

# First Line Supervisor & First Line Administrator Online Training Requirements

Due to the public health crisis, the majority of the 2020 First Line Supervisor and First Line Administrator programs will be held online. The programs will consist of lectures via Google Meet (where webcam is required to prove attendance) and self-guided modules (where electronic devices are required to access email inboxes and a web browser to complete assignments).

A list of requirements needed in order to attend the online version of the First Line training is below. Students should discuss with their agencies whether they can attend online from work or from home, and which equipment (work or personal) they can use. Please ensure you can access Google Meet from your device, and that the webcam and microphone functions can be enabled on your device. Students on the roster will receive reminder emails prior to the course start date (approximately 3 weeks), and then an email on the Wednesday prior to the start date with additional information such as student manuals and the access link to the class.

## Requirements:

- Have regular reliable access to the Internet for approximately 7 hours each day
- Have a computer/device with a camera and microphone (if no microphone, access by telephone to listen and watch the presentation on the computer)
  - Provide an email account that you can access daily for the entire weeklong course
  - Have a Google email account, if not, be willing to create a (free) [Google email account](#)
  - Communicate via email to include sending attachments
  - Email as needed with the Program Administrator, including the completion of all online assignments by the assigned deadline
- Possess or acquire basic computer skills
  - Resolve any technology problems related to the student's computer, equipment, and Internet
  - Be able to navigate the World Wide Web
  - Basic knowledge and experience with Microsoft Office applications
- Find an area free/limited of distractions while the virtual classroom is in session
  - Be an active participant in online discussions
  - Limit distractions to other members of the class by using break times to return phone calls, text messages, etc.

If you have any questions, please email [Katie.Johnson@maryland.gov](mailto:Katie.Johnson@maryland.gov).