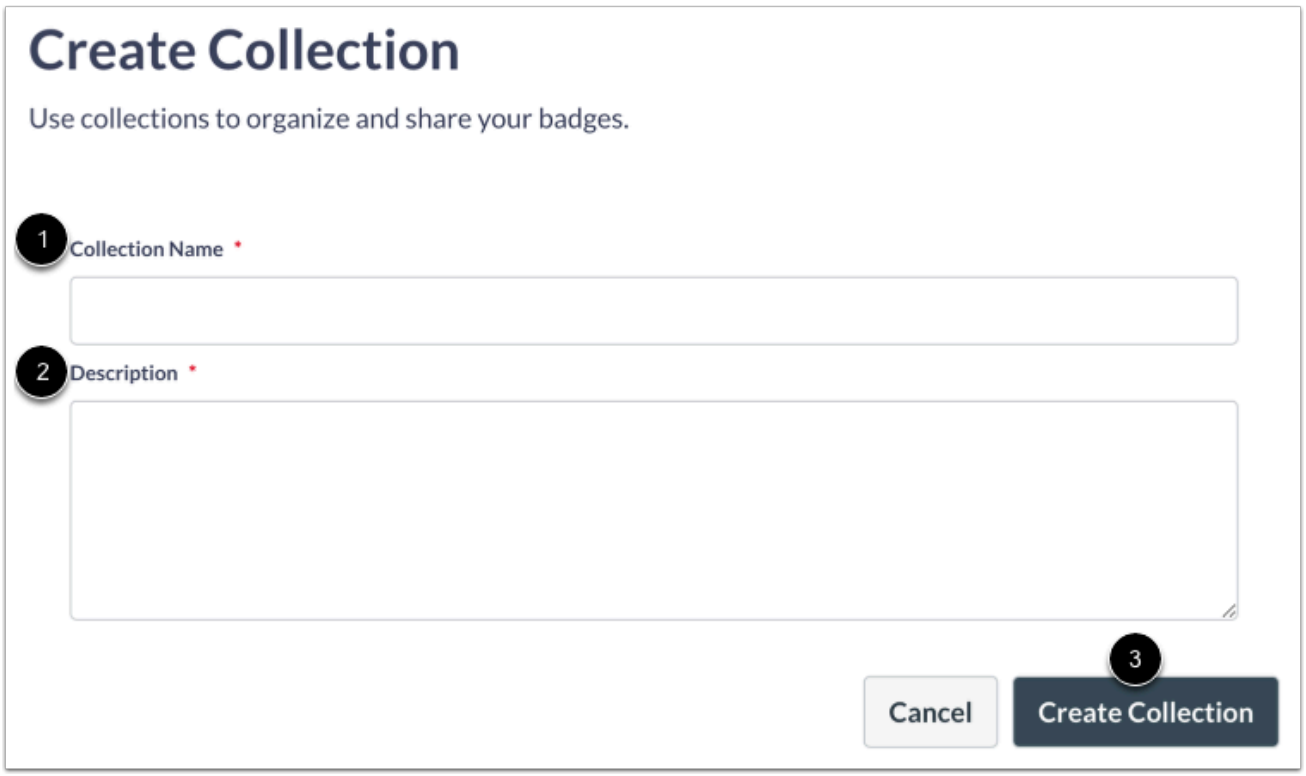


To create or manage collections, click the **Collections** tab.

Create Collection

To create a collection, click the **Create Collection** button.

Create Collection

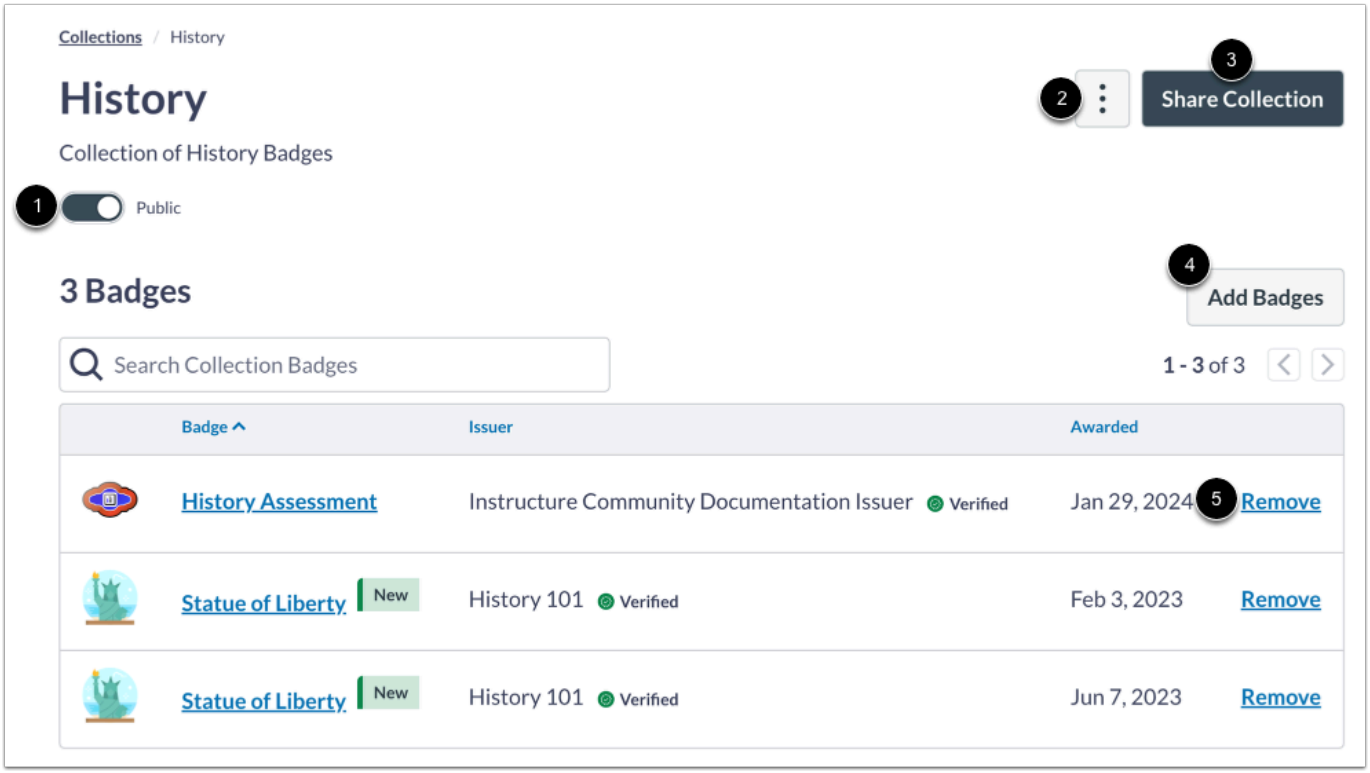


To name your collection, enter the collection name in the **Collection Name** field [1].

To add a description, enter the description in the **Description** field [2].

To save your collection, click the **Create Collection** button [3]

Manage Collection



To make you collection shareable, click the **Public** toggle on[1].

To edit or delete the collection, click the **options** icon [2].

To share your collection, click the **Share Collection** button [3].

To add badges to your collection, click the **Add Badges** button [4].

To remove a badge from a collection, click the **Remove** link [5].

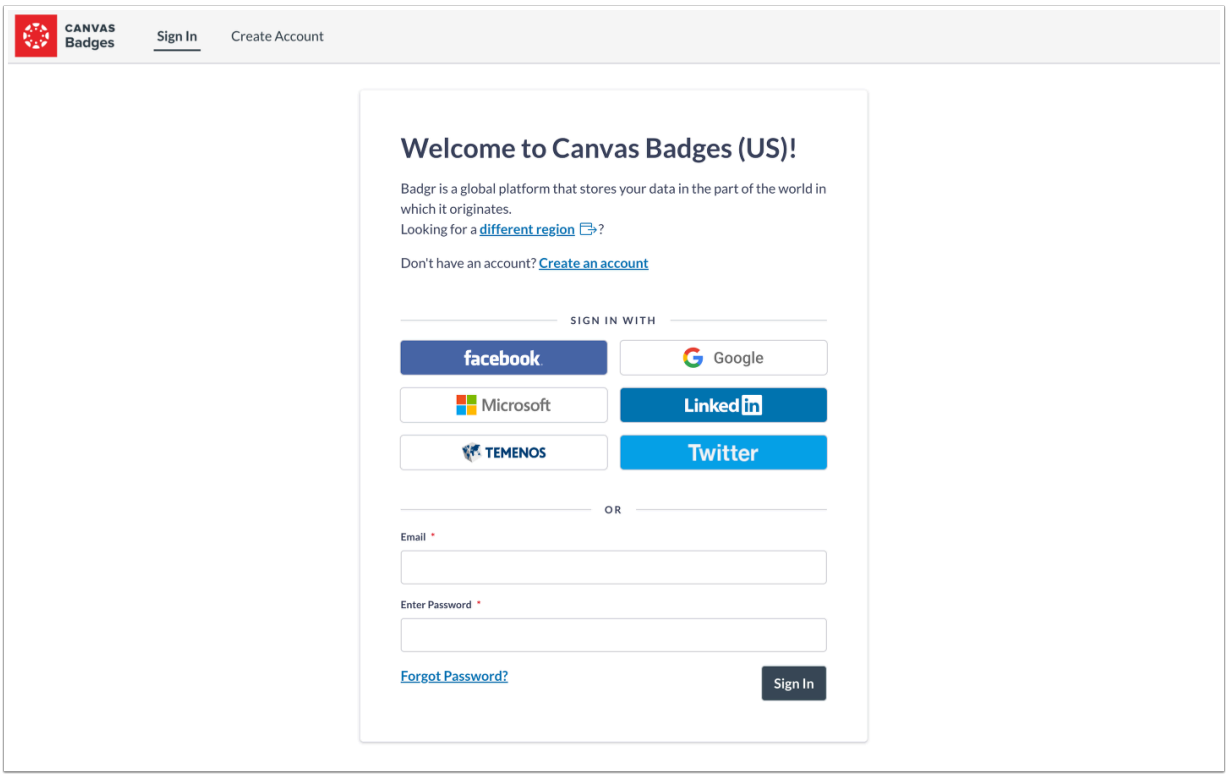
Note: You can add a new badge through the Badges tab.

How do I upload non-Canvas Badges/Credentials badges to my Backpack?

You can add badges to your Canvas Badges Backpack from a website URL, an external image file, or from JSON code.

If you are an Open Badges recipient, you may receive badges via email so that you can download and import the badges into your Backpack.

Sign into Canvas Credentials

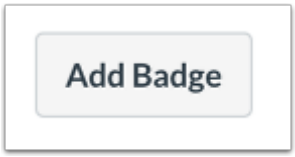


Sign into your Canvas Badges/Credentials account.

Open Badges

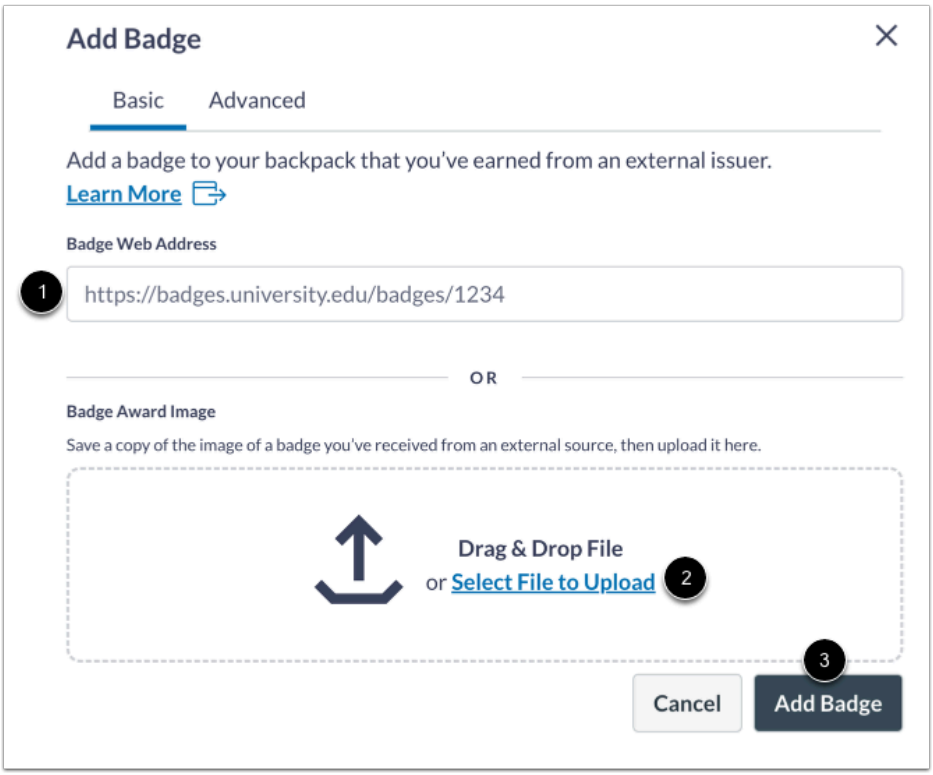
To add a badge, click the **Badges** tab.

Add Badge



To create a new badge, click the **Add Badge** button.

Add Badge Basic

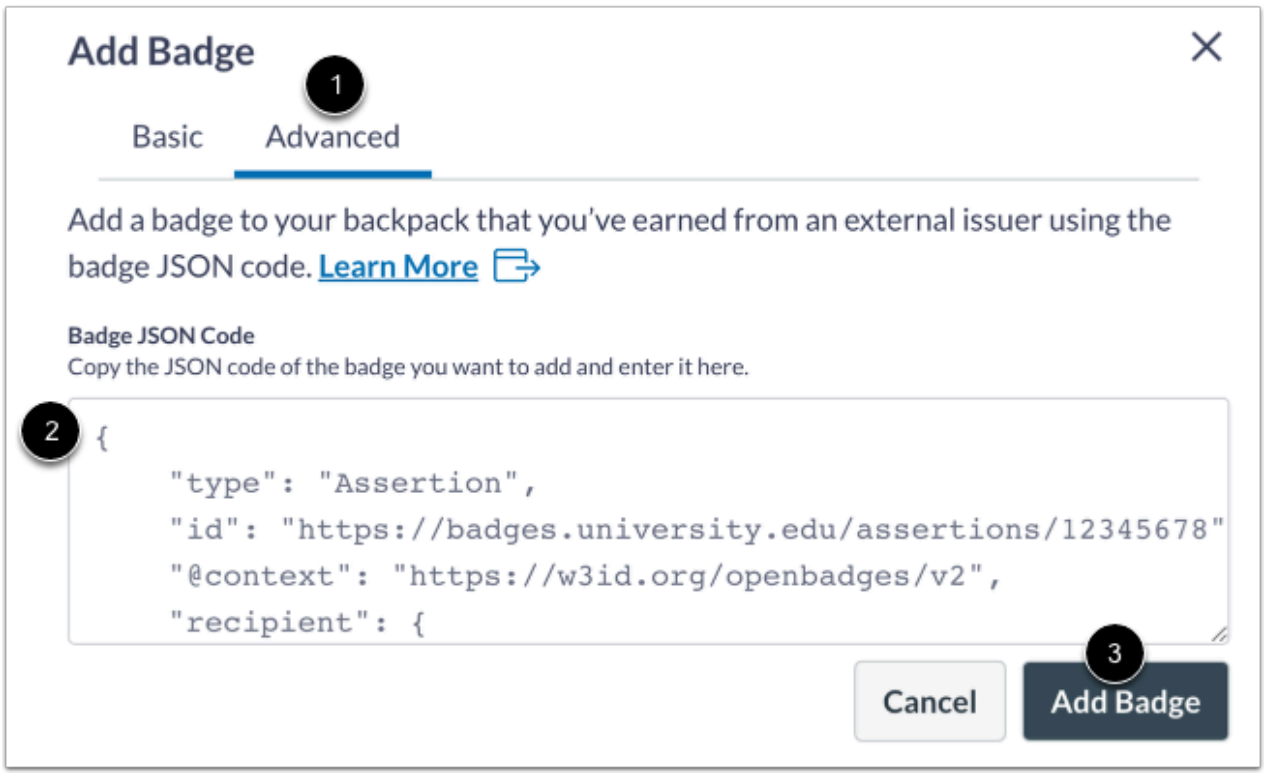


To upload your badge from a website, enter an assertion URL in the **Badge Web Address** field [1].

To upload a badge image file from your computer, drag and drop the file or click the Select File to Upload link [2].

To add the badge, click the **Add Badge** button [3].

Add Badge Advanced

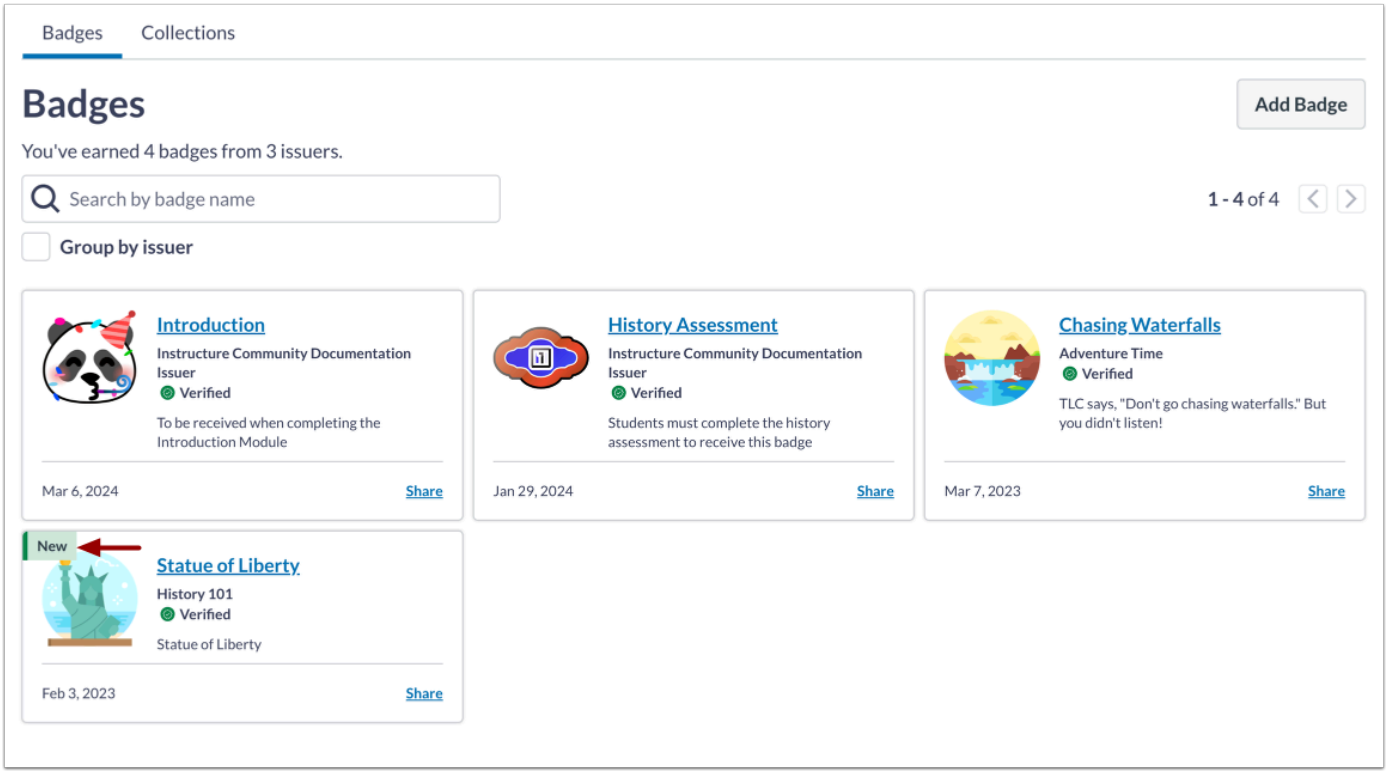


To upload using JSON, click the **Advanced** tab [1].

Copy the JSON from your badge and paste it into the **Badge JSON Code** field [2].

To add the badge, click the **Add Badge** button [3]

View Badge



New Badges show under the **Badges** tab.

Managing your Canvas Badges/Credentials account

Creating a Canvas Badges/Credentials account

Creating a Canvas Badges/Credentials account is free and easy! Choose one of our servers nearest to you:

- United States
- Canada
- Europe
- Australia

Adding an additional email address

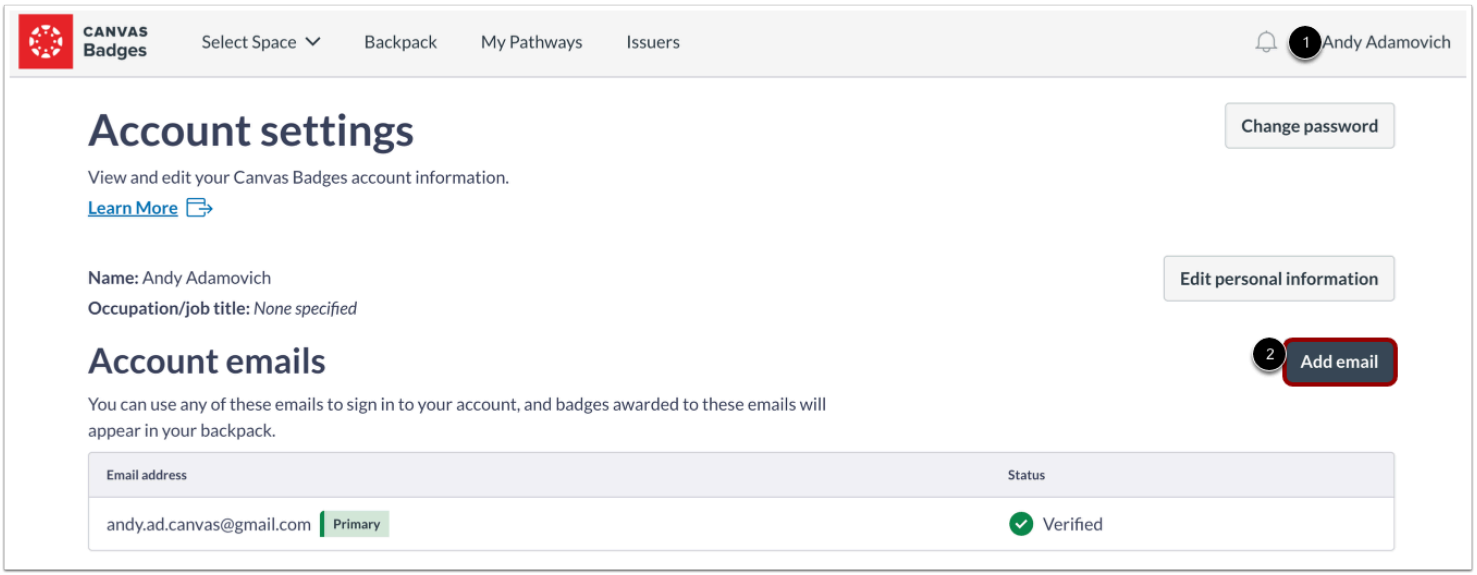
Canvas Badges/Credentials allows you to add multiple email addresses to your account from the **Profile** screen. Adding additional email addresses to an account enables users to collect badges awarded to different email addresses (e.g., school, work, volunteer) all in one backpack account.

Badges are awarded to a specific email address and are permanently associated with that email. We strongly recommend associating a personal email with your Canvas Badges/Credentials account so you can maintain access to your account and badges in case you lose access to a work or school email at a future date.

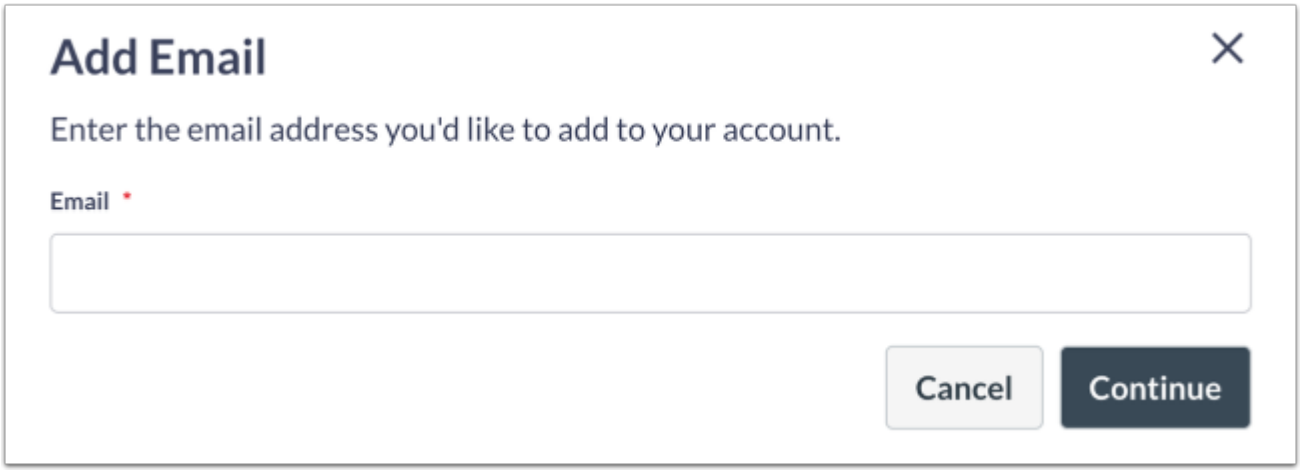
Each email address associated with your Canvas Badges/Credentials account must be verified by you. It's possible to move an email address from one account to another as long as it's not the primary address on either account. If you need assistance moving emails or merging two accounts into a single account, please contact us at support@badgr.com.

In your Canvas Badges/Credentials account, select your name in the upper right of the top navigation bar, then select **Account Settings** from the dropdown menu [1].

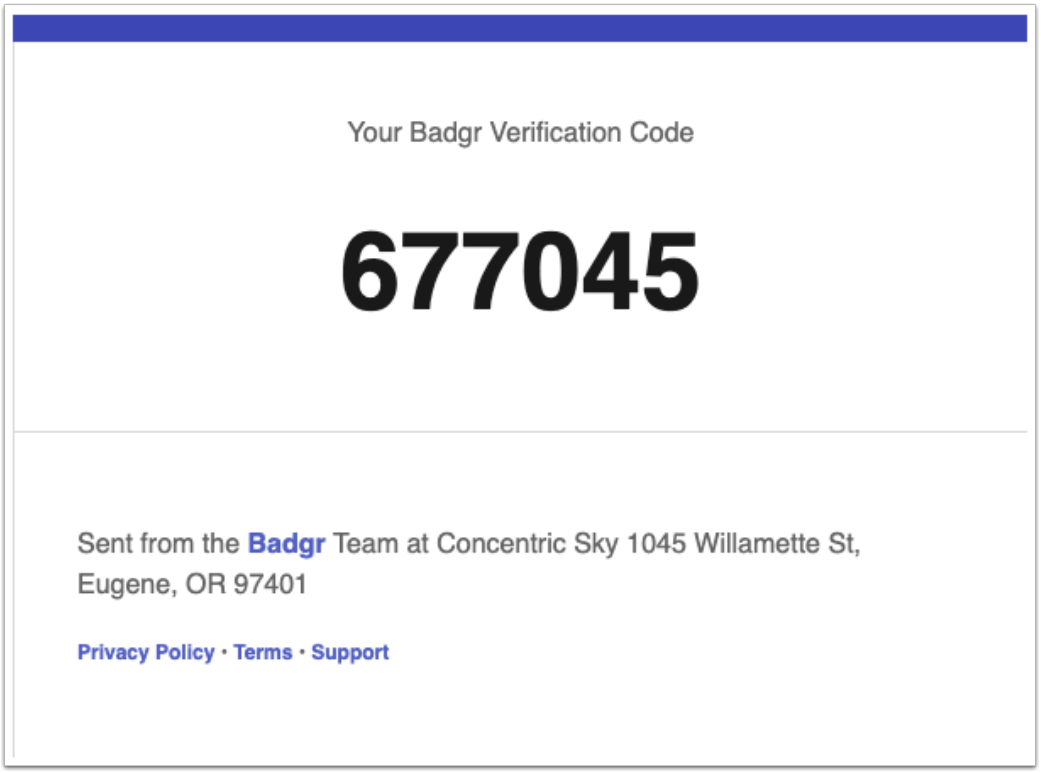
On the Account Settings page, click the **Add email** button [2].



1. A pop-up will appear allowing you to enter a secondary email address.



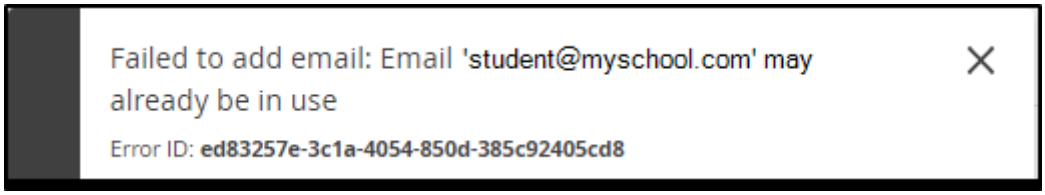
1. A verification code will be sent to the newly added email address and a new pop-up will appear. Enter the code you received in the verification email into the pop-up to verify your email. If you did not receive a verification email, contact support@badgr.com.



For information on connecting an SSO option see our Single sign on integration with Canvas Badges/Credentials article.

Merging accounts

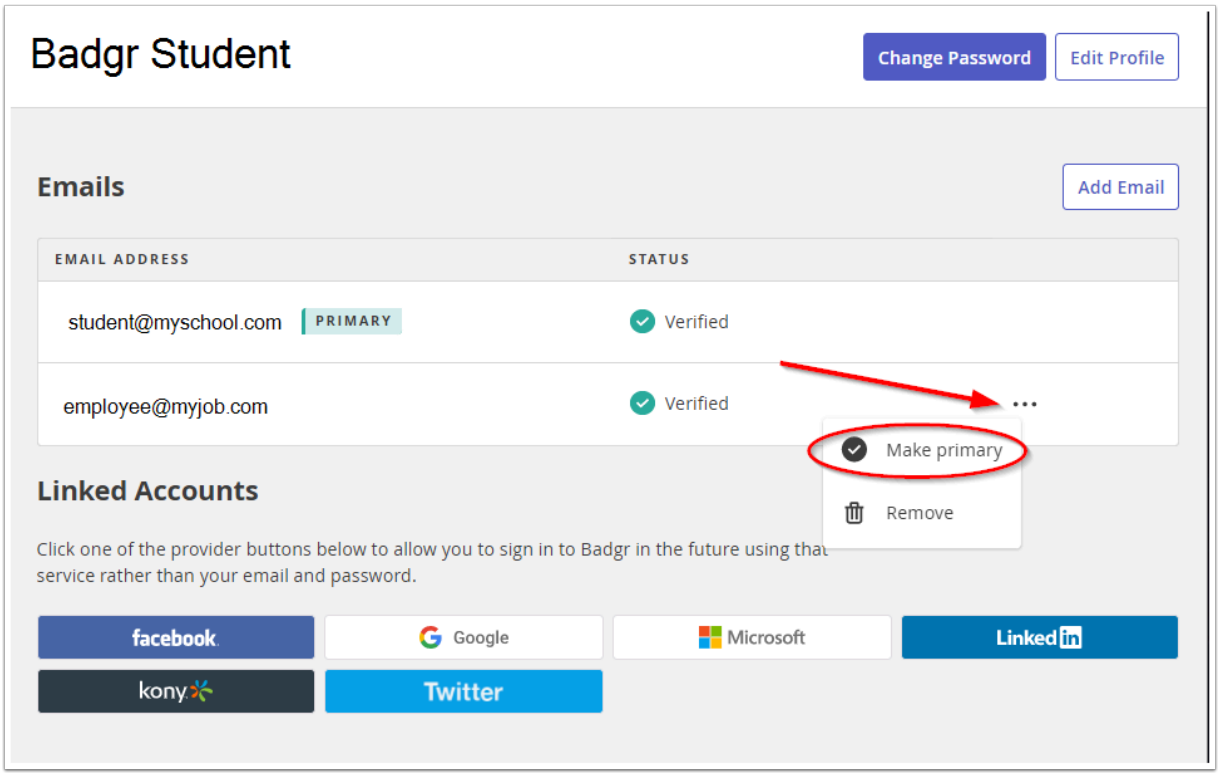
If you encounter an error saying, "Failed to add email. This email may already be in use." it's likely an account already exists for the address you were trying to add.



For assistance merging accounts, contact us at support@badgr.com. Please provide the emails associated with the accounts you wish to merge and indicate which address you wish to be primary. Please also indicate which server (AU, EU, CA, USA) you are using.

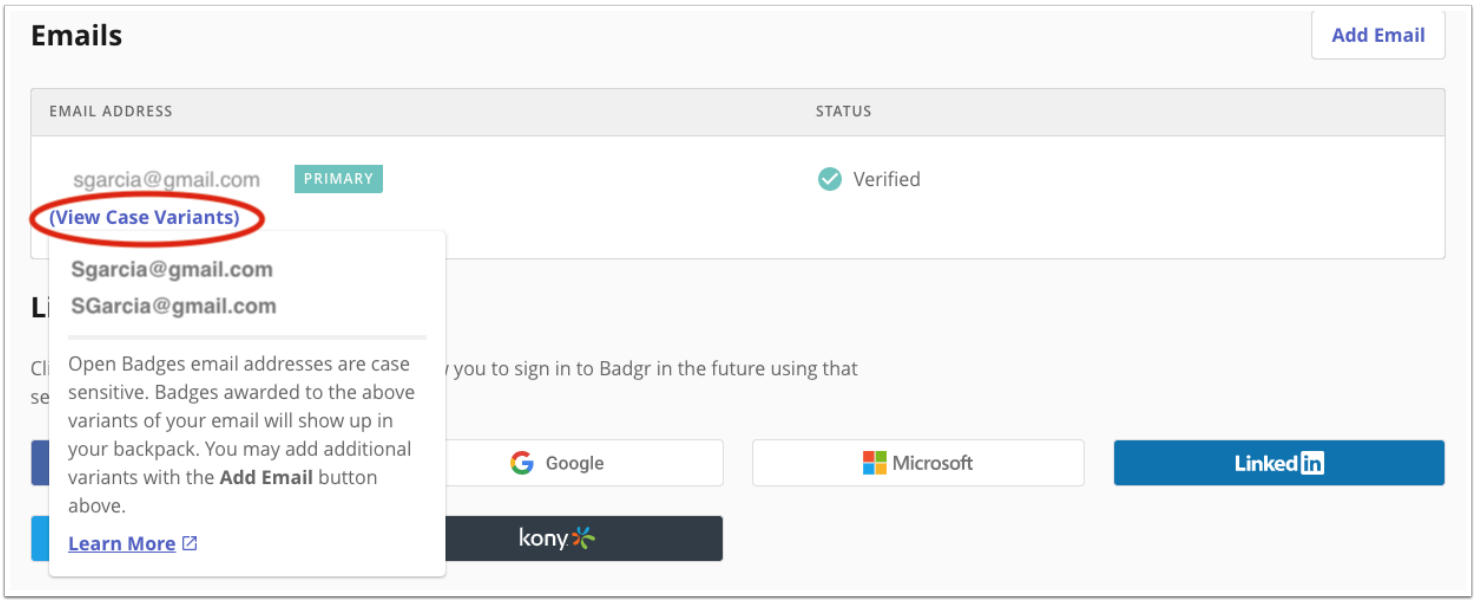
Changing your primary Canvas Badges/Credentials email address

Your primary email address is the email address you use to sign in to your Canvas Badges/Credentials account. You can change which address is your primary email at any time by clicking the ellipsis on the right of the email line and selecting the **Make primary** option from the drop-down.



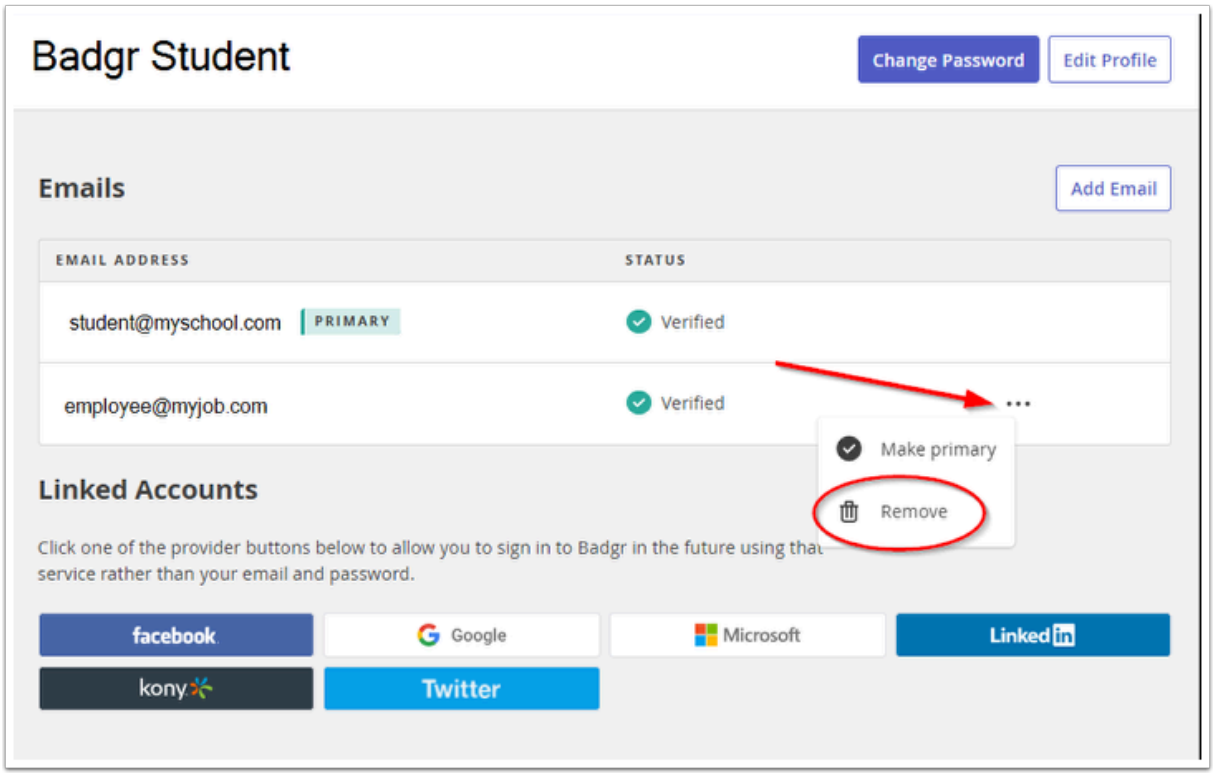
Adding email case variants

Some badges may not upload because your email address doesn't match. If the original issuer used any uppercase characters in your email address, add the email address as it was awarded following the steps above and try again. You may need to add an additional email address(es) to your Canvas Badges/Credentials account. You can view case variants that you've added by clicking on the **View case variants** button located under your email address.



Removing an email address from your Canvas Badges/Credentials account

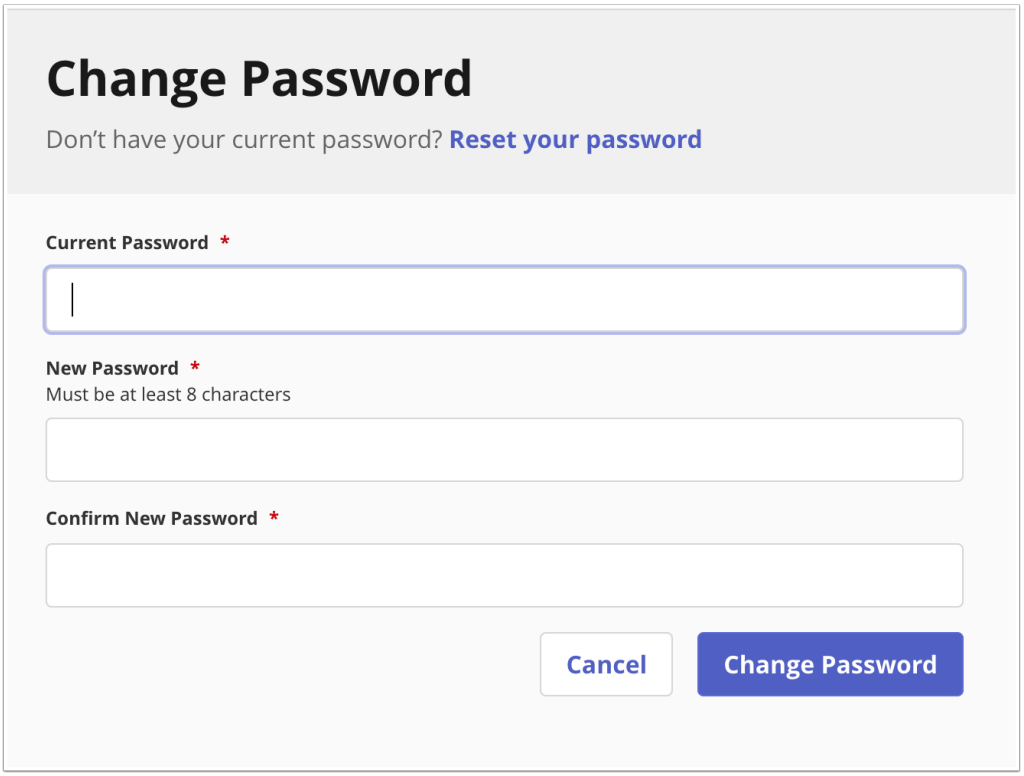
You can remove any non-primary email address by clicking the ellipsis on the right of the email line and selecting the **Remove** option from the drop-down. Removing an email address from your Canvas Badges/Credentials account will remove all associated badges your Canvas Badges Backpack.



Changing your Canvas Badges/Credentials password

If you've either forgotten your password or want to change your existing password go to the Canvas Badges/Credentials sign-in page and click **Forgot password** and enter the email address you use when signing in. You will receive an email with a verification code to verify this request. Return to Canvas Badges/Credentials and enter the verification code, then follow the steps to reset your password.

Your password can also be changed from the Account Settings section of your account by clicking the **Change password** button. If you remember your password, you can change it immediately. If you've forgotten your password, click the **Reset your password** link and follow the email verification and password reset steps above. If you've only logged in via Single Sign On, you'll need to use the reset password functionality in order to use an email and password to log in to Canvas Badges/Credentials. This will create a password for your account and will not affect the account you used for Single Sign On.



Deleting your Canvas Badges/Credentials account

If you would like your account deleted, contact us at support@badgr.com.

Selecting a Canvas Badges/Credentials server location

Canvas Badges/Credentials has established several servers, regionally-located all over the world, to enhance your experience. You are encouraged to connect to the server that is closest to you and/or meets your data requirements. Wherever the location, you'll get the same set of Canvas Badges/Credentials features and subscription services.

U.S.A

Canada

European Union

Australia

Singapore

Moving data from one server to another Unfortunately, there is not an automated way to move data and we cannot migrate accounts on behalf of users. If you established a Canvas Badges/Credentials account on the U.S. server and want to change to a different location, you have several choices.

As an Issuer of badges, you may do any of the following:

- Establish an account in the location of your choice.
- Recreate badges previously awarded from the old location.
- You may consider adding information to distinguish it as the secondary award.
- Re-award and/or begin awarding badges from the new location.
- Ignore or revoke badges that were issued from the former location.

As a recipient of badges, you may do any of the following:

- Establish an account in the location of your choice.
- Leave your old badges in the old location, but collect new badges in the new location.
- Use the share features from the old location to upload badges to the new location.

Transferring badges to an account on a different server

It's not possible to merge accounts across Canvas Badges/Credentials servers. This article provides information about moving your badges between two accounts on different servers so that you can maintain access to all your earned badges. To learn more about servers see: Selecting a Canvas Badges/Credentials server location (AU, CA, EU, US)

Why should I move my badges?

Some users find they have either accidentally or intentionally created Canvas Badges/Credentials accounts on different servers. While any badges awarded to your email identifier can be added to any Canvas Badges/Credentials account with the same identifier, issuers will only **automatically** award badges to accounts on the **same** server as themselves. If you have multiple accounts, the account a badge is awarded to may not be the one you would like to view your badges from. Common problems with multiple server accounts:

- **My badges are "missing"** — If you open Canvas Badges/Credentials on your phone and see a number of earned badges, but your backpack is empty on your computer, it may be because the two devices are logged into accounts on two different servers: You can manually add your badges #add-badges to the account on the server nearest to where you live
- **Badges from my classes aren't appearing in my account** — The class only automatically awards Canvas Badges/Credentials badges to the same server it's using, so if your account is on a different server, the badges will need to be manually added to your account: For example, if a U.S. school is awarding badges, the badges will automatically appear in a U.S. Canvas Badges/Credentials account, and students with a different server account (EU, AU, CA) attending the same school will need to manually upload their badges
- **I have an account on two different servers, will I lose my badges?** — If you plan to only use the account on the server nearest where you live, you can manually upload your badges to that account

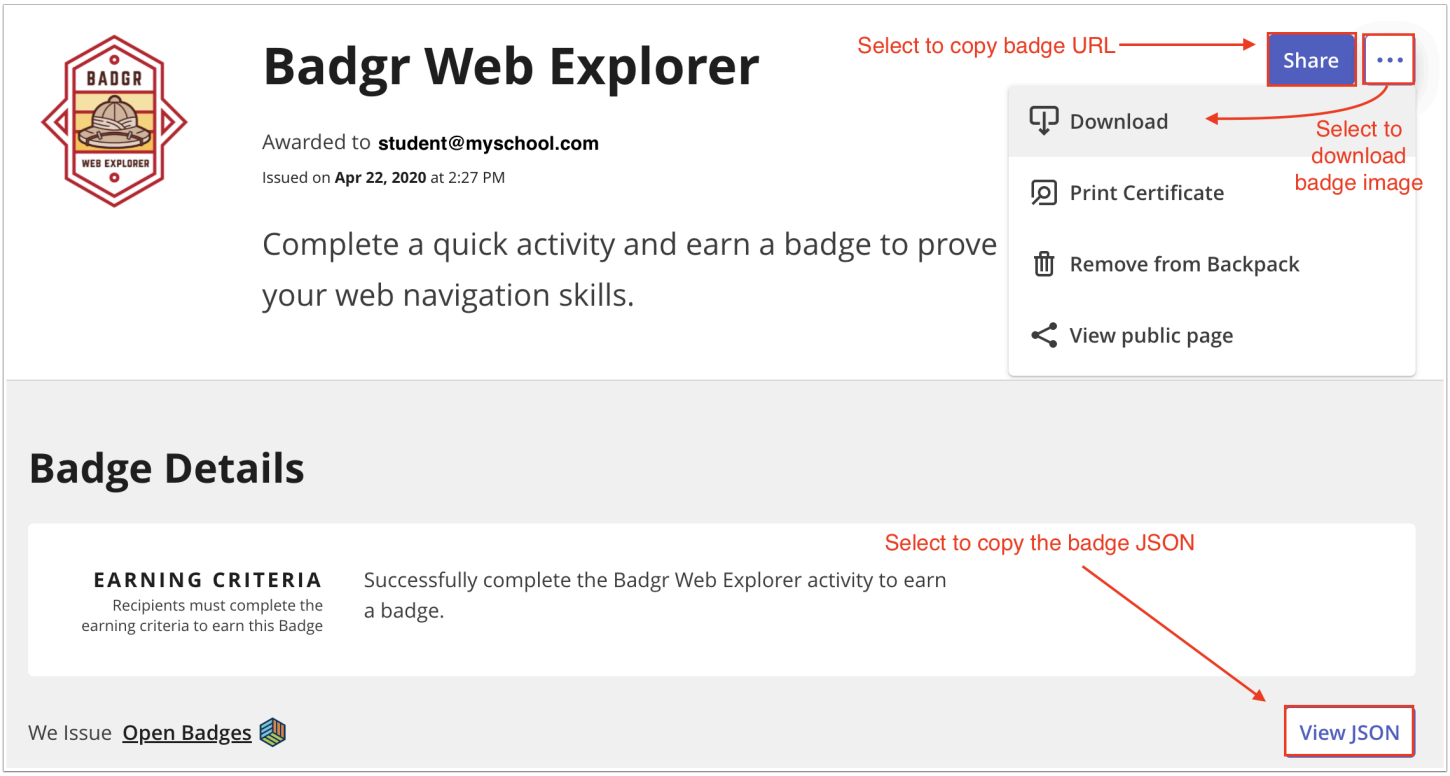
Copying Badge Information from your Backpack for Transfer

In the account you would like to transfer badges out of, go to your backpack and select a badge to go to the badge details page. You have several options for uploading the badge award to your backpack.

1. **Badge image** —

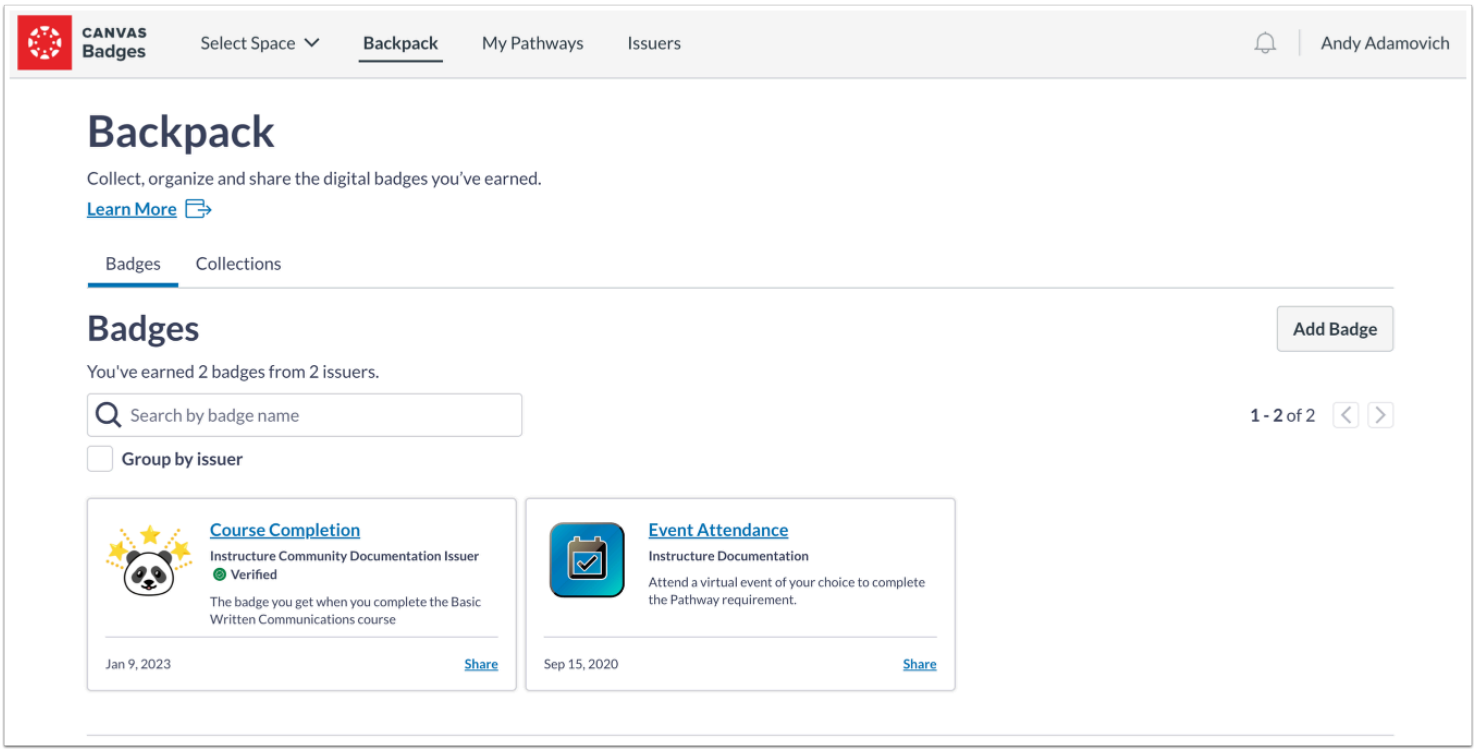
- You can upload your badge directly if you've been sent the badge (via email) or have downloaded it from another service: Use the drag and drop feature or the file picker to select the badge
- You can also download a badge directly from your backpack by selecting the box with the ellipses on the badge details page, and selecting **Download** from the drop menu

1. **Badge URL** — You can get the badge URL by selecting **Share** from the right side menu and then the **Copy** button to copy the share URL.
2. **JSON** — From your backpack, select the badge you would like to download. On the badge details page, select **View JSON** in the bottom right. When the dialog box appears, select **Copy to clipboard**.

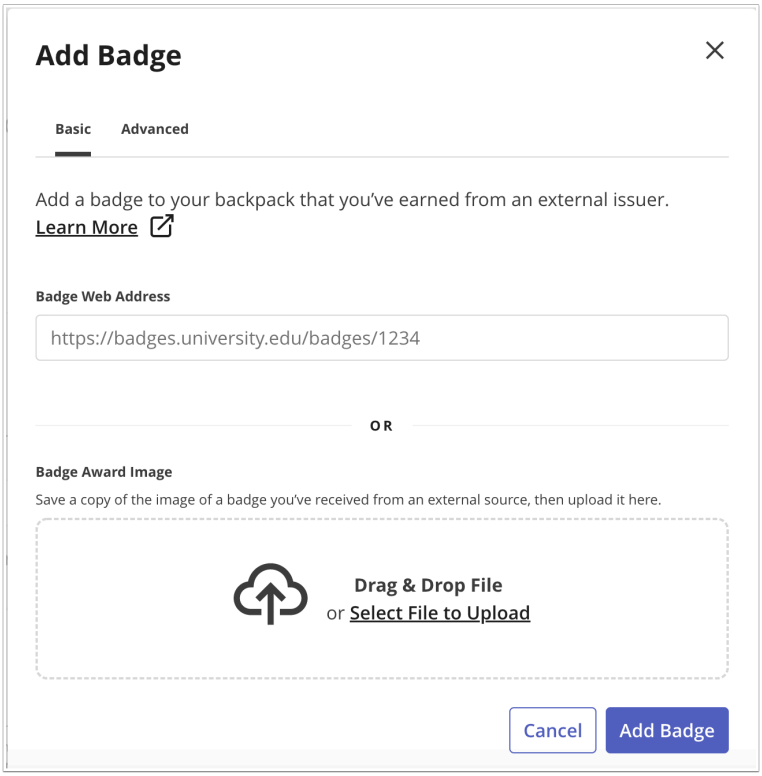


URL assertions are "baked' into a badge image so that a badge can be verified by various services (for example, a badge backpack). Sometimes, a badge doesn't have an image associated with it, or is otherwise not downloaded, and can be added to a backpack service by inputting the assertion URL.

Adding badges to your Canvas Badges backpack



1. In the account you're transferring your badges to, click **Backpack** in the top navigation bar to open your badge backpack. 2. Select the **Add badge** button. 3. Select one of the methods from the above section to copy your badge information and paste it into the appropriate field. The JSON field is located in the **Advanced** tab. 4. Click **Add badge**. 5. Once uploaded, your badge will appear under the **Backpack** menu. Click the badge to view badge details. If you experience issues when uploading your badges see our Troubleshooting: Invalid badges article.


Add Badge
Basic
Advanced
Add a badge to your backpack that you've earned from an external issuer.
Learn More
Badge Web Address
https://badges.university.edu/badges/1234
OR
Badge Award Image
Save a copy of the image of a badge you've received from an external source, then upload it here.
Drag & Drop File
or Select File to Upload
Cancel
Add Badge

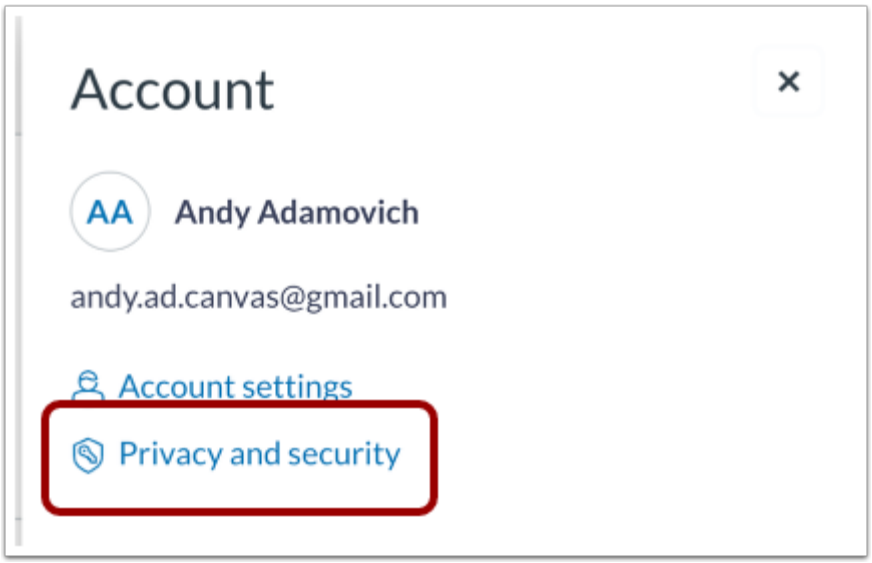
Privacy and security

Badge recipients who are members of a Canvas Credentials organization are now able to see and control backpack connection status as well as edit the organizations they've trusted. This allows the recipient to control what data is shared.

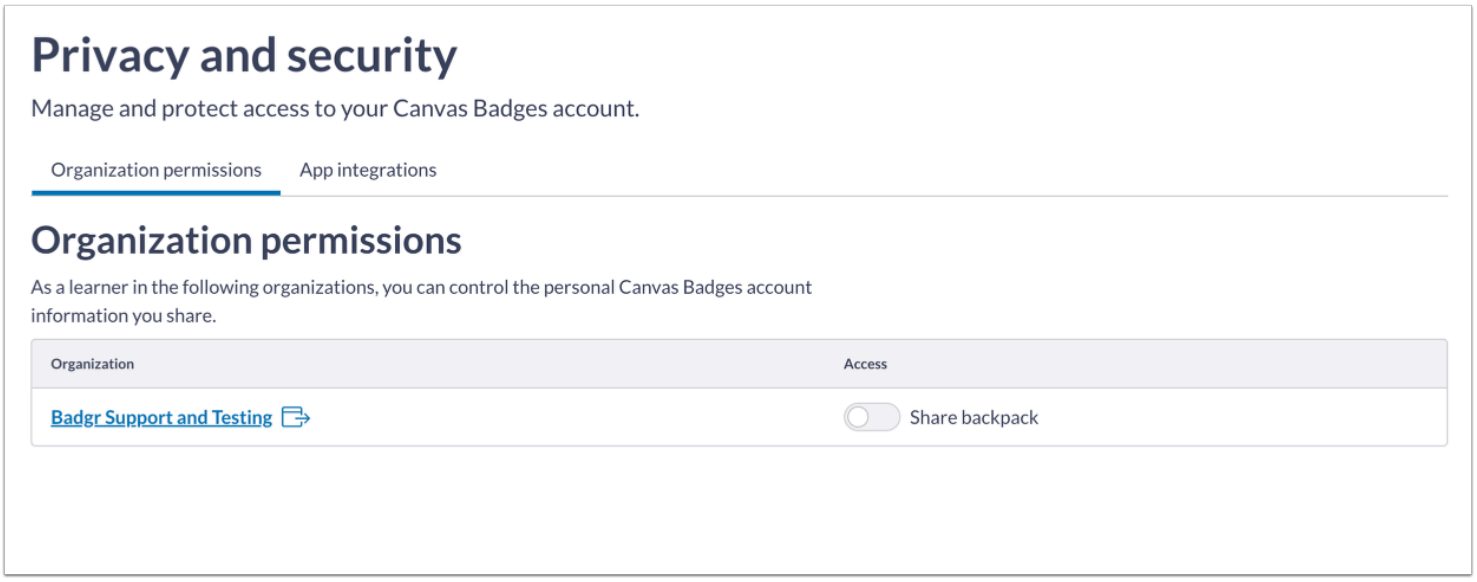
When a badge recipient chooses to share their backpack with an organization, the organization gains visibility to all badges in the recipient's backpack. This is important if the recipient has badges in their backpack that have been awarded through multiple emails.

Accessing all privacy and security settings

From the **Profile icon** drop menu select **Privacy and security**.

