

The first time new learners login to TRAIN Florida you may have to guide them through the process. It is beneficial for you as a manager or trainer to be aware of the steps in this process to assist the learner.

Be sure to let the new learner know he/she needs to create a password for the first log in.

Step 1:

The learner should have received a confirmation email for the account creation from TRAIN Florida, and attached [New Learner Login Instructions](#).

Step 2:

Instruct the learner to follow the steps below:

[New Learner Login Instructions](#)

The instructions below will help guide the initial login to TRAIN Florida.

TRAIN Florida Account Creation Confirmation

- APD has created your TRAIN Florida account:

The learner should have received an automated account creation confirmation email from the APD TRAIN Florida Support Team email address apd.lmssupport@apdcare.org with the **Subject line: An account on fl.train.org has been created on your behalf.**

- The account creation confirmation email will contain the TRAIN Florida log in information, and basic instructions for the first log in.

Have the learner open the email and find the login name.

Please have the learner read all of the email information in this email.

- NOTE: If the learner confirmation email did not arrive in the learner's main email in-box** - It is possible for the confirmation email to be filtered to the email account's junk mail or spam mail box. Please have the learner check those email boxes for this email.

If the learner did not receive the account creation confirmation email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcare.org

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

How To Log In To TRAIN Florida For The First Time

Step 1: Have the learner go to TRAIN Florida - Click on this link - [TRAIN Florida](#).

Or copy and paste the URL address link below into your web browser's address bar:

<https://fl.train.org/DesktopShell.aspx>

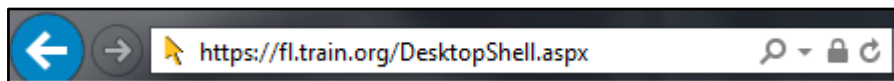


Image 1

Step 2: The **TRAIN Florida Login page** will open.

Have the learner click the **Forgot Your Login Name/Password?** link below the Login button.

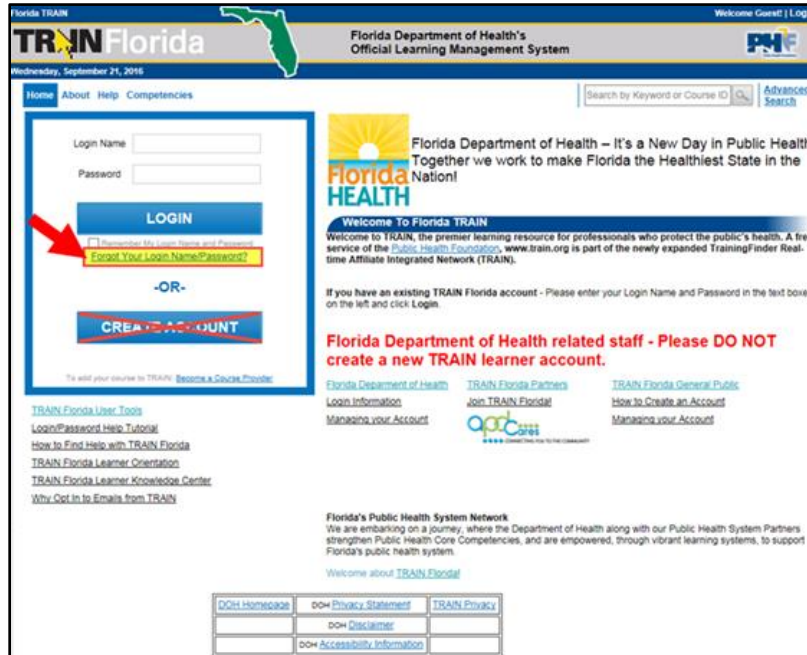


Image 2

Step 3: The **Forgot your Password?** page will open

- a. Have the learner enter the email address used in the TRAIN Florida account, into the box on the screen.
- b. Next click the **Submit** button.

