Process: Certificate Request Guide

Last Updated: January 30, 2025

Fast-Track Certificate Request

Fast-Track Certificates are available **exclusively** for the following programs:

- Baptism (English and Spanish)

- Marriage

- Natural Family Planning (NFP)

- Pre Cana

- Sponsor for a Confirmation

- Godparent for a First Communion
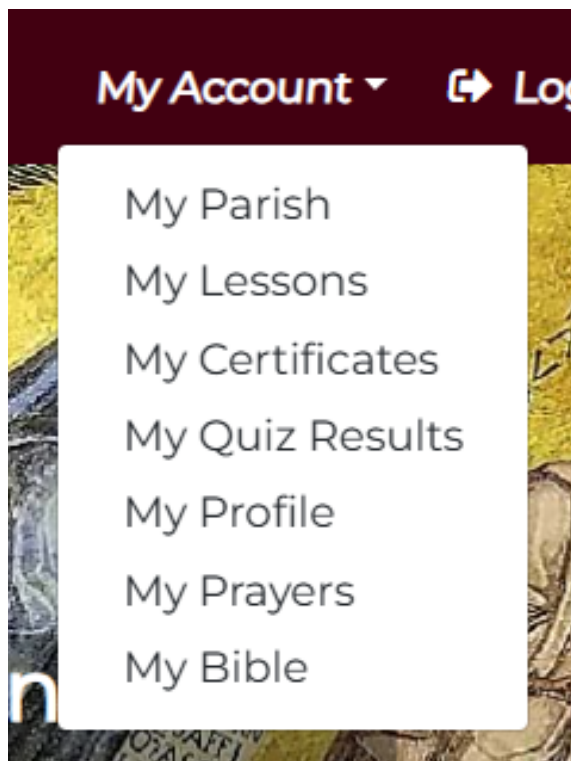
- Quinceañera (English and Spanish)

How to Request a Fast-Track Certificate

1. Complete the Required Lesson(s)

- Ensure that all required lessons are completed and successfully passed with the appropriate score.

2. Complete the Certificate Request Form

- **Login to CatechismClass.com**, go to **My Account** and select **My Quiz Results**.

- Select the lesson title and click **See Details** for the last quiz result in the list of quizzes under the program in question.

> **Baptism Preparation Program (For Either Godparents or Parents)**
>
> Date Taken: 2025-01-30 06:22:38
> Score: **100.0%**
> Retake Status: None
>
> - See details

- Click the **green button** to begin the request process.

> **Your Score: 100%**
>
> [Return to My Quizzes]
>
> You have successfully completed the Baptism Prepara
>
> [CLICK HERE TO REQUEST]
>
> **Review Your Submitted Answers**
> The following breakdown shows how you answered each question,

- Ensure all required fields are filled out accurately before submitting the form.

4. Submit Payment

- Pay the applicable **Standard Processing Fee** for the certificate.

- If payment has already been made, proceed directly to the Certificate Request Form.

5. Optional: Request Expedited Processing

- If you need the certificate within 24 hours, select the **Expedited Request** option.

- **Note:** Expedited processing requires an additional fee, which is charged in addition to the standard processing fee.

- If you've already submitted your request and paid the standard fee, you may upgrade to expedited processing within 36 hours of the original request by paying the additional expedited fee.

6. Optional: Request A Physically Mailed Certificate on Official Paper with Our Corporate Seal

- We offer a mailed certificate printed on official certificate paper with our official stamp seal. To receive a mailed certificate, there is an additional **Mailing Fee**.

- If you would like your certificate delivered outside of the United States, please also add the **International Mailing Fee**.

7. Receive the Confirmation Email

- Once your request is successfully submitted, you will receive a confirmation email.

- Please monitor your inbox for updates on the status of your request.

> **Thank you for your Certificate Request to CatechismClass.com!**
>
> We've received your request and will process it based on the option you purchased:
>
> - **Standard Requests:** Delivery within 2-3 business days.
> - **Expedited Requests:** Delivery within 24 hours.
>
> If you've purchased the standard request but would like to expedite it, you can still upgrade by purchasing the expedited fee within 36 hours of the original request. Once the expedited fee is processed, your certificate request will be upgraded, and you will receive the certificate within 24 hours of the upgrade.
>
> Certificates may sometimes end up in your spam or junk folder. If you don't see it in your inbox, please check there. Add **admin@catechismclass.com** to your address book or whitelist us. Once processed, your certificate will also be available in the "My Certificates" section of your account.
>
> Thank you for choosing CatechismClass.com!

Comprehensive Reviewed Certificate Request

For programs **not included** under the Fast-Track Certificate request, a manual review and issuance is required.

How to Request a Comprehensive Reviewed Certificate

1. Check Your Eligibility

- Use the **Course Selector** to verify that you've met all certificate requirements.

- **Important:** Certificates will only be issued once all requirements are fully met.

2. Submit a **Support Ticket**

- Request an Administrative Review by submitting a support ticket.

- Be sure to include:

  - Your **USER ID**

  - The name of the program(s) you need reviewed

3. Submit Payment

- Pay the applicable **Standard Processing Fee** for the certificate.

4. Wait for Review

- Our team will review your request and respond within approximately 24 hours.

5. Optional: Request Expedited Processing

- If you need the certificate within 24 hours, select the **Expedited Request** option.

- **Note:** Expedited processing requires an additional fee, which is charged in addition to the standard processing fee.

- If you've already submitted your request and paid the standard fee, you may upgrade to expedited processing within **36 hours** by paying the additional expedited fee.

6. Optional: Request A Physically Mailed Certificate on Official Paper with Our Corporate Seal

- We offer a mailed certificate printed on official certificate paper with our official stamp seal. To receive a mailed certificate, there is an additional **Mailing Fee**.

- If you would like your certificate delivered outside of the United States, please also add the **International Mailing Fee**.

7. Complete Any Additional Steps

- If any further action is needed, you'll receive instructions by email.

- Follow the steps provided to finalize your certificate request.

If you have any questions or need assistance, please reach out to our **Support Team.**