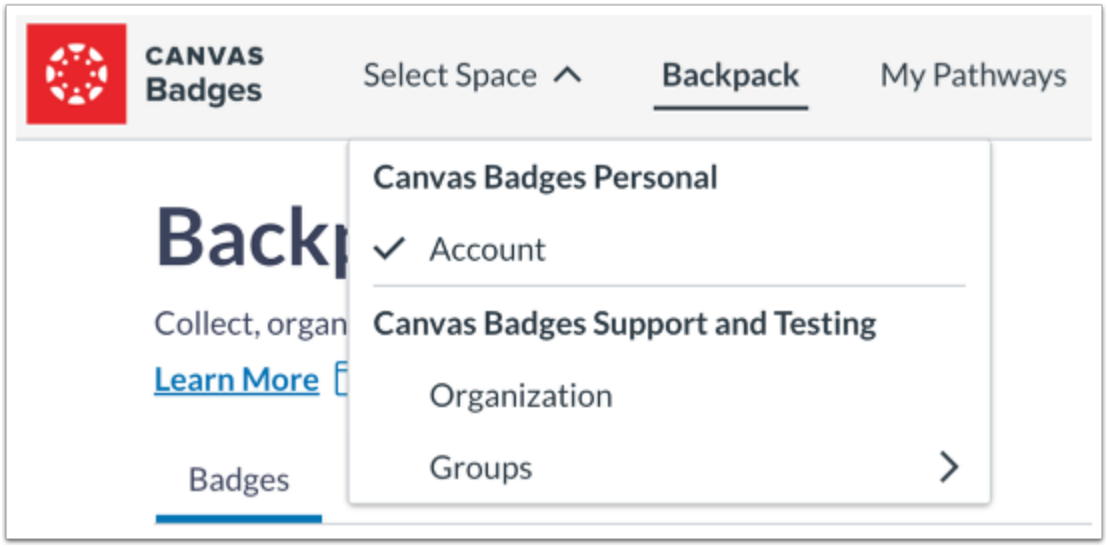


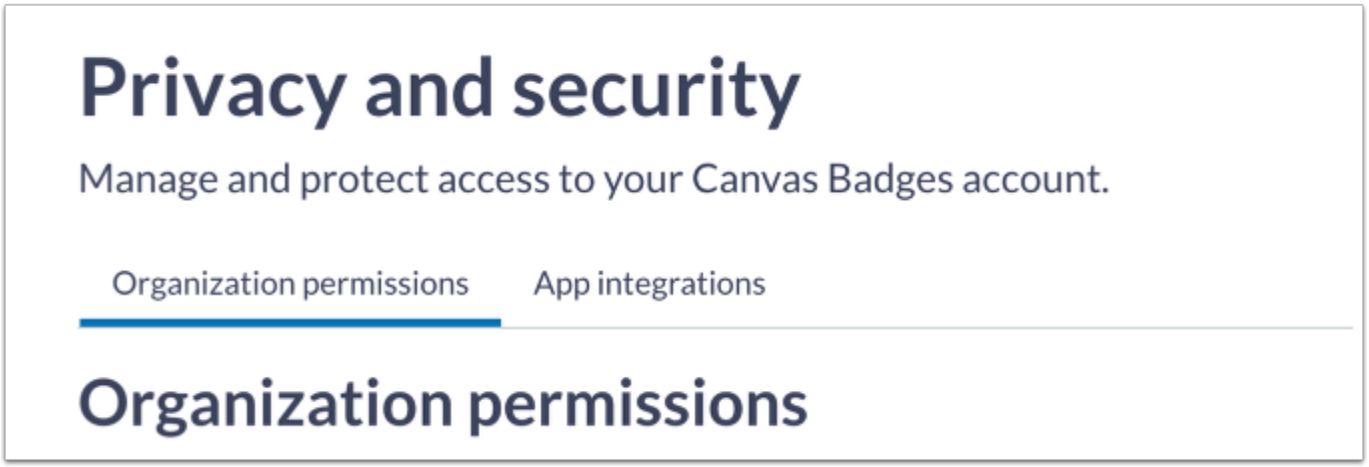
From here a user will see a list of all organizations that they have been subscribed to and the current share settings. By changing the toggle, users are able to share their backpack with the various organizations for which they are subscribed.



Accessing individual organization privacy and security settings

By using the organization-specific URL or by choosing a specific organization space from the org switcher, users are able to see and adjust their organization-specific settings.




Privacy and security
Manage and protect access to your Canvas Badges account.
Organization permissions
App integrations
Organization permissions

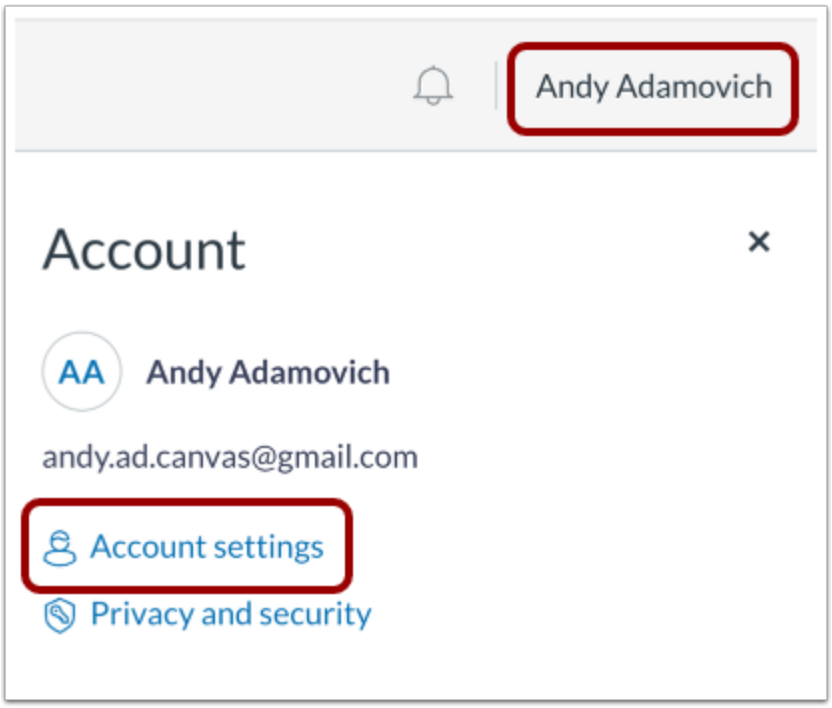
Single sign-on (SSO) integration with Canvas Badges/Credentials

Users may wish to add an SSO to their Canvas Badges/Credentials account. This provides the ability to sign-in with frequently used credentials such as Facebook, Google, Microsoft or via an organization's credentials. Follow the steps below to add an existing SSO to your account.

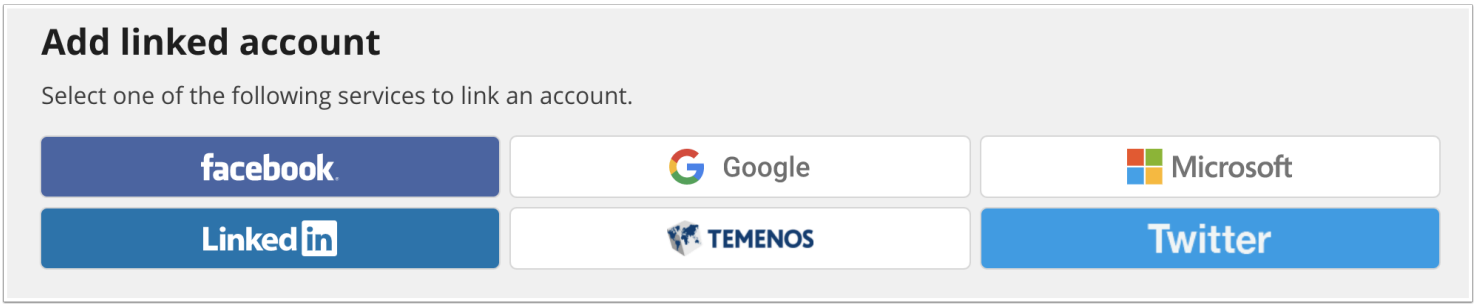
Canvas users: We recommend creating your account in Canvas Badges/Credentials with an email address and password before adding an SSO.

Adding an SSO to your Canvas Badges/Credentials account

Once logged in to Canvas Badges/Credentials, click the **User Menu** and click the **Account settings** link.



At the bottom of the page, click one of the provider buttons to integrate the SSO, which allows you to sign in to Canvas Badges/Credentials using the SSO rather than the user's Canvas Badges/Credentials account credentials. Users can currently integrate SSO's for Facebook, LinkedIn, Google, Microsoft and Temenos. If you're interested in adding the Twitter SSO or awarding badges using Twitter see our Using Twitter with badges knowledge base article.



1. Click on the SSO you wish to add.
2. If you're not already signed in, you'll be prompted to do so.
3. If you're already signed in to the organization, you'll see an authorization screen.
4. Select the **Authorize** button to connect your accounts.

Adding an SSO allows you to easily log in to your account using a different platform's login information. Any emails associated with the SSO account will not be automatically added to your Canvas Badges/Credentials account. To add an additional email address to your Canvas Badges/Credentials account, to which a badge was awarded, see Managing yourCanvas Badges/Credentials account.

Custom SSO integrations

For an additional fee, Canvas Badges/Credentials can create a custom SSO for your organization using your identity provider. We work with a variety of tools, including Okta, Shibboleth, SAML2, Oauth, and Azure. For more information on pricing for a custom SSO or Canvas Credentials subscription for your organization, please fill out this form.

Information collected by Canvas Badges/Credentials

From the first moment you use Canvas Badges/Credentials, we're collecting personal data. Sometimes you provide us with personal data, sometimes that personal data is automatically collected and sometimes a third party might provide the personal data, such as an achievement you've earned. This information includes, but is not limited to, contact information, information about how you use Canvas Badges/Credentials and log data. To see what kinds of information Canvas Badges/Credentials collects, read the privacy policy . You may also wish to review the terms of service.

Privacy and 3rd parties

Thousands of organizations around the world trust Canvas Badges/Credentials to award Open Badges to recognize achievements. Canvas Badges/Credentials works to give badge recipients control over their privacy and how their data is used. Badges may be shared to social media or on personal websites, for instance, but we do not publish any public index of the badges a particular user has earned.

Canvas Badges/Credentials does not sell any personal information to any party or share information to any third party outside of the badge sharing capabilities in the app.

Canvas Badges/Credentials privacy policy and Canvas Badges/Credentials for Canada privacy policy

FERPA

FERPA restricts the student data that educational institutions may share with web services and the public. Minimal personal data about students is shared with Canvas Badges/Credentials when educational institutions award badges to those students. Make sure your use of Canvas Badges/Credentials is consistent with the information permitted by your FERPA directory information disclosure categories to be shared with our services and to be published in awarded badges. Typically, institutions ensure student email addresses and academic awards or honors are permitted to be shared. When you use Canvas Badges/Credentials to award badges, either manually or automatically through Canvas Badges/Credentials for Canvas, ensure that the data stored in badges is consistent with your institutional policy. This may mean bypassing the evidence features to include data that doesn't fall under directory information disclosures, such as grades or graded work.

Canvas Badges/Credentials users below age 13 The Children's Online Privacy Protection Act restricts the type of information about young users that may be stored on a web service, including identifiers like email addresses, without obtaining permission from parents/guardians. We don't provide specific legal advice to organizations seeking to use Canvas Badges/Credentials, but we can be clear about what information is stored on database and caches. We store a small amount of student information as it's reported to us. That includes the email address of the recipient, but not the name, unless you are using the optional leaderboard feature and the student checks the opt-in box, sharing their real name. Otherwise, we only store the email address that Canvas reports to us. All students who view Canvas Badges/Credentials via the Canvas app will be able to see badges they've earned and follow their progress through courses. In a future version, we'll be implementing an upgraded workflow for under-13 users.
Schools or districts may obtain permission from parents/guardians for their students to use web services such as Canvas Badges/Credentials. Users are responsible for ensuring that the data they share with web services about their students is allowed by parents/guardians.

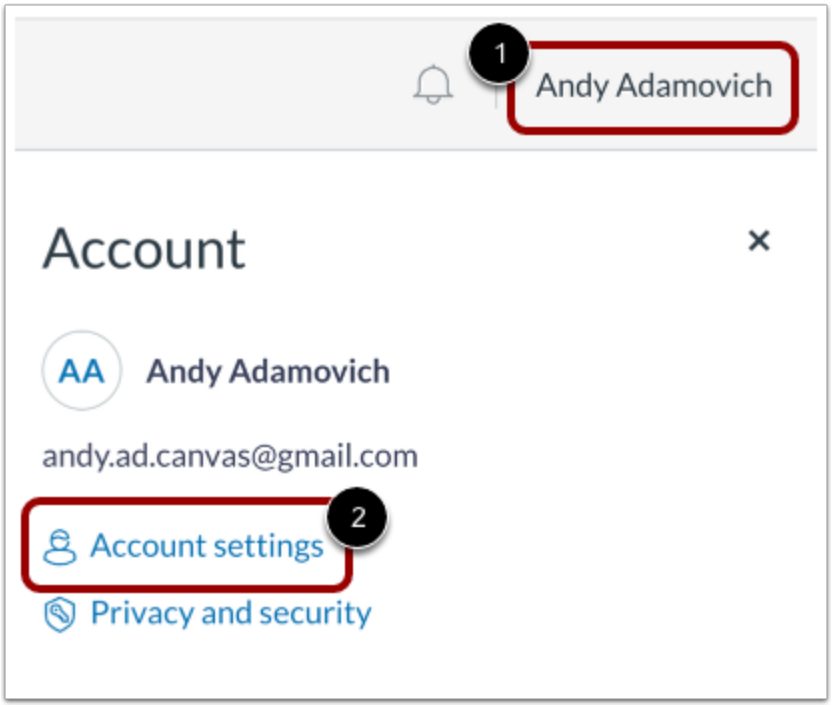
How do I merge my Canvas Badges/Credentials account?

You can merge your own Canvas Badges/Credentials accounts within the same server. When accounts are merged, your content is copied to the destination account. You can sign in to Canvas Badges/Credentials with either account email.

Notes:

- All merged issuers display in the destination account. If you hold a staff role on an issuer in both accounts, the destination account defaults to the highest permission level.
- Group enrollments and pathway subscriptions are not merged.

Open Account Settings

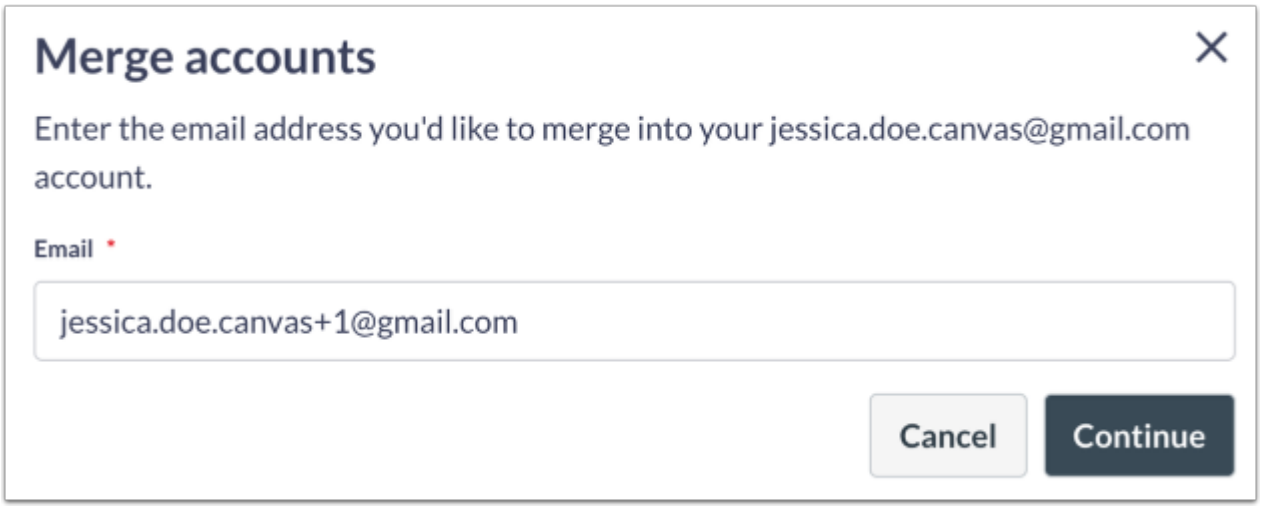


In the Global Navigation, click the **User Menu** [1] and then click the **Account settings** link [2].

Merge Account

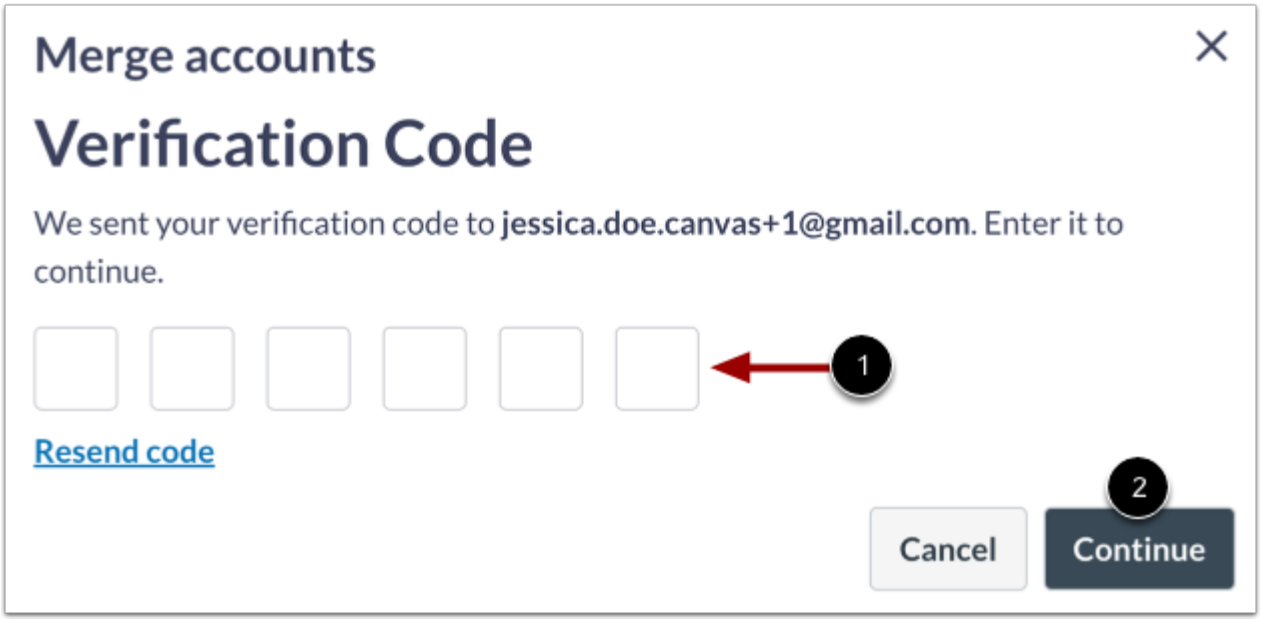
To merge your accounts, click the **Merge account** button.

Enter Account Email



Enter the email address which you would like to merge into the account.

Enter Verification Code



Enter the verification code from your email into the verification fields [1]. Click the **Continue** button [2].

Merge Accounts

To merge accounts, click the **Merge User** button.

View Merged Account Confirmation

A merged account confirmation displays.

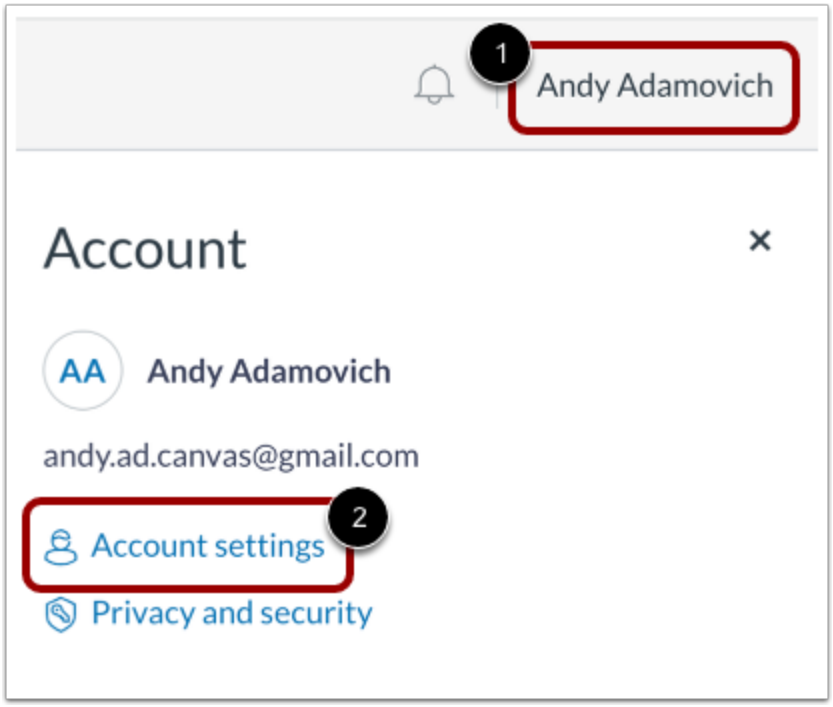
How do I delete my Canvas Badges/Credentials account?

You can delete your own Canvas Badges/Credentials account(s).

Notes:

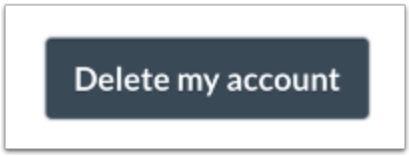
- Badges awarded by Canvas Badges/Credentials remain in the issuer account and are restored if the user recreates their account.
- Any third-party badges added to the backpack will be lost.

Open Account Settings



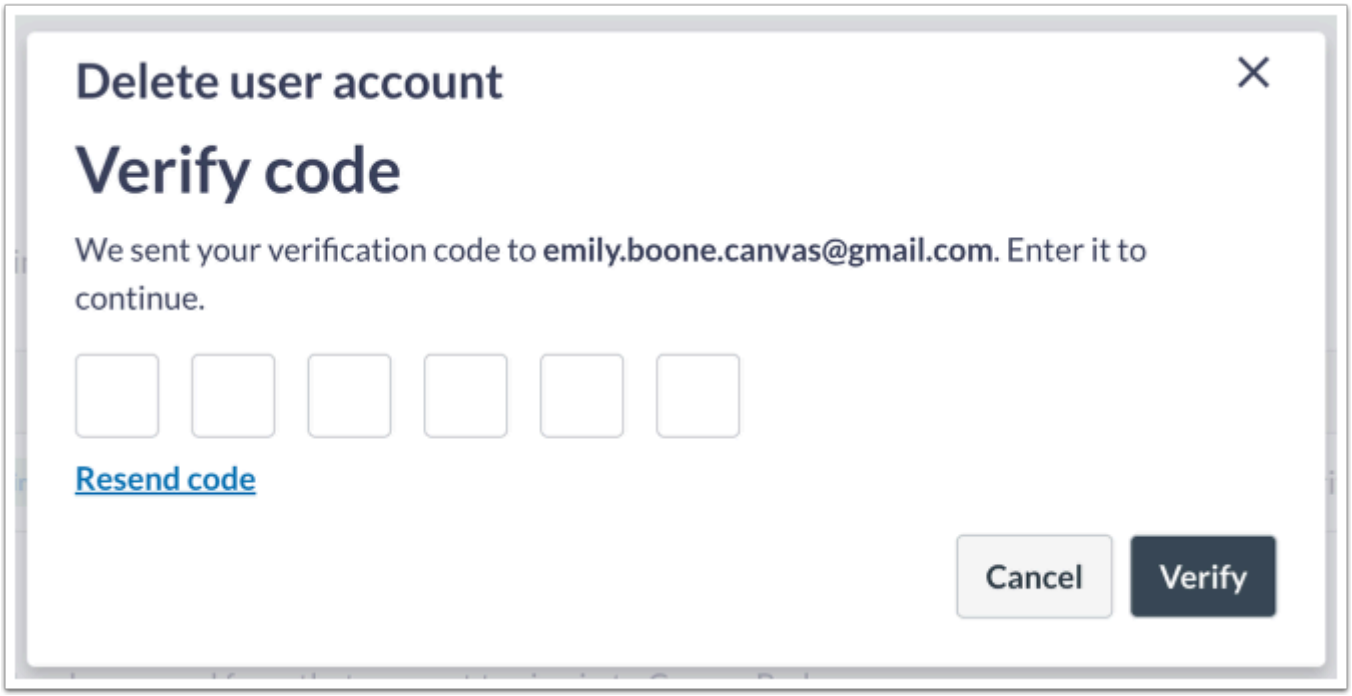
In the Global Navigation, click the **User Menu** [1] and then click the **Account settings** link [2].

Delete Account



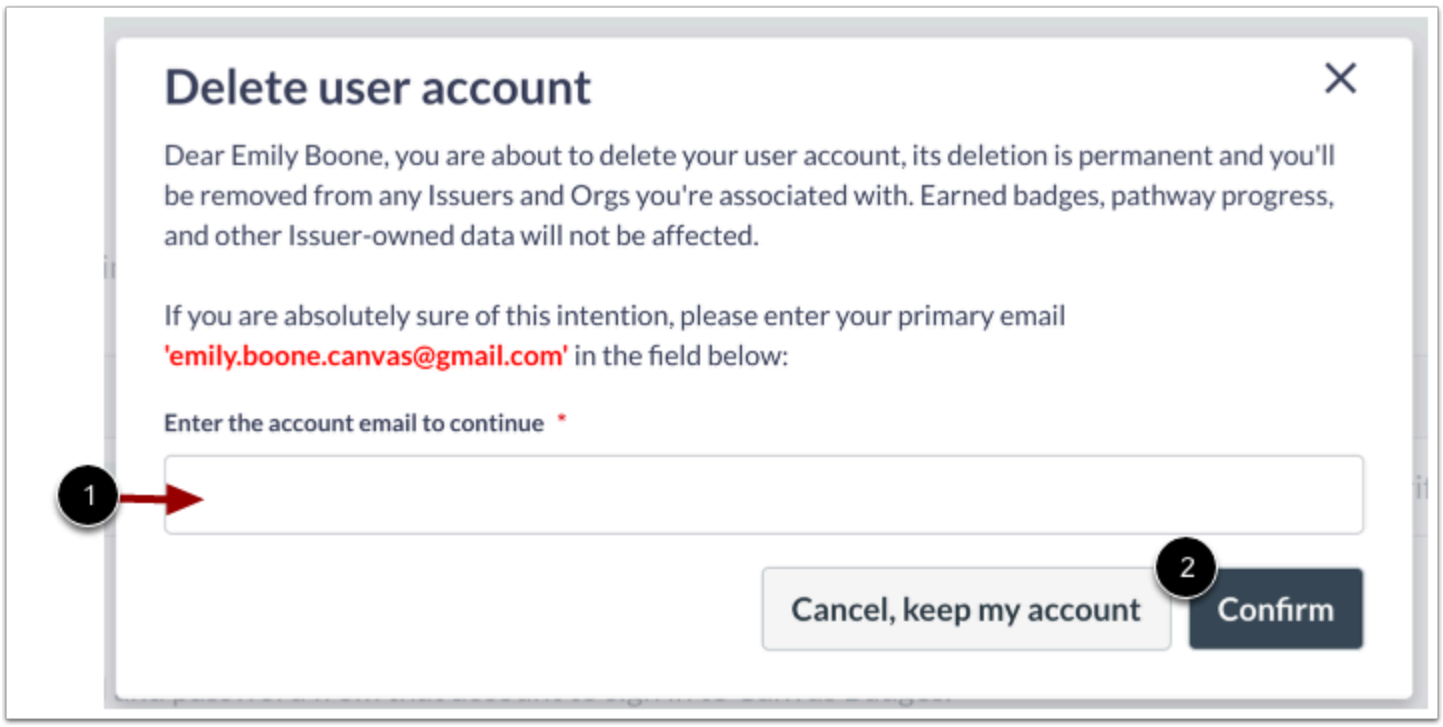
To delete your account, click the **Delete my account** button.

Enter Code



Enter the verification code from your email into the verification fields.

Confirm Account Deletion



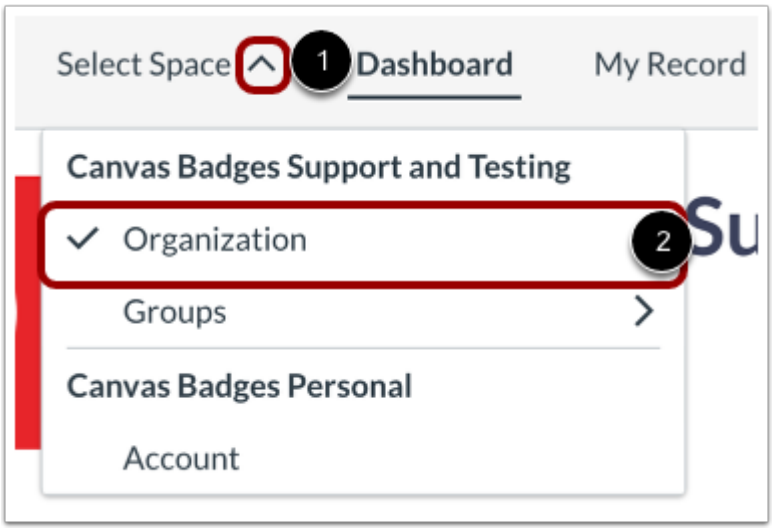
To confirm your account deletion, type your Canvas Badges associated email in the **Enter the account email to continue** field [1]. Then click **Confirm** button [2].

Canvas Credentials Organization Management

How do I use the organization dashboard in Canvas Credentials?

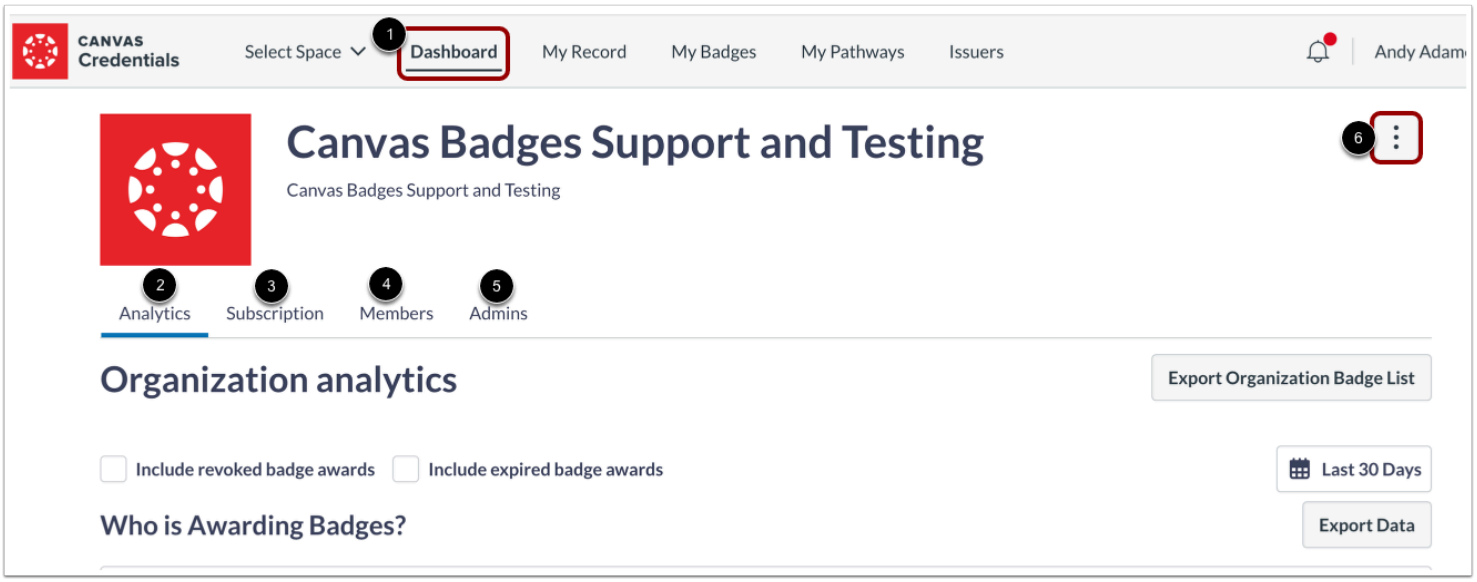
As an organization administrator, you can manage and adjust your Canvas Credentials organization.

Open Organization



In Canvas Credentials Navigation, click the **Select Space** drop-down menu [1] and then click the **Organization** link [2].

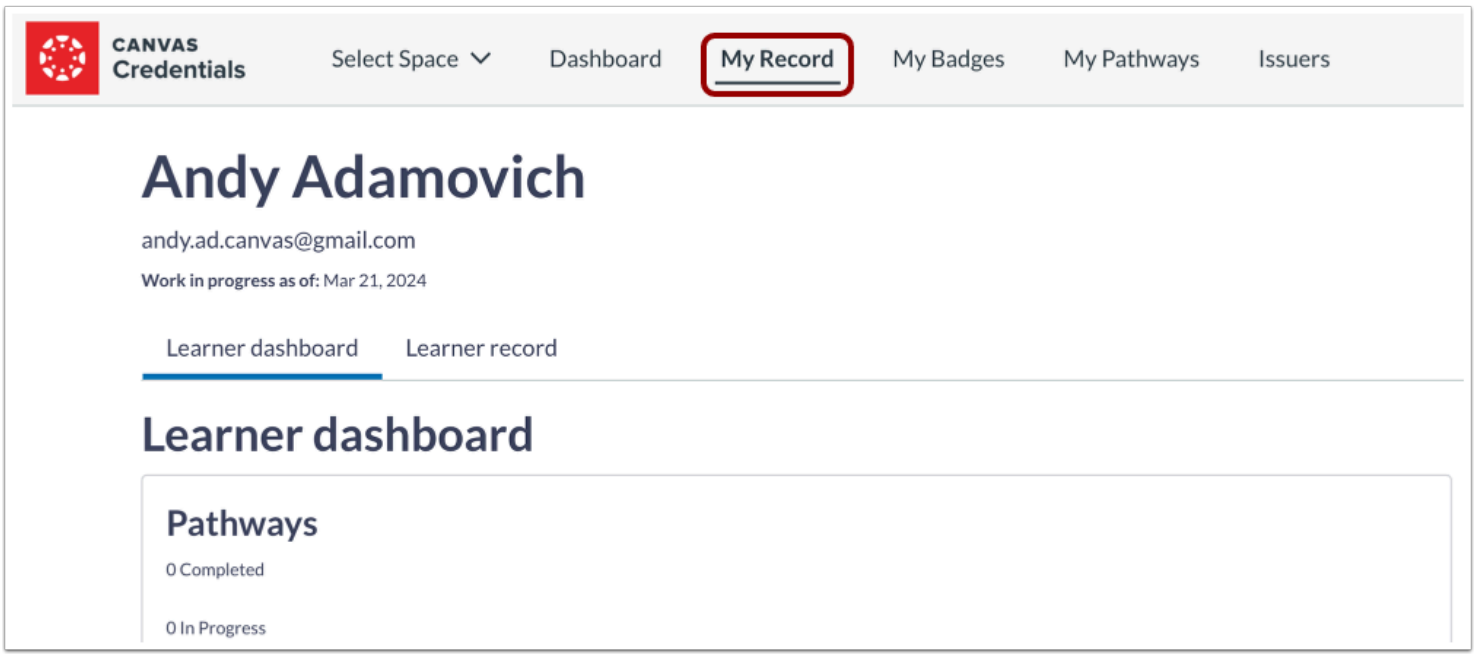
View Dashboard



In the Dashboard tab [1], you can view analytics [2], check your subscription [3], view members [3], and add admins [5].

To edit the organization, click the **Options** icon [6].

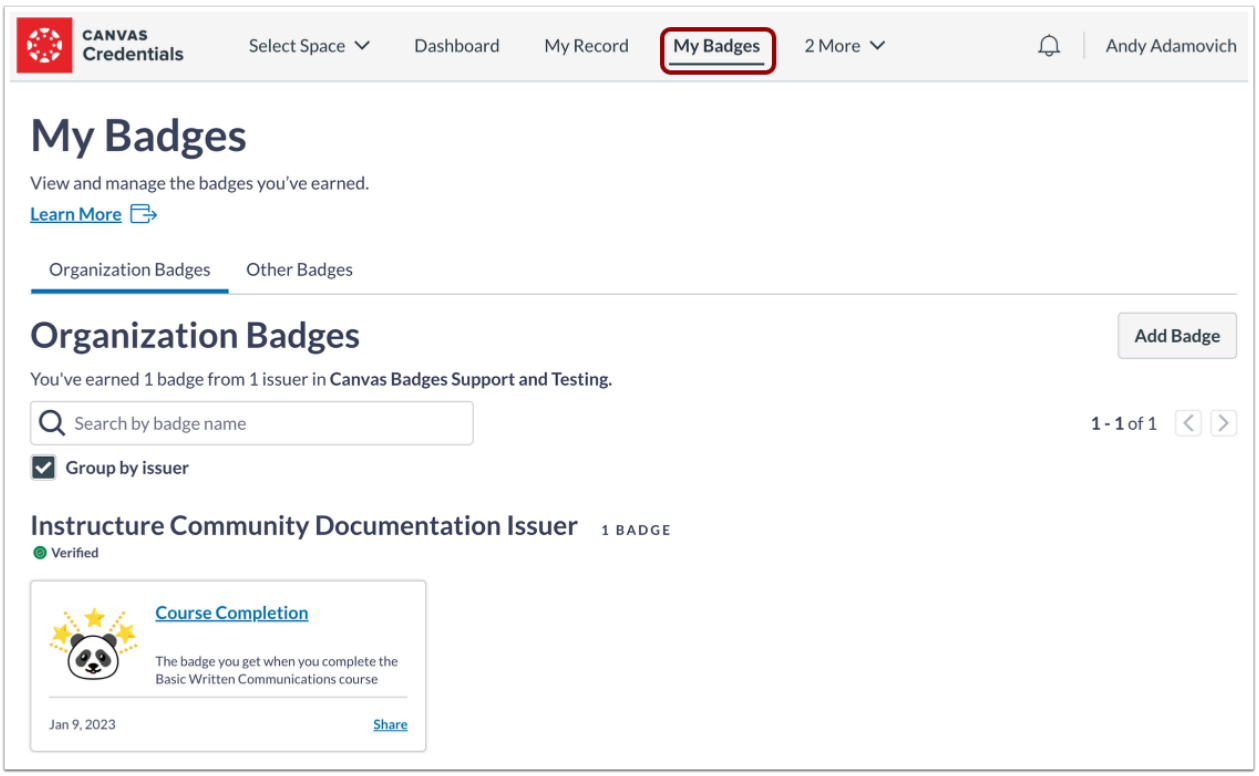
View My Records



In the My Records tab, you can view badges and pathways you have completed and have the ability to share them.

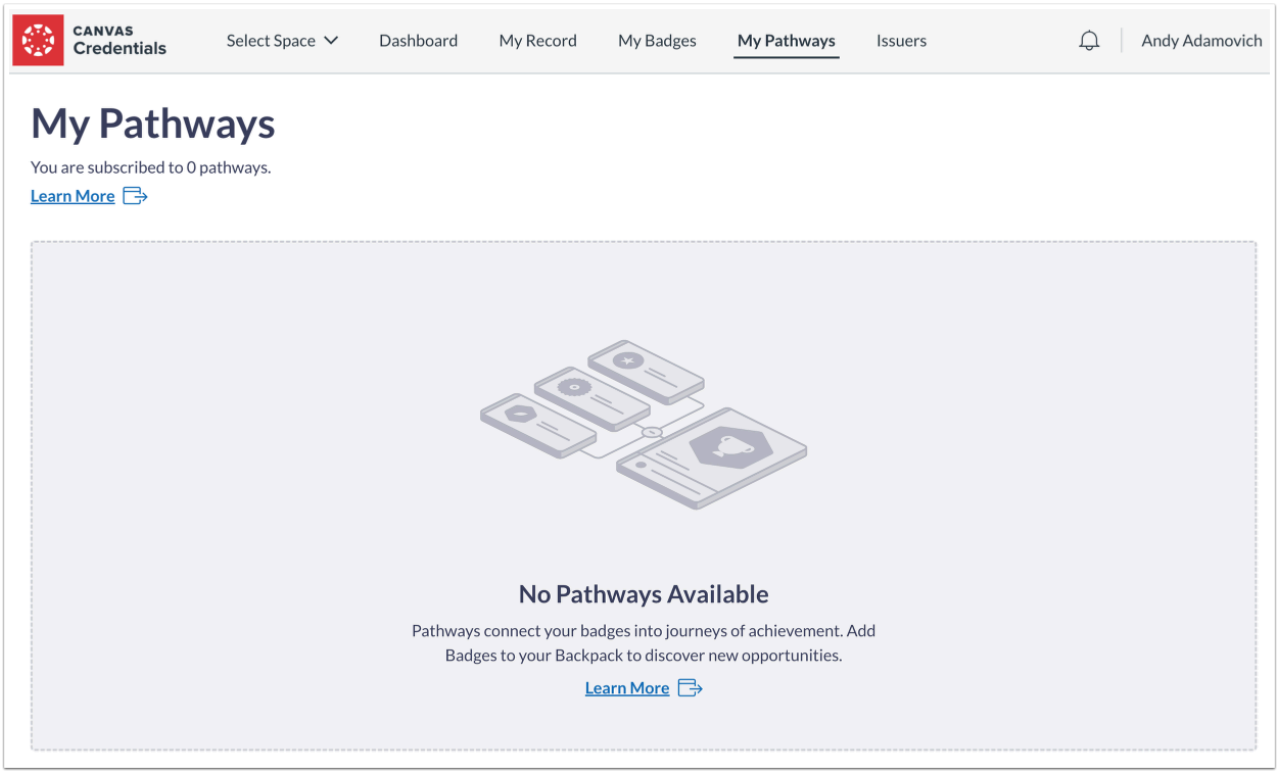
Note: Learner Record setting must be enable in the organization settings.

View My Badges



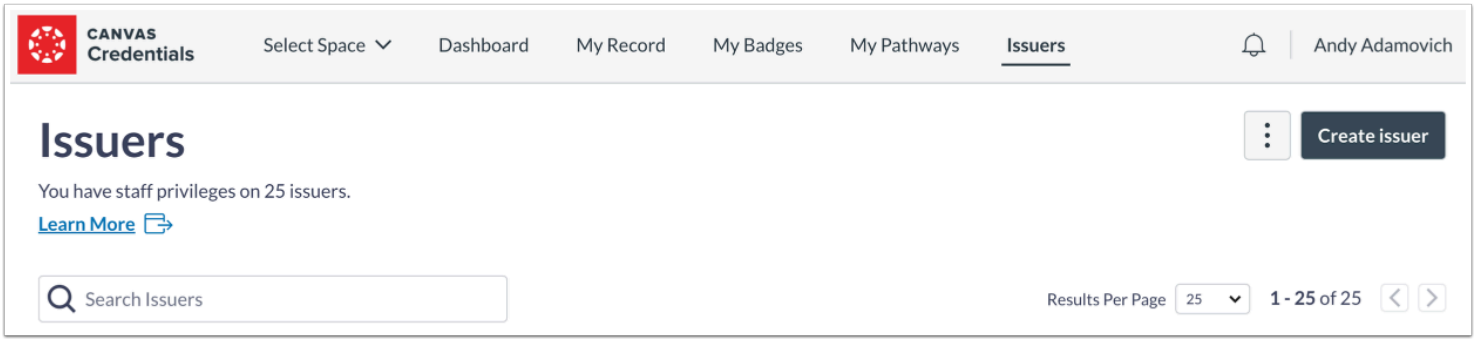
In the My Badges tab, you can view all your earned badges.

View My Pathways



In the My Pathways tab, you can view the pathways you are subscribed to.

View Issuers

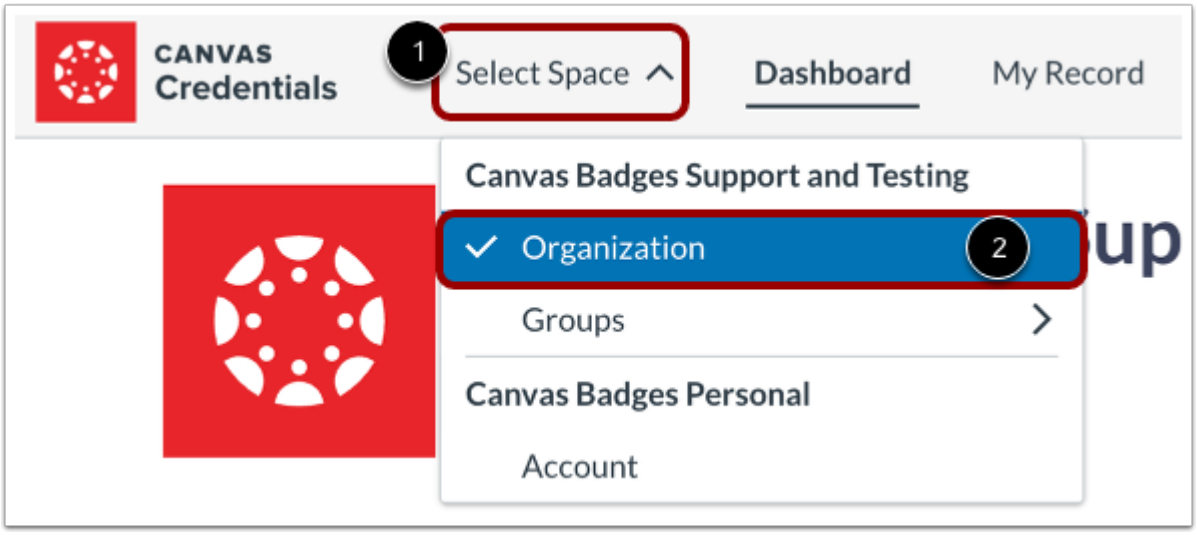


In the Issuer tab, you can view, add, and manage your issuers in your organization.

How do I manage Canvas Credentials Organization settings?

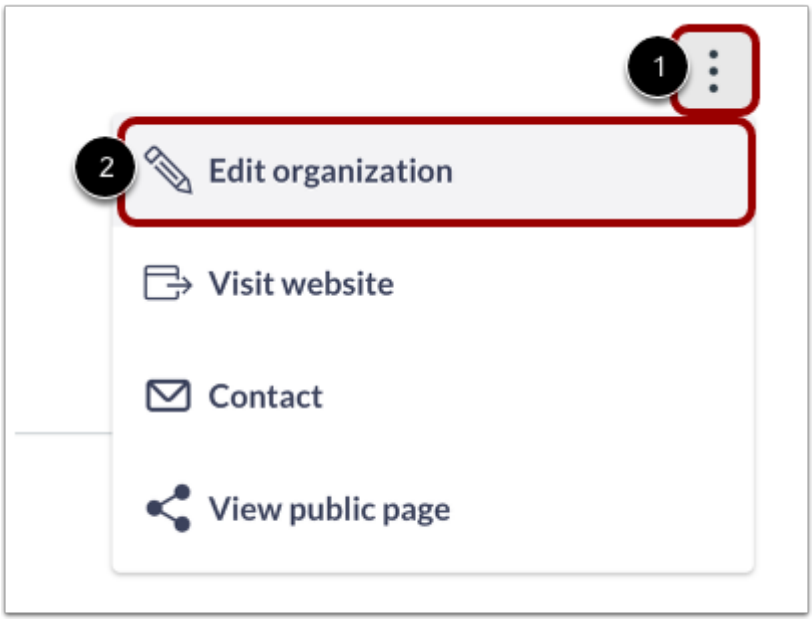
As an organization administrator, you can manage and adjust your organization's settings by accessing the Organization dashboard.

Open Organization



In Canvas Credentials Navigation, click the **Select Space** drop-down menu [1] and then click the **Organization** link [2].

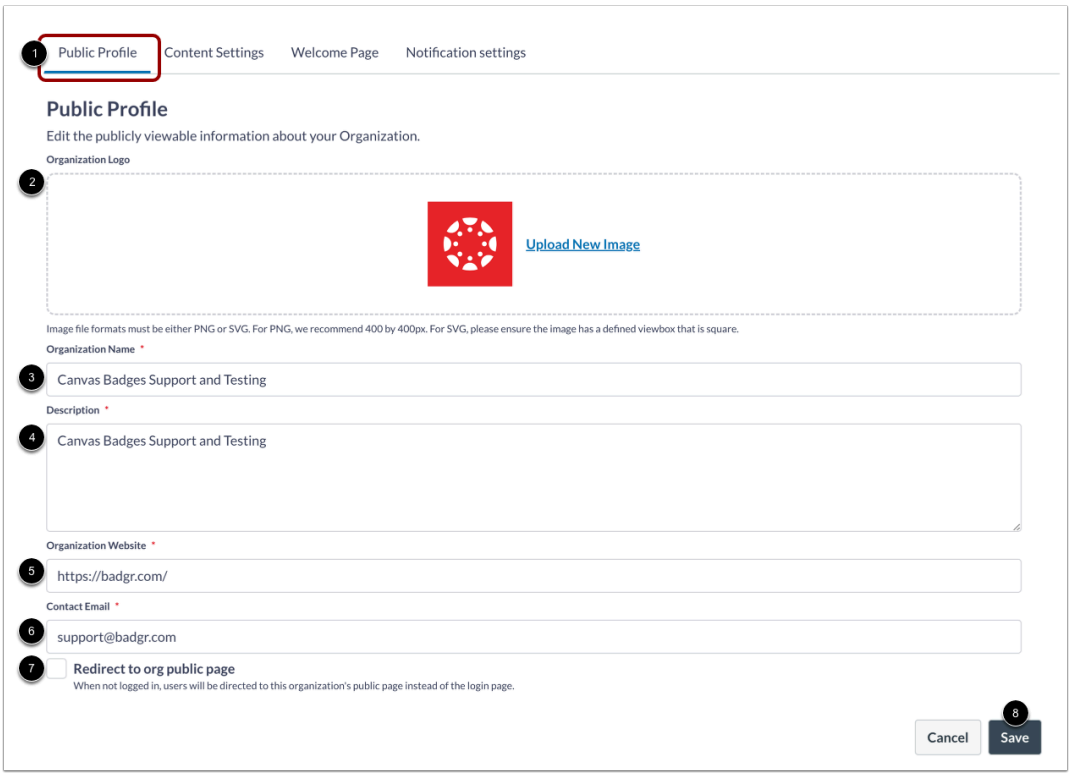
Edit Organization



Click the **Options** icon [1] and then click the **Edit organization** link [2].

From the Organization Dashboard you can edit your public profile, content settings, the welcome page, and notification settings.

Manage Public Profile



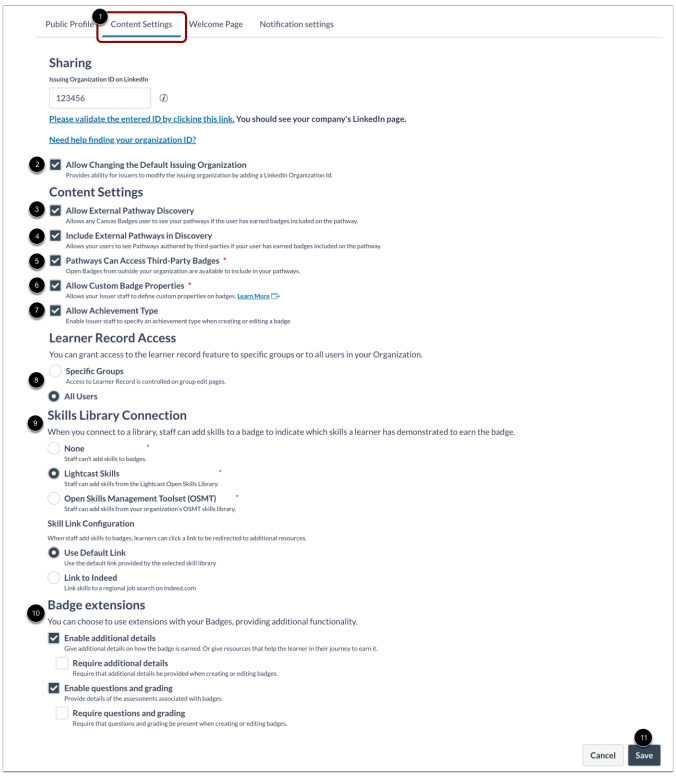
In the **Public Profile** tab, you can choose how your users navigate and view your organization space [1].

You can update your organization's logo [2], organization's name [3], a description of your organization [4], organization's website [5], and contact email [6].

If you select the **Redirect to org public page** checkbox [7], users are directed to your organization's public page instead of the login page.

When you are finished making updates, click the **Save** button [8].

Manage Content Settings



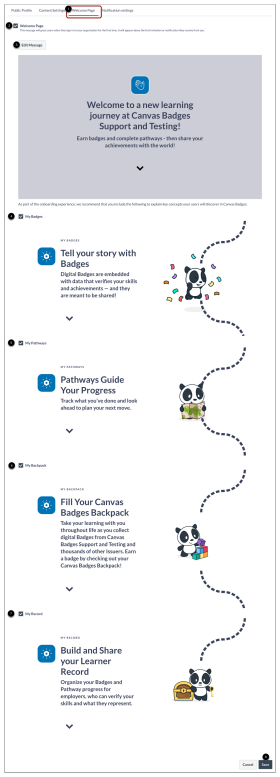
In the **Content Settings** tab, you can select which settings you want to include on your organization's page [1].

- **Allow Changing the Default Issuing Organization** [2]: provides the ability for issuers to modify the issuing organization by adding a LinkedIn Organization ID.
- **Allow External Pathway Discovery** [3]: allows users who are not subscribed to your pathway or organization to view your pathway if they've earned a badge that is included in it.
- **Include External Pathways in Discovery** [4]: allows users to view pathways authored by a third party on your page if the user has earned a badge included in the third party pathway.
- **Pathways Can Access Third-Party Badges** [5]: allows users to use earned badges from outside your organization to complete your organization's pathways.
- **Allow custom badge properties** [6]: allows staff to define custom badge properties. To learn more, see Custom badge properties.
- **Allow achievement type** [7]: allows staff to specify an achievement type when creating or editing a badge. To learn more, view Achievement types.
- **Learner Record Access** [8]: restricts access to specific groups or allows all users to view their learner record. To learn more, view information about the learner record.

- **Skills Library Connection** [9]: allows you to connect to a skill library, such as Emsi or Indeed, and highlight what skills were required to earn the badge. To learn more, see Incorporating Lightcast skills in Canvas Badges/Credentials.
- **Badge extensions** [10]: provide additional functionality to badges; you can require additional details such as grading or include resource links or an additional description of what was required to earn the badge. To learn more, see Badge assessments and questions.

When you are finished making updates, click the **Save** button [11].

Manage Welcome Page



In the **Welcome Page** tab, you can design what users see the first time they sign into your organization [1].

The welcome page appears above the first invitation or notification they receive [2]. You can create a headline and welcome message for new users. To create a custom welcome message for new users, click the **Edit Message** button [3].

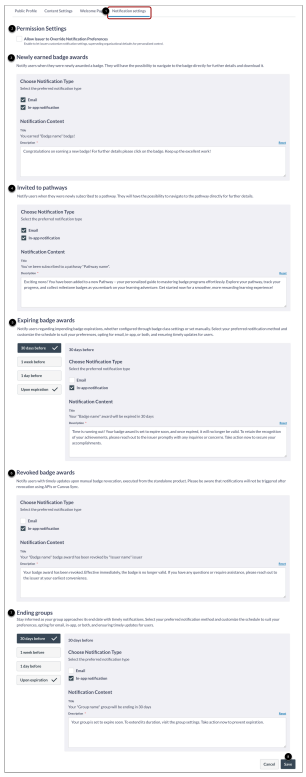
You can choose which Canvas Badges/Credentials features you wish to include in your welcome message.

- My Badges [4]
- My Pathways [5]
- My Backpack [6]
- My Record [7]

If you're not utilizing one or more of these features in your organization, deselect the appropriate checkbox.

When you are finished making updates, click the **Save** button [8].

Manage Notification Settings



In the **Notification Settings** tab, you can customize notification messages [1].

To allow issuers to customize notification settings, click the **Allow Issuer to Override Notification Preferences** checkbox [2].

You can customize notification messages to notify users of newly earned badge awards [3], invitations to Pathways [4], expiring badge awards [5], revoked badge awards [6], and ending groups [7].

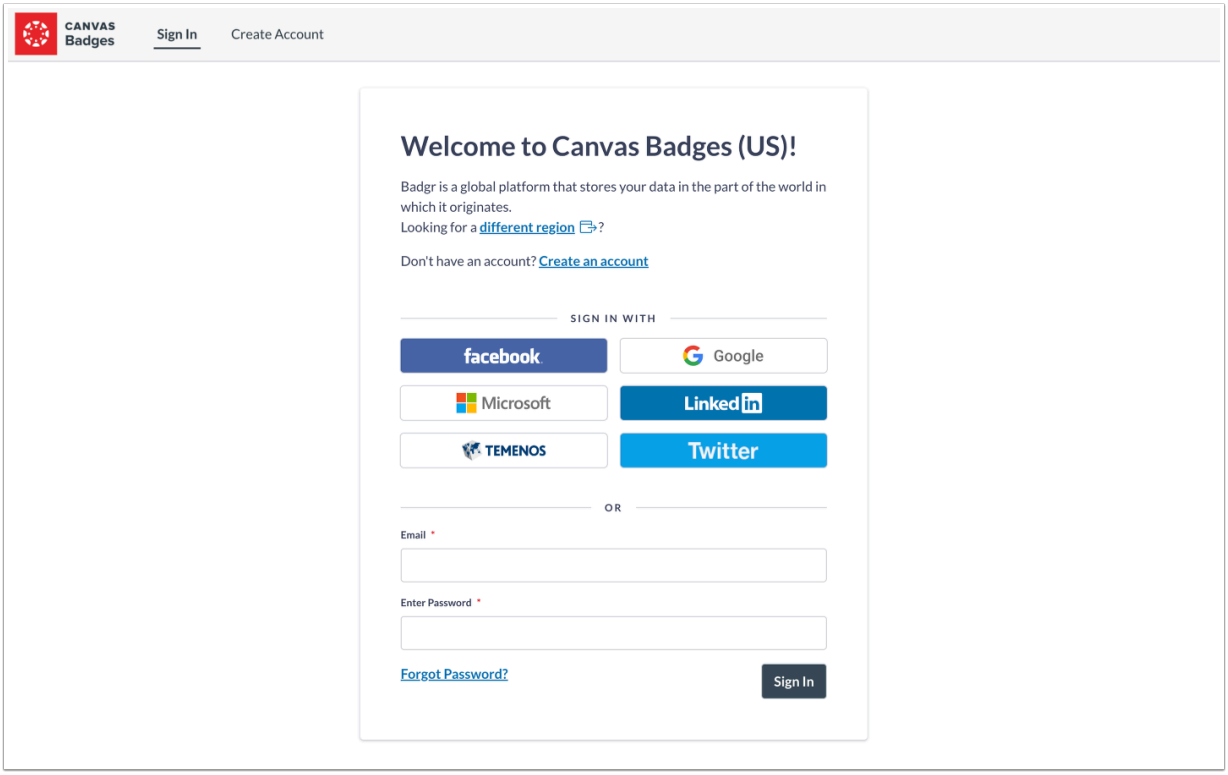
When you are finished making updates, click the **Save** button [8].

Note: The Allow Issuer to Override Notification Preferences checkbox is disabled by default. When the checkbox is disabled, a Notification Settings tab does not display for issuers.

How do I use my personal space in a Canvas Credentials organization?

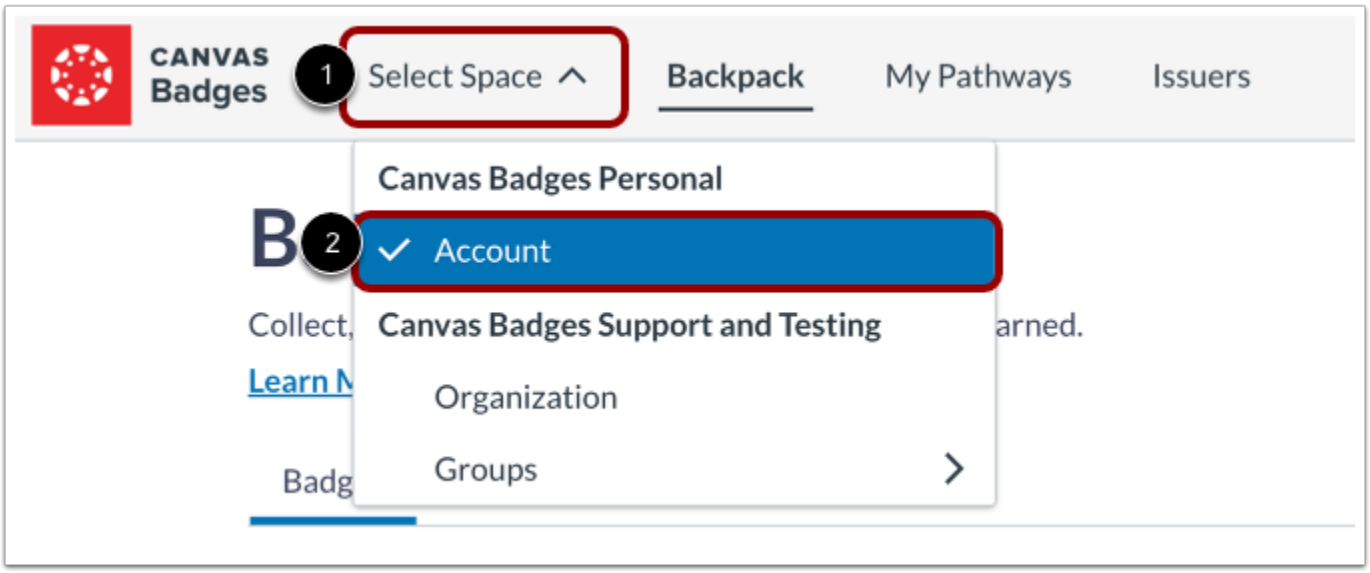
In a Canvas Credentials organization, your personal space displays your badges and pathways.

