

APD Providers – Prospective Employee



If you are a Provider looking to hire a Prospective Employee with your Agency, the following information will help you.

The TRAIN Florida APD LMS Support team has implemented the account creation process for the Prospective Employee. (Click here to see the process map).

Only Prospective Employees are authorized to CREATE a TRAIN FLORIDA LEARNER ACCOUNT

Prospective Employees are authorized to create a TRAIN Florida account. The Prospective Employee **must have an individual** valid email account before an account can be created. The Provider shall provide the Prospective Employee with the learner account creation information and instructions. (Click here to see the Agency Provider Instructions).

Once the Prospective Employee creates the account and completes the APD required courses, they must email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the Agency Provider.

If the Prospective Employee works for another Provider agency, they only need **one** TRAIN Florida learner account. Ask the Prospective Employee to email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)), or you can contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. **Subject:** Verify Prospective Employee. *Priority High.* We will provide you with a copy of the TRAIN Florida Transcript.



Image 1

APD Technical Support and Communication

TRAIN Florida APD Support Team Hours

We are available to help Monday-Friday, 8am-5pm (Excluding Holidays)

Email us at apd.lmssupport@apdcares.org

We are just an email away!

Please allow a minimum of **five business days to complete your request**

The APD LMS Support Team has established lines of support communication for TRAIN Florida. All TRAIN Florida APD learners are encouraged to review the [APD Support and Communication - Quick Guide](#) and [APD LMS Email Process](#)

If you have a question or require further assistance, send an email to apd.lmssupport@apdcares.org, or post a [Discussion Board Thread](#) on the TRAIN Florida APD Discussion Board.

DO Not use this process for current Provider staff, APD Independent Contractors or APD Trainers.

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

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Provider Instructions

Please follow the steps below:

The process allows the Prospective Employee to create an account, complete the APD required courses, and email or print their TRAIN Florida Transcript for the Provider:

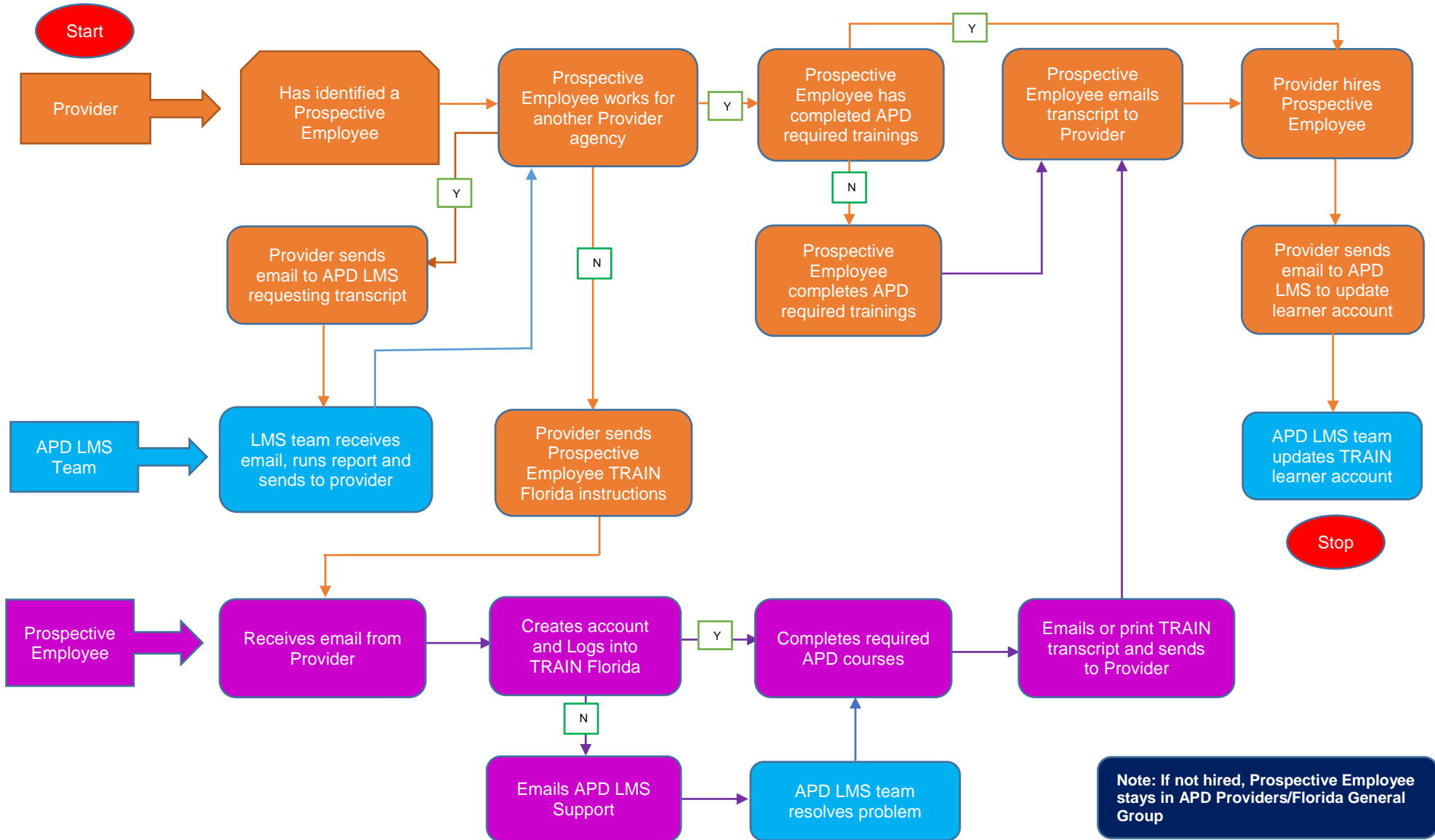
1. **Ask the Prospective Employee if they have a TRAIN Florida account.** If they have an account, they can email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for you, or you can contact the APD LMS Support team by **email at apd.lmssupport@apdcares.org**. **Subject:** Verify Prospective Employee. **Priority High.** Please include the Prospective Employee's first and last name, email address and the TRAIN Florida Login Name in the body of the email, we will provide you with a copy of the TRAIN Florida Transcript
2. If you decide to hire the Prospective Employee, contact the APD LMS Support team by **email at apd.lmssupport@apdcares.org**. **Subject:** Update Agency TRAIN Florida Roster. **Priority High.** Please include the employee's first and last name, email address, TRAIN Florida Login Name and your Provider ID number or Agency Title the in the body of the email
3. If the Prospective Employee does not have a TRAIN Florida account, go to step 4
4. Use the **Prospective Employee** email instructions (prehire-provider-email.docx) to verify the Prospective Employee's email address. Please attach a copy of the "How to create a TRAIN Florida Account" instructions (apd-provider-prehire-emp-instructions.pdf).
 - A. The instructions include the steps for creating a TRAIN Florida Account, the TRAIN Florida APD required courses; including the APD Provider Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the Learner login instructions for those who forget their login information. **(It is critical that they do not create multiple accounts)**.
5. Please encourage the Prospective Employee to closely follow the instructions. During the account creation steps, it is **critical** that the Prospective Employee select the **APD Providers** group. If you decide to hire them, this will help us to update the account and add them to your Roster.
6. If the Prospective Employee has a question or requires technical assistance, **please encourage them not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.** Instead, they should send an email to apd.lmssupport@apdcares.org **Subject: Prospective Employee. Priority High.** They must include their first and last name, email address and the TRAIN Florida Login Name in the body of the email.
7. Once the Prospective Employee creates the account and completes the APD required courses, they must email or print the TRAIN Florida Transcript [Instructions](#) (view the [Video](#)) for the Agency Provider.
8. Once the provider verifies the TRAIN Florida Transcript, immediately contact the APD LMS Support team by **email at apd.lmssupport@apdcares.org**. **Subject:** Update Agency TRAIN Florida Roster. Please include the employee's first and last name, email address, TRAIN Florida Login Name and your Provider ID number or Agency Title the in the body of the email.

