It is vital that learners have only one account in the TRAIN Florida system.

Why Duplicate Accounts Occur

There are two main reasons duplicate accounts occur in TRAIN Florida:

1. **The learner creates his/her own account** after one has been created for them.

2. **A LMS Administrator creates a second account** when one already exists in the system.

    This can happen when:
    - The Administrator does not search the system before adding a learner
    - The Learner Registration Template is not filled out properly

Though TRAIN Florida does have some safe guards against account duplication, it is still a fairly common occurrence.

Duplicate accounts can cause confusion for learners regarding trainings, as well as, for the LMS Administrator and/or local offices, especially on reports.

Best Practice Tips

There are several best practice tips that will help prevent duplicate accounts as well as manage duplicate accounts if they occur.

- Strongly encourage your employees not to create their own accounts under any circumstances. Let them know how to contact you, and/or your support Administrators for help.

- Before creating a new learner account, search the TRAIN Florida User List to confirm they do not already have an account

    NOTE: A new employee does not have to have been previously employed by the Department or our Partners, to potentially have a TRAIN Florida account.

- Use available TRAIN Florida reports to monitor learner accounts for duplications. We recommend this be done once a week.

When you become aware of a duplicate learner account, there are actions needed to prepare the accounts to be merged into one account.

All duplicate accounts will be merged by the LMS Site Administrators.

Preparing the accounts helps the Site Administrators complete this detailed task more efficiently.

This document will guide you on how to set up duplicate accounts for merging.

Step 1: Go to **TRAIN Florida** and **log in**.
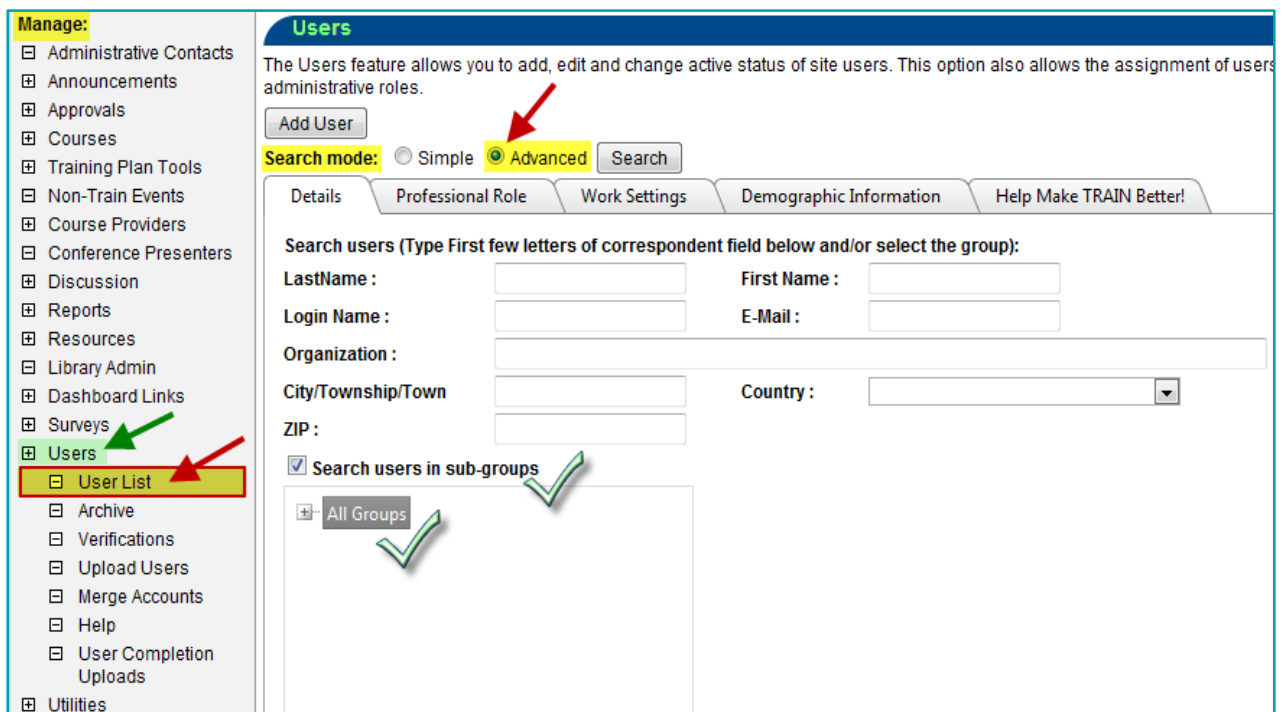
Step 2: From your TRAIN Florida home page - locate the top navigation bar – Click the **Administration** link.

