लोकहितार्थ सत्यनिष्ठा
Dedicated to Truth in Public Interest

PARTICIPANT'S GUIDE FOR ONLINE TRAINING

REGIONAL TRAINING INSTITUTE ALLAHABAD

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From the desk of Principal Director

Owing to spread of COVID 19 all of us have to face lots of fear, anxiety and consciousness to deal with the unprecedented situations during past few months. Even though all the difficulties we faced in our day to day life in association with the society, family, and workings during the lockdown, it has created the revolution in technology adoption especially in government and education sector where we are willingly and rapidly adopting paperless working and virtual engagement of students.

Adopting the preventive measures against COVID-19, we had to suspend our training programs from 17th of March 2020. On re-opening the offices, after 1st spell of complete lockdown, we planned to start our training activities in online mode. In the meantime training on MS Teams was provided to our officers by headquarters which paved the way to start the online classes through MS Teams. At present we are running all our calendared training programs in online mode through MS Teams.

Nominations of participants for our training programs, their feedbacks on various sessions and courses, registration of the participants and issue of participation certificates etc. are also done online on SAI TRAINING. We have already conducted training programs for our user offices on SAI TRAINING to explain all the possible features of this application. A write up is also sent to all the nominated participants much before beginning of every training program explaining the steps to join the online sessions. Even then need for a complete guide on various issues related to SAI TRAINING and MS Teams was felt for the assistance of trainees for online trainings.

The purpose of this booklet is to provide a comprehensive solution to all the queries on step to step action involved in participation in the online training programs. Hope this booklet will prove to be useful for the participants and fulfil its purpose. Participants are advised to familiarize themselves with the interface of SAI TRAINING and MS Teams before the commencement of the online training program.

Regards,

(Ram Hit)
Principal Director

Prior Preparations

For

Online Training

General Instructions-

- All the online training programs / workshops / seminars are organised by this Institute in meeting mode through Microsoft Team Software. Day wise link to join the training /webinar/seminar is provided on SAI TRAINING. In addition, the links are mailed to the user offices and all the nominated participants also.

- Sometimes several online training programs are scheduled in parallel by General, EDP/Lab-1 and EDP LAB-2 wings of the Institute. Hence, **sessions timing may differ for various training programs**. Participants are advised carefully to go through the time table for training as provided with the course module and **always login at least 10 min before the schedule time for the session**.

- Participant is advised to ensure well in advance that his @cag.gov.in mail ID is operational. In case of any problem in it's operation, participant may contact his parent office at least two days before the scheduled date of training for restoration of his mail or resetting his password failing which he will not be able to register for the training and will be treated as absent from the training/ webinar/seminar.

- All the correspondence during the training, including link for the training and study material, will be mailed to participant's CAG email ID only. Hence, participants are advised to check their @cag.gov.in mail regularly after nominations for the online training.

- Participants are expected to maintain the same standards of decorum during the online sessions as observed in regular classroom training. Participants are not expected to use their mobile phones or consume food and beverages while the training session is in progress. Mobile phones may be kept on silent mode during the training.

- Participant not found to be present online for a large part of a session, will be treated as absent from that particular session.

- Participants are advised to complete the session's feedback immediately after the session through SAI TRAINING system and not to leave it till the end of the course. It hardly takes two minutes time. Feedback on the course may be completed at the end of last session.

- An e-certificate is issued to participants on SAI TRAINING after successful completion of the course. The certificate can be downloaded by the participant under his login in the SAI TRAINING.

- Please go through the instructions to login MS-Teams software and its use as described in further pages.

Hardware and Software requirements-

In addition to a dedicated and silent place where the participant shall not be disturbed during the sessions in online training, he will require following hardware and software items:-

- ➢ A laptop or a desktop computer equipped with microphone and webcam or a smartphone or a tablet

- ➢ Access to the high speed internet
- ➢ Microsoft Teams Application installed on the device if joining through smartphone or tablet which may be downloaded from Google Play Store. **However, it is optional for desktop and laptop. The participant may login through web without installing the software on desktop and laptop.**

Please Note -

- • Prefer the use of an earphone or headphone over a caller or desktop microphone which echoes the sound during the interaction with the faculty.

- • Prefer to use laptop or desktop computer instead of a mobile phone. Training accessed on a mobile phone may be interrupted by phone calls and other notifications.

- • However, mobile phone may be a good choice to access online EDP classes where participant intends to use desktop/laptop simultaneously to follow the faculty for step to step practice on the disseminated features of any software or other process. Participant should keep the phone in silent mode during the session.

Identifying User Status-

Before downloading or joining the online session through MS Teams a participants has to identify his user status on MS Teams and the hardware he is going to use for login the MS Teams by answering to these questions :-

1. Whether he will login through a smart phone or tablet?
2. Whether he will login through Desktop/Laptop?
3. Whether he has a MS Team Account and he has received an invitation mail scheduled on Google Calendar seeking his consent for participation in the meeting?
4. Whether he has a MS Team Account but instead of meeting schedule on Google calendar he has received a link for the meeting on his mail?

