


Manage Fire Department - Training Guide

1. Login to system Using An Account Associated with a Fire Department.



The PEGA logo features a stylized white horse head in profile, facing right, with a teal and white wing-like shape behind it. To the right of the icon, the word "PEGA" is written in a bold, white, sans-serif font, followed by a registered trademark symbol (®).

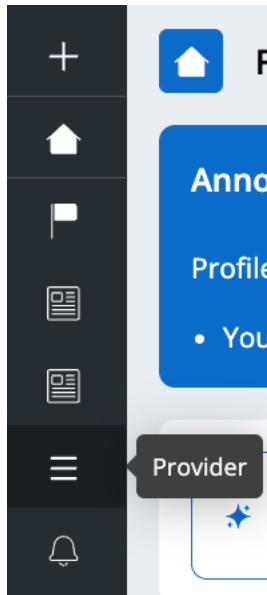
User name *	<input type="text" value="vuattest1+Student1@gmail.com"/>
Password *	<input type="password" value="....."/>

Log in

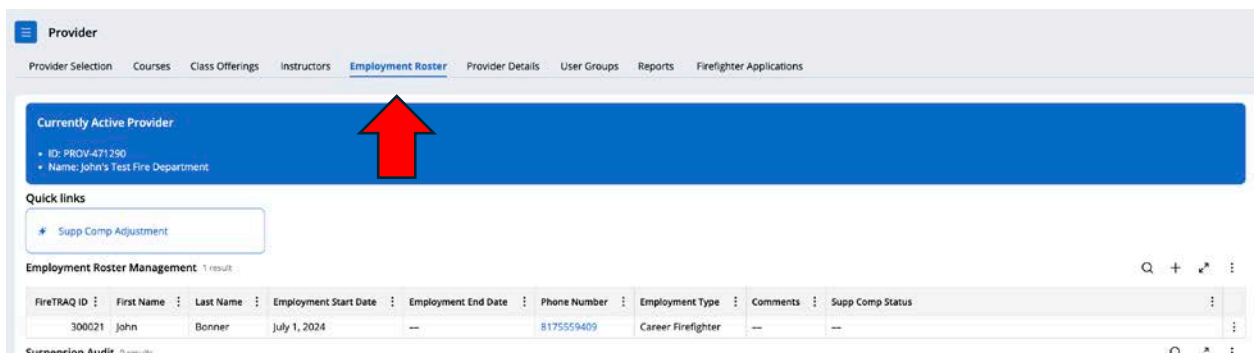
[Trouble logging in?](#)

[Register with FireTRAQ](#)

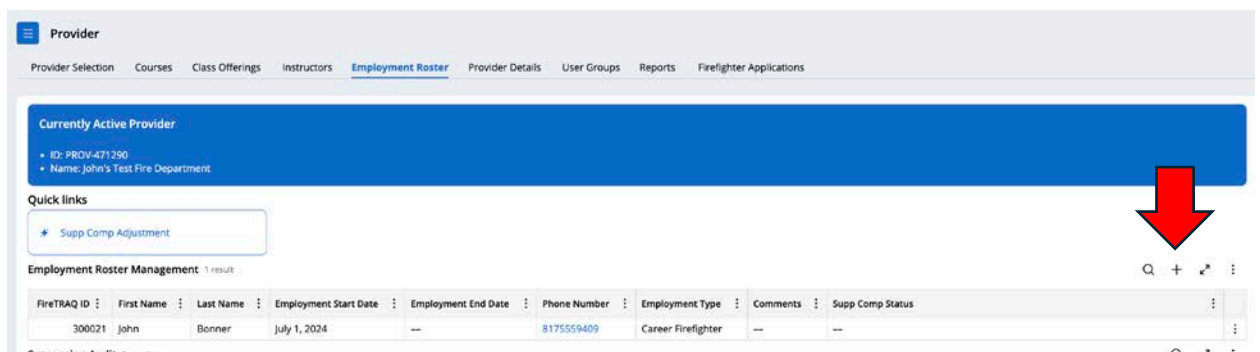
2. Navigate to the provider Information



3. Then go to the Employment Roster Tab.



4. To Add an user to the employment roster select the “+” on the top right of the screen.



5. This will open a modal where you can enter the information on the employee you wish to add.

Add Record

×

FireTRAQ ID *

Employment Start Date *

MM / DD / YYYY

Employment Type *

Select...

