

The Florida Department of Health (DOH), Office of Performance and Quality Improvement (OPQI) ensures that employees receive the assistance needed to use the TRAIN Florida learning management system (LMS), and manage their trainings effectively.

This guide was created to help Local LMS Administrators understand their assigned Account Manager permissions for uploading new learner accounts into TRAIN Florida.

For additional LMS Administrator resources, please visit the [TRAIN Florida Administrator Knowledge Center](#).

**How to Upload a New Learner:**

**NOTE:** Before uploading a new learner, always check to verify an account does not already exist. This helps to eliminate duplicate learner accounts.

**Step 1: Log in to TRAIN Florida**

**Step 2:** On your TRAIN Florida home page - locate and click on the **Administration** link (Fig.1).



Figure 1

**Step 3:** You will be directed to the **Administration** page. In the left navigation bar click on **Users** then **Upload Users**. (Fig. 2)

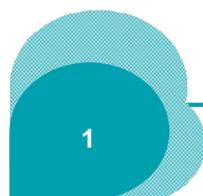
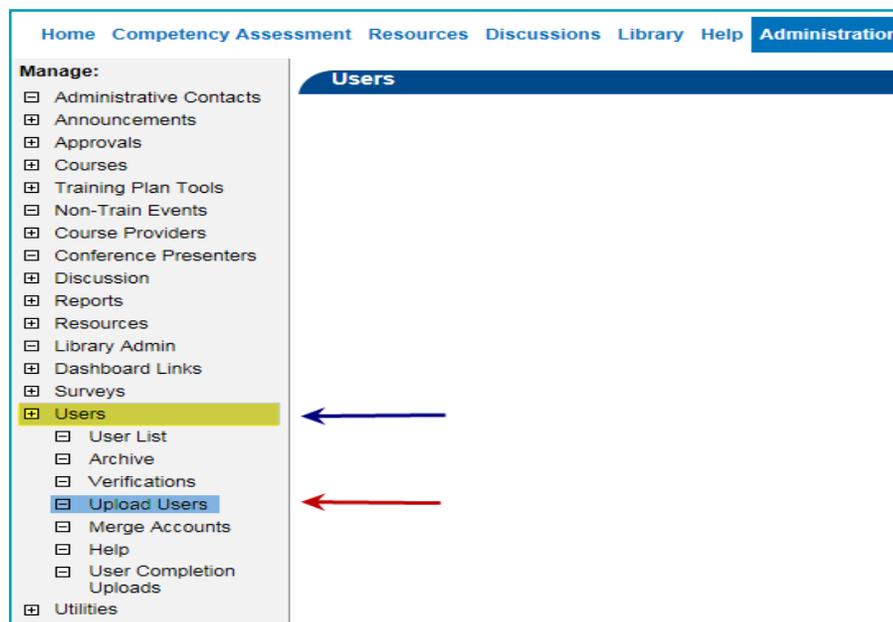


Figure 2

**Step 4:** The **Upload Users** page will open. Click on the **Browse** button to locate your completed Learner Registration Template. (Fig. 3)