| Home | Course Search | Competency Assessment | Resources | Discussions | Library | Help | Administration |

Step 3: You will be taken to the **Administration page** – the screen will be blank at first.

Locate the **Manage** menu, on the left.

To access the list of learners – Click on **Users** then **Users List**.

Manage:
- Administrative Contacts
- Announcements
- Approvals
- Courses
- Training Plan Tools
- Non-Train Events
- Course Providers
- Conference Presenters
- Discussion
- Reports
- Resources
- Library Admin
- Dashboard Links
- Surveys
- Users
  - User List
  - Archive
  - Verifications
  - Upload Users
  - Merge Accounts
  - Help
  - User Completion Uploads
- Utilities

Users

The Users feature allows you to add, edit and change active status of site users. This option also allows the assignment of users administrative roles.

Add User

Search mode: ○ Simple ● Advanced Search

Details | Professional Role | Work Settings | Demographic Information | Help Make TRAIN Better!

Search users (Type First few letters of correspondent field below and/or select the group):

LastName : _____   First Name : _____
Login Name : _____   E-Mail : _____
Organization : _____
City/Township/Town _____   Country : _____
ZIP : _____

☑ Search users in sub-groups

⊞ All Groups

The **Users** feature and search tool will open. Set the **Search mode** to **Advanced**.

NOTE: Leave the **Search users in sub-groups** and **All Groups** options in place.

Step 4: The Advanced search screen gives you multiple options to find your duplicate learner accounts.

The most direct way is to search by **Last Name** and **First Name** - Enter the learner's name into the corresponding fields.

NOTE: You may choose to enter other available details to narrow your search, however too narrow a search may not allow for results.

Once you have entered all of your search information - click the **Search** button.

Step 5: The duplicate accounts will be displayed at the bottom of the Users screen.

At this point, you must <u>review both accounts</u> for assigned training courses.

This will help determine which account will be used as the master account during the merging process.

NOTE: The review steps are the same for both accounts.

To access the accounts for review and editing – Click the **Edit Icon** next to the account.

Step 6: The **Edit User** screen will open to the **Detail** tab.

Go to the bottom of the screen – Click the **Go To Verifications** button.

Created by Paul Shannon on 6/3/2013
Updated by Florida Administrator admin on 1/31/2014

| Save and back | Cancel | Save | Go To Verifications |

Step 7: You will be taken to the **Verifications** screen.
Make note if there are courses listed, and if so, how many.

Verifications for Mercedes Vasquez

Click on course title to view course details

Course	Registered	Completed	Session Date	Status	Format	Score	Credit	Verified	Withdrawn
Basic Microscopy: Basic Microbiology Curriculum	3/14/2014 2:21 PM	3/17/2014 10:24 AM	N/A	Completed	Web-based Training - Self-study	9.00 points	PACE	☐	☐
Basic Microscopy: Basic Microbiology Curriculum	3/17/2014 10:30 AM	3/17/2014 11:17 AM	N/A	Completed	Web-based Training - Self-study	9.00 points	PACE	☐	☐
FDOH Annual OSHA Review	8/21/2013 3:3? PM	8/21/2013 ?:?8 PM	N/A	Completed	Blended Learning Series	N/A	Contact Hours	☑	☐

Go to the bottom of the course list – Click the **Back** `Back` button.

Then click the **Cancel** `Cancel` button at the bottom of the Edit User screen to return to the Users list.

Repeat this review process for the second account.

Step 8: After reviewing both learner accounts for assigned courses, you can begin prepping the accounts for merging.

To do this you must choose the master account for the learner.

