As a TRAIN Florida LMS Local Administrator, you will be asked by your local learners for help using the TRAIN Florida system.

Learners are sent a link to a learner instructional help document, **TRAIN Florida First Time Login Instructions**, to guide them through their first time logging in to TRIAN Florida, in their account creation confirmation email. However, if for some reason they do not receive, or lose, this email link they may need help from you.

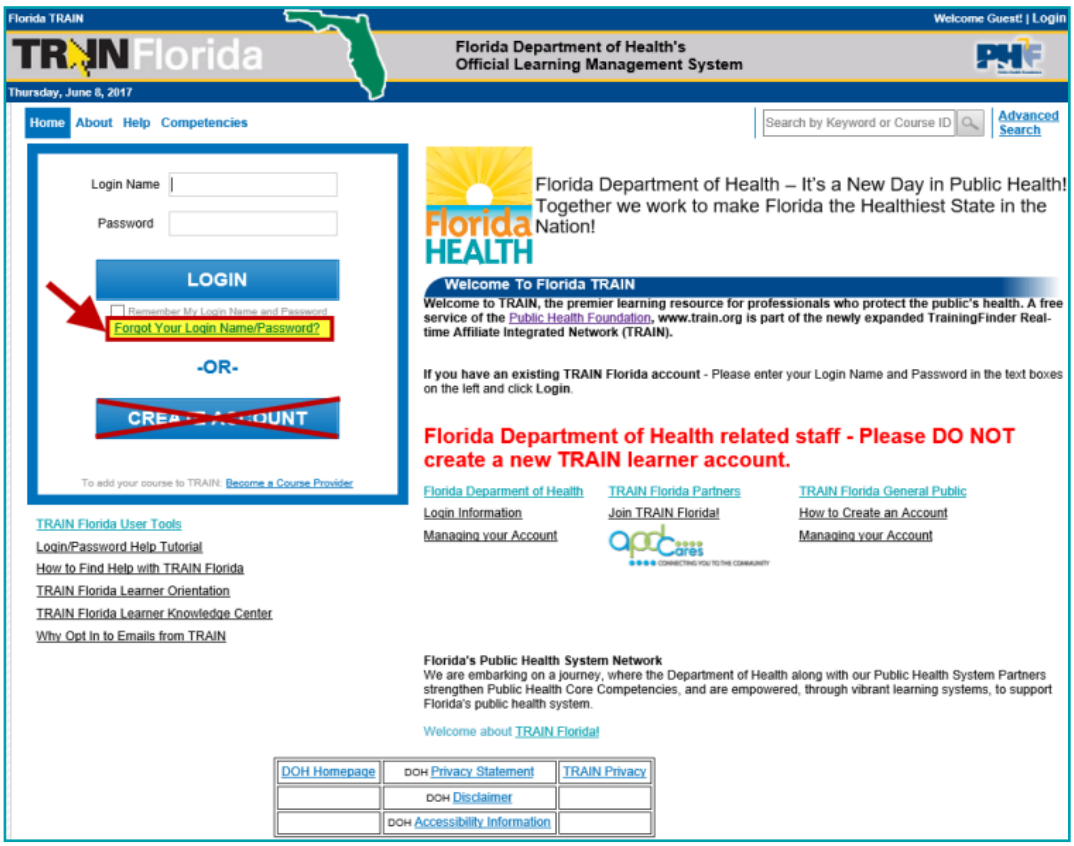
These instructions are to help you guide new TRAIN Florida learners, through their first time logging in to TRAIN Florida. It will also provide instructions for assigning a temporary password to the account, if the Login Process fails.

Steps to Help a Learner Log in for the First Time

Step 1: Have the learner go to **TRAIN Florida** – **https://fl.train.org**

Step 2: The **TRAIN Florida Login Page** will open.

Have them click the **Forgot Your Login Name/Password?** link below the Login button.



Step 3: The **Forgot your Password?** page will open.

A. Tell them to enter the email address used when their account was created in TRAIN Florida, into the box on the screen.