Sign into Canvas Credentials



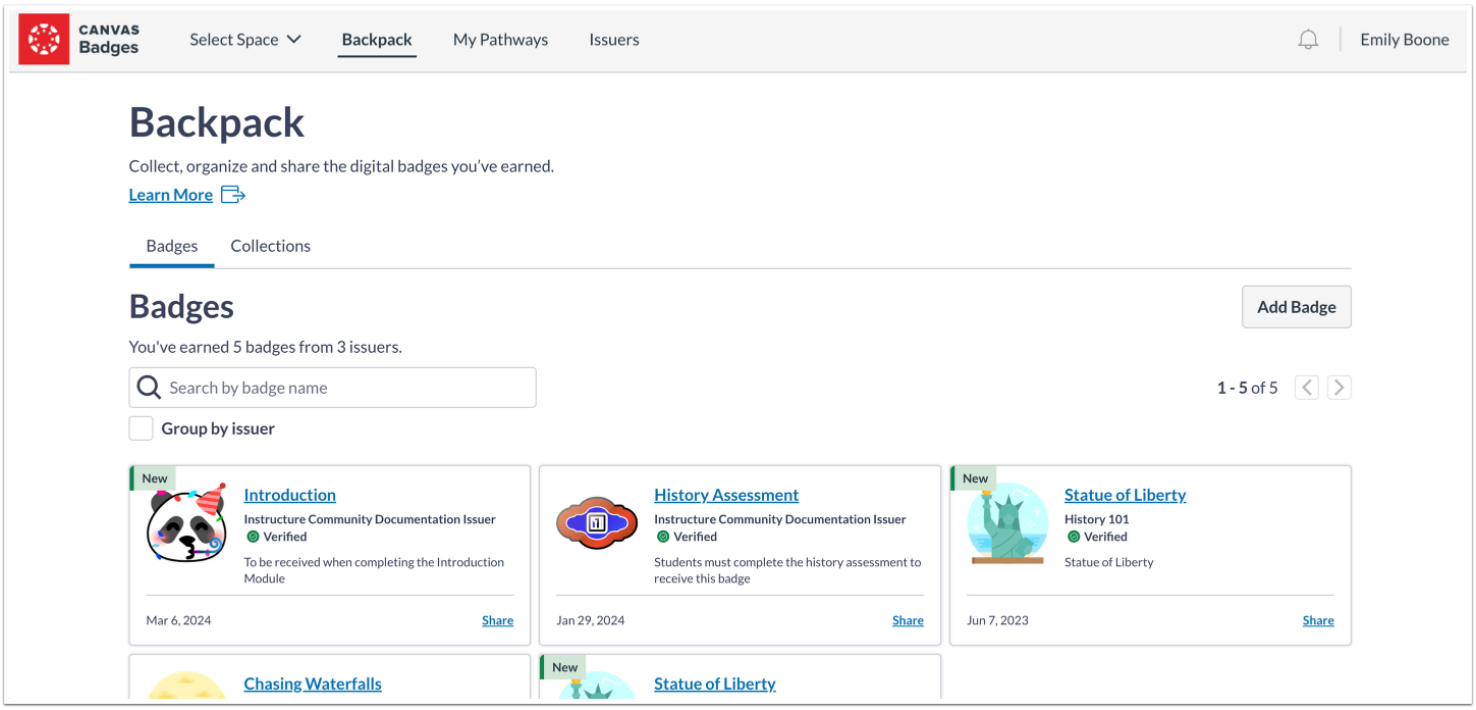
Sign into your Canvas Badges/Credentials account.

Open Personal Account



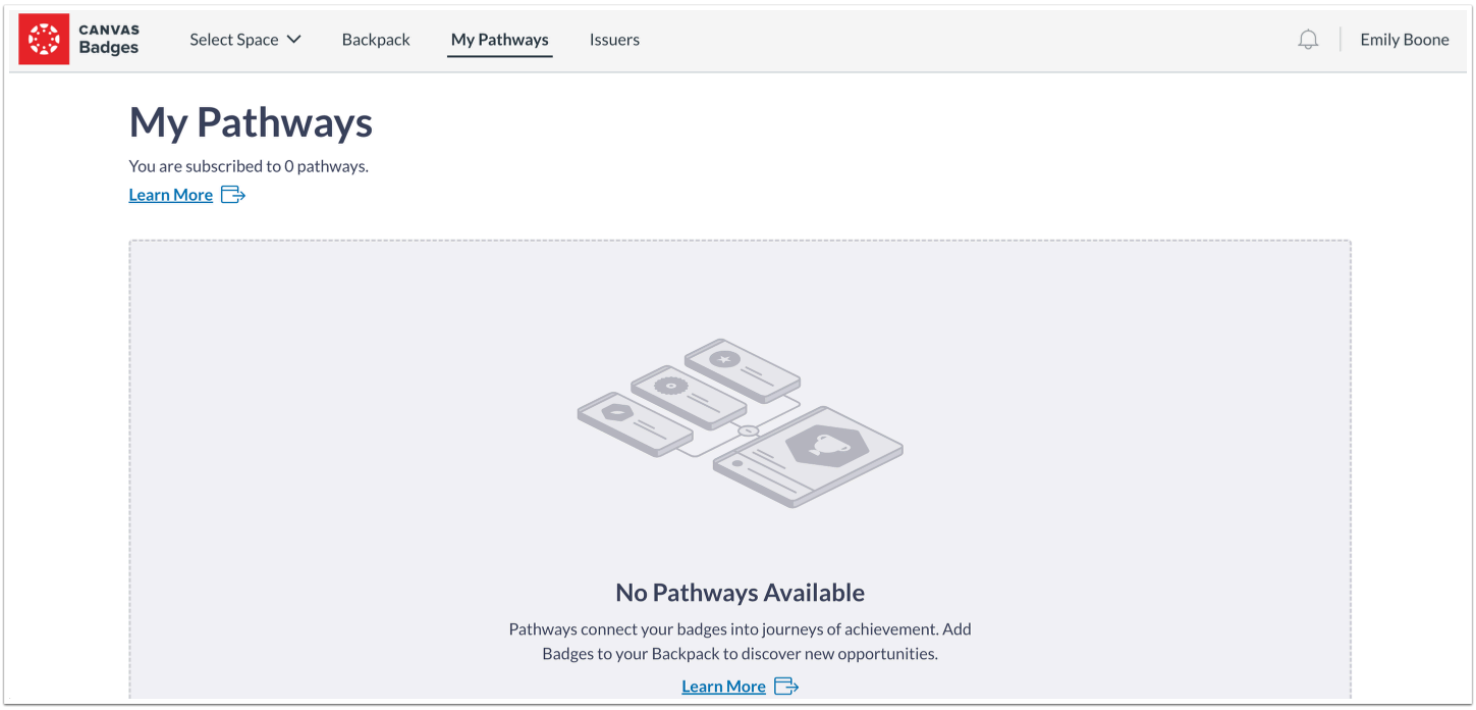
Click the **Select Space** drop-down menu [1] and then click the **Account** link [2].

View Backpack



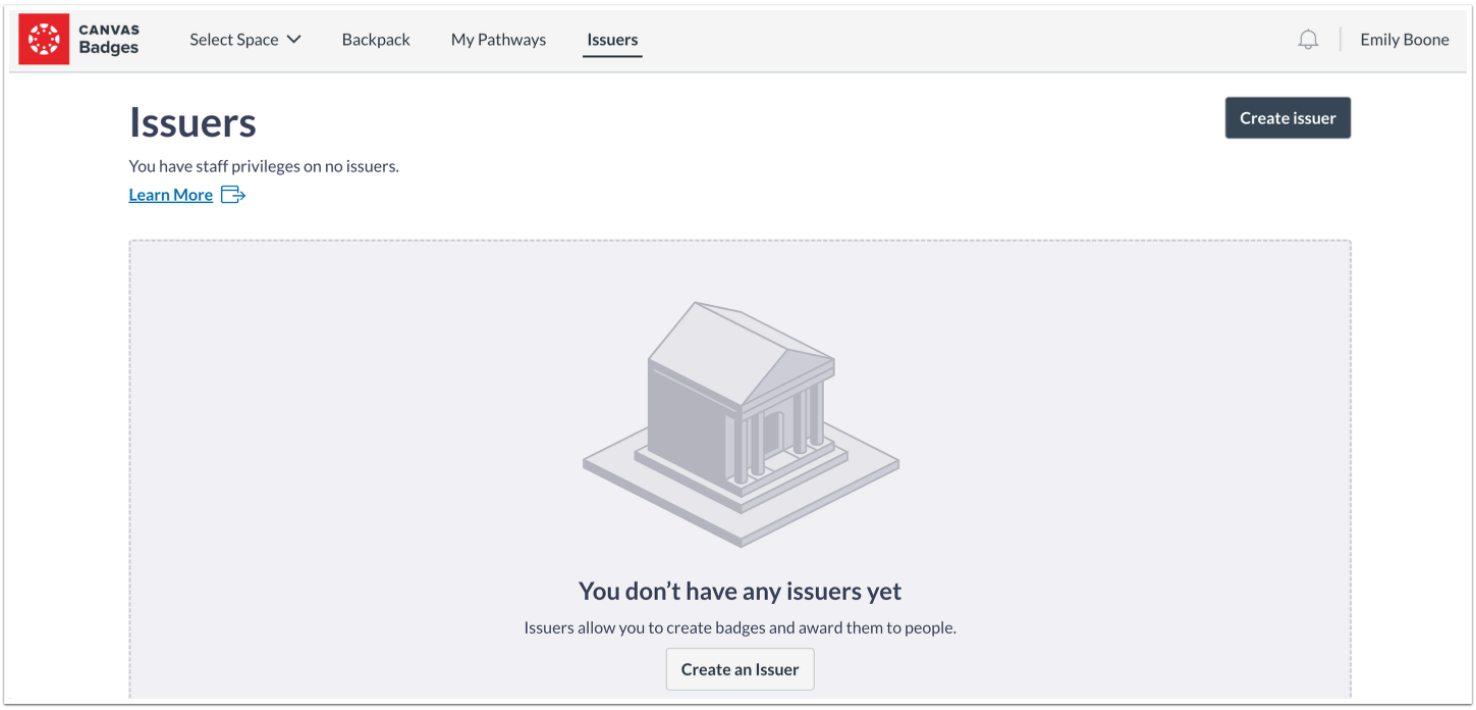
The Backpack space displays earned badges.

View My Pathways



My Pathways displays the pathways you have subscribed to in an organization. You can also explore pathways from other organizations.

View Issuers

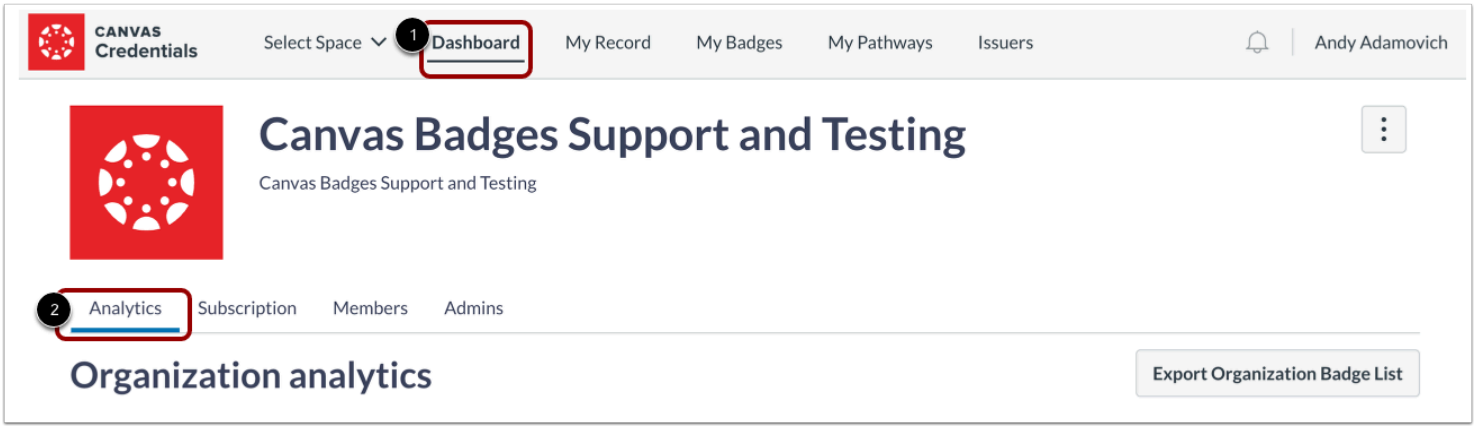


Issuers display for users associated with the organization.

How do I view organizational analytics in Canvas Credentials?

Canvas Credentials subscribers can access analytics from their Canvas Credentials account. Institutions can use Canvas Credentials to discover, understand and report on course metrics and student learning achievements.

Open Analytics



In Global Navigation, click the **Dashboard** link [1]. Then click the **Analytics** tab [2].

View Analytic Filters

You can set filters to include in your export.

To include revoked badge awards in the export, click the **Include revoked badge awards** checkbox [1].

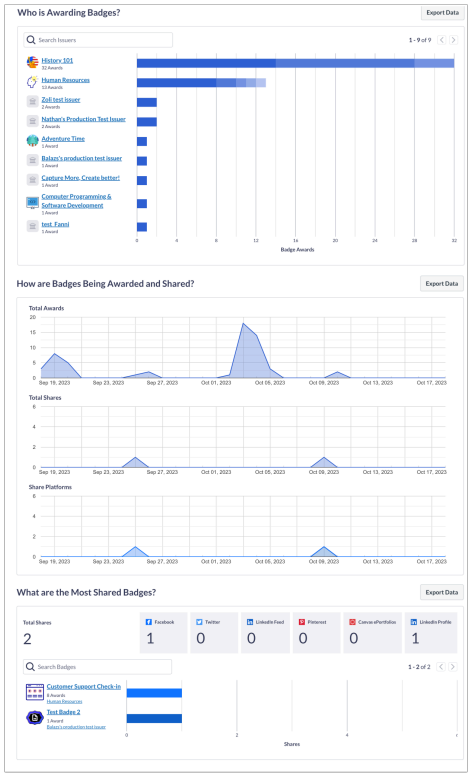
To include expired badge awards in the export, click the **Include expired badge awards** checkbox [2].

To include a certain time frame in the export, use the **Date** drop-down menu [3].

To export your data, click the **Export Data** button [4].

Note: By default, only active badges are displayed and the include revoked and expired badges checkboxes are not selected.

View Organization Analytics



In organization analytics, there are three main sections:

- **Who is Awarding Badges?** Allows the issuer to see who and where badges are being earned [1].
- **How are Badges Being Awarded and Shared?** Allows the issuer to see where badges are being awarded and where learners share them [2].
- **What are the Most Shared Badges?** Allows the issuer to see where their badges are being shared [3].

You can use Organization Analytics to:

See badges your learner are earning and determine the skills being recognized by your institution and the number of learners learning them.

- Identify which teachers and courses are most effective with badges and get an overview of the courses with the most badge awards and examine award data by course to see how different teachers use badges, and compare the effectiveness of various course approaches to recognizing the same skills.
- See how badges are shared understand how your learners are sharing on social media, and see the volume of badges being shared on these mediums.

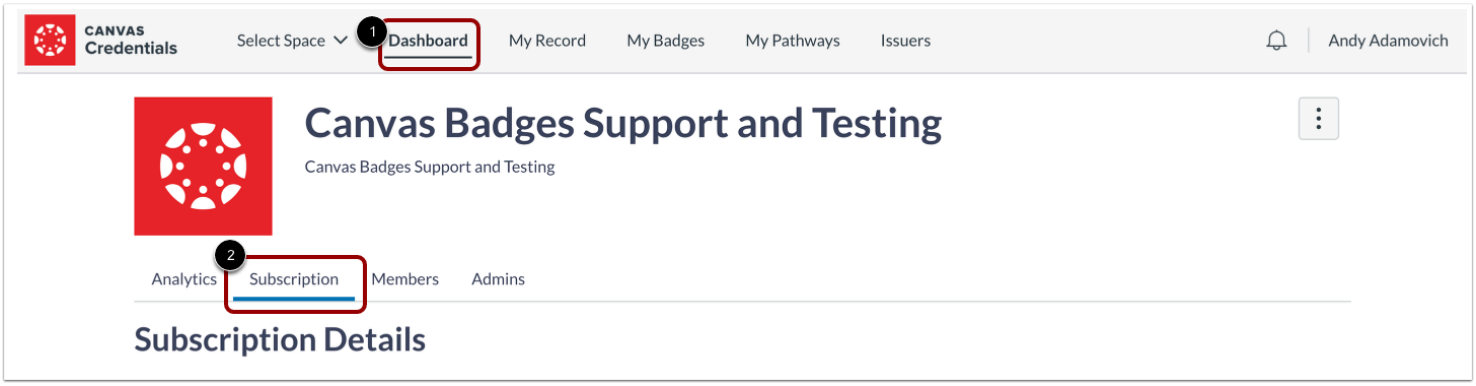
- Track externally awarded badges to see badges learners are earning in other Canvas courses or externally.
- Understand who is issuing badges admins can see which staff members have access to issuers and which issuers are associated with courses.

Note: To view badge breakdowns and analytics, you can navigate to issuer-level analytics.

How do I view my subscription in Canvas Credentials?

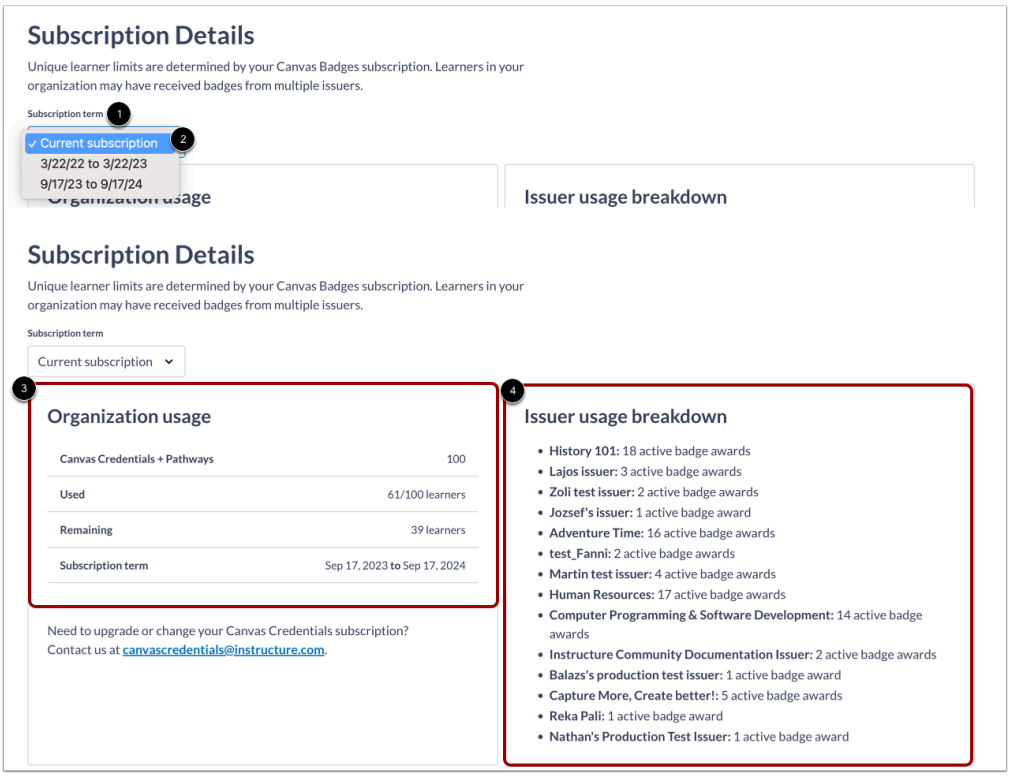
Organizations that subscribe to Canvas Credentials can view their organization's subscription details for Canvas Credentials.

Open Subscription



In Global Navigation, click the **Dashboard** link [1]. Then click the **Subscription** tab [2].

View Subscription Details



To view a subscription term, click the **Subscription term** drop-down menu [1] and select a term [2].

You can also view your organization usage [3] and issuer usage breakdown [4].

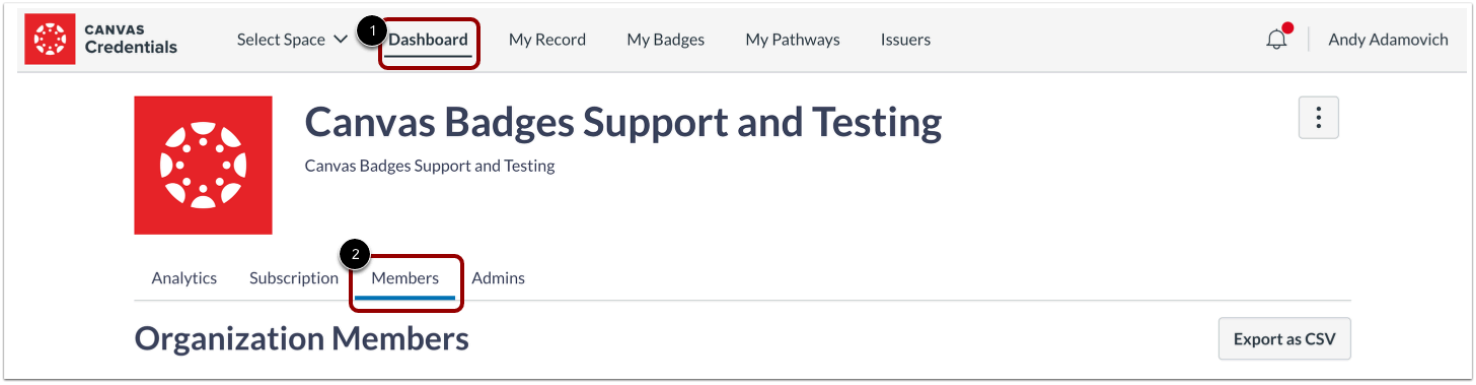
How do I view organization members in Canvas Credentials?

Canvas Credentials subscribers can access organization members from their Canvas Credentials account.

Organizations that subscribe to Canvas Credentials can view their organization's member list and a member list for each of their issuers. Organization members include organization admins, staff associated with Issuers, pathway group members, and badge recipients.

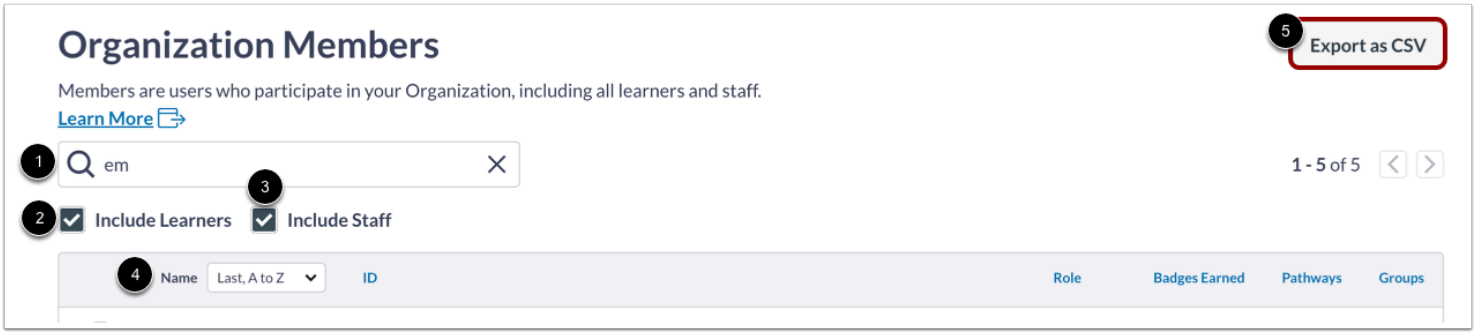
Note: Members List is a paid feature of Canvas Credentials.

Open Members



In Global Navigation, click the **Dashboard** link [1]. Then click the **Members** tab [2].

View Members Filters



To search for a member, enter a member name in the **Search Members** field [1].

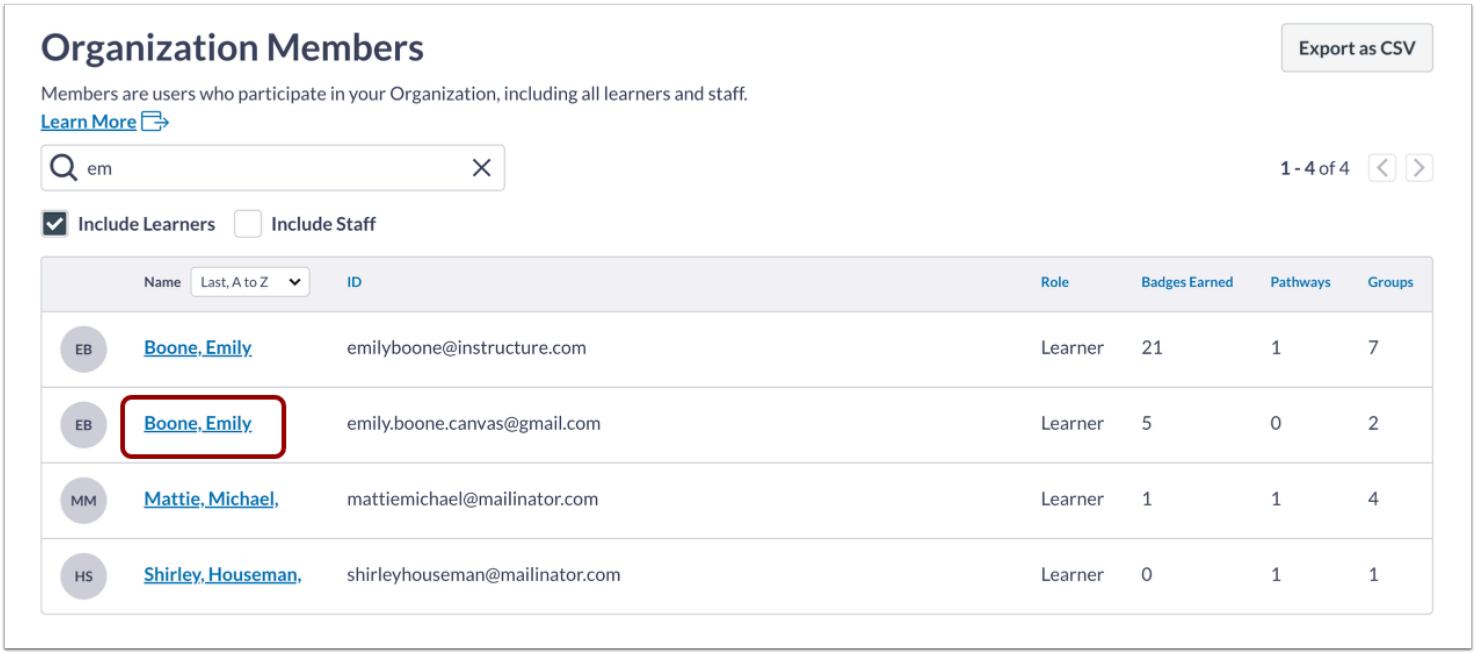
To view include learners in the list, click the **Include Learners** checkbox [2].

To include staff in the list, click the **Include Staff** checkbox [3].

You can filter the member list by the column headings: name, ID, role, badges earned, pathways, and groups [4].

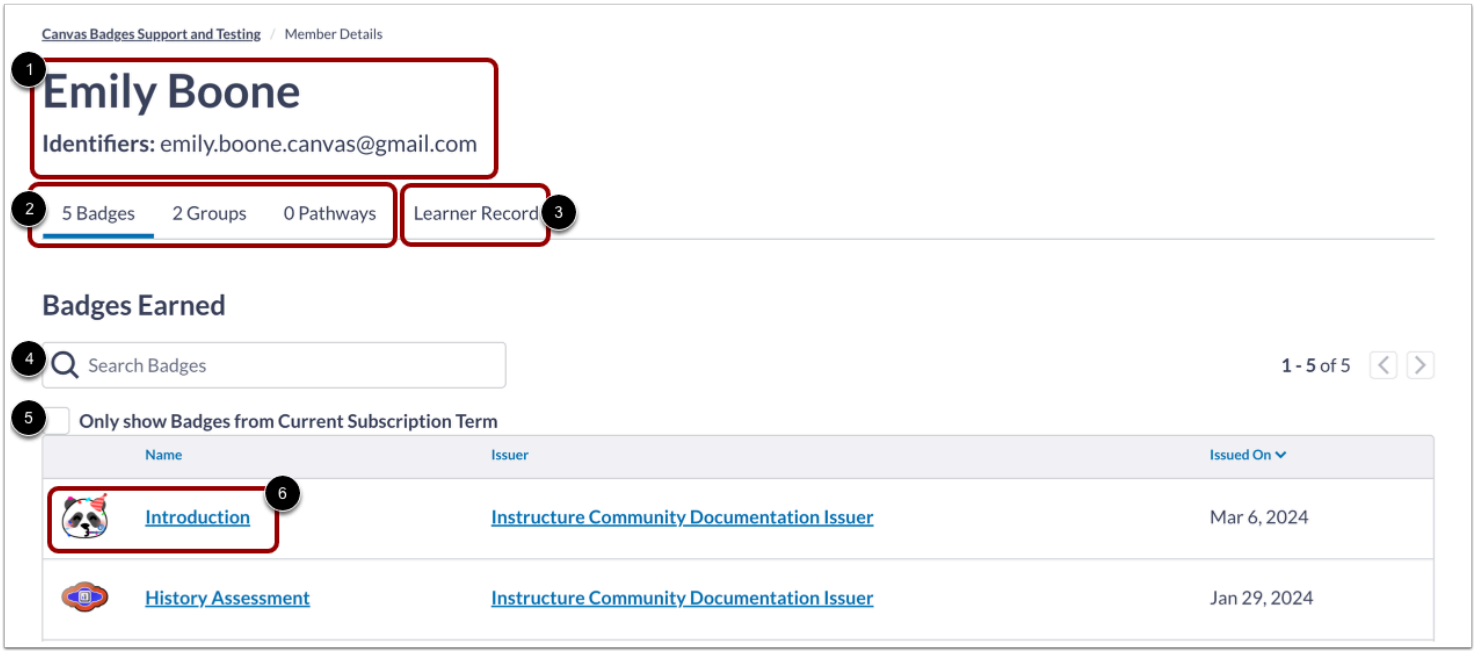
To export member list, click the **Export as CSV** button [5].

View Members List



To view additional details about a member, click the member's name.

View Member Details



View the member's additional details.

You can view the member's name and identifiers [1]. You can also view the amount of badges, groups, and pathways the learn is enrolled in [2]. You can view the learner record [3].

In the **Search Badges** field [4], you can enter a search term to find an earned badge.

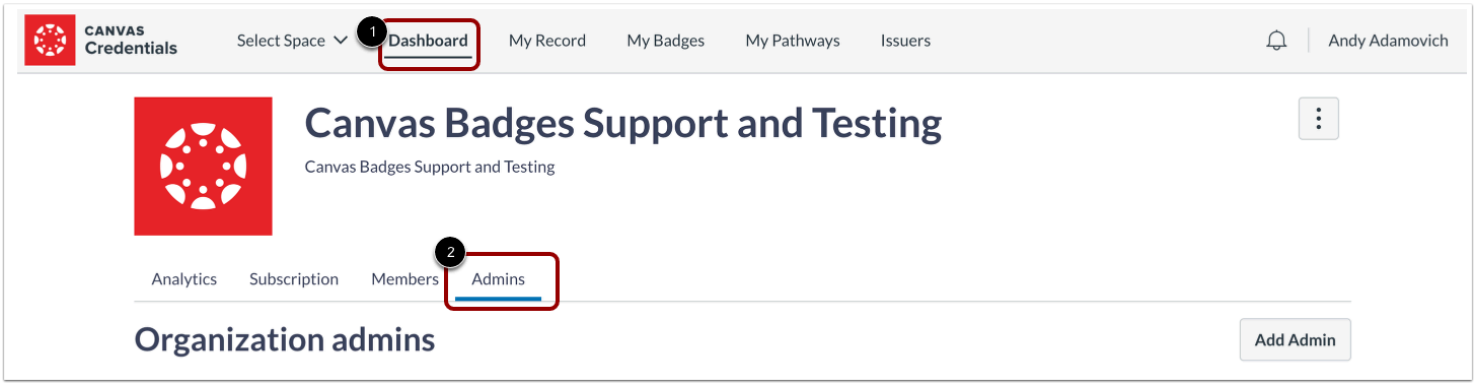
To show badges from the current subscription term, click the **Only show Badges from Current Subscription Term** checkbox [5].

To view badge details, click the name of the badge [6].

How do I view organization admins in Canvas Credentials?

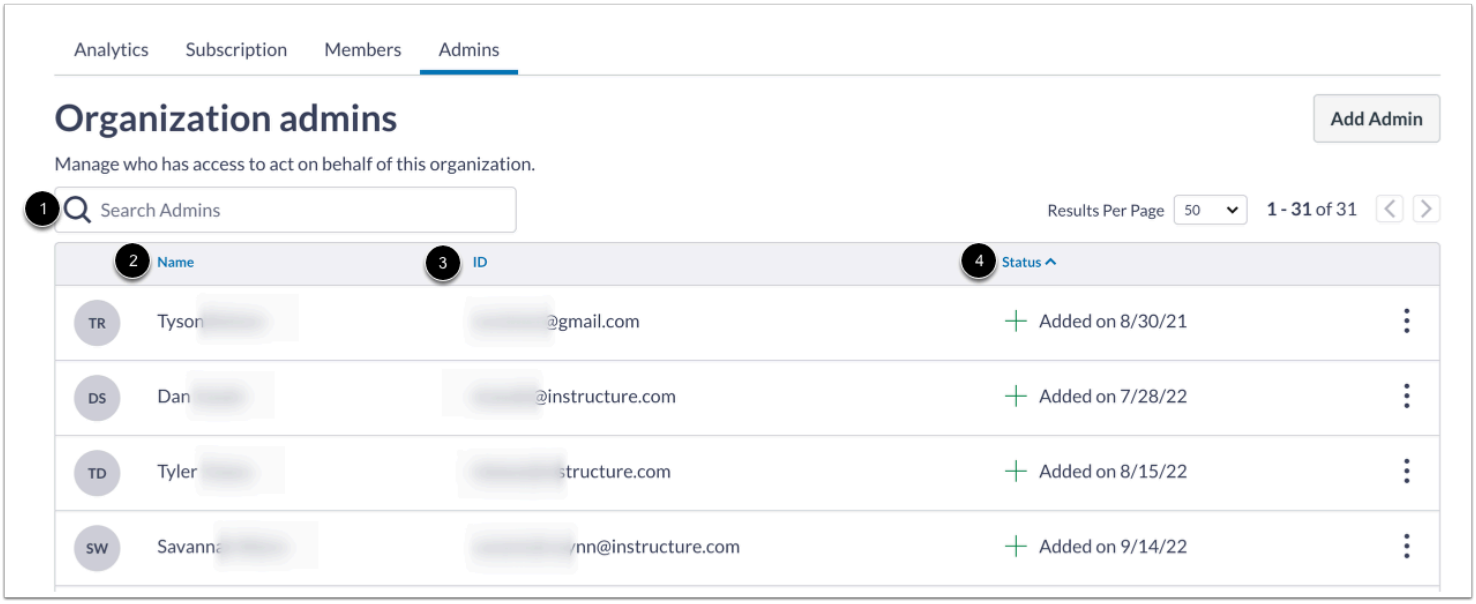
Organizations that subscribe to Canvas Credentials can view their organization's administrators list.

Open Admins



In Global Navigation, click the **Dashboard** link [1]. Then click the **Admins** tab [2].

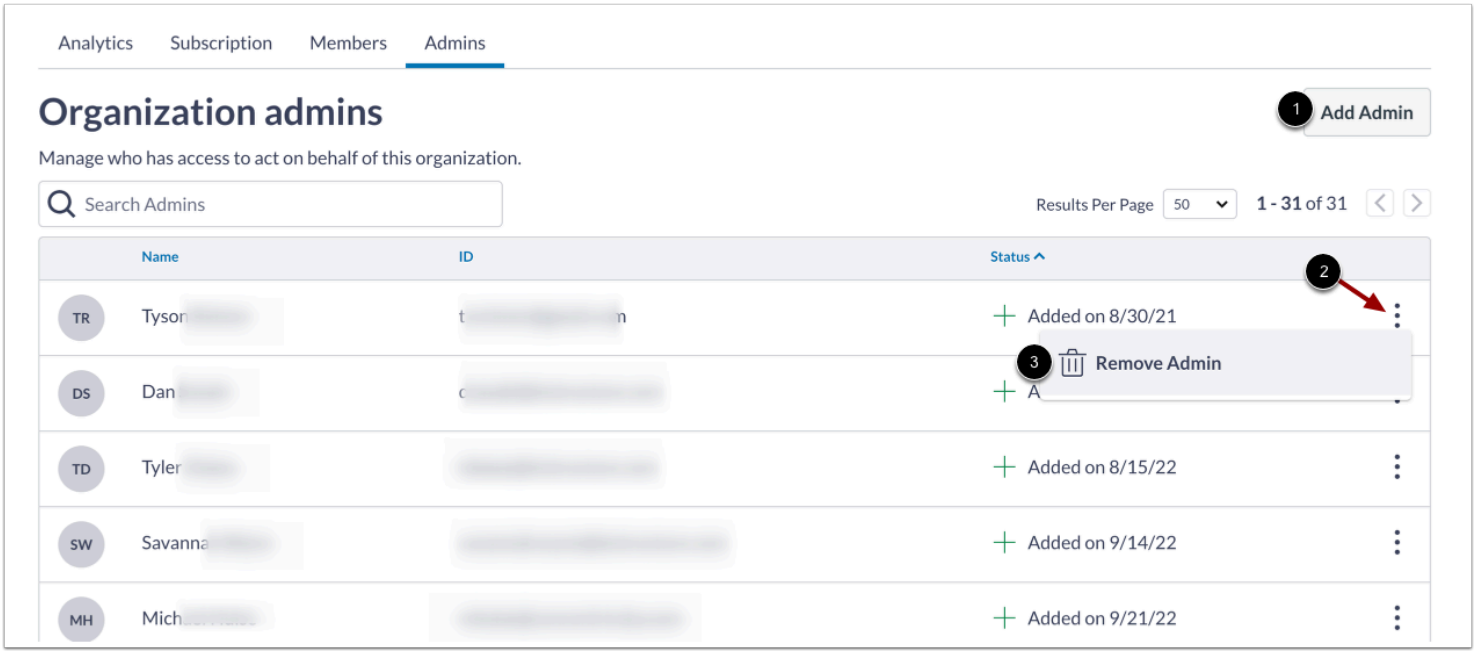
View Organization Admins



To search for an admin, enter a member name in the **Search Admins** field [1].

You can filter the admin list by the column headings: name [2], ID [3], and status [4].

Manage Organization Admins



To add an admin, click the **Add Admin** button [1].

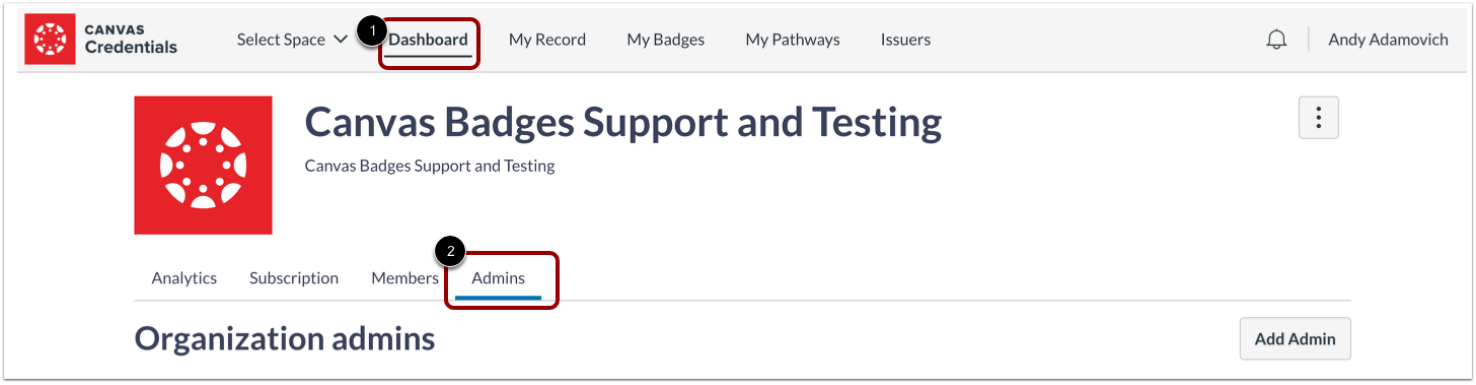
To remove an admin, click the **Options** icon [2] and then click the **Remove Admin** link [3].

How do I add organization admins in Canvas Credentials?

To access information about an organization's subscription, issuers and Canvas Credentials features you must be invited to the organization as an administrator. Organization admins will receive an email invitation and/or receive an in-app notification when signed in to their Canvas Credentials account.

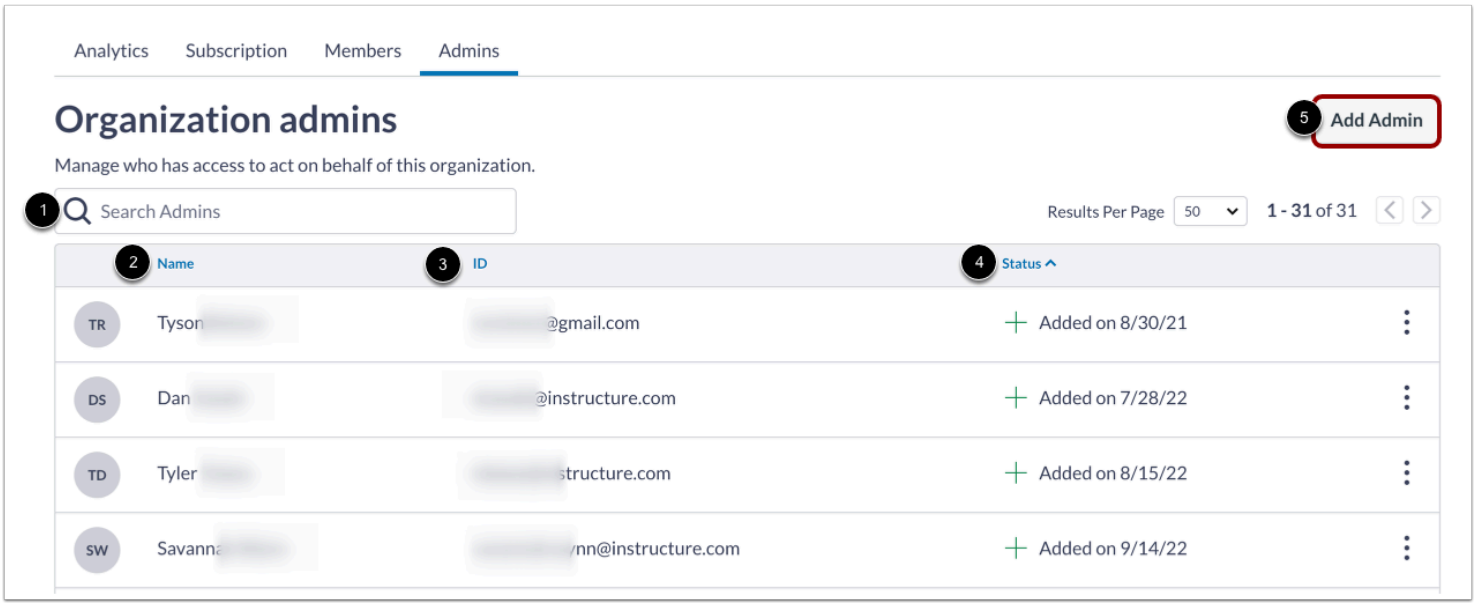
Organizational admins are automatically added with owner-level permissions to each issuer under the organization. You can still share issuers with individual colleagues without adding them to the organization.

Open Admins



In Global Navigation, click the **Dashboard** link [1]. Then click the **Admins** tab [2].

View Organization Admins

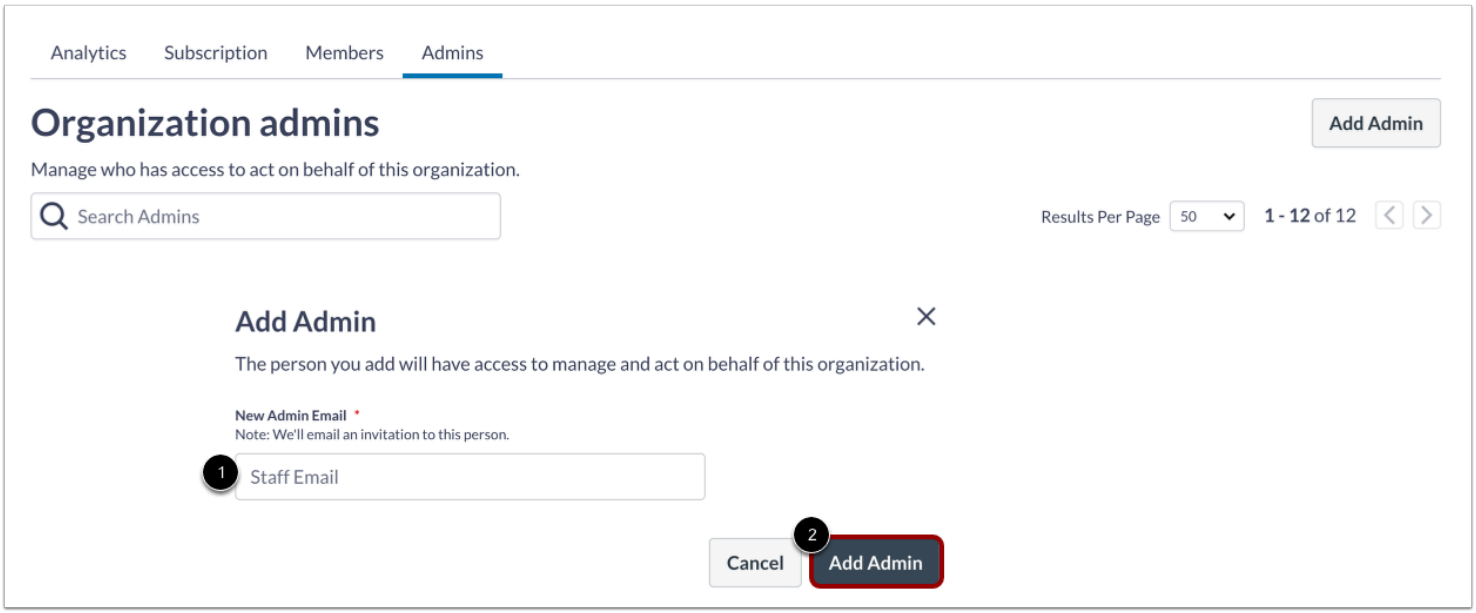


To search for an admin, enter a member name in the **Search Admins** field [1].

You can filter the member list by the column headings: name [2], ID [3], and status [4].

To add an admin, click the **Add Admin** button [5].

Add Organization Admins



In the **Staff Email** field, enter the Canvas Badges/Credentials account email address of the individual you want to add [1].

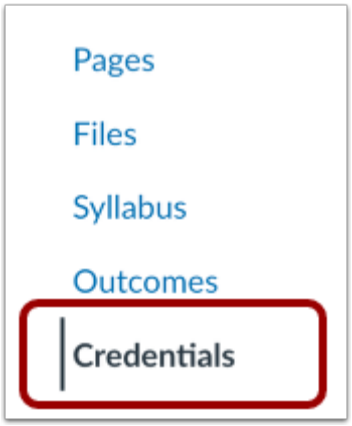
Click the **Add Admin** button [2].

Note: An email invitation is sent to the person you are adding as an admin.

How do I view notifications in the Canvas Credentials LTI?

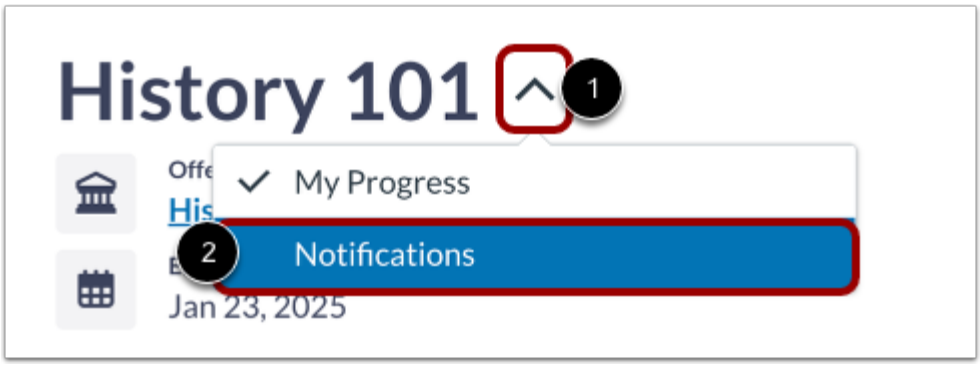
In the Credentials LTI, you can view notifications.

Open Credentials



In Course Navigation, click the **Credentials** link.

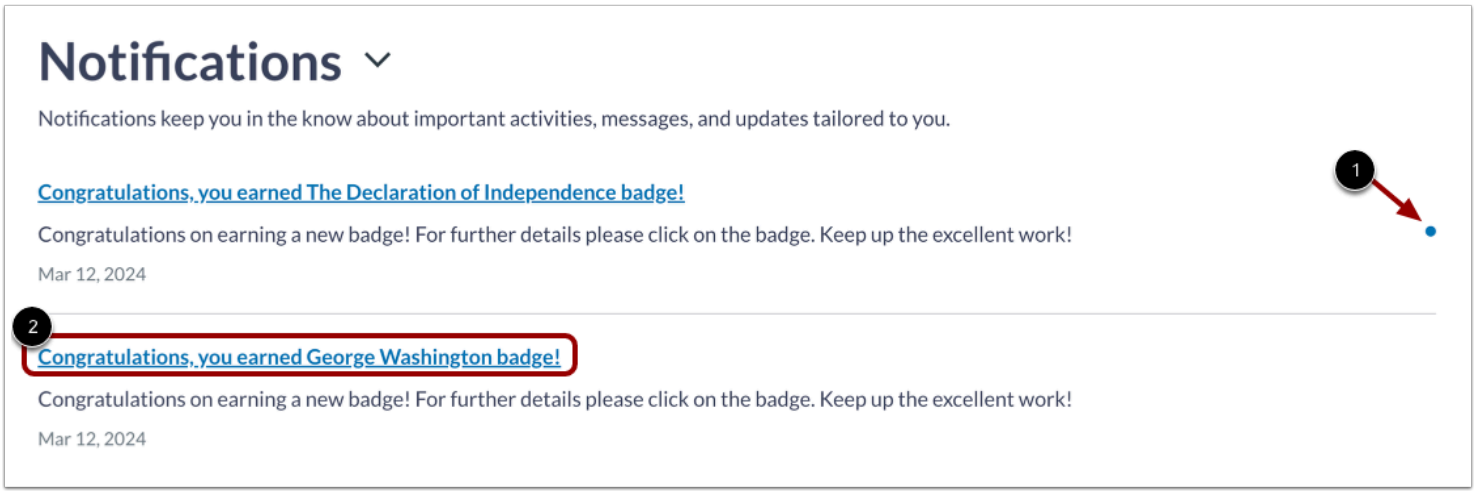
Open Notifications



In the drop-down menu [1], click the **Notifications** option [2].

Note: Depending on your user role, you may have different options in the drop-down menu.

View Notifications



View your in-app notifications.

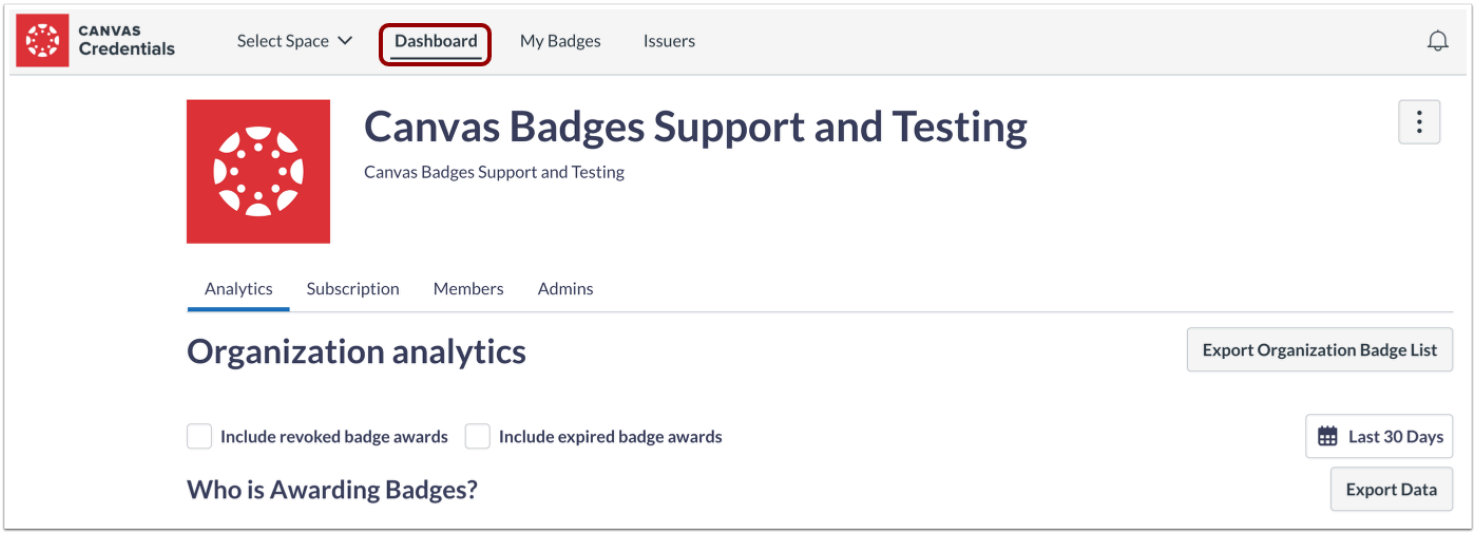
A new notification is indicated by a blue dot [1].

To view the badge, click the badge name link [2].

How do I customize notification messages in Canvas Credentials?

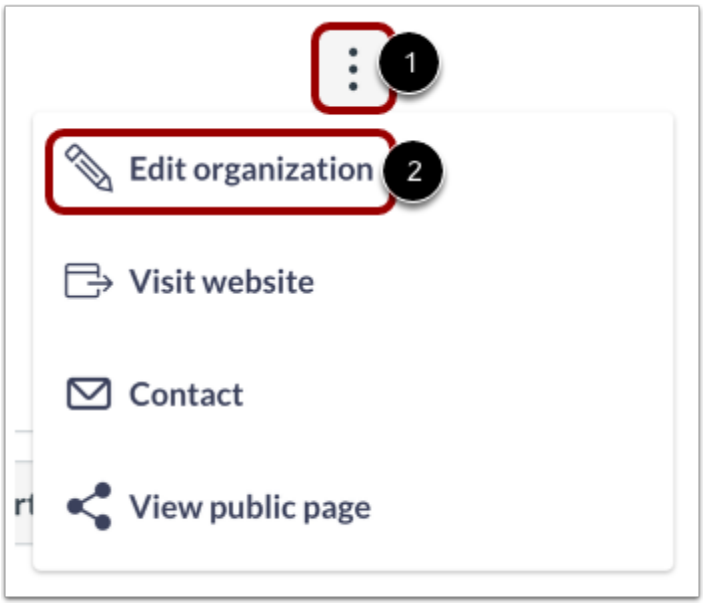
When signed into your organization, you can customize notification messages that are sent to staff and learners.

Open Dashboard



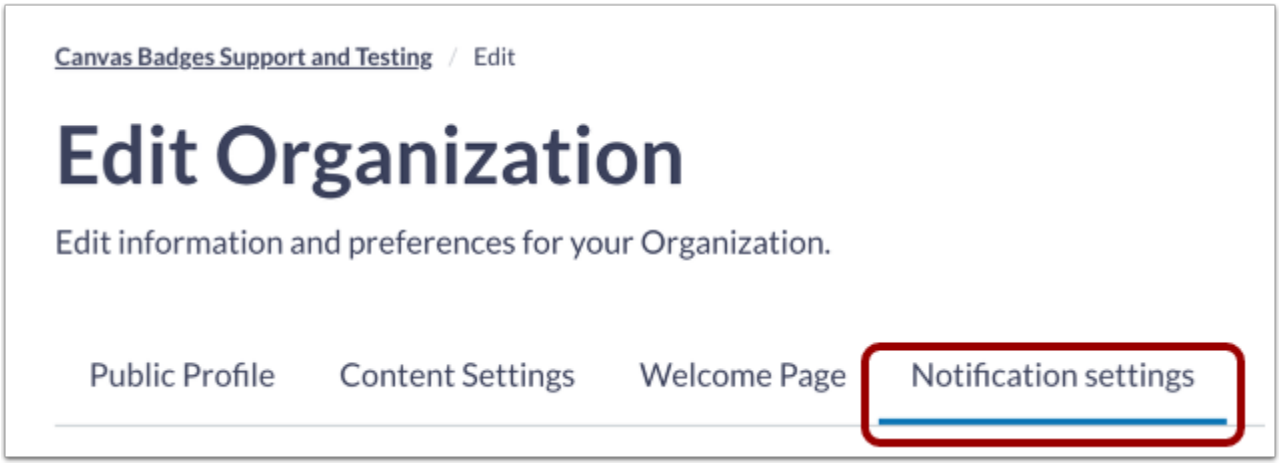
In Canvas Credentials Organization Navigation, click the **Dashboard** link.

Edit Organization



To customize notifications, click the **Options** menu [1], then click the **Edit organization** link [2].

Open Notification Settings

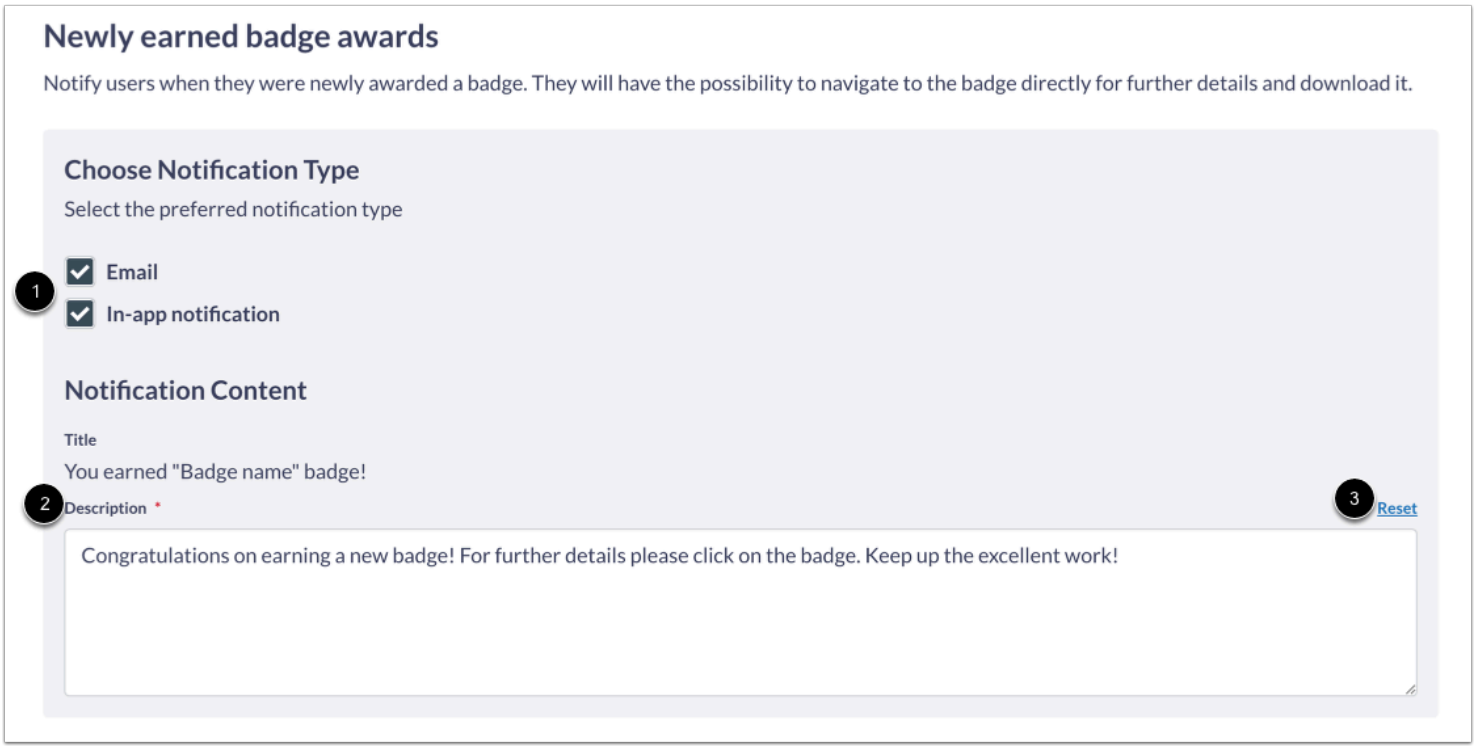


Click the **Notification settings** tab.

