

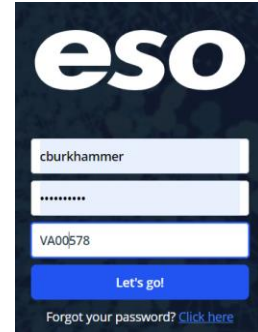
## New ESO Account Activation

Your ESO Environment has been completed and you should have access to the ESO On-Demand Learning (ODL) and ESO Suite.

To Sign onto the SCFRD ESO Suite go to: <https://www.esosuite.net/login/>

-Enter your username:

- Temporary password:

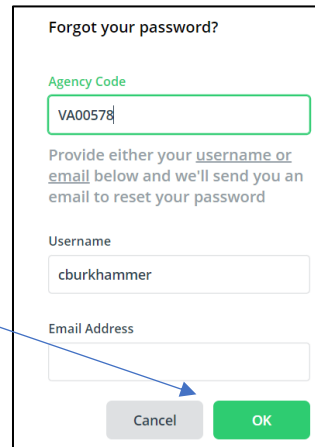


The screenshot shows the ESO login interface. At the top is the 'eso' logo. Below it are three input fields: the first contains 'cburkhammer', the second contains '\*\*\*\*\*', and the third contains 'VA00578'. A blue 'Let's go!' button is positioned below the fields. At the bottom, there is a link that says 'Forgot your password? Click here'.

-Enter the Agency Code: VA00578

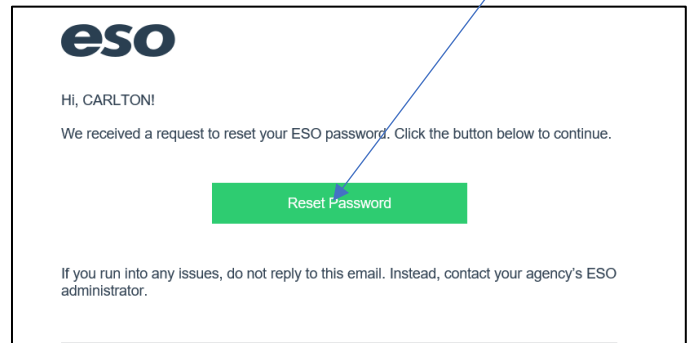
-Click “Forgot your password? [Click Here](#)”

-Click “OK”



The dialog box is titled 'Forgot your password?'. It contains an 'Agency Code' field with 'VA00578' entered. Below this is a text prompt: 'Provide either your username or email below and we'll send you an email to reset your password'. There are three input fields: 'Username' with 'cburkhammer', and 'Email Address' which is empty. At the bottom are 'Cancel' and 'OK' buttons. A blue arrow points from the 'OK' button in this dialog to the 'OK' button in the previous dialog.

You will receive an email to reset your password. -Click “Reset Password”



The email content includes the 'eso' logo, a greeting 'Hi, CARLTON!', and a message: 'We received a request to reset your ESO password. Click the button below to continue.' A green 'Reset Password' button is centered below the text. At the bottom, there is a note: 'If you run into any issues, do not reply to this email. Instead, contact your agency's ESO administrator.' A blue arrow points from the 'Reset Password' button in this email to the 'Reset Password' button in the previous email.


Enter a new password twice and click “Save”

## SAVE YOUR PASSWORD


**Change Password**

Your password has expired, or a password change was requested either by you or your administrator.

Your new password cannot be the same as your previous one. Minimum length is 6 characters and has a mix of alpha and numeric characters.


