

**PROVIDER ADVISORY #2022-028**  
**TRAIN FLORIDA PROVIDER ACCOUNT UPDATE:**  
**ACCOUNT LOCKED DUE TO INACTIVITY**

**INFORMATIONAL**

**EFFECTIVE DATE: IMMEDIATELY**

The Public Health Foundation and TRAIN.org updated TRAIN Florida on October 3, 2022. TRAIN Florida now requires account activity every 90 days (e.g., logging into the account or taking a course) or the account will be locked.

If the provider or provider staff person attempts to log in to TRAIN Florida and receives the message “**Your account is locked due to inactivity**”, they should enter the email address associated with the account into the space provided on the web page and click Submit. TRAIN.org will immediately email the provider or provider staff person their login name and a link to a page to create a new password.

Please review [Provider Advisory #2022-024](#) for the TRAIN Florida password requirements. Once the provider or provider staff person creates the new password, the account will be unlocked, allowing access to their account.

If the provider or provider staff person does not remember their account email address, the individual should send an email to the APD LMS Support team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).

- a. Include in the body of the email the full name and the provider ID number 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 an account.
- d. If the provider or provider staff person entered an invalid 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 provider staff person.

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

If you have questions or require assistance, please email the APD Training Unit 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.