



The Florida Department of Health (DOH), ensures that employees receive the assistance needed to use the TRAIN Florida learning management system (LMS), and manage their trainings effectively.

This guide was created to help Local DOH LMS Administrators understand their assigned **Account Manager** permissions for uploading new learner accounts into TRAIN Florida.

For additional DOH LMS Administrator resources, please visit the [TRAIN Florida Administrator Knowledge Center](#). If you have any questions or need assistance, please contact the **DOH LMS Site Administrators** via e-mail at DOHLMSSupport@flhealth.gov or by Phone at 850-245-4008.

How to Upload a New Learner

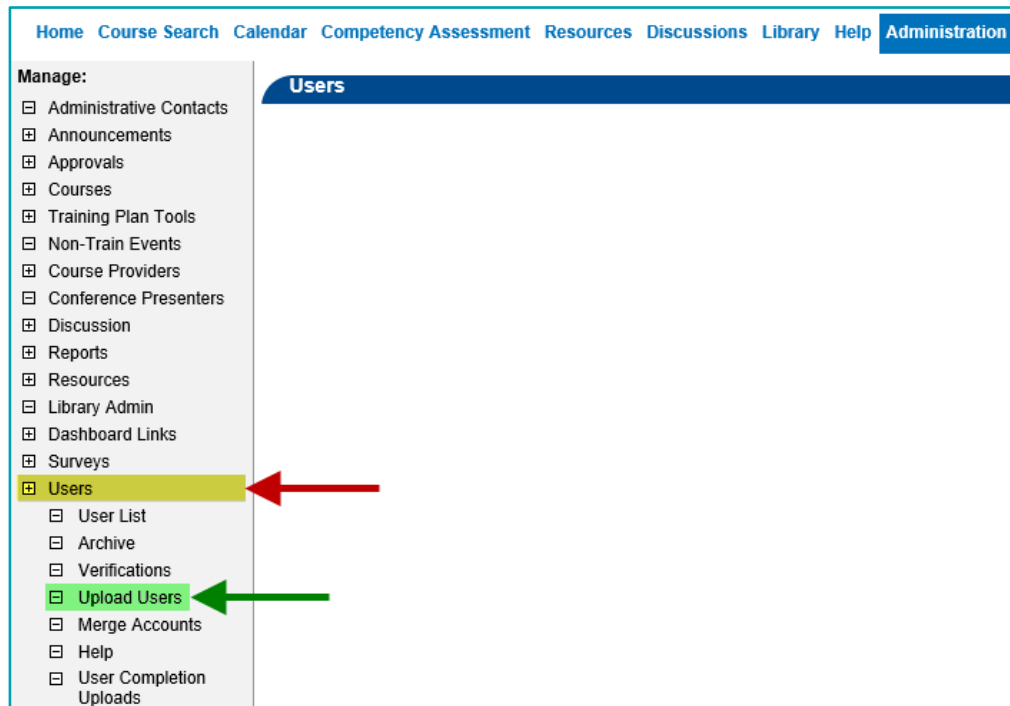
NOTE: Before uploading a new learner, always check to verify an account does not already exist. This helps to eliminate duplicate learner accounts. Also, your spreadsheet can have as many new learners as needed on it, but they **must have the same Organization and Department information** for the upload to be successful.

