Certificate Printing (Troubleshooting Document)

Non-Credit Classes on http://spcces.desire2learn.com

St. Petersburg College
SPC

Are You Having a Problem Printing Your Certificate at the End of the Course?

Did your certificate not pop up? Keep in mind, you must earn a specific score (or higher) to get a certificate. Please refer to the instructions on the final exam in your course for more details. In addition, not all courses have certificates.

1) To RE-PRINT your certificate, click on **Submission Review▽** and click on **Quizzes**

2) Find the quiz associated with the certificate. It's always the LAST quiz found in the **Course Content** of the course, if you need to go back and cross-reference this.

3) Click on the arrow ▼ next to the appropriate quiz and click on **⁇ Submissions**

4) Click the hyperlink for whichever attempt that you were successful on: **Attempt 1**

5) Click on **Download or print your certificate here**
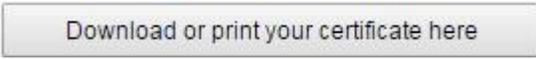
   If you have a license number (Continuing Education Health courses), don't forget to enter your license number BEFORE clicking on this button

6) Your certificate of completion automatically should pop up. You can print the certificate or save it and then print it by clicking Download certificate as a pdf file.

7) Still having issues? Follow the troubleshooting steps below, STEP-BY-STEP.

TROUBLESHOOTING STEPS

After unsuccessfully following the steps above, please follow the steps below, IN ORDER to troubleshoot and solve your issue. Try to re-print your certificate after each step to see if your issue was resolved.

1) Ensure that you have a passing score (some courses are 70%, some 75%, some 80%, etc.) on the LAST exam in the course. You will NOT be able to print a certificate without a passing score. Not all courses have certificates.

2) Are you using Internet Explorer? If so, this browser is known to cause issues when printing certificates in our courses.

   The BEST solution is to proceed to step #3 (and download Mozilla Firefox or Google Chrome), but if you insist on using Internet Explorer, please make sure you download the latest version of Internet Explorer. You can also attempt to download/install the recent version of Adobe Flash Player to see if that solves your issue. It can be downloaded at: https://get.adobe.com/flashplayer/ . After downloading/installing Adobe Flash Player, please RESTART your computer and try re-printing your certificate again in Internet Explorer.

3) Please download/install an alternate browser (Mozilla Firefox or Google Chrome). Even if you already have one of these, please re-download to ensure you have the most recent version. You can download either browser here:

Mozilla Firefox: http://www.firefox.com

Google Chrome: http://www.google.com/chrome

** To keep your computer safe, do NOT download Firefox or Chrome from other web sites **

After downloading/installing one of the browsers above, please RESTART your computer and try re-printing your certificate again in Mozilla Firefox or Google Chrome.

4) Please download/install Adobe Flash Player using whichever browser above that you are using. To download Adobe Flash Player, go to: https://get.adobe.com/flashplayer/. Even if you already have it/think you have it, it does not hurt to re-download and re-install Adobe Flash Player. After downloading/installing Adobe Flash Player, please RESTART your computer and try re-printing your certificate again in Mozilla Firefox or Google Chrome.

5) If you are STILL unable to print your certificate, please contact the Technical Support Desk at: (727) 341-4357, or onlinehelp@spcollege.edu or http://www.spcollege.edu/helpdek

6) If the Technical Support Desk is unable to assist, or you are unwilling to follow the steps above, our department will have to print/send your certificate manually. Please contact us at (727) 341-4445 or CTS@spcollege.edu to have us do so.