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## Welcome

The National Safety Council First Aid Practice Area provides participant course completion certificates digitally through a web-based platform. This platform provides NSC Chapters, Training Centers, Instructors, and students with access to Digital Course Certificates. Every purchase of First Aid participant workbooks and e-participant workbooks is paired with an equal number of digital certificates.

It enables users to:

- Distribute student course certificates easily via email
- Generate batch certificates by uploading class rosters
- Email notification to workplaces as required for employee certification reporting
- Send Certificates from Chapter or Training Centers to Instructors when participant workbooks are purchased
- Search for student participant certificates

This guide is designed to provide directions for using the NSC Digital Certificate Platform to award course completion certificates to participants.

## Logging in

To login, go to <https://www.nsc.org/first-aid-control-panel>.

In order to login, you must have an NSC account:

- Returning users, enter your email address and password
- New users, click on “Create an Account.” Use Chapter or Training Center Number for Member/Account ID when setting up a new account.

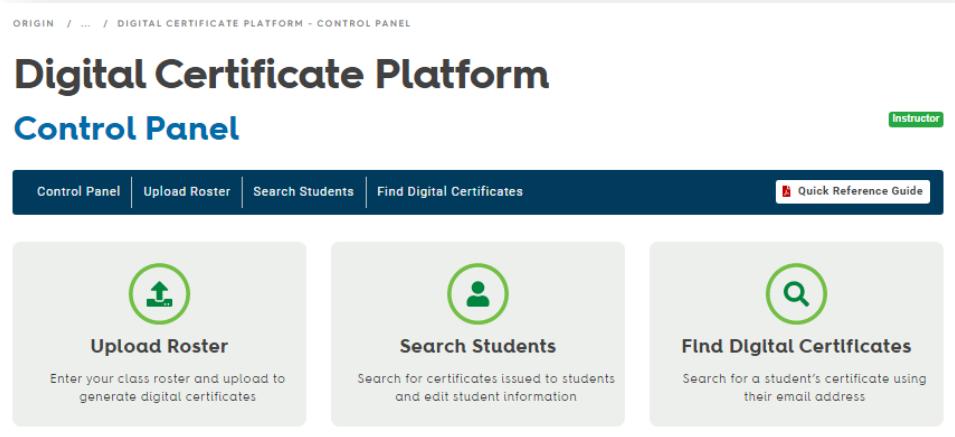
**NOTE:** If the new user is a current NSC Instructor, the system will automatically provide Instructor Access. If the new user is an administrator, please email: [FACerts@nsc.org](mailto:FACerts@nsc.org) to set up administrator access. Include their name, email, and chapter or training center information in your message.

Upon log in, users will be directed to the Digital Certificate Control Panel that matches their role, either the Instructor Control Panel or an Administrator Control Panel (Chapter or Training Center).

## Instructor Control Panel

There are three options on the Instructor Control Panel.

- **Upload Roster** – Access the class roster file, enter your class roster details and upload to generate digital certificates
- **Search Students** – Search for certificates issued to students and edit student name information
- **Find Digital Certificates** – Search for a student’s certificate using their email address or the certificate security control number



ORIGIN / ... / DIGITAL CERTIFICATE PLATFORM - CONTROL PANEL

## Digital Certificate Platform

### Control Panel

Instructor

Control Panel Upload Roster Search Students Find Digital Certificates Quick Reference Guide

**Upload Roster**  
Enter your class roster and upload to generate digital certificates

**Search Students**  
Search for certificates issued to students and edit student information

**Find Digital Certificates**  
Search for a student's certificate using their email address

Instructors need Digital Certificates in their accounts to upload rosters. Certificates can be placed in the Instructor account by the Chapter or the Training Center. Instructors for independent training centers will have an option to purchase workbooks from [nsc.org/shop](https://nsc.org/shop). [See Certificate Distribution to learn more.](#)

## Digital Certificate Platform

### Control Panel

Instructor

Control Panel Upload Roster Search Students Find Digital Certificates Quick Reference Guide

The dark blue Menu bar across the top of the Control Panel screen can be used for navigation, too.

- **Control Panel** – Returns to main control panel view
- **Upload Roster** – Upload on behalf of Instructors
- **Search Students** – Search students within the Chapter or Training Center records
- **Find Digital Certificates** – Link to [nsc.org/FAverify](https://nsc.org/FAverify)
- **Quick Reference Guide** – Digital copy of this guide

## Upload Roster Screen Tour

At the end of the instructor-led First Aid course, Instructors will upload their student roster to provide certificates for participants who have successfully completed the course.

