



INFORMATION BULLETIN

Records Management System

Online User Portal

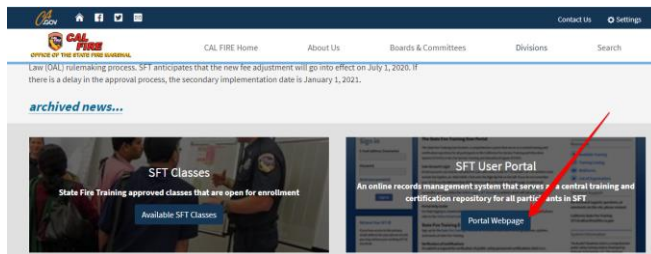
Revised: August 2023

OVERVIEW

New features and enhancements have been activated on the State Fire Training user portal. This information bulletin serves to acclimate new users to the system and answer common questions associated with system navigation and the printing of professional certifications, course diplomas, and transcripts.

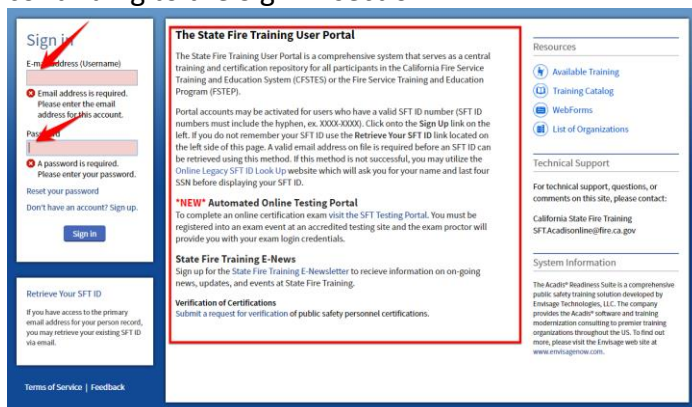
NAVIGATING TO YOUR USER PORTAL ACCOUNT

SFT User Portal is compatible with all popular web browsers. The link to the user portal login screen can be found on the State Fire Training (SFT) home page and selecting the Portal Webpage in the SFT User Portal section at <https://osfm.fire.ca.gov/divisions/state-fire-training/> or navigating directly to the login screen using the following link: <https://osfm-sft.acadisonline.com>.



Important: Once you have arrived at the portal home screen users should ensure that the browser's "Pop-up Blocker" setting is disabled allowing the system to display and/or print system-generated PDF documents.

The SFT User Portal home page is updated periodically to notify users of important portal related news and can provide links to related documents. Please review these sections before continuing to the Sign-in section.





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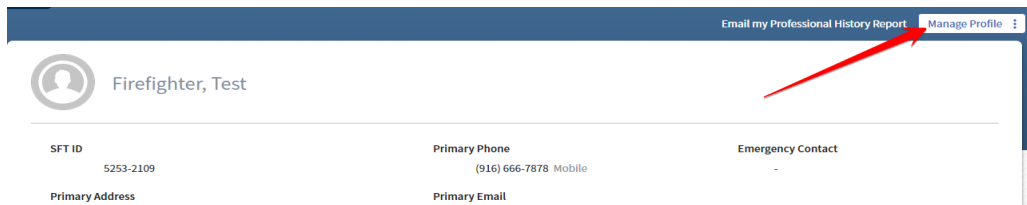
To sign in, enter the primary email and password associated with your account.

Important: Portal accounts are identified by unique user emails and passwords in combination with SFT ID#. Even though multiple emails can be associated with each user only the primary email (designated with a gold star) can be utilized for account login. When attending SFT courses users should always use their primary email with SFT ID# to ensure course credit. The primary email can be changed by the user only after a successful portal login.

SFT USER PORTAL CONTENT

The home screen is divided into four main sections; (1) Profile, (2) Certifications, (3) Employment, and (4) Training.

Profile: The Profile section displays a user’s SFT ID number, mailing address, phone, and primary email associated with the account. This information can and should be maintained by the user and is the primary information SFT staff utilizes for all correspondence. To update all or part of this information select “Manage Profile” from the upper right corner.



Certifications: The Certification section displays a list of all awarded SFT Certifications. Certifications are classified as professional or instructor and only awarded after an application has been submitted, reviewed, and approved.

