



TCM Frequently Asked Questions

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.



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- 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.