

UMU Instructions

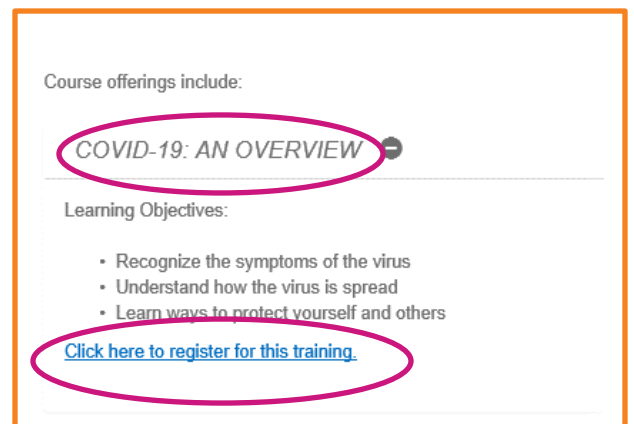
Step by step process utilizing UMU trainings via phone, tablet or computer.

Recommendations

- A strong connection for less buffering.
- Please accept cookies to be able move through the course.
- UMU prefers the Google Chrome web browser.
- If you have connection issues on a computer, use your smart device (phone or tablet).

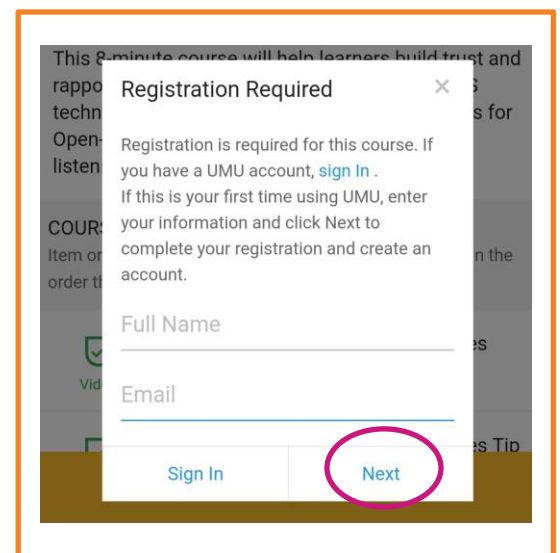
Step 1: To access trainings, please click on this link
www.LAHealth.cc/covidtrainings

Step 2: Click on the Training and Click here to register for this training.



Step 3: Registration Required. Click the “Register Now” button. Type your name and email address. Click Next. You will be prompted to create a password. Fill this out and click “OK.”

- Please complete the full name as you would want it to appear on your certificate.

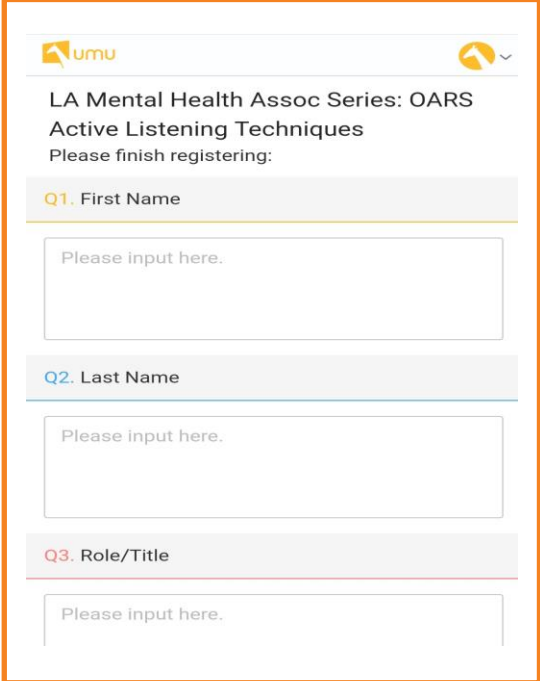


Step 4: Register.

This will prompt you to register for the specific course.

Complete all registration questions.

TIP You will register for each individual course. Once you create an account, keep your email and password in an accessible location. You will not need to create any additional log-ins.



umu

LA Mental Health Assoc Series: OARS
Active Listening Techniques
Please finish registering:

Q1. First Name

Please input here.

