Student FAQ

What can I do on the Middlesex University Digital Documents website portal?
As a student you can view, share and download an electronic version of your degree certificate and diploma supplement and report any errors.

What email address should I use to register for Middlesex University Digital Documents?
You should use your personal email address to register to use the Digital Documents Portal. As you will have access to these documents for life, and your Middlesex University email address will cease to exist around 12 months after obtaining your award, it is best to use an email address that you will always have access to.

If you use a different email address this will delay your access to the system as your registration must be checked and approved.

I haven't received the email to confirm my email address
Please check your spam email and/or junk folders as your email provider may not have recognised the sender as a safe sender and re-directed it from your inbox. If after checking your spam and junk folders you still have not received your confirmation email, please contact Unihelp providing your name, date of birth and student number. In the subject line of the query please write "Digital Certificate Confirmation Email not received."

I have registered but have received a message to say my account must be approved
During the registration process your information is matched with the information held by the University for you. If any part of the information provided does not match, your account registration must be checked and approved by the University. This could take up to 5 working days at busy times. Once the account has been checked, your account will be released and you will be able to log in. Please contact Unihelp providing your name, date of birth and student number if you are still unable to gain access 5 working days after initially registering. In the subject line of the query, please write "Digital Certificate Account to be approved."

There are mandatory fields for first name and last name – what do I enter?
If you have a middle name please enter your first name and middle name/names in the first name field and then your surname only in the last name field. If you only have a first name or surname please put a full stop '.' in the blank name field and this will let you complete your registration. After your email has been confirmed and you attempt to log in the first time, you will receive a message saying your account must be approved. Your registration must be checked and approved by the University to release your log in. This could take up to 5 working days at busy times. Once the account has been checked, your account will be released and you will be able to log in. Please contact Unihelp providing your name, date of birth and student number if you are still unable to gain access 5 working days after initially registering.

My certificate/diploma supplement looks different to my printed certificate/diploma supplement or is not loading
Some browsers do not render the certificates and diploma supplements as well as others. Your certificate or diploma supplement may not display correctly in older versions of Microsoft Edge or

Internet Explorer. We would recommend re-trying using a different browser such as Chrome or Firefox. If your certificate or diploma supplement still does not load correctly then use the 'Report' function (yellow button) in the view documents section of the student verification portal and describe the problem. This will send a message to the Admin team and can be checked for you. Your printed certificate and diploma supplement will look different to your digital certificate and diploma supplement for security purposes.

Can I print my certificate and diploma supplement myself?
The Digital Documents portal allows you to access and view your certificate and diploma supplement. You can download and print a copy from the preview screen. However, this is an unverified copy and will be watermarked. The QR code can be used to confirm the details on the certificate or diploma supplement match the details in the system.

 You will receive a hard copy certificate and diploma supplement from the University in the post. Certificates and diploma supplements are posted up to two months from the date of your qualification being awarded. Posting dates can be seen on My Unihub under My Modules and Grades. If you have not received your certificate and diploma supplement three months after they have been posted please contact Unihelp. You must contact us within a year of the certificate and diploma supplement being posted.

Will I receive a printed copy of my certificate?
Yes, printed certificates and diploma supplements are posted out up to two months after final classifications are published.

The Digital Documents portal allows you to access and view your certificate and diploma supplemet, to print an unverified copy, to confirm the details using the QR code and to create 'Connections' with third parties (employers, Universities etc) giving permission for them to log in and view your qualification to verify its authenticity. See Connections on the dashboard.

Can I give permission for third parties to view and verify my qualification?
Yes – you can create a Connection with third parties (employers, Universities etc) giving permission for them to log in and view your qualification to verify its authenticity. See Connections on the dashboard to start. You will be asked how long you wish to allow access for. After this date, Third parties will no longer be able to access your information.

Will updating contact details on the Digital Documents portal update my details with the university?
No - updating your contact details in the Digital Documents portal will NOT update the core University contact details for you. The University will continue to contact you about graduation related events/information using the email address that you provided. If you wish to change this please contact Unihelp.

I graduated prior to June 2020 – can I get access to a digital certificate or diploma supplement?
Currently only students who graduated from June 2020 onwards will be able to access their certificate online. Students who graduated from June 2021 will be able to view their certificate and diploma supplement online.

Where can I get further information on how to use the Middlesex University Digital Documents portal?
We have a comprehensive User Guide available at https://www.onlinestore.mdx.ac.uk/product-catalogue/academic-registry/diploma-supplements-and-transcripts

Third party FAQ

What can I do on the Middlesex University Digital Documents portal?

As an employer or third party, you can view degree certificates and diploma supplements from students who have shared them with you. Students can revoke access at any time. You may also request access from particular students to view their certificate and diploma supplement if they have not already given you access, or request a timed extension to prolong your access. This service is currently only available for students who were awarded their degree from June 2020. For further details please see our User Guides at https://unihub.mdx.ac.uk/study/assessment/diploma-supplements-and-certificates