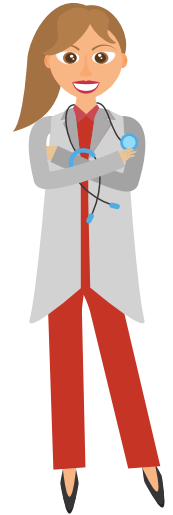
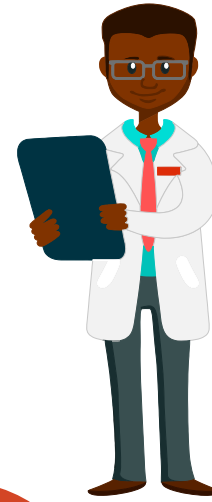


SUPER USERS & VIRTUAL TRAINING

Connect Care



1

PREPARE YOURSELF

Prepare yourself by getting familiar with zoom functionality and keeping your apps up to date. Test your audio/video configuration by doing a test call via <https://zoom.us/test>

2

BEFORE THE SESSION

Learners will be encouraged to arrive on time ready to connect to the training environment (ACE). Be ready to provide guidance on how to access the training environments and which ACE is being used for the session.

3

BEGINNING THE SESSION

Each learner will be provided a unique training login. Write down the login given to each participant so you can answer questions that may arise.

4

SUPPORT ENGAGEMENT

Learning is a social activity, but it can be challenging for learners connecting individually to feel they are part of a group. Encourage use of feedback tools and chat and give everyone a chance to try them out.

5

MANAGE DISTRACTIONS

Without the social reinforcement of being in the same room as others, it's easy for people to zone out or start doing other things while online. Acknowledge this and ask participants to be aware of and minimize distractions. Ask them to enable do not disturb on devices

6

BE AWARE OF LEARNERS

The Area Trainer will be focused on delivering the training and will be sharing their screen. You can support the AT by monitoring the learners to see when they send chat, raise their hands, or provide other forms of feedback.

7

PREPARE FOR TECHNICAL ISSUES

Common technical issues include loss of audio or video, Unable to access ACE, Remote network access, Citrix application not being installed. Breakout rooms help to work with individuals. The CMIO training team is available at help.cmio@ahs.ca

SOURCES AND LINKS

Zoom Support <https://support.zoom.us>
Using Zoom to teach online <http://tiny.cc/jqyylz>
Adobe Connect Community www.connectusers.com
Connect Care Manual <http://manual.connect-care.ca>
CMIO training team help.cmio@ahs.ca