Cancel

Submit

6. If you try to submit before completing the required fields you will get an error identifying the fields that need to be entered to proceed.

Add Record

×

FireTRAQ ID *

⚠ Cannot be blank

Employment Start Date *

MM / DD / YYYY

Employment Type *

Select...

Cancel


Submit

- Once you enter the required fields you are able to submit and receive no error messages.

Add Record ✕

FireTRAQ ID *


Employment Start Date *

✕ 

Employment Type *

Career Firefighter ▼

Cancel

Submit 

- Once you have successfully the modal the employment roster will be updated to show the user that was added.

Employment Roster Management 2 results

FireTRAQ ID	First Name	Last Name	Employment Start Date	Employment End Date	Phone Number	Employment Type	Comments	Supp Comp Status
300021	John	Bonner	July 1, 2024	July 9, 2025	8175559409	Career Firefighter	---	---
91291	Eugenia	Tucker	July 14, 2025	---	---	Career Firefighter	---	---



- For all users that have been added you can select to edit the association information by selecting the vertical ellipses on the far-right hand side and selecting "Edit"

Employment Roster Management 2 results

FireTRAQ ID	First Name	Last Name	Employment Start Date	Employment End Date	Phone Number	Employment Type	Comments	Supp Comp Status
300021	John	Bonner	July 1, 2024	July 9, 2025	8175559409	Career Firefighter	---	---
91291	Eugenia	Tucker	July 14, 2025	---	---	Career Firefighter	---	---

Suspension Audit 0 results

Edit
Delete 

- Once you select edit you will be able to modify the information related to the employees association.

Edit Record



User Info

FireTRAQ ID

91291

First Name

Eugenia

Last Name

Tucker

Phone Number

Employment Info

Employment Start Date *

07/14/2025



Employment End Date

MM / DD / YYYY



Employment Type *

Career Firefighter



Comments

0 of 4096

Cancel

Update

11. Once you have submitted the update you will see the list employee roster updated.

Employment Roster Management 2 results

FireTRAQ ID	First Name	Last Name	Employment Start Date	Employment End Date	Phone Number	Employment Type	Comments	Supp Comp Status
300021	John	Bonner	July 1, 2024	July 1, 2025	8175559409	Career Firefighter	--	--
91291	Eugenia	Tucker	July 7, 2025	--	--	Career Firefighter	--	--

Edit Provider Details

1. To Edit the Provider's Details, select the provider details tab.

Provider

Provider Selection Courses Class Offerings Instructors Employment Roster **Provider Details** User Groups Reports

Provider Overview

John's Test Fire Department

Register as a... Fire Department

Provider Name John's Test Fire Department

Fire Department Type Combination

FEIN 11-1111111

Website --

Course Registration URL --

Mailing Address

Country United States

Address Line 1 1737 W Melrose St.

Address Line 2 --

City / Town Orlando

State FL

Postal Code 23055

Business address same as mailing? Yes

Department Phone Number +1 817 555 9409

Training Phone Number +1 817 555 9409

Fire Marshal Phone Number +1 817 555 9409

Fire Chief Name John Bonner

Fire Chief Email john.m.bonner@gmail.com

Fire Chief Admin Name John Bonner

Fire Chief Admin Email john.m.bonner@gmail.com

Do you use NERIS reporting system? No

Requestor Comments --

Approval Decision Approve

Provider FDIID 99999

2. To edit the information, you select the "Pencil" in the top right hand corner.

Provider

[Provider Selection](#)[Courses](#)[Class Offerings](#)[Instructors](#)[Employment Roster](#)[Provider Details](#)[User Groups](#)[Reports](#)

Provider Overview

John's Test Fire Department

Register as a...

