

APD Non-Agency Trainers



If you are a Non-Agency Trainer with the Agency for Persons with Disabilities, or work for an Agency that provides training, 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)

NOTE: APD Agency Trainers, do not use this process. The TRAIN Florida APD LMS Support team will create your account for you.

PLEASE DO NOT CREATE A TRAIN FLORIDA LEARNER ACCOUNT

If you provide training services for multiple agencies, you only need one TRAIN Florida learner account.

TRAIN Florida Non-Agency Trainer learner accounts are created by request. The APD Non-Agency Trainer or Agency 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

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.

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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 Non-Agency Trainers

