



Issues downloading your DAU Certificate

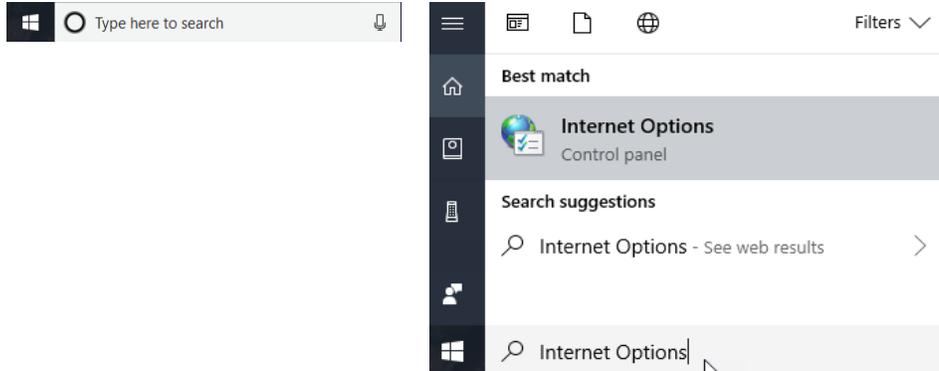
IMPORTANT: You must have the Adobe Reader or Adobe Acrobat installed on your computer in order to view your completion certificate.

If your certificate does not load after selecting the link and a gray box appears, the behavior observed is likely due to environmental constraints. We recommend that you perform the following steps to correct the issue and to ensure that you do not encounter this type of problem in the future.

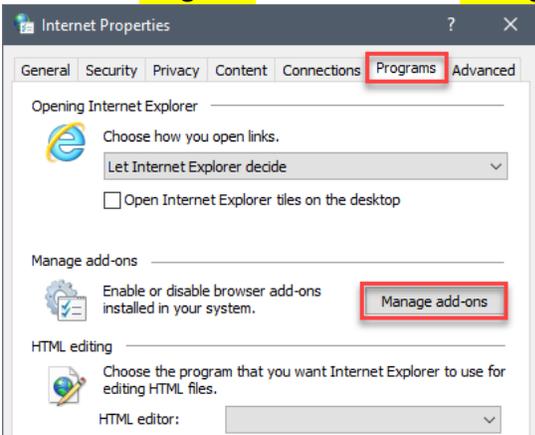
Gray box appears
instead of your
certificate?



Step 1: In the Windows/Cortana search bar, please type “**Internet Options**” and press **ENTER**.

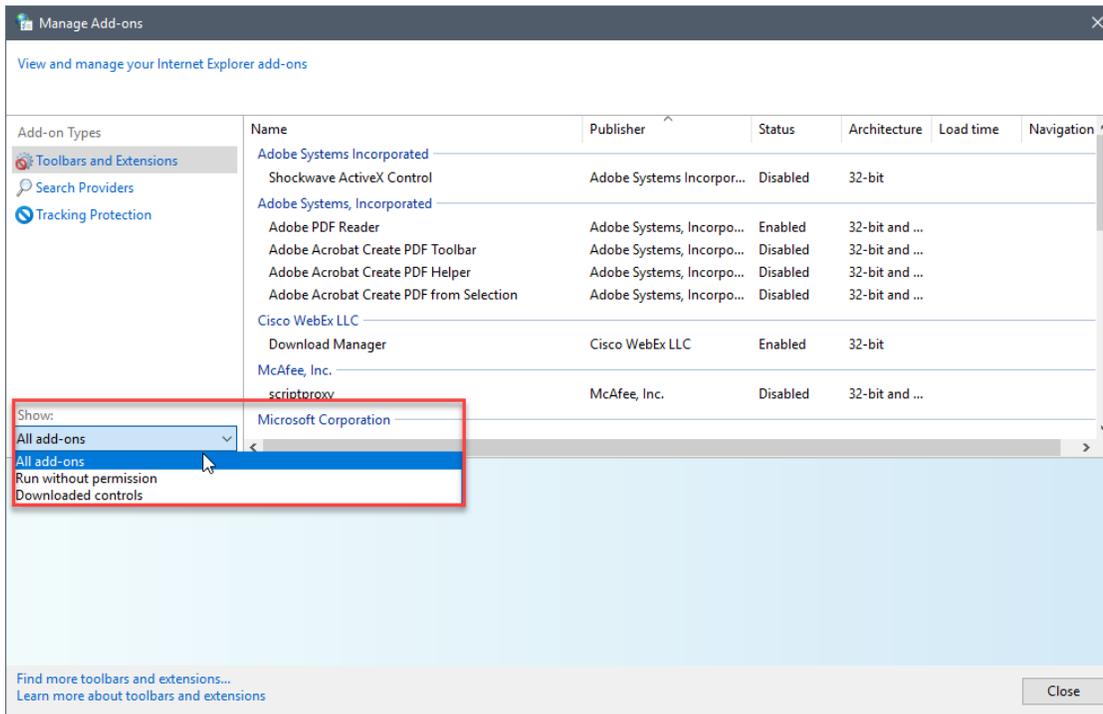


Step 2: Click on the “**Programs**” tab and select “**Manage add-ons.**”



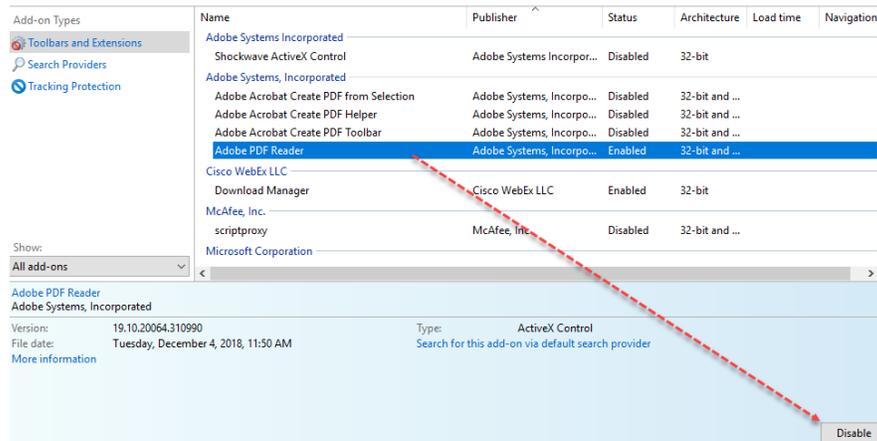


Step 3: Locate the **Show** drop-down menu in the left column and ensure **All add-ons** is selected.



Step 4: Select the **Adobe PDF Reader** plug-in.

Step 5: Click on the **Adobe PDF Reader** add-on and choose the **Disable** button (bottom-right).



Step 6: Click on the **Close** button at the bottom of the Manage Add-ons screen and **OK** to close the Internet Options window. Afterwards, please restart your Internet browser and attempt to download your certificate via <https://dau.csod.com/> after logging into your account again.

Disclaimer: Disabling this setting changes how your Internet browser handles files in the PDF format. With the add-on enabled, PDF documents will attempt to render within the Internet browser directly before they may be saved. However, for sites not globally trusted by the organization, the window attempting to load the PDF document may



remain blank with no alternate download options. With the setting disabled, you have more control over whether or not you trust the document's source and should always be able to download and open the file.

Note: If you are unable to modify the settings above or continue to experience difficulty, please contact your local IT department to request assistance. They may need to install the Adobe software necessary to open PDF documents or modify security configurations to ensure content from the DAU Virtual Campus is “trusted.” In addition, you may send a separate email to DAUHelp@dau.edu to request a copy of your certificate.