

How to Access Online Training Sessions

OVERVIEW

Some NCTracks courses are taught via online training sessions, also referred to as “Remote via Zoom.” Online training sessions can be attended remotely from any location with a telephone, computer and internet connection. Online training sessions are typically limited to 115 participants in each session.

INSTRUCTIONS

This Job Aid explains how to gain audio and visual access to an NCTracks Zoom online training sessions after registration in Skillport.

Step	Action
1	Dial US Toll Free 1-833-568-8864
2	Enter Meeting ID Note: Each training session will have its own individual meeting ID that is located in Skillport and in the monthly training announcement from NCTracks.
3	Press the # key
4	Enter meeting passcode Note: Each training session will have its own individual meeting passcode that is located in Skillport and in the monthly training announcement from NCTracks.
5	From an internet browser, you will enter the URL for the Zoom meeting. Note: Each training session will have its own individual URL that is located in Skillport and in the monthly training announcement from NCTracks.
6	Click Join Meeting
7	Enter your First and Last name
8	Enter your email address

HELPFUL TIPS

These are a few helpful tips for attending online training sessions:

- **If this is your first time using Zoom Meetings, it is suggested that you begin the process 15 minutes prior to the start of the call. This will allow you sufficient time to download the required software to access the Web Meeting.**
- Multiple participants in the same location can attend an online training session together by gathering in a single room and using a conference phone and projecting the course materials on a screen.
- All participants should mute their telephones when they dial into the call. The instructor will notify participants when it is time for Q&A and phones can be un-muted.
- DO NOT put your telephone on hold during the online training session. This frequently results in music playing in the background, which disrupts the training session.

TRAINING ENROLLMENT INSTRUCTIONS

Providers can register for these courses in Skillport, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access Skillport. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The courses can be found in the sub-folders labeled ILTs: On-site or ILTs: Remote via WebEx, depending on the format of the course.

