



Memorandum

13-088

TO: WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: August 28, 2013

SUBJECT: September 2013 Interactive Distance Learning (IDL) and NECS CenturyLink Staff Training Schedules

To view the September 2013 Interactive Distance Learning and NECS CenturyLink Staff Training Schedules, visit www.dshs.state.tx.us/wichd/tng/idl-cal-dates.shtm. A new customer service training session will be presented on Monday, September 30, 2013, at 10:30 a.m., on CenturyLink. Below is the class description and instructions for logging in:

Customer Service

This class serves as an introduction to or a refresher in the basics of customer service. Topics discussed include arrival and reception, greeting and communication, taking responsibility for problems, and telephone courtesy.

To attend this class:

1. Log in on the phone by calling 1-877-820-7831, then entering access code 5123414585#.
2. Log in on your computer as "guest" at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/CustomerService>, enter your name and email address, then click "Join meeting" and "I'm Already Dialed In."

All schedule changes or cancellations will be posted online two weeks in advance when possible. Though we strive to minimize changes and cancellations, we advise staff to check the WIC training website, in advance, for scheduling updates. If a last-minute (less than two weeks) cancellation is necessary, Local Agency staff will be notified via email only.

The NECS CenturyLink Staff Training and the IDL Network are two separate training systems. For IDL technical assistance, please contact Yolanda BazDresch, IDL Studio Manager, at 512-341-4443 or yolanda.bazdresch@dshs.state.tx.us.

If you are interested in participating in an NECS CenturyLink Staff Training Session, instructions for logging on to each online class can be found at <http://www.dshs.state.tx.us/wichd/tng/desc-main.shtm>, below each class description. Also, clicking the hyperlink for each CenturyLink class in the training schedule will direct you to the log in instructions. Technical assistance for the NECS CenturyLink Staff Training is provided by CenturyLink Customer Service at **1-800-485-0844**.