



Software, Technology, and Tools Used for MAO

- ATS website- used for contact emails, forms, policies, access to PayPal, class offerings, and other helpful 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.
- Microsoft SharePoint- The online storage, data processing, and filing application will be used for all MAO items.
- Synap- This dynamic and secure testing platform will be used to administer testing and grading according to the RFA.

Participant Responsibility for Software, Technology, and Tools Used for MAO

- Participant is responsible for ensuring their computer device is capable of using all these platforms and has processing speeds needed to connect for long periods of time on Teams.
- Participant is responsible for ensuring their firewalls and pop-up blockers allow Teams, polls, and emails from unknown senders.
- Participant is responsible for promptly returning ATS phone calls, emails and text messages related to MAO Software, Technology, and Tools.
- Participant is responsible for immediately contacting mao@abilityts.com to discuss any software, technology, or tools issues you have to resolve them before they impact attendance or access to MAO sessions or communications.
- Participant is 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, Technology, and Tools Used for MAO.
- Participant is not allowed to access outside IT help for any of the software, technology, or tools listed above in subheading Software, Technology, and Tools Used for MAO.



ABILITY TRAINING SERVICES

Medicaid Agency Orientation (MAO) Software, Technology, and Tools policy

Ownership of Software, Technology, and Tools Used for MAO

- Use of any Software, Technology, and Tools Used for MAO listed above in subheading Software, Technology, 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 Teams on 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

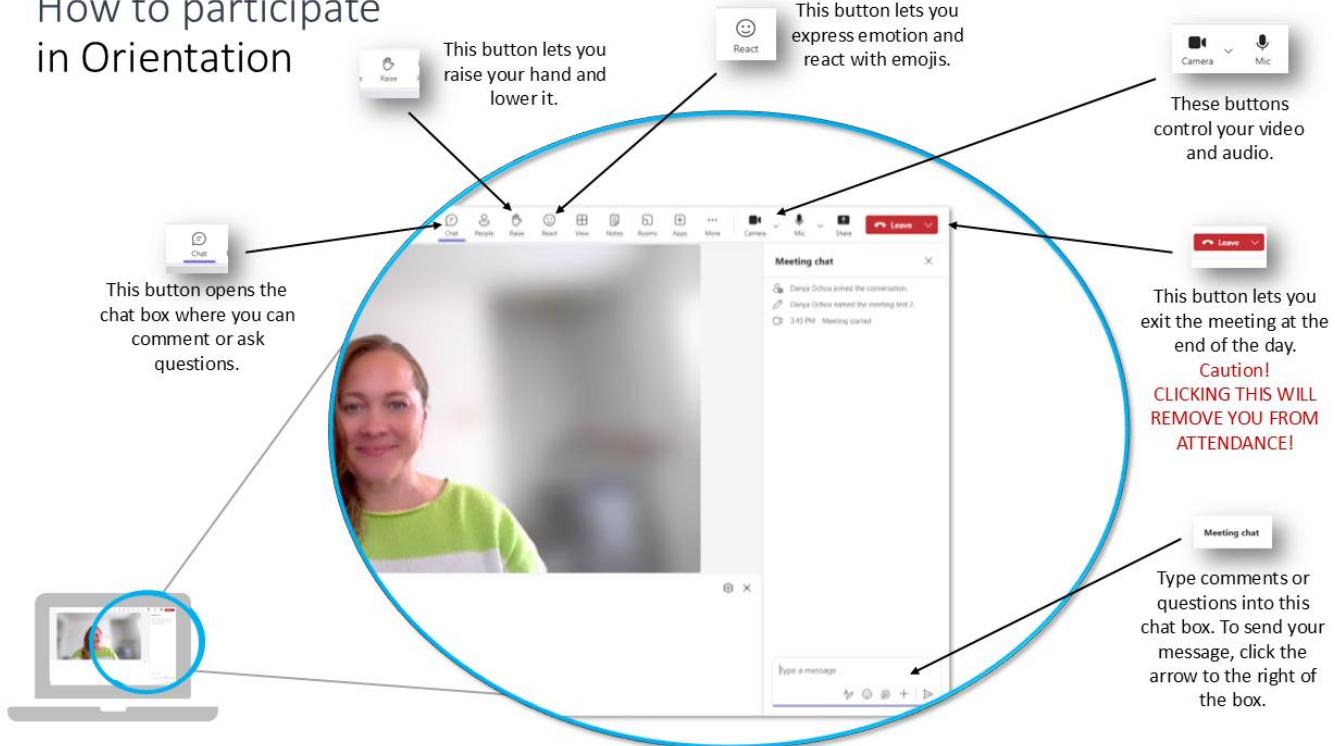
United States (Toll-free)

[Find a local number](#)

Phone conference ID:

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

How to participate in Orientation



You will be expected to use the chat, polls, 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.

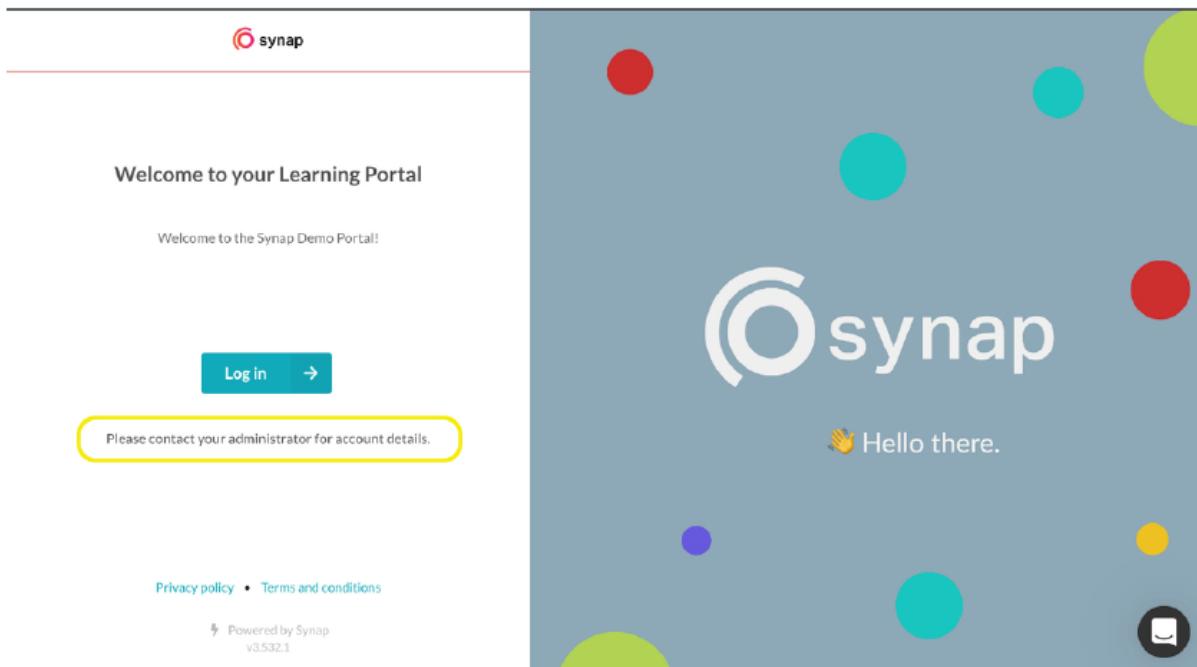


ABILITY TRAINING SERVICES

Medicaid Agency Orientation (MAO) Software, Technology, and Tools policy

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**.