In case the reply to question No. 1 or 3 is in 'yes' it is mandatory to download the MS Teams App on smartphone / tablet through Google Play Store and MS Teams software in the manner as explained in next chapter.

In case the replies to question No. 2 & 4 are in 'yes' downloading the MS Teams software on desktop / laptop is optional. Such users are allowed to join as guest through web browser by clicking on the links mailed to them which are also available on the SAI TRAINING in the manner explained under chapter 'Joining MS Teams Meetings'.

Usually, reply to question No. 3 will be 'yes' only in case of faculties, course co-ordinators and moderators whose mail IDs are added as attendee while scheduling the meeting. They can join directly by clicking on the meeting scheduled on their MS Team Calendar.

Signing up for MS Teams by the Participants not having MS Teams Account-

(The participants already having MS Teams account need not to follow the registration process and may download the MS Teams software directly)

Participant not having a MS Teams accounts, may register for a free account using his @cag.gov.in email address from https://www.microsoft.com/en-in/microsoft-365/microsoft-teams/free?rtc=1

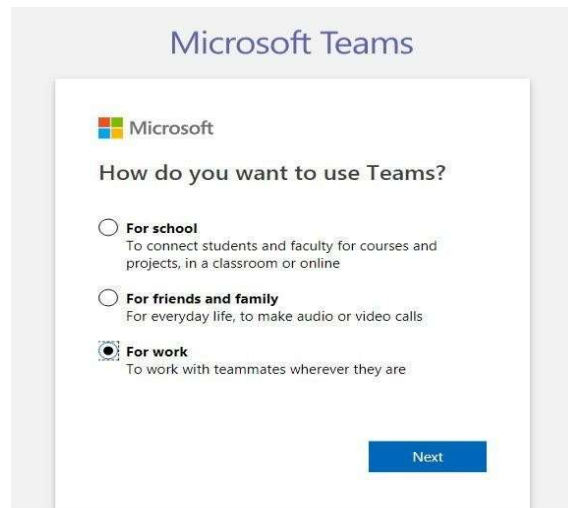1. On clicking on the URL above the participant will get following screen-
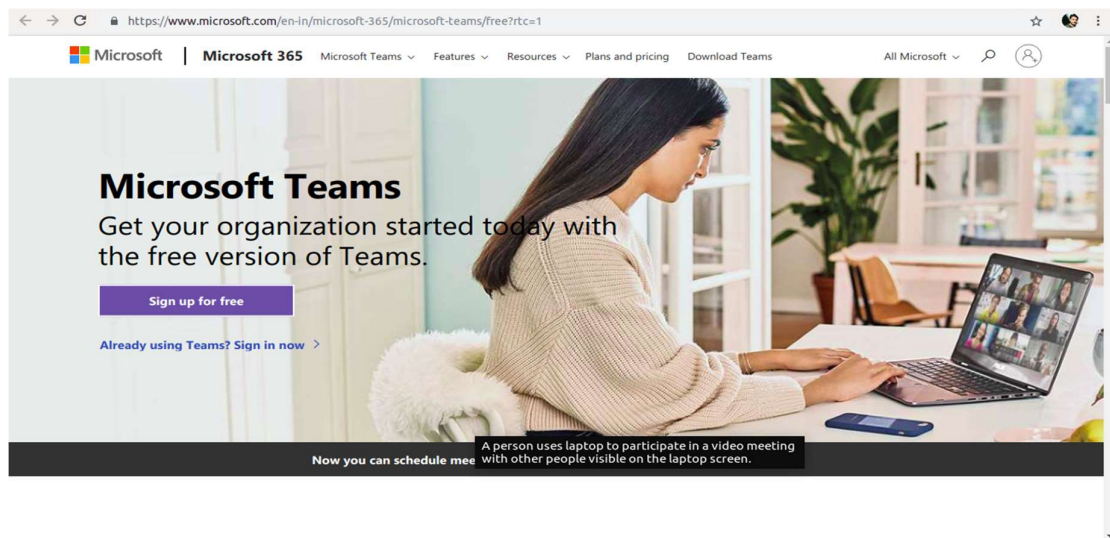
2. Click on the 'Sign up for free' button on the webpage.

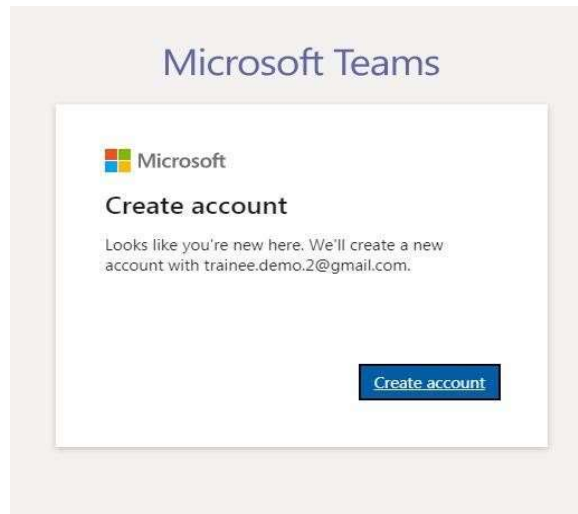3. Following screen shall appear after click on the '**Sign up for free**' button. Enter your email address and click 'Next'.

