

# VFIS UNIVERSITY

## Training Officer User Guide

Revised: 01/10/2023

**EDUCATION TRAINING CONSULTING**

VFIS training publications and materials are intended for educational purposes only and not intended to replace expert advice in connection with the topics presented.



## THE TRAINING OFFICER

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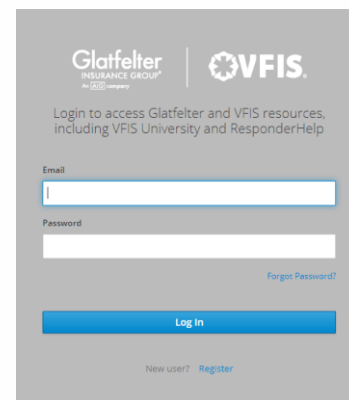
Every organization is required to designate a training officer to manage VFIS University for the entire organization. A training officer is responsible for assisting users with account registration, approval of organization affiliation requests, assignment of courses and providing basic technical support to VFIS University users within their organization. Please contact VFIS Education, Training & Consulting for questions related to the steps outlined in this user guide.

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

## REGISTER

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1. Access VFIS University in a web browser at: [www.vfis.com](http://www.vfis.com).
2. Select the "Login/Register" button.
3. Select "Register".



4. Complete the registration form with all required information.

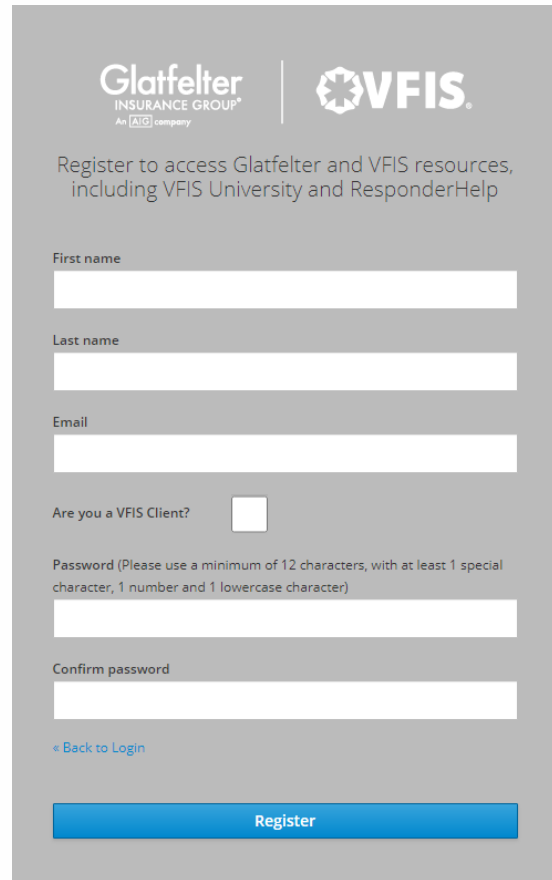
**Are you a VFIS Client?**

If your organization is insured by 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.

5. Select the "Register" button.



The screenshot shows a registration form for Glatfelter Insurance Group and VFIS. At the top, the logos for Glatfelter Insurance Group (An AIG company) and VFIS are displayed. Below the logos, the text reads: "Register to access Glatfelter and VFIS resources, including VFIS University and ResponderHelp". The form contains several input fields: "First name", "Last name", and "Email". Below these is a checkbox labeled "Are you a VFIS Client?". Underneath the checkbox is a password field with the instruction: "Password (Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character)". Below the password field is a "Confirm password" field. At the bottom left of the form is a link that says "Back to Login". At the bottom center is a large blue button labeled "Register".

6. Check your email for an automated email from **noreply-ss@vfi.com** to validate your email address.

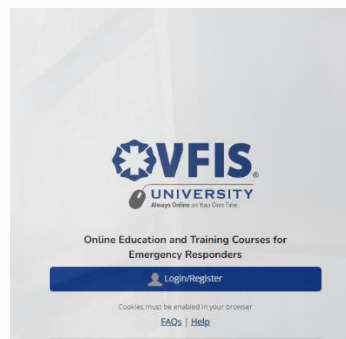
**Note:** The validation email is valid for 5 minutes. Be sure to check your SPAM folder. If the validation email has expired, return to the login page and select the "Forgot Password?" link to trigger a new validation email.



