

TRAIN Florida – APD Learner Orientation Provider/Customer

The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in their Communities.

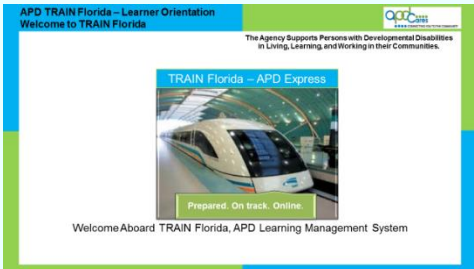
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Slide 1 - Welcome to TRAIN Florida



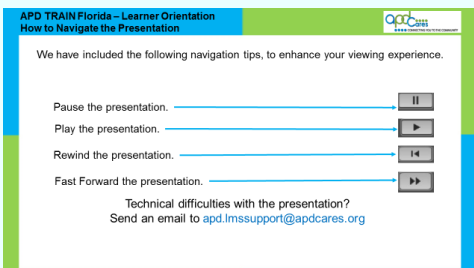
Hello! Welcome to TRAIN Florida - APD Learner Orientation. This orientation will provide the directions for locating, completing, tracking, and managing your personal and professional development courses.

On the last presentation slide, we provide three valuable resources to help you learn more about using the TRAIN Florida.

1. The [Frequently Asked Questions \(FAQ\)](#) document provides answers to the most commonly asked questions. It also has a short list of TRAIN Florida terminology that will help you.
2. The [How to Navigate TRAIN Florida](#) resource document shows in detail where to locate courses, your transcript, TRAIN Florida resources and more!
3. The [APD Training Portal](#) has all the training information you will need to learn about TRAIN Florida and complete your APD training requirements.

The learner guide was attached as part of the course registration guide and includes the [FAQs](#) and [How to Navigate TRAIN Florida](#). You may use this document while viewing this presentation.

Slide 2 - How to Navigate the Presentation

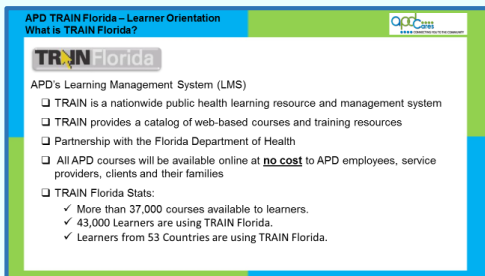


We have included the following navigation tips to enhance your viewing experience:

- You can stop the presentation at any time by clicking the pause button.
- You can start the presentation by clicking the play button.
- You can also rewind and fast-forward the presentation by clicking the rewind button or fast forward button.

If you experience technical difficulties with the presentation, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.gov.

Slide 3 - What is TRAIN Florida?



What is TRAIN Florida?

TRAIN (Training-finder Real-time Affiliate Integrated Network) is a nationwide public health learning resource and management system. TRAIN Florida is a part of this network. TRAIN provides a catalog of web-based courses and training resources. APD is working in partnership with the Florida Department of Health to provide excellent training and resources. All APD courses will be available online at **no cost** to APD employees, service providers, clients and their families.

Here are some TRAIN Florida Stats:

- Learners have access to more than 37,000 courses.
- More than 43,000 learners are using TRAIN Florida.
- Learners from 53 countries are using TRAIN Florida.

On behalf of APD's leadership, welcome aboard TRAIN Florida, APD's Learning Management System (LMS).

Slide 4 - TRAIN Florida -Your ticket to Success!



TRAIN Florida serves as the agency's official Learning Management System.

Through TRAIN Florida-Learning Management System, APD provides:

- Easy access to the Required Provider Basic Training, Required Provider Service-Specific Training, and Required Provider In-Service Training.
- Access to required waiver training, and courses to support professional and personal development, and registration for courses not taught by APD.

TRAIN Florida is your ticket to SUCCESS!

As an APD learner, you can:


- Access TRAIN Florida 24 hours a day, 7 days a week.
- Quickly find and register for many courses listed on TRAIN.org and participating TRAIN affiliate sites.
- Track your personal online transcript.
- Receive and track Certificates of Completion and Continuing Education Units (CEUs) for our licensed professionals.

The great thing about TRAIN Florida is that it empowers you to manage and track your trainings 24 hours a day, 7 days a week.

Slide 5 - Learning Objectives

APD TRAIN Florida - Learner Orientation
TRAIN Florida - Learning Objectives

An APD goal for TRAIN Florida is to help you have a pleasant onboarding experience.



We accomplish this by:
Enlightening, Encouraging, Engaging, and Empowering you!

During this presentation you will learn:

1. The different ways to find the TRAIN Florida login page.
2. The TRAIN Florida key features and navigation menus.
3. How to locate your learner account profile.
4. How to locate TRAIN Florida APD courses.

One of APD's goals for TRAIN Florida is to help you have a pleasant onboarding experience.

We accomplish this by Enlightening, Encouraging, Engaging, and Empowering you with the training tools, information, resources, and support to manage the TRAIN Florida LMS.

During this presentation, you will learn:

1. The different ways to find the TRAIN Florida login page.
2. The TRAIN Florida key features and navigation menus.
3. How to locate your learner account profile.
4. How to locate TRAIN Florida APD courses.

Slide 6 - Learning Objectives - Continued

APD TRAIN Florida - Learner Orientation
TRAIN Florida - Learning Objectives - Cont.

An APD goal for TRAIN Florida is to help you have a pleasant onboarding experience.



