

## APD Provider Pending Approval



If you are, a Provider pending approval by the Agency for Persons with Disabilities the following information will help you

The TRAIN Florida APD LMS Support team has automated the account creation process. (Click here to see the process map)

### **PLEASE DO NOT CREATE A TRAIN FLORIDA LEARNER ACCOUNT**

**TRAIN Florida APD Provider Pending Approval learner accounts are created by request.** The requestor completes the new learner account upload Excel spreadsheet and sends it via email, to the TRAIN Florida APD LMS Support Team. The new learner **must have an individual** valid email account before an account can be created. The Support Team uploads the TRAIN Florida new learner account information into TRAIN Florida. New learners will receive their log in information and instructions via email.

**If duplicate accounts are created**, the TRAIN system identifies accounts using the same name and/or email address, locks both accounts, and alerts the TRAIN Florida APD Support Team. The Support Team must merge the accounts. Once the process is completed, the system will send learners an email with the merged account login information.



### **APD Technical Support and Communication**

**TRAIN Florida APD Support Team Hours**  
We are available to help Monday-Friday, 8am-5pm  
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.

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Our strategic goal is to help the new learner have a pleasant and rewarding TRAIN Florida experience.

We accomplish this by: Enlightening, Encouraging, Engaging, and Empowering the learner.

The process includes providing the new learner with:

1. Access to the [TRAIN Florida APD Provider Learner Orientation](#):
  - A. TRAIN Florida – Login Page (APD Logo link to APD Training Portal).
  - B. Ensure that all new learners view the Learner Orientation.
2. Demonstrate the TRAIN Florida key system features and navigation menus.
3. Demonstrate how to locate the learner account profile.
4. Demonstrate how to locate TRAIN Florida APD courses.
5. Demonstrate how to locate TRAIN Florida APD Training Plans.
6. Demonstrate how to locate TRAIN Florida course assessment and evaluations.
7. Demonstrate where to locate the APD Training Tools, Information, and Resources to manage TRAIN Florida.
8. Who do I contact for [TRAIN Florida APD Help and Support](#)?

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**This process flow is for APD Provider Pending Approval**

