

APD Independent Contractor



If you are an APD Independent Contractor who needs a TRAIN Florida account, the following information will help you.

The TRAIN Florida APD LMS Support team has implemented the account creation process for the APD Independent Contractor.

✓ (Click here to see the process map).

The APD Independent Contractor is authorized to CREATE a TRAIN FLORIDA LEARNER ACCOUNT

APD Independent Contractors are authorized to create a TRAIN Florida account. You **must have an individual, valid and unique** email account before an account can be created. ✓ ([Click here to see the APD Independent Contractor Account Creation Instructions](#)).

Once the APD Independent Contractor creates the account and completes the APD required courses, they can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the Agency Provider.

⚠ Please do not CREATE a **second TRAIN FLORIDA LEARNER ACCOUNT. If the APD Independent Contractor also works for another Provider agency, they only need **one** TRAIN Florida learner account.** They can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for each Agency Provider.



Image 1

APD Technical Support and Communication

TRAIN Florida APD Support Team Hours

We are available to help Monday-Friday, 8am-5pm (Excluding Holidays)

Email us at apd.lmssupport@apdcares.org

We are just an email away!

Please allow a minimum of **five business days to complete your request**

The APD LMS Support Team has **established lines of support communication for TRAIN Florida.** All TRAIN Florida APD learners are **encouraged to review the** [APD Support and Communication - Quick Guide](#) and [APD LMS Email Process](#)

If you have a question or require further assistance, send an email to apd.lmssupport@apdcares.org, or post a [Discussion Board Thread](#) on the TRAIN Florida APD Discussion Board.

⚠ Please do not contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. They will not provide a response to your emails or telephone calls.


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APD Independent Contractor Instructions

Please follow the steps below:

The process allows the APD Independent Contractor to create an account, complete the APD required courses, and email or print their TRAIN Florida Transcript for the Provider:

1. Open the APD Independent Contractor TRAIN Florida Account creation [instructions](#), or download the APD Independent Contractor TRAIN Florida Account creation [instructions](#) from the APD Training Portal.
2. Click on this link <https://fl.train.org/DesktopShell.aspx> to access the TRAIN Florida Login Page.
3. Open the APD Independent Contractor TRAIN Florida Account creation [instructions](#). The instructions include the steps for creating a TRAIN Florida Account, the TRAIN Florida APD required courses; including the APD Provider Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the learner login instructions for those who forget their login information.
 **(It is critical that you do not create multiple accounts).**
4. We encourage you to closely follow the instructions. During the account creation steps, it is **critical** that you select the **APD Providers** group.
5. If you have a question or require technical assistance, **Please do not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.** Instead, send an email to apd.lmssupport@apdcares.org **Subject: APD Independent Contractor. Priority High.** Please include your first and last name, email address and the TRAIN Florida Login Name in the body of the email.
6. Once the APD Independent Contractor creates the account and completes the APD required courses, they can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the Agency Provider.

