

Online Course Completion & Printing Your Certificate:

As the end of the year is approaching, many of you are completing your in-service online. In order for your courses to record as complete, so you can print your certificate, you need to use the latest version of Google Chrome. Also, if you have completed your courses, but they are still showing as “in-progress” on your account, you need to open the courses in the latest version of Google Chrome. Please follow these directions:

To make sure you have the latest version of Google Chrome:

- Click on the three vertical dots located on the right side of the toolbar.
- Hover over “Help.”
- Choose “About Google Chrome.”
- Google Chrome will then update to the latest version. Click on “Relaunch” if the button appears.

After updating Chrome, open the NCJA Training Portal in a new tab and sign in. Launch or continue your course. Click on the play course button on the initial slide. When you get to the last slide, click on the “Close Course” button.

Your course should now show as complete and you can print your certificate. You can find your certificate in the certification section of your NCJA portal account.

If you have any questions, please contact Alice Butler at abutler@ncdoj.gov or Kristi Jernigan kjernigan@ncdoj.gov.