

# VFIS UNIVERSITY

## User Guide

Revised: 1/31/2023

**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.



## YOUR TRAINING OFFICER

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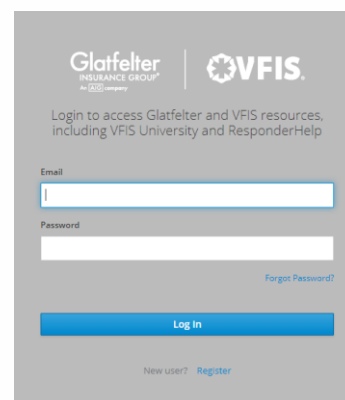
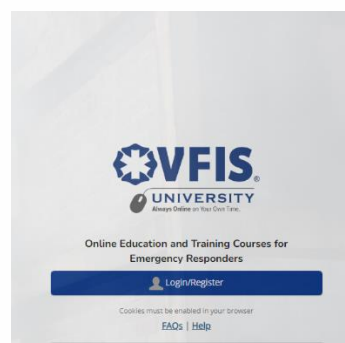
Every organization is required to designate a training officer to manage VFIS University for the entire organization. A training officer is responsible for assisting users with account registration, approval of organization affiliation requests, assignment of courses and providing basic technical support to VFIS University users within their organization. Please contact 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

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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.

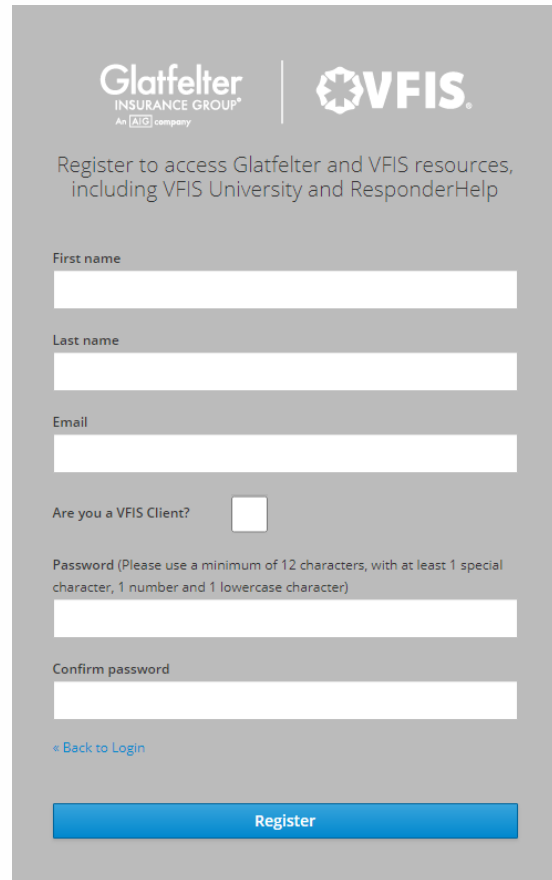
**Are you a VFIS Client?**

If your organization is insured by VFIS, select the checkbox. If you are unsure, contact your training officer.

**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.

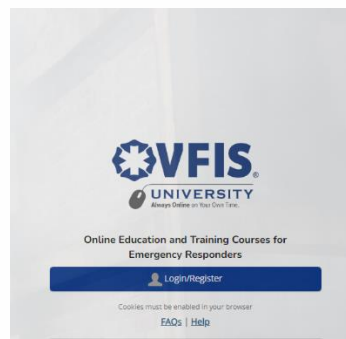
**Note:** The validation email is valid for 5 minutes. Be sure to check your SPAM folder. If the validation email has expired, return to the login page and select the "Forgot Password?" link to trigger a new validation email.



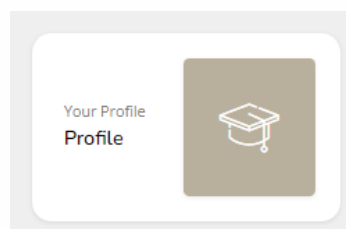
## LOGIN AND EDIT PROFILE

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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.



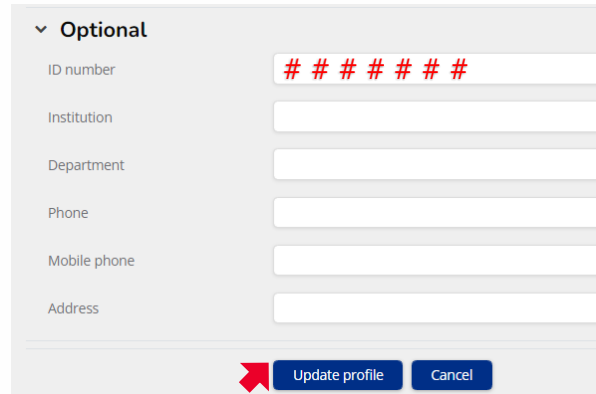
9. Select "Your Profile" button on the homepage dashboard or "Profile" in the left navigation bar.



