


My learner cannot login to TRAIN Florida. What can I do?

Please take the appropriate action steps:

- ❑ Ask the learner if he/she created a new TRAIN Florida account. If not, continue. If he/she has, please contact the TRAIN Florida APD site administrator by email: apd.lmssupport@apdcares.org. Subject Line: New Learner cannot login to TRAIN Florida. Please provide the learner's first name, middle initial, and last name, email address, and TRAIN Florida [APD Group](#) in the body of the email.
- ❑  If the learner forgot their **Login Name** and **Password**, **please Do Not Create a TRAIN Florida account.**

Learner Login Instructions

The instructions below will help guide the learner with their login to TRAIN Florida.

Step 1: How to log in to TRAIN Florida.

- ❑ Click on the link below or copy and paste the link into your web browser's address bar:
<https://fl.train.org/DesktopShell.aspx>

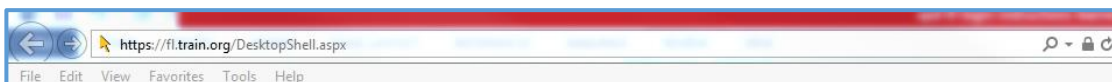


Image 1

- ❑ The **TRAIN Florida Login** page will open. Do the following:

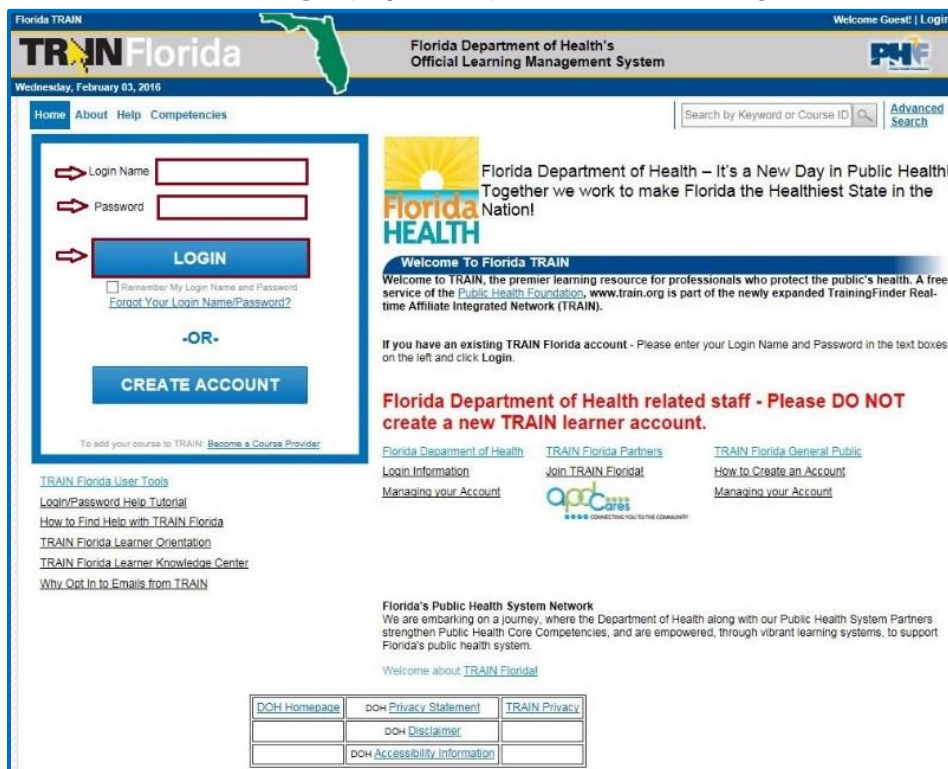


Image 2

- Have the learner enter their login name into the **Login Name** field.
- Have the learner enter their password into the **Password** field.
- Click the **LOGIN** button.
- If the login worked, the learner should be on the TRAIN Florida home page.
- If the login failed, **please do not create an account**. Please go to Step 2 of these instructions.

Step 2: On the **TRAIN Florida Login:**

Click the **Forgot Your Login Name/Password?** link below the Login button.

