

# State Emergency Response Team Training Resources & Activity Center

Version 1.0  
05/03/2012

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State Emergency Response Team  
SERT TRAC  
Training Resources and Activity Center  
Brought to you by the Florida Division of Emergency Management

Contact | FAQs | Search | Site Index

Logged in as richard.butgereit  
My Profile | Logout

Home | Browse Calendar | Course Catalog | Certificates | Explore Career Path

Administrator Dashboard | Student Dashboard

Welcome Richard Butgereit

Mar. 20, 2012

You are Registered to Attend

May 21 - May 24  
Tallahassee / Leon  
2012 Statewide Hurricane Exercise  
Click for more details...

Available Trainings in your Region

May 21 - May 24  
Tallahassee / Leon  
2012 Statewide Hurricane Exercise  
Click for more details...

Mar 16 - Mar 16  
Tallahassee / Leon  
Test Course  
Click for more details...

You are on Standby List

No record found

This is version 1.0 of this document, dated 05/03/2012.

Please check [http://trac.floridadisaster.org/trac/sert\\_trac\\_orientation.ppt](http://trac.floridadisaster.org/trac/sert_trac_orientation.ppt) to confirm that you have the latest version.

More details are coming on using SERT TRAC for Instructors, Regional Administrators, and Managers.

- Introduction
  - Introducing SERT TRAC
  - Major enhancements
  - Some definitions
  - Course catalog considerations
  - Roles
  - Approvals
- Registration
  - How to register with SERT TRAC
- Students
  - Student Dashboard
  - Apply for an Event
  - Uploading Certificates
- Instructors
  - How to apply to be an instructor



## Outline



Outline for this presentation

## SERT TRAC

- Training calendar in use since 2004
  - Calendar and registration tool
  - Needs have advanced beyond capabilities
- Vision for a comprehensive learning management system in place for several years
  - Project undertaken in April 2011
  - Debuted April 2012



Overview of presentation – the current training calendar available to <http://www.floridadisaster.org/trainingcalendar> has been in use since at least 2004. Created as primarily as calendar and registration tool, many additional needs were identified – such as tracking attendance and completion of courses; issuance, uploading, and archiving of course completion certificates, career path tools; and other features.

A vision for a comprehensive learning management system was conceived, and a project was undertaken in April 2011. SERT TRAC debuted in April 2011.

## SERT TRAC

- Major enhancements
  - To better track student over their career, an account is required for all users
  - In addition to course announcement and registration –
    - Course attendance tracking
    - Course completion certificate generation & archiving (online transcript)
    - Integration with Outlook (and other calendar programs)
    - Online course & instructor evaluation
    - New role-based functionality



Major enhancements undertaken with SERT TRAC include – to better track a student over their career in emergency management, an account is required for all users. This enables you to more easily register for classes, track your successful completion of courses, receive electronic certificates for completion of courses, use the career path tools, and upload and archive your certificates with SERT TRAC. Other enhancements include – online course attendance tracking, course completion certificate generation and archiving, integration with Outlook and other calendar programs to easily download events from the training calendar into your local calendar, online course and instructor evaluation, and new role-based functionality.

## Some definitions...

- Event – a course, conference, exercise, meeting, training, seminar, workshop
- Profile – an account, including email (as username), password, password hint, address, phone number, etc.
- Certificate – certificate of course completion
- Course catalog – a comprehensive listing of available courses



Some definitions that will be used throughout this presentation...

## Course Catalog Considerations...

- To support certificate upload, tracking of pre-requisites and career path tools...a comprehensive course catalog is used.
- Meaning not just courses that will be scheduled as training events, but many more courses are included...
  - FEMA Independent Study Series, Professional Development Series, Advanced Professional Series
  - Consortium courses
  - Online courses



To support certificate upload, tracking of pre-requisites and career path tools...a comprehensive course catalog is used.

This mean not just courses that will be scheduled as training events, but many more courses are included...including some courses that may not be scheduled as training events through SERT TRAC. Example courses include FEMA Independent Study Series, Professional Development Series, Advanced Professional Series, Consortium courses, Online courses.

## Roles

- **Students – all users are students**
  - can apply to attend events
  - upload certificates, download transcript
  - explore career path
  - fill out course evaluations
  - manage profile
  - specify supervisor (for state employees and others)
- **Instructors – everything a student can do plus...**
  - apply to teach courses
  - view course evaluations
  - issue course completion certificates
  - contact students



To understand what you can do with SERT TRAC, you must first understand that there are different roles for users of the system. We are all “students” in the system, meaning that anyone who registers to use SERT TRAC can apply to attend events, upload their certificates, download their transcripts, explore their career path, fill out course evaluations, and manager their user profile, changing their email address as they move to different jobs, updating their supervisor’s email as they change positions, update their other contact info, and/or change their password reminder hints.

Additionally, once registered as a student, you can search the course catalog, and apply to teach courses within the catalog. This is the mechanism by which we’ll build and maintain a roster of available instructors for courses commonly taught within the state.

## Roles

- **Regional Administrators** – **designated by FDEM T&E staff**
  - schedule regional events (subject to approval by Administrators)
- **Managers** – **designated by County/Tribe EM Manager**
  - specifically for county/tribe Emergency Management programs
  - approve applications from respective county/tribe (and is some county, city employees)
- **Administrators** - **FDEM Training & Exercise staff**
  - administer course catalog, administer events, administer users, administer instructors, approve certificates, manage career path



Other roles include regional administrators – usually regional and county staff actively engaged in supporting training missions in their region – think Regional Planning Council staff and LEPCs. Regional Administrators may directly schedule events in the calendar.

Managers are County or Tribe Emergency Managers, or their designees, who are responsible for approving applications from staff who work for their respective tribe or county.

Administrators are FDEM Training and Exercise staff. Administrators administer the course catalog, administer events, administer users, administer instructors, approve certificates, and manage career path.

# Approvals

## Level 1 Approval -

For all applications to attend events, approval is required –

- for county/tribe employees (and some cities), approval from the county Emergency Management program is required
- for state or “other” employees, approval is required from the student’s supervisor



For all applications to attend events, approval is required.

In all counties and for the tribes, this includes approval or denial from the county Emergency Management program. This is not just for employees in the emergency management program, but for all employees within that county or tribe . Remember – the county emergency manager has the responsibility to maintain preparedness and readiness across their entire county, not just within their emergency management program. Therefore, they must be actively involved in setting priorities and building capacity throughout their county or tribe. In some counties, the county Emergency Manager even requires review of applications from city employees. If you are a city employee, contact your county Emergency Management program to learn their preference.

For students employed by the state or “other” organizations – and by other we mean private sector, volunteer organizations, etc; approval is required from the student’s supervisor.

