

**PROVIDER ADVISORY #2026-010
NEW APD INCIDENT MANAGEMENT SYSTEM (IMS) UPDATE**

OPTIONAL

EFFECTIVE DATE: MAY 19, 2026

The Agency for Persons with Disabilities (APD) would like to thank you for the outstanding IMS Provider Portal training attendance. We are excited to bring you this modern and more efficient way of reporting incidents to APD and look forward to it being an important hub for incident reports and follow-ups in your organization.

We received a request for additional training on the IMS Provider Portal for some of our provider partners prior to go-live. The IMS team is working to accommodate this request and in doing so will push the go-live of IMS back to late May. In the meantime, please view the recorded session of the Provider Portal to familiarize yourself with its features and functions. You can access it through the TRAIN Florida platform.

Our excitement for this change continues – we are incredibly appreciative for the support and enthusiasm from our Provider community as we update the way we work together.

We look forward to announcing the official launch date soon.

Training Details

Course Title: APD – Incident Management System (IMS) Provider Portal

Description: This training explains how to use the new IMS Provider Portal to enter incident reports and complete required follow-up actions.

Target Audience: Direct service providers and staff

In-service Credit: 1 hour

How to Register

1. Log in to [TRAIN Florida](#).
2. In the upper-right search field, enter the course title: [APD – Incident Management System \(IMS\) Provider Portal](#) (or select the course link provided).
3. Select the course from the search results.
4. Follow on-screen prompts to complete registration.

Contact Information

For questions about your TRAIN Florida account, please contact apd.lmssupport@apdcares.org.