



Training Officer and Org Administrator User Guide

RISK CONTROL AND EDUCATION

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glatfelters.com | vfis.com

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GET HELP

For questions related to the steps outlined in this user guide, please contact:

VFIS clients: VFIS Education, Training & Consulting at csapps@vfis.com

Glatfelter clients: Client Risk Solutions at csapps@vfis.com

SETUP AN ORGANIZATION

To sign-up your department/organization, submit a written request on official letterhead and signed by a chief officer/manager to: csapps@vfis.com.

The request should include:

- Your insurer (VFIS or Glatfelter)
- Name of organization
- Name of the designated training officer and Org Administrator
- Email address for both individuals
- Phone number for both individuals
- County
- State

We will validate the information and setup your organization within Glatfelter/VFIS University. Once we have created the account, we will send a confirmation email to the designated training officer and/or Org Administrator.

REGISTER USERS

Once your account has been setup, you can add users one of two ways.

Mass Upload

We can perform a mass upload of your personnel.

1. Download the user upload spreadsheet (.csv) template.
2. Complete columns A, B, C, D and F with one row for each new user.
3. Email the completed user upload spreadsheet to: csapps@vfis.com.

Once uploaded, a verification email will be sent to all users listed in the spreadsheet. The verification email is valid for **30 days**. Be sure to check your SPAM folder. If the validation email has expired, return to the login page and select the "Forgot Password?" link to trigger a new validation email.

THE TRAINING OFFICER

Every organization is required to designate one or more training officers to manage Glatfelter/VFIS University for their entire organization. A training officer is responsible for assisting users with account registration, approval of organization affiliation requests, assignment of courses, running reports and providing basic technical support to Glatfelter/VFIS University users within their organization.

A training officer should review and distribute the Glatfelter/VFIS University User Guide to all users within the organization.

THE ORG ADMINISTRATOR

Every organization is required to also designate one or more Org Administrators to manage Glatfelter/VFIS University for their entire organization. An Org Administrator is responsible for approving the Glatfelter/VFIS Organization Agreement, Instructor agreements, assist in managing Glatfelter/VFIS classes, and providing basic technical support to Glatfelter/VFIS University users within their organization.

Organization Agreement

The Org Administrator will e-sign the Organization Agreement agreeing to; (1) qualify and provide appropriate supervision of all instructors affiliated with the authorized organization, (2) deliver and administer the Glatfelter/VFIS program(s) in accordance with the Glatfelter/VFIS Program Administration Manual, instructor and participation manuals, applicable laws and regulations, and applicable policies and procedures of the organization and/or the local authority having jurisdiction (AHJ).

VFIS UNIVERSITY
Master Classes in Your Own Space

Authorized Organization Certification

Organization : VFIS Instructors
Mailing Address : dgentzler@vfis.com
Phone : (800) 233-1957

Authorized Organization Responsibilities

As the authorized organization representative, I agree to qualify and provide appropriate supervision of all instructors affiliated with the authorized organization. I agree, as a representative of the authorized organization, to deliver and administer the VFIS training program(s) in accordance with the VFIS Program Administration Training Manual, instructor and participant manuals, applicable laws and regulations; as well as, applicable policies and procedures of the authorized organization and/or local authority having jurisdiction.

VFIS Instructors	06-05-2025
Organization	Date
Rick Gurba	
Authorized Organization Representative	

