

## APD Pending Provider Approval



If you are an APD Pending Provider Approval applicant 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 Pending Provider Approval applicant and potential staff. ✓ (Click here to see the process map).

**The APD Pending Provider Approval applicant is authorized to CREATE a TRAIN FLORIDA LEARNER ACCOUNT**

**The APD Pending Provider Approval applicant is authorized to create a TRAIN Florida account.** The APD Pending Provider Approval applicant (including potential staff) **must have an individual, valid and unique** email account before an account can be created. ✓ (Click here to see the [APD Provider Pending Approval Account Creation Instructions](#)).

Once the APD Pending Provider Approval applicant creates the learner account and completes the APD required courses, they can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the APD Program Areas.

**⚠ Please do not CREATE a second TRAIN FLORIDA LEARNER ACCOUNT. If the APD Pending Provider Approval learner works for a Provider agency and has a TRAIN Florida account, they only need one TRAIN Florida learner account.** You can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the APD Program Areas. Once you are approved, notify the APD LMS Support team and we will update your account with your new agency information.



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](mailto: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](mailto: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 reply to your emails or telephone calls.**

## APD Pending Provider Approval



### APD Pending Provider Approval Instructions

#### Please follow the steps below:

The process allows the APD Pending Provider Approval learner to create an account, complete the APD required courses, and email or print their TRAIN Florida Transcript for the APD Program Areas:

1. Open the APD Pending Provider Approval TRAIN Florida Account creation [instructions](#), or download the APD Pending Provider Approval 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 Pending Provider Approval 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 the APD Pending Provider Approval learner to closely follow the instructions. During the account creation steps, it is **critical** that the APD Pending Provider Approval learner select the **APD Providers** group.
5. If the APD Pending Provider Approval learner has a question or requires 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](mailto:apd.lmssupport@apdcares.org) **Subject: APD Pending Provider Approval. 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 Pending Provider Approval learner creates the account and completes the APD required courses, they can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the APD Program Areas.
7. Please create **an account** for each staff member who will be working in your agency.

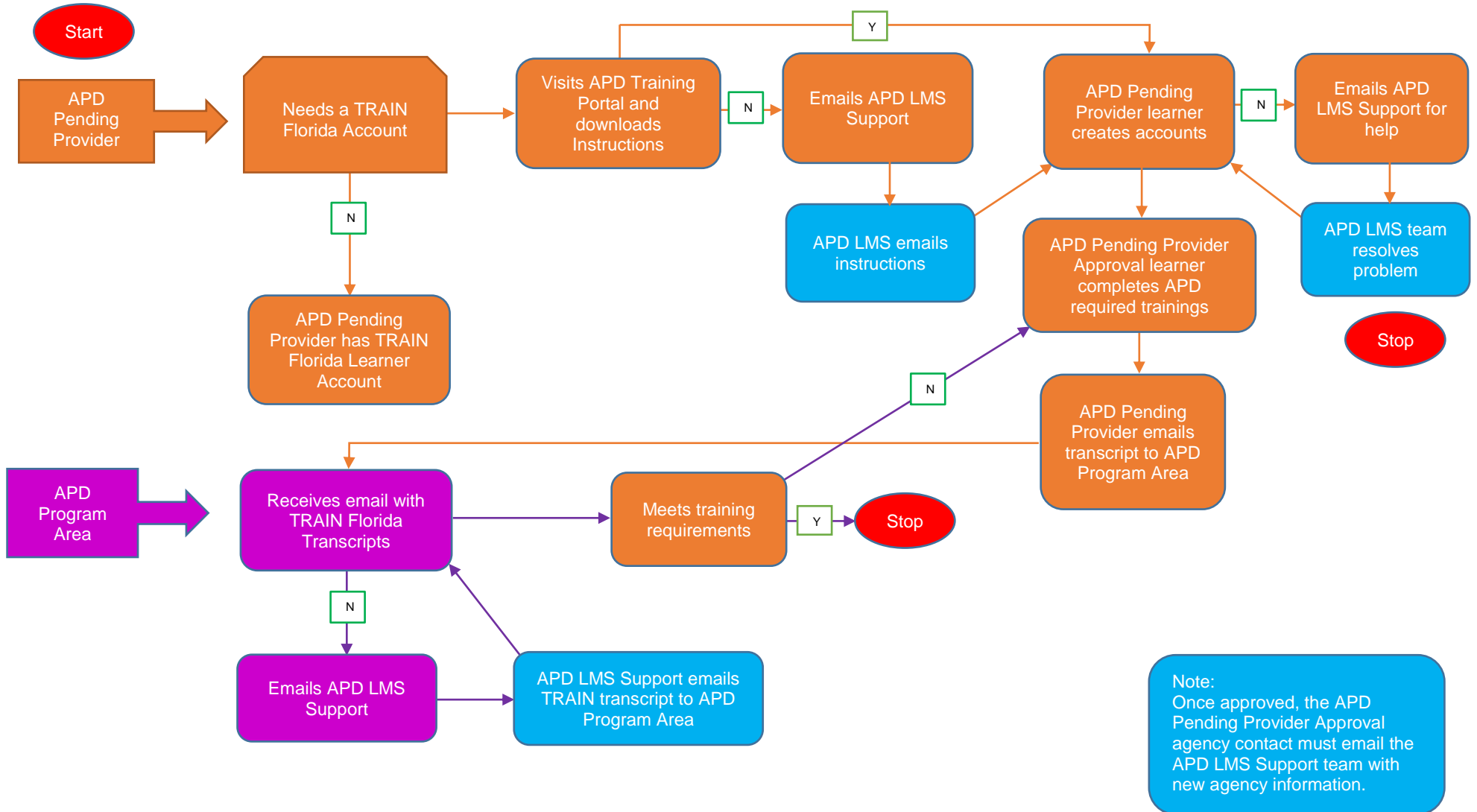
✓ **Click here to see the Frequently Ask Questions**

