How to View and Download Your Certificate of Completion

Training and Courses · https://www.pshsa.ca/help-centre/how-to-view-and-download-your-certificate-of-completion-overview/

Overview

This guide explains how to view and download your digital certificate of completion using the PSHSA Portal.

Before You Begin

- Ensure your facilitator has marked you as passed.
- If applicable, ensure you have completed and passed the final test for your course.

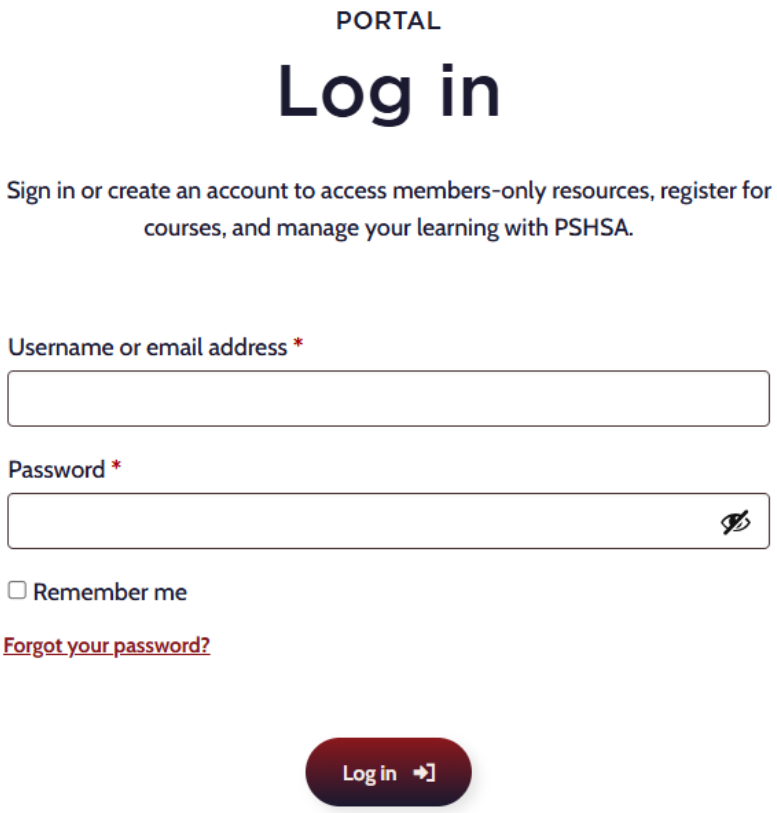
Video Walkthrough

Prefer a visual walkthrough? Watch the video below for a step-by-step demonstration of how to view and download your digital certificate of completion.

Embedded media: https://www.pshsa.ca/wp-content/uploads/2026/05/How-to-View-and-Download-Your-Certificate-of-Completio

Steps

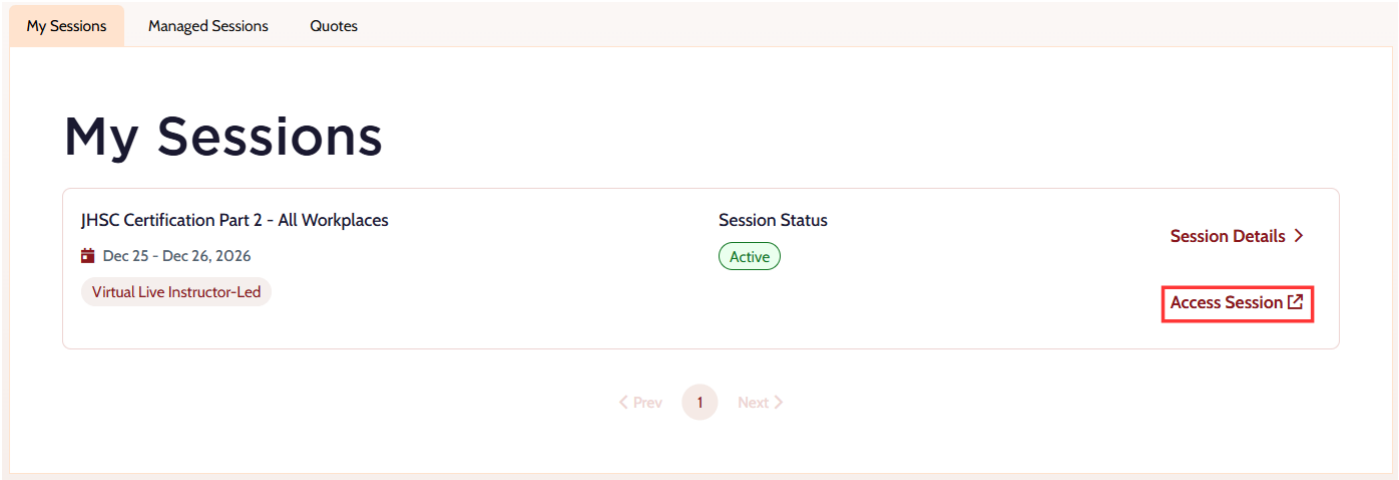
1. Go to pshsa.ca/portal.
2. Log in using your email address and password.



