



Software and Tools Used for MAO

- ATS website- used for contact emails, forms, policies, access to PayPal , class offerings, and helpful other resources.
- Microsoft Outlook- email will be used to collect required pre-class proofs and documentation, request fees through PayPal, and enroll participants in current class offerings.
- PayPal- This payment processing system will be used for all transactions, invoices, receipts, and to issue refunds.
- Microsoft Teams- The presentation of curriculum and all associated responsibilities will be performed through this application.
- Synap- This dynamic and secure testing platform will be used to administer testing and grading according to the RFA.

Participant Responsibility for Software and Tools

- You are responsible for ensuring your computer device is capable of using all these platforms and has processing speeds needed to connect for long periods of time on Teams.
- You are responsible for ensuring your firewalls and pop-up blockers allow Teams, polls, and emails from unknown senders.
- You are responsible for ensuring that your phones allow unknown callers.
- You are responsible for immediately contacting danya@abilityts.com to discuss any software or tools issues you have to resolve them before they impact attendance or access.
- You are not allowed to record, screen capture, or otherwise retain any part of the MAO materials, testing, commentary or chat through any of the software or tools listed above in subheading Software and Tools Used for MAO.
- You are not allowed to access outside IT help for any of the software of tools listed above in subheading Software and Tools Used for MAO.

Ownership of Software and Tools

- Use of any software or tool listed above in subheading Software and Tools Used for MAO does not infer ownership.



- All components of the MAO delivery are owned by ODDS or ATS. There is no provision for any participant to retain or request any component of the delivery or output.

Microsoft Teams Basics

There are several ways to join a Teams meeting. You can:

- [Join by link from the meeting invite](#)
- [Join from calendar or ID](#)

Join by link- In your meeting invite, select **Join the meeting now** to join on Teams for web or desktop. If you already have the Teams app, the meeting will open there automatically.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID:

Passcode:

Dial in by phone

United States, Seattle

United States (Toll-free)

[Find a local number](#)

Phone conference ID:

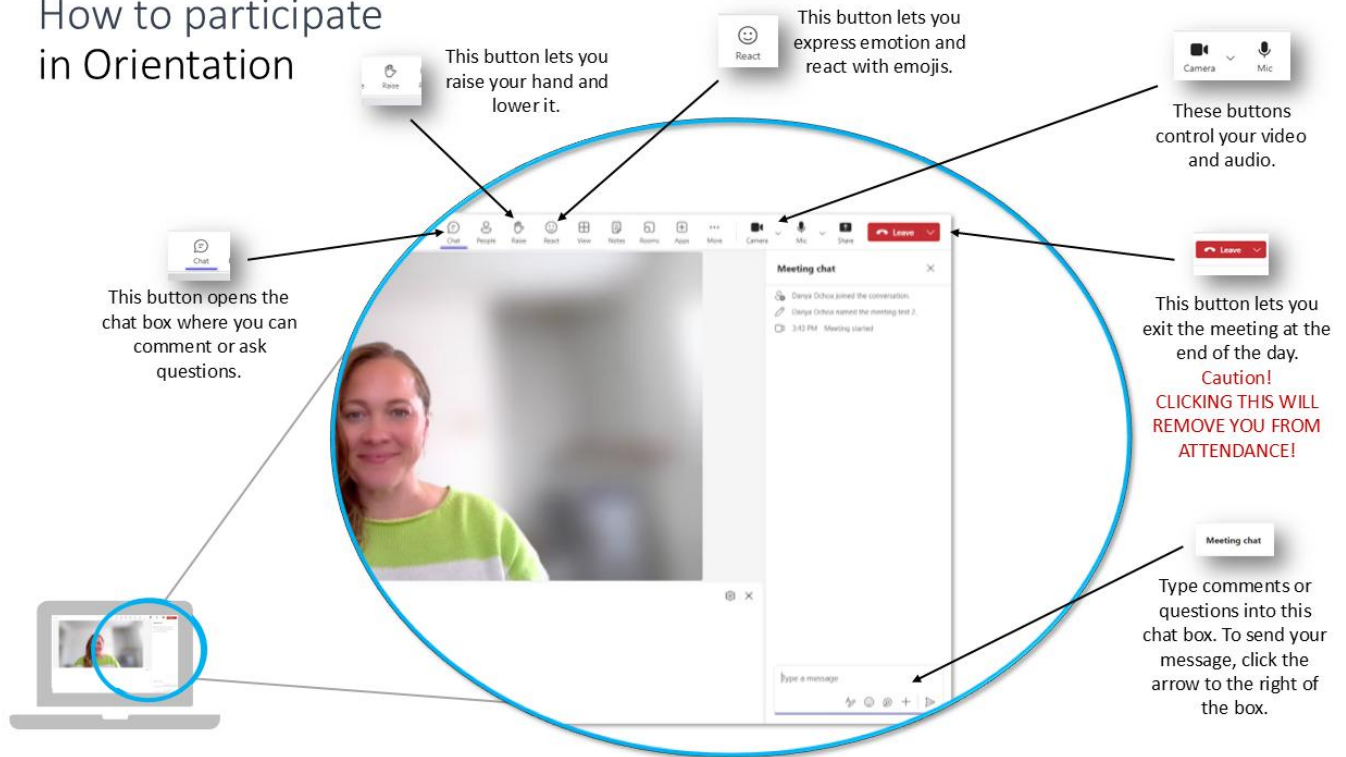
For organizers: [Meeting options](#) | [Reset dial-in PIN](#)



