



As part of the goal to provide a user friendly enterprise to aid in **Developing and Sustaining a Competent and Qualified Public Health Workforce**, and to share public health training resources with our public health system partners, the Florida Department of Health (DOH) provides many options for Administrator and Course Provider support for the official learning management system (LMS) TRAIN Florida.

TRAIN Florida Administrators and Course Providers are encouraged to use the provided support resources if they are in need of assistance when using TRAIN Florida, managing courses and learners in TRAIN Florida.

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

The following sections will provide you with the established lines of support communication for TRAIN Florida.

### The TRAIN Florida Knowledge Center

If a TRAIN Florida Administrator and Course Provider have a question about, or a problem with the TRAIN Florida site, we strongly encourage that they first visit the [TRAIN Florida Knowledge Center](#).

This site offers up-to-date system information and guidance through resources such as [FDOH Learner Registration process](#), [the DOH LMS Support Documents](#), [Questions & Answers](#), and [Tutorials](#) to help the Administrator and Course Provider to potentially locate the answer or solution on their own.

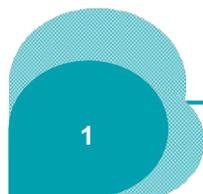
The Knowledge Center is designed to provide our users with up to date tools to enhance knowledge and develop the skills required to use TRAIN Florida to manage training resources, training activities, courses and learners. Visit often!

### TRAIN Florida Discussion Boards

If an Administrator and Course Provider cannot locate the answer to their question or solution to their problem on the TRAIN Florida Knowledge Center, they also have access to search and participate in the [TRAIN Florida Discussion Boards](#). **NOTE:** After you click on the previous link to the discussion boards, you will be asked to log in to TRAIN Florida; you will then be taken directly to the Discussion Boards page. All Department boards have the acronym **FDOH** before the title of the board in the page menu.

Any Administrator and Course Provider can add a discussion thread to the appropriate TRAIN Florida Discussion Board, if necessary, to have their issue addressed if they do not see a thread already in progress. The TRAIN Florida Site Administrators monitor the discussion threads daily and will provide answers to questions, resolve problems, or follow-up on thread requests within 24 hours.

For details on the functions of the TRAIN Florida Discussion Board feature, please read the Learners Question and Answer documents [What is the Discussion feature in TRAIN Florida?](#) and [How do I add a Discussion Thread?](#)



## TRAIN Florida Tier 1 Support - Local Administrators

TRAIN Florida Tier 1 Support is the primary local level Administrator technical support and assistance for all users of TRAIN Florida.

If a TRAIN Florida user cannot find the answers they need through the TRAIN Florida Knowledge Center, we provide an interactive list of contacts for TRAIN Florida, including Site Administrators, Administrators and Course Providers, listed by location. The list is updated regularly by the TRAIN Florida Site Administrators.

Click on the following link, to access the [TRAIN Florida Local Contact List](#).

## Course Contacts

If a TRAIN Florida user has a question regarding the content or structure of a FDOH offered course, in TRAIN Florida, each course provides contact information, on the Course Details page, accessible by clicking directly on the **Course Title** in the Course Search list. For details on how to locate a course in TRAIN Florida, view the [How to Locate a Course](#) learner tutorial and [Guide](#).

After clicking on the Course Title, you will be taken to the **Course Details** page for your chosen course (Fig. 1). Once on this page, click the **Contacts** tab.