Manage Permission Settings

To allow Issuers to override notification preferences, click the **Allow Issuer to Override Notification Preferences** checkbox.

Customize Newly Earned Badge Awards

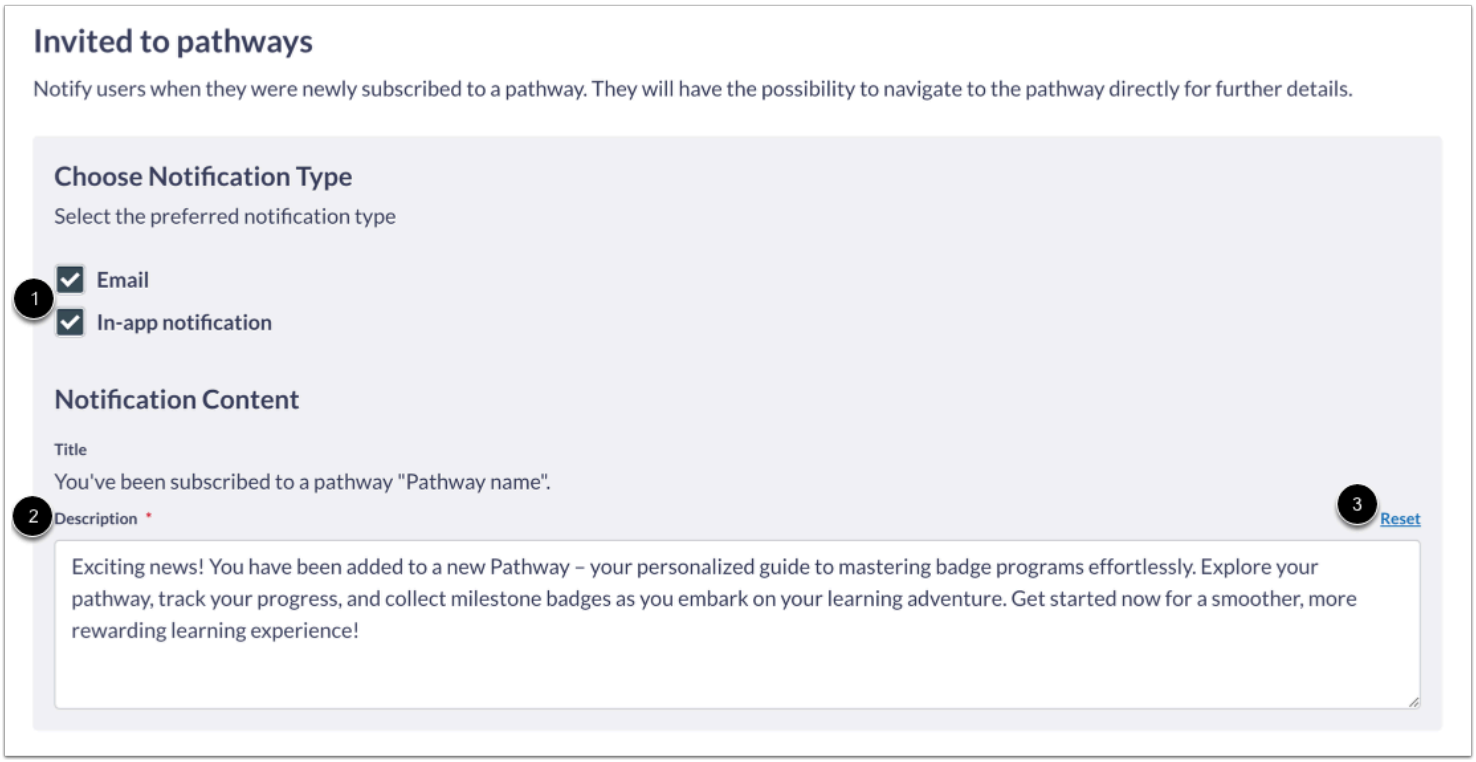


To select how the notification is received for newly earned badges, click the **Email** or **In-app notification** checkbox [1].

In the **Description** field, you can use the default notification message text or change the notification message text [2].

To reset the message to the default text, click the **Reset** link [3].

Customize Invited to Pathways

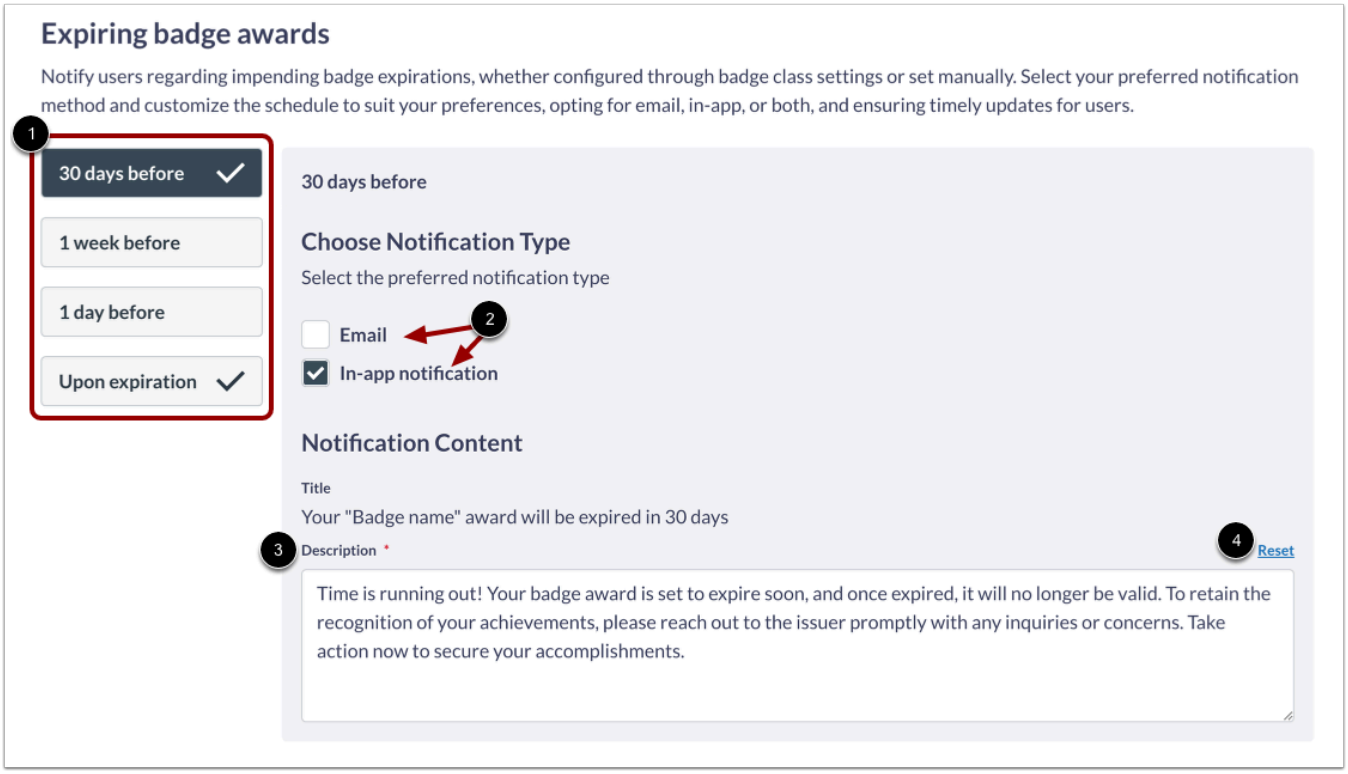


To select how the notification is received for invitations to pathways, click the **Email** or **In-app notification** checkbox [1].

In the **Description** field, you can use the default notification message text or change the notification message text [2].

To reset the message to the default text, click the **Reset** link [3].

Customize Expiring Badge Awards

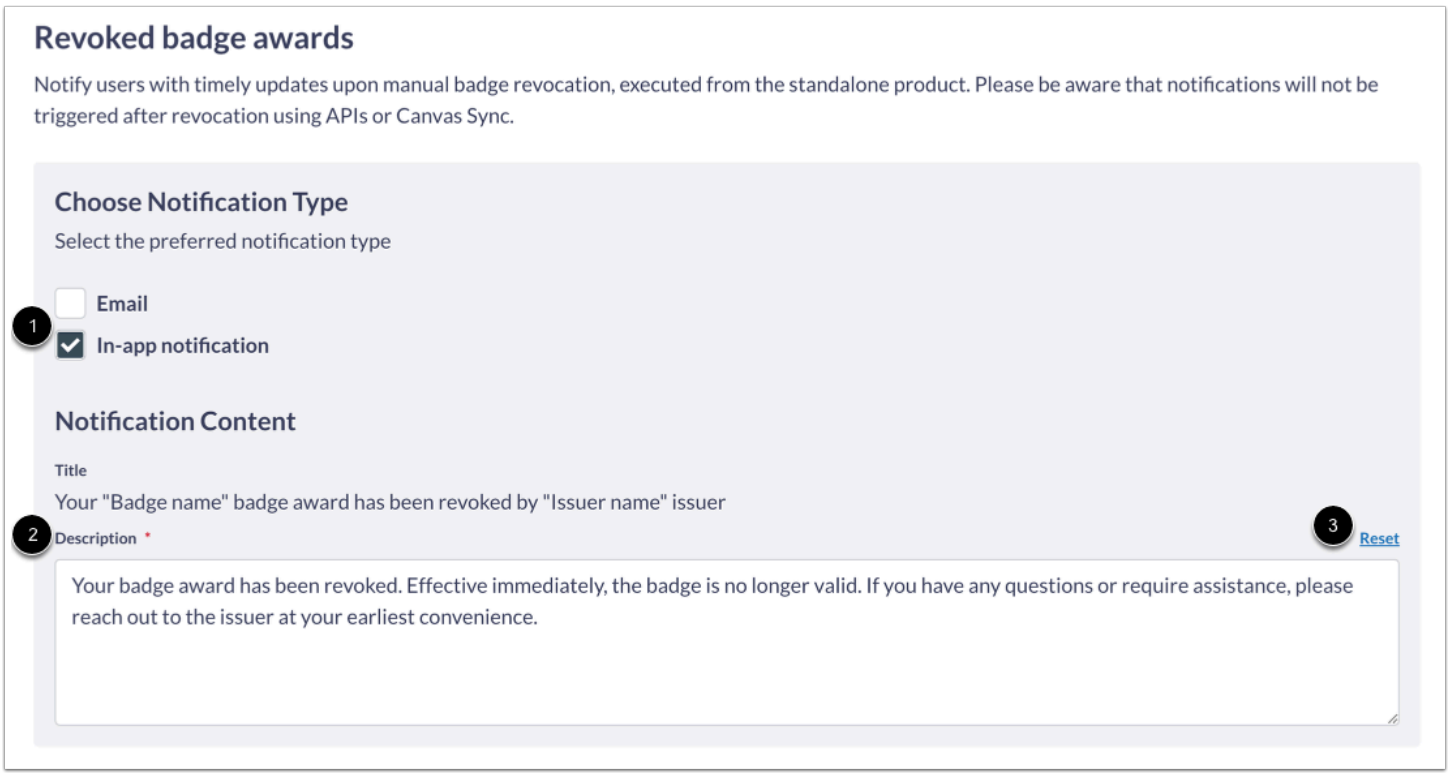


To select how the notification is received for expiring badge awards, select the applicable **time before** button [1]. You can choose from thirty days before, one week before, one day before, or upon the badge expiration. To select the notification type, click the **Email** or the **In-app notification** checkbox [2].

In the **Description** field, you can use the default notification message text or change the notification message text [3].

To reset the message to the default text, click the **Reset** link [4].

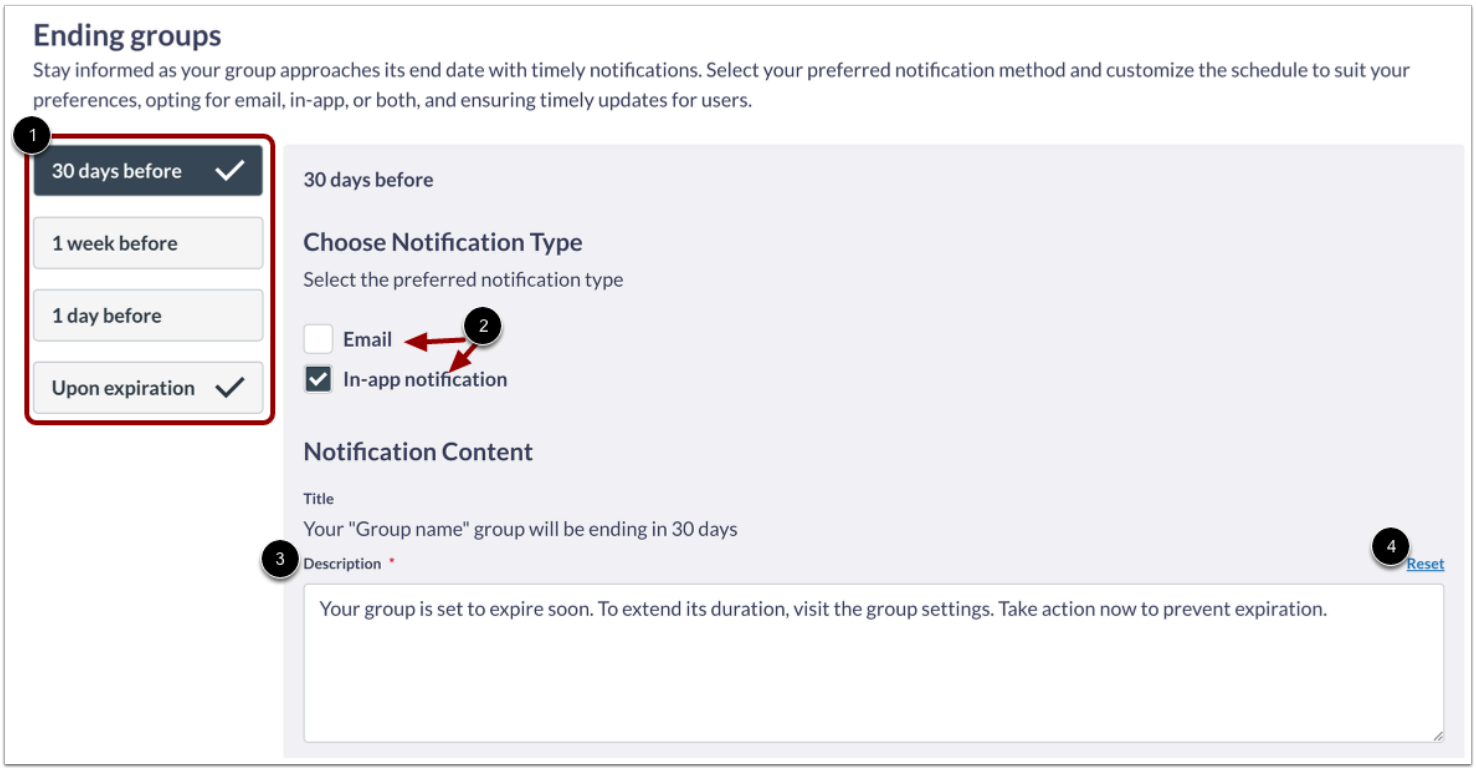
Customize Revoked Badge Awards



To select how the notification is received for customize revoked badge awards, click the **Email** or the **In-app notification** checkbox [1].

In the **Description** field, you can use the default notification message text or change the notification message text [3]. To reset the message to the default text, click the **Reset** link [3].

Customize Ending Groups



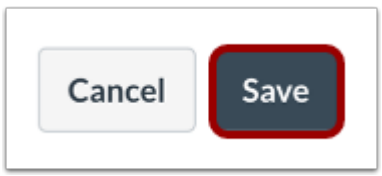
To select how the notification is received for ending groups, select the applicable **time before** button [1]. You can choose from thirty days before, one week before, one day before, or upon the badge expiration. To select the notification type, click the **Email** or the **In-app notification** checkbox [2].

In the **Description** field, you can use the default notification message text or change the notification message text [3].

Use the description box to update the text in the message [3].

To reset the message to the default text, click the **Reset** link [4].

Save Changes



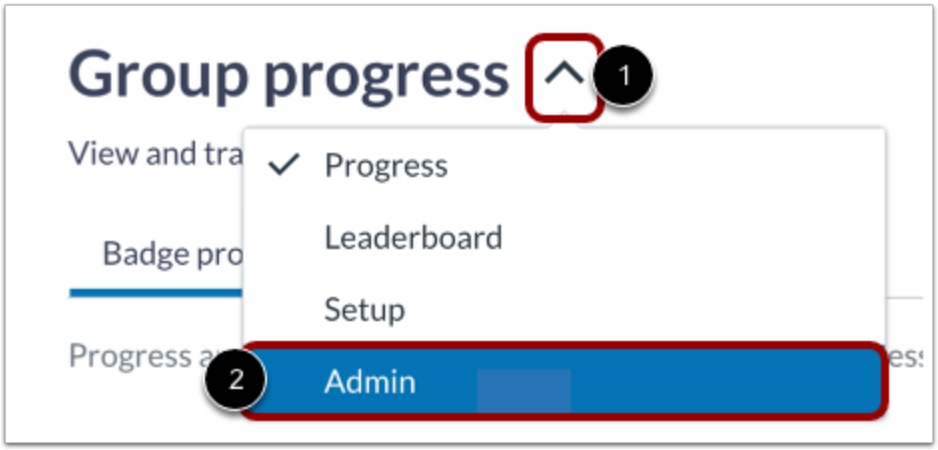
To save the notifications, click **Save** button.

Canvas Credentials Groups

How do I connect a Canvas Credentials organization to the LTI as an organizational admin?

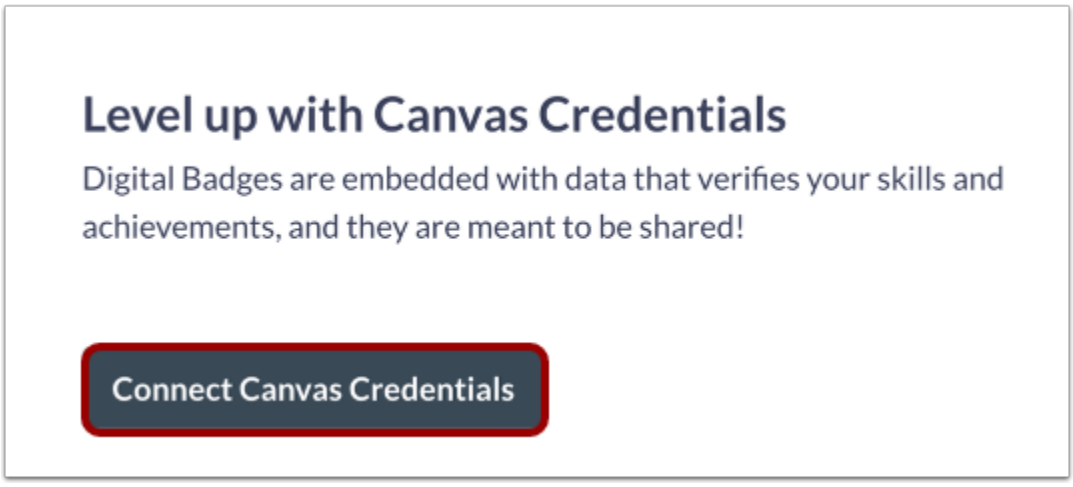
If you are a Canvas and Canvas Credentials admin, you can connect your Canvas Credentials organization to the LTI.

Open Admin



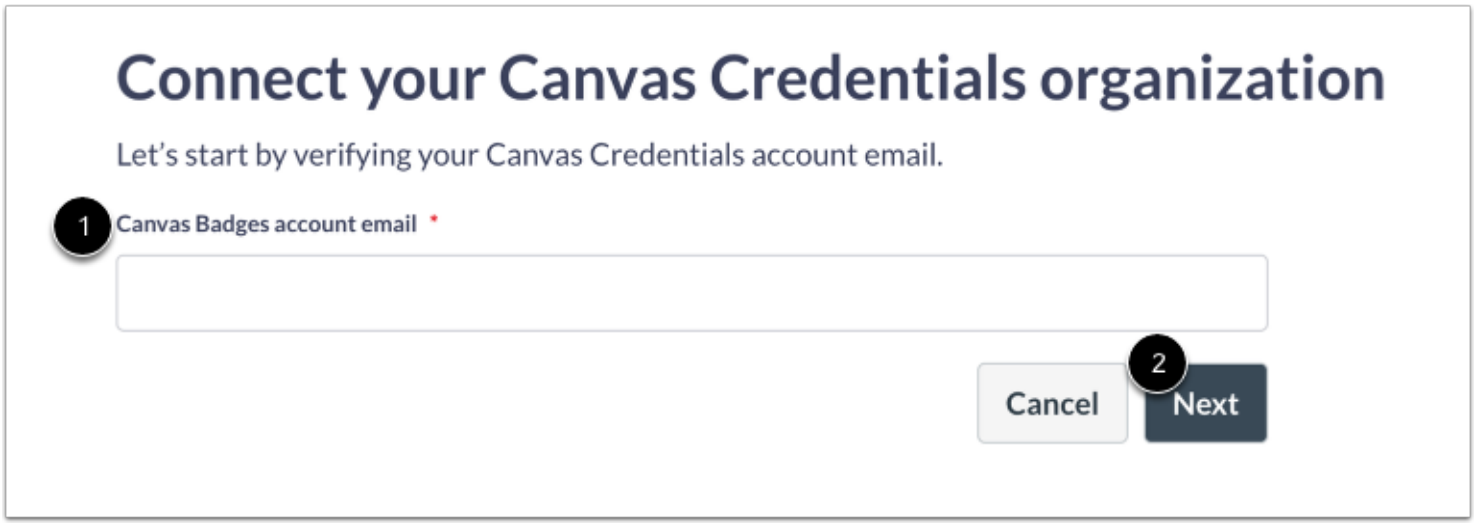
In the **Group** drop-down menu [1], click the **Admin** link [2].

Connect Canvas Credentials



To connect your Canvas Credentials account to the LTI, click the **Connect Canvas Credentials** button.

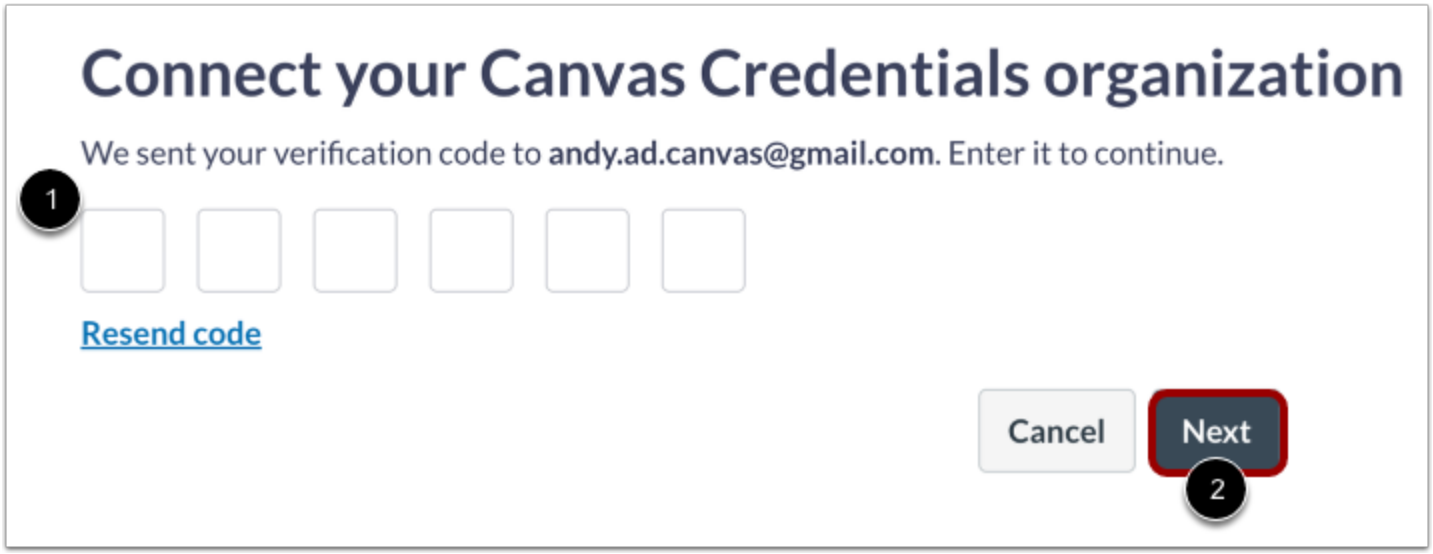
Verify Email



Enter your Canvas Credentials email into the **Canvas Badges account email** field [1].

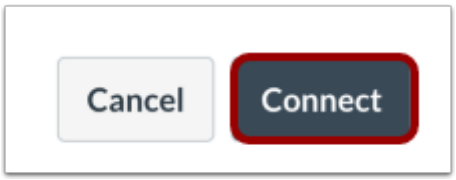
Click the **Next** button [2].

Enter Verification Code



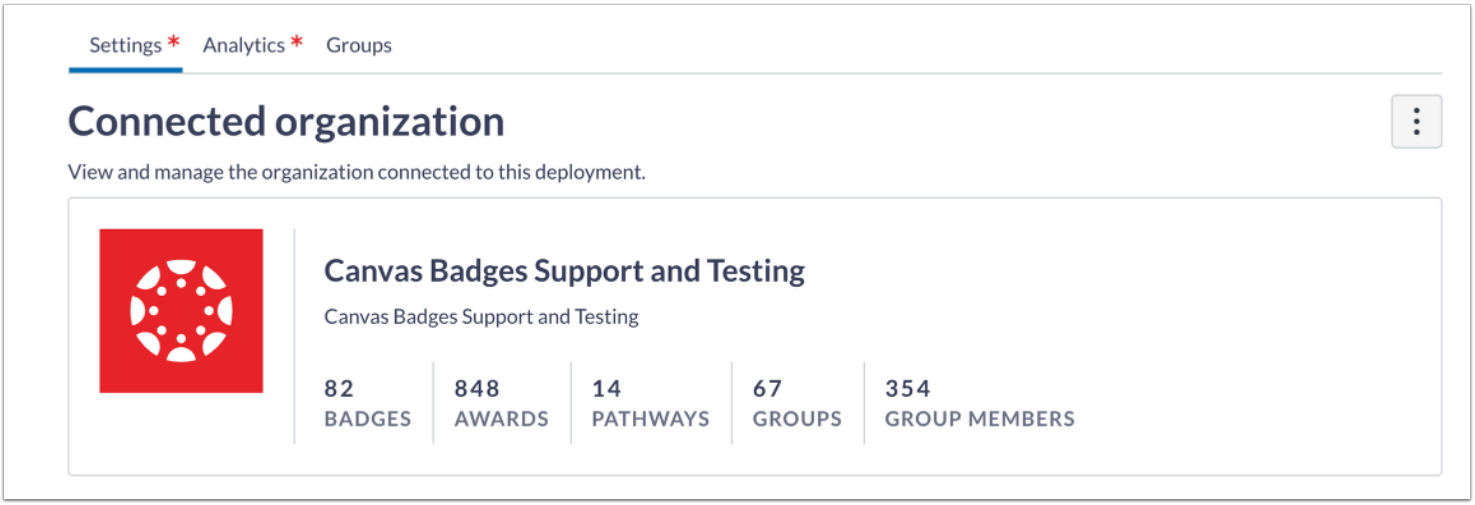
Enter the verification code from your email into the verification fields [1]. Then click the **Next** button [2].

Connect Organization



To connect your account to the LTI, click the **Connect** button.

View Connected Organization



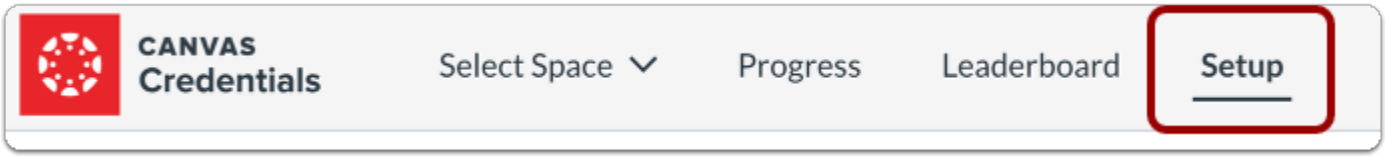
View the connected organization in the Settings tab.

How do I enable badges from multiple issuers in Canvas Credentials?

As an organizational admin, you can manage badge visibility for issuers enabled in a group.

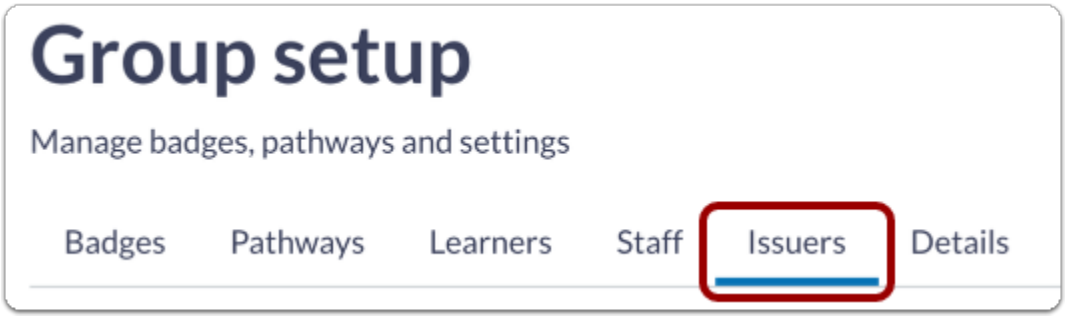
Note: Main issuers for a group are managed through the Admin tab.

Open Setup



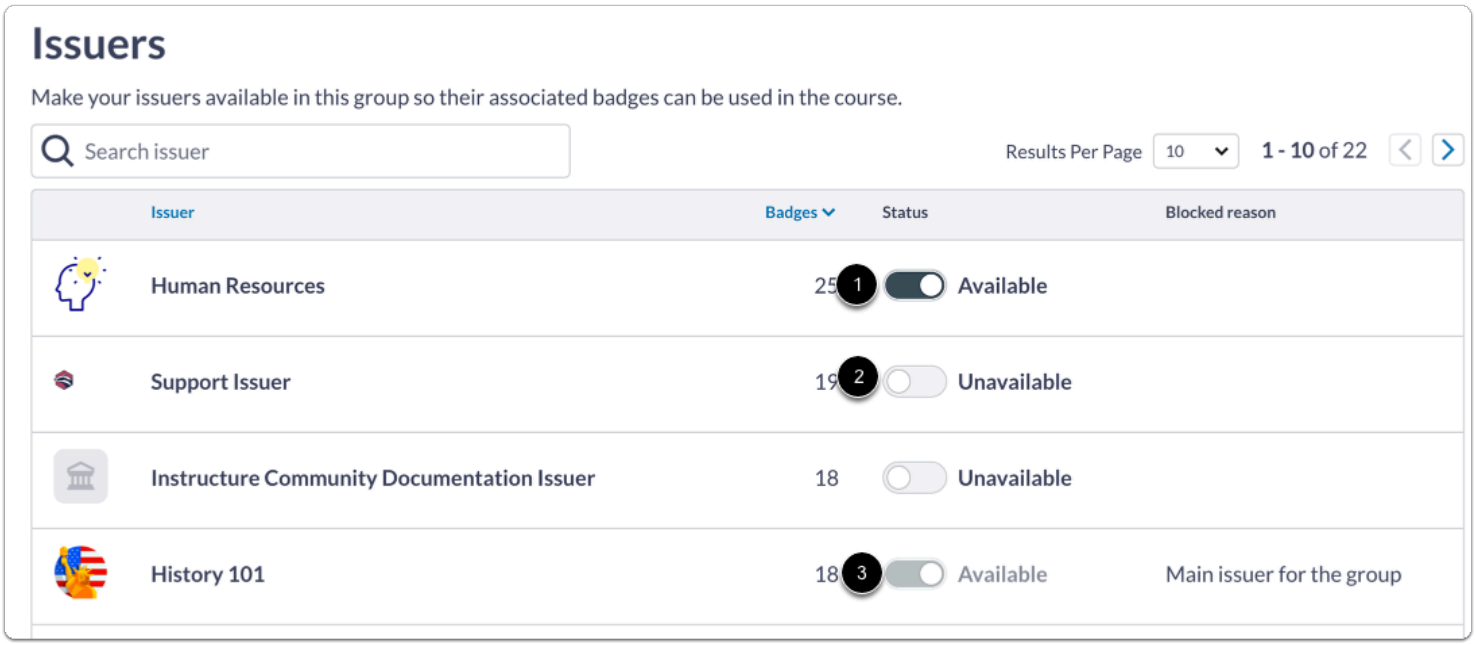
In Canvas Credentials Navigation, click the **Setup** link.

Open Issuer



To view available issuers, click the **Issuers** link.

Manage Issuer Badge Visibility



To enable an issuer, click the status toggle to available [1] or unavailable [2].

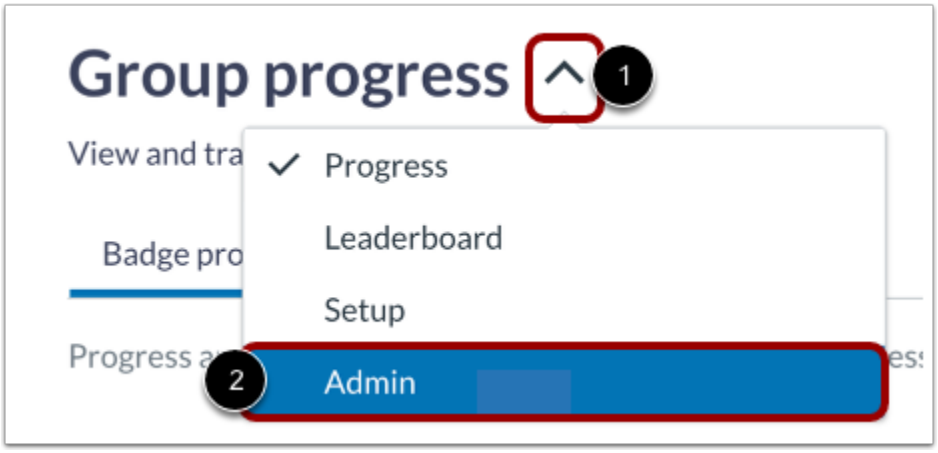
The main issuer is the primary issuer for a group. You cannot change the main issuer's status [3].

How do I manage issuers available to instructors in the Credentials LTI as an organizational admin?

As an admin, you can manage what issuers show for instructors in the Credentials LTI .

Note: Organization admins can enable or disable the use of badges from multiple issuers within a group.

Open Admin

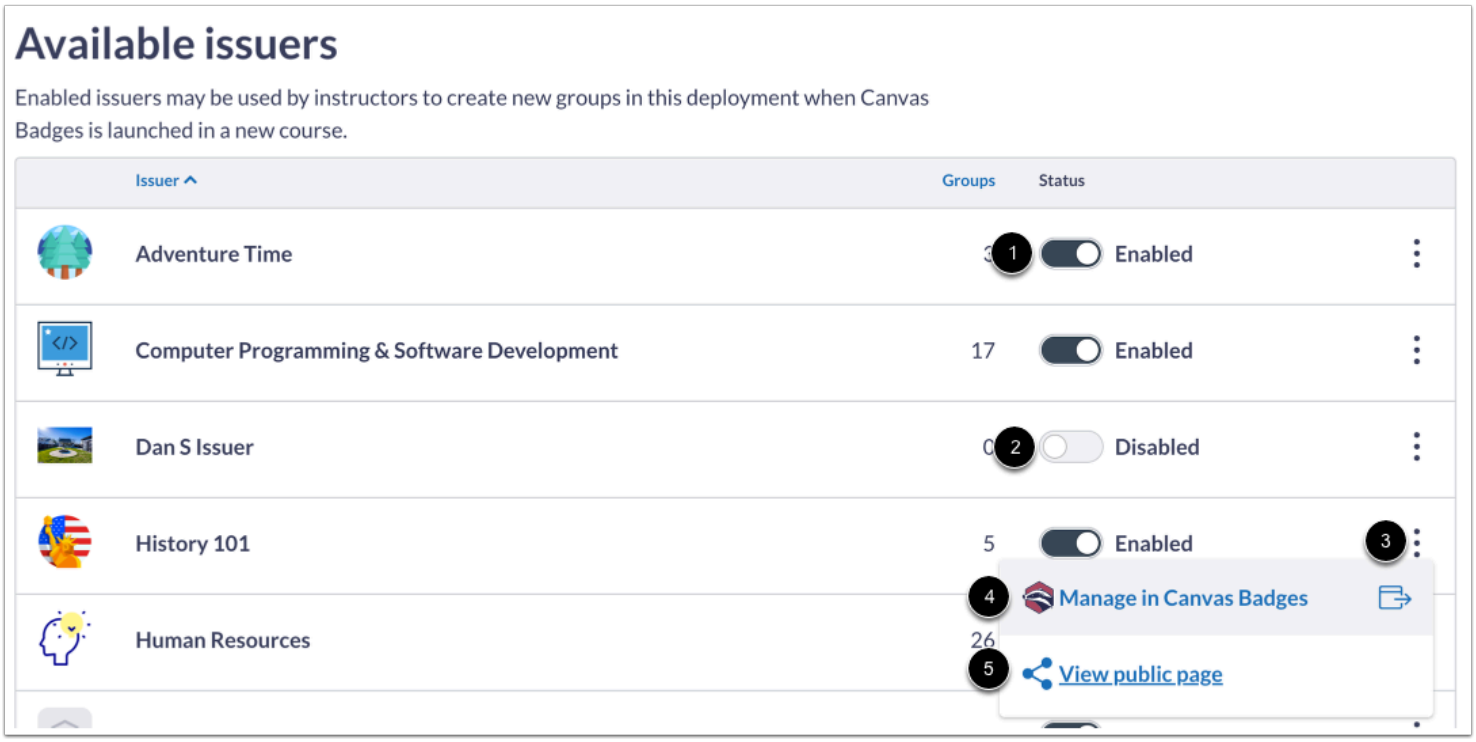


In the **Group** drop-down menu [1], click the **Admin** link [2].

Open Settings

To connect view available issuers, click the **Settings** link.

Manage Issuers



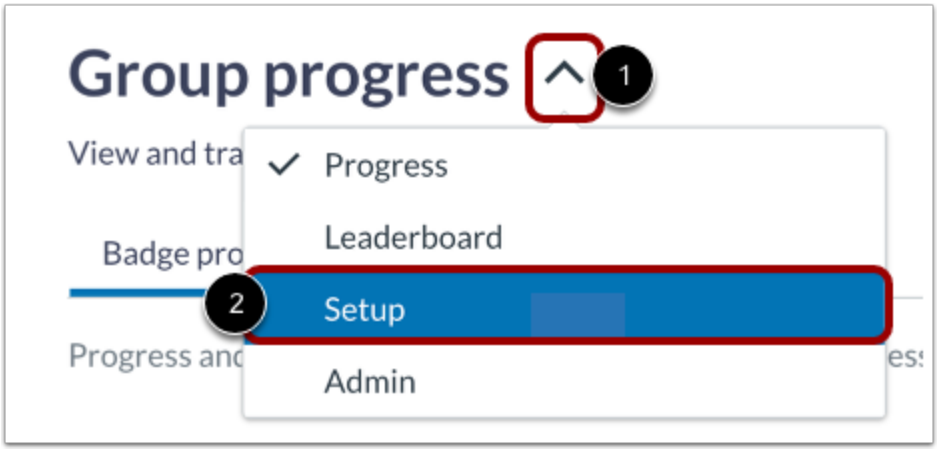
To enable an issuer, click the status button to enable [1] or disable [2] an issuer.

To manage an issuer, click the **Options** icon [3] and then click the **Manage in Canvas Badges** link to view an issuer on the website [4], and **View public page** link to view the issuer on a public page [5].

How do I manage pathway subscriptions for a Canvas Credentials Group?

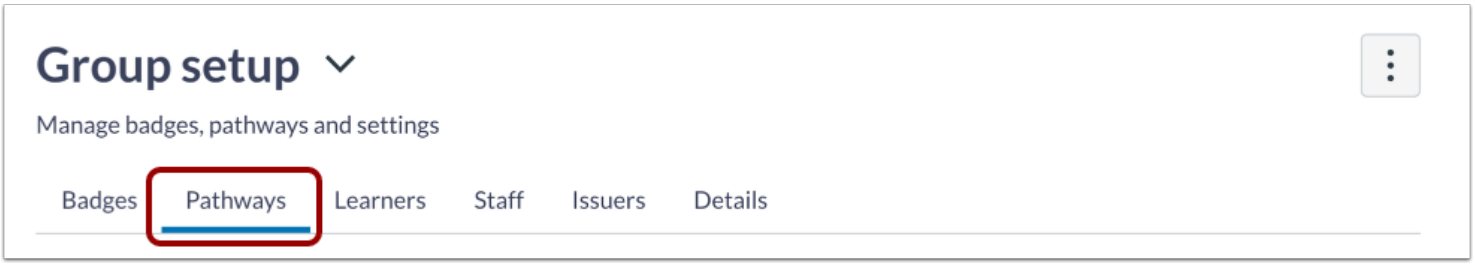
In Canvas Credentials, you can subscribe and unsubscribe all learners in a Group to Pathways. You must create and publish a pathway in Canvas Credentials before it can be added to a Group.

Open Setup



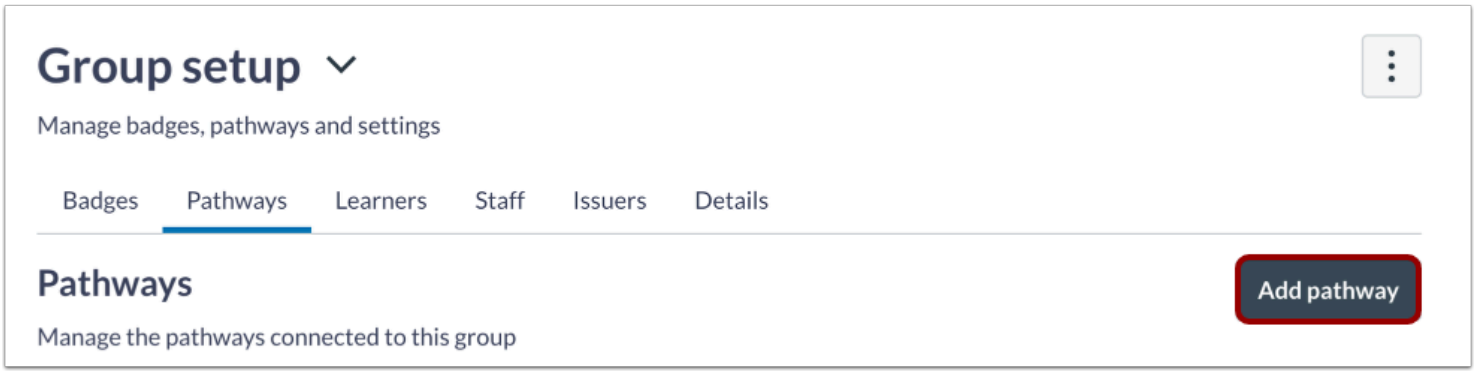
In the **Group** drop-down menu [1], click the **Setup** link [2].

Open Pathways



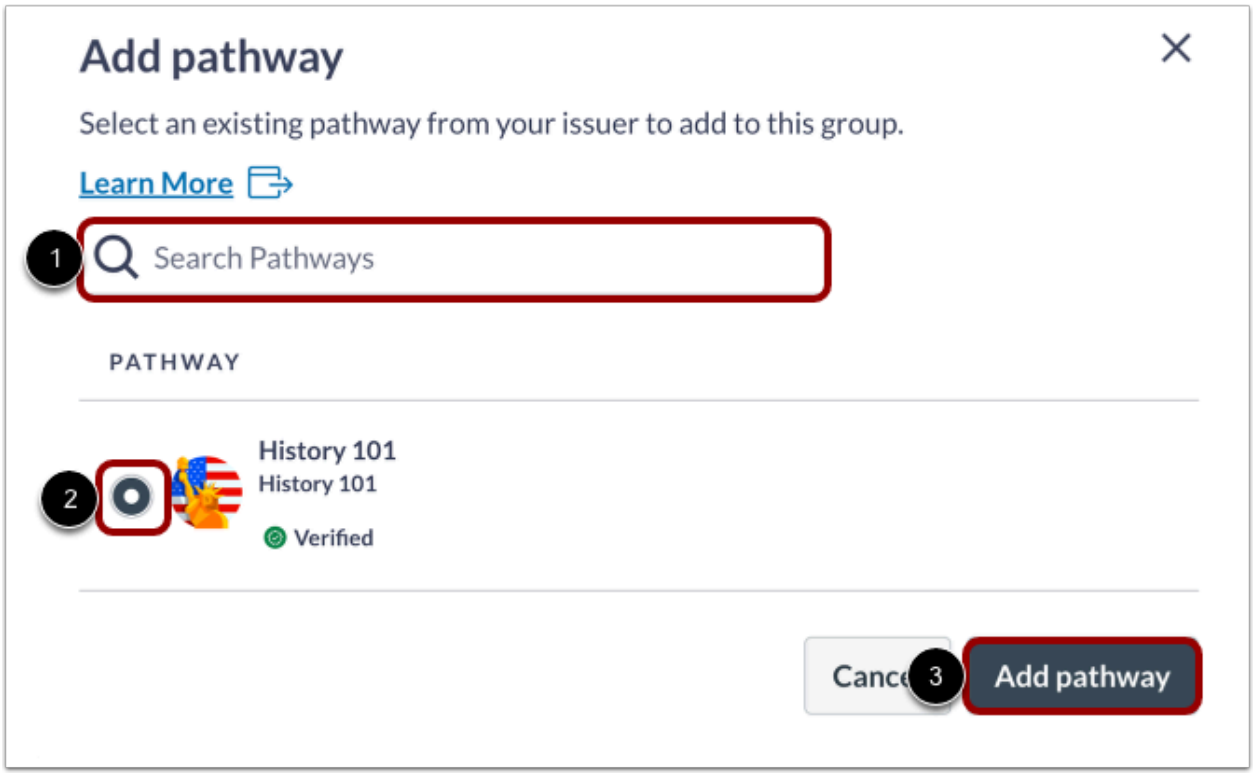
Click the **Pathways** tab.

Add Pathway



To add a pathway to the group, click the **Add Pathway** button.

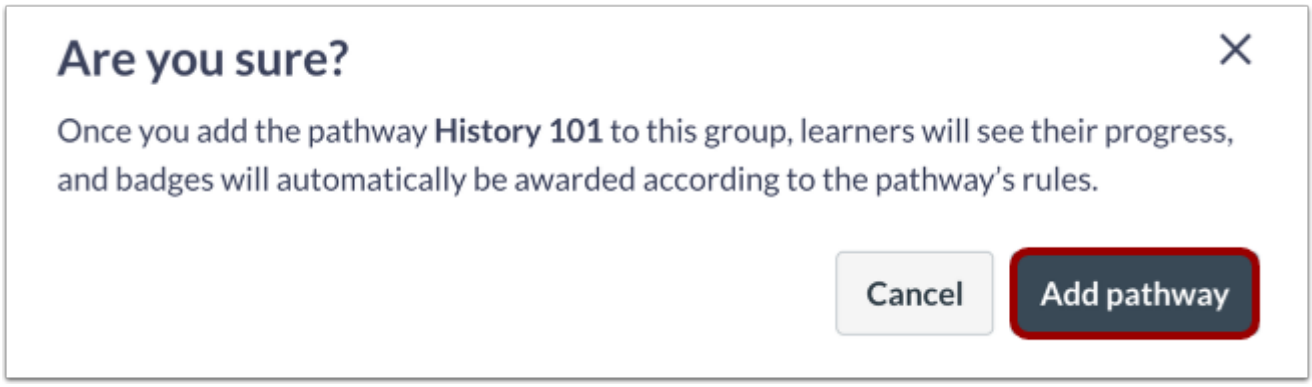
Select Pathway to Add



In the Add pathway window, you can view the existing pathways available.

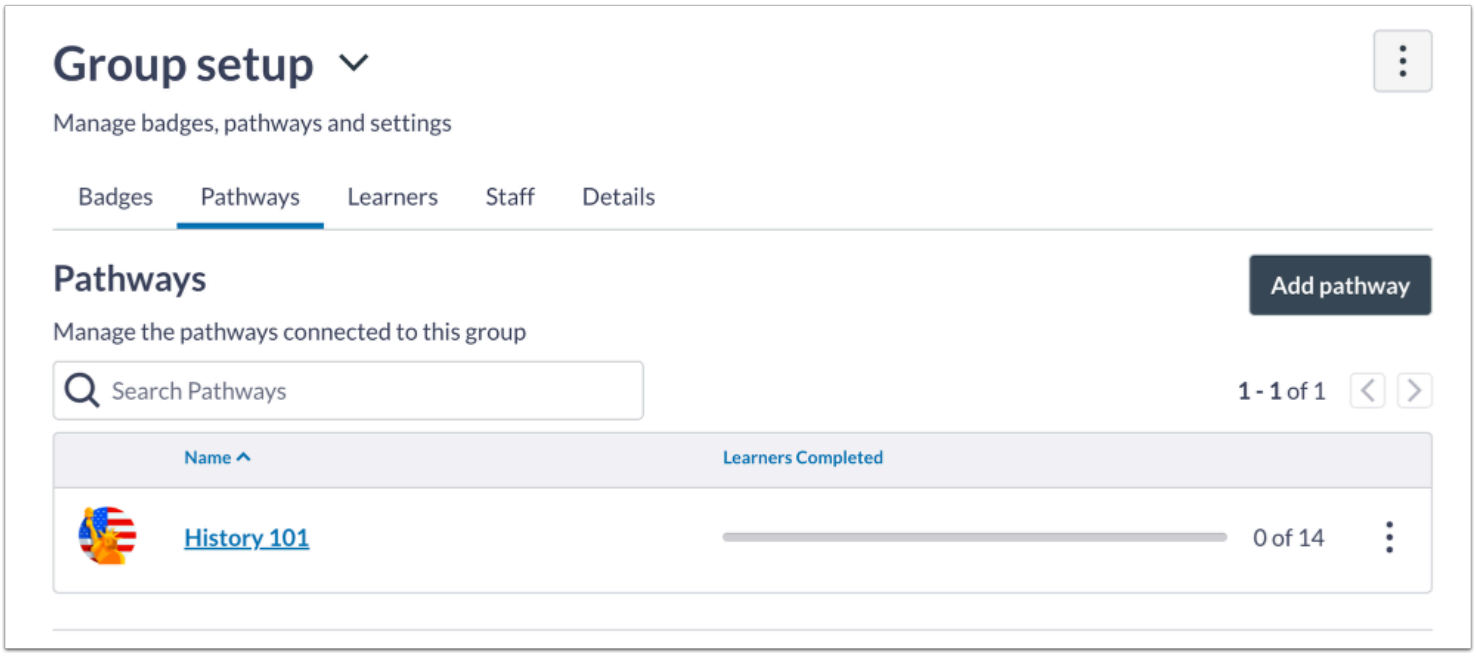
In the **Search Pathways** field, enter the pathway name and press the return or enter key [1]. To add a pathway, select an existing pathway by clicking the radio button next to the name [2]. Click the **Add pathway** button [3].

Confirm Pathway



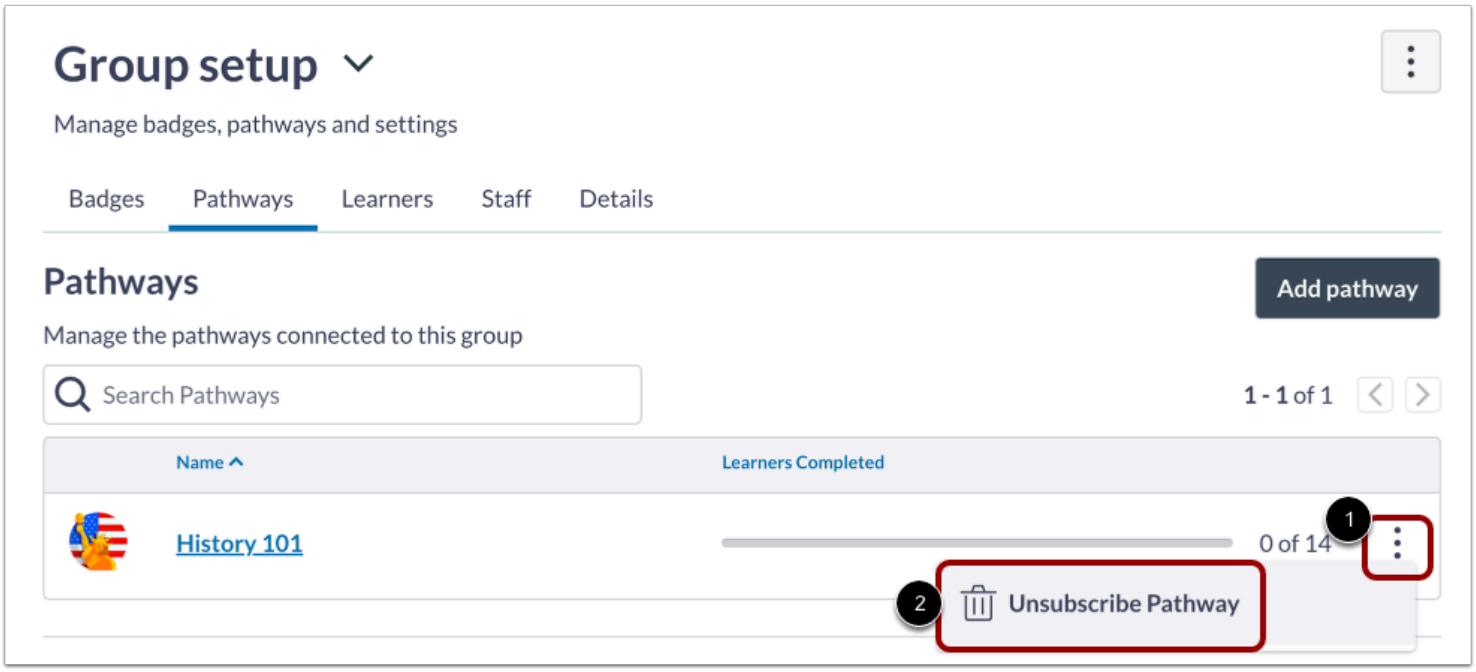
To confirm the pathway you want to add, click the **Add Pathway** button. Learners always receive a notification email when they are subscribed to a pathway.

View Pathways Connected to Group



You can view the pathways connected to this group. Each pathway displays the number of learners in the group who have completed the pathway.

Unsubscribe Group from Pathway

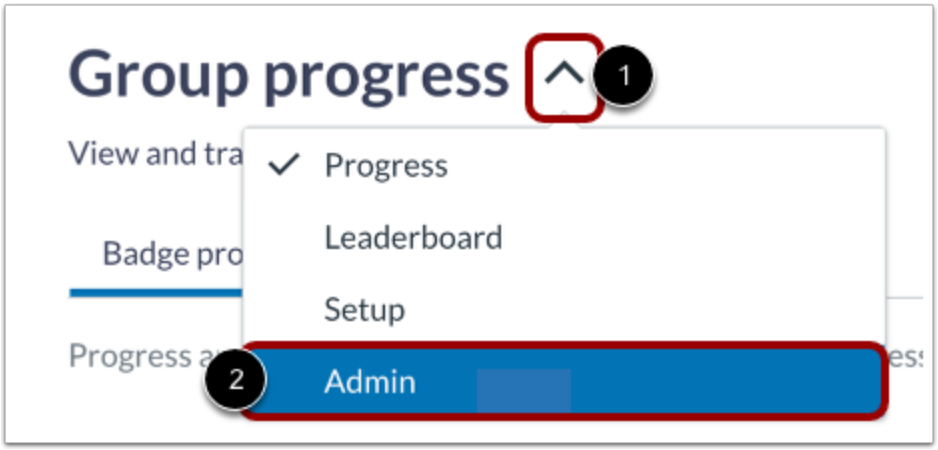


To unsubscribe a group from a pathway, click the **Options** icon [1] and click the **Unsubscribe Pathway** link [2].

How do I view analytics for the Credentials LTI as an admin?

As an admin, you can view analytics about badges being awarded and shared in the Credentials LTI.

Open Admin

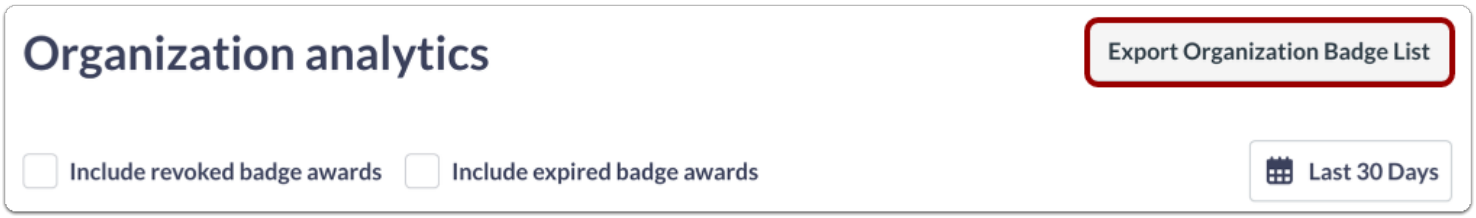


In the **Group** drop-down menu [1], click the **Admin** link [2].

Open Analytics

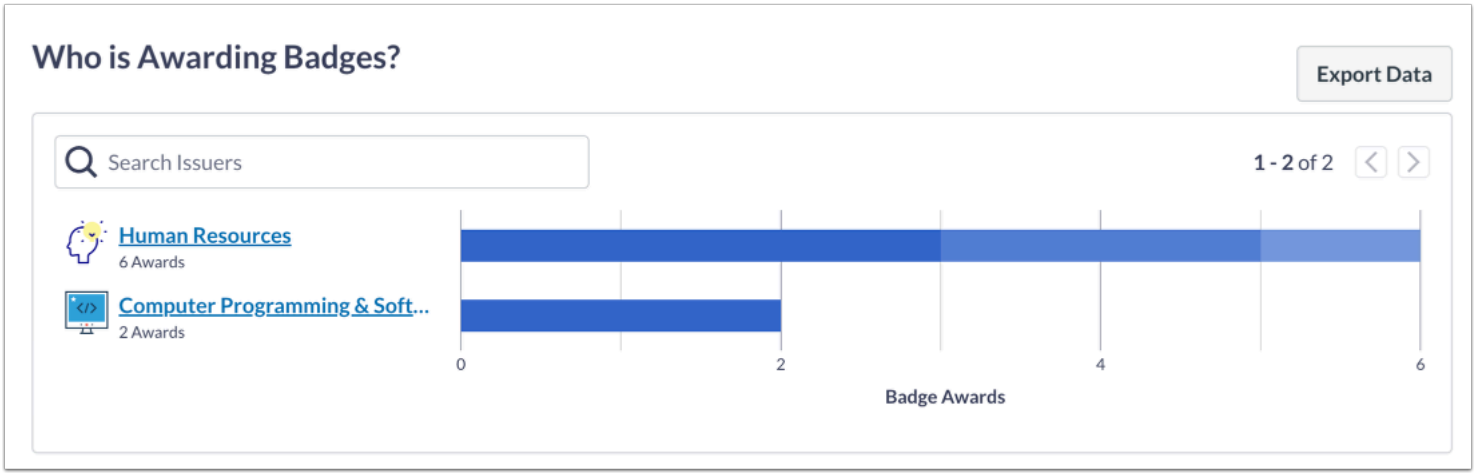
To view the Credentials LTI analytics, click the **Analytics** link.

