

## New Learner Login Instructions

Before continuing, please read all of the email information in the account creation confirmation email.

These instructions will help you with your first log in to TRAIN Florida and get you in to your new account.

**NOTE:** **Please do not create a second account.** If you have problems with your log in, please contact the TRAIN Florida APD site administrator by email at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).

Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding your TRAIN Florida account. They will not respond to your email.

### TRAIN Florida Account Creation Confirmation

- APD has created your TRAIN Florida account:
  - The account creation confirmation email contains your TRAIN Florida log in name, and basic instructions for your first log in.
  - Open the email and find your login name. Please write your login name down.

**NOTE:** Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida. They will not respond to your email.

**NOTE:** TRAIN Florida learners can only have one account. If you already have an account, work for, or going to work for two or more Providers, please send an email to the TRAIN Florida APD Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org). We will update your accounts.

### How To Log In To TRAIN Florida For The First Time.

Before you get started, please review the TRAIN National webcast. Click the Link below:

- [TRAIN National webcast](#) – (Opens in a new window)

After you have reviewed the webcast, go to step 1.

**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>

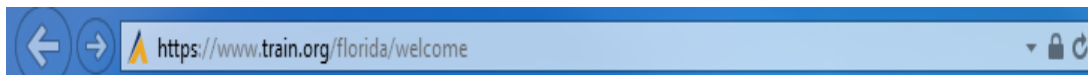


Image 1

Step 2: The TRAIN Florida Login page will open.

Click the **Can't log in?** link which is located above the Login button.

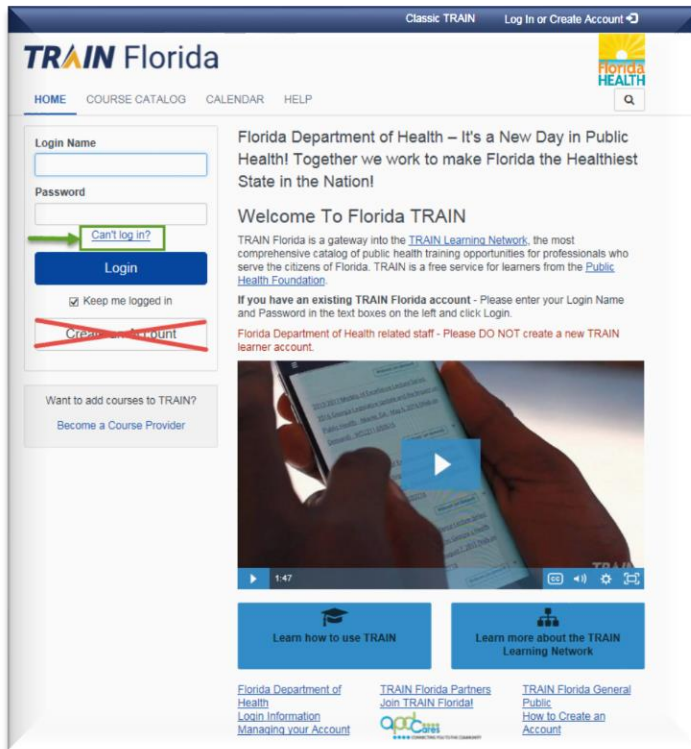


Image 2

Step 3: The **Can't log in?** page will open.

- a. Enter the email address used in your TRAIN Florida account, 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 site administrator by email at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org). Please **do not contact** technical assistance or the Florida Department of Health.

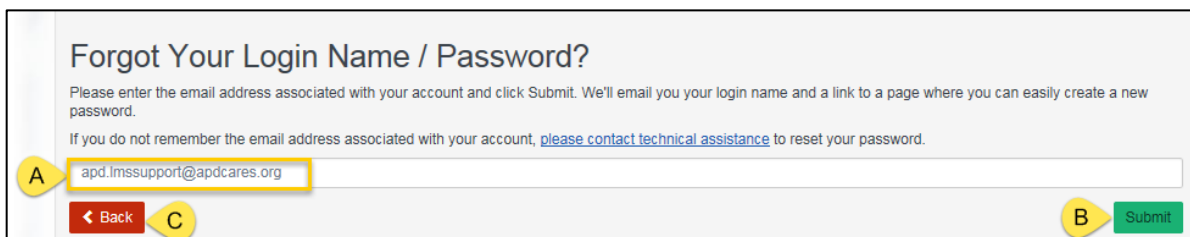


Image 3

**Step 3:** 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.

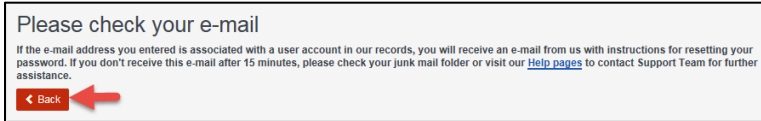


Image 4

If the email address you entered is associated with a user account in our records, you will receive an email from TRAIN.org 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](mailto:apd.lmssupport@apdcares.org).

Click the **Back** button.

**Step 4:** Go to your **email account in-box**

You should receive an automated email from the TRAIN.org email address [do-not-reply@train.org](mailto:do-not-reply@train.org) **THIS IS NOT SPAM**. The **Subject** line of the email will be **Password Assistance**

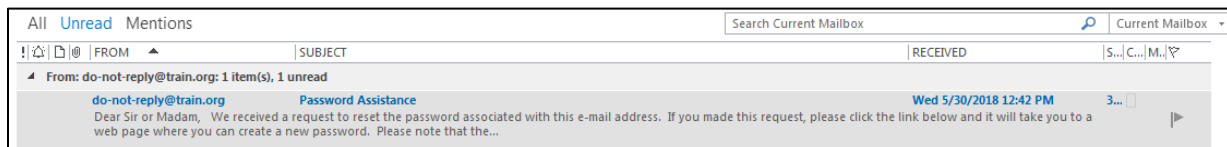


Image 5

**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 mail box. 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](mailto:apd.lmssupport@apdcares.org).

