

U.S. Department of
Homeland Security

**United States
Coast Guard**



GETTING STARTED GUIDE

*Food Service Officer – Purchase vs. Allowance
Facilitated Online Training*



CS C-School
USCG Training Center Petaluma
599 Tomales Road
Petaluma, CA 94952

25APR 2020

This page intentionally blank

TABLE OF CONTENTS

GETTING STARTED GUIDE	7
Introduction.....	7
SUBMITTING PRACTICE AND ASSESSMENT ASSIGNMENTS	8
Electronic Submission of Assignments.....	8
USING USCG CS PORTAL.....	9
CS Portal in FSO-PVA.....	9
GETTING STARTED WITH MILSUITE.....	10
milSuite Technical Requirements	10
GETTING STARTED WITH DCS.....	11
DCS Technical Requirements	11
Job Aid: How to Test DCS Connectivity Prior to FSO-PVA Facilitated Online Training (FOT)	12
Job Aid: How to Adjust Your DCS View of Your Instructor's PowerPoints.....	13

This page intentionally blank

GETTING STARTED GUIDE

Introduction

Overview

The purpose of this "Getting Started Guide" is to ensure FSO-PVA students are prepared to access and use the technology required for the Food Service Officer – Purchase vs. Allowance (FSO-PVA) Facilitated Online Training (FOT) C-School course.

Two Technology Platforms

The FSO-PVA Facilitated Online Training course uses two main technology platforms for a robust distance learning experience.

These two distance technology platforms include:

1. **milSuite:** milSuite is a military suite of applications that provide remote access to video and educational products.



2. **DCS:** DCS stands for "Defense Collaboration Services."
DCS lets students view a live instructor presentation on their computer while listening and asking questions on their phone.



In the event of technical trouble, your instructor will provide an alternate strategy for you.

Distance Learning from Home or Office

You may participate in the FSO-PVA Facilitated Online Training course from:

- (1) Your home computer and personal cell phone, or
- (2) Your USCG workstation and USCG office phone, or
- (3) Any combination thereof, for example, your USCG workstation and personal phone.

SUBMITTING PRACTICE AND ASSESSMENT ASSIGNMENTS

Electronic Submission of Assignments

**Submitting
Your Practice
and
Assessment
Assignments**

Throughout FSO-PVA Facilitated Online Training, students will submit practice and assessment homework assignments to instructors for review, evaluation, and feedback.

To Submit Assignments:

Students will typically submit practice and assessment assignments to the instructor through email, using an email address the instructor provides.

If your file is too large to be submit through email, contact your instructor for a work-around.

For some lessons, it is possible your instructor may request a different means (other than email) to submit your assignment (e.g., CS Portal folder). If this occurs, your instructor will provide guidance.

USING USCG CS PORTAL

CS Portal in FSO-PVA

Accessing FSO Forms from the CS Portal

For your convenience, most FSO forms are in folders at the course milSuite site, so you will not need to download FSO forms.

However, unique lesson requirements or milSuite technical issues could result in the need to download forms from the USCG CS Portal.

Job Aid Booklet: How to Download Forms

If you have never accessed the CS Portal before, or are accessing the CS Portal from your **home** computer for the first time, refer to Job Aid Booklet, Job Aid "**How to Download FSO Forms from USCG CS Portal.**"

Experienced User Refresher: CS Portal Access

If you have used the CS Portal before and just need a brief refresher, follow these steps:

1. Insert CAC reader with CAC card into your computer.
 2. If you have accessed the CS Portal before, use your existing bookmark. Otherwise:
 - a. Go to USCG Portal:
<https://cg.portal.uscg.mil/Pages/main.aspx>
 - b. CLICK on "Rating Force Master Chiefs" link in far-left column.
 - c. SCROLL down mid-way on screen to find CS in a table of public RFMC Portal Places.
 - d. CLICK on "CS" in this table of public RFMC Portal Places.
 - e. You are now on the CS Portal:
<https://cg.portal.uscg.mil/communities/erats/CS/SitePages/Home.aspx>
-

GETTING STARTED WITH MILSUITE

milSuite Technical Requirements

Set up Your milSuite Account




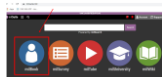
The first step in establishing your FSO-PVA Facilitated Online Training environment is to set up your own milSuite account.

It's important to set up your milSuite account *first* because you will not be able to access DCS (*the next technology platform*) unless you have already created your own milSuite account.

