

**WSC ADVISORY #2020-045**  
**TRAIN FLORIDA LEARNER ACCOUNTS**

**ACTION REQUIRED**

**EFFECTIVE DATE: DECEMBER 14, 2020**

In preparation for the new Agency for Persons with Disabilities Waiver Support Coordination training courses, Waiver Support Coordinators (WSCs) and CDC+ Consultants will need to have a TRAIN Florida Learner Account. The APD Learning Management System (LMS) Support team will create accounts for new WSCs and update existing WSC accounts. Please follow the steps below to ensure your account is properly set up.

- **Existing Accounts:** All agency owners must send an updated staff roster with each employee's full name and email address. Solo providers must send their full name and email address. All information must be sent to [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org) **no later than December 31, 2020**. The APD LMS Support team will update your TRAIN Florida staff roster.
- **New Accounts:** WSCs and CDC+ Consultants will complete the TRAIN Florida account creation spreadsheet to submit a request for a Learner Account. [Click Here](#) for spreadsheet and submission instructions.
- **All WSCs and CDC+ Consultants must be assigned to the correct TRAIN Florida group.** Self-creating accounts or creating a second account is a violation of the APD LMS Support procedures.
  - WSCs CDC+ Consultants shall not update or change the account profile information.
  - The APD LMS Support team will inactivate the account of any person that self-creates an APD TRAIN Florida account or creates a second account.
  - The State Office, Regional Office and Qlarant will be notified if the agency provider and their employees continue to create multiple accounts, falsify TRAIN Florida training information, or do not comply with TRAIN Florida course requirements.

**Important Contact Information:**

If you have questions about your account, the TRAIN Florida website, or a course, please email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org). Any email sent to the Public Health Foundation or the Florida Department of Health will not receive a response.

**Forgot your login name/password? Do not create a second account!**

Follow the instructions below.

- New Learner account login instructions: [Click Here](#)
- Current Learner account login instructions: [Click Here](#)
- For additional help, please email [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).