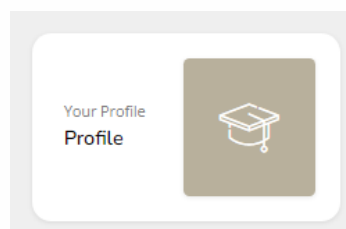
## LOGIN AND EDIT PROFILE

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7. Access VFIS University in a web browser at: [www.vfisu.com](http://www.vfisu.com).
8. Login using your username and password.



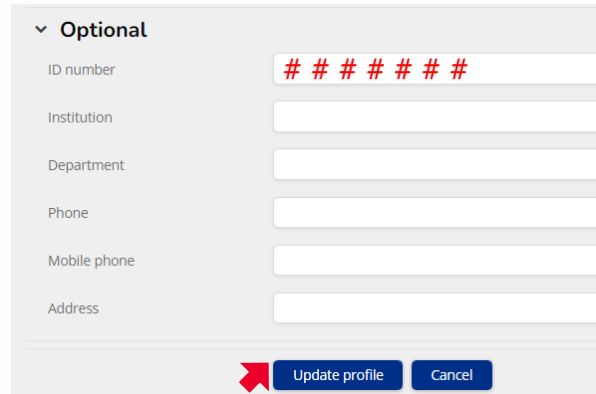
9. Select "Your Profile" button on the homepage dashboard or "Profile" in the left navigation bar.



10. Expand the "User Details" menu by selecting the caret (^) icon.
11. Select "Edit profile".



12. Expand the "Other" menu by selecting the caret (^) icon.
13. Enter your state EMS license/certification number in the "ID number" field, if applicable.
14. Select the "Update Profile" button.



A screenshot of a web form titled "Optional" with a dropdown arrow. The form contains several input fields: "ID number" (with red hash characters), "Institution", "Department", "Phone", "Mobile phone", and "Address". At the bottom right, there are two buttons: "Update profile" (with a red arrow icon) and "Cancel".

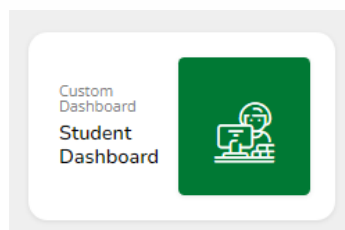
15. Select the VFIS University logo at the top left of the screen to return to the homepage dashboard.



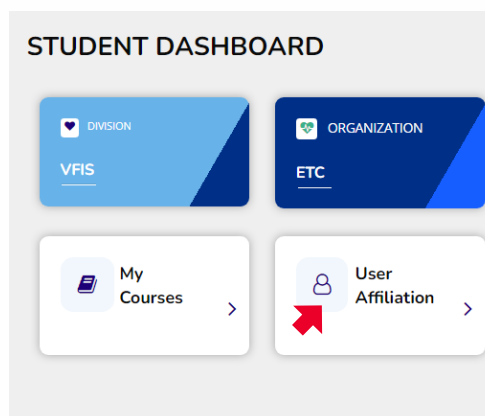
## AFFILIATE WITH AN EXISTING ORGANIZATION

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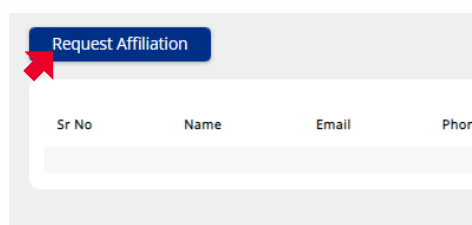
1. Select the "Student Dashboard" button on the homepage dashboard.



