

How to Set Up a New User Account in TRAIN Florida

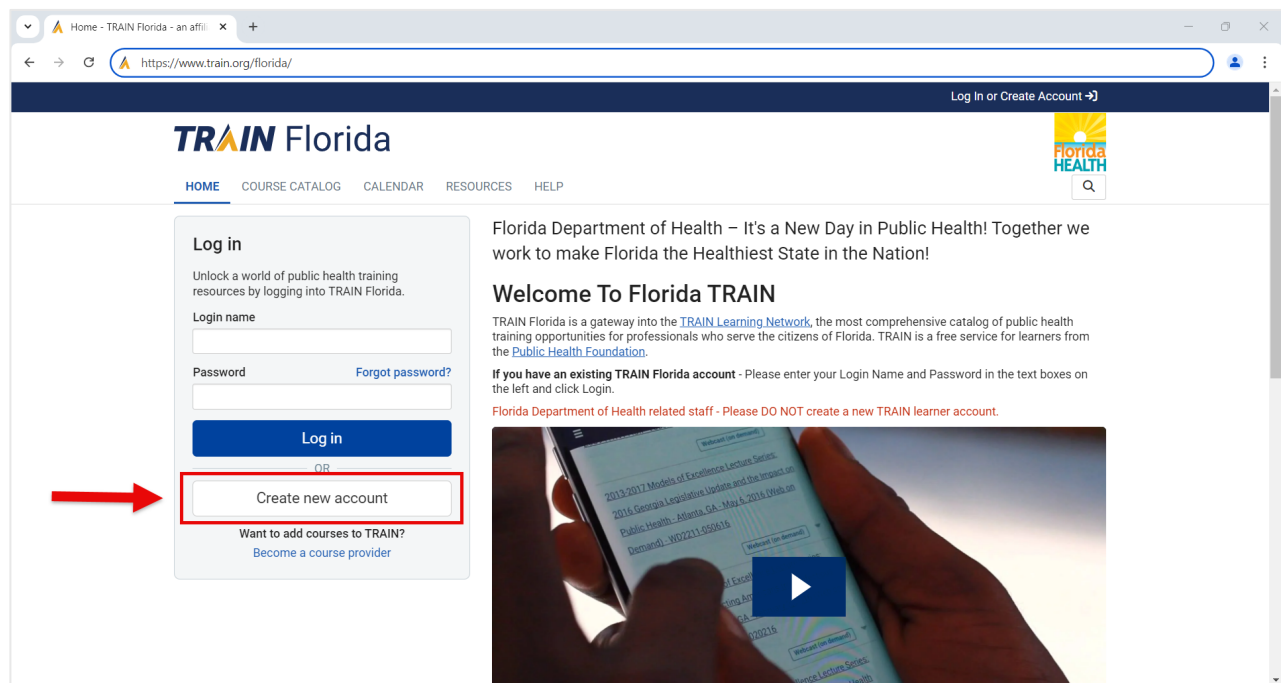
For APD Providers and Staff

Before You Begin:

- **Do not create a new account if you've already set up an account in TRAIN Florida.** Creating a duplicate account will prevent your previous training records from being linked and may lock you out of the TRAIN system!
- **If you've lost your login, password, or email information,** contact apd.lmssupport@apdcares.org to recover your account, request a password reset, or link your previous account to your current provider and Medicaid Provider ID#.

Steps to Create Your Account:

1. Open the Google Chrome or Microsoft Edge web browser. In the search bar, enter: www.train.org/florida
2. Click the "Create new account" button on the TRAIN Florida home page. A "Create Account" form will open in a new window.



3. Complete the form with the following details:

- **Create login name:** Enter your login name as FirstName.LastName (e.g., Olivia.Ringo).

If the system indicates that name is unavailable, try adding your middle initial to your first name or “-APD” to your last name. For example:

- OliviaM.Ringo
 - Olivia.Ringo-APD
 - Olivia.Ringo-APD1
 - Olivia.Ringo-APD2
- **Email:** Use a valid, personal email address that you check regularly. Double-check that your email is entered correctly – you will need it to confirm your account later.
 - **Time zone:** Ensure it matches your location in Florida.
 - **Agree to TRAIN policies:** Review the TRAIN policies and check the box to agree.

