New Hire Orientation (NHO) Information

Tips for successful NHO

- **Connection Requirements:** You MUST log in from a Laptop or Computer with a webcam and internet access.
  Note: If you do not have access to the above equipment, please contact your leader to make arrangements to go to a ChenMed Center or have equipment provided.
- Find a quiet work location to minimize interruptions and distractions
- Test your ring central connection, audio, and webcam prior to NHO
  - We recommend using Bluetooth earbuds or a headset with your device
  - If you do not have access to a working webcam, please talk to your hiring manager
- Make sure you have a strong internet connection

Virtual NHO Webinar Etiquette:

- Wear appropriate business casual attire.
- Connect to the meeting by 8:15 am ET, enable the webcam and choose your audio source (phone or computer).
  - Webcams allow us to confirm your attendance
- We love it when you participate! Make sure your audio is on **"mute"** when you are not participating**.** This will eliminate distracting background noise.

Getting My Computer Ready for ChenMed New Hire Orientation (NHO)

Welcome new employees of ChenMed! This guide is designed to prepare you for successfully joining your NHO and Training sessions remotely. There are 3 prerequisites that should be completed prior to your scheduled NHO session.

First, you should Install Google Chrome if you do not already have this browser on your computer.

Next, you should install the RingCentral Meetings application on your computer. This Application will be used to join the various NHO and Training Video Conferences. You will receive emailed invitations for these sessions. We have also included a handy guide on how to use RingCentral Meetings at the end of this document.

Finally, you should Install Amazon WorkSpaces, which will be used to login to your ChenMed Virtual Computer.

Contents:
Getting Ready for NHO Part 1 - Install Google Chrome*
Getting Ready for NHO Part 2 - Install RingCentral Meetings*
Getting Ready for NHO Part 3 -Install Amazon WorkSpaces*
How to Join a RingCentral Meeting
These steps are only needed if you do not yet have a company issued computer and will use your personal computer/tablet.

Getting Ready for NHO Part 1 - Install Google Chrome

Google Chrome is the default web browser for ChenMed web based applications and systems. If you do not already have Google Chrome installed on your device, please see the information below to install it.
Please Note: You need to Install Google Chrome ONLY if you do not have a company issued computer and are using a personal device.

1. **How to Install Google Chrome on your Computer**
   a. Visit https://www.google.com/chrome/ and Click Download Chrome
   b. Follow the instructions to Install Google Chrome

Download Chrome

# Getting Ready for NHO Part 2 - Install RingCentral Meetings

New Hire Orientation will be conducted using RingCentral Meetings. Please choose one or more of the installation methods below depending on which device you will use to join the ChenMed New Hire Orientation Sessions. Note: we recommend that you use a personal computer for RingCentral Video Conferencing.

Please Note: You need to Install RingCentral Meetings ONLY if you do not have a company issued computer and are using a personal device.

1. **Installing RingCentral Meetings on your Computer**
   a. 1. Visit https://support.ringcentral.com/
   b. 2. Scroll down to the Downloads section and Click **Windows** (or **Mac OS** if you have a MAC) under RingCentral Meetings
   c. 3. Wait for the download to finish. The file will be saved on your computer's **Downloads** folder by default.
   d. When you have downloaded RingCentral Meetings for Windows click the downloaded file and select **OPEN**, or go to the folder where you saved the file and double click on the file name.
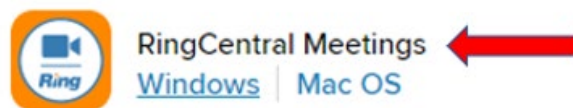


2. **Installing RingCentral Meetings on your Apple Device**
   a. Tap the App Store icon on your phone.
   b. Tap on Search at the top, and search for "RingCentral Meetings".
   c. Tap on "Get" to begin the download.

