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## Frequently Asked Questions SMOKE Program

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

**Answer:** In order to login to the SMOKE program a user must first complete a user profile and provide an active email address. Your fire chief and/or department secretary is also able to complete your profile information.

### 2. Question: What if I forgot my password or don't have a password?

**Answer:** You will need to have a current active email address in your profile in SMOKE in order to add or update your password. Once a current active email address has been added to your profile, click on "Forgot Password" from the [main log in screen](#). In the space provided, enter your current active email address and click on the "Send Reset Link" button. A link will be sent to the email address you provided in your SMOKE user profile. Click on the link to set and/or change your password. **Note:** The password must be at least eight (8) characters long, have a capital letter, number and control feature (e.g. Password1!).

### 3. 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 SMOKE profile was created. Your PIN number is used during any class to identify you and import your scores into the SMOKE system.

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 number 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 fire chief and/or department secretary can also help you locate your PIN number.

### 4. 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 should be as follows: A123456789123, which includes no spaces, dashes, or combination of spaces or dashes.

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

**Answer:** Click the following link and print the Accommodation Request Form.

[https://www.michigan.gov/documents/lara/Accommodation\\_Request\\_FFTD\\_Rev\\_8-21-15\\_499026\\_7.pdf](https://www.michigan.gov/documents/lara/Accommodation_Request_FFTD_Rev_8-21-15_499026_7.pdf)

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.

**6. 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.

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

**Answer:** 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.

**8. 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.

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

**Answer:** The fire chief or department secretary must log into smoke to add the existing user to the department. Go to My Data > Add Existing User. To search for a specific person, enter the driver's license number along with a start date (date of hire). **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 Coordinator](#) for assistance as the license number may be in a different format or not in the system yet.

**10. 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 RTC. In order 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.

**11. 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 certificates that bear and IFSA or ProBoard Seal. Department of Defense certificates are also accepted with a copy of the DD214. (PA391 of 1966 as amended)

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

**Answer:** You must contact the Michigan Department of Health and Human Services, EMS Division for questions and renewals of EMS Licenses.

[http://www.michigan.gov/mdhhs/0,5885,7-339-73970\\_5093\\_28508-47472--,00.html](http://www.michigan.gov/mdhhs/0,5885,7-339-73970_5093_28508-47472--,00.html)

**13. 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.

- A. To become a probationary fire service instructor the firefighter needs to have a minimum of three years' experience as a firefighter, be certified to the Fire Fighter II level, complete the MFFTC Instructor Orientation class and complete either the MFFTC Educational Methodology or Michigan Fire Instructor I course. Once the years of service and education requirements are met the firefighter must apply to become a probationary instructor.
- B. To become a certified instructor, the probationary instructor must have at least five (5) years fire service experience, the education requirements listed above, complete a minimum of 12 hours of mentoring with a Certified Instructor 1, and be evaluated by a Bureau of Fire Services Region Coordinator.

**14. 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 and/or another department administrative officer who has access to your profile. They may update the email address in your SMOKE user profile.