

PROVIDER ADVISORY #2025-013
DELIVERY OF TRAINING-RELATED MESSAGES TO YAHOO EMAIL ACCOUNTS
ACTION REQUIRED

EFFECTIVE DATE: IMMEDIATELY

The Agency for Persons with Disabilities (APD) has been made aware that some providers with TRAIN Florida user accounts linked to Yahoo email addresses may not be receiving system-generated messages. Emails sent from TRAIN Florida (do-not-reply@train.org) and GoToWebinar to Yahoo domains such as @yahoo.com, @ymail.com, and @rocketmail.com may be delayed, filtered into spam, or not delivered. This may prevent providers from receiving registration confirmations, join links, or other automated messages related to APD training events. Gmail, Outlook, and other email services are not affected.

Recommended Actions:

To maintain reliable access to APD training notifications, providers and staff with Yahoo email accounts are encouraged to adjust their Yahoo email settings or use an alternate email address.

Option 1 – Adjust Your Yahoo Email Settings

- Review [Yahoo's help page on mail delivery and spam filtering](#) for guidance on allowing messages from GoToWebinar and TRAIN Florida (do-not-reply@train.org).
- Check your spam or junk mail folders for missing registration or confirmation emails that may have been filtered.

Option 2 – Use a Different Email Address

- Update your TRAIN Florida account with an alternate email address. See the attached instructions on how to update your email address in TRAIN Florida.

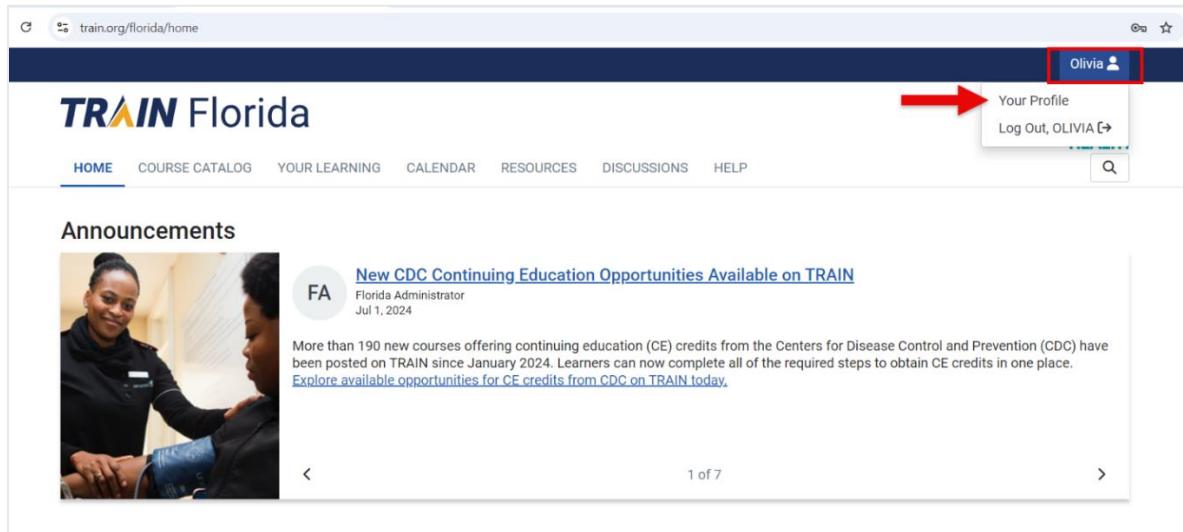
Contact Information:

For questions about this advisory or for technical assistance with TRAIN Florida, please contact the APD LMS Support Team at apd.lmssupport@apdcares.org.

