

TRAIN Florida – APD How to manage TRAIN Florida APD Discussion Boards

The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in Their Communities.



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APD Technical Support and Communication



Image 1

We are just an email away!

You can click on the **Discussions** menu link from any page on the site and it will take you to the Discussions page. If you have a question, you can post it on the **APD Discussion Boards**. The TRAIN Florida APD site administrators monitor and triage all APD **Discussion Board threads** daily, and we encourage all APD learners to submit a **Discussion Board thread**.

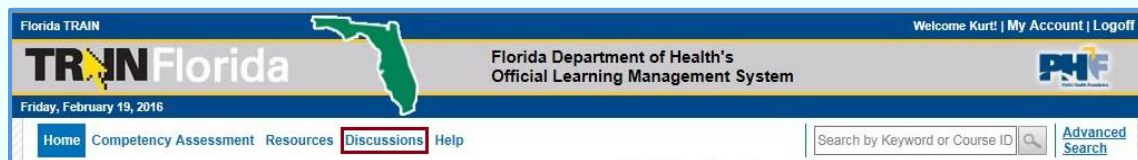


Image 2

If you cannot find the answer to your problem or require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcare.org.

Section 1

Introduction

The TRAIN Florida **Discussions feature** hosts the **TRAIN Florida Discussion Boards**. It is an excellent tool for raising questions and providing information about the TRAIN Florida system, courses, tools, etc. that can be shared with other learners.

All learners have access to the discussion threads to ask the TRAIN Florida APD site administrators specific questions about a topic. The TRAIN Florida APD site administrators monitor the TRAIN Florida APD Discussion Boards on a regular schedule to provide answers and solutions in a timely manner.

This document provides instructions on how to manage the **TRAIN Florida Discussion Boards**.



This symbol indicates that additional help for the TRAIN Florida APD training resource, instructions, or tutorials are available and located on the [APD Training Portal](#) web page.

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.

Section 2

How to locate and access the TRAIN Florida APD Discussion Boards

The following steps will help you locate and access the **TRAIN Florida APD Discussion Boards** for questions and problem resolutions.

Step 1

On your TRAIN Florida home page - locate the **home page tool bar** on the top left of the page. Click on the **Discussions** link.



Step 2

To locate **APD Discussion Boards**, click on the Discussions link.

The **Discussion Boards** page will open, showing the **Discussion Boards** menu. Three (3) APD categories are available.

Discussion Boards:

- ▶ Shareable course content
- ▶ TRAIN Feedback and Recommendations
- ▶ Spex for a new non-TRAIN course entry process
- ▶ Verification Conditions
- ▶ HOSA - Future Health Professionals Discussion Forum
- ▶ FDOH Ask Questions and Answers
- ▶ FDOH Request a Discussion Category
- ▶ FDOH Questions from Administrators & Course Providers
- ▶ FDOH TRAIN Florida System and Process Updates
- ▶ APD Discussion Board
- ▶ APD Learner Help & Support ← 1
- ▶ APD Manager Help & Support ← 2
- ▶ APD Trainer Help & Support ← 3

Search Discussion Boards by Keyword

Discussion Title
 Message Body
 Both

All Discussion Boards ▾

Search

APD Discussion Board Categories	
1	APD Learner Help and Support - This Discussion Board is designed to help APD Learners with APD training related topics. APD learners can discuss problems with the TRAIN Florida application, navigation, announcements, and course registrations or ask questions on training related topics.
2	APD Manager Help and Support - This Discussion Board is designed to help APD Managers or providers who are managers with APD related training topics. APD managers or providers who are managers can discuss and ask questions about learner accounts, training requirements, training reports or training related topics.
3	APD Trainer Help and Support - This Discussion Board is designed specifically for APD trainers. APD trainers can discuss and ask questions about learner accounts, training requirements, training reports, or training related topics.

Image 4

Step 3

To access a **Discussion Board** category - click on the **title of the category** to open the board. You will be directed to the main page for the **Discussion Board** you selected, and the title(s) of the active/current **Discussion Threads** on the board.

