



EMERGENCY MEDICAL SOLUTIONS

TRILOGY TRAINING SYSTEM • CUSTOM AGENCY PORTAL

YOUR TRAINING. YOUR PERSONNEL. YOUR PORTAL.

How a custom Trilogy training portal gives your organization a dedicated environment for specialized public safety education — and what it changes for your training division.

PREPARED FOR	Training Chiefs, Training Officers, and Agency Administrators
COVERS	How the portal works, what it does, and how agencies use it
APPLIES TO	Fire, EMS, law enforcement, military, and industrial response organizations

WHAT A CUSTOM AGENCY PORTAL ACTUALLY IS

A custom agency portal is your organization's own branded space inside the Trilogy Training System — a single place where your personnel find the training you have assigned them, complete it on their own schedule, and generate the documentation your records require.

It is not a records management system, a scheduling platform, or a replacement for anything you already run. It is a training delivery capability. Trilogy builds and maintains the courses; your agency decides who takes them, when, and how completion is documented internally.

The portal solves a specific, recurring problem for training divisions: your people need specialized education that takes months of instructor time to build correctly, and once it is built it needs to be delivered consistently across shifts, stations, and hire dates — then tracked, chased, and documented. The portal takes over the building, the delivering, and most of the tracking.

Your agency doesn't need more software. It needs more training capability.

AT A GLANCE

- **Your own portal environment** carrying your agency's name and personnel
- **Agency-level purchasing** — buy training seats centrally, assign them as needed
- **Self-service enrollment** managed by your training officer, not by support tickets
- **Live progress visibility** without asking employees for status updates
- **Automatic reminders** that chase incomplete training for you
- **Trilogy or agency-built courses** in the same environment

HOW IT WORKS

FROM TRAINING NEED TO DOCUMENTED COMPLETION

01

SELECT TRAINING

Choose the Trilogy programs that fit your operational or professional development needs.

02

PURCHASE SEATS

Buy training access at the agency level, in the quantity your budget cycle supports.

03

ASSIGN PERSONNEL

Your training officer enrolls people directly, or issues access codes as personnel are selected.

04

MONITOR & DOCUMENT

Watch progress in real time, then pull certificates and completion records for your files.

Step three is where most agencies notice the difference. With a typical outside training vendor, every new student is an email, an invoice, and a delay. In your portal, adding a member to a course is something your training officer does in seconds, without contacting anyone.

WHAT YOUR TRAINING OFFICER CAN ACTUALLY DO

The portal is built around the people who run training day to day. These are the capabilities that matter most in practice.

01 BUY SEATS NOW, ASSIGN THEM LATER

Training budgets are approved on a calendar that has nothing to do with when personnel are actually ready for a course. Your agency can purchase a block of course access when the money is available and hold it. When a member is selected for training — next week or next quarter — you assign a seat or hand out an access code. Nothing expires because a name wasn't attached to it at purchase.

02 ENROLL AND REMOVE PERSONNEL YOURSELF

Your training officer adds members, removes members, and reassigns seats without going through Trilogy. When someone transfers, retires, or washes out of a program, that seat can be recovered and given to someone else. Your roster changes constantly; the portal is built to expect that.

03 SEE PROGRESS WITHOUT ASKING ANYONE

A single dashboard shows who has started, who is partway through, who has finished, and who hasn't logged in at all. Quiz results and time-in-course are visible. You can export the whole picture to a spreadsheet for a chief's report, an accreditation file, or a grant deliverable — without emailing thirty people to ask where they stand.

04 LET THE SYSTEM DO THE CHASING

The portal can send its own reminders to personnel who have not started or not finished assigned training, on a schedule you decide, and can notify a supervisor when someone completes. The follow-up that normally consumes a training officer's week happens automatically in the background.

05 ORGANIZE BY STATION, SHIFT, OR DIVISION

Larger organizations can break the portal into groups that mirror how the agency is actually structured — A/B/C shift, individual stations, EMS versus suppression, or member departments in a regional or county system. A battalion chief can be given visibility into their own people only, while the training chief sees everything rolled up.

06 CERTIFICATES AND CONTINUING EDUCATION HOURS, AUTOMATICALLY

Completion produces a certificate the student can download immediately and the agency can retrieve at any time. Where a program carries continuing education hours, those hours are tracked and accumulated per person, so a medic approaching recertification — and the officer signing off on it — can see exactly what has been earned rather than reconstructing it from a folder of PDFs.

07 A SIMPLE EXPERIENCE FOR THE STUDENT

Personnel log in, see only what has been assigned to them, and pick up exactly where they left off — on a station computer, a laptop at home, or a phone during downtime. There is no software to install and nothing to configure. If a member can use a web browser, they can complete the training.

WHY THIS MATTERS

Every item above is administrative work that currently sits on someone's desk in your agency. Purchasing, enrolling, reminding, tracking, certificate handling, and hour totals are the unglamorous majority of what training coordination consumes. Moving that into the portal is usually where agencies recover the most time — more than from the course content itself.

THE VALUE PROPOSITION

YOUR TRAINING DIVISION DOESN'T HAVE TO BUILD EVERYTHING ITSELF

Developing a defensible training program means research, curriculum design, presentations, knowledge assessments, documentation, revision cycles, and instructor hours. For specialty subjects — tactical care, dive medicine, emergency vehicle operations, instructor development — the investment is significantly higher, and the resulting course still has to be maintained as standards change.

Trilogy develops and maintains the academic content. Your organization deploys it to the people who need it.

Instead of spending instructor hours rebuilding education that already exists, those hours go where your instructors create the most value: coaching, hands-on skills, scenario work, and developing your own people.

