ChenMed

Chen Senior
Medical Center

Dedicated Senior
Medical Center

JenCare Senior
Medical Center

New Hire Orientation (NHO) Information
Tips for a successful onboarding experience

Welcome new employees of ChenMed! This guide is designed to prepare you for successfully joining your NHO and Training sessions remotely.

Connection Requirements:
- You MUST log in from a Laptop or Computer with a webcam and internet access.
  - <u>Note</u>*:* If you do not have access to the above equipment, please contact your leader to arrange for you to attend orientation at 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. <u>A working webcam is required for attendance.</u>
- Make sure you have a strong internet connection.

Virtual NHO Webinar Etiquette:
- Wear appropriate business casual attire.
- Connect to the meeting no later than 8:45 am ET, enable the webcam and choose your audio source (phone or computer).
- Webcams allow us to confirm your attendance. <u>A working webcam is required for attendance.</u>
- We love it when you participate! Make sure your audio is on "mute" when you are not participating. This will eliminate distracting background noise.

In-Person NHO Dress Code:
- Wear appropriate business casual attire.
  - <u>Note</u>: All Medication/Pharmacy staff will be required to purchase and wear TEAL colored scrub sets after NHO. If you already have your teal scrubs, you are welcome to wear those.

- Med/Pharmacy Techs: Teal Scrubs
- Care Promoters for Chen Sr. Medical Center: Hunter Green or Navy Blue Scrubs
- Care Promoters for Jencare and Dedicated: Eggplant or Navy Blue Scrubs

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

There are 2 prerequisites that should be completed prior to your scheduled NHO session. This guide will provide you step-by-step instructions for completing each step.

Step 1: You should install Google Chrome if you do not already have this browser installed on your computer.

Step 2: You should install the RingCentral Meetings application on your computer. RingCentral will be used to join the training video conferences you will experience during NHO. Check your email inbox for specific invitations for these sessions. A guide is also included on how to use RingCentral Meetings at the end of this document.

Step 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 instructions below to install it.

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

Step 2: Install RingCentral Meetings

New Hire Orientation will be conducted using the video conferencing software called RingCentral Meetings. Please choose an installation method below depending on which device you will use to join the ChenMed New Hire Orientation Sessions.

1. Installing RingCentral Meetings on your personal computer or laptop
   a. Visit https://support.ringcentral.com/
   b. Scroll down to Downloads and select Windows (or Mac OS if you have a MAC) under RingCentral Meetings.
   c. After the application downloads, the file will save in your computer's Downloads folder by default.
   d. When RingCentral Meetings has downloaded for Windows, select the file and select OPEN. If you saved the application in another file, go to that folder and select the file name.

2. Installing RingCentral Meetings on your Apple Device
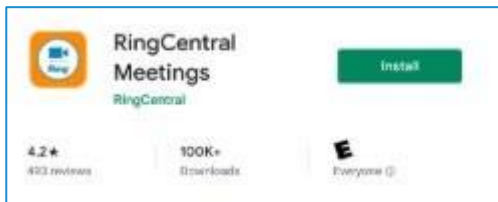   a. Tap the App Store icon on your phone.

   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.

Using RingCentral for New Hire Orientation

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
RingCentral is the video conferencing software that ChenMed uses for New Hire Orientation and meetings. You may have previously installed RingCentral Meetings to join a RingCentral Meeting from an invitation link (such as an interview). Follow the instructions below if you need to install RingCentral.

Step 1: Access RingCentral Video and Audio Conference from a Computer
1. Joining a RingCentral Meetings Video Conference from a Computer
   a. See an example below of the invitation link.
PLEASE NOTE: This link is an example and your unique RingCentral link will be provided by your Recruiting Coordinator and Training Specialist.
There are two options in joining a RingCentral Video Conference Meeting. Choose the option that is suited best for you.


2. Joining the audio portion of a RingCentral Video Conference Meeting.
   a. Option 1 (Recommended): Receive an automatic call to your phone.
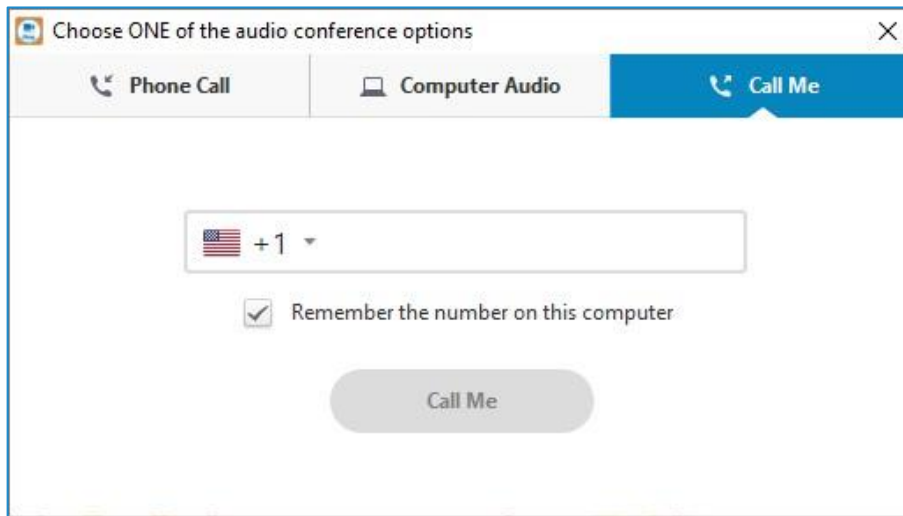
b. Select the Call Me Tab, enter your phone number and select Call Me. You will receive a call that will join you to the meeting when answered.

