



PATCH Online Training FAQ's: Frequently Asked Questions

1. Self-Paced Online Training

Online Registration Process

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| Question: | How do I register for PATCH Self-Paced Courses? |
| Answer: | For Self-Paced trainings, first create your account on https://collabornation.net/login/patchhawaii . Next, click Course Catalog to view list of available self-paced classes, and Add Course or Register for each training. The training will give you the option to launch it immediately, or you may view it at a later time in your My Courses tab. *(Classes cannot be taken as a Group.)* |

Annual Training Certificate

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| Question: | How do I re-take an Annual Safe Sleep Training and obtain a current year certificate? |
| Answer: | In order to re-take Safe Sleep or any other training for an annual certificate, go to Course Catalog, click on the training you would like to re-take, click on Learn More, and then click on Add to my Courses. |

Tech Support

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| Question: | How do I continue to the next slide, if my training will not move? |
| Answer: | Each slide is timed and will require you to stay on the slide for the specified time. If you click off the slide, the timer will stop and you will not be able to advance or complete the training. For Technical Support Assistance, call # 888-685-4440. |

2. Live Webinars

Online Registration Process

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| Question: | How do I register for PATCH Live Webinars? |
| Answer: | <p>To be registered for <u>Live Webinars</u> via the events tab, the participant must register 1st on PATCH Collabornation and 2nd on the GoTo Training link at a later date. (Steps Below)</p> <p><u>Step #1</u>, for live webinars-register for training via your created account on https://collabornation.net/login/patchhawaii, so that PATCH can issue you a certificate for the completed training.</p> <p><u>Step # 2</u>, register via the GoTo link provided in the email sent 2 days prior to the class. That link will take you to register on GoTo Training, which is needed to join and view the scheduled training.</p> <p>Please Note: *Both Collabornation & GoTo training will send an auto-generated confirmation, once you register on both sites.</p> |

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| Question: | How do I register, when there is not an option to Register? |
| Answer: | When there is <i>no</i> Register button available, that indicates the class is Full. Please reference the <u>open seats</u> header on the right hand side of the class event to view the number of seats available. |

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| Question: | How do I know if an open seat becomes available? |
| Answer: | Please check the class event-open seats number, as often as you would like to see if a seat opens up. |

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| Question: | Where is the link to Join and View the live training? |
| Answer: | <p>The GoTo Training link is emailed out 2 days prior to the class. This email goes to those who have a confirmed seat in the class.</p> <p>*Also, the link can be found in the event details section of each class on the PATCH: Collaboration site, once registrations have been closed.</p> <p>*Please <i>DO NOT</i> share your GoTo link with others. This link is tied to your name and only the registered person will receive a certificate after the class.*</p> |

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| Question: | Am I able to review the materials before the class? |
| Answer: | Yes. Once you register via the GoTo link, you will receive an email to access the class materials before the class date. |

2a. Internet Connection/Audio

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| Question: | How do I speed up my internet connection? |
| Answer: | <p>If you're noticing a slow connection on your computer or mobile phone, there are a couple ways to help speed up your connection which can be found at the link below.</p> <p>https://support.goto.com/training/help/how-do-i-speed-up-my-internet-connection-g2t090143</p> |

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| Question: | How do I connect my audio to my specific device? |
| Answer: | <p>Individual Instructions to connect via Phone (Audio Pin), Desktop, Web, iOS & Android app can be found at the link below.</p> <p>https://support.goto.com/training/help/connect-to-audio-using-your-telephone-g2t050044</p> |

3. Evaluations

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| Question: | How do I find the class evaluation? |
| Answer: | <p>Self-Paced: To leave Feedback for the training after completion, Click My Courses, Find Training, and Click Give Feedback Button. *Also, an evaluation pop-up will appear after quiz completion to leave feedback.</p> <p>Live Webinars: Evaluation's will pop up immediately once the training session is ended. *If you <i>do not</i> see the pop up, please reference your email, as the evaluation is auto-emailed out a few hours after the training ended. *(Please fill out 1 evaluation per class.)*</p> |

4. Certificates

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| Question: | Where is my certificate? |
| Answer: | <p>Self-Paced: Once the self-paced course is completed, check your My Courses tab, and click the certificate icon to download your training certificate.</p> <p>Live Webinars: Certificates can take up to 3 days to process. Please check your My Courses tab, and click the certificate icon to download your training certificate for the event.</p> <p>*(Must be present for the whole training and participating.)*</p> |

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| Question: | Where do I find the DHS Topic Area? |
| Answer: | <p>For both Self-Paced and Live Webinars (Events) the DHS Topic Area will be located on the Certificate. The Ask Core and Subject Areas can also be found on the training certificate for reference.</p> <p>Also, Please check the Training Catalog at https://www.patchhawaii.org/train-with-patch/ for each class area.</p> |

5. Online Training Schedule

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| Question: | When will the next Live Webinar classes be available? |
| Answer: | Classes are currently added on a monthly basis, please contact training@patch-hi.org with any questions. |

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| Question: | How will I know if the class is specific to Infant/Toddler or Preschool Age children? |
| Answer: | PATCH Classes that are Marked with I/T in the title of the training are Infant/Toddler specific. All other PATCH classes are considered Preschool Age specific. |

Contact PATCH

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| Question: | Who can help me? |
| Answer: | <p>For questions pertaining to Online Training, please contact PATCH Training at training@patch-hi.org</p> <p>*Also, <u>Resources Tab</u> on collabornation can be used for reference.</p> <p>*For <u>Technical Assistance Support</u> regarding collabornation (self-paced classes) please contact <u>collabornation</u> at (888) 685-4440.</p> <p>*For <u>GoTo (Live Webinars)</u> please contact GoTo directly at 1 (833) 851-8340.</p> <p>For questions pertaining to DHS Health & Safety Cover Sheet, Form 1, Form 2, and submitting training certificates, please contact PATCH Registry at registry@patch-hi.org.</p> |