






Printing a Certificate for an Attendee

Helpful hints:

- ◆ *Before printing a certificate for end users, it is strongly advised that you work with them to resolve issues that may be causing them to be unable to access and print their own certificates.*
- ◆ *If an attendee reports never having received a Learning Completion Notification containing the link to his/her certificate, first check processed notifications for the session. If a Learning Completion Notification appears for the attendee, validate that the e-mail address in E-Track is correct, then re-queue the notification rather than printing and e-mailing the certificate. (See instructions for Notifications.)*
- ◆ *Another option is to refer the attendee to the [Quick-Start Guide for Everyone](#) for instructions on printing certificates from his/her training history.*

From Administrator **Main Menu**

- Search for the existing session
- Click on the [Underlined Session Title](#)
- On the left, click on [Surveys & Certificates](#)
- To the far right under the printer icon, click 
- Check the box to the right of the ☒ Person Name
(Click the checkmark at the top of the column to select all participants)
- Click on the printer icon 
- Make print options selections (i.e. Page Range, Number of copies, etc.)
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(E-Track maintains a record of who has attempted to print certificates for participants.)
-  or  to close window and return to the **Surveys & Certificates Information** screen.