HOSPITALITY WORKERS TRAINING CENTRE

Futureworx

ReSET

User Guide for Supervisors

System Requirements

The following technologies are required to access the ReSET platform:

A stable internet connection	Modern browsers such as Safari, Chrome, Firefox, or Microsoft Edge	Cookies enabled on the ReSET website	JavaScript

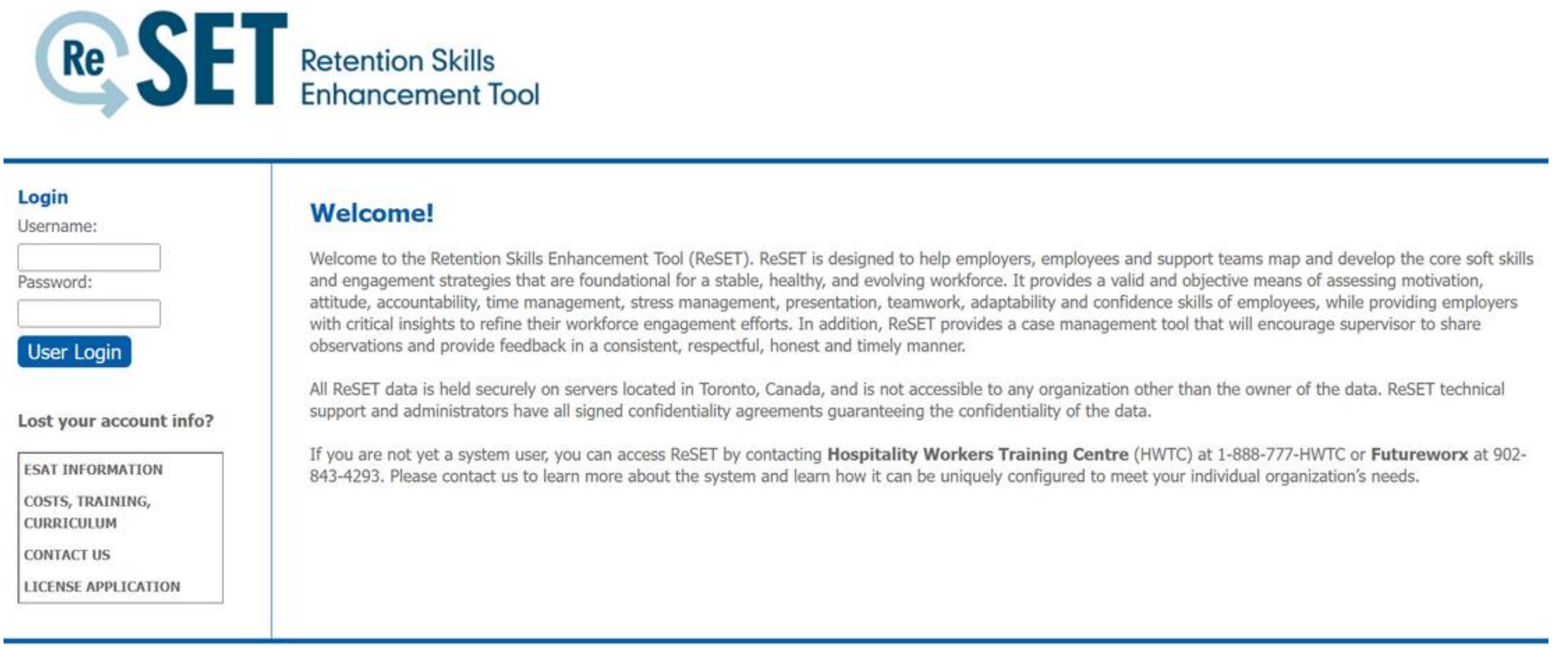
If your organization has taken security measures to ensure data confidentiality, you may need to adjust certain settings to allow the ReSET platform to run. Please contact your supervisor if you require additional information about ReSET's system requirements.

ReSET Retention Skills Enhancement Tool

Logging into your account

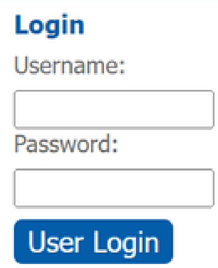
To log into your ReSET account:

