

TRAIN Florida – APD Frequently Asked Questions

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



Instructions: The TRAIN Florida Frequently Asked Questions are listed below by category. Click on **Answer** to see the answer. **Click here** to see the TRAIN Florida list of terminology.

No.:	Question:	Answer:
TRAIN Florida Navigation		
1	How do I find the TRAIN Florida login page?	Answer
2	How do I navigate in TRAIN Florida?	Answer
I am a Learner and need help!		
1	How do I get a TRAIN Florida account?	Answer
2	I forgot my username and password. What do I do?	Answer
3	Where do I go to find answers to my questions?	Answer
4	I am a new APD employee or provider. How do I get started in TRAIN Florida?	Answer
5	Where is my TRAIN Florida transcript?	Answer
TRAIN Florida Courses		
1	How do I find the APD courses?	Answer
2	How do I find the course assessment (test) and evaluation?	Answer
3	How do I get non-APD courses on my transcript?	Answer
4	What do I do when a completed course is not on my TRAIN transcript?	Answer
5	Why will the course not launch for me?	Answer
TRAIN Florida APD Contact Information		
1	Whom do I contact for help?	Answer
Where do I find the APD training information?		
1	I am an APD customer. Where do I find the APD training information?	Answer
2	I am an APD employee. Where do I find the APD training information?	Answer
3	I am an APD provider. Where do I find the APD training information?	Answer
4	What is the difference between the TRAIN Florida Knowledge Center and the APD Training Portal?	Answer
What TRAIN Florida Resources are available to help me?		
1	What are APD resources?	Answer
2	Where are APD resources located in TRAIN Florida?	Answer



Instructions:

The answers to the TRAIN Florida Frequently Asked Questions are listed below by category. Please visit the [APD Training Portal](#) to learn more about TRAIN Florida. If your solution is not here, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

TRAIN Florida Navigation	
1	Question: How do I find the TRAIN Florida login page?
1	<p>Answer:</p> <p>APD employees - The TRAIN Florida logo is located on the APD SharePoint home page. The logo is linked to the APD Training Portal, which has a link to the TRAIN Florida Login page.</p> <p>APD Providers and Customers - A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <ul style="list-style-type: none"> <input type="checkbox"/> A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is also located on the Provider drop-down menu. Locate and click on Training. <input type="checkbox"/> A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is also located on the Customer drop-down menu. Locate and click on Training.
2	Question: How do I navigate in TRAIN Florida?
2	<p>Answer:</p> <p>The APD Learning Management System support team has created the How to Navigate TRAIN Florida guide. This resource is located on the APD Training Portal under the TRAIN Florida – Quick Links. It is also available in the TRAIN Florida APD Resource Center.</p>

I am a Learner and need help!	
1	Question: How do I get a TRAIN Florida account?
1	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account.</p> <p>Your TRAIN Florida Learner account is created for you. You will receive your login information and instructions via email. You must have a valid email account before APD can set up the TRAIN Florida Learner account.</p> <p>If you need a TRAIN Florida Learner account, please have your supervisor/manager contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>
2	Question: I forgot my password and login. What do I do?
2	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account.</p> <p>On the TRAIN Florida Login page is the Login/Password Help Tutorial. You can learn how to retrieve your login and password information by clicking the Login/Password Help Tutorial link. If you cannot retrieve your login information, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>



I am a Learner and need help - Continue	
3	Question: Where do I go to find answers to my questions?
3	<p>Answer:</p> <p>There are three ways to get answers to your questions:</p> <ol style="list-style-type: none"> 1. Go to the APD Training Portal – Help and Support tab. The APD Learning Management System support team has created Learner Questions and Answers and short tutorials designed specifically for APD learners. 2. You can post your question on the TRAIN Florida APD Discussion Board. All APD Discussion Board threads are monitored and triaged daily by the TRAIN Florida APD site administrators. 3. You can contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.
4	Question: I am a new APD employee or provider. How do I get started in TRAIN Florida?
4	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account. Your account was created for you and you should have received an email from FI_Admin@train.org with your login information and instructions to get started in TRAIN Florida.</p> <p>If you did not get this email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>
5	Question: Where is my TRAIN Florida transcript?
5	<p>Answer:</p> <p>Instructions are available to help you locate and manage your TRAIN Florida transcript.</p> <p>Follow the steps below to get the instructions:</p> <ol style="list-style-type: none"> 1. Click the TRAIN Florida User Tools link on the TRAIN Florida Login page. The link will take you to the Learners Questions and Answers. Find the TRAIN Florida Course Management section, locate, and click on How to Manage my TRAIN Florida Transcript. <p>If you need additional help, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>

