

Connect Care

Super Users Workshop – Supporting virtual Instructor Led Training



Welcome

- Thank you for taking the time to join
- Facilitators: Tim Bulger & Dr. Vanessa Maclean

Why Are We Here?

As a Super User for virtual training you will:

- Support the learning of your colleagues
- Augment your own learning
- Gain practical experience in role of Super User

Why Are You Here?

- What your role as a Super User in virtual instructor led training will involve
- How you will support the learning of your colleagues
- How you will assist the Area Trainer
- How the CMIO training team will support you
- Bottom line: equip you to be successful in supporting vILT sessions

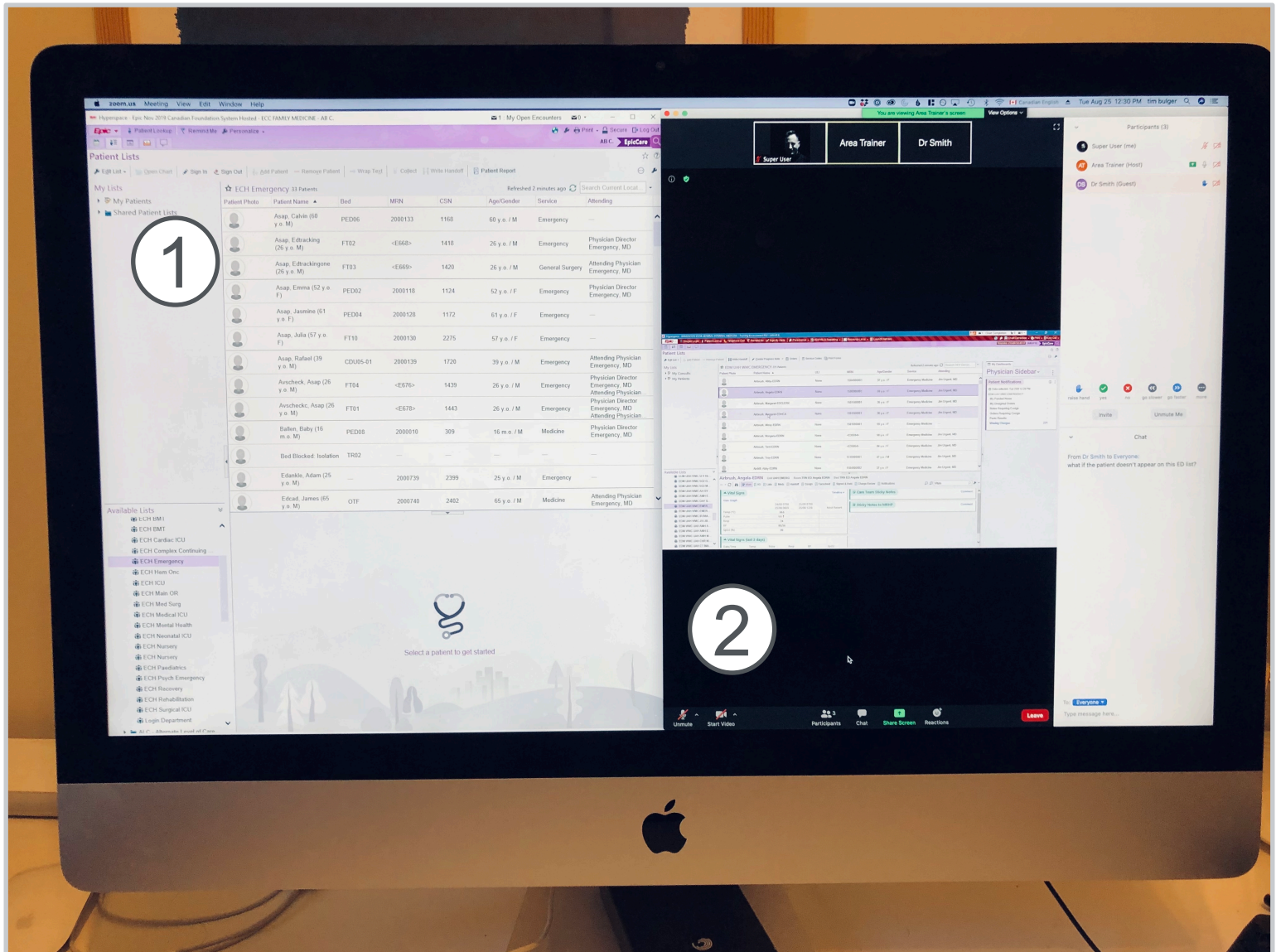
Super User Support

- Before the Session
 - Computer setup
 - Pre-session checklist
 - Communicate with Area Trainer
- Getting Started
 - Welcoming attendees
 - Provide logins
- Supporting Learning
 - Be aware of learners
 - Monitor the chat
 - Watch for visual cues
- Prepare for technical issues
 - Common technical issues and resolution guide

