



# Continuum of Care Program Online Training Materials

## VIDEOS

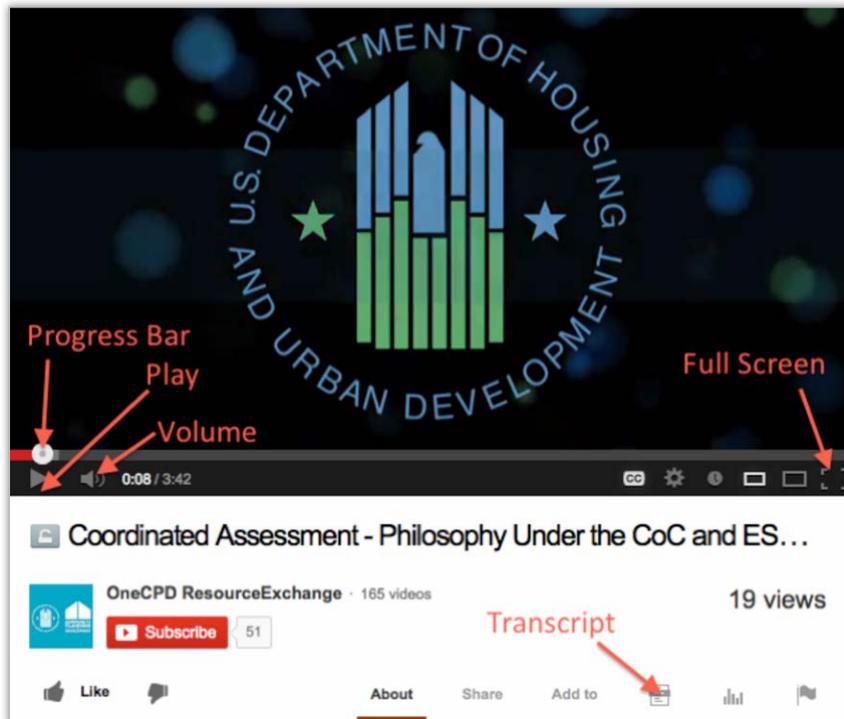
### Guidance for Using and Viewing Continuum of Care 2.0 YouTube Videos

#### Description of Videos

YouTube is a video sharing service that allows users to watch videos posted by other users and upload videos of their own. HUD has developed a series of videos that are hosted on either the HUD or the OneCPD YouTube pages.

#### How to View Videos

You can view the YouTube video by clicking on the link and then clicking on the “play” arrow.



#### System Requirements

PC, Mac, & Mobile Devices: With an active Internet connection and a speed of 500+ Kbps, you can watch YouTube videos through Google Chrome, Firefox, Internet Explorer, Safari, or Opera.

## Video FAQs

**Q:** Do I need a login or password to access this product?

**A:** No, YouTube videos are available without the need for a password or login.

**Q:** Do I need to download the product onto my computer in order to view it?

**A:** No, with an active Internet connection, you can play it directly online.

**Q:** How do I get it to play? Can I fast-forward or advance the content on my own?

**A:** You can begin playback by clicking on the “start” arrow. You can move to different locations within the video by placing your mouse on the circle in the bottom portion of the video window until the center of the circle is red, and then moving it forward or backward.

**Q:** How do I increase the volume?

**A:** The volume of the video can be increased by either increasing the volume on your computer, or using the YouTube volume slider (to the right of the play button).

**Q:** How can I share this product with someone else? Is there a way to forward it?

**A:** The link to the YouTube video can be forwarded to anyone. Simply highlight the URL in your browser window, copy it, and paste it into an e-mail to forward to a friend or colleague.

**Q:** What if I have any technical difficulties?

**A:** Please address any technical difficulties to [info@onecpd.info.com](mailto:info@onecpd.info.com).

**Q:** What if I have questions or feedback about the content?

**A:** Please address any questions about the content by visiting and filling out the form found at [www.onecpd.info/ask-a-question/my-question/](http://www.onecpd.info/ask-a-question/my-question/).

**Q:** Is there a transcript?

**A:** The YouTube videos are all closed-captioned. You can view the transcript by clicking on the transcript button below the actual video on the YouTube page.

**Q:** How do I print out the presentation?

**A:** Unfortunately, the presentation is not available for download. In order to print the closed-captioning text, you would need to highlight all of it in the transcript window, right click with your mouse and select “copy,” and then paste it all into a blank Word document.

