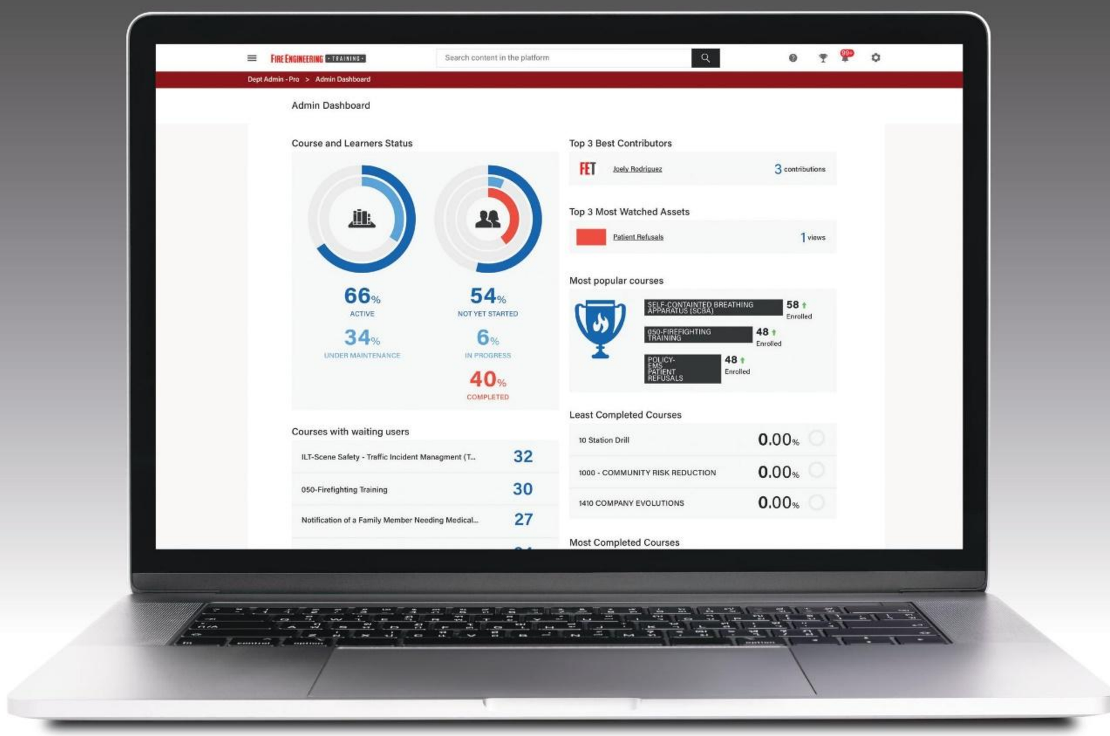
SUCCESS GUIDE



FIRE ENGINEERING™ • TRAINING •

JEMS • TRAINING •

Table of Contents

System Requirements/Specs		
Section number:	TECH	Level: Plus/ Pro/ Premium
Date of review:	01/30/25	For further assistance: 800-331-4463
Effective date:	01/30/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

This document outlines the browser and system requirements, as well as some file size limitations of the LMS (Fire Engineering Training and JEMS Training).

Still have questions? Contact our Support team or your Customer Success Representative.

DESKTOP PLATFORM

Supported Desktop Browsers	Microsoft Edge * Mozilla Firefox * Google Chrome * Safari *
Supported Operating Systems	Microsoft Windows 8 (or higher)** OSX (last two major releases) Most Linux Distributions
Supported Operating Systems for Tablets (using the browser version of the desktop platform)	iOS 13 (or higher) *** Android 9.0 (or higher) ***
Browser Settings	JavaScript must be enabled Third-party cookies must be enabled**** localStorage must be enabled TLS Version: 1.2

MOBILE APP (Fire Engineering Training or JEMS Training)

Supported Operating Systems for Tablets and Smartphones	iOS 15.5 (or higher) Android 9.0 (or higher)*****

If your organization is logging in via SSO, please download instead the **Docebo Go.Learn** mobile app. Once you log in, you will need to enter the organization's custom URL).

The Go.Learn app is also recommended for users with older devices.

*** Browser notes:**

Microsoft Edge, Firefox, Chrome and Safari follow a continuous release policy that makes it difficult to fix a minimum version. For this reason, following the market recommendation we will support the last 2 major versions of each of these browsers. Please note that as of January 2018, we do not support Safari on Windows. Safari users, please see additional notes for use on tablets.

**** Note for Windows XP users:**

Windows XP is no longer supported by its original vendor, Microsoft, but if your organization has internal policies that have extended the use of Windows XP, we recommend that your PCs be migrated to MS Windows 8 or above at your earliest convenience. Although we are not in a position to guarantee the service on a no longer operational operating system, the LMS still has customers running Windows XP who adopt the system. If you are unable to upgrade your PCs at this time, we recommend installing the latest version of Google Chrome, as a temporary solution.

We strongly recommend that clients maintain updated operating systems (both desktop and mobile) aligned to the latest release made available by the respective vendor.

***** Note for use on tablets:**

When accessing the platform from your tablet, you can use either the Docebo Go.Learn mobile app or you can also access the desktop version of your platform via the mobile browser (to which we refer as "browser version of the desktop platform").

The browser version only supports Android tablets with an 8" screen or larger and Apple iPads of all sizes. Safari users: make sure you disable the "Prevent cross-site tracking" setting, which is enabled by default. You will find this under Safari Settings, under Privacy and Security.

For optimal usage of the platform, we recommend the use of the Go.Learn mobile app, which supports any screen size and older devices.

However, note that regardless of how you access your learning platform on tablet, you can only access the learner view (no Administrator functionality).

****** Note for use on Chrome 83 and higher:**

Starting from Chrome 83, in order to embed the LMS while using the browser in Incognito mode, third-party cookies must be manually turned on.

******* Note for use on Android mobile devices:**

If you are using an Android device, remember that you need to have access to Google Play Store to be able to download and access the app.

LIMITATIONS

File Upload Limitations

Upload Type	Accepted File Types
Thumbnails	JPG Maximum Thumbnail Size: 800×400 pixels
External Training Files	DOC, XLS, PPT, GIF, PNG, TXT, DOCX, PPTX, XLSX, PDF, FLV, ODS, ODP, CSV, MP4, JPG Maximum file size: 1GB
License Manager Image Files	PNG, JPG, JPEG, PDF Maximum file size: 25MG
Badge Icon for Gamification	JPG, PNG Maximum File Size: 50×50 pixels
Webinar Recordings	3GP, 3GP2, AVI, FLV, MKV, MOV, MP4, MPEG, MPEG4, MPG, MPG2, OGG, OGM, WMV Maximum File Size: 800MB
Informal learning asset (Channels)	JPG, JPEG, PNG, GIF, MPG, MP4, AVI, MOV, WEBM, 3GP, WMV, ZIP, RAR, TAR, 7z, DOC, DOCX, RTF, ODT, TXT, XLS, XLSX, ODS, CSV, PPT, PPTX, ODP, PDF, MP3, FLAC, OGG, WAV Maximum File Size: 800MB. Size limit of 150 pages for any file that you update as an informal asset before it is converted into a presentation.
Attachments for sessions' evaluations	3GP, 3GP2, AVI, BMP, CSV, DOC, DOCX, EPUB, FLV, GIF, ICO, JPEG, JPG, MKV, MOV, MP3, MP4, MPEG, MPEG4, MPG, MPG2, OGG, OGM, PDF, PNG, PPSX, PPT, PPTX, SRT, TXT, VTT, WMV, XLS, XLSX, ZIP Maximum File Size: 40MB

Training Material Limitations

Upload Type	Accepted Files
File Repository Widget	ZIP, DOC, XLS, PPT, GIF, PNG, TXT, DOCX, PPTX, XLSX, PDF, FLV, ODS, ODP, ODP, CSV, MP4 Maximum File Size: 400MB
Files	DOC, XLS, GIF, PNG, TXT, DOCX, XLSX, PDF, PPT, ZIP Maximum File Size: 1024MB

Video Files	3GP, AVI, FLV, MP4, WMV, MPEG-2, MOV, MP3 Maximum File Size: 1024MB
External Video Links	Links from YouTube, Vimeo, or Wistia
SCORM	SCORM versions 1.2 and 2004 3rd Edition. Must be imported as a zip package Must not include more than 15000 files Maximum File Size: 1024MB
SCORM Con't	Does Not Accept: pl, rb, aspx, py, jsp, asp, waspx, shtml, sh, cgi, php, ph3, php4, php5, phps, htaccess
AICC	CMI001 – AICC/CMI Guidelines For Interoperability (Version 4.0) Communication Protocol: HACP (HTTP Communication Protocol) Level of Complexity Implemented: Level 1: Basic structure of course, location, description, implied order. Must be imported as a ZIP package. The configuration files of the AICC package must be in the root of the ZIP file. Maximum File Size: 1024MB
xAPI/Tin Can	Supports the Tin Can Standard 1.0.* Must be imported as a ZIP package. The LRS works in pair with the LMS, meaning that in order to be able to link activities completed by the users to course progresses, he or she will be required to recognize the activity ID passed in the xAPI statement. To make the LRS recognize these activity IDs, you must upload an xAPI package on the LMS with a proper tincan.xml descriptor in it. Maximum File Size: 1024MB
External Video Links	Links from YouTube, Vimeo, or Wistia *For Fire Engineering Training and JEMS Training 6.9 or higher
Assignments	3gp, 3gp2, arf, avi, bmp, csv, doc, docx, epub, flv, gif, ico, jpeg, jpg, mkv, mov, mp3, mp4, mpeg, mpeg4, mpg, mpg2, ogg, ogm, pdf, png, ppsx, ppt, pptx, srt, txt, vtt, wmv, wrf, xls, xlsx, zip Maximum File Size: 40MB

Elucidat Content	(import from Elucidat)
Google Drive Imports	As Training Materials or Assets: Docs, Slides, Spreadsheets, Drawings
Slides Converter	PDF, ODP, PPT, PPTX Maximum File Size: 1024MB or 150 pages
HTML Pages	
Lectora Content (transferred from Lectora)	Can only be published in the Central Repository, not directly into courses.

Technical Limitations

Limitation	Enterprise
Platform Interface	Interface issues that occur in the LMS platform when a browser is zoomed in or zoomed out (any setting other than 100%) will not be fixed or supported by our technical staff. We strongly suggest to use **at least a 1024x768px resolution** on your desktop and tablet browsers. Please note that at this time, any issues related to any resolutions smaller than 1024x768px are not official supported by the LMS Product Support or Development teams. For the best user experience, we suggest using a 1366x768px resolution or similar.
Character Limit for Description Text Boxes (for LOs and Assets)	For training material: 65,535 characters (includes HTML characters) For Discover, Coach & Share assets: 6,000 characters
Character Limit for Titles	255 characters
Country Names	All country names in the platform use ISO 3166 standard.
PHP Memory Limit	0.256 GB RAM

Bandwidth Recommendations

LMS	0.5 Megabits per second - Required broadband connection speed
Video	0.5 Megabits per second – Required broadband connection speed 1.5 Megabits per second – Recommended broadband connection speed

	3.0 Megabits per second – Recommended for SD quality 5.0 Megabits per second – Recommended for HD quality
SCORM, AICC, or xAPI/Tin Can	We recommend consulting your authoring tool vendor to best determine their recommendations.

WHITELISTING

Your system administrator (IT department) should designate the LMS as a trusted site so it can operate effectively.

The LMS relies on both email and on-page alerts to let users know when they have new Assignments or unfinished Assignments that need to be completed. To ensure the notifications are received by your staff, make sure the below domains are added as safe senders in your email server configuration settings.

It is also recommended to whitelist the domains in your browser security and/or site settings.

Fire Engineering Training domains:

- fireengineeringtraining.com
- clarionevents.com
- eskillzsolu.com
- members.fireengineeringtraining.com
- docebonotifications.com

JEMS Training domains:

- jemstraining.com
- clarionevents.com
- eskillzsolu.com
- members.jemstraining.com
- docebonotifications.com

Please note:

- Some applications may require to add "@" in front of the domain, e.g. @clarionevents.com
- If domain-level whitelisting is not allowed, the specific email addresses will need to be entered in the allow list to ensure email deliverability: support@fireengineeringtraining.com, info@fireengineeringtraining.com, sales@fireengineeringtraining.com, support@jemstraining.com, info@jemstraining.com, sales@jemstraining.com, external.training@docebonotifications.com, license.manager@docebonotifications.com

Troubleshooting

Depending on your bandwidth and connection, you may experience video pausing, potentially due to slow data transfer. One possible way to remedy this issue is to pause the video and wait for more (or all) of it to download before you resume playing. Should you encounter an issue, and your computer meets the system requirements, please submit a help ticket.

USER GUIDE

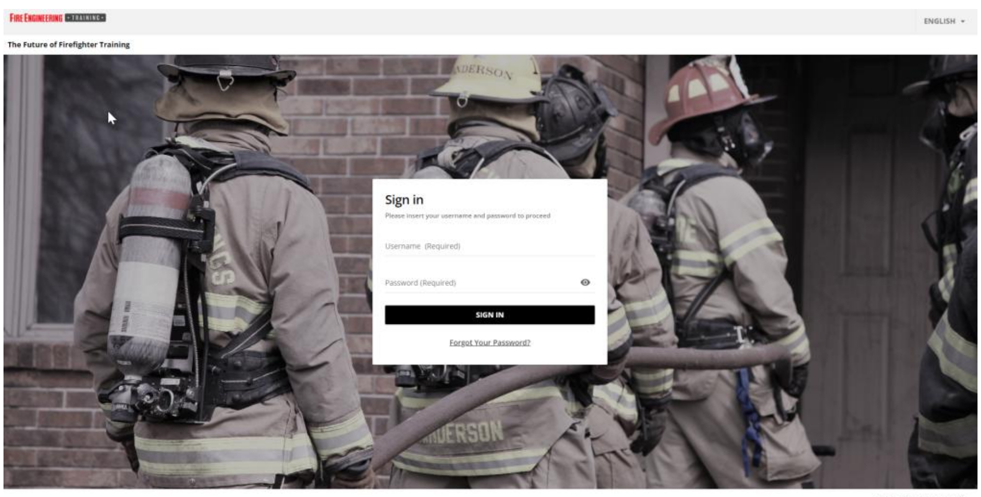
How-to instructions to help you get the most of the LMS (Fire Engineering Training and JEMS Training). Please note images might differ from how they appear on your screen.

Log-in Page		
Section number:	UG-01.01	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

The log-in screen is universal for all users and can be accessed at:

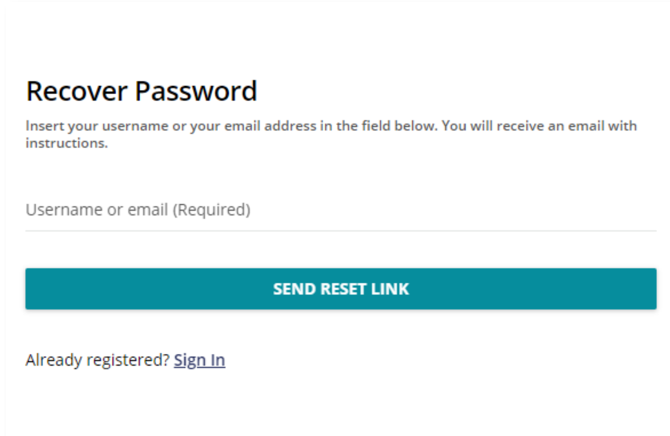
https://lms.fireengineeringtraining.com/learn/signin OR https://lms.jemstraining.com/learn/signin

- You will be asked for you log-in credentials:
  - *Username:* Your email address is your *Username.*
  - *Password:* Enter your unique and private password. If this is your first time logging in, you may be asked to create a password. Follow the instructions on creating a strong and secure password:
    - Must include both letters and numbers.
    - Must be different than your username.
    - Must be minimum of 8 characters.
    - Uses a dictionary check (cannot be common passwords).



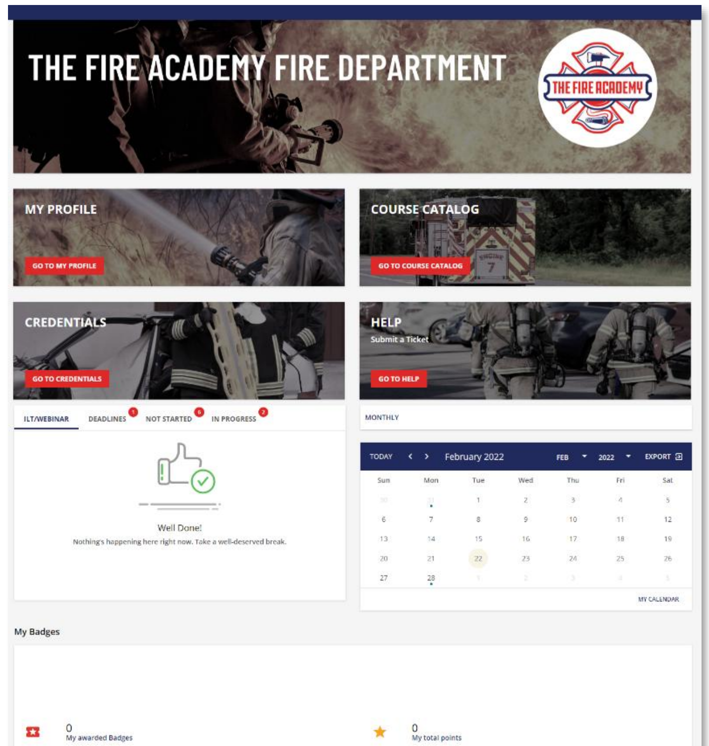
- If you have forgotten your password, the log-in page provides you with a self-service link to help you recover your password. Click on *Forgot your password. The link w*ill guide you through recovering your password.

  Please note that the LMS does NOT have access to passwords, therefore will not be able to provide your password.



Department Landing Page		
Section number:	UG-02.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

From the *Landing Page* you will be able to access the many areas of your account that you will be utilizing on a regular basis: Each of these topics will be explained in further detail in their own sections.

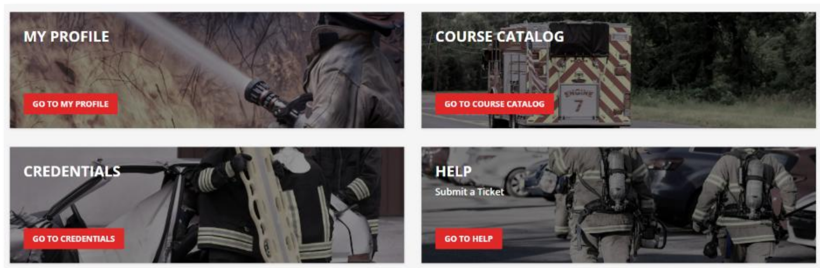


- *My Profile:* Information on your personal account and reports on your progress in the LMS*.* The *External Training* tab is for Pro/Premium Department levels only and must be approved by the Training Officer or your Direct Manager. The *Social* tab lists your posts and ratings on completed courses. Click the ribbon icon on the *Courses* tab to download a copy of your course certificate.
- *Course Catalog:* Shows all of the courses that you have available to you in the LMS.
- *Credentials:* Shows your current credentials, an example would be your EMS Certification number.
- *Help:* If you need to reach out to the LMS, you can submit a help ticket.
- *Course Status:* This gives you a quick look at your activity for courses.
- *Calendar:* Reminds you of important dates associated with your courses.
- *My Badges:* Accumulate badges and points for achievements through the LMS.

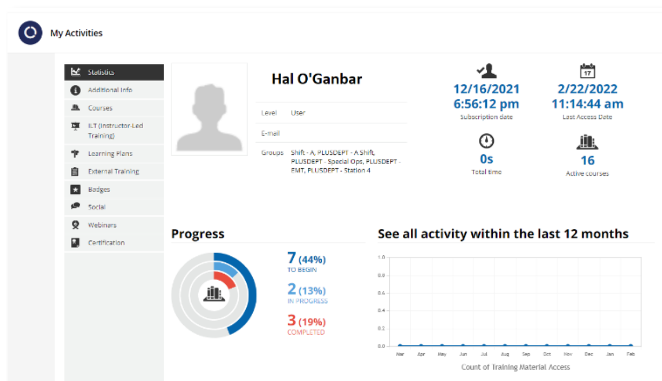
My Profile Page		
Section number:	UG-03.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

From the landing page you have four main options to choose from to help you navigate through your account and activity.

- My Profile
- Course Catalog
- Credentials
- Help

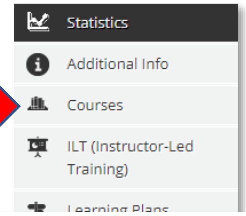


1. Click on *Go to my profile:*
   The *My Activities* window opens to show you your progress and statistics of use in the LMS.



Note the navigation bar on the left side of the My activities window. This nav bar allows to access more information under your profile.

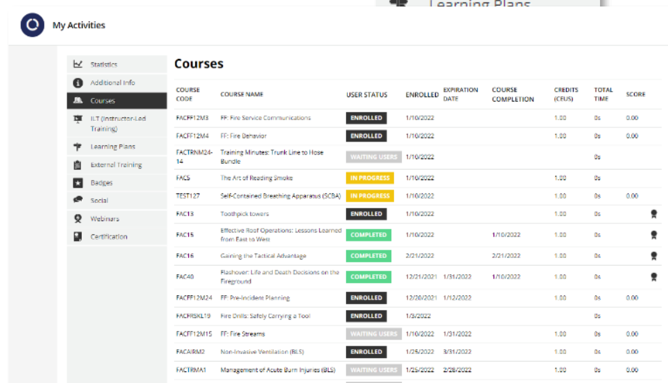
Selecting *Additional info* will open a window where you will be able to enter and modify specific details about your account.



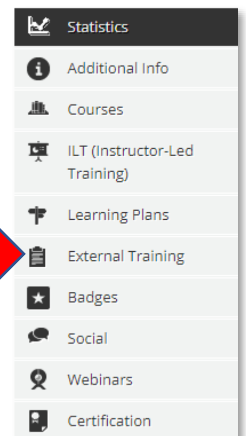
2. Select *Courses*.

   You can now see a list of all of your activity for every course you are enrolled in, are in progress with or have completed.

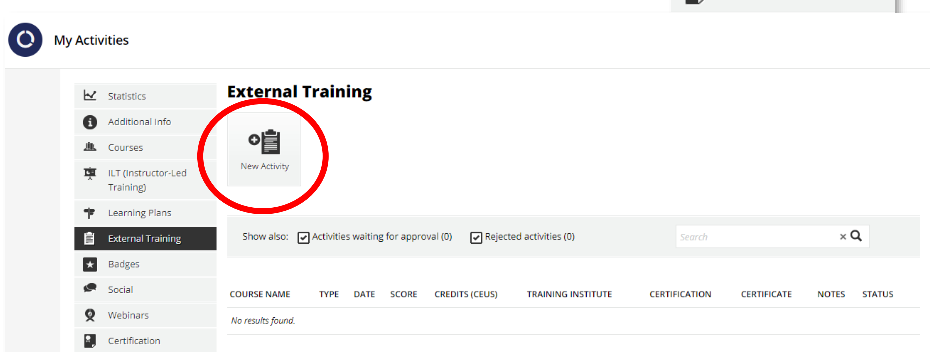
   You can see information associated with each course that will help you keep track of dates, credits (CEU), hours and scores.



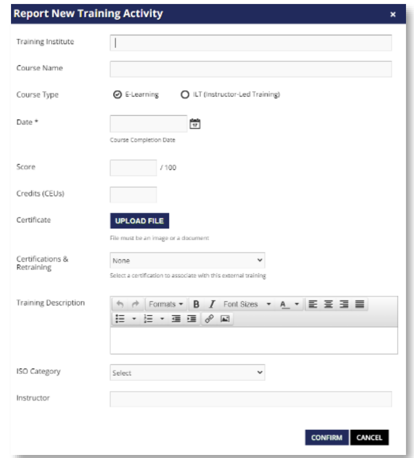
3. On the navigation bar again select *External Training* to open up a new window for entering information on recording external training that you want to keep a record for. Such as a station drill completed by your company.



4. Now select the New Activity icon as shown below to open up the window where you will populate and document activity for the external training.

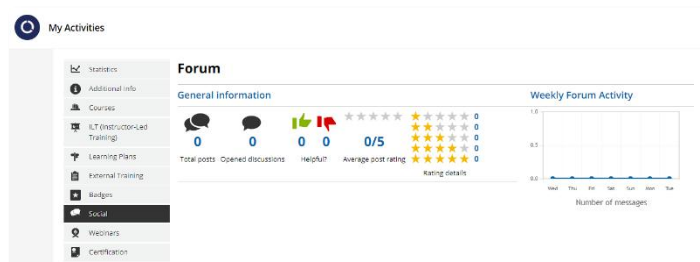


5. Record all of the information on your training as shown. Once completed click on *confirm*. The new training activity will now appear on the course list shown prior.



6. Again, from the navigation bar select *Social*.

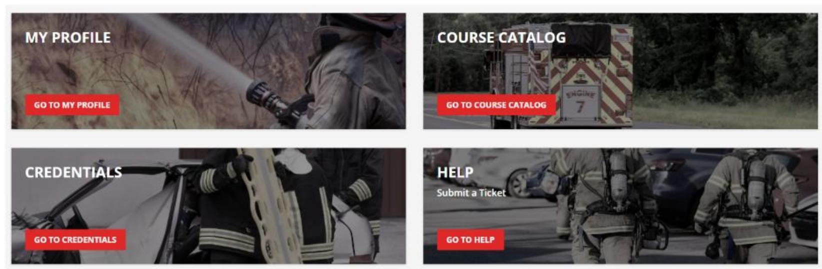
   You will be able to see any and all general information on posts/ rankings and activity you have posted to social media.



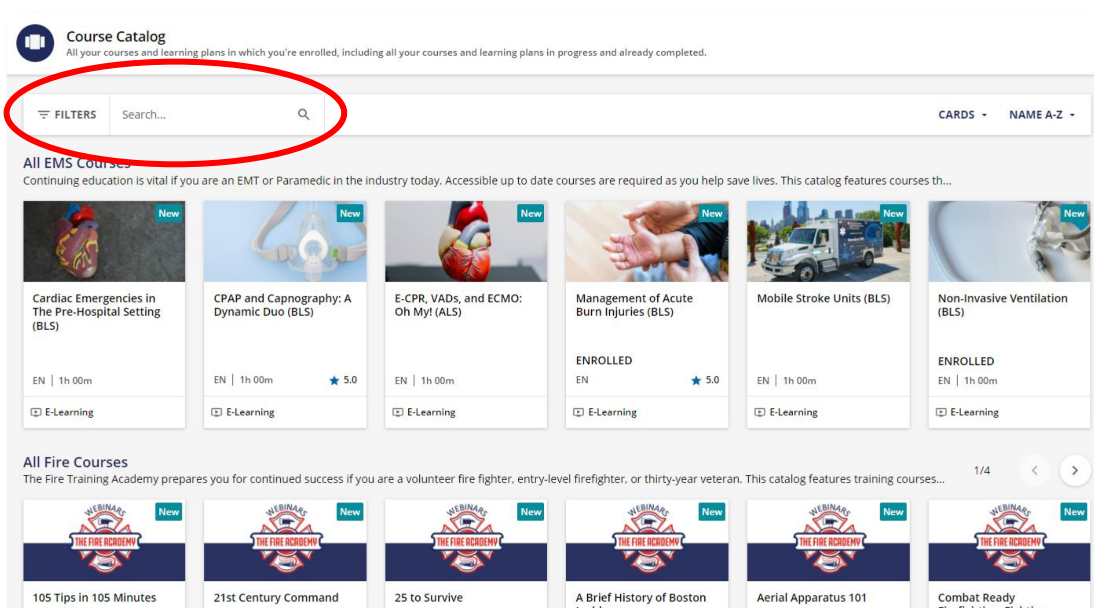
Course Catalog Page		
Section number:	UG-04.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

From the landing page you have four main options to choose from to help you navigate through your account and activity.

- My Profile
- Course Catalog
- Credentials
- Help



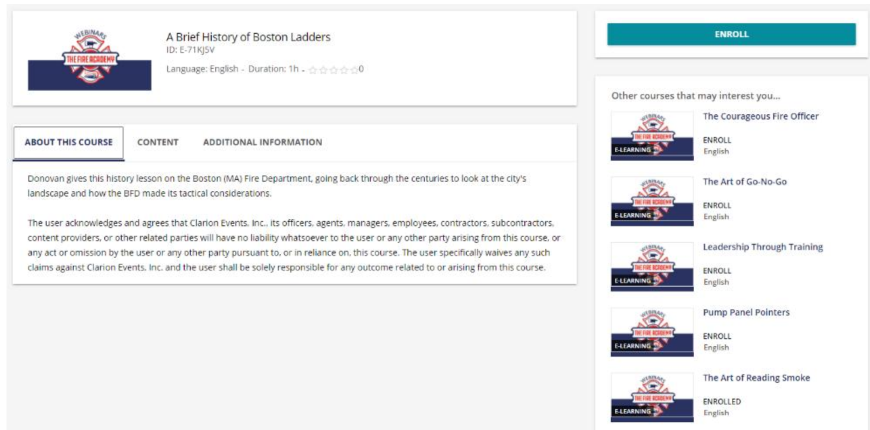
1. Click on *Go to Course Catalog:*
   This displays the course list available to you. As new Courses become available they will be added to your catalog and "New" will be displayed on the thumbnail of the course.
   - You can filter courses to show you a specific topic that you will want to enroll.
   - You can also search for courses by name.



2. Once you have found your next course to enroll into then click on the thumbnail. The course information and enrollment window will open.

The course information window gives you information about the course, as well as course content and any additional course information.

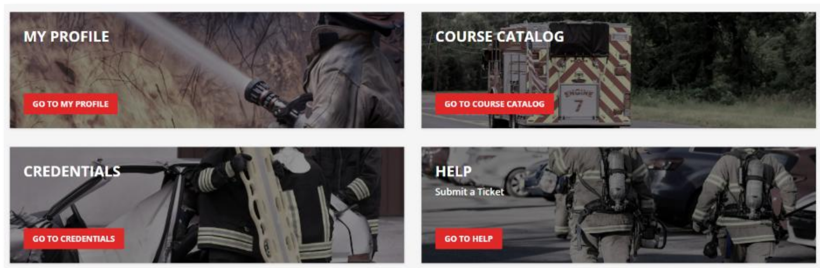
Clicking on *Enroll* to begin the class or put it in your line-up to begin at a time convenient to you.



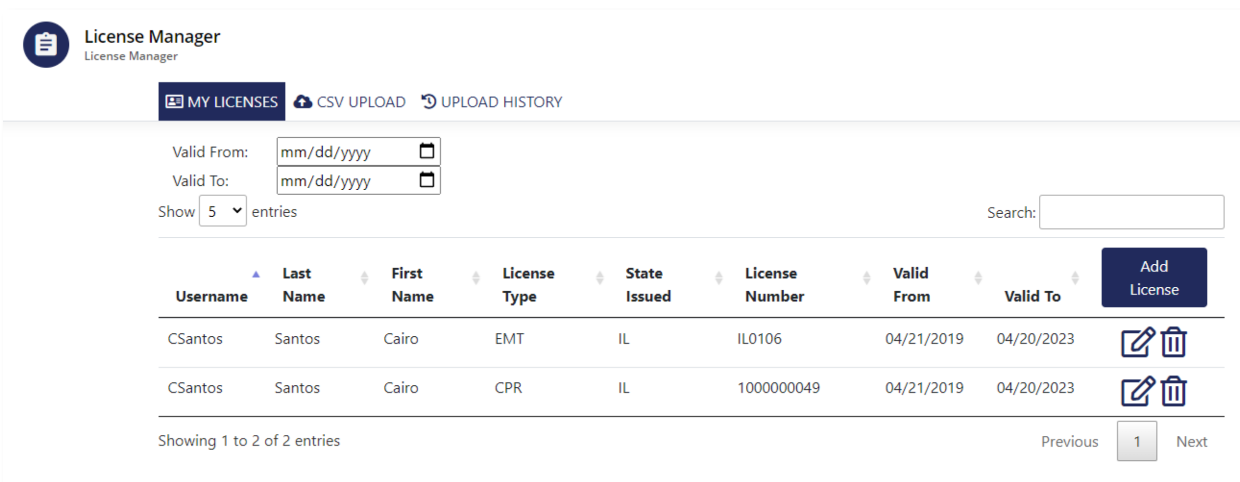
Managing Your Credentials		
Section number:	UG-05.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

From the landing page you have four main options to choose from to help you navigate through your account and activity.

- My Profile
- Course Catalog
- Credentials
- Help



1. Selecting *Credentials* opens the *License Manager* window as shown below. You can add, modify, delete any of your certifications or licenses.

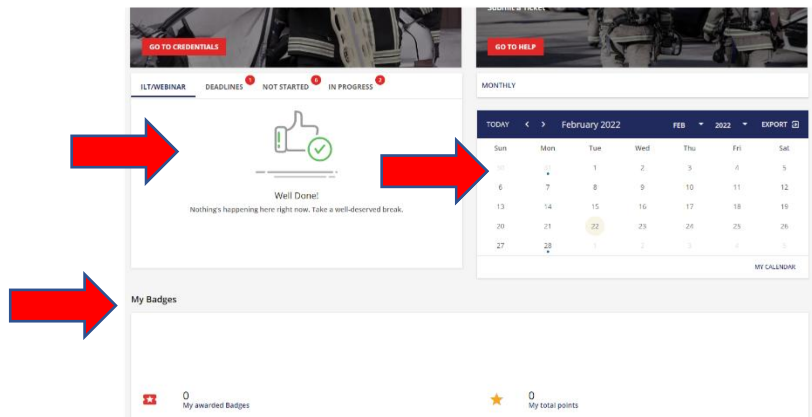


2. Once completed these credentials will be displayed every time you enter this section.

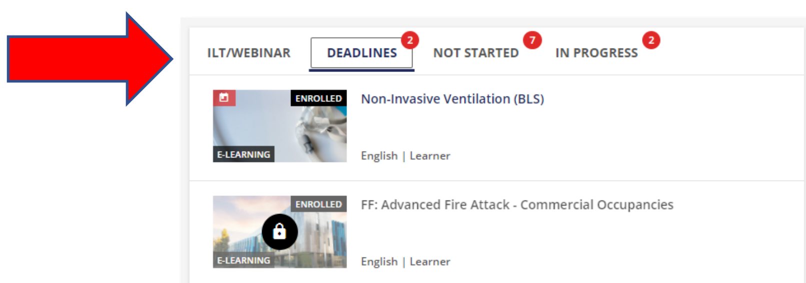
Course Statistics/ Calendar & Badges		
Section number:	UG-06.1	Level: Plus/ Pro/ Premium
Date of review:	03/17/25	For further assistance: 800-331-4463
Effective date:	03/17/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

From your User Homepage you will have many options in this section you will introduced to:

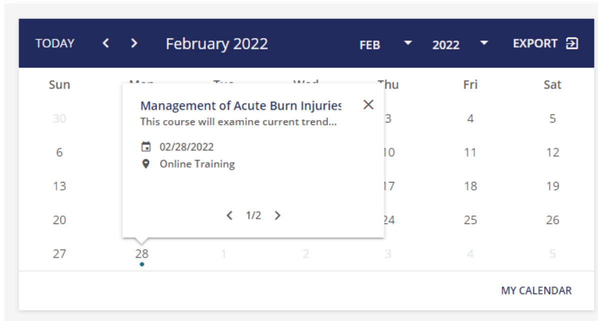
- *Course Statistics*
- *Calendar*
- *Badges and Points*



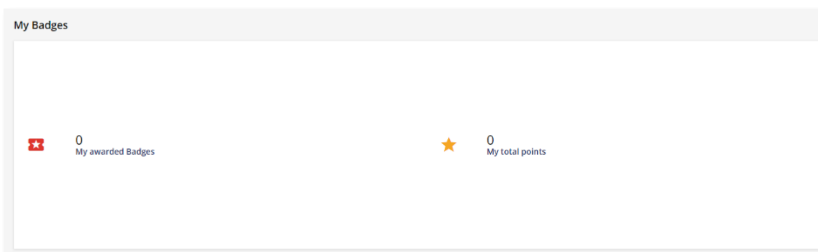
1) *Course Statistics:* You will be able to view deadlines, courses not started and those that are in progress by clicking on the associated tab. If your organization uses Checklists, you may also see those needing your attention listed here.



2) *Calendar:* You will see a month at a glance where dates associated with the courses you are enrolled in appear as a small dot. Mousing over these marks will show you the reminder for the course.



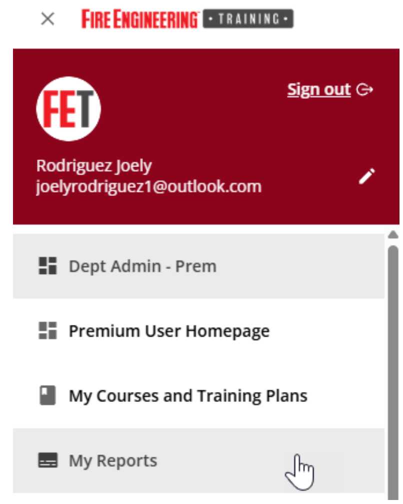
3) *My Badges:* This area will show you the number of badges that you have acquired through taking various courses and the total number of points you have accumulated.



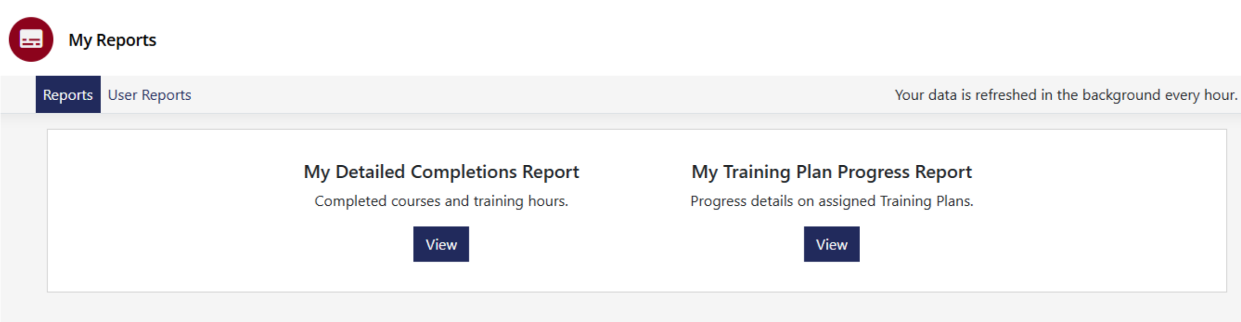
My Reports		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The **My Reports** page allows all personnel to easily track their completions and progress towards training plans.

The My Reports page can be found under the User Menu.



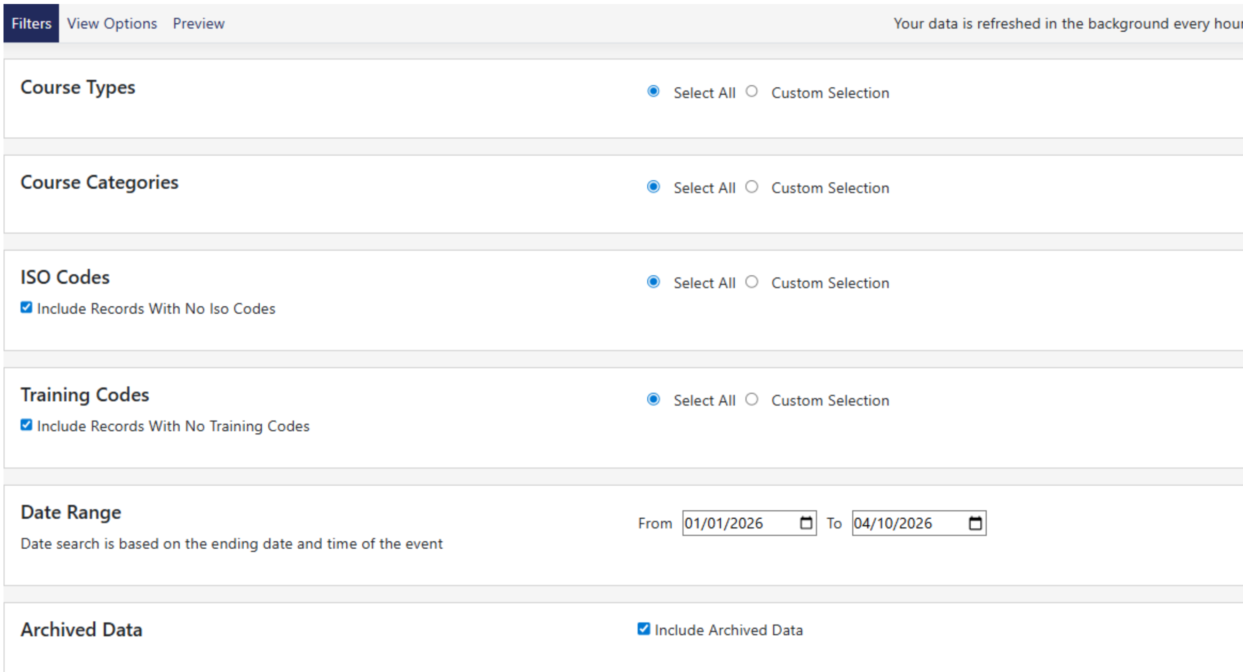
You will see the My Detailed Completions and My Training Progress Reports.



My Detailed Completions Report

The **My Detailed Completions Report** includes all your completed training (all course types) in one report.

Filters



- **Course Selection**: you can choose to include results of some or all course types (E-learning, External Training or ILT). You can also limit results by course category and subcategory. For example, you can include only completions for EMS courses by clicking on the red EMS category; that adds every subcategory to the selection (such as Airway, Cardiovascular, etc.). Alternatively, you could choose the specific subcategories you would like to view by clicking on them.
- **ISO codes and Training Codes**: you can select records with specific code types or no codes. The default includes all records regardless of code.
- **Date Range**: refers to the date the course or training event was completed.
- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:

Filters | View Options | Preview

Report Fields

Detail Fields

- ☑ Full Name
- ☑ Course/Activity
- ☑ Type
- ☑ Category
- ☑ Training Hours
- ☑ Completion Date
- ☑ Start Time
- ☑ End Time
- ☑ ISO Code
- ☑ Other Training Codes
- ☑ Score
- ☑ Location
- ☑ Description
- ☑ Internal Instructors
- ☑ External Instructors

User Fields

- ☑ Department
- ☑ Personnel ID
- ☑ Rank
- ☑ Shift
- ☑ Station
- ☑ Division
- ☑ Battalion
- ☑ Company
- ☑ Platoon
- ☑ Bureau
- ☑ EMS Certification

Report Layout

	A	B	C	D	E	F	G	H	I	J
1	**Full Name**	**Course/Activity**	**Session Name**	**Event Name**	**Type**	**Category**	**Training Hours**	**Completion Date**	**Start Time**	**End Time**
2	**Rodriguez, Joely**						**26.17**			
3	Rodriguez, Joely	Ground Ladders	Ground Ladders	2025-07-31	External	Fire Department - Custom Cou	1.00	7/31/2025	9:00:00	10:00:00
4	Rodriguez, Joely	Company Training	Company Training	2025-08-06	External	Fire Department - Custom Cou	2.50	8/6/2025	7:30:00	10:00:00
5	Rodriguez, Joely	Fire Hoses and Streams	Fire Hoses and Streams	2025-08-13	External	Fire Department - Custom Cou	4.00	8/13/2025	7:30:00	11:30:00
6	Rodriguez, Joely	Forcible Entry	Forcible Entry	2025-08-14	External	Fire Department - Custom Cou	1.00	8/14/2025	7:00:00	8:00:00
7	Rodriguez, Joely	Driver/Operator Training	Driver/Operator Training	2025-08-19	External	Fire Department - Custom Cou	2.50	8/19/2025	7:30:00	10:00:00
8	Rodriguez, Joely	Forcible Entry	Forcible Entry	2025-08-20	External	Fire Department - Custom Cou	2.00	8/20/2025	8:30:00	10:30:00
9	Rodriguez, Joely	Ropes and Knots	Ropes and Knots	2025-08-20	External	Fire Department - Custom Cou	1.00	8/20/2025	15:00:00	16:00:00
10	Rodriguez, Joely	Company Training	Company Training	2025-08-25	External	Fire Department - Custom Cou	3.00	8/25/2025	8:00:00	11:00:00
11	Rodriguez, Joely	Hazmat Awareness (Hazcom)			ELearning	Compliance > OSHA	1.00	8/26/2025		16:51:55
12	Rodriguez, Joely	Hazmat: Chemicals, Their Prop			ELearning	Fire > Hazmat	2.00	8/26/2025		17:35:30
13	Rodriguez, Joely	Hazmat: Hazardous Material O			ELearning	Fire > Hazmat	2.00	9/9/2025		12:16:12
14	Rodriguez, Joely	Hand Tools	Hand Tools	2025-09-12	External	Fire Department - Custom Cou	1.17	9/12/2025	9:50:00	11:00:00
15	Rodriguez, Joely	Hazmat: Awareness Response			ELearning	Fire > Hazmat	2.00	9/12/2025		14:17:01
16	Rodriguez, Joely	Hazmat: Foundation to Hazard			ELearning	Fire > Hazmat	1.00	9/12/2025		15:00:33

- Once the report is generated, you will see training completions for the selected period, sorted by completion date. Training hours are automatically tallied.
- The **Training Hours** column is calculated as follows:
  - For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course. Start Time is not shown for this course type.
  - For ILT/External Training courses, hours are calculated as the duration of the training event. This is usually the End Time - Star Time column values, unless a different attendance time has been marked for the user.

- The Completions Date for ILT or External Training courses will show the end date of the training event, regardless of when the training was approved or attendance was marked. However, note that approval/marked attendance is required for the completion to appear in the report.

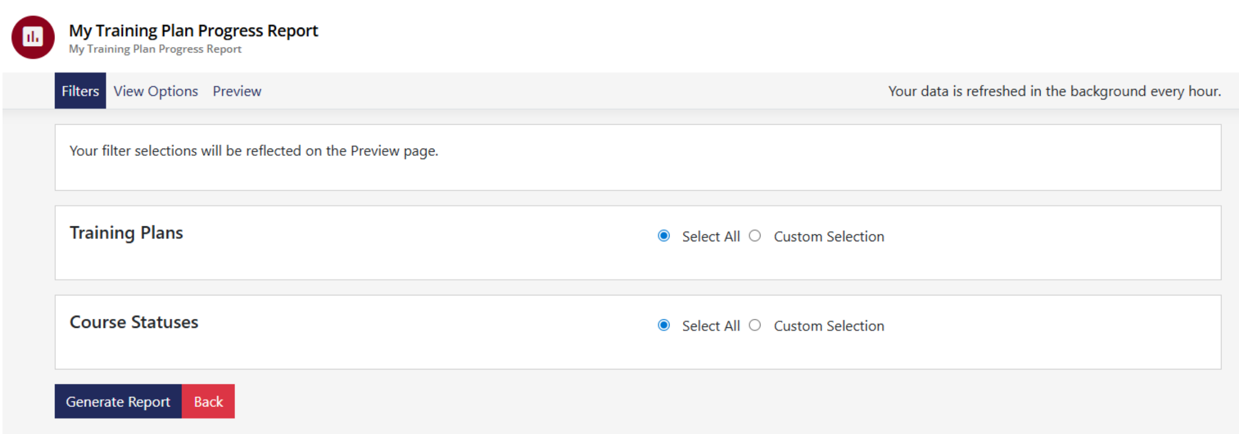
Please Note:

- ILT/External Training courses are not available to individual subscribers.
- Data is updated hourly. Some attendance information (ILT and External Training) refreshes overnight.

My Training Plan Progress Report

The **My Training Plan Progress Report** includes personal progress details for all training plans you are enrolled in.

Filters



- **Training Plans**: you can choose to include results of some or all training plans you are enrolled in. If you are have not been enrolled in any training plans by an Administrator, the **Custom Selection** drop-down will be empty, and the report output will be blank.
- **Course Statuses**: helps you find courses not started (Subscribed), In Progress, and Completed. Note: the course status selection could result in training plans being excluded from the report. For example, if you have not completed any courses on the training plan, selecting the Completed course status would hide the training plan.

View Options

This is the complete list of fields included in the report:

Filters | View Options | Preview

Your data is refreshed in the background every hour.

Report Fields

User Fields

- Full Name

Training Plan Fields

- Training Plan Name
- Completion Percentage
- Enrollment Status
- Hours Required
- Hours Completed
- Hours Remaining
- Course
- Category
- Training Code
- Course Type
- Enrollment Date
- Active From
- Active To
- Course Completion Date

Report Layout

Full Name	Learning Plan Name	Completion Percentage	Enrollment Status	Hours Required	Hours Completed	Hours Remaining	Course	Course Completion Date
Xavier, Mark								
	IFDEMS - ALS Audit and Revie	87.50%		12	10.5	1.5		
			Completed	1	1	0	IFDEMS - Audit and Review - ALS/BLS - September 2024	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - Audit and Review - ALS/BLS - May 2024	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - Audit and Review - ALS/BLS - September 2024	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - Audit and Review - ALS - July - 2024	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - Audit and Review - ALS - June 2023	2/25/2025 1
			Completed	2	2	0	IFDEMS - Audit and Review - Pediatric - ALS /BLS - June - 20:	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - Audit and Review - Pediatric - ALS - March - 2024	2/25/2025 1
	IFDEMS - ALS Medical Emerge	43.75%		8	3.5	4.5		
			Completed	1	1	0	IFDEMS - Medical - ALS Protocol Update - 2025	2/25/2025 1
			Completed	1	1	0	IFDEMS - Medical - BLS Protocol Update - 2025	2/25/2025 1
			Completed	0.5	0.5	0	IFDEMS - Medical - Pharmacology Review Series - Acetamin	2/25/2025 1
			Completed	0.5	0.5	0	IFDEMS - Medical - Pharmacology Review Series - Midazola	2/25/2025 1
			Completed	0.5	0.5	0	IFDEMS - Medical-To Err is Human-2023	2/25/2025 1
	IFDEMS - ALS Obstetrics and P	37.50%		16	6	10		
			Completed	1	1	0	IFDEMS - OB/Peds - Pediatric Orthopedic Trauma - 2020	2/25/2025 1
			Completed	0.5	0.5	0	IFDEMS - OB/Peds - Newborn Care - 2023	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - OB/Peds - OB Refresher - Abnormal Delivery Eme	2/25/2025 1
			Completed	1.5	1.5	0	IFDEMS - OB/Peds - OB Refresher - Neonatal Resuscitation -	2/25/2025 1
			Completed	1	1	0	IFDEMS - OB/Peds - Pediatric Myocarditis - A Case Study - 2(	2/25/2025 1
			Completed	0.5	0.5	0	IFDEMS - OB/Peds - The Baby Just Popped out and is Blue - (	2/25/2025 1
	IFDEMS - ALS Trauma	4.17%		6	0.25	5.75		
			Completed	0.25	0.25	0	IFDEMS Trauma- Crowd Crush,No Time to Breathe-2024	2/25/2025 1

Once the report is generated, training plans are listed in alphabetical order, and their related courses listed underneath.

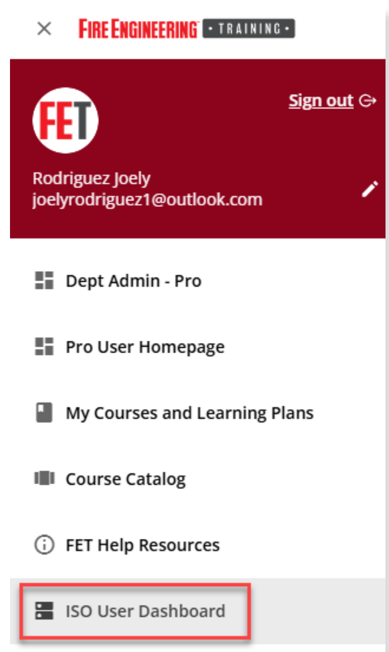
Please note:

- Training Plans and ILT/External Training courses are not available to individual subscribers.
- **Hours required** are based on the CEU value set for the training plan, regardless of the duration of the courses included in the training plan.

- **Completion Percentage** is based on training hours required/course hours completed. Therefore, it’s possible to complete all courses in the training plan but see a completion percentage of less than 100% if the training does not include enough courses to match the CEU requirement. In contrast, other areas of the platform calculate training plan progress and status based on the percentage of courses completed out of the total number of courses in the training plan.
- External Training course completions will not appear in the report until the training event is completed and the submission is approved.
- Archived enrollments are not included in the report at this time.
- Data is updated hourly. Some attendance information (ILT and External Training) refreshes overnight.

ISO User Dashboard		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The **ISO User Dashboard** allows you to track your progress toward completion of annual ISO program requirements. You can find the ISO User Dashboard under the User menu.



Our content has already been coded with ISO categories, and any course created by your department can be coded as well. As you complete courses coded with an ISO category, the dashboard will automatically tally the hours accrued in that category, plus display the % progress toward the hours required. For example, if you have completed 8.02 hours of training coded as Company Training, you will see that value on the dashboard, which is 4% of the required 192 Company Training hours.

Clicking on a dashboard category will populate the completion table below the dashboard. Here you can see details of the training completed for that category. Both active and archived completions are included. **Data is updated hourly, but some attendance information refreshes overnight.**

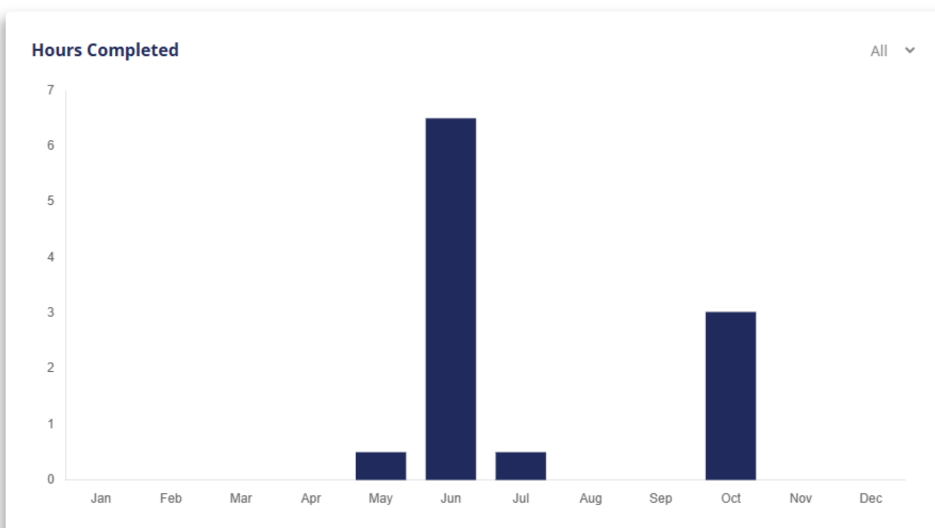
You can export completions for all ISO categories for the current year by clicking on the **Export** button at the bottom of the table.

Name	Code	Hours	Completion Date
FDIC Insights: Leading Without the Title	Company Training	0.02	2024-10-10 14:10:45
050-Firefighting Training	Company Training	1	2024-10-01 09:30:00
Hand and Power Tool Safety	Company Training	0.5	2024-06-27 18:48:12
Respiratory Protection	Company Training	0.5	2024-06-27 18:47:34
Roadside Safety Issues	Company Training	1.5	2024-06-27 18:30:18
Autism Awareness for First Responders	Company Training	2.5	2024-06-27 18:26:39
A Proactive Approach to Suicide Prevention	Company Training	1	2024-06-06 18:07:07
Hose lay2	Company Training	0.5	2024-06-06 09:30:00
Hose Lay	Company Training	0.5	2024-05-30 09:30:00

Rows per page: 50 1–9 of 9

Export

The **Hours Completed Chart** at the bottom-right corner of the page, allows you to see at a glance when your ISO training was completed over the course of the current year.

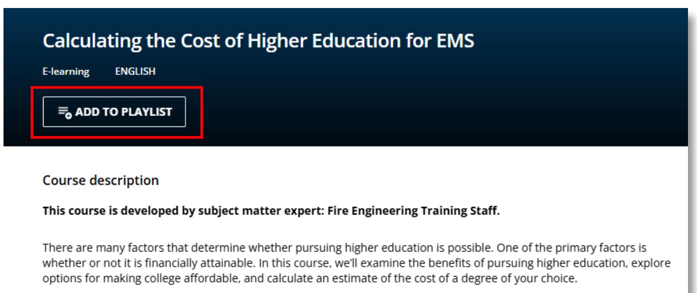


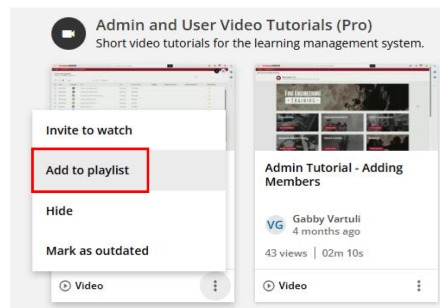
Playlists / My Channel Page		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	01/07/25	For further assistance: 800-331-4463
Effective date:	01/07/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

A **Playlist** is a private list of content (courses and informal learning assets). As you are browsing through courses or find assets in a channel that interests you, you can add them to a playlist so you can easily find them later. Saving a course in a playlist does not enroll you in it.

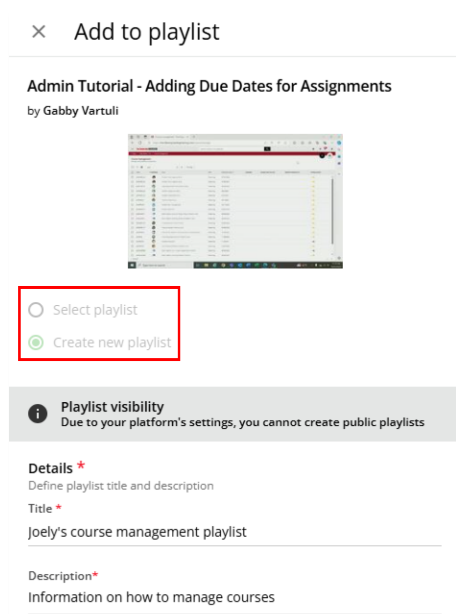
Creating a playlist

Click on a course or expand the menu under an asset to find the **Add to Playlist** option.



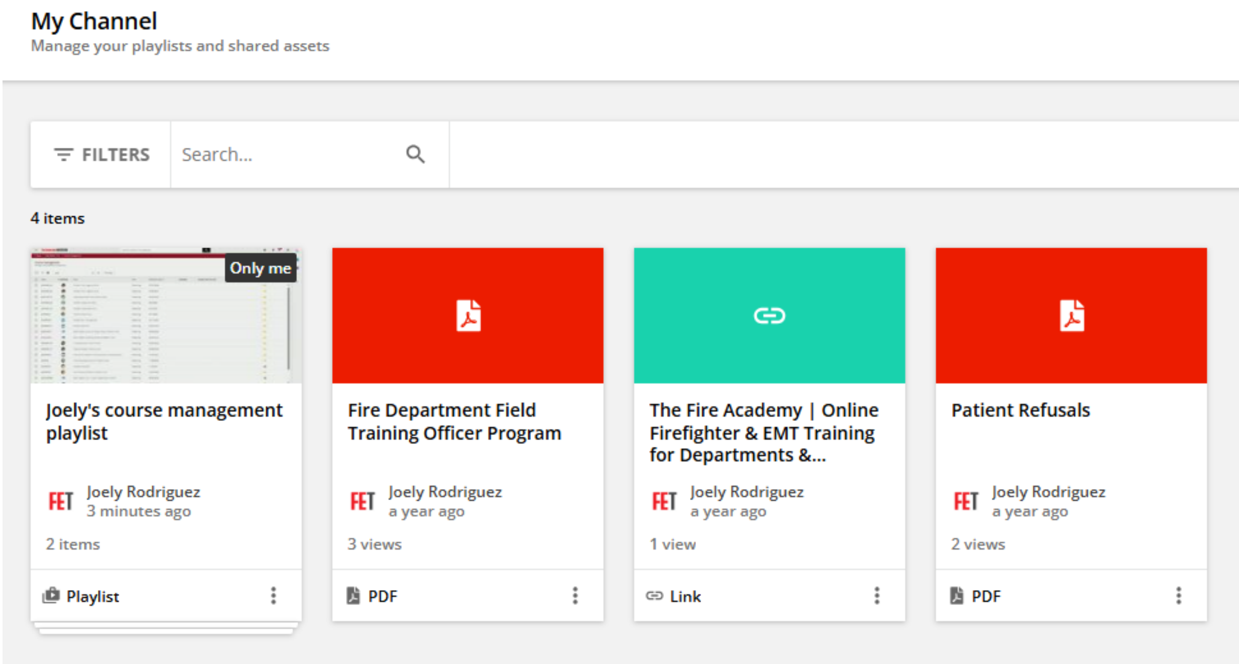


You will be prompted to select an existing playlist or create a new one.



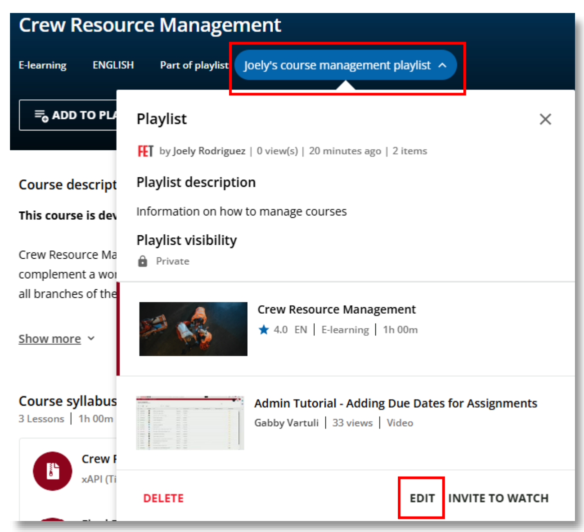
Accessing and managing playlists

On the User Menu, find the **My Channel** page. Here you can view and edit your playlists and any assets you have shared on the platform.



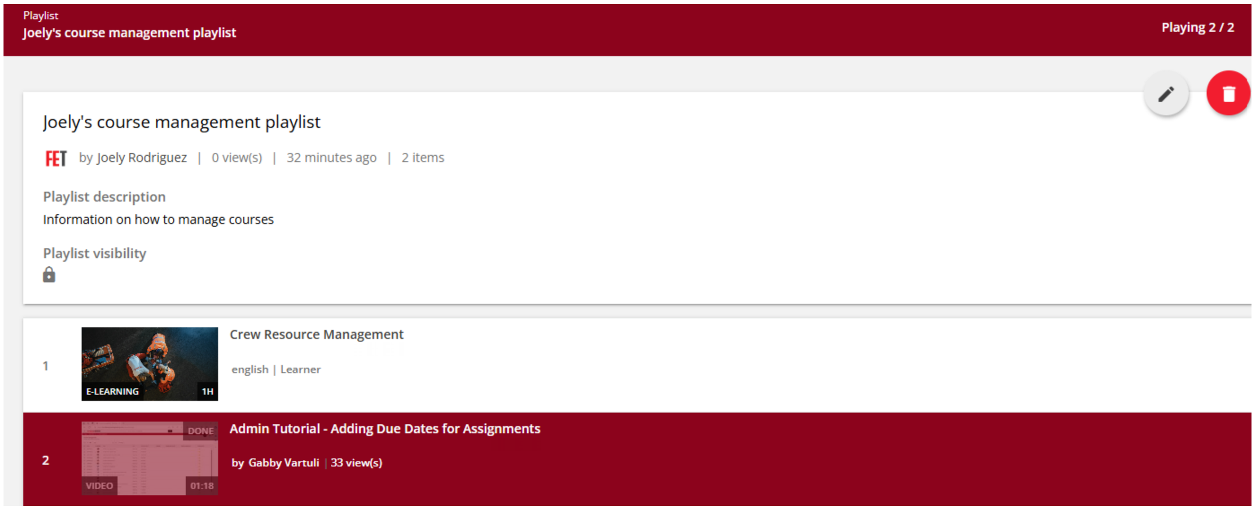
Click on the playlist you want to view or edit. The first course/asset on the list will play, and you will have the option to manage the playlist.

- If the content is a course, you will **edit** the playlist by clicking on the playlist name, under the course title.



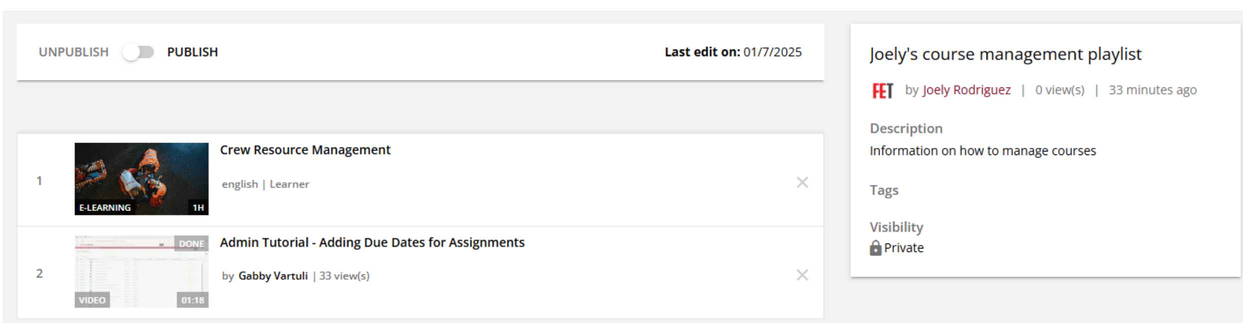
- If the content is an asset, find the playlist name at the bottom of the page and click on it.

This will open the playlist details page. Click on the pencil icon on the top-right to **edit** the playlist. You can also **delete** the playlist with the trash can icon.



On the next page, you can

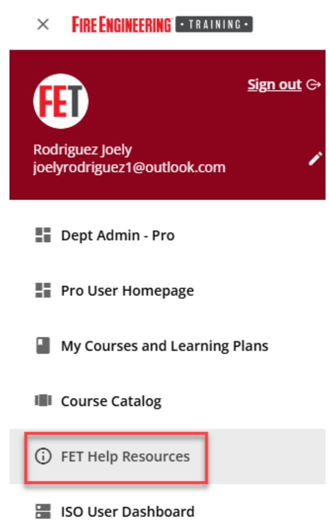
- Edit the playlist name, description, and tags by clicking on the pencil icons that will appear as you hover.
- Unpublish/publish the playlist
- Add or delete content by using the icons on the top right.
- Change the order of the items on the playlist by dragging them.



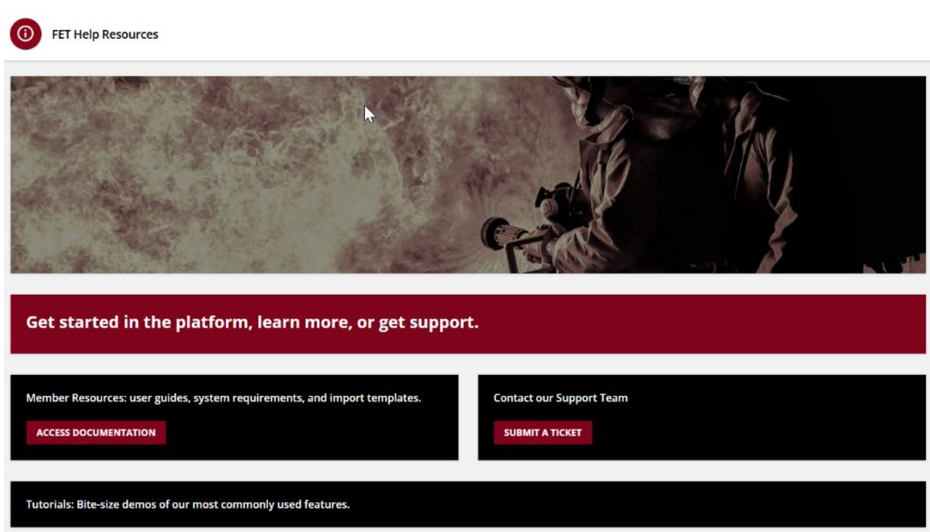
Help Resources		
Section number:	UG-07.1	Level: Plus/ Pro/ Premium
Date of review:	11/01/24	For further assistance: 800-331-4463
Effective date:	11/01/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

There may be occasions where you will need assistance with LMS functionality. We are here to help you and will do everything we can to make your experience better.

Under the user menu you will find a new **FET - Help Resources** or **JET-Help Resources** page (depending on your product subscription).



Here you can access documentation (such as the Success Guide and System Requirements), tutorials, and submit support tickets.

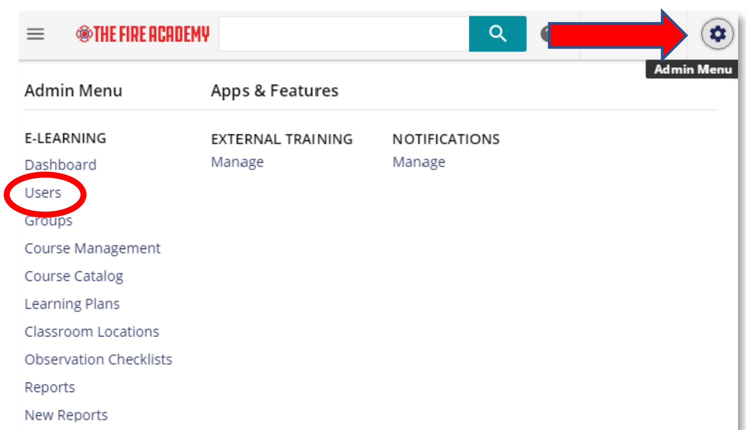


ADMINISTRATION

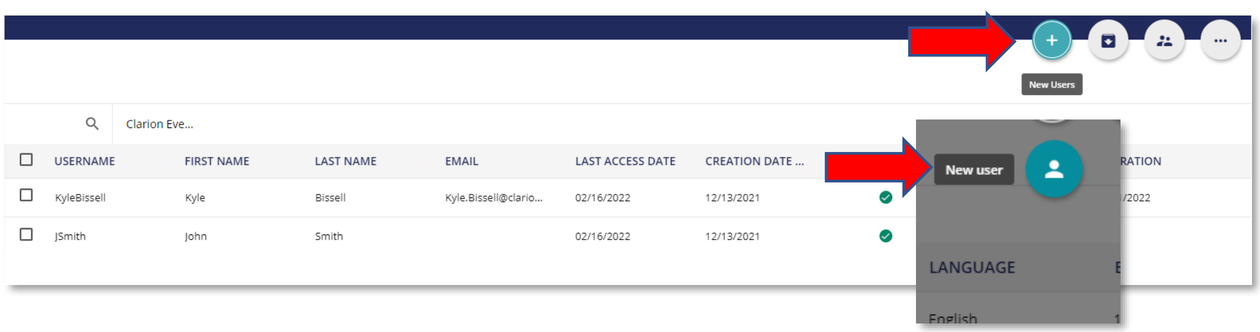
Creating New Users		
Section number:	A-01.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

By creating new users in the LMS, you will be able to keep your new hires on track for their training. In this section you will learn how to add a new user.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Users*.



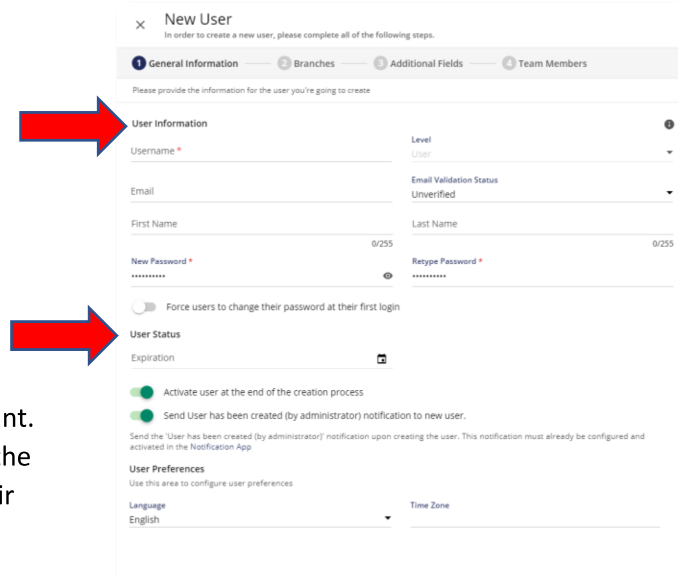
3) Selecting Users opens a window that lists all the current users associated with your account.
4) In the upper right corner click on the plus + sign.



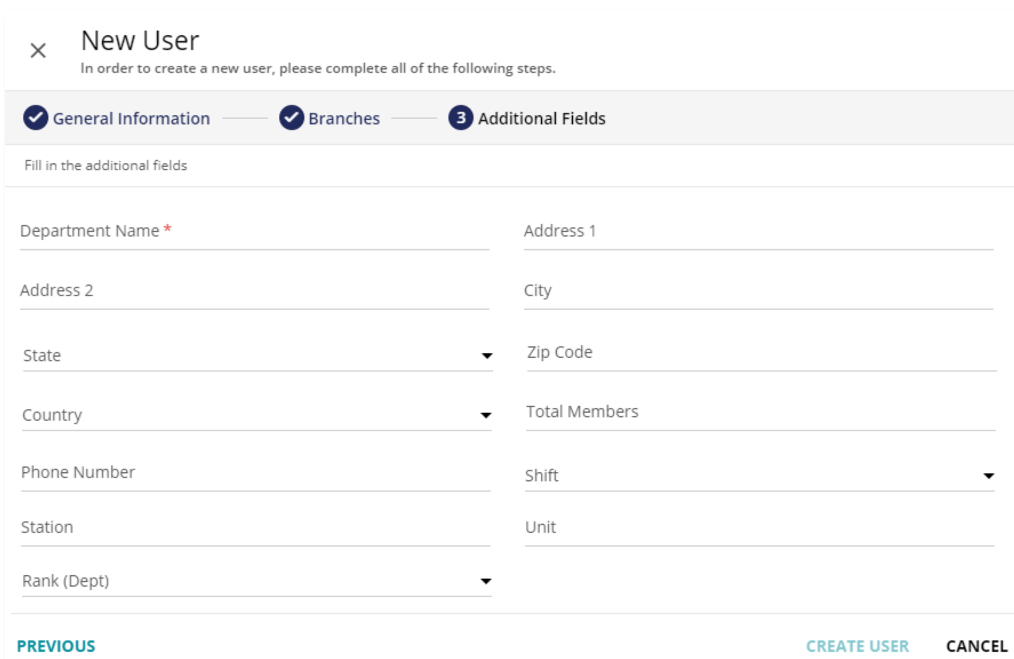
5) Clicking the *New User* Icon again opens the *New User* fillable form.

- *User information:*
  - Username
  - Their email
  - First and Last name
  - Password

- *User Status:*
  - Expiration date of account.
  - Activation and sending the user information on their account.



6) Clicking through to *Additional Fields* brings up a fillable screen where you can enter more specific information regarding the user.

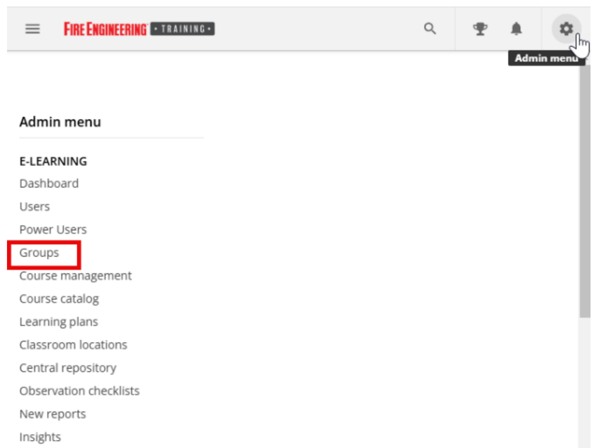


7) When completed click on *Create User*. You can now enroll the user in courses.

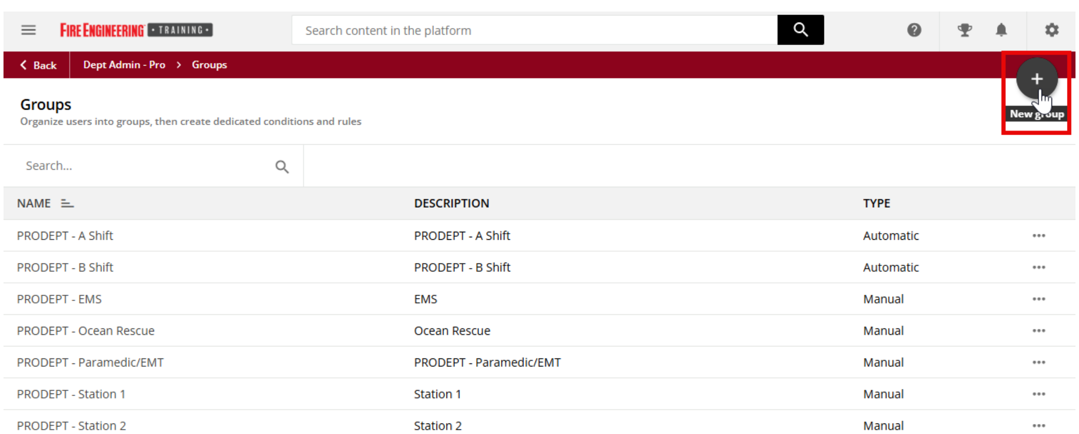
Creating New Groups		
Section number:	A-02.1	Level: Plus/ Pro/ Premium
Date of review:	07/17/25	For further assistance: 800-331-4463
Effective date:	07/17/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

Groups are useful whenever there is a set of users with distinct characteristics which will further define them within your organization. Setting up groups of personnel will be helpful when assigning training, setting up report visibility, and configuring resources for multiple users at once.

Power users with Group permissions can find the Groups page under the **Admin menu** (top-right of your screen). Click on **Groups** to view all existing groups that have been made visible to you.

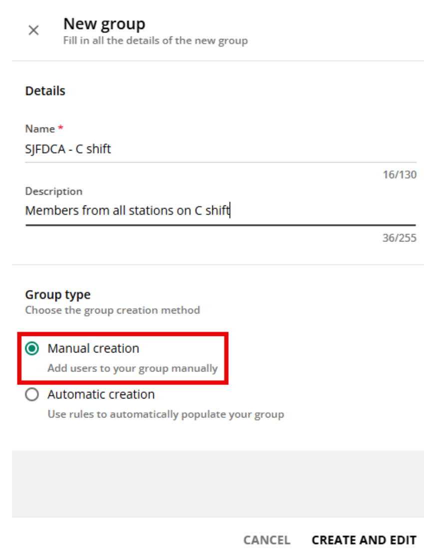


To create a new group, click on the plus-sign **New Group** button on the top right. The **New Group** window will open, and you will be prompted to create a **manual** or **automatic** group.



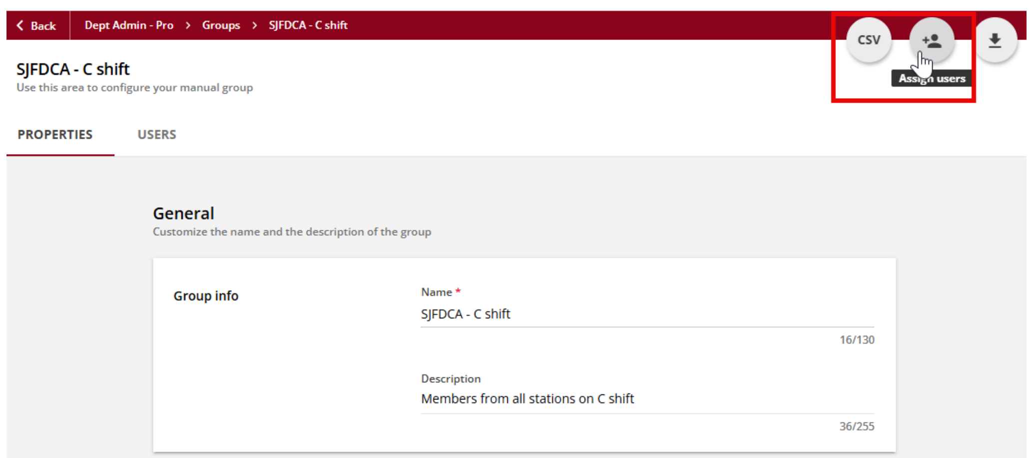
Creating a Manual group

Select this group type if you want to add/remove personnel manually. On the New Group window,

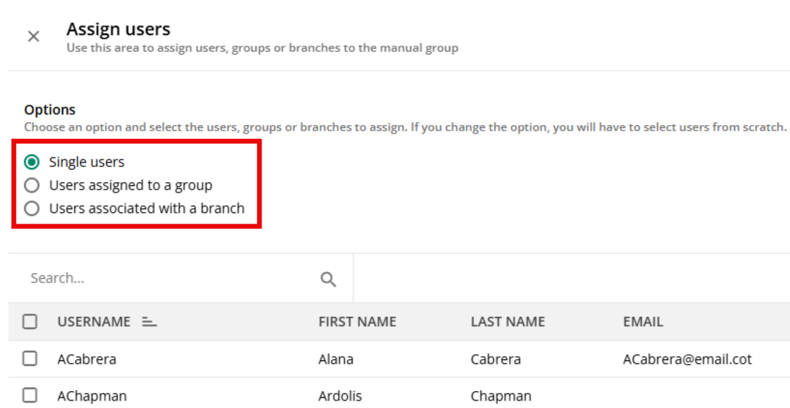


1) Enter the **Name** of the group**.** Please use your assigned department code, which is your department abbreviation + your state abbreviation, then the desired name. For example: San Juan FD in California wants to create a group for C shift personnel. They would use SJFDCA - C shift.
2) You have the option to enter a **Description** to document who should be included in the group.
3) Make sure the group type **Manual creation** is selected. Click on **Create and Edit** to move forward in the process.

4) You will be guided to the group page of the new group you created. From this screen you will begin to populate the group with members from your department. You have the choice of adding new users manually or via CSV.



If you select **Assign users**, you can choose to add single users, groups or organizations that are assigned to you as power user resources. Click on **Confirm** to save.



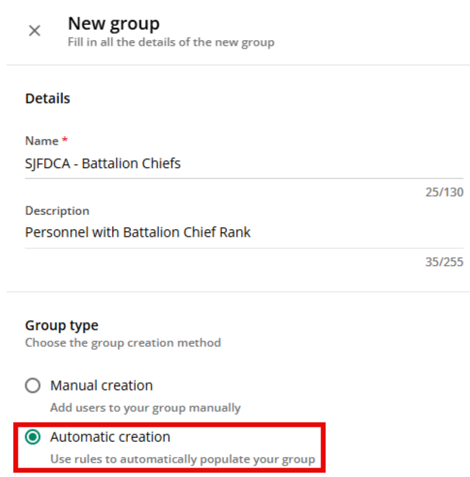
5) Review the group population in the Users tab, and adjust as needed. When you are done with edits, change the group status to **Active**.

Creating an Automatic group

You can create dynamic groups that automatically include or remove personnel based on one or more conditions, like user fields, courses completed, and other groups they belong to.

To create an automatic group, follow the same initial steps as in the manual group creation, but switch the group type to **Automatic creation**.

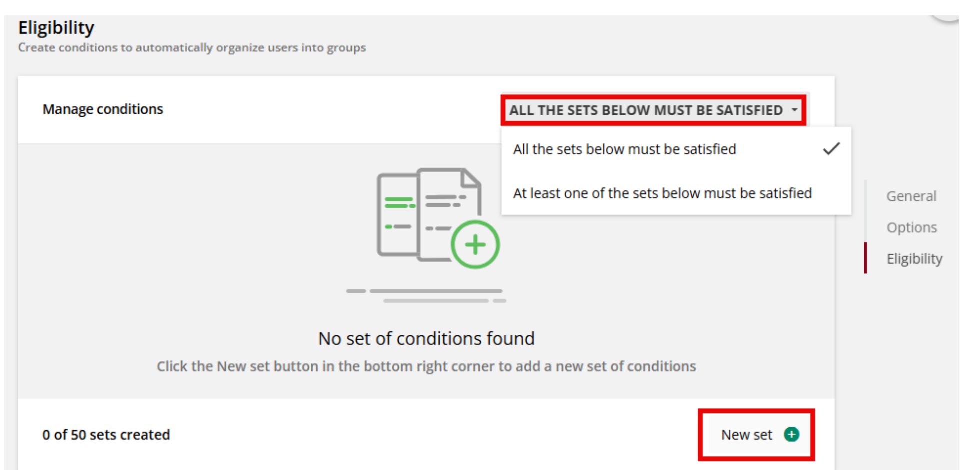
Once you create the group, you will be guided to the group page. Here you can check the box to **remove deactivated users from the group**.



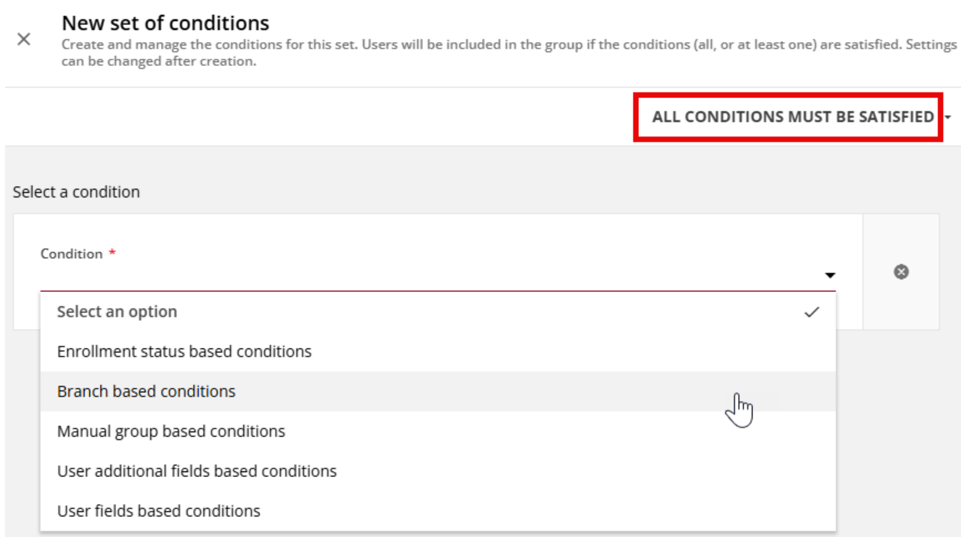
You will also set up the **Eligibility** conditions that have to be met for users to be automatically moved into the group. Note that users will also be automatically removed from automatic groups when they no longer match those conditions.

Eligibility conditions are grouped into sets. This is helpful so that you can configure if all the sets have to be satisfied or at least one of them. At a minimum, you will need to create one set with one condition to populate a group.

For example, let's create an automatic group for San Juan FD's Battalion Chiefs. Under **Manage Conditions,** keep the default option **All the sets below must be satisfied.** Then click **New set.**



The **New set of conditions** window will open. Click the plus sign icon to add the conditions for the set; you can add up to 10 conditions per set. You can also indicate whether all or at least one condition in the set must be satisfied. There are several types of conditions:

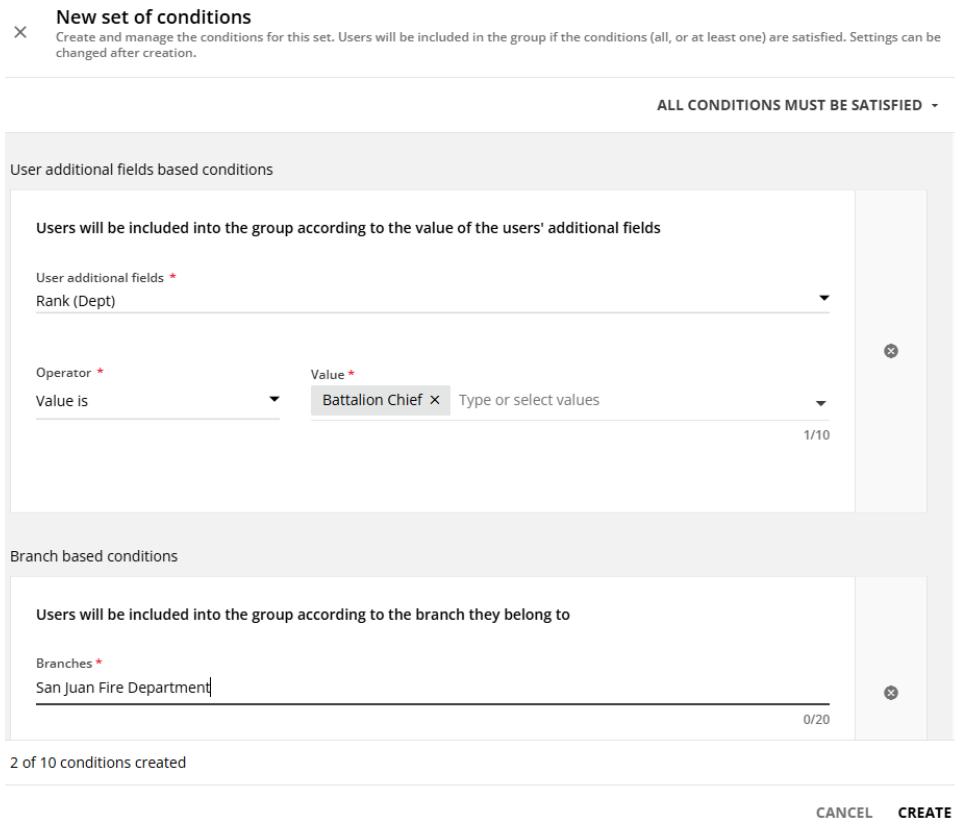


- **Enrollment status based**: assigns users to the group depending on their status in a course. For example, include all personnel who have completed an onboarding course.
- **Organization based**: assigns users to the group depending on the organization they belong to. It's best practice to always use this condition (select your organization/department).
- **Manual group based**: includes or excludes users in automatic groups based on their membership in a manual group.
- **User additional fields based**: assigns users to the group depending on the value of a user's additional field. When you select this condition, use the dropdown to select the user additional field, then choose the value that will be used as the condition to belong to the group.
- **User fields based:** assign users to the group based on their email address and language. Email will be matched based on a keyboard you will enter.

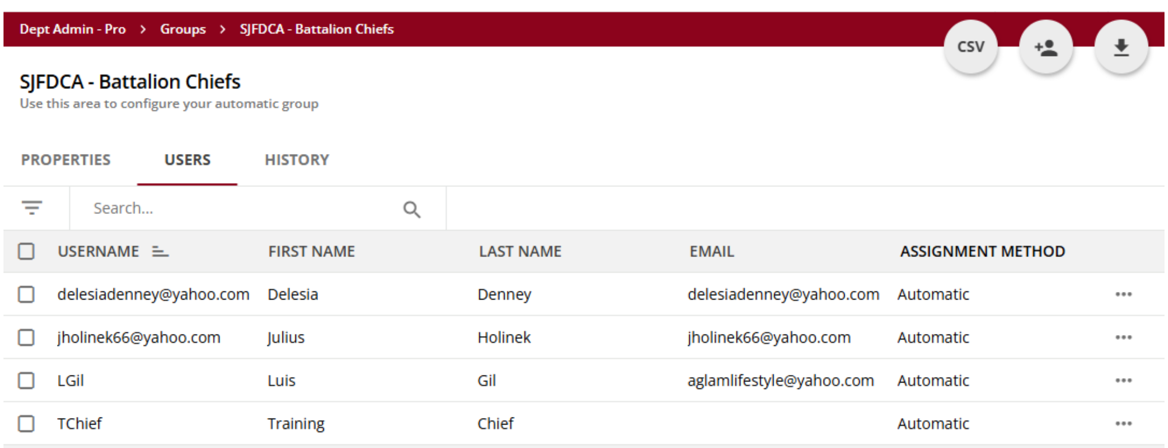
For our example, you would add two conditions to the set:

- A user additional field based condition to include personnel with the user additional field Rank (dept) = Battalion Chiefs.
- A organization based condition to include only personnel in the San Juan Fire Department.

You would save your set and conditions by clicking **Create.**



Once the group rules are calculated (note that this can take some time) you will see the personnel belonging to the group under the **Users** tab. Change the status of the group to **Active** when you are done with edits.

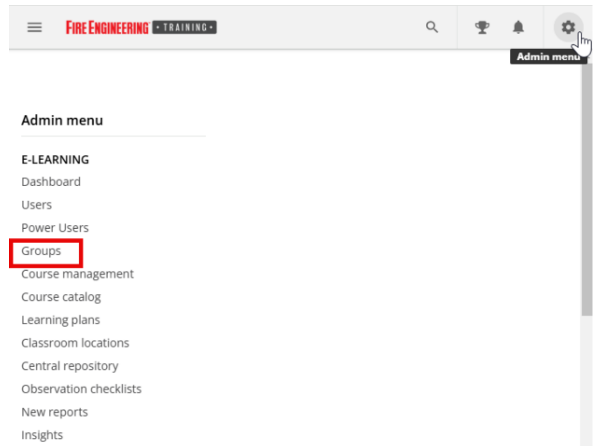


Note: You are the Owner of the groups you create. Your Customer Success Manager can add/change group ownership upon request.

