

PROVIDER ADVISORY #2021-013
TRAIN FLORIDA ACCOUNTS FOR PROVIDERS

ACTION REQUIRED

EFFECTIVE DATE: JULY 1, 2021

Effective immediately, APD providers, with the exception of WSCs, are no longer required to submit the TRAIN Florida account creation spreadsheet to the APD LMS Support Team. APD providers may now use these [instructions](#) to create their TRAIN Florida learner account themselves.

APD Provider Account Creation Requirements

TRAIN Florida learners can only have one account. All providers must follow the TRAIN Florida account creation [instructions](#).

APD providers are required to enter accurate provider information into the learner account profile. APD designated staff will monitor new user accounts and will notify providers of corrections needed for accounts containing inaccurate provider information or group assignments. Providers must update the accounts upon notification. Failure to correct account information will impact the provider's Provider Discovery Review.

Prior to creating a TRAIN Florida account, the agency Provider Owner or designated staff shall:

1. Use the TRAIN Florida account [instructions](#) and verify whether the staff or new hire has a TRAIN Florida account.
2. Use the APD LMS Support [Login Instructions](#) to help the staff login to their account if one already exists.

If your staff is unable to retrieve their login information, please contact the APD LMS Support team at apd.lmssupport@apdcares.org

TRAIN FLORIDA ACCOUNTS FOR PROVIDERS

Frequently Asked Questions

Question #1: I submitted a spreadsheet between May 6 and June 30, 2021. Can I create the staff account?

Answer #1: Yes!

Question #2: Do I need to email the APD LMS Support team after I create an account?

Answer #2: No! Please do not send an email. The APD LMS Support team use a daily TRAIN Florida report to monitor provider accounts.

Question #3: A provider used a company email address, and my new hire does not have access to that email address to log in. What should I do?

Answer #3: Please send an email to the APD LMS Support team at apd.lmssupport@apdcares.org with the new hire's full name, the previous provider agency name, and the new hire's current email address. We will update the account and a system generated email with the login instructions will be sent to the new hire's current email address.

Question #4: Do I have the option of continuing to send the TRAIN Florida spreadsheet?

Answer #4: Yes! As a reminder, the TRAIN Florida APD LMS team is available Monday through Friday, 8 am to 5 pm, except Holidays. Please allow up to 5 working days to complete your request.