Gradintelligence student support FAQs

Account activation issues

I have not received my activation link / I cannot find it / it has expired. Please can you send me a new one?

Please look in your email inbox as well as your junk/spam folder for the latest email from Gradintelligence or from your institution regarding your account activation and access to your HEAR.

Alternatively, you can easily activate your account by using our online account support process. Please follow the steps below:

1. Go to: https://gradintel.com/index.php/account-support.

2. Open the second section: "I do not have access to the email address linked to my account"

3. Click: "I'm a student / graduate"

4. Enter your details

5. Choose a verification method – email address only

6. Enter the email address based on hint displayed on the page and once you receive an automated message with verification code, copy and paste it into appropriate text field on the verification page.

7. Once verified, you will be redirected to the account activation page.

In case of any issues, please use the "Contact us" form option or write directly to customerservices@gradintel.com providing your full name, date of birth, student email address and student ID number.

My account is showing as blocked, what can I do?

Please contact us at customerservices@gradintel.com confirming your full name, student ID and Date of birth, including a short message advising that your account is blocked. Please also provide system screen shots, if possible. We will investigate and come back to you with the best solution.

Account access issues

I can't remember my account username and/or password?

If you do not remember your username or password, please follow the steps below:

1. Go to: https://gradintel.com/index.php/account-support
2. Open the second section: "I do not have access to the email address linked to my account"
3. Click: "I'm a student / graduate"
4. Select your Institution from a dropdown, enter your Student ID number and Date of Birth, use Captcha to authenticate and click "SUBMIT"
5. Choose a verification method, either account linked e-mail address, mobile number verification or security question verification, depending on which options are available for your account
6. Once verified, you will be given access to your account details review and update page, where you can edit your password, email address and security question details to help you login in the future. Once done, click "FINISH" and then "CONFIRM" that your details are up to date
7. You will get redirected to account login page, where you can log into your account using the updated credentials.

How do I change my account linked email address?

If you are able to access your account and wish to change your email address, you can do so by logging into your Gradintelligence account, clicking the "User Account" option in the top menu bar and then clicking the "Change email address" button.

 You can then enter your new email address, confirm it and enter your current Gradintelligence account password. Once you click the "Submit Email" button, you will be directed to another page confirming the successful change of your email address, and asking you to enter the confirmation code (which was sent to that new email address) into the blank data field named "Confirmation code".

Once you click the "Confirm Email" button, your new email will be validated and assigned to your Gradintelligence account.

Alternatively, you can also change your e-mail by using our account recovery process when you are logged out from your account.

Please, follow the steps below:

1. Go to: https://gradintel.com/index.php/account-support
2. Open the second section: "I do not have access to the email address linked to my account"

3. Click: "I'm a student / graduate"
4. Select your Institution from a dropdown, enter your Student ID number and Date of Birth, use Captcha to authenticate and click "SUBMIT"
5. Choose a verification method, either account linked e-mail address, mobile number verification or security question verification, depending on which options are available for your account
6. Once verified, you will be given access to your account details review and update page, where you can edit your password, change email address and security question details to help you login in the future. Once done, click "FINISH" and then "CONFIRM" that your details are up to date
7. You will then get redirected to account login page, where you can log into your account again, knowing that your account details have now been updated.

I tried using the Account recovery process, but no longer have access to email linked to my account and therefore cannot activate my account. Can you change that email?

Unfortunately, we are not authorised to change the account linked email addresses prior to account activation.

If you no longer have access to your college student email address, please contact the dedicated HEAR support staff at your college using the dropdown option below, and request that they change it to your current email for you, as well as to send you a new activation link to that updated email address.

I keep receiving an "Invalid Token" error when trying to log into my Gradintelligence account.

The "Invalid Token" error typically occurs when you are trying to open a new web session when a previous one is still stored in the browser cache.

 There are two things you can try to fix the issue:

 1. Clear your browser's cache, close and re-open the browser before trying to log into your account again,

or

2. Try opening our website using a different web browser

 If neither of the solutions above work on your PC, please try accessing our website using a different device and let us know at customerservices@gradintel.com so that we can further improve our system optimisation.

Document access & sharing problems

How do I access my HEAR?

To access your HEAR, please do the following after logging into your account via www.gradintel.com:

1. Click on "College Services" on your left side navigation menu, or see the "My HEAR" widget close to the top of your user account homepage

2. Click the "View" button to open your document in a separate browser tab.

There seems to be no HEAR available / it is showing as pending. Can you please upload it?

If your HEAR is pending, that means that it has not yet been issued by your college HEAR team, most likely because they first need to wait for your department and the exam board to approve all your latest module results before these can be published.

Once the HEAR is uploaded, you will be notified about the upload via automated email notification and you can then log into your account to view and share the document.

If you have any specific questions regarding the HEAR release timelines or HEAR content, it is best to consult your college's HEAR support pages, and to contact your college HEAR support staff or student records office, who will be able to advise when they will be issuing your HEAR.

I can access my HEAR, but it does not show current information / contains errors. Can you update it?

We are not actively involved in the content creation or upload procedures associated with the HEAR production and processing. We also have no specific information from our partners regarding their HEAR release or update timelines.

Your query is therefore best suited for your college HEAR support staff or student records office.

Can I print my HEAR?

Document printing is generally not permitted on our system due to security reasons, unless explicitly agreed with your institution. We take data protection extremely seriously and use any measure available to prevent potential risks of documents falsification and degree fraud.

It is important to bear in mind that while the HEAR should be recognised as a verified college transcript, it is only considered valid in its digital form, which is why we do not normally allow printing.

If you require printed copies of your HEAR, please contact your college's HEAR support team directly.

Please note that you can easily access and electronically share your HEAR with any desired third party, directly from within your Gradintelligence account.