Managing Existing Groups		
Section number:	A-02.2	Level: Plus/ Pro/ Premium
Date of review:	07/17/25	For further assistance: 800-331-4463
Effective date:	07/17/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

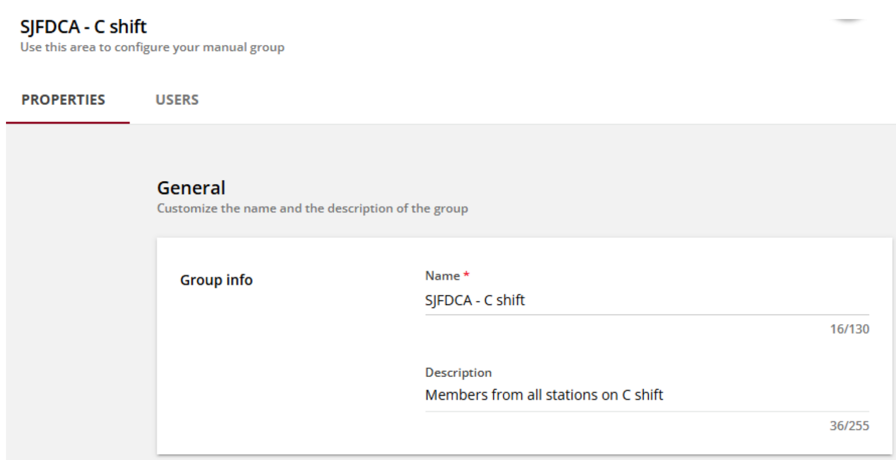
If you are a power user with Group editing permissions, you can manage existing groups. You can add/remove users and modify the group's information. You can even duplicate a group.

Find the Groups page under the **Admin menu** (top-right of your screen). Click on **Groups** to view all existing groups that have been made visible to you.

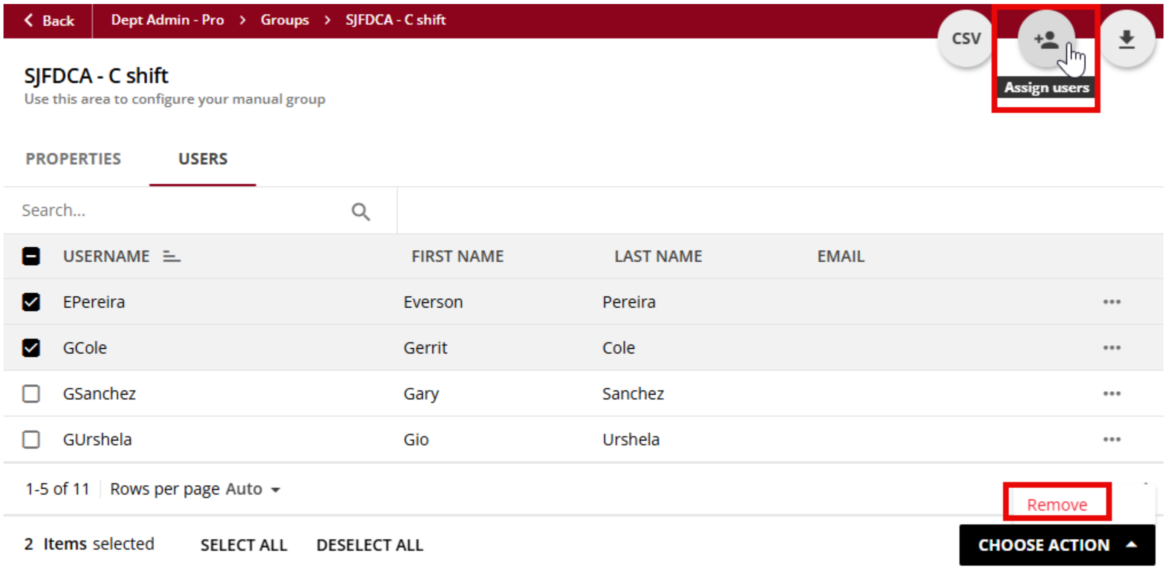


You can only modify one group at a time. Once you have found the group you want to edit, you can click on the ellipsis menu at the end of the user row and select **Edit**. You can also view/edit the group settings by clicking on the group's name. The group's page will open. Note that you can change the status of the group to **Inactive.** Your changes will be effective once you activate the group again.

- To **update group information**, go to the **Properties** tab**.** You will be able to modify the group **Name** and **Description**.



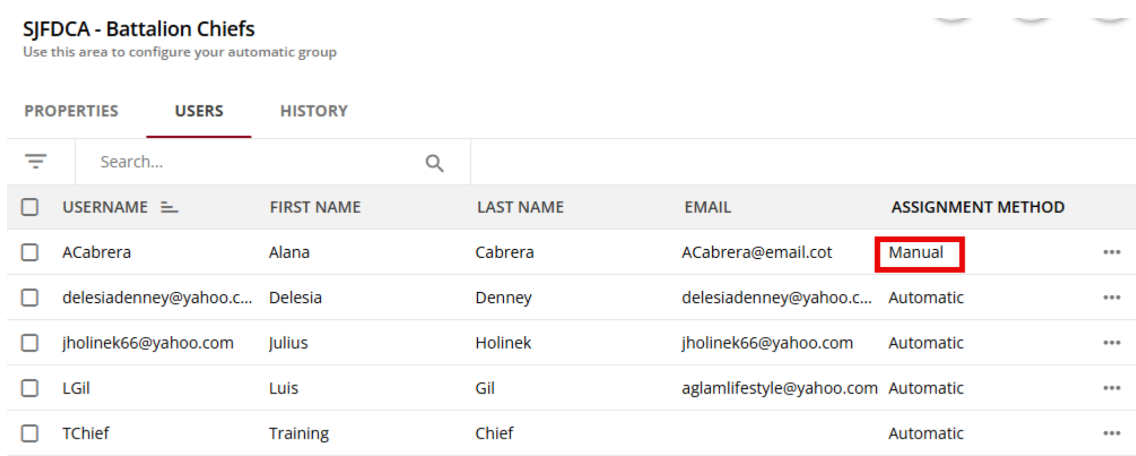
- To **modify the group members**, go to the **Users** tab.



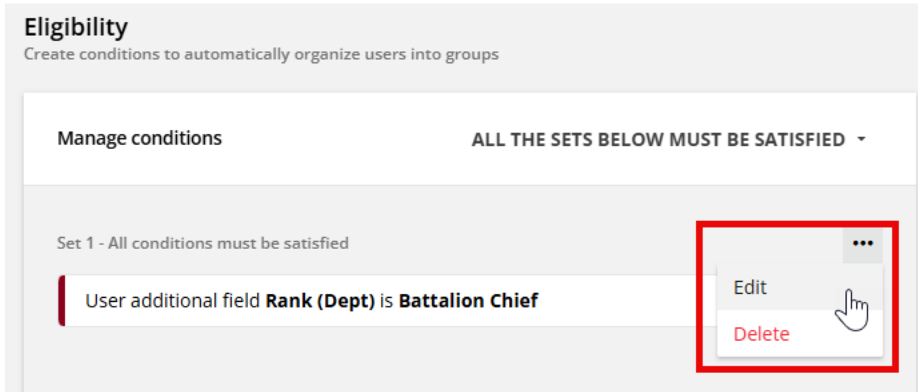
You can assign new users to the group with the **Assign users** button on the top right. As explained in the previous chapter, users can be added individually, or you can add all personnel from an existing group, or all from your organization.

You can remove one or more users at once by checking the boxes next to the user(s) and selecting **Remove** from the **Choose Action** menu on the bottom right.

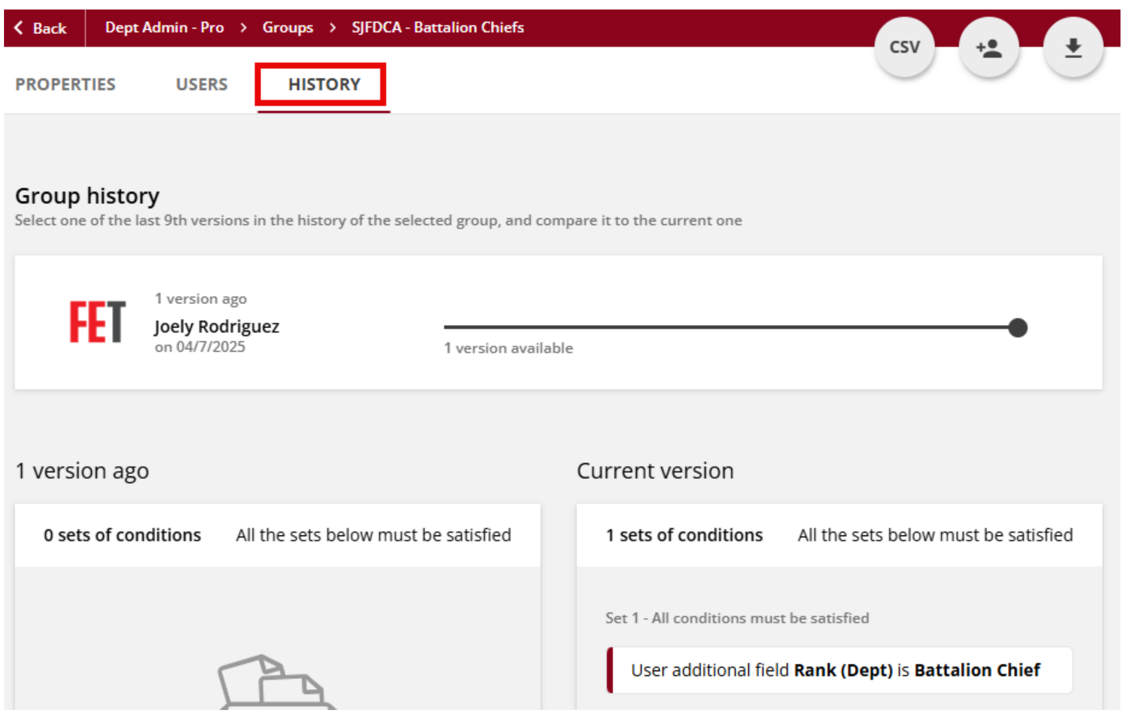
Note that although automatic groups are automatically populated based on the sets of conditions that have been configured, but you can still add or remove users from them manually. In this case, their assignment method is set to Manual. The users manually added to the group are not subject to the automatic population based on conditions.



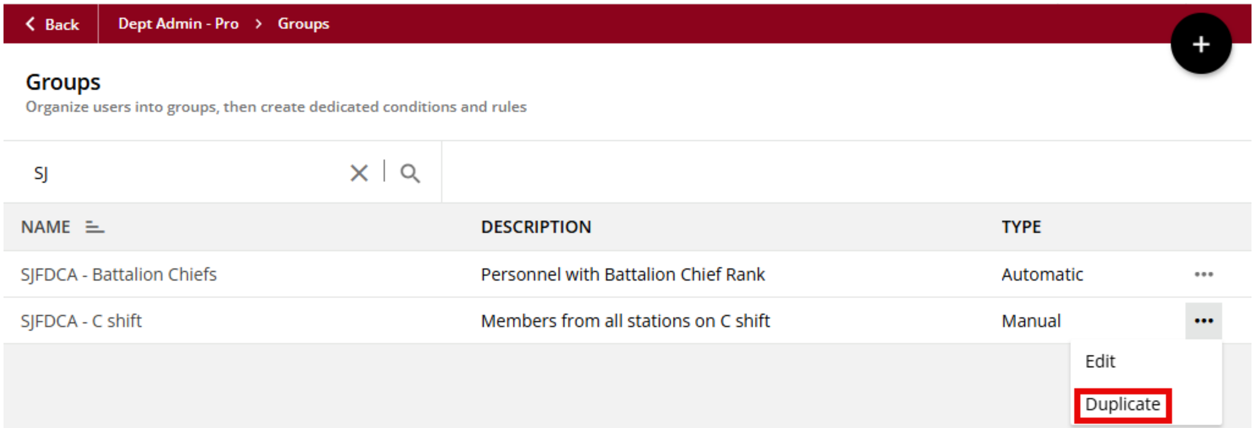
Alternatively, you **can update the conditions for automatic group population**. On the **Properties** tab of the automatic group, scroll down to the **Eligibility** section. You will see the existing sets of conditions and will be able to edit or delete the whole set, or a condition within the set.



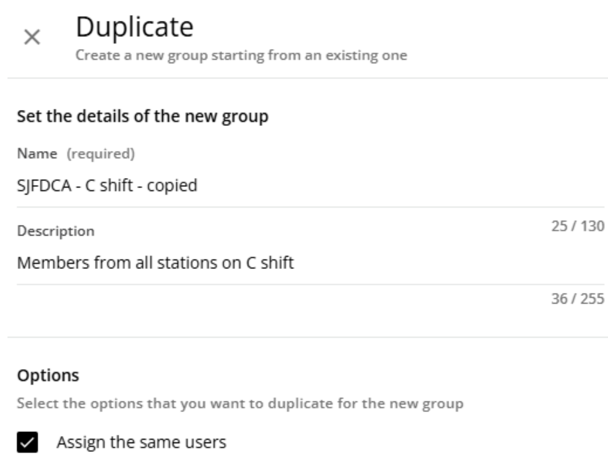
If you own the group, you can navigate to the **History** tab. This page retains the last 10 versions of group eligibility conditions. Other group changes, including ownership transfers, do not create new versions.



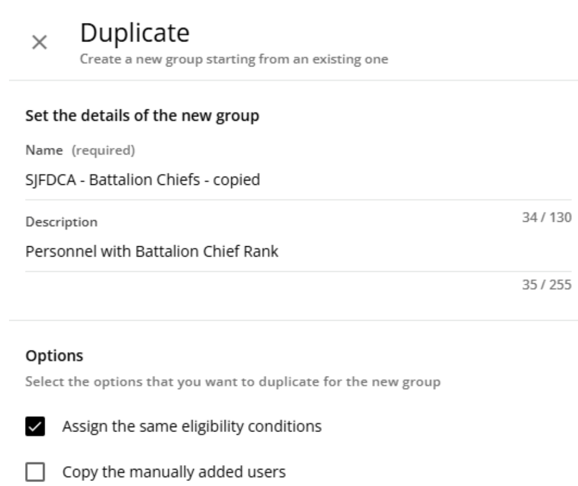
Duplicating a group can help you quickly create new groups based on existing groups. To duplicate a group**,** navigate to the main Groups page. Find the group you want to clone and click on the ellipsis menu at the end of the user row. Select **Duplicate.**



When duplicating a **manual** group, you can set whether to copy the users of the source group as users of the new group.



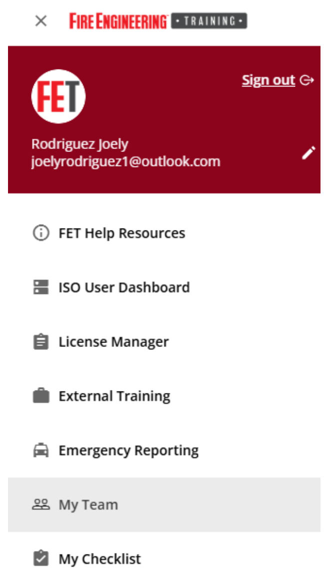
When you duplicate an **automatic** group, you instead have the option to use the same eligibility conditions of the source group. The rules will be reprocessed to populate the new group. You can also choose to copy the manually added users.



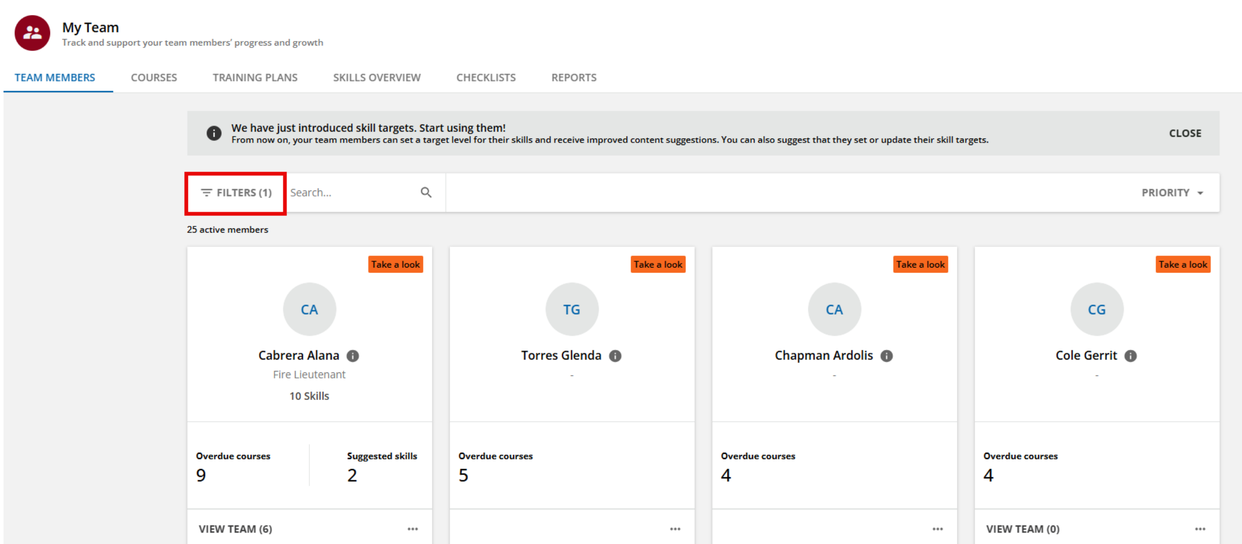
My Team		
Section number:	A-03.1	Level: Plus/ Pro/ Premium
Date of review:	10/24/24	For further assistance: 800-331-4463
Effective date:	10/24/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

The **My Team** page helps managers get an at-a-glance view of their team's activities, items that are due, skills and potential learning content that may be beneficial to personnel.

Find the My Team page under the User Menu (top-left corner of your screen).



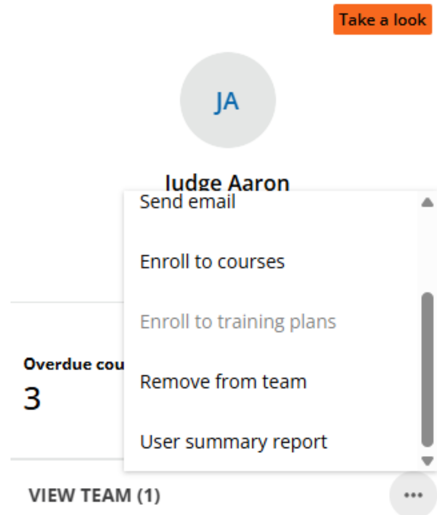
The My team page is made up of the following tabs: Team members, Courses, Training Plans, Checklists, and Reports.



On the **Team Members** tab, all users that report directly to you appear as cards. Use the **Filters** to easily locate specific members based upon search criteria. This is especially useful in enrolling target members in a course or training plan, exporting their data, or unenrolling from the team.

Besides personal data, every card shows:

- Set skills. Click on the number to access the skill overview page for the selected user.
- Student status. **Take a look** indicates the student has at least one **Overdue course.**
- If the user is in turn the manager of another team in your same hierarchy tree (manager type), you will be able to see their team members too, by clicking on **View team**.



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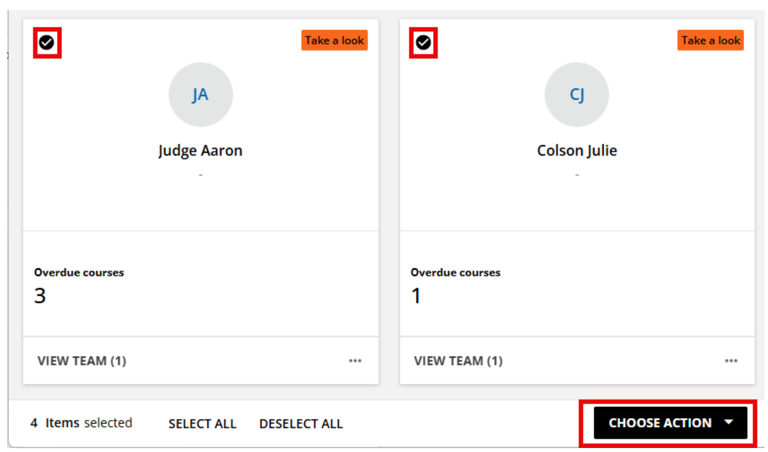
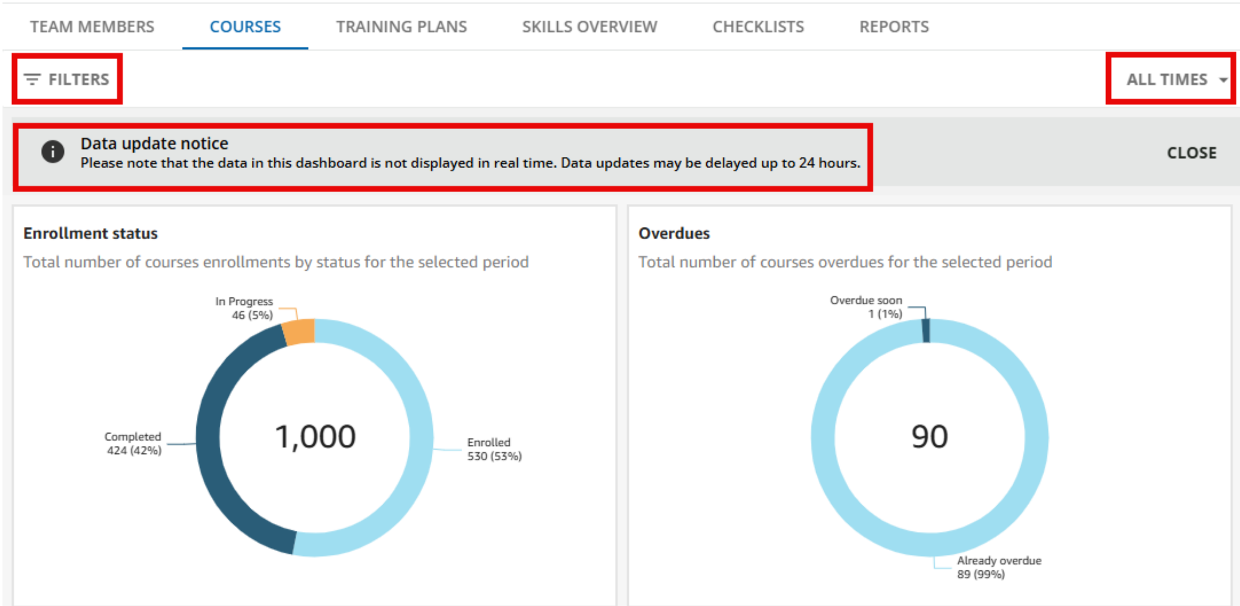
Click on the ellipsis menu in the user card to:

- Access the **Courses and Training plan dashboards**.
- **Enroll to courses and training plans** available to you.
- **Remove from team.**
- Access the **User summary report.**

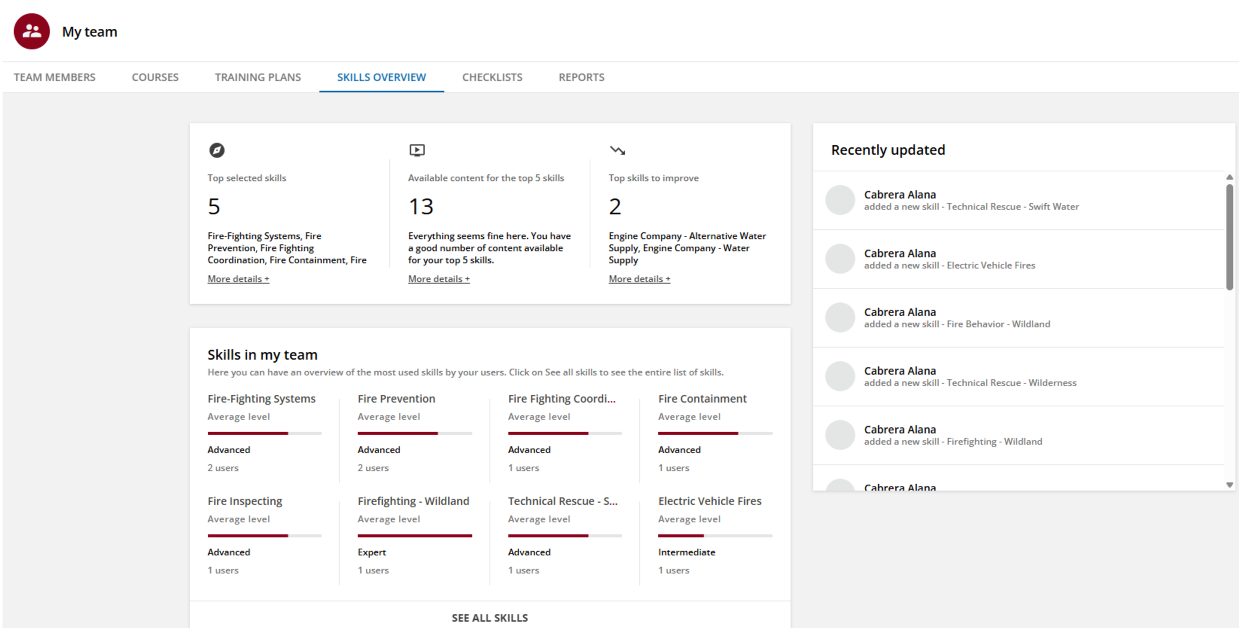
You can perform these actions for multiple users at once. Hover over the top-left corner of the cards to select them, then click on the Choose Action menu.



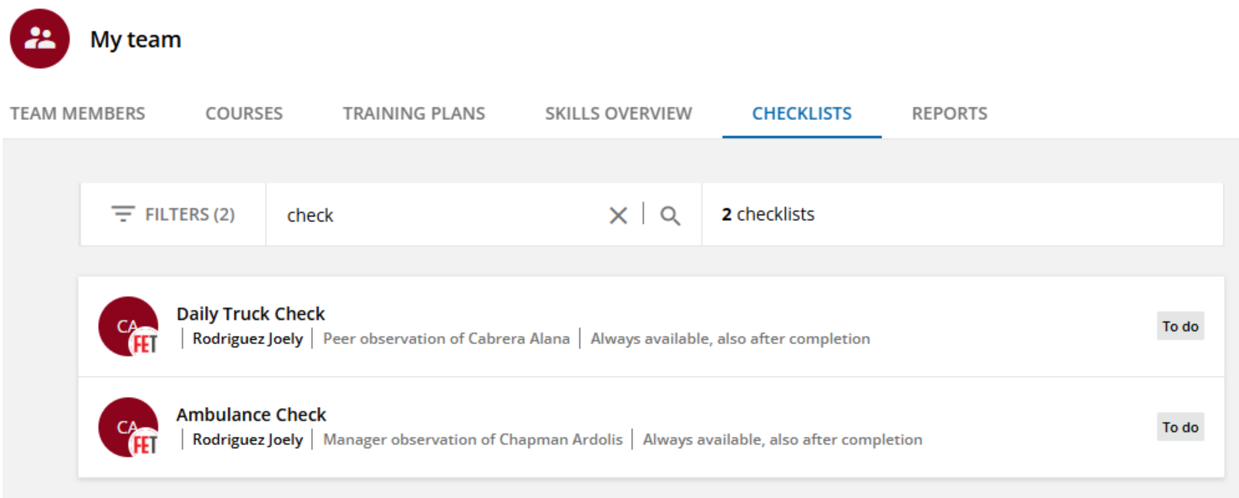
The **Courses** and **Training Plans** tabs contain dashboards that show your team's progress across assigned courses and training plans. Click on the filters and/or the visuals to adjust the scope of the data displayed.



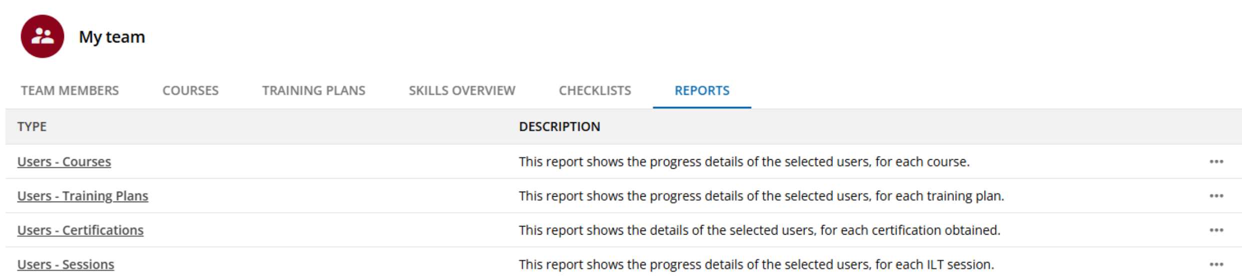
The **Skills overview** tab lists the skills available in your team and provides an overview of the available content, levels, and improvements. If no user in your team has selected at least one skill, this tab will not appear.



The **Checklists** tab lists the checklists where your team members are observed, as well as those that you need to complete for yourself. Use the **Filters** to help you find checklists of a certain type or status.

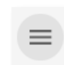


Use the **Reports** tab to download reports about courses, learning plans, and sessions involving your team members.



License / Credentials Manager		
Section number:	A-04.1	Level: Plus/ Pro/ Premium
Date of review:	04/30/26	For further assistance: 800-331-4463
Effective date:	04/30/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The LMS allows you to add and manage your users' various fire and EMS licenses and certifications. The system can report completed courses to the proper entities with which we have an agreement. Then, in their Profile page, users can download and print certificates for each course, with documented continuing education (CE) hours. Tracking your users' CE allows for timely reporting of their hours and gives peace of mind that users are compliant and mitigating risks.



1) To add license information into the LMS, navigate to your **User Menu**.

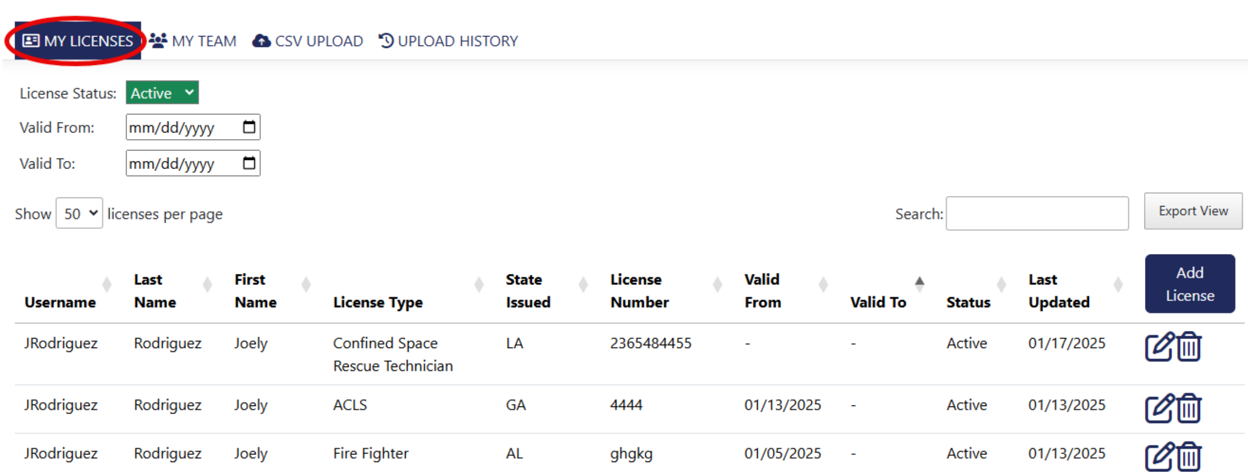
2) Select **License Manager**. There will be 4 tabs at the top of the page.

   The 1st tab is **My Licenses**, which displays your own license and certificate information. Licenses can be searched by any field displayed (name, license type, number, etc.). You can also sort the data by any field by clicking the up/down arrows to the right of each column header.

   Only Active licenses will load by default, but you can update the **License Status** filter to display Expired or All licenses. Note that your search and filter selections will persist as you move around the platform.

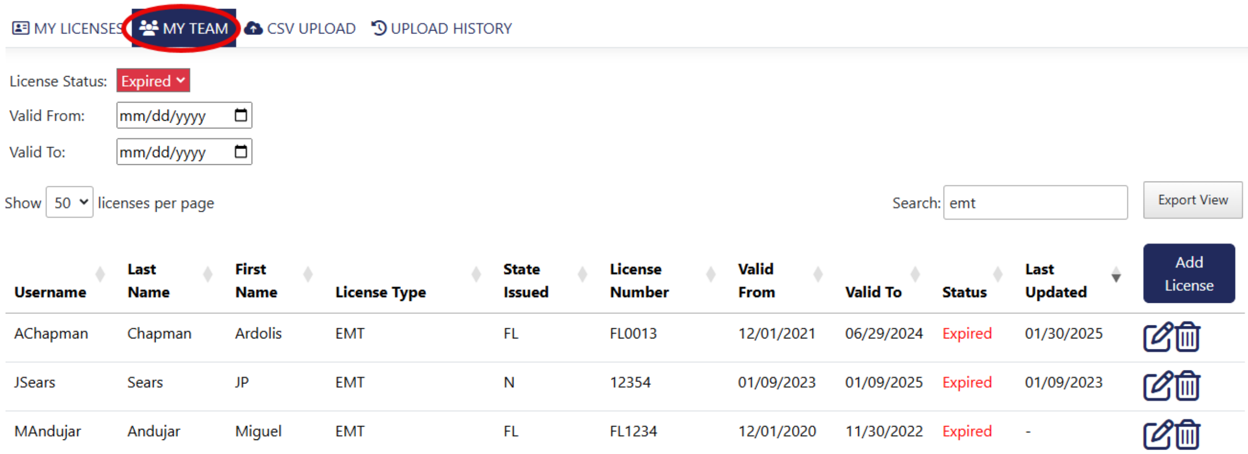
   The **Last Updated field** indicates when the license was created or last updated.

   You can export the filtered list of records via the **Export View** button.

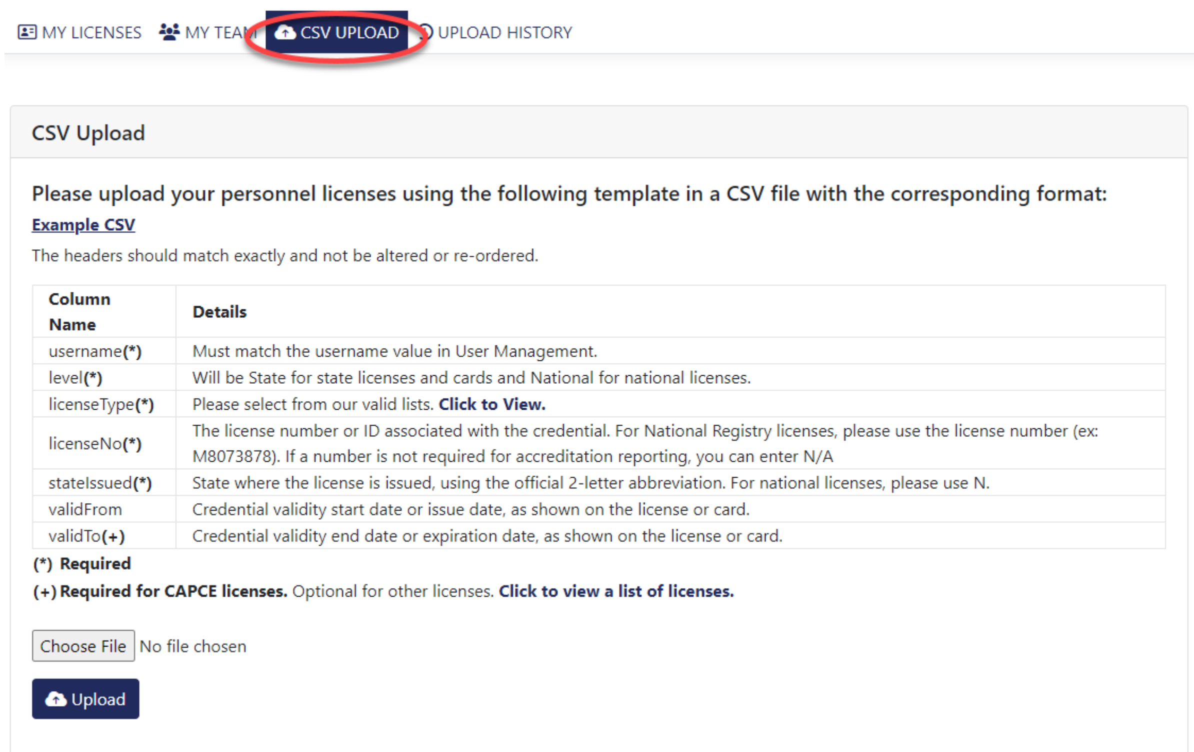


Username	Last Name	First Name	License Type	State Issued	License Number	Valid From	Valid To	Status	Last Updated
JRodriguez	Rodriguez	Joely	Confined Space Rescue Technician	LA	2365484455	-	-	Active	01/17/2025
JRodriguez	Rodriguez	Joely	ACLS	GA	4444	01/13/2025	-	Active	01/13/2025
JRodriguez	Rodriguez	Joely	Fire Fighter	AL	ghgkg	01/05/2025	-	Active	01/13/2025

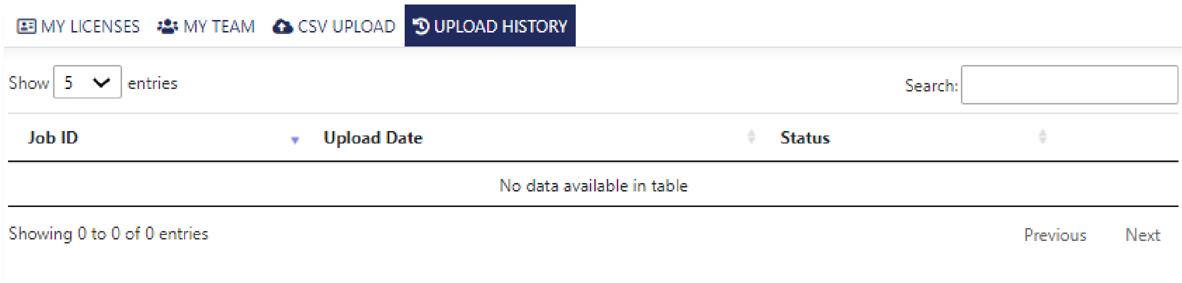
3) The 2nd tab is **My Team**, which shows the licenses of users you manage.



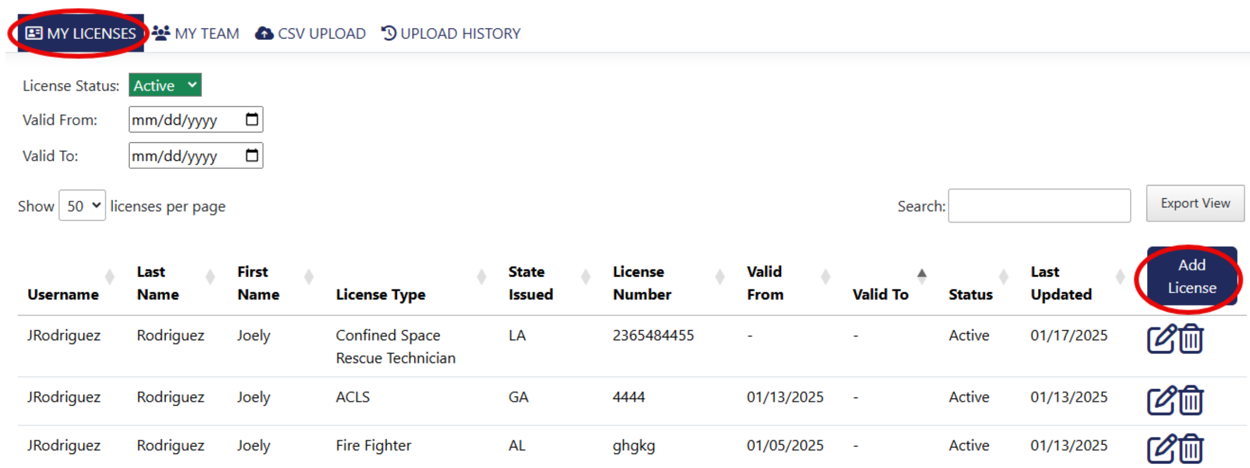
4) The 3rd tab is **CSV Upload**, which allows you to add multiple users' licenses at once. Please use the template provided and follow the instructions on this page to prevent upload issues.



5) The final tab is **Upload History**. It only displays information if multiple licenses have been previously uploaded via CSV.

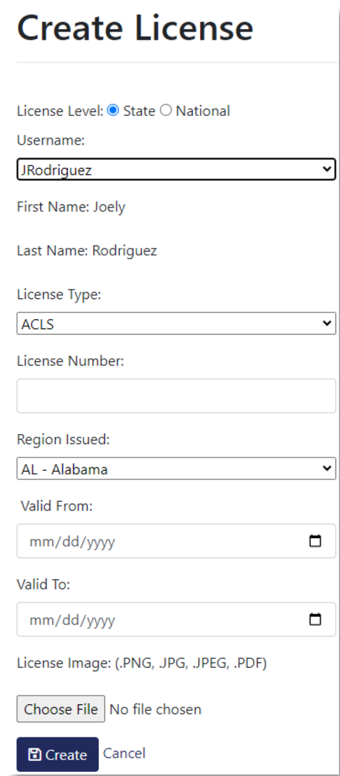


6) To add a single license, click **Add License**.

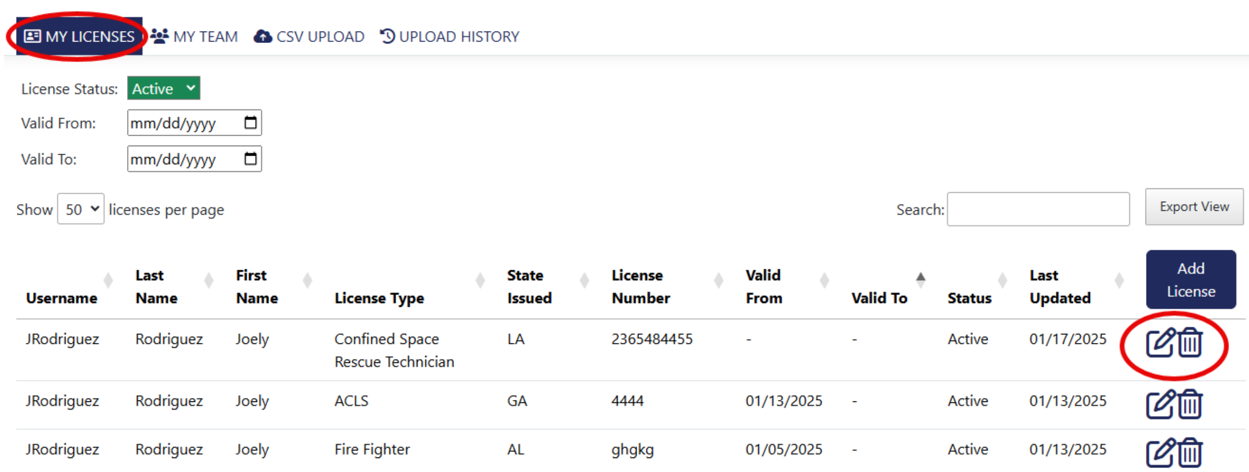


7) Complete the page to **Create License**, with license and/or credential information. You must select whether the license is State-Level or National.

- Select the **User** the license belongs to. You can search by first and last name, username (email address) and personnel ID, as they appear in User Management.
- The **License number** is the number or ID associated with the credential. Thus, for National Registry licenses please enter the license number (example M8073878) and not the NEMSID.
- The **Valid From** field is optional.
- You can choose to upload an image of the license/credential of up to 25MB. To view the uploaded image, right-click on it, and select to open the image in a new tab.



8) Licenses can be edited by clicking the pencil or deleted by clicking the trash can.



Please note: License Manager sends <u>active</u> users (and all their managers, except for the **External Training Alternate**) email notifications when their licenses are nearing expiration. The system runs a check on the 1st of the month; any license expiring within 2 months or 1 month will trigger the appropriate notifications.

Notifications include the user's name, personnel ID (if available,) license type, region, number and expiration date.

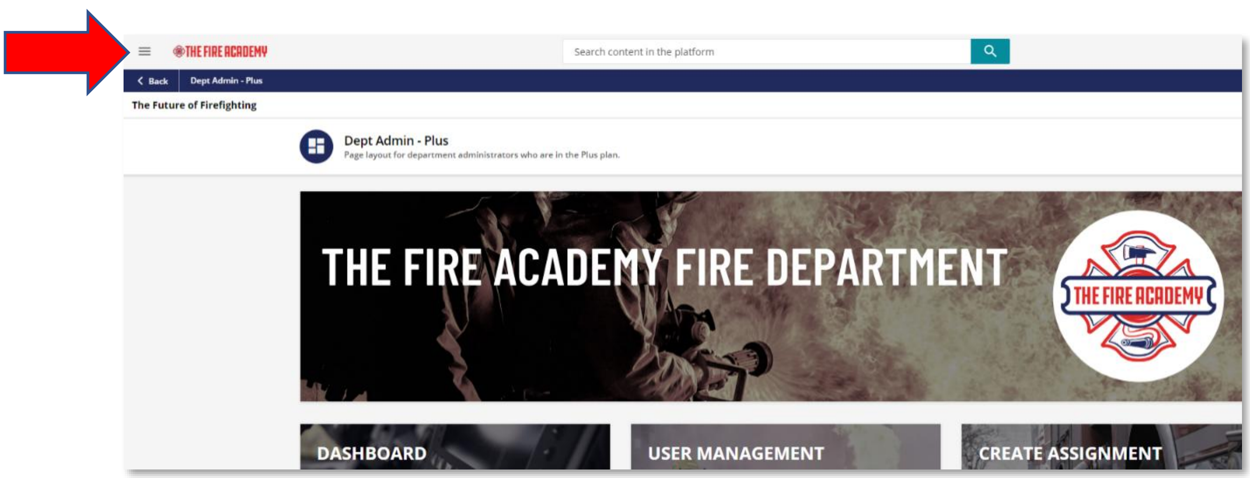
Doyle John H. 4970 Driver's License TN 078577975 06/27/2025

Course Catalog		
Section number:	A-05.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

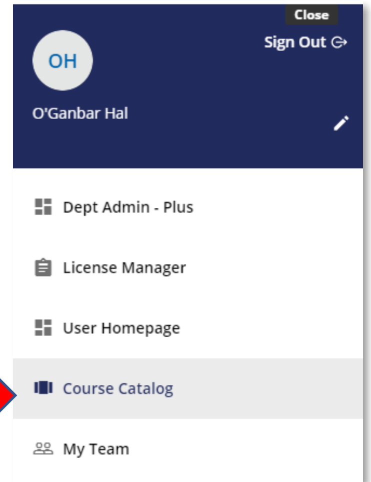
In the Course Catalog you see all of the courses and training plans that have been made available to your department. They are broken down into various sections by category, like:

- EMS
- Fire
- Compliance
- Webinars
- Micro-learning
- Firefighter 1 & 2

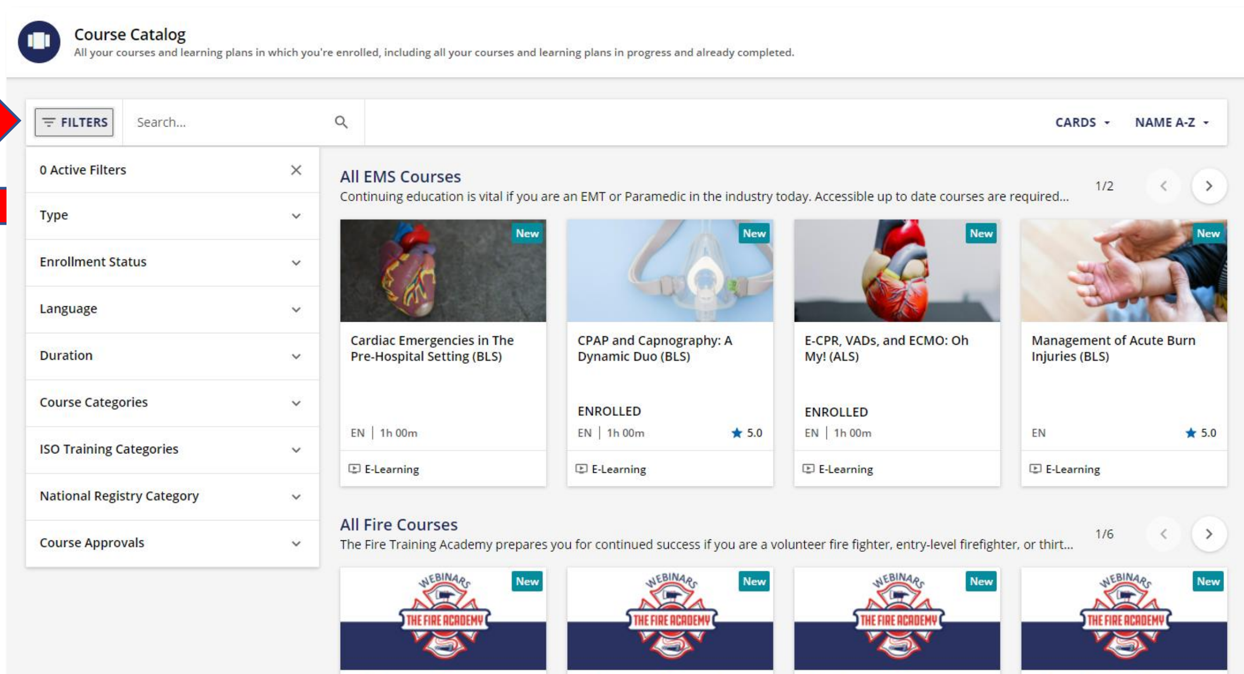
1) From your department's landing page click on the line item icon in the upper left-hand corner of the page. This will open up the *User Menu.*



2) The User Menu as shown allows you see the course catalog that contains all of the courses made available to your department. Click on the *Course Catalog.*



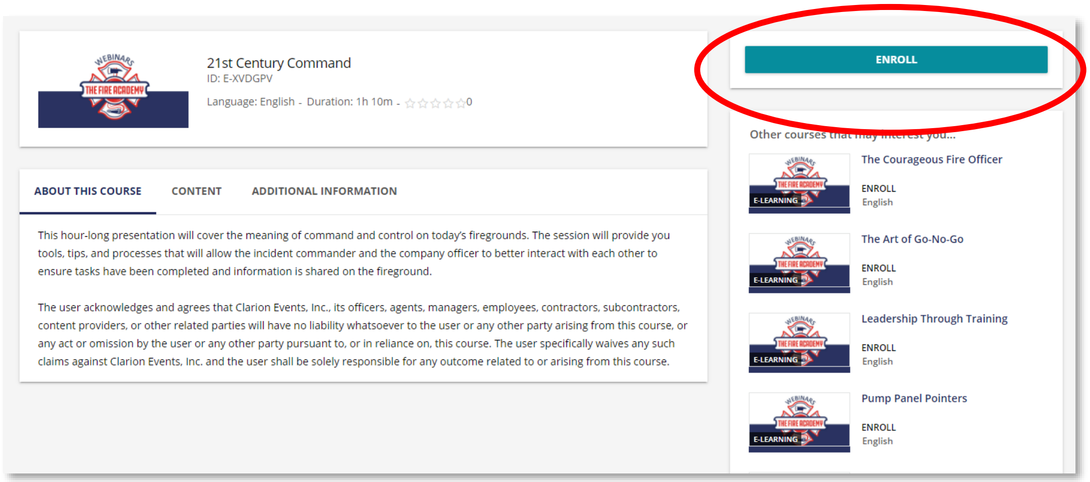
3) You can use the search box or filter your search for courses through the navigation bar on the left-hand side of the screen.



4) Chose any course and information on that course will be shown. You will see:
- Course description.
- What content is included with this course.

- Any additional information about the course, like the CEU category or the ISO code (fire only).

5) You can enroll yourself into the course from this page.
   - You will also be shown other courses that you may be interested in based on the course you have chosen.



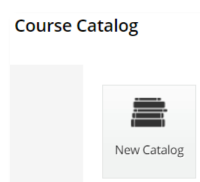
To enroll members of your team into courses please see Section (A-06.1) ***Enrolling Users in a Course***.

Creating & Managing Catalogs (Pro or Premium)		
Section number:	A-05.2	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

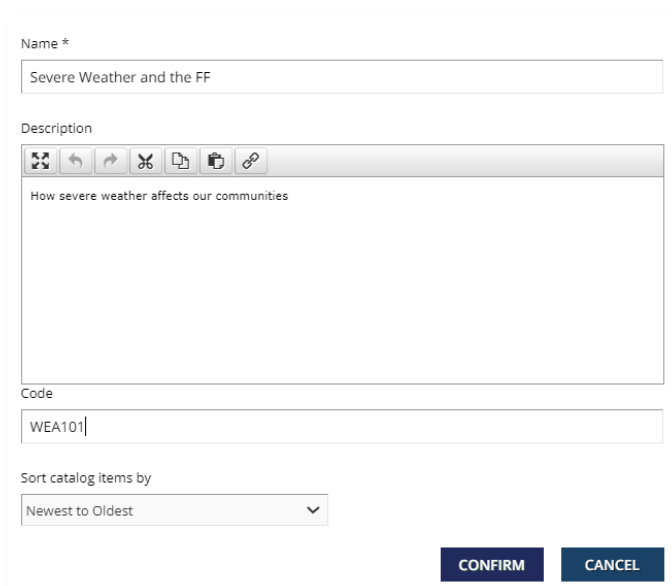
Catalogs are a collection of courses and training plans and can be assigned to users. A catalog is a practical option to group courses together. By leveraging a catalog, you can give visibility of the catalog to particular groups or individual users. Reporting for progress in these courses is available by pulling a course report or user personal summary report.

1) To create a catalog, click the gear  on the *Admin Menu* and navigate to the option for *Course Catalog*.

2) Click the option for *New Catalog.*



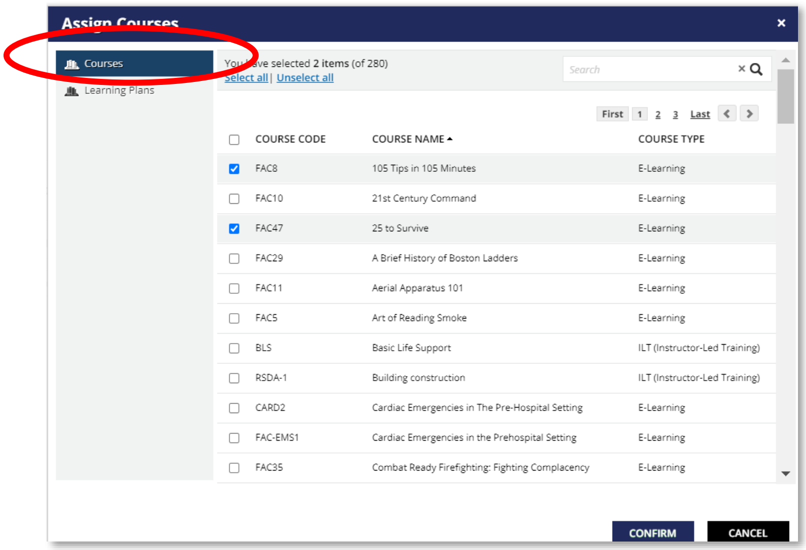
3) Name the catalog, give a description of the courses contained in the catalog, add the code, and choose how to sort the catalog items. Click *Confirm* at the bottom.



4) Your catalog is complete, and now add the courses. Click the *Assign Courses* icon.

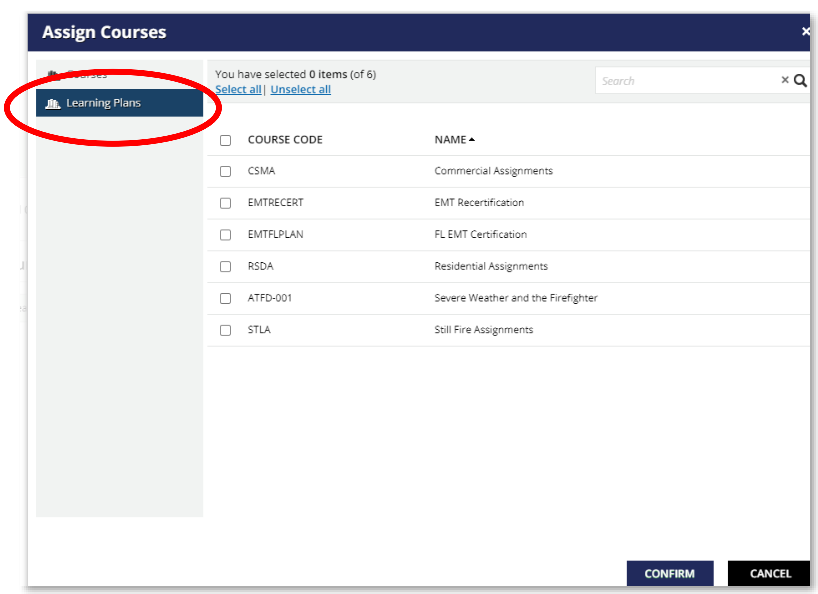
5) Click *Assign Courses.*

6) Select the courses you want in the catalog.



7) A confirmation window pops up when complete, and the courses are now in the newly created catalog.

8) You can also assign *Training plans* to catalogs. Click *Assign Courses, then Training plans* on the left side.

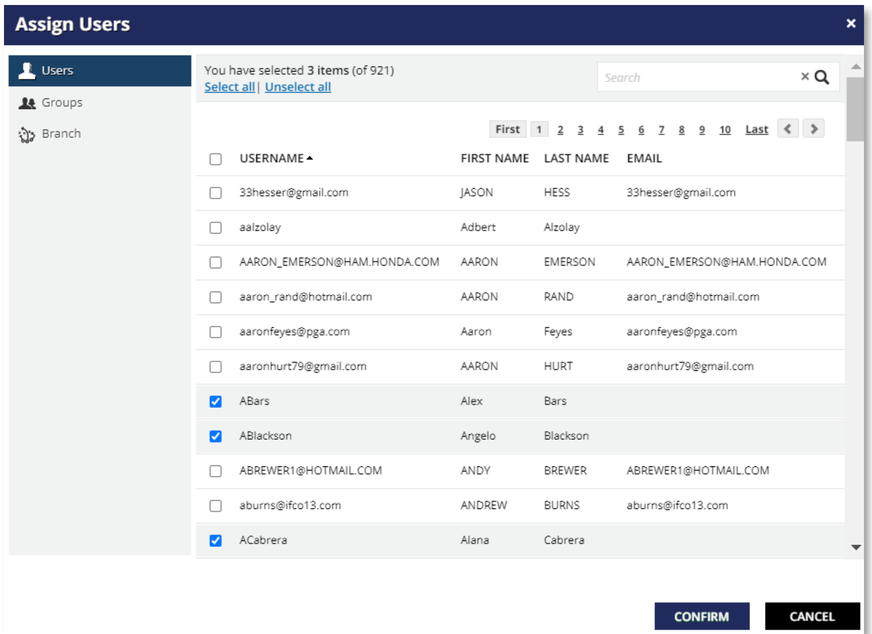


9) Select the training plans for the catalog and click *Confirm.*

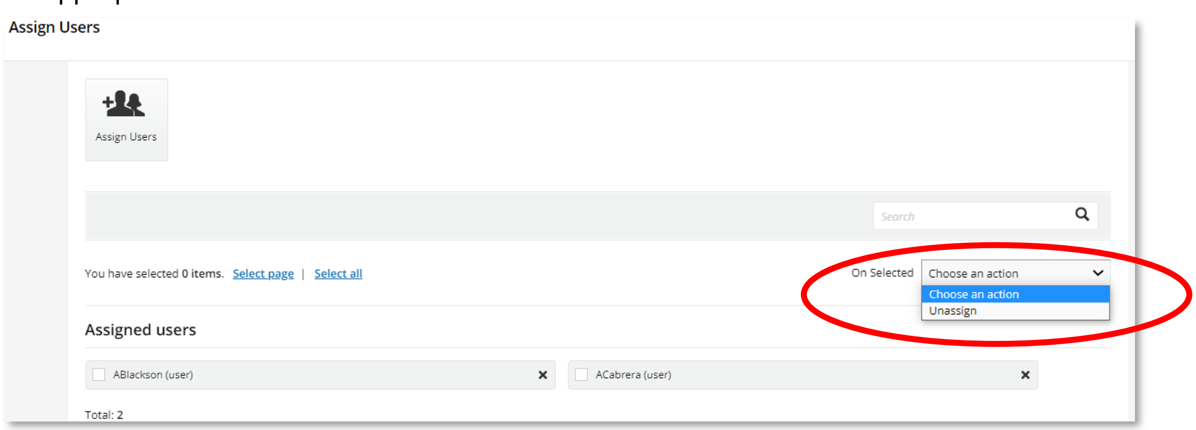
10) A confirmation window pops up when complete, and the training plans are now in the newly created catalog.

11) The next step is to assign users to your catalog. Click the user's icon,  then click *Assign Users.*

12) Assign your users individually or by *Groups*. Click *Confirm* at the bottom.



13) The catalog will display with all assigned users, and the option to unassign the user when appropriate.

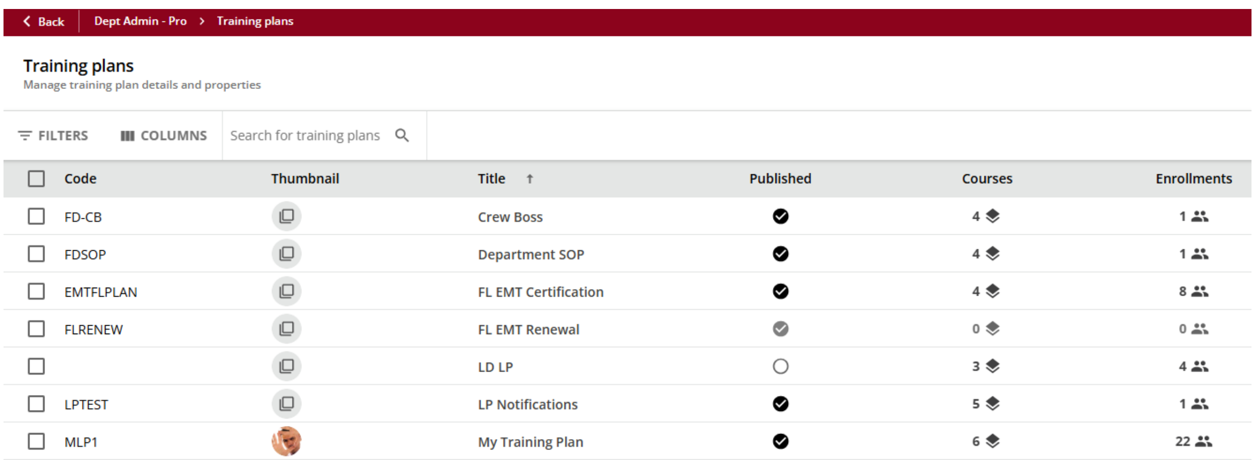


Creating & Managing Training Plans		
Section number:	A-05.3	Level: Plus/ Pro/ Premium
Date of review:	10/24/25	For further assistance: 800-331-4463
Effective date:	10/24/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

The LMS allows you to create a training plan and assign it to individual users, groups, or the entire department. Training plans (formerly learning plans) consist of a list of new and existing courses and can be customized to allow specific enrollment rules, certifications, and more. You can use training plans to set prerequisites and keep courses locked until the completion of other courses when you want your learners to complete a group of courses in sequential order.

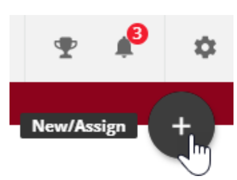
To access the Training plans feature, go to the Admin Menu and select **Training plans**. You will see every training plan that has been made visible to you. You can customize what **Columns** are shown and can use **Filters** to easily find specific training plans.

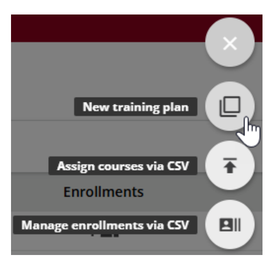
From this page you can create training plans and access all management options for existing training plans: add/remove courses, enroll/unenroll learners, and publish/unpublish training plans.



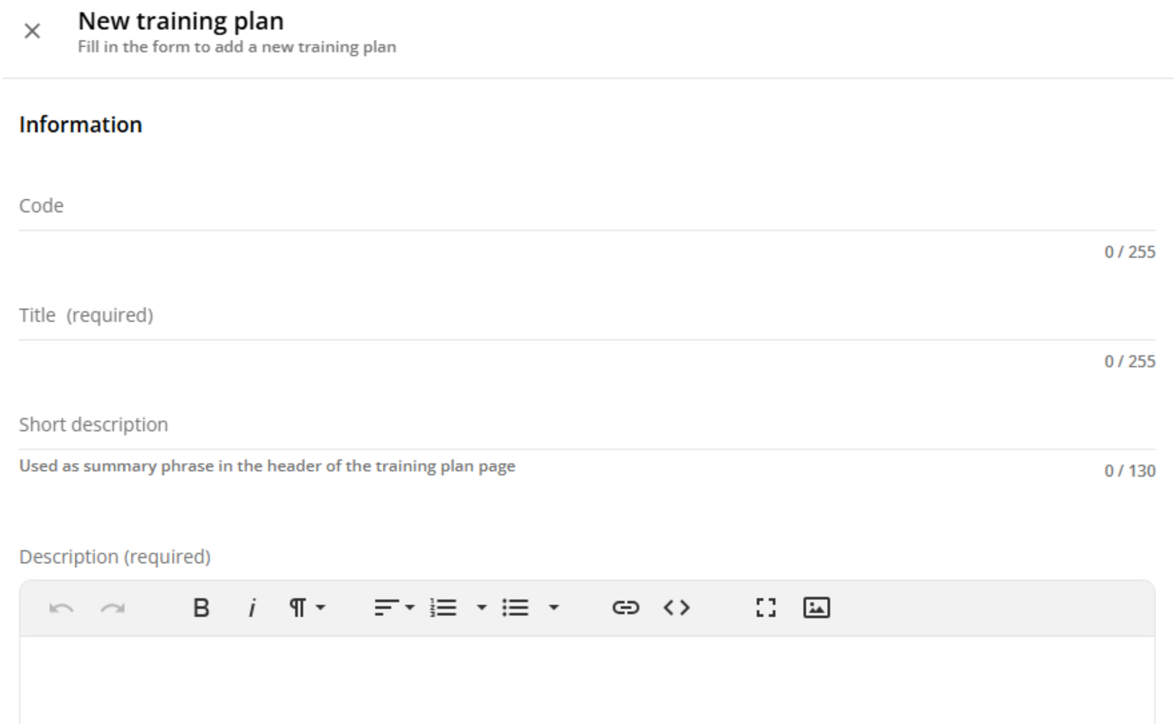
1. Creating a Training Plan, adding Courses, and Publishing

- On the **plus sign icon** on the top right corner of the page, select **New/Assign**, then **New Training plan**.

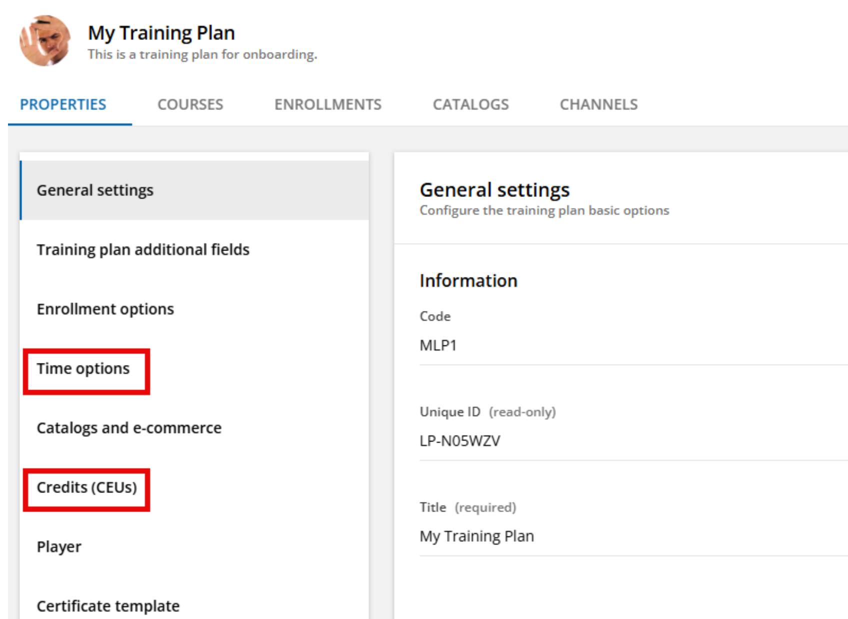




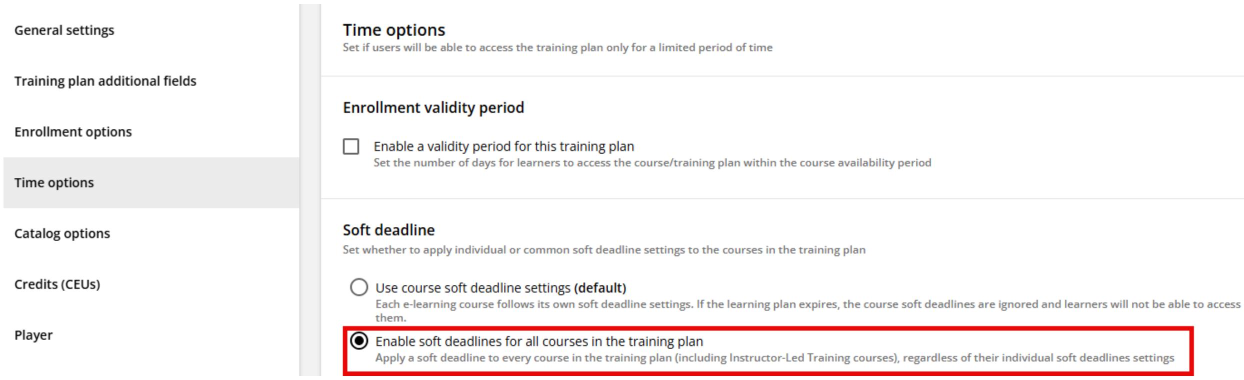
- Add the training plan code, name, and description. Click **Create and Edit**.



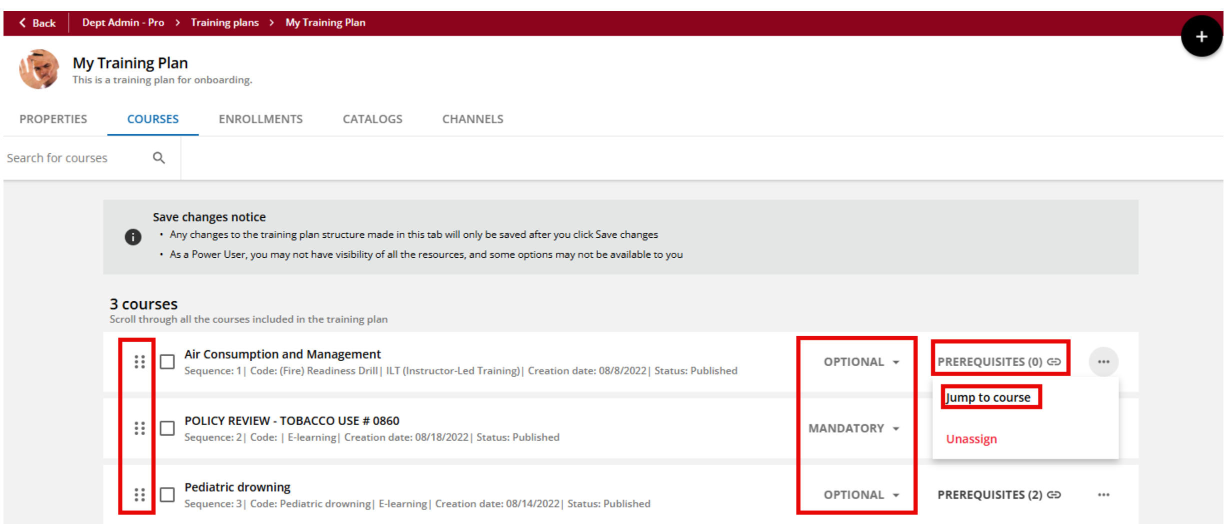
- You will be taken to the **Properties** tab, where you'll see menus for **General Settings** and other setup options.



- Under the **Credits (CEUs)** menu you can add the hours of credit assigned to the training plan. The Hours Required on the Training Plan report under Advanced reporting are based off this value.
- Under **Time Options** you can choose to **Enable Soft deadlines for the training plan**. This setting will allow learners to access the training plan even after the expiration date. You will set the expiration date (or enrollment validity dates) as you enroll learners.



- Once the Training plan has been created, you will be able to add courses on the **Courses** tab. To add a course, select the **Assign/Enroll** option on the plus sign icon on the top right corner of the page, then **Assign Courses.**

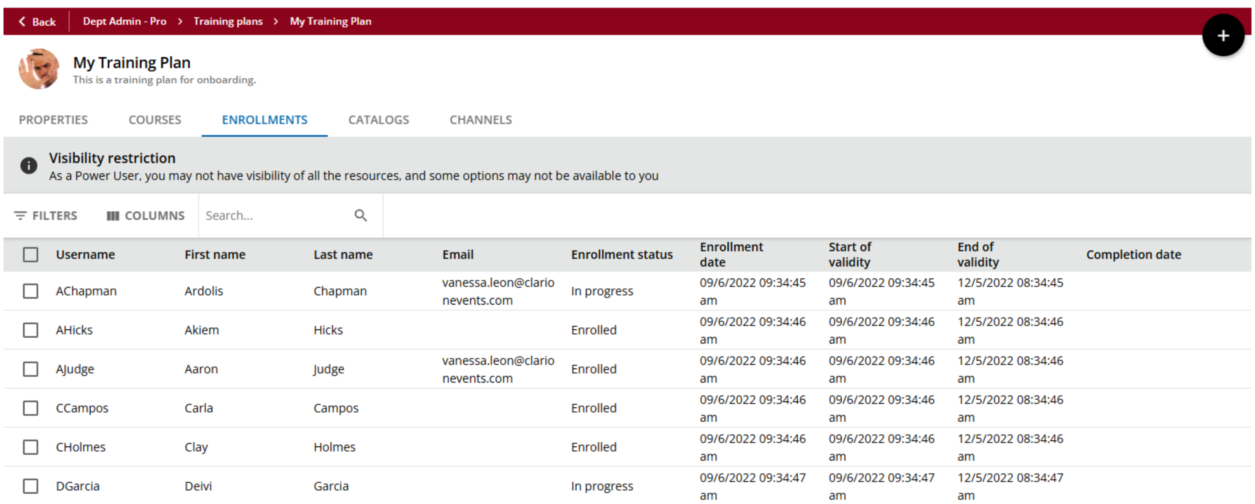


Once you have added the courses, you can set the course sequence or set prerequisites. You can also make courses optional by selecting that option from the dropdown next to the course name. You can **Unassign** a course from a training plan on the side of the course row (click on the three dots). From the same area, click on **Jump to course** to access the course on the Course Management Page.

- When a training plan is created, its status is **Under Maintenance**, meaning that it is not visible to learners. When you are ready to make it visible, change its status to **Published** using the **Status** dropdown at the bottom of the **Properties** tab page. You can publish any training plan that has at least one mandatory course.

2. Enrolling Users in a Training Plan

- To enroll learners in a training plan, move to the training plan **Enrollments** tab. You will see all users already enrolled.



Username	First name	Last name	Email	Enrollment status	Enrollment date	Start of validity	End of validity	Completion date
AChapman	Ardolis	Chapman	vanessa.leon@clarionevents.com	In progress	09/6/2022 09:34:45 am	09/6/2022 09:34:45 am	12/5/2022 08:34:45 am	
AHicks	Akiem	Hicks		Enrolled	09/6/2022 09:34:46 am	09/6/2022 09:34:46 am	12/5/2022 08:34:46 am	
AJudge	Aaron	Judge	vanessa.leon@clarionevents.com	Enrolled	09/6/2022 09:34:46 am	09/6/2022 09:34:46 am	12/5/2022 08:34:46 am	
CCampos	Carla	Campos		Enrolled	09/6/2022 09:34:46 am	09/6/2022 09:34:46 am	12/5/2022 08:34:46 am	
CHolmes	Clay	Holmes		Enrolled	09/6/2022 09:34:46 am	09/6/2022 09:34:46 am	12/5/2022 08:34:46 am	
DGarcia	Deivi	Garcia		In progress	09/6/2022 09:34:47 am	09/6/2022 09:34:47 am	12/5/2022 08:34:47 am	

- To select the new users, organizations or groups you want to enroll, go to the **Assign/Enroll** option on the plus sign icon on the top right corner of the page, then **Enroll Users.** Then click **Next** and you will have the option to set an enrollment validity period by selecting the option **Enable validity period** and defining a time frame. Save. Unless you enable soft deadlines, learners will be locked out of the learning plan at the end of the validity period.

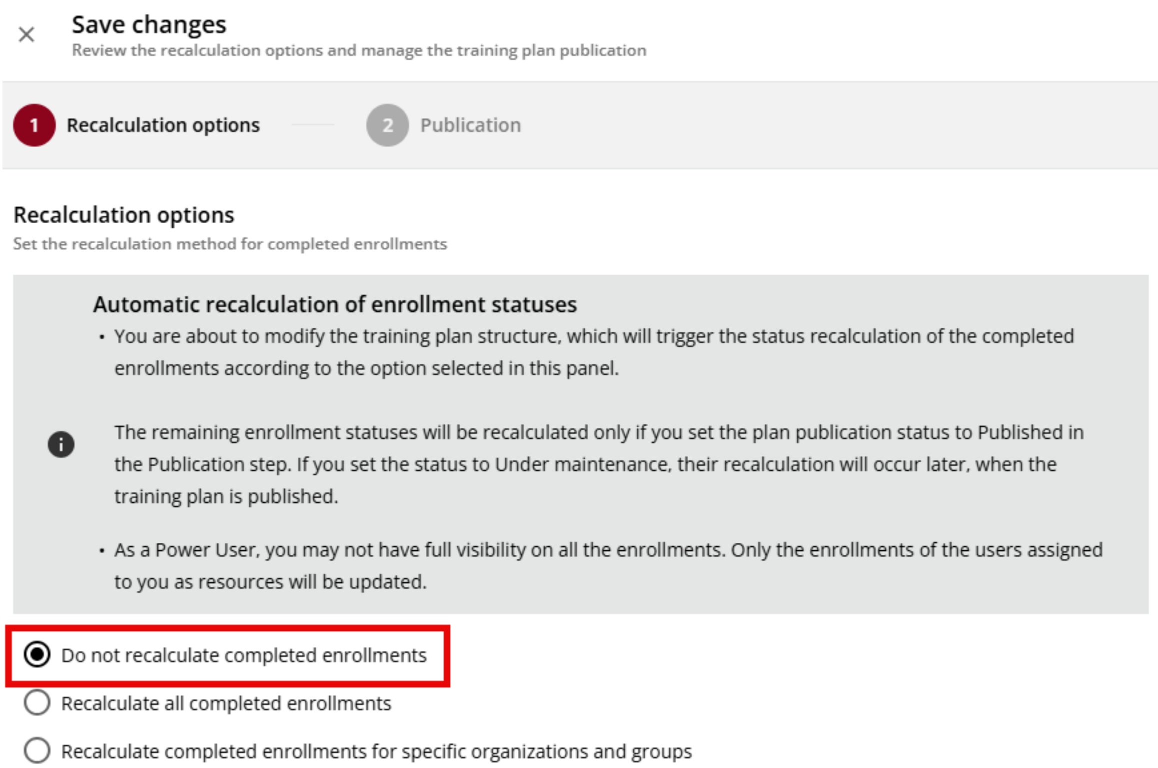
3. Managing the Training Plan Content and Enrollments

You may decide at any point to update the training plan properties, courses or enrollments. From the Training Plans main page, click on the title of the training plan you would like to edit.

- On the **Properties** tab you can change settings and publish/unpublish the training plan.
- You can change the training plan requirements on the **Courses** tab: assign or unassign courses or change a course's assignment type (from mandatory to optional, or vice versa). For example, if you

need to replace a course with another in the training plan, you would unpublish the old course, make it optional on the training plan, and add the new course.

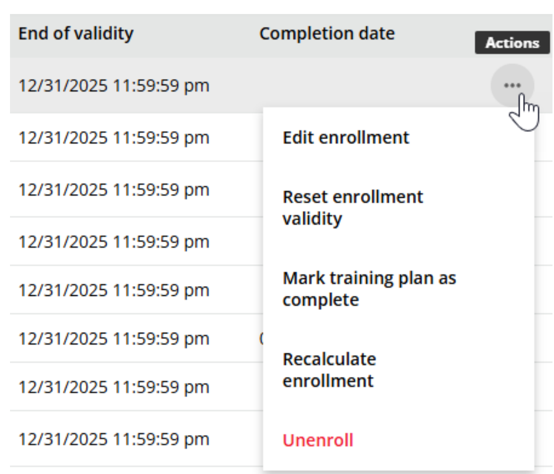
When saving changes to the training plan requirements, the Save changes panel will appear. Select **Do not recalculate completed enrollments**. This ensures the changes don't affect the status of completed enrollments.



- You can manage enrollments on the **Enrollments** tab by checking the box next to the **Username** and clicking the Action icon (three dots) at the end of the row.

Edit the user enrollment validity period by enabling or disabling it, or changing it.

Reset the current enrollment validity period according to the configuration of the Days of validity option in the Time options section of the training plan Properties tab. If you have not set the days of validity, the enrollment validity period will be cleared. If you have configured the days of validity, the enrollment validity period will be reset according to the number of days you configured.

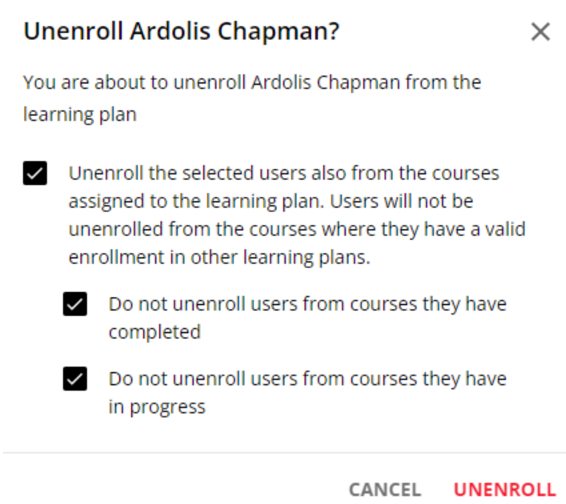


Mark learning plan as complete: changes the user enrollment status in the training plan to **Completed**. The courses within the plan will retain their current completion status (will not automatically change to Completed).

Recalculate enrollment: recalculates the user's enrollment status in the learning plan. If the user has already completed the plan and the recalculation also results in a Completed status, the original completion date will be retained and not overwritten. The recalculation will be carried out as follows:

- When a mandatory course is removed from the plan or changed to optional, completed enrollments remain unchanged, while in-progress enrollments will be marked as completed if the removed course was the only remaining one to complete.
- When a mandatory course is added to the plan or an optional course is changed to mandatory, completed enrollments will be set as In progress.

Unenroll the user from the training plan. In the pop-up box, set whether you wish to unenroll the user also from the courses included in the training plan. Note users will not be unenrolled from the courses shared with other training plans. When selecting this option, you will then be able to choose whether to keep the user enrolled in the courses with completed and/or in progress status.



Click **Unenroll** to finalize the action. Depending on the number of unenrollments, a background job may start. The tracking of the training materials included in the courses will not be reset upon unenrollment. If the user is enrolled back in the course, the completion status of its training materials will be restored.

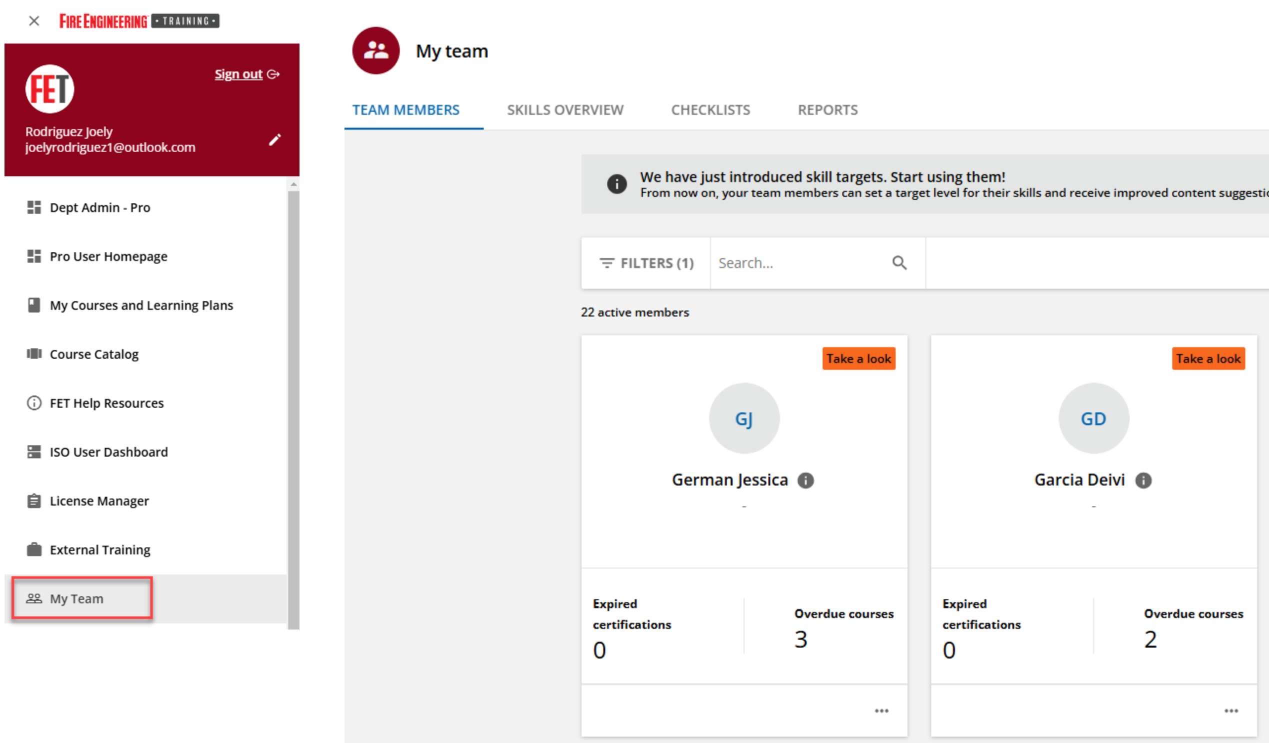
Enrolling a User in a Course (Managers)		
Section number:	A-06.1	Level : Plus / Pro/ Premium
Date of review:	11/01/24	For further assistance: 800-331-4463
Effective date:	11/01/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

You will want to begin to enroll your members in courses so they can get the full benefit of the LMS. As a User who has been configured in User Management to **manage a team**, you can assign courses to those members reporting to you.

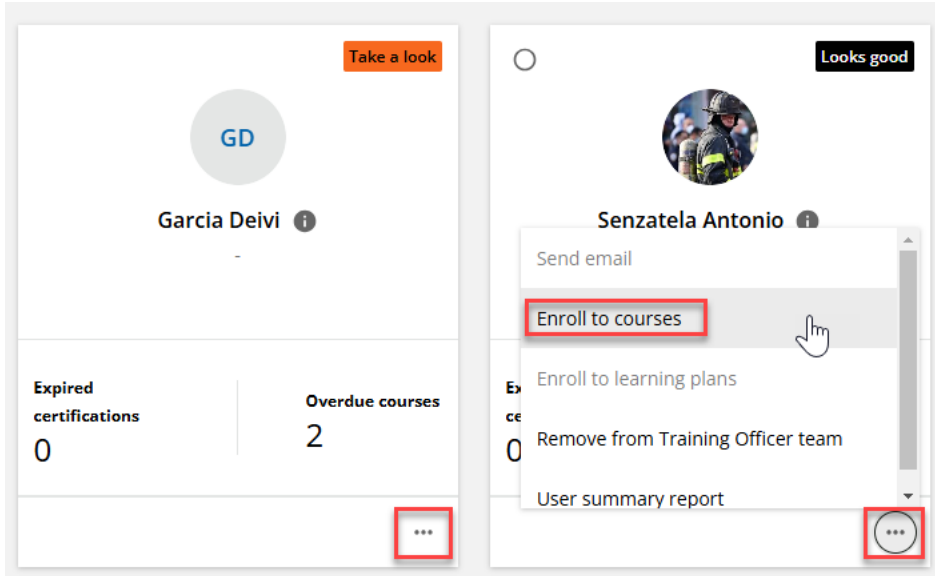
If you are a Power User, we recommend you refer to the next chapter in this guide, ***Enrolling Users in Courses (Power Users Only)****.*

Enrolling a single user to courses

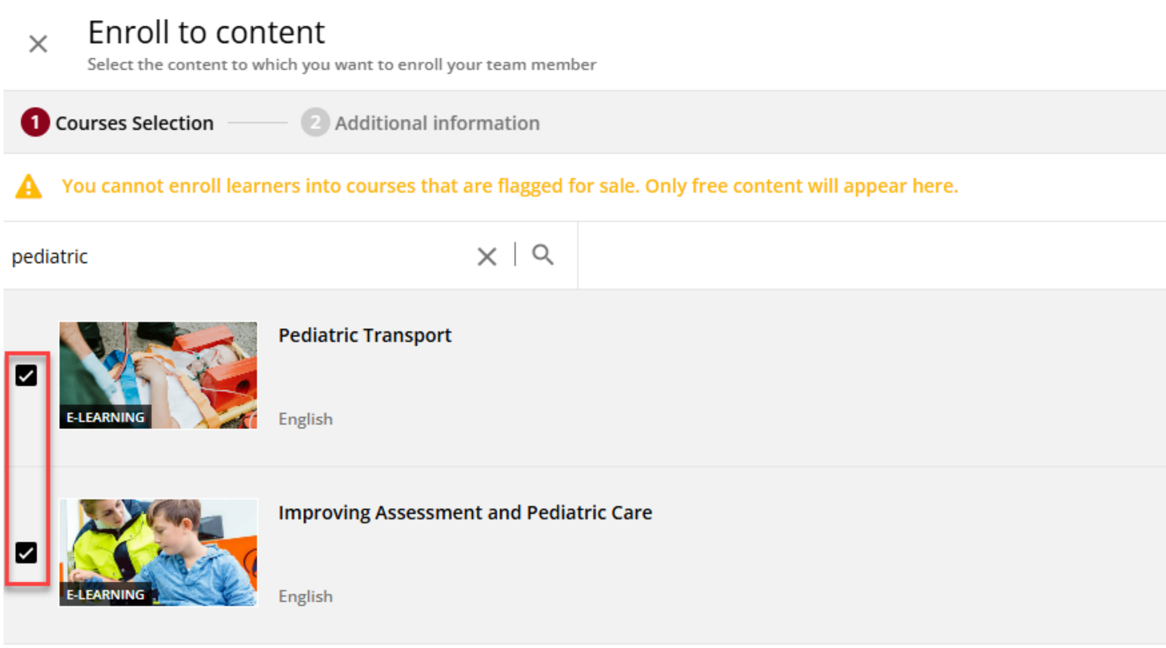
1. Under the User Menu (top-left corner), find **My Team**. Click on My Team to open a window that shows you all of the users that you manage.



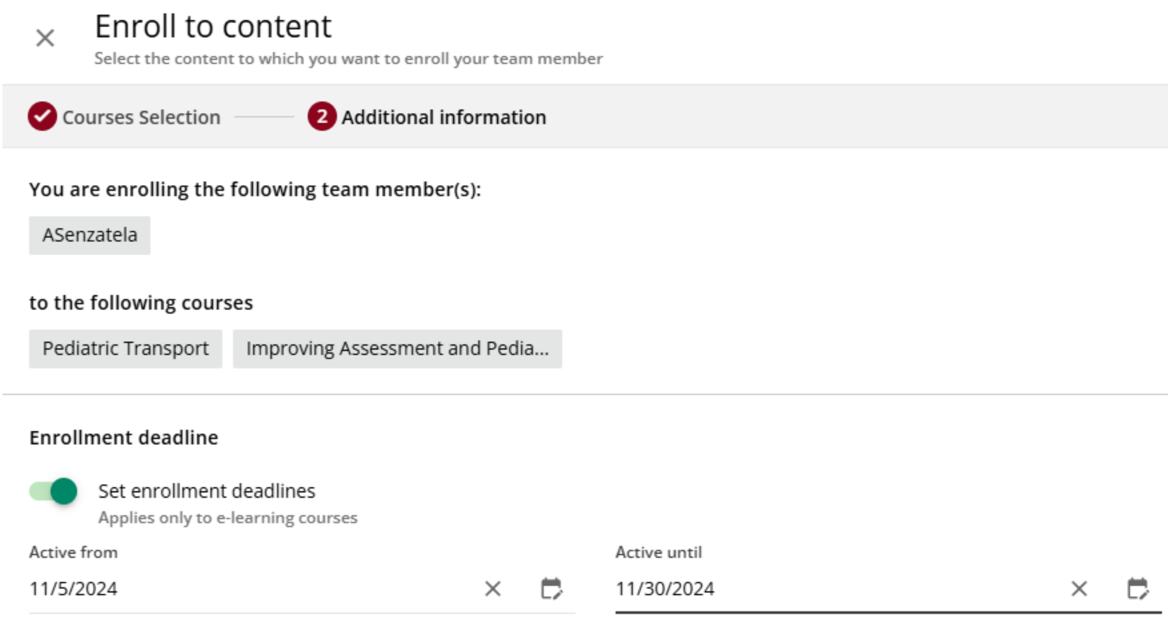
2. Under the **Team Members** tab, find the member you would like to enroll. Click on the ellipsis in the bottom-right corner of the member's profile box. Select **Enroll to Courses** from the drop-down menu.