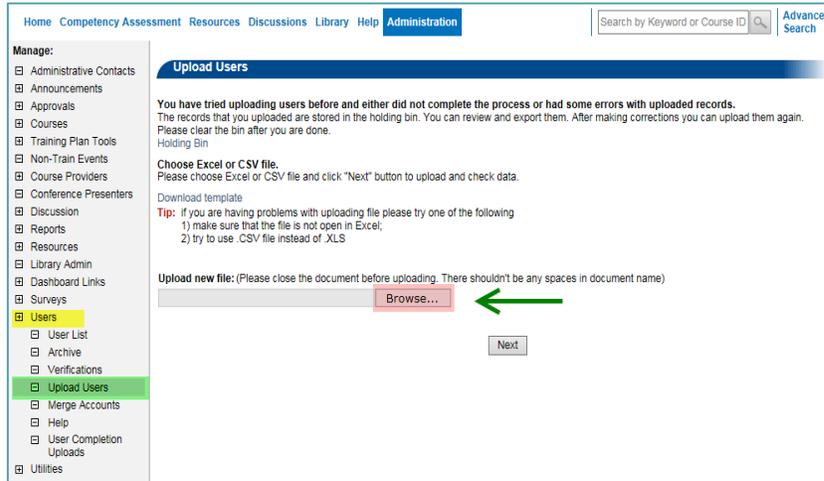


Figure 3

**Step 5:** Once you have located the template, click the **Next** button. (Fig. 4)

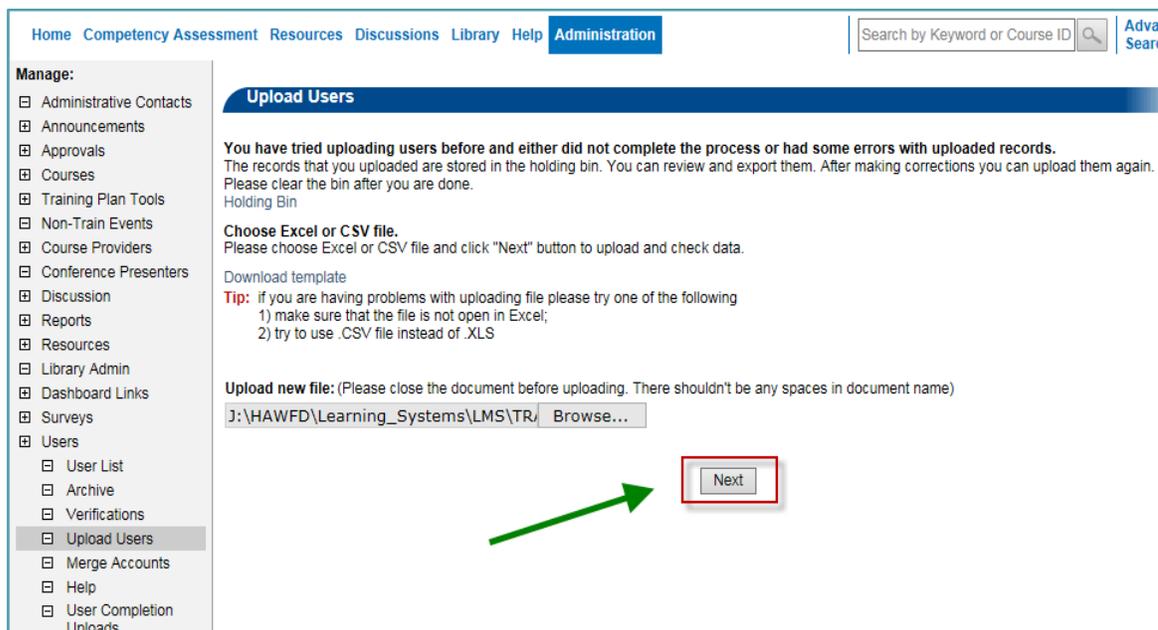
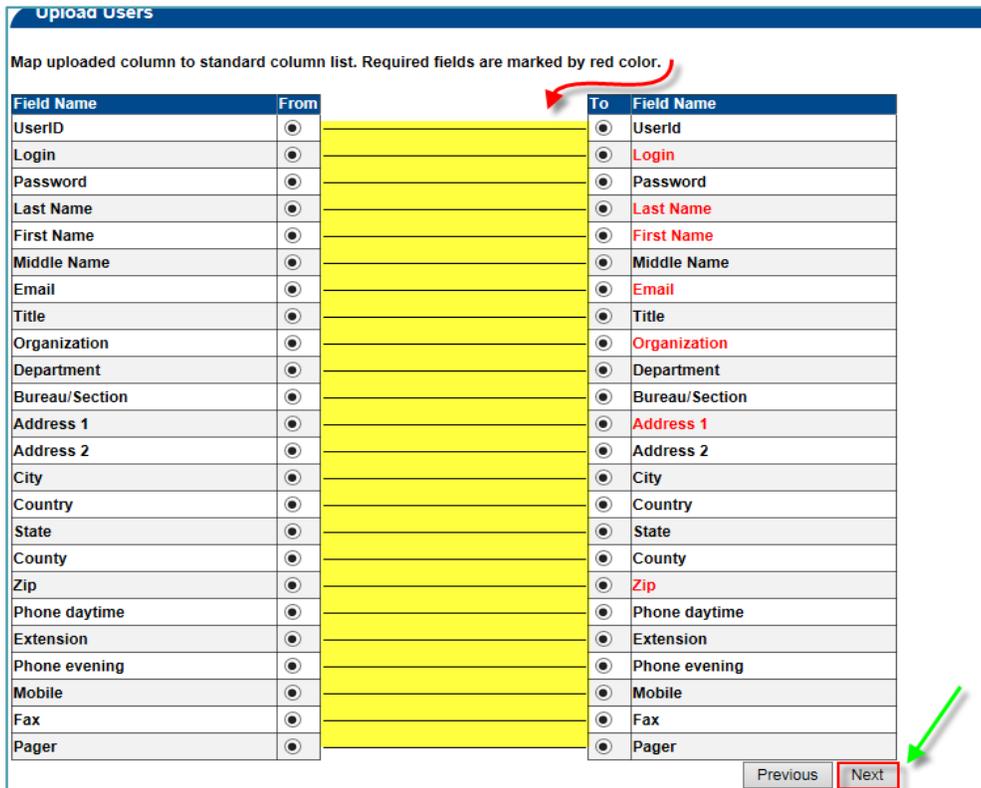


