



TRAIN Florida Employee Orientation Learner Course Guide

May 2013

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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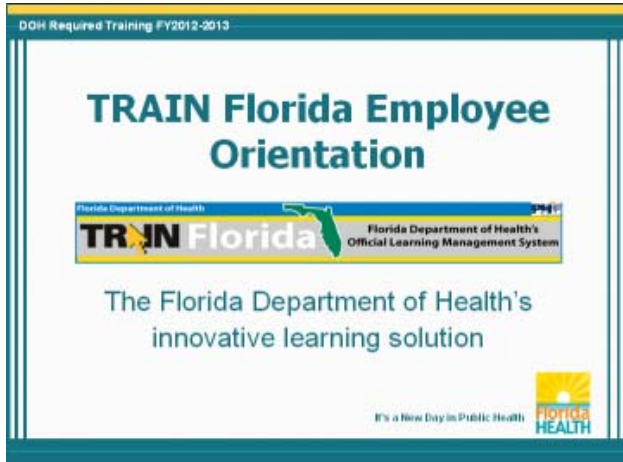


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Slide 1 - Welcome Slide

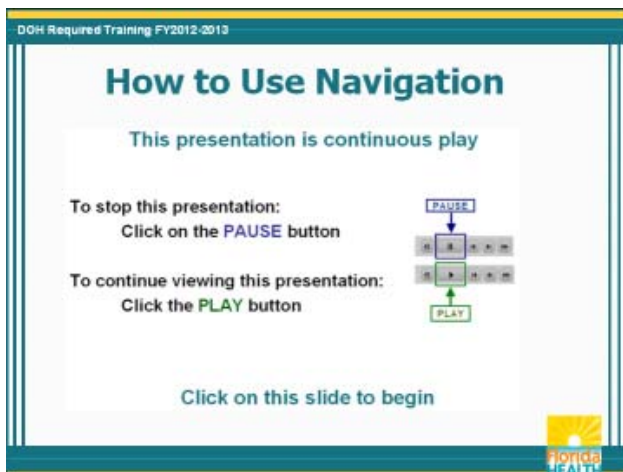


Welcome to the TRAIN Florida Employee Orientation.

Effective July 2013, the official source of the Florida Department of Health's learning resources will be the TRAIN Florida learning management system (LMS).

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

Slide 2 – How to Use Navigation



In order to make your viewing experience as easy as possible during the course of this DOH Required Training Course presentation we are providing these navigation instructions:

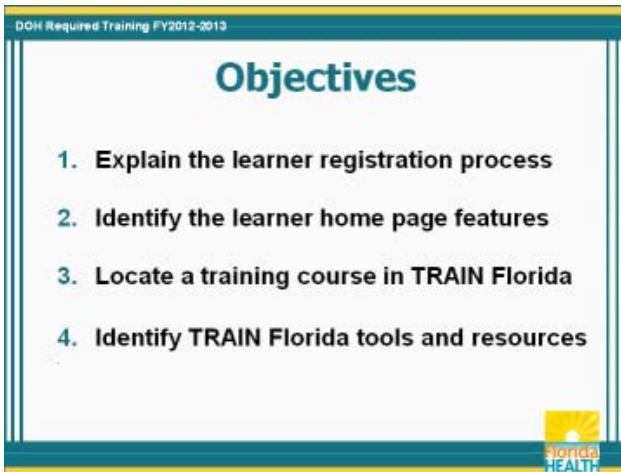
This presentation is formatted for continuous play. If you need to stop the presentation, click on the PAUSE button, on the bottom left of the screen.

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

Please keep these instructions in mind as you proceed with this presentation.

To begin viewing this presentation you will need to click directly on **this** slide now.

Slide 3 – Objectives



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

1. Explain the learner registration process
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 – Welcome to TRAIN Florida



The Florida Department of Health (DOH) is committed to our Mission:

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts. We also promote quality outcomes through learning and continuous performance improvement.

As directed by the State Surgeon General, we are embarking on a journey where DOH employees and our community health partners strengthen their Public Health Core Competencies and empower our learners through a vibrant learning management system to support the mission of the Department.

The Florida Department of Health is providing innovative learning solutions for DOH and our community partners.

Effective July 2013, the official source of the Department's learning resources is the TRAIN Florida learning management system.

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.

TRAIN Florida is: Prepared. On Track. Online

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 29 affiliate sites, which include 25 states and three national organizations: the Medical Reserve Corps (MRC), the Centers for Disease Control and Prevention (CDC), the CDC's Division of Global Migration and Quarantine, and joining soon The Health Resources and Services Administration (HRSA).

With more than 657,975 learners, TRAIN is the premier online learning resource for professionals who protect the public's health.

Slide 6 – Why Use TRAIN?



TRAIN is a comprehensive, flexible and user friendly system.

The TRAIN LMS is available 24 hours a day, seven days a week, and currently provides access to 28,000 public health related courses.

TRAIN offers practical solutions for learners, by managing knowledge content, delivering information content, tracking learner activity, and communicating with learners.

Through TRAIN, learners have access to courses from nationally recognized course providers.

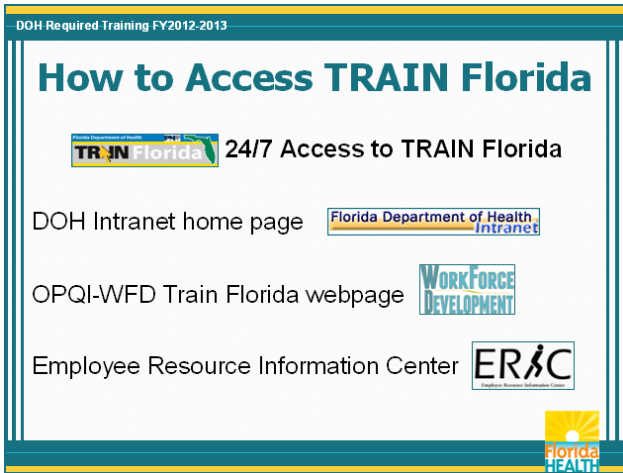
These courses are offered as self-paced web-based learning, on-site or classroom learning, webinars, webcasts, and more.

A learner can browse the course catalog or perform a search by keyword, subject area, course provider, and competency, among others.

Completed courses are captured in the form of an online transcript. This personal transcript, maintained by TRAIN learners, records all training for every learner.

The database of learner records can be queried to generate tailored reports with regard to course rosters and individual learning, making TRAIN a valuable tool for the management of public health workforce development.

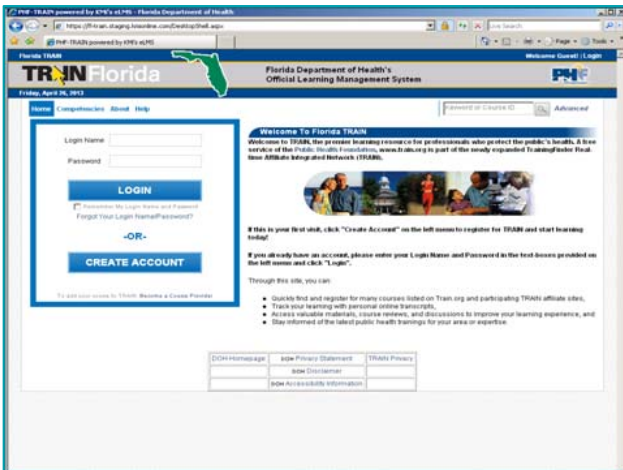
Slide 7 – How to Access TRAIN Florida



All DOH employees will have access to the TRAIN Florida website from the DOH intranet home page, the Office of Performance and Quality Improvement - Workforce Development (OPQI-WFD) TRAIN Florida webpage and the Employee Resource Information Center (ERIC).

