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.
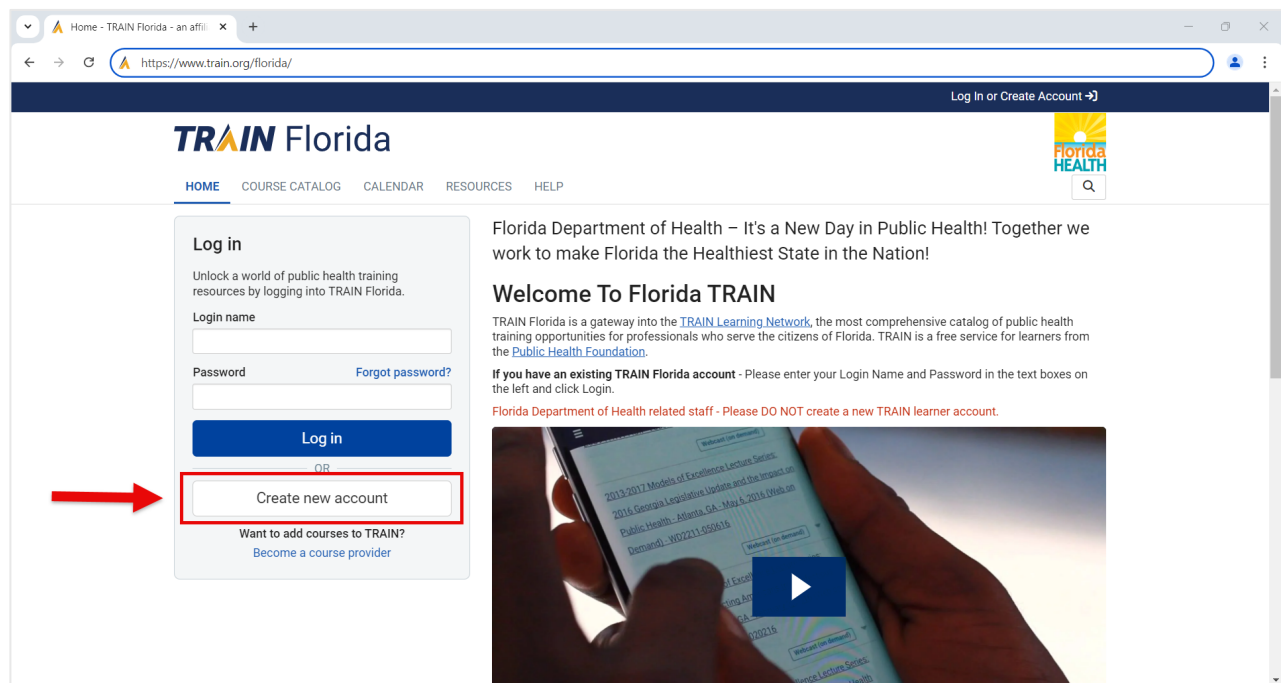
3. Complete the form with the following details:

- **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.

TRAIN Florida

Create Account

Create login name *

Login name

The login name must be unique with any characters except spaces and a minimum of four characters.

Create a password *

Password

Password must:
○ Contain at least one lower case letter
○ Contain at least one upper case letter
○ Contain at least one number
○ Be at least 8 characters
○ Be different from the user's LoginName, FirstName, LastName, and Email

Confirm password *

Confirm password

Email *

Email

Please enter your work email address. If you do not have one, enter your school or personal email.

First name *

First name

Last name *

Last name

Time zone *

(GMT-05:00) Eastern Time (US & Canada)

Zip code *

Zip code

Please enter your work Zip/Postal Code. If you do not have one, enter your school or personal Zip/Postal Code.

☐ I agree to all TRAIN policies *

Create Account

Have an account? Log in.