2. Select the "User Affiliation" button on the Student Dashboard.



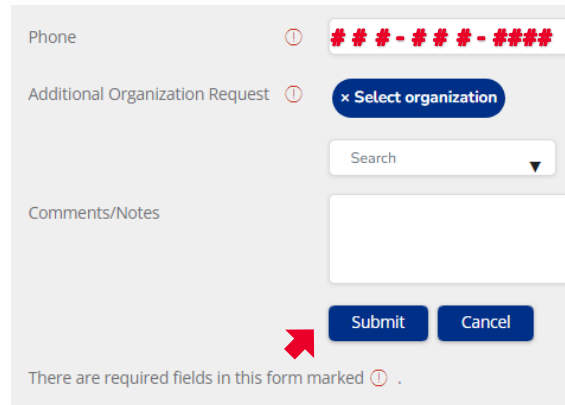
3. Select the "Request Affiliation" button.



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

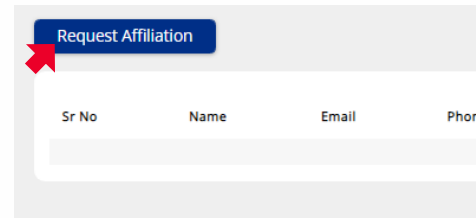
**Note:** If your organization does not appear in the list, proceed to the "Setup an Organization" section in this user guide.

5. Select the "Submit" button.



The screenshot shows a form with the following elements: a "Phone" field with a red asterisk icon and a red arrow pointing to it; an "Additional Organization Request" field with a "Select organization" button and a red asterisk icon; a "Search" dropdown menu; a "Comments/Notes" text area; and "Submit" and "Cancel" buttons. A red arrow points to the "Submit" button. At the bottom, a message reads: "There are required fields in this form marked \* ."

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



The screenshot shows a "Request Affiliation" button with a red arrow pointing to it. Below the button is a table with the following columns: "Sr No", "Name", "Email", and "Phor". The table is currently empty.

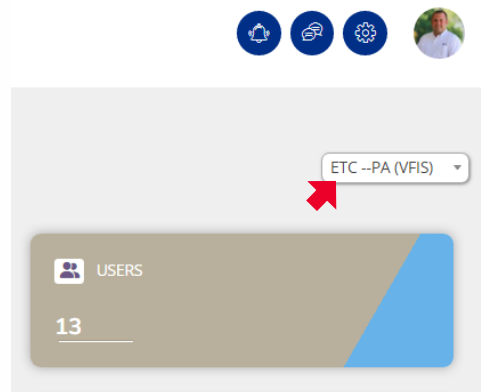
7. Select the "Back" button to return to the Student Dashboard.

**Note:** The existing training officer must approve your affiliation request before proceeding. If the existing training officer can no longer access their account, please contact VFIS University Account Assistance to be designated as a training officer.



The screenshot shows a green success message box that reads: "Your Affiliation request has been sent successfully". Below the message box is a "Back" button with a red arrow pointing to it.

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





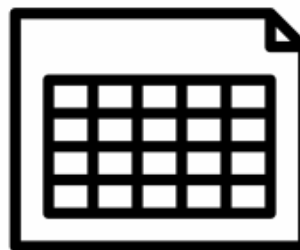
## SETUP AN ORGANIZATION

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1. Submit a written request on official letterhead and signed by a chief officer to: [csapps@vfis.com](mailto:csapps@vfis.com).
2. The request should include:
  - o Name of the designated training officer
  - o Email address
  - o Name of organization
  - o County
  - o State
3. VFIS will validate the information and setup your organization within VFIS University.



4. Download the [user upload spreadsheet \(.csv\)](#) template.
5. Complete columns A, B, C, D and F with one row for each new user.

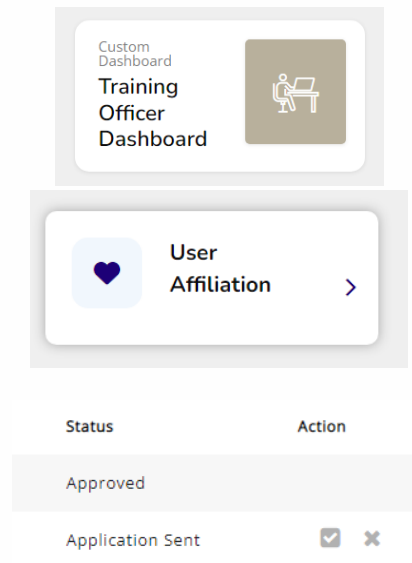


6. Email the completed user upload spreadsheet to: [csapps@vfis.com](mailto:csapps@vfis.com).
7. VFIS will contact the training officer to review next steps.



