New Learner Login Instructions

These instructions are meant to help APD employees, providers, non-agency trainer, or customers with new TRAIN Florida accounts, with their first log in to TRAIN Florida, and get them in to their new account.

> **NOTE:** If you are **not** an APD employee, provider, or customer, please contact TRAIN Florida APD site administrators by email at apd.lmssupport@apdcares.org for instructions to create your TRAIN account.

TRAIN Florida Account Creation Confirmation

❑ APD has created your TRAIN Florida account:

You should receive an automated account creation confirmation email from the APD TRAIN Florida Support Team email address apd.lmssupport@apdcares.org with the **Subject line: An account on fl.train.org has been created on your behalf**

❑ The account creation confirmation email will contain your TRAIN Florida log in information, and basic instructions for your first log in.

Open the email and find your login name.

Please read all of the email information in this email.

❑ **NOTE:** If your confirmation email does not arrive in your main email in-box - 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 account creation confirmation email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

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

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

Step 1: Go To TRAIN Florida - Click on this link - TRAIN Florida.

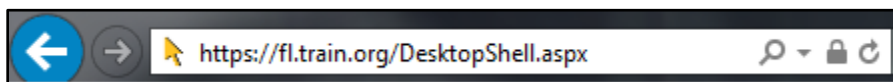> **Or** copy and paste the URL address link below into your web browser's address bar:
> https://fl.train.org/DesktopShell.aspx

Image 1

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

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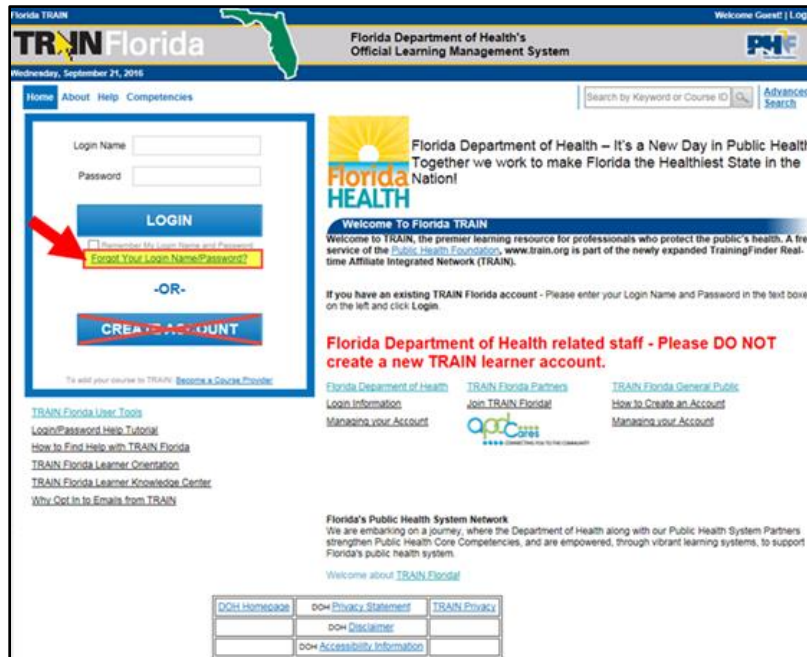

Image 2

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.

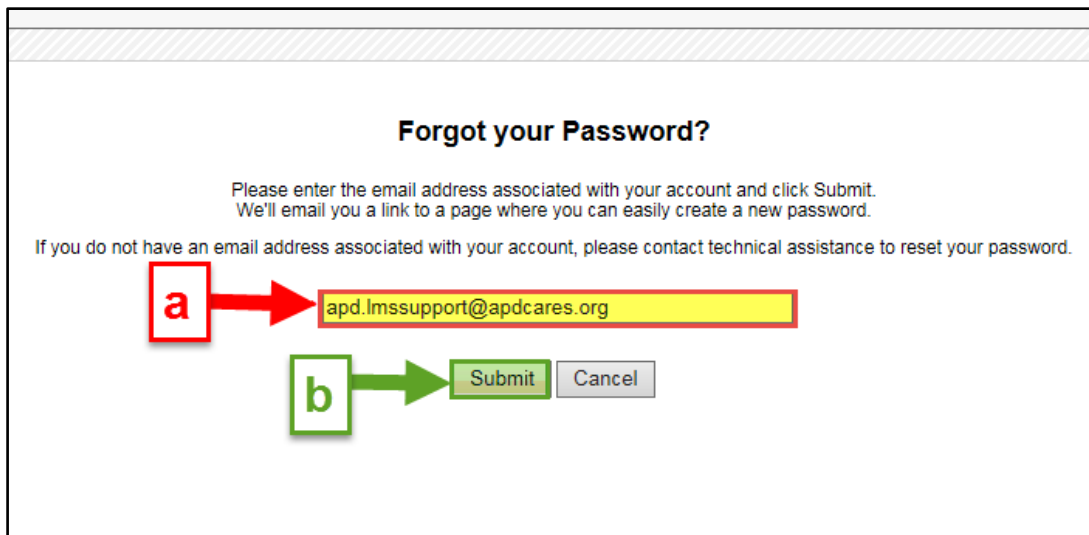b. Next click the **Submit** button.

