




CREDENTIALING ANNOUNCEMENT

The Emergency Responder Credentialing System is now on-line! Your agency's information has been entered into the system. It is now time for you to register in the system. Simply follow the instructions below. You **MUST** register before the next step (verifying identity) can be accomplished. More information will follow in the next few months about identity verification. In the meantime, please register.

Instructions:

1. Go to <http://pa.chester.vuance.com> and click the *Register* button

2. Complete the information to create a user profile and click *Submit*

Note: The orange question marks  throughout the system contain important information about that particular field. Place your mouse over it to see what it says.

3. Next, logon using the username and password you just created
4. Complete the questionnaire (be sure to click *Save* or *Update* at the bottom of each page before clicking *Next Page*) (Should take about 15 minutes)
5. When the system sends you to the *Dashboard* you have successfully enrolled.

Here are some useful websites to visit regarding the credentialing system:

<http://raptorcredential.wetpaint.com> is a site to find information about the system, ask questions and find troubleshooting tips.

<http://raptorcredential.wetpaint.com/page/Down+Loads> has training videos to view. Topics include a basic overview of the credentialing system; how to register, enroll and maintain your personnel record; System administrator information.

Helpful Tips about registering and enrolling

1. I receive this error when trying to register: "Registration denied. Please talk to your agency/department administrator for registration details".

Cause: This means you are either not on the sponsor list or you are not entering your information the way it is entered in the sponsor list.

Fix: Try your name with or without your middle name. Make sure you are entering your Date of Birth (DOB) as MM/DD/YYYY. If you are still unable to register, send an e-mail to credentials@chesco.org with your name and DOB. Someone will reply back to you within 72 hours.

2. Do I need to enter all the information in the enrollment questionnaire?

Try to enter as much information as possible. Information such as vital signs are not required at this time, they will be collected at a later time. Medical information is preferred but not required. Be aware the medical information is collected so in the event you become ill or injured and are unable to speak, important medical information can be retrieved. If you do not complete the medical section, medical personnel will not have this information. *If you choose not to participate in the medical section, please be sure to select the Opt Out box located at the top of EVERY medical screen.*

3. What if I belong to multiple agencies?

The system is still being built so your agency may not have submitted a sponsor list. At this time only register for the agency that sent you this notice. However, when you receive this notice from another agency follow these simple steps: Login to the system using your username and password, click *Enroll* button at the top of the screen, and then click the *Add Affiliation* button. Complete the requested information and you're enrolled with that agency!

4. How do I input my training?

Once registered, click the *Skills* button. Most training should be placed under *Skills*. All training will need to be verified by your training administrator.

5. What is the difference between *SKILLS* and *TRAINING*?

This section could be a bit clearer. In the *SKILLS* section, enter courses you have completed and/or have certificates showing successful completion. In the *TRAINING* section, enter course work you are currently enrolled in or have not completed. The *TRAINING* section allows you to document parts of a course you have completed but not the entire course.