My eQuals User Guide

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1 Introduction

My eQuals is a secure digital platform used by Swinburne University of Technology Sarawak to issue verified official digital academic documents. The platform allows Learner to securely share their documents online with employers, institutions and agencies.

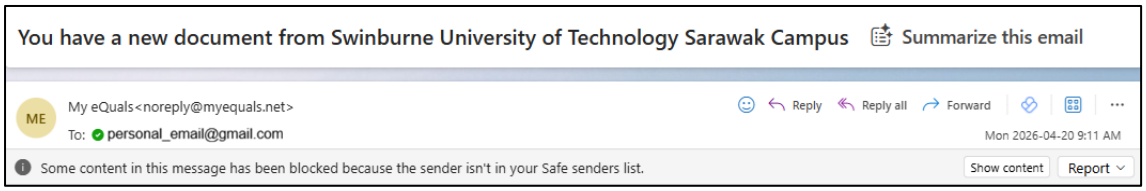
1.1 Definitions

This section explains the terminology used throughout the User Guide.

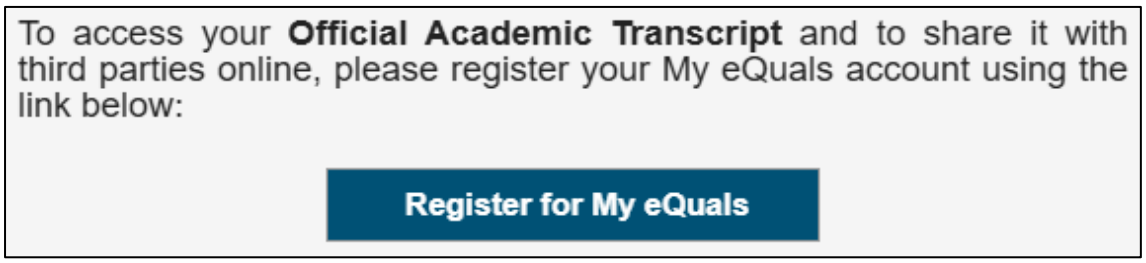
Word / Term	**Definition**
Learner	The user (i.e., Graduates) of My eQuals.
University	The institution that issued Learner's documents (i.e., Swinburne University of Technology Sarawak).
Share Recipient	The individual or organisation with whom the Learner shares their digital document or profile through My eQuals.

2 Registration of My eQuals Account

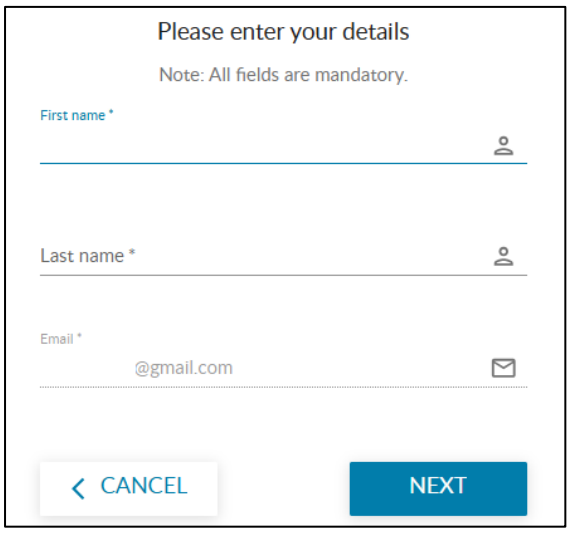
Step 1: Learner will receive an email from My eQuals < noreply@myequals.net > notifying them that a new document has been issued. The email will be sent to the personal email address provided during application.



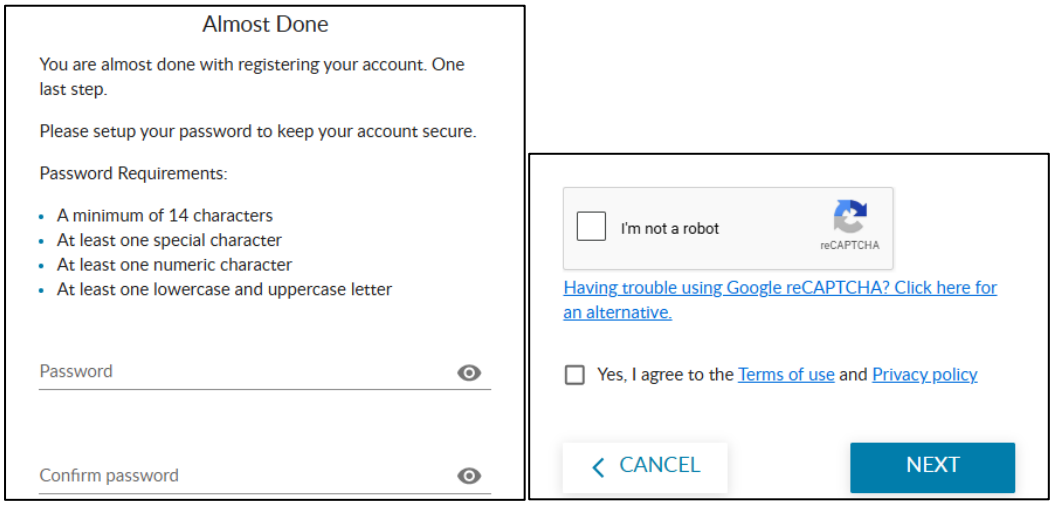
Step 2: Learner is required to register and activate their account. In the email, click on the **Register for My eQuals** button and Learner will be directed to the registration page.



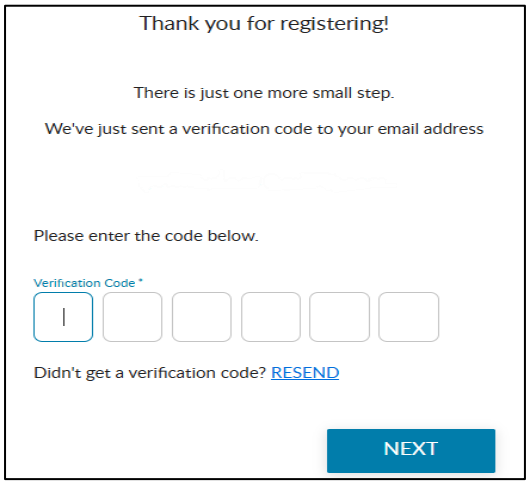
Step 3: Complete the registration form and enter the email address to which the document was issued and proceed to the next step.



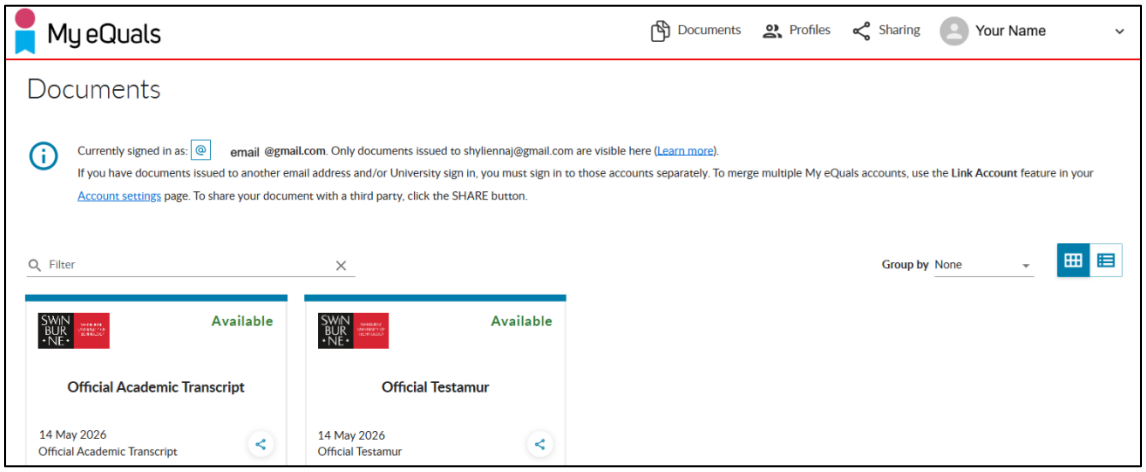
Step 4: Create a Password according to the requirement, check the boxes indicated and click **Next**.



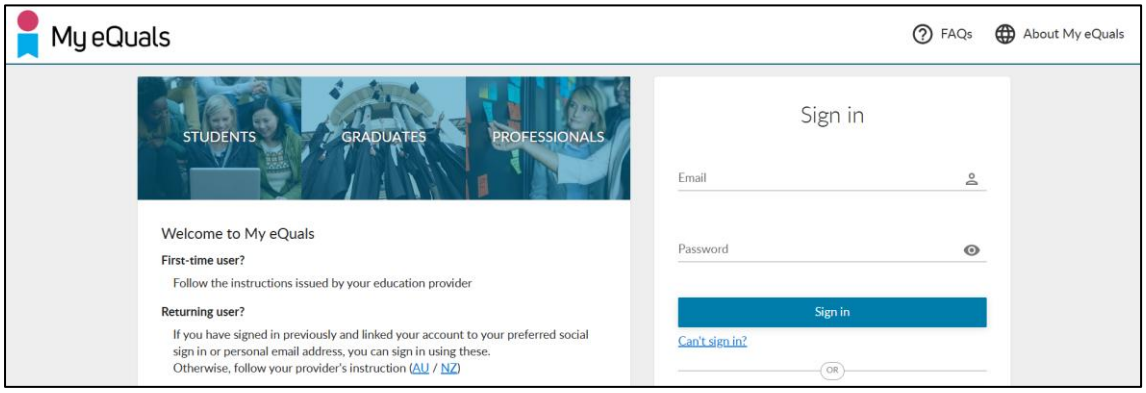
Step 5: A verification code will be sent to the registered email. Enter the verification code to verify the account and click **Next**.



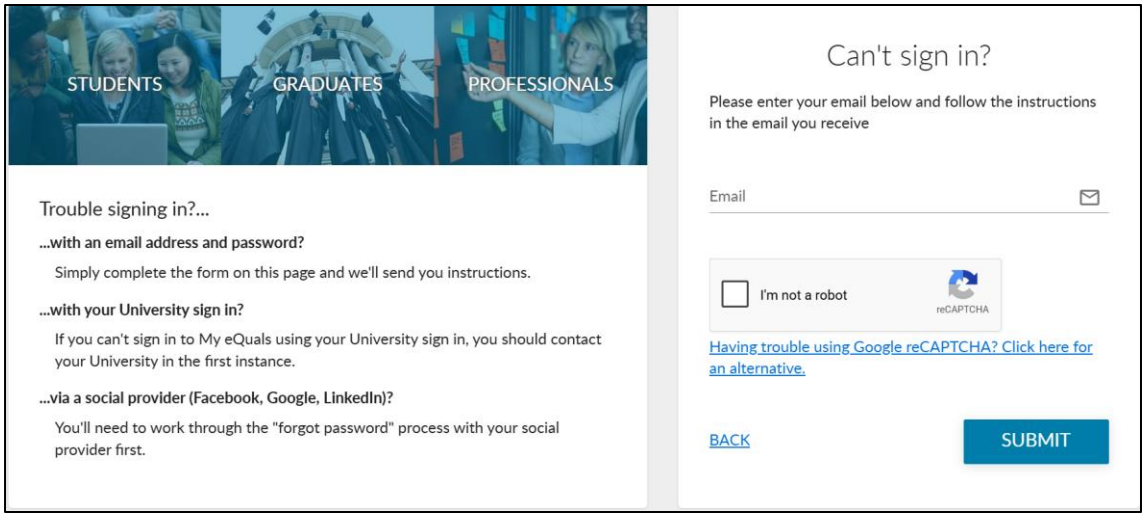
Step 6: Once verified, Learner will be directed to the document repository where they can view their digital documents.



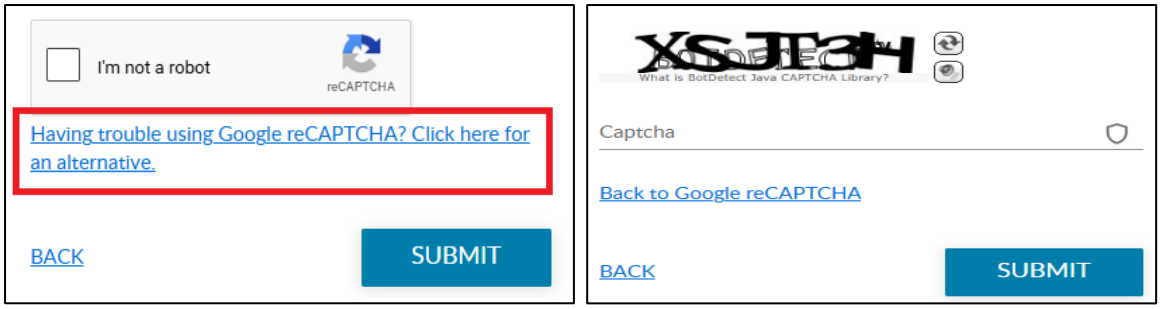
For subsequent logins, Learner will be able to sign in using the registered email and setup password. Multi-Factor Authentication (MFA) will be required to prevent unauthorised login.



Subsequently, when having trouble signing in, click on the **Can't Sign In?** text icon in the Login Page. The Learner will be required to enter the registered email address and follow the instructions received in the email.



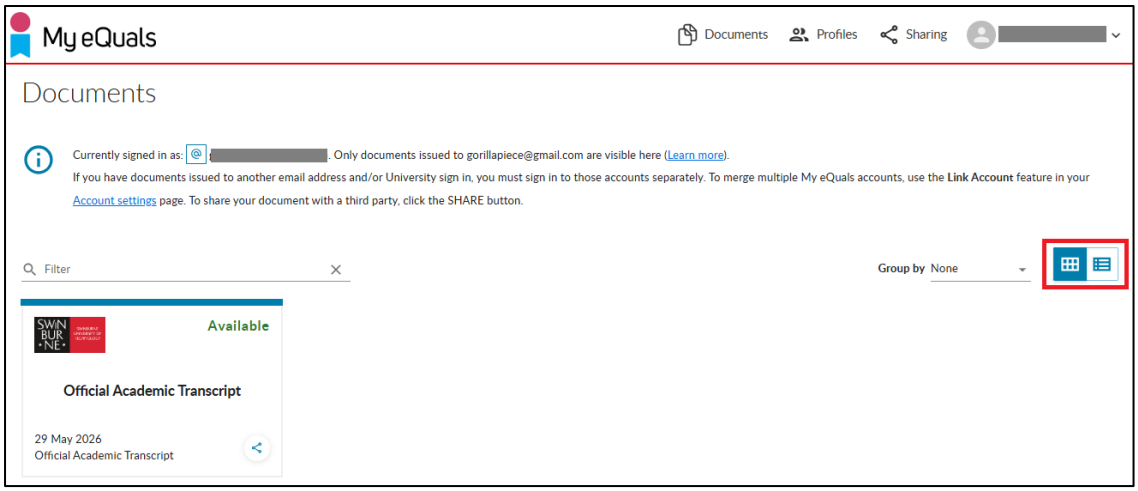
For Learner accessing My eQuals from any country where Google reCAPTCHA panel will not load, they may click on the link for alternative. The non-Google captcha is accessible as text or audio.



For a visual walkthrough on Registration of My eQuals Account, click **How to Create and Access a My eQuals Account**.

