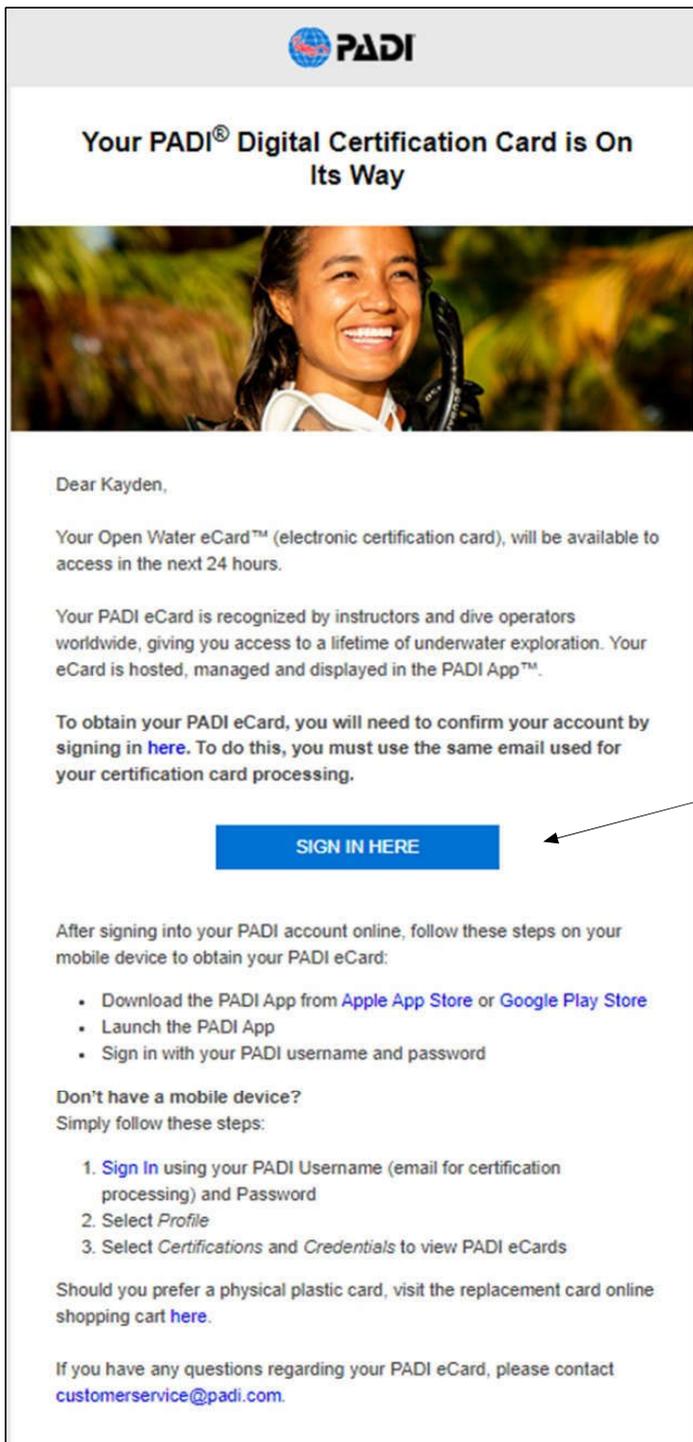


How to access your PADI or EFR eCard

This guide is for Students who have completed their certification at a PADI Center/Resort or with a PADI Instructor that is affiliated with PADI Europe, Middle East and Africa or PADI Asia Pacific

Your PADI Dive Center/Resort or PADI Instructor will process your certification online or submit a paper application to the PADI Office to register your new certification. Your email address is required as part of the certification registration process as PADI will create your online account automatically with the email address provided.

