

## 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, manage SERT TRAC courses, and upload course information and course certificates from SERT TRAC into TRAIN.

**NOTE: Do not contact your TRAIN Florida Administrator for issues with the SERT TRAC LMS.** Contact the [FDEM Training and Exercise team](#) to addresses 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 (Fig. 1).

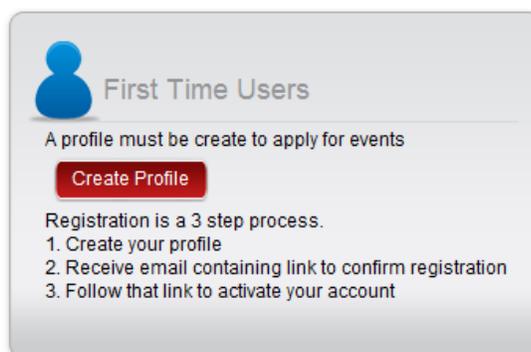


Figure 1

**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 (Fig. 2).



## 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

\* First Name

\* Address 1

Address 2

\* State

\* You work in

\* City

\* Salutation

\* Last Name

\* Phone  x  (xxx) xxx xxxx

Fax:  (xxx) xxx xxxx

\* Zip  xxxxx-xxxx

Figure 2

## Login Information Tab

Login Information

\* Email

\* Password

\* Confirm Email

\* 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:

Figure 2

**Step 4:** After completing the registration form a confirmation email will be sent to the address you provided. You must follow the link in that email to confirm your registration. Please make sure to check your Junk or Spam folders, as your spam filters may catch this message. The message will be from [FDEM.STO@em.myflorida.com](mailto:FDEM.STO@em.myflorida.com).

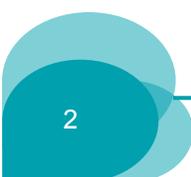
Should you not receive the confirmation email shortly after registering, please contact the [FDEM Training and Exercise team](#) to have your profile activated. You will not be able to log in until your profile is activated.

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

## Logging in to SERT TRAC and Managing 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 certificates.

Please check the [SERT TRAC – TRAIN Florida](#) courses crosswalk. If the course is listed in SERT TRAC and TRAIN Florida, please register and complete the course in TRAIN Florida.



The following steps will instruct you on how to enroll in courses through the SERT TRAC Student Dashboard:

**Step 1:** Open your internet browser and navigate to <http://trac.floridadisaster.org>

**Step 2:** Provide your username and password to log on and access SERT TRAC (Fig. 3).

The screenshot shows a login form titled "Returning Users". It includes a text input field for "User Name", a password input field for "Password", a blue "Login" button, and a link for "Forgot password?".

Figure 3

**Step 3:** Select either **Browse Calendar** or **Course Catalog** to locate available courses statewide (Fig. 4).



Figure 4

**Step 4:** When selecting a course using the **Browse Calendar** function courses are sorted by month and year offered (Fig. 5).

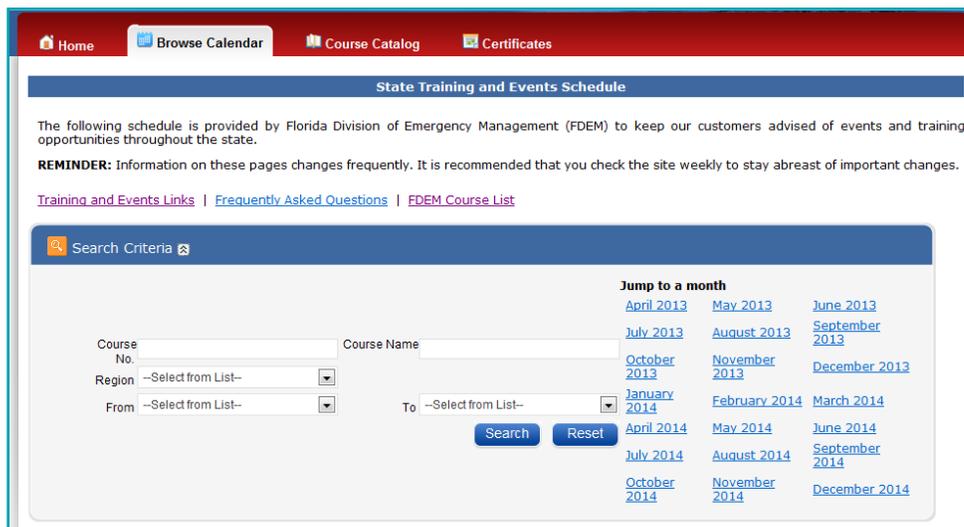


Figure 5

The **Course Catalog** lists all courses available in SERT TRAC and can be sorted by name, type or category (Fig. 6).