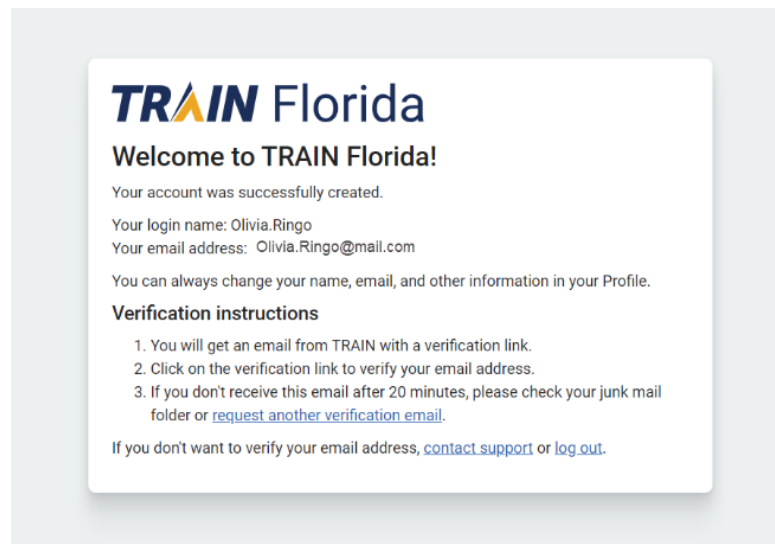
Important:

Write down your login name, password, and email address. You’ll need this information to log in to your TRAIN Florida account and access required APD training.

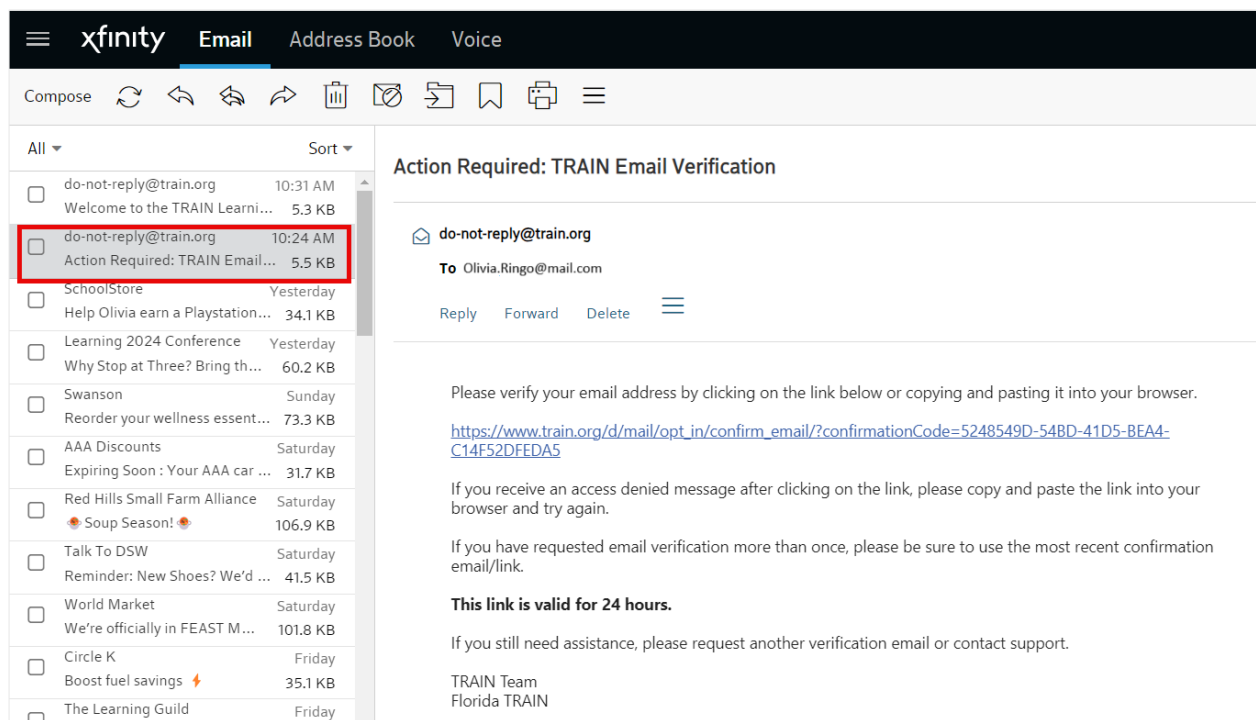
The screenshot shows the 'TRAIN Florida Create Account' form. It includes fields for 'Login name', 'Password', 'Confirm password', 'Email', 'First name', 'Last name', 'Time zone' (a dropdown menu), and 'Zip code'. A 'Password must' section lists requirements: at least one lower case letter, at least one upper case letter, at least one number, at least 8 characters, and being different from the user's LoginName, FirstName, LastName, and Email. There is a checkbox for 'I agree to all TRAIN policies' and a blue 'Create Account' button at the bottom. A link for 'Have an account? Log in.' is also present.

