The instructions below will help guide you with your login to TRAIN Florida.
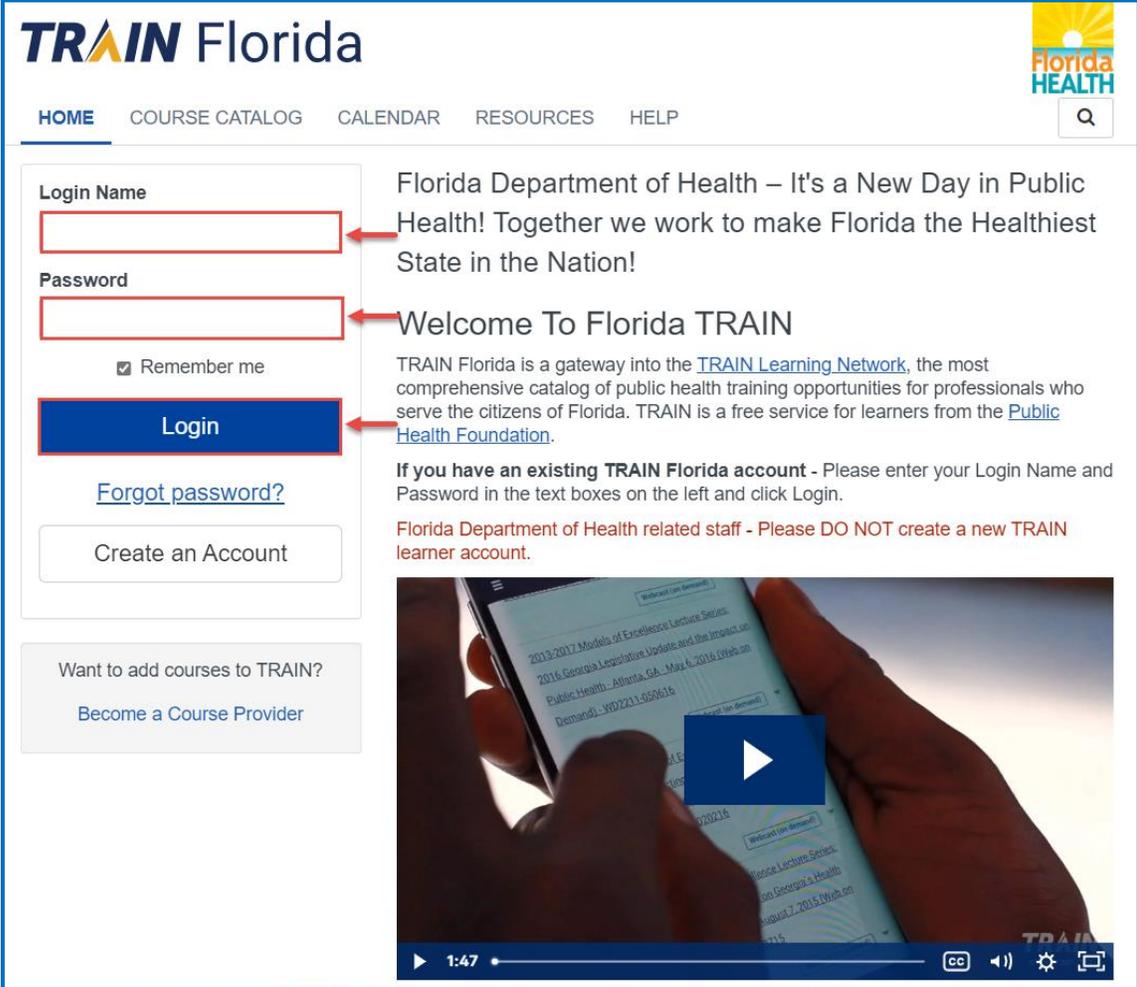
Step 1: Go to TRAIN Florida - Click on this link - TRAIN Florida.