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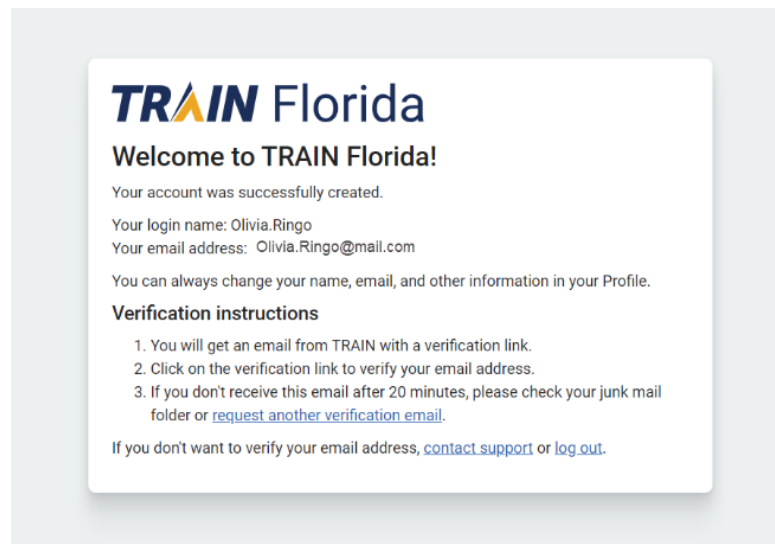
6. Check your email inbox for a message from the Train Florida automated system (from: do-not-reply@train.org). If you don't see it in your inbox, check your junk or spam folders.

7. Follow the instructions in the email to verify your email address. See example email below.
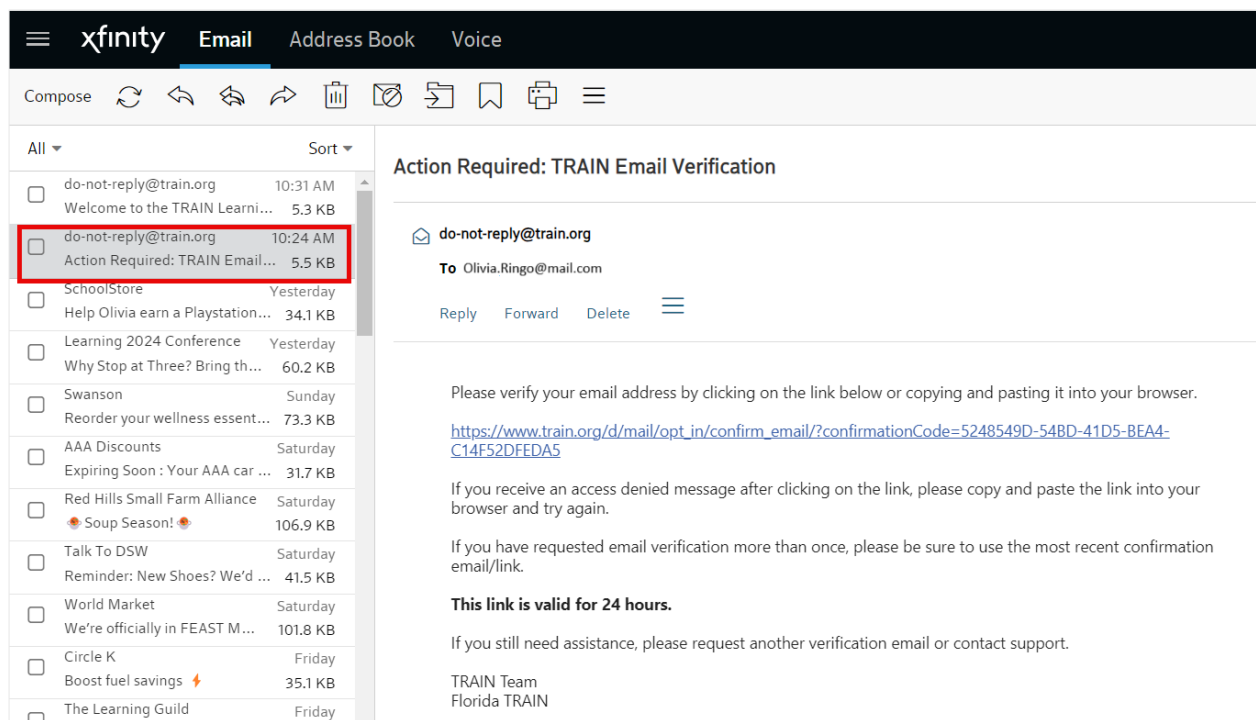
Please note that the verification link in the email will only be valid for 24 hours!

