

# ONLINE EVENTS



Attendee User Guide  
**CORE CACFP Train the Trainer Virtual Conference**

August 6 – August 8, 2019



**AUGUST 6-8, 2019**  
**VIRTUAL TRAINING**  
**CONFERENCE**

A USDA Funded Project | MH Miles Company

# Get Ready for the CORE CACFP Virtual Conference!

- This conference is designed for State agencies to experience what sponsoring organizations will experience when they receive the training.
- The Trainer Success module is designed for you, the State Agency trainer, to aid in sharpening your existing trainer skills.
- After trainer success, put on your sponsoring organization hat! You will experience the CORE modules, excluding Trainer Success, as a sponsoring organization.
- Pacific Zone participants, you will experience the conference welcome and trainer success at the end of day 1. So remember to put on your sponsoring organization hat for the 1<sup>st</sup> two modules of day 1.
- The content in CORE training is designed based on the minimum Federal requirements.

# EASTERN ZONE AGENDA

DATE	START TIME (EST)	END TIME (EST)	MODULE	LOCATION
Tuesday, August 6, 2019	7:00:00 AM	8:00:00 AM	Welcome: Available for viewing in the lobby	Lobby
	8:00:00 AM	8:25:00 AM	Welcome East Coast -Live	Theater
	8:30:00 AM	10:30:00 AM	Trainer Success	Theater
	10:30:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Financial Viability	Theater
	1:00:00 PM	2:00:00 PM	EASTERN ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Budgets	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Lounge
Wednesday, August 7, 2019	8:00:00 AM	10:00:00 AM	Management Plans	Theater
	10:00:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Recordkeeping & Claims for Reimbursement	Theater
	1:00:00 PM	2:00:00 PM	EASTERN ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Internal Controls	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Lounge
Thursday, August 8, 2019	8:00:00 AM	10:00:00 AM	Serious Deficiency	Theater
	10:00:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Corrective Action	Theater
	1:00:00 PM	2:00:00 PM	EASTERN ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Monitoring & Oversight	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Theater & Lounge

# PACIFIC ZONE AGENDA

DATE	START TIME (PT)	END TIME (PT)	MODULE	LOCATION
Tuesday, August 6, 2019	7:00:00 AM	8:00:00 AM	Welcome: Available for viewing in the lobby	Lobby
	8:00:00 AM	10:00:00 AM	Financial Viability	Theater
	10:00:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Budgets	Theater
	1:00:00 PM	2:00:00 PM	PACIFIC ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Trainer Success	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Lounge
Wednesday, August 7, 2019	8:00:00 AM	10:00:00 AM	Recordkeeping & Claims for Reimbursement	Theater
	10:00:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Internal Controls	Theater
	1:00:00 PM	2:00:00 PM	PACIFIC ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Management Plans	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Lounge
Thursday, August 8, 2019	8:00:00 AM	10:00:00 AM	Corrective Action	Theater
	10:00:00 AM	11:00:00 AM	BREAK	
	11:00:00 AM	1:00:00 PM	Monitoring & Oversight	Theater
	1:00:00 PM	2:00:00 PM	PACIFIC ZONE LUNCH	
	2:00:00 PM	4:00:00 PM	Serious Deficiency	Theater
	4:00:00 PM	5:00:00 PM	Wrap up & Networking	Theater & Lounge



## Access

You can enter the event beginning on August 6, 2019 at 7:00 am ET or 7:00 am PT to get familiar with the virtual conference environment and to view the welcome message in the lobby.

**Take this time to download the participant guides and activity workbook for each day from the Resource Center.**

- As an attendee, you will be able to enjoy a unique, interactive learning experience from the comfort and convenience of your home or office.
- You can find everything you need to access the event in the Registration Confirmation email you received upon registration.
- To make sure your computer, internet connection, and sound are ready to go, take a moment to [test your system](#) or device in advance.

