

How to Open and Save IS Completion Certificate

Technical recommendations for opening your certificate link:

- Use Microsoft Edge or Firefox for your internet browser. Please note that Internet Explorer can be used, but this browser is no longer being supported by Microsoft.
- 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)
- Clear your browsing data. (Directions available on our website under Quick Help Guide)
- Ensure the most current version of Adobe Reader is installed on your computer. (Available at <http://get.adobe.com/reader/otherversions/>)

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 email received is blank or has no content (this usually occurs when trying to access the link using a mobile device): we recommend using a laptop or desktop computer to access the certificate link email received.
- 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. Links to plug-ins and applications are provided so our viewers may access information using these products stored on our website. FEMA does not endorse any non-government websites, companies or applications.

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

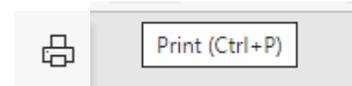
**** The following steps and or pictures should be similar based upon your browser version.***

*****If you are using a work or school computer, you may need to contact that system administrator for assistance with making setting changes.***

Directions for how to print/save a copy of your certificate:

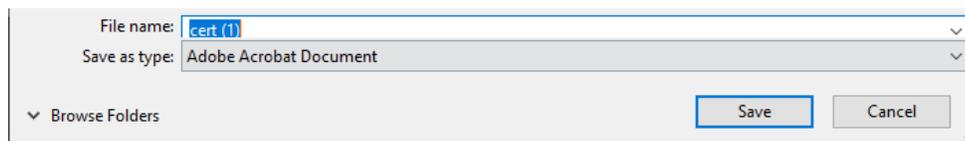
To print your certificate:

1. Open the certificate in Adobe Acrobat Reader.
2. Click on the “Print” icon (picture of a printer) in the toolbar.
3. Select your printer preferences and click “Print”.



To save your certificate:

1. Open the certificate in Adobe Acrobat Reader.
2. Click on the “Save As” icon (picture of a disk) in the toolbar.
3. 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.



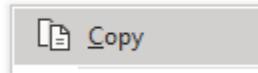
Directions for how to copy and paste your link:

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 click in the highlighted area.

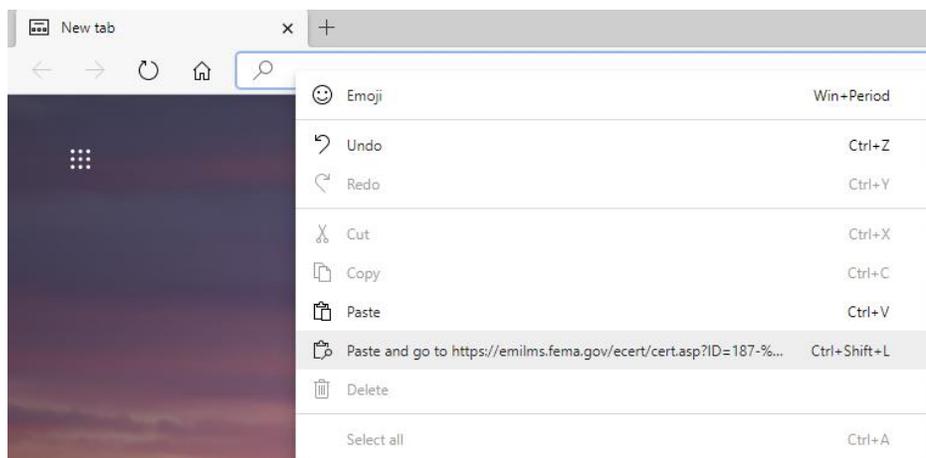
4. Left click "Copy".



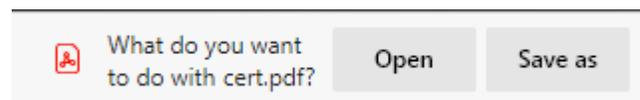
5. Open a new browser (internet) window and delete any text in the address bar.



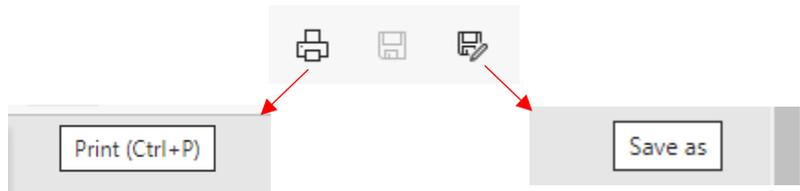
6. Right click in the address bar and click "Paste and go to <https://emilms.fema.gov/ecert/cert.asp?ID>". This will automatically populate the link into the address bar. Note: When clicking on "Paste", the link should show in the address bar, then press the enter key on your keyboard.



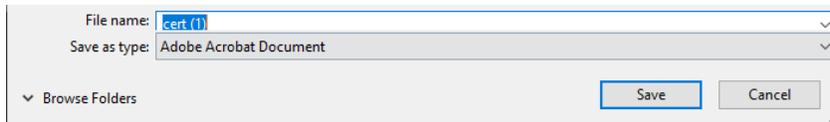
7. At the bottom right corner of the browser window, click on "Open" or "Save As".



- A. When clicking “Open”, the pdf of your certificate will open. To print the certificate, click on the “Print” icon (picture of a printer) in the toolbar. To save the certificate, click on the “Save As” icon (picture of a disk).



- B. When clicking “Save As”, select where you would like to save your document on your computer and what you would like to name the file, then click the “save” button. After saving the certificate, locate the file you saved on your computer to open and/or print the pdf.



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%02h%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%5E1%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%1BGSka%230%3AIV7B%18%0F%40K%5E%2E8AzhD%3EWMZ%01%0Beiynv%04%0Dh%07%1B%0B%03y%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.

Additional information for EMAIL ADMINISTRATORS 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 <http://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>