BEYOND THE CATALOG

IT DOESN'T HAVE TO BE TRILOGY TRAINING

The portal is not limited to the Trilogy catalog. Trilogy can work directly with your team to design, build, and deploy training specific to your organization — your protocols, equipment, policies, and onboarding requirements — hosted alongside everything else your personnel are assigned.

One place for your people to log in, one set of enrollment and progress tools for your training officer, and one way completion gets documented — whether the course came from Trilogy or from your own training division.

AGENCIES USE CUSTOM PROGRAMS FOR

- **New-hire onboarding** — orientation, required modules, and the academic portion of a field training program
- **Annual in-service** — recurring refresher cycles delivered on schedule instead of shift by shift
- **Protocol and SOP rollouts** — medical director updates and policy changes documented as completed
- **Equipment transitions** — new apparatus, monitors, or devices introduced before they hit the street
- **Compliance and annual requirements** — the training everyone has to take every year, tracked automatically
- **Existing agency material** — content your division has already built, rebuilt into a deliverable online course

WHAT EACH LEVEL OF THE ORGANIZATION GETS

ROLE	WHAT CHANGES
Training Chief / Training Officer	Less course development, more actual training. Enrollment, reminders, and progress tracking stop being manual work. Reporting for the chief, the state, or an accrediting body is an export rather than a project.
Chief / Agency Administrator	Expanded training capability without expanded infrastructure or headcount. Budget can be committed when it is available and used when personnel are ready. The agency keeps full control of personnel, scheduling, practical training, and its own records.
Regional, County, or Multi-Agency Systems	One consistent academic standard across member departments, with each department's officer seeing their own personnel and the system-level administrator seeing the whole picture.
The Student	Professional training available anywhere, at any hour, that resumes where they left off — without pulling an entire shift into a classroom. Certificates and earned hours are always retrievable, not dependent on someone else's filing.

A PRACTICAL EXAMPLE

THE EVOC MODEL

Emergency Vehicle Operations shows how the portal is meant to work: standardized online academics from Trilogy, hands-on delivery from your own people.

An agency trains its own EVOC Instructors through Trilogy. Those instructors then run driving exercises, vehicle familiarization, and skills evaluation locally, on their own apparatus and their own course. The classroom portion — identical for every driver, and the part that generates the paperwork — is delivered through the agency portal, consistently, every time.

The result is a program the agency owns and controls, without writing an EVOC curriculum from scratch or sending drivers out of the county for classroom hours.

A SHARED TRAINING MODEL

TRILOGY PROVIDES

- Online academic education
- Course delivery and hosting
- Student enrollment tools
- Knowledge assessments
- Completion documentation

YOUR INSTRUCTORS PROVIDE

- Agency-specific instruction
- Vehicle and equipment familiarization
- Driving and skills exercises
- Hands-on practical training
- Skills evaluation and sign-off

START WITH ONE NEED. EXPAND LATER.

A custom portal does not have to begin as an enterprise project. Most agencies start with the single training need in front of them right now — EVOC, continuing education, special operations, instructor development — and add programs to the same environment as other needs surface. The portal, the personnel, and the administrator access stay the same; only the course list grows.

01

SCOPE THE NEED

A short conversation with your training staff to identify the program, the number of personnel, and how completion needs to be documented.

02

BUILD THE PORTAL

Trilogy configures your agency environment, administrator access, and course access — including any custom program built for your organization.

03

LAUNCH AND ASSIGN

Your training officer enrolls personnel, distributes access, and monitors progress from the first day the portal is live.

AVAILABLE PROGRAMS

TRAINING BUILT FOR THE WORK YOUR PEOPLE ACTUALLY DO

- **Emergency Vehicle Operations** — EVOC
Provider, EVOC Instructor, and agency programs
- **EMS Continuing Education** — EMT and
Paramedic continuing education, refreshers, and
recertification
- **Tactical & Emergency Response** — TECC,
Street Medicine, and tactical response education
- **Special Operations** — surface water rescue,
dive medicine, and specialty awareness
- **Hyperbaric & Dive Medicine** — advanced
specialty education for qualified EMS
professionals
- **Instructor & Professional Development** —
instructor education and professional programs

QUESTIONS DECISION MAKERS ASK

Do we have to replace our existing training or records system?

No. The portal adds specialized training delivery capability. Your existing systems and processes for personnel records, compliance, scheduling, and reporting continue exactly as they are.

Can administrators monitor student progress?

Yes. Designated agency administrators can see enrollment status and course progress for their personnel at any time, and export that information for internal reporting.

Can we purchase training before deciding which employees will attend?

For eligible programs, yes. Agency course access can be purchased in advance and assigned later, either directly to a member or through access codes distributed as personnel are selected.

Can we put our own training in the portal?

Yes. Trilogy can work with your team to build agency-specific courses — onboarding, in-service, protocol or equipment training — and deploy them in the same portal, with the same enrollment, tracking, and completion documentation.

What happens when someone leaves or transfers?

Your administrator removes them from the portal. For unstarted training, the seat can generally be reassigned to another member.

Can we start with only one program?

Yes. Beginning with a single program is the most common way agencies start. Additional Trilogy programs can be added to the same portal later without any new setup for your personnel.

Does this work for a multi-department or regional system?

Yes. The portal can be organized so each member department manages and views its own personnel while a system-level administrator sees consolidated participation across all of them.

What types of organizations can have a custom portal?

Fire departments, EMS agencies, law enforcement organizations, military units, industrial and special response teams, and other organizations with recurring professional training requirements.

START WITH THE TRAINING YOU NEED TODAY.

We will walk your staff through the portal and scope a first program — from the Trilogy catalog or built for your agency.

REQUEST AN AGENCY PORTAL

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Trilogy Emergency Medical Solutions — specialized education for EMS and public safety.