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

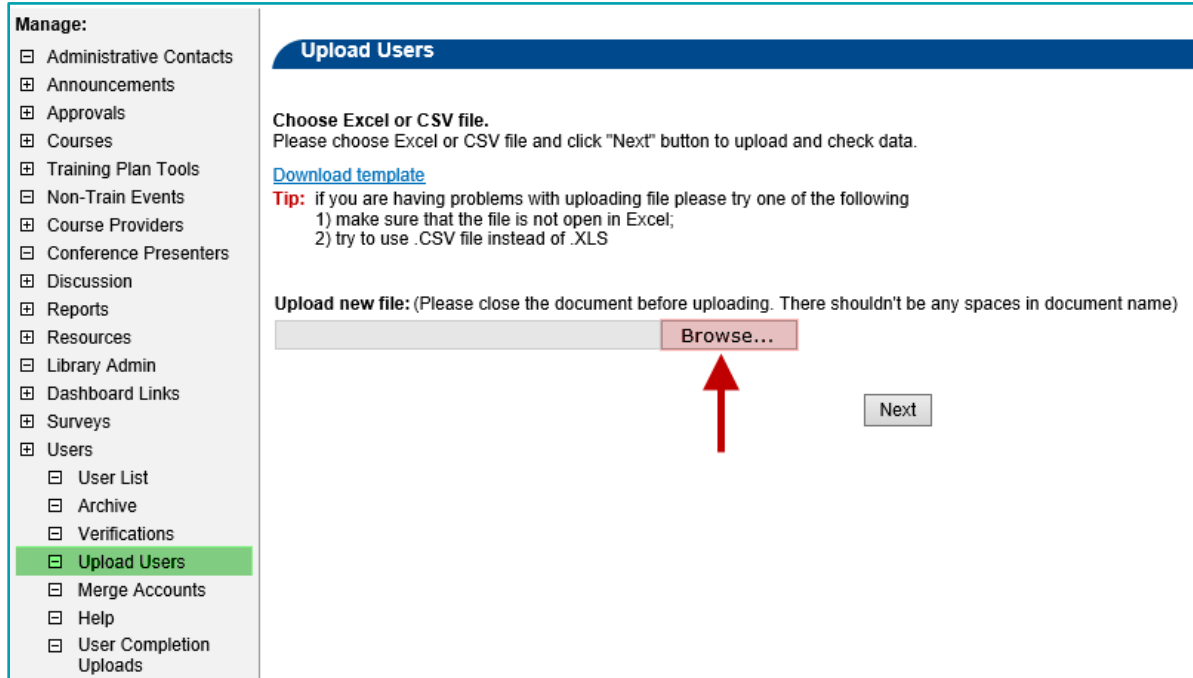
Step 2: On your TRAIN Florida home page - locate and click on the **Administration** link.



Step 3: You will be directed to the **Administration** page. In the left navigation bar click on **Users** then, click on **Upload Users**