1. Use the **Download this Roster Template** to access the template for uploading rosters, **Roster\_Template.csv**.
2. **Certificate Title** field. Dropdown options will match the courses the Instructor is certified to teach.
3. **Optional Info** field. Select this option for students who need Coast Guard designation on their certificates.
4. **Choose File** allows user to pull in the .csv file.
5. **Upload** combines all steps to build the file for review.
6. **Current Digital Certificates** shows a list of the certificates the Instructor has available to send to course participants.
7. The **Purchase** button is only visible to Independent Instructors who can access [nsc.org/shop](https://nsc.org/shop) to purchase workbooks. Purchasing workbooks adds certificates to the **Current Digital Certificates** section. [See the Purchases for Independent Instructors to learn more.](#)

Digital Certificate Platform

Upload Roster

Control Panel Upload Roster Search Students Find Digital Certificates Quick Reference Guide

Download this Roster Template 1

Certificate Title\* 2

Select one... 3

Roster File\* 4

Choose File No file chosen 5

Optional Info 6

Upload

Purchase 7

Current Digital Certificates 6

You have 116 Certificate(s) available.

| Product                         | Certificate Balance | SKU       |
|---------------------------------|---------------------|-----------|
| Bloodborne & Airborne Pathogens | 38                  | 792400099 |
| NSC Basic                       | 8                   | 792700025 |

### Choosing the Correct Certificate Title

The certificate title dropdown area will be populated based on the participant or e-participant workbooks purchased. Choose Certificate Title that matches the curriculum taught. In the example below the workbooks purchased are **NSC First Aid, CPR & AED**, which contain course information that allows for a variety of certificates based on which course components are taught.

Example:

| Participant or e-Participant Workbook Name                             | Certificate Title Options                               | Course Taught  |
|--|---|--|
| <b>NSC First Aid, CPR &amp; AED Participant/e-Participant Workbook</b> | <b>First Aid</b>  | First Aid only                                       |
| <b>NSC First Aid, CPR &amp; AED Participant/e-Participant Workbook</b> | <b>First Aid, Adult CPR &amp; AED</b>                   | Full adult curriculum                                |
| <b>NSC First Aid, CPR &amp; AED Participant/e-Participant Workbook</b> | <b>First Aid, Adult, Child and Infant CPR &amp; AED</b> | Full curriculum including child and infant CPR & AED |
| <b>NSC First Aid, CPR &amp; AED Participant/e-Participant Workbook</b> | <b>CPR &amp; AED</b>                                    | CPR & AED only                                       |

## Completing Participant Rosters

### 1. Using **Roster\_Template.csv**, input:

- the course participants' first and last names
- the course date
- the participants' emails – if participant email is not available, it is possible to use the Instructor email or a company contact's email
- the length of course

**NOTE:** The CCEmail and Company Name columns are optional. Use the CCEmail column when the participants' workplace has requested a copy of the certificate. This will send an email to the company contact providing a link to the participant certificates.

|   | A         | B        | C          | D  | E                  | F  | G                 | H |
|---|-----------|----------|------------|--|--------------------|--|-------------------|---|
| 1 | FirstName | LastName | CourseDate | StudentEmail   | TotalHoursComplete | CCEmail  | CompanyName       |   |
| 2 | required  | required | required   | required   | required           | optional   | optional          |   |
| 3 | Sam       | Safety   | 8/1/2023   | <a href="mailto:SamSafety@KeepSafe.org">SamSafety@KeepSafe.org</a> | 8                  | <a href="mailto:HROffice@KeepSafe.org">HROffice@KeepSafe.org</a>     | Keep Safe, Inc.   |   |
| 4 | Shawna    | Safer    | 8/1/2023   | <a href="mailto:ssafer@gmail.com">ssafer@gmail.com</a>             | 8                  |  |                   |   |
| 5 | Sheila    | Safest   | 8/1/2023   | <a href="mailto:S.Safest@hotmail.com">S.Safest@hotmail.com</a>     | 8                  | <a href="mailto:Manager@sweetsafety.com">Manager@sweetsafety.com</a> | Sweet Safety, Co. |   |
| 6 |           |          |            |  |                    |  |                   |   |
|   |           |          |            |  |                    |  |                   |   |

### 2. Save the file in a readily accessible folder.

**NOTE:** *The file must remain a .csv file*, but the file name can be changed. Example: FACPRAED5123.csv

## Uploading Participant Rosters

On the **Upload Roster page**, complete the following fields and tasks:

- Certificate Title**
- Optional Info** – use if creating certificates for those needing Coast Guard designation
- Click on **Choose File** – this will open a file search allowing selection of the roster file
- Click on **Upload**

**Digital Certificate Platform**

**Upload Roster**

Control Panel | Upload Roster | Search Students | Find Digital Certificates | [Quick Reference Guide](#)

**Upload Roster**

Download this Roster Template 1 to use in the upload section below. Once uploaded, you will review any errors. Once approved, students will receive their Digital Certificates via email.

