



## **Information on Printing Certificates**

The certificate is part of the program and the only way to print a certificate is to retake the test. You can go directly to the Mastery Test by using the drop down menu and look for Mastery Test or Conclusion. Here are some notes regarding the printing of the certificate.

1. The certificate comes up in a separate window. It doesn't always come up on the very top, so if you don't see it there, look at the bottom task bar. That's why we've added remarks about closing other browser windows (internet pages) before printing the certificate and looking at the task bar to access the certificate window from there.
2. Since it comes up in a separate window, if a user has put in any pop-up blockers, this will be a problem. You will need to disable the pop-up blocker before getting to the mastery test.
3. AOL users have had problems with the separate window as well. The best option for them is to not use the AOL browser, but open up Internet Explorer or Netscape and use one of them to use the training program.
4. If the user can view the certificate, then printing is just a standard function of the browser, and how you would print any other web page. Use the drop down menu under "File" at the top of your screen and select "Print" from the menu.

If I can be of any further assistance please feel free to contact me.

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