When you register for events, your are application is placed on the ‘pending’ list, awaiting this level 1 approval from either your EM program (for county, tribe, and come city employees) or from your supervisor (for state and “other” employees)

# Approvals

## Level 2 Approval -

Following receipt of a level 1 approval, your application moves to the standby list.

Level 2, or final, approval is made by the FDEM course manager, and is subject to determining that adequate space is available, that the student is the target audience, and other considerations.



Following receipt of a level 1 approval from your supervisor or emergency management program, your application moves to the standby list.

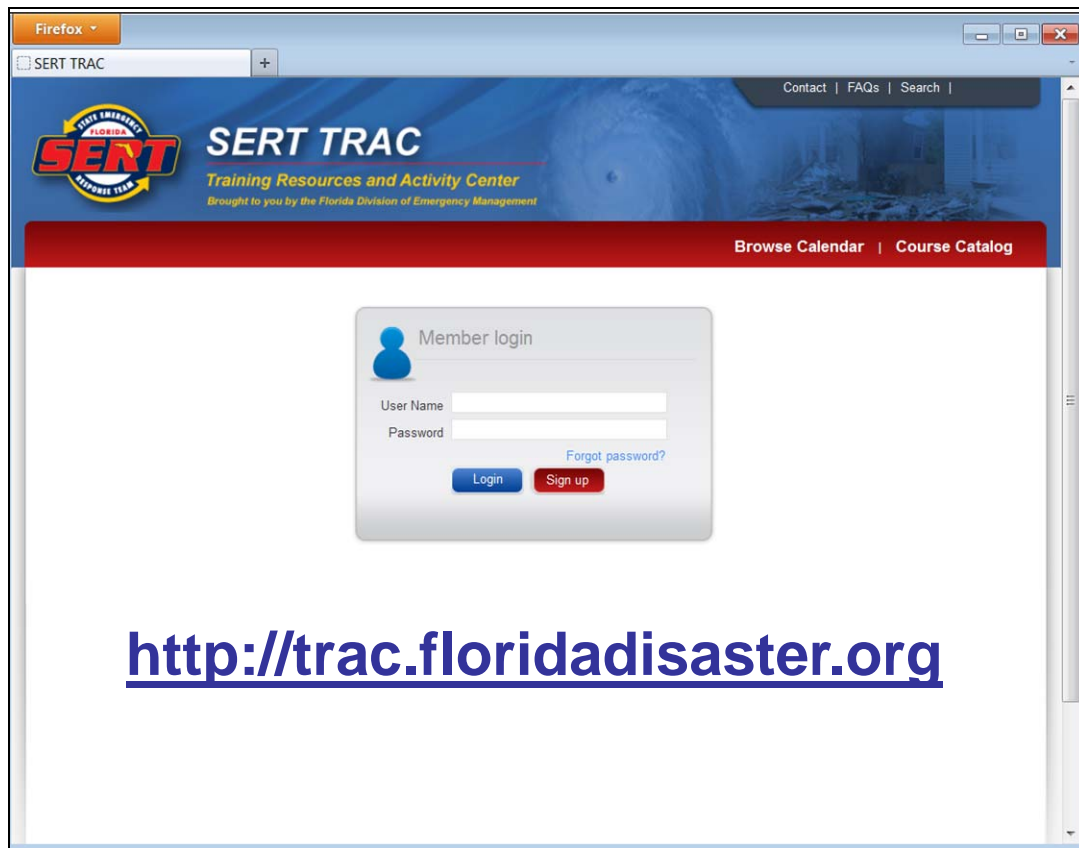
Level 2, or final, approval is made by the FDEM course manager, and is subject to determining that adequate space is available, that the student is the target audience, and other considerations.

After receiving this final approval, you are now set to attend the event.

# Registration



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So let's walk through signing up with the site and using it for the first time.

In a browser, go to <http://trac.floridadisaster.org>. Notice that the calendar and the course catalog may be browsed without logging in.

Note that there is a link for [Forgot Password?](#) so that after you registered, if you forget your password, you may follow that link to set a new password.

As this is your first visit to the website, click Sign Up.

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Firefox <http://trac.floridadisaster.org>

SERT TRAC

Registration is a 2 step process.

1. You register via this page and receive a confirmation email at the email address you provide.
2. You must follow the link in that email to confirm your registration. Please make sure to check your Junk or Spam folders, as your spam filters may catch this message. The message will be from [FDEM.STO@em.myflorida.com](mailto:FDEM.STO@em.myflorida.com). If you do not receive this email shortly after registering, please contact [FDEM Training and Exercise](#).

**Sign up**

**Personal Information**

\* Employment Type ☐ County or Tribe Employee ☐ State Employee ☐ Disaster Reservist ☒ Other

\* Salutation --Select from List--

\* First Name  \* Last Name

\* Address 1

Address 2

\* Phone  (xxx) xxx xxxx Fax:

\* State FLORIDA  \* Your County --Select from List-- ( \*Where you live )

\* City  \* Zip  xxxxx-xxxx

**Organization Information**

Organization --Select from List--

Response Role

\* Supervisor Name  \* Supervisor Email

\* Supervisor Phone  (xxx) xxx xxxx

**Login Information**

\* Email  \* Confirm Email

\* Password  \* Confirm Password

Password must be between 8-24 characters and contain at least 1 lower case letter, 1 upper case letter, 1 digit, and 1 special character

\* Security Question --Select from List--

On the next page, you are asked to enter information including your name, address, county, and phone number. In the old training calendar, you would have been asked to fill out this information every time you registered for a class. With the new calendar, we only ask you to provide this information once, and then that information is stored with your profile.

If you change positions or jobs, you may log back in and update all information with your profile, including employment type, email address, supervisor's information, and/or password. That way, the system follows you in your career path, and along the way, your transcript, digital archive of course completion certificates, and history of training follows you.

Notice the notes provided at the top of the screen regarding the 2 steps required for registration...

1. After registering you will receive an email with a link to confirm your registration.
2. You must follow this link to confirm your registration and email address
  - After following that link, you will receive another email containing your user name and an EM Number.
  - **SAVE THIS EM NUMBER!!!** It is required to reset your password.