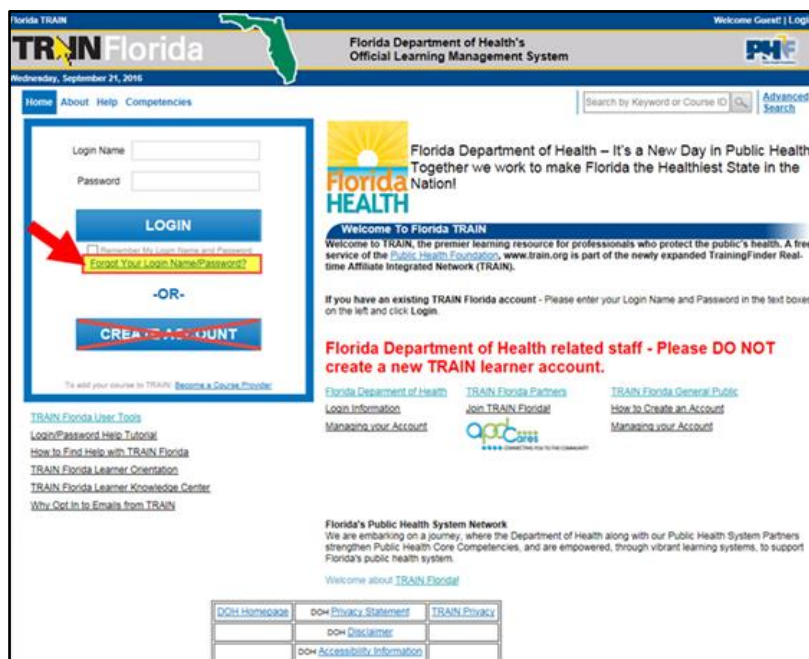


Image 3

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

- a. Have the learner enter the email address used in your TRAIN Florida account, into the box on the screen. If they forgot or changed your email address, please contact the **TRAIN Florida APD site administrator** by sending an email to apd.lmssupport@apdcare.org.

b. Next click the **Submit** button.

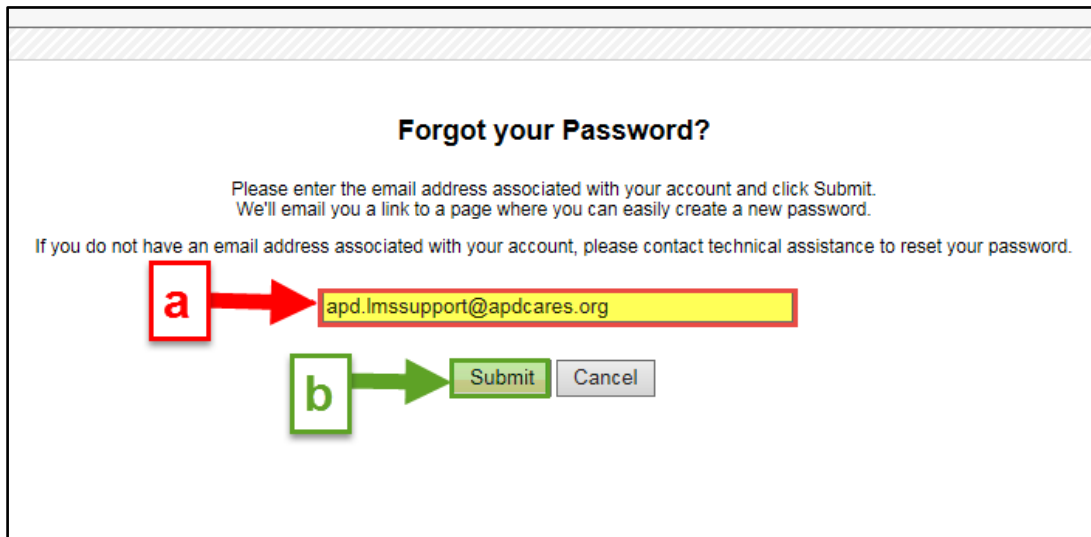


Image 4

Step 4: The **Please check your email page** will open – it will let the learner know an email has been sent to the entered email address – Click the **Back** button to return to the TRAIN Florida login page.

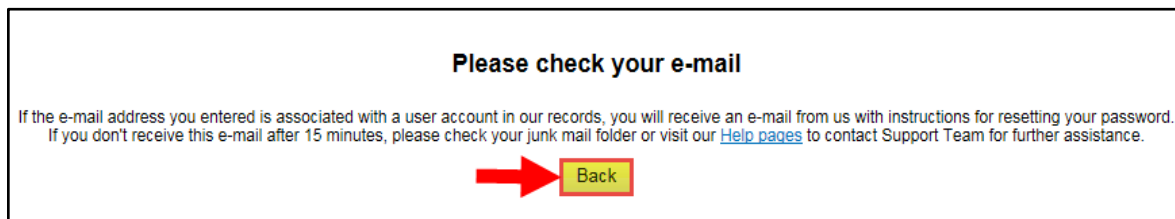


Image 5

Step 5: Have the learner go to their **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 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@apdcares.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** they click the link, make sure the Login Name is theirs

Have the learner click the **Change Your Password** address link.

