

# Instructions for Creating a New TargetSolutions User Sign On

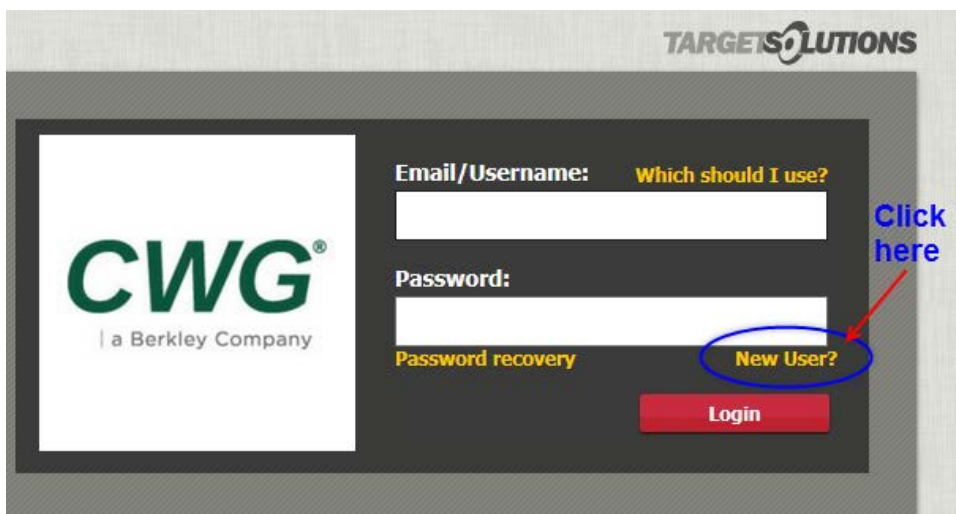
## Registration for new users – required for each individual firefighter or EMS personnel

The first time an individual accesses the video training site, he or she must register with TargetSolutions. Many of the trainings offer certifications. The individual user sign on allows the participant to instantly access, print or save personalized completion certificates. Once registered, it is quick and easy to log in each time.

**\*\*\*Note, you will need your own email address and your department’s insurance policy number to complete this sign up process.**

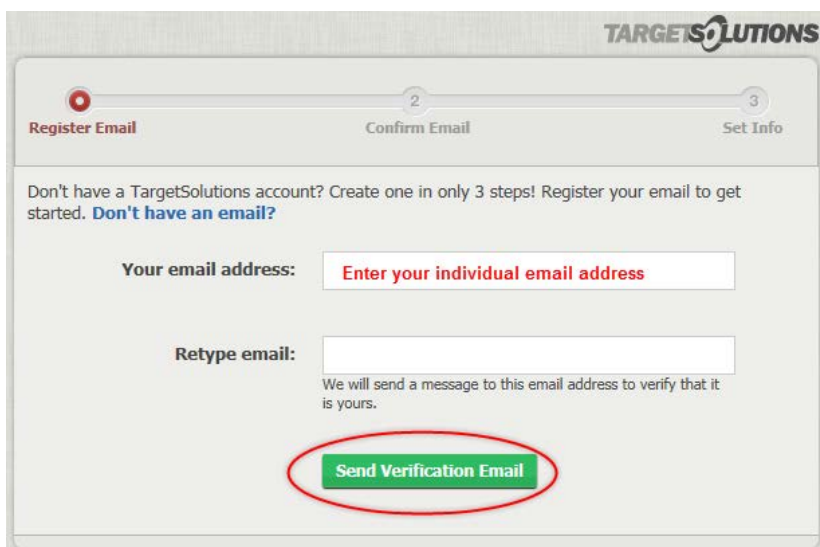
Go to [www.firepak.com](http://www.firepak.com) and click on “Training.” Enter the password provided in your quarterly TargetSolutions letter. You will then gain access to the protected training page with a link to online video training resources.

Select the “New User?” link on the sign in page.