e-sign & Submit

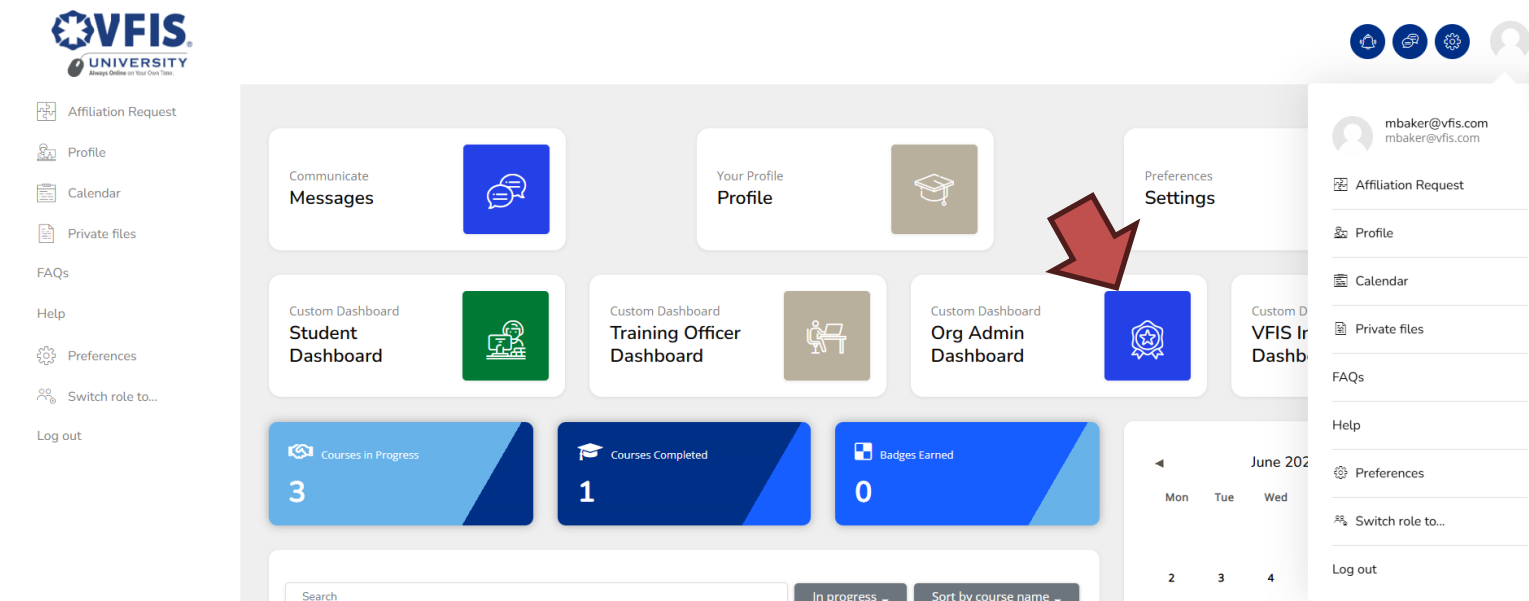
Click on the button marked e-sign to complete this task.

Approve Instructor Agreements

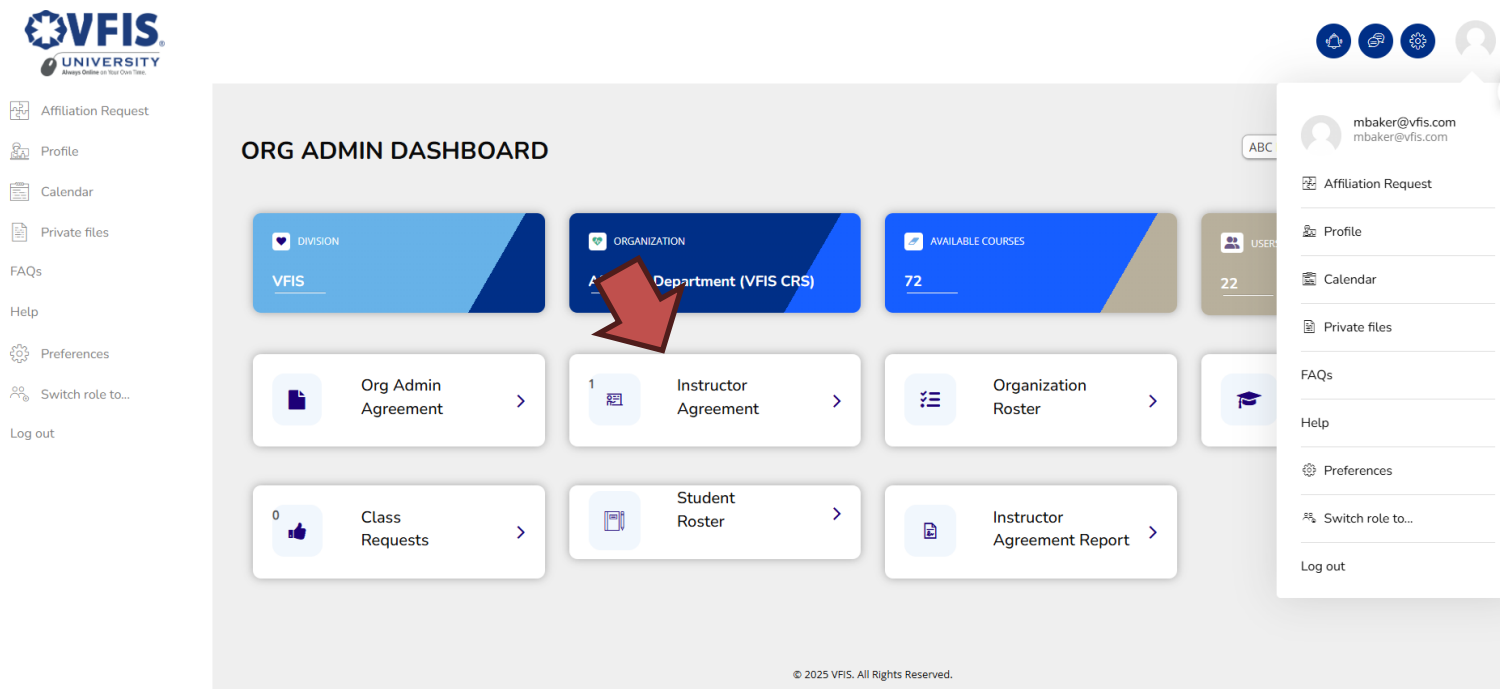
The Org Administrator is responsible for approving Glatfelter/VFIS Instructors into the organization. For a new instructor recently taking a VFIS Instructor class, the individual will be added to the system as an instructor. The instructor e-signs the agreement for the Org(s) to which they are affiliated. The Org Administrator should then see an executed Instructor Agreement on their dashboard in the Instructor Agreement icon. Upon completion of that agreement, the instructor will then have access to their Instructor Dashboard for planning and completing classes.


