



# **TRAIN Florida Learner Tutorial Guide**

## **How to Manage My Certificates**

### **January 2014**

*Your Comprehensive Guide to Navigating TRAIN Florida*

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.



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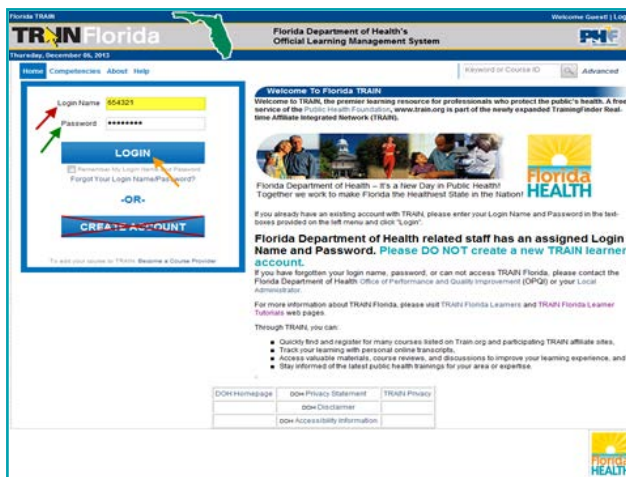
### Slide 1 - Title Slide



Welcome to the TRAIN Florida Learner Tutorial - How to Manage My Certificates.

We are going to review how to locate, access, and manage your training certificates in the Florida Department of Health's (DOH) learning management system (LMS) TRAIN Florida.

### Slide 2 – Log In To TRAIN Florida



As a current user of TRAIN Florida you must log in to access your training certificates. Enter your Login Name and chosen personal password, and click on the blue Login button.

If you have forgotten your Login Name or Password, click on the "Forgot Your Login Name/Password?" link and follow the directions.

**NOTE:** Are you a new user to TRAIN Florida? If so please exit this presentation and view the How to Log In to TRAIN Florida learner tutorial before accessing your account.

### Slide 3 – TRAIN Florida Learner Home Page – The My Certificates Menu

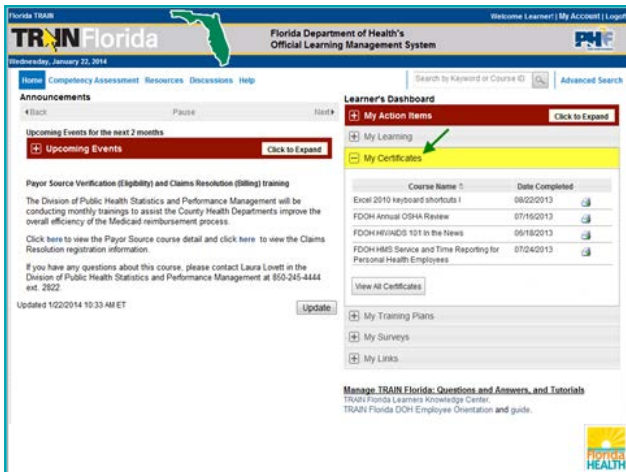
If you have logged in successfully, you should now be on your TRAIN Florida learner home page.

The TRAIN Florida My Certificates tool allows you to manage your training certificates after you complete courses in TRAIN Florida. Courses that offer a certificate of completion are designed to automatically save the certificate to the My Certificates tool located in your Learner Dashboard.

**NOTE:** Not all courses in TRAIN Florida offer certificates of completion.

TRAIN Florida also provides access to courses that are hosted by an external source and are completed outside of the TRAIN system. These sources often offer a certificate of completion for their course. The certificates can be uploaded and saved to the completed course on your TRAIN Florida transcript at any time. We will review how to add these external certificates later in this presentation.

To locate and access your current certificates, go to your Learner Dashboard, and click on the My Certificates tile to open the menu.