The master account will be one of the following:

1. The account with the most assigned training courses **

2. If both courses have no assigned courses or if they have an equal number of courses – choose the account with the most complete and accurate account Details & Groups

NOTE: ** You may need to update the master account's learner information and/or group assignment.

Step 9: Access the master account using the **Edit Icon** .

From the Edit User screen, Detail tab – Copy down the learner's **First Name**, **Last Name**, **Middle Name** (if applicable), **Login Name** and **Email** address.

Edit User

* = required fields.

First Name:*	Mercedes
Last Name:*	Vasquez
Middle Name:	

Master Account

Detail | Groups | Group Roles | Profile

User ID: 883784

Login Name:* 134585

Email:* Mercedes.Vasquez@flhealth

☐ User should change password on the next login

Reset Password:

Password: 123456

Title:	Lab tech III	Organization name:	Florida Department of He ▼
Department / Division:	Dade CHD	Bureau/ Section:	Laboratory
Address 1:	1350 NW 14 Street	Address 2:	
City / Township / Town:	Miami ▼		
Country:*	United States ▼	State / Territory:*	Florida ▼
County:	Dade ▼	Zip code / Postal code:*	33125
Telephone (daytime):	305-575-3815	Extension:	
Telephone (evening):		Mobile:	
	i.e. 123-456-7890		
Fax:	305-575-3811	Pager:	
Active:	☑		

Created by Florida Administrator admin on 6/3/2013
Updated by Florida Administrator admin on 1/31/2014

Save and back | Cancel | Save | Go To Verifications

NOTE: **At this time** verify the learner's information and make any needed updates.

If you made updates to the account – Click the **Save and Back** button to exit the account and go back to the Users screen.

If you have made no changes – Click the **Cancel** button to exit.

Your next step will be preparing the duplicate account for merging.

Step 10: From the **Users** screen, locate and click on the **Edit Icon** 📝 next to the account to be merged.

TP's	Login Name	User Name ▲	Email	Active
☐ 📝 🔳	134585 **Master**	Vasquez, Mercedes	Mercedes.Vasquez@flhealth.gov	☑
☐ 📝 🔳	alfao **To Merge**	Vasquez, Mercedes	alfao@bellsouth.net	☑

20 rows per page ▼ Filter * A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Displaying page 1 of 1, items from 1 to 2 of 2

Step 11: Once you are on the **Edit User** screen for the account to be merged make the following changes to the account **Detail** information:

DO NOT uncheck the Active box

1. Confirm the **First Name**, **Last Name** and **Middle Name** match the master account, if they do not make the change.

2. Change the **Login Name** to match the master account Login Name, and add **fl** to the end. **Example** – Master Login = 134585, then Merge Login = 134585**fl**
   OR Master Login = Jane.Smith, then Merge Login = Jane.Smith**fl**