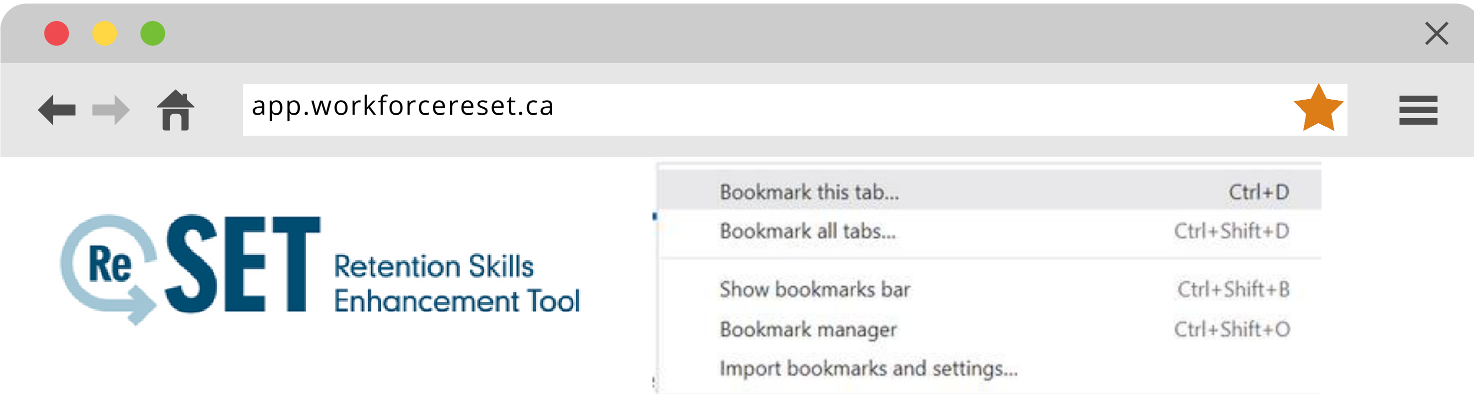
1. Visit app.workforcereset.ca



2. Enter your Username and Password

3. Bookmark the website for quick access





Accessing features in the sidebar

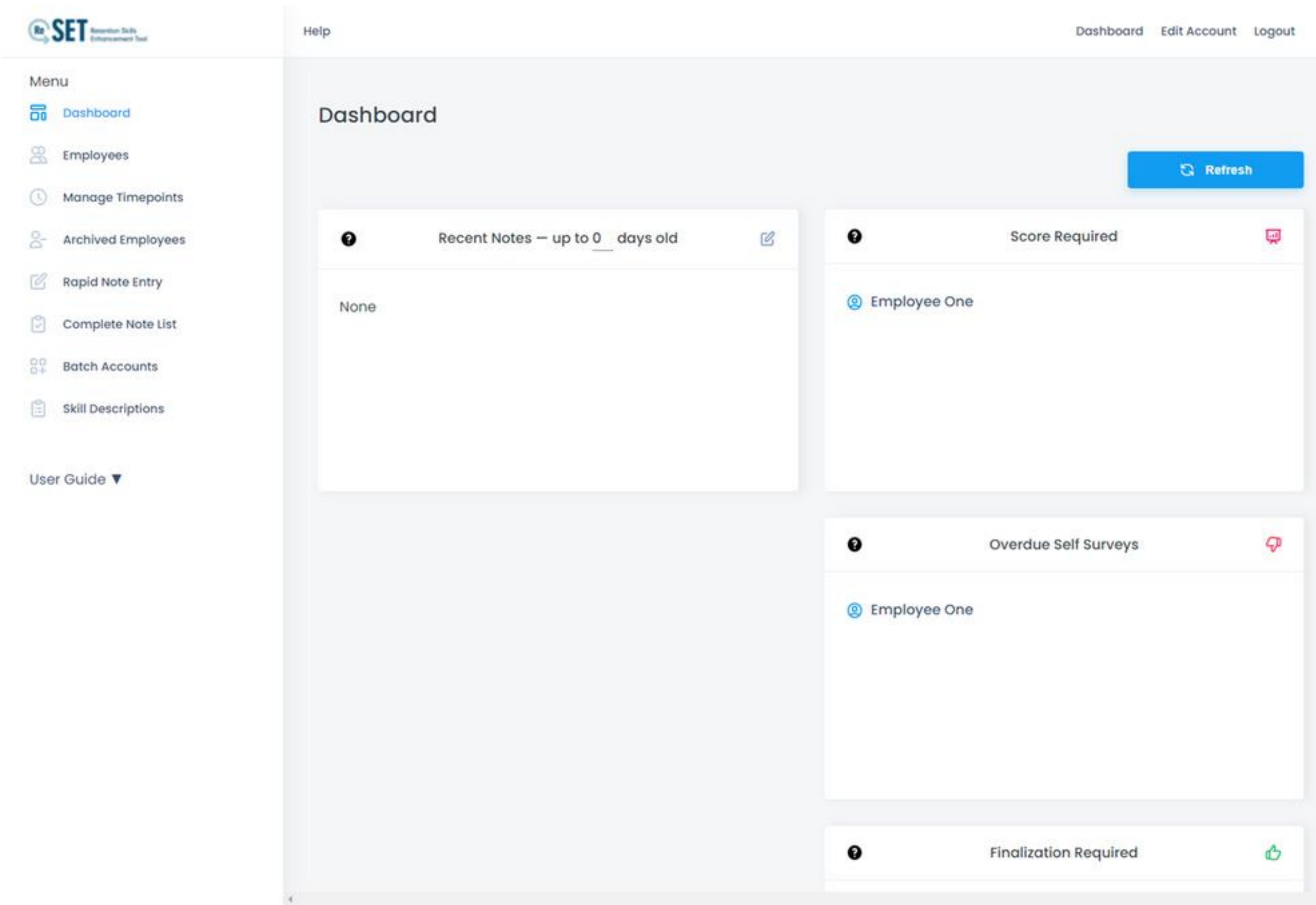
Access the following ReSET using the links in the left sidebar

Dashboard: Quick links to track tasks in ReSET

Employees: View individual Employee accounts and access any associated Supervisor Surveys

