

A few things when creating a Train account:

Section 1 – Initial Set-up

Section 2 – Maintenance of an account

Section 3 – How to find a course on Train

Section 1: Initial set-up

1. Use a personal home address.
2. Use a personal email address. Emails **MUST** be verified, do not skip this step or you won't be able to access the account.
3. Make sure you opt in to receive emails. Train does not send out spam emails, the only emails are important ones.
4. Students who create an account while in class will not be able to add EMS to their profile until they have completed the course and received their PA State EMS certification number. Once that happens, they can go in and add EMS. Make sure in the attributes tab, they only enter the number not the PA and then number. (See below)

! Pennsylvania EMS attributes

PA EMS certification number

Attribute is required.

Manage Groups
Administrative Roles
Account
Contact
Address
Organization
Professional License Number
Professional Role
Work Settings
Demographic Information
CPE information
FEMA Student ID Number
Pennsylvania EMS attributes
Professional Organization ID Number
Options

Section 2: Maintenance of an account:

5. 5. If you need to change the address, email, or any contact information, always complete that first in Train, then in PA Registry.
6. If you are unable to launch a course, check the following:
 - a. Often a slow internet connection can cause a course to not launch.
 - b. Check to see if you have multiple applications open and close them.
 - c. Are you using an apple device and get this error – “MissingKeyMissing Key-Pai-Id query parameter or cookie value”, Follow the directions on the attached form.

The "MissingKeyMissing Key-Pair-Id query parameter or cookie value" error message is due to a block in cross-site tracking between where the course is being launched (Train) and where the course content is being hosted (external Train website). We often see the message appear in Apple devices but have observed rare cases of the message in Chrome, Edge, and Firefox.

In all cases we found temporarily disabling "prevent cross-site tracking" in device/browser settings corrected the course launch. If the learner is continuing to see the message after disabling the setting and restarting the browser, please have them provide a screenshot of the disabled setting as confirmation of the changes made. In past tickets we found learners occasionally, by mistake, disable an incorrect setting and a screenshot confirmation can help clear up any confusion.

For Apple devices using Safari Browser

1. Access Safari settings page
 - a) If desktop: In top left corner of desktop select "Safari" --> "Settings..."
 - b) If Mobile or iPad: Access device settings --> select "Safari"
2. Locate the "Privacy & Security" section
3. Disable "Prevent Cross-Site Tracking"
4. Close all Safari tabs/browser instances
5. Open Safari and access course as normal
6. **After course completion, please re-enable "Prevent Cross-Site Tracking"**

For Chrome/Edge

1. In top right corner of browser, expand the browser menu (three-dots or hamburger menu icon)
2. In the expanded browser menu, select "Settings"
3. In the left navigation menu, select "Privacy & Security"
 - a) If Chrome: select "Privacy & Security" and then "Security"
4. Set browsing security to "Standard" (Chrome/Firefox) or "Balanced" (Edge)
5. Disable "Send Do Not Track requests"
 - a) If Chrome: select "Privacy & Security" and then "Third-party cookies"
6. Close all browser tabs/instances
7. Open browser and access course as normal
8. **After course completion, please re-enable "Send Do Not Track requests" and revert the browser security setting from Standard/Balanced to its prior stat**

7. If you can't get into your account, don't make another account.
8. If you get the error that you have multiple accounts, you will need to contact the Bureau of EMS to have them merged into one account.

Section 3: How to find courses:

9. To locate a course that has PA EMS continuing education attached do the following:



- d. Go to the course catalog on the main page:
- e. Click on course catalog.
- f. Find the search bar and type in PA-EMS and click the magnifying glass:

Use this page to search for any course or document on the TRAIN Learning Network site. The results may be limited by any groups you have joined within TRAIN ([see your profile for details](#)).

