



Learner Login Instructions

The instructions below will help guide you with your login to TRAIN Florida.

Step 1: How to log in to TRAIN Florida.

- ❑ Click on the link below or copy and paste the link into your web browser's address bar:
<https://fl.train.org/DesktopShell.aspx>

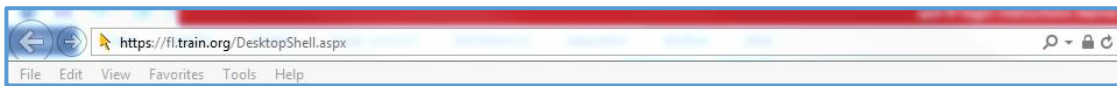


Image 1

- ❑ The **TRAIN Florida Login** page will open. Do the following:

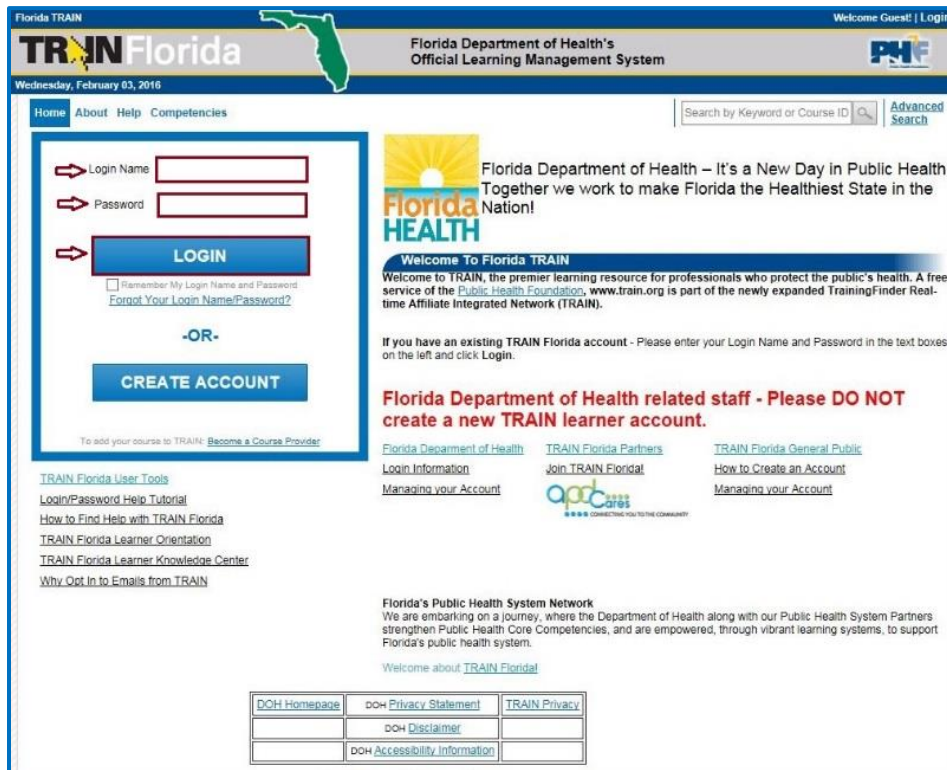


Image 2

- ❑ Enter your login name into the **Login Name** field.
- ❑ Enter your password into the **Password** field.
- ❑ Click the **LOGIN** button.
- ❑ If your login worked, you should be on the TRAIN Florida home page.
- ❑ If the login failed, **please do not create an account**. Please go to Step 2 of these instructions.

Step 2: The **TRAIN Florida Login** page will open.

Click the **Forgot Your Login Name/Password?** link below the Login button.

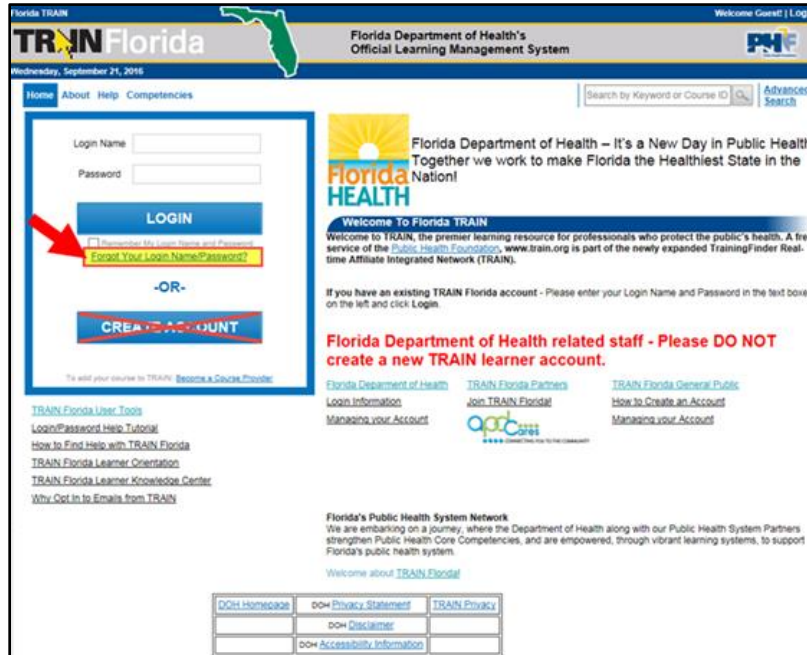


Image 3

Step 3: The **Forgot your Password?** page will open.

