



Job Aid

Accessing your Teams' PTS Completion Certificate(s)

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Table of Contents

Introduction.....	3
Temporary PTS Training Completion Certificate.....	3

Introduction

This Job Aid will walk you through the process for accessing your team members' training completion certificates.

It's important to note that for the PTS course, the training completion certificate is only a temporary certificate and valid until the employee received their hard copy PTS ID Card in the mail.

Temporary PTS Training Completion Certificate

Once your team member successfully passed the final competency test for the PTS course, they are provided a training completion certificate.

Warning: If the account holder did not update their account profile information and photo, their temporary PTS certificate will be incomplete and have blank sections.

All your users' training records and certificates can be viewed in their transcript.

1. From within the **Welcome** page, hover over the **Admin** tab in the top navigation bar.
2. Click on the **Users** option from the dropdown list.
3. Enter the users **First name, Last name, and/or Email** in the search fields, and click on the **Search** button.
4. The user name appears in the **Search Results** section at the bottom of the screen. Click on the user name you are seeking to print the certificate for.

The following fields must be filled when adding a user:

- First Name
- Last Name
- User Name
- Email Address
- Division

Please skip the definition of a start password

Last Name City Manager Select OU Criteria

State Approver

User ID Zip Active

User Name Country

Email

+ Add User + Create New Group

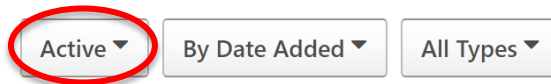
Search Results

User	User Name	User ID	Status	Identifier	Manager	Approver	Options
Auditor_Test	Auditor_22	000017	Active	Finance (Division)			

5. Click on the **Transcript** option in the top navigation bar.



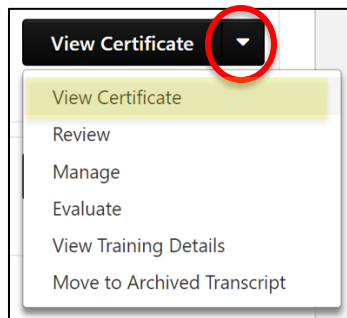
6. The PTS Competency Test record has now moved to the **Completed** folder. Search completed folder by clicking on the **Status** tab and changing the status to **Completed**.



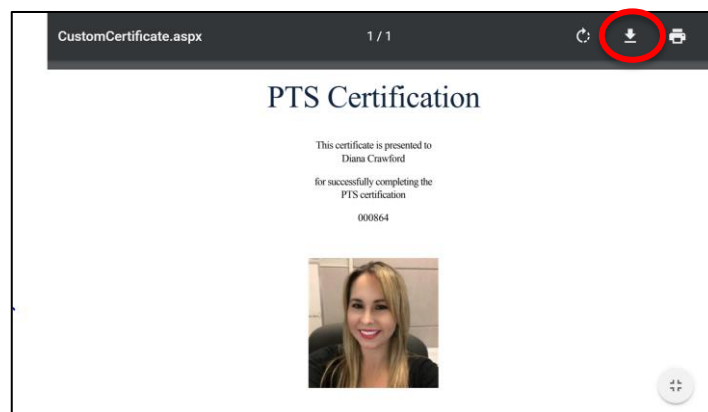
7. All completed learning objects appear (e.g. PTS Competency Test). Locate the PTS Competency Test record and access it by clicking on the **View Certificate** button.



8. Click on the dropdown arrow and select the **View Certificate** option from the list.



9. The user's **PTS Certification** appears. You can save and print a copy of this certificate from this screen by clicking on the down arrow icon. It will always be accessible in their completed transcript for further reference.



10. User's PTS Certification displays the name, the course name, ID number, and their photo. The ID number is a unique value that will always be associated with their CMS account profile. This number does not change even when the training is renewed or if the individual changes Employers.