# Group Participants (watching with colleagues)

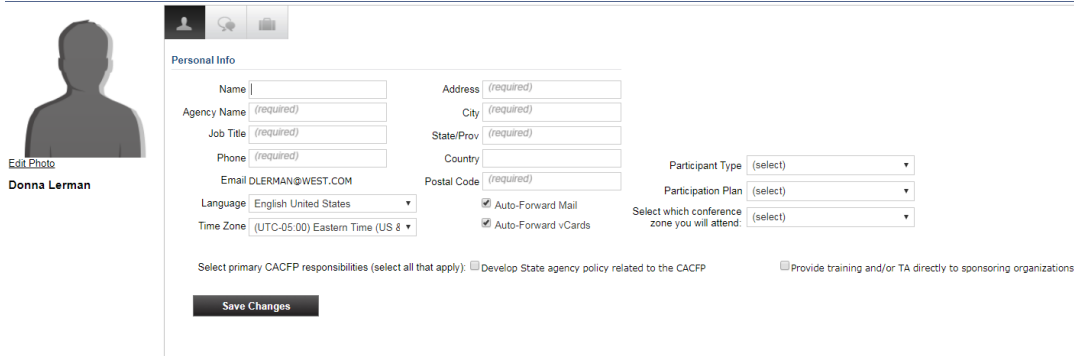
Please find the links you will need for second screen.

You can use these links on your phone to participate in chats and access surveys for the webcast if you are watching in a group.

Webcast	Time	Second Screen Link
<b>Tuesday, August 6, 2019</b>		
Welcome & Trainer Success	8:00 am EST / 5:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338607">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338607</a>
Financial Viability	11:00 am EST / 8:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338608">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338608</a>
Budgets	2:00 pm EST / 11:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338609">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338609</a>
Opening & Trainer Success	5:00 pm EST / 2:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338610">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338610</a>
<b>Wednesday, August 7, 2019</b>		
Management Plans	8:00 am EST / 5:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338611">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338611</a>
Recordkeeping & Claims for Reimbursement	11:00 am EST / 8:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338612">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338612</a>
Internal Controls	2:00 pm EST / 11:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338613">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338613</a>
Management Plans - Session 2	5:00 pm EST / 2:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338614">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338614</a>
<b>Thursday, August 8, 2019</b>		
Serious Deficiency	8:00 am EST / 5:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338615">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338615</a>
Corrective Action	11:00 am EST / 8:00 am PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338616">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338616</a>
Monitoring & Oversight	2:00 pm EST / 11:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338617">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338617</a>
Serious Deficiency - Session 2	5:00 pm EST / 2:00 pm PST	<a href="https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338618">https://onlinexperiences.com/Launch/SS.htm?S=72634&amp;E=338618</a>

# Your Profile

The Profile is where you can customize your information, access documents, and view your connections.



**Personal Info**

Name  Address

Agency Name  City

Job Title  State/Prov

Phone  Country

Email DLERMAN@WEST.COM Postal Code

Language  ☒ Auto-Forward Mail

Time Zone  ☒ Auto-Forward vCards

Participant Type

Participation Plan

Select which conference zone you will attend:

Select primary CACFP responsibilities (select all that apply): ☐ Develop State agency policy related to the CACFP ☐ Provide training and/or TA directly to sponsoring organizations

**Save Changes**

To edit your profile, begin by clicking “Profile” in the upper navigation at any time. Your profile contains your name and several other fields that you may have filled out upon registering.

You may choose an image to help identity yourself during the event (select from a list of stock images, or upload your own photo). Filling out your profile completely and accurately will help you while networking with attendees in the event.



The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from the Resource Center, sponsor spaces, presentations, or meetings.

The image displays three overlapping screenshots of the iXPO software interface, illustrating different views of the application.

**Top Screenshot: Messages Window**

- Header:** Messages | Inbox | [Send](#) | [New](#) | [Download](#)
- Toolbar:** Refresh, Sort by Date (dropdown), Close (X)
- Message List:**
  - From:** iXPO Test User - iXPO
  - Subject:** /new Reply Forward Notes
  - Date:** 7:54 PM 12/13/2011

**Middle Screenshot: Chat Window**

- Header:** Chat | [Pending](#) | [Missed](#) | [Previous](#)
- Toolbar:** Refresh, Sort by Date (dropdown), Close (X)
- Chat Details:**
  - From:** iXPO Test User - iXPO
  - Subject:** iXPO Chat
  - Date:** 7:54 PM 12/13/2011