Export Organization Badge List



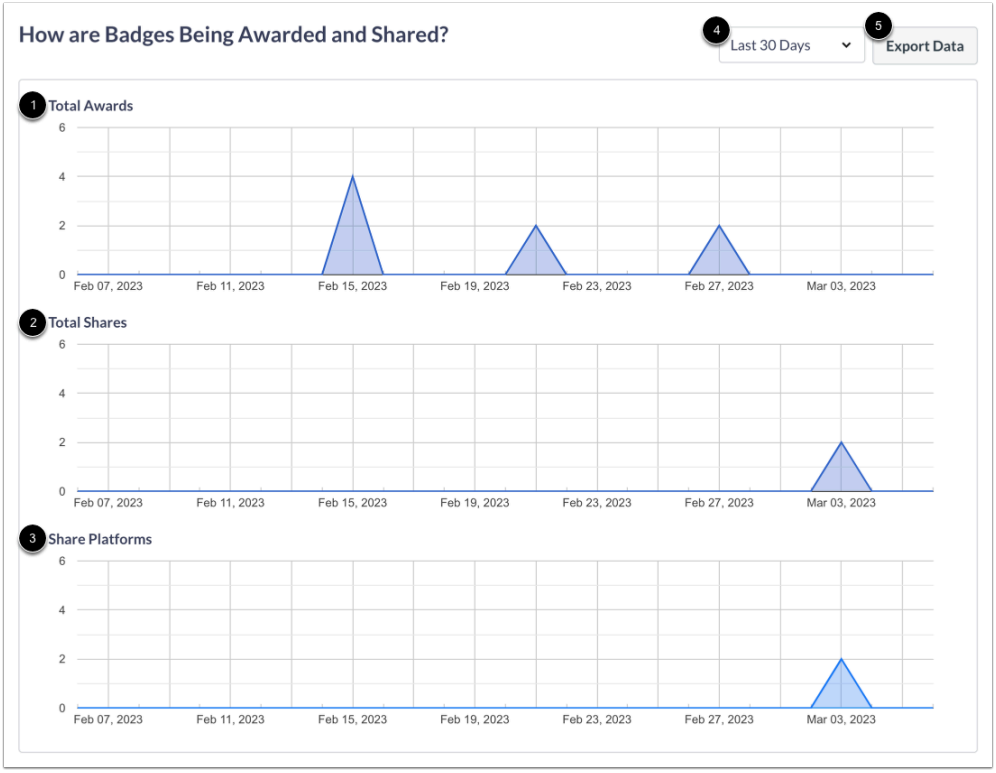
Admins can export a comprehensive badge list. The exported list includes: Badge Class, Earning Criteria, Issuer, Status, Creation Date, Archival Date, Total Awards, Latest Award Date, and Total Shares.

View Who is Awarding Badges?



The Who is Awarding Badges? graph shows all issuer activity for all awarded badges.

View How are Badges Being Awarded and Shared?

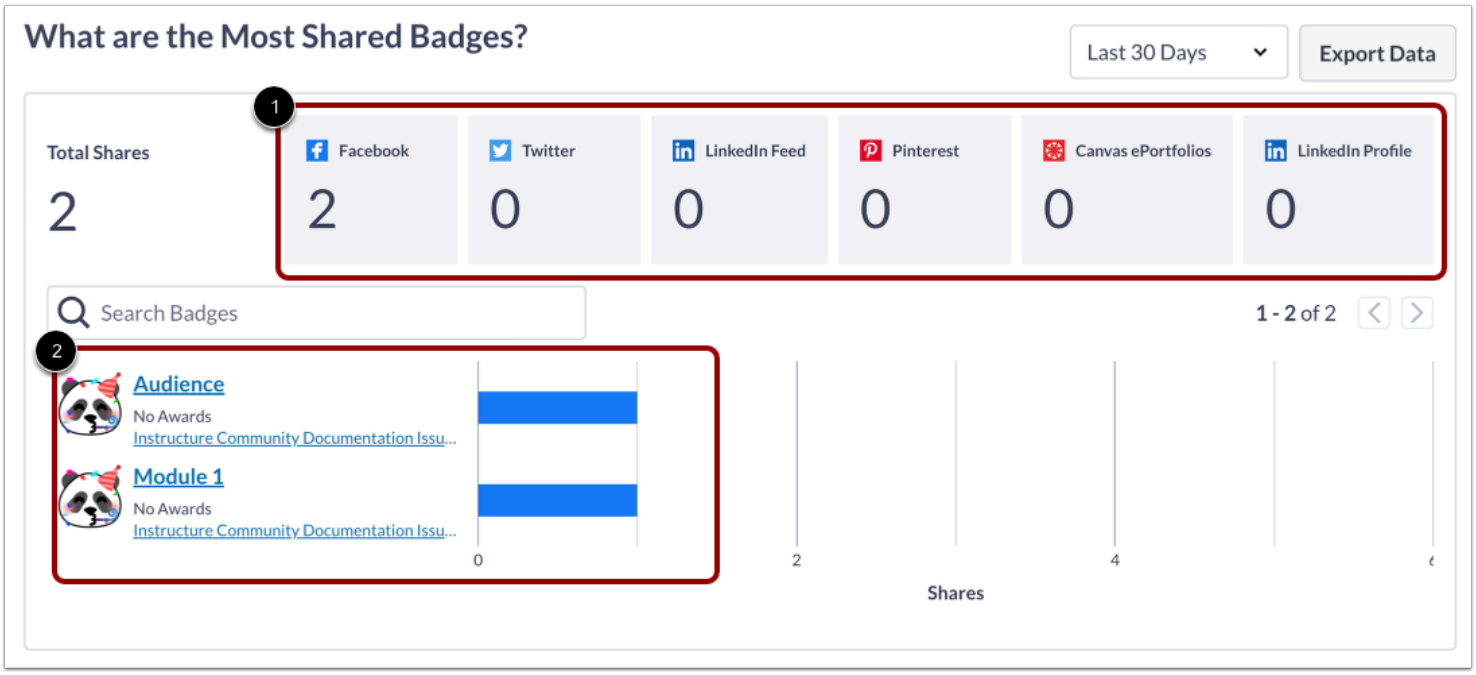


The How are Badges Being Awarded and Shared? graphs show total awards given [1], total awards shared in a given time frame [2], and total share for badges over different platforms [3].

To filter by a different time frame, click the **Time** drop-down menu [4].

To export the data, click the **Export Data** button [5].

View What are the Most Shared Badges?

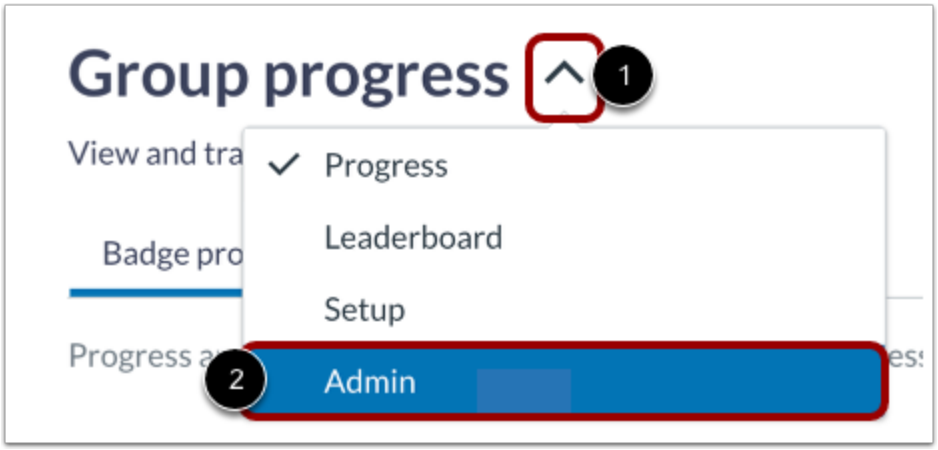


The What are the Most Shared Badges? graph shows social platforms badges have been shared on [1] and what badges have been shared [2].

How do I view all groups within the Canvas Credentials LTI as a Canvas admin?

As an admin, you can manage and view groups in the Credentials LTI .

Open Admin

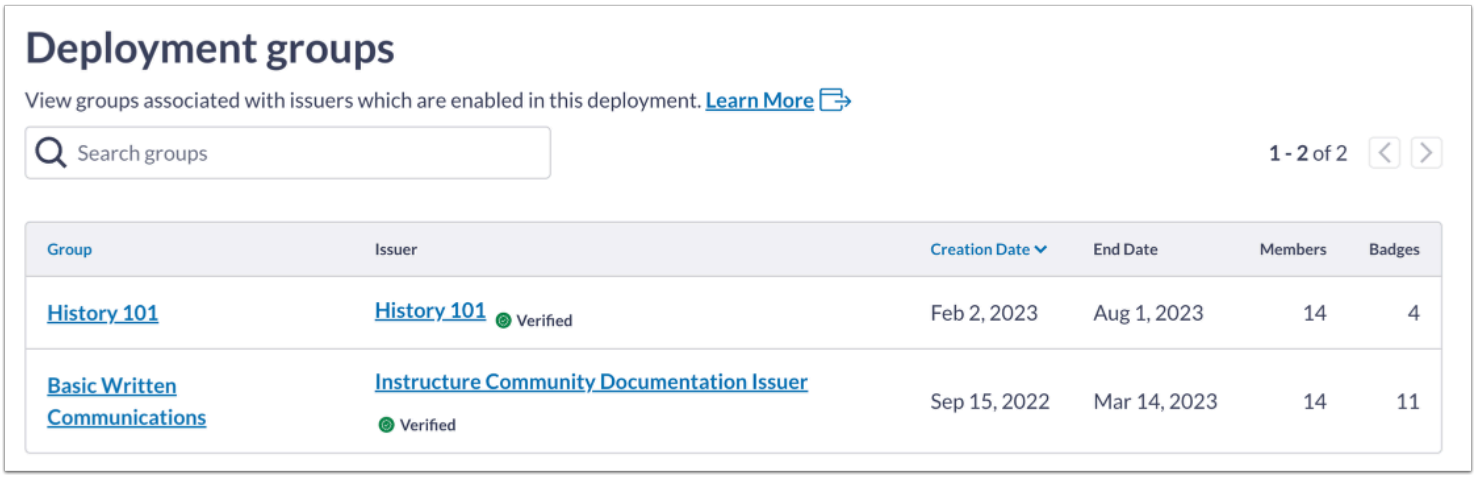


In the **Group** drop-down menu [1], click the **Admin** link [2].

Open Groups

To view all groups, click the **Groups** link.

View Groups



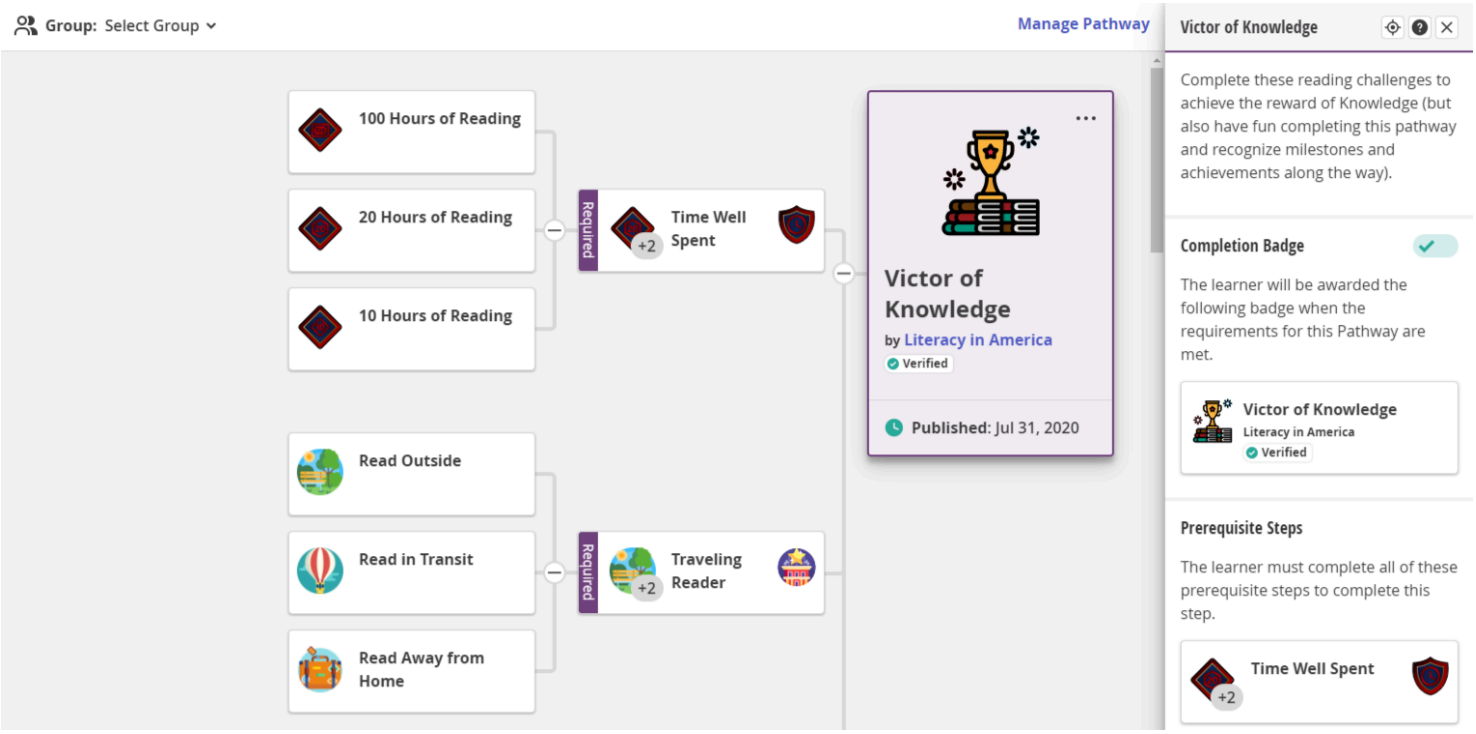
View the connected groups in the groups tab.

Pathways

What are Canvas Credentials Pathways?

Canvas Credentials Pathways provide the ability for badge program administrators to map out badged curriculum in a format that is easy-to-follow for learners. Admins can track group and individual progress on the pathway and award milestone badges automatically. Learners can track their own progress and look ahead to plan the next steps in their learning journey.

Stacking credentials is no longer just a naming convention — and sharing badges to a social network is no longer the end of their usefulness.



Create your own customized pathway based on existing programs, certificates or degrees. Pathways can be very simple, with only a few badged items to very complex with multiple branches, optional requirements and badges from different organizations and/or issuers. Pricing

Fill out this form to inquire about subscription pricing, consulting services and support options.

Badge recipients using Canvas Credentials Pathways

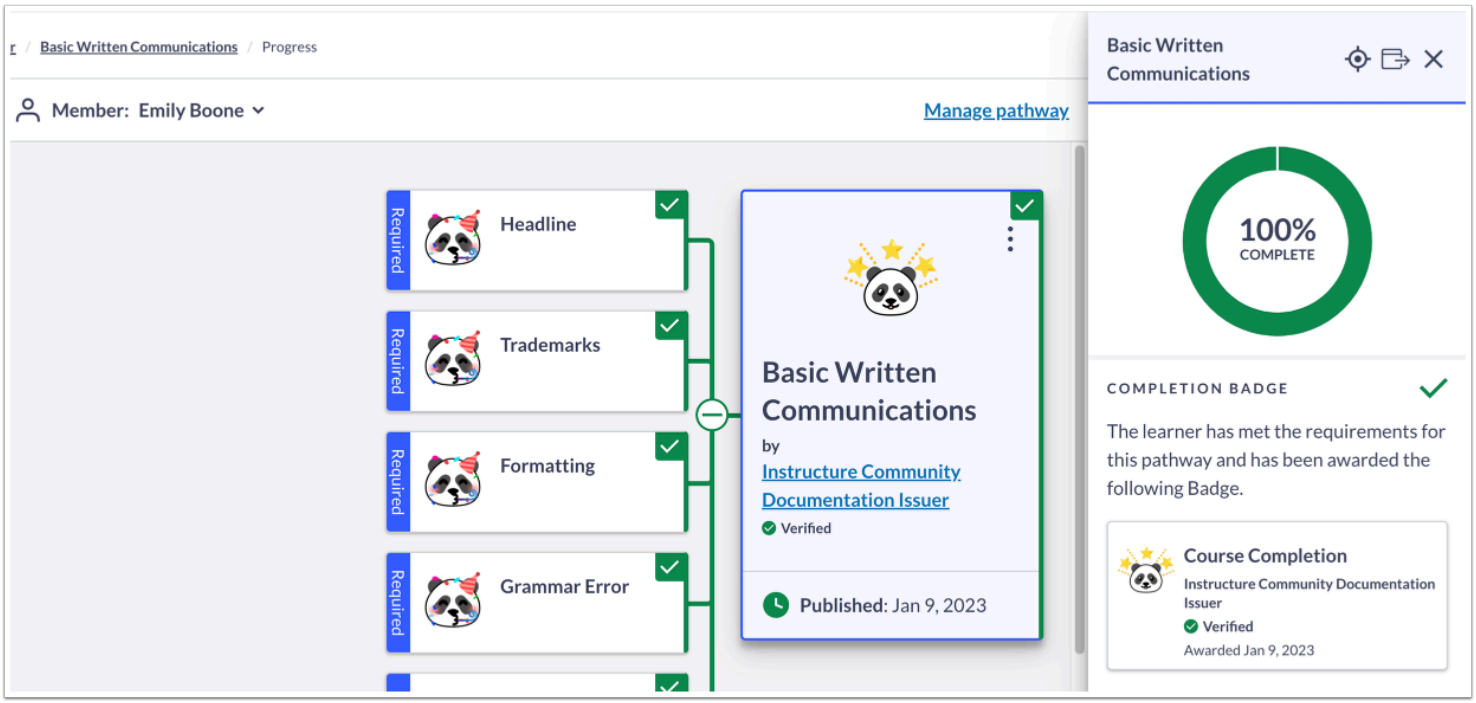
Users will need to create a Canvas Credentials account in order to access their backpack containing the badges and pathways they are subscribed to.

This article is for users who are subscribed to a pathway as badge recipients. For more information on creating a pathway, please see our article: How to create and edit a Canvas Credentials Pathway.

Once a user has been subscribed to a pathway, they'll receive an invitation email to join the group and subscribe to the pathway — once signed in to their account, they'll also see a notification. From the pathway subscription email, select the **View pathway** button. This will take you to the pathway where you can view your own progress. To interact with the pathway, select the **Trust issuer** link.

To access pathways that you subscribe to, sign in to your Canvas Credentials account and then select the **My pathways** option. At the top of this page, **Subscribed pathways** will show pathways that you have been subscribed to. Scrolling down to **Pathway opportunities** will display pathways that you have earned badges on but are not subscribed to.

If the pathway progress for a recipient doesn't show all the badges the recipient or issuer expects should be there, the recipient should ensure the badge is visible in their backpack. Contact support if progress is not up to date.



If badges are still not appearing on a pathway, please contact support@badgr.com.

How to create and edit a Canvas Credentials Pathway

What are pathways?

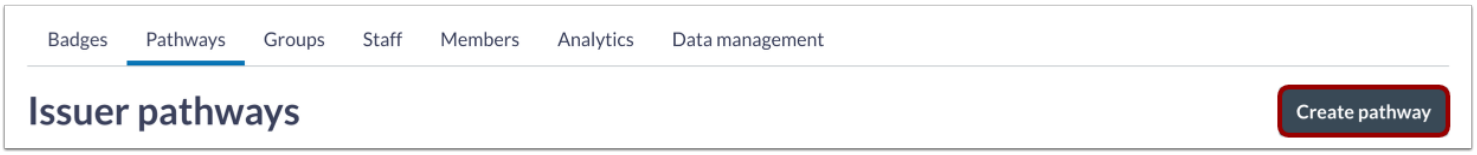
Canvas Credentials Pathways allows users to stack Open Badges, like stepping stones, into learning pathways to map out a curriculum. This provides administrators the ability to easily track group and individual progress across coursework, training series and programs.

The pathways system is flexible enough to allow for different branches and segments, with required and optional steps that light up the path and direct the learner on what steps to take next. Learning pathways may contain and culminate in milestone badges that are automatically awarded when lower branches of the pathway are fulfilled.

Note: Admin and instructors can sync badges and pathways when a course is associated with a Blueprint course.

Creating or editing a pathway

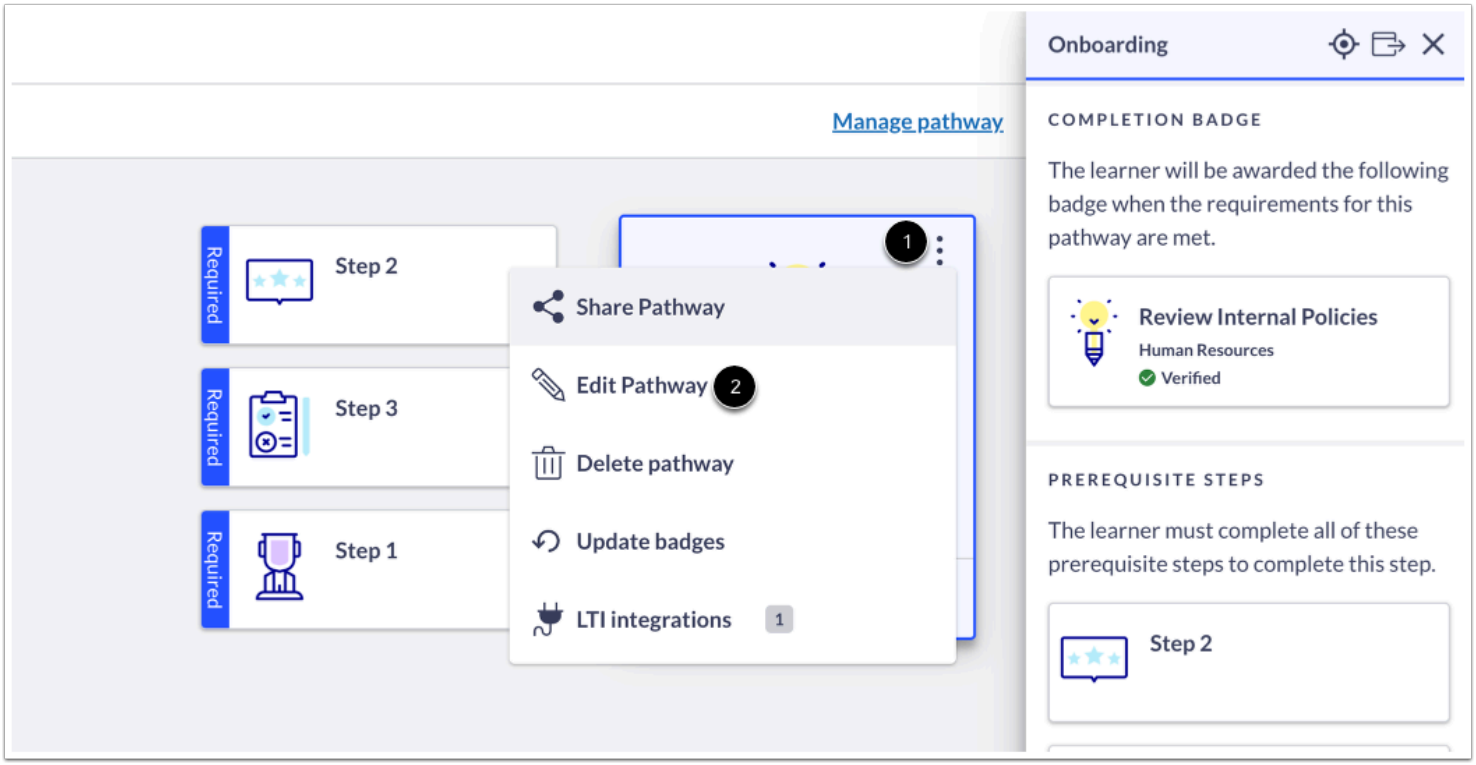
To create a pathway, users should start from the **Issuers** tab. And then create or select the issuer under which you want to create a pathway. From the issuer page, select the **Pathways** tab and then select the **Create pathway** button to get started.



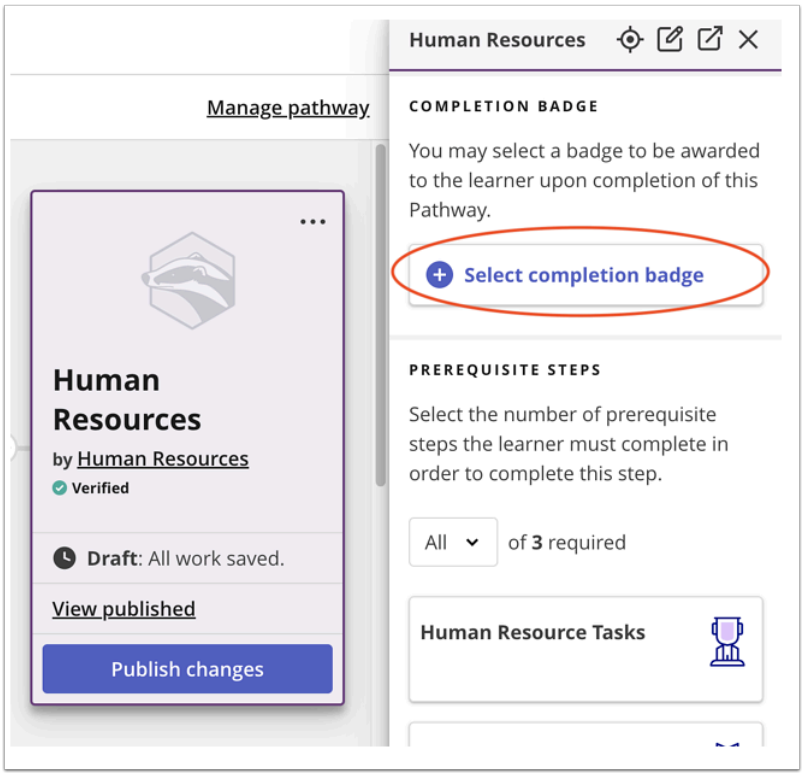
A pathway and its completion badge must be "authored" by one of your issuers in Canvas Credentials, with the completion badge of the pathway coming from the issuer the pathway is authored under.
After selecting the **Create pathway** button, users will need to provide a name and description for the pathway and choose if the pathway will appear on public pages. The name and description of the pathway are displayed on the pathway completion card and in the first section of the pathway details window.

After the pathway has been created, users will land on the pathway overview page. From here users can select the **ellipsis** button and choose **Edit pathway** from the list to begin authoring the pathway.

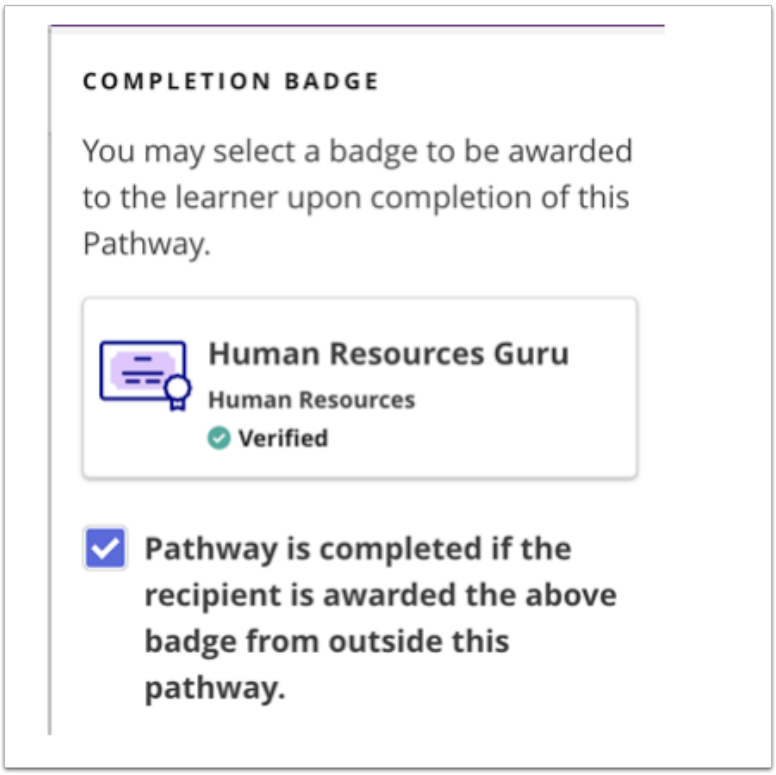
If the **View pathway progress** button is selected, users will need to select the ellipsis on the completion step to begin editing the pathway.



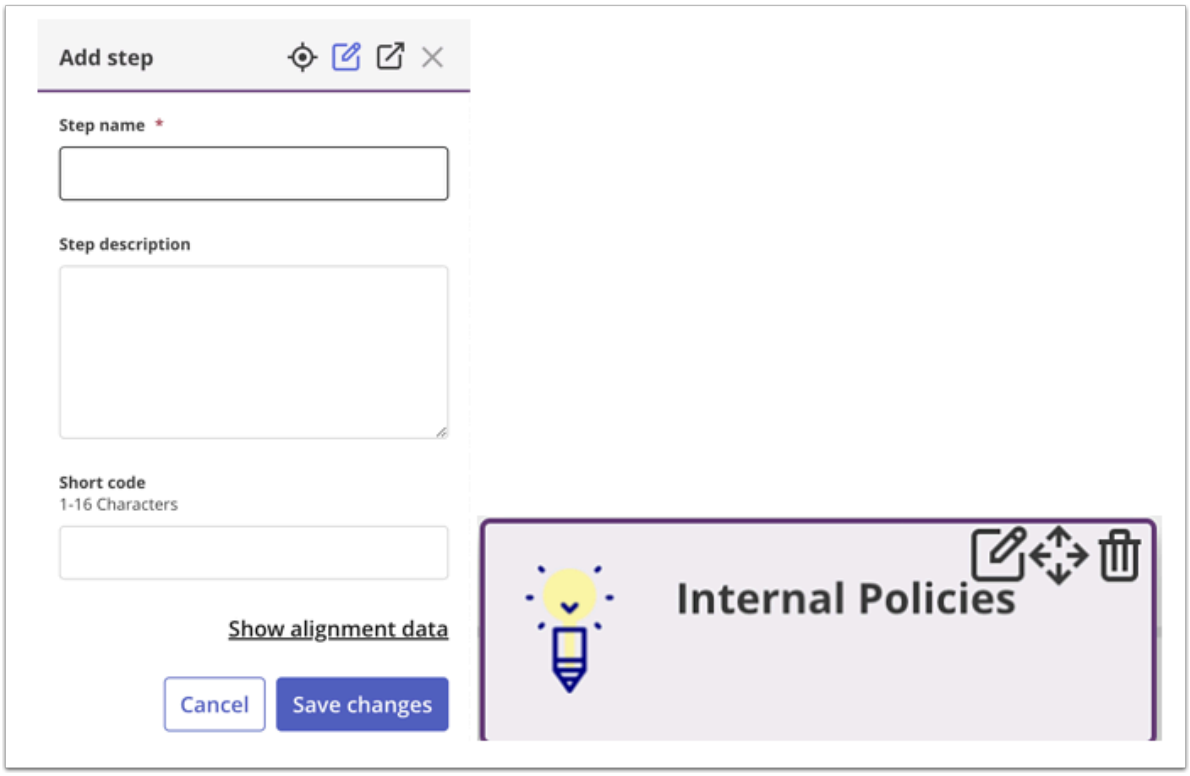
Since pathways are authored right to left, the first step when authoring a pathway is to select a completion badge that you want to automatically award when a group member completes the pathway. To do this, use the right panel to attach a badge to the completion step by selecting the **Select completion badge** button and choosing a badge from the list.



Canvas Credentials Pathways recognizes Canvas Credentials awards from different sources, including Canvas courses and bulk or individual badge awards. If the pathway completion badge may be earned outside the pathway, you may wish to check the box on the completion step.



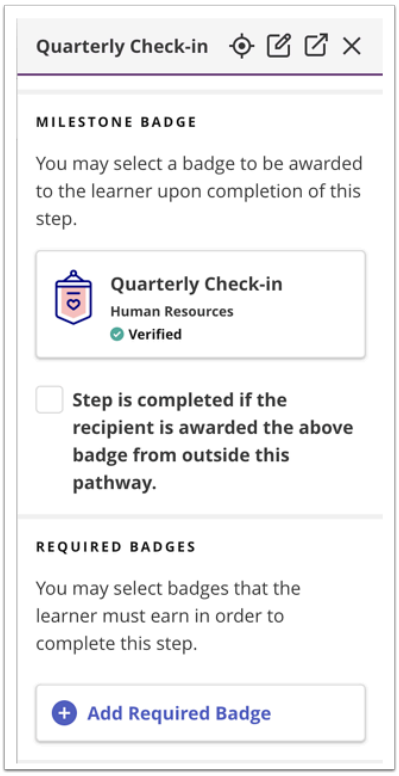
To add additional steps to your pathway, first select the step tile in the pathway for editing. If you're adding a new step to the pathway users will need to name the step and add an optional description. After the step is named users can add required badges or milestone badges. Users can additionally use the pencil icon on the step to edit the step contents; use the arrows to move the step to a different location along the pathway where indicated; or use the trashcan icon to delete the step.



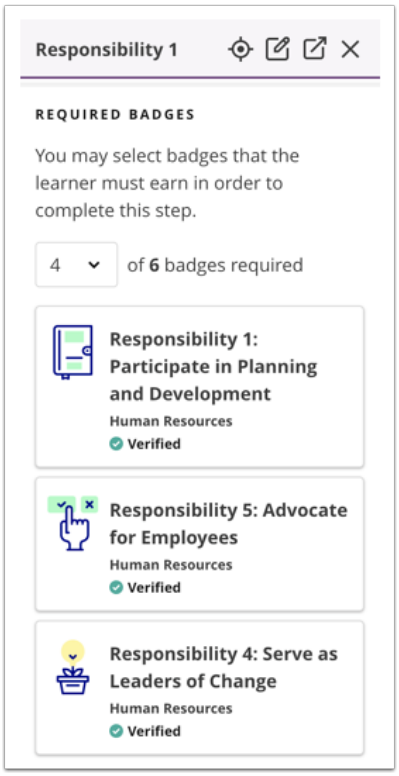
Pathway organization

Steps are organized in a child and parent structure. Parent-level steps can be set up as either required badges or milestone badges. Child-level steps at the far left of the pathway can only be required badges Milestone badges are visually represented with a badge on the right and are automatically awarded when criteria are fulfilled. Required badges are visually represented with badges on the left and are awarded manually or via a Canvas Credentials LTI in an LMS.

Required Badge Appears on Left	**Milestone Badge** Appears on Right



Pathway authors can set up flexible criteria for milestone badge awards. There are two ways authors can manage their pathway criteria. The first is defining which and how many required badges a learner must earn in order to complete the requirements for the parent step. The second is to define which and how many children steps must be completed in order to complete the parent step. This allows authors to create diverse learning pathways that can further engage learners.

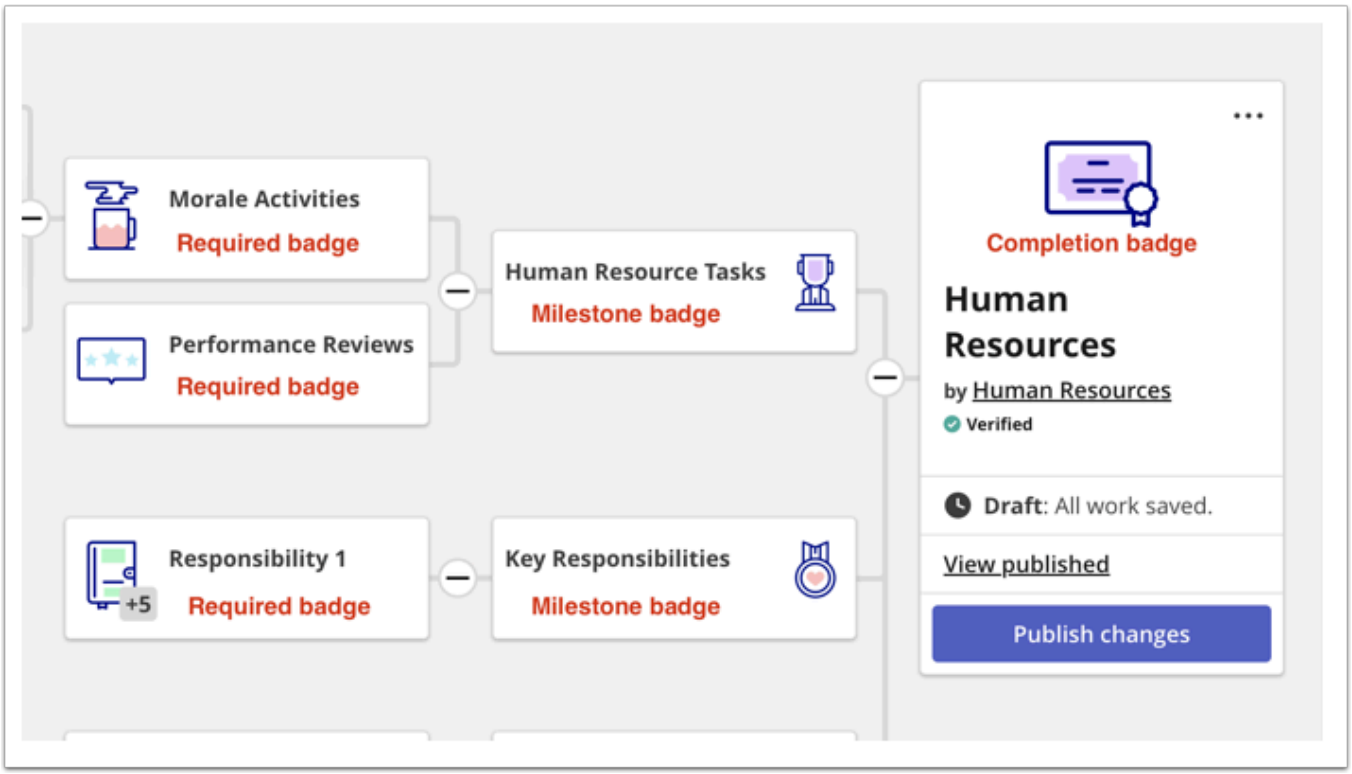


Pathway example

Using the example below, once the pathway follower earns both the child-step required badges, the parent milestone badge is automatically awarded. Then, once the required badge in the middle column is earned, the pathway is completed and the pathway completion badge is automatically awarded.

- Be sure to publish your pathway before subscribing users
- Be cautious about making edits to the pathway once followers begin their journey

  To track users along a learning pathway, they must be a member of a group that is subscribed to a pathway. More than one group can subscribe to a pathway and more than one pathway can be subscribed to a group. For more information on subscribing groups to pathways see our article.


Morale Activities
Required badge
Performance Reviews
Required badge
Human Resource Tasks
Milestone badge
Responsibility 1
+5
Required badge
Key Responsibilities
Milestone badge
Completion badge
Human Resources
by Human Resources
Verified
Draft: All work saved.
View published
Publish changes

Adding an external badge to a Canvas Credentials Pathway

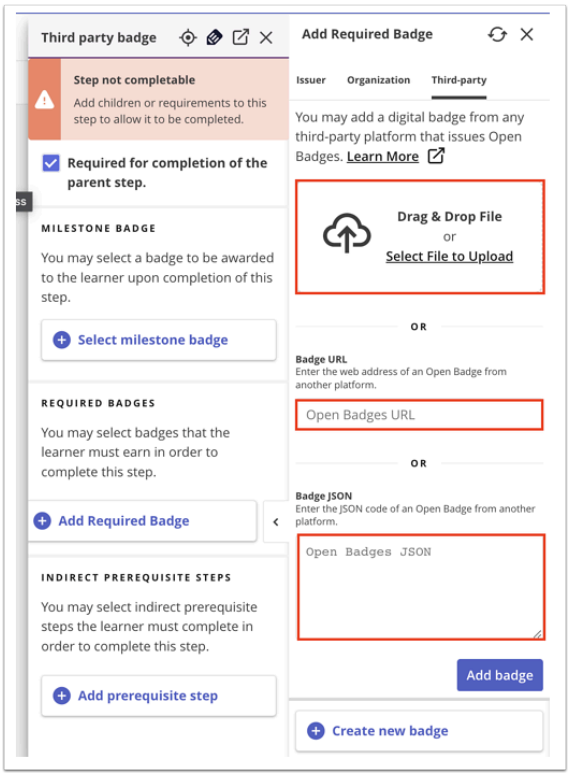
If you're trying to create a pathway and can't find the badge you want to use under your issuer or organization, you may add any Open Badge by importing the badge using the **third-party** feature in pathways.

Pathways is a paid feature of Canvas Credentials. For more information about a Canvas Credentials subscription for your organization, please fill out this form

Badges may originate from any platform as long as they comply with the Open Badges standard. Non-Canvas Credentials badges can only be added as required badges on a pathway.

Adding an external badge

1. To use the **Add external badge** feature, click on a step on your pathway and choose **Add required badge**.
2. A new sidebar will appear to the right.
3. To add an external badge, select the **third-party** tab.
4. You can add a third-party badge by dragging or uploading a badge image complete with the badge metadata, entering the badge URL or entering the badge JSON into the appropriate field.
5. Select **Add badge** to add the badge to the step.



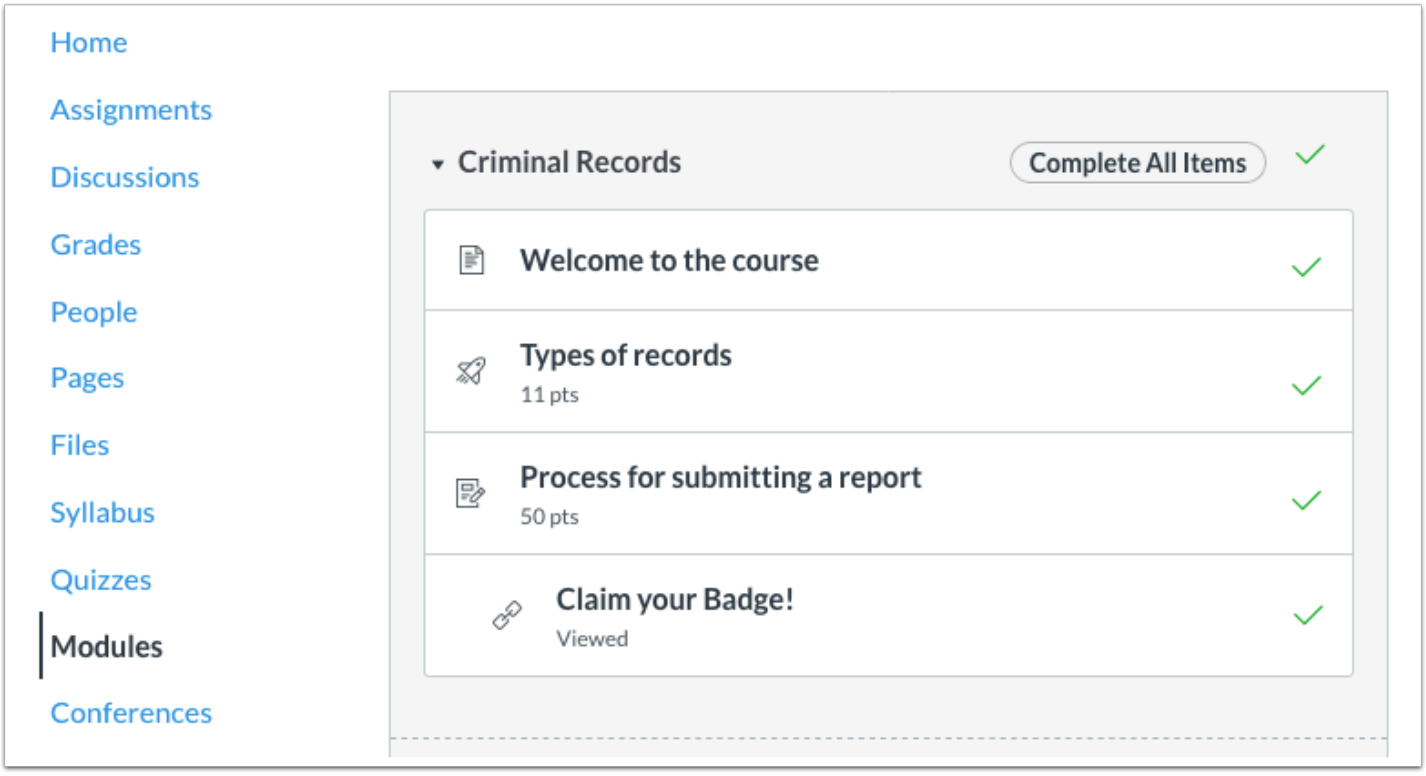
Users may upload a badge that has not yet been awarded or a badge that has been awarded.

Students using Canvas Credentials Pathways in a Canvas course

Teachers can optionally enable automatic badge awarding in Canvas courses. Course designers and instructors create badges using the Canvas Badges platform and choose which achievements in the course will award badges.

Earning badges in a Canvas course through module requirements

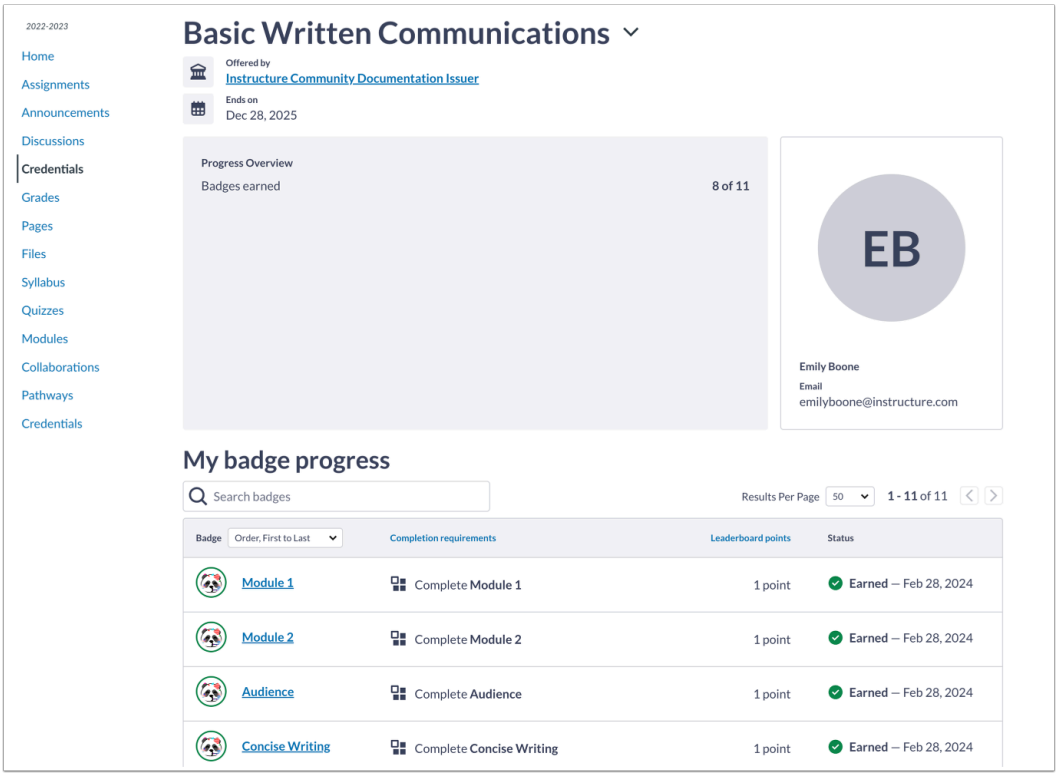
Students enrolled in courses can earn badges when they've met the module completion requirements. These completion requirements can vary in many ways including completing all of the assignments within a module; scoring a certain grade on an assignment or exam; contributing to a discussion board; prerequisites from another module; interacting with multi-media content or a combination of these things. As a student, you can see if you are eligible for a badge and have completed the module requirements when accessing the **Modules** menu from the course navigation. Completed activities and modules will display a corresponding green checkmark. If there's a checkmark next to the module with an associated badge, you've earned a badge!



Contact your instructor for assistance if you feel that you've completed a module, but the module is not showing as complete.

Accessing badges in the course

From the **Badges** menu in Canvas, students may see one or two tabs: **Progress** and the optionally enabled **Leaderboard**. From the **Progress** tab, they can see the badges they've earned in the course, along with the badges they have not yet earned. Students can click on a badge they've earned to download and/or share with social media. As a student, check the **Badges** menu frequently to get your awards quickly. When a student accesses the badges menu in a course, Canvas Badges checks for module completion and will award any new badges the student has earned.



If the leaderboard is enabled in the course, students can see their badge earnings compared to other students in the course. Teachers have the ability to let students optionally share their real names or may require that students use nicknames to protect privacy. If nicknames are used, students see their own real name (and animal nickname) on the leaderboard, but only

animal nicknames for all of the other students. If a student de-selects the **Keep my name private** checkbox, other students will see that student listed in the leaderboard by their real name.

The animal nickname will remain the same throughout the duration of the course unless a teacher or instructor manually selects to refresh it with a new name. Animal nicknames are not persistent across courses.

How to get badges in modules

Depending on how the course is set up, some teachers may place badges in modules so that they are immediately awarded upon completion of the module. The student will see that Canvas Badges is checking for new badges to award. After updating, the badge will subsequently appear in color with a green checkmark. Keep in mind, the badge will not award if the requirements have not been met, even if the student encounters it in the module.

Learning pathways and badge system designs

Digital badges

A digital badge is a visual symbol of accomplishment. Badges can be awarded for any definable achievement and earned in many learning environments, games or the workplace. An Open Badge is a specialized type of digital badge that contains verifiable metadata about achievements according to a common data format, the Open Badges specification.

Badges can be organized into badge systems and learning pathways:

[Each badge] defines a relationship with an image and metadata. A badge can be used to show how an authority recognizes an earner's achievement, for example, but the important thing is that it describes the relationship between these entities such that the audience can discern its value. That value is often understood in terms of the competencies and other objectives that the badge represents. **–Nate Otto**

Badges can be awarded for achievements of all kinds, such as:

- Interest and engagement
- Participation
- Attendance
- Knowledge or dispositions
- Formal certification (degrees, certificates)
- Proficiency, competency or skill

Digital badges can be awarded for many purposes, including informal and formal learning, inside educational institutions and businesses, as well as outside. These badges can aggregate and shed light on the interests, capabilities and accomplishments of learners. Badges can serve as the stepping stones on a learning pathway.

Learning pathways

A learning pathway is the chosen route individuals complete as they progress through a range of specific courses, academic programs and learning experiences. It's a roadmap describing the landscape of a field, program or specialization. Pathways are made of steps that represent requirements, competencies or other "real-world" experiences and take the form of a hierarchy of nested steps.

Canvas Credentials allows issuers to define the learning pathways through their areas of expertise and connects steps to the badges that represent each one. Badges from multiple issuers or nested child steps can be set as a required badge for a step, and a badge may be configured as a "milestone badge" to be awarded automatically when an earner meets those requirements.

Learning pathways serve as the scaffolding and trajectory to understanding progression and experience. Canvas Credentials allows communities to organize their badge programs to fit into shared pathways to better connect experiences across multiple learning contexts.

Pathway steps can be organized around digital badge systems that are already implemented or can assist with the design of new systems by providing structure. Badges and pathways are defined by a community's understanding of what people have accomplished to get there. For example, communities can build a common understanding of the training a mechanic, teacher or doctor might need to be successful in their occupation(s), even as individuals might gather their own sets of experiences from different opportunities.

Different types of pathways

Pathways are a means for people to explore their way through different badging experiences to find new opportunities or realize new futures. The destination of two travelers is not necessarily born from the same pathway. A pathway may have multiple routes to the same endpoint; have multiple entry points to achieve similar outcomes; or outcomes may diverge based on the path taken.

Personal interests, accomplishments, family, friends and various life activities all shape who we are, the interactions we have and how we learn. Those are the customizing features that make us who we are as individuals and influence the paths we follow or choose. Just as your high school classmates, a cohort of medical students or a soccer club may intersect on a path, each person customizes their own destination and means of arriving there.

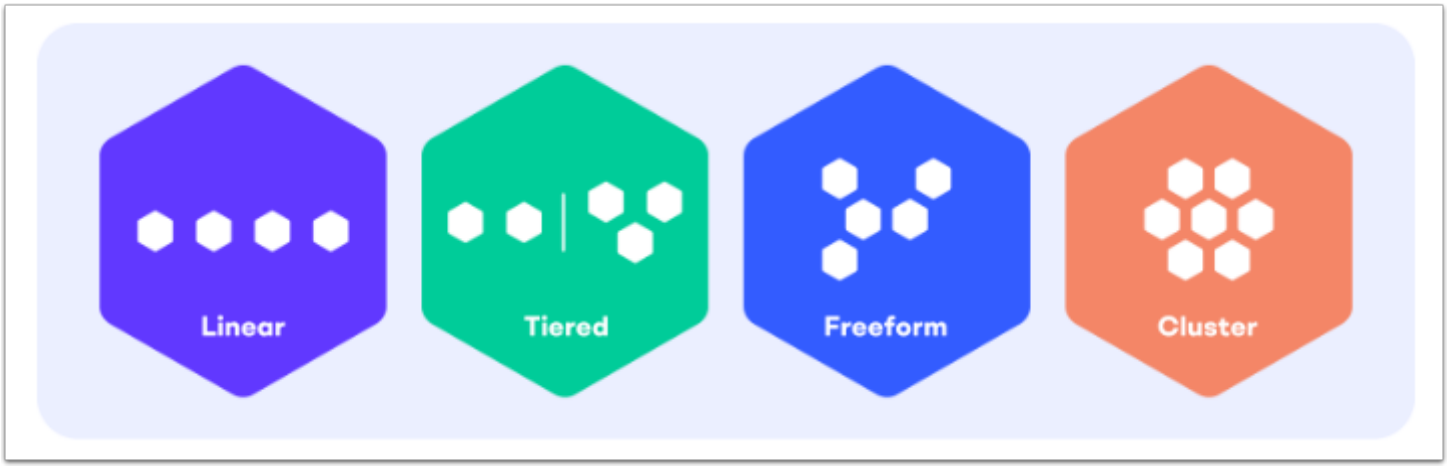
Prescriptive pathways seek to declare one homogenized, standard or recommended badge earning path. Typically these approaches rely on a form, structure and recommended path laid by institutions, governments, private companies or other formalized education plans. This badge pathway will likely be linear — a straight line from one learning experience to another.

Descriptive pathways seek to acknowledge the ways people consciously and willfully choose to earn badges. A descriptive pathway is a more natural approach for a badge recipient since s/he's defining his/her own path. When there's no prescribed pathway, people find the way that makes sense to them, choose to follow other people's paths or strike out in very different directions.

Until recently, most pathways have focused on prescriptive, institutional or corporate learning objectives/achievements, ignoring the successful learning from unstructured environments such as book clubs, volunteer activities and other extracurricular interests. Badges are a means to recognize those opportunities and incorporate their benefits into creating an accurate digital portrayal of accomplishments.

Pathway structure varies

Pathway complexities vary depending on the individual's career goals, personal interests and experiences. Some pathways may be short, while others may be lifelong. Pathway structure takes on many forms and badging for these pathways may be simple, linear or complexly interconnected. Those active in the Open Badges space have organized their thinking into competing pathway taxonomies. For example, in 2014, the Open Badges Discovery project identified four possible structures for pathways (linear, freeform, tiered and clustered).



Carla Casilli's badge system design research provided another set https://wiki.mozilla.org/Badges/bsd/wiki of defined learning pathways with an alternate set of four structures:

- **Simple** — badges are only related because they come from the same issuer (e.g., a university)
- **Linearly connected** — one badge leads to another (e.g., beginner, intermediate, advanced)
- **Complexly interconnected** or non-linearly connected — badges cross categories and don't follow a linear pathway (e.g., attendance award, pharmaceutical training)
- **Complex cross-system linking** — badges are connected to badges from other issuer's systems (e.g., university CS degree, Microsoft programming certification, Cisco data security credential)

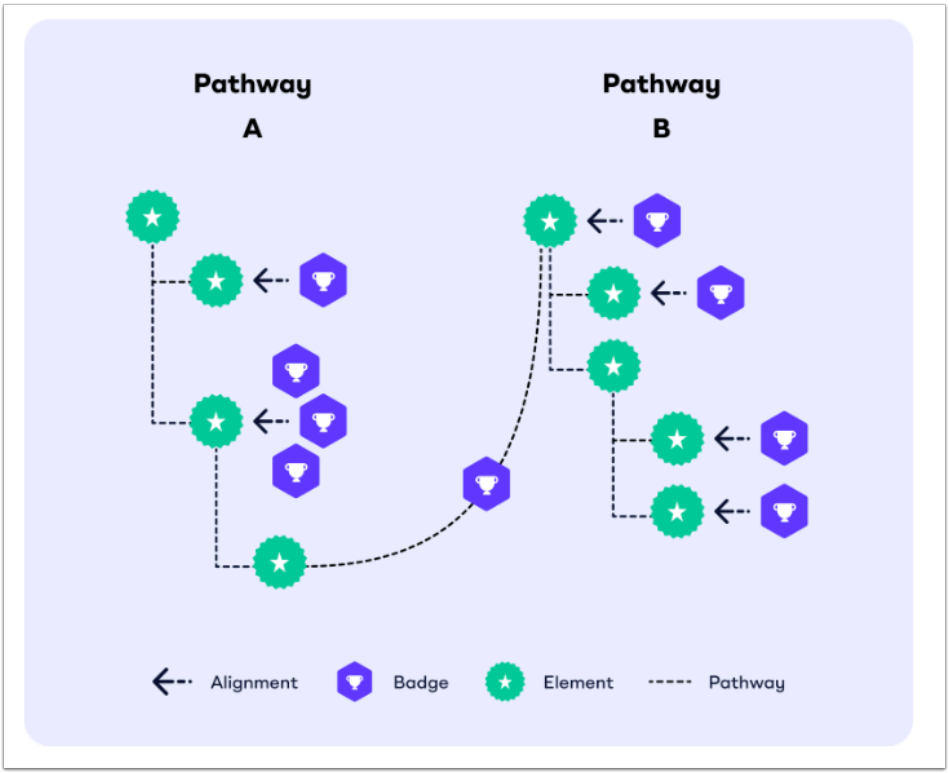
While both of these schools of thought on pathway structure may be a useful lens into how to think about organizing badge systems, it's important to note the field is evolving and rapidly being defined as new issuers, earners and recipients enter the arena.

Canvas Credentials Pathways

Theoretically, pathway structure concepts are well accepted; however, operationalizing them into an applied application can be a challenge. Canvas Credentials implementation of pathway structure is based on a hierarchically organized set of steps. Completing each micro-step can be thought of as the pieces that form a pathway to the parent objective(s).

The Canvas Credentials pathway structure is not overly complex, making it accessible to many use cases while providing enough structure to offer a common way to think about badge system design, including defining the achievement of an individual or organization's learning goals.

The graphic below depicts the pathways Canvas Credentials employs to support badge earners. You can see the nested structure of steps in it, modeling real-world relationships between concepts that people understand as categories or containers full of smaller component ideas. Looking at Pathway B, you can see three levels of steps, where some have a badge associated and others have only child pathway steps. A badge may be shared between multiple pathways published by the same issuer.



Pathway design considerations

When integrating a badge system, it's important to think about your badges as a whole. How will you implement them? What kind of badges are you awarding? How often will you award badges? Are badge earners allowed to test out of specific steps, demonstrate relevant competencies or bring in badges earned from other issuers? Rather than plodding through the creation of each badge, one by one, how might you organize them in a meaningful way for the recipient and consumer? For pathway design, identification of purpose, structure and achievement are critical no matter if you are starting from scratch or badge mapping an existing system.

Purpose (steps)

- *Guide decisions:* Are you recognizing competencies or tracking progress through the curriculum — Is the pathway meant to be completed in full or to show specialization across a range of options?
- *Use community definitions:* What values do you want to recognize that are already accepted in your community?

