



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

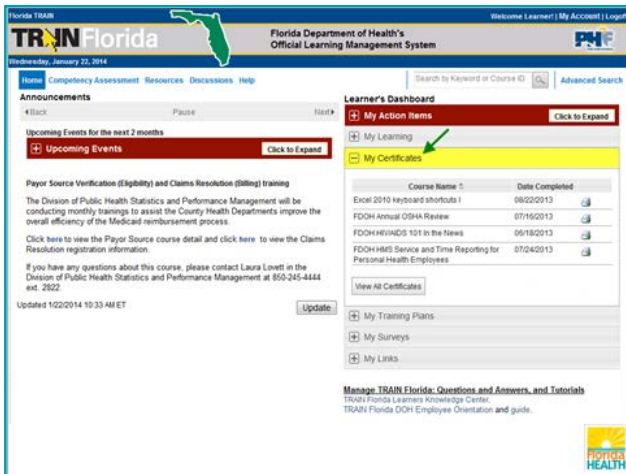
If you have logged in successfully, you should now be on your TRAIN Florida learner home page.

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.



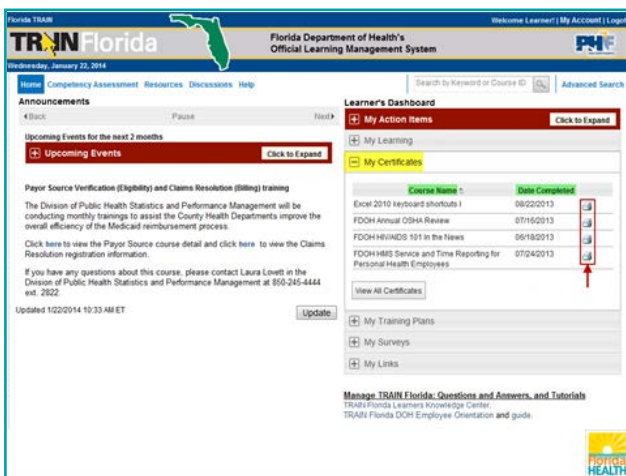
### Slide 4 – TRAIN Florida Learner Home Page – The My Certificates Menu II

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.

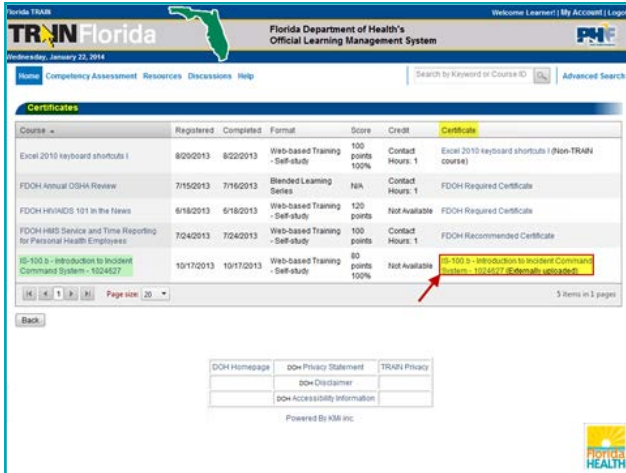








Slide 11 – The Certificates Page II

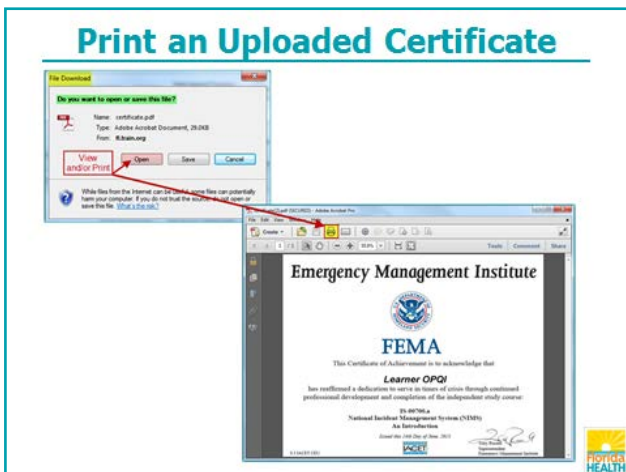


If you choose to print your certificate, click the Take me there now button. You will be directed to the Certificates page.

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

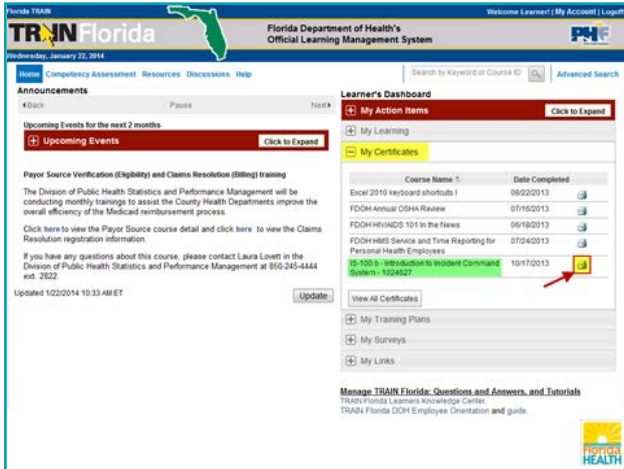


After you click the certificate title, a File Download pop-up window will open over the Certificates page.

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.

**END**