Note: Currently, this functionality is only available for the EVDT didactic and competency courses. We anticipate other Glatfelter/VFIS course instructor dashboards to be added in 2026, or sooner.

Click on the "Org Admin Dashboard".



Then click on the "Instructor Agreement" tab. The numerical value will show the number of instructor agreements pending.





VFIS
UNIVERSITY
Always Online on Your Own Terms

Affiliation Request

Profile

Calendar

Private files

FAQs

Help

Preferences

Switch role to...

Log out

VFIS: ABC Fire Department (VFIS CRS)

Instructor Acknowledgements

▼ **Filters**

User

Status

All ▾

Date From

16 ▾

June ▾

2024 ▾

📅

Date To

16 ▾

June ▾


2025 ▾

📅

Filter

Cancel

Sr.No.	Firstname	Lastname	Email	Organization	NANDA	Instructor e-sign	e-sign Date	Status	Approver	Date	Action
1	Nicole	Dugan	ndugan@vfis.com	VFIS: ABC Fire Department (VFIS CRS)	Yes		06-16-2025	In-Process	-	-	👁️ ✕



mbaker@vfis.com
mbaker@vfis.com

Affiliation Request

Profile

Calendar

Private files

FAQs

Help

Preferences

Switch role to...

Log out

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Dashboard

- Affiliation Request
- Profile
- Calendar
- Private files
- FAQs
- Help
- Preferences
- Switch role to...
- Log out

- Complete the VFIS instructor-level program for the subject matter
- Complete the VFIS instructor update program on an annual basis (if applicable) for the subject matter

Nicole Dugan

Instructor

☒ e-signed

Instructor Signature

Dashboard

- Affiliation Request
- Profile
- Calendar
- Private files
- FAQs
- Help
- Preferences
- Switch role to...
- Log out

Authorized Organization Affiliation

(Completed by the Authorized Organization Representative)

As the authorized organization representative, I certify this instructor meets the minimum requirements to function as an instructor in the local authority having jurisdiction.

ABC Fire Department (VFIS CRS)

Organization

Michael Baker

Authorized Organization Representative

NANDA # (For Internal Use)

Authorized Organization Representative Signature _____ Date _____

Single User Registration

1. Access Glatfelter/VFIS University in a web browser from your pc or mobile device at: www.glatfelteru.com or www.vfis.com. Select the "Login/Register" button and then select "Register"



2. Complete the registration form with all of the required information.

Are you a Glatfelter/VFIS Client?

