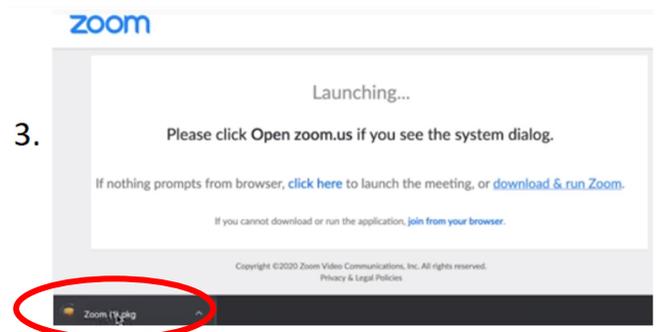
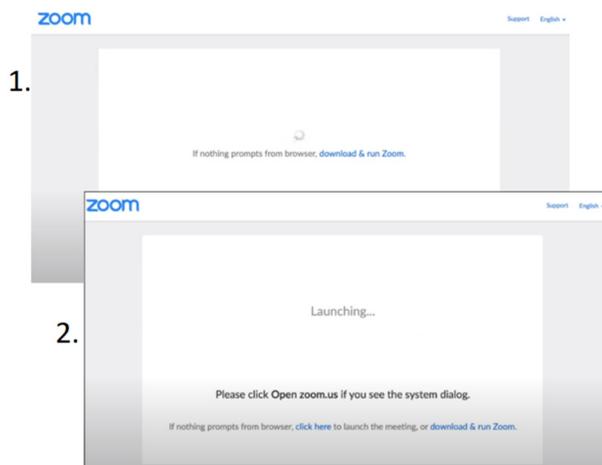
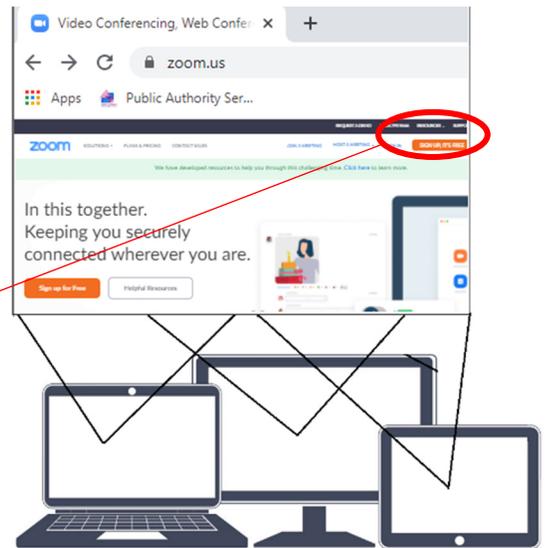


IHSS Care Provider,

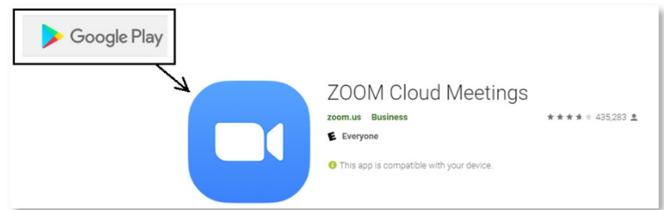
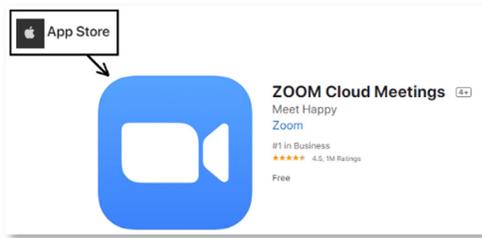
You have been registered or placed on the waitlist for one or more of the online In-Home Supportive Services (IHSS) Care Provider Training Classes. Read this entire document for important information, including how to download Zoom.

