

Information Regarding HP® Virtual Room

Certain training sessions will be conducted as real-time, Web-based training sessions facilitated through HP® Virtual Room.

Prior to participating in a Virtual Room training session, you need to take the following steps:

- 1) Go to <https://www.rooms.hp.com/testsetup/default.aspx> to test your Web browser setup.
- 2) Download the training materials (available on the Providers Trainings page of the ForwardHealth Portal at www.forwardhealth.wi.gov).
- 3) Arrange for phone availability. You will need to call in to a conference line to hear the session and to have the opportunity to ask questions about the training session.

On the day and time of the scheduled session, you need to take the following steps:

- 1) Access the HP® Virtual Room scheduled for the training session using the link that will be e-mailed to you.
- 2) Call in to the conference line scheduled for the training session. The conference line and access code will be e-mailed to you.

Questions?

If you have questions regarding your registration, contact Provider Services at (800) 947-9627.

If you have questions regarding the Web browser test prior to the training session or encounter technical issues during the training session, contact HP Virtual Room Support at <http://www.hp.com/support/rooms> or by phone at (888) 351-4732.