Ordering a certificate of achievement

A certificate of achievement is a personalized **digital document** issued by Université Laval. It confirms that you are registered and have successfully completed a MOOC.

You can share your certificate with everyone using the unique URL address issued by Université Laval (e.g., you can include this URL address in your résumé so that a potential employer can gain access to your online certificate).

Cautionary Note

Only participants who have completed the course and obtained the pass mark on examinations will be able, at their convenience, to order and receive a certificate of achievement by electronic means. They have up to one year after the MOOC ends to order their certificate.

1. Go to the website of the MOOC for which you wish to order a certificate.

2. Click on the `Evaluations and Results` section.

3. Click on the `Result Summary` link in the upper right corner.

4. The results of your various evaluations will be displayed.
   If the MOOC is over and you have completed the training and passed the evaluations, a message will be displayed in a green box.

5. When you can access the option, click on `Order the Certificate`.

You have successfully completed the course.
Order now your certificate of achievement for $ ▬ (CAD) taxes included. More details about the certificate

Order the certificate

6. You will be directed to a secure payment form supported by **Dexero eCommerce**.

7. Validate the quantity entered in step **1 of 5 – Cart**.
   If necessary, recalculate the partial total of your shopping cart.
   Click on `Next Step`.

Français

Dexero® eCommerce   🛒 1 Article(s) • ▬ $ CAD   View Cart

1 Cart   **2** Form   **3** Summary   **4** Payment   **5** Receipt

Shopping cart

PRODUCT	QUANTITY	UNIT PRICE	TOTAL
⊗ Certificate of Achievement MOOC - Northern Quebec: Issues, Spaces and Cultures	1 ↻	▬ $ CAD	▬ $ CAD
Certificate of achievement for a Massive Open Online Course (MOOC) offered by Université Laval			

Subtotal   ▬ **$ CAD**

Refresh Cart

Cancel   Next Step →

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8. Complete the fields in step **2 of 5 – Form**.
   Fields followed by a red asterisk are mandatory.
   Click on `Next Step`.

9. The step **3 of 5 – Summary** page will be displayed.
   Validate the information entered in the **Order Summary** section.

10. Also validate the amounts entered in the **Shopping cart** section.

11. If necessary, enter your comments in the **Notes** section.
NB: Please note that these comments are not treated as a priority. If you wish to obtain feedback, please contact us at support@bse.ulaval.ca.

12. Read the **Sales contract** in full.
Check off the `I agree` box if you agree to it.
NB: Please note that you must agree in order to continue the process.

13. Select the `Credit card` option in the corresponding section.
Click on `Next Step`.

14. Complete the fields in step **4 of 5 – Payment**.
    Fields followed by a red asterisk are mandatory.
    Click on `Next Step`.

Information

If you want to use a credit card address that's different from the billing address you entered previously,

    i.   Check off the `Use the billing address` box.
        A new section will be displayed.

    ii.   Select the `Create a new address` option.

    iii.   Complete the fields in this section.

15. The step **5 of 5 – Receipt** page will be displayed.
    Check the status of your transaction.
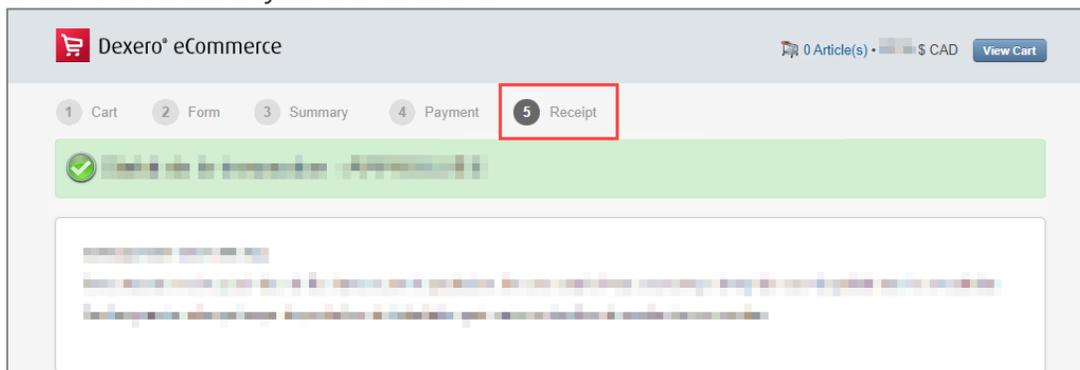
> **Information**
>
> Once the transaction is approved and payment is received, your certificate is placed in the production queue. Production time may vary depending on the number of orders.

