Accredible FAQ's

- **How do I access my certificate?**

  You will receive an email with a link to your certificate. You will then have the choice of either printing, downloading or sharing your certificate.

- **My link isn't working, what can I do?**

  If the link provided in the email is not working, please contact events@eemua.org immediately.

- **Can I download my certificate?**

  Yes, your certificate can be downloaded as a PDF file.

- **Can I print my certificate?**

  Yes, you can print your certificate. Click the PDF button. This will then present you with a PDF which you can save and/or print.

- **I have attended several courses. Will I need an account for each certificate?**

  No, all certificates are associated with one email address which is the email address you have provided when registering. Using this email address will give you access to all your certificates.

- **There is an error on my certificate. Who do I contact for help?**

  If you spot a mistake, please contact events@eemua.org immediately.

- **How do I forward on my certificate to my manager?**

  It would be easiest to share it via email or to download it as a PDF and then to forward it.

- **Issue date and Expiry date explained**

  The issue date of your certificate is either the date which you sat an exam, or the last day of the course you attended (if the course was more than one day long).

  The expiry date is only applicate to those certificates which are valid for 5 years (e.g. TankAssessor Certificate of Competence). The expiry date is the date the certificate will expire, which will be the same as the issue date, just five years later.

- **Where can I find my expiry date?**

  If your certificate has an expiry date, it will be either printed on the certificate or it will show on the linked certificate page. You will also receive several reminders before the expiry date.

- **When will my certificate be sent?**

  Certificates should be issued between 4-6 weeks after the course end date.

- **Can I have a previous certificate as an electronic version?**

  Unfortunately, this is not something we are able to do. Only certificates issued from 2020 will be in electronic format.

- **Can I still have my certificate posted?**

  We can post a physical certificate, but this would come at an extra cost. Please contact events@eemua.org to enquire about this.