

Guide For Site Administrators & Coordinators

Last Updated: June 2023

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- Performance
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- Quizzes
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System Requirements

- We designed PowerFTO to so users could access it on most modern web browsers. We currently test on the latest versions of Chrome, FireFox, Safari, and Edge. We do not currently support Internet Explorer, as it is scheduled to be discontinued.
- To access the software system, users need a standard internet connection. Bandwidth rates vary, but typical data usage is approximately 200 KB of data per user for an average visit. Most pages load with approximately 10-20 KB. Estimates do not include any specific file upload or download of data the user chooses to do.
- You aren't required to add any special browser plugins or add-ons to use your PowerFTO software. The same settings that allow you to access common websites like Facebook and Google should work for PowerFTO.

- We created the PowerFTO interface to adjust and adapt to mobile and tablet devices. We have customers actively using Chromebooks, iPads, as well as Android and iPhones to access their PowerFTO information.
- Keep in mind when accessing PowerFTO on a smaller screen, some functionality or features may be disabled due to the limited space on screen.
- To ensure you receive any email notifications from our system you should make sure your agency whitelists the following sites so they are not blocked by your network firewalls or spam filters: support@agency360.com, noreply@fto.powerdms.com, [//app.agency360.com](https://app.agency360.com).

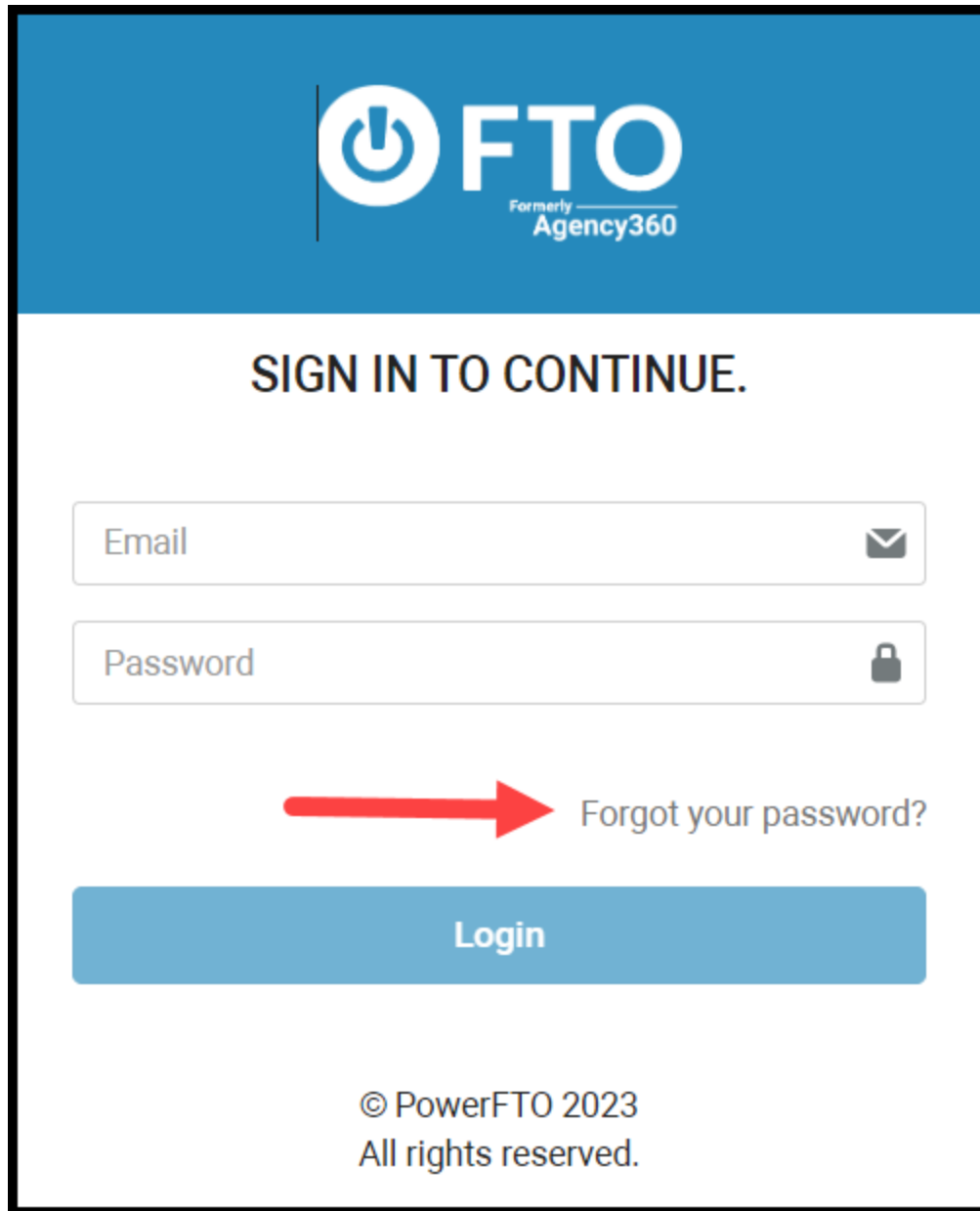
Questions?

If you need assistance, please contact support@powerdms.com or call 1-888-360-4289 during normal business hours M-F 9-5 EST.

Logging in & Getting Started


You will receive your login credentials via a special “kick off” call with one of our trainers or via an email announcing the creation of your new system.


1. To login, go to: <https://app.agency360.com> or click the login button on our home page at <https://agency360.com>. The following screen will appear. Enter your email address and password. If you forget your password, click **Forgot your password** to receive a reset link, via email. **Password** must be a minimum of 6 characters, letters and numbers only.




FTO
Formerly
Agency360

SIGN IN TO CONTINUE.

Email 

Password 

 [Forgot your password?](#)

Login

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2. Once logged in, your site will automatically open to your **Users** page. You can add users by clicking the **Add Trainee** button in the upper right corner of your screen, or you can look at any user's information by clicking on that user's name.

Note: Site Administrators have access to all programs and **Coordinators** have access to only their assigned program(s)

FTO Users						
Trainees		Trainers	Supervisors	Coordinators		
First Name	Last Name	Shift	Location	Phase	Added	
Tiffany	Baglier			Phase 1	02/06/2022	
Eugene	Brackens			Phase 1	04/28/2022	
Jade	Diamond			Phase 1	06/13/2022	
Kai	Hines			Phase 1	08/23/2022	
Moses	Howerton			Phase 1	04/25/2022	
Corey	Malone			Phase 1	04/25/2022	
Harold	Potts			Phase 1	04/28/2022	

User Roles, Their Definitions and Permissions

- **Site Administrator:** Has access to all programs and can act on the form in that stage.
- **Coordinator:** Anyone in that specific program with the coordinator role can act on the form in that stage.
- **Supervisor:** Anyone in the program with the Supervisor role can act on the form in that stage of the workflow. If the form creator selected the **Filter by Location** box then only Supervisors at the form subject's location will be able to access the form .
- **Trainer:** Anyone in the program with the **Trainer** role can act on the form in that stage. If the program creator selected the box to **Filter by Location** then only Trainers at the form subject's location will be able to access the form.
- **Trainee:** Anyone in the program as a **Trainee** can act on a form in that stage.
- **Form Creator:** User who created the form.
- **Form Subject:** Trainee who the form is created about. This keeps the form private and only the trainee the form is related to will receive notification and be able to sign off on the form.
- **Groups:** Your customized groups created under **Settings**.

User roles in the PowerFTO determine what **Permissions** that user will have in the program. It is not necessarily the title that they hold at your agency. By default, there is one Site Admin role and four roles you can apply to each field training program.

- **Site Administrators** have access to all programs and to settings. They are allowed to do program set-up, manage user profiles, and add programs etc.
- **Coordinators** only have access to the program(s) they're assigned to. A coordinator has permission to change **Program Settings**, add users, and delete forms etc.
- **Supervisors** can view Trainers and Trainees in the program and fill out forms they have permission to create.
- **Trainers** can see a list of trainees and create forms as allowed by each form's workflow.
- **Trainees** only have access to their dashboard and their personal forms.


Note: Always work with a test trainee before adding live trainees to ensure your program operates as desired.

Site Settings


We designed the **Site Settings** menu to provide Site Administrators a place to control the global features of your PowerFTO system. This area includes universal settings regardless of how many programs you have or the specific customizations you made on to those programs. Only Site Administrators have access to **Site Settings** since this is a shared area for all programs.


Onboarding
FTO




 **Users**


 **Reports**


 **Resources**

 **Schedule**

 **Search**

ADMINISTRATION

 **Program Settings** >

 **Site Settings** ▾

Dashboard

User Management


Programs


Site Lists


Add-Ons

Agency Information

Audit Log

 **Night Mode**

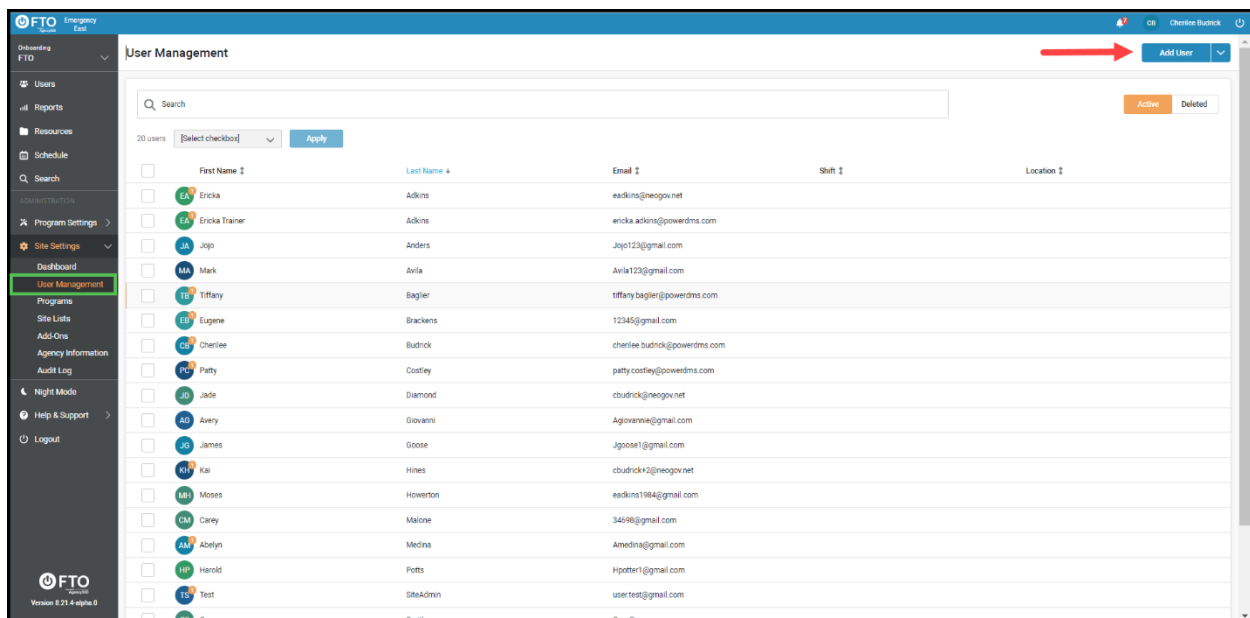
 **Help & Support** >

 **Logout**

Site Settings - User Management

1. To manage your user profiles, from the menu under **Site Settings**, click **User Management**. The page that opens contains a list of all users in your system even if they are not yet assigned to any programs. You may click the **Add User** button in the upper right corner of your screen to input new users into your system. You may also click on an existing username to edit that user's information.

Note: Passwords must be 8 characters, require an uppercase letter and number but cannot use special characters. For password security, once the password is set up the password field will appear blank. Typing anything new into the password area will cause the password to reset.



2. In the box that appears, enter in all applicable user information to the corresponding fields. **First Name**, **Last Name**, **Email Address**, and **Password** are required fields. If you know what shift that employee will be working, you may want to include that here. You may also add an image of the **User** from this screen if desired by clicking the blue **Upload Image** button. When you are done filling in the information, click the **Save** button at the bottom of this screen.

FTO

Emergency East

Onboarding FTO

Users

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ADMINISTRATION

Program Settings

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FTO

Agency 980

Version 8.21.4-alpha.0

Add User

Personal Information

Upload new image

First Name*

Last Name*

ID

Phone

Address

City

State
Unspecified

Zip Code

Account Settings

Email*

Password*

Confirm Password*

☒ Send email to user with login information

Employee Settings

- If you decided to edit a current user's information by clicking that user's row, on the page that opens, you may click the pencil icon in the corner of each section to edit information within that section.

User Profile for Jade Diamond

Account Settings About Goals High Five

Personal Information

Name: Jade Diamond
ID: Unspecified
Phone: Unspecified
Address: Unspecified

Account Settings Manage user

Email: cbudrick@neogov.net
[Manage user](#)

Employee Settings

Date hired: 06/13/2022 1 year, 13 days
Position: Trainee
Shift: Unspecified
Location: Unspecified
Groups: None

Site Administrator

This user is not a Site Administrator.

