Our goal is to provide Tier 1 support within 24 hours of the email receipt.

We accomplish this by:
- ❑ Monitoring and triaging the APD LMS support email inbox at least every hour.

The process includes providing the APD LMS site administrator, managers, trainers, and learners with:

1. A process where the managers, trainers and learners receive an email response within 24 hours.

2. Emails that are efficiently managed and tracked.

3. Responses that provide the managers, trainers, and learners with a solution.

4. Frequently Asked Questions (FAQs) that can be posted to help other learners.

    A. Use emails to update the TRAIN Florida APD FAQs.

    B. Use emails to update the TRAIN Florida APD Discussion Board.

APD Technical Support and Communication

We are just an email away!

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

It is very important that you **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida

TRAIN Florida APD LMS Email Support

The APD LMS Support team has **established lines of support communication for TRAIN Florida. All TRAIN Florida APD users are encouraged to review the [APD Support and Communication - Quick guide](#)**.

If you have a question or require assistance, send an email to **[apd.lmssupport@apdcares.org](#),** or post a **[Discussion Board Thread](#)** on the TRAIN Florida APD Discussion Board. **Please allow a minimum of five business days to complete your request.**

TRAIN Florida APD LMS Email Request Guidelines

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

- An auto-reply is sent to each submitted email request.

- The APD LMS Support team will process emails in the order they are received. **Please allow a minimum of five business days to complete your request.**

- Please do not submit more than one email per request, or question. Your email will be addressed in the order it was received.

- **Email Request Format:**
  - **Email request must have a Subject**
  - **Email body must have your name, agency contact information, and text regarding your inquiry, comment or question**

- **If you are an APD Provider or staff, please include your Provider ID number in the body of the email**

- **Please follow the processes below for requesting a TRAIN Florida learner account:** Use the category list to see how learner accounts are created.
  - [APD Employees](#)
  - [APD Independent Contractors](#)
  - [Providers](#)
  - Non-Agency [Trainers](#)
  - [Providers Pending APD Approval](#)

Thank you for your patience.

This process flow is for all TRAIN Florida APD Users.

Start

User → User sends email to LMS Support box

User receives email → **Stop**

APD LMS Team → Team monitors support box → Team reads email → Team has a response → **Y** → Team emails answer to User → **Stop**

Answer helps other learners

Team sends email to FDOH Site Administrator

N

Team updates FAQs and/or TRAIN Florida APD Discussion Board → **Stop**

FDOH Site Administrator → FDOH site administrator receives email → FDOH site administrator has a response → **Y** → Sends response to APD LMS Team → **Stop**

N

Submit YouTrack or email to KMI

TRAIN KMI (Vendor) → KMI receives YouTrack or email → KMI has a response → Sends response to FDOH site administrator → **Stop**