3. **Installing RingCentral Meetings on your Android Device**
   a. Tap the Play Store icon on your phone.
   b. Tap on Search on top and search for "RingCentral Meetings".
   c. Tap on RingCentral Meetings, then "Install" to begin the download.

v2020.1
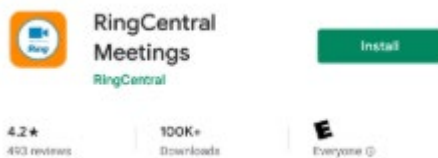
Getting Ready for NHO Part 3 -Install Amazon WorkSpaces
Required to access the ChenMed Virtual Computing Environment

New Hire Orientation will be conducted in ChenMed's virtual computing environment called Amazon WorkSpaces.
*In order to successfully connect to our virtual environment, you will need to Install to Amazon Workspaces.*

PLEASE NOTE: You need to Install and login to Amazon WorkSpaces Virtual Computing Environment ONLY if you do not have a company issued computer and are using a personal device.

Summary Installation Instructions
1. Please click the link from the email, https://clients.amazonworkspaces.com/
2. Select the image for Windows and click Download.
3. Once downloaded, install the application Amazon+WorkSpaces.msi
    a. If asked, Select "Install for All Users on this Machine", and click Next:
    b. Leave the default for any other options

### Detailed Installation Instructions
1. Please click the link or go to *https://clients.amazonworkspaces.com/*
2. Select the image for Windows and click Download. (Or choose the one for your type of device)
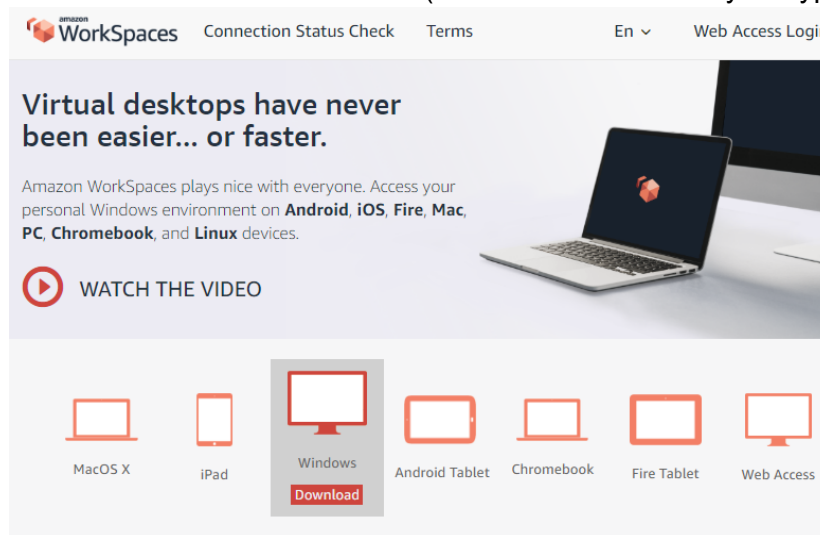