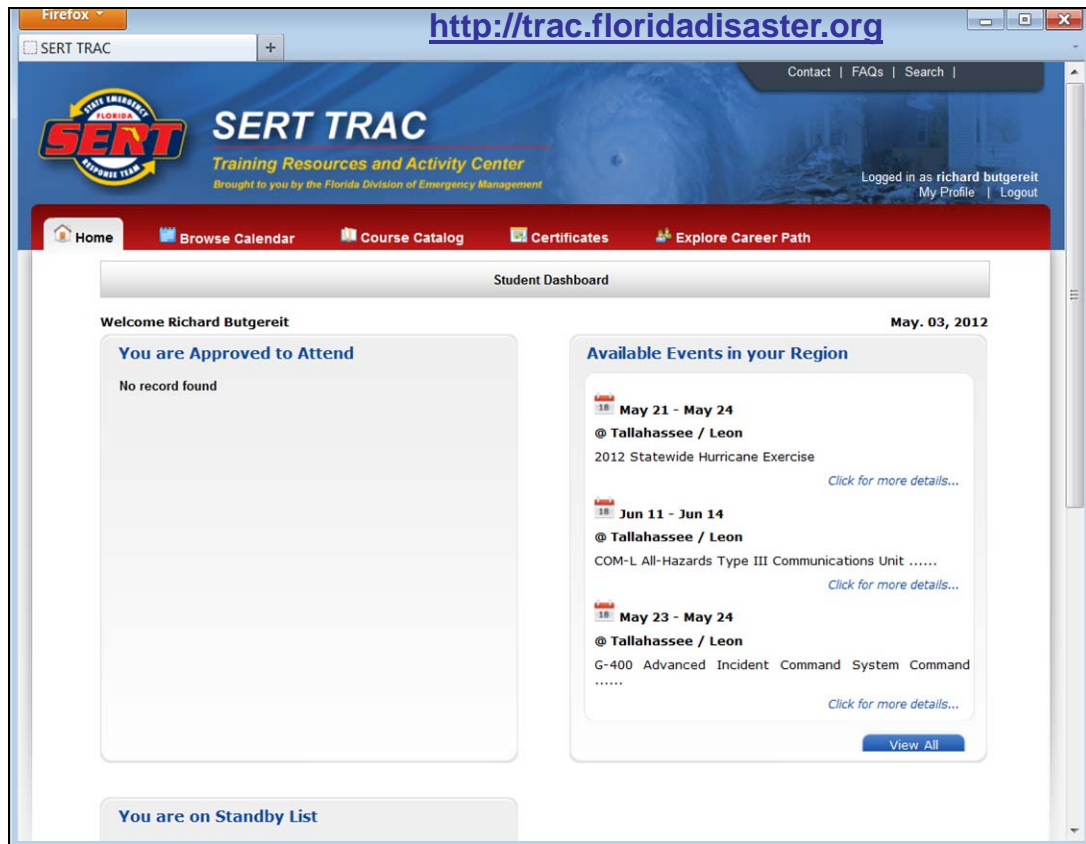


Because so much communication between yourself and SERT TRAC takes places via email, we must confirm your correct email with the system, and we must also verify that on your end you are able to receive email from the system. Therefore, after registering, you will receive an email with a link to confirm your registration. You must follow this link to confirm your registration and email address. If after you registering, you don't receive this email, you must contact someone in the FDEM Training and Exercise section, or your account will stay 'inactive' and you will not be able to register for events or use the other features of SERT TRAC.

Additionally, after following the link in the email, you will activate your account and receive another email containing your user name and an EM Number. Save this EM Number. Currently, it is required to reset you password, though we are looking into removing that in the future.

Students





Once you have registered with the system and confirmed your registration, you may now revisit the website at <http://trac.floridadisaster.org>, log in using your email address as your user name and providing the password you specified when you registered.

When you first log in, the Student Dashboard will be displayed. This dashboard displays events for which you have received final approval to attend, events for which you are on the standby list, and available trainings in your region (based upon the county you selected when you set up your profile and choose the county that you work in).

Along the top bar, you also have options to Browse the Calendar, browse the Course Catalog, access your Certificates, and Explore Career Paths.

To register for an event, you need to view the event calendar. An easy way to just see events in your region is to look at Available Events in your Region and click View All. That will quickly show you a list of upcoming events just in your region.

To see all events across the state, click Browse Calendar.

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Firefox <http://trac.floridadisaster.org>

SERT TRAC

Home Browse Calendar Course Catalog Certificates Explore Career Path

### State Training and Events Schedule

The following schedule is provided by Florida Division of Emergency Management (FDEM) to keep our customers advised of events and training opportunities throughout the state.

**REMINDER:** Information on these pages changes frequently. It is recommended that you check the site weekly to stay abreast of important changes.

[Training and Events Links](#) | [Frequently Asked Questions](#) | [FDEM Course List](#)

**Search Criteria**

Course: --Select from List--  
 Region: --Select from List--  
 From: --Select from List-- To: --Select from List--

[Search](#) [Reset](#)

**Jump to a month**

[March 2012](#) [April 2012](#) [May 2012](#)  
[June 2012](#) [July 2012](#) [August 2012](#)  
[September 2012](#) [October 2012](#) [November 2012](#)  
[December 2012](#) [February 2013](#)

March 2012 Training and Events			
Date	Region	City/ County	Name
April 2012 Training and Events			
Date	Region	City/ County	Name
May 2012 Training and Events			
Date	Region	City/ County	Name
May. 01 - May. 03	Region 7	West Palm Beach Palm Beach	<a href="#">G-548 Continuity of Operations Program Manager Course ...</a>
May. 02 - May. 04	Region 6	Fort Myers Lee	<a href="#">G-300 Intermediate Incident Command System for Expanding In ...</a>
May. 02 - May. 03	Region 5	Winter Park Orange	<a href="#">g-202 Debris Management</a>

On the calendar, there are tools to search for a specific course, filter by region and/or dates, or jump to specific months. Use these tools to find an event you are interested in, and click on the name of the event to see details.

Note – you don't have to be logged into SERT TRAC to browse the calendar. Right from the log in screen you may click Browse Calendar – but when you find the event you want to attend, you will need to log in to register for that event.



Since you have already created your profile with the system and logged in, we already know who you are, who you work for, what your email, address, phone number and fax number are – so now that you have found an event for which you want to register, just click 'Register', and you are done.

Please be patient when you click 'Register' – as we have rolled out SERT TRAC, we have seen that many students click 'Register' multiple times while the system is processing your first application. Please wait a few seconds, and you should see that the screen will refresh, the 'Register' button will go away, and instead you'll see a note that you are registered for this event.