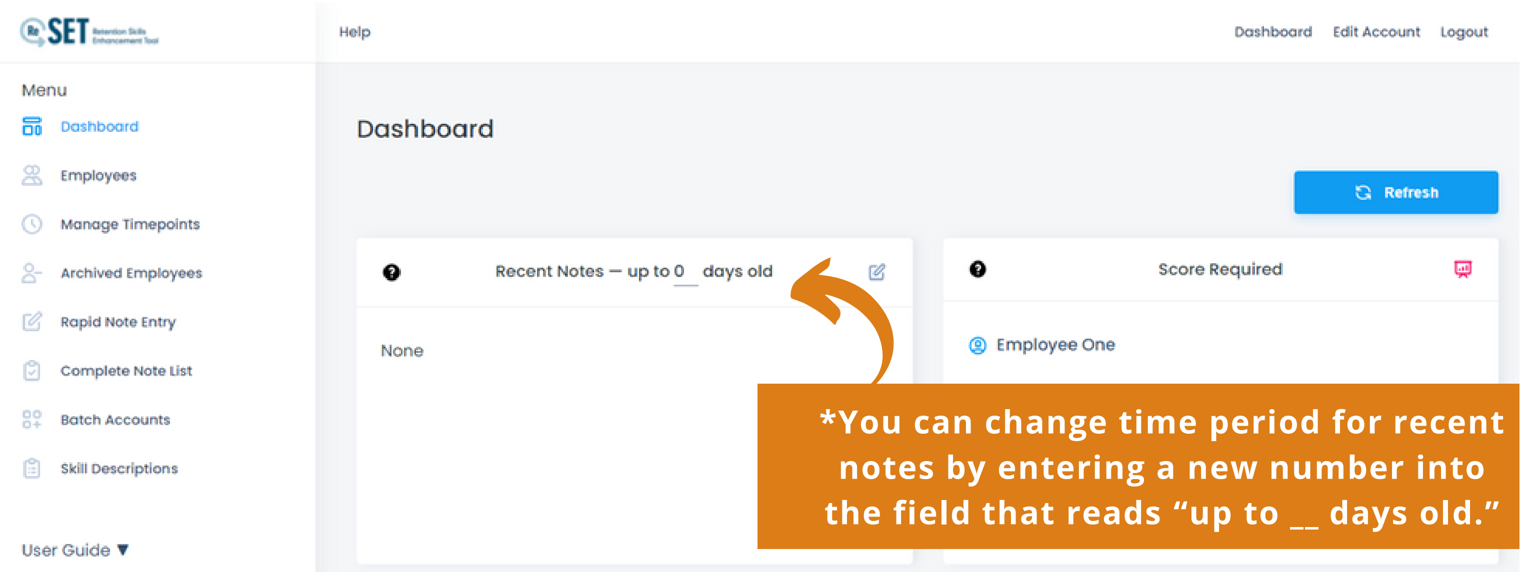
Rapid Note Entry: Add new notes using the ReSET template

Skills Descriptions: Glossary and scoring index for each of ReSET's included soft skills



Accessing quick links from ReSET dashboard

The ReSET Dashboard automatically loads upon logging into your account. Supervisors will see the following quick links:



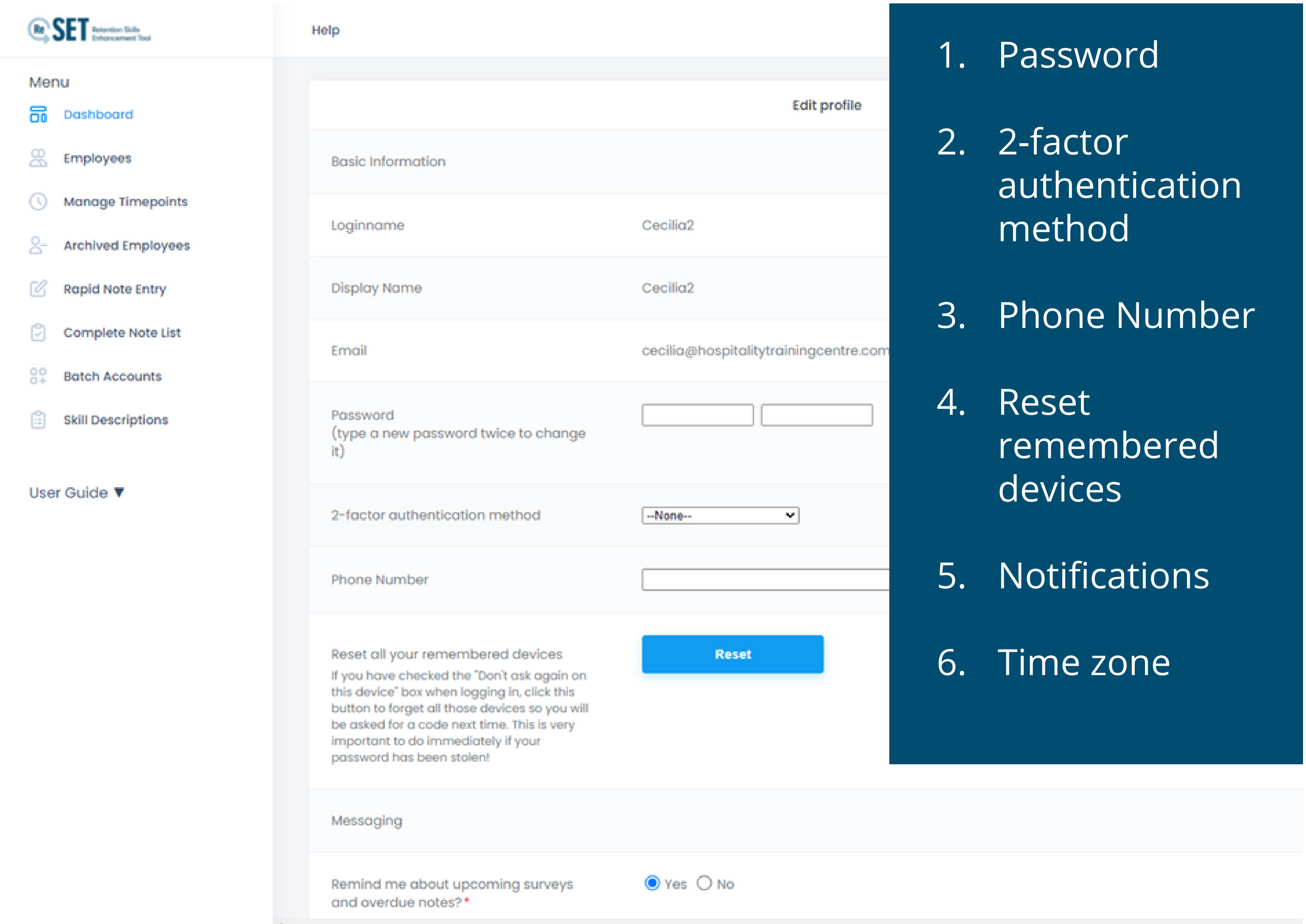
1. **Recent Notes:** Lists the Employees who have notes entered into ReSET within a set period of time.