TRAIN Florida can also be accessed from any browser 24 hours a day, seven days a week.

Slide 8 – Welcome to the TRAIN Florida Orientation!

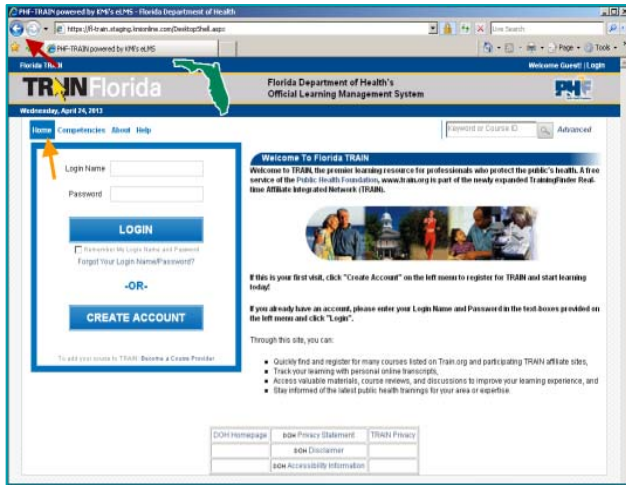


Welcome to the TRAIN Florida Orientation!

In keeping with the Department's goal to provide a user-friendly enterprise to aid the Florida Department of Health in developing and sustaining a competent and qualified public health workforce.

DOH is providing you, the TRAIN Florida users consisting of learners, Administrators and Course Providers with this orientation to the tools, information, and resources to manage the application.

Slide 9 – Navigation Tips



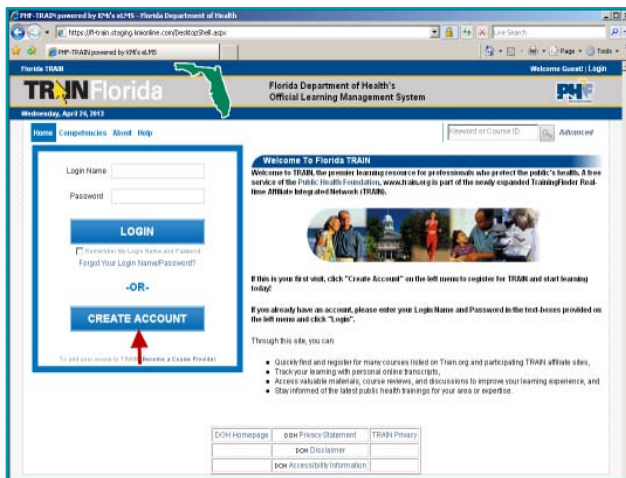
TRAIN Florida catalogues training courses, registers students, provides access to online courses, gathers and tracks employee training information, and assists managers and supervisors in assessing training needs.

Here are some navigation tips that will help you as you maneuver in TRAIN Florida.

- Always click the Logoff link to exit the system.
- **Do not use the web back or forward buttons.** You can use the Back button to go back one page or use the Home link to return to the homepage.

We recommend that you become familiar with the site navigation menus before getting started.

Slide 10 – Learner Registration Process



Please do not create a TRAIN Florida learner account.

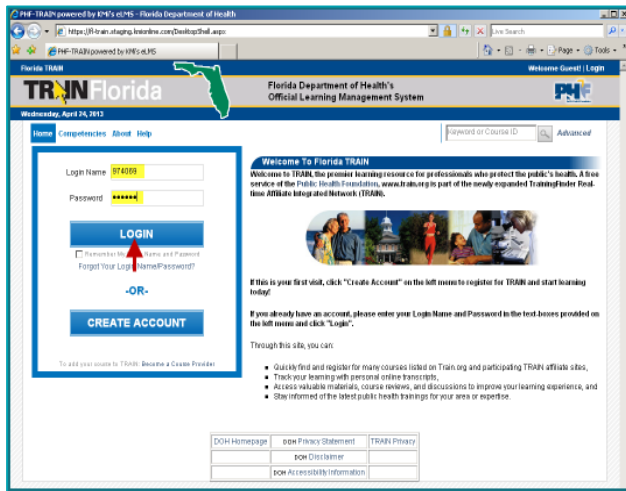
The DOH LMS Support team has automated the learner registration process. The team will create learner accounts for all DOH employees, contractors, federal assignees, interns and volunteers.

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

Please contact us!

**Objective 1 -
Explain the learner
registration process**

Slide 11 – How to Log In



Let's review the login process.

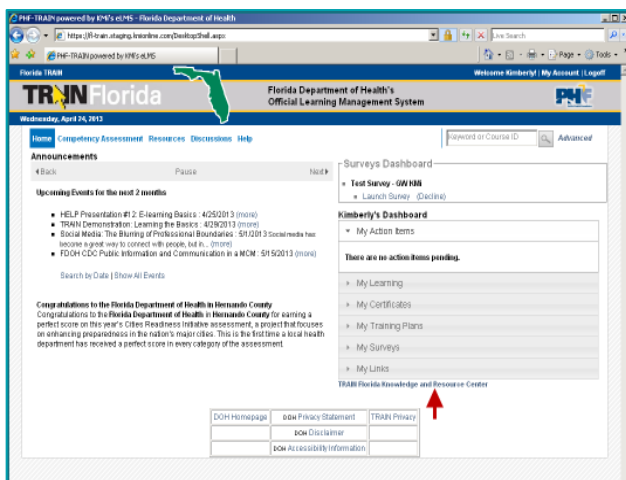
Upon initial login to TRAIN Florida, enter only your login name and click the login button. Your login name will be the same as your user name for the previous DOH LMS, Trak-It.

I am going to login using a test account.

The system will then prompt you to complete your learner account. The steps on how to complete a TRAIN Florida learner account will be provided in the TRAIN Florida Learner Guide and in the TRAIN Florida Knowledge and Resource Center.

A link to the TRAIN Florida Knowledge and Resource Center will be located on the login screen and learner home page.

Slide 12 – The TRAIN Florida Home Page



Let's review the TRAIN Florida home page.

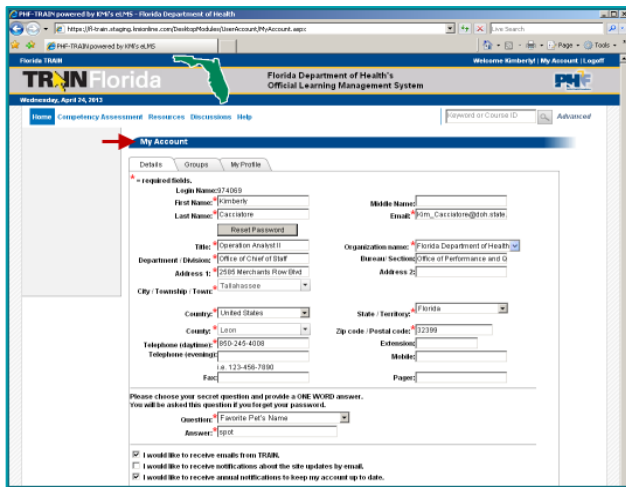
The home page is where you will find the tools, information and resources to help manage your trainings in TRAIN Florida.