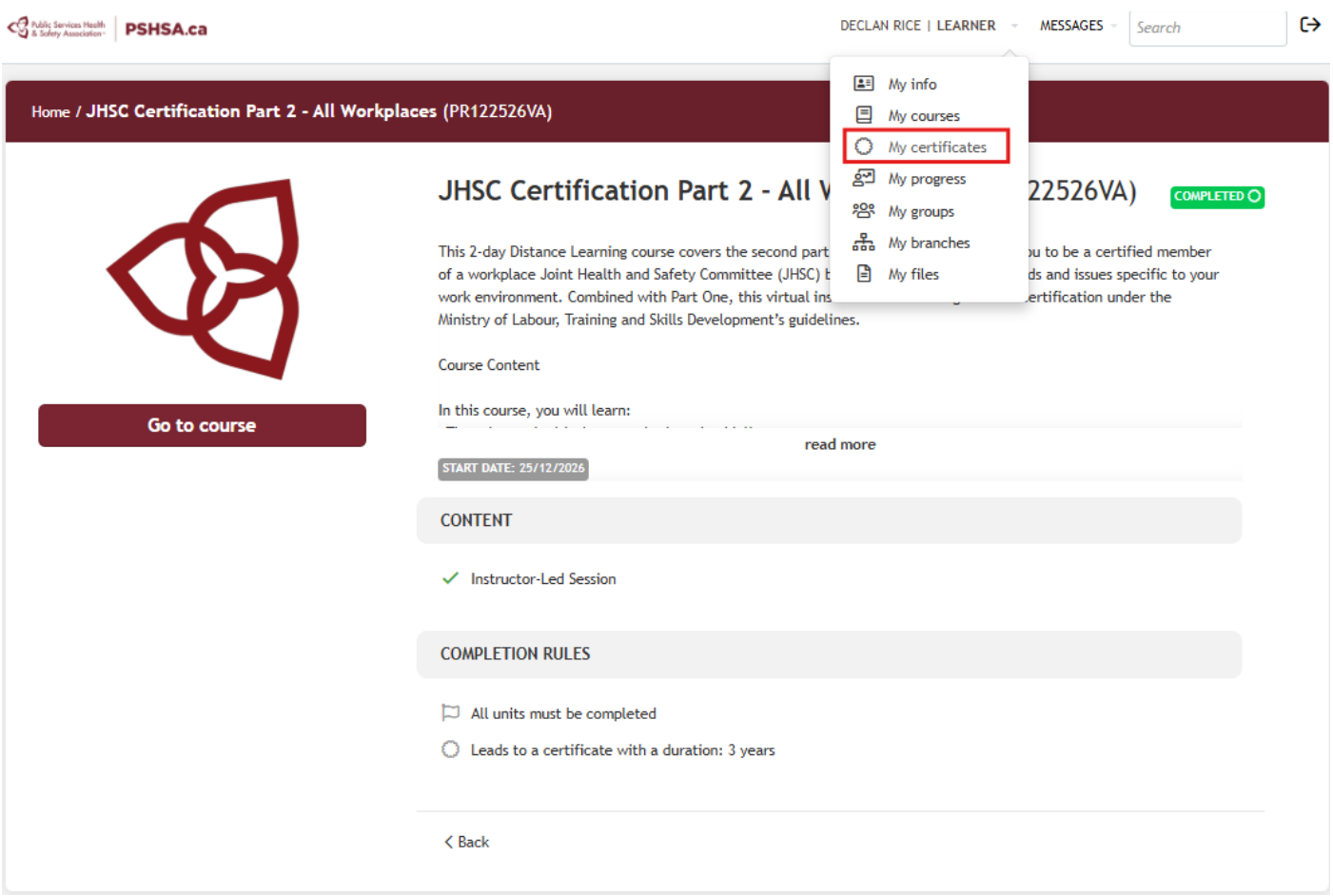
- **My Sessions** — if you are accessing training assigned directly to you.
- **Managed Sessions** — if you booked the training or are managing the session for others.