4. Then, choose your purpose ('**For work'**) for creating the account and click 'Next'

5. On the next page, click on '**Create account**'

6. Now, on the next page, enter a **password** for your MS Teams account and click 'Next'.

7. Next step is to verify the email address used for creating the MS Teams account. Participants will require to enter the code on the screen as sent to the email address shown on the screen. Check your mailbox for a mail sent by '**Microsoft account team**'. Ticking on 'I would like information, tips and offers about Microsoft products and services' is optional and not mandatory. Click 'Next' after entering the verification code.

8. On the next screen the participant will be prompted to enter his full name, organization name (IAAD) and country in the relevant fields. After entering the required information, click '**Set up Teams**' button at the bottom of the page

9. MS Teams will now start setting up teams account for the user. Please keep your browser open till the registration process is completed. Teams will take few moments for configuring your account.

10. Next, the participants will be prompted to download the MS Teams software. After signing up MS Teams account, participants may download Teams application on any of the desktop/laptop or even on their smart phones or tablets by adopting the process elaborated in next chapter or even skip the process of downloading and login through the supported web-browsers. (Chrome, Firefox, or Edge browsers. **Please do not use Internet Explorer or Safari**).
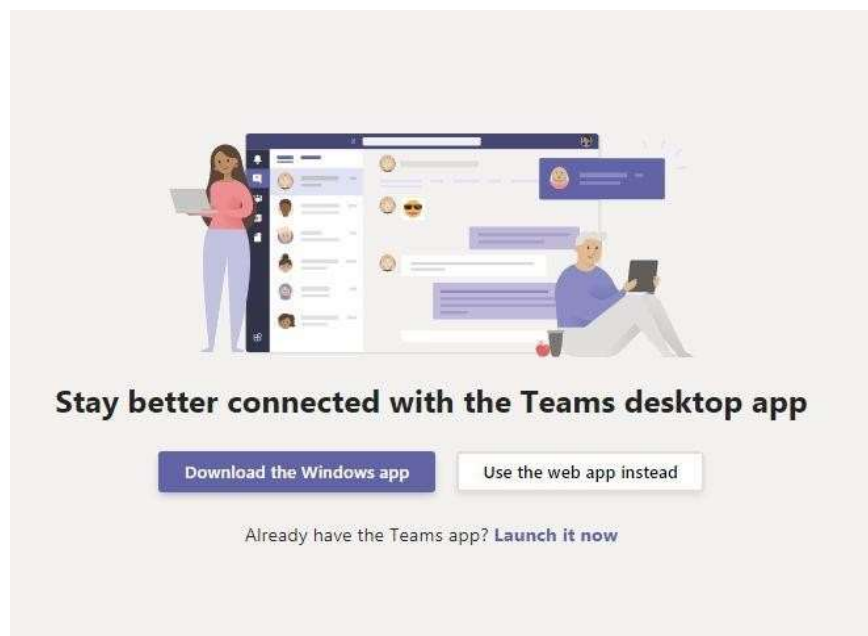
Downloading and Installing MS Teams Software-

Set up file for installation of Microsoft Teams software on Desktop/Laptop can be downloaded free of cost from the URL <https://www.microsoft.com/en-in/microsoft-365/microsoft-teams/download-app> by clicking on download for desktop-
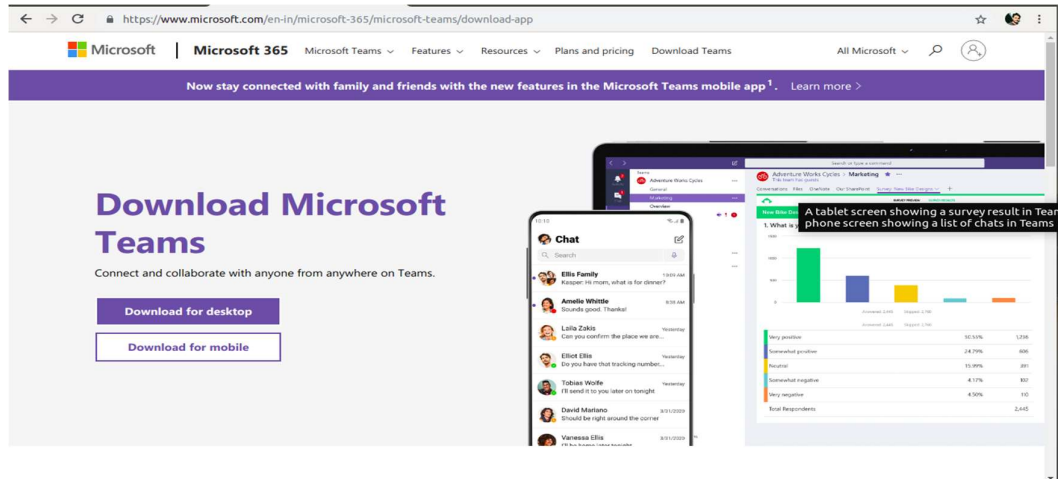
1. Wait till the setup file is downloaded.