Figure 4

**Step 6:** On the next page, verify all fields are aligned and mapped correctly. Click the **Next** button. (Fig. 5)

**NOTE:** If the fields are not aligned, your spreadsheet may be missing information, or have an incorrect column title. You may need to make the changes to your spreadsheet, and begin the upload again.



Map uploaded column to standard column list. Required fields are marked by red color.

Field Name	From	To	Field Name
UserID	<input type="radio"/>	<input type="radio"/>	Userid
Login	<input type="radio"/>	<input type="radio"/>	Login
Password	<input type="radio"/>	<input type="radio"/>	Password
Last Name	<input type="radio"/>	<input type="radio"/>	Last Name
First Name	<input type="radio"/>	<input type="radio"/>	First Name
Middle Name	<input type="radio"/>	<input type="radio"/>	Middle Name
Email	<input type="radio"/>	<input type="radio"/>	Email
Title	<input type="radio"/>	<input type="radio"/>	Title
Organization	<input type="radio"/>	<input type="radio"/>	Organization
Department	<input type="radio"/>	<input type="radio"/>	Department
Bureau/Section	<input type="radio"/>	<input type="radio"/>	Bureau/Section
Address 1	<input type="radio"/>	<input type="radio"/>	Address 1
Address 2	<input type="radio"/>	<input type="radio"/>	Address 2
City	<input type="radio"/>	<input type="radio"/>	City
Country	<input type="radio"/>	<input type="radio"/>	Country
State	<input type="radio"/>	<input type="radio"/>	State
County	<input type="radio"/>	<input type="radio"/>	County
Zip	<input type="radio"/>	<input type="radio"/>	Zip
Phone daytime	<input type="radio"/>	<input type="radio"/>	Phone daytime
Extension	<input type="radio"/>	<input type="radio"/>	Extension
Phone evening	<input type="radio"/>	<input type="radio"/>	Phone evening
Mobile	<input type="radio"/>	<input type="radio"/>	Mobile
Fax	<input type="radio"/>	<input type="radio"/>	Fax
Pager	<input type="radio"/>	<input type="radio"/>	Pager

Previous Next

Figure 5

**Step 7:** Check the **User status check** column; it should display **New User in green**. (Fig. 6) If all of the information is correct, click the **Next** button.

**NOTE:** If the **user status check** column doesn't read **New User**, the status will show in red and notify of possible duplicate accounts.

