


## Digital Certification FAQs

### 1. How can I access my digital certificates, cards, or DOPs?

- On your Council Connect dashboard, access the “My Certification & DOP” link on the right

My Account Courses/ Exams Learning Path Online Store Credential Search Help

### My Dashboard



Customer number: 240896  
SCO No.: S124511  
Calgary, AB T9h 2b9 CANADA  
780-123-4567  
jjmatthews@gmail.comxxx

[Edit Contact Info](#)

**Profile Details** [Edit Primary Info](#)

**Name:** Mr. Jonathon James Matthews

123 Common Rd  
Calgary T9h 2b9  
CANADA

**My Account Links**

- [My Dashboard](#)
- [My Contact Information](#)
- [My Applications](#)
- [My Requests](#)
- [My Certification & DOP](#)
- [Go To Online Training](#)
- [My Transcripts](#)
- [My Financial Transactions](#)
- [My Courses/Exams](#)
- [Change My Password](#)
- [My Tax Information](#)

- For certificates and cards, scroll down until you see “My Certifications”
- For DOPs, scroll down until you see “My DOP List”
- Click on the pdf icon to load or print the document

My Account Courses/ Exams Learning Path Online Store Credential Search Help

### My Certification & DOP

[Back to My Dashboard](#) [My Account Menu](#)

**My Certifications** [Export to Excel](#)

Show 10 entries Search:

Certification	Status	Discipline	Level	Certification Date	Renewal Due Date		Certificate	Card
Fire: Group A	Active	Fire		2020-04-02	2023-04-02	<a href="#">Renew</a>		

Showing 1 to 1 of 1 entries Previous 1 Next

**My DOP List** [Export to Excel](#)

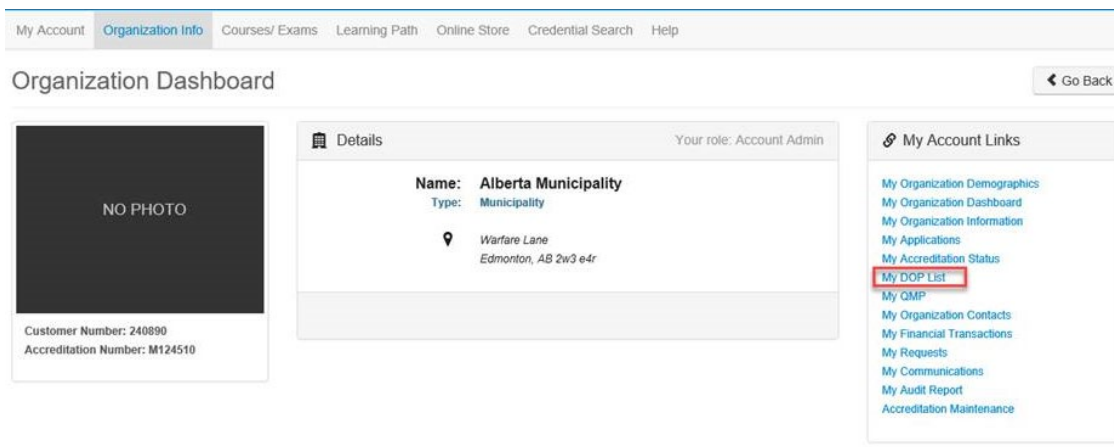
Show 10 entries Search:

Organization	DOP Number	Discipline	Scope	Date issued	Date terminated	Status	DOP Certificate
City of Edmonton	9866	Fire	Standard	2020-04-02		Active	