4. Click the “Create Account” bar at the bottom of the form to create your account.

5. A “Welcome to TRAIN Florida” message will appear in a new window.

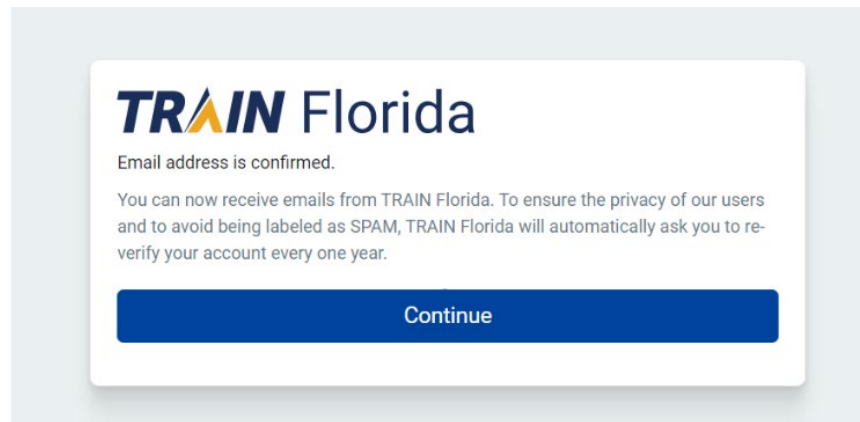


6. Check your email inbox for a message from the Train Florida automated system (from: do-not-reply@train.org). If you don't see it in your inbox, check your junk or spam folders.
7. Follow the instructions in the email to verify your email address. See example email below.

