

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 <u>New Learner Login Instructions</u>.

## 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 <a href="mailto:apdcares.org">apdcares.org</a> 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 <u>all</u> 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 <a href="mailto:apdcares.org">apdcares.org</a>

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





Step 2: The TRAIN Florida Login page will open.

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



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.

	Forgot your Password?
	Please enter the email address associated with your account and click Submit. We'll email you a link to a page where you can easily create a new password.
f you do not hav	e an email address associated with your account, please contact technical assistance to reset your password.
	apd.Imssupport@apdcares.org
	Submit Cancel
	<b>D</b>

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.

Please check your e-mail	
If the e-mail address you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password. If you don't receive this e-mail after 15 minutes, please check your junk mail folder or visit our <u>Help pages</u> to contact Support Team for further assistance.	
Back	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 <u>do-not-</u> <u>reply@train.org</u> **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 <a href="mailto:apdcares.org">apdcares.org</a>

#### 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

**<u>NOTE</u>** this link will not work 24 hours after the sending of the email.

	Wed 9/21/2016 11:39 AM	
	do-not-reply@train.org	
	Password Assistance	
To APD LMS S	pport	
Dear Sir o	Madam,	
We receive	ed a request to reset the password associated with this e-mail address.	
If you mad Please not	le this request, please click the link below and it will take you to a web page where you can create a new password. e that the link will expire 24 hours after this email was sent.	
Here is vo	ur None site login information:	
Username	User.TestAPD2	
Created D	ate: 09/21/2016	
Expiration	date: (none)	
Liphanion		
Change Pa	ssword Link:	
Change Pa https://fl.tr	ssword Link: ain.org/d/user_security/password/assistance/7faa8497d8f0f970e9d3bde5fcd7ba4deab36c50	Imag

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

- a. Have the learner enter their chosen personal password into the New password box.
- b. 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).
- c. Click the Next button.



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).

Kain Florida	Official Learning	g Management System	PMC
enday, September 21, 2016 Competency Assessment Resources Discussions Help		Search by Key	word or Course ID Q Advanced
nnouncements		User's Dashboard	June   Search
Back Pause	Next.+	H My Action Items	Click to Expand
APD - Finding Help with TRAIN Florida Hello APD Learners! Help is available to you 24 hours a day, 7 days a week for the TRAIN Florida learning management system. Please do not contact the Public Health Foundation (PHF), or the Florida Department of Health INS Support learn for support		My Learning	
		1 My Certificates	-
		1 My Training Plans	
		My Surveys	
The <u>TRAIN Florida APD LMS</u> Support Team is your primary support team for TRAIN Florida APD.		(  My Links	
Before you email the support team, we encourage you to visit the <u>APD Training</u> Portal and the <u>Learner Heig and Support</u> web page.		Locate the Test and Evaluation Course Completion Assessment and Evaluatio Course Completion Assessment and Evaluatio	n - Blended Learning Series n - Self-Pace
hese web pages give you 24 hour access to regularly updated h isources, for TRAIN Florida, and can provide you with quick ans f frequently <u>asked questions</u> about TRAIN Florida.	elp documents, and wers to the majority	EMS4Stroke LMS Available for TRAIN Florie The EMS4Stroke web page is a FREE stroke of and memory and the Employed Stroke and Stroke	da Learners! educational program that offers tools
We also encourage you to use the <u>TRAIN Florida Discussion Boards</u> , accessible via the Discussions link in the top navigation menu of most TRAIN Florida pages. If you cannot find an immediate answer on the boards, add a question to a thread, and the APD LMS Support Team will respond.		site provides a one-stop-shop for <u>Stroke Awary</u> The <u>EMS4Stoke</u> Learning Management Syste	eness for Healthcare Professionals im (LMS).
		for help on how to access the EMS LMS, creat	e an account and locate courses.
As a reminder: if at some point in the future you cannot remember your login name or password, or cannot access TRAIN Florida - Please DO NOT create a new TRAIN Florida account. See how to retrieve your <u>login information</u> .		Manage TRAIN Florida: Knowledge, Res TRAIN Florida Learner Orientation and Guide	ources, and Tutorials
If you have difficulty logging in to TRAIN Florida, have a question, need technical assistance or support and cannot find an answer you can contact us via email at and Imsupport@andcares.org, and we will respond as soon as possible.		TRAIN Florida Knowledge Center TRAIN Florida Learners Knowledge Center TRAIN Florida Administrator Knowledge Center TRAIN Florida Course Provider Knowledge Ce	e nter
Thank you! The APD LMS Support Team		Eree Continuing Education Courses in TRAIN	Elorida d in TRAIN Florida

AGENCY FOR PERSONS WITH DISABILITIES



# 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 TRIAN 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 <u>APD Training Portal</u> web page and the <u>APD Learner Help and</u> <u>Support</u> 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!



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

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



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

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