# Mozilla Backpack FAQ

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## What is a Badge?

A badge is a symbol or indicator of an accomplishment, skill, quality or interest. A “digital badge” is an online record of achievements, tracking the recipient’s communities of interaction that issued the badge and the work completed to get it. Digital badges can support connected learning environments by motivating learning and signaling achievement both within particular communities as well as across communities and institutions. (Source: [Erin Knight's White Paper](http://bit.ly/EKwhitepaper))

## What is a Mozilla Backpack?

Earn badges from anywhere. Then take them everywhere.

Your [Mozilla Backpack](http://backpack.openbadges.org/) makes it easy to earn badges from multiple sources, both online and offline, then sort them into categories and choose where they’re shared, through a single interface.

Badges stored in your Backpack are private by default, meaning they are visible only to you - unless you want to show them off! By managing your badges in your Mozilla Backpack, you can create meaningful collections and display your badges on social networking and job sites.

## How do I create a Mozilla Backpack account?

Go to the [Mozilla Backpack Signup page](https://backpack.openbadges.org/backpack/signup) to create your Mozilla Backpack account.

NOTE: You will need to create your Mozilla Backpack account using your OHIO email address to be able to publish badges from the Blackboard LMS to your Backpack.

## Are all my badges public?

Newly earned badges are automatically added to a private user badge collection which can be managed on the "Badges" tab from the [Backpack](https://backpack.openbadges.org/) viewing menu. On the "Badges" page users can view all earned badges and their details, upload badges, and create groups of related badges which will then be displayed on the "Collections" tab. Collections can then be shared publicly through websites, blogs and social media sites.

See [How do I share the badges I've earned?](https://support.mozilla.org/en-US/kb/how-do-i-share-badges-ive-earned) for details on sharing badge collections from your Backpack.

## How do I display badges I have earned?

To learn how more about displaying your badges, go to the [Mozilla support page](https://support.mozilla.org/en-US/products/open-badges/display-badges).

## How do I share the badges I've earned?

There are many ways to share your open badges:

* Using your [Mozilla Backpack](http://backpack.openbadges.org/), which collects, manages and displays badges anywhere on the web — across job networks, community portals, websites and more
* On WordPress blogs and websites, using the [WPBadger plug-in](http://wordpress.org/plugins/wpbadger/)
* Through Twitter, with status updates [like this one](https://twitter.com/jade_forester/status/449247926104371200)
* Through LinkedIn, using [this hack](http://bit.ly/OBLinkedinhack) from one of our community members
* Using one of these [widgets for Open Badges](https://github.com/mozilla/openbadges/wiki/Open-Badges-related-widgets)

## What are Open Badges

To learn more about Open Badges go to [Mozilla’s support page](https://support.mozilla.org/en-US/products/open-badges/introduction-open-badges).

## Where can I go for help and support for Mozilla Backpack?

**Mozilla Backpack is a third-party site and is not supported by OIT. If you choose to create a Mozilla Backpack account and publish any badges to that account, you will need to utilize the** [**Mozilla Introduction to Badges**](https://support.mozilla.org/en-US/products/open-badges/introduction-open-badges) **web page and links therein for technical support. Do not contact the OIT Service Desk nor the HR Employee Service Center with questions regarding Mozilla Backpack. Here are a few additional sources of information regarding support for Mozilla Backpack:**

Join the Open Badges [Community Google Group](https://groups.google.com/forum/#!forum/openbadges) to take part in ongoing conversations about badges in the wild and receive regular email updates and news from the team and community

Reach out to IRC at [irc.mozilla.org](http://irc.mozilla.org/), #badges

OR, contact the Mozilla Foundation via email at [badges@mozillafoundation.org](mailto:badges@mozillafoundation.org) - someone from the team should be in touch, usually within 24 hours.