Here is the link to the TRAIN Florida Knowledge and Resource Center. The link will be located on the login screen and learner home page.

The TRAIN Florida Knowledge and Resource Center consists of instructions, designed to the help you learn how to navigate and manage your learning on the TRAIN Florida site.

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

Slide 13 – My Account



The My Account page is where your learner account information is located. I am going to click on the My Account link.

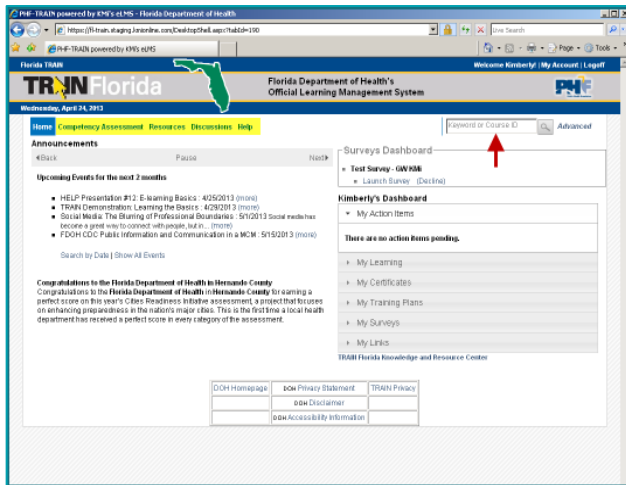
We have automated the learner account update process, this saves you time and ensures that DOH has good data for reporting.

The DOH LMS support team will do updates of accounts for all new hires, reassignments, promotions and separations. If your account information is not correct, please contact your local TRAIN Florida Administrator or the DOH LMS Support team.

Let's return to the home page.

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

Slide 14 – Top Bar Navigation Links



Let's review the top bar navigation links.

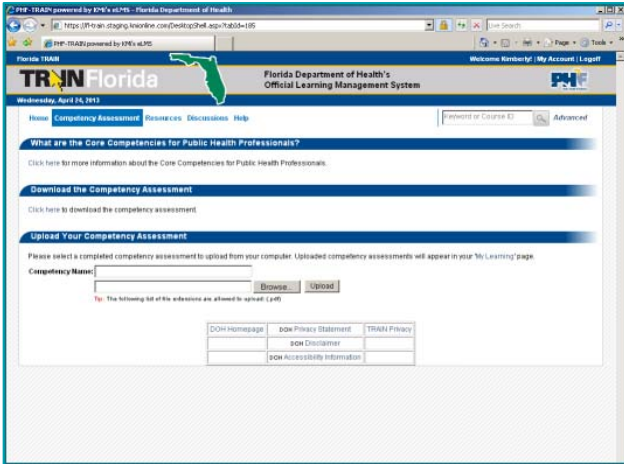
There are four links to tools and resources available to you:

- Competency Assessment
- Resources
- Discussion, and
- Help

Also located on the top bar is a Keyword or Course ID search that will help you to find a DOH training course, resource or discussion board item.

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

Slide 15 – The Competency Assessment Link



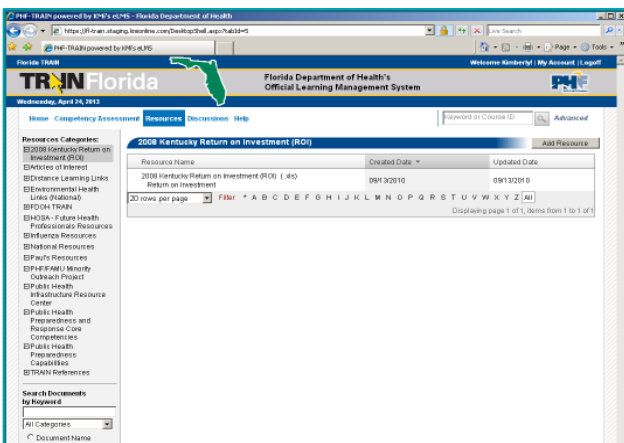
I am going to click on the Competency Assessment link.

The competency assessment provides information about the Core Competencies for Public Health professionals.

This page also allows you, the learner, to download and complete a competency assessment, then upload the assessment into TRAIN Florida, where it will appear on your My Learning page.

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

Slide 16 – The Resources Link



The Resources feature provides access to a variety of public health documents.

Here is what you can expect:

DOH will use the resource feature to enhance communication and provide access to DOH training related information at the statewide or group local level.

All documents are assigned to a resources category. To locate a Department document, simply click on the FDOH TRAIN link in the Resources Categories menu.

Learners can review and download documents added to this page.

Any TRAIN Florida user can add a Public Health related resource to the FDOH TRAIN category by clicking the 'Add Resource' button.

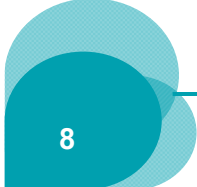
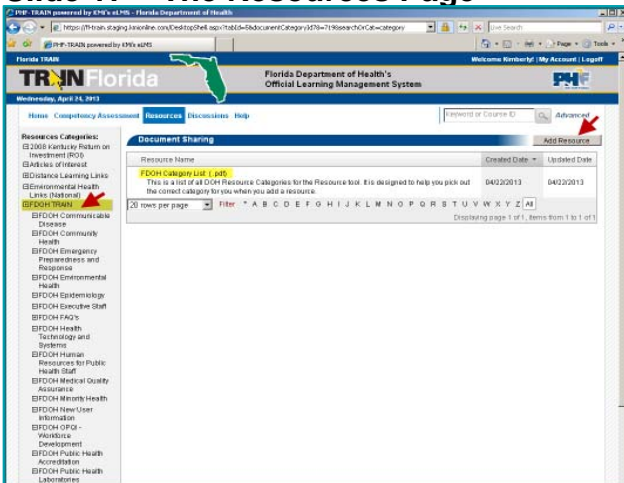
We have added the FDOH Category List in the Resources to help you add your resource to the correct category.

In accordance with the TRAIN policy and guidelines, an Administrator must approve all resources.

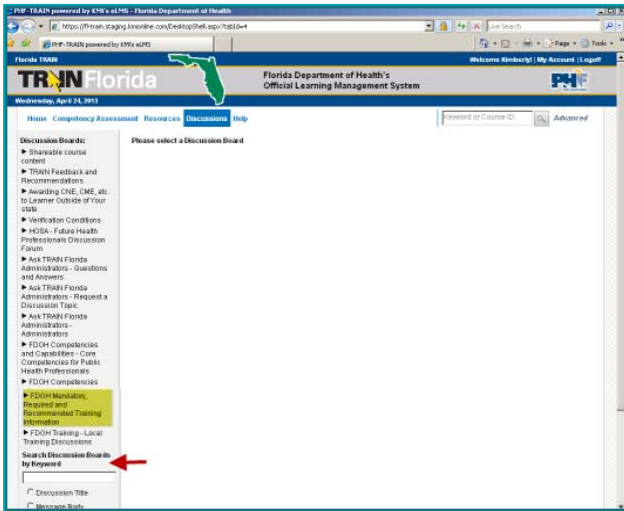
The steps on how to add a resource will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

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

Slide 17 – The Resources Page



Slide 18 – 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.