Timeline

2022

24 August Added to Barrington Performance Evaluations as Employee **Active**
Budrick, Cherlee

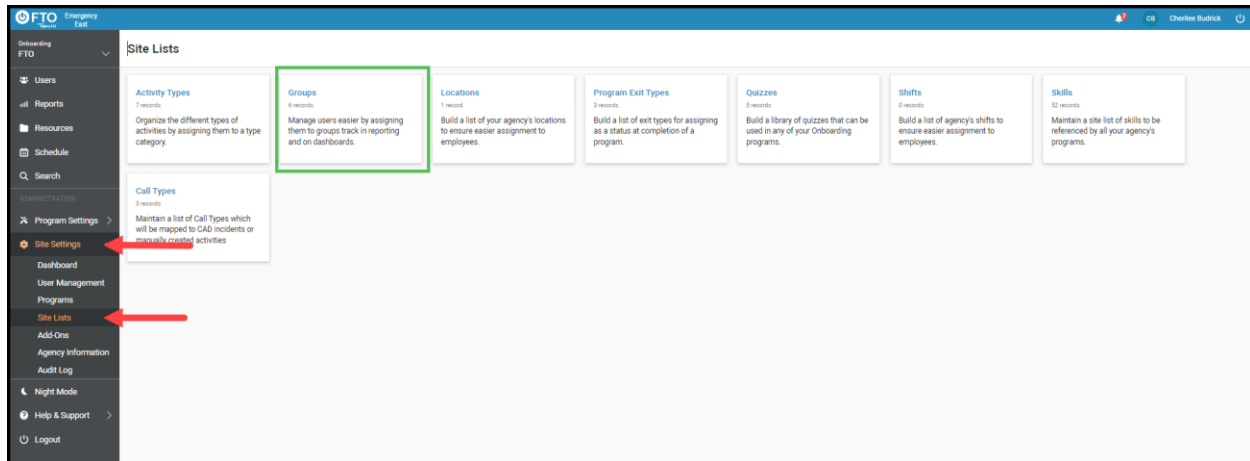
13 June Added to FTO as Trainee **Active**
Budrick, Cherlee

Note: Before adding users (Trainers, Supervisors and Coordinators) to a program, you'll want to:

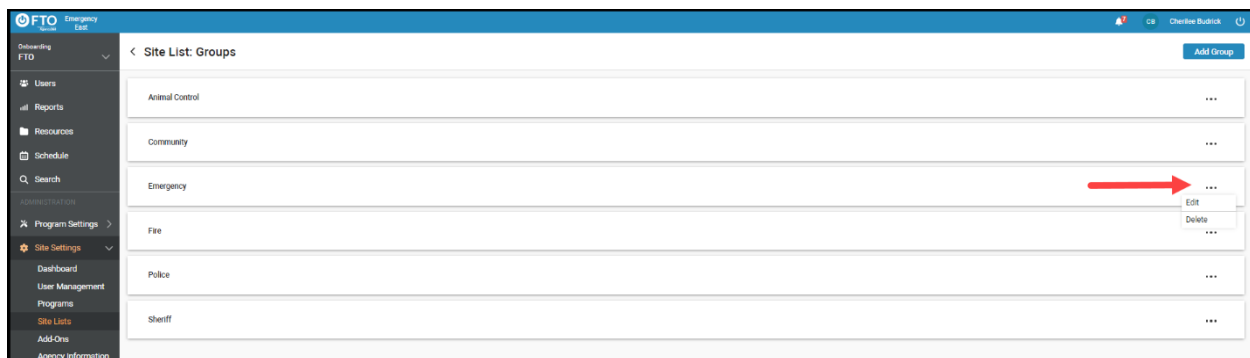
1. Make sure your agency's groups, shifts, and locations are configured correctly.
2. Create a "Test Trainee" to ensure your program setup is configured how you like.
3. By doing this now, it'll save you the work of having to edit users later. If your program is all set up and you are ready to enter users, please skip to **Users**.

Site Settings - Groups

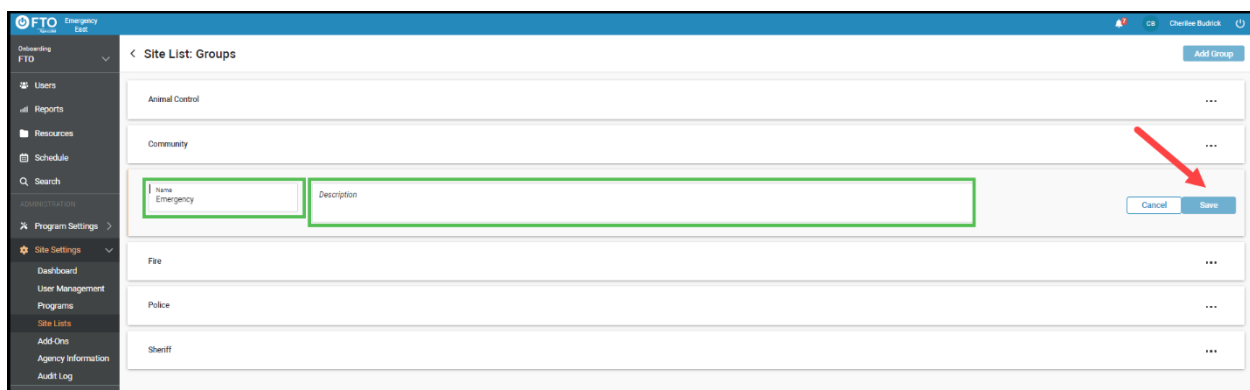
1. **Groups** is where you can put users into a collection of your choice to use for reporting or workflow purposes. Everyone included in each group would be included in any report or workflow you created that includes that group. You can find Groups under **Site Settings>Site Lists>Groups**.



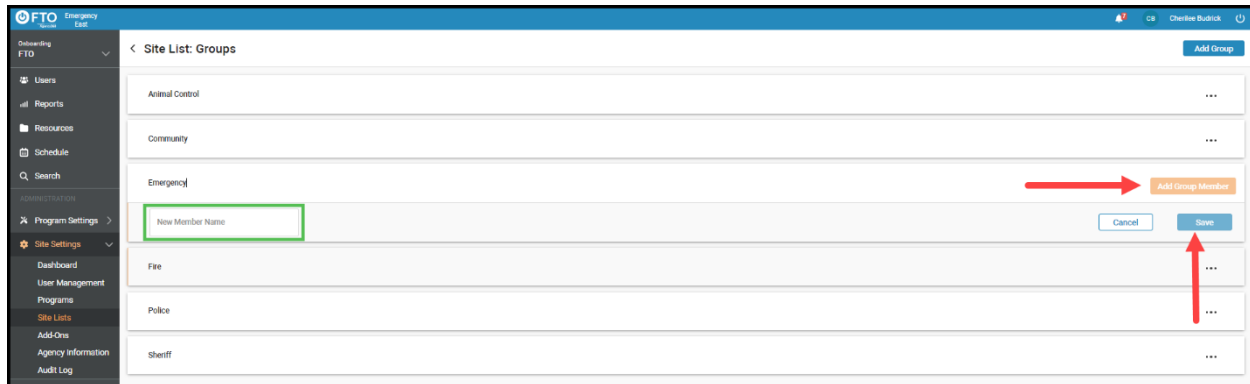
2. When you click the box for **Groups**, you may see existing group names. To edit these names, you can click the three-dot icon at the end of each group row and click **Edit**.



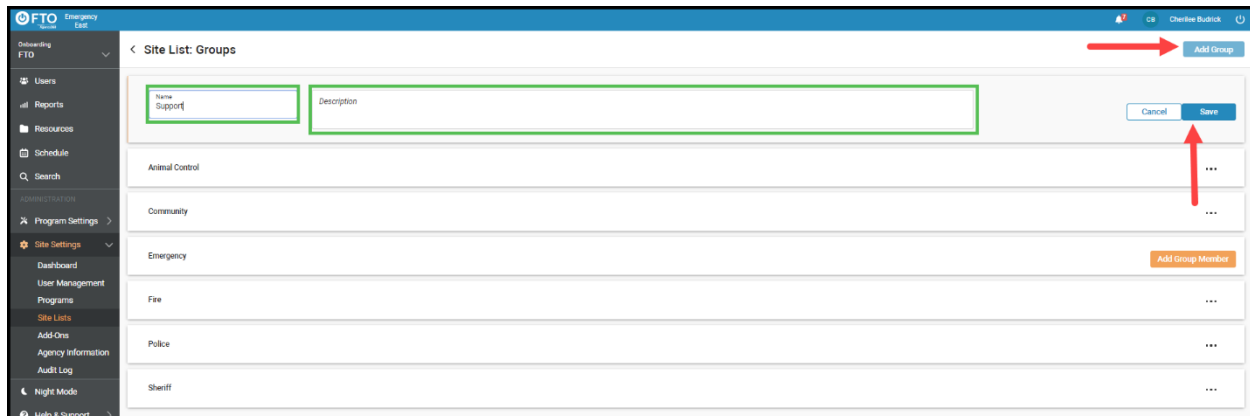
3. You can then make change directly into the fields. You to change the group **Name** or add a **Description**. Click **Save** when you are done.



4. If you want to add members to an existing group, just click on the group name row and then you will have the option to click **Add Group Member**. You can then choose the users you would like to add to the group by typing their names into the field one at a time, and clicking **Save** when you are done.

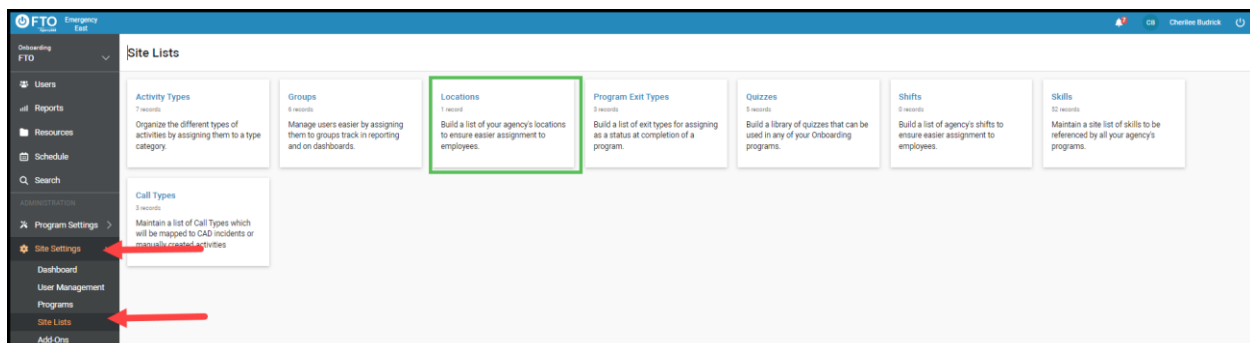


5. If you want to create a new **Group**, you can click the blue **Add Group** button in the upper right corner of your screen. Type the name of the new group into the corresponding field and click **Save**. You can then add members to this group by following step 4 for the new group.



Site Settings - Locations

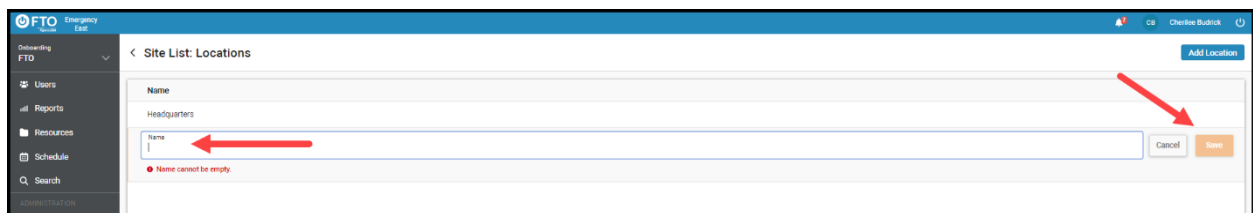
1. **Locations** are any place, substation, or district your employees are assigned to. You can find **Locations** in the menu on the left side of your screen under **Site Settings>Lists>Locations**.



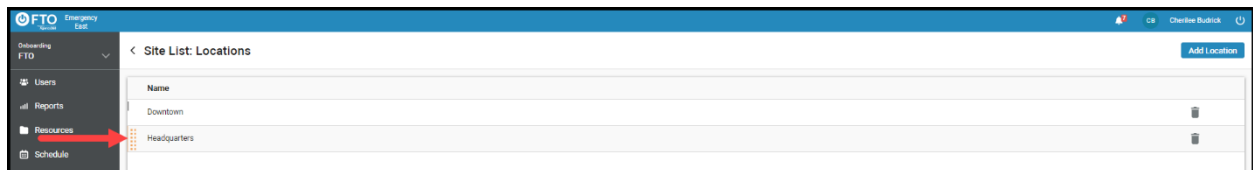
2. You can delete a location by clicking the trash can icon at the end of any existing location row. You can add locations by clicking the blue **Add Locations** button in the upper right corner of your screen.



3. After entering the new location **Name** click **Save** to the right of your new **Location** row. You may go through this process again to add as many locations as makes sense for your organization.



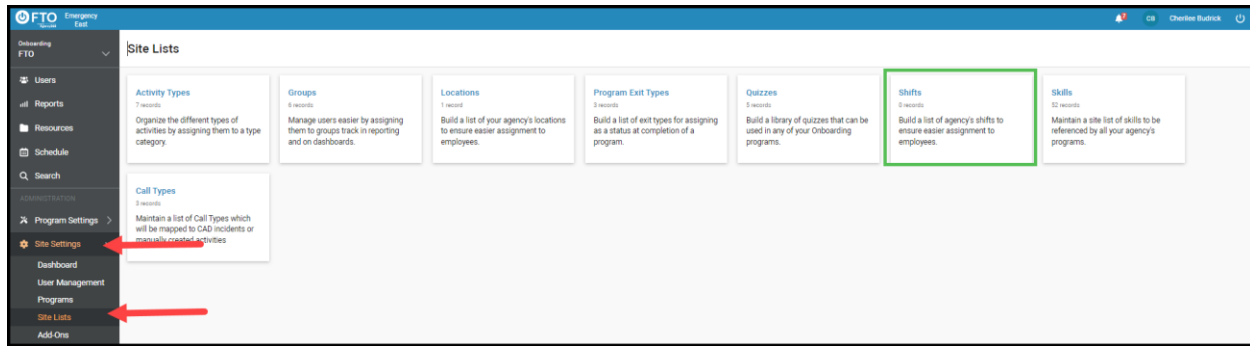
4. You should now see your new location in your **Locations** list. If you'd like to change the order of the locations, you can hover over the left side of the row you'd like to move until you see a box of orange dots appear. You can then drag and drop the row to where you'd like it.



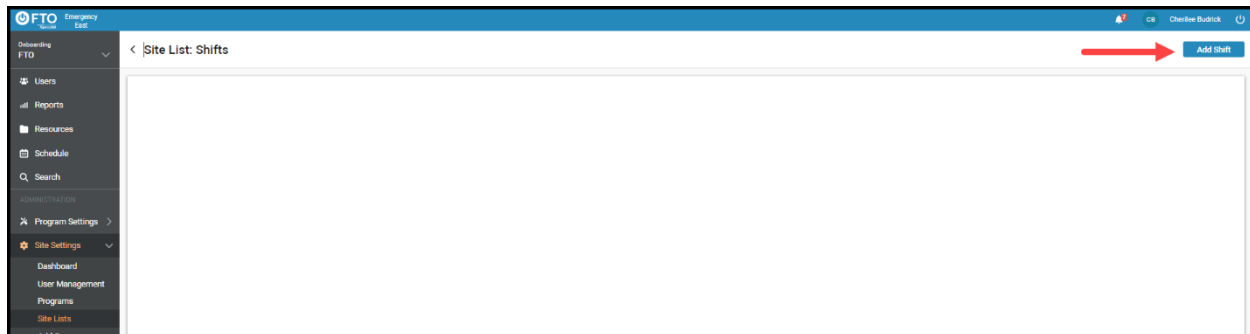
Note: If you'd like to learn how to search and filter users by location, see the **Programs** section below.