2. Double click on the downloaded setup file to start the installation of the application. Follow the instructions and wait the application to install.

3. Microsoft Teams will launch automatically after installation. Enter your email address that is registered with MS Teams. And click on '**Sign-in**'.

4. Enter your password for the MS Teams account. Click '**Sign in**'. Please note that the characters used in password are case sensitive.
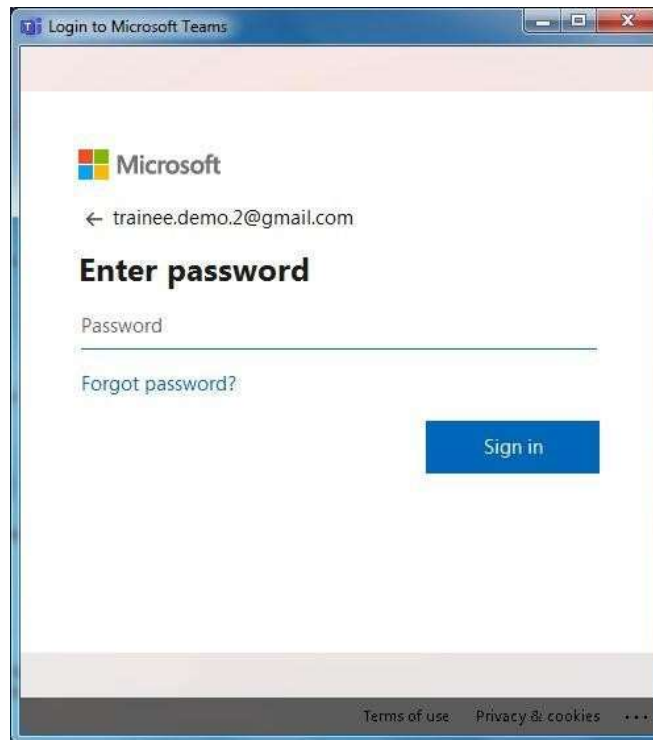
5. Click on '**Continue**' when prompted by the application. The Microsoft Teams application is now installed on your computer and is ready for use.
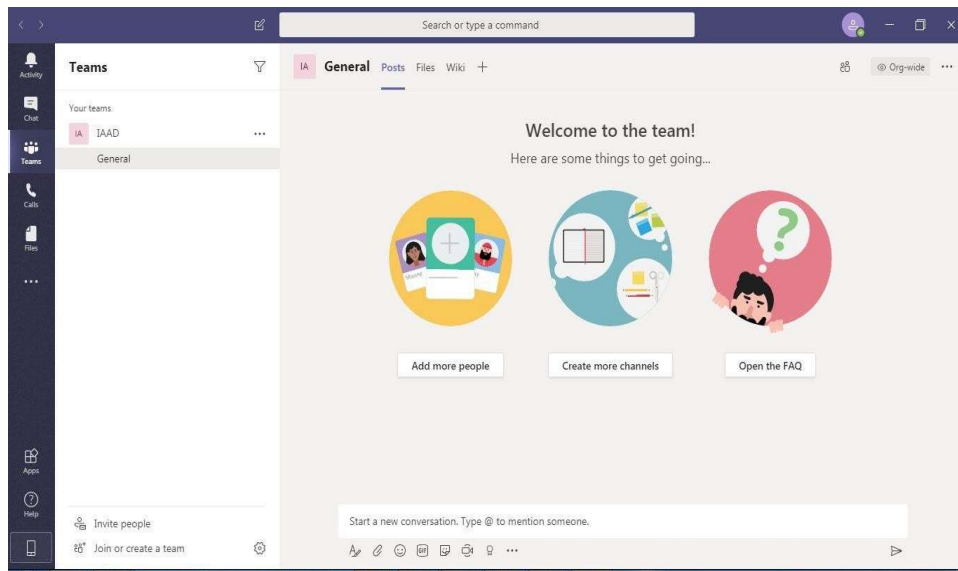
Installing MS Teams App on Mobiles /Tablets-

1. Click on Google Play Store button and search for Microsoft Teams App.
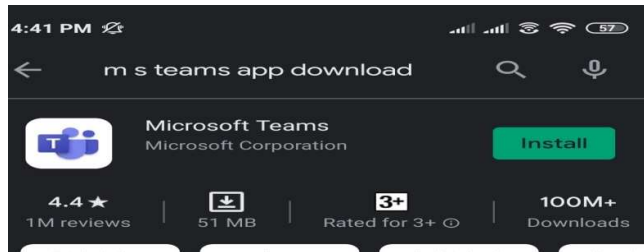
2. Click on 'Install' button given in green on Microsoft Teams App bar. The app will be installed in few moments then the participant will be prompted to open the app.

