

What is SERT TRAC?

The State Emergency Response Team (SERT) Training Resource and Activity Center (TRAC) Learning Management System is managed by the Florida Division of Emergency Management (FDEM). SERT TRAC provides a course catalog complete with Emergency Management and Preparedness and Response online and classroom trainings.

How does SERT TRAC help me?

The Bureau of Preparedness and Response strives to ensure that Florida's public health and health care system along with our supporting partners are properly trained, practice their response roles, perform response duties, and are prepared to respond to any and all hazards.

This guide will explain how to create a SERT TRAC account, <u>enroll in and manage SERT TRAC</u> <u>courses</u>, and how to <u>add the courses</u> and <u>add the certificates</u> from SERT TRAC to your TRAIN Florida Transcript.

NOTE: Do not contact your TRAIN Florida Administrator for issues with the SERT TRAC LMS. Contact the <u>FDEM Training and Exercise team</u> to address all questions and concerns with SERT TRAC.

Creating a SERT TRAC User Account

The following steps will instruct you on how to register as a user on SERT TRAC.

If you are new to the system, we recommend that you view the Orientation to SERT TRAC

- Step 1: Open your internet browser and navigate to http://trac.floridadisaster.org
- Step 2: On the SERT TRAC home page click on the red Create Profile icon



Step 3: Complete the registration form. Required fields are marked by red asterisks ★. You will need to complete both the **Personal Information** and **Login Information** tabs of the form.







Personal Information Tab

Personal Information				
* Employment Type	County or Tribe Employee Sta Some counties require approval Management program to obtain	te Employee 💿 Disaster Reservist 💿 Other I of city employees. If you are a city em guidance.	ployee, please contact your <u>Co</u> r	inty Emergency
FEMA Student Identification Number		* Salutation	Select from List	
* First Name		* Last Name		
* Address 1				
Address 2				
* State	FLORIDA 💌	* Phone	x	(XXX) XXX XXXX
* You work in	Select from List	Fax		(XXX) XXX XXXX
* City		* Zip		XXXXX-XXXX

Login Information Tab

* Email	* Confirm Email	
* Password	* Confirm Password	
	Password must be between 8-24 characters and contain at least 1 lower case letter, 1 special character Some special characters including ".", "+", and "-" are not allowed	upper case letter, 1 digit, and 1
* Security Question	Select from List	•
* Answer		

Step 4: After completing the registration form a confirmation email will be sent to the address you provided. The message will be from FDEM.STO@em.myflorida.com

Please make sure to check your Junk or Spam folders, as your spam filters may catch this message. You must follow the link in this email to confirm your registration

If you do not receive the confirmation email shortly after registering, please contact the <u>FDEM Training and Exercise team</u> to have your profile activated. You will not be able to log in until your profile is activated.

After following the confirmation link **you will receive another email** containing your username and EM number. **Save this EM number!** It is required to reset your password.

How to Log In to SERT TRAC and Enroll In, and Manage Courses

After your SERT TRAC account is activated you may log in to the system and begin to manage your courses. The SERT TRAC user may browse the course calendar, apply and register for courses, and manage courses and certificates.





Before you register for SERT TRAC courses on the SERT TRAC LMS check the SERT TRAC – TRAIN Florida course crosswalk.

If the course is listed in both SERT TRAC and TRAIN Florida, register and complete the course in TRAIN Florida.

- Step 1: Open your internet browser and navigate to <u>http://trac.floridadisaster.org</u>
- Step 2: Enter your username and password to log in and access SERT TRAC

Returning users may log in to apply for events	L
User Name	L
Password	l
Login	l
Forgot password?	J

Step 3: Select either Browse Calendar or Course Catalog to locate available courses statewide

		Contact FAQs Search
Florida State Emergency Respon	org Team	Logged in as Learner Smith My Profile Logout
Home Browse Calendar Course Catalog	Certificates	
	udent Dashboard	

The following so opportunities th REMINDER: Info	ne following schedule is provided by Florida Division of Emergency Management (FDEM) to keep our customers advised of events and tra pportunities throughout the state. EMINDER: Information on these pages changes frequently. It is recommended that you check the site weekly to stay abreast of important chan						
Training and Eve	ents Links Frequently As	ked Questions FDEM	1 Course List				
Q Search Cr	iteria 🕰						
				_			
				Jun	np to a me ril 2012	May 2012	June 2012
Course		Course Name		Jul	<u>v 2013</u>	August 2013	September 2013
No. Region	Select from List	•		<u>00</u> 20	tober 13	November 2013	December 2013
From	Select from List	▼ To -5	Select from List	■ <u> 1ai</u> 20	nuary 14	February 2014	March 2014
			Search	Reset Ap	ril 2014	May 2014	June 2014
				Jul	<u>y 2014</u>	August 2014	September 2014
				<u>Oc</u> 20	<u>tober</u> 14	November 2014	December 2014

The Browse Calendar courses are sorted by month and year offered





The **Course Catalog** lists all courses available in SERT TRAC, and can be sorted by course name, type, or category

