

Effective immediately, and until further notice, APD Providers are no longer required to submit the TRAIN Florida account creation spreadsheet. APD providers can use these instructions to create their TRAIN Florida learner account themselves.

APD Provider Account Creation Requirements.

APD Providers are required to enter accurate provider information into the learner account profile. APD designated staff will monitor provider accounts for accounts containing inaccurate provider information or group assignments. Agency Provider Owners are responsible for managing their agency accounts and should use the TRAIN Florida roster and this link: ([Video Demo - How to update profile](#)) and update the accounts. Failure to correct account information will impact the provider's Provider Discovery Review.

TRAIN Florida learners can only have one account. All providers must follow the TRAIN Florida account creation instructions below.

Prior to creating a TRAIN Florida account, the agency Provider Owner or designated staff shall:

1. Use the TRAIN Florida account instructions and verify if the staff or new hire has a TRAIN Florida account.
2. Use the APD LMS Support [Login Instructions](#) to help your staff login to their account if one already exists.

If your staff is unable to retrieve their login information, please contact the APD LMS Support team at apd.lmssupport@apdcares.org

How to create your staff TRAIN Florida account.

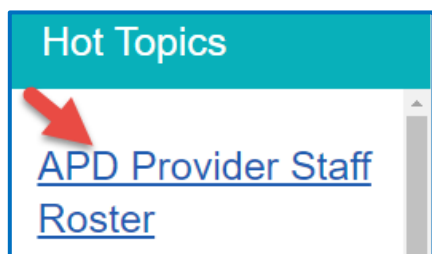
Your staff members can only have one TRAIN Florida account.

Verify whether your new staff member has an existing TRAIN Florida account. If they have an account, have the staff follow the [Login Instructions](#) and print their transcript to verify whether they have completed the APD required courses per the [iBudget Florida Handbook – Appendix B](#).

How to verify if the new hire has a TRAIN Florida account.

Steps:

1. Login to TRAIN Florida
2. Scroll and locate the Hot Topics column
3. Locate the APD Provider Staff Roster and click on the link



4. On the next page, locate and click on your assigned APD Region link.

Below are links to each region roster:

- [APD - General](#)
- [APD - Central](#)
- [APD - Northeast](#)
- [APD - Northwest](#)
- [APD - Southeast](#)
- [APD - Southern](#)
- [APD - Suncoast](#)

Staff may move around from agency to agency and learner profiles get lost along the way and some profiles are just not up to date.

APD LMS is providing you with tools to view/manage your staff roster.

Follow these instructions.

Key points to remember:

- a) An active staff learner profile, if correctly identified will be listed in a region roster.
 - b) If you cannot locate your learner in your region, please check in another region and APD – General.
 - c) Please have your staff update their learner profile, instructions are provided under #6 below.
5. On the next page after clicking on the region is the information for the region you selected.
- a) The TRAIN Florida roster is a listing of all learners assigned to that region.
 - b) Click on the region spreadsheet link: [Agency-CentralRoster06212021.xlsx](#).
 - c) The TRAIN Florida roster spreadsheet will download to your computer.
 - d) Open the TRAIN Florida roster spreadsheet and search for the person by last name or email address.
 - e) To locate a person, press <Ctrl> <F> keys to bring up the Find window then type the last name or email address.
 - f) If you have located the person, the account can be updated with your agency information.
 - g) If you are not able to locate the person, please look in another region's spreadsheet.
6. Use the [Login Instructions](#) and have the learner update the following account profile fields:
- Title: Your Agency Name
 - Organization: APD Providers
 - Department: Agency - Central
 - Bureau/Section: Provider ID - # (If applicable)

Below is an example of the required information:

- Title: A-1 Community Choice LLC
- Organization: APD Providers
- Department: Agency - Central
- Bureau/Section: Provider ID - 013086000

We have provided a video demo to help you: [Video Demo - How to update profile](#).

- Once the account is updated, please have the person print their transcript and verify if they have completed the APD required courses per the [iBudget Florida Handbook – Appendix B](#). If they have not completed the APD required courses use this link [APD-Required courses](#) to locate and complete the APD required courses.

Note: If they believe they have an account and you cannot find it, email APD LMS Support at apd.lmssupport@apdcares.org with the new hire, perspective employee or independent contractor full name and email address, your agency title and provider ID number.

How to create a TRAIN Florida account.

If the new hire, perspective employee or independent contractor does not have an account, follow the instructions below and create an account for them. All accounts **must** have accurate agency information.

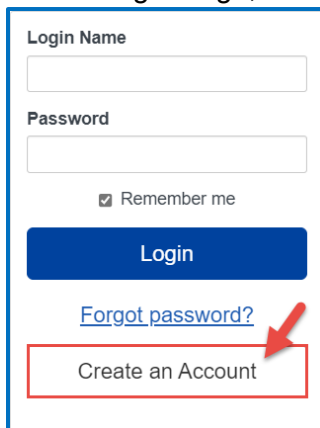
Key point to remember:

- All accounts must have an individual, unique, active, email address. Accounts cannot share an email address.
- Follow the account creation instructions. It will help you successfully create an accurate account, have the employee listed on your agency TRAIN Florida roster and will help you during the Provider Discovery Review.