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."
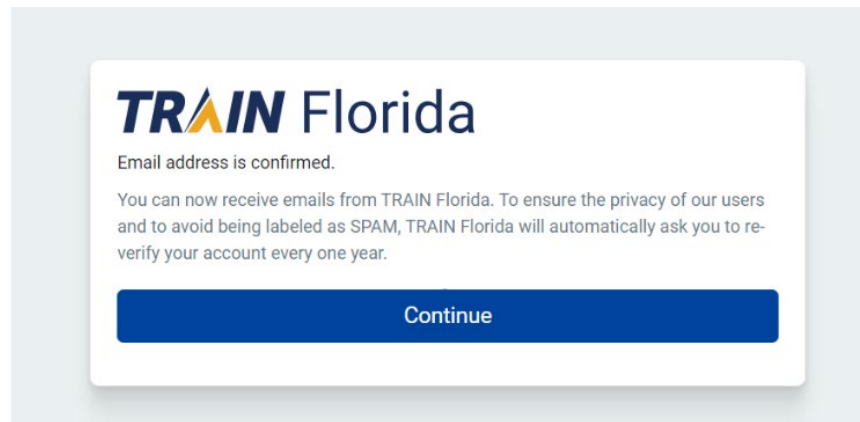
9. Your TRAIN Florida home page will open in a new window.

10. You will see a notification on your home page indicating that **your account profile is incomplete.**
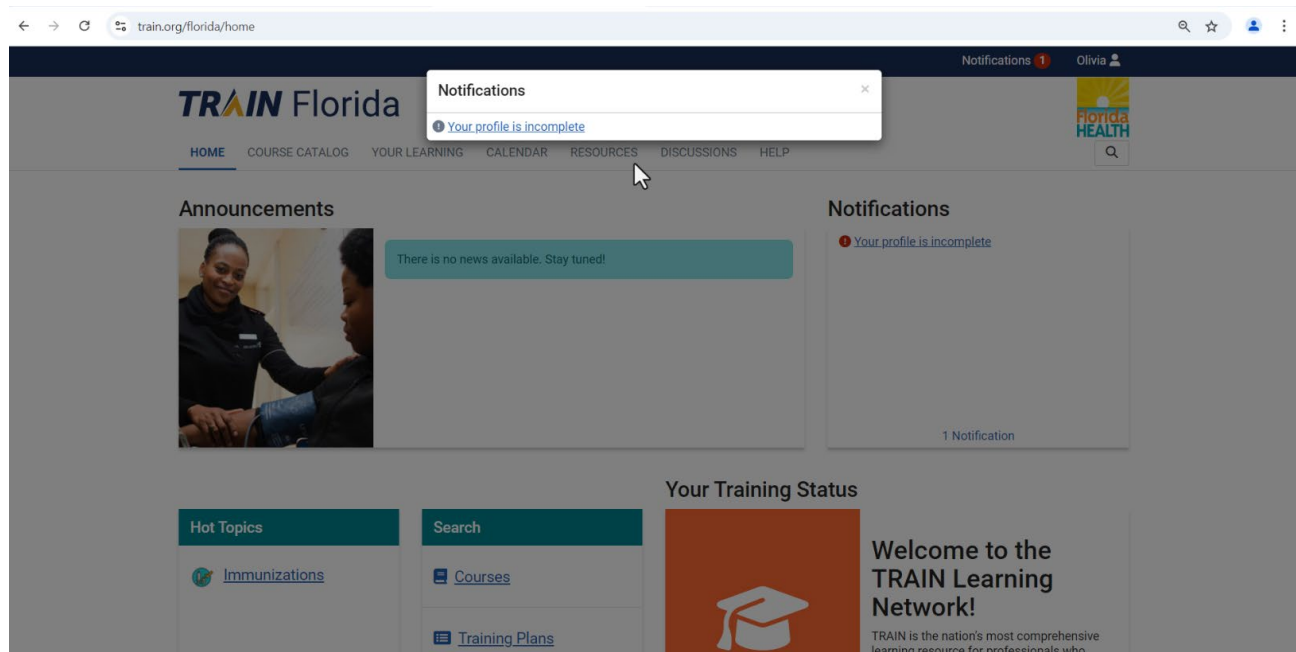
Important: You must complete your account profile accurately to access APD courses.