3. Under the **Course Selection** tab, find the course you wish to enroll the member in, and check the box next to the course. Repeat for additional courses. Click **Next** on the bottom-right corner of the box.

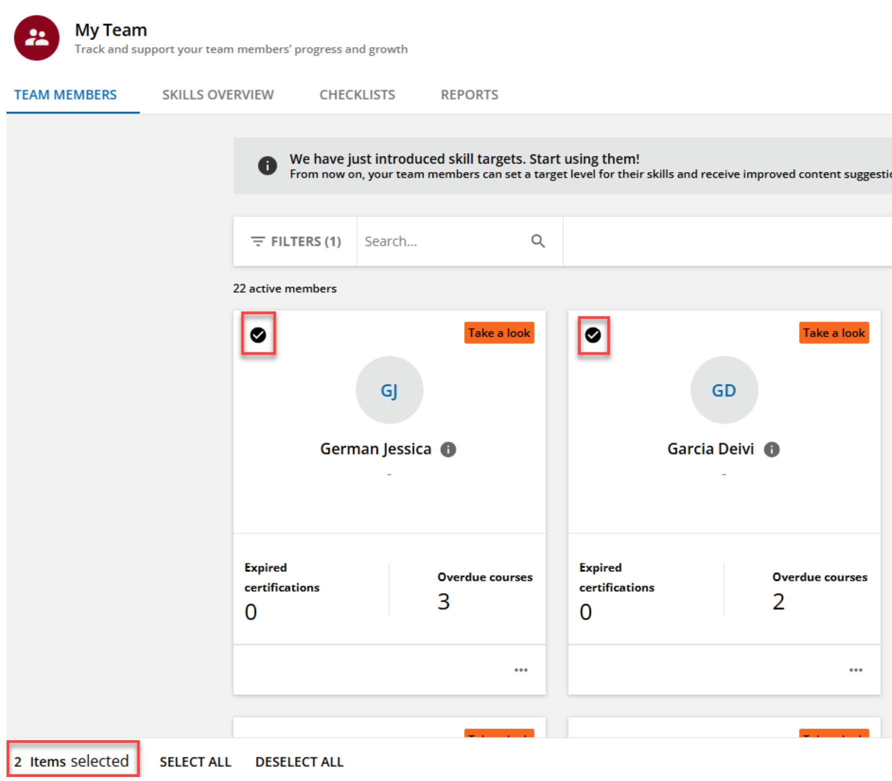


4. Under the **Additional Information** tab, you will **Confirm** your actions. You have the option of setting **Enrollment deadlines** if you would like to limit when learners can access the course.



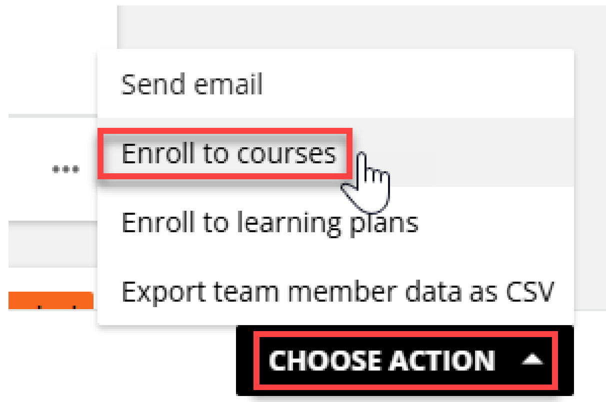
Enrolling multiple users to courses

1. Under the Team Members tab, find the members you would like to enroll. Select at least two users by hovering on the upper left of their user profile box, and click the circle that appears. At the bottom left of the screen, you can see how many users are currently selected.



You can continue to select more users, or even **Select All** to select everyone in your team. You will see an updated number of items selected.

2. At the bottom right of the screen, click the **Choose Action** button, then select **Enroll to Courses.**

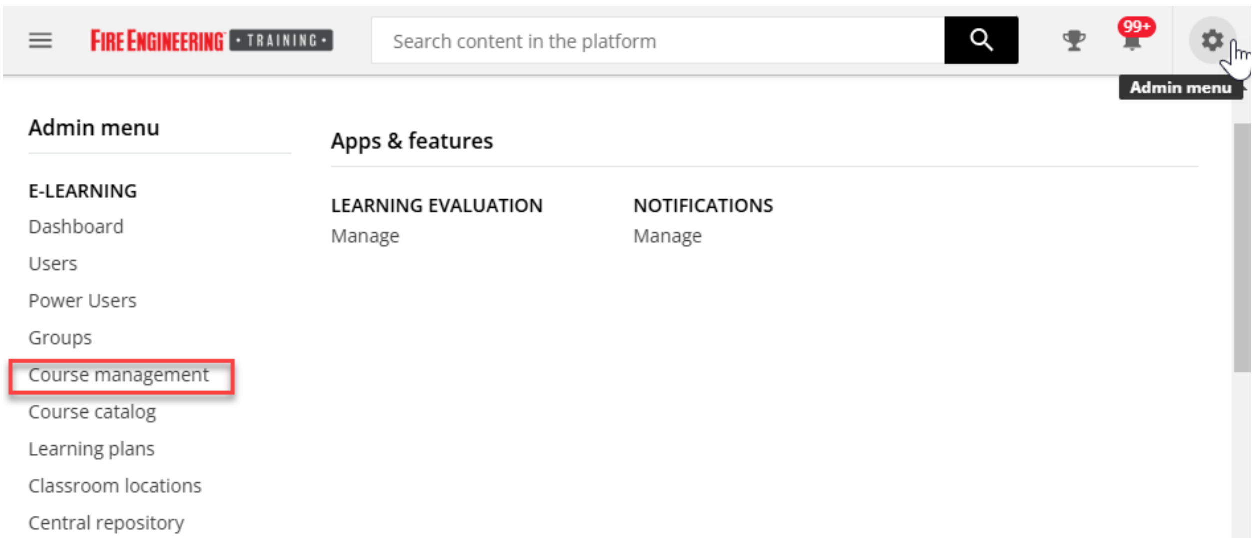


3. Complete the course selection and confirmation steps.

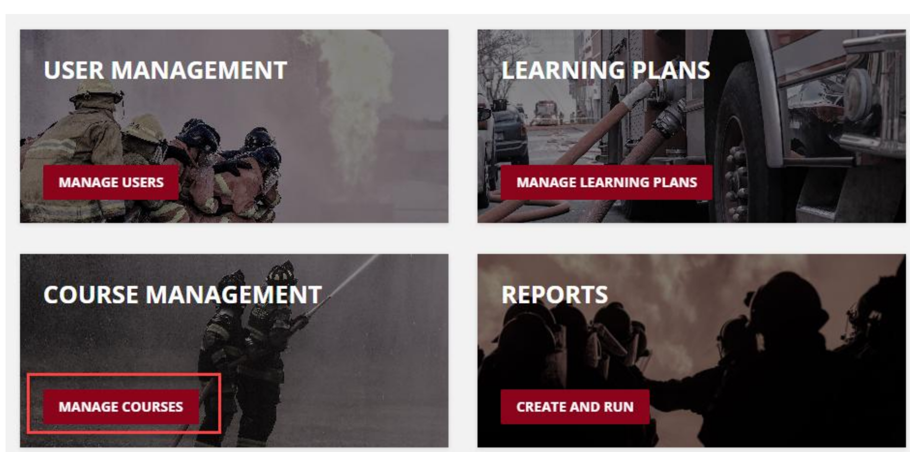
Enrolling Users in Courses (Power Users Only)		
Section number:	A-06.2	Level: Pro/Premium/Plus
Date of review:	11/01/24	For further assistance: 800-331-4463
Effective date:	11/01/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

You should enroll your members in courses so they can get the full benefit of the LMS. As a Power User, you can easily enroll multiple users to one or more courses at once. Note you can only perform this action on content and users that are assigned to you as Power User Resources.

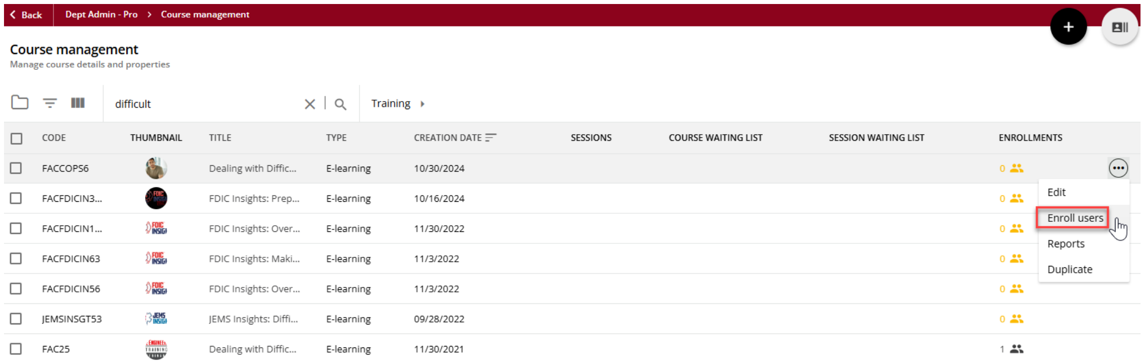
1. On the Admin page, select **Course Management.**



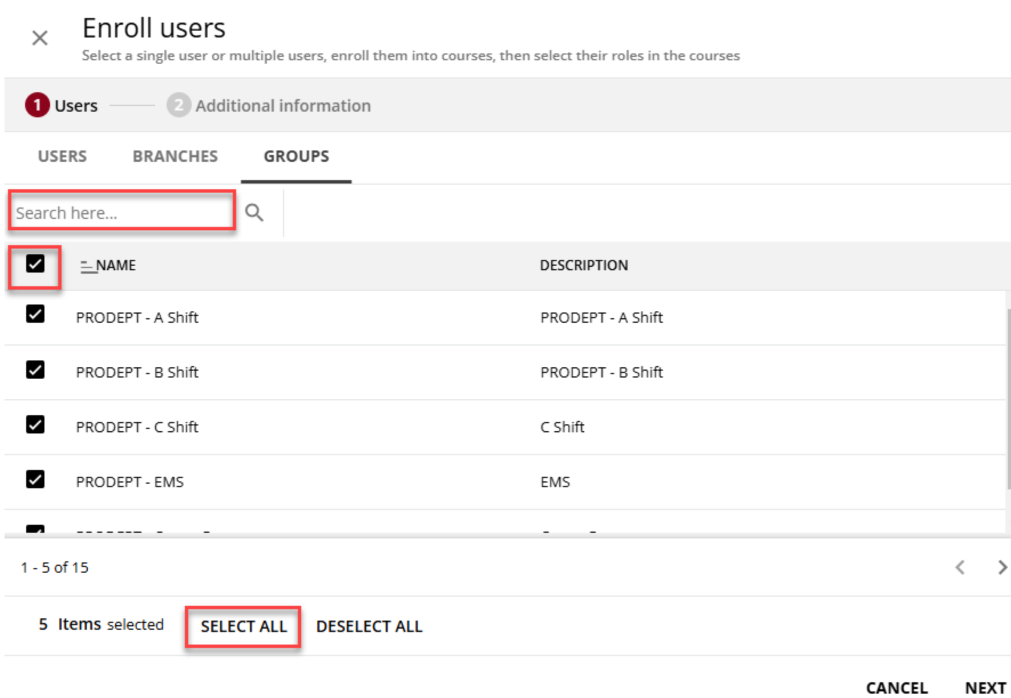
Depending on your power user profile, you might also be able to access Course Management from the home page widgets:



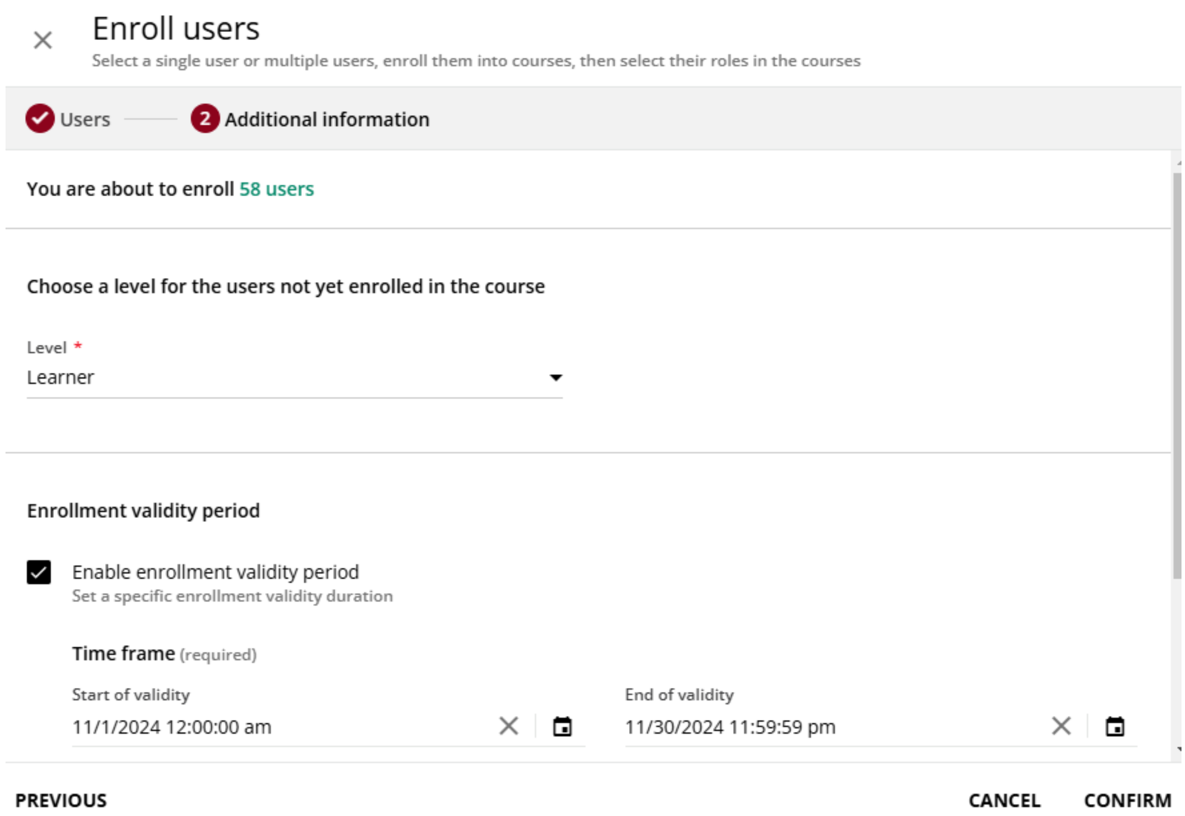
2. Under Course Management, find the course you would like to assign using search and filters. There are many ways to assign a course. The simplest way is to click on the ellipses on the right side of the record, and select **Enroll users**. We cover other ways to enroll users and manage enrollments in later chapters.



3. On the **Users** tab, your members will populate, and you can select them one by one, by the organization, or by groups. For this example, we will choose **Groups**. You can **search** for specific groups or select all groups on the page at once by clicking the **checkbox next to the Name column**. Finally, if you see multiple pages of groups, you can **Select all** on the bottom left. When you are done selecting members, click **Next** on the bottom right.

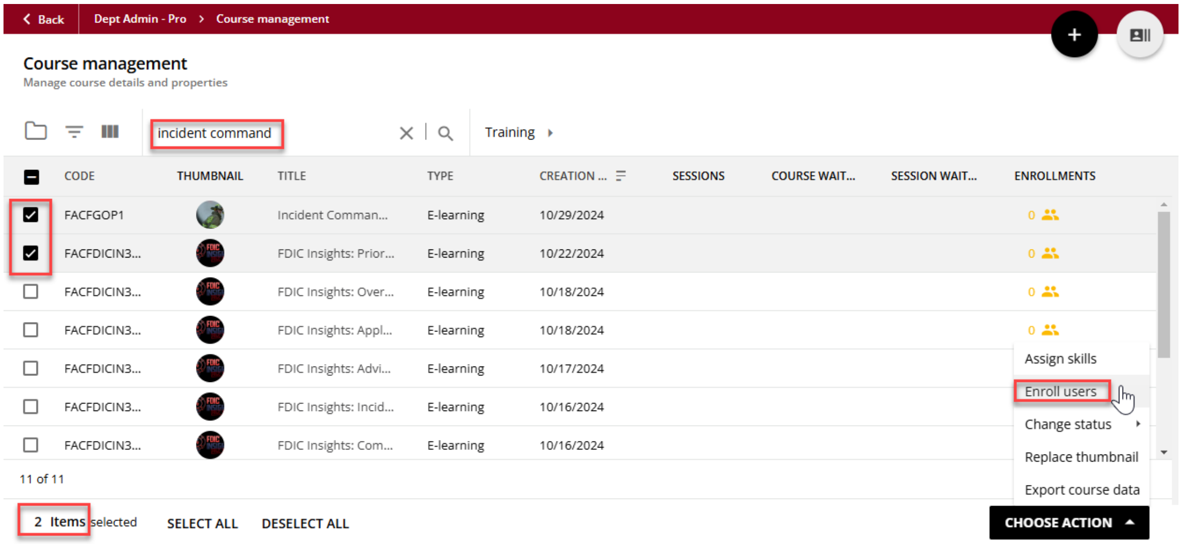


4. On the **Additional information** tab, the **Level** will almost always be Learner. You may set an **Enrollment Deadline** to limit when members can access the course. Click **Confirm** at the bottom of the page.



Members will see their assigned courses on the **My Courses and Training plans** page, under the **User Menu**.

Note: To enroll users in multiple courses, simply find and select the desired courses in **Course Management** by checking on the box on the left of the course.



Go to **Choose Action** on the bottom right, and select **Enroll Users**. Complete the user selection and confirmation steps.

Emailing personnel from the LMS platform		
Section number:		Level: Plus/Premium
Date of review:	06/18/25	For further assistance: 800-331-4463
Effective date:	06/18/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

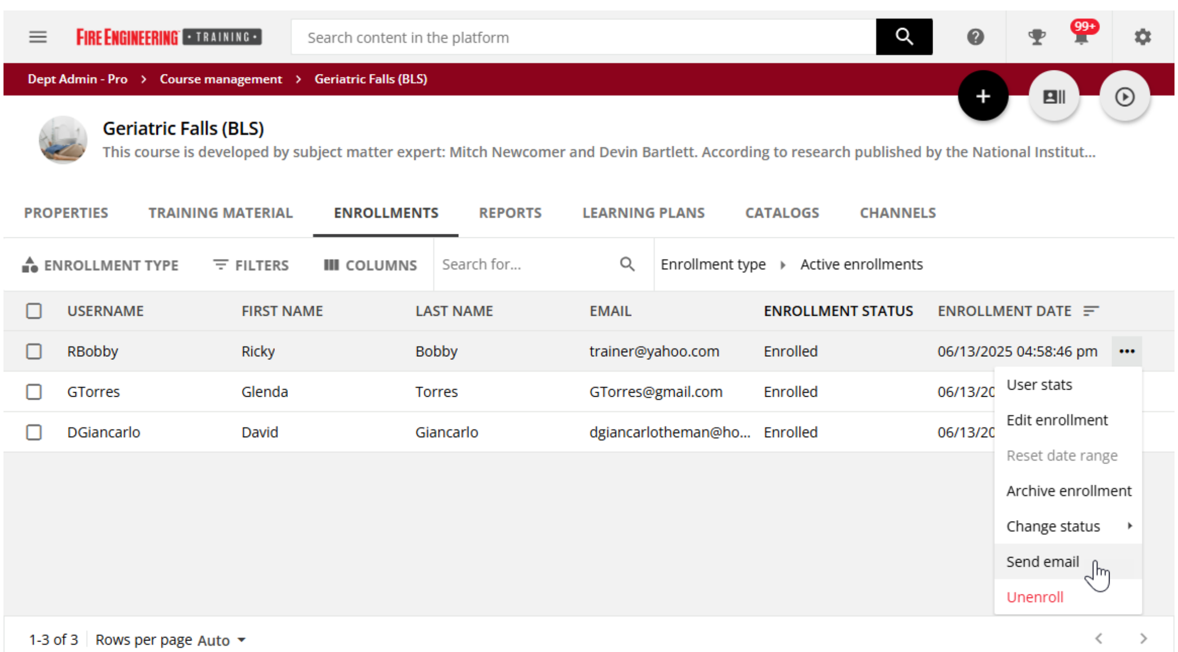
As a Power user monitoring your personnel's training progress, there may be times when you want to quickly send a reminder to one or more team members. The LMS offers you the convenience of emailing personnel without leaving the platform.

Emailing from Course Management (Enrollments)

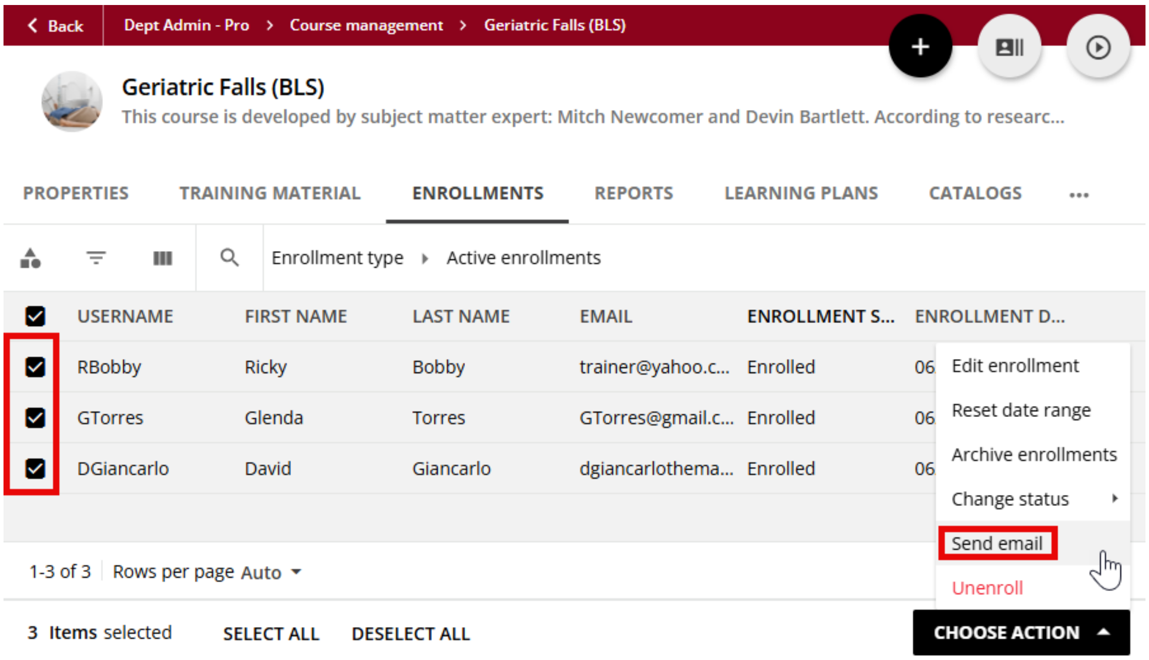
Power users with course management permissions can track course enrollment status, and email reminders to their personnel.

1. Navigate to **Course Management** from the Admin menu (gear icon on the top-right corner of your screen). Click on the course you'd like to review, and go to the **Enrollments** tab. Find the user(s) you would like to email. You can use search or filters to narrow down the list.

2. You can email one person by clicking on the three dots on the right side of the row and selecting **Send email.**



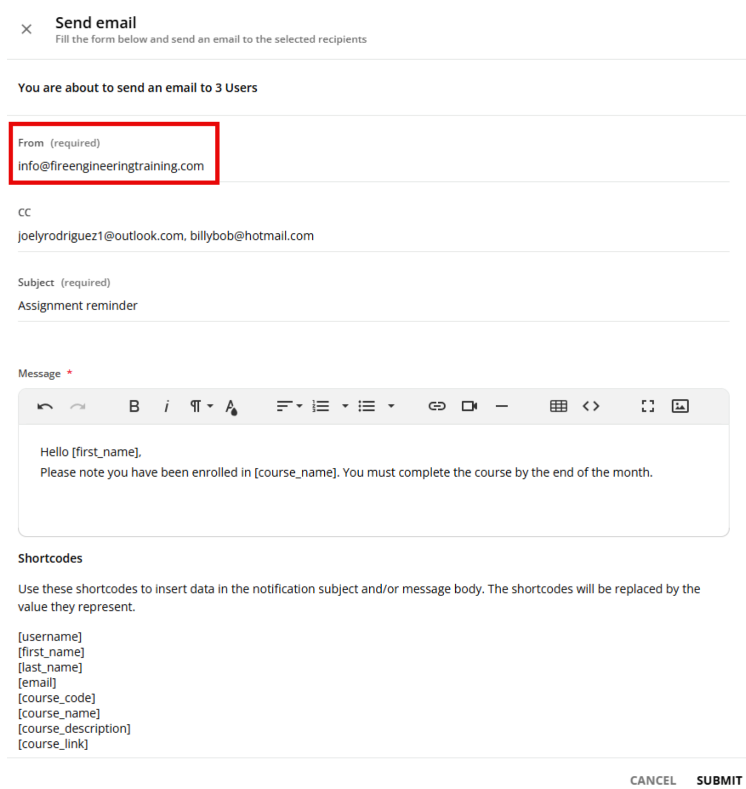
To email two or more people at the same time, select the boxes to the left of their username. The **Choose Action** menu will be displayed, and you will select **Send email**.



3. Compose your email on the next screen.

Please note:

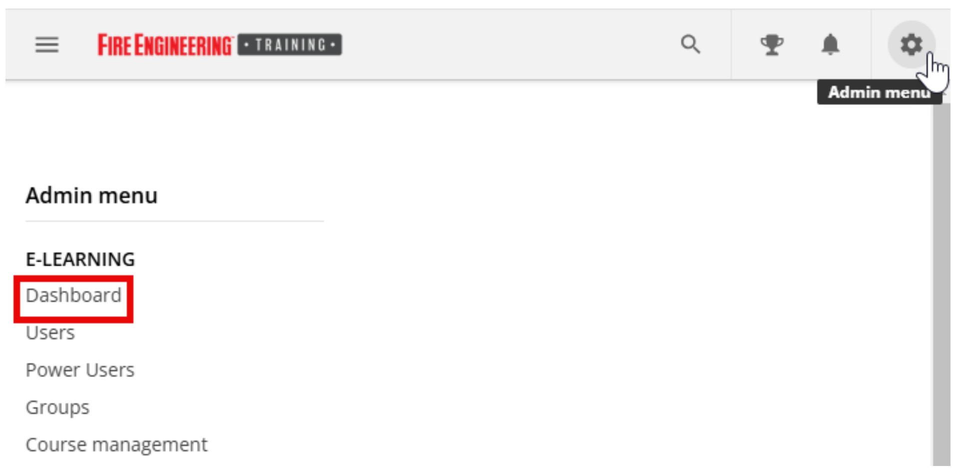
- The sender email (**From** field) **must be** info@fireengineeringtraining.com, so you may have to replace the prefilled address. Emails will not be delivered otherwise.
- You can copy other personnel on these emails (like managers or supervisors) using the **CC** field. However, if emailing multiple users, those on the CC field will receive an email for each user (three copies in this example).
- Enter the **Subject** and **Message**. You can personalize your message by copying and pasting the short codes on the bottom of the page.



Dashboard		
Section number:	A-07.1	Level: Plus/ Pro/ Premium
Date of review:	03/17/25	For further assistance: 800-331-4463
Effective date:	03/17/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

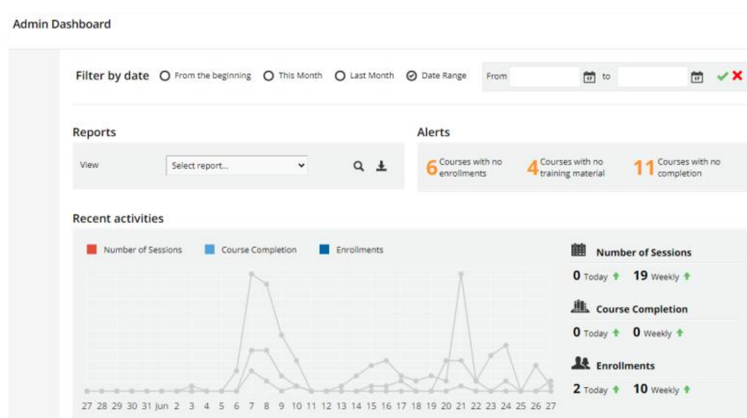
From the Admin Menu of the LMS, you can access **Dashboard** to get a high-level view of your department's training activity. This Admin Dashboard shows some of the most common statistics and information for your department based on a date range of your choice.

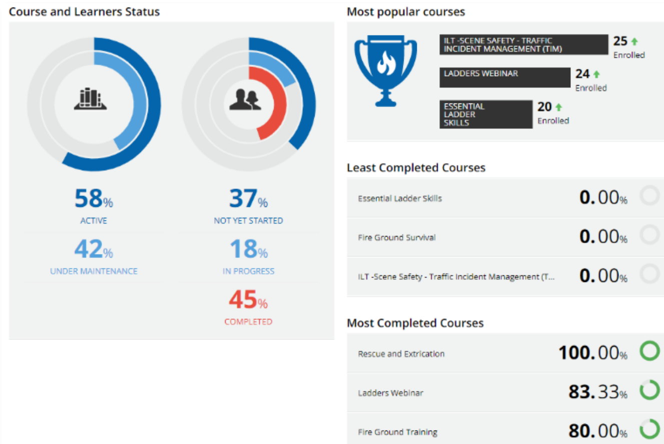
1) Log in and select **Dashboard** from the Admin Menu.



Some of the data available from this dashboard includes:

- Usage alerts
- Recent activity and trends-
- Number of sessions.
- Course completion.
- Enrollment
- The status of your members as they move through courses.





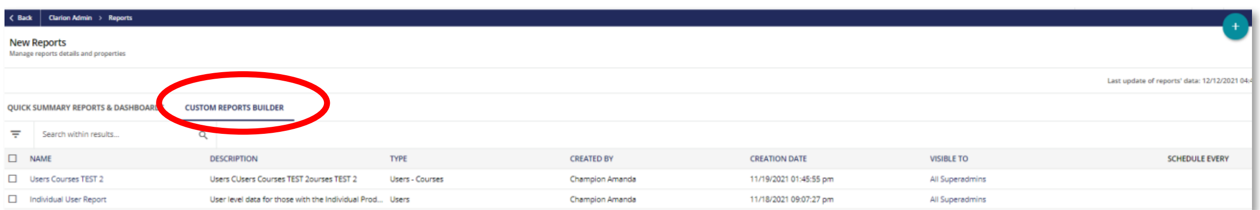
- The most and least popular courses as well as the most and least completed courses.

Custom Reports (New)		
Section number:	A-08.2	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

Custom reports allow you to retrieve necessary data, to maintain track of users and the courses they are enrolled in and their progress through the LMS. As well as tracking various assignments that will help them to remain compliant and reduce liability.

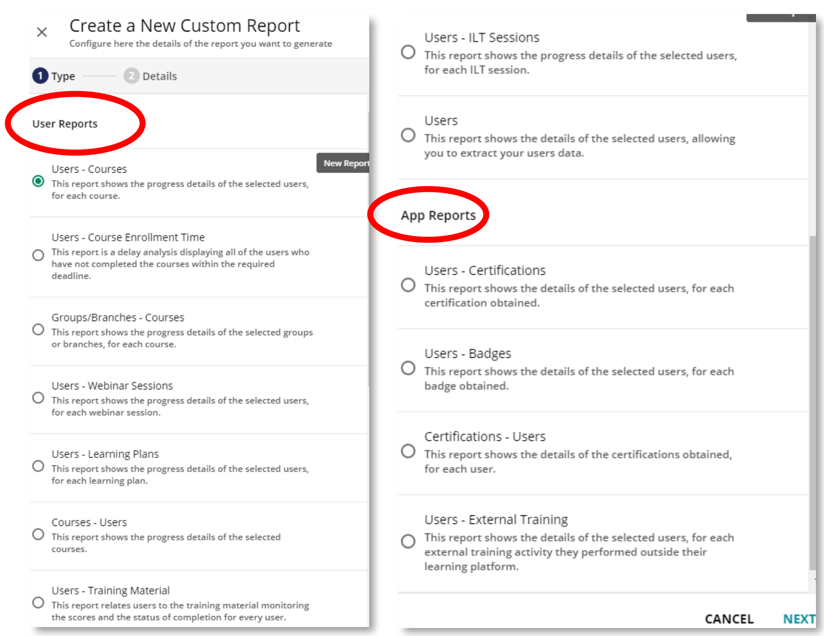
1. Navigate to the *Admin Menu* gear  and click *New Reports.*

2. Click *Custom Reports Builder* at the top of the page.

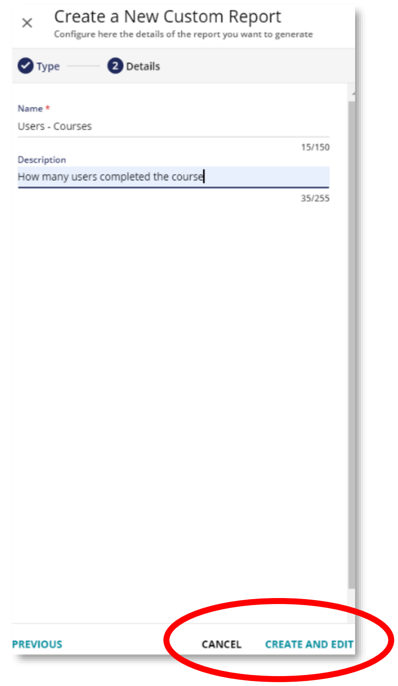


3. Click the plus icon  in the upper right corner.

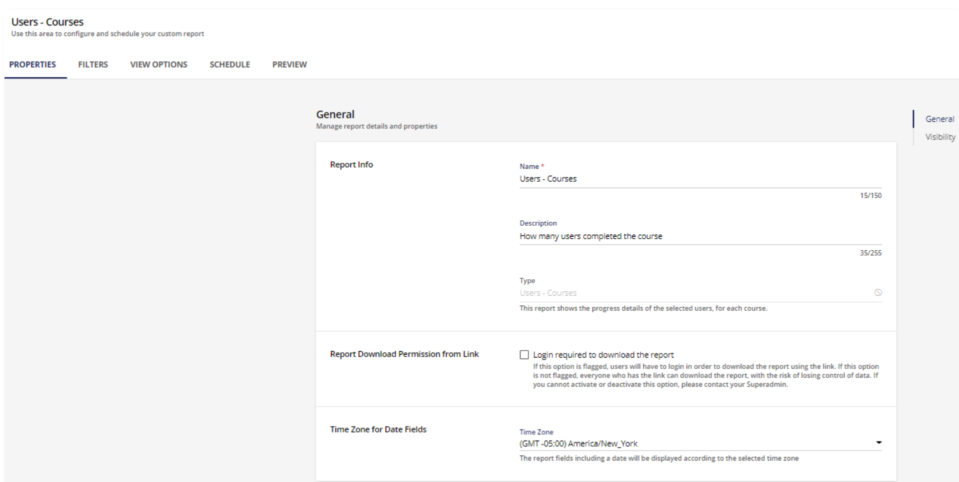
4. Select one of the *User Reports* or *App Reports*, that will produce the data you want and click *Next.*

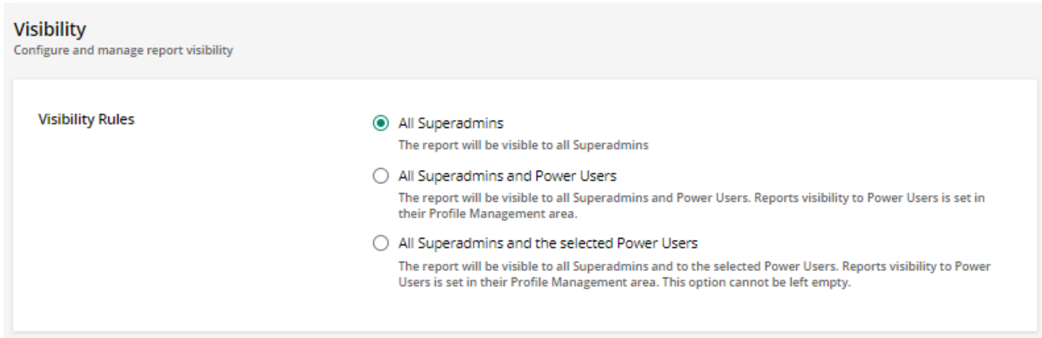


5. Add the *Name* and *Description.* Click *Create and Edit.*

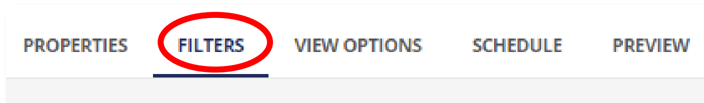


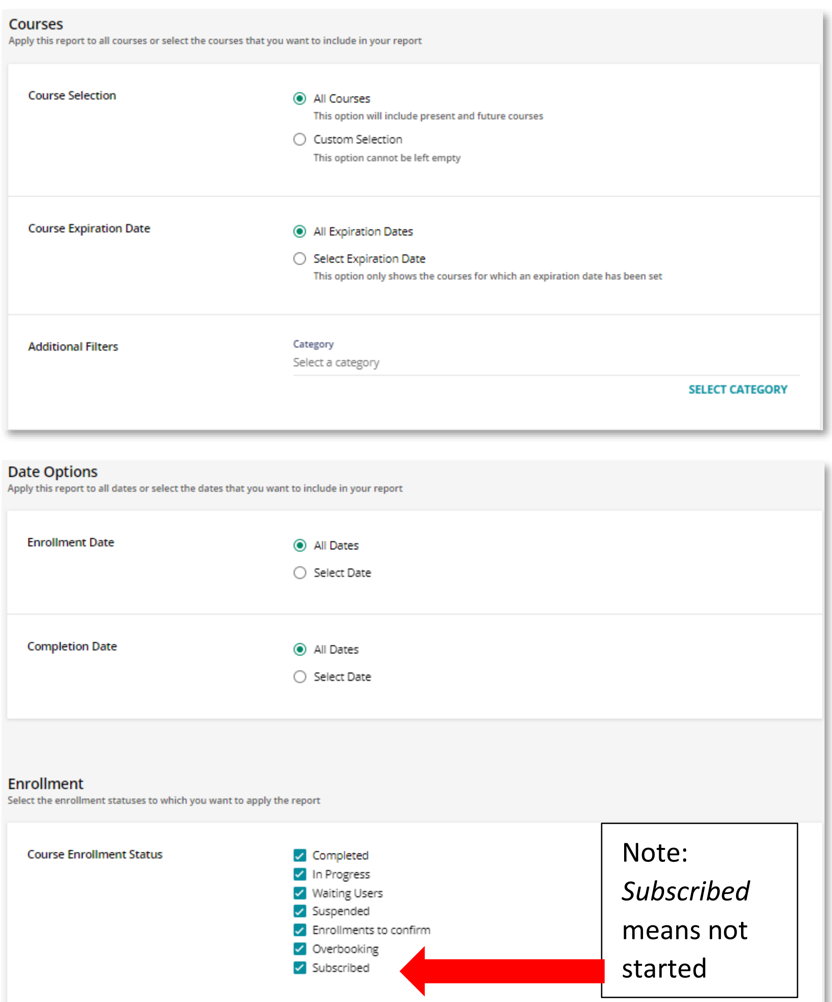
6. A group of 5 Tabs appear on the next page. The 1st tab is *Properties* where edits can be made, and the *Visibility Rules* set. (Please note that *Superadmins* are reserved for our staff.) Click *Save Changes* at the bottom.



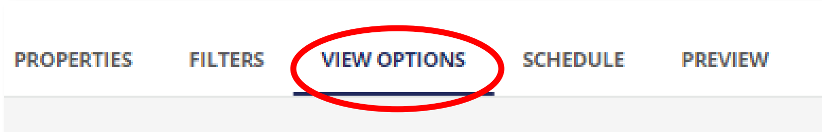


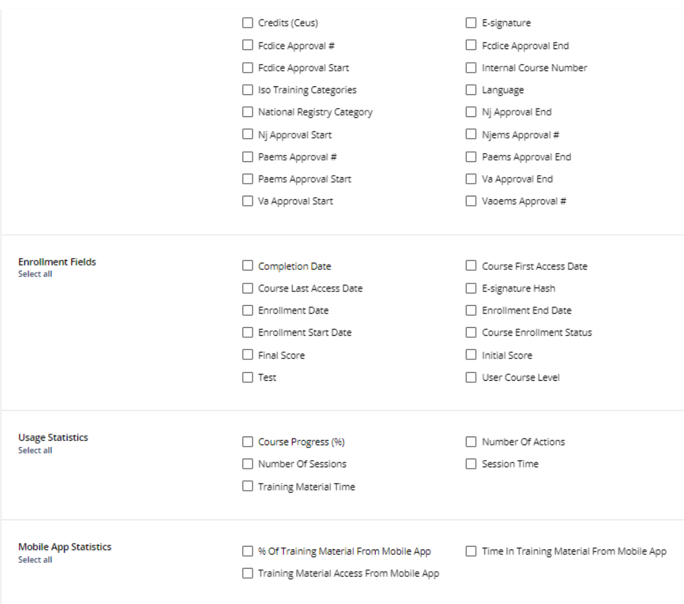
7. The 2nd tab is *Filters, which* allows you to filter your report by *Users, Courses, Date Options, and Enrollment.*

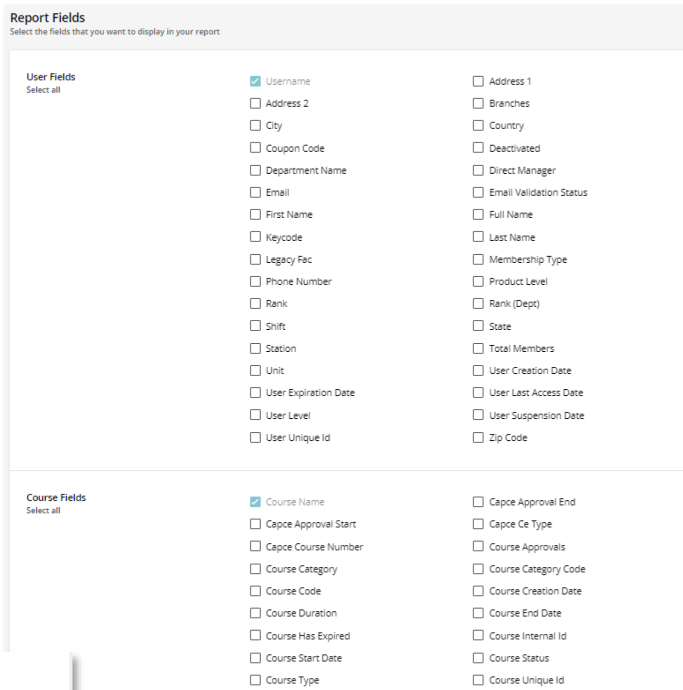


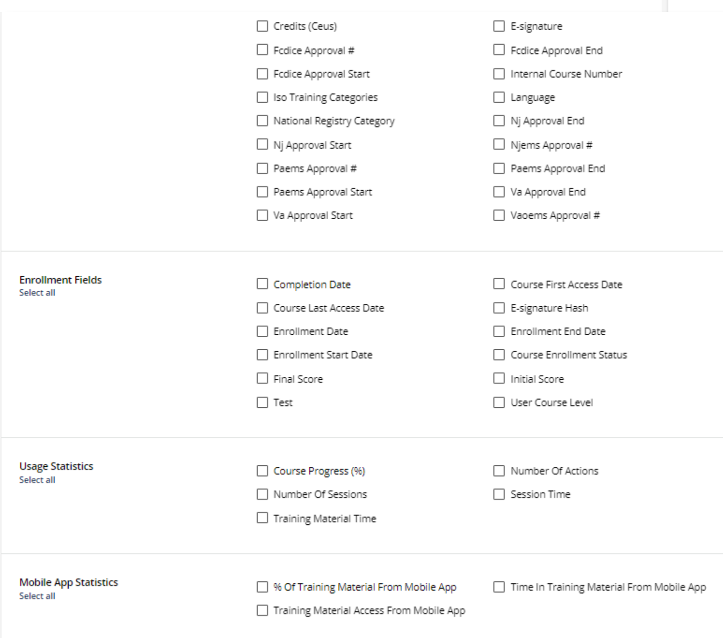


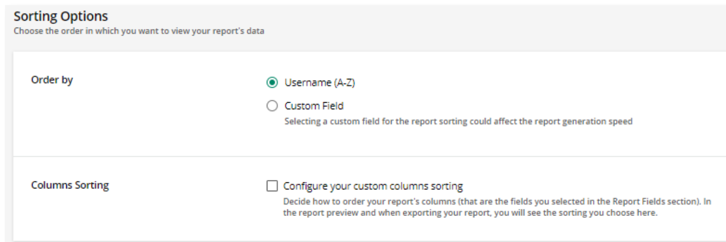
8. The 3rd tab is *View Options* which allows you to select specific report fields and sorting options.







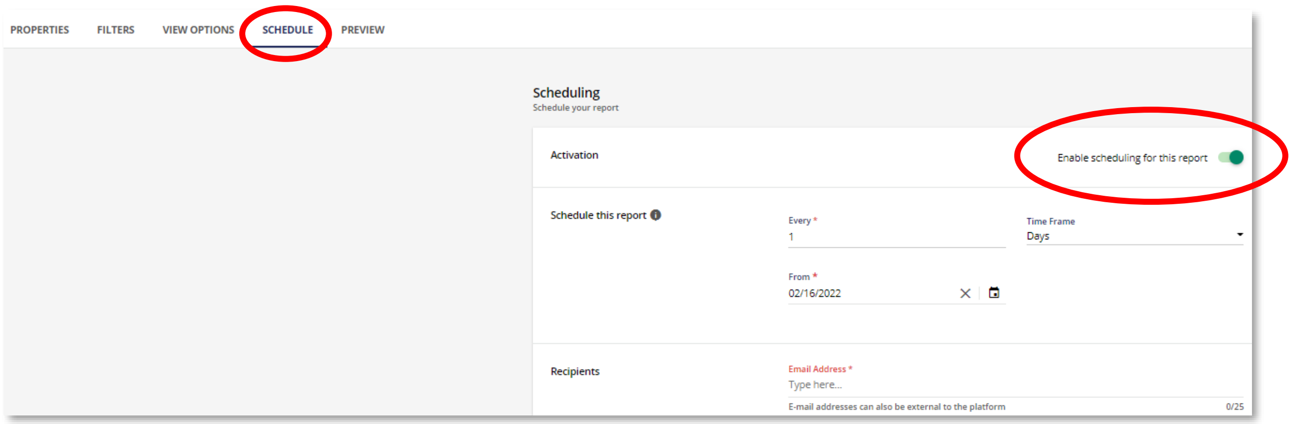




9. Click *Save Changes* at the bottom.

10. The 4th tab is *Schedule* which allows you to schedule the report and add recipients or you can simply view it.

11. Click *Enable scheduling for this report* if desired.



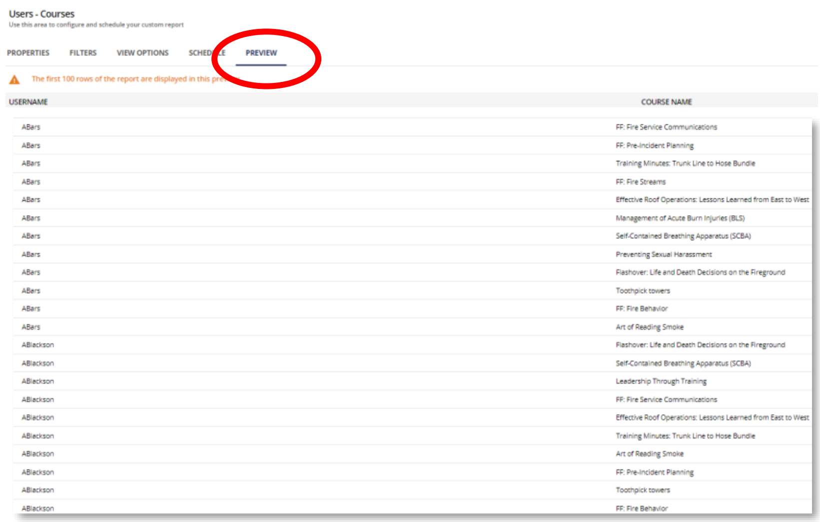
12. Select the frequency, time frame, and from date of your report.

13. Add your recipients email address (which can be recipients who are not platform users).

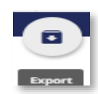
14. **<u>IMPORTANT</u>**: Click *Enter* after each email address.

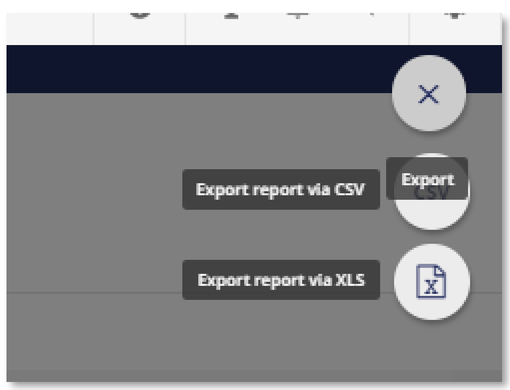
15. Click *Save Changes* at the bottom.

16. The 5th tab is *Preview* which allows you to view the report.



USERNAME	COURSE NAME
ABars	FF: Fire Service Communications
ABars	FF: Pre-Incident Planning
ABars	Training Minutes: Trunk Line to Hose Bundle
ABars	FF: Fire Streams
ABars	Effective Roof Operations: Lessons Learned from East to West
ABars	Management of Acute Burn Injuries (BLS)
ABars	Self-Contained Breathing Apparatus (SCBA)
ABars	Preventing Sexual Harassment
ABars	Flashover: Life and Death Decisions on the Fireground
ABars	Toothpick towers
ABars	FF: Fire Behavior
ABars	Art of Reading Smoke
ABlackson	Flashover: Life and Death Decisions on the Fireground
ABlackson	Self-Contained Breathing Apparatus (SCBA)
ABlackson	Leadership Through Training
ABlackson	FF: Fire Service Communications
ABlackson	Effective Roof Operations: Lessons Learned from East to West
ABlackson	Training Minutes: Trunk Line to Hose Bundle
ABlackson	Art of Reading Smoke
ABlackson	FF: Pre-Incident Planning
ABlackson	Toothpick towers
ABlackson	FF: Fire Behavior

17. In the right corner, you can export the report to CSV/XLS by clicking the *Export* button. 

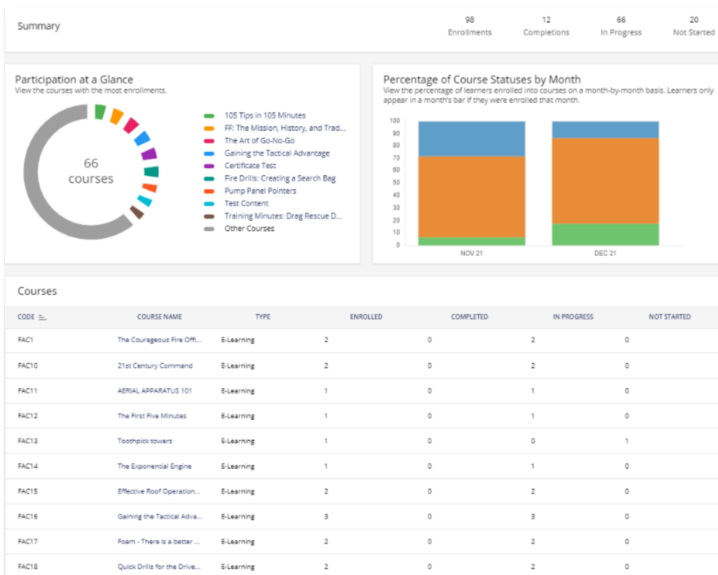


Summary Report – Courses Dashboard		
Section number:	A-08.3	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

Quickly view downloadable course dashboard information and the users who are enrolled in the courses.

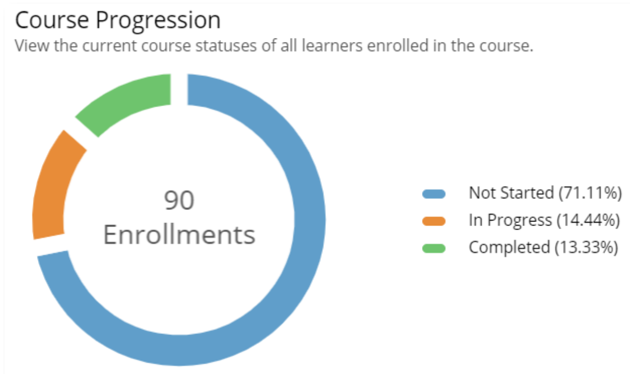
1) To view *Quick Summary Reports & Dashboards* for all courses, click the gear  on the *Admin Menu.*

2) Click on *New Reports* under the *E-Learning* column and select *Courses Dashboard.*

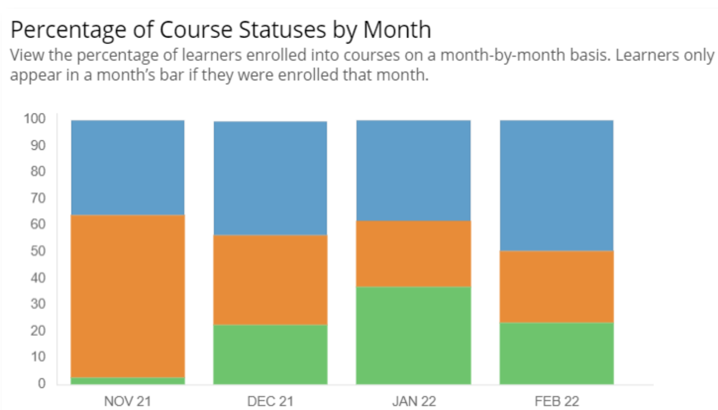


3) The results can be downloaded into a PDF or XLSX, by clicking the export icons in the upper right. 

4) The wheel graph is interactive, and shows *Participation at a Glance*, which allows you to view courses with the most enrollments. Each color in the graph represents a course and can be clicked for further details. *Course Progression* shows how many users have not started the course, how many are in progress and how many completed the course.



5) The bar graph on the top right of page 1 shows *Percentage of Course Statuses by Month*. This allows you to view the percentage of users enrolled into courses within the past several months, including courses not started, in progress and completed.



6) Further at the bottom of the page are all courses, showing the courses with users *Enrolled*, *Completed*, *In Progress* and *Not Started*.

Courses

CODE	COURSE NAME	TYPE	ENROLLED	COMPLETED	IN PROGRESS	NOT STARTED
TRNM25-10	Training Minutes: Extrica...	E-Learning	6	4	2	0
AIRM1	CPAP and Capnography: ...	E-Learning	18	7	8	3
AIRM2	Non-Invasive Ventilation	E-Learning	19	1	2	16
CARD1	E-CPR, VADs, and ECMO: ...	E-Learning	29	7	10	12
CARD2	Cardiac Emergencies in T...	E-Learning	12	4	5	3
COHR1	Preventing Sexual Haras...	E-Learning	19	0	6	13
EOPS1	Mobile Stroke Units	E-Learning	4	2	1	1
FAC1	The Courageous Fire Offi...	E-Learning	7	2	3	2

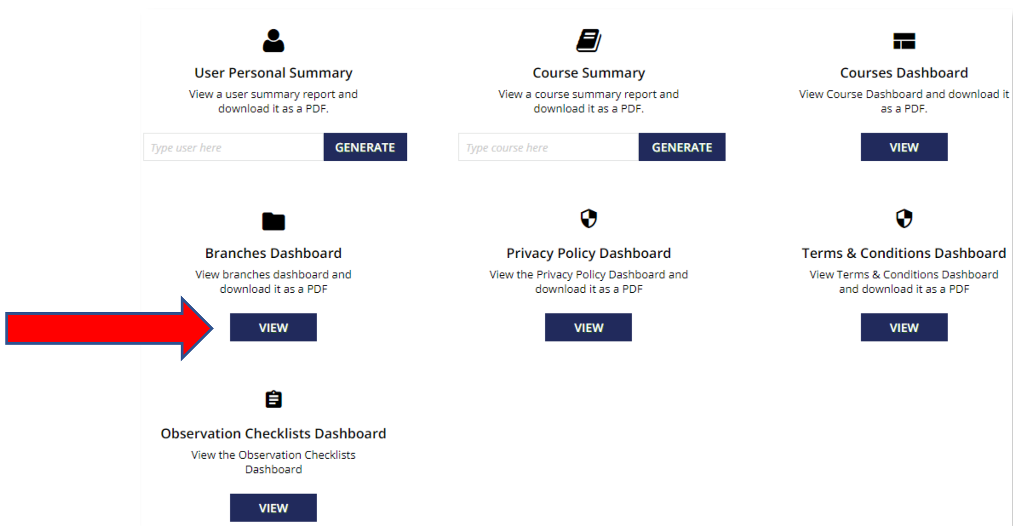
Summary Report- Organizations Dashboard		
Section number:	A-08.4	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

An efficient manner to view statistics for every user in your organization, including enrollment data and progress within the courses.

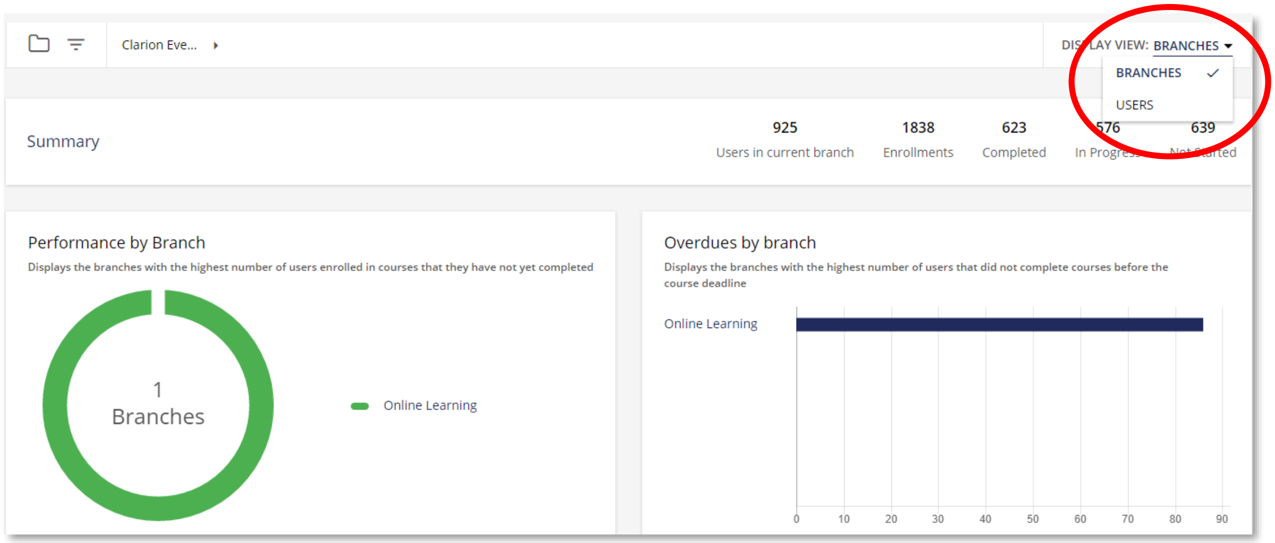
1) Navigate to the *Admin Menu* and click the gear.

2) Click *New Reports.*

3) You will land on the *Quick Summary Reports and Dashboards* tab. Click *View* under *Organizations Dashboard.*



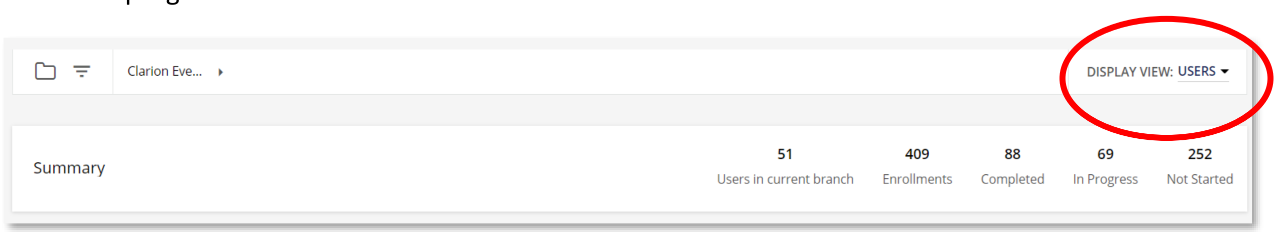
4) You can view both organization and user data, by changing the display view. This is the



Organizations view.

5) This view shows your organization(s) performance along with a summary at the top of the page (and the bottom of the page) of the users in the current organization.

6) Change the display view to *Users*, for a summary of the organization, with specific users' names and the progress of their enrollments.



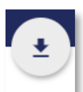
7) Names will be listed in alphabetical order, showing the courses the user is enrolled in.

Enrollments

USERNAME	FULL NAME	CODE	COURSE NAME	TYPE	ENROLLMENT	COMPLETION	STATUS	SCORE	TIME	CREDITS (CEUS)
ABars	Bars Alex	COHR1	Preventing S...	E-Learning	01/31/2022		SUBSCRIBED	0	0s	1
ABars	Bars Alex	FAC13	Toothpick to...	E-Learning	01/10/2022		SUBSCRIBED	0	0s	0
ABars	Bars Alex	TRMA1	Management...	E-Learning	01/25/2022		SUBSCRIBED	0	0s	1
ABars	Bars Alex	TEST127	Self-Containe...	E-Learning	01/10/2022		SUBSCRIBED	0	0s	1
ABars	Bars Alex	FF12M24	FF: Pre-Incid...	E-Learning	12/20/2021		SUBSCRIBED	0	0s	1
ABars	Bars Alex	FF12M4	FF: Fire Beha...	E-Learning	01/10/2022		SUBSCRIBED	0	0s	1
ABars	Bars Alex	FAC40	Flashover: Lif...	E-Learning	12/21/2021	01/10/2022	COMPLETED	0	0s	0
ABars	Bars Alex	FF12M3	FF: Fire Servi...	E-Learning	01/10/2022		SUBSCRIBED	0	0s	1
ABars	Bars Alex	FAC15	Effective Roo...	E-Learning	01/10/2022	01/10/2022	COMPLETED	0	0s	0
ABlackson	Blackson Ang...	TEST127	Self-Containe...	E-Learning	01/10/2022		IN PROGRE...	0	0s	1

1 - 10 of 409

8) Advance to the next pages by clicking the arrows on the bottom right corner.

9) The *Export as XLSX* icon  is located at the top right of the page.

Summary Report- Courses Summary		
Section number:	A-08.5	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

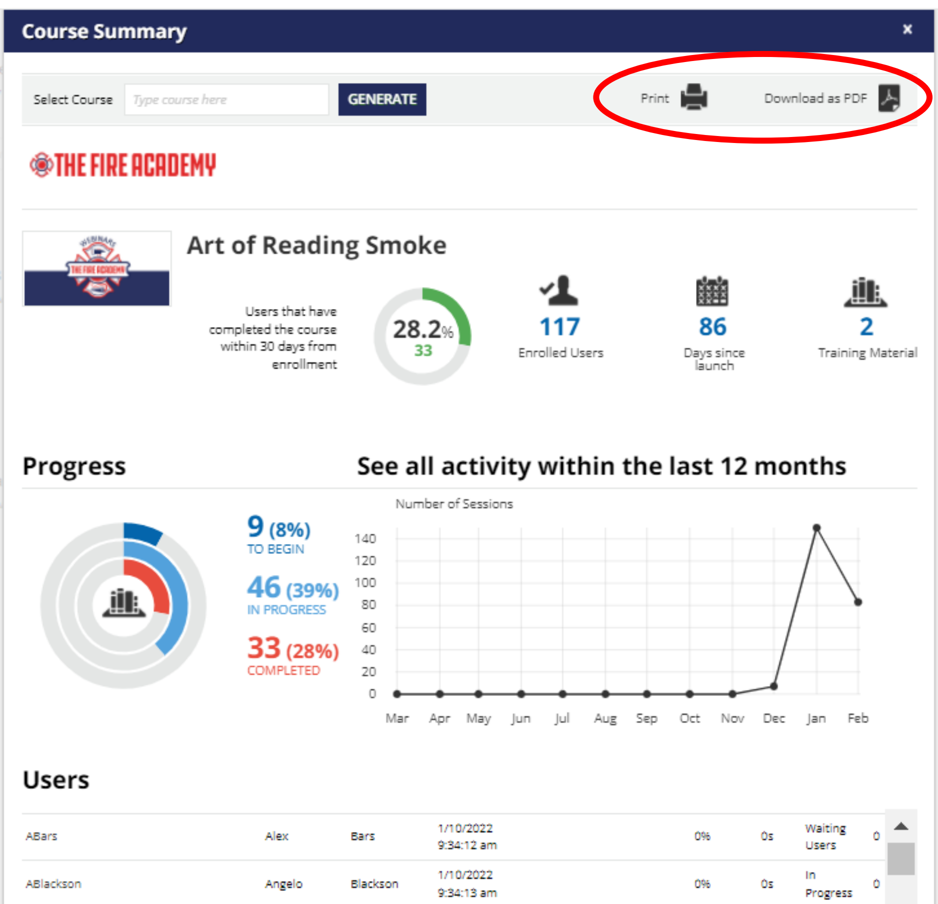
By creating a course summary report, you can track all of the information related to a particular course. You can also download and print the report as necessary.

1) To view a course summary report, click the gear on the *Admin Menu.*

2) Click on *New Reports* under the *E-Learning* column.

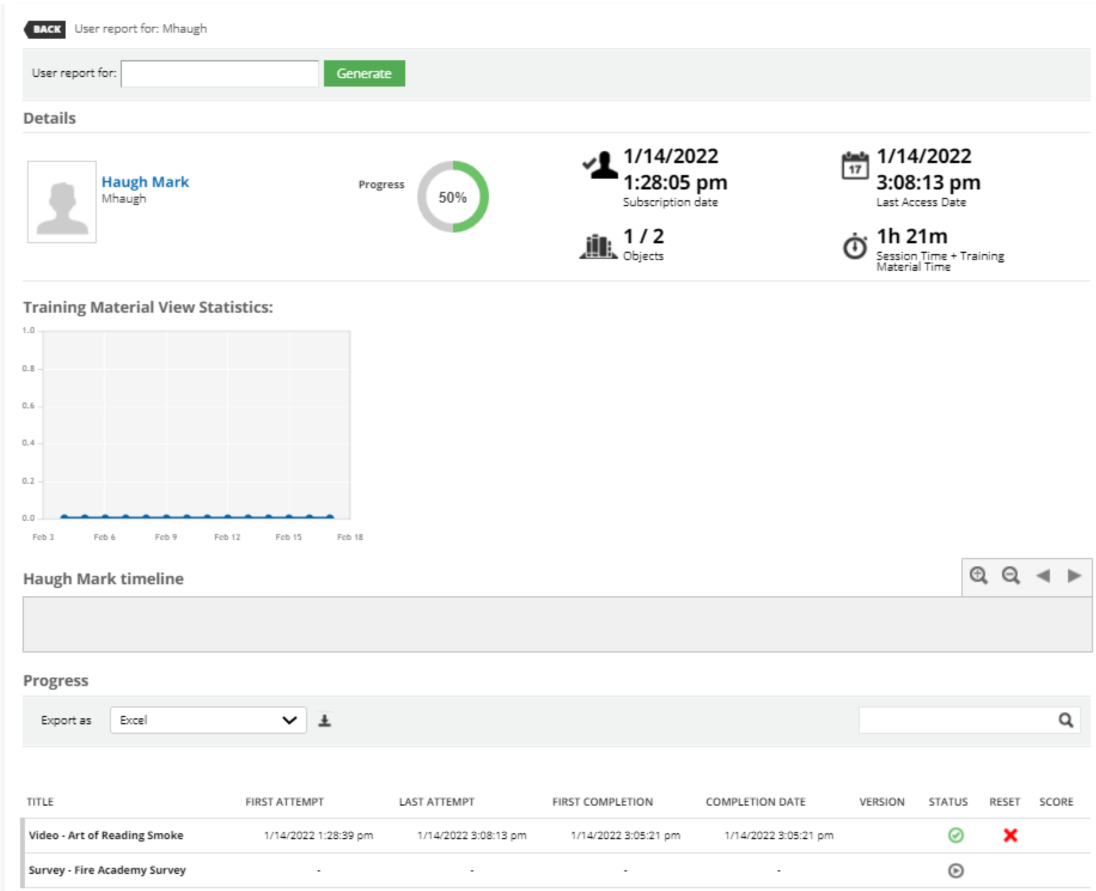
3) Type a course name into the *Course Summary* field and click *Generate.*

4) Quick statistics on the course will populate and the report can be printed or downloaded to PDF.



5) Progress of this course over the past 12 months can be viewed via the line graph.

6) A scrollable list of all users is at the bottom of the page, with the total on the lower left. Click one of the user's names, to view additional details of their progress in the course.



Summary Report- User Personal Summary		
Section number:	A-08.6	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

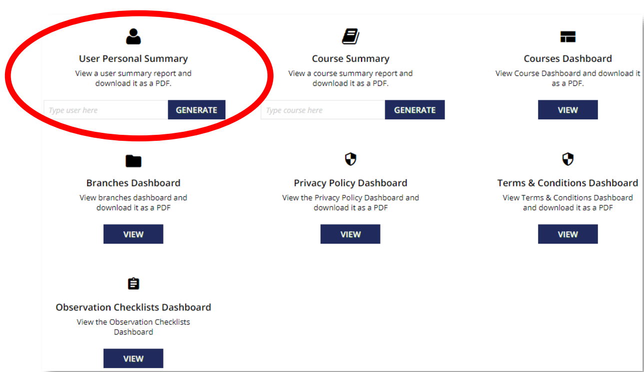
The *User Personal Summary* report allows you to track all of the information related to a particular user. Learners can also see their own personal summary in the *My Activities* area of their platforms. Managers have the ability to view their team members' *User Personal Summary* on the *My Team* page.

1) Navigate to the *Admin Menu* and click the gear. 

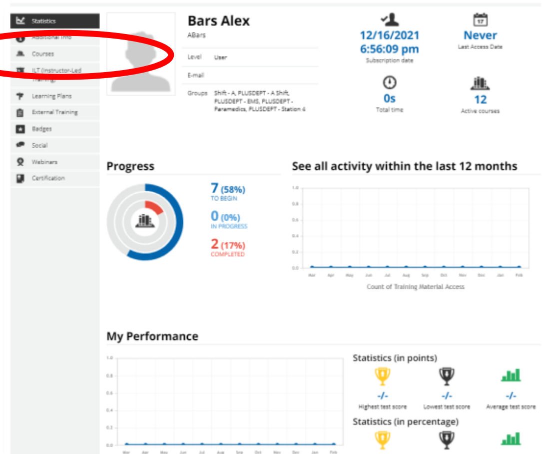
2) Click *New Reports.*

3) You will land on the *Quick Summary Reports and Dashboards* tab.

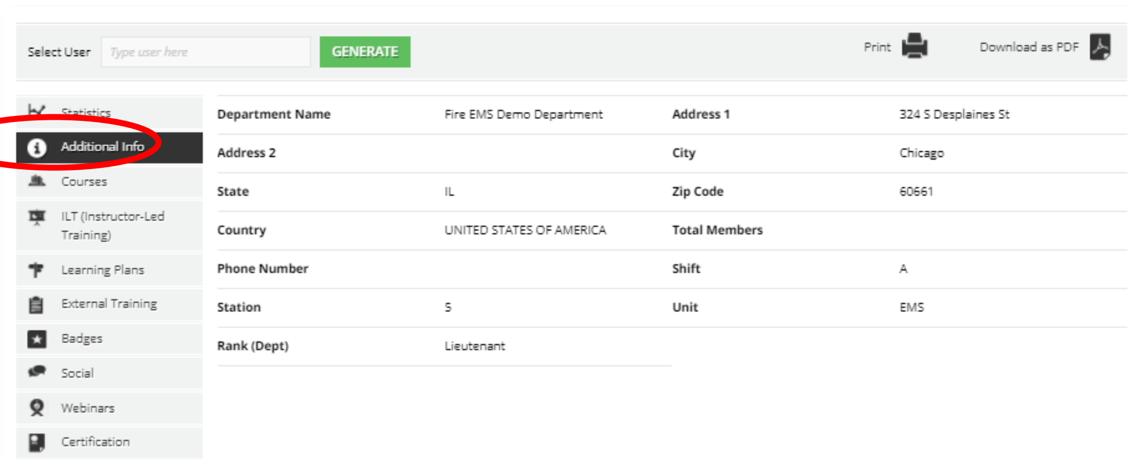
4) Type a user's name under *User Personal Summary* and click *Generate.*



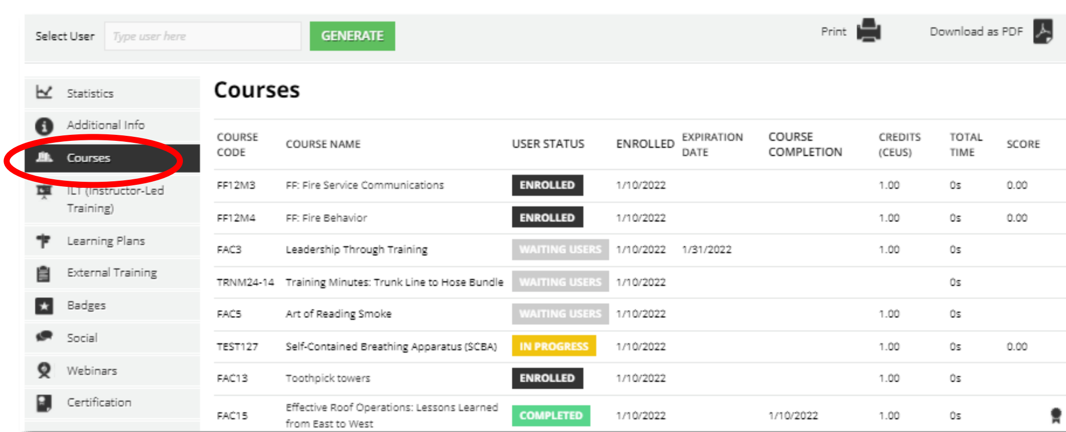
5) The results show a variety of tabs on the left side of the page and a dashboard view of the user. The *Statistics* tab shows *Last Access Date*, *Groups*, *Activity*, *Course Progress* and *My Progress*.



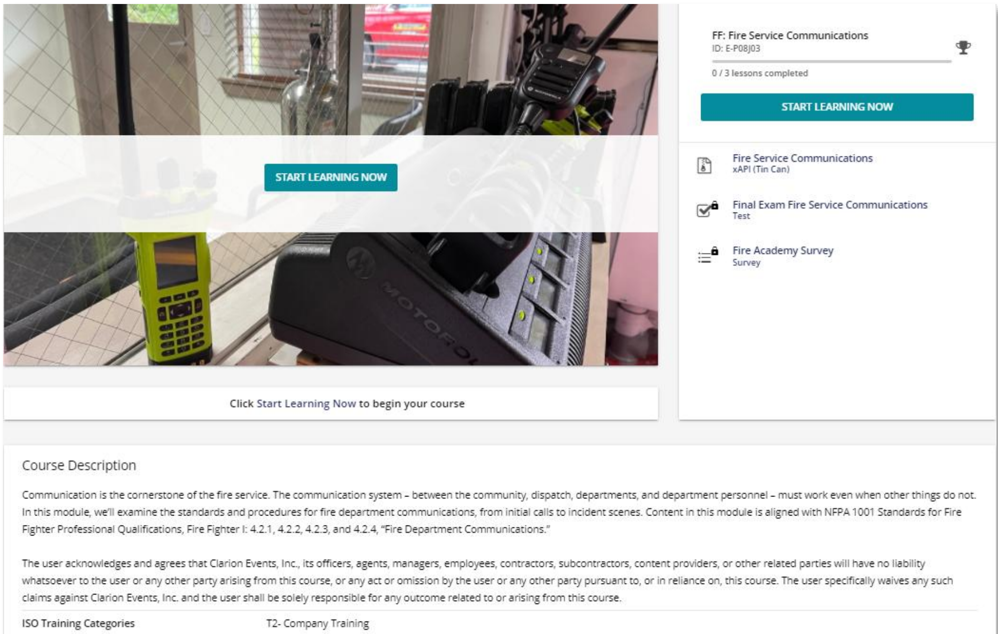
6) The *Additional Info* tab provides department information.



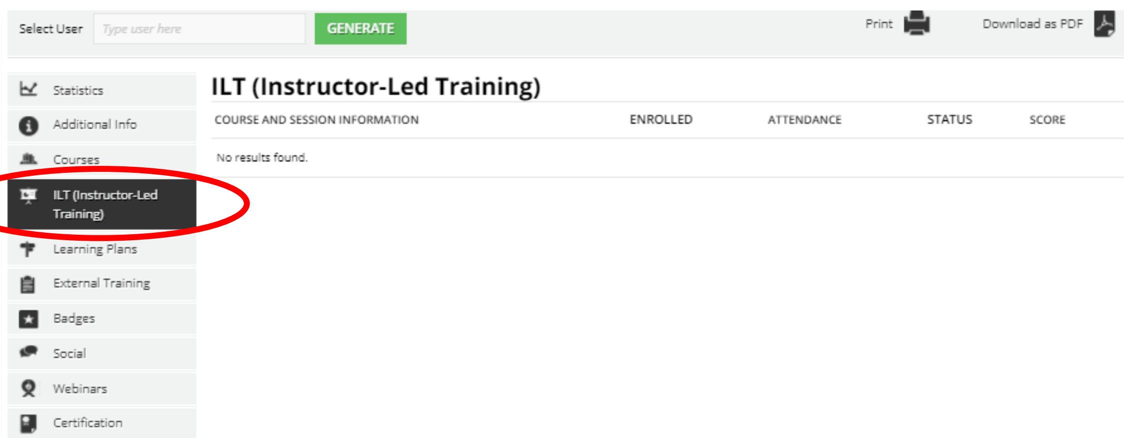
7) The *Courses* tab provides a summary of the user's course statistics. The ribbon icon to the far right of the completed course, can be clicked to view/print the course certificate.



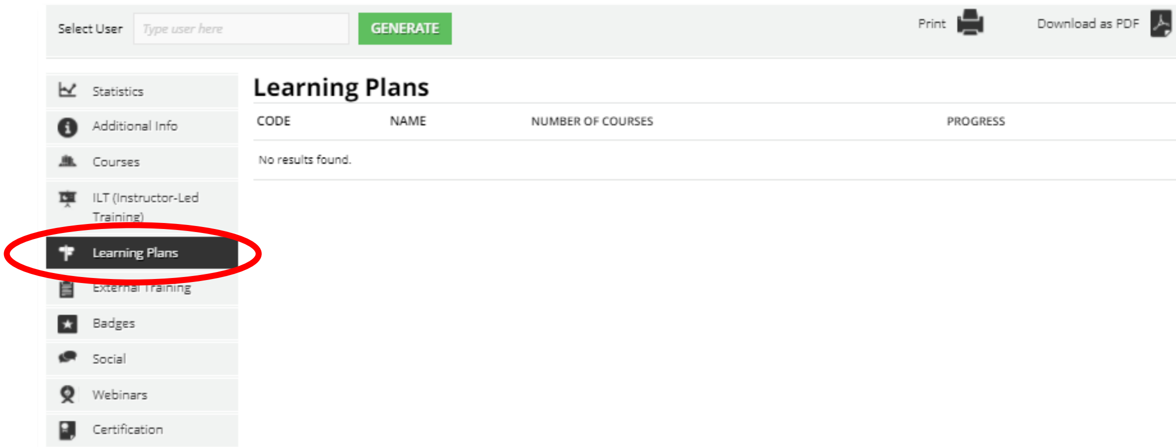
8) Each enrolled course can be clicked for further viewing.



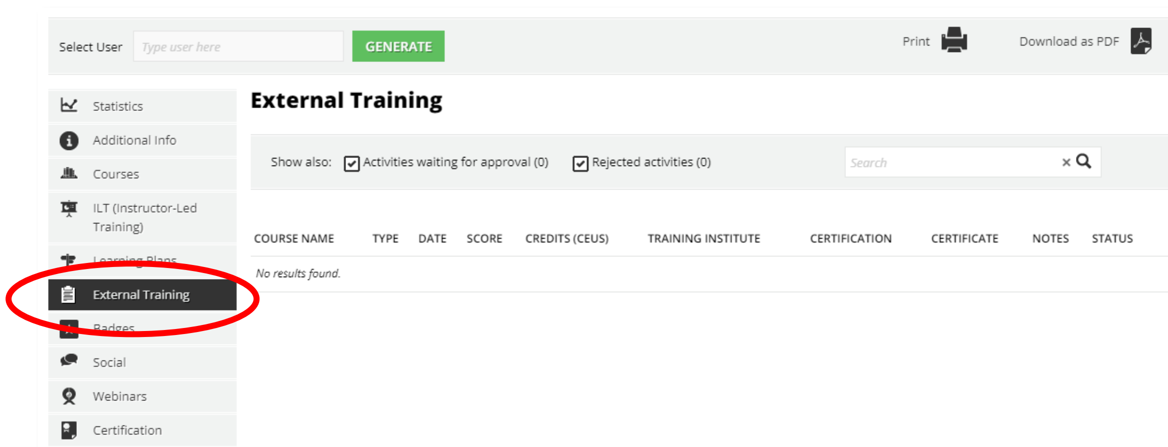
9) The ILT (Instructor-Led Training)) tab shows all ILT courses the user is/was enrolled in (Pro/Premium Level Only).



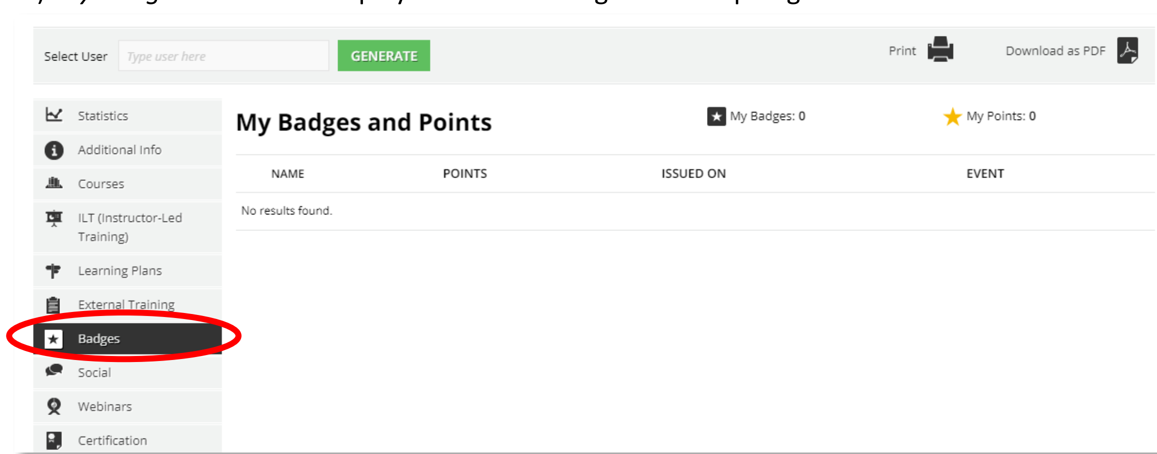
10) *Training plans* provide data on the user's training plans.



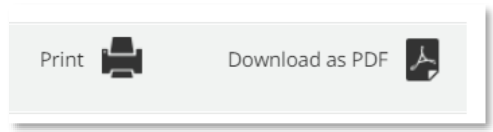
11) *External Training* provides data on department featured training (Pro & Premium Level Only).



12) *My Badges and Points* displays the users' badges based upon goals.



13) Any of the aforementioned information can be printed or downloaded as a PDF by clicking in the upper right corner.

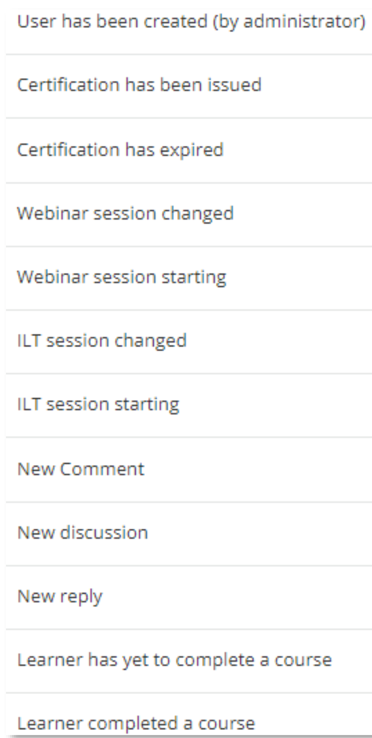


Notifications		
Section number:	A-09.1	Level: Plus/ Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-3314463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

Notifications serve to keep the user up on a variety of topics through platform and email notifications.

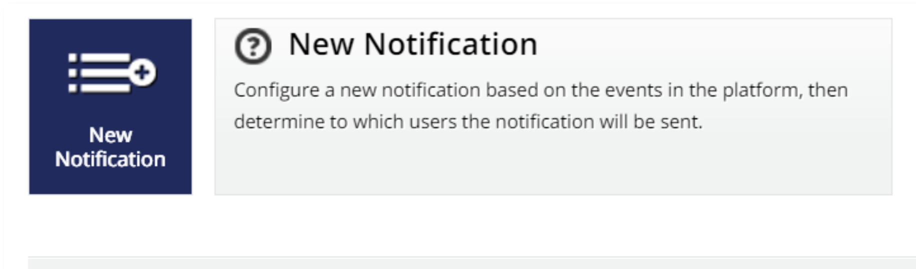
- *Platform Notifications* - In the upper right hand corner of the platform is a bell icon. designating the Message Center. When the user has received a platform notification, a red dot appears on the bell, tallying the number of messages waiting for review.
- *Email Notifications* – You can also deliver direct-to-email notifications, so users can see these alerts when they open their inboxes. Use these when you are asking learners to do things outside the learning platform, or when you want to prompt them to navigate to the platform for specially-designed content.

The LMS has default notifications already set-up, some of which include:

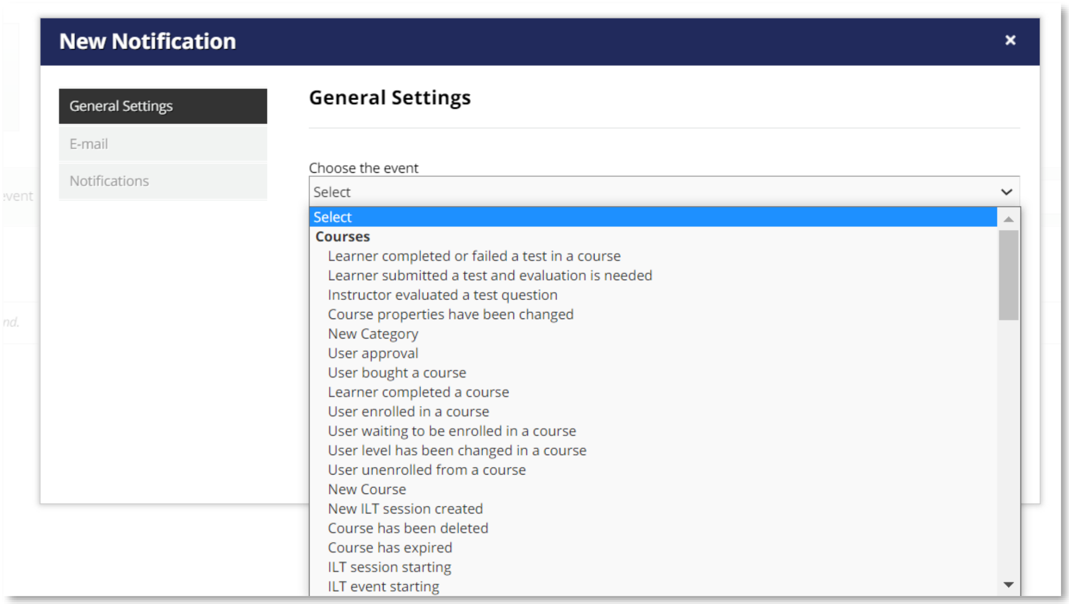


1) To Create Notifications, Click the gear on the *Admin Menu*.
2) Click on *Manage*, below *Notifications.*

3) Click *New Notification.*

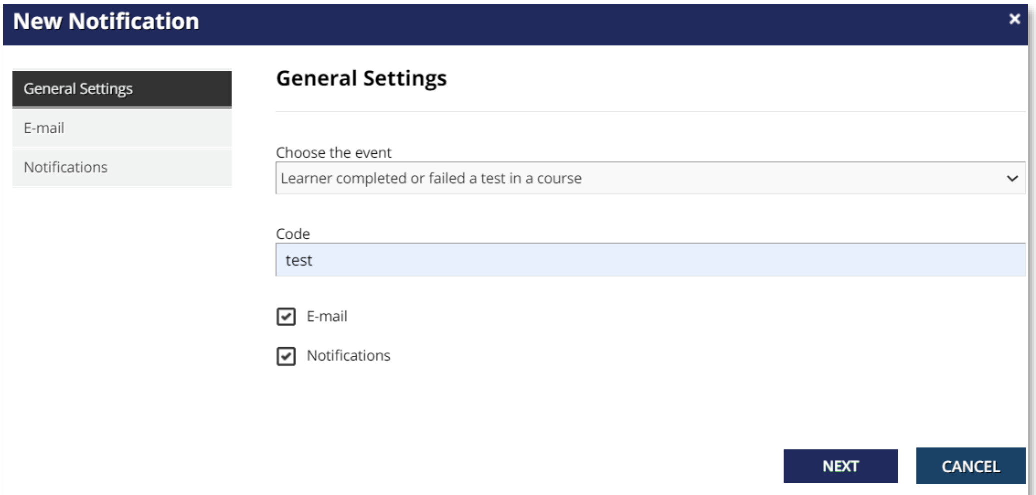


4) Make your selections in the *General Settings* tab.
5) *Choose the Event* will populate reasons to create the notification.



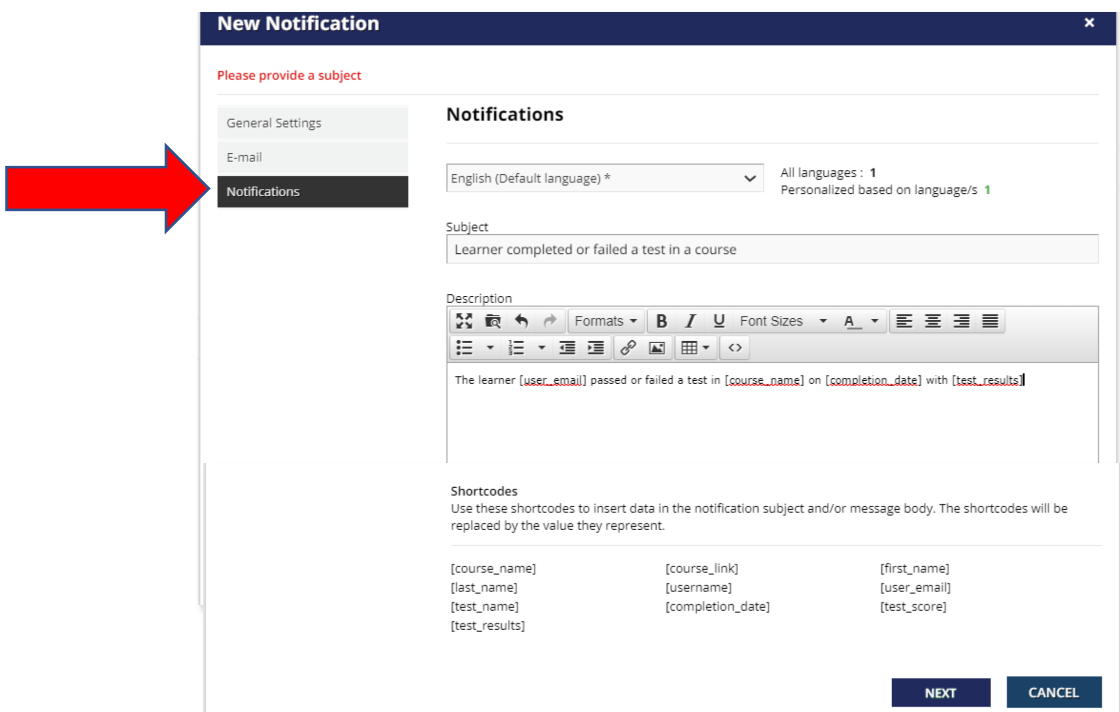
6) The *Email* tab allows you to send the notification via email.
7) Complete the form if this is your desired method of delivery for the notification.
8) The *Notifications* tab allows you to send the notification within the LMS which alerts above the bell.