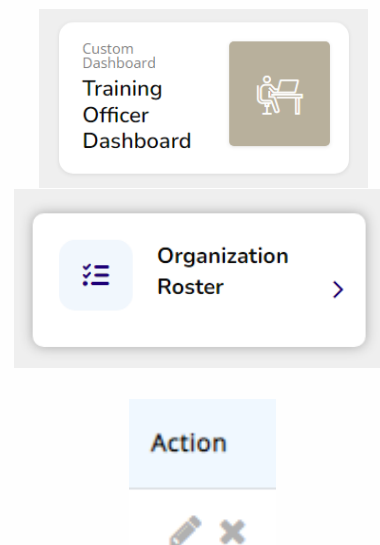
## APPROVE AN AFFILIATION REQUEST

1. Direct users to follow the “Affiliation Request” steps outlined in the VFIS University User Guide.
2. 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.



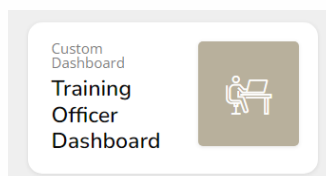
## REMOVE A USER AFFILIATION

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.

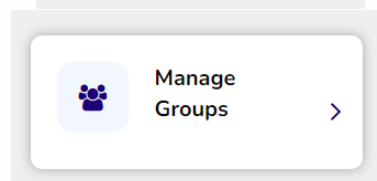


## ASSIGN GROUPS

1. Select the “Training Officer Dashboard” button.



2. Select the “Manage Groups” button.



3. Add a group name and assign users to a sub-group within your organization.

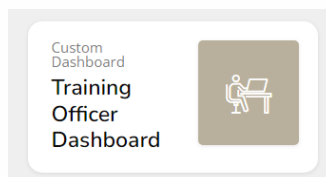
**For example:**

Firefighter, EMS, Administrative/Support, etc.

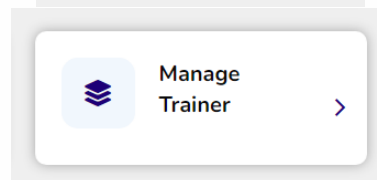
A screenshot of a "Manage Group" form. It has two input fields: "Organisation" with the value "Community EMS" and "Name" which is empty. Below the "Name" field is a red error message: "Name is required". At the bottom right are two buttons: "Save changes" and "Cancel".

## MANAGE TRAINER

1. Select the “Training Officer Dashboard” button.



2. Select the “Manage Trainer” button.

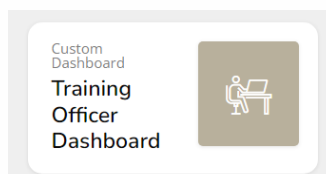


**This feature is not yet supported.  
All training officers will be invited to attend a tutorial of this feature in Q1 of 2023.**

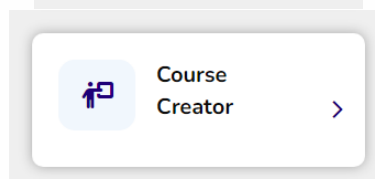
## UPLOAD A COURSE

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1. Select the “Training Officer Dashboard” button.



2. Select the “Course Creator” button.

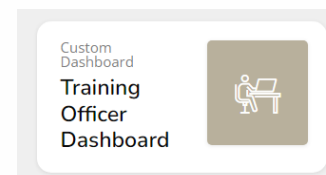


**This feature is not yet supported.  
All training officers will be invited to attend a tutorial of this feature in Q1 of 2023.**

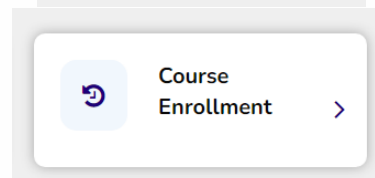
## ASSIGN A COURSE

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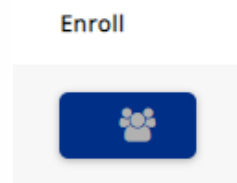
1. Select the “Training Officer Dashboard” button.



