



## TRAIN Florida

The Premier Online Learning Resource for APD Professionals

### TRAIN Florida – APD Announcements

Hello APD Learners!

Stay up-to-date with the latest TRAIN Florida – APD News/Alerts/Updates

- Get help with managing courses
- Finding Help with TRAIN Florida
- Learner Accounts
- Discussion Boards and Resource Center
- Please do not contact the Public Health Foundation or the Florida Department of Health LMS Support team for support

**TRAIN Florida - APD**  
Prepared • On Track • Online  
Visit us at: [Fl.train.org](http://Fl.train.org)

agency for persons with disabilities  
State of Florida

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

Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

The APD TRAIN Florida Support Team  
Located in the APD State Office  
[apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)  
We are available to help Monday-Friday, 8am-5pm



The table of contents below lists the information for the latest announcements/updates. Click the link to jump to the content.

TRAIN Florida – Hot Topics for September 2017		
	<a href="#">Provider Information Update – New TRAIN Florida Learning Platform</a>	September 25, 2017
	<a href="#">FDOH HIV/AIDS 101 In the News – Course ID 1059884 – Video Temporarily unavailable</a>	September 25, 2017

For additional information, please review the table below. Click the link to jump to the content.

## TRAIN Florida – Archived Announcements

Topic: Welcome to TRAIN Florida	
<a href="#">Welcome message</a>	June 18, 2016

Topic: Course Changes		
Course Name	Course #	Updated
<a href="#">APD – ATTAIN HIPAA</a>	1071336	July 5, 2017
<a href="#">FDOH - Bloodborne Pathogens</a>	Course ID: 1071522	August 8, 2017

Topic: Get help managing courses	
Course Information	Updated
<a href="#">Registering for APD courses</a>	July 5, 2017
<a href="#">TRAIN Florida Learner Orientations</a>	July 5, 2017
<a href="#">FDOH HIV/AIDS 101 In the News – Course ID 1059884</a>	August 5, 2016
<a href="#">FDOH Bloodborne Pathogens – Course ID 1071522</a>	August 8, 2017
<a href="#">APD Courses Not Available on PHF’s TRAIN.org site</a>	August 18, 2017
<a href="#">Do Not Withdraw from the APD-Required Training Courses</a>	August 14, 2017

Topic: Finding Help with TRAIN Florida	
<a href="#">Steps for getting help</a>	June 18, 2016
<a href="#">Trouble logging in</a>	September 29, 2016

Topic: TRAIN Florida Learner Accounts	
<a href="#">Creating a learner account</a>	July 5, 2017
<a href="#">Learner accounts using the same email address</a>	July 5, 2017
<a href="#">Learner working for multiple Provider Agencies</a>	July 5, 2017

# TRAIN Florida Announcement Log

Last Updated: 9/25/2017



## Topic: TRAIN Florida Learner Accounts

[Prospective Employee Learner Account](#)

July 5, 2017

## Topic: Discussion Boards and Resource Center

### Discussion Board

[APD ATTAIN HIPAA Course – Update](#)

July 6, 2017

[APD ATTAIN HIPAA Course – Error Message](#)

July 24, 2017

### Resource Center

[APD - Course Instructions & FAQs for the HIPAA Course](#)

July 6, 2017



## APD – Announcements – About TRAIN Florida

### Hello! Welcome to TRAIN Florida!

The TRAIN Florida Learning Management System (LMS) is the official LMS for the Agency for Persons with Disabilities (APD).

Please take a moment and view this video greeting from APD's Director Barbara Palmer: [APD Director's Video](#)

TRAIN Florida is part of a national public health learning management network, managed by the Public Health Foundation. The network includes as affiliates, the Centers for Disease Control and Prevention (CDC), the Medical Reserve Corps (MRC), the Health Resources and Services Administration (HRSA), and our own state affiliate the Florida Department of Health which collaborates with Florida community partners, and universities.

### On May 18, 2016, TRAIN Florida became the official LMS for APD's training needs.

Our APD LMS provides our employees, support staff, families, and direct care staff with a web-based learning management system. TRAIN Florida will allow our learners to interact with state and federal agencies, local and national organizations, educational institutions, and APD's community partners. It will also help with the delivery, documentation, tracking, and reporting of classroom and online training programs within APD.