Select the appropriate tab:

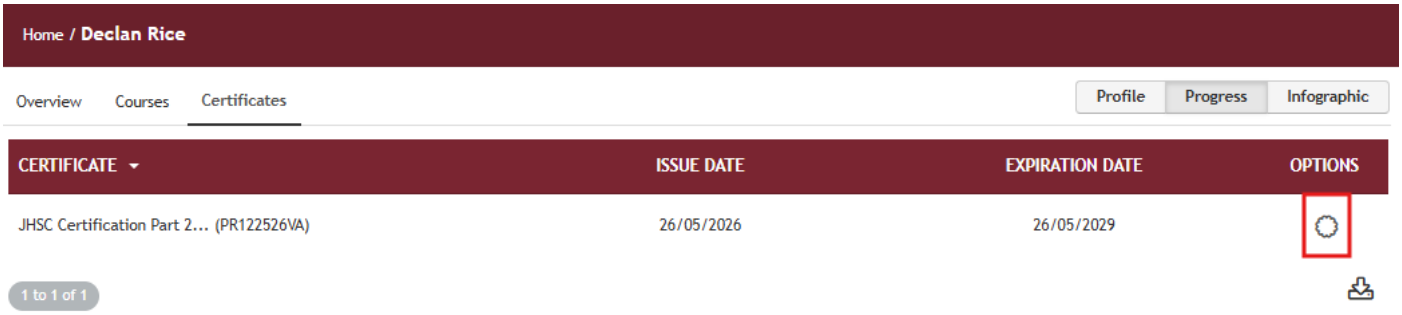
3. Locate the training session and select **Access Session**. The training platform will open in a new tab.



4. At the top of the page, hover over your name and select **My Certificates**.

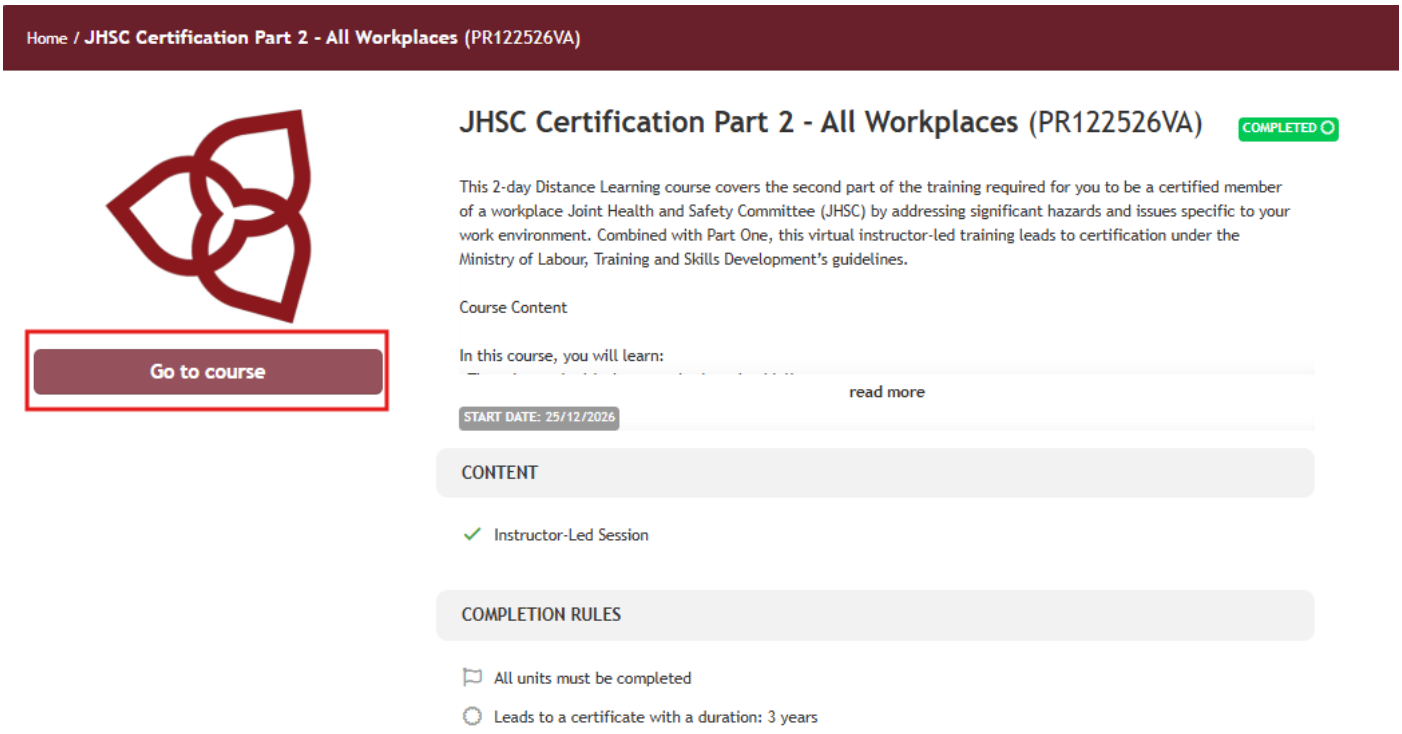


5. Locate your completed course and under **Options**, select the certificate icon to view or download your digital certificate of completion.