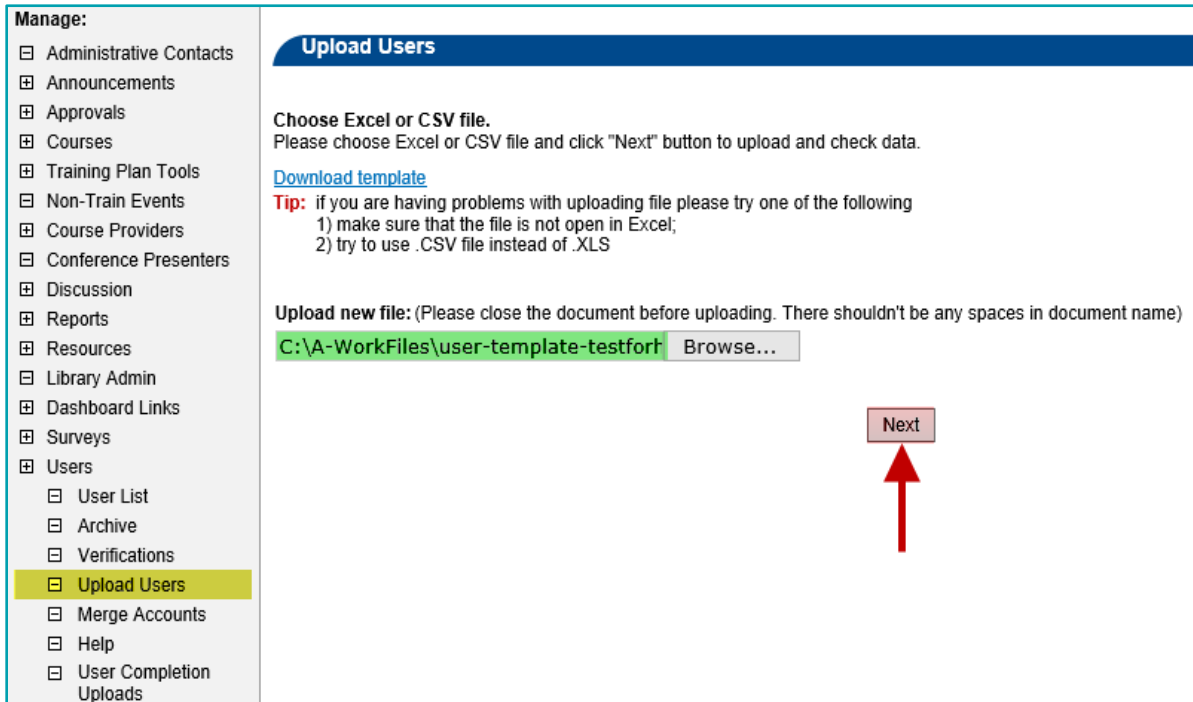


Step 4: The **Upload Users** page will open. Click on the **Browse** button to locate your completed Learner Registration Template, saved in your computer.



The screenshot shows the 'Upload Users' interface. On the left is a 'Manage:' sidebar with a tree view containing items like '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' (highlighted in green), 'Merge Accounts', 'Help', 'User Completion', and 'Uploads'. The main content area has a blue header 'Upload Users'. Below the header, it says 'Choose Excel or CSV file. Please choose Excel or CSV file and click "Next" button to upload and check data.' There is a 'Download template' link and a 'Tip' section with two points: '1) make sure that the file is not open in Excel;' and '2) try to use .CSV file instead of .XLS'. Below this is the instruction 'Upload new file: (Please close the document before uploading. There shouldn't be any spaces in document name)'. A text input field is present with a 'Browse...' button to its right, which is highlighted with a red arrow. A 'Next' button is located to the right of the input field.

Step 5: Once you have located the template, click the **Next** button.



This screenshot is similar to the previous one, showing the 'Upload Users' page. The 'Upload new file:' section now has a text input field containing the file path 'C:\A-WorkFiles\user-template-testfort' (highlighted in green) and a 'Browse...' button to its right. A red arrow points to the 'Next' button, which is now the focus of the instruction.

Step 6: On the next page, verify all fields are aligned and mapped correctly. Click the **Next** button.

NOTE: If the fields are not aligned, your spreadsheet may be missing information, or have an incorrect column title. Stop the process, make the needed changes to your spreadsheet, and begin the upload again.

Upload Users

Map uploaded column to standard column list. Required fields are marked by red color.

Field Name	From		To	Field Name
UserID	<input type="radio"/>		<input type="radio"/>	UserId
Login	<input type="radio"/>		<input type="radio"/>	Login
Last Name	<input type="radio"/>		<input type="radio"/>	Last Name
First Name	<input type="radio"/>		<input type="radio"/>	First Name
Middle Name	<input type="radio"/>		<input type="radio"/>	Middle Name
Email	<input type="radio"/>		<input type="radio"/>	Email
Title	<input type="radio"/>		<input type="radio"/>	Title
Organization	<input type="radio"/>		<input type="radio"/>	Organization
Department	<input type="radio"/>		<input type="radio"/>	Department
Bureau/Section	<input type="radio"/>		<input type="radio"/>	Bureau/Section
Address 1	<input type="radio"/>		<input type="radio"/>	Address 1
Address 2	<input type="radio"/>		<input type="radio"/>	Address 2
City	<input type="radio"/>		<input type="radio"/>	City
Country	<input type="radio"/>		<input type="radio"/>	Country
State	<input type="radio"/>		<input type="radio"/>	State
County	<input type="radio"/>		<input type="radio"/>	County
Zip	<input type="radio"/>		<input type="radio"/>	Zip
Phone daytime	<input type="radio"/>		<input type="radio"/>	Phone daytime
Extension	<input type="radio"/>		<input type="radio"/>	Extension
Phone evening	<input type="radio"/>		<input type="radio"/>	Phone evening
Mobile	<input type="radio"/>		<input type="radio"/>	Mobile
Fax	<input type="radio"/>		<input type="radio"/>	Fax
Pager	<input type="radio"/>		<input type="radio"/>	Pager

Step 7: On the next page, review your uploaded information.

