Learner Login Instructions
The instructions below will help guide you with your login to TRAIN Florida.

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

❑ The **TRAIN Florida Login** page will open. Do the following:
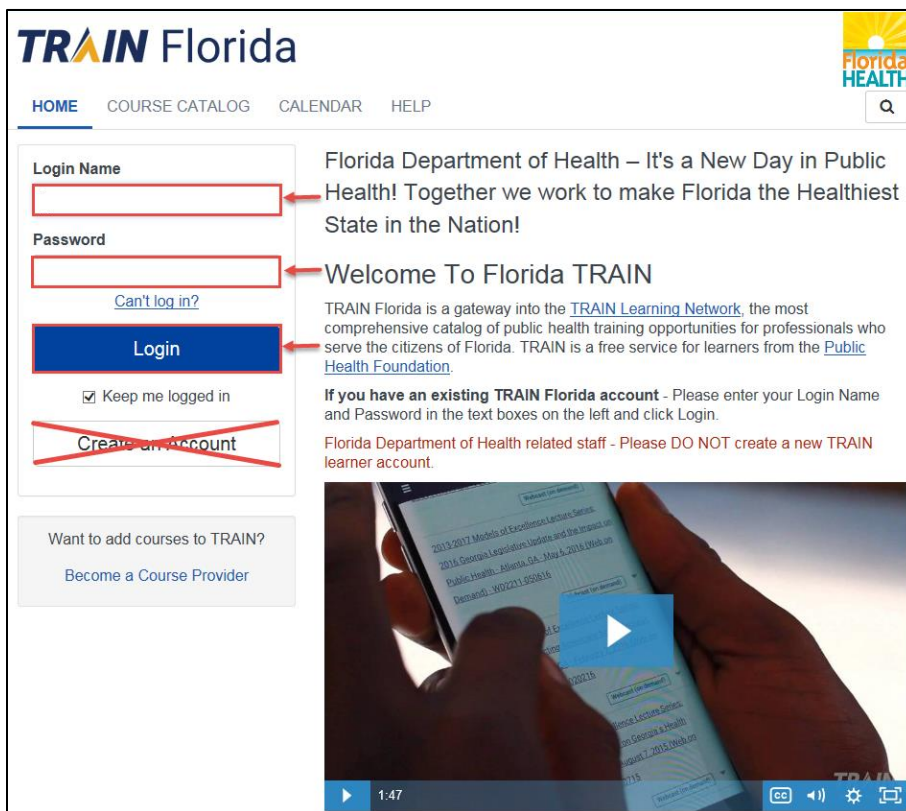

Image 2

❑ Enter your login name into the **Login Name** field.

❑ Enter your password into the **Password** field.

❑ Click the **LOGIN** button.

❑ If your login worked, you should be on the TRAIN Florida home page.

❑ If the login failed, **please do not create an account**. Please go to Step 2 of these instructions.

Step 2: The **TRAIN Florida Login page** will open.

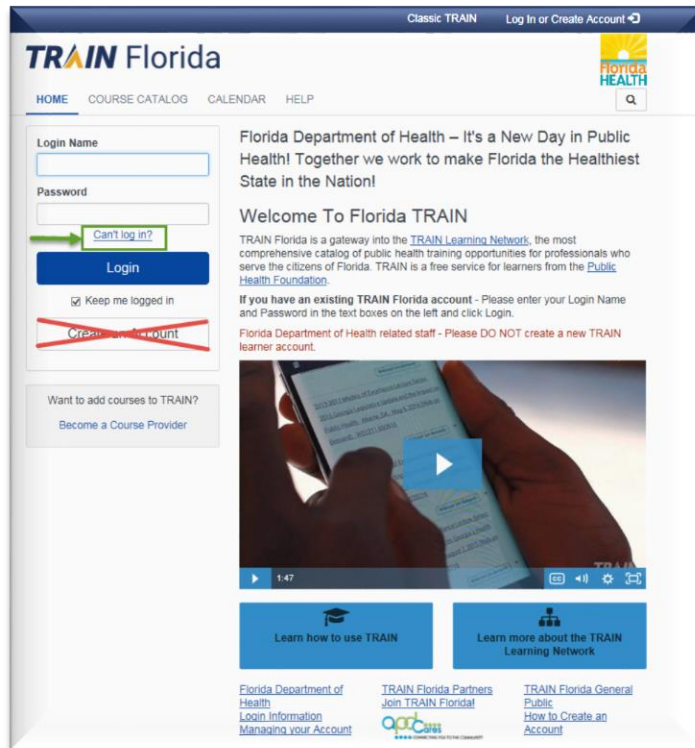Click the **Can't log in?** link above the Login button.

Image 3

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. Please **do not contact TRAIN** technical assistance or the Florida Department of Health.

Forgot Your Login Name / Password?

Please enter the email address associated with your account and click Submit. We'll email you your login name and a link to a page where you can easily create a new password.

If you do not remember the email address associated with your account, please contact technical assistance to reset your password.

A   apd.lmssupport@apdcares.org
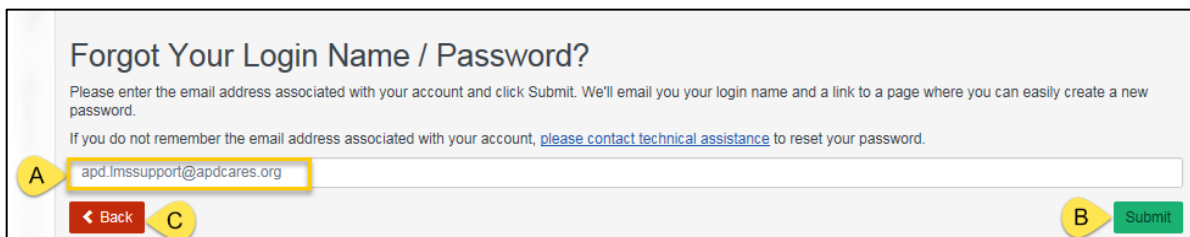
◀ Back   C   B   Submit

Image 4

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.

Please check your e-mail

If the e-mail address you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password. If you don't receive this e-mail after 15 minutes, please check your junk mail folder or visit our Help pages to contact Support Team for further assistance.
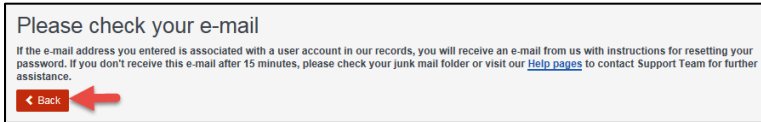
‹ Back

Image 5

If the email address you entered is associated with a user account in our records, you will receive an email from us 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.

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 **THIS IS NOT SPAM**. The **Subject line** of the email will be **Password Assistance**

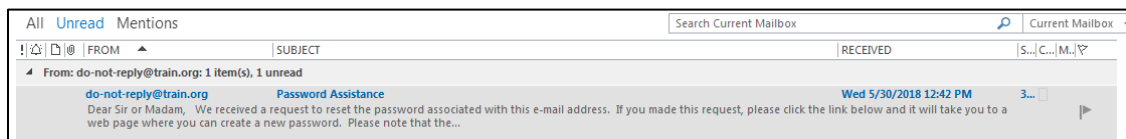| All	Unread	Mentions		Search Current Mailbox		Current Mailbox
! ☆ ⬜ @	FROM	▲	SUBJECT		RECEIVED	S... C... M...
◢ From: do-not-reply@train.org: 1 item(s), 1 unread						
	do-not-reply@train.org		Password Assistance		Wed 5/30/2018 12:42 PM	3...
	Dear Sir or Madam, We received a request to reset the password associated with this e-mail address. If you made this request, please click the link below and it will take you to a web page where you can create a new password. Please note that the...					▶

Image 6

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.

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.

Wed 5/30/2018 12:42 PM

D   do-not-reply@train.org

Password Assistance

To

Dear Sir or Madam,

We received a request to reset the password associated with this e-mail address.

If you made this request, please click the link below and it will take you to a web page where you can create a new password. Please note that the link will expire 24 hours after this email was sent.