3 Viewing of Document

Upon login, Learner will be directed to the document repository where they can view all the issued digital documents.

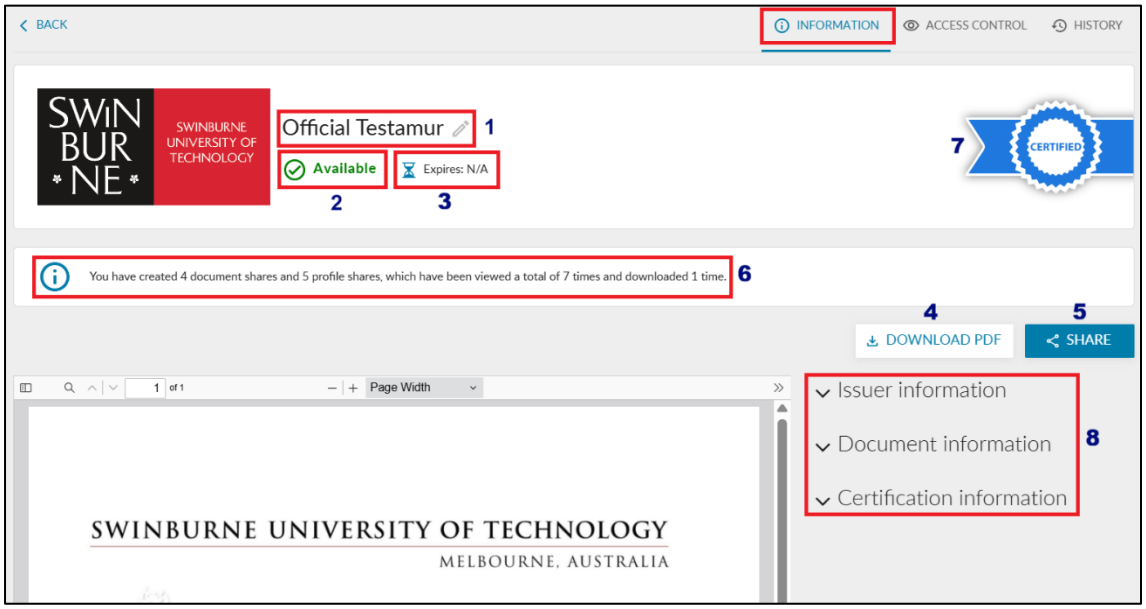


Learner has the option to change the document repository page to grid or list view.

To view the individual document, click anywhere on the document.

3.1 Information

Information page presents additional relevant information in the document.



1. Learner can personalize the document name by clicking on the pencil icon.
2. Document Status:

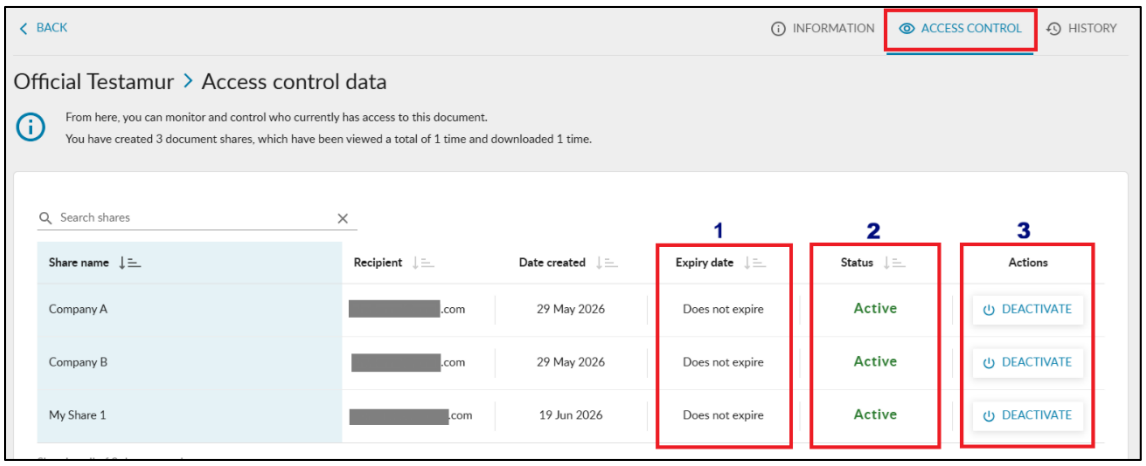
Available	Document is valid and available to be shared.
Revoke	Document is revoked by the University and the Learner should contact Swinburne Sarawak Graduation Team for assistance.
Invalid	Document is invalid and the Learner should contact Swinburne Sarawak Graduation Team for assistance.

3. Document expiry date refers to the document validity.
4. The digital document can be downloaded by clicking on the **Download PDF** button.
5. The Learner can share documents securely with employers, organisations and third parties by clicking on the **Share** button.
6. The panel indicates the number of shares, profiles created and document views by shared recipients.
7. The "**Blue Ribbon**" indicates that the document has been digitally signed and is valid and authenticated.
8. Additional information on the right panel of the document:

Issuer Information	Information about the University who issued the document.
Document Information	Contains the personalised document name, document type, date of issuance and number of shares created.
Certification Information	Details of the Certifying Organisation.

3.2 Manage Document Share

To monitor and control shared documents, click on the **Access Control**.

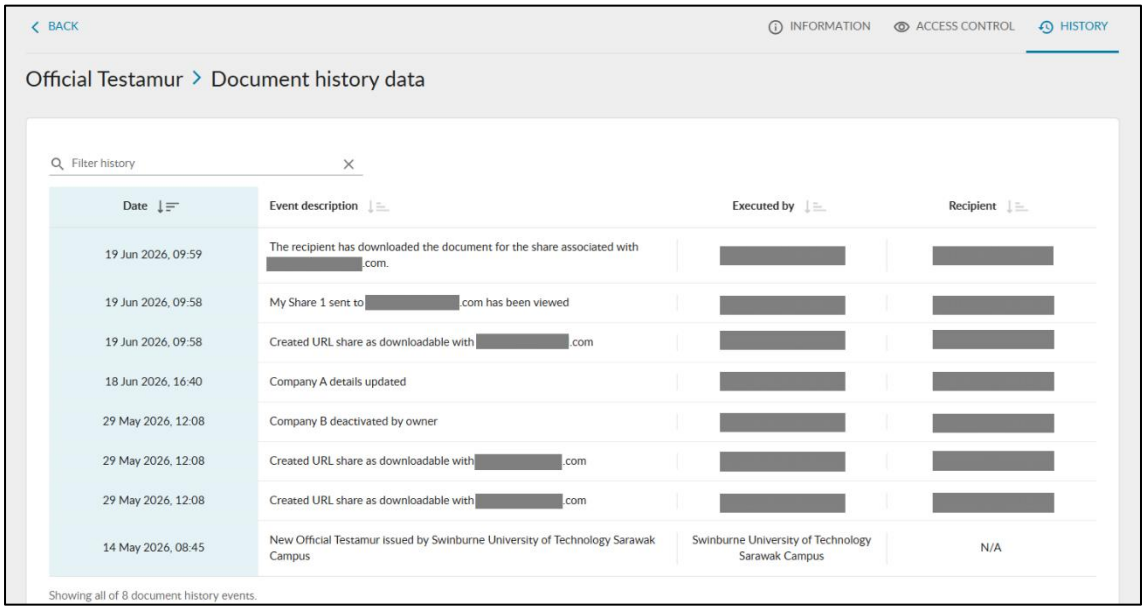


1. Learner has the option to set the expiry date to the shared document. After the expiry date, the share recipient will no longer have access to the document.
2. The **Status** column indicates the status of the shared document.
3. The shared document status is Active by default. However, Learner has full control of document accessibility.

To view or edit an individual share, click on the row with the share name.

3.3 History

History page provides the audit trail of the document.



In reverse chronology, this page records the events when the document was:

- Issued
- Superseded (if applicable)
- Shared to recipient (including if the share created as downloadable)
- Viewed by the recipient of a given share
- Downloaded by the recipient
- Personalised with a name change

4 Sharing of Digital Documents

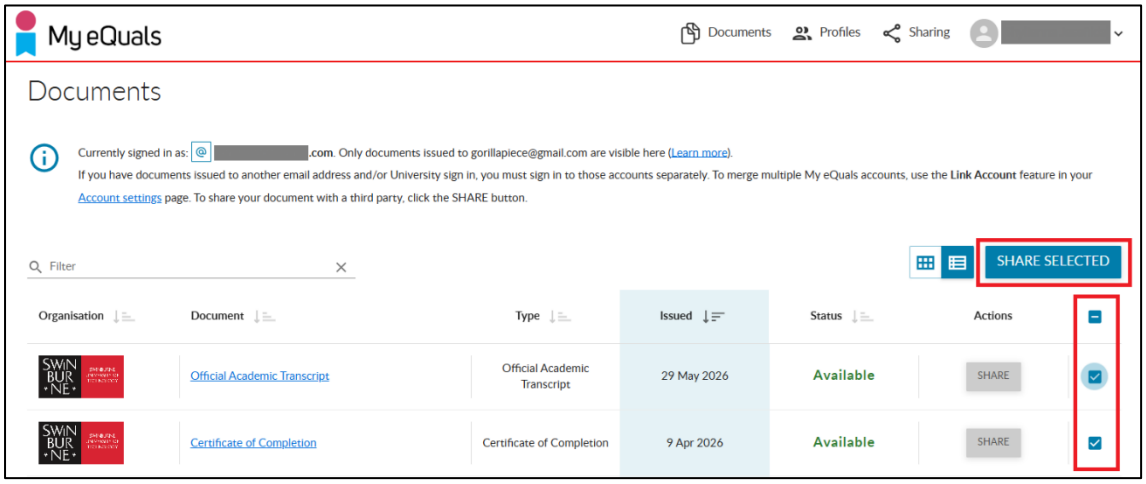
My eQuals allow Learner to share their documents securely with employers, organisations and third parties.

4.1 Sharing Methods

There are two (2) methods available for sharing documents.

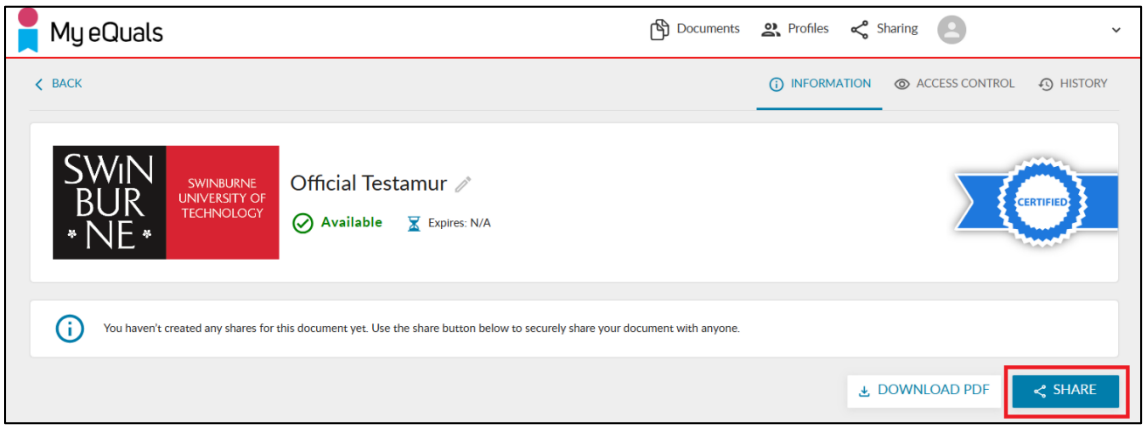
4.1.1 Share from Document List view

This method allows the sharing of multiple documents at once.



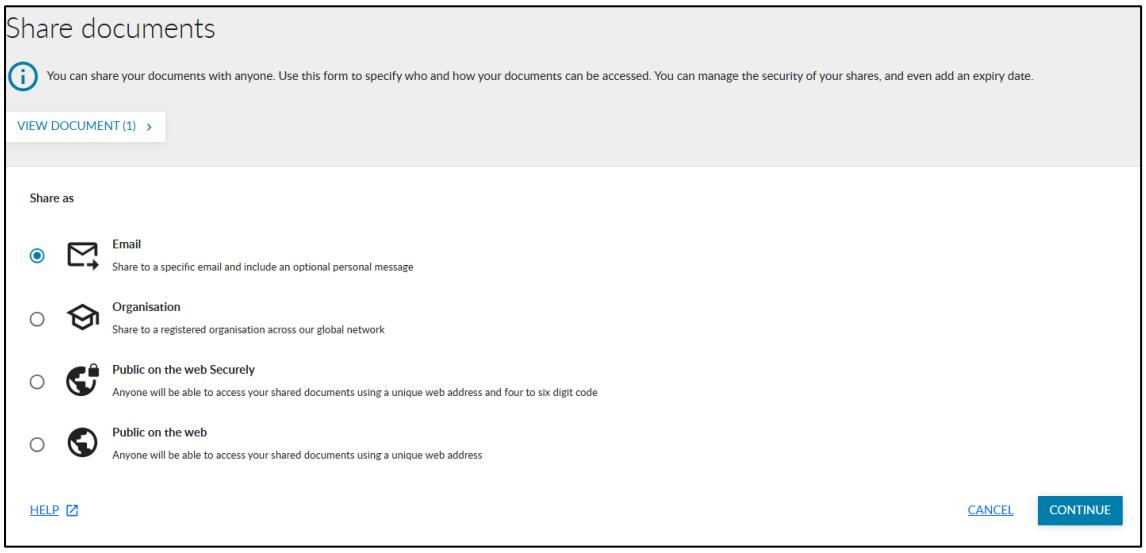
4.1.2 Share from Individual Document View

This method allows the sharing of each document individually.



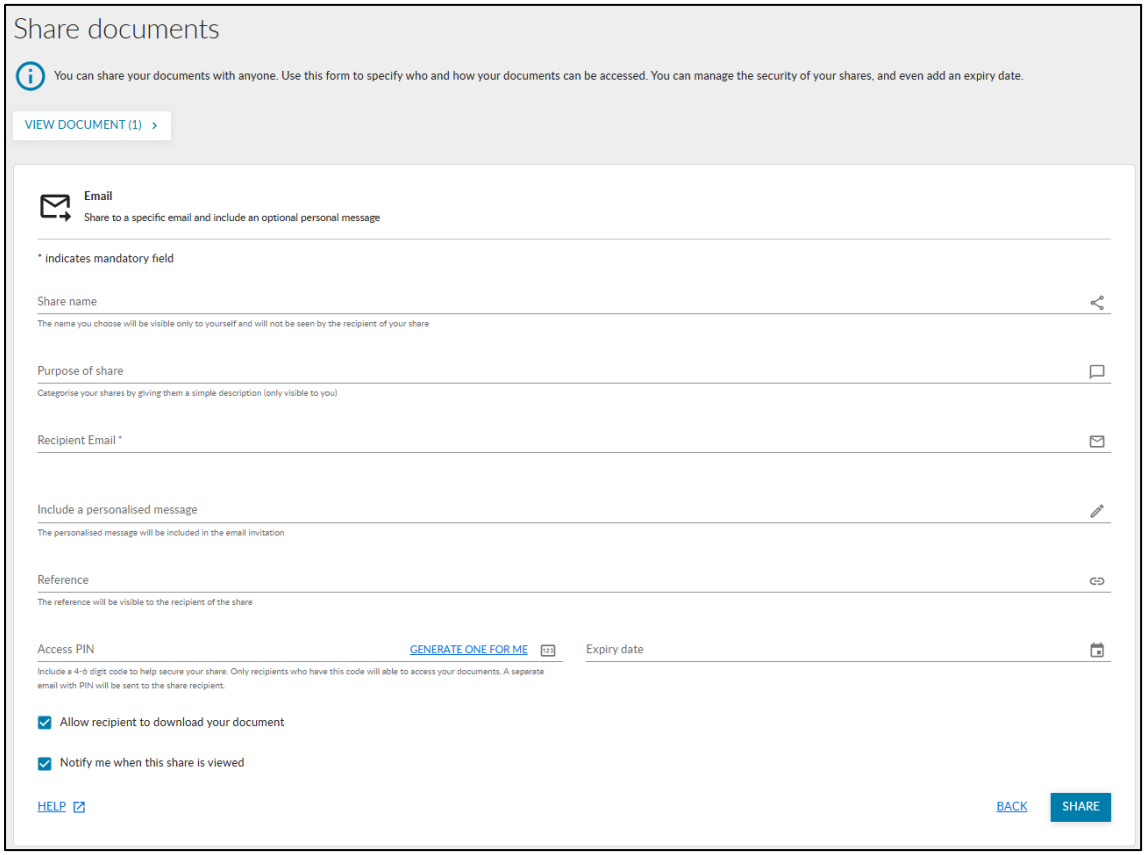
4.2 Sharing Options

Click the **Share** button to view the four (4) sharing options.