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



Please visit the [APD Training Portal](#) for additional tools, information and resources.

TRAIN Florida will help you stay on the right track for your professional development, and lead to greater quality outcomes for individuals we serve. TRAIN Florida APD is your ticket for success!

Pamela London  
Training Manager  
TRAIN Florida APD Site Administrator

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## APD – Announcements – 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:

# TRAIN Florida Announcement Log

Last Updated: 9/25/2017



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.

Pamela S. London, MPA  
[Pamela.London@apdcares.org](mailto:Pamela.London@apdcares.org)

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



Please visit the [APD Training Portal](#) for additional tools, information and resources.


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## APD – Announcements – FDOH HIV/AIDS 101 In the News – Course ID 1059884 – Video Temporarily unavailable

FDOH is aware of the technical problems surrounding the video for this course. Stay tuned for further updates. We apologize for the inconvenience.

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

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# TRAIN Florida Announcement Log

Last Updated: 9/25/2017

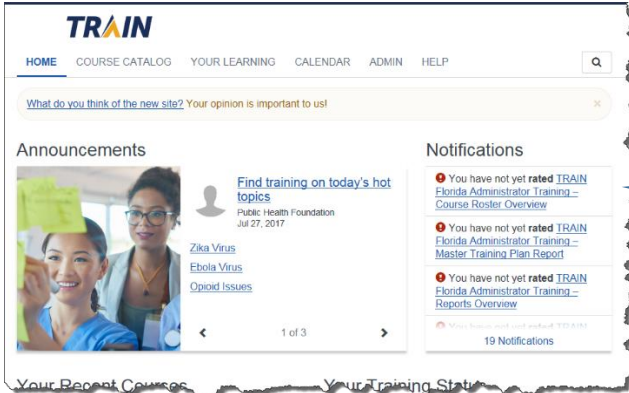


## **NEW** APD – Announcements – APD Courses Are Not Available on the Public Health Foundation's (PHF's) new TRAIN website

### Attention learners –

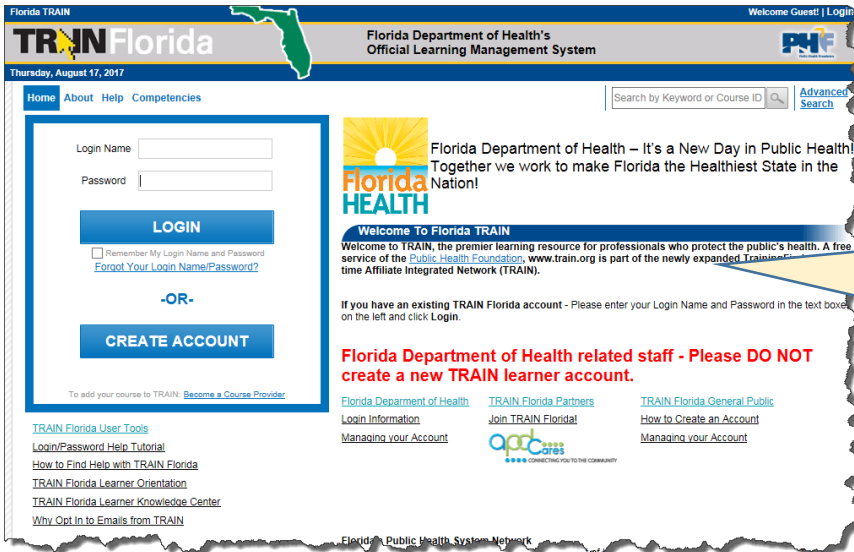
Please note that while TRAIN Florida is in the process of changing to look like the main PHF's TRAIN.org. However, we are not there yet. This means the courses you need on TRAIN Florida cannot be completed through PHF's TRAIN.org.

Please continue to register, manage, and complete your courses on the current **TRAIN Florida** site until further notice.



Do Not register, manage, or complete your courses here.

Your information will not be properly processed from here.



