

New Learner Login Instructions

Before continuing, please read all of the email information in the account creation confirmation email.

These instructions will help you with your first log in to TRAIN Florida, and get you in to your new account.

NOTE: **Please do not create a second account.** If you have problems with your log in, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding your TRAIN Florida account. They will not respond to your email.

TRAIN Florida Account Creation Confirmation

- APD has created your TRAIN Florida account:
 - The account creation confirmation email contains your TRAIN Florida log in name, and basic instructions for your first log in.
 - Open the email and find your login name. Please write your login name down.

NOTE: Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. They will not respond to your email.

NOTE: TRAIN Florida learners can only have one account. If you already have an account, work for, or going to work for two or more Providers, please send an email to the TRAIN Florida APD Support Team at apd.lmssupport@apdcares.org. We will update your accounts.

How To Log In To TRAIN Florida For The First Time.

Before you get started, please review the TRAIN National webcast. Click the Link below:

- [TRAIN National webcast](#) – (Opens in a new window)

After you have reviewed the webcast, go to step 1.

Step 1: Go to TRAIN Florida - Click on this link - [TRAIN Florida](#).

Or copy and paste the URL address link below into your web browser's address bar:
<https://www.train.org/florida/welcome>

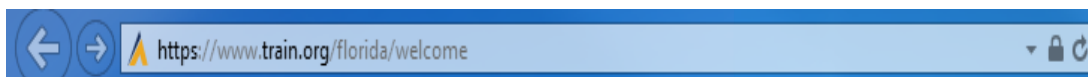


Image 1

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

Click the **Can't log in?** link which is located above the Login button.

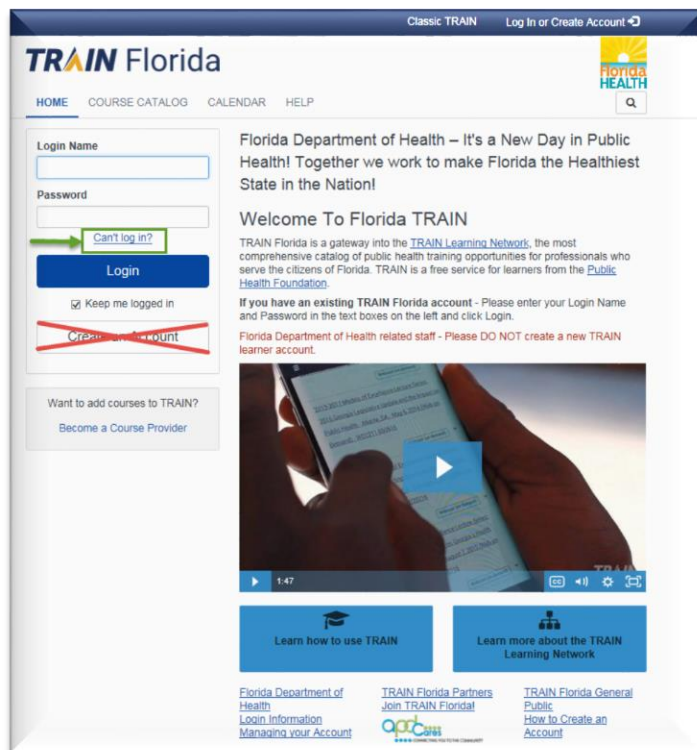


Image 2

Step 3: The **Can't log in?** page will open.

- Enter the email address used in your TRAIN Florida account, into the box on the screen.
- Next click the **Submit** button.
- If you do not remember the email address associated with your account. Click the **Back** button and contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org. Please **do not contact** technical assistance or the Florida Department of Health.

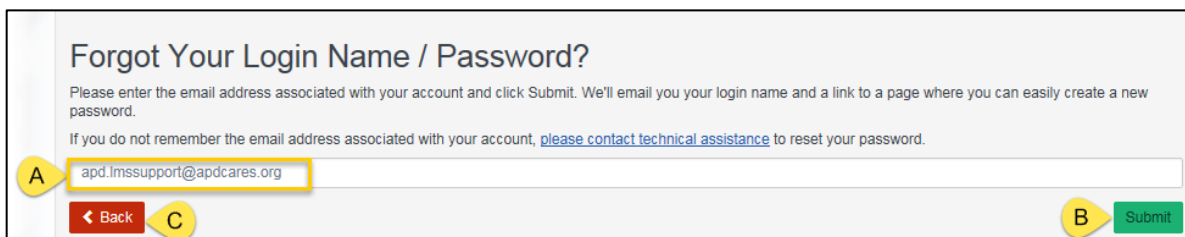


Image 3

Step 3: 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.

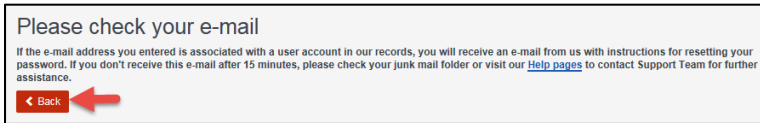


Image 4

If the email address you entered is associated with a user account in our records, you will receive an email from TRAIN.org with instructions for resetting your password. If you don't receive this email after 15 minutes, please check your junk mail folder or contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

Click the **Back** button.

