## D.C. DEPARTMENT OF HUMAN RESOURCES
Contact Tracing Course Training Instructions

NOTE: The training modules mandated for ALL employees are "The Basics of Coronavirus" and "The Basics of Contact Tracing." Those employees that must complete additional modules will be notified separately.

Step 1: Using your desktop or laptop computer ***NOT*** a mobile device or tablet (Surface, iPhone, Android or iPad).

Step 2: Open one of the following browsers: Internet Explorer, Edge, Chrome or Firefox.

Internet Explorer   Chrome   Edge   Firefox
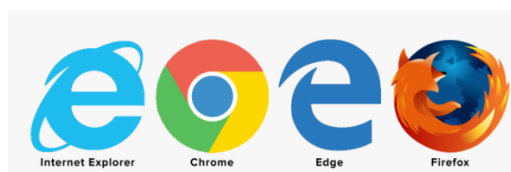
Note: Safari is not a recommended browser.

Step 3: You ***MUST*** turn off the Popup Blocker in your selected browser. A good way to determine if your popup blocker is not disabled is if, you see a survey instead of the course.

INSTRUCTIONS ON HOW TO TURN OFF POPUP BLOCKERS
Note: If you do not need to turn off your popup blocker please proceed to Step 4.

Please follow the below guidelines to turn off the popup blocker in recommended browsers:

In Internet Explorer:
1. Click the Tools icon at the top right of your browser.
2. Click Internet options.
3. Click the Privacy tab.
4. Under the Pop-up Blocker section, deselect the checkbox next to Turn on Pop-up Blocker.
5. Click Ok.

In Edge:
1. Click the More…. Button on the upper-right side of the browser.
2. Click Settings.

3. Click View advanced settings.
4. Click the Block pop-ups switch the toggle it between Off and On. Set this option to Off to disable the pop-up blocker or On to enable it.

In Chrome:
1. Click Customize and control Goggle Chrome menu (the three dots in the upper right corner).
2. Select Settings.
3. Click Advanced at the bottom.
4. Under Privacy and Security, click the Site Settings button.
5. Select Popups and redirects.
6. To disable the pop-up blocker, uncheck the Blocked (recommended) box.

In Firefox:
1. Click the Menu button, then select Options.
2. Select Privacy and Security.
3. Uncheck the box to the left "Block pop-up windows"

Step 4: There are two ways for users to access PeopleSoft: either via VPN or not by VPN.

   a. **For those NOT using VPN:**
   - Go directly to https://ess.dc.gov
   - Log in to PeopleSoft using:
     - EMPLID (8 digit employee number) or UserID (alias)
     - Password
   - Click on the "Request Training tile" (pictured below)
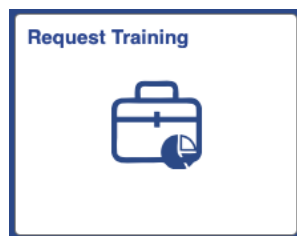
   - Then select "Search by Course Number." Next search for the course by typing in the course number below:
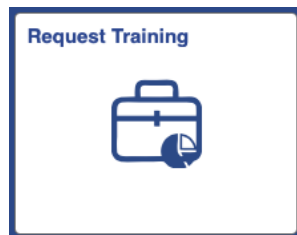
Contact Tracing Course Training Instructions

Course Details

Course Number	Description	Course Detail	
HCCT01	The Basics of Coronavirus	ⓘ	View Online
HCCT02	The Basics of Contact Tracing	ⓘ	View Online
HCCT03	Effective Comm. and Interviews	ⓘ	View Online
HCCT04	Case Monitoring and Resources	ⓘ	View Online

b. **For those using VPN:**

- Go directly to https://remote.dc.gov
- Log in to either the "Remote Work Portal" or the "Desktop VPN" please note that "Remote Work Portal" is preferred.
- After successfully logging into either portal, go directly to https://ess.dc.gov.
- Log in to PeopleSoft using your:
  - EMPLID (8 digit employee number) or UserID (alias)
  - Password
- Click on the "Request Training tile" (pictured below)

Request Training

- Then select "Search by Course Number." Next search for the course by typing in the course number below:

Course Details

Course Number	Description	Course Detail	
HCCT01	The Basics of Coronavirus	ⓘ	View Online
HCCT02	The Basics of Contact Tracing	ⓘ	View Online
HCCT03	Effective Comm. and Interviews	ⓘ	View Online
HCCT04	Case Monitoring and Resources	ⓘ	View Online

Contact Tracing Course Training Instructions

Step 5: To start each course click "View Online." The training window will open. Click "Start Course" to begin the training. As you progress in the training, you must complete designated activities and click "Continue" on the bottom of the page.