We have provided a video demo to help you: [Video Demo - How to Create Account](#).

Use the Steps Below to Create Your Account:

- Click on this link to open the [TRAIN Florida login page](#)
- On the Login Page, click on “Create an Account”



- On the next window, enter the following information:

- Login:** Enter the first name, period, last name – Example: **John.Smith**
- Password:** Enter the desired password
- Confirm Password:** Enter the same password
- Email:** Enter a valid email address

NOTE: All staff members **must** have an email address - Staff cannot use/share the same email address.

- e) **First Name:** Enter the First Name, Example: John (Do not use Upper Case)
- f) **Last Name:** Enter the Last Name, Example: Smith (Do not use Upper Case)
- g) **Time Zone:** Select correct time zone
- h) **Zip Code** Enter the work or personal zip code
- i) **TRAIN Policies** We recommend that everyone read the policies and check the box
- j) **Manage Group** Select and join the **APD Providers** group and assigned **Regional** group
- k) **Contact** Add a phone number
- l) **Address** City: Enter the work city
- m) **Address** Street: Enter the work street address
- n) **Organization** **Enter APD Providers (Exactly)**
- o) **Department** **Enter Your Assigned Region (Example: Agency – Central)**
- p) **Bureau/Section** **Enter agency's Provider ID Number (Example: Provider ID – 013086000, Leave blank if you do not have one)**
- q) **Title:** **Enter your Agency Name (As listed on the Provider Agreement)**
- r) **Professional Role** Check Human Services Personnel
- s) **Work Settings** Check Official Public Health Agencies; then Select State / Territory

Click the Save button
Click the Close button

Congratulations!

You should see your TRAIN Florida Home Page.

How to Locate the APD Required Courses:

Use this link to locate the [APD-Required courses](#):

All providers must use the [APD Training Plans](#). It is expected that all providers, perspective employees and independent contractors review the [iBudget Florida Handbook – Appendix B](#) training requirements and watch the TRAIN Florida the required courses in its entirety.

Additional information is located on the [APD Training Portal](#).

Contact APD LMS Support

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 EST (excluding holidays)

Email us at apd.lmssupport@apdcares.org

The APD LMS Support team answers emails in the order that they are received. Please do not send multiple emails for the same subject and allow a minimum of three business days to complete your request.



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

The APD Provider Account Creation Requirements - FAQs

Question #1: Where can I find my staff roster?

Answer #1:

1. Agency Rosters are located on TRAIN Florida home page. Login to TRAIN Florida.
2. Scroll and locate the Hot Topics column.
3. Locate the APD Provider Staff Roster and click on the link.

Question #2: The new hire or staff has an account and is not on any roster, what should I do?

Answer #2: Send an email to apd.lmssupport@apdcares.org. Include the full name and email address used in the account. If they have a new email address, include it in the email.

Question #3: I located the new hire on the roster. what should I do?

Answer #3: Use the [Login Instructions](#) and have the learner update the following account profile fields as listed on page 2. We have provided a video demo to help you: [Video Demo - How to update profile](#). The new will appear on your roster after it is updated in TRAIN Florida

Question #4: How often are the rosters updated in TRAIN Florida?

Answer #4: The rosters updated on the first workday of each month.

Question #5: Are there instructions to help me create an account?

Answer #5: Yes! We have provided a video demo to help you: [Video Demo - How to Create Account](#). If the account is not accurate

Question #6: I created an account, and my employee does not have access to the APD courses?

Answer #6: Locate and click on the employee's name on the Home page, then, click Your Profile. Locate Manage Groups the account should be assigned the APD Providers group and assigned Regional group. Once you click save, the courses will be available.

Question #7: I do not have a Provider ID number; can I still create an account?

Answer #7: Yes! On receipt of your Provider ID number, use the [Video Demo - How to update profile and update the account](#).

Question #8: The new hire or staff does not remember their login information and has a new email address, Should I create a new account?

Answer #8: Per the TRAIN.org requirements and APD LMS Support procedures, TRAIN Florida learners **can** only have one account. Send an email to apd.lmssupport@apdcares.org. Include the full name and email address used in the account. If they have a new email address, include it in the email.

Question #9: My employee updated their account and entered false information. Am I responsible?

Answer #8: Yes! Per the iBudget handbook, Agency Owners are responsible for their agency trainings. This includes TRAIN Florida accounts. All providers must follow the TRAIN Florida account creation [instructions](#) and are required to enter accurate provider information into the learner account profile. Failure to follow the instructions and enter accurate provider information will impact the provider's Provider Discovery Review.