Course Provider Request & Approval

TRAIN depends on its Course Providers to post relevant content for its users. If you are a content creator or Course Provider and wish to post your content to TRAIN, this tutorial will walk you through the process of requesting to become a TRAIN Course Provider. For TRAIN administrators, this tutorial will also walk you through how to approve a Course Provider in TRAIN.

Accessing the Course Provider Request Page

To request a course provider role in TRAIN (if you already have an account), click your username in the upper right-hand section of the page, then the ‘Your Profile’ link. You will then be directed to the ‘Your Profile’ page. Click the ‘Account’ link on the left side of the page, followed by the ‘Request Role’ button underneath the Course Provider title.

Please note that the “I would like to receive emails from TRAIN” option must be selected before you request the course provider role. If this option is not selected before you submit your request, it will be checked automatically. As a pending or approved course provider, you cannot opt out of receiving emails from TRAIN. If your request is denied, you may then uncheck this box.

If you do not already have a TRAIN account, you can create an account and request to become a Course Provider at the same time by clicking the ‘Become a Course Provider’ link on the main TRAIN.org or TRAIN affiliate home page.

On the Course Provider request page, review the following content listing requirements:

- Content must be designed for the continuing education and training of professionals who protect the public’s health and be consistent with the target audiences in the TRAIN Learning Network. Consumer-oriented health education and materials are not permitted.
- Content must be designed to build knowledge, skills, or competence in one or more of the subject areas of the TRAIN Learning Network.
- Content must be designed for instructional - not reference - use by learners or trainers. Content must be delivered in formats consistent with those on the TRAIN Learning Network.
Confirm that you have reviewed this information by placing a checkmark in the provided checkbox. Now fill out the form below, then click the ‘Save’ button to submit your request. You will be automatically redirected to the ‘Your Profile’ page, and your Course Provider approval status will show as Pending. If needed, you may edit your request by clicking the ‘Edit Request’ button, and you will be redirected back to the Course Provider request page to make and save your changes.

Course Provider Approval

To manage course provider role requests in TRAIN, click the ‘Admin’ link followed by the ‘Approvals’ link, then click the ‘Course Providers’ tile. When you access the Course Providers page, a search bar will be available for you to perform a search for Course Provider requests that are Ready for Approval. To perform the search, simply type the individuals name in the provided text field then click the magnifier icon or press the ‘Enter’ key on your keyboard to begin the search. All pending Course Provider Requests that were created by users belonging to the same group or below that the Course Provider Approver has the role for will be generated.

Managing Course Provider Approval Requests

Each individual is listed in alphabetical order by their first and last name. When you click the down arrow to the right of each name, you will see the users mailing address, email address, name of their organization, and their current course provider status listing as either ‘Ready for Approval,’ ‘Approved,’ or ‘Declined. Once you’ve found the user that you would like to manage, click the ‘Edit’ icon to the left of their name to review their user and course provider details.

Before you approve a course provider, you must first place the requestor into their appropriate Organization by typing its name into the ‘Course Provider Organization’ text field. If the Organization does not exist, you must first create it using the Course Provider Organization Management functionality.

You may sort the list by relevance by selecting either, ‘Name: A-Z’, ‘Name: Z-A’, or by ‘Newest’. You may also scroll through the alphabetically listed names to locate users that requested course provider approval. In addition, you also have the option of showing inactive and/or expired users in your search by clicking the ‘Show inactive’ or ‘Show expired’ link, which are located underneath the search bar. You can also filter by approval status using the “Approval Status” filter on the left-hand side.
Upon successful approval, TRAIN will confirm that you have approved a course provider for their respective organization. The approved user will then move from your list of pending requests to the list of approved course providers.

It is important to note that if the user who requested the Course Provider role has not confirmed their email address to receive emails from TRAIN, the following message will be displayed below the ‘Email’ field, "Please note that this user has not confirmed their email address to receive emails from TRAIN."

If this option was not selected before an individual submitted their request, TRAIN will ask if you want to proceed. Click the ‘Close’ option if you want to decline the request to then notify the user that they need to confirm their email address to receive emails from TRAIN.