

COVID-19 Prevention Training

This document provides answers to frequently asked questions about course administration for the “C19” — COVID-19 Prevention Training course.

If you are experiencing technical issues with online training, please call Contract Services’ Help Desk at 818.565.0550 ext. 1030. For technical support hours, click [here](#).

What is COVID-19 Prevention Training?

Consistent with the recommendations set forth in the motion picture production industry’s [White Paper](#), Contract Services developed a COVID-19 Prevention Training course (“C19” — COVID-19 Prevention Training) for the production workforce. This course is optimized for delivery on smart phones and other mobile devices, but it may also be completed using a web browser on a desktop or laptop computer.

What if I don’t read English or understand spoken English well enough to take the training?

If you don’t comprehend English, and require Contract Services training in a language other than English, please email training@csatf.org. Please provide your name, contact information, and the language you comprehend. Once we receive your notification, we will contact you to schedule an interactive web conference.

Spanish:

Si no entiende inglés y necesita capacitación en Contract Services en un idioma distinto al inglés, envíe un correo electrónico a training@csatf.org. Proporcione su nombre, información de contacto y el idioma que entiende. Una vez que hayamos recibido su información, nos pondremos en contacto con usted para programar una conferencia web interactiva.

Korean:

영어를 구사하실 수 없으셔서 Contract Services 트레이닝을 영어가 아닌 다른 언어로 받으셔야 할 경우, training@csatf.org 로 이름, 연락처, 그리고 사용하시는 언어를 보내주시면 화상회의 날짜를 잡아드리겠습니다

Armenian:

Եթե դուք չեք հասկանում Անգլերեն, և ձեզ համար անհրաժեշտ է Contract Services-ի մասին ուսուցումը կազմակերպել Անգլերենից բացի մեկ այլ լեզվով, խնդրում ենք մեզ տեղեկացնել Է-փոստի հետևյալ հասցեով. training@csatf.org. Խնդրում ենք հաղորդել, ձեր անունը, ձեր հեռախոսի համարը, և ձեզ համար նախընտրելի լեզուն: Այն բանից հետո, երբ մենք կստանանք ձեր կողմից նշված ծանուցումը, մենք կզանգահարենք ձեզ ինտերնետային կայքով ինտերակտիվ կոնֆերանս նշանակելու համար

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Are there any requirements for taking this course online?

You must be able to: use a computer and mouse or a mobile device; read English and understand spoken English; adequately hear the audio narration.

If you are unable to complete this course online, require an accommodation due to disability, or are unable to read or understand English, please email training@csatf.org. In accordance with applicable law, Contract Services will provide reasonable accommodations to people with disabilities and training in languages other than English.

What are the computer system requirements for taking this course online?

For the best experience with online training, we recommend using the Browser Download section below to upgrade to the latest version of your browser. Before installing new software, please ensure that the browser is compatible with your operating system and computer hardware.

Technical Requirements:

- High-speed internet access
- Hardware:
 - A Windows or Apple computer or
 - A mobile device with a browser that supports HTML5
- Supported operating systems:
 - Microsoft Windows 10 or higher
 - macOS 10.13 (High Sierra) or higher
 - iOS 13 or higher
 - Android OS 8.0 or higher
- Supported browsers:
 - We recommend using the latest version of Chrome, Firefox, Microsoft Edge, or Safari.
 - For mobile devices, we recommend using the browser that is native to your device.
- Browser downloads:
 - Google Chrome: <https://www.google.com/chrome>
 - Safari: <https://support.apple.com/en-us/HT204416>
 - Mozilla Firefox: <http://www.mozilla.org/en-US/firefox/new/>
 - Microsoft Edge: <https://www.microsoft.com/en-us/edge>
- Browser settings:
 - Zoom level: 100%
 - Allow pop-ups
 - Allow cookies
 - Enable Java
 - Enable JavaScript
 - Enable plug-ins
- Speakers or headphones to listen to the course audio

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How do I access the course?

Visit the [COVID-19 Prevention Training](#) page on our website. You will be directed to log in to your Portal Account.

How long is the course?

The course should take you approximately 30-45 minutes to complete.

Does this course contain a test?

No. This course does not have a test; however, there are knowledge check questions throughout.

Will I receive proof of training?

Once you complete the course, you will be emailed a certificate of completion. You can also access the certificate of completion within the course once completed.

Once you complete the online course, you may generate proof of training within your Portal Account. Log in to your Portal Account by going to www.csatf.org and clicking on "Portal Sign-In." Go to "My Docs" to generate a Compliance Report or an Official Course Transcript.

Will my course credit display anywhere?

If you are a Contract Services User that reflects on the Online Roster, your status will be updated within 24 hours after successful completion of the course.

What if I can't complete the online training in one sitting?

You don't have to complete online training in one sitting. You can stop the presentation and log out at any time. When you return, you will resume where you left off.

However, we recommend you finish in as few sessions as possible, because your online training progress may be lost or reset as part of a course update or system maintenance, which could cause the course to start at the beginning.

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If I leave the online course, where do I go to log back in?

You can access the course by going to www.csatf.org/covid19/prevention.

Click on the appropriate login that applies to you, either as a Contract Services User or an Other User.

What if I have a question about the course?

For questions related to Contract Services' COVID-19 Prevention Training or to report a health or safety concern, contact numbers for studios can be found [here](#).

For additional information, visit www.csatf.org/covid19/prevention to learn more.