

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](#), [enroll in and manage SERT TRAC courses](#), and how to [add the courses](#) and [add the certificates](#) 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 [FDEM Training and Exercise team](#) to address all questions and concerns with SERT TRAC.

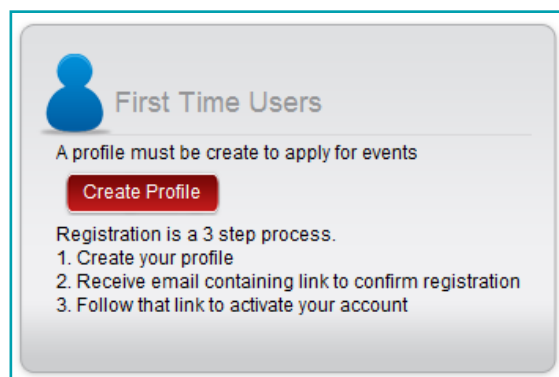
Creating a SERT TRAC User Account


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 State Employee Disaster Reservist Other

Some counties require approval of city employees. If you are a city employee, please contact your [County Emergency Management program](#) to obtain guidance.

FEMA Student Identification Number

* Salutation

* First Name

* Last Name

* Address 1

Address 2

* State

* Phone x (xxx) xxx xxxx

* You work in

Fax: (xxx) xxx xxxx

* City

* Zip xxxxx-xxxx

Login Information Tab

Login Information

* Email

* Confirm Email

* Password

* Confirm Password

Password must be between 8-24 characters and contain at least 1 lower case letter, 1 upper case letter, 1 digit, and 1 special character
Some special characters -- including ".", "+", and "-" are not allowed

* Security Question

* Answer

* Hint:

Submit Cancel

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 [FDEM Training and Exercise team](#) 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.

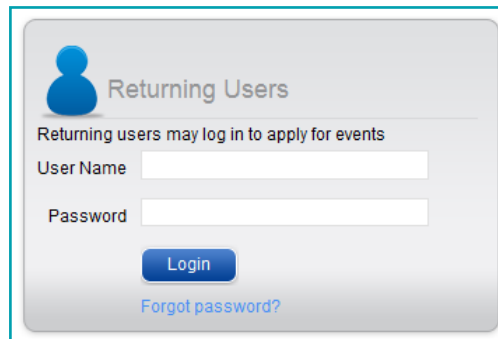


Before you register for SERT TRAC courses on the SERT TRAC LMS check the [SERT TRAC – TRAIN Florida](#) course crosswalk.

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 <http://trac.floridadisaster.org>

Step 2: Enter your username and password to log in and access SERT TRAC



Returning Users

Returning users may log in to apply for events

User Name

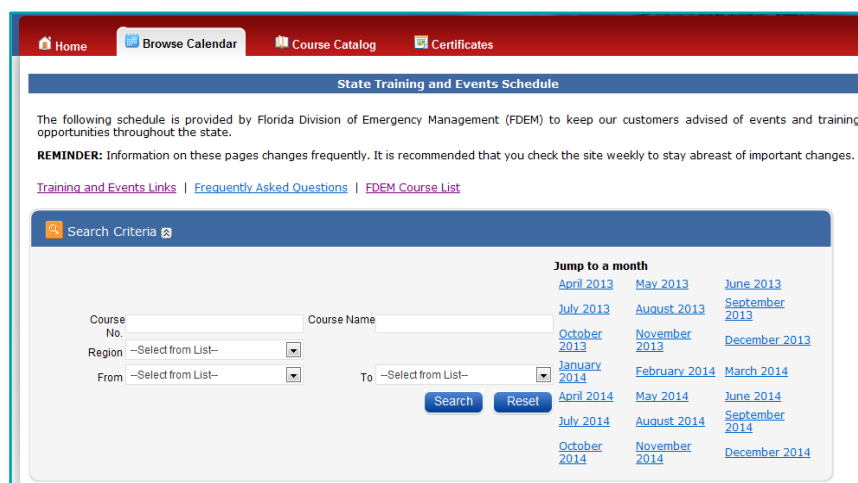
Password

[Forgot password?](#)

