



TRAIN Florida Learner Orientation Course Guide

Your comprehensive course guide to TRAIN Florida e-learning

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



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Slide 1 - Welcome Slide

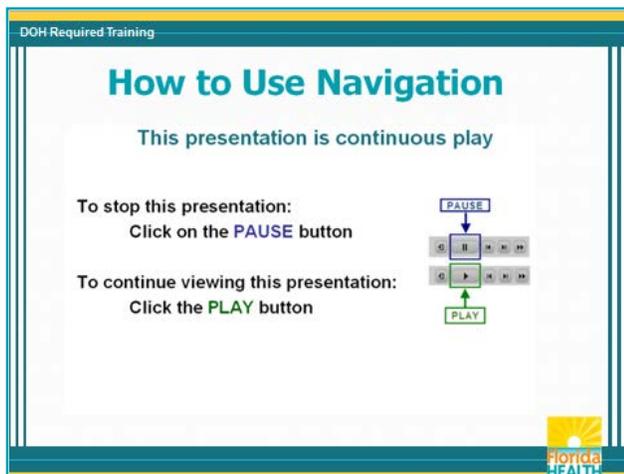


Welcome to the TRAIN Florida Learner Orientation.

The official source of the Florida Department of Health's (DOH) and our Public Health System Partner's learning resources is the TRAIN Florida learning management system (LMS).

This presentation will provide you with an orientation to TRAIN Florida and the key features you will most often use as a learner.

Slide 2 – How to Use Navigation



This presentation is formatted for continuous play. If you need to stop the presentation, click on the PAUSE button, on the bottom left of the screen.

When you are ready to continue your viewing, click on the PLAY button also located on the bottom left of the screen.

Be sure to keep these instructions in mind as you proceed with this presentation.

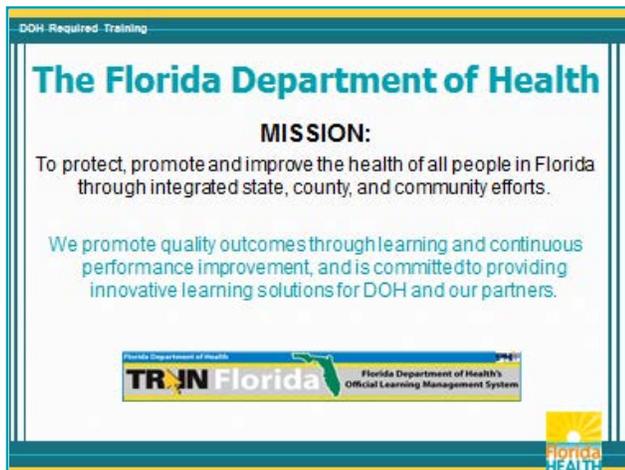
Slide 3 – Objectives



By the end of this orientation presentation you will be able to:

1. Understand the basics of the learner registration and login processes
2. Identify the learner home page features
3. Locate a training course in TRAIN Florida, and
4. Identify TRAIN Florida tools and resources

Slide 4 – The Florida Department of Health



The Florida Department of Health's Mission is:

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

The Florida Department of Health promotes quality outcomes through learning and continuous performance improvement, and is committed to providing innovative learning solutions for DOH and our public health system partners.

Using the Department's official learning management system TRAIN Florida, our goal is to provide a user friendly enterprise to aid the Department in developing and sustaining a competent and qualified public health workforce and sharing public health training resources with our community health partners.

Slide 5 – What is TRAIN?



TRAIN is advancing steadily as one of the nation's most highly utilized learning management systems.

Currently, TRAIN is comprised of 28 affiliate sites, which include 25 states and three national organizations: the Medical Reserve Corps (MRC), the Centers for Disease Control and Prevention (CDC), and the Health Resources and Services Administration (HRSA).

With more than 834,528 learners worldwide, TRAIN is the premier online learning resource for professionals who protect the public's health.

Slide 6 – How to Access TRAIN Florida



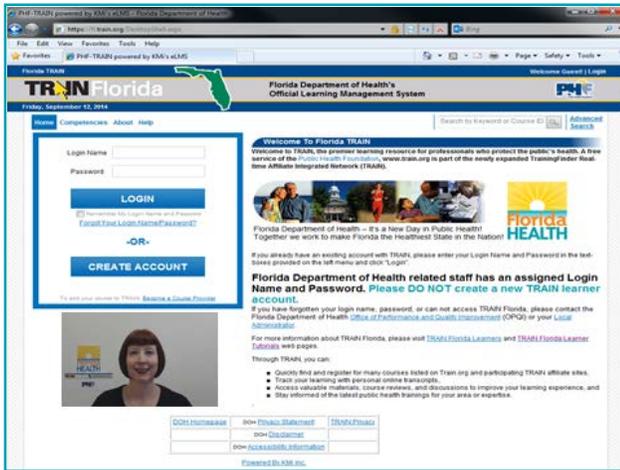
All users will have access to TRAIN Florida from the TRAIN Florida Knowledge Center website.

DOH employees have additional access from the Department intranet home page, the Office of Performance and Quality Improvement (OPQI) webpage and the Employee Resource Information Center (ERIC).

TRAIN Florida can also be accessed 24 hours a day, seven days a week. Support for TRAIN Florida is available during business hours, Monday-Friday, from our network of Local TRAIN Florida (LMS) Administrators.

Information on these resources will be provided at the end of this orientation.

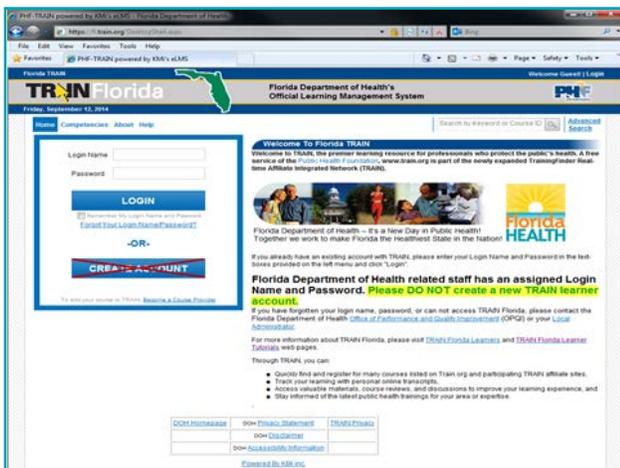
Slide 7 – Welcome to TRAIN Florida!



Welcome to TRAIN Florida!

In keeping with the Department's goal to provide a user-friendly enterprise to aid the Florida Department of Health and our partners, in developing and sustaining a competent and qualified public health workforce, DOH is pleased to provide you, the TRAIN Florida user with this brief introduction to the tools, information, and resources to manage TRAIN Florida.

