Providers and staff members can only have one TRAIN Florida account.

Providers can use these instructions to see if the staff member has an account. TRAIN Florida Provider rosters are located on the TRAIN Florida Home page under Hot Topics.

> **IMPORTANT:** The provider staff rosters are uploaded to TRAIN Florida during the first workweek of each month.
> - If you cannot locate an account and believe that the employee may have one, please **email APD LMS Support at** apd.lmssupport@apdcares.org

Follow these steps to locate a TRAIN Florida account.

1. **Login to TRAIN Florida**
   a. If you forgot you login name and password, click the Can't log in? link on the Login page and follow the instructions, or
   b. Click the link for Existing accounts - Login Instructions or
   c. You can email APD LMS Support at apd.lmssupport@apdcares.org

   How to locate the Rosters

2. The rosters are on the Home Page and available by APD Region. There are 2 ways to locate the rosters.

   a. Use the Announcement Feature
      i. You can locate the region by using the navigation arrows on the announcement feature
      ii. The APD General roster consist of APD TRAIN Florida learners who created accounts and did not assign their account to an APD Region

   b. Use the Hot Topics Feature

      Click on the APD Provider Staff link

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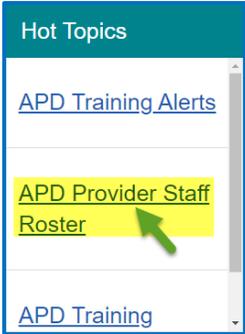
3. When you click on the Region Roster link, you will be re-directed to the page below:
   a. Click the Back button to return to the Home Page
   b. Click the link to download the roster
   c. If you need to update your account, click the Video Demo - How to update profile
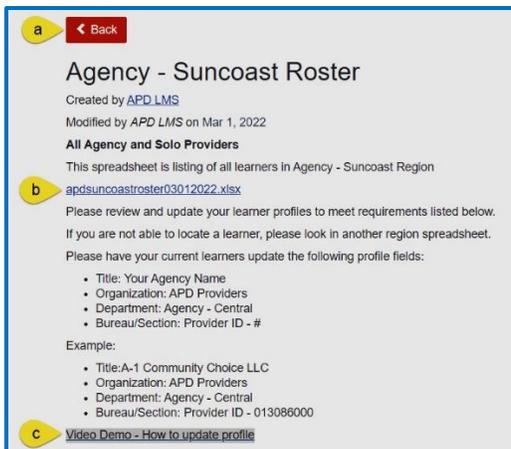
4. You must download the roster to your computer. To download the roster, click on the roster link:
   a) The roster will open in a new window. APD recommends that you use the **Microsoft Edge** browser, it allows you to view, sort, filter and search the spreadsheet. (You cannot edit the roster spreadsheet).
   b) If you are using another browser, the file will download to your computer's downloads folder.
   c) Click the Download file button to download the file.
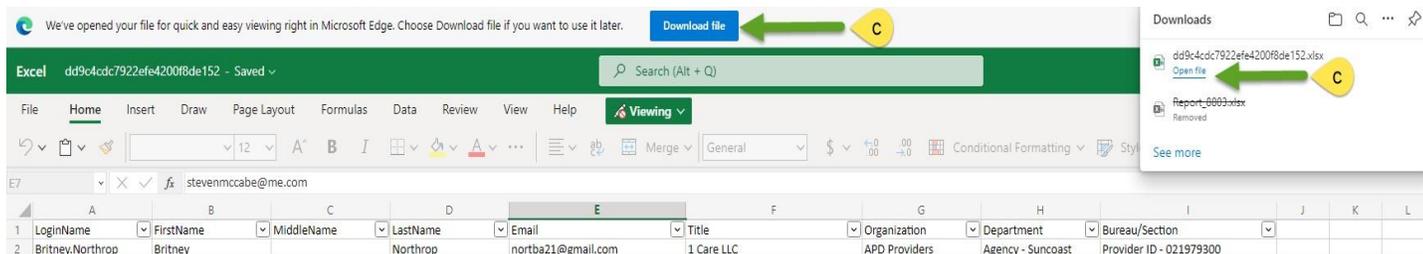
5. If you are unable to locate the account, check the other region rosters or email the APD LMS Support team at. apd.lmssupport@apdcares.org. Include the staff full name and email address.

TRAIN Florida Account Tip!
Your staff members can only have one TRAIN Florida account.

If you have a new hire and they have access to their account, please do not create a second account, use the Video Demo - How to update profile and update the profile with your agency information. The staff will appear on your agency roster.

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

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