3. Enter your email address that is registered with MS Teams and click on '**Sign-in**' after opening the installed app.
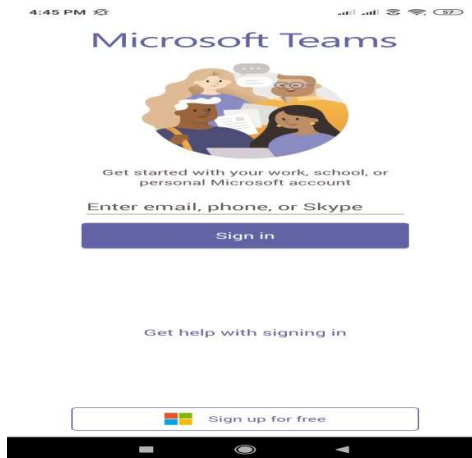
4. Enter your password for the Teams accounts and click on sign in.

5. After signing in for the first time, user will see following three screens to create channels, and groups for sharing files and one to one or group chat in the group
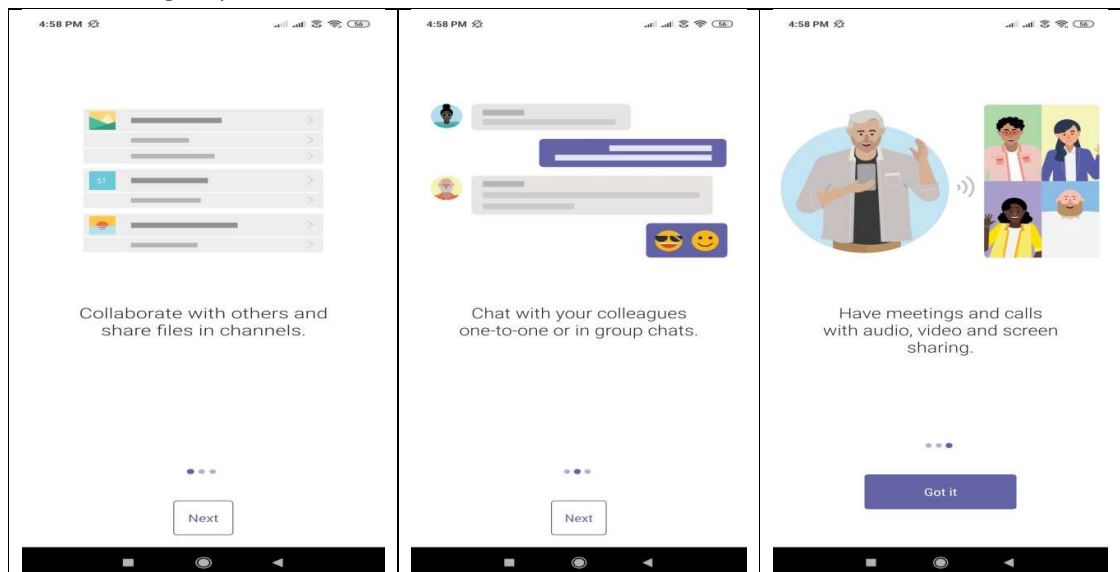
6. Click on 'Next' on two of the first screen and on 'Got it' on the third screen.
7. Your Microsoft Teams App is now successfully installed, configured and ready to use. Participants will see following screen at this stage-
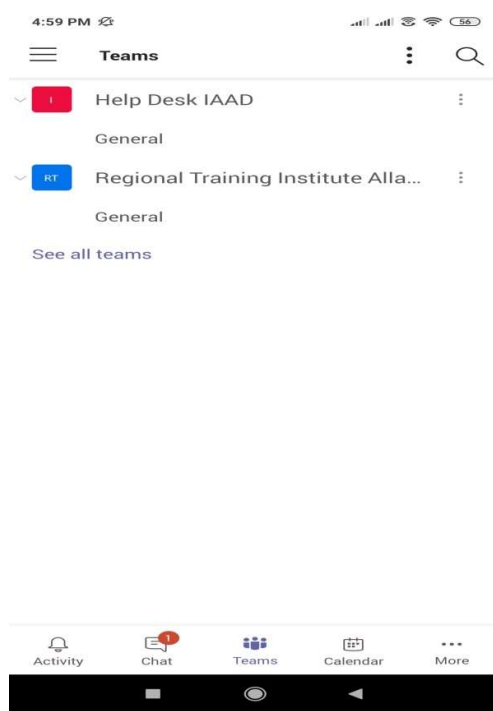
On the Day
of
Online Training

Registration on SAI TRAINING before the Commencement of Training-

- o On the first day of the training, participant has to login in SAI TRAINING system (https://pdrtcb.gov.in/Login.aspx) and fill the Registration form online which is essential for participation in training. Participant is advised to register himself for the training at least half an hour before inauguration of the training.
- o The login ID for SAI TRAINING is participant's @cag.gov.in email ID as entered in the nomination for training. The default password will be participant's registered mobile number unless it is not changed by him on subsequent login.
- o Trainees not registered for the training on SAI TRAINING will be treated absent from the training even if joined in the online training through MS-Team.
- o Please note that registration on SAI TRAINING is not the certification of your participation in the training. Participant not found present in the meeting on MS Teams or not responding when addressed to will be treated as absent from the training.

Joining the online training on Microsoft Teams-

All the online training/webinar/seminar are being organized by this Institute through Microsoft Teams in meeting mode. The link for the training course is mailed to the registered mail ID of participant in addition to providing it on the SAI TRAINING (pdrtcb.gov.in). Participant may join the training sessions by clicking on the link so provided whether having or not having MS Teams ID through 'Teams application' or by directly browsing the web through compatible browser.

Steps to join the training sessions are given below: -

A. Finding the Link on SAI TRAINING (pdrtcb.gov.in)-
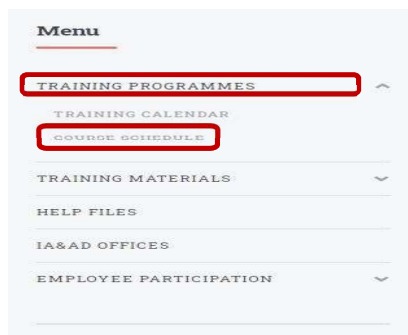
1. Open SAI TRAINING Training– pdrtcb.gov.in
2. On the login page, enter your @cag.gov.in email ID as the username and your registered mobile number as the Password, if not changed.
3. After you have successfully logged in, click on 'Training Programmes' in the 'Menu' on left hand side of the screen and then click on 'Course Schedule'
4. Now, you will see the course schedule with details of session No., session time and topic, etc. On the extreme right (in the last column) you may see the link to join the training session. Clicking on the link against the session will direct you to the online session in Microsoft Teams.

Day	Session No.	Session Time	Topic	Faculty	Online Session Link
2020-06-15, Monday	Session 1	10:00 - 11:15	Inauguration of the course &Ice-breaking sessionFundamentals of Ethics : for IA&AD, Gender sensitisation for improved work culture	Mr. Jitender Kumar Pandita, Sr. Adminstrative Officer	
	Session 2	11:30 - 12:45	Fundamentals of Ethics for IA&AD, : Gender sensitisation for improved work culture	Mr. Jitender Kumar Pandita, Sr. Adminstrative Officer	
	Session 3	14:00 - 15:15	Communication : skills	Dr. Sameer Gupta, Professor	

B. Joining Through the Link Directly using Browser –

1. Participant not having the MS Teams ID can join the meeting via **Chrome, Firefox, or Edge browsers.** Please DO NOT use Internet Explorer or Safari.
2. On the browser, select "Join on the web instead" given on the right hand side to view the event on Browser.

3. Enter your full name, keep the Camera & Mic in OFF position and click "Join Now".
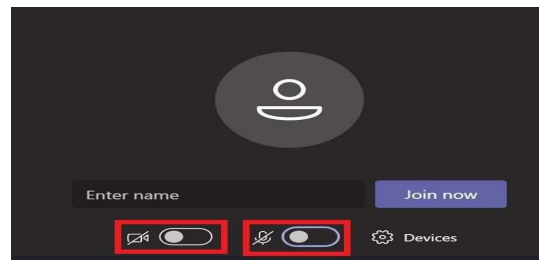
C. Joining Through Teams Application on Desktop –

1. Participants having Microsoft Teams ID may download the Microsoft Teams software as elaborated in the 'Downloading and Installing MS Teams Software' chapter under 'Prior Preparation for Online Training' segment.
2. After signing in, participants whose names are added in the scheduled meeting as attendee may open the Teams calendar where they will find the title of scheduled training. Click on the camera button to drag them to the left for keeping it in 'OFF' mode. Then click on the join button provided above the tool bar to participate in the meeting.
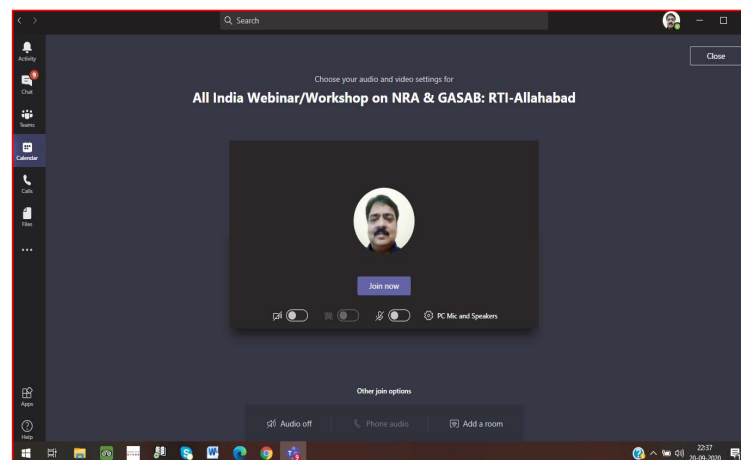
3. Participants not added as attendee while scheduling the meeting may not see any scheduled meeting on their teams' calendar on signing in. They should click on the link for joining the session and after signing in the Teams, same screen as shown above will appear where they are admitted as guest on clicking the 'join now' button.

4. Usually the faculties, course co-ordinators and moderators are added in the meeting as attendee while the participants are admitted as guest in the training programs scheduled by this Institute.

D-Joining Through Teams Mobile App-

1. Participant can join the meeting via Teams Mobile App as well after downloading "Microsoft Teams" app from the mobile play store as explained in the concerned topic.

2. If participant has Microsoft Teams ID, he may use the same to Sign in to the Teams App.

3. After signing in, go to the scheduled meeting and click the "Join now".

4. This should automatically launch the Teams Mobile App and you can now attend the meeting through the app.
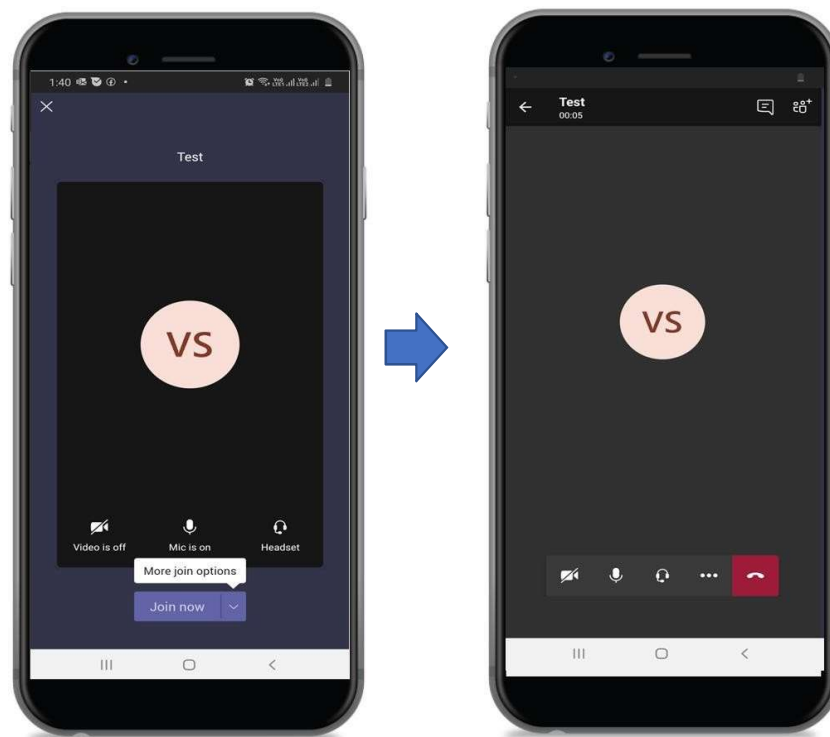
Tool Tips for MS Teams Application-

D-Icons of MS Teams Tool Bar-
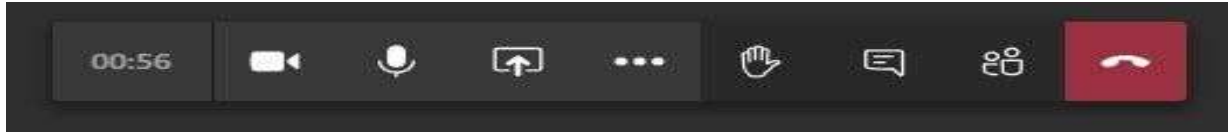
1. **Clock icon:** shows the duration and title of the meeting when clicked on it.
2. **Camera**: The icon in the image denotes that the camera is enabled which can be disabled by clicking on it.
3. **Microphone**: The icon in the image denotes that the microphone is enabled. Mic can be disabled and enabled again by clicking on the icon.
4. **'Share'**: This option is used to share the screen or make a presentation and should **not** be used by trainees unless specifically asked to by the faculty. This icon is not visible if attending in the guest capacity.
5. **Raise your hand**: The icon in this image represents 'lowered hand'. This feature will be used by the trainees to request faculty's attention by clicking on the icon.
6. **Chat**: Clicking on this icon opens a group chat in which the faculty and participants can have discussion.
7. **Show hide Participants**: by clicking on the icon one can see the list of other participants attending the meeting. Another click on the icon will hide the list of participants.
8. **End Meeting**: Click this icon to leave the session at the end or during the break. Please note that organiser is notified every time any participant joins or leaves the session.

Interactions during the training

Trainees **should keep their microphones on silent mode and may enable it** to communicate with the faculty only when they have some query or when prompted by the faculty. They may use the 'raise hand' icon to indicate to the faculty that they have some query or observation and wait for the faculty to respond. MS Teams has inbuilt features of interaction during the online sessions through chatting also.

The following methods may be used for discussing issues with or making queries to the faculty:

➢ **Using 'Raise your hand' option on Laptop/Desktop-**
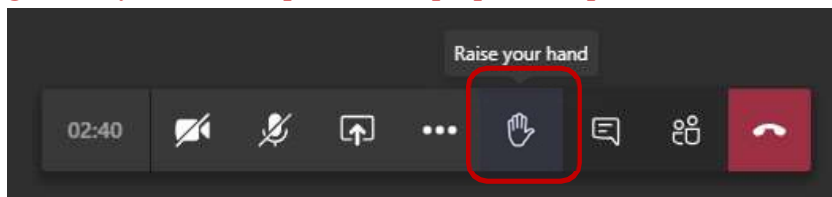
When a participant clicks on the highlighted button, the faculty gets notified on a real-time basis. Thus participant may draw the attention of the faculty by using this feature and get his queries addressed. The outlined hand as shown in the image above represents a '*lowered hand*'.

Given below is the image of a 'raised hand' in participant's desktop or laptop.
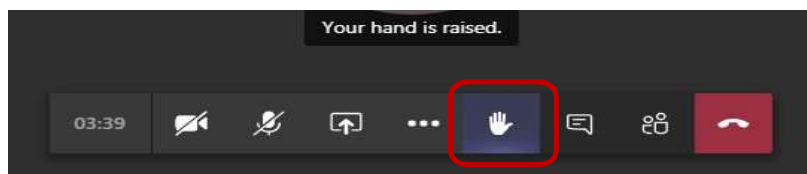
> ➤ **Using 'Raise your hand' option on Teams Mobile App-**

    a.   Click on the three dots icon for more options.
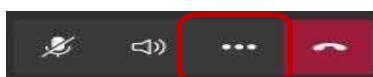
    b.   Then click on the desired option out of these four options-

> ➤ **Using 'Chat' option -**

Chat allows the participant to communicate with the faculty for asking questions, requesting for removal of doubts or participate in the discussion.
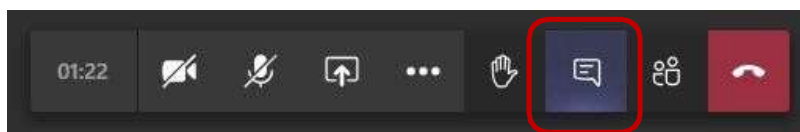
- In desktop version 'chat' icon is provided on the toolbar as shown above while in mobile phone app it is provided on the top by the side of 'show/hide participant' icon.
- When the chat icon is clicked, a chat window opens up on the right-hand side of the screen. Both trainees and faculty can participate in the discussion using this instant chat.

Leaving the Training-

- The participant may exit the training session by clicking on the highlighted button at the end of the session.

At the End

of

Session / Training

Submission of Feedback for the Sessions-

Participant's feedbacks on performance of faculties in delivery of the sessions and content of the training course help us a lot for better planning of training programs and to improve further. As such, the participants are suggested to submit their feedbacks promptly with due care clearly defining their expectations from the course and faculty supported by proper justifications for their remarks.

- All the feedbacks are to be submitted online through 'System Automation Initiative (SAI TRAINING) Application' at Training module site on https://pdrtcb.gov.in/Login.aspx.
- In numerical grading of 01 to 05 on feedback form, 01 is the poor most indicator and 05 the excellent.
- No column of the feedback form can be left blank on SAI TRAINING.
- Separate feedbacks are to be submitted for each session and overall course.
- Complete the session's feedback immediately after each session and not to leave it till the end of the course.

Submission of Feedback for Training Program-

- Feedback on the structure of the training program, course content, and relevancy of the topics covered and suggestions for further improvement in the course may be submitted on SAI TRAINING at the end of last session on the last day of training.

Downloading the Participation Certificate-

Participation certificate is generated by the Institute on the last day of the training through SAI TRAINING Portal and can be viewed and downloaded by the participants under their login on https://pdrtcb.gov.in.

Dos and Don'ts for Participants-

Participants should kindly keep in mind following **DOs** and **Don'ts** to be practiced during online training:-

Leaving the Teams in Between the Sessions-
   DOs-
   - ➢ **Always login MS Teams at least 10 minutes before the schedule timings of session.**
   - ➢ **Re-login immediately if logged off due to network or other system related problems.**
   - ➢ **Leave the meeting only after the faculty, course co-ordinators and moderators have logged off. They may have to communicate some important announcement for the trainees after the regular sessions.**
   Don'ts-
   - ➢ **Do not log off MS Teams in between the sessions. Participants logging off frequently or found absent from the Teams for a major portion of session shall be treated as absent from the training.**

Attending the Meeting through Desktops without Audio Video Devices-

DOs-

➢ Always use microphone/headphone and camera for interaction with faculty, if logging with the desktop.
➢ Always respond to the queries of faculty and respond when prompted to.

Don'ts-

➢ Never use desktop speakers with caller-mic or desktop-mic as these devices produces echo while interacting with faculty and disturb the sound quality.

Other Important Instructions-

DOs-

➢ Always attend the training session in a silent place preferably from a dedicated chamber/room to avoid intruder sounds and other disturbance during the meeting.
➢ Always access Teams over a high-speed internet connection.
➢ Always prefer to connect the Teams using Laptop/Desktop.
➢ Always use headphones or earphones with the laptop/desktop for better sound quality.
➢ Keep your phone in silent mode while attending the online training.
➢ Use the internal tools for interacting with faculty as provided in MS Teams (raise hands/chatting) as far as possible.
➢ Keep your microphone in off mode unless you want to speak to faculty.
➢ Make it sure that your camera and mic is 'ON' when making some query or replying to the faculty.

Don'ts-

➢ Never use desktop speakers with caller-mic or desktop-mic as these devices echo the sound and cause disturbance to all the participants.
➢ Avoid phone calls while attending the online training.
➢ Don't involve yourself in gossip with other participants or any other persons during the online sessions.
➢ Don't use the official MS Teams ID or link provided for the meeting for personal chatting or any other purposes.