



TRAIN Florida Learner Tutorial Guide

How To Retrieve Forgotten TRAIN Florida Password

August 2013

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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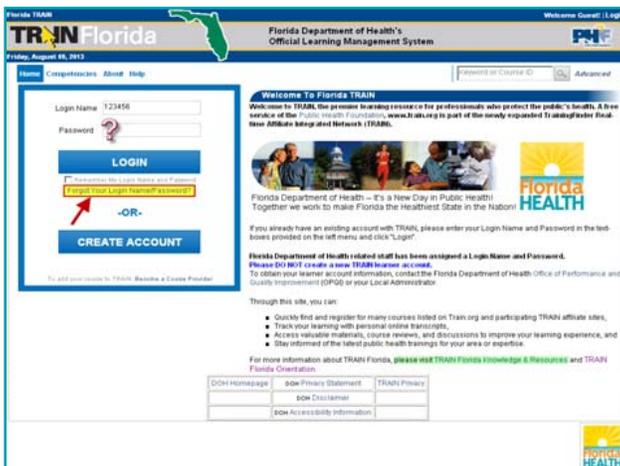
Slide 1 - Title Slide



Welcome to the TRAIN Florida Learner Tutorial - How To Retrieve Forgotten TRAIN Florida Password.

We are going to review how to have your forgotten password sent to you, so you can log in to the Florida Department of Health's (DOH) learning management system (LMS) TRAIN Florida.

Slide 2 – Forgotten Password - TRAIN Florida Log In Page



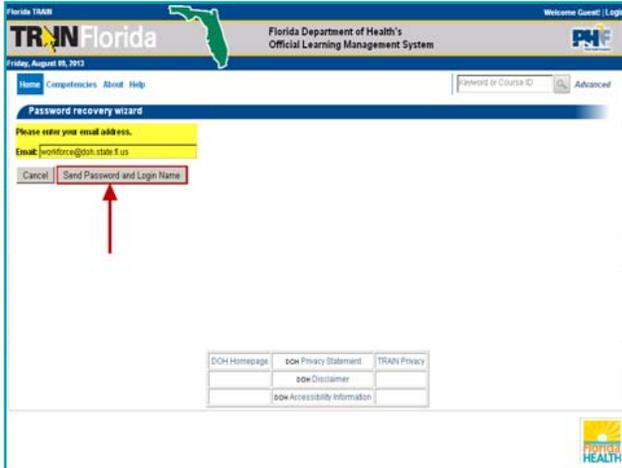
If you are a current user trying to log in to TRAIN Florida, and have forgotten your TRAIN Florida password, go to the TRAIN Florida log in page, and click on the **Forgot Your Login Name/Password?** link, located below the blue Login button.

NOTE: If you are a new user and this is your first time logging into TRAIN Florida, enter **only your Login Name** in the **Login Name** field, and click the blue Login button.

Your login name will be the same as your user name for the previous DOH LMS, Trak-It. Either your People First number, or your first name, underscore, last name. You will be prompted to choose a personal password once you are in the system.

For further details on how to log in to TRAIN Florida for the first time, please review the TRAIN Florida Learner Tutorial "How to Log in to TRAIN Florida" located on the TRAIN Knowledge and Resource Center - Learners page.

Slide 3 – Password Recovery Wizard Screen



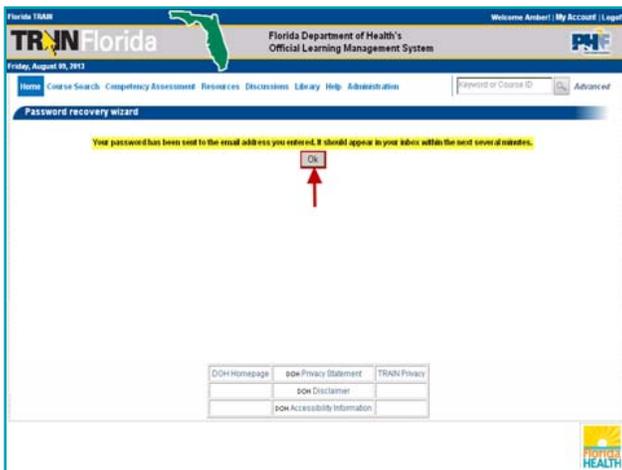
After you have clicked the Forgot Your Login Name/Password? link you will be taken to the Password recovery wizard screen.

Enter your TRAIN Florida learner account e-mail address into the Email field.

NOTE: This address should be the one you entered into your TRAIN Florida learner account when you first logged into TRAIN Florida.

Next, click the Send Password and Login Name button.

Slide 4 – Password Recovery Wizard Screen II



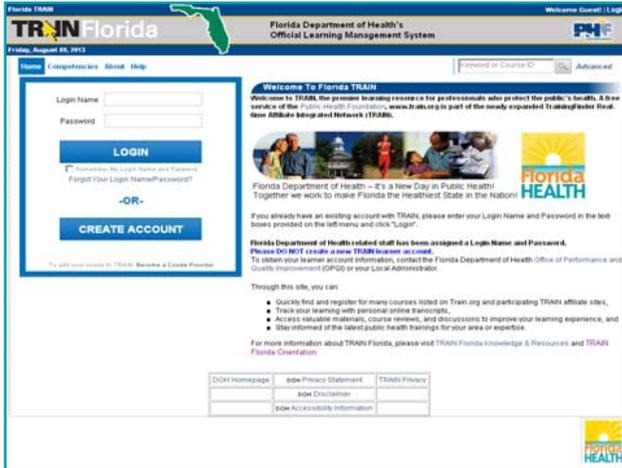
After you have clicked the Send Password and Login Name button, the screen will refresh.

