

How to Register for SERT TRAC

In an effort to increase statewide awareness of and provide a central coordinating hub for emergency management training, The Florida Division of Emergency Management created SERT TRAC. The website displays detailed information on upcoming courses, offers a mechanism for registering to attend and personalized portal for tracking individual training records. All users are required to create an account in order to use the system. The intent of this “How to Guide” is to outline the “3 Steps of Registration” process and offer tips in order to ensure a successful account creation.



Step 1 - Creating an Account

↓ Navigate to the SERT TRAC Login page:

▷ <https://trac.floridadisaster.org/trac/loginform.aspx>

↓ First Time Users will need to click on “Sign up” to create an account (indicated below)

▷ Once an account is established, Returning Users will click on “Login” to enter the system and access their account.

↓ The next screen will be “Create a Profile”

Tips:

- You do not have to log into the system to browse the calendar and course catalog.
- Your username should be your email address.
- In the event that you misplace or forget your password; there is a “Forgot Password” link that will email you a link to reset your password after successfully answering the security question.
- If you are having trouble getting past the login screen check the version of the Internet Explorer you are using. You may need to enable the compatibility view feature of your browser, which can be found under Tools.
- A system orientation guide is available on the login page for a refresher.

Registration is a 3 step process.

1. You register via this page
2. You will receive a confirmation email at the email address you provide.
3. 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

If you do not receive the confirmation email shortly after registering, please contact [FDEM Training and Exercise](#) to have your profile activated. You will not be able to log in until your profile is activated.

Sign up

Personal Information

* Employment Type County or Tribe Employee State Employee Disaster Reservist Other

Some counties require approval of city employees. If you are a city employee, please contact your County Emergency Management program to obtain guidance.

FEMA Student Identification Number * Salutation

* First Name * Last Name

* Address 1

Address 2

* State * Phone x (xxx) xxx-xxxx

* You work in Fax (xxx) xxx-xxxx

* City * Zip xxxxx-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. Some special characters -- including ";", ":", and "-" are not allowed

* Security Question

* Answer

* Hint

Step 2 – Creating a Profile

- ↓ Complete the profile form by providing the personal information requested in the designated fields.
 - ▷ This information only needs to be provided one time as it is stored with the account and can be edited at any time.
 - ▷ The red asterisks denote required fields that must be completed for the registration to be processed.
- ↓ Once all the required fields have been completely filled out, click “SAVE” and await account confirmation email.

Tips

- If your password is not being accepted be sure that it meets the outlined criteria and contains all of described types of characters.
- 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. The system is designed to follow your career path so your transcripts, course completion certificates and history of training will follow you.
- A FEMA Student Identification Number is a federally provided Student ID issued by FEMA’s Emergency Management Institute developed to take the place of students having to provide their social security numbers in order to participate in FEMA courses.
 - This is NOT a required field
 - To learn more about FEMA SID numbers and apply visit: <https://cdp.dhs.gov/femasid/>

Step 3 – Confirming Your Account Registration

- ↓ An email from FDEM.STO@em.myflorida.com will be received by the account holder and will provide a confirmation link
- ↓ Click the link and follow it to verify/activate the SERT TRAC account

▷ MUST be done in order to attend any class offered through SERT TRAC

↓ Account is active and courses can now be applied for

Tips:

- Confirming your account is the most important step in the entire process
- If you don't see your name under the various levels of approval status, it is most likely because you have not confirmed/activated your account
- Be sure to check your spam/junk folders in your email
- If you do not receive a confirmation email from the system within 24hrs contact the SERT TRAC administrator FDEM.STO@em.myflorida.com

How to Upload Prerequisite Certificates to Your SERT TRAC Profile



Step 1 – Scan and Save Certificates

↓ Scan and save the prerequisite certificate in your computer or storage drive.

↓ Log into SERT TRAC, using the following link:

<https://trac.floridadisaster.org/TRAC/loginform.aspx>

↓ Navigate to the Certificates tab, along the top red ribbon.

Step 2 – Upload Certificate

↓ Find the course name within the dropdown or place the course number and course title within the Course Title box.

↓ Enter the Start Date and End Date of the course.

↓ Click on the “Upload Certificates” button.

- ↓ Select browse to find the certificate in your previously saved location on your computer or storage drive. Once located, select the file and click “Ok” to match the certificate to the page.

Step 3 – Save the Certificate

- ↓ Click the **SAVE** button to complete the upload certificate process.

Tips:

- It may take several days for your certificate to be processed within the system.
- You can upload all certificates related to your training in order to keep them in one database.
- If you do not receive a confirmation email from the system within 24hrs contact the SERT TRAC administrator [http://FDEM.STO@em.myflorida.com](mailto:FDEM.STO@em.myflorida.com)