- a. Enter the email address used in your TRAIN Florida account, into the box on the screen. If you forgot or changed your email address, please contact the **TRAIN Florida APD site administrator** by sending an email to apd.lmssupport@apdcare.org.
- b. Next click the **Submit** button.

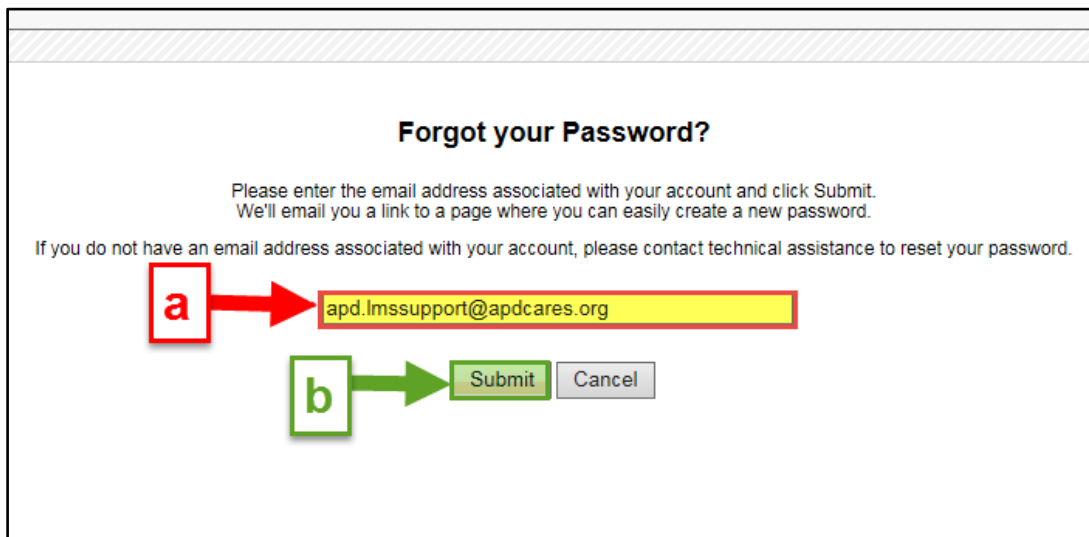


Image 4



Step 4: The **Please check your email page** will open – it will let you know an email has been sent to your entered email address – Click the **Back** button to return to the TRAIN Florida login page.

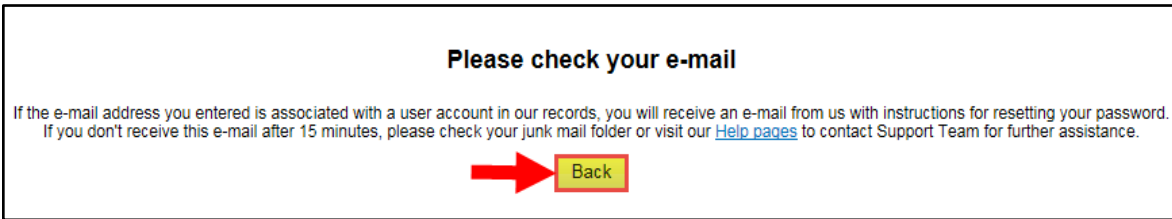


Image 5

Step 5: Go to your **email account in-box**.

You should receive an automated email from the TRAIN Florida email address do-not-reply@train.org **THIS IS NOT SPAM**. The **Subject line** of the email will be **Password Assistance**.

NOTE: If your Password Assistance email does not arrive in your main email in-box within approximately 15 minutes of your request - It is possible for the confirmation email to be filtered to your email account's junk mail or spam mail box. Please check those email boxes for this email.

If you did not receive the Password Assistance email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcare.org.

Step 6: Open the **Password Assistance** email

The email will include your TRAIN Florida Username (Login Name) and **Change Password Link**.

IMPORTANT - BEFORE you click the link, make sure the Login Name is yours.

Click the **Change Your Password** address link **NOTE** this link will not work 24 hours after the sending of the email.



Image 6



Step 7: The **Password Assistance** page will open in a **new window**.

- a. Enter your chosen personal password into the **New password** box.
- b. Then enter your password again in the **Reenter new password** box.
(Make note of your password, as you will need it for all future log in's to TRAIN Florida)
- c. Click the **Next** button.