Use the current TRAIN Florida site for your courses.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcare.org](mailto:apd.lmssupport@apdcare.org)



## APD Announcements – How to Avoid Withdrawing from an APD-Required Course

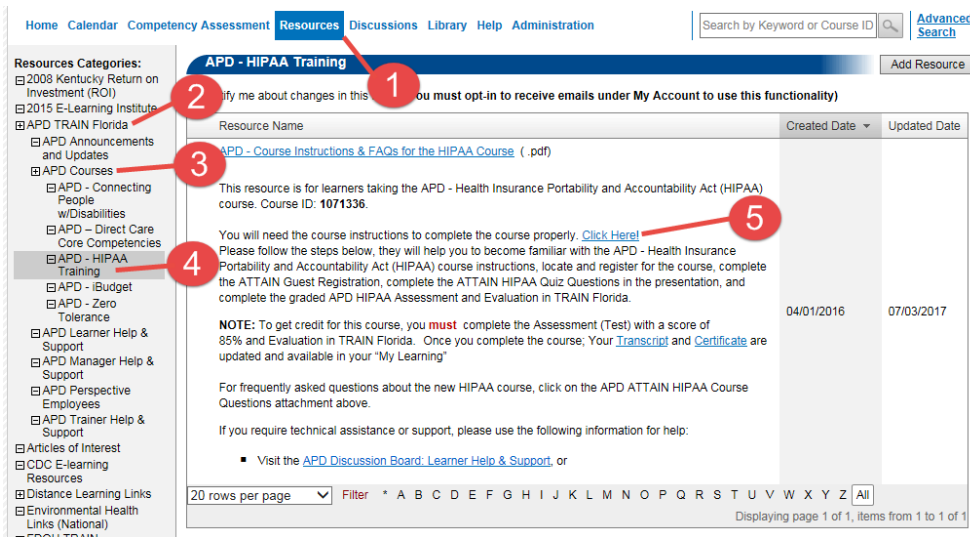
### Attention TRAIN Florida APD Learners:

**Do not withdraw from a course after you register.** If you are having difficulties with the following:

- launching a course
- managing a course
- locating a course assessment
- locating the course evaluation

Review the course instructions that accompany your registration email. If you cannot locate the registration email with the instructions, access the course instructions from the TRAIN Florida resource library. The steps for doing this are shown below.

1. On the **TRAIN Florida** site, click the **Resources** link.
2. On the left menu, click **APD TRAIN Florida**.
3. Click **APD Courses**.
4. Click the **course name**.
5. Under **Resource Name**, click the course instructions link (shown as **Click Here!**).



The screenshot shows the TRAIN Florida website interface. The top navigation bar includes links for Home, Calendar, Competency Assessment, Resources, Discussions, Library, Help, and Administration. A search bar is located on the right. The left sidebar lists various resources categories, with 'APD - HIPAA Training' selected. The main content area displays the details for the 'APD - HIPAA Training' resource, including a table with columns for Resource Name, Created Date, and Updated Date. The resource name is 'APD - Course Instructions & FAQs for the HIPAA Course (.pdf)'. The description states that this resource is for learners taking the APD - Health Insurance Portability and Accountability Act (HIPAA) course. It includes instructions on how to complete the course, including the ATTAIN Guest Registration, the ATTAIN HIPAA Quiz, and the graded APD HIPAA Assessment and Evaluation. A note specifies that to get credit for this course, learners must complete the Assessment (Test) with a score of 85% and Evaluation in TRAIN Florida. The table shows the resource was created on 04/01/2016 and updated on 07/03/2017. Red circles and arrows highlight the steps: 1. Resources link, 2. APD TRAIN Florida menu, 3. APD Courses menu, 4. APD - HIPAA Training menu, 5. Click Here! link.



If you continue to have problems with a course, or if you have questions about completing a course, please send an email to the APD TRAIN Florida Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org) with the following:

**Subject Line:** Need help with a course.



Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida website questions. **This includes the FDOH Local Administrators in your Region.**



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.

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

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## APD – Announcement – Course Changes

Please review the following course and TRAIN Florida updates:



### FDOH – Bloodborne Pathogens

#### Attention TRAIN Florida APD Learners:

You can now access and complete the FDOH Bloodborne Pathogens course in TRAIN Florida.

