**Frequently Asked Questions**

**Fire Fighter Training Division**

1. **Question: How do I become a firefighter in Michigan?**

**Answer:** To become a firefighter in Michigan you need to apply to a department and be hired as an employee of the department (full-time, part-time, volunteer, and part-paid) or enroll in a recognized pre-service program at a Regional Training Center (RTC). To receive certification as a firefighter in Michigan, a candidate must pass a two-part examination process, which includes a written and practical skills component.

1. **Question: I keep trying to reset my password as its 60 days old and my password won’t reset.**

**Answer:** Go to the MILogin Business [login page](https://milogintp.michigan.gov/eai/tplogin/authenticate?message_id=logout_success) and insert your user ID then select forgot password. Follow the steps through the forgot password process to set your new password.

1. **Question: I have hired a new firefighter and need to add them to my department on SMOKE.**

**Answer:**  If the individual has had previous training with a Regional Training Center (RTC) or was on a Michigan fire or public safety department, they have an account in SMOKE. For these individuals, go to ***My Data>Add Existing User to Dept.*** and add the individual to your department using their driver license (DL) number. (the letter in the DL number is case sensitive and the format should be J123456789). Please do not add the individual as ***Add New User to SMOKE*** if they have been on a department or trained at an RTC as this creates a second profile and the individual’s prior training will not show in this new profile. If you cannot find the individual in SMOKE, who you know has had training, been on a department, or attended a Regional Training Center in the past, please contact your [Regional Training Chief](https://www.michigan.gov/lara/-/media/Project/Websites/lara/bfs/Folder1/TC_Map-4-18-24.pdf?rev=37c00063735a4c47aebdc8edd8878f3f) before adding a new user. They may be able to find the individual in SMOKE and assist you in adding them to your department.

1. **Question: How do I login to the SMOKE program?**

**Answer:** After a SMOKE account has been created for you by your fire chief/public safety director (or secretary) or Regional Training Center (RTC) representative, you may login. To initially establish your own password, please

navigate to the [SMOKE Login](https://smoke.apps.lara.state.mi.us/Account/Login) page and select “MILogin Instructions for SMOKE Users” to retrieve the instructions to create and link a MiLogin account to your SMOKE account. Please follow these instructions step-by-step and to the end. Shortcuts or not completing the instructions will typically result in inability to login to SMOKE.

1. **Question: What if I forgot my password or do not have a password?**

**Answer:** Go to the MILogin Business [login page](https://milogintp.michigan.gov/eai/tplogin/authenticate?message_id=logout_success) and insert your user ID then select forgot password. Follow the steps through the forgot password process to set your new password.

If you have not previously set up your MILogin Business account you will need to set that up before you can log into SMOKE. Navigate to the [SMOKE Login](https://smoke.apps.lara.state.mi.us/Account/Login) page and select “MILogin Instructions for SMOKE Users” to retrieve the instructions to create and link a MiLogin account to your SMOKE account. Please follow these instructions step-by-step and to the end. Shortcuts or not completing the instructions will typically result in inability to login to SMOKE.

1. **Question: I no longer have access to the email address in my SMOKE user profile. How do I change the outdated email address?**

**Answer:** Please contact your fire chief, public safety director, department secretary or RTC representative. They have access to update the email address in your SMOKE user profile.

1. **Question: What is my PIN and what is it used for?**

**Answer:** Your PIN is a six (6) digit Personal Identification Number that was assigned to you when your SMOKE profile was created. Your PIN number is used during any class to identify you and import your scores into the SMOKE system. Your PIN must be brought to every SMOKE-registered training course. Your PIN is required on the scan sheet and any documents for state exams.

In our old system (IMS) your social security number was used as your main identification number in the records management system. In an effort to remove social security numbers from State records and comply with State policy, a PIN was used to replace social security numbers. A new user can access their PIN by logging into the SMOKE program and selecting the My Data > My Profile function. The PIN is next to the name in the bar at the top of the screen. Your chief, public safety director and/or department secretary or RTC representative can also help you locate your PIN number.

1. **Question: How do I enter a Driver License in SMOKE?**

**Answer:** The driver license entry area in SMOKE is a non-formatted box to allow entry of any state or country driver license. The format to use is as follows: A123456789123, which includes no spaces, dashes, or combination of spaces or dashes. The letter must be capitalized. Remember this number will be used by other departments to search for this individual.

