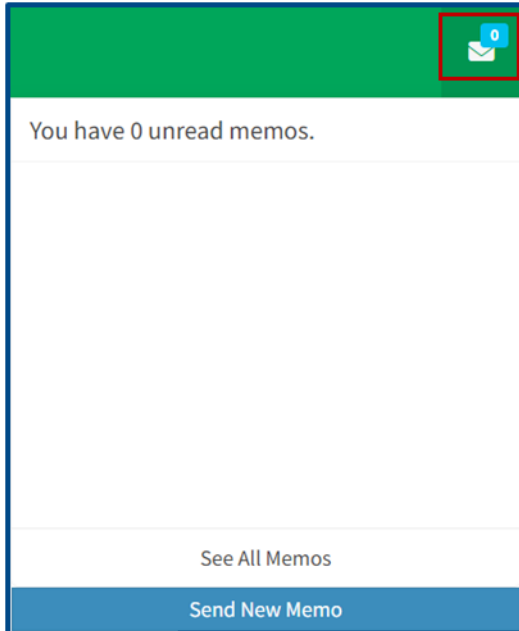


Article 4: How to Update a Rejected Credential

How to Update a 'Rejected' Credential

In the event there is an issue validating a credential, a local Ninth Brain administrator will contact you through email/notification on your dashboard. A sample rejected credential has been provided below.



- 1) To view notifications, you will click on the **Mail Icon** in the top right of the dashboard.
- 2) Follow the instructions given by your administrator to reconcile any errors that may have occurred during the validation process of your credential.
- 3) Once changes have been completed, you will resubmit a new credential. The credential will go through the validation process again, for final approval.