Site Settings - Shifts

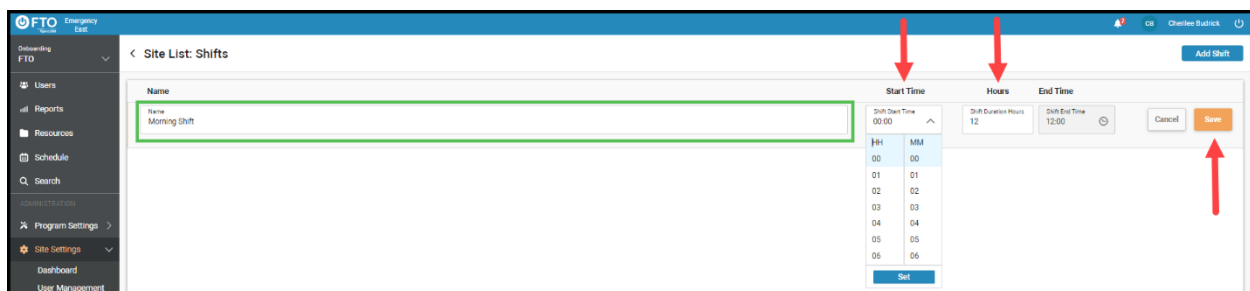
1. A shift is the period of time employees typically work. You can find **Shifts** in your left-side menu under **Site Settings>Site Lists>Shifts**.



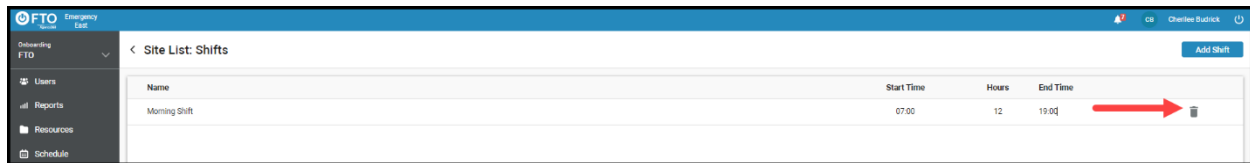
- Once you click the **Shifts** box, you should see a list of your existing shifts, or if you have none entered yet, the page will be blank. You can add shifts by clicking the blue **Add Shift** button in the upper right corner of your screen.



- On the page that opens, you can enter a shift **Name** and **Start Time** by clicking the appropriate drop -menu. The system tracks hours in military time. The shift **Hours** is automatically set to 12 hour duration by default. The system allows for up to 24-hour shifts. If you like to adjust the shift **Hours**, just enter the correct duration into the corresponding field. You will notice that your shift **End Time** automatically populates. Click **Save** at the end of this row when you are done entering your information.

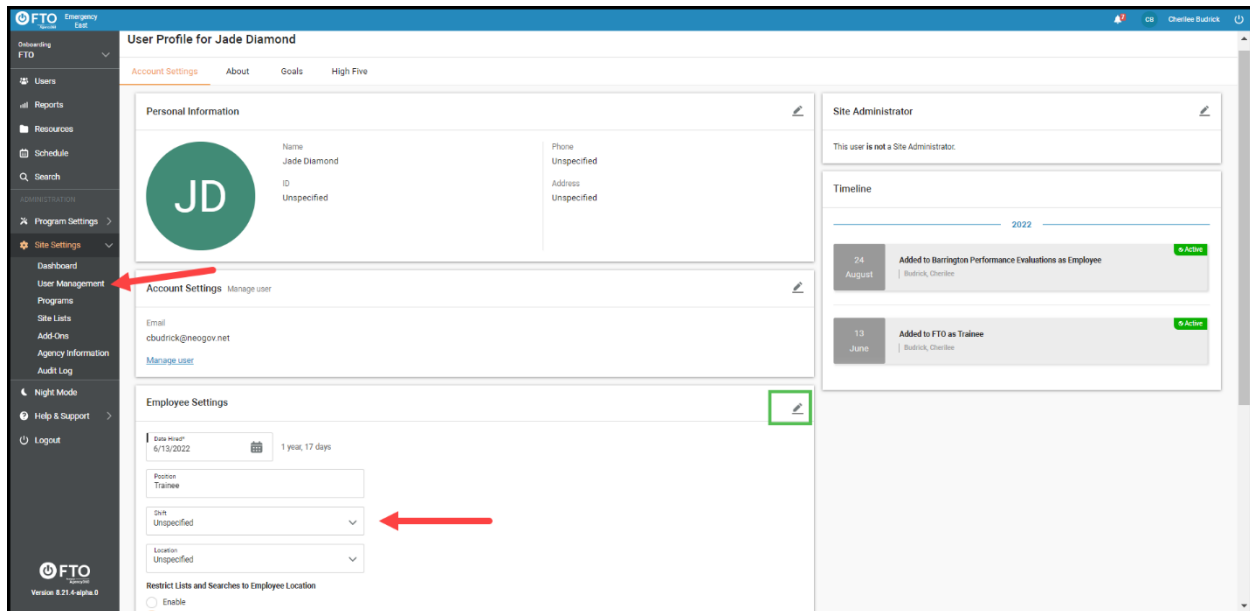


- If you'd like to edit any shift information at any point, you may click the shift row you want to edit, and it will open to the screen above. Click **Save** after you make any changes. If you want to delete any shift, you can click the trash can icon the right of any shift row and it will be removed.



Name	Start Time	Hours	End Time
Morning Shift	07:00	12	19:00

- To assign a shift to employees (trainees, trainers etc.) go to Site Settings>User Management then click on the appropriate employee's name row. On the screen that appears, click the pencil icon in the upper right corner of the Employee Settings box.



User Profile for Jade Diamond

Personal Information

Name: Jade Diamond
ID: Unspecified
Phone: Unspecified
Address: Unspecified

Account Settings Manage user

Email: cbudnick@neogov.net
[Manage user](#)

Employee Settings

Expires: 6/15/2022 1 year, 17 days

Position: Trainee

Shift: Unspecified

Location: Unspecified

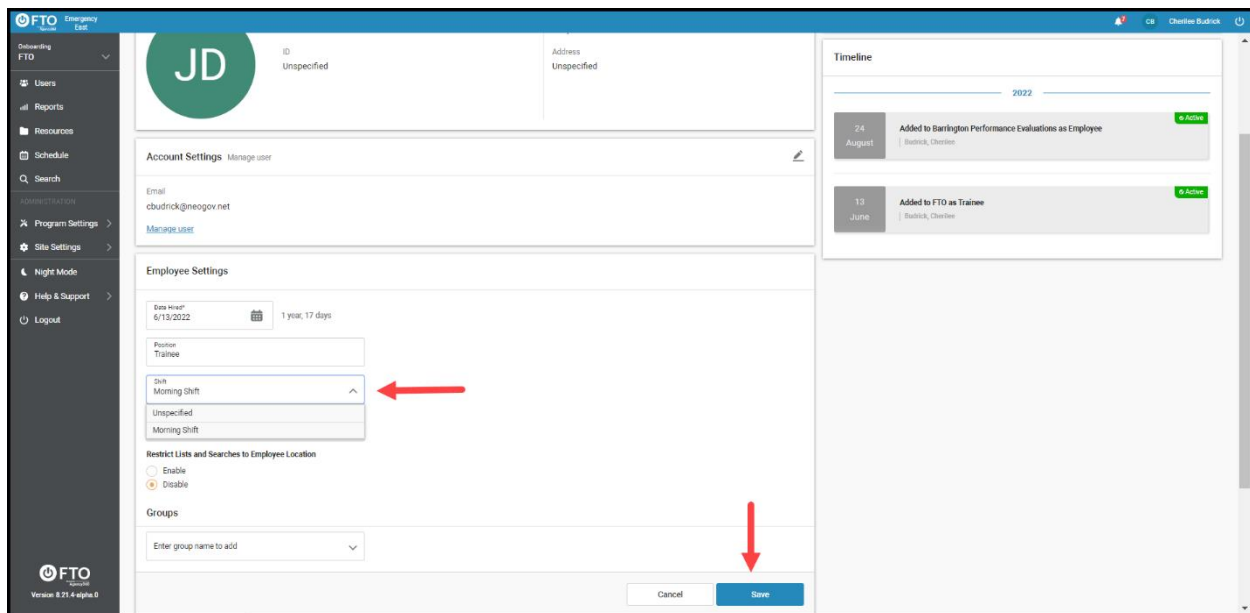
Restrict Lists and Searches to Employee Location

☐ Enable

Timeline

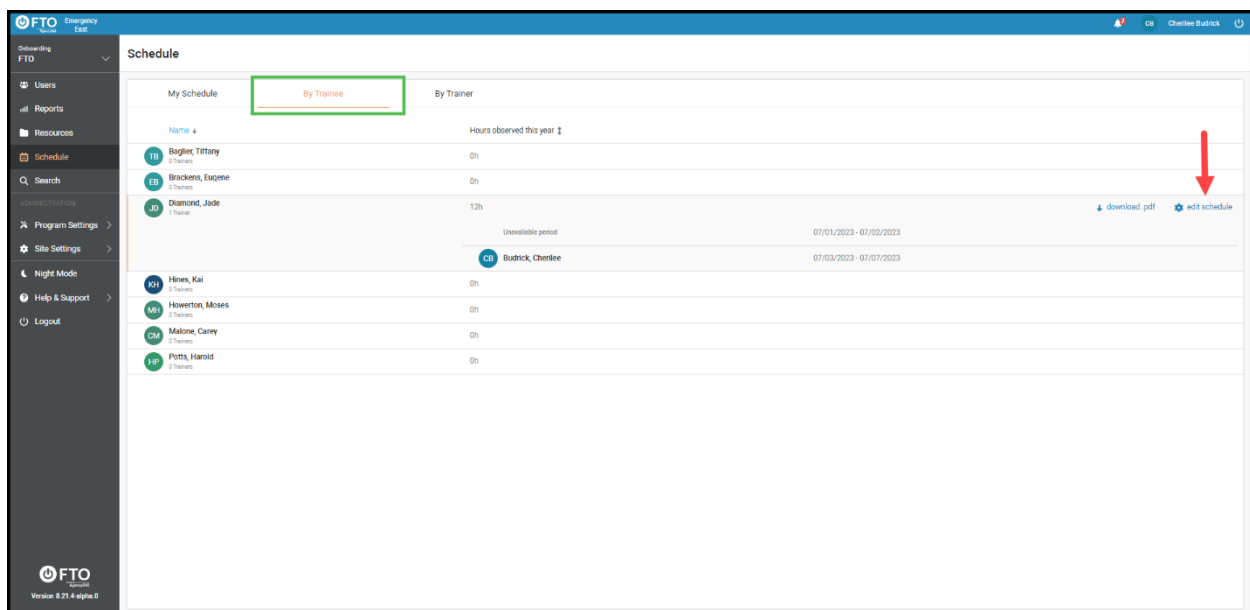
- 24 August: Added to Barrington Performance Evaluations as Employee
- 13 June: Added to FTO as Trainee

- From the **Shift** drop-down menu, you can select the shift you'd like to assign. Remember to click **Save** when you are done.



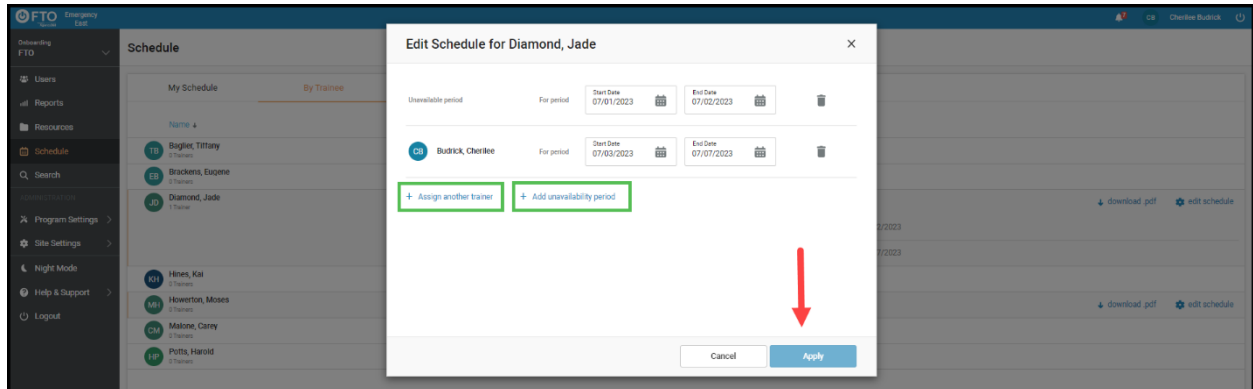
- To see that employee's shift, enter time they are not available to work or to assign a trainer to that trainee, you can go to **Schedule** in your left side menu, click the employee category you want to schedule (we've chosen **By Trainee** below), then click the employee **Name** row and the **edit schedule** link to the right of that row.

You can also choose to **download pdf** from here, which will give you an electronic download of that employee's schedule. You can also print this if you'd like a hard copy.