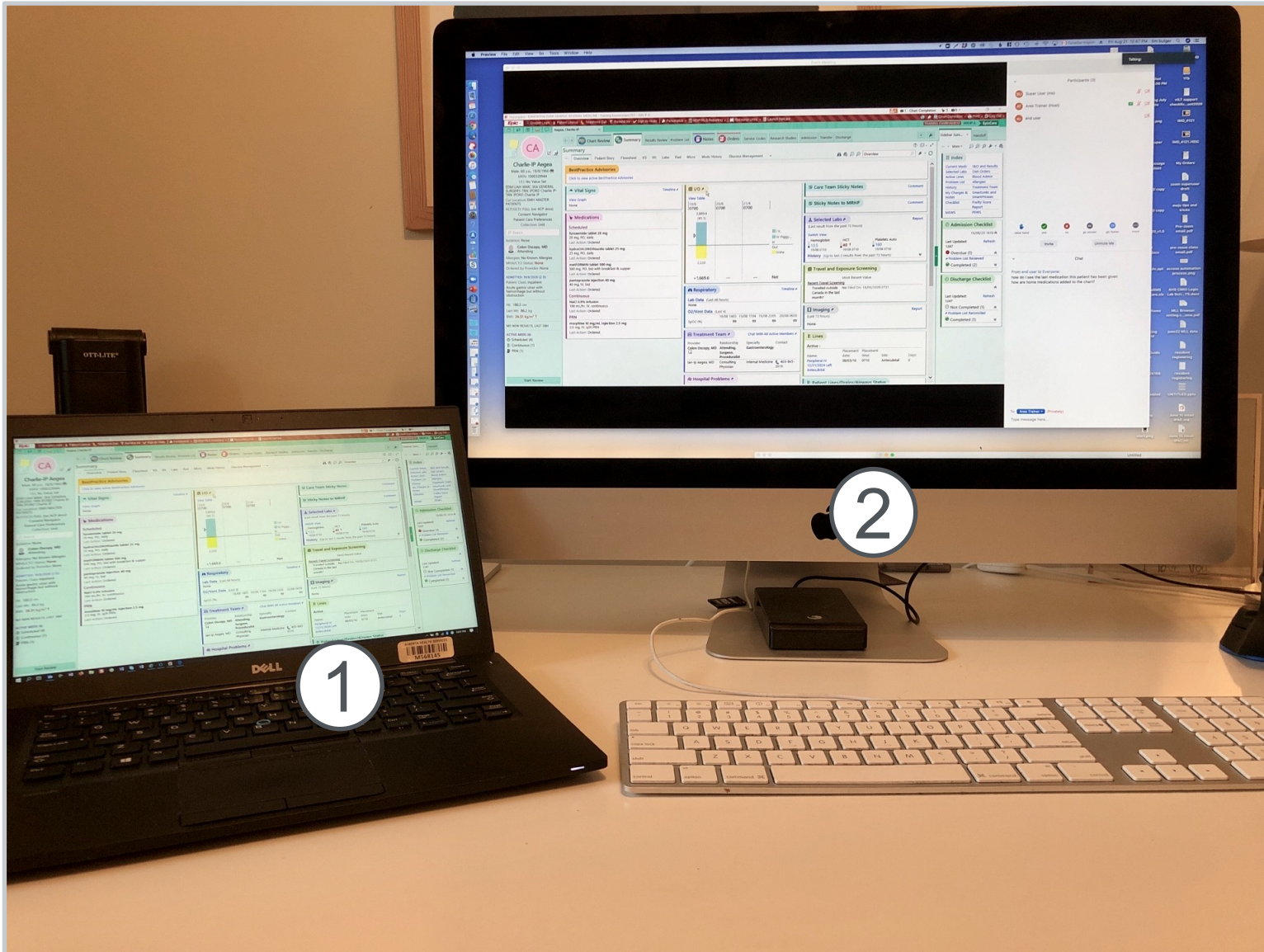
Before the Session

- Confirm your computer setup is appropriate to access Zoom and ACE simultaneously
- Arrive 20 minutes before the session starts
 - Confirm with Area Trainer who will be providing logins to participants
 - Review plan for monitoring chat and bringing questions forward
- Go over and complete actions on the pre-session checklist
- End users are provided information about the session
 - How to access the Zoom session
 - Recommendation to two monitors
 - Instructions for installing Citrix to allow access to Connect Care training environments

Super User Configuration: 27" Monitor split screen



Super User Configuration: 2nd Monitor or two devices



Before the Session

- Confirm your computer setup is appropriate to access Zoom and ACE simultaneously
- Arrive 20 minutes before the session starts
 - Confirm with Area Trainer who will be providing logins to participants
 - Review plan for monitoring chat and bringing questions forward
- Go over and complete actions on the pre-session checklist
- End users are provided information about the session
 - How to access the Zoom session
 - Recommendation to two monitors
 - Instructions for installing Citrix to allow access to Connect Care training environments

Resource: Pre-Session Checklist



Connect Care Virtual ILT Support Checklist

Virtual Instructor Led Training Support Checklist

Before the Day of Class

- ☐ Be familiar with Zoom tools such as Group Chat, private chat, icons, breakout rooms.
- ☐ 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)

- ☐ Launch the zoom session from CMIO portal
- ☐ Update Zoom identity to your name
- ☐ Ensure the Area Trainer is the session host so they can create and manage breakout rooms
- ☐ Create a "manual" breakout room
- ☐ Confirm which ACE environment is being used (each AT is assigned their own ACE environment)
- ☐ 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 so participants see you
- ☐ Area Trainer will share screen and display the welcome slide <http://ahs-cis.ca/training/welcome>
- ☐ Inform participants of attendance link and ask each person to complete their attendance <http://ahs-cis.ca/checkin>

Starting the session

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

During the Training Session

- ☐ Keep your eye on the room, scan windows for new indicators (handsup, yes/no, etc.), acknowledge questions or comments
- ☐ Monitoring the chat box and bringing questions forward to the AT as appropriate