**Certificate Title\* 2**

**Roster File\* 4**

**Optional Info 3**

**Upload**

**Purchase**

**Current Digital Certificates**

You have 116 Certificate(s) available.

| Product                         | Certificate Balance | SKU      |
|---------------------------------|---------------------|----------|
| Bloodborne & Airborne Pathogens | 38                  | 79240099 |
| NSC Basic                       | 8                   | 79270025 |

## Coast Guard Designation

If you have course participants from the US Coast Guard, they **MUST** have the Coast Guard designation on their certificate. There are three options for US Coast Guard members:

- USCG First Aid Approval for First Aid Only participants
- USCF CPR Approval for CPR/AED participants
- USCG First Aid and CPR Approval for participants who complete the First Aid, CPR & AED course

**Certificate Title\***

**Roster File\***

**Optional Info**

USCG First Aid Approval  
USCG CPR Approval  
USCG First Aid and CPR Approval

## Distributing Certificates

The platform will display a copy of the roster for approval.

1. Verify correct names, emails, and other input.
2. If edits are needed click on (2) **Discard Upload** to cancel the upload.
3. Reopen the file from where it was saved and correct the file.
4. When the data is correct, follow the upload roster steps then click on (3) **Save and Send Emails**.

Roster is ready to send! Please preview before sending to recipients. - Please review imported students below. 1 2 3 X

| # | First  | Last   | Company       | Student Email          | Hours | Course Date | Expiration Date | Instructor | Optional Info       |    |
|---|--------|--------|---------------|------------------------|-------|-------------|-----------------|------------|---------------------|----|
| 1 | Sam    | Safety | "Keep Safe    | SamSafety@KeepSafe.org | 8     | 08/01/23    | 08/31/25        | Scott Hunt | NATSAF202/NATSAF133 | HR |
| 2 | Shawna | Safer  |               | ssafer@gmail.com       | 8     | 08/01/23    | 08/31/25        | Scott Hunt | NATSAF202/NATSAF133 |    |
| 3 | Sheila | Safest | "Sweet Safety | S.Safest@hotmail.com   | 8     | 08/01/23    | 08/31/25        | Scott Hunt | NATSAF202/NATSAF133 | Ma |

2 3

Discard Upload Save and Send Emails

## Student Certificate Access

When the **Save and Send Emails** has been selected, the platform will send each student an email:

Subject line: **National Safety Council Course Successfully Completed**

From: **customerservice@nsc.org**

It will contain two links:

1. **Student Certificate** – Links directly to **NSC Student Certificate Dashboard**. The student will not need to log in.
2. **Verify Certificate** – Links to [nsc.org/FVerify](https://nsc.org/FVerify), a site where anyone can verify a First Aid certificate with the recipient's email or the security control number from the course certificate.

**NOTE:** [nsc.org/FVerify](https://nsc.org/FVerify) will only return results for students who have received digital certificates. It does not contain data for those who received paper certificates.

National Safety Council Course Successfully Completed 1 2 3

customerservice@nsc.org to samsafety@company.org Jun 22, 2023, 12:39 PM

National Safety Council Digital Certificate



Sam Safety, Congratulations on successfully completing your NSC course.

Your certificate can now be accessed online at the link below.

Student Certificate

Your digital certificate can also be verified online at:

Verify Certificate

## Student Certificate Dashboard

The Student Certificate Dashboard will reflect the data input during the **Upload Roster** process. Clicking on the **Full Page PDF** or the **Wallet PDF** will provide a file that can be saved, printed, or shared via email.

### NSC Student Certificate Dashboard

| Student Certificate                   |  |  |
|---------------------------------------|--|--|
| First Name<br>Sam                     | Instructor Name<br>Adam Joyner                               | <a href="#">View Certificate(s)</a>                      |
| Last Name<br>Safety                   | Course<br>NSC First Aid CPR & AED e-Participant Workbook Spa | <span>Active Exp. 08/31/2025</span>                      |
| Email address<br>ptwilegar@gmail.com  | Training Center Name<br>Rhino Manufacturing                  | <a href="#">First Aid, Adult CPR &amp; AED</a>           |
| Security Control No<br>128812492A991E |  | <a href="#">Full Page PDF</a> <a href="#">Wallet PDF</a> |



Students who have received digital certificates can access their certificates at any time using their email. The certificate pdf can also be saved as a file.

**\*\*\* No more replacing lost certificates. \*\*\***

Instructors can direct their students to [nsc.org/FAverify](https://nsc.org/FAverify) to input their email address to access the Student Certificate Dashboard and download their certificate(s).

### Purchases for Independent Instructors

Instructors who are not associated with a Chapter or Chapter sub-agency Training Center are considered Independent Instructors or Independent Training Centers. For these individuals, a **Purchase** button has been added to the **Upload Roster** screen. This button redirects the Instructor to the NSC.org/shop.