4.2.1 Share via Email

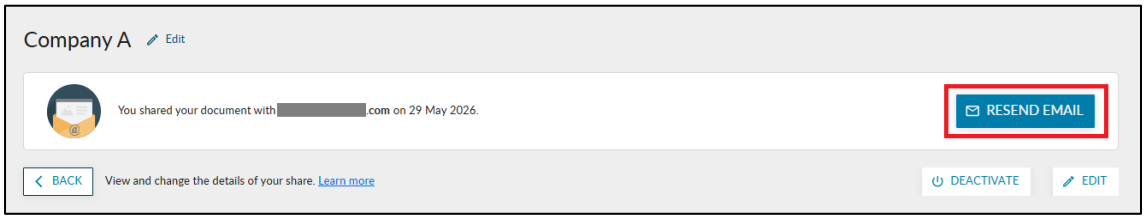
This option allows Learner to share documents with a specific email address. The Learner can enhance the security of their shared documents by setting a PIN or an expiry date. Additionally, Learner has the option to allow shared recipients to download the shared documents and enable notifications when the documents are viewed. Click the **Help** link for more information.



4.2.1.1 Re-send Email Share Notifications

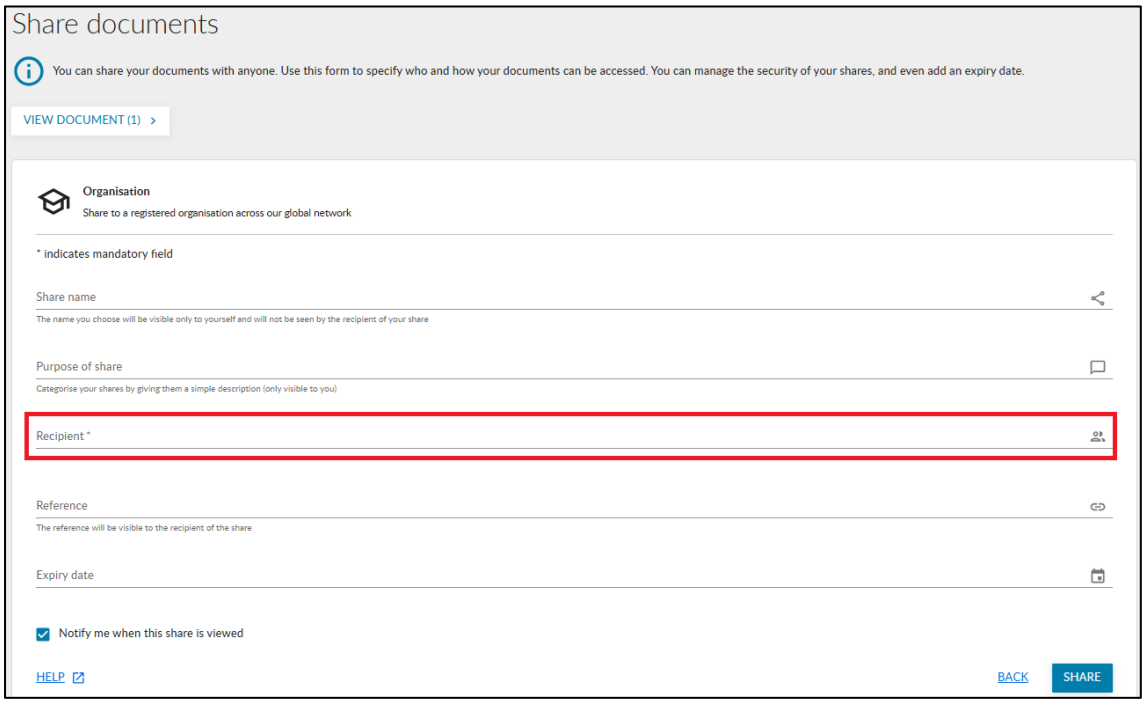
If Learner needs to resend the notification to a shared recipient, click the **Resend Email button**.

To access the **Resend Email** button, go to the **Access Control** section of the individual document and click the row corresponding to the shared recipient.



4.2.2 Share to Organisation

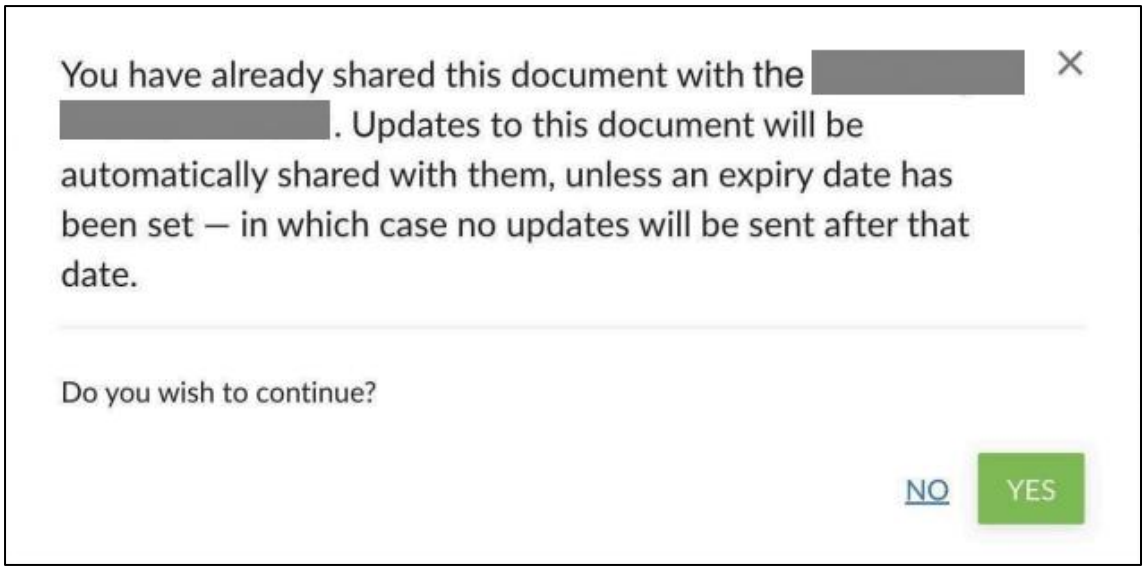
This option allows Learner to share their documents directly with any organisation within the My eQuals ecosystem. However, this option is only available if the receiving organisation is registered on the Parchment Digitary Network. Click the **Help** link for more information.



In the **Recipient** field, Learner are required to enter the name of the organisation they wish to share their documents with. A drop-down list of matching organisations will be displayed for selection.

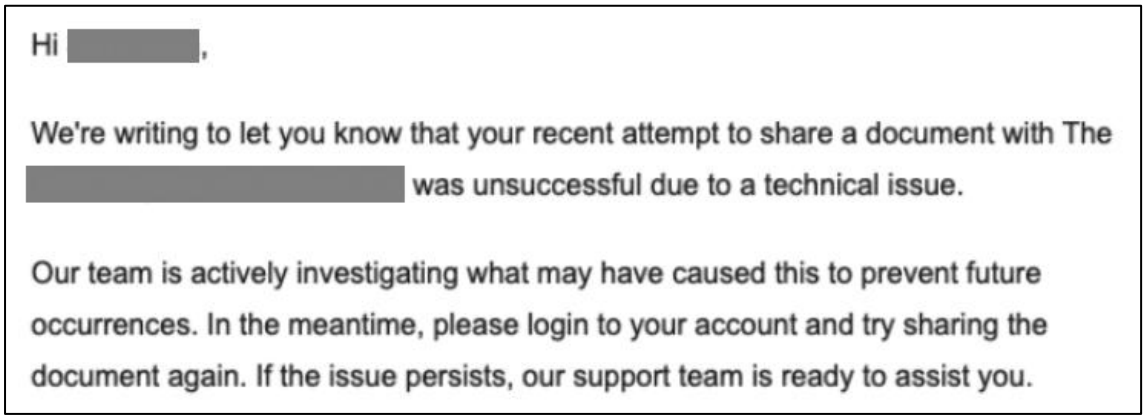
The Learner can enhance the security of their shared documents by setting an expiry date. Additionally, Learner also has the option to enable notifications when the documents are viewed.

When a Learner attempts to share the same document with a registered organisation, an alert will pop up to notify the Learner that any future updates to the document will automatically be shared with the organisation, unless an expiry date has been set for the share.

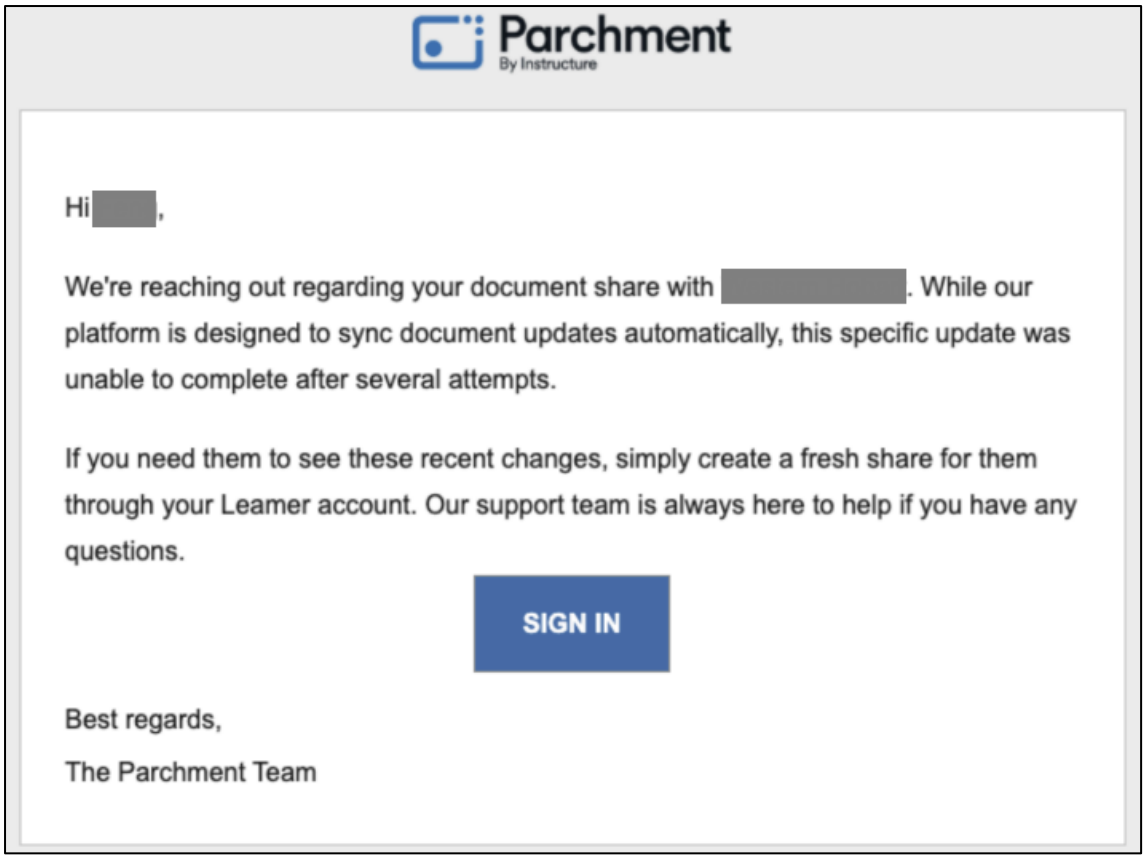


4.2.2.1 Share Fail Notifications

In the case where Learner's share to the organisation cannot be delivered successfully, Learner will receive the following email. The Learner will be advised to log in to their account and retry sharing the document.

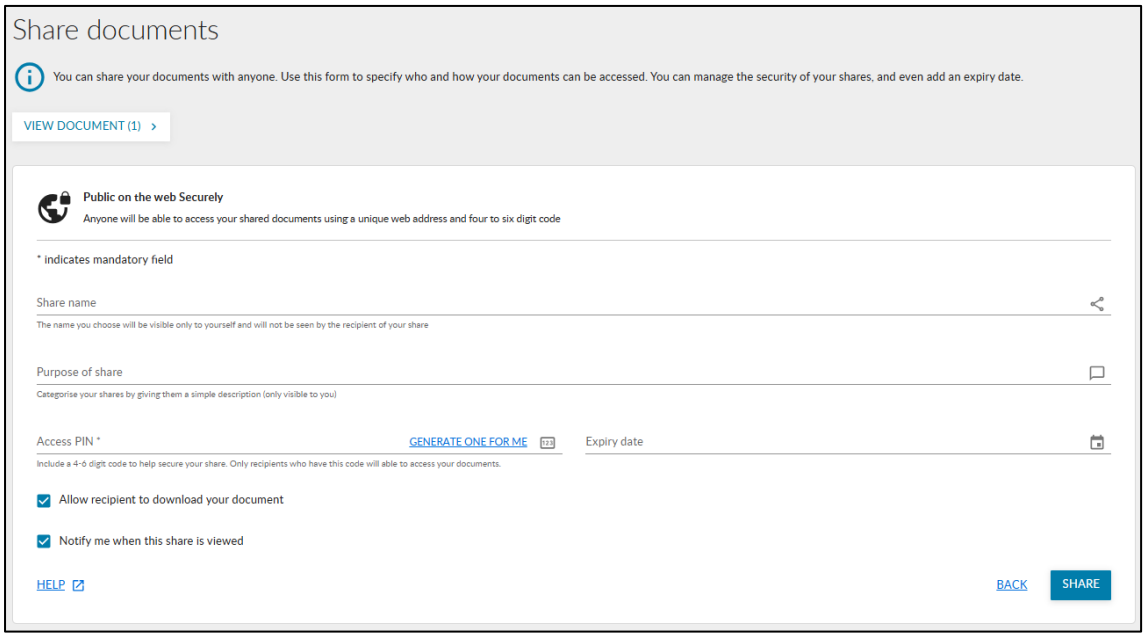


If an updated document fails to reach an organisation that holds an existing share of that document, Learner will be notified. This will make Learner aware of the transmission gap which will allow Learner to either manually reshare the document or contact the University directly.

