

How to Update Your TRAIN PA Account for PA DOH Staff

Questions?

If you have any questions about anything in these instructions, please contact Tim Pollock, the TRAIN PA administrator for PA DOH staff, at tipollock@pa.gov.

Optional and Required Fields

In all instructions described in this guide, you will find some fields where you must enter information. These fields are marked with a red asterisk. In the example below the **First Name**, **Last Name**, and **Email** fields are all required and must have information entered into them, and so are marked with a red asterisk. The **Middle Name** field is optional and is not marked with a red asterisk.

First Name: * test	Middle Name:
Last Name: * test	Email: * test@pa.gov

Getting Your TRAIN PA Login Name or Password

If you do not know what your TRAIN PA login name or password is, follow the steps below. If you do know your TRAIN PA login name and password, please skip forward to the “Logging in to TRAIN PA” section of these instructions.

1. Open a web browser (like Internet Explorer).
2. Go to <https://pa.train.org>. You will now be at the TRAIN PA homepage.
3. Click on the **Forgot Your Login Name/Password?** link located inside the blue box in the upper left-hand corner of the TRAIN PA screen. You will now be taken to the **Forgot your Password?** screen (see the graphic at the top of the next page).

The screenshot shows the TRAIN PA login interface. At the top, there is a navigation bar with links: Home, Course Search, Calendar, About, Help, and Competencies. Below this, there are input fields for 'Login Name' and 'Password'. A blue 'LOGIN' button is positioned below the password field. Underneath the login button, there is a checkbox labeled 'Remember My Login Name and Password' and a blue link 'Forgot Your Login Name/Password?'. Below this link is a blue '-OR-' separator, followed by a blue 'CREATE ACCOUNT' button. At the bottom of the page, there is a small text link: 'To add your course to TRAIN: Become a Course Provider'. A red circle highlights the 'Forgot Your Login Name/Password?' link.

4. Enter your Commonwealth email address into the **Email** field on the **Forgot your Password?** screen.



Forgot your Password?

Please enter the email address associated with your account and click Submit.
We'll email you a link to a page where you can easily create a new password.

If you do not have an email address associated with your account, please contact technical assistance to reset your password.

*

5. Click the **Submit** button. You will now be taken to the **Please check your e-mail** screen.

Please check your e-mail

If the e-mail address you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password.
If you don't receive this e-mail after 15 minutes, please check your junk mail folder or visit our [Help pages](#) to contact Support Team for further assistance.

6. Check your email. You will receive an email that ends in **@train.org**. The subject will be **Password Assistance**. **If you receive an email stating, "Unfortunately we were not able to locate a user account in our system associated with this e-mail address," you may need to enter your email address using the *name@state.pa.us* format, rather than the newer *name@pa.gov* format. Either format will be delivered to your state email account.**
7. Open the email from the address ending in **@train.org** with the subject **Password Assistance**. An example of this email is provided below. Make note of your username! You will need this when logging in to TRAIN PA.

Dear Sir or Madam,

We received a request to reset the password associated with this e-mail address.

If you made this request, please click the link below and it will take you to a web page where you can create a new password.

Please note that the link will expire 24 hours after this email was sent.

Here is your None site login information:

Username: tipollock

Created Date: 10/25/2004

Expiration date: (none)

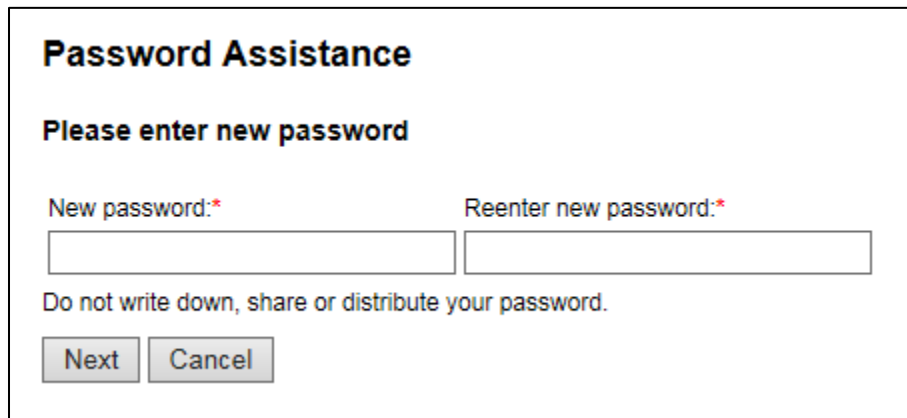
Change Password Link:

https://pa.train.org/d/user_security/password/assistance/678da34601584dcf731243872aca82fd873399e

