

Shellfish Harvester Education Training Online Troubleshooting Guidance Document

<https://learningmyfwc.remote-learner.net/>

This guidance document helps users navigate their way through any issues accessing the Shellfish Harvester Education Training online course or certificate through [myFWC.com](https://myfwc.com). For any questions, please contact the Florida Department of Agriculture and Consumer Services, Division of Aquaculture at (850) 617-7600 or Aquaculture_Web@FDACS.gov.

1) **Problem:** Video not loading/working properly

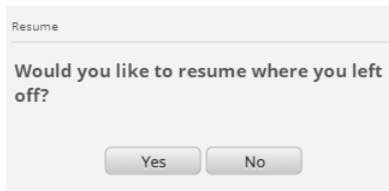
- i. **Solution A:** Use a completely different browser (if using google try Google Chrome or Microsoft Edge for example).
- ii. **Solution B:** Make sure your device's Pop-up Blocker is disabled or turned off and allow pop-ups from the myFWC.com website.
- iii. **Solution C:** Delete the browser history.

In Microsoft Edge: Settings → Internet Options → Browsing history → Delete
In Google Chrome: Settings → Advanced → Clear Browsing Data → Clear Data

2) **Problem:** Certificate not available at the end error 1

- i. **Solution A:** Be sure to complete “Step 1.” Check that “Step 2” is marked **green** and “**Done: Complete the activity.**”
- ii. **Solution B:** If it not marked **green** or says the word “**Done,**” then resume “Step 2” and finish the presentation in its entirety.
 1. Press “Yes” when prompted “Would you like to resume where you left off?”
 2. Be sure to select “Click here to finish” at the end of the video presentation
 3. Select “Get your certificate” when prompted on the [myFWC.com](https://myfwc.com) training webpage.

1



2

Click here to finish!

3

Click the button below to open your certificate in a new browser window.

Get your certificate



3) **Problem:** Certificate not available at the end error 2

 **Step 3 - Download Certificate - 2026-2027**
Not available unless: The activity **Step 1 - Enter Profile and ID information** is marked complete

- i. **Solution:** Re-do “Step 1 - Enter Profile and ID Information.” Even when the harvester’s information pre-populates in the profile screen, sometimes it is not recognized. You should reenter the profile information, and the certificate should then be accessible.

1 - Enter Profile Information

 **Step 1 - Enter Profile and ID information**
To do: Complete the activity 

- * When accessing the training, make sure that “Step 1” changes from a “To Do” item into a “Done” item. Then, click on presentation again if you still need to watch the training. If “Step 2 - Watch Presentation” also has a green “Done,” then proceed below.
- * Be sure to mark the “Important” message as “Done”.

 **Done**

2 - Watch Presentation

Important:

Please note that the annual certification for Harvester Training resets April 1st of each year. Training taken **prior to April 1st** will generate a 2026-2027 certificate while training taken **after April 1st** will provide the 2025-2026 certificate.
A link to your certificate is available at the end of the presentation.

Mark as done

 **Step 2 - View Shellfish Presentation - 2026-2027**

To do: Complete the activity

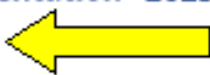
4) **Problem:** Certificate not available at the end error 3

3 - Download Certificate

Certificates - You must complete Steps 1 and 2 before your certificate is available.

A link to your certificate is available at the end of the presentation only.

- i. **Solution:** Be sure to complete “Step1” and “Step 2.” When they are completed properly, they will become green and be marked “Done.”

 **Step 2 - View Shellfish Presentation - 2025-2026**
Done: Complete the activity 

If technical issues with the Shellfish Harvester Training online course persist, please email elarning@myFWC.com.