If you have a question or require assistance, send an email to apd.lmssupport@apdcares.org. The Prospective Employee process and documents are also located in the [APD TRAIN Florida Resource Center](#) under APD Prospective Employees.

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Provider Prospective Employee Process





Provider Prospective Employee Process FAQs

Question #	Question	Answer
1.	What if the Prospective Employee does not have an email address?	<p>The TRAIN system requires that each learner have a separate email address. The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.</p> <p>We recommend that the Prospective Employee use any of the free email systems: Outlook, Gmail, Hotmail or Yahoo, and create a separate email address.</p>
2.	Can the Agency Provider use one of our agency email addresses? For example: HRtrain103@gmail.com	We do not recommend this. See above response. If the Prospective Employee is not hired, the assigned email address will stay with the account. The Prospective Employee will need to update the email address.
3.	Why can't a learner have more than one account?	The Train National policy requires that the learner only has one account. The APD LMS Support team is required by TRAIN National to merge all multiple accounts.
4.	What happens if the learner works for more than one agency?	The TRAIN Florida APD process allows the APD LMS Support team to link two Provider ID numbers to the learner account. The learner only needs to complete the APD required courses once. Both agencies will have access to the learner's transcript. The provider can request an agency staff or course report to help track and manage their employee's training.
5.	Can the Agency Provider create the Prospective Employee's TRAIN Florida account?	Yes! Please follow the How to create a TRAIN Florida Account instructions. Also, please ensure that you email the How to create a TRAIN Florida account instructions to the Prospective Employee. The instructions include the TRAIN Florida APD required courses; including the APD Provider Learner Orientation, a link to the how to locate the APD courses, a link to how to navigate TRAIN Florida, and a link to the Learner login instructions for those who forget their login information.

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Question #	Question	Answer
6.	What happens if the Prospective Employee creates a second TRAIN Florida account?	<p>The TRAIN system requires that each learner have a separate email address. The TRAIN System will lock accounts that share email addresses and the learners will not be able to retrieve their login information, or access the system to take courses.</p> <p>Immediately contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. Subject: Merge Accounts. The APD LMS Support team will merge all multiple accounts. This process takes 24 hours to complete.</p>
7.	What happens if the Agency Provider does not hire the Prospective Employee?	<p>Immediately contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. Subject: Prospective Employee Not Hired. The Prospective Employee account will stay active in the Florida General Group.</p>
8.	Does the Prospective Employee need to provide the Agency Provider with a copy of their certificates?	<p>No! The TRAIN Florida Transcript is proof of official course completion.</p>
9	Will the Prospective Employee who works for another agency and has completed the APD required courses, need to retake the courses?	<p>No! The TRAIN Florida Transcript is proof of official course completion. The learner only needs to complete the APD required courses once.</p>
10	Can I request a copy of the Prospective Employee's transcript?	<p>You can contact the APD LMS Support team by email at apd.lmssupport@apdcares.org. Subject: Verify Prospective Employee. Priority High. Please include the Prospective Employee's first and last name, email address and the TRAIN Florida Login Name in the body of the email, we will provide you with a copy of the TRAIN Florida Transcript</p>
11	Who can the Prospective Employee contact for help?	<p>If the Prospective Employee has a question or requires technical assistance, please encourage them not to contact the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. Instead, they should send an email to apd.lmssupport@apdcares.org Subject: Prospective Employee. Priority High. They must include their first and last name, email address and the TRAIN Florida Login Name in the body of the email.</p>