If your organization is insured by Glatfelter or VFIS, select the checkbox. If you are unsure, contact your insurance agent.

Password

Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character.

Select the "Register" button.

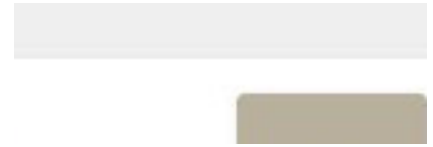
This screenshot shows the registration form on the VFIS University website. At the top, it features the Glatfelter Insurance Group and VFIS logos. The text "Register to access Glatfelter and VFIS resources, including VFIS University and ResponderHelp" is displayed. The form includes input fields for "First name", "Last name", and "Email". Below these is a checkbox labeled "Are you a VFIS Client?". A "Password" field is followed by a note: "(Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character)". A "Confirm password" field is also present. A link "< Back to Login" is located below the confirm password field. At the bottom of the form is a large blue "Register" button.

3. Check your email for an automated email from noreply-ss@vfis.com to validate your email address.

NOTE: This validation email is valid for **5 minutes**. Be sure to check your SPAM folder. If the validation email has expired, return to the login page and select the "Forgot Password?" link to trigger a new validation email.

LOGIN AND EDIT PROFILE

1. Access Glatfelter/VFIS University in a web browser at: www.glatfelteru.com or www.vfis.com and login using your username and password.
2. Select the "Your Profile" button on the homepage dashboard or "Profile" in the left navigation bar.
3. Expand the "User Details" menu by selecting the caret (^) icon.
4. Select "Edit profile."



5. Expand the "Optional" menu by selecting the caret (^) icon.
6. Enter your state EMS license/certification number in the "ID number" field, if applicable.

7. Select the "Update Profile" button.
8. Select the Glatfelter or VFIS University logo at the top left of the screen to return to the homepage dashboard.

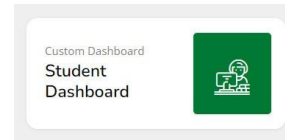


AFFILIATE WITH AN EXISTING DEPARTMENT/ORGANIZATION

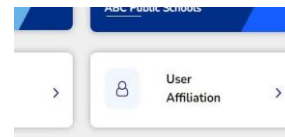
All users need to be affiliated with an organization in Glatfelter/VFIS University before they can start taking courses.

NOTE: This step applies only to users who registered individually. Users who were registered via mas upload will automatically be affiliated with their organization and do not need to complete this step.

1. Select "Request Affiliation" from the left side menu or select the "Student Dashboard" button on the homepage dashboard.



2. From the Student Dashboard, select "User Affiliation".



3. Select the "Request Affiliation" button.



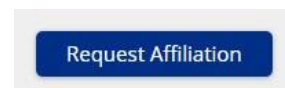
4. Enter your phone number and choose an organization from the drop-down list.

NOTE: If your organization does not appear in the list, proceed to the "Setup an Organization" section in this user guide.

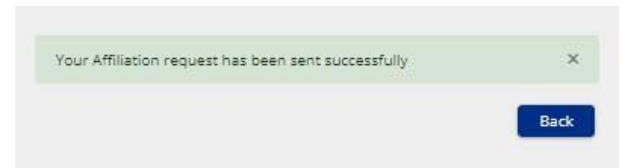
A screenshot of a web form. It contains several input fields: 'User Name' (with a blacked-out value), 'Email' (with a blacked-out value), 'Phone' (with a red error message 'XXX-XXX-XXXX'), 'Additional Organization Request' (with a blue button labeled 'Select organization'), and 'Comments/Notes' (with a search dropdown). At the bottom, there are 'Submit' and 'Cancel' buttons. A note at the very bottom says 'There are required fields in this form marked *'.

5. Select the "Submit" button.

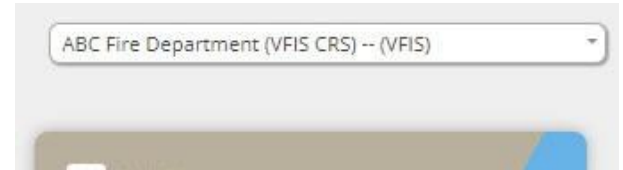
6. If you are affiliated with multiple departments/organizations, select the "Request Affiliation" button again to select additional organizations.