Slide 8 – Learner Registration Process



Please do not create a TRAIN Florida learner account.

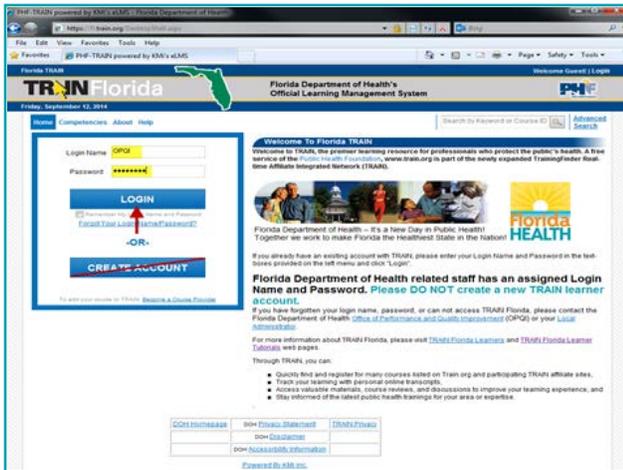
The TRAIN Florida LMS Support team has automated the account creation process. The team will create learner accounts for all new TRAIN Florida users.

For those employees or partners with existing TRAIN accounts, the TRAIN Florida LMS Support team will provide directions on how to update your TRAIN account. Please contact us!

Links to contact information for your Local LMS Administrators will be available at the end of the orientation.

Objective 1 - Understand the basics of the learner registration and login processes

Slide 9 – How to Log In



Let's review the login process.

After your account is created, you should receive an automated e-mail from TRAIN Florida which includes your login name.

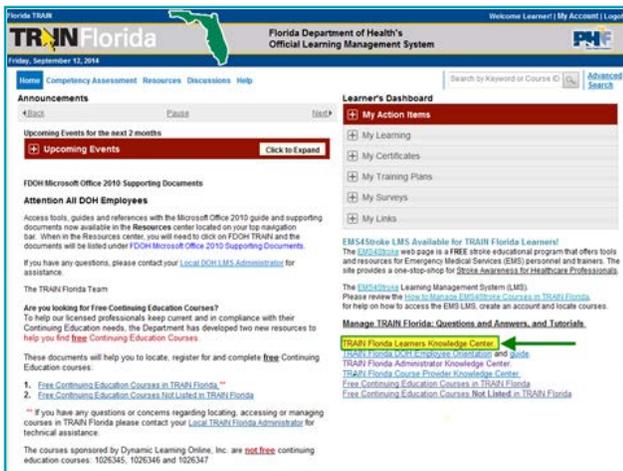
When you first log in to TRAIN Florida, enter only your login name and click the login button. The system will then prompt you to complete your learner account details.

For instructions on how to log in for the first time follow the link to the TRAIN Florida Knowledge Center, available on the log in screen.

I am going to log in using an existing test account with a login name and password.

**Objective 1 -
Understand the basics of the learner registration and login processes**

Slide 10 – The TRAIN Florida Home Page



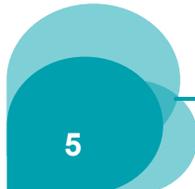
Let's review the TRAIN Florida home page.

The home page is where you will find the tools, information and resources to help manage your trainings in TRAIN Florida.

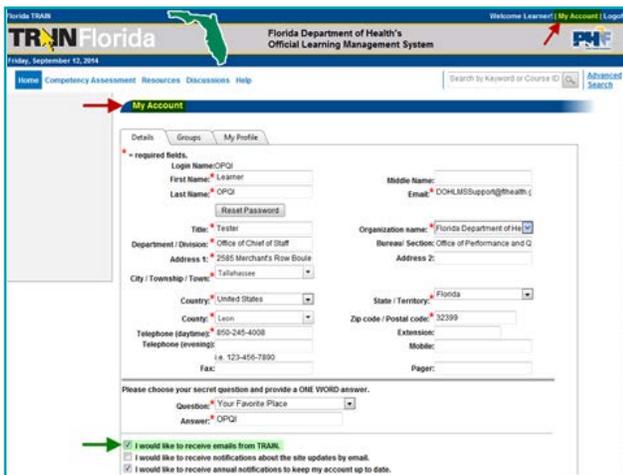
Here is the link to the TRAIN Florida Knowledge Center for Learners.

The TRAIN Florida Knowledge Center is the main source of support information for TRAIN Florida. It hosts multiple resources designed to help you learn how to navigate and manage your learning on the TRAIN Florida site.

**Objective 2 -
Identify the learner home page features**



Slide 11 – My Account



**Objective 2 -
Identify the learner home
page features**

The My Account page is where your learner account information is located.

I am going to click on the My Account link. It is very important that this information is accurate because it supports the reporting process.

The TRAIN Florida LMS Support team monitors this information and will make updates to accounts for learners.

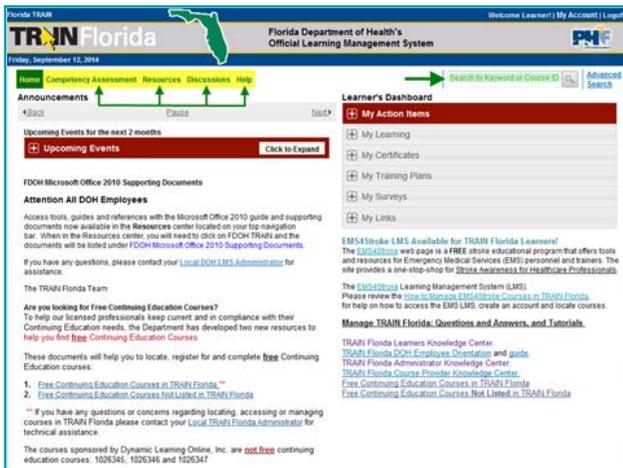
If your account information is not correct, please contact your Local TRAIN Florida Administrator or the Support team.

If you have not already done so when you first logged in, you can choose to opt-in to receive e-mails from TRAIN Florida.

We encourage you to do this, as it is the best way to receive course registration confirmation or completion notices as well as information from LMS Administrators.

Let's return to the home page.

