



New Mexico Site for Public  
Health Emergency Response  
Education

**Frequently Asked Questions**

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## How do I sign up for a NMTRAIN account?

Just like many online systems, NMTRAIN provides you with the ability to self-register. To do this just visit the NMTRAIN website by going to <https://nm.train.org>. Click on "Create Account," which appears underneath the login on the left hand side of the screen, review/accept the Terms and Conditions, and fill out all of the necessary information on the subsequent pages.

## Why do I need to create a NMTRAIN account?

You'll need to create a NMTRAIN account not only to register for live and web-based trainings but also to track all of your learning activities.

## What if I forget my NMTRAIN password?

For your convenience in the event you forget your password, NMTRAIN provides you with the self-help ability to reset your password online. Click the "Forgot Your Password" link right underneath the login in the member login box on the left hand side of the NMTRAIN home page and then follow the instructions.

## How do I access courses within NMTRAIN?

1. Login to your NMTRAIN account.
2. In the main Toolbar, located near the top of the page, click on "Course Search."
3. You will then be able to search multiple ways for courses to access.

## Who should I contact if I need help with NMTRAIN?

- For all classroom based courses and/or workshops, please contact our Training Coordinator.
- For all Web-Based courses or help with the NMTRAIN system itself, please contact our Learning Management Systems Coordinator.

## What are NMTRAIN's Username & Password requirements?

Username: Username's can be up to 30 characters long. NMTRAIN recommends you use your email address for your username.

Password: NMTRAIN was designed to utilize the following password format:

- Minimum of 8 characters
- Must contain at least one upper case letter, one lower case letter, one number and one special character.
- Special characters include: ;, %, #, %, \$, ^, &, \*, @
- An example password would be: P@ssw0rd

## What happens with my NMTRAIN user profile information when I create a NMTRAIN account?

NMTRAIN stores your contact information so we can contact you regarding new training & events as they are made available. It also stores the information you provide regarding your response roles,

discipline, and workplace in order to suggest training and development activities that may be of particular interest to you. Both NMTRAIN and NMsphere.org do not share this information with anyone.

## NMTRAIN requires users to have an email address, what if I don't have one?

NMTRAIN uses email to communicate with you. For your convenience the system will automatically send you reminders a few days before your classes, notices when you complete courses, and messages regarding your wait-list status when necessary. You can set up email, at no cost, through companies like Yahoo or Hotmail, and use this for your NMTRAIN account.

## How do I find courses to take?

Click the "Course Search" link at the top of the screen. From this page you can click "Browse" to view all course offerings through NMTRAIN, or you can use any of the tools in the "Search Options" list to help narrow your results.

## How do I find courses dealing with Competencies?

Click the "Course Search" link at the top of the screen and then click "By Competency" in the Search Options list. Check a box next to each competency you want to search on and click "Search" at the bottom of the page.

## I've registered for a course – where do I find confirmation of this?

All of your course registrations can be found by clicking "My Learning" from the home page. This will include all in-progress courses.

## I've completed a course, but it still says "In Progress" in my "My Learning". How do I complete the course?

Most courses require you to manually complete the course. To do so, go to "My Learning" and click the "M" icon next to the course name. This takes you to the Course Details page. Click the "Complete" button to complete the course. Some courses might have assessments, while others might ask you to enter a score manually. You are not required to enter a score.

## I've completed my course and it is no longer in "My Learning" – where did it go?

All completed courses are found in the "Transcript" page. You can find this link on the home page in the "My Learning Record" box.

## I signed up for a "Live" course and can no longer attend. Who should I contact?

You are not required to contact anyone. You can withdraw yourself from any course by going to the Course Management page and clicking the "Withdraw" button.

## How do I join online conversations I have been told about?

Click the “Discussion Boards” link at the top of the screen. To the left will be names of various discussion boards – click the appropriate item to view and reply to conversations.

## How do I find documents that have been posted in NMTRAIN?

Most documents in NMTRAIN are posted in the Resources module. Click “Resources” at the top of the screen and then review the various Categories to the left. Many categories have “sub” categories. To view these sub-categories, click the + box and the category will open up to reveal any sub-category. Click the Category Name to view the contents of any resource category. To view or download any resource listed, click the Resource Name.