TRAIN Florida – APD

How to Create your TRAIN Florida APD Learner Account:

Florida's Public

The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in their Communities.

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APD Technical Support and Communication

Image 1

We are just an email away!

If you cannot find the answer to your problem or require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org

Note:

⚠️ **Please do not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. They will not reply to your emails or telephone calls.** Instead, send an email to apd.lmssupport@apdcares.org Subject**: Florida - General Learner***. Priority High.* You must include your first and last name, email address and the TRAIN Florida Login Name in the body of the email.

⚠️ *It is critical that you do not create multiple accounts!*

Section 1

Introduction

The TRAIN Florida APD LMS Support team has implemented the account creation process for Florida's public to create a TRAIN Florida account, and take APD and other Public Health courses. If you **do not** have a TRAIN Florida account, please read and carefully follow the **instructions** for creating a TRAIN Florida account.

Note:

⚠️ Please do not CREATE a second TRAIN FLORIDA LEARNER ACCOUNT**. *If you already have a TRAIN Florida account and need access to APD courses, you only need one TRAIN Florida learner account.* Please send an email to apd.lmssupport@apdcares.org. Subject: Add TRAIN Florida APD Group. If you have a TRAIN Florida account, but do not remember your username or password: ✔️ click here for instructions to retrieve your login information.

⚠️ **Please do not create a second account**.

APD and our partners use the TRAIN Florida data to report on training compliance and certification, and the TRAIN Florida APD Support team regularly monitors and updates learner account information to help ensure data accuracy. Accurate learner data allows all TRAIN Florida APD learners to manage TRAIN Florida efficiently.

What Does This Mean for You?

❑ Your learner account information controls assignment to the TRAIN Florida APD group structure. The correct group assignment provides you access to TRAIN Florida APD training information, resources, discussion boards, announcements, and courses

❑ It provides you with an accurate TRAIN Florida transcript

❑ Helps you to manage your personal and professional training development

❑ Allows you to efficiently locate, register, and manage courses

This document provides instructions on how to create your TRAIN Florida APD learner account and complete the APD and other Public Health courses.

❓ If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org

Image 2

Section 2

How to Create your Account

Step 1
Here is how to find the TRAIN Florida Login page.

Click on the link below or enter the web address into a browser, it will take you to the TRAIN Florida Login page. https://fl.train.org/DesktopShell.aspx
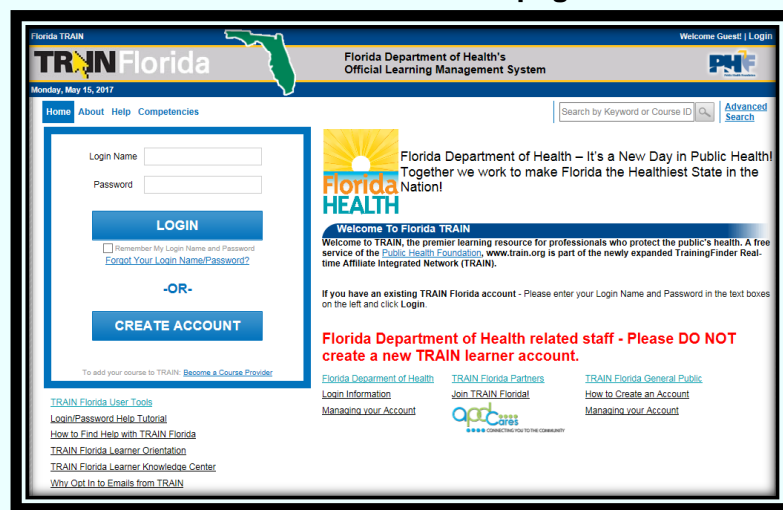
You should see this web page.

Image 3

Step 2
On the TRAIN Florida Login page, locate and click on the **Create Account** button.

Image 4

Step 3

You should be on the TRAIN Policies page:

- A.   Check the box next to "I agree to these TRAIN policies".
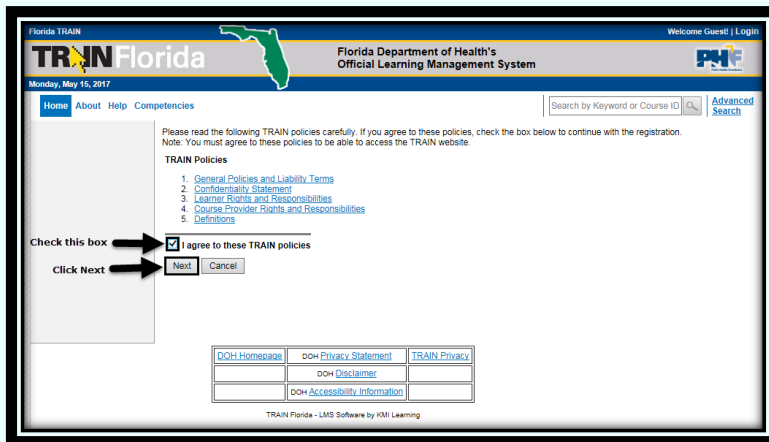- B.   Click the "Next Button".

