



User 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

- YOUR TRAINING OFFICER 3
- REGISTER 3
- LOGIN AND EDIT PROFILE 4
- AFFILIATE WITH AN ORGANIZATION 5
- ACCESS AN ONLINE COURSE..... 7
- SPECIAL PROGRAMS 10
- NON-CLIENT ACCESS 10

YOUR TRAINING OFFICER

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 your training officer for questions related to the steps outlined in this user guide.

If you are the designated training officer, please review the [VFIS University Training Officer User Guide](#) for additional information.

REGISTER

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

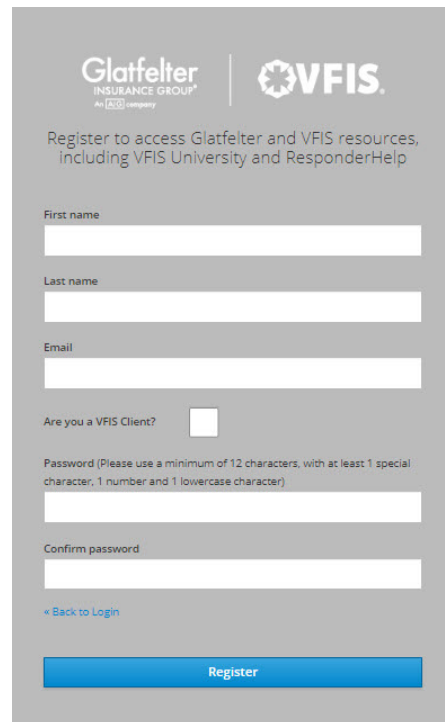
Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character.

Select the “Register” button.

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**.

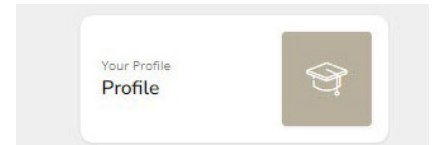
Be sure to check your SPAM folder. If the validation email has expired, return to the login page and select the “Forgot Password?” link to trigger a new validation email.



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.

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".

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.

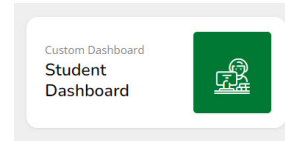


AFFILIATE WITH AN ORGANIZATION

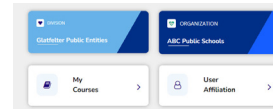
All users need to be affiliated with an organization in VFIS University before they can start taking courses.

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.

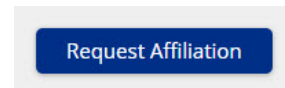
1. Select “Request Affiliation” from the left side menu or select the “Student Dashboard” button on the homepage dashboard.



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



3. Select the “Request Affiliation” button.



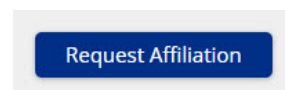
4. Enter your phone number and choose an organization from the drop-down list.

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

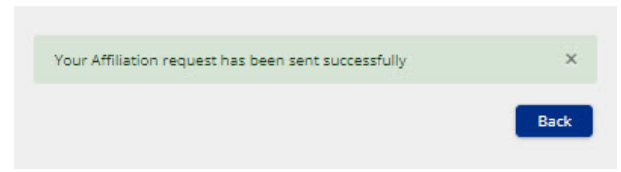
A screenshot of a form titled 'Request Affiliation'. The form has several fields: 'User Name' (redacted), 'Email' (redacted), 'Phone' (with a red error icon and the text 'XXX-XXX-XXXX'), 'Additional Organization Request' (with a red error icon and a blue button labeled 'x Select organization'), and a 'Search' dropdown menu. Below these fields is a 'Comments/Notes' text area. At the bottom right are 'Submit' and 'Cancel' buttons. A note at the bottom states: 'There are required fields in this form marked [red error icon]'.