8. Click the link located at the bottom of the email. This link will open the **Password Assistance** screen.



9. Enter and reenter a new password for your TRAIN PA account (see an example of this screen at the top of the next page). Make sure that it's something you can remember—you will use this password to log in to TRAIN PA!



Password Assistance

Please enter new password

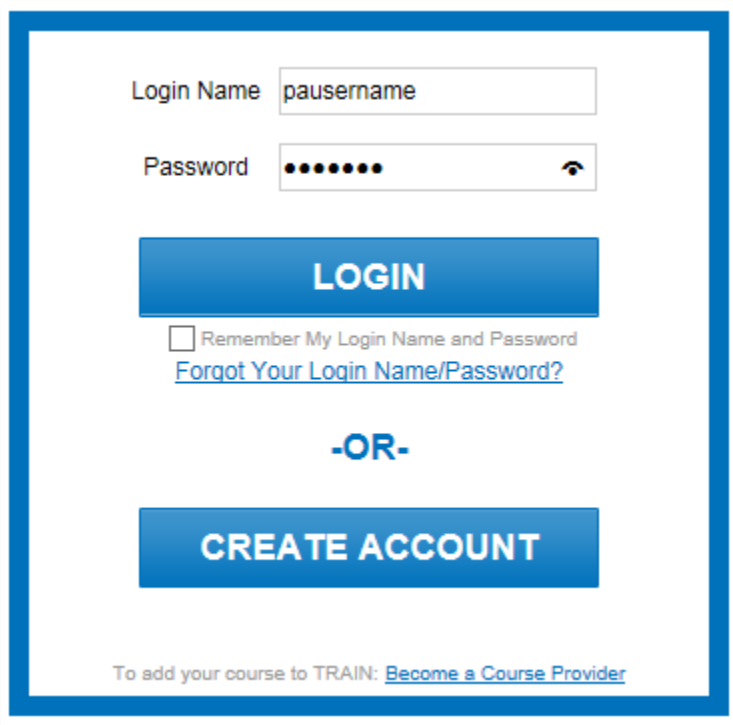
New password:* Reenter new password:*

Do not write down, share or distribute your password.


10. Click the **Next** button. You will now be taken to the TRAIN PA homepage where you can log in.

Logging in to TRAIN PA

1. Open a web browser (like Internet Explorer).
2. Go to <https://pa.train.org>. You will now be at the TRAIN PA homepage.
3. Log in to TRAIN PA by entering your **Login Name** and **Password** and clicking the **LOGIN** button. (See graphic below.) You will now be taken to the TRAIN PA homepage.



Login Name

Password 

Remember My Login Name and Password

[Forgot Your Login Name/Password?](#)

-OR-

To add your course to TRAIN: [Become a Course Provider](#)

4. If you are prompted to select a Job Role, please select a job name from the drop-down menu that most closely relates to your current job or classification at the PA DOH (see image at the top of the next page). Click **Next**.

Home Calendar About Help Competencies

Search by Keyword or Course ID [Advanced Search](#)

Please complete the following information regarding your account.

* = required fields.