- The Course ID is **1071522**

For additional information, please visit the **APD Discussion Board – Discussion Thread: Bloodborne Pathogens Course 1071522**.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

The APD TRAIN Florida Support Team  
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We are available to help Monday-Friday, 8am-5pm

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## APD ATTAIN HIPAA Course

### Attention TRAIN Florida APD Learners:

The APD LMS Support team has updated the APD ATTAIN HIPAA Course.

- The new Course ID is **1071336**

The changes include:

- New APD HIPAA course instructions.
- How to complete the ATTAIN Guest Registration.
- The learner must complete the ATTAIN HIPAA Quiz Questions in the presentation.
- How to locate and complete the graded APD HIPAA Assessment and Evaluation in TRAIN Florida.
- The APD HIPAA course certificate is now available in TRAIN Florida.

For additional information, please visit the APD Discussion Board – Discussion Thread: [APD ATTAIN HIPAA Course – Update](#)



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## APD – Announcement – ATTAIN Website Error Message

You are using **Chrome** if you have accessed the ATTAIN Website to take the HIPAA course and see the following message:

**app.brainshark.com says:**

**The author of this presentation has not enabled mobile viewing.**

Do the following:

1. Close your Chrome browser.
2. Open your **Internet Explorer** browser.
3. Go to the ATTAIN, Inc., website.
4. Proceed with the steps for taking the HIPAA course.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## APD – Announcement – Registering for APD courses in TRAIN Florida

### Attention TRAIN Florida APD Learners:

When you register for an APD course, the system immediately emails the course instructions to you. Please check your email **Inbox** or **Junk Email** box.



**Please read the course instructions before you launch the course.**



**Please do not register for a course more than once.** Multiple course registrations will appear on your TRAIN Transcript.



**Please do not withdraw from a course.** Course withdrawals will appear on your TRAIN Transcript.

### Let Us Help You!

If you have any difficulties, launching the course, managing the course, locating the course assessment or evaluation, please send an email to the APD TRAIN Florida Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org), with the following **Subject Line**: Need help with a course.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## APD – Announcements - TRAIN Florida Learner Orientations

### Attention TRAIN Florida APD Learners:

New APD learners in the TRAIN Florida system are strongly encouraged to watch and complete the **APD TRAIN Florida Employee Learner Orientation** or **APD Florida Provider Learner Orientation** course presentations. You can locate the courses by using the [Search by Keyword or Course ID feature](#).

This orientation will provide you with instructions for locating, completing, tracking, and managing your personal and professional development courses in APD's TRAIN Florida system.

### How to access the TRAIN Florida Learner Orientation and Guide:

You can access links to the Learner Orientation course presentations by going to your **TRAIN Florida home page** and then locating the **Manage TRAIN Florida: Knowledge, Resources, and Tutorials** heading that is located at the bottom right-hand corner of your screen. Do the following:

- Click the [TRAIN Florida Learner Orientation](#) link to view the video presentation.
- Click the [Guide](#) link to view and download the PDF.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

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## FDOH HIV/AIDS 101 In the News – Course ID 1059884

### Attention TRAIN Florida APD Learners:

According to the Course Description: **No certificate is assigned to this course.**

Your TRAIN Florida transcript is the official document showing course completion.

We have linked a resource to help you locate your Transcript.

- [Transcript](#) and [Certificate](#)



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## FDOH Bloodborne Pathogens – Course ID 1071522

### Attention TRAIN Florida APD Learners:

According to the Course Description: This is an FDOH-required course.

Your TRAIN Florida transcript is the official document showing course completion.

We have linked a resource to help you locate your Transcript.

