## Chapter: Introduction
## Section 1: Introduction
## Lesson: How To Use This Manual

### *Objectives:*

Upon completion of this lesson the user will be able to:
*   understand how each lesson is laid out, including Objectives, Policies, Overview, Tips & Shortcuts, Practice Activities, Skill Checks;
*   locate needed information in a specific Chapter, Section and Lesson;
*   use the "Table of Contents."

### *Overview:*

This manual is yours to keep, so make it your own by making notes in margins, highlighting important sections, or putting sticky notes on most used lessons. Don't be shy, this manual is your best friend and travel companion on your way through TWIST.  The information in this manual is your backup in case you forget how to complete a task in this new TWIST environment.  Therefore, you need to understand how the information is organized so that you can quickly locate information you need to do your job efficiently.

Each lesson will start with the chapter, section and lesson title as seen above. Listed next will be objectives that will tell you what is to be covered in that particular lesson.  WIC policies that impact actions described in the lesson will be listed with their □Oregon WIC Policy and Procedure Manual number and symbol. Then you will have a summary of what you will find in the lesson in the "Overview."

After these introductory portions of each lesson, you will find the instruction divided by gray bars into useable sections.  Below, you will find an explanation of the information that is found in each section of the lesson.

### *Instruction:*

Starting point for this section is:
Module name ± Window name ± Screen name

1.   **Numbered action steps will tell you exactly what to do, step-by-step.**

•        Bullets under numbered steps give you more specific information about the options or fields related to each action.

+ Note: This symbol tells you that there is something you need to know at this point in the instruction.  Notes may make a difference about what you choose to do.

*Example: Examples will look like this and are just to let you see what happens in a given situation.*

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☺ **Job Aids with more information will be noted with this box.**

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## *Table of Contents and Page Numbering:*

Since there is no index available we have tried to make the Table of Contents and the chapter and lesson titles as descriptive of their contents as possible.  So to find what you need, start by looking in the Table of Contents.

The manual is organized by TWIST functionality similar to the modules you find in TWIST.  Major areas of functionality will have their own chapter.  Each chapter is further divided into sections, and then finally into individual lessons.  The pagination for the TWIST Training Manual is very similar to that found in the Oregon WIC Program Policy and Procedure Manual, where the page numbers give you a clue about what the lesson is about.  Page numbers are found on the bottom center of every page.

The hierarchy for page numbering looks like this:
•        Chapters 1-10
•        Sections - 1st digit after chapter number indicates Section number
•        Lesson - next 2 digits indicates Lesson number
•        Page numbers - follows after decimal point

*Example: "Ch 4, 501.5" would be read - Chapter 4, Section 5, Lesson 1 on Page 5.  So this page number would tell you that you are in Chapter 4: Appointment Scheduler, Section 5: Scheduling Appointments, Lesson 1: Group Scheduling, Page 5.*

## ✂ *Tips and Shortcuts:*

After the Instruction section of every lesson you will find a short section with some tidbits of information that you might find useful, but that didn't quite make sense to put in the middle of the numbered action steps.  Read them and you might find just what you needed to know!

## ➥ *Practice Activities:*

At the end of each section of instruction are the practice activities.  These activities give you a chance to practice what you just learned about in the lesson.  These may be especially useful for new staff, staff that were not able to attend training, or for learning information in lessons that we were unable to cover in training.  The abbreviated step-by-step style of the practice activity also make a good quick review if needed.

## ✓ *Skill Checks:*

At the end of each lesson is a situational activity that will let you check whether you feel comfortable using the functionality discussed in the lesson.  The skill check doesn't give you the steps, but gives you the context of a situation where you might use the functionality in clinic type situation.  You get to try and figure out how to use TWIST to handle the situation.  Need help?  Browse through the instruction or the practice activities again.

For instance, you can't remember how to make a referral for a client.  Where would you look?

Or there might be some questions to think about, like....
Go to the table of contents and find the following information:
*What is the title for Chapter 6?*  _____
*What is Chapter 6, Section 4?*_____
*What is Lesson 1 of Chapter 6?* _____

## ✍ *Notes:*

At the end of every lesson is a notes area for you to write any specific thoughts or ideas you have about the information in the lesson.  Remember, the manual is yours, so write anywhere, anything that will make it a more useful tool for you.