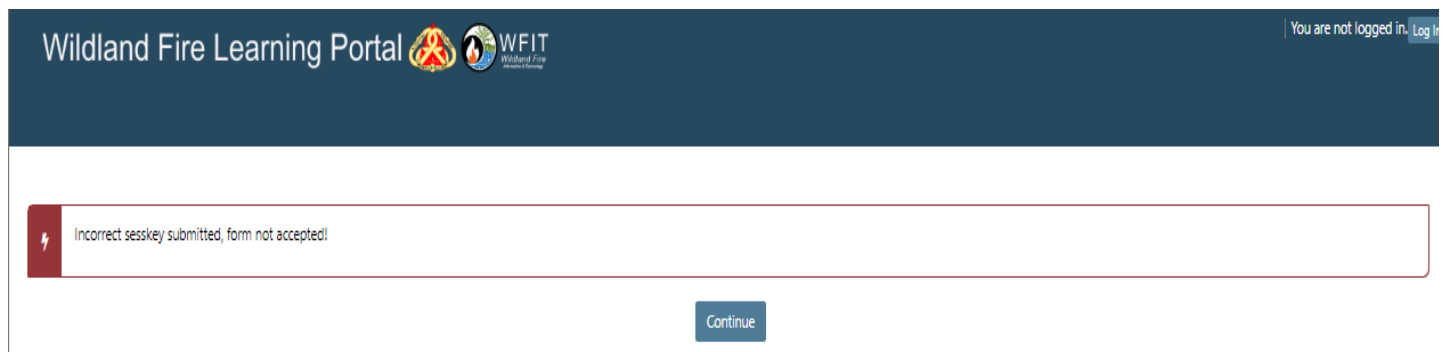


# How do I request a new user account for the Wildland Fire Learning Portal?

**IMPORTANT:** Do not request a new account if you believe you may already have a user account. See “Recovering or Accessing an Existing User Account” below. **Creating a second account for an existing user may result in both accounts being deleted and the loss of training records.**

1. Go to <https://wildlandfirelearningportal.net/> Select “**Log in**” from the top right.
2. Select “**Create new account**” Complete the new Account sign up request form. After completing the form, ensure you click the “**Request account**” button at the bottom of the form.

Note: If you include an upper case letter in your username, or if your password **does not** include at least 12 characters, at least one uppercase letter, at least one lower case letter, at least one digit (number), and at least one non-alphanumeric character (such as: \*, -, #, or !) you will receive this message:



and you will need to request it again, fixing the error.

3. When you click “**Request account**” you will receive an on-screen confirmation message AND **you should receive an automated email from the Learning Portal within 10-15 minutes.**

Note: the confirmation email will come from "Admin User Wildland Fire Learning Portal: Confirmation of account request".

You must respond to that automated email to confirm the ownership of the email you provided when requesting the account. Your request for a user account cannot progress until you have responded to confirm email ownership.

If you do not receive the automated email, then:

- Carefully check within the spam/junk folders in your email program.
- Contact your IT Department to ensure there are not security filters that would prevent you from receiving emails from the Wildland Fire Learning Portal.
- After completing “a” and “b” above, if you still have not received the email within 10-15 minutes, then submit a request in the Help Center.

**4.** After receiving AND responding to the automated ownership confirmation email, you should expect confirmation of your account request:

1.

1. The same day if you are using an email address that is one of the pre-approved government or organization email domains.
2. Within 1-2 business days if your email address is from a general email provider such as Gmail, Yahoo Mail, Outlook, etc. Business hours are Monday-Friday from 8:00am to 5:00pm MDT.

**5.** When your account is approved, you should receive an email from the Learning Portal, and you will be able to login to your account. If, after following the steps above, you do not receive confirmation that your request was approved within 1-2 business days, then:

1.

1. Carefully check within the spam/junk folders in your email program.
2. Submit a request in the Help Center.