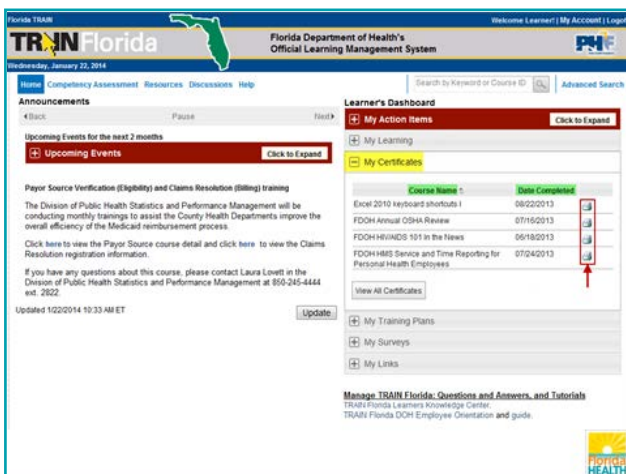
### Slide 4 – TRAIN Florida Learner Home Page – The My Certificates Menu II

Once the My Certificates menu is opened, you will see a list of all of the available training certificates for your completed TRAIN Florida courses.

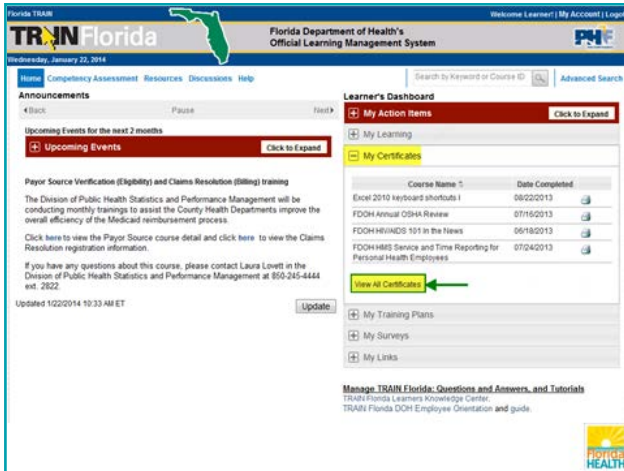
They will be listed with the Course Name and Date Completed for the course. You can sort the list alphabetically by course name, or by date completed ascending or descending, simply by clicking on the list title.

**NOTE:** If you do not see a course name, the course may not have had a certificate attached.

You can print your training certificates directly from this menu. Each certificate has a print icon located to the right of the completion date, simply click on the print icon and follow your local printing instructions.

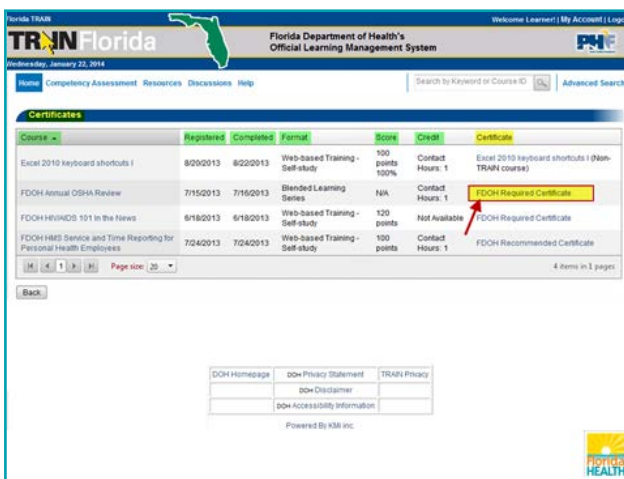


### Slide 5 – TRAIN Florida Learner Home Page – The My Certificates Menu III



To access detailed information for your completed courses, as well as view, print or save your training certificates, click on the View All Certificates button, located at the bottom of the My Certificates menu.

### Slide 6 – The Certificates Page



After you have clicked on the View All My Certificates button, you will be directed to the Certificates page.