c. Option 2: Using your computer audio. Select 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.
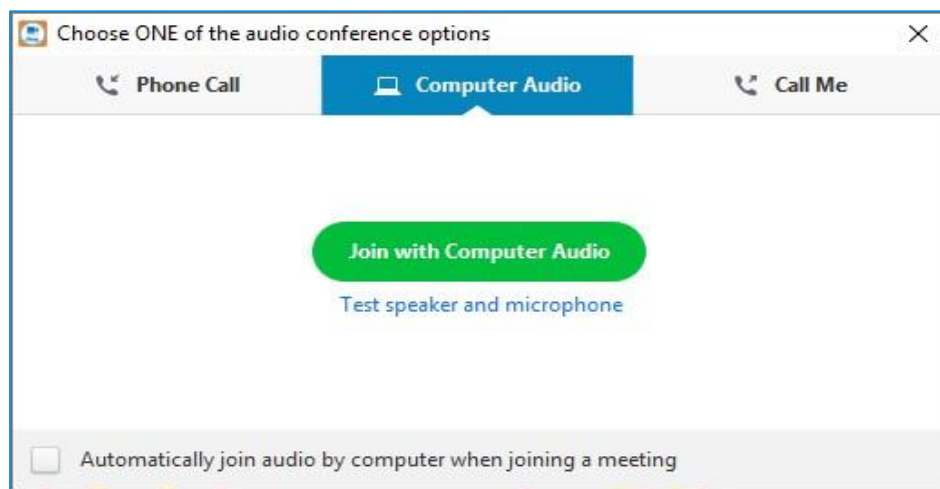
Step 2: RingCentral Video and Audio Conference from a Tablet

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. See an example below of the invitation link:
   PLEASE NOTE: This link is an example and your unique RingCentral link will be provided by your Recruiting Coordinator and Training Specialist
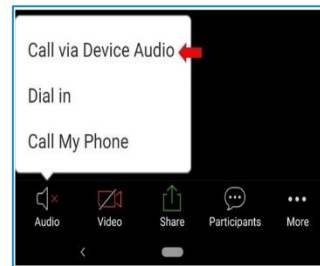
Join from PC, Mac, iOS or Android: https://meetings.ringcentral.com/j/1480804447

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

Apple Device
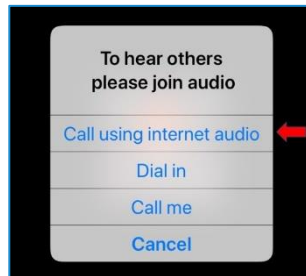
Android Device

Step 3: RingCentral Video and Audio Conference Controls

1. Please see typical control options below once you are in a meeting.
   a. Your screen view may vary slightly depending on your device.
   b. You may need to select 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)
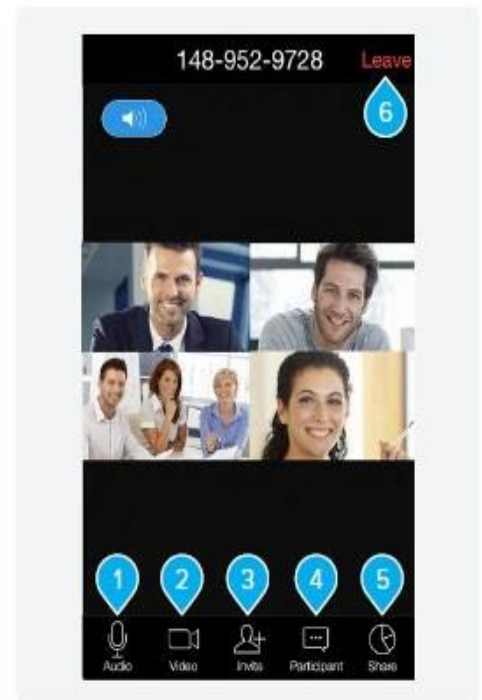
1. Mute, unmute, and set up audio
2. Start, stop, and set up video (camera)
3. Invite people to join meetings via email or SMS (mobile)
4. View participants
5. Share screen, file, or an app
6. End or leave the current meeting
7. Chat with an individual or address the entire group
8. Record the current meeting

Please test your connection to Ring Central before joining your scheduled New Hire Orientation.