- ☐ As appropriate capture questions for discussion at the break
- ☐ 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

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

End of Class

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

Better Health, Powered by Information

Tool: Start Class

<http://ahs-cis.ca/trainingstartclass>

The screenshot shows a Tableau dashboard titled 'CMIO Training Schedule - Wave 1'. The interface includes a navigation bar with tabs for 'Schedule Track Board', 'StartClass', 'Attendance', 'CourseCompletionReport', 'CourseCompletionByCourse', 'TrainingHours', 'ClassUtilization', and 'Calendar'. The 'StartClass' tab is active, displaying a 'Start Date Time' filter set to 'Next week'. Below the filter, a 'Start Class' section provides instructions: 'Click "Start Class" to launch your Zoom session. Once launched, you will be logged in as the host of the session.' A 'Track: ALL' section shows the data is updated on 8/26/2020 at 8:58:07 AM. The main data table lists training sessions with columns for date, time, topic, level, user, platform, and a 'Start Class' button. A red arrow points to the 'Start Class' button for the first session on August 31st.

Date	Time	Topic	Level	User	Platform	Start Class	
Aug 31 M	16:00 - 21:00	Epic - CMIO Ambulatory ILT	Basic	End User	Zoom	95335963064 Null	Start Class
Sep 1 T	16:00 - 21:00	Epic - CMIO Ambulatory ILT	Basic	End User	Zoom	92229353214 Null	Start Class
		Epic - CMIO Inpatient Admitting ILT	Basic	End User	Zoom	93584585336 Null	Start Class
2 W	15:00 - 21:00	Epic - CMIO Rural Medicine ILT	Basic	End User	Zoom	91273487277 Null	Start Class
	16:00 - 21:00	Epic - CMIO Pediatrics ILT	Basic	End User	Zoom	92109118862 Null	Start Class
3 T	8:00 - 13:00	Epic - CMIO Ambulatory ILT	Basic	End User	Zoom	91581685651 Null	Start Class
	16:00 - 21:00	Epic - CMIO Anesthesia ILT	Basic	End User	Zoom	92579672662 Null	Start Class
		Epic - CMIO Inpatient Admitting ILT	Basic	End User	Zoom	94100116839 Null	Start Class
4 F	16:00 - 21:00	Epic - CMIO Emergency Medicine ILT	Basic	End User	Zoom	93284137368 Null	Start Class
		Epic - CMIO Inpatient Admitting ILT	Basic	End User	Zoom	95560168126 Null	Start Class
		Epic - CMIO Obstetrics and Gynecology ILT	Basic	End User	Zoom	93225200922 Null	Start Class
5 S	8:00 - 13:00	Epic - CMIO Ambulatory ILT	Basic	End User	Zoom	97764369882 Null	Start Class
		Epic - CMIO Diagnostic Imaging ILT	Basic	End User	Zoom	91232672804 Null	Start Class