Step 4: Go to your **email account in-box**

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

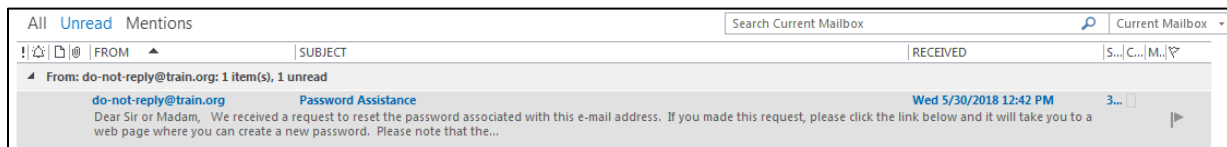


Image 5

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@apdcares.org.

Step 5: 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. If 24 hours has passed, contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

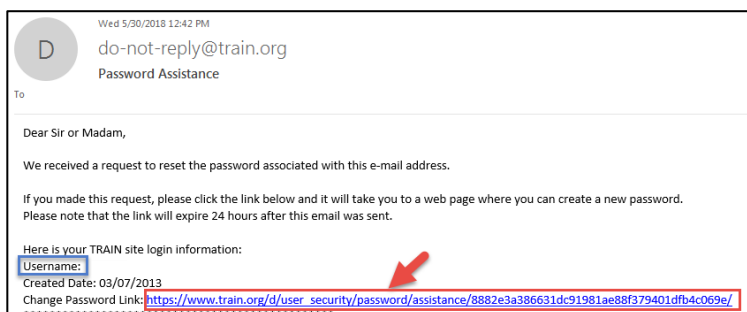


Image 6

Step 6: 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.

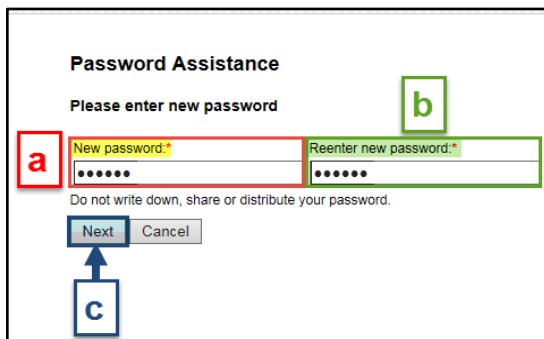


Image 7

Step 7: A new password window will appear with this message: Your password has been changed successfully. Click the Go to Login page link.

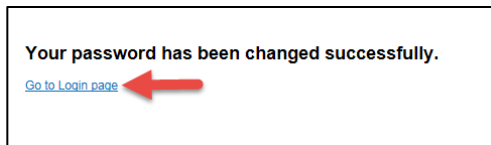


Image 8

Step 8: The TRAIN Florida Login Page will appear.

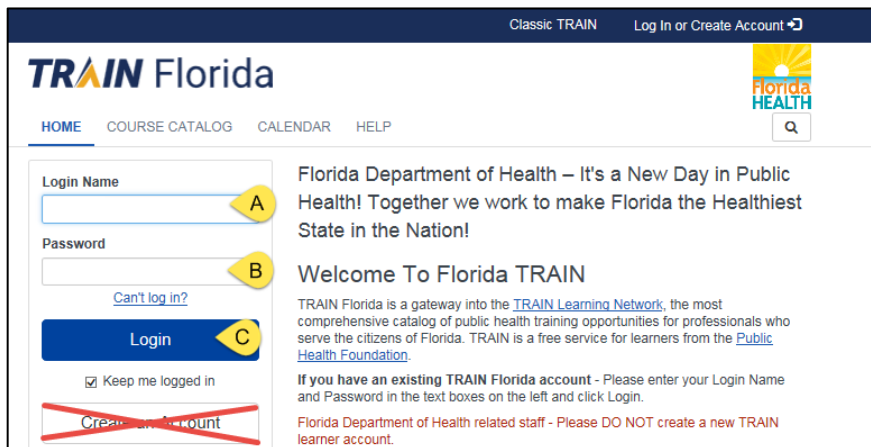


Image 9

- a. Enter your assigned login name in the Login Name field
- b. Enter your password into the Password field
- c. Click the Login button

Important Information for New TRAIN Florida Learners

Congratulations you have successfully accessed your new account in TRAIN Florida!

The Public Health Foundation requires every TRAIN.org learner to read and acknowledge receipt of the General Policies and Liability Terms. You must read and acknowledge receipt of the General Policies and Liability Terms before you get access to your TRAIN Florida learner account.

Now that you can 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.

Before you get started, please review the TRAIN National webcast. Click the Link below:

- [TRAIN National webcast](#) - (Opens in a new window)

TRAIN Florida Home Page.

After you log in, please review the TRAIN Florida Announcements.

APD Required Courses.

The following courses are available in Training Plans. Click on the links below to learn how to locate, manage and complete the courses.

Direct Care Core Competencies (DCCC)

1. [APD DCCC Training Plan instructions](#)
2. [APD DCCC Training Plan Guide](#)

Zero Tolerance:

1. [APD Zero Tolerance Training Plan Instructions](#)
2. [APD Zero Tolerance Training Plan Guide](#)

Do you need HIPAA Training?

1. [APD ATTAIN HIPAA Course Instructions](#)
2. [APD ATTAIN HIPAA Course Guide](#)

TRAIN User Tips - (Opens in a new window)

1. **Learn how to use TRAIN Florida**
2. **The TRAIN Homepage**
3. **Manage Your TRAIN Account**
4. **Search for Courses**
5. **Your Learning**
6. **TRAIN Calendar**

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, Except Weekends and Holidays
Email us at apd.lmssupport@apdcares.org

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



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