7. Select the "Back" button to return to the Student Dashboard.



8. If you are affiliated with multiple organizations, toggle between organizations using the dropdown menu at the upper right corner of the Student Dashboard.

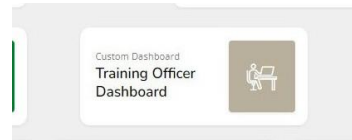


NOTE: The existing training officer must approve your affiliation request before you can enroll in any courses. The training officer will receive an email alerting them to the affiliation request.

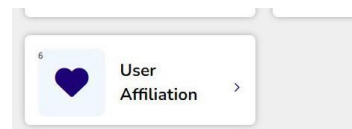
If the existing training officer can no longer access their account, please contact Glatfelter/VFIS University Account Assistance to be designated as a training officer.

APPROVE AN AFFILIATION REQUEST

1. Direct users to follow the "Affiliation Request" steps outlined in the Glatfelter/VFIS University User Guide.
2. On the homepage, select the "Training Officer Dashboard" button.



3. Select "User Affiliation" button.



4. Select the checkmark to approve a user affiliation or select the "x" to decline a user affiliation.

Status	Action
Approved	
Application Sent	<input checked="" type="checkbox"/> <input type="checkbox"/>

REMOVE A USER AFFILIATION

1. Select the "Training Officer Dashboard" button.
2. Select the "Organization Roster" button.



3. Select the "x" to remove a user affiliation with your organization.

Modifier	Time Created	Time Modified	Organization	Action
Admin User	05-24-2023 09:50	05-24-2023 09:50	[REDACTED]	<input checked="" type="checkbox"/> <input type="checkbox"/>

ASSIGN A COURSE

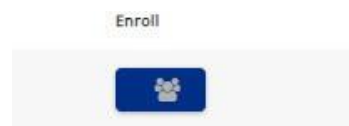
1. Select the "Training Officer Dashboard" button.



2. Select the "Course Enrollment" button.



3. Browse for the course title and select the corresponding "Enroll" button.



4. Select users from the "Available User" list.

NOTE: Hold the "Ctrl" key on your keyboard to choose multiple users within the list. Hold the "Shift" and "Up/Down Arrow" keys to select a range of multiple users within the list.

5. Select the "Add" button.

A screenshot of a user assignment interface. On the left, under "Assigned User", there is a box labeled "Assigned Users" with the text "No User found". Below it is a "Search" input field and a "Clear" button. In the center, there is a "Due Date" field with a calendar icon, a text input showing "mm/dd/yyyy", and "Add" and "Remove" buttons. On the right, under "Available Users", there is a box labeled "Not assigned Users" containing a list of email addresses. Below it is a "Search" input field and a "Clear" button.

6. Set a due date by clicking on the calendar icon or type in the due date as mm/dd/yyyy.

NOTE: Users will receive an email notification of the assignment.

DOWNLOAD A REPORT

1. Select the "Training Officer Dashboard" button.
2. Select the "Completion Status" button.
3. Select criteria to filter the report by:
 - User
 - Course Name
 - Date
 - Completion Status
4. Select the "Filter" button.
5. Select the "Download" button to download to Excel (.csv) file.




NOTE: The report download is a .csv file.

A printer-friendly report will be available soon.

View/Print Member's Certificates

1. Select the "Training Officer Dashboard" button.
2. Select the "Completion Status" button.
3. Select criteria to filter the report by:
4. User
5. Course Name
6. Date
7. Completion Status
8. Select the "Filter" button.
9. The report will generate at the bottom of the page.
10. Move the page over to the right and under the "Action" column, if a course is showing "Completed" click on the gray arrow to open up and view the member's certificate.
11. Print and/or save the certificate for your records.

