MRC TRAIN Local Administrator/Coordinator FAQ

- **How do I access user account information?**
  Once logged onto TRAIN, click the "Administrator" tab. On the left side of the screen (under the Manage heading), locate and expand "Users". Click the "User List" link, enter the users last name in the text field box, and click "Show Users" to generate a listing.

- **How do I assign various administrative group roles to specific users?**
  Once logged onto TRAIN, follow the required steps to access user account information. Once a specific user has been identified, open their account information by clicking their user name (this is a hyperlink). Next, click the "Edit User Info" button to display their account in detail (or click the Pencil icon next to their Login Name from the search results list). Click the "Group Roles" tab then select which group you want to apply the role(s) to (you must select a group before you can assign roles). The "Role" menu will be activated, then you may assign specific group roles to users. You are able to assign as many or as few roles as necessary, and different roles can be applied to different groups.

- **How do I assign visibility to courses?**
  Once logged onto TRAIN, click the "Administrator" tab. Follow the require procedure to add a course to TRAIN. While working in the Course Edit Wizard, you will come to the "Availability" section. Choose the level of availability for the course by expanding the "locations" tree. Place a check mark in the box that identifies the location you want the course to be accessible to.

- **I created a Master Training Plan, how do I assign it to users?**
  Once a Training Plan has been built, it can be assigned to users who are then able to see the series in their "My Training Plan" and take the courses. Users can also search for Training Plans via the Course Search module. From the Training Plan page, click the "Notebook" icon for the appropriate Training Plan. The following page will display a list of users currently assigned to the Training Plan. If no users have been assigned, the list will be blank. Click "Add More Users" to continue. From the list of displayed users, place a check next to the name of each user to be assigned to the Training Plan. Click the "Search For Users" radio button to find users via a search instead of paging through the list. Once all desired users have been selected, click the "Add Selected Users" button. You can automatically assign the same Completion Date to all selected users by entering the date in the "Set Completion Date to the selected users" text area. Once all users have been assigned, click "Back" to return to the Training Plan home page. The assigned users will now have access to all courses within their "My Training Plan" link in the "My Learning Record" box on the home page.

  You may also remove a user from a Training Plan by placing a check next to the user's name in the "Assigned Users" table and click the "Remove Selected Users" button.

- **How do I organize information on the "Announcements" page?**
  On the Home page, click the "Add" button to the right of the Announcement bar. On the resulting page enter the announcement title and body text in the appropriate fields. Text is limited to 4,000 characters.

If desired, you may also include a “Read More Link” to an outside website where users can find more information. Be sure to add the entire URL starting with “http://.”. In order to have text displayed as a hyperlink to your Read More URL, you may enter the text in the “Read More Link Text” field. Set the expiration date. Click on the “Visibility” tab to select the groups that you want to have access to the announcement.

Note: *If you click an upper level group all sub-groups will automatically be able to see the announcement*.

You do not have to select each sub-group. Click “Save” to finish adding your announcement.

- **How do I add a “Spotlight” on the Homepage?**
  The "Spotlight" panel contains a list of your group's important website and e-mail addresses. To add to this panel, Click on the “Administration” tab. On the resulting page, select “spotlight” from the menu that appears on the left hand side of the page. On the resulting page, click the pencil icon that appears next to “Spotlight.” Scroll down and click the “Add” button. On the resulting page, provide the necessary information. It is not necessary to alter the “Window Parameters” field. Next, click on the “Visibility” tab and select the groups that you wish to grant access to view the spotlight link.

  Note: *If you click an upper level group all sub-groups will automatically be able to see the announcement*.

  You do not have to select each sub-group. Click “Save” to finish adding your spotlight link.

- **Where do I go on TRAIN to submit comments, feedback, and suggestions?**
  The best way to submit this information would be to your MRC Regional Coordinator or to the National MRC TRAIN Administrator (based in the MRC Program Office) .

- **What are my options for generating reports?**
  You will need to be logged on to your TRAIN site to use the following features. The TRAIN Report Console allows administrators with the “Report Manager” role to create reports using the following criteria: Training Participation by Subject Area, Course Name, and Format. The Report Console also allows administrators to export data on many of TRAIN’s features. Administrators may download “unfiltered” data from the site in Microsoft Excel format for customization purposes.

- **What specific information do I look for when approving Course Providers?**
  - Verify that the potential Course Provider’s contact information is correct.
  - Carefully assess the types of courses they are requesting to post.
  - Verify their status as an accredited organization (if applicable).
  - Assess that they are representing a valid organization.
  - Ensure that they will post appropriate content for Public Health and Emergency First/Second Response Professionals.

  - **What specific information do I look for when approving Courses? NOTE:** Carefully go through each section of the “Course Edit Wizard” before approving courses.

- Ensure that the course's title and description information is spelled correctly.
- Read the "Course Description" carefully to ensure that the course is being posted as indicated (e.g. If the course description describes the course as a webcast, be sure it is listed appropriately in the "course type" listing).
- Verify that the course contact information is correct.
- Check the "Availability" section to verify the course's listing in targeted areas.
- Open the "Online Course Details" section under "Format Details" to verify that the course's "Launch URL" directs users to the specific course site. If the "Registration Required Outside of TRAIN" box is checked, verify that the "course information/registration URL" is correct.