Getting Started

- The Area Trainer will display a welcome slide visible to all attendees
- Make a note of the name of each person as they arrive
- Area Trainer will introduce you and describe your role
- At the start of the session type in to the chat window the login each person will use, for example:

Bridie Lane – IP01

Oisin Atkins – IP02

Harvir Rojas – IP03

Lena Aguirre – IP04

Better Health, Powered by Information

Welcome Slide

<http://ahs-cis.ca/trainingwelcome>

Welcome to CMIO Training

- 1) Please log in to your computer using your **AHS Username and Password**
- 2) Open internet and navigate to <http://ahs-cis.ca/checkin> to complete your attendance.
- 3) Once complete, navigate to <http://myapps.ahs.ca/>
- 4) Use your instructor assigned ID (##) to generate your Epic User ID and Last Name.
- 5) Take a photo/right down your Last Name for the class. Only open patients with this last name.

The screenshot shows the 'MyApps Store' interface. At the top, there's a blue header with 'MyApps Store' on the left, a star icon labeled 'FAVORITES' in the center, and a red circle with the number '2' next to a grid icon labeled 'APPLICATIONS' on the right. Below the header, there's a navigation bar with 'All' and 'Folders' (selected), and a search bar on the right. A workflow diagram is overlaid on the interface: a red circle with the number '3' points to a folder icon labeled 'Connect Care'; a red arrow points from 'Connect Care' to another folder icon labeled 'Training' with a red circle with the number '4'; a red arrow points from 'Training' to a blue square icon labeled 'CC' with a red circle with the number '5' and 'ACE ?' below it; a star icon points from the 'CC' icon to the 'Epic' login screen. The 'Epic' login screen has a red box with the text 'Wait for instructor to give you ACE# and username/password' and a red circle with the number '6' next to the 'User ID' field. The 'Epic' logo is in red, and 'HYPERSPACE' is in grey. Below the logo, it says 'November 2019'. The login fields are 'User ID' and 'Password', with a 'Log In' button below them.

Your User ID

IP##

Password: train

01	Aegea	.	^
02	Aeneas	.	
03	Ajax	.	
04	Castor	.	
05	Celano	.	
06	Diomedes	.	
07	Eurypyle	.	
08	Ganymede	.	
09	Hector	.	
10	Hippolyte	.	
11	Lampedo	.	
12	Marpesia	.	
13	Melanippe	.	
14	Myrina	.	
15	Odysseus	.	
16	Orpheus	.	
17	Penthesilea	.	
18	Perseus	.	
19	Romulus	.	
20	Abderus	.	
21	Amphitryon	.	
22	Bellerophon	.	v

Supporting Learning of your colleagues

- Learning is social and interactive
- Online learning can make people feel alone and disconnected from their colleagues and the instructor.
- Participants are encouraged to interact by asking questions or seeking clarification using chat, icons or audio
- Participants are also encouraged (not required) to keep their video on during the session
- It is difficult for the Area Trainer to monitor the chat or watch people for visual cues

Supporting Learning of your colleagues

Do

- Keep your eye on the room, scan windows for new indicators (handsup, yes/no, etc.), acknowledge questions or comments
- Use a parking lot to hold complicated questions for later
- Manage distractions – turn off email and instant messaging applications and notifications

Don't

- Let questions and feedback go without acknowledgement for very long
- Give your students the impression you are ignoring them. Try to avoid looking down at notes for a long time