9) To send notifications via email, click *E-mail* on the left. The from (name) will be 'Fire Engineering Training' or 'JEMS training' and the from (email) should be info@fireengineeringtraining.com or info@jemstraining.com. Beneath the description area, is a list of ***Shortcodes*** that can be copy/pasted into the **subject** and the **description** of the email. Each shortcode represents a

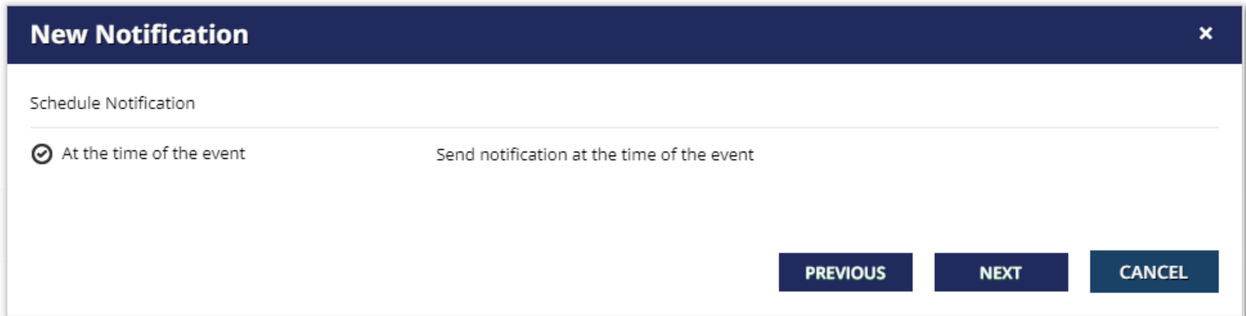


datapoint tied to the notification's event that is populated in the **subject** and the **description** with respect to each instance of the notification sent.

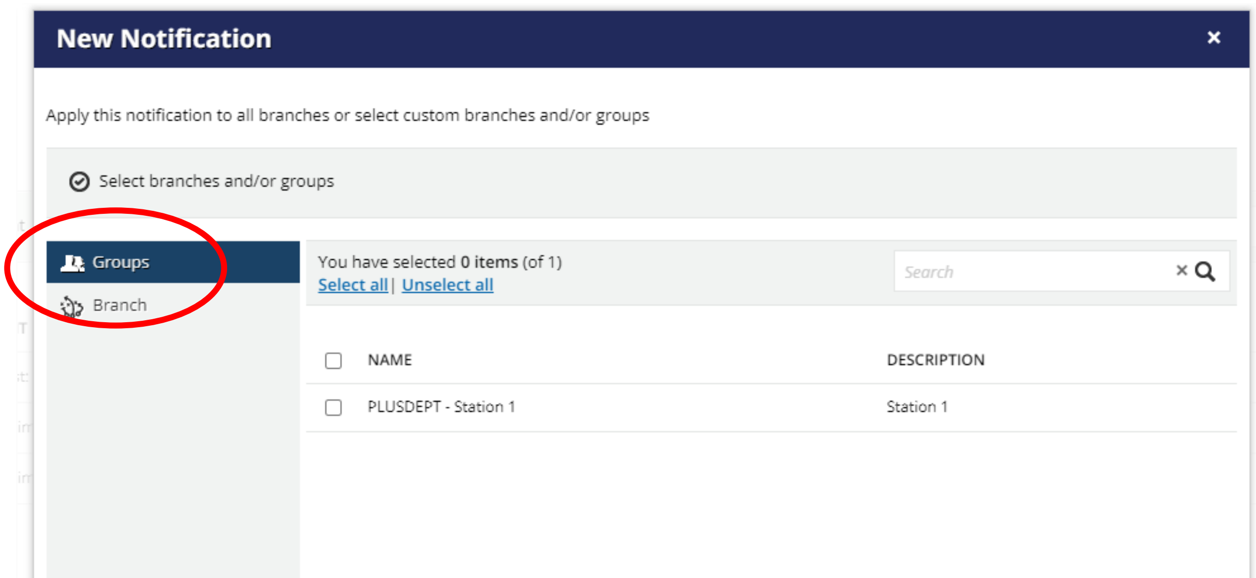
10) To send notifications within the LMS as a bell notification  , click the *Notifications* tab and utilize the **shortcodes.**



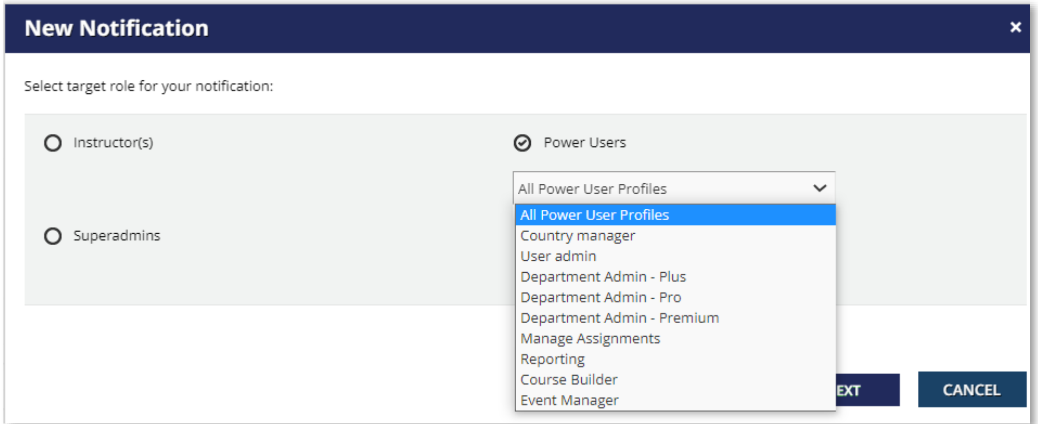
11) Click *Next*, then decide on the schedule for the notification.



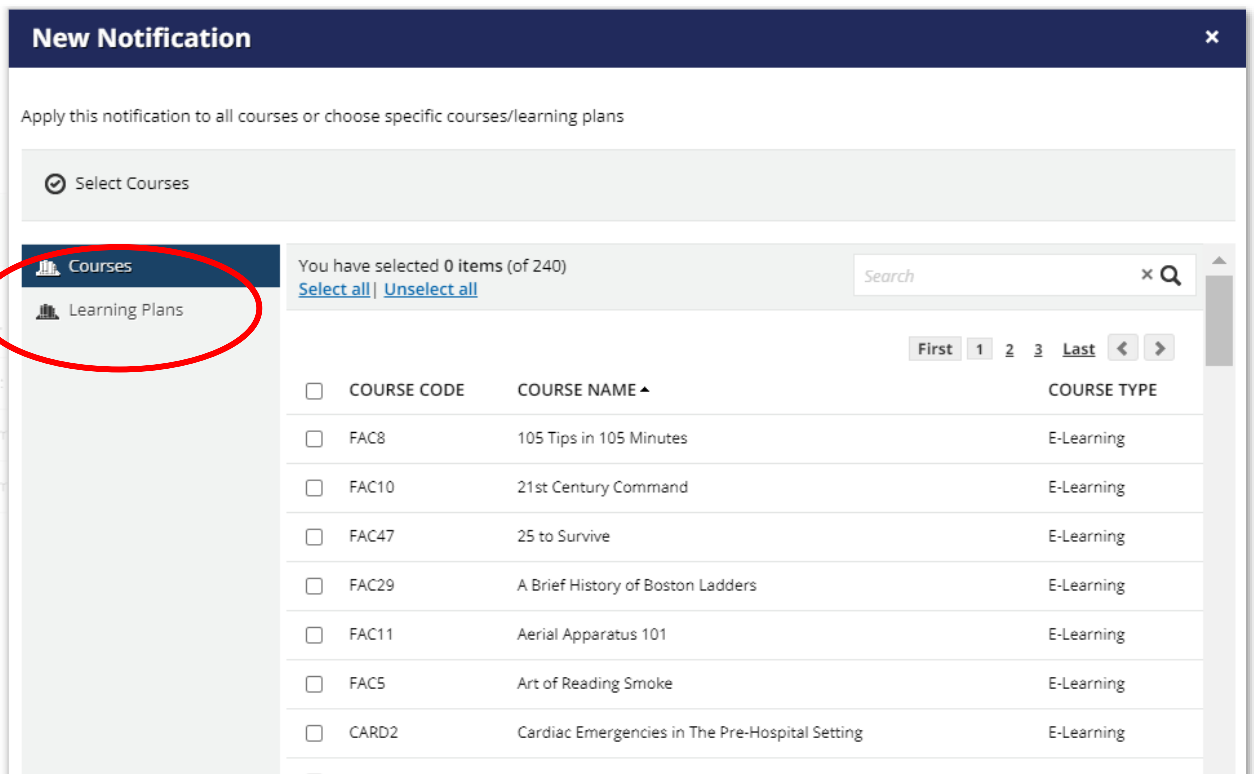
12) Select the *Group* or *Organization* to receive the notification and click *Next* at the bottom.



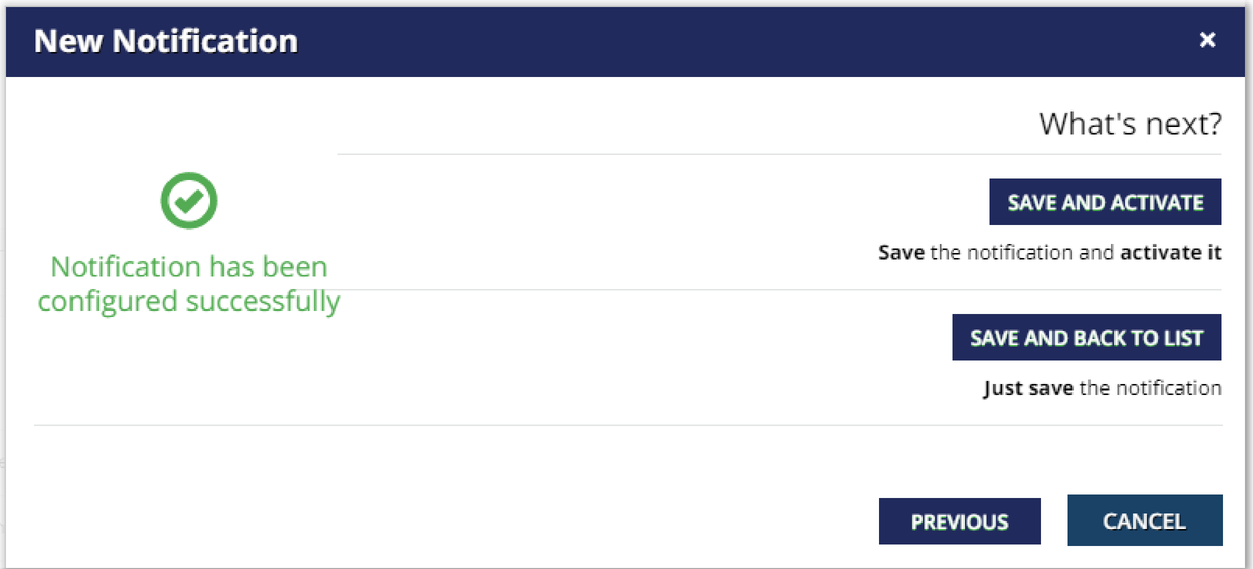
13) Select the *target roles* for your notification and click *Next.*



14) Apply the notification to all courses, or specific courses and training plans.



15) A pop-up shows the notification was correctly configured and gives you the option to *Save and Activate* the notification, or *Save and Back to List* for deployment at a later date.


New Notification
What's next?
Notification has been configured successfully
SAVE AND ACTIVATE
Save the notification and activate it
SAVE AND BACK TO LIST
Just save the notification
PREVIOUS
CANCEL

ADVANCED ADMINISTRATION

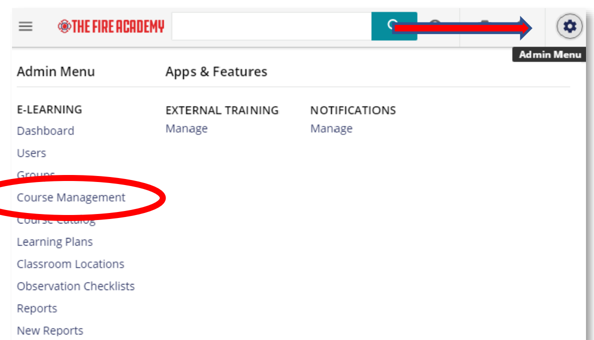
Creating a New Course		
Section number:	AA-01.1	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

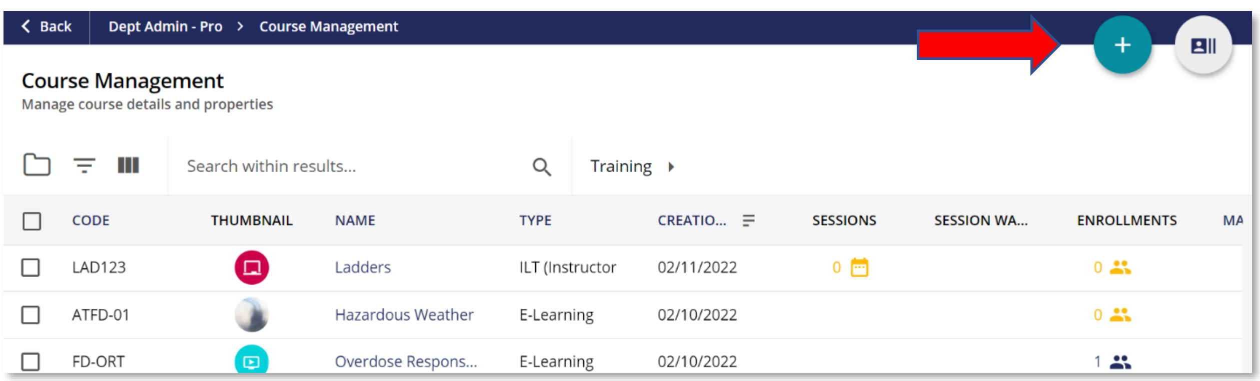
Types of courses that can be added:

- E-learning courses: These courses are completely delivered online, do not involve instructors, and do not require learners to attend them at the same time, and from a physical location.

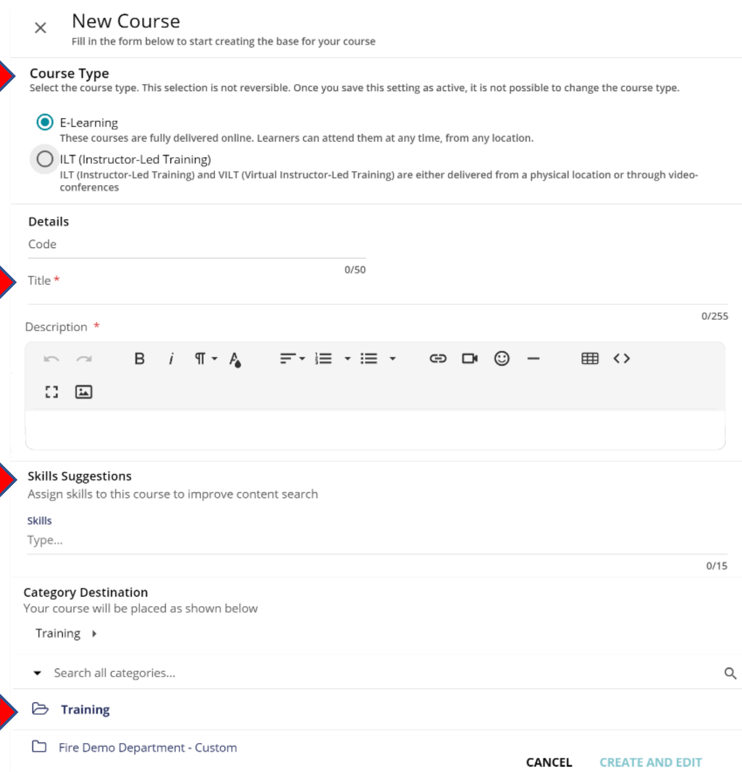
- ILT (Instructor-Led Training) courses and VILT (Virtual Instructor-Led Training): ILT and VILT courses are used to manage classroom and webinar courses. They are managed and delivered by one or more instructors, either online, through a webinar tool, or on-site, in a classroom. These courses are made up of one or more sessions.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) The list of previously created course will populate the screen as shown in the image below.
4) Click on the white + sign in the upper right hand corner of the screen.

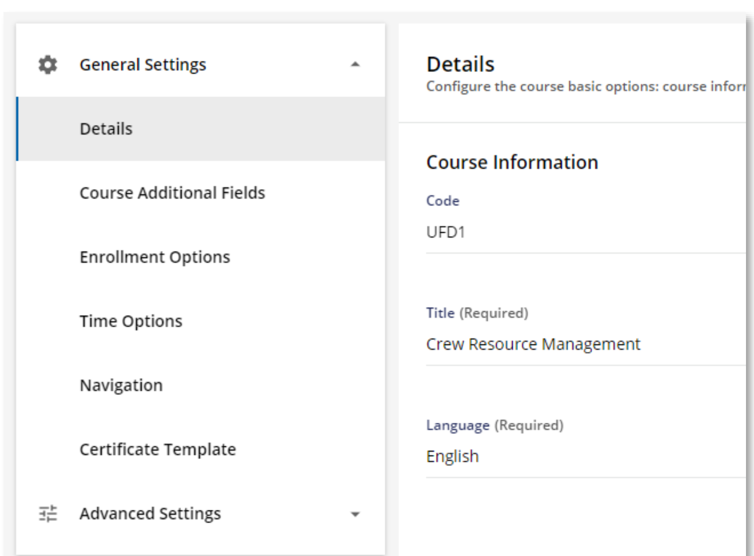




New Course:



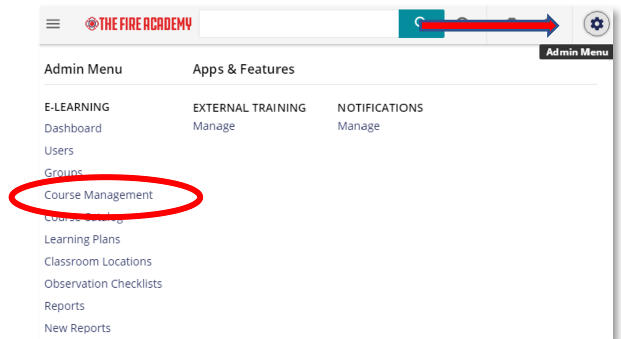
1. Select the *Course Type*:
   - E-Learning
   - Instructor Lead Training (ILT)
2. *Details:*
   - Add a code for the course.
   - Create a title or name of the course
   - Fill in a description of the course. This will benefit users as they are seeking information on this course.
3. *Skills Suggestions*
   - Assigning skills to the course. making it easier for users to search for and find the course for the types of skills they are looking to develop.
4. *Category Destination:*
   - Choose where you want this new course to be housed. You should have a folder with your department name to use.
5. Click on *Create and Edit*. When you select this, you will be taken to a new screen where you may begin to further define your course and add details to help users understand the course objectives. That topic is covered in *Course Management- Properties.*



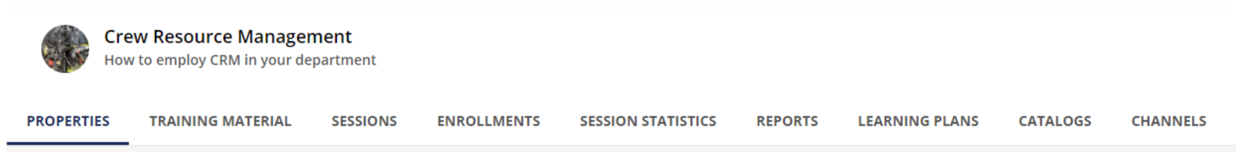
Properties (General Settings)		
Section number:	AA-01.2	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email:Support@thefireengineeringtraining.com

In this section you will be able to configure the course's basic options. You can modify the course information as much or little as you need.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) Choose the specific course you wish to modify.

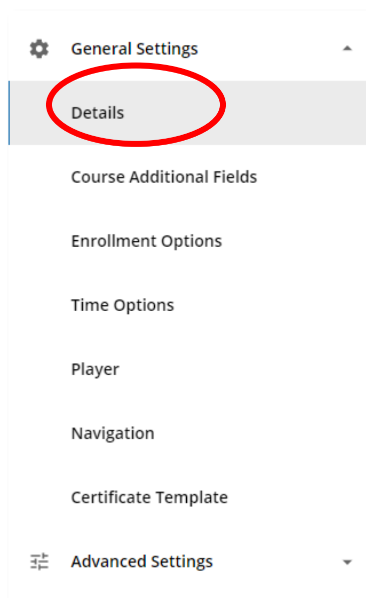


Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

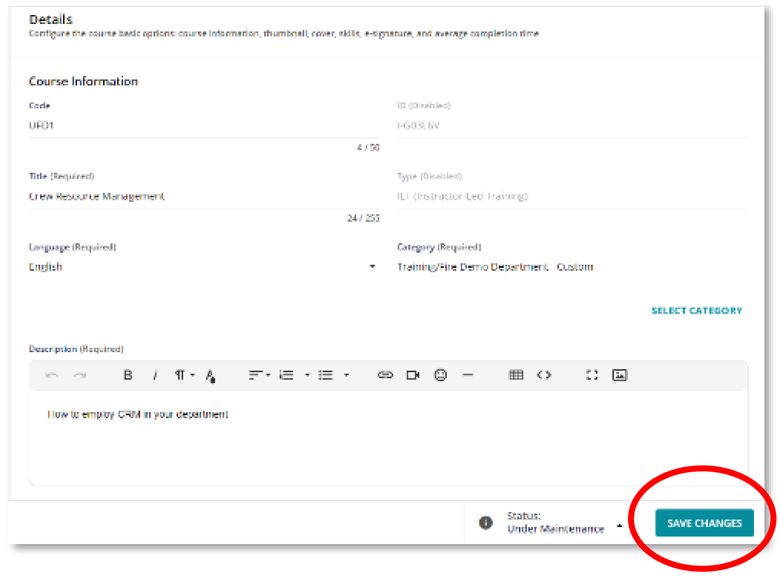


A window labeled *General Settings* provides you with a list of options that you can use to enhance, define, provide course information to the user regarding this course. The Details section is the default screen on this landing page.

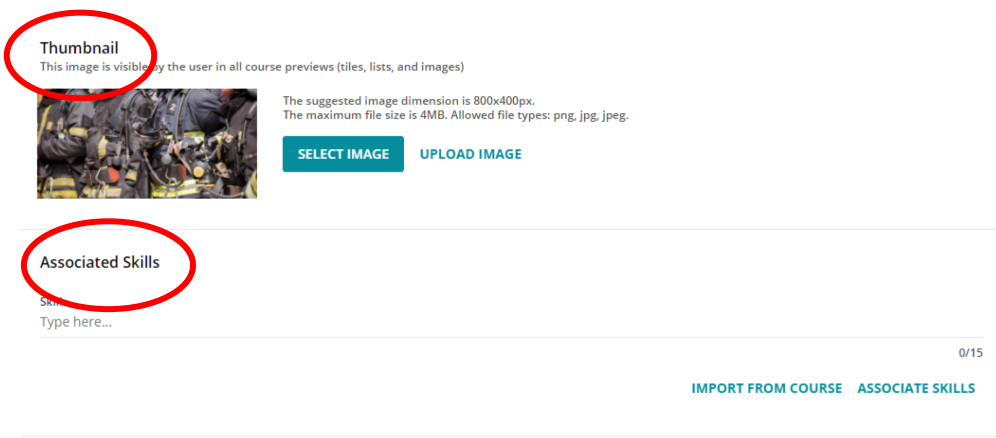
- *Details*
- *Course Additional Fields*
- *Enrollment Options*
- *Time Options*
- *Player*
- *Navigation*
- *Certification Template*
- *Advanced settings: Will be covered under Course Management- Properties. (advanced settings)*



- ***Details***
  - *Course Information:* Configure the course basic options
    - Course information.
    - You can select a category to associate this course within the LMS which should be your custom department folder.
    - A course description is required.
    - Click on save changes.

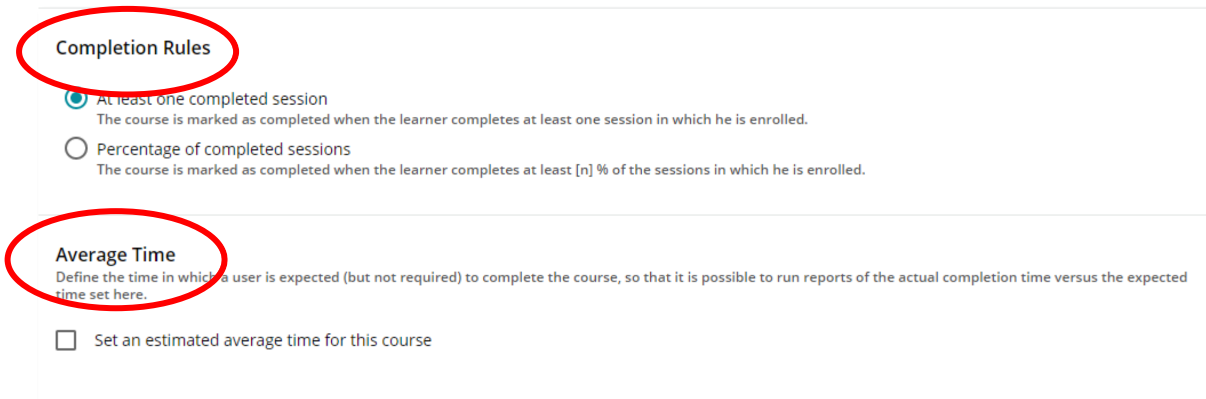


  - *Thumbnail section:*
    You can use an image for the course to help set it apart. The LMS has a library of images you can select or you can upload one of your own.



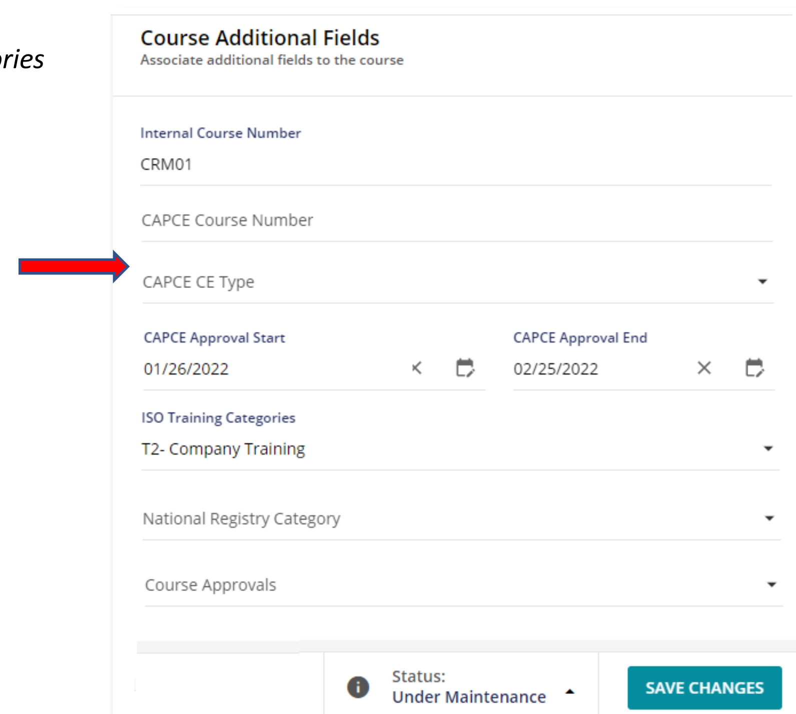
  - *Associated Skills:*
    This area allows you to “tag” specific skills associated with this course. You can add them as new or import the skill sets from an existing course.

- *Completion Rule:* You can determine when a course had been deemed completed.
    - Marked completed when one session is completed.
    - Marked as completed when a certain percentage of the sessions are completed.

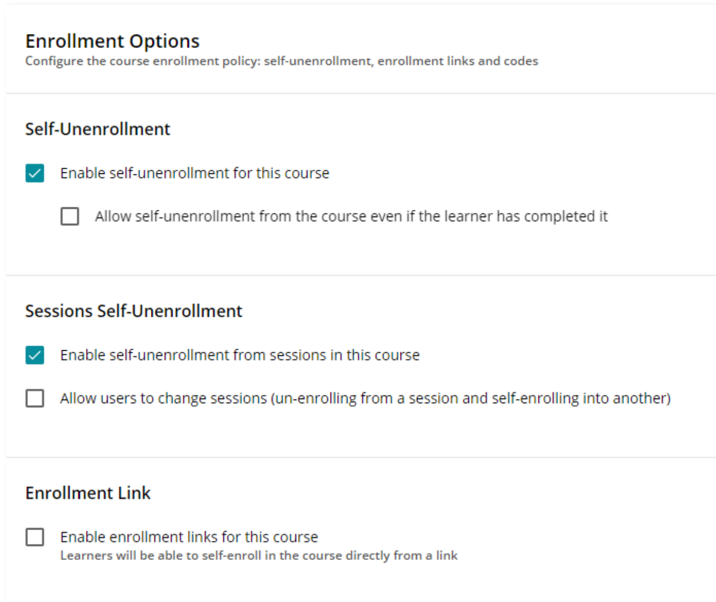


- *Average time:*
  You can set an estimated time that the course should be completed. This allows users to manage their class/ time schedule.

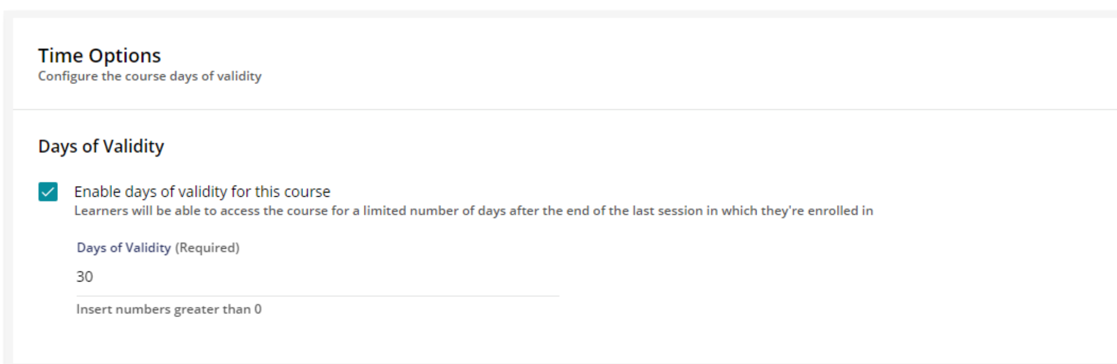
- ***Course Additional Fields***: associate additional fields to the course.
    - Common fields used include:
        - *ISO Training Categories*
        - *National Registry Category*



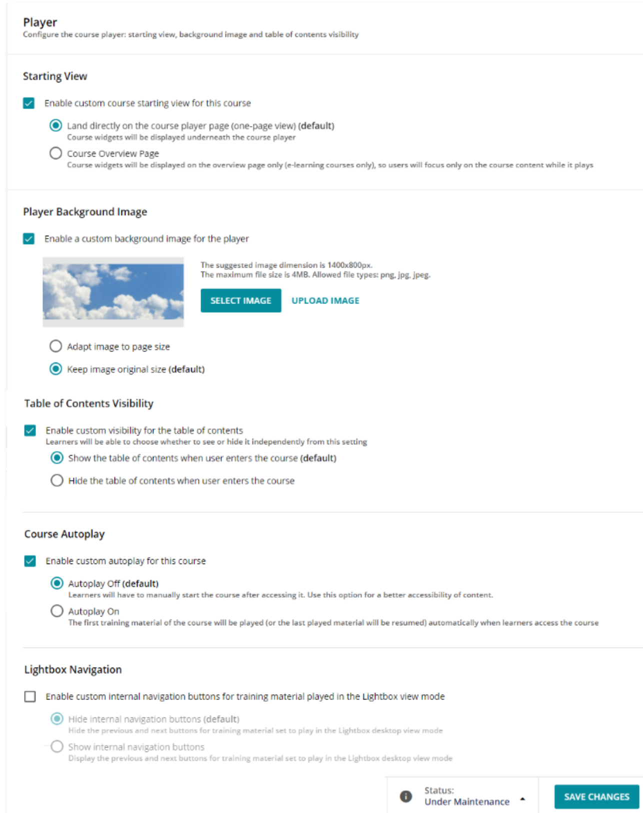
- ***Enrollment Options:*** Configure the course enrollment policy. You can determine how users enroll and un-enroll from the course.



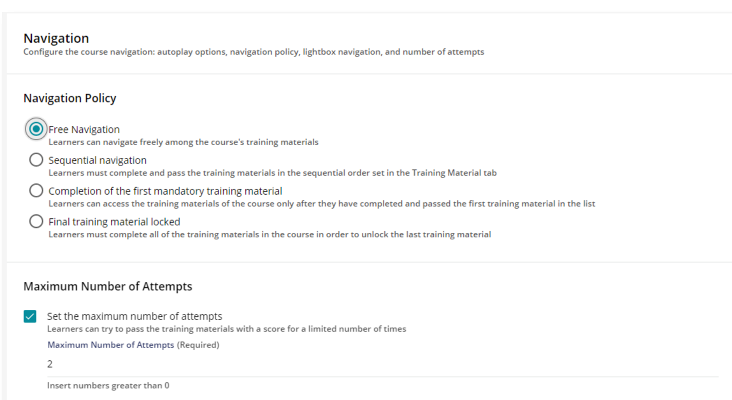
- ***Time Options:*** Configure the course days of validity**.** Determine the number of days that a user has to access the course. Note that you can leave this section blank and set the days of validity based on assignments instead.



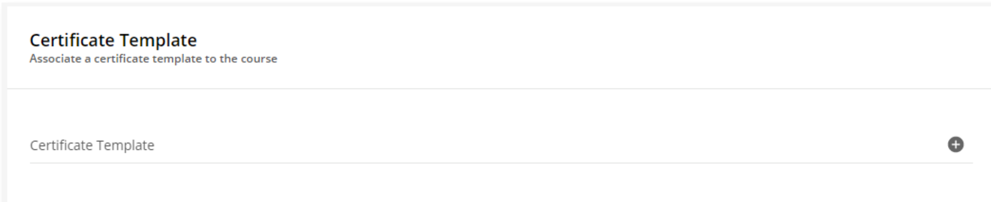
- ***Player:*** Configure the course player: starting view, background image and table of contents visibility. You have the option of using the default, custom or disabling the settings for each of the following player properties.
    - *Staring view*
    - *Player background*
    - *Table of contents Visibility*
    - *Course Autoplay*
    - *Lightbox Navigation*



- ***Navigation:*** Configure the course navigation- auto play options, navigation policy, light-box navigation, and number of attempts a user has to pass the course.



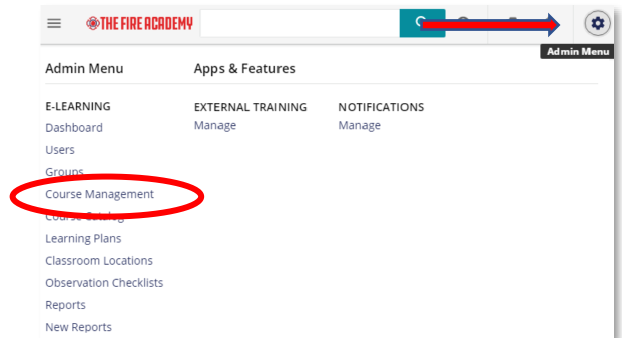
- ***Certificate Template:*** You can associate a certificate template with this course.



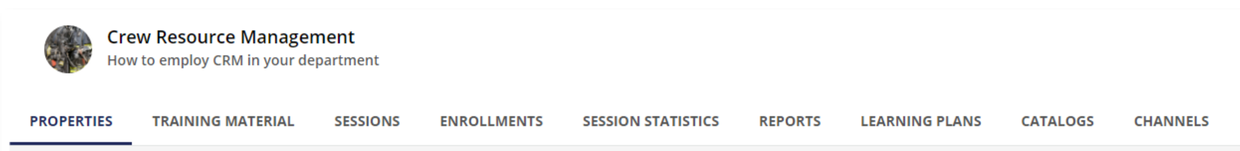
Properties (Advanced Settings)		
Section number:	AA-01.3	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

In this section you will be able to configure the course's advanced options. You can modify the course information as much or little as you need.

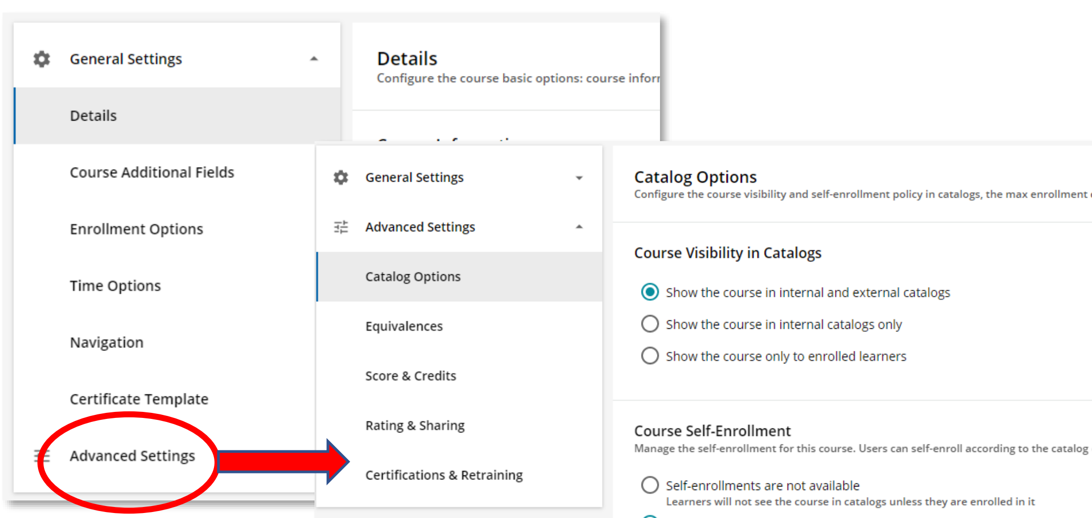
1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) Choose the specific course you wish to modify.



Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

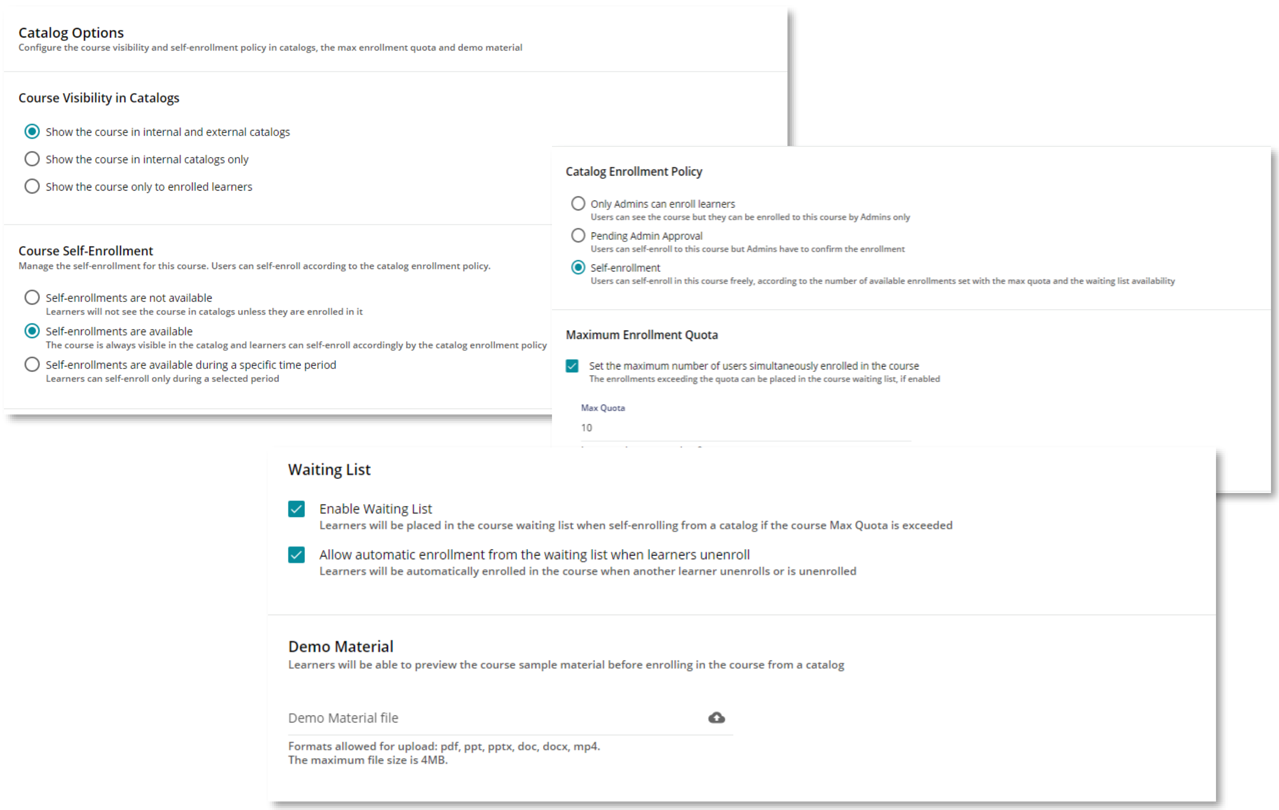


The landing page for Properties defaults to the General Settings / Details page. Scrolling down to and selecting Advanced Settings opens up new options for the course. None of these are required but will continue to enhance your course.

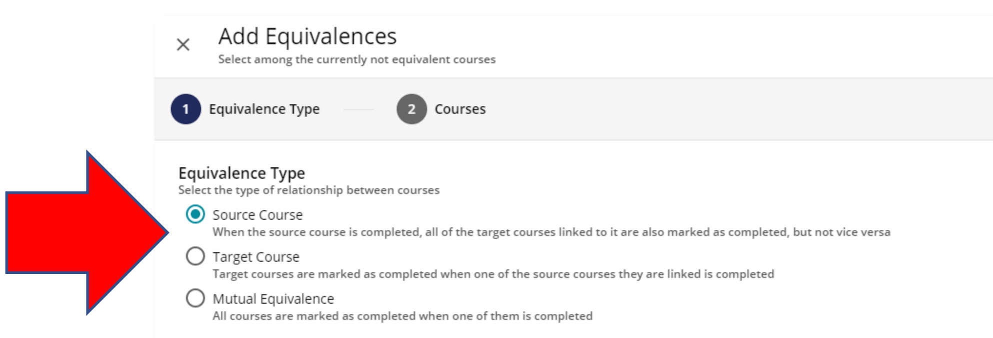


- ***Catalog Options:*** Configure the course visibility and self-enrollment policy in catalogs, the max enrollment and demo material.

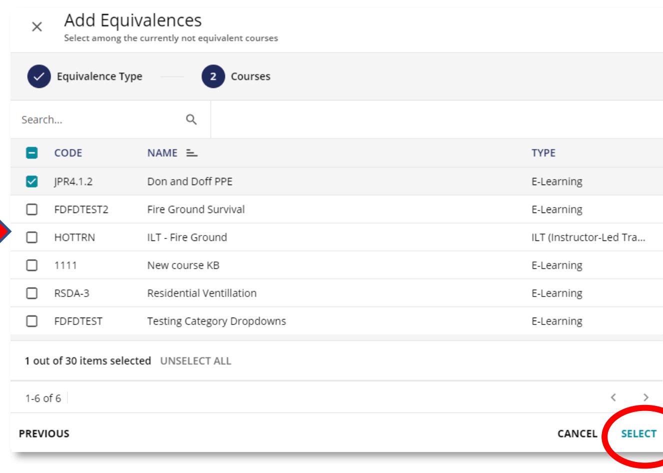
    Each of the below topics are defined in the LMS, giving you easy to follow instructions and an explanation of the choices available. Note that you will only have an internal catalog.



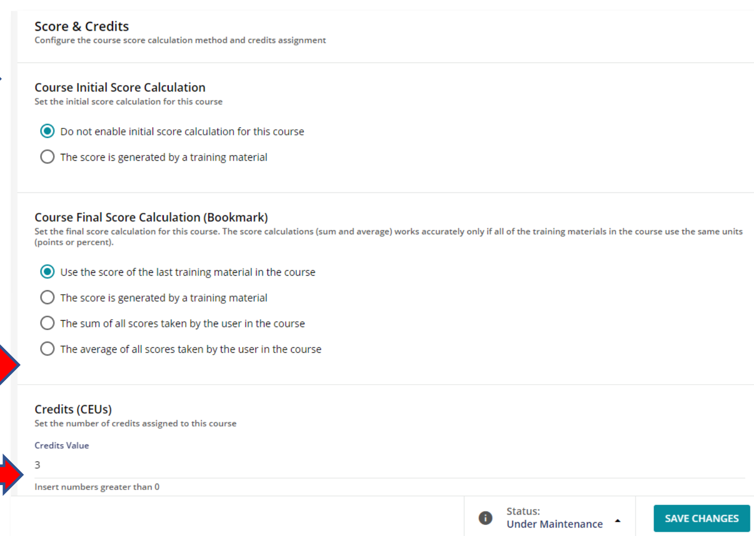
- ***Equivalencies:*** Select one or more courses to be considered as equivalent to this course. You can select up to 30 courses.
    - Adding equivalences to the course.
    - Select the equivalence type.



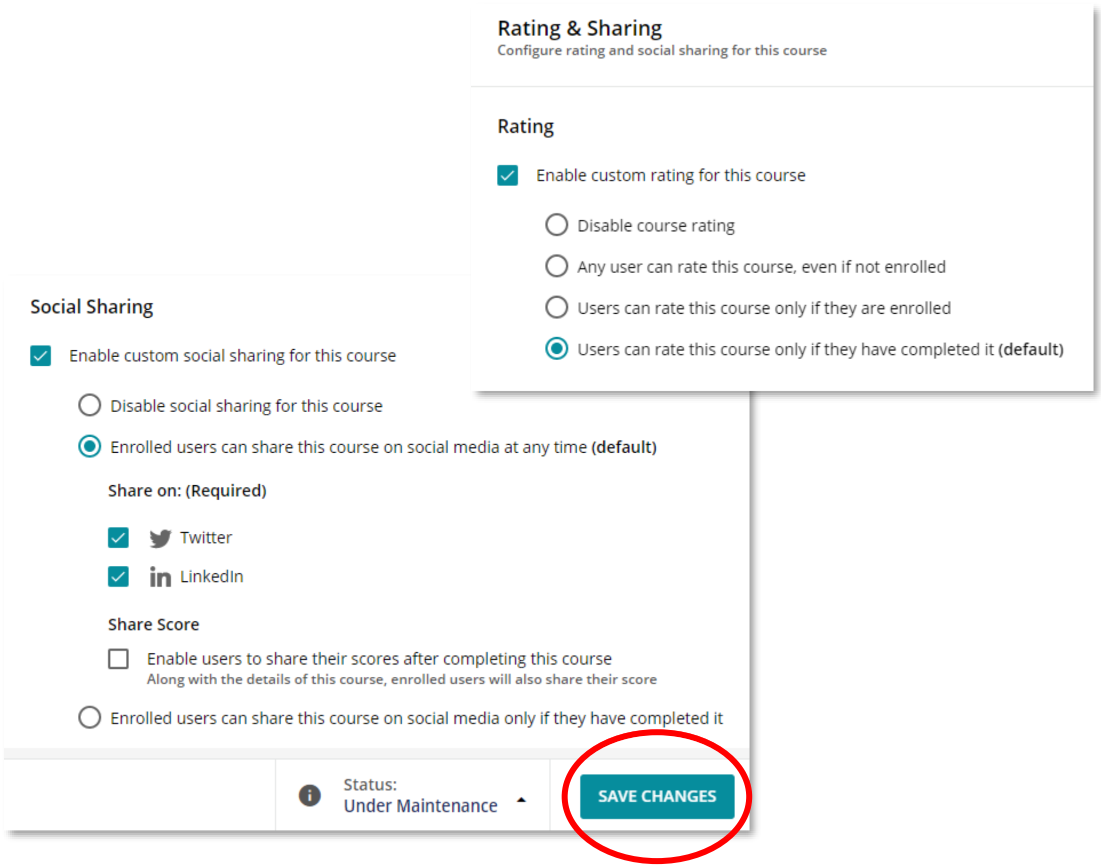
- A window will open up listing all available courses that are not currently being used as an equivalent course. Check box the course(s) that are to be deemed as equivalent. Once this step is completed click on select. This will save your choices and these can be seen on the landing page under *Equivalencies*.



- ***Score & Credit:*** Configure the course score calculation method and credits assignment.
  - Set the initial score calculation for this course.
  - Set the final score calculation for this course. The score calculations (sum and average) works accurately only if all of the training materials in the course use the same units (points or percent).
  - Set the number of credits assigned to this course. This is a general training hours field and should be used to track ISO hours as well.



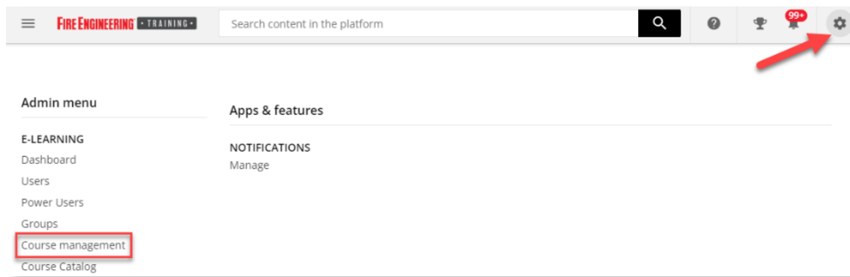
- ***Rating & Sharing:*** Configure rating and social sharing for this course.
  - The easy to follow instructions and explanations guide you through these steps.
  - Once finished customizing, click save changes.



Course Management: Training Material		
Section number:	AA-02.1	Level: Pro/ Premium
Date of review:	07/31/24	For further assistance: 800-331-4463
Effective date:	07/31/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

In this section you will be able to add content to your course. These materials help to reinforce the training that you are creating.

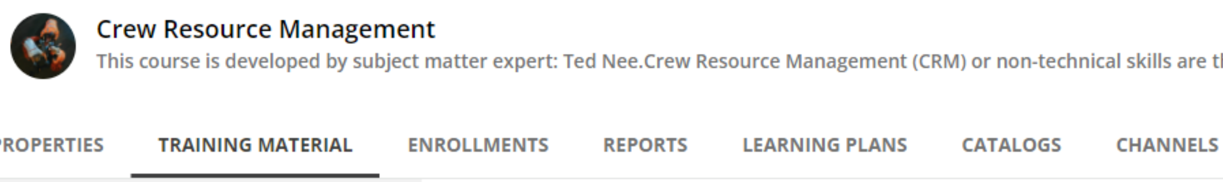
1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.



2) Select *Course Management*.

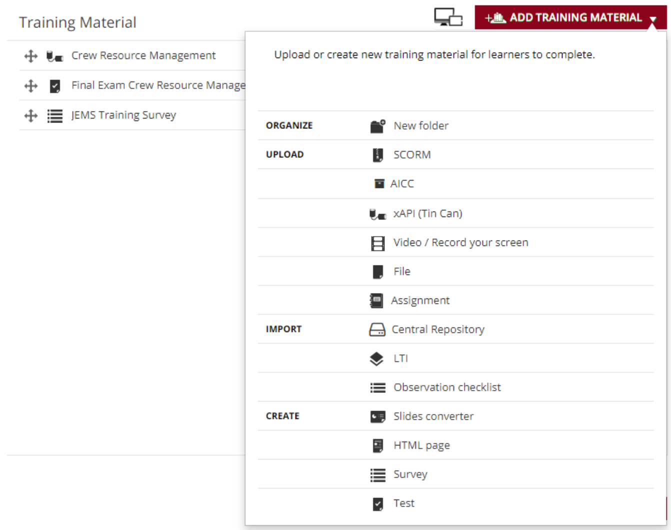
3) Choose the specific course you wish to modify. Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

4) Select *Training Material*



5) Clicking on any of the menu items under *Add Training Material* opens windows that will walk you through what you need to include. Some of more common training materials added to the course are covered here.

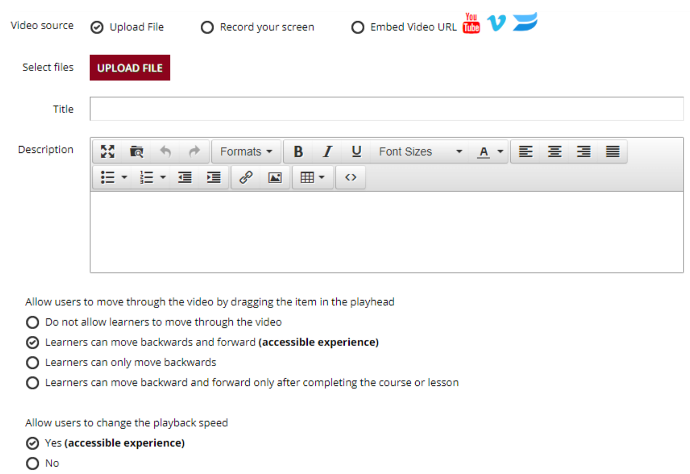
- Video/Record your screen
- File
- Assignment
- Observation Checklist
- Slides Converter
- HTML
- Survey
- Test



Video: Placing a video into your course, whether your own or an on-line video can be completed easily in adding training materials.

Select Video/ Record Your Screen to begin the process. You have three options for adding a video to your course.

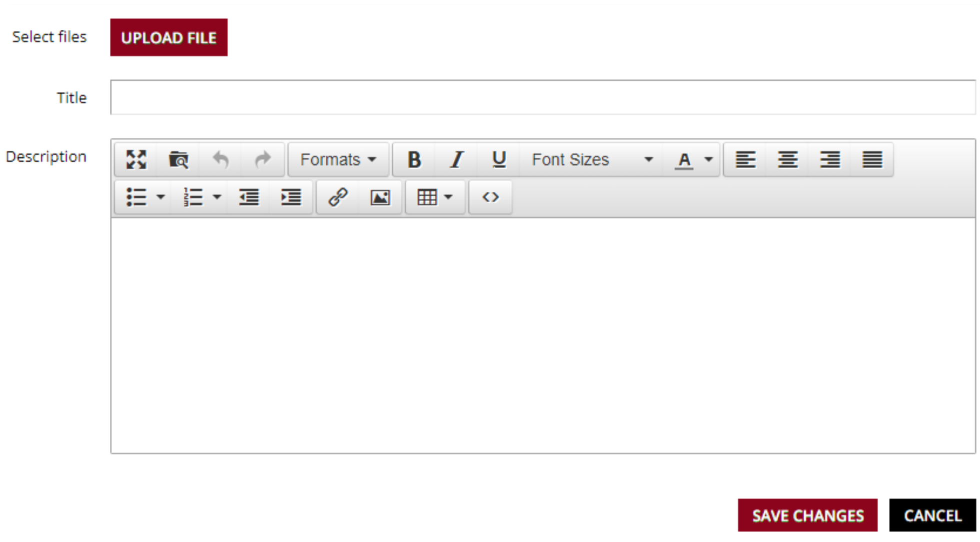
- *Upload Video*. Upload a video from a location on your computer.
- *Record Your Screen*. Actually recording what is on your screen.
- *Embed video URL*. Copy and paste a video's URL into the form.



- Add a title and a description for the video to help the learner get a better understanding of the video.
- Complete the two remaining options on the form and click on *save changes*.

File*:* Select File from the list. This is where you will upload various files to allow learners to download the materials locally.

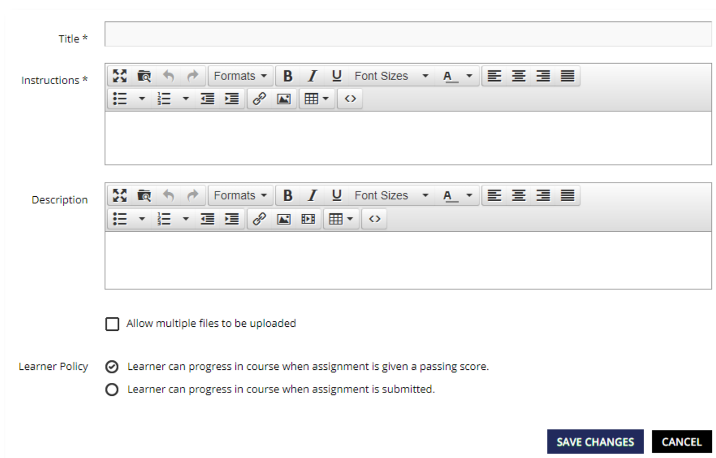
- Chose *Upload file* to add a file from a location in your system.



- Add a title and brief description of the file.
- You can also include addition information such as a thumbnail and a more detailed description of the course through the *Additional Info* tab in the right-hand navigation bar.
- Click on *Save Changes* when completed.

Assignment. Assignments are activities that instructors ask learners to complete to assess their understanding and mastery of the course subject. Assignments can be in the form of files, screen recordings, or links to external websites (YouTube and Vimeo). Once learners have submitted their assignments, instructors can evaluate them and provide feedback.

a. Fill in the required information on the *Assignment* form (*Title, Instructions, Learning Policy*) and click on *Save Changes*.



b. Make sure to assign at least one Instructor to evaluate materials:
   - For elearning courses, enroll the user as an Instructor to the course.
   - For ILT courses, you can add instructors as you create sessions and events.

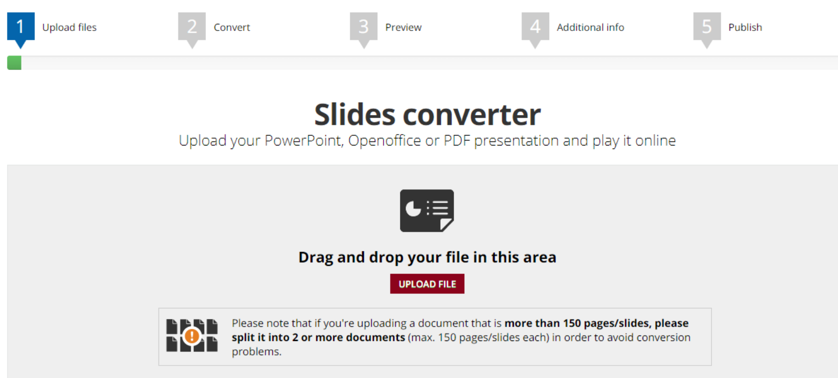
Instructors will find submitted assignments on the course *Report* tab, under the *Learner Assignment* section. Learn more about Managing Assignments as Training Materials.

Observation Checklist: *See the **Observation Checklists** chapter in this guide.*

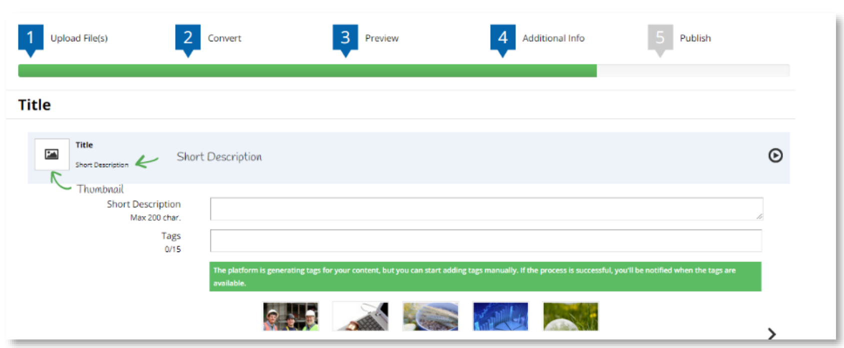
Slide Converter.

- Select "Slides Converter".
  - You can upload a PowerPoint that you currently have on file to enhance the course.
  - You can also upload a PDF presentation, such as SOGs, SOP, Protocols and Policies into the slide converter for an excellent addition to the course.

- Drag and drop or upload your PPT or PDF into the converter. The converter will then convert the deck so it can be used with the course. Once the conversion process is complete you can preview the program.

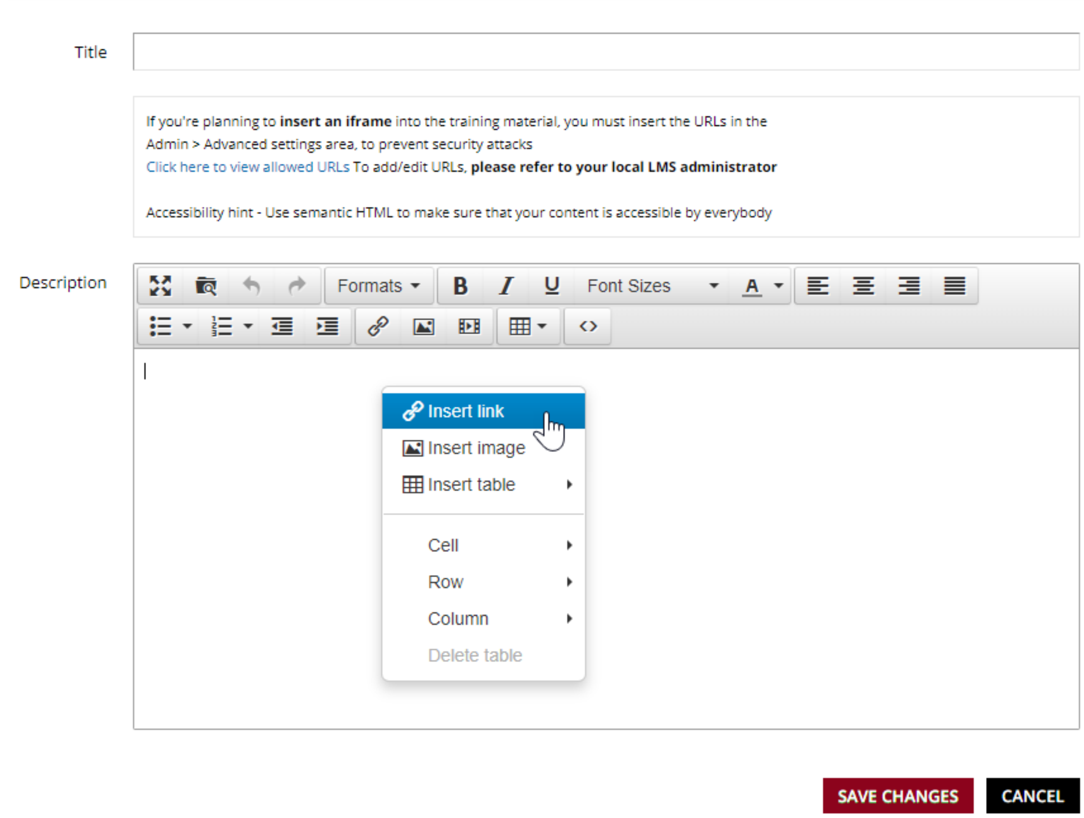


- Additional information can be added to help identify and describe the program along with tags for promotion of the program. When you have added a title for the program you can save and *Publish* the program. It will now be visible in the *Training Material* listing for the course.

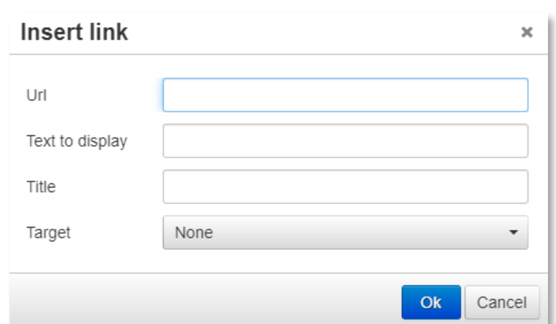


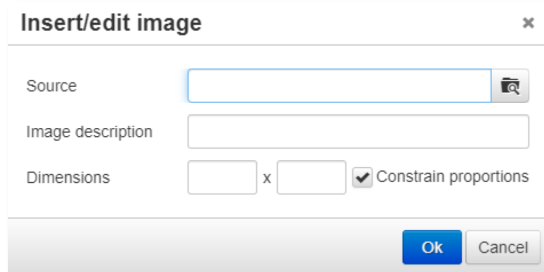
***HTML**:* In the platform, you can embed videos, text, and pages from other websites into specific text boxes for HTML page training material, thus making your training material engaging for your users.

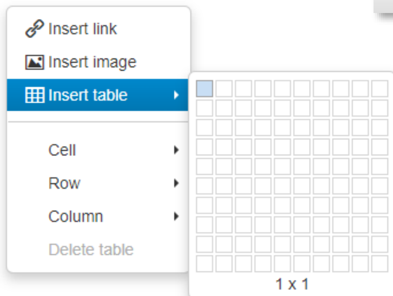
- Create a Title for the new section. Right click in the description box to bring up a small window as shown.



- Choose from the three options. Complete the required information and click on *OK.*
  - *Insert Link*
  - *Insert image*
  - *Insert table*

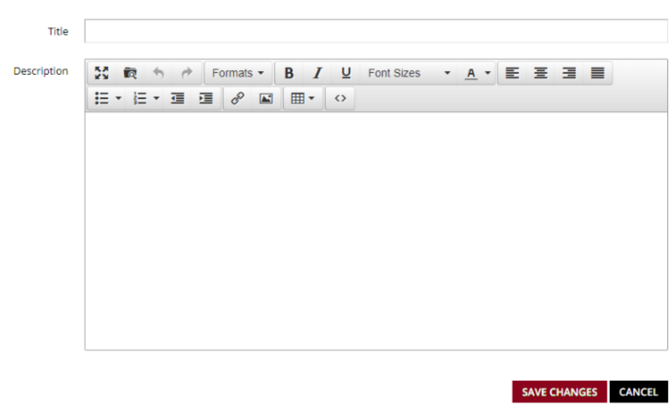






Survey:

- Select *Survey* and a new window is visible.
- Create a title and description of the survey.
- Click *save changes*



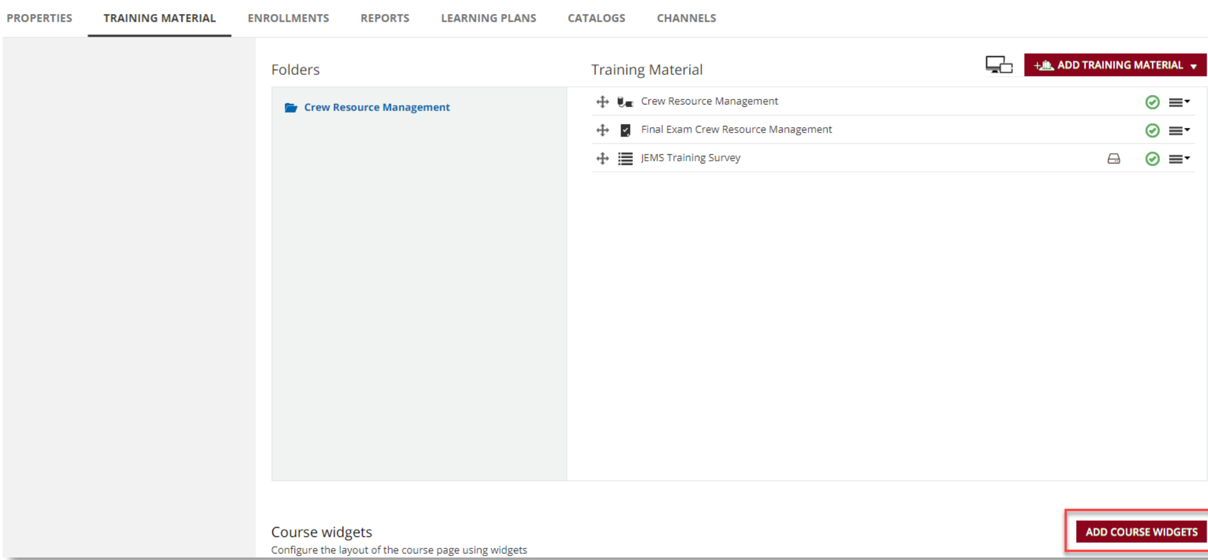
- The below window opens:

  - Click on *Add Question* and select the type of survey questionnaire you wish.
  - When the new window opens begin to populate the question and answer portion.
  - Click on *Save Changes* and the survey is automatically added to the training materials for the course.

***Tests**: See the **Creating Tests** chapter in this guide.*

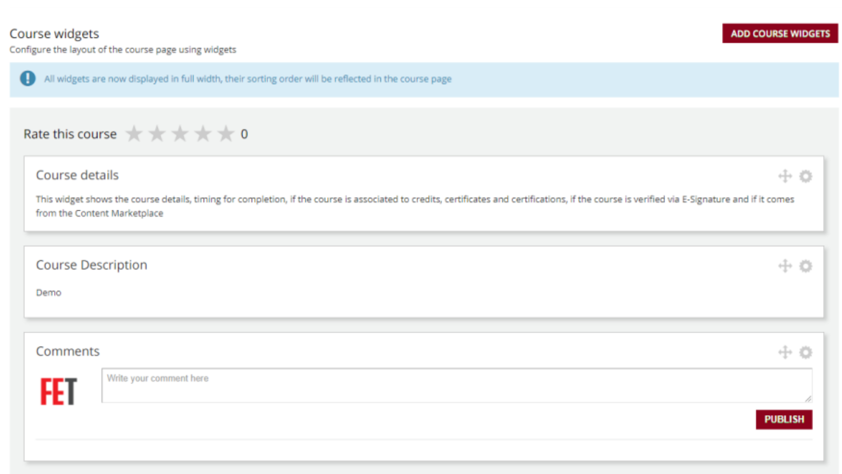
***Widgets**:* In addition to training materials, you can display additional information about the course using one or more widgets that will be displayed on the course player page or on the course overview page, depending on the course settings.

- Select *Add Course Widgets* in the lower right-hand corner of the *Add Training Material* window.



- The *Add/ Edit* work box opens. You can select various widget options from this box and as many as you need for the course.

- Once completed click on *Save Changes*. An example of a finished product pictured.



Creating Tests		
Section number:	AA-03.1	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

When creating an E-learning or ILT (Instructor-Led Training) course, it may be useful to create a test to verify user aptitude and knowledge acquisition. The below links will show you in-depth, how to create and manage tests for your courses as well as test question variations.

- Managing Test Options
- Managing Test Scores
- Managing Test Feedback
- Managing Tests in GIFT format (upload existing tests using this format)

Creating a Test

Overview of Question Types

Single Choice Question Type

Multiple Choice Question Type

Extended Text Question Type

Fill-in-the-Blank Question Type

Upload File Question Type

Inline Choice Question Type

Text Entry Question Type

Association Question Type

Titles and Break Pages

Evaluating Extended Texts and Uploaded Files

Analyzing Test Statistics

Best Practices

Observation Checklist		
Section number:	AA-04.1	Level: Pro/ Premium
Date of review:	05/21/26	For further assistance: 800-331-4463
Effective date:	06/04/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

Observation Checklists are an easy-to-use integrated tool in the platform, enabling you to observe and document how team members perform tasks in a quick-to-configure checklist format.

Some of the most common uses will be skills assessments (they can align to JPR'S) and daily apparatus checks. The checklist can be completed by an individual as a self-observation or by managers or other users as a peer observation.

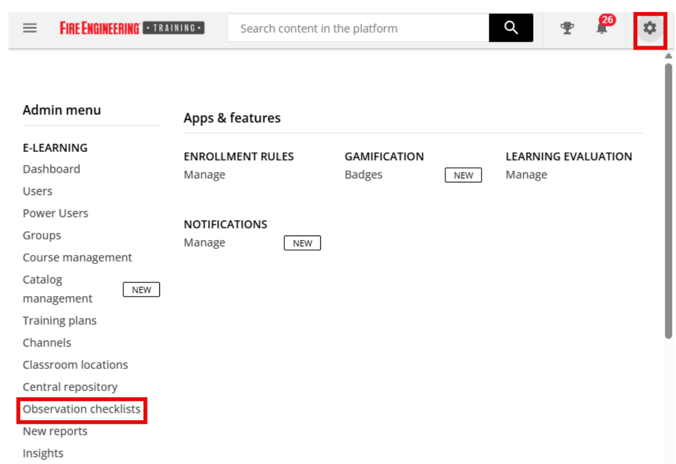
Checklists can be scheduled or added as training material into a course and can be triggered by specific events (such as course completion).

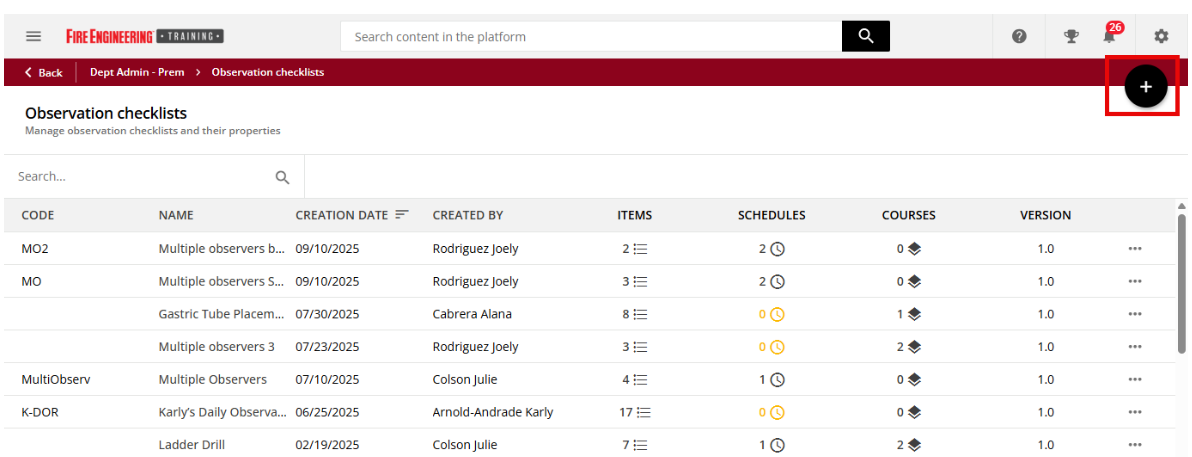
Creating an Observation Checklist

Power users with Manage Checklists permissions can find Observation Checklists on the Admin page.

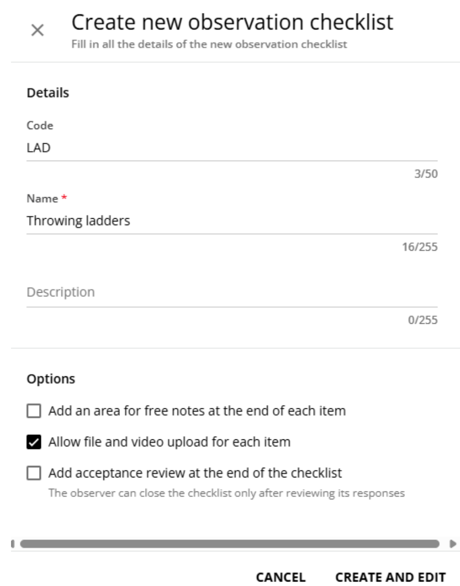
On the **Observation Checklists** page, you can see and manage all existing checklists in your organization.

To create a new checklist, click on the plus sign icon on the top right.





Complete the form, adding a code (if desired), name, and description of the checklist. You can opt to provide an area for notes and an acceptance review by checking those options. You can also allow users to **upload files and videos** as verifiable evidence. Note there is a 40 MB size limit on files and 250MB on videos.

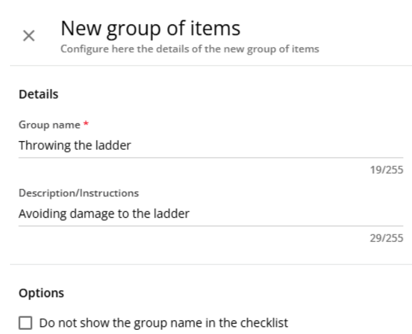


Click **Create and Edit** at the bottom of the page.

You will be taken to the **Properties** tab, where you can make edits and see additional options:

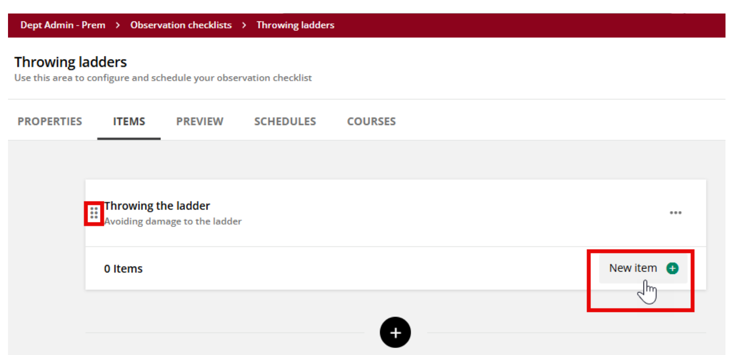
- Add an area for notes under each item.
- Allow file and video upload as evidence with each item response.
- Add an acceptance review at the end of the checklist.
- Enable question validation (available on single and multiple choice items only). This allows observers to see if their answers were correct as they review completed checklists

On the **Items** tab you will add the items the observers will have to fill out. Items are organized in **Groups**. Click the **plus-sign** icon in the center of the page to add the first group. You can choose to show the group name in the checklist or not. Please note that the group name is never shown on the mobile app. Click **Create** at the bottom of the page.



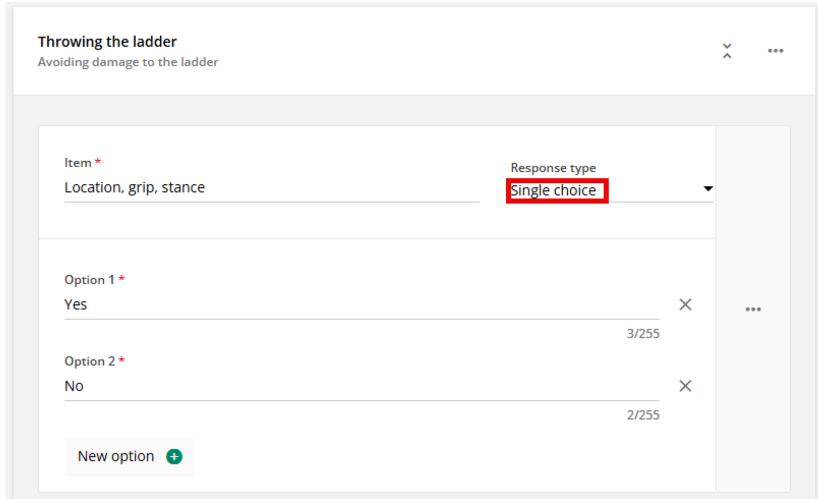
Multiple groups can be added to the checklist, and their order rearranged by grabbing and dragging the 6 domino dots on the left side of the titles.

Then, you will create New Items within each group, to give the observer scoring guidelines on what the user needs to accomplish (i.e. yes/no, pass/fail, 1-3 or 1-5 ratings).



You can select from several response types for your items: single or multiple choice, dropdown, short answer, etc.

When you have added all your groups and items, **Save** your changes.

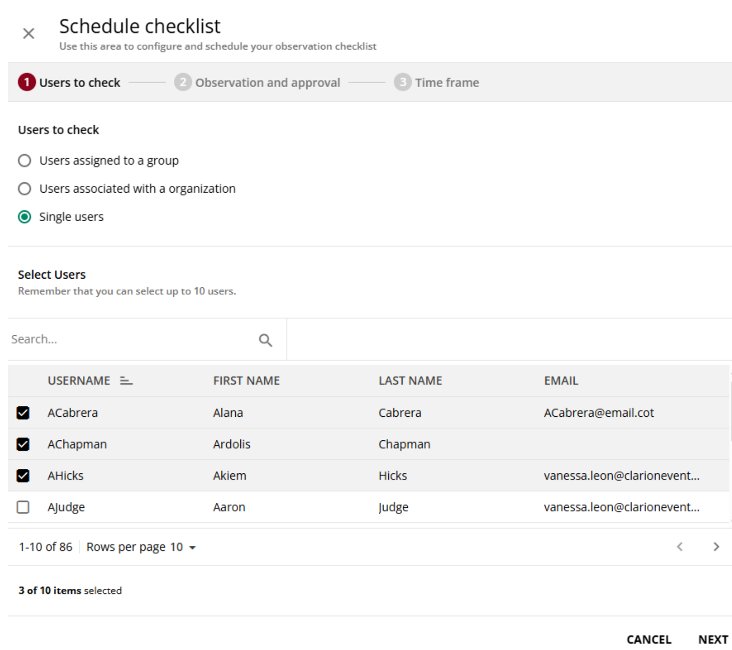


On the **Preview** tab, you can see what the checklist will appear like to observers.

Scheduling an Observation Checklist

On the **Schedule** tab, you will indicate who will be observed, who will complete and approve the checklist, and when. To schedule the checklist, click the clock icon in the top right corner.

1. Select the users, groups, or organizations that will be observed.

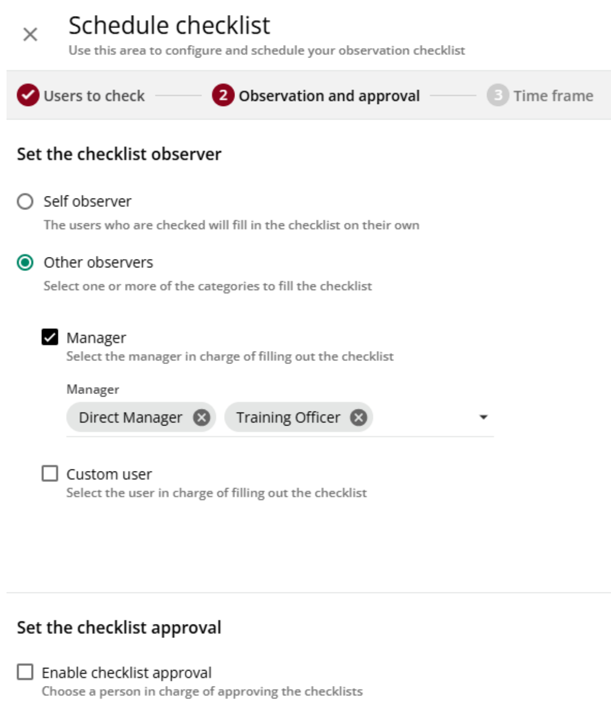


2. Set the Observers. These are the users that will receive and complete the checklist. When setting up **Other Observers**, note that you can assign multiple **Manager** types as well as **Custom users** (singles users, groups, or organizations).

   All observers will receive multiple copies of the checklist (one copy for each user being observed). Setting multiple observers is helpful because:

   - Every assigned observer can fill out any unanswered portion of the checklist
   - Alternate observers can step in if an observer is absent.

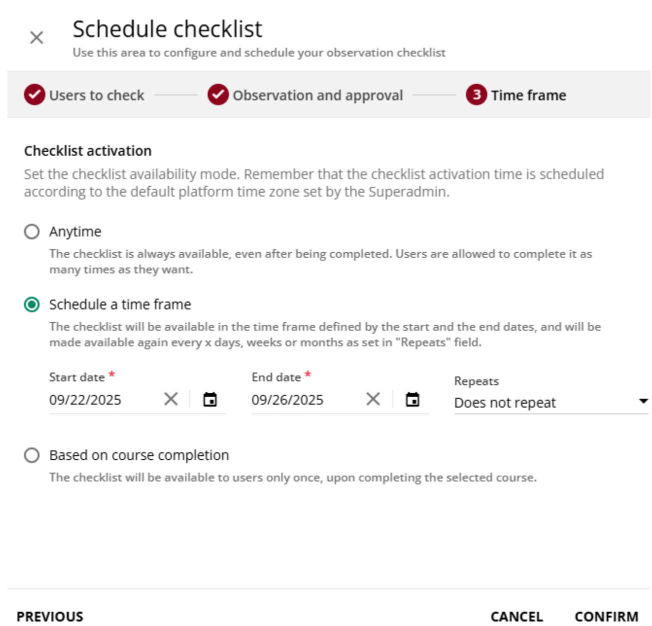
   You can also enable **multiple approvers** that will receive the filled checklists. When an approver has been set up, the checklist will not be marked as completed until approved.

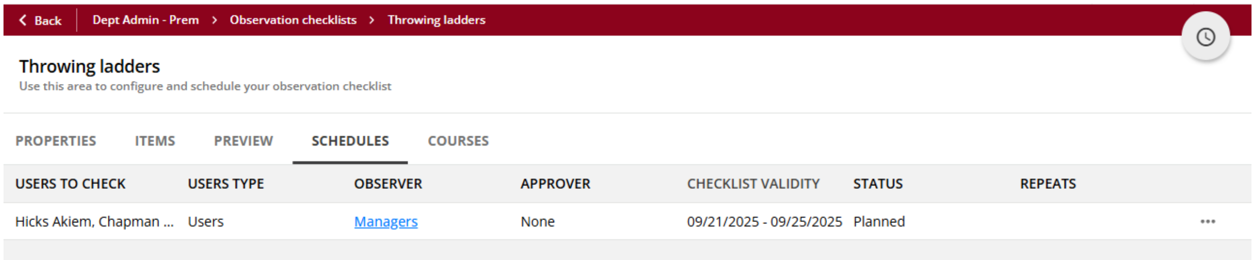


3. Set the **time frame**. This will indicate when the checklist will be available for completion.

   - Standalone checklists are either available anytime, or only during a specific schedule.
   - Alternatively, you can deliver a checklist to the observer once, after the users have completed a course.

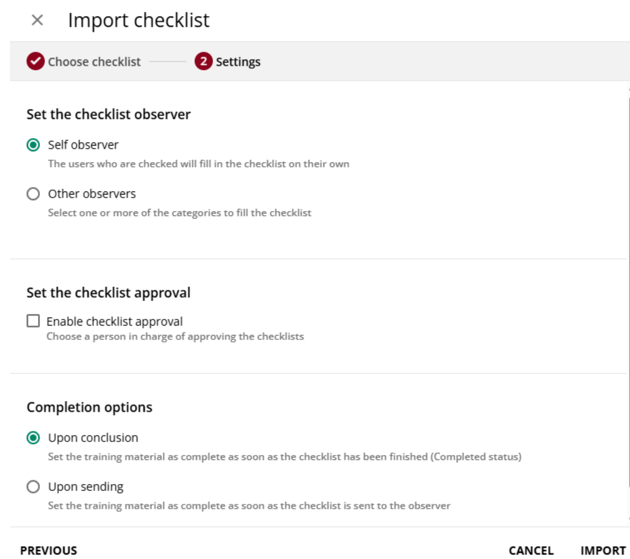
   Click **confirm** to save.





Note: You can also create a checklist and import it as a training material of a course in Course Management. Observers will receive the checklist based on the completion options you set.

The courses that contain the checklist as a training material will be listed under the **Courses** tab of the checklist.

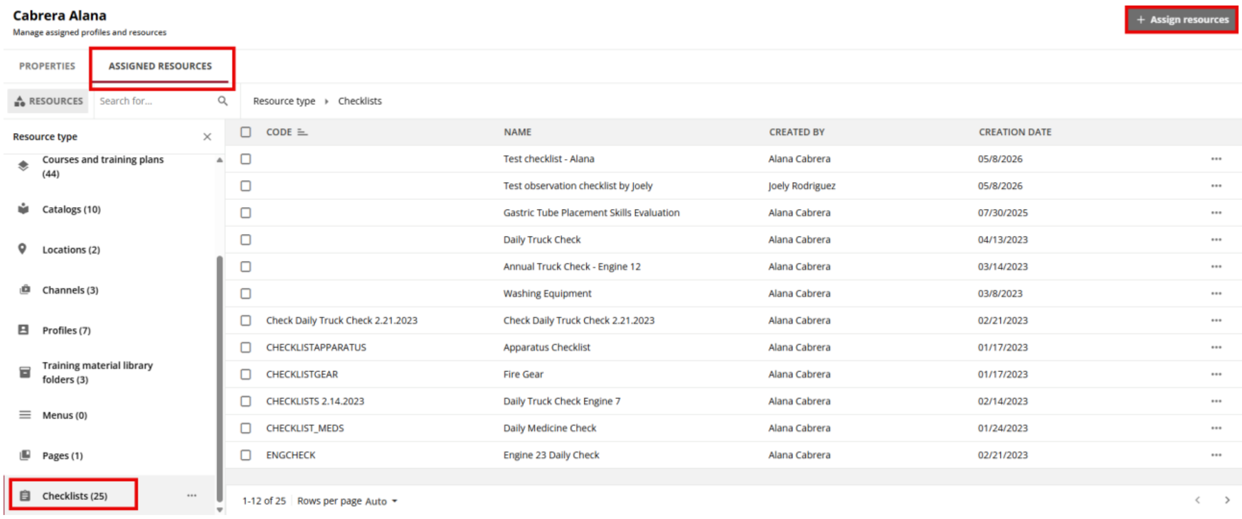


Your checklist is now complete and scheduled, and displays on the Observation Checklists page.

Allowing other Power Users to View and Manage Checklists (New)

Power users with Manage Checklists permissions can create and manage their own checklists. However, for a Power user to view, edit, and schedule a checklist that has not been created by them, they need to own the checklist as a resource.

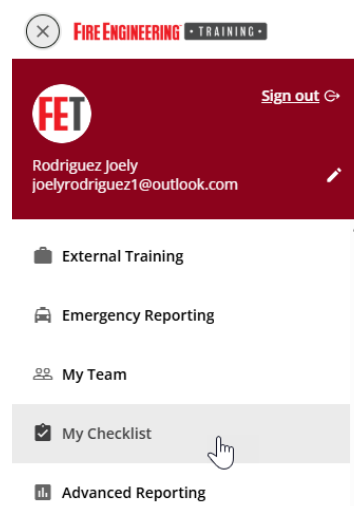
As you create a checklist, consider which of your Power users you want to use and manage it. Find those users in Power User Management and assign each one the checklist(s) as resources. Note that a power user that doesn't own a checklist can still see it as a training material in a course, and see its completions in the course Report tab and Advanced Reporting.



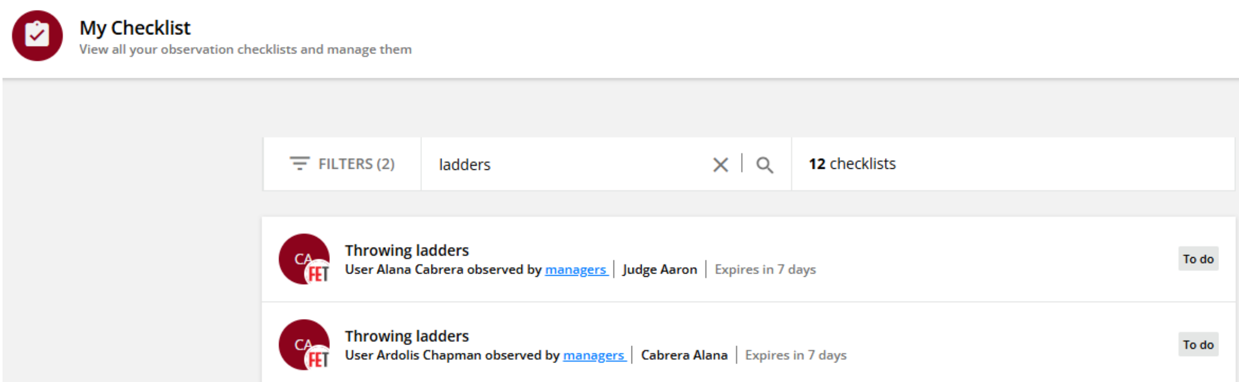
Completing an Observation Checklist

Observers (and approvers) can access their assigned checklists from the **My Checklist** page in the User Menu. Managers can also access their checklists under the **My Team** page.

Checklists that have been added as a training material in a course can be accessed there as well.



By default, the My Checklist page is filtered to display all checklists that need your attention. Click on the checklist to review and complete it.



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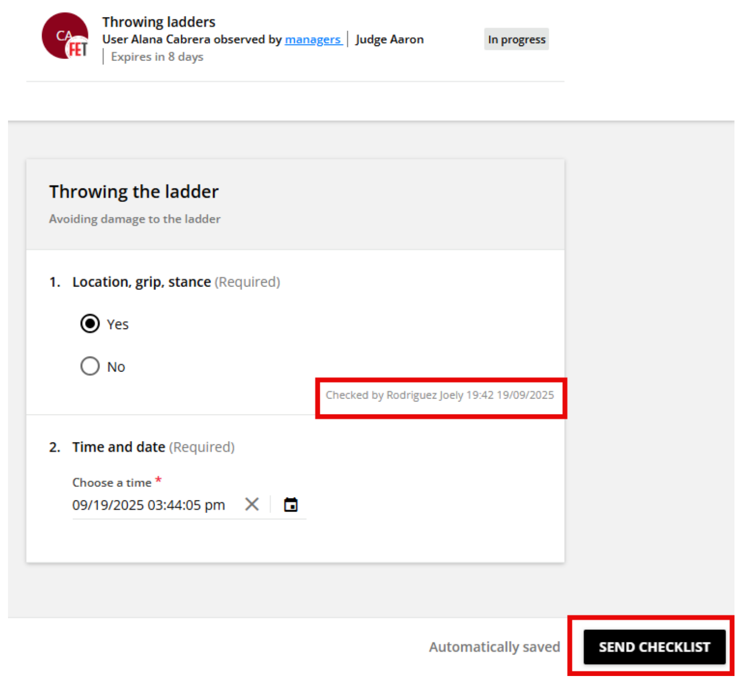
If collaborating with other observers, note

- Any completed items will be autosaved with the time stamp.
- Observers cannot edit items others have completed.
- Once every item has been completed, the last observer will be able to **Send the Checklist**.