In the shop, participant workbooks and e-participant workbooks can be purchased. The workbooks will be shipped to the Independent Instructor and the Digital Certificate Platform will have an equal number of Digital Certificates available for distribution in the Instructor's **Upload Roster** area of the platform.

| Purchase                              |                     |           |
|---------------------------------------|---------------------|-----------|
| Current Digital Certificates          |                     |           |
| You have 47 Certificate(s) available. |                     |           |
|                                       |                     |           |
| Product                               | Certificate Balance | SKU       |
| NSC CPR & AED                         | 44                  | 792350025 |

## Search Student Certificates and Editing Student Name

Use this tool to search for students who have worked with you to obtain certificates. Student searches can be performed with any of the following data, it is not necessary to complete all fields:

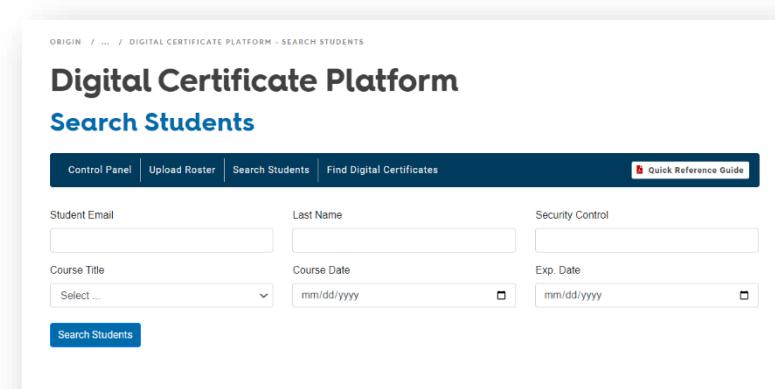
- **Student email** – this will return a record for each student using the email
- **Last name** – this will return all students with a specific last name
- **Security Control** – each certificate will have a unique alphanumeric ID called a Security Control number – searching by this number will return the student information mapped to that Security Control number
- **Class Title** – this will return all student names from the class selected
- **Course date** – this will return all students names from courses uploaded on a specific date
- **Expiration date** – this will return all students whose certification is set to expire on a specific date
- **Open Search** – with no fields selected, click **Search Students** to return a result of all digital certificate activity. This can be helpful when reviewing training activity over time.

**Note:** **Search Student** results are limited to students for whom the Instructor, Training Center, or Chapter has issued certificates. *The results will not pull up data entered by other agencies.*

## Editing Student Name

Editing the student certificate is limited to updating the student name.

1. Choose **Search Students**
2. Enter search criteria (course date in example)
3. Click on Student Email in column one, to open **Edit** screen.
4. To view the **Student Certificate Dashboard** and access individual student's certificates, click on the **Security Control Number**.



ORIGIN / ... / DIGITAL CERTIFICATE PLATFORM - SEARCH STUDENTS

### Digital Certificate Platform

#### Search Students

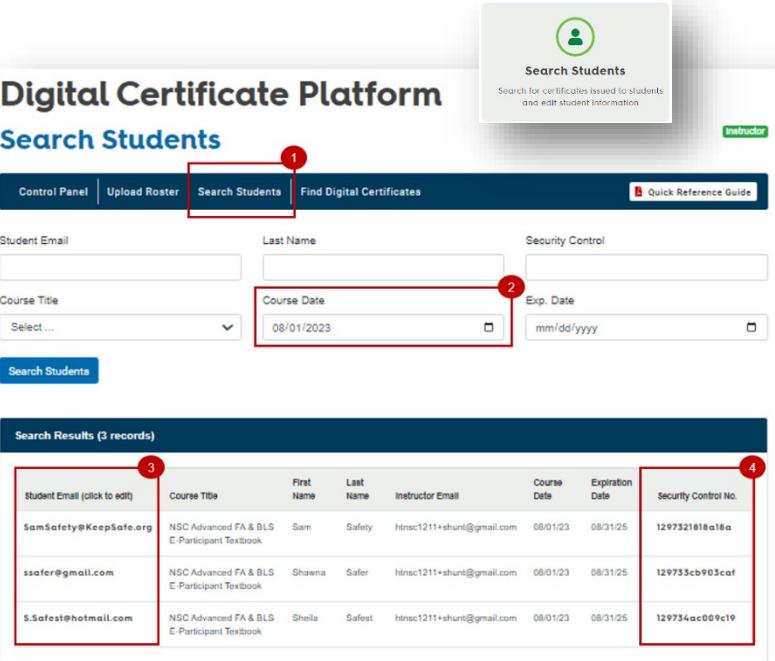
Control Panel | Upload Roster | Search Students | Find Digital Certificates | Quick Reference Guide

Student Email: \_\_\_\_\_ Last Name: \_\_\_\_\_ Security Control: \_\_\_\_\_

Course Title: \_\_\_\_\_ Course Date: \_\_\_\_\_ mm/dd/yyyy Exp. Date: \_\_\_\_\_ mm/dd/yyyy

Select ... Exp. Date: \_\_\_\_\_ mm/dd/yyyy

**Search Students**



Search Students

Control Panel | Upload Roster | **Search Students** | Find Digital Certificates | Quick Reference Guide