Slide 12 – Top Bar Navigation Links



**Objective 2 -
Identify the learner home
page features**

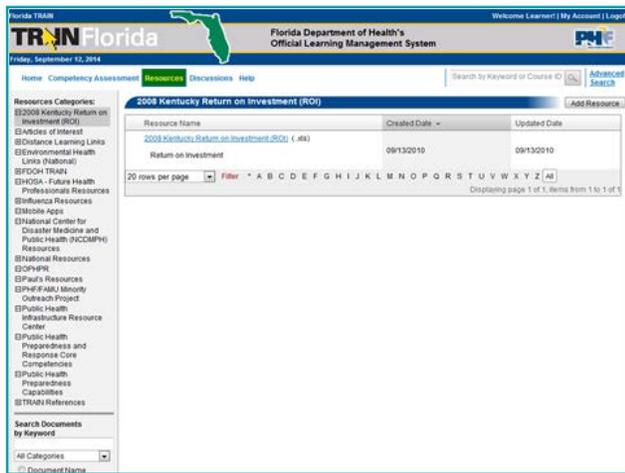
Let's review the top bar navigation links.

There are four links to tools and resources available to you from every TRAIN Florida screen:

- **Competency Assessment** – The DOH not does use this feature, but it is available for use by our partners
- **Resources**
- **Discussion**, and
- **Help** – This help link is a link to the generic National system help information. The DOH has designed specific help information for TRAIN Florida

Also located on the top bar is a Keyword or Course ID search that will help you to find training courses, resources or discussion board items.

Slide 13 – The Resources Link



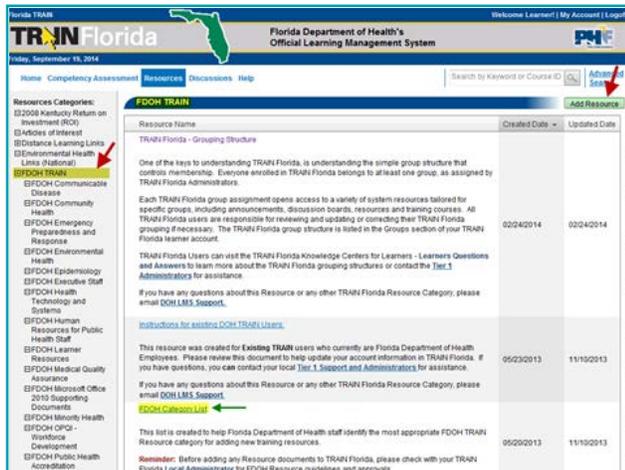
The Resources feature provides access to a variety of public health documents. DOH uses the resource feature to enhance communication and provide access to training related information.

All documents are assigned to a resources category. To locate a document, simply click on your organization's links in the Resources Categories menu, which will be labeled for easy recognition. For example the DOH uses the acronym FDOH before all titles of our resources.

Learners can review and download documents added to these pages. Also, any TRAIN Florida user can add a Public Health related resource to a category by clicking the Add Resource button.

The Department has added the FDOH Category List in the Resources to help our learners add resources to the correct category.

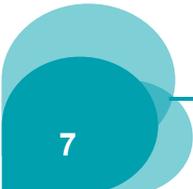
Slide 14 – The Resources Page



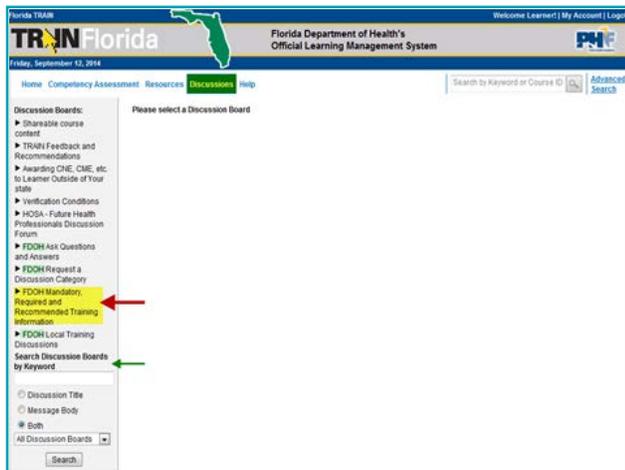
In accordance with the TRAIN policy and guidelines, an Administrator must approve all resources before they are made public.

The steps on how to add a resource are located in the TRAIN Florida Knowledge Center.

**Objective 2 -
Identify the learner home page features**



Slide 15 – The Discussions Link



Let's review the Discussions feature

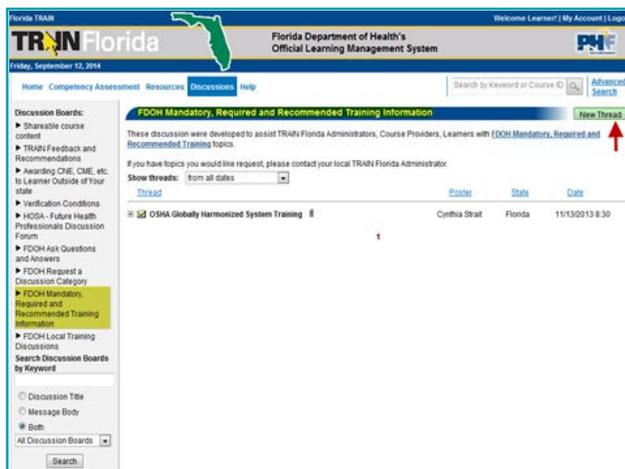
The TRAIN Florida discussion feature allows all users to share information. Discussions have conversation threads which give users the opportunity to comment and provide feedback on relevant topics.

This feature is used by the Department to enhance communication on DOH training related information, activities and events at the statewide or group local level. Our partners have the ability to add and manage their own discussion boards for topics of their choosing.

Topics can be based on a specific training topic, assigned to any group, or to a training plan assigned group. All learners can ask the topic host and other learner's questions and get answers, or post information relevant to the discussion topic.

All discussions are assigned to a discussion board topic and accessible to all learners assigned to the State of Florida group.

Slide 16 – The Discussions Board



The discussion boards will be labeled with your organization's acronym before the title. For example the DOH uses the acronym FDOH before all titles of our discussion board topics.

To access a discussion board, simply click on any link under the Discussion Boards menu, or use the Search Discussion Boards by Keyword feature at the bottom of the menu.

For example, if you have a question concerning the DOH Mandatory, Required and Recommended trainings - choose the **FDOH - Mandatory, Required and Recommended Training Information** discussion board link.

