

If you are having difficulty getting a certificate to upload, try the following:

- 1) Make sure you are using a computer and NOT a phone.
- 2) Make sure you are using Internet Explorer or Edge or Firefox instead of CHROME.
- 3) Make sure you have entered a short title of the training (less than 18 characters long).
- 4) Make sure your certificate is saved with a short title and ONLY letters. It will not let you upload a document that is saved with a long title OR if it has numbers or special characters in the saved title. So, you may have to resave the certificate as something shorter with only letters.
- 5) Make sure to check the disclaimer checkbox.
- 6) Make sure to hit "Submit".

If you still cannot get your certificate to upload, please email us at csa@ky.gov.