Obtaining Certificates for online I-100, IS-700, S-190, and S-130

For the I-100 course you can go to the "Home" page of your NFA account and once you've successfully completed the final exam you should be able to hover or click on the name of the course you need a certificate for in the "Completed Work" box and have the option to print the certificate. If that doesn't work click on "View All" at the top of the Completed Work box, then on the next screen click on the printer icon to print a certificate like this.

If that doesn't work click on the name of the course and you should get a screen like this.

If you'll print that screen off that will be sufficient for this course.

For the IS-700 course the certificate of successful completion will be automatically emailed to you at the email address used when you login to the final exam website. Follow the instructions in the email to print a certificate like this.

If you do not receive an email certificate from FEMA for IS-700 this is likely a technical issue with their online testing system that I likely can't help with.

If one of the S190 or S130 modules is what you are asking about then the certificate is not emailed or part of a Home screen like the previous two courses. At the end of each module is a Challenge Review.

At the end of the Challenge Review there will be a screen with your results. If you've successfully answered the Challenge Review correctly then the bottom left of that screen will have a grey "Print Certificate" button. Click this button to print a certificate like this.

If you click "Next" before clicking the "Print Certificate" button you can navigate back to the start screen for that module, select Challenge Review again and it should take you back to the results page where you can print the certificate.

Finally, if nothing I've said here addressed the issues you are having with obtaining a course certificate you may have a technical issue with either the NFA or FEMA EMI training websites. For technical issue assistance please contact the NFA helpdesk, nfaonlinehelp@fema.dhs.gov
or look for help on the FEMA Contact Us page https://training.fema.gov/contactus/.