**Upload Users**

Check uploaded data  
Please check uploaded data and click 'Next' button to continue.

To export this list in order to review and make changes via Excel, click Export.

**User count:**  
 New users: 1  
 Accounts to Update: 0  
 Existing Accounts: 0  
 Potential Duplicates: 0  
 Invalid Accounts: 0  
 Access Denied: 0  
 Does Not Exist: 0

Allow	User status check	UserID	Login Email Title	First Name Last Name Middle Name Password	Organization Department Bureau/Section	Address 1 Address 2 City Country State	County Zip	Phone(day) Phone (evening) Extension	Mobile Fax Pager	Upload Time
	New User.		Learner's Login Email address Sr. Human Services Program Spec.	Learner's Name	Florida Department of Health Putnam CHD Community Social Service Spec.	2801 Kennedy Street Palatka, United States, Florida	Putnam 32177	386-326- 3200 3212		5/30/2014 2:05:03 PM

Buttons: Clear list, Export, Upload one more file, Previous, Next

Figure 6

**Step 8:** After clicking the Next button, you will need to assign the learner to their appropriate grouping structure.

Expand each level with the appropriate group, as well as, checking the appropriate box. This is determined by the Organization, Department and Bureau/Section columns on the new user template. Once the grouping structure is completed, click the **Next** button.

Fig.7 - shows a **sample** Florida Department of Health Employee grouped correctly.

**Upload Users**

Assign users to groups.  
Please assign uploaded users at least to one group.

- Florida
  - Administrator
  - Course Provider
  - Florida - General
  - Florida A&M University
  - Florida Department of Health
    - Alachua CHD
      - Administration
      - Alachua
      - Community Health
      - EH
      - Epidemiology
      - Gainesville

Buttons: Previous, Next

Figure7

Fig.8 - shows a **sample** Florida Department of Health Non-FTE employee grouped correctly.

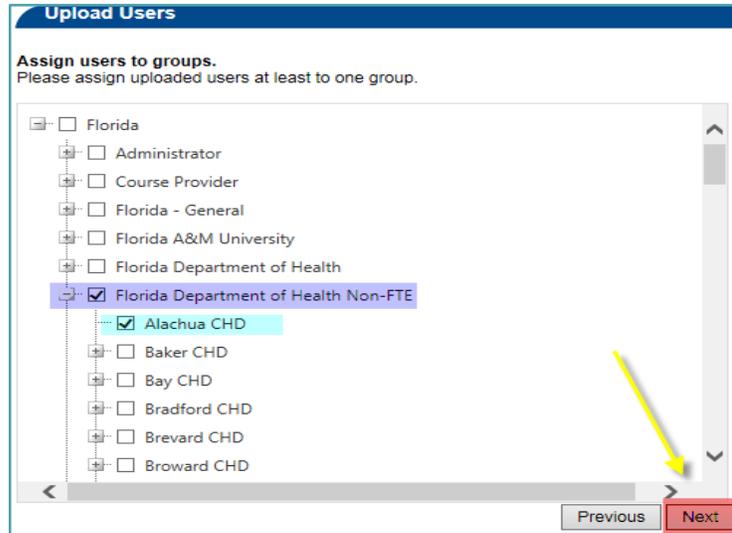


Figure 8

**Step 9:** The next page is where the account will be created. If you are sure all of your information is correct, click the **Create New and/or Update User Accounts** button. (Fig. 9)

