

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 5 business days to complete your request

Because of a recent security update to the TRAIN System, we are sending you this **updated information** about some of the important processes and procedures you use when requesting TRAIN Florida accounts for yourself and your staff.

Our strategic goal is to help the new learner have a pleasant and rewarding TRAIN Florida onboarding experience. We accomplish this by: Enlightening, Encouraging, Engaging, and Empowering you and your staff.

Agency Providers please tell your staff members

NOT TO CREATE A LEARNER ACCOUNT IN TRAIN FLORIDA

The TRAIN Florida APD Support Team will create all TRAIN Florida accounts for APD Providers, upon request. All new learners will be sent an account creation confirmation email from the TRAIN Florida system, with their Login Name, and attached instructions on how to log in to TRAIN Florida for the first time.

The APD LMS Support team has updated the account creation process for Provider staff members.

Please review the links below for this valuable information:

- [How can APD Providers Register in TRAIN Florida?](#)
- [Provider Upload Staff-template](#)
- [Provider Staff Upload Spreadsheet Instructions](#)

Changes to the process include:

- A process map that helps explain how accounts are created for providers and staff
- Updated instructions on how to complete the Learner Batch Upload spreadsheets
- We have added drop down boxes to the Learner Batch Upload spreadsheets to reduce data input errors. This will help the account upload and creation process go faster.

New learners **should log in to TRAIN Florida within seven workdays** of receipt of the account creation confirmation email from TRAIN Florida.

If a staff member's confirmation email does not arrive in their main email in-box - It is possible for the confirmation email to be filtered to an email account's junk mail or spam mail box. Please have them check those email boxes for this email.

Please follow the instructions below to request staff accounts in TRAIN Florida:

IMPORTANT – the following guidelines **MUST** be followed, or **your spreadsheet cannot be uploaded**

1. Your staff members should only have one TRAIN Florida account.

Please check with your staff members before requesting accounts. If a staff member works for multiple Provider agencies, they may already have a TRAIN Florida account. Their account is assigned to the agency who uploads them first. Please do not add them to the spreadsheet. You will be able to receive a staff member training report, even for these staff members.

2. Use the [TRAIN Florida APD Group Structure](#) document to help with your Region information.

3. Click this link, save and make an electronic copy of the [Provider Upload Staff-template](#) spreadsheet

4. Click this link, save and open the [Provider Staff Upload Spreadsheet Instructions](#) to use as a guide

- **Fill out ALL requested information on the spreadsheet**
- Do not alter or reformat the spreadsheet – do not hide, delete, or re-title columns
- Do not use formulas in the spreadsheet
- Use Spell Case in all fields – Examples: John Smith, Main Street, Jones Agency
- **Do not enter passwords on the spreadsheet**
- All accounts must have an individual, active, email address
Accounts cannot be created if accounts share an email address
- Please note, the cells of the spreadsheet expand to allow full entry of information

5. Please follow the [APD LMS Support Email](#) process and send the spreadsheet to the TRAIN Florida APD Support Team by email at apd.lmssupport@apdcares.org

6. Once the team receives the spreadsheet, we will create learner accounts for your staff.

Please allow for a minimum of 5 business days to complete your request

The TRAIN Florida New Learner Initial Login process has changed. Encourage your staff to read their confirmation email, and review the instructions attached, to help guide them through their first log in to TRAIN Florida.

Your staff will also be enrolled in, and required to view and complete, the [APD – TRAIN Florida Provider/Customer Orientation course](#) in TRAIN Florida.

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

If you have questions, contact the TRAIN Florida APD TRAIN Florida Support Team by email at apd.lmssupport@apdcares.org. Please allow for a **minimum of 5 business days** to complete your request.

THANK YOU FOR YOUR PATIENCE! The Train Florida APD LMS Support Team