Course instructor certification(s) (aka Instructor Registration) allow certified individuals to teach approved course(s) and are issued on a course by course basis as indicated in the certification name. Users can print both course instructor and professional certifications from the user portal by selecting the print button from the right column. Certifications are formatted for 8.5”x11” paper. Now that certifications may be printed directly from a portal account, SFT no longer offers to print duplicate certifications. The certification must be printed through the user portal.

Certifications

Name ▲	Type	Issue Date	Expiration	Status	
Fire Fighter 1	Professional Certification	10/31/2002	Never	● Active	<input type="button" value="Print Certificate"/>
Fire Fighter 1 (2013) California	Professional Certification	04/28/2021	Never	● Active	<input type="button" value="Print Certificate"/>
Fire Fighter 1 (2013) California NT	Professional Certification	04/28/2021	Never	● Active	<input type="button" value="Print Certificate"/>



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Instructor of Rescue Systems 1 (2010) (Primary)	Instructor	08/25/2021	Never	<input type="radio"/> Inactive	<input type="button" value="Print Certificate"/>
Instructor of Rescue Systems 1 (2010) Emergency Building Shores (Primary)	Instructor	08/25/2021	Never	<input type="radio"/> Inactive	<input type="button" value="Print Certificate"/>
Instructor of Rescue Systems 1 (2010) Heavy Objects/Breaking and Breaching (Primary)	Instructor	08/25/2021	Never	<input type="radio"/> Inactive	<input type="button" value="Print Certificate"/>

All professional certifications issued after 2003 should be listed. Certifications issued prior to 2003 may exist on paper records only and will be updated as staff time permits. Users requiring copies of professional certifications or instructor certifications not listed should send an email to SFTHelpDesk@fire.ca.gov. The email should include; Full Name, SFT ID#, and specific certifications being requested. Users will receive a reply from SFT requesting any additional information required with an estimated time for record review and update.

Employment: Employment history has limited use and is not required and, in most cases, not tracked. Limited information related to ARTP and ALA affiliation, as well as some department information, may be found. Users should not be concerned with employment dates associated with this history.

Training: Training History is divided into four areas based on a date range. By clicking on the corresponding box, a list of completed courses will be displayed.

Training History

View By: Fiscal Year Calendar Year

8 Hours
Upcoming, Ongoing & Unconfirmed

0 Hours
Current Calendar Year
01/01/2023 - 12/31/2023

40 Hours
Previous Calendar Year
01/01/2022 - 12/31/2022

220 Hours
All Completed Training

- CFSTES courses dated after 2003 should be viewable and printable.
- CFSTES courses prior to 2003 may exist only on paper and will be updated as personal files are digitized.
- FSTEP courses after 2006 should be viewable and printable.
- FSTEP courses prior to 2006 may only exist on paper and will be updated as personal files are digitized. Student records were only retained by the primary registered instructor and SFT for a period of five (5) years; therefore, all course records may not be available.

Users requiring copies of course diplomas not listed should send an email to SFTHelpDesk@fire.ca.gov. The email should include; Full Name, SFT ID#, and specific course



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diplomas being requested. Users will receive a reply from SFT requesting any additional information required with an estimated time for record review and update.

There are four (4) options for printing and/or demonstrating attendance and/or successful completion of an SFT course:

- **Transcript** – Transcripts are printed directly from the SFT system by selecting the vertical ellipsis next to “Print” in the far-right column. They show only the course you select. The SFT logo is printed as a watermark in the center of the page.

Certification Examination Evaluator Training - CEET0001	04/04/2017	04/04/2017	100.00%	6h 0m	Graduated - 04/17/2017	Print Diploma Transcript
Certification Examination Evaluator Training - CEET0019	04/06/2016	04/06/2016	100.00%	6h 0m	Graduated - 04/06/2016	Print Diploma Transcript

- **Diploma** – Diplomas are the traditional format for successful course completion. They can be viewed and printed by selecting the vertical ellipsis next to “Print” in the far-right column.

Certification Examination Evaluator Training - CEET0001	04/04/2017	04/04/2017	100.00%	6h 0m	Graduated - 04/17/2017	Print Diploma Transcript
Certification Examination Evaluator Training - CEET0019	04/06/2016	04/06/2016	100.00%	6h 0m	Graduated - 04/06/2016	Print Diploma Transcript

- **Training History** – The training history report prints the entire training history on file within the SFT system and will include a list of any professional and course-specific instructor certifications. This detailed report is available by selecting “Reports” from the top of the training section.