NOTE this link will not work 24 hours after the sending of the email.



Image 6

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 your password, as they will need it for all future log in's to TRAIN Florida)
- c. Have the learner click the **Next** button

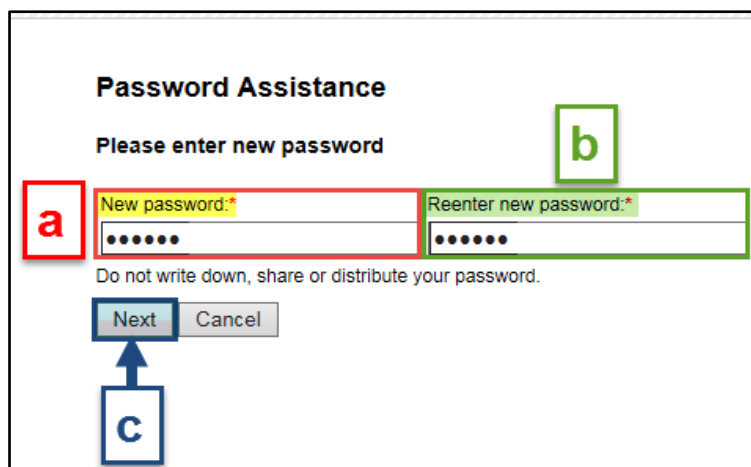


Image 7

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

The learner is now logged in to their **TRAIN Florida** account (**please continue on page 6**)

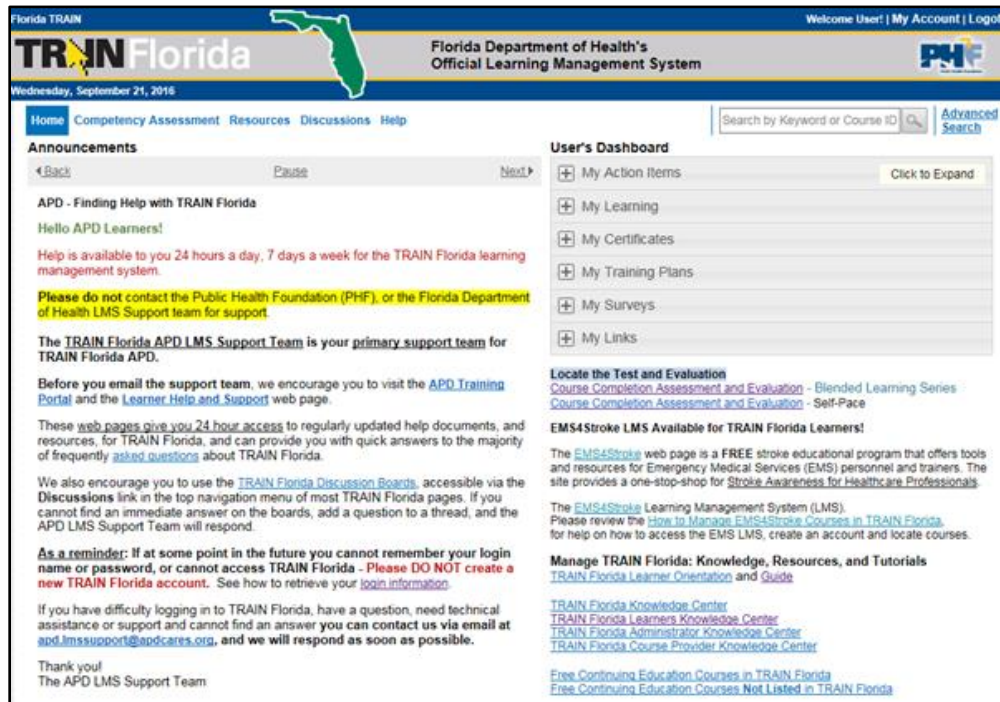


Image 7

- ❑ If the learner is still unable to log in, please contact the TRAIN Florida APD site administrator by email: apd.lmssupport@apdcares.org. Subject Line: New Learner cannot login to TRAIN Florida. Please provide the learner's first name, middle initial, and last name, and email address, and TRAIN Florida **APD Group** in the body of the email.

Important Information for TRAIN Florida Learners

Congratulations you have successfully helped the learner access their account in TRAIN Florida!

Now that the learner is able to use your TRAIN Florida account, the APD TRAIN Florida Support Team has many resources for you to access, to help the learner learn how to use TRAIN Florida.

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 you learn how to navigate and manage your trainings in TRAIN Florida.

The following links are also excellent resources to help guide you 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](#)

We encourage all TRAIN Florida APD learners to verify their learner account information periodically. These instructions will help guide you: [How to verify your learner account](#).

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



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