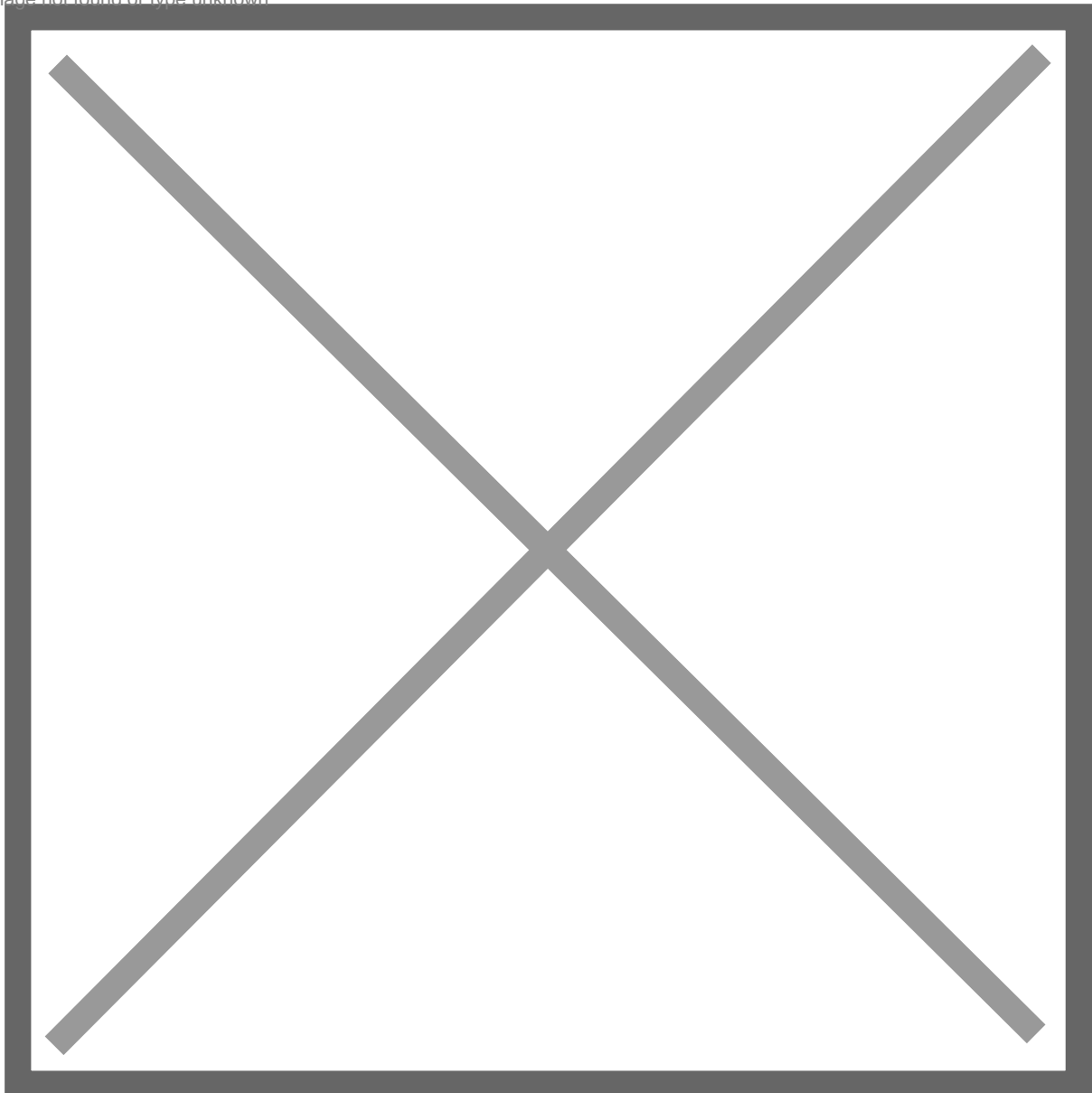


Troubleshooting: Expired Credential Offer

- From the moment of the creation of a new Credential the link for the Credential Subject to download the Credential have a lifespan of 72 hours. If the Credential Subject didn't download the Credential in that time or fails to do it there is an option to send a fresh e-mail notification to the Credential Subject with the instruction and a new functional link to start the process. To do so click on the status of the Credential to access its details.

Image not found or type unknown



- In the details view click the "**Send Reminder**" button.



Credential details

Mandatee	Mandator
<p>First name*</p> <p>Silvia</p>	<p>Name</p> <p>Juan Luis Gozalo Fernández</p>
<p>Last name*</p> <p>Rodríguez Ronda</p>	<p>Email</p> <p>juan-luis.gozalo@inetum.com</p>
<p>Email*</p> <p>silvia.rodriguez@inetum.com</p>	<p>ID card number</p>
<p>Mobile phone</p>	<p>Company name</p> <p>Inetum España</p>
<p>Powers</p> <p>Onboarding <input checked="" type="checkbox"/> Execute</p> <p>ProductOffering <input checked="" type="checkbox"/> Create <input checked="" type="checkbox"/> Update <input checked="" type="checkbox"/> Delete</p> <p>Send Reminder</p>	<p>Company VAT number</p> <p>VATES-A28855260</p> <p>Country</p> <p>Spain</p>

- The Credential Subject will receive the new email notification to start de process again.

Activate your new credential

Dear joe doe,

IN2 INGENIERIA DE LA INFORMACION SOCIEDAD LIMITADA has generated your credential. Please follow the next steps to **activate** it:

1. Scan the QR code to access DOME Wallet, register and log in.



Cannot scan the QR code? Click the following link to access the [DOME Wallet](#) directly.

2. Once registered, click the button below to start the activation process.

[Start Activation](#)

This link is valid for the next 72 hours.

For any other issues you can contact the technical support team by creating a ticket on [ticketing system](#)