5. Select the “Submit” button.

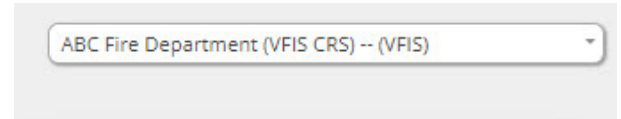
6. If you are affiliated with multiple departments/ organizations, select the “Request Affiliation” button again to select additional organizations.



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.



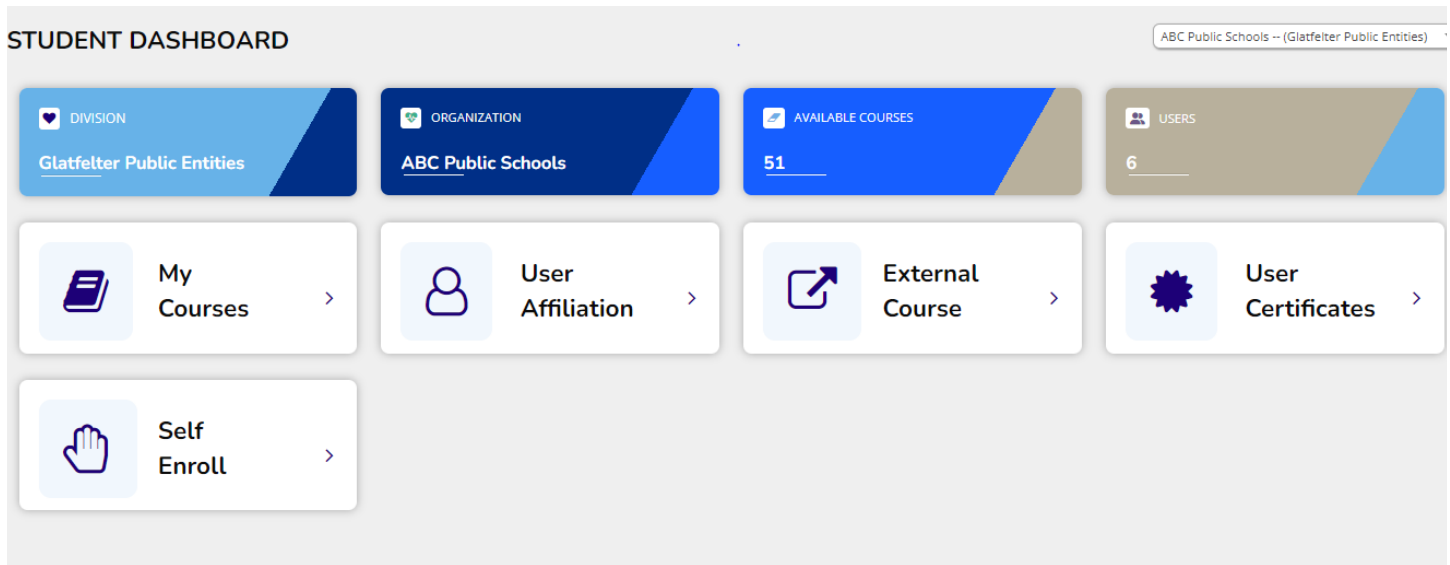
NOTE: The existing training officer must approve your affiliation request before you can enroll in any courses. The training officer will receive an email alerting them to the affiliation request.

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.

