

Background

The troubleshooting tips below are intended to help TRAIN users experiencing challenges accessing and completing SOAR *Online* modules. Appendix A includes step-by-step instructions on how to setup a TRAIN account, complete the module, print Certificate of Completion, and request CE/CMEs. The recommended browser is Google Chrome.

STEP 1: Set up TRAIN account

- User needs to finish profile setup to proceed.
- Sometimes error messages force user to exit, and then changes don't save in profile, so user may have to start over.
- Users need to select the group that best fits their geographical area. If TRAIN won't accept group selection, choose a different group until TRAIN will accept group.
- TX users need to follow the separate section in Appendix A.

STEP 2: Complete Pre-Assessment

- User must complete the preassessment in order to be able to take the course.
- Once they complete the pre-assessment, they need to return to the course landing page, and select Launch button to take the course.
- If they don't see preassessment or can't advance preassessment, they may need to disable their pop-up blockers. This could also be a firewall issue, especially if they are on a work computer and may need to reach out to their employer's IT department.

STEP 3: Complete Entire Course

- User must complete the entire course in order to proceed.
- Once they complete the course, they need to return to the course landing page, and select Evaluation button to take the evaluation.
- If the course is running slow, getting stuck, or not loading properly, it is likely the user's internet, server, and/or employer firewall.
- If multiple users are having the same issue, login to TRAIN and see if you can replicate the issue. You can also reach out to Nicole or Jennifer to test. If no one can replicate the issue, it is on the user end.

STEP 4: Take Evaluation

- User must complete the evaluation in order to access the Certificate of Completion.
- Once they complete the evaluation, they need to return to the course landing page, and select Print Certificate to access the certificate of completion and CE/CME instructions.



STEP 5: Certificate of Completion

- The certificate available in TRAIN is a generic certificate for users that includes instructions for obtaining CE/CMEs through a third party website.
- TRAIN does not issue or track CE/CME credits.

STEP 6: Access CE/CMEs

- There is a generic CE/CME certificate on CMEUniversity if the available CE/CMEs don't match the user's needs, per the instructions in Appendix A.
- The user needs to save their CE/CME certificate and submit to their board, except where CE/CMEs are available for pharmacists and pharmacy technicians. Then, CME University will send the transcript information to NABP CPE Monitor Service within 2-3 business days.

Appendix A: SOAR *Online* Instructions

This document provides instructions for TRAIN users on how to access the SOAR *Online* modules, complete the course requirements, receive continuing education/continuing medical education (CE/CME) credits, and print a Certificate of Completion.

Step 1: Setup a TRAIN account or login to your existing TRAIN account.

- TRAIN <https://www.train.org/main/welcome>
- You must setup your entire profile in order to take a course.
- Select the group that best describes your geographical location until TRAIN accepts your group selection.
- Texas TRAIN users see the special instructions in Appendix A.

Step 2: Find and select the course you want to complete.

- Enter the course name in the search field within TRAIN.
- Copy and paste the URL into your internet browser
[https://www.train.org/main/search?type=course&query=SOAR.](https://www.train.org/main/search?type=course&query=SOAR)

Step 3: Select the green 'Pre-Assessment' button and complete the assessment.

You must complete the pre-assessment to proceed.



Step 4: From the course landing page, select the green 'Launch' button to complete the SOAR *Online* module.

You must complete the entire module to proceed.

Step 5: Complete the evaluation by selecting the green 'Take Evaluation' button in the upper right corner.

You must complete the entire evaluation in order to generate a certificate of completion.



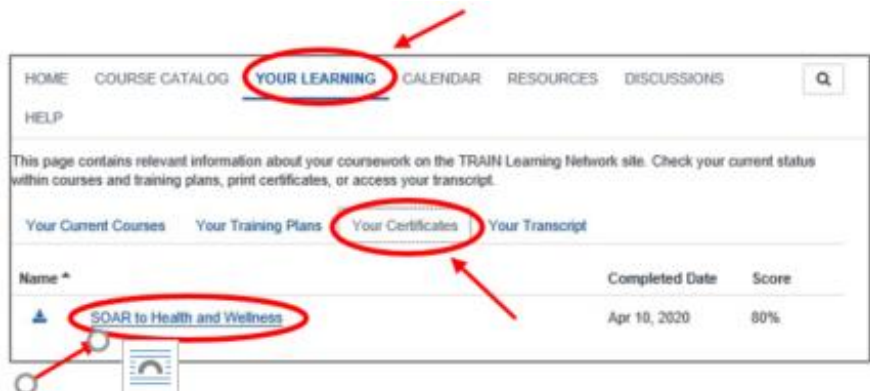
Step 6: On the course landing page, select the blue 'Print Certificate' button to access the certificate of completion and instructions for accessing CE/CMEs through a third party website.

Note: TRAIN does not issue or track CE/CMEs.



You can also access the Certificate of Completion within TRAIN:

- Select 'Your Learning' in the top menu (see image on the right)
- Select the 'Your Certificates' tab
- Select the course



If you completed one of the modules listed below and would like CE/CME credits, proceed to Step 7.

- SOAR to Health and Wellness
- Trauma Informed Care
- Culturally and Linguistically Appropriate Services
- SOAR for Health Care
- SOAR for Behavioral Health
- SOAR for Public Health
- SOAR for Social Services

Step 7: For CE/CME credits, follow the instructions on the TRAIN Certificate of Completion.

You will be required to create an account on a third party website to access your CE/CME credits.

If the CE/CME credits available do not match your needs, you can:

- Select the "Other" option under the AMA header, when available, to access a certificate available for any non-physician, or
- Submit the Certificate of Completion within TRAIN to your local board to request credit for your profession. We cannot guarantee acceptance by your local board.

Additional Assistance

For questions and assistance, please contact info@nhttac.org with the following information:

- Your first and last name
- Email address you use to login to TRAIN
- Name of the module you completed
- Date you completed the module
- Screenshot of 'Your Transcript' where it shows your profile in the upper right hand corner *and* the module you completed (if possible)
- Details of the specific challenge you are having based on the steps outlined above.

Instructions for Setting Up a Texas TRAIN Account

SOAR *Online*: Troubleshooting TRAIN

[Recorded Meeting](#)

Using Google Chrome:

- Setup a Texas TRAIN account at <https://train.org/Texas>
 - ▶ Use your agency/work email as your login name
 - ▶ Create a unique password
- Complete your Texas TRAIN profile
 - ▶ Log into Texas TRAIN using your agency/work email and password
 - ▶ Click on your name in top right-hand corner and 'Your Profile'
 - ▶ Navigate and enter information for each tab in the left menu with a red exclamation point
 - ▶ Follow steps below for setting up 'Manage Groups' tab:
 - ◇ Select 'Join Another Group' and 'Location' link
 - ◇ Search for and select "Texas," then select "Texas User Group" as a Job Role
 - ◇ Select "UNKNOWN Region" and confirm these selections with the green button
 - ◇ Click on 'Not an HHS enterprise state employee' (even if you are a HHS employee) on the Group Selection page under Work place, and confirm selections using green button
 - ◇ Select the homeland security discipline you are most closely associated with (or select "Other" if none apply)
 - ◇ Confirm these selections using the green button, and confirm Group Selections using green button
- Search for the course by name (SOAR to Health and Wellness) or course number (1087568)
- **Scroll down past the Learning Objectives to 'PRINT THIS FIRST' and print the embedded pdf**
- Follow the instructions in the pdf for completing the module and accessing the certificate