

# CDC TRAIN FAQs

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## What is CDC TRAIN?

CDC TRAIN is CDC's external learning management system — a learning resource for public health professionals and an affiliate of the Public Health Foundation TrainingFinder Real-time Affiliate Integrated Network (TRAIN). CDC TRAIN is available to learners across the public health community including public health practitioners, healthcare professionals, laboratorians, epidemiologists, veterinarians, first responders, educators, and students.

## How do I register to be a learner on CDC TRAIN?

Go to <http://cdc.train.org>, select the Create an Account button, and follow the directions. CDC TRAIN accounts are free of charge. In order to receive important updates, we encourage all learners to **opt-in to emails** from TRAIN. Simply **select** the box next to "I would like to receive emails from TRAIN" in the Optional Fields column when setting up your account. We promise to only email you when it's important (this includes password reset emails!)

## What if I already have a TRAIN account?

Great! You can add CDC as a group to your existing TRAIN account. Adding CDC TRAIN to your groups will not change your TRAIN affiliation, but will grant you access to CDC TRAIN posted content, such as CDC courses, announcements, resources, and discussion boards. View these detailed instructions on [how to add groups to your TRAIN account](#).

## What if I forgot my login name or password to CDC TRAIN?

Go to <http://cdc.train.org> (or to your own TRAIN portal), select the "Forgot Your Login Name/Password?" Link located below the Login button. Enter your email address and select the Send Password and Login Name button. Please refer to the HELP tab in CDC TRAIN for more information.

*A learner registers for a course on CDC TRAIN every 5 minutes and completes a course every 6 minutes.*

## Can my organization list courses on CDC TRAIN?

**Only CDC programs, grantees and other funded partners can list courses on CDC TRAIN.** If you meet these requirements you may become a course provider by visiting <http://cdc.train.org>. At the bottom of the left menu, select "Become a Course Provider" and complete the request form. Complete the application form using

organizational information. Do not use personal/individual information. After submitting the application, please email [train@cdc.gov](mailto:train@cdc.gov) indicating you have applied to become a course provider in CDC TRAIN and include your grantee or cooperative agreement number. You will be notified of approval within one week. Course provider accounts are free of charge.

**If your organization is not affiliated with CDC, you may still be able to list a course on TRAIN. Please make your request through [TRAIN National](#).**

### **I need technical assistance for CDC TRAIN. Who do I call?**

If you are logged in, contact information can be found by selecting the HELP tab in CDC TRAIN. Also, you can email the CDC TRAIN team at [train@cdc.gov](mailto:train@cdc.gov) or if you are part of a different TRAIN portal, contact your TRAIN Administrator.

If you have a problem with a particular course, please contact the course contact person listed in the Course Details page on CDC TRAIN under the Contacts tab.

### **What if I have additional questions not answered on this page?**

If you have any additional questions, please contact [train@cdc.gov](mailto:train@cdc.gov).