3. Change the **Email** address to match the master account Email address

4. Delete all entries that are not marked as required with a red asterisk *****.
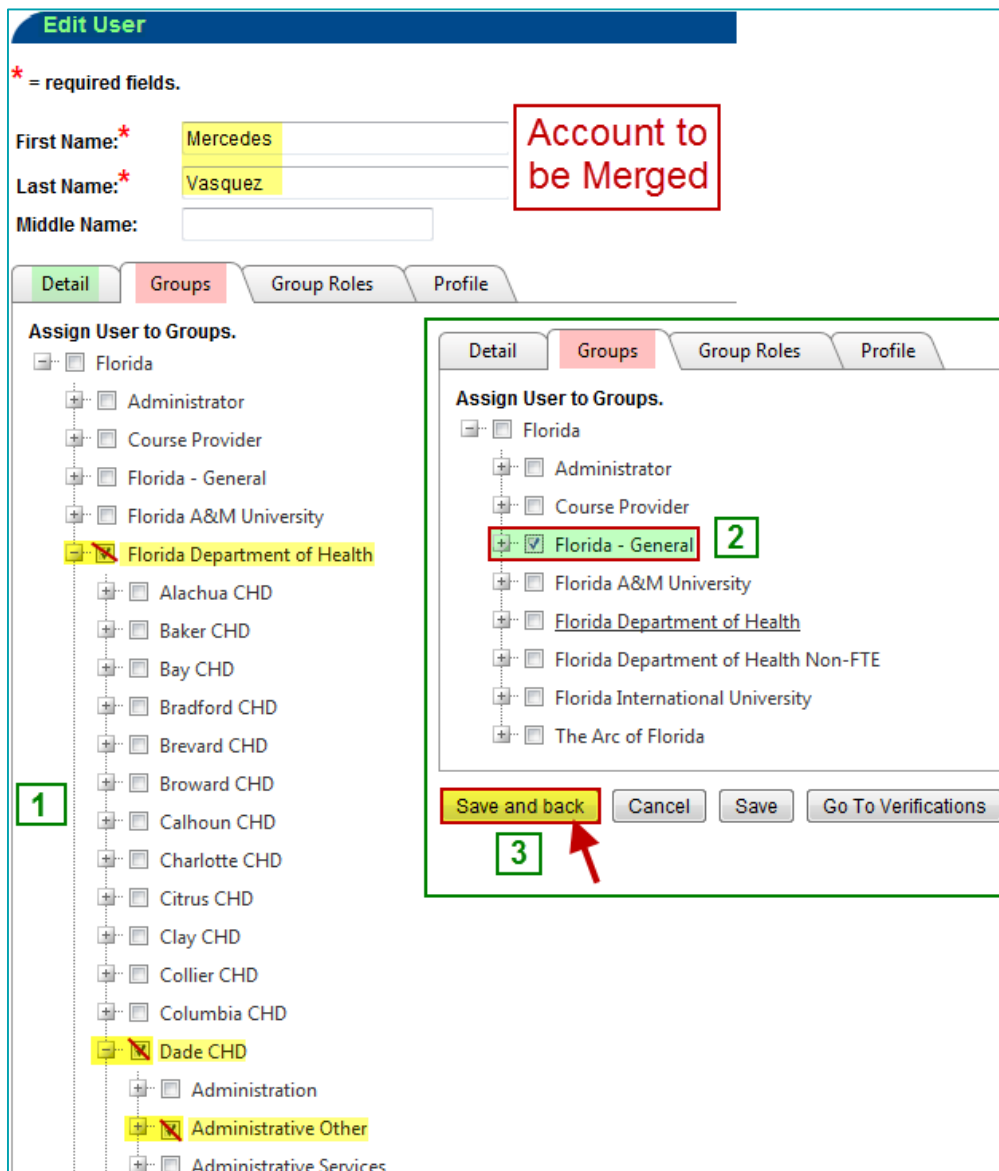
5. Change the **Organization name** to Florida – General (please note format)

6. Click the **Save** button to cement changes on Detail tab screen.

7. Click the **Groups** tab to continue

Step 12: On the **Groups** tab screen, use the following steps to complete the account updates:

1. <u>**Uncheck all checked groups**</u>

2. Check the box next to **Florida – General**. **This should be the only group chosen.**

3. Click the **Save and Back** button to save all updates and exit the account.

Step 13: Once back on the **Users** screen – review the duplicate accounts listed.

Make sure the accounts are ready to be merged by checking that the Login Name, User Name and Email match.

TP's	Login Name	User Name ▲	Email	Active
☐ 📝 🔗	134585	Vasquez, Mercedes	Mercedes.Vasquez@flhealth.gov	☑
☐ 📝 🔗	134585fl	Vasquez, Mercedes	Mercedes.Vasquez@flhealth.gov	☑

20 rows per page ▼   Filter   * A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [All]

Displaying page 1 of 1, items from 1 to 2 of 2

Once you have completed the updates to the duplicate accounts, your job is complete

There is no need to inform the DOH LMS Support team.

The Site Administrators run learner reports regularly. Duplicate accounts will be reviewed to be sure the information has been updated correctly, and will be noted for the merging process.

The merging of accounts is a labor intensive process for Site Administrators, and can take up to 24 hours for completion.

After the merge is completed, the learner will receive an email from the TRAIN Florida system notifying them about the merge and confirming their Login Name and Password for the single learner account.

If you have any questions or need assistance regarding the merging of duplicate learner accounts, please contact the **DOH LMS Site Administrators** via email at DOHLMSSupport@flhealth.gov, or by phone: 850-245-4008.