Virtual Training Policy

This policy does not apply to our CPR/First Aid Courses. Please see the CPR/First Aid Training Policy.

By registering for training with Quality Care Connections (QCC), Lane County's CCR&R (Child Care Resource and Referral), you agree to read and follow the instructions and policies below. There are three steps to your registration process to make sure you get your credits every time.

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There Are Three Steps To Register For Classes Every Time;

1st BOOKEO. All of our class registration and payment goes through our online booking system, **BOOKEO.**

2nd ZOOM. All of our online classes (live webinars) are through **ZOOM.**

3rd ORO. All of your training hours are entered into and approved by the **Oregon Registry Online (ORO).**

1. **Choose Bookeo First**
    a. Your BOOKEO registration is always your first step to get ORO credit.
    b. You **must first register** for each class in BOOKEO, and THEN you'll get the ZOOM link after.

2. **Trouble Logging Into Bookeo?**
    a. If you are having trouble accessing your account, or forgot your password, please contact us by phone at (541) 463-3300 or via email at qualitycareconnections@lanecc.edu.

3. **Advance & Same Day Booking In Bookeo**
    a. When you register for a class on BOOKEO, **you must register at least 1 day in advance.**
    b. **Same day registrations require that you contact us:** (541) 463-3300 or qualitycareconnections@lanecc.edu**.**
    c. We cannot process same-day registrations on weekends or holidays.

4. **What Name Should You Use To Register In Bookeo?**
    a. Please use the same name whenever you register.
    b. Make sure your name in BOOKEO is the same as your name in ORO.
    c. If the names are different, we might not be able to give you credit.

d. If you have duplicate accounts in BOOKEO, it may affect how your training hours are collected.

5. Multiple Or Group Bookings In Bookeo

a. For multiple or group bookings, all registrations can go through the Child Care Center owner / director's account.
b. Owner/directors have the responsibility to **confirm that all staff receive THEIR OWN confirmation email** with the ZOOM link, since each staff's BOOKEO registration is still the FIRST STEP TO GET ORO CREDIT.

6. Class Cancellations In Bookeo

a. If you need to cancel a training, you may do so through your BOOKEO account 24 hours in advance.
b. QCC will issue a BOOKEO credit to the payee's BOOKEO account if applicable. We do not typically offer refunds.
c. If the organizer or instructor must cancel and reschedule a class, we will email you the new date.
d. If you cannot attend, QCC will issue you a BOOKEO credit, if applicable.

7. Using Zoom For Online Classes

a. On the day of a webinar, a ZOOM registration link will be sent to you by email no later than 3 hours before the start of your training.
b. PRIOR TO CLASS, it is your responsibility to make sure everything works. You may need to download the ZOOM application, test your ZOOM link, speakers, and microphone prior to a webinar.
c. Log-in 10-15 minutes early to be sure your computer system works properly.

8. Are You Sharing A Zoom Link?

a. Even when you are sharing a ZOOM link, your BOOKEO registration is always your FIRST STEP TO GET ORO CREDIT.
b. If you attend a class through a shared ZOOM link **without registering in BOOKEO yourself, we may not be able to give you credit in ORO.**
c. When more than one person is using the same screen, we often can't verify who participated, as required by ORO.
d. To make sure everyone sharing a screen gets credit, follow these steps:
    i. Each participant must be registered in BOOKEO.
    ii. Each participant must fill out a ZOOM pre-registration to get a link
    iii. All participants can gather on the same device.
    iv. Everyone **must enter their name and email into the chat** at the beginning of the training and participate in chat discussions or comments.

9. Having Trouble With Zoom?

a. If you are having trouble signing into your Zoom class, don't panic! We have staff available 15 minutes prior to every online class.
b. Just contact us at (541)463-3300 or qualitycareconnections@lanecc.edu. Leave a message and we will get back to you asap.

10. How Do We Know That You Attended On Zoom?

a. In order to give you credit in ORO for a virtual (ZOOM) class, we use a ZOOM Report that comes automatically from ZOOM.
b. You must log into the ZOOM application on a device such as a computer, phone, or iPad using your unique ZOOM link so that your name appears on the ZOOM report.
c. We cannot give you ORO credit if we cannot find your name on the ZOOM report.

d. The ZOOM report allows the teacher to go back and see exactly how long and how many total minutes you were in attendance.
e. Another report can show how often you communicate using the chat feature.
f. **We use this report to give you ORO credit hours.** If you are not on the computer, you will not be on the report.

11. Your Zoom Name Must Match Your Records

a. The statewide training often has more than 100 participants. If we can't identify you by your name, it will delay entering your hours into ORO.
b. The ZOOM report shows your name under your picture or on your screen.
c. Writing or changing your name on Zoom is easy. Here are directions.

12. How Is Your Zoom Attendance Time Counted?

a. Please keep your cameras on during virtual training whenever possible to show your participation. (During statewide training cameras and microphones will automatically be turned off for all except the trainer).
b. The ZOOM report shows the total amount of time that you were online on ZOOM, including any breaks.
c. **If you miss or log out for more than 15 minutes, you will not get credit in ORO for attending the class.**
d. What if you must briefly leave your computer unattended? **Put a message in the chat box that says you will "Be Right Back."**

13. Can You Dial Into Zoom With A Phone Number Instead Of The Internet?

a. Dialing in from your phone instead of using the ZOOM link to attend the online training is not typically allowed.

b. However, due to unforeseen circumstances such as an internet outage, we understand this situation may occur.
c. If you must dial in, **your name will not show up in the attendance report.** Only your phone number will show up on the attendance.
d. You will not be able to participate in chat. Please call our office to let us know.

14. ORO HOURS

a. We strive to enter your training hours directly into the Oregon Registry Online within 5 business days of the training.

15. To Maximize Your Online Learning & Get Oro Credit, We Recommend;

a. Take your online training on a computer or laptop.
b. Participate online through;
    i. Q&A,
    ii. Discussion,
    iii. Chat, and/or polls, and by
    iv. Completing the evaluation.

16. What About Oro Hours If You Miss One Class In A Series?

a. A SERIES OR COHORT is training with multiple classes. **Full attendance is required in each class in order to receive ORO credit.**
b. Discuss any attendance issues before starting the Series or Cohort with our staff or the instructor.

17. Oro Certificates

a. You may login to MyORO to access your ORO certificate AFTER we have entered your class hours into ORO.
    i. If you do not have an Oregon Registry Online account you can create on here: Create MyORO Account
b. We typically do not email you a certificate of completion unless requested. If you need support, please contact us.