



Hello APD 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**. **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, **Subject: [Verify Prospective Employee](#)**. The Prospective Employee process and documents are also located in the [APD TRAIN Florida Resource Center](#) under APD Prospective Employees.

It is our pleasure to serve you!

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

We are located in the APD State Office and available to help Monday-Friday, 8am-5pm (Excluding Holidays)
Please allow a minimum of 5 business days to complete your request