Structure (shape)

- *Movement:* How do you expect people to move through the pathway, leveling up or getting from point A to point B?

- *Customizable or prescribed:* Is the learner allowed to pick and choose specializations or do they follow a path of prescribed objectives?

Achievement (endpoint)

- *Acceptance of external badges:* Does the pathway recognize and/or incorporate badges earned from other or more than one issuer(s)?
- *Assessment:* What are the assessment practices required to implement recognition of badges for steps in the pathway?
- *Collection:* Does the collection of badges clearly demonstrate the objectives of the pathway, and is it understood by the community?

Mapping existing systems vs. new learning systems

One of the biggest considerations when designing pathways is the distinction between (a) integrating badges into an existing curriculum and (b) creating a badge system and a curriculum at the same time.

"When badges are being added to a pre-existing curriculum, the curriculum may constrain the way learning is recognized. For example, if an existing curriculum is not aligned to standards, it is very difficult to align a badge to standards. Alternatively, when the curriculum is being developed alongside badges, the options for both may seem limitless and overwhelming. A pre-existing curriculum can importantly help to structure design decisions. There are specific advantages for either approach." —source:

Let the experts help!

If the thought of designing badges and learning pathways seems overwhelming, there are resources and experts that can help. Canvas Credentials is a fully open-source platform for awarding badges. It can be integrated with many other platforms (e.g. LMS, CRM) or developed as a custom stand-alone app. We've been involved in setting badge standards and are part of the thought-leadership in the emerging concept of learning pathways mapping and standards. We can support your efforts every step of the way, from creating your badge and learning pathway system to simply providing some gentle nudges to steer you in the right direction.

Other resources to consider:

Creating badges as an issuer in Canvas Badges.

Badge system design template, by Carla Casilli

Canvas Credentials Pathways LTI app for Moodle

The Canvas Credentials Pathways LTI app allows Moodle instructors to add Canvas Credentials Pathways to courses. Instructors can view group or individual progress along the learning pathway. Students are able to see their own individual progress and are provided with a roadmap of their learning journey. Canvas Credentials Pathways can be constructed using Open Badges from any platform and/or issuer. Canvas Credentials Pathways is a feature of Canvas Credentials. To learn more about a Canvas Credentials subscription see What is Canvas Credentials?

Prerequisites

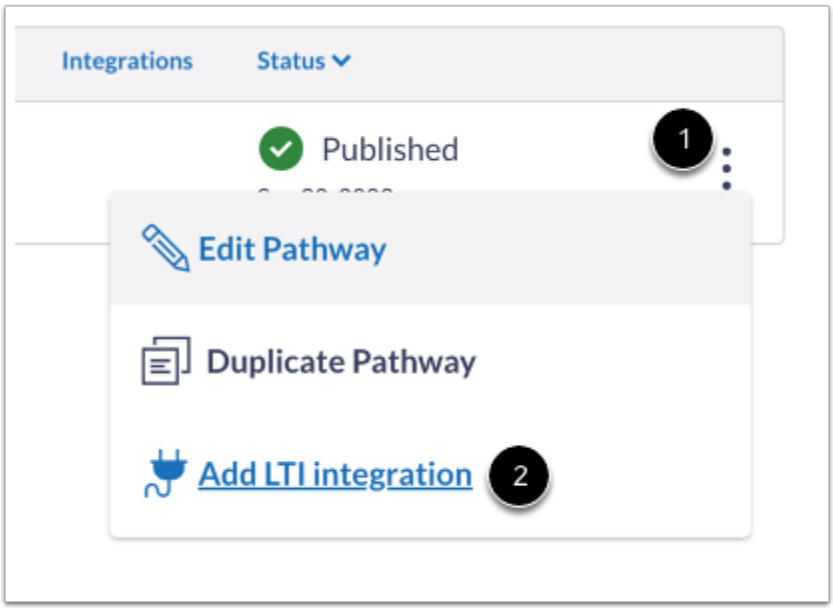
- Ensure you're enrolled as a teacher in the Moodle course
- Define an issue in Canvas Credentials before creating the Canvas Credentials Pathway
- Define the set of badges that will be used for the pathway
- Create and publish a Canvas Credentials Pathway

A single pathway can be added to multiple courses and/or multiple pathways can be added to a single course.

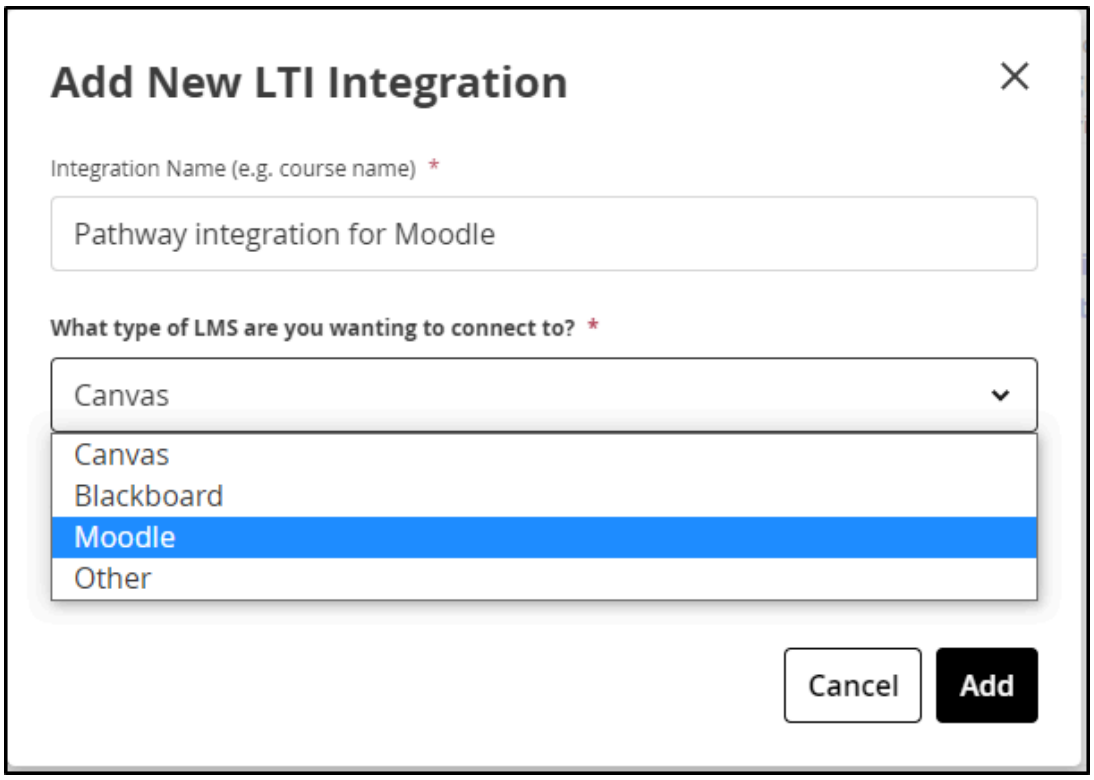
Installing the Canvas Credentials Pathway LTI is easy! Canvas Credentials Pathways gives teachers and students an easy-to-use view of their progress through a pathway right in their Moodle courses. Here's how to set it up.

From your **Issuer** dashboard in Canvas Credentials Pathways, find the pathway you want to add to your course in the list of pathways and select **LTI integrations**. Complete the install by copying the key and secret from Pathways into Moodle. See below for details. **Step-by-step: How to install**

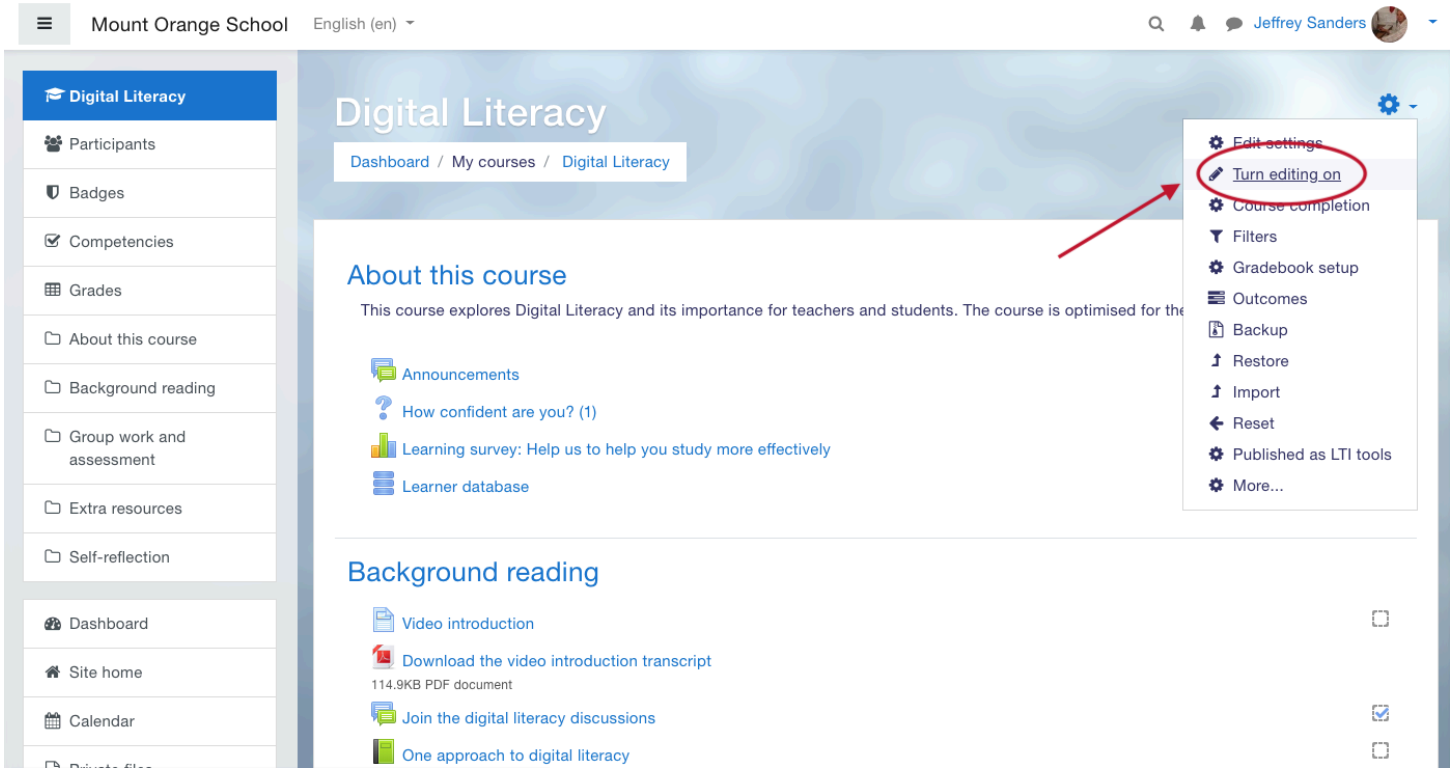
1. Sign in to your Canvas Credentials account and navigate to select **Issuer** from the top navigation bar.
2. Select an issuer associated with your organization from the list.
3. Select the **Pathways** tab.
4. Select the title of the pathway you wish to use in Moodle.
5. Select the **LTI integrations** tab.



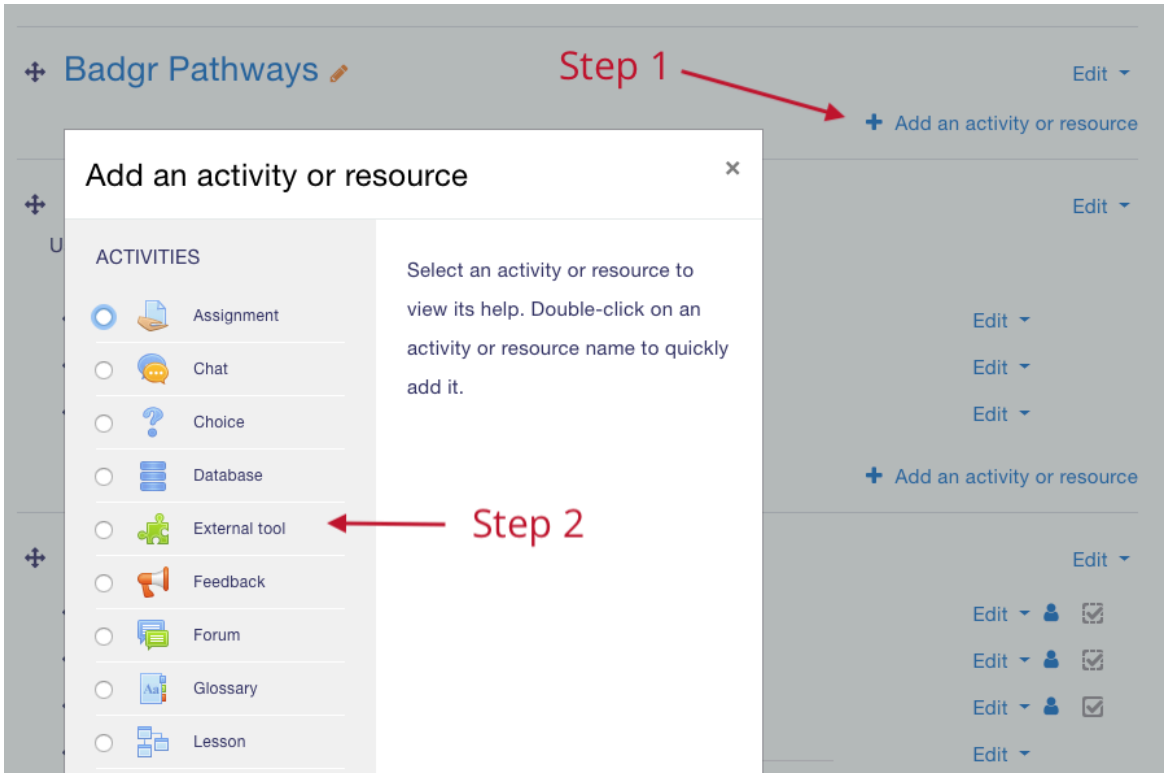
1. Select the **Add integration** button
2. Give your new integration a meaningful name and select the type of integration you're creating.
3. A card should appear in the LTI integrations for your pathway with your designated name.



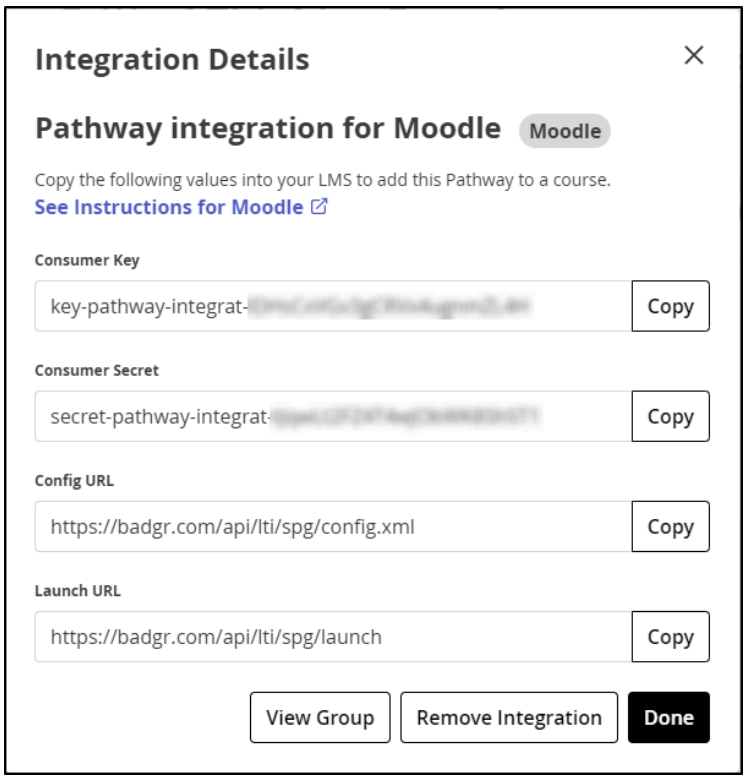
10. **In another tab**, go to the desired Moodle account, sub-account or course and **Turn editing on.**

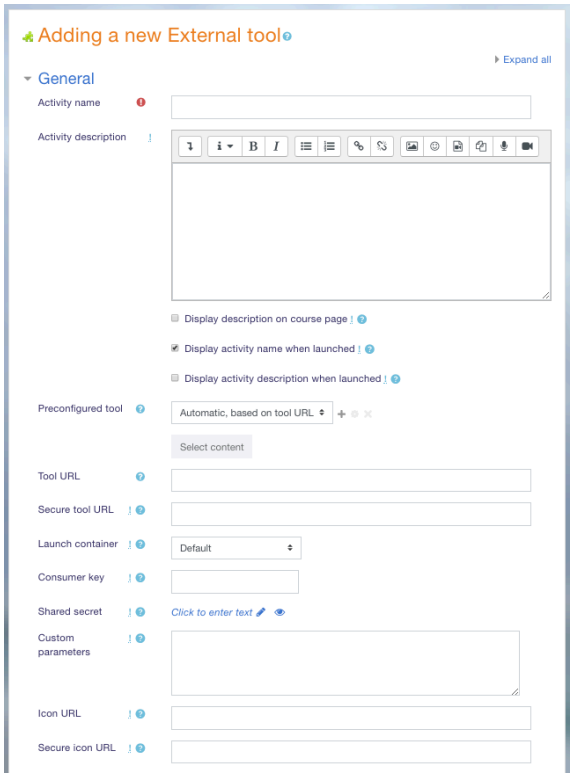


11. Select **Add an activity or resource**, then select **External tool**.



12. Copy and paste the **Consumer key**, **Consumer secret (Shared secret)** and **Config URL** presented in the Canvas Credentials Pathways dialog box into your Moodle integration. Copy the name or fill out a name you won't forget.


Integration Details
Pathway integration for Moodle
Moodle
Copy the following values into your LMS to add this Pathway to a course.
See Instructions for Moodle
Consumer Key
key-pathway-integrat-
Copy
Consumer Secret
secret-pathway-integrat-
Copy
Config URL
https://badgr.com/api/lti/spg/config.xml
Copy
Launch URL
https://badgr.com/api/lti/spg/launch
Copy
View Group
Remove Integration
Done



13. Once the information is entered, select **Save**.
14. Observe the new menu item, **Pathways**, in the course navigation along the left side. Click this item to view your pathway. Students who access the pathways menu in a course will automatically be subscribed to the pathway

Troubleshooting

There are a few error messages you may encounter if the LTI app is not added correctly. 1. If the config.xml URL does not work with your LMS, try using this URL instead: If the Config URL is used in the **Secure tool URL**, you'll see an "Unexpected server error" message. 3. If the consumer key and secret are incorrect or entered in the wrong fields, "Loading Pathways..." will be displayed but will not produce any results.

Canvas Credentials Pathways LTI app for D2L & Brightspace

A single pathway can be added to multiple courses and/or multiple pathways can be added to a single course.

Canvas Credentials Pathways is a pro feature

The Canvas Credentials Pathways LTI app allows D2L/Brightspace instructors to add Canvas Credentials Pathways to courses. Instructors can view group or individual progress along the learning pathway. Students are able to see their own individual progress and are provided with a roadmap of their learning journey. Canvas Credentials Pathways can be constructed using Open Badges from any platform and/or issuer.

Prerequisites

- Ensure you're enrolled as a teacher in the course.
- Define an issuer in Canvas Credentials before creating the Canvas Credentials Pathway.
- Define the set of badges that will be used for the pathway.
- Create and publish a Canvas Credentials Pathway.
- Create an LTI for the desired pathway.

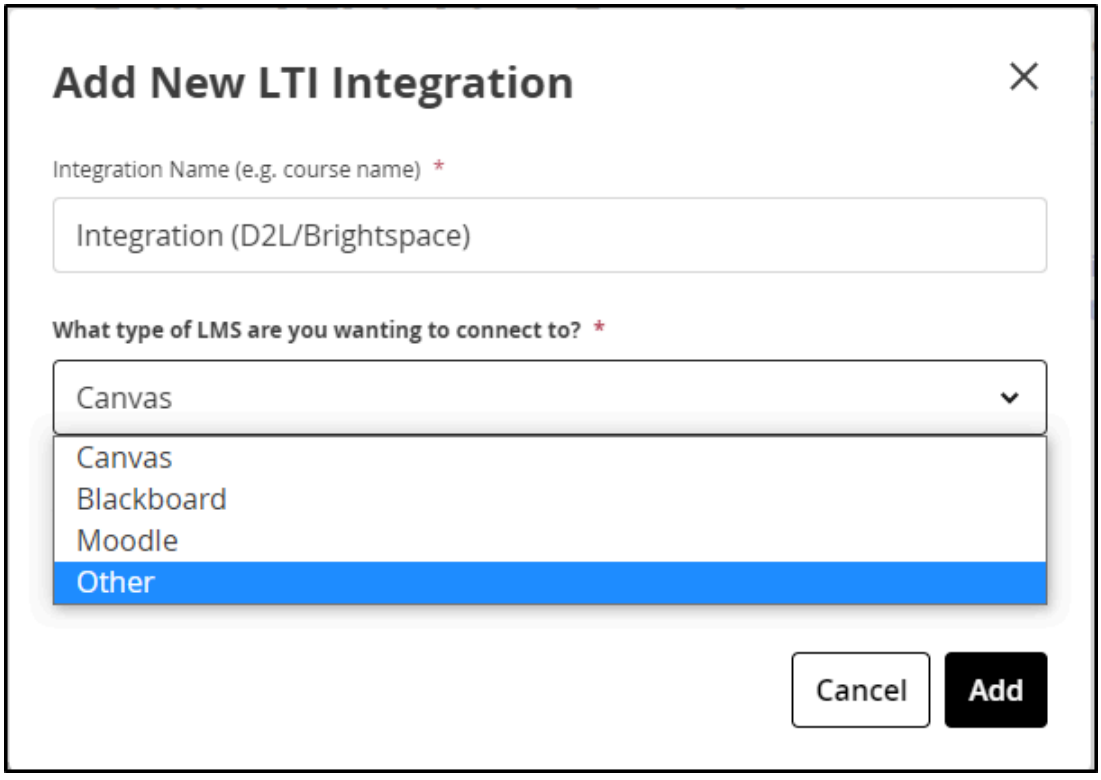
Installing the Canvas Credentials Pathway LTI is easy!

Canvas Credentials Pathways gives teachers and students an easy-to-use view of their progress through a pathway right in their courses. Here's how to set it up.

From your issuer dashboard in Canvas Credentials Pathways, find the pathway you want to add to your course in the list of pathways and select **LTI integrations**. Complete the install by copying the key and secret from pathways into your course. See below for details. **Step-by-step: How to install**

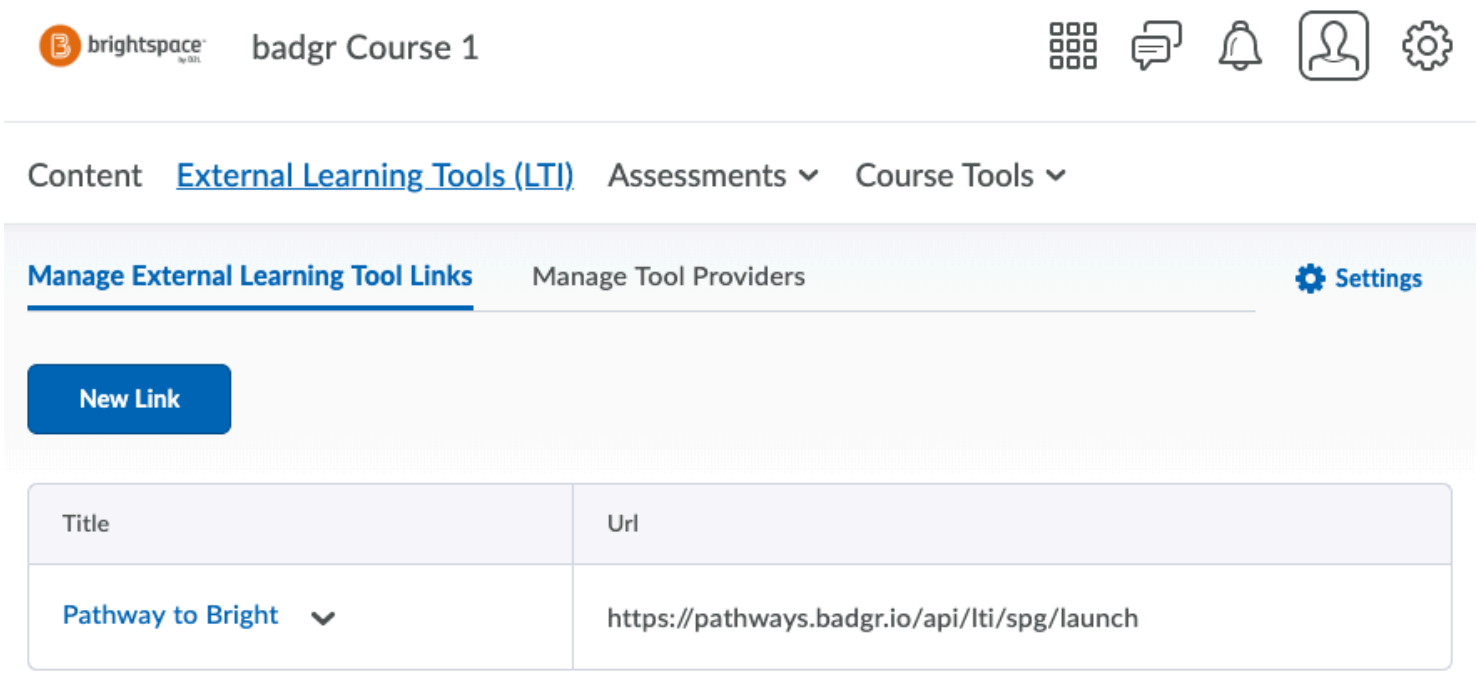
1. Sign in to your Canvas Credentials account and select **Issuer** from the top navigation bar.
2. Select an issuer associated with your organization from the list.
3. Select the **Pathways** tab.
4. Select the title of the pathway you wish to use.
5. Select the **LTI integrations** tab.

1. Select the **Add integration** button
2. Give your new integration a meaningful name and select the **Other** from the drop-down menu.
3. A card should appear in the LTI integrations for your pathway with your designated name.



9. **In another tab**, sign in as a teacher in the desired D2L/Brightspace account, sub-account or course.

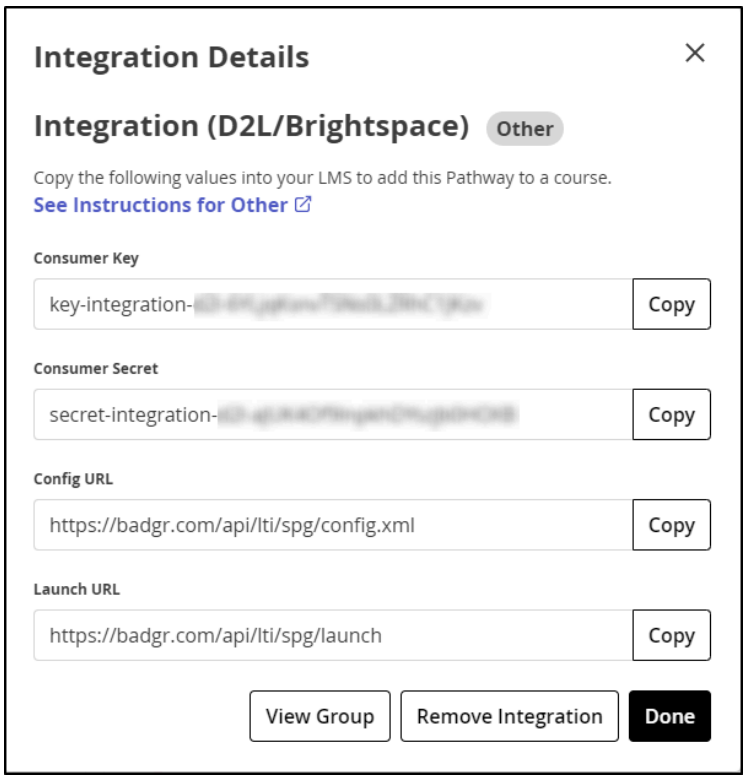
10. Select the **External learning tools** link at the top of the page and then select the **New link** button.



11. Enter a title and description for the LTI app you're creating.

12. Under the **Key/Secret** section of the page, select the radio button corresponding to **Link/Secret**.

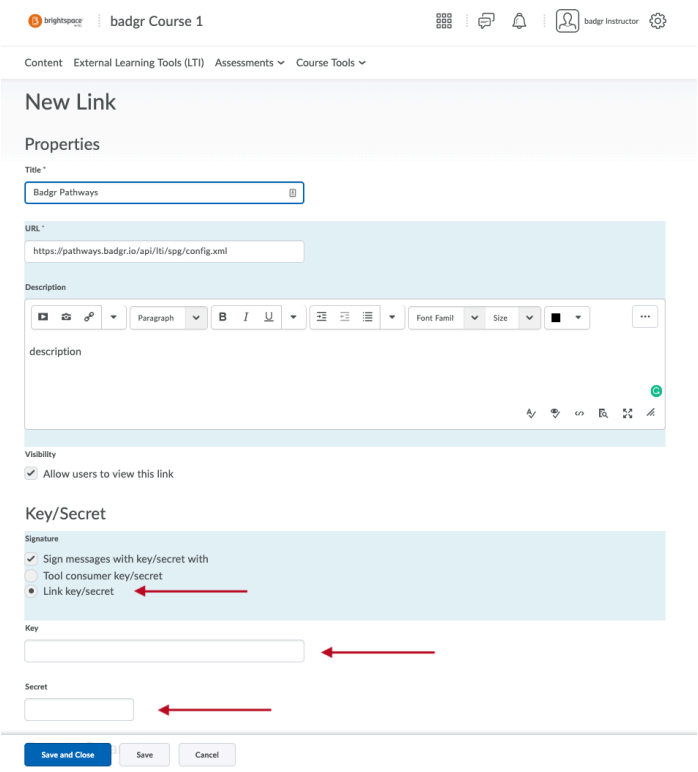
13. Copy and paste the Config URL presented in the Canvas Credentials Pathways dialog box into your D2L/Brightspace integration.



14. Edit the URL.

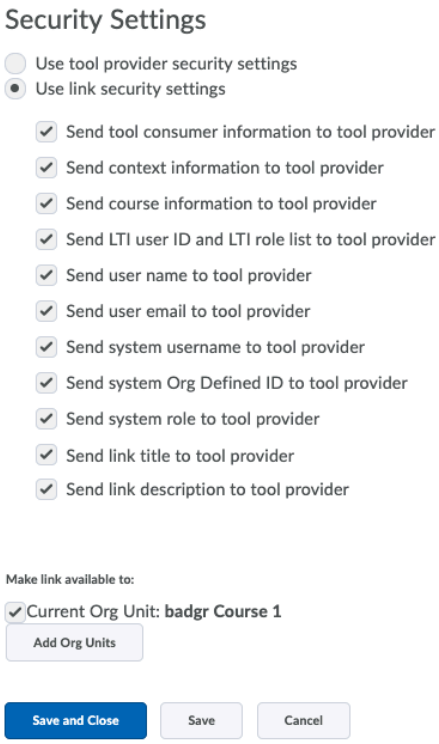
Edit the URL by replacing "/config.xml" with "/launch"

15. Copy and paste the Consumer key and Consumer secret (Shared secret) into the corresponding fields.



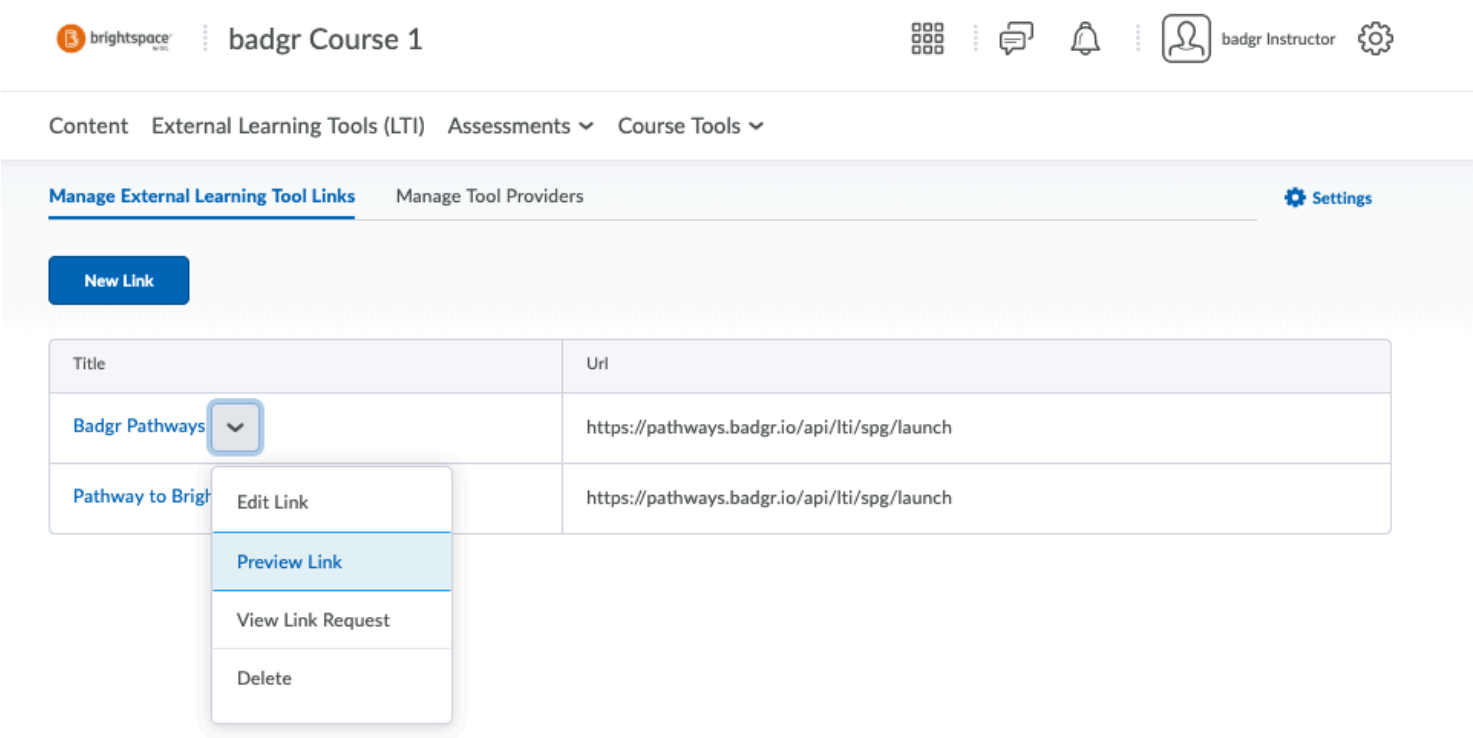
16. At the bottom of the page, under Security settings, select the radio button **Use link security settings**.

17. Select all the items in the list, then **Save and close**.

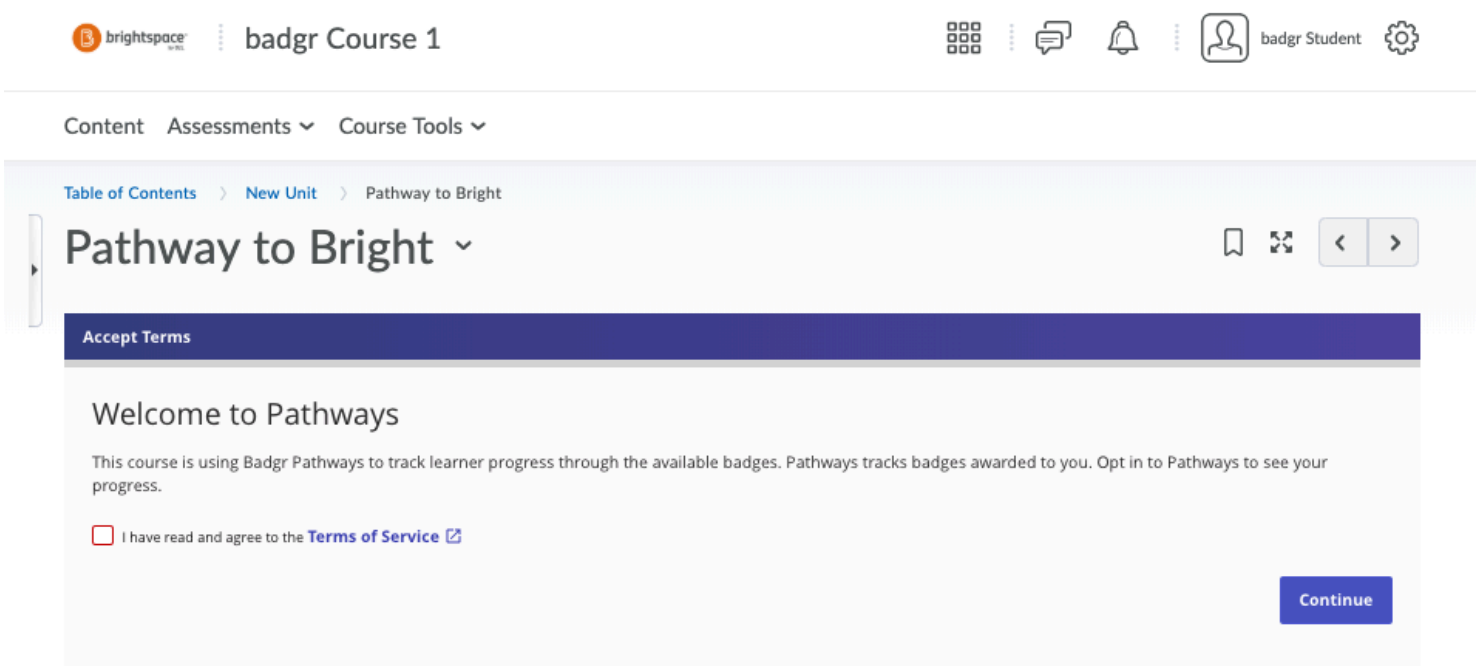


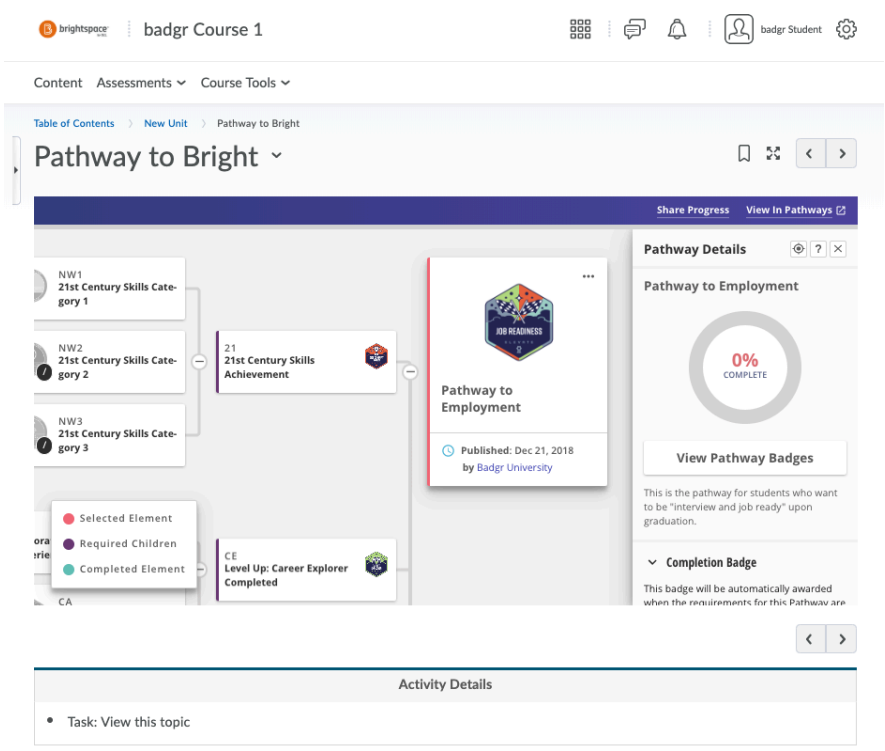
18. Use the dropdown menu from the external tool to preview the results in a new window. The new window should open up a view of your pathway.

19. Add the external tool as Content to the course and make it visible to students.



Students When students sign in to the course and access the Pathways LTI app, they will be prompted to agree to the Canvas Credentials Terms of Service and directed through an authorization process. After authorizing the Canvas Credentials app, students can view the pathway right from within their course. **Troubleshooting** If the config.xml URL does not work with your LMS, try using the Launch URL instead.


brightspace
badgr Course 1
badgr Student
Content
Assessments
Course Tools
Table of Contents
New Unit
Pathway to Bright
Pathway to Bright
Accept Terms
Welcome to Pathways
This course is using Badgr Pathways to track learner progress through the available badges. Pathways tracks badges awarded to you. Opt in to Pathways to see your progress.
I have read and agree to the Terms of Service
Continue


brightspace
badgr Course 1
badgr Student
Content
Assessments
Course Tools
Table of Contents
New Unit
Pathway to Bright
Pathway to Bright
Share Progress
View In Pathways
NW1
21st Century Skills Category 1
NW2
21st Century Skills Category 2
NW3
21st Century Skills Category 3
21
21st Century Skills Achievement
Pathway to Employment
Published: Dec 21, 2018
by Badgr University
Selected Element
Required Children
Completed Element
CE
Level Up: Career Explorer Completed
Pathway Details
Pathway to Employment
0%
COMPLETE
View Pathway Badges
This is the pathway for students who want to be "interview and job ready" upon graduation.
Completion Badge
This badge will be automatically awarded
Activity Details
Task: View this topic

Whitelabel Error Page

This application has no explicit mapping for /error, so you are seeing this as a fallback.

Wed May 08 20:39:06 UTC 2019
There was an unexpected error (type=Method Not Allowed, status=405).
Request method 'POST' not supported

For more information, see D2L/Brightspace's documentation: Set up a link to a tool provider.

Canvas Credentials Exclusive Features

What is Canvas Credentials?

Canvas Credentials is a subscription service that allows badge program administrators to advance their badging system using a set of more sophisticated tools. These features include Canvas Credentials Pathways, QR and claim codes, reporting and analytics, and unlimited bulk awards.

Canvas Credentials features can be used with our LTIs for Canvas and other LMSs.

- Canvas Credentials Pathways allows organizations and issuers to combine and connect Open Badges from multiple sources into a meaningful pathway for learners.
- QR and claim codes make participation easy! Create a scavenger hunt, post QR codes on your website or show them at events to engage your audience. Don't have a Canvas LMS? Use QR codes in Google Classrooms, Moodle, Blackboard or any other digital platform where you want to award badges.
- Unlimited bulk awards let you recognize the achievements of an unlimited number of people. Award as many badges as you like to any size group of recipients.
- Reporting and analytics put relevant data into the hands of badge program administrators. Pro subscribers can access analytics from their Canvas Credentials account and/or from a Canvas course or subs-account.
- Incorporate Emsi skills to badges issued by Canvas Credentials issuers that can be linked with skills so that links to job market data appear when those badges are viewed or shared.

Complete this form to inquire about subscription pricing, consulting services and support options for Canvas Credentials.

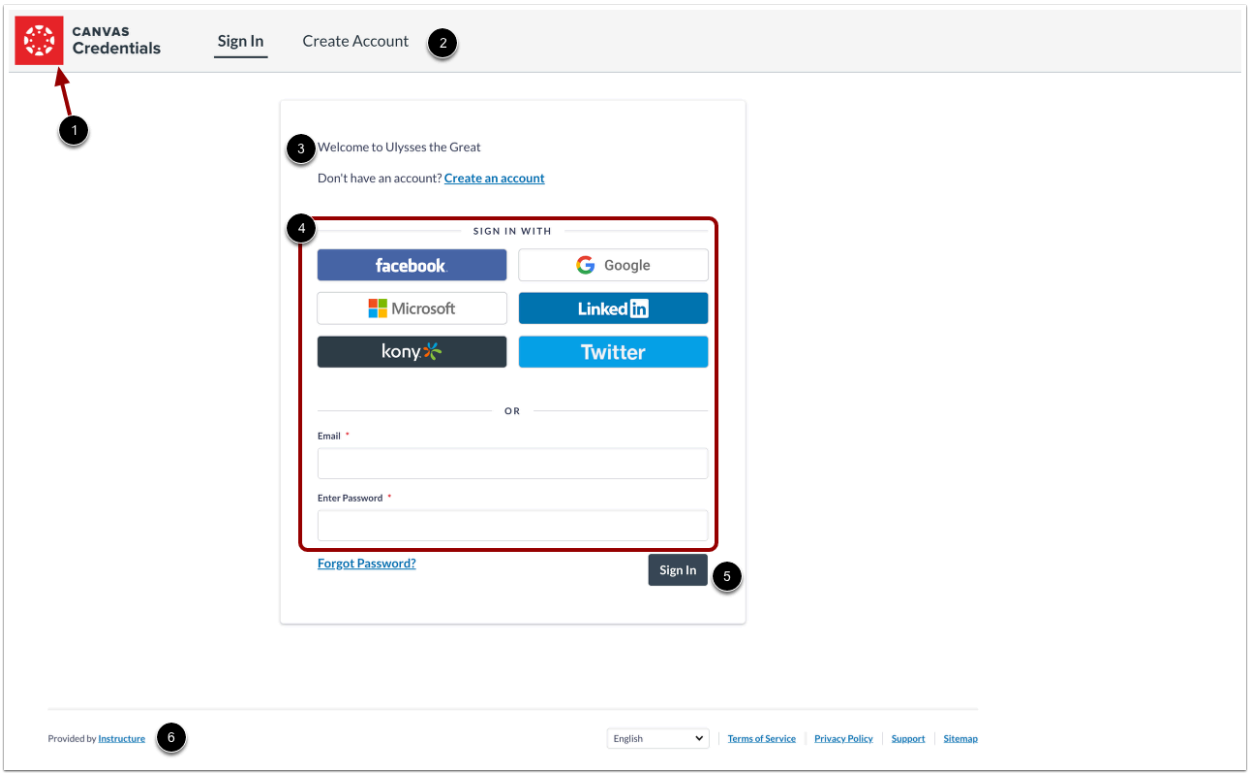
Customize the Canvas Credentials site with your logo and branding

Canvas Credentials offers a customized white-label package

By default, the Canvas Credentials primary color theme matches users' Canvas theme.

Our white label services include customizations that allow your brand to be front and center in the application. Let your users and clients experience badging through your organization's lens. Canvas Credentials' front-end branding wrapper can display your company's color and logo throughout the user experience to support your program(s) in a whole new way.

- Branding and color customization for the entire interface.
- A customized welcome message that supports Markdown and appears on the home page.
- Header color may be dark or light.
- Custom menu to connect badging to your program(s) and website.
- A variety of Single Sign-On (SSO) options including social media (custom SSOs are available for an additional fee).
- Customization of the footer including changing or turning on or off links.
- Email notifications that include your organization's logo and colors.
- Setup typically takes five business days after branding information is submitted.



You can customize the Canvas Credentials site by

- Adding your logo [1]
- Creating a custom menu [2]
- Welcoming users in your own words [3]
- Choosing from a variety of sign-in options [4]
- Customizing color in the header menu and buttons [5]
- Selecting what is referenced in the footer [6]

Compare Canvas Credentials to these white label sites:

- University of North Texas
- Western Governors University

Contact us for pricing.

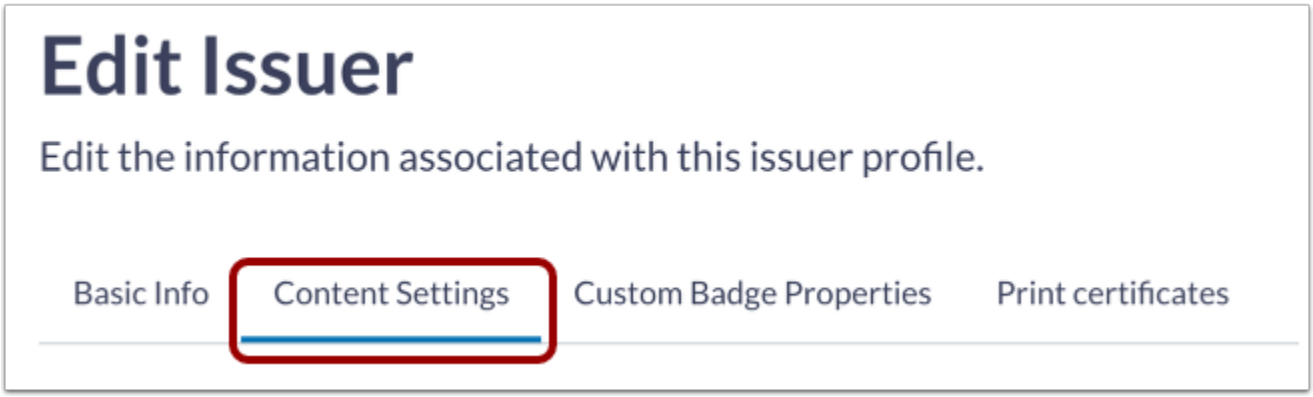
How do I set up my institution's LinkedIn profile as the issuing organization?

As a Canvas Credentials organization admin or badge issuer, you can link your issuing organization to your institution's LinkedIn profile. To enable this functionality, you need your LinkedIn Company ID.

Edit Issuer

To edit an issuer, click the **Options** icon [1] and then click the **Edit Issuer** link [2].

Manage Content Settings



To add an organization ID, click the **Content Settings** tab.

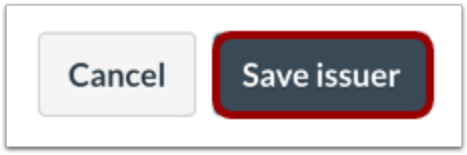
Locate Organization ID in LinkedIn

When logged in as the administrator of your organization's LinkedIn page, you can locate the 6-9 digit organization ID in the URL.

Enter Organization ID

Enter your institution's LinkedIn Company ID in Canvas Credentials in the **Issuing Organization ID on LInkedIn** field.

Save Issuing Organization

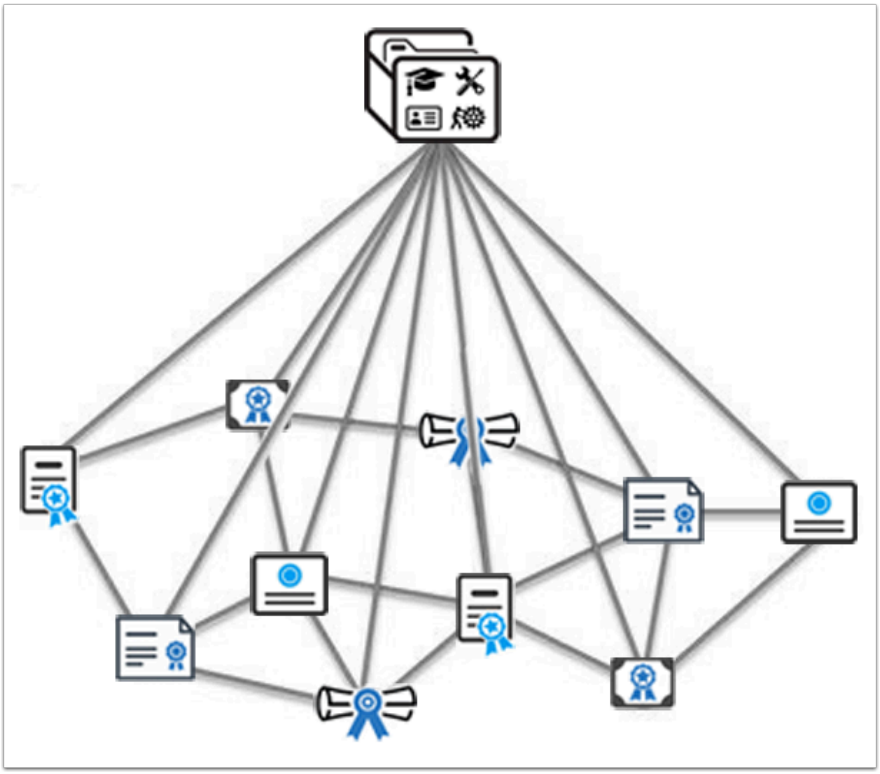


To save your changes, click the **Save Issuer** button

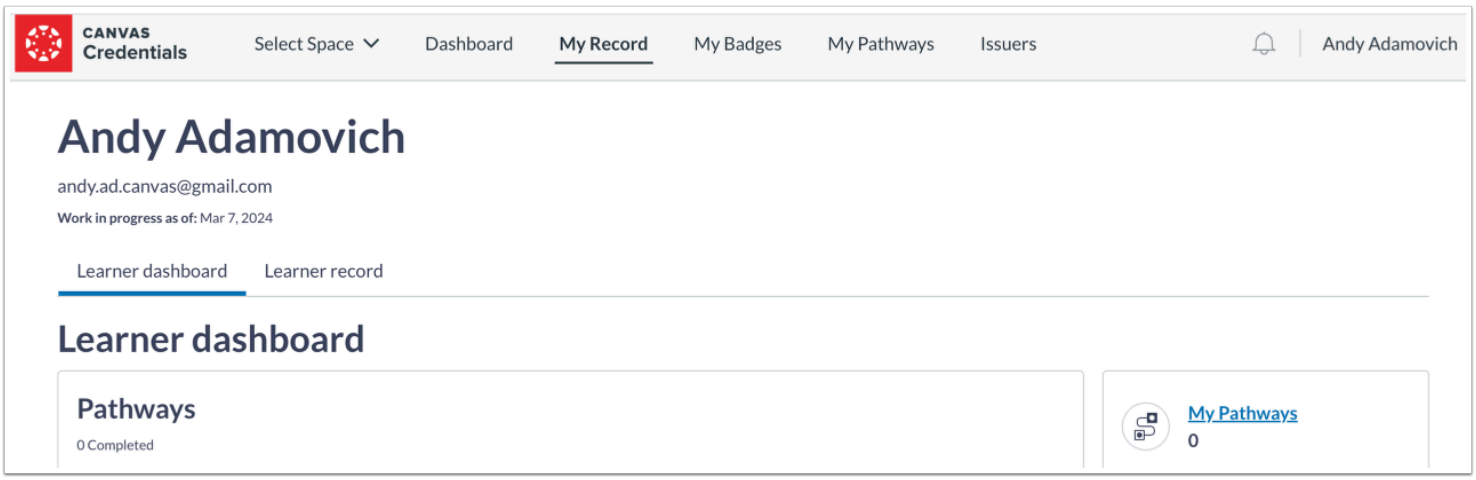
Learner Record

Organizations utilizing multiple pathways may wish to direct their program participants and learners to their personalized learner record in Canvas Credentials. As users move through Canvas Credentials Pathways and earn badges, Canvas Credentials tracks user progress and accomplishments in a learner record that users can customize and share.

The learner record helps pathway participants quickly and easily visualize, understand and share their pathway progress at a high level without going into each individual pathway. The learner record allows users to see which milestone badges they've earned, measure their progress along the pathway(s) and share their learner record with third parties such as admissions departments or hiring committees. The learner record encapsulates all the learning that takes place in an organization, similar to a transcript.



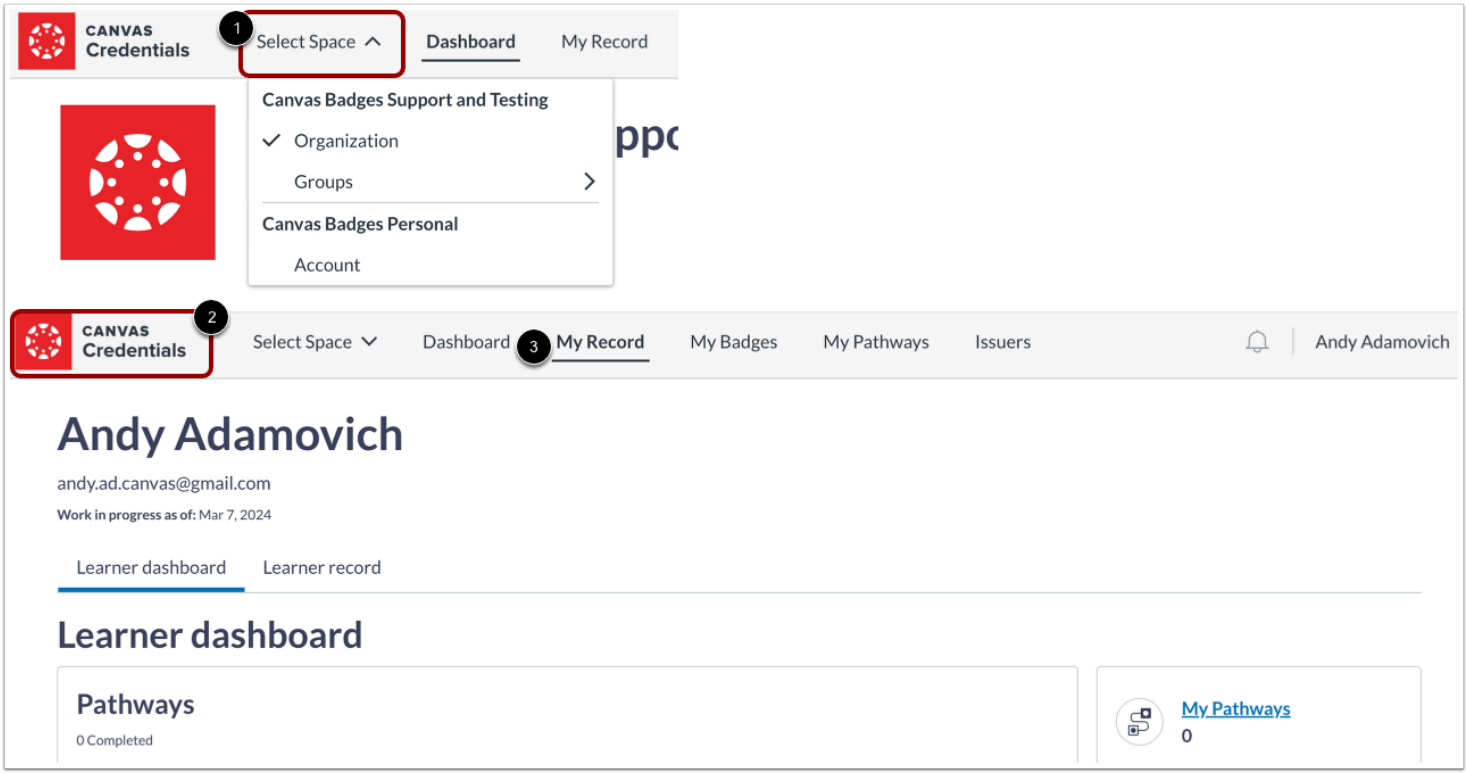
Learner record information



Badge recipients will see a **My record** menu when they are in the organization space. From this page, the learner can access:

- A dashboard view of the pathways the learner is subscribed to listed in alphabetical order
- Completed pathways and pathways in progress
- Recently awarded badges
- Information about sharing their learner recordings

Accessing the learner record

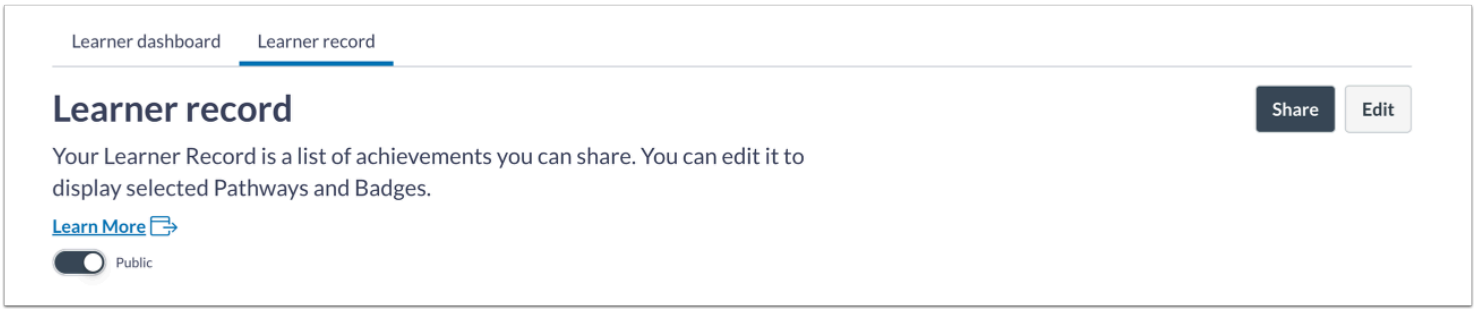


The learner record is a Canvas Credentials feature. If you don't see an organization listed on your menu, you may not be enrolled in a program that subscribes to Canvas Credentials.