Here is what you can expect:

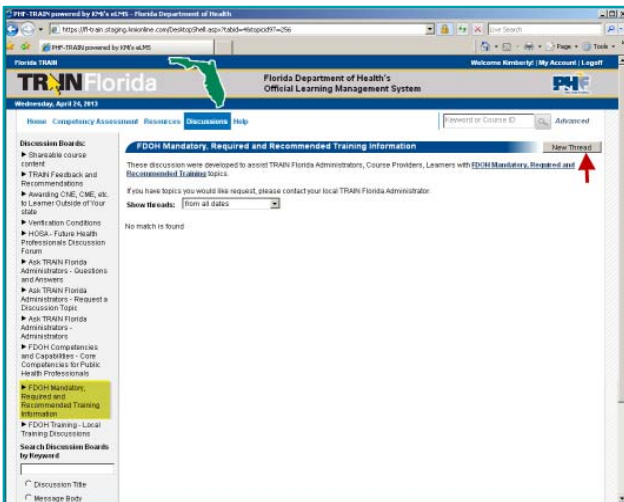
DOH will use the discussion feature to enhance communication on DOH training related information, activities and events at the statewide or group local level.

This can be based on a training topic, assigned to any group, or a job classification training plan assignment. For example, all learners can ask the instructor questions about the training plan assignment and receive an answer.

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

We have added the FDOH Category List to the Resources document sharing page to help you add your discussion to the correct board.

Slide 19 – The Discussions Board



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.

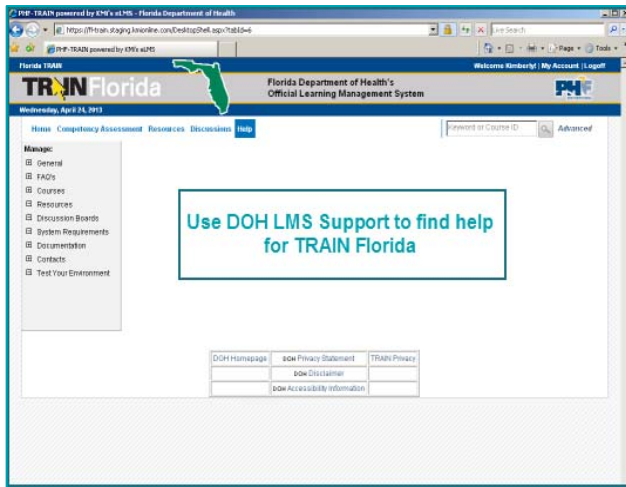
I am going to select this discussion board.

You can add a thread to the discussion by clicking the New Thread button.

The steps on how to add a thread will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

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

Slide 20 – Help Features



The TRAIN application Help feature provides only generic online tips.

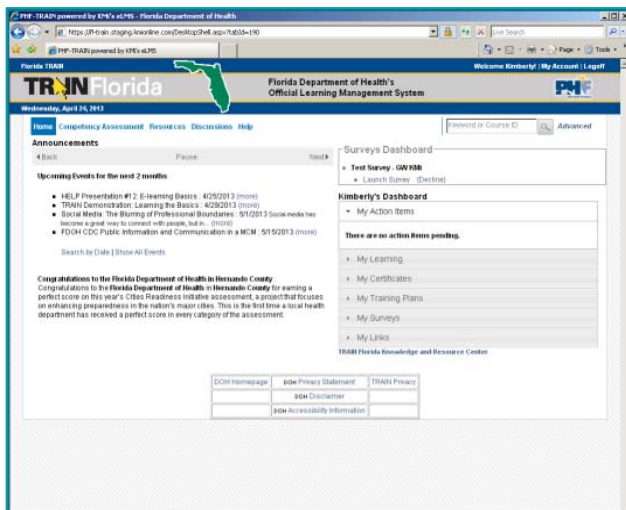
The Department has created DOH specific and user friendly guides for TRAIN Florida such as the TRAIN Florida Help modules and other support documents to help the TRAIN Florida learners meet their training needs.

Please use these DOH tools and resources when seeking help or instructions specific to your TRAIN Florida learner experience.

Let's continue navigating the home page.

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

Slide 21 - Communication Features



The TRAIN Florida communication features allow Administrators to post important information to our TRAIN Florida users.

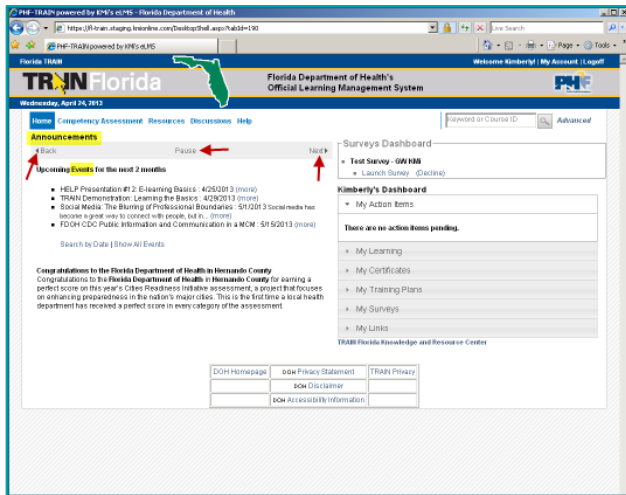
Here is what you can expect:

The TRAIN Florida Site and Local Administrators have access to the Announcement, Discussions, Resources, Events and E-mail Utility features.

These features provide the Department with the tools to communicate DOH training related information, activities and events at the statewide or group local level.

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

Slide 22 – Announcements and Events



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

Let's review Announcements and events.

The TRAIN Florida training announcements and events posted by the Statewide Administrators or other TRAIN Affiliates are located here.

Announcements and events rotate on the home screen every thirty seconds. Use the Back, Pause or Next buttons to navigate this feature.

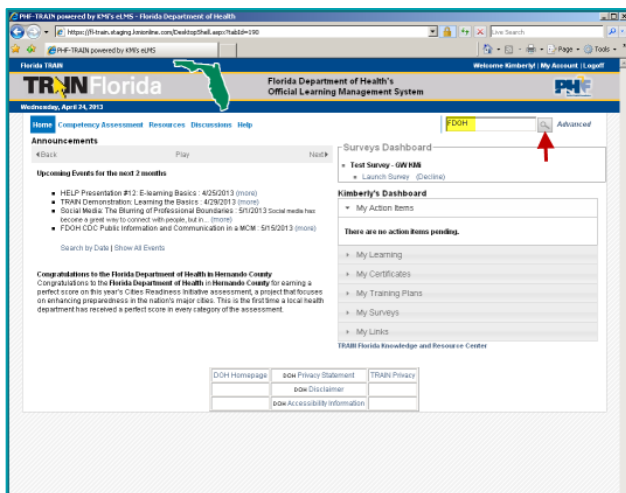
Here is what you can expect:

TRAIN Florida is user driven. Users can view various announcements and upcoming events that are specifically for them by Local Administrators using the visibility and grouping tools.

