



# Instructor Led Training Support Checklist

## Before the Day of Class

- The list of registrants can be checked at <http://ahs-cis.ca/trainingattendance>

### Virtual Training:

- Be familiar with Zoom tools such as breakout rooms, private chat, changing host, etc.
- Configure computer screens (two monitors or two devices) to use Zoom and ACE training environment concurrently

### In-person Training:

- Familiarize yourself with how to get to the site you are training/supporting training at
- Find and review the [training room map](#) to get to the classroom, refer to the [room info](#) to access the classroom (some require key codes, or a call to security outside of business hours)

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

### Virtual Training:

- Launch the Zoom session from <http://ahs-cis.ca/trainingstartclass>
- Update Zoom identity to your name
- Ensure the Area Trainer (AT) is the session host so they can create and manage breakout rooms
- Create a “manual” breakout room
- AT and SU confirm how training logins will be distributed to individuals
- AT and SU exchange mobile phone numbers to allow contact if technical difficulties
- Start your video and greet participants as they join

### All:

- Ask AT which ACE environment is being used (each AT is assigned their own ACE environment)
- AT will share screen and display the welcome slide <http://ahs-cis.ca/trainingwelcome>

## Starting the Session

### Virtual Training:

- Each end user has been welcomed and confirm audio/video is working
- Provide training login credentials to each end user and paste them into the chat box

### In-Person Training:

- Each end user has been welcomed and signed into an AHS computer
- Provide training login credentials to each end user

### All:

- Direct end users to complete their attendance by navigating to <http://ahs-cis.ca/checkin> from the welcome slide
- Explain process for raising urgent versus non-urgent questions
- Assist AT in directing end users to MyApps <http://myapps.ahs.ca>, the correct ACE environment, and logging into Epic Hyperspace with their training login credentials

## During the Training Session

### Virtual Training:

- Monitor Zoom for new indicators from end users (e.g., hands up, yes/no, etc.), chat box comments

### In-Person Training:

- Monitor the room for indications from end users that need support (e.g., hands up, incorrect screen, etc.)

### All:

- Bring questions forward to the AT, or capture for discussion at the break, as appropriate
- Collect parking lot items (complex questions that can't be addressed during class) to send to [help.cmio@ahs.ca](mailto:help.cmio@ahs.ca)

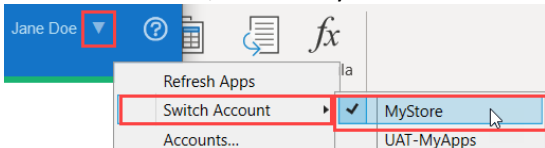


### During the Breaks

- Discuss any unresolved questions with the AT
- Discuss any modifications needed for interacting with or supporting the class

### End of Class

- AT will remind participants about
  - Practicing in PLY using after class exercise book(s) [curricula.connect-care.ca](http://curricula.connect-care.ca) filter by “CMIO”
  - Completing the appropriate EUPA
  - Registering for a personalization session
  - Downloading mobile apps [manual.connect-care.ca/Mobility](http://manual.connect-care.ca/Mobility)

Problem	Description	Resolution	Escalation
No access to ACE	End user has no ACEs in their Citrix MyApps Store	Confirm the end user is in MyStore ( <a href="http://myapps.ahs.ca">myapps.ahs.ca</a> ) not UAT-MyApps ( <a href="http://myapps.ahs.ca">http://myapps.ahs.ca</a> ). Click the arrow beside username, check “MyStore” 	If the end user is in MyStore see the row below
	In rare instances the end user does not have ACE but can access PLY	Have the end user login to PLY with training login and email <a href="mailto:help.cmio@ahs.ca">help.cmio@ahs.ca</a> , subject: ACE folders unavailable; incl. their AHS username, first and last name	Email <a href="mailto:help.cmio@ahs.ca">help.cmio@ahs.ca</a> , subject: ACE folders unavailable incl. their AHS username, first and last name.
<b>Virtual Training Issues</b>			
Zoom Access	End user emails <a href="mailto:help.cmio@ahs.ca">help.cmio@ahs.ca</a> for Zoom session access	End user may arrive late	If > 20 minutes is missed they likely need to rebook for a future session
Arriving Late	End user arrives late, missing Epic training Login ID assignment	Launch Breakout Room, guide them to ACE and provide their unique login	If > 20 minutes is missed they likely need to rebook for a future session
Remote User Network Access (RUNA)	End user is unable to login to <a href="https://myapps.ahs.ca">https://myapps.ahs.ca</a>	Determine if the end user has a Netcare fob or RSA token (either softfob or keychain hardfob). This gives the unique PIN to login to MyApps.	Email <a href="mailto:help.cmio@ahs.ca">help.cmio@ahs.ca</a> , subject: no RUNA; incl. AHS username, first and last name. User must rebook for a future session
Citrix	End user can login to MyApps, but ACE doesn't launch. Citrix info is included in the pre class email sent from the CMIO training team	Likely end user doesn't have Citrix installed on their computer. Install Citrix from <a href="https://Citrix.com/downloads">https://Citrix.com/downloads</a> , select appropriate operating system (e.g., Windows or Mac). 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 <a href="mailto:help.cmio@ahs.ca">help.cmio@ahs.ca</a> to be scheduled in a future session