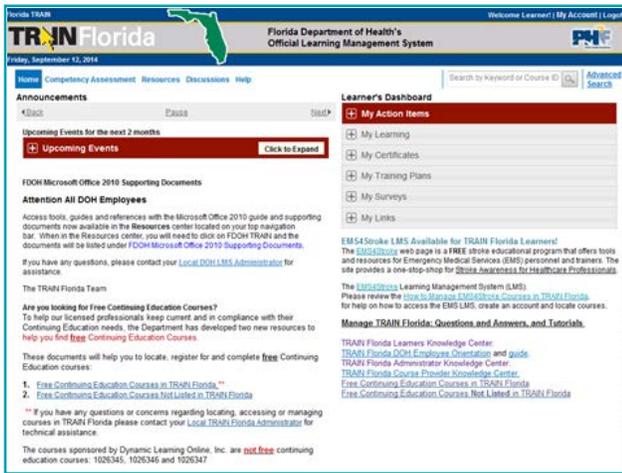
I am going to select this discussion board, to show you the layout for topics. You can add a topic thread to the discussion by clicking the New Thread button. To access the topic, click the title. You can now read the main topic, and reply if you choose.

The steps on how to add a thread are located in the TRAIN Florida Knowledge Center.

Let's continue by navigating back to the home page.

**Objective 2 -
Identify the learner home
page features**

Slide 17 – Communication Features



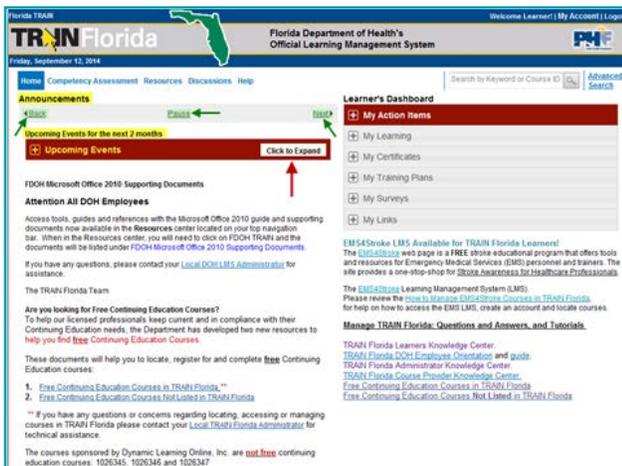
The TRAIN Florida communication features; Announcements, Upcoming Events, Discussions, Resources, and E-mail allow the TRAIN Florida Site and Local Administrators to post important information to our TRAIN Florida users.

These features provide the Department and our partners with the tools to communicate training and system related information to our learners.

These features are accessed and managed primarily by TRAIN Florida Administrators.

**Objective 2 -
Identify the learner home
page features**

Slide 18 – Announcements and Events



Let's review the announcements and upcoming events feature on your TRAIN Florida home page.

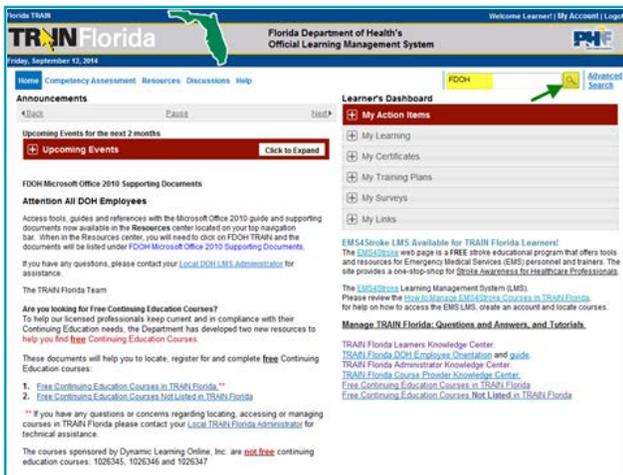
The announcements and events, posted by TRAIN Florida administrators, rotate on the home screen every thirty seconds. Use the Back, Pause or Next buttons to navigate this feature.

You can access the Upcoming Events list, by clicking on the red tool bar. We recommend clicking Pause, to allow for easy review of this list and to give time to read specific announcements. You can then click play, to begin the rotation again.

We encourage all users to review the announcements each time you log in to TRAIN Florida, to keep up with the latest information from your TRAIN Florida Administrators.

**Objective 2 -
Identify the learner home
page features**

Slide 19 – Locating Courses and Live Events



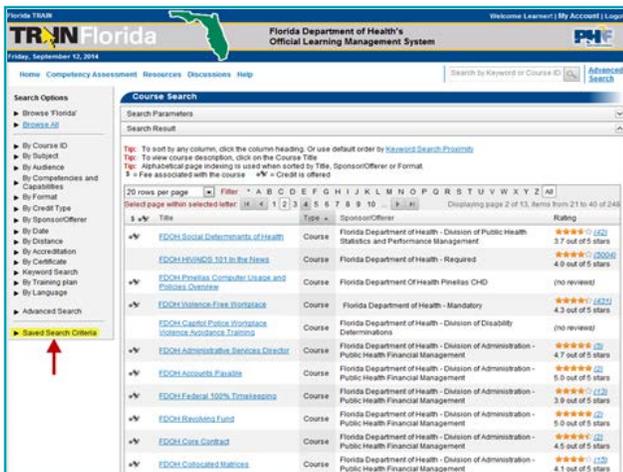
Let's review the basics of how to locate courses and live event trainings. There are several options available for you to use to find a training course or scheduled live event in TRAIN Florida. One option is the Keyword or Course ID search feature.

Please make note: All courses, live events, resources and discussion board topics in TRAIN Florida will be labeled with your organization's acronym before the title. For example the DOH uses the acronym FDOH in front of all titles.

I am going to enter FDOH in the search box and click the search icon.

**Objective 3 -
Locate a training course in
TRAIN Florida**

Slide 20 – Course Search Page



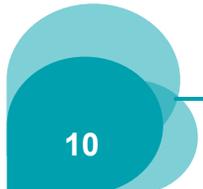
We are now on the Course Search page.

This Course Search page lists all courses, live events, resources and discussion board topics with FDOH in the title.

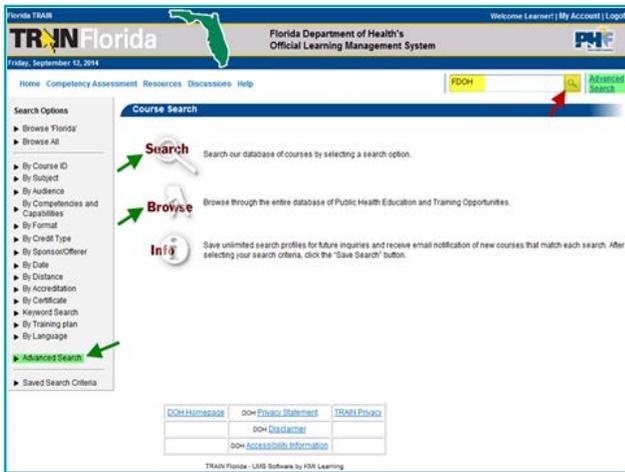
All course search pages have a left navigation menu Search Options, which provides various search options to narrow the search parameters if needed.