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
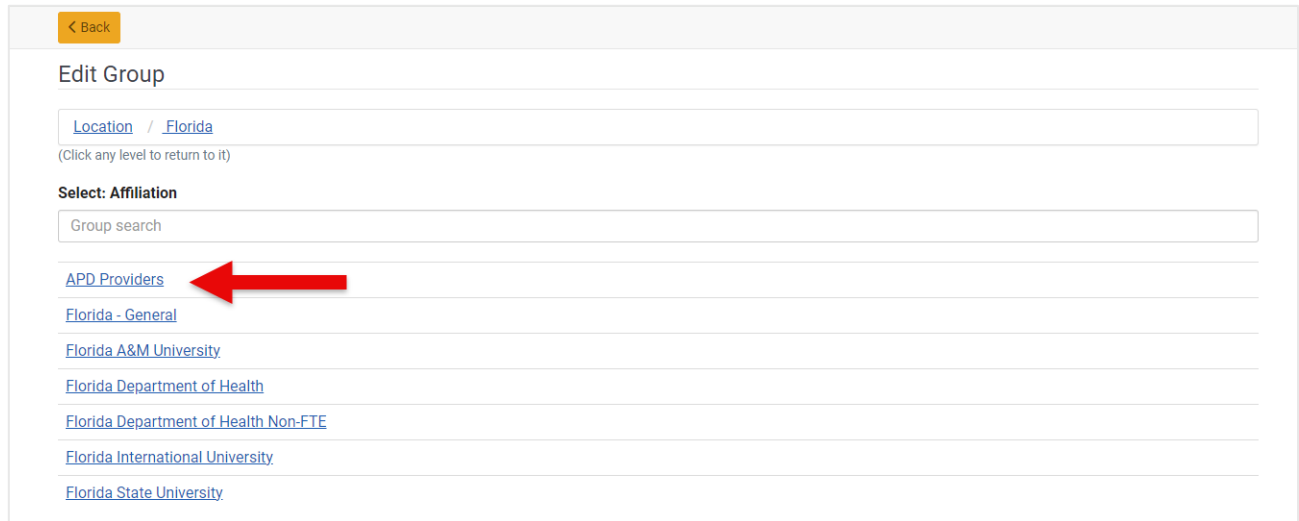
1. Login to TRAIN Florida.