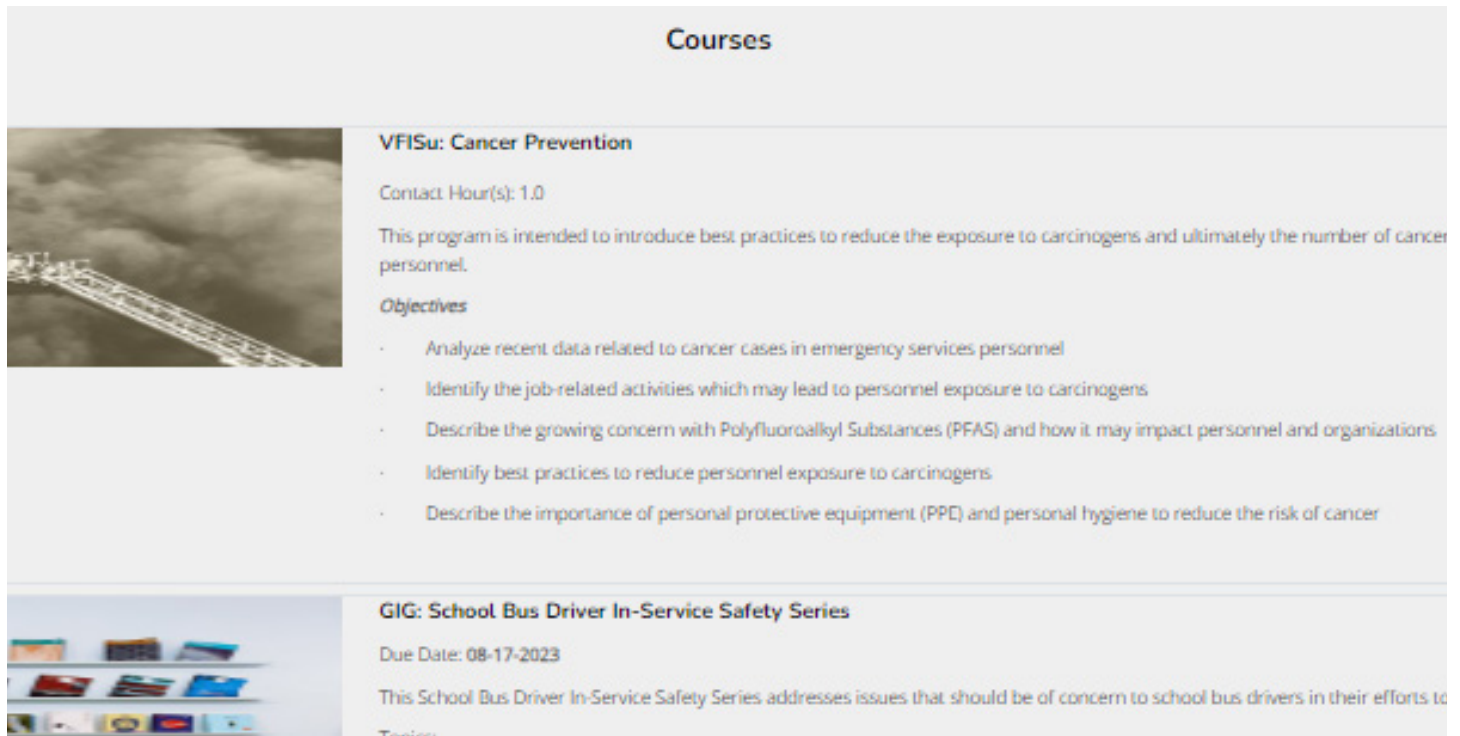
ACCESS AN ONLINE COURSE

1. Select the “My Courses” button on the Student Dashboard to review courses and assignments.



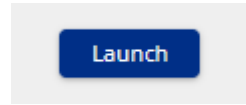
The screenshot shows the 'STUDENT DASHBOARD' for 'ABC Public Schools -- (Glatfelter Public Entities)'. It features four main status cards: 'DIVISION' (Glatfelter Public Entities), 'ORGANIZATION' (ABC Public Schools), 'AVAILABLE COURSES' (51), and 'USERS' (6). Below these are five action buttons: 'My Courses', 'User Affiliation', 'External Course', 'User Certificates', and 'Self Enroll', each with a right-pointing arrow.