**Bottom Screenshot: vCard Window**

- Header:** vCard | [Collected vCards](#) | [Send](#) | [New](#) | [My vCard](#) | [Export All](#)
- Toolbar:** Refresh, Sort by Date (dropdown), Close (X)
- Contact Information:**
  - Name:** iXPO Test User - iXPO
  - Title:** iXPO Events Director
  - Phone:** 312-562-3717
  - Email:** [TestUser@ixpo.com](mailto:TestUser@ixpo.com)
  - Address:** 100 N. Pearl Drive, Lake Forest, Illinois 60055, United States
- Buttons:** Import vCard, Reply, Details

**Bottom Screenshot: Connections Window**

- Header:** Connections | [My Connections](#) | [Add](#) | [Advanced](#) | [Advanced](#)
- Toolbar:** Refresh, Sort by Date (dropdown), Close (X)
- Connection List:**
  - Adam - (Unknown Company)**
    - ☐ Notify me when Adam logs in
  - Adam Atlanta - (Unknown Company)**
    - ☐ Notify me when Adam Atlanta logs in
  - Adam Anderson - (Unknown Company)**
    - ☐ Notify me when Adam Anderson logs in
  - Adam Exhibitor - (Unknown Company)**
    - ☐ Notify me when Adam Exhibitor logs in
  - Adam Exhibitor 2 - (Unknown Company)**
    - ☐ Notify me when Adam Exhibitor 2 logs in
  - Bernett K. iXPO**
    - ☐ Notify me when Bennett K. logs in
  - Bennett Yeates - (Unknown Company)**
    - ☐ Notify me when Bennett Yeates logs in
  - China on Traditional Medicine - (Unknown Company)**
    - ☐ Notify me when China on Traditional Medicine logs in
  - Default Exhibitor - Default Exhibitor**
    - ☐ Notify me when Default Exhibitor logs in
  - iXPO Test User - iXPO**
    - ☐ Notify me when iXPO Test User logs in

**There are 3 types of private communication:**

- 8



# Lobby

After logging into the event you will be taken to the Lobby area.  
From the Lobby, you can visit the main areas of the event by clicking on their listing or utilizing the navigation bar.



**1. Search:** You can use the search feature to find attendees, sponsors, documents/links and presentations/webcasts within the event.

**2. Navigation:** Access the different spaces in the event.

**3. Lobby:** You can return to the lobby by clicking on "Lobby" on the top toolbar.

# Theater

Navigate to the Theater tab to view the sessions.  
Clicking on a session you will see more detail on content & speakers.

The screenshot displays the CORE Theater web application. The top navigation bar includes the CORE logo and tabs for Lobby, Theater (highlighted with a green box), Lounge, Resource Center, Games, Help Desk, My Profile, and Exit. The main content area is titled 'Welcome to the Theater' and shows a calendar view for August 6-8, 2019. The 'Theater' tab is active, displaying a list of sessions on the left and a detailed view of the 'Welcome & Trainer Success' session on the right. The session details include a speaker profile for Bernadette Dickens, a description of the module, and a rating of 0.0 (0). The background of the interface features a blue-tinted image of a city skyline with palm trees.

Time displayed in (UTC-05:00) (Eastern Time /US & Canada)

Day 1: Tuesday, August 6, 2019 Day 2: Wednesday, August 7, 2019 Day 3: Thursday, August 8, 2019

**Welcome & Trainer Success**  
08/06/2019 8:00AM - 10:00AM  
[Add Reminder](#)

**Financial Viability**  
08/06/2019 11:00AM - 1:00PM  
[Watch On Demand](#)

**Budgets**  
08/06/2019 2:00PM - 4:00PM  
[Watch On Demand](#)

**Opening & Trainer Success**  
08/06/2019 5:00PM - 7:00PM  
[Watch On Demand](#)

**Welcome & Trainer Success**  
08/06/2019 8:00AM - 10:00AM  
[Add Reminder](#)

**Trainer Success**  
★★★★★ 0.0 (0)  
[Be the first to write a comment](#)

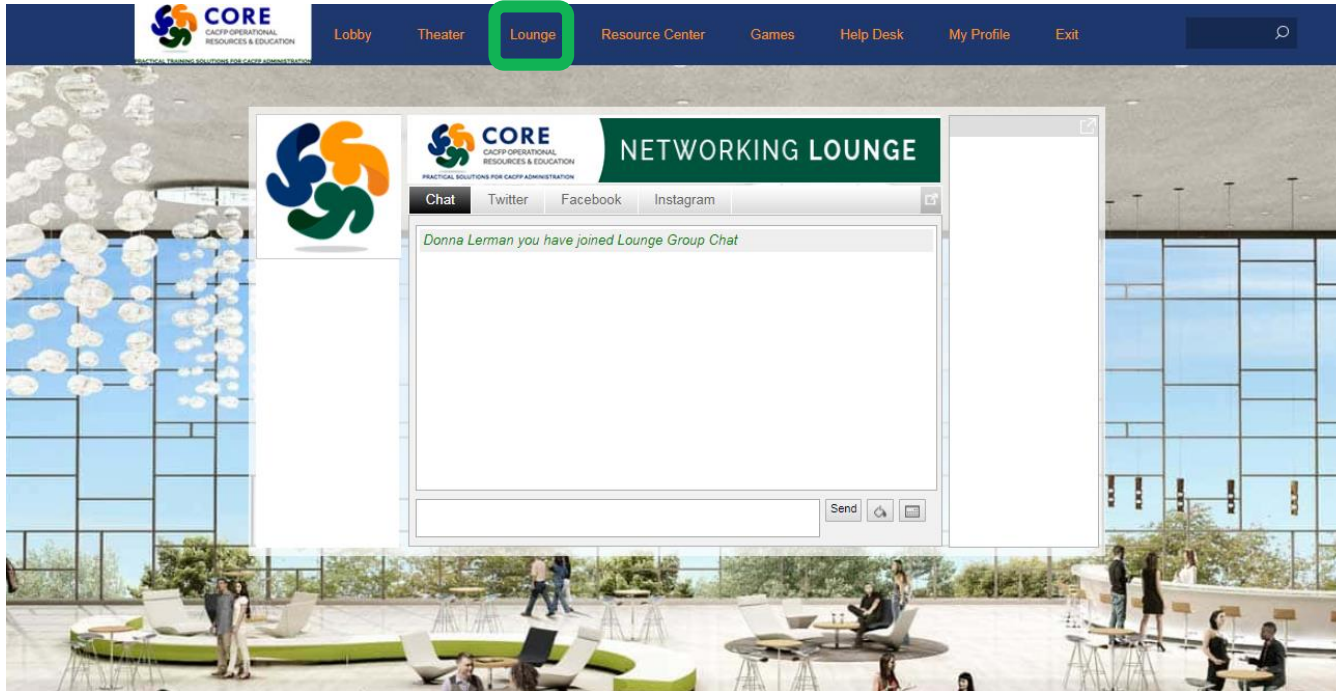
**[ABSTRACT]**  
This module will focus on developing the characteristics of a successful trainer. Participants will learn and practice effective communication and active listening skills; understand adult learning styles; identify and use probing questions to land the learning; and demonstrate an understanding of trainer success techniques by participating in engaging activities.

**Bernadette Dickens**  
[SPEAKER BIO]  
CORE Master Trainer & Curriculum Development Specialist

**MH Miles Company - A USDA Funded Project**

# Lounge

The Lounge is a great place to communicate and network with attendees, and the CORE team during breaks.

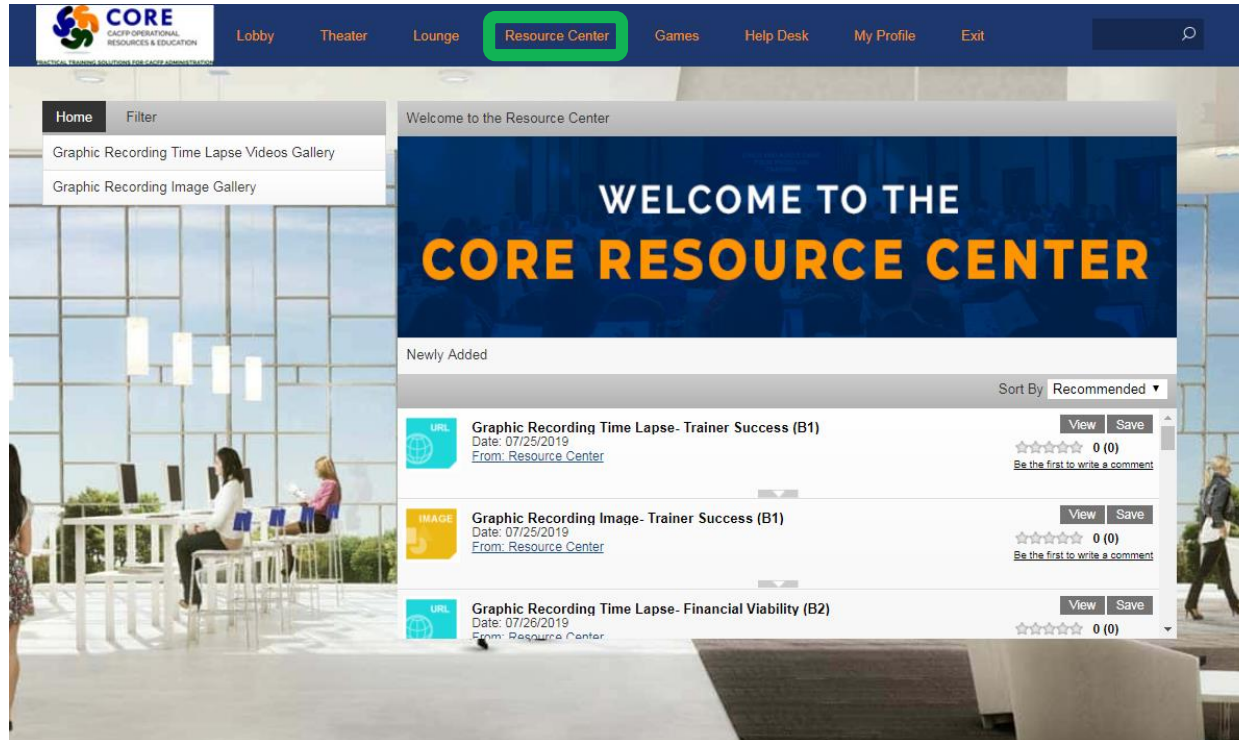


Join the public chat and network with State agencies, FNS and the CORE team.

The Twitter, Instagram and Facebook feeds allow you to interact live from the event and share your experience.

# Resources

The Resource Center is your digital library to browse content by subject across the different areas of the event. Select the content for immediate viewing or save to your briefcase for review or download at your convenience. The CORE participant guides and other resources are located in the Resource Center.



**Filter:** Categorize resources by subject matter.

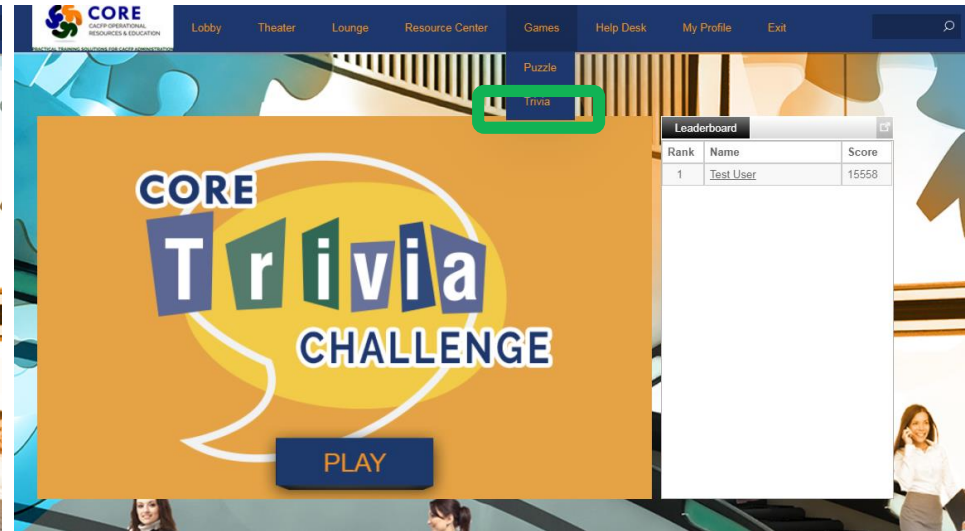
**View/Save:** View a document. Or save a document to your briefcase for review at your convenience.