You will need to download Zoom before your first class. If you have not already done this, we suggest you do so as soon as possible to avoid any issues. To do so:

- On a computer, laptop or tablet go to www.zoom.us.
- If you need to change the language of the website from English, scroll all the way to the bottom of the webpage and select your preferred language in the “Language” dropbox on the right then scroll back up to the top of the page.
- click the “SIGN UP, IT’S FREE” button
 - The download may start automatically. Open the file and click “Run” button or follow installation instructions

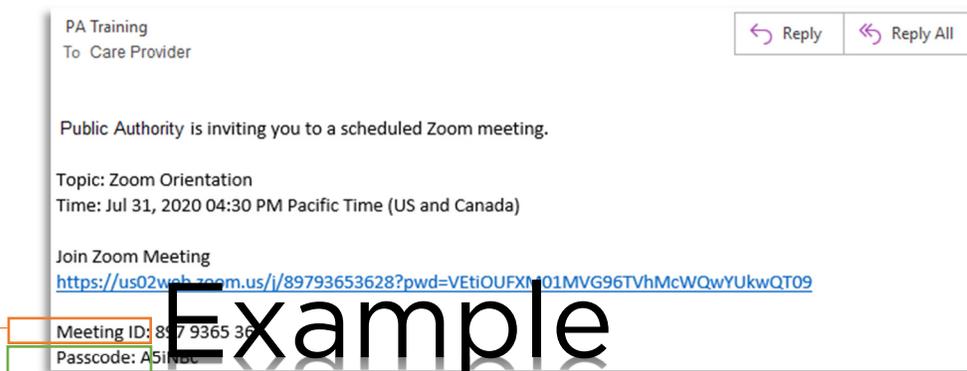


- On an iPhone or Android phone search for and download the app “ZOOM Cloud Meetings” from the App Store or Google Play store

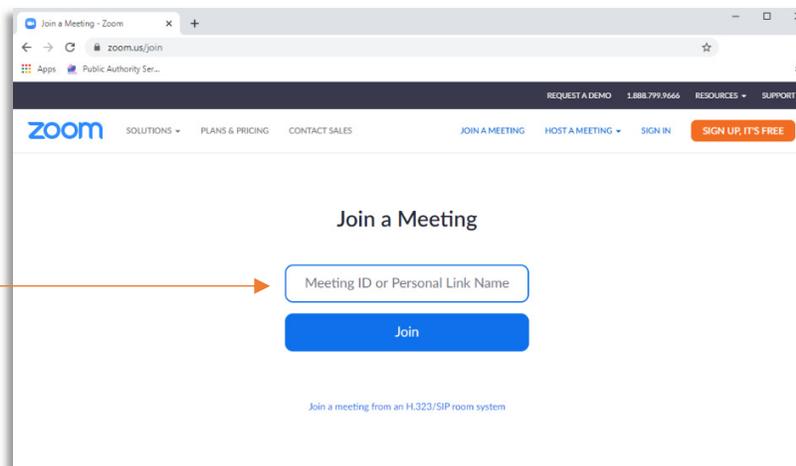


- Create your profile in Zoom. Use your full name so teachers can take roll easily

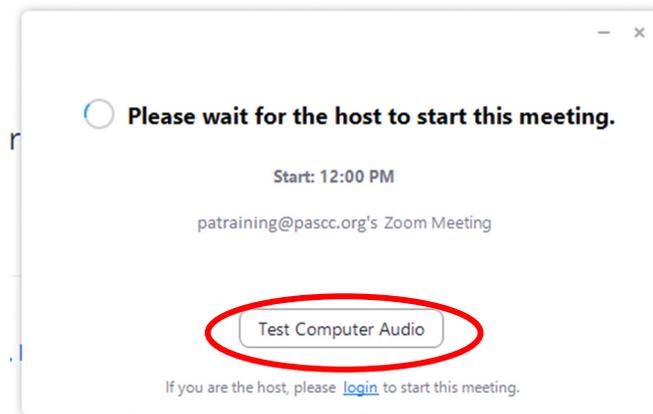
A few days before each online class you are registered for you will receive an email from “PA Training” with the link to the Zoom meeting for the class. Make sure you can receive emails from “PA Training”