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

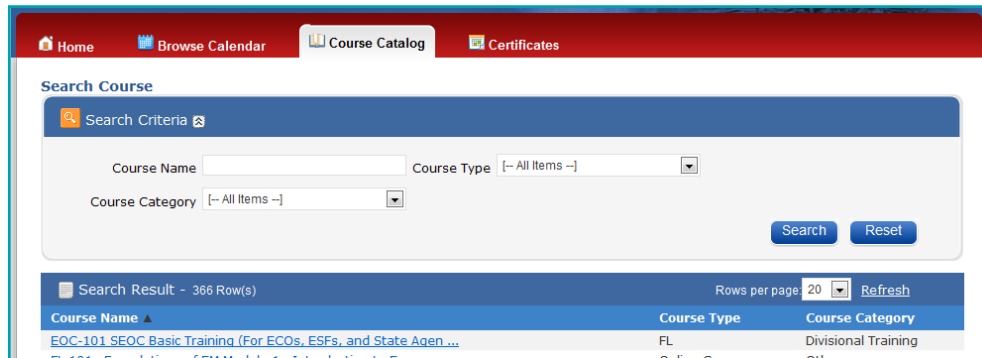


The **Browse Calendar** courses are sorted by month and year offered



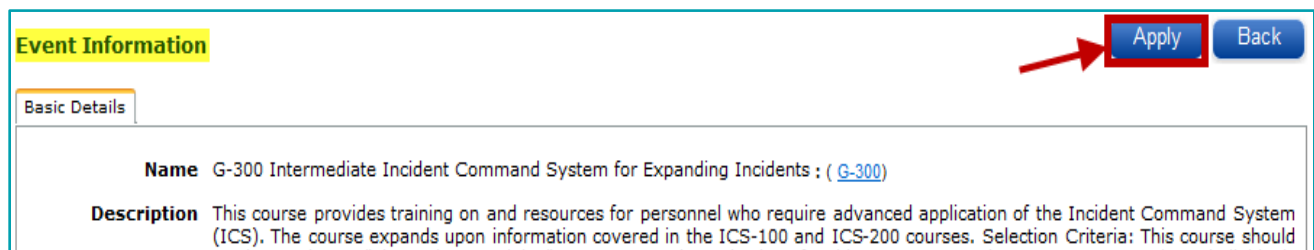
The screenshot shows the 'State Training and Events Schedule' page. It includes a search criteria section with fields for 'Course No.', 'Course Name', 'Region', and 'From'. There are also 'Search' and 'Reset' buttons. A 'Jump to a month' section lists months from April 2013 to December 2014.

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

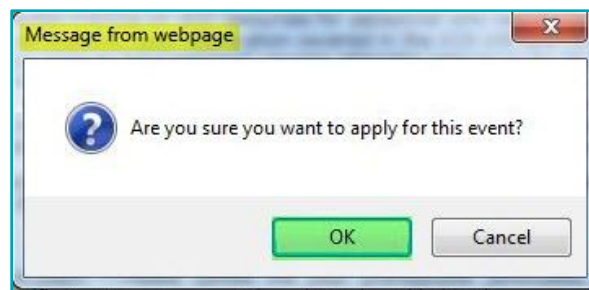


Step 4: Once you locate the course you would like to register for **click the course name** and it will bring you to the **Event Information** page. On this page you will find a description, prerequisites for the course and other helpful information.

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



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 **SERT TRAC site 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