**NOTE:** A **Message from webpage** box will pop up - Click **Ok**. (Fig. 10)

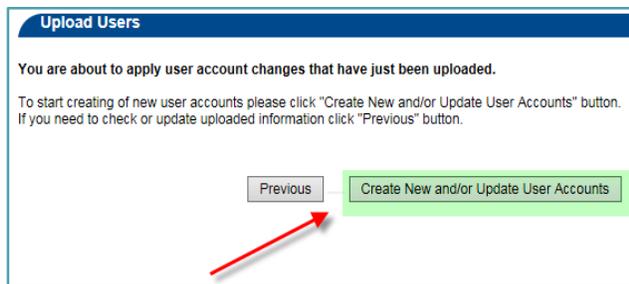


Figure 9

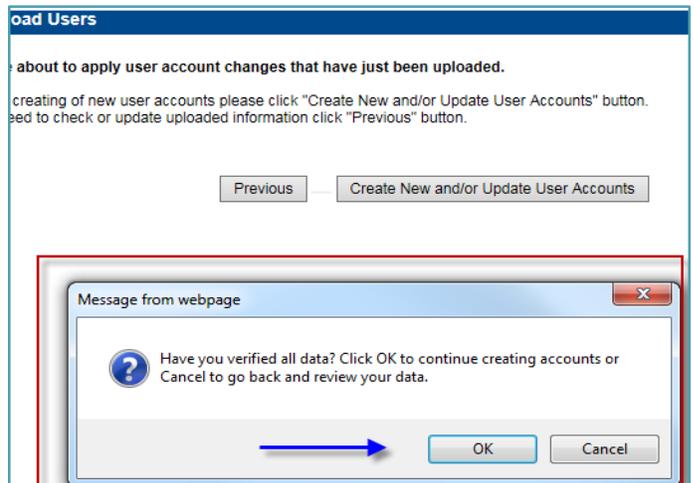


Figure 10

**Step 10:** After you click Ok in the message box, you will be taken to the **Send e-mail to created users** screen. A system generated e-mail will appear in the e-mail text field. The Department does not use this system verbiage. The LMS Support team has created a template for this purpose.

**Delete** everything that is after **Dear {#UserName#}** down to **TRAIN Team**, leaving the faint (152) at the bottom of the e-mail field. (Fig. 11)

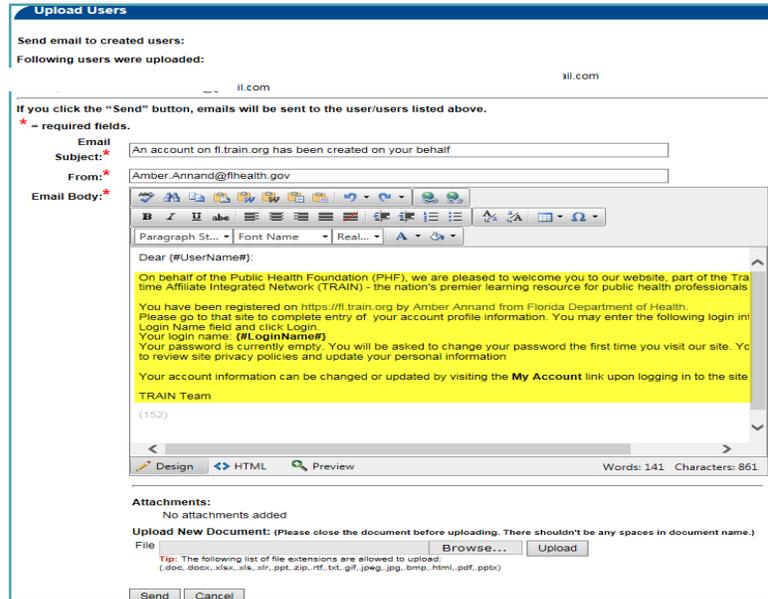


Figure 11

**Step 11:** Follow this link – [E-mail Template](#) - Next copy and paste the text into the e-mail field. The LMS Support verbiage is shown in Figure 12.

