

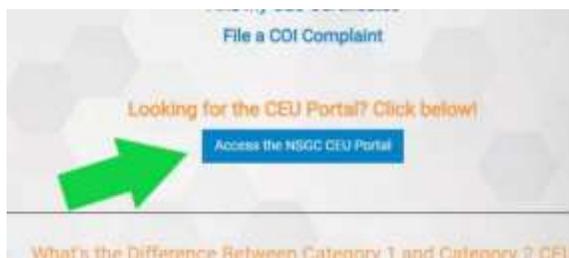
How to verify CEU certificates have been issued for your Category 1 Activity

Please note, these instructions are for *Category 1 activity organizers only*. If you are looking for a CEU certificate for an event you attended or a Category 2 activity, these instructions will *not* help you.

To determine if certificates have been issued for your activity participants, please first ensure that you have followed the required steps for submitting your post-activity documents and filing fees. If you have not yet submitted your documentation or if the filing fees have not yet been paid, NSGC *cannot* issue CEU certificates for the activity. If you are unsure about how to submit your post activity documentation, review the [Category 1 Post Activity Documentation Checklist](#) and [How to Submit Category 1 Post Activity Documents](#).

If you have completed your post activity documentation submission and all fees have been paid, follow the steps below to determine if CEU certificates have been issued for your activity participants.

1. Log in to your NSGC account (the one used to submit the CEU application for your activity – no other NSGC account will be able to access your activity).
2. Visit <https://www.nsgc.org/Education-and-Events/Continuing-Education-Unit-CEU-Information> and click on the “Access the NSGC CEU Portal” button.



3. Click the “Submit a Category 1 CEU Application” button.



4. In the top left hand corner of the screen, click “Organizer” then select “Attendance” from the dropdown.



- Enter the activity ID associated with your approved activity. This is a 5-digit ID beginning A0_ _ _ , which was assigned to your activity when you initially created the application. You can find your activity ID in the subject line of all automated email communications from the portal. Then click “Filter”.

Activity Attendance

Activity Attendance

Upload Attendance Enter Attendance

Upload Date Range: MM/DD/YYYY to MM/DD/YYYY

Activity Completion Date Range: MM/DD/YYYY to MM/DD/YYYY

Organizer: AE

Activity ID:

User ID:

Clear Filter

- Assuming certificates have been issued for the activity, you will observe the following fields:

Showing Records 1 to 7 of 7

Organizer	Upload Date	Activity Completion Date ↑	Activity ID	User ID
P12720	12/11/2019	11/8/2019	A0398	2376
P12720	12/11/2019	11/8/2019	A0398	4883
P12720	12/11/2019	11/8/2019	A0398	5342
P12720	12/11/2019	11/8/2019	A0398	6081
P12720	12/11/2019	11/8/2019	A0398	6770
P12720	12/11/2019	11/8/2019	A0398	8019
P12720	12/11/2019	11/8/2019	A0398	1225

Upload date = the date NSGC issued CEU certificates for the activity

Activity Completion Date = the end date of your activity

Activity ID = the ID associated with your activity

User ID = the NSGC User IDs of participants who have received CEU certificates for the activity

If participants are unsure of where/how to access their certificates in the portal, you can share the [How to View Category 1 and 2 CEU Certificates in the CEU Portal](#) instructions with them. **Please note, NSGC no longer sends emailed certificates for any CEU activities, nor does NSGC send individual alerts to recipients when new certificates are issued in the portal.**

- If certificates have **not** been issued for the activity you will see the following:

No records to show

Organizer	Upload Date	Activity Completion Date ↑
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There were no records found that match the current Search Criteria. Please change the criteria and try again.

If you are unsure why certificates have not yet been issued for your activity, consider the following:

- **Did you submit the post activity documentation correctly?**

- Post activity documents should be uploaded into your activity file in the CEU portal, **not** emailed to NSGC (unless you have made a specific arrangement with NSGC staff).
- **Did your attendance report contain the correct information in the correct format?**
 - Review the [Post Activity Documentation Checklist](#)
 - NSGC User IDs are absolutely required for all CEU earners. Missing or incorrect NSGC User IDs can delay certificate issuance significantly as staff has to manually update all incorrect information.
 - The attendance report (CEU earners report) should contain no more and no less than the information outlined in the [attendance report template](#).
- **When did you upload your post activity documentation?**
 - CEU certificates are **not** automatically issued via the portal. An NSGC staff member still has to verify all documentation and complete the certificate issuance. Typically this occurs within 1-2 weeks after you upload your documentation, however this process can take longer if the documents are incomplete or otherwise incorrect. Please also note, October-December are extremely busy months for certificate issuance.
- **Are you sure the CEU filing fees have been paid?**
 - If your institution or group leader is sending payment for filing fees via check, please check with your accounting staff to make sure the check has cleared the account. If the payment has not yet been processed NSGC cannot yet issue certificates.

If you are confident that you have uploaded everything correctly, payment has processed and it has been at least 2 weeks since you submitted your post activity documentation, please reach out to ceu@nsgc.org for assistance.