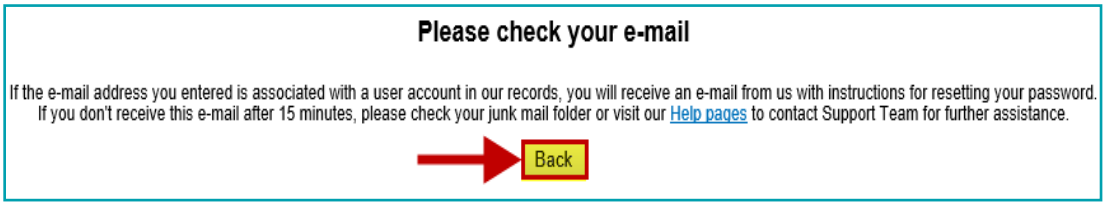
You may need confirm the address with them.

NOTE: For DOH Employees, FTE and OPS, this address should be their flhealth.gov assigned email.
For Non-FTE staff, it should be an active personal or professional email address.

B. Next, have them click the **Submit** button.

Step 4: The **Please check your email** page will open – This tells the learner an email has been sent to the entered email address.

Have them click the **Back** button to return to the TRAIN Florida login page.



Step 5: You should have the learner **check the email in-box, for the address they used**.

They should receive an automated email from the TRAIN Florida email address do-not-reply@train.org **THIS IS NOT SPAM**
The **Subject line** of the email will be **Password Assistance**.

NOTE: If this Password Assistance email does not arrive in the learner's email in-box within approximately **15 minutes at most** of the request – it is possible for the confirmation email to be filtered to a junk or spam mail box. Have the learner check the junk or spam email boxes for the Password Assistance email.

If they do not get the email at all, double check the email address used in their TRIAN Florida account. Make sure it is an active account, spelled correctly, and try the request again using the previous directions.

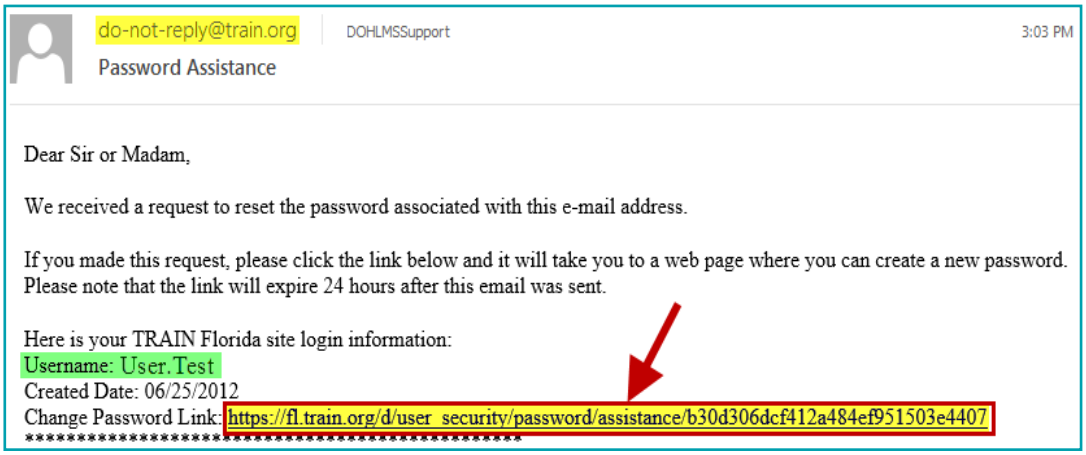
Step 6: Have the learner open the **Password Assistance** email.

The email will include their TRAIN Florida Username (Login Name) and **Change Password Link**.

IMPORTANT – BEFORE they click the link, make sure the Login Name is correct.

Click the **Change Your Password** address link**

NOTE: This link** will not work 24 hours after the sending of the email. Be sure the learner follows though and finishes the login in process, before you finish with them.

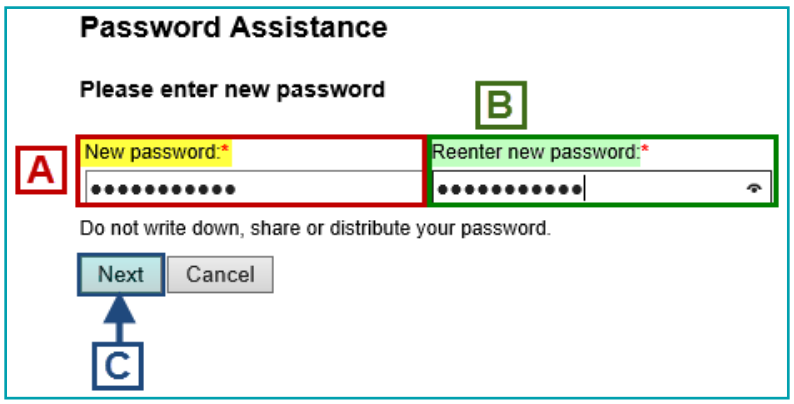


Step 7: The **Password Assistance** page will open in a **new window**.

