



Learning Management System

Account Creation Guide

- Please utilize this guide to create your account. There are several required steps.
- Use an active personal email address that you have access to – this will ensure that you maintain ongoing access to TRAIN despite potential employment changes.
- If you already have a TRAIN account, please **DO NOT** create an additional account – you will use the “forgot password” function.
- If the system detects that you already have an account, but you cannot remember your existing Username, please see contact information at the bottom of this guide.
- **Your PROFILE must be completed after creating your account.**

To create your TRAIN Account:

Using your browser, go to <https://www.train.org/virginia/welcome>

Click “Create new account”

The screenshot shows the TRAIN Virginia website interface. At the top left is the TRAIN Virginia logo, and at the top right is the VDH VIRGINIA DEPARTMENT OF HEALTH logo. Below the logos is a navigation menu with links for Home, Courses, Training Plans, Calendar, Resources, and Help. A search bar is located on the right side of the navigation menu. The main content area is divided into two columns. The left column contains a 'Log in' section with a sub-header 'Log in' and a description: 'Unlock a world of public health training resources by logging into TRAIN Virginia.' Below this are input fields for 'Login name' and 'Password', with a 'Forgot password?' link next to the password field. A blue 'Log in' button is positioned below the input fields. Below the 'Log in' button is an 'OR' separator, followed by a red-bordered button labeled 'Create new account'. A red arrow points to this button. Below the 'Create new account' button is a link that says 'Want to add courses to TRAIN? Become a course provider'. The right column features the VDH logo with the tagline 'Protecting You and Your Environment'. Below this is a section titled 'How To Create An Account' with two paragraphs of instructions. The first paragraph states: 'If you forget your password, **DO NOT** create another account. Just click on the “Forgot password?” link this page.' The second paragraph states: 'If you are a Virginia MRC member, **DO NOT** create an account. The VVHS system will create one for you once you are approved as a volunteer. You can then recover your login credentials using the “Forgot password?” link on this page.' Below these paragraphs is a section titled 'TRAIN Virginia is a gateway into the TRAIN Learning Network, the most comprehensive catalog of public health training opportunities. TRAIN is a free service for learners from the Public Health Foundation.' This is followed by a section titled 'Through this site, you can:' with a bulleted list of three items: 'Quickly find and register for many courses listed on Train.org and participating TRAIN affiliate sites,' 'Track your learning with personal online transcripts,' and 'Access valuable materials, course reviews, and discussions to improve your learning experience, and Stay informed of the latest public health trainings for your area or expertise.' Below the list is a paragraph: 'If this is your first visit, click “Create an Account” on the left menu to register for TRAIN and start learning today! If you already have an account, please enter your Login Name and Password in the text-boxes provided on the left menu and click “Login”.' At the bottom of the right column is a section titled 'IMPORTANT to RECEIVE EMAILS from TRAIN:' with a paragraph: 'Please select to receive emails from TRAIN.org when asked by the system. TRAIN communicates to you about your TRAIN Virginia account. These are not spam emails. You only receive TRAIN emails about your account, courses you are registered for and training plans that you might have. It is important for you to stay informed about your TRAIN Virginia account. Any questions? Email VA_admin@train.org.'

Create your login name such as the initial of your first name and your full last name without any spaces. ***Write down your login name for future reference.**

Create Account

Create login name *

The login name must be unique with any characters except spaces and a minimum of four characters.

Create your password with the noted specifications below. ***Write down your password for future reference.**

Create a password *

Password must:

- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one number
- Be at least 8 characters
- Be different from the user's LoginName, FirstName, LastName, and Email

Confirm password *

Fill in the following information:

- Your Email
- First Name
- Last Name
- Time Zone (US & Canda)
- Zip Code

Click “I agree to all TRAIN policies” - these can be reviewed prior to checking the confirmation box

Click “Next Step”

Email *

Please enter your work email address. If you do not have one, enter your school or personal email.

