



Training Officer User Guide

EDUCATION TRAINING CONSULTING | CLIENT RISK SOLUTIONS

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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

THE TRAINING OFFICER

Every organization is required to designate a training officer 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.

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
- 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 Glatfelter/VFIS University in a web browser from your pc or mobile device at: www.glatfelteru.com or 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 are the Glatfelter Insurance Group and VFIS logos. Below the logos, it says "Register to access Glatfelter and VFIS resources, including VFIS University and ResponderHelp". The form has several input fields: "First name", "Last name", "Email", "Are you a VFIS Client?" (with a checkbox), "Password (Please use a minimum of 12 characters, with at least 1 special character, 1 number and 1 lowercase character)", and "Confirm password". There is a blue button at the bottom labeled "Register". A link for "Back to Login" is also present.

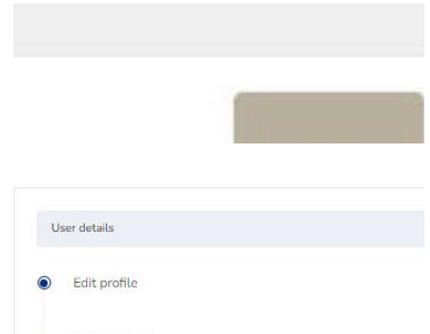
3. Check your email for an automated email from noreply-ss0@vfis.com to validate your email address.

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/EDIT PROFILE & ADD STATE EMS LICENSE/ CERTIFICATION NUMBER

1. Access Glatfelter/VFIS University in a web browser at: www.glatfelteru.com or www.vfisu.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.

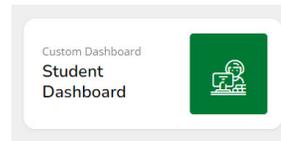
A screenshot of a web application form titled 'Optional'. It contains several input fields: 'ID number', 'Institution', 'Department', 'Phone', 'Mobile phone', and 'Address'. Below these fields is a section titled '> Other fields'. At the bottom right of the form, there are two buttons: 'Update profile' and 'Cancel'.

AFFILIATE WITH AN EXISTING DEPARTMENT/ORGANIZATION

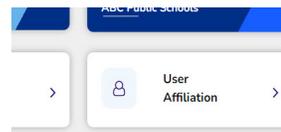
All users need to be affiliated with an organization in Glatfelter/VFIS University before they can start taking courses.

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.

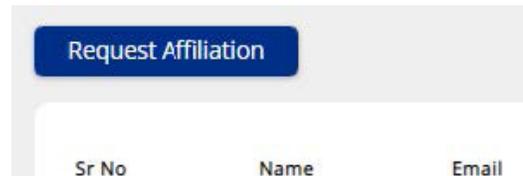
1. Select “Request Affiliation” from the left side menu or select the “Student Dashboard” button on the homepage dashboard.



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.

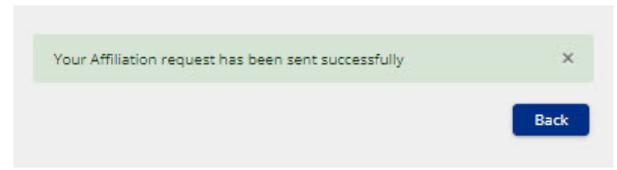
A screenshot of a form titled "Request Affiliation". The form has fields for "User Name", "Email", "Phone", "Additional Organization Request", and "Comments/Notes". The "Phone" field contains "XXX-XXX-XXXX" and is marked as required. The "Additional Organization Request" field has a red circle icon and a "Select organization" button. Below the form are "Submit" and "Cancel" buttons. At the bottom, it says "There are required fields in this form marked [red circle icon]".

5. Select the “Submit” button.

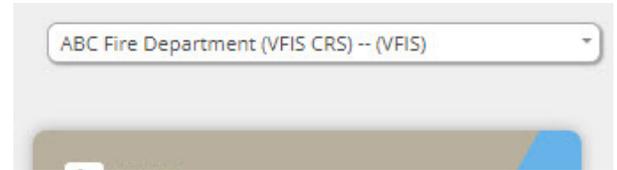


6. If you are affiliated with multiple departments/organizations, select the “Request Affiliation” button again to select additional organizations.

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 Glatfelter/VFIS University Account Assistance to be designated as a training officer.

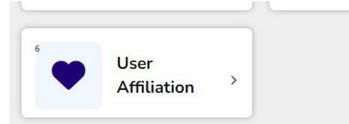
APPROVE AN AFFILIATION REQUEST

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

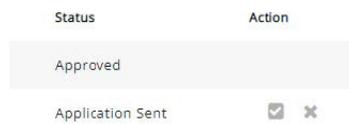
2. On the homepage, select the “Training Officer Dashboard” button.



3. Select “User Affiliation” button.



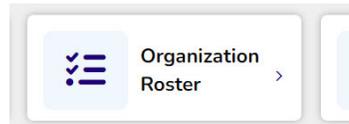
4. Select the checkmark to approve a user affiliation or select the “x” to decline a user affiliation.



REMOVE A USER AFFILIATION

1. Select the “Training Officer Dashboard” button.

2. Select the “Organization Roster” button.



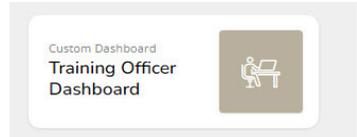
3. Select the “x” to remove a user affiliation with your organization.

A screenshot of a table with columns: "Modifier", "Time Created", "Time Modified", "Organization", and "Action". A red arrow points to the "x" icon in the "Action" column of the first row.