If an approver step has not be set, sent checklists are complete.



Approvers will see their assigned checklists marked as **To approve**. Once they review the checklist, they can select to approve or reject it. If the checklist is approved, it will be marked as completed. If it is rejected, it will be sent back to the observer(s) for corrections and resubmission.

Deleting an Observation Checklist

Please note: It is not recommended to delete a checklist after it has been scheduled. Completed checklists cannot be deleted. You can, however, delete a schedule, and choose to also delete checklists already assigned to users but not yet completed.

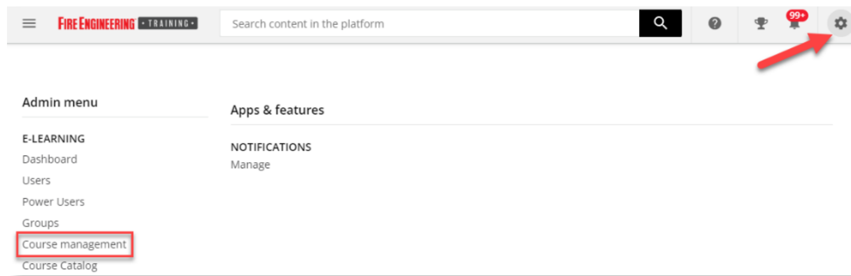
Instructor Led Training (ILT) Courses, Sessions, & Events		
Section number:	AA-05.1	Level: Pro/ Premium
Date of review:	01/22/26	For further assistance: 800-331-4463
Effective date:	01/22/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

For many training initiatives, e-learning modules work marvelously: they're easy to produce, efficient to deliver, and simple to revise. Their scalable, self-paced format can be readily distributed across the organization. But for some learning needs, there's no substitute for a live, interactive experience.

Not only this, but training is evolving. Training experts want easy ways to transition classroom training to webinars, or to create hybrid learning opportunities to involve multiple audiences in a shared, enhanced format event.

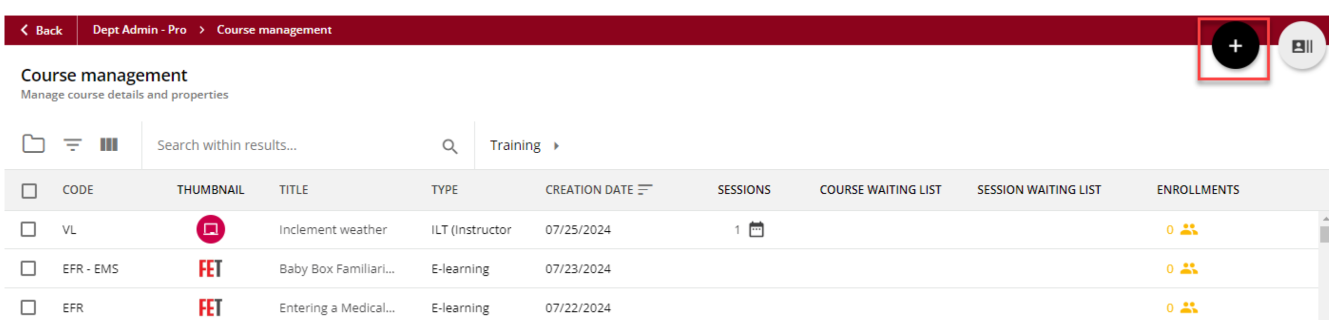
This module will highlight the steps taken to create an Instructor Led Training (ILT).

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.



2) Select *Course Management.* A list of all the courses you have access to are shown on the *Course Management* landing page.

3) Click on the plus (+) sign in the upper right-hand corner of the window to begin creating a new Instructor Lead Course.

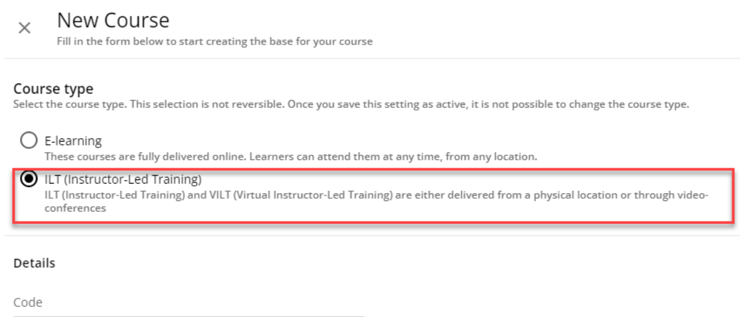


4) Select *Create New Course*:

For complete instructions on how to create a new course please refer to the *Creating a New Course* chapter in this guide. This section is focused on how to create an Instructor Led Training (ILT) only.

5) Under the heading Course Type select *ILT (Instructor Led Training).*

6) Fill out the remainder of the form, when complete click on *save and edit.*



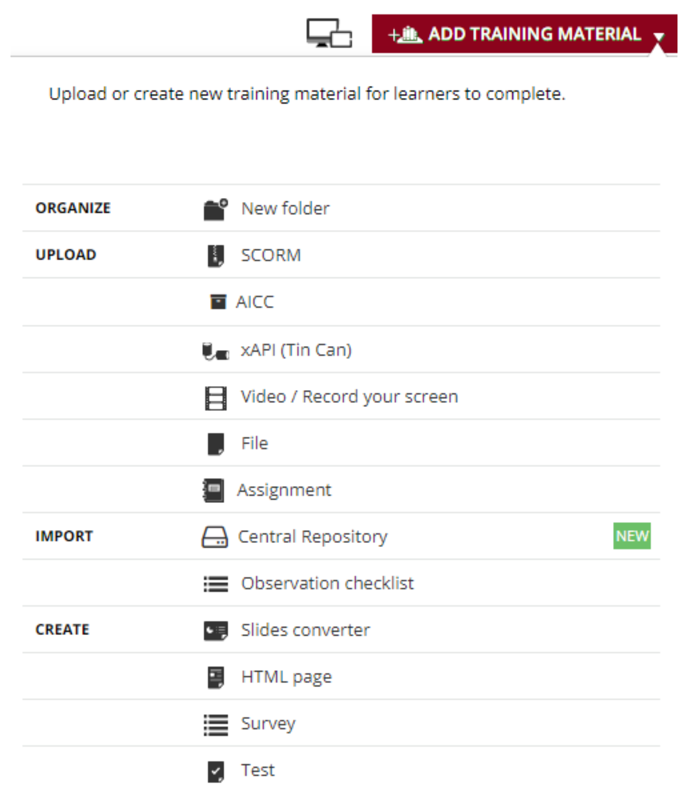
You have just created a new ILT course that will be listed under the course in *Course management* section. Next, you will learn how to add training materials, sessions, and events to your new course, as well as enrolling users that will take the course.

Add Training Material:

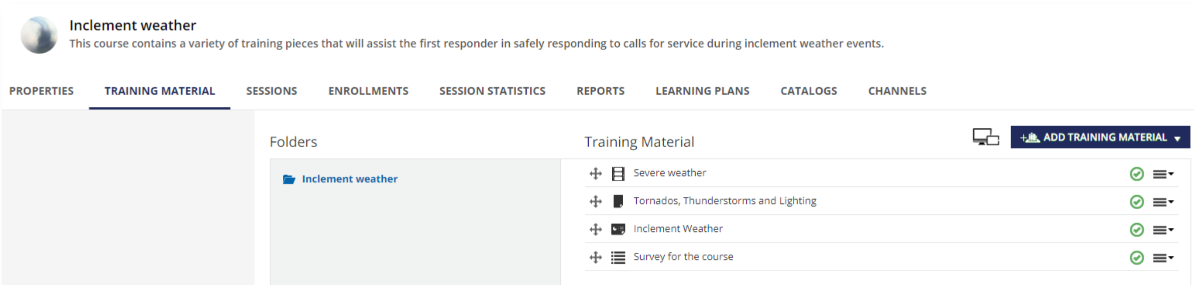
For this new course you created you may be adding:

- A *Video*
- A *File*
- use the *Slides Converter*
- Include a *Survey*

All of these will make up the training materials for the Instructor Lead Training course. No materials are required. Later you may create sessions for when the ILT course will be delivered to your members.



You should now have a training material line up that looks like this. **For complete instructions on how to add materials please the *Training Materials* chapter in this guide.**



The next piece of creating an ILT program is to add *sessions.* These will allow users to attend these sessions on their way to completing the course.

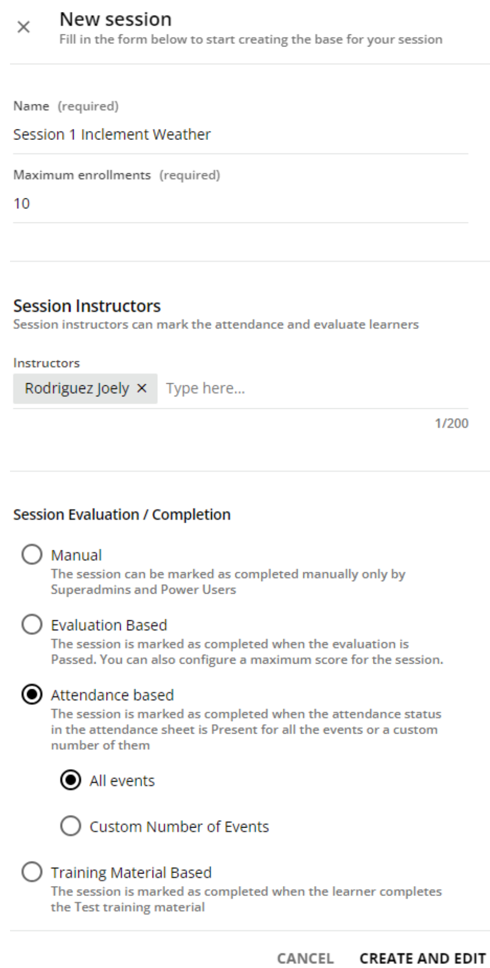
Create Sessions:

7) Name your session and enter *Maximum Enrollments.* If there are more members that want to enroll in the course than there are "seats" available, those members can be put on a waiting list. See *Waiting List Enrollment Option* at the end of this chapter.

8) You will be asked to enter sessions instructors. You can have as many instructors as you need. However, they must have user profile that allows them to be an instructor, or their name will not save to the session as the instructor. You can continue the session creation process without adding instructors.

9) Select how you want the evaluation/ completion of the session to occur. We recommend selecting the *Attendance based* option for *All events*.

10) Click Create and Edit. You can see what you have entered so far in the session's *Properties* tab and add additional *Details*.



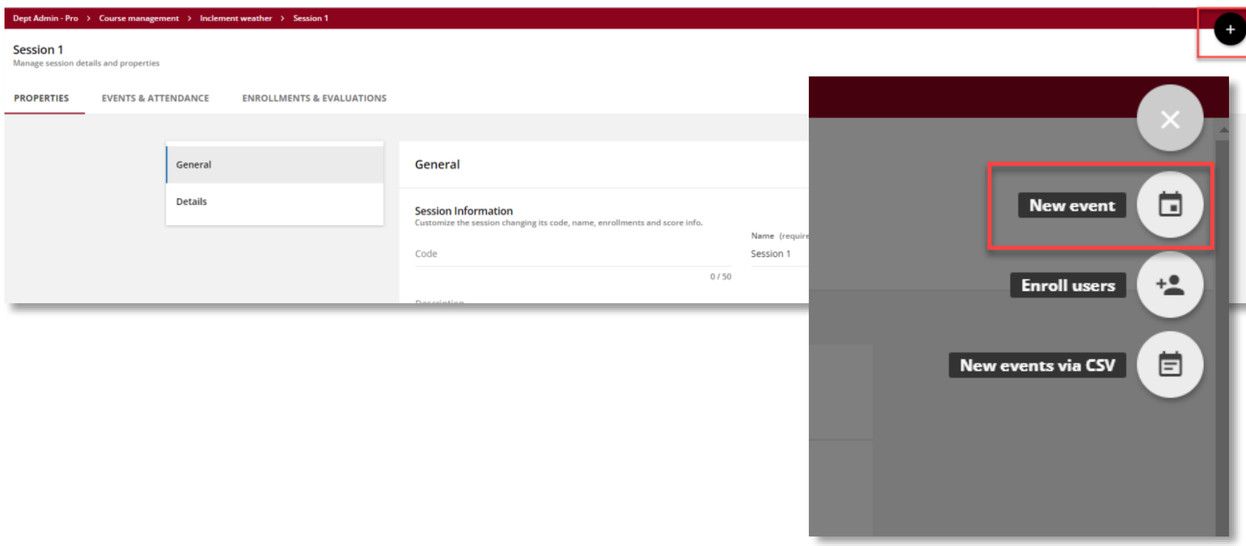
Next, you will create an *Event* within the session and enroll users to the session. Events hold the specific locations, days and times in which ILT courses occur.

c. **For one-day courses, you will create one session with one event.** If the course needs to be completed quarterly, for example, you will create a session for each quarter with one event per session.

d. **For multiday training, you can create one session with multiple events.** For example, for a 3-day course offered monthly, you can have a July session with three events.

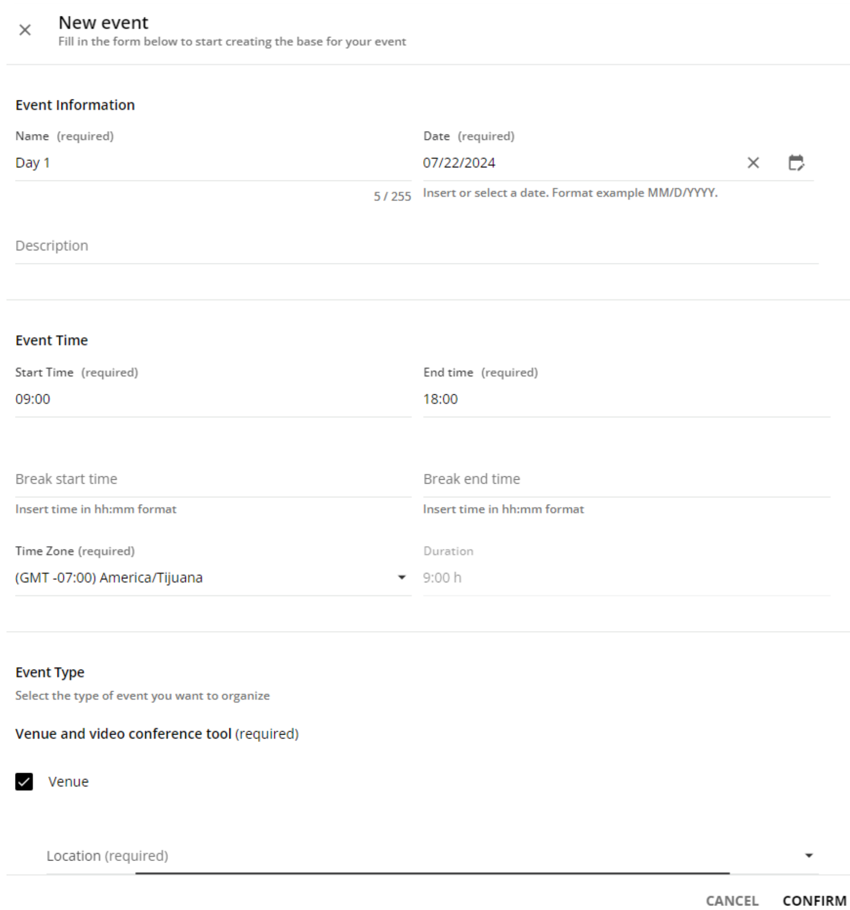
Create Events:

11) From any of the session tabs, click on plus (+) sign on the top-right corner of the screen, and select *New event.*

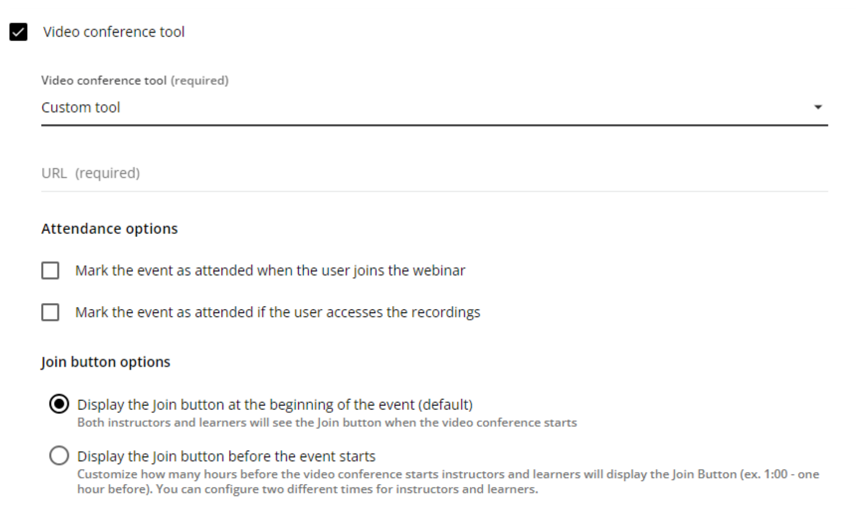


12) Enter the required event details: Name, Date, Time, Event Type.

- Selecting the *Venue* type (in person) requires entering a Location. *A classroom location must be set up in advance.* ***Please refer to the Classroom Locations chapter in this guide.***



- *The Video Conferencing Tool* Type requires entering a URL. *Please note that using the video conferencing tool does not directly integrate with Microsoft Teams, Zoom or other video platforms. It does allow you to add the link to the Webinar that has been set up.*

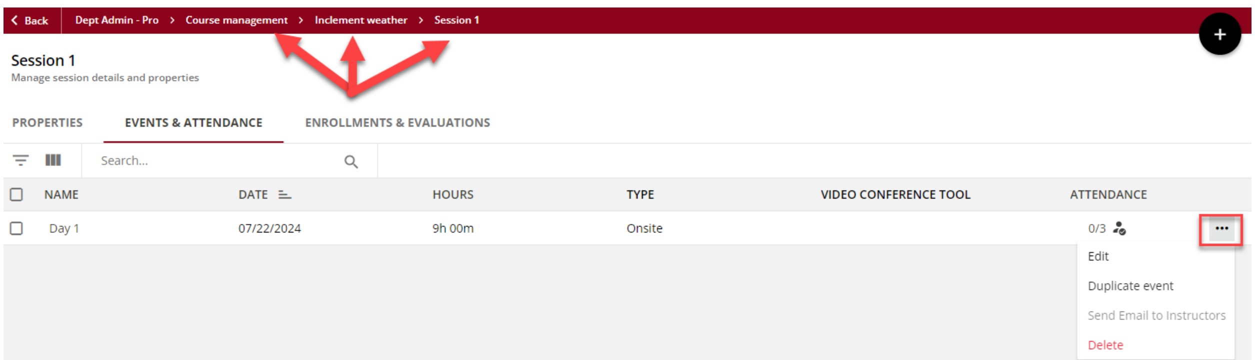


An attendance completion option for the event must also be selected.

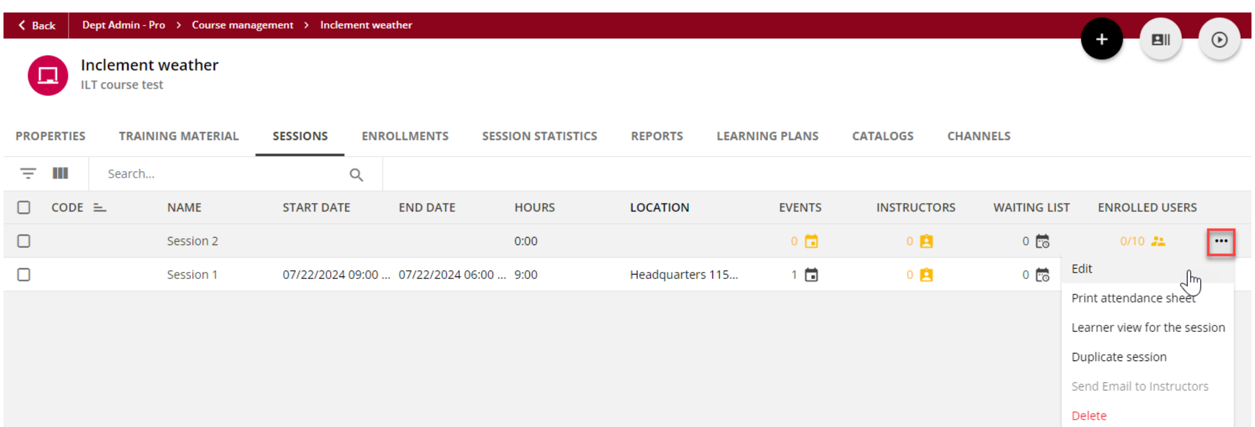
13) You can also set event Instructors to manage the single event and mark attendance. Click on *Confirm* to save the event. Repeat these steps for any additional events required for this session completion. The duration of each event is calculated based on the start/end times, minus any scheduled break times. All event durations are summed at the session level for reporting, so a Session consisting of 3 8-hr events would have a total duration of 24 hours.

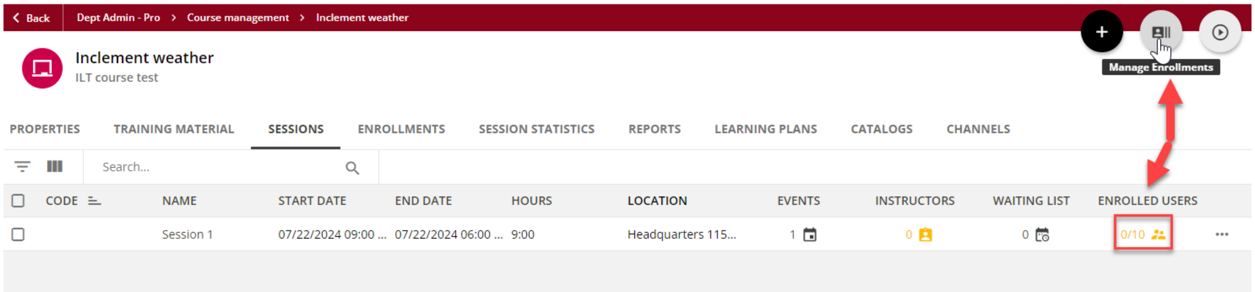
Finding and editing existing sessions and events (as needed):

Any events created are listed under the *Events and Attendance* tab of the session. Note you can navigate through the course, sessions, and events pages using the breadcrumbs on top of the page. You can also *Edit* the event by clicking on the ellipsis (3 dots) on the right side of the event record.



On the course page, you will see a *Sessions* tab that is populated with the session(s) and event(s) you have created and have instructors assigned to them if applicable. You can also *Edit* the session by clicking on the ellipsis (3 dots) on the right side of the session record.





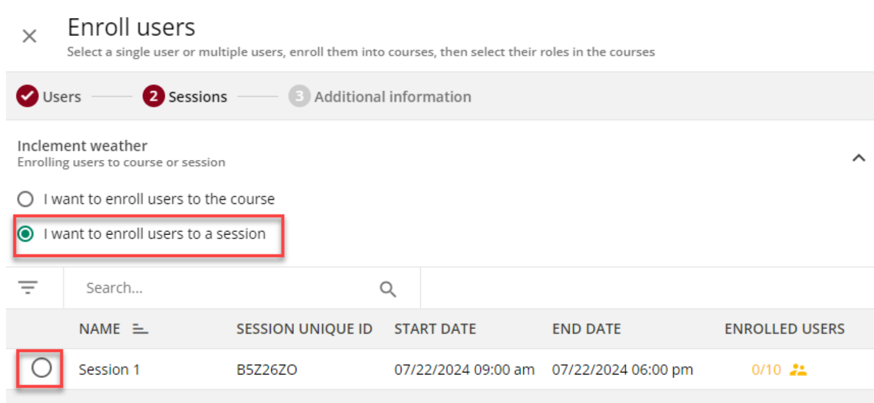
After creating sessions and events it is time to enroll users.

Enroll Users:

You can enroll users in a session from the *Sessions* tab by clicking on the *Enrolled Users* status icon as shown above. Alternatively, you can select the Manage Enrollments button on the top right corner of the page. **For more information on enrollment methods, please see the *Enrollments into Custom Courses* chapter in this guide.**

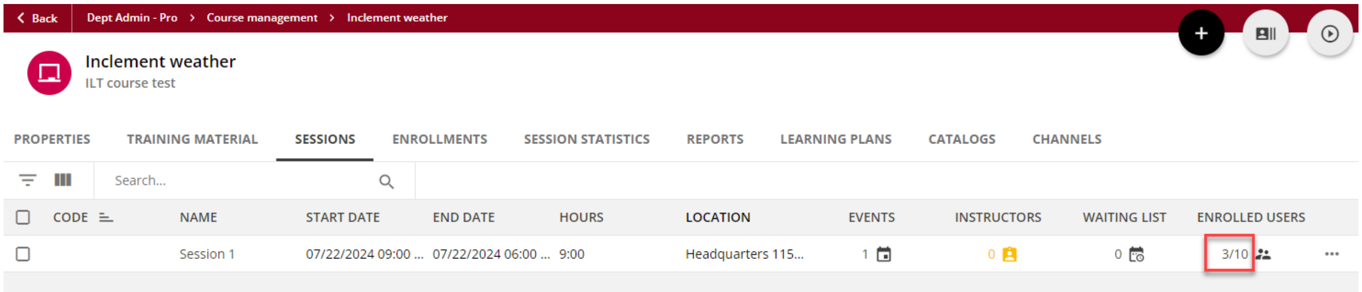
14) From the enrollment screen, click on the plus (+) sign on the top-right corner of the window. Select your learners.

15) Select to enroll users in a session. If you only enroll users to the course, every learner will be required to navigate to the course and select a session.



16) Select what session you want users to enroll in. On the *Additional Information* screen, you can adjust the user's level or add a validity period. Click *Confirm* to save.

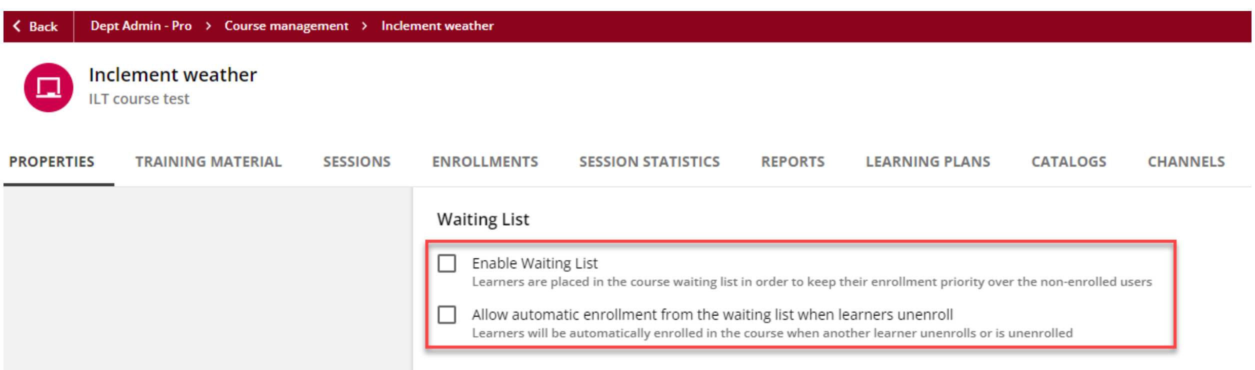
You should now have a Sessions section that is completed with the information you have populated.



Waiting List Enrollment Options:

You have the option to limit the number of users to be enrolled in the session at one time. Any additional learners who want to enroll in the session can be placed on a waiting list. To enable a waiting list:

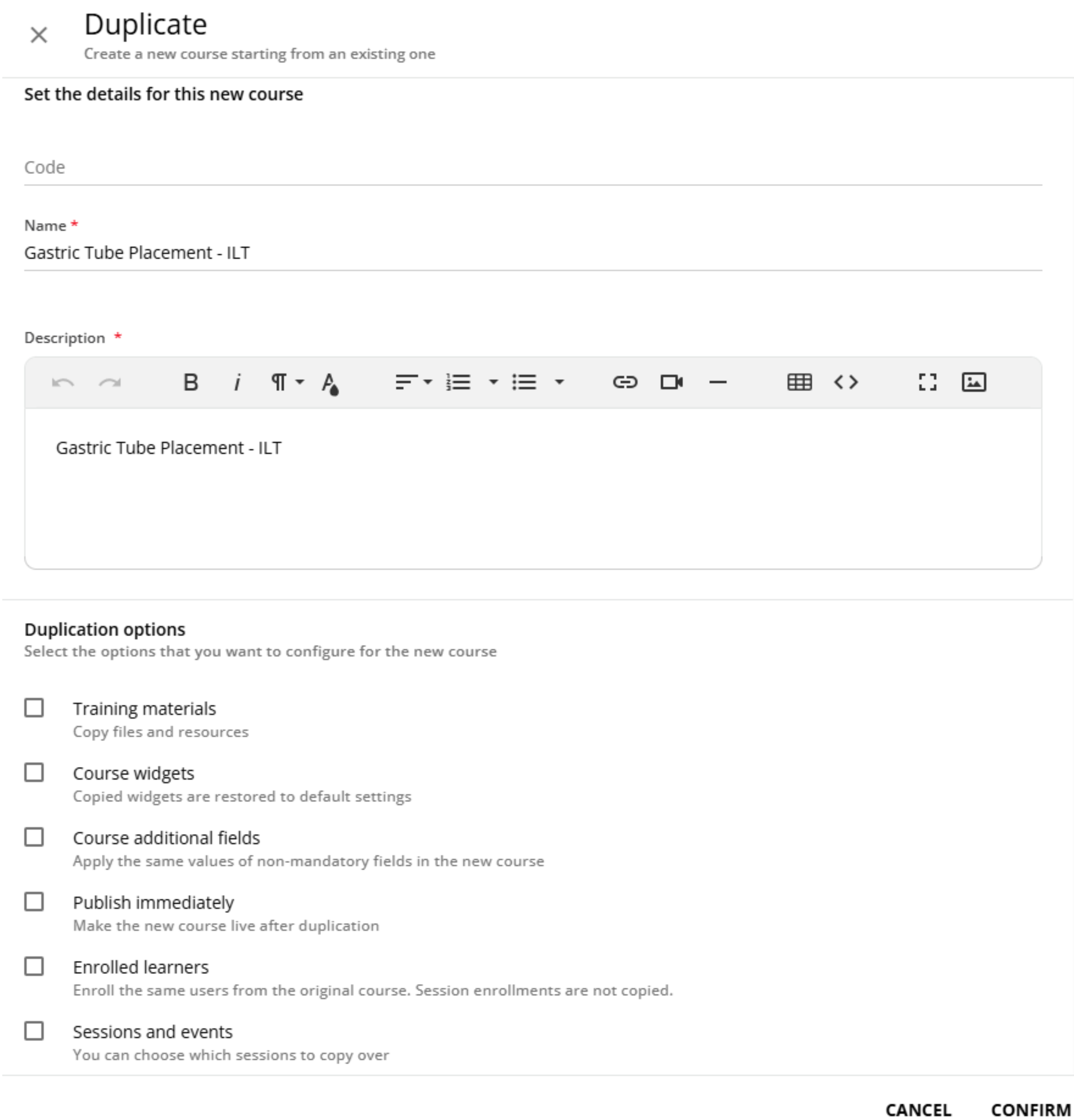
- From **Course** Properties tab select *Advanced Options*.
- Scroll down to *Waiting List.*
- Chose to *Enable Waiting List*.
- If applicable, Chose *Allow automatic enrollment from the waiting list when learners unenroll.*



Duplicating ILT courses

You can easily create recurring or similar ILT courses by duplicating an existing course. From the main *Course management* page, find the course you want to duplicate. From the course's ellipsis menu (...) select *Duplicate*.

In the right panel that opens, you will choose which components to replicate—like training materials, course widgets, publication settings, and even ILT sessions with all associated events and fields.


Duplicate
Create a new course starting from an existing one
Set the details for this new course
Code
Name *
Gastric Tube Placement - ILT
Description *
Gastric Tube Placement - ILT
Duplication options
Select the options that you want to configure for the new course
Training materials
Copy files and resources
Course widgets
Copied widgets are restored to default settings
Course additional fields
Apply the same values of non-mandatory fields in the new course
Publish immediately
Make the new course live after duplication
Enrolled learners
Enroll the same users from the original course. Session enrollments are not copied.
Sessions and events
You can choose which sessions to copy over
CANCEL
CONFIRM

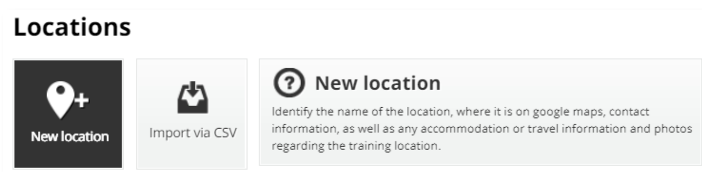
Classroom Locations		
Section number:	AA-06.1	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

In addition to using the LMS for E-Learning courses, you can also utilize instructor-led training (ILT) **classroom** management. To set up an ILT, you must first create the classroom location, where the training will occur.

1) Navigate to the *Admin Menu* by clicking on the gear. 

2) Click on ***Classroom Locations*** in the *E-Learning* section.

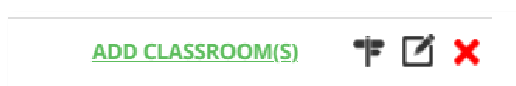
3) This is where all classroom locations will live once created. Click *New Location.*

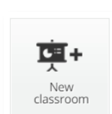


4) Complete the *New Location* details and click *Confirm* at the bottom.

5) The location has been set, and now to add classrooms. Click *Add Classrooms.*

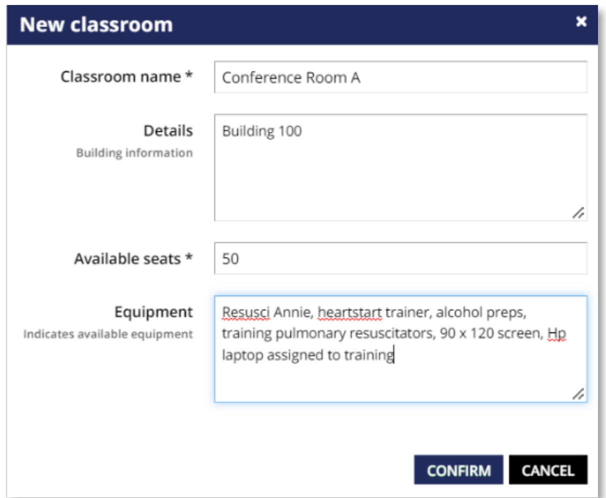
   Note that some locations may not need classrooms!



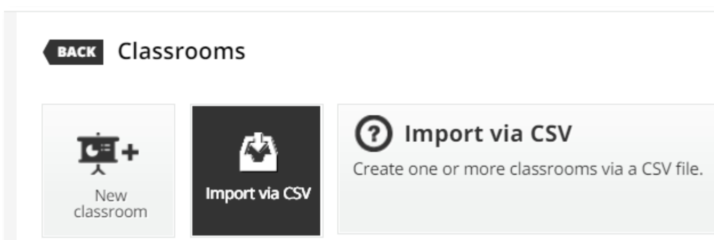


6) Click *New Classroom.*

7) Complete all fields as needed, giving the classroom a name, provide building details, seat availability and equipment.



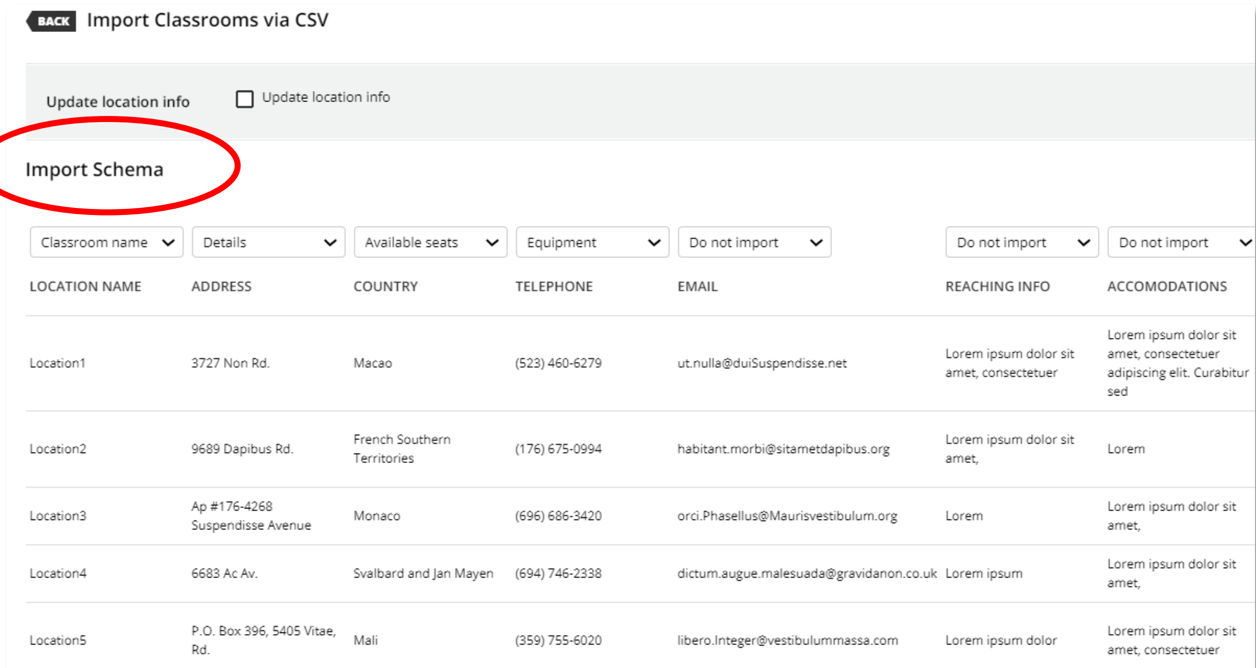
8) Multiple Classrooms can be created by uploading a CSV file with the various locations outlined in the spreadsheet.



9) Follow the format in the downloadable sample csv:

Location name	Address	Country	Telephone	Email	Reaching info	Accomodations	Other info

10) Once the upload is complete, click *Next* at the bottom of the page. The fields across the top of the page, beneath *Import Schema*, can be changed or completely hidden from view by selecting *Do not import.*

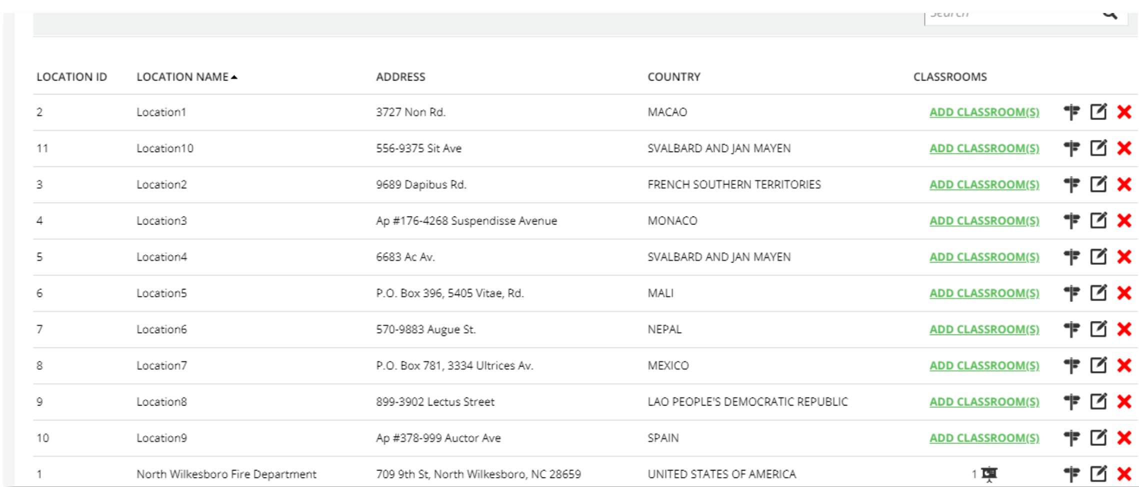

BACK Import Classrooms via CSV

Update location info ☐ Update location info

Import Schema

Classroom name	Details	Available seats	Equipment	Do not import		Do not import	Do not import
LOCATION NAME	ADDRESS	COUNTRY	TELEPHONE	EMAIL		REACHING INFO	ACCOMODATIONS
Location1	3727 Non Rd.	Macao	(523) 460-6279	ut.nulla@duiSuspendisse.net		Lorem ipsum dolor sit amet, consectetuer	Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Curabitur sed
Location2	9689 Dapibus Rd.	French Southern Territories	(176) 675-0994	habitant.morbi@sitametdapibus.org		Lorem ipsum dolor sit amet,	Lorem
Location3	Ap #176-4268 Suspendisse Avenue	Monaco	(696) 686-3420	orci.Phasellus@Maurisvestibulum.org		Lorem	Lorem ipsum dolor sit amet,
Location4	6683 Ac Av.	Svalbard and Jan Mayen	(694) 746-2338	dictum.augue.malesuada@gravidanon.co.uk		Lorem ipsum	Lorem ipsum dolor sit amet,
Location5	P.O. Box 396, 5405 Vitae, Rd.	Mali	(359) 755-6020	libero.Integer@vestibulummassa.com		Lorem ipsum dolor	Lorem ipsum dolor sit amet, consectetuer

11) Your locations have populated and you may now click *Add Classrooms* within each location. (similar to step 5)

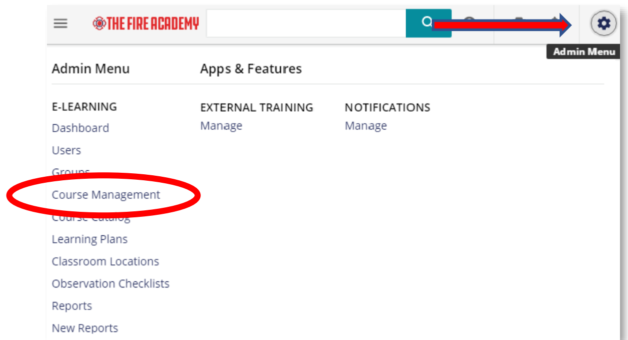


LOCATION ID	LOCATION NAME ▲	ADDRESS	COUNTRY	CLASSROOMS
2	Location1	3727 Non Rd.	MACAO	ADD CLASSROOM(S)
11	Location10	556-9375 Sit Ave	SVALBARD AND JAN MAYEN	ADD CLASSROOM(S)
3	Location2	9689 Dapibus Rd.	FRENCH SOUTHERN TERRITORIES	ADD CLASSROOM(S)
4	Location3	Ap #176-4268 Suspendisse Avenue	MONACO	ADD CLASSROOM(S)
5	Location4	6683 Ac Av.	SVALBARD AND JAN MAYEN	ADD CLASSROOM(S)
6	Location5	P.O. Box 396, 5405 Vitae, Rd.	MALI	ADD CLASSROOM(S)
7	Location6	570-9883 Augue St.	NEPAL	ADD CLASSROOM(S)
8	Location7	P.O. Box 781, 3334 Ultrices Av.	MEXICO	ADD CLASSROOM(S)
9	Location8	899-3902 Lectus Street	LAO PEOPLE'S DEMOCRATIC REPUBLIC	ADD CLASSROOM(S)
10	Location9	Ap #378-999 Auctor Ave	SPAIN	ADD CLASSROOM(S)
1	North Wilkesboro Fire Department	709 9th St, North Wilkesboro, NC 28659	UNITED STATES OF AMERICA	1

Enrollments into Custom Courses		
Section number:	AA-08.1	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

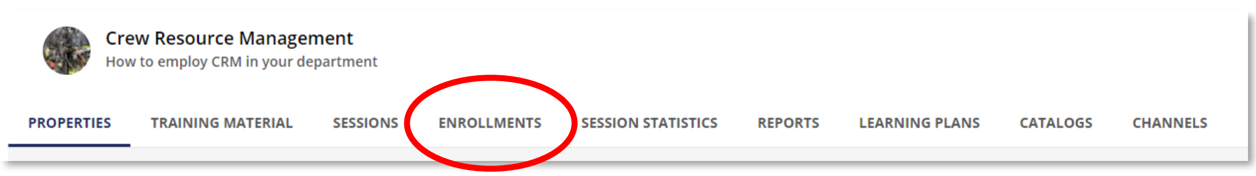
There are many ways to enroll members into custom courses in the LMS. In this section *Enrollments* brings up a list of those members enrolled in a specific course. You will have a variety of options available to add, modify or delete members from the course roster.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) Choose the specific course you wish to modify.

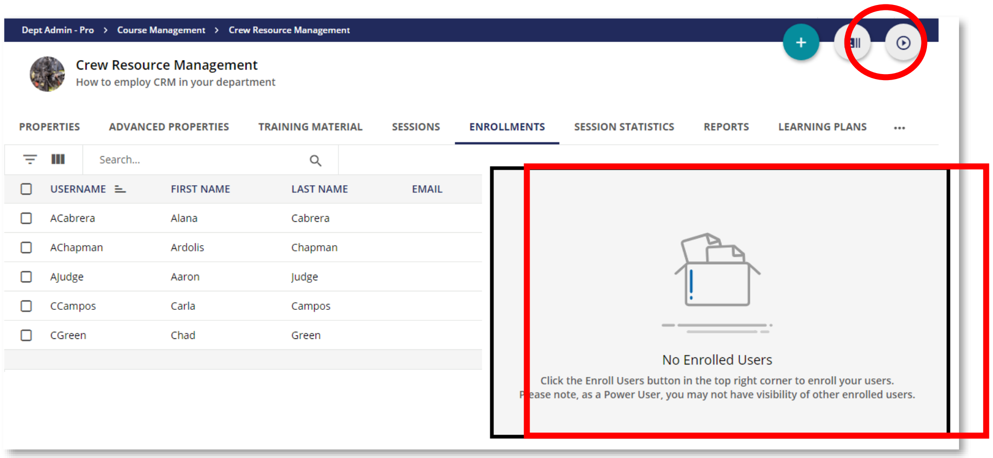


Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

4) Select *Enrollments*

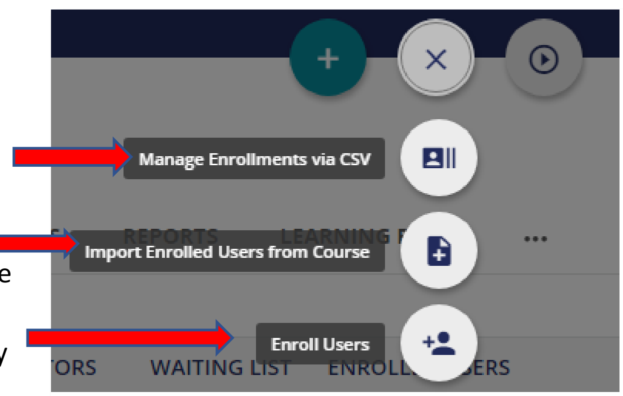


The window that opens will provide you with a list of users that are enrolled in the specific course you selected. If there are no users currently enrolled in the course, you will be advised on how to enroll users, as seen in the red outlined insert.

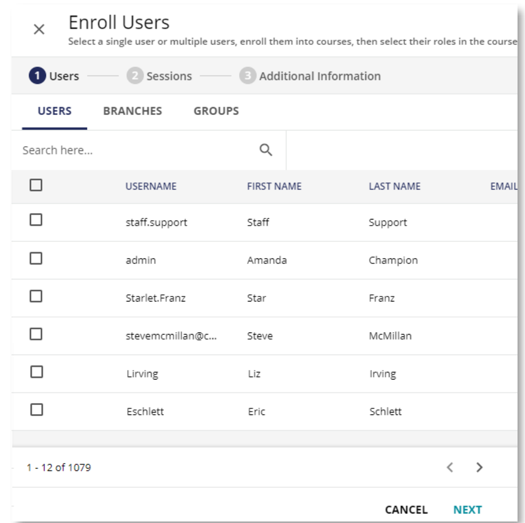


5) Enrolling users: There are many ways to enroll users into a course. This path is commonly used to enroll users into an existing course/ training plan.

- *Enroll users via CSV file:* Follow the uploading instructions as they walk you through the process.
- *Importing enrolled users from course:* Enroll users from another course into the course you have now chosen.
- *Enroll Users:* Select the users from the roster by checking the name box by their name. This will be the most common way to assign courses.

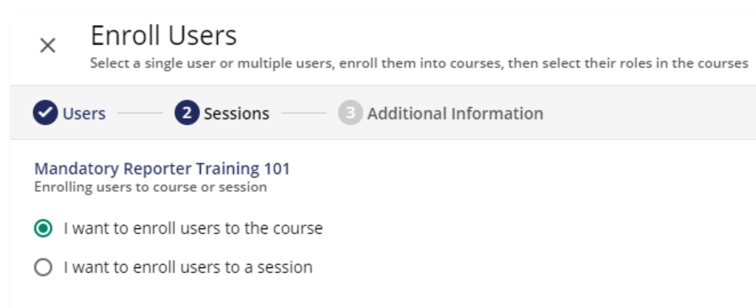


6) Select *Enroll Users*. The enrollment window open. Form this window you will be able to select individual users and groups of users that you have already created.

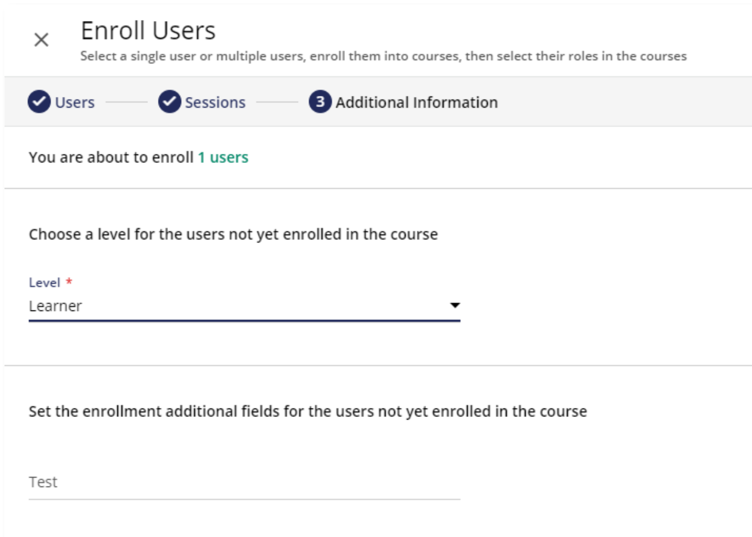


7) Select the members to be enrolled and click on next.

8) Select whether you would like to enroll users in a course or into a session.

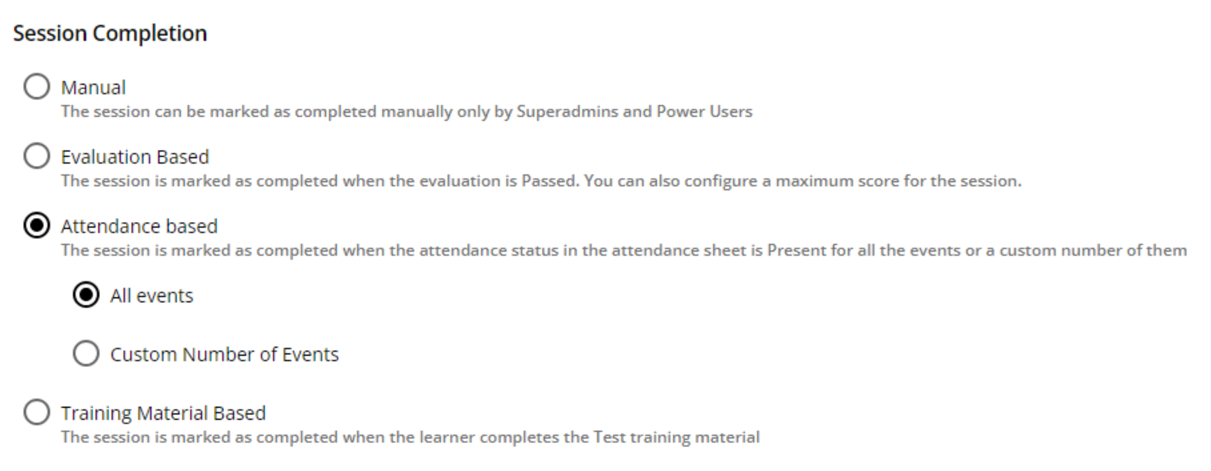


9) Complete the additional user information as the final step in adding a user.


Enroll Users
Select a single user or multiple users, enroll them into courses, then select their roles in the courses
Users
Sessions
3 Additional Information
You are about to enroll 1 users
Choose a level for the users not yet enrolled in the course
Level *
Learner
Set the enrollment additional fields for the users not yet enrolled in the course
Test

Marking Attendance and Completions (ILT)		
Section number:		Level: Pro/ Premium
Date of review:	07/17/25	For further assistance: 800-331-4463
Effective date:	07/17/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

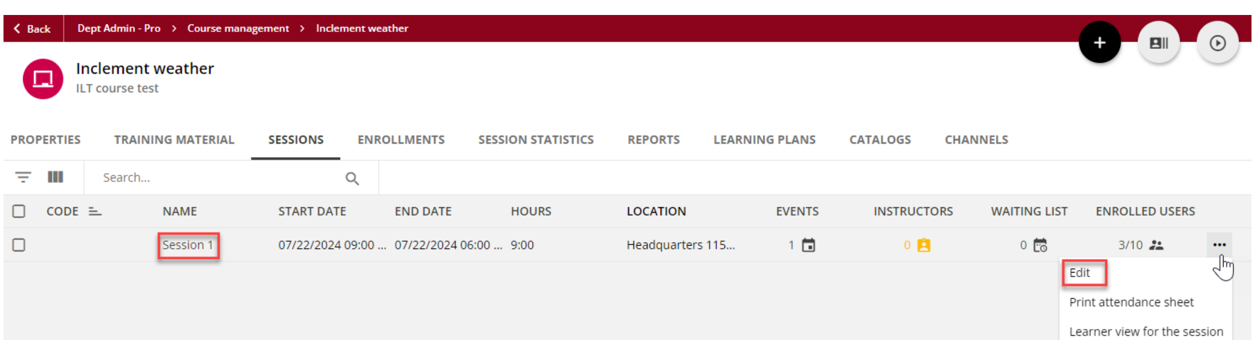
In the **Instructor Led Training (ILT) Courses, Sessions, & Events** chapter we showed you how to create sessions with an *Attendance based* completion.



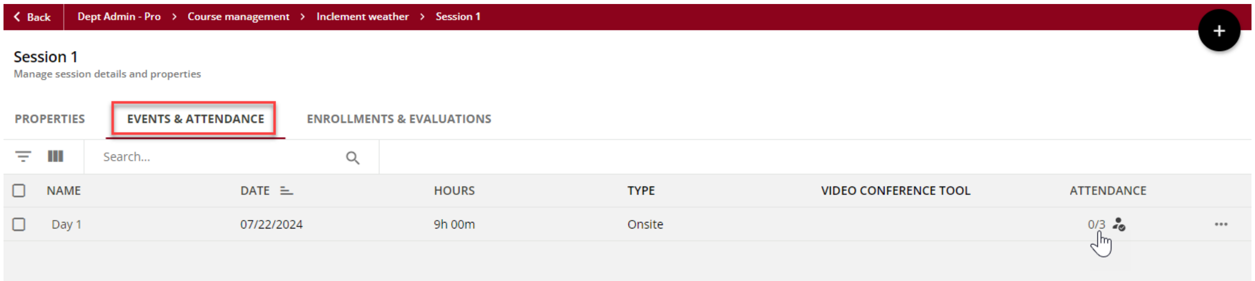
In this chapter we will cover how to mark attendance, which will automatically set course and session enrollment status to "Completed." Note all attendees must first be enrolled to the course and session before attendance can be marked.

Marking Attendance in Course Management

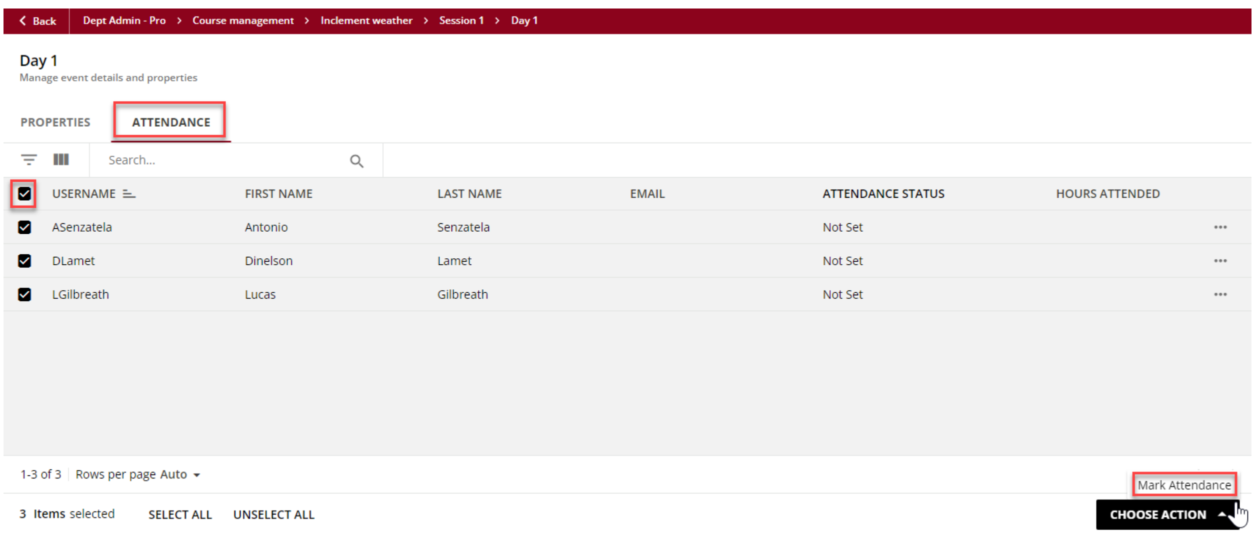
1. Find the course under **Course Management**. In the **Sessions** tab of the course, navigate to the session where you want to mark attendance and edit it. You can do this by clicking on the session name, or by clicking the ellipsis to the right and selecting **Edit** from the menu.



2. Navigate to the **Events & Attendance** tab, which will show all events within the session. In most cases there will only be one, but in the case of multi-day sessions, each event must be processed separately.

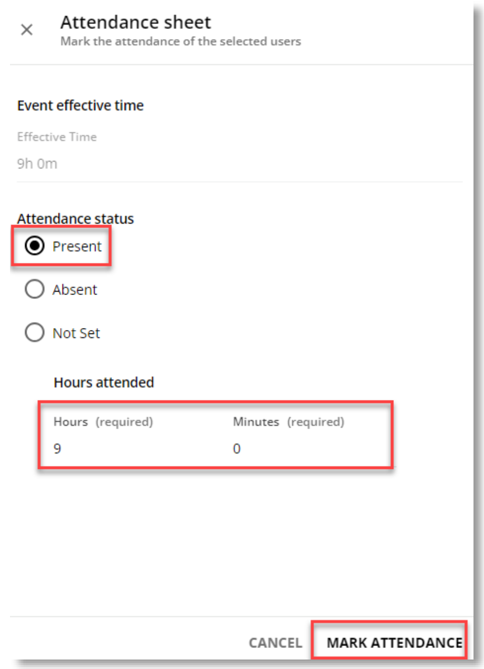


3. Click the people icon under the **Attendance** column. Click the box next to **Username** to select all users on the page. If there is more than one page of users, click the **Select All** option at the bottom of the screen. From the **Choose Action** menu at the bottom right of the screen, select **Mark Attendance**.

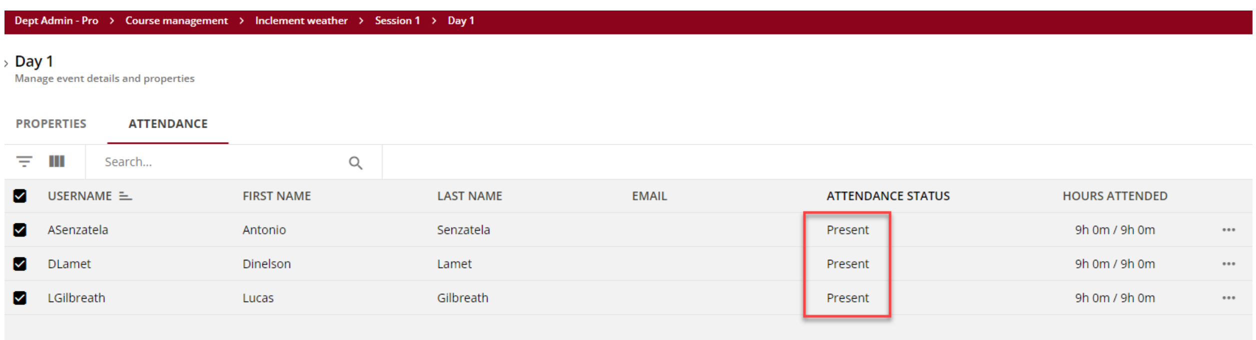


4. In the slide-out panel, you will see the **Effective Time** at the top, which notes the duration of the event itself, minus any break times configured. Make sure the **Attendance Status** is set to **Present** and enter the **Hours Attended** by the users (same or less than the Effective Time). Click **Mark Attendance.**

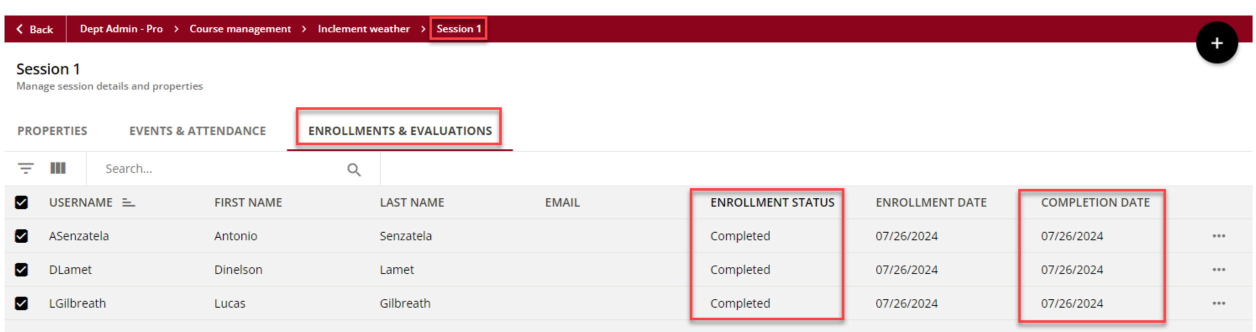
Please note: marking attendance in this manner will apply the Hours Attended to ALL selected Users. If you prefer to update individual Hours Attended, you must edit each trainee's record separately instead of editing all user records at once.



5. All users now appear as **Present** in the event. Repeat these steps for each event date in the session (if applicable).



Marking attendance in this manner will automatically update the course and session **Enrollment Statuses** to **Completed** and no additional action should be required. These attendees should now have time credited to their transcript for this course.

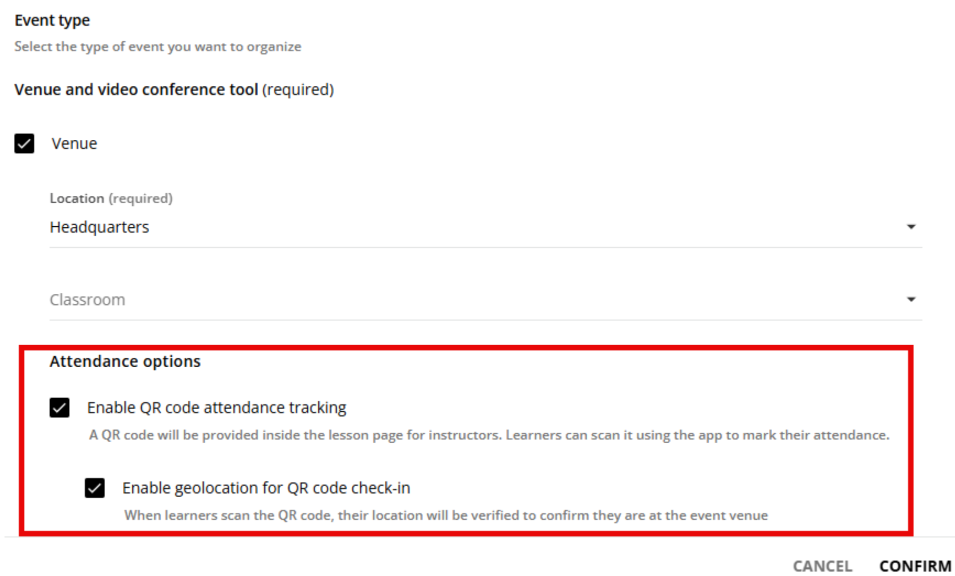


Allowing personnel to mark their attendance using the mobile app

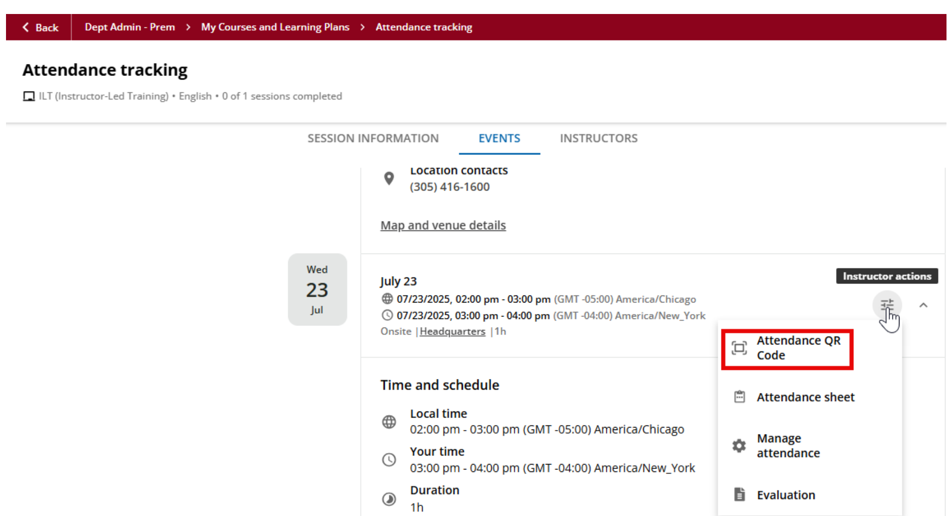
You can create a QR code for learners to scan when they arrive at the event venue and automatically mark their attendance from the Fire Engineering Training and JEMS Training mobile app. *If your organization is logging into the LMS via SSO, please use instead the Docebo Go.Learn mobile app.*

You can set this up when you create the event, or by finding the event in Course Management and editing it. Under the Venue section, set the following Attendance options:

- Select the check box Enable QR code attendance tracking.
- If desired, you can also select the option to Enable geolocation for QR code check-in as an added security measure. Save.



Instructors can access and share the QR code at any time before the event end date by finding the event via My Courses and Training plans. Click on the **Instructor Actions** Menu and select **Attendance QR** Code.

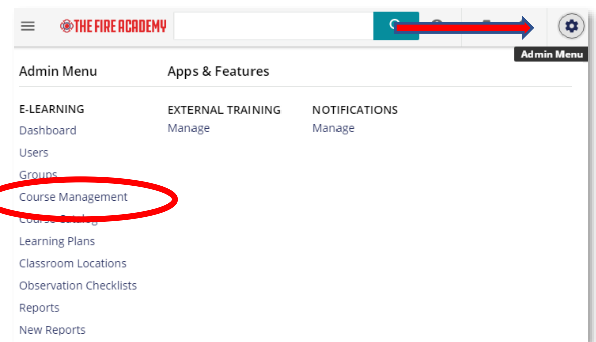


Learners can scan the QR code at the event using their camera, which will prompt them to log into the mobile app. They will need to tap **Check in**, allow access to their location if prompted, and their attendance will be marked. Learners will not be allowed to check in before or after the event.

Sessions Statistics		
Section number:	AA-09.1	Level: Plus/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

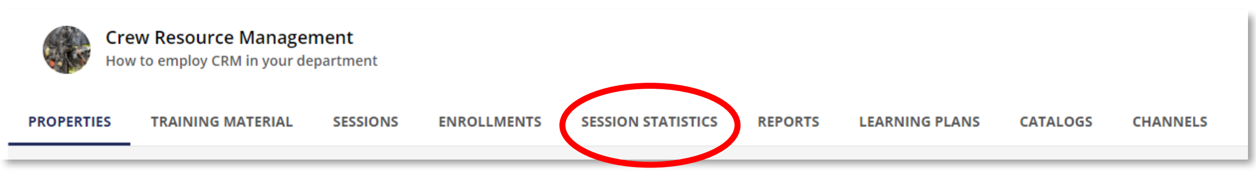
In this section you will be able see statistics for the specific session you have chosen.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) Choose the specific course you wish to modify.

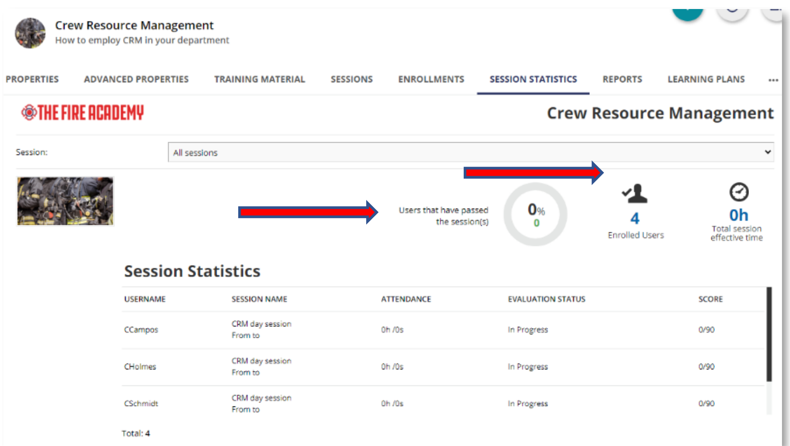


Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

4) Select *Sessions Statistics.*



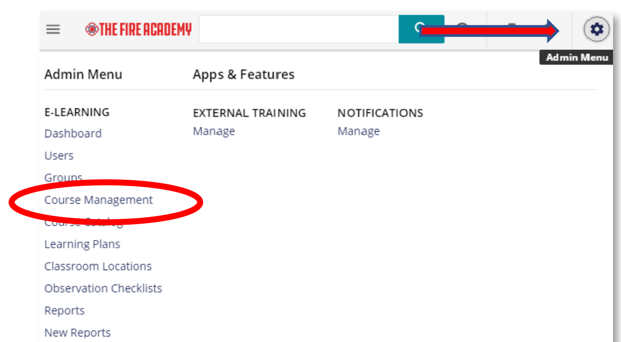
This report shows you how many users are enrolled, and their status related to the session. You will be able to quickly see how many users have passed the session and a percentage that is of the total enrollees.



Course Reports		
Section number:	AA-10.1	Level: Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

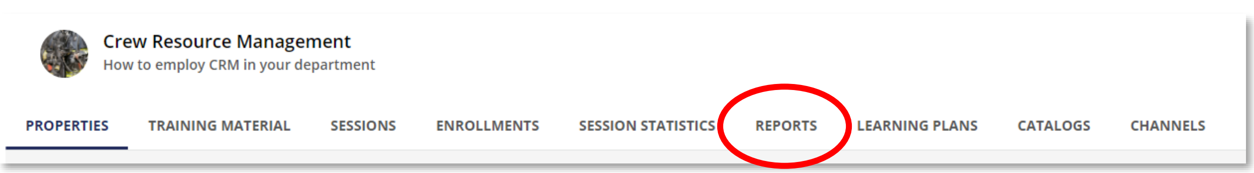
In this section you will get a quick glance at the overarching statistics for the specific course that you have selected. These reports cannot be modified.

1) Navigate to the *Admin Menu* by clicking on the gear in the upper right-hand corner of the window.
2) Select *Course Management*.
3) Choose the specific course you wish to review.



Once the course has been selected the *Properties* landing page will open. You can select from any of the tabs shown.

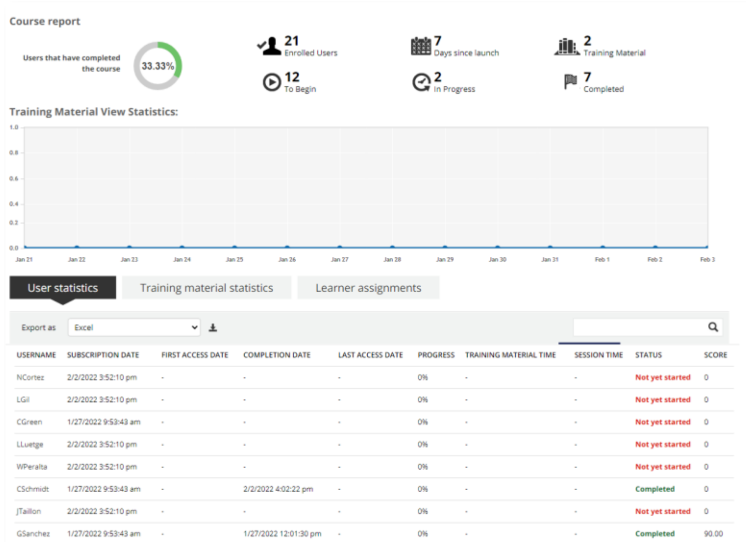
4) Select *Reports*



5) Selecting *Reports* will bring up information specific for the course that is selected. You are not able to modify these reports, as they are view only.

- You can toggle between *User statistics*, *Training material statistics, Learner assignments.*

- *These reports can be downloaded as an Excel of CSV file.*



Archiving enrollments to retake eLearning courses		
Section number:		Level: Pro/ Premium
Date of review:	01/22/26	For further assistance: 800-331-4463
Effective date:	01/22/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

There will be cases when learners need to complete the same course multiple times. To accomplish this, a Power User with the appropriate permissions will need to archive the active enrollment and re-enroll the learner in the course. This process is only required for eLearning courses.

If the courses are associated with a Training Plan, you must <u>first</u> unenroll users from the training plan, <u>then</u> archive the course's enrollments. We will cover both steps below.

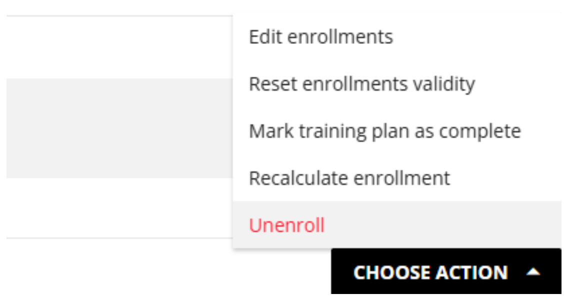
Unenrolling users from the Training Plan

Follow these steps to unenroll users from the Training Plan:

1. Go to the **Enrollments** tab of the Training plan and select the enrolled users that need their course completions archived. You can use the filters to find users with specific Training Plan statuses if needed.

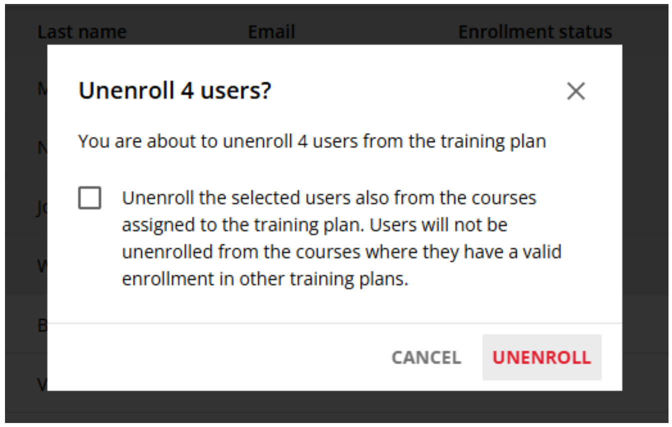
2. Select the users individually or use the checkboxes on the left side to select visible users. You can also use 'Select All' at the bottom of the user screen to choose all enrolled users.

3. Click the 'Choose action' button at the bottom right of the screen. Select the option to **Unenroll.**



4. **<u>NOTE:</u>** A box will appear. By default, the option is unselected for **unenrolling users from the courses** within the training plan. **<u>Leave this option unselected</u>**.

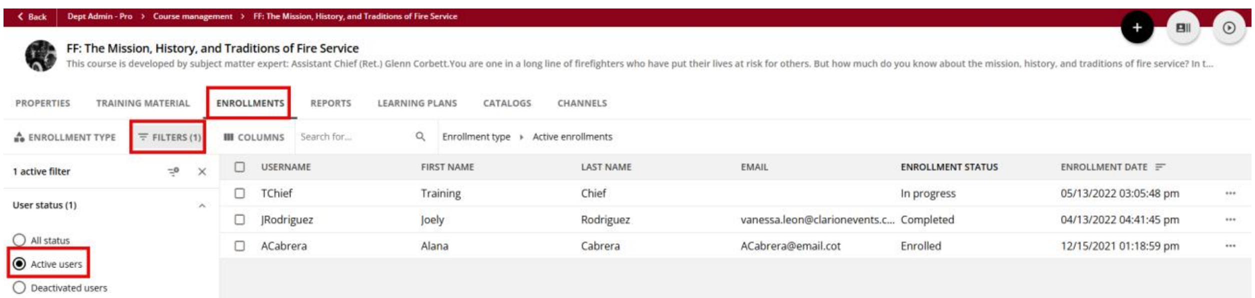
5. Click Unenroll to proceed.



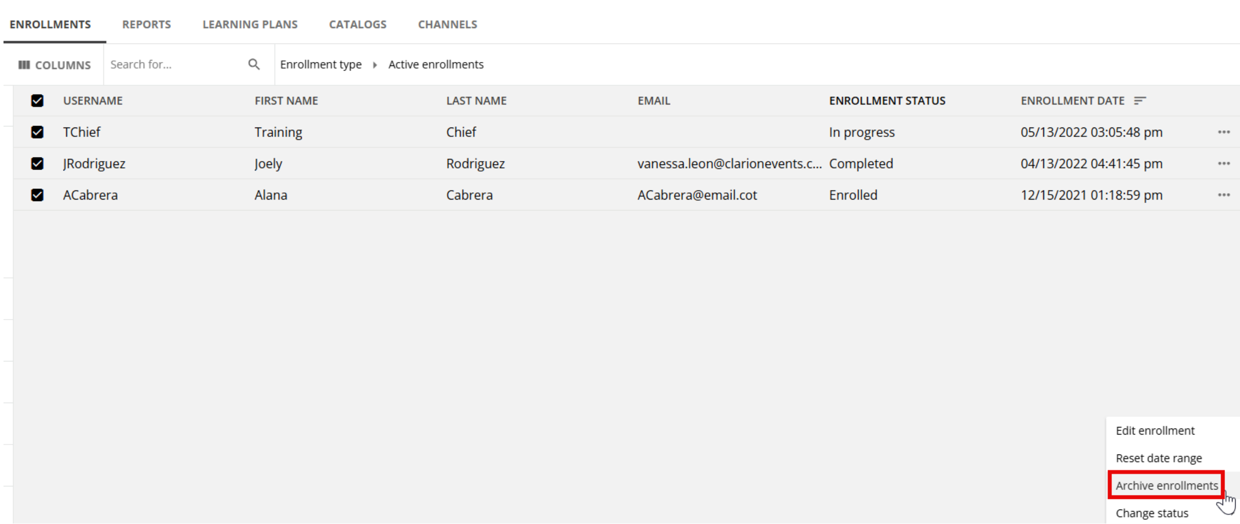
Archiving a course enrollment

Follow these steps to archive enrollments for <u>each course</u> your learners need to retake:

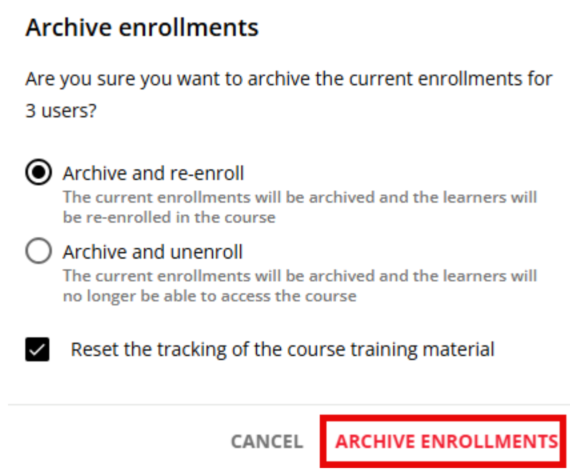
1. Go to the **Enrollments** tab of the course and select the active users that need to retake the course. You can use the User status filter to find active users.



2. Click the 'Choose action' button at the bottom right of the screen. Select the option to **Archive Enrollments**.

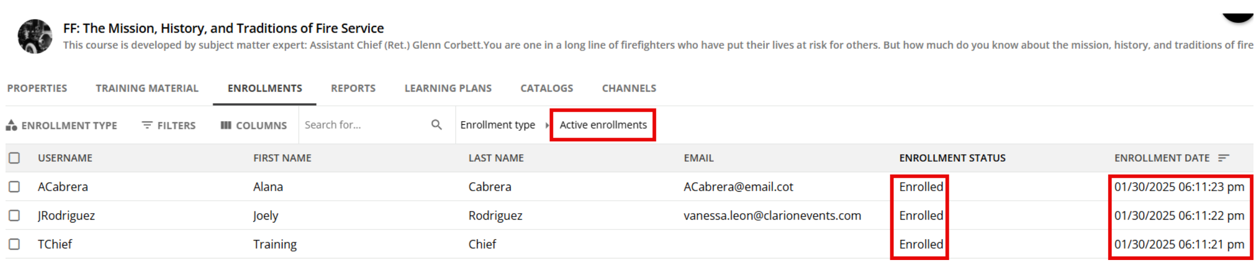


3. A box will appear. Leave the default selections to **archive and re-enroll** users and **reset the training material** checked. Click on **Archive Enrollments** to proceed.



A background job will start. Once complete, you can confirm the enrollment was archived:

- In the Enrollments tab of the course, under **Active enrollments**, all selected users will be re-enrolled in the course with today's date, with status Enrolled.



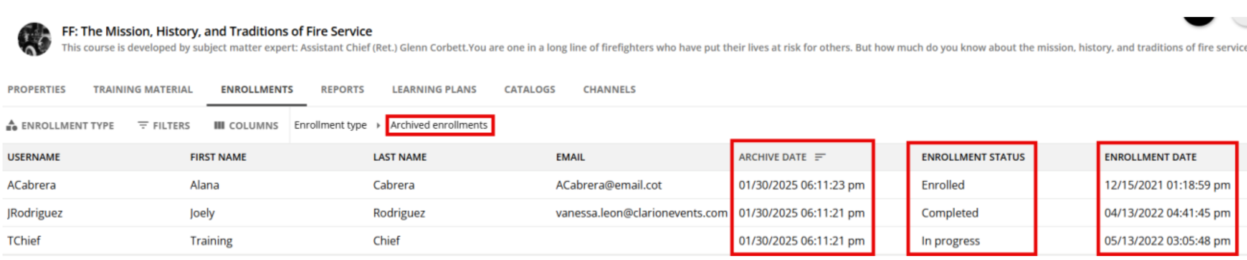
FF: The Mission, History, and Traditions of Fire Service
This course is developed by subject matter expert: Assistant Chief (Ret.) Glenn Corbett.You are one in a long line of firefighters who have put their lives at risk for others. But how much do you know about the mission, history, and traditions of fire

PROPERTIES TRAINING MATERIAL ENROLLMENTS REPORTS LEARNING PLANS CATALOGS CHANNELS

ENROLLMENT TYPE FILTERS COLUMNS Search for... Enrollment type Active enrollments

USERNAME	FIRST NAME	LAST NAME	EMAIL	ENROLLMENT STATUS	ENROLLMENT DATE
ACabrera	Alana	Cabrera	ACabrera@email.cot	Enrolled	01/30/2025 06:11:23 pm
JRodriguez	Joely	Rodriguez	vanessa.leon@clarionevents.com	Enrolled	01/30/2025 06:11:22 pm
TChief	Training	Chief		Enrolled	01/30/2025 06:11:21 pm

- By selecting **Archived enrollments** on the **Enrollments type** filter, you should see the archived enrollments with the status they had at the time of archival.



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PROPERTIES TRAINING MATERIAL ENROLLMENTS REPORTS LEARNING PLANS CATALOGS CHANNELS

ENROLLMENT TYPE FILTERS COLUMNS Enrollment type Archived enrollments

USERNAME	FIRST NAME	LAST NAME	EMAIL	ARCHIVE DATE	ENROLLMENT STATUS	ENROLLMENT DATE
ACabrera	Alana	Cabrera	ACabrera@email.cot	01/30/2025 06:11:23 pm	Enrolled	12/15/2021 01:18:59 pm
JRodriguez	Joely	Rodriguez	vanessa.leon@clarionevents.com	01/30/2025 06:11:21 pm	Completed	04/13/2022 04:41:45 pm
TChief	Training	Chief		01/30/2025 06:11:21 pm	In progress	05/13/2022 03:05:48 pm

Training Material versioning and management (previously Central Repository)		
Section number:		Level: Premium
Date of review:	02/04/26	For further assistance: 800-331-4463
Effective date:	02/04/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

In the *Course Management: Training Material* chapter of this guide, we covered how to add the training materials that make up a course. If your organization is creating multiple training materials that are shared across courses, you will benefit from using the **Training Material** application (previously Central Repository) to store, organize and manage the materials.

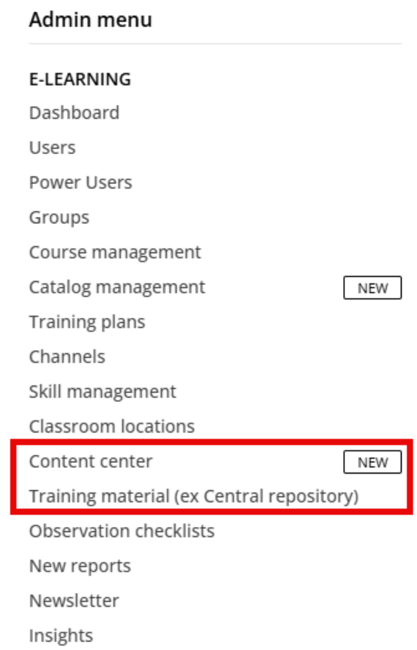
- Allows for centralized easy access, retrieval and sharing of materials across different courses.
- Ensures that all learners have access to the same up-to-date and consistent content, as versioning is done once in the repository, but applies to all courses where the materials are placed.
- Allows shared tracking of training materials across courses. Completing a training material in one course, also marks the material as complete in the other courses.
- Saves time and resources! Eliminates the duplication of effort in creating and storing training materials across multiple locations.

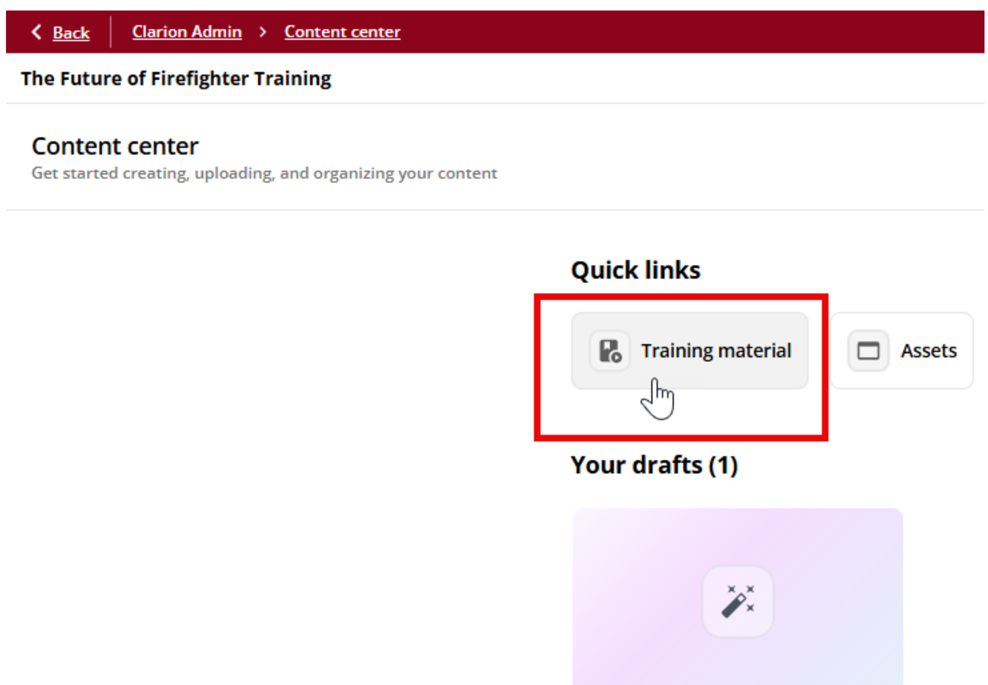
Accessing Training Material

Power Users can access and manage Training Material and its content depending on the permissions assigned to their profile and on the folders (content) assigned to them as resources.

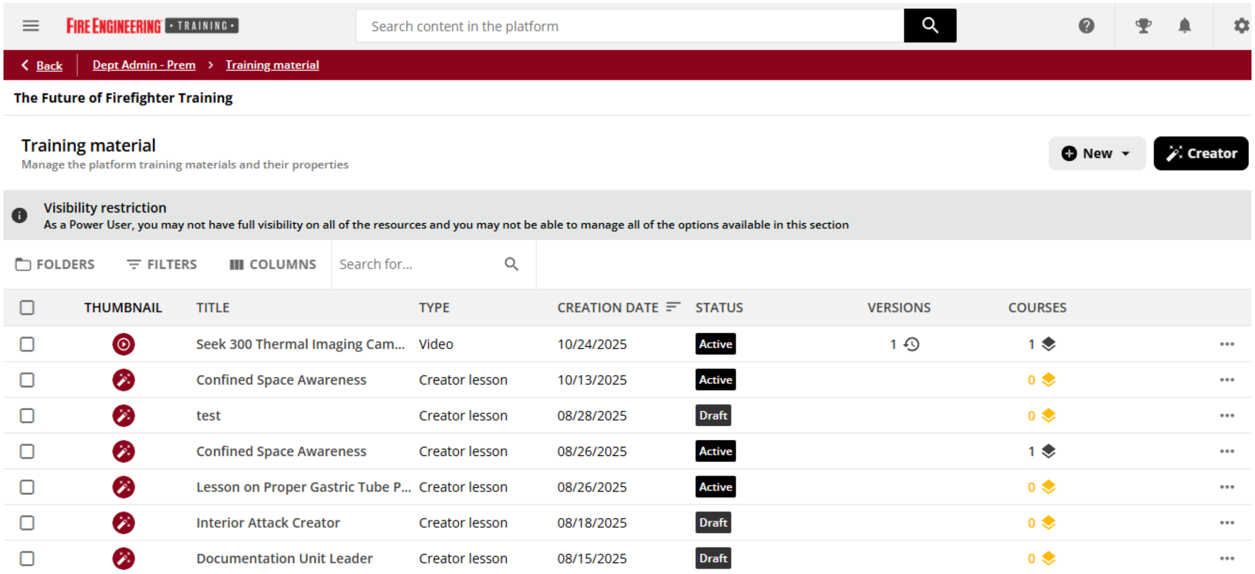
- Personnel with a **Department Admin** profile can create/manage Training Material folders, plus view, create, edit, and delete materials.
- The **Central Repository - Full Permissions** profile grants the same Training Material permissions as above, except for deletion of materials.
- The **Course Builder & Manager** profile allows Power Users to view, create and edit materials in Training Material.

Personnel with any of these power user profiles can access Training Material (ex Central Repository) directly from the Admin menu. It can also be accessed from the new Content Center, via the Training material quick link.


Admin menu
E-LEARNING
Dashboard
Users
Power Users
Groups
Course management
Catalog management
NEW
Training plans
Channels
Skill management
Classroom locations
Content center
NEW
Training material (ex Central repository)
Observation checklists
New reports
Newsletter
Insights


Back
Clarion Admin
Content center
The Future of Firefighter Training
Content center
Get started creating, uploading, and organizing your content
Quick links
Training material
Assets
Your drafts (1)

The main page of Training Material lists all the training materials available to you. You can search for specific content by typing a keyword in the search bar.



