

APD Provider Staff



If you are an Agency Provider or Solo Provider with 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).

 ***If your staff work for multiple agencies, they only need one TRAIN Florida learner account.***
PLEASE DO NOT CREATE A TRAIN FLORIDA LEARNER ACCOUNT

TRAIN Florida Agency Provider staff and Solo Provider learner accounts are created by request. The Agency Provider contact person or Solo Provider completes the new learner account upload Excel spreadsheet and sends it by email, to the TRAIN Florida APD LMS Support Team. The new learner **must have an individual** valid and unique 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 by email. The Agency Provider contact person will also be notified of account creations.

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

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 reply to your emails or telephone calls.**

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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 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](#)?

APD Technical Support and Communication

We are just an email away!



Image 1

✓ [Click here to see the Frequently Ask Questions](#)

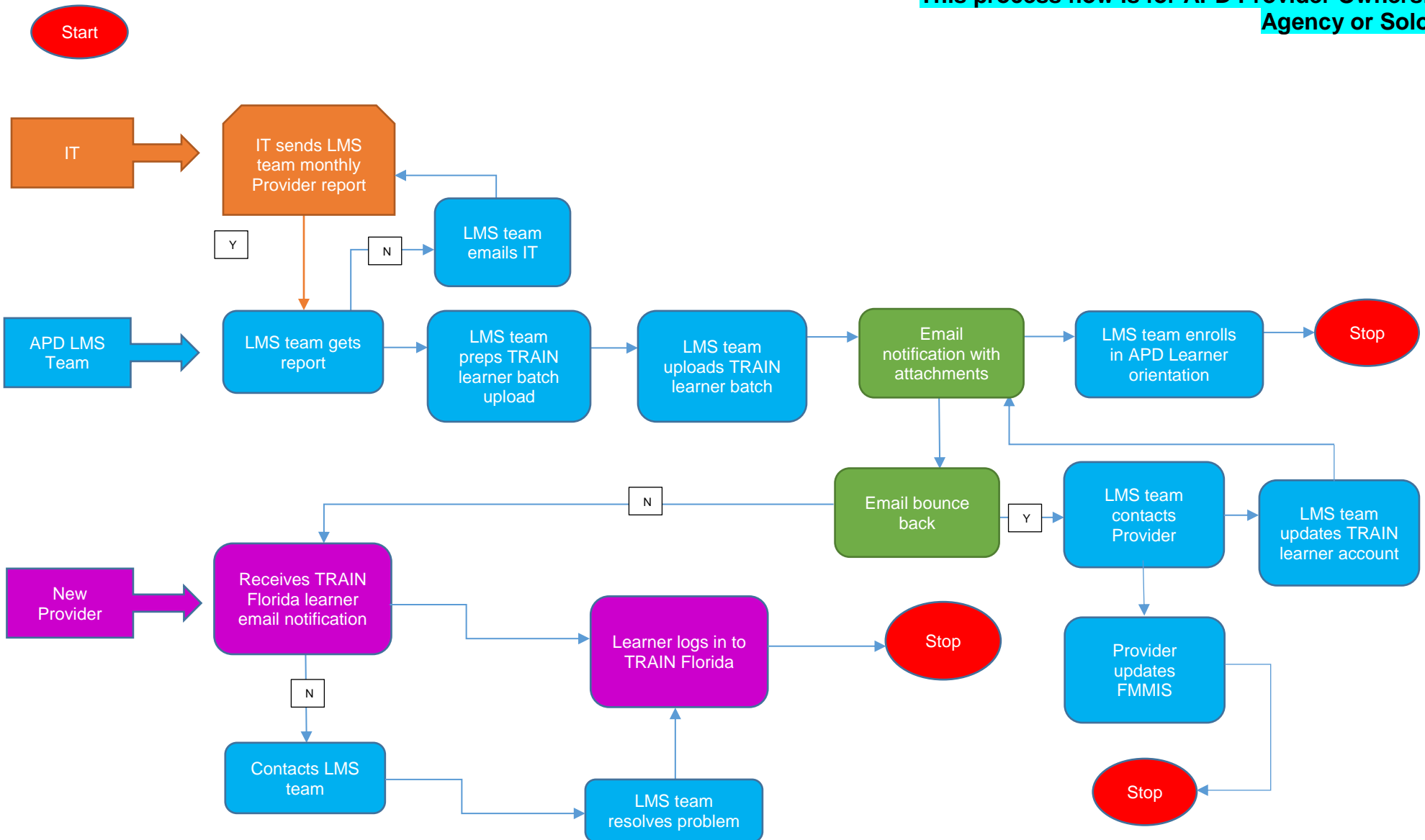
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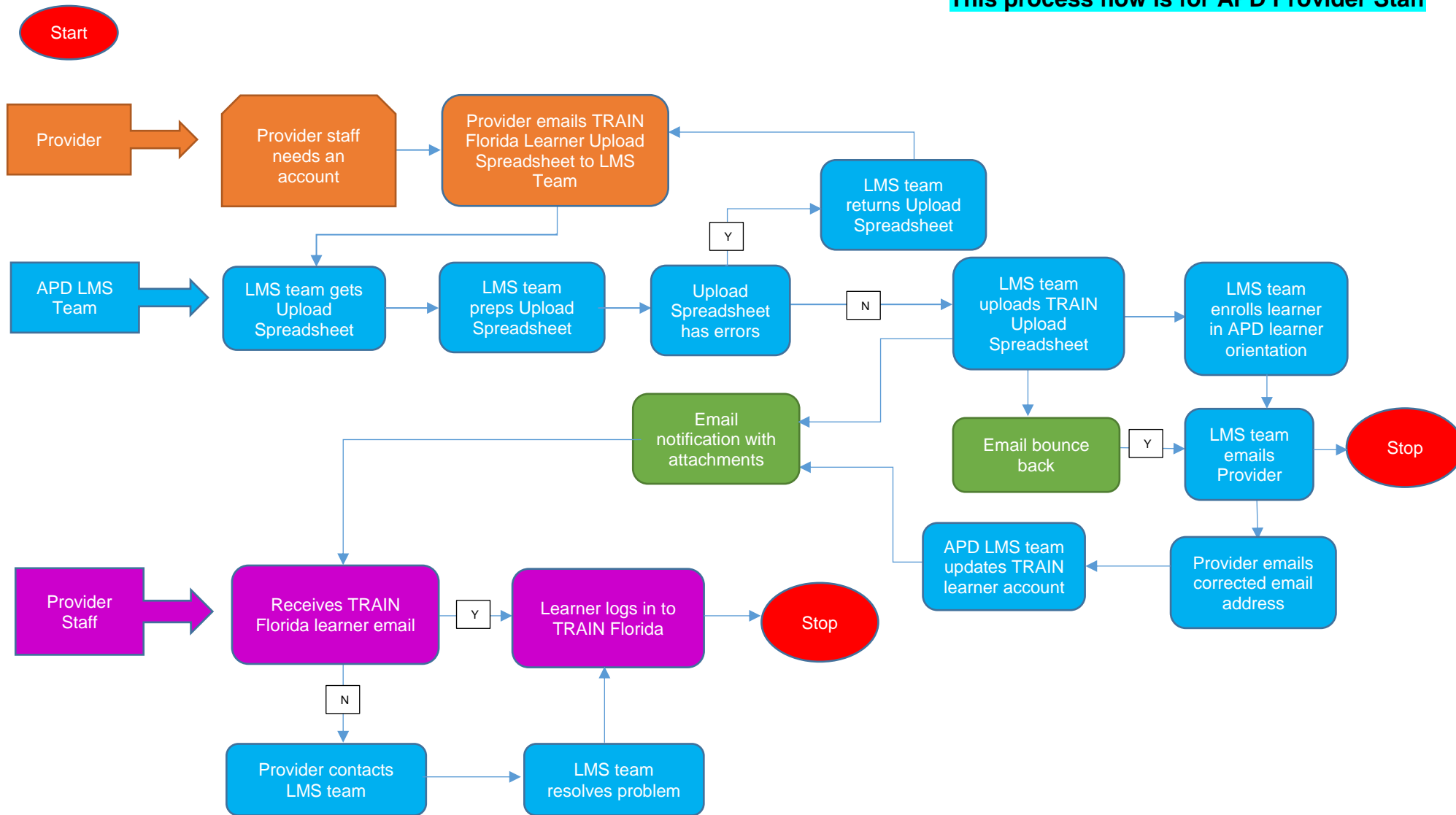
This process flow is for APD Provider Owners:
Agency or Solo