**Step 5:** 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](mailto:apd.lmssupport@apdcares.org).

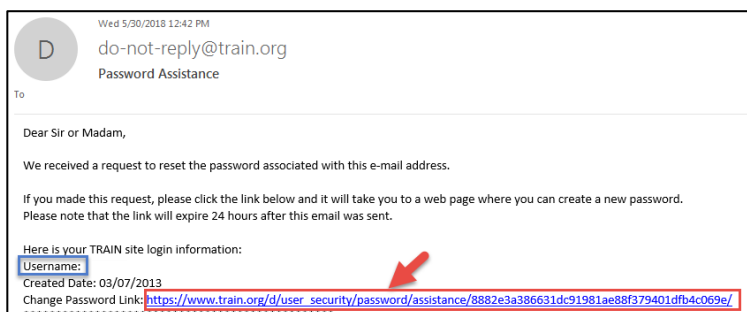


Image 6

**Step 6:** 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.

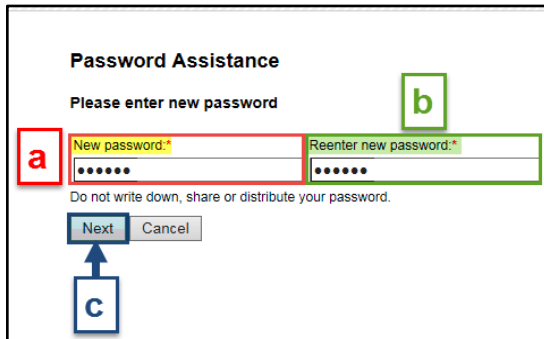


Image 7

**Step 7:** A new password window will appear with this message: Your password has been changed successfully. Click the Go to Login page link.

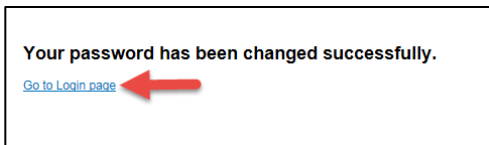


Image 8

**Step 8:** The TRAIN Florida Login Page will appear.

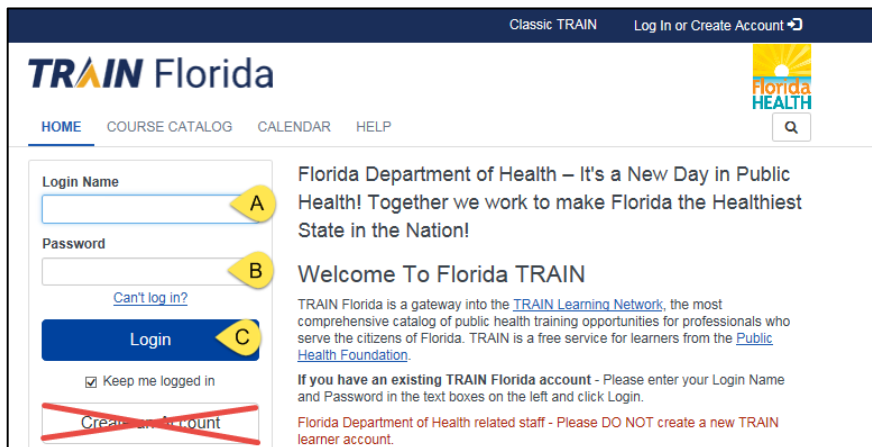


Image 9

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

## Important Information for New TRAIN Florida Learners

**Congratulations** you have successfully accessed your new account in TRAIN Florida!

Now that you can use your TRAIN Florida account, the APD TRAIN Florida Support Team has many resources for you to access, to help you learn how to use TRAIN Florida. We encourage you to visit the [APD Training Portal](#) web page and the [APD Learner Help and Support](#) web page. 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.

Before you get started, please review the TRAIN National webcast. Click the Link below:

- [TRAIN National webcast - \(Opens in a new window\)](#)

### **TRAIN Florida Home Page.**

After you log in, please review the TRAIN Florida Announcements.

### **APD Required Courses.**

The following courses are now available in Training Plans. Click on the links below to learn how to locate, manage and complete the courses.

#### Direct Care Core Competencies (DCCC)

1. [APD DCCC Training Plan instructions](#)
2. [APD DCCC Training Plan Guide](#)
3. [How to navigate the DCCC courses](#)

#### Zero Tolerance:

1. [APD Zero Tolerance Training Plan Instructions](#)
2. [APD Zero Tolerance Training Plan Guide](#)
3. [How to navigate the Zero Tolerance courses](#)

### **Do you need HIPAA Training?**

1. [APD ATTAIN HIPAA Course Instructions](#)
2. [APD ATTAIN HIPAA Course Guide](#)

### **All APD learners must comply:**

By registering as a user on any [www.Train.org](http://www.Train.org) or TRAIN Affiliate site, you acknowledge that you have read, understood, and accepted PHF's General Policies and Liability Terms, Confidentiality Statement, and Learner Rights and Responsibilities.

- If you create multiple accounts and do not comply with TRAIN Florida course requirements, your access to the online system and learner account will be placed inactive for non-compliance.
- Please are required to review and comply with the TRAIN Florida Announcement ([announcement-100919.pdf](#))
- **All learners must have a valid and unique email address. (Per the TRAIN policy: Do not enter a fake email address or enter an email address already being used in TRAIN Florida)**

**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, Except Weekends and Holidays  
Email us at [apd.lmssupport@apdcare.org](mailto:apd.lmssupport@apdcare.org)

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



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