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.



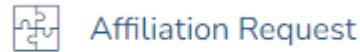
A screenshot of a web form titled "Optional" with a dropdown arrow. The form contains several input fields: "ID number" (with red hash characters), "Institution", "Department", "Phone", "Mobile phone", and "Address". At the bottom right, there are two buttons: "Update profile" (with a red arrow icon)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

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



# AFFILIATE WITH AN ORGANIZATION

1. Select the "Affiliation Request" in the left navigation bar on the homepage dashboard.



2. Select the "Request Affiliation" button.

A screenshot of the Affiliation Request interface. A blue button labeled "Request Affiliation" is highlighted with a red arrow pointing to it. Below the button is a table with columns for "Sr No", "Name", "Email", and "Phor".

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

**Note:** If your organization does not appear in the list, please contact VFIS University Account assistance to setup the organization and designate a training officer.

4. Select the "Submit" button.

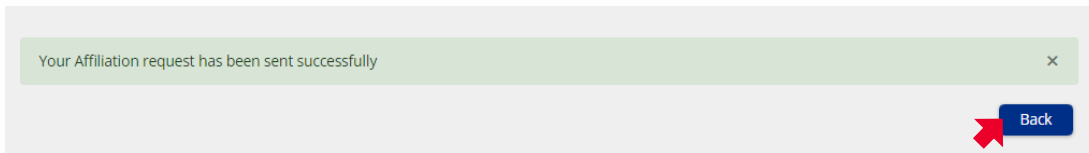
A screenshot of the form fields for the Affiliation Request. The "Phone" field is marked with a red asterisk and contains a red mask "###-###-####". The "Additional Organization Request" field is marked with a red asterisk and contains a blue button labeled "x Select organization" and a search dropdown. The "Comments/Notes" field is a text area. The "Submit" and "Cancel" buttons are at the bottom right, with a red arrow pointing to the "Submit" button. A note at the bottom states "There are required fields in this form marked \*".

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

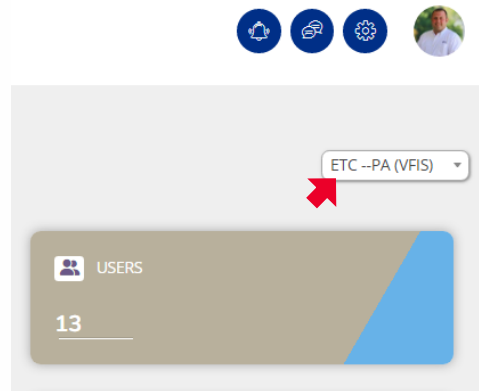
A screenshot of the Affiliation Request interface, identical to the one in step 2, with a red arrow pointing to the "Request Affiliation" button.

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

**Note:** Your training officer must approve your affiliation request before proceeding.



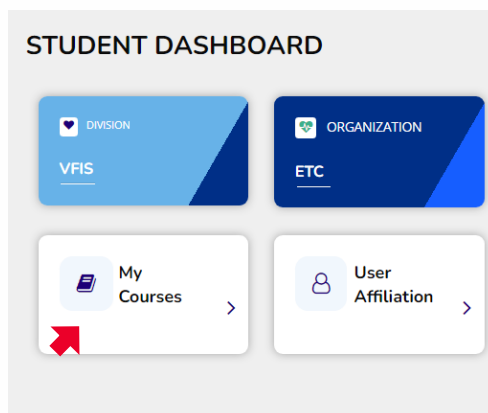
7. If you are affiliated with multiple organizations, toggle between organizations using the dropdown menu at the upper right corner of the Student Dashboard.