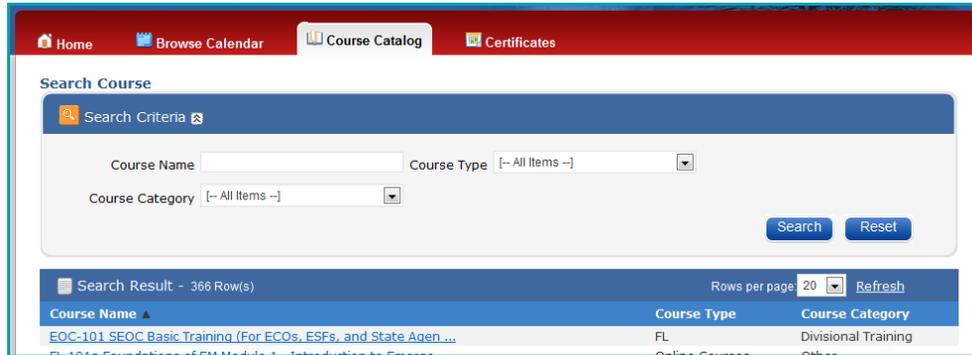


Figure 6

**Step 5:** 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** icon (Fig. 7).

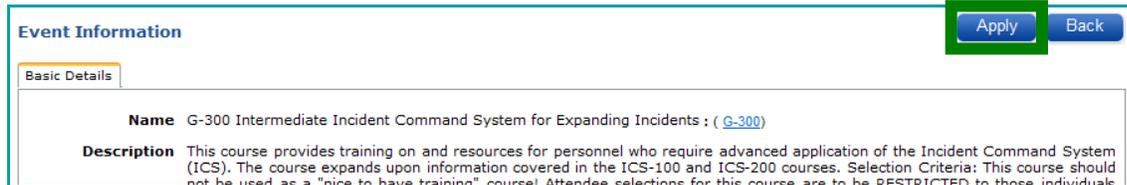


Figure 7

**Step 6:** You will be prompted to confirm that you would like to apply for the event (Fig. 8). Either confirm to complete the enrollment process or cancel to return to the course details page.

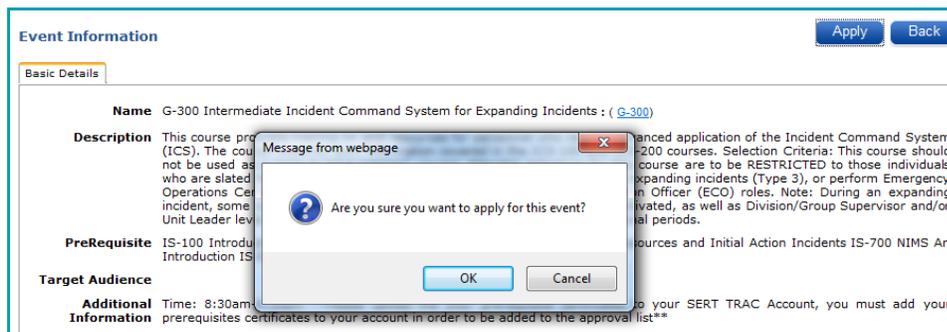


Figure 8

**Step 7:** 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 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: Direct questions specific to the course to the point of contact listed on the **Event Information** page.

## Add a SERT TRAC Course to your TRAIN Florida Transcript

Once you have completed your training course offered through SERT TRAC you will need to upload course information and your certificate as a Non-TRAIN course to your TRAIN Florida transcript.

Basic instructions on how to do so can be found below. For detailed instruction on how to complete this process please consult the [How to Manage Non-TRAIN Courses](#) Learners Question and Answer job aid.

