Virtual Instructor Led Training Support Checklist

Before the Day of Class

- o Be familiar with Zoom tools such as group chat, private chat, icons, and breakout rooms.
- o Configure computer screens (two monitors or two devices) to allow use of Zoom and ACE training environment at the same time.

Day of Class (15 to 30 minutes prior to start)

- o Launch the Zoom session from CMIO portal http://ahs-cis.ca/trainingstartclass
- o Update Zoom identity to your name.
- o Ensure the Area Trainer is the session host so they can create and manage breakout rooms.
- o Create a "manual" breakout room.
- o Confirm which ACE environment is being used (each AT is assigned their own ACE environment).
- o AT and SU confirm how training logins will be distributed to individuals.
- o AT and SU exchange mobile phone numbers to allow contact if technical difficulties.
- o Start your video so participants see you.
- o Area Trainer will share screen and display the welcome slide http://ahs-cis.ca/trainingwelcome
- o Ask each person to complete their attendance online http://ahs-cis.ca/checkin

Starting the session

- o Each attendee has been welcomed (unmute/mute) and audio/video working.
- o Explanation of raising urgent versus non-urgent questions has occurred.
- o Login credentials has been given to each end user and pasted them into the Chat box.

During the Training Session

- o Keep your eye on the room, scan windows for new indicators (hands up, yes/no, etc.), and acknowledge questions or comments.
- o Monitoring the chat box and bringing questions forward to the AT as appropriate.
- o As appropriate capture questions for discussion at the break.
- o Collect parking lot items, complex questions that can't be addressed during the class, so they can be sent to the CMIO team using the online form included in the session invite.

During the Breaks

- o Discuss any unresolved chat box items with the trainer.
- o Discuss any modifications needed for interacting with or supporting the class.

End of Class

- o AT will remind participants about completing the EUPA, practicing in PLY, registering for a personalization session, and downloading mobile apps.
- o AT and SU will review parking lot items and submit to the CMIO team.

Problem	Description	Resolution	Escalation
Zoom access	User will contact help.cmio@ahs.ca to get Zoom session access.	User may arrive late.	
Arriving late	Arrives late and will likely miss Epic Login ID assignment.	Launch Breakout Room, guide them through accessing ACE and provide their unique login.	If missed more than 20 minutes will likely need to rebook for a future session.
No access to ACE	Rare instance where user does not have ACE, but can access PLY.	Ask them to login to PLY with login you provided and then send an email to help.cmio@ahs.ca including term "ACE folders not available" along with their AHS username, first name, and last name.	Send an email to help.cmio@ahs.ca including term "ACE folders not available" along with their AHS username, first name, and last name.
Remote User Network Access	Unable to login to https://mystore.ahs.ca	Determine if the person has a Netcare fob or RSA token (either softfob or keychain hardfob).

They will use this to get the unique PIN to login to MyStore. | If this person does not have remote access it needs to be setup by Medical Affairs.

Send an email to help.cmio@ahs.ca with this person's name so they can send the request to Medical Affairs

They will have to schedule for a future session. |
| Citrix | User is able to login to MyStore, but when launch ACE, nothing happens.

Likely due to user not having Citrix application installed on their computer.

Information about Citrix is included in the pre class email sent from the CMIO training team. | Can install Citrix application from https://Citrix.com/downloads

Direct to select appropriate operating system (e.g.: Windows or Mac)

This install can take some time and may require rebooting the computer. | If the install is taking a long time and they miss >20 minutes of the session they should contact help.cmio@ahs.ca to be scheduled in a future session. |