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

**APD Pending Provider Approval**



**APD Provider Pending Approval Process**



**APD Pending Provider Approval**



**APD Pending Provider Approval Process FAQs**

Question #	Question	Answer
1.	What if the APD Pending Provider Approval learner 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 Pending Provider Approval applicant use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.</p>
2.	Why can't a learner have more than one account?	<p>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.</p>
3.	What happens if the APD Provider Pending Approval <b>learner or one of their new staff</b> works for another agency?	<p>The TRAIN Florida APD process allows the APD LMS Support team to link two Provider ID numbers to the learner account. 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 employee's training.</p>
4.	Can the APD Provider Pending Approval <b>applicant</b> create their staff's TRAIN Florida account?	<p><b>Yes!</b> 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 your potential staff. 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.</p>

**APD Pending Provider Approval**



**APD Pending Provider Approval Process FAQs**

Question #	Question	Answer
5.	What happens if the APD Pending Provider Approval <b>applicant or staff</b> creates a second TRAIN Florida account?	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. Immediately contact the APD LMS Support team by <b>email at <a href="mailto:apd.lmssupport@apdcares.org">apd.lmssupport@apdcares.org</a></b> . <b>Subject:</b> Merge Accounts. The APD LMS Support team will merge all multiple accounts. This process takes 24 hours to complete.
6.	Do the APD Pending Provider Approval <b>applicant and staffs</b> need to provide the APD Program Areas with a copy of their certificates?	<b>No!</b> The TRAIN Florida Transcript is proof of official course completion.
7.	Will the APD Pending Provider Approval <b>applicant and/or staff</b> who works for another agency and has completed the APD required courses, need to retake the courses?	<b>No!</b> The TRAIN Florida Transcript is proof of official course completion. The learner only needs to complete the APD required courses per the iBudget requirements.
8.	Can the APD Pending Provider Approval <b>applicant</b> request a copy of their <b>staff</b> who works for another agency transcript?	You can contact the APD LMS Support team by <b>email at <a href="mailto:apd.lmssupport@apdcares.org">apd.lmssupport@apdcares.org</a></b> . <b>Subject: Verify APD Pending Provider Approval Transcript. Priority High.</b> Please include the staff'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
9.	Who can the APD Pending Provider Approval <b>applicant</b> contact for help?	If the APD Pending Provider Approval <b>applicant</b> has a question or requires technical assistance, <b>we encourage you not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.</b> Instead, send an email to <a href="mailto:apd.lmssupport@apdcares.org">apd.lmssupport@apdcares.org</a> <b>Subject: Pending Provider Approval. Priority High.</b> You must include their first and last name, email address and the TRAIN Florida Login Name in the body of the email.