

MHFA Certificate Access Guide

English

Before you begin

Use the same email address connected to your course registration and learning account. Complete all required course activities, evaluations, and post-work.

Access your certificate

Open the MHFA learner portal from your course email or the WVV Graduate Resource Portal. Sign in. Open the completed course. Locate the certificate area. Download the file and save a backup copy.

If the certificate is missing

Confirm the course shows as complete. Check whether an evaluation or final activity remains. Search your inbox and spam folder for course-completion messages. Try the email used during registration.

Request help

Contact WVV with your full name, course date, and registration email. Do not email passwords or sensitive health information.

Renewal

Use current MHFA USA recertification guidance before your certification expires. Requirements may change, so rely on the official learner portal for the latest instructions.