



Memorandum

14-017

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: February 3, 2014

SUBJECT: Century Link Training Guidelines

In an effort to improve customer service and provide a better training experience for Local Agency staff, WIC is providing the following guidelines for NECS CenturyLink trainings.

Logging In

Online training “rooms” will be available for login ten to fifteen minutes before the scheduled training session is to begin. Early sign-in is recommended so that any possible technical issues can be resolved before the training begins. If no attendees are logged onto the training within five minutes after the scheduled start time, the class will be cancelled.

Cancellations

All schedule changes or cancellations will be posted on the [DSHS WIC Training](#) website two weeks in advance when possible. If a last-minute (less than two weeks) cancellation is necessary, Local Agency staff will be notified by email.

Technical Support

If you need assistance with hardware or software problems during a CenturyLink training, **please call CenturyLink at 1-800-485-0844**. For non-technical questions about CenturyLink trainings, contact Mandy Seay at 512-341-4516 or Yolanda BazDresch at 512-341-4443.

These guidelines will also be posted on the WIC Training website, under “[How to Log In](#)” and “[Training Schedules](#).”

If you have any questions or need additional information, please contact Mandy Seay at 512-341-4516 or Mandy.Seay@dshs.state.tx.us or Yolanda BazDresch at 512-341-4443 or Yolanda.BazDresch@dshs.state.tx.us.