Training History

View By: Fiscal Year Calendar Year **Reports**

Training History

8 Hours
Upcoming, Ongoing & Unconfirmed

0 Hours
Current Calendar Year
01/01/2023 - 12/31/2023

- **Email my Professional History Report** – Users may also email a personal training history securely and directly from the User Portal. This option is especially useful when sharing your transcript with supervisors, HR departments, colleges, and other promotional and employment opportunities. The transcript will include all professional certifications, instructor certifications, and course completion history.

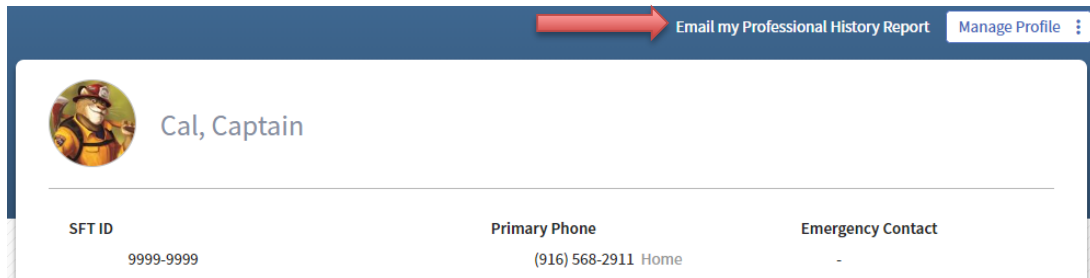


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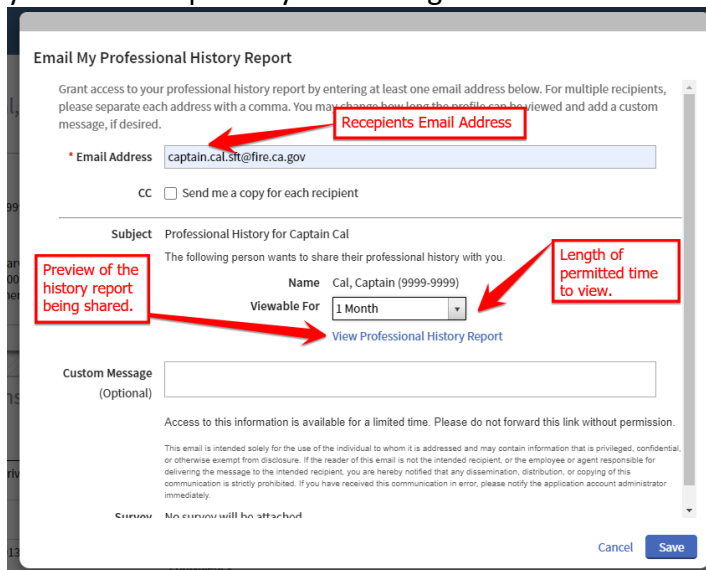
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Begin by selecting “Email my Professional History Report” in the upper-right next to Manage Profile.



Once selected, a popup window will appear with several options. Enter the email(s) you want to share your history with. Multiple emails can be entered separated by commas “,”. Next, select the time period you want your history report to be shared. The options include one, two, three weeks, or one month. You can preview your report by selecting “View Professional History Report”. You can then type any message you would like to include with the email. Once you have completed your message select “Save”.



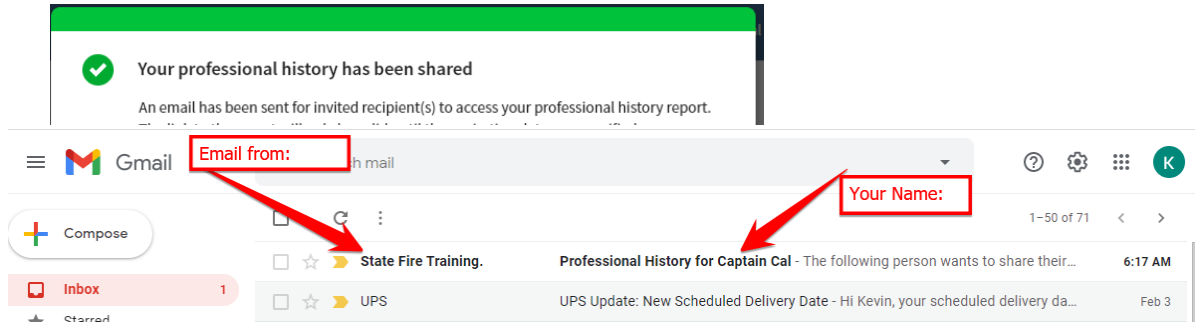
Once “Save” has been selected you will see the following confirmation.



