

Welcome to WIC Training!

Here are the Frequently Asked Questions for our **virtual** training opportunities.

CONTACT US: 517-324-8330 | eandreg@mphi.org

Where do I register for a virtual training?

WIC Training opportunities can be found at miwicevents.com. You can navigate the menu to choose the training type and register for the training by clicking the *Register Today!* button.

Some tips and more information on registering:

- Please register as a *Participant*.
- Each training has a capacity of participants to keep the training interactive and engaging. You can join the waitlist if there are currently no spots open, and you will be notified if a spot opens for you. You will not receive credit for the training if you are forwarded the link from a colleague and have not registered.
- Don't forget to click **FINISH** at the very end of registration. If you do not complete the registration, we periodically send an 'Incomplete' notice asking you to go back and finish the registration process. Since spots can sometimes be limited, we do not want you to miss out!

I have registered, when will I get the link to the training?

Our team sends out the **Participant Reminder** with the link to register in Zoom for the training 3 business days before the training and we will send it again 1 business day before the training. Need more information about how to use Zoom? [Click Here](#)

Reminders about the Zoom meeting link:

- Because we pull a report of who attends each training to create certificates of attendance, there are a couple of extra steps to access the training.
 - Step 1: When you receive the link to register with Zoom from us, click the link to complete this step ***before the day of the training***. It will ask for basic information including your First and Last Name, Email, etc.
 - Step 2: After you complete Step 1, you can add the information to your calendar from that screen by selecting the **Add to Calendar** option. Zoom will also email you the meeting information with the link, Meeting ID and Passcode.
 - Step 3: The day of the training, use the information you received from Zoom to access the meeting. You may need to enter the Meeting ID (11-digits) first, followed by the Passcode (3-digits). Note: The Meeting ID sometimes appears after the phone numbers at the bottom of the Zoom email.

Who do I contact if I can't access the training?

Please **do not** contact the WIC trainers with questions on how to access the training. The trainers will not be checking their email or voicemail while they are preparing for or engaging in the event. Instead please contact our office at MPH I at eandtreg@mphi.org or 517-324-8330 for assistance.

Where do I find the agenda and the materials?

In the **Participant Reminder**, there will be a link to the training's webpage to access the agenda and the Virtual Training Binder materials. You can also go to miwicevents.com and navigate to the training's page and they will be listed there.

Pre-Training Coursework: Some trainings have pre-training requirements. Please reference the miwicevents.com website under **Recommended Prior to Workshop** to see if you have done the prerequisites.

What is required get credit for the training?

Participate in the Training

- It is strongly recommended to participate from a computer. You must have both audio and video capabilities to get the most out of the training. Participation from phone only does **not** qualify for credit.
- You will need to make sure your First and Last Name appear on your box during the Zoom training. You can change this by clicking the dots in the top right corner of your box and clicking **Rename**.
- We encourage you to ask questions and be sure to answer the poll questions.

Complete the Evaluation

- An evaluation will be sent to your email by the next morning. You will have one week to complete the evaluation. This is required to get credit and a certificate.

Where is my certificate?

After the evaluation closes one week after the training, our team will begin to create certificates. When ready, your certificate will be emailed to you. (this can take up to 30 days) Within 60 days post-event it will also be uploaded to your Event Profile in your *Event Uploads*. You can find your Event Profile at Eventsquid.com and your login will be the same email and password you used to register for the event. If you forgot your password, you can use the **Forgot Password** option to reset it. *Certificates prior to June 2020 are housed in our old system, contact CEInfo@mphi.org for assistance.*