

PROVIDER ADVISORY #2022-024
TRAIN FLORIDA PASSWORD REQUIREMENTS

ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

TRAIN Florida Password Requirements

Effective Monday, October 3, 2022, TRAIN Florida has new password requirements. Providers are required to use the new password requirements when creating a TRAIN Florida account for new hires and when requesting a new password using the Forgot Password? feature on the TRAIN Florida login page.

The new password creation and retrieval process is as follows:

1. The new password must:
 - Contain at least one lower case letter
 - Contain at least one upper case letter
 - Contain at least one number
 - Be at least 8 characters
 - (For example, **Marydoe1**)

The screenshot shows a form with three main sections, each indicated by a blue square with a white number:

- 1** **New password**: A text input field with the placeholder text "Password".
- 2** **Password must:**: A list of requirements, each with an unselected radio button:
 - Contain at least one lower case letter
 - Contain at least one upper case letter
 - Contain at least one number
 - Be at least 8 characters
- 3** **Confirm new password**: A text input field with the placeholder text "Confirm Password".

2. Enter the same password in the Confirm new password field.
3. Click the Submit button

Additional TRAIN Florida password requirements and information will be released in another Provider Advisory.

If you have a question or require assistance, please email the APD Training Unit at apd.lmssupport@apdcares.org.

TRAIN Florida APD Support Team Hours: Monday - Friday, 8 a.m. - 5 p.m. EST, excluding holidays.