Student Email: \_\_\_\_\_ Last Name: \_\_\_\_\_ Security Control: \_\_\_\_\_

Course Title: \_\_\_\_\_ Course Date: **08/01/2023** Exp. Date: \_\_\_\_\_ mm/dd/yyyy

Select ... Exp. Date: \_\_\_\_\_ mm/dd/yyyy

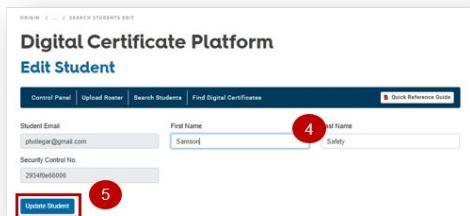
**Search Students**

**Search Results (3 records)**

| Student Email (click to edit)          | Course Title                                 | First Name | Last Name | Instructor Email         | Course Date | Expiration Date | Security Control No. |
|--|--|------------|-----------|--------------------------|-------------|-----------------|----------------------|
| <a href="#">SamSafety@KeepSafe.org</a> | NSC Advanced FA & BLS E-Participant Textbook | Sam        | Safety    | hmsc1211+shunt@gmail.com | 08/01/23    | 08/31/25        | 1297321818a16a       |
| <a href="#">ssafer@gmail.com</a>       | NSC Advanced FA & BLS E-Participant Textbook | Shawna     | Safer     | hmsc1211+shunt@gmail.com | 08/01/23    | 08/31/25        | 129735cb903caf       |
| <a href="#">S.Safest@hotmail.com</a>   | NSC Advanced FA & BLS E-Participant Textbook | Sheila     | Safest    | hmsc1211+shunt@gmail.com | 08/01/23    | 08/31/25        | 129734ac009c19       |

5. Edit name
6. Select **Update Student**

**NOTE:** Updating the student name will send an email to the student letting them know their name has been updated. NSC also receives notification of the edit.



SEARCH STUDENTS EDIT

### Digital Certificate Platform

#### Edit Student

Control Panel | Upload Roster | Search Students | Find Digital Certificates | Quick Reference Guide

Student Email: [phlego@gmail.com](#) First Name: **Samson** Last Name: **Safety**

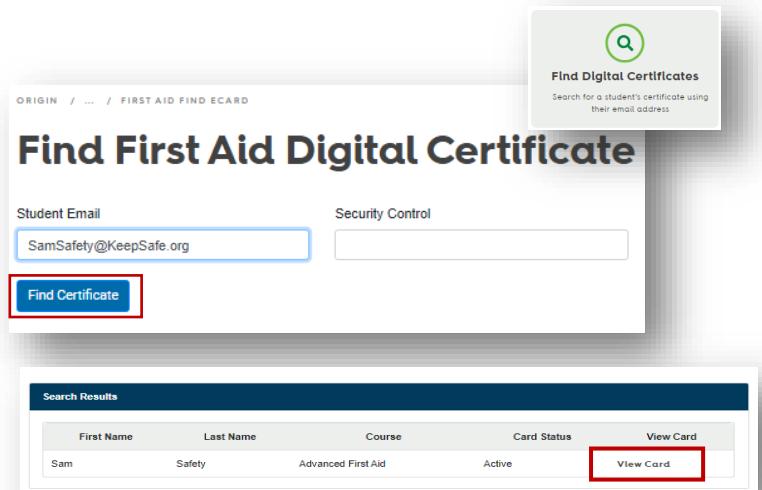
Security Control No.: **2934fe66006**

**Update Student**

## Viewing Student Certificates

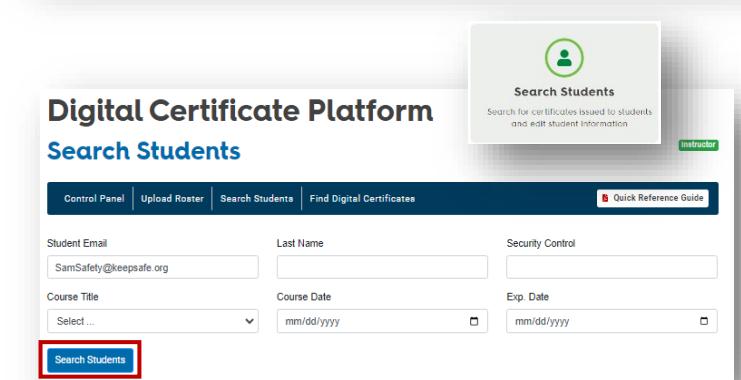
Student Certificates can be accessed in two ways.

1. From **Control Panel**, click **Find Digital Certificates**:
  - a. Enter **Student Email**
  - b. Click on **Find Certificate**
  - c. Search results will appear. Click on **View Card**.
  - d. This will open the [\*\*Student Certificate Dashboard\*\*](#).

