

Upon the separation of an employee from the Department of Health (DOH), there are many steps that should be taken, to ensure the separation is efficiently completed.

One of these steps is the update of the employee's TRAIN Florida learner account information, to remove the learner from all DOH reports, yet maintain the learner's access to their TRAIN Florida account in the future.

The following steps will guide you, as an LMS Administrator, through the steps needed to update the TRAIN Florida learner account information, including the account Details, and Groups.

You must have the [User Account Manager](#) role, to make these updates.

Step 1: Log in to [TRAIN Florida](#).

Step 2: From your **TRAIN Florida home page**. Locate and click on the **Administration** link on the home page tool bar. (Fig.1)



Figure 1

Step 3: You will be taken to the **Administration page** (Fig. 2). From this page you have access to the **Manage menu**. The screen will be blank at first. To access the list of learners, click on the **Users** title.



Figure 2

Step 4: After you click on Users, a list of sub-categories will open in the menu, and the **Users** page will open (Fig.3). Click on **User List** to open the search tool. Set the **Search mode** to **Advanced**. Be sure to leave the **Search users in sub-groups**, and **All Groups** options in place.

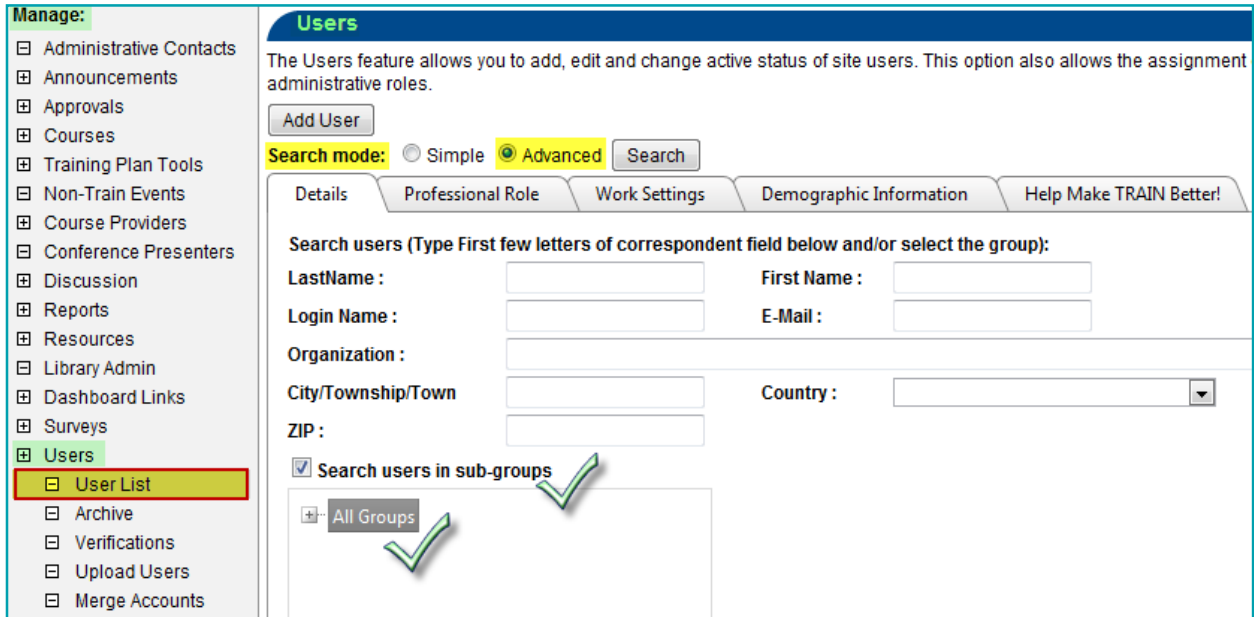


Figure 3

Step 5: The Advanced search screen gives you multiple options to find your learner account. The first and most direct way is to search by **Last Name** and **First Name** by entering the learner's name into the corresponding fields. Next click the **Search** button. (Fig. 4)

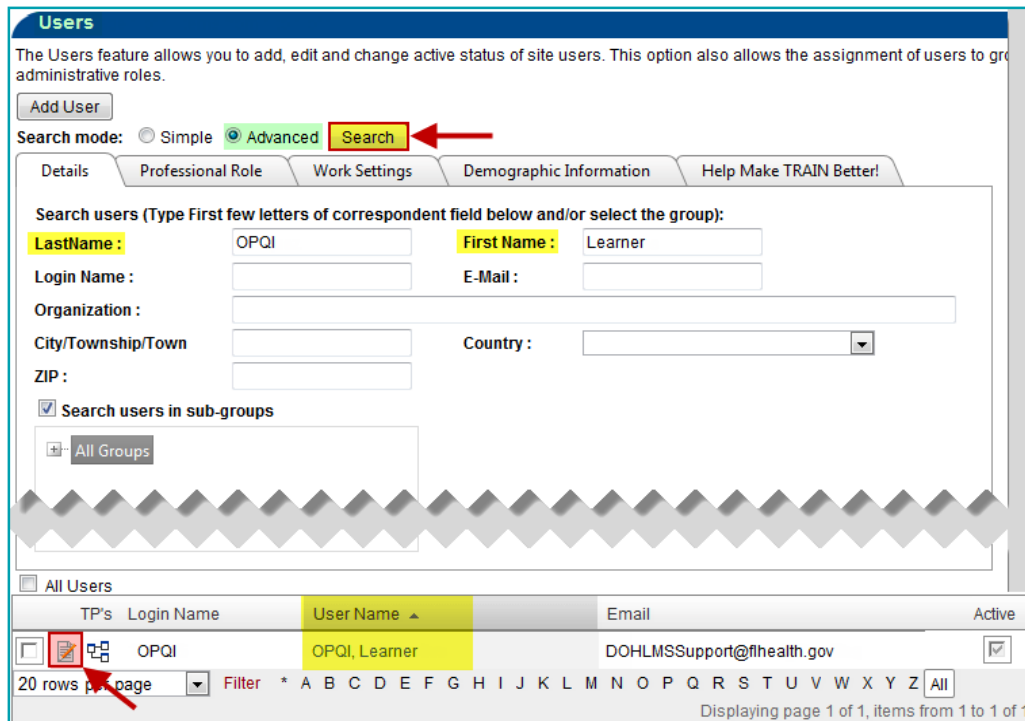



Figure 4

After clicking Search, the learner account will be displayed at the bottom of the Users screen. To access the account, and locate the learner's course verification list, click on the **Edit Icon**  to the left of the list.(Fig. 4)

