Get the most out of your virtual learning experience with the DFES Partner Training Team

PTT is training virtually!

The Partner Training Team has many live course offerings for both Child Support and W-2 workers available online. Follow these guidelines to ensure a successful learning experience!

Use the right tech!

To participate in virtual PTT courses, you **need** a **computer** (not a tablet or mobile device) with a good quality **internet** connection. A webcam, microphone and headset (an external headset with microphone gives the best performance) are highly recommended.

Some virtual courses also recommend a second computer monitor.

Note: Many courses give the option to connect to audio via telephone instead of computer. You still need to log in to the virtual course to participate even if you call in.

Test your access!

PTT uses either **Zoom** or **Skype for Business** when conducting virtual training.

1. Your confirmation email for the class contains a link for testing your access to the virtual session. Do this **at least 3-5 days before** the training session. You may be prompted to download a plugin or app and that may require assistance from your IT department. Please do the download as it is important for you to fully participate in the virtual training.

2. Some courses provide an opportunity for a testing or mentoring session prior to the date of the class. Take advantage of that!

If you have problems with accessing the provided links, check with your IT department for assistance.

Prepare ahead of time!

You **must** be registered to attend a virtual training session.

Follow the directions in the confirmation email you receive! You may have to print materials before the class, complete prerequisite courses, make data entries or bring certain items with you to the class. These things are important!

If you have questions before the session or if you're unable to attend and need to cancel, please call registration staff at 920-424-1071, or email regstaff@uwosh.edu

Webinar Confirmation CHILD SUPPORT ESSENTIALS WEBINAR

This confirms your enrollment in the following class:
CHILD SUPPORT ESSENTIALS WEBINAR, Code # 0000050752
9/22/2020 - 10/1/2020

The class will be held virtually by SKYPE. You will receive SKYPE meeting notices for each session.

SKYPE: You must have access to Skype to attend (microphone and camera not required).
Important: Use two monitors--one to view the online session and the other to view your Child Support application (KIDS, Webi, etc.) If you do not have a second monitor, and you are at home, you can connect to a flat screen TV with an HDMI video cable (available at Amazon for $10-$15).

SPECIAL NOTE: You need to have your WAMS ID and password, your active KIDS ID and password, and your logon and password to the Child Support Partner Resources website for this training.

Throughout the prerequisites listed below, please complete the following steps:

- **Build a basic case in KIDS** (Foundation of Child Support) and bring the associated worksheet to class. If you are unfamiliar with case initiation, bring the workbook with the step-by-step instructions. **NOTE:** Instructions for additional cases are available in the Foundation of Child Support course.
- **Complete the Child Support Essentials Prerequisite Worksheet** and bring your completed copy to class.
  https://wss.ccdet.uwosh.edu/Courseware/participant_guides/CS_Essentials/CS_Essentials_PreregWorksheet.pdf

PREREQUISITES: You must complete the following prior to attending the Child Support New Worker Training session:

- Introduction to Child Support (CBT)
- Introduction to KIDS (CBT)
- Foundation of Child Support (CBT)
- CWW to KIDS and Back (CBT)

Arrive early!

Be sure to use the Zoom/Skype link provided for the specific session you are attending.

Join your virtual session **at least 10-15 minutes** before the scheduled start time. This ensures your audio and video are working before training begins. Attendees who join at the last moment or join late disrupt the class for others.

If you are going to use a phone for audio with Zoom, log into the online session first before calling in on the phone. Zoom will give you a code that identifies your phone connection in the session.

Participate!

Use your audio and video as prompted by the trainer to interact with other people in the session. Mute your microphone or telephone when you're not talking.

Don't multitask!
Email, phones, or other distractions take you away from the online experience and impair your learning.

If you have problems during the session, let your trainers know ASAP and they will assist you.

Complete the evaluation after the session. Your feedback is critical in helping us improve training!