Image 5

Step 4

You should be on the Required Fields page: A red asterisk marks **all information required** by the TRAIN system.
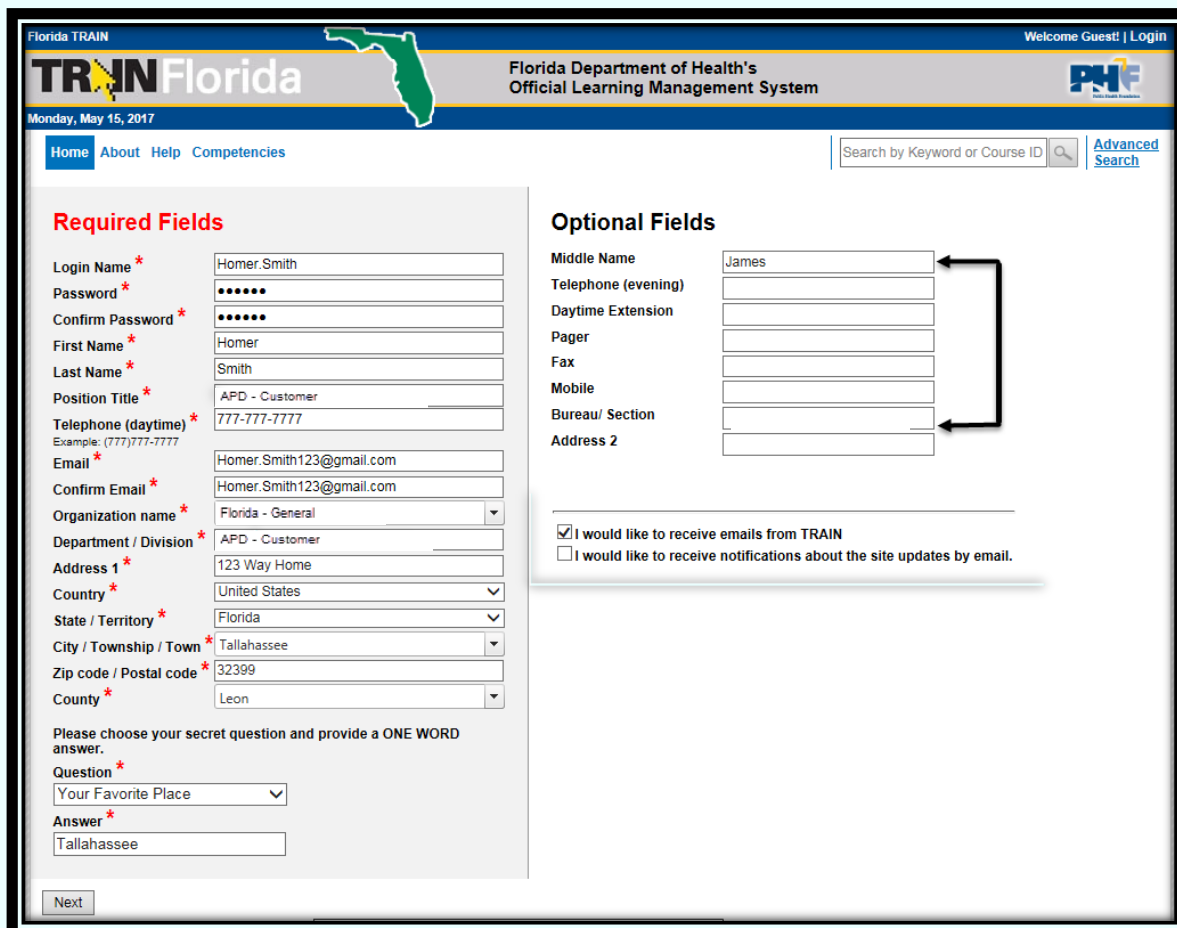

Image 6

You must enter accurate and correct information. Please go to step #5 for specific instructions.

Step 5
The information on this page creates your account information in the system.
A red asterisk marks **all information required** by the TRAIN system. All fields have information. Please enter accurate and correct information in the Required Fields.

Please use Spell Case (Example: John Smith / Jones Avenue) and full words. Use no Upper Case, abbreviations or acronyms.

