



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

If you have questions, concerns or problems with TRAIN Florida, this quick guide is a listing of the key support resources the agency has available for finding an answer or resolution. Provided are descriptions for each resource and contact information. Please view the [APD LMS Support and Communication Process](#).

**The established lines of support communication for TRAIN Florida APD are:**

- The [APD Training Portal](#) website.
- The [TRAIN Florida APD Discussion Boards](#).
- The [TRAIN Florida APD Resources](#).
- Primary Support – Tier 1 – [TRAIN Florida APD site administrators](#).
- Course Contacts – [Course Content Questions only](#).

**The APD Training Portal Website**

The APD Training Portal website is the main source of support information for TRAIN Florida and APD training information. It hosts multiple up-to-date resources designed to help guide you in the navigation and management of TRAIN Florida. We encourage you to check the [APD Training Portal](#) for TRAIN Florida APD support, as you may locate your answer or solution on your own. Click the link above, to access the APD Training Portal.

**The TRAIN Florida APD Discussion Boards**

TRAIN Florida has grouped tools together on the Dashboard to allow you access to manage personal trainings, learning information, and assigned surveys. The dashboard is your primary tool for course management in TRAIN Florida. [Learner Help & Support Dashboard](#) provides instructions on how to manage the TRAIN Florida APD

**The TRAIN Florida APD Resources**

The **Resources feature** provides you with access to a variety of public health, training, and TRAIN Florida help documents uploaded by APD, the Florida Department of Health, TRAIN Florida users, and TRAIN National Affiliates. APD assigns documents and resources to sub-categories in the **APD TRAIN Florida** Category. All TRAIN Florida APD users can review, download documents, and add Public Health related documents and resources in the APD TRAIN Florida category. You may also access and download resources from categories posted by other TRAIN national affiliates. The [Resources feature](#) will help you locate, access, and add resources

**Primary Support – Tier 1 – TRAIN Florida APD site administrators**

If you cannot find your answer or resolution using the APD Training Portal website, the TRAIN Florida APD Discussion Boards, or the TRAIN Florida APD Resources, the agency has a team of TRAIN Florida APD site administrators available. The administrators are the Primary or Tier 1 level for technical support, and assistance for our learners.

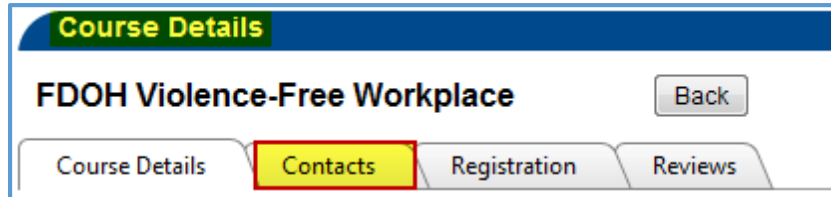
This level of support is available during regular agency business hours:  
Monday through Friday  
8:00 am – 5:00 pm EST, excluding state holidays

APD LMS support team is based in Central Office - Office of Programs - Quality Management and can be contacted via email at [apd.lmssupport@apdcares.gov](mailto:apd.lmssupport@apdcares.gov).

**NOTE:** Responses to most APD LMS Support e-mail requests will be provided within 24 hours of submission.

### Course Contact Information

Course contact information can be found on the **Course Details** page of the course you have a question on. Once on this page, click the **Contacts** tab.



The Contacts tab will list the **Course Contacts**, and the contact information for your course.



If you have a question regarding the content or structure of a course of a TRAIN Florida course, each course has contact information available.

**Please Note:** If you have technical questions regarding an APD course, contact the TRAIN Florida APD site administrators. If the course is **not** an APD developed course there may be two listings, one for content and structure, and one for technical issues related only to the course. Do not contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.

