

“AdvanceHE

+ My Advance HE Guidance

Maintaining your account



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1 Introduction

If you have been awarded fellowship, of any category, then there will be a record of this on the Advance HE system. You can access your certificate via your [My Advance HE](#) account. **You should never set up a separate account, as this will not contain your certification record.**

This document has been designed to assist you in ensuring that your account remains up to date, so that you do not lose access to your fellowship certificate and that your award is included in your institution's fellowship reports.

2 How your My Advance HE account is created

2.1 Fellowships awarded via an accredited course

If you gain fellowship by completing an accredited course, and **you do not already have a My Advance HE account**, your account is created automatically when your institution registers you on the Advance HE system.

If you gain fellowship by completing an accredited course, **and you already have a My Advance HE account**, you should give your Course Leader the email address used on your account for them to register with. If you are registered with a different email address, this will create a duplicate account for you. You will need to contact us for the account to be merged with your original one.

You will receive an award notification email containing instructions on how to log into your account and retrieve your certificate. You can access your account using the email address specified in your award notification.

2.2 Fellowships awarded via a direct application

If you gain fellowship by applying direct to Advance HE, the account that you create to make your application is the one that will contain your certification record.

You can access your account using the email address you used to make your application.

3 How to access your certificate

Go to [My Advance HE](#) and click on **Log In** in the main menu. Enter your email address and password to log in.

Click on **My Profile**, then **My Certificates**.

[My Certificates](#) - view and download your Fellowship Certificates
[Update Profile](#) - review or edit your account information
[Profile Preferences](#) - stay up to date via email with our latest blogs, reports and publications
[Invoices](#) - view Paid and Unpaid invoices
For help please see our [Support](#) page.

You will be able to see your most recent fellowship award and request the certificate. The certificate contains your certification number. Please note that only your most recent award will be displayed. Previous certificates are automatically archived when a new one is awarded.

IMPORTANT

If you cannot see your certification listed under My Certificates, then you are not accessing your original My Advance HE account.

Please complete the steps in **Section 5** below, so that we can merge your existing account with your original one.

4 Keeping your account up to date

4.1 Do not create a new account

You should never create a new account. Your original account is the only one that will contain your certification record. If you change institutions, apply for a different category of fellowship or change your name, you should update your original account so that you always have access to your fellowship certificate. This will also ensure that your certification always appears in the fellowship reports for the institution where you are currently employed. If you can no longer access your original account, please see Section 5 below.

4.2 How to update your account

Log in to your account and click on **My Profile**, then click **Update Profile**. You can update all your contact details and your Employer Relationship on this page.

[My Certificates](#) - view and download your Fellowship Certificates
[Update Profile](#) - review or edit your account information
[Profile Preferences](#) - stay up to date via email with our latest blogs, reports and publications
[Invoices](#) - view Paid and Unpaid invoices
For help please see our [Support](#) page.

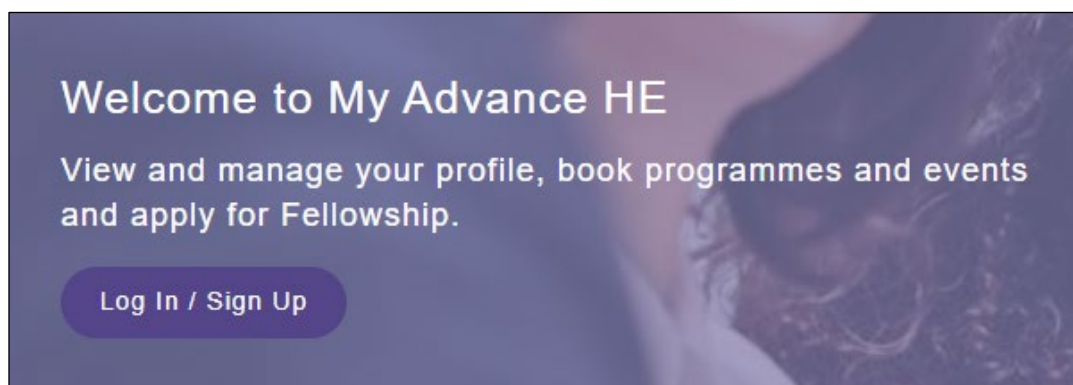
The following should always be up to date:

- **Employer Relationship:** this should be kept up to date so that you always appear in your current institution's fellowship records.
- **Name:** if you change your name, please update this field in your My Advance HE account
- **Certificate name:** if you change your name, it will not automatically change your certificate name. Please contact us if you need the certificate name changing.
- **Primary email address:** this is the email address you use for logging in. If you have used a work email address for this, and you change employers, please update the email address.
- **Recovery email address:** please register a recovery email address so that you can access your account if you forget to change your primary email address.

