IMH Technical Frequently Asked Questions (FAQs)

Training Technical Support
- 1-833-275-6333 M-F 8:30am – 5:00pm ET
- CFLHelpDesk@usda.gov
- This email will be monitored throughout the day and you will receive quick support. When sending a text message or leaving a voicemail, include your name, telephone number and the reason for your call.

1. **How do I log into the FSIS training laptop?**

   Review the Quick Start guide that was sent with your training computer for step-by-step guidelines on how to log into the computer.

2. **How can I connect the training computer to the internet?**

   You can connect to the internet by WiFi, a Mifi, or a hardwire connection depending on where you are accessing the training.

   To connect to WiFi:

   a. In the bottom right-hand corner of your screen, locate the icons where the time is noted.
   b. Click on the icon that looks like lines radiating out. If you hover your mouse over the icons, this icon will say "Internet access". Clicking on the icon will display all the internet access options available to you.

   c. Locate the WiFi network that you want to use (your personal or establishment/office internet) and click on it.
   d. Input the password for your personal or establishment internet (if applicable).
   e. Test the internet connection by opening an internet browser or double-click on the "FSIS Training" icon on your desktop.

To connect to a MiFi:

Review the ==Quick Start guide== that was sent with your training computer for step-by-step guidelines on how to power up and connect to a MiFi.

To connect by a hardwire connection:

a. Connect the ethernet cable from the wall/router/modem to the port in your laptop.

To change how you are connected to the internet:

If you lose internet connection, you can choose to connect by one of the other methods.
   a. In the bottom right-hand corner of your screen, locate the icons where the time is noted.
   b. Click on the icon that looks like lines radiating out. If you hover your mouse over the icons, this icon will say "Internet access". Clicking on the icon will display all the internet access options available to you.

   c. Follow the instructions listed above for the option you choose to select.
   d. Test the internet connection by opening an internet browser or double-click on the "FSIS Training" icon on your desktop.

3. **Do I need a MiFi for this training?**

You do not need a MiFi to access the training. You can connect to internet through any of the options listed above. Please see instructions in the previous question. If you still need a MiFi device to access the training, contact the Training Technical Assistance staff at 1-833-ASK-OEED (1-833-275-6333) or CFLHelpDesk@usda.gov M-F 8:30am – 5:00pm ET.

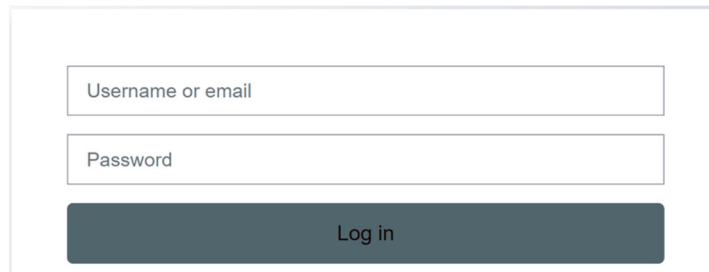4. **How do I log into the FSIS Training site?**

   a. Double click the 'FSIS Training' icon on your FSIS Training Laptop or go to https://fsistraining.fsis.usda.gov/.

b. Once you are on the site, click 'Log in' in the upper right corner.

c. Enter the <u>username</u> and <u>password</u> provided to you in your registration information. If you did not receive log in information, please contact your Supervisor or District/State Office. If they do not have this information, please contact the Training Technical Assistance staff.

d. After entering your username and password, click the 'Log in' button.
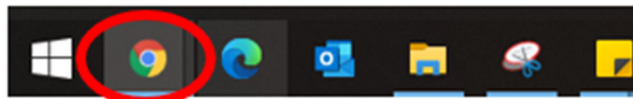

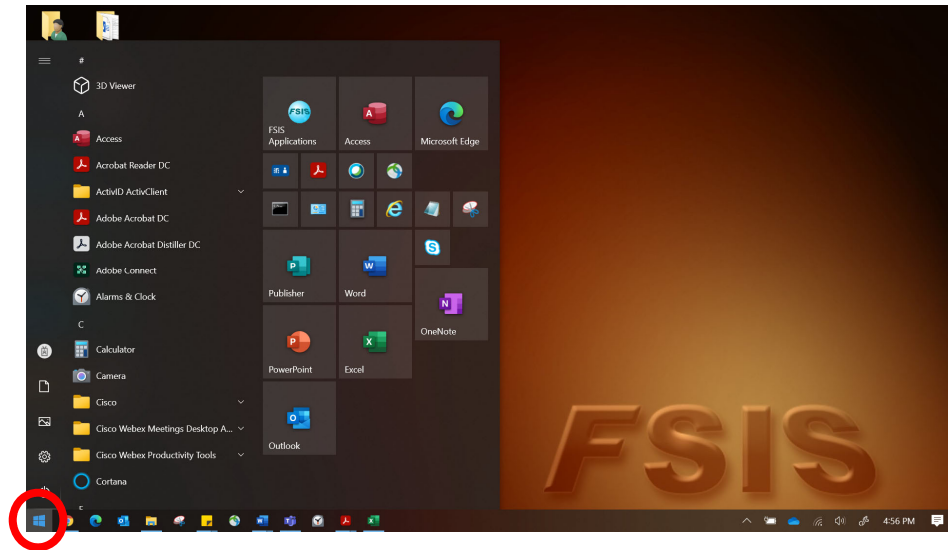## 5. Where is my FSIS Training Site (Moodle) username and password?