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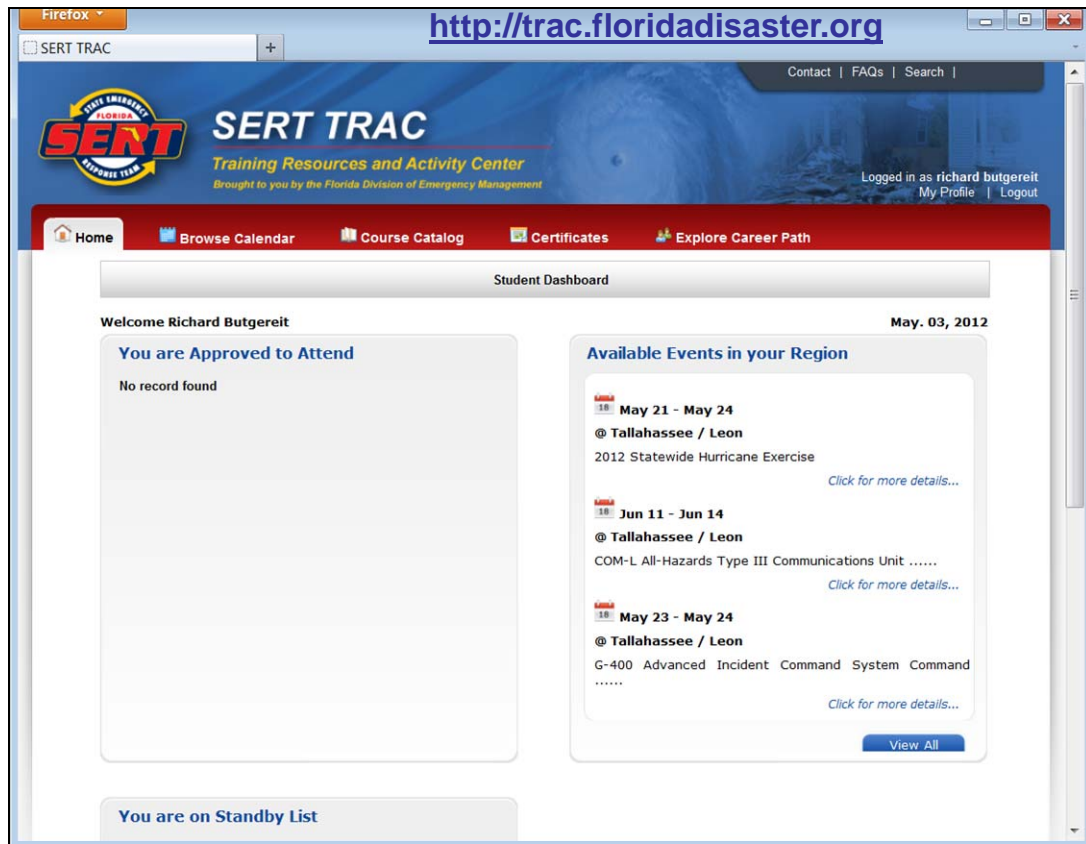


After you give the page a few seconds to refresh, you will see that you are now indicated as registered for this class, and you can also scroll down and see that your name appears on the Pending for Supervisor or County/Tribe Emergency Management Approval.

In addition to getting emails to keep you informed as your registration moves through the required approvals, you can also visit the event registration page and view where you are along the approval process.

Note that also from this page, you can view a map for the event location and obtain driving directions, download the event to your Outlook calendar (many other calendars are supported as well), and obtain any documents that may have been posted for attendees.

This concludes registering for an event. Let's back to the Student Dashboard and explore uploading certificates.



Back on the Student Dashboard, let's take a look at another feature sure to be used by many students – the ability to upload certificates from your prior courses to SERT TRAC to build your transcript and to digitally archive your certificate.

Uploading your certificates from courses taken before the existence of SERT TRAC also helps build your record for meeting pre-requisites for additional courses to be taken and to use with the Career Path tools.

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To upload a certificate, click Certificates on the tool bar, and then click Upload Certificates.

The screenshot shows a web browser window with the URL <http://trac.floridadisaster.org>. The page header includes the SERT logo and the text "SERT TRAC Training Resources and Activity Center Brought to you by the Florida Division of Emergency Management". A navigation bar contains links for Home, Browse Calendar, Course Catalog, Certificates, and Explore Career Path. The user is logged in as "richard butgereit" with links for My Profile and Logout. The main content area is titled "Upload Certificate" and contains a "Course Certificate Info" form. The form fields are: Course (a pull-down menu with "E-190 ArcGIS for Emergency Managers" selected), Course Title (a text field with a placeholder "Please leave this field blank if you have already selected the course from the above list." and an "Equivalence" checkbox), Start Date (5/3/2008), End Date (5/3/2008), Address (a text field), City (Fort Meyers), State (FL), Zip (33901), File Name (with a "Browse..." button and a file type hint: (\*.pdf, \*.png, \*.tif, \*.bmp, \*.gif, \*.jpg, \*.jpeg, \*.doc, \*.docx)), and Description (a text area). There are "Back", "Save", and "Back" buttons at the bottom of the form.

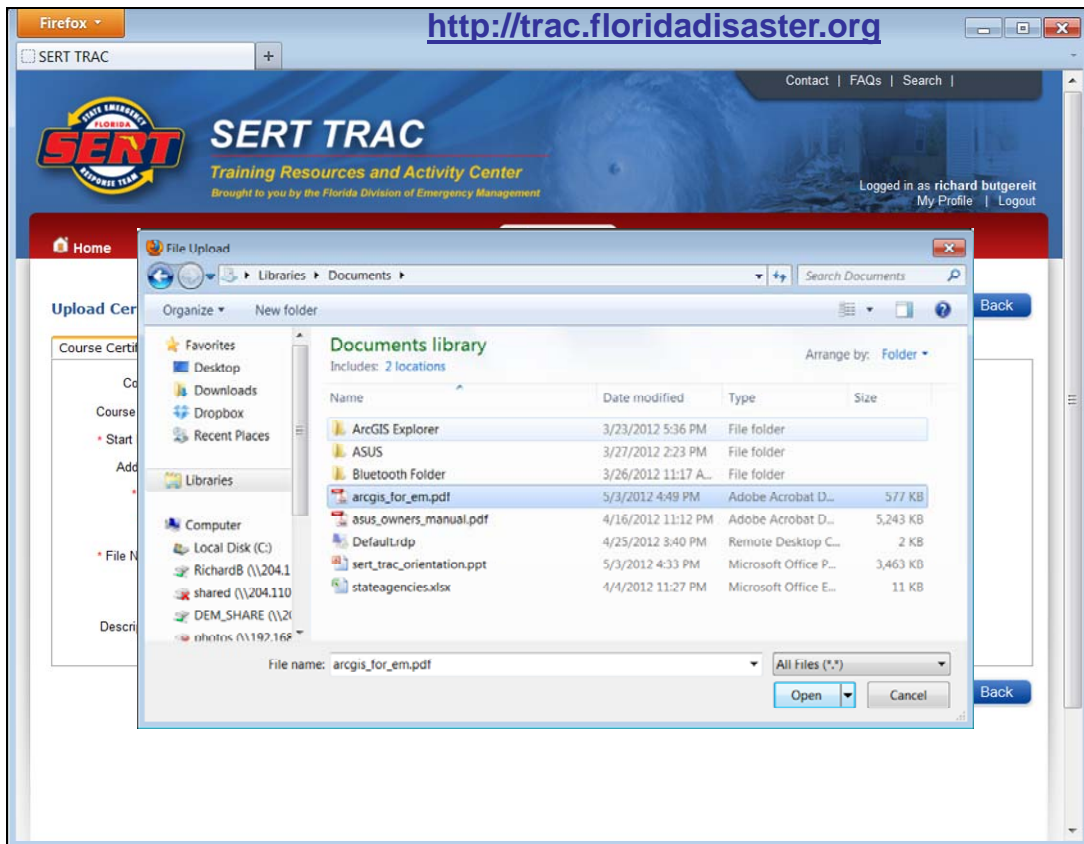
If the course is in the Course Catalog, choose it from the pull down menu. This is especially important if this course serves as a pre-requisite for other training commonly offered through SERT TRAC and/or if you wish to use this course with the Career Path tools. Your completion of such a course will only be captured within the system if you choose the course from the existing courses in the Course Catalog.

