

U.S. Coast Guard Auxiliary New Member Survival Guide

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WELCOME

Welcome to the U.S. Coast Guard Auxiliary! This Survival Guide is intended to help you get through the initial tasks you'll need to accomplish after your application has been accepted and your member number has been assigned. These tasks fall into two main areas: online training, and buying uniforms. I wrote this guide soon after joining the Auxiliary because even though the members of my Flotilla were incredibly helpful, I still started to get overwhelmed with all the different training requirements, online systems, and uniform components I needed to worry about.

The most important Flotilla Staff Officer (FSO) you'll need to be on good terms with is the FSO-IS, who is the Officer for Information Systems. He or she will be the one who fixes any goofs that occur with the online training systems, and who also ensures that your training record is accurate and complete. You may also be assigned a mentor from the Flotilla, who can also help you navigate your way through all that needs to be done as a new member.

ONLINE TRAINING

After you are assigned your member number, you will need to login to multiple websites to complete all the Core Training (AUX-CT), Basic Qualification Classes (BQC-II), and FEMA Training that are required for you to transition from your current Approval Pending (AP) status to Basically Qualified (BQ) status.

1. Auxiliary Community (<https://uscg.force.com/>)

One of the first emails you will receive after your member number is issued will be from the USCG Auxiliary Members Community. This email will contain a link to the login screen that will let you create your password for this account. Although the AuxCommunity website itself is not used for training, the login for AuxCommunity is used to access other systems that contain your training records. The first email you receive from AuxCommunity will look like the following:

From: USCG Auxiliary Members Community <auxdatai_accounts@cgauxnet.us>
To: (your email address)

Hi (your name),

Welcome to USCG Auxiliary Members Community! To get started, go to [https://uscg.force.com/auxcommunity/login?c=\(some-random-number\)](https://uscg.force.com/auxcommunity/login?c=(some-random-number))

If you have any issues logging in, please send an email to auxdata@acumensolutions.com so that a service request can be created for you. Once the service request is created, someone will be in touch to help.

Username: (your member number)@uscg.aux

Thanks,
United States Coast Guard (USCG) HQ

After you login the first time, poke around a bit to see what you can access from here but be sure not to accidentally update any records or anything like that. If you access your own member record and see anything that is incorrect, please email your FSO-IS to let him or her know.

2. AUX-Learning (<https://auxlearning.uscg.mil/>)

The AUX Learning system, also referred to as AUX LMS, is the system you'll use to complete the six required Core Training (CT) classes. Soon after your member number is assigned, you should receive the following email:

From: SMB-USCG-ELearning <smb-uscg-elearning@uscg.mil>
To: (your email address)

Good Day,

Your AUXLMS account to complete your training has been created. You can request a password by performing the following steps:

Please make sure you are using Internet Explorer (Google Chrome or Microsoft Edge will NOT work). Also AUXLMS is not compatible with mobile devices.

1. Launch AUX LMS (<https://auxlearning.uscg.mil/>)
2. Click 'Agree' to Warning Statement
3. Click the 'I forgot my password' link
4. Enter your e-mail address.
5. Click 'Submit'.
6. A reset password link will be sent via email
7. Access link and change password

If you would like to change your password after logging in, please perform the following steps:

1. Click on 'MY ACCOUNT'
2. Click on 'My Profile'
3. Enter your New Password and Conformation
4. Click 'Save Changes'

If you have any further questions or concerns please call 1-855-CGFixIT (1-855-243-4948) choosing option 3 for OSC Application Support. Thank you in advance and have a great day!

v/r,

USCG Application Support
<https://elearning.uscg.mil>
Phone: 304-264-2500
Toll Free: 1-855-CGFixIT (1-855-243-4948)
- select Enterprise Applications, option #3
Fax: 304-262-5995

Notice that the email mentions that you should use Microsoft's Internet Explorer to access the AUX Learning system. More on this issue later.

Once you follow the instructions in the first email for "I forgot my password," you should very quickly receive the following email:

From: no-reply@uscg.mil
To: (your email address)

Hi (your name),

You recently requested to reset your password for your AuxLearning account. Click the link below to reset it.

[http://auxlearning.uscg.mil/dialog/resetpassword.asp?token=\(some-random-number\)](http://auxlearning.uscg.mil/dialog/resetpassword.asp?token=(some-random-number))

If you did not request this, simply ignore this message.

Do not reply to this message, as no recipient has been designated.

Thank You!
The Coast Guard Team

After you create your password and you're able to login to the AUX Learning system, navigate through the Course Catalog as follows:

Catalog: Auxiliary

Catalog: Auxiliary Core Training

502306 - Ethics 1 - Personal Gifts
502319 - Civil Rights Awareness
502379 - Workforce Resilience
810000 - Sexual Harassment Prevention
810015 - Privacy at DHS: Protecting Personal Information
810030 - Security Fundamentals

However... the Civil Rights Awareness training course is currently blocked on this website because it uses Adobe Flash content, which is considered to be insecure. To complete the Civil Rights Awareness training you'll need to take it using the Auxiliary Online Classroom (described below). But because the Online Classroom doesn't include automatic recording of you completing the course, you'll need to take a screenshot of your computer monitor showing the window that says you've completed the training and then send that screenshot to your FSO-IS.