We accomplish this by:
Enlightening, Encouraging, Engaging, and Empowering you!

During this presentation you will also learn:

- 5) How to locate TRAIN Florida APD Training Plans.
- 6) How to locate course assessments and evaluations.
- 7) Where to locate APD Training Information.
- 8) Who to contact for Help and Support.


During this presentation, you will also learn:

5. How to locate TRAIN Florida APD Training Plans.
6. How to locate course assessments and evaluations.
7. Where to locate APD training information.
8. Who to contact for help and support.

Slide 7 - APD's Commitment to Our Customers

APD TRAIN Florida - Learner Orientation
APD's Commitment to our Customers

APD is committed to providing essential and quality trainings.



Although specific training is required for providers and some APD employees, our courses are available to everyone, including APD customers and family members.

APD is committed to providing essential and quality trainings to our internal and external customers.

Although specific training is required for providers and some APD employees, our courses are available to everyone, including APD customers, and family members.


Slide 8 - What is TRAIN Florida?

TRAIN Florida APD - Learner Orientation
How to locate TRAIN Florida Learning Objective #1

In this section, we will discuss how to find the TRAIN Florida login web page.

Here is the easiest way to find the TRAIN Florida Login page from the APD site. To save you time, please consider adding each page to your browser Favorites:

1. A link to the **TRAIN Florida** Login page is located on the APD Announcement section. Click **TRAIN Florida**.
2. A link to **TRAIN Florida** is also located on the Provider dropdown menu. Locate and click on **Training**.
3. A link to **TRAIN Florida** is also located on the Customer dropdown menu. Locate and click on **Training**.



Learning Objective 1

In this section, we will learn how to find the TRAIN Florida login web page. To save you time, please consider adding the TRAIN Florida login page to your browser **Favorites**. Here is the easiest way to find the TRAIN Florida login page from the APD site:

1. A link to the TRAIN Florida login link is located on the APD home page at <http://apdcares.org/> Click TRAIN Florida.
2. A link to TRAIN Florida is also located on the Provider dropdown menu. Locate and click on Training.
3. A link to TRAIN Florida is also located on the Customer dropdown menu. Locate and click on Training.

Slide 9 - How to Locate the TRAIN Florida Key Navigation and Features!

TRAIN Florida APD - Learner Orientation
TRAIN Florida key features and navigation Learning Objective #2

Navigating through the TRAIN Florida LMS is simple and straightforward.

In this section, we will discuss:

- The TRAIN Florida key features and navigation menus.

How to Navigate TRAIN Florida resource document shows you where to locate courses, your transcript, and TRAIN Florida Resources and more!

A link to this resource is available on the last slide.

This resource is located on the **APD Training Portal**.

The following slides will show you where the key features and navigation menus are located.

Learning Objective 2

Navigating through the TRAIN Florida LMS is simple and straightforward.

In this section, we will discuss:

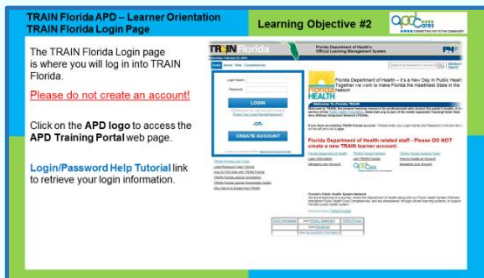
- The TRAIN Florida key features and navigation menus.

How to locate online help documents, such as the [How to Navigate TRAIN Florida](#) guide, where you can find steps for accessing APD courses, finding your transcript, and linking to related TRAIN Florida resources and more!

The Learner Guide was attached as part of the course registration and includes the [How to Navigate TRAIN Florida](#). You may use this document while viewing this presentation. A link to this resource is available on the last slide and this resource is located on the [APD Training Portal](#).

We encourage you to become familiar with the navigation menus before getting started in TRAIN Florida. The following slides will show you where the key features and navigation menus are located.

Slide 10 - The TRAIN Florida Login Page



Learning Objective 2

In this section, we will discuss the TRAIN Florida key features and navigation menus.

Here are the TRAIN Florida key features and navigation menus.

The [TRAIN Florida](#) login page.

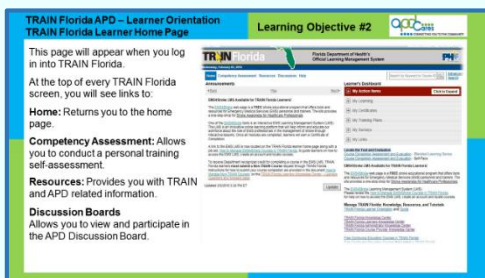
This is where you will log in TRAIN Florida.

Please Do Not Create a TRAIN Florida account.

Your TRAIN Florida learner account is created for you. You will receive your login information and instructions via your APD email account.

- APD has created the [APD Training Portal](#). This web page empowers you by providing the training tools, information, resources, and support to locate and manage your courses, training plans, training transcript, and much more in the TRAIN Florida LMS.
- To access this page, click on the [APD Cares](#) logo. The page will open in a new window.
- Please visit the [APD Training Portal](#) for all APD training information.
- Another important feature on the Login page is the [Login/Password Help Tutorial](#). You can learn how to retrieve your login and password information by clicking the [Login/Password Help Tutorial](#) link.
- If you need help with your TRAIN Florida Learner account or login information, please contact the TRAIN Florida APD Site Administrator by email at apd.lmssupport@apdcare.org.