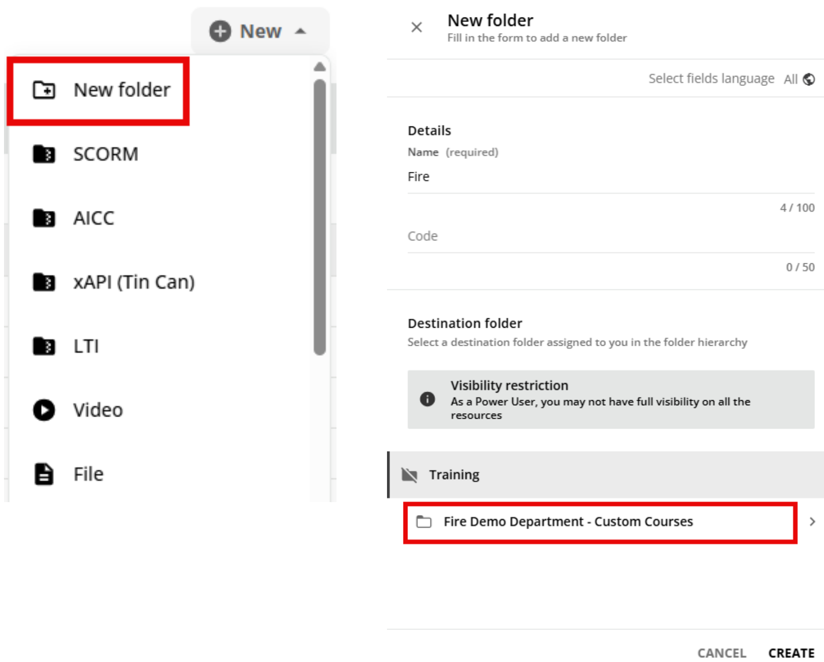
Click on

- **Folders** to see all available folders that have been created to organize your content.
- **Filters** to use the available options to filter the training materials.
- **Columns** to select the columns you want to include on the page.

Creating and managing folders

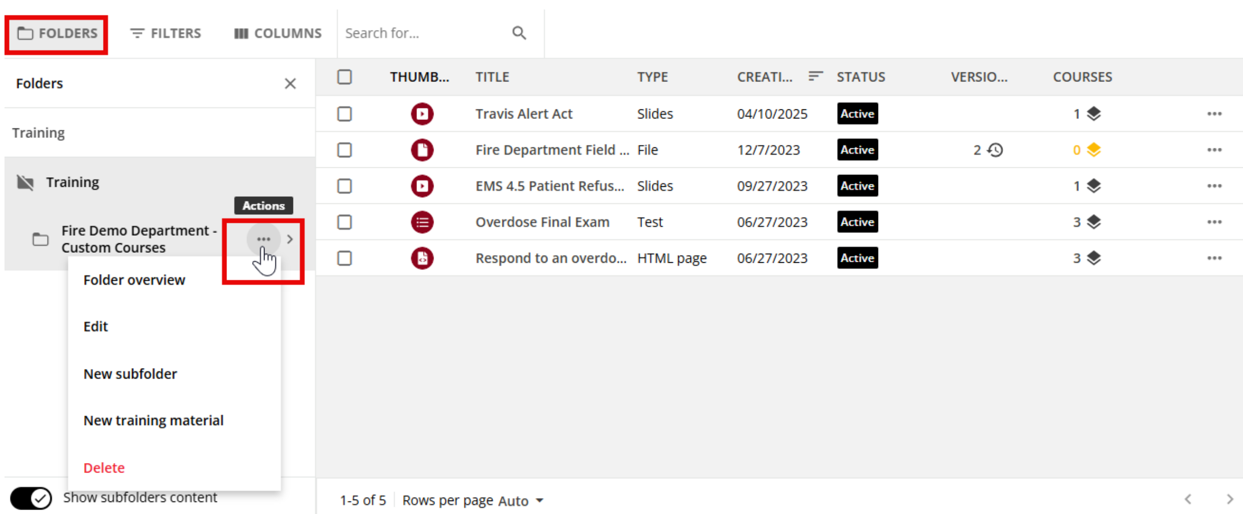
It is important to organize training materials in folders to quickly find the content, but also to manage the training material visibility for Power Users by assigning them folders as resources.

To create a new folder, click on the **New** button in the top right corner of the page and select the **New folder** option.



In the right panel that opens, set a name and a code for the folder, then select a destination folder. Please note, **you cannot create folders at a level above your organization's custom course folder, as you won't have access**. Click on **Create** to save.

You can the newly created folder in the Folders panel, along with every folder available to you.



Click on the ellipsis menu next to the folder name to perform the following actions:

Folder overview: opens a right panel providing folder details, including name, code, parent folder, number of subfolders, number of training materials.

Edit: modify the folder details.

New subfolder: create a new folder in the selected folder.

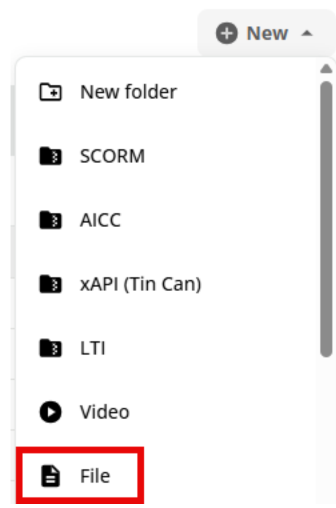
New training material: create a new training material in the folder, as described later in this chapter.

Delete: remove the folder from the hierarchy. You cannot delete a folder if it contains training materials or subfolders.

Clicking on a folder displays the training materials within it. The **Show subfolders** content toggle is enabled by default at the bottom of the Folders panel. Disable it if you don't want to see the content included in the subfolders of the selected folder.

Creating and managing training materials

To add a new training material, <u>first select a folder from the left panel</u>, then click on the **New** button in the top right corner and select the type of training material you wish to add:

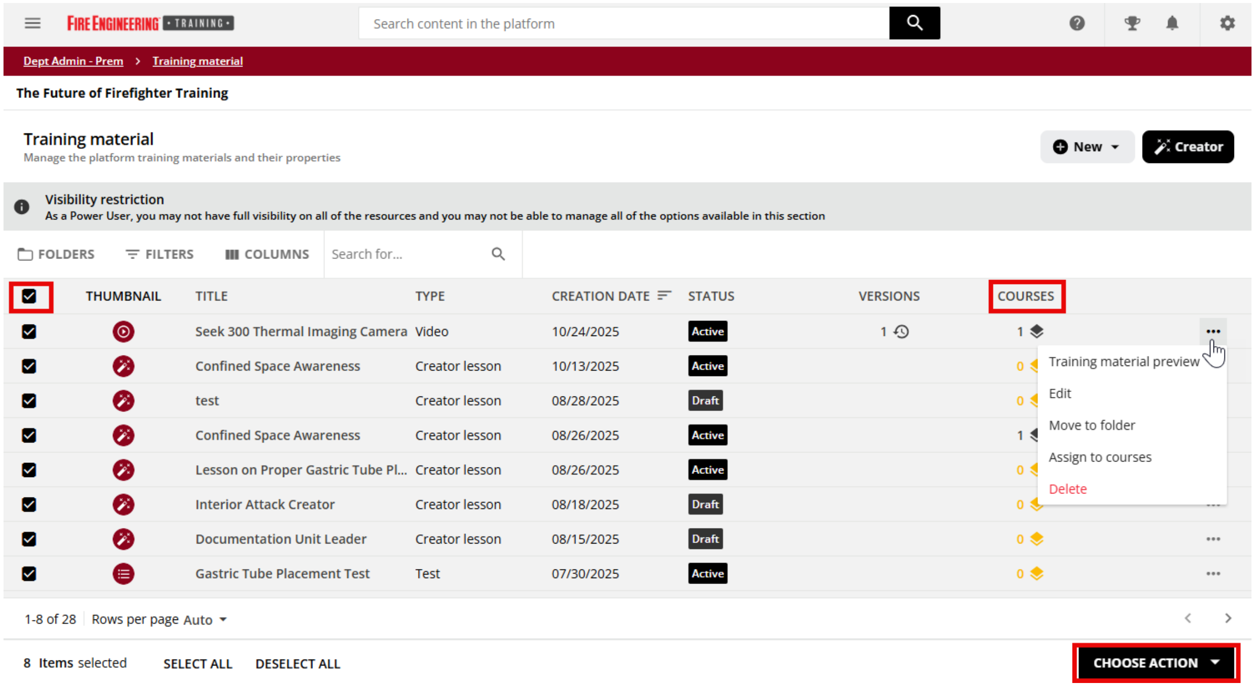


- SCORM
- AICC
- xAPI (TinCan)
- Videos
- Files
- Elucidat
- Google Drive
- LTI
- Slides
- HTML Page
- Surveys
- Tests

*To learn how to create a Creator lesson, please refer to the **Creator** chapter in this guide.*

Once you have created the training material, you will be redirected to the Training Material main page, and the newly created training material is displayed on the first row of the table.

You will manage your training materials on this page.



The **Courses** column is always visible and shows the number of courses the training material is assigned to. Click on the number to see the list of courses. You can click on the title of the course to go to that course page in the Course management area, where you can manage the training material within the course. Use the search bar in the pop-up box to search for a specific course from the list.

Click on the ellipsis menu at the end of the row of the training material to perform the following actions:

Training material preview: shows a preview of what your training material looks like for learners. If the training material has more than one version, select the version you wish to preview. The training material preview is not available for LTI training materials.

Edit: modify the details of the training material.

Move to folder: allows you to move the training material from the folder it is currently placed to a different folder by selecting it in the right panel.

Assign to courses: if the training material has more than one version, first select the version you wish to assign using the dropdown in the Manage versions area, then select the courses for the assignment. If the training material has a single version, the Manage versions area is not displayed. If you assign the same training material to multiple courses, its tracking will be shared.

Delete: To delete the training material. When training material is deleted from Training Material, it is also deleted from the courses it is assigned to. Note that you cannot delete a training material that is in Processing or Publishing status.

You can perform the Delete, Move to folder and Assign to courses actions on several training materials at once. Select them using the checkboxes at the beginning of their rows and click on the **Choose action** button in the bottom right corner of the page.

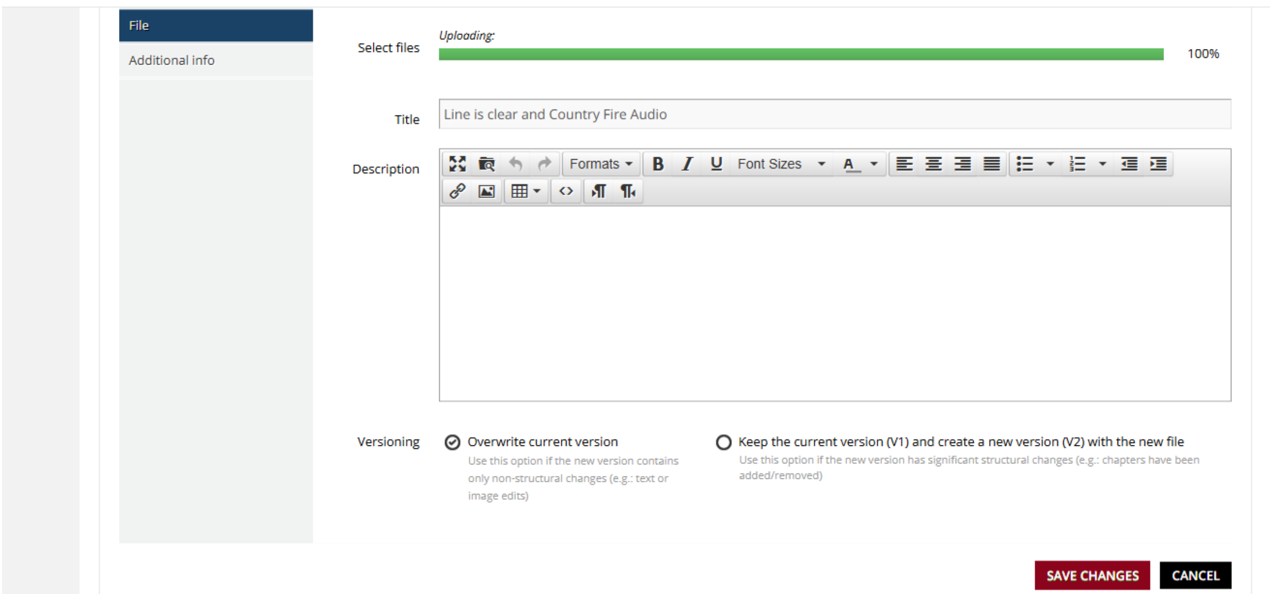
Creating multiple versions of a training material

Training Material can handle multiple versions of SCORM, AICC, xAPI (TinCan), files and video training material.

When the **Versions** column is visible in the main table of the Training Material, it shows the number of versions in which the training material is available. Click on the number to see the history of versions.

To upload a new version of a training material, find the training material in the list and click on the ellipsis menu at the end of its row, then select the **Edit** option. Once in edit mode, click on the **Upload file** button to upload the new version of the training material from your device, and set the title and description.

Upload file



Once the file is uploaded, set whether the new version **overwrites the current version**, or if you want to **create a new version** of the training material.

- Select to override the training material to do minor fixes (a word, phrase, or title). The material will be updated on every course where it is used.
- Create a new version if a major change in the structure is needed. Fill in the text boxes that will appear with the name and the description of the new version. With the versioning, if a user who has already completed the old version of a training material plays it again, they will see the new version and need to complete it again. If a training material has multiple versions, the Course report shows which version learners completed.

You can edit and delete a version of training material by clicking the version number in the Versions column of the Training Material table. Before deleting a version of a training material, make sure that its new version is assigned to each course where that training material is used, or the course will no longer have that training material.

Shared tracking

If the same training material (or the same version of the training material) is assigned to multiple courses, when a user completes the training material in one course, it will automatically be marked as complete in the other courses where it is placed. If you reset the tracking of the training material in a course, it will be also reset in the other courses.

Surveys do not to share tracking.

Creator: AI-powered content authoring tool		
Section number:		Level: Premium
Date of review:	06/22/26	For further assistance: 800-331-4463
Effective date:	06/22/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

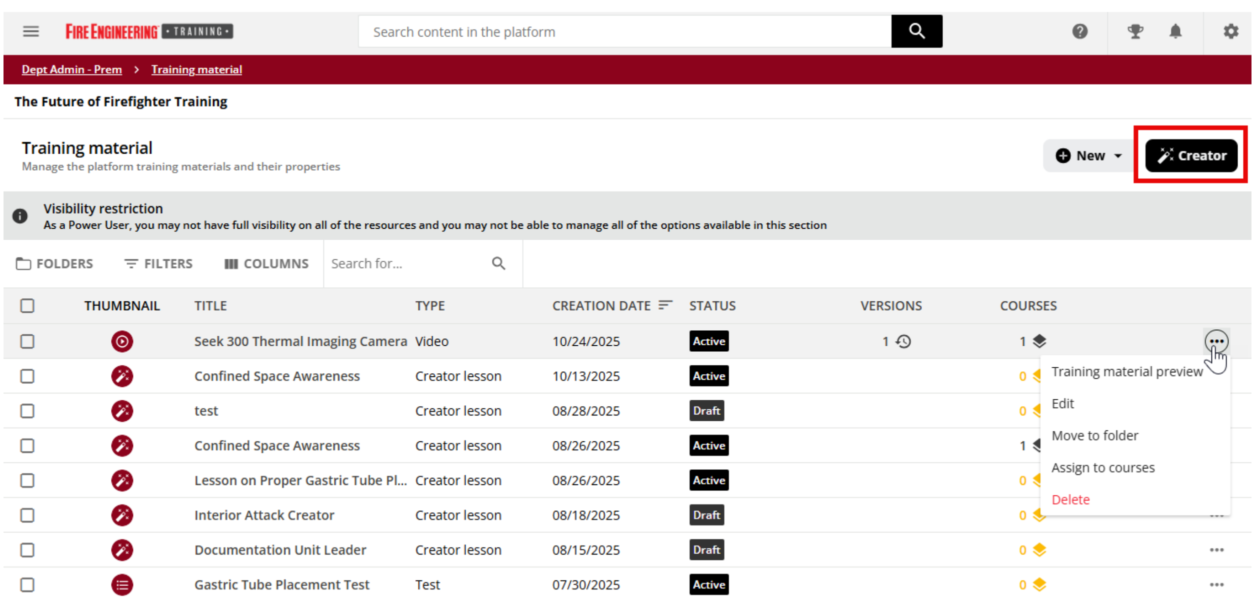
Our new **Creator** feature in Training Material (previously Central Repository) empowers you to effortlessly build and deliver high-quality learning content, helping you get your program in place faster.

- Easy to use tools allow you to create professional-looking courses using your organization's policies, procedures, and resources. A Creator lesson is a training material that can be used alone or combined with other training materials to build the course in Course Management.
- Save time and effort with options like AI-assisted content creation, automatic assessment generation, media tagging, text rephrasing and translations.
- As with every other item in Training Material, changes to Creator lessons automatically update the courses where the lessons are placed, ensuring everyone has access to the same up-to-date content. *Please refer to the **Training Material** chapter in this guide to learn more*.

Creator is available to Power Users with Central Repository Create permissions.

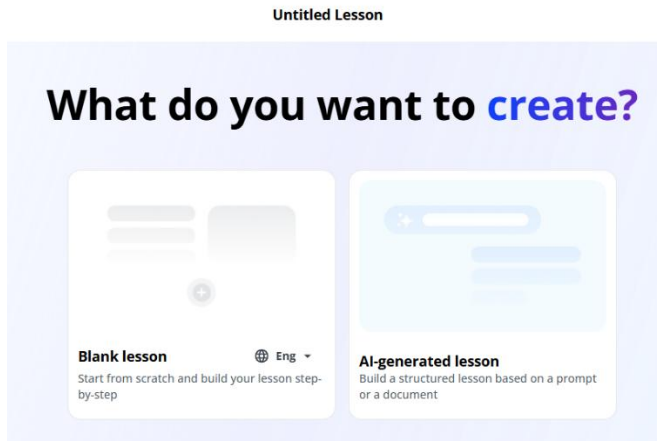
Building a Creator lesson: manual or AI-assisted creation

Go to **Training Material**, and select a folder from the left panel that's available to you, and then select the magic wand button **Creator Lesson** on the top-right corner.



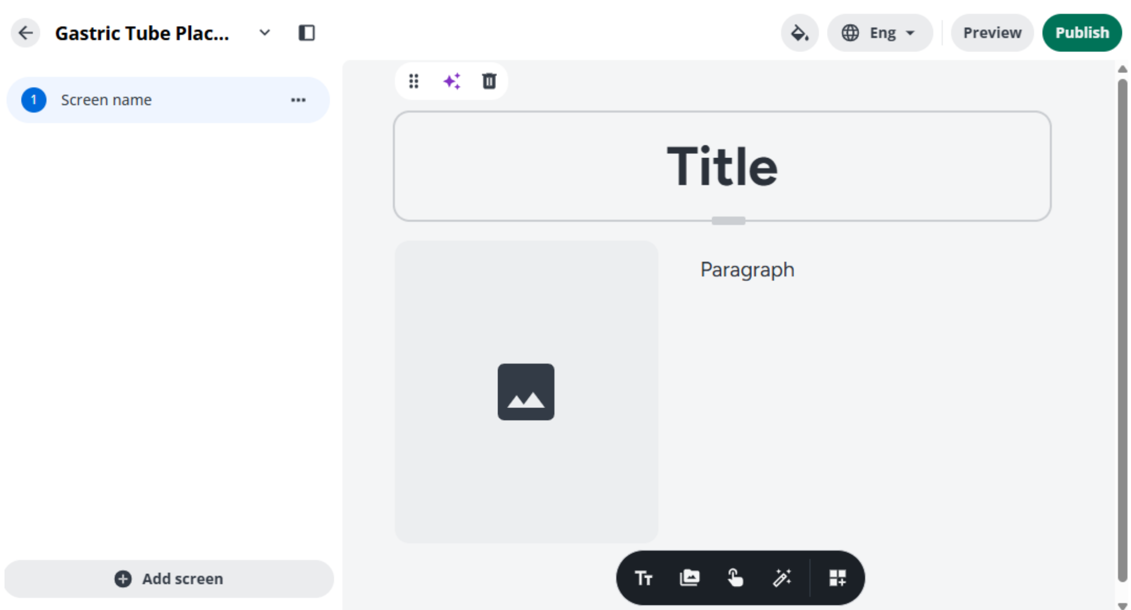
The **New Creator lesson** window will open, and you will add the title of the lesson. You can also add a code and a description. Save.

You will be prompted to select whether to create a lesson **from scratch**, or **generate it with AI** by uploading your documents.

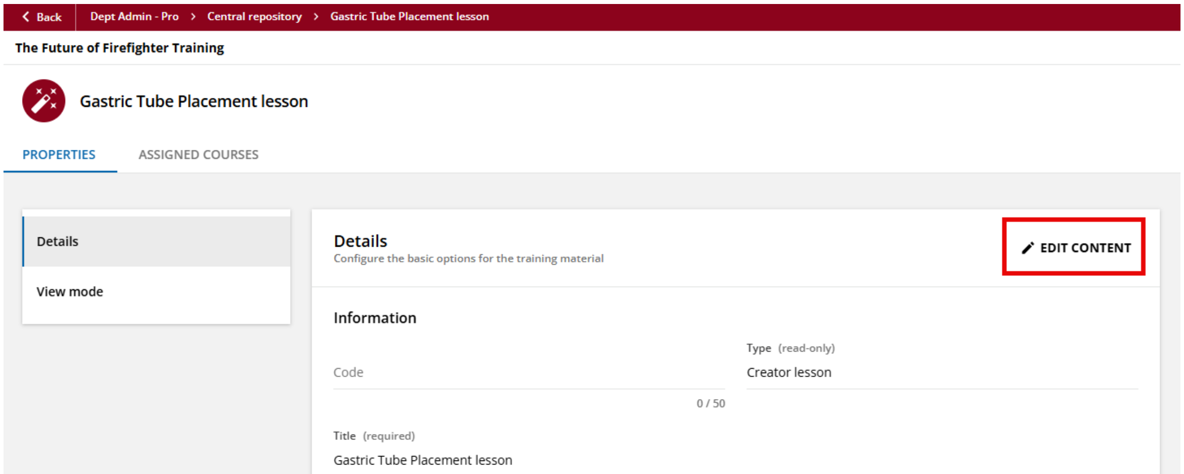


Start from Scratch

1. Set **default language** as English.
2. You can choose a structured layout (like Title + Split Content) for the first content screen of the lesson. A layout is a pre-set template containing a group of elements. You can have multiple layouts in one screen.

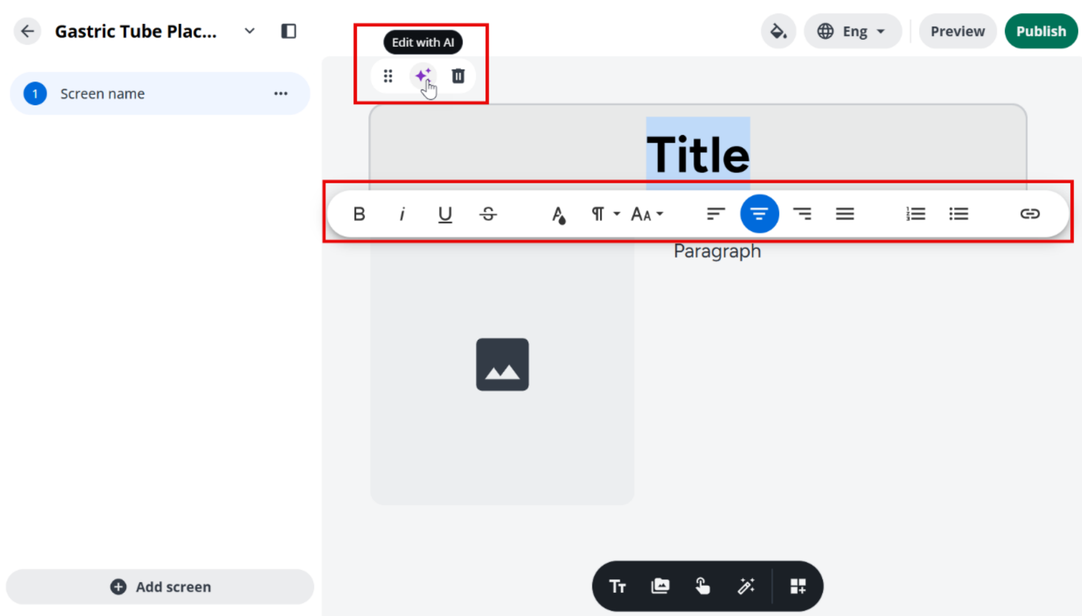


Note changes are automatically saved. If you log out, you can get back to the lesson by selecting it from the Training Material main page, and editing it. Click on **Edit content** to enter the Creator editor.

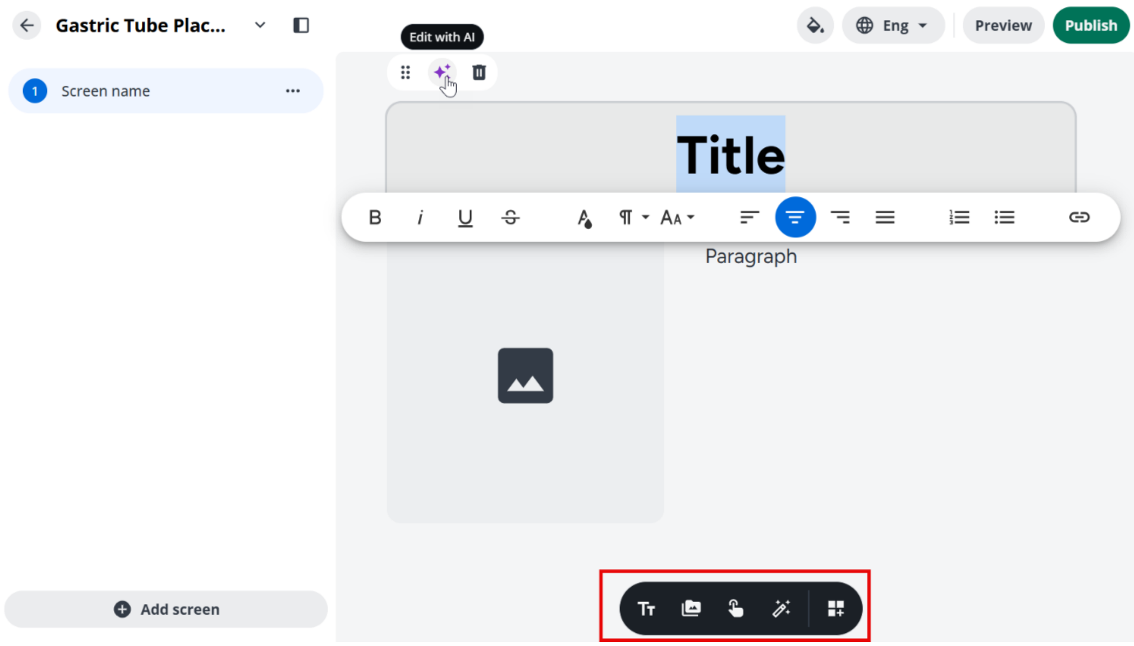


3. In the Creator editor, you can adjust the elements already placed on the screen (title, paragraph, media, etc.). Clicking on an element brings up a menu with the configuration options available:

- Enter text. Highlight the text to bring up formatting options: color, size, alignment, etc. You can add a hyperlink here as well.
- Edit text with AI. Rephrase, reduce, or expand the text you have entered. **Please note that Creator won't generate text on its own; it requires human input. You own the data you enter, and it is not used to train any AI models.**
- Adjust shape/size/location
- Delete



4. You can enter new elements or layouts to the current screen using the insert menu at the bottom. When you add new elements or layouts, they will be placed under the element you are selecting.



- Additional **Text** boxes.
- **Media**: can you upload files from your computer to the Creator media library. You can also select any files you have previously uploaded to the library. When you upload media, it will be placed by default in the top folder that you have access to, but you can organize them as you prefer.

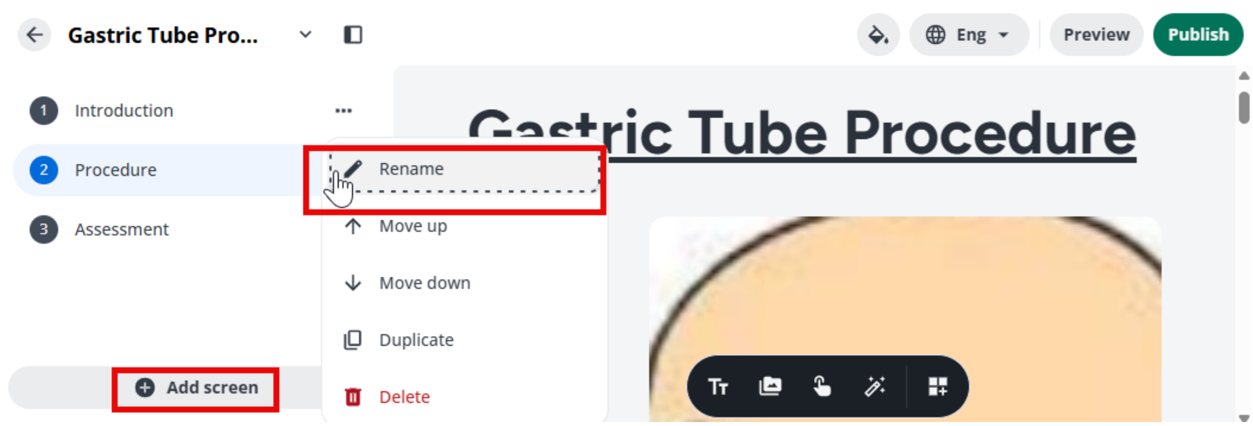
  The folder structure in the media library mirrors the organization of folders in the Training Material, so that the visibility assigned to Power Users is aligned across both areas. However, **please note that the folders/media available in Creator's media library are not the same as the folders/items in Training Material. These are two distinct types of items and are not shared between the two environments, even if the folder names appear the same**.

  As you save new media, the library provides AI-generated tagging. You can view and edit tags at any time by clicking on the media file and selecting **Edit details**.
- **Interactions:** these elements help make your lesson more engaging. You can add activities, flashcards, matching pairs, accordions and hotspots.
  - **Activities**. Each activity is a single knowledge-check question that can be added to the current screen. Different formats are available (true/false, single or multiple choice, fill in the blank, matching pairs).
  - **Flashcards**. Each card has a front and a back; learners can flip the cards to check their understanding or explore additional details.

- ○ **Accordions**. Allow you to organize content into collapsible sections under clickable headers, letting learners expand only the information they need.
- ○ **Hotspots**. You can place clickable areas on an image to guide learners. Each hotspot can be marked as correct or incorrect, delivering instant feedback when learners click.

- You can also add a new **Layout** on the screen.

5. Add additional screens to the lesson using the **Add Screen** button on the bottom-left corner of the Creator page.

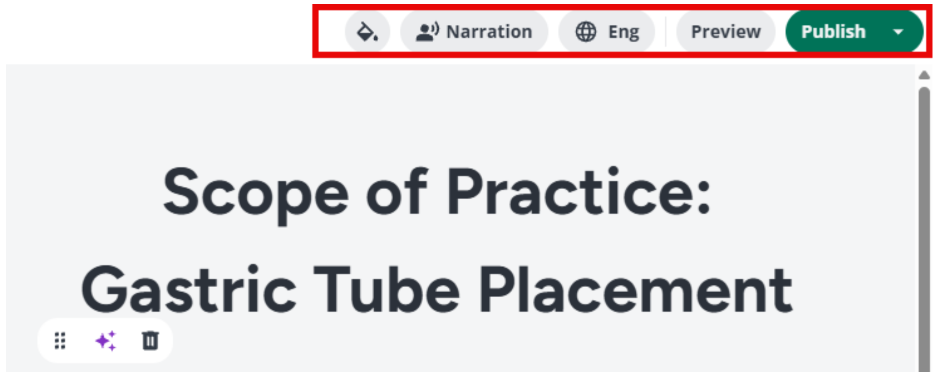


Each new screen can be another content screen, a manual assessment or an AI assessment.

- If you select a **manual assessment**, you will need to insert elements to build the page (text, media, activities).
- If you select **AI assessment**, the questions and answers will be automatically generated, pulling from the information entered in every screen. You will only have to specify the quantity and format. You will be able to edit what has been generated.

At any point, you can rename the screens, move them up and down, duplicate them, or delete them.

6. On the top-right corner of the Creator page, you will see **English** as default language you have selected. Here you can add translations to other languages (AI-generated or manually entered) and manage them. You can even select different media for different languages.



7. Under **Themes** (paint bucket icon), you can manage colors, fonts and styles to fit your organizational guidelines. You can customize the **current theme** (apply changes to the current screen only) or **update the default theme** of the whole lesson. <u>Please note that you cannot create new themes at this time, so the updated default theme will not apply to future lessons</u>.

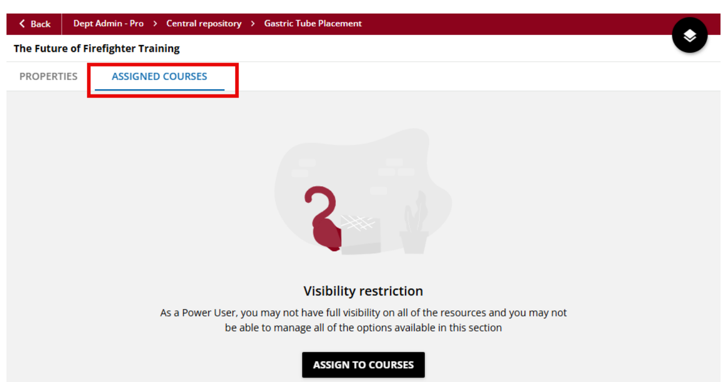
8. You also have the option to add **Narration** to the lesson. Click on the Narration button to open a panel, and select from several AI generated voice options. Configure the style, and settings like auto advance screens and autoplay audio. Click Generate Narration when ready. Note: if the text changes, the narration will no longer match. You will need to delete the existing narration and regenerate it.

9. **Preview** the lesson to see it as learners would see it. They can collapse the outline and change the language.

10. **Publish** the lesson. Once published, the Creator lesson can be assigned to courses. The material status in the Training Material main page will be Active. Creator lessons are published in <u>xAPI</u> format. You **can close the editor** by clicking on the X icon next to Publish.

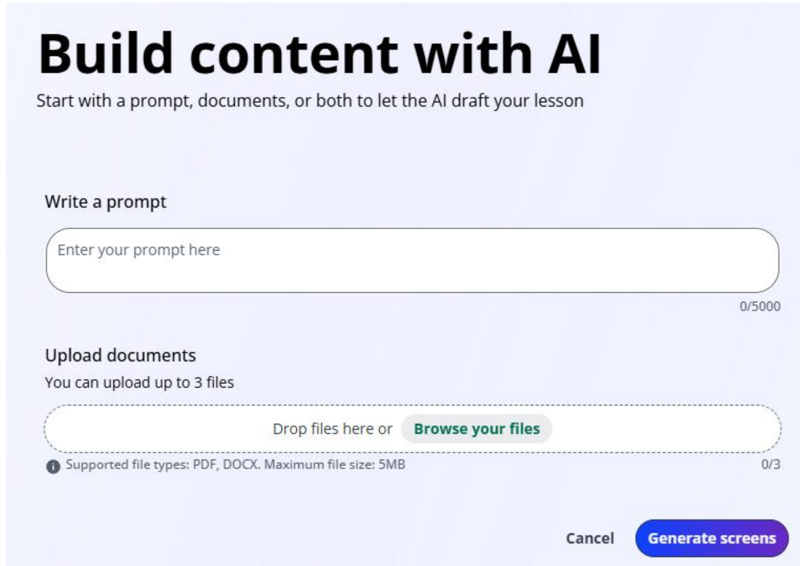
    While all your changes in the editor are automatically saved while you work, they only appear in the published version of your training material after it's been published. <u>**If you update and publish a Creator lesson that's already assigned to courses, the version in those courses will automatically be updated, and user progress will be reset.**</u>

11. You can assign the lesson to courses from the Training Material main page. Click on the ellipsis button at the end of the Creator lesson's row and select **Assign to courses**. Alternatively, you can open the lesson and go to the Assigned Courses tab.



Generate with AI

1. Enter a prompt and/or upload up to 3 files. Creator pulls images directly from the documents you upload (if available) and supplements them with additional visuals to support the content. You can specify image preferences in your prompt— for example, to request AI-generated images or a combination of extracted and generated images (up to 8 AI-generated images per lesson). Images used in the lesson are saved to the media library, in the same folder as the generated lesson. Click on **Generate screens**.



2. Once the lesson is generated, review and update as desired, just as you would in a manually created lesson (steps 3 to 8 above).

3. Publish and assign to courses.

External Training		
Section number:	AA-11.1	Level: Pro/ Premium
Date of review:	04/30/26	For further assistance: 800-331-4463
Effective date:	04/30/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

Overview and Process

External Training is an easy-to-use interface for users or managers to submit training completed outside of the LMS, to then be reviewed and approved by the user's manager, Training Officer or Chief. Once the external training is approved, the training event and sessions are moved under **Course Management** as an Instructor-Led Training session.

The External Training app has been recently revamped, featuring an updated look and navigation, dark mode and the ability to submit training via mobile app.

Roles Summary

All users

Responsible for submitting their own External Trainings (if allowed per the department's configuration settings).

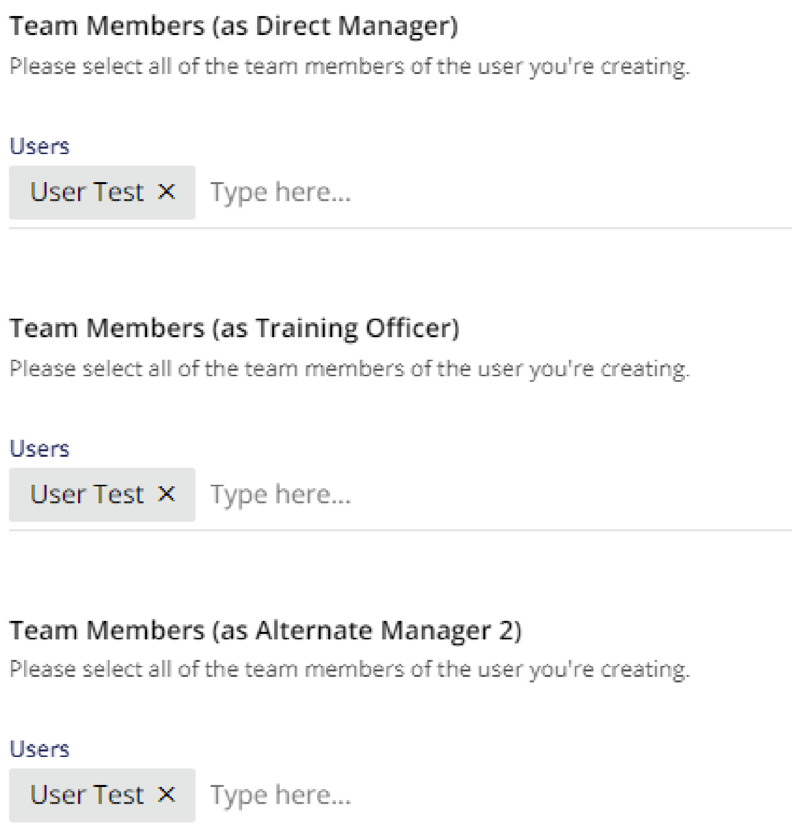
Power Users

Responsible for creating Course Templates, Codes, and Configuration.

Managers

Responsible for managing their team's submitted external training sessions. Note both Power users and End users can be Managers.

Managers have access to the submissions of anyone that is assigned to them in their **Manager Information**. The **Manager Information** can be located in **User Management**, by clicking the ellipses at the far right of the user's record, **Edit** then advance to the final tab, **Team Members**.

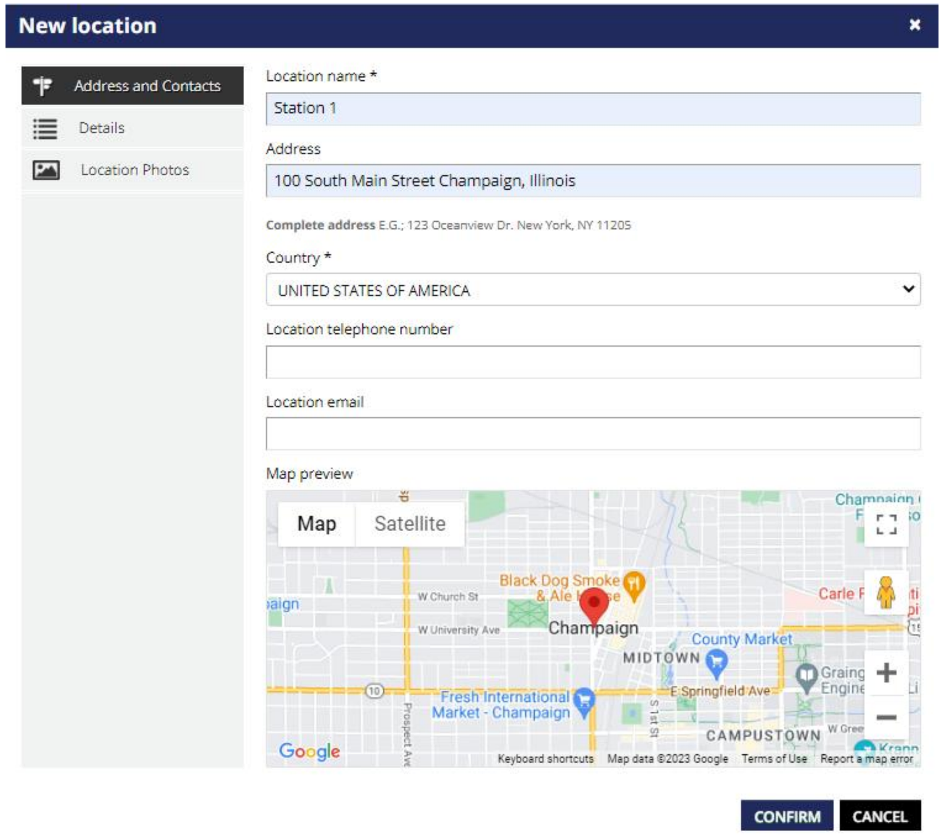


In general, External Training Approval is done by the Direct manager. External Training Alternate can be the next person above the Direct Manager. Some departments choose to have their Training Officers to do approvals. Finally, under User Management, in the **Additional Fields tab** any user can be set as the **External Training Highest Approver.** This means that training submitted by this user will be automatically approved, so it's best practice to only enable this for selected individuals (usually Power Users).

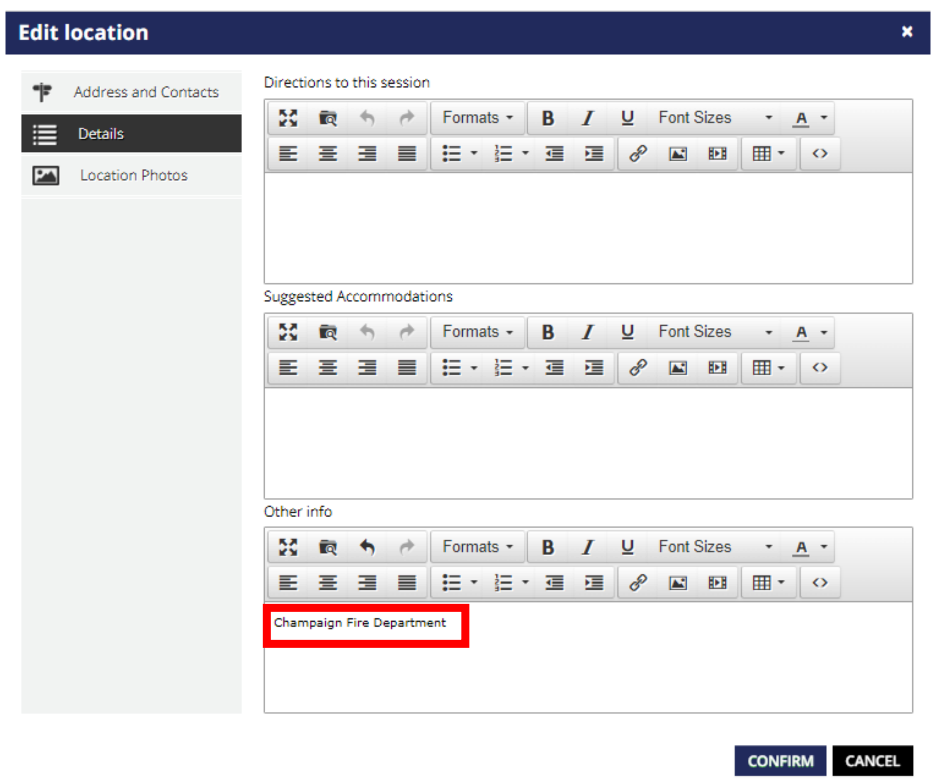
Setup: Classroom Locations

The locations used for External Training need to be created in **Classroom Locations**. These are usually added during the onboarding process, but you can add or adjust them at any time as needed.

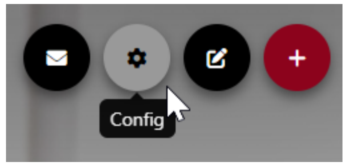
- Navigate to the Admin Menu in the upper right-hand corner, then select **Classroom Locations**.
- Select New Location and add the Location Name, Address and Country.

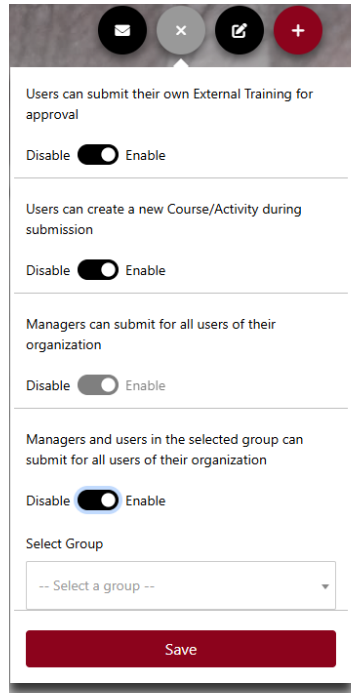


- The tab beneath **Address and Contacts** is **Details**. Click the **Details** tab.
- *<u>IMPORTANT:</u>* The last box, **Other info**, is critical to complete, in syncing this training location with your department's external training locations dropdown menu. Type in your full department name. Click **Confirm**, and this location will now populate in External Training.



Setup: Configuration (Power Users)



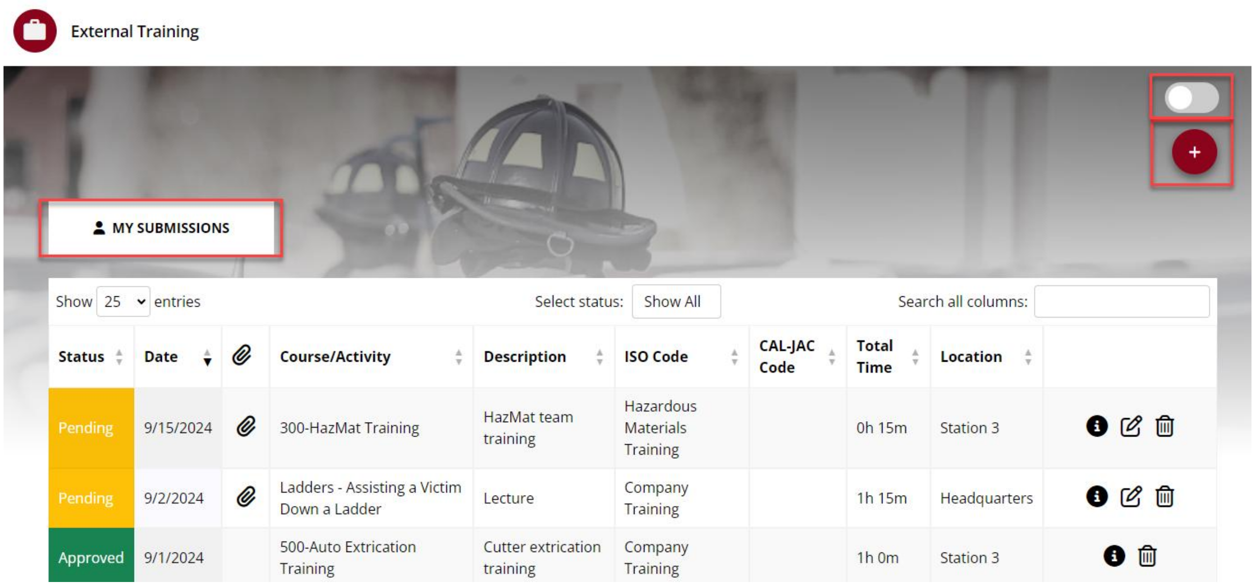


Power Users can click on the **Config** button to manage configuration settings for the **External Training** tool that work best for their organization.

- Enabling the 1st toggle allows **Users** the ability to Submit their own **External Training** and select the activity from a drop-down of existing activities.
- Enabling the 2nd toggle allows **Users** to freely type their **Course/Activity** when they submit a new **External Training**. This means that your personnel can create activities from scratch without utilizing a Course Template. When toggled off, your users would only see the option to select from the created Course Templates.
- Enabling the 3rd toggle allows **Managers** to submit training for anyone in their corresponding organization (department). Toggling this on allows the department greater flexibility to find the personnel who were present at the training or activity even if they've traded a shift or picked up an extra shift.
- Enabling the 4th toggle also allows **Users in the selected group** to submit training for anyone in their organization, with no need for manager permissions. This is helpful for non-managers that are temporarily supervising others and need to log in training completed that day. You will need to create a group with these non-managers, then select it here. Note that when the 4th toggle is enabled, the 3rd toggle cannot be disabled, as both managers and group members will have the permission to submit.

End User Actions

Power Users can allow users to submit external training by enabling the first toggle in Config. If enabled, they will see the **My Submissions** tab. On the top-right corner of the page, they will see a toggle to activate dark mode (for External training only) and a plus-sign button to submit training.

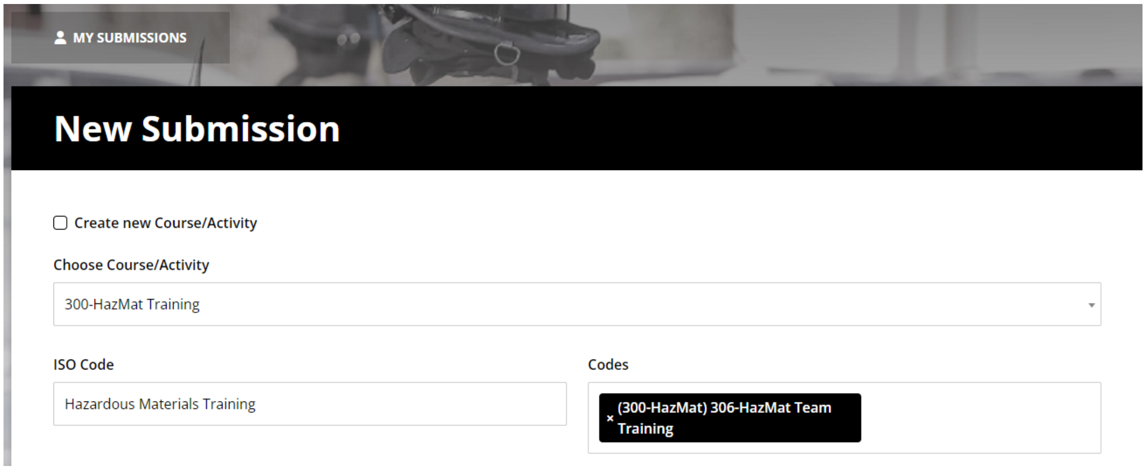


The My Submissions tab will show users a summary of the user's submissions as well as the status of each of their submissions.

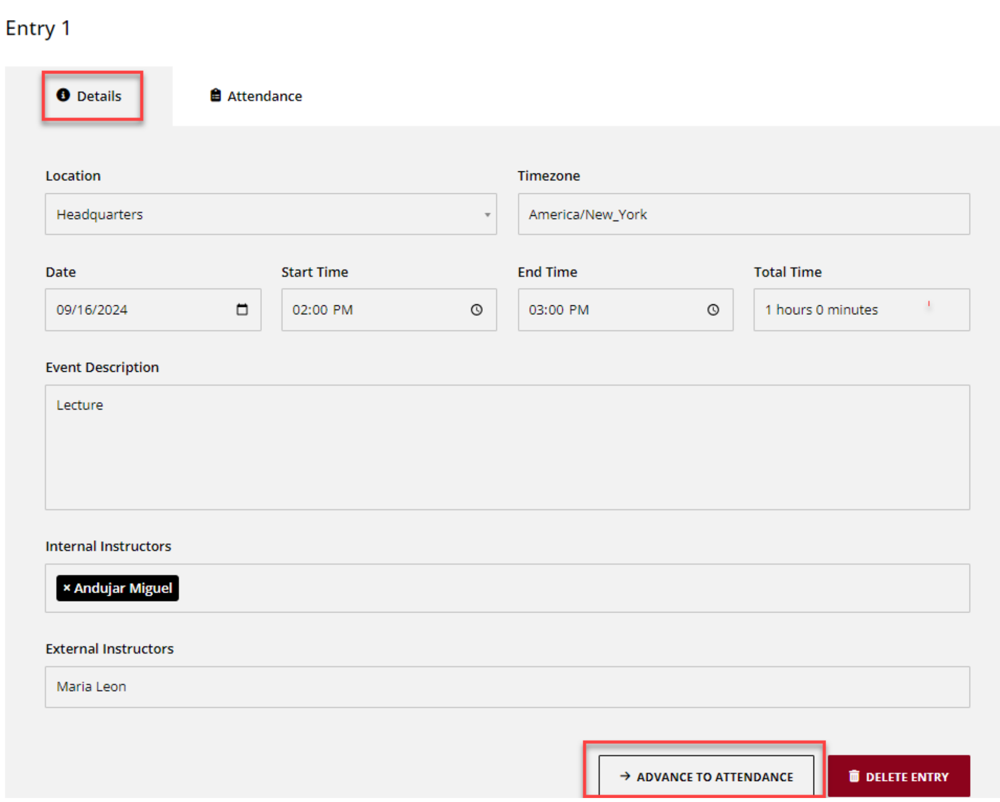
Submit Training

To report training, users will click the **New Submission** plus-sign button on the top right.

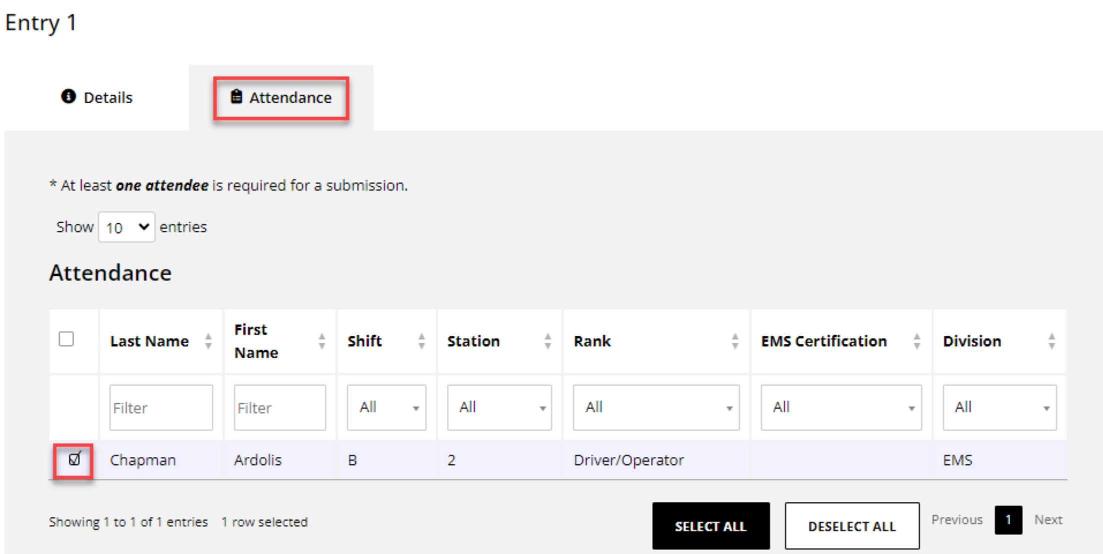
a. Enter course information. Under **Course/Activity you** can either select from the drop-down list of activities, or (based upon permissions set by Power Users) freely type the training activity. The codes for the course selection will autofill upon selection. You can add additional codes in the **Codes** field.



b. Enter event information. Under Entry 1, on the Details tab, you must enter **Location**, **Date of the training**, **Start and End Time**. The **Event Description** is pre-filled with the activity description by default, but can be edited as needed. If department members are identified as instructors, you can select them from **Internal Instructors** drop-down field. Instructors outside of the Department can be added as External Instructors. Click the **Advance to Attendance** button.

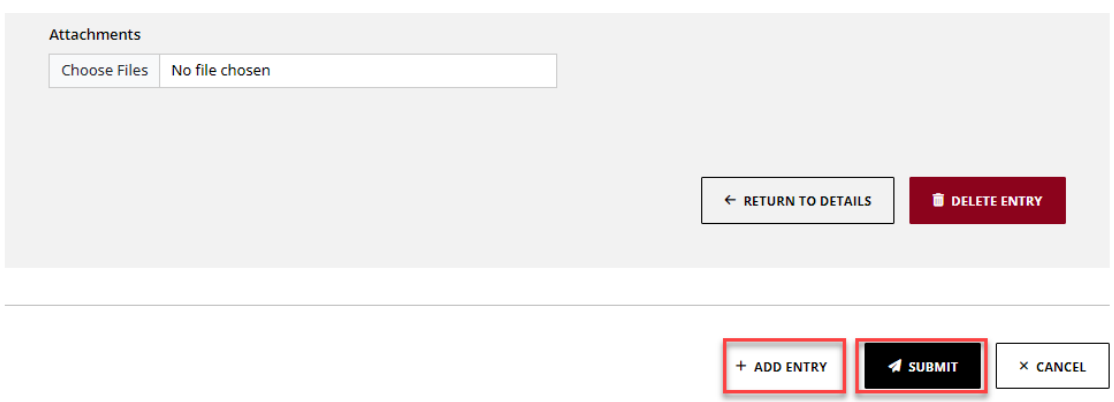


c. Enter personnel information. On the Attendance tab, check the box next to your name. *If you have been given permission to submit for others in your organization, you will be able to select them as well.*



d. Attachments (optional). Under **Attachments**, files can be uploaded. The max attachment size per file is 1 GB. <u>Note files will only be attached to the record, so if the record is deleted, the file will be lost</u>.

e. Enter additional entries (optional). If training for the same course/activity spans over multiple days or shifts, you can add additional entries by clicking the **Add Entry** button. Under Entry 2, enter the event details and attendance and you did previously.

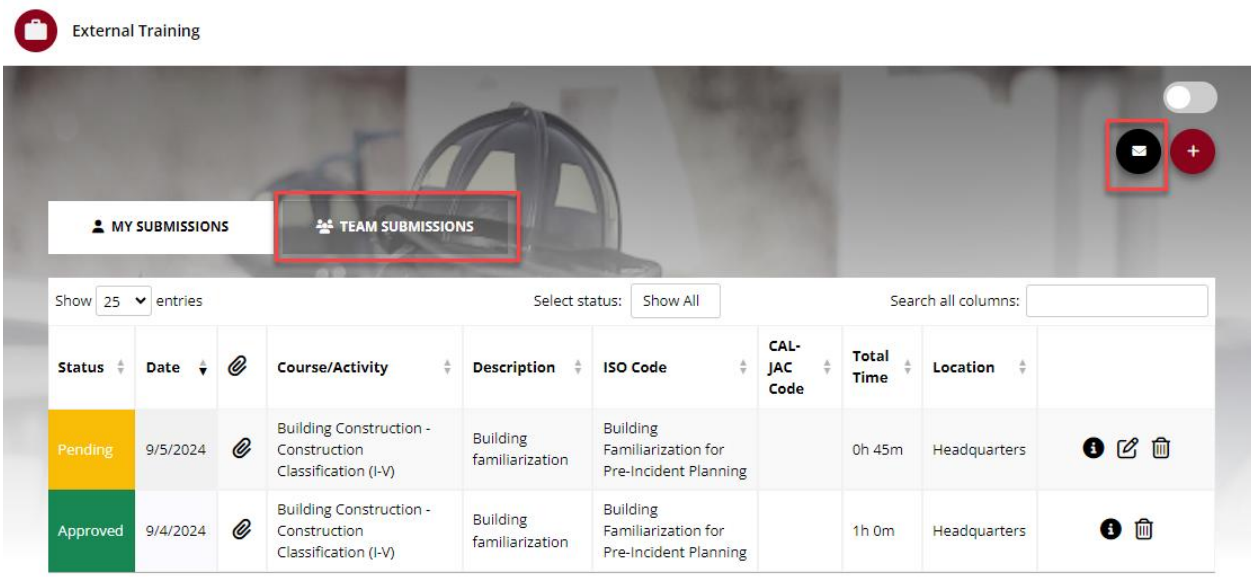


f. Complete the submission process by clicking on the **Submit** button at the bottom-right corner of the page.

Training submitted will appear under the My Submissions tab with a status of pending. You can **edit** or **delete** <u>pending</u> submissions using the icons on the right side of the records.

Manager Actions

Managers can submit training for themselves and their team, approve or reject the training submitted by members of their team, and enable email notifications when a member of their team submits training for approval.



On the **My Submissions** tab, Managers can submit training for themselves and for the members of their team. Note: Managers will be able to submit training only for the members who report to them; this is configured in User Management. To allow all Managers to submit training for all members, the permission **Managers can submit for all users of their organization** must be enabled in **Config** by a Power User.

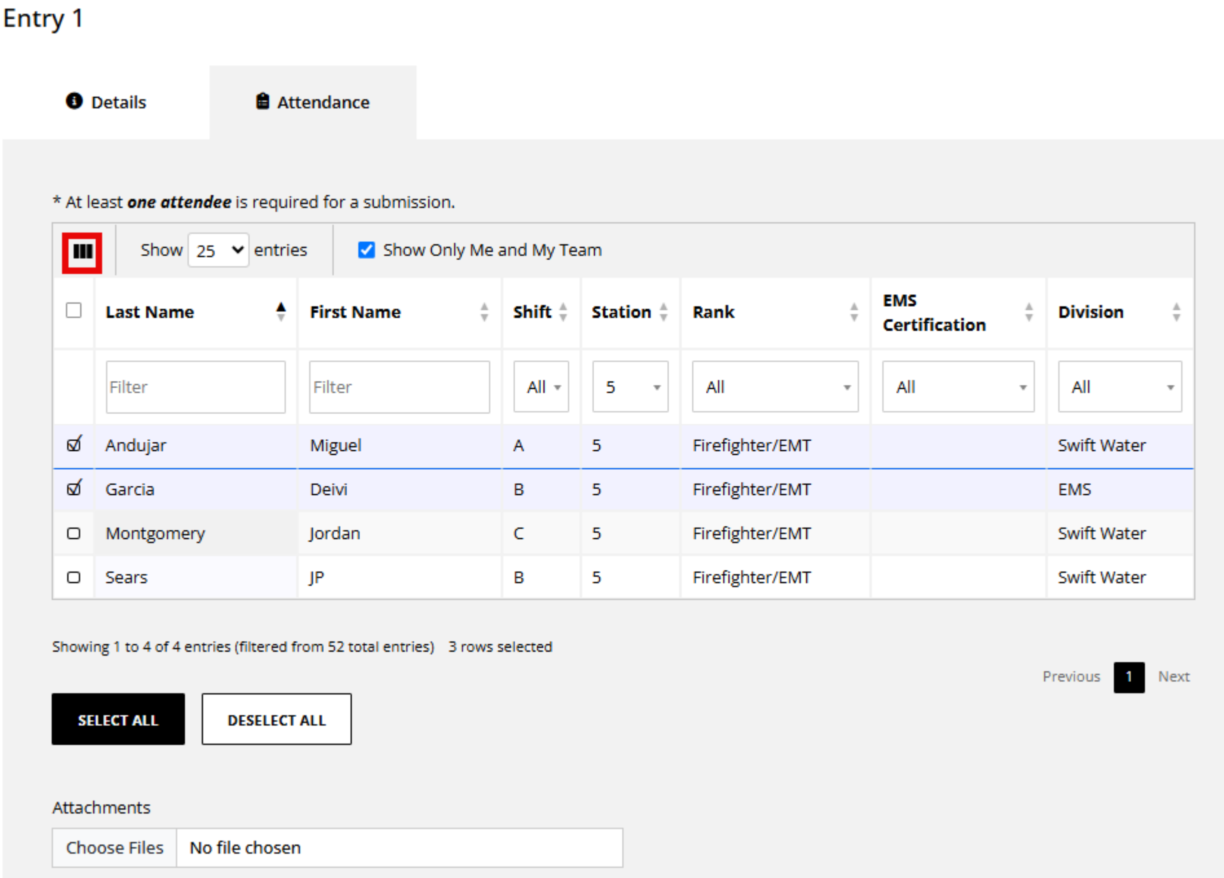
Submit Training

To report training, click the **New Submission** plus-sign button on the top right. Managers will follow the same steps as end users (detailed above):

a. Enter course information

b. Enter event information

c. Enter personnel information. On the Attendance tab, select the applicable names of the training participants by checking the box next to the member Usernames. Note that if the account is configured to allow Managers to submit for all users of their organization, you will see everyone in the department, but the list is filtered by default to **Show Only Me and My Team**. You can also sort/search by **Last name, First Name, Shift, Station, Rank, EMS Certification, Division, Personnel ID, Email Address, Company, Battalion, Bureau, and Platoon**. You can configure what data columns you see by clicking on the **columns management icon** highlighted below.

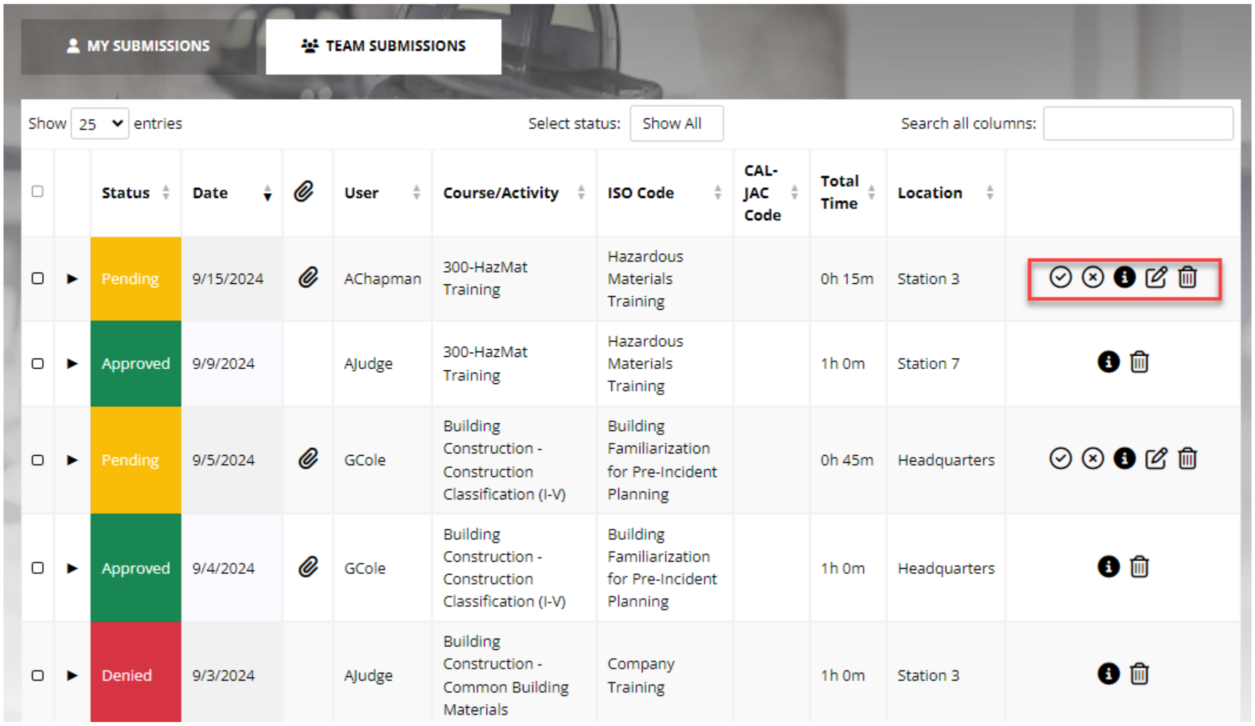


d. Upload attachments and add additional days (entries) in the training session if applicable.
e. Click **Submit** at the bottom of the page.

Training submitted will appear under the My Submissions tab with a status of **Pending**, unless you have been set as the External Training Highest Approver. In that case, once processed, your training will appear as **Approved**.

Manage Team Submissions

The **Team Submissions** tab is for **Managers** to review submitted External Training.

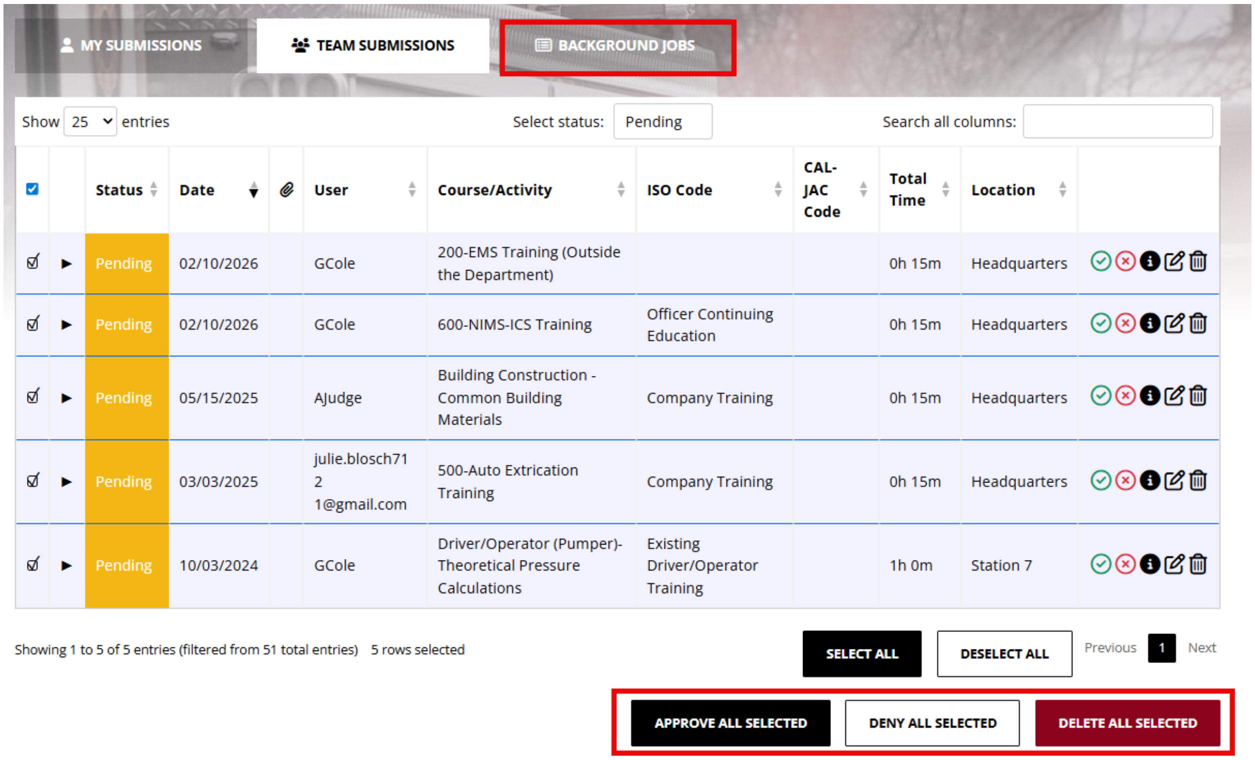


MY SUBMISSIONS | TEAM SUBMISSIONS

Show 25 entries Select status: Show All Search all columns:

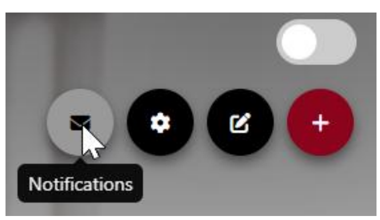
		Status	Date		User	Course/Activity	ISO Code	CAL-JAC Code	Total Time	Location	
		Pending	9/15/2024		AChapman	300-HazMat Training	Hazardous Materials Training		0h 15m	Station 3	
		Approved	9/9/2024		AJudge	300-HazMat Training	Hazardous Materials Training		1h 0m	Station 7	
		Pending	9/5/2024		GCole	Building Construction - Construction Classification (I-V)	Building Familiarization for Pre-Incident Planning		0h 45m	Headquarters	
		Approved	9/4/2024		GCole	Building Construction - Construction Classification (I-V)	Building Familiarization for Pre-Incident Planning		1h 0m	Headquarters	
		Denied	9/3/2024		AJudge	Building Construction - Common Building Materials	Company Training		1h 0m	Station 3	

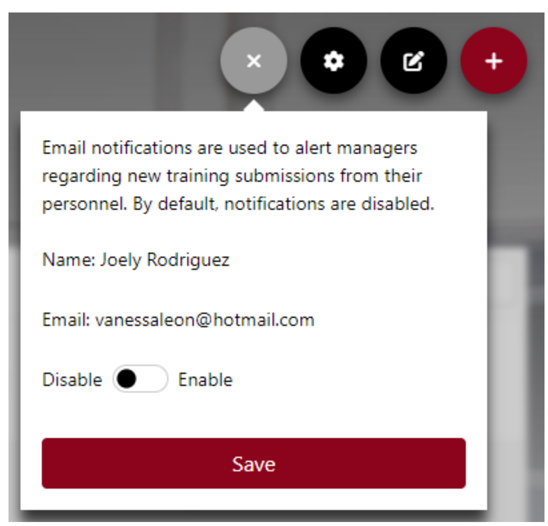
- If the submission is correct, the Manager can approve the submitted External Training, by clicking the check mark icon, and the submission will transition from **Pending** to **Approved**.
- If the submission is incorrect, the Manager can deny the submitted External Training by clicking the X icon, then provide details in the **Notes** field on why the training was denied. The user will receive an email notification and can then correct the training and re-submit for approval. The Manager can also fix the incorrect submission by clicking on the pencil icon and making the corrections. When editing a record, please remember to click **Submit** at the bottom to save your changes.
- Managers can fully delete a submission, before it is approved, using the trash can icon. However, once the record has been approved, completions will remain in the system as course sessions and in reporting. At this point, a Power User will have to find the specific session of the course under Course Management to modify attendance, dates, times, and codes. It's not possible to fully delete the course in Course Management.



A Customer Success Manager can enable the **External Training Bulk approval** setting. Managers with this permission can approve, deny, and delete many records at once. Performing any of these bulk actions will generate a background job, which can be tracked in the **Background Jobs** tab.

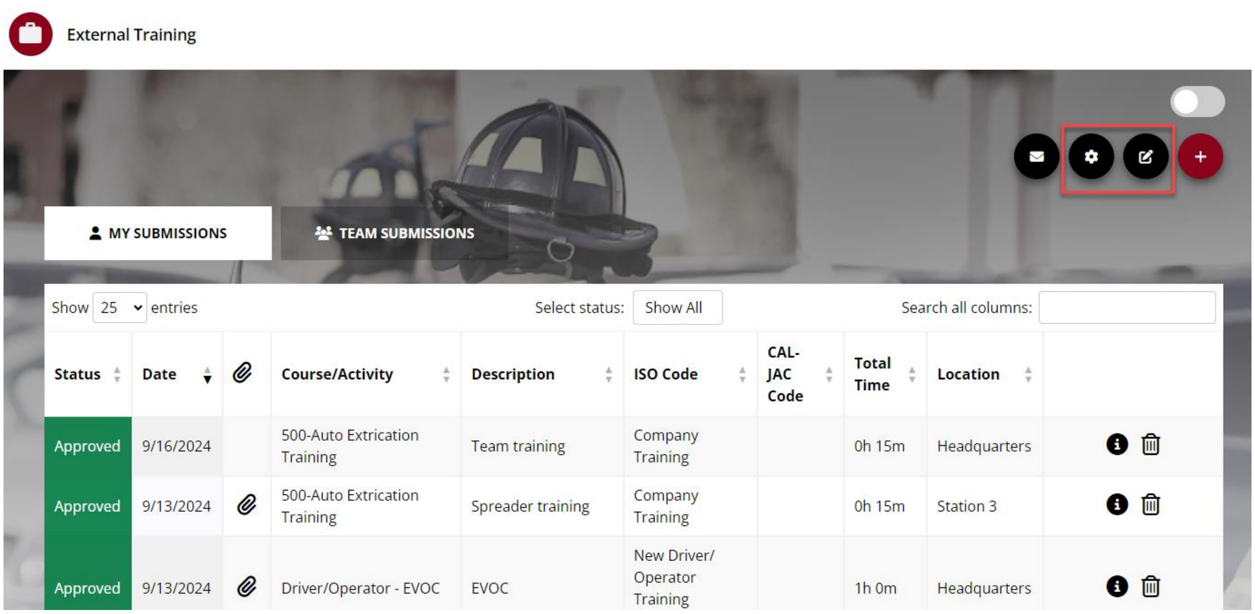
The **Notifications** button allows **Managers** to control if they would like to receive an email each time a member submits training for approval. **Enable** the toggle if you would like to receive email notifications.





Power User Actions

Power Users can log in their training, create reusable courses, create codes, and configure the feature. If the Power User is also a Manager, they can also submit training for their team, approve or reject training submitted, and set to receive email notifications for when a member of their team submits training for approval.



The **My Submissions** tab will show Power Users a summary of their submissions and their status.

Submit Training

To report training, click the **New Submission** plus-sign button on the top right. Power users will follow the same steps as end users and Managers (detailed earlier in this chapter):

a. Enter course information

b. Enter event information

c. Enter personnel information. On the Attendance tab, select the applicable names of the training participants by checking the box next to the member Usernames. <u>If you have not been set up as a Manager in the platform, you will see only your name. Otherwise, you will see your team</u>. Note also that if the account is configured to allow Managers to submit for all users of their organization, you will see everyone in the department, but the list is filtered by default to **Show Only Me and My**

Team. You can also sort/search by **Last Name, First Name, Shift, Station, Rank, EMS Certification and Division**.

d. Upload attachments and additional days in the training session if applicable.

e. Click Submit at the bottom of the page.

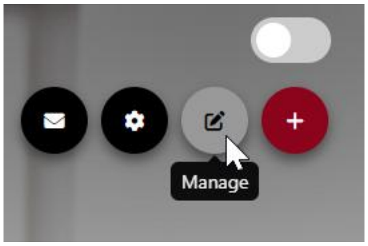
Training submitted will appear under the My Submissions tab with a status of **Pending**, unless you have been set as the External Training Highest Approver. In that case, once processed, your training will appear as **Approved**.

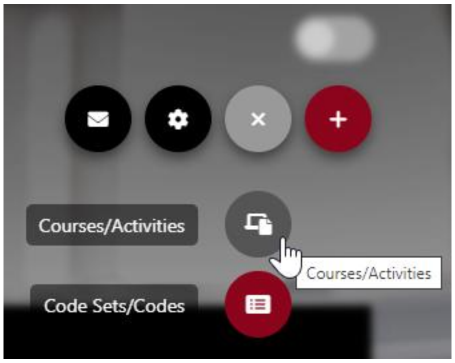
Manage Team Submissions

If the Power User is also a Manager, they will see the **Team Submissions** tab and will view, approve, deny, edit, and delete training as detailed under the Manager Actions section of this chapter. As Managers they can also see the Notifications button.

Create and Manage Courses/Activities

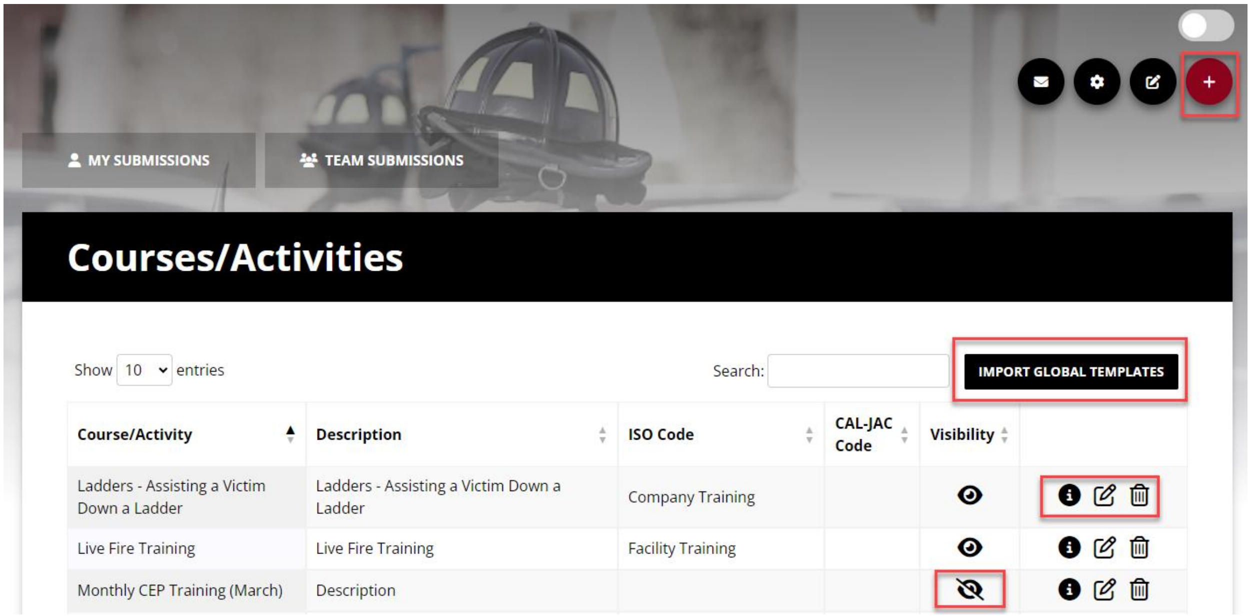
The **Courses/Activities** page will show Power Users the reusable courses that have been created for the department. When submitting external training, users will select a course/activity from this list. You can access this page by clicking on the **Manage** button on the top right, then select **Courses/Activities**.





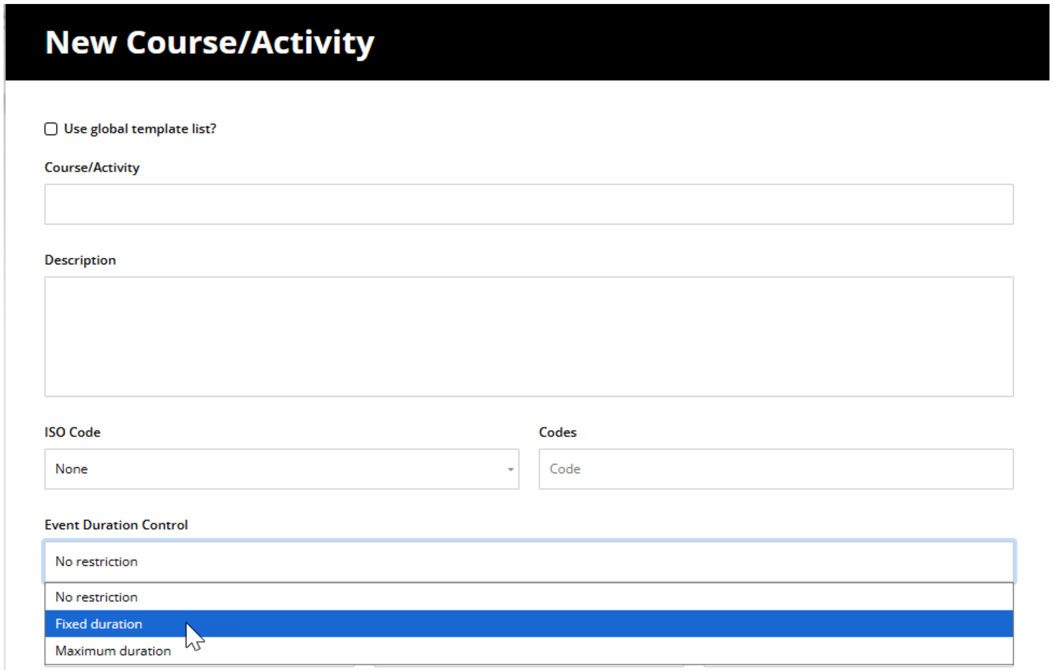
Power Users can also **edit, view, hide, and delete** courses as necessary. It's best to hide a course (by clicking on the eye icon under the **Visibility** column) instead of deleting it, because it prevents users from selecting the course without deleting past records. However, if you want to remove a course and any past records associated with it from External Training, it is safe to delete it. Remember approved submissions must be deleted in Course Manager; otherwise, they will still appear in reporting.

To expedite the task of creating new external training courses, you have the option of importing some or all of the 125 system pre-configured templates in bulk by clicking on the **Import Global templates** button. On the **Import Global Templates** page, simply select the desired templates and click on the **Import All Selected Templates** button on the bottom of the page.



To create a brand-new course/activity, click on the plus-sign button on the top-right.

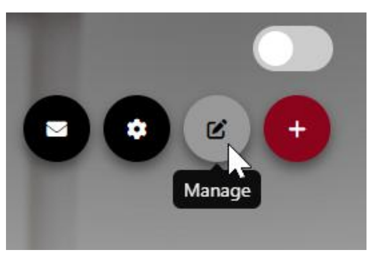
- You have the option to import one pre-coded global template by checking the **Use global template list?** option.
- You can also create your own template by <u>not</u> checking the box and entering a course name in the **Course/Activity** field. Fill out a description of the course and assign the desired codes.
- You also have the option of setting a fixed or maximum training duration. All training events submitted for that activity will be limited to the time allowed in the **Event Duration control**.
- Click the **Create** button at the bottom of the page to save.

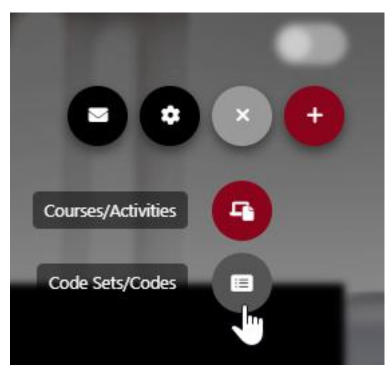


Create and Manage Code Sets and Codes

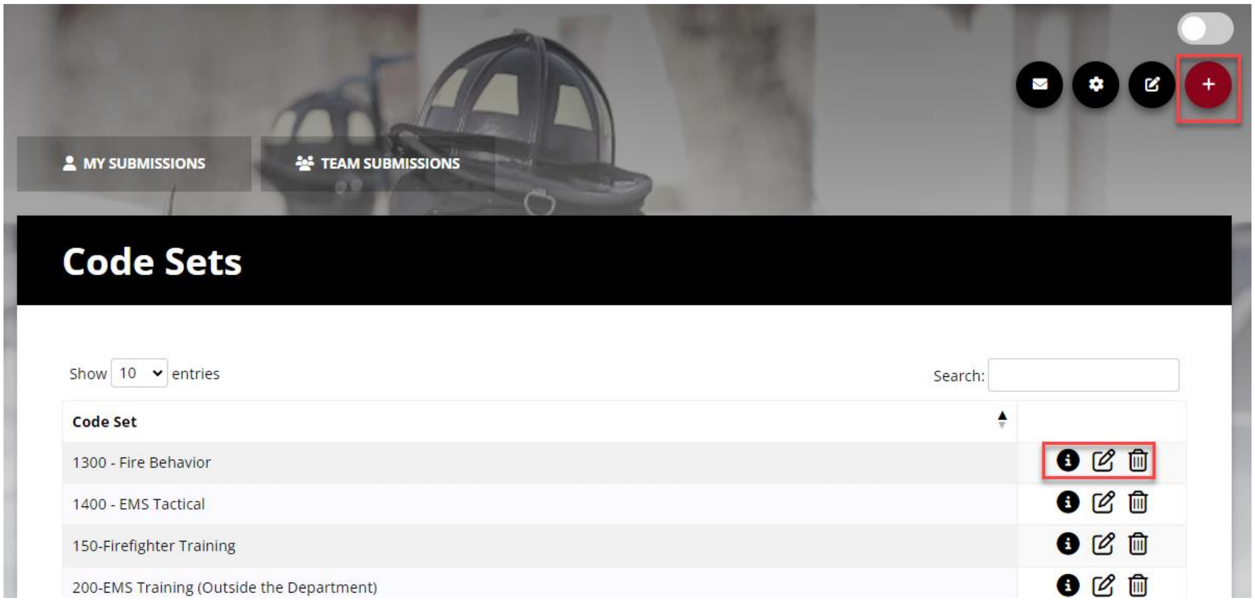
Codes can be used to track categories of training, or any state or local training compliance requirements as needed. You can group codes for related topics/programs into code sets. For example, code set "100 - Auto Extrication Training" will have codes: "101 - Cutter Extrication," "102 - Spreader Extrication," etc. When submitting external training, users can select from a list of codes Power Users have created.

The **Code Sets** page will show Power Users the code sets that have been created for the department. You can access this page by clicking on the **Manage** button on the top right, then select **Code Sets/ Codes.**

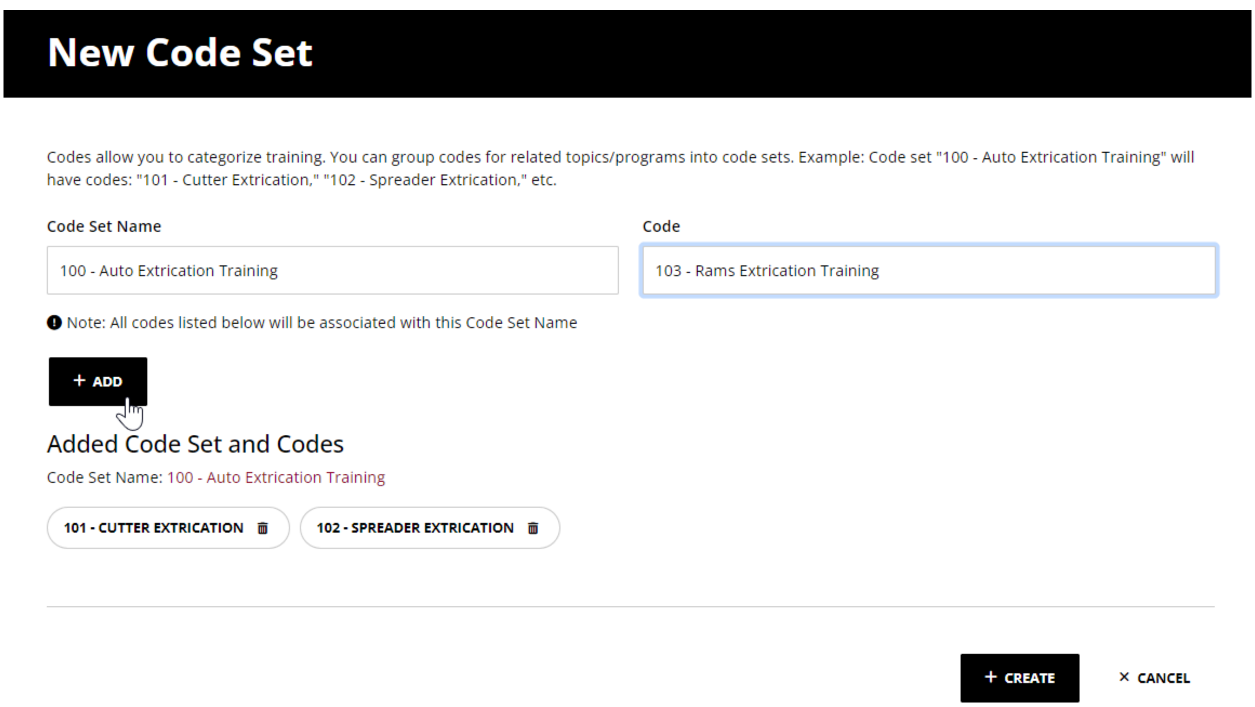




Power Users can also **view** the codes included in each code set, **edit** them, or **delete** the entire code set as necessary.

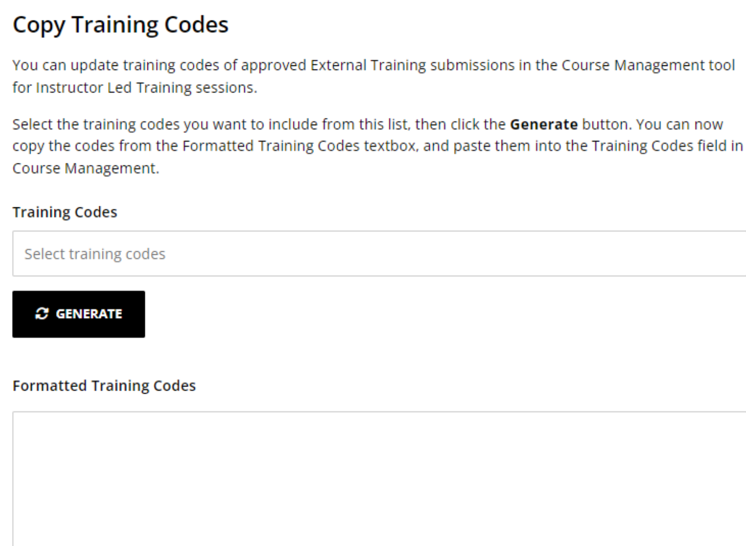


To create a new code set, click on the plus-sign button, **New Code Set**, on the top-right.