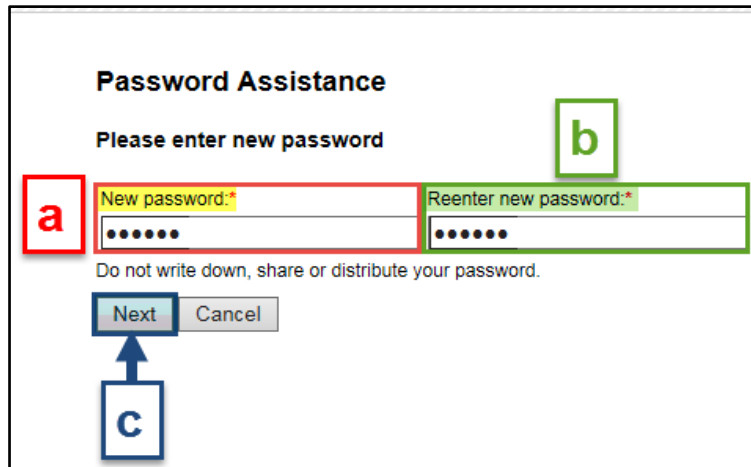


Image 7

Step 8: Your personal **TRAIN Florida** account home page will open.

You are now logged in to your **TRAIN Florida** account (**please continue to page 5**).

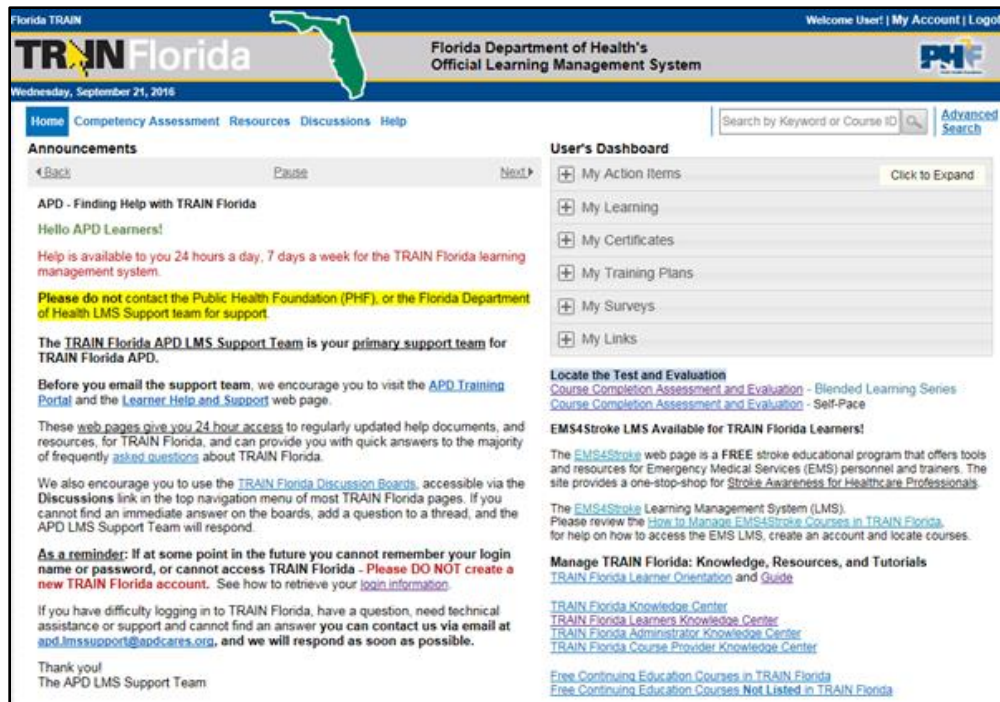


Image 8



Important Information for TRAIN Florida Learners

Congratulations you have successfully accessed your account in TRAIN Florida!

Now that you are able to use your TRAIN Florida account, the APD TRAIN Florida Support Team has many resources for you to access, to help you learn how to use TRAIN Florida.

We encourage you to visit the [APD Training Portal](#) web page and the [APD Learner Help and Support](#) web page. These pages are APD's main source of support information for TRAIN Florida. They include links to many resources designed to help you learn how to navigate and manage your trainings in TRAIN Florida.

The following links are also excellent resources to help guide you in TRAIN Florida:

1. [How to Navigate TRAIN Florida](#)
2. [How to Locate TRAIN Florida APD Courses](#)
3. [How to Manage the TRAIN Florida APD Learner Dashboard](#)
4. [TRAIN Florida – APD Frequently Asked Questions](#)
5. [TRAIN Florida – APD Discussion Board – How to Add an APD Discussion Board Thread](#)

We encourage all TRAIN Florida APD learners to verify their learner account information periodically. These instructions will help guide you: [How to verify your learner account](#).

If you have a question or require further assistance, we are just an email away!

TRAIN Florida APD Support Team Hours
We are available to help Monday-Friday, 8am-5pm
Email us at apd.lmssupport@apdcares.org

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



Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida