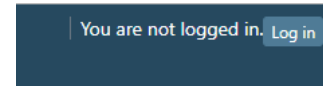


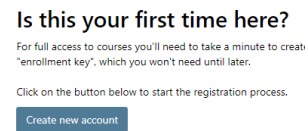
## Requesting a New User Account

**IMPORTANT:** Do not request a new account if you believe you may already have a user account. See “Recovering or Accessing an Existing User Account” below. **Creating a second account for an existing user may result in both accounts being deleted and the loss of training records.**

1. Go to [www.WildlandFireLearningPortal.net](http://www.WildlandFireLearningPortal.net). Select “Log in” from the top right.



2. Select “Create new account” Complete the new Account sign up request form. After completing the form, ensure you click the “Request account” button at the bottom of the form.



3. When you click “Request account” you will receive an on-screen confirmation message **AND** you should receive an automated email from the Learning Portal within 10-15 minutes. You must respond to that automated email to confirm the ownership of the email you provided when requesting the account. **Your request for a user account cannot progress until you have responded to confirm email ownership.**

If you do not receive the automated email, then:

- a) Carefully check within the spam/junk folders in your email program.
- b) Contact your IT Department to ensure there are not security filters that would prevent you from receiving emails from the Wildland Fire Learning Portal.
- c) After completing “a” and “b” above, if you still have not received the email within 10-15 minutes, then contact the Wildland Fire Learning Portal Site Administrator at the email listed below.

4. After receiving AND responding to the automated ownership confirmation email, you should expect confirmation of your account request:

1. The same day if you are using an email address that is one of the pre-approved government or organization email domains.
2. Within 1-2 business days if your email address is from a general email provider such as Gmail, Yahoo Mail, Outlook, etc. Business hours are Monday-Friday from 8:00am to 5:00pm MDT.

5. When your account is approved, you should receive an email from the Learning Portal, and you will be able to login to your account. If after following the steps above, you do not receive confirmation your request was approved within 1-2 business days, then:

1. Carefully check within the spam/junk folders in your email program.
2. Contact the Wildland Fire Learning Portal Site Administrator at the email listed below.

### **Wildland Fire Learning Portal Site Administrator**

Karen Miller

[karen@karenmillerlmsconsulting.co](mailto:karen@karenmillerlmsconsulting.co)

For same day crisis requirements - Phone: (208)546-9038

## **Recovering or Accessing an Existing User Account**

**IMPORTANT:** Do not request a new account if you believe you may already have a user account.

**Creating a second account for an existing user may result in both accounts being deleted and the loss of training records.**

- If you change agencies or retire, your account on the Learning Portal will still be accessible. You will need to edit the email address in your User Profile. To do this, login to your account on the Learning Portal, click on the arrow near your name in the upper right-hand corner, click on “Profile”, then click on “Edit Profile.”
- If you no longer have access to the email address in your User Profile, you can still access your account if you know your username and password. After logging in, you can edit the email address in your profile.
- If you can't remember your username and/or password and still have access to the email address in your User Profile, go to the login page (<https://wildlandfirelearningportal.net/login/index.php>), and click on "Forgotten your username or password?" The system will guide you through the process of recovering your username and password by sending you an email within 10-15 minutes. If you do not receive the email, contact the Wildland Fire Learning Portal Site Administrator at the email listed below.

### **Wildland Fire Learning Portal Site Administrator**

Karen Miller

karen@karenmillerlmsconsulting.co

For same day crisis requirements - Phone: (208)546-9038