Use the following list to help guide you:

A. **Login Name** * – Enter your First Name, followed by a period and then your Last Name. There is no space between the First Name, period and your Last Name:

Example: Homer.Smith | **Login Name** * | Homer.Smith |

B. **Password** * - Enter your password. For security, the password characters will be entered as dots in the field: | Password * | •••••• |

C. **Confirm Password** * - Enter the same password in this field: | Password * | •••••• |

D. **First Name** * **and Last Name** * – Your First and Last Name should be your legal name. Enter your First and Last Name in the fields below.

| First Name * | Homer |
| Last Name * | Smith |

E. **Position Title** * – Enter APD - Customer **exactly** in this field:

| Position Title * | APD - Customer |

F. **Telephone (daytime)** * – Enter your telephone number in this field. Please use this format:
Example: 777-777-7777

| Telephone (daytime) * | 777-777-7777 |

G. **Email** * – Enter a valid unique professional or personal email address. If you do not have an e-mail account, use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create an email address:

| Email * | Homer.Smith123@gmail.com |

H. **Confirm Email** * – Enter the same email address in this field:

| Confirm Email * | Homer.Smith123@gmail.com |

I. **Organization name** * – Enter Florida - General in this field. Note the space between Florida and dash and General:

| Organization name * | Florida - General ▼ |

J. Department / Division* – Enter APD - Customer **exactly** in this field:

Department / Division *	APD - Customer

K. Address 1* – Enter your home street address in this field:

Address 1 *	123 Way Home

L. Country* – Use the drop-down menu and select **United States.** This must read **exactly** **United States**. No abbreviations:

Country *	United States

M. State/Territory* – Use the drop-down menu and select **Florida.** This must read **exactly** **Florida**. No abbreviations:

State / Territory *	Florida

N. City/Township/Town* – Enter the City name where you live in this field:

City / Township / Town *	Tallahassee

O. Zip code/Postal code* – enter your 5-digit zip code in this field:

Zip code / Postal code *	32399

P. County* – Use the drop-down menu and select the county name where you live in this field:

County *	Leon

Q. To change your **secret question and answer** use the drop-down menu in the **Question** field, and click on your choice. Enter the new ONE WORD answer, in the **Answer** field:

Please choose your secret question and provide a ONE WORD answer.

Question:* Your Favorite Place
Answer:* OPQI

Your Favorite Place
Select Question.
Best Friend's Last Name
Favorite Pet's Name
Mother's Maiden Name
Your Favorite Place
Your Favorite Teacher's Last Name

Question:* Favorite Pet's Name
Answer:* Spot.

R. **Optional Fields:**
If you have a middle name, enter it in the Middle Name field. The other fields are optional:

Optional Fields

Middle Name	James
Telephone (evening)	
Daytime Extension	
Pager	
Fax	
Mobile	
Bureau/ Section	
Address 2	

S. **Middle Name** – Your Middle Name should be your legal name. Enter your Middle Name or Middle Initial in the field:

Middle Name	James

T. **Bureau/ Section** – Please leave this field blank:

Bureau/ Section	

U. **TRAIN Email Options:**
It is important for you to stay informed about your TRAIN Florida account and trainings. ==**APD recommends that you choose to receive e-mails from TRAIN Florida.**==

The email address for TRAIN Florida is **FL_Admin@train.org - These e-mails are not spam.** TRAIN Florida **will not** send spam or share your e-mail information outside of the system. The TRAIN Florida e-mail system sends emails to you regarding your account, course registrations, training plan enrollments, and e-mails from TRAIN Florida APD administrators to communicate important information regarding your trainings.

Leave the check mark in the "I would like to receive emails from TRAIN." This allows the system to send your account creation confirmation to your email address. The next check box is optional:

☑ I would like to receive emails from TRAIN
☐ I would like to receive notifications about the site updates by email.

==**Write down your Login Name and password, you need this information the next time you log in to TRAIN Florida**==