If the course is not in the Course Catalog, then enter the name for your course --- this should only be courses that don't regularly serve as a pre-requisite for other training commonly offered through SERT TRAC or courses that are used with the Career Path tools.

If you have a certificate to upload to a for a course that you think should be in the Course Catalog, please let FDEM Training and Exercise staff know.

Note – currently, City and Zip are required – but we understand you may not always have this information available. We are working on removing this requirement. In the meantime, if you can't recall this information, please just enter your own City and/or Zip.

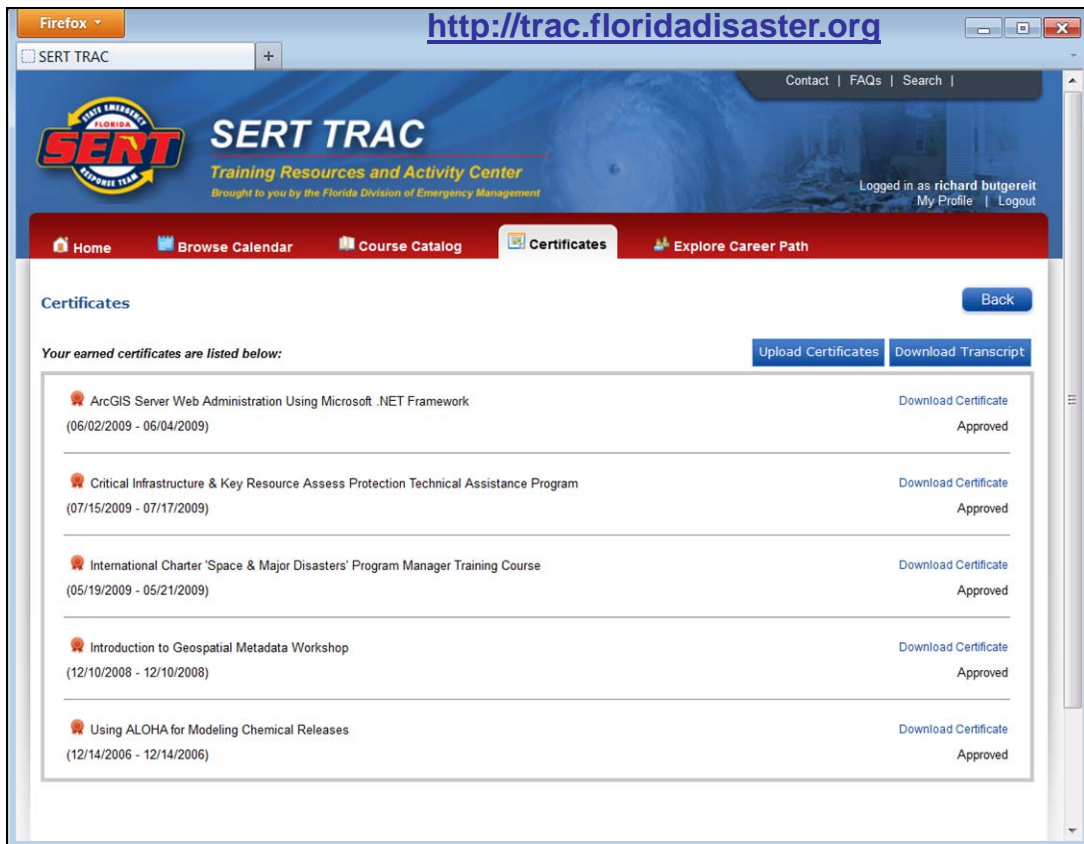
When you have entered all information for the course, click Browse



Clicking Browse opens a File Upload window to explore your computer and select the file you wish to upload. Acceptable file formats are PDF, image files like PNG, TIF, BMP, JPG, and Word Documents.

Once you have found and selected the file you wish to upload, click Open, and the File Upload window will close. Click Save and you have uploaded your certificate.

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FDEM Training and Exercise staff will review and approve certificates you upload, making sure that the information you have entered matches your certificate.

