

## APD Employees



**If you are an employee with the Agency for Persons with Disabilities, the following information will help you**

The TRAIN Florida APD LMS Support team has automated the account creation process. (Click here to see the process map).

### **PLEASE DO NOT CREATE A TRAIN FLORIDA LEARNER ACCOUNT**

The TRAIN Florida APD LMS Support Team will create your TRAIN Florida Learner account for you. You must have a valid email account before the Support Team can create your TRAIN Florida Learner account. You will receive your log in information and instructions via email.

If you create a TRAIN Florida account, you will duplicate the Support Team created account. The TRAIN system identifies accounts using the same name and/or email address, locks both accounts, and alerts the TRAIN Florida APD Support Team. The Support Team must merge the accounts. Once the process is completed, the system will send you an email with the merged account login information.

### **APD Technical Support and Communication**



**TRAIN Florida APD Support Team Hours**  
We are available to help Monday-Friday, 8am-5pm  
Email us at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)

**We are just an email away!**  
**Please allow a minimum of five business days to complete your request**

The APD LMS Support Team has **established lines of support communication for TRAIN Florida.** All TRAIN Florida APD learners are **encouraged to review the** [APD Support and Communication - Quick Guide](#) and [APD LMS Email Process](#)

If you have a question or require further assistance, send an email to [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org), or post a [Discussion Board Thread](#) on the TRAIN Florida APD Discussion Board.

**Please do not contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.**

## APD Employees



Our strategic goal is to help the new learner have a pleasant and rewarding TRAIN Florida onboarding experience.

We accomplish this by: Enlightening, Encouraging, Engaging, and Empowering the learner.

The process includes providing the new learner with:

1. Access to the [TRAIN Florida APD Learner Orientation](#):
  - A. TRAIN Florida – Login Page (APD Logo link to APD Training Portal).
  - B. Ensure that all new learners view the Learner Orientation.
2. Demonstrate the TRAIN Florida key system features and navigation menus.
3. Demonstrate how to locate the learner account profile.
4. Demonstrate how to locate TRAIN Florida APD courses.
5. Demonstrate how to locate TRAIN Florida APD Training Plans.
6. Demonstrate how to locate TRAIN Florida course assessment and evaluations.
7. Demonstrate where to locate the APD Training Tools, Information, and Resources to manage TRAIN Florida.
8. Who do I contact for [TRAIN Florida APD Help and Support](#)?

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**This process flow is for APD employees**