Step 6

Check your information. If it is complete and accurate, click the [Next] Next button at the bottom of the page. The following section will show you how to select your Group assignment.
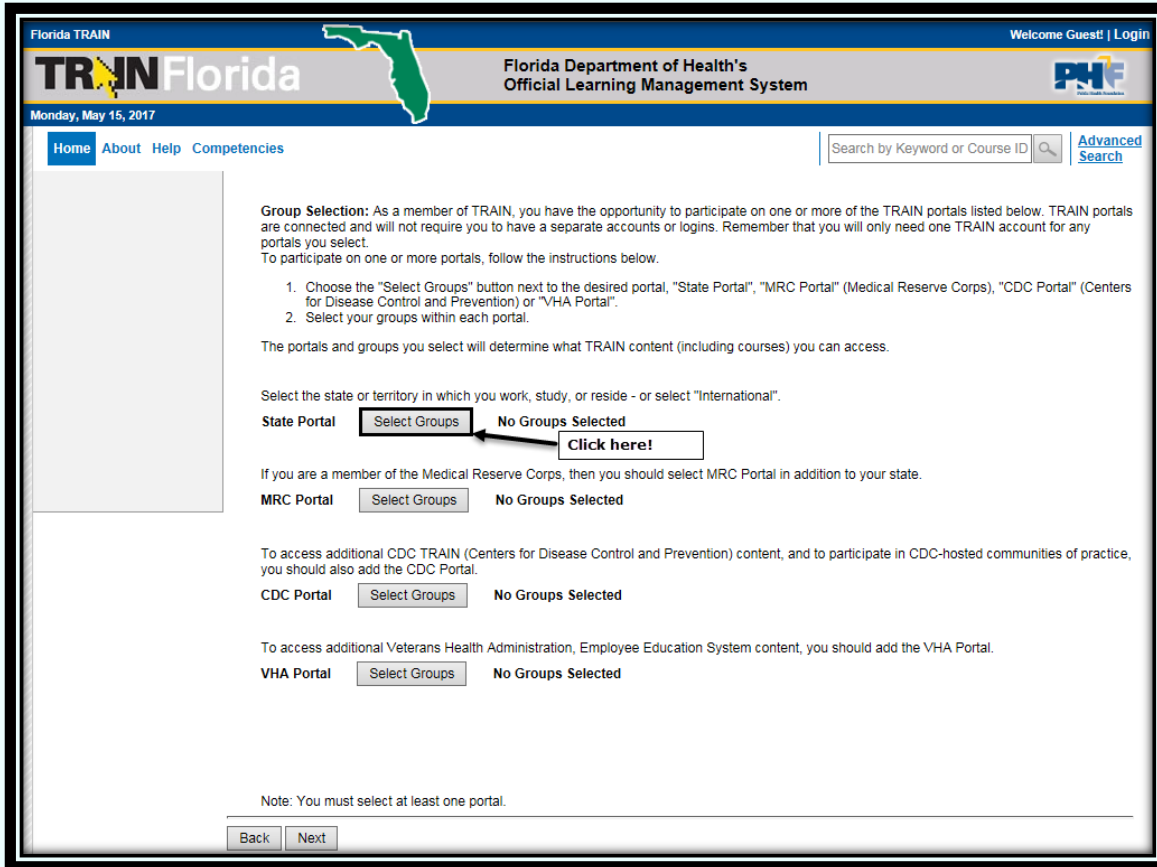
Section 3

How to Select your Group Assignment

As a member of TRAIN, you can participate on one or more of the TRAIN portals listed below. TRAIN portals are connected and will not require you to have a separate account or login. Remember that you will only need **one** (1) TRAIN account for any portals you select.

This section will show you how to select your Group assignment. The correct group assignment provides access to TRAIN Florida APD training information, resources, discussion boards, announcements, and courses.

You should be on the Group Selection page.

Image 7

Step 1
Locate the State Portal and click the "Select Group" button'.

Image 8

Step 2
Add your TRAIN Florida APD Group Assignment.
You should be on the Select Groups page.

A. Click on the drop-down arrow, when the menu appears, click on APD Providers.

B. Next, go directly to the Submit Button, and click the Submit Button.

Image 9

Step 3
You will return to the Group Selection page. You should see the following under Selected Groups:
National/Florida/Agency Providers.

Image 10

Step 4
Click the Next button [Next] at the bottom of the page.

Section 4
How to add your Profile

This section allows you to add your Professional Role, Work Settings, and Demographic Information in your TRAIN Florida account.

You should be on the Professional Role page.

Step 1
The **Professional Role** screen is the default screen. Check the appropriate Professional Role box.
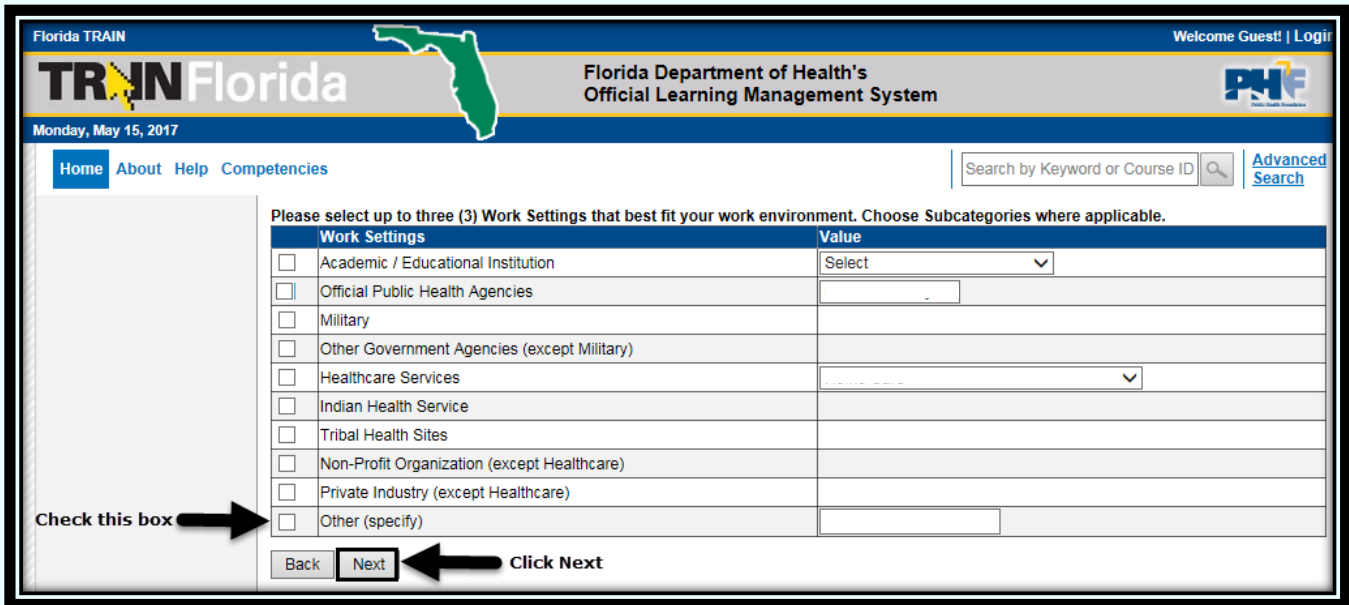