To access the learner record, follow these steps:

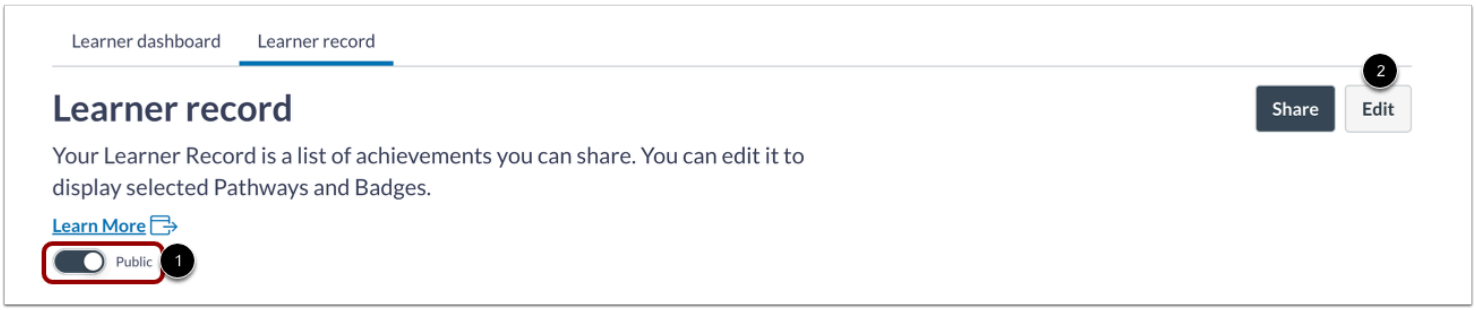
1. Click the **Select Space** drop-down menu.
2. Once in the organization space, you may observe the organization's brand and logo or you may see the Canvas Credentials logo on the upper left of the page.
3. Select the **My record** tab from the organization menu to see earned badges and pathway progress.

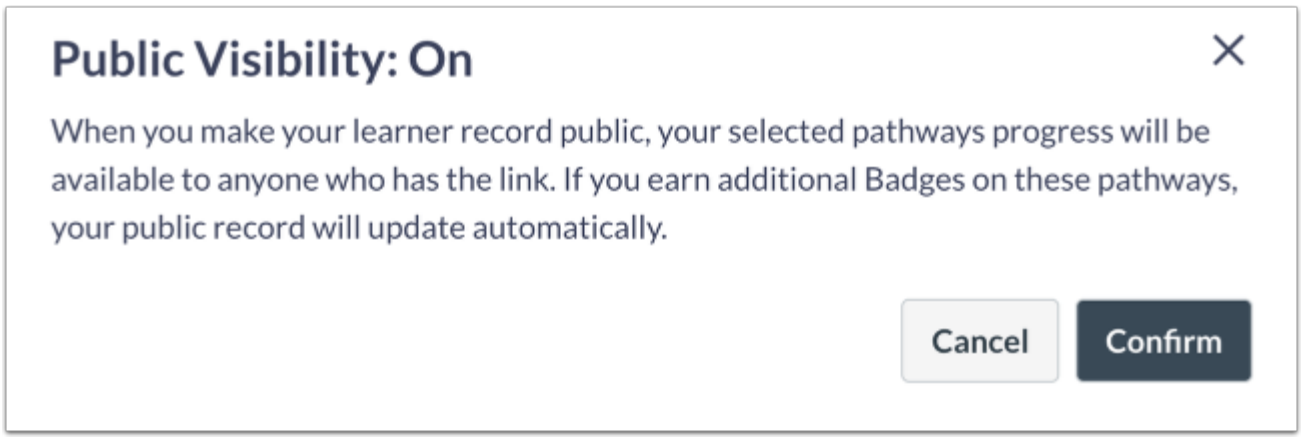
Learner dashboard tab The learner dashboard tab displays completed pathways and pathways in progress. Users can hide or view completed pathways using the toggle button. For pathways in progress, users can see their percentage of completion.



Learner record tab The learner record provides a more detailed view of pathway progress. From here users can:

- View a list of the pathways to which they are subscribed
- See which milestone and prerequisite badges they've earned or need to earn
- Select a milestone or prerequisite badge to view specific details about the badge
- Share their learner record and manage what content is displayed





Sharing the learner record Users have total control over what steps of the learner record they may share by URL.

1. To share the learner record, first, select the **Public** toggle to set it to **on** [1]. When turned on, anyone with the link to your learner record will be able to see your progress.
2. 2. Once sharing is enabled, the user will have access to edit which steps they want to share. To only share certain items, select the **Edit** button [2].
3. 3. Once editing is enabled, the user can control the order in which the items are displayed as well as which items are visible.
4. Use the arrows to move individual pathway progress up or down to display them in the order you choose
5. Use the eye symbol to make progress visible or hidden. By default, hidden pathways are moved to the bottom of the list

If you have shared a URL but later turn off public visibility, a "Learner record not found" message will be displayed to anyone attempting to view your URL.

FAQ's

Q: Can I create multiple versions of my learner record to share with different people?

A: No. Think of your learner record like a website that's the same for everyone who visits — there's just one version at any given time. When you update your learner record, the new version will replace the previous version, and moving forward all visitors will see the new version. If you shared your learner record link with someone in the past and that person uses the link after you make changes, they will see the updated version.

Q: I see the option to make my learner record public. What does "public" mean?

A: When you turn on the toggle for **Public**, anyone who has the link can view your learner record. If the toggle is off, no one can view it. Your learner record will not appear in Internet search results.

Q: Where do I find the link I can use to share my learner record?

A: On the learner record page, turn on the **Public** toggle, then click the **Share** button.

Q: Can I see how my learner record will display for others?

A: Yes. To view the public version of your learner record:

- Turn on the **Public** toggle
- Click **Share**
- Copy the link
- Enter the link in a new window or tab of your Internet browser

Q: How does the learner record relate to the overview on the Learner dashboard?

A: The learner record page includes some of the information from the Learner dashboard — specifically, your pathways, the badges you've earned on those pathways and any badges you have earned that are not part of a pathway. You can select which of these to include in the learner record you share.

Q: What is a milestone badge?

A: Milestone badges represent the achievement of important parts of a journey through the pathway, such as mastery of a competency or completion of a section of a learning program.

Incorporating Lightcast skills in badges

Canvas Badges/Credentials has partnered with Lightcast to display skills that lead to a successful career or promotion directly from your learner's badge award. When you issue badges with a Canvas Credentials issuer, you can now link your badges with skills that connect to job market data when those badges are viewed or shared.

- The Lightcast skills library describes skills (such as "online teaching"), highlights related skills and lists the top companies that include the skill in their job postings
- Badging programs can take advantage of this vast skill library to highlight their programs and empower learners in their fields
- With growing interest in non-degree and skills-focused training programs, this powerful combination of solutions will enable the design of high quality, stackable programs designed to upskill and reskill workers by combining online certificates, industry certifications, apprenticeships and micro-credentials

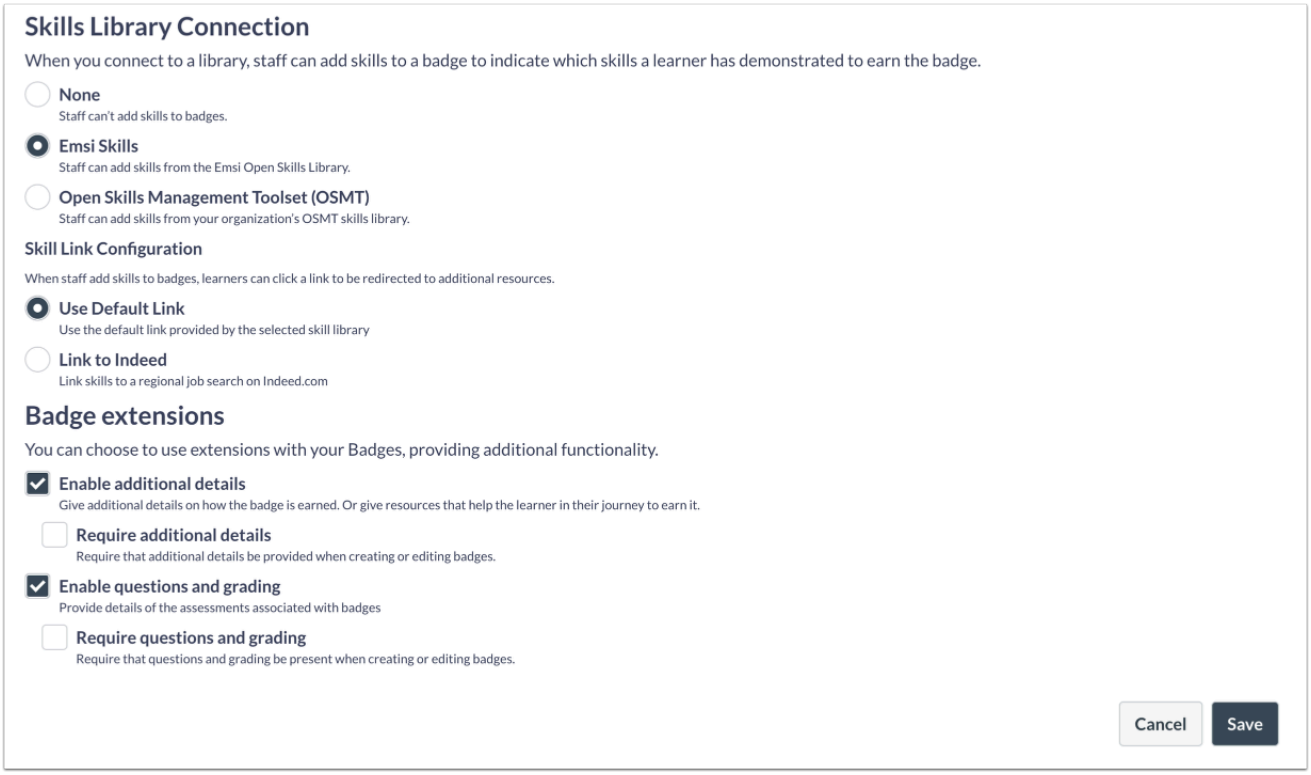
Why should I include Lightcast skills in my badge?

When you award a badge, recipients will be able to view the specific skill the badge represents. This information will be locked in the badge's metadata.

- When viewed, the skill will link to a skill page displaying data for the job market for that skill
- Canvas Credentials organizations in the U.S., U.K., and Canada can take advantage of labor market data provided by Lightcast (see an example here for the skill Leadership)
- Organizations outside the U.S., U.K., and Canada can choose to link to job market data provided by Indeed in their country

How to add skills to a badge

Enabling the skill option from the organization page



This feature is available to all subscribers of Canvas Credentials. The skill option must be enabled at the organization level to be used when creating or editing badges. To access this, login to Canvas Badges/Credentials, select the **Canvas Badges/ Credentials logo** in the upper left and select your organization from the drop-down menu. Select **Edit organization** (to learn to do this see Editing your organization page).

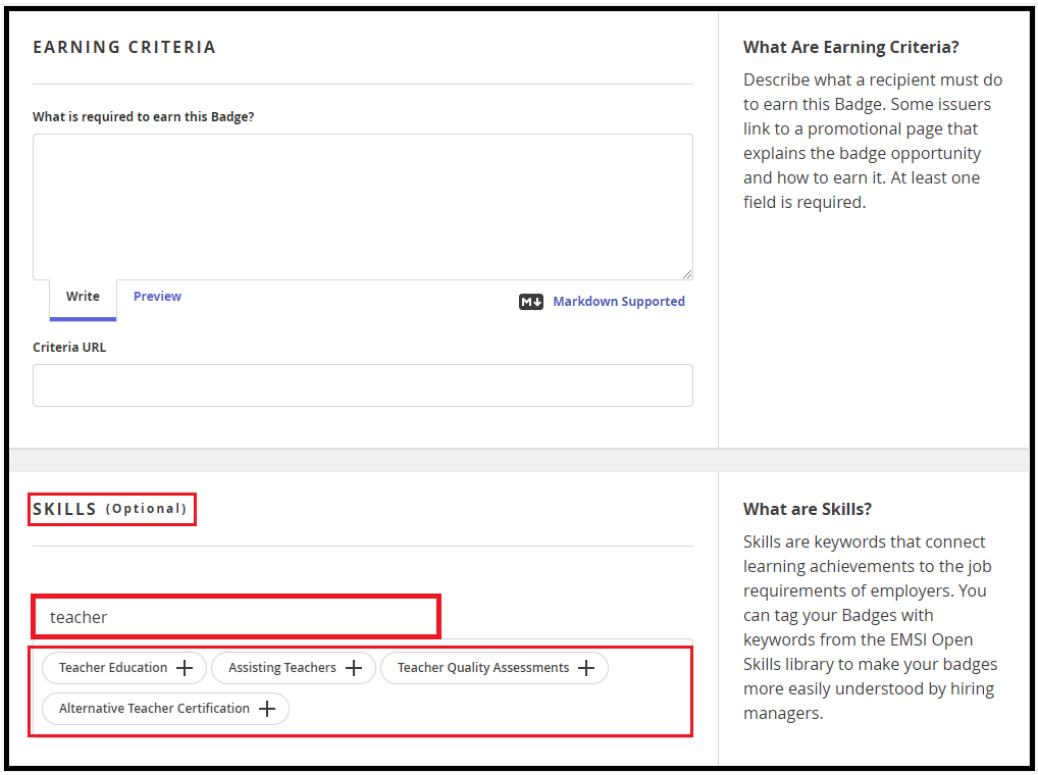
1. From the **Edit organization** page, select the **Content settings** tab.
2. Scroll down until you see the section labeled **Badge skill alignments.**
3. Select the option you would like to use from the list.
4. Click the **Save** button.

Adding skills to a badge

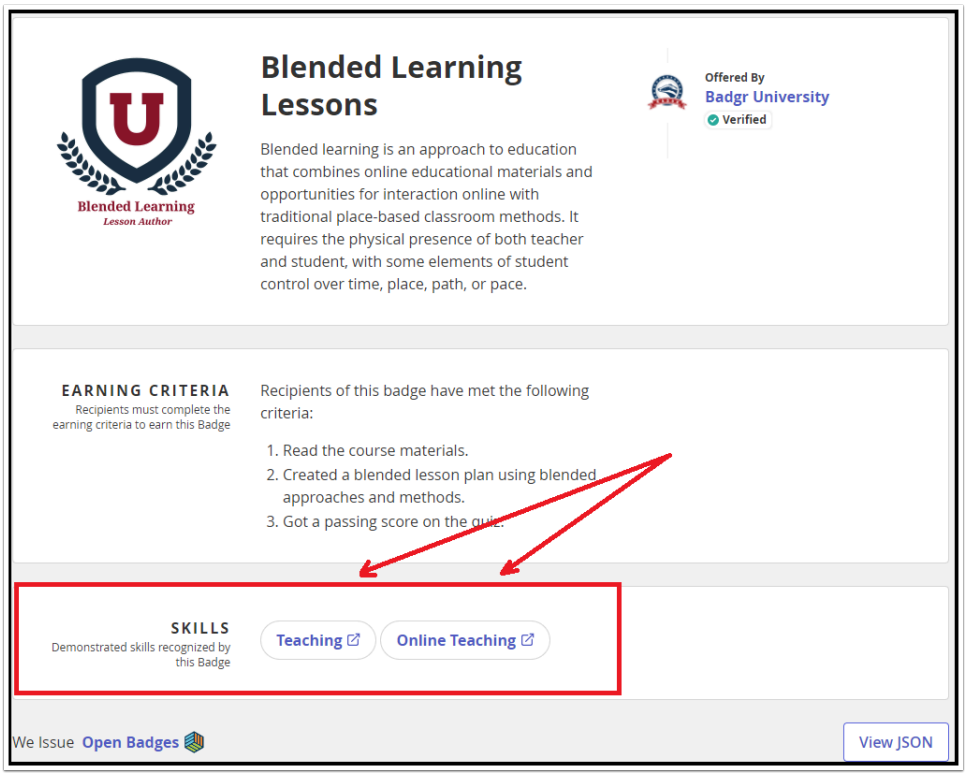
To learn more about badge creation, see our article on creating badges.

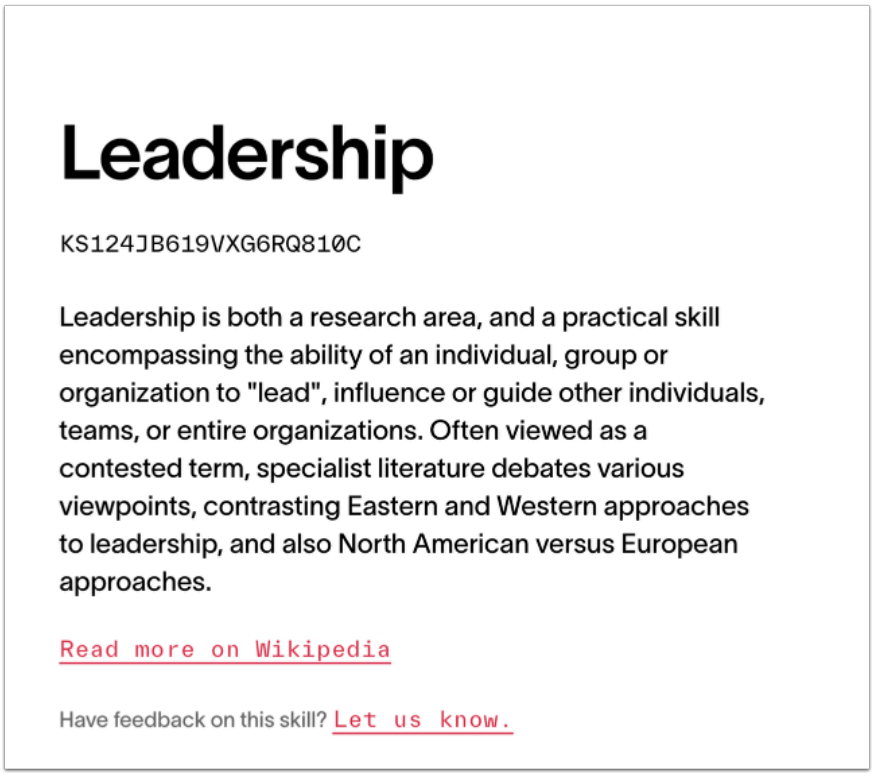
1. Select the issuer you would like your badge to be awarded from.

2. Select **Create badge** or select an existing badge you wish to edit, and select **Edit badge**.
3. Complete the required fields ending in **Earning criteria**.
4. The next step will be **Skills**.
5. Enter the skill(s) you wish to represent with this badge award, such as "Teacher" or "CDL Driver."
6. You will see suggestions auto-populate based on your entered criteria. Select the most appropriate suggestion to add it to your badge.
7. Complete the badge creation by selecting **Create badge** or **Save changes**.

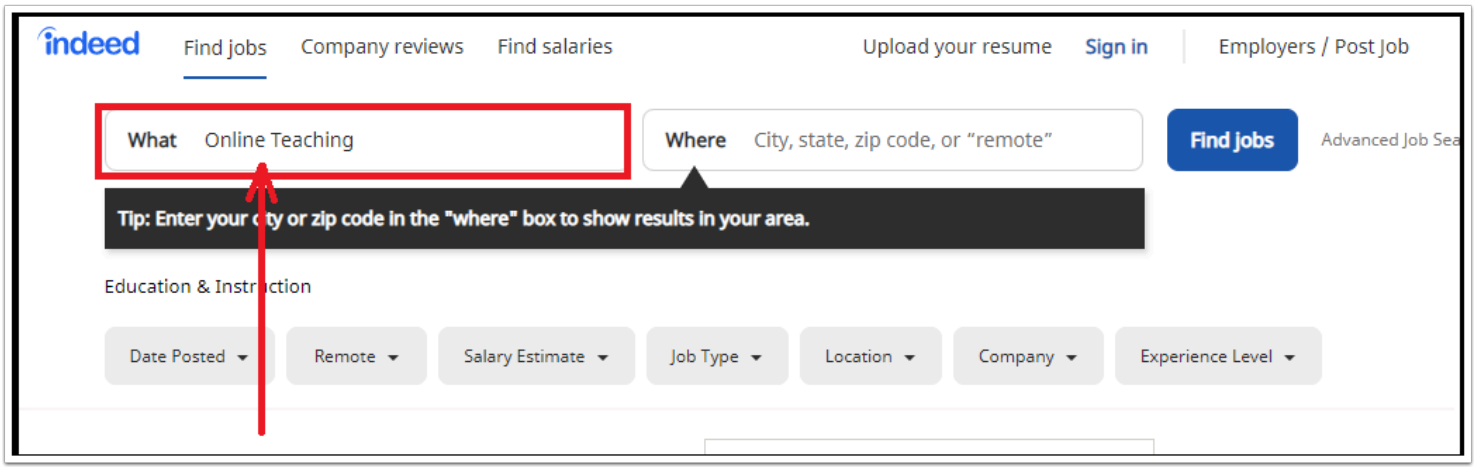


Viewing skills on the badge's public page





On the badges public page, the skills associated with the badge will be displayed in the **Skills** section. To learn more about badge public pages see: Public pages Selecting one of the skills will open a new tab or webpage displaying data about the skill and jobs related to it. The screenshots below show some example data that may appear when users open a skills link.



Or in regions outside the US, UK and Canada, job data may be linked on Indeed.com:

Badge assessments and questions

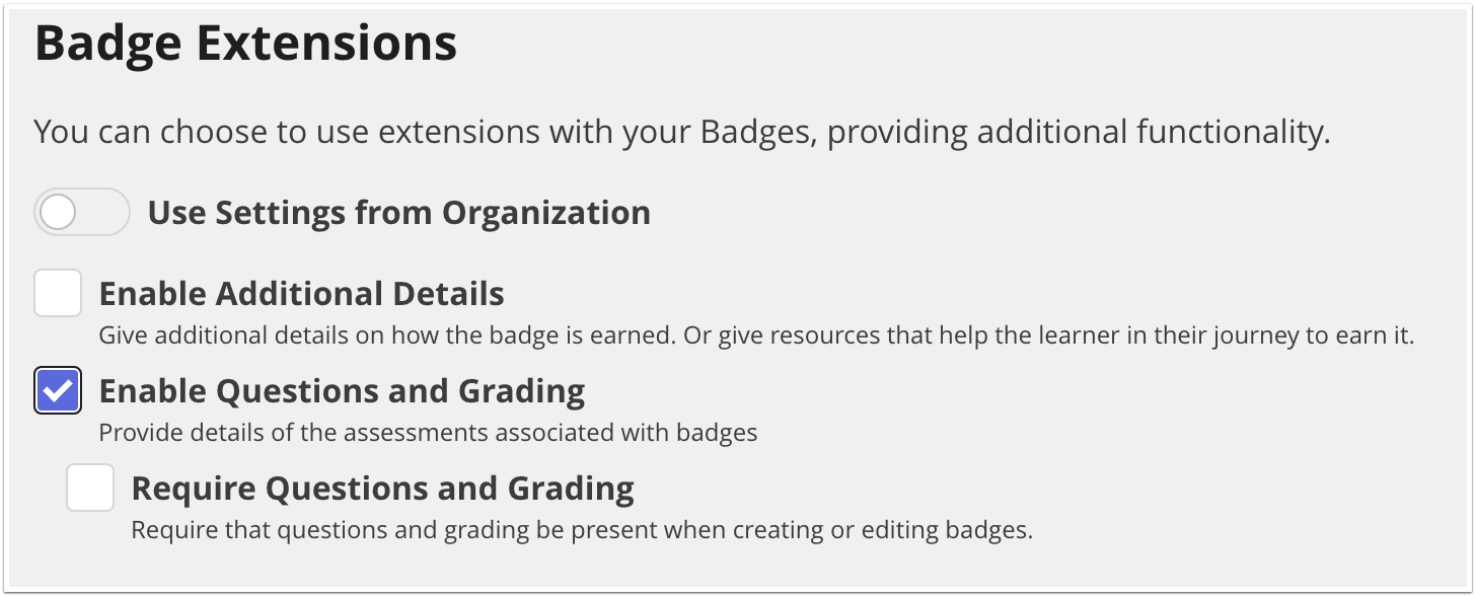
The Canvas Credentials badge assessment and question extension allows users to directly incorporate rubrics into their badging program. By initially designing the assessment when designing the badge, all issuers will be able to grade badge earners on the same criteria when the badge is awarded.

Enabling the feature

This feature can be enabled at an organization level or issuer level.

To enable on the organization level, edit your organization and select **Content settings** from the tab options. Scroll down to **Badge extensions** and check **Enable questions and grading**. Users also have the option of requiring this on every badge that is created or edited going forward.

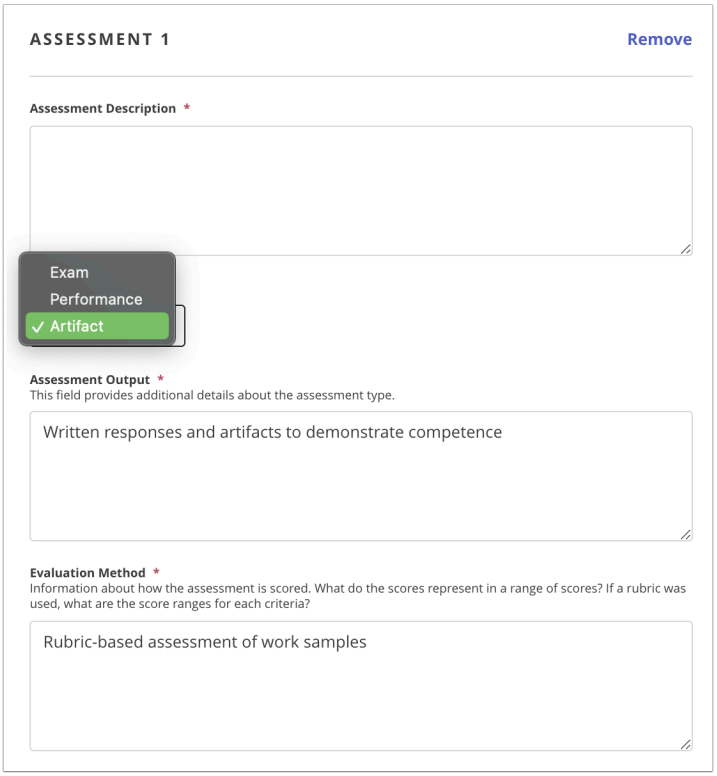
To enable or disable the feature on a single issuer, select the issuer you wish to enable the feature on and edit the issuer. Then select **Content settings** from the tab options and scroll down to **Badge extensions**. From here, the user can select the toggle button labeled **Use settings from organization** to use the organization's settings or turn them off and set specialized settings for the individual issuer.



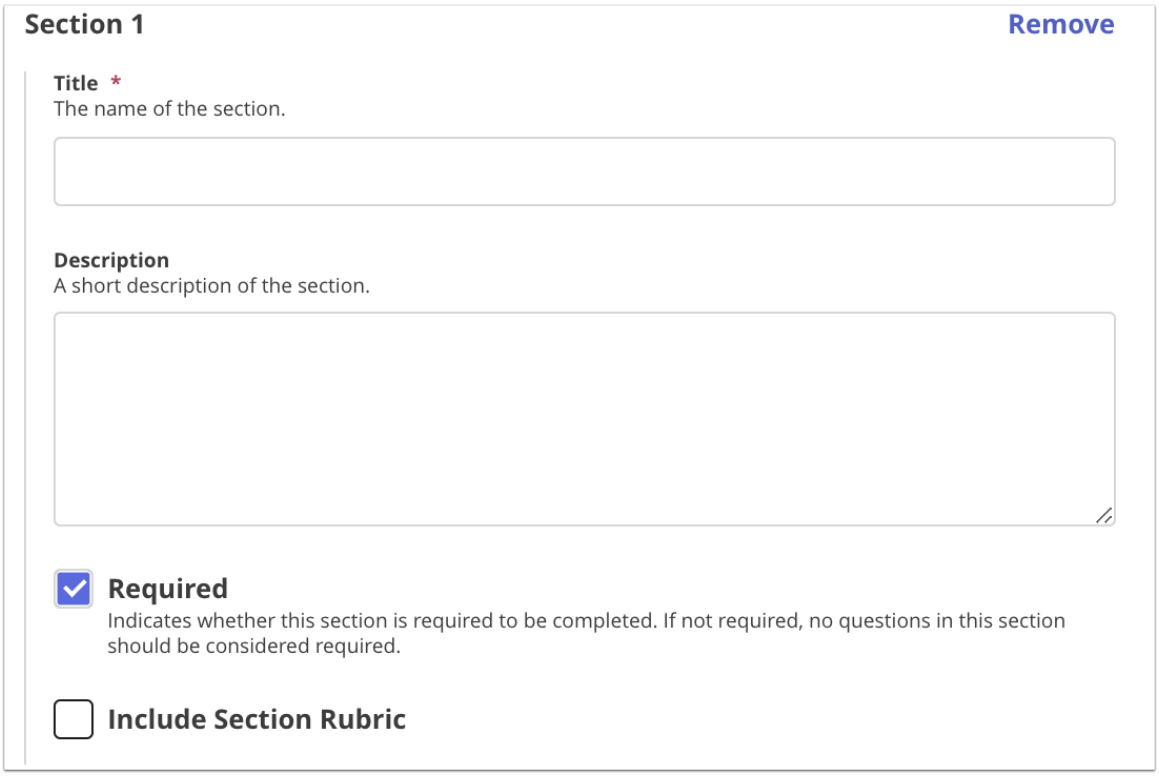
Creating an assessment extension

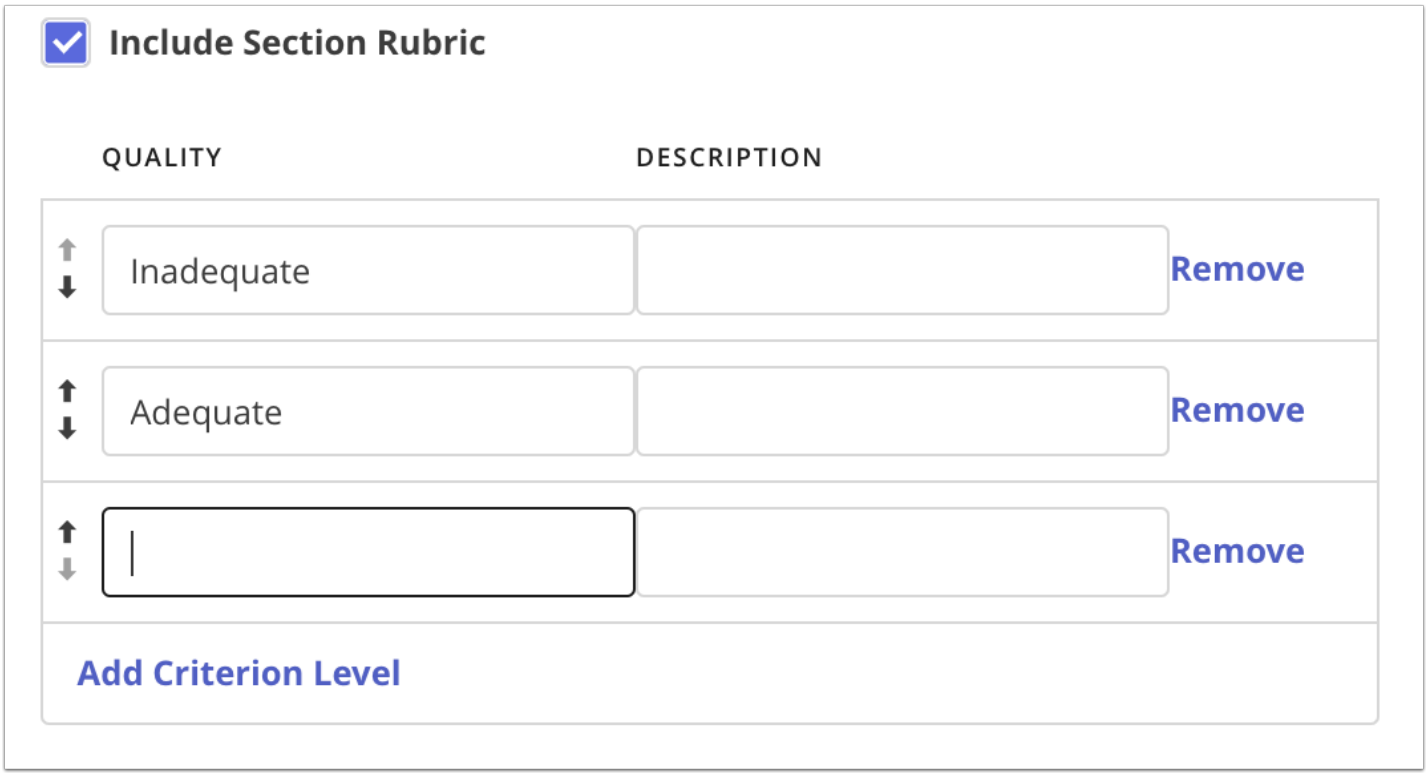
Once the feature is enabled, users can either select an existing badge or create a new one on which to add an assessment extension. From the create or edit badge pages, select the **Assessment extension** option from the tabs. Assessments can be as simplistic or complex as the user desires and often form "Assessment trees" that have repeating sections that can be combined in unique patterns. First is the assessment description which describes how assessments will be used in the awarding of the badge.

Next users will create the first assessment which will include a description of what the assessment will be, the type of assessment, any output from it (grade, presentation, etc.) and how it will be evaluated.

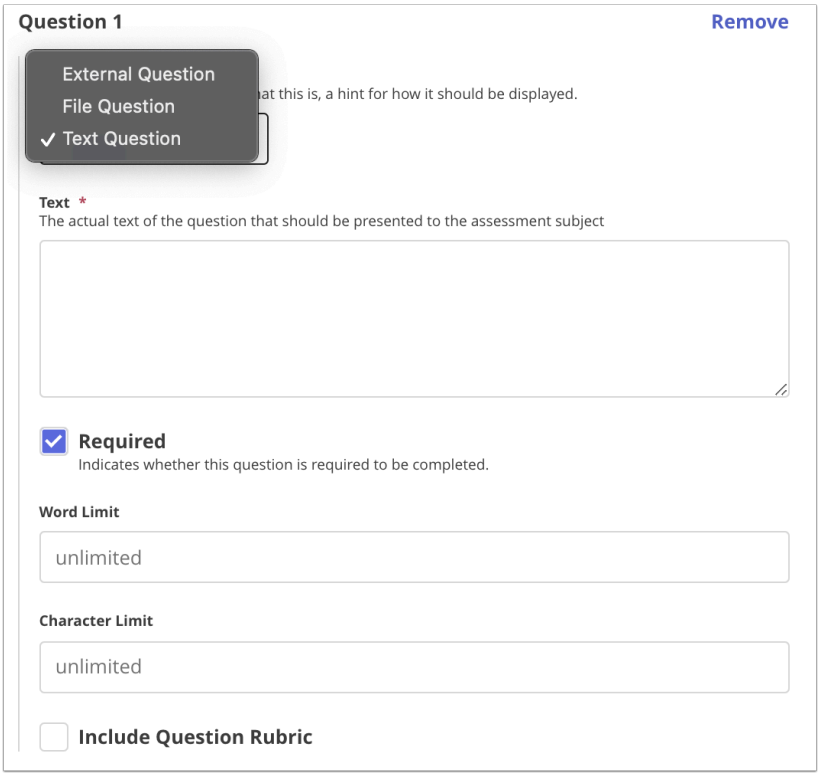


Different sections can be added within the assessment to make it more comprehensive. A section is fairly simple and only requires a title. Optional fields include a description, a required checkbox and a customizable rubric.


Section 1
Remove
Title *
The name of the section.
Description
A short description of the section.
Required
Indicates whether this section is required to be completed. If not required, no questions in this section should be considered required.
Include Section Rubric



Each section can also include questions that can help to specify the grading criteria. Questions can take multiple forms and can have optional word and character limits on them. Questions also include an optional rubric like the section rubric.



Sample assessment tree

Assessment Description

Assessment 1

Section 1

Question 1

Section 2

Question 1

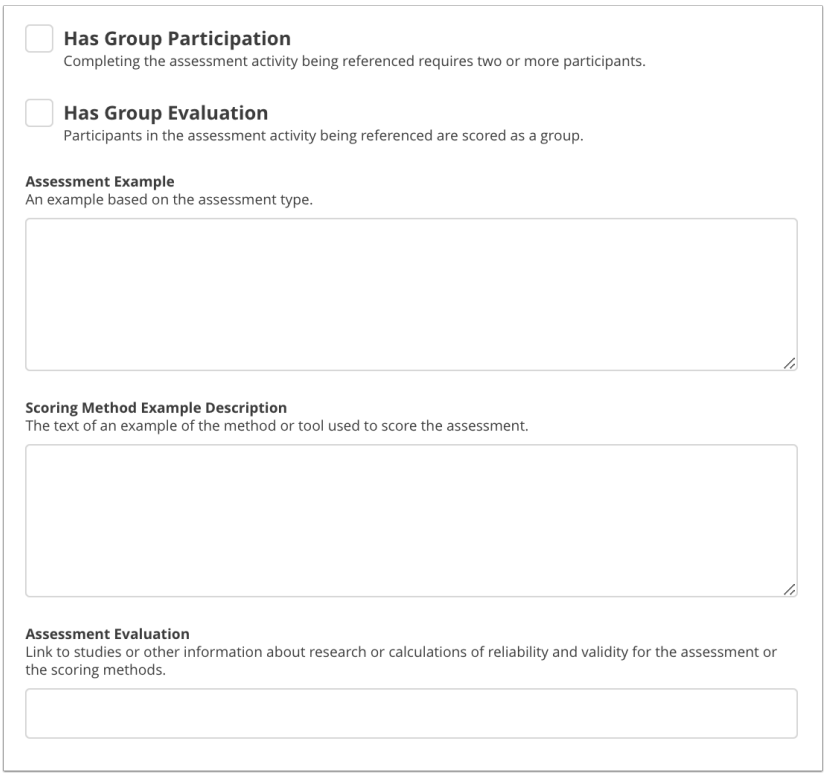
Question 2

Assessment 2

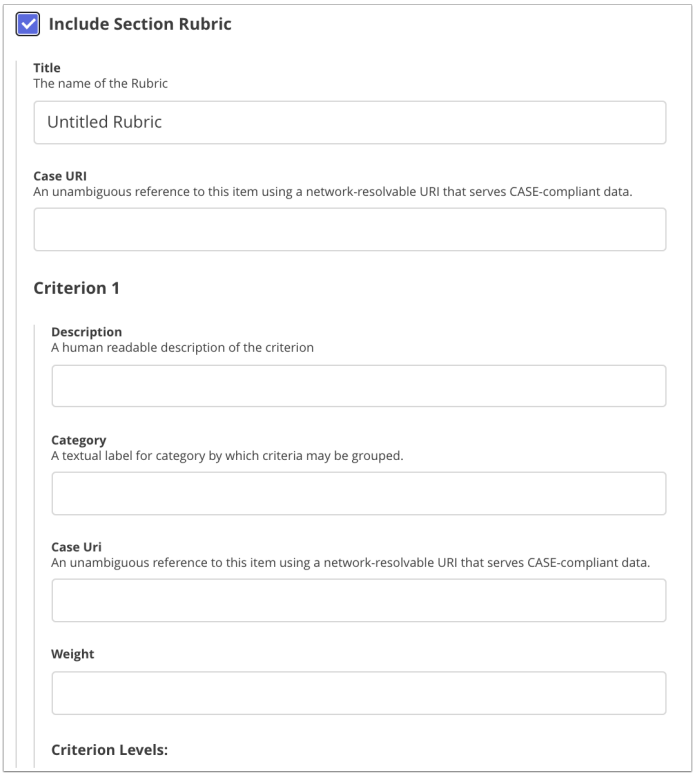
Section 1

Advanced options

If users are looking for some additional options to add to their assessments, the **Advanced options** checkbox on the right menu pane can be enabled. For assessments, there are some additional sections around group participation/evaluation and sample assessments or scoring methods.



Additionally, for questions, users have the option to add additional criteria and reference URLs.


Include Section Rubric
Title
The name of the Rubric
Untitled Rubric
Case URI
An unambiguous reference to this item using a network-resolvable URI that serves CASE-compliant data.
Criterion 1
Description
A human readable description of the criterion
Category
A textual label for category by which criteria may be grouped.
Case Uri
An unambiguous reference to this item using a network-resolvable URI that serves CASE-compliant data.
Weight
Criterion Levels:

Is Canvas Badges/Credentials available in my language?

We are currently able to translate the Canvas Badges/Credentials app into Spanish, Italian, French, German, Japanese, Portuguese, Arabic, and Dutch.

We offer additional languages. Contact the Canvas Badges/Credentials Team support@badgr.com if you need one added. This feature is powered by Google machine translation.

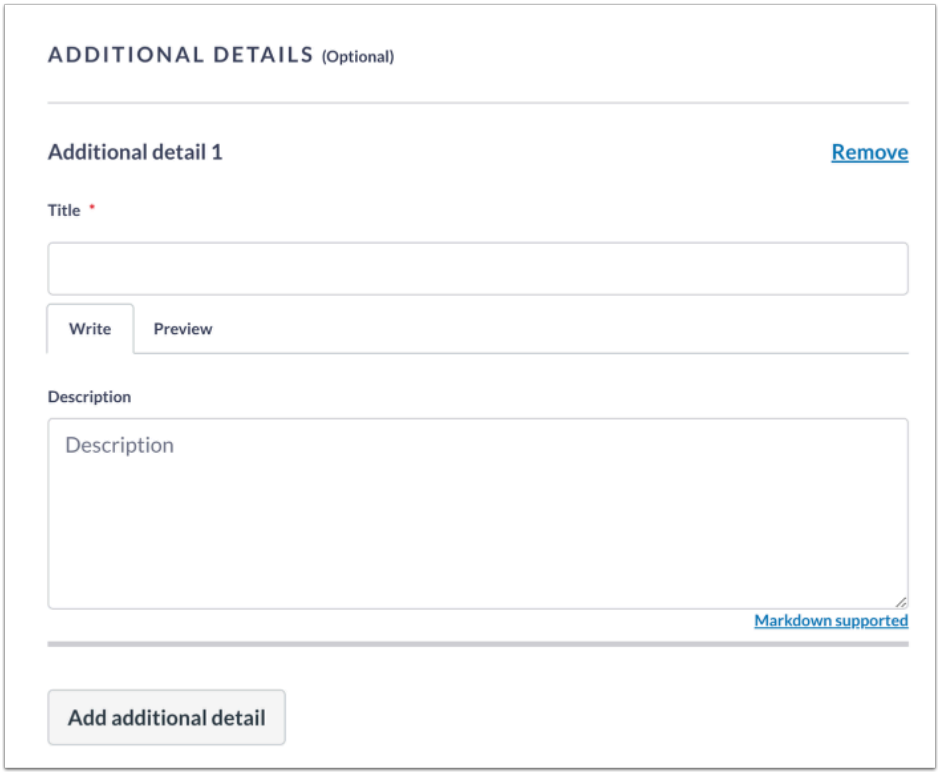
Enable Localization with Canvas Credentials

Follow these simple steps to enable localization on your organization's Canvas Credentials account.

1. Contact support@badgr.com to have the Canvas Badges/Credentials Team enable these settings for your organization.
2. Once enabled, simply scroll to the bottom of the page and find the dropdown menu in the footer.
3. Any user in the organization may select the language of their choice.
4. Once a new language is selected, the interface menus and text update to the chosen language.

Additional badge details

Canvas Credentials subscribers can now enable the option to add additional details when creating a badge. By editing your organization settings, organization admins can turn on the setting for badge extensions.



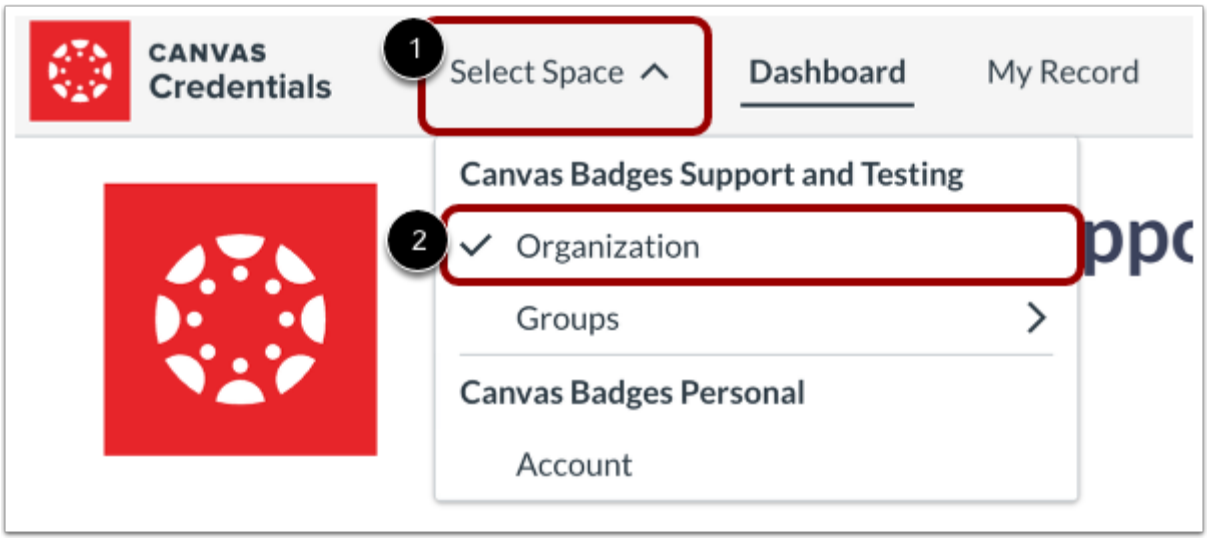
Once enabled, badge creators will see this optional section when creating badges. Additional details can be added to each badge. These details will be listed by the title entered during their creation and will appear on the badge with the other badge information.

Awarding and claiming a badge using QR and claim codes

QR and claim codes are a feature of Canvas Credentials. Users may award badges with a URL and claim code or a scannable QR code.

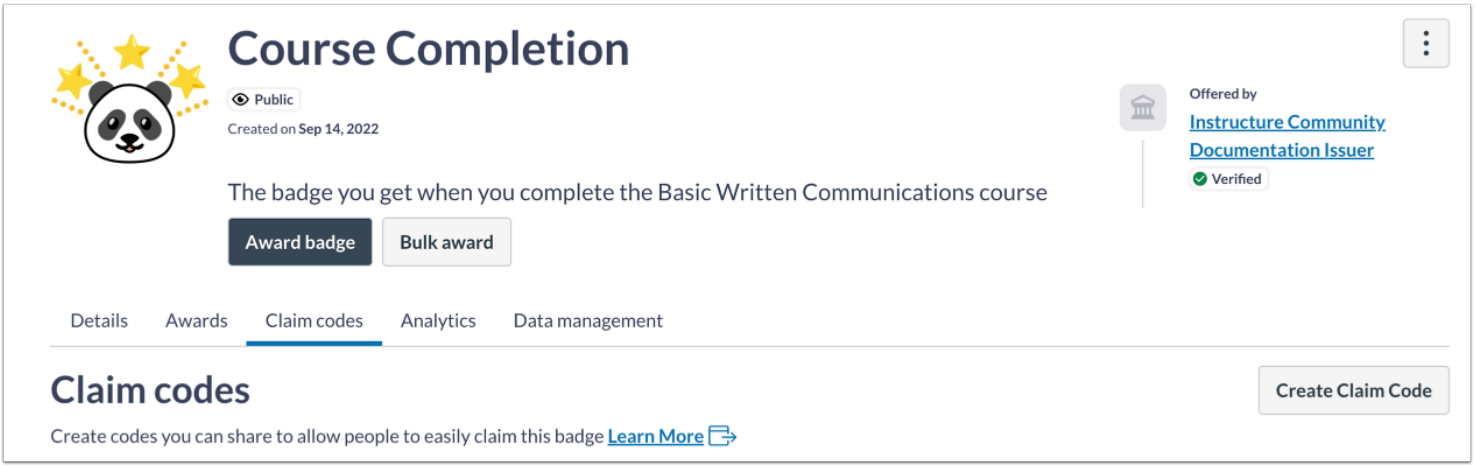
Creating a claim code

While signed in to your Canvas Credentials account, click the **Select Space** drop-down menu [1] and click the **Organization** link [2].

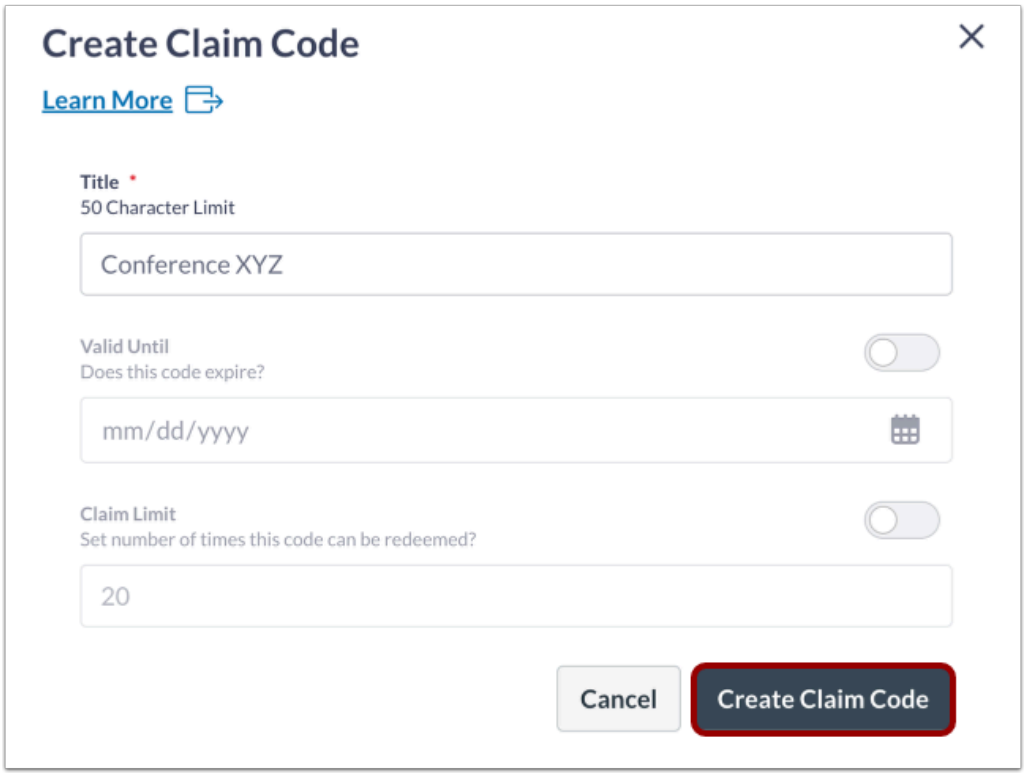


Then select an organization issuer from the **Issuer** tab, and select the badge for which you want to make a QR or claim code.

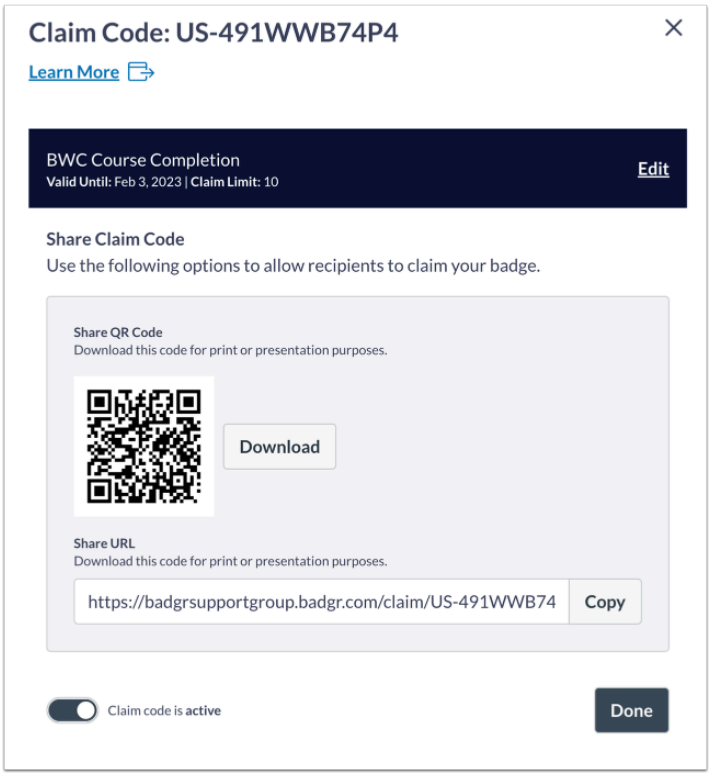
Select the **Claim code** tab from the badge detail page.



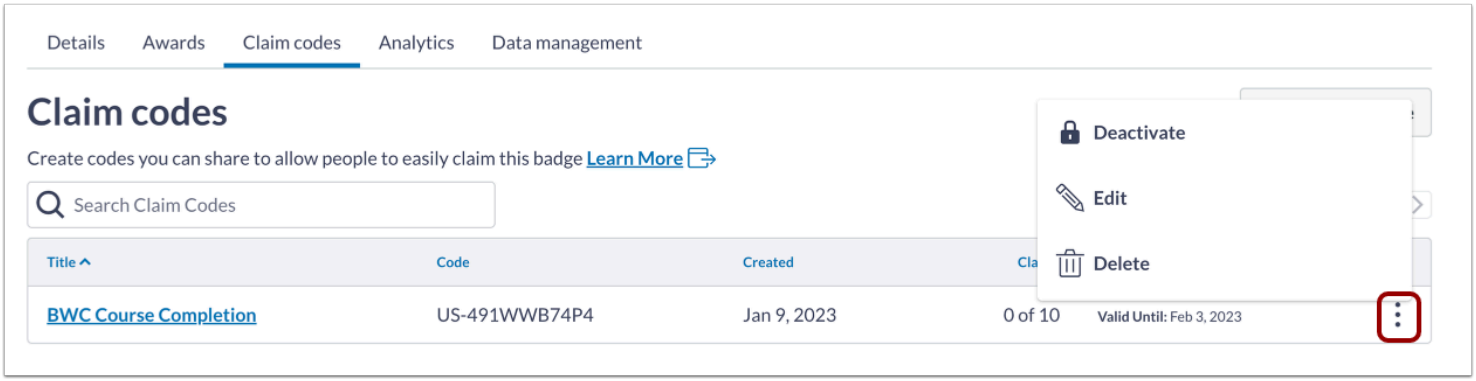
Once you have clicked the **Create claim code** button, you may optionally add an expiration date or limit the number of times your badge can be claimed. Enter this information, if desired, and select the **Create claim code** button.



5. Now, you will be presented with a QR code image, claim code and claim URL. Users can select **Edit** to adjust expiration dates and claim limits.



6. After selecting the **Done** button, the claim code will appear on the **Claim code** tab. You can see under the **Status** column if the claim code is active or deactivated. To change the status, delete or edit the claim code, select the ellipses on the right to open the drop menu.

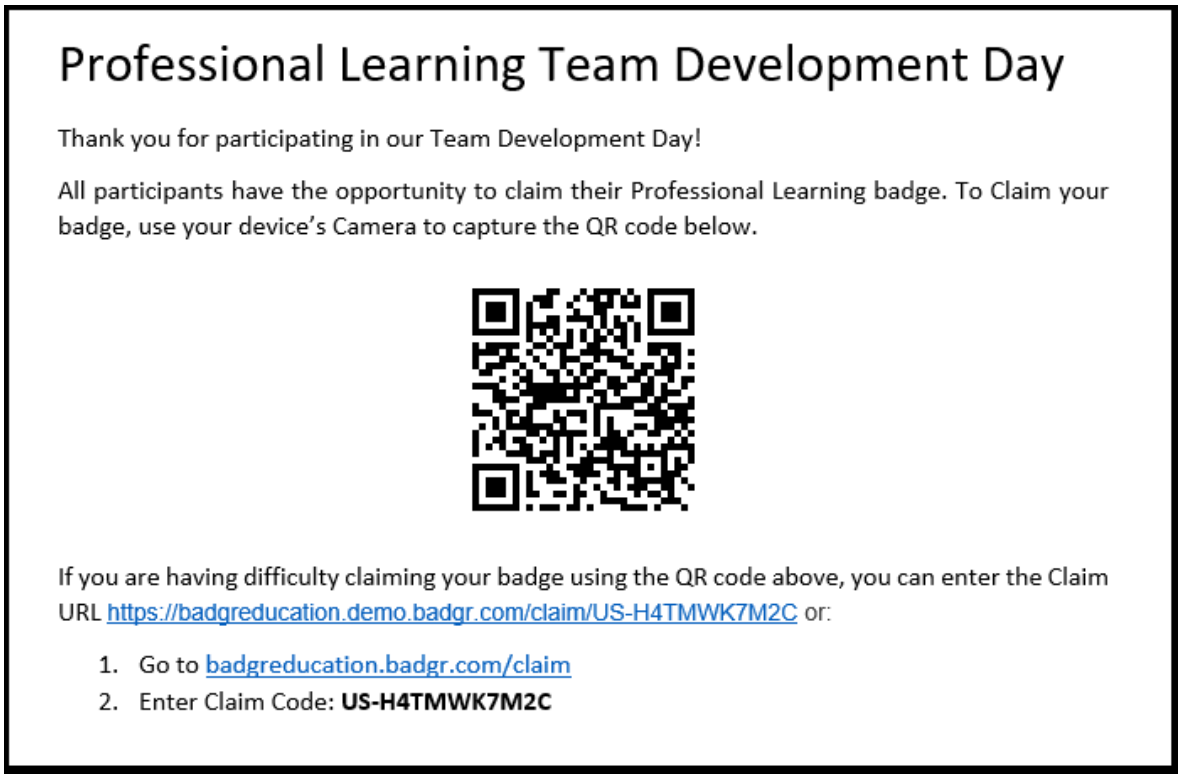


Awarding a badge using a QR or claim code

Some android users may not be able to identify a QR code with their device's camera. You may wish to include the claim URL along with the QR code image when awarding badges. The claim code can be used in two different ways to award a badge.

1. *Claim URL*: When editing the QR code, you can copy the claim URL. Include this information near the QR code so users can enter the URL to claim their badge.
2. *Claim URL and Claim code*: Recipients may have difficulty copying the entire URL correctly. You can break this into two steps by directing users to your organization page's URL and add /claim (e.g., xeducation.badgr.com/**claim**). Once users enter this URL, they will be prompted to enter the 10 digit claim code.

If you are creating a document for an onsite badge award, your page may look something like this: Claiming a badge using QR or claim code



Professional Learning Team Development Day

Thank you for participating in our Team Development Day!

All participants have the opportunity to claim their Professional Learning badge. To Claim your badge, use your device's Camera to capture the QR code below.

If you are having difficulty claiming your badge using the QR code above, you can enter the Claim URL https://badgreducation.demo.badgr.com/claim/US-H4TMWK7M2C or:

1. Go to badgreducation.badgr.com/claim
2. Enter Claim Code: **US-H4TMWK7M2C**

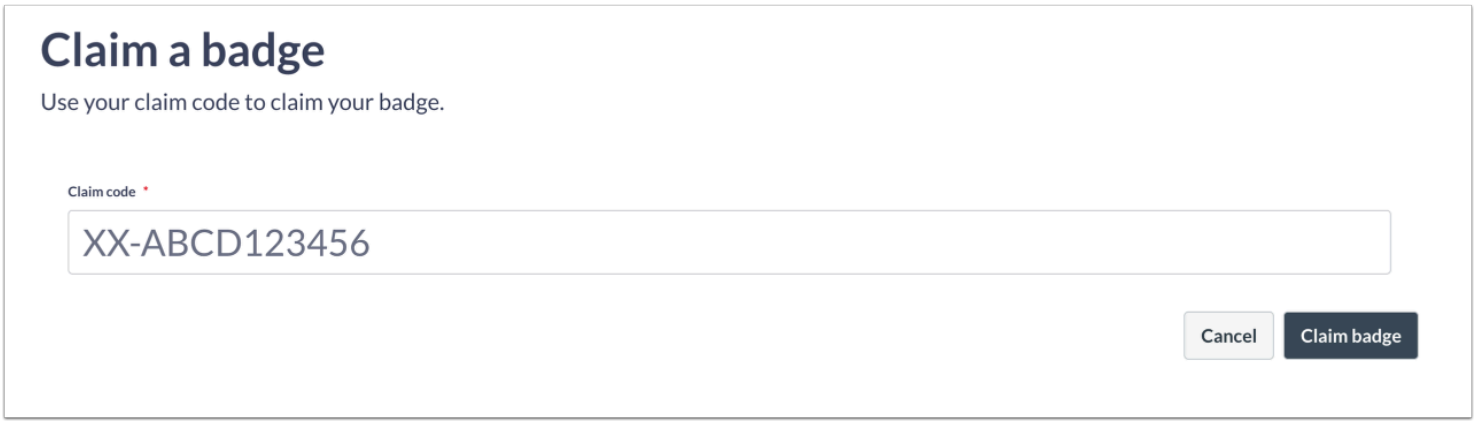
To claim a badge using a QR code, users will need to scan the QR code with their phone. Once scanned, users will be taken to the specific claim page for that badge. There, users will be able to choose which email they would like the badge awarded to. If users are already signed in to their Canvas Badges/Credentials account, a drop-down list will be available to choose one of their verified emails to award the badge to.