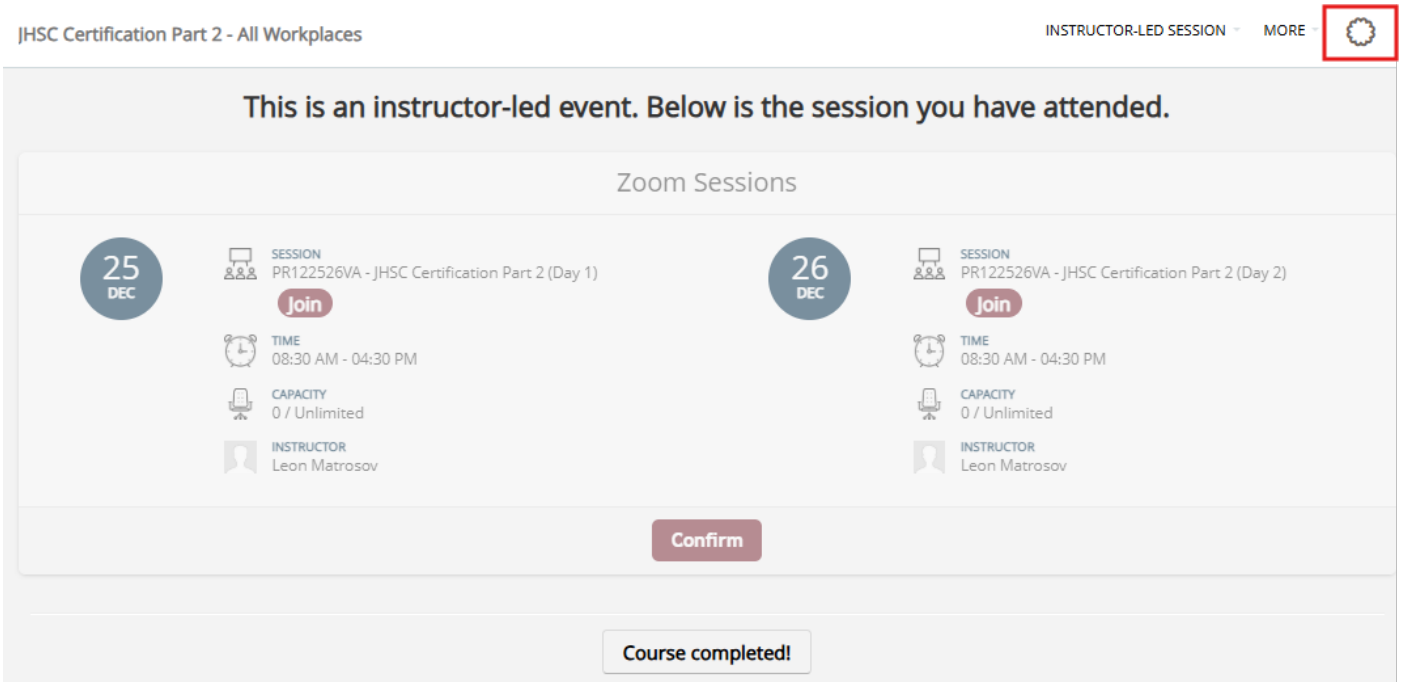


Alternative Method

1. From the training platform, select **Go To Course**.



2. Select the **Download Certificate** icon in the top right corner of the page.



Another Way to Access Your Certificate

- After completing your course, you will receive an email titled:**"Your certificate for [Course Name]"**

  from **noreply@talentlms.com**.This email contains a direct download link for your digital

certificate of completion.

Troubleshooting

- **I cannot see my certificate**
  Ensure your facilitator has marked you as passed and that you have completed and passed any required final test.
- **I did not receive the certificate email**
  Check your junk or spam folder for emails from **noreply@talentlms.com**.

Need Help?

If you need assistance viewing or downloading your certificate, contact the Client Experience Team:

- Email: clientexperience@pshsa.ca
- Click the Live Chat button at the bottom right corner of the page.