You should have received your username and password from your Supervisor or District Office by email. If you have not, reach out to your Supervisor or District/State Office for this information. If you still do not receive it, reach out to the Training Technical Assistance staff at 1-833-ASK-OEED (1-833-275-6333) or CFLHelpDesk@usda.gov M-F 8:30am – 5:00pm ET.

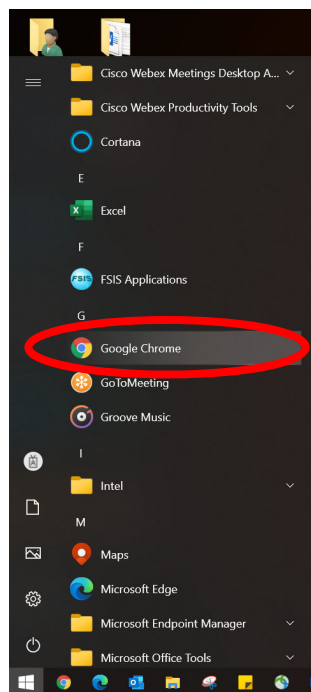## 6. I double clicked on the FSIS Training icon and nothing happened. How can I access the FSIS Training site?

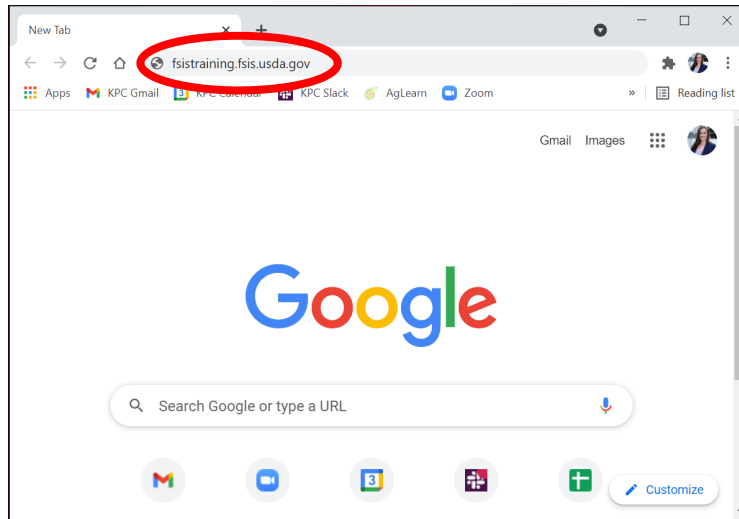a. If the browser icon is in the task bar, click on the browser icon.

OR if you do not see the browser icon in the task bar, in the bottom left-hand corner of your screen, locate the windows or 'Start' icon and click it.
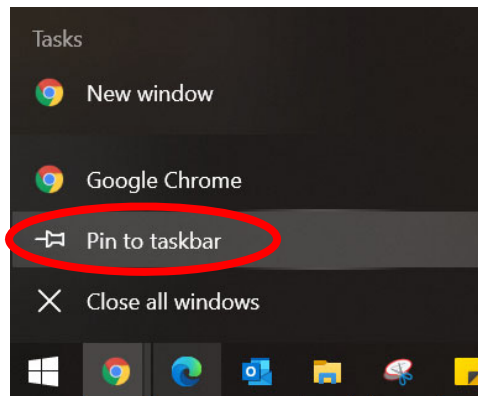
b. A list of applications will appear in alphabetical order. Scroll down until you find "Google Chrome" or "Firefox." Click on it.
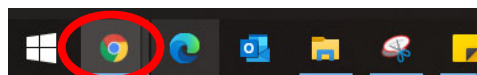

c. An internet window will open. In the address bar, at the top of your screen, type in the following website exactly as it is written here: **fsistraining.fsis.usda.gov**

d. Hit 'Enter' on your keyboard.

e. For easy access to this internet browser for the next time that you want to use it, pin it to your taskbar. Right click on the "Google Chrome" icon at the bottom of your screen. Choose the option to "Pin to taskbar."

f. Now this icon will remain on your computer and any time you want to open the internet, you can click on the icon.

7. I logged into the FSIS Training site, but I do not see the course I am supposed to take. What do I do?

If you do not see the course you are registered to take, call the Training Technical Assistance phone number at 1-833-ASK-OEED (1-833-275-6333) or CFLHelpDesk@usda.gov M-F 8:30am – 5:00pm ET. They will verify your name

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on the course roster and will enroll you into the online course. After they add you to the course, refresh the page and you will then see the course in the FSIS Training site.