Slide 11 - The TRAIN Florida Learner Home Page



This is your personalized TRAIN Florida Learner home page. This page will appear when you log in TRAIN Florida. Let us begin with some TRAIN Florida Learner home page navigation tips.

First of all, at the top of every TRAIN Florida screen, you will see links to:

Home: Returns you to the home page.

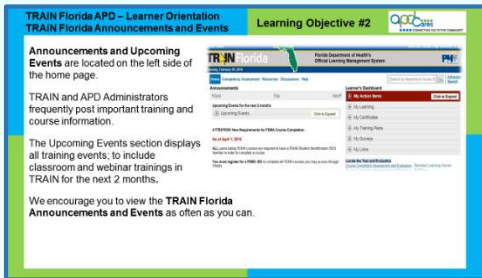
Competency Assessment: This tool allows you to download and complete a personal training self-assessment. The assessment can be uploaded back into TRAIN Florida and will appear in your My Learning tile.

Resources: The [TRAIN Florida Resources](#) is part of the APD communication and support process. Documents are posted here to enhance communication, and provides you with TRAIN and APD related information. You can find any APD Resource by entering **APD** in the **Key Word** or **Course ID** search.

Discussion Boards: The [TRAIN Florida APD Discussion Board](#) is also part of the APD communication and support process. If you have a question, you can post it on the [APD discussion board](#). TRAIN Florida APD site administrators monitor and triage the APD discussion board threads daily, and we encourage all APD learners to submit a discussion board thread.

Please visit the [APD Training Portal](#), [TRAIN Florida Resources](#) to learn more on how to use these features. Look for the [How to Navigate TRAIN Florida](#) and [TRAIN Florida APD FAQs](#) links.

Slide 12 - The TRAIN Florida Announcements and Events



Let us review the TRAIN Florida Announcements and Events.

One of the first items you should see when logging in is the announcements section. [Announcements and Upcoming Events](#) are located on the left side of the home page.

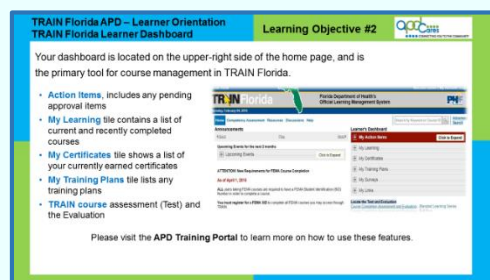
The TRAIN Florida announcements are used to help communicate and provide support to APD learners. TRAIN and APD administrators frequently post important training and course information.

The upcoming events feature displays all training events to include classroom and webinar trainings, scheduled by APD and other organizations in TRAIN for the next two months.

We encourage you to view the TRAIN Florida Announcements and Events as often as you can.

Please visit the [APD Training Portal](#), [TRAIN Florida Resources](#) to learn more on how to use these features. Look for the [How to Navigate TRAIN Florida](#) and [TRAIN Florida APD FAQs](#) links.

Slide 13 - The TRAIN Florida Learner Home Page



Let's look at the Learner Dashboard.

This is your personalized [TRAIN Florida](#) training dashboard. Your dashboard is located on the upper-right side of the home page. This is the key feature for all learners. The dashboard is your primary tool for course management in TRAIN Florida.

Your dashboard gives you direct access to your **Action** items, including any pending approval items. This is where you find any pending course evaluations or assessments.

The **My Learning** tile contains a list of both current and recently completed courses. This is where you will be able to access your [TRAIN transcript](#).

The **My Certificates** tile shows a list of your currently earned certificates, and you can click the **View All Certificates** button to view all certificates you have obtained in the TRAIN Florida system.

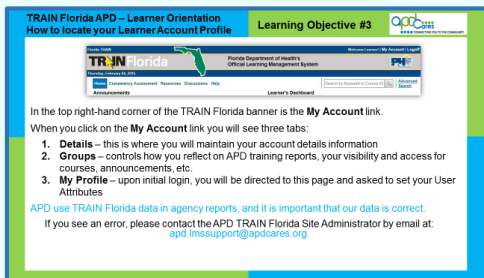
The **My Training Plans** tile list any training plans that you are currently enrolled in. Training Plans are a group of required or recommended courses. For example, the Provider Basic, Service-Specific and In-Service Training courses will be listed in a training plan. The TRAIN Florida APD Administrator will assign a training plan to you, based on your course of study. This saves you valuable time from having to search for individual courses in the Course Catalog.

Please note:

Directly under your dashboard are important links. The two links show you how to locate and complete a [TRAIN Course Assessment](#) (Test) and the [Evaluation](#). We recommend that you view these short presentations before completing your first APD course.

Please visit the [APD Training Portal](#), [TRAIN Florida Resources](#) for additional information on how to manage your dashboard and to learn more on how to use these features. Look for the [How to Navigate TRAIN Florida](#) and [How to Manage My Dashboard](#).

Slide 14 - How to Locate Your Learner Account Profile



Learning Objective 3

In this section, we will discuss how to locate your learner account profile.

On the top right-hand corner of the TRAIN Florida banner is the **My Account** link. This link gives you access to your account details. Understanding how your account works will help you with reviewing your account information.