A. Have them enter their chosen personal password in the **New password** box.

B. Then have them enter the password again, in the **Reenter new password** box.
NOTE: do not let them tell you their password, and ask them to make note of their password, as they will need it for all future log ins to TRAIN Florida.

C. Have them click the **Next** button.



Step 8: The learner should now be on their **TRAIN Florida account home page**.

They are logged in to their account.

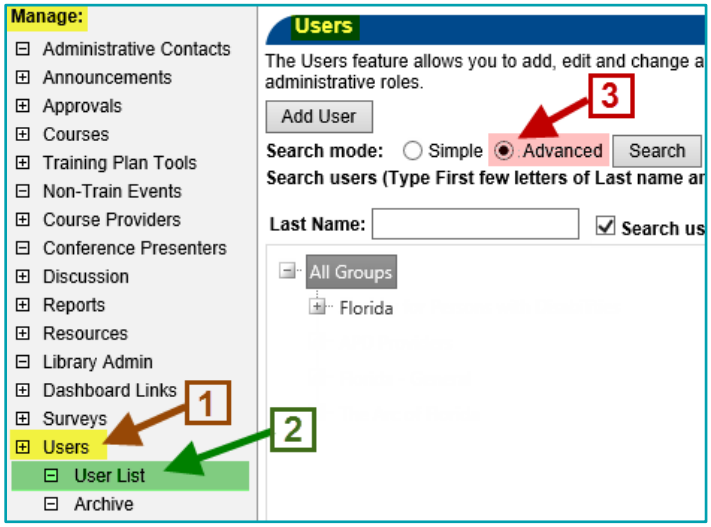
If the learner does not receive the Password Assistance email or cannot log in after completing the First Time Login steps – Follow the steps below to provide them with a temporary password.

Step 1: Go to **TRAIN Florida** – https://fl.train.org

From your home page, click on the **Administration** link.

Step 2: On the **Administration** page – **Manage** menu:

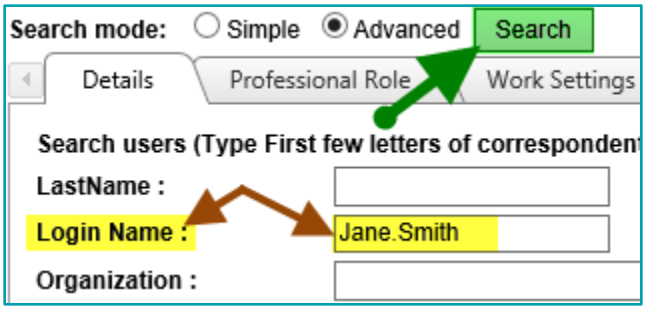
1. Click on **Users**
2. Click on **User List**
3. Click on **Advanced Search Mode**



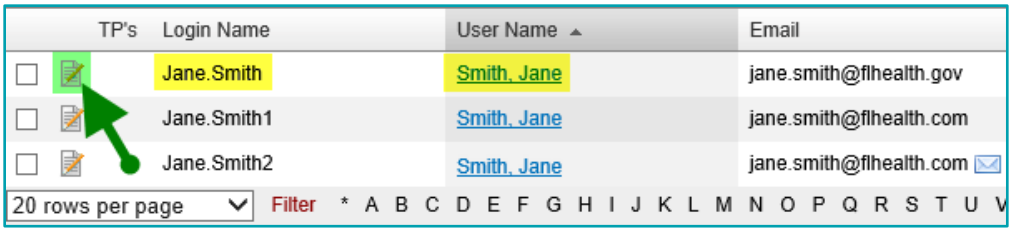
Step 3: When the screen refreshes – **Enter Login Name of learner** in the Login Name field.

- For FTE and OPS DOH employees enter the People First number
- For Non-FTE staff enter their firstname.lastname - ex. Jane.Smith

Next, click the **Search** button.