Here is your TRAIN site login information:
Username:
Created Date: 03/07/2013
Change Password Link: https://www.train.org/d/user_security/password/assistance/8882e3a386631dc91981ae88f379401dfb4c069e/
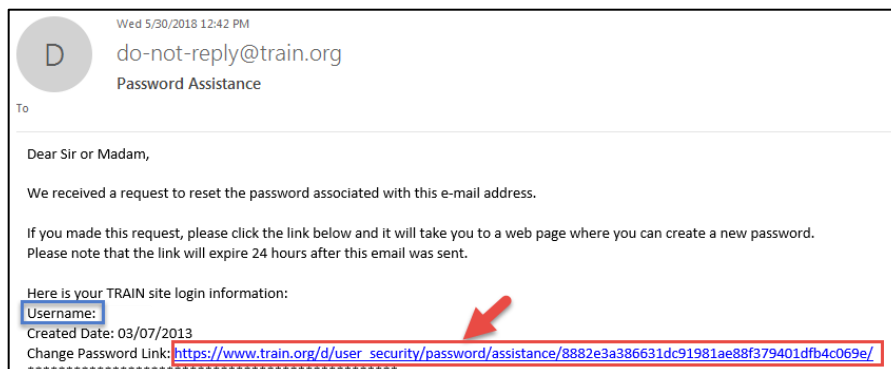***

Image 7

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).
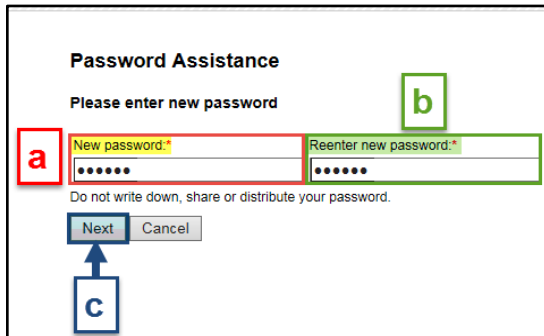
    c. Click the **Next** button.

Image 8

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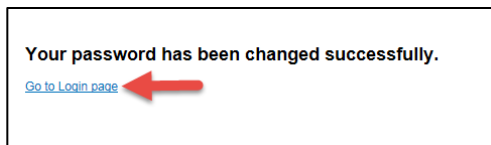

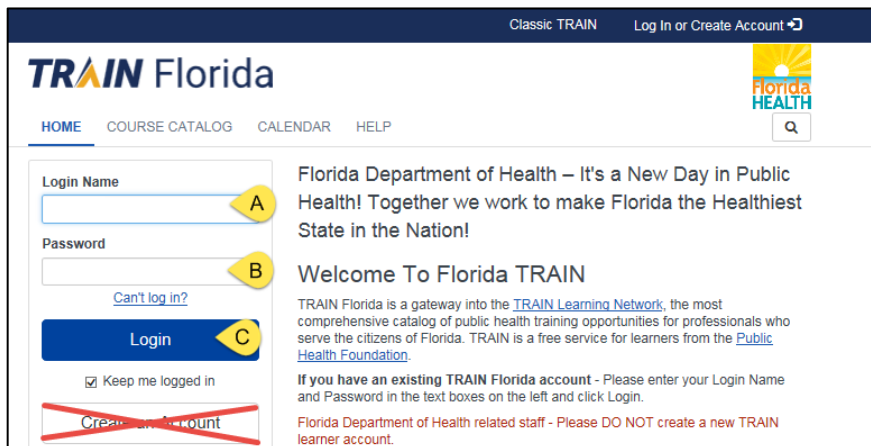Image 9

Step 8: The TRAIN Florida Login Page will appear.

Image 10

    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 TRAIN Florida Learners

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.

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

APD Required Courses - Update.

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

Zero Tolerance:
1. APD Zero Tolerance Training Plan Instructions
2. APD Zero Tolerance Training Plan Guide

Do you need HIPAA Training?
1. APD ATTAIN HIPAA Course Instructions
2. APD ATTAIN HIPAA Course Guide

TRAIN User Tips - (Opens in a new window)
1. **Learn how to use TRAIN Florida**
2. **The TRAIN Homepage**
3. **Manage Your TRAIN Account**
4. **Search for Courses**
5. **Your Learning**
6. **TRAIN Calendar**

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@apdcares.org

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

Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health (DOH) regarding TRAIN Florida.