



Firefighter Candidate Assessment Website Scheduling Guide

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Registration Overview

The City of Los Angeles Firefighter Candidate Assessment registration website is designed to provide candidates the opportunity to complete their registration process, log-in to their own account, pay for the Firefighter Candidate Assessment (FCA) exam, request an accommodation, and schedule for an exam. The following steps will walk you through the online registration process.

Website: <https://tara.vitapowered.com/LAFD/FCA>

The Home page of the website, as shown below in **Figure 1**, provides the candidate the ability to create a new account or log into an existing account and register for the Exam.

Figure 1

Welcome to the PSI portal to register for the FIREFIGHTER CANDIDATE ASSESSMENT (FCA)

****IMPORTANT** YOU MUST USE YOUR EMAIL ADDRESS AS YOUR USERNAME. THE EMAIL ADDRESS YOU USE MUST BE THE SAME AS THE EMAIL ADDRESS USED TO SUBMIT YOUR CITY APPLICATION. FAILURE TO DO SO MAY IMPACT YOUR RESULTS. YOU WILL ENTER YOUR EMAIL IN BOTH THE USERNAME AND EMAIL FIELDS.**

If you have difficulty registering or accessing your account, please contact colaops@psionline.com.

- **First time test takers:** If you have never taken the FCA, please use this form to register by entering your email address as your username. If you see a message that your Username already exists, see below for returning test takers.
- **Returning test takers:** If you have previously completed the FCA, click the Login link below and login with your Email Address as your Username and click the Forgot Password Link.

Have an Account? [Login](#)

Register
If this is your first time with us, please register below.

* Required fields

*First Name

*Last Name

*Email

*Username

*Password

*Confirm Password

*Last 4 digits of SSN

*Confirm Last 4 digits of SSN

Create an Account:

New Test Takers

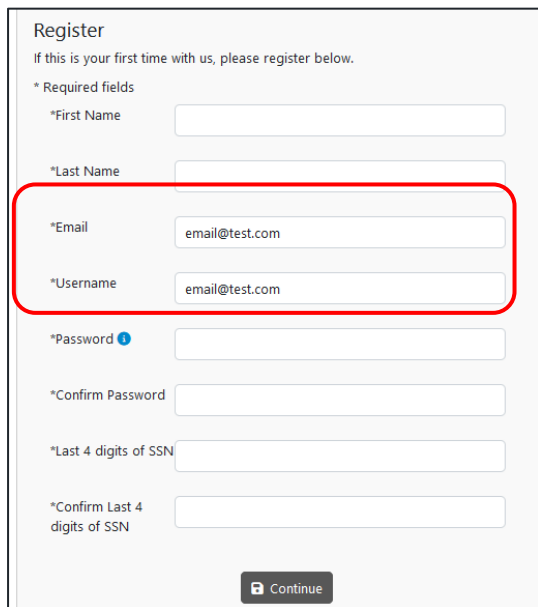
1. If you have never taken the FCA previously, you must register as a new test taker.

****IMPORTANT****

You MUST use your email address as your Username. The email address you use must be the SAME as the email address used to submit your City Application. Failure to do so may impact your results.

Note that you will enter in your email address in both the **Username** and the **Email** field. **Figure 2** shown below highlights this section.

Figure 2



The screenshot shows a registration form titled "Register" with the instruction "If this is your first time with us, please register below." It lists several required fields: First Name, Last Name, Email, Username, Password, Confirm Password, Last 4 digits of SSN, and Confirm Last 4 digits of SSN. A red rectangular box highlights the Email and Username fields, both containing the text "email@test.com". A "Continue" button is located at the bottom of the form.

Registration Fields

*All fields with an * are mandatory and must be filled out*

- First Name
- Last Name
- Email
- Username
- Password
- Confirm Password
- Last 4 digits of SSN
- Confirm Last 4 digits of SSN

2. Once you click on **Continue**, you will be asked to complete demographic questions. [See Candidate Demographic Section.](#)

3. If you see an error message saying that your **Username already exists**, proceed to the next section as you will need to login as a returning test taker.

Login to Existing Account: Returning Test Takers

1. If you have previously taken the FCA in 2016, 2018, 2020, or 2022, you must click on the **Login** link (**Figure 3**) on the registration page.