**NOTE:** Do not alter the verbiage, please keep the formatting as you find it.

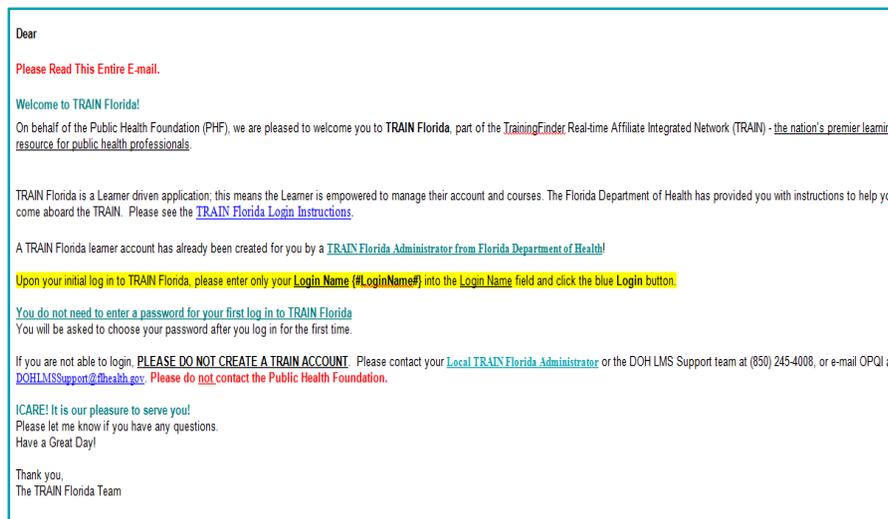


Figure 12

**Step 12:** A possible Internet explorer box will pop up twice. Both times you want to **click allow access**. (Fig. 13)

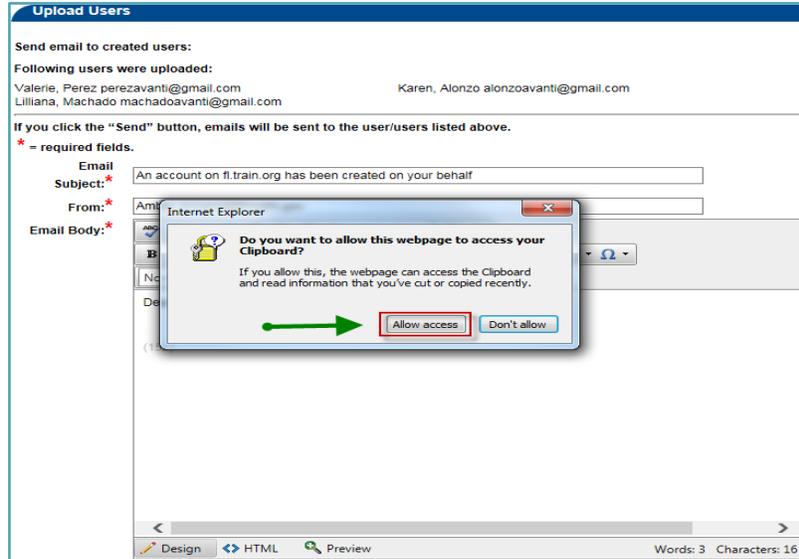


Figure 13

**Step 13:** A message from webpage box may pop up twice. Click **cancel** on the first box and **ok** on the second. (Fig.14) (Fig.15)