2. **Score Required:** Lists the Employees who need a score entered on a Supervisor survey.

3. **Notes Required:** Lists the Employees who need new notes as set by the program requirement.

Editing your profile

In the top menu, click “Edit Account” to update the following information:



1. Password
2. 2-factor authentication method
3. Phone Number
4. Reset remembered devices
5. Notifications
6. Time zone

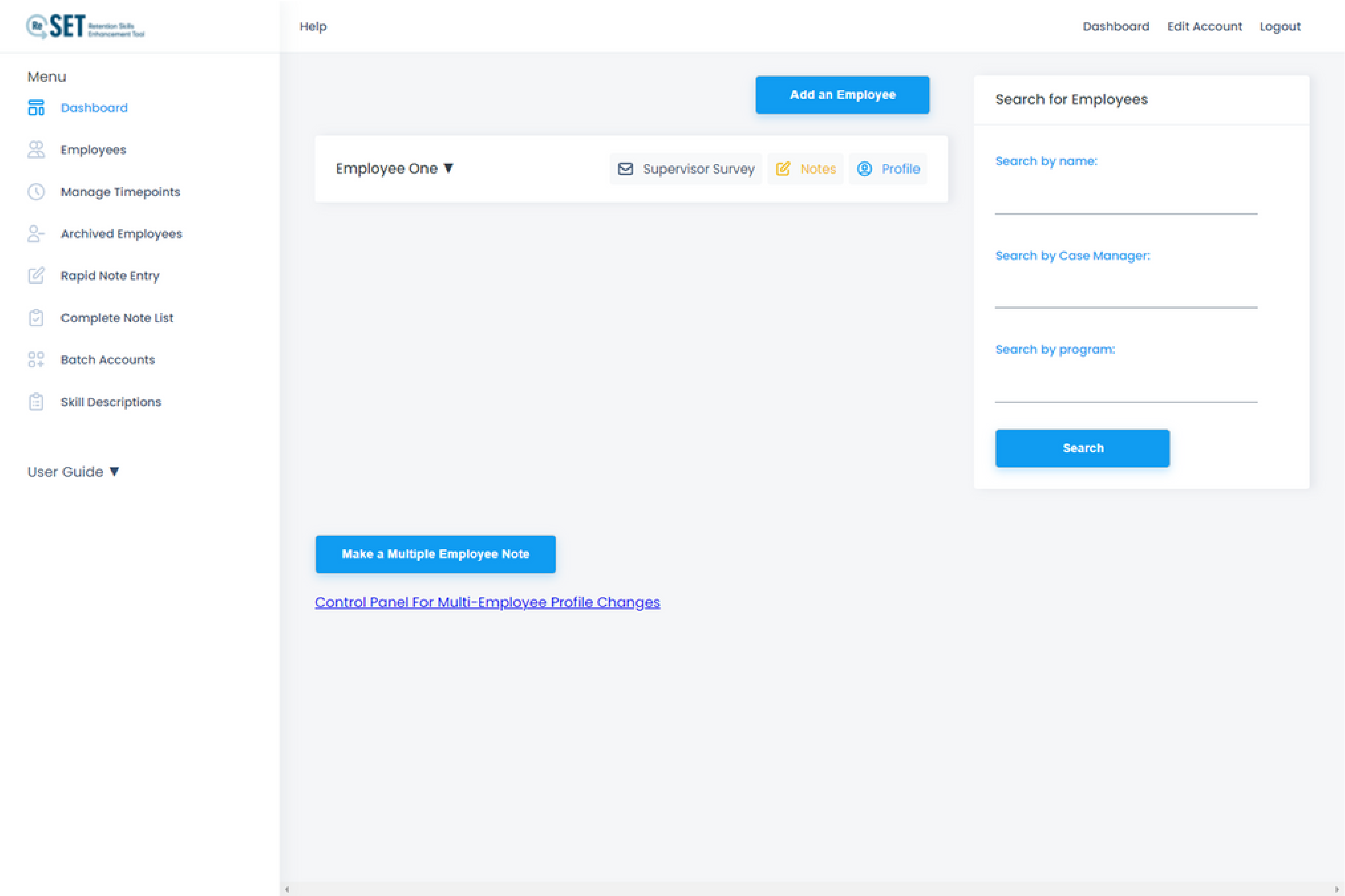
*Site Managers are the only accounts that can update Employee or Supervisor login names, display names or emails.

