

**PROVIDER ADVISORY #2022-025**  
**TRAIN FLORIDA PROVIDER ACCOUNT CREATION**

**ACTION REQUIRED**

**EFFECTIVE DATE: IMMEDIATELY**

Effective July 1, 2021, APD providers are no longer required to submit the TRAIN Florida account creation spreadsheet to the APD LMS Support Team. This change does not apply to Waiver Support Coordinator (WSC) submission requirements. APD providers are to use the APD Provider Account Creation Requirements [instructions](#) to determine if staff have an established TRAIN Florida account. Providers will then share account creation instructions with staff members for creation of or updates to their TRAIN Florida account.

**APD Provider Account Creation Requirements**

Per TRAIN.org requirements, TRAIN Florida learners can **only** have one account. All providers must follow the TRAIN Florida account creation instructions and are required to enter accurate provider information into the learner account profile.

**Agency Provider Owner instructions**

Prior to creating a TRAIN Florida account, the agency provider owner or designated staff shall:

1. Read and comply with the TRAIN Florida account creation FAQs located on page five of the APD Provider Account Creation Requirements instructions.
2. Use the APD Provider Account Creation Requirements instructions and verify if the staff member or new hire has a TRAIN Florida account.
3. Use the APD LMS [Learner Login Instructions](#) to help staff log in to their account if one already exists.

The TRAIN Florida system has been updated. If a provider has more than one account or their email address is listed in another provider's account, they will not be able to log in to TRAIN Florida.

The APD LMS Support team, APD Regional offices, and Qlarant Reviewers can see TRAIN Florida provider accounts and course activities. Per TRAIN.org requirements and APD LMS Support procedures, providers shall not create more than one account. Failure to follow these instructions may impact the Qlarant Provider Discovery Review.

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

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