Getting ready for remote TWIST training

We have started doing TWIST training remotely, so we will be learning together how to make it work. Use this checklist to make sure you can participate fully in the training.

**Make sure you can access TWIST**

- What is your P number? ______________ Write it down and bring it to the training with you.
  - Your P number is used to log into Citrix.
  - Your coordinator has to request a P number from the state.
  - If you haven’t gotten an email about it, check with your coordinator.
- What is your permanent Citrix password? ______________ Write it down and bring it to the training with you.
  - You are given a temporary password to start with, but you must change it to a permanent password within a week of getting it.
- Do you have access to Citrix on the computer that you will be doing the TWIST training from?
  - Work with your coordinator or local IT person to make sure.
- Practice logging into Citrix using your P number as your user ID and your Citrix password before the first day of training.
  - You can call the state App Support line if you have any problems at 1-866-865-2953
- Look for the FamilyNet Practice icon in Citrix.
  - If you only have one FamilyNet icon, call App Support to have them add Practice for you.

**Make sure you can join the training**

- Training will be over Skype, so review this How to Use Skype for Business Tutorial before the first day of training.
  - Check with your coordinator about how your agency uses Skype to see if there are any problems.
  - Contact Kim McGee if you want to try a practice Skype meeting before the training.
- Accept the Outlook appointment for the 3 days of TWIST training when it is sent to you by the state.
- Make sure you have headphones and have tried them with your computer before the training.
- You will need to have Skype open in one window on your desktop and Citrix open in another and be able to navigate back and forth between the two windows. If you haven’t done this much before, practicing before the training may help.
You will be sent a hardcopy of the training workbook and resource packet before the training.
  
  - This packet is the same one we use for face-to-face training and we will adapt it for remote training. We will go over the packet during the training.

**Participating in the training**

- Training is scheduled from 8 a.m. to 5 p.m. for 3 days. That is a long time for anyone to sit at a computer with their headphones on!
  
  - We will take frequent movement breaks and have an hour off for lunch.
- Join the Skype meeting at 8 a.m. and we will make sure everyone can hear and troubleshoot any Citrix issues.
  
  - Make sure you have your headphones on.
  - Don’t forget to keep muted when you are not speaking.
  - We will have a person at the state that will be monitoring the system, following the chat, and helping keep things running smoothly.
- Bring your P number and Citrix password to training with you.
- Have your training workbook and resource packet handy.
  
  - The workbook walks through each activity step-by-step, so you will follow along in the workbook as we go through the training.
- Because the training is about using the TWIST data system, we will switch between showing a TWIST function on Skype and then having you use the Practice data base to do what we just showed you.
  
  - This is when you will switch between Skype and Citrix.
  - The trainer will be available on Skype to answer your questions as we go.
  - You will be able to type questions into the Chat box anytime.
  - Skype will stay open and allow you to continue to listen even when you are in another window.
- Please be patient with yourself and with us as we learn how to make this work for the first time.
  
  - Thanks for being willing to be our pilot testers of this new way of training.

Thank you!