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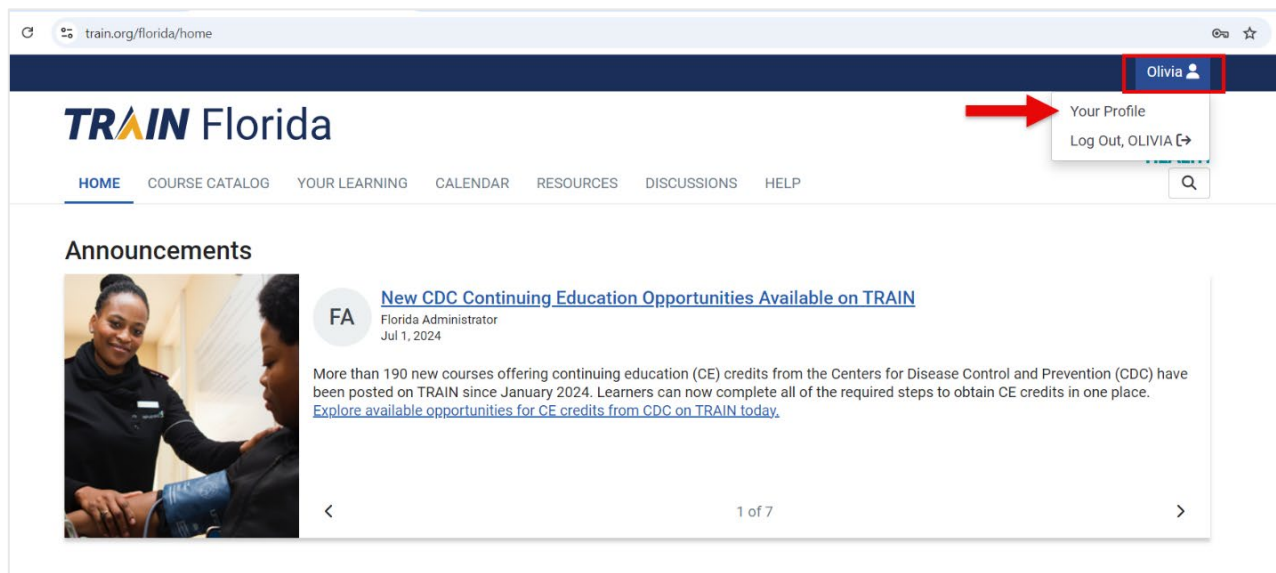
4. Your user account profile page will open on the Manage Groups tab, located in the menu on the left side of the screen.

