



Please **DO NOT** contact the Public Health Foundation (PHF) for TRAIN Florida support

If you have questions, concerns or problems with TRAIN Florida, this document is a listing of the key support resources the Department has available for finding an answer or resolution. Descriptions for each resource and contact information are provided. [DOH LMS Support and Communication Process](#)

### The established lines of support communication for TRAIN Florida are:

- The TRAIN Florida Learner Knowledge Center
- Primary Support – Tier 1 – Local TRAIN Florida Administrators
  - Course Contacts – Course Content Questions Only
- Secondary & Technical Support – Tier 2 – TRAIN Florida Site Administrators/DOH LMS Support team

### The TRAIN Learner Florida Knowledge Center Website

The TRAIN Florida Knowledge Center webpage is the main source of support information for TRAIN Florida. It hosts multiple up-to-date resources designed to help guide you in the navigation and management of TRAIN Florida.

We encourage you to check the Knowledge Center as your first stop for TRAIN Florida support, as you may locate your answer or solution on your own.

Click this link, to access the Learner Knowledge Center - [TRAIN Florida Learner Knowledge Center](#)

### Primary Support – Tier 1 – Local TRAIN Florida Administrators

If you cannot find your answer or resolution using the TRAIN Florida Knowledge Center, the Department has a network of [Local TRAIN Florida Administrators](#) available. These administrators are the Primary or Tier 1 level for technical support and assistance for our learners.

Your Local TRAIN Florida Administrator has been trained to give you direct support with TRAIN Florida, and may even be located in your workplace. They are available during regular Department business hours.

Click on this link, to access the [Local LMS Administrator Contact List](#)

- **Course Contacts**

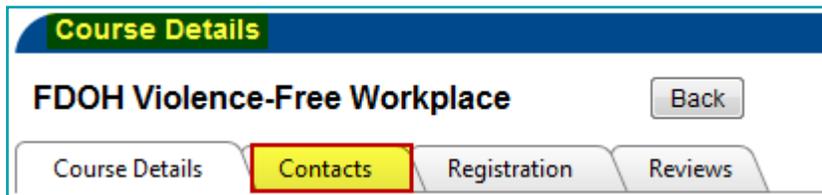
If you have you have a question regarding the content or structure of a course of a TRAIN Florida course, each course has contact information available.

**Please Note:** If you have technical questions regarding a DOH course, contact your Local TRAIN Florida Administrator.

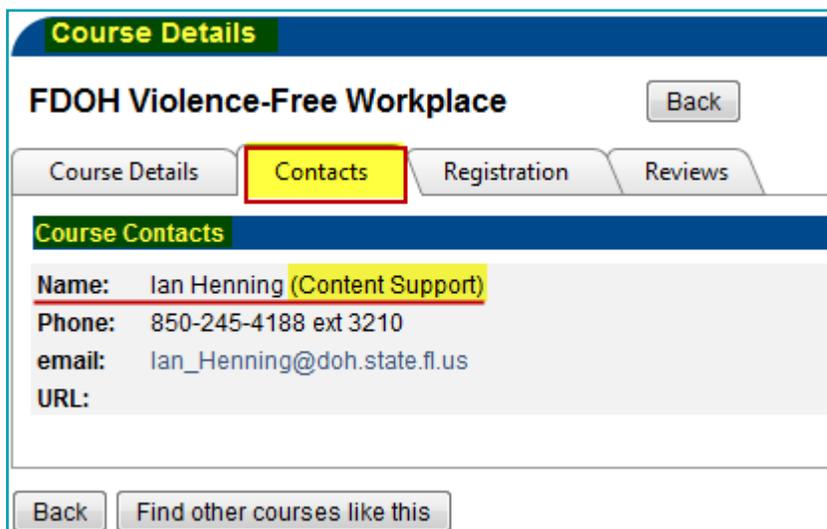
If the course is **not** a DOH developed course there may be two listings, one for content and structure and one for technical issues related only to the course.



Course contact information can be found on the **Course Details** page of the course you have a question about. Once on this page, click the **Contacts** tab.



The Contacts tab will list the **Course Contacts** and the contact information for your course.



### **Secondary & Technical Support – Tier 2 – TRAIN Florida Site Administrators/DOH LMS Support**

The TRAIN Florida Site Administrators and DOH LMS Support team are the secondary level of technical support and assistance for users of TRAIN Florida. This level primarily provides support to the Local TRAIN Florida Administrators.

However, if you have a question your Local Administrator cannot answer, the DOH LMS Support team is available to assist with TRAIN Florida questions as needed.

This level of support is available during regular Department business hours:

Monday through Friday

8:00 am – 5:00 pm EST, excluding state holidays

DOH LMS Support Team is based in the DOH - Office of Performance and Quality Improvement (OPQI) and can be contacted via email at [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov)

**NOTE:** Responses to most DOH LMS Support e-mail requests will be provided within 24 hours of submission.