For example, an announcement or upcoming event set at the Florida Department of Health group level allows all DOH employees to see the announcement or upcoming event.

An announcement or event set at the Alachua group level allows only users in the Alachua group to see the announcement or upcoming event.

Slide 23 – Locating Courses and Live Events



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

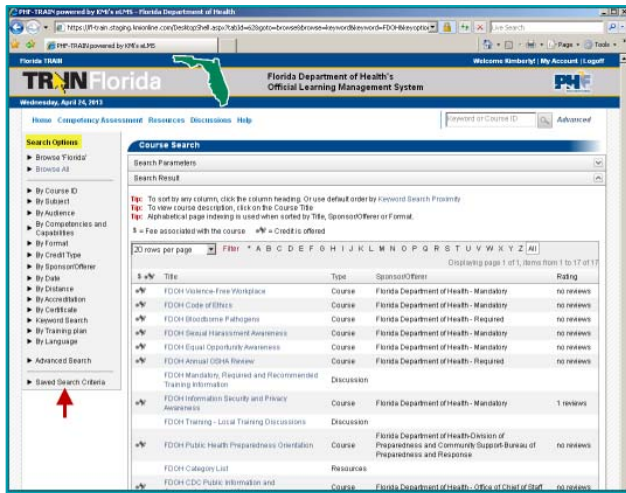
Let's review how to locate courses and live event trainings.

There are several options available for the learner 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** Florida Department of Health courses, live events, resources and discussion board topics in TRAIN Florida will have the **FDOH** prefix in front of the title.

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

Slide 24 – Course Search Page



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

We are now on the Course Search page.

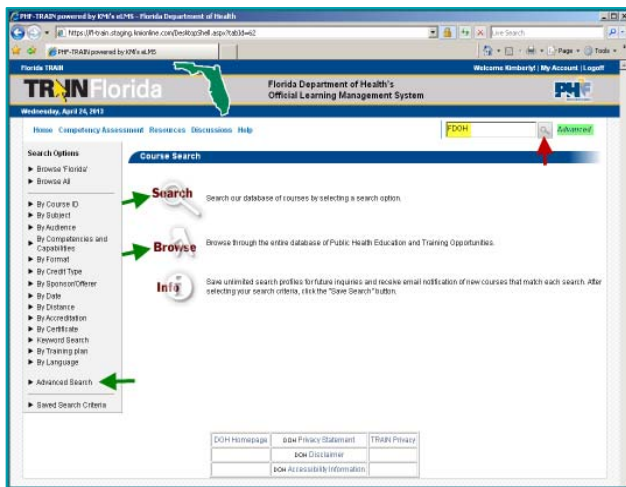
The Course Search page lists all courses, live events, resources and discussion board topics with FDOH in the title.

All course search pages have a left navigation menu Search Options, which provides the learner with 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. This saves time if you search regularly for specific course types.

Details on how to save your search criteria will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Slide 25 – Advanced Search Page



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

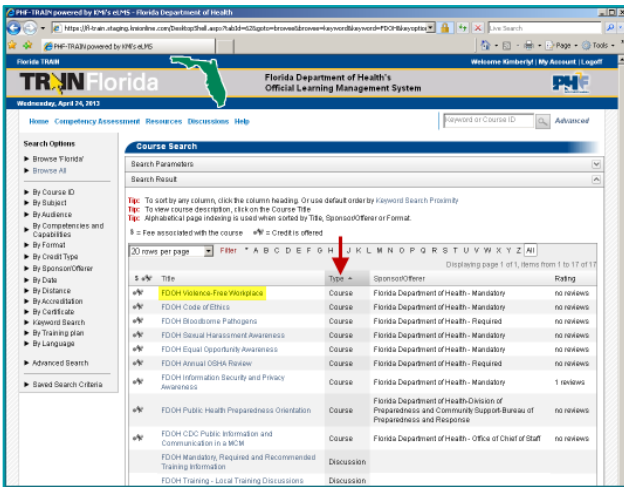
Another option is the Advanced search feature.

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 will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource 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.

Slide 26 – Course Search Page II



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

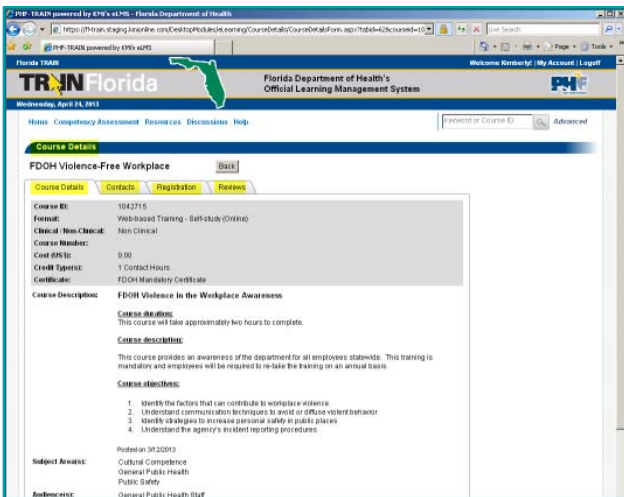
I'm going to sort the list by type, so that the training courses are grouped together.

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

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

Slide 27 – The Course Details Page



Let's review the Course Details page.

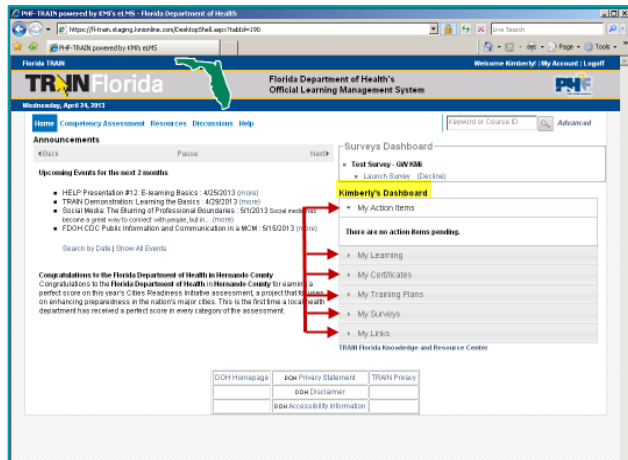
On the Course Details page you have access to course information, contact information, can register for the course and can provide a course review upon completion.

The steps on how to navigate the Course Details and register for a course will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Let's return to the home page.

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

Slide 28 – The Dashboard Feature



Let's review the Dashboard feature.

TRAIN Florida has grouped key features together into the Dashboard to allow learners to manage their personal training, learning information, and assigned surveys.

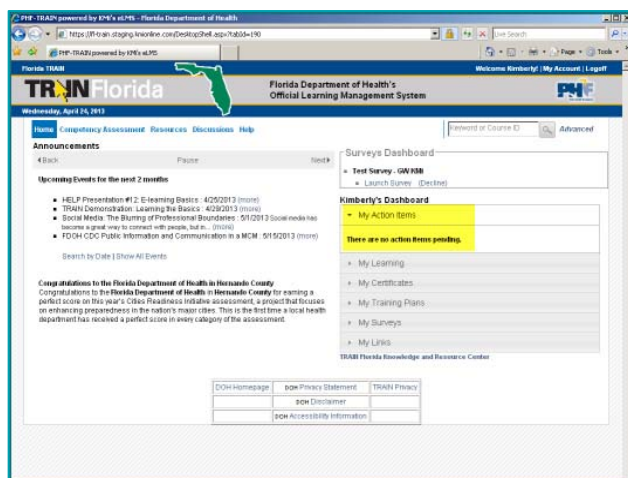
The Dashboard is interactive and learners can access any part of it by simply clicking on the tiles. You have access to six (6) different tools. They are:

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

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

The steps on how to fully navigate and manage the Dashboard will be provided in the TRIN Florida Learner Guide and the TRIN Florida Knowledge and Resource Center.