Image 11

Step 2
Click the Next button [Next] at the bottom of the page.

Image 12

Step 3
You should be on the Work Settings page.
The **Work Setting** screen lists workplace descriptions.

Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

| Work Settings	Value
☐ Academic / Educational Institution	Select ▼
☐ Official Public Health Agencies	
☐ Military	
☐ Other Government Agencies (except Military)	
☐ Healthcare Services	▼
☐ Indian Health Service	
☐ Tribal Health Sites	
☐ Non-Profit Organization (except Healthcare)	
☐ Private Industry (except Healthcare)	
Check this box ➡ ☐ Other (specify)	

Back   Next   ⬅ **Click Next**

Image 13

Step 4
Check the box next to the Other (specify).

Step 5
In the blank field, enter the information that best fit your work environment:
Student, EMT, etc.

Step 6
Click the Next button [Next] at the bottom of the page.
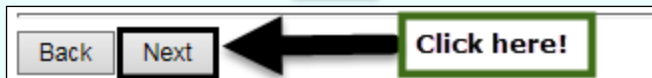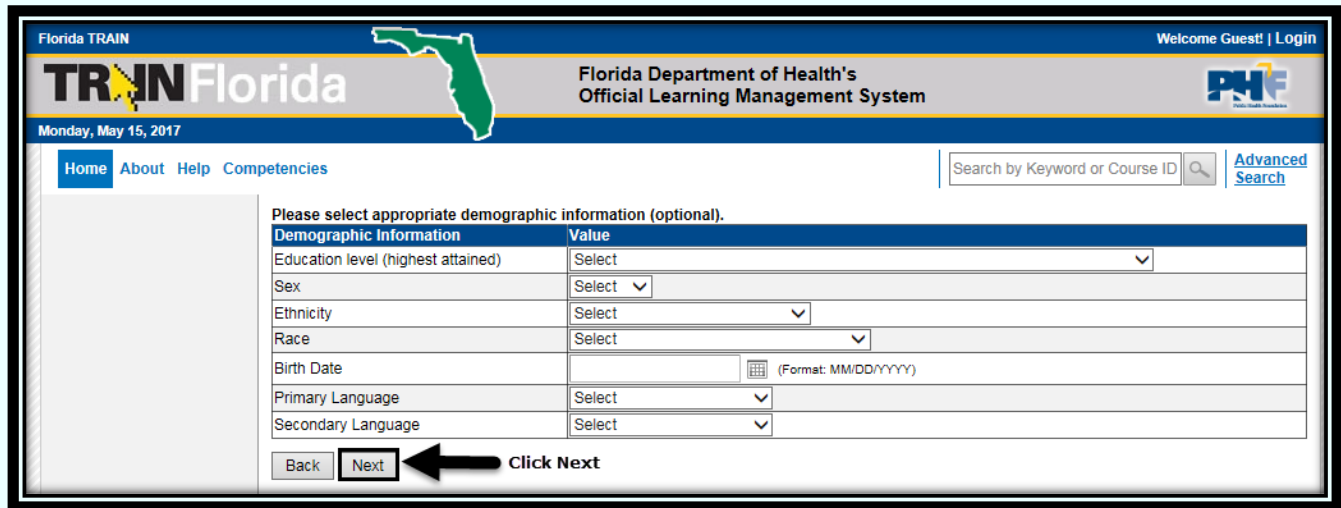

Back   Next   ⬅ **Click here!**

Image 14

Step 7
You should be on the Demographic Information page.

The **Demographic Information** screen and the information it requests **is optional**. While the information will be useful for APD reporting, it is not required. You may fill out as many or as few of the fields as you choose.