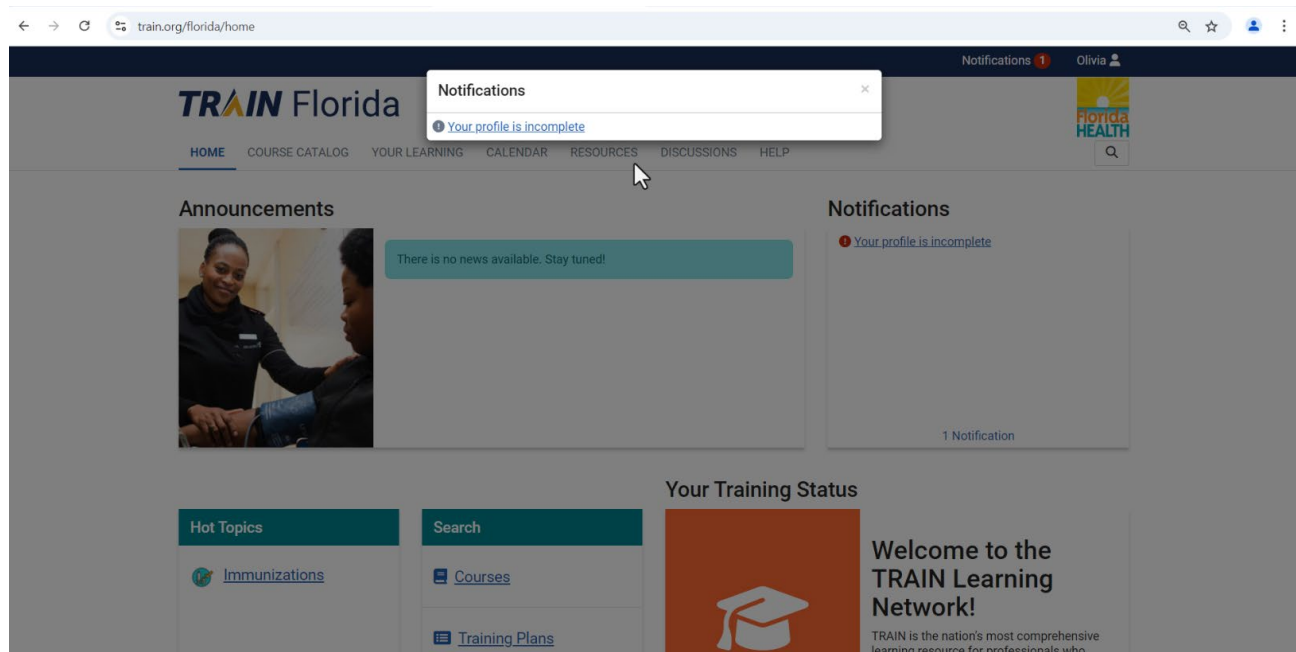


Please note that the verification link in the email will only be valid for 24 hours!

8. After verifying your email address, you will receive a message stating “Email address is confirmed” in a new window. Click the bar labeled “Continue.”



9. Your TRAIN Florida home page will open in a new window.
10. You will see a notification on your home page indicating that **your account profile is incomplete.**



Important: You must complete your account profile accurately to access APD courses.

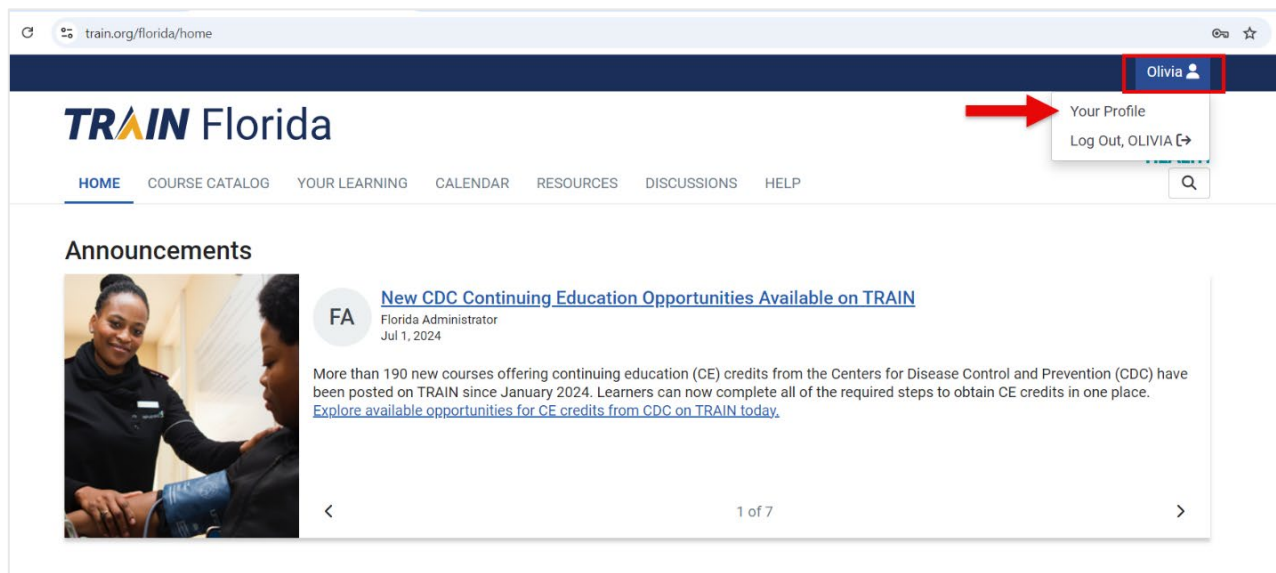
Proceed to the next page for instructions on completing your account profile.