ABILITY TRAINING SERVICES

Medicaid Agency Orientation (MAO) Software and Tools policy

How to participate in Orientation



You will be expected to use the chat, poll, and breakout room features fluently to complete this class.

For common issues with joining a Microsoft Teams meeting or using any of the features, please visit [Microsoft's troubleshooting page](#) and use the menu on the left to navigate to your issue.

PayPal Basics

You can find more information on how to pay using PayPal [here](#) and [here](#).

You can learn about payments methods PayPal allows [here](#) and [here](#).



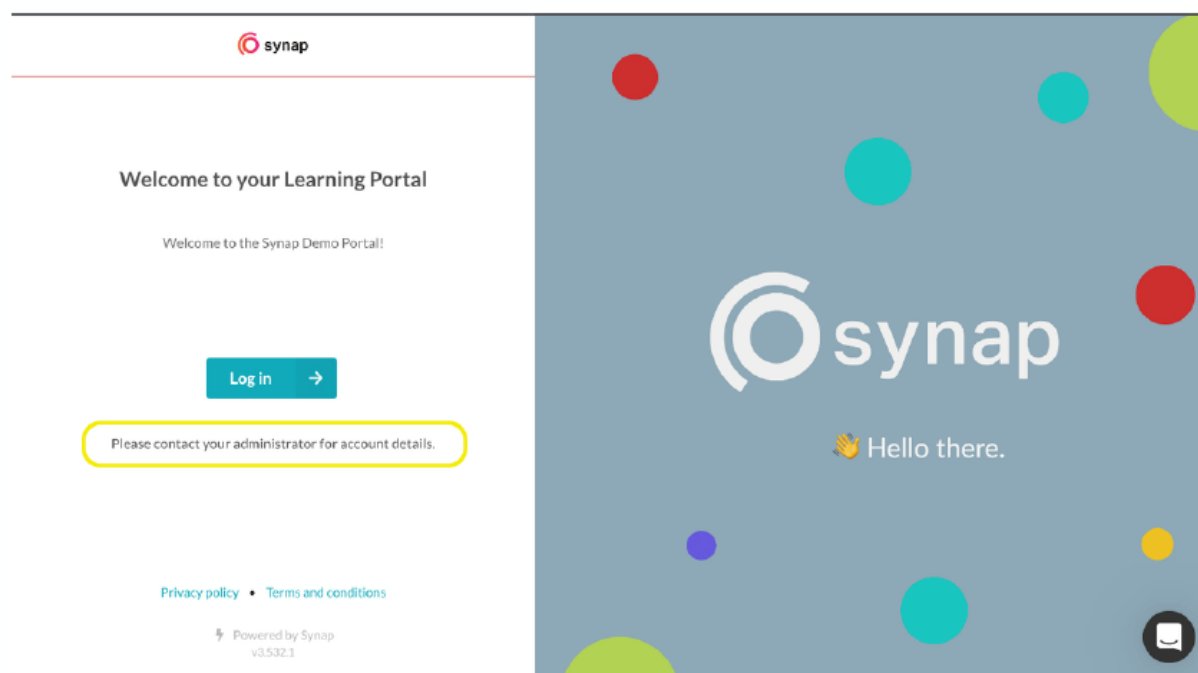
Synap Testing Platform Basics

Synap will be used to deliver all testing.

You can find helpful resources for navigating and using Synap [here](#). Several of the topics therein apply to the MAO testing.

Creating a Synap Account

Depending on the portal you may need to be sent an email invite to create an account on Synap, go to the portal URL you want to sign in to and if you see a note saying 'Please contact your administrator for account details' then you'll need to get in touch with the admins of that portal for access



Example portal login page

For questions, please contact ATS at **MAO@abilityts.com** or call **503-560-9980**.