



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



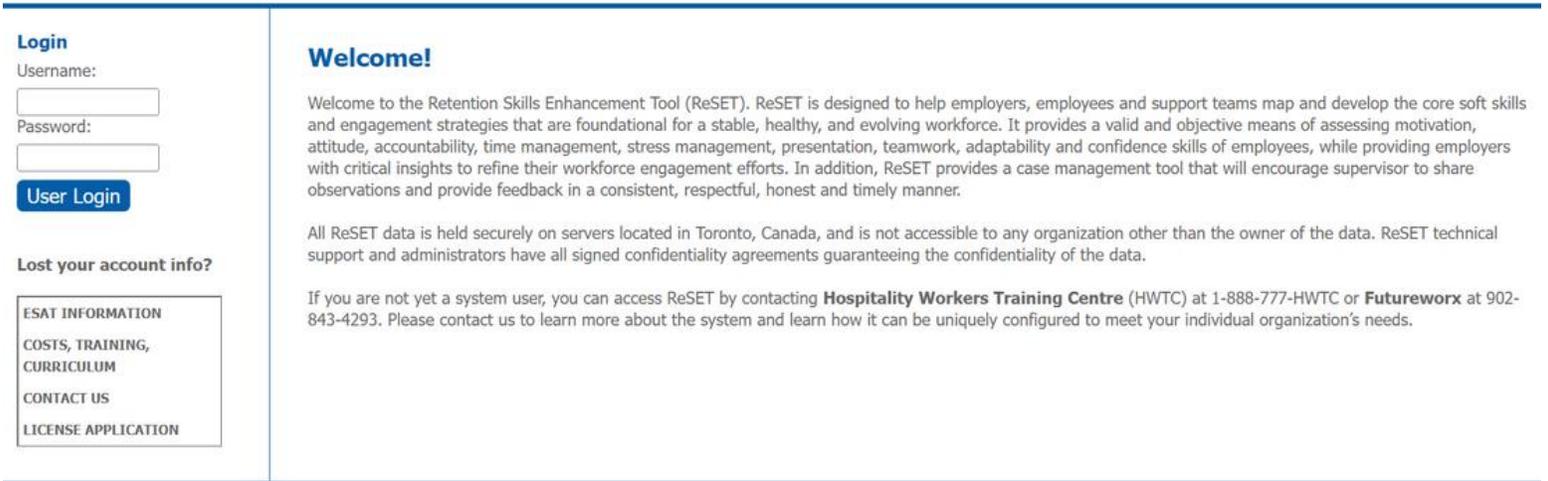
JavaScript

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.

Logging into your account

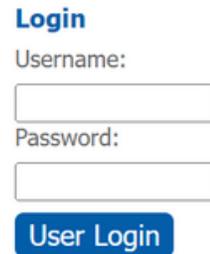
To log into your ReSET account:

- 1 Visit app.workforcereset.ca



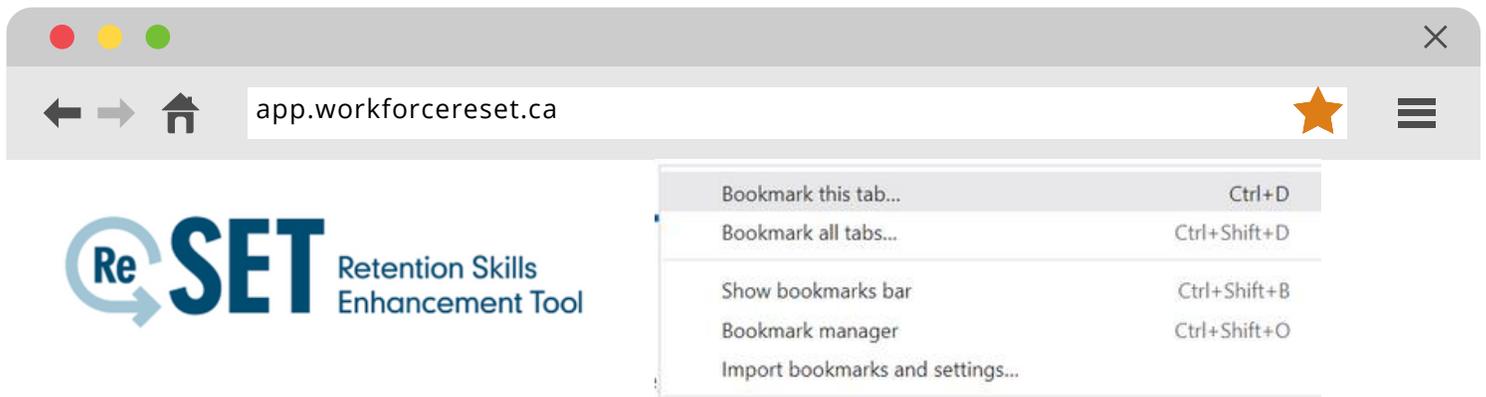
The screenshot shows the ReSET login page. On the left, there is a "Login" section with "Username:" and "Password:" labels, each followed by a text input field. Below these fields is a blue "User Login" button. Underneath the login fields is a link for "Lost your account info?". To the right of the login fields is a "Welcome!" section with a paragraph of text describing the tool and its purpose. Below the welcome message is another paragraph of text regarding data security and confidentiality. At the bottom left of the page, there is a box containing links for "ESAT INFORMATION", "COSTS, TRAINING, CURRICULUM", "CONTACT US", and "LICENSE APPLICATION".

- 2 Enter your Username and Password



The login form consists of a "Login" heading, followed by "Username:" and "Password:" labels, each with a corresponding text input field. Below the input fields is a blue "User Login" button.

- 3 Bookmark the website for quick access



The screenshot shows a web browser window with the address bar displaying "app.workforcereset.ca". The ReSET logo is visible in the top left corner of the page. A context menu is open over the address bar, showing options for bookmarking the page, including "Bookmark this tab...", "Bookmark all tabs...", "Show bookmarks bar", "Bookmark manager", and "Import bookmarks and settings...".

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