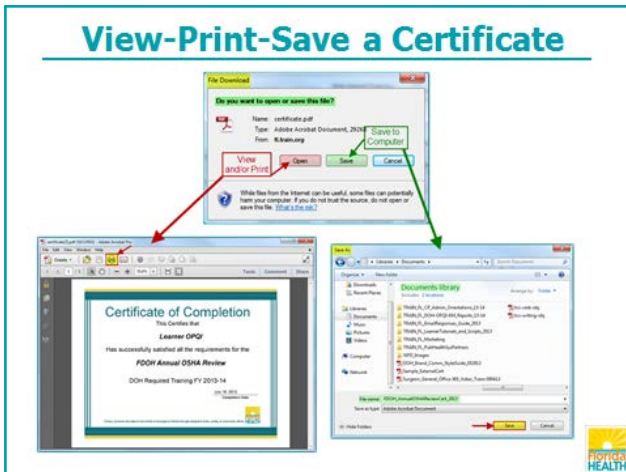
This page will list the training certificates by Course title, and include course information such as the dates the learner Registered for and Completed the course, the Format of the course, the Score and Credit gained for the course, and the Certificate type assigned to the course.

You are also able to access the Course Details page for each course, by clicking on the course title.

The Certificates page gives you access to view, save and print your training certificates as .pdf documents.

To open a training certificate, click on the certificate type title in the row for your chosen course.

### Slide 7 – View-Print-Save a Certificate



After you click the certificate type title, a File Download pop-up window will open over the Certificates page.

Choose your action by clicking either the Open button to view and/or print the .pdf certificate, or the Save button to save the certificate file to your computer.

If you choose to Open the certificate .pdf file, after you have clicked on the Open button, the certificate .pdf will open in a new window.

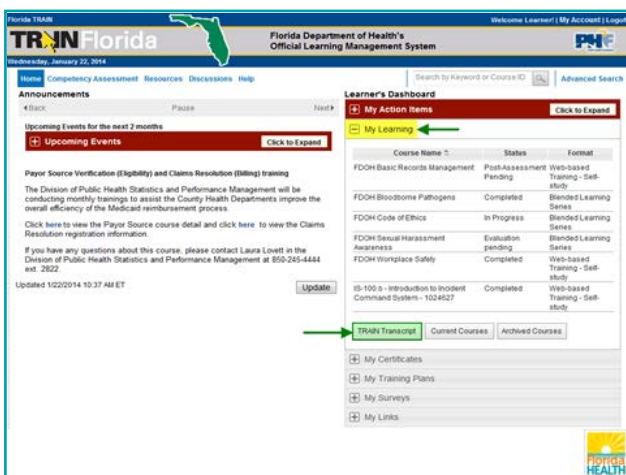
From this window you will only have the option to view and/or print this document. To print the certificate, click on the print icon in the menu bar, and follow your local printing instructions.

If you choose to Save the certificate .pdf file, after you have clicked on the Save button, a Save As pop-up window will open over the Certificates page.

From this window, navigate to the folder on your computer or network where you wish to save the certificate. Then type the name of the certificate into the File name field, and click on the Save button.

The certificate .pdf file will be saved, and can then be opened, printed or e-mailed as needed.

### Slide 8 – Uploading a Training Certificate to TRAIN Transcript



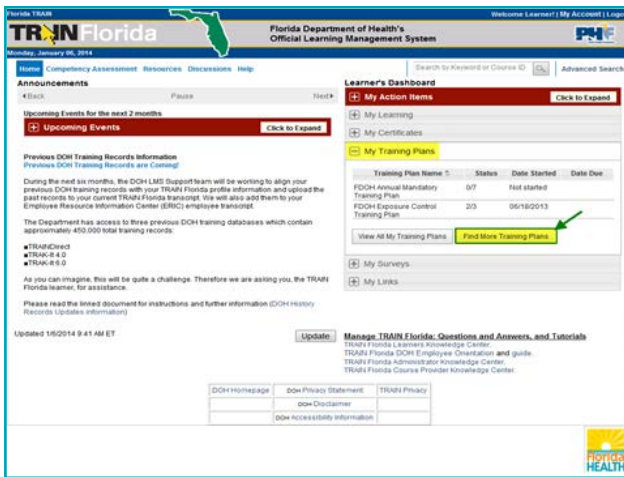
TRAIN Florida also provides access to courses that are hosted by an external source and are completed outside of the TRAIN system. These sources often offer a certificate of completion for their course.