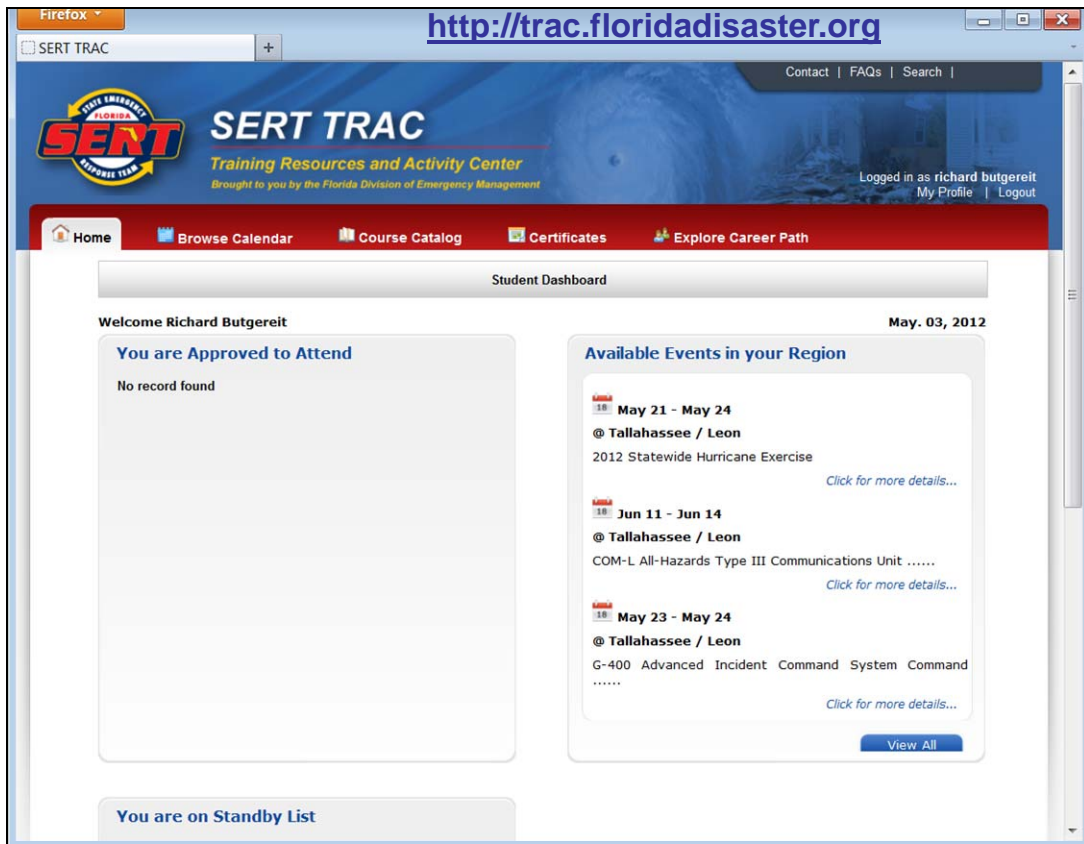
In addition to certificates, transcripts from FEMA EMI and other documents may be uploaded in support of building your record of courses completed.

A transcript of your completions may also be downloaded from the system by clicking Download Transcript.

# Instructors



**GET A  
PLAN!**  
[FloridaDisaster.org](http://FloridaDisaster.org)



To apply to be an instructor for courses offered via SERT TRAC, go back to the Student Dashboard, and click Course Catalog.

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The screenshot shows the SERT TRAC website interface. At the top, the URL is <http://trac.floridadisaster.org>. The page features the SERT logo and the text "SERT TRAC Training Resources and Activity Center Brought to you by the Florida Division of Emergency Management". A navigation bar includes links for Home, Browse Calendar, Course Catalog (selected), Certificates, and Explore Career Path. A search bar is present with the text "Search Course". Below the search bar, there are filters for Course Name, Course Type, and Course Category, all set to "[-- All Items --]". A "Search" button and a "Reset" button are also visible. The search results section shows "Search Result - 100 Row(s)" and a "Rows per page" dropdown set to 20. The results are displayed in a table with three columns: Course Name, Course Type, and Course Category.

Course Name	Course Type	Course Category
<a href="#">(TIME) Transportation Interface for Modeling Evacuation</a>	Other	Preparedness
<a href="#">AWR-140 WMD Radiological / Nuclear Awareness Course</a>	Other	Response
<a href="#">AWR-141 WMD Radiological / Nuclear Awareness Course (Train ...</a>	Other	Response
<a href="#">AWR-160-1 WMD Awareness Level Training Course - Train-the-T ...</a>	Other	Other
<a href="#">AWR-228 Coastal Community Resilience</a>	FL	Other
<a href="#">Building Your Strategy: Disaster Temporary Housing</a>	Other	Recovery
<a href="#">COM-L All-Hazards Type III Communications Unit Leader</a>	L	Response
<a href="#">Community Based Disaster Coalitions</a>	Other	Recovery
<a href="#">COMT - All-Hazards Communications Technician</a>	L	Response
<a href="#">COOP-OS1 Continuity of Operations Orientation Seminar</a>	FL	Preparedness
<a href="#">CPR and Automated External Defibrillator (AED) Course</a>	Other	Response
<a href="#">E-01 E-Plan- Delivering Vital Hazmat Information to First ...</a>	FL	Response
<a href="#">E-170 HAZUS Multi-Hazard for Hurricanes</a>	Other	Preparedness
<a href="#">E-172 HAZUS Multi-Hazard for Flood</a>	Other	Preparedness

Use Course Name, Course Type, and/or Course Category to filter courses. Select and click on the course you are interested in.

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The screenshot shows a web browser window with the address bar displaying <http://trac.floridadisaster.org>. The page features the SERT TRAC logo and navigation links: Home, Browse Calendar, Course Catalog, Certificates, and Explore Career Path. The user is logged in as richard butgereit. The main content area is titled 'Course Information' and includes a 'Basic Details' tab. The course name is 'G-317 G-317 CERT Basic Community Emergency Response Team (CERT) Training'. The description states: 'Community Emergency Response Teams, CERT- 317, is a course that serves as an introduction to CERT for those wanting to complete training or as a refresher for current team members. If available, emergency services personnel are the best trained and equipped to handle emergencies. Following a catastrophic disaster, however, you and the community may be on your own for a period of time because of the size of the area affected, lost communications, and unpassable roads. CERT Basic Training is designed to prepare you to help yourself and to help others in the event of a catastrophic disaster. Because emergency services personnel will not be able to help everyone immediately, you can make a difference by using your CERT training to save lives and protect property. This training covers basic skills that are important to know in a disaster when emergency services are not available. With training and practice, and by working as a team, you will be able to protect yourself and do the g'. The page also includes sections for 'Target Audience', 'Course Objective', 'Student Pre-requisites', and 'Instructor Pre-requisites'. There are 'Apply to Teach' and 'Back' buttons at the top right and bottom right of the course information section.