Technical Requirements for milSuite:

- A computer
 - PC or MAC
 - Personal computer or USCG workstation
- Internet access with CHROME browser
- Your CAC Card
- A CAC card reader (USB connection to computer)

Set up your milSuite Account:

Step	Action in milSuite
1	CONNECT your CAC Reader (with CAC card inserted) to your computer.
2	GO to login.milsuite.mil
3	CLICK "I Agree" in milSuite. 
4	CLICK on your DOD Email for your CAC card ID. 
5	ENTER your PIN 
6	FOLLOW prompts to set up your personal profile.
7	CLICK on the far-left "milBook" icon. <ul style="list-style-type: none"> • FSO-PVA content resides in milBook. 
8	GO TO the FSO-PVA link (below) to get acquainted with course content and design flow: https://www.milsuite.mil/book/groups/fso-pva-course/overview

Getting Started with DCS

DCS Technical Requirements

Review DCS Features and Accessibility

A DCS Job Aid to get started testing DCS with your instructor and fellow students during a live session is provided in the next section.

Before reviewing the DCS Job Aid, check your technical requirements for DCS, below:

Technical Requirements for DCS:

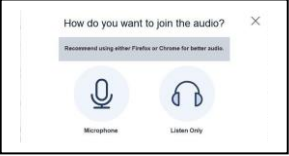
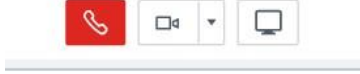
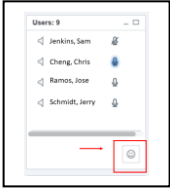
1. A milSuite account you have already created for yourself prior to accessing DCS
2. A computer
 - PC or MAC
 - Personal computer or USCG workstation
3. Internet access with CHROME browser
4. Adobe Flash loaded onto your computer
5. Your CAC Card
6. A CAC card reader (USB connection to computer)
7. Access to a phone
 - Personal cell phone, personal land line phone from home, or USCG office phone
8. RECOMMENDED: A headset connected to your phone.
 - A headset offers a hands-free learning environment, allowing you to take notes or access relevant documents while listening to a live lecture or self-directed audio module.
 - A headset will ensure privacy and will not bother others if you are in a room with coworkers.
 - A headset is ergonomically desirable.
 - A headset provides clearer tone for questions.

Next Steps with DCS

Your instructor will arrange a DCS "test" session with you and/or your class to ensure you experience no technical difficulties with DCS. At that time, refer to the DCS Participant Job Aid on the following pages to prepare yourself for this DCS "Tech Test" session.

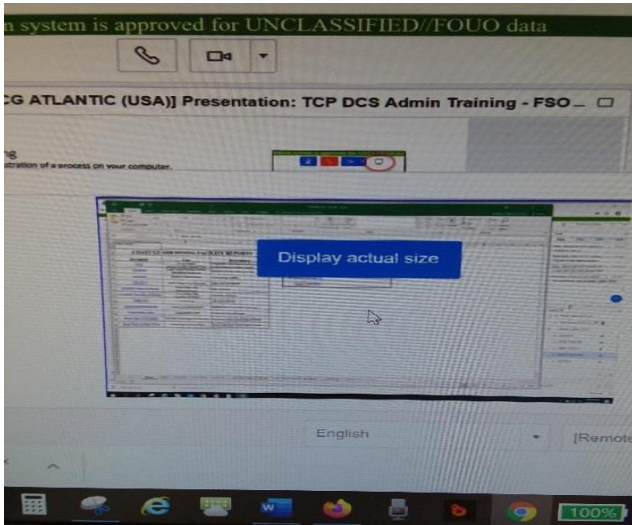
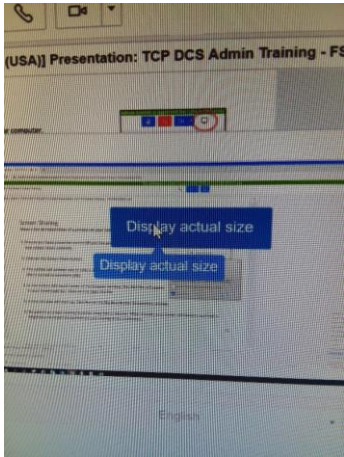
Job Aid: How to Test DCS Connectivity Prior to FSO-PVA Facilitated Online Training (FOT)

Instructions: To access DCS, your instructor will send you a link with phone number and a pre-course date/time to test DCS connection. Use this Job Aid to assist the DCS connection process.