Step 6: Once complete with each module, you will need to complete a post assessment and feedback survey.
 (Note: to do so you must click on the "Request Training" tab in the browser window, see graphic below).
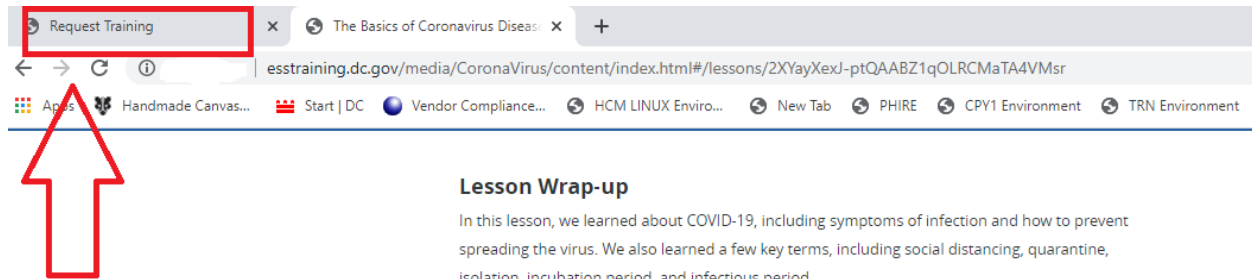
Step 7: Click on Survey (as pictured below) to begin the survey and the post assessment.

(Note: The Post Assessment questionnaire has five questions. An 80% score is needed to successfully complete each course. You can retake the assessment if necessary.)
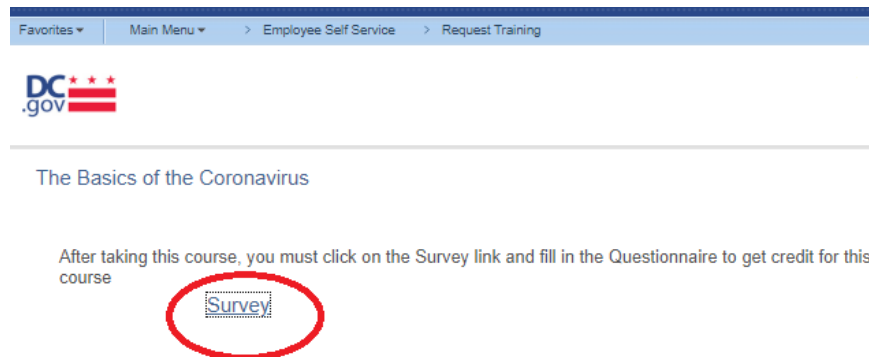
Step 8: To advance through the questions, click the ⁴ᴱ Next in List icon.

Post-Assessment Questionnaire

Course HCCT01 The Basics of the Coronavirus

Questionnaire

Question Number   5

Question

The incubation period for COVID-19 ranges from 2-14 days.

Choice1: True
Choice2: False

Response Choice1 ▼

Previous in List   Next in List

Submit

Step 9: After completing the last question, click Submit.

Questionnaire Results

Course HCCT01 The Basics of the Coronavirus

Number of Correct Answers - 5
Correct Answers required to Pass - 4

Congratulations. You have successfully completed the course and your transcript and training summary has been updated.

Select from the options below.

View Transcript   View Training Summary

Return to Training Enrollment

10) Your test score will appear on the screen. Click on **Return to Training Enrollment link** to retake the course or begin the next session.

Inactive Windows "Time Out" in PeopleSoft

As a security measure, Peoplesoft has a 20 minute "time out" interval for users who have logged into PeopleSoft but are inactive on the page. A "time out" interval specifies how long the user's PeopleSoft session can remain idle - no typing, no

Contact Tracing Course Training Instructions

clicking – before the PeopleSoft system automatically signs the user out of the application.   For training courses that are over 20 minutes long, you *could* experience a "time-out."

If you experience a "time out"
Log back into PeopleSoft using Steps 4 – 7 to go directly to the course survey.

Preventing a "time out"
To prevent a "time out" in PeopleSoft, periodically (every 15 minutes) return to the "Request Training" tab and click on the page. This action will reactivate the page and reset the 20 minute "time out" interval.   Please note that PeopleSoft displays a warning message before the user is automatically signed out of the application. If you see this window, click on the OK button to reset the 20 minute "time out" interval.