

PROVIDER ADVISORY #2022-026
TRAIN FLORIDA PROVIDER MULTIPLE ACCOUNTS
ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

Per the TRAIN.org requirements and APD LMS Support procedures, providers shall not create more than one TRAIN Florida account. If a provider has more than one account, they will not be able log in to TRAIN Florida, which could ultimately impact the provider's ability to verify compliance with training requirements during Qlarant provider Discovery Reviews.

APD is required to merge all duplicate accounts and the APD LMS Support team is working to ensure that provider staff courses are in one transcript.

If the provider attempts to log in to TRAIN Florida and receives an email alert that they have multiple accounts, the provider should send an email to the APD LMS Support team at apd.lmssupport@apdcares.org.

- a. Include in the body of the email a valid email address for the account
- b. Include any surnames, previous email addresses, and provider agencies used in the accounts

The APD LMS Support team will prepare accounts to be merged and send the provider an email with the expected completion date.

All courses listed in the merged accounts will be included on the provider's transcript.

Please allow two business days for multiple provider accounts to be merged.

If your staff is unable to retrieve their login information, please contact the APD LMS Support team at apd.lmssupport@apdcares.org.

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