Welcome to the CFFJAC/Kaplan University TCM Web-based courses Frequently Asked Questions (FAQ) page. Following are answers to some questions that new users typically ask. If you have additional questions, please email us at cffjac@cpf.org or via the "Contact Us" link on the CFFJAC Home Page.

Q. Who can use the CFFJAC/Kaplan University TCM Web-based courses?

A. The CFFJAC/Kaplan University TCM Web-based courses are resources for members of the California Fire Service. To access the Web-based courses, you must first be registered by your department. The information you provide must match the information stored in the CFFJAC/Kaplan University database in order to gain access to the TCM web-based courses.

Q. I am not an apprentice. Can I still take the TCM web-based courses?

A. Yes, the CFFJAC/Kaplan University TCM Web-based courses are a resource for all members of the California Fire Service. To access the Web-based courses, you must first be registered by your department. The information you provide at log-in must match the information stored in the CFFJAC/Kaplan University database in order to gain access to the TCM web-based courses.

Q. When I try to register, it won’t take my information. What can I do?

A. The program checks the information you entered with the information that is in the CFFJAC/Kaplan University database. If the information is not identical, it will not allow you to proceed. You must enter the information as it is found in the CFFJAC/Kaplan University database. Check with your training officer or your agency’s representative to verify your log-on information

Q. What is the objective of the CFFJAC/Kaplan University Web-based courses?

A. The primary objectives of the CFFJAC/Kaplan University TCM Web-based courses are to:
   - To provide Web-based training and education for California Fire Service personnel.
   - To provide Continuing Education credit for EMTs and Paramedics

Q. Do I need a high-speed Internet connection to use the CFFJAC/Kaplan University Web-based courses?

A. Many of the Web-based training courses use streaming video. A high-speed Internet connection will improve the function of the courses.
TCM Frequently Asked Questions

Q. Can I print or save any of the documents to my computer?

A. Yes, there are PDF documents related to the TCM courses available on the CFFJAC web site.

Q. Do I have to finish a course in one session?

A. No, each course tracks and saves your progress so you can exit it at any time. When you return to the course you can pick up where you left off.

Q. Do I have to click Logout to leave or can I just close my browser window?

A. To prevent other people from using your account, it is best to logout when you are finished using the CFFJAC/Kaplan University Web-based courses.

Q. What happens if I don’t logout when I exit?

A. There are two ways to close the course. You can either click “Logout” or click the X in the Close Box at the top right of the screen. In both cases, your profile will be updated and saved.

Q. After awhile, the portal seems to just stop responding. I click on things but nothing happens. What’s going on?

A. To prevent other people from using your account, the Web-based courses automatically logs you off after a period of inactivity.

Q. Who should I contact if I have questions about the site?

A. For more information on the TCM Web-based courses, contact the CFFJAC via email at cffjac@cpf.org. You can also use the “Contact Us” link on our Home Page to email us.