When you click on the **My Account** link, you will see three tabs:

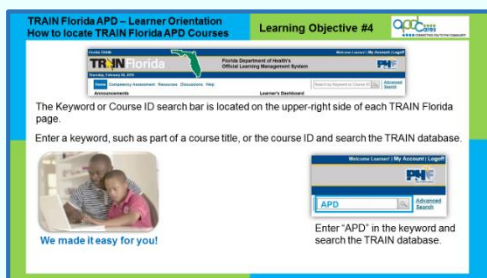
1. **Details** – this is where you will maintain your account details. Through this page, you can request the Course Provider and Conference Presenter roles. This is also, where you record any professional licensing information. Make sure to include any prefix along with the license number.
2. **Groups** – this area controls your information on the APD training reports, your visibility and access for courses, announcements, etc.
3. **My Profile** – upon initial login, you will be directed to this page and asked to set your User Attributes. These attributes are key to higher level reporting in TRAIN Florida.

APD use TRAIN Florida data in agency training reports and it is important that the data is correct.

APD has automated the process for setting up learner accounts. Please do not make any changes to your account information by doing so, you may not be able to locate APD courses and other TRAIN Florida features. If you see an error, please contact the **APD TRAIN Florida site administrator** by email at apd_lmssupport@apdcare.org

Please visit the **APD Training Portal**, **TRAIN Florida Resources** for additional information and instructions on how APD manages learner accounts.

Slide 15 - How to Locate TRAIN Florida APD Courses



Learning Objective 4

In this section, we will discuss how to locate TRAIN Florida APD courses.

There are two ways to locate TRAIN Florida APD courses:

1. By the Keyword or Course ID search bar at the top of the screen.
2. From your Dashboard – click [My Training Plans](#) and then click **Find More Training Plans**.

What is the difference?

You can use the [Keyword or Course ID](#) search bar to locate APD courses or TRAIN courses available to your group assignment.

We will discuss My Training Plans in the following slides.

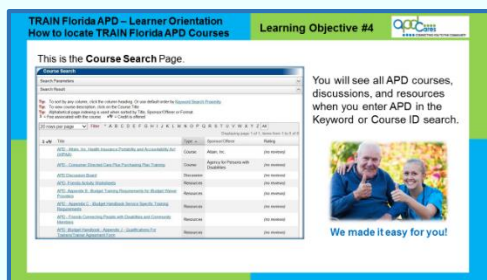
The [Keyword or Course ID](#) search bar is located on the upper-right side of each TRAIN Florida page. Enter a keyword, such as part of a course title, or the course ID, and search the TRAIN database.

We made it easy for APD Learners!

In our example, we entered APD.

When we click the Search icon, TRAIN Florida will direct us to the **Course Search** page.

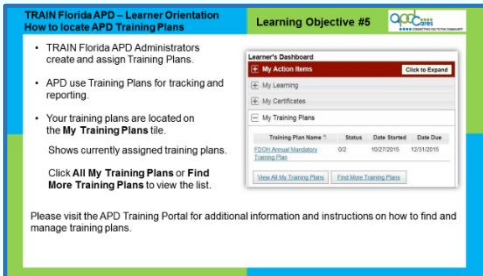
Slide 16 - How to Locate TRAIN Florida APD Courses - Continued



This is the **Course Search** Page.

- The best way to find APD courses is to enter APD in the **Keyword or Course ID** search bar.
- TRAIN Florida will redirect you to the **Course Search** page. This page is where you can find a list of courses, the [APD discussion board](#), and resources related to APD.
- Please visit the [APD Training Portal](#), [TRAIN Florida Resources](#) for additional information and instructions about how to find, register, and manage a course.

Slide 17 - How to Locate APD TRAIN Florida Training Plans



Learning Objective 5

In this section, we will discuss how to find a TRAIN Florida APD Training Plan. APD training plans are groups of trainings created by the TRAIN Florida APD administrators to shorten the steps for locating courses, or a series of courses, designed for specific learners.

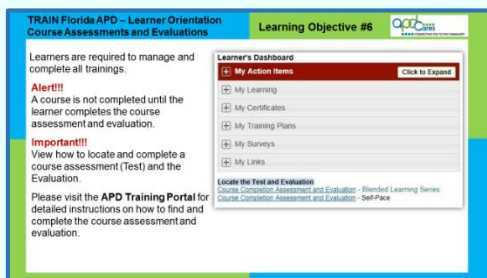
Once created, training plans are assigned by the TRAIN Florida APD administrator to specific APD groups, or left available to all learners. This saves the learner valuable time having to search for individual courses in the **Course Catalog**. APD uses training plans for tracking and reporting training requirements, and certifications and credentialing.

Your training plans are located on the [My Training Plans](#) tile. Click on the plus sign next to [My Training Plans](#), this will expand the list. Once opened, you will see a list of training plans that you are currently assigned. You can click on the **Training Plan Name** to view the courses. You can register for and complete the courses listed under the **Training Plan**.

- Click on the **View All My Training Plans** link to display all of your assigned training plans.
- Click on the **Find More Training Plans** link to display a list of all available TRAIN Florida training plans.

Please visit the [APD Training Portal](#), [TRAIN Florida Resources](#) for additional information and instructions on how to find and manage training plans.

Slide 18 - Course Assessments and Evaluations



Learning Objective 6

In this section, you will see how to find the TRAIN Florida APD course assessments (test) and evaluations.

The TRAIN Florida system is a learner-driven application. This means that learners are required to manage and complete all trainings before the course will appear on the TRAIN Transcript.

Alert!!! Please Note:

A course is not completed until the learner completes the course assessment and evaluation. This is done through the **Course Management** page.

Important!!!

TRAIN Florida offers two types of instruction formats:

1. The first type is called **Blended Learning Series** or **BLS**. A BLS can have two or more courses. Some BLS require that you complete the assessment (test) and the evaluation at the end of each course, while others require that you complete the assessment (test) and the evaluation at the end of the last course.

