

## Live Online Courses FAQ

With online training, participating foster/adoptive and kinship parents receive instruction when convenient, through their home or office computers. These live online trainings provide many of the key benefits of traditional face-to-face instruction. Participants can listen to and speak with a live trainer, electronically “raise their hands,” and pose questions to the trainer or other participants. Text chat and other feedback tools are also available.

Below are answers to some frequently asked questions about the live online courses:

### ***What do I need to participate?***

To participate in online trainings, interested parties must have

- a computer with an up-to-date browser (ex: Google Chrome, Edge, etc)
- a computer or tablet with high-speed Internet access
- a headset with microphone (or computer speakers and a microphone)
- *WebEx* (provided free to registered participants)

### ***What kinds of training are offered?***

Because online courses have been so well received, there are a variety of classes being offered. Most trainings are offered at least once during the day and once in the evening. The schedule of available times and dates for each training, along with course descriptions, is included in this catalog.

### ***How do I register?***

Registering online is quick and simple. For more information or additional resources, or to register for training, visit:

<http://www.hslcnys.org/fosterparenttraining/>

It is important to note that when two or more people use the same computer to register for training online, ***each must use a separate email address***. (Additional email addresses are available free from most Internet providers and through [Gmail](https://www.google.com/gmail) ([www.google.com/gmail](http://www.google.com/gmail)), [Outlook](http://www.outlook.com) ([www.outlook.com](http://www.outlook.com)), or [Yahoo](http://www.yahoo.com) ([www.yahoo.com](http://www.yahoo.com)).)

### ***How will I know when I am registered?***

Upon registering, participants will receive an email confirming the title and date of their training, along with instructions on how to join the session.

### ***How will I get my training materials?***

Training materials are available for download at:

<http://www.hslcnys.org/fosterparenttraining/>

### ***Is there a training cancellation policy?***

Yes—and participants should keep in mind:

- If training is canceled, OCFS will notify affected participants via email through the primary contact persons. Every effort is made to offer all trainings as they appear in our training calendar, but we reserve the right to cancel any training for which there is insufficient enrollment.
- If a prospective participant must withdraw from a training after registering, he or she should notify Registration Services by email as soon as possible, at [CWregistration@ocfs.ny.gov](mailto:CWregistration@ocfs.ny.gov), or cancel registration by phone, at 716-398-5399, between 8:00 a.m. and 4:00 p.m. Except for in emergencies, cancellations should be made at least three business days before the scheduled training.

### ***What if I have questions?***

Participants can find answers and access technical support by contacting the OCFS WebEx technical-support staff, toll-free, at **1-800-810-1349**. Help is available any time before a training. Our technical-support staff will be happy to assist with the setup and testing of headsets, microphones, and speakers and to answer technical questions.

### ***What do I have to do to get credit for attending an online training?***

Participants must access and enter the *online* virtual classroom within the first 30 minutes of a training session. Those who *do not* will receive no credit for attending.

### ***Will I get a certificate after I complete an online training?***

Once participants have met all training requirements, they will receive, via email, a *Certificate of Completion*. (***Please allow 2-3 business days after completion of training for the certificate to be issued.***) Those who do not receive a *Certificate of Completion* or who lose it can contact Registration Services at [CWregistration@ocfs.ny.gov](mailto:CWregistration@ocfs.ny.gov) to request a duplicate.

The person designated as a participant's agency or LCDSS primary contact will receive a copy of that participant's *Certificate of Completion*. The contact person is usually the training coordinator for a participant's agency. Participants who are unsure whose name to enter should call their agencies and ask.