3. The application will download on your computer. Once completed, you may run or "open" the installation file called Amazon+WorkSpaces.msi Click the arrow next to the file name, and choose open.
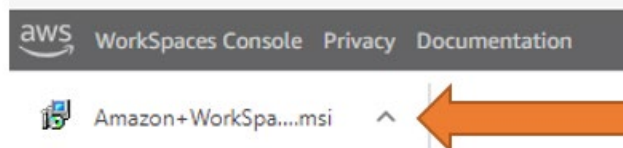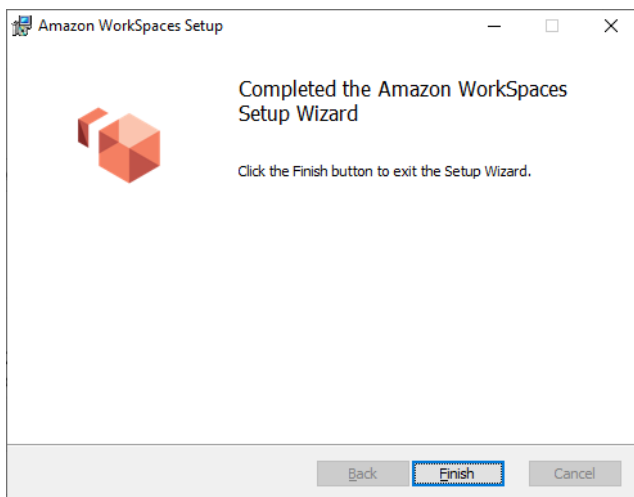
4. Click **Next** on the Amazon Workspace Setup Window and Select **Install for All Users on this Machine**, (if you get an error, select install just for you)and click **Next**:
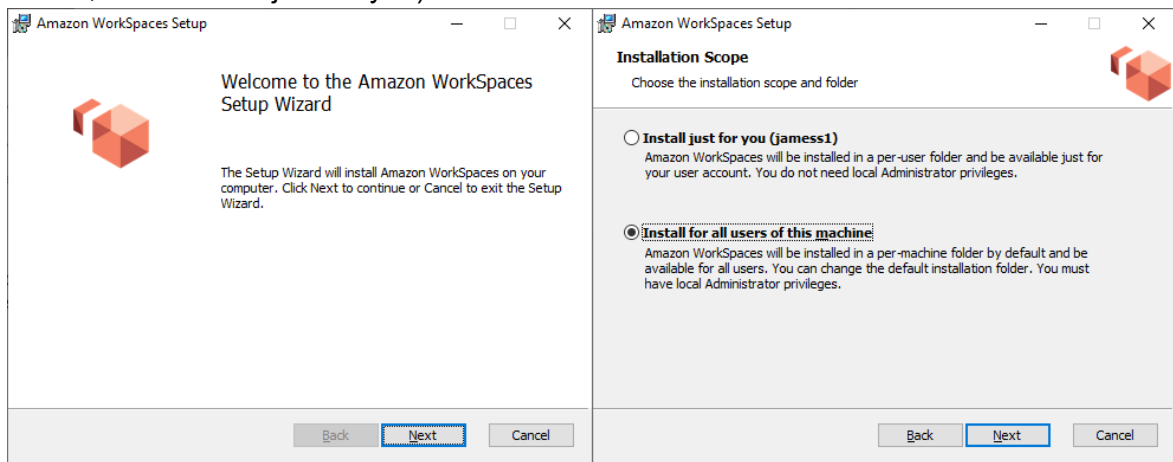
5. Leave the destination folder as is and click **Next** and then Click **Install** on next screen
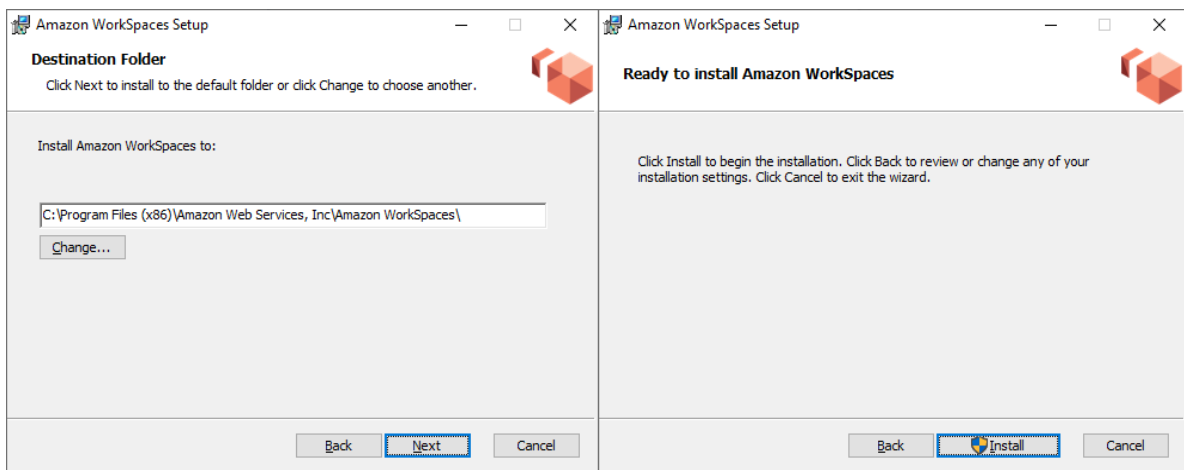
6. Click Finish when the installation has finished.

You do not need to do anything further at this time.

During your New Hire Orientation, you will be guided on running and logging in to your ChenMed Virtual Desktop using the Amazon WorkSpaces application that you just installed.

On the day of your New Hire Orientation session, follow the instructions below to join your scheduled video conference.