2. Search the list of available courses and view assignments.

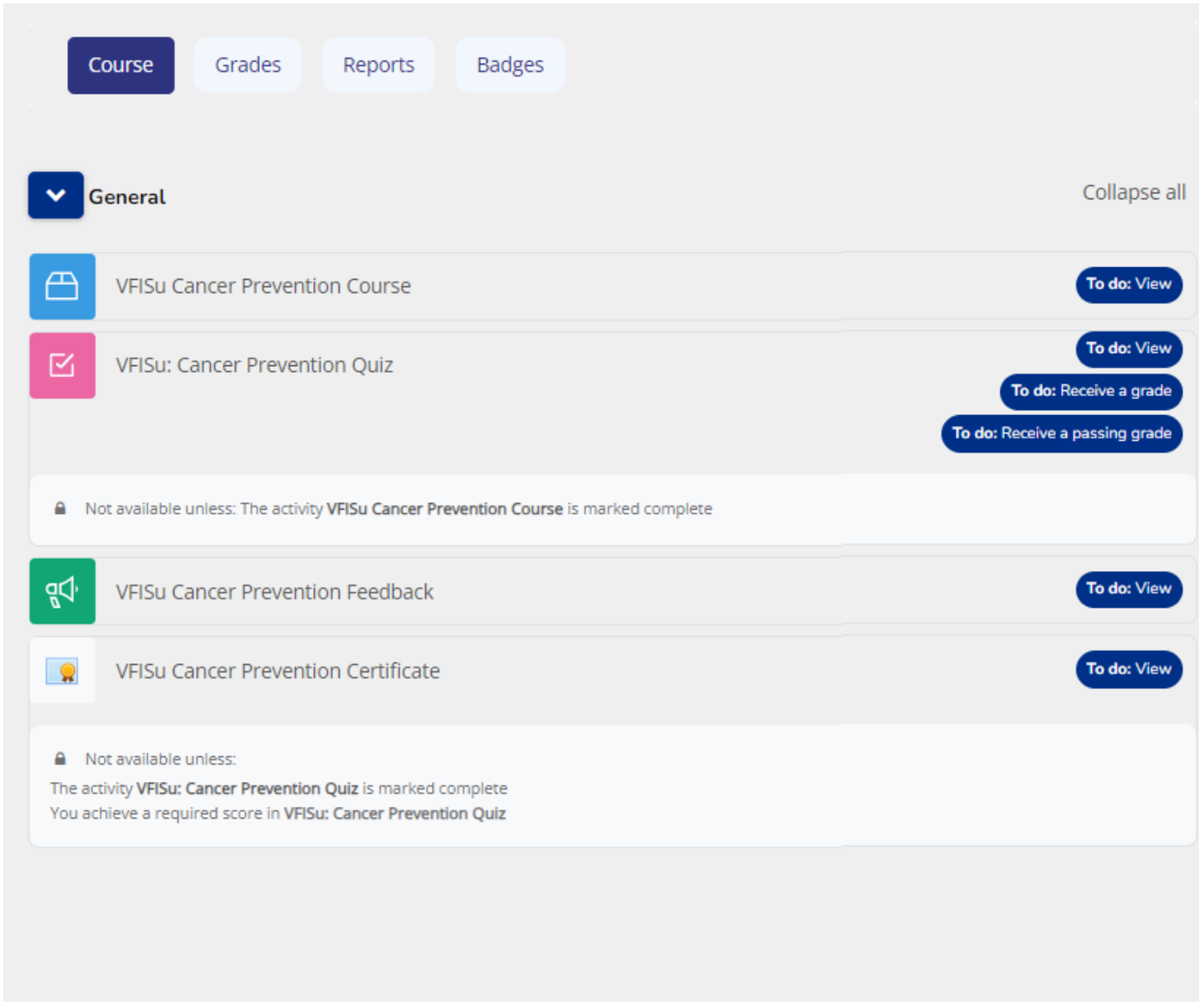


The screenshot displays the 'Courses' page. The first course is 'VFISu: Cancer Prevention' with a contact hour of 1.0. Its description states it aims to reduce carcinogen exposure for emergency services personnel. The objectives include analyzing cancer data, identifying exposure activities, understanding PFAS concerns, and describing best practices for PPE and hygiene. The second course is 'GIG: School Bus Driver In-Service Safety Series' with a due date of 08-17-2023. Its description notes it addresses safety concerns for school bus drivers.