Figure 3

Welcome to the PSI portal to register for the FIREFIGHTER CANDIDATE ASSESSMENT (FCA)

****IMPORTANT** YOU MUST USE YOUR EMAIL ADDRESS AS YOUR USERNAME. THE EMAIL ADDRESS YOU USE MUST BE THE SAME AS THE EMAIL ADDRESS USED TO SUBMIT YOUR CITY APPLICATION. FAILURE TO DO SO MAY IMPACT YOUR RESULTS. YOU WILL ENTER YOUR EMAIL IN BOTH THE USERNAME AND EMAIL FIELDS.**

If you have difficulty registering or accessing your account, please contact colaops@psionline.com.

- **First time test takers:** If you have never taken the FCA, please use this form to register by entering your email address as your username. If you see a message that your Username already exists, see below for returning test takers.
- **Returning test takers:** If you have previously completed the FCA, click the Login link below and login with your Email Address as your Username and click the **Forgot Password Link**.

Have an Account? [Login](#)

2. If this is your first time accessing this portal, click on the **Forgot Password** link (**Figure 4**).

Figure 4

Sign In

Username

Password

[Forgot username?](#) | [Forgot password?](#)

Sign In

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3. Enter in your email address in both the Username and Email fields. You must enter in the same email address you used when previously registering for an exam. **Figure 5** shown below highlights this section.

Figure 5

Forgot Password

Important: Resetting your password is a multi-step process. Please keep your browser window open until you are told you can log in. **If your browser is closed during this process, you will be required to restart it from the beginning.**

Step 1: Identify Your Account

Please provide your username and email address so that we can find your account and help you reset your password.

Username *

Email *

4. Next, you will receive a verification code. Please note that the verification code expires after 30 minutes. Retrieve your email and enter in the verification code into the **Password Reset Code** field as shown in **Figure 6**.

Figure 6

The verification code will expire in **30 minutes**.

Important: Resetting your password is a multi-step process. Please keep your browser window open until you are told you can log in. **If your browser is closed during this process, you will be required to restart it from the beginning.**

Step 2: Verify Reset Code

A reset code was sent to the specified email address. Without closing this browser window, get this code from the email message and enter it below.

Password Reset Code *

5. You will then be asked to create a New Password. Enter your new Password into the **New Password** and **Confirm New Password** fields and click on **Reset Password** (Figure 7).

Figure 7

Forgot Password

Important: Resetting your password is a multi-step process. Please keep your browser window open until you are told you can log in. **If your browser is closed during this process, you will be required to restart it from the beginning.**

Step 3: Reset Password
Please set a valid password for yourself and confirm.

New Password *
..... ✓

Confirm New Password *
..... ✓

Password Validation Rules

- ✓ Password must be at least 8 character(s) long.
- ✓ Password must contain at least 1 lower case character(s).
- ✓ Password must contain at least 1 upper case character(s).

Passwords Cannot

- Password cannot contain the username.

[Reset Password](#) [Cancel](#)

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6. Next, click on the **Login with new password** link (Figure 8).

Figure 8

Forgot Password

Password Successfully Reset

Your password has been successfully reset. You should now be able to log in with your new username and password.

[Login with new password](#)

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Candidate Demographics

1. You'll next be presented with candidate demographic questions.
2. First, you will enter your City, State, and Zip (Figure 9).

Figure 9

The screenshot shows a form titled "Candidate Demographics". It contains three input fields: "1) City", "2) State", and "3) Zip Code". Each field is a simple text box. At the bottom right of the form is a blue button labeled "Next Page >".

3. On the next page you will answer additional demographic questions. If you choose not to answer these questions, please select the 'Prefer not to say' option.
4. Once complete, click **Finish** (Figure 10).

Figure 10

The screenshot shows a form with two sections of radio button options. The first section is "7) Age Range" with options A) Under 18, B) 18-24, C) 25-29, D) 30-34, E) 35-39, F) 40-44, G) 45-49, H) 50-54, I) 55-59, J) 60-64, K) 65 and Over, and L) Prefer not to say. The second section is "8) Highest Education Level Completed" with options A) High School or GED, B) Some College, C) 2-Year College Degree (Associates), D) 4-Year College Degree (BA-BS), E) Master's Degree, F) Doctoral Degree, and G) Prefer not to say. At the bottom of the form are two buttons: a grey button labeled "< Previous Page" and a blue button labeled "Finish".



Pay for the Firefighter Candidate Assessment (FCA)

1. The next step is to pay for your exam fee of \$73.00 using a valid credit card number and submitting payment (**Figure 11**).
2. Once you have submitted your credit card payment, you will receive an onscreen notification that you have successfully paid for the test and are now ready to schedule your exam.

Figure 11

Instructions

To proceed, please enter your credit card payment information below and select "Submit Payment".

