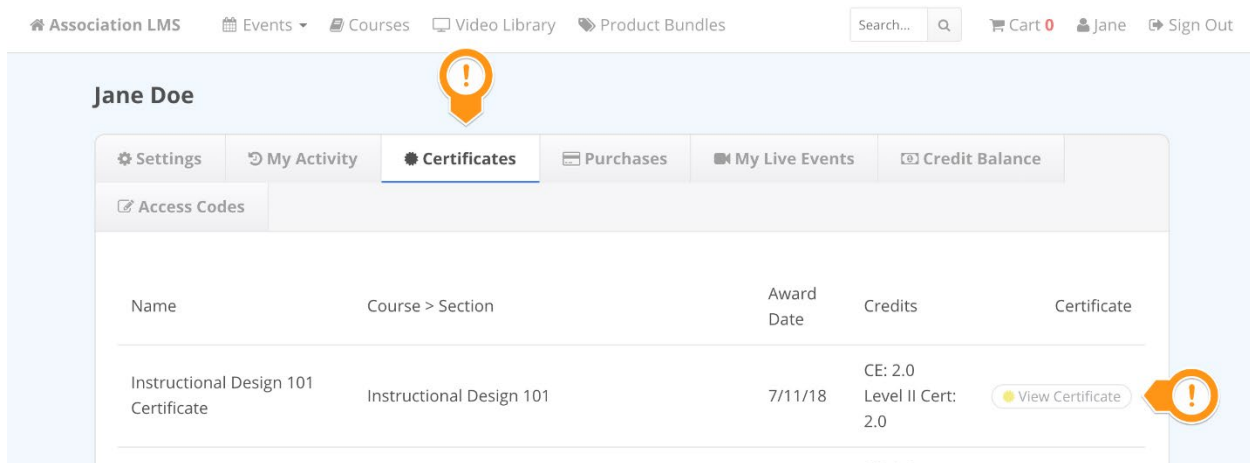


Where is my certificate?

If you have completed all required items for a course or program and your certificate seems to be stuck generating, follow the steps below to speed up the retrieval process:

1. Navigate to your user profile by clicking on your username in the top right corner of the screen.



2. Click on the **Certificates** tab. If your certificate is listed, click **View Certificate** next to the relevant certificate.

3. If the certificate is not listed here, try [clearing your cache](#) on your current browser then check again.

4. If you are still experiencing issues, wait one hour and check again. If your certificate is still generating, you will want to contact support for assistance.