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Delivery of the report to the recipient's email address can take from a few minutes to a few hours to arrive depending on the recipient's email service provider and filters. It will originate from "State Fire Training" and will include your name in the subject line.

FREQUENTLY ASKED QUESTIONS

- **How can I find out what my SFT ID# is or even if I have one?**
If you do not remember your SFT ID use the "Retrieve Your SFT ID" link located on the left side of the SFT User Portal sign-on page. A valid email address on file is required before an SFT ID can be retrieved using this method.

The new format for SFT ID#s is: #####-#####. If no record is found and you're sure you have attended an SFT course in the past you can email SFTHelpDesk@fire.ca.gov for further assistance. Your email should include a full name and contact info such as address, phone number, and date of birth so that SFT staff can verify the correct record. Any other information can help refine the data search such as previous addresses, previous last names, certifications, and courses you may have attended. **Do not submit your full SSN#.**
- **I know I have a portal account but when attempting to login, the system informs me the user account can't be found. How can I recover my account?**
First, confirm you are using the email your account was created with. The system can track multiple emails for each user but only the designated primary email can be used for successful login. Any attempt to reset your password will be sent to the primary email address on file. If you no longer have access to the email that was used or can't remember what email the account was set up under, then send an email to SFTHelpDesk@fire.ca.gov and request your account information and/or reset. The email should contain your full name and the possible last SFT course you attended. You will receive information about your account or a request for further information for positive account identification.



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- **I have successfully logged in to my portal account, but I don't see any of my training history?**

Training history is sorted by date periods. You must click the box for the corresponding date period.

Training History View By: Fiscal Year Calendar Year Reports

8 Hours
Upcoming, Ongoing & Unconfirmed

0 Hours
Current Calendar Year
01/01/2023 - 12/31/2023

40 Hours
Previous Calendar Year
01/01/2022 - 12/31/2022

220 Hours
All Completed Training

- **What is a Diploma?**

Diplomas are awarded after the successful completion of an SFT registered course. They become printable from the portal after the course has been returned for processing from the registered primary instructor.

- **What is a Certification?**

Certifications are issued after successful completion of a professional certification track with application and fees submitted to SFT. The following link contains information related to professional certification tracks, fees, and the application process.

<https://osfm.fire.ca.gov/divisions/state-fire-training/cfstes-professional-certification/>

- **I'm trying to print a professional certification but after I select print nothing happens. How can I print certifications?**

Certifications are created as PDF documents and displayed in a pop-up window when selected for printing. **You must have your browser's Pop-up Blocker disabled prior to selecting print.**

- **I don't see a print option for my course diplomas. How can I print my course completion diploma(s)?**

Select the vertical ellipsis next to Transcript in the right column and then select "Diploma". **Your browser's Pop-up Blocker must be disabled for this function to work.**

Certification Examination Evaluator Training - CEET0001	04/04/2017	04/04/2017	100.00%	6h 0m	Graduated - 04/17/2017	Print Diploma Transcript
Certification Examination Evaluator Training - CEET0019	04/06/2016	04/06/2016	100.00%	6h 0m	Graduated - 04/06/2016	



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- **There are several SFT courses missing from my portal. How do I get those added to my SFT User Portal?**
Submit copies of the missing course diplomas to the SFTHelpDesk@fire.ca.gov . Once reviewed they will be added to your user portal if appropriate. SFT cannot add CAL FIRE, NWCG, CSTI, and other non-SFT courses to your SFT user portal.
- **I was locked out of the portal. What do I need to do to get my portal unlocked and gain access to my portal?**
Send an email requesting your account to be unlocked to SFTHelpDesk@fire.ca.gov. Include your SFT ID# and full name. If sending the request from an email address not associated with your account also include the last four of your SSN#.
- **I am not sure what my SFT ID# is and the SFT ID# lookup didn't recognize my name. How do I get an SFT ID#?**
If you have not completed an SFT course before then you will not have an SFT ID# yet. When you complete your first SFT course the instructor will add your name to the roster as a new student. The Instructor will submit the course to SFT for processing. Once the course is processed you will receive an email with access to your portal and your SFT ID#.

Additional questions can be submitted to SFTHelpDesk@fire.ca.gov .