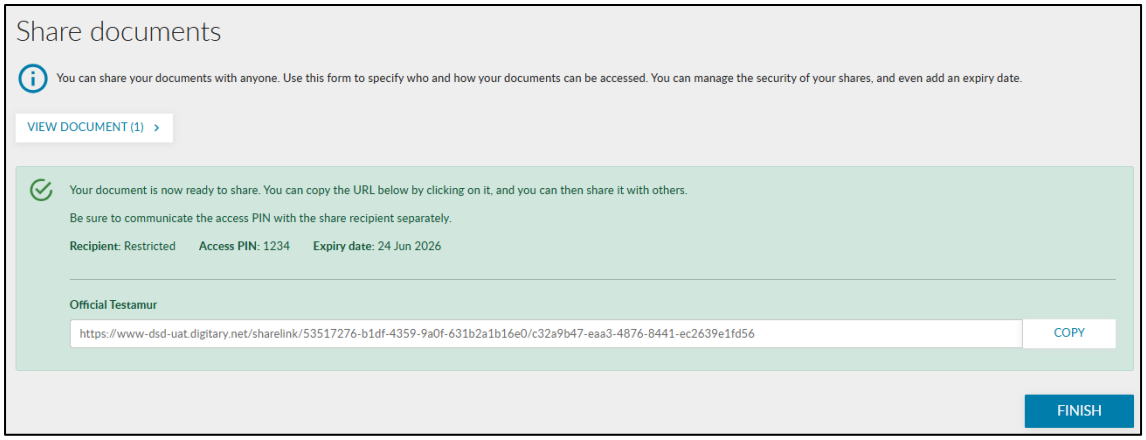


4.2.3 Public on the Web Securely Share

This option allows Learner to share documents via a unique web address protected by an Access PIN. Learner may set an expiry date, allow the shared recipients to download the shared documents or enable notifications when the documents are viewed. Click the **Help** link for more information.

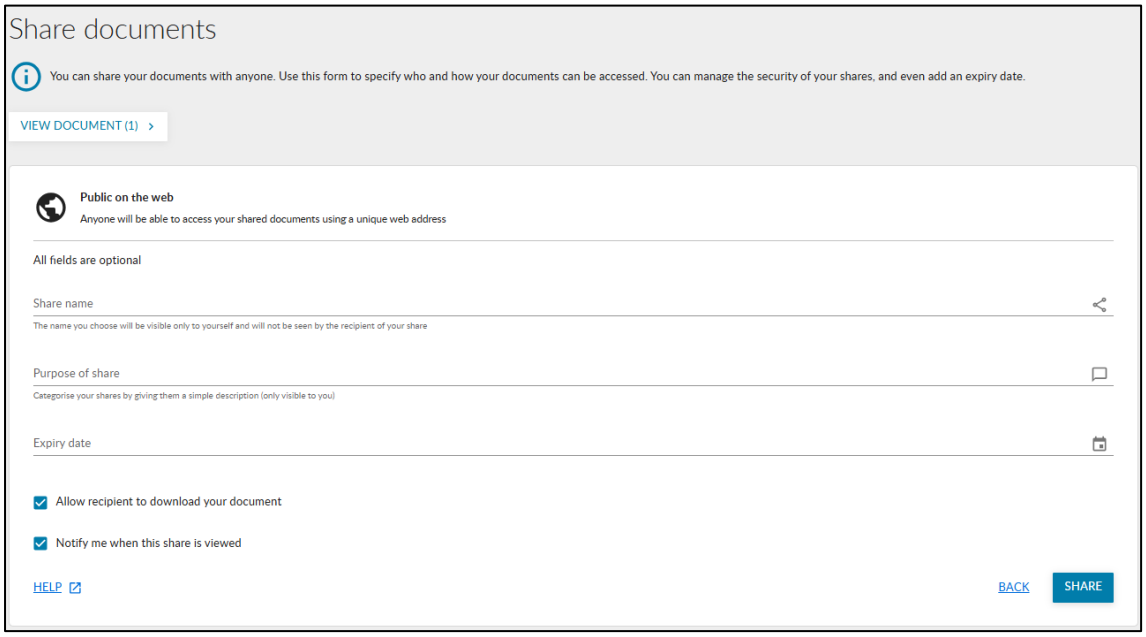


Once the share is created, a sharing URL will be generated. Learner may share the URL with the recipients and provide them with the Access PIN separately. Anyone with access to the unique web address and Access PIN will be able to view the shared documents without entering their email address.

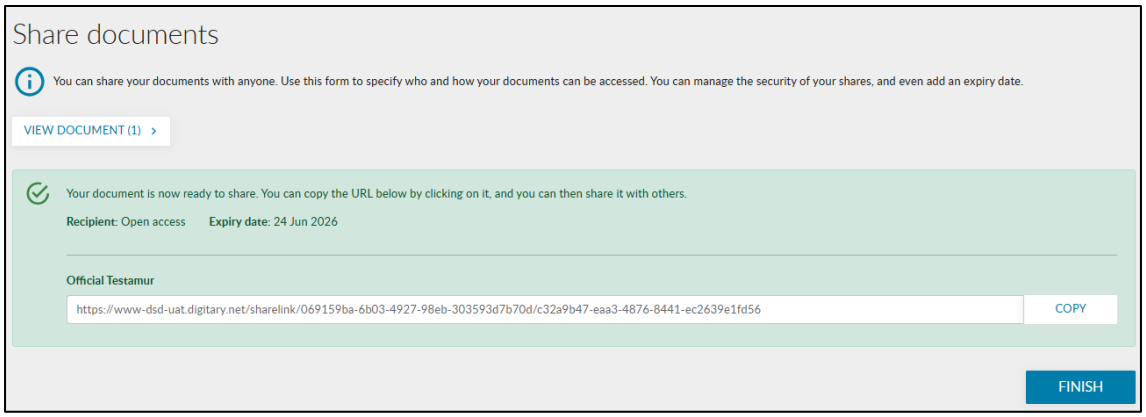


4.2.4 Public on the Web (or Open Access) Share

This option allows Learner to share documents via a unique web address. The Learner has the option to set an expiry date, allow the shared recipients to download the shared documents or enable notifications when the documents are viewed. Click the **Help** link for more information.



Once the share is created, a sharing URL will be generated. Anyone with access to the unique web address will be able to view the shared documents.

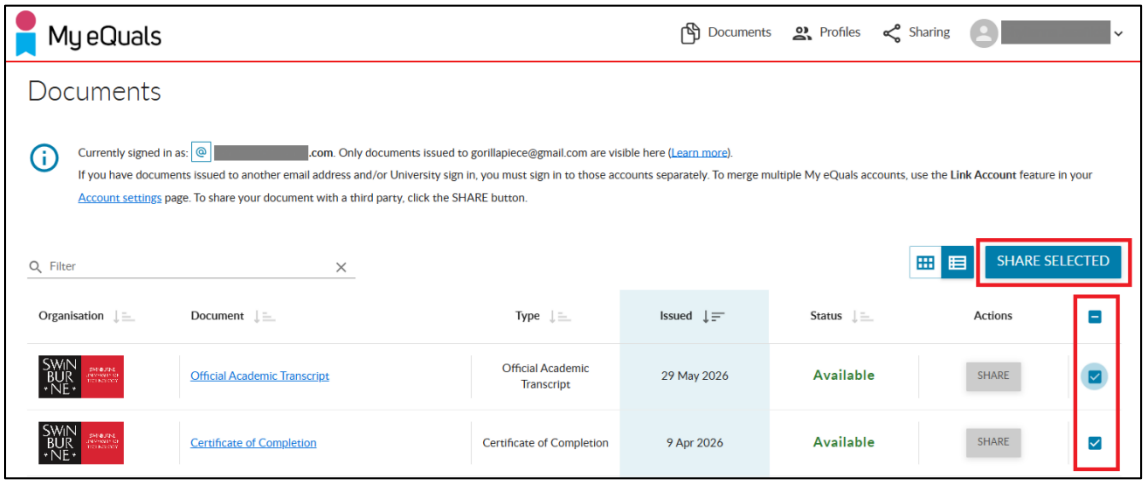


However, it is **not recommended** to share official academic documents on public platforms unless there is a legitimate need to do so. Where public sharing is necessary, learners are encouraged to share via “Public on the Web Securely Share”. This allows documents to be shared via a unique web address protected by an Access PIN, ensuring that only authorised recipients who have the PIN can access the documents.

For a visual walkthrough on **Sharing Documents**, click:
How to Receive and Verify Academic Records Credentials Documents and More with My eQuals
How to Share Academic Credentials with My eQuals

4.3 Sharing of Multiple Documents

Sharing two (2) or more documents can be done from the Document Repository page.



To share multiple documents, choose the **List View** in Document Repository page and select the documents to be shared by clicking on the checkboxes at the end of the rows.

Next, click on the **Share Selected** button to proceed.

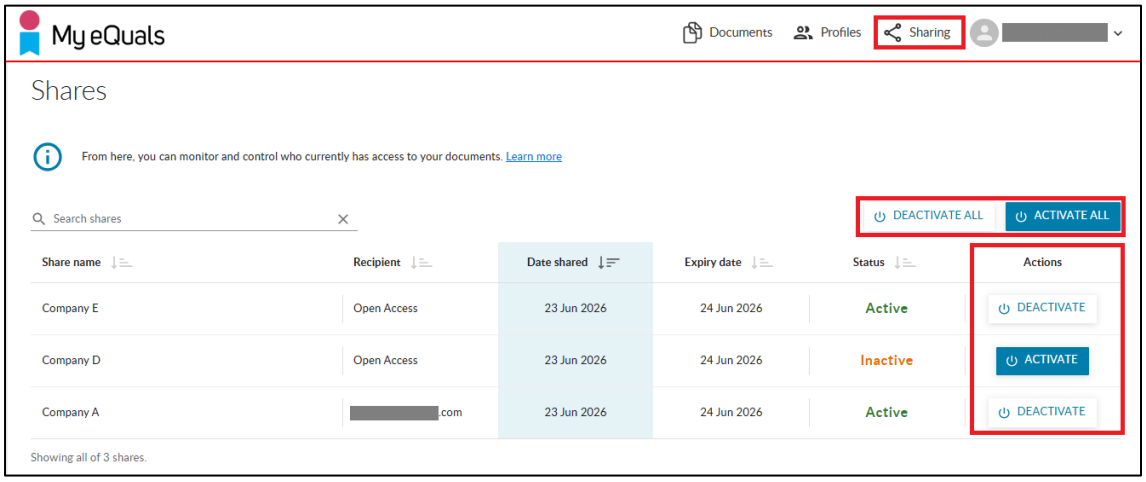
The sharing of multiple documents continues in the same way as for a single share.

Email Share	:	The share recipient will receive one (1) email notification per document shared, each containing a link to that document.
Organisation Share	:	The organisation will receive one (1) notification containing all shared documents.
Public on the Web Securely Share	:	Two (2) or more separate links will be generated for each document.
Public on the Web Share	:	

⚠ **Note:** Please ensure the documents are shared with a trusted third party only (having first obtained Learner's consent). Before proceeding with the sharing, always verify the share recipient email address and avoid distributing confidential information unnecessarily.

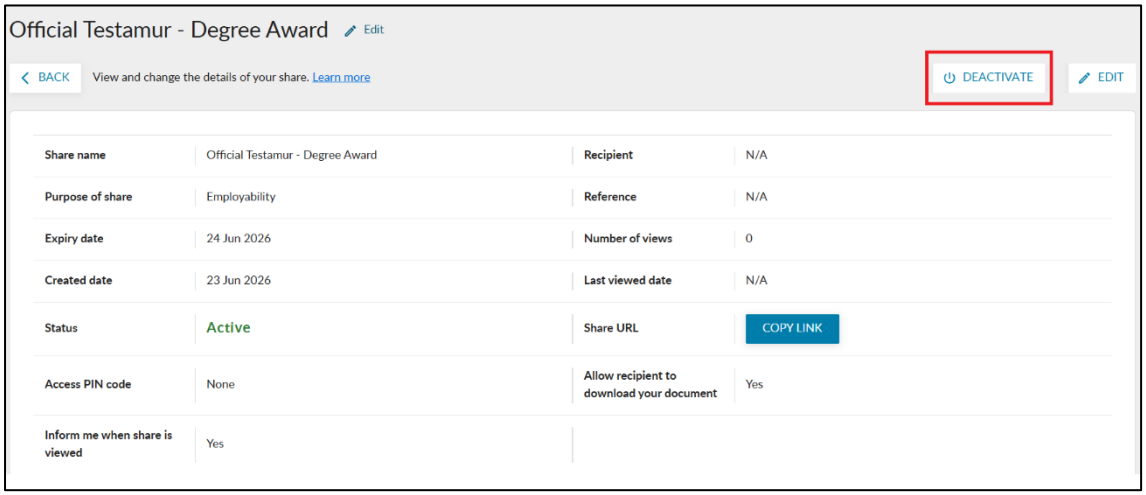
4.4 Document Sharing List

To monitor and control shares created for all documents, select **Sharing** from the navigation panel.



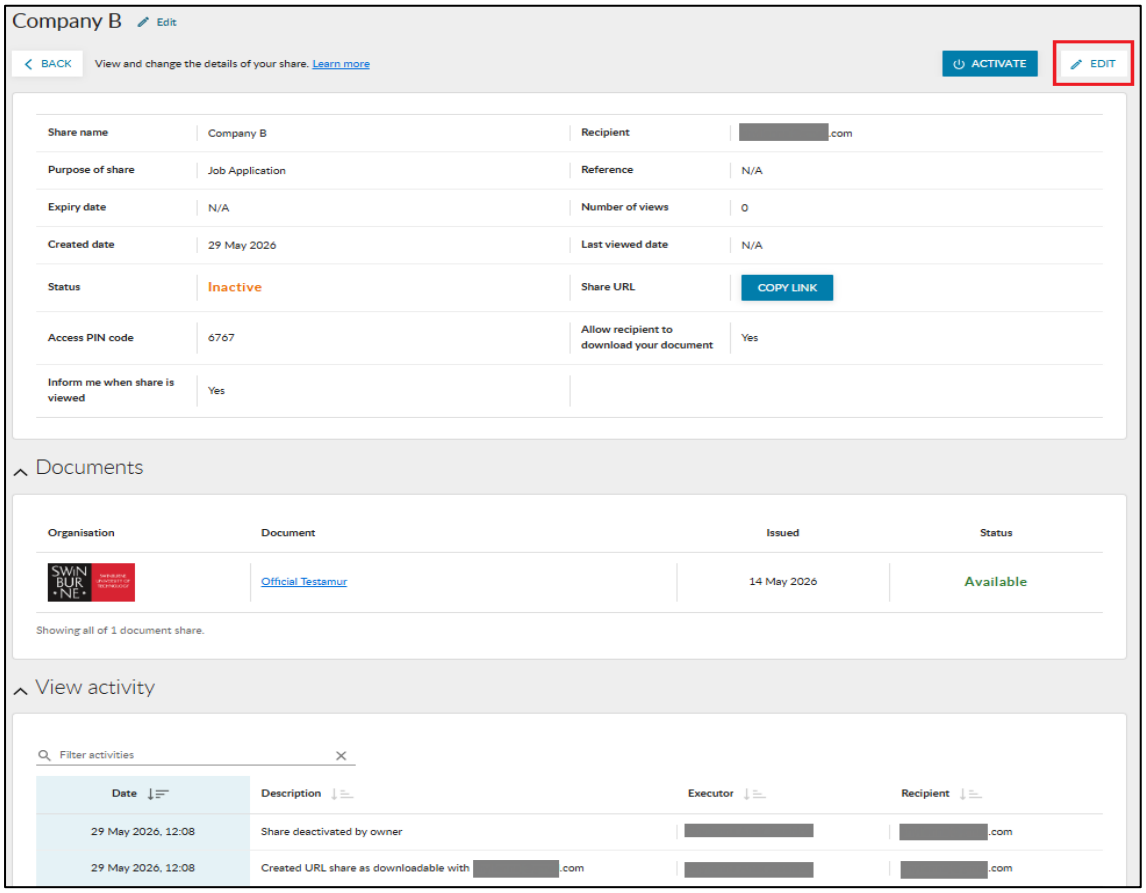
Click the **Activate** or **Deactivate** button to manage the shared document status.