New Password  Required

Retype New Password  Required

Sign in to ESO

Forgot your password? [Click here](#)

This is the SCFRD ESO Page

**STAFFORD COUNTY FIRE AND RESCUE DEPARTMENT**



EHR Tracker Incidents QM Learning Analytics Ad-Hoc Ad-Hoc <2019 Admin


[Release Notes](#)  
[Product Training](#)

[Click here for details on CAD data retention effective March 1. Dismiss](#)

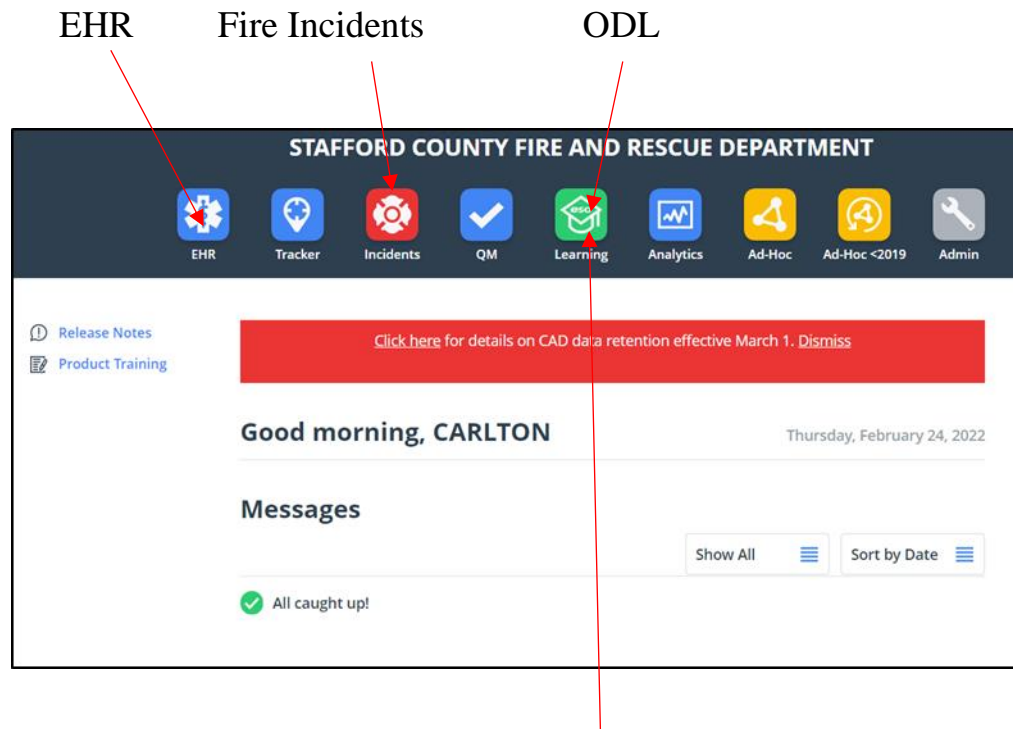
**Good morning, CARLTON** Thursday, February 24, 2022

**Messages**

Show All  Sort by Date 

 All caught up!

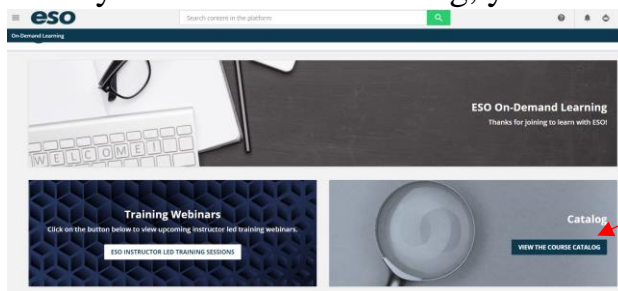
Let me orient you to the SCFRD ESO Environment



Select the Learning Tab and sign onto the ESO ODL-Learning. This is where you are going to take your initial training.

The first time you select the Learning Tab you may have to sign in using your same ESO Account information. If the password does not work, use the same option to change your password as you did before. If you sync/store your passwords then everything should work together the next time you sign on.

Once you are in ESO Learning, you can to select View the Course Catalog.



Difficulty accessing your ESO Account:

Volunteers: Contact Robert Eaby at [REaby@staffordcountyva.gov](mailto:REaby@staffordcountyva.gov)

Career: Carlton Burkhammer at [CBurkhammer@staffordcountyva.gov](mailto:CBurkhammer@staffordcountyva.gov)