

## MRC User FAQ

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- **How do I sign up for a user account with MRC TRAIN?**  
Log onto [www.mrc.train.org](http://www.mrc.train.org). Click on “Select Location,” then “Create an Account,” which appears underneath the login on the left hand side of the screen. Review and accept the Terms and Conditions. Fill out all of the necessary information on the subsequent pages. (If you’d like, you can also fill in the optional information.) When you have finished, click “Continue” to enter the site.
- **I already have a TRAIN Account with my state/affiliate TRAIN site. How do I also join the MRC-TRAIN site?**  
Anyone can easily belong to both the MRC-TRAIN site and, where available, the state affiliate TRAIN site. Once logged into TRAIN go to “My Account” and click the “Groups” tab. Click the “Edit” button and TRAIN will guide you through selecting both State and MRC Groups. Please be advised that if an MRC TRAIN user belongs to a state affiliate TRAIN site the Administrator from the given TRAIN State/Affiliate will have access to user’s TRAIN learner record and personal profile.
- **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 in MRC TRAIN, 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 MRC Competencies?**  
Click the “Course Search” link at the top of the screen and then click “By Competency” in the Search Options list. The MRC Competencies will be the first set listed. 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 MRC-TRAIN?**

Most documents in TRAIN 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.