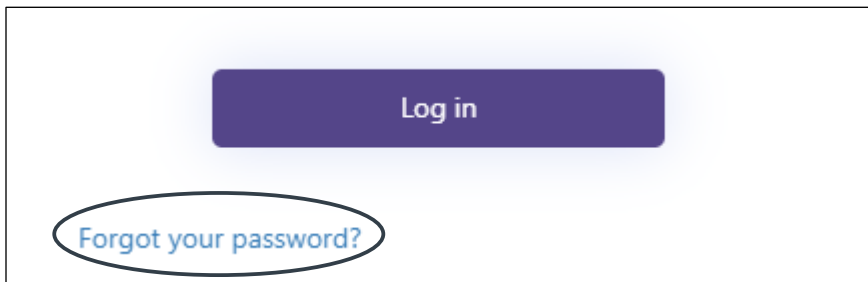
5 What to do if you cannot access your My Advance HE account

5.1 If you have forgotten your password

If you cannot remember your password, go to [My Advance HE](#) and click **Log in/Sign Up**.

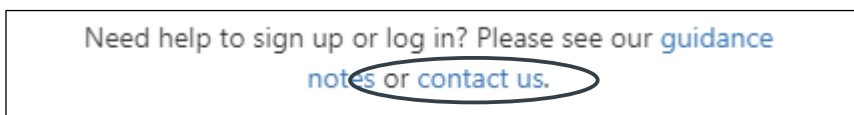


Click **Forgot your password?** And follow the instructions on screen to gain access to your account.



5.2 If you cannot remember which email address was registered.

If you cannot recall any of your log in details, Click on **contact us** on the login screen, or directly on this link [Webform](#).



It is very important that you include as much information as possible so that we can locate your record. Please let us know the following:

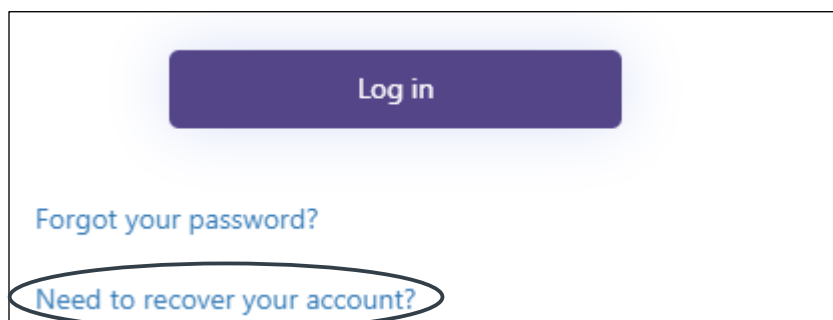
- your fellowship reference number. This could be either a five-digit code if you gained fellowship prior to 2013, or a six-digit number code with a prefix of 'PR';
- the category of fellowship;
- date /year awarded;
- your name, middle name and surname at the time you were awarded;
- the email address you had when you were awarded, or any previous email addresses for you that we might have on our system;
- employer when you were awarded;
- Any previous employer(s).

If you only provide your name, it may not be possible to help you recover your account.

5.3 If you no longer have access to the primary email address registered on your account but have set up a recovery email address or phone number.

Go to [My Advance HE](#) and click **Log in/Sign Up**, then click **Need to recover your account?**

Follow the instructions on screen to access your account using your recovery email / phone number.



IMPORTANT

If you do not have an account, or cannot access your original one, please do not create a new one.

Please use the [contact us via the Advance HE Customer Service portal](#) instead so that we can match your certification record to your details. We will then provide you with access to your account.

5.4 Data protection

All data relating to fellowship records is shared between your institution and Advance HE as per the terms and conditions of Advance HE Membership. Further details on how the two organisations share data can be found on the [Advance HE website](#).

The [Fellowship Privacy Policy](#) on the Advance HE website outlines how your personal data will be used to support your Fellowship record. If you have any concerns or questions about how your data is managed please contact the fellowship team or the Advance HE Data Protection Team on data.protection@advance-he.ac.uk.

Contact us

All enquiries

Email: communications@advance-he.ac.uk

Advance HE helps HE institutions be the best they can be, by unlocking the potential of their people.

We are a member-led, sector-owned charity that works with institutions and higher education across the world to improve higher education for staff, students and society. We are experts in higher education with a particular focus on enhancing teaching and learning, effective governance, leadership development and tackling inequalities through our equality, diversity and inclusion (EDI) work.

Our strategic goals to enhance confidence and trust in HE, address inequalities, promote inclusion and advance education to meet the evolving needs of students and society, support the work of our members and the HE sector.

We deliver our support through professional development programmes and events, Fellowships, awards, student surveys and research, providing strategic change and consultancy services and through membership (including accreditation of teaching and learning, equality charters, knowledge and resources).

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