Note: This is for pre-payment of a proctored event. There will not be any refunds for events not attended.




Product Information

Product	Price
Total Amount To Be Charged	

Have a Discount Code?

Discount Code:

Payment Information

Credit Card Type:   

Credit Card Number:

Expiration Date:

Security Code:

Cardholder's Name:

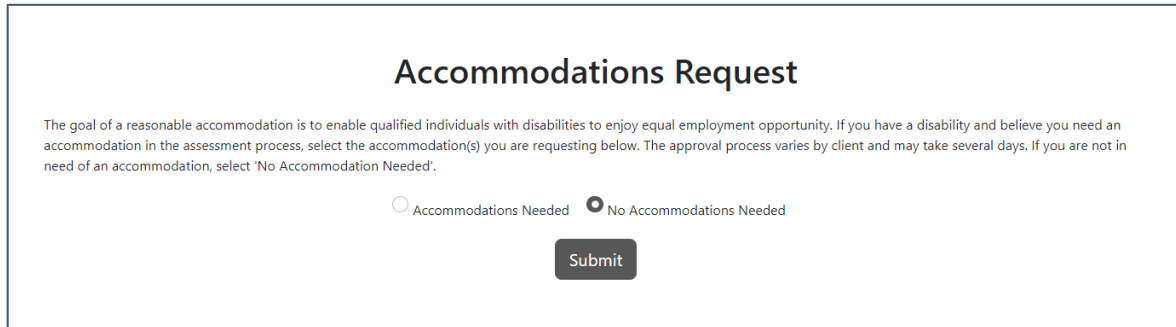
Billing Postal Code:



Requesting an Accommodation

1. Next, you will see a screen asking if you would like to request an accommodation (**Figure 12**).
2. If **No Accommodation is Needed**, click the appropriate radio button and the **Submit** button.
3. If an **Accommodation is Needed**, click the appropriate radio button and the **Submit** button.

Figure 12



The screenshot shows a web form titled "Accommodations Request". Below the title is a paragraph of text explaining the purpose of accommodations. There are two radio buttons: "Accommodations Needed" (which is unselected) and "No Accommodations Needed" (which is selected). Below the radio buttons is a "Submit" button.

Accommodations Request

The goal of a reasonable accommodation is to enable qualified individuals with disabilities to enjoy equal employment opportunity. If you have a disability and believe you need an accommodation in the assessment process, select the accommodation(s) you are requesting below. The approval process varies by client and may take several days. If you are not in need of an accommodation, select 'No Accommodation Needed'.

Accommodations Needed No Accommodations Needed

Submit

4. **Complete the Accommodation Request Form** and click the **Submit** button (**Figure 13**). You will then receive an email with further instruction for how to submit documentation. You will be unable to proceed to scheduling until your accommodation request has been reviewed and either approved or denied.

