

Frequently Asked Questions:

1) I saw an e-mail and thought it was spam. Is Wild Apricot legitimate?

Response: Yes. Wild Apricot is the membership data management system used by FFMIA for keeping membership profiles, renewing membership and registering for classes and conferences.

2) The system will not take my credit card.

Response: We use PayPal exclusively for processing credit card payments. PayPal requires information to be an exact match or payments will be decline. For example, if you use a department issued credit card and put in your personal home address, or a station location that is different from the billing address assigned to the card, your payment will be rejected.

3) I don't have a PayPal account, do I need one?

Response: You do not need a PayPal account to process a payment through them. Simply scroll down on the payment page for additional options.

4) How can I register for a class/conference when the system will not allow me?

Response: Registration is linked to the email address in your membership profile. If you have changed jobs, or email addresses, you must update your membership profile. If you have forgotten your password, you can select the reset password option located near where you log into the system and a new password will be sent to the email address on file. Otherwise, you may contact the FFMIA office and we can have a new temporary password generated for you that you may then change. Additionally, please be aware that if your email address is not accurate, you will not receive any email notifications from FFMIA.

5) I just paid my membership dues, but I am still unable to register for a class.

Response: Membership dues are payable the first of January each year. Notices reminding members that annual renewals are due are sent out during the first week of October. Three reminders are sent prior to January 31st. If payment has not been received your membership status automatically reverts to a lapsed category effective February 1. For those who pay after February 1, a manual entry is necessary from FFMIA staff to bring your membership status current. If you have paid by check, this entry is done upon receipt of payment. If you have paid through PayPal, the need for the manual entry may be inadvertently missed and we ask that you notify the office at 772-349-1507 so that we may credit you properly.

6) I attended a class, but did not receive a certificate of attendance. Do I need to have one?

Response: When you access your profile, you may view any class that you have registered for in FFMIA's database system. Your official attendance transcript, however, is found in your FCDICE profile maintained by the Florida State Fire College. When FCDICE reporting became mandatory several years ago, FFMIA stopped issuing certificates of attendance for class participation.

7) **How do I receive a membership card when I paid my dues?**

Response: Membership cards are available under your membership profile in the membership database system. Simply log into the system, select the membership tab and an option appears for a printable PDF of your membership card. Membership cards are never requested for proof of membership for any event.

8) **Can you please add my new inspector to the chat group?**

Response: Yes. This is very simple, process that each member must follow to be added to the chat group. but it must be initiated by the member. Simply go to the FFMIA home page and look at the top of the page. Click on the link to "Join the FFMIA Chat Group". The prompt will have you answer some questions which will be sent to the moderator for activation. This is normally completed within a day or two of notification.

9) **I am trying to register for a class but it is asking for a FCDICE number and a DBPR number. What is that?**

Response: FCDICE is your student ID number issued by the Florida State Fire College. This number is mandatory as this is how we report your CEU's earned. We recommend you store this number in your cell phone for ease of access when attending classes. The DBPR number is for Building Officials and those seeking continuing education on the building code track. If you do not have either number simply enter a 4 digit number such as 0000 and you will be permitted to proceed.

Please feel free to keep sending your questions so that we may provide you with the best information possible to ease your membership needs. We will be adding a FAQ section to the FFMIA home page very soon.

Thank you.

Jon Pasqualone
Executive Director