Claim codes

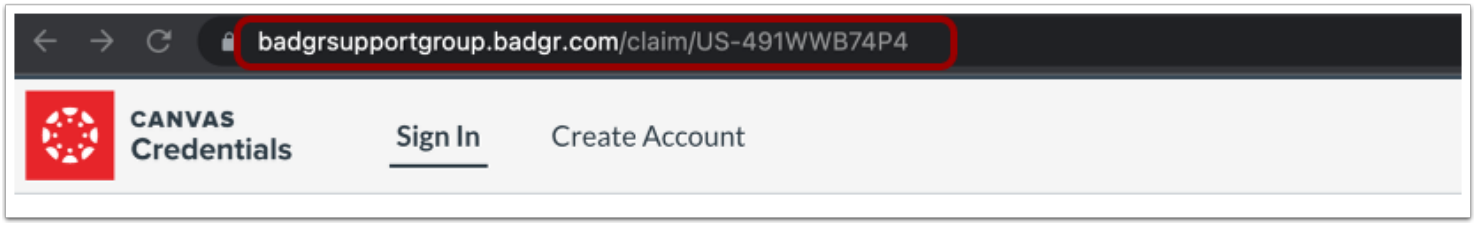
Badges can also be awarded using the claim code. Issuers may provide the claim code in one of two ways.

1. The issuer may only provide the 10 digit claim code to recipients. If you've received a 10 digit claim code, go to https://badgr.com/claim and enter the claim code provided by the issuer. If your issuer is on a different server than the U.S.,

you will need to use a different URL to claim your badge (Australia: https://au.badgr.com/claim, Europe: https://eu.badgr.com/claim, Canada: https://ca.badgr.com/claim).



1. The issuer may provide recipients with the badge's specific claim URL. This URL already contains the claim code and will open a badge claim page where users can enter their email address to claim their badge.



If you've entered an incorrect claim code, you may receive an error message. If you encounter an error message when trying to claim a badge you believe you have earned, please contact your issuer for more information.

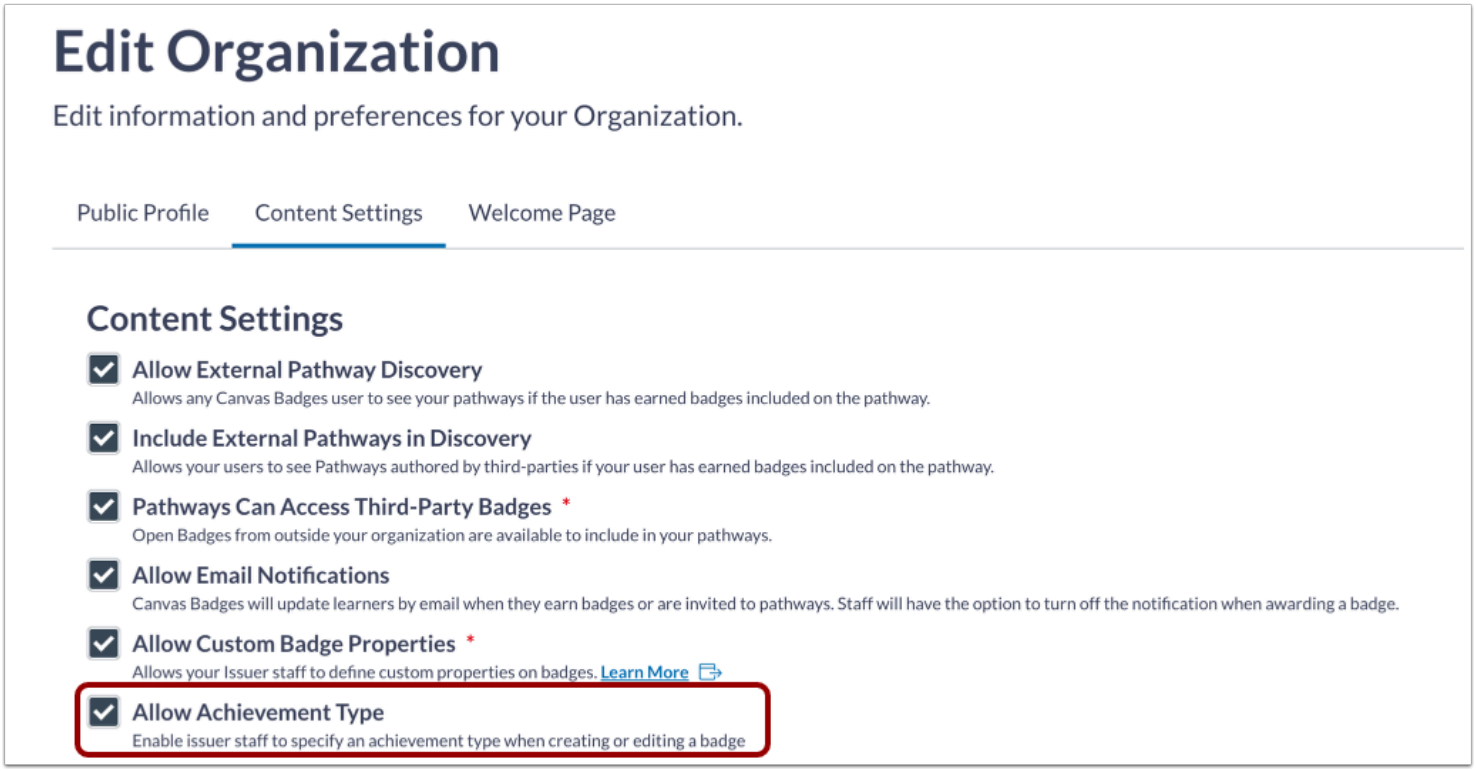
Claim code isn't valid
Check the code and try again

Achievement types

The achievement type helps convey the value of a badge and the effort required to earn it. Achievement type will display with other details when this badge is viewed.

Setting an achievement type

1. To enable the achievement type property, organization admins will edit their organization settings and turn on the **Allow achievement type** setting.



2. Now, when creating or editing a badge, users will see an optional achievement type section under the **Additional info** tab.

3. There are many achievement types to choose from including:

- Achievement
- Certificate
- Community Service
- Competency
- Degree
- License
- Membership

4. Select the achievement type you wish to use from the list and select the **Save changes** button when you have finished editing.

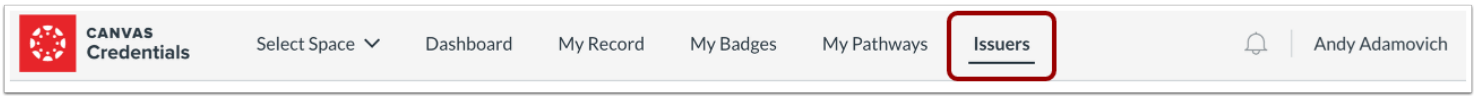
How do I manage custom badge properties in Canvas Credentials?

With custom badge properties, you can add a property containing customized text or numbered values to your badges. This can be helpful for situations when you want to differentiate one badge from another within a particular issuer. For example, the badge properties could indicate that it was awarded for a credit-bearing course. It could also indicate how many course-credits the badge represents. Issuers can create multiple custom badge properties that can be associated with badges.

Notes:

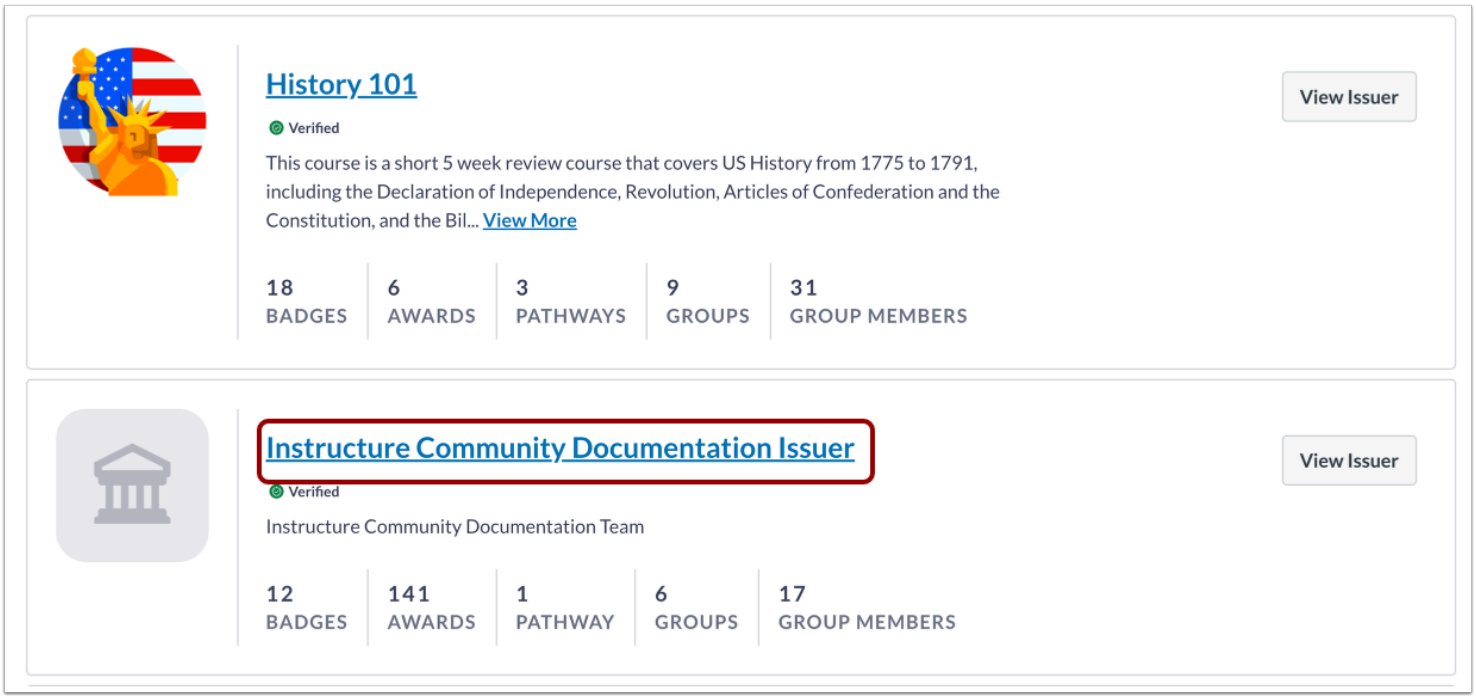
- This is a paid feature of Canvas Credentials.
- To set up custom badge properties, the feature needs to be enabled in the organization settings, designed in the issuer settings, and activated on the individual badges, where applicable.
- Custom badge properties can only be added to existing badges. Learn how to create a badge.
- To change the property label, description, type or visibility, the property must be removed. If removed from the issuer, the property settings are also removed from the associated badges and awards.

Open Issuers



In Global Navigation, click the **Issuers** link.

Open Issuer

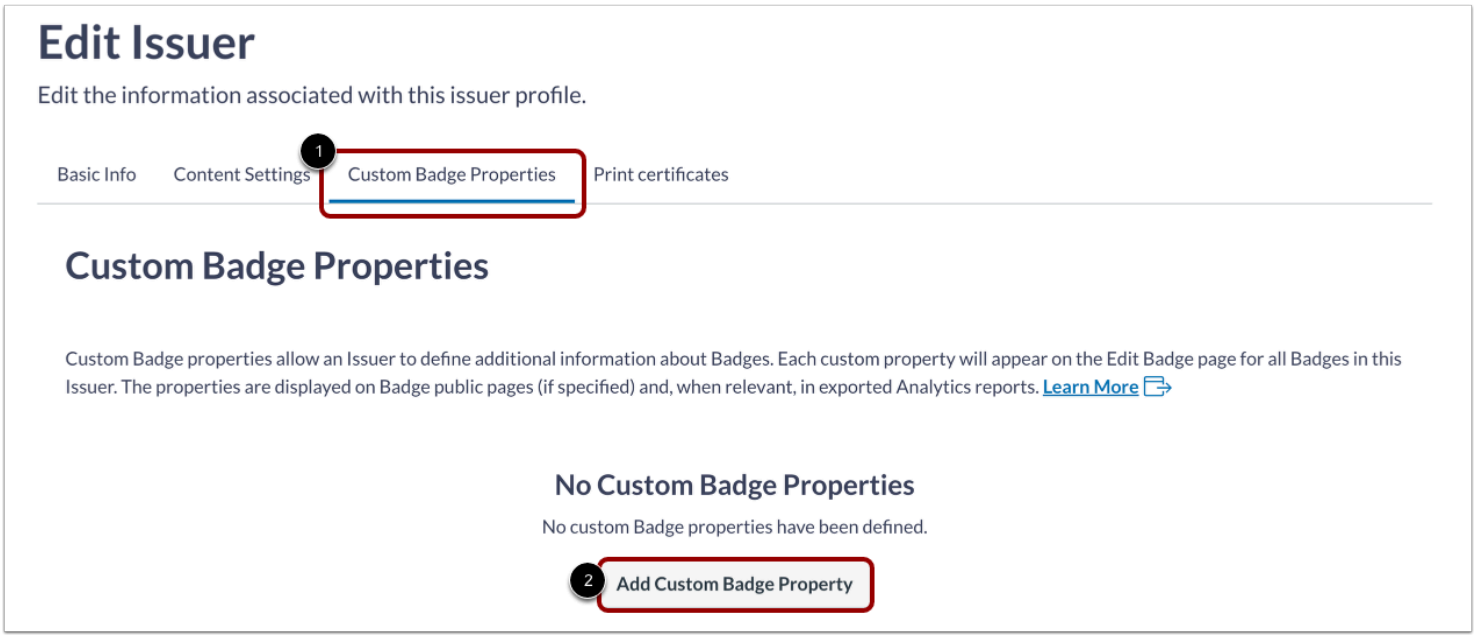


Click the name of the issuer.

Edit Issuer

Click the **Options** icon [1] and then click the **Edit Issuer** option [2].

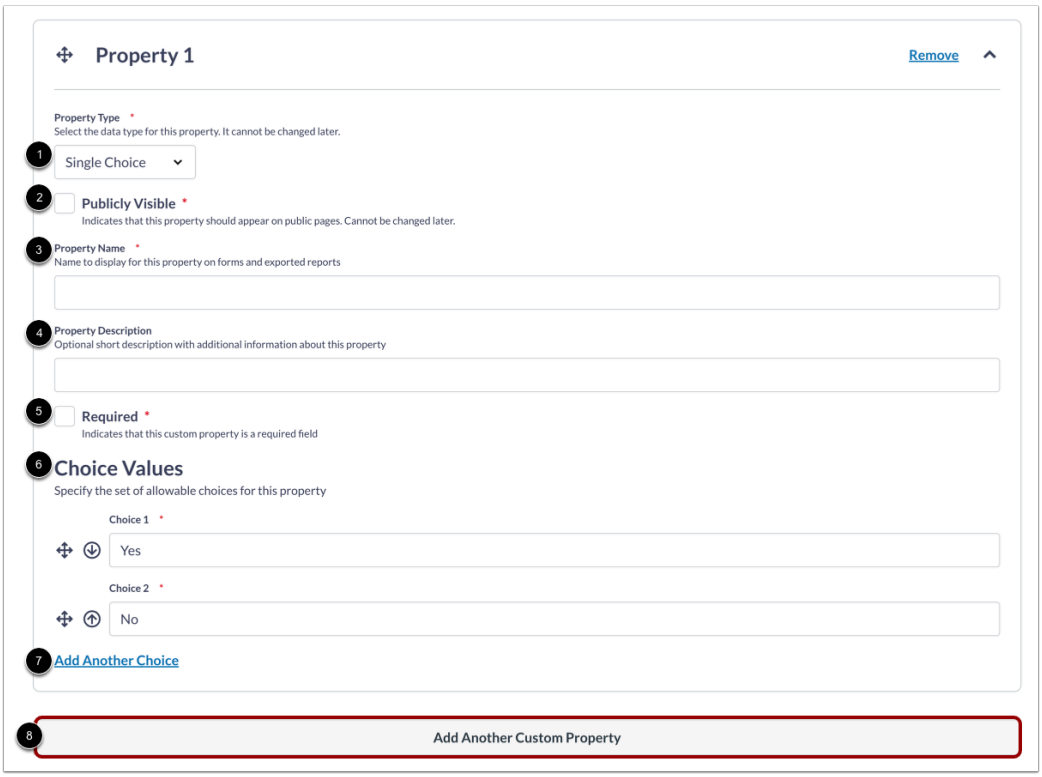
Add Custom Badge Property



Click the **Custom Badge Properties** tab [1].

To add a custom badge property, click the **Add Custom Badge Property** button [2].

Select Custom Properties



Each property type allows editors to enter a property name and property description and indicate if the property should be visible or not. There are five different choices available when creating badge properties [1].

- **Single choice** — allows you to create a predefined property field with the custom choices available in a drop-down menu. Badge editors may associate one of the choices in the drop-down menu to a particular badge (e.g., Yes/No).
- **Multiple choice** — allows you to create a predefined property field with the multiple choices available in a drop-down menu. Badge editors may associate one or more of the choices in the drop-down menu to a particular badge (e.g., Home/School/Work).
- **Number** — allows editors to associate a numerical value with a badge (e.g., "3").
- **Text** — allows editors to associate a string of text with a badge (e.g., "Offered in partnership with Canvas Credentials").
- **Rich Text** — allows editors to associate a string of rich text with a badge using Markdown. Markdown allows users to use formatting features such as ordered or numbered lists and URLs (e.g., [Learn more about Open Badges].

By default, custom badge properties are only visible to organization admins and issuers, not the public. To make the custom badge properties visible, click the **Publicly Visible** checkbox [2]. This information also appears in CSV exports of badge data. If the **Publicly Visibile** checkbox is selected, then the properties are visible to recipients and displayed on public pages. This option is permanent once the property is saved.

Enter a name for your property such as "Credit bearing badges" [3].

You can optionally enter a description for your badge property [4].

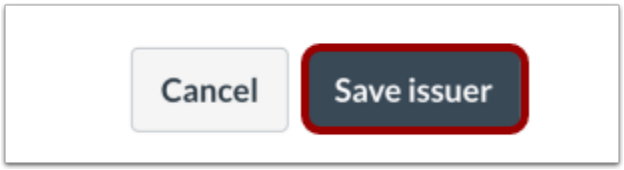
To make entering the property a required field on all badges associated with the issuer, click the **Required** checkbox [5]. Leaving the **Required** checkbox blank allows properties to be optional on all badges.

For single and multiple choice properties, you can add Choice Values [6]. To add more choices, click the **Add Another Choice** link [7].

To add another custom badge property, click the **Add Another Custom Badge Property** button [8].

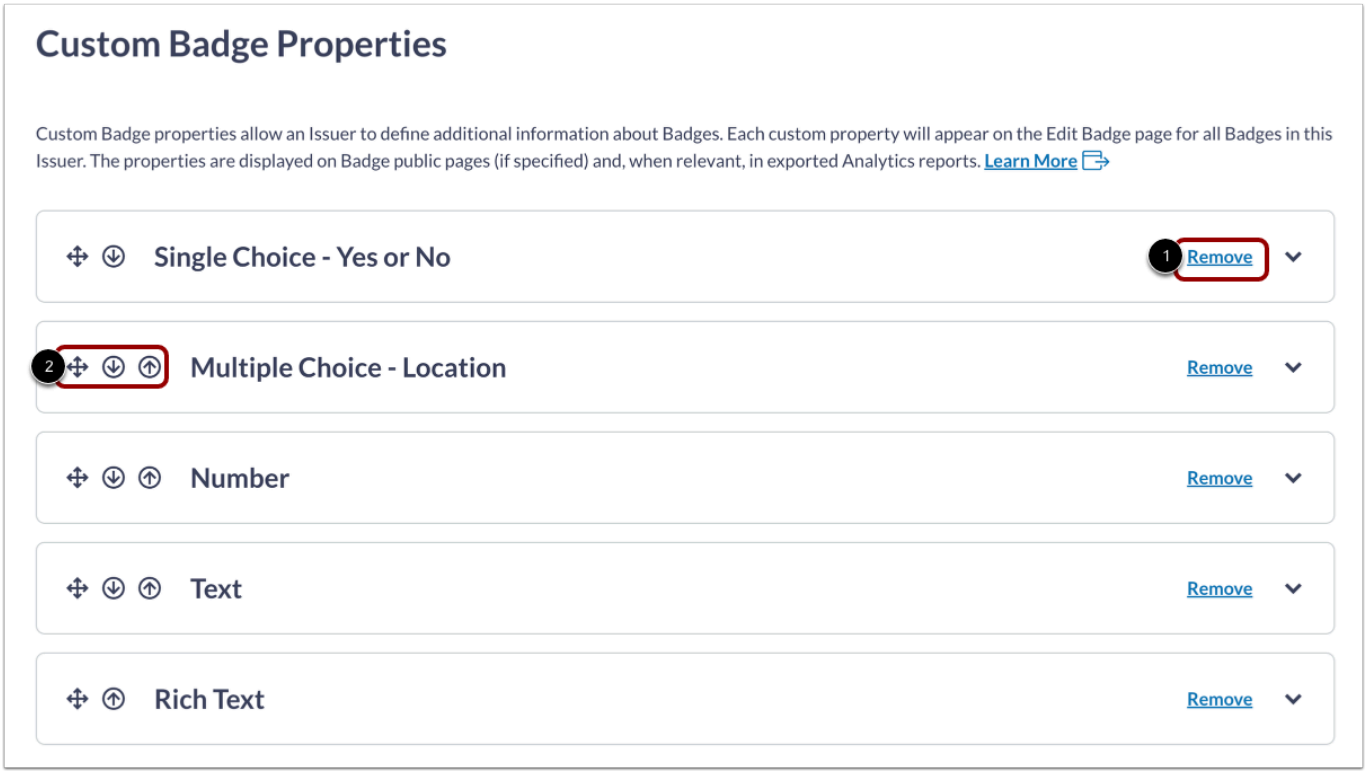
Note: To change the property label, description, type or visibility, the property must be removed. If removed from the issuer, the property settings are also removed from the associated badges and awards.

Save Custom Badge Property



To save the custom property, click the **Save issuer** button.

Remove and Sort Custom Badge Properties



Removing a custom property from an issuer removes the property from any badges associated with the issuer. If you create a new custom property, you need to add it again to any badges requiring the property. Once you have set a custom property to be Public or Private, the only way to change this status is to remove the custom property from the issuer.

To remove a custom badge property, locate and edit the the issuer containing the custom property. In the Custom Badge Properties tab, click the **Remove** link.

To sort the order of properties, click the **move** icons [2].

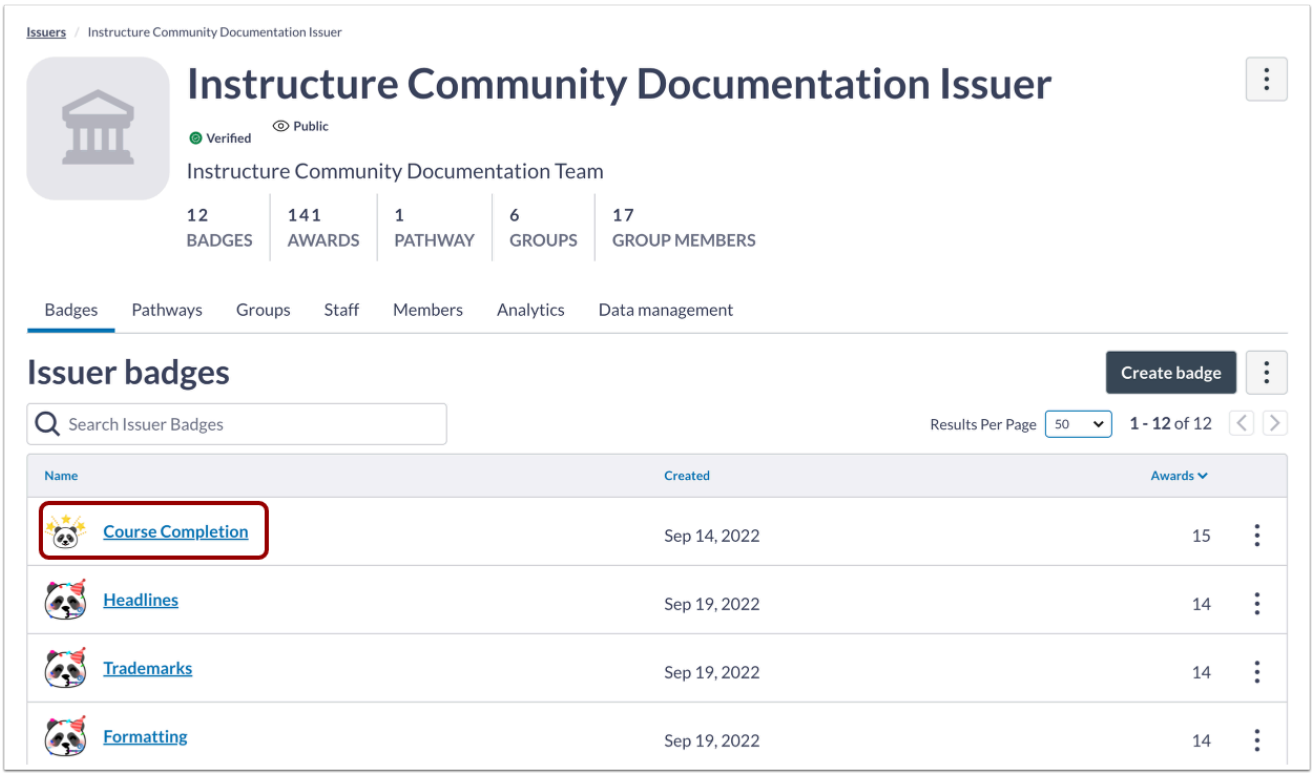
How do I add a custom badge property to an existing badge in Canvas Credentials?

You can add custom badge properties to existing badges in Canvas Credentials.

Notes:

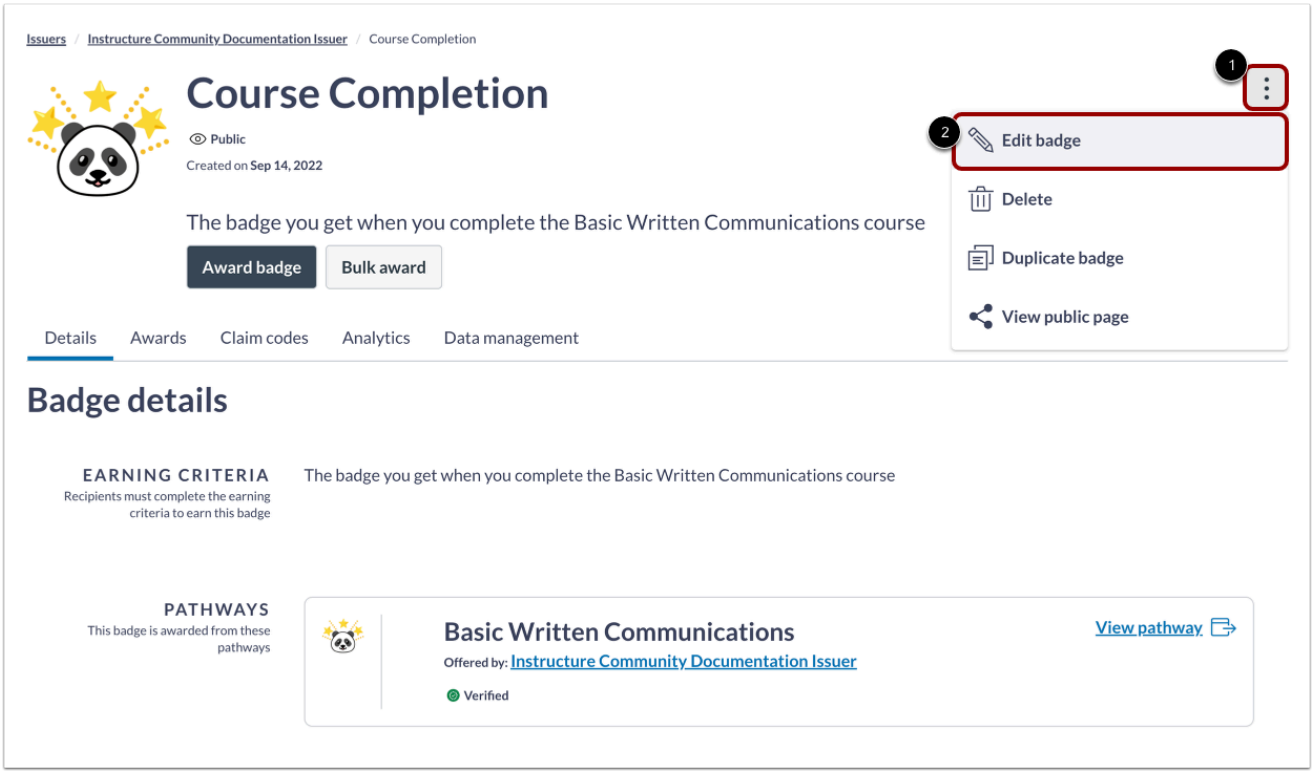
- This is a paid feature of Canvas Credentials.
- To set up custom badge properties, the feature needs to be enabled in the organization settings, designed in the issuer settings, and activated on the individual badges, where applicable.
- Custom badge properties can only be added to existing badges. Learn how to create a badge.
- To change the property label, description, type or visibility, the property must be removed. If removed from the issuer, the property settings are also removed from the associated badges and awards.

Open Existing Badge



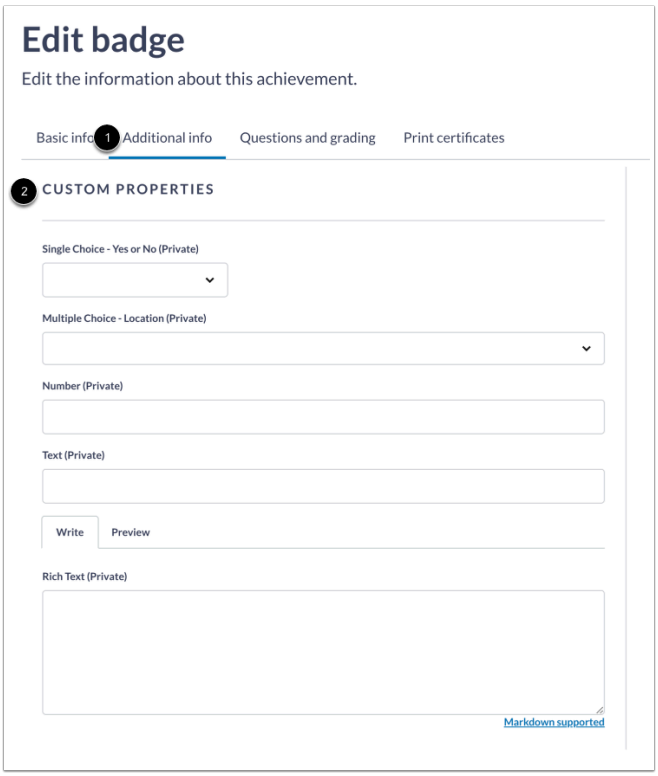
In the Issuer page, locate and open the badge you wish to add a property to.

Edit Existing Badge



In the Badge page, click the **Options** icon [1] and then click the **Edit badge** link [2].

Add Custom Badge Property to Existing Badge

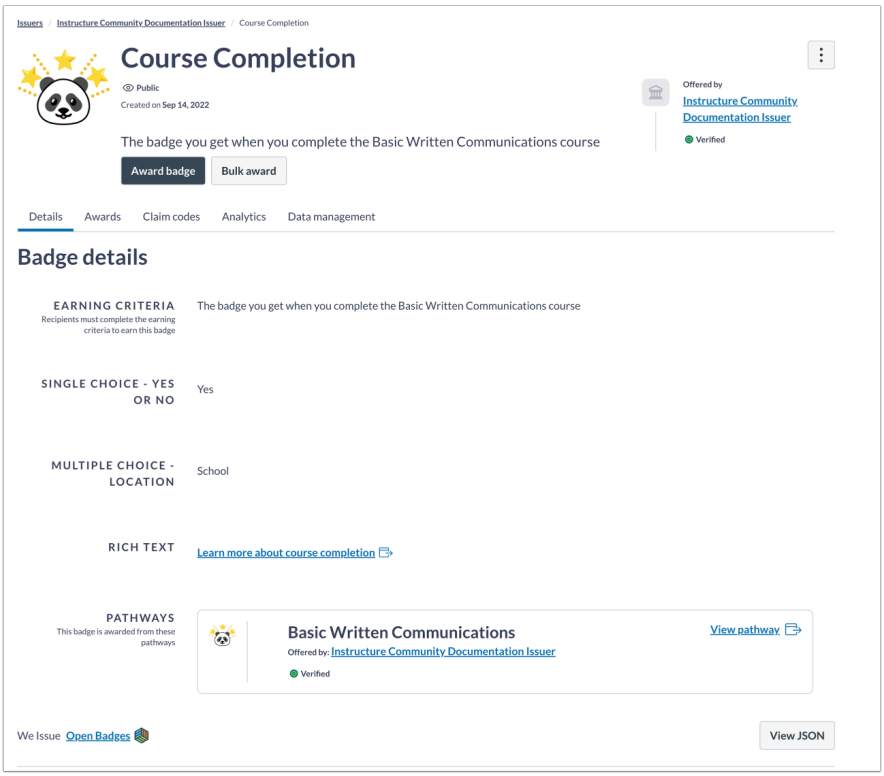


Properties can only be added to existing badges.

In the **Additional details** tab [1], scroll to the Custom Properties section [2]. Select the custom property you want to add to the badge.

Note: The property may look slightly different depending on which option you selected when editing your issuer.

View Custom Badge Property



View the added custom badge property or properties.

Data management for issuers and badge classes

The data management tab can be found when selecting an issuer from your account or viewing a badge class you have created as an issuer. The tab contains different options depending on whether you're viewing the issuer or the badge class.

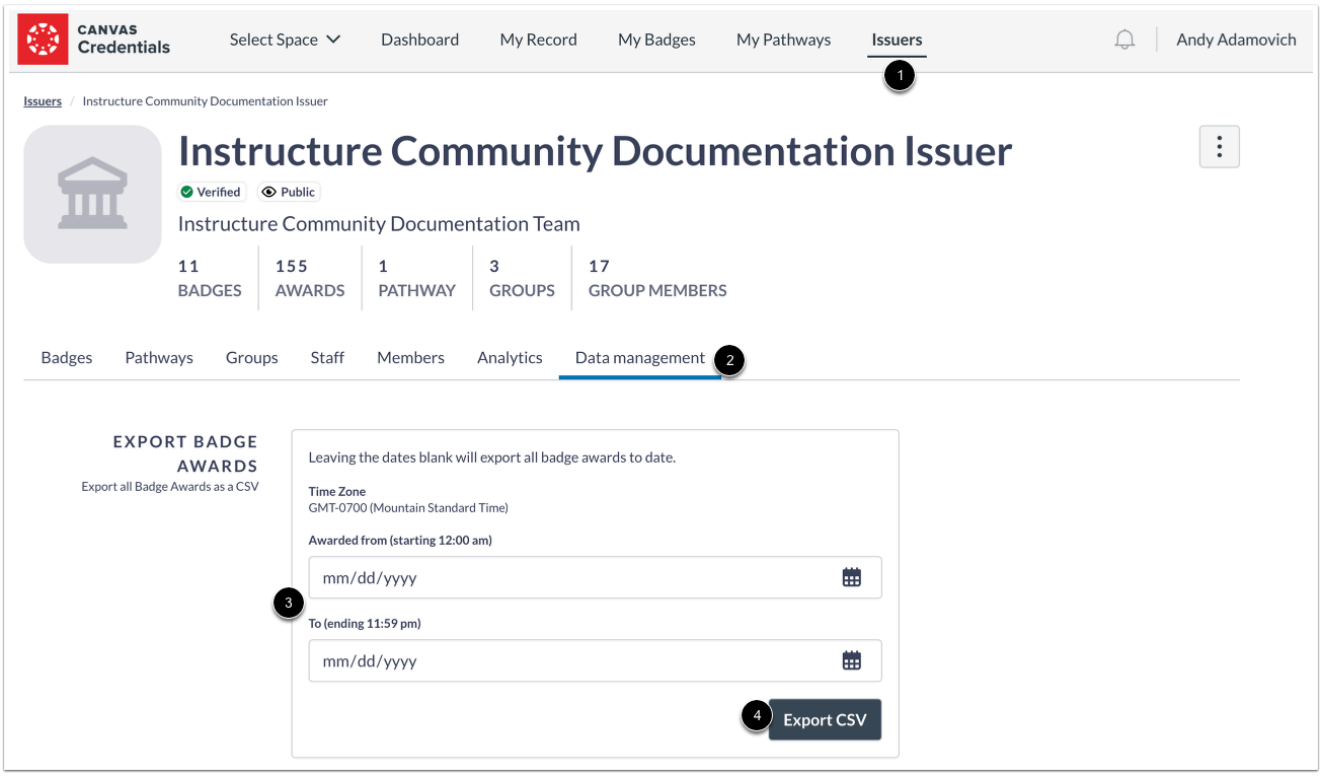
Issuer data management: Export badge awards

The data management feature is a part of our paid Canvas Credentials subscription.

The data management tab on an issuer's page allows you to export badge awards to a CSV file from a designated time period. All badges awarded to all recipients within the designated time period will be listed in the CSV file.

Exporting a badge awards to a CSV file:

1. While logged into your Canvas Credentials account, select **Issuers** from the top navigation bar. Select an issuer from the list.
2. From the issuer's page, select the **Data management** tab.

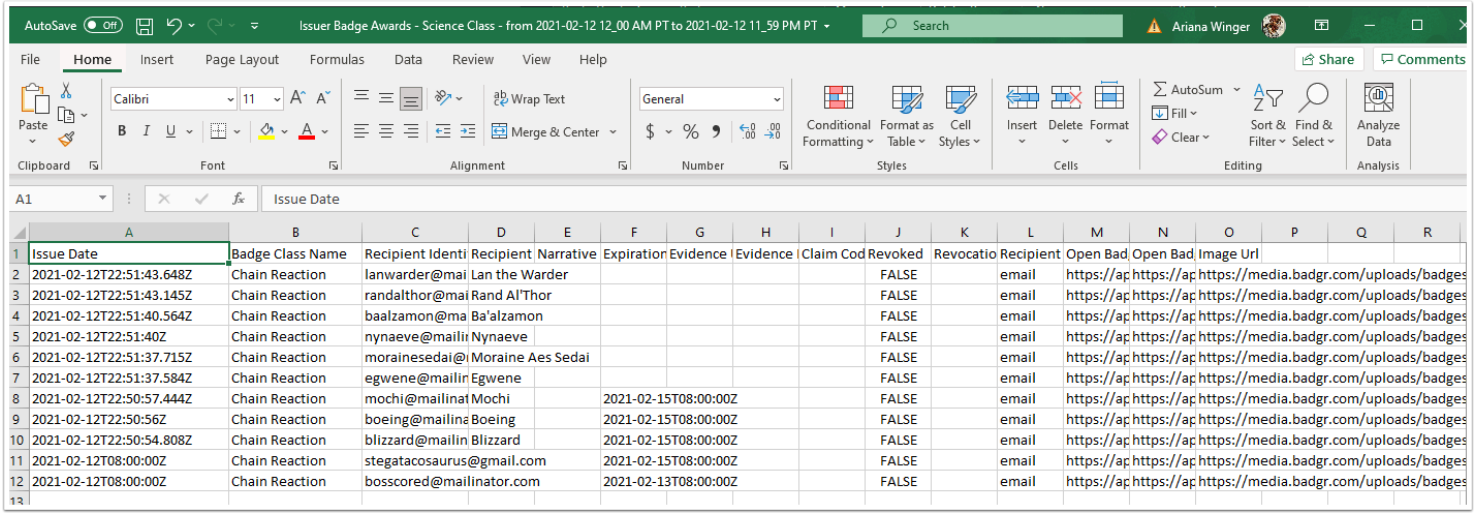


3. Choose a start and end date to define the time period for the badge awards you would like to view. If you do not select a start and end date, then all badges awarded to all recipients will be included in the CSV file.

4. Select **Export CSV**

5. Choose a destination file on your device and select **Save**.

6. You can open the file in Excel or another spreadsheet program to view the badge award information.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Issue Date	Badge Class Name	Recipient Identi	Recipient	Narrative	Expiration	Evidence	Evidence	Claim Cod	Revoked	Revocatio	Recipient	Open Bad	Open Bad	Image Url			
2	2021-02-12T22:51:43.648Z	Chain Reaction	lanwarder@mai	Lan the Warder						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
3	2021-02-12T22:51:43.145Z	Chain Reaction	randalthor@mai	Rand Al'Thor						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
4	2021-02-12T22:51:40.564Z	Chain Reaction	baalzamon@ma	Ba'alzamon						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
5	2021-02-12T22:51:40Z	Chain Reaction	nynaeve@mailir	Nynaeve						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
6	2021-02-12T22:51:37.715Z	Chain Reaction	morainesedai@	Moraine Aes Sedai						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
7	2021-02-12T22:51:37.584Z	Chain Reaction	egwene@mailir	Egwene						FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
8	2021-02-12T22:50:57.444Z	Chain Reaction	mochi@mailinat	Mochi		2021-02-15T08:00:00Z				FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
9	2021-02-12T22:50:56Z	Chain Reaction	boeing@mailina	Boeing		2021-02-15T08:00:00Z				FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
10	2021-02-12T22:50:54.808Z	Chain Reaction	blizzard@mailin	Blizzard		2021-02-15T08:00:00Z				FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
11	2021-02-12T08:00:00Z	Chain Reaction	stegatacosaurus@gmail.com			2021-02-15T08:00:00Z				FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			
12	2021-02-12T08:00:00Z	Chain Reaction	bosscored@mailinator.com			2021-02-13T08:00:00Z				FALSE		email	https://ap	https://ap	https://media.badgr.com/uploads/badges			

Badge class data management: Replacing a badge class

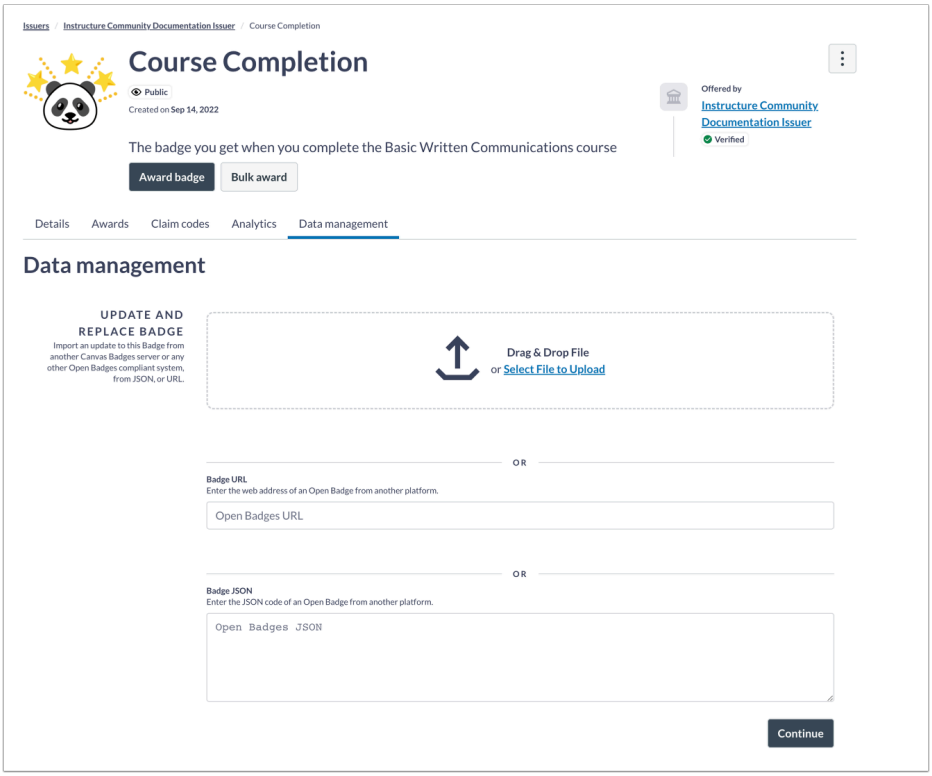
The data management tab on a badge details page allows you to replace the badge you selected with a badge from a different Canvas Credentials server location, or from a different Open Badge compliant badging platform.

Once a badge has been updated, the old badge information, such as the image, criteria and description will be permanently replaced. You can edit the current badge but cannot revert it to the original version.

Before a badge is awarded, it is called a **badge class** or **badge template**. The badge class is the badge you find listed under an issuer which can be edited. Once a badge is awarded, it's called a **badge assertion**. Badge assertions have been baked with the badge metadata, such as the recipient's email identifier, badge information and award date. An assertion cannot be edited.

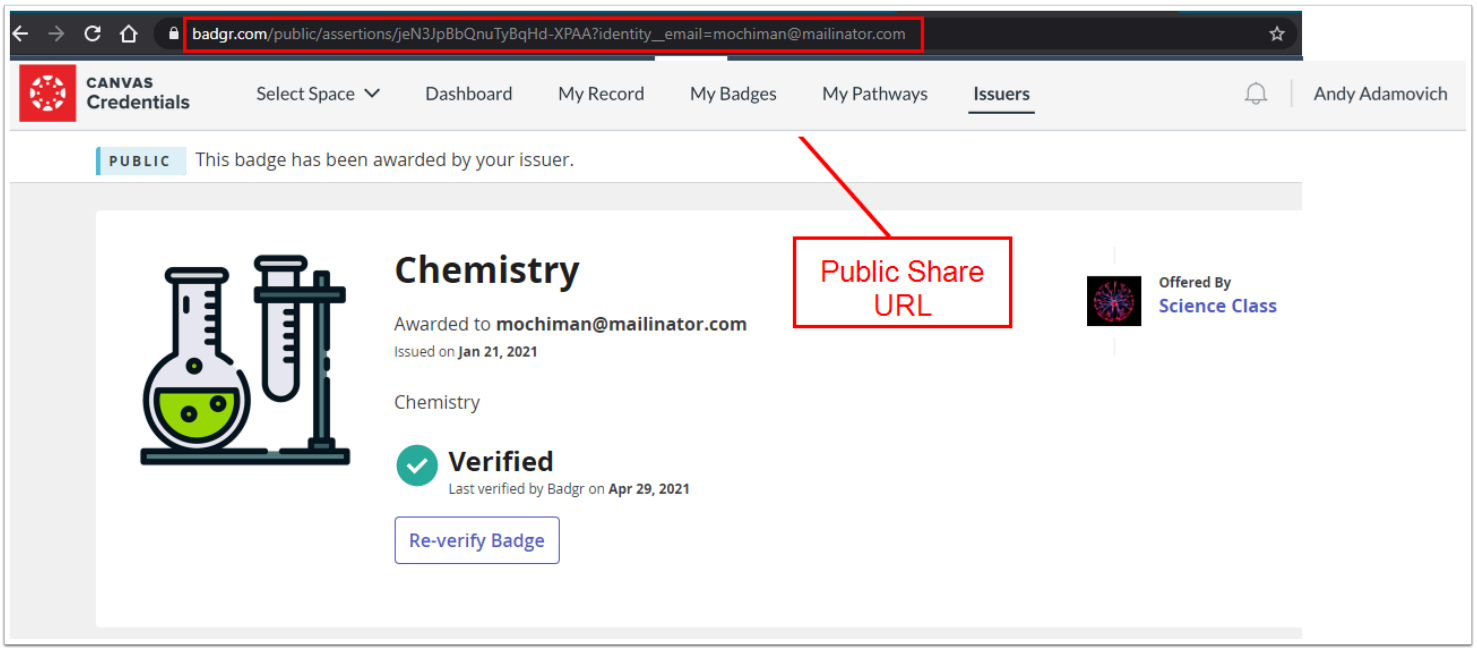
How to update and replace a badge

1. While logged into your Canvas Credentials account, select **Issuer** from the top navigation bar. Select an issuer from the list.
2. Select the badge you would like to update and replace.
3. Select the **Data management** tab.



4. In a different tab or window, find the badge you wish to use to update and replace the badge you initially selected. This can be from a different Canvas Credentials server location, the same server but a different issuer or a different Open Badge compliant badging platform.

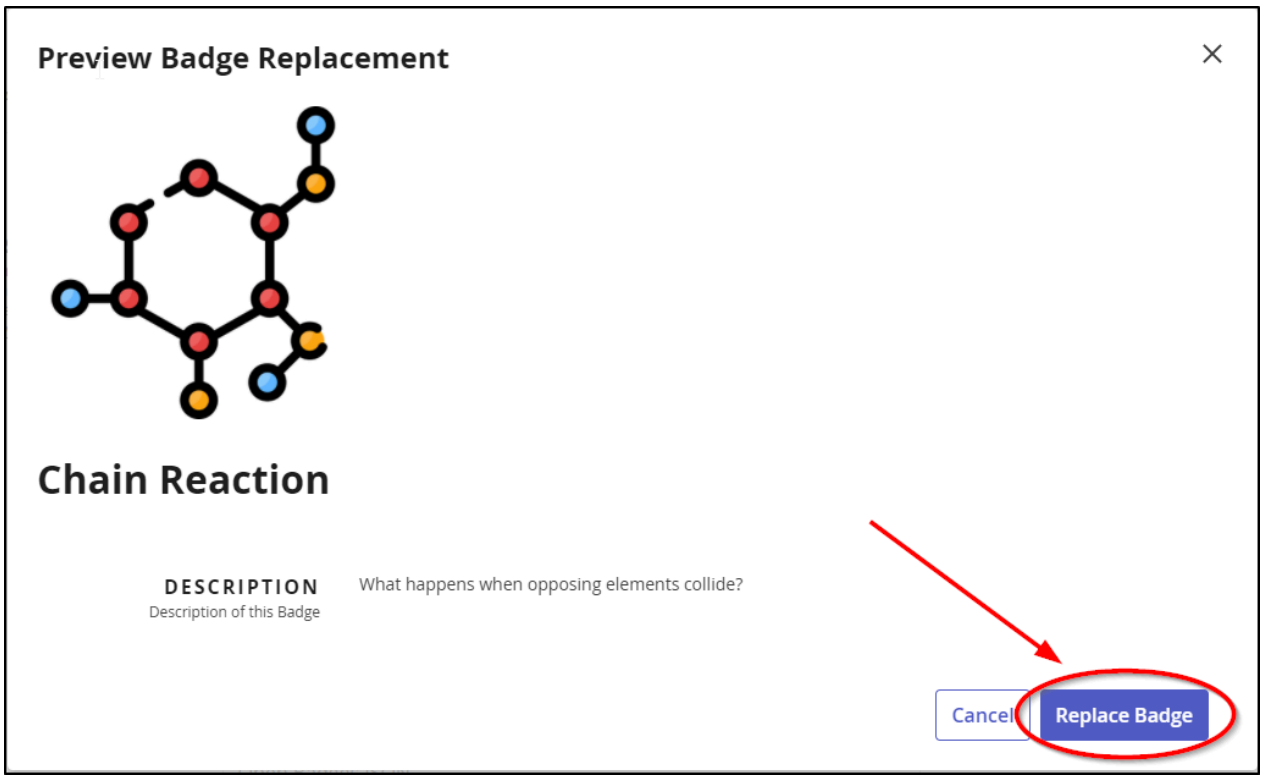
5. Save or copy the badge image, public URL or JSON from an awarded badge assertion. The image alone from a badge class from a different issuer will not contain the badge metadata necessary to replace a badge. A badge assertion's image is needed or the public page URL.



6. Go back to the tab containing the badge you wish to update.

7. Paste or upload the badge image, URL or JSON in the appropriate field. Select **Continue**.

8. A new window will appear, displaying how the updated badge will appear. You will **not** be able to revert the badge to its original form once it has been updated. Select **Cancel** to go back to the data management page, or **Replace badge** to update and replace the badge.



Once a badge has been updated, it cannot be converted back to the original. All information associated with the original badge will be lost when it is replaced with the new badge.

Previously awarded badges

Badges that were awarded before you updated and replaced the badge class will also be altered. The information in previously awarded badges will be re-baked with the updated badge information. The badge text typically will update right away; however, if the badge image differs from the original award, there may be a delay of a day or so before Canvas Credentials is able to connect and re-bake the badge with the updated information.

If you have updated and replaced a badge using the data management tool, but the image doesn't match the new badge image, please try the following:

- Wait one to three days. Sometimes, it can take a few days for the badge to resync with Canvas Credentials.
- Refresh your browser. If Canvas Credentials has already resynced your badge, then the new image may appear after refreshing.
- If you've tried the above steps and the old image is still showing, you can contact support for assistance at support@badgr.com

Subscriptions and training

Canvas Credentials Training Course

Build expertise in digital credentials and the Canvas Credentials platform with the leading learning platform for Canvas Credentials clients.

Get expert advice from our experienced team who will work with you to implement an engaging program for your participants and organization. Learn from thought leaders and trailblazers in the digital credentialing space.

Enrolling in Canvas Credentials Training Course provides you and your team with unlimited access to all of the learning experiences, and resources offered in the course. The course is online, self-guided, and interactive, with opportunities to engage with peers and our team of instructors in each module. You'll earn badges along pathways as you build expertise in the Canvas Credentials platform and prepare to launch a successful badging program.

Canvas Credentials Training Course

Your journey with Canvas Credentials begins with enrollment in the Canvas Credentials Training Course. Check out this sampling below of the courses that you'll engage in as a Canvas Credentials Training Course learner.

Course modules

1. Organizational Admin Tools
2. Issuers
3. Badges
4. Pathways and Groups
5. Putting it all together

Learning outcomes

1. Access and describe your Canvas Credentials organization, including issuers, badges, and group membership.
2. Manage Canvas Credentials organization issuers and members sustainably and at scale.
3. Implement best practices for setting up an efficient and easy badging program.
4. Design, award, and manage badges following proven best practices.
5. Build pathways that unlock the power of stackable digital credentials.
6. Empower your badge earners to create a Learner Record and share their earned badges
7. Integrate Canvas Credentials with your LMS to automate badge awards and gamify your learning experiences.
8. Provide the Canvas Badges/Credentials implementation team with the information they need to set up your white label and SSO.

What are the different support levels for Canvas Badges/Credentials?

Canvas Badges/Credentials is committed to providing support for users. We offer three tiers of support Basic, Canvas Credentials, and Priority.

To get more help, you can contact support.

If you would like to learn more about Canvas Badges/Credentials' support services, please contact our sales team.

Canvas Badges Basic Support — Free for Anyone

Canvas Badges Basic Support provides you with a free level of support and is available to anyone using the Canvas Badges platform. With Basic support, you have the ability to:

- Submit support tickets and expect a response within 4 business days
- Access the Canvas Badges Support team via email

Canvas Credentials Support

Canvas Credentials Support is included with any Canvas Credentials subscription at no extra cost. With Canvas Credentials support, you have the ability to:

- Submit support tickets and expect a response within 24 business hours for U.S.-based customers and 36 business hours for international customers
- Receive prioritized email responses from the Canvas Credentials Support team

Priority Support — Available to Anyone for a Fee

Priority Support is available to anyone for an additional fee. You don't have to be a Canvas Credentials subscriber to purchase priority support. With Priority support, you have the ability to:

- Schedule up to 2 hours of Zoom meetings or phone calls per month (for those listed as admins on the account or those they delegate)
- Submit support tickets and expect a response within 12 business hours for U.S.-based customers and 24 business hours for international customers
- Access support via phone for assistance if needed

Comparing Canvas Badges Basic and Canvas Credentials

Canvas Credentials offers a variety of features to help stack credentials, track analytics, gamify student learning and make implementing a full-scale badging program easy and fun. Canvas Credentials can be used with or without a Learning Management System (LMS).

Compare our free offering, Canvas Badges, with our paid Canvas Credentials version

The good folks at Canvas Badges strive to regularly improve the overall functionality of the Canvas Badges app and add new and useful features for users. Below you'll find a comparison chart for Canvas Badges's free version and our paid pro features. We will update this chart as new features become available, both to Canvas Badges Basic and Canvas Credentials and your LMS

Canvas Badges offers free LTI versions 1.1 and 1.3 for Canvas LMS users that can be upgraded with a Canvas Credentials membership to include additional features such as Canvas Credentials Pathways.

Badging data may be housed in the Canvas Credentials server of your choice (Australia, Canada, Europe or the U.S.).

Features	**Personal Space (Canvas Badges)**	**Organizational Space (Canvas Credentials)**
Social media sharing		
Badge expiration		
Associate standards with badge awards		
Manage “staff” access to issuer(s)		
Public pages		
Badge award data export via CSV		
Certificate format and designs	1 template option	9 template options
Bulk badge awards via CSV	Limit 50/file	Unlimited
Organization space		
Custom welcome page		
Canvas Credentials Pathways & LTI		

Features	Personal Space (Canvas Badges)	Organizational Space (Canvas Credentials)
Advanced analytics		
QR & claim codes		
Customize your language		
Associate Emsi/Indeed job postings		
Groups membership management		
Organization & Issuer member lists		
Learner record		
Explore other pathways		
Customizations/white label		Additional fee
Custom SSO		Additional fee

Badgr Groups for Blackboard LMS	Personal Space (Badgr Basic)	Organization Space (Badgr Pro)
Five-minute LTI setup for Blackboard LMS		
Manual badge objective		
BB assignment badge objectives		
CSV progress export		
Course leaderboard		
Custom leaderboard points for badges		
Issuer locking		
Tracking of external badge awards		

Badgr Groups for Blackboard LMS	Personal Space (Badgr Basic)	Organization Space (Badgr Pro)
Advanced analytics		

Canvas LMS Features	Personal Space (Badgr Basic)	Organization Space (Badgr Pro)
Five-minute LTI setup for Canvas LMS		
Course leaderboard		
CSV progress export		
Issuer locking		
Tracking of external badge awards		
Course & subaccount analytics		

Canvas Badges's API

Canvas Badges offers a full-featured API you can connect with for easy badge awarding. Feel free to access our Quick start guide, API documentation and/or get more information from our Connected app developer's site.

Canvas Badges and Zapier

You can now make Zaps to award badges! Canvas Badges has an integration with Zapier allowing a variety of award triggers.

Pricing

Complete this form to inquire about subscription pricing, consulting services and support options.

The Canvas Credentials training experience

Our approach

As a Canvas Credentials organization, you have access to exclusive features on the Canvas Credentials platform, which means you have all the ingredients you need for a successful badging program. Training is like having a masterclass in putting that recipe together. In our pre-training kickoff meeting, we will huddle together and curate the best training experience for you and your team. Then we will meet for a series of one-hour sessions, which feature guidance from thought leaders in digital badging, hands-on workshops, and conversations about the progress you are making toward your goals.

Training is less about being told how to use the product, and more about a conversation around your goals, objectives, and plans, and how you can begin to make them a reality. Our Education and Training team works as a guide along your pathway to success as a Canvas Credentials organization. We will walk you through use cases, discuss common pitfalls in badging, and come alongside you on your journey to Canvas Credentials administration mastery.

Our team of experts

You'll receive dedicated time from a member of the Canvas Credentials Education and Training team who will guide you through best practices in badge design, help you make the most out of platform functionality, and answer any questions you may have about Canvas Credentials features.

Our Curriculum

By the end of your Canvas Credentials Training experience, you will be able to do the following:

1. Appreciate the advantages and features of Canvas Credentials
2. Manage organization issuers and members
3. Design, award and manage badges
4. Integrate Canvas Credentials with your LMS
5. Build and manage pathways

Your Canvas Credentials Training sessions will include the following sessions. These sessions build on each other, stacking together so that you can achieve Canvas Credentials mastery by the end of your training experience.

How do I get help with Canvas Badges/Credentials?

Contact Support

For general support, you can request assistance by sending an email to **credentials-support@instructure.com** **or** **csky-badgr-support@instructure.com**.

European Union (EU)-based customers can optionally submit support requests to canvascredentials.eu@instructure.com to receive support that conforms to GDPR requirements and to ensure data handling within the EU.

If you would like to learn more about Canvas Badges/Credentials' support services, please contact our sales team.