How to Complete Your User Account Profile in TRAIN Florida

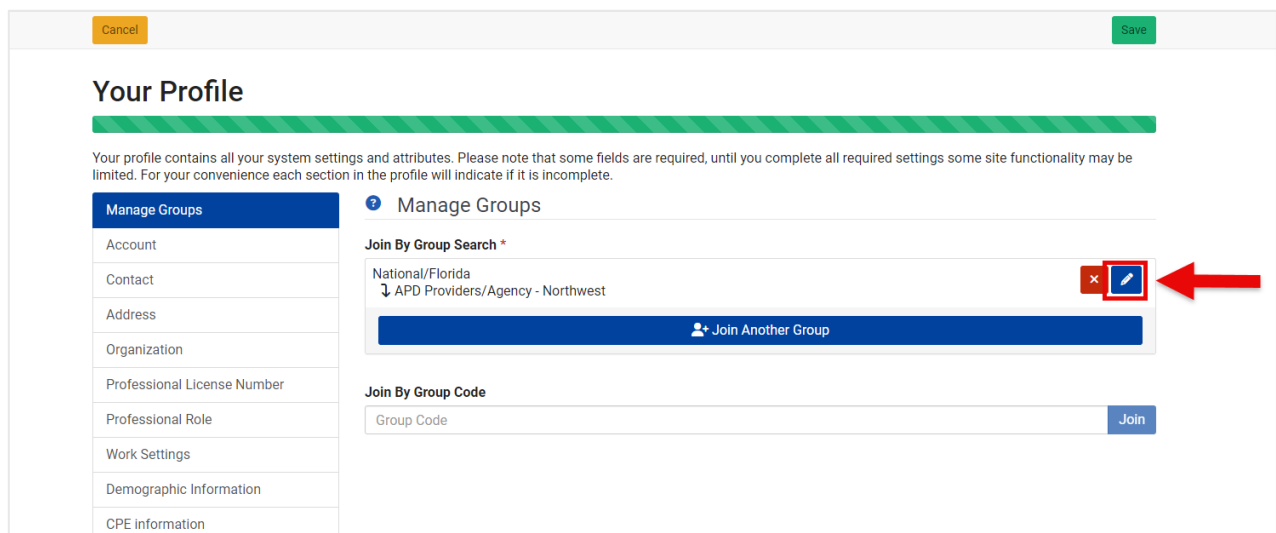
For APD Providers and Staff

APD Providers and staff must follow the instructions below for completing their user account profile in order to access APD Provider Training in TRAIN Florida

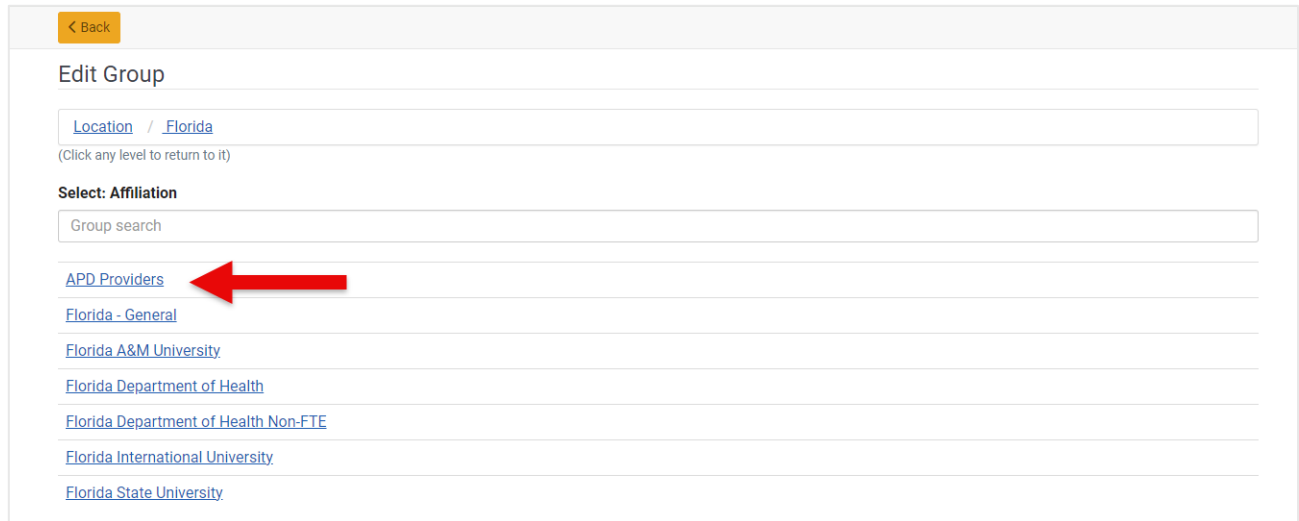
1. Login to TRAIN Florida.
2. Click your name in the bar at the top right corner of the home screen. A drop-down menu will appear.
3. Select “Your Profile”.



4. Your user account profile page will open on the Manage Groups tab, located in the menu on the left side of the screen.
5. On the Manage Groups tab, click the “Edit Group” button (pencil icon).



