Technology Needed to Participate in the Training
Read, download, or print the information below.

Equipment:

You will need a **desktop computer, laptop** or **tablet** able to support Zoom with
a **camera** and **audio** (built-in audio or a headset). Be sure that your equipment is fully charged.

- Mac: Mac OSX 10.7 or later

- Windows: Windows 10, 8, 8.1, 7, Vista (SP1 or later), XP (SP3 or later)

- Ubuntu: 12.04 or later

- Linux: Red Hat Enterprise Linux 6.4 or higher

- Tablet: Go to https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android

Do NOT use Internet Explorer - This is an outdated browser and will not allow proper functionality to access the training

- Use the latest versions of Google Chrome, Microsoft Edge, Safari, or Firefox as your browser.

- It is recommended to install the latest version of Zoom software in advance.

Preparing your Equipment and Space:

Don't compete for bandwidth: If you are joining the virtual training from a location with multiple users logged on to the internet, ensure that you are not competing for bandwidth with others in your household. Go to https://www.speedtest.net/ to run a speed test on your internet connection. If your results are 0.30Mbps or lower you may want to contact your Internet Service Provider.

Silence the interruptions: Turn off your phone and exit any programs that might cause notifications to pop up during your presentation (e.g., Outlook, Skype, etc.) Take precautions to ensure that no one will disturb your presentation.

If you are new to Zoom, go to https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac#h_14d1c20e-fc7a-4983-849f-6f11d84ccb68 for help getting started and using chat or https://support.zoom.us/hc/en-us/categories/201137166.

You will access the live course via the link on the Contents tab of the training website in when you log in at https://e-learning.apna.org/my-dashboard.

Be on time as partial credit will not be awarded. There will not be a recording available - this is a live event only.

Log in 10-15 minutes early and test your computer sound while in the waiting room - https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio-.

You must have your **camera on** throughout the live virtual training to earn NCPD contact hours and a suicide prevention provider card.

Technical Assistance:

- Check APNA's FAQs – often the answer is here: **https://e-learning.apna.org/help**.

- Check Zoom Help Center's Wireless (WiFi) Connection Issues site: **https://support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues**.

- Use the on-screen chat bubble for technical questions when in the APNA eLearning Center.

- Contact **advocatesforhope@apna.org** Monday through Friday, 7:00am – 5:00pm ET.