First name *

Last name *

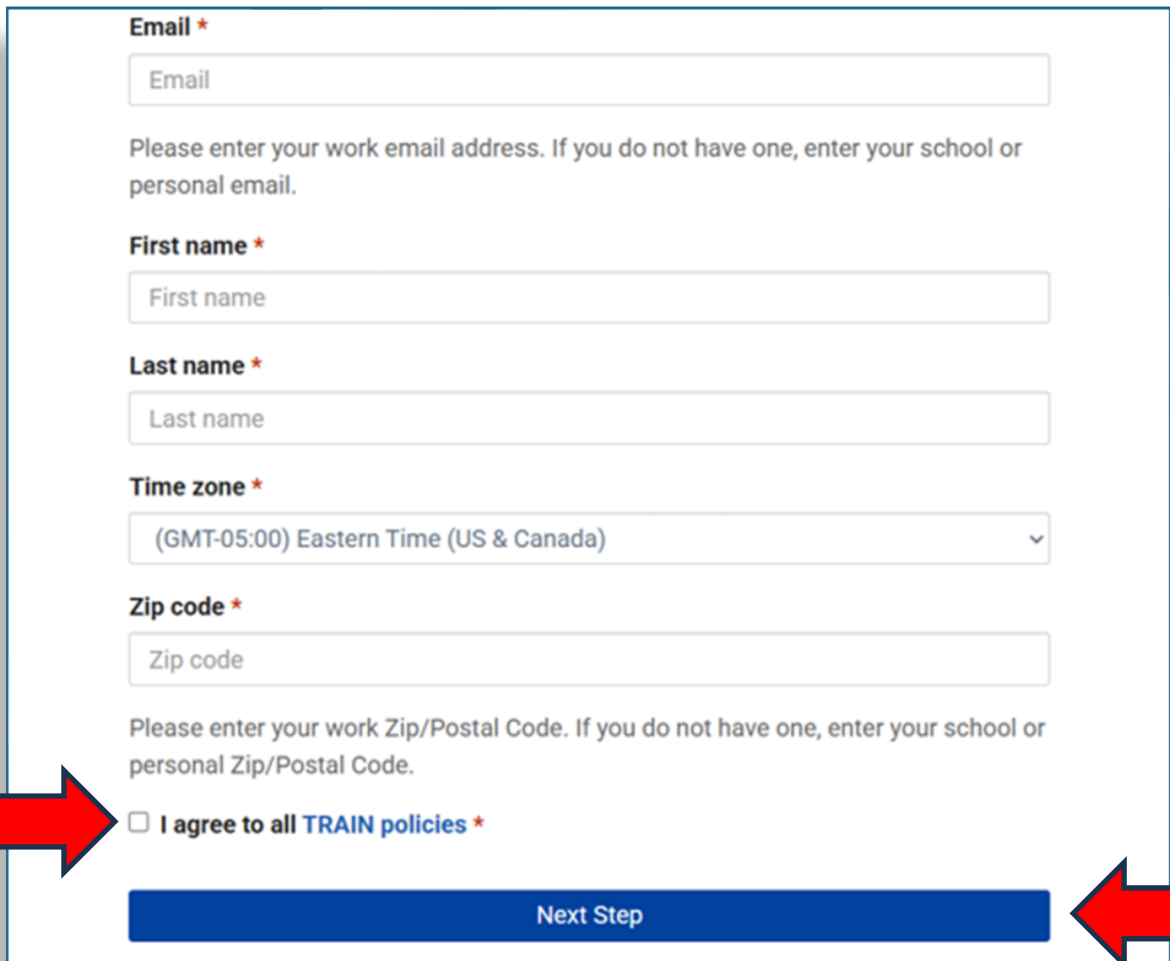
Time zone *

Zip code *

Please enter your work Zip/Postal Code. If you do not have one, enter your school or personal Zip/Postal Code.

I agree to all TRAIN policies *

Next Step



Select *“Not a Virginia Certified EMS Provider”*, then click *“Confirm these selections”*



TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

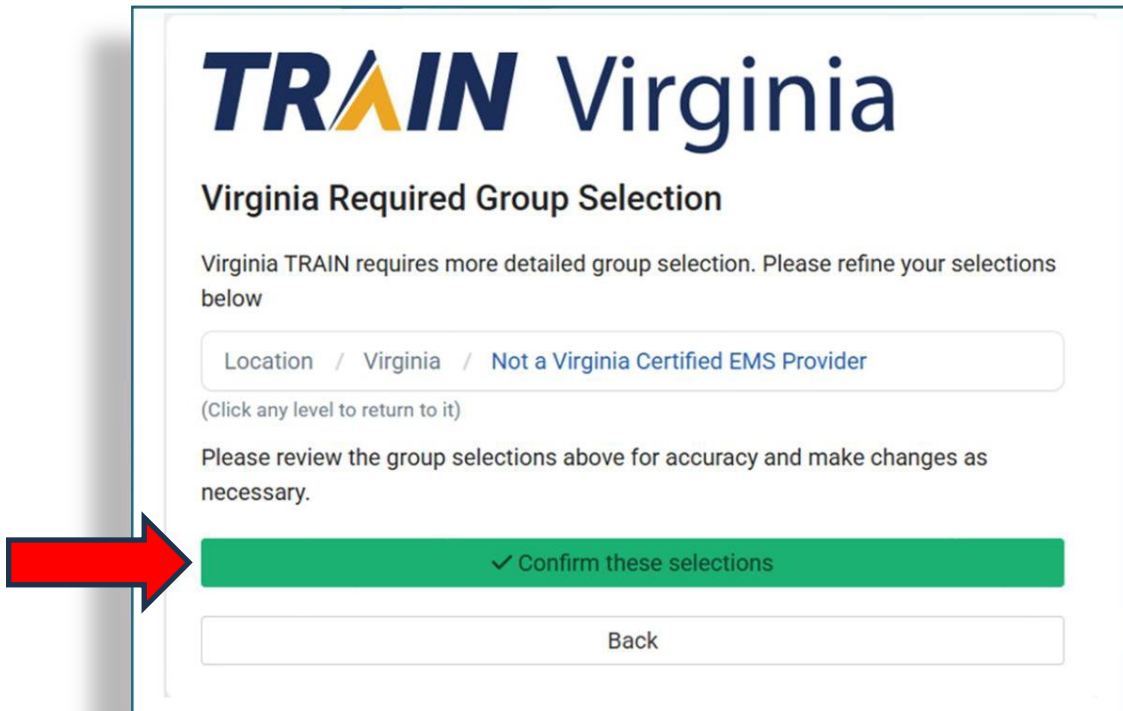
Location / Virginia

(Click any level to return to it)

Select: Job Role

- Not a Virginia Certified EMS Provider
- Virginia Certified EMS Provider

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TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

Location / Virginia / Not a Virginia Certified EMS Provider

(Click any level to return to it)

Please review the group selections above for accuracy and make changes as necessary.

✓ Confirm these selections

Back

Select **“Not a Member of a Local Government Agency”**, then click **“confirm these selections”**

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕
↓ Not a Virginia Certified EMS Provider

Location / Virginia
(Click any level to return to it)

Select: Local Agency

[Local Government Agency](#)

NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY

[Back](#)

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕
↓ Not a Virginia Certified EMS Provider

Location / Virginia / **NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY**
(Click any level to return to it)

✓ Confirm these selections

[Back](#)

Select "Not a member of one of these agencies/industries"

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY

↓ Not a Virginia Certified EMS Provider

Because you are affiliated with Virginia, you will need to answer a few additional questions.

Location / Virginia

(Click any level to return to it)

Select: Agency/Industry

Group search

Business and Industry

Child and Adult Care Food Program

Firefighter

Hospital

Law Enforcement

Legal Community

Nonprofit Associations

NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES

Nursing Homes & Long Term Care Facilities

Other

Other Health Care Providers

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Click "Confirm these selections"

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↳ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↳ Not a Virginia Certified EMS Provider

Because you are affiliated with Virginia, you will need to answer a few additional questions.

Location / Virginia / NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES

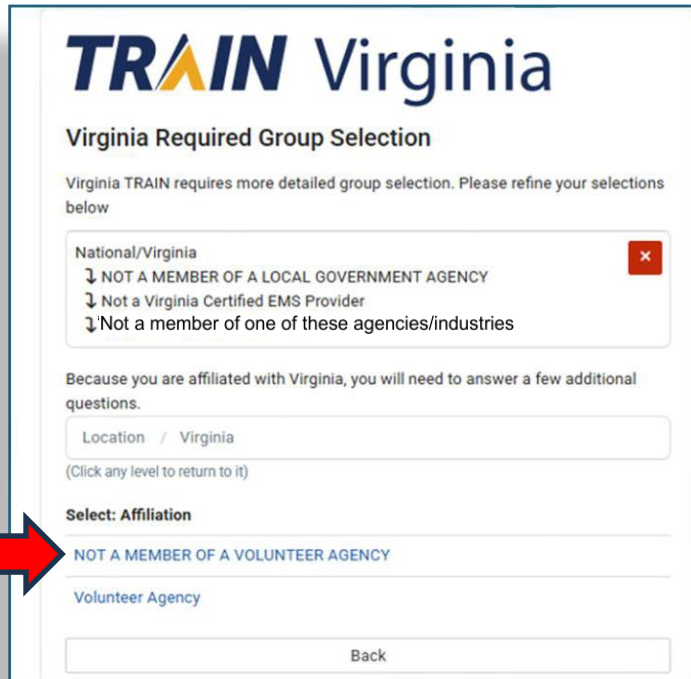
(Click any level to return to it)

Please review the group selections above for accuracy and make changes as necessary.

[✓ Confirm these selections](#)

[Back](#)

Select *“Not a member of a volunteer agency,”* and click *“Confirm these selections”*



TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ Not a Virginia Certified EMS Provider
- ↓ Not a member of one of these agencies/industries

Because you are affiliated with Virginia, you will need to answer a few additional questions.