- [Transcript](#) and [Certificate](#)



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## APD – Announcements – Finding Help with TRAIN Florida

### Attention TRAIN Florida APD Learners:

- The TRAIN Florida APD LMS Support Team is your primary support team for TRAIN Florida APD.
- **Before you send an email to the support team**, we encourage you to visit the [APD Training Portal](#) and the [Learner Help and Support](#) web page.  
These web pages give you 24 hour access to regularly updated help documents, and resources, for TRAIN Florida, and can provide you with quick answers to the majority of frequently [asked questions](#) about TRAIN Florida.
- We also encourage you to use the [TRAIN Florida Discussion Boards](#), accessible via the **Discussions** link in the top navigation menu of most TRAIN Florida pages. If you cannot find an immediate answer on the boards, add a question to a thread, and the APD LMS Support Team will respond.

**As a reminder: If at some point in the future you cannot remember your login name or password, or cannot access TRAIN Florida - Please DO NOT create a new TRAIN Florida account. [Click here for help getting your login name and password.](#)**



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



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## APD – Announcements – Trouble logging in

### New Learner – Has not logged in to TRAIN Florida

All new learners should login with five (5) workdays after they have received the TRAIN Florida Account Creation Confirmation email. If the learner has misplaced or deleted the email, they **do not need another TRAIN Florida Account Creation Confirmation email.**

Please follow the steps below:

1. If you have not logged in to TRAIN Florida and misplaced your email confirmation notification:
  - A. Please **DO NOT** create another TRAIN Florida learner account. This will result in creating a duplicate account, and the TRAIN System will lock both accounts, and you will not be able to retrieve your login information, or access the system to take courses.
  - B. Please use the document linked below to help with the new first time login process to TRAIN Florida:
    - [Learner Login Instructions - New Learner](#)
  - C. You will need your TRAIN Florida email address. If you cannot remember the email address or it has changed, please contact the APD LMS Support team using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

### Current Learners

1. **If the Learner currently has a TRAIN Florida account** and forgot the login name and/or password, please review the attached document for [the steps you need to take to get your login information](#).



**Please DO NOT create a new TRAIN Florida account.** This will result in creating a duplicate account, and the TRAIN System will lock both accounts, and you will not be able to retrieve your login information, or access the system to take courses.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

The APD TRAIN Florida Support Team

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## APD – Announcements – How to create a TRAIN Florida learner account

### Provider Agency Learner Accounts:

The TRAIN Florida APD Support Team is currently working directly with our Providers, to help create TRAIN Florida learner accounts for staff members. If you are a current staff member and do not have a TRAIN Florida account;



**Please DO NOT create a new TRAIN Florida account**, instead, you may want to check with your Provider.

Please use the links below to see how Provider Agency learner accounts are created

- How Do Staff Register in TRAIN Florida? - [Providers](#)

### Provider Agency – Prospective Employee Learner Accounts:

The TRAIN Florida APD LMS Support team has implemented a TRAIN Florida process that helps the Provider to expedite their hiring process; it allows the prospective employee to create a TRAIN Florida account, locate the APD required courses, and to provide the Provider with their TRAIN Florida Transcript.



**Only Prospective Employees are authorized to Create a TRAIN Florida Learner Account**

Please use the links below to see how the Prospective Employee learner accounts are created.

- How Do Staff Register in TRAIN Florida? – [Prospective Employee](#)

### APD Independent Contractors Learner Accounts:

**TRAIN Florida APD Independent Contractor learner accounts are created by request.** The Independent Contractor or The Agency Provider, The APD Non-Agency Trainer or Agency Trainer completes the new learner account upload Excel spreadsheet and sends it via email, to the TRAIN Florida APD LMS Support Team. The new learner **must have an individual** valid email account before an account can be created. The Support Team uploads the TRAIN Florida new learner account information into TRAIN Florida. New learners will receive their log in information and instructions via email. Please use the link below to see how the APD Independent Contractor learner accounts are created.

- How Do Staff Register in TRAIN Florida? – [APD Independent Contractors](#)

### Providers Pending APD Approval Learner Accounts:

**TRAIN Florida APD Provider Pending Approval learner accounts are created by request.** The requestor completes the new learner account upload Excel spreadsheet and sends it via email, to the TRAIN Florida APD LMS Support Team. The new learner **must have an individual** valid email account before an account can be created. The Support Team uploads the TRAIN Florida new learner account information into TRAIN Florida. New learners will receive their log in information and instructions via email. Please use the link below to see how the APD Provider Pending Approval accounts are created.