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.

The screenshot shows a user assignment interface. On the left, under 'Assigned User', there is a list of users including: Anthony Rosenberger (bro.rose@g...), Alex Mischel (mischel@...), Charles O. Ashby (charoashby@...), Craig Simon (craig.simon@...), Dave Wood (d.wood@...), Eric Felling (erick.felling@...), Eric Chirsa (eric@...), Ryan Halsey (ryan.halsey@...), and Jason Cheng (jcheng@...). Below the list is a search bar and a 'Clear' button. In the center, there is a 'Due Days' field containing the number '5', with 'Add' and 'Remove' buttons below it. On the right, under 'Available Users', there is a list of users including: Justin Everts (jebert...), Jeff Hoover (jhoover@...), David M. Phasto (dphasto@...), Stephenie Lukac (step@...), Eric Westerman (eric@...), Shawn N. (shawn@...), Corbett E. (corbett@...), Dave Michael (dave@...), and Rick Lewis (rick@...). Below this list is another search bar and a 'Clear' button.

6. Set a due date by entering a number of days in the “Due Days” field.

**Note:** Users will receive an email notification with the assignment due date.

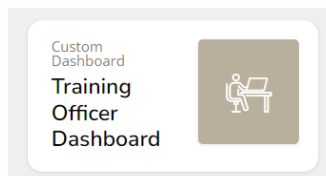
*A calendar date selection option will be available soon.*

This is a close-up of the 'Due Days' field. The field contains the number '5'. Below the field are two buttons: 'Add' with a left-pointing arrow and 'Remove' with a right-pointing arrow.

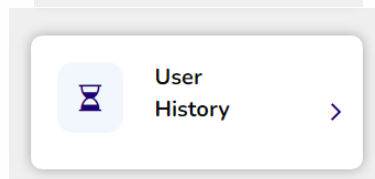
## DOWNLOAD A REPORT

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1. Select the “Training Officer Dashboard” button.



2. Select the “User History” button.



3. Select criteria to filter the report by:

- User
- Course Category
- Course Name
- Date

**Note:** The report download is a **.csv** file.

*A printer-friendly report will be available soon.*

## DESIGNATE A NEW TRAINING OFFICER

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1. Submit a written request on official letterhead and signed by a chief officer to: [csapps@vfi.com](mailto:csapps@vfi.com).
2. The request should include:
  - o Name of the designated training officer
  - o Email address
  - o Name of organization
  - o County
  - o State
3. VFIS will validate the information and provide training officer permissions to the user for your organization.



## SPECIAL PROGRAMS

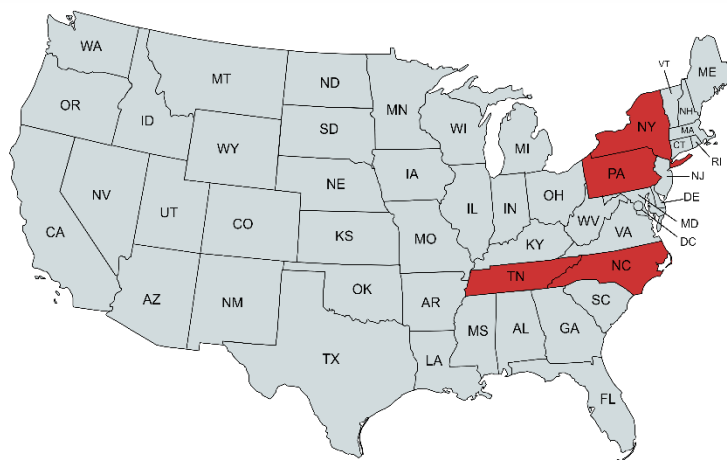
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VFIS is proud to present a special series of programs available to all emergency responders within the following states:

- New York
- Pennsylvania
- 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

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If an emergency services organization is not insured by VFIS, limited access to VFIS University may be accessible as an annual subscription. Unfortunately, no individual subscriptions are available at this time. Contact VFIS Education, Training & Consulting for additional information.