You'll receive an email from **padi@padi-mail.com** confirming that your PADI Digital Certification Card is on its way as soon as your certification is approved by PADI. **Please remember to check your junk/spam folder in case the email has been moved by your email service provider.**



The screenshot shows an email from PADI. At the top is the PADI logo. Below it, the subject line reads "Your PADI® Digital Certification Card is On Its Way". There is a photo of a smiling woman. The body of the email starts with "Dear Kayden," and informs the recipient that their Open Water eCard™ will be available in the next 24 hours. It explains that the eCard is recognized worldwide and is hosted in the PADI App™. A blue button labeled "SIGN IN HERE" is prominently displayed. Below the button, instructions are provided for signing into the PADI account online and then following steps on a mobile device to obtain the eCard. The steps include downloading the PADI App from the Apple App Store or Google Play Store, launching the app, and signing in with the user's PADI username and password. A section for users without a mobile device provides a three-step process: signing in, selecting the profile, and viewing certifications. At the bottom, there is a link for replacing a physical card and a contact email for customer service: customerservice@padi.com.

Please confirm your account and then wait for 24 hours before trying to access your eCard via the PADI App.

You will click here to "Sign In" and will be redirected to the site shown below

You do not need to create an account on the PADI App itself as remember that PADI have already created your account automatically using your email address.

Welcome back - password update required.

We have enhanced your sign in experience which requires you to update your password.

Check your email and enter the code we sent in the box below.

[Didn't see the code? Re-send now](#)

At least 8 characters including one uppercase letter, one lowercase letter, one number, and one symbol

Update password



Back to sign in

Your email address will be pre populated.

If your email address is new and not attached to an account already, then a verification code (emailed to you separately), plus a password with the criteria of at least 8 characters, including one upper case, one lower case, one number, and one symbol is required.

If you already have an account then you'll be prompted to enter your existing email address and password.

PADI account verification code.

Hello,

We have received a request to verify your account. If you didn't make the request, just ignore this message.

Otherwise, use the verification code below to confirm your identity.

757638

PADI

30151 TOMAS, RANCHO SANTA MARGARITA, CA 92688

This email may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

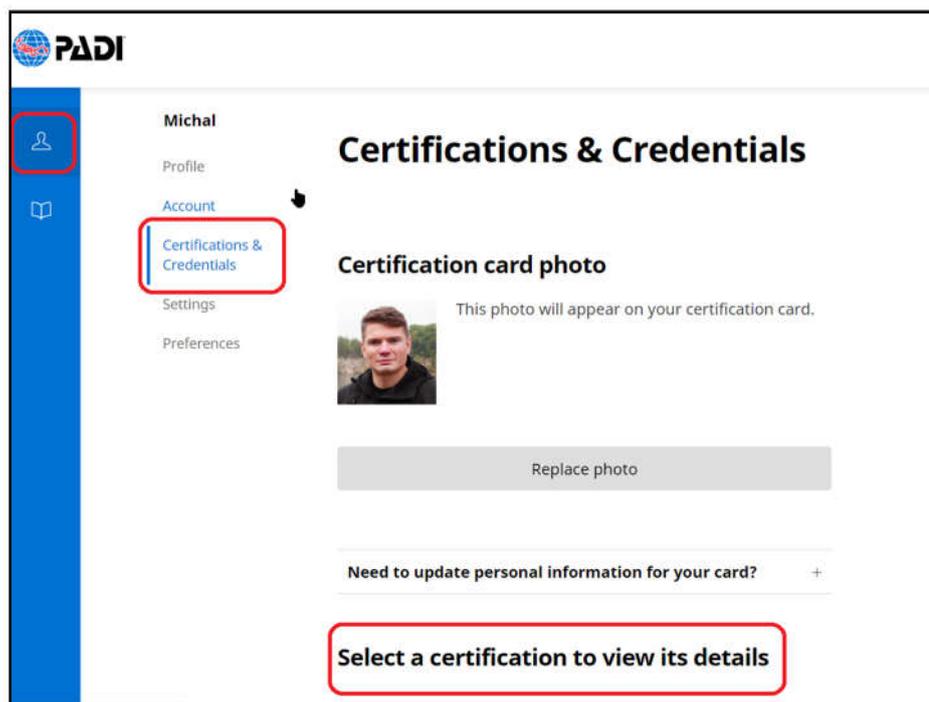
This email is an automated notification and cannot receive replies.