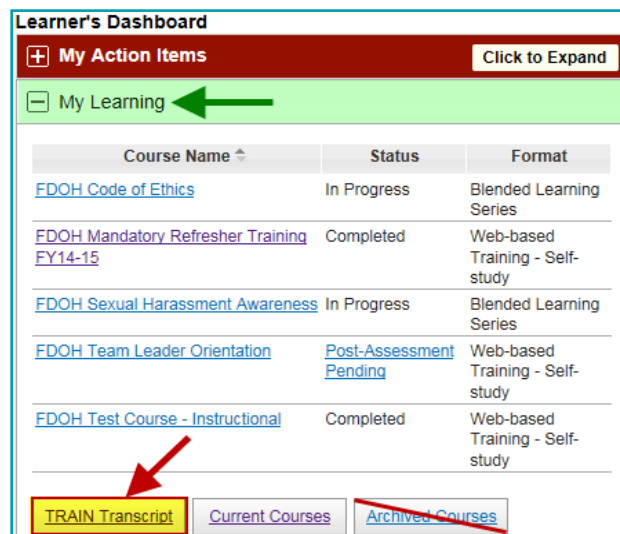
Once you have completed a **SERT TRAC site hosted training course** you will need to upload the completed course information and your certificate, as a Non-TRAIN course to your TRAIN Florida transcript. **Do not add** TRAIN Florida hosted SERT TRAC courses or certificates, it is done automatically by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

These are basic instructions. For detailed instructions please consult the [How to Manage Non-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



The screenshot shows the 'Learner's Dashboard' interface. At the top, there is a 'My Action Items' section with a 'Click to Expand' button. Below it is the 'My Learning' section, which is highlighted with a green background and a green arrow pointing to it. Under 'My Learning', there is a table with columns for 'Course Name', 'Status', and 'Format'. The table lists several courses: '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), and 'FDOH Test Course - Instructional' (Completed, Web-based Training - Self-study). At the bottom of the dashboard, there are three buttons: 'TRAIN Transcript' (highlighted with a red arrow), 'Current Courses', and 'Archived Courses'.

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

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

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

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 will not be marked as Verified 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 you must notify your TRAIN Florida Local Administrator and let them know you have a course ready for review.

DOH staff - Click this link [TRAIN Florida Local Administrators](#) 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 **Subject Line: 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 [Steps 1 & 2, Page 5](#) 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

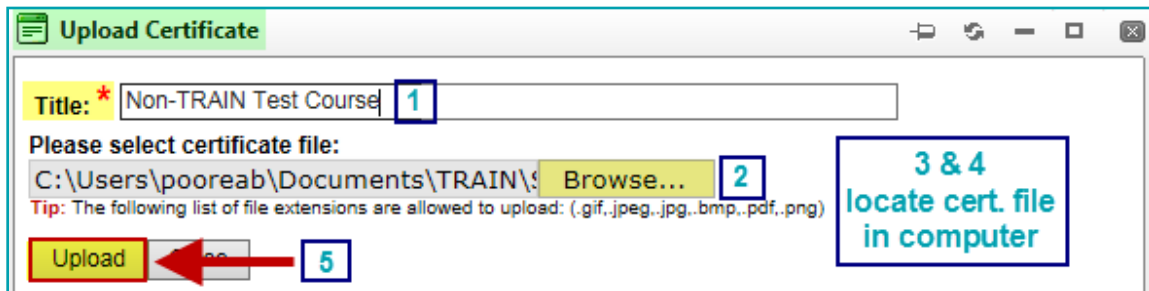
Non-TRAIN Courses							Add
Click on course title to view course record							
Course	Started	Completed	Format	Score	Credit	Verified	
Non-TRAIN Test Course			Web-based Training - Self-study	100.00 points 100.00%	CEU/CE: 2	<input type="checkbox"/>	Upload External Certificate

20 rows per page Filter * A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Displaying page 1 of 1, items from 1 to 1 of 1

Back

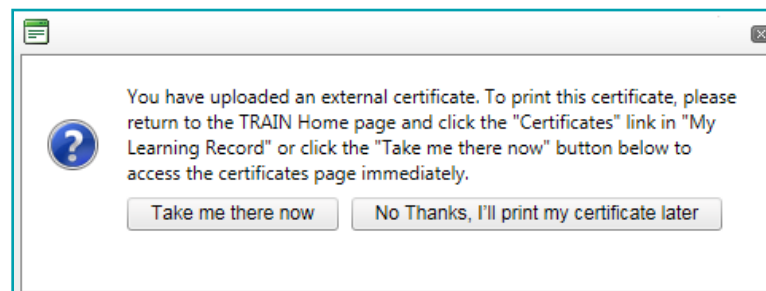
Step 3: The **Upload Certificate** screen will open over the transcript page



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