

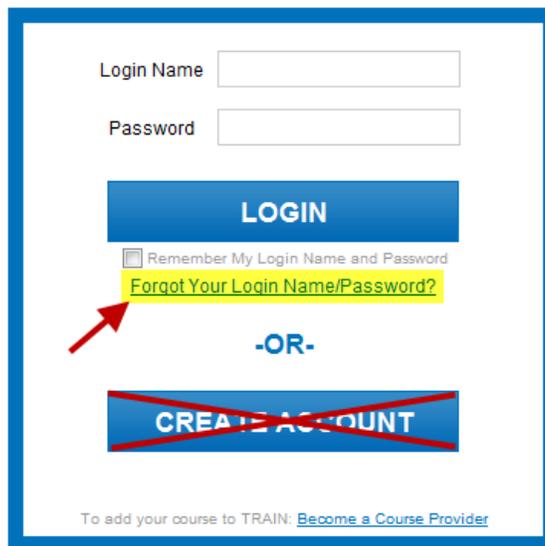
Have you forgotten your TRAIN Florida password?

The steps below will guide you on how to use the TRAIN Florida system to send your login information to the e-mail address listed in your TRAIN Florida account.

NOTE: If you do not receive the e-mail from TRAIN Florida, or have trouble logging in please contact your [Local TRAIN Florida Administrator](#).

Step 1: Go to the [TRAIN Florida log in page](#)

Step 2: Click on the link **Forgot Your Login Name/Password?** located below the blue Login button.



Step 3: You will be directed to the **Password Recovery Wizard** screen.



1. Enter your TRAIN Florida learner account e-mail address, into the **Email** field.
2. Click the **Send Password and Login Name** button. The screen will refresh, and show the following message: "Your password has been sent to the email address you entered. It should appear in your inbox within the next several minutes."
3. Click the **OK** button.

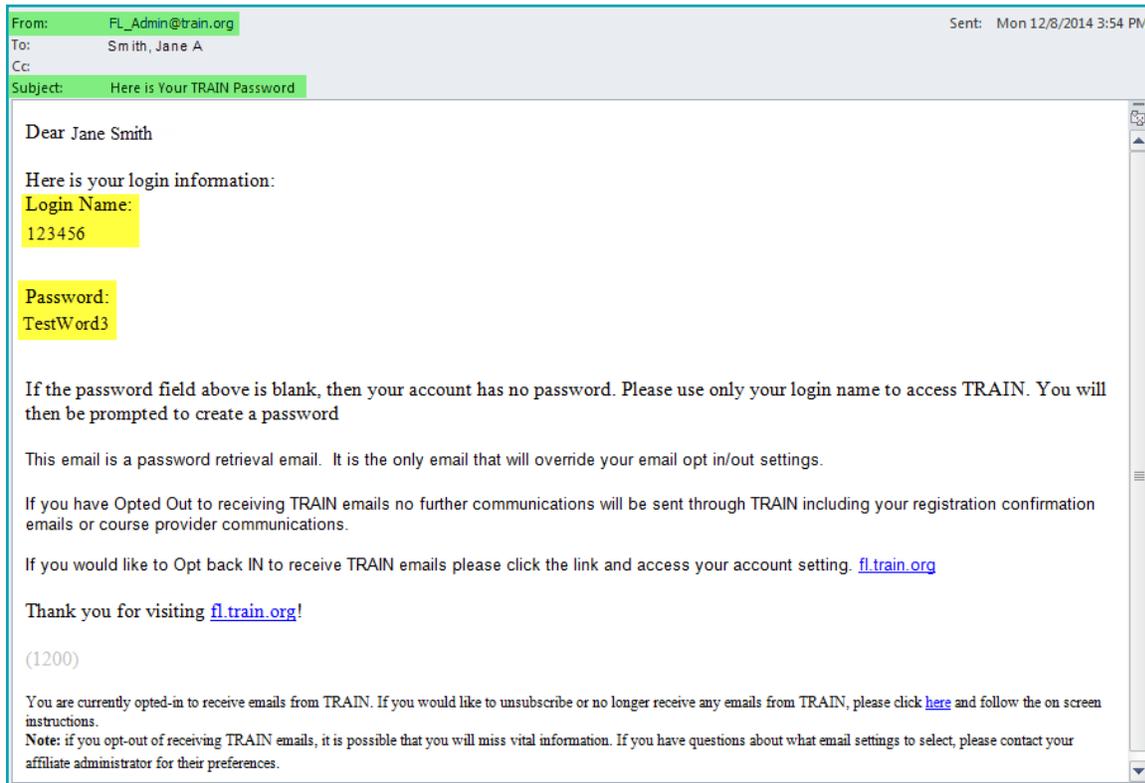
Step 4: You will be taken back to the **TRAIN Florida log in page**. We recommend keeping this window open.

Step 5: Go to your chosen e-mail account, and review your **Inbox**.

Locate the e-mail from: **FL_Admin@train.org** Subject line: **Here is Your TRAIN Password**.

NOTE: If you do not see this e-mail in your main Inbox, please check your Junk E-mail box.

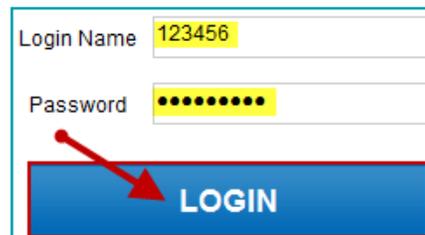
Step 6: Click to open the e-mail.



The e-mail will contain a confirmation of your Login Name, which should be your People First number, or your firstname.lastname (example Jane.Smith). It will also include your TRAIN Florida password.

Step 7: Go back to the [TRAIN Florida log in page](#)

1. Enter your Login Name and Password into the appropriate fields.
2. Click the blue Login button to access your TRAIN Florida learner account.



If you have any questions or concerns regarding the password retrieval process for TRAIN Florida, please contact your [Local TRAIN Florida Administrator](#).