Getting ready for Remote TWIST Training

TWIST

Steps for the WIC Coordinator

Registering for TWIST Training starts during the onboarding process. The process can go quickly or take some time. **Start early**!

☐ **Obtain a P-Number for the person attending.**
Request a P Number from App Support. (WIC.App-Support@dhsoha.state.or.us)
P-Numbers can take up to 10 days to be issued. Staff cannot participate in training without a P-Number.

☐ **Obtain** Citrix, FamilyNet and Familynet practice applications on the computer that will be used for the training from App Support **with the P-Number request.**
(WIC.App-Support@dhsoha.state.or.us)
These processes are managed by the State Office of Information Systems (OIS).

Steps for WIC Staff taking Remote TWIST Training

Before Registration:

☐ Complete the Orientation to WIC module.

☐ Attendees must work at WIC for at least two weeks before the training.

☐ Attendees should understand their role and responsibilities in their WIC clinic.

☐ Register for training at least **10 days** before the class.

- Registration for Remote TWIST training is now managed through Workday Learning
  - Job aid: Create a Local Agency Staff Workday Learning account
  - Once logged into Workday Learning, search "**OHA – PHD – WIC – Remote TWIST Training**
  - Participants should complete Lesson 1: Remote TWIST Registration Information immediately when registering
  - For assistance with Workday Learning, contact Laura Perdue or Joan Medlen

After registration

TWIST is found in the FamilyNet applications. Attendees must be able to do these things before training day:

- Log into Citrix successfully. Work with App Support if you need help logging in: 1-866-865-2953
- Find the Familynet and Familynet Practice icons when logged into Citrix. Test opening them and log in by clicking on the icons.
  - Call App Support if you do not have these icons: 1-866-865-2953

FamilyNet

FamilyNet Practice

Have the right computer equipment

- ☐ Attendees must have access to Citrix on the computer that you will be using for the training.
  - Work with local IT person to make sure Citrix is installed.
  - Attendees will be switching between Zoom and TWIST to complete the training. Practice ahead of time.
  - Test the Familynet Practice log in on two computer screens in before the class. Look to see if the icons on the WIC screen appear. If there a black box or a green box without icons, use a computer with one screen.
- ☐ A USB headset and mouse
  - A USB headset with microphone provides more reliable internet audio for remote training.
  - We strongly recommend using a mouse rather than the touchpad when using a laptop.

Practice remote training skills

- **Accept** the appointment for the training. A two-day meeting appointment will be sent by email from Oregon WIC. The Zoom link for the Training is in the appointment.
- Training will be over Zoom. Take these steps before the training.
  - Test your attendee's equipment with Zoom here: https://zoom.us/test

- Ensure your staff have practice using the chat in the Zoom test site.
  - Training supervisors and Coordinators need to be able to communicate with attendees regarding problems during training.
- Encourage your staff to have a practice Zoom meeting with [Diane Arnold](#).
- **Test** the headphones and microphone with the computer that will used for training.
- **Practice** using two screens before the training.
  - Screen 1: Zoom test
  - Screen 2: Citrix with TWIST practice open.
- **Bring** the *Remote TWIST Training Workbook and Resources* notebook to the attendee's workstation for the training.
  - The state office sends the notebook by mail.
  - If you have not received the notebook for your staff, contact Diane.Arnold@dhsoha.state.or.us or 971.271.5145

Participate!

We look forward to meeting you in class.

Thank you for your assistance in making TWIST Remote Training a positive experience!