



Fire Service Training Bureau

How to Pay for Certification Testing Fees in Acadis

Certification testing fees are the responsibility of the individual. "Bill My Department" is no longer available. If applicable, you may submit your receipt to your department for reimbursement.

Payment for your exam registration must be received by the FSTB no later than two weeks prior to the exam date regardless of the due date on the invoice.

If you need to cancel or withdraw your exam registration, for any reason, email fstb-acadis@dps.state.ia.us (NO PHONE CALL CANCELLATIONS) prior to the exam OR you will be counted as a "No Call - No Show" and any paid registration fees will be forfeited. Cancellation requests will be confirmed via email. You will receive a "credit" on your record that must be utilized within 6 months following your cancellation from an exam site, or any paid registration fees will be forfeited. Revisit the Acadis portal and register for another exam site.

1. Invoices are not available for payment until you have been enrolled in the certification testing event. You will receive an email notification once your invoices are ready to be paid. **If you continue to receive invoice reminder emails, this indicates that you have outstanding invoices available for payment in Acadis. Your exam registration will be canceled if payment is not received at least two weeks prior to your exam date.**

** External Email Alert ** FSTB Invoice 10165 for Fire Officer II (1021-2020) Certification Written Exam - Initial - 101 - DEMO for invoice tes...

FSTB Acadis Administrator <ACADIS-NoReply@dps.state.ia.us>
To: Mathews Haile

Sat 3/21/2026 1:32 AM

External Email Alert This email is from outside DPS. DO NOT CLICK links or attachments unless you expected them. If unsure please forward to spc@iowa.gov for review.

You are receiving this email as a responsible party for invoices for Mathews, Haile (1001-0040) for invoice 10165. Please remit payment as soon as possible.

PAYMENT FOR THIS REGISTRATION MUST BE RECEIVED BY THE FSTB NO LATER THAN TWO WEEKS PRIOR TO THE EXAM DATE REGARDLESS OF THE DUE DATE ON THE INVOICE.

Effective March 1, 2026, all certification testing fees will be the responsibility of the individual. "Bill My Department" will no longer be available. If applicable, you may submit your receipt to your department for reimbursement.

Bill-to Party: Mathews, Haile (1001-0040)
Invoice: [10165](#) (sign-in required)
Invoice Amount: \$ 0.01
Invoice Date: 03/03/2026
Due Date: 04/02/2026
Description: Fire Officer II (1021-2020) Certification Written Exam - Initial - 101 - DEMO for invoice testing

Sign in to the Iowa Fire Service Training Bureau to [see and pay invoices](#).
(If this link does not work, copy and paste the following link into a web browser: <https://iafstb.acadisonline.com/AcadisViewer/FromEmail?dst=InvoiceCreationPayInvoices>)

Please contact your supervisor for more information.

This email is intended solely for the use of the individual to whom it is addressed and may contain information that is privileged, confidential or otherwise exempt from disclosure. If the reader of this email is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you've received this communication in error, please notify the application account administrator immediately.

2. Go to <https://iafstb.acadisonline.com> and sign into your FSTB Acadis Portal account.



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3. Select “Please pay your invoices.”

The screenshot shows the ACADIS user interface for the Iowa Fire Service Training Bureau. The user is logged in as Hailee Mathews. In the top right corner, a notification bubble says "Please pay your invoices" and is circled in red. The main content area shows the user's profile information, including Academy ID (1001-0040), Primary Phone, Emergency Contact, Mailing Address, and Primary Email (mathews@dps.state.ia.us). Below the profile, there are sections for Applications (none exist), Certifications (one for Iowa TSI Instructor), and Employment (at Fire Service Training Bureau).

4. Select “Pay All Outstanding Invoices” or “Pay.”

The screenshot shows the ACADIS Invoices page. The user is logged in as Hailee Mathews. The page title is "Invoices". Under "MY ITEMS", there is a table of unpaid invoices. The first row shows Invoice Number 10165, Invoice Date 03/03/2026, Due Date 04/02/2026, Invoice Total \$0.01, Balance Due \$0.01, and Invoice Status Unpaid. A red arrow points from the "Unpaid" status to a "Pay" button, which is also circled in red. Below the table, the "Total Due" is \$0.01, and a red arrow points to a "Pay All Outstanding Invoices" button, which is also circled in red.

Invoice Number	Invoice Date	Due Date	Invoice Total	Balance Due	Credit Memo	Invoice Status
10165	03/03/2026	04/02/2026	\$0.01	\$0.01		Unpaid

Total Due \$0.01



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- This is the FSTB payment system home page. Select the payment type to proceed. Payments can be made using a credit card, debit card, or electronic check.

Iowa Fire Service Training Bureau

1 Payment Type 2 Customer Info 3 Payment Information 4 Submit Payment

Payment

Payment Type

Payment Type *
Select One

Next >

Transaction Summary

Invoice Number: 10165	\$0.01
Total	\$0.01

Need Help?

Select Payment Method and Continue to proceed with payment.

- Complete the Customer Information section. Verify that the address and ZIP code match the information on file with your bank or credit card company. Payment processing issues may occur if this information **does not** match.

Iowa Fire Service Training Bureau

First Name * Last Name *

Address *

Address 2

City * State *
Select State

ZIP/Postal Code *

Phone Number *

Email *

Transaction Summary

Invoice Number: 10165	\$0.01
Service Fee	\$1.50
Total	\$1.51

Need Help?

Please complete the Customer Information Section.



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7. Enter your payment information and select “Next,” then choose “Submit Payment.” You will be automatically routed back to your FSTB Acadis Portal once your payment is complete.

After your payment has been successfully submitted, a receipt will be sent to the email address provided in the customer information section. If you did not receive a receipt, please check your spam or clutter folder. If the receipt is still not received, please email fstb-acadis@dps.state.ia.us for assistance.

Iowa Fire Service Training Bureau

Expiration Month *
Select a Month

Expiration Year *
Select a Year

Security Code *
●

Name on Credit Card *

Transaction Summary

Invoice Number: 10165	\$0.01
Service Fee	\$1.50
Total	\$1.51

Need Help?
You have selected to pay by credit card. Complete Customer Billing Information and enter Credit Card Information.

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