<div align="center">

PROVIDER ADVISORY #2023-005
TRAIN FLORIDA PROVIDER CONTACT INFORMATION
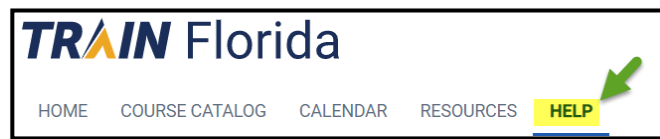
INFORMATIONAL

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EFFECTIVE DATE: IMMEDIATELY

The Agency for Persons with Disabilities (APD) encourages all provider agency owners to inform staff of the following TRAIN Florida requirement. We also encourage all providers to review and share the APD training information located on the Provider Advisories web page.

Provider TRAIN Florida Contact Information

Please ***do not contact*** the Public Health Foundation (PHF) or the Florida Department of Health regarding TRAIN Florida website questions as they will not respond.
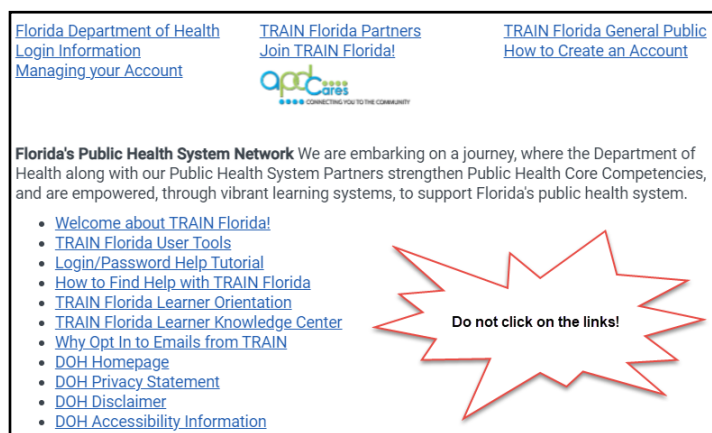
Please ***do not click on*** the HELP menu link located on the TRAIN Florida web pages.

Please ***do not click on*** the Support or PHF links located on the TRAIN Florida web pages.

Please ***do not click on*** the links located on the TRAIN Florida login page.

Who to Contact for Help

Provider agency owners are responsible for overseeing their staff's TRAIN Florida accounts and courses. The provider agency owner or designated staff should make every effort to properly assist staff members to:

- Create accounts and user profiles,
- Identify required courses,
- Access training plans and navigate courses,
- Locate certificates and transcripts.

If the provider agency owner or designated staff is unable to assist, they should email the APD LMS Support team at apd.lmssupport@apdcares.org.

The APD LMS Support team is responsible for providing technical support for TRAIN Florida accounts and courses. This does not include answering questions about course content.

The APD LMS Support team is available Monday - Friday, 8:00 a.m. – 5:00 p.m., except holidays. Email apd.lmssupport@apdcares.org for assistance.

- Please do not send multiple emails for the same subject.
- Emails are addressed in the order that they are received.

If you are an APD provider agency owner or staff member, please include in the body of the email your:

- Provider ID number
- Login name
- Account email address

Please visit the APD Training Portal for additional information and assistance.