Resource: Supporting Virtual Training

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



Prepare for Technical Issues

Common Issues

- Zoom session login
- Arriving late
- Seeing the ACE icons
- Remote access RSA
- Citrix

Steps to resolve

How to escalate if issue is not resolved

1. Accessing the Zoom event

Problem

- End user has registered but is unable to access the zoom session, likely lost the email with the link

Typical resolution

- The end user will contact help.cmio@ahs.ca
- The team will give them the link to the session
- Can result in people arriving late to the session

2. Arriving Late

Problem

- End user arrives late
- Will have missed information about accessing ACE and their login

What you can do

- Breakout room - AT will assign the Super User the participant to a breakout room and then open that room.
- Allows the Super User to provide support without interrupting the class.

Escalation

- If arrive late and miss >20 minutes of the session then best to have the person reschedule for a future event
- They should contact the help.cmio@ahs to make a plan for accessing another training session

3. Unable to Access ACE

Problem

- ACE icons do not appear when navigate to mystore.ahs.ca

What you can do

- Breakout room - AT will assign the Super User the participant to a breakout room and then open that room.
- If needed direct the person to use PLY rather than ACE
- Send an email to help.cmio@ahs.ca with this person AHS username and firstname, lastname. The team will work on getting access to ACE and respond back to you when it is done.

4. Remote User Network Access

Problem

- Can not login to <https://myapps.ahs.ca> or mystore.ahs.ca

What you can do

- Breakout room - AT will assign the Super User the participant to a breakout room and then open that room.
- People sometimes do not realize that the remote access is the same as their Netcare fob or RSA token.

Escalation

- If the person does not have remote access they will not be able to interact with the training environment
- Email this persons AHS username and firstname, lastname to help.cmio@ahs.ca so they can follow up with medical affairs
- This person will have to join a future session

5. Citrix

Problem

- Able to login to <https://mystore.ahs.ca> and access ACE
- But when click on ACE icon does not launch

What you can do

- In a breakout room the Super User can direct the person on how to download citrix
- <https://receiver.citrix.com>
- It can take a good amount of time to install citrix, they can follow along on the zoom session while the install is happening.

Escalation

- 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

Better Health, Powered by Information

Resource: Troubleshooting Guide

Problem	Description	Resolution	Escalation
Zoom access	user will contact help.cmio to get zoom session access	user may arrive late	
Arriving late	Arrives late and will likely miss getting their login id	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, firstname, and lastname	Send an email to help.cmio@ahs.ca including term "ACE folders not available" along with their AHS username, firstname, and lastname
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 Mysore	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 persons 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 and selecting the appropriate operating system (windows, 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

Breakout Rooms

- Breakout rooms are created by the host
- Steps for creating and using a breakout room are:
 1. Host clicks on Breakout room icon
 2. Create – select manual and create 1 room
 3. Assign – click assign button and select SU plus person(s) who needs support
 4. Open – click open rooms
 5. Accept – individuals must accept being sent to breakout room by clicking accept that pops up on screen.
 6. Return – once done in the breakout room click Leave to go back to the main session
 7. Close – host closes the breakout room

Parking Lot

- During the session questions may come up that can not be addressed in the time available
- These questions should be noted, including the name of the person who asked the question
- At the end of the session send the questions to CMIO team using the online form linked in your preclass email/invite.

Classroom Super User Support

Role of Super User in the classroom is largely the same as a virtual session

Similarities:

- Support learning of colleagues
- Distribute training logins
- Assist the Area Trainer with questions that come up

Differences:

- Opening a room, rather than launching a zoom session
 - CoVid-19 control requirements
 - Generic logins
 - Attendance (details to come)
-

Session wrap-up

Post-ILT email will sent to each participant with information about next steps.

Often there are questions about

- How to do additional practice using PLY(use the same username/password to practice workflows and system navigation)
- End User Proficiency Assessment (EUPA)
- Personalization and Dictation
- Mobile applications

More information <http://manual.connect-care.ca>

Recap

1. What your role as a Super User in virtual instructor led training will involve
2. How you will support the learning of your colleagues
3. How you will assist the Area Trainer
4. How the CMIO training team will support you

Thank you
Please feel free to provide your
feedback and suggestions

tim bulger **tim.bulger@ahs.ca**

Vanessa Maclean **vanessa.maclean@ahs.ca**

CMIO Training **help.cmio@ahs.ca**