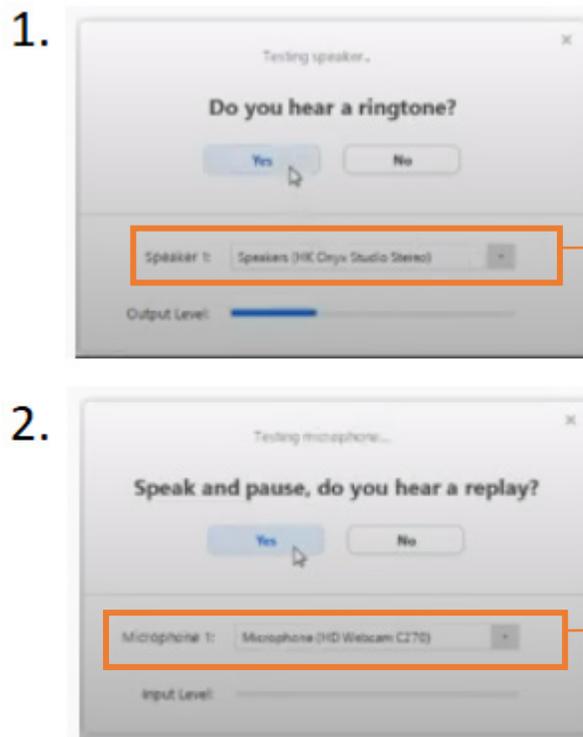
- At least **10 minutes before the class is scheduled to begin**, click the link in the email, or go to your Zoom App and enter the ‘Meeting ID:’ from the invitation email. You may need to enter the Passcode included in the email as well.



It is advised you test your audio while waiting for the class to start. This will ensure you can hear the instructor and the instructor can hear you if they call on you.



The test will first play a noise through your speakers and ask if you can hear it, then ask you to speak (say anything, like “Test, test, test.”) and it will play what you say back to you and ask if you can hear the replay.



If you cannot hear the test, you can use the drop-down menus for “Speaker” and “Microphone” in the test pop-up window to change which audio ports are being used and run the tests again.

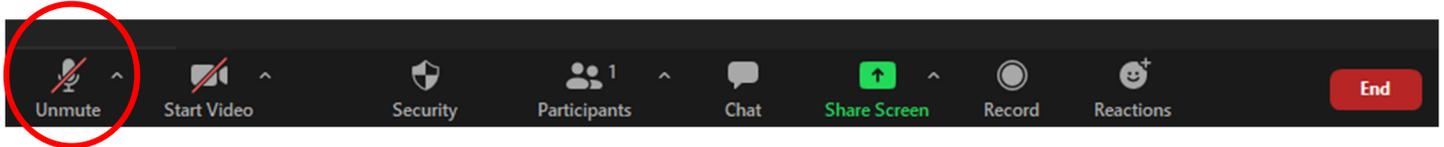
If your speakers and microphone are not working, you cannot participate or receive credit for the class. This is why it is a good idea to set up and test your Zoom account well before your first class is scheduled to take place.



Make sure you join each class from a quiet location where you won't have many distractions. You must be able to pay attention to the presentation. There will be a short quiz following each class, which **you must complete to receive credit** for attending and receive the **\$25 incentive payment**.

Make sure your microphone is muted as soon as the class begins. If your microphone is not muted, every noise happening around you will be broadcast to the entire class and will make it difficult for the instructor to speak.

Click the picture of the microphone to mute or unmute yourself. If you do not see this menu after you join the class, move your mouse around a bit and it will appear.



For additional assistance on how to use Zoom and its features visit the Zoom frequently asked questions page: <https://support.zoom.us/hc/en-us/articles/206175806>

You will receive an email after the class is finished which will contain a handout on the PowerPoint presentation and any supporting materials for the class. **This email will also contain the link to the short quiz that is required to receive credit.** You will have 48 hours to complete the quiz, but it is advised you complete it right away while the information is still fresh in your mind.

IMPORTANT: ALL STUDENT GUIDELINES APPLY TO ONLINE CLASSES AS WELL AS IN-PERSON CLASSES.

- Students must wear face masks and maintain social distance when attending in-person classes.
- Students are expected to show up or logon for classes they have registered for. Failure to inform the Public Authority that you are unable to attend one of your classes may result in being banned from attending additional classes for a full year.
- Students are expected to arrive on time and be present for the entire class. If you arrive late you may not be allowed to sign in or stay for the class. If your signature is not on the sign-in or sign-out sheets, or you are not present when online attendance is taken, you will not receive credit for the class.
- Students must behave professionally and respectfully. Your attention and participation are required to receive credit for completing the classes you have registered for.
- Students should never bring guests to a class. This includes children and consumers.
- Personal, in-class, side conversations will not be tolerated. This is disruptive to the class and the instructor.
- Students need to be respectful of instructors, fellow students, staff, and locations in which our classes are held.



- Students are there to learn. If you disrupt the learning of others you may be asked to step out of the classroom.
- You are not allowed to make recordings of any kind during these classes, without express permission from the instructor.

If you have any additional questions, please call the Public Authority Services Training department at (408) 350-3220.