> **Or** copy and paste the URL address link below into your web browser's address bar:
> https://www.train.org/florida/welcome

❑ Enter your login name into the **Login Name** field.

❑ Enter your password into the **Password** field.

❑ Click the **LOGIN** button.

❑ If your login worked, you should be on the TRAIN Florida home page.

If the login failed, **please do not create an account**. Please go to Step 2 of these instructions


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Step 2: On the TRAIN Florida Login page will open.

- Click the **Forgot password?** link above the Login button.
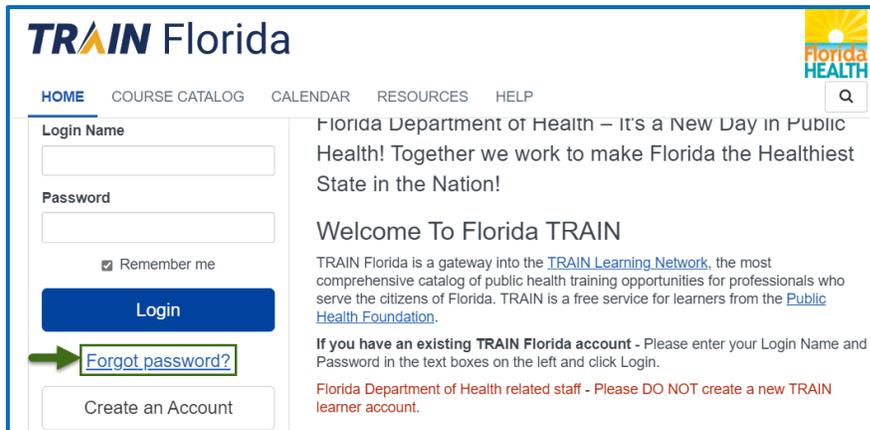
Step 3: The **Forgot password?** page will open.

a. Enter the <u>email address used in your TRAIN Florida account</u>, into the box on the screen.

b. Next click the **Submit** button.

c. If you do not remember the email address associated with your account. Click the **Back** button and contact the TRAIN Florida APD LMS Support team by email at apd.lmssupport@apdcares.org. Please **do not contact** technical assistance or the Florida Department of Health.
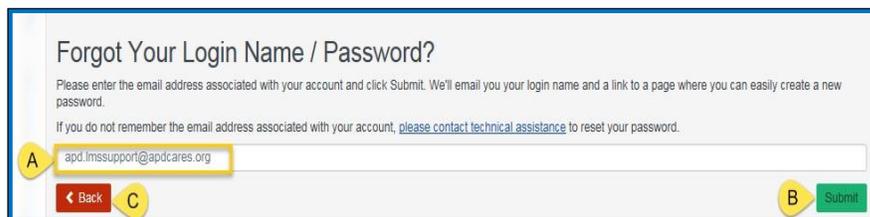
Step 4: The **Please check your email page** will open – it will let you know an email has been sent to your entered email address.
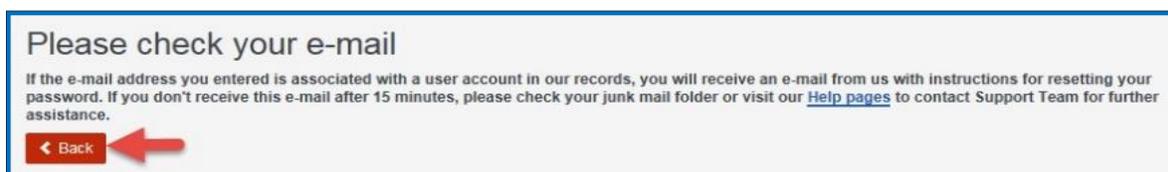
Click the **Back** button to return to the TRAIN Florida login page.

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If the email address you entered is associated with a user account in our records, you will receive an email from us with instructions for resetting your password. If you don't receive this email after 15 minutes, please check your junk mail folder or contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

Click the **Back** button.

