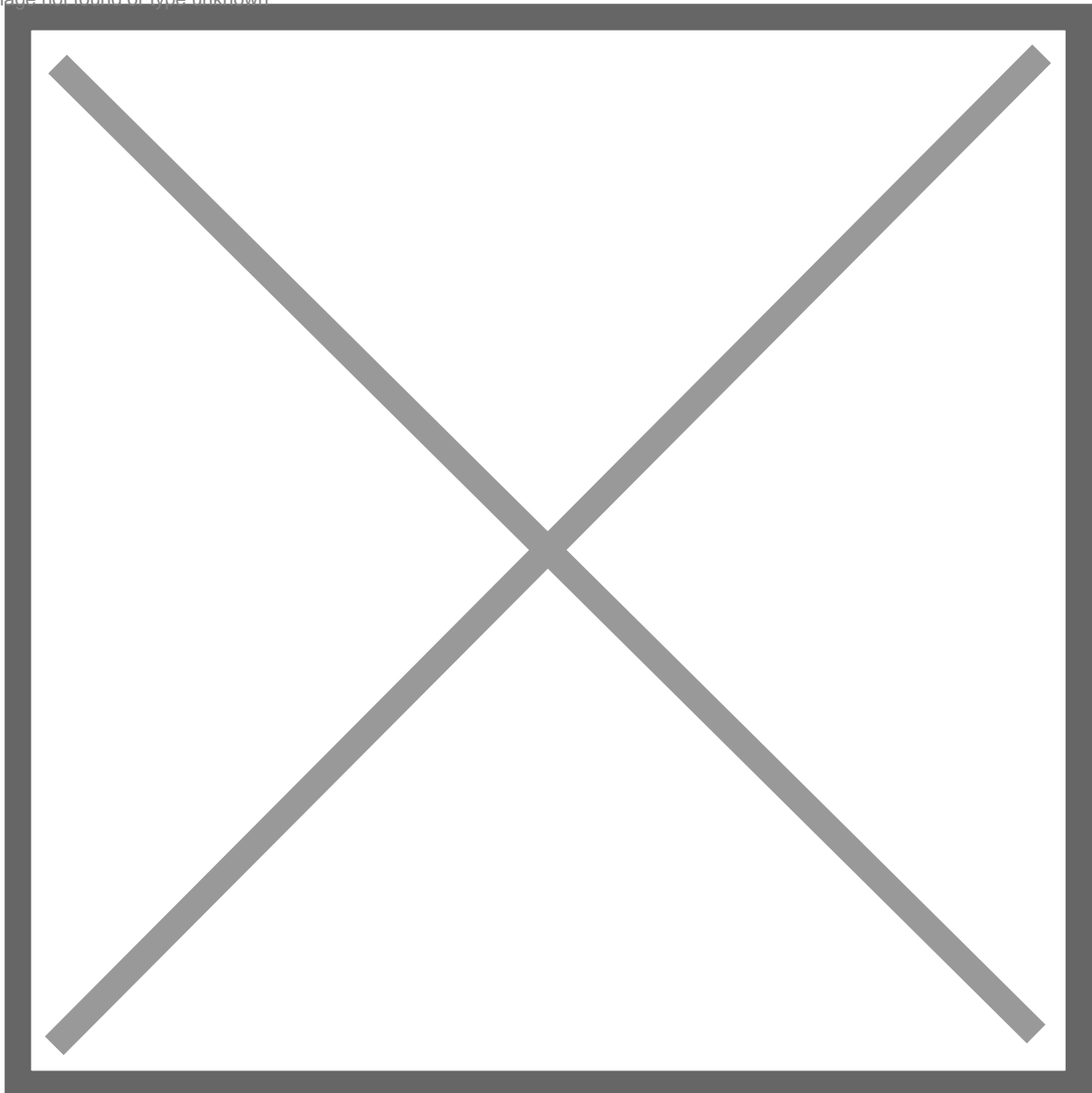


# Troubleshooting: Expired Credential Offer

- 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><b>Name</b></p> <p>Juan Luis Gozalo Fernández</p>
<p>Last name*</p> <p>Rodríguez Ronda</p>	<p><b>Email</b></p> <p>juan-luis.gozalo@inetum.com</p>
<p>Email*</p> <p>silvia.rodriguez@inetum.com</p>	<p><b>ID card number</b></p>
<p>Mobile phone</p>	<p><b>Company name</b></p> <p>Inetum España</p>
<p><b>Powers</b></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><a href="#">Send Reminder</a></p>	<p><b>Company VAT number</b></p> <p>VATES-A28855260</p> <p><b>Country</b></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](#)