Image 15
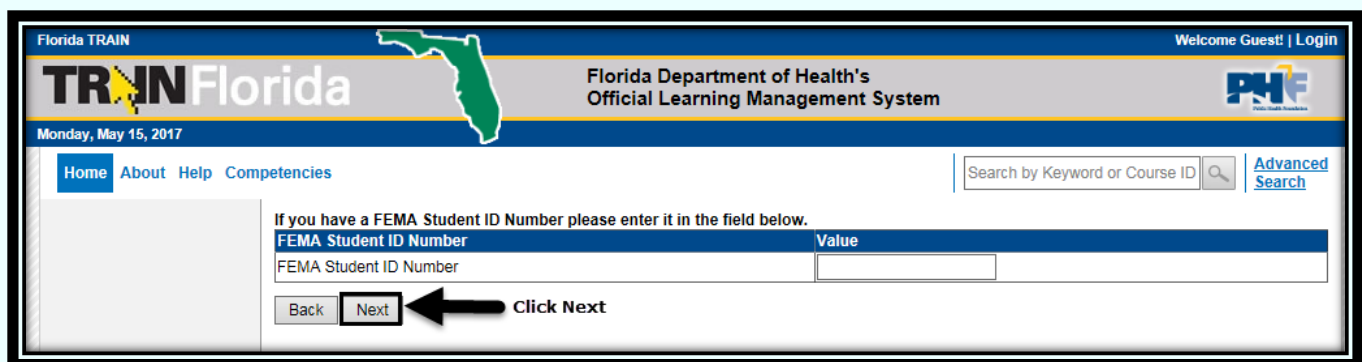
Step 8
Click the Next button [Next] at the bottom of the page.

Image 16

Step 9
You should be on the FEMA Student ID Number page.

The **FEMA** screen and the information it requests **is not required**.

Step 10
Click the Next button [Next] at the bottom of the page.

Image 17

Step 11
You should be on the Professional License page.

The **Professional License** screen and the information it requests **is optional**. Complete this page only if you have an ID number for one or more of the fields.
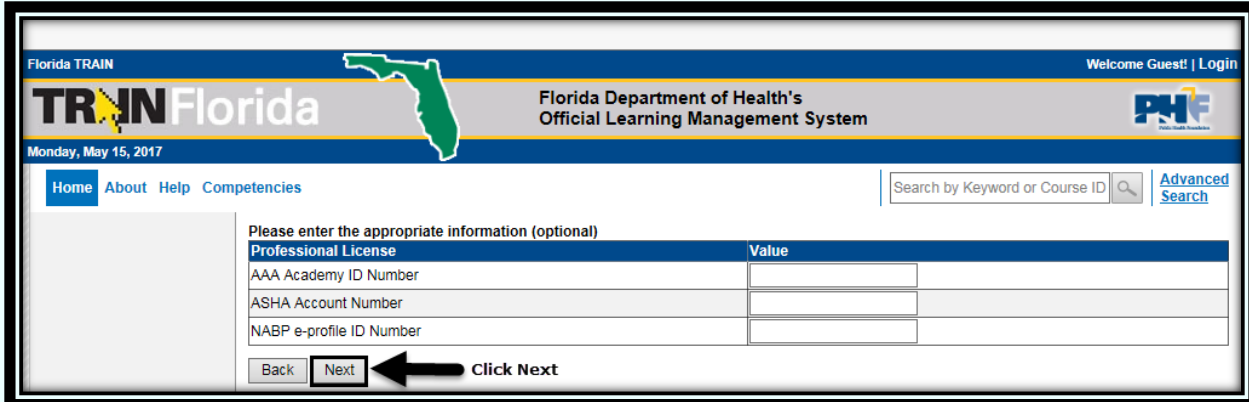
Image 18

Step 12
Click the Next button at the bottom of the page.

Image 19

Step 13
You should be on the Professional License Number page.

The screen default answer is "NO"
If you have a Professional License number, click the radio button next to Yes and click the next button.
If you do not have a Professional License number, click the next button.
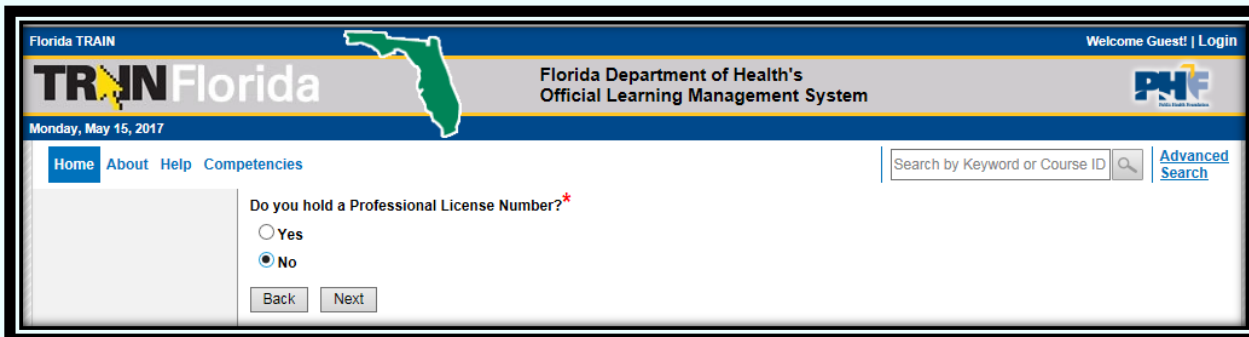
Image 20

Step 14
Click the Next button at the bottom of the page.