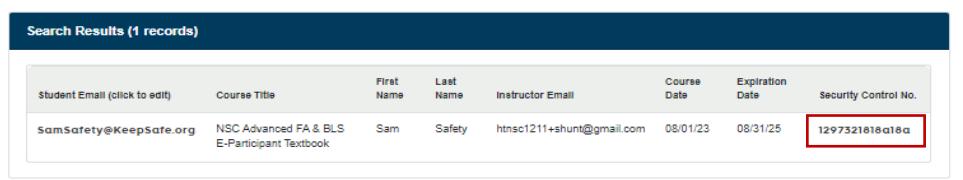


| First Name | Last Name | Course             | Card Status | View Card                 |
|------------|-----------|--------------------|-------------|---------------------------|
| Sam        | Safety    | Advanced First Aid | Active      | <a href="#">View Card</a> |

2. From **Control Panel**, click **Search Students**:
  - a. Choose a search option (Student Email is selected in this example).
  - b. Click **Search Students**.
  - c. Click on the **Security Control No.**.
  - d. This will open the [\*\*Student Certificate Dashboard\*\*](#).



| First Name | Last Name | Course             | Card Status | View Card                 |
|------------|-----------|--------------------|-------------|---------------------------|
| Sam        | Safety    | Advanced First Aid | Active      | <a href="#">View Card</a> |



| Student Email (click to edit) | Course Title                                 | First Name | Last Name | Instructor Email         | Course Date | Expiration Date | Security Control No. |
|-------------------------------|--|------------|-----------|--------------------------|-------------|-----------------|----------------------|
| Samsafety@KeepSafe.org        | NSC Advanced FA & BLS E-Participant Textbook | Sam        | Safety    | hnscl211+shunt@gmail.com | 08/01/23    | 08/31/25        | 1297321818a18a       |

## Chapter and Training Center Administrator Control Panel View

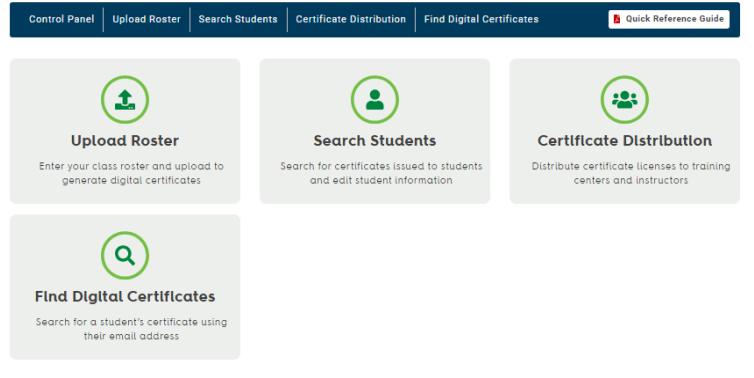
NSC Chapter and NSC Training Center staff with Administrative Access will have similar control panel views. See the [User Roles and Business Rules](#) chart for more detail.

- **Upload Roster** – Access the class roster file, enter class roster details on behalf of Instructor and upload to generate digital certificates
- **Search Students** – Search for certificates issued to students and edit student information
- **Certificate Distribution** – Distribution certificate licenses to training centers and Instructors (Chapter View) or to Instructors (Training Center Admin View)
- **Find Digital Certificates** – Search for a student's certificate using their email address or the certificate security number – links to [nsc.org/FAverify](https://nsc.org/FAverify)

ORIGIN / ... / DIGITAL CERTIFICATE PLATFORM - CONTROL PANEL

## Digital Certificate Platform Control Panel

Chapter Admin



**Note:** The dark blue Menu bar across the top of the Control Panel screen can be used for navigation, too.

## Control Panel

Chapter Admin

Control Panel | Upload Roster | Search Students | Certificate Distribution | Find Digital Certificates | Quick Reference Guide

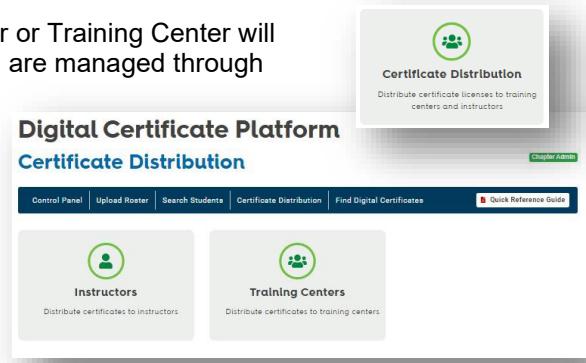
- **Control Panel** – Returns to main control panel view
- **Upload Roster** – Upload on behalf of Instructors
- **Search Students** – Search students within the Chapter or Training Center records
- **Certificate Distribution** – Distribute certificates for Instructor use
- **Find Digital Certificates** – Link to [nsc.org/FAverify](https://nsc.org/FAverify)
- **Quick Reference Guide** – Digital copy of this guide

## Certificate Distribution

When NSC First Aid participant workbooks are purchased, the Chapter or Training Center will receive digital certificates to distribute to Instructors. Those certificates are managed through the **Certificate Distribution** button.