6. Select “APD Providers” from the Edit Group menu.

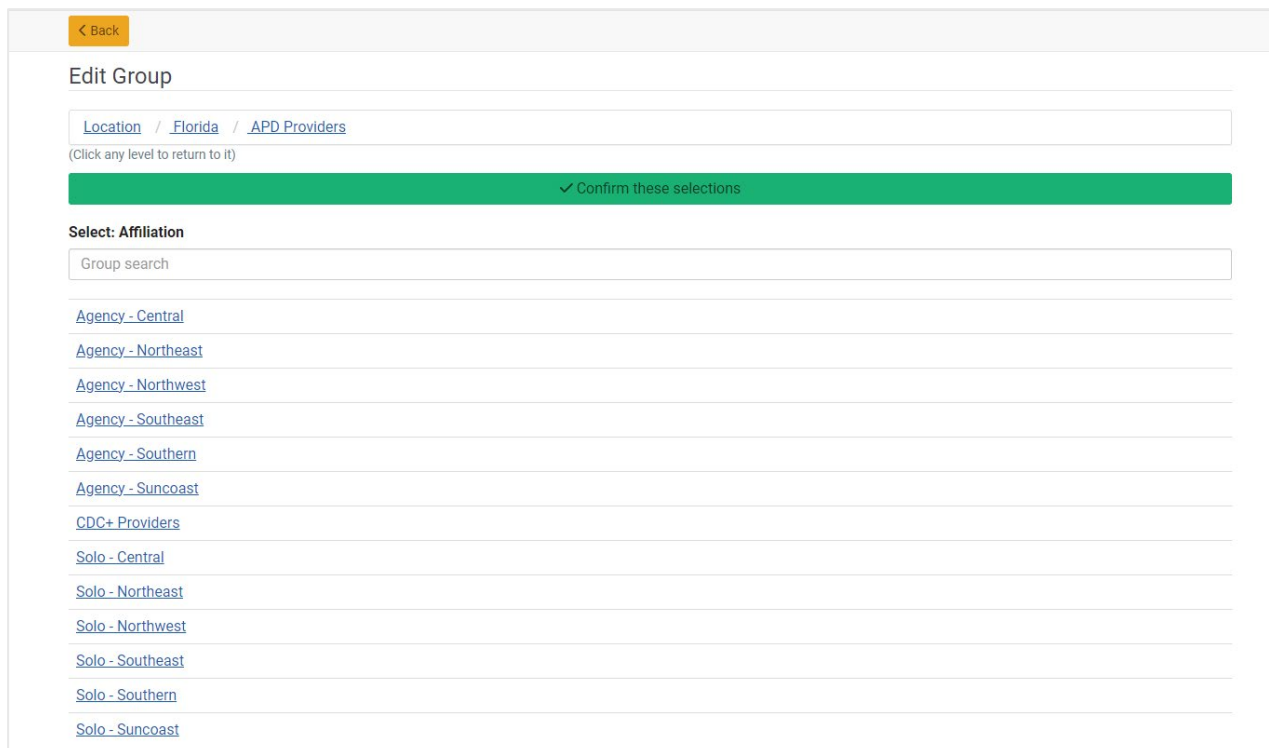


The screenshot shows the 'Edit Group' page. At the top left is a '< Back' button. Below it is the breadcrumb 'Location / Florida' with a note '(Click any level to return to it)'. Under the heading 'Select: Affiliation', there is a 'Group search' input field. A list of affiliations follows: 'APD Providers', 'Florida - General', 'Florida A&M University', 'Florida Department of Health', 'Florida Department of Health Non-FTE', 'Florida International University', and 'Florida State University'. A red arrow points to the 'APD Providers' link.

7. Next, select your group affiliation based on your provider type (agency, solo, or CDC+), and your region.

For example:

- If you work for an agency in the Northwest Region, select “Agency - Northwest”.
- If you are a solo (independent) provider in the Southeast Region, select “Solo – Southeast.”
- If you are a CDC+ Provider, select “CDC+ Providers”



The screenshot shows the 'Edit Group' page after selecting 'APD Providers'. The breadcrumb now reads 'Location / Florida / APD Providers'. A green confirmation bar with a checkmark and the text 'Confirm these selections' is displayed. Below the 'Select: Affiliation' heading and 'Group search' field, a list of agency and solo provider affiliations is shown: 'Agency - Central', 'Agency - Northeast', 'Agency - Northwest', 'Agency - Southeast', 'Agency - Southern', 'Agency - Suncoast', 'CDC+ Providers', 'Solo - Central', 'Solo - Northeast', 'Solo - Northwest', 'Solo - Southeast', 'Solo - Southern', and 'Solo - Suncoast'.

