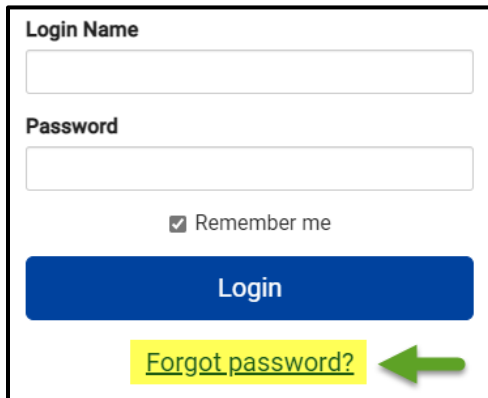


PROVIDER ADVISORY #2023-008
APD – TRAIN FLORIDA APD PROVIDER PASSWORD RECOVERY
INFORMATIONAL

EFFECTIVE DATE: IMMEDIATELY

The Public Health Foundation and TRAIN.org updated TRAIN Florida on March 17, 2023, to allow the account owner to use their **login name** or **email address** to retrieve their password.

If the account owner attempts to log in to TRAIN Florida and receives this message: **“Your account is locked due to inactivity”** or has forgotten the password, they should click the Forgot password? link located on the login page.

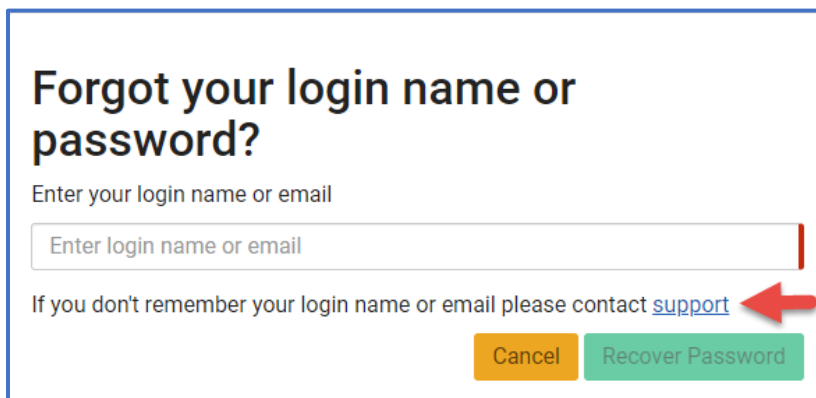


The screenshot shows a login form with the following elements: a text input field for 'Login Name', a text input field for 'Password', a checked checkbox for 'Remember me', a blue button labeled 'Login', and a yellow button labeled 'Forgot password?' with a green arrow pointing to it from the right.

When the page below appears, they will enter the login name or email address into the space provided and click the Recover Password button.

TRAIN.org will immediately email the Provider or account owner their login name and a link to create a new password.

Please **do not** click on the support link for help.



The screenshot shows a page titled 'Forgot your login name or password?'. Below the title is a text input field with the placeholder 'Enter your login name or email'. Below the input field is a line of text: 'If you don't remember your login name or email please contact [support](#)' with a red arrow pointing to the 'support' link. At the bottom are two buttons: a yellow 'Cancel' button and a green 'Recover Password' button.

Please review [Provider Advisory #2022-024](#) for TRAIN Florida password requirements. Once the account owner creates the new password, the account will be unlocked and they will have access to their account.

If the Provider or account owner does not remember the login name or email address used for the account, the Provider can log in to TRAIN Florida and use the APD Provider Account Creation Requirements [instructions](#) to search for the login name and email address.

If the Provider is unable to locate the account owner on the Regional roster, they should send an email to the APD LMS Support team at apd.lmssupport@apdcares.org.

- a. Include in the body of the email the full name, Provider ID number, and email address used when the account was created.
- b. If the email address has changed, include the old email address and a new email address for the account.
- c. Include any surnames, previous email addresses, and provider agencies used to create the account.
- d. If the Provider or account owner entered an incorrect or unknown email address into the account, include in the body of the email a valid email address for the account.

The APD LMS Support team will reset the password and send an email with a temporary password to the Provider or account owner.

Per TRAIN.org requirements and APD LMS Support procedures, Providers and provider staff shall not create more than one TRAIN Florida account. Please see [Provider Advisory #2022-026](#).

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 they are received.

Please visit the [APD Training Portal](#) for additional information and assistance.