- How Do Staff Register in TRAIN Florida? – [A Providers Pending APD Approval](#)



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

✓ Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org) Thank you for your patience, and we look forward to serving you again in the future.

The APD TRAIN Florida Support Team  
Located in the APD State Office  
[apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)  
We are available to help Monday-Friday, 8am-5pm

## APD – Announcements – Learner accounts using the same email address

### Attention TRAIN Florida APD Learners



Per a Train Florida APD learner account maintenance report, we discovered that **TRAIN Florida APD learners are sharing the same email address.**

The TRAIN system requires that **each learner must have a separate email address.** The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.

### Here is what to do!

#### Learners

Please follow the steps below:

If you attempt to login and the TRAIN system gives you the following message; Invalid Account, more than one User has the same email address.

1. Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH).
2. Please do not create another TRAIN Florida Learner account, this will also lock both accounts.
3. The owner of the email address can retain the email address.
4. We recommend that the other learner(s) use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.
5. Once the learner(s) new email address is created, send an email to the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)
6. Please include the following information:
  - Your login Name
  - The old email address
  - The new email address

The APD TRAIN Florida Support Team will update the account(s) and notify you by email with your updated login information.

#### Providers

Please follow the steps below:

**NOTE:** Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH)

1. Please send an email to the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org), requesting a provider staff report.
2. Please include the following information:
  - Your Agency Name
  - Provider ID number
  - Agency Contact Name and email address

We will update the accounts to allow your staff members access to their accounts.



If your staff self-created their accounts, we must update the account information; **this will delay** sending the staff report with the new email addresses back to you.



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## APD – Announcements – Learner working for multiple Providers

### Attention TRAIN Florida APD Learners and Providers



TRAIN Florida learners can only have **one** account. If you work for or going to work for multiple agency providers, your account can be updated with **two** agency providers' information. All TRAIN Florida courses you complete in your account will be available/reported to both agencies. For example, if you completed the APD Required trainings for Agency "A", Agency "B" will have access to your completed trainings.

### Here is what to do:

#### Learners

If you work for or going to work for multiple agency providers, please follow the steps below:

1. Please let the Provider know that you already have a TRAIN Florida Account
2. Please **do not create** another TRAIN Florida Learner account, this will lock both accounts.
3. You can email or print your TRAIN Florida your [Transcript](#) and [Certificate](#) for the Provider.
4. Please do not change the information in your TRAIN Florida "My Account". This information is used for the Provider Agency TRAIN Florida reports.
5. If you work for three or more providers, you can email or print your TRAIN Florida your [Transcript](#) and [Certificate](#) for the Provider.

#### Providers

Please follow the steps below:

1. If you have a prospective employee, please ask them if they have a TRAIN Florida account, have them email or print your TRAIN Florida your [Transcript](#). If they are not sure, please send an email to the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org), requesting a search for the Learner Account.
2. Please include the following information:
  - a. Your Agency Name
  - b. Provider ID number
  - c. Agency Contact Name and email address
  - d. The prospective employee's full name and email address
3. The TRAIN Florida Provider Staff Report shows your staff who work for at least two (2) providers. See the Address 2 column.
4. If the employee is not on the report, please do not submit a TRAIN Florida Upload spreadsheet, instead, let us know and we will update the account, or send you the employee's TRAIN Florida transcript. **Note:** If the employee self-created their account, we must update the account information; this will delay sending the staff report back to you.



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



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

Thank you for your patience, and we look forward to serving you again in the future.  
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## APD – Announcements –Prospective Employee Learner Account – Update

### Attention TRAIN Florida APD Learners and Providers

The TRAIN Florida APD LMS Support team has implemented a TRAIN Florida process that will help you expedite your hiring process; it allows the Prospective Employee to create a TRAIN Florida account, locate the APD Required courses, and provide you with their TRAIN Florida Transcript.



**Only Prospective Employees are authorized to Create a TRAIN Florida Learner Account**

### Requirements:

1. The TRAIN system requires that each learner have a separate email address. The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.

The Prospective Employee **must have an individual** valid email account before creating their account. We recommend that they use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.

