

Florida's Public



If you are not affiliated with APD and would like a TRAIN Florida account, the following information will help you.

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 training courses. ✓ (Click here to see the process map).

Florida's public is authorized to CREATE a TRAIN FLORIDA LEARNER ACCOUNT

Florida's public is authorized to create a TRAIN Florida account. You must have an individual, valid and unique email account before an account can be created. ✓ ([Click here to see the Florida Public Account Creation Instructions](#)).

⚠ 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



Image 1

APD Technical Support and Communication

TRAIN Florida APD Support Team Hours

We are available to help Monday-Friday, 8am-5pm (Excluding Holidays)

Email us at 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 and follow the guidelines in 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, 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. They will not reply to your emails or telephone calls.

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Florida's Public Account Creation Instructions

Please follow the steps below:

The process allows Florida's public to create an account and complete the APD and other public health courses.

1. Open the Florida's Public TRAIN Florida Account creation [instructions](#), or download the Florida's Public TRAIN Florida account creation [instructions](#) from the [APD Training Portal](#).
2. Click on this link <https://fl.train.org/DesktopShell.aspx> to access the TRAIN Florida Login Page.
3. Open the Florida's Public TRAIN Florida account creation [instructions](#). The instructions include the steps for creating a TRAIN Florida account, the TRAIN Florida APD required courses; including the Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the learner login instructions for those who forget their login information.

 **(It is critical that you do not create multiple accounts).**

4. We encourage you to closely follow the instructions. During the account creation steps, it is **critical** that you select the **APD Providers** group.
5. If you have a question or require technical assistance, **Please do not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.** Instead, send an email to apd.lmssupport@apdcares.org. **Subject: Florida - General Learner. Priority High.** Please include your first and last name, email address and the TRAIN Florida Login Name in the body of the email.