Image 21

Step 15
You should be on the User Attribute Primary Selection page.
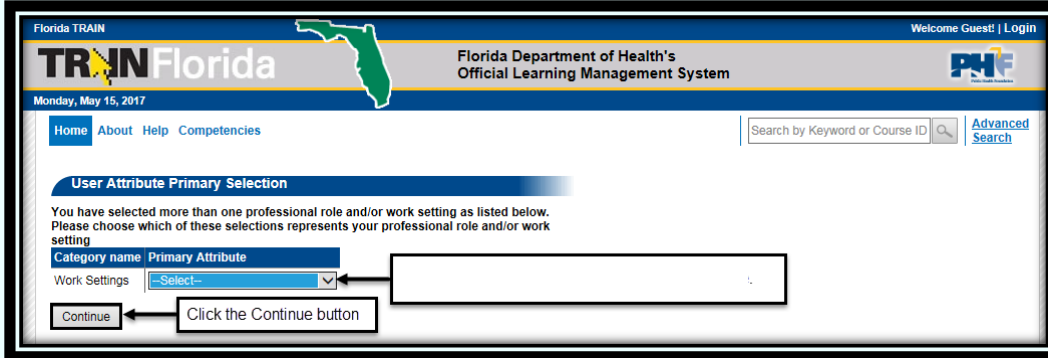
Image 22

Step 16
Use the drop-down and select your primary attribute, and then, click the Continue button.

Image 23

Step 17
You should be on the Account Creation Conformation page.

<mark>Your account has been created!</mark>

Image 24

To receive emails from TRAIN, you must confirm your email account. An email has been sent to you from the TRAIN system. Please open this email and click or copy and paste the link in that message.

The e-mail address for TRAIN Florida is **FL_Admin@train.org - These e-mails are not spam.** TRAIN Florida **will not** send spam or share your e-mail information outside of the system. **Note:** The TRAIN Florida e-mail system sent an email to you regarding your account. Please check your email <mark>Junk inbox</mark>.

Step 17
Click the Continue button.

Image 25

Section 5

How to manage your TRAIN Florida Home page

You should be on your TRAIN Florida Home page.
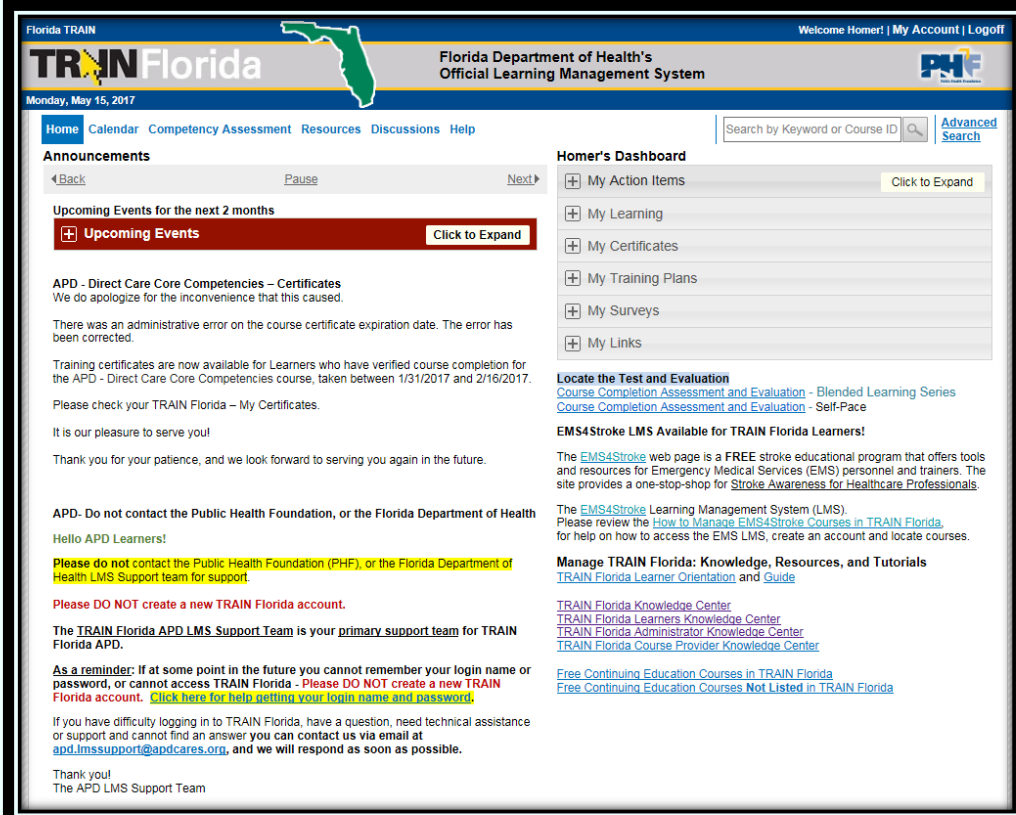
How to manage your TRAIN Florida Home page.
The link below is a document that will help you learn how to navigate and manage your TRAIN Florida Home page. **Please click on the link below, and review this document before using the TRAIN Florida system.**

- How to Navigate TRAIN Florida

We also encourage you to visit the APD Training Portal web page. The web page is the main source of support information for TRAIN Florida. It hosts multiple resources designed to help you learn how to navigate and manage your learning in TRAIN Florida.