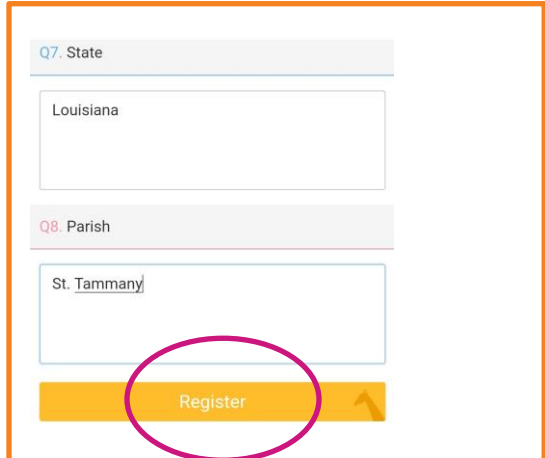
Q2. Last Name

Please input here.

Q3. Role/Title

Please input here.

Step 4: Once you have filled out all 8 questions, click the “Register” button.



Q7. State

Louisiana

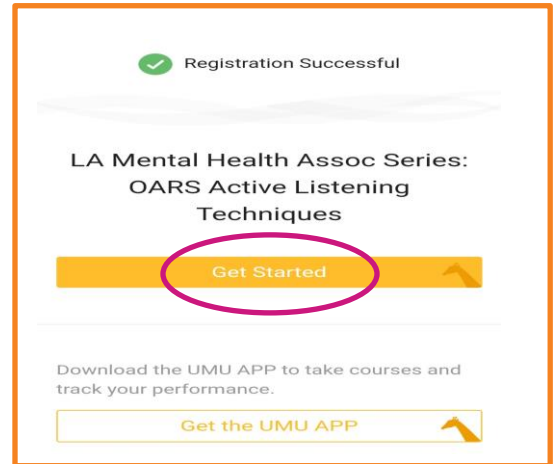
Q8. Parish

St. Tammany

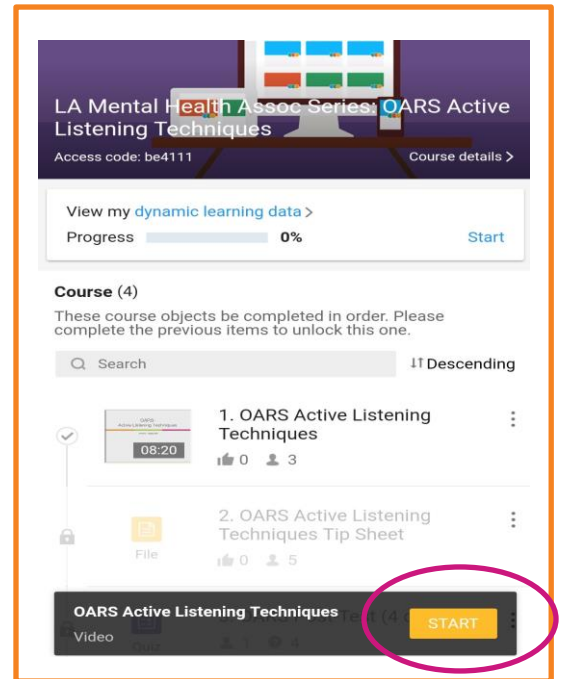
Register

Step 5: You're registered! Click "Get Started" to access the course content.

We encourage you to use the web browser versus the UMU app.



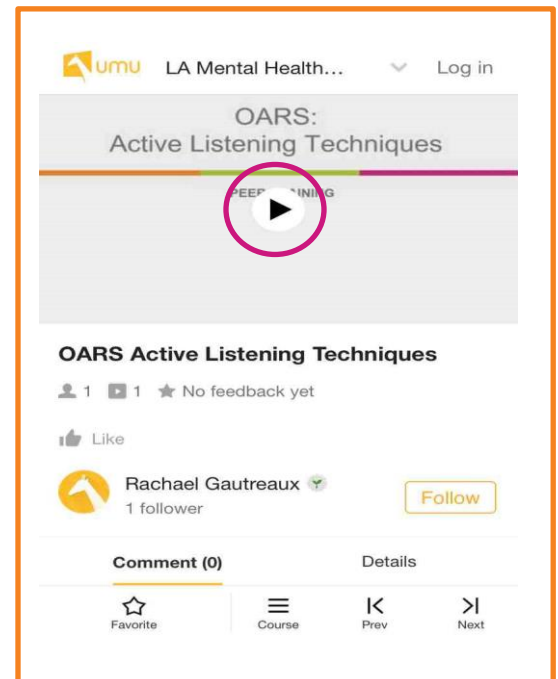
Step 5: Begin Course. Click the "Start" button at the bottom of your screen.



Step 6: Click “Play Button” in the middle of video screen.