8. **How do I bookmark a webpage?**
   a. In Mozilla Firefox:
      i. Click star
      ii. Bookmark Toolbar
      iii. Hit done
   b. In Chrome:
      i. FSIS Training Website – top, address line, star, click it
      ii. Bookmark Toolbar
      iii. Hit done
   c. In Edge:
      i. FSIS Training Website – top, address line, star, click it
      ii. Bookmark Toolbar
      iii. Hit done

9. **How do I download files from the FSIS Training site and view them?**
   a. Many of the resource files are located in the IM Resources course, in the Student Notebook folder
   b. Go to the IM Resources course and open the Student Notebook folder (or other folder/file you wish to view/save)
   c. Scroll to bottom, click download folder
   d. A pop-up window will appear asking where you wish to save the files
   e. Save it to the desktop
   f. Click Save
   g. Go to your desktop and you will see a new .zip folder, open it and you will be able to view all of the files that have been saved to the laptop
   h. You are also able to download copies of the slide presentations and the daily review questions found in the folders at the top of Week 1, 2, and 3.

10. **How can I save files to my USB drive?**
    a. Plug in a USB drive (also called a jump drive or thumb drive, these are not provided)
    b. Click on the icon or use the File Explorer to view the USB drive contents
    c. Drag files to copy onto the USB drive to transfer them
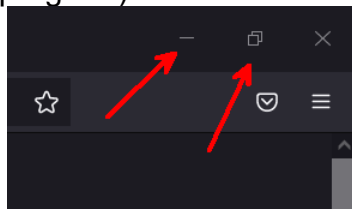
11. **How do I log into the Teams webinar?**
    a. Click on your Teams session link in the FSIS Training Site – IMH Course webinar link table or click on the link that was sent to you by email
    b. Select "Join on the Teams app" if you see that pop-up window option, only choose "Continue on this browser" if you do not have the Teams app installed
    c. Enter your first and last name if prompted at the top of the screen
    d. Click on "Join now"

e. You may be placed into a waiting lobby at the start of the day until the instructor starts the meeting (you may or may not hear any sound once you enter the meeting)

12. **How do I switch between the webinar and the FSIS Training site?**
    a. During the class, you will have several windows (programs) open at the same time, including the Teams webinar, the FSIS Training site, and other files and resources
    b. You can switch between the active windows using several different methods
        i. Click the program icon at bottom of the screen in the task bar to display that program window
            1. Teams webinar (purple symbol with a white "T")
            2. Firefox (FSIS Training site – the red/yellow fox circle -)
        ii. Minimize or maximize the window display to hide or view the program using the dash or square in the upper right corner of the window (do not click on the X unless you want to close the program)

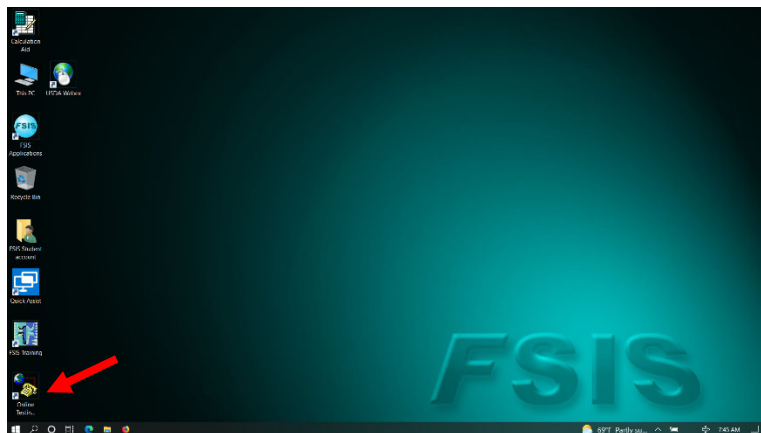   iii. Press **Ctrl-Alt** at the same time and then the **Tab** key to toggle between the open program windows

13. **Where can I find details about the IMH training?**

    All of the details about the training that you are assigned can be found in the course announcement which you should have received from your Supervisor or District/State Office. If you did not receive the course announcement, reach out to your Supervisor or District/State Office for more information.

14. How will I access the IMH quizzes/test for the training?

All practice quizzes and the test for the course are located in the online testing system website called QuestionMark (https://usgov.questionmark.com/home/200010/assessments/classic). Your username and password are the same as the ones you use for the FSIS Training site. You can access QuestionMark by clicking on the shortcut ("online testing") located on the desktop of the training laptop or by clicking on the link provided on the FSIS Training site.

After reviewing this document, if you still have any other questions, please contact the Training Technical Assistance staff at 1-833-ASK-OEED (1-833-275-6333) or CFLHelpDesk@usda.gov. This email will be monitored throughout the day and you will receive quick support. When sending a text message and leaving a voicemail, include your name, telephone number and the reason for your call.