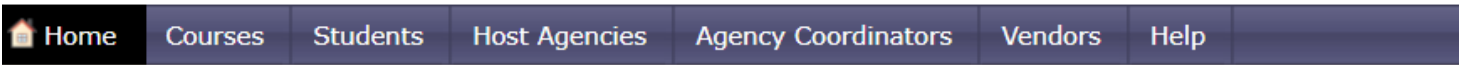Mike:

In response to your email for guidance on the student registration process. All they need to do is click on the registration link and they will see this:

Center for Public Safety Innovation

| Home | Courses | Students | Host Agencies | Agency Coordinators | Vendors | Help |

Registration

You have selected the following class:

Class ID:	25086
Description:	Gangs and the Transnational Drug Threat - Outlaw Motorcycle Gangs
Date(s):	09/02/2021 - 09/03/2021
Time(s):	8:00 AM - 5:00 PM
Hours:	16.00
Location:	Gordon Cooper Technology Center, 1 John C. Bruton Drive; Seminar Center, Shawnee, OK 74804
Contact:	Mike Woodruff
Phone:	615-762-6125

Please select the option that best descibes you:

> I am a **new student**
> I do not have a profile

> I am a **returning student**
> I already have a profile

If they are a new student, meaning that they have never attended an MCTFT class in the past, they should select the "New Student" option and they will see this:

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New Student Account

Please note: If someone has registered you for a class, you should already have a profile. Click here for assistance.

Contact Information

User Name:
Password:
Full Name (L/F/M):   [last name]   [first name]
Certificate Name: ?
Email Address:
Phone Number: [ ] 999-999-9999
Date of Birth: [ ] * Required for some classes
Social Security: ?   [ ] * Required for some classes
Retired: ?   [Select One ▾]

Group Affiliation

Group: ?   [None ▾]

Agency Information

Agency Type: ?   [Select One ▾]
Agency Size: [Select One ▾]
LE - Non / Sworn: ?   [Select One ▾]
LE - Career Level: ?   [Select One ▾]
LE - Years: ?   [Select One ▾]
Assignment Now: ?   [Select One ▾]
Position Title: ?
Employing Agency: ?
Address Line 1:
Address Line 2:
Address Line 3:
Zip Code: ?
Phone Number: [ ] 999-999-9999

Supervisor Information

Supervisor Name: ?
Phone Number: ?   [ ] 999-999-9999
Email Address: ?

[Create Account]

Then they just fill in the blanks and click on the "Create Account" button and their registration is submitted. The computer will send them an auto-generated email confirming the receipt of their registration and providing them with their user name and password. When you "approve" the registration, the computer will send them a second email advising them that their registration is approved.

If they have attended MCTFT classes in the past they need to select the "Returning Student" option and they will see this:

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Student Log In

User Name: _____

Password: _____

Forgot Username/Password
Create a new student account

[Log In]

Obviously this requires them to enter a user name and password. Most officers will not know their user name and password and this is where the problems start. Most officers do not know who is providing the training so they do not remember whether or not they've attended a MCTFT class before. But if they enter they try to register as a new student and enter their email address the computer will know if it is already associated with an existing student account and they will get an error message telling them to use a "unique email address". That should be a signal to them that they are actually a returning student instead of a new student. At this point they should contact me directly and I can look up their log-in credentials. If they click on "Forgot Username/Password" it will go to one of our staff assistants who may or may not respond (she's retiring in August and is R.O.D. for the time being). If they try to create a new student account they will need to use a different email address and this creates duplicate student accounts which is very inefficient. In addition, officers will often make up an email just to get it done, like putting ".gov" instead of ".org" or something like that which creates problems because now we don't have a good email address for them and all of the auto-generated emails the computer sends go into a black hole somewhere because the email address is undeliverable. So best option is to contact me – or you – and if they contact you, you can add them to the class using the "add a student" function on your host agency dashboard where you just enter their name, email address, and agency. If they are a returning student, the rest of their information will auto-populate and if they are new student, the computer will create a student account for them and send them the information they need to access their student account.

Please let me know if this helps or if you have any other questions.
Thank you,
Gail