The certificates can be uploaded and saved to the completed course on your TRAIN Florida transcript at any time.

To upload a certificate to a course in your TRAIN Transcript, from your TRAIN Florida home page, go to your Learner Dashboard and click on the My Learning tile.

Once the menu has opened, click on the TRAIN Transcript button.

### Slide 9 – TRAIN Transcript Page

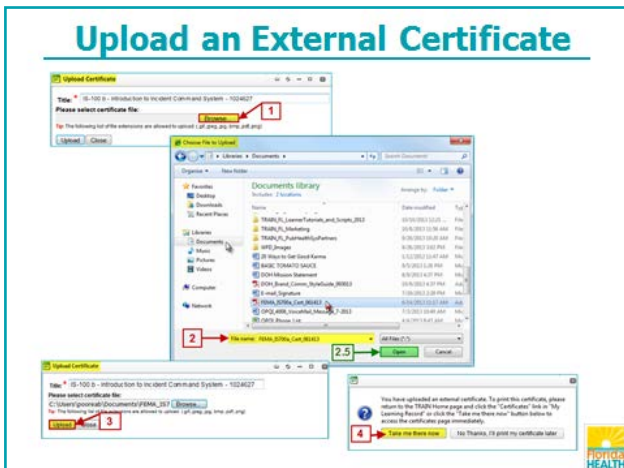


After clicking the TRAIN Transcript button, you will be directed to your Transcript page.

Locate the externally hosted TRAIN Florida course on your Transcript page.

To upload your certificate of completion for this course, click on the Upload External Certificate Button.

### Slide 10 – Upload an External Certificate



Once you have clicked the Upload External Certificates button, an Upload Certificate pop-up window will open over the Transcript page. Enter the exact title of the externally hosted course in the Title field, this is a required field. Then click the Browse button, to locate your certificate in your computer.

After you click the Browse button, a Choose File to Upload pop-up window will open over the Transcript page and Upload Certificate window. Locate the certificate file in your computer or on your network. Click on the file, to populate the File name field. Next, click on the Open button.

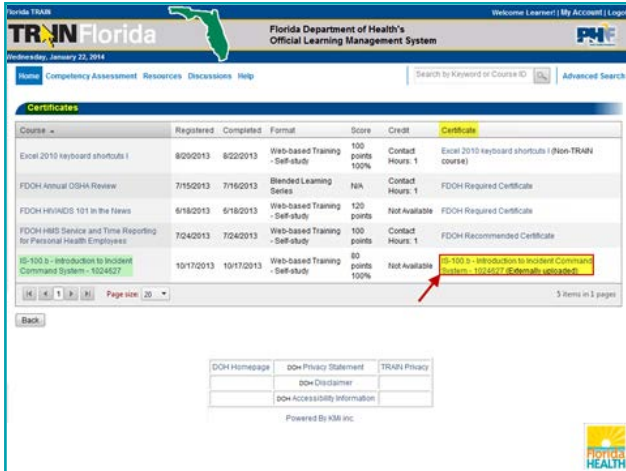
The Choose a File to Upload window will close and the certificate file path will be in the Please select certificate file field. To upload the certificate to your course, click the Upload button. The certificate is now uploaded to your TRAIN Florida transcript.

Once the certificate has been uploaded, a pop-up window will open. It confirms the upload of the external certificate, and gives the option to go directly to the Certificates tool and print your certificate, or print the certificate later.

If you choose to click the No Thanks, I'll print my certificate later button, the window will close, and you will be back on the Transcript page. The certificate will be available in the My Certificates feature in your Dashboard.

If you choose to print your certificate, click the Take Me There Now button.