**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:** On your TRAIN Florida home page - go to your personal **Dashboard**, locate and click on the **My Learning** tile (Fig. 9).

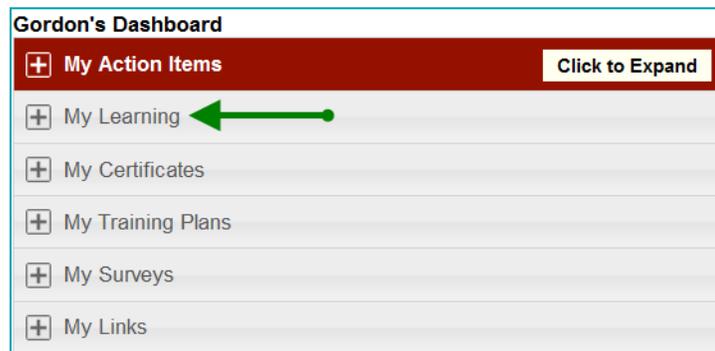


Figure 9

**Step 3:** When the tile expands, locate and click on the **TRAIN Transcript** button (Fig. 10).

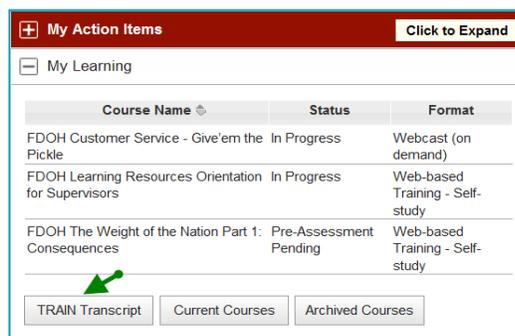


Figure 10

**Step 4:** You will be directed to the **Transcript** screen.

Locate the **Non-TRAIN Courses** section, then locate and click on the **Add** button (Fig. 11).

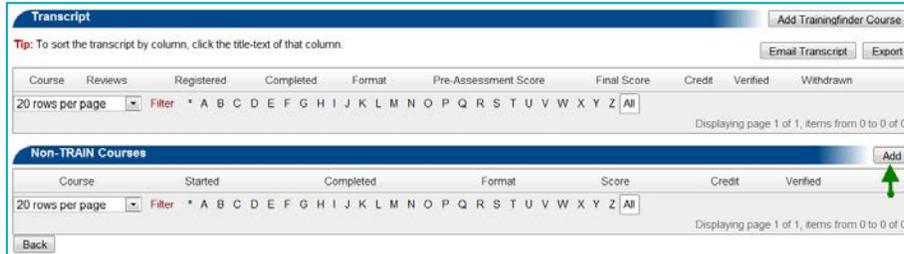


Figure 11

**Step 5:** The **Non-TRAIN Course Details** screen will open. This screen is the **Non-TRAIN Course Details form** (Fig. 12). It is important that you accurately complete the form and complete the required fields marked with the red asterisks (\*). We highly recommend you provide all of the requested information, as well as the required information when completing this form.

The screenshot shows a form titled 'Non-TRAIN Course Details'. It contains several input fields, some of which are marked with a red asterisk (\*) to indicate they are required. The fields are: Title (\*), Start date (\*), Completion date (\*), Course URL (\*), Course Format (dropdown menu), Course Provider Name (\*), Course Grade Points, Course Grade Percentage (%), Credit Type (\*), Amount (\*), Contact Name (\*), Contact Phone, Contact Email, Additional Info, and Verified (checkbox). At the bottom of the form are 'Save' and 'Cancel' buttons.

Figure 12

**Step 6: Submit the Non-TRAIN Course Details form**

Click the **Save** button, located on the bottom of the screen to submit the form.



## Step 7: Notify your TRAIN Florida Local Administrator

To assure the efficient processing of the Non-TRAIN Course Details form and verification of the course you would like added to your TRAIN Florida transcript you must notify your TRAIN Florida Local Administrator via e-mail of your submission.

Use the [Local Contact List](#) to locate your **TRAIN Florida Local Administrator**. Once you have located your Local Administrator, **click on their e-mail address**. An e-mail will open, addressed to the Administrator.