Slide 29 – Review My Action Items



Let's review the My Action Items feature.

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

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

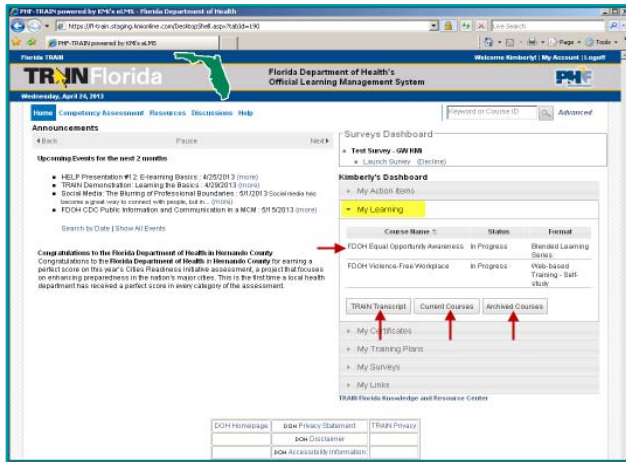
Those action reminders will appear here in the My Action Item tile. To review an action, simply click on the item you want to review.

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.

The steps on how to fully manage the My Action Items feature will be provided in the TRIN Florida Learner Guide and the TRIN Florida Knowledge and Resource Center.

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

Slide 30 – Review My Learning



Let's review the My Learning tool.

The My Learning tool displays the learner's courses, course status and the course format type.

TRAIN Florida is learner driven. Using this tool, learners have access to several different features to manage their own trainings.

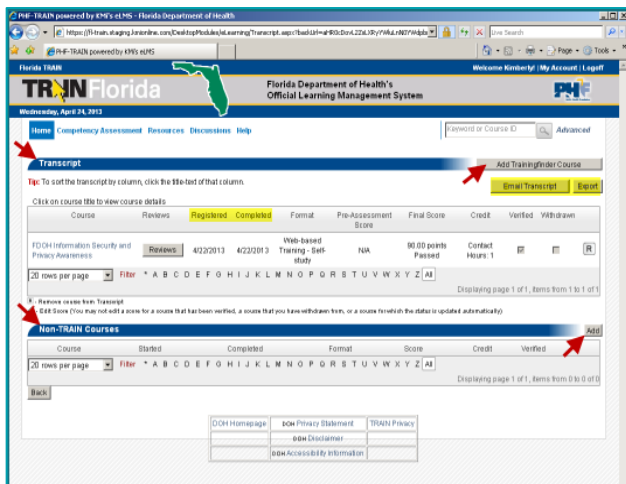
From the My Learning tool learners will:

- See their registered course information
- Have access to their TRAIN transcript
- Be able to manage their current courses, and
- Have access to their archived courses

The detailed steps on how to manage the My Learning tool and its features will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

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

Slide 31 – The TRAIN Transcript Feature



Let's review the TRAIN Transcript feature.

The TRAIN Florida transcript screen has two sections, the Transcript and the Non-TRAIN Courses.

The Transcript section shows completed TRAIN Florida trainings. The DOH LMS Support team will upload all of the learner completed course records from our previous learning management systems, Trak-It 6.0, 4.0 and TrainDirect.

From this page 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 allows the learner and Administrators to add a Trainingfinder course or other non-TRAIN courses to a learner transcript. However, the Administrator or Tier I support staff must verify non-TRAIN Courses, before they are added to a transcript.

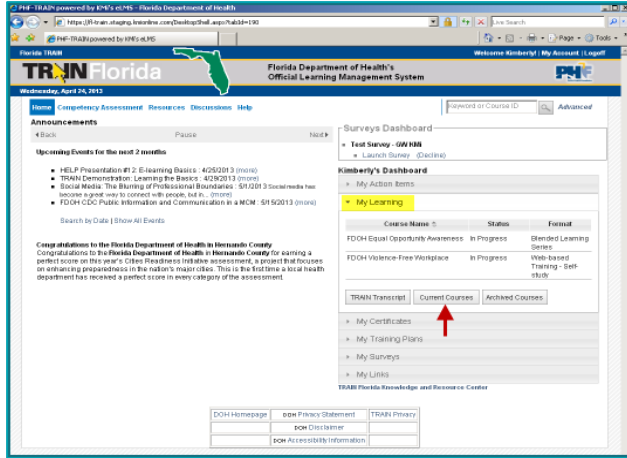
The steps on how to manage your transcript will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Please contact your Administrator or Tier I support staff if you have any questions about your uploaded LMS transcripts or any non-TRAIN courses.

Let's return to the home page, and continue reviewing the My Learning features.

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

Slide 32 – The Current Courses Feature



Let's review the Current Courses feature.

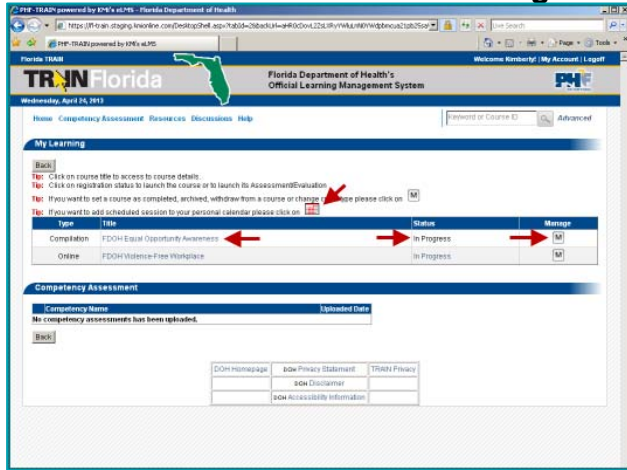
Learners can manage their courses in many ways in TRAIN Florida. This page allows the learners to manage current courses, which are courses that are not yet complete.

Using the Current Courses feature allows for more flexibility in accessing course materials.

From here you can:

- Click on any course Title to access the course details.
- Click on the registration Status button to launch the course or to launch the Assessment or Evaluation.
- Click on the Manage icon, to set a course as completed, archived, withdraw from a course, or change the credit type.
- Click on the calendar icon to add a scheduled session to your personal calendar.