### Slide 11 – The Certificates Page II



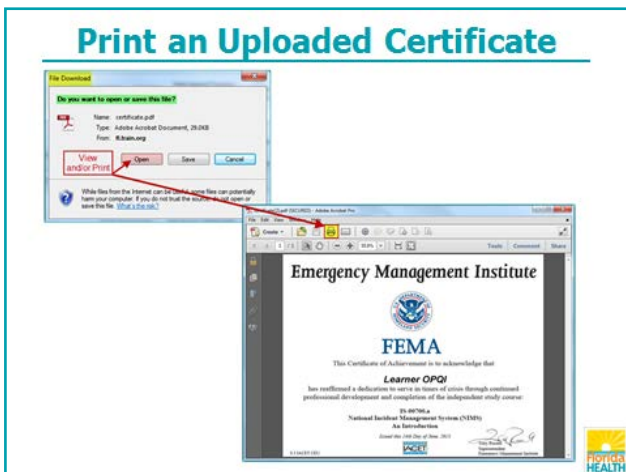
Course	Registered	Completed	Format	Score	Credit	Certificate
Excel 2010 keyboard shortcuts I	8/29/2013	8/22/2013	Web-based Training - Self-study	100 points 100%	Contact Hours: 1	Excel 2010 keyboard shortcuts I (Non-TRAIN course)
FDCH Annual OSHA Review	7/15/2013	7/16/2013	Blended Learning Series	N/A	Contact Hours: 1	FDCH Required Certificate
FDCH HUNDIS 101 in the News	6/18/2013	6/18/2013	Web-based Training - Self-study	120 points	Not Available	FDCH Required Certificate
FDCH HHS Service and Time Reporting for Personal Health Employees	7/24/2013	7/24/2013	Web-based Training - Self-study	100 points	Contact Hours: 1	FDCH Recommended Certificate
IS-100.3 - Introduction to Incident Command System - 1024927	10/17/2013	10/17/2013	Web-based Training - Self-study	80 points 100%	Not Available	IS-100.3 - Introduction to Incident Command System - 1024927 (Externally uploaded)

You will be directed to the Certificates page.

The certificate will be listed with the course under the Certificate column. Locate the certificate title, which carries the tag Externally uploaded.

To print the certificate, click on the certificate title.

### Slide 12 – Print an Uploaded Certificate

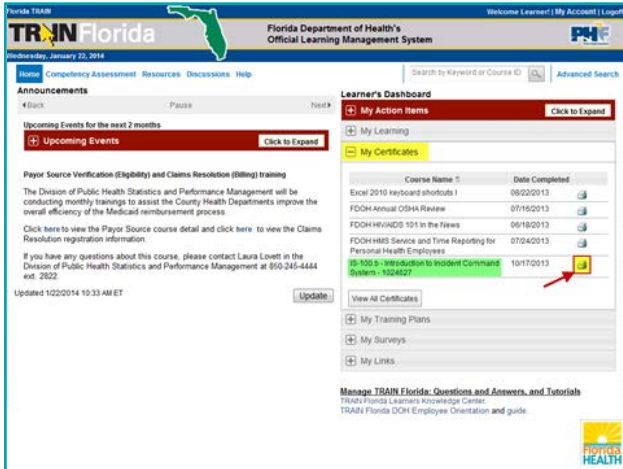


After you click the certificate title, a File Download pop-up window will open over the Certificates page.

To print the certificate, click on the Open button. After you click the Open button, the certificate .pdf file will open in a new window.

From this window you will only have the option to view and print this document. To print the certificate, click on the print icon in the menu bar, and follow your local printing instructions.

### Slide 13 – TRAIN Florida Learner Home Page – The My Certificates Menu IV



If you did not print your certificate at the time of upload, you can access and print your certificate at any time, from the My Certificates tool, in your Learner Dashboard, on your TRAIN Florida home page.

Locate the title of your certificate, click on the print icon, and follow your local printing instructions.

### Slide 14 – End Slide – Contact Information – Thank You!



If you have any questions or concerns regarding how to manage your training certificates in TRAIN Florida, please contact your [DOH LMS Local Administrator](#) or DOH LMS Support Team in the Office of Performance and Quality Improvement (OPQI):

via email at [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov)

or by phone at 850-245-4008.

Thank you for taking the time to learn more about the TRAIN Florida system.

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