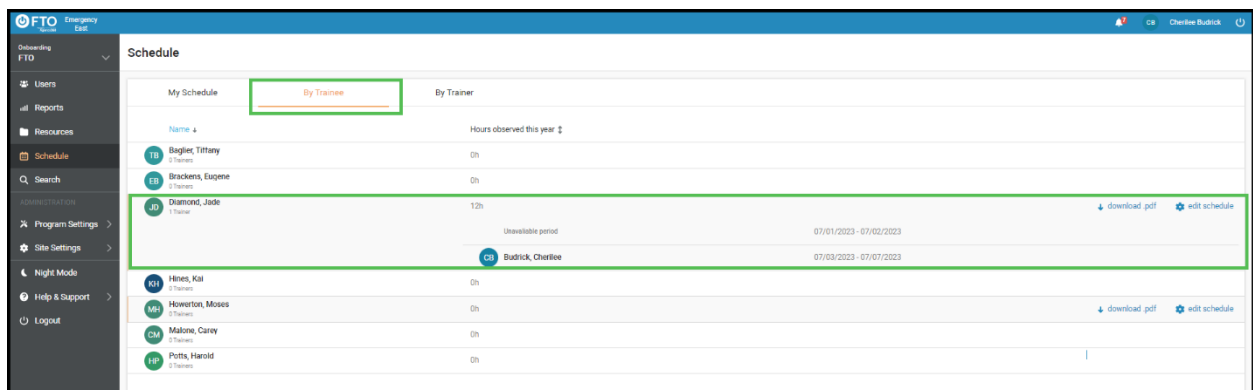


- When that employee's schedule window opens, you can click either **Assign another trainer** or **Add unavailability period**. A row will appear where you can select the appropriate dates for either category. Click **Apply** when you are done. You may also

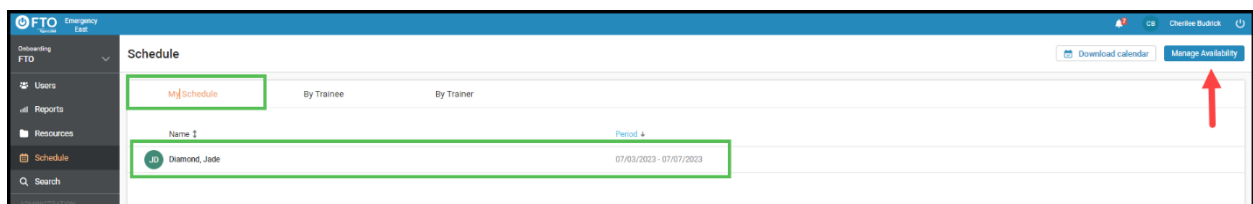
delete any scheduled days by clicking the trash can icon to the right of the appropriate row.



9. That employee's name and schedule will now automatically appear under their name in the **By Trainee** tab as well as under the **My Schedule** tab. When filling in **Daily Observations** and other forms, the **Shift** field auto-populates with the shift you assigned.



10. From under the **My Schedule** tab, you'll also have the option to edit this shift or **Manage Availability** by clicking the blue button in the upper right corner of this screen.



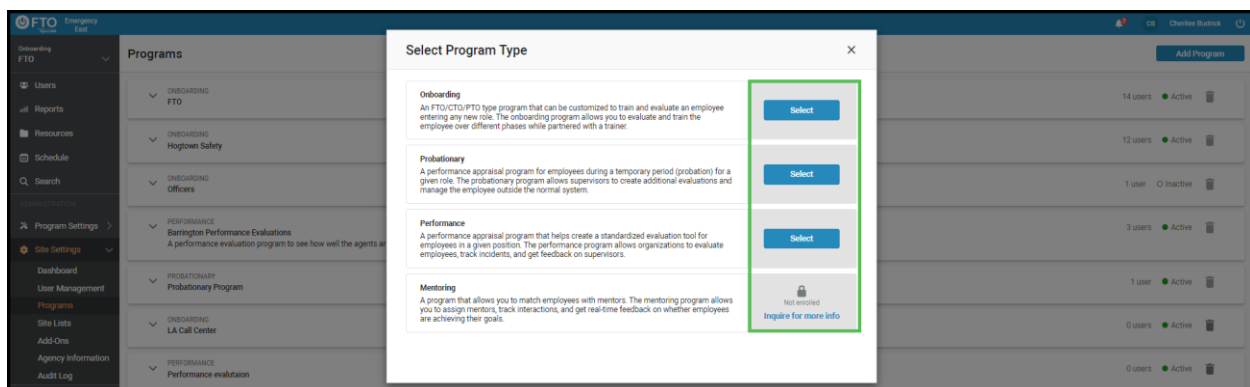
Program Settings

The basic version of PowerFTO allows you to have one onboarding program. If your organization subscribes to PowerFTO Professional or Enterprise versions, you will have the ability to create multiple onboarding programs.

1. Most agencies have some sort field training (onboarding) program for new hires, but with PowerFTO you can also create custom onboarding programs for any new role. To create a new program in PowerFTO, select **Site Settings** then **Programs** in the menu on the left-side of your screen. Your current programs will display on the screen. To delete any program you can click the trash can at the right end of that program's row. To create a new program click the blue Add Program button in the upper right corner of your screen.



2. From the pop-up window, click the **Select** button to the right of the program you'd like to edit a template from.



3. In the next pop up, you can fill in the new **Program name**, **Program description**, decide whether you want this template to be **Active** or **Inactive**, then select the radio button next to the program option you'd like to use. You can choose to **Copy an Existing program**, **Choose template** or **Help me choose**.

Add Program ×

PERFORMANCE

Program name* Active Inactive

Program description
Provide a short description of your program.

Copy existing program Choose template [Help me choose](#)

☒ **Barrington Performance Evaluations**
A performance evaluation program to see how well the agents are performing.

☐ Performance evalutaion

Cancel **Add Program**

4. If you choose to **Copy existing program**, after clicking the radio button next to the existing program you'd like to copy, click the **Add program** button at the bottom of the window. If you want to **Choose template**, please skip to step 7.

Add Program

PERFORMANCE

Program name*
New Managers

Active Inactive

Program description
Provide a short description of your program.

Copy existing program Choose template Help me choose

☐ Barrington Performance Evaluations
A performance evaluation program to see how well the agents are performing.

☒ Performance evalutaion

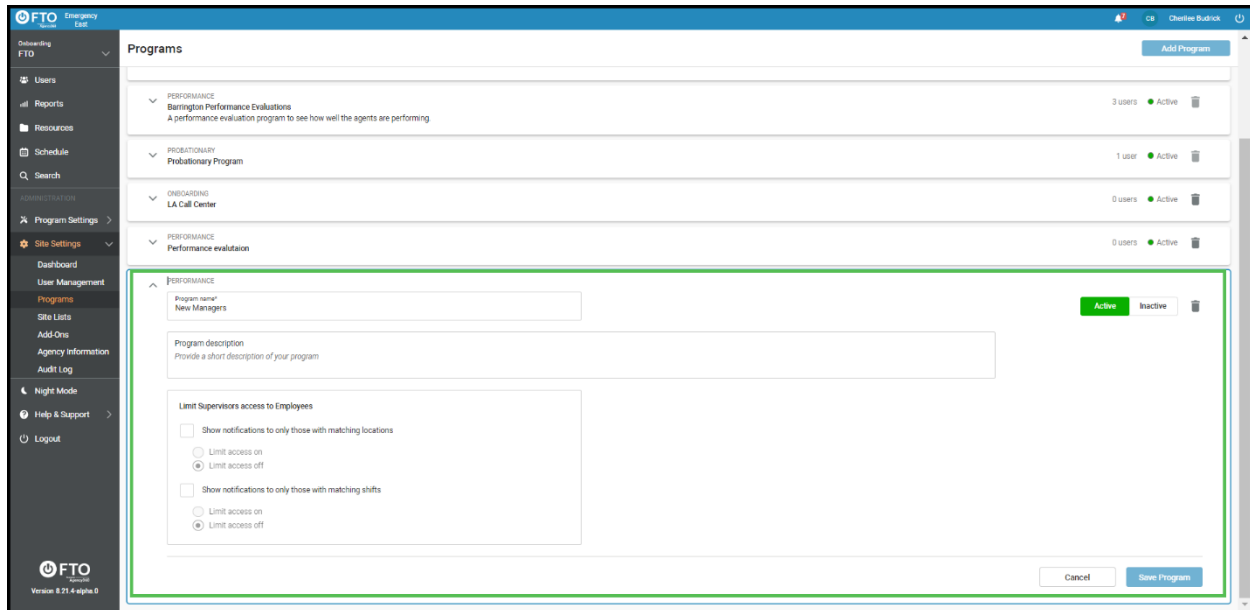
Cancel Add Program

- You should then see your new program listed under your **Programs** list. To change the order of your list, hover over the name of the program you want to move until an orange dotted box appears, then drag the line to the position you'd like it.

Program	Status	Users
ONBOARDING FTO	Active	14 users
ONBOARDING Hogtown Safety	Active	12 users
ONBOARDING Officers	Inactive	1 user
PERFORMANCE Barrington Performance Evaluations	Active	3 users
PROBATIONARY Probationary Program	Active	1 user
ONBOARDING LA Call Center	Active	0 users
PERFORMANCE Performance evalutaion	Active	0 users
PERFORMANCE New Managers	Active	0 users

- To edit your program, click the program row and its details will open in a drop-down box below the program title. You can also decide how you whether you want to **Limit Supervisors access to Employees** by choosing whether to **Show notifications to only**

those with matching locations OR Show notifications to only those with matching shifts. When you're done making changes, click the **Save Program** button in the bottom right corner of the box.



7. If you selected **Choose template** you will then have the option to select what type of templates you want to see and choose from by using the All template categories drop-down menu. Then all templates from just that category will appear below. You can choose from any existing templates within your PowerFTO system. You may also decide from here whether you want this new program to be **Active** or **Inactive**. After you make the appropriate selections, click the **Add Program** button at the bottom of the box.

Add Program

PERFORMANCE

Program name*

Active Inactive

Program description
Provide a short description of your program.

Copy existing program **Choose template** Help me choose

All template categories

Performance Evaluation

check onboarding program

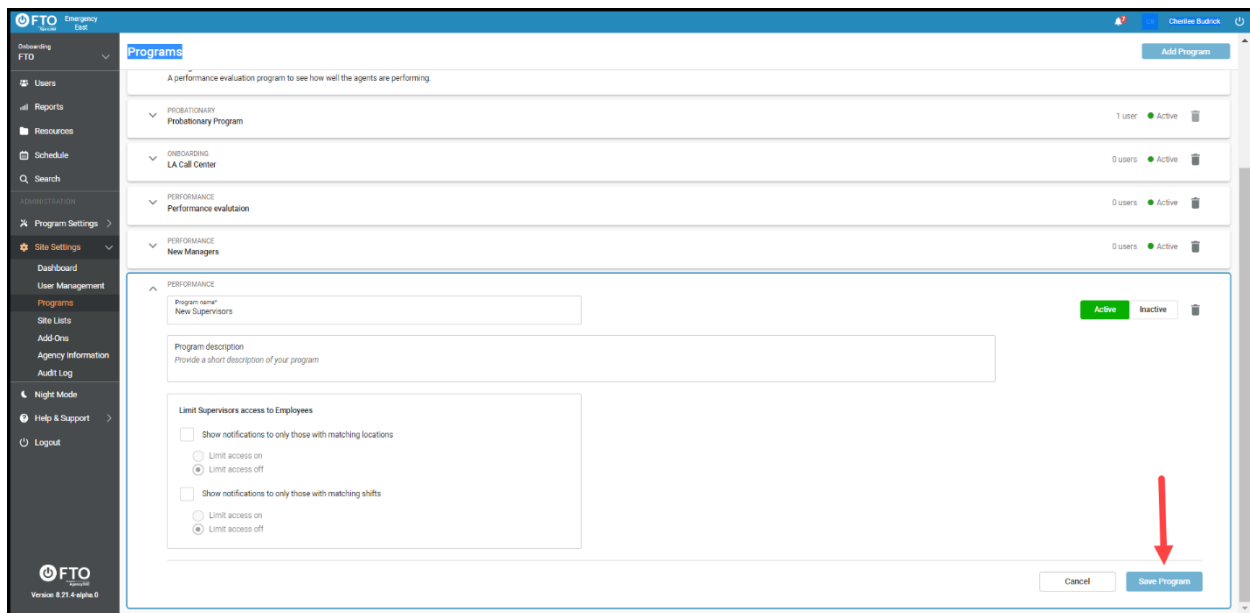
Performance Evaluation Template
Contains Performance Categories from Field Training Program

Cancel Add Program

8. Your new program based on an existing template will now appear under your **Programs** list.

Program	Status	Users
ONBOARDING FTO	Active	14 users
ONBOARDING Hogtown Safety	Active	12 users
ONBOARDING Officers	Inactive	1 user
PERFORMANCE Barrington Performance Evaluations	Active	3 users
PROBATIONARY Probationary Program	Active	1 user
ONBOARDING LA Call Center	Active	0 users
PERFORMANCE Performance evaluation	Active	0 users
PERFORMANCE New Managers	Active	0 users
PERFORMANCE New Supervisors	Active	0 users

9. To edit your program, click the program row and its details will open in a drop-down box below the program title. For more information on what you can edit here and how to save changes, see Step 6 above.



Program Settings

You can create and manage most programs through the options in the **Program Settings** drop-down menu on the left-side of your screen. Only Site Admins and Coordinators, can access the **Program Settings** menu.

Whether you choose to use a template or start your program from scratch, setup is similar. If you use a template, we recommend you still read through all the preset details on each program section: **Forms, Phases, Performance, Skills, Activities, Quizzes** and **Alerts** to make sure they're correct and customized to your organization's specific needs.

Note: If you copy and paste a policy that has linked text, the links won't work automatically. You'll need to manually link the text within the new program. You can do this by highlighting the word and clicking the link button. Then, you'll see a pop up come up where you can insert the url.