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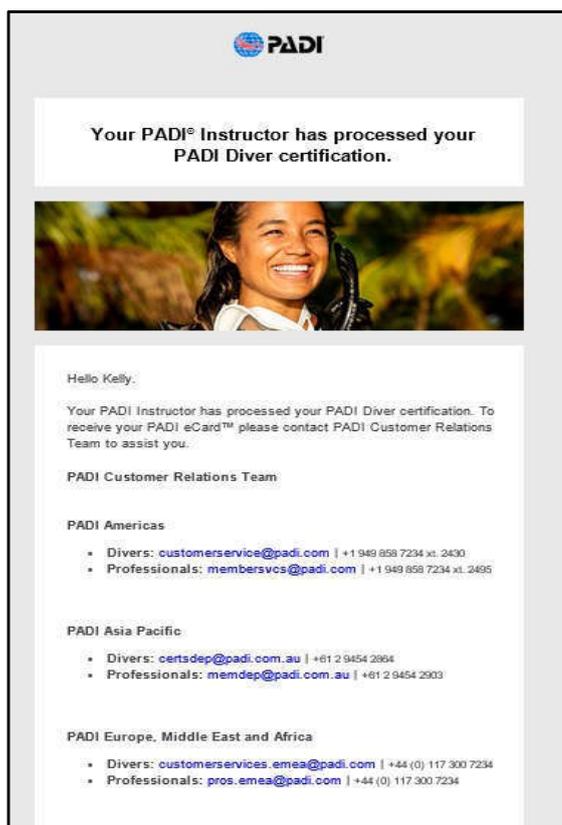
Please check your email for a verification code and enter this into the corresponding field, create a password, and click on "Update Password". The email will come from **no-reply@padidiver.com**.

Note: The verification code may be delivered to the junk/spam folder, do check your junk/spam folder before clicking on the "Didn't see the code resend now" link above.

After entering your information you'll be logged into the home page of your PADI account and your account is now *confirmed*. You can view your eCard online by selecting "Profile" and then Certifications and Credentials.



To view and download your eCard to a mobile device, follow the instructions on the next page

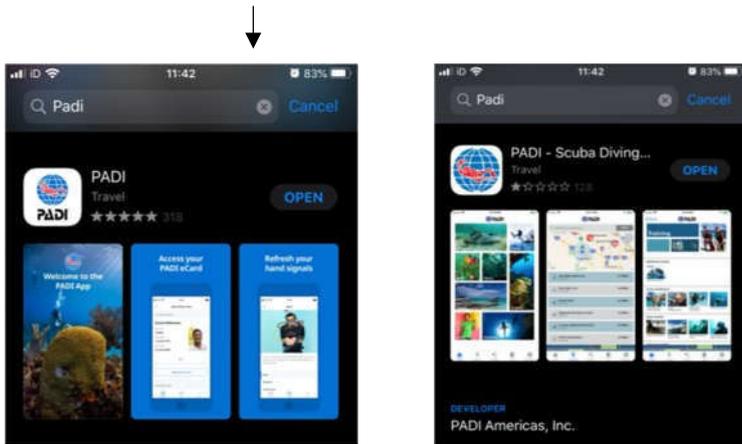


If an account already exists with your email address but the information on our records doesn't match with the information provided during the processing of the new certification, you'll receive an email (shown on left) to contact the PADI Customer Relations team to verify your information.

Once the information has been verified at PADI, PADI's Customer Relations Team will advise you on how to access and download your new eCard.

Accessing your eCard(s) on an iOS or Android mobile device is easy!

