



REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS) Department of Public Health

TRAIN Massachusetts

TRAIN Massachusetts FAQ

1. **What is TRAIN Massachusetts?** TRAIN is an online learning management system that provides quality training opportunities for professionals who protect and improve the public's health.
2. **Who can use TRAIN Massachusetts?** Learners across the public health community including public health practitioners, healthcare professionals, laboratory staff members, epidemiologists, veterinarians, first responders, educators, students, funeral home directors, city or town clerks, and a variety of other functions.
3. **How can I register in TRAIN Massachusetts?** A TRAIN Massachusetts Admin will have to enroll you into TRAIN. Once you have been enrolled you will receive an email informing you that your account has been created with a link to reset your password. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to enroll in TRAIN.
4. **Where can I find courses that have been assigned to me?** Click on the "Your Learning" link in the header of the TRAIN Massachusetts homepage. Here you will be able to view and launch courses and training plans that have been assigned to you. Click [here](#) to view the TRAIN Massachusetts Quick Start Guide on how to search, register for, and complete courses.
5. **I'm a new RVRS data partner. How do I access relevant RVRS courses?** Please contact DPH-TRAINHelp@mass.gov to request access to RVRS courses.
6. **How to retrieve your forgotten password?** TRAIN users can reset their passwords by simply clicking the 'Forgot Password' link located on the TRAIN Massachusetts login page. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to reset your password.
7. **What if I already have an account?** If you have an existing TRAIN account, there is no need to create a new account to access trainings in TRAIN Massachusetts. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to update your account and add additional groups.
8. **How do I opt in to receive emails from TRAIN Massachusetts?** It is important to opt in to receive emails from TRAIN Massachusetts in order to stay up to date on the latest trainings and announcements. Once you have opted in, you will receive a verification email. Follow the instructions in the email to verify your account. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to opt in to receive emails.
9. **What if I'm not receiving TRAIN Massachusetts emails after opting in?** If you are not receiving TRAIN emails after opting in, you may need to add the TRAIN domain to your safe senders list. You



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should also check your spam inbox. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to add TRAIN domains to the safe senders list.

10. **How much does TRAIN Massachusetts cost?** TRAIN Massachusetts is free for subscribers. If you wish to obtain CEU credits, a small fee may be incurred.
11. **What sort of trainings are available?** An array of courses developed by the Massachusetts Department of Public Health, as well as other contributors in the TRAIN network.
12. **How do I access my certificate once I have completed online training?** Once you have successfully completed and passed your online training course, your certificate will be emailed to you and can be downloaded from your training portal. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to view and download your certificate.
13. **How do I request to become a Course Provider?** You must request access to become a Course Provider. Once the TRAIN Massachusetts Admin approves your request, you can begin uploading course content. Click [here](#) to review the TRAIN Massachusetts Quick Start Guide on how to request to become a Course Provider.
14. **How do I access additional TRAIN Massachusetts Quick Start Guides?** Click [here](#) to view quick start guides pertaining to a variety of different TRAIN Massachusetts topics.
15. **How do I report issues with courses in TRAIN Massachusetts?** If you are experiencing issues with courses in TRAIN, please send an email to DPH-TRAINHelp@mass.gov containing specific details to the problem you are having.