Make sure the **user status check** column shows **New User in green**. If all the information is correct, click the **Next** button.

NOTE: If the **user status check** column **does not read** New User, the status **text will be red** and notify you of possible duplicate accounts. **If there is a duplication** of login name or learner, **stop the process**, make the needed changes to your spreadsheet, and begin the upload again.

Upload Users

Check uploaded data
Please check uploaded data and click 'Next' button to continue.

User count:
 New users: 1
 Accounts to Update: 0
 Existing Accounts: 0
 Potential Duplicates: 0
 Invalid Accounts: 0
 Access Denied: 0
 Does Not Exist: 0

To export this list in order to review and make changes via Excel, click [Export](#).

Allow	User status check	UserID	Login Email Title	First Name Last Name Middle Name	Organization Department Bureau/Section	Address 1 Address 2 City Country State	County Zip	Phone(day Phone (evening) Extension)	Mobile Fax Pager	Upload Time
	New User.		Jane.Smith jane.smith@flhealth.gov Administrative Assistant I	Jane Smith D.	Florida Department of Health Office of Information Technology Quality Assurance	4052 Bald Cypress Street Suite 225 Tallahassee, United States, Florida	Leon 32399	850-555-2222 1234		6/7/2017 2:28:51 PM

Clear list Export Upload one more file

Previous Next

Step 8: On the next page, you will assign the learner to their appropriate **grouping structure**.

This is determined by the Organization, Department, and Bureau/Section columns on the new user template.

Click on the **plus button** to expand each group level. Then check the appropriate box **beside each group applicable** to your learner. Once the grouping structure is completed, click the **Next** button.

Upload Users

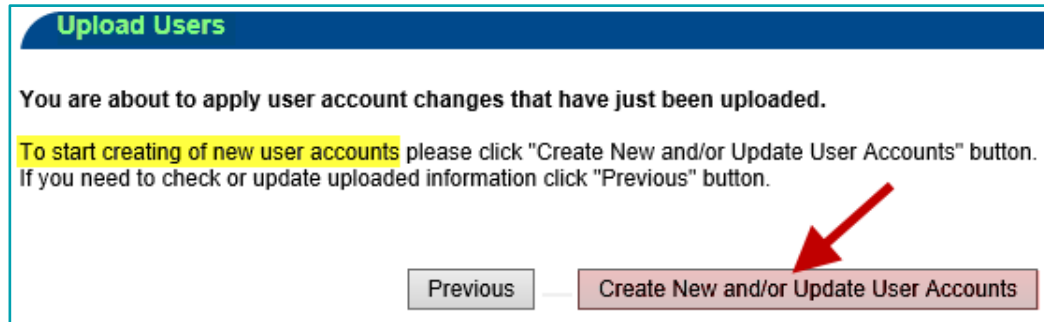
Assign users to groups.
Please assign uploaded users at least to one group.

- Florida
 - Administrator
 - Agency for Persons with Disabilities
 - APD Providers
 - Course Provider
 - Florida - General
 - Florida A&M University
 - Florida Department of Health
 - Alachua CHD
 - Baker CHD
 - Administration
 - Dental Clay
 - Dental Health