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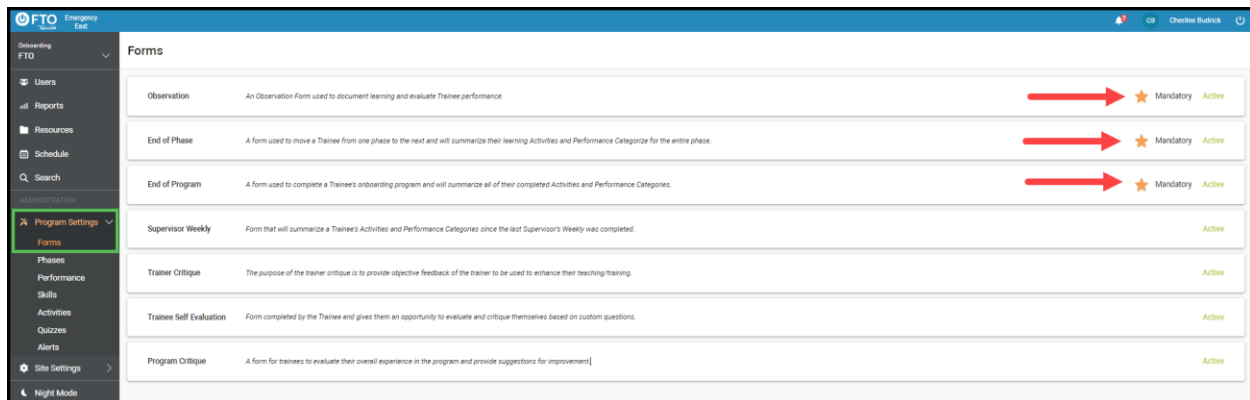
 Logout



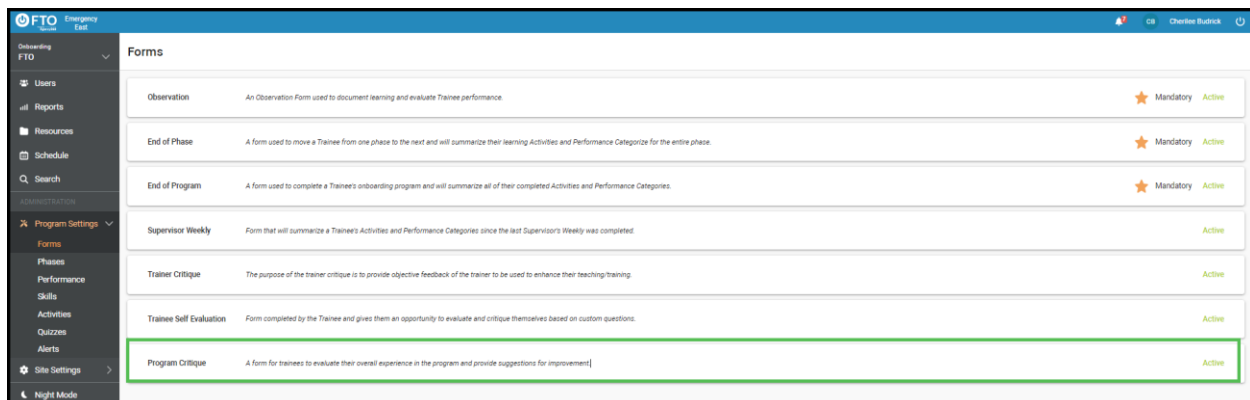
Version 8.21.4-alpha.0

Program Settings- Forms

1. You can find forms in your left-side menu under **Program Settings> Forms**. Here you can customize all forms that are a part of your program. PowerFTO provides a set of commonly used forms, which you can pick and choose the ones you would like to use. Or you can click the blue **Add Program** button in the upper right corner of your screen to create a new program. The core forms users generally utilize the most are **Observation Report**, **End of Phase** and **End of Program** forms. These are mandatory forms you are not able to deactivate.



2. Other optional forms such as the **Supervisor Review** and **Program Critique** forms allow you to make **Inactive** if desired. Click the form title you want to make **Active** or **Inactive**.



3. On the screen that opens, check the appropriate **Active** or **Inactive** button in the upper right corner of that form's screen. You may change this setting at any point as you need by going through this step again.

FTO Emergency Edit

Outstanding FTO

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Version 0.21.4-alpha.0

Program Critique

Basic Information Workflow Custom Questions

Program Critique

Form description
A form for trainees to evaluate their overall experience in the program and provide suggestions for improvement.

Form subject Who is this form about?
Form subject
Program

Form components What tabs are displayed?

Questions ☒ Summary ☒

☐ Collecting
☐ Summary

☒ Narrative for Form Creator
☐ Attach Supporting Documents
☒ Display Workflow History to Subject

Additional options

☐ Increment form number
☒ Allow multiple entries

Cancel Save

- Once your form is open, you will notice it has three tabs that you can toggle through to edit different components of the form. These tabs are **Basic Information**, **Workflow**, and (depending on the form) **Custom Questions**. At the bottom of each tab is a Save button. Don't forget to click this when you are done with your edits under each tab.

FTO Emergency East

Onboarding FTO

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< Program Critique

Basic Information Workflow Custom Questions

Program Critique

Form description
A form for trainees to evaluate their overall experience in the program and provide suggestions for improvement.

Form subject Who is this form about?

Form subject
Program

Form components What tabs are displayed?

Questions ☒

☒ Collecting
☐ Summary

Summary ☒

☒ Narrative for Form Creator
☐ Attach Supporting Documents
☒ Display Workflow History to Subject

- Under the **Basic Information** tab, you can customize your **Form Name**, **Form Description**, **Form Subject**, **Form Components**, and **frequency**- whether you want to **Increment form number**. When you're done making changes, click the **Save** button in the bottom right of the screen.

The screenshot shows the 'Program Critique' form configuration page in the FTO Emergency Call system. The 'Basic Information' tab is active. The form title is 'Program Critique'. The form description is 'A form for trainees to evaluate their overall experience in the program and provide suggestions for improvement.' The form subject is 'Program'. The form components section shows 'Questions' and 'Summary' tabs, both with checkboxes for 'Collecting' and 'Summary'. The 'Additional options' section has a checkbox for 'Increment form number'. The 'Save' button is at the bottom right.

- Next, click the Workflow tab to customize it. On this page, you can create **Workflow Steps**, decide which **Permissions** you'll allow for the **Role** or **Group** at each step, choose which **Actions** you want to allow participants at each step to be able to choose from (**Accept** or **Accept & Reject** a form) and whether those roles should receive an **Email Notification**. You may also click the blue **Add Workflow Step** button in the upper right corner of your screen if you want to add any more steps to your workflow.

Organizations often use this to collect “electronic signatures” or approval of any form that holds the different roles accountable for the material in the form.

The screenshot shows the 'Program Critique' form configuration page with the 'Workflow' tab selected. The 'Workflow' tab is highlighted. The 'Workflow Step' column shows 'Create', 'Coordinator', and 'Complete'. The 'Permission Role/Group' column shows 'Any Trainee' and 'Any Site Administrator'. The 'Actions' column shows 'Accept & Reject'. The 'Email Notification' column is empty. The 'Add Workflow Step' button is at the top right.

- To edit any section, click the row you'd like and it will transform to editable fields. You'll notice a **Select Group** option appears. Your first **Workflow Step** should be **Create**. You will also notice at the bottom of each **Workflow Step** is an option to **Restrict workflow step to users at the form subject's location**. If you click this box, only users in the workflow at the subject's location will receive email notifications they are part of a workflow and it is at their step.

The screenshot shows the 'Program Critique' workflow editor. The 'Workflow Step' column is highlighted with a green box. It contains a 'Create' step with a 'Name' field set to 'Coordinator' and a checkbox labeled 'Restrict workflow step to users at the form subject's location'. The 'Permission Role/Group' column shows 'Any Trainee' and 'Any Site Administrator' with 'x' marks. The 'Actions' column has a dropdown menu set to 'Accept & Reject'. The 'Email Notification' column has an unchecked checkbox. The 'Save' button is highlighted with a red arrow.

- Under the **Actions** column, click the drop-down menu and select whether you want your participants to be able to just **Accept** the workflow or **Accept & Reject** it.

The screenshot shows the 'Program Critique' workflow editor. The 'Actions' column is highlighted with a green box. The dropdown menu is open, showing three options: 'Accept & Reject', 'Accept', and 'Reject'. The 'Email Notification' column has an unchecked checkbox. The 'Save' button is highlighted with a red arrow.

- If you'd like all users in that step to receive a notification when the form reaches their stage of the workflow for review, click the box in the **Email Notification** column. If you turn on email notifications on the **Create** step, the workflow creator will receive an email any time a participant decides to **Reject** the form. Remember to click the **Save** button at the bottom right of the screen when you are done making changes.

The screenshot shows the 'Program Critique' workflow editor. The 'Email Notification' column is highlighted with a green box. The checkbox is checked. The 'Save' button is highlighted with a red arrow.

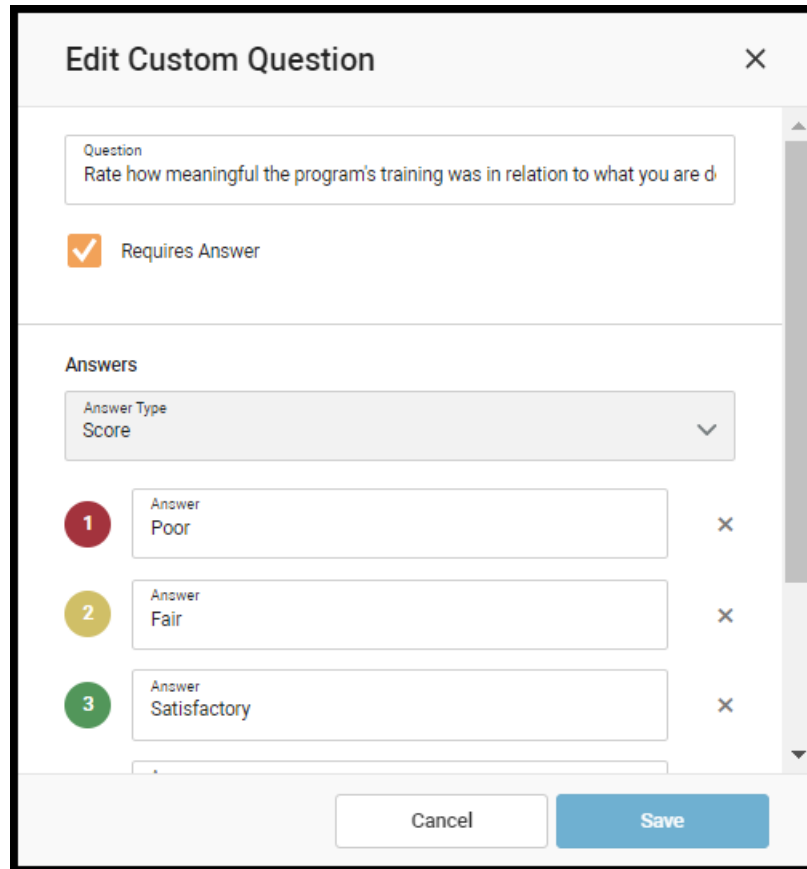
- Under the **Custom Questions** tab, if your form has this section, you will find two buttons in the upper right corner of your screen. One is to **Add Custom Question** and the other is to **Add Heading**, if you'd like to label any set of questions. From this screen you can also view existing questions, see whether each question **Requires Answer** and which

Answer Type the question asks for. You can also delete any question here by clicking the trash can at the end of each row.



Question	Requires Answer	Answer Type	
Rate how meaningful the program's training was in relation to what you are doing now.	✓	Score	✕
Do you feel program personnel were objective in making evaluations, judgements, and decisions about you?	✓	Radio	✕
What changes would you recommend to improve the program?	✓	Comment Box	✕

11. To edit an existing question, click on the question and then in the box that appears, you can change the question phrasing, change whether it is required, change how it is scored and you may change the possible answers. Remember to click **Save** at the bottom of the box when you are done making your changes.



Edit Custom Question

Question
Rate how meaningful the program's training was in relation to what you are d

☒ Requires Answer

Answers

Answer Type
Score

1 Answer
Poor

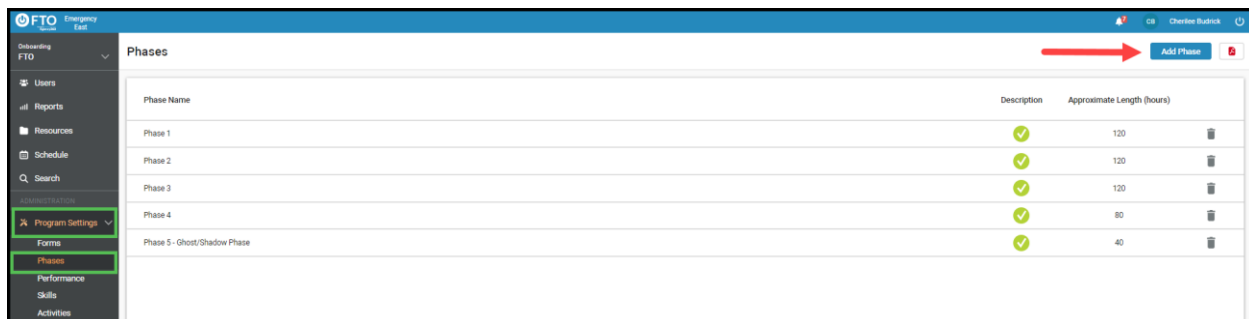
2 Answer
Fair

3 Answer
Satisfactory

Cancel Save

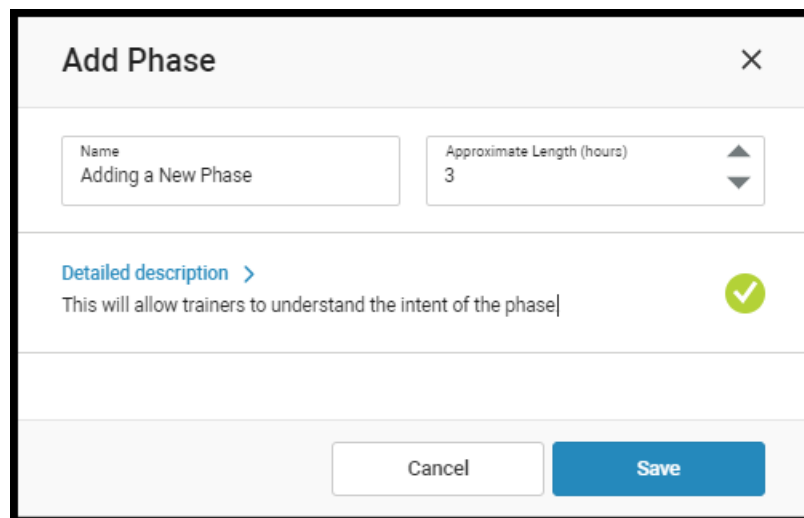
Program Settings - Phases

1. You can find phases in your left-side menu under **Program Settings>Phases**. Phases are the steps, sections or training blocks of your program. Adding phases can allow your program to have depth and structure. You can add a new phase by clicking the blue **Add Phase** button in the upper right corner of your screen.



Phase Name	Description	Approximate Length (hours)
Phase 1	✓	120
Phase 2	✓	120
Phase 3	✓	120
Phase 4	✓	80
Phase 5 - Ghost/Shadow Phase	✓	40

2. In the box that opens, click in the fields to add the applicable information.



Add Phase

Name

Adding a New Phase

Approximate Length (hours)

3

Detailed description >

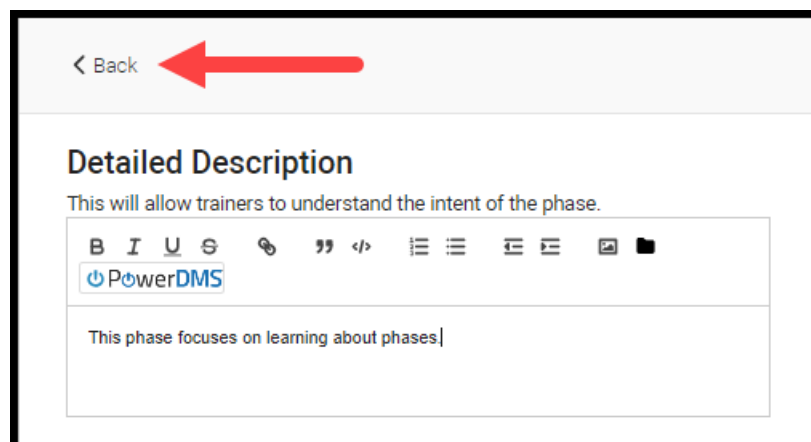
This will allow trainers to understand the intent of the phase

✓

Cancel

Save

3. When you click the **Description** box, a new text field will open for you to type directly into. When you are done adding your description text, click the **Back** button in the upper left corner of the box.