- g. It will bring up a list of PA specific courses that will provide continuing education that will transfer to your PA EMS account.
2. All courses that start with PA-EMS will, provided you have your account set up correctly, will transfer to the PA Registry account.
 3. Any course that does not start with PA-EMS will most often need to be hand entered in as con-ed by endorsement. Once you take a course, wait 24 hours to be sure it didn't transfer over before you enter it in to the PA Registry.

TAKE ACTION: New email processes take effect on April 16 - check your email address today!

- TRAIN is updating the email verification process to enhance identity confirmation, security, and protection from fraud and spam
- Ensure the email address in your account profile is up to date so you can access TRAIN
- This announcement includes instructions for accessing your profile

Starting on April 16, account holders with email addresses that haven't been verified in the last 12 months* will be prompted to verify before accessing TRAIN. You will not be able to access your courses or transcript until verification is completed. Check the email address in your account profile now to confirm it is up to date and avoid extra steps later! Instructions for accessing your profile are included in this article.

**TRAIN sends annual email verification emails, based on the date your account was created. This verification will continue to ensure that you have access to the email address on record in TRAIN.*

Why is TRAIN making this change?

Email verification is important for three key reasons:

- **Identity confirmation:** Email verification confirms the person signing up or accessing TRAIN is the legitimate owner of the email account
- **Security:** There is an extra layer of security by confirming that the email provided is valid and can be used for communication and account recovery
- **Fraud and spam protection:** Verifying your email address helps to prevent fraudulent and spam emails from reaching your inbox

NEW as of April 16: All account holders with verified email addresses will receive emails from TRAIN

Valid email addresses are an important element in TRAIN's ongoing commitment to providing relevant course information to learners. **The TRAIN system does not send marketing emails - only transactional and account emails necessary for your interaction with TRAIN.** Starting on April 16, all accounts with verified email addresses will begin to receive emails about their courses as well as annual verification reminders. Any account that has previously opted-out from email correspondence will automatically be enrolled.

What should account holders do?

Check your Account Profile to confirm your email address is up to date by following the steps below.

1. Click on your name in the upper right corner of TRAIN. Choose the “Your Profile” option and select the Account tab on the next page.



2. If your email address is not correct, update it in the email field. TRAIN will send you an email for verification purposes when you save the change.

Your Profile

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups	Account (Fields marked below are required)
Account	Email <input type="text" value="jane@old_email.com"/>
Contact	

Your Profile

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups	Account (Fields marked below are required)
Account	Email <input type="text" value="jane@new_email.com"/>
Contact	
Address	
Organization	

Verification email will be sent when you save your changes.

3. If your email address is correct and there is a message about pending verification, click the “Re-send email” button and then check your email (messages usually arrive within a few seconds; however, it can take up to 15 minutes for emails to be delivered to your inbox). If you don’t see an email from TRAIN, check your spam or junk folder. Follow the instructions in the email.

Cancel Save

Your Profile

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups	Account (Fields marked below are required)
Account	Email jane@example.com <input type="button" value="Re-send Email"/>
Contact	
Address	
Organization	

A verification email was sent to jane@example.com. You will need to follow the instructions provided in that email to verify your account. [Need help verifying your email?](#)

If you need assistance, navigate to the Help page of TRAIN and click on the Contact Us tile.

TRAIN

HOME COURSE CATALOG YOUR LEARNING CALENDAR RESOURCES DISCUSSIONS ADMIN **HELP**

TRAIN Help

Forgot Password or Login Name? Reset password or retrieve login name	Tutorials ↗ Learn how to manage your TRAIN account and navigate your learning experience	FAQs ↗ Review frequently asked questions about TRAIN
Continuing Education ↗ Learn about TRAIN's continuing education (CE) options	About TRAIN Learn about the TRAIN learning network and its partner organizations	Contact Us Request TRAIN support
Policies Review TRAIN's terms and conditions	Accessibility Statement Review TRAIN's accessibility statement	System Requirements Review technical requirements for using TRAIN