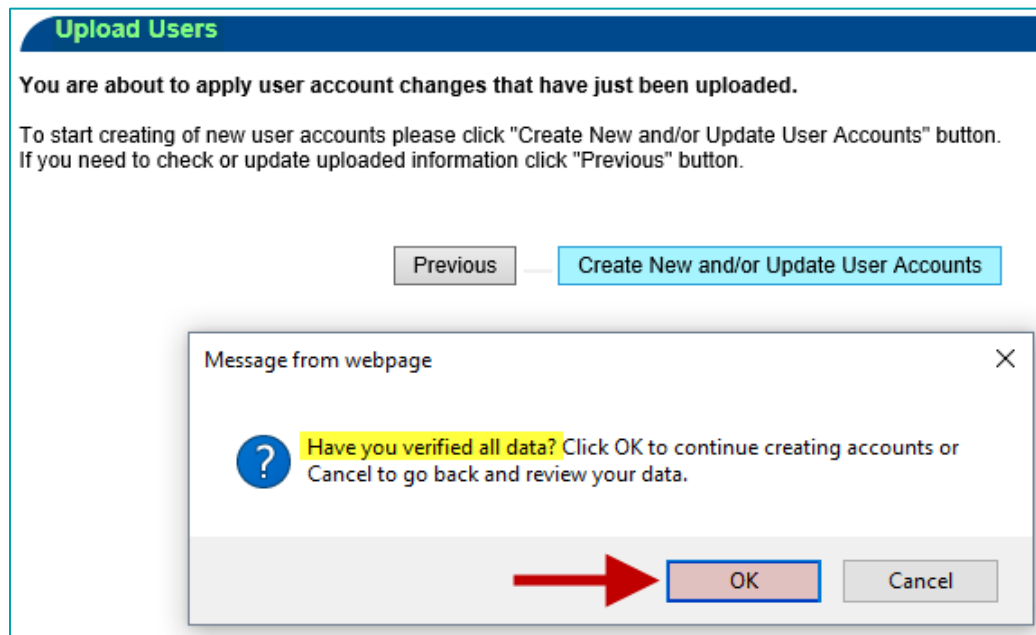
Previous Next

Step 9: The next page is where the account will be created, and become active in the system.

If you are sure all the information is correct, click the **Create New and/or Update User Accounts** button.



A **Message from webpage** box will pop up - Click **Ok**.



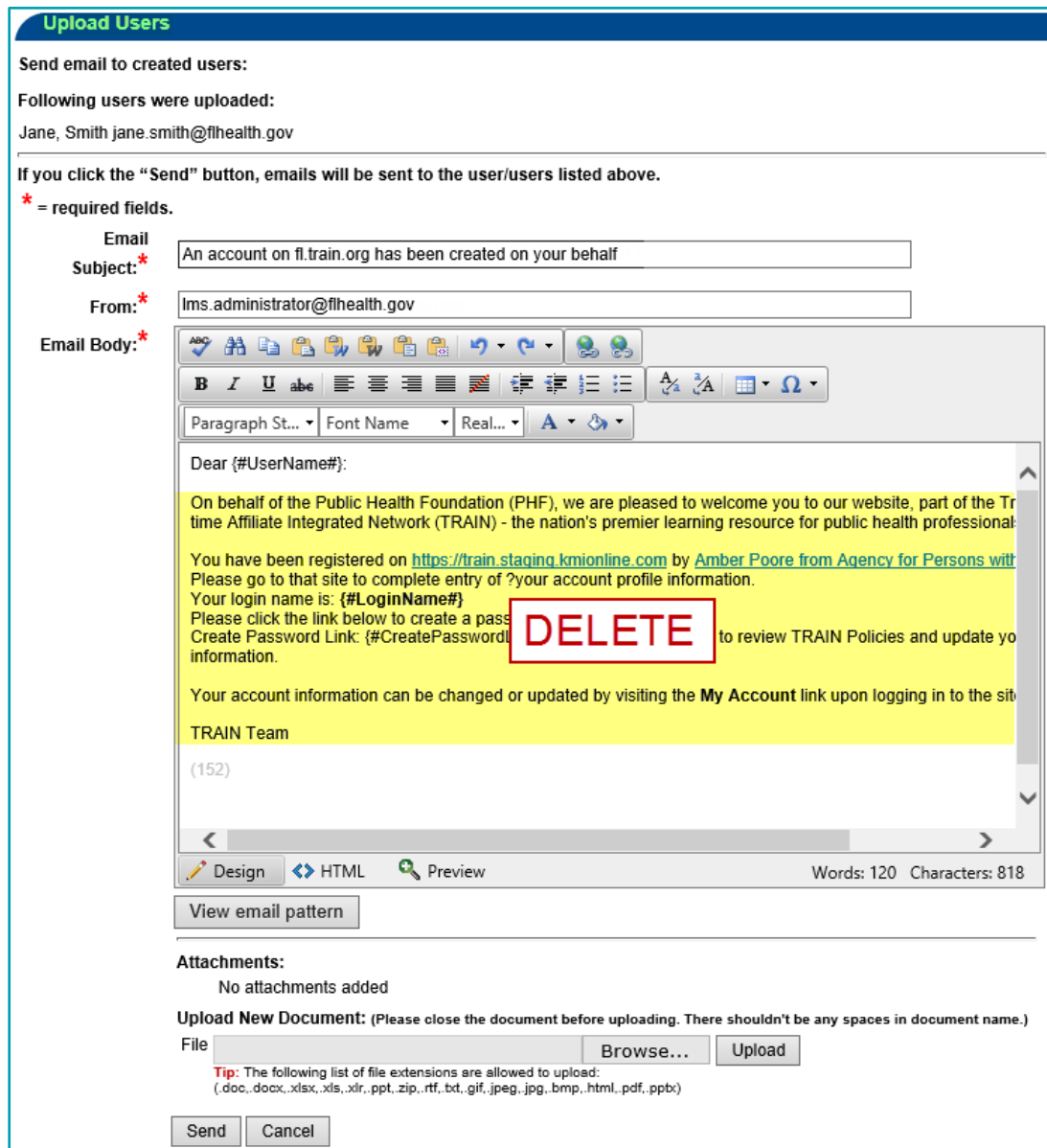
Step 10: After you click Ok in the message box, you will be taken to the **Send e-mail to created users** screen. The screen confirms the learner name and email as uploaded.