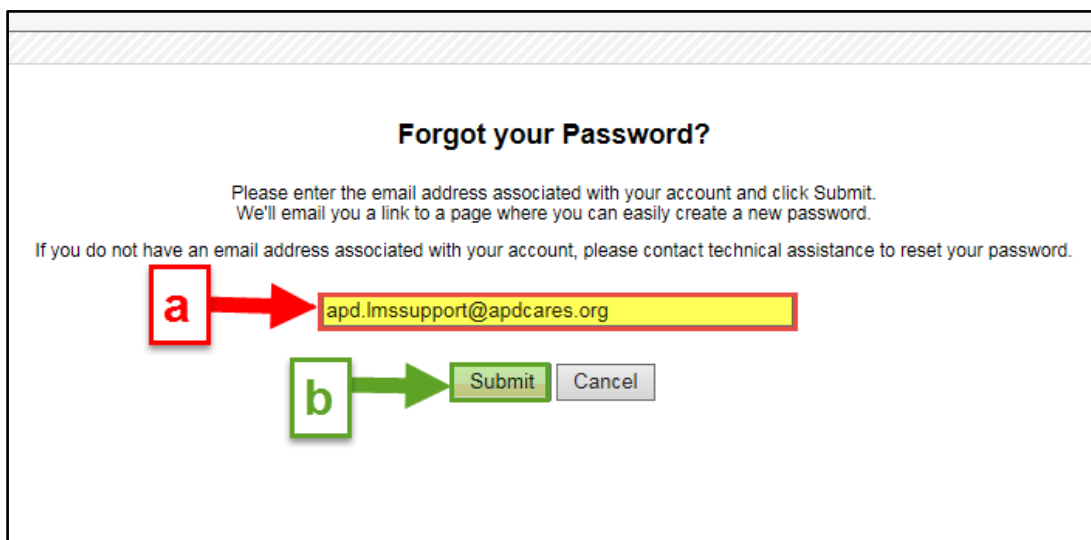


Image 3

Step 3: The **Please check your email page** will open – it will let the learner know an email has been sent to the learner’s entered email address – Click the **Back** button to return to the TRAIN Florida login page.

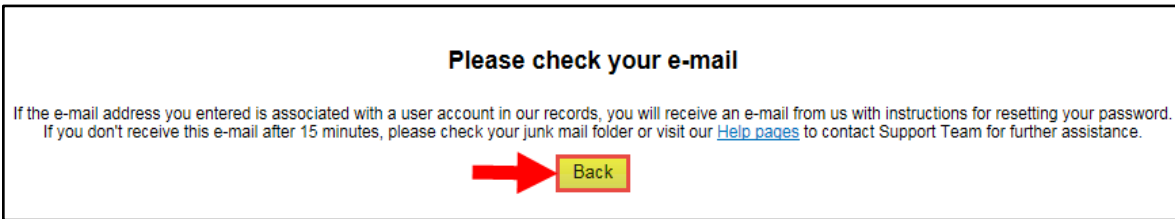


Image 4

Step 4: Have the learner go to learner’s **email account in-box**

The learner should receive an automated email from the TRAIN Florida email address do-not-reply@train.org **THIS IS NOT SPAM**. The **Subject line** of the email will be **Password Assistance**.

NOTE: If the Password Assistance email does not arrive in the learner’s main email in-box within approximately 15 minutes of your request - It is possible for the confirmation email to be filtered to the new learner’s email account’s junk mail or spam mail box. Please check those email boxes for this email.

If the learner did not receive the Password Assistance email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcare.org

Step 5: Open the **Password Assistance** email.

The email will include the learner’s TRAIN Florida Username (Login Name) and **Change Password Link**.

IMPORTANT - BEFORE the learner clicks the link, make sure the Login Name is theirs.

Click the **Change Your Password** address link **NOTE** this link will not work 24 hours after the sending of the email.

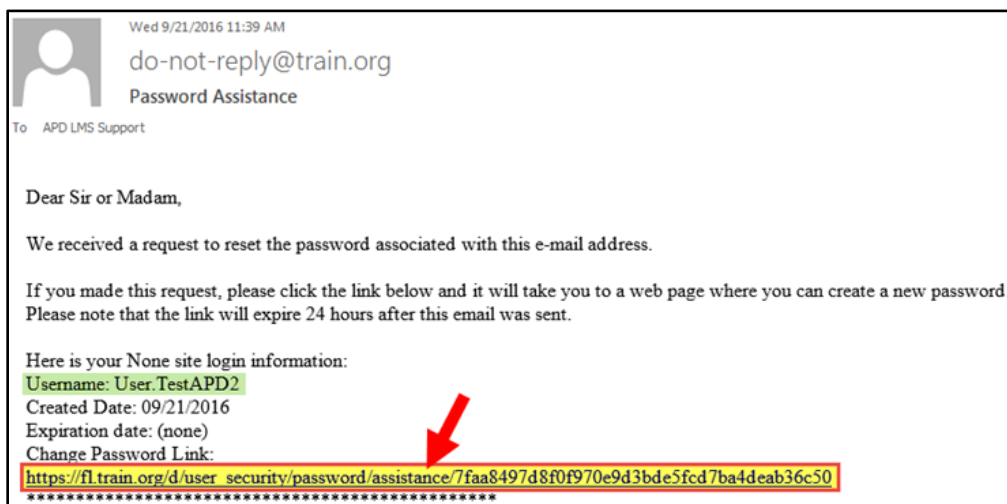


Image 5

Step 6: The **Password Assistance** page will open in a **new window**.

- Have the learner enter their chosen personal password into the **New password** box.
- Then enter the password again in the **Reenter new password** box
(Have the learner make note of their password, as they will need it for all future log in's to TRAIN Florida).
- Click the **Next** button.

