



Training Officer Guide

EDUCATION TRAINING CONSULTING

183 Leader Heights Road | PO Box 2726 | York, PA 17405 | 717.741.0911 | 800.233.1957
glatfelters.com | vfis.com | vfisu.com

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

TABLE OF CONTENTS

THE TRAINING OFFICER	3
SETUP AN ORGANIZATION	3
REGISTER USERS	
MASS UPLOAD	3
SINGLE USER REGISTRATION	4
LOGIN AND EDIT PROFILE	5
AFFILIATE WITH AN EXISTING ORGANIZATION	6
APPROVE AN AFFILIATION REQUEST	8
REMOVE A USER AFFILIATION	8
ASSIGN A COURSE	9
DOWNLOAD A REPORT	10
DESIGNATE A NEW TRAINING OFFICER	10
SPECIAL PROGRAMS	11
NON-CLIENT ACCESS	11

THE TRAINING OFFICER

Every organization is required to designate a training officer to manage 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 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.

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:

- Name of organization
- Name of the designated training officer
- Email address
- Phone number
- County
- State

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

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.

SINGLE USER REGISTRATION

1. Access VFIS University in a web browser from your pc or mobile device at: www.vfisu.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.

A screenshot of the registration form. At the top left is the Glatfelter logo (INSURANCE GROUP) and at the top right is the VFIS logo. 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?". There are two password fields: "Password (Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character)" and "Confirm password". A blue link "< Back to Login" is located below the password fields. At the bottom is a large blue button labeled "Register".

3. Check your email for an automated email from noreply-ss0@vfis.com to validate your email address.

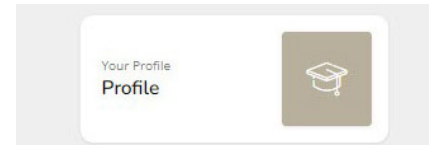
NOTE: This validation email is valid for **5 minutes**.

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 VFIS University in a web browser at: 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.

A screenshot of a form titled "Optional" with a dropdown arrow to its left. The form contains several input fields: "ID number", "Institution", "Department", "Phone", "Mobile phone", and "Address". Below these fields is a section titled "Other fields" with a right-pointing arrow. At the bottom right of the form are two buttons: "Update profile" and "Cancel".

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.

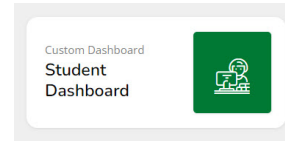


AFFILIATE WITH AN EXISTING DEPARTMENT/ORGANIZATION

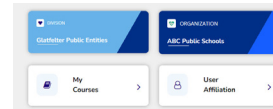
All users need to be affiliated with an organization in VFIS University before they can start taking courses.

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.

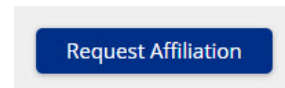
1. Select “Request Affiliation” from the left side menu or select the “Student Dashboard” button on the homepage dashboard.



2. From the Student Dashboard, select “User Affiliation”.



3. Select the “Request Affiliation” button.



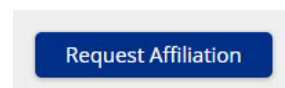
4. Enter your phone number and choose an organization from the drop-down list.

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

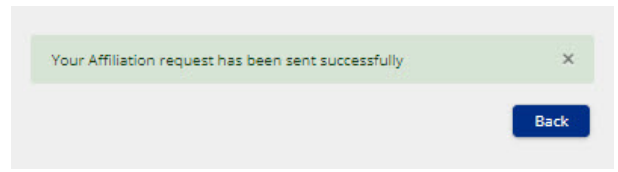
A screenshot of a user interface showing a form for requesting affiliation. The form has fields for 'User Name', 'Email', 'Phone', 'Additional Organization Request', and 'Comments/Notes'. The 'Phone' field contains 'XXX-XXX-XXXX'. The 'Additional Organization Request' field has a blue button with a white 'x' and the text 'Select organization'. Below this is a search dropdown menu. At the bottom of the form are 'Submit' and 'Cancel' buttons. A note at the bottom says 'There are required fields in this form marked [red circle with exclamation mark]'.