If you choose a search option from the menu, you can save the specific criteria, and access it again for future searches by clicking on the Saved Search Criteria to save time if you search regularly for specific course types.

**Objective 3 -
Locate a training course in
TRAIN Florida**



Slide 21 – Advanced Search Page



Another option is the Advanced Search feature.

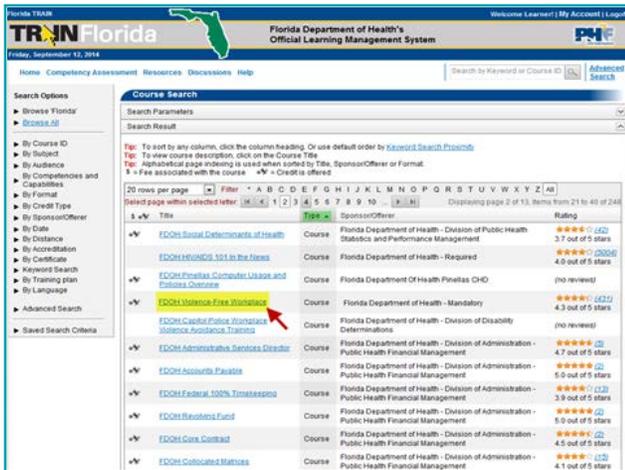
On this page, the learner can perform a more detailed search, browse for a specific course or use the Advanced Search and filter features for multiple selections under a search option.

The steps on how to navigate and manage the Advanced Search page are located in the TRAIN Florida Knowledge Center.

The Keyword or Course ID search feature is available on all TRAIN Florida screens. I'm going to enter **FDOH** in the search box, and return to the Course Search page, by clicking the search icon.

**Objective 3 -
Locate a training course in
TRAIN Florida**

Slide 22 – Course Search Page II



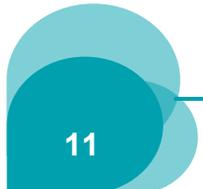
The Course Search page again lists all courses, live events, resources and discussions with FDOH in the title.

I'm going to sort the list by title, to alphabetize the course names after the FDOH acronym.

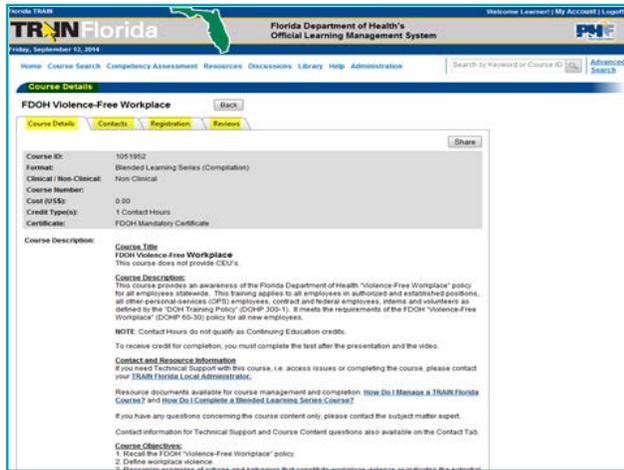
Once you have located your course, you can view the course details or information.

I'm going to locate the course I want, let's say, **FDOH Violence Free Workplace** and click on the course name to access the course details page.

**Objective 3 -
Locate a training course in
TRAIN Florida**



Slide 23 – The Course Details Page



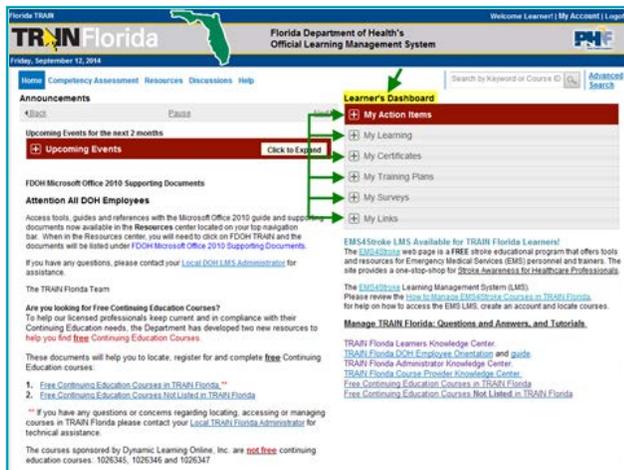
On the Course Details page you have access to course information, contact information, can register for the course and can provide a course review upon completion.

Details on how to search for courses and live event trainings, save your search criteria, navigate the Course Details, as well as register for and complete courses and trainings are located in the TRAIN Florida Knowledge Center.

Let's return to the home page and continue the feature review.

**Objective 3 -
Locate a training course in
TRAIN Florida**

Slide 24 – The Dashboard Feature



Let's review the Dashboard feature.

TRAIN Florida has grouped key tools together into the Dashboard to allow learners easy access to manage their personal trainings, learning information, and assigned surveys.

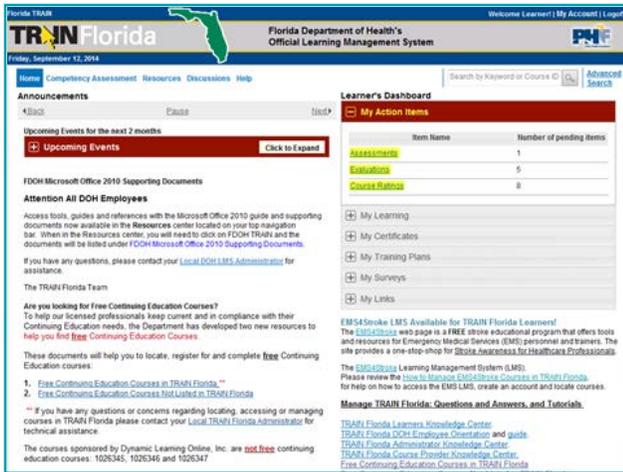
The Dashboard is interactive, and gives you access to six (6) different tools. They are:

1. My Action Items
2. My Learning
3. My Certificates
4. My Training Plans
5. My Surveys, and
6. My Links

We are going to briefly review these Dashboard tools, but please keep in mind, the steps on how to fully navigate and manage the all of these tools, are located in the TRAIN Florida Knowledge Center.

**Objective 4 -
Identify TRAIN Florida tools
and resources**

Slide 25 – Review My Action Items



Let's review the My Action Items tool.

The My Action Items tool displays the number of pending or outstanding action items, or items needing attention, learners have in the system.