< Back

Detailed Description

This will allow trainers to understand the intent of the phase.

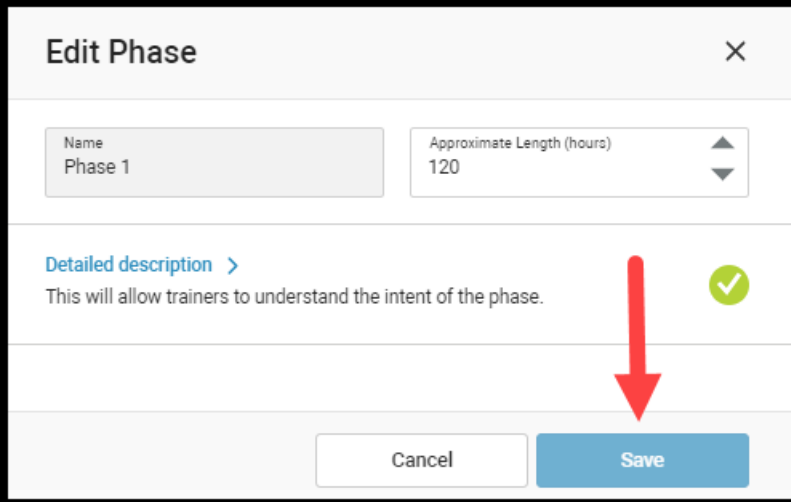
B I U S

PowerDMS

This phase focuses on learning about phases

4. To edit an existing phase, from your **Phases** page, click on its row. In the box that appears you can rename phases, create a description of each phase and assign an

approximate phase length in hours. Descriptions are accessible on the trainee dashboard. After making changes, don't forget to click the **Save** button.



The 'Edit Phase' dialog box contains the following elements:

- Name:** A text input field containing 'Phase 1'.
- Approximate Length (hours):** A numeric input field with up/down arrows, containing '120'.
- Detailed description >** A link to expand the description.
- Description:** A text area containing 'This will allow trainers to understand the intent of the phase.' with a green checkmark icon to its right.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom. A red arrow points to the 'Save' button.

5. If you'd like to change the order of the phases in your program you can hover over the line that you want to move until a box of orange dots appears, then drag and drop the phase to the order you want.



The 'Phases' table in the FTO system displays the following data:

Phase Name	Description	Approximate Length (hours)	
Phase 1	✓	120	🗑️
Phase 2	✓	120	🗑️
Phase 3	✓	120	🗑️
Phase 4	✓	80	🗑️
Phase 5 - Ghost/Shadow Phase	✓	40	🗑️
Adding a New Phase	✓	3	🗑️

Program Settings - Performance

1. From the **Program Settings** drop-down menu, click **Performance** to find the various trainee performance categories. This section gives trainees an at-a-glance view of how they are performing on their different graded skills within their training program. This section has two main tabs to navigate. **Performance Categories** which lists all the graded categories and **Ratings**, which shows what each rating means. If you want to add more **Performance Categories**, click the **Add Performance Category** button in the upper right corner of your screen. To edit an existing category, just click on its line.

Name	Description	Common Responses	Call Activity
General Performance			
Acceptance of feedback - FTO program	✓	✓	
Attitude toward Police Work	✓	✓	
General Appearance	✓	✓	
Driving Skill: Normal Conditions	✓	✓	
Field Performance: non-stress conditions	✓	✓	
Investigative Skill	✓	✓	I
Officer Safety: General	✓	✓	
Problem Solving/Decision Making	✓	✓	
Self-initiated Field Activity	✓	✓	
Interview/Interrogation Skill	✓	✓	
Relationships: Citizens in General	✓	✓	
Control of Conflict: Physical Skills	✓	✓	
Control of Conflict: Voice Commands	✓	✓	
Radio: Appropriate Use of Codes/Procedures	✓	✓	
Radio: Listens and Comprehends	✓	✓	
Radio: Articulations of Transmissions	✓	✓	
Policies & Procedures			
Knowledge of Criminal Statutes: Field Performance	✓	✓	
Knowledge of Criminal Statutes: verbal/written questions	✓	✓	

- In the box that appears, fill in the applicable category **Name**, **Performance Category Heading**, **Detailed Description**, **Common Responses** and you can decide if you want the category to **Grade on every call activity**.

Add Performance Category

Name

Performance Category Heading
No heading

[Detailed description >](#)
This allow trainers to understand the intent of the category.

[Common Responses >](#)
Trainers will use these as a base for entering their comments.

☐ Grade on every call activity

Cancel

Save

3. When you click the **Detailed Description** field, an editing box will open for you to enter applicable text. This section should include your guidelines for the trainer on how to rate each trainee for that performance category. Trainers will have access to this information anywhere the performance categories are displayed. Click the **Back** button when you are done.

4. If you click the **Common Responses** field, a box opens. If this is a new performance category, this section will be blank here. If you are making changes to an existing response, you can edit it by clicking directly in the field and typing your desired text. Common Responses can be helpful for trainers to have easy options to choose from, preventing typos, saving time and can also prompt trainers if they are unsure of what to say. Trainers can choose from these pre-defined responses or enter their own comments. To add new reusable comments, click the **Add Common Response** link under the appropriate number and put your desired text into the field that opens. Click the **Back** button when you are done. After deciding whether you want this to **Grade on every call activity**, click **Save**.

< Back

Common Responses

Trainers will use these as a base for entering their comments.

1

Common Response
Abuses authority

[+ Add Common Response](#)

2

[+ Add Common Response](#)

3

[+ Add Common Response](#)

4

Common Response
Demonstrates an active interest in new position and resp

Common Response
1

[+ Add Common Response](#)

5. If you want to organize your categories under different headings, you can click the blue **Add Heading** button in the upper right corner of your screen and then type directly into the box that appears. Click **Save** when you are done.

Emergency Call

CR
Charles Rutledge

- Overview
- Users
- Reports
- Resources
- Schedule
- Search
- COMMUNICATION
- Program Settings
- Forms
- Phases
- Performance
- Skills
- Activities
- Quizzes
- Alerts
- Site Settings
- Night Mode
- Help & Support
- Logout

Performance

Driving Skill: Normal Conditions	✓	✓	✓
Field Performance: non-stress conditions	✓	✓	✓
Investigative Skill	✓	✓	✓
Officer Safety: General	✓	✓	✓
Problem Solving/Decision Making	✓	✓	✓
Self-initiated Field Activity	✓	✓	✓
Interview/Interrogation Skill	✓	✓	✓
Relationships: Citizens in General	✓	✓	✓
Control of Conflict: Physical Skills	✓	✓	✓
Control of Conflict: Voice Commands	✓	✓	✓
Radio: Appropriate Use of Codes/Procedures	✓	✓	✓
Radio: Listens and Comprehends	✓	✓	✓
Radio: Articulations of Transmissions	✓	✓	✓
Policies & Procedures			
Knowledge of Criminal Statutes: Field Performance	✓	✓	✓
Knowledge of Criminal Statutes: verbal/written/testing	✓	✓	✓
Knowledge of Codes & Criminal Procedures: verbal/written/testing	✓	✓	✓
Knowledge of Codes & Criminal Procedures: Field Performance	✓	✓	✓
Knowledge of Policies & Procedures: Field Performance	✓	✓	✓
Knowledge of Policies & Procedures: verbal/written/testing	✓	✓	✓

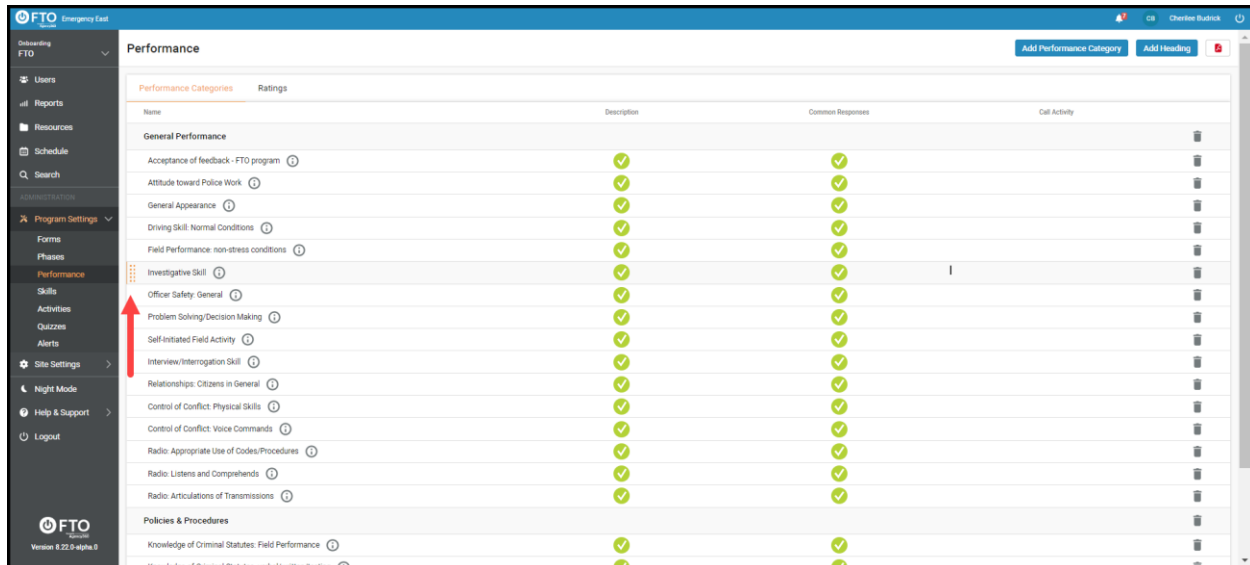
Heading Name

Add Performance Category

Add Heading

Cancel
Save

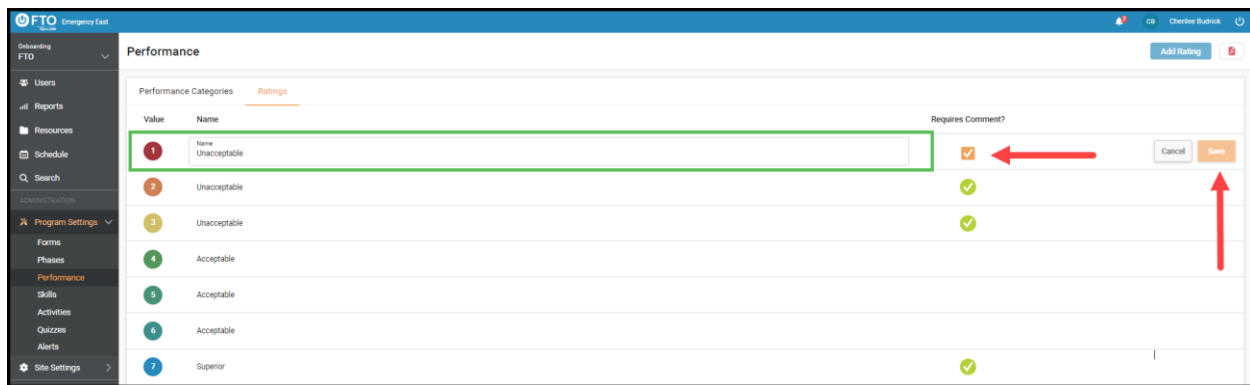
- If you'd like to re-order the **Performance Categories** or **Headings**, hover over the line you want to move until an orange dotted box appears, then drag and drop the line where you'd like it.



- To customize your rating scale click the **Ratings** tab at the top of your **Performance** screen. To add a new rating, click the blue **Add New Rating** button in the upper right corner of your screen. To delete a rating, click the trash can icon at the end of the applicable row.

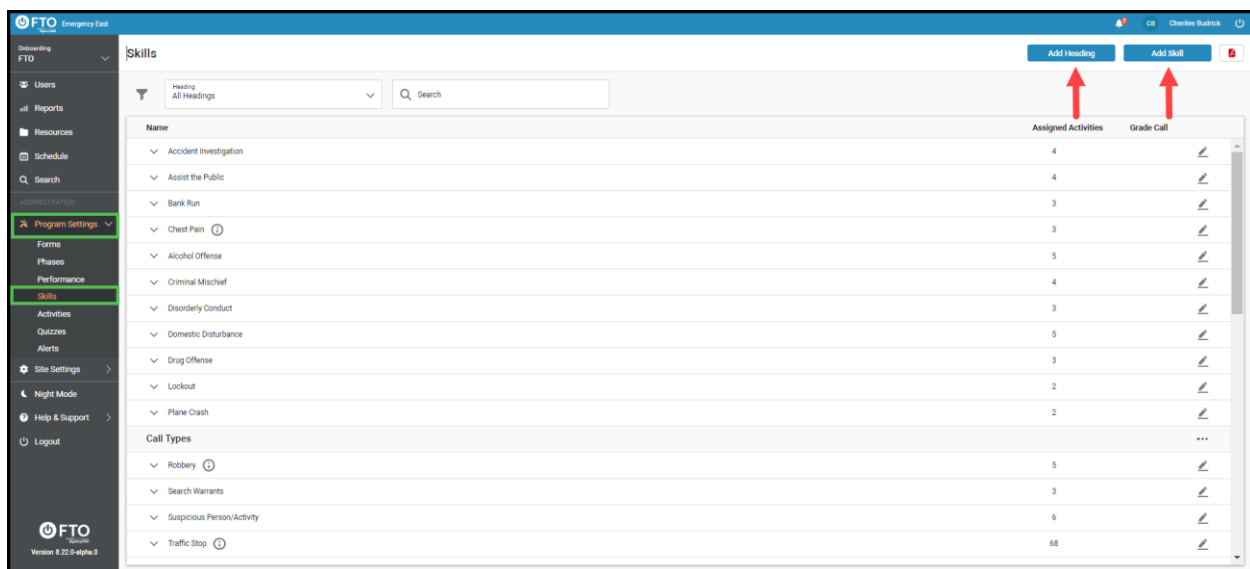


- To edit a rating, click directly in the line you want to edit and enter your text in the field. To require comments for a specific rating, check the **Requires Comment** box. Click the **Save** button at the end of each row when you are done.