Step 5: Go to your **email account in-box.**

You should receive an automated email from the TRAIN.org email address do-not-reply@train.org **THIS IS NOT SPAM**. The **Subject line** of the email will be **Password Assistance**
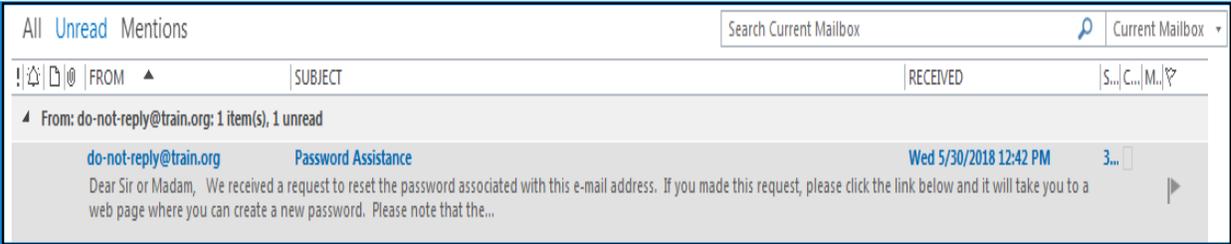
NOTE: If your Password Assistance email does not arrive in your main email in-box within approximately 15 minutes of your request - It is possible for the confirmation email to be filtered to your email account's junk mail or spam mailbox. Please check those email boxes for this email.

If you did not receive the Password Assistance email, please contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org.

Step 6: Open the **Password Assistance** email.

The email will include your TRAIN Florida Username (Login Name) and **Change Password Link. IMPORTANT** - **BEFORE** you click the link, make sure the Login Name is yours.

Click the **Change Your Password** address link
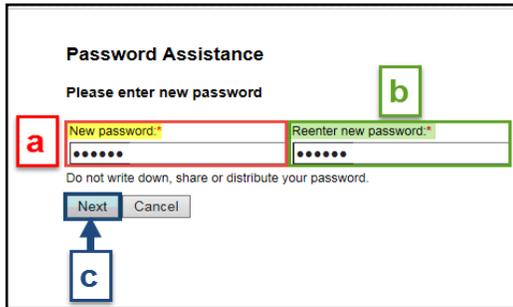
NOTE: this link will not work **24** hours after the sending of the email. If 24 hours has passed, contact the TRAIN Florida APD site administrator by email at apd.lmssupport@apdcares.org
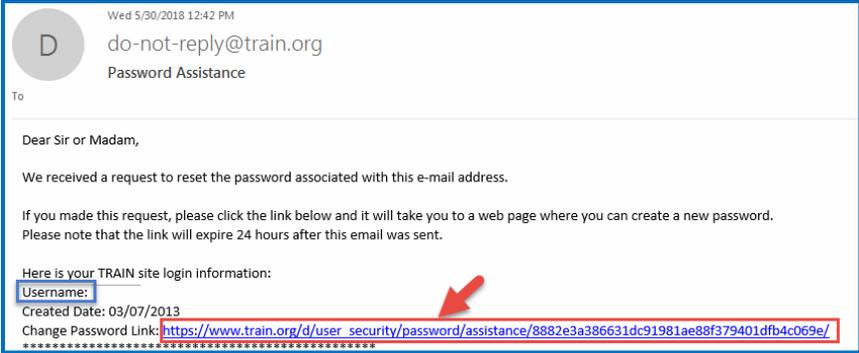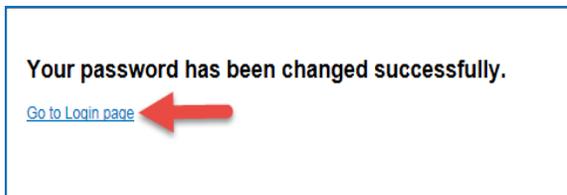
Step 7: The **Password Assistance page** will open in a **new window.**
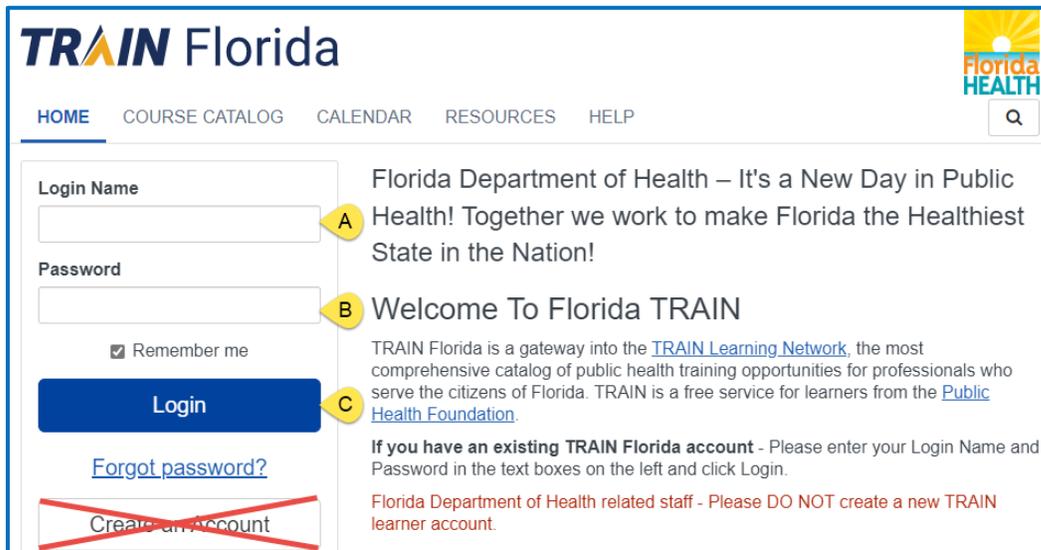
    a. Enter your chosen personal password into the **New password** box.
    b. Then enter your password again in the **Reenter new password** box.
        (Make note of your password, as you will need it for all future log in's to TRAIN Florida).
    c. Click the **Next** button.