If you have any questions about your TRAIN Florida account, or the process for retrieving your TRAIN Florida login information, please contact the TRAIN Florida APD Support Team by email to apd.lmssupport@apdcares.org

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

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Section 6

How to locate and register for the APD Required Courses

How to locate the APD Required Courses.
The link below is a document that will help you to locate and register for the APD Required courses.
Please click on the link below, and review this document before using the TRAIN Florida system.

- How to Locate TRAIN Florida APD Courses

The best way to find the APD Required courses:
- To locate APD courses only, enter **APD** into the **Keyword or Course ID search** field, and click the search icon button to the right of the field.
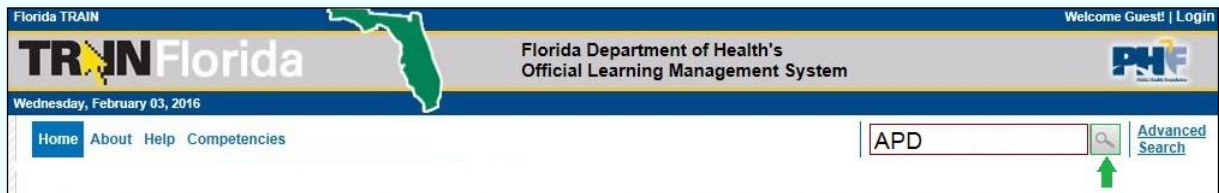
Image 27

- After you click the search icon, the **Course Search** page will appear.

Below is a list of the APD Required courses. The How to Locate TRAIN Florida APD Courses document will show you how to **register** for the courses:
1. APD - TRAIN Florida Provider/Customer Learner Orientation
2. APD - Direct Care Core Competencies (DCCC)
3. APD - Zero Tolerance - A Statewide Initiative
4. APD - Health Insurance Portability and Accountability Act (HIPAA)

All new TRAIN Florida APD Learners are required to complete the TRAIN Florida APD Learner Orientation course. **Please register and complete this course before taking the APD Required courses.** A certificate is provided upon completion of this useful course.

Section 7

How to manage the APD Required Courses

How to manage the APD Required Courses
The link below is a presentation that will help you launch a course and complete the Assessment (Test) for the APD Required courses. **Please click on the link below, and review the presentation before you try to launch and complete a course.**

- How to Complete a Blended Learning Course - Guide

Managing the APD Required Courses – Course Instructions.
Upon completing the course registration, the TRAIN Florida system will email the course instructions to you. Please check your email **Junk inbox**.

Please click on the links below; review and follow the course instructions before you try to launch the course, complete the course, and completing the Assessment (Test).

1. APD - Direct Care Core Competencies (DCCC) – Course Instructions
2. APD - Zero Tolerance - A Statewide Initiative – Course Instructions
3. APD - Health Insurance Portability and Accountability Act (HIPAA) – Course Instructions

The course instructions will help you to launch a course, complete the course, and complete the Assessment (Test).

Note:
If you have any problems registering, launching or completing a course, **please** do not withdraw and re-register for the course, instead, please contact the TRAIN Florida APD Support Team via email to apd.lmssupport@apdcares.org

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Section 8

How to email or print your Transcript

How to email or print your Transcript.
When you have completed the APD Required courses. You can email or print your TRAIN Florida Transcript. The following courses should appear on your transcript:
1. APD - Direct Care Core Competencies (DCCC)
2. APD - Zero Tolerance - A Statewide Initiative
3. APD - Health Insurance Portability and Accountability Act (HIPAA)

The links below will help you locate, email or print your TRAIN Florida Transcript.

- How to Manage My Dashboard
- How to Manage TRAIN Transcripts - Guide

If you have any questions about your TRAIN Florida Dashboard or Transcript, **please do not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida - (This will delay the hiring process).** Instead, send an email to apd.lmssupport@apdcares.org Subject: **Florida – General Learner. Priority High.** You must include your first and last name, email address and the TRAIN Florida Login Name in the body of the email.

Section 9

Retrieving your Password

If you currently have a TRAIN Florida account and forgot your login name and/or password, the process to retrieve your information has changed. Please review the link below to help you with this new process:

- Learner Login Instructions

If you have problems with your login, <mark>**please do not create a learner account**</mark>, instead, send an email to apd.lmssupport@apdcares.org

Section 10

Whom to contact for questions and problem solutions

APD Technical Support and Communication

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We are just an email away!

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.

Image 29

As a TRAIN Florida APD learner, I promise not to contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.