✓ **Click here to see the Frequently Ask Questions**

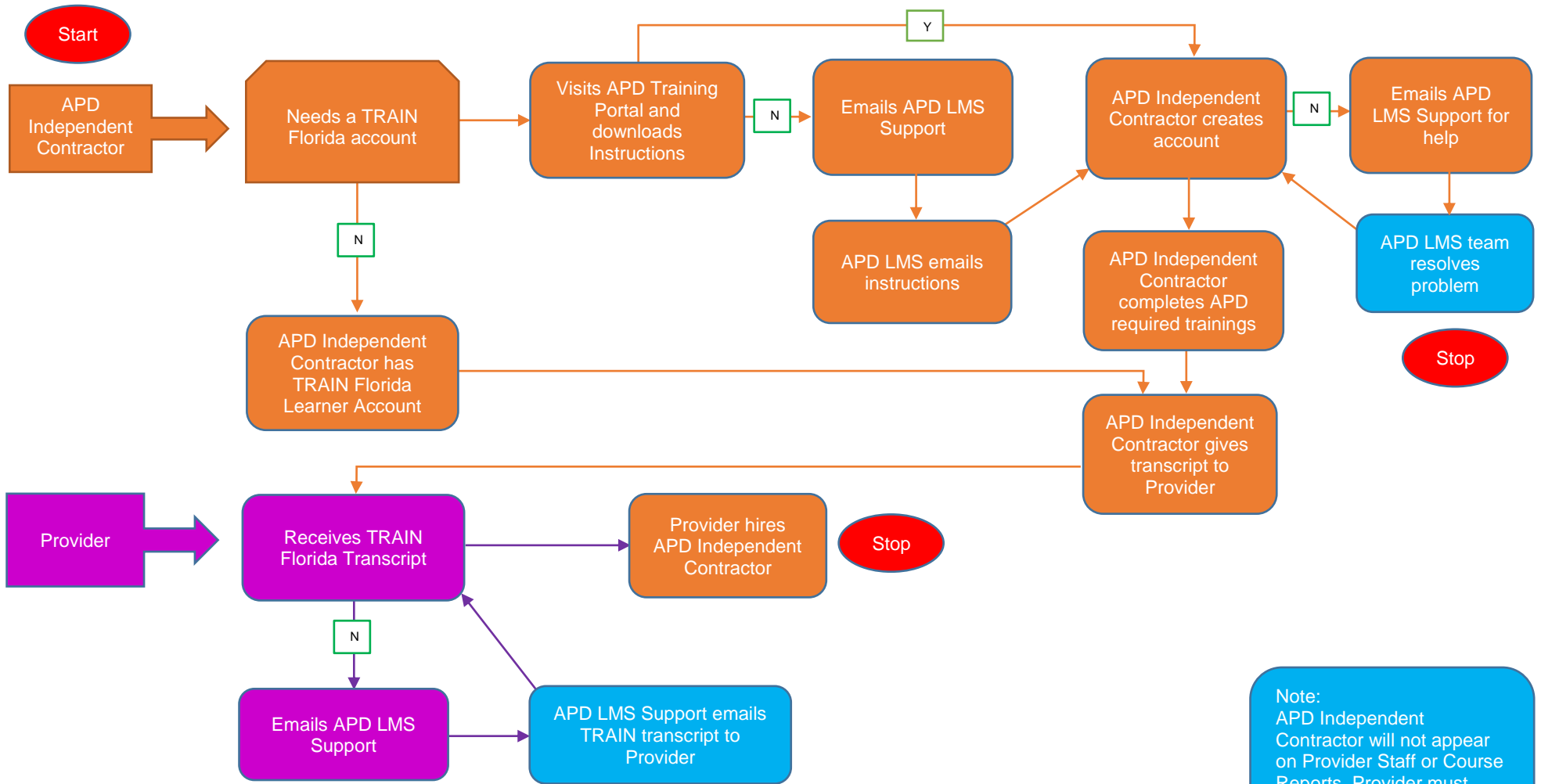


If you have a question or require assistance, send an email to apd.lmssupport@apdcares.org. The APD Independent Contractor process and documents are also located in the [APD TRAIN Florida Resource Center](#) under APD Independent Contractors.

APD Independent Contractor



APD Independent Contractor Process



Note:
 APD Independent Contractor will not appear on Provider Staff or Course Reports. Provider must request a copy of the transcript.

APD Independent Contractor



APD Independent Contractor Process FAQs

Question #	Question	Answer
1.	What if the APD Independent Contractor does not have an email address?	<p>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.</p> <p>We recommend that the APD Independent Contractor use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.</p>
2.	Can the Agency Provider give the APD Independent Contractor one of our agency email addresses? For example: HRtrain103@gmail.com	We do not recommend this. See above response. If the APD Independent Contractor is not hired, the assigned email address will stay with the account. The APD Independent Contractor will need to update the email address.
3.	Why can't a learner have more than one account?	The Train National policy requires that the learner only have one account. The APD LMS Support team is required by TRAIN National to merge all multiple accounts.
4.	What happens if the learner works for more than one agency?	<p>The TRAIN Florida APD process allows the APD LMS Support team to link two Provider ID numbers to the learner account.</p> <p>The learner only needs to complete the APD required courses per the iBudget requirements. Both agencies will have access to the learner's transcript. The provider can request an agency staff or course report to help track and manage their agency training.</p>

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APD Independent Contractor Process FAQs

Question #	Question	Answer
5.	Can the Agency Provider create the APD Independent Contractor's TRAIN Florida account?	Yes! Please follow the How to create a TRAIN Florida Account instructions. Also, please ensure that you email the How to create a TRAIN Florida account instructions to the APD Independent Contractor. The instructions include the TRAIN Florida APD required courses; including the APD Provider Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the Learner login instructions for those who forget their login information.
6.	What happens if the APD Independent Contractor creates a second TRAIN Florida account?	The TRAIN system requires that each learner have an individual, unique and valid 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. Immediately contact the APD LMS Support team by email at apd.lmssupport@apdcares.org . Subject: Merge Accounts. The APD LMS Support team will merge all multiple accounts. This process takes 24 hours to complete.
7.	What happens if the Agency Provider does not hire the APD Independent Contractor?	Immediately contact the APD LMS Support team by email at apd.lmssupport@apdcares.org . Subject: APD Independent Contractor Not Hired. The APD Independent Contractor account will stay active in the APD Providers Group.
8.	Does the APD Independent Contractor need to provide the Agency Provider with a copy of their certificates?	No! The TRAIN Florida Transcript is proof of official course completion.

APD Independent Contractor



APD Independent Contractor Process FAQs

Question #	Question	Answer
9	Will the APD Independent Contractor who works for another agency and has completed the APD required courses, need to retake the courses?	No! The TRAIN Florida Transcript is proof of official course completion. The learner only needs to complete the APD required courses once.
10	Can the Agency Provider request a copy of the APD Independent Contractor's transcript?	Yes! You can contact the APD LMS Support team by email at apd.lmssupport@apdcares.org . Subject: Verify APD Independent Contractor. Priority High. Please include the APD Independent Contractor's first and last name, email address and the TRAIN Florida Login Name in the body of the email, we will provide you with a copy of the TRAIN Florida Transcript
11	Who can the APD Independent Contractor contact for help?	If the APD Independent Contractor has a question or requires technical assistance, we encourage you not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. Instead, send an email to apd.lmssupport@apdcares.org Subject: APD Independent Contractor. Priority High. You must include their first and last name, email address and the TRAIN Florida Login Name in the body of the email.