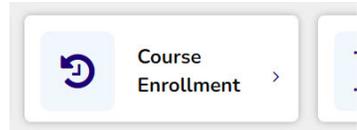
| Modifier | Time Created | Time Modified | Organization | Action |
|------------|------------------|------------------|--------------|--------|
| Admin User | 05-24-2023 09:50 | 05-24-2023 09:50 | [REDACTED] | x |

ASSIGN A COURSE

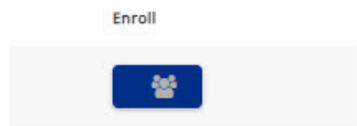
1. Select the “Training Officer Dashboard” button.



2. Select the “Course Enrollment” button.



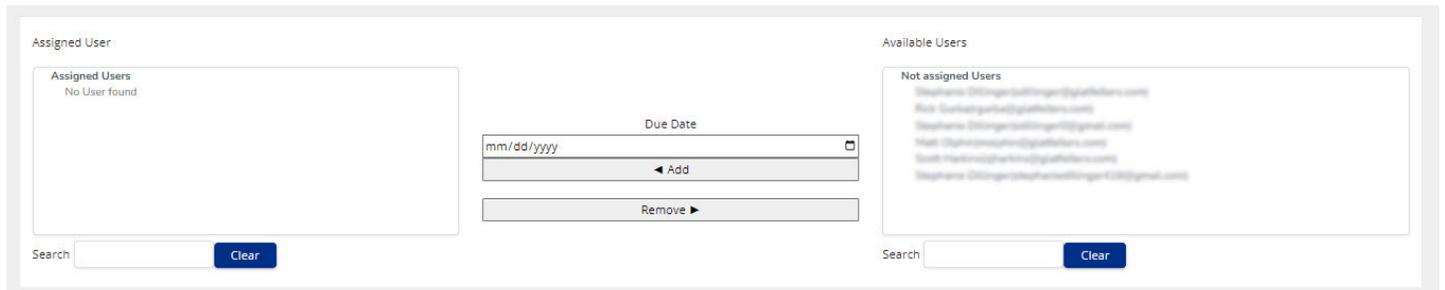
3. Browse for the course title and select the corresponding “Enroll” button.



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.



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.

RE-ENROLL USERS IN A COURSE

1. Select “Course Enrollment” from the Training Officer Dashboard

2. Browse for the course title and select the corresponding “Re-enroll” button

3. Users who have completed the course and are eligible for re-enrollment will appear on the right. Select users from the “Users - Completed” list and click the “Add” button.

VIEW/PRINT MEMBER'S CERTIFICATES

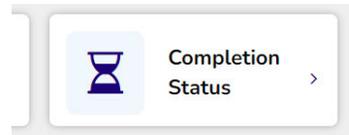
To access/print out a member's certificate of completion follow the below steps:

1. Login and click on the Training Officer Dashboard.
2. Select the Completion Status tab.
3. Enter the date range and any parameters that you would like to generate in the report.
4. Select the "Filter" tab.
5. The report will then generate on the page below.
6. Move the page over to the right and under the "Action" column, if a course is showing completed click on the download arrow to open up and view the member's certificate.
7. You can print or save the certificate from that page.

| stname | City | State | Organization | Course Category | Course Name | Course Status | Completion Date | Completion Status | Due Date | Enrollment Type | Action |
|--------|------|--------------|--------------------|---------------------------|--|---------------|-----------------|-------------------|------------|---------------------|---|
| ██████ | | Alabama | ABC Public Schools | Schools | GIG: Let's Talk: Preventing Child Abuse in Your Organization | Active | 08-16-2024 | Completed | | Previously Enrolled |  |
| ██████ | | Alabama | ABC Public Schools | Driver and Vehicle Safety | GIG: Distracted Driving | Active | 08-16-2024 | Completed | | Previously Enrolled |  |
| ██████ | York | Pennsylvania | ABC Public Schools | Driver and Vehicle Safety | GIG: Distracted Driving | Active | N/A | Pending | 08-16-2025 | Previously Enrolled |  |

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.

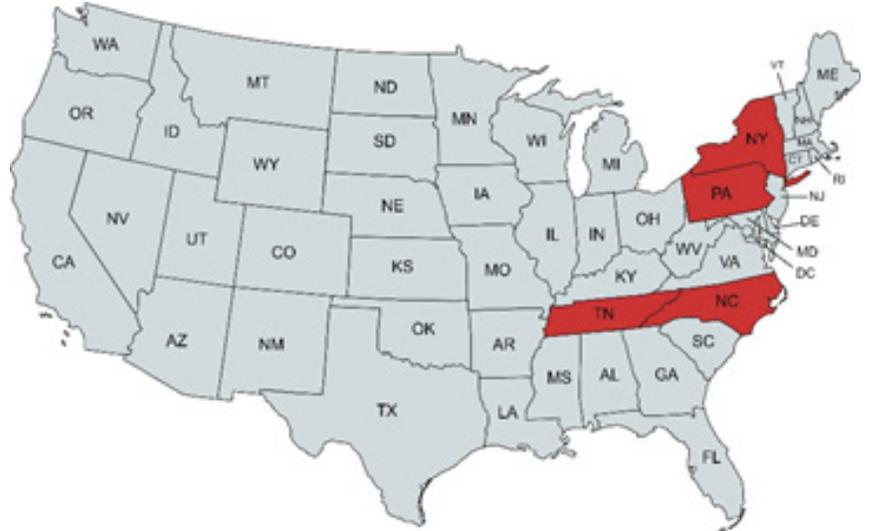
DESIGNATE A NEW TRAINING OFFICER

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.