Creating a new Employee note

There are three ways to add notes to an Employee account:

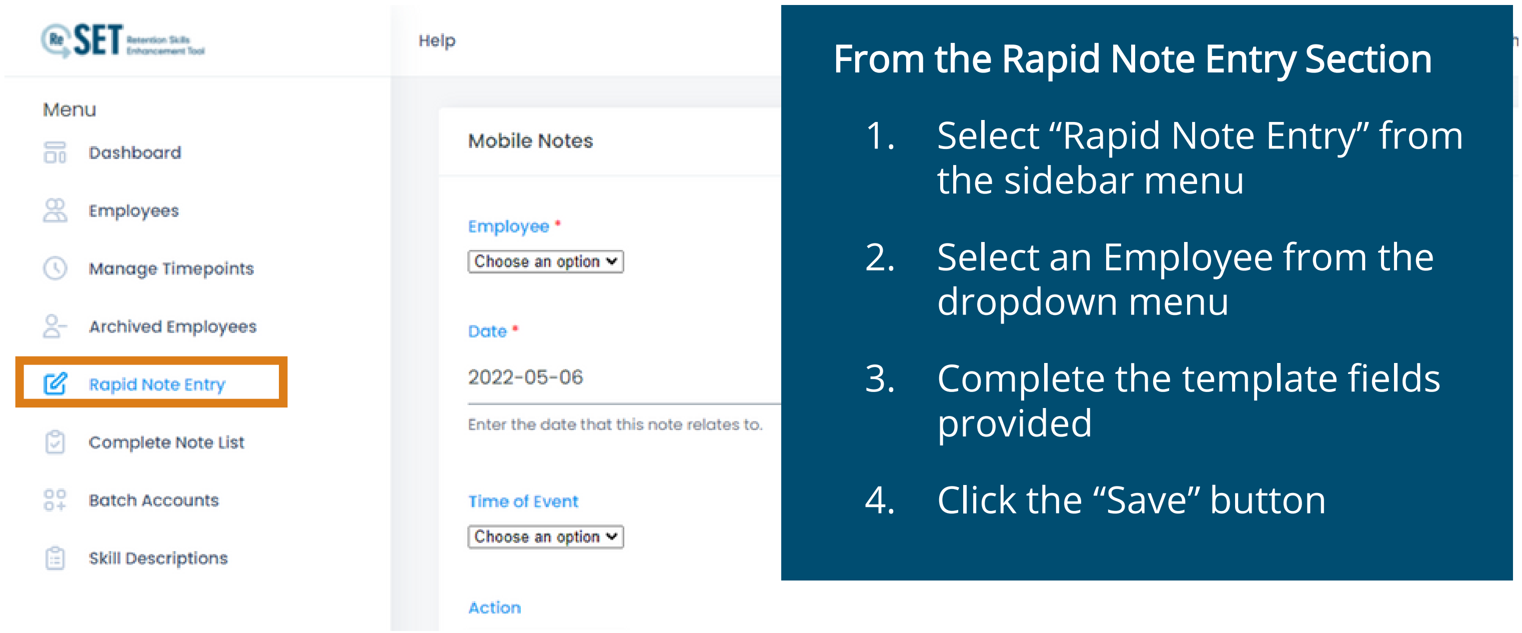
From the Employee Section

1. Select "Employees" from the sidebar menu
2. Click on the "Notes" button beside the Employee's name
3. Click the "Add New Note" button
4. Complete the template fields provided
5. Click the "Save" button



