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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.

It enables users to:

- Distribute student course certificates easily via email
- Generate batch certificates by uploading class rosters
- Provide 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 issue course completion certificates to participants.

Overview of the Digital Certificate Platform

The Digital Certificate Platform (DCP) uses NSC Chapter, Training Center, and Instructor data to manage the certificate distribution process.

Each time a Chapter or Training Center orders First Aid participant and e-participant workbooks, a like number of certificates is placed in the account linked to that purchase. Certificates linked to accounts need to be distributed to Instructors.

Instructors must have certificates in their DCP accounts to upload participant rosters.

There are three ways for Instructors to receive digital certificates:

1. From their Chapter or Chapter Sub-agency Administrator
2. From their Training Center Administrator
3. As an Independent Instructor, with the addition of the role of Training Center Administrator to their NSC account

Depending on Training Center needs, some Instructors will have dual roles. Instructors can be Training Center Administrators as well as Instructors. In this case, the Training Center Administrator role will be used to both distribute certificates and upload rosters.

Quick Guide for Instructors and Training Centers

This quick guide will get you started with the Digital Certificate Platform and issuing digital certificates to your course participants.

Step One – Assign an Administrator

Determine who will manage certificates for your Training Center or for you as an Independent Instructor. It is ideal to have at least two contacts from any Training Center with Training Center Administrator (TC Admin) access.

The TC Admin can distribute certificates to Instructors within the Training Center and upload course rosters on behalf of Instructors.

This person can be an Instructor.

Email FirstAidAdmin@nsc.org to set up the TC Admin role for your organization.

Step Two – Purchase Student Workbooks

Each time a Chapter, Training Center or Instructor orders First Aid participant and e-participant workbooks, a like number of certificates is placed in the account linked to that purchase. Certificates linked to accounts need to be distributed to Instructors.

There are three ways to purchase NSC First Aid course participant guides:

1. From the local Chapter – find your local Chapter here: www.nsc.org/chapters
2. Online – www.nsc.org/shop/first-aid
3. From NSC Customer Service – (800) 621-7619 or customerservice@nsc.org

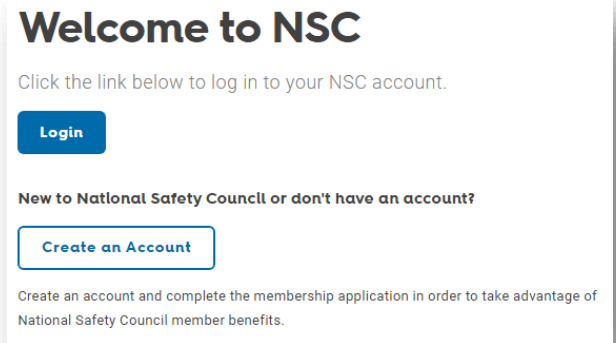
Step Three – Log in to Digital Certificate Platform

To login, go to <https://www.nsc.org/firstaidcontrolpanel>.

It's a good idea to bookmark this URL for future access.

To login, you must have an NSC account:

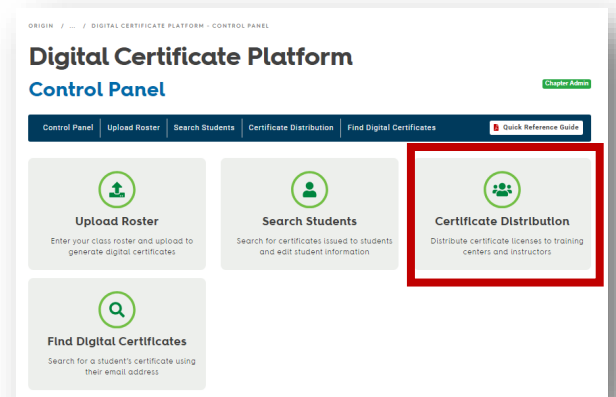
- Returning users, enter your email address and password.
- New users, click on “Create an Account.” Use Training Center Account Number for Member/Account ID when setting up a new account.