Program Settings - Skills

1. Under **Program Settings>Skills** you can find specific techniques, tactics, policies or other information a trainee must know to operate at the expected standard and perform the job well. You can click the blue **Add Heading** button in the upper right corner of your screen to add a new skill category heading. Click the blue **Add Skill** button to add a new skill.



2. To change the order of your skills and headers you can hover over the line you want to move until an orange dotted box appears and then drag and drop each line where you'd like it. To edit an existing skill, click the pencil icon at the end of the applicable row.

FTO Emergency Fast

Onboarding FTO

Users Reports Resources Schedule Search Administration Program Settings Forms Phases Performance Skills Activities Outtakes Alerts Site Settings Night Mode Help & Support Logout

FTO Version 8.22.0-alpha.9

Skills

Heading All Headings Search

Name	Assigned Activities	Grade Call
Accident Investigation	4	
Assist the Public	4	
Bank Run	3	
Chest Pain	3	
Alcohol Offense	5	
Criminal Mischief	4	
Disorderly Conduct	3	
Domestic Disturbance	5	
Drug Offense	3	
Lockout	2	
Plane Crash	2	
Call Types		...
Robbery	5	
Search Warrants	3	
Suspicious Person/Activity	6	
Traffic Stop	68	

- If this skill is attached to more than one program, a box will open warning you that you are changing this skill for all programs it is attached to. You can click **Cancel** to stop the edit or click **Continue Edits** if you'd like changes for this skill to go into effect for all programs it is attached to.

Edit Skill

This skill is used in **1 other program(s)**. Edits to this skill will also update skills in the following program(s). If you do not wish to update other programs, add a new skill to this program instead.

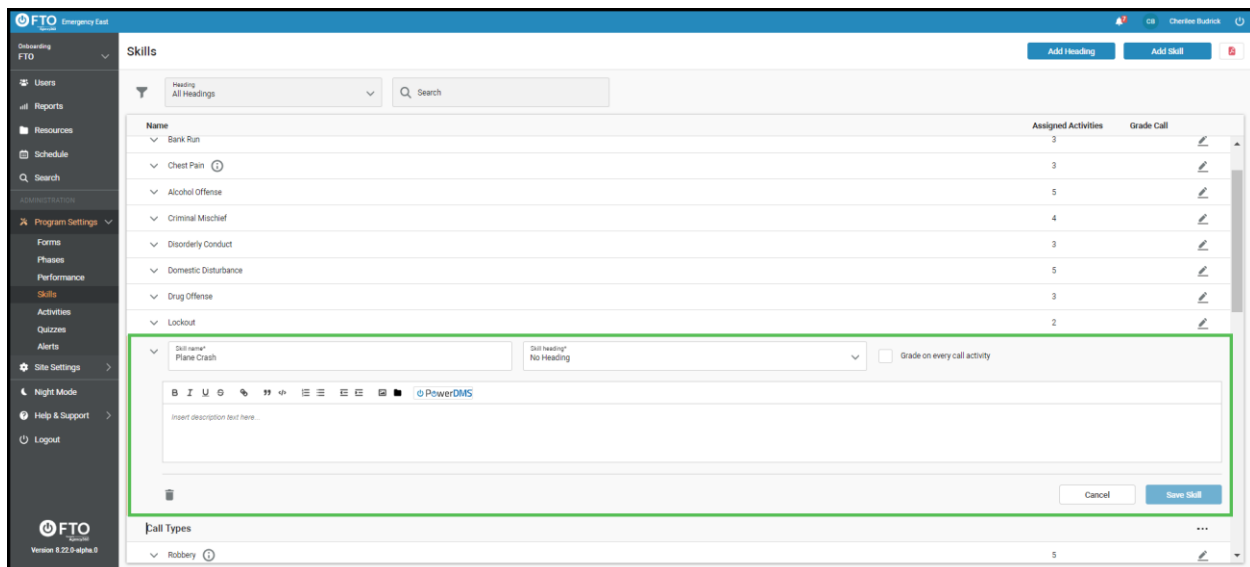
**Note: Removing this skill will only do so in the FTO program. Not the others listed below.*

Type	Program Name
Onboarding	Officers

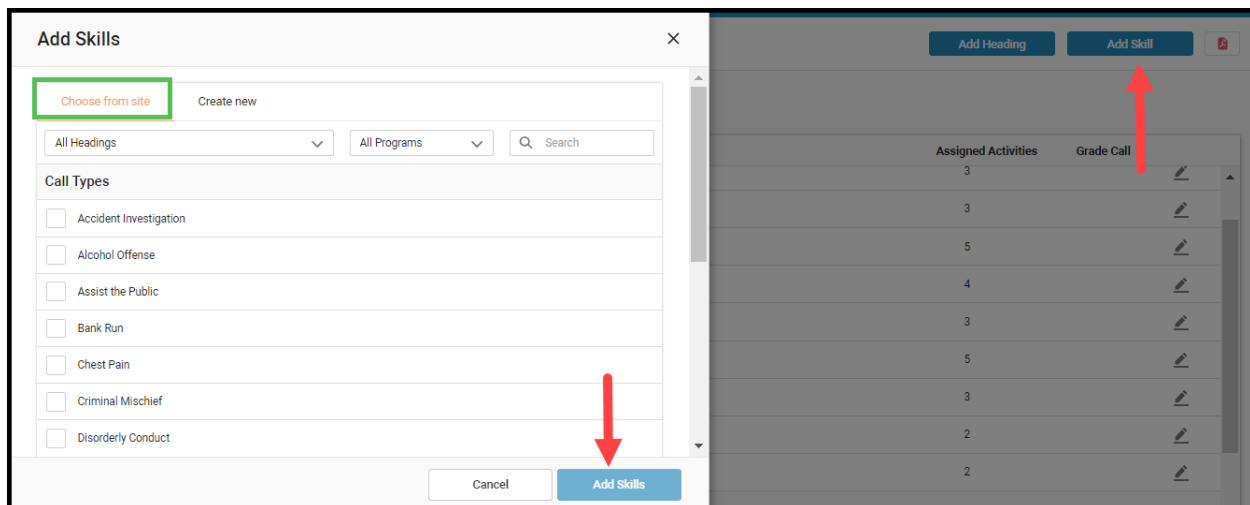
Cancel

Continue Edits

- If you decide to continue edit, the fields in each line will open allowing you to type directly into the **Skill Name**, **Skill Heading** and description boxes or to click the box to make sure this skill will **Grade on every call activity**. To save your changes click the blue **Save Skill** button in the bottom right of your screen. To delete the entry you can click the trash can icon in the bottom left of the editing box. Or you may click **Cancel** and the skill will revert back to its original settings.



- To add a new skill click the blue **Add Skill** button. In the box that appears, it opens to its Choose from site tab. This allows you to pick from an existing list of skills, select an existing heading you want it to sit under from the **All Headings** drop-down menu, then choose the program you want to connect it to with the **Programs** drop-Down menu. When you're done making your selections, click the blue **Add Skills** button at the bottom of the box.



- If you want to create a skill that doesn't yet exist, click the **Create New** tab then type your **Skill name**, choose your **Skill heading** from the drop-down menu, decide if you want to check the box next to **Grade on every call activity**, add a description and then click the blue **Add Skill** button at the bottom of the box.

Add Skills

Choose from site

Create new

Skill name*

Skill heading*
No Heading

☐ Grade on every call activity

B I U S
Link
Quote
Code
List
List
List
List
Image
Folder
PowerDMS

Insert description text here...

Cancel

Add Skill

- To edit **Assigned Activities** sections under different headers or skill topics, click the drop-down menu for the section your skill activity lives under, then hover over the row you want to edit and click the pencil icon that appears to the right of that row.

Skills
Add Heading
Add Skill

Heading: All Headings
Search

1 skill has been added.

Name	Assigned Activities	Grade Call
Impact Weapons Qualification	1	
Interview a Witness	2	
Investigation	1	
Issued vest	1	
Map to LA Hospital	1	
Medication Verification	1	
Recognizing Narcotics	2	

Assigned Activities
Add Assigned Activity

Activity Type	Description	Phase Due	Times Required
Any	Trainer Instruction	Anytime	1
Any	Trainer Demonstrates / Scenario	Anytime	1

- Next, you can type directly into the fields that appear for **Activity Type**, **Description**, **Phase Due** and **Times Required**. Click **Save Assigned Activity** when you are done making changes.

The screenshot shows the 'Skills' management page. At the top, there are buttons for 'Add Heading' and 'Add Skill'. Below is a search bar and a dropdown for 'Heading'. A message states '1 skill has been added.' The main table lists skills with columns for Name, Assigned Activities, and Grade Call. Below the table is a form to add a new activity, with fields for Activity Type, Description, Phase Due, and Times Required. A red arrow points to the 'Save Assigned Activity' button.

Name	Assigned Activities	Grade Call
Investigation	1	
Issued vest	1	
Map to LA Hospital	1	
Medication Verification	1	
Recognizing Narcotics	2	

Assigned Activities

Activity Type	Description	Phase Due	Times Required
Activity type* Call	Description Trainer Instruction	Phase due* Anytime	Times required* 1

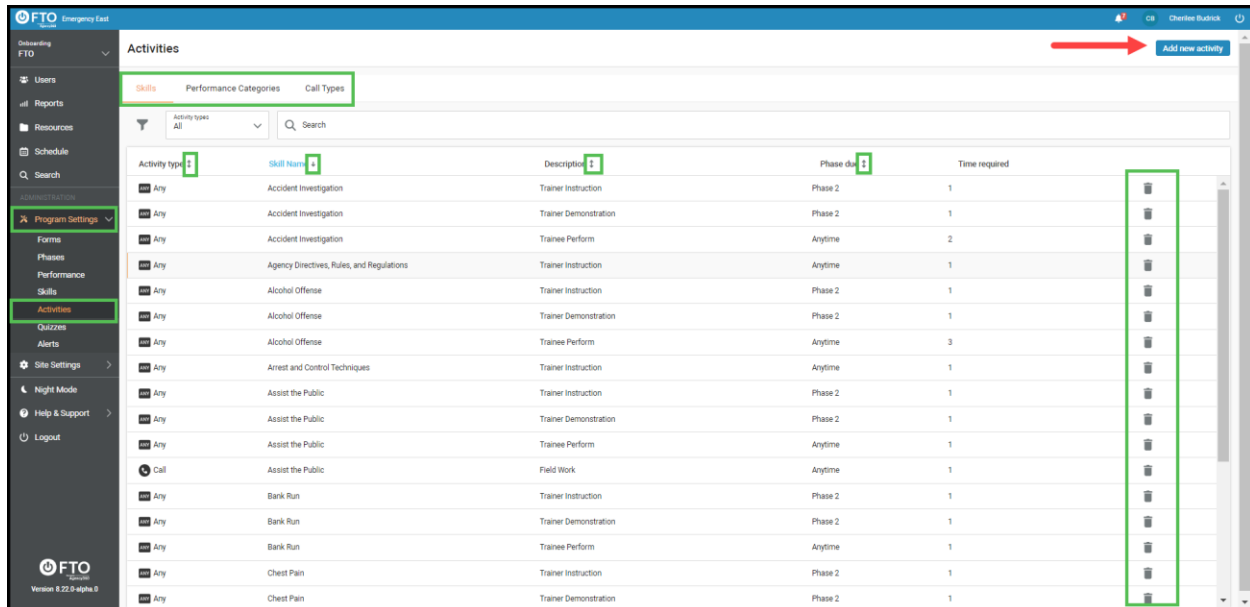
Cancel Save Assigned Activity

9. If you would like to add a new activity to any section, once you click the drop-down menu for that section, click the **Add Assigned Activity** button to the right of that box. type directly into the fields that appear for **Activity Type**, **Description**, **Phase Due** and **Times Required**. Click **Save Assigned Activity** when you are done making changes.

Program Settings- Activities

1. To add the number of times trainees should practice a specific skill, you must attach the skill to an activity. You will need to create new **Activities** for each skill. This allows you to specify how and when trainers should cover certain skills. If you don't create these assignments with specific information about how and when trainers should cover the assignment, trainers will need to decide on their own how to teach this skill to meet the requirement.

You can find your activities under **Program Settings> Activities** in your left-side menu. You will notice this page opens to the **Skills** tab. There are also a **Performance Categories** and **Call Types** tabs on this page. If you want to delete any activity, you can click the trash can icon at the end of its row. You can use the arrows next to each column header to reorder the activities based on that header. If you want to add a new activity you can click the blue **Add new activity** button in the upper right corner of your screen.



- Once you click the button to add an activity, a box will appear allowing you to enter from their respective drop-down menus, the **Activity type**, **Phase due**, **Times required**, **Type**, and **Skill name**. You may also add an **Activity description** here by typing your text directly into the provided field. Click **Save** when you are done entering the information. Repeat to create as many **Activities** as you need related to this skill.

Add activity

Activity type*

Any

Phase due
Anytime

Times required*
1

Type
Skill

Skill name*

Activity description
Describe the requirements needed to complete this activity

Cancel

Save

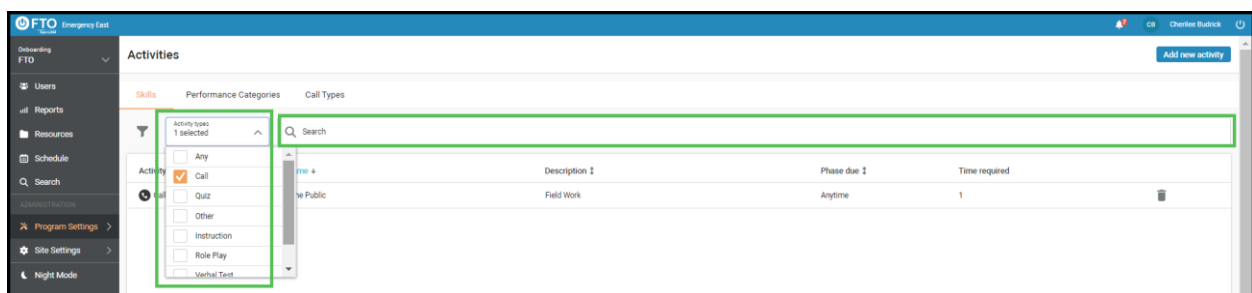
- The system may ask you if you want to add this task to the workload of current trainees. If you click **Yes**, the trainees currently in your program will see this new task in their activity list. If you click **No**, then the activity will be added to the list of **Activities** one may choose from for future use but will not be added to any current trainee programs.

