**Backroom Support Tipsheet- Nicolet Site**

Backroom support will be critical to a successful training as well as develop your skills of being SUPER. While supporting, you should be able to answer general questions like: ***where is that button?*** Or ***how do I get there?*** If you have any questions that you are unclear how to respond to, please stop the instructor and he or she will assist you.

Below is a list of responsibilities with instructions on how to fulfill them. Thank you for being a SUPER user. We appreciate you and know you are going to be great!

Login to Training Computer/Laptop

1. Log into the computer using (Credentials are case sensitive):
   1. Username: **.\Aspirus**
   2. Password: **4Yourhealth!**
2. Go to aspirus.webex.com and sign in using Aspirus ID and Password
3. Click Join Meeting
   1. If you cannot find meeting- use search field and enter meeting invite found on your invite. Will require you to also enter password (also on meeting invite)

Graphical user interface, text, application

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1. Connect audio
   1. Your room has Speakers and Mic- **Use Connect through computer audio**

**PLEASE MUTE WHEN NOT TALKING- There are multiple locations being trained at once**

**No Audio?** See Tip below

Turn on Projector

1. Find AV control near presenter stand
   1. This may be on wall next to phone push and bottom to turn on
   2. this is on presenter desk, click and bottom to turn on
2. Press Room Start up

A picture containing monitor

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1. Please see detailed instruction at presents station should you have issues.
2. May also call 715 365 4478

\*\*\*See phone list of important numbers to call for help! (On desk)

Troubleshooting Audio

1. Check that speaker volume is turned on and up
2. Graphical user interface, text, application, chat or text message

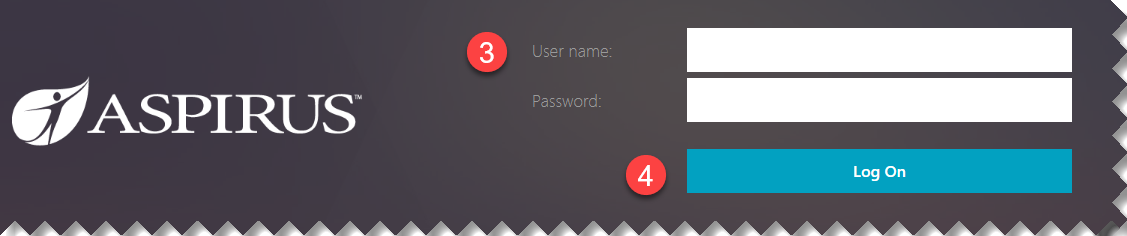
   Description automatically generatedCheck Audio options by clicking arrow next to **mute/unmute**
3. Verify that your Speaker and Microphone match the sound settings documented on class white board.
4. If Check Mark is not on the right speaker/mic- adjust settings by clicking on the correct device.

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Getting the Class ready

1. When students arrive have them login to the computer using:
   1. Username: **.\Aspirus**
   2. Password: **4Yourhealth!**
2. From your internet browser, navigate to <https://citrix.aspirus.org/>
3. Log into Citrix with your Enterprise (Aspirus) ID and Password.
4. Click **Log On**.



1. Graphical user interface, text

   Description automatically generatedWhen prompted, click **Already Installed.**
2. After you are logged into Citrix, single click on each of the following folders to find the proper Epic Environment.

**Click Epic 🡪 Training 🡪 ACE 1,2 or 3 (choose either Central or Eastern) Instructor to choose**

Graphical user interface, text, application, chat or text message

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Assist the Instructor in Timekeeping and Minimizing Sidebar Conversations

1. When the instructor gives breaks throughout the day, be sure to watch the clock and call students back to their workstations. This will ensure the class will not run late.
2. Direct the students to raise their hand if they are off track. If you are seeing students having questions assist them quietly on the side. If multiple students are having challenges **STOP** the instructor and ask for reteaching or clarification.
3. Stop class and have students refocus on the instructor if they are off track or having too many sidebar chats.

Technical difficulties

1. If at any time during class network connection is lost or there are technical issues, please follow these steps:
   1. Breathe- we got this!
   2. If you can use Chat to notify instructor, they will send out an SOS to the right team.
   3. If you cannot reach the instructor Dial 89-1-715-847-2000 ext 85605.