TRAIN Florida Courses	
1	Question: How do I find the APD courses?
1	<p>Answer:</p> <p>The Keyword or Course ID search bar is located on the upper-right side of the TRAIN Florida home page above the Dashboard. Enter a keyword, such as part of a course title, or the course ID and search the TRAIN database. Click here for instructions on how to locate APD courses.</p> <p>Tip for APD learners! Enter APD into the Keyword or Course ID search bar and click the Search magnifying glass icon, TRAIN Florida will direct you to the Course Search page. The page that will display all courses, discussions, and resources related to APD.</p>



TRAIN Florida Courses - Continue	
2	<p>Question: How do I find the course assessment (test) and evaluation?</p> <p>Answer:</p> <p>The TRAIN Florida administrators have designed two short videos (less than 2 minutes long) that show you how to locate and complete a course assessment (test) and evaluation. The links to the videos are located directly below the Dashboard.</p> <ol style="list-style-type: none"> 1. Course Completion Assessment and Evaluation - Blended Learning Series, and 2. Course Completion Assessment and Evaluation - Self-Pace <p>If you have any problems with locating and completing the course assessment and evaluation, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>
3	<p>Question: How do I get non-APD courses on my transcript?</p> <p>Answer:</p> <p>Instructions are available to help you get your non-APD courses on your transcript.</p> <p>Follow the steps below to get the instructions:</p> <ol style="list-style-type: none"> 1. On the TRAIN Florida Login page, click the TRAIN Florida User Tools link. The link will take you to the Learners Questions and Answers. Find the TRAIN Florida Course Management section, locate, and click on How to manage NON-TRAIN courses. <p>If you need additional help, please contact the TRAIN Florida APD Site Administrator by email at apd.lmssupport@apdcares.org.</p>
4	<p>Question: What do I do when a completed course is not on my TRAIN transcript?</p> <p>Answer:</p> <p>A course is not completed until the learner completes the course assessment and evaluation. This is done through the Course Management page.</p> <p>Once you have completed watching a presentation video, navigating back to the Course Management page can be a little tricky.</p> <p>The TRAIN Florida administrators have designed two short videos (less than 2 minutes long) that show you how to locate and complete a course assessment (test) and evaluation. The links to the videos are located directly below the Dashboard.</p> <ol style="list-style-type: none"> 1. Course Completion Assessment and Evaluation - Blended Learning Series, and 2. Course Completion Assessment and Evaluation - Self-Pace <p>If you have any problems with locating and completing the course assessment and evaluation, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>



TRAIN Florida Courses - Continue

5	<p>Question: Why will the course not launch for me!</p>
	<p>Answer:</p> <p>There are minimum system requirements for the TRAIN Florida website. Click the Help link located on the top portion of your home page to view the requirements, as shown in the next illustration.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p style="margin: 0;"> Home Competency Assessment Resources Discussions Help </p> </div> <p>On the Help page, under the Manage heading, find and click on the System Requirements link.</p> <p>If your computer or laptop meets the Minimum System Requirements and Recommended System Specifications/Software, click the Test Your Environment link.</p> <p>When the new page opens, click the Run Test button.</p> <p>If your system test fails, you will need to contact your IT administrator.</p> <p>If you have any problems on how to locate and Test Your Environment, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>

TRAIN Florida APD Contact Information

1	<p>Question: Whom do I contact for help?</p>
1	<p>Answer:</p> <p>If you have a question about TRAIN Florida, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>

Where do I find the APD Training information?