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.
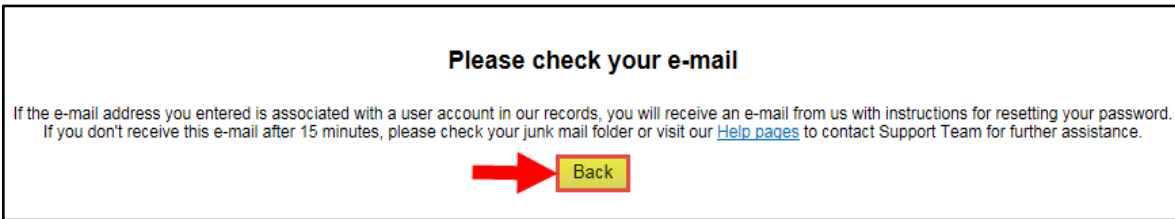

Please check your e-mail

If the e-mail address you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password. If you don't receive this e-mail after 15 minutes, please check your junk mail folder or visit our Help pages to contact Support Team for further assistance.

Back

Image 4

Step 4: 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@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

Wed 9/21/2016 11:39 AM

do-not-reply@train.org

Password Assistance

To   APD LMS Support

Dear Sir or Madam,

We received a request to reset the password associated with this e-mail address.

If you made this request, please click the link below and it will take you to a web page where you can create a new password. Please note that the link will expire 24 hours after this email was sent.

Here is your None site login information:
Username: User.TestAPD2
Created Date: 09/21/2016
Expiration date: (none)
Change Password Link:
https://fl.train.org/d/user_security/password/assistance/7faa8497d8f0f970e9d3bde5fcd7ba4deab36c50
****

Image 5

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)
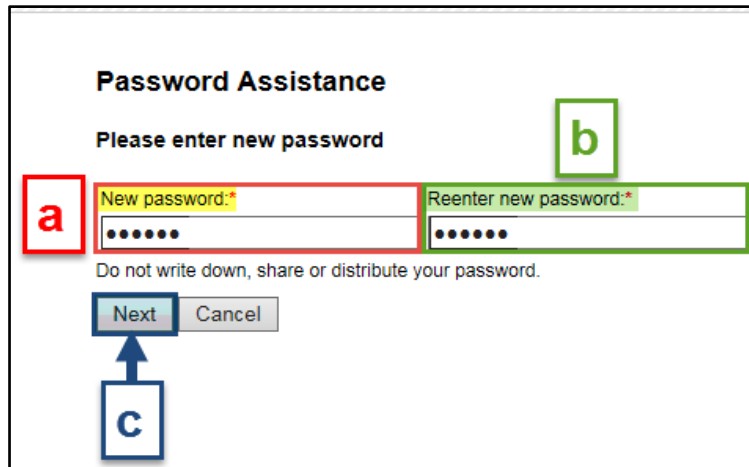
    c. Click the **Next** button.

Image 6

Step 7: Your personal **TRAIN Florida account home page** will open.

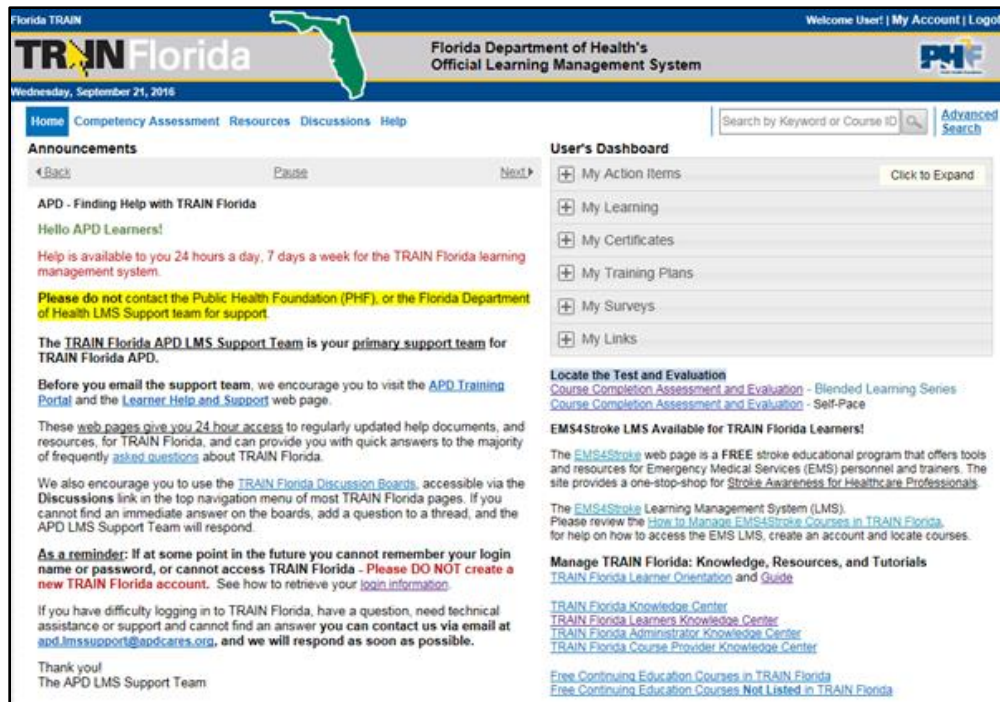   **You are now logged in to your TRAIN Florida account (please continue to page 5).**

Image 7

Important Information for New TRAIN Florida Learners

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

Now that you are able to use your TRIAN 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**

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.