🗊 Home	🗰 Browse	Calendar	Course Cata	log 📃 🖸	ertificates				
Search Co	ourse								
	Jurse								
🭳 Sear	rch Criteria 🕿								
C	Course Name			Course Type	[All Items]		-		
Cou	rse Category	[All Items]	•						
								Search	Reset
								ocuren	- Hester
Searce	ch Result - 36	i6 Row(s)					Rows pe	r page: 20 💌	<u>Refresh</u>
Course Na	ame 🔺						Course Type	Course	Category
EOC-101 S	SEOC Basic Tra	ining (For ECC	s, ESFs, and State	e Agen		F	ïL	Division	nal Training
E1 404 E	1.12		and the second second						

Step 4: Once you locate the course you would like to register for click the course name and it will bring you to the Event Information page. On this page you will find a description, prerequisites for the course and other helpful information.

To register for the course, click on the blue Apply button

Event Information	Apply Back
Basic Details	
Name	G-300 Intermediate Incident Command System for Expanding Incidents ; (G-300)
Description	This course provides training on and resources for personnel who require advanced application of the Incident Command System (ICS). The course expands upon information covered in the ICS-100 and ICS-200 courses. Selection Criteria: This course should

A **Message from webpage** pop-up will open over the page, to confirm that you would like to apply for the event. Click the **OK** button to confirm your application.



Step 5: Allow the page a few seconds to refresh, the screen will show that you are now indicated as registered for this class. You can scroll down and see that your name also appears on the Pending for Supervisor or County/Tribe Emergency Management Approval.

SERT TRAC will send emails to keep you informed as your registration moves through the required approval process.





You can also visit the **Event Information page for your course** to view your approval status. From this page, you can view a map of the event location, obtain driving directions, download the event to your Outlook calendar (many other calendars are supported as well), and find any documents that may have been posted for attendees.

NOTE: If you have questions about a <u>SERT TRAC site</u> hosted course, do not contact the DOH LMS Administrators. Send questions to the point of contact listed on the Event Information page for your course.

Add a SERT TRAC Course to Your TRAIN Florida Transcript

Once you have completed a <u>SERT TRAC site</u> hosted training course you will need to upload the completed course information and your certificate, as a Non-TRAIN course to your TRAIN Florida transcript. Do not add TRAIN Florida hosted SERT TRAC courses or certificates, it is done automatically by the system upon course completion.

These are basic instructions. For detailed instructions please consult the <u>How to Manage Non-</u> **TRAIN Courses** help document.

The following steps will instruct you on how to complete the Non-TRAIN Course Details form:

Step 1: Log in to TRAIN Florida

Step 2: Locate your personal Dashboard - Click on the My Learning tile to open the menu Click on the TRAIN Transcript button

Learner's Dashboard		
+ My Action Items		Click to Expand
My Learning		
Course Name 🗢	Status	Format
FDOH Code of Ethics	In Progress	Blended Learning Series
FDOH Mandatory Refresher Training FY14-15	Completed	Web-based Training - Self- study
FDOH Sexual Harassment Awareness	In Progress	Blended Learning Series
FDOH Team Leader Orientation	Post-Assessment Pending	Web-based Training - Self- study
FDOH Test Course - Instructional	Completed	Web-based Training - Self- study
TRAIN Transcript Current Course	Archived Co	Irses

Step 3: You will be directed to your Transcript screen

Locate the **Non-TRAIN Courses** section, at the bottom of your transcript Locate and click on the **Add** button





Transcript						Add Trainingfinder	Course
Tip: To sort the transc	ript by column, click the title	-text of that column.					Export
Click on course title t	to view course details					L	Export
	Course	Reviews Registered Co	mpleted Format	Pre- Fina	I Credit	Verified Withdrav	vn
				Assessment Soor	e		
20 rows per page	Filter * A B C	DEFGHIJKLMM	NOPQRSTU	V W X Y Z AII			
	•				Displaying page 1	l of 1, items from 1 t	o 16 of 16
- Remove course from T - Edit Score (You may r	Transcript	as been verified a course that you have y	vithdrawn from or a course for v	hich the status is undated auto	matically)		
					(inclusion)		
	uises						Add
Course	Started	Completed	Format	Score	Credit	Verified	
20 rows per page	✓ Filter * A B C	DEFGHIJKLMM	NOPQRSTU	V W X Y Z All			
					Displaying pag	e 1 of 1, items from	0 to 0 of 0
Back							

Step 4: The Non-TRAIN Course Details screen will open. This screen is the Non-TRAIN Course Details form

Please provide all requested course detail information as well as the required information when completing this form, this will ensure a quick verification. All information required by the TRAIN system will be marked by a red asterisk ***** the system will not let you continue if you leave one of the required fields blank

Non-TRAIN Course	Details	Select
* = required fields.		Web-based Training - Self-study Webcast (on demand) Webstream/Archived Webcast Audioconference Meeting
Title:*	Non-TRAIN Test Course	On-Site - Classroom course or workshop On-Site - Conference Satellite Proadcast
Start date:*	3/18/2015	Tabletop Exercise or Drill Videoconference Web-based Training - Facilitated
Completion date:*	3/18/2015	Webcast (live event) Audio Tape CD-ROM
Course URL:	https:/nontraintesturl.com	Computer-based Training DVD Other
Course Format:	Web-based Training - Self-study	Videotape Bended Learning Series
Course Provider	TRAIN Florida Support Team	Conference Seminar (Training) Workshop
Name:*		Table Top Game
Course Grade Points:	100	Drill Functional Full Scale
Course Grade Percentage:	100 %	ADA- American Dental Association ADA CERP ADA/CERP: Continuing Education Credit Hours
Credit Type:*	CEU/CE	Adv. PDS ANCC: Contact Hours Continuing Nursing Education AOTA: Contact Hours/CEUs
Amount:*	2	APA: Continuing Education Credit ASHA: CEUs ASWB: Continuing Education Clock Hours CA BBS-The California Board of Behavioral Sciences
Contact Name:*	John Smith	CDR: Continuing Professional Education Units CEC - Dental CEM
Contact Phone:	850-245-4008	Certificate of Attendance Certification CEU/CE CHES
Contact Email:	John.SmithTest@flhealth.gov	Childcare Providers CLE Clock Hours
Additional Info:	This is a test entry for the Non-TRAIN course.	CME CNE Contact Hours Contact Hours
Verified:		Contact Hours of ANCC COPE: Continuing Optimetric Education (COE) CPHCE Developmental Disabilities Dietitians CPE
Save Cancel		E-CERP Emergency Medical Technician





When you have finished entering your course information, click the **Save** button to submit the form for review, and add the course to your TRAIN Florida Transcript.

NOTE: The course <u>will not be marked as Verified</u> until a TRAIN Florida Administrator has reviewed the details.

Step 5: Notify your TRAIN Florida Local Administrator

To ensure the quick verification of your Non-TRAIN course <u>you must notify your TRAIN Florida</u> <u>Local Administrator</u> and let them know you have a course ready for review.

DOH staff - Click this link <u>**TRAIN Florida Local Administrators**</u> and locate the Administrator for you area. The .pdf document will open in a new window.

NOTE: The list above is a list of Florida Department of Health TRAIN Florida Administrators. Your organization may have a different contact list.

Once you have located your Local Administrator on the list, **click on their e-mail address** to open an e-mail addressed to the Administrator.

Use the <u>Subject Line</u>: Non-TRAIN Course Details form for review - {your full name} and send the e-mail. You may choose to include information in the body of the e-mail, but it is not necessary.

How to Add a SERT TRAC Training Certificate your Non-TRAIN Course

You should **upload your certificate for the SERT TRAC site hosted course**, into your TRAIN Florida Transcript **as soon as possible** after you submit the course information for approval. This will speed the course approval. Be sure to have the electronic copy of your certificate saved.

- **Step 1:** Follow <u>Steps 1 & 2, Page 5</u> of this document.
- Step 2: You will be directed to the Transcript screen. Locate the Non-TRAIN Courses section. Make a note of your exact course title, you will need to enter the exact course title on the next screen. Click on the Upload External Certificate button

Non-TRAIN Courses						Add
Click on course title to view course record						
Course	Started	Completed	Format	Score	Credit	Verified
Non-TRAIN Test Course Upload External Certificate	3/18/2015	3/18/2015	Web-based Training - Self- study	100.00 points 100.00%	CEU/CE: 2	
20 rows per page V Filter * A B C D E F G H I J K I	MNOPQ	RSTUVW	X Y Z All	Displaying page	1 of 1, items fror	n 1 to 1 of 1
Back						





Step 3: The Upload Certificate screen will open over the transcript page

🗐 Upload Certificate	- e e	
Title: * Non-TRAIN Test Course 1		
Please select certificate file:	2.9.4	1
C:\Users\pooreab\Documents\TRAIN\{ Browse 2 Tip: The following list of file extensions are allowed to upload: (.gif.jpegjpgbmppdfpng)	locate cert. file	
Upload 5	in computer	

To upload the course certificate to your transcript:

- 1. Enter the exact title of your course into the Title field This is a required field
- 2. Click the Browse button and locate your certificate on your computer
- 3. Click on the certificate file, and follow the browse window directions
- 4. When the certificate file is loaded, the file name will be shown in the **Please select** certificate file: field next to the Browse button
- 5. To add your certificate Click the **Upload** button the window will refresh and show you the uploaded file Click the **Close** button

Step 4: A pop up window will open and confirm the upload.



You may choose to access the certificate right away by clicking the **Take me there now** button, or print it later if you need it, from your My Certificates tool.

Use this help document to locate your certificates - Where are My Training Certificates?

If you have questions or need assistance regarding the management of your Non-TRAIN Courses in TRAIN Florida, please contact your Local TRAIN Florida Administrator

NOTE: <u>Do not contact your TRAIN Florida Administrator for issues with the SERT TRAC LMS</u> website or courses – contact the website/course help service