And a note concerning which web browser to use: Although the Internet Explorer browser has been "deprecated" by Microsoft in favor of the newer Edge browser because of security concerns, Coast Guard training systems (like many other U.S. government training systems) still rely on some of the features and peculiarities of this older browser.

That said, when I tried to use Internet Explorer for the Core Training classes I could not get the course content to load and play properly. So I was forced to use Mozilla Firefox to be able to take the classes, and it appears that the course completions did get properly recorded. Your mileage may vary, but that is what worked for me.

3. Auxiliary Online Classroom (<http://classroom2.cgaux.org/moodle/login/index.php>)

The Auxiliary Online Classroom is the system you'll use to complete the seven required modules of the Basic Qualification Course-II (BQC-II). When you first access the Auxiliary Online Classroom website, you see the following login screen:

Coast Guard Auxiliary - Online Classroom

[Home](#) ► [Log in to the site](#)


Log in

Username

Password

Remember username

[Forgotten your username or password?](#)

Cookies must be enabled in your browser 

Some courses may allow guest access

Is this your first time here?

The **U.S. Coast Guard Auxiliary Online Classroom** is restricted to the use of Auxiliary and active duty members of the U.S. Coast Guard.

To login, *use your 7-digit Member ID as your Username, and your usual Member Zone password (the same as you use for AuxDirectory/AuxOfficer).*

If you do not yet have a Member Zone Password, click [here](#) to sign up for one.

New members note: a prerequisite to obtaining a Member Zone password is that your personal member information must *already* be visible in AuxDirectory, and that information *must contain a valid email address* where you can receive a password-confirmation email *within 15 minutes of signup*. If your signup attempts fail, please ask any member with Member Zone credentials to confirm this for you, and confirm the exact email address listed in AuxDirectory.


All questions about this site should be addressed to the National Help Desk at <http://help.cgaux.org>.

You are not logged in.



[Home](#)

To create your login, look on the right-hand side of the screen where it says, "If you do not yet have a Member Zone Password, click here to sign up for one." and then click on the word "here."

If you're lucky, this sign up process will work the first time. But if you're not lucky, like I wasn't, you'll be presented with the following message:



U.S. Department of Homeland Security
United States Coast Guard Auxiliary

**No email address in AuxData; password cannot be set.
 Contact your flotilla's FSO-IS for AuxData inputs. Expect 2-3 week delay.
 The email address you provided is not on file in AuxData; password cannot be set.
 Contact your flotilla's FSO-IS for AuxData inputs. Expect 2-3 week delay.**

Auxiliary or USCG Employee ID Contractors: please check this box

Type New Password

Type New Password again

Type your Primary Email Address*

NOTICE:

(1) *Auxiliarists: You must use your primary valid email address as entered in AuxData.
 (2) *Active Duty/Contractors: You must enter your official USCG email address.
 (3) All information contained in this program is covered by the provisions of the Federal Privacy Act of 1974.
 (4) Use is strictly limited to listed members of Coast Guard Forces.
 (5) Commercial use of any information in, or based upon this program is strictly prohibited. Violators will be prosecuted.
 (6) Please do not distribute any files, and keep your password secure.
 (7) For problems with this program, please contact the National Help Desk at help.cgaux.org and submit a ticket that explains the problem.
 (8) Use of this service indicates your acknowledgment of these provisions.

new_password.php Ver 1.2.1 SJ

All you can do at this point is to contact your FSO-IS to let him or her know that your email address doesn't appear to be on file in the AuxData system yet. Keep trying every few days until you're able to complete the process.

Once you're able to login to the Online Classroom, the home page will be what's called the "Dashboard." In the center of the page will be a list of Courses, so scroll down until you locate the following:

**T-Training (Including Leadership Development)
 Auxiliary Core and Basic Qualification Training Portal
 AUX Basic Qualification Course II-2017**

Select the link for the AUX Basic Qualification Course II-2017. Each module will have links to a study guide and other course materials that can be viewed and/or downloaded, and will also have a link to the National Testing Center (NTC) so you can complete the assessment required for each module of the BQC-II course.

After completing each assessment at the NTC website, you absolutely **MUST** take a screenshot of your computer monitor showing your score on the test and confirming that you passed it. The training computer systems do not always transfer information correctly, so

your passing of each test may not be recorded in the appropriate training records and you'll need to forward these screenshots to your FSO-IS to get the proper credit.