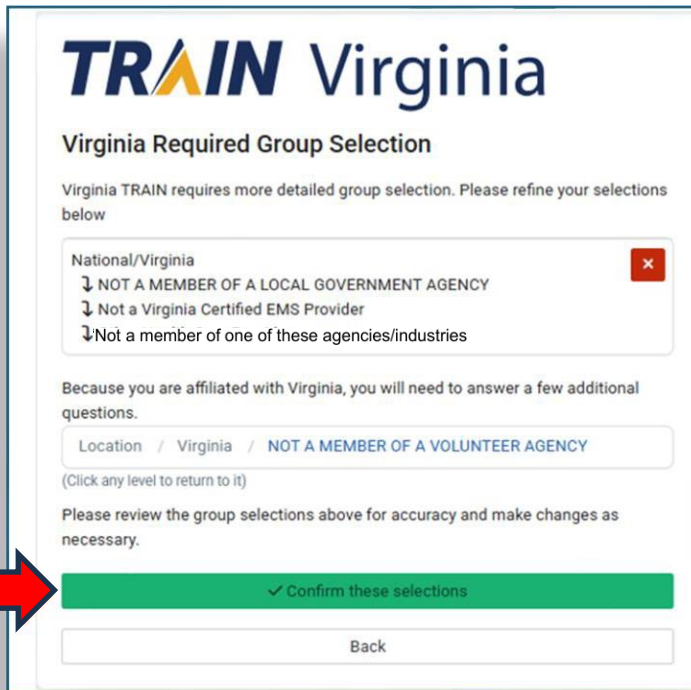
Location / Virginia

(Click any level to return to it)

Select: Affiliation

- NOT A MEMBER OF A VOLUNTEER AGENCY**
- Volunteer Agency

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TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ Not a Virginia Certified EMS Provider
- ↓ Not a member of one of these agencies/industries

Because you are affiliated with Virginia, you will need to answer a few additional questions.

Location / Virginia / NOT A MEMBER OF A VOLUNTEER AGENCY

(Click any level to return to it)

Please review the group selections above for accuracy and make changes as necessary.

✓ Confirm these selections

Back

Select *“Not a member of a school or university”* and click *“Confirm these selections”*

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↓ Not a member of one of these agencies/industries
- ↓ Other Health Care Providers

Because you are affiliated with Virginia, you will need to answer a few additional questions.

Location / Virginia

(Click any level to return to it)

Select: Academic Educational Institution

NOT A MEMBER OF A SCHOOL OR UNIVERSITY

Schools and Universities

Back



TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↓ Not a Virginia Certified EMS Provider
- ↓ Not a member of one of these agencies/industries

Because you are affiliated with Virginia, you will need to answer a few additional questions.

Location / Virginia / **NOT A MEMBER OF A SCHOOL OR UNIVERSITY**

(Click any level to return to it)

Please review the group selections above for accuracy and make changes as necessary.

✓ Confirm these selections

Back



Select "State Agency":

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↳ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↳ NOT A MEMBER OF A SCHOOL OR UNIVERSITY
- ↳ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↳ NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES
- ↳ Not a Virginia Certified EMS Provider

Location / Virginia

(Click any level to return to it)

Select: Agency

- NOT A MEMBER OF A STATE AGENCY
- State Agency**

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Then select "Department of Behavioral Health and Developmental Services"

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↳ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↳ NOT A MEMBER OF A SCHOOL OR UNIVERSITY
- ↳ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↳ NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES
- ↳ Not a Virginia Certified EMS Provider

Location / Virginia / State Agency

(Click any level to return to it)

Select: Office or Department

Group search

- Alcohol Beverage Control
- Board for People with Disabilities
- Department for Aging and Rehabilitative Services
- Department for the Blind and Vision Impaired
- Department for the Deaf and Hard of Hearing
- Department of Accounts
- Department of Agriculture and Consumer Services
- Department of Behavioral Health and Developmental Services**
- Department of Conservation and Recreation

Click *“Confirm these selections”* then click *“Finish Creating Account”*

TRAIN Virginia

Virginia Required Group Selection

Virginia TRAIN requires more detailed group selection. Please refine your selections below

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ NOT A MEMBER OF A SCHOOL OR UNIVERSITY
- ↓ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↓ NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES
- ↓ Not a Virginia Certified EMS Provider

Location / Virginia / State Agency
/ Department of Behavioral Health and Developmental Services

(Click any level to return to it)

✓ Confirm these selections

Select: Academic Educational Institution

- DBHDS CCCA
- DBHDS CSH

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TRAIN Virginia

Virginia Required Group Selection

National/Virginia ✕

- ↓ NOT A MEMBER OF A LOCAL GOVERNMENT AGENCY
- ↓ NOT A MEMBER OF A SCHOOL OR UNIVERSITY
- ↓ NOT A MEMBER OF A VOLUNTEER AGENCY
- ↓ NOT A MEMBER OF ONE OF THESE AGENCIES/INDUSTRIES
- ↓ Not a Virginia Certified EMS Provider
- ↓ State Agency/Department of Behavioral Health and Developmental Services

Continue

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Finish Creating Account

A **Welcome Message** will be displayed. Follow the **Verification instructions** included:

TRAIN Virginia

Welcome to TRAIN Virginia!