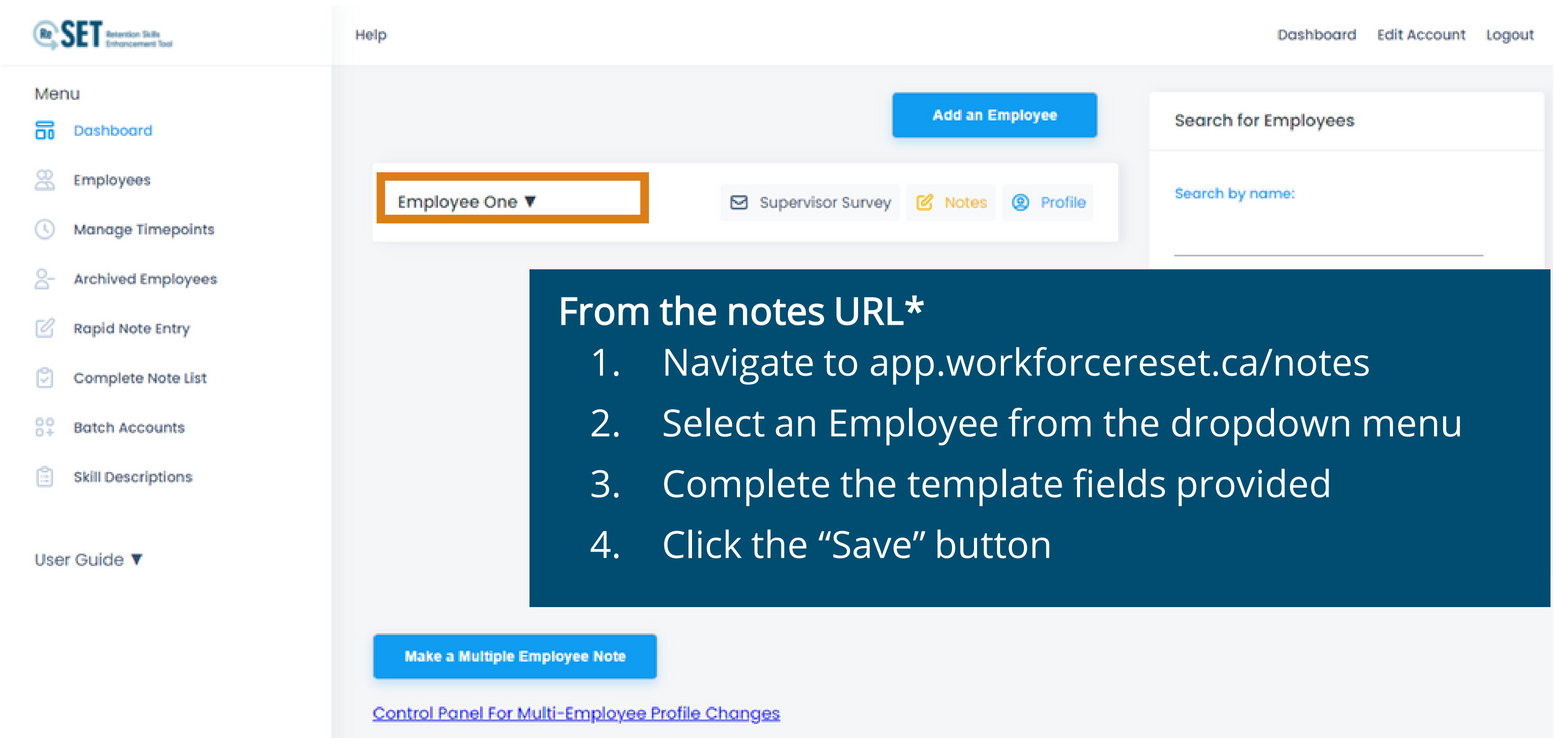
Creating a new Employee note

There are three ways to add notes to an Employee account:



From the Rapid Note Entry Section

1. Select "Rapid Note Entry" from the sidebar menu
2. Select an Employee from the dropdown menu
3. Complete the template fields provided
4. Click the "Save" button



From the notes URL*

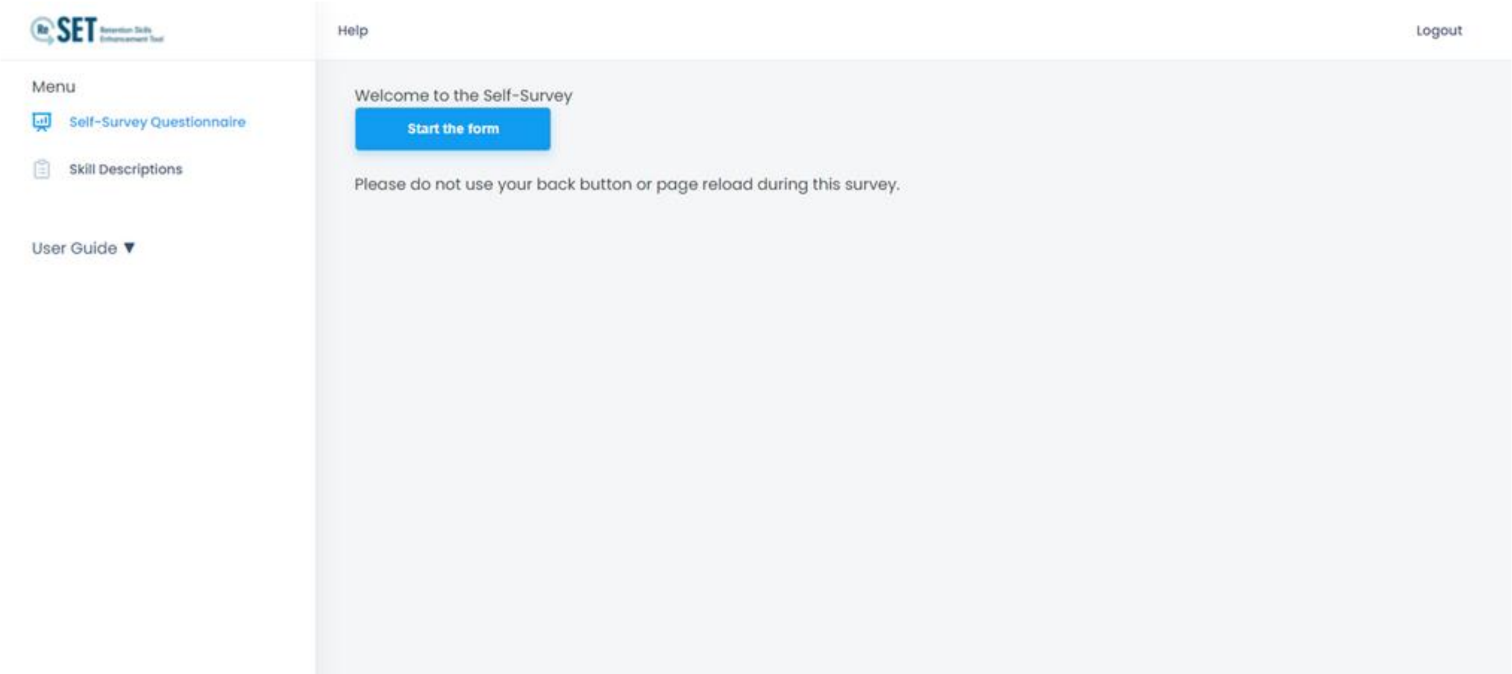
1. Navigate to app.workforcereset.ca/notes
2. Select an Employee from the dropdown menu
3. Complete the template fields provided
4. Click the "Save" button