Slide 33 – The Current Courses Page

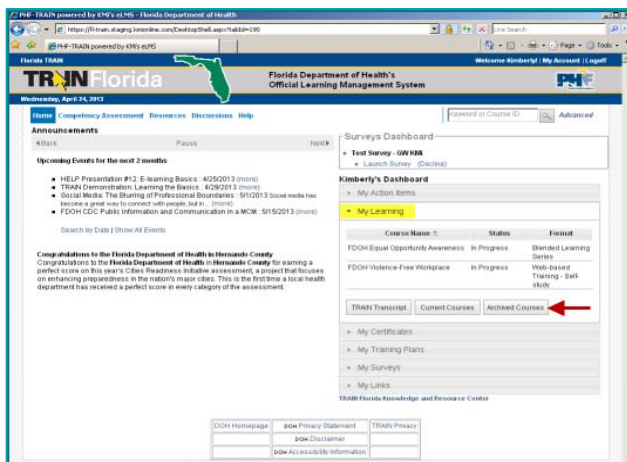


The steps on how to manage your current courses using this feature will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Let's return to the home page, and continue reviewing the My Learning features.

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

Slide 34 – The Archived Courses Feature



Let's review the Archived Courses feature.

Here is where the learner can see and access any archived course information.

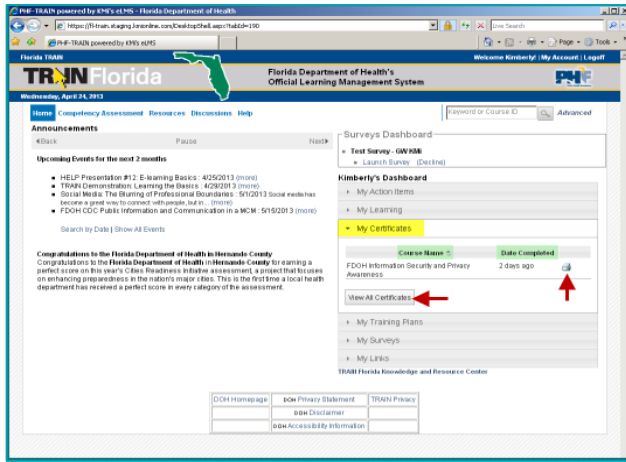
TRAIN Florida is a learner driven system. Learners and Administrators can archive incomplete courses and move them from the Current Courses list.

The steps on how to archive courses will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Now let's continue reviewing the Dashboard tools and features.

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

Slide 35 – 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 the learner to manage their training certificates after they complete courses in TRAIN Florida.

There are several ways for learners to manage their certificates.

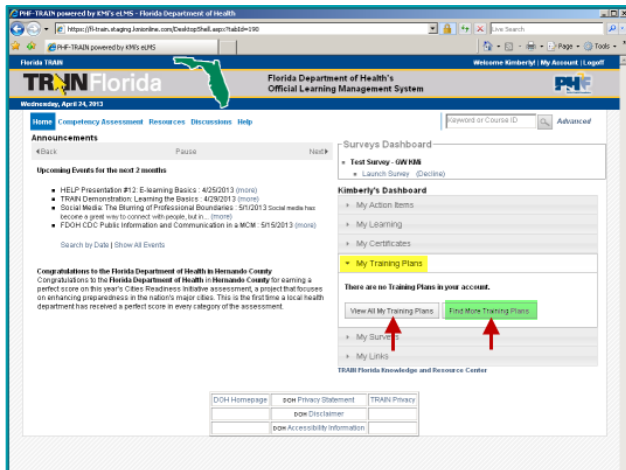
When you open the tool you will see the course name, date completed and a print icon for each course.

To print a certificate for a completed course, simply click on the print icon and follow your local printing instructions.

Learners can also click on the View All Certificates button to get more information on their completed course, view, print or save their certificates.

Detailed steps on how to manage certificates will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Slide 36 – The My Training Plans Feature



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

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

Learners can access and register for trainings using the My Training Plans feature.

Training plans are groups of trainings that Administrators have assembled to shorten the steps for locating courses, or a series of courses for specific learners.

Training plans can be used for tracking meeting events, the DOH mandatory, recommended or required trainings, DOH certification programs, or to meet a DOH job specific core competency.

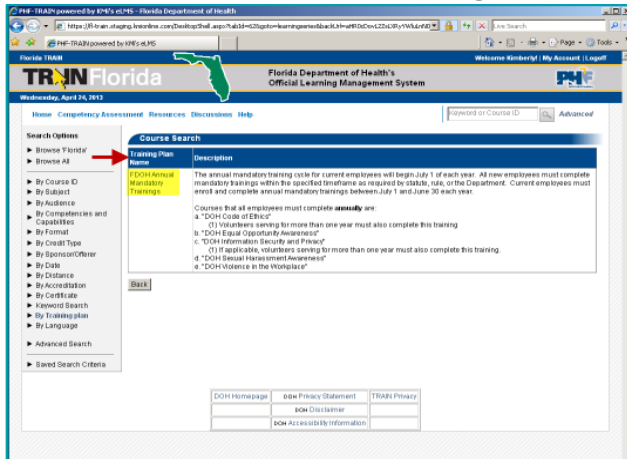
All learners can view their assigned training plans. To view your Training Plan, simply click on the View All My Training Plans button.

By clicking View All My Training Plans learners can view their current Training Plan information, see which courses are optional, remove the Training Plan from their record, and view information about the plan's courses.

There are several icons on the top of the page that help learners identify how the training is added to their information.

The steps on how to manage the My Training Plan feature will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

Slide 37 – The Find More Training Plans Tool



Let's review how to Find More Training Plans.

When the learner clicks on the Find More Training Plans button, they will gain access to other training plans that Administrators have created to group trainings. These may be organized by user groups, or training related activities.

For example, OPQI - Workforce Development has created a training plan for learners who must take the DOH annual mandatory trainings.

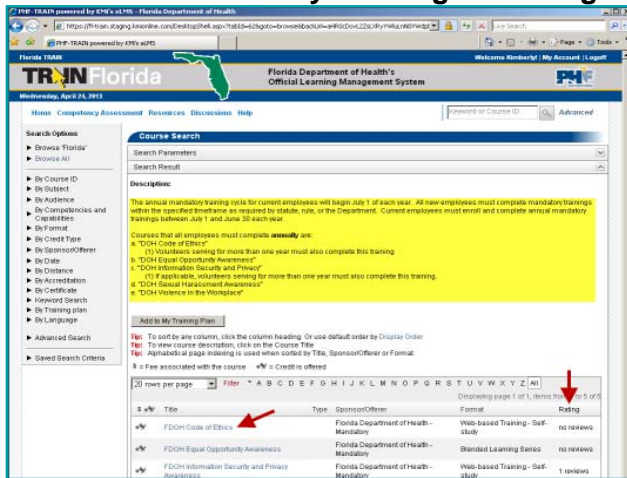
Let's say I am interested in this training plan. I am going to click on the plan title FDOH Annual Mandatory Trainings, and view the list of courses offered within the training plan.

You can then click on the course titles to view the course details, and see how other learners have rated the training.

The detailed steps on how to find and add training plans to your list using the My Training Plan tool will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.

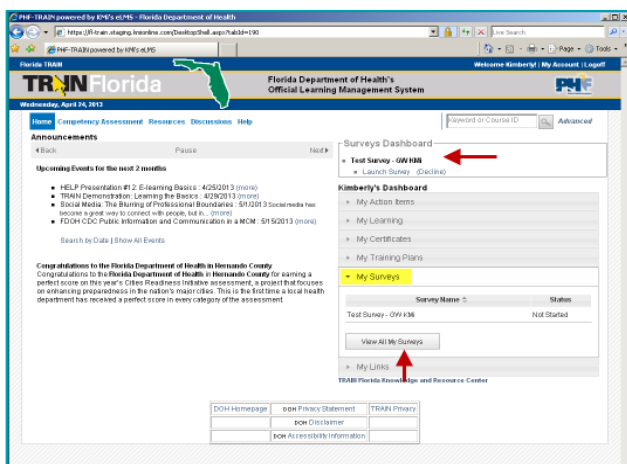
Let's return to the home page, and continue reviewing the Dashboard.