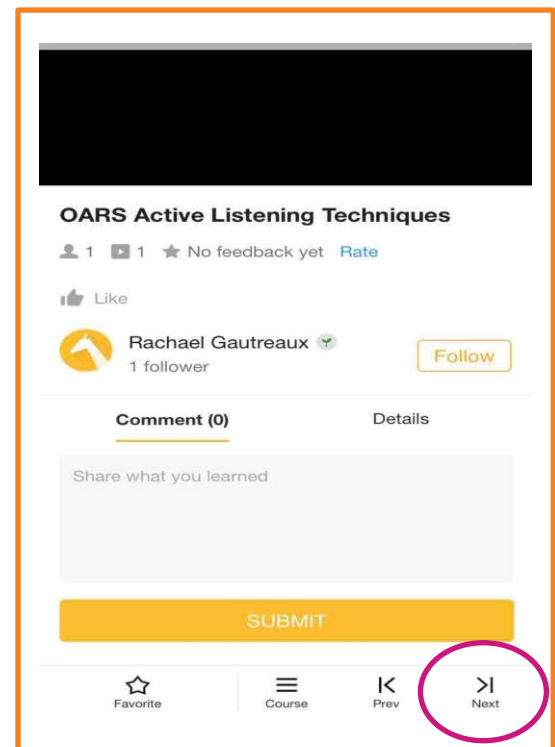
- Make sure your volume is up on your device.
- **Phone/Tablet:** Touch on the play button. Click on the Screen will give you the option to just see the video only.
- **Computer:** Use your mouse to click on the play button.

TIP We recommend using headphones to hear the audio most effectively.



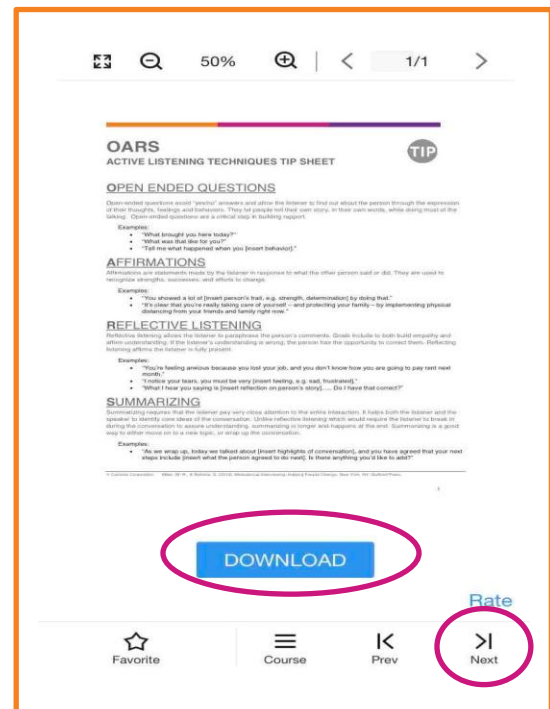
Step 7: After you’ve watched the entire video, scroll down to the bottom and click “Next”

- If you want to leave a comment, type in the box and click on “**Submit**” to save the comment. This is NOT required! You will then click **Next**.



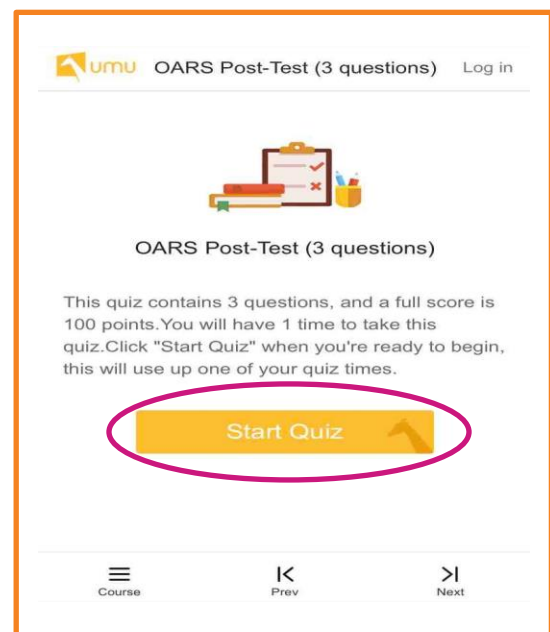
Step 8: Download Tip Sheet. When you're finished viewing or downloading, click "Next".

- Each Training except for the COVID-19 has a tip sheet.
- Optional: If you would like to download...
 - **Download by Phone:** Scroll down. Touch the "download" button on your screen to download on your device.
 - **Download by Computer:** Click on "download" button with your mouse and save on your computer.



