

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.

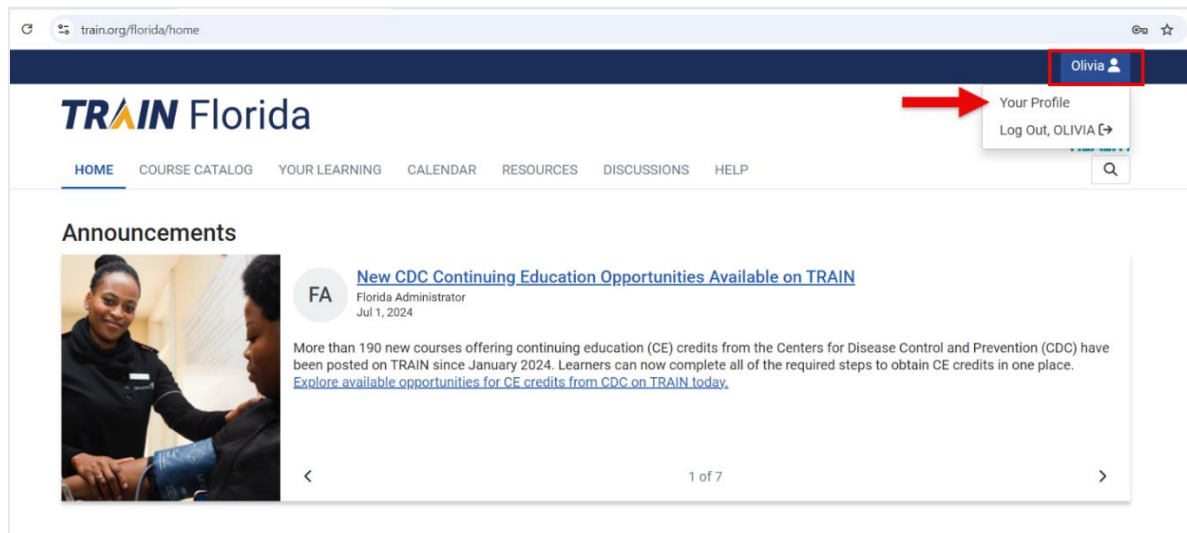
Contact Information:

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

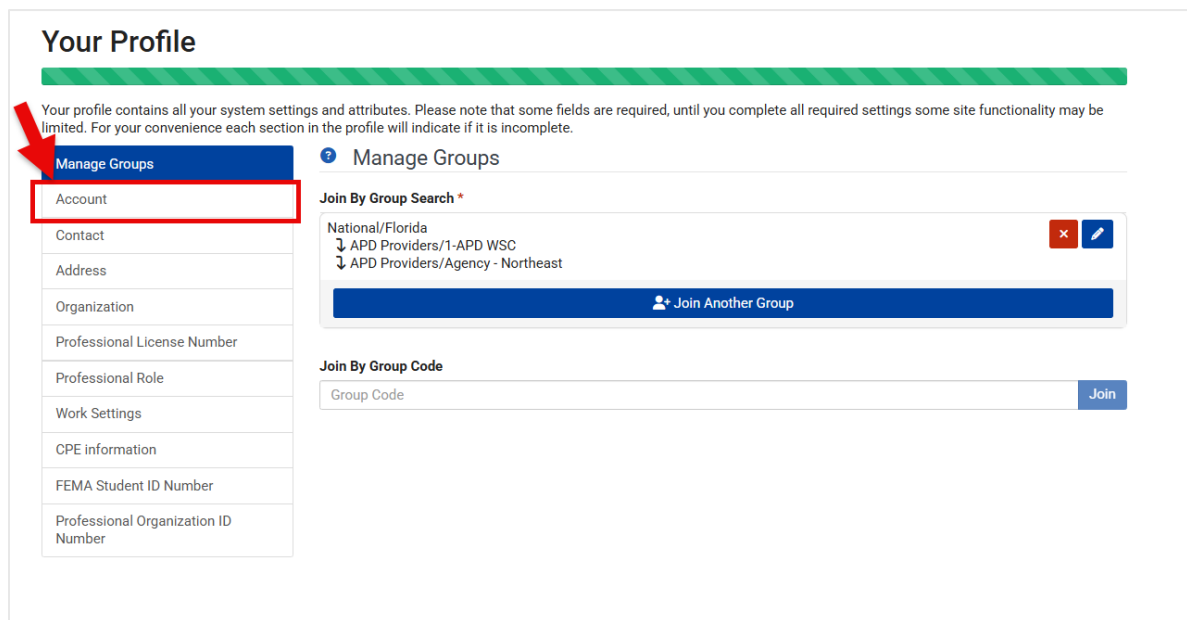
How to Update Your Email Address in TRAIN Florida

For APD Providers and Staff

1. Log in to [TRAIN Florida](https://train.org/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”.



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.



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.

The screenshot shows the 'Your Profile' page. At the top, there are 'Cancel' and 'Save' buttons. The 'Account' section is selected in the left sidebar. The 'Email' field is highlighted with a red box and contains the text 'you@youremail.com'. Below the email field, there is a blue banner that reads 'You will receive course-related messages and annual notifications to keep your account up to date.' The 'First name' field contains 'Olivia', the 'Middle name' field is empty, and the 'Last name' field contains 'Ringo'. The 'Login name' is 'Olivia.Ringo' and the 'User ID' is '6129600'. There is a 'Reset password' button and a 'Request role' button under the 'Course provider' section.

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)

Account

Email *

you@youremail.com

You will receive course-related messages and annual notifications to keep your account up to date.

First name *

Olivia

Middle name

Last name *

Ringo

Login name

Olivia.Ringo

User ID

6129600

Reset password

Course provider

Request role

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