Enter the **Subject Line: Non-TRAIN Course Details form - {your full name}** and send the e-mail. Please be sure to put your full name in the subject line. You may choose to include information in the body of the e-mail, but it is not necessary.

**The steps below will instruct you on how to add a training certificate to a Non-TRAIN Course.**

**NOTE:** Be sure to save an electronic copy of your certificate in an easy to find location on your computer before you try to add it to the Non-TRAIN Course.

To begin you must **log in to TRAIN Florida**.

**Step 1:** On your TRAIN Florida home Page - go to your personal dashboard, locate and click on the **My Learning** tile (Fig. 13).



Figure 13

**Step 2:** When the tile expands, locate and click on the **TRAIN Transcript** button (Fig. 14).

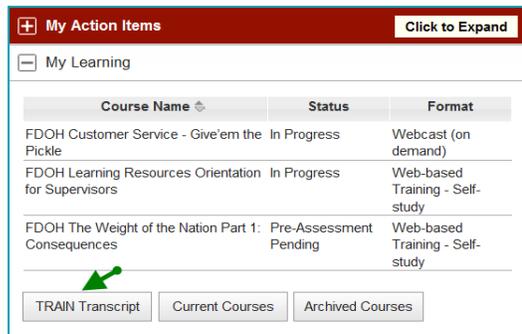


Figure 14

**Step 3:** You will be directed to the Transcript screen. Locate the **Non-TRAIN Courses** section. Make a note of, or right click and copy the course title, you will need to enter the exact course title on the next screen. Click on the **Upload External Certificate** button (Fig. 15).

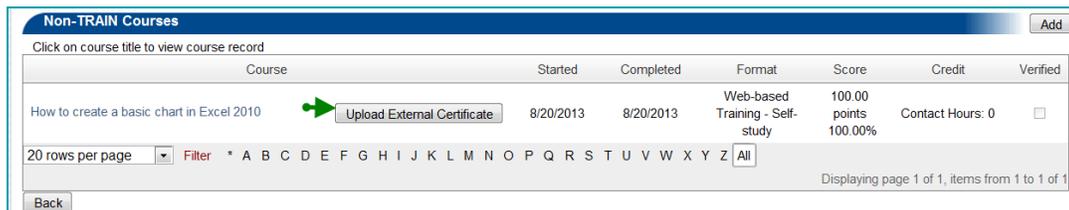


Figure 15

**Step 4:** The **Upload Certificate** screen (Fig. 16).

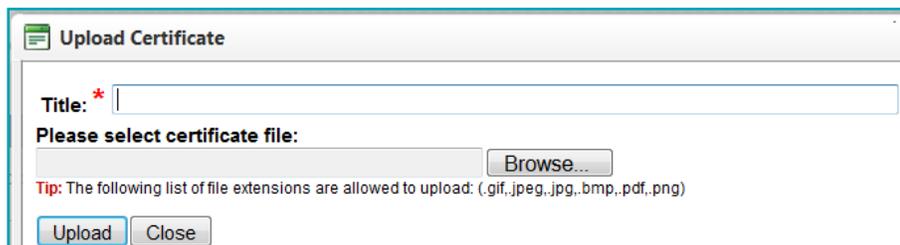


Figure 16

To upload the Non-TRAIN course certificate to your transcript:

- Enter or Paste the exact course name into the **Title** field. **This is a required field**
- Click the **Browse** button and locate your certificate on your computer
- Click on the certificate file, and follow the browse window directions
- When the file is loaded the file name will be shown in the **Please select certificate file:** field next to the Browse button
- To add your certificate, click the **Upload** button

For additional guidance on how to manage Non-TRAIN Courses in TRAIN Florida please consult the Learners Question and Answer job aid on [How to Manage Non-TRAIN Courses](#). If you have additional questions or need assistance regarding the management of your Non-TRAIN Courses in TRAIN Florida, please contact your **TRAIN Florida Local Administrator**. To locate your Local Administrator's contact information please use the [Local Contact List](#).

Please remember that all SERT TRAC related questions must be directed to the [FDEM Training and Exercise team](#).