For example, you may have outstanding course assessments, evaluations or ratings to complete.

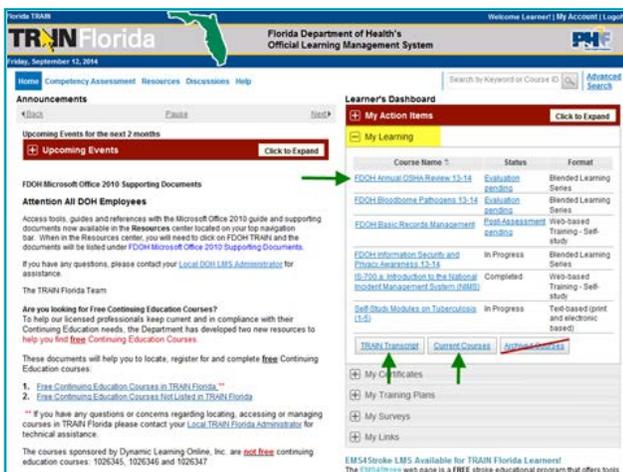
Those action reminders will appear here in the My Action Item tile. To review an action, simply click on the item you want to review.

This will take you to the item or items that have some type of outstanding action to review.

You can then choose to complete the action or chose to manage the action item.

**Objective 4 -
Identify TRAIN Florida tools
and resources**

Slide 26 – Review My Learning



Let's review the My Learning tool and its features.

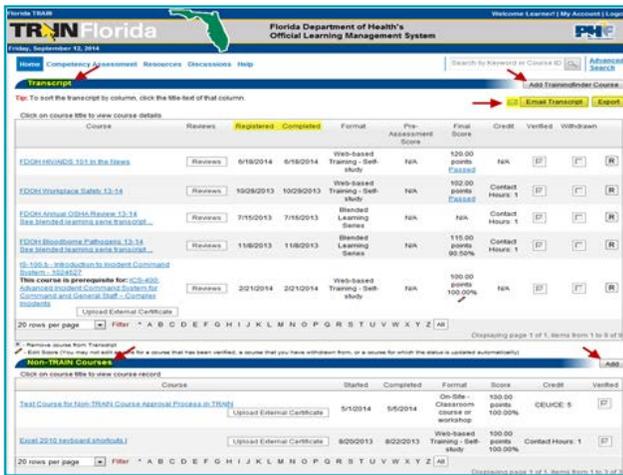
The My Learning tool displays the last six courses the learner has accessed, the course completion status and the course format type.

Using this tool, you have access to several different features to manage your trainings:

- You can review the listed course information by clicking on the course titles
- You have access to your TRAIN transcript, and
- You are able to easily access features to manage their current courses, which are the courses listed as In Progress

**Objective 4 -
Identify TRAIN Florida tools
and resources**

Slide 27 – The TRAIN Transcript Feature



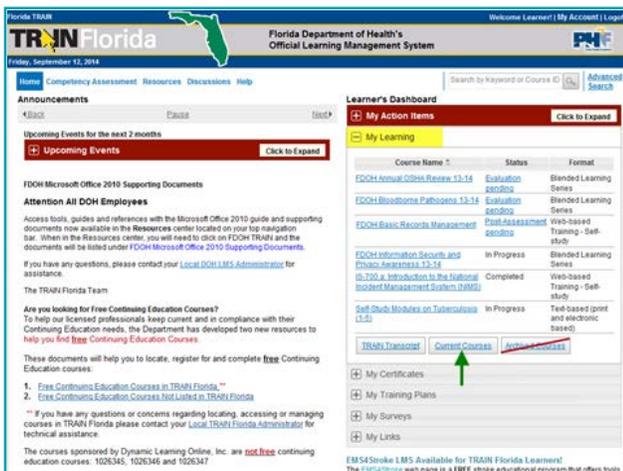
Let's review the TRAIN Transcript feature, by clicking on the TRAIN Transcript button.

The transcript screen has two sections: Transcript and Non-TRAIN Courses.

This page is the official list of all of your completed courses both TRAIN Florida hosted and Non-TRAIN hosted. You can view your course completion information, export the information to a saveable .pdf or e-mail the transcript information directly from the system.

The Non-TRAIN Course section provides you and LMS Administrators the ability to add a Trainingfinder course or other Non-TRAIN courses to a transcript. However, a Local LMS Administrator must verify Non-TRAIN Courses, before they will be officially recognized.

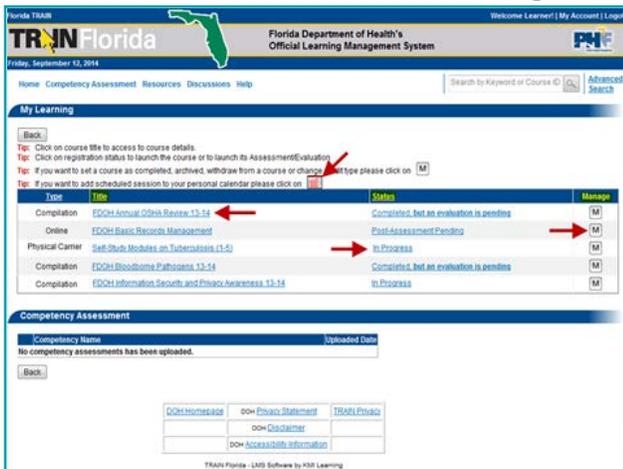
Slide 28 – The Current Courses Feature



Please contact your Local TRAIN Florida LMS Administrator if you have any questions about your courses, certificates, or Non-TRAIN courses.

Let's return to the home page. You can do this by clicking the Back button or the Home menu link. Now we'll re-access and continue reviewing the My Learning features.

Slide 29 – The Current Courses Page



Next let's review the Current Courses feature by clicking the Current Courses button. This page helps you to manage your current, or In Progress courses, which are courses that are not yet complete. Using this feature is the most direct way to access course details, assessments, and complete your courses.

From here you can:

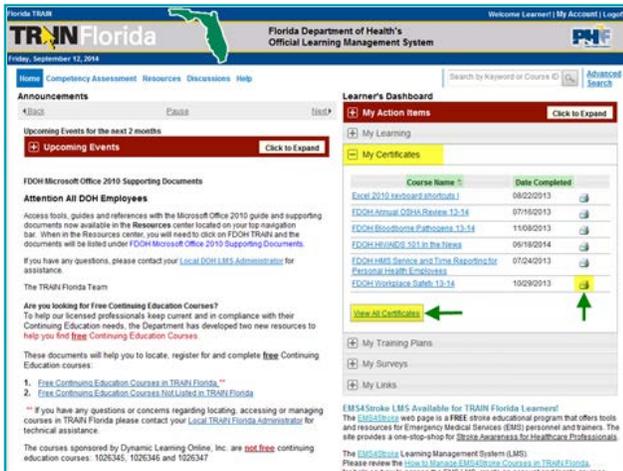
- Click on any course Title to access the course details.
- Click on the registration Status to launch the course, post-assessment or evaluation.
- Click on the Manage icon to access the course registration management page to set a course as completed, access the post assessment or evaluation, withdraw from a course, or change the credit type.
- Click on the calendar icon to add a scheduled session to your personal calendar.