1. Download the **new** PADI App from the Apple App Store or Google Play Store



This old version of the PADI App may appear in your App store. This version will be sunset once all the existing features have been migrated into the new PADI App. When downloading the old PADI App you'll be prompted with a message advising that a newer version exists.

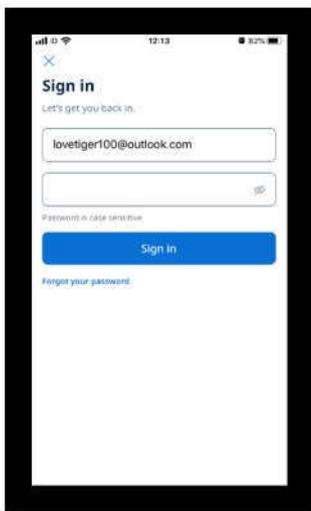
To access the new PADI App quickly, scan the relevant code below using the camera on your mobile device (For Android users some newer models can scan QR Codes with their camera, while for others, you still need a QR Code App).



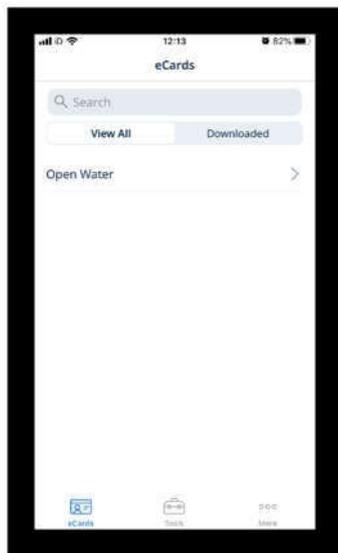
2. Launch the PADI App and then click on "Sign In" (remember an account is already set up so you do not need to create this again here)



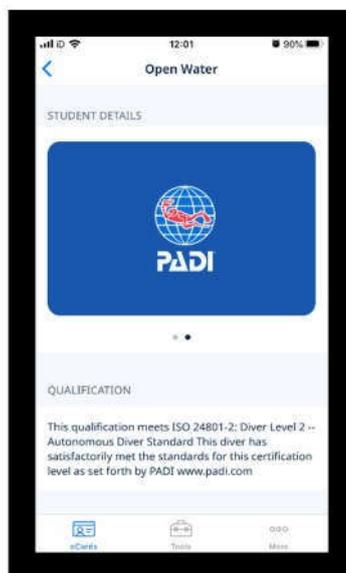
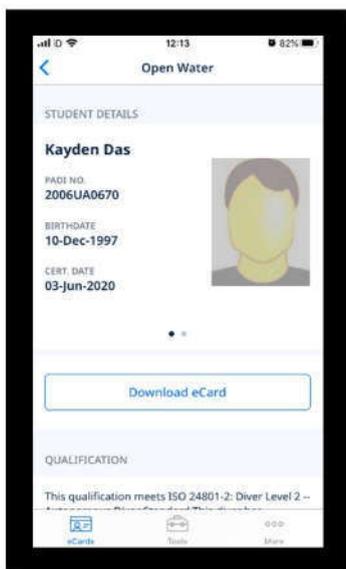
3. Enter your email address and password and click "Sign In"



4. You will see a list of your certification level(s). Click on a certification level to view your eCard



5. Download your eCard to the PADI App by clicking on "Download eCard". Scroll to the left to view the front of the card.



Please take a moment to check if the details on your new eCard are correct. If there are any discrepancies, please contact your PADI Customer Relations team.

Corrections are passed to eCards in real-time once PADI's records are updated with the correct information. If your PADI App hasn't refreshed to display the correct information on your eCard, close the PADI App and re-open it.

If you prefer to also have a physical plastic certification card, these remain available either through the PADI Replacement Card service at www.padi.com at the regular fee, or from your PADI Dive Center/Resort who can also offer this service. In a commitment to better environmental practices, PADI Replacement Cards are now made from 70 percent recycled plastic.

Revised: 15 June 2020