You must manage each course in the BLS by navigating back to the **Course Management** page and clicking the completed button for that course. Then take the assessment (test) and complete the evaluation.

2. The second type of format is called **Self-Pace**, which has only one course and you must take the assessment (test) and complete the evaluation at the end of the course. You will not get credit for the course and the course will not show up on your [TRAIN transcript](#) until it is completed.

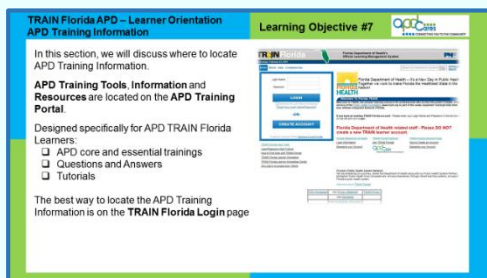
The TRAIN Florida administrators have designed two short videos, which are less than two minutes long. The videos are located directly under your dashboard, and will show you how to locate and complete a course assessment (test) and the evaluation.

- The [Course Completion Assessment and Evaluation](#) - Blended Learning Series
- [Course Completion Assessment and Evaluation](#) - Self-Paced

We encourage you to view the videos before you take your first APD course. In addition, you can visit the [APD Training Portal](#), [TRAIN Florida Resources](#) for detailed instructions on how to locate complete the course assessment and evaluation.

If you have any problems with how to locate and complete the course assessment and evaluation, please contact the **TRAIN Florida APD site administrator** by sending an email to apd.lmssupport@apdcare.org.

Slide 19 - Where to Locate APD Training Information



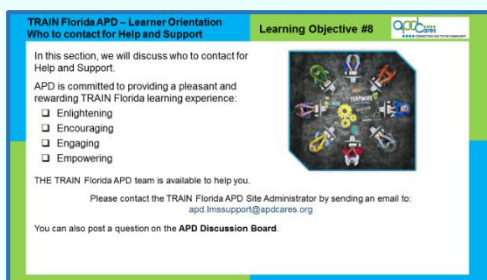
Learning Objective 7

In this section, we will discuss where to locate APD Training Information.

- The [APD Training Portal](#) has the **Training Tools, Information, and Resources** to help manage TRAIN Florida and APD core and essential trainings. These resources are designed specifically for all APD TRAIN Florida learners, and are continually updated to help you manage TRAIN Florida.
- The [APD Training Portal](#) has learner questions and answers and the learner tutorials are a series of brief flash presentations that will walk you through how to use the key tools and features in TRAIN Florida and to answer your **How to** questions.

The best way to locate the APD Training Information in TRAIN Florida is to click on the [APD logo](#) located on the [TRAIN Florida Login](#) page.

Slide 20 - Who to Contact for Help and Support



Learning Objective 8

In this section, we will discuss who to contact for help and support.

APD is committed to providing a pleasant and rewarding TRAIN Florida learning experience. We accomplish this by: Enlightening, Encouraging, Engaging, and Empowering you with the training tools, information, resources, and support to manage TRAIN Florida.

The TRAIN Florida APD team is available to help you. If you have a question, or need to report a problem with your account, please contact the **TRAIN Florida APD Site Administrator** by sending an email to apd.lmsupport@apdcares.org

You can also post a question on the [APD Discussion Board](#).

Slide 21 - Quick Review

TRAIN Florida APD – Learner Orientation Quick Review

Questions	True	False
TRAIN Florida is APD's official Learning Management System (LMS).	<input checked="" type="radio"/>	<input type="radio"/>
All APD courses are available online at no cost .	<input checked="" type="radio"/>	<input type="radio"/>
Learners can access TRAIN Florida 24 hours a day, 7 days a week.	<input checked="" type="radio"/>	<input type="radio"/>
I can create My Learner account in TRAIN Florida.	<input type="radio"/>	<input checked="" type="radio"/>
I can enter "APD" in the keyword and search to locate all APD courses.	<input checked="" type="radio"/>	<input type="radio"/>
A course is not completed until the learner completes the course assessment and evaluation.	<input checked="" type="radio"/>	<input type="radio"/>
APD's Training Portal has training information and resources.	<input checked="" type="radio"/>	<input type="radio"/>
I should contact the Public Health Foundation or FDOH for help.	<input type="radio"/>	<input checked="" type="radio"/>

If you have a question or require further assistance, send an email to apd.lmsupport@apdcare.gov or post a question on the APD Discussion Board.

Quick Review of What you have Learned

Now for a quick review of what you have learned.


- Train Florida is APD's official Learning Management System. This is true!
- All APD courses are available online at no cost. This is true!
- Learners can access Train Florida 24 hours a day, 7 days a week. This is true!
- I can create my learner account in Train Florida. This is false!
- I can enter APD in the keyword and search to locate all APD courses. This is true!
- A course is not completed until the learner completes the course assessment and evaluation. This is true!
- APD has training portal has training information and resources. This is true!
- I should contact the Public Health Foundation or FDOH for help. This is false!

Slide 22 - Welcome Aboard! TRAIN Florida!

TRAIN Florida APD – Learner Orientation Thank You!!

Welcome Aboard TRAIN Florida

- Empowers you to manage and track your trainings.
- Provides essential and quality training courses.
- All APD courses are available online at **no cost**.
- Available 24 hours a day, 7 days a week.



Prepared. On track. Online.

Thank you for viewing this presentation.