Enter the **Code Set Name** and the first **Code;** click **Add.** Continue to add codes to the set as desired. Click **Create** to save the code set**.**

If Power Users want to edit training codes on a training submission that has already been approved, they have access to the **Copy Training Codes** tool at the bottom of the **Code Sets page. With this tool you can easily** copy a group of codes into the Course Management session you would like to update.



Power Users Managing Other Power Users		
Section number:		Level: Plus/Pro/ Premium
Date of review:	03/13/24	For further assistance: 800-331-4463
Effective date:	03/13/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

Overview and Process

Assigning Power Users (PUs) allows Admins to delegate tasks and streamline platform management. Power User Management functionality empowers departments to manage permissions for their staff.

When are talking about Power Users, a "profile" has double meaning:

a. Profiles granted as an Entity: sets of permissions that determine what actions Power Users can perform on the platform.

b. **Profiles assigned as Resources**: having a profile as a resource means you can give your assignees the power to perform those actions themselves or give that power to assign the profile to others.

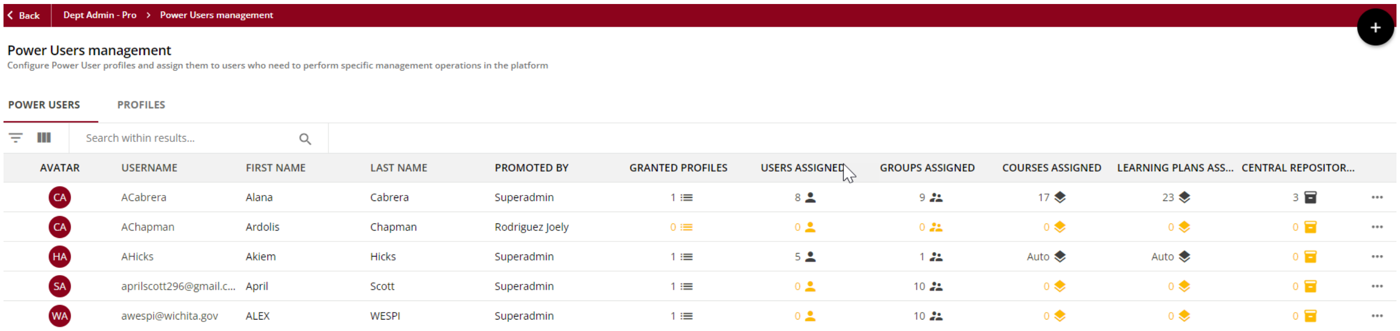
For Power Users to manage other Power Users, there are two NEW Super Power User permissions:

- **Create and Manage Power Users**. Allows Power Users to create other Power Users by changing their level from user to PU (promoting them). With this permission they can also edit Power Users they have created.
- **Edit Existing Power Users assigned to them**: Grant/remove profiles, assign/unassign resources (including profiles). They can do this only for users assigned to them directly or if they belong to a group or organization assigned to them. Note the "parent PU" must have a profile as a resource to give it to others (either as entity or as a resource).

Power User Management Actions

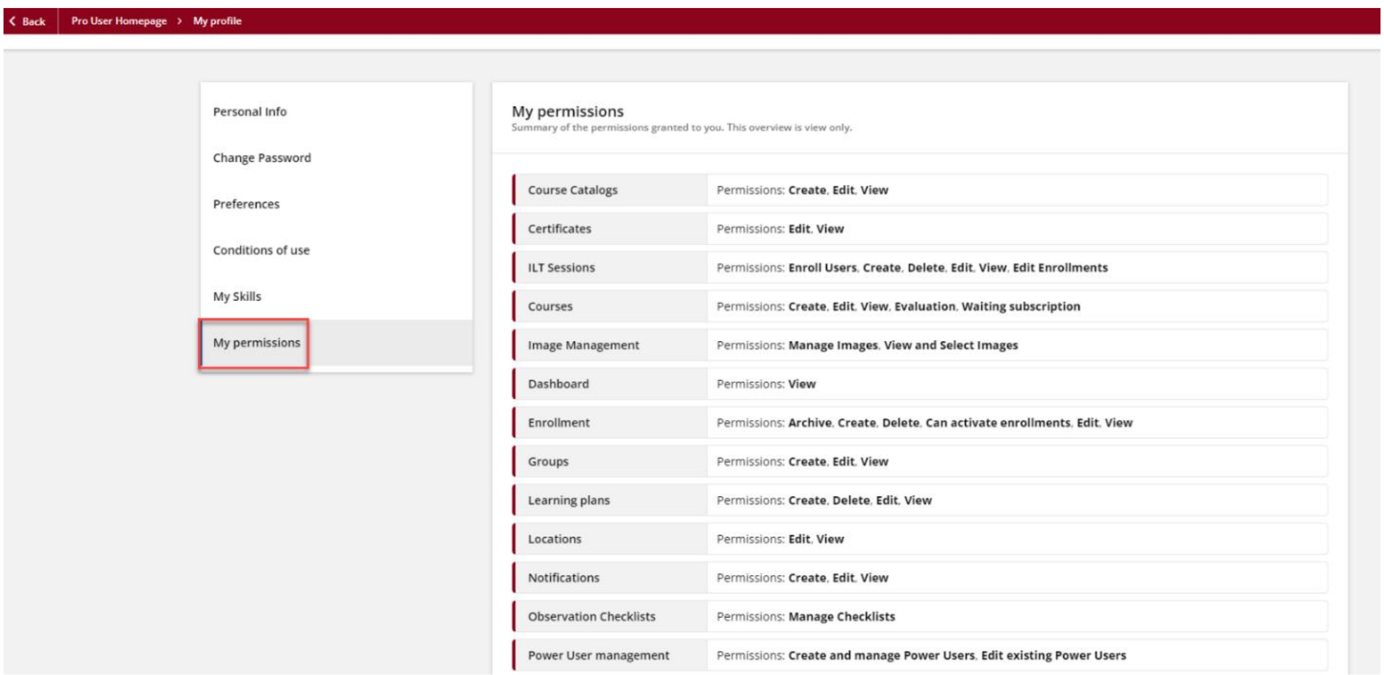
Power Users can find the **Power Users management** page under the **Admin Menu**. The page is composed of two tabs:

- **Power Users:** lists all the Power Users in the organization. Note that only users assigned to the Power User as a resource will be visible.
- **Profiles**: lists the Power User profiles available as a resource.



Note: Multiple user selection is not available to Power Users on this page.

Power Users can see a list of their own permissions under **My profile:**



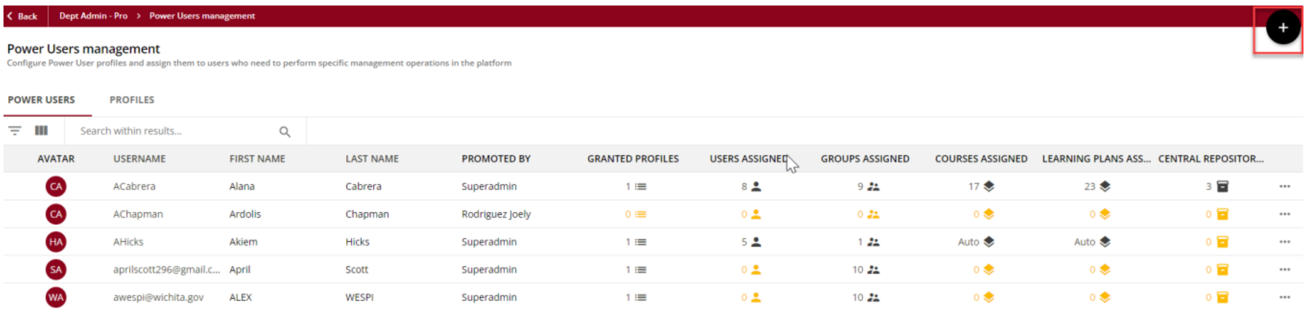
During onboarding your Customer Success Manager will help you and assign profiles and resources based on what tasks they want to delegate. Power Users can only manage their own resources, so Power Users that will create and manage users in the department (Department Admin and Personnel Manager profiles) should be assigned the organization as a resource.

Here are the main actions Super Power Users will perform:

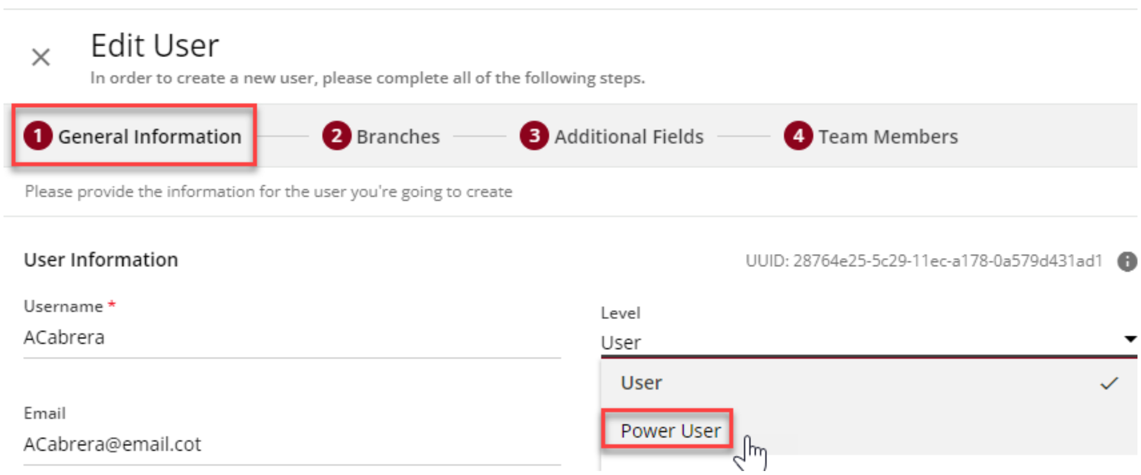
Creating a Power User

Power Users with the **Create and Manage Power Users** permission can promote an assignee to Power User.

a. On the Power Users tab, click on the **plus button** in the top right corner of the page, then select **New Power User.** You can create multiple Power Users at once.



b. Alternatively, you can edit an individual user in **User Management** (Admin Menu)

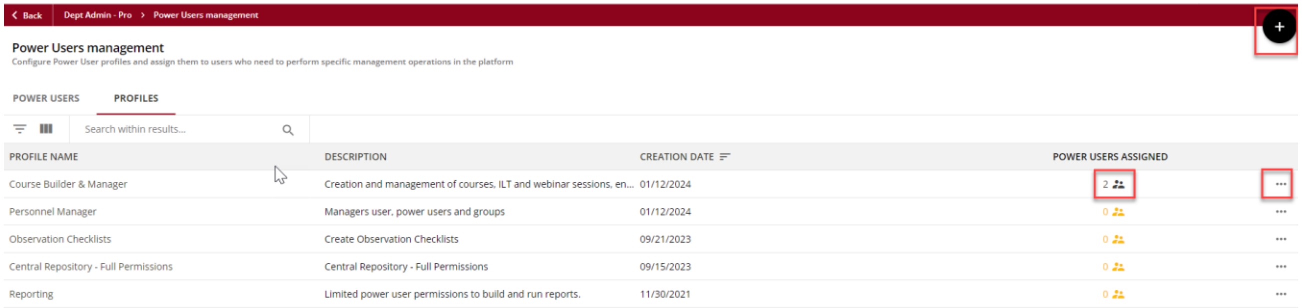


Note: Power Users can't impersonate other Power Users.

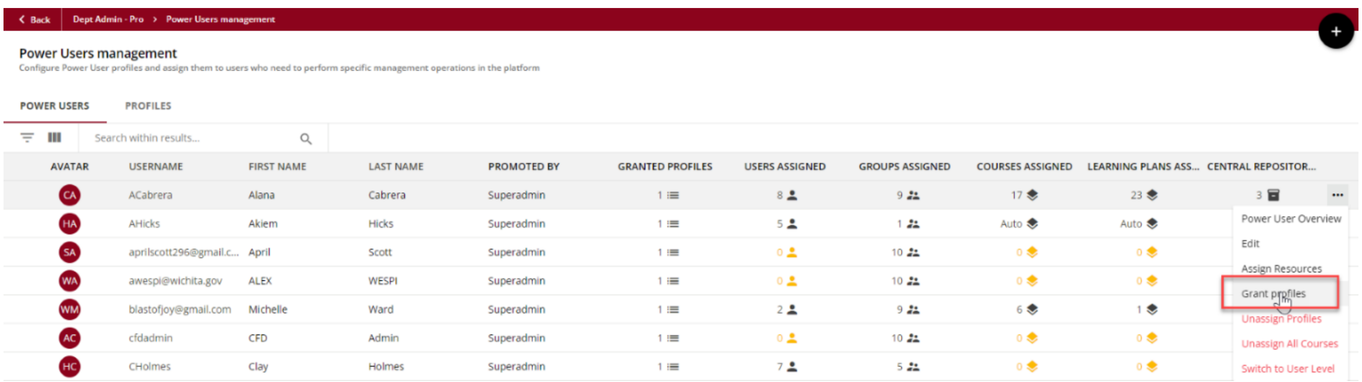
Granting a Profile

Power Users with the **Edit Existing Power Users** permission can grant profiles to their assignees. When you grant a profile to a Power User, you're giving them the permissions in that specific profile. To grant a profile to one or more users, on the Profile tab, find the profile you want to grant. Then you can either:

a. Click the profile name of the profile. Then, click on the **plus button** in the top right corner of the page, then select **Grant Power Users**, or
b. Click on the **Power Users Assigned** column and then select **Grant to Power Users,** or
c. Hover your mouse over the ellipsis menu at the end of the profile row and select **Grant to Power Users.**



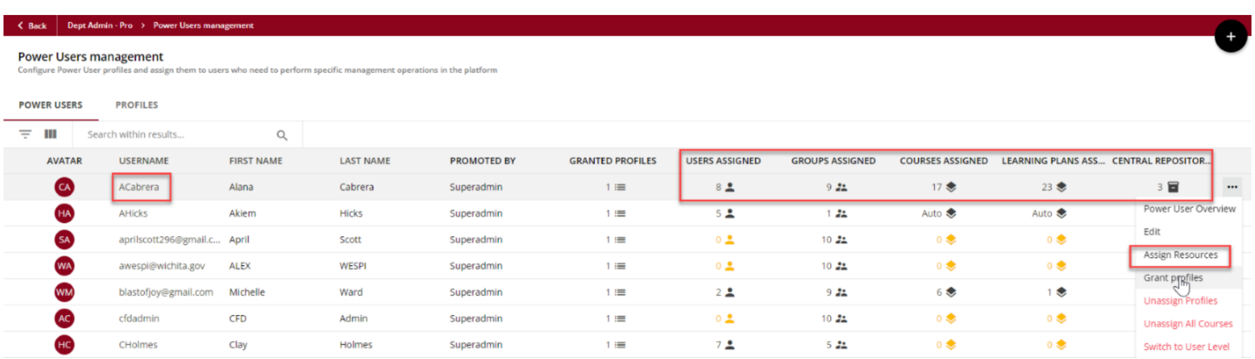
You can also grant profiles individually from the **Power Users** tab, by selecting **Grant profiles** from the ellipsis menu.



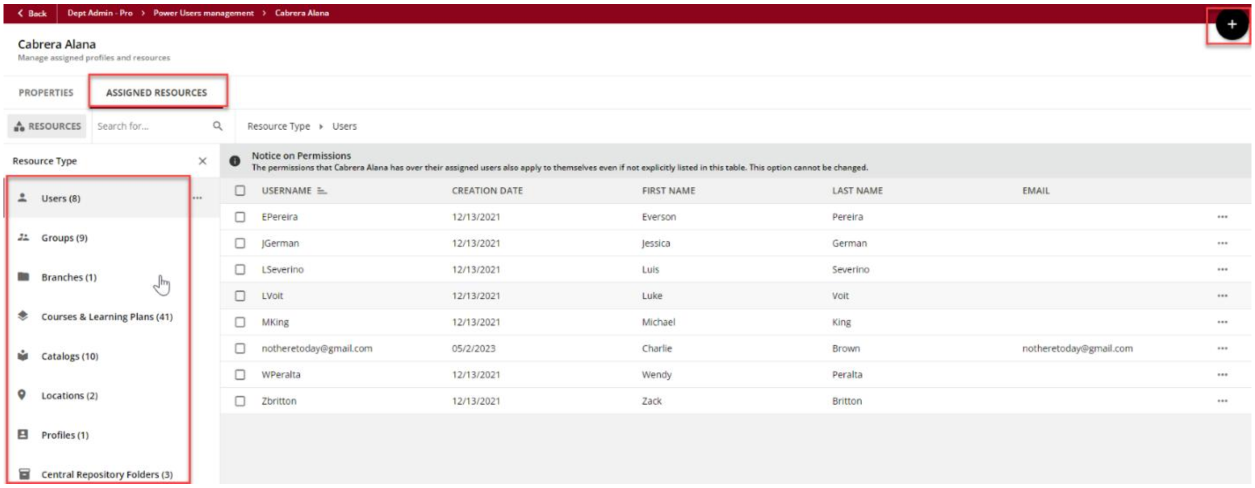
Assigning resources (including Profiles as a resource)

Power Users with the **Edit Existing Power Users** permission can manage what resources are assigned to their assignees. This is important because the permissions Power Users are getting from their profiles will only apply to resources they can manage. You can only assign resources assigned to you.

You can assign multiple resources to a given Power User at once. To assign resources to a Power User, **click on their Username** in the **Power Users** tab. Alternatively, you could by select **Assign Resources** from the ellipsis menu. A third option is to click on the column of the resource you want to manage for that person (**Users Assigned, Groups Assigned, Training plans Assigned**, etc.)



Any of these actions will take you to the **Assigned Resources** tab. Select the Resource Type from the left menu (users, groups, organizations, courses, profiles, etc.), click on **Assign resources plus button**, and proceed with the resource selection.



Note: When you assign a profile as a resource through this process, you are allowing the Power User to assign the profile to others. If you want to give Power Users permissions, you need to Grant them profiles instead (covered in the previous section).

Reimbursement Programs Manager – CAL-JAC and ISA (CA only)		
Section number:		Level: Plus/Pro/ Premium
Date of review:	11/25/2025	For further assistance: 800-331-4463
Effective date:	11/25/2025	Email: support@fireengineeringtraining.com or support@jemstraining.com

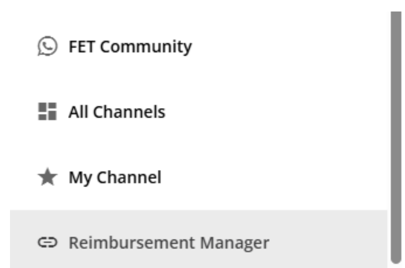
If your organization is a fire department in the state of California, it is likely participating in a reimbursement program like CAL-JAC and ISA. Fire Engineering Training supports these programs by allowing **Power users** to

- Manage program participation periods so you can accurately report training hours for active students, and track past participation history.
- Tag qualified courses with the appropriate code or topic
- Manage ISA instructors
- Easily generate program-specific reports

Please contact your Customer Success Manager to enable the Reimbursement Programs feature for your department.

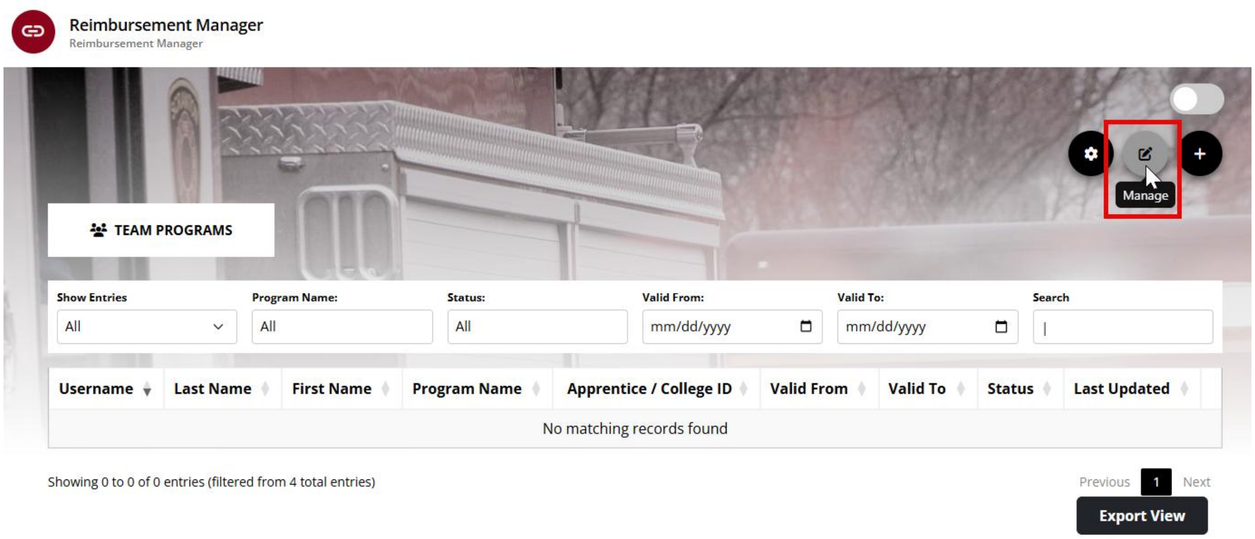
Activating and Configuring Reimbursement Programs (Power users)

Once the Reimbursement Programs page is enabled, you can access it from the user menu.

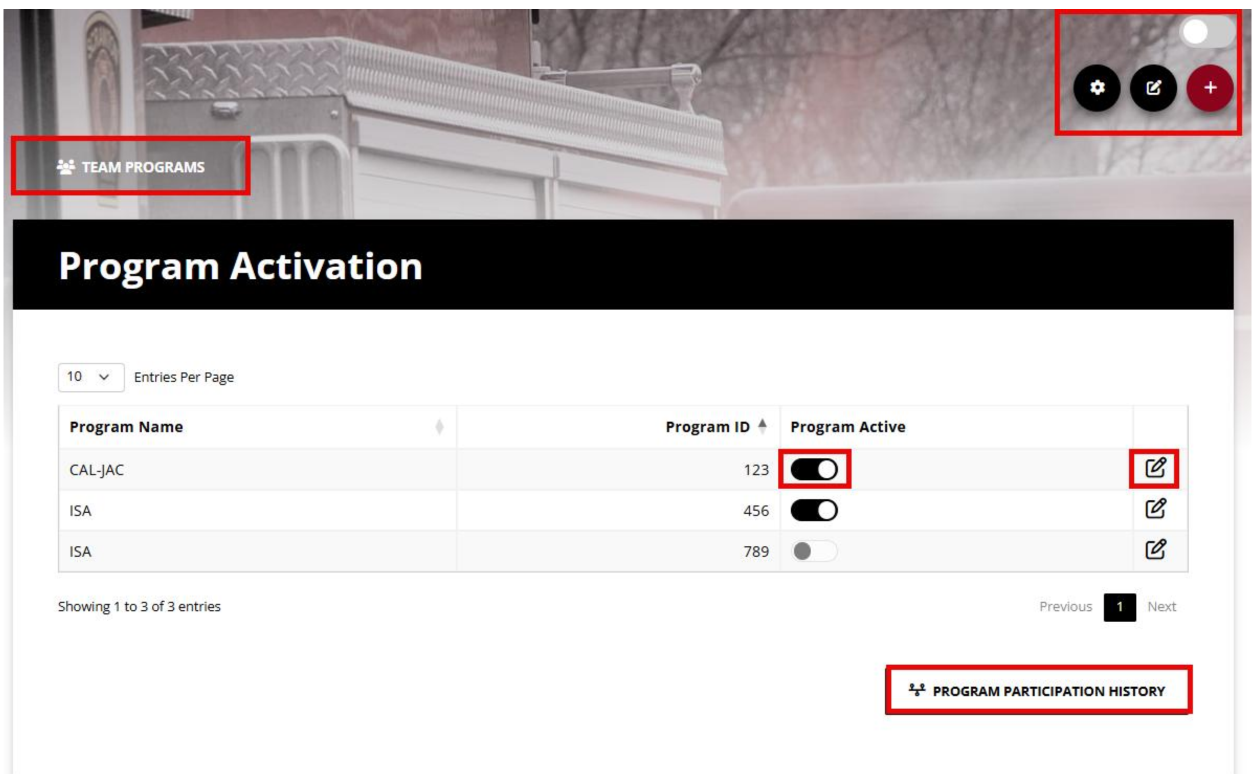


On the Reimbursement Program page, as a Power user you can access all management and configuration options for the programs.

The first step is to activate the program(s) your department is currently participating in. Activating a program gives your department access to program-specific reports and management screens. Click on the **Manage** button and select **Activate Program.**



Once in the **Program Activation** page, click on the **plus-sign icon** on the top right to **Activate a Program**. Select to enable either CAL-JAC or ISA, enter the program ID and save. Note the Agency ID is mandatory for CAL-JAC and can be either the department's FDID or MAC code. The system will only allow one active program of each type (i.e., the department cannot be active in two ISA programs at the same time).



Once a program has been activated, it can be deactivated via the toggle in the **Program Active** column. Deactivating a program will prevent future completions from going to ISA and/or CAL-JAC reports, but you will still see past completions. You should not deactivate a program unless your department is no longer participating in it. The **Edit pencil icon** allows you to correct the program ID if needed.

The **Program Participation History** page provides an audit trail of when each reimbursement program has been activated and deactivated, and by whom.

Once the programs are activated, you will manage user enrollments on the **Team Programs tab**. We will cover this later in this chapter. You can always navigate to the Team Programs tab by clicking on it.

Other configuration options:

- Enable **dark mode** for this application using the toggle on the top right corner of the page.
- Under the **Config button** you can choose to allow end users to enroll themselves in a program. This toggle is disabled by default, which allows users to view their existing enrollments but not edit them or add new ones.

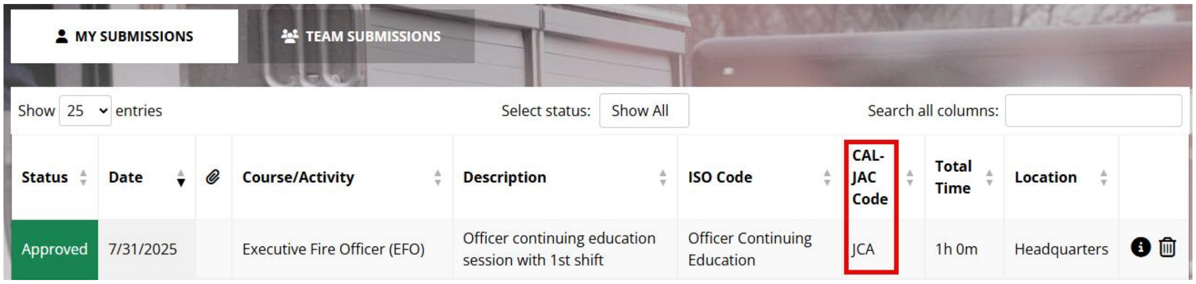
Managing the CAL-JAC Program (Power users)

Once the CAL-JAC program has been activated in the LMS, a few setup steps are needed to start tracking qualified training completions.

1. Add JAC codes to custom courses

Fire Engineering Training courses that qualify for the CAL-JAC program have already been assigned a JAC Code. Your custom courses can also be coded with JAC codes. As you create a new course/activity template in External training, you will find a **CAL-JAC Code** builder with code definitions. You can assign a JAC code to the activity by selecting one code from each of the three dropdowns. Note that selecting the Primary Subject Code automatically displays the appropriate Specific Area of Study options.

- Activities can be concurrently coded with ISO and other training codes.
- The CAL-JAC code will be visible as a column in the My Submissions and Team Submissions tabs.

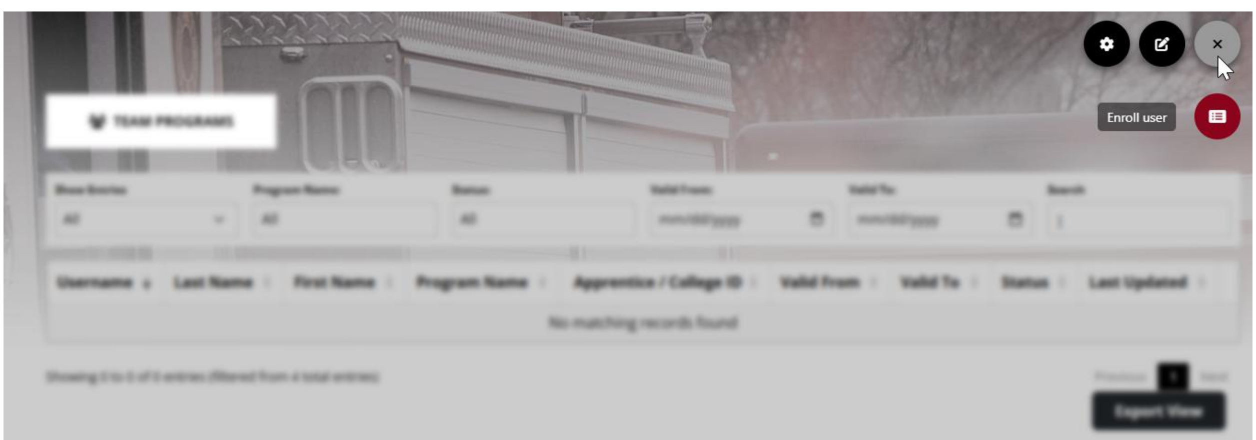


- The course CAL-JAC code is included in completion reports.
- You can also add a JAC code to your other custom courses (eLearning and ILT) in the **California JAC Training Codes** field in Course Management.

2. Enroll personnel as active CAL-JAC participants

Personnel that are currently participating in the apprenticeship program need to be enrolled in the LMS so that their completions can be tracked and reported. Note that you can only enroll users available to you as a power user resource.

To enroll a single user into CAL-JAC, on the **Teams Programs** tab**,** click on the **plus-sign button** and select **Enroll User**.



You can search by username or Personnel ID (if available). Select the CAL-JAC program and enter the user's Apprentice ID. Enter the date the user joined the program as the **Valid From** date. The **Valid To** date would be left empty until the user leaves the program.

Add Enrollment

Username/Employee ID*:

ASenzatela - 12345

First Name: Antonio

Last Name: Senzatela

Program Name*:

CAL-JAC

Apprentice ID*:

875432

Valid From*:

11/01/2025

Valid To:

mm/dd/yyyy

Enrolled users will appear under the Team Programs tab. You can search, filter, and **export** program enrollments records. User enrollments can be edited or deleted individually on this page using the **icons** on the right side of the record.

TEAM PROGRAMS

Show Entries: All | Program Name: CAL-JAC | Status: All | Valid From: mm/dd/yyyy | Valid To: mm/dd/yyyy | Search:

Username	Last Name	First Name	Program Name	Apprentice / College ID	Valid From	Valid To	Status	Last Updated
ASenzatela	Senzatela	Antonio	CAL-JAC	875432	11/01/2025	-	Active	11/17/2025
ACabrera	Cabrera	Alana	CAL-JAC	875	09/01/2025	-	Active	09/09/2025

Showing 1 to 2 of 2 entries (filtered from 5 total entries)

Previous 1 Next

Export View

Please note: Deleting a user enrollment would remove all completions from the program report. If users exit the program, you should edit the enrollment and enter and end date (Valid to field) to deactivate them.

Your CAL-JAC program setup is now complete! All completions of courses with JAC codes by active apprentices will now be tracked.

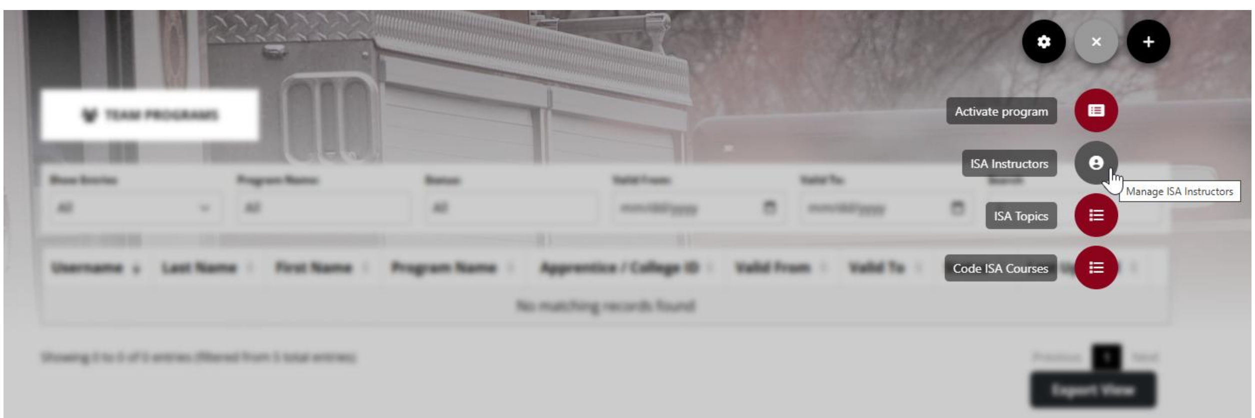
To learn how to report completions to CAL-JAC, please see the ***Advanced Reporting – CAL-JAC Report chapter in this guide.***

Managing the ISA Program (Power users)

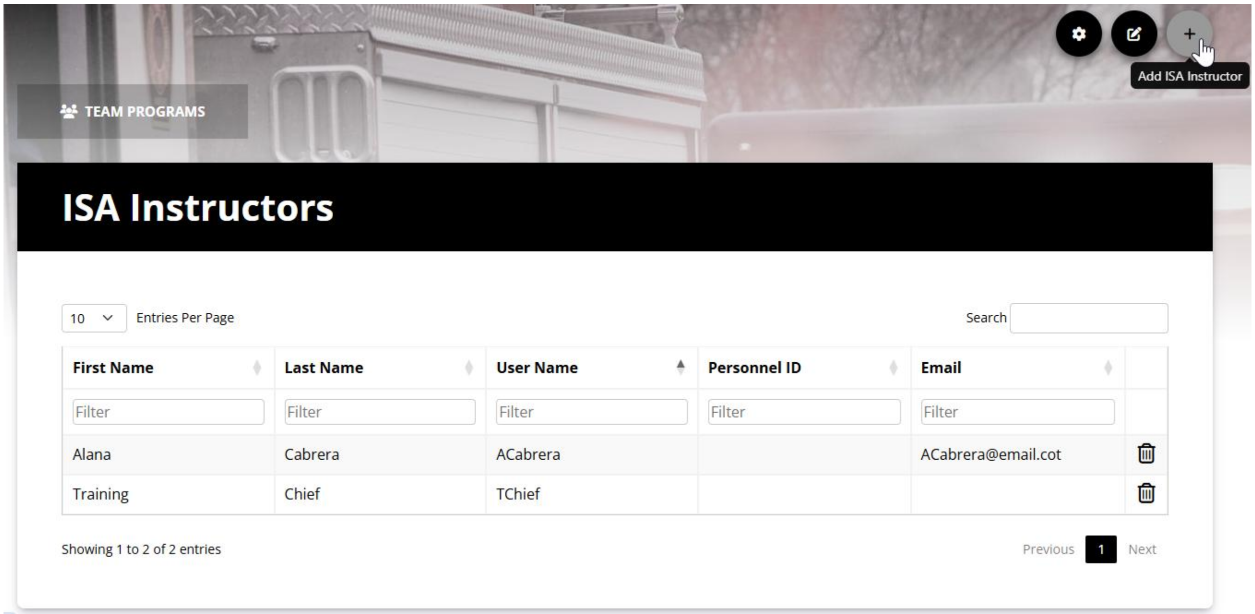
Once the ISA program has been activated in the LMS, a few setup steps are needed to start tracking qualified training completions. Due to the agreement-specific character of the program, each department will need to manage their own ISA topics and instructors, and code both Fire Engineering Training and custom courses that meet the requirements.

1. **Add and manage ISA instructors**

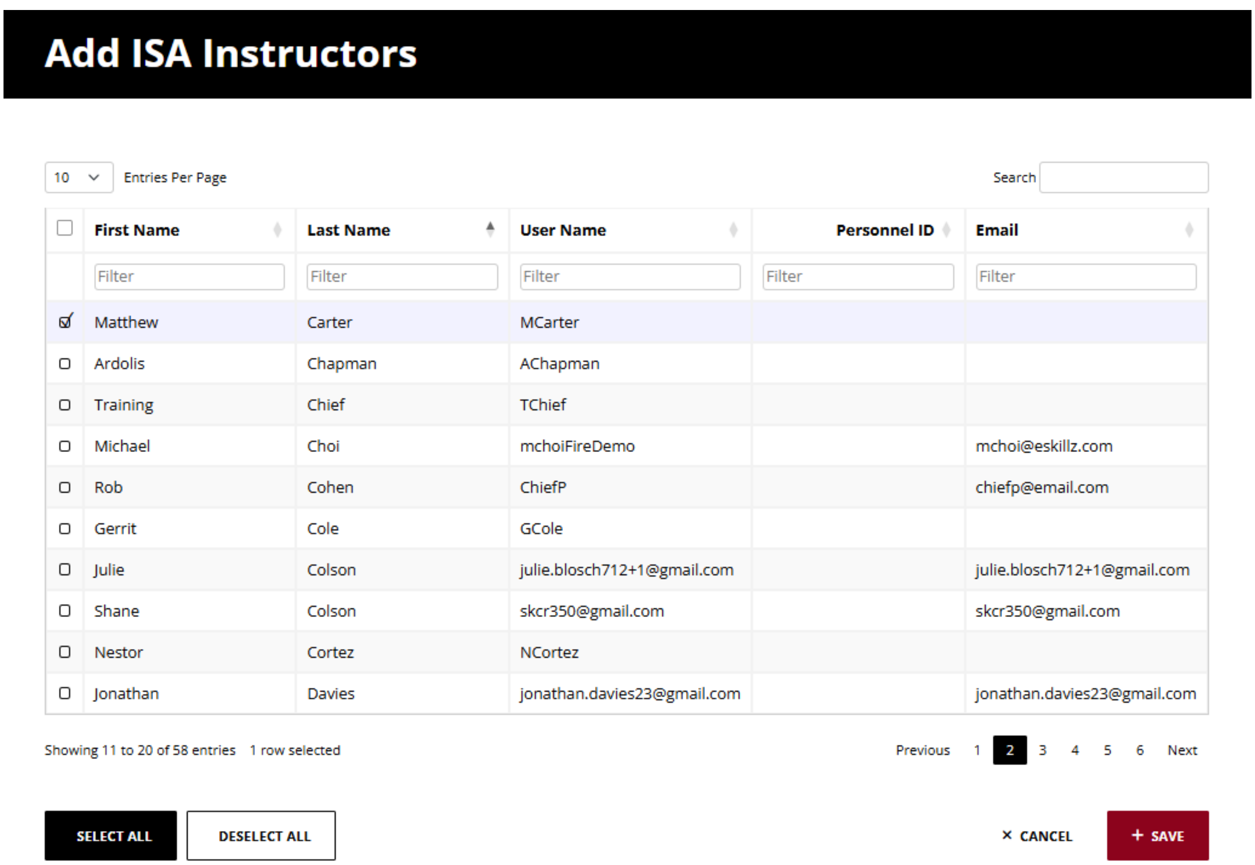
   You can create a list of the instructors in your ISA agreement to tag courses approved/supervised by each instructor. The complete instructor list will be visible to all Power users regardless of resources. Click on the **Manage** button and select **ISA Instructors.**



   You will see the existing instructors and can delete any using the trash can icon. Please note that deleting an instructor would remove it from courses and past completions in reports.

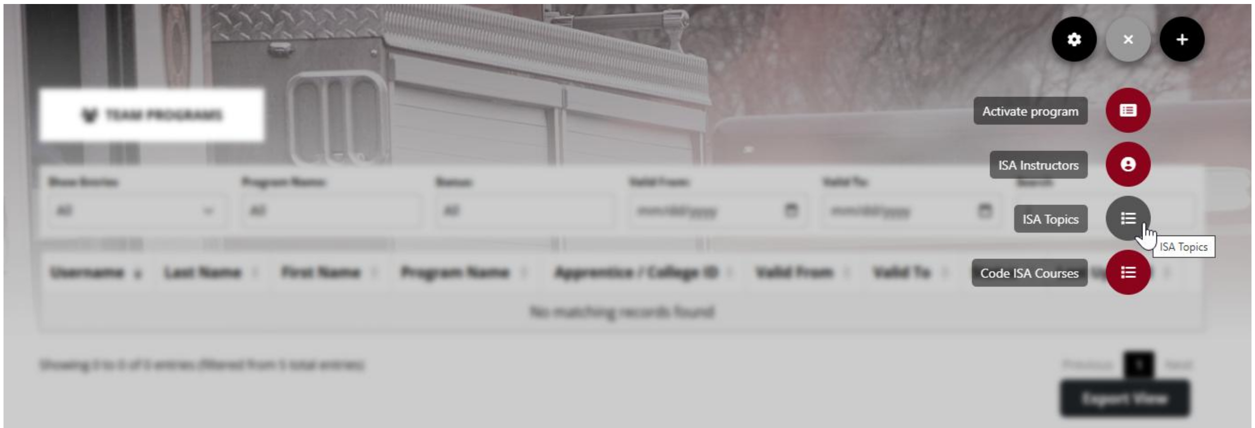


To designate personnel in your department as an ISA instructor, click on the plus-sign **Add ISA Instructor** button. You will see all active personnel in your department. Select the checkbox to the left of the users to designate them as ISA Instructors and save. If an ISA instructor leaves the department (gets deactivated in the system) it will be grayed out in the instructors list.

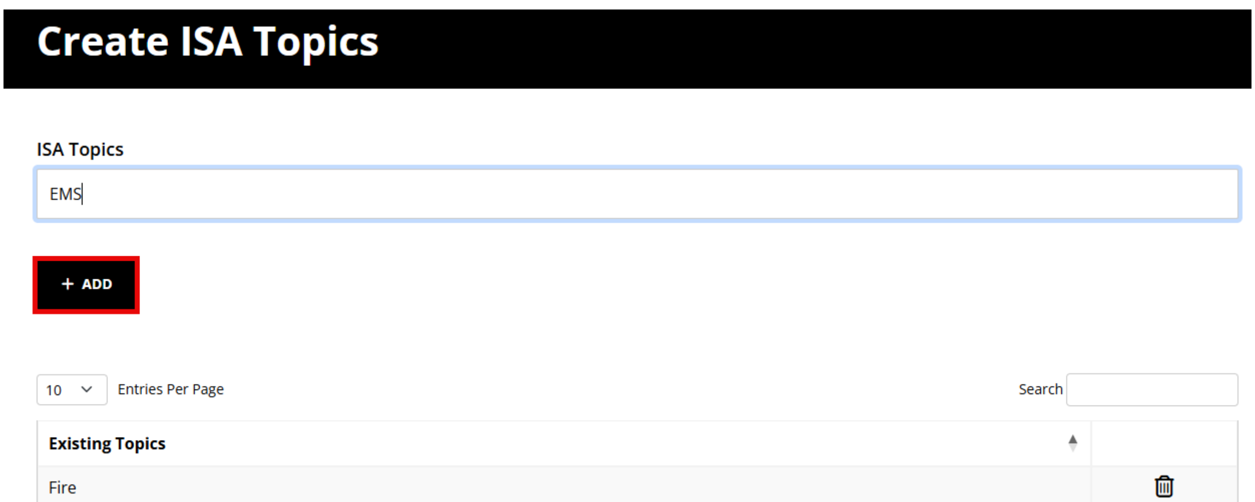


2. Create and manage ISA topics

Similarly, you can create a list of the topics included in your ISA agreement once and use this list to tag courses that meet those requirements. The ISA topics will be available to all Power Users. To add new topics, click on the **Manage** button and select **ISA Topics.**

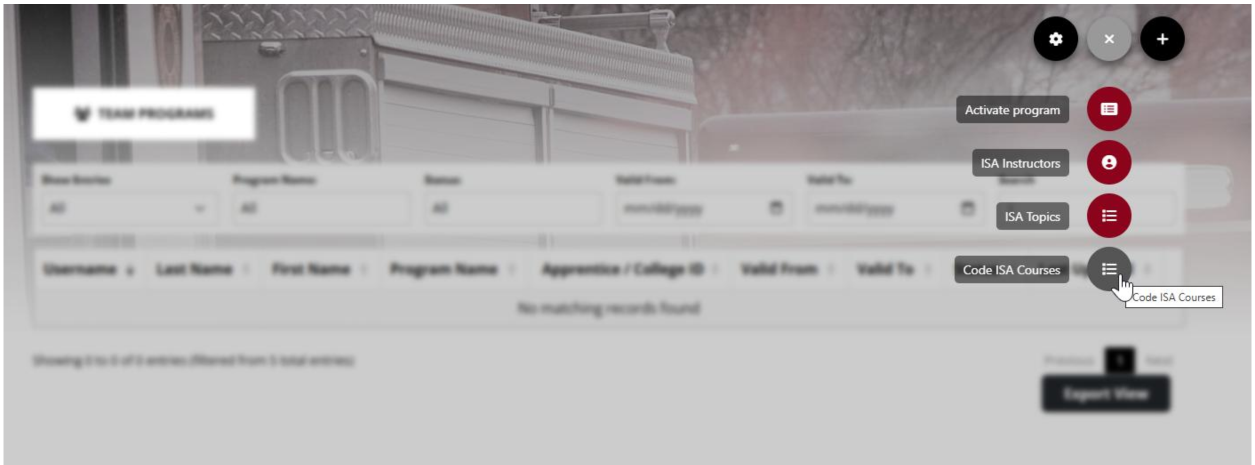


Add topics one by one and save. On this page, you can also search for existing topics, and delete any unwanted topics using the trash can icon. Please note that deleting a topic would remove it from courses and past completions in reports.

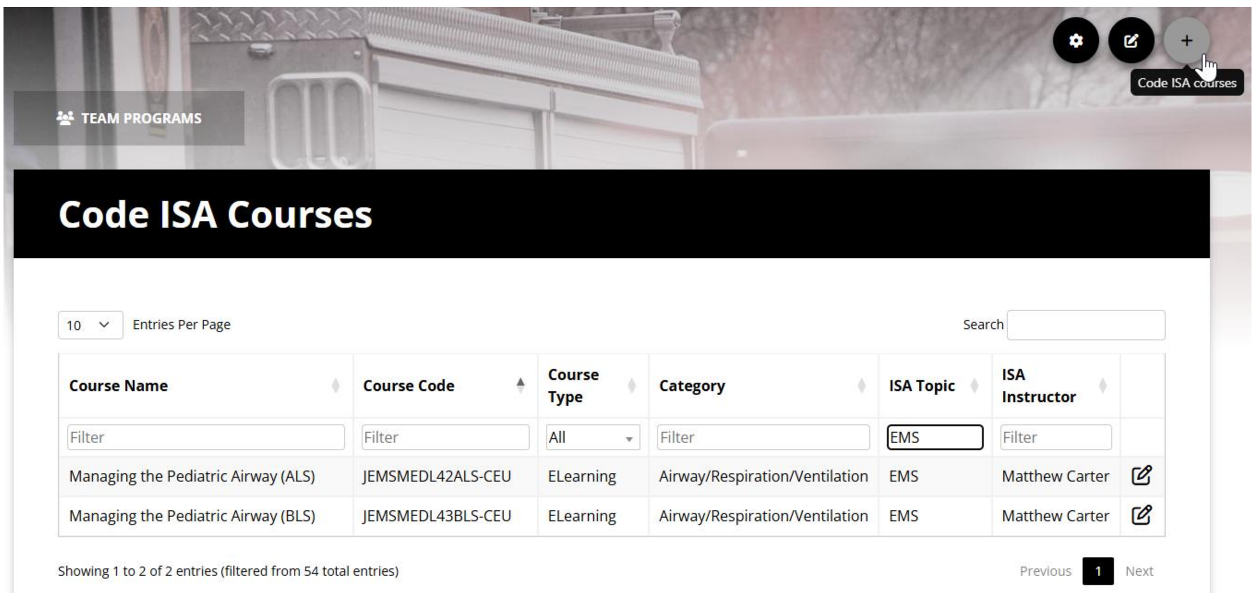


3. Code ISA-qualified courses

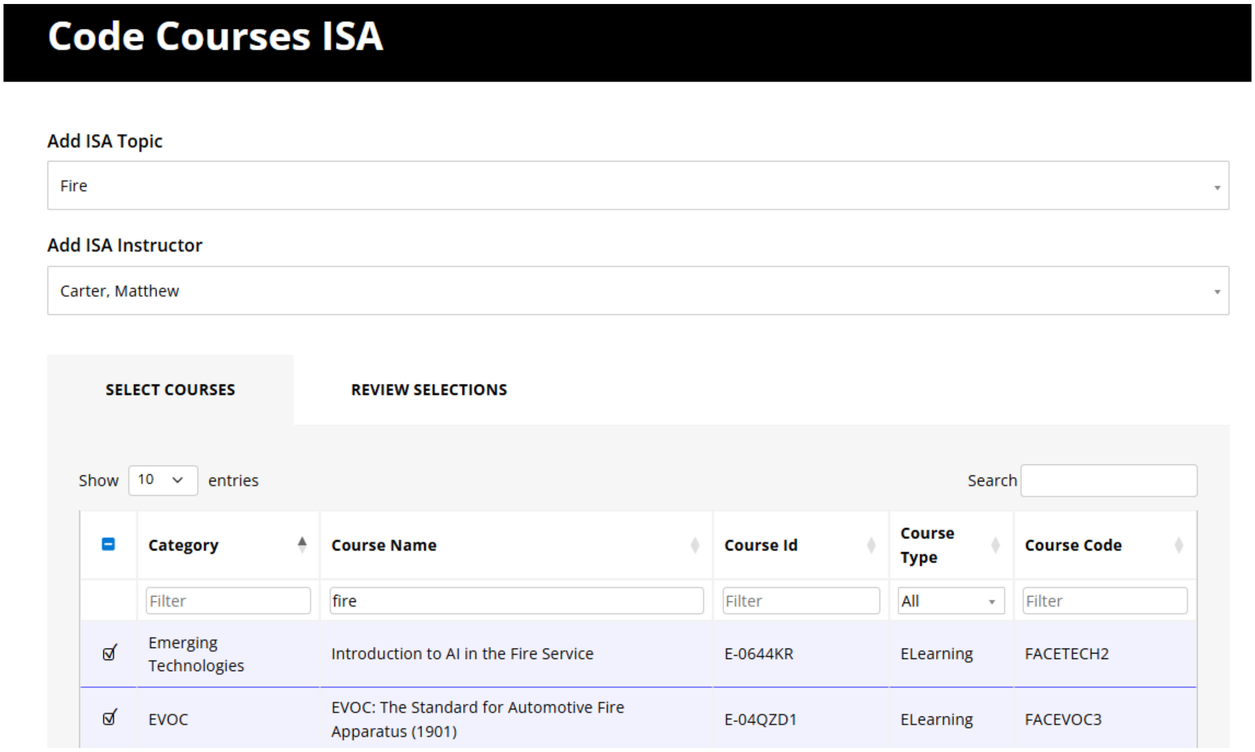
You can now code courses with ISA topics and instructors you have configured. Note you can only see and code courses available to you as power user resources. Click on the **Manage** button and select **ISA Courses.**



Here you will find any published courses that have already been tagged with an ISA topic or instructor.



To code a course, click on the plus-sign **Code ISA Courses button**. Select an ISA Topic, Instructor or both. Then, select all the courses that should be coded with your selections. Click **Advance to Review Selections**. If there are no changes, click **Submit** to save.

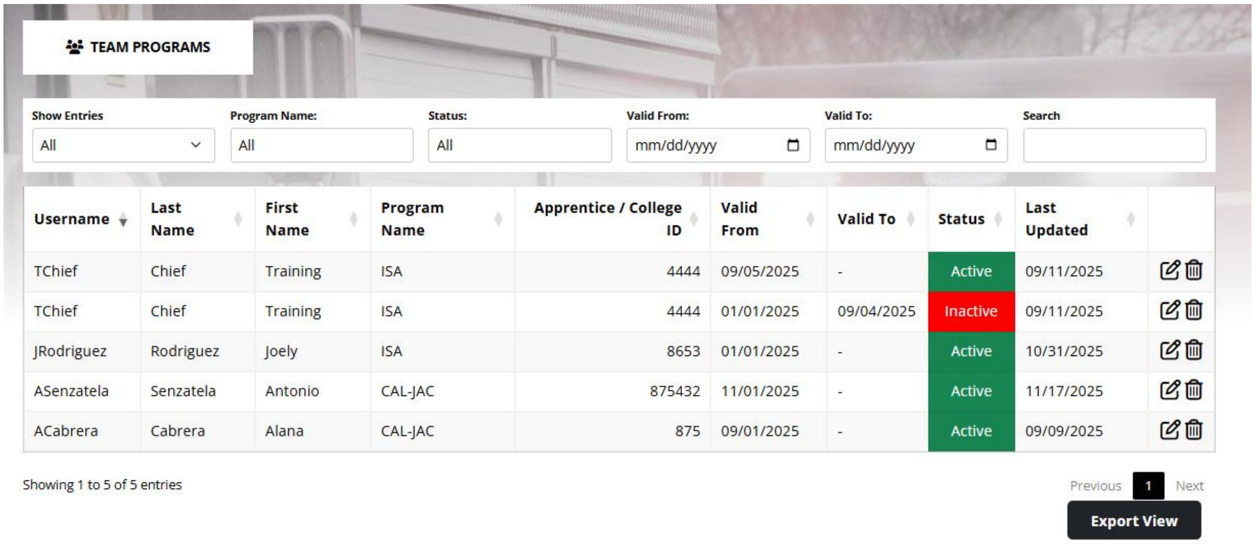


4. Enroll personnel as active ISA participants

Personnel that are currently participating in the college program need to be enrolled in the LMS so that their completions can be tracked and reported. Personnel can be added in the same way as described under the ***Manage CAL-JAC Program*** section of this chapter.

Enrolled users will appear under the Team Programs tab. You can search, filter, and export program enrollments records. User enrollments can be edited or deleted individually on this page using the icons on the right side of the record.

Deleting a user enrollment would remove all completions from the program report. If users exit the program, you should edit the enrollment and enter and end date (Valid to field) to deactivate them. This will allow tracking program participation history for all personnel.



Username	Last Name	First Name	Program Name	Apprentice / College ID	Valid From	Valid To	Status	Last Updated
TChief	Chief	Training	ISA	4444	09/05/2025	-	Active	09/11/2025
TChief	Chief	Training	ISA	4444	01/01/2025	09/04/2025	Inactive	09/11/2025
JRodriguez	Rodriguez	Joely	ISA	8653	01/01/2025	-	Active	10/31/2025
ASenzatela	Senzatela	Antonio	CAL-JAC	875432	11/01/2025	-	Active	11/17/2025
ACabrera	Cabrera	Alana	CAL-JAC	875	09/01/2025	-	Active	09/09/2025

Your ISA program setup is now complete! All completions of courses with ISA codes by active students will now be tracked.

*To learn how to report completions to ISA, please see the **Advanced Reporting – ISA Report chapter in this guide***

Please note: There could be a 1-to-2-hour delay for changes in course categories and power user resources to be reflected in Reimbursement Manager.

User actions

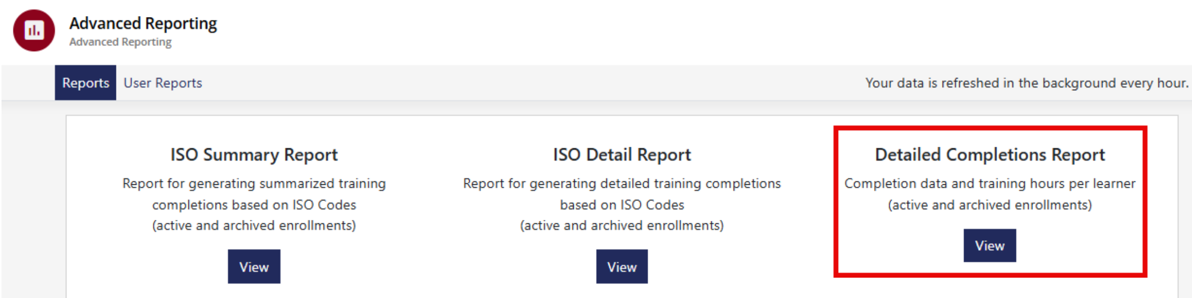
Personnel who are not Power users (end users or Managers) can perform the following actions in the Reimbursement Manager:

- Access the **My Programs** tab to view their own program enrollments.
- Add, modify, and delete their own enrollments (only if a Power user has enabled this option in Config).
- Select to view the application in light or dark mode.

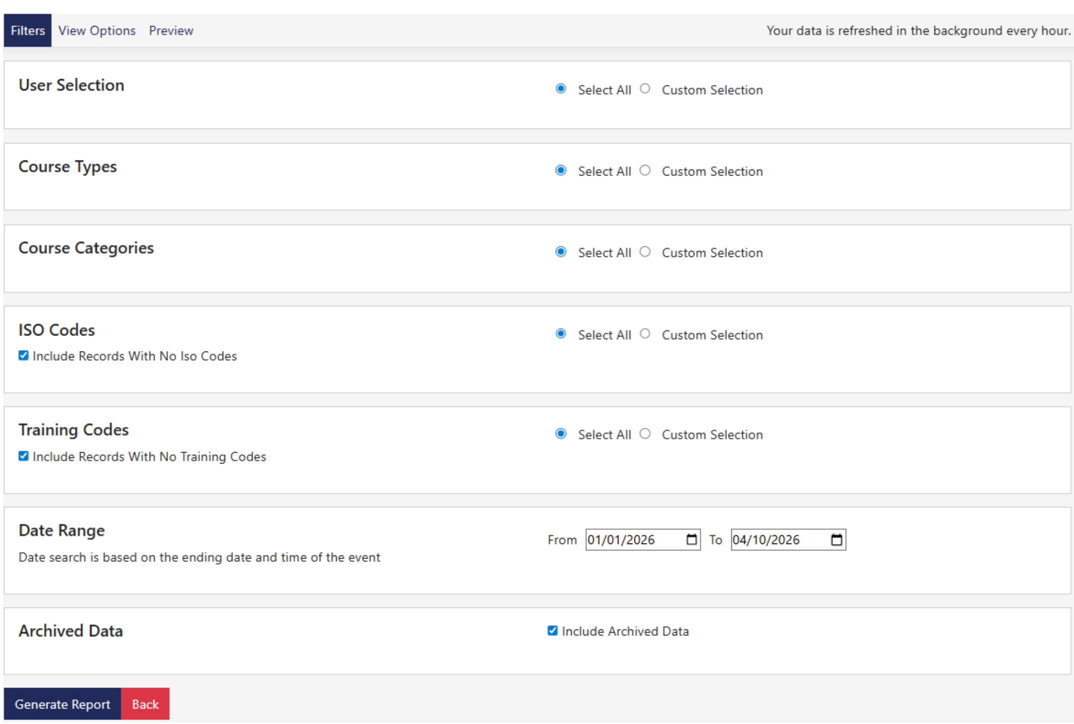
Advanced Reporting – Detailed Completions Report		
Section number:		Level: Plus/Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The **Detailed Completions Report** includes all completed training (all course types) in one report. Training hours per learner and for the department are automatically tallied for easy reporting.

The Detailed Completions Report is visible to all users with access to Advanced Reporting (User Menu). This may vary based on your organization setup, but access is usually provided to Power Users with reporting permissions.



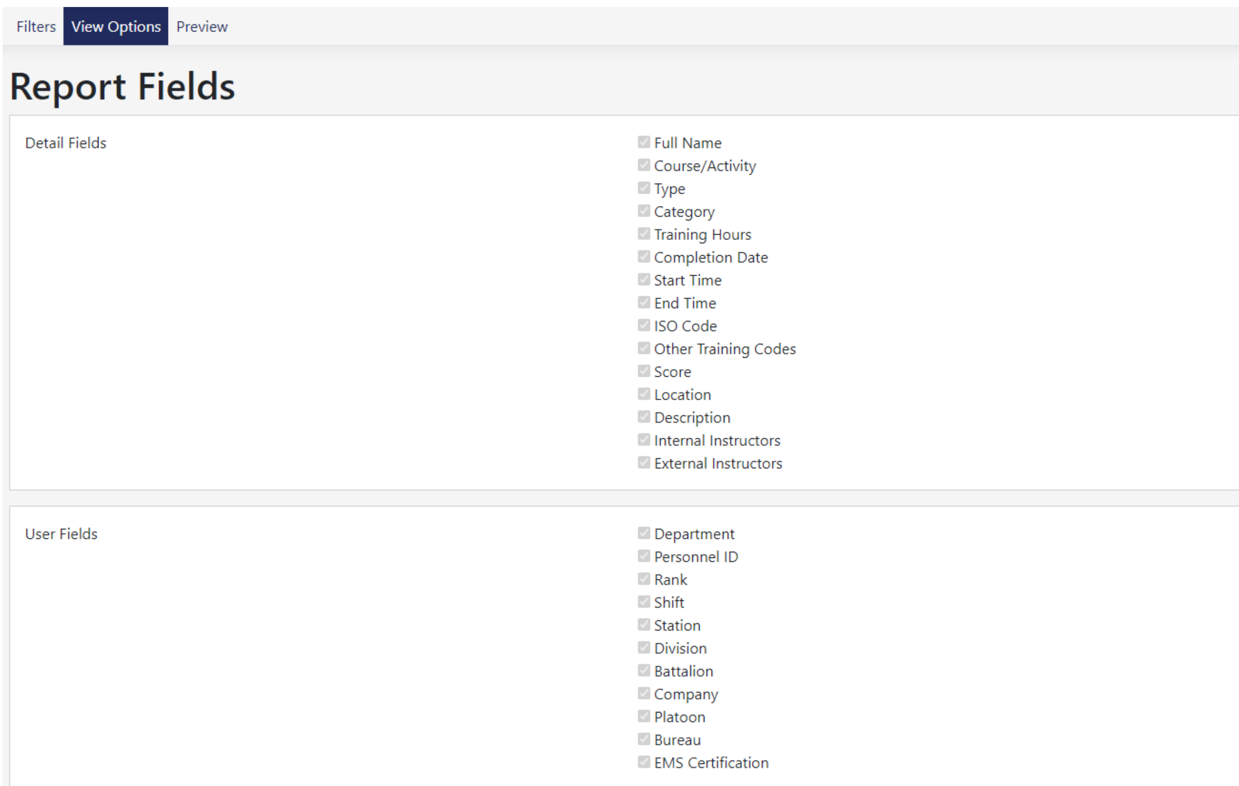
Filters



- **User Selection**: you can select from all users or groups assigned to you as a resource. Power Users will only see training completed by themselves and their assignees.
- **Course Selection**: you can choose to include results of some or all course types (E-learning, External Training or ILT). You can also limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- **ISO codes and Training Codes**: you can select records with specific code types or no codes. The default includes all records regardless of code.
- **Date Range**: refers to the date the course or training event was completed.
- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:



Report Layout

A	B	C	D	E	F	G	H	I	J	K
Full Name	**Course/Activity**	**Session Name**	**Event Nan**	**Type**	**Category**	**Training Hou**	**Completion Dat**	**Start Time**	**End Time**	**ISO Code**
Fire Demo Department						**63.50**				
Cabrera, Alana						**16.00**				
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-02-14	External	Training > Fire Demo Departm	0.25	2/14/2024	15:36:00	15:51:00	Company Training
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-02-14	External	Training > Fire Demo Departm	0.25	2/14/2024	15:38:00	15:53:00	Company Training
Cabrera, Alana	Building construction test	Building construction test	2024-02-20	External	Training > Fire Demo Departm	0.25	2/20/2024	14:29:00	14:44:00	
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-03-17	External	Training > Fire Demo Departm	0.25	3/17/2024	18:51:00	19:06:00	Company Training
Cabrera, Alana	200-EMS Training (Outside the	200-EMS Training (Outside the	2024-03-18	External	Training > Fire Demo Departm	0.25	3/18/2024	13:59:00	14:14:00	
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-03-20	External	Training > Fire Demo Departm	0.25	3/20/2024	13:47:00	14:02:00	Company Training
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-03-27	External	Training > Fire Demo Departm	0.25	3/27/2024	13:54:00	14:09:00	Company Training
Cabrera, Alana	300-HazMat Training	300-HazMat Training	2024-04-02	External	Training > Fire Demo Departm	0.25	4/2/2024	14:27:00	14:42:00	Hazardous Materials Training
Cabrera, Alana	Monthly CET Training	Monthly CET Training	2024-04-04	External	Training > Fire Demo Departm	0.25	4/4/2024	00:52:00	01:07:00	
Cabrera, Alana	Monthly CET Training	Monthly CET Training	2024-04-04	External	Training > Fire Demo Departm	1.00	4/4/2024	06:00:00	07:00:00	
Cabrera, Alana	Monthly CET Training	Monthly CET Training	2024-04-04	External	Training > Fire Demo Departm	0.25	4/4/2024	10:50:00	11:05:00	
Cabrera, Alana	300-HazMat Training	300-HazMat Training	2024-04-14	External	Training > Fire Demo Departm	0.25	4/14/2024	12:04:00	12:19:00	Hazardous Materials Training
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-04-15	External	Training > Fire Demo Departm	0.25	4/15/2024	16:17:00	16:32:00	Company Training
Cabrera, Alana	250-EMS CEU's Training	250-EMS CEU's Training	2024-04-17	External	Training > Fire Demo Departm	0.25	4/17/2024	11:18:00	11:33:00	
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-05-03	External	Training > Fire Demo Departm	0.25	5/3/2024	16:12:00	16:27:00	Company Training
Cabrera, Alana	Hose Lay	Hose Lay	2024-05-30	External	Training > Fire Demo Departm	0.50	5/30/2024	07:00:00	07:30:00	Company Training
Cabrera, Alana	Hose Lay	Hose lay2	Hoselay2eve	ILT	Training > Fire Demo Departm	0.50	6/6/2024	07:00:00	07:30:00	Company Training
Cabrera, Alana	JEMS CEUs: Caring for Patients with Dementia or Alzheimer's			ELearning	EMS > JEMS CEUs	1.00	6/6/2024		11:04:38	
Cabrera, Alana	A Proactive Approach to Suicide Prevention			ELearning	Compliance > Health and Well	1.00	6/6/2024		11:07:26	Company Training
Cabrera, Alana	California	CS1	CS1E1	ILT	Training > Fire Demo Departm	1.00	6/11/2024	07:00:00	08:00:00	
Cabrera, Alana	050-Firefighting Training	050-Firefighting Training	2024-06-11	External	Training > Fire Demo Departm	0.25	6/11/2024	15:42:00	15:57:00	Company Training
Cabrera, Alana	California	CS1	CS1E2	ILT	Training > Fire Demo Departm	1.00	6/12/2024	05:00:00	06:00:00	
Cabrera, Alana	Autism Awareness for First Responders			ELearning	Compliance > Community Inte	2.50	6/27/2024		11:26:39	Company Training
Cabrera, Alana	Roadside Safety Issues			ELearning	Compliance > OSHA	1.50	6/27/2024		11:30:18	Company Training
Cabrera, Alana	Respiratory Protection			ELearning	Compliance > OSHA	0.50	6/27/2024		11:47:34	Company Training
Cabrera, Alana	Hand and Power Tool Safety			ELearning	Compliance > OSHA	0.50	6/27/2024		11:48:12	Company Training
Chapman, Ardolis						**12.25**				
Chapman, Ardolis	050-Firefighting Training	050-Firefighting Training	2024-01-09	External	Training > Fire Demo Departm	0.25	1/9/2024	17:19:00	17:34:00	Company Training
Chapman, Ardolis	050-Firefighting Training	050-Firefighting Training	2024-02-13	External	Training > Fire Demo Departm	0.25	2/13/2024	15:38:00	15:53:00	Company Training

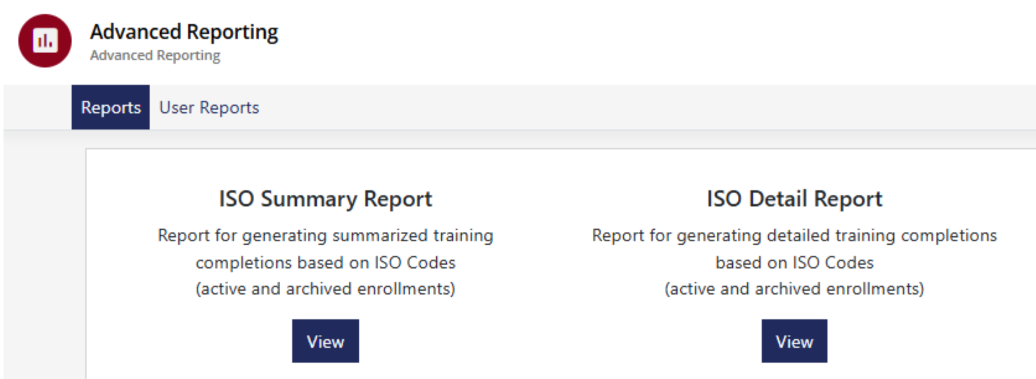
- Once the report is generated, you will see training completions grouped by learner and sorted by completion date. Training hours are automatically tallied by learner (blue rows) and by the department (pink row).
- The **Training Hours** column is calculated as follows:
  - For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course. Start Time is not shown for this course type.
  - For ILT/External Training courses, hours are calculated as the duration of the training event. This is usually the End Time - Star Time column values, unless a different attendance time has been marked for the user.
- The Completions Date for ILT or External Training courses will show the end date of the training event, regardless of when the training was approved or attendance was marked. However, note that approval/marked attendance is required for the completion to appear in the report.

Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

Advanced Reporting - ISO Summary and ISO Detail Reports		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

Our ISO reports allow you to track your department members’ progress toward completion of annual ISO program requirements. FET content has already been coded with ISO categories, and any course created by your department can be coded as well. As your team completes courses coded with an ISO category, the reports will automatically tally the training hours accumulated.

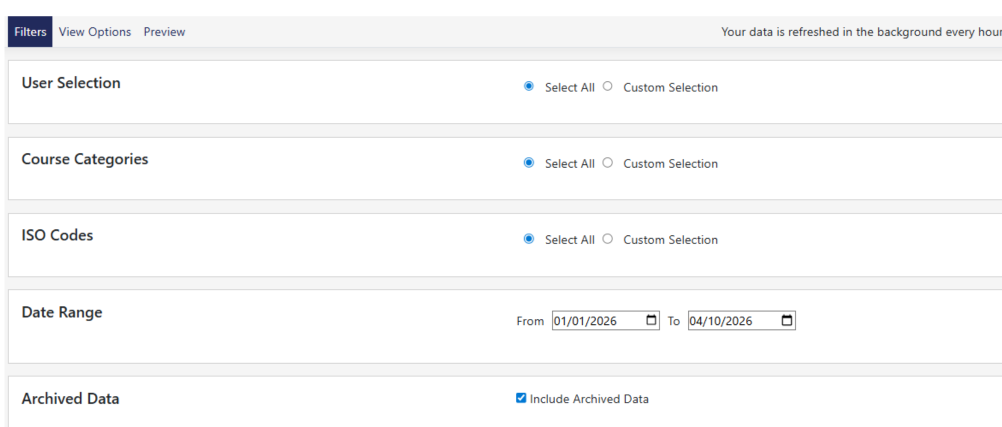
The **ISO Summary Report** and **ISO Detail Report** are visible to all users with access to Advanced Reporting (User Menu). This may vary based on your organization setup, but access is usually provided to Power Users with reporting permissions.



ISO Summary Report

This report provides a high-level view of how many ISO hours have been accrued by your team over a given time period.

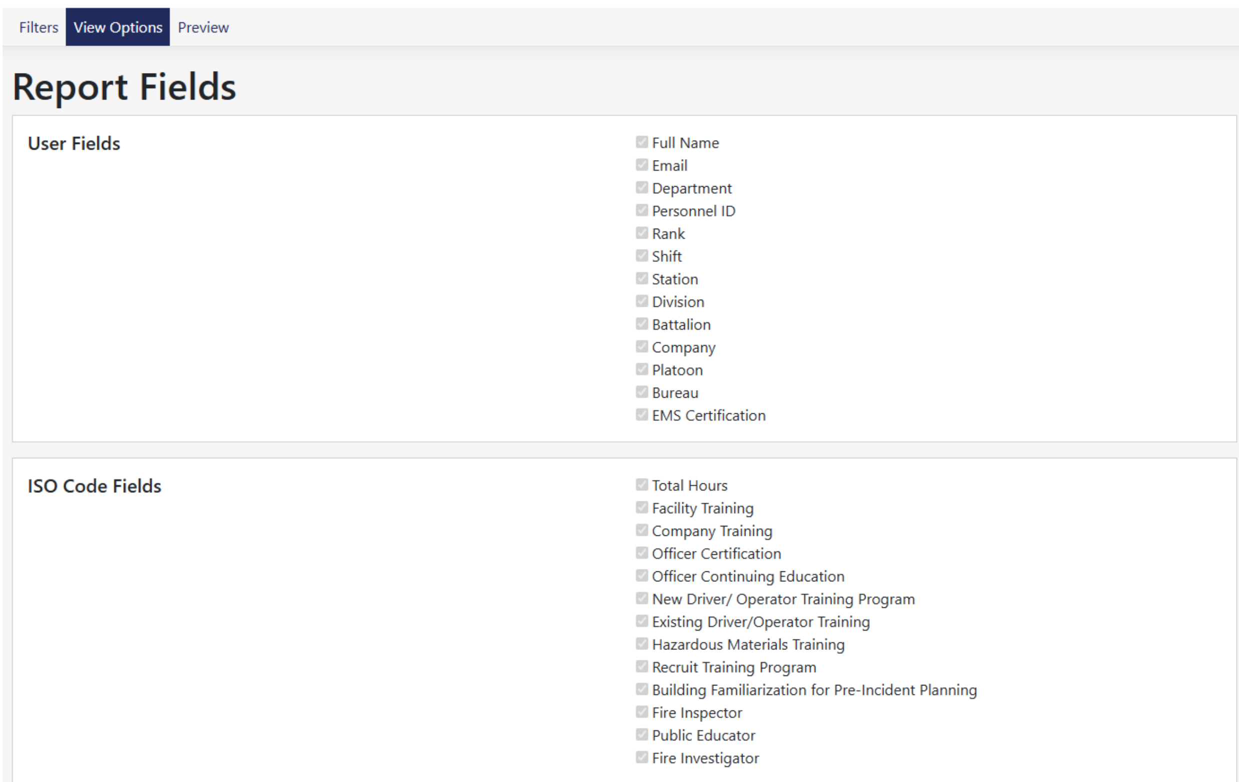
Filters



- **User Selection**: you can select from all users or groups assigned to you as a resource. Power Users will only see training completed by themselves and their assignees.
- **Course Categories:** you can limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- **ISO codes and Training Codes**: you can select records with a specific ISO code. The default option “Select All” includes all completions with an ISO code.
- **Date Range**: refers to the date the course or training event was completed.
- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:



Report Layout

- Once the report is generated, you will see learner information, with their accrued Total ISO hours as well as their hours for each ISO category.
- The **Training Hours** column is calculated as follows:

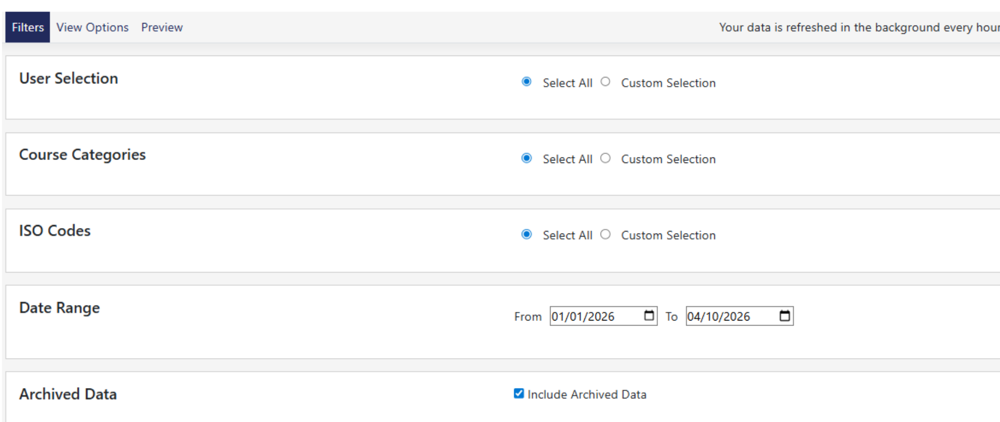
- For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course.
- For ILT/External Training courses, hours are calculated as the duration of the training event.

	A	N	O	P	Q	R	S	T
1	**Full Name**	**Total Hours**	**Facility Training**	**Company Training**	**Officer Certification**	**Officer Continuing Education**	**New Driver/ Operator Training**	**Existing Driver/Operator Train**
2	Andujar, Miguel	4.75		1.25				2.5
3	Cabrera, Alana	14		10.5				1.75
4	Campos, Carla	2.75		1				1.75
5	Chapman, Ardolis	13		10.5				1.75
6	Cole, Gerrit	6						1
7	Fibb, Dee	0.25						
8	Garcia, Deivi	2.75		0.5				1.75
9	German, Jessica	1						1
10	Giancarlo, David	8.5						2.5
11	Gomez, Sarah	1.75						1.75
12	Higashioka, Ed	2						1.75
13	Judge, Aaron	2		0.75				0.75
14	King, Michael	0.75						0.75
15	Lamet, Dinelson	0.25		0.25				
16	LeMahieu, DJ	0.25		0.25				
17	Loaisiga, Jonathan	4.25		0.25				
18	Pereira, Everson	2						
19	Rodriguez, Joely	10.52		8.02		0.5		

ISO Detail Report

This report provides details on every ISO completion by your team over a given time period.

Filters

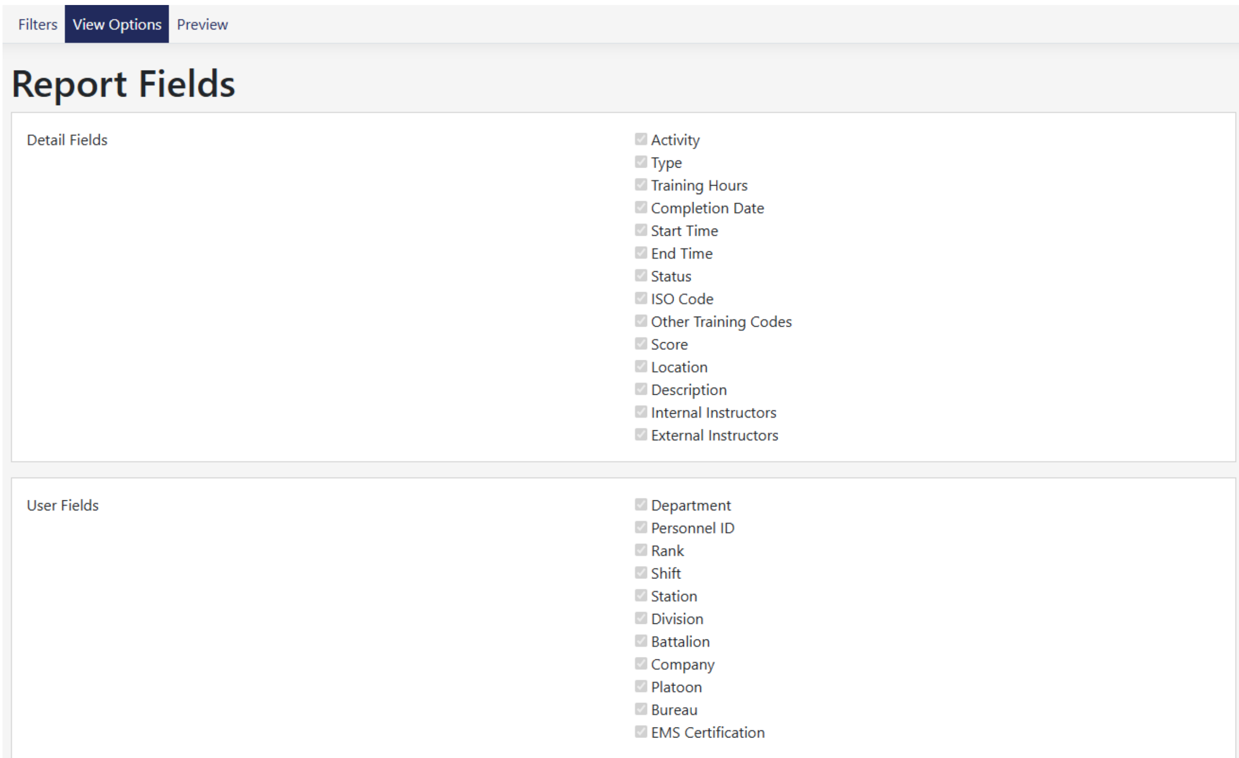


- **User Selection**: you can select from all users or groups assigned to you as a resource. Power Users will only see training completed by themselves and their assignees.
- **Course categories**: you can limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- **ISO codes and Training Codes**: you can select records with a specific ISO code. The default option “Select All” includes all completions with an ISO code.
- **Date Range**: refers to the date the course or training event was completed.

- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:



Report Layout

Activity	Type	Training Hours	Completion Date	Start Time	End Time	Status	ISO Code	Other Training Codes	Scor
Andujar, Miguel									
Company Training		**1.25**							
050-Firefighting Training	External	0.25	9/13/2024	18:39:00	18:54:00	Completed	Company Training	(150-Firefighter Training) 152-Class	
050-Firefighting Training	External	1.00	10/1/2024	08:30:00	09:30:00	Completed	Company Training	(150-Firefighter Training) 152-Class	
Existing Driver/Operator Training		**2.50**							
Driver/Operator (Pumper)-Theoretical Pressure Calculations	External	0.50	10/17/2024	12:00:00	12:30:00	Completed	Existing Driver/Operator Training		
Driver/Operator (Pumper)-Theoretical Pressure Calculations	External	0.50	10/17/2024	14:00:00	14:30:00	Completed	Existing Driver/Opera	(Fire) EVOC Driver Training	
Driver/Operator (Pumper)-Theoretical Pressure Calculations	External	0.50	10/17/2024	14:00:00	14:30:00	Completed	Existing Driver/Opera	(Fire) EVOC Driver Training	
Driver/Operator (Pumper)-Theoretical Pressure Calculations	External	1.00	11/4/2024	10:30:00	11:30:00	Completed	Existing Driver/Operator Training		
Hazardous Materials Training		**1.00**							
300-HazMat Training	External	1.00	9/23/2024	20:00:00	21:00:00	Completed	Hazardous Materials '	(300-HazMat) 306-HazMat Team Tr	
Cabrera, Alana									
Company Training		**10.50**							
050-Firefighting Training	External	0.25	2/14/2024	18:36:00	18:51:00	Completed	Company Training		
050-Firefighting Training	External	0.25	2/14/2024	18:38:00	18:53:00	Completed	Company Training		
050-Firefighting Training	External	0.25	3/17/2024	21:51:00	22:06:00	Completed	Company Training	(250-EMS CEU's Training) 255-Form	
050-Firefighting Training	External	0.25	3/20/2024	16:47:00	17:02:00	Completed	Company Training	(1300 - Fire Behavior) 1301 - Foam	
050-Firefighting Training	External	0.25	3/27/2024	16:54:00	17:09:00	Completed	Company Training	(150-Firefighter Training) 152-Class	
050-Firefighting Training	External	0.25	4/15/2024	19:17:00	19:32:00	Completed	Company Training	(150-Firefighter Training) 152-Class	
050-Firefighting Training	External	0.25	5/3/2024	19:12:00	19:27:00	Completed	Company Training	(150-Firefighter Training) 152-Class	
Hose Lay	External	0.50	5/30/2024	10:00:00	10:30:00	Completed	Company Training		
Hose lay2	ILT	0.50	6/6/2024	10:00:00	10:30:00	Completed	Company Training		
A Proactive Approach to Suicide Prevention	ELearning	1.00	6/6/2024		14:07:26	Completed	Company Training		0

ISO Details

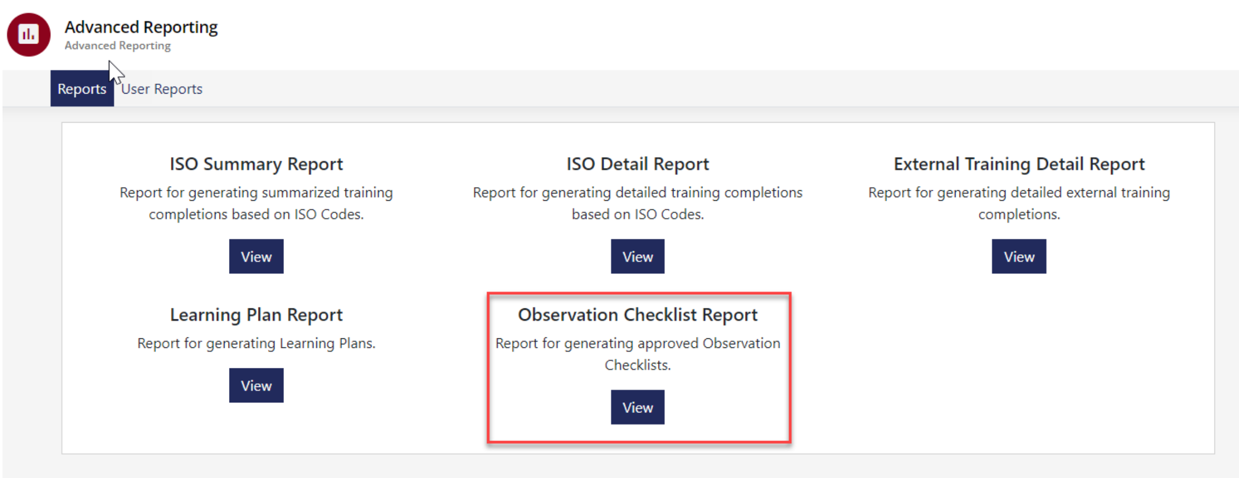
- Once the report is generated, you will see training completions grouped by learner and ISO category. The hours by category will match what you see in the ISO Summary Report, with the details on the completed training under each category.
- The **Training Hours** column is calculated as follows:
  - For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course. Start Time is not shown for this course type.
  - For ILT/External Training courses, hours are calculated as the duration of the training event. This is usually the End Time - Star Time column values, unless a different attendance time has been marked for the user.
- The Completions Date for ILT or External Training courses will show the end date of the training event, regardless of when the training was approved or attendance was marked. However, note that approval/marked attendance is required for the completion to appear in the report.

Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

Advanced Reporting - Observation Checklist Report		
Section number:		Level: Plus/Pro/ Premium
Date of review:	05/20/24	For further assistance: 800-331-4463
Effective date:	05/20/24	Email: support@fireengineeringtraining.com or support@jemstraining.com

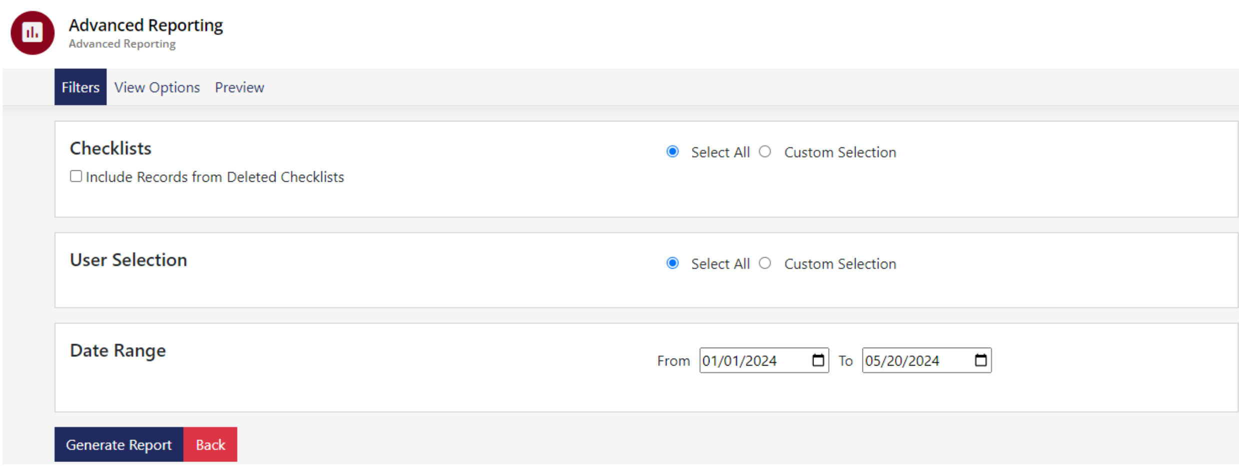
The **Observation Checklist Detail Report** captures all responses in accepted/approved checklists. This allows Power Users to conveniently access responses to all checklists completed by their assignees at once (this can be done individually under the **My Checklist** app).

The Observation Checklist report is visible to all users with access to Advanced Reporting (User Menu).

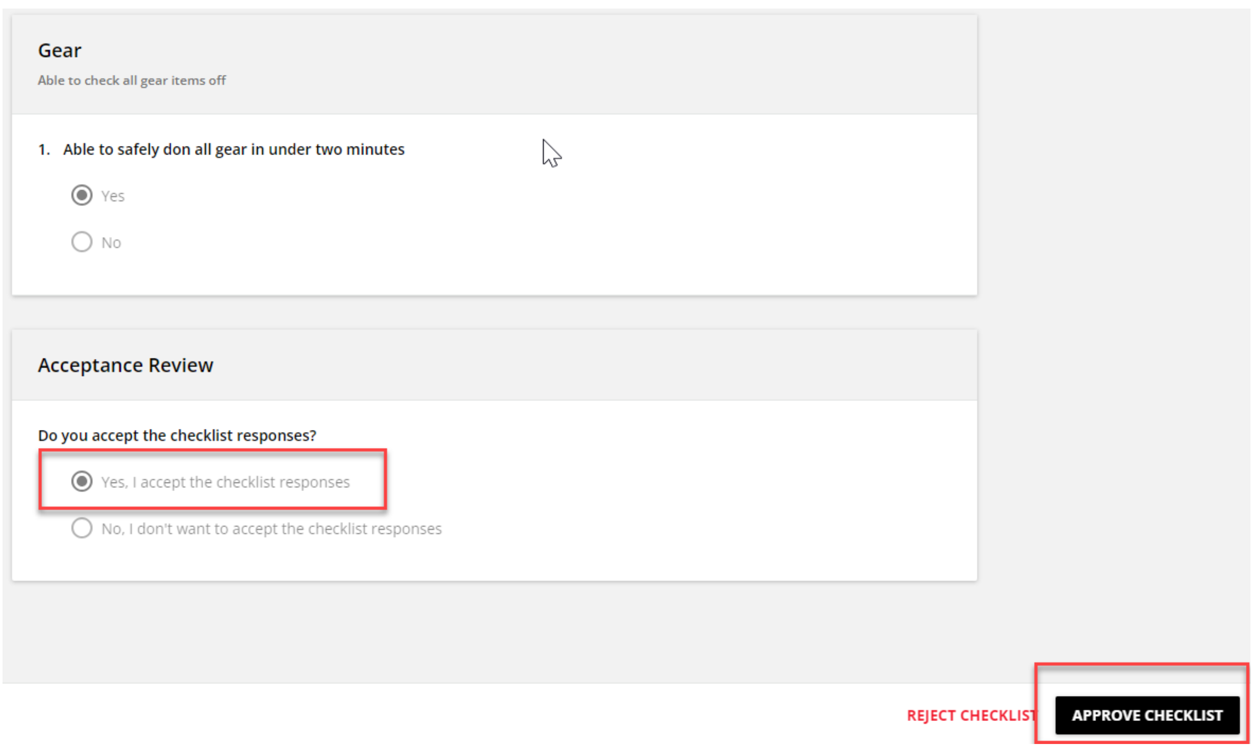


Filters

- Checklist: lists all checklists created all users in the organization. You can select to **Include Records from Deleted Checklists.** Deleted checklists can be identified in the export with ** after the checklist name.
- User Selection: includes all users assigned to the Power User as a resource. Power Users will only see records completed/observed by themselves and their assignees.
- Date Range: refers to the date the checklist was completed



Note: Report results will be limited by the above search criteria and the checklist status. Only accepted/approved checklists will be displayed. This means the Observer must accept the checklist responses (if the Acceptance Review step is enabled) and the Approver must approve the checklist (if applicable).