Your account was successfully created.

Your login name: [REDACTED]

Your email address: [REDACTED]

You can always change your name, email, and other information in your Profile.

Verification instructions

1. You will get an email from TRAIN Virginia with a verification link.
2. Click on the verification link to verify your email address.
3. If you don't receive this email after 20 minutes, please check your junk mail folder or [request another verification email](#).

If you don't want to verify your email address, [contact support](#) or [log out](#).

This is an example of the email you will receive to **verify your TRAIN registration**. You must click the link in the email **within 24 hours** of receiving the email. Clicking the link takes you to the TRAIN website, and the email verification process is complete.

Action Required: TRAIN Email Verification Inbox



do-not-reply@train.org

To: me · Fri, Apr 3 at 11:18 AM

Please verify your email address by clicking on the link below or copying and pasting it into your browser. **The link is valid for 24 hours.**

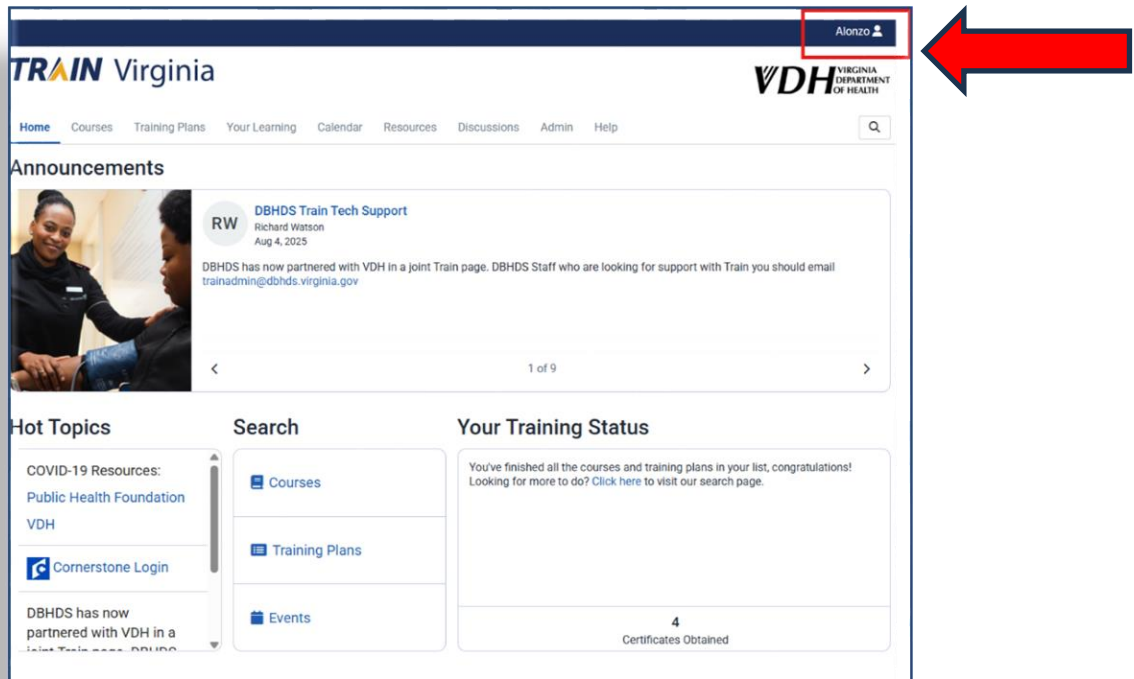
https://www.train.org/d/mail/opt_in/confirm_email/?confirmationCode=4AA079FE-4592-4066-BBC0-86C93EB7BB20

Troubleshooting tips:

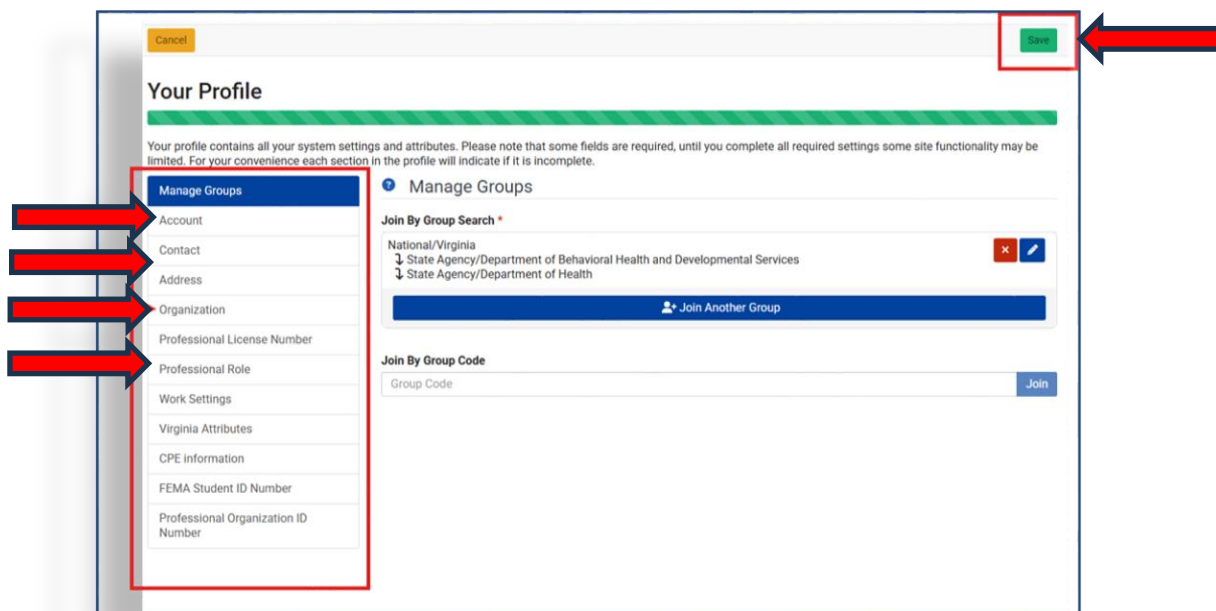
- If the link has expired, you can prompt a new message by logging in to TRAIN and following the on-screen instructions.
- If you receive an access denied message after clicking on the link, copy and paste the link into your browser and try again.
- If you have requested email verification more than once, be sure to use the most recent confirmation email/link.

TRAIN Team
Virginia Department of Health
(1235)

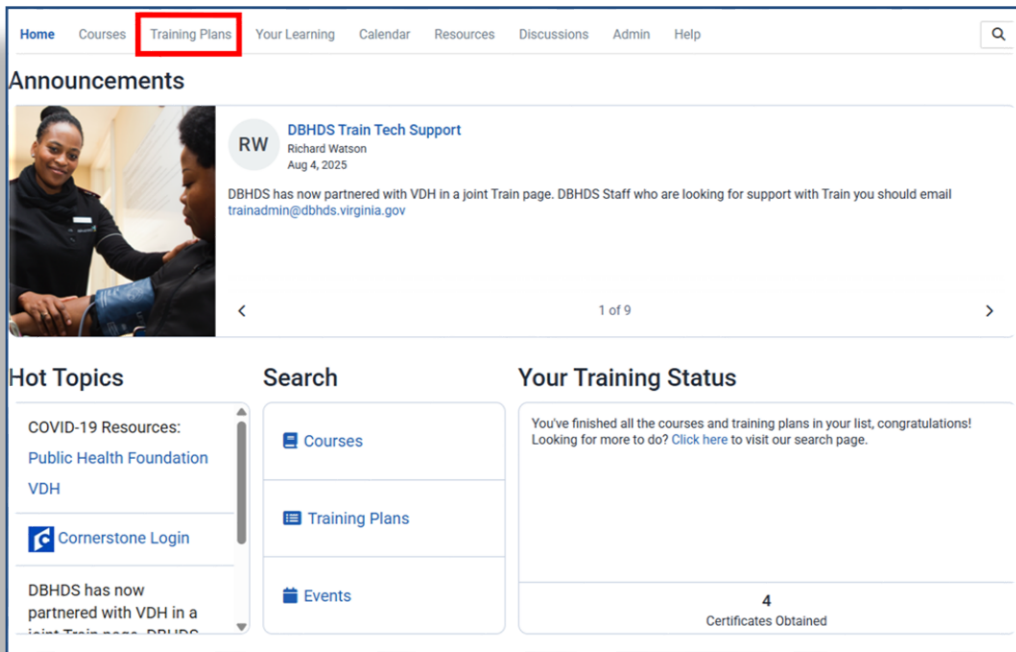
Now that the email verification process is complete, **you MUST complete your profile by clicking on your Name** at the top of the page:



