

# Troubleshooting

## Expired Credential Offer

- From the moment of the creation of a new Credential the link for the Credential holder to download the Credential have a lifespan of 72 hours. If the Credential holder 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 holder with the instruction and a new functional link to start the process. You can click the row of the corresponding credential to see its details and [send the reminder](#).

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

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

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## Failed signature

Occasionally, a credential might not be signed correctly upon issuance due to the signing service being temporarily unavailable. In such cases, the credential will have a status of "**PEND\_SIGNATURE**", an email notification will be sent to the person responsible for the issuance (or the signing attempt in case of retrying). See the [credential management guide](#) to learn how to solve this issue.

## Ticketing support system

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

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