2. ***If the Prospective Employee works for another Provider, they only need one TRAIN Florida learner account.*** Ask the Prospective Employee to email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)), or you can contact the APD LMS Support team by **email at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)**. **Subject: Verify Prospective Employee**. *Priority High. We will provide you with a copy of the* TRAIN Florida Transcript.

### Provider Instructions

We have linked the following documents:

1. Provider Instructions: ([apd-provider-prehire-register-train.pdf](#)). This document includes the Prospective Employee process instructions, a process flow chart and FAQs.
2. The Provider email instructions to the Prospective Employee (prehire-provider-email.docx). The email instructions allow you to verify the Prospective Employee's email address, and gives the Prospective Employee specific instructions (The instructions have links to important resources that will help them complete the courses. They should save the instructions to their Desktop. Please attach the Prospective Employee Instructions to the email. (prehire-provider-mail.docx).
3. The Prospective Employee Instructions: ([apd-provider-prehire-emp-instructions.pdf](#)). This document provides the Prospective Employee with detailed instructions on how to create the TRAIN Florida APD Learner account, and links to resources that will help them locate, register and complete the APD required courses, and email or print the TRAIN Florida Transcript for the Provider.

**This process is for the Prospective Employees Only.  
Please continue to submit your TRAIN Florida account creation request for current staff  
who do not have a TRAIN Florida account.**



If you have a question or require assistance, send an email to [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org), **Subject: Verify Prospective Employee**. The Prospective Employee process and documents are also located in the [APD TRAIN Florida Resource Center](#) under APD Prospective Employees.

Thank you for your patience, and we look forward to serving you again in the future.  
The APD TRAIN Florida Support Team [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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## APD – Announcements – Discussion Board - APD ATTAIN HIPAA Course – Update

### Attention TRAIN Florida APD Learners:



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

The APD LMS Support team has updated the APD ATTAIN HIPAA Course

- The new Course ID is **1071336**  
Learners are required to download the course instructions.

Please follow the steps in the course instructions, they will help you to locate and register for the course, complete the ATTAIN Guest Registration, complete the ATTAIN HIPAA Quiz Questions in the presentation, and complete the graded APD HIPAA Assessment and Evaluation in TRAIN Florida.

The Conclusion slide, #52, states: “To pass the course you must have correctly answered at least **85%** of the **questions**.” The quiz questions embedded on the Attain site are only for practice purposes. The final HIPAA assessment is located on the **TRAIN Florida** site. APD is requiring you to correctly answer at least **85%** of the questions on the HIPAA Assessment in TRAIN Florida.

The APD HIPAA course **certificate** is now available in TRAIN Florida.

### **Important!**

We have uploaded a document to help answer some of your questions. Please review the document.



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

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## APD – Announcements – Resource Center - [APD - Course Instructions & FAQs for the HIPAA Course](#) – Update

### Attention TRAIN Florida APD Learners:



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

This resource is for learners taking the APD - Health Insurance Portability and Accountability Act (HIPAA) course. Course ID: **1071336**.

You will need the course instructions to complete the course properly. [Click Here!](#)

Please follow the steps below, they will help you to become familiar with the APD - Health Insurance Portability and Accountability Act (HIPAA) course instructions, locate and register for the course, complete the ATTAIN Guest Registration, complete the ATTAIN HIPAA Quiz Questions in the presentation, and complete the graded APD HIPAA Assessment and Evaluation in TRAIN Florida.



To get credit for this course, you **must** complete the Assessment (Test) with a score of 85% and Evaluation in TRAIN Florida. Once you complete the course; Your [Transcript](#) and [Certificate](#) are updated and available in your “My Learning”.

For frequently asked questions about the new HIPAA course, click on the APD ATTAIN HIPAA Course Questions attachment above.

If you require technical assistance or support, please use the following information for help:

- Visit the [APD Discussion Board: Learner Help & Support](#), or Contact the TRAIN Florida APD site administrator by email at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).



Please visit the [APD Training Portal](#) for the tools, information and resources to help you learn and manage TRAIN Florida.



If you have any questions, please contact us using the APD TRAIN Florida Support Team email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

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

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