Alternatively, Learner can click on the row with the share name to Activate or Deactivate the individual documents.



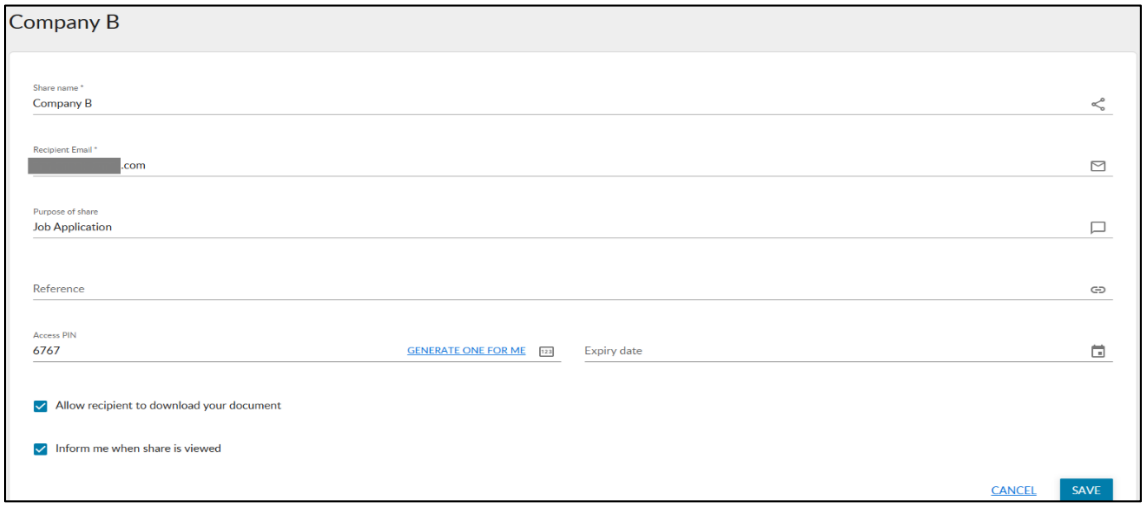
Note: Learner can only deactivate the share but not delete the share created.

To view the details of individual shares, click on the row with the share name.



To edit the share, click on the **Edit** button.

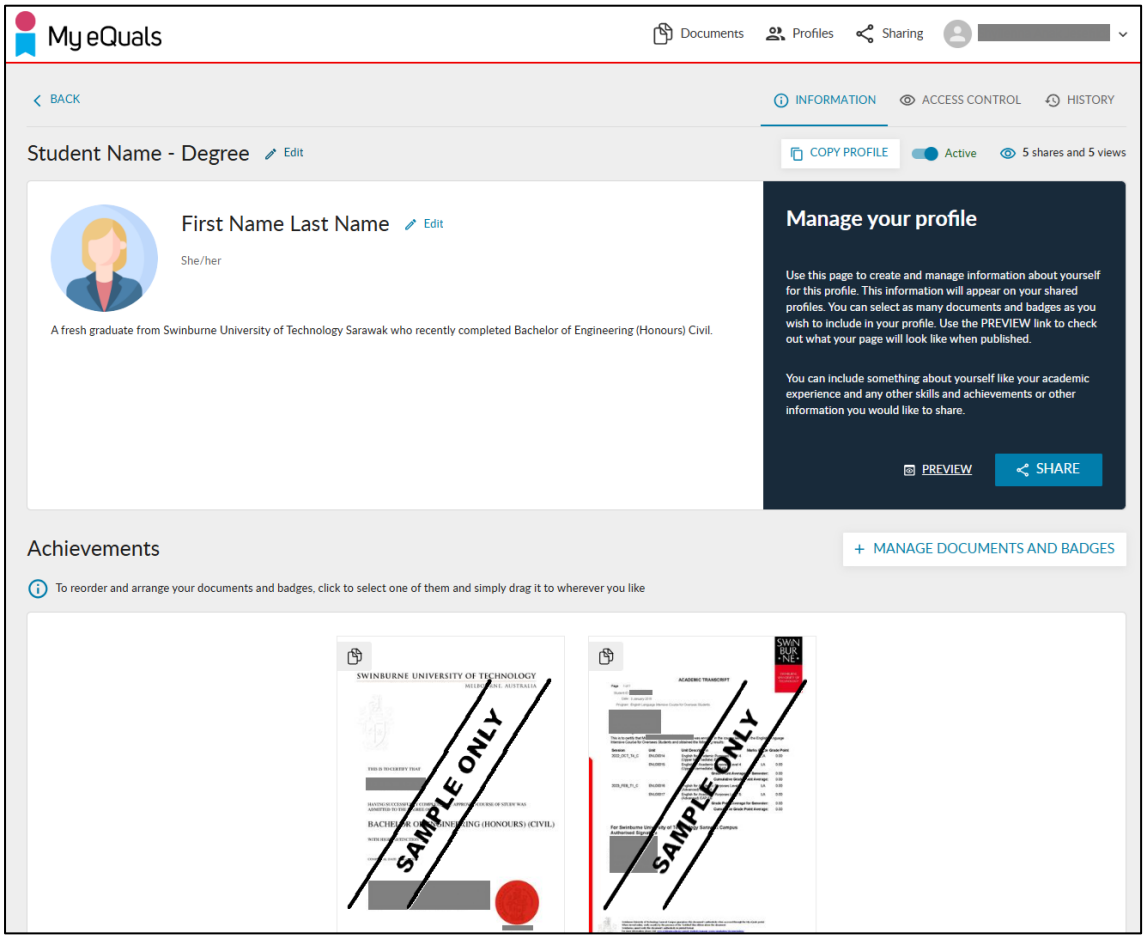
Learner can edit the **Share name**, **Recipient Email** (Share via Email option), **Purpose of share**, **Reference**, **Access PIN**, and **Expiry date**. The Learner can also edit the option to allow shared recipients to download the shared documents and enable notifications when shared documents are viewed.



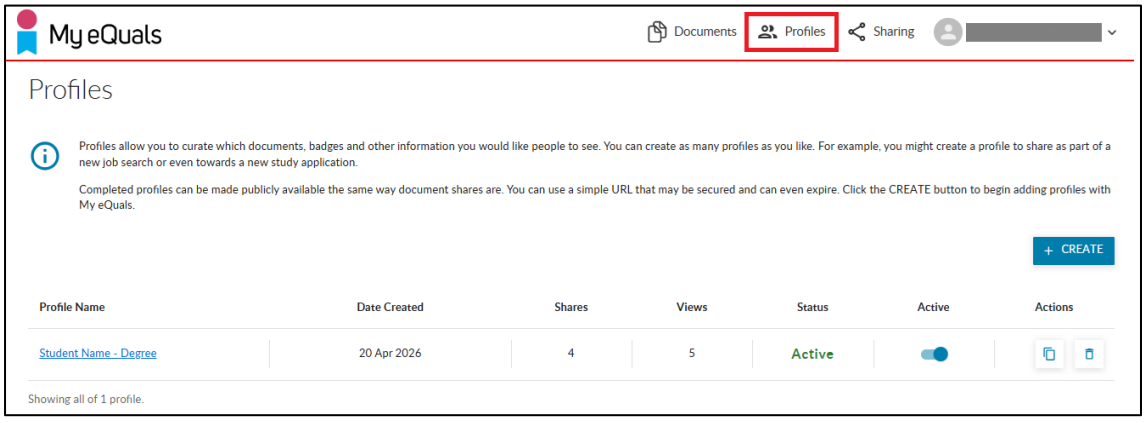
⚠ **Note:** If Learner has shared a document to an email address, they will be able to edit the recipient email address, provided that the share has not been viewed. The new recipient will then receive a notification.

5 Profiles

Profiles allow Learner to craft their own story and better articulate their academic achievements. This includes arranging any of issued documents into a single shareable academic profile.

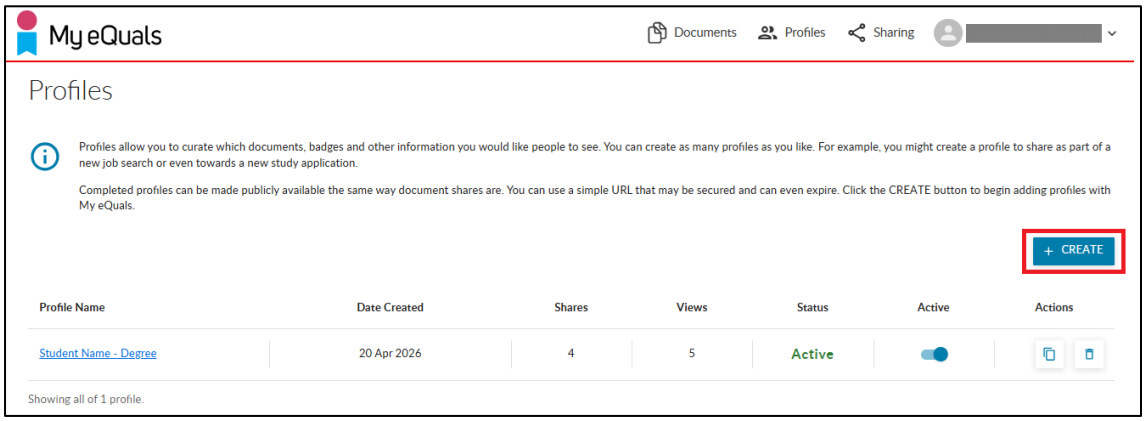


To access or create Profile, select **Profiles** from the navigation panel.

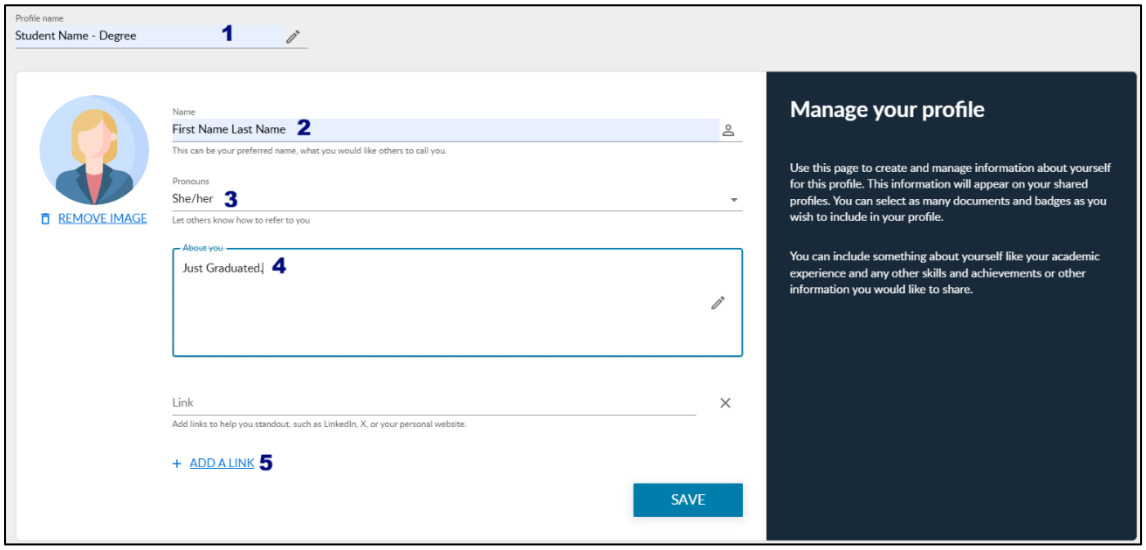


5.1 Create a Profile

To create a new profile, click on the **Create** button.

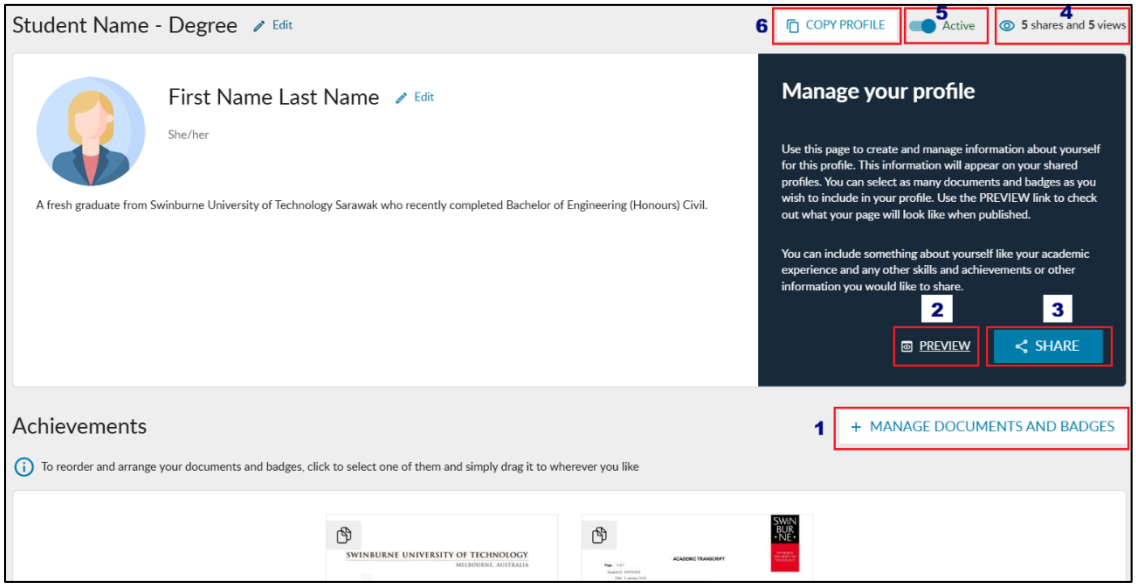


From here, Learner can:

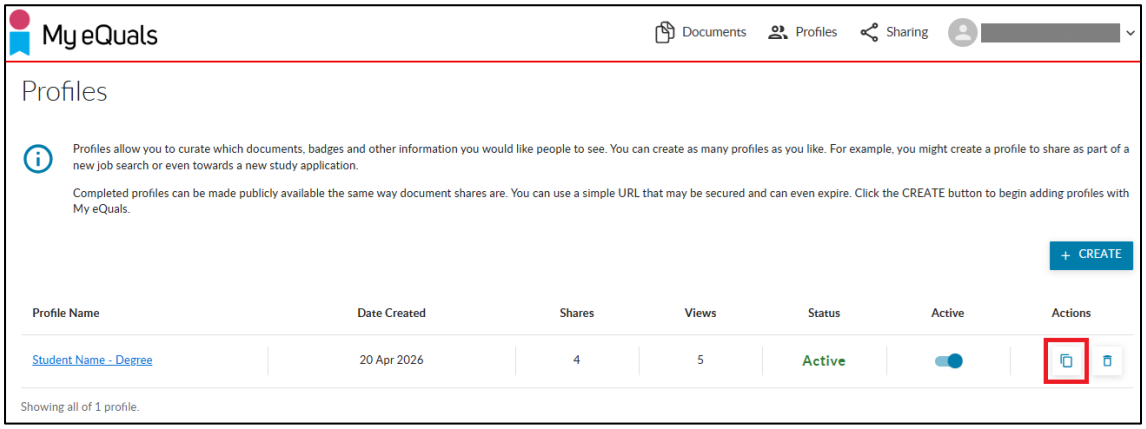


1. Name the profile.
2. Include name. The name can be edited after profile is created.
3. Include pronouns.
4. Upload a profile picture.
5. Click **+ Add a Link** to include external links to the profile, such as LinkedIn, etc. Learner can add up to maximum 5 URLs only.