I am going to click Back, and re-access the My Learning tool briefly to have you take note; the DOH does not use the Archived Courses feature, though some of our Partners may choose to.

Note: If you are a DOH employee and find you are registered in a course in error, or are In Progress in a course but cannot complete it, do not archive the course. Please use the Withdraw feature, to remove yourself from the course.

Objective 4 - Identify TRAIN Florida tools and resources

Slide 30 – My Certificates



Objective 4 - Identify TRAIN Florida tools and resources

Let's review how to use the My Certificates tool.

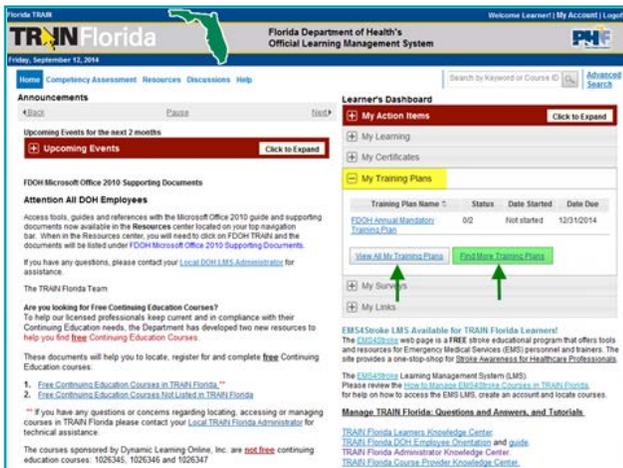
The My Certificates tool allows you access to your training certificates after you complete courses in TRAIN Florida, or add certificates to Non-TRAIN courses.

When you open the tool you will see the course name, date completed and print icons for certificates from your last six courses. To open and print a certificate, simply click on the print icon and follow your local printing instructions.

To access a full list of your certificates click on the View All Certificates button. You can also view, print or save your certificates from the Certificates page.

Detailed steps on how to manage certificates, for both TRAIN Florida and Non-TRAIN courses, are located in the TRAIN Florida Knowledge Center.

Slide 31 – The My Training Plans Feature



Objective 4 - Identify TRAIN Florida tools and resources

Let's review how to manage the My Training Plans tool.

Training plans are groups of trainings that TRAIN Florida Administrators have put together to shorten the steps for locating courses, or a series of courses. They can be meant for all of your organization, or specific groups of learners.

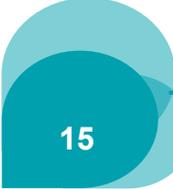
All learners can view their current assigned training plans simply by opening the tool. The plans will be listed by name, and the status of completion will be reflected.

To view or access the courses in a Training Plan, you can click on the title of the plan, or click on the View All My Training Plans button.

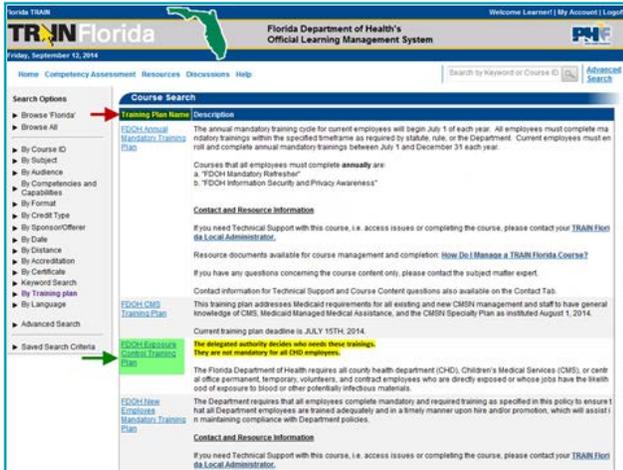
The My Training plan page will show you which courses are included in the plan, and if they are required or optional, you can remove self-assigned Training Plans from your account, and view the course details for the plan's courses by clicking on the course titles.

There are several icons on the top of the page that can help you identify how a training plan has been assigned to you.

Take note, you cannot remove yourself from a training plan if it has been assigned by a TRAIN Florida LMS Administrator.



Slide 32 – The Find More Training Plans Tool



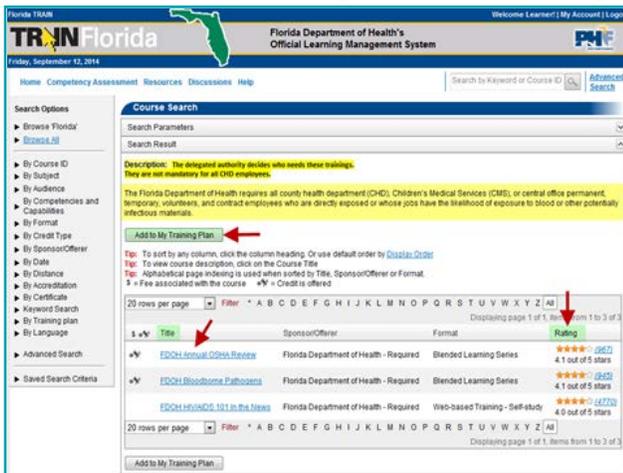
If you are interested in adding yourself into a training plan, click on the Find More Training Plans button.

You will be directed to a list of available training plans and a description for each one. If you are interested in adding or have been directed to add a training plan to your account, locate the title on this list.

The Department uses FDOH before all training plan titles, so I am going to look for the FDOH Exposure Control Training Plan as an example. If you are a DOH partner, your organization will use a different acronym to identify their plans.

I am going to click on the plan title FDOH Exposure Control Training Plan, and review the description and view the list of courses offered.

Slide 33 – The Training Plan Details Page



From here you can also click on the course titles to view individual course details, and see how other learners have rated the training. If you are interested in adding this plan to your records, you can choose to do so by clicking the Add to My Training Plan button.

The detailed steps on how to manage your training plans using the My Training Plan feature are located in the TRAIN Florida Knowledge Center.

Let's return to the home page, and continue reviewing the Dashboard.

**Objective 4 -
Identify TRAIN Florida tools and resources**

Slide 34 – The My Surveys Tools



Let's review the My Surveys tool.

