

## Provider Information Update 9-25-2017

Get ready for the new TRAIN Florida learning network platform!

The FDOH and APD TRAIN Florida Site Administrators are working towards migrating TRAIN Florida V2.0 to TRAIN Florida V3.0. The rollout for TRAIN Florida V3.0 will occur in early 2018.

The new TRAIN Florida will have mobile-friendly access, allowing learners to use TRAIN Florida on a variety of devices:

- Modern design that is easy to navigate
- Simplified account creation
- Improved advanced course search
- Streamlined learning record management, including transcripts and certificates
- Increased support, including video tutorials and easy-to-understand documentation

### ***What are the APD Providers and Staff Requirements for the TRAIN Florida V3.0 migration?***

#### TRAIN Florida Learner Accounts

1. Please continue to use the [TRAIN Florida Learner Account processes](#).
  - Please encourage your **current** staff not to create a TRAIN Florida Learner Account.
  - When a new learner account is created, please encourage your new staff to log in immediately.

The following APD Learners are authorized to create a TRAIN Florida account:

- APD Pending Providers
- APD Independent Contractors
- Provider Prospective Employees
- Florida's General Public

2. The following TRAIN Florida login resources are available for Provider Staff:

#### **New Employees:**

- Do not need a *TRAIN Florida Account Creation Confirmation* email to log in to TRAIN Florida.
- Provide new employees with a copy of the login instructions and their TRAIN Florida email address (Learner Login Instructions: [New Learner](#)).

#### **Current Staff Who Have Forgotten Their Login Name and/or Password:**

- Provide the staff member with their TRAIN Florida email address.
- Provide them with the Learner Login Instructions and direct them to the **Steps 2 - 8**. ([Learner Login Instructions](#)).

#### TRAIN Florida Courses – What your staff needs to do during this time

1. Please encourage staff to complete the APD-Required courses as soon as possible.
2. Once learners register for APD-Required courses they need to follow the course instructions.
3. Staff should not withdraw themselves from a course. If they have any problems with the course, please inform them not to withdraw from the course; instead, send an email to the TRAIN Florida APD Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)



## TRAIN Florida Provider Staff Rosters

Within the next few months, the TRAIN Florida APD LMS Support team will email your *TRAIN Florida Provider Staff Rosters* and instructions to you. Do the following:

1. Verify the list of employees on your staff roster.
2. Instruct your staff to update their account information (i.e., spelling of names, email addresses)

Your verified staff roster and staff information will help us to provide you with accurate staff and course completion training reports.

### **Stay Informed!**

- Please see the latest [APD LMS Support Announcement Log](#) for the tools, information and resources to help you learn and manage TRAIN Florida V2.0. The Announcement Log is located on your TRAIN Florida home page and the [APD Training Portal](#).
- If you cannot find what you are looking for, please visit the [APD Training Portal](#).
- If you have any questions regarding TRAIN Florida, contact the TRAIN Florida APD Support Team by email at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).

**Note:** Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida website questions.

Thank you for your patience, and we look forward to serving you in the future.

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