How to Open and Save IS Completion Certificate

Technical Recommendations for opening your certificate link:

- Use Internet Explorer- any version IE6 through IE11; or Firefox for your internet browser. (Safari, Chrome, Microsoft Edge, and mobile browsers are not supported web browsers)
- Use a desktop or laptop computer. (Not formatted for mobile use)
- Disable your pop up blocker. (Directions available on our website under Quick Help Guide)
- Ensure the most current version of Adobe Flash is installed on your computer. (Available at www.adobe.com)
- Clear your cookies and internet temp files. (Directions available on our website under Quick Help Guide)

The following are some common issues that can occur when trying to open your certificate link, with steps for correcting these issues provided below:

- The link to your certificate will not open when clicking on the link (link is not underlined or takes you to an error screen): we recommend that you follow the directions provided below to copy and paste the certificate link you received from Independent Study into the address bar of your web browser.
- If your link is only partially underlined or includes ">" (carrots) at the beginning of each line (this indicates that your email client is cutting off, or truncating, the link causing it to not open properly: we recommend correcting your truncating link following the directions provided below before copying and pasting your link
- If "Caution-" or additional text has been added before https (this usually occurs with a military email provider where all active links contained in the email were disabled): we recommend removing "Caution-" from the beginning of your link following the directions provided below before copying and pasting your link
- If "safelinks.protection" or similar text has been added to your link (this usually occurs due to a situation with Microsoft Office 365 where a service titled "Safe Link" may have been enabled by your email administrator to provide link protection software that caused your certificate link to not function properly): we recommend contacting your local technical department to request that they follow the directions provided below to allow links from EMI to pass through your email system unchanged
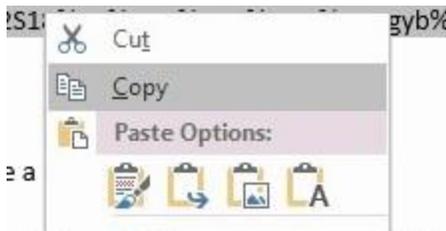
Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs.

**Directions for how to copy and paste your link:**

1. Open the email received from Independent Study containing the link to your certificate.
2. With your mouse, hold down the left click button and highlight the entire link, starting from just past the bottom right hand corner of the link. Be sure to include the https:// at the beginning of the link.

   https://emilms.fema.gov/ecert/cert.asp?ID=111-%60biq%1Cvsj%17%03%0Dx%1Aaa%09%1Ds%1CN%05%0E6%2BJQ2S18%11%1BG%5EU%5DU%25Ogyb%1F%1Ch%02%17%7E%1F%17%0Bec
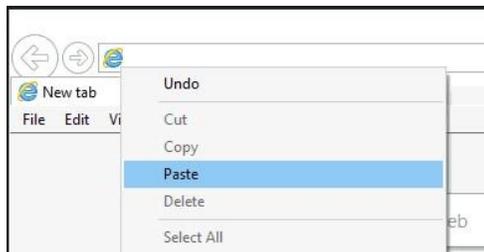
3. Right mouse click in the highlighted area.
4. Left mouse click "Copy".

5. Open a new browser (internet) window and delete any text in the address bar.
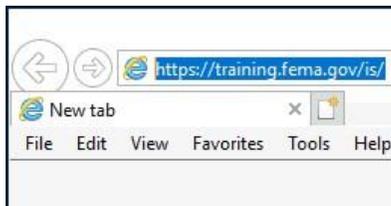
6. Right mouse click in the address bar and left click "Paste". The link should now show in the address bar.

7. Left mouse click on the "Go" button or arrow in your browser or press the enter key on your keyboard. Your certificate will appear in the browser window.

Directions for how to correct your truncating link:

1. Check your link to determine if your email client is cutting off, or truncating, your link. Truncated links will be partially underlined, contain ">" (carrots), or have spaces/large breaks between characters. For example:

   https://emilms.fema.gov/ecert/cert.asp?id=100-dvk%7B%25%25089v%7F%0E%0D%0
   2h%19%0Azi%1B%07fa0B%04%08SYF%245%2FT%16%
   1ES1%28U%2EK%1B%7E%5D%25I%2A6
   %3EasH%5D%2D%16k5%5CRV%22%7C%0D%14rp%1E%0A%08VC%0BeD%5
   E1%28PH%21YBRBb%15%03q%1Bia%17%25%25048e%7E%17x

   OR

   https://emilms.fema.gov/ecert/cert.asp?
   id=100-dvk%7B%25%25089v%7F%0E%0D%0
   >2h%19%0Azi%1B%07fa0B%04%08SYF%245%2FT%16%1ES1%28U%2EK%1B%
   7E%
   >D%25I%2A6%3EasH%5D%2D%16k5%5CRV%22%7C%0D%14rp%1E%0A%08VC%0B>eD%5E1%2
   8PH%21YBRBb%15%03q%1Bia%17%25%25048e%7E%17x

2. Click reply to the email, erase any carrots ">" or delete breaks in the link so that all the lines of the link are connected again. Once connected, follow the directions above to copy and paste the link.

Directions for how to correct your disabled link:

1. Check your link to determine if your email provider has disabled your link. Disabled links will be not be underlined and contain the word "Caution-" before https at the beginning of the link. For example:

   Caution-https://emilms.fema.gov/ecert/cert.asp?ID=164-
   nrdv%18vzj%0E%1Ao%7F%06%7Bnbd%0B%1Fv%02%03La%12%20LD8Y%27%22E%22DQ%1BGS
   ka%230%3AIV7B%18%0F%40K%5E%2E8AzhD%3EWMZ%01%0Beiynv%04%0Dh%07%1B%0B%03
   y%1D%1Al%1Akw%0F%02

2. Click reply to the email, remove "Caution-" or any other characters that appear before https then follow the directions above to copy and paste the link.

Directions for addressing issues with links that were enabled with protection software:

1. Check your link to determine if it contains text similar to https://na01.safelinks.protection.outlook.com/?url=.
2. Please contact your local technical department and ask that they allow links from EMI/Independent Study to pass through your email system unchanged.

FOR EMAIL ADMINISTRATORS: additional information regarding enabled link protection software issues:

- The safe link option is usually on by default and may need to be adjusted.
- Add EMI/Independent Study as "safe" senders.
- The pattern required will be https://emilms.fema.gov/ecert/cert.asp
- More information regarding correcting this issue can be found at these links:

  https://blogs.perficient.com/microsoft/2015/12/office-365-using-the-new-advanced-threat-protection-feature/

  https://support.office.com/en-us/article/Office-365-ATP-safe-links-dd6a1fef-ec4a-4cf4-a25a-bb591c5811e3

  https://docs.microsoft.com/en-us/office365/securitycompliance/set-up-atp-safe-links-policies

FEMA does not endorse any outside entity. Links are provided for informational purposes only.

Directions for how to save a copy of your certificate:

1. With the certificate open in Adobe Acrobat Reader, click on the "Save" icon (picture of a disk) provided in the box at the bottom of the webpage or click the "File" option in the toolbar then select "save as" from the drop-down menu.

2. When the save window opens, select where you would like to save your document on your computer and what you would like to name the file and then click the "save" button.