



Tips for Attendees of Family Services Web-based Training

Before the Class:

1. If your confirmation email contains a pre-load/test link, please use it. In GoTo Meeting the link is after this statement: *New to GoToMeeting? Get the app now and be ready when your first meeting starts.*
2. In *GoToMeeting* you will use the link in your confirmation email for every session.
3. In *GoToWebinar*, you will use the link in the confirmation emails to register and will be sent a separate email with the session link. There will be one link for each session.
4. Keep that email –it contains all documents needed for the entire course.
5. Download those documents to your computer and review them before the class.
6. If you have problems with any of this, please email your instructor.
7. Attend the 30 minute Orientation Session if your course requires it. This is to make sure you are prepared for the webinar training sessions.

During the Class:

1. Use the links to sign in ten minutes before the start time. The session will start on time.
2. If possible we recommend using the computer audio. If using the phone you will need to enter the two digit audio pin to communicate.
3. Make a note of the phone number, access code and audio pin. If you get kicked out of the meeting rejoin by phone first, then try to reconnect to the session. Mute your phone using the mute button or *6 (this mutes and unmutes).
4. When/if you can reconnect to the meeting, you can go back to computer audio (under audio in control panel). Once you go to the computer audio the phone will disconnect.
5. If you cannot log back in, follow along by listening on your phone using the powerpoint slides PDF and the handouts provided.

There will be transfer of learning tasks that need to be done/completed after each session of the class. Please do these. They will be reviewed the following day and will count toward class completion.

After All Sessions are Complete:

1. Take the final test in the VLC. You will be given two attempts to pass with an 80% or better. **To take the test in the Virginia Learner Center (VLC):**
 - a. Click on Catalog
 - b. Type in course name - i.e. CWS2000.1W Post Test in the search box and search. Click on session post test to get started.
 - c. Click on New Attempt and take test-
 - d. If you fail, follow the same steps and click Open New Attempt
2. Complete the class survey in the VLC. Steps to take the VLC survey associated with this course:
 - a. Click on transcript
 - b. Click on the course on your transcript
 - c. Click on the survey and take it