Showing 1 to 1 of 1 entries Previous 1 Next

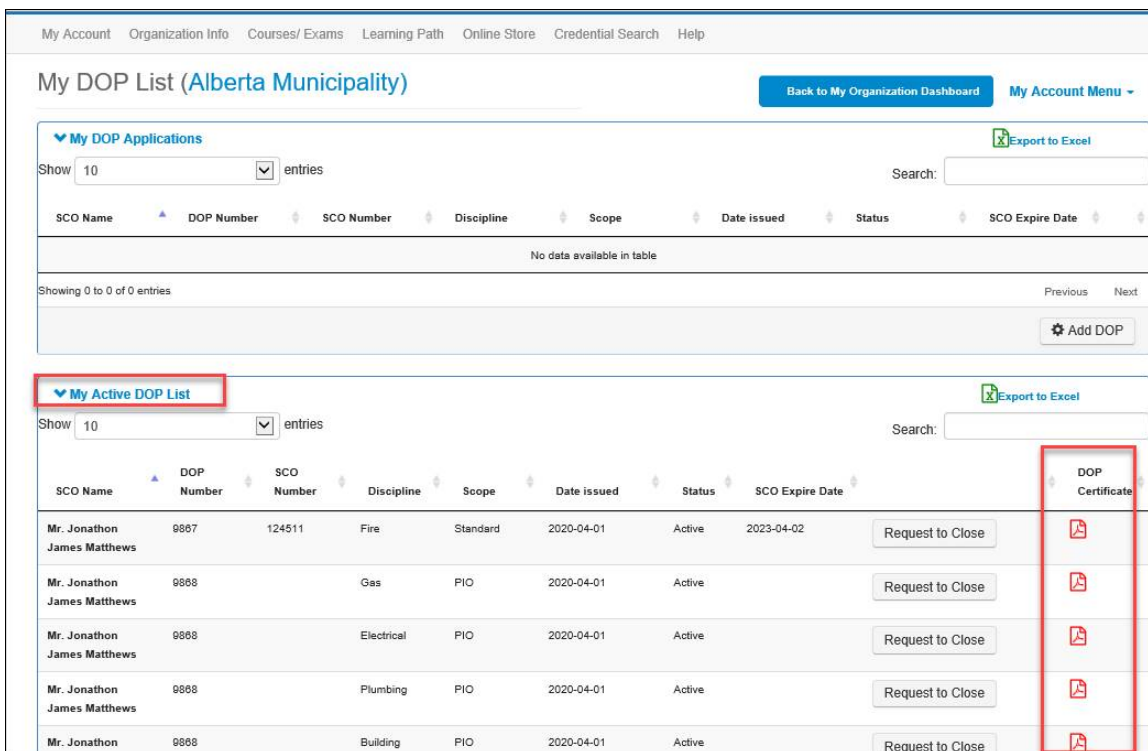
## 2. How can I access my organization's DOP list?

- On your organization's Council Connect dashboard, access the "My DOP list" link on the right








The screenshot shows the 'Organization Dashboard' for 'Alberta Municipality'. The user's role is 'Account Admin'. In the 'My Account Links' sidebar on the right, the 'My DOP List' link is highlighted with a red box. Other links include 'My Organization Demographics', 'My Organization Dashboard', 'My Organization Information', 'My Applications', 'My Accreditation Status', 'My GMP', 'My Organization Contacts', 'My Financial Transactions', 'My Requests', 'My Communications', 'My Audit Report', and 'Accreditation Maintenance'.

- Scroll down until you see "My Active DOP list"
- Click on the pdf icon to load or print the document



The screenshot shows the 'My DOP List (Alberta Municipality)' page. The 'My Active DOP List' section is highlighted with a red box. It displays a table with the following columns: SCO Name, DOP Number, SCO Number, Discipline, Scope, Date issued, Status, SCO Expire Date, and DOP Certificate. The 'DOP Certificate' column contains PDF icons for each entry. A 'Request to Close' button is visible next to each row. The table contains five entries for 'Mr. Jonathon James Matthews' with various DOP numbers and disciplines (Fire, Gas, Electrical, Plumbing, Building).

SCO Name	DOP Number	SCO Number	Discipline	Scope	Date issued	Status	SCO Expire Date	DOP Certificate
Mr. Jonathon James Matthews	9887	124511	Fire	Standard	2020-04-01	Active	2023-04-02	
Mr. Jonathon James Matthews	9888		Gas	PIO	2020-04-01	Active		
Mr. Jonathon James Matthews	9888		Electrical	PIO	2020-04-01	Active		
Mr. Jonathon James Matthews	9888		Plumbing	PIO	2020-04-01	Active		
Mr. Jonathon James Matthews	9888		Building	PIO	2020-04-01	Active		

## 3. Why is the Council sending digital certification documents?

In response to Covid-19, the Council has moved to remote operations and temporarily suspended the printing and mailing of physical certificates and ID cards. To ensure these changes cause minimal interruptions to services, the Council has enabled clients to download PDF copies of their Certificates of Competency, ID Cards, and Designations of Powers.

#### 4. What if I don't have a printer?

You can log in to Council Connect and download the card as a PDF and display on any electronic device.

#### 5. How do I sign my card?

You do not need to sign your digital card. When the Council is back in the office, we will send you a physical card which you can sign. At this time your digital card serves as your official ID card.

#### 6. I would like a hard copy of my certification, when will I receive this?

The Council is operating remotely due to the Covid-19 situation. At this time, no physical copies of certifications can be issued. Once our office opens, we will mail you physical copies of your certification and card.

#### 7. What if I am requested to produce my certification?

You may either provide a printed copy or a PDF on any electronic device. You will have received a letter from the Administrator of Certification verifying that these digital certifications serve as official documentation until further notice and must be accepted by the authority having jurisdiction.

#### 8. What if the authority having jurisdiction does not accept my digital or printed certification?

You will have received a letter from the Administrator of Certification verifying that these digital certifications serve as official documentation until further notice and must be accepted by the authority having jurisdiction. If the authority having jurisdictions has questions you can direct them to [certification@safetycodes.ab.ca](mailto:certification@safetycodes.ab.ca) or call 780.413.0099.

#### 9. How do I access my card or certificate using iPhone (IOS)?

You must log in to Council Connect in your safari browser (copy and paste the link). Accessing Council Connect via your email app won't allow you to open PDFs of cards and certificates.