Welcome Aboard! TRAIN Florida!

The great thing about TRAIN Florida:

- APD empowers you to manage and track your trainings.
- APD is committed to providing essential and quality training courses and TRAIN Florida support to both internal and external customers.
- All APD courses will be available online at **no cost** to APD employees, service providers, clients and their families.
- Available 24 hours a day, 7 days a week.


Slide 23 - TRAIN Florida Resources

TRAIN Florida APD – Learner Orientation TRAIN Florida APD Training Resources

TRAIN Florida APD Resources

- TRAIN Florida APD FAQs**
(Opens in a new window)
- Navigate TRAIN Florida**
(Opens in a new window)
- APD Training Portal**
(Opens in a new window)

Click on the resource title to open the document.



Prepared. On track. Online.

This TRAIN Florida APD learner orientation has provided you with direction for locating, completing, tracking, and managing your personal and professional development courses. On this presentation slide, we provide three valuable resources to help you use TRAIN Florida.

The [TRAIN Florida APD FAQs](#) document provides answers to the most commonly asked questions; it also has a short list of TRAIN Florida terminology that will help you.

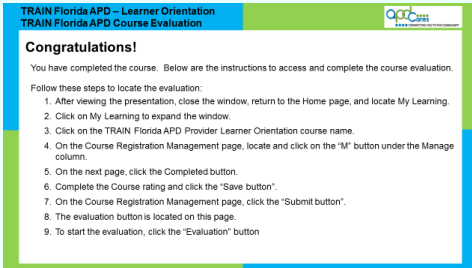
The [Navigate TRAIN Florida](#) resource shows you in detail where to locate courses, your transcript, TRAIN Florida Resources and more!

The **APD Training Portal** has all the training information you will need to learn about TRAIN Florida and to complete your APD training requirements.

You can click on the resource title to open the document. If you have a question or require further assistance, send an email to apd.lmsupport@apdcare.gov.

Thank you for using TRAIN Florida!

Slide 24- Course Evaluation



TRAIN Florida APD – Learner Orientation
TRAIN Florida APD Course Evaluation

Congratulations!

You have completed the course. Below are the instructions to access and complete the course evaluation.

Follow these steps to locate the evaluation:

1. After viewing the presentation, close the window, return to the Home page, and locate My Learning.
2. Click on My Learning to expand the window.
3. Click on the TRAIN Florida APD Provider Learner Orientation course name.
4. On the Course Registration Management page, locate and click on the "M" button under the Manage column.
5. On the next page, click the Completed button.
6. Complete the Course rating and click the "Save button".
7. On the Course Registration Management page, click the "Submit button".
8. The evaluation button is located on this page.
9. To start the evaluation, click the "Evaluation" button

Congratulations! Please complete the Course Evaluation

You have completed the course. Below are the instructions to access and complete the course evaluation.

Follow these steps to locate the evaluation:

1. After viewing the presentation, close the window, return to the Home page, and locate My Learning.
2. Click on My Learning to expand the window.
3. Click on the TRAIN Florida APD Provider Learner Orientation course name.
4. On the Course Registration Management page, locate and click on the "M" button under the Manage column.
5. On the next page, click the Completed button.
6. Complete the Course rating and click the "Save button".
7. On the Course Registration Management page, click the "Submit button".
8. The evaluation button is located on this page.
9. To start the evaluation, click the "Evaluation" button

APD Technical Support and Communication



ay!

If you have any problems and require technical assistance, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.



Do not contact the Florida Department of Health or the Public Health Foundation for assistance. Thank you for supporting TRAIN Florida APD.

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TRAIN Florida – APD Frequently Asked Questions

The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in Their Communities.

Instructions: The TRAIN Florida Frequently Asked Questions are listed below by category. Click on **Answer** to see the answer. [Click here](#) to see the TRAIN Florida list of terminology.

No.:	Question:	Answer:
TRAIN Florida Navigation		
1	How do I find the TRAIN Florida login page?	Answer
2	How do I navigate in TRAIN Florida?	Answer
I am a Learner and need help!		
1	How do I get a TRAIN Florida account?	Answer
2	I forgot my username and password. What do I do?	Answer
3	Where do I go to find answers to my questions?	Answer
4	I am a new APD employee or provider. How do I get started in TRAIN Florida?	Answer
5	Where is my TRAIN Florida transcript?	Answer
TRAIN Florida Courses		
1	How do I find the APD courses?	Answer
2	How do I find the course assessment (test) and evaluation?	Answer
3	How do I get non-APD courses on my transcript?	Answer
4	I completed the course, it is not on my TRAIN transcript. What do I do?	Answer
5	Why will the course not launch for me?	Answer
TRAIN Florida APD Contact Information		
1	Whom do I contact for help?	Answer
Where do I find the APD Training information?		
1	I am an APD customer. Where do I find the APD Training information?	Answer
2	I am an APD employee. Where do I find the APD Training information?	Answer
3	I am an APD provider. Where do I find the APD Training information?	Answer
4	What is the difference between the TRAIN Florida Knowledge Center and the APD Training Portal?	Answer
What TRAIN Florida Resources are available to help me?		
1	What are APD resources?	Answer
2	Where are APD resources located in TRAIN Florida?	Answer

Instructions:

The answers to the TRAIN Florida Frequently Asked Questions are listed below by category. Please visit the [APD Training Portal](#) to learn more about TRAIN Florida. If your solution is not here, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