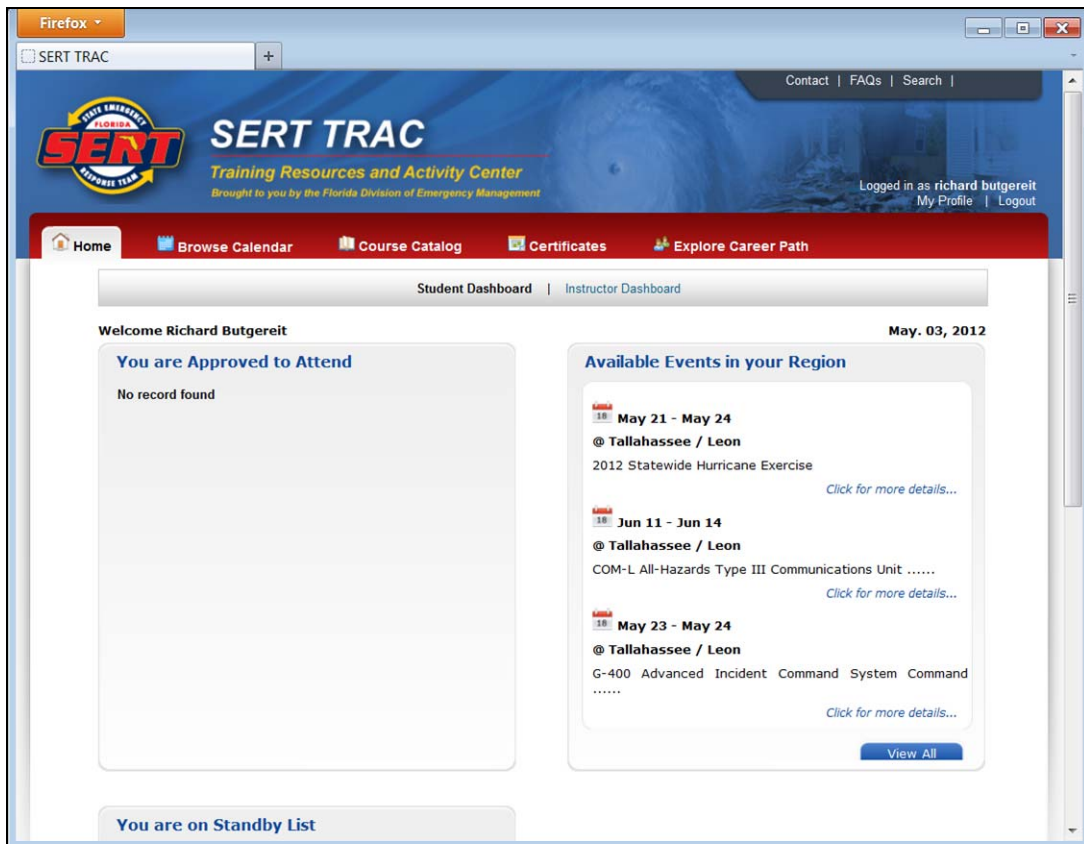
Once you have found the course you are interested in, click Apply To Teach.

The screenshot shows a web browser window with the URL <http://trac.floridadisaster.org>. The page header includes the SERT logo and the text "SERT TRAC Training Resources and Activity Center Brought to you by the Florida Division of Emergency Management". A navigation bar contains links for Home, Browse Calendar, Course Catalog, Certificates, and Explore Career Path. A user is logged in as "richard butgereit" with links for My Profile and Logout. The main content area is titled "Instructor Registration" and features a "Back" button. Below this is a "User Information" section with a form containing the following fields: Salutation (Mr.), First Name (Richard), Last Name (Butgereit), Address 1 (2555 Shumard Oak Blvd), Address 2, State (FLORIDA), Your County (Leon), City (Tallahassee), Zip (32399), Phone (850-413-9907), Email Address (richard.butgereit@em.myflorida.com), Organization (Division of Emergency Management), and Position (Technical Services Branch Chief). There is also a "Willing to travel?" section with radio buttons for Yes and No (selected). Below the form is an "Instructor Resume" section with a "Resume" label, a "Browse..." button, an "Upload Resume" button, and a "View Resume" link. At the bottom right of the form area are "Apply" and "Back" buttons.

Check whether you are willing to travel or not and click Browse to upload your resume, selecting a file on your computer just like you did when you uploaded certificates.

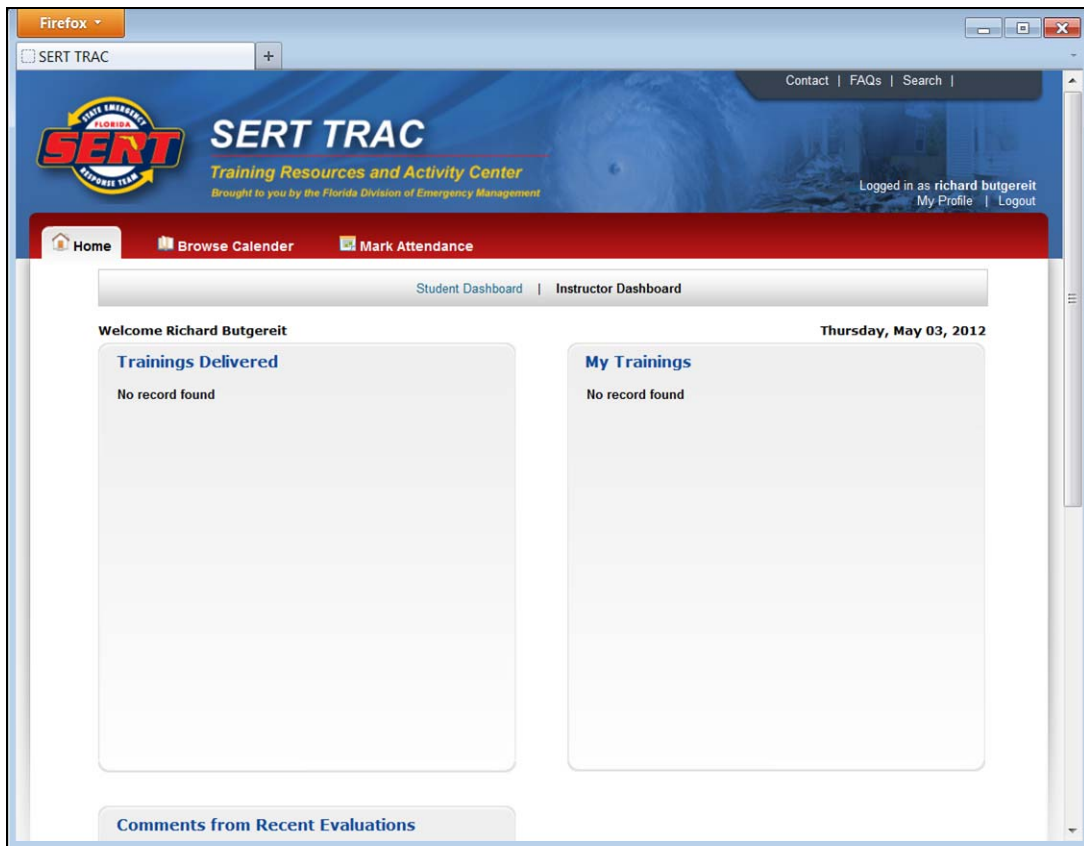
For instructors, the system stores 1 resume. If you have already uploaded a resume when you applied to teach another course, unless you have updated your resume, you don't have to upload it again.

Anytime you upload a resume, any previously loaded resume will be replaced with the new one.