Discussion Boards:

- ▶ Shareable course content
- ▶ TRAIN Feedback and Recommendations
- ▶ Verification Conditions
- ▶ HOSA - Future Health Professionals Discussion Forum
- ▶ FDOH Ask Questions and Answers
- ▶ FDOH Request a Discussion Category
- ▶ APD Discussion Board
- ▶ APD Learner Help & Support ←
- ▶ APD Manager Help & Support
- ▶ APD Trainers Help & Support

Search Discussion Boards by Keyword

Discussion Title
 Message Body
 Both

All Discussion Boards ▾

Search

APD Learner Help & Support New Thread

This Discussion Board was created to provide APD Learners with a way to get help and support with TRAIN Florida, APD training and resources.

All APD Learners:
Before posting a discussion thread, please check the TRAIN Florida APD FAQs located on the APD Training Portal - Help and Support web page to see if the answer is located there. If you cannot locate your answer, we encourage you to post a discussion thread. The TRAIN Florida APD site administrators will submit a reply as soon

Show threads: from all dates ▾

Thread	Poster	State	Date
How do I get a TRAIN Florida account? ←	APD Learner APD Learner	Florida	03/30/2016 14:55

Image 5

NOTE: If the screen displays “No match is found” there are **no active** threads posted to the category.

Section 3
How to search the TRAIN Florida APD Discussion Boards

We may have posted the answer to your question on the **APD Discussion Boards**. The following steps will help you search the **TRAIN Florida APD Discussion Boards** for answers and problem resolutions.

Step 1

To search for previously posted threads in the category. Click on the **Show Threads** drop down menu. Click to select the past period. A list of the discussion threads will appear.

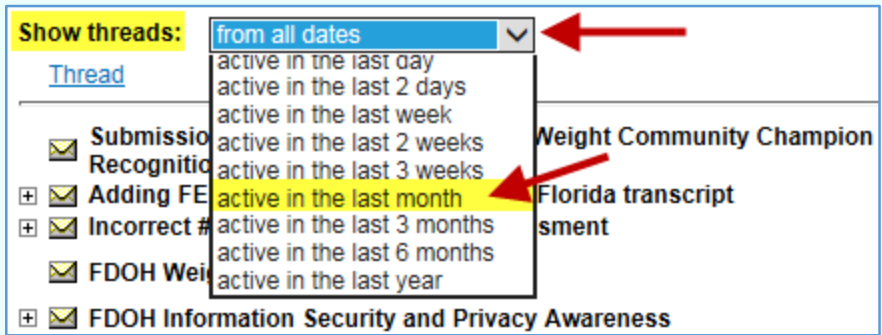



Image 6

NOTE: If the screen displays “No match is found” there are **no active** threads posted to the category.

 **NOTE:** Please refer to the Learner help document – [How Do I Add to a Discussion Board in TRAIN Florida](#), to learn how to participate in a Discussion Thread or request a Discussion Board category.

The **Discussions** feature also has a **Search Discussion Boards by Keyword** tool to help you locate answers in any Discussion Board category, to include the Florida Department of Health and TRAIN National.

The following steps will guide you on how to use **Search Discussion Boards by Keyword**.

Step 1

Locate the **Search Discussion Boards by Keyword** tool, at the bottom of the Discussion Boards category list.

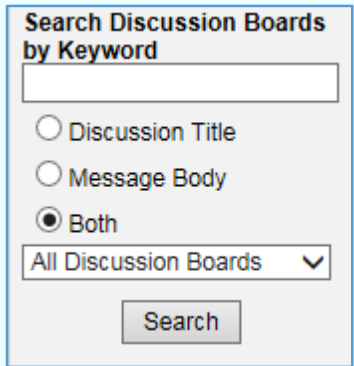


Image 7

You can choose one of two methods for your search:

- A. **Use a Keyword - Enter a keyword** for your topic into the **Search Discussion Boards by Keyword** field. You may choose to filter the search by Discussion Title, Message Body (the text of the discussion), or Both. Click on the radio button next to your choice.