Step 6: Once you are on the **Edit User** screen for the account to be updated (Fig. 5) make the following changes to the account **Detail** information:

NOTE: DO NOT uncheck the Active box

1. Delete the **Department/Division** and **Bureau/Section** entries
2. Change the **Organization name** to Florida – General (please note format)

Edit User

* = required fields.

First Name: * Learner
 Last Name: * OPQI
 Middle Name:

Detail | **Groups** | Group Roles | Profile

User ID: **4** 989502 User should change password on the next login
 Login Name: * OPQI
 Email: * DOHLMSSupport@flhealth.g
 Password: 123456
 Organization name: **2** Florida - General
 Bureau/ Section: ~~Laboratory~~ **1**
 Title: Lab coordinator
 Department / Division: ~~Miami Dade CHD~~
 Address 1: 1350 NW 14 ST
 City / Township / Town: Miami
 Country: * United States
 State / Territory: * Florida
 County: Dade
 Zip code / Postal code: * 33125
 Telephone (daytime): 786 478 1667
 Telephone (evening):
 i.e. 123-456-7890
 Fax:
 Active: **DO NOT UNCHECK**
 Created by Florida Administrator on 6/12/2013
 Updated by Learner OPQI on 3/14/2014
3
 Save and back Cancel **Save** Go To Verifications

Figure 5

3. Click the **Save** button to cement changes on Detail tab screen.
4. Click the **Groups** tab to continue

Step 7: Once you are on the Edit User, **Groups** tab screen (Fig. 6), use the following steps to complete the account updates:

1. **Uncheck all checked groups**, including Florida Department of Health or Florida Department of Health Non-FTE if needed
2. Check the box next to **Florida – General**
3. Click the **Save and Back** button to cement all updates to the account to be updated.

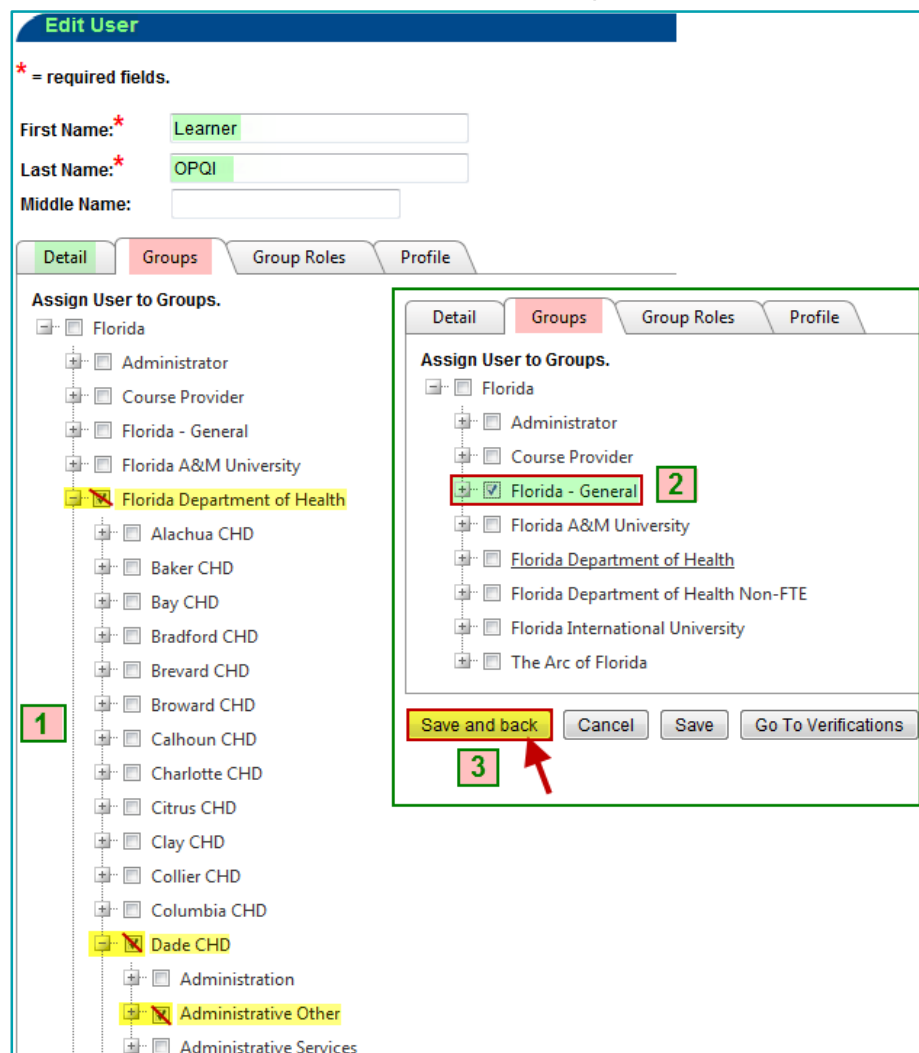


Figure 6

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