

**PROVIDER ADVISORY #2023-006**  
**TRAIN FLORIDA PROVIDER OFFBOARDING STAFF ACCOUNTS**  
**REQUIRED**

**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.

**TRAIN Florida Provider Offboarding Staff Accounts**

Provider agency owners are responsible for overseeing their staff's TRAIN Florida accounts and courses. If a staff member will no longer be working for the agency, the provider agency is required to help the staff member update their TRAIN Florida account before leaving. This will help to ensure the provider agency roster is updated for the next Qlarant Review.

The provider agency must complete the offboarding steps for a staff member leaving the agency. This will allow provider agency staff to log in to the account in the future.

1. Have the staff member log in to TRAIN Florida. If your staff have forgotten their login information, please see the instructions in [Provider Advisory 2022-030 TRAIN Florida Provider Updates](#).
2. On the home page, click on the staff member name located in the upper right corner.
3. Click on Your Profile.
4. On the next page, click the Account button.
  - Enter a valid personal email address into the email field.
5. Locate and click the Organization button.
  - Change the Organization to APD - General
  - Delete the information in the Bureau/Section box.
  - Change the Title to APD Customer
6. Click the green Save button. You should be on the home page.
7. Complete the following if you need a copy of the staff member's certificates for the personnel file.
  - Click the Your Learning link.
  - Click the Your Certificates link.
  - To print the certificate, click the icon next to the course name.
8. Complete the following if you need a copy of the staff member's transcript for the personnel file.
  - Click the Your Learning link.
  - Click the Your Transcript link.
  - To print the transcript, click the blue Download Transcript button.

After completing steps 1-8, your provider agency roster will immediately be updated. You do not need to contact the APD LMS Support team.

### **Notes**

If your staff member has duplicate accounts, please see the instructions in [Provider Advisory 2022-030 TRAIN Florida Provider Updates](#).

If the provider agency is unable to assist the staff member, the provider agency owner or designated staff should email the APD LMS Support team at [apd.lmssupport@apdcares.org](mailto: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](mailto:apd.lmssupport@apdcares.org).

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