How do I share my HEAR?

The procedure for sharing your HEAR is as follows:

1. Log into your account via www.gradintel.com.

2. Click on "College Services" on your left side navigation menu, or see the "My HEAR" widget close to the top of your user account homepage

3. Click the "Share" icon

4. On the next page, specify the restrictions of your share request and then click on "Share with New Recipient"

5. On the next page, define the new recipient's contact details and click "Share Now"

That will send an email with HEAR access token to the recipient's email address, so that they can view your HEAR.

I shared my HEAR with a third party (e.g. employer, college or government agency) and they came back saying they have trouble accessing my HEAR.

In this unlikely event, could you please send your intended recipient the following access instructions:

Per guidance from the Gradintelligence team, the most likely reason why you cannot access my HEAR is because you are trying to use an expired access code.

It will be best to repeat the procedure for accessing the HEAR from the beginning, to ensure you get the latest access code:

1. You received an email with the subject line: "Data Access Token" from documentservices@gradintel.com.

2. Click the Access Token link within "Data Access Token" email

3. The Access Token link directs you to the landing webpage named "View Secured Documents".

4. On the "View Secured Documents" page, click "Continue" to have an Access Code emailed back to the original e-mail address where you received the initial "Data Access Token" email.

5. An email with the subject line "Gradintelligence Document Access code - [candidate name] (Reference:XXXXXX)" is sent to your email address. You might need to wait for that email to arrive for a bit, depending on the particular configuration of your email

service. Also note it could possibly get sent to your junk/spam folder, so please check those too.

6. Copy the bold numbers from the "Gradintelligence Document Access code - [candidate name] (Reference:XXXXXX)" email once you receive it.

7. Return back to the "View Secured Documents" web page and enter that Access Code into appropriate blank text field – make sure the reference code on the web portal matches the reference code in the subject line of the document access code email from which you just copied the access code.

8. After the Access Code is entered, you are taken to the next page of "View Secured Documents" web, with a link to the actual PDF file of the candidate's HEAR.

9. Click the "View" button to securely access the candidate's HEAR.

In case of any issues, please contact Gradintelligence support team at customerservices@gradintel.com with details of at which step the above process did not work, and they will be very happy to help you.

Account unsubscribe requests

I received an e-mail asking me to activate an account with you, but I am not interested in joining the service – please unsubscribe me.

Please note that prior to account activation, we are not authorised to change any service that has been made available to you by your college through pre-registration.

The activation e-mail(s) that you have received were sent to you by your college HEAR team, using the Gradintelligence service to notify you of the account that they have pre-registered for you.

Requests to unsubscribe your non-activated account therefore needs to be sent to your college HEAR team directly.

I activated and used your service for a while, but do not wish to use my account anymore, please unsubscribe me.

We can unsubscribe you from our service if that is what you wish.

However, please note that you will then be unable to access or share your HEAR, use any other college services administered via our platform, or be tagged for any employment or further study opportunities via our system.

Since you can never know when keeping access to your official documents might come handy, we strongly recommend against complete account unsubscription.

If you still wish to unsubscribe, please contact us on customerservices@gradintel.com with your full name, Student ID and Date of birth.

General service context queries

How can I check whether my college is affiliated with Gradintelligence?

Please check the list of our current partner institutions by either looking at the partners map or our list of institutions using the following link: https://gradintel.com/index.php/partners

Please note that some of our partner institutions are currently at the beginning of their HEAR implementation projects. The best way to know whether your institution is already actively delivering HEARs via our platform is by checking whether there is a nominated HEAR team in place. If the contact details are not available, your college is still getting ready to start fully

What certified documents can I get through accessing Gradintelligence?

There are a number of document types that might be produced and managed by your college via our platform.

The most common document type is the Higher Education Achievement Report (HEAR), which is a national data standard for recording all your verified academic and extracurricular achievements recognised by your college.

Some universities issue Transcripts or European Diploma Supplements instead of the HEAR, but these documents serve a very similar purpose, acting as an enhanced version of the conventional academic transcript document.

Some institutions are starting to implement digital Degree certificates and Diplomas, which can also be produced and hosted through our platform.

We encourage institutions to issue as many documents in digital format as they possibly can, not only does it have a very positive impact on the environment (saving trees and reducing physical waste), but it also makes it more convenient for students to access and share their documents whenever and wherever in the world they are, for free!

Who else uses Gradintelligence?

Hundreds of thousands of students use Gradintelligence on daily basis to access and share their verified documents whenever and wherever in the world they are, for free. Meanwhile being discovered for well matched employment and further study opportunities.

Many higher education institutions use Gradintelligence to transition from conventional paper documents and start issuing and managing their official documents electronically online.

The digital documents such as the HEAR, electronic Transcript or European Diploma Supplement are widely recognised as valid and verified college documents, by third parties i.e employers, local governments, universities and credential evaluators around the world.

I would like further information regarding what is Gradintelligence and why I was registered for it.

Gradintelligence is a HEAR hosting and management services provider for your college and an expanding list of other higher education institutions.

The HEAR is an acronym for Higher Education Achievement Report, which is a national data standard for record of all your verified academic and extracurricular achievements recognized by your college.

For students and alumni of our client institutions, we provide HEAR access and sharing web portal that can be accessed via web site www.gradintel.com

For further information regarding the HEAR, please refer to your college's HEAR web pages and contact your local HEAR support team.

In addition to the HEAR services, we also provide optional employability services that enable students to supplement the data, that is separately recorded on their HEAR, with any relevant experience, skills and psychometric assessments data that they can provide, as part of building a Personal Profile to connect into relevant opportunities for work or further study.

Feedback requests

How do I send in my suggestions and comments about your system and services?

Please email at us customerservices@gradintel.com, we will greatly appreciate any feedback!