



TRAIN Florida Administrators and Course Providers are encouraged to use the provided support resources if they are in need of assistance when using TRAIN Florida, and when helping Department learners with managing courses and navigating in TRAIN Florida.

Please DO NOT Contact the Public Health Foundation (PHF) for TRAIN Florida support

If you have questions, concerns, or problems with TRAIN Florida, this document will provide guidance on support resources the Department has available for finding an answer or resolution. Descriptions for each resource, and contact information, are provided.

The TRAIN Florida Knowledge Center

If you have a question about, or a problem with the TRAIN Florida site, we strongly encourage that you first visit the [TRAIN Florida Knowledge Center](#).

The TRAIN Florida Knowledge Center webpage is the main source of support information for our learners, Administrators, and Course Providers regarding TRAIN Florida.

It hosts multiple up-to-date resources designed to help guide you in the navigation and management of TRAIN Florida and its courses.

TRAIN Florida Discussion Boards

If you cannot locate the answer to a question or the solution to your problem on the TRAIN Florida Knowledge Center, you also have access to search and participate in the [TRAIN Florida Discussion Boards](#).

NOTE: After you click on the previous link to the discussion boards, you will be asked to log in to TRAIN Florida. After logging in, the Discussion Boards page will open. All Department boards have the acronym **FDOH** before the title of the board in the page menu.

Any Administrator and Course Provider can add a discussion thread to the appropriate TRAIN Florida Discussion Board, if necessary, to have their issue addressed if they do not see a thread already in progress with the information needed.

The TRAIN Florida Site Administrators monitor the discussion threads daily and will provide answers to questions, resolve problems, or follow-up on thread requests within 24 hours.

For more details on the functions of the TRAIN Florida Discussion Board feature, please read the Learners Question and Answer documents [What is the Discussion Feature in TRAIN Florida?](#) and [How do I add a Discussion Thread?](#)





TRAIN Florida Tier 1 Support - Local Administrators

The TRAIN Florida Local LMS Administrators are the **Primary**, or **Tier 1 level** for technical support and assistance [for our DOH learners](#).

If you cannot find your answer or resolution using the TRAIN Florida Knowledge Center, the Department has a network of Local TRAIN Florida Administrators available.

This list includes Site Administrators, Local Level Administrators, and Course Providers, listed by location. The list is updated regularly by the TRAIN Florida Site Administrators.

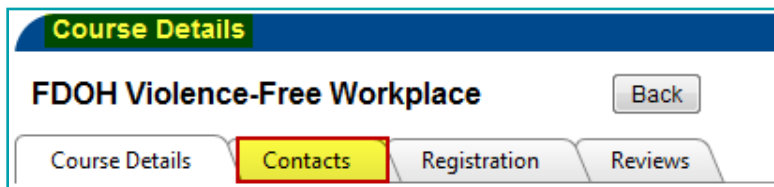
Click this link, to access the [Local LMS Administrator Contact List](#)

Course Contacts

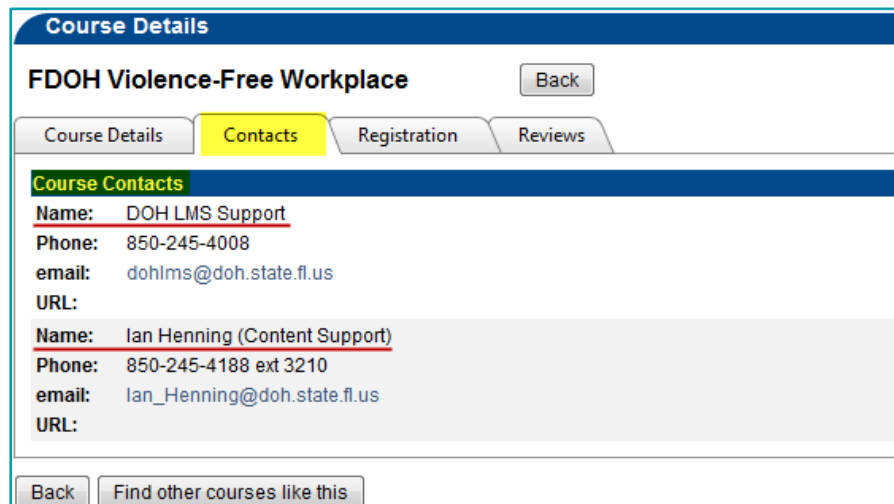
If you, or a learner, have a question regarding the content or structure only, of a DOH offered course in TRAIN Florida, each course has contact information available.

This information can be found on the **Course Details** page, accessible by clicking directly on the **Course Title** in the **Course Search** list.

After clicking on the Course Title, you will be taken to the **Course Details** page for your chosen course. Once on this page, click the **Contacts** tab.



The Contacts tab will list the **Course Contacts** and the contact information for your chosen course





NOTE: If you have technical questions regarding a DOH course, contact a Local TRAIN Florida Administrator, or the DOH Site Administrators.

If the course is not a DOH developed course there may be two listings, one for content and structure, and one for technical issues related only to the course.

TRAIN Florida Tier 2 Support for FDOH PHSP:

TRAIN Florida Local Administrators / DOH Program Areas

TRAIN Florida Tier 2 Support for FDOH Public Health System Partners (PHSP) is the secondary level of Local Administration technical support, and assistance for FDOH PHSP users of TRAIN Florida.

The Local Administrator(s) within DOH Program Areas are primarily set up to answer both technical, and non-technical questions, from FDOH PHSP Local Administrators and Course Providers.

TRAIN Florida Tier 2 (DOH) and 3 Support (PHSP):

TRAIN Florida Site Administrators / DOH LMS Support

TRAIN Florida Tier 3 Support is the third level of Site Administration technical support and assistance **for FDOH Public Health System Partner users** of TRAIN Florida. Local Administrator(s) within the Program Area are encouraged to contact the Site Administrators for assistance with FDOH Public Health System Partners.

TRAIN Florida Tier 2 Support is the secondary level of Site Administration technical support and assistance **for all DOH users** of TRAIN Florida.

The DOH LMS Support team is primarily set up to answer technical and non-technical questions from Local DOH Administrators and DOH Course Providers, but is also available to assist other users with TRAIN Florida questions as needed.

The DOH LMS Support team hosts TRAIN Florida WebEx training and updates for Administrators every Tuesday at 10:00 A.M. EST. Please feel free to join the Administrator's forum to learn what's new, and get answers to your questions. Please contact us for WebEx information.

This level of support is available during regular Department of Health business hours.

Monday through Friday

8:00 am – 5:00 pm EST, excluding state holidays

The DOH LMS Support Team can be contacted via email at DOHLMSSupport@flhealth.gov

Responses to most DOH LMS Support email requests will be provided within 24 hours of submission.

