Scheduling and Managing Training Events

Frequently Asked Questions

➢ **What does "AT" stand for?**
AT stands for "available training" and is the unique six-digit training identifier. The AT number is auto generated when a training application has been initiated and cannot be changed.

➢ **What does "ST" stand for?**
ST stands for "scheduled training" and is the unique eight-digit number assigned when a training event is scheduled. An ST is for a specific time and date and can only be used for the time and date specified when the ST is originally created. For new events, a new ST must be created by scheduling a new event. Editing the information in the ST after attendance is verified will alter the professional's PD record. This is the reason you cannot use the same ST for different events.

➢ **What is the difference between a private and public training event?**

A **private** training event is scheduled for an invited audience, for example, the training is only for staff of one program. The event is not open to the general public and will not display in OCCRRA's general training search. To register for a private event, participants have to be given the event ST number (ID number) to put into the training search field of the Ohio Professional Registry.

A **public** or non-private training event is open to the public and will display OCCRRA's general training search. Anyone can search for a training, but only persons with an Ohio Professional Registry profile can register.

You set the event as public or private as your last step when scheduling a training event. For more information on scheduling a training event, please see the Scheduling and Managing Training Events user guide. This guide can be found under the Resources tab on the OCCRRA website, or by following this link: https://occrra.org/our-resources-page/.

➢ **How do I mark attendance for my training?**
Attendance is verified and finalized in the training's ST For more information on managing the attendance of a training event, please see the Scheduling and Managing Training Events user guide found under the Resources tab on the OCCRRA website, or by following this link: https://occrra.org/our-resources-page/.

➢ **I finalized my training event, but I need to edit attendance.**
Locate the training event (ST) in the training organization dashboard and click the **Edit** button. Go to **Event Status Final Step**, and reply "no" to the question "Do you wish to finalize this event", then click **Save event status**. Once you have made the necessary changes, go back to **Final Step** and reply "yes" to the finalize question; click **Save event status**. NOTE: this action will cause all participants whose attendance had been

verified to temporarily lose the credit in their profile for this training while you are making revisions. Their credit will be restored after the event is finalized again.

➢ **I am trying to add a participant to my training. I typed in the name given to me, but there are no results.**
It is best to use the professional's OPIN, since this is their unique ID in the Registry. The attendee's name may not be an exact match for the name on the profile, there may be multiple professionals with the same name, o the attendee's given name in the OPR is not the name the name they go by. For accuracy, use the professional's OPIN.

➢ **Participants did not register prior to the training, how do I give them credit?**
You may manually add a registrant and verify attendance. You will need the professional's OPIN to register them. Follow the instructions on page 5 of the Scheduling and Managing a training guide: https://occrra.org/wp-content/occrra/opr/opr-overview-training-organization-dashboard-user-guide.pdf.

➢ **I want others to be able to schedule trainings in my training organization dashboard.**
If you have Org manager permission, you can grant access to others. If you are not the Org manager, you will need to contact the org manager to grant permission.
For others to access your training organization dashboard, they must first have an Ohio Professional Registry profile and OPIN. Next, the administrator of the dashboard can add employees, and grant Data Entry access to those who need it. This process is managed through the Organization Manager Function, which can be found under the drop-down menu under your name at the top of your profile page. For more information on this process, please see page 2 of the Training Organization Dashboard User Guide, which can be found under the Resources tab on the OCCRRA website, or by following this link: https://occrra.org/wp-content/occrra/opr/opr-overview-training-organization-dashboard-user-guide.pdf.

➢ **What do I mark for location if my training is an online training?**
In Step 3 of the ST, within the "location" box, type the word "online".

For Synchronous or Hybrid enter the word "webinar" to the location.

➢ **For online training or webinars, how to do I tell professionals to access the training link, the webinar phone number, etc.?**
In step 3 of the ST you may provide links and/or instructions for participants. Information that is added here is visible to participants when they register for the training.

➢ **How do I set up the ST for an Asynchronous online training?**
Go to Step 3 of the ST and do the following:
In the Start date field enter 12:00 am; in the End date field enter 11:45 pm. In the Location field, input the word "online"; and in the Notes field add information that participants need to know such as a website link.

➢ **What happens if a person is on the waitlist**?
Professionals are notified when an opening is available, however, they are not given priority for registration.

➢ **What do I do if I want to charge a fee for my training session?**
You may select from the options in Step 2 of the ST: "Is there a fee for this event?" Choosing "yes" will reveal two options: 2Checkout Payment Processor (payment process through the OPR) or External Payment Processor which requires you to provide a link to your own payment site.

➢ **How do I know who is registered for my training**?
In the ST you may go to Step 3, click from the options on the right: Roster, Sign In/Out to view those participants who have registered through their OPR profile.

➢ **How do I contact those who are registered?** You may view the participants' contact information on the Sign In/Out sheet and use this information to contact each participant.