**This link was designed to be added to your phone as a shortcut. When you login, using this address you are taken directly to the note entry page in ReSET. When you save a note from there, it returns you to the same note entry page. To exit back to the full ReSET site, click on the ReSET logo.*

Completing Employee Self-Surveys

Supervisors may also be employees who report to other managers and may be requested to participate in ReSET as employees as well. To complete an Employee Self-Survey:

1. Log into ReSET
2. Select "Self-Survey Questionnaire" from the sidebar menu*
3. Click either the "Start the Form" or "Continue the form" button
4. Answer each question for "work" and "not at work"
5. Click the "Save" button to submit your Self-Survey



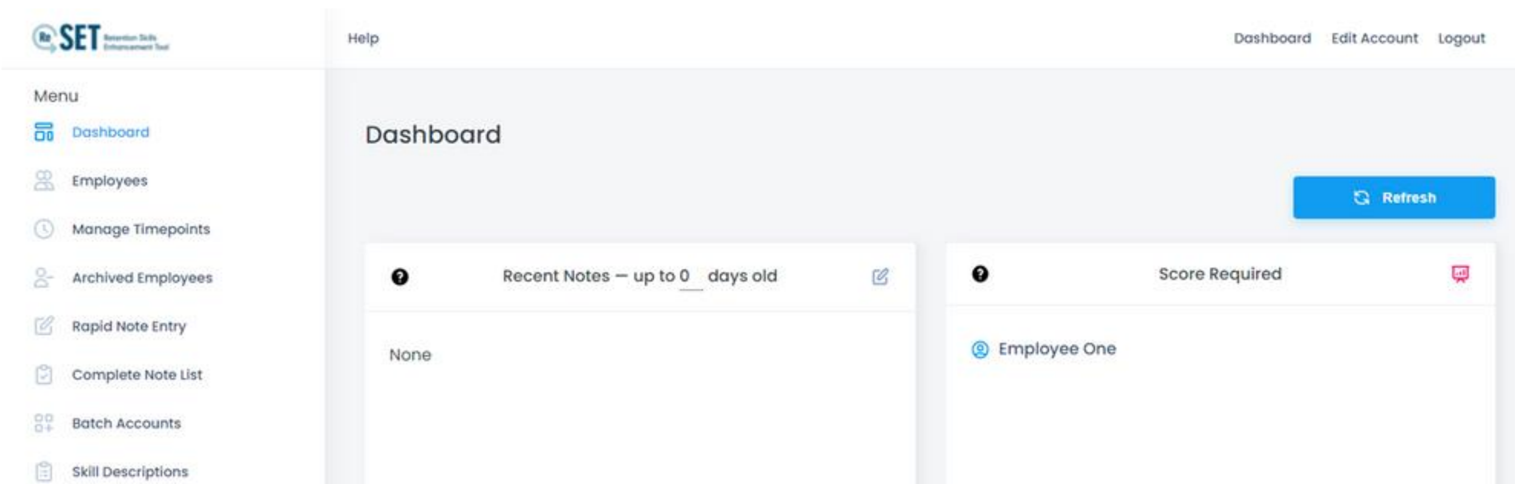
**Please note that the Self-Survey option is only accessible in the sidebar menu when logged into an Employee-level account.*

Accessing Supervisor Surveys

When a Supervisor Survey is required, all Supervisors will get an email notifying them and specifying the due date. There are two ways to access the Supervisor Survey:

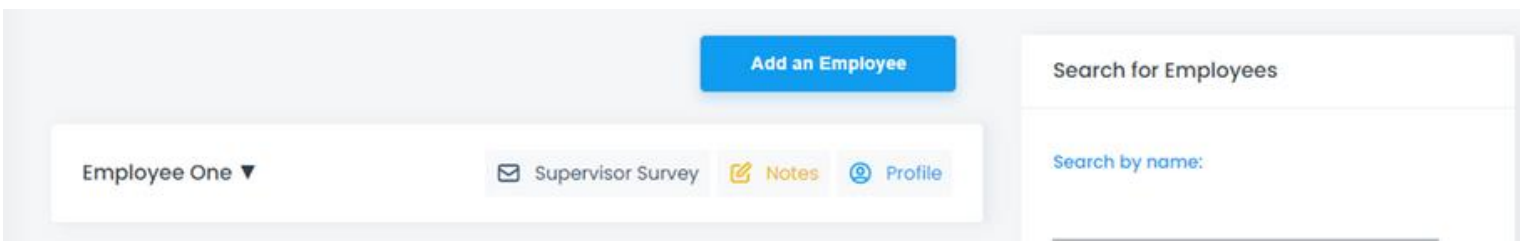
From the Dashboard

1. Log into ReSET
2. Click the Employee's Name under the "Score Required" section
3. Complete the Supervisor Survey



From the Employee List

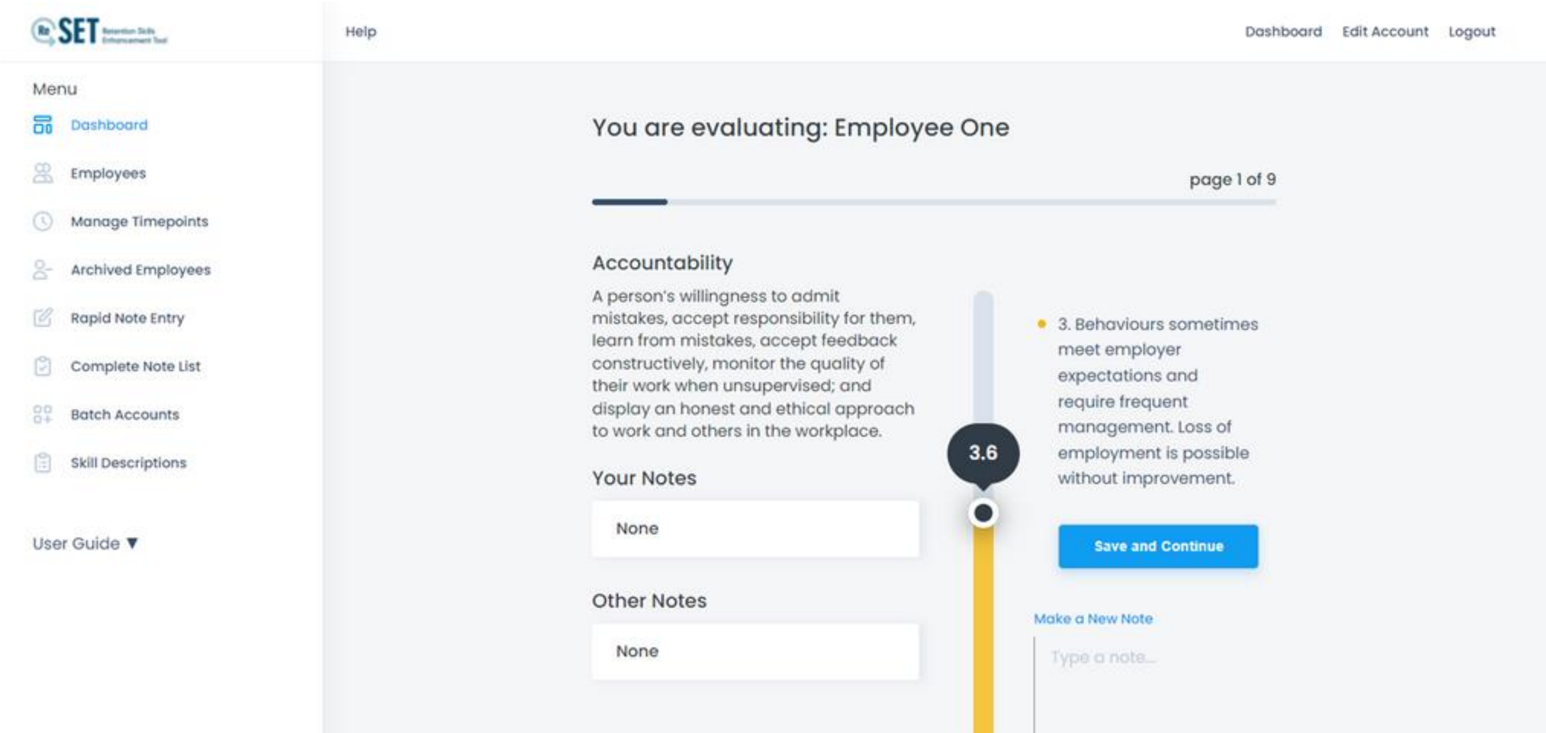
1. Log into ReSET
2. Select "Employees" in the sidebar menu
3. Select an Employee from the master list or search for an Employee by name, Case Manager, or program
4. Click the "Supervisor Survey" button next to the Employee's name
5. Complete the Supervisor Survey



Completing a Supervisor Survey

To complete a Supervisor survey:

1. Review skill definitions and exemplars if required
2. Navigate to the Supervisor Survey through the ReSET Dashboard or by clicking “Employees” in the sidebar menu
3. Click “Supervisor Survey” next to the Employees Name
4. Review your notes provided on the survey page.
5. Navigate to the slider in the middle of the survey page
6. Slide the message bubble or tap on the slider bar to select your score (1-6). Guidance on the score meaning is provided to the right of the slider.
7. Add an explanatory note if desired.
8. The Supervisor Survey will automatically submit once all of the program skills have been scored



Surveys that are not completed will remain available through the Employee’s account with an “in progress” note. Simply click the survey link to resume scoring the Employee.

Troubleshooting

Microsoft Edge closing screen

ReSET is accessible from any internet-enabled device that is connected to the web and is running an up-to-date browser. Some users may experience difficulties with ReSET if they are using Microsoft browsers. If your screen closes unexpectedly, please ensure you are regularly clearing your cache.

Employee Notifications for Self-Surveys

When the Supervisor Survey is triggered, an email is sent to the Supervisor asking them to complete the survey. There is no such email for self-surveys as Employees typically need some guidance on how to do the survey. Ensure that you have communicated self-survey timepoints with your Employees before they are due

Questions

Please contact your Site Manager if you need any support using ReSET.