

How to create a TRAIN account

Begin your TRAIN journey here.

Click [here](#) for a printable PDF of this document.

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Go to www.train.org

Click the **Create an Account** button.

The screenshot shows the TRAIN Learning Network homepage. On the left, there is a login form with fields for 'Login Name' and 'Password', a 'Remember me' checkbox, and a 'Login' button. Below the login form is a link for 'Forgot password?' and a button for 'Create an Account', which is highlighted with a red box and a red arrow. On the right, there is a video player showing a person using a smartphone. Below the video are two buttons: 'Learn how to use TRAIN' and 'Learn more about the TRAIN Learning Network'.

Fill in your information

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(a) Create your login name and (b) password. (c) Provide your email address, (d) first and last name, (e) time zone, and (f) zip/postal code.

? WHY ZIP CODE?

Your zip code determines which regional courses you can access on your TRAIN account.



TIP: Follow the guidelines listed below each text entry box when creating your account.

The screenshot shows the 'Create Account' form on the TRAIN website. The form includes the following fields and instructions:

- Create Login Name (a):** A text entry box. Below it, a note states: 'The login name must be unique with any characters except spaces and a minimum of four characters.'
- Create a Password (b):** A password entry box. Below it, a 'Password must:' section lists requirements:
 - 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:** A text entry box.
- Your Email Address (c):** A text entry box. Below it, a note states: 'Please enter your work email address. If you do not have one, enter your school or personal email.'
- First Name (d):** A text entry box.
- Last Name:** A text entry box.
- Time Zone (e):** A dropdown menu with '(GMT-05:00) Eastern Time (US & Canada)' selected.
- Zip/Postal Code (f):** A text entry box. Below it, a note states: 'Please enter your work Zip/Postal Code. If you do not have one, enter your school or personal Zip/Postal Code.'

! AFFILIATE SITES

When creating your TRAIN account, you may be directed to another page depending on your location. If you are presented with more than one option, use the drop down menu to select your desired site.

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Fill in your information (continued)

Already have an account but forgot your login? Follow these steps:

- (a) If you receive a notification that your email already exists in TRAIN, click the **Forgot Your Login Name / Password** link.

Your Email Address

janedoe@email.com

A user with this email already exists in TRAIN. Please use the **Forgot Your Login Name / Password** tool to retrieve your account information.

Forgot your login name or password?

Enter your login name or email

janedoe@email.com

If you don't remember your login name or email please contact [support](#)

Cancel Recover Password

- (b) Type your login name or email into the text box. Click the green **Recover Password** button.

- (c) Check your email for instructions about resetting your password. Click the green **OK** button.

Check your email

If the login name or email you entered is associated with a user account in our records, you will receive an email from us with instructions for resetting your password. If you don't receive this email after 15 minutes, please check your junk mail folder, other email addresses, or contact [support](#) for further assistance.

OK

Agree and create

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Once you have filled in all your account information, review **TRAIN policies** and check the box to signal your agreement. Click the **Create Account** button.

I agree to all [TRAIN policies](#)

Create Account