How to Join a RingCentral Meeting

Since you have previously installed RingCentral Meetings, you may follow the steps below to join a RingCentral Meeting from an invitation link that you received from an email or calendar invite.

CONTENTS:
Section I -RingCentral Video and Audio Conference from a Computer (preferred method to join a video conference)
Section II -RingCentral Video and Audio Conference from a Tablet
Section III -RingCentral Video and Audio Conference Controls

Section I -RingCentral Video and Audio Conference From a Computer

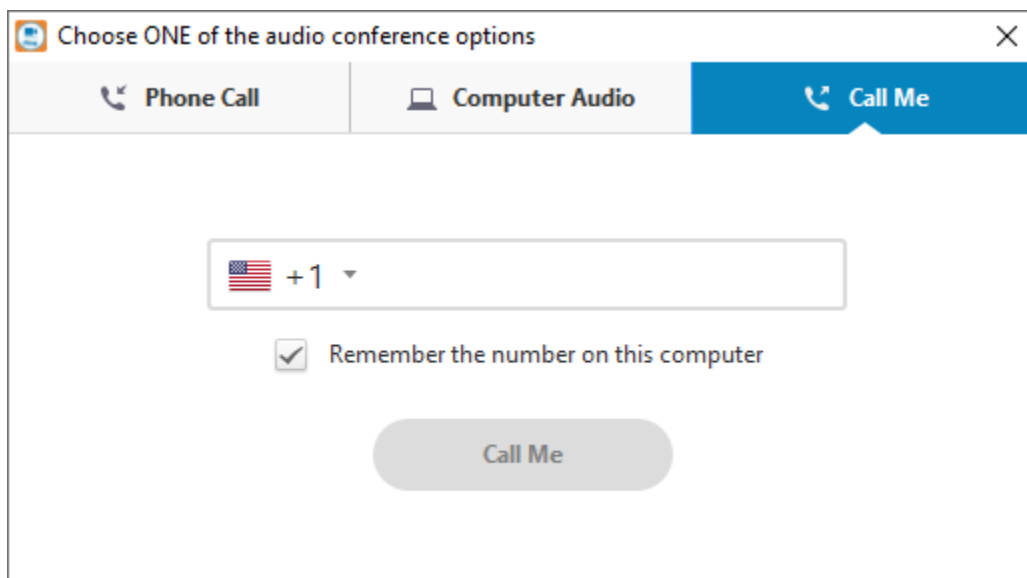1. **Joining a RingCentral Meetings Video Conference from a Computer.**
   a. Click on the invitation link:

Join from PC, Mac, iOS or Android: https://meetings.ringcentral.com/j/1480804447

1. **Joining the audio portion of a RingCentral Video Conference Meeting (2 Options)**
   a. **Option 1 (Recommended) -Receive an automatic call to your phone**. Click the Call Me Tab, enter your phone number and Click Call Me. You will receive a call that will join you to the meeting when answered.
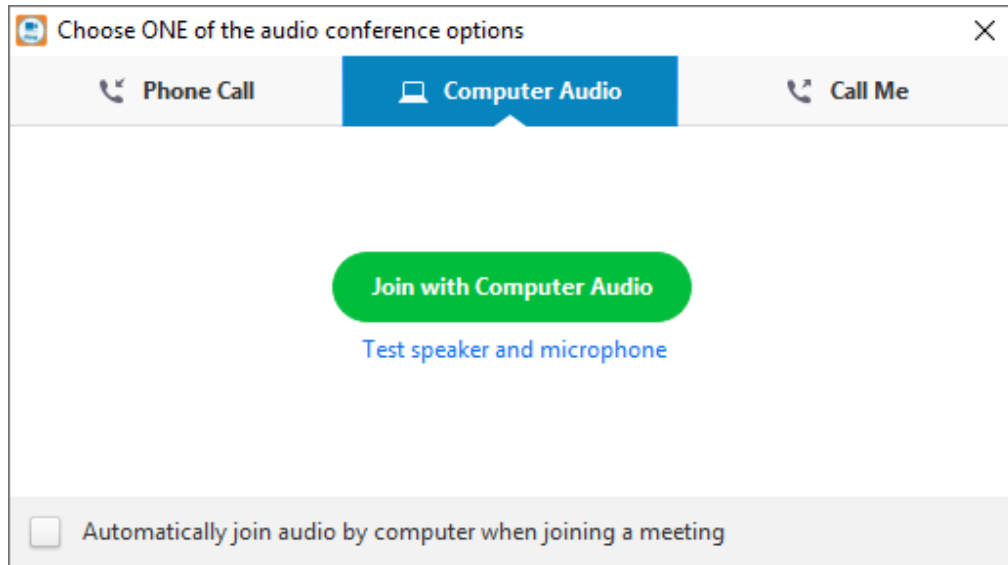
b. **Option 2 -Using your computer audio**. Click the Computer Audio Tab and then select Join with Computer Audio. Note: it is recommended that you have a headset with speakers and microphone plugged into your computer if you are using this option.