5. Select the “Submit” button.

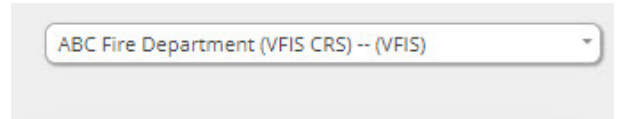
6. If you are affiliated with multiple departments/ organizations, select the “Request Affiliation” button again to select additional organizations.



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.



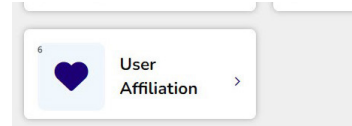
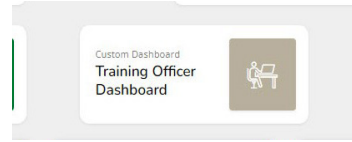
NOTE: The existing training officer must approve your affiliation request before you can enroll in any courses. The training officer will receive an email alerting them to the affiliation request.

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

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

APPROVE AN AFFILIATION REQUEST

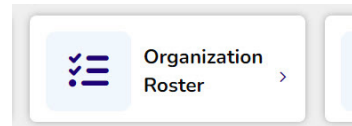
1. Direct users to follow the “Affiliation Request” steps outlined in the VFIS University User Guide.
2. On the homepage, select the “Training Officer Dashboard” button.
3. Select “User Affiliation” button.
4. Select the checkmark to approve a user affiliation or select the “x” to decline a user affiliation.



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

REMOVE A USER AFFILIATION

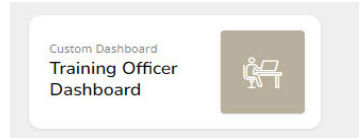
1. Select the “Training Officer Dashboard” button.
2. Select the “Organization Roster” button.
3. Select the “x” to remove a user affiliation with your organization.



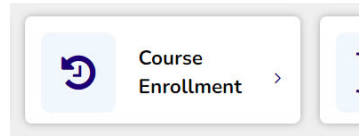
Modifier	Time Created	Time Modified	Organization	Action
Admin User	05-24-2023 09:50	05-24-2023 09:50	[REDACTED]	<input checked="" type="checkbox"/> <input type="checkbox"/>

ASSIGN A COURSE

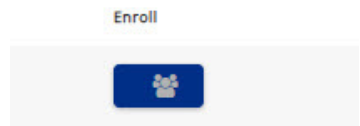
1. Select the “Training Officer Dashboard” button.



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

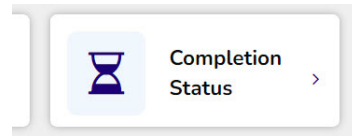
NOTE: The due date will appear next to the course under the “My Courses” button from the “Student Dashboard”.

6. Select the “Add” button.

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.

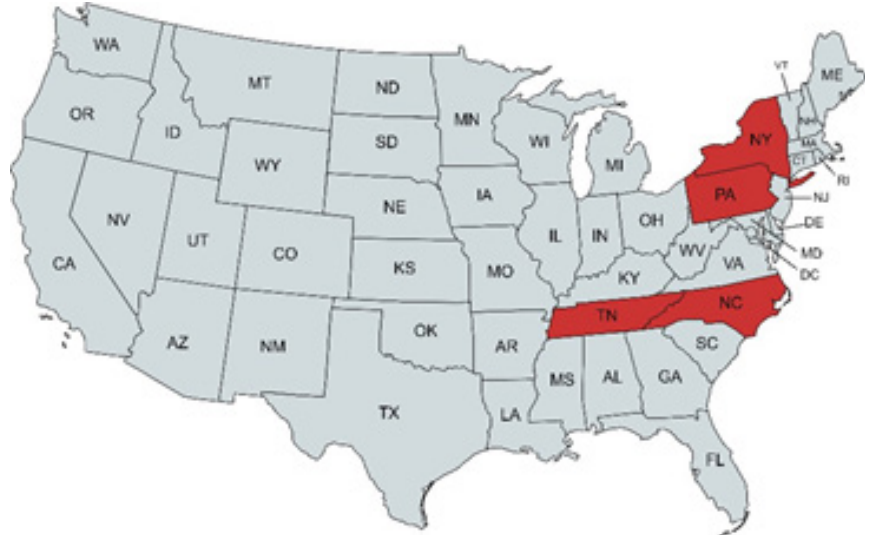
DESIGNATE A NEW TRAINING OFFICER

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
 - Email address
 - Phone number
 - 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
- 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

If an organization is not insured by Glatfelter/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 or Client Risk Solutions for additional information.