Your application to teach will be reviewed by FDEM Training and Exercise staff, and upon approval, you will notice that there is now also a link to the Instructor Dashboard.

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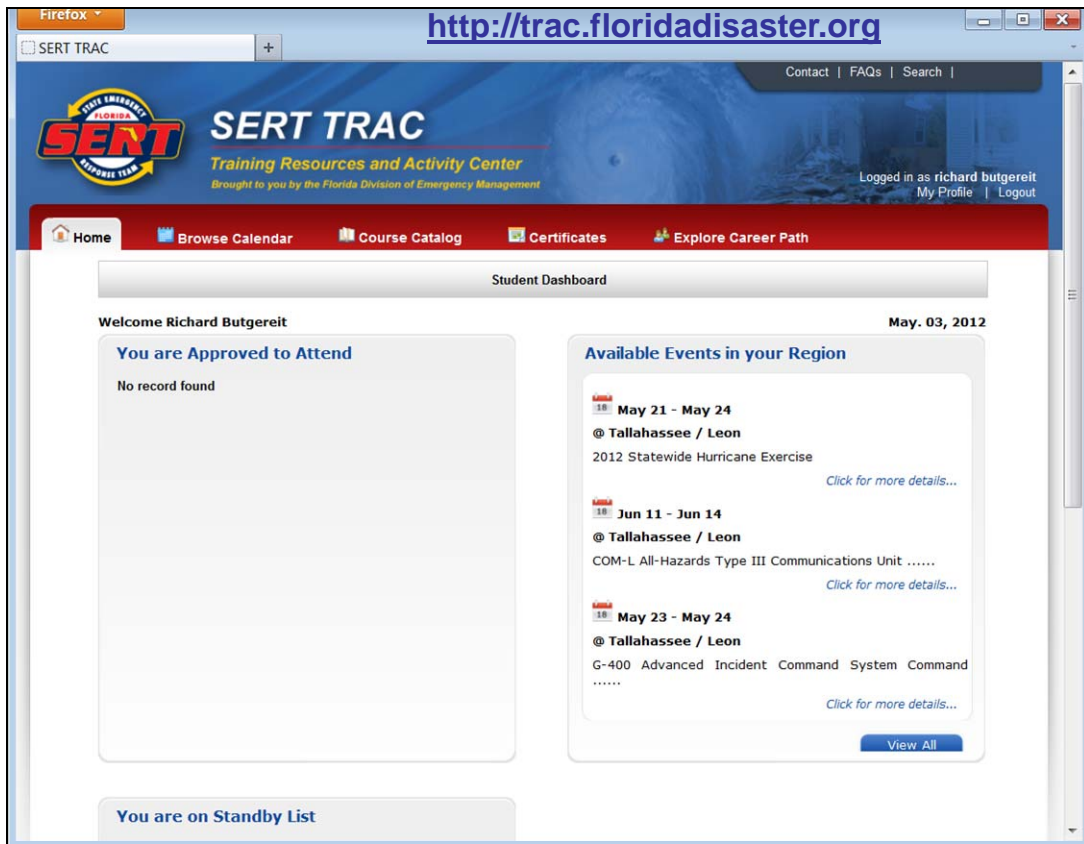


Clicking Instructor Dashboard changes the toolbar to show tools for Instructors as well as new dashboard items displaying your upcoming training, trainings recently delivered, and comments you have received from recent evaluations.

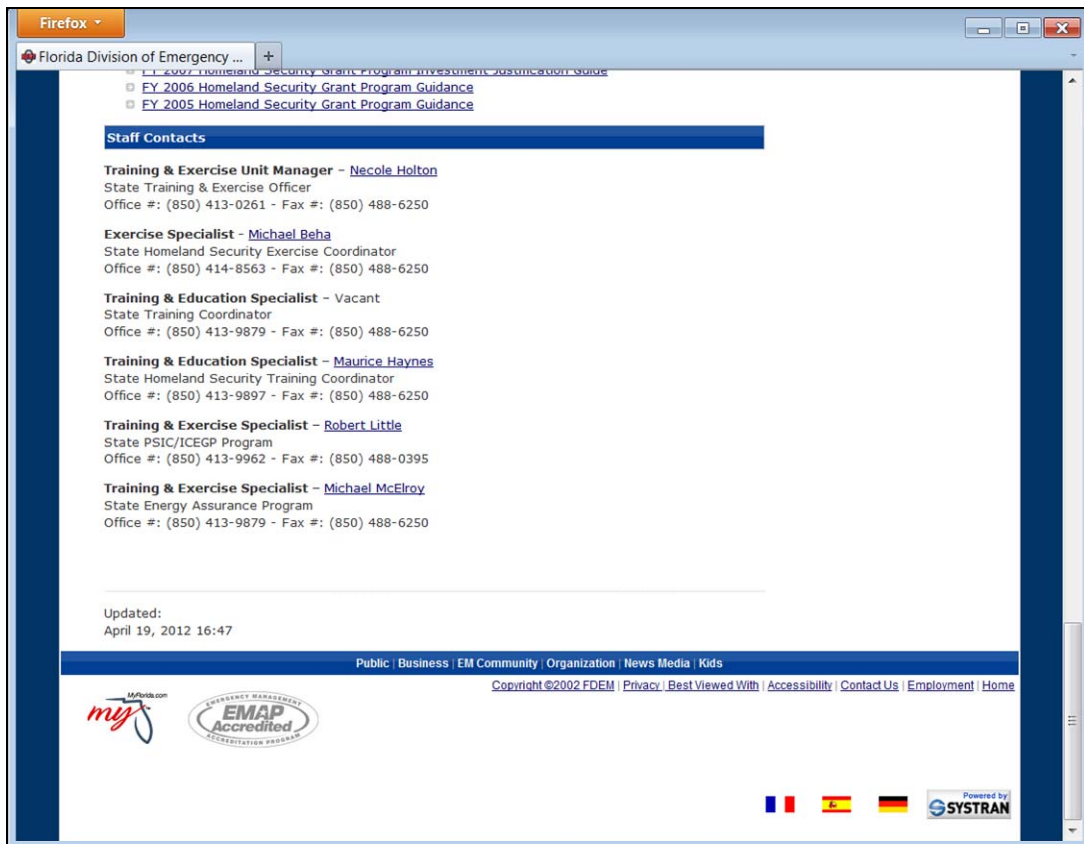
## Contact FDEM Training and Exercise



**GET A  
PLAN!**  
[FloridaDisaster.org](http://FloridaDisaster.org)



To contact FDEM Training and Exercise, click Contact up in the upper, right-hand corner of SERT TRAC.



This opens the FDEM Training and Exercise page on FloridaDisaster.org displaying contact information for staff within this section.