A system generated e-mail will appear in the **Email Body** field.

The Department does not use this system verbiage

The LMS Support team has created a template for this purpose. (See Step 11)

Delete all text after **Dear {#UserName#}** down to **TRAIN Team**, leaving the faint (152) at the bottom of the e-mail field.



Upload Users

Send email to created users:

Following users were uploaded:
Jane, Smith jane.smith@flhealth.gov

If you click the "Send" button, emails will be sent to the user/users listed above.

* = required fields.

Email
Subject:* An account on fl.train.org has been created on your behalf

From:* lms.administrator@flhealth.gov

Email Body:*

Dear {#UserName#}:
On behalf of the Public Health Foundation (PHF), we are pleased to welcome you to our website, part of the Tr
time Affiliate Integrated Network (TRAIN) - the nation's premier learning resource for public health professional
You have been registered on <https://train.staging.kmionline.com> by Amber Poore from Agency for Persons with
Please go to that site to complete entry of your account profile information.
Your login name is: {#LoginName#}
Please click the link below to create a password: **DELETE** to review TRAIN Policies and update your
Create Password Link: {#CreatePasswordLink#}
Your account information can be changed or updated by visiting the **My Account** link upon logging in to the site
TRAIN Team
(152)

Design HTML Preview Words: 120 Characters: 818

View email pattern

Attachments:
No attachments added

Upload New Document: (Please close the document before uploading. There shouldn't be any spaces in document name.)
File: Browse... Upload

Tip: The following list of file extensions are allowed to upload:
(.doc,.docx,.xlsx,.xls,.xlr,.ppt,.zip,.rtf,.txt,.gif,.jpeg,.jpg,.bmp,.html,.pdf,.pptx)