4. FEMA EMI (<https://training.fema.gov/is/crslist.aspx>)

The Federal Emergency Management Agency (FEMA) Emergency Management Institute (EMI) website is the system you'll use to complete the two incident management classes that are required:

- IS-100.c Introduction to the Incident Command System
- IS-700.b An Introduction to the National Incident Management System

Before taking these courses online, however, you will first need to register for a FEMA Student ID number by visiting the FEMA Student Identification System website:

<https://cdp.dhs.gov/femasid>

Once there, click on the link to Register for a FEMA SID, and fill out all the required information. You should also download your FEMA SID Card and save it on your phone or computer to help you remember your SID number. Don't forget to create a password that you'll remember, or use a password manager such as Keepass2 (<https://keepass.info/>).

Great, you've got your FEMA SID number, so now login to the FEMA EMI website and access the two required courses at:

<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>
<https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>

On the right-hand side of the page for each class, you'll see the link for the Interactive Web Based Course, the link to Download Classroom Materials, and the link to Take Final Exam Online. Only this final step, taking the exam, requires you to login with your FEMA SID so you get proper credit. Note that these exams are not proctored and are considered open-book, so be sure to download the classroom materials and have them available while taking the exam.

Once you've passed the Final Exam for each class, BE SURE to take a screenshot of your computer monitor showing the window saying that you've passed the test. A short while after passing the Final Exam, you should receive an email from FEMA that looks like the following:

From: independent.study@fema.dhs.gov
To: (your email address)

DO NOT DELETE THIS EMAIL

Dear (YOUR NAME):

Congratulations! You have successfully passed the Independent Study Course "IS-00700.b" entitled "An Introduction to the National Incident Management System".

Please retain this email for your records, as this is the only way to access your certificate.
You will not receive a certificate in the mail.

To access your certificate of completion, select the link below. If you cannot select the link, please copy and paste the link into your address line in your internet browser.

Adobe Reader is required to open the certificate. If you do not have this software, it can be obtained as a free download at <http://www.adobe.com>

Certificate of Completion link:

[https://emilms.fema.gov/ecert/cert.asp?ID=\(a-really-long-random-number\)](https://emilms.fema.gov/ecert/cert.asp?ID=(a-really-long-random-number))

To print this certificate, select the "Print" icon on the PDF Menu displayed in the new PDF window. This icon looks like a little printer.

To save this certificate, select the "Save" icon on the PDF Menu displayed in the new PDF window. This icon looks like a floppy disk. When you select this icon, a dialog box will appear where you can specify the location on your computer to save the file as well as the file name.

Due to a situation with Office 365 where a service titled Safe Link may have been enabled by your Office 365 administrator, you could receive a certificate link that will not function properly. If the link you see in your email from EMI contains text similar to "https://na01.safelinks.protection.outlook.com/?url=", please contact your local technical department and ask that they allow links from EMI to pass through your email system unchanged.

If your organization is using Office 365, please reach out to your IT department and ask that they allow links from EMI to pass through unchanged.

The pattern required will be <http://emilms.fema.gov/ecert/cert.asp>.

More information regarding correcting this issue can be found at these links*
<https://blogs.perficient.com/microsoft/2015/12/office-365-using-the-new-advanced-threat-protection-feature/> and <https://support.office.com/en-us/article/Office-365-ATP-safe-links-dd6a1fef-ec4a-4cf4-a25a-bb591c5811e3>.

*FEMA does not endorse any outside entity. Links are provided for informational purposes only.

If you have questions, please contact us at:

Email: independent.study@fema.dhs.gov

Website: <https://training.fema.gov/is>

Independent Study Program
Emergency Management Institute
National Preparedness Directorate
16825 S. Seton Ave
Emmitsburg, MD 21727

Be sure to click the link that allows you to download the PDF of your completion certificate, and then email that certificate to your FSO-IS so he or she can make sure this information gets posted properly in your training record.

BUYING UNIFORMS

a. Base Exchange (ATC Mobile)

You'll need to go with your mentor, and he or she will need to make your purchase for you, because you will not yet have your USCGAux Identification Card.

ODU Pants (buy long, will be bloused)
ODU Blouse
ODU Member Collar Insignia (fabric)
ODU Auxiliary T-Shirt (Synthetic)
ODU Ball Cap
ODU Black Riggers Belt (needs trimming)
ODU Over-Calf Black Boot Socks
ODU Pants Blousing Bands
ODU Black 8-in Boots (if needed)
Trops Shirt (runs small, try on!)
Trops Pants (need hemming!)
Trops Garrison Cap
Trops Garrison Cap Device (name?)
Trops Black Socks
Trops Black Oxfords (if needed)

b. US Coast Guard Exchange Online (shopcgx.com)

ODU Auxiliary tape
ODU Name tape
Trops Web Belt w/silver buckle

c. Auxiliary Association Online ()

Member Collar Device (metal)
- for ODU Ball Cap

- for Troops Garrison Cap
- Troops Plastic Nameplate
- Troops Member Enhanced Shoulder Boards

d. Elsewhere

Troops White V-Neck T-Shirts

e. YouTube Videos

ODU Sleeve Rolling
ODU Pants Blousing