Once done, click **Save**.

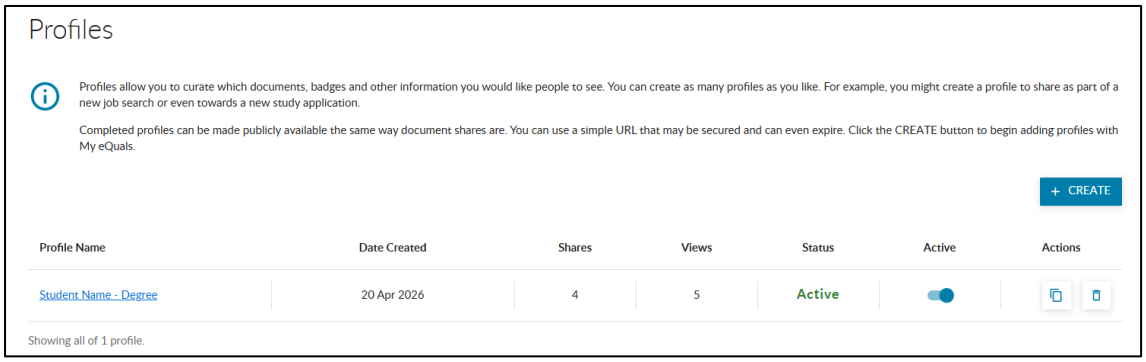


1. Once profile is created, Learner can add associated documents and badges into the profile created by clicking the **+ Manage Documents and Badges**. The order of the documents can be arranged in accordance with own preference.
2. Click the **Preview** button to view how the profile will appear to people they share it with.
3. Click the **Share** button to share the profile.
4. Learner can monitor the number of times the profile has been shared and viewed from the top corner of the page.
5. The profile created can be activated or deactivated by clicking on the **Active / Inactive** toggle button. When a profile is inactive, any shares created under that profile are no longer accessible.
6. To duplicate the profile created, click on **Copy Profile** button. All documents and badges, profile pictures and profile summary will be duplicated. This function is also available on the **Profiles** page.

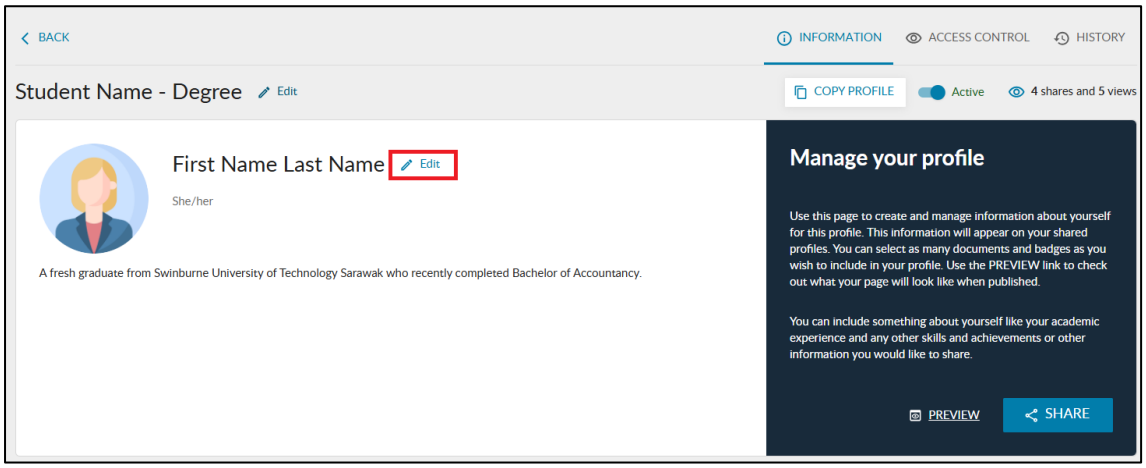


5.2 Edit a Profile

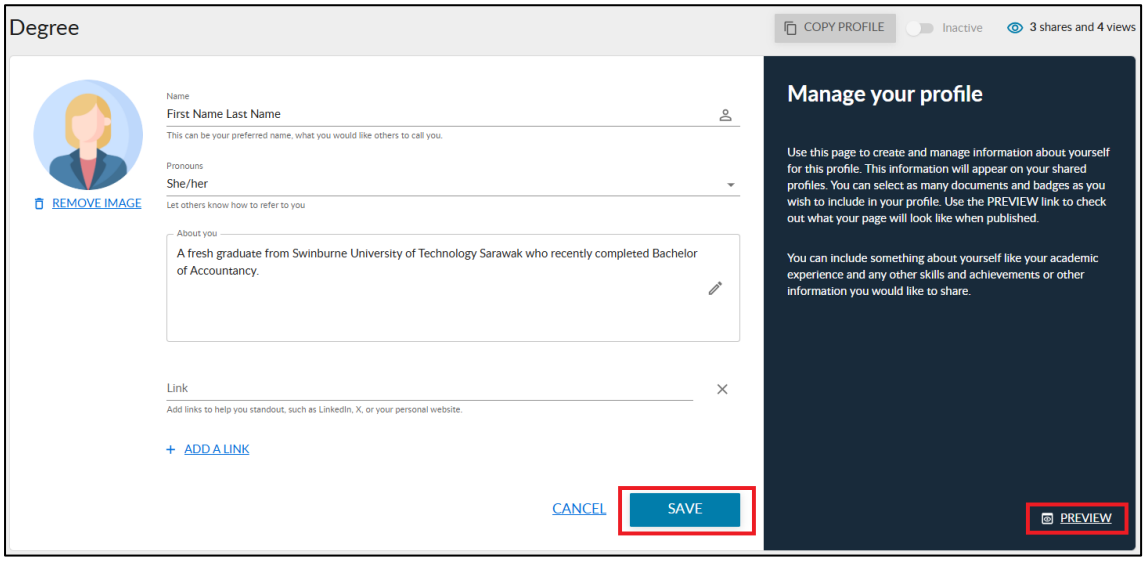
To view or edit individual profile created, click on the row with the profile name.



Click **Edit** to edit the profile.

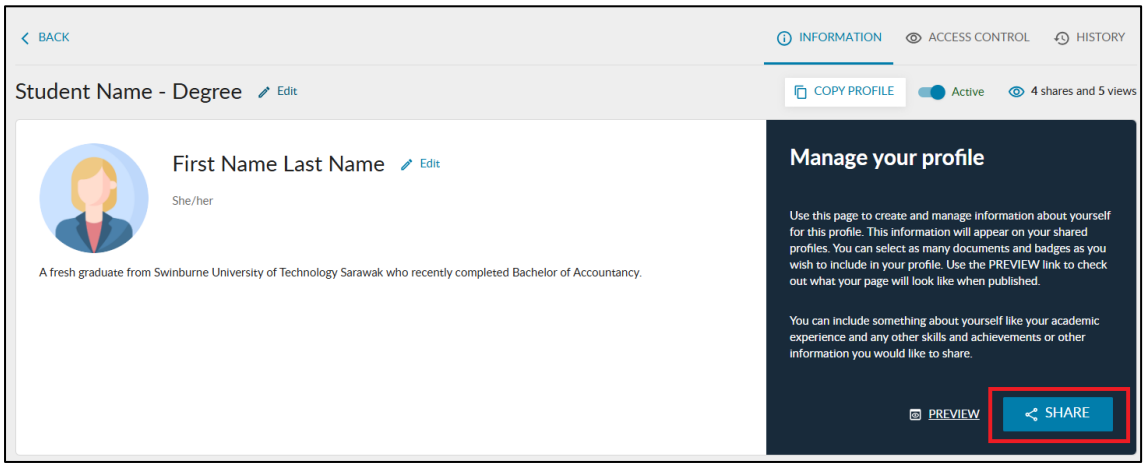


Click **Preview** to check what the page will look like when published. Click **Save** to save any changes. The new changes will be reflected in the original shares.

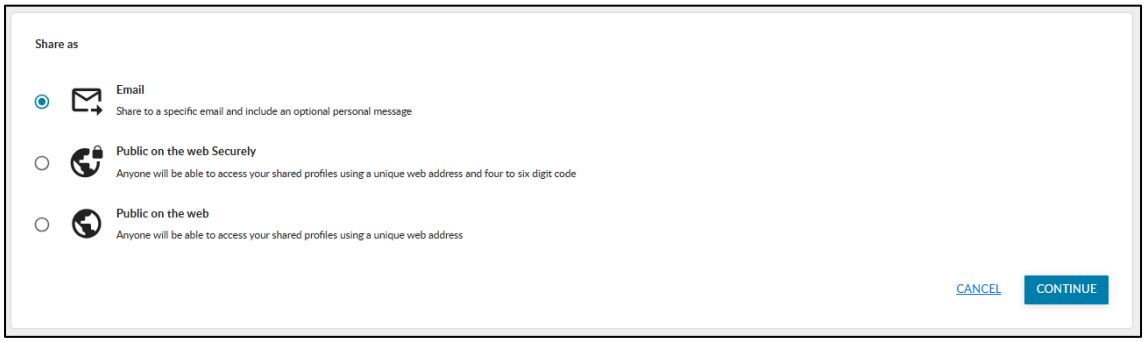


5.3 Share a Profile

To share an individual profile created, click on the row with the profile name and click **Share**.



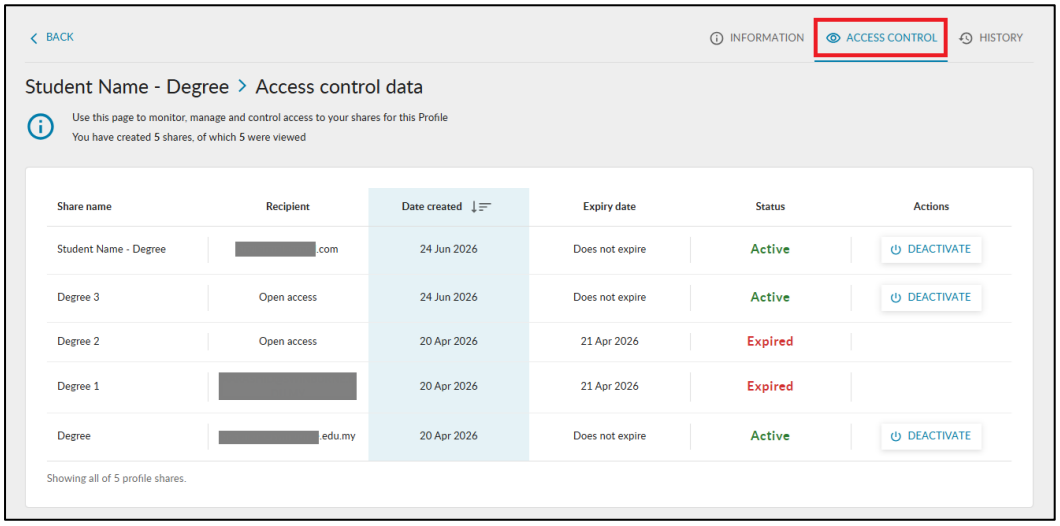
The process of sharing a profile is done in the same way as sharing documents. However, the sharing of profile to Organisation is not supported. Refer to Sharing Options on the steps to share a profile.



⚠ **Note:** Learner can delete profile created but not delete the share created to the profile. The profile shares can only be deactivated.

5.4 Manage Profile Share

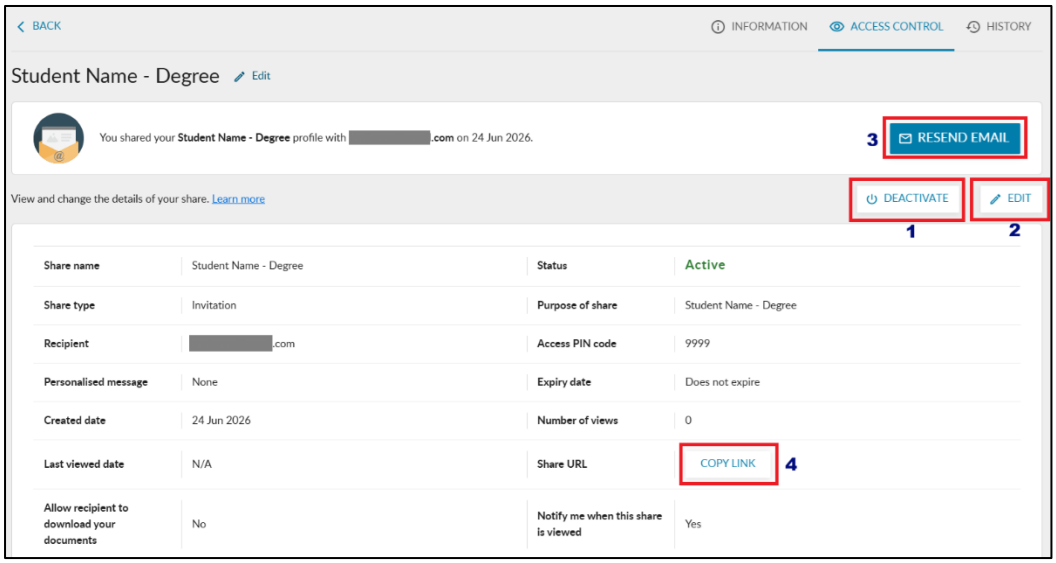
To monitor, manage and control access to the profile shares, click on the row with the profile name and click **Access Control**.



To activate or deactivate the profile share, click on the **Activate / Deactivate** buttons.