5. On the Manage Groups tab, click the "Edit Group" button (pencil icon).
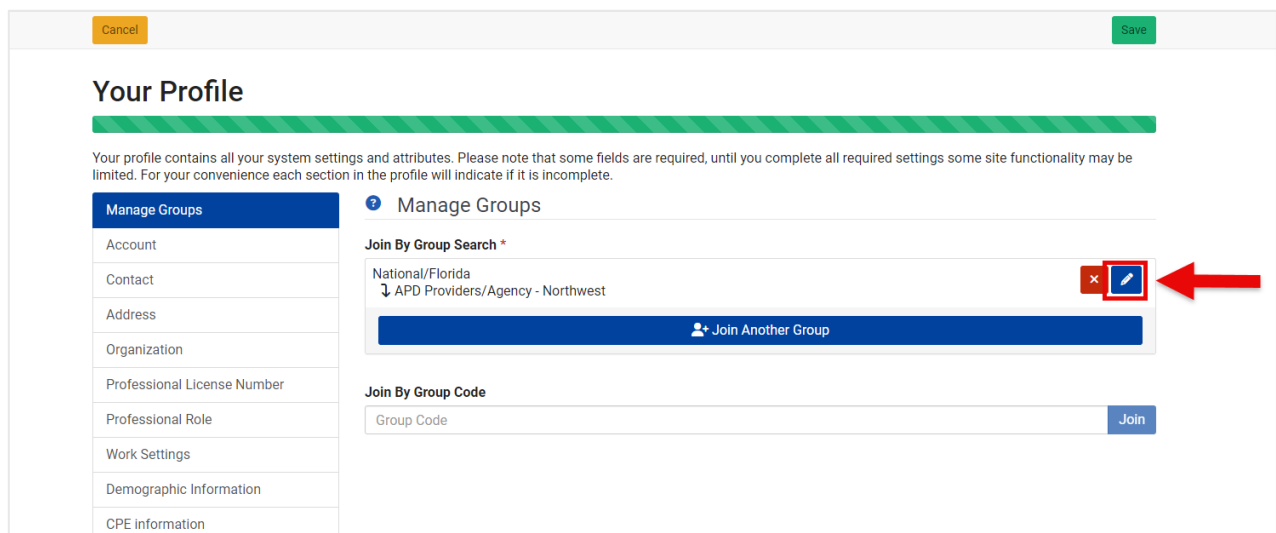
6. Select "APD Providers" from the Edit Group menu.
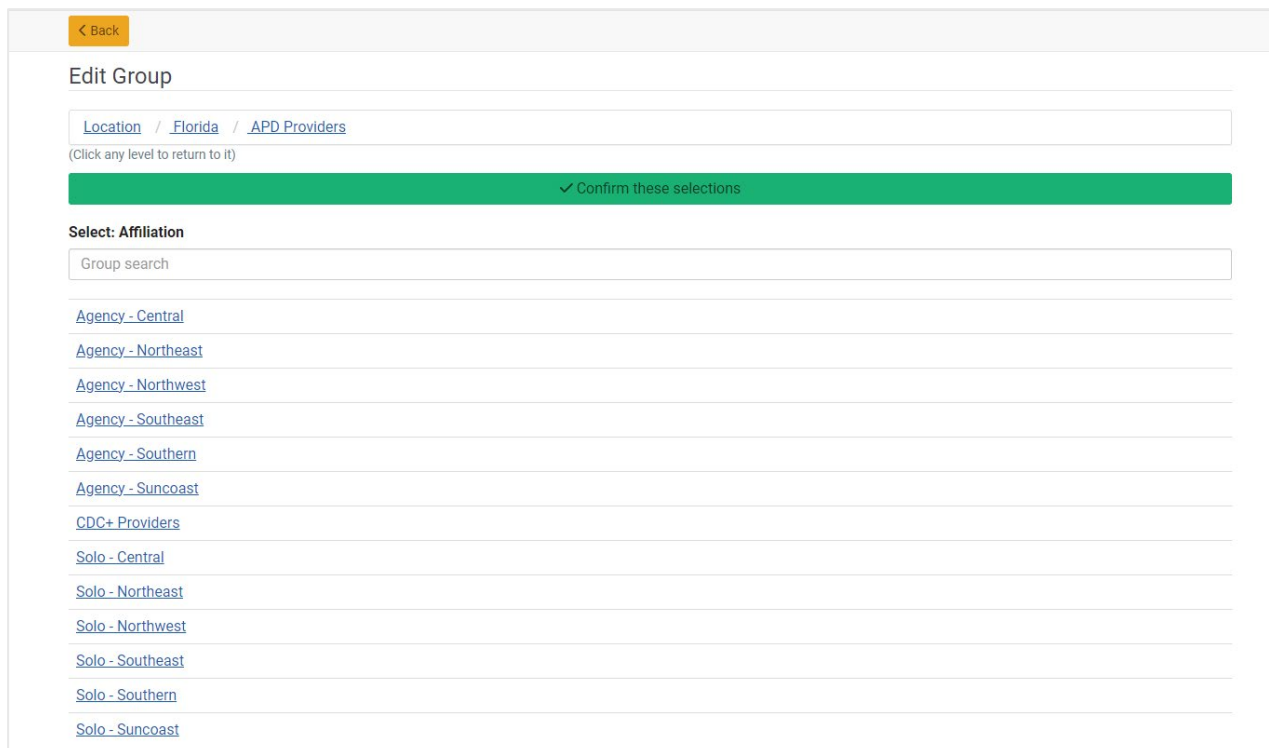
7. Next, select your group affiliation based on your provider type (agency, solo, or CDC+), and your region.
   For example:

   - 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"

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.

<div style="background-color:green; text-align:center;">✓ Confirm these selections</div>

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.

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.

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.

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

- **Organization name:** <u>APD Providers</u>

- **Department / Division:** <u>Your Provider Type (Agency or Solo) - Region (where you provide services)</u>

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

  Examples:

  o   Agency - Northwest

  o   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.

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".

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".

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.