

# Information and FAQs about badges

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Congratulations on finishing the last course of the Google IT Support Professional Certificate! What an accomplishment.

Learners who complete all five courses of this certificate are eligible to earn a digital badge from Credly and Google. You'll have the chance to opt in to receive this digital badge in the next course item (the optional quiz titled "Opt-in to receive your badge!") and via an email sent after you complete the specialization.

Additionally, Google and CompTIA have teamed up to offer a [co-skilled badge of completion](#). To get the badge, learners must complete the Google IT Support Professional Certificate and pass the CompTIA [A+ certification exams](#) (1000 Series). With this dual badge, people who complete the Google IT Support Professional Certificate and receive the CompTIA A+ certification are better set up to share their skills with potential employers.

More details are in the FAQs below. For any other questions, including issues with your certificate, please reach out to [Coursera Learner Services](#).

## **About badges**

### **What is a badge?**

A badge is a visual representation of a credential you've earned - in this case, your credential is the Google IT Support Professional Certificate! You'll get a badge upon completion of the program; you can share it on platforms like LinkedIn to catch the attention of potential employers.

### **What is Credly/Acclaim?**

Acclaim is a badging platform that's part of Credly, a leading digital credential service provider. Acclaim provides badges so that you can easily share your achievements to online destinations like LinkedIn, and employers can instantly verify your skills.

### **How do I add my badges to my LinkedIn profile?**

Check out [this video to add your badge to your LinkedIn](#).

## **About the Google badge**

### **How do I claim my badge for completing the Google IT Support Professional Certificate?**

You'll have the chance to opt in to receive this digital badge in the next course item (the optional quiz titled "Opt-in to receive your badge!"). Please allow at least 1 week from your date of completion for the system to update. You will automatically receive an email from Acclaim inviting you to obtain your badge on Acclaim. Make sure to check your spam folder just in case it ends up there! If it's your first time using Acclaim, you'll need to create an account using the same email address you used for your Coursera account. Once you've claimed your badge, you'll be able to share it to your social media accounts.

### **I completed the Google IT Support Professional Certificate program. What do I do if I have not received an email invite to claim my badge?**

If you've waited a week since you completed the certificate and haven't received an email, please submit a request through the Acclaim help center:

<https://support.youracclaim.com/hc/en-us>.

### **When will I receive my badge?**

Badges are sent out daily to learners who have completed all five courses of this Professional Certificate and opted-in to receive the badge. The opt in can be found in the next course item (the optional quiz titled "Opt-in to receive your badge!") and via an email sent after completion of the Professional Certificate.

## **About the Google and CompTIA dual badge**

### **How do I know if I am eligible to get the Google/CompTIA dual badge?**

If you complete all five courses of the Google certificate *and* pass the CompTIA A+ certification exams (1000 series), you'll have access to a new dual badge from CompTIA and Google that you can also post on LinkedIn to catch the attention of potential employers. Learn more [here](#).

### **What is the difference between the dual badge with CompTIA and the badge for the Professional Certificate?**

The dual badge shows that you completed *both* the Google IT Support Professional Certificate *and* passed the CompTIA A+ certification exams (1000 series). The Professional Certificate badge only shows your completion of the Google IT Support Professional Certificate. If you earn both badges, you're

basically a rockstar and we encourage you to share them both on LinkedIn to show off your rockstar status.

**I completed the Google IT Support Professional Certificate program and I passed the CompTIA A+ exams but did not receive an email from Acclaim to claim the dual badge. What do I do?**

Please submit a request through the Acclaim help center for technical issues:  
<https://support.youracclaim.com/hc/en-us>.

**Will completing the Google certificate prepare me for the CompTIA A+ exams?**

The Google IT Support Professional Certificate program aligns with the objectives covered by the newly updated [CompTIA A+](#) certification. Upon completion of the certificate program, you can download the CompTIA A+ [exam objectives](#) to ensure that you've studied what you need to before taking the exams.

**When will I receive my badge?**

Dual badges are delivered within 2 weeks of completion of both the Google certificate and CompTIA exams.