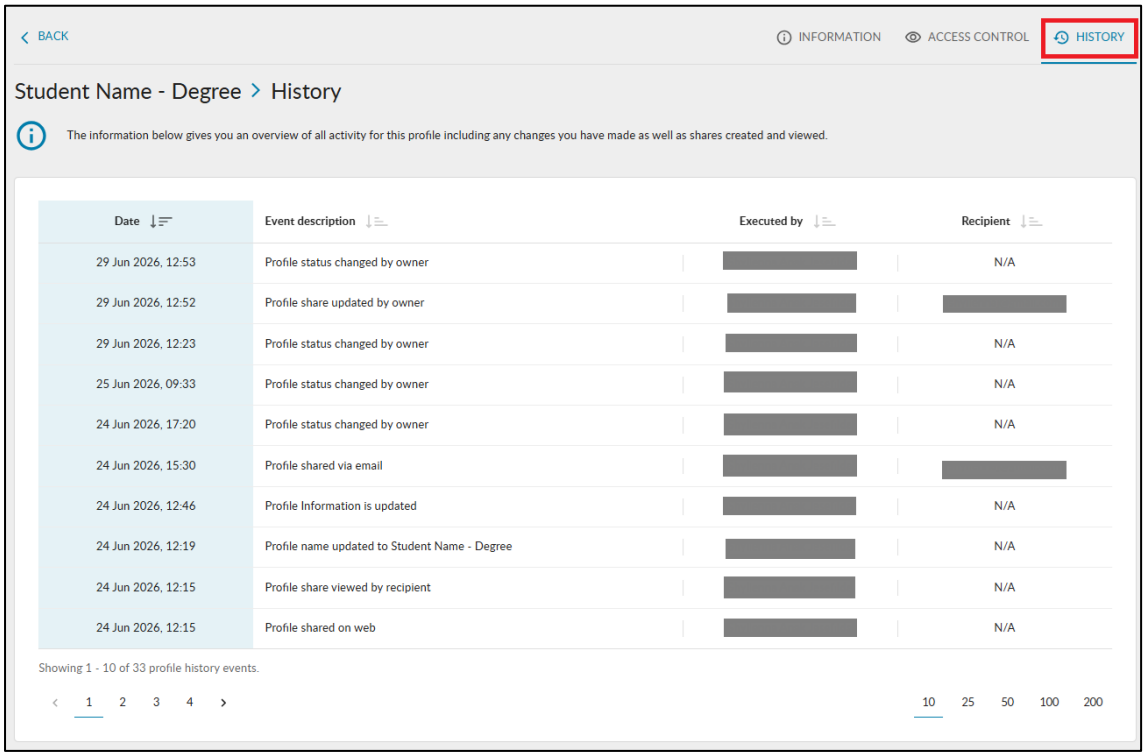
If the profile share status is **Review**, it indicates that it contains an academic achievement that has either expired or is no longer set to public sharing.

To edit the profile share, click on the row with the profile share name.



1. The profile share can also be activated or deactivated from the individual profile share page.
2. To modify the profile share, click on **Edit**.
3. Click on the **Resend Email** button to resend the notification to the profile share recipient.
4. The Share URL can be copied and sent separately to the recipient. (If a PIN is set, please ensure to also share the PIN with the recipient.)

History tab provides the audit trail of the profile.



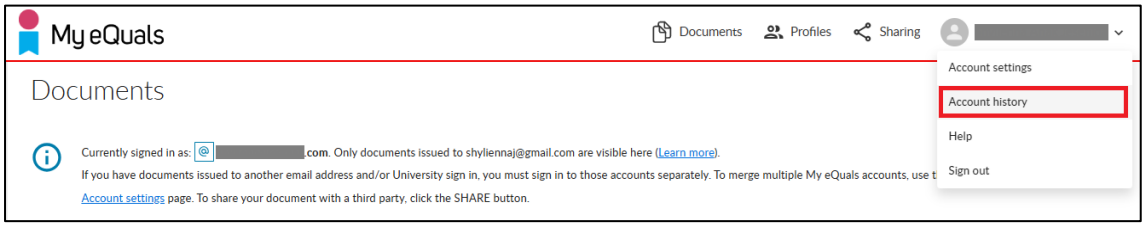
For a visual walkthrough on **Profile**, click **How to Curate Your Learner Profile with My eQuals**.

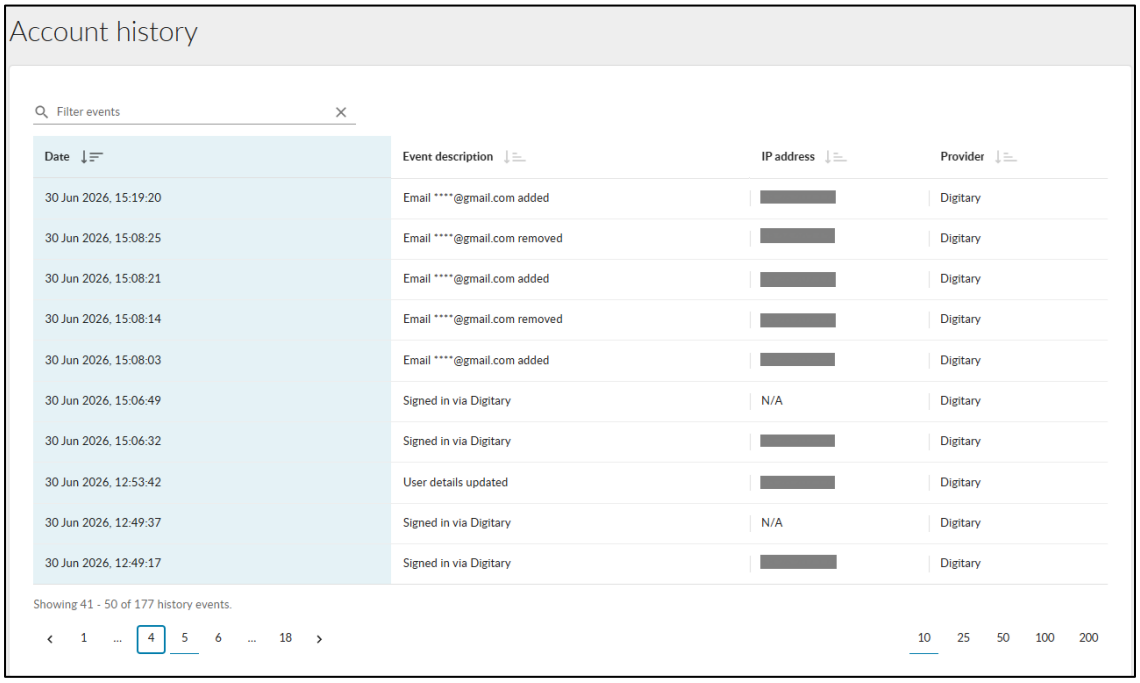
6 Account Management

The Learner can view details of their account, reset their password and link accounts.

6.1 Account History

Account History can be accessed from the dropdown menu beside the Learner's name.





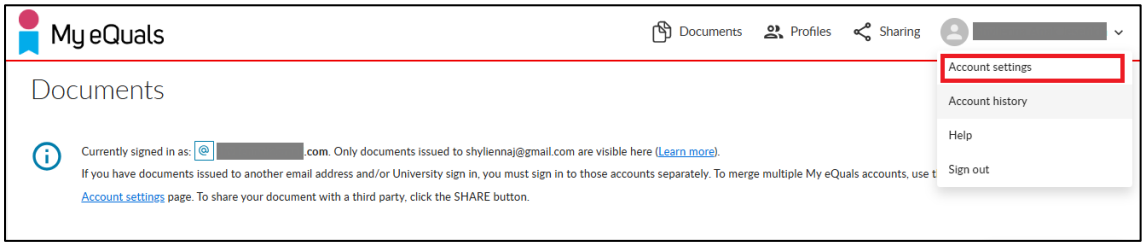
The Account History home page shows details of various events in the history of Learner's account:

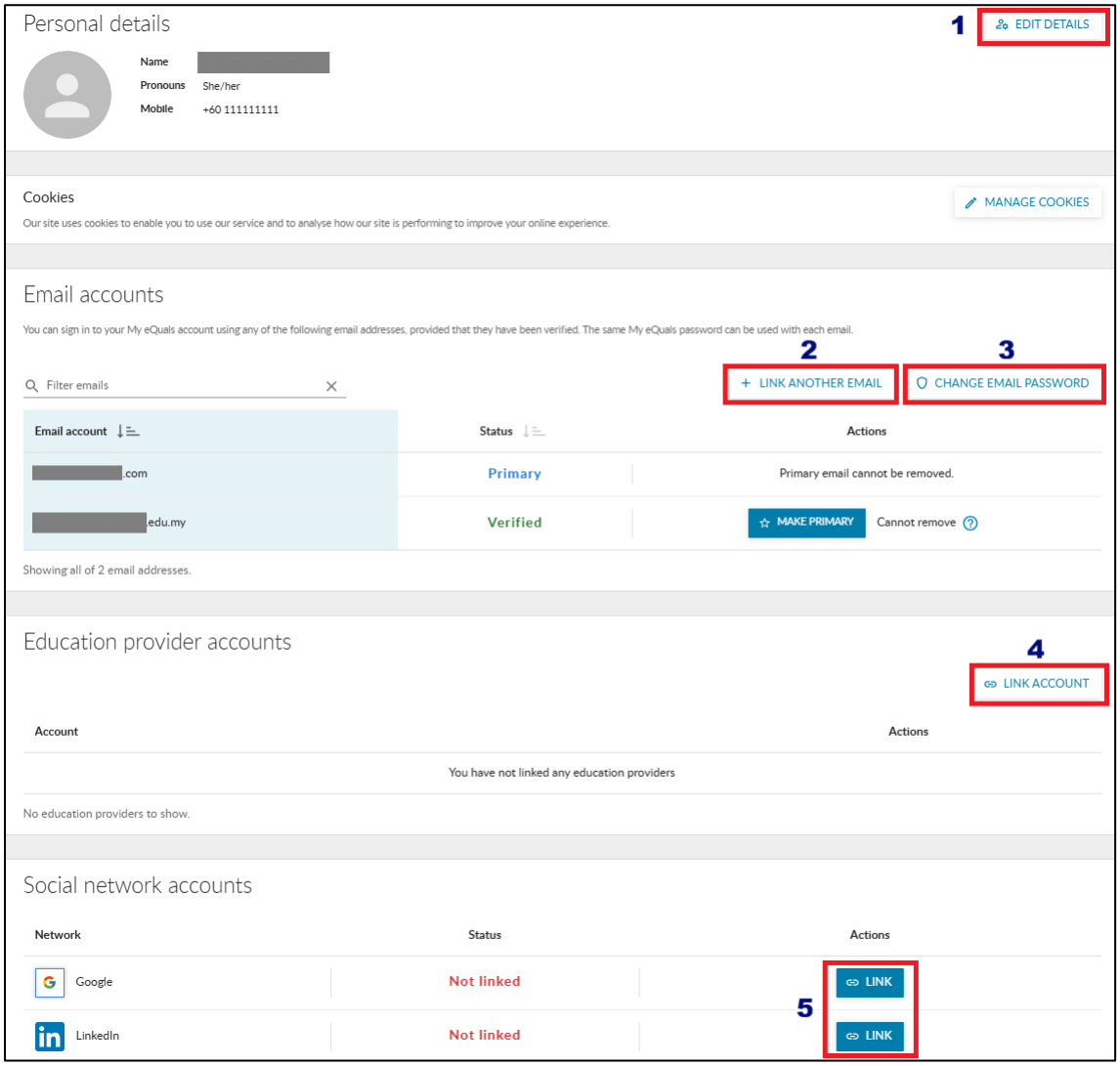
- Date and Time
- Event Description
- Associated IP address
- Login provider

All columns support search and sort functions. Click on the column headers to search or sort the data.

6.2 Account Settings

Account Settings can be accessed from the dropdown menu beside the Learner's name.





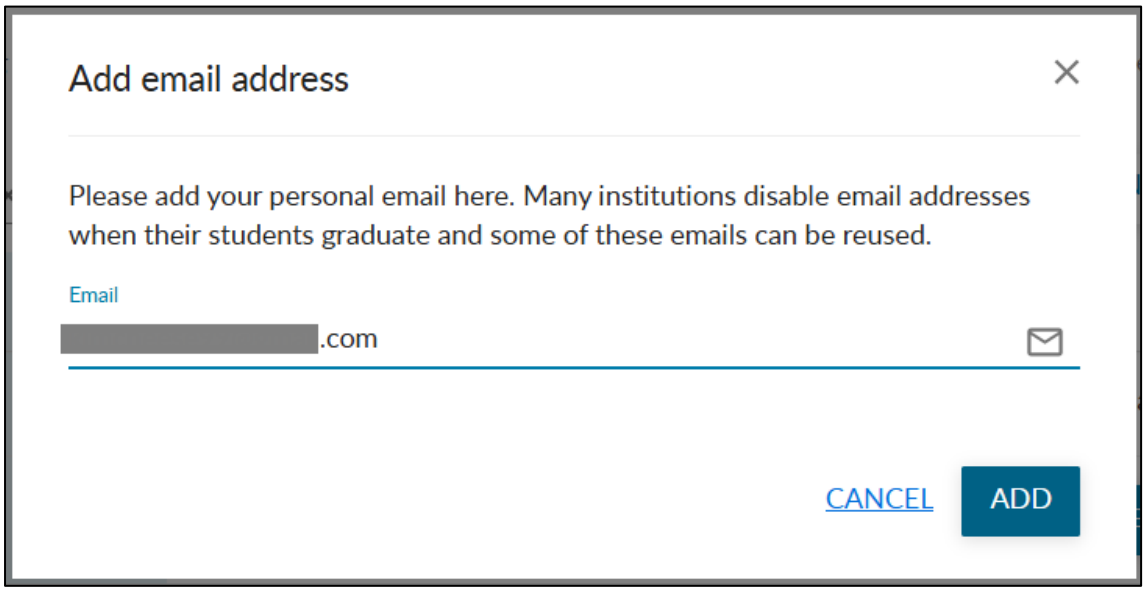
From the Account Settings home page, Learner can:

1. Edit the personal details, add a pronoun, change the phone number and add a profile picture.
2. Link another email to the account.
3. Change the password of the account.
4. Link account via an education provider login (Only available for institutions registered on the Parchment Digitary Network.)
5. Link account to a social network account.

6.2.1 Link Account to Another Email Address

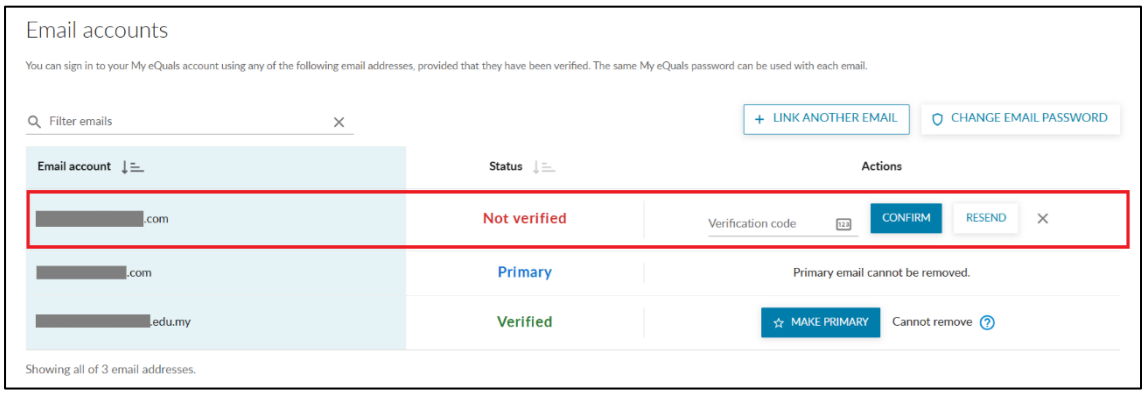
By default, the account will be linked to the email address provided when completing the Application for Award / Graduation form.

To Link another email to the account, click on the **+ Link Another Email**, type in the email address and click **Add**.



The Learner will receive an email containing the verification code to verify the new account.