If you are a new provider, and don't know your region, refer to the map on APD's website:
<https://www.apd.myflorida.com/region/>

8. You will be prompted to **confirm your group selections** twice by clicking the confirmation bar.

✓ Confirm these selections

In the image below, the user's account was set up to belong to the Agency - Northwest group. This user will have access to APD trainings as well as any trainings specifically for providers in the Northwest Region.

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.

Manage Groups

Join By Group Search *

National/Florida
↓ APD Providers/Agency - Northwest

Join Another Group

Join By Group Code

Group Code **Join**

Important:

Your group settings determine your access to APD trainings. If your group affiliations are incorrect, you will not be able to access APD courses.

You can add additional group affiliations if needed. (For example, if you provide services in more than one region or offer additional CDC+ services). To do this, repeat steps 3-6.

9. Click the "Contact" tab in the menu on the left. Add your phone numbers.

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.

Contact (Fields marked below are required)

Phone numbers *

Mobile: 8505551234

+ Add another phone number

10. Click the “Address” tab in the menu on the left. Enter your address in the provided fields and ensure that the time zone is correct for your location in Florida.

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.

Address (Fields marked below are required)

Country *
United States

State / Territory *
Florida

City *
Tallahassee

Zip / Postal Code *
32303

Street address *
1234 Main Street

Street address cont.

Time zone *
(GMT-05:00) Eastern Time (US & C)

11. Click the “Organization” tab in the menu on the left. Enter the following information in the provided fields:

- **Organization name:** APD Providers
- **Department / Division:** Your Provider Type (Agency or Solo) - Region (where you provide services)

(Include a space, hyphen, and space between your Provider type and Region.)

Examples:

- Agency - Northwest
- Solo – Southern

- **Bureau / Section:** Provider ID - 9-digit ID number

(Include “Provider ID” followed by a space, hyphen, space and your 9-digit Medicaid Provider ID number)

Example: Provider ID - 123456789

If you don’t know your Provider ID or don’t have one yet, leave this field blank. Complete it once you receive your Provider ID from your agency management or Medicaid (if you are the enrolling provider).

- **Title:** Name of Your Agency

The example below shows the Organization tab completed for a TRAIN Florida user who is an employee of Happy Helpers Inc., an agency in the Northwest Region.

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)

Organization

Organization name *
APD Providers

Department / Division *
Agency - Northwest

Bureau / Section
Provider ID - 123456789

Title *
Happy Helpers Inc.

Enter: APD Providers

Enter: Title of your Organization/ Agency Here.

Enter: Provider type (Agency or Solo) - Your Region.

Enter: Provider ID - Your 9 digit medicaid ID number in the Bureau Section Field

Important:

The Organization tab must be completed accurately to ensure your user account and training record are associated with your current organization.

12. Click the “Professional Role” tab in the menu on the left. Scroll down the alphabetical list of professional roles and check the box labeled “Human Services Personnel”.

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.

Professional Role

Please take a minute to review all roles before making your selection.

Please select up to three (3) Professional Roles that best match your profession, and select Specialization where available. If the "Other" option is selected, please enter specialization.

☐ **Allied Health Professional** Primary ☐
 --Select--

☐ **Administrator / Director / Manager** ☐

☐ **Administrative Support Staff** ☐

☐ **Animal Control Specialist / Veterinarian** ☐

13. Click the “Work Settings” tab in the menu on the left. In the list provided, check the box labeled “Official Public Health Agencies.”

14. Select “State / Territory” from the drop-down menu under “Official Public Health Agencies”.

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.

Work Settings

Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

☐ **Academic / Educational Institution** Primary ☐
 --Select--

☒ **Official Public Health Agencies** ☒
 State / Territory

☐ **US Military/Uniformed Services** ☐
 --Select--

☐ **Other Government Agencies (except Military)** ☐

☐ **Healthcare Services** ☐
 --Select--

☐ **Indian Health Service** ☐

15. Click the “Save” button at the top right corner of the screen. You will be redirected to your home page, where a pop-up message will confirm, “Your changes have been saved.”

Congratulations! Your user account profile is now complete.