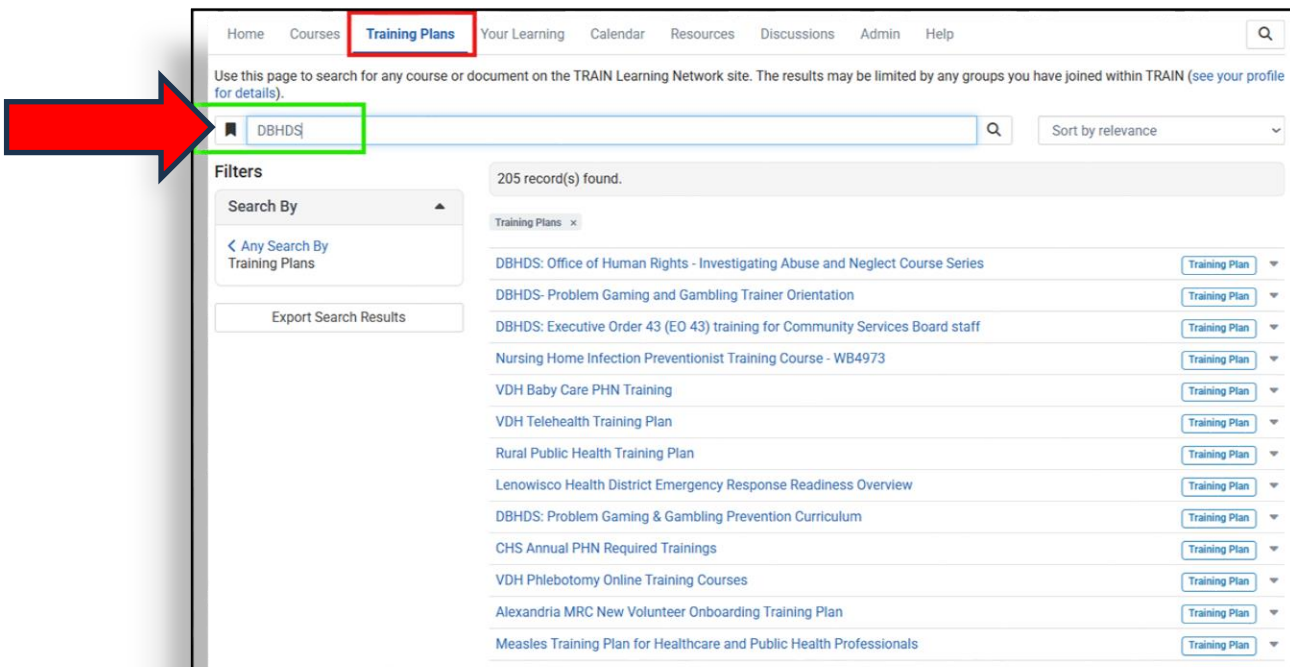
Complete the Profile fields on the left and click **“Save”**



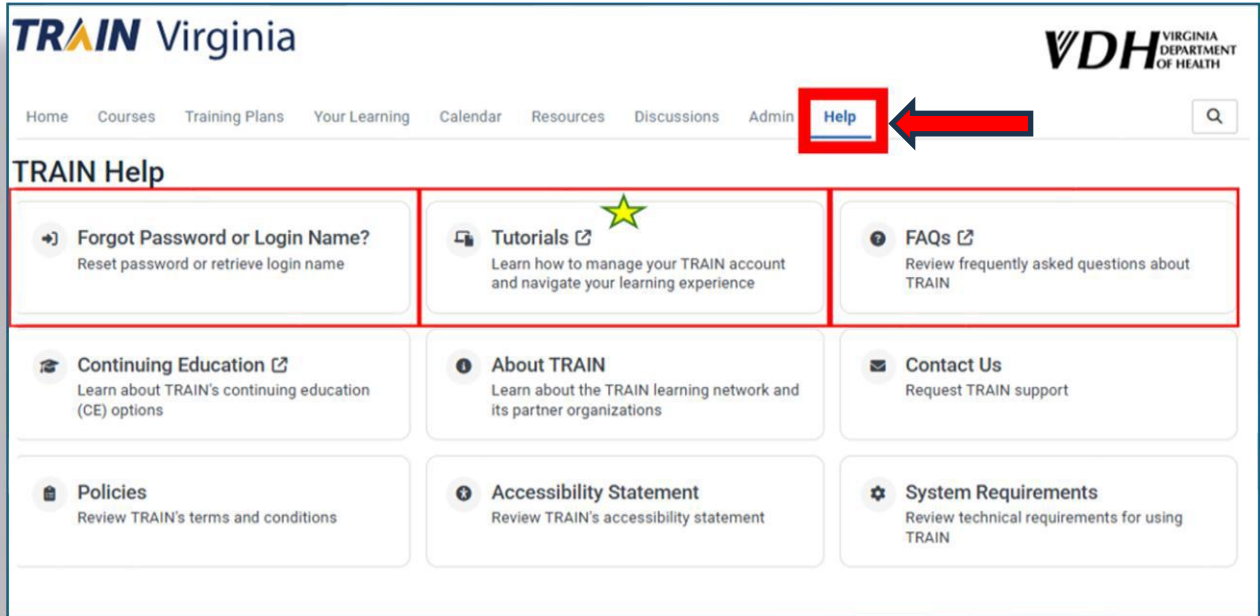
Once you are logged into TRAIN, **select the "Training Plan" tab at the top**