PA Department of Health Value

Job Role *

Next Cancel

Select

- Accountant 2
- Accountant 3
- Acting Deputy Secretary
- Administrative Assistant 1
- Administrative Officer 1
- Administrative Officer 2
- Administrative Officer 3
- Administrative Officer 4
- Applications Developer 1
- Applications Developer 2
- Applications Developer Administrator
- Assistant Director Of Laboratories, Health
- Attorney 1, Office of General Counsel
- Attorney 2 Office of General Counsel
- Attorney 3 Non Supervisory Office of General Counsel
- Attorney 4 Supervisory Office of General Counsel
- Attorney 4, Non Supervisory, Office of General Counsel
- Attorney 5 Office of General Counsel
- Budget Analyst 1
- Budget Analyst 2
- Budget Analyst 3
- Budget Analyst 4
- Budget Analyst 5
- Bureau or Office Director
- Business Analyst 1
- Business Analyst 2
- Business Analyst 3
- Business Analyst 4
- Chemist 2

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5. If you have any required information to update on your account (like agreeing to the TRAIN Policies, setting up a new password question, updating your address, etc.), you will be prompted to update this information. **If you are a licensed EMS provider in Pennsylvania, please make sure that your account information (like physical address) matches what is on file in the EMS Registry.**

Please complete the following information regarding your account.

* = required fields.

TRAIN Policies

Please read the following TRAIN policies carefully. If you agree to these policies, check the box below. Note: You must agree to these policies to be able to access the TRAIN website.

- [General Policies and Liability Terms](#)
- [Confidentiality Statement](#)
- [Learner Rights and Responsibilities](#)
- [Course Provider Rights and Responsibilities](#)
- [Definitions](#)

I agree to these TRAIN policies *

Password Questions

Please choose your secret question and provide a ONE WORD answer.

Question: *

Select Question. ▼

Answer: *

6. Congratulations! You are logged in to TRAIN PA. The TRAIN PA homepage is shown at the top of the next page.



Friday, September 23, 2016
 Pennsylvania Public Health Learning Management System

Welcome Tim! | My Account | Logoff

TRAIN PA **PHF**

Home Course Search Calendar Competency Assessment Resources Discussions Library Help

Search by Keyword or Course ID [Advanced Search](#)

Announcements

← Back Pause Next →

Upcoming Events for the next 2 months

+ Upcoming Events [Click to Expand](#)

Take a look at the [TRAIN e-book](#)

Updated 9/23/2016 1:41 PM ET [Update](#)

[Add Announcement](#)

Tim's Dashboard

+ My Action Items [Click to Expand](#)

- + My Learning
- + My Certificates
- + My Training Plans
- + My Surveys
- + My Links

Training Plan Tools

- [Manage Your Training Plans](#)
- [Progress Summary Graphs](#)
- [Detailed Progress Report](#)
- [Master Training Plan Report](#)

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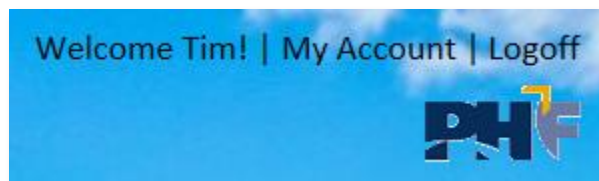
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Updating Your TRAIN PA Account

Once you've set your password and logged in to TRAIN PA, it's essential that you update your account information. Without accurate account information, you may not be able to access important training and information.

- Open a web browser (like Internet Explorer, Firefox, or Chrome).
- Go to <https://pa.train.org>. You will now be at the TRAIN PA homepage.
- Log in to TRAIN PA by entering your **Login Name** and **Password** and clicking the **LOGIN** button.
- Click the **My Account** link in the upper right-hand corner of the TRAIN PA screen (located above the PHF logo). You will now be taken to the My Account page, and the **Details** tab will be active.



- Update fields in the **Details** tab as needed (see image at the top of the next page).

Details Groups My Profile

* = required fields.

Login Name: patest1

First Name: * test

Last Name: * test

Middle Name:

Email: * test@pa.gov

Reset Password

Title: * .

Organization name: * .

Department / Division: * 12

Bureau/ Section:

Address 1: * .0

Address 2:

City / Township / Town: * test@pa.gov

Country: * United States

State / Territory: * Pennsylvania

County: * test@pa.gov

Zip code / Postal code: * 12345

Telephone (daytime): * 0001234567

Extension:

Telephone (evening):

Mobile:

Fax:

Pager:

Please choose your secret question and provide a ONE WORD answer.