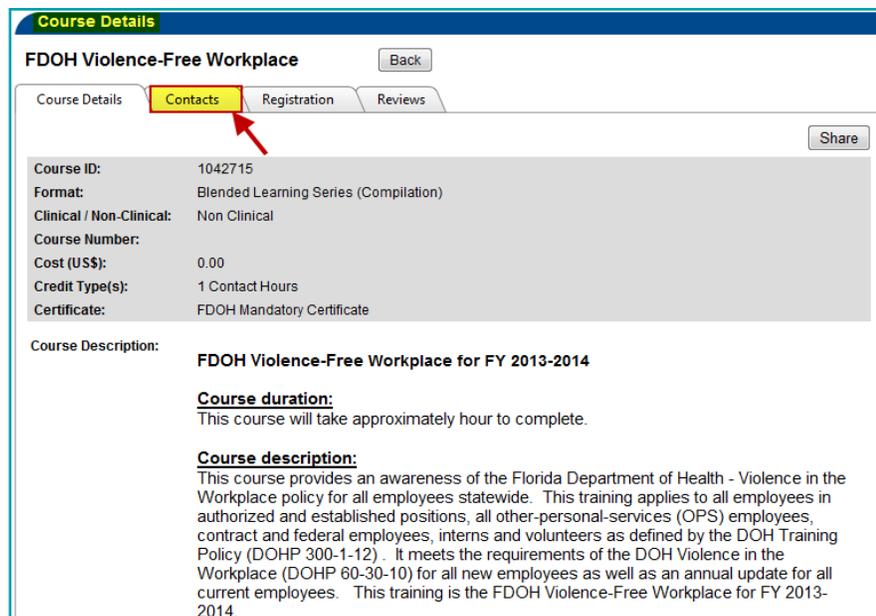


Figure 1

The Contacts tab will list the **Course Contacts** and the contact information for your chosen course (Fig. 2).

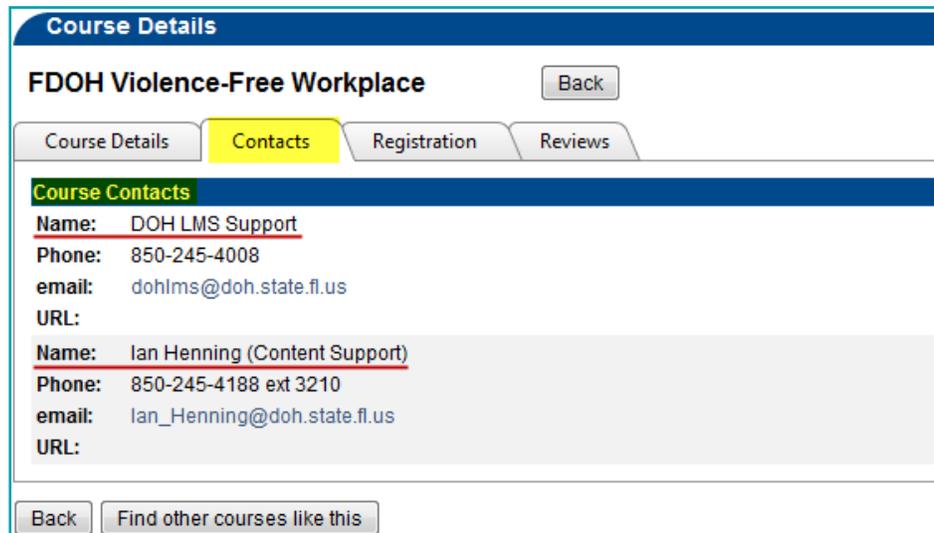


Figure 2

**NOTE:** Course Contacts are only able to answer questions regarding course content, and structure of a course. If you have technical issues or questions about course access contact your [DOH LMS Local Administrator](#).

### TRAIN Florida Tier 2 Support – TRAIN Florida Local Administrators – DOH Program Areas

TRAIN Florida Tier 2 Support for FDOH Public Health System Partners is the secondary level of Local Administration technical support and assistance for FDOH Public Health System Partners users of TRAIN Florida.

The Local Administrator(s) within the Program Area is primarily set up to answer technical and non-technical questions from FDOH Public Health System Partners Local Administrators and Course Providers.

### TRAIN Florida Tier 2 and 3 Support – TRAIN Florida Site Administrators/DOH LMS Support

TRAIN Florida Tier 3 Support is the third level of Site Administration technical support and assistance for FDOH Public Health System Partners users of TRAIN Florida. Local Administrator(s) within the Program Area are encouraged to contact the Site Administrators for assistance with FDOH Public Health System Partners.

TRAIN Florida Tier 2 Support is the secondary level of Site Administration technical support and assistance for FDOH users of TRAIN Florida.



## Who Do I Contact for Help?

It's a New Day in Public Health

The DOH LMS Support team is primarily set up to answer technical and non-technical questions from Local Administrators and Course Providers, but is also available to assist other users with TRAIN Florida questions as needed.

The DOH LMS Support team hosts TRAIN Florida WebEx training and updates for Administrators every Tuesday at 10:00 A.M. EST. Please feel free to join the Administrator's forum; learn what's new and get answers to your questions. Please contact us for WebEx information.

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 can be contacted via email, [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov) or by phone, **850-245-4008**.

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