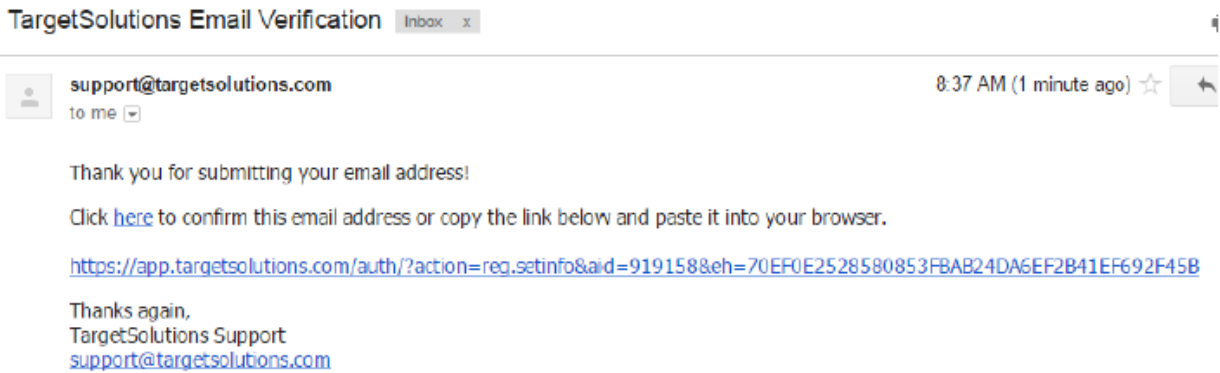
The screenshot shows the TargetSolutions login interface. On the left is the CWG logo. The main form has two input fields: 'Email/Username:' and 'Password:'. A red arrow points to the 'New User?' link, which is circled in blue. Below the password field is a 'Password recovery' link. At the bottom of the form is a red 'Login' button.

You will then complete the required fields with your email address and click “Send Verification Email.”



The screenshot shows the registration process. At the top is the TargetSolutions logo. Below it is a progress bar with three steps: '1 Register Email', '2 Confirm Email', and '3 Set Info'. The 'Register Email' step is active. The main form asks for 'Your email address:' and 'Retype email:'. A green 'Send Verification Email' button is circled in red. Below the retype email field is a note: 'We will send a message to this email address to verify that it is yours.'

Please allow up to 20 minutes to receive the verification e-mail. If the link does not appear in your inbox, check your Spam/Junk mail folder. You will need to click on the e-mailed link to validate your account. The email will look similar to this:



You will then be prompted to enter additional information and to agree to the Terms and Conditions. Once complete, click the "Submit" button.

The registration form is titled "Your new username: your\_name@your\_email.com" with a red arrow pointing to the email address. It includes fields for "Create a new password:" (with a note "Password must be at least 6 characters"), "Retype password:", "First Name:", "Last Name:", "Security Question #1:" (with a dropdown menu), "Answer:", "Security Question #2:" (with a dropdown menu), and "Answer:". There is a checkbox for "I agree to the Terms and Conditions" and a green "Submit" button circled in red. A red arrow points from the "Submit" button to the "Your email address becomes your new username for accessing the videos." text. Other red text on the right side of the form reads: "This is unique to you and is separate from your department's firepak.com user name." and "Select a password and complete the security questions."

You will then be prompted to enter your department's insurance policy number. Enter it and hit "Submit."

Once you have successfully completed the verification process, you will receive an additional email from TargetSolutions support:

## TargetSolutions Confirmation Email Inbox x



support@targetolutions.com

to me ▾

1

Thank you for confirming your email address. Save this email for future reference.

To access your account, please go to: <https://app.targetolutions.com/cwgfirepak>

Use this email address as your username

Use the new password you just created

If you have any questions, please contact us at the email address listed below.

Thank you,

TargetSolutions Support

[support@targetolutions.com](mailto:support@targetolutions.com)