How to Update Your Email Address in TRAIN Florida

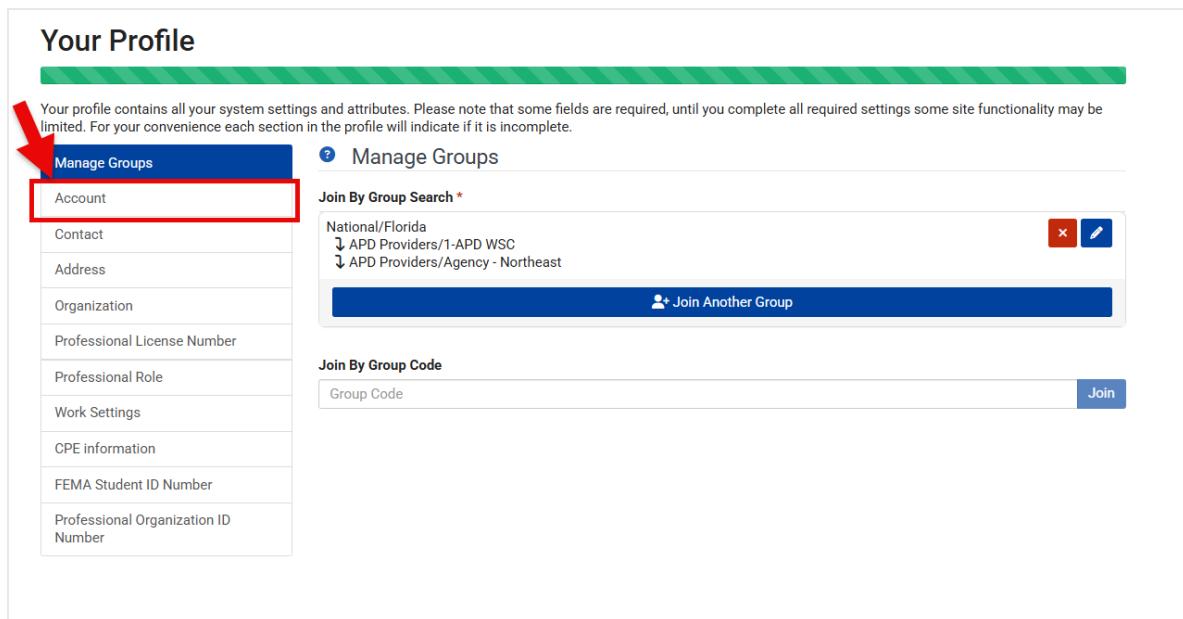
For APD Providers and Staff

1. Log in to [TRAIN Florida](#).
2. Click your name in the bar at the top right corner of the home screen. A drop-down menu will appear.
3. Select “Your Profile”.



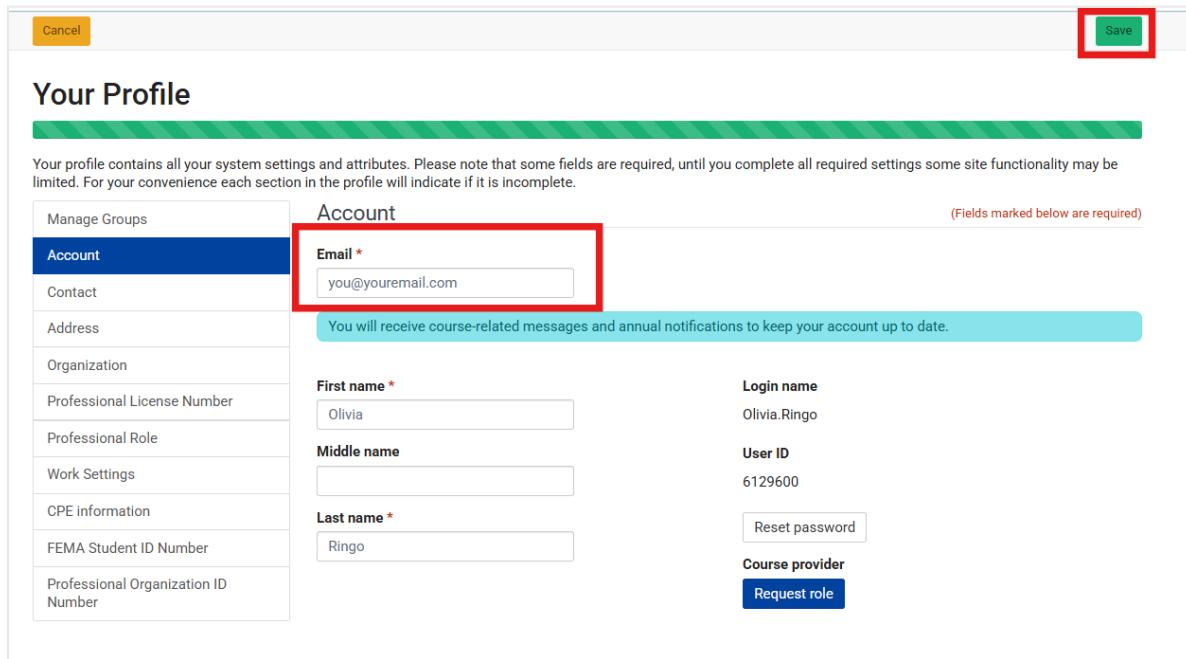
The screenshot shows the TRAIN Florida home page. At the top right, a user profile bar displays the name "Olivia" with a person icon. A red arrow points from the text "Select ‘Your Profile’." to this bar. A dropdown menu is open from the profile icon, containing the options "Your Profile" and "Log Out, OLIVIA". The main content area shows "Announcements" with a thumbnail image of two people and a link to "New CDC Continuing Education Opportunities Available on TRAIN".

4. Your user account profile page will open on the Manage Groups tab, located in the menu on the left side of the screen. Click the Account tab.



The screenshot shows the "Your Profile" page. A red arrow points from the text "Click the Account tab." to the "Account" tab in the left sidebar menu, which is highlighted with a red box. The main content area shows the "Manage Groups" tab selected, with a sub-section for "Join By Group Search" showing "National/Florida" with options for "APD Providers/1-APD WSC" and "APD Providers/Agency - Northeast". There is a "Join Another Group" button. Below this is a "Join By Group Code" section with a "Group Code" input field and a "Join" button.

5. Update your email address in the Email field. Use a personal email account that you check regularly, as all TRAIN notifications, including those for training events and password resets will be sent to this address.



Cancel Save

Your Profile

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

(Fields marked below are required)

Manage Groups	Account	
Account	Email * <input type="text" value="you@youremail.com"/>	<small>You will receive course-related messages and annual notifications to keep your account up to date.</small>
Contact	First name * <input type="text" value="Olivia"/>	Login name <input type="text" value="Olivia.Ringo"/>
Address	Middle name <input type="text"/>	User ID <input type="text" value="6129600"/>
Organization	Last name * <input type="text" value="Ringo"/>	Reset password Course provider Request role
Professional License Number		
Professional Role		
Work Settings		
CPE Information		
FEMA Student ID Number		
Professional Organization ID Number		

6. Click the save button at the top right corner of the screen.