Provider Name

Fire Department Type

FEIN

Website

Course Registration URL

Fire Department

John's Test Fire Department

Combination

11-1111111

Mailing Address

Country

Address Line 1

Address Line 2

City / Town

State

Postal Code

United States

1737 W Melrose St.

Orlando

FL

23055

Business address same as mailing?

Department Phone Number

Training Phone Number

Fire Marshal Phone Number

Fire Chief Name

Fire Chief Email

Fire Chief Admin Name

Fire Chief Admin Email

Do you use NERIS reporting system?

Requestor Comments

Approval Decision

Provider FOID

Yes

+1 817 555 9409

+1 817 555 9409

+1 817 555 9409

John Bonner

john.m.bonner@gmail.com

John Bonner

john.m.bonner@gmail.com

No

Approve

99999



- Once you select the pencil the system will open a modal that will allow you to edit the provider information. Fields that are not editable will display greyed out and will not be editable.

Create Register New Provider (PROV-471290)



Provider Name *

John's Test Fire Department

Fire Department Type *

Combination

FEIN *

11-1111111

Website

Course Registration URL

Mailing Address

Country *

United States

Address Line 1 *

1737 W Melrose St.

Address Line 2

City / Town *

Orlando

State *

Florida

Postal Code *

23055

☒ Business address same as mailing?

Department Phone Number *

+1 (817) 555-9409

4. Once you have entered your edit you should see the update on the provider overview screen.

Fire Chief Name *

Eugenia Tucker|

Fire Chief Email *

john.mi.bonner@gmail.com

Fire Chief Admin Name *

John Bonner

Fire Chief Admin Email *

john.mi.bonner@gmail.com

☐ Do you use NERIS reporting system?

Requestor Comments

Compliance Inspection Completion Date

07/07/2025

Edit User Groups

1. To edit the Users who have access to work on behalf of the provider select “User Groups”

Provider

Provider Selection Courses Class Offerings Instructors Employment Roster Provider Details **User Groups** Reports

Currently Active Provider


- ID: PROV-471290
- Name: John's Test Fire Department

User Groups 2 results

Group	Primary Co...	FireTRAQ ID	First & Last Name
Administrator	Yes	300021	John M Bonner
Administrator	No	---	John Bonner

Provider Access Audit 2 results

Updated User	Author	Description	Update Date Time
John M Bonner	John Bonner	Record created with group: Administrator	Jul 9, 2025, 12:59 PM
John Bonner	John Bonner	Record created with group: Administrator	Jul 7, 2025, 10:46 AM



2. Then you select the “+” button

Provider

Provider Selection Courses Class Offerings Instructors Employment Roster Provider Details **User Groups** Reports

Currently Active Provider


- ID: PROV-471290
- Name: John's Test Fire Department

User Groups 2 results

Group	Primary Co...	FireTRAQ ID	First & Last Name
Administrator	Yes	300021	John M Bonner
Administrator	No	---	John Bonner

Provider Access Audit 2 results

Updated User	Author	Description	Update Date Time
John M Bonner	John Bonner	Record created with group: Administrator	Jul 9, 2025, 12:59 PM
John Bonner	John Bonner	Record created with group: Administrator	Jul 7, 2025, 10:46 AM



3. This will open a modal where you can add a new user with their FireTraq ID.

Add Record



FireTRAQ ID *

91291

Group *

Inactive

☐

Is Primary Contact

Cancel

Submit

- You Then Identify Which Group the new user is associated with.

Select...

Administrator

Staff Assistant

Training

Supp Comp

✓ Inactive

- Once you have completed the required fields and submitted you will see the updated list.

Currently Active Provider
• ID: PROV-471290
• Name: John's Test Fire Department

User Groups 3 results

Group ↑	Primary Co... ↑	FireTRAQ ID ↑	First & Last Name ↑
Administrator	No	91291	Eugenia Tucker
Administrator	Yes	300021	John M Bonner
Administrator	No	—	John Bonner

- Additionally if the user is an administrator they will have the ability to edit courses/class offerings on behalf of the provider.