Chapter Admins will be able to distribute digital certificates either to Instructors or Training Centers.

**NOTE:** Workbooks that are shipped directly to an Instructor will not appear here. Those workbook certificates will appear automatically in the **Instructor Control Panel**.



### Distribution from Chapter to Training Center

1. Click **Training Center** from **Certificate Distribution** screen.
2. Input:
  - **Training Center ID** (This can be found in Salesforce)
  - The quantity of Certificates to distribute
  - **Product Title** – Available products will be listed below the input fields
3. Select **Distribute Certificates**.

The Training Center and the Chapter Admin will receive an email notification that certificates have been added to the Training Center account.

### Digital Certificate Platform Certificate Distribution > Training Center

### Distribution from Chapter to Instructor

1. Click **Instructor** from **Certificate Distribution** screen.
2. Input:
  - a. **Instructor Email**
  - b. **Quantity** of Certificates
  - c. **Product Title**
3. Select **Distribute Certificates**.

The Instructor and the Chapter Admin will receive an email notification that certificates have been added to the Instructor account.

### Digital Certificate Platform Certificate Distribution > Instructor

## Distribution from Training Center to Instructor

1. Click **Certificate Distribution** icon.
2. Input:
  - a. **Instructor Email**
  - b. **Quantity** of Certificates
  - c. **Product Title**
3. Select **Distribute Certificates**.

The Instructor and the Training Center Admin will receive an email notification that certificates have been added to the Instructor account.

## Uploading Rosters on behalf of an Instructor

After certificates have been distributed to Instructors, Chapter and Training Center Admins can upload rosters on behalf of Instructors associated with their account.

1. Click **Upload Roster**.
2. Select **Instructor** from dropdown list.
3. Once Instructor is selected the **Current Digital Certificates** table will populate with Course Title(s) and number of available certificates.
4. Follow steps in **Upload Roster** section to send participants their digital certificates.

## Digital Certificate Platform User Roles

There are three User Roles for the Digital Certificate Platform. All Instructors are granted Instructor access. Chapter and Training Center Admin access is granted by NSC. Email [FACerts@nsc.org](mailto:FACerts@nsc.org) to have access changed.

| Function in Digital Certificate Platform  | Instructor  | Training Center Admin  | Chapter Admin  |
|---|---|--|--|
| <b>Upload Roster</b>  | Able to upload rosters only for classes taught  | Able to upload on behalf of Instructors within Training Center   | Able to upload on behalf of Instructors within Chapter   |
| <b>Current Digital Certificates</b>   | Able to view Certificates purchased by Instructor, or distributed to Instructor by Training Center or Assigned Chapter<br><br><b>NOTE:</b> Chapter Instructors must purchase from Chapter | Able to view Certificates purchased by Training Center or distributed to Training Center by Assigned Chapter   | Able to view Certificates purchased by Chapter   |
| <b>Search by Student Email</b><br><b>Search by Last Name</b><br><b>Search by Security Control</b> | Returns results if email, last name, or security control match a student taught by Instructor   | Returns results if email, last name, or security control match a student taught by any of the Training Center's Instructors                          | Returns results if email, last name, or security control match a student taught by any of the Chapter's Instructors, or any of the Chapter's Sub Agencies' Instructors                             |
| <b>Search by Course Title</b>   | Drop down list of all courses taught by Instructor  | Drop down list of all courses taught by Training Center's Instructors  | Drop down list of all courses taught by Chapter's Instructors, or Chapter's Sub Agency Instructors   |
| <b>Search by Course Date</b>  | Will return results for any courses taught by the Instructor on the selected date   | Will return results for any courses taught by any of the Training Center's Instructors on the selected date  | Will return results for any courses taught by any of the Chapter's Instructors, or any of the Chapter's Sub Agencies' Instructors on the selected date   |
| <b>Search by Exp. Date</b>  | Will return results for any student who has an expiration date matching the selected date who was taught by the Instructor  | Will return results for any student who has an expiration date matching the selected date who was taught by any of the Training Center's Instructors | Will return results for any student who has an expiration date matching the selected date who was taught by any of the Chapter's Instructors, or by any of the Chapter's Sub Agencies' Instructors |
| <b>Certificate Distribution</b>   | No  | Able to distribute Certificates to any of the Training Center's Instructors  | Able to distribute Certificates to any of the Chapter's Instructors, or any of the Chapter's Sub Agencies' instructors, or to a Training Center Account  |