Section II -RingCentral Video and Audio Conference from a Tablet. Note: We do not recommend connecting to a RingCentral Video Conference using a smartphone.

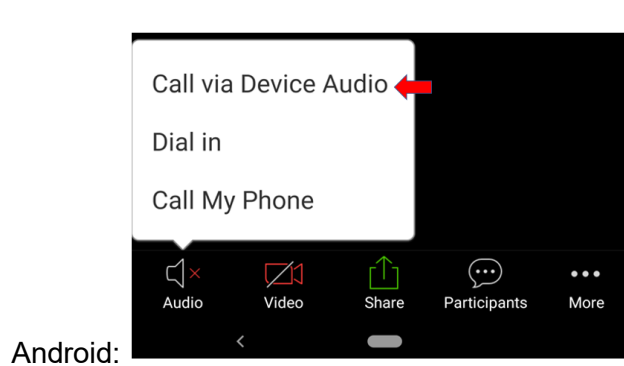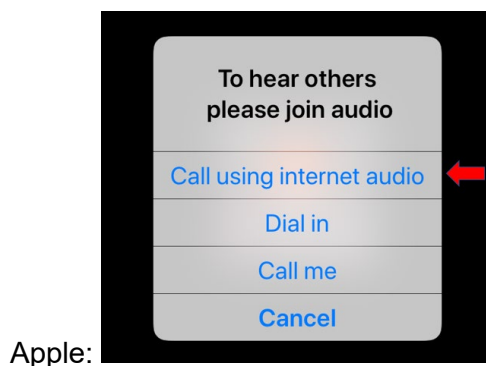1. **Joining a RingCentral Meetings Video Conference from a Tablet**
    a. Click on the invitation link:

2. **Joining the audio portion of a RingCentral Video Conference Meeting**
    a. From an Apple Device select Call using internet audio, or from an Android Device select Call via device audio
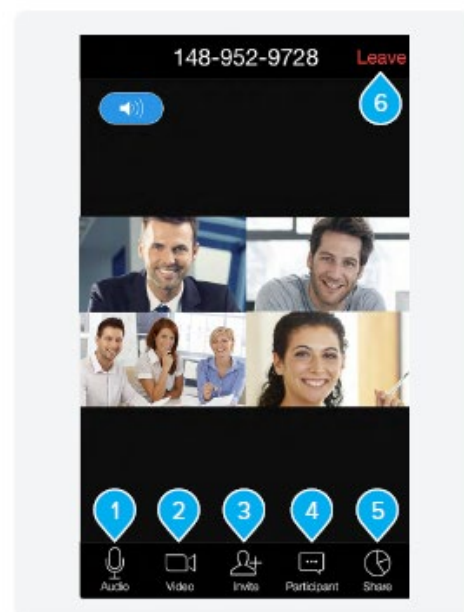
Section III -RingCentral Video and Audio Conference Controls

1. **Please see typical controls below once you are in a meeting.**
   a. Your screen view may vary slightly depending on your device.
   b. You may need to click or tap your screen to view the controls
   c. Be sure to mute and unmute your audio as needed. (#1 below)
   d. Remember to start or stop your video as needed (#2 below)

1. Mute, unmute, and set up audio
2. Start, stop, and set up video (camera)
3. Invite people to join meetings via email or SMS (mobile)
4. View participants
5. Share screen, file, or an app
6. End or leave the current meeting
7. Chat with an individual or address the entire group
8. Record the current meeting