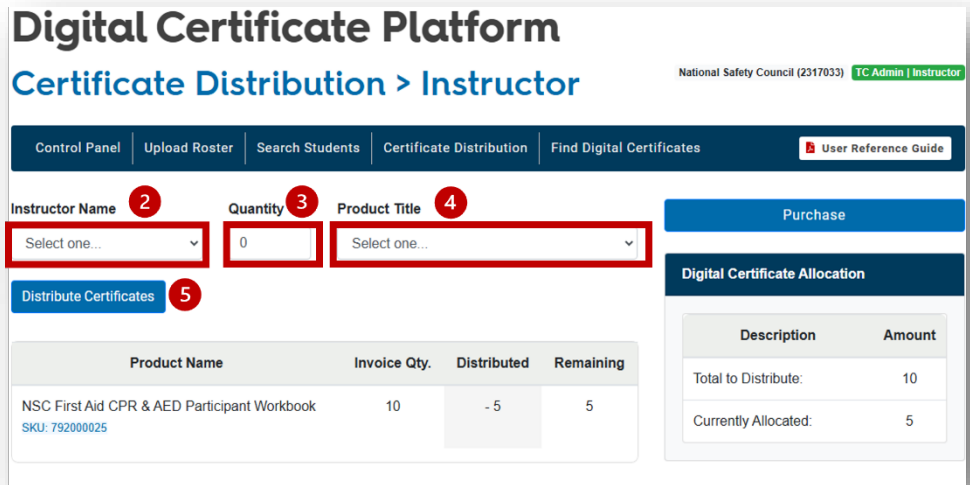
Step Four – Distribute Certificates

NOTE: One must have a TC Admin role to access the Certificate Distribution tab.

1. Go to **Certificate Distribution** tab.



2. Choose **Instructor Name**.
3. Choose the **number of certificates**.
4. Choose the **workbook title**.
5. Click **Distribute Certificates**.



Step Five – Upload Roster

1. Go to **Upload Roster** tab.



2. Download the roster template by clicking **Download this Roster Template** (see [1] on the image on page 5). Note the template will be saved to the Downloads folder on Windows PCs and laptops. Find the file and save it in a designated folder for future use.
3. Fill out the *Roster Template* with course attendee information starting on line three of the file. The following fields are required:

- First name (FirstName)
- Last name (LastName)
- Course date (CourseDate)
- Student email (StudentEmail)
- Total course hours (TotalHoursComplete)

Optional fields:

- CC Email (CCEmail) – use if you need to share the student certificates with a supervisor or an HR representative; they will receive an email with links to the student certificates
- Company name (CompanyName)

4. Save the **Roster Template** file as a **.csv** file for uploading in a folder you can easily access. This is sometimes called a comma delimited file.

	A	B	C	D	E	F	G
1	FirstName	LastName	CourseDate	StudentEmail	TotalHoursComplete	CCEmail	CompanyName
2	required	required	required	required	required	optional	optional
3	Justin	Jones	10/25/2024	justin@safety.com		7.5 HR@safety.com	Safety Zone
4	Cody	Smith	10/25/2024	cody@safety.com		7.5 HR@safety.com	Safety Zone
5	Andrea	Brown	10/25/2024	andrea@safety.com		7.5 HR@safety.com	Safety Zone

5. Choose **Instructor**. If you are an Instructor without the TC Admin role, skip this step.

6. Once Instructor is chosen, **Current Digital Certificates** will populate. If there are no certificates in this list, they must be distributed to the instructor.

7. Choose **Workbook Title**.

8. Choose **Certificate Title**. See page 8 for guidance on certificate titles.

- If you teach any U.S. Coast Guard officers – click **Optional Info** to add Coast Guard credential to certificate.

9. Click **Choose File**, search for your roster file, making sure it's a .csv file.

10. Click **Upload**.

11. A screen will appear that allows a review of the roster information. Information the platform can upload will be marked with a green checkmark. Information that contains errors will have a red X and bulleted notes on what needs to be corrected. If there are errors noted, correct the roster file, and upload it again. A table of common errors can be found on page 19 if this document.

12. Confirm it's all correct, then scroll down to click **Save and Send**.

#	Student Information	Student Email	Hours	Course Date	Expiration Date	Instructor	Optional Info	CC Email	InstructorEm
1	Justin Jones Safety Zone	justin@safety.com	7.5	10/25/24	10/31/26	Pamela Twilegar		HR@safety.com	pam.twilegar@ns
2	Cody Smith Safety Zone	cody@safety.com	7.5	10/25/24	10/31/26	Pamela Twilegar		HR@safety.com	pam.twilegar@ns
3	Andrea Brown Safety Zone	andrea@safety.com	7.5	10/25/24	10/31/26	Pamela Twilegar		HR@safety.com	pam.twilegar@ns

Digital Certificate Platform Error Messages

Digital Certificate Platform Messages	
Message	Recommended Action
Please choose a course title.	In Roster Upload , 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 Roster Upload , an error was discovered in the way the information was added to the .csv roster file. Use the Discard Upload 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 Roster Upload , the Digital Certificate Platform does not accept Excel or Google Sheets files. Save the roster as a .csv file.
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 Upload Roster , data was missing. Required fields are: participant first and last name; course date; participant email; length of course.
The file uploaded did not contain any data. Please ensure all required columns are filled out.	In Upload Roster , 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 Upload Roster 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.
Email address not associated with this <account type>. Verify address provided.	In Certificate Distribution , 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 FirstAidAdmin@nsc.org
This Training Center ID is not a sub-agency of your Chapter.	In Certificate Distribution , 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 FirstAidAdmin@nsc.org
Email address not associated with this <account type>. Verify address provided.	In Certificate Distribution , confirm that the email address is associated with the Chapter or Training Center submitting the date.
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 FirstAidAdmin@nsc.org