TRAIN Florida Navigation	
1	Question: How do I find the TRAIN Florida login page?
1	<p>Answer:</p> <p>APD employees - The TRAIN Florida logo is located on the APD SharePoint home page. The logo is linked to the APD Training Portal, which has a link to the TRAIN Florida Login page.</p> <p>APD Providers and Customers - A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <ol style="list-style-type: none"> 1. A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is also located on the Provider drop-down menu. Locate and click on Training. 2. A link to the APD Training Portal, which has a link to the TRAIN Florida Login page, is also located on the Customer drop-down menu. Locate and click on Training.
2	Question: How do I navigate in TRAIN Florida?
2	<p>Answer:</p> <p>The APD Learning Management System support team has created the How to Navigate TRAIN Florida guide. This resource is located on the APD Training Portal under the TRAIN Florida – Quick Links. It is also available in the TRAIN Florida APD Resource Center.</p>

I am a Learner and need help!	
1	Question: How do I get a TRAIN Florida account?
1	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account.</p> <p>Your TRAIN Florida Learner account is created for you. You will receive your login information and instructions via email. You must have a valid email account before APD can set up the TRAIN Florida Learner account.</p> <p>If you need a TRAIN Florida Learner account, please have your supervisor/manager contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>
2	Question: I forgot my password and login. What do I do?
2	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account.</p> <p>On the TRAIN Florida Login page is the Login/Password Help Tutorial. You can learn how to retrieve your login and password information by clicking the Login/Password Help Tutorial link. If you cannot retrieve your login information, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>

I am a Learner and need help - Continue	
3	Question: Where do I go to find answers to my questions?
3	<p>Answer:</p> <p>There are three ways to get answers to your questions:</p> <ol style="list-style-type: none"> 1. Go to the APD Training Portal – Help and Support tab. The APD Learning Management System support team has created Learner Questions and Answers and short tutorials designed specifically for APD learners. 2. You can post your question on the TRAIN Florida APD Discussion Board. All APD Discussion Board threads are monitored and triaged daily by the TRAIN Florida APD site administrators. 3. You can contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.
4	Question: I am a new APD employee or provider. How do I get started in TRAIN Florida?
4	<p>Answer:</p> <p>Please Do Not Create a TRAIN Florida Account. Your account was created for you and you should have received an email from FI_Admin@train.org with your login information and instructions to get started in TRAIN Florida.</p> <p>If you did not get this email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>
5	Question: Where is my TRAIN Florida transcript?
5	<p>Answer:</p> <p>Instructions are available to help you locate and manage your TRAIN Florida transcript.</p> <p>Follow the steps below to get the instructions:</p> <ol style="list-style-type: none"> 1. Click the TRAIN Florida User Tools link on the TRAIN Florida Login page. The link will take you to the Learners Questions and Answers. Find the TRAIN Florida Course Management section, locate, and click on How to Manage my TRAIN Florida Transcript. <p>If you need additional help, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>

TRAIN Florida Courses	
1	Question: How do I find the APD courses?
1	<p>Answer:</p> <p>The Keyword or Course ID search bar is located on the upper-right side of the TRAIN Florida home page above the Dashboard. Enter a keyword, such as part of a course title, or the course ID and search the TRAIN database. Click here for instructions on how to locate APD courses.</p> <p>Tip for APD learners! Enter APD into the Keyword or Course ID search bar and click the Search magnifying glass icon, TRAIN Florida will direct you to the Course Search page. The page that will display all courses, discussions, and resources related to APD.</p>

TRAIN Florida Courses - Continue	
2	<p>Question: How do I find the course assessment (test) and evaluation?</p> <p>Answer:</p> <p>The TRAIN Florida administrators have designed two short videos (less than 2 minutes long) that show you how to locate and complete a course assessment (test) and evaluation. The links to the videos are located directly below the Dashboard.</p> <ol style="list-style-type: none"> 1. Course Completion Assessment and Evaluation - Blended Learning Series, and 2. Course Completion Assessment and Evaluation - Self-Pace <p>If you have any problems with locating and completing the course assessment and evaluation, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>
3	<p>Question: How do I get non-APD courses on my transcript?</p> <p>Answer:</p> <p>Instructions are available to help you get your non-APD courses on your transcript.</p> <p>Follow the steps below to get the instructions:</p> <ol style="list-style-type: none"> 1. On the TRAIN Florida Login page, click the TRAIN Florida User Tools link. The link will take you to the Learners Questions and Answers. Find the TRAIN Florida Course Management section, locate, and click on How to manage NON-TRAIN courses. <p>If you need additional help, please contact the TRAIN Florida APD Site Administrator by email at apd.lmssupport@apdcares.org.</p>
4	<p>Question: I completed the course, and it is not on my TRAIN transcript. What do I do?</p> <p>Answer:</p> <p>A course is not completed until the learner completes the course assessment and evaluation. This is done through the Course Management page.</p> <p>Once you have completed watching a presentation video, navigating back to the Course Management page can be a little tricky.</p> <p>The TRAIN Florida administrators have designed two short videos (less than 2 minutes long) that show you how to locate and complete a course assessment (test) and evaluation. The links to the videos are located directly below the Dashboard.</p> <ol style="list-style-type: none"> 1. Course Completion Assessment and Evaluation - Blended Learning Series, and 2. Course Completion Assessment and Evaluation - Self-Pace <p>If you have any problems with locating and completing the course assessment and evaluation, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>