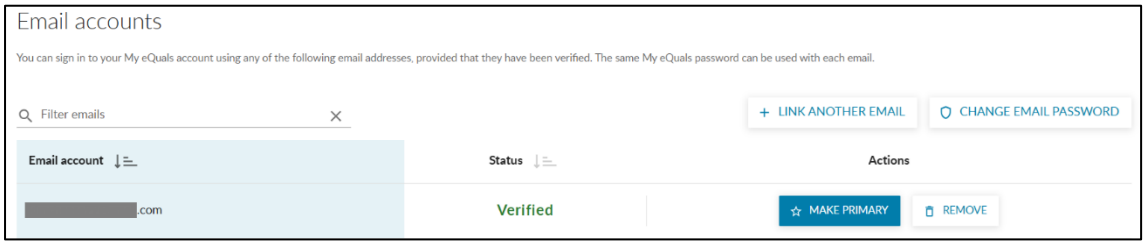
The status of the email address will remain **Not Verified** until Learner have entered the verification code to verify their email address and it will continue to provide the option to enter the verification code.



⚠ **Note:** The same password can be used with each email. However, the Login Verification Code will be sent to the primary email.

A primary email is the main email address to which system notifications via My eQuals are sent. To make the linked email as primary email, click on **Make Primary**.

To unlink email from the account, click **Remove** button.

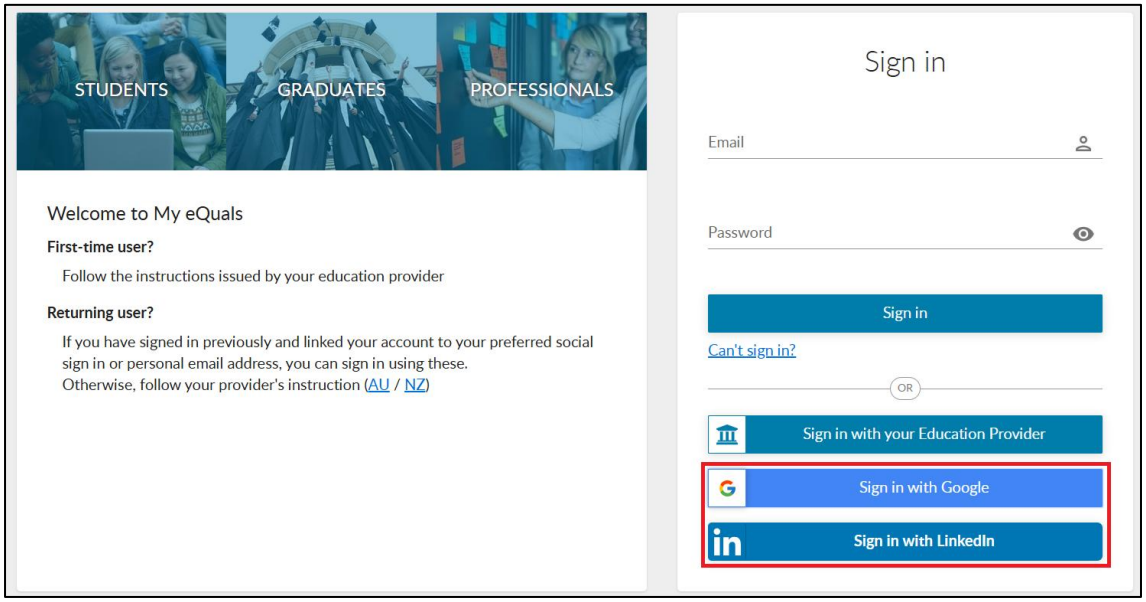


6.2.2 Link Account to LinkedIn or Google

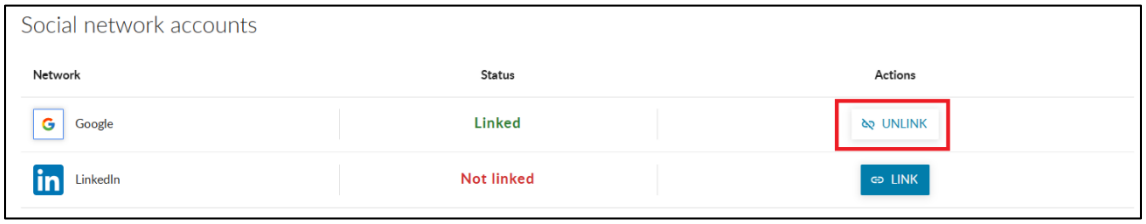
To Link account to a social network , click on the **Link** button at the Social Network Status section.

The Learner will be prompted to sign in to their Google or LinkedIn account before email verification begins.

Once linked, Learner will be able to sign in with Google or LinkedIn.



To unlink Google / LinkedIn account, click **Unlink**.



⚠ **Note:** Learner cannot unlink the account which was currently signed in. To unlink the account, please log out and log back in using email and password or a different linked account.

6.3 Merging of Accounts

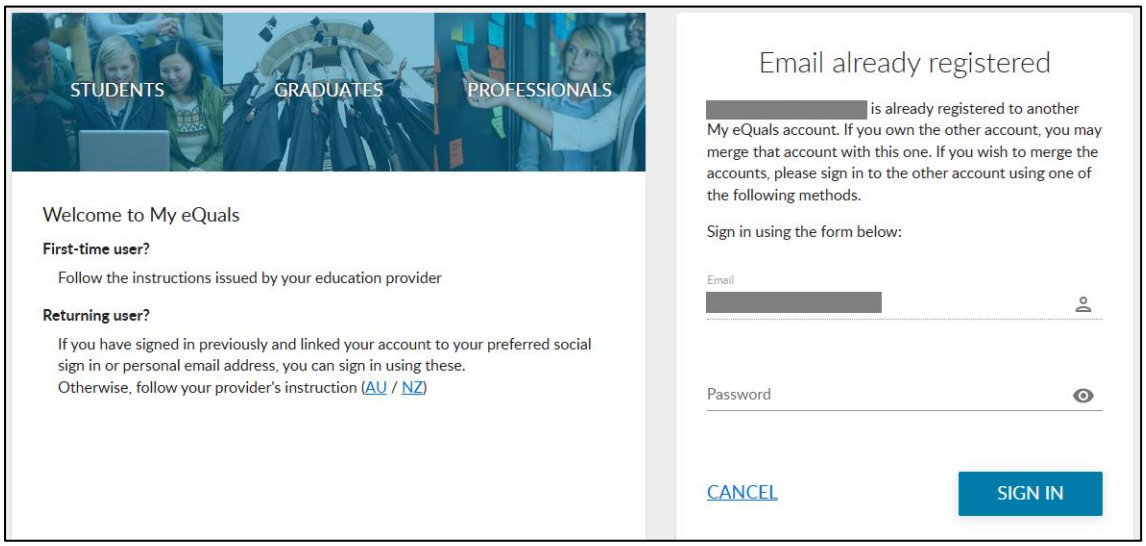
Merging accounts are applicable when Learner has two (2) different My eQuals account created (e.g., Email Address Account A & Email Address Account B).

To merge accounts:

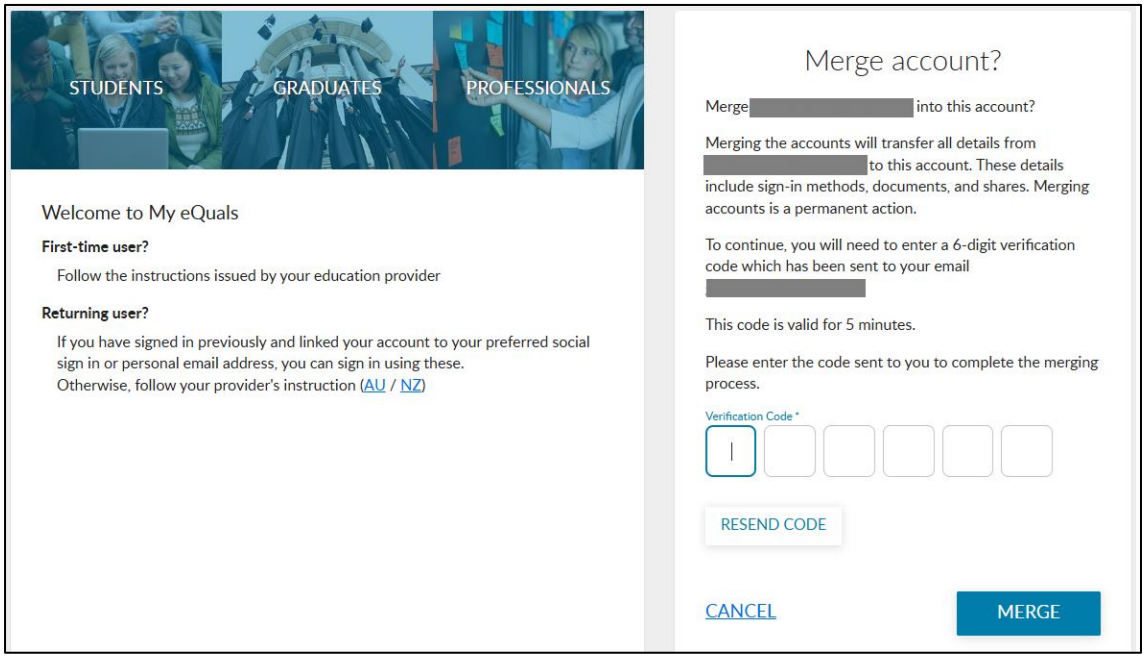
Step 1: Sign in to My eQuals account < emailaddressA@gmail.com > and click on Account Settings from the dropdown menu beside the Learner's name.

Step 2: Click **+ Link Another Email**. Enter the email address that was previously registered on My eQuals < emailaddressB@yahoo.com > and click **Add**.

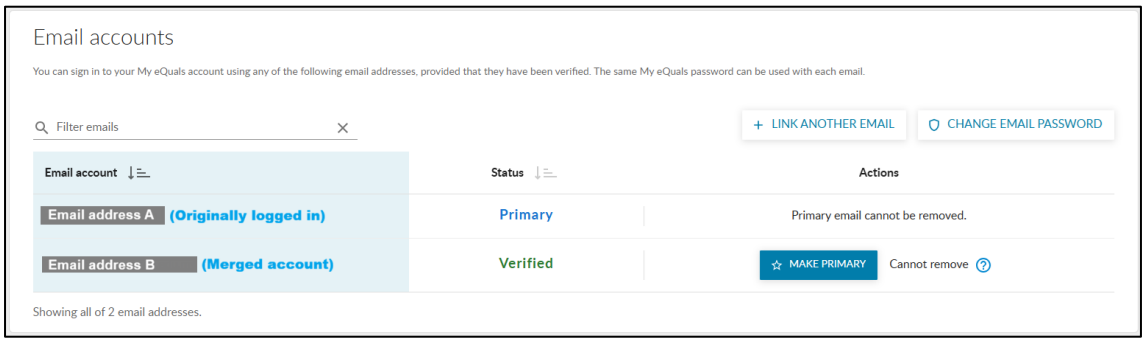
Step 3: Learner will be redirected to the sign-in page and prompted to sign in using the password associated with < emailaddressB@yahoo.com > account.



Step 4: Upon signing in, a verification code will be sent to < emailaddressB@yahoo.com >. Enter the verification code to verify the account and click **Merge** to successfully merge the accounts.



After the accounts have been successfully merged, < emailaddressB@yahoo.com > will inherit the account password of < emailaddressA@gmail.com >. Learner can then sign in to their My eQuals account using either < emailaddressA@gmail.com > or < emailaddressB@yahoo.com >, with the password associated with the < emailaddressA@gmail.com >.



As the linked email addresses share the same account, resetting the password using either email address will update the password for the entire account.

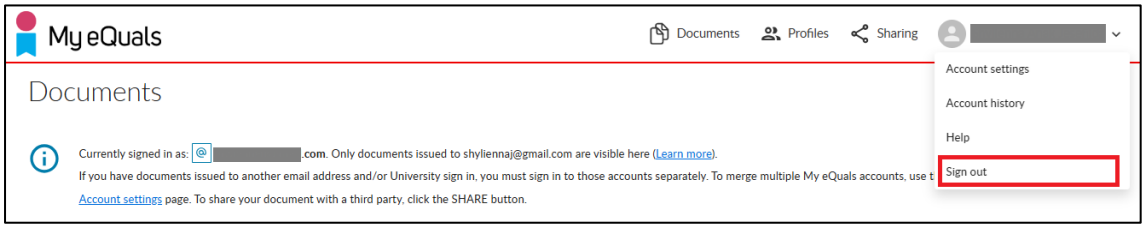
Once accounts are merged, all documents issued to both emails will be accessible via current account.

For a visual walkthrough on **Merging Accounts**, click **How to Link My eQuals Accounts**.

Note: Merging accounts is a permanent action.

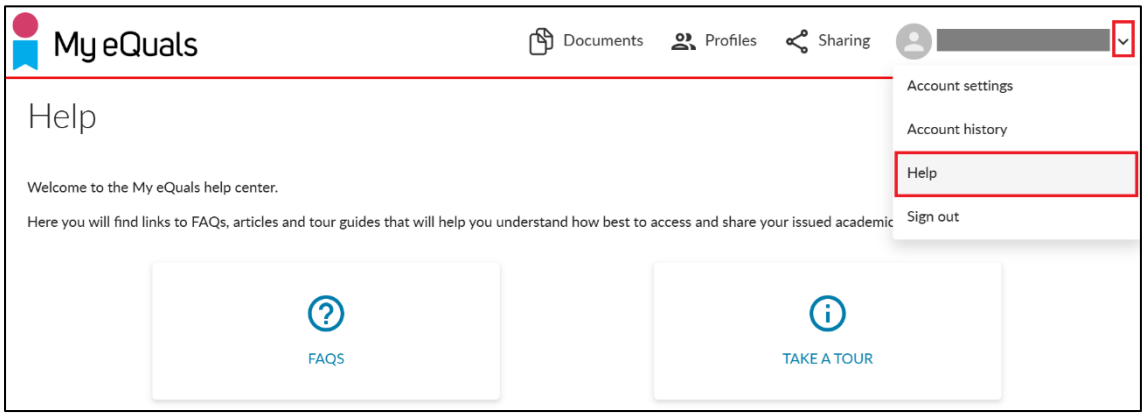
6.4 Signing Out

To securely close the session, click **Sign Out** from the dropdown menu beside the Learner's name. This is highly recommended when accessing the Learner Portal from a public or shared computer or when connected to a public Wi-Fi network.



7 My eQuals Help Center

The Help Center can be accessed from the dropdown menu beside the Learner's name, where Learner can view the **Take a Tour** section and **FAQS** page.



The Learner is encouraged to choose Take a Tour for an overview of the Learner Portal workflow.

8 Appendix – Help Articles

For more information, please visit:

[Register of My eQuals Account]

How to Register on My eQuals with An Email

[Sharing of Documents]

How to Create a Share Link to Your Document That Anyone Can Access

How to Share Your Documents to An Email Address

How to Share Your Documents with A Registered Organisation

How to Share Your Documents by Creating a Share Link with Pin

How a Share Recipient Will See Your Document

How to Edit, Deactivate and Resend Your Share

[Account Management]

How to Reset the Password on Your My eQuals Account

How to Link an Email to Your Account

How to Link a Social Network Account to Your My eQuals Account

How to Merge Your Two My eQuals Email Accounts