STEP	ACTION		
1.	Before accessing DCS, CONFIRM that you have... a) ...received your instructor's email with DCS link, phone number, and code. b) ...set up your personal milSuite account (<i>otherwise DCS will NOT work</i>). c) ...connected your CAC reader with CAC card to your computer. d) ...closed SKYPE, Outlook, other applications that could drain bandwidth.	<input type="checkbox"/>	
2.	Using your phone, CALL the DCS session telephone number and special code provided in your instructor's email.	<input type="checkbox"/>	
3.	COPY the DCS link from your instructor's email into your Google CHROME internet browser to access the FSO-PVA course session in DCS.		
4.	When an audio window appears, CLICK 'Listen only'. <ul style="list-style-type: none"> <u>Optional:</u> MUTE your main computer's sound to cancel computer audio "static feedback." <u>Remember:</u> Use your PHONE for audio – NOT your computer. 		<input type="checkbox"/>
5.	CONFIRM that the phone icon at the top of your DCS screen is NOT activated.		<input type="checkbox"/>
6.	CONFIRM your name appears in the far-left column. <ul style="list-style-type: none"> CLICK on the smiley face icon to view interaction options (raise hand, etc.) 		<input type="checkbox"/>
7.	Follow instructor guidance to explore various DCS features. <ul style="list-style-type: none"> TYPE questions in CHAT BOX at far-right column to familiarize yourself with DCS chat features. PRESS 0 (zero) on your phone as a toggle-switch to MUTE or UNMUTE yourself. ASK questions if you do not understand something or if you are experiencing technical difficulties. NOW is the time to get everything worked out so you feel comfortable with DCS. 	<input type="checkbox"/>	
END OF JOB AID			

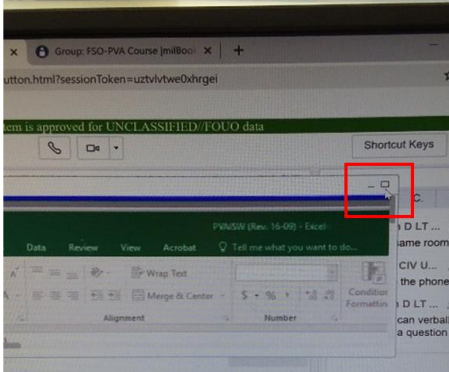
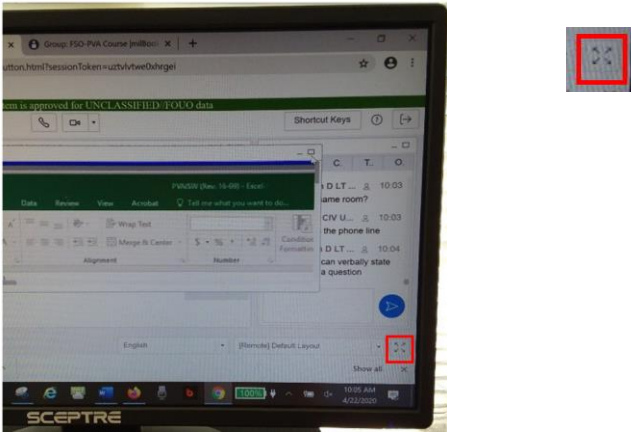
Job Aid: How to Adjust Your DCS View of Your Instructor's PowerPoints

Instructions: This Job Aid is for students participating in a live DCS session and viewing their instructor PowerPoints on their computer.

STEP	ACTION
1	<p>When your instructor begins sharing their screen, HOVER your mouse over your screen to display a blue box, "Display actual size" .</p> <ul style="list-style-type: none"> Note: This blue "Display actual size" box may automatically appear. 
2	<p>To enlarge the view, CLICK "Display actual size" box.</p> <ul style="list-style-type: none"> Note: If you HOVER your mouse over the "Display actual size" box, a smaller light blue box with the same prompt will appear as a flag. Just click the main "Display actual size" box. 

Continued next page

Job Aid: How to Adjust Your DCS View, Continued

STEP	ACTION
3	<p>If display is now too large, CLICK on the small clear box icon in the upper right corner (inside your display window) to expand and view more of the display.</p> <ul style="list-style-type: none">Note: The “-“ sign next to the clear box icon minimizes the screen again. 
4	<p>To expand more, CLICK the small box icon in lower right corner of DCS screen (the box graphic shows four arrows expanding outward, see below).</p> 
END OF JOB AID	

We look forward to having you in this class.

You have just completed the [Getting Started Guide](#) for the FSO-PVA Facilitated Online Training Course.

In the coming days you should receive email communications and outreach from your FSO-PVA instructors. Your instructors will confirm you are comfortable with the technology required for this facilitated online training course before your course begins. They will assist you in setting up and testing your technical infrastructure prior to the course to ensure a productive distance learning experience.

Thank you for taking the time to proactively prepare for this distance learning event.

Questions:

CSC Brian Tillinger
CS C-School Course Chief
(707)765-7940
Brian.a.Tillinger@uscg.mil

CSCS Anthony Ciurlino
CS Lead Instructor
(707)765-7127
Anthony.J.Ciurlino@uscg.mil

CSCS Adam Shelton
CS Lead Instructor
(707)765-7427
Adam.C.Shelton@uscg.mil

USCG Training Center Petaluma

599 Tomales Road
Petaluma, CA 94952