APD Provider Staff



This process flow is for APD Provider Staff





APD Agency Provider Process FAQs

Question #	Question	Answer
1.	What if the employee does not have an email address?	<p>The TRAIN system requires that each learner have a unique and 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 employee 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 employee one of our agency email addresses? For example: HRtrain103@gmail.com	<p>We do not recommend this. See above response. The new learner must have an individual valid and unique email account before an account can be created.</p>
3.	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>
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>



APD Agency Provider Process FAQs

Question #	Question	Answer
5.	Can the Agency Provider create the employee's TRAIN Florida account online?	No! Please follow the Provider Staff Account Creation Instructions .
6.	What happens if the employee creates a second TRAIN Florida account?	<p>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.</p> <p>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.</p>
7.	My employee did not receive or lost the email confirmation with the login instructions from the TRAIN Florida system. What should I do?	<p>The employee does not need the TRAIN Florida Account Creation Confirmation email.</p> <p>Your staff can log in to TRAIN Florida now.</p> <p>All you need to do is to provide the staff member with a copy of the login instructions (apd-tf-login-instructions-new-learner.pdf) and their TRAIN Florida email address.</p>
8.	I am not sure if my employee has an account. What should I do?	<p>Please contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. Subject: Verify Employee Accounts.</p> <p>Please provide the employee's full name, email address and your provider ID number.</p>



APD Agency Provider Process FAQs

Question #	Question	Answer
9	My employee works for another agency and has completed the APD required courses, do they need to retake the courses?	<p>No! 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> <p>The TRAIN Florida Transcript is proof of official course completion and can be used for the Delmarva Review.</p>
10	Can the Agency Provider request a copy of the employee's transcript?	<p>Yes! You can contact the APD LMS Support team by email at apd.lmssupport@apdcare.org. Subject: Verify Provider Employee. Priority High. Please include the employee'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. The employee can also print or email the How to Manage TRAIN Transcripts - Guide to the provider.</p>
11	Where can I find the TRAIN Florida Learner Spreadsheet?	<p>The Provider Staff Account Creation Instructions Provider Upload Staff-template are located on the APD Training Portal. Click on the Provider Managers link.</p>
11	Who can the Agency Provider contact for help?	<p>If you have a question or require technical assistance, 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@apdcare.org Subject: APD Agency Provider. Priority High. You must include your first and last name, email address and the TRAIN Florida Login Name in the body of the email.</p>