Step 9: Post-Test. To take this test, click on "Start Quiz."

- This will prompt you to the 4 test questions.
- Question #1 will be your First and Last Name. **To ensure you receive credit for the course, you must fill this out.**
- For the remainder of the questions, select the answer of your choice.
- At the bottom of the test, you will see a space that prompts you to type your full name. **You can skip this since you already completed this in Question #1.**



Step 10: Once you answer all of the test questions, click “Submit.” It will prompt you to this screen.

- If you would like to see your answers, click on **View Answers**.
- Question #1 will be a pending score due to your name.
- Questions #2-4 will added up to a 100%.
- You will not be able to complete the test again.

Click on “Next.”

umu Log in

66.7 pts

Some questions still need grading (1 point)

Objective score	66.7 points
Objective points	100 points
Full Score	101 points
Time spent	00:00:14

View Answers

Course Prev Next

Step 11: Evaluation. Please complete the two questions. Click “Submit”.

- Question #1:
 - **Phone:** Touch the circle. Drag until the score in the box on the right reflects your response.
 - **Computer:** Click the circle with the mouse. Drag until the score in the box on the right reflects your response.
- Question #2: Type in the field box “What can we do to improve your rating”. If you have no suggestions for improvement, type “none” or “N/A.”
- You have a choice to be anonymous. UMU will default to show your Evaluation. If you want to be anonymous, **click on Submit Anonymously**.

Please rate the following statements on a scale of 0-10 with 10 being the best score. To score, drag the button on the scale.

Q1. How likely are you to refer this training to a friend or colleague?

0 10 10 10
Lowest Score Best Score

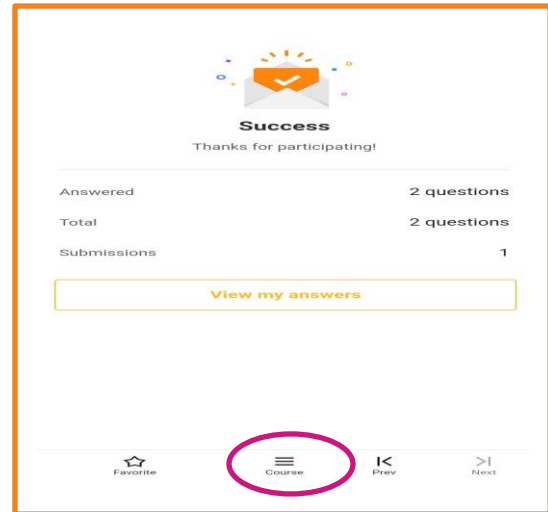
Q2. What can we do to improve your rating to a 10 on the previous question?

NA

R Gautreaux LV3 | Submit anonymously

Submit

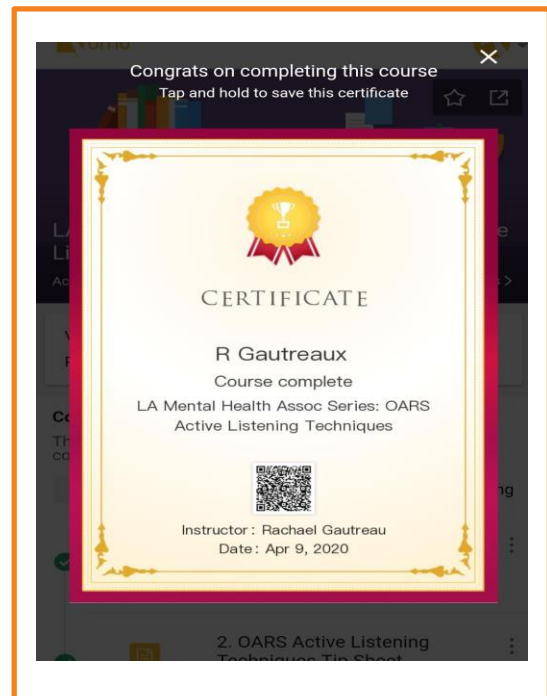
Step 12: Success! You have completed the course! Let's access your certificate by clicking on "Course."



Step 13: If you have completed everything and click "Course," it will prompt you this screen to view certificate. Your certificate will also appear at the bottom of the course list.

Download your Certificate:

- **Computer:** Click and save image on your computer.
- **Phone:** Click and hold on your certificate. Your phone will give you options to save image on your device.



Step 14: You are ready for the next course! Go back to the Step 1.