1	<p>Question: I am an APD customer. Where do I find the APD Training information?</p>
1	<p>Answer:</p> <p>The APD Training Portal has the Training Tools, Information, and Resources to help manage TRAIN Florida and APD core and essential trainings. These resources are designed specifically for TRAIN Florida APD learners, and are continually updated to help you manage the TRAIN Florida system and provide help for all APD learners.</p> <p>The APD Training Portal Learner Help and Support section has Questions and Answers and the learner Tutorials are a series of brief Flash presentations that will walk you through how to use the key tools and features in TRAIN Florida and to answer your "How to" questions. APD customers - A link to the APD Training Portal is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <ul style="list-style-type: none"> <input type="checkbox"/> A link to the APD Training Portal is also located on the Customer drop-down menu. Locate and click on Training.



Where do I find the APD Training information? - Continue

2	<p>Question: I am an APD employee. Where do I find the APD Training information?</p>
	<p>Answer: There are two ways to find the TRAIN Florida Login page from our APD SharePoint site:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The TRAIN Florida logo is located on the APD SharePoint home page. <input type="checkbox"/> A link to TRAIN Florida is also located on the HR Training, Professional Development web page.
3	<p>Question: I am an APD provider. Where do I find the APD Training information?</p>
	<p>Answer:</p> <p>The APD Training Portal has the Training Tools, Information, and Resources to help manage TRAIN Florida and APD core and essential trainings. These resources are designed specifically for TRAIN Florida APD learners, and are continually updated to help you manage the TRAIN Florida system and provide help for all APD learners.</p> <p>The APD Training Portal Learner Help and Support section has Questions and Answers and the learner Tutorials are a series of brief Flash presentations that will walk you through how to use the key tools and features in TRAIN Florida and to answer your "How to" questions. APD providers - A link to the APD Training Portal is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <ul style="list-style-type: none"> <input type="checkbox"/> A link to the APD Training Portal is also located on the Provider dropdown menu. Locate and click on Training.
4	<p>Question: What is the difference between the TRAIN Florida Knowledge Center and the APD Training Portal?</p>
	<p>Answer: The TRAIN Florida Knowledge Center is designed for all TRAIN Florida learners. The APD Training Portal is designed specifically for TRAIN Florida APD learners.</p>

What TRAIN Florida Resources are available to help me?

1	<p>Question: What are APD Resources?</p>
1	<p>Answer: The TRAIN Florida Resources is part of the APD LMS Communication and Support process. Documents posted here enhance communication and provide you with TRAIN and APD related information.</p>
2	<p>Question: Where are APD Resources located in TRAIN Florida?</p>
2	<p>Answer: The link to the APD Resources is located on the top portion of your TRAIN Florida home page. The How to Navigate TRAIN Florida guide is located on the APD Training Portal under the TRAIN Florida – Quick Links). Click here for instructions on how to locate and manage APD Resources.</p>



TRAIN Florida APD Terminology

Instructions:

Below are the TRAIN Florida APD commonly used terms:

Term	What it means
APD Site Administrators	Designated APD employees assigned to facilitate the ADP LMS process.
Assessment	A tool used to determine if the learner obtained knowledge, skill sets, and/or competencies.
BLS	Blended Learning Series. Offers the capacity to create a series of courses particular to a field.
Conference Presenter	Designated TRAIN Florida role used to facilitate a conference or meeting.
Course Provider	Designated TRAIN Florida role used to facilitate the TRAIN Florida course process.
Dashboard	A primary tool for learners to manage courses in TRAIN Florida.
Discussion Board	The APD Discussion Board is also part of the APD Communication and Support process for TRAIN Florida.
Discussion Board Thread	Learners with training questions can post a discussion board thread to the specific training topic. Discussion Board threads are monitored and triaged daily by the TRAIN Florida APD site administrators.
Evaluation	What the learner thought of the training and content.
Group Assignment	Learners are assigned to a specific APD group. This group association affects access to visibility of resources, courses, and reporting.
Learner	Someone who has a TRAIN Florida learner account.
Learner Account	The learner account provides access to visibility of resources, courses, and reporting.
LMS	Learning Management System
Resources	Documents to enhance communication, the APD LMS support process and provides learners with TRAIN Florida and APD-related information.
Self-Pace	Self-Pace courses are online training courses completed by the learner at his or her own pace.
Session	Any live event course, such as a classroom, workshop, or webcast training.
Training Plans	Consists of a series of courses, the purpose of the training plan is to minimize the necessity to search for courses.
Visibility	What the learner can see, and access in the TRAIN Florida system.