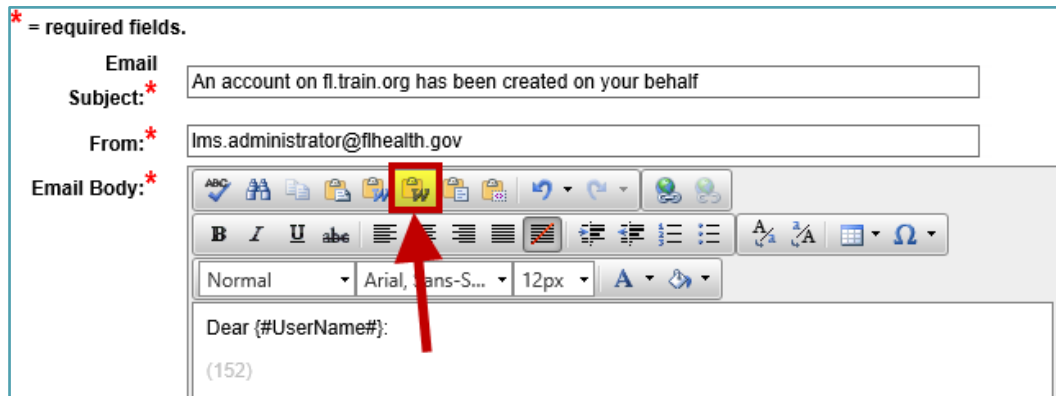
Send Cancel

Follow this link – [E-mail Confirmation Text Template](#) – This document is the **official DOH LMS verbiage** for the account confirmation letter.

Do not alter the text or format of the letter, please keep it as you find it.

Step 11: Next **copy the text** from the E-mail Confirmation Template document. Go back to the TRAIN Florida letter field page.

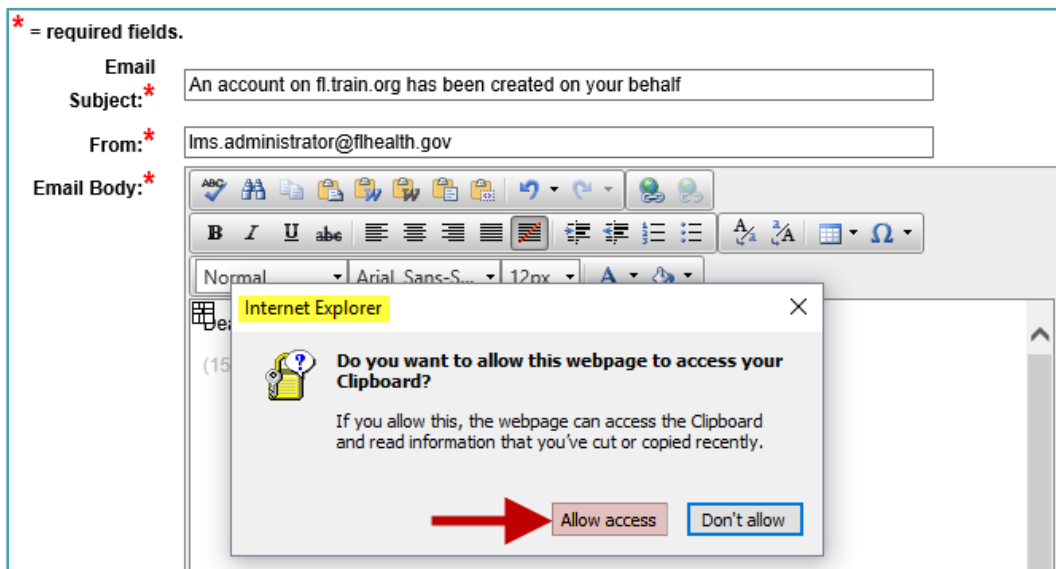
Click on the **icon with the clipboard and black W**  in the Email Body tool bar.



Step 12: An Internet Explorer box will pop up. **Click allow access.**

This will paste the text from the email confirmation template, into the **Email Body** field. (See Step 13)

Be sure the text is entered between the header **Dear {#UserName#}**, and the faint **(152)**.



Step 13: Review the email to be sure the information in the **Email Subject**, **From**, and **Email Body** fields is correct.

Next, click **Send**.

Upload Users

Send email to created users:

Following users were uploaded:
Jane, Smith jane.smith@flhealth.gov

If you click the "Send" button, emails will be sent to the user/users listed above.

* = required fields.

Email Subject: An account on fl.train.org has been created on your behalf

From: lms.administrator@flhealth.gov

Email Body:

Dear (#UserName#):

Please Read This Entire E-mail.

Welcome to TRAIN Florida!

On behalf of the Public Health Foundation (PHF), we are pleased to welcome you to **TRAIN Florida**, part of the Real-time Affiliate Integrated Network (TRAIN) - the nation's premier learning resource for public health profess

TRAIN Florida is a Learner driven application This means you, the Learner, are empowered to manage your ac The Florida Department of Health has provided you with instructions to help you come aboard the TRAIN. Plea see the [TRAIN Florida Login Instructions](#).

