

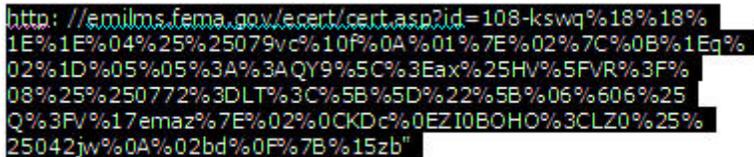
How to Open and Save IS Completion Certificate

- Internet Explorer (IE) is the recommended browser and Adobe Reader 8.0 or higher
- If you cannot open the link to your certificate by clicking on the link (link is not underlined or takes you to an error screen), we recommend that you copy the link from your email and then paste the link into the address bar of your web browser.
- If your link is only partially underlined or includes ">" (carrots) at the beginning of each line, your email client is cutting off, or truncating, the link. You will need to follow steps for correcting your truncating link before you follow the copy and paste instructions listed below.

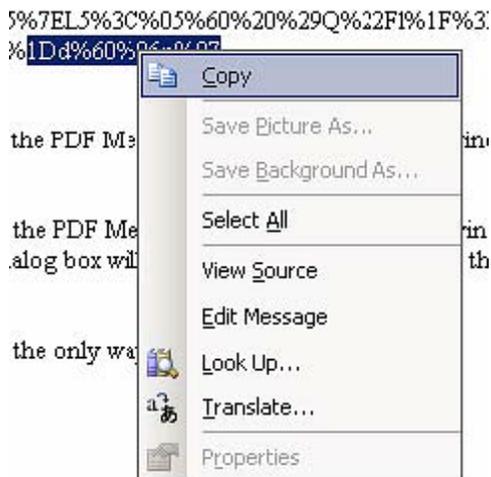
Disclaimer: Please note that any changes made are to assist you in completing a specific task on the Emergency Management Institute (EMI) website. FEMA is not responsible for any issues the changes might cause when using other websites or programs.

To copy and paste your link into your browser:

1. Open the email with 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 <http://> at the beginning of the link.
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.

To correct your truncating link:

1. You need to determine if your email client is cutting off, or truncating, your link. For example: <http://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

<http://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>

>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%28PH%21YBRBb%15%03q%1Bia%17%25%25048e%7E%17x

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

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) in the toolbar or click the "File" button and 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.