✓ **Click here to see the Frequently Ask Questions**

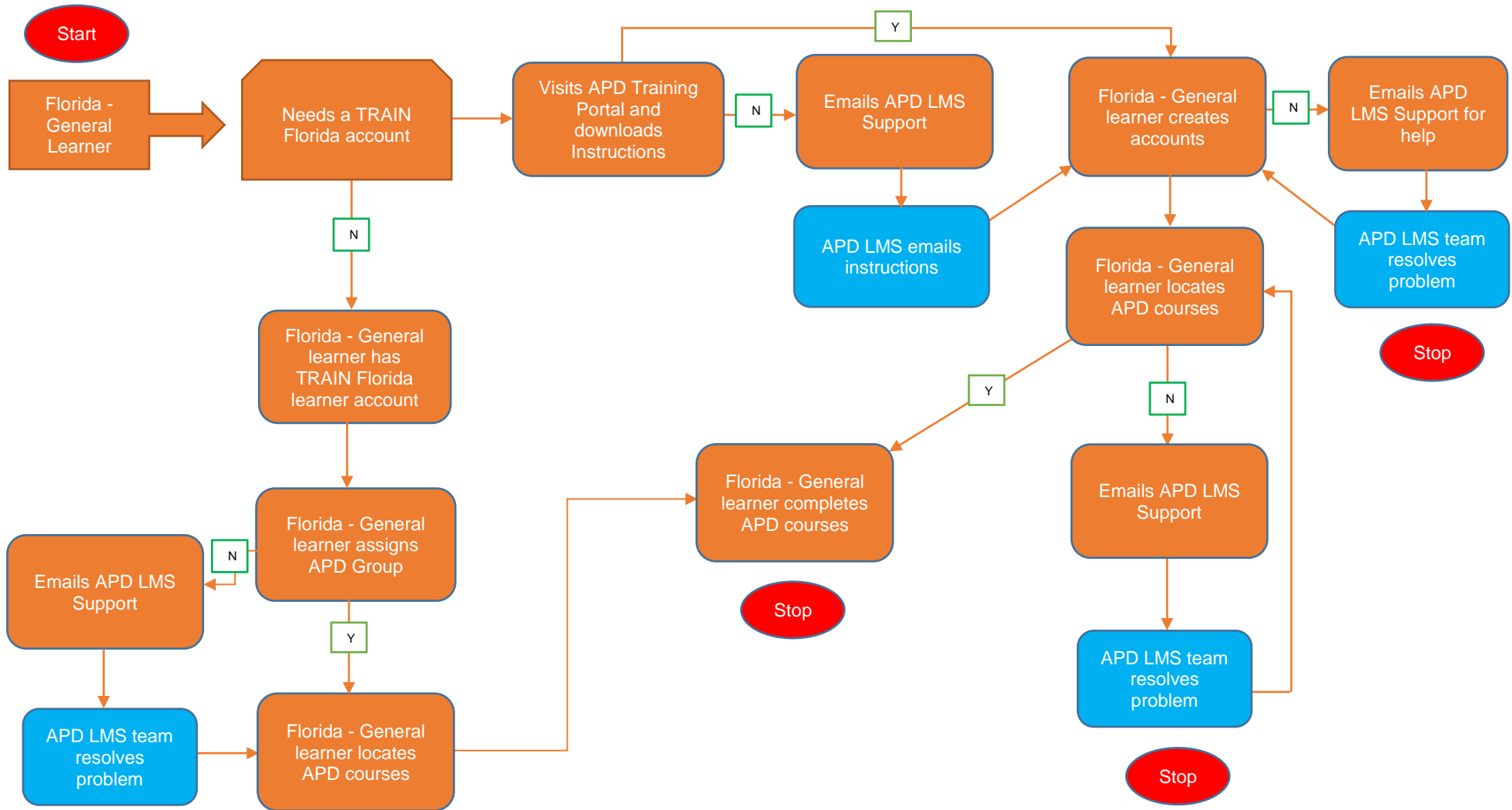


If you have a question or require assistance, send an email to apd.lmssupport@apdcares.org. The Florida Public account creation process and documents are also located in the [APD TRAIN Florida Resource Center](#) under APD Florida General.

Florida's Public



Florida's Public Account Creation Process



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Florida's Public Account Creation Process FAQs

Question #	Question	Answer
1.	What if the Florida - General learner does not have an email address?	<p>The TRAIN system requires that each learner have a separate email address. The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.</p> <p>We recommend that the you use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.</p>
2.	Why can't a learner have more than one account?	Per the Train National policy, learner can only have one account. The APD LMS Support team is required by TRAIN National to merge all multiple accounts.
3.	<p>I am not affiliated with APD or its partners, but I do work and/or train in Public Health. Can I create a Florida - General learner account?</p> <p>Can anyone create a TRAIN Florida using the Florida - General learner account creation process?</p>	<p>Yes! Please follow the How to create a TRAIN Florida Account instructions. The instructions include the TRAIN Florida APD courses; including the APD Provider Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the Learner login instructions for those who forget their login information.</p>

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Florida's Public Account Creation Process FAQs

Question #	Question	Answer
4.	What happens if the Florida - General learner creates a second TRAIN Florida account?	<p>The TRAIN system requires that each learner have an individual, unique and valid email address. The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.</p> <p>Immediately contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. Subject: Merge Accounts. The APD LMS Support team will merge all multiple accounts. This process takes 24 hours to complete.</p>
5.	How do I stay informed about APD and TRAIN Florida trainings and other important information?	<p>Please see the latest APD LMS Support Announcement Log for the tools, information and resources to help you learn and manage TRAIN Florida.</p> <p>Please visit and bookmark the APD Training Portal. From here, you can access various pages for information about training requirements and opportunities. Although specific training is required for providers and some APD employees, these courses are available to everyone, including APD customers and family members.</p>
6.	Who can the Florida - General learner contact for help?	<p>If the Florida General learner has a question or requires technical assistance, please not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. 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.</p>