Password Assistance

Please enter new password

a — New password:*
b — Reenter new password:*

Do not write down, share or distribute your password.

Next   Cancel

c

Step 8: A new password window will appear with this message: Your password has been changed successfully. Click the Go to Login page link.

Your password has been changed successfully.

Go to Login page

Step 9: The TRAIN Florida Login Page will appear.

TRAIN Florida

Florida HEALTH

HOME   COURSE CATALOG   CALENDAR   RESOURCES   HELP   🔍

Login Name

A

Password

B

☑ Remember me

Login   C

Forgot password?

~~Create an Account~~

Florida Department of Health – It's a New Day in Public Health! Together we work to make Florida the Healthiest State in the Nation!

Welcome To Florida TRAIN

TRAIN Florida is a gateway into the TRAIN Learning Network, the most comprehensive catalog of public health training opportunities for professionals who serve the citizens of Florida. TRAIN is a free service for learners from the Public Health Foundation.

If you have an existing TRAIN Florida account - Please enter your Login Name and Password in the text boxes on the left and click Login.

Florida Department of Health related staff - Please DO NOT create a new TRAIN learner account.

    a. Enter your assigned login name in the Login Name field
    b. Enter your password into the Password field
    c. Click the Login button

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Important Information for TRAIN Florida Learners

We encourage you to visit the APD Training Portal web pages. These pages are APD's main source of support information for TRAIN Florida. They include links to many resources designed to help you learn how to navigate and manage your trainings in TRAIN Florida.

Per the TRAIN.org requirements and APD LMS Support procedures, TRAIN Florida learners **can** only have one account. Please do not create additional accounts. If you are unable to retrieve your login information, please contact the APD LMS Support team at apd.lmssupport@apdcares.org

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.

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