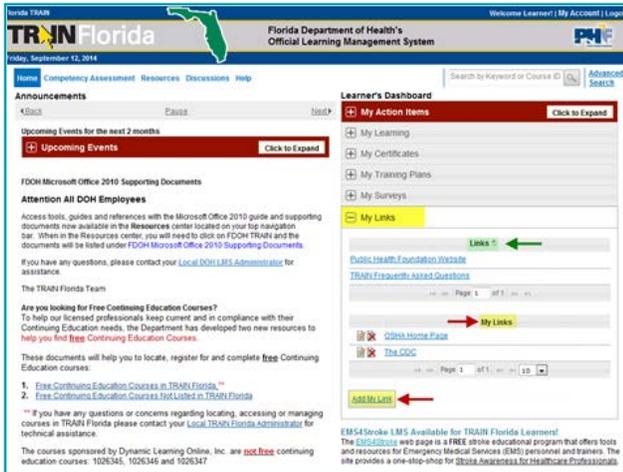
TRAIN Florida LMS Administrators can assign learners to surveys using this tool. Surveys can relate to specific courses, or general training topics.

Using the My Surveys tool you can see and access all pending, incomplete and complete surveys that have been assigned to you. More detailed survey information can be accessed using the View All My Surveys button. Surveys can also be printed or saved from this page.

The steps on how to navigate and manage the My Surveys tool are located in the TRAIN Florida Knowledge Center.

**Objective 4 -
Identify TRAIN Florida tools and resources**

Slide 35 – The My Links Feature



Let's review the My Links tool. The My Links feature has two (2) sections.

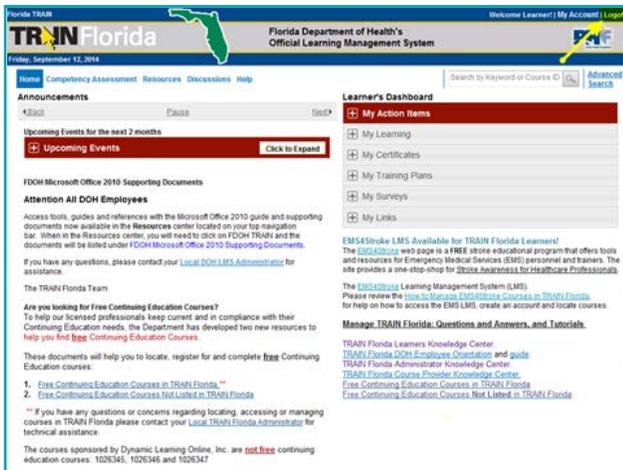
The Links panel lists links to useful information added by TRAIN Florida LMS Administrators. To open a link, simply click the title.

The second panel My Links is where you can add your own links to sites you may find useful by clicking on the Add My Link button. Once a link is added, it can be accessed at any time from your TRAIN Florida Dashboard.

The steps on how to fully use the My Links tool are located in the TRAIN Florida Knowledge Center.

**Objective 4 -
Identify TRAIN Florida tools and resources**

Slide 36 – How to Log Out

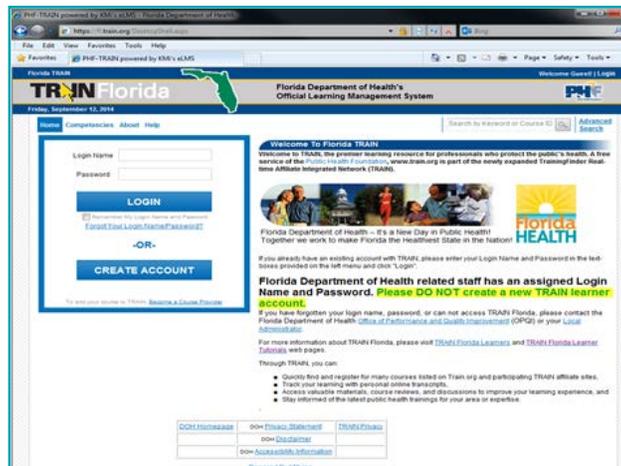


Now that we have reviewed the various tools and resources that TRAIN Florida offers you as a TRAIN Florida learner, I am going to log off of the TRAIN Florida site by clicking on the Logoff button.

Please use the Logoff button, and log out of TRAIN Florida before closing the window, or closing your internet browser.

If you have logged off successfully, you will be back at the main TRAIN Florida log in screen.

Slide 37 – The TRAIN Florida Log In Page



Slide 38 – TRAIN Florida Resources

Earlier in this presentation we mentioned, there are many resources available to help support you as a learner as you use the TRAIN Florida system.

Do you want more details about or have a question regarding TRAIN Florida?

The TRAIN Florida Knowledge Center is the central location for information and instructions on the functions and features of the TRAIN Florida system.

It is available to all TRAIN Florida users. If you have questions about the system we encourage first checking the Knowledge Center resources, and that you revisit the site often as we update the resources on a regular basis.

If you are logged in to TRAIN Florida and have a question, try the TRAIN Florida Discussion Boards. This resource is available to all users, and allows you to communicate questions and answers directly with other learners and administrators in a public forum, which will aid fellow users as well.

Are you a Department of Health or Public Health System Partner employee and new to TRAIN Florida? Are you interested in an account?

Please don't create your own account: Contact your Local TRAIN Florida Administrator for help.

Your Local LMS Administrators are trained provide you with direct support regarding your new or existing TRAIN Florida account.

So if you cannot find your answer using available resources, or have a detailed question regarding your TRAIN Florida courses, or account, the Local TRAIN Florida Administrators are your first line of support.

Access to the TRAIN Florida Knowledge Center and the list of Local TRAIN Florida Administrators is available via links found on the TRAIN Florida login page, as well as the TRAIN Florida home page once you are logged in.



Slide 39 – Contact DOH LMS Support

DOH Required Training

Contact DOH LMS Support

Have a question?
 Have an idea to share?
 Want more information?

Contact Us!
 Email – DOHLMSSupport@flhealth.gov

Florida HEALTH

If you have a question your Local Administrator can't answer, want to share an idea, or are part of a public health organization interested in more information about TRAIN Florida:

Please feel free to contact the DOH LMS Support team via e-mail at DOHLMSSupport@flhealth.gov

Slide 40 – Conclusion Slide

DOH Required Training

The Florida Department of Health's innovative learning system

Florida Department of Health
TRAIN Florida Florida Department of Health's Official Learning Management System

Prepared. On Track. Online.

Thank You!

Florida HEALTH

The Florida Department of Health is pleased to provide you with this innovative learning system, to support our mission:

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

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