16. If needed, print your order summary by clicking on the `Print` button at the bottom of the step **5 of 5 – Receipt** page.
    Click on `Finish` to leave the page.
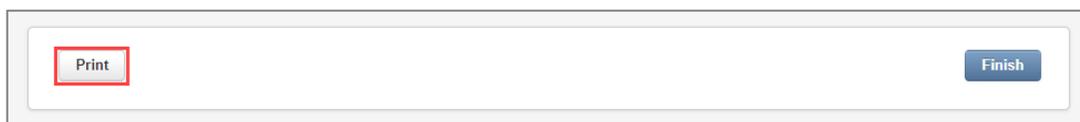
17. When your certificate is ready and available for consultation, you will receive a message at the email address indicated in your order.

18. To see the certificate you ordered, click on the unique URL link displayed in the email.
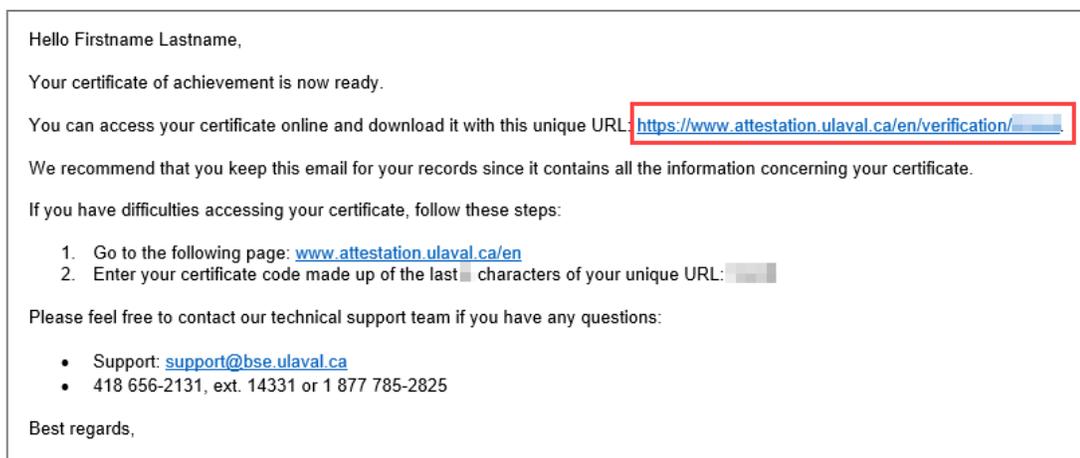
19. If you have trouble accessing the certificate using the link, go to
⤴ https://www.attestation.ulaval.ca/en/.
Enter your certificate code in the area indicated.

> **Information**
>
> Your certificate code corresponds to the last characters of your unique URL link. Check your email to get this code.

Information

If a problem occurs while ordering your certificate and you wish to check your order status:

    i.   Go to the MOOC site.

    ii.   Click on the `Evaluations and Results` section.
Then click on the `Result Summary` link.

    iii.   Click again on `Order the Certificate`.

You have successfully completed the course.
Order now your certificate of achievement for $▮▮▮ (CAD) taxes included. More details about the certificate

Order the certificate
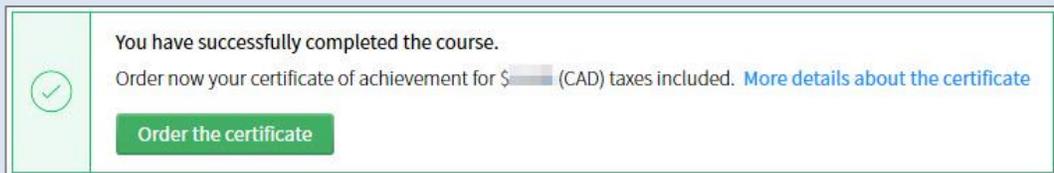
- If your transaction was properly completed, the message **Completed order** will be displayed. Please wait for the email enabling you to access your certificate.

- If your transaction was properly completed but the status is not up-to-date, the message **Order not completed** may be displayed.

  Please note that system synchronization may take up to five minutes, particularly if you have not clicked on `Finish` to leave the step **5 of 5 – Receipt** page.

- If you unsuccessfully attempted to place your order in the last few minutes, the message **Order not completed** will be displayed.

  Click on `Order the certificate` to restart the process.