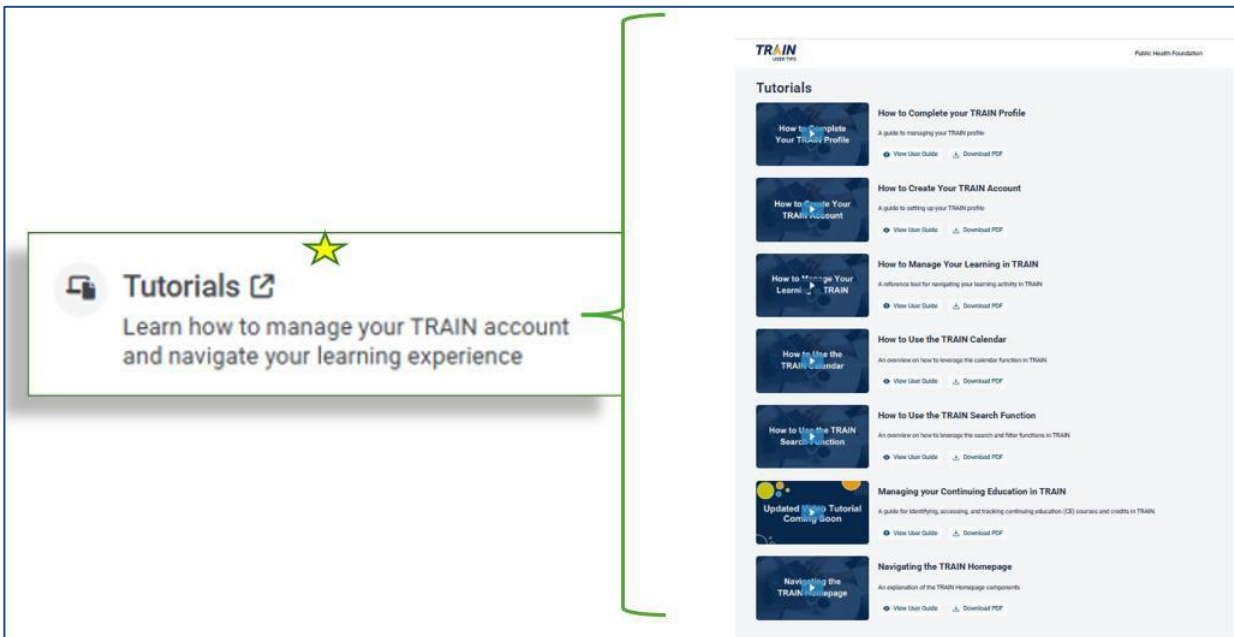
ALWAYS begin a search by typing **DBHDS** in the search bar to locate and access training offered by DBHDS.



Select the **“Help” Tab** at the top for **log-in help, Tutorials, and FAQs** about navigating the TRAIN Learning Management System



Click on **“Tutorials”** as shown above to access helpful recorded presentations:



Select **“Your Learning” tab** at the top to:

- Access courses you are enrolled in or have started, but not completed
- Obtain copies of your certificates from completed courses (*if applicable)
- View active Training Plans
- View a record of courses taken

The screenshot shows the TRAIN Virginia website interface. At the top left is the logo 'TRAIN Virginia'. At the top right is the logo for 'VDH VIRGINIA DEPARTMENT OF HEALTH'. Below the logos is a navigation menu with the following items: Home, Courses, Training Plans, **Your Learning** (highlighted with a red box), Calendar, Resources, Discussions, Admin, and Help. To the right of the menu is a search icon. Below the navigation menu is a paragraph of text: 'This page contains relevant information about your coursework on the TRAIN Learning Network site. Check your current status within courses and training plans, print certificates, or access your transcript.' Below this text are four tabs: 'Your Current Courses', 'Your Training Plans', 'Your Certificates' (highlighted with a green box), and 'Your Transcript'. To the right of the tabs is a 'Status' dropdown menu. Below the tabs and menu is a table header with the following columns: 'Title ^', 'Status', and 'Credit Type'. The table body is currently empty.

For additional assistance, please contact:

Larisa Terwilliger, Training Coordinator

DBHDS Office of Licensing

OLTraining@dbhds.virginia.gov