## Troubleshooting Digital Certificate Platform Messages

| Digital Certificate Platform Messages   |  |
|---|--|
| Message   | Recommended Action   |
| Please choose a course title  | In <b>Roster Upload</b> , select certificate title from the dropdown box.  |
| The provided file contained errors. Please see detail: <error message>. Use "Discard Upload" button to start over.  | In <b>Roster Upload</b> , an error was discovered in the way the information was added to the .csv roster file. Use the <b>Discard Upload</b> button to start over. Check the .csv file for omitted or incorrect information.  |
| Only CSV format is accepted. Please save Roster Template as a CSV file.   | In <b>Roster Upload</b> , the Digital Certificate Platform does not accept Excel or Google Sheets files. Save the roster as a .csv file.   |
| The file uploaded was not valid. Please ensure all required columns are filled out.   | In <b>Upload Roster</b> , data was missing. Required fields are: participant first and last name; course date; participant email; length of course.  |
| The file upload was missing information. Please ensure all required columns are filled out: First Name, Last Name, Course Date, Student Email, and Course Length. | In <b>Upload Roster</b> , data was missing. Required fields are: participant first and last name; course date; participant email; length of course.  |
| An unknown error occurred. Please try uploading again. If error persists, contact Customer Service.   | In <b>Upload Roster</b> , a time out or other error occurred. Try a screen refresh and walk through the steps again.   |
| Please attach roster csv file.  | In <b>Upload Roster</b> , the .csv file was not attached. Click the <b>Choose File</b> button and search for the .csv file.  |
| The file uploaded did not contain any data. Please ensure all required columns are filled out.  | In <b>Upload Roster</b> , confirm that the .csv file is being uploaded and that all required fields are filled.  |
| The roster upload included more participants than available certificates.   | In the <b>Upload Roster</b> function, the Instructor must have at least as many certificates as course participants. The chapter or Training Center can distribute more certificates if available. Independent Instructors can purchase more certificates. Instructors associated with a Chapter or Training Center will need to have certificates provided to them. |
| Please enter an email address or security code  | In <b>Find Certificate</b> , confirm that an email address or security code has been selected.   |
| There was an error with the link provided. Please use student email field.  | In <b>Find Certificate</b> , the Security Control number was not correct. Search by the student email.   |
| Student record could not be retrieved.  | In <b>Search Student or Find Certificate</b> , confirm that the student completed the course after the Digital Certificate Platform was in place. Students who received paper course certificates will not be found in the First Aid look up tool.   |
| No results returned, try alternate search field.  | In <b>Search Student</b> , try leaving all fields empty. This will return all available data from the user.  |

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| Student record could not be retrieved. Try alternate search field.   | In <b>Search Student</b> , try leaving all the fields empty. This will return all available data from the user.  |
| Email address not associated with this <account type>. Verify address provided.  | In <b>Certificate Distribution</b> , confirm that the email address is associated with chapter or training center submitting the date.   |
| Email address not associated with this <account type>. Verify address provided.  | In <b>Certificate Distribution</b> , the instructor email did not match any Instructor data associated with the Chapter or the Training Center in the Salesforce database. If the email address is correct, this may require contacting the Customer Service Center. 1(800) 621-7615 or <a href="mailto:customerservice@nsc.org">customerservice@nsc.org</a> |
| Email address not associated with this <account type>. Verify address provided.  | In <b>Certificate Distribution</b> , confirm that the email address is associated with the chapter or training center submitting the date.   |
| This Training Center ID is not a sub-agency of your chapter.   | In <b>Certificate Distribution</b> , confirm that the Training Center is associated with the chapter. This can be confirmed in the NSC Salesforce database. Customer Service can help. Call (800) 621-7615 or email <a href="mailto:customerservice@nsc.org">customerservice@nsc.org</a>   |
| Email address not associated with this <account type>. Verify address provided.  | In <b>Certificate Distribution</b> , confirm that the email address is associated with the chapter or training center submitting the date.   |
| This Training Center ID is not a sub-agency of your chapter.   | In <b>Certificate Distribution</b> , confirm that the Training Center is associated with the chapter. This can be confirmed in the NSC Salesforce database. Customer Service can help. Call (800) 621-7615 or email <a href="mailto:customerservice@nsc.org">customerservice@nsc.org</a>   |
| This is not a valid email address.   | Make sure the email address is correct, properly formatted and there are no spaces in address.   |
| First Aid Digital Certificates were distributed successfully.  | No action required. This is a success message.   |
| Your instructor certification does not appear to be active. Please contact Customer Service.   | This message will be seen if the Instructor signing in has an expired Instructor's license. Customer Service can help. Call (800) 621-7615 or email <a href="mailto:customerservice@nsc.org">customerservice@nsc.org</a>   |
| The Digital Certificate Platform requires specific access permission. To have your account updated, please contact Customer Service. | When setting up a new account, Instructors should have immediate access to the Instructor Control Panel, but new Chapter or Training Center Administrators will need to contact NSC to have their access set up. Call (800) 621-7615 or email <a href="mailto:customerservice@nsc.org">customerservice@nsc.org</a>   |