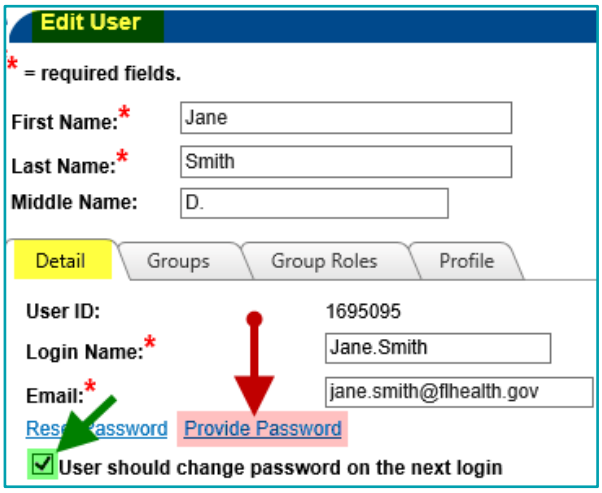
Step 4: When the screen refreshes – Click on the **Edit icon** of the account you need.
NOTE: Be sure the Login Name on the account matches your search.



Step 5: You will be on the **Edit User – Detail** page.

Check the box next to **User should change password on the next login.**

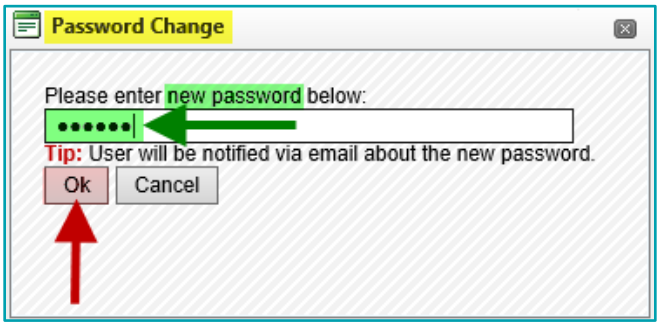
Next, click the **Provide Password** link.



Step 6: The **Password Change** pop-up will open, over the page.

Enter the temporary password into the **new password** field.

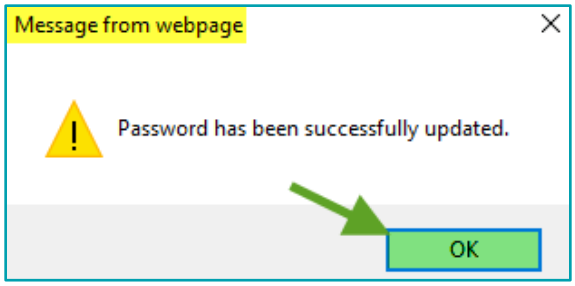
Next, click the **OK** button.



The learner will also receive an email letting them know of the password update.

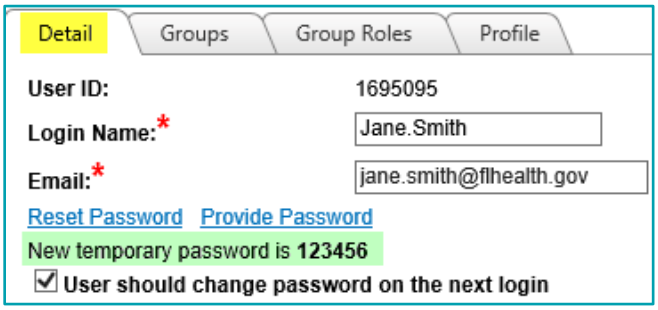
Step 7: The **Message from webpage** pop-up will open and confirm the password has been updated.

Click the **OK** button.



Step 8: You will be back on the **Edit User – Detail** page.

A confirmation statement will show the temporary password, for review. This is the only time this statement will be visible.



Next, click the **Save and Back or Save** button, to save the update.

Step 9: **Exit the learner account.**

You should personally let the learner know about the temporary password assignment.

The learner should only use this password once. Let them know they will be prompted to change the password to a personal one the next time they log in, and they should NOT use the temporary password again.

If you have any questions or need assistance regarding learner initial log in process, or temporary password assignment, please contact your organization's Site Administrators.

For the **DOH LMS Site Administrators** please call **850-245-4008** or contact via email at **DOHLMSSupport@flhealth.gov**