**Briefcase:** Saving to your briefcase is not the same as saving the document to your computer. Please click on 'Download' in your briefcase to do so.



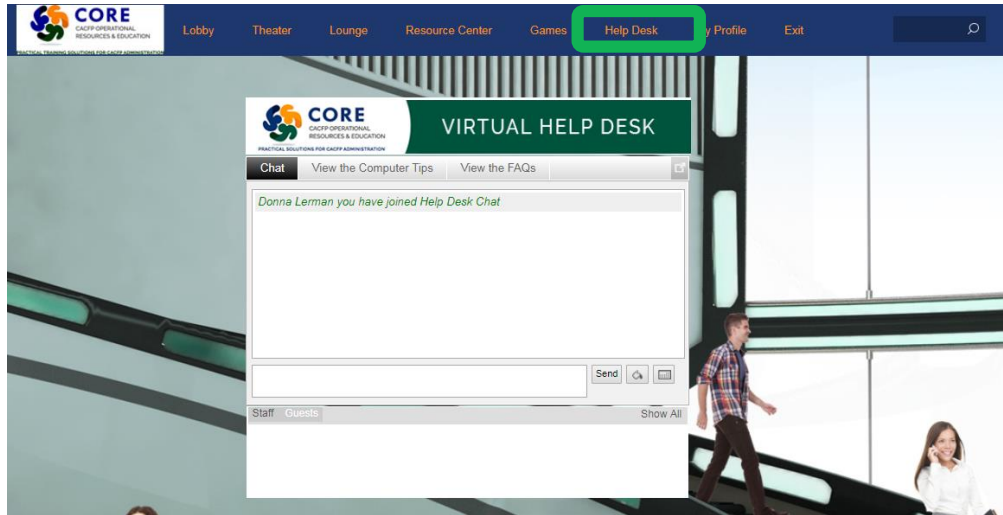
# Games

Enjoy the CORE inspired games during breaks and compete with other virtual conference attendees.



# Help Desk

The Help Desk is available for any technical support issues you have while interacting in the virtual event. There are helpful resources available to you such as guides, FAQs, and support documentation to aid in troubleshooting support requests.



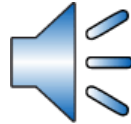
**Chat:** Will allow you to chat with West support staff available to help assist with any questions you may have.

**Email:** If you have additional concerns after live support has ended, you can email the West support box at [eventsupport@inxpo.com](mailto:eventsupport@inxpo.com).

**Computer Tips:** Available to view helpful resources in troubleshooting potential issues such as chat or communication problems, security prompts, FAQs, etc.

# Sounds of the Event

The event uses audio to notify you when certain events occur.  
This is especially helpful if you are logged into the event but are working in another application.

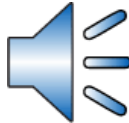


## Communication Received



You will hear this sound when you receive a new Email, chat request or VCard. Click on the icon at the left to play the sound.

## Chat Accepted



When someone responds to a chat request that you initiated, you will hear this sound. Click on the icon at the left to play the sound.

# Event Support

**Live Event Date:**

August 6 – August 8, 2019

**Available On-Demand:**

August 12, 2019

**Login Link:**

<https://onlinexperiences.com/Launch/Event.htm?ShowKey=72634>

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Contact Support: [eventsupport@inxpo.com](mailto:eventsupport@inxpo.com)

[www.inxpo.com](http://www.inxpo.com)





A close-up photograph of two hands shaking in a firm grip, symbolizing agreement or partnership. The hands are positioned in the center of the frame. The person on the left is wearing a light-colored, ribbed sweater. The person on the right is wearing a dark and light patterned shirt. The background is blurred, showing other people in a professional setting. The entire image has a semi-transparent red overlay.

Thank You