3. Select the “Launch” button to begin the course.



4. Complete all of the required tasks.



The screenshot shows a course management interface with a top navigation bar containing buttons for 'Course', 'Grades', 'Reports', and 'Badges'. Below this is a 'General' section with a 'Collapse all' link. The main content area lists several tasks:

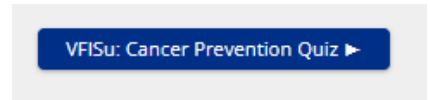
- VFISu Cancer Prevention Course**: A blue folder icon, with a 'To do: View' button.
- VFISu: Cancer Prevention Quiz**: A pink checkmark icon, with 'To do: View', 'To do: Receive a grade', and 'To do: Receive a passing grade' buttons.
- VFISu Cancer Prevention Feedback**: A green speaker icon, with a 'To do: View' button.
- VFISu Cancer Prevention Certificate**: A blue certificate icon, with a 'To do: View' button.

Below the tasks are two locked sections:

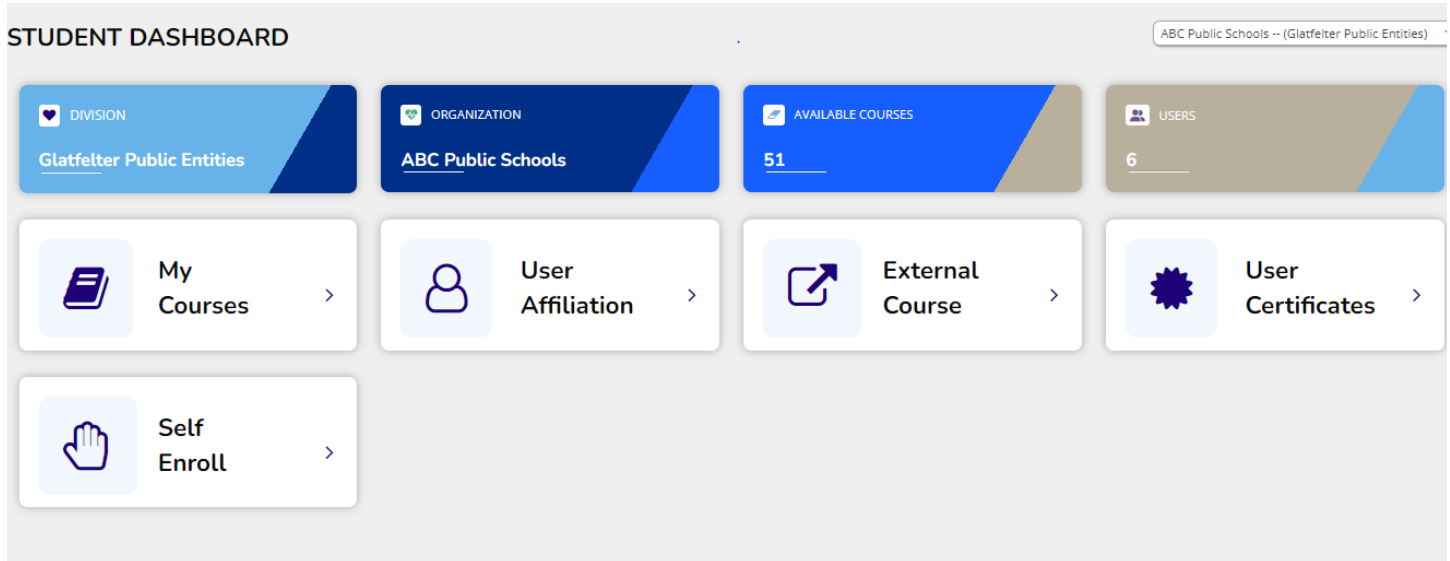
- A lock icon followed by the text: "Not available unless: The activity **VFISu Cancer Prevention Course** is marked complete".
- A lock icon followed by the text: "Not available unless: The activity **VFISu: Cancer Prevention Quiz** is marked complete. You achieve a required score in **VFISu: Cancer Prevention Quiz**".

NOTE: Tasks may be an online course, video, document download, quiz, feedback or download of your certificate of completion.