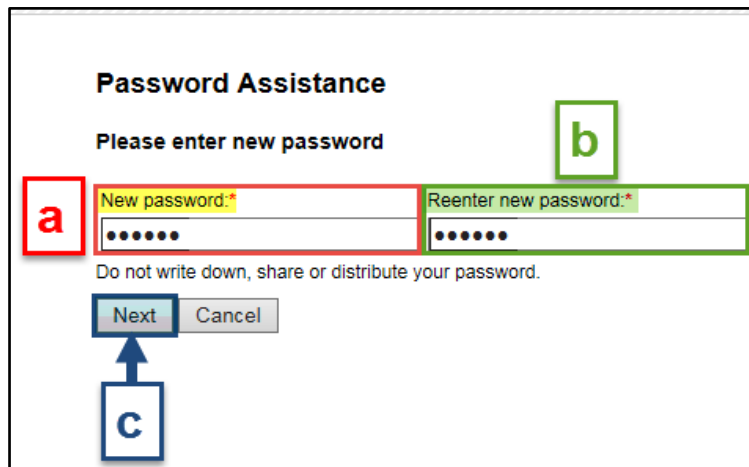


Image 6

Step 7: The learner personal **TRAIN Florida** account home page will open.

They are now logged in to your **TRAIN Florida** account (**please continue to page 5**).

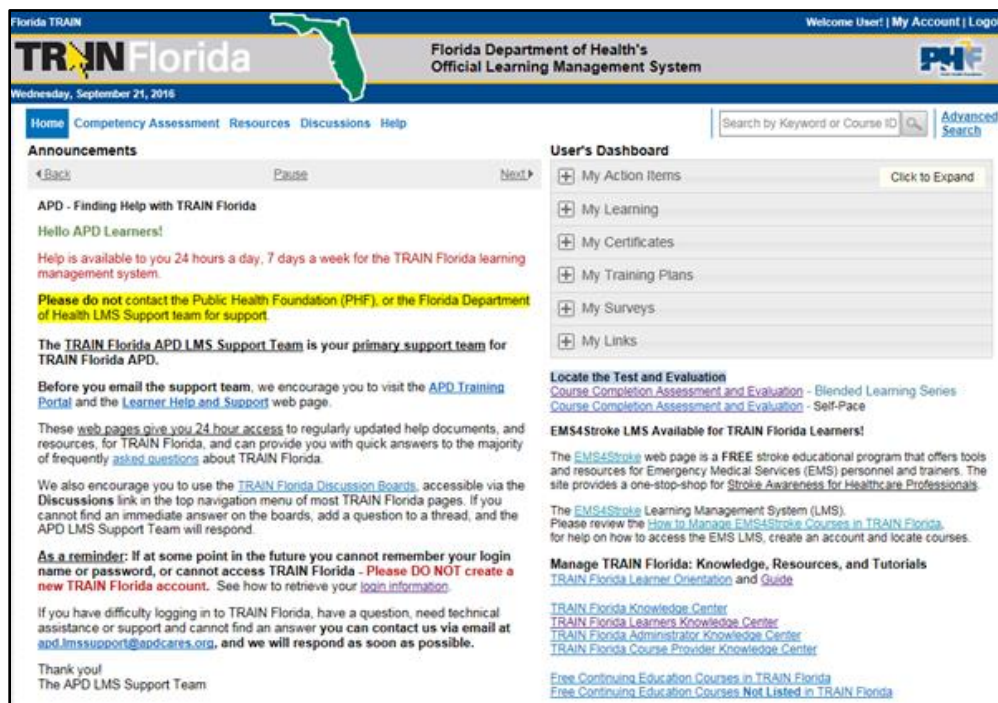


Image 7

Important Information for New TRAIN Florida Learners

Congratulations the learner has successfully accessed their account in TRAIN Florida!

Now that they are able to use their TRAIN Florida account, the APD TRAIN Florida Support Team has many resources for you to access, to help them learn how to use TRAIN Florida easily.

We encourage the learner to visit the [APD Training Portal](#) web page and the [APD Learner Help and Support](#) web page. These pages are APD's main source of support information for TRAIN Florida. They include links to many resources designed to help them learn how to navigate and manage their trainings in TRAIN Florida.

The following links are also excellent resources to help guide the new learner in TRAIN Florida:

1. [How to Navigate TRAIN Florida](#)
2. [How to Locate TRAIN Florida APD Courses](#)
3. [How to Manage the TRAIN Florida APD Learner Dashboard](#)
4. [TRAIN Florida – APD Frequently Asked Questions](#)
5. [TRAIN Florida – APD Discussion Board – How to Add an APD Discussion Board Thread](#)

If you have a question or require further assistance, we are just an email away!



Image 8

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

Please allow a minimum of five business days to complete your request



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