Add to current Trainees?

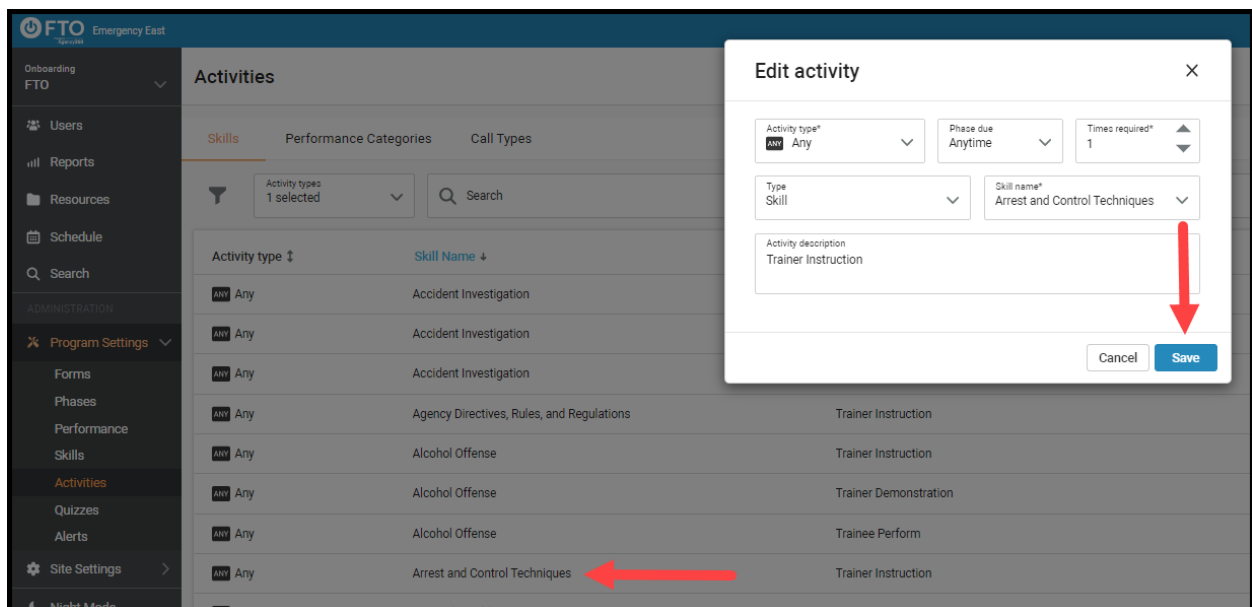
Would you like to add it to the current Trainees as well?

No
Yes

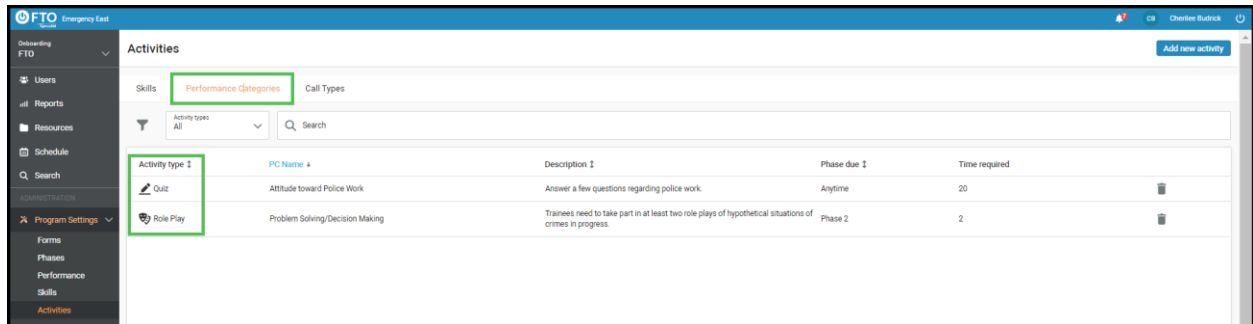
- If you want to find a specific activity, you can use the drop-down filters at the top of the list to narrow down the list by **Activity type**, or if you know the name of the activity or key words, you may type that into the **Search** field.



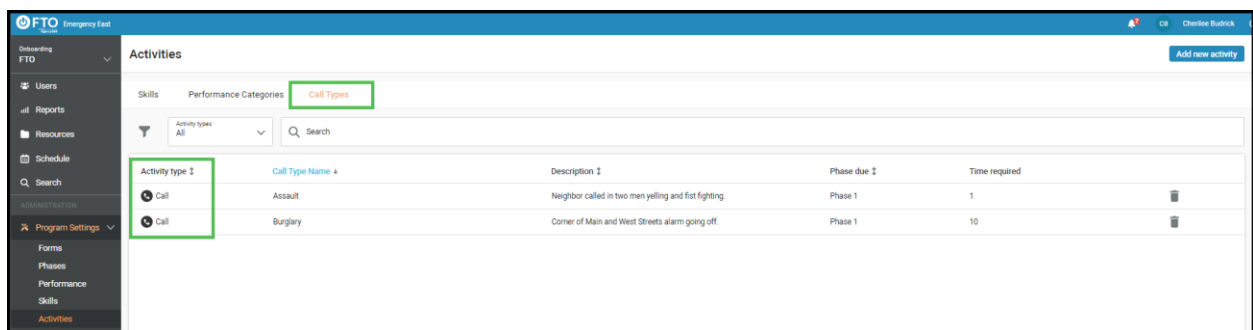
- To edit an existing activity, click on the row of the activity you want to edit and then in the box that pops up, change the information as you'd like and then click **Save**.



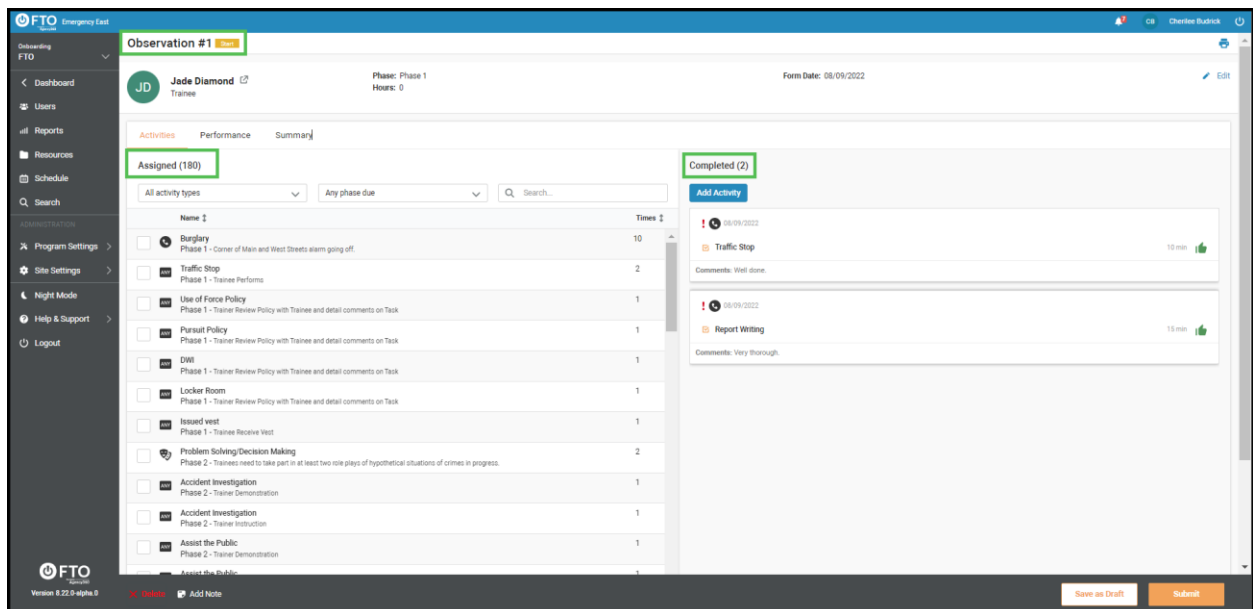
- Next you can look at Performance **Categories** by clicking its corresponding tab at the top of the page. This page will show you a list of all current activities related to trainee performance. To edit any, follow the directions in step 5. To delete any, click the trash can at the end of its row.



- Under the **Call Types** tab you will see only the activities that were categorized as a call in their **Activity Type** field.



- Trainers are able to see training assignments from the **Activities** tab of an **Observation Form** for each trainee.

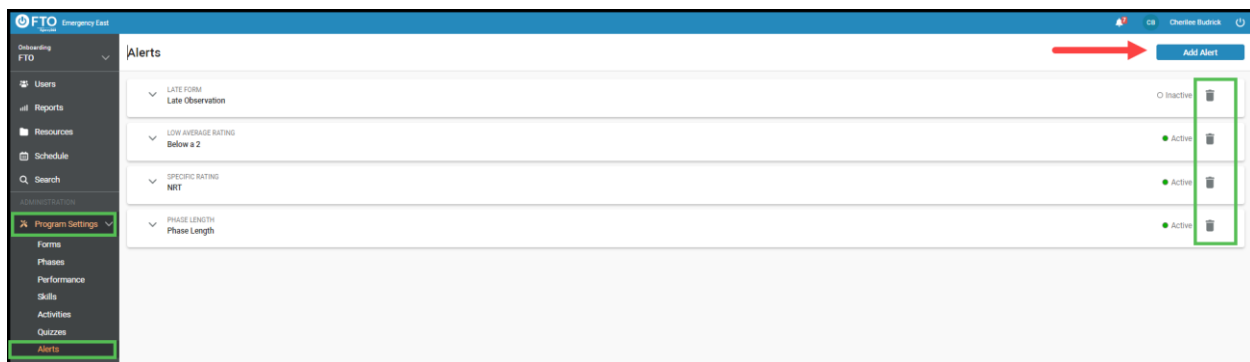


Program Settings - Quizzes

To learn more about quizzes, please see our Related Article: *How to Create or Edit a Quiz*.

Program Setup - Alerts

1. You can find Alerts under the Program Settings drop-down menu on the left side of your screen, then click Alerts. Alerts are an objective way to notify trainers about a trainee's scores. For example, you may want to create an alert so trainers receive notification if a trainee continuously has low performance scores. You could call this a **Not Responding to Training (NRT)** alert. In **Alerts** you can customize what types of scores and additional training trigger an alert to go out. To delete an existing alert, you can click the trash can icon at the end of its row. To create a new alert, click the blue Add Alert button in the upper right corner of your screen.



2. After clicking the button to add an alert, a box will open giving you the six different types of alerts that exist in your system. You can choose from the following **Alert Types**:
 - **Late Form**- Is triggered when the form isn't created before the scheduled time ends.
 - **Low Average Rating**- Notifies specified users when a trainee's average rating is low. You may define who gets notified, as well as how low a trainee's rating can go before sending the notification.
 - **Specific Rating**- Notifies all specified users when a trainee gets a specific rating in a specific category. You may define who gets notified, as well as which rating warrants a notification.
 - **Training Time**- Notifies you when a trainee surpasses your set amount of training minutes in a skill or performance category.
 - **Phase Length**- Notifies all specified users after a trainee completes the required hours for a phase.
 - **Late Quiz**- Triggered when a trainee doesn't submit their quiz before the scheduled amount of time runs out.

Be sure to scroll down to see all available alerts to choose from. Click the **Select** button next to the alert you want to create.

Select Alert Type

Late Form

This alert is triggered when the form has not been created after the scheduled amount of time expected.

Select

Low Average Rating

This will notify all specified users when a trainee's average rating is low. You may define who gets notified, as well as how low a trainee's rating can go before sending the notification.

Select

Specific Rating

This will notify all specified users when a trainee gets a specific rating in a category (like a 1). You may define who gets notified, as well as which rating warrants a notification.

Select

Training Time

The training time alert allows you to be notified when a trainee has surpassed a certain amount of training minutes in a skill or performance category.

Select

Phase Length

This will notify all specified users after a trainee completes the required hours for a phase.

Select

Late Quiz

- For this example, we chose the Low Average Rating alert. Another box opens with fields you can edit related to that alert. Be sure to scroll down to fill in all necessary fields.

Add Alert

×

LOW AVERAGE RATING
This will notify all specified users when a trainee's average rating is low. You may define who gets notified, as well as how low a trainee's rating can go before sending the notification.

Users to notify

Groups to notify

☐ Once triggered, always display alert with trainee

☐ E-mail notification

Send an alert when the following conditions are met

A trainee has scored below this rating

1

▼

Number of submitted forms

▲

Cancel

Save Alert

- You will need to enter an **Alert Name**, choose from the drop-down menus which **Users to notify** and which **Groups to notify**. You can then check the box for how you want your notification to work. You can decide that you **want Once triggered, always display alert with trainee** and **Email notification**. Next you can set when you want to **Send an alert when the following conditions are met**. You can choose from the drop-down menus where you want to set your standard in the **A trainee has scored below this rating** field, **Number of submitted forms** field and **Limit to phases** field. When you're done making your selections, click the **Save Alert** button at the bottom right of the box.

Add Alert

Alert name*
Continuously Tardy

Users to notify
Any Trainer
Related Trainer
Any Supervisor
Any Coordinator
Any Site Administrator
The Trainee

Groups to notify
Animal Control
Community
Emergency
Fire
Police
Sheriff

A trainee has scored below this rating
1

Number of submitted forms
1

Limit to phases

Cancel Save Alert

5. To edit an existing alert, click on the alert row you want to edit and then make your changes directly in the fields that appear. You can also change whether you want this alert to be **Active** or **Inactive** from here by clicking the appropriate button in the upper right corner of your editing box. You may also delete this alert by clicking the trash can icon. We don't recommend deleting alerts, as they will then be gone forever. If you may use an alert again, but don't want to use it now, we recommend just making the alert **Inactive**. Then you won't have to recreate it in the future if you decide you want to use it again. Remember to click **Save Alert** when you are done making changes.

Alerts

Add Alert

▼

LATE FORM

Late Observation

○ Inactive

LOW AVERAGE RATING

Alert name*

Below a 2

Users to notify

Any Coordinator

Groups to notify

Once triggered, always display alert with trainee

E-mail notification

Send an alert when the following conditions are met

A trainee has scored below this rating

2

Number of submitted forms

5

Limit to phases

Active

Inactive

Cancel

Save Alert