A TRAIN Florida learner account has already been created for you by a [TRAIN Florida Administrator from FI of Health!](#)

You will be asked to choose your password!

Design HTML Preview Words: 201 Characters: 1244

View email pattern

Attachments:
No attachments added

Upload New Document: (Please close the document before uploading. There shouldn't be any spaces in document name.)

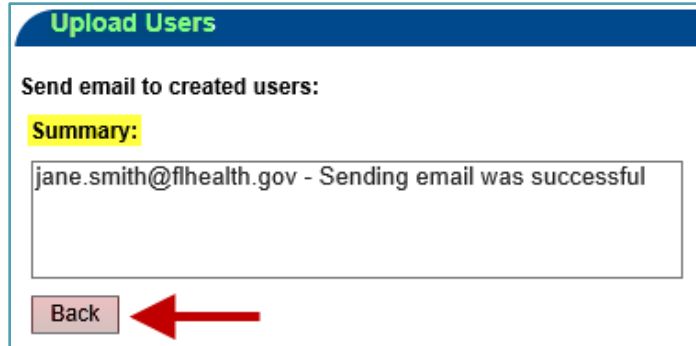
File Browse... Upload

Tip: The following list of file extensions are allowed to upload:
(.doc,.docx,.xlsx,.xls,.xlr,.ppt,.zip,.rtf,.txt,.gif,.jpeg,.jpg,.bmp,.html,.pdf,.pptx)

Send Cancel

Step 14: The screen will refresh, and take you to a summary field that lists the emails sent. It will tell you if the email was sent successfully.

Click the **Back** button.

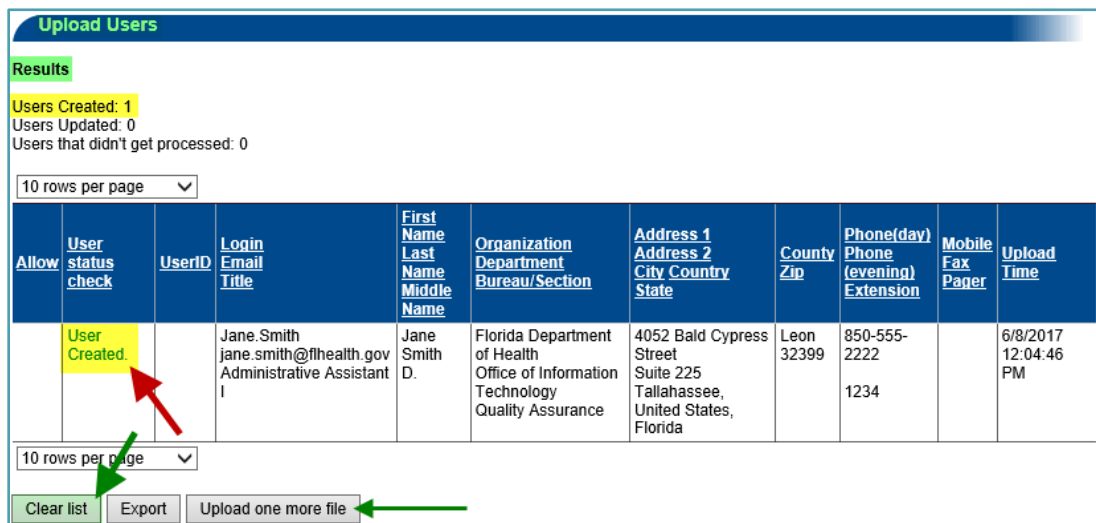


Step 15: The next page is the **Results** page.

This confirms the account creations and gives one more chance to review the account information. **NOTE:** If corrections are needed at this point, they can only be done through the learner's account.

From this page, you can also continue uploading accounts, by clicking the **Upload one more file** button.

If you have completed your account creation, click the **Clear list** button to clear the screen, **before** you continue working in TRAIN Florida, or log out.



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