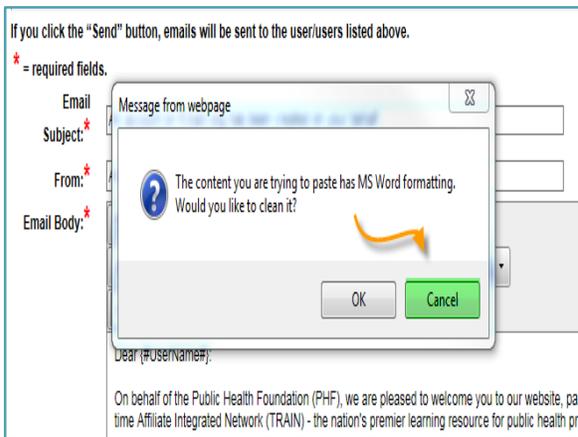


Figure 14

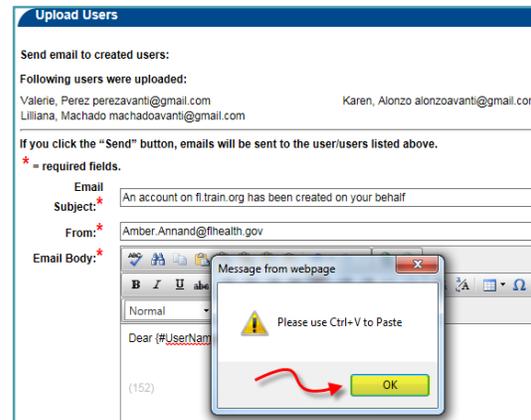
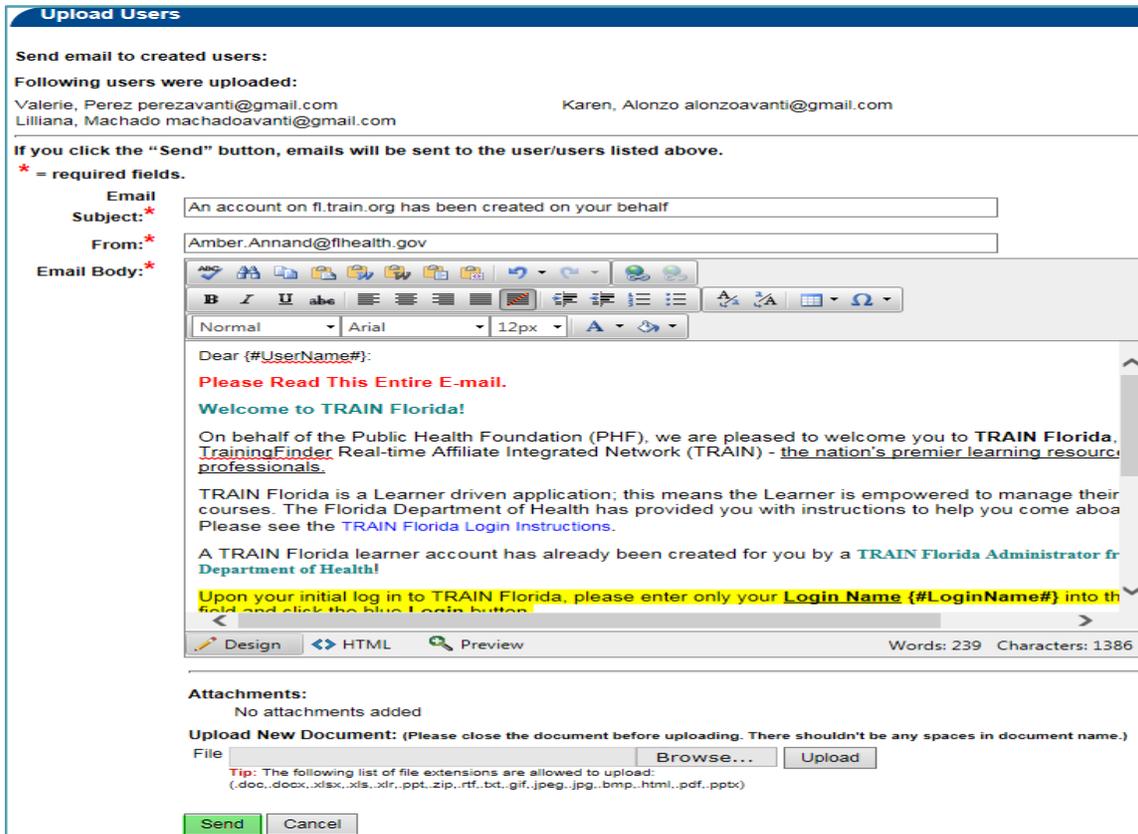


Figure 15

**Step 14:** Review e-mail, once email has been reviewed - Click **Send**. (Fig.16)



**Upload Users**

Send email to created users:

Following users were uploaded:  
 Valerie, Perez perezavanti@gmail.com      Karen, Alonzo alonzoavanti@gmail.com  
 Lilliana, Machado machadoavanti@gmail.com

If you click the "Send" button, emails will be sent to the user/users listed above.  
 \* = required fields.