It will let you know that your password has been sent to the e-mail address you entered.

The e-mail should arrive to your chosen e-mail account within several minutes after you have clicked the Send Password and Login Name button.

Click on the OK button.

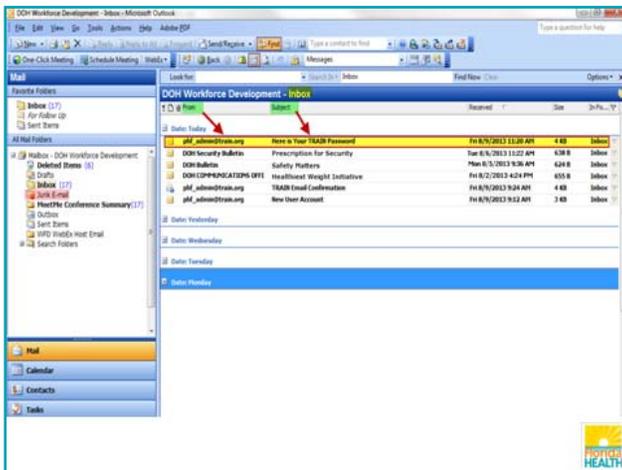
Slide 5 – TRAIN Florida Log In Page



After you click the OK button, you will be taken back to the TRAIN Florida log in page. We recommend leaving this page open.

At this time you must go to your chosen e-mail account, to receive the e-mail sent to your TRAIN Florida learner account e-mail address.

Slide 6 – Learner’s E-mail Account



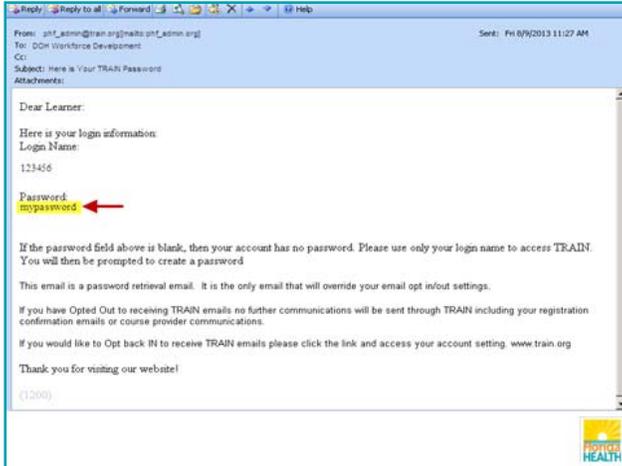
Open your e-mail account, and review your Inbox.

There should be an e-mail from **phf_admin@train.org**, with the 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.

Once you have located the e-mail, click on it to open the e-mail.

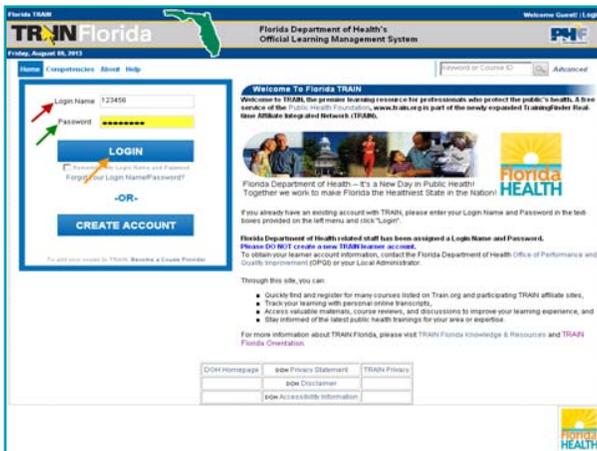
Slide 7 – TRAIN Password E-mail



The e-mail will contain a confirmation of your Login Name, which should be your People First number, or your first name, underscore, last name.

It will also include your TRAIN Florida password.

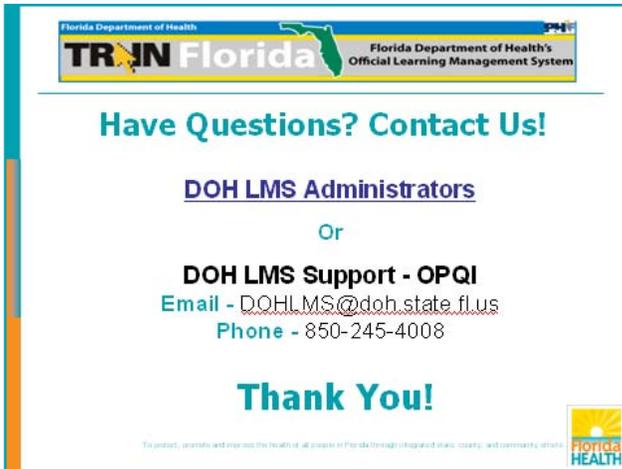
Slide 8 – TRAIN Florida Log In Page II



Once you have this information, go back to the TRAIN Florida log in page.

Enter your Login Name and Password into the appropriate fields, and click the blue Login button to access your TRAIN Florida learner account.

Slide 9 – End Slide - Contact Information



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

Have Questions? Contact Us!

DOH LMS Administrators

Or

DOH LMS Support - OPQI
Email - DOHLMS@doh.state.fl.us
Phone - 850-245-4008

Thank You!

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



If you have any questions or concerns regarding the password retrieval process for 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 DOHLMS@doh.state.fl.us
or
by phone at 850-245-4008.

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

END