



North Carolina Department of Public Safety

Emergency Management

Roy Cooper, Governor
Erik A. Hooks, Secretary

Michael A. Sprayberry, Director

Frequently Asked Questions

Accounts & Account Management

Q: I forgot my login ID or Password into my TERMS account.

A: You can do this one of two ways:

1. On the TERMS Login page, you'll select "I forgot my Login ID/Password." From there, you'll enter your first name, last name and the last four of your social security number, then select "Continue." The system will prompt you to answer one of your challenge questions, set up when you first created your account. Once you successfully answer the challenge question and select "Continue", you'll be prompted to set a new password, and confirm the new password. Please note, you'll be provided with your Login ID at the top of the page. Be sure to follow the special guidelines provided to you. Your new password MUST: - Be at least 8 characters - Must include a combination of letters and numbers - Must include at least one UPPERCASE character and - May include special characters. Your password may NOT match your login ID.
2. Please call the Training Help Desk for assistance at (919)-825-2574 or email us at training@ncem.org.

Q: I need to change/update my TERMS account password.

A: After you are logged in to TERMS you can change/update your password. Select "My Account", then "Personal Profile" and locate your Login & Password. From here, you'll need to update the password, confirm the new password, and select "Save" at the bottom of the page.

Q: I need to change/update my email for my TERMS account.

A: After you are logged in to TERMS you can change/update your email. Select "My Account", then "Personal Profile" and locate "Contact Information". From here, you'll need to change your email, confirm the new email. Before selecting "Save", you can make any other changes to your account, such as your address, phone number, date of birth, title, or contact preference.

MAILING ADDRESS:
4236 Mail Service Center
Raleigh, NC 27699-4236
www.ncdps.gov/ncem/



OFFICE LOCATION:
1636 Gold Star Drive
Raleigh, NC 27607
Telephone: (919) 825-2500
Fax: (919) 825-2685

An Equal Opportunity Employer

Q: *Why am I not receiving any course updates from TERMS?*

A: This could be because your notifications are disabled. To enable your notifications, simply log in to your account, select "My Account", then "Personal Profile" and locate "Notifications". From there, you'll select NCEM or NCOEMS. Remember to confirm if your "Contact Preference" is either email or text messaging. Please note, text message notifications require Mobile Phone and Carrier Information. If you are still not receiving notifications please call the Training Help Desk for assistance at (919)-825-2574 or email us at training@ncem.org.

Q: *I am trying to create a new TERMS account and I'm getting a message that says "Your Personal Profile is complete and your email address has been verified. Please enter your Login ID and Password on the Login page". What does this mean?*

A: In most cases, this means an account with your first name, last name and social security number already exists. Please call the Training Help Desk for assistance at (919)-825-2574 or email us at training@ncem.org and we can assist you further.

Classes & Registration Status

Q: *I am registered for a class and I don't remember/can't find the location.*

A: Most of the time, you can find the location listed on the "Calendar" page where you registered for the class. Navigate to "Calendar", locate the class you're registered for, and look for "Location." This is where you can find the address and other important information. On a few occasions, the class location may be To Be Determined. In that case, please call us at 919-825-2574 or email us at training@ncem.org and we can assist you further.

Q: *Can you tell me if the class I am registered for offer reimbursements?*

A: If a reimbursement is offered, it is specified under "Offering Specific Information" at the bottom of the Event Description page. Navigate to "Calendar", locate the class you're registered for, and look for "Offering Specific Information."

Q: *I just registered for a class and my status is "Waitlisted" or "Pending." What does this mean? When will I know if I've been placed in the class?*

A: If your status is "Waitlisted", this means the class is being monitored to make sure the right people are being accepted in the class. A training officer will be working with the class coordinator to ensure the students are being approved. If you haven't received confirmation within 2 weeks of the class, please contact the training branch. If your status is "Pending" this means you haven't quite fulfilled the prerequisites for the class you've just registered for. If you attached your proof, the training department will add this to your transcript and update your status to the class. If you didn't attach proof of completion of the pre-requisites, the registration will be denied. It is the responsibility of the student to provide this proof to be considered for approval in the class.

Q: How do I withdraw from a class?

A: If you are outside of the 5 day class window - meaning you have more than five days before the start of the class - you'll login using your username and password, select "My Account" and then "Training History". From the "Registration History" page, you'll locate the class you need to withdraw from, under "Status" select "Withdraw" from the drop-down menu, and on the confirmation window, select "Yes" to confirm your Withdraw. If you within 5 days of the class start date you will not be able to withdraw. We do this so we can push someone from the waitlist status. Just call us at 919-825-2475 or email us at training@ncem.org so we can assist you.

Q: When will I get my certificate from the class I just attended?

A: Once the class is completed in TERMS - this means the Coordinator has processed the roster and any supporting documents - you should receive your certificate. In some cases, if you haven't received it, we can re-generate it for you. Some certificates will come from FEMA. This could take 4-6 weeks from closing the class out before you receive a certificate from them.

Q: I have taken a few classes elsewhere, but I noticed my transcript doesn't list those classes? Can I change that?

A: First, you'll need to login using your username and password, select "Document Library", and select "Transcript Update Form." You'll need to download the form, review our guidelines, and complete the form. Once completed, you may email it to us at training@ncem.org or fax it to us at 919-825-2683. Please note, not all certificates will be accepted by us. Additionally, we highly recommend students retain original copies/files of their certificates as well.

Q: I received a certificate from a class I just attended and the name listed on the certificate is incorrect. How do I change that?

A: You'll navigate to <https://terms.ncem.org/TRS/>, login using your username and password, select "My Account", then "Personal Profile" and locate "Contact Information". From here, you'll locate "Certificate Name" and type the name you'd like to be printed on your certificates. Remember, changes take at least 24 hours to occur.

Access & Rights

Q: I would like to post a course to TERMS or manage a class already posted in TERMS. Can you help?

A: Most often, if this class is locally offered, a local EM partner, or Coordinator will already have rights to manage classes. You'll need to contact them locally to inquire about rights. Otherwise, if the class is offered by the State, we can connect you with the managing coordinator for more assistance, if possible.