State EMS Cert/License	Cert Level	County	Username	Firstname	Lastname	City	State	Organization	Course Category	Course Name	Course Status	Completion Date	Completion Status	Due Date	Enrollment Type	Action
1234			mlichty@vfls.com	Maria	Lichty		Pennsylvania	ETC	VFIS Courses	VFISu: 2024 Privately- Owned Vehicle Operations: Answering the Call Safely Video	Active	N/A	Pending	10- 18- 2024	Previously Enrolled	⌵
1234			mlichty@vfls.com	Maria	Lichty		Pennsylvania	ETC	VFIS Courses	VFISu: 2024 The Respectful Workplace (Supervisor)	Active	N/A	Pending	09- 21- 2024	Previously Enrolled	⌵
1234			mlichty@vfls.com	Maria	Lichty		PA	ETC	VFIS Courses	VFISu: 2024 Safe Backing Practices Video	Active	N/A	Pending	09- 13- 2024	Previously Enrolled	⌵
1234			mlichty@vfls.com	Maria	Lichty		PA	ETC	Healthcare	GIG: HIPAA Compliance Trainine for	Active	N/A	Completed		Previously Enrolled	⌵



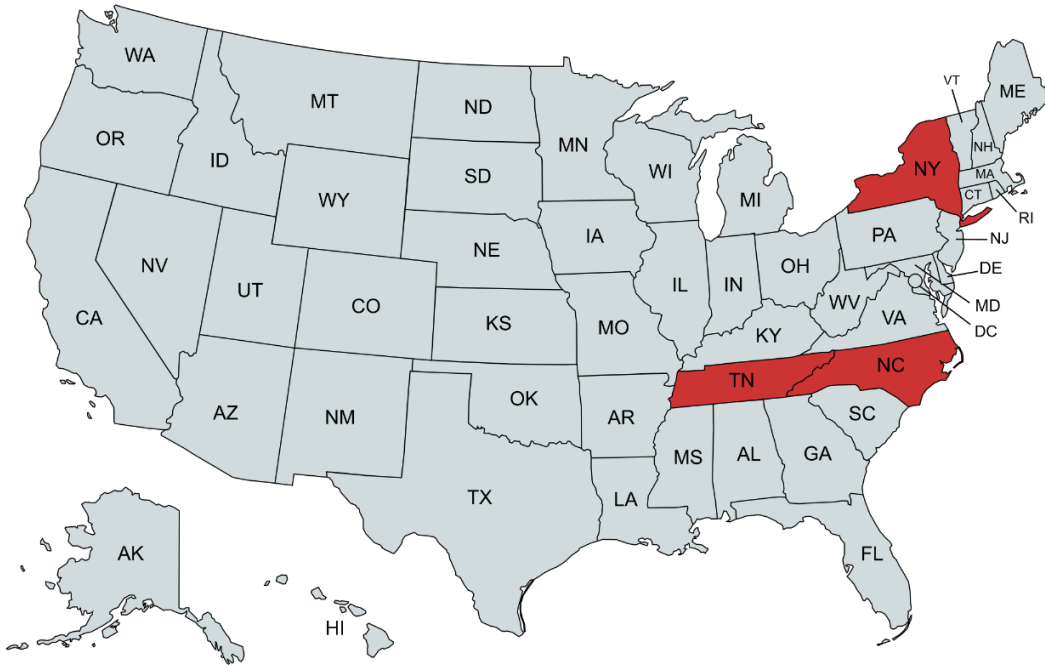
DESIGNATE A NEW TRAINING OFFICER or ORG ADMINISTRATOR

1. Submit a written request on official letterhead and signed by a chief officer or manager to: csapps@vfis.com.
2. The request should include:
 - Your insurer (VFIS or Glatfelter)
 - Name of the designated training officer or Org Administrator
 - Email address for each
 - Phone number for each
 - Name of organization
 - County
 - State
3. We will validate the information and provide training officer permissions to the user for your organization.

SPECIAL PROGRAMS

VFIS is proud to present a special series of programs available to all emergency responders within the following states:

- New York
- Tennessee
- North Carolina



These programs were developed through state-level partnerships and are available to all emergency responders within the state. Many of these programs aim to satisfy regulatory requirements applicable to emergency services personnel.

To enroll in these programs, affiliate with your statewide organization using the “Affiliate with an Organization” instructions in the user guide.

NON-CLIENT ACCESS

If an organization is not insured by Glatfelter/VFIS, limited access to VFIS University may be accessible via a subscription. Rates are prorated during the calendar year. All agreements expire December 31st of each year. Contact VFIS Education, Training & Consulting or Client Risk Solutions for additional information.