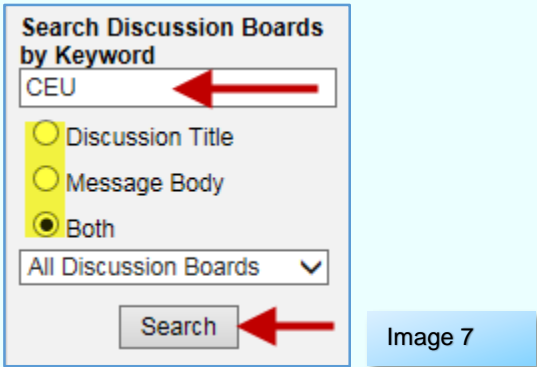


Image 7

Click the **Search** button.

- B. **Filter the keyword search by a specific category topic - Enter a keyword** into the **Search Discussion Boards by Keyword** field.

Click on the **All Discussion Boards** drop down menu. Use the menu to locate and select the Discussion Board category to populate the field. Click the **Search** button.

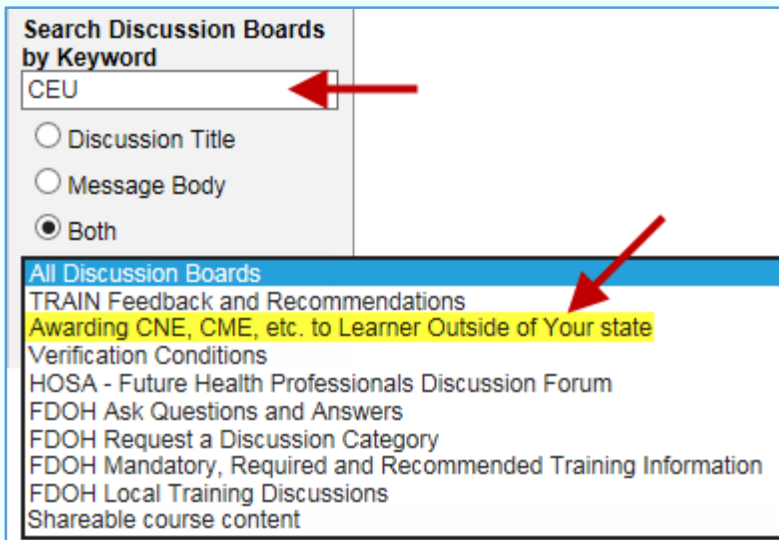


Image 8

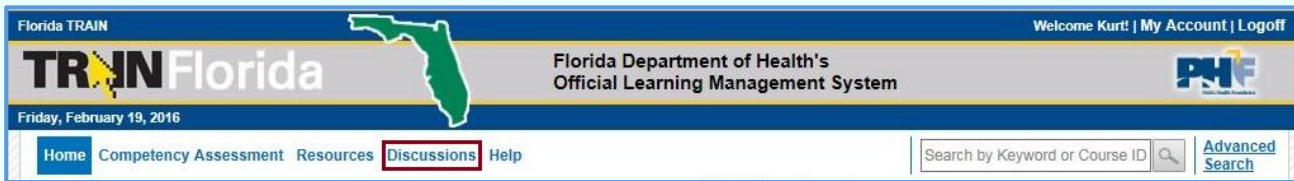
Section 4

Who to contact for questions and problem solutions

APD Technical Support and Communication



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You can click on the **Discussions** menu link from any page on the site and it will take you to the Discussions page. If you have a question, you can post it on the **APD Discussion Boards**. The TRAIN Florida APD site administrators monitor and triage all APD Discussion Board threads daily, and we encourage all APD learners to submit a Discussion Board thread.

Section 4.1

How Do I Add to a Discussion Board in TRAIN Florida?

The link below will open a document that will show you the steps on how to review threads, reply to threads, and add discussion threads in the [TRAIN Florida APD Discussion Boards](#).

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.

As a TRAIN Florida APD learner, I promise not to contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.