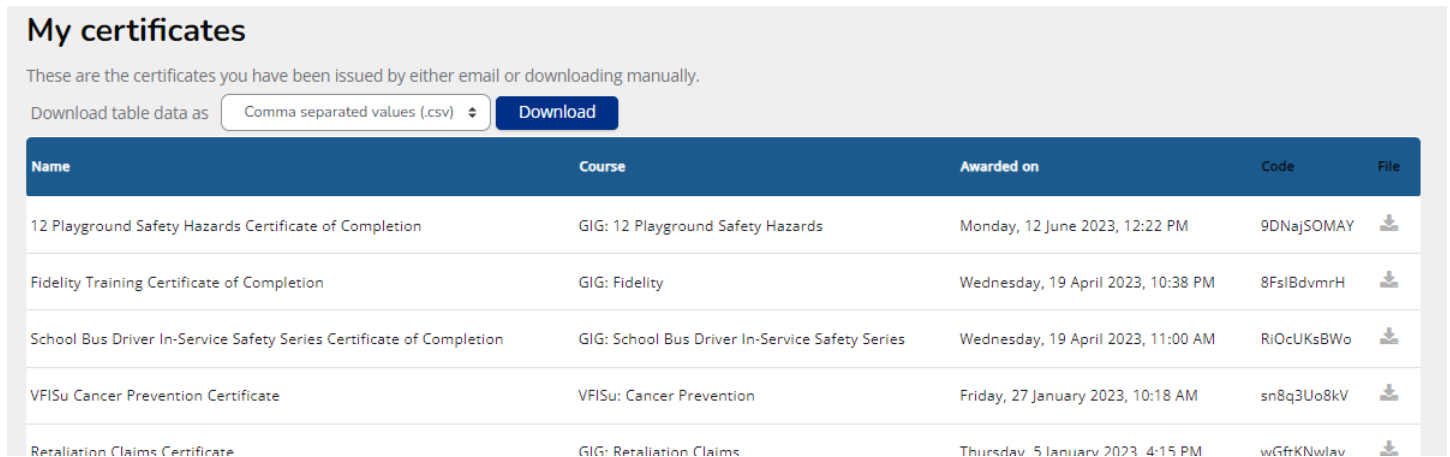
- After you complete an activity, select the blue button at the bottom right of the screen to navigate to the next activity.



- Select "User Certificates" on the Student Dashboard to access a certificate of completion.



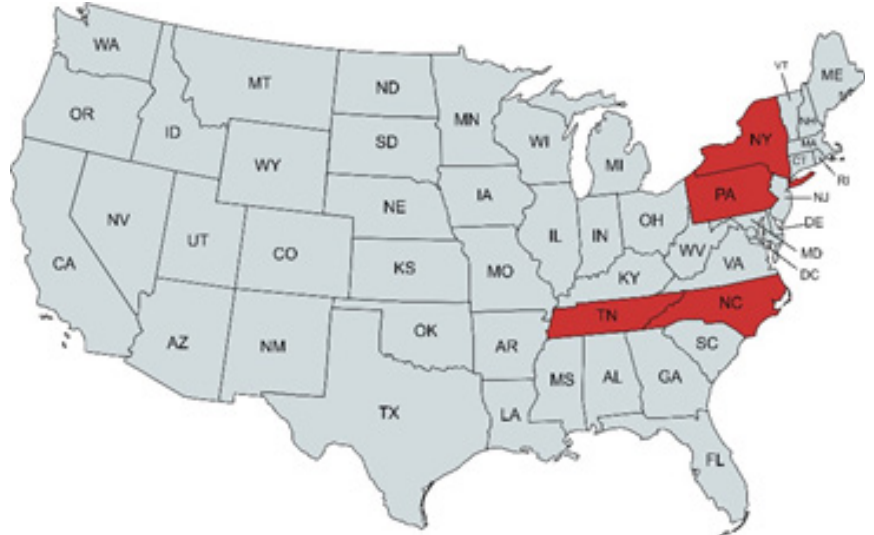
- Select the icon to download and print a certificate of completion.



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.