Question: * Your Favorite Place

Answer: * PA

I would like to receive emails from TRAIN.

I would like to receive notifications about the site updates by email.

I would like to receive annual notifications to keep my account up to date.

12. Click the **Groups** tab. You will now be taken to the Group Selection page.
13. Click the **Select Groups** button for the State Portal. A pop-up window will appear displaying Pennsylvania-specific groups.

Note: Your currently selected Pennsylvania-specific groups will be displayed below the Select Groups button. If the group selections are accurate, you do not need to modify your groups. Skip to step 13.

Select the state or territory in which you work, study, or reside - or select "International".

State Portal Select Groups Remove Groups

Selected Groups:
National/Pennsylvania

14. Select **PA Department of Health employees** from the middle **Select Organization** drop-down list (see image at the top of the next page).

Select Groups

Pennsylvania

Assignment mode: Simple Advanced

Select County Select Organization Select Functional Role



Select Groups

Pennsylvania

Assignment mode: Simple Advanced

Select County

Select Organization

- Allegheny County Health Department employees
- Allentown Bureau of Health employees
- Bethlehem Bureau of Health employees
- Bucks County Health Department employees
- Chester County Health Department employees
- Erie County Health Department employees
- Montgomery County Health Department employees
- Office of the State Fire Commissioner and PA State Fire Academy employees
- Other (my organization isn't listed)
- PA Department of Drug and Alcohol Programs employees
- PA Department of Health employees
- PA Department of Human Services employees
- PA State Police employees
- Pennsylvania Emergency Management Agency Employees
- Philadelphia Department of Public Health employees
- Wilkes-Barre Department of Health employees
- York City Bureau of Health employees


15. After selecting PA Department of Health employees, another **Select Organization** drop-down menu will appear that lists all bureau and offices in the PA DOH. Select the Bureau or Office that you work in (see image at the top of the next page).

16. You may also select a **County** (corresponding to the county where you work) and select a **Functional Role** (corresponding to the what you do—if you don't find a role that matches, you should select **Other public health professional (my functional role isn't listed)**).
17. Click the **Submit** button. You will now be returned to the Groups tab.
18. Click the **My Profile** tab. You will now be taken to the My Profile section of the My Account screen, and you will see the Professional Role category of My Profile attributes.
19. Click the check boxes to select or deselect professional roles as appropriate.
20. Click the drop-down menu to select other category of attributes. **Some of these attributes are required, and you will not be able to save the changes to your accounts unless you update them**, so check all categories—Professional Role, Work Settings, Demographic Information, Help Make Train Better!, and FEMA Student ID Number (and Pennsylvania EMS attributes for EMS users). Required fields are marked with a red asterisk. Fields without a red asterisk can be left blank.

Note: EMS users will also be able to modify their certification information in the Pennsylvania EMS attributes drop-down menu within My Profile. Please ensure that this information is accurate. If this information is not accurate and you do not correct it, your continuing education will not be recorded in the EMS Registry database. See image at the top of the next page.

Details Groups My Profile

Please choose a category of additional user attributes: Pennsylvania EMS attributes ▾

Pennsylvania EMS attributes	Value
Date of Birth of the practitioner *	1/1/1977  (Format: MM/DD/YYYY)
EMS Certification Level/Type *	EMT ▾
PA EMS certification number *	123456
Primary county the individual receiving training resides in *	Cumberland ▾

Edit Primary Attributes

21. Repeat steps 14 and 15 for each category of attributes you wish to update.
22. Scroll to the bottom of the page. You will now see the **Save and Back** button.
23. Click the **Save and Back** button. You will now be returned to the TRAIN PA homepage.

Note: If you receive a prompt to select a primary functional user group, please select the group that most closely relates to how you will use TRAIN PA. Don't worry—you will still be a member of all other groups displayed, and you will still be able to access training associated with all of these groups.

24. Congratulations! You have updated your TRAIN PA account! For more information on using TRAIN PA, please refer to the [TRAIN User Handbook](#).