Email Subject: \* An account on fl.train.org has been created on your behalf

From: \* Amber.Annand@flhealth.gov

Email Body: \*

Dear (#UserName#):  
**Please Read This Entire E-mail.**  
**Welcome to TRAIN Florida!**  
 On behalf of the Public Health Foundation (PHF), we are pleased to welcome you to **TRAIN Florida, TrainingFinder** Real-time Affiliate Integrated Network (TRAIN) - the nation's premier learning resource for public health professionals.  
 TRAIN Florida is a Learner driven application; this means the Learner is empowered to manage their courses. The Florida Department of Health has provided you with instructions to help you come aboard. Please see the [TRAIN Florida Login Instructions](#).  
 A TRAIN Florida learner account has already been created for you by a [TRAIN Florida Administrator for the Florida Department of Health!](#)  
**Upon your initial log in to TRAIN Florida, please enter only your Login Name (#LoginName#) into the field and click the blue Login button.**

Attachments:  
 No attachments added

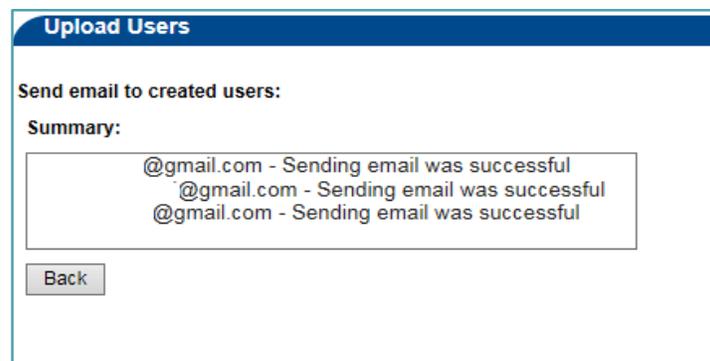
Upload New Document: (Please close the document before uploading. There shouldn't be any spaces in document name.)  
 File  Browse... Upload

Tip: The following list of file extensions are allowed to upload:  
 (.doc,.docx,.xlsx,.xls,.xlr,.ppt,.zip,.rtf,.txt,.gif,.jpeg,.jpg,.bmp,.html,.pdf,.pptx)

Send Cancel

Figure 16

**Step 15:** TRAIN Florida will display a list of the e-mails sent, and if they were successful. (Fig.17)  
 Click the **Back** button.



**Upload Users**

Send email to created users:

Summary:

@gmail.com - Sending email was successful  
 @gmail.com - Sending email was successful  
 @gmail.com - Sending email was successful

Back

Figure 17

**Step 16:** After clicking back, the **Results** page will appear. This confirms the account creations and gives one more chance to review the information. (Fig.18)

**NOTE:** Any corrections that need to be made now must be done through the learner's account.

Upload Users										
Results										
Users Created: 3 Users Updated: 0 Users that didn't get processed: 0										
10 rows per page										
Allow	User status check	UserID	Login Email Title	First Name Last Name Middle Name Password	Organization Department Bureau/Section	Address 1 Address 2 City Country State	County Zip	Phone (day) Phone (evening) Extension	Mobile Fax Pager	Upload Time
	User Created.		@bellsouth.net		Florida Department of Health Division of Children's Medical Services CMS - Miami North	401 NW 2 Ave Miami, United States, Florida	Dade 33128			6/12/2014 10:45:17 AM
	User Created.		@mch.com		Florida Department of Health Division of Children's Medical Services CMS - Miami North	401 NW 2 Ave Miami, United States, Florida	Dade 33128			6/12/2014 10:45:17 AM
	User Created.		@med.miami.edu		Florida Department of Health Division of Children's Medical Services CMS - Miami North	401 NW 2 Ave Miami, United States, Florida	Dade 33128			6/12/2014 10:45:17 AM
10 rows per page										
<input type="button" value="Clear list"/> <input type="button" value="Export"/> <input type="button" value="Upload one more file"/>										

Figure 18

If you have any questions or need assistance regarding the uploading of a new learner account, please contact the **DOH LMS Site Administrators** via e-mail at [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov), or by Phone at 850-245-4008.