



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.** Once your invoice becomes available, you may access and pay it any time prior to the two-week payment deadline.

** 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 Haillie

Reply Reply All Forward

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 soc@iowa.gov for review.

You are receiving this email as a responsible party for invoices for Mathews, Haillie (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, Haillie (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?dsI=InvoiceCreationPayInvoices>)

Please contact your supervisor for more information.

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- Go to <https://iafstb.acadisonline.com> and sign into your FSTB Acadis Portal account.
- Select “Please pay your invoices.” You may experience issues accessing this page from a mobile device, as Acadis is not currently optimized for small-screen devices. If you encounter access issues, please use a laptop or tablet instead.

The screenshot shows the 'My Profile' page in the Acadis portal. The user is identified as Hailie Mathews. The page displays personal information, applications, certifications, and employment details. A red arrow points to a 'Please pay your invoices' button in the top right corner of the page.

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

The screenshot shows the 'Invoices' page in the Acadis portal. It displays a table of 'MY ITEMS' with columns for Invoice Number, Invoice Date, Due Date, Invoice Total, Balance Due, Credit Memo, and Invoice Status. A red arrow points to a 'Pay' button next to an invoice with a balance due of \$0.01. Another red arrow points to a 'Pay All Outstanding Invoices' button at the bottom of the page.

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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5. 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.

6. 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 *

Next →

Cancel

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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