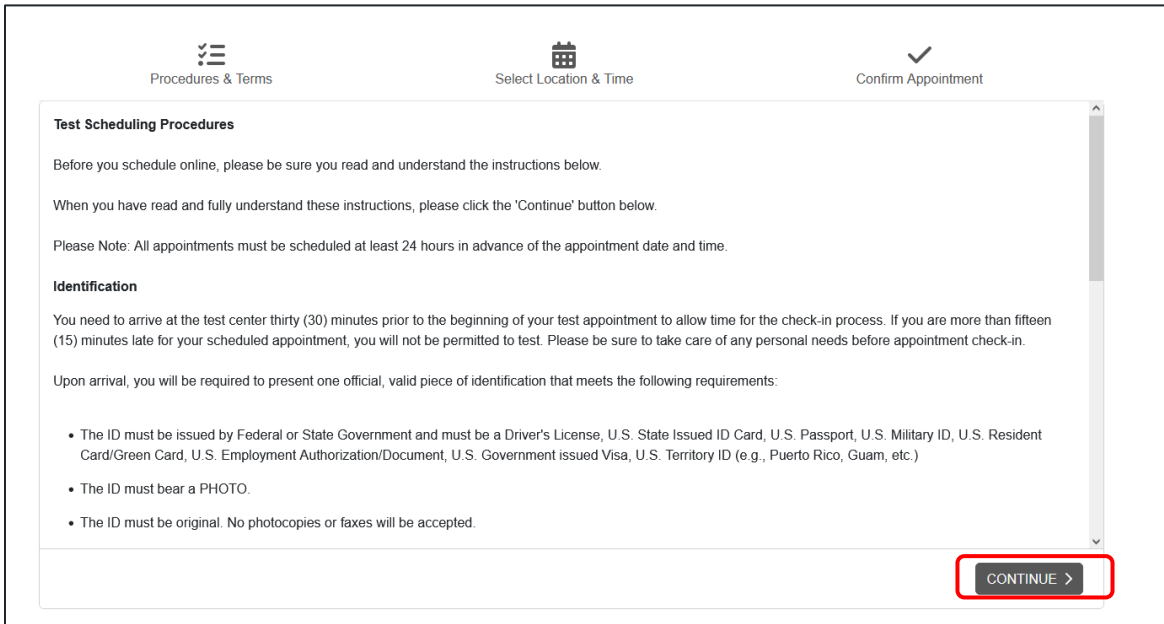
Figure 13

The screenshot shows a web form titled "Accommodations Request". At the top, there is a paragraph explaining the goal of a reasonable accommodation. Below this, there are two radio buttons: "Accommodations Needed" (which is selected) and "No Accommodations Needed". The form is divided into sections. The first section is "Time Extension Accommodation", which contains a dropdown menu for "Time Extension:" with options: "No Time Extension", "Time Extension - 50%", and "Time Extension - 100%". Below the dropdown are four checkboxes: "Approved Breaks", "Reader", "Sign Language Interpreter", and "Other". The second section is "Appointment Postal Code:" with a text input field and a small icon on the right. The third section is "Phone Number:" with a text input field. The fourth section is "Reason for Request:" with a large text area. At the bottom center of the form is a "Submit" button.

Schedule for the Firefighter Candidate Assessment (FCA)

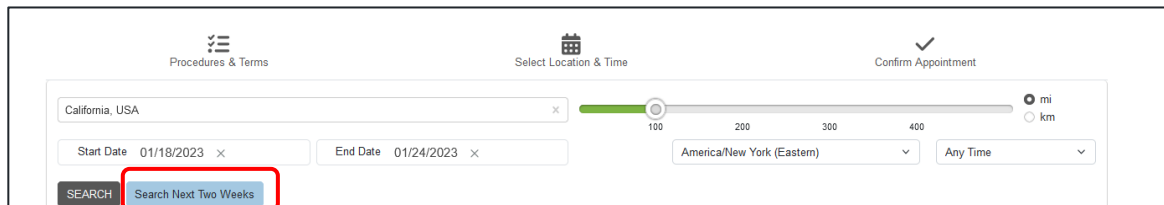
1. You will now be presented with Test Scheduling Procedures. Please read these instructions carefully before proceeding and then click **Continue (Figure 14)**.

Figure 14



2. Enter in your city and state in the search bar. If you do not see available testing dates, either change the date range or click on the **Search Next Two Weeks** button (Figure 15). You can only search appointments within a two-week window.

Figure 15



3. Once you find a test center, click on **View Times** and select a time slot.

4. On the **Confirm Your Appointment page**, enter your phone number, and review the details of the appointment. If you would like to choose a different time or test center, click the **Back** button. If you would like to proceed with scheduling, click the **Schedule Appointment** button (Figure 16).

Figure 16

The screenshot displays the 'Confirm Your Appointment' interface. At the top, there are three navigation icons: a menu icon for 'Procedures & Terms', a calendar icon for 'Select Location & Time', and a checkmark icon for 'Confirm Appointment'. The main content area is titled 'Confirm Your Appointment' and contains a 'Phone Number' field with the value '1111111111'. Below this is a light blue box containing the appointment details: 'SKAT Electrical Test Battery - Repair Shop', 'January 19, 2023', and '12:00 PM - 3:00 PM America/New York (Eastern) (180 minutes)'. Underneath is the 'Location' section with the address 'PSI Examination Services-FRESNO, 351 E. BARSTOW, SUITE 101, Fresno, CA 93710' and a 'VIEW MAP' button. At the bottom of the form, there is a '< BACK' button on the left and a '✓ SCHEDULE APPOINTMENT' button on the right, which is highlighted with a red rectangular border.

5. Your appointment has now been scheduled and you will see the Appointment Information page. You will automatically be sent a confirmation email with appointment details and instructions. If you do not receive this email, please send an email to colaops@psionline.com

Out of State Seat Requests and Seat Requests

You will use these instructions if you are testing out of state and are unable to find a center in your city. Centers within the PSI network make every attempt to ensure appointments are available for scheduling. However, there are times when seats are not available.

1. If you attempt to schedule an appointment via the Scheduling page but there are no seats available, you will see the following screen with a **Request a Seat** button (Figure 17).