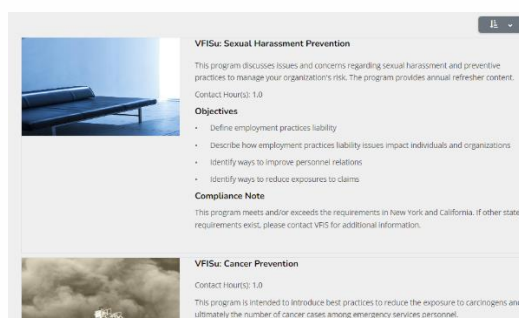
## ACCESS AN ONLINE COURSE

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



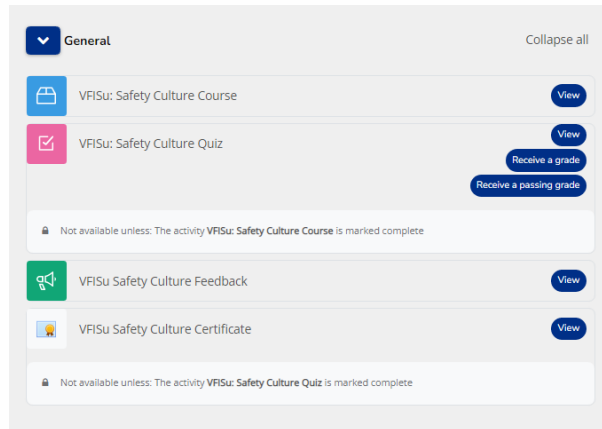
2. Search the list of available courses and view assignments.
3. Select the "Launch" button to begin the course.



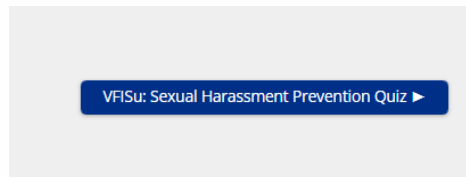


4. Complete all of the required tasks.

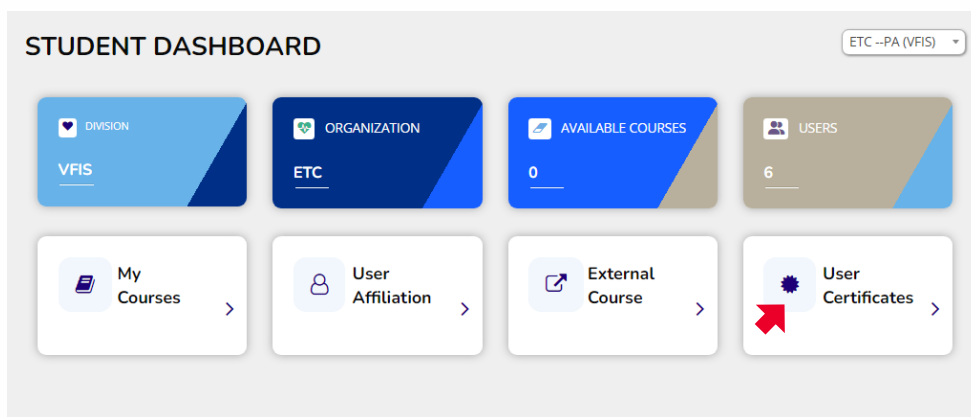
**Note:** Tasks may be an online course, video, document download, quiz, feedback or download of your certificate of completion.



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



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






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

**My certificates**

These are the certificates you have been issued by either email or downloading manually.

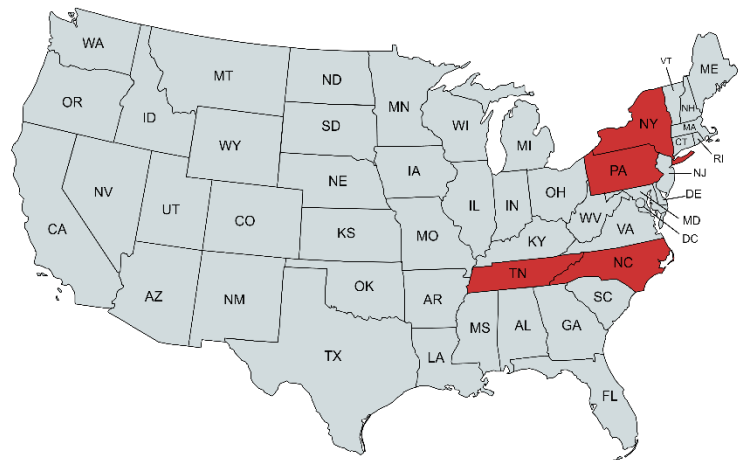
Download table data as Portable Document Format (.pdf) ▾ Download

Name	Course	Awarded on	Code	File
FASNY OSHA Annual Refresher	VFISu FASNY OSHA Annual Refresher	Tuesday, 13 December 2022, 2:19 PM	v6sUUY12QZ	
VFISu Tool and Equipment Safety Certificate	VFISu: Tool and Equipment Safety	Tuesday, 13 December 2022, 1:57 PM	cevwXpr65n	
VFISu: Sexual Harassment Prevention Certificate	VFISu: Sexual Harassment Prevention	Tuesday, 6 December 2022, 10:08 AM	ERXBOCe3OU	

## 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 this [user guide](#).

## NON-CLIENT ACCESS

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.