TRAIN Florida Courses - Continue	
5	<p>Question: Why will the course not launch for me!</p>
	<p>Answer:</p> <p>There are minimum system requirements for the TRAIN Florida website. Click the Help link located on the top portion of your home page to view the requirements, as shown in the next illustration.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Home Competency Assessment Resources Discussions Help</p> </div> <p>On the Help page, under the Manage heading, find and click on the System Requirements link. If your computer or laptop meets the Minimum System Requirements and Recommended System Specifications/Software, click the Test Your Environment link.</p> <p>When the new page opens, click the Run Test button.</p> <p>If your system test fails, you will need to contact your IT administrator.</p> <p>If you have any problems on how to locate and Test Your Environment, please contact the TRAIN Florida APD site administrator by sending an email to apd.lmssupport@apdcares.org.</p>

TRAIN Florida APD Contact Information	
1	<p>Question: Whom do I contact for help?</p>
1	<p>Answer:</p> <p>If you have a question about TRAIN Florida, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.</p>

Where do I find the APD Training information?	
1	<p>Question: I am an APD customer. Where do I find the APD Training information?</p>
1	<p>Answer:</p> <p>The APD Training Portal has the Training Tools, Information, and Resources to help manage TRAIN Florida and APD core and essential trainings. These resources are designed specifically for TRAIN Florida APD learners, and are continually updated to help you manage the TRAIN Florida system and provide help for all APD learners.</p> <p>The APD Training Portal Learner Help and Support section has Questions and Answers and the learner Tutorials are a series of brief Flash presentations that will walk you through how to use the key tools and features in TRAIN Florida and to answer your "How to" questions. APD customers - A link to the APD Training Portal is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <p>3. A link to the APD Training Portal is also located on the Customer drop-down menu. Locate and click on Training.</p>

Where do I find the APD Training information? - Continue	
2	<p>Question: I am an APD employee. Where do I find the APD Training information?</p> <p>Answer: There are two ways to find the TRAIN Florida Login page from our APD SharePoint site:</p> <ol style="list-style-type: none"> 4. The TRAIN Florida logo is located on the APD SharePoint home page. 5. A link to TRAIN Florida is also located on the HR Training, Professional Development web page.
3	<p>Question: I am an APD provider. Where do I find the APD Training information?</p> <p>Answer: The APD Training Portal has the Training Tools, Information, and Resources to help manage TRAIN Florida and APD core and essential trainings. These resources are designed specifically for TRAIN Florida APD learners, and are continually updated to help you manage the TRAIN Florida system and provide help for all APD learners.</p> <p>The APD Training Portal Learner Help and Support section has Questions and Answers and the learner Tutorials are a series of brief Flash presentations that will walk you through how to use the key tools and features in TRAIN Florida and to answer your "How to" questions. APD providers - A link to the APD Training Portal is located on the APD Announcement section. Click on the TRAIN Florida text.</p> <ol style="list-style-type: none"> 6. A link to the APD Training Portal is also located on the Provider dropdown menu. Locate and click on Training.
4	<p>Question: What is the difference between the TRAIN Florida Knowledge Center and the APD Training Portal?</p> <p>Answer: The TRAIN Florida Knowledge Center is designed for all TRAIN Florida learners. The APD Training Portal is designed specifically for TRAIN Florida APD learners.</p>

What TRAIN Florida Resources are available to help me?	
1	<p>Question: What are APD Resources?</p> <p>Answer: The TRAIN Florida Resources is part of the APD LMS Communication and Support process. Documents posted here enhance communication and provide you with TRAIN and APD related information.</p>
2	<p>Question: Where are APD Resources located in TRAIN Florida?</p> <p>Answer: The link to the APD Resources is located on the top portion of your TRAIN Florida home page. The How to Navigate TRAIN Florida guide is located on the APD Training Portal under the TRAIN Florida – Quick Links. Click here for instructions on how to locate and manage APD Resources.</p>

TRAIN Florida APD Terminology

Instructions:

Below are the TRAIN Florida APD commonly used terms:

Term	What it means
APD Site Administrator	Designated APD employees assigned to facilitate the ADP LMS process.
Assessment	A tool used to determine if the learner obtained knowledge, skill sets, or competencies.
BLS	Blended Learning Series. Offers the capacity to create a series of courses particular to a field.
Conference Presenter	Designated TRAIN Florida role used to facilitate a conference or meeting.
Course Provider	Designated TRAIN Florida role used to facilitate the TRAIN Florida course process.
Dashboard	The dashboard is your primary tool for learners to manage courses in TRAIN Florida.
Discussion Board	The APD Discussion Board is also part of the APD Communication and Support process for TRAIN Florida.
Discussion Board Thread	Learners with training questions can post a discussion board thread to the specific training topic. Discussion Board threads are monitored and triaged daily by the TRAIN Florida APD site administrators.
Evaluation	What the learner thought of the training and content.
Group Assignment	Learners are assigned to a specific APD group. This group association affects access to visibility of resources, courses, and reporting.
Learner	Any APD employee, provider, or customer who has a TRAIN Florida learner account.
Learner Account	The learner account provides access to visibility of resources, courses, and reporting.
LMS	Learning Management System
Resources	Documents to enhance communication, the APD LMS support process and provides learners with TRAIN Florida and APD-related information.
Self-Pace	Self-Pace courses are online training courses completed by the learner at his or her own pace.
Session	Any live event course, such as a classroom, workshop, or webcast training.
Training Plans	Consisting of a series of courses, the purpose of the training plan is to minimize the necessity to search for courses.
Visibility	What the learner can see and access in the TRAIN Florida system.



Student Notes:
