

DCFS Support Frequently Asked Questions

- **I'm DCFS or POS staff. Who should I direct support questions to?**
- **I'm a foster or adoptive parent. Who should I direct support questions to?**
- **What type of equipment and software do I need in order to participate in the DCFS online training?**
- **Will there be forms or resources for me to download?**
- **What are the minimum technical skills I need to complete modules?**
- **How do I know if my pre-test, post-test and evaluation were submitted okay?**
- **How do I get started in the DCFS Online Training?**
- **How do I correct audio/volume control on my computer?**

I'm DCFS or POS staff. Who should I direct technical questions to?

If you are logged on to a DCFS PC or laptop at a DCFS site

OR

If you are using the DCFS CITRIX Cluster at a POS site

Please contact the Getronics Support Line, 1 (800) 791-9958 for 24-hour, 7 days a week (24-7) technical support.

I'm a foster or adoptive parent. Who should I direct technical questions to?

If you are logging onto the site through the internet anywhere other than a DCFS or POS office, please call Registration, 1 (877) 800-3393, who will provide support from 8:30 to 5:00 pm, Monday thru Friday.

What type of equipment and software do I need in order to participate?

You can participate in DCFS Virtual Training Center regardless of your operating system (Mac® or Windows®) but you will need to have some basic system requirements. The DCFS Online training does not require you to be a computer expert. The system was designed for easy use, but is ideally for people who have some basic Internet and email experience.

The first step is to check your browser for compatibility with the system by going to www.dcfstraining.org/testsite Note: You can also download any needed plug-ins at this site.

If you have a Windows machine you will need:

- Windows 2000 or XP
- 1GHz speed computer or higher
- Minimum of 256 MB RAM
- Browsers: A current version of Internet Browser: Explorer version 6 or higher or Netscape 6 or higher. Browser requires JavaScript enabled.

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If you have a Macintosh you will need:

- Mac OS 10.2
- G3 or higher (786 MHz or higher)
- Minimum of 256 Mb RAM

- Browsers: A current version of Internet Browser: Safari 1.03 or higher or Netscape 6 or higher. All with Javascript enabled.

*Note: Internet Explorer for Mac is no longer being developed and supported by Microsoft, so we cannot support it or guarantee it's performance on a Macintosh.

Plug-Ins (available as free download at www.dcfstraining.org/testsite):

- Flash Player 7 (loaded into most browsers)
- Adobe Acrobat Reader

Internet Connection Speed:

- Optimal: High-speed Internet capability: Ethernet connection, DSL, cable modem, or high-speed wireless connection (typically 256 kbps or greater)
- Minimal: 56K dial-up, but will be considerably slow with download times.

Sound Card:

- A 16bit soundcard (minimal)

Display:

- Optimal: 1024 x 600
- Minimal: 800 x 600

Will there be forms or resources for me to download?

Yes – To view documents (PDF's) you will need to have Adobe Acrobat Reader installed on your computer. If you do not have Acrobat Reader on your computer please download it at the test site. www.dcfstraining.org/testsite

What are the minimum technical skills I need to complete modules?

DCFS participants should be familiar with a personal computer, email and the Internet enough to connect via a web browser.

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How do I know if my pre-test, post-test and evaluation were submitted okay?

Once you have submitted a test or evaluation there will be a message displayed in your browser window stating that your work has been successfully submitted.

The DCFS trainer will also be able to confirm all submissions as they are posted.

How do I get started in the DCFS Online Training?

After you have tested your browser and confirmed that you have the appropriate hardware, software and plug-ins you go to:

<http://www.dcfstraining.org>

Click on ENTER TRAINING

Note: You must be registered to participate in training

Upon entering the training you will see on the left of the screen the course navigation menu. To get you started click on the "Overview" button. This course is designed to move you linearly down through to the pre-assessment, introduction lesson, then lesson one and so on.

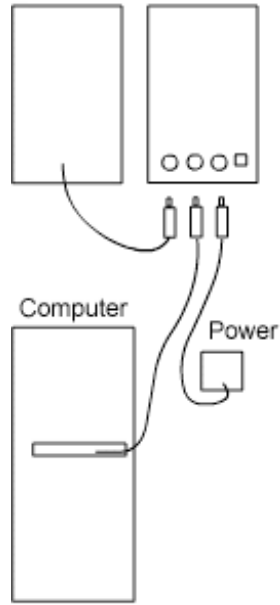
Along the top and to the right of the screen are the "Help" button, "Resources" button, and the other information you will have access to throughout the course lessons.

How do I correct audio/volume control on my computer?

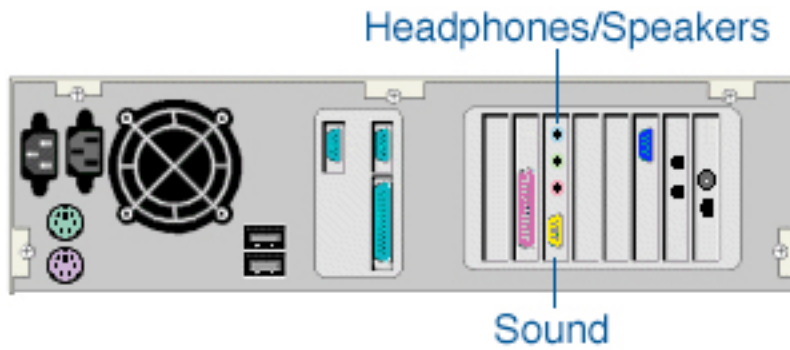
The following are the components that will be referenced in this FAQ:

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Computer Speakers



Speaker Port -



Enlarged version of the Sound/Speaker Ports



Headphones -

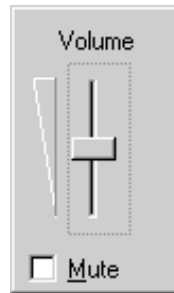


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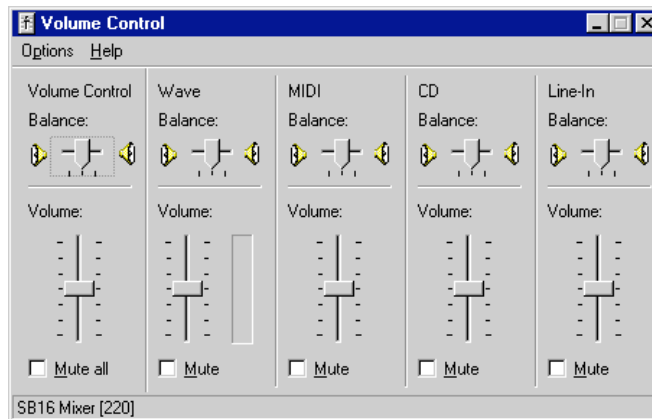
Volume Control Icon




Sound Volume - Single



Sound Volume - Multiple



Windows XP Sound

First verify you see a small volume control icon  in the system tray. The system tray is generally located at the bottom right hand corner of your screen. If the icon is missing follow the section **Sound Volume Instructions**:

If you do not see the **Volume Control Icon**

- 1) Go to the "Control Panel"
- 2) Select "Multimedia"

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- 3) Select the "Audio Tab" and adjust the volume there.
- 4) Check the "show volume control on the task bar" box to get the volume control to show up.

Sound Volume Instructions:

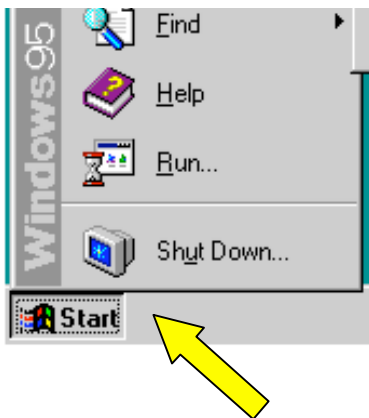
- 1) Open the "Control Panel"
- 2) Open the "Sounds and Audio Devices" icon.
- 3) Verify the "Place volume icon in the taskbar" checkbox is checked. If this option is not available or is grayed out, skip to the next step.
- 4) If you were able to check this box, click ok and close out of this window and the Control Panel.
- 5) Double-click the "Volume Control" Icon in the system tray and verify that all the sound volumes are mid-way or higher.

You can adjust the volume for your audio devices using a shortcut icon on your taskbar. By placing the volume control icon on the taskbar, you don't have to go into Sounds and Audio Devices in Control Panel each time you want to adjust the volume.

NOTE: To open "Volume Control", click "Start", point to "All Programs", point to "Accessories", point to "Entertainment", and then click "Volume Control".

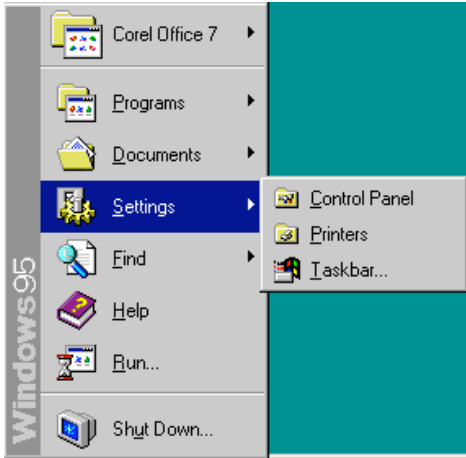
Windows ME, 98, and 95 Sound Sound Volume -

Click on the "Start" menu as indicated by the yellow arrow.

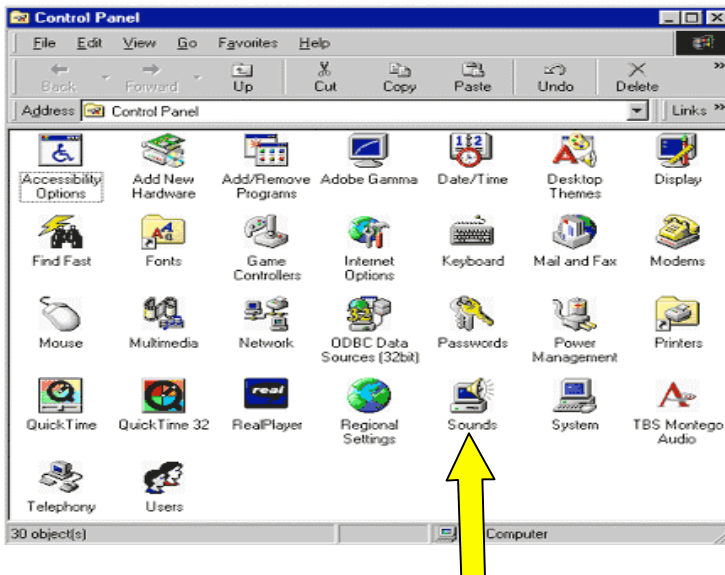


Point to "Settings"
Select "Control Panel"

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In "Control Panel" double-click the "Sounds and Multimedia" icon as indicated by the yellow arrow.



Note: If all of the "Control Panel" icons are not displayed, select "View All Control Panel" options.