View Options

- You can choose to group results by Checklist, then by user, or vice versa.
- These are the fields included in the report:

Filters | View Options | Preview

Report Fields

Record Grouping

- (•) Group By Checklist, then by User
- ( ) Group By User, then by Checklist

User Fields

- ☑ Full Name
- ☑ Username
- ☑ Email
- ☑ Rank
- ☑ Shift
- ☑ Division
- ☑ Station

Observation Checklist Fields

- ☑ Checklist Name
- ☑ Checklist Code
- ☑ Checklist Description
- ☑ Checklist Version
- ☑ Completed Date
- ☑ Observer Name
- ☑ Approver Name
- ☑ Approval Date
- ☑ Course Name
- ☑ Question Group
- ☑ Question
- ☑ Answer
- ☑ Note

Report Layout

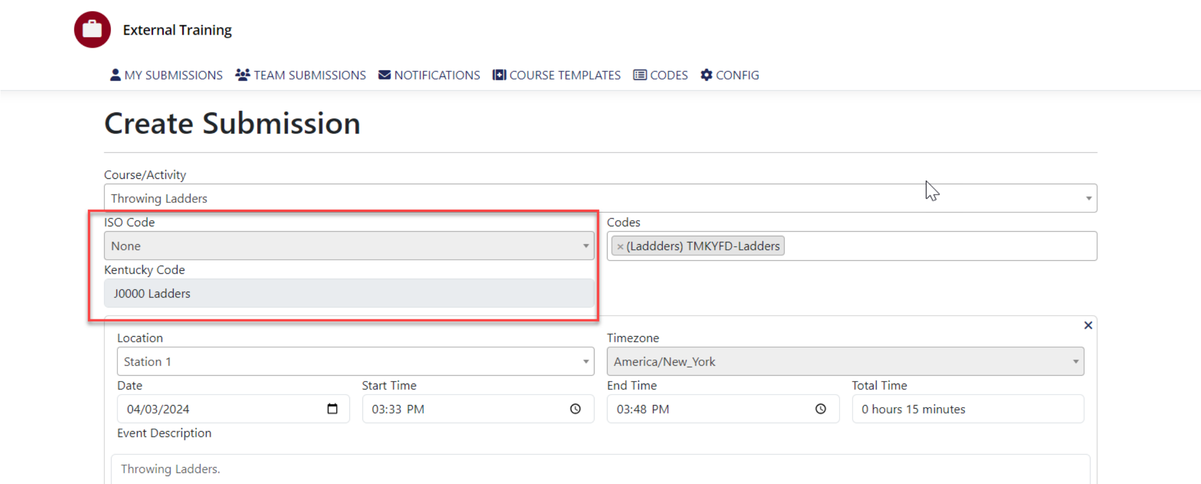
A	B	C	D	E	F	
Checklist Name	**Full Name**	**Completed Date**	**Question Group**	**Question**	**Answer**	**Note**
Daily Truck Check						
	Cabrera, Alana					
		3/18/2024				
			Daily Truck Check	What is the Engine number?	2	
			Daily Truck Check	What is the date?	2024-03-18	
			Daily Truck Check	Is the ai[illegible]rn functional?	Yes	
			Daily Truck Check	How many shovels are on boar	5	
Throwing ladders - Joely						
	Cabrera, Alana					
		3/18/2024				
			Ladder Type C	What is the date?	2024-03-18	
			Ladder Type C	What is the serial #?	XYZ	
			Ladder Type C	Where is it located on the app	Passenger Side Rear	
		3/18/2024				
			Ladder Type C	What is the date?	2024-03-18	
			Ladder Type C	What is the serial #?	YUN	
			Ladder Type C	Where is it located on the app	Drivers Side	

- Checklist fields will be displayed on the checklist grouping rows.
- User fields will be displayed on the user grouping rows.
- Responses in each submission grouped together with the submission date.

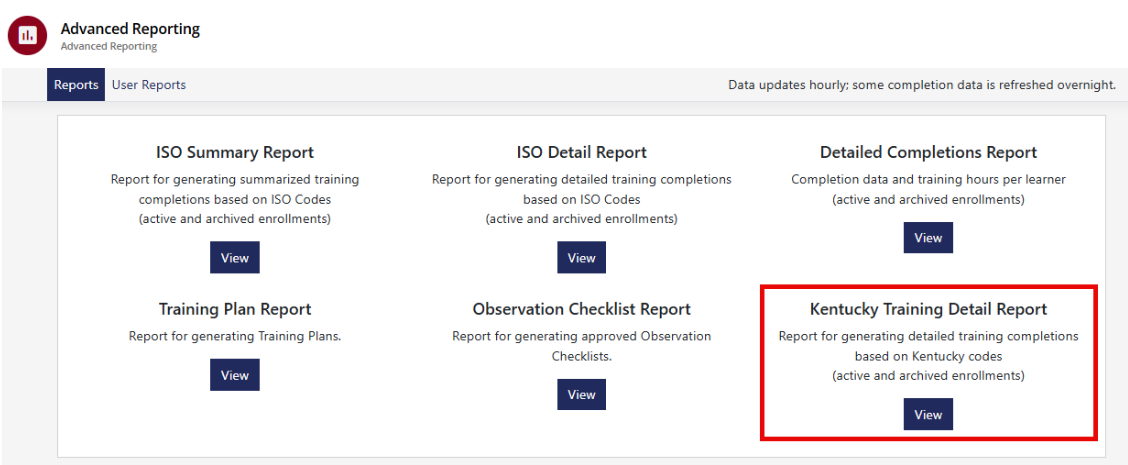
Advanced Reporting – Kentucky Training Detail Report (KY only)		
Section number:		Level: Plus/Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The **Kentucky Training Detail Report** tracks progress towards training requirements for the Kentucky Fire Commission. Since online courses can be used to meet only a percentage of training requirements, the report tallies eLearning and ILT hours separately.

Note external training submissions can be coded with Kentucky Codes. These courses will appear in the report as ILT hours.

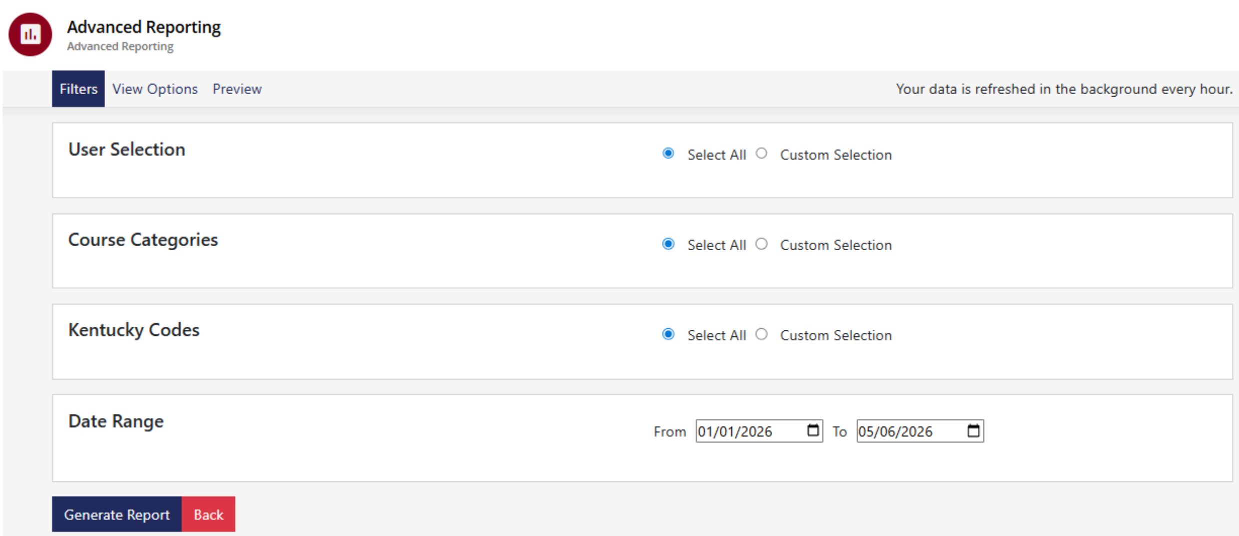


The Kentucky Training report is visible to all users with access to Advanced Reporting (User Menu).



Filters

- User Selection: includes all users/groups assigned to the Power User as a resource. Power Users will only see records completed/observed by themselves and their assignees.
- Course categories: you can limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- Kentucky codes: you can filter records coded with specific KY codes.
- Date Range: refers to the date the training was completed
- Archived Data: appears only when there are archived completions in the organization. The filter removes archived completions if desired.



View Options

These are the fields included in the report:

Advanced Reporting
Advanced Reporting

Filters | View Options | Preview

Report Fields

Detail Fields

- Activity
- Type
- Kentucky Code
- Course UID
- Training Hours
- Completion Date
- Start Time
- End Time
- Status
- Other Training Codes
- Score
- Location
- Description
- Internal Instructors
- External Instructors

User Fields

- Full Name
- Department
- Personnel ID
- Rank

Report Layout

- The report is sorted alphabetically by users, then training type, then KY code.
- Training hours by user, type and code are tallied. Note that training hours for ELearning courses are based on CEU values, while for ILT courses we use the session duration.

Full Name	Type	Kentucky Code	Activity	Course UID	Training Hours	Completion Date	Start Time	End Time	Status
CARSON, MIKE					**2.00**				
	ELearning				**2.00**				
		A0000 Administration & Organization			**1.00**				
			SOG-100.01 Mission Statement	E-195POV	0.50	2/12/2024	08:38:02	08:38:02	Completed
			Employee Handbook	E-VXDOK1	0.50	2/12/2024	08:38:31	08:39:27	Completed
		P0010 Medical			**1.00**				
			Bloodborne and Airborne Path	E-P0YGY0	1.00	2/12/2024	08:39:44	12:36:33	Completed
CLARK, BOB					**7.00**				
	ELearning				**7.00**				
		A0000 Administration & Organization			**1.00**				
			SOG-100.01 Mission Statement	E-195POV	0.50	2/13/2024	08:21:47	08:21:47	Completed
			Employee Handbook	E-VXDOK1	0.50	2/13/2024	08:26:06	10:45:57	Completed
		F0000 Personal Protective Equipment			**1.00**				
			FF: Personal Protective Equipm	E-P0YYG0	1.00	3/18/2024	20:25:21	09:45:10	Completed
		P0010 Medical			**4.50**				
			Bloodborne and Airborne Path	E-P0YGY0	1.00	1/23/2024	12:42:50	15:02:00	Completed
			Crash Course in Toxicology: Fiv	E-VR69G0	1.00	1/26/2024	14:39:26	17:39:29	Completed
			Allergic Reactions and Anaphyl	E-053Z9V	1.00	2/4/2024	09:18:43	10:16:41	Completed
			Endocrine Emergencies (BLS)	E-VMJYLV	1.50	2/7/2024	13:01:25	14:10:41	Completed
		P0012 OB/GYN			**0.50**				
			Obstetric Emergencies: Birth ar	E-VXM671	0.50	2/7/2024	12:36:58	13:00:34	Completed

Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

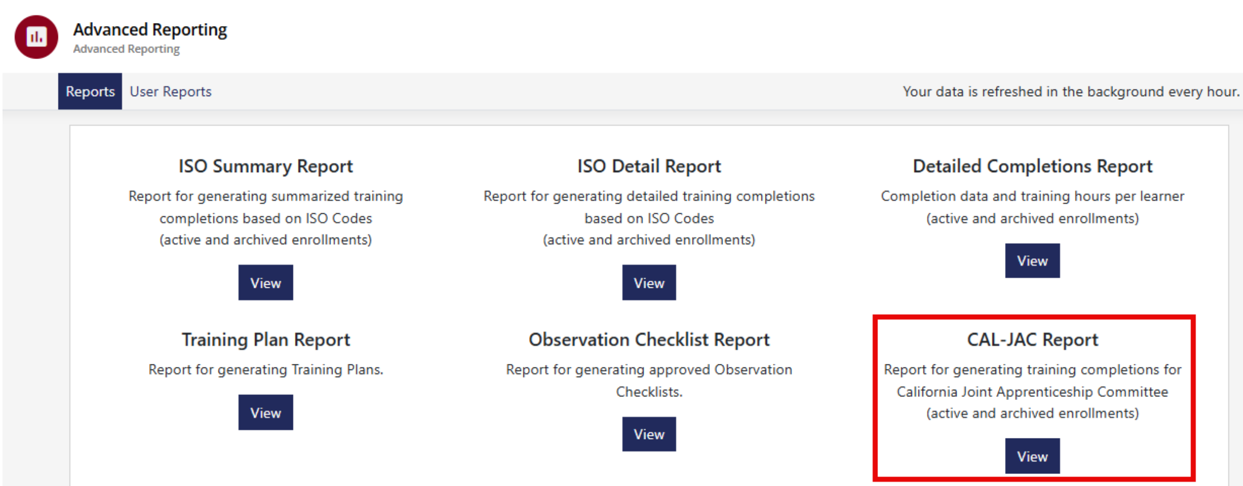
Advanced Reporting – CAL-JAC Report (CA only)		
Section number:		Level: Plus/Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The CAL-JAC apprenticeship program provides in-depth training for those newly hired or promoted within a subscribing department. Apprentice training hours need to be reported to the CAL-JAC monthly. Funds for apprentice training paid by the state to the CAL-JAC are returned to participating departments, and those funds can be used to augment the departments' training program.

In this chapter we will cover how to report CAL-JAC completions by apprentices that are actively participating in the Program.

To learn how to enable and configure the CAL-JAC program in the LMS, please see the ***Reimbursement Programs Manager chapter in this guide.***

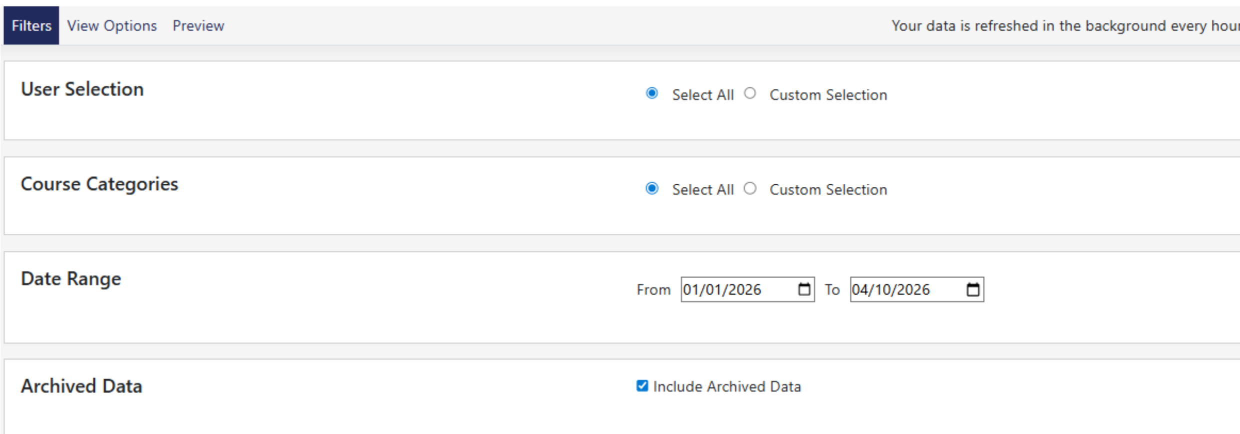
The **CAL-JAC Report** captures all coded course completions by active apprentices in the department. The report generates a csv file that can be emailed to the CAL-JAC. Power users with reporting permissions will find the report under Advanced Reporting (User Menu).



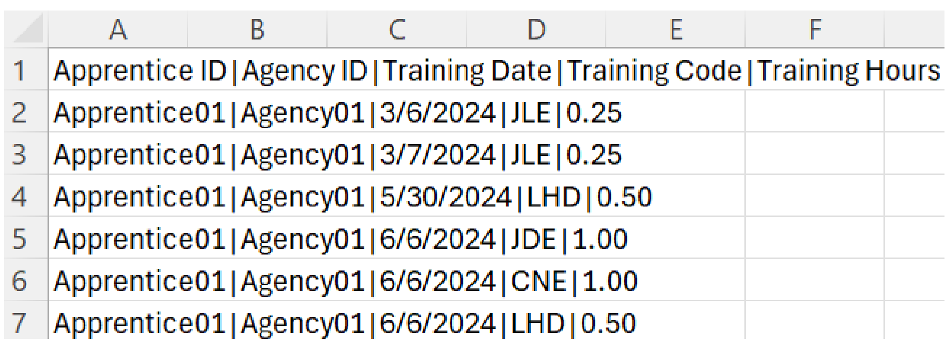
Filters

- User Selection: includes all users/groups assigned to the Power User as a resource. Power Users will only see records completed/observed by themselves and their assignees.
- Course categories: you can limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- Date Range: refers to the date the training was completed.

- Archived Data: appears only when there are archived completions in the organization. The filter removes archived completions if desired.



Report layout



	A
1	Apprentice ID|Agency ID|Training Date|Training Code|Training Hours
2	Apprentice01|Agency01|3/6/2024|JLE|0.25
3	Apprentice01|Agency01|3/7/2024|JLE|0.25
4	Apprentice01|Agency01|5/30/2024|LHD|0.50
5	Apprentice01|Agency01|6/6/2024|JDE|1.00
6	Apprentice01|Agency01|6/6/2024|CNE|1.00
7	Apprentice01|Agency01|6/6/2024|LHD|0.50

- Clicking on the Generate Report button creates a pipe delimited csv file.
- Completions are sorted alphabetically by users, then by completion date (oldest to newest).
- Note that training hours for eLearning courses are based on CEU values, while for ILT courses we use the event duration.

Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

Advanced Reporting – ISA Report (CA only)		
Section number:		Level: Plus/Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

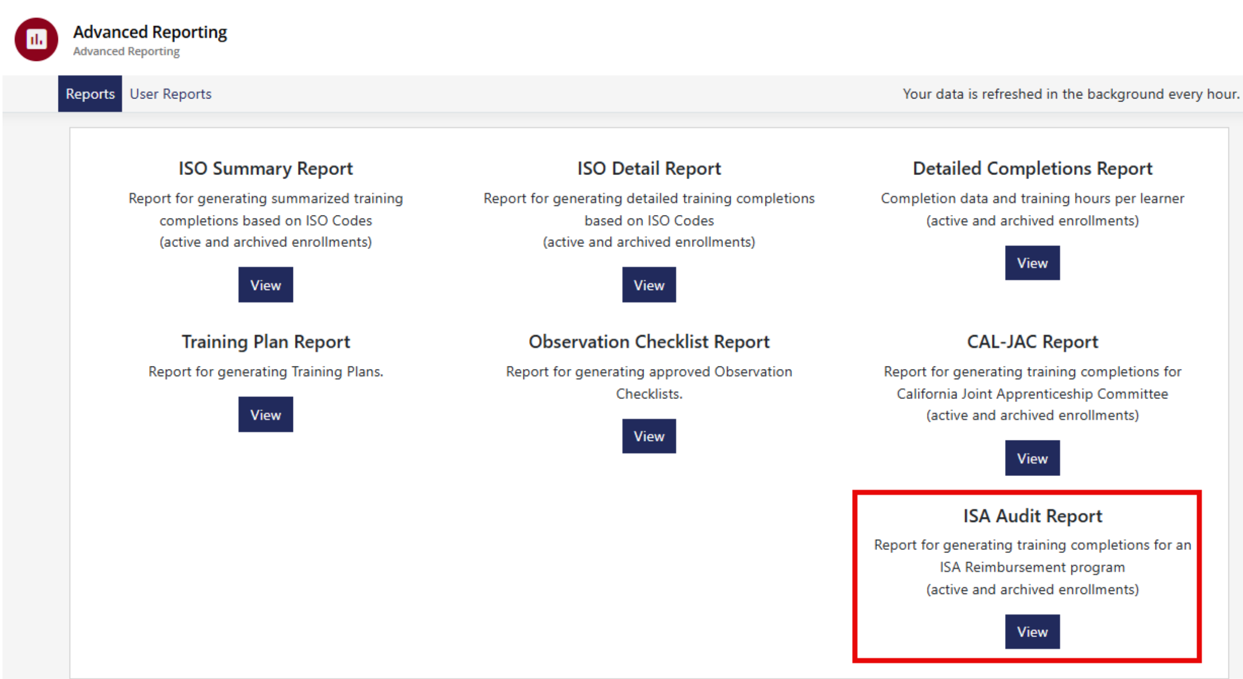
An ISA (Instructor Services Agreement) allows California city colleges to contract fire departments to build professional development within each agency. The college will reimburse the department per qualified training hours completed.

In this chapter we will cover how to report ISA completions by students that are actively participating in the college program.

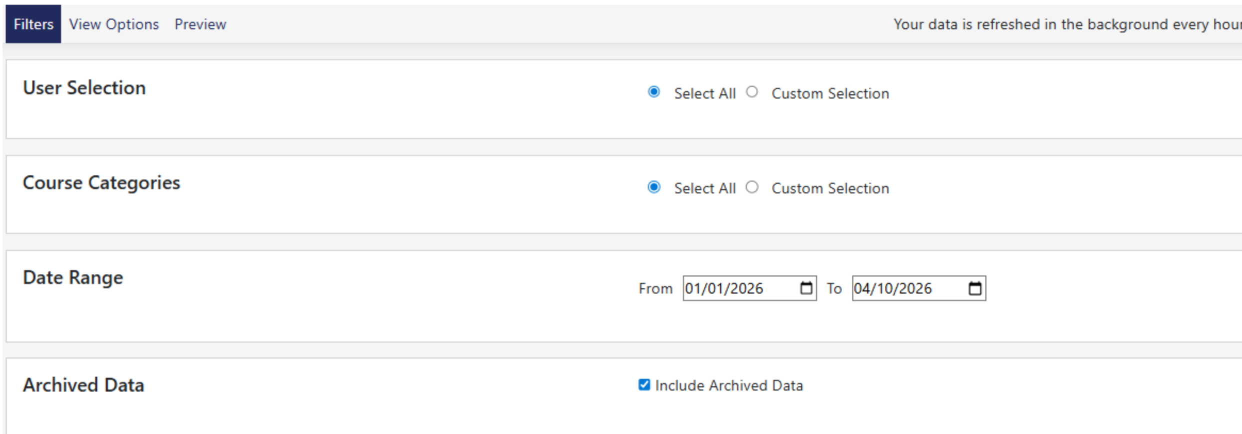
To learn how to enable and configure the ISA program in the LMS, please see the ***Reimbursement Programs Manager chapter in this guide.***

The **ISA Report** captures all qualified course completions by active students in the department. A course needs to be coded with either an ISA topic or an ISA instructor. The report generates a .xlsx file that can be emailed to the college.

Power users with reporting permissions will find the report under Advanced Reporting (User Menu).



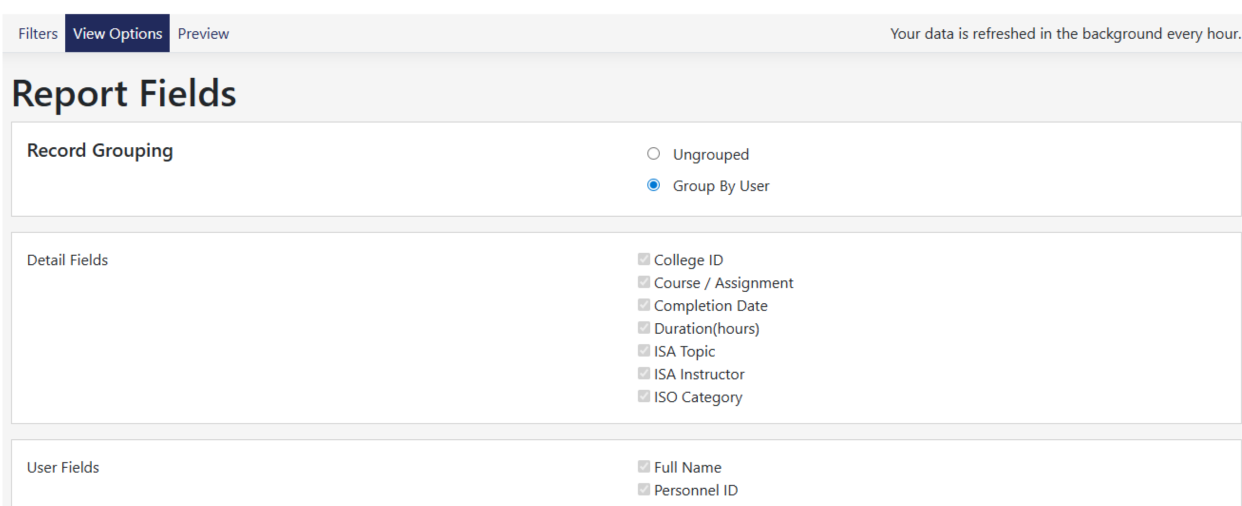
Filters



- User Selection: includes all users/groups assigned to the Power User as a resource. Power Users will only see records completed/observed by themselves and their assignees.
- Course categories: you can limit results by course category and subcategory. You will see all categories assigned to you as a resource.
- Date Range: refers to the date the training was completed.
- Archived Data: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

- By default, the report will tally completions by user, displaying total hours for the department. You can choose to view an ungrouped version of the report.
- These are the fields included in the report:



Report layout

	A	B	C	D	E	F	G	H	I
1	**Full Name**	**Course/Activity**	**College ID**	**Training Hours**	**Completion Date**	**Personnel**	**ISA Instructor**	**ISA topic**	**ISO Category**
2	**ISA Sample Fire Department**			**35.71**					
3	**Brees, Drew**			**19.00**					
4	Brees, Drew	Fire Officer I & II Company Meeting, NF	123456789	3.00	1/6/2022	4B-076	Will, Smith	Fire	Company Training
5	Brees, Drew	Fire Officer I & II Company Meeting, NF	123456789	3.00	2/3/2022	4B-076	Jane, Doe	EMS	
6	Brees, Drew	Drive on Roadway, NFPA 1002, 4.3	123456789	2.00	2/11/2022	4B-076	Will, Smith	Fire	
7	Brees, Drew	Facilities Training Documentation	123456789	8.00	2/17/2022	4B-076	Will, Smith	EMS	Facility Training
8	Brees, Drew	Fire Officer I & II Company Meeting, NF	123456789	3.00	3/3/2022	4B-076	Will, Smith	Fire	
9	**Doe, John**			**9.25**					
10	Doe, John	03: Fire Behavior	987654321	8.00	1/2/2022	4B-438	Will, Smith	Fire	
11	Doe, John	Daily vehicle maintenance/inspection, N	987654321	0.50	1/3/2022	4B-438	Will, Smith	Fire	Existing Driver/Operator Training
12	Doe, John	Daily SCBA Checkout	987654321	0.25	1/3/2022	4B-438	Jane, Doe	Fire	
13	Doe, John	Daily vehicle maintenance/inspection, N	987654321	0.50	1/5/2022	4B-438	Jane, Doe	EMS	
14	**Lucas, George**			**1.64**					
15	Lucas, George	Firefighter Fitness, NFPA 1500	543219876	0.32	1/3/2022	4B-432	Jane, Doe	EMS	
16	Lucas, George	12: Water Supply	543219876	1.00	1/3/2022	4B-432	Jane, Doe	EMS	Company Training
17	Lucas, George	Firefighter Fitness, NFPA 1500	543219876	0.32	1/3/2022	4B-432	Jane, Doe	EMS	
18	**Williams, John**			**5.82**					
19	Williams, John	Fire Officer I & II Company Meeting, NF	987612345	3.00	1/6/2022	4B-332	Jane, Doe	Fire	
20	Williams, John	12: Water Supply	987612345	1.00	1/7/2022	4B-332	Jane, Doe	Fire	
21	Williams, John	Firefighter Fitness, NFPA 1500	987612345	0.32	1/7/2022	4B-332	Will, Smith	Fire	Existing Driver/Operator Training
22	Williams, John	04: Building Construction	987612345	1.00	1/10/2022	4B-332	Will, Smith	Fire	Facility Training

- Clicking on the Generate Report button creates an .xlsx file.
- Completions are sorted alphabetically by users, then by completion date (oldest to newest).
- Note that training hours for eLearning courses are based on CEU values, while for ILT courses we use the event duration.

Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

Advanced Reporting - WSRB Summary and WSRB Detail Reports (Washington State only)		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	04/10/26	For further assistance: 800-331-4463
Effective date:	04/10/26	Email: support@fireengineeringtraining.com or support@jemstraining.com

The Washington Surveying and Rating Bureau (WSRB) assesses risk factors in the community, which affect insurance rates in the area. WSRB evaluates fire department training using the requirements set in the WSRB's Community Protection Class Grading Schedule under Fire Department Item 13. These are the applicable sub-items or categories:

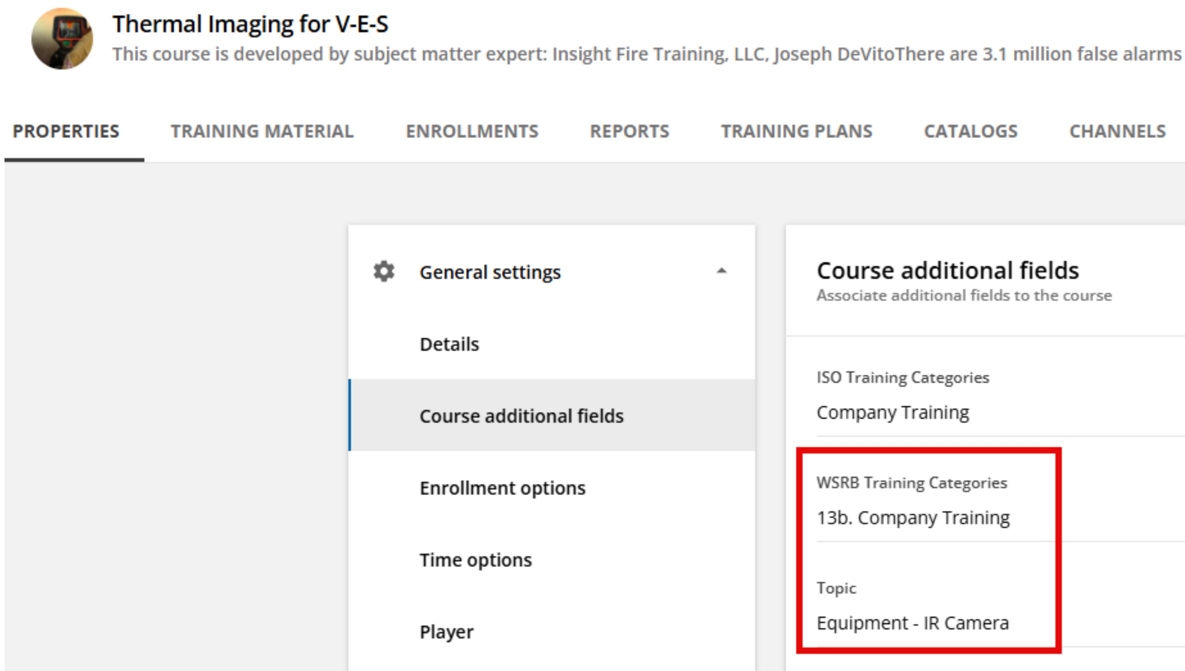
- **13.a Supervision**. Reviews the experience and certifications of the training officer who heads up the training program for the Fire department.
- **13.b Company Training**. eLearning and hands-on training not done at a training facility.
- **13.c Training Center Training**. Training done at a training facility, which could include a training tower, drill grounds, a burn building, hydrants, roof props and forcible entry, etc.
- **13.d Officer Training**. For officers in the department: leadership, command, strategy, tactics, etc.
- **13.e Driver and Operator Training**. Specifically looking at driver training in Washington.
- **13.f Recruits Training.** Training topics listed under Company Training above are creditable for recruit training. This includes hazmat awareness, hazmat operations training and wildland fire training.
- **13.g Pre-Fire Training.** Pre-fire plans for all commercial buildings in a jurisdiction.

Training completions submitted to the WSRB should include **the training date, location, topic description, duration, attendees and instructor**. The topic description refers to the training topics/activities that are creditable for each of the above categories. *For additional information or questions please contact the WSRB Public Protection Department.*

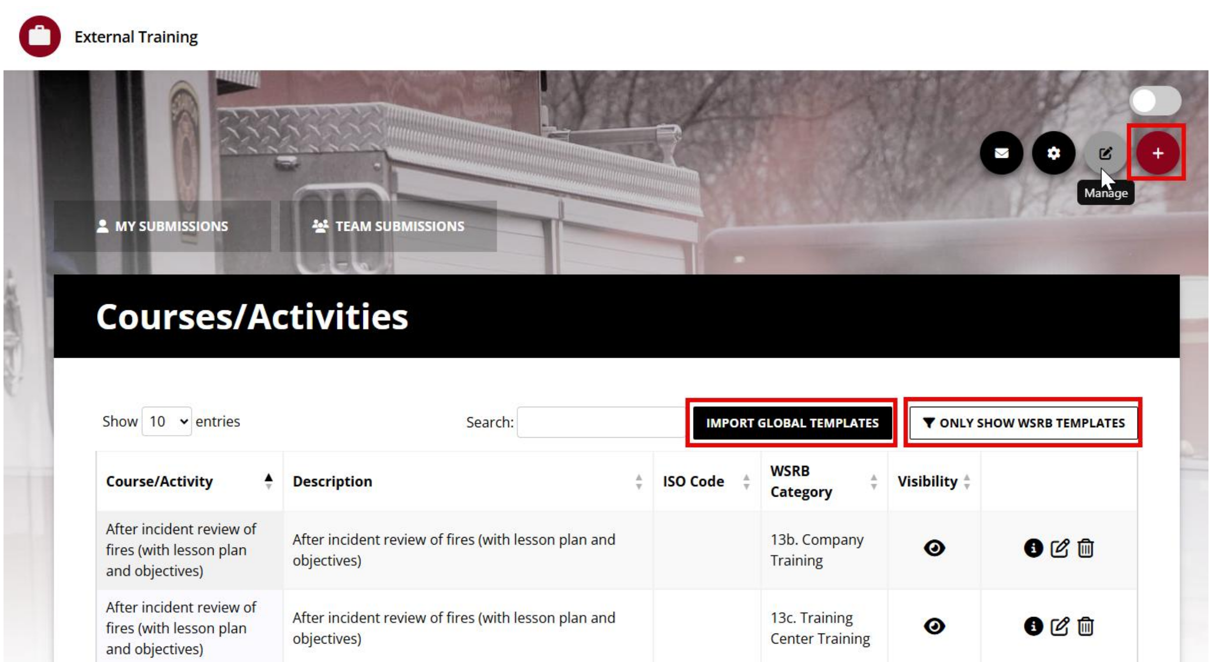
Our WSRB reports allow you to track and export qualified completions for the program. FET content has already been coded with WSRB categories and topics, and any course created by your department can be coded as well so that those completions appear in the WSRB reports.

Coding courses for the WSRB program (Power users)

- eLearning and ILT courses you own as a power user resource can be coded in Course Management using the WSRB Category and Topic fields.



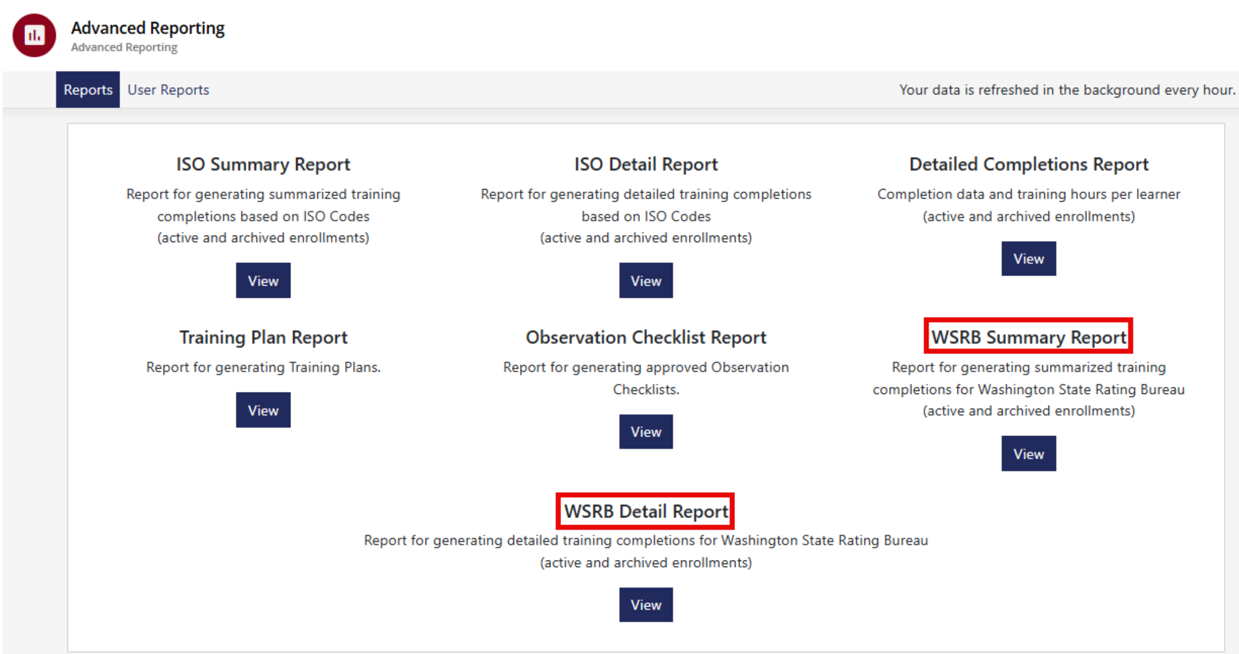
- To code External Training submissions, you will first need to create courses/activities that your personnel can select. From the **Manage** Menu, select **Courses/Activities**. For your convenience, we offer 226 creditable activities coded with the appropriate WSRB category that you can import. Just click on the **Import Global Templates** button and select some or all the activities. Existing activities coded with WSRB categories can be easily found on the Courses/Activities page using the **Only Show WSRB templates** filter. From this page you can manage these templates or click on the plus sign button to create new courses/activities.



When your team members submit External Training, they will select those pre-coded WSRB activities. Please note, they won't be able to adjust WSRB categories, as those are maintained at the template level. If an activity can qualify for more than one WSRB category, you can create additional templates for the other categories.

Running WSRB reports (Power users)

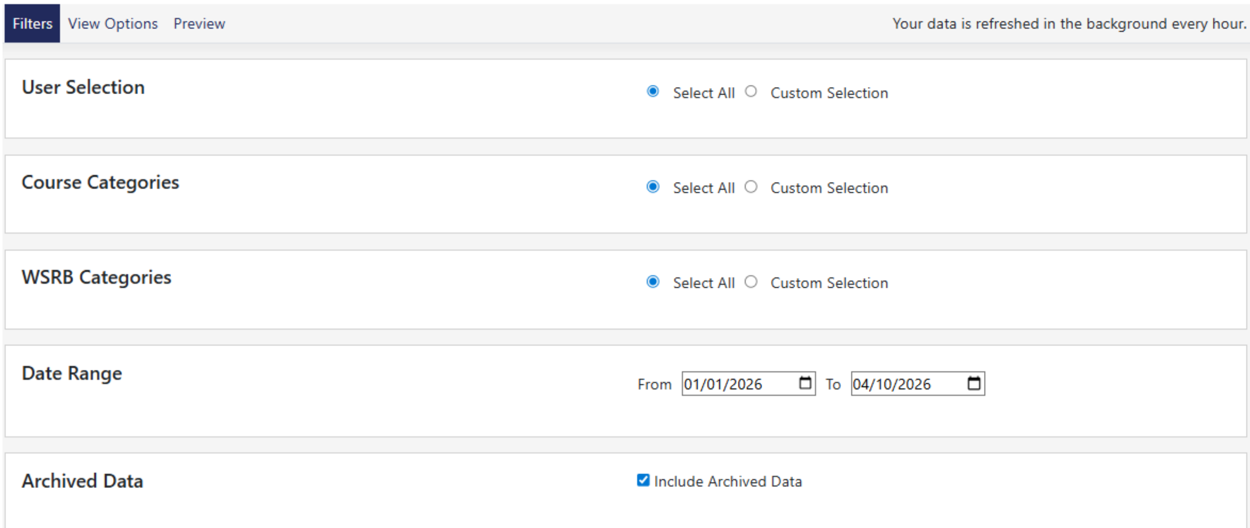
The **WSRB Summary Report** and **WSRB Detail Report** are visible to all Washington users with access to Advanced Reporting (User Menu). This may vary based on your organization setup, but access is usually provided to Power Users with reporting permissions.



WSRB Summary Report

This report provides a high-level view of how many WSRB hours have been accrued by your team over a given time period.

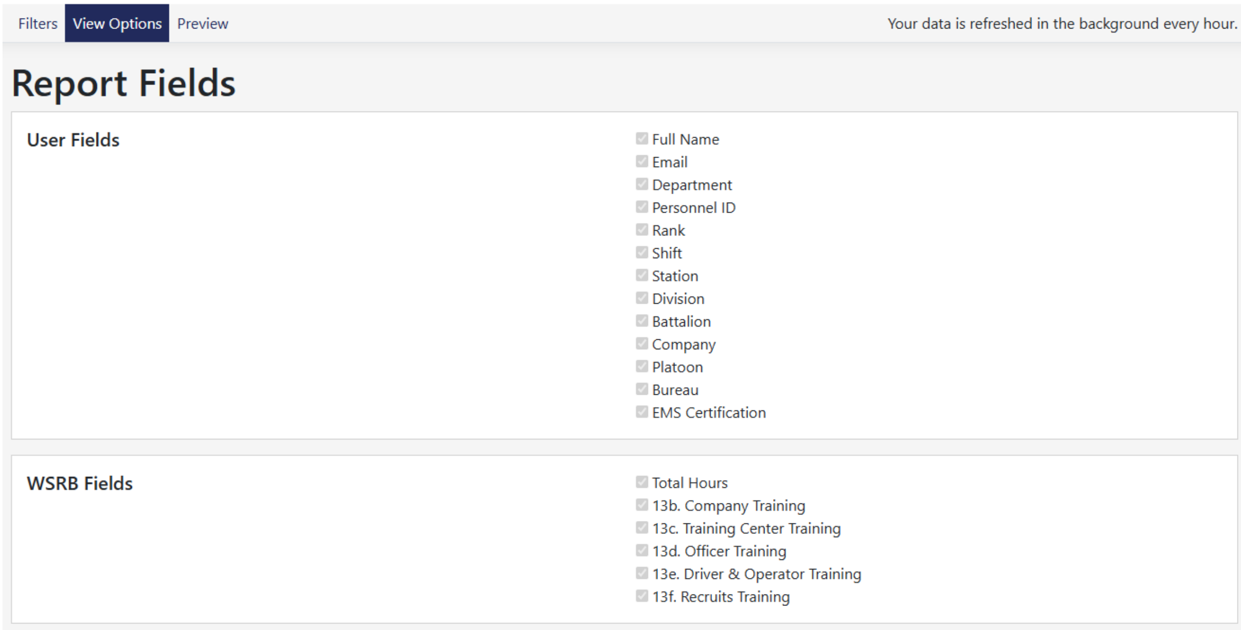
Filters



- **User Selection**: you can select from all users or groups assigned to you as a resource. Power Users will only see training completed by themselves and their assignees. Note Inactive personnel are included in the selection; you will see a User Status column in the report output.
- **WSRB Categories**: you can select records with a specific WSRB category code. The default option "Select All" includes all completions with an WSRB code.
- **Date Range**: refers to the date the course or training event was completed.
- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:



Report Layout

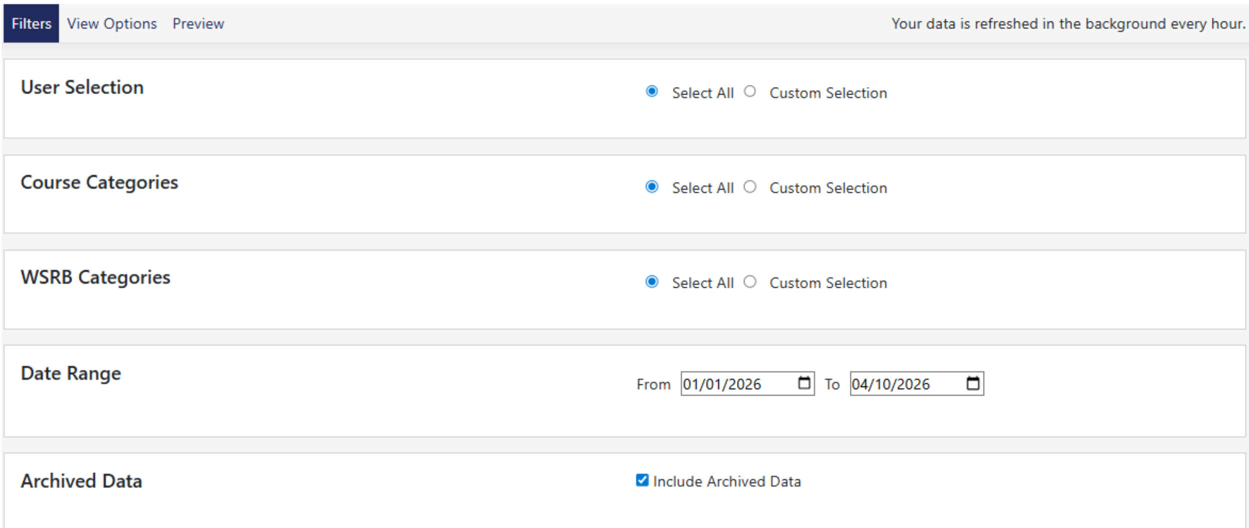
- Once the report is generated, you will see learner information, with their accrued Total WSRB hours as well as their hours for each WSRB category. The total hours for the department will be shown at the top.
- The **Training Hours** column is calculated as follows:
  - For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course.
  - For ILT/External Training courses, hours are calculated as the duration of the training event.

	A	M	N	O	P	Q	R	S
1	Full name	Total Hours	13b. Company Training	13c. Training Center Training	13d. Officer Training	13e. Driver & Operator Training	13f. Recruits Training	User Status
2		321.56	250.21	18.00	53.35			
3	Andrews, Carlos	7.50	4.50	2.00	1.00			Active
4	Arteaga, Edward	3.00	2.00		1.00			Active
5	Baker, Bill	3.00	2.00		1.00			Active
6	Barnes, Cesar	5.50	4.50		1.00			Active
7	Beckwith, Matt	2.17	2.17					Active
8	Bergstrom, Chris	1.00	1.00					Active
9	Bertheas, Jim	4.08	3.08		1.00			Active

WSRB Detail Report

This report provides details on every WSRB completion by your team over a given time period.

Filters



- **User Selection**: you can select from all users or groups assigned to you as a resource. Power Users will only see training completed by themselves and their assignees. Note Inactive personnel are included in the selection; you will see a User Status column in the report output.
- **WSRB Categories**: you can select records with a specific WSRB category code. The default option "Select All" includes all completions with an WSRB code.
- **Date Range**: refers to the date the course or training event was completed.
- **Archived Data**: appears only when there are archived completions in the organization. The filter removes archived completions if desired.

View Options

This is the complete list of fields included in the report:

Filters | View Options | Preview

Your data is refreshed in the background every hour.

Report Fields

Detail Fields

- Activity
- Type
- Training Hours
- Completion Date
- Start Time
- End Time
- Status
- WSRB Category
- Additional Topic Description
- Score
- Location
- Description
- Internal Instructors
- External Instructors
- Department
- Personnel ID
- Rank
- Shift
- Station
- Division
- Battalion
- Company
- Platoon
- Bureau
- EMS Certification

Report Layout

	A	B	C	D	E	F	G	H	I	J	K	L
1	Activity	Type	Training Hours	Completion Date	Start Time	End Time	Status	WSRB Category	Additional Topic Description	Score	Location	Instructor
2	**Springfield Fire & Emergency Services**		**23.40**									
586	**Stueckle, Kate**		**3.13**									
587	**13b. Company Training**		**1.13**									
588	Training Minutes: Using Saws for Forcil	ELearning	0.13	3/13/2025	21:04:23	21:18:48	Completed	13b. Company Training	13b. Forcible Entry	100		
589	Energy Emergencies: Energy Hazards	ELearning	1.00	1/11/2026	20:45:00	13:33:12	Completed	13b. Company Training	13b. Lighting and Power Sources	90		
590	OET - Vehicle Extrication & Stabilizatio	ELearning	0.00	1/11/2026	17:31:42	13:34:19	Completed	13b. Company Training	Vehicle Extrication & Stabilization			
591	**13d. Officer Training**		**2.00**									
592	HIV/AIDs	ELearning	1.00	1/5/2026	11:19:52	19:31:42	Completed	13d. Officer Training	13d. Team Health and Safety	80		
593	Hearing Conservation for First Respon	ELearning	1.00	1/5/2026	16:07:29	20:12:05	Completed	13d. Officer Training	13d. Team Health and Safety	80		
594	**Wickstrom, Ed**		**2.13**									
595	**13b. Company Training**		**0.13**									
596	Training Minutes: Using Saws for Forcil	ELearning	0.13	3/30/2025	09:10:18	09:25:45	Completed	13b. Company Training	13b. Forcible Entry	100		
597	OET - Vehicle Extrication & Stabilizatio	ELearning	0.00	12/28/2025	16:55:21	10:12:21	Completed	13b. Company Training	Vehicle Extrication & Stabilization			
598	Training Minutes: Storefront Doors	ELearning	0.00	12/28/2025	23:32:51	23:50:55	Completed	13b. Company Training	13b. Forcible Entry			
599	**13d. Officer Training**		**1.00**									
600	5 Tips for Better Naps	ELearning	1.00	1/1/2025	10:50:33	11:24:44	Completed	13d. Officer Training	13d. Team Health and Safety	0		
601	**13e. Driver & Operator Training**		**1.00**									
602	Driver/Operator considerations for wi	ELearning	1.00	12/28/2025	10:13:17	10:16:46	Completed	13e. Driver & Operator Trainin	Driver/Operator - Winter Weather			
603	**Willette, Caleb**		**2.00**									
604	**13d. Officer Training**		**2.00**									
605	5 Tips for Better Naps	ELearning	1.00	3/15/2025	10:59:24	11:02:24	Completed	13d. Officer Training	13d. Team Health and Safety	0		
606	Hearing Conservation for First Respon	ELearning	1.00	1/9/2026	11:52:26	15:58:52	Completed	13d. Officer Training	13d. Team Health and Safety	80		

- Once the report is generated, you will see training completions grouped by learner and WSRB category. The hours by category will match what you see in the WSRB Summary Report, with the details on the completed training under each category. Total hours for the department are displayed at the top.
- The **Training Hours** column is calculated as follows:
  - For eLearning courses, the Credits (CEUs) value is shown. This is set under the course properties and does not vary with the time the user spends on the course. Start Time is not shown for this course type.

  - For ILT/External Training courses, hours are calculated as the duration of the training event. This is usually the End Time - Star Time column values, unless a different attendance time has been marked for the user.
- The Completions Date for ILT or External Training courses will show the end date of the training event, regardless of when the training was approved or attendance was marked. However, note that approval/marked attendance is required for the completion to appear in the report.

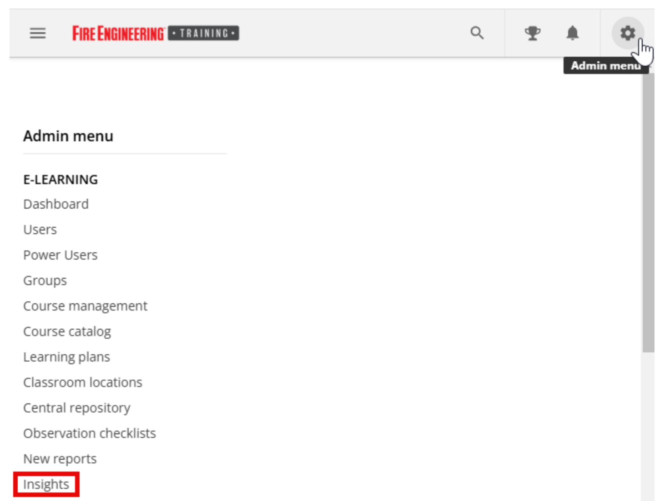
Note: report data is updated hourly, but some attendance information (ILT/External Training events) refreshes overnight.

Insights		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	06/22/25	For further assistance: 800-331-4463
Effective date:	06/22/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

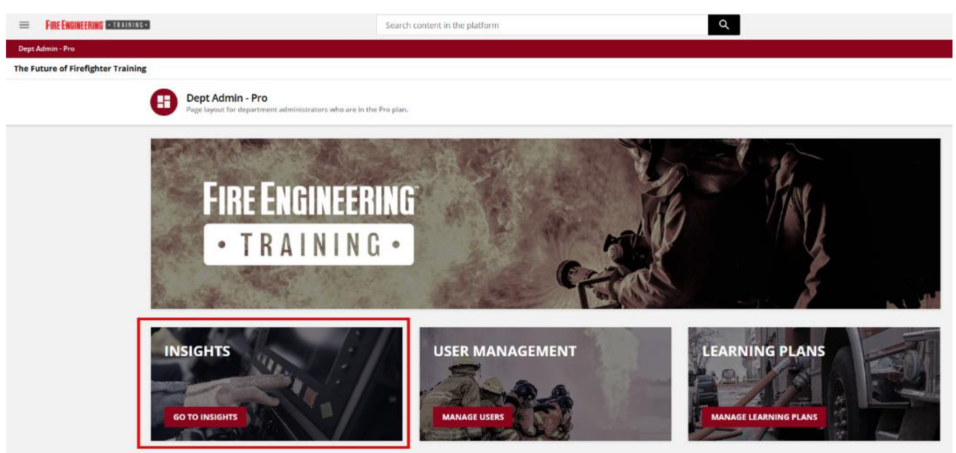
The new **Insights** feature provides an overview of how your learners are using the platform, and helps you understand the effectiveness of your training programs. This data visualization tool is more powerful than the legacy Dashboards feature. The visuals will display high-level and detailed data on all content and people assigned to you as Power user resources, allowing you to filter and analyze the information in multiple ways. With a couple of clicks, you can adjust the dates, content and people you'd like to look into, and watch the visual update. Get helpful information instantly, without the need to run a report!

Accessing Insights

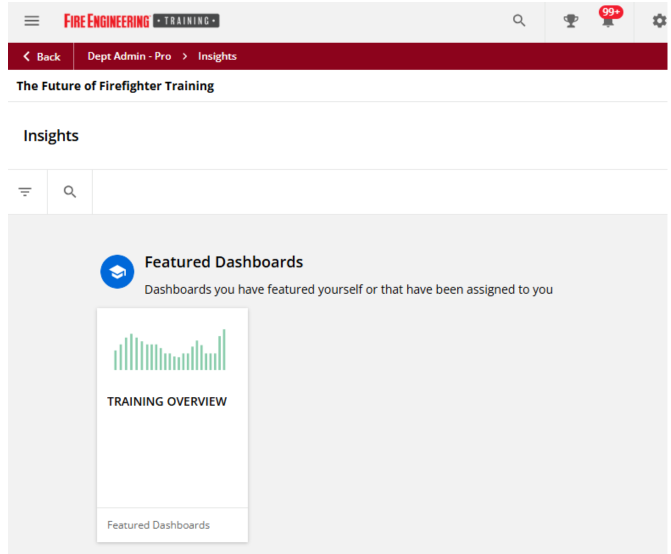
Power users with Department Admin or Reporting profiles can find Insights on the Admin page.



Department Admins will also find a link to Insights on their home page, replacing Dashboards.

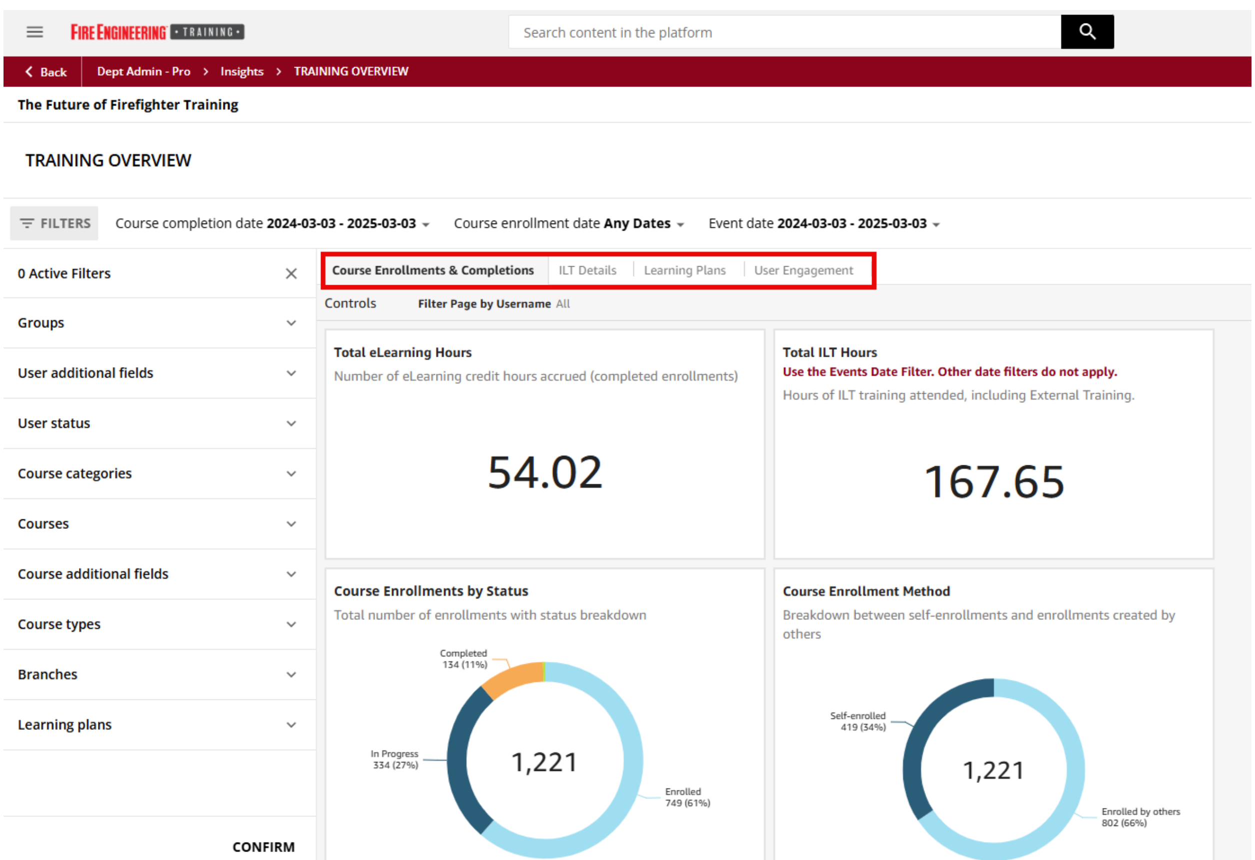


Clicking on Insights will display the dashboards that have been made visible to you. You will be able to use these dashboards but not create new ones. At this time, we are rolling out the first set of custom dashboards: **Training Overview**.



Navigating through the Training Overview dashboard

The dashboard is split into four pages: **Course Enrollments & Completions, ILT Details, Training plans and User Engagement**. Click on the different tabs to see the visuals on each page (graphs, charts and data tables).



Some key insights available from the visuals are:

- Hours of training (eLearning and ILT)
- Enrollment and completions stats
- Progress towards completion and trends
- Most and least completed content
- Training plan, course and session details
- User engagement: number of users accessing courses on a given date.

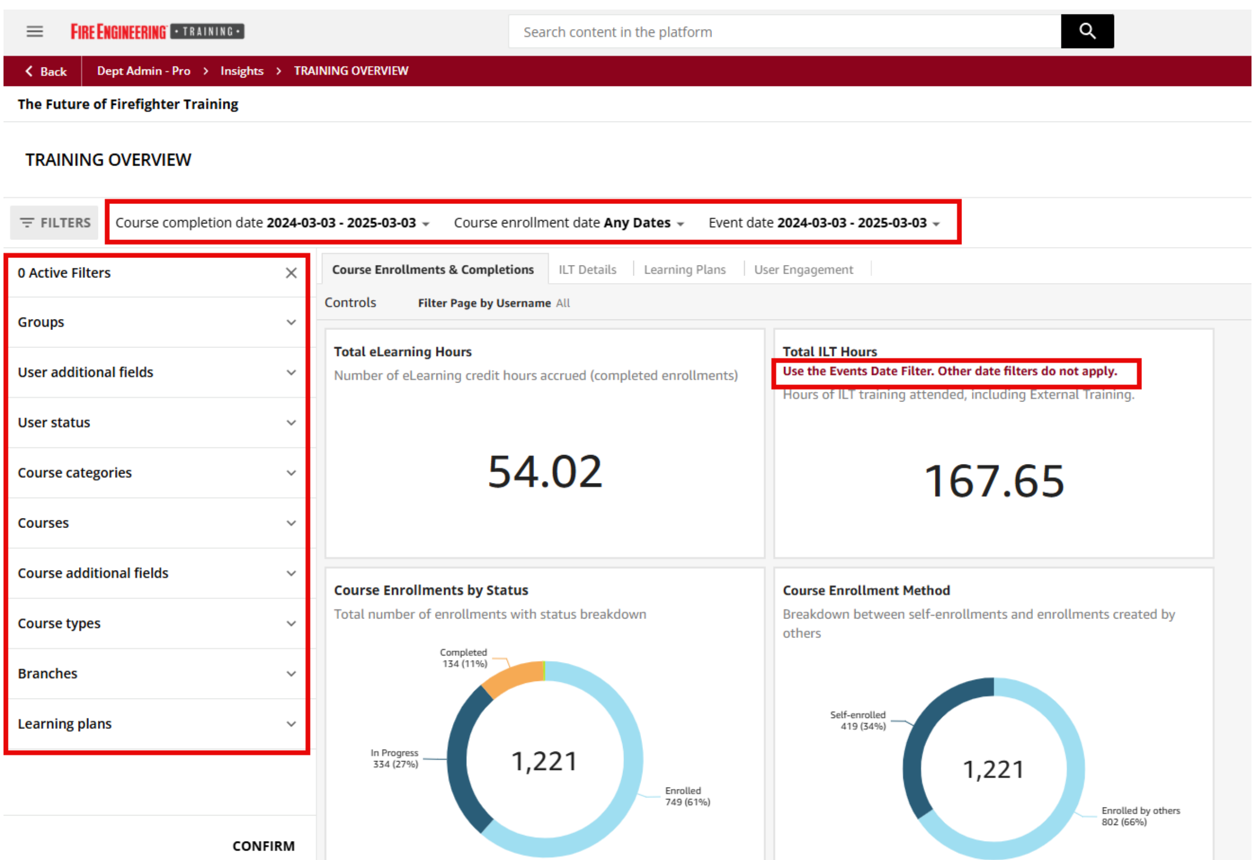
As default, the visuals will include all people and content visible to you. However, the information provided will usually be clearer and more actionable by narrowing down the data set.

Interacting with dashboards

Here are some ways you can interact with the dashboards and get the most out of Insights.

1. **Use filters**
   Select specific dates, people and content. For example, you can find out how Shift A learners are progressing on their Compliance training this year.

   Filters are on the top and left side of the dashboard, and will impact every page, with some exceptions. **If a visual is not impacted by a filter, it will be indicated in red font.**



a. **The top filters are date filters**. The default selection is last 12 months, but once you start entering other dates, the system will save your selections.

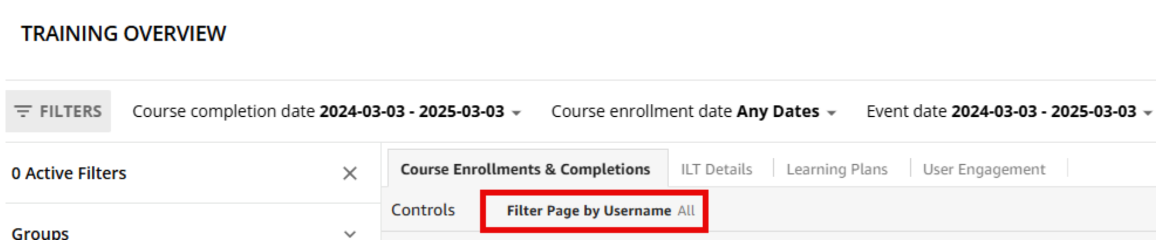
- **Course completion date** is the main filter you will need to set every time you use Insights.
- The **event date filter** controls all visuals related to ILT sessions. It's best practice to have it match the course completion date filter.
- The **course enrollment date filter** is relevant when you only want to narrow down completions by when users enrolled into the course. For example, let's say you want to look at completions in 2024. You would set the course completion date filters from Jan 1, 2024, to Dec 31, 2024. However, if you don't want to include completions from users who were enrolled in the course in 2023, you will also set the course enrollment date filter from Jan 1, 2024 to Dec 31, 2024. If the date when the user enrolled in courses is not relevant, select "any dates."

b. **The left-side filters allow you to narrow down the data by specific content and users**.

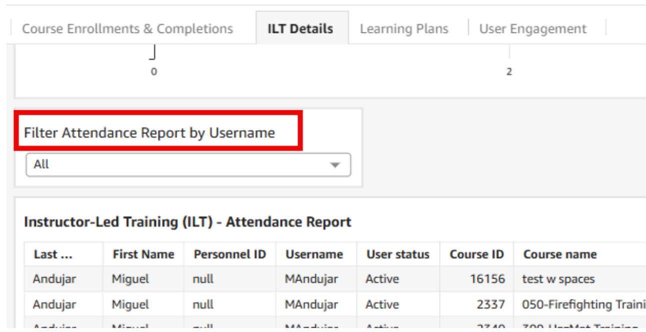
- Filters options will match your access in the corresponding area of the platform. For example, you will see the same training plans in the Training plan filter as you do in the Training plan feature.
- Filters options do not update dynamically based on other filter selections. For example: If you pick the Fire Category, you will still see courses from other categories in the Courses filter.
- Your selections on these filters will also persist when you leave the LMS, so you might have to reset a few filters before your next query.

c. **Filtering by Username**

- You can filter the data to only include a selection of learners (one or more). Enter the learner's last name to search.
- If the filter is located at the top of the page, it will impact every visual on that page:

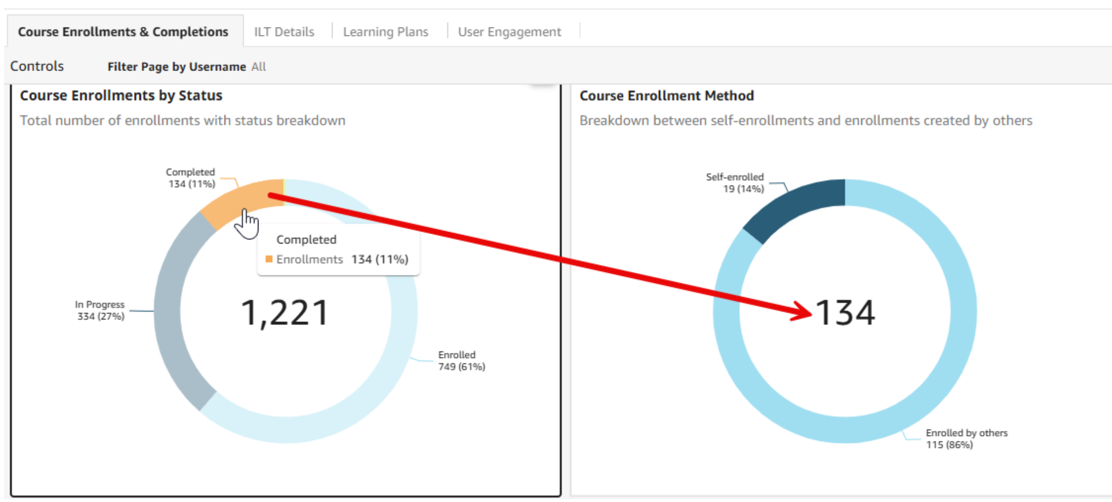


- However, if the filter is located above a visual it will not filter other visuals on the dashboard:



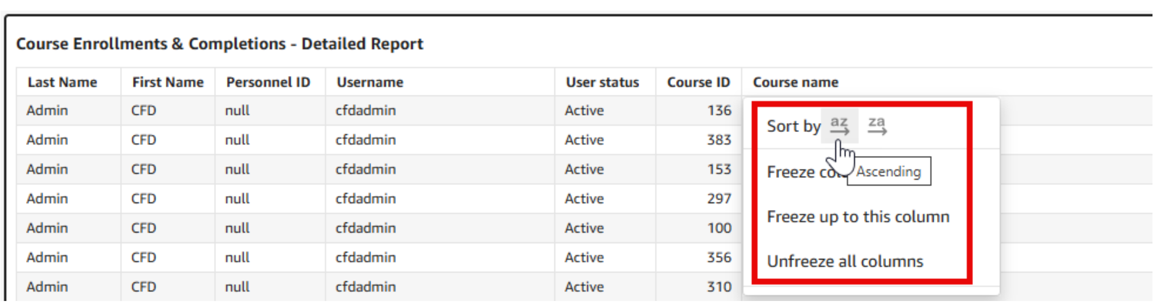
d. **Filtering by clicking on a visual**

Another way to filter the data is by clicking on some of the visuals. For example, clicking on the **Completed** area of the **Course Enrollments by Status** doughnut chart will result in the other visuals only showing data on completed courses.

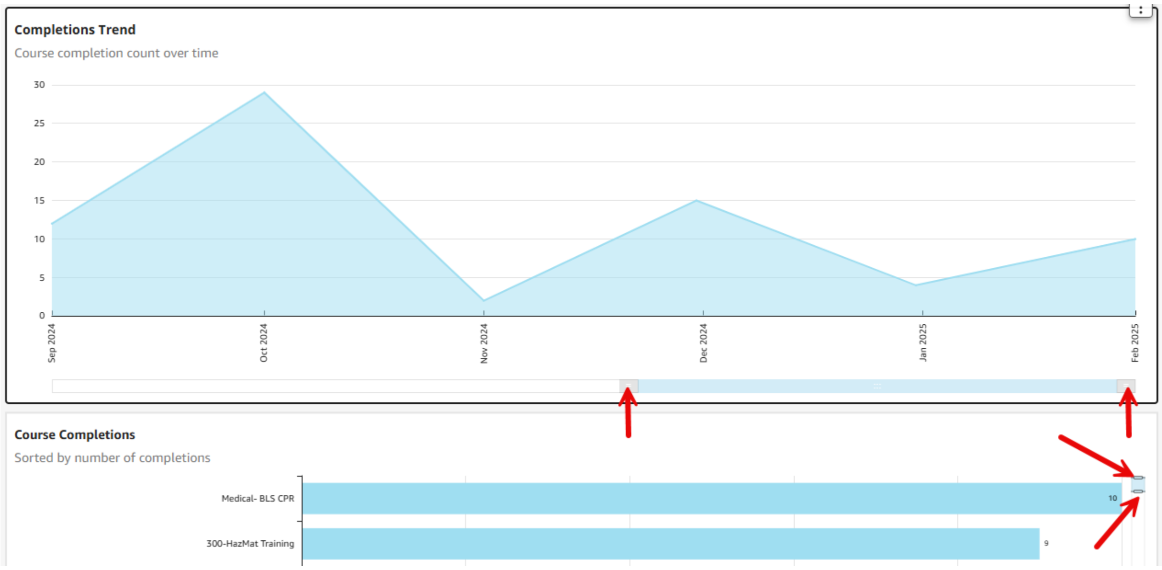


2. Configure how the data is presented

- Tables can be sorted by clicking on the column headers.

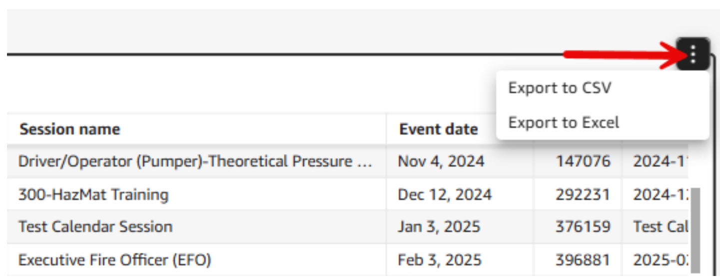


- Bar graphs and trend charts can be zoomed in and out as needed by dragging the ends of the zoom bar.

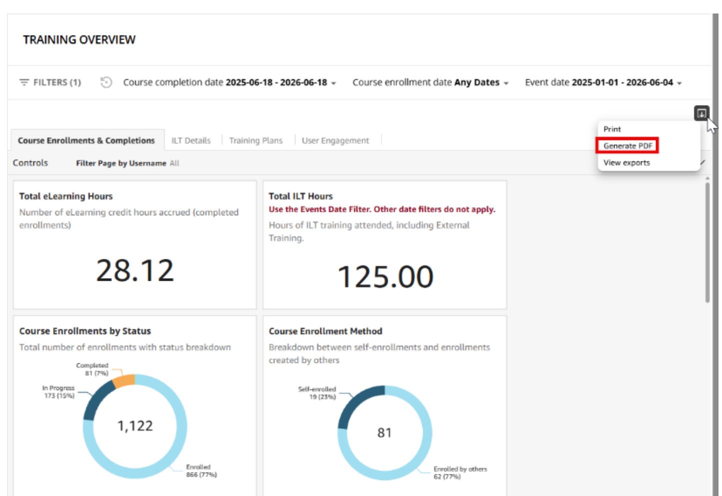


3. Export the data

All visuals can be exported to Excel and/or CSV. Click on the top right corner of the visuals to display Menu Options, then select from the export options.



You can also export an entire dashboard as a PDF. Click on the Export icon on the top right corner of the dashboard, and select **Generate PDF**.



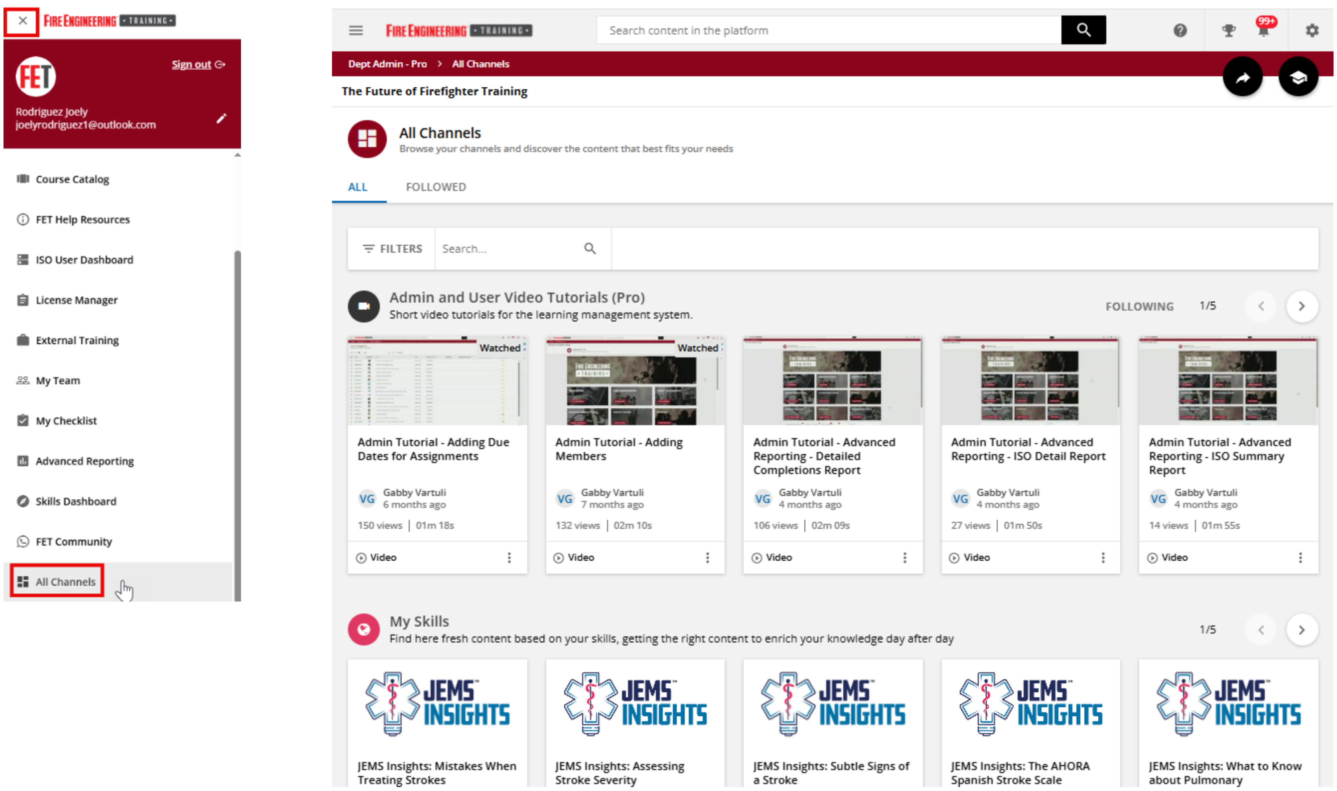
Note

- The data found in the dashboards is refreshed once a day. Thus, today's updates may not be reflected in the visuals until tomorrow.
- As always, there could be slight differences in data when compared to other reports on the platform due to field selection and rounding.

Channels		
Section number:		Level: Plus/ Pro/ Premium
Date of review:	07/16/25	For further assistance: 800-331-4463
Effective date:	07/16/25	Email: support@fireengineeringtraining.com or support@jemstraining.com

Channels are streams of topics that allow easy sharing of content. The list of channels you can see depends on your membership type, organization, and role.

To access all channels visible to you, navigate to the User menu in the upper left-hand corner of the page and select **All Channels.** The All Channels page is now available also in the mobile app.



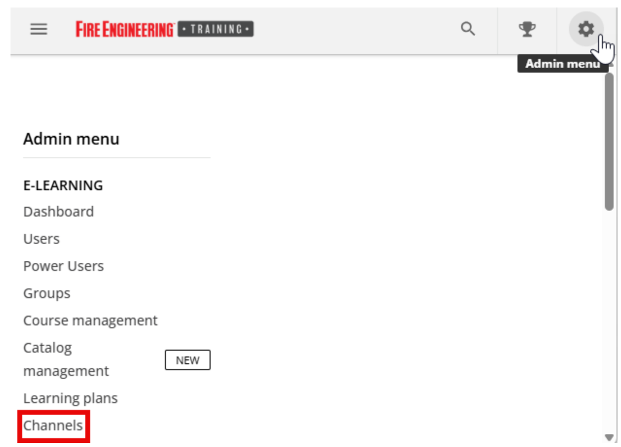
There are three different types of channels:

- **AI-based**: The **My Skills** channel, for example, will automatically populate with content relevant to the skills you have chosen.
- **Managed by the LMS team**: these include video tutorials and the **Shared Training Resources** channel, where power users with course creation permissions can share content with other organizations.
- **Custom**: these channels can be created exclusively for your organization to allow your personnel to easily access content or training assets that are valuable to your team. Think of this like your

file center. Custom channels can be used for informal training documents like SOP's, training bulletins, quick links, and more.

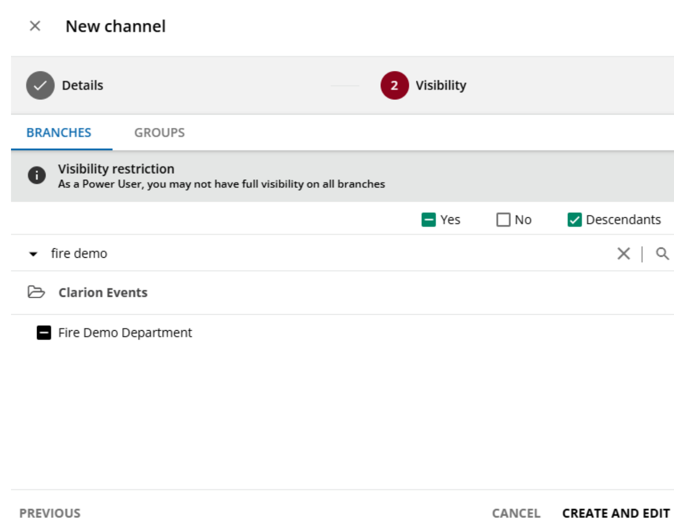
Creating and Managing Custom Channels for your organization

Power users with Department Admin profiles can find **Channels** on the Admin page.



To create a new channel, click on the plus-sign **New channel** button on the top right.

1. The **New channel** window will open, and you will be prompted to enter the **Channel name** under the **Details** tab. Please use your assigned department code, which is your department abbreviation + your state abbreviation, then the desired name. For example: San Juan FD in California wants to create a channel to share training resources. They could use the name "SJFDCA – Training Resources." Click **Next**.

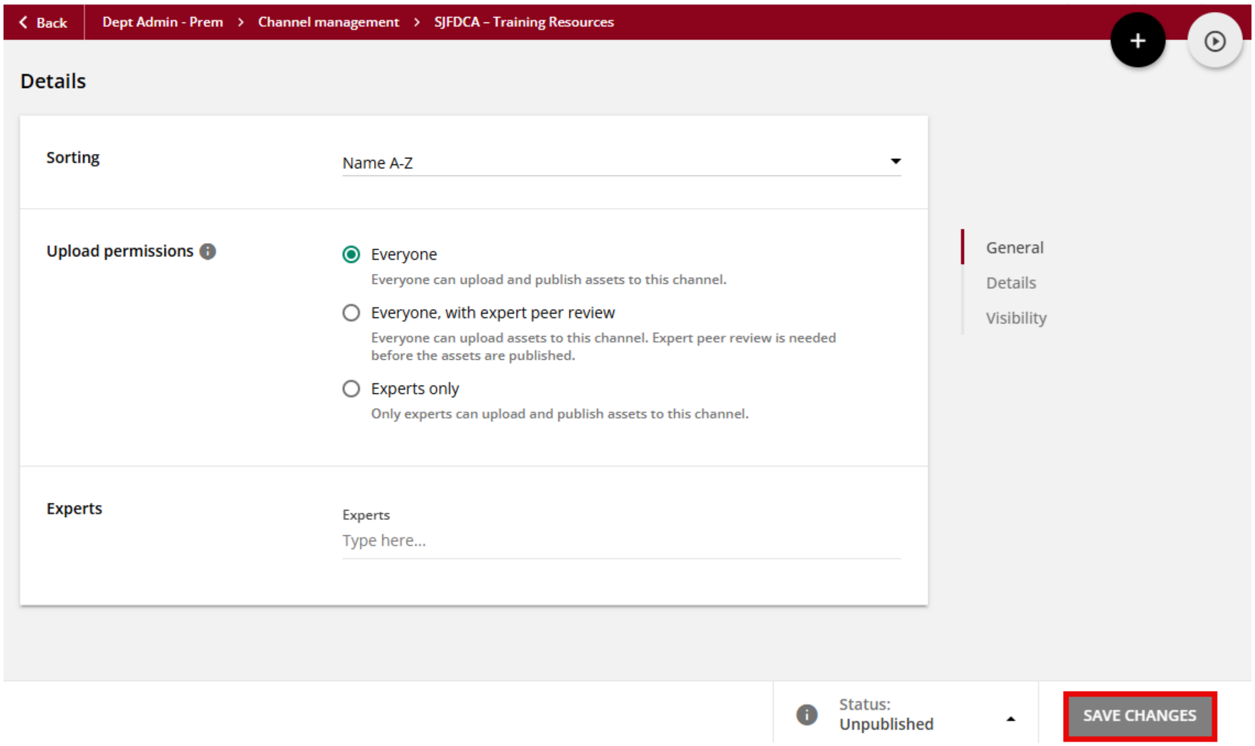


2. Under the **Visibility** tab, you will decide whether to make the channel visible to your whole organization or specific groups. If sharing with your organization, you must search for it and select it. Click on **Create and edit**.

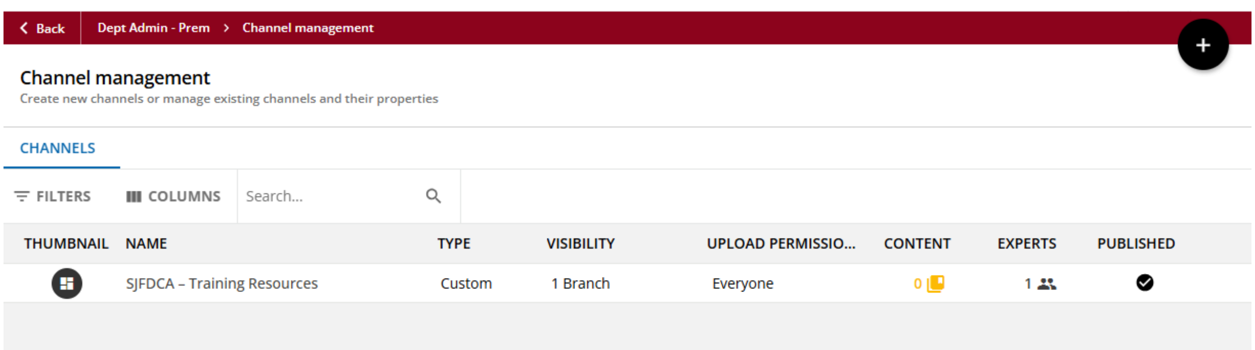
   If you are interested in creating channels to share content with other organizations, please contact your Customer Success Manager.

3. You will be taken to a screen where you can manage the **Properties** you have just entered and more. You can also configure:
   - **Sorting** of the files uploaded into the channel
   - Who can upload content (**Upload permissions**)
   - **Experts**: you can select personnel to review content quality and answer questions on posted content.

When you are done configuring the channel, **Save Changes**.



Your newly created channel will appear under the Channels page.

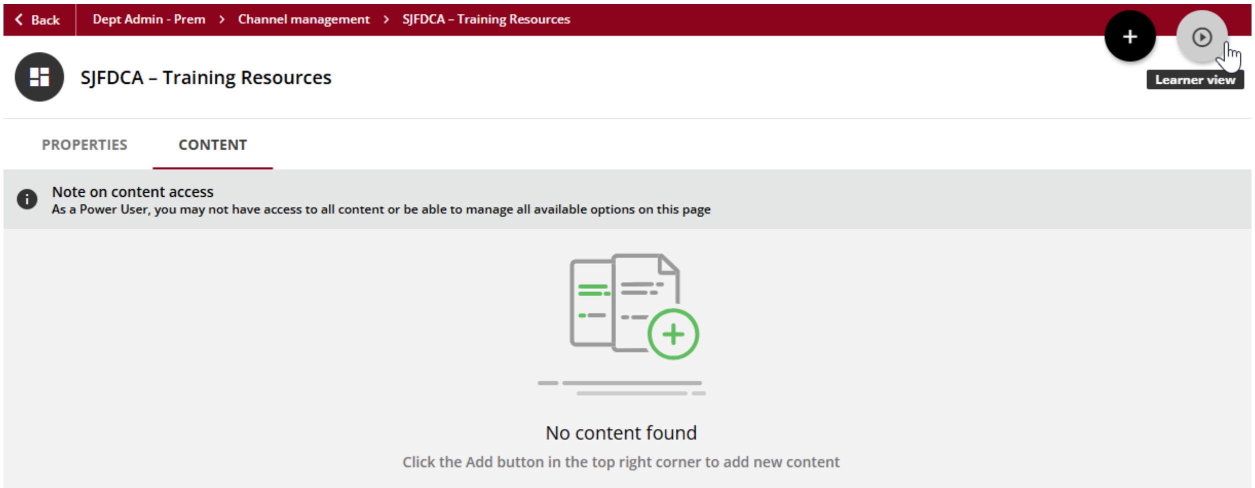


Important:

- If you would like other Power users to View and Manage your channel on this page, you must assign the channel to them as a Power User resource.

- You need to **Publish** the channel to make it visible to your team. **However, you must upload at least one content file in Channel Management for the channel to be visible on the All Channels page**.
    a. You can upload courses and training plans by clicking on the channel, going to the **Conten**t tab, and selecting the **Assign Content** plus button. Courses and Training plans will need to be in a catalog available to your organization.

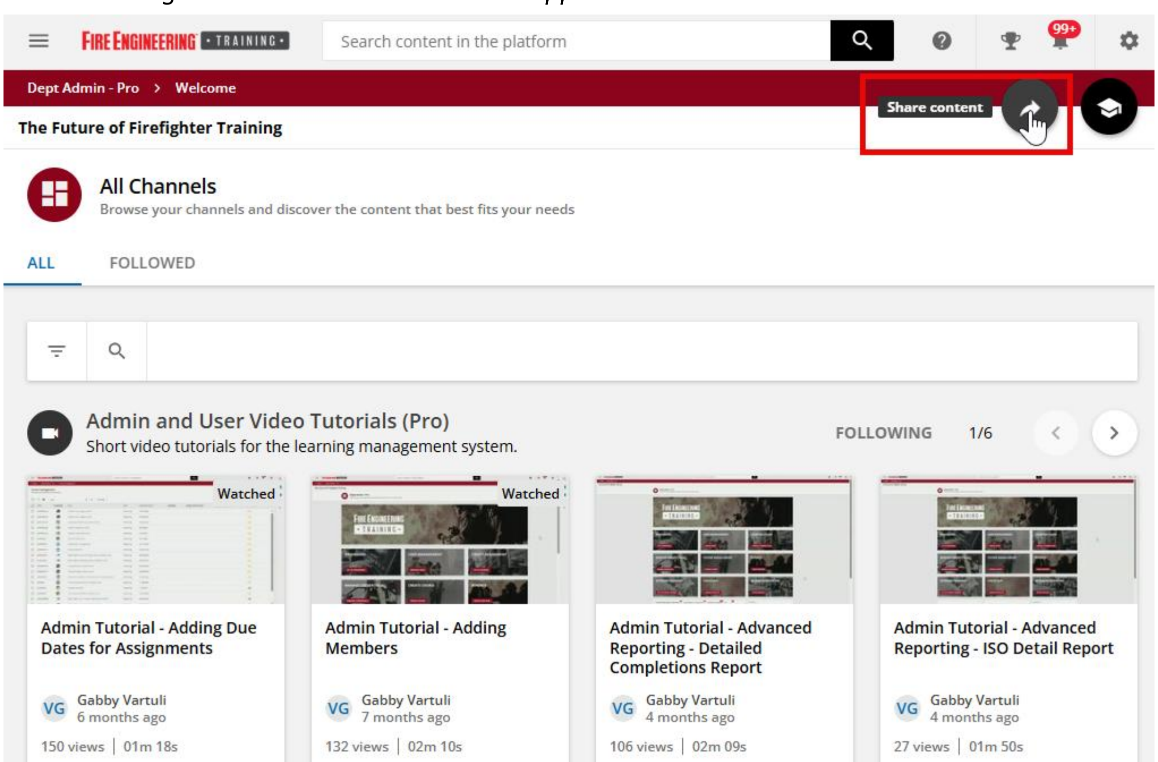
b. Upload files and links by clicking the **Learner view** button. You will be taken to the All Channels page, where you will Share Content.



The next section covers how your team will upload content once the channel appears on the All Channels page.

Uploading content to a Channel

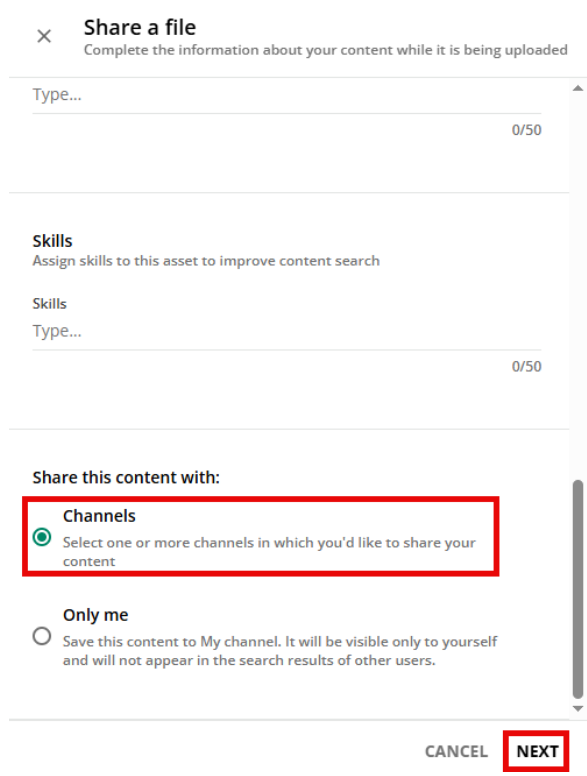
We mentioned channels allow selected personnel to contribute content. To upload content to available channels, click the **Share content** arrow icon in the upper-right corner of the **All Channels** page. *Note: content sharing is not available in the mobile app.*



The items you can upload may include links, images, files, and more. If you are sharing a link, paste it into the corresponding field.

The following steps will apply for uploading all types of content:

1. After selecting the link or file you want to upload, the right panel will open. Here you will complete the fields that control how the asset appears, and with whom it is shared. Note you can later change these settings by clicking the ellipsis menu on the asset and selecting **Edit asset**.
2. Choose the thumbnail: you can leave the one already auto-generated, or you can click the **Upload Image** button to add a new thumbnail and select an image from your files.
3. Add a title and description for the content you are sharing (required).
4. In the **Tags** field you can choose to add tags to your content to improve its searchability in your platform. Additionally, you can enter **Skills** related to the asset. This will allow the skills to be shown in the **My Skills** channel of the users who assigned themselves those skills.
5. Finally, you can decide who you want to share your content with. If you toggle to the **Only Me** option, the content will be saved to your **My Channel** page and will only be visible to you. To share with others, select **Channels** then **Next.** You will then choose the channel or channels you can upload this content to.



Once selected, click the **Share** button at the bottom of the page to share your content.

Following a Channel

If you want to be notified when new content is added to a channel, click on the **Follow** button on the right side of the page. The button will be relabeled as **Following**.