

Mistake Management webinar

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Presented by:

Pam Szczecinski
Stenograph Certified Training Agent

CE POINTS available

State and National Continuing Education points

What course provides

This instructor-led course provides step-by-step instruction for fixing problems in Case Catalyst.

What students learn

Upon completing this hands-on course, reporters will learn to:

- n Teach your software to learn more from your editing sessions, and not keep stopping on the same things you correct over and over
- n Fix steno entries during realtime or afterwards so it doesn't continue to translate incorrectly
- n How to flag something to go back and check on
- n What to do when you lose a file or misplace it

What you receive

Each reporter receives a copy of Pam Szczecinski's training material for class reference and review.

Webinar Date: April 28th, 2010

Time: 6:00 p.m. – 7:30 p.m. central standard time

Where: Online using www.gotomeeting.com

Price: \$50 advance registration \$75 same week

Cancellation policy: 48 hrs or less 15 % penalty fee

CE points: 1 ½ CE points CSR & RPR

Course Outline

Common Edit mistakes

- Undo/Redo
- Undo Global options
- Undo vs. Delete Global
- When to replace vs. typeover
- When and how to update Conflict databases
- Ignoring the same spellings again and again

Fixing Realtime Errors

- How to use Oops
- Query Realtime Translation

Fixing Manage Job Errors

- Retrieving Deleted files
- When and how to use Auto-Archive files vs AutoRecovered files
- How to search for lost or misplaced files

NOTE:

This class is available to any reporter wanting to resolve issues in Case Catalyst.

To register contact Pam Szczecinski

(312) 912-7132 or mail check to:

177 Santa Fe Lane,
 Willow Springs, IL 60480