Slide 38 – View All My Training Plans Page



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

Slide 39 – The My Surveys Tools



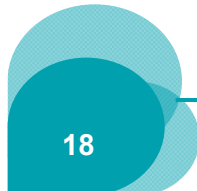
Let's review the My Surveys tool.

TRAIN Florida Administrators can assign learners to surveys. Learners can manage their assigned surveys in the My Surveys tool.

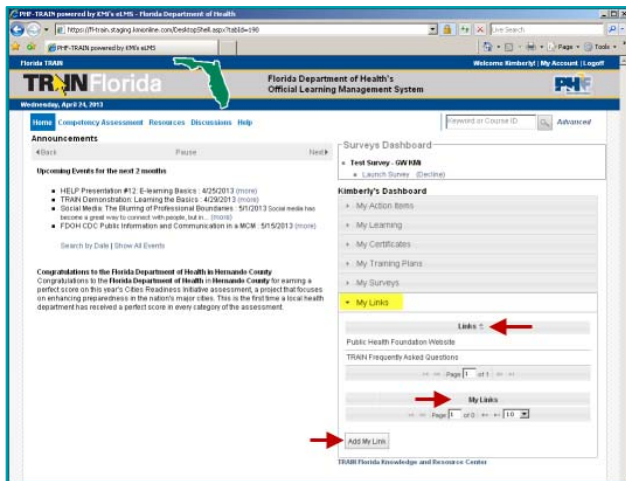
When a survey is assigned to you, the Survey Dashboard will appear above your Dashboard. From here you can choose to launch or decline the survey, and it will move to the list in your My Survey tool.

To manage assigned surveys in greater detail the learner can click the View All My Surveys button. The learner can then see all pending, incomplete, and complete surveys, along with timeline information. Surveys can also be printed or saved from this page.

The steps on how to navigate and manage the My Surveys tool will be provided in the TRAIN Florida Learner Guide and the TRAIN Florida Knowledge and Resource Center.



Slide 40 – The My Links Feature



Let's review the My Links feature.

The My Links feature has two (2) sections.

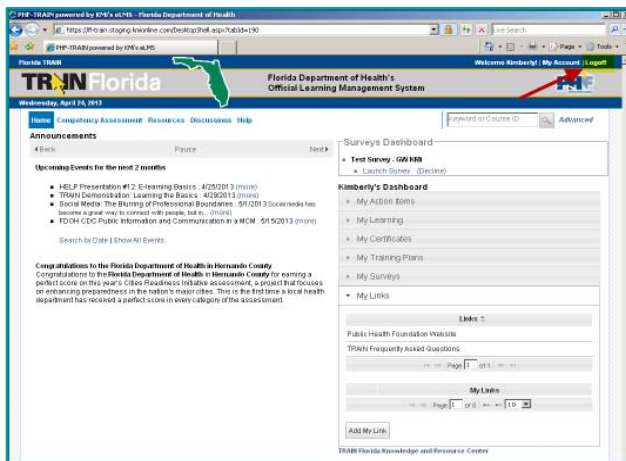
The Links panel provides learners with useful information added by TRAIN Florida Administrators. To open a link, simply click the topic title.

The second panel My Links is where learners can add their own links to their personal page by clicking on the Add My Link button.

Once a link is added, learners can access the material at any time.

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

Slide 41 – How to Log Out

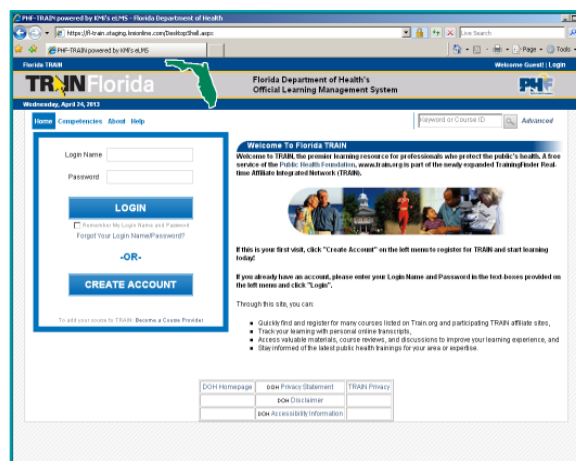


Now that we have reviewed the various tools and resources that TRAIN Florida offers you as a TRAIN Florida learner, I am going to log off of the TRAIN Florida site by clicking on the Logoff button.

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

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

Slide 42 – The TRAIN Florida Log In Page



Slide 43 – TRAIN Florida Resources



The Office of Performance and Quality Improvement - Workforce Development (OPQI – WFD) goals are:

- To ensure OPQI - WFD effectively communicates the new DOH LMS processes, TRAIN Florida requirements, and provides TRAIN Florida training, along with DOH LMS Support documents to DOH employees.
- To introduce the DOH requirements for standardizing the Learning Management System (LMS) processes, and
- To assess and make applicable adjustments to the TRAIN Florida requirements for DOH LMS Tier 1 and Tier 2 support.

We offer a variety of products and services to support and assist the Department’s innovative learning solutions using TRAIN Florida.

A link to these TRAIN Florida Products and Services is located on the DOH intranet. You can also access this information from the Workforce Development home page by clicking on the TRAIN Florida link.

Slide 44 – Contact OPQI-WFD

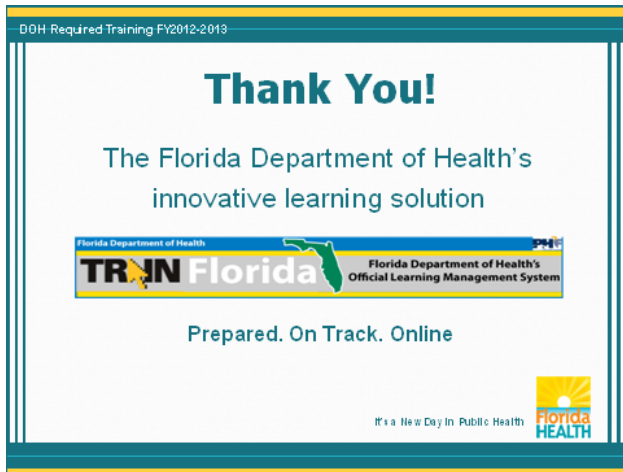


If you have a question, would like to check our progress, or want to share an idea, please feel free to contact us in OPQI - Workforce Development via email at DOHLMS@doh.state.fl.us or by phone at 850-245-4008

For additional information about TRAIN Florida, we encourage you to visit the WFD TRAIN Florida web page.

You can access the WFD TRAIN Florida web page from the DOH intranet home page, and the Workforce Development home page by clicking on the TRAIN Florida link.

Slide 45 – Conclusion Slide



Thank you for taking the time to learn about the Florida Department of Health's innovative learning solution, TRAIN Florida.

TRAIN Florida: Prepared. On Track. Online.