1. **Question: How do I register to take a retest exam during a regular firefighting (A23E, A24E, A25E, or others) course examination?**

**Answer:** Find the course offering you would like to retest with (ex. 2022-2-82-A25E-0518). Under ***Options***, select ***Register***. Under ***Are you a retest candidate?***select ***Retest.***  Select the appropriate details for the type of retest you seek. When complete, select ***Register User*** at the bottom of the page. You will now be registered in the retest course (2022-2-82-A25Y-0518) Note: The Y on A25Y denotes a retest and generates the roster required for you to sign on test day.

1. **Question: I’m trying to register a student on a firefighter retest course (course code ending in “Y”) but SMOKE won’t allow me to do so?**

**Answer:** You are likely registering them directly to the “Y” course code then selecting “retest” when registering the student. When you select retest, the system is programmed to add another “Y” course code to your tracking number which locks up the registration process. When registering the retest student on a “Y” course code, do not select “retest” (because you are already registering them on a retest course code) and then click register. This will allow the student to be registered to the retest course (course code ending in “Y”. e.g. A25Y)

1. **Question: I’m trying to register someone for an Instructor I or II retest and the register selection is not showing.**

**Answer:** The registration selection is removed from all H07, H08 and H09 courses no matter what the letter code at the end (e.g. H07C, H07Y, etc) 14 days prior to the start date of the class. If you need to register the retest candidates in a shorter time frame, you will need to contact your [Region Training Chief](https://www.michigan.gov/lara/-/media/Project/Websites/lara/bfs/Folder1/TC_Map-4-18-24.pdf?rev=37c00063735a4c47aebdc8edd8878f3f) to register these students.

1. **Question: How do I request a reader for my exam?**

**Answer:** Click the following link and print the Accommodation Request Form (BFS 856).

[Fire Fighter Exam Accommodation Request](https://www.michigan.gov/lara/-/media/Project/Websites/lara/bfs/Updates/BFS-856-Accommodation-Request-Form-6-1-23.pdf?rev=6dd1e0917a584444a4d55064bf549d2b&hash=8DDBC2F61F0D6F5F2B27DA1B6105A8C6) (BFS 856)

Please complete and submit the form, along with the required documentation, to the address or email address on the form. As the review process can take several weeks to complete, please submit your request at **least six (6) weeks prior** to your written exam date. Once a request is approved, the approval remains valid until a person passes the exam.

1. **Question: When will my exam be graded and posted?**

**Answer:** Please allow two (2) to four (4) weeks for your exam to be graded and posted. Many times, the exams are graded within two (2) weeks however, the variables on getting the exam graded depend on when the exam was received in the BFS Lansing office and the number of exams that need to be graded.

1. **Question: What is my score on my exam?**

**Answer:** Your Pass/Fail grades are available to you in your SMOKE profile under ***Training Activity*** then under ***Options*** for the course choose ***Details*** to see your grades. To receive your actual percentage score from your written exam, please contact the course manager/instructor of record for the test you had taken. The course manager or instructor of record’s name is provided to the students at the beginning of each exam.

1. **Question: How do I print my certificates?**

**Answer:** First, login to the SMOKE program. Go to ***My Data > My Profile*** and click on the ***Training Activity*** tab. From there, select the course for which you wish to print your certificate and click on ***Options***. If the course has been graded and the required passing grade(s) has been added to your training activity, click on ***Print Certificate***. If the required passing grade has not yet been added to your training activity, the ***Print Certificate*** option will not be available.

1. **Question: How do I import an existing member to my department in SMOKE?**

**Answer:** The fire chief public safety director or department secretary or RTC representative must log into smoke to add the existing user to the department. Go to ***My Data > Add Existing User to Dept***. To search for a specific person, enter the driver’s license number along with a start date (date of hire). If necessary, select the appropriate department name. **Note:** The letter in the driver license number is case sensitive so if you don’t find them with a capital letter try the lower-case letter. If you are still not able to find the individual in the system using the previous two methods and you know that they have had fire training at a Regional Training Center (RTC), or are/were a member of another department, please call your [Region Training](https://www.michigan.gov/lara/bureau-list/bfs/fire-fighter-training-div/instruc-res/contact-fftd) Chief for assistance as the license number may be in a different format or not in the system yet.

1. **Question: Does Michigan accept my out-of-state fire certificates?**

**Answer:** The State Fire Marshal can grant reciprocity to out of state Fire Fighter I, II and I & II and others listed on the Request for Reciprocity form. Certificates that bear an IFSAC or ProBoard Seal or meet the NFPA standard may be granted reciprocity. Department of Defense certificates may also be accepted with a copy of the DD214. For full details, please refer to the [Michigan Fire Fighter Training Council rules](https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%2029.401%20to%20R%2029.418.pdf). (PA-291 of 1966 as amended) Please assure you follow the directions on the Request for Reciprocity form and include a letter from the state training office that issued your certificate(s) stating that your certificate(s) are still in good standing in their state. Please complete all requirements of the [BFS-258 Request for Reciprocity](https://www.michigan.gov/lara/-/media/Project/Websites/lara/bfs/Updates/BFS-258-Request-for-Reciprocity-4-25-24.pdf?rev=242d09f731f64794a3fb818d692bc96d&hash=7E480FE9E93EDDFBD902326430AB53C8) form before submission.

1. **Question: I am considering hiring a firefighter credentialed out of state. How do they receive the SMOKE PIN required by the reciprocity application?**

**Answer:** The Bureau of Fire Services (BFS) requires that the department potentially hiring an individual add the person to SMOKE in order to generate a PIN. The PIN is required on the Request for Reciprocity (BFS 258), as the BFS adds the reciprocity certificate(s) to the new profile in SMOKE.

Fire departments considering hiring a person who is seeking reciprocity will need to put them on their department’s SMOKE roster in some capacity (ex. Fire Fighter – Non-Paid. DO NOT use Cadet or Explorer unless they are under 18 years of age). If the hire does not occur, simply ***End Date*** their ***User Role*** with your department.

1. **Question: How do I renew my EMS License?**

**Answer:** You must contact the [Michigan Department of Health and Human Services, EMS Division](https://www.michigan.gov/mdhhs/inside-mdhhs/legislationpolicy/ems/inside/requirements) for questions and renewals of EMS Licenses.

1. **Question: How do I become a fire service instructor?**

**Answer:** Becoming an instructor is a two-step process as there are two levels to complete starting at the probationary instructor level.

1. To become a probationary fire service instructor the firefighter needs to have a minimum of 36 months of fire service experience from the date of their first certification as an active firefighter, be certified to the Fire Fighter II level, complete the Michigan NFPA 1041 Instructor I course. Once these requirements are met the firefighter must apply to become a probationary instructor. The application may be made in SMOKE under ***Applications***.
2. To become a certified instructor, the probationary instructor must have a minimum of 36 months of fire service experience, the education requirements listed above, complete a minimum of 12 hours of mentoring with a Certified Instructor 1, and apply to be a Certified Fire Instructor 1. The application may be made in SMOKE under ***Applications***.
3. **Question: I am certified at the Certified Instructor 1, what can I teach?**

**Answer:** If you are Certified Instructor 1 (O54A) you can teach anything you have taken that does not require a train the trainer. You can also teach anything for which you have taken the train the trainer.

If you are Certified Fire Instructor 1 (O54B) you can only teach FF I/II, Hazmat

and any courses for which you have taken a train the trainer (Certified Fire Instructor I earned on or after November 3, 2021).

1. **Question: I am having other problems in SMOKE, who should I contact first?**

**Answer:**

* The accuracy and content of your SMOKE profile is your responsibility, and you should perform routine maintenance of the data.
* Problems should first be addressed through your fire chief, public safety director, department secretary or RTC representative.
* If your fire chief, public safety director, department secretary or RTC representative cannot resolve your issue, please contact your appropriate [Region Training Chief](https://www.michigan.gov/lara/-/media/Project/Websites/lara/bfs/Folder1/TC_Map-4-18-24.pdf?rev=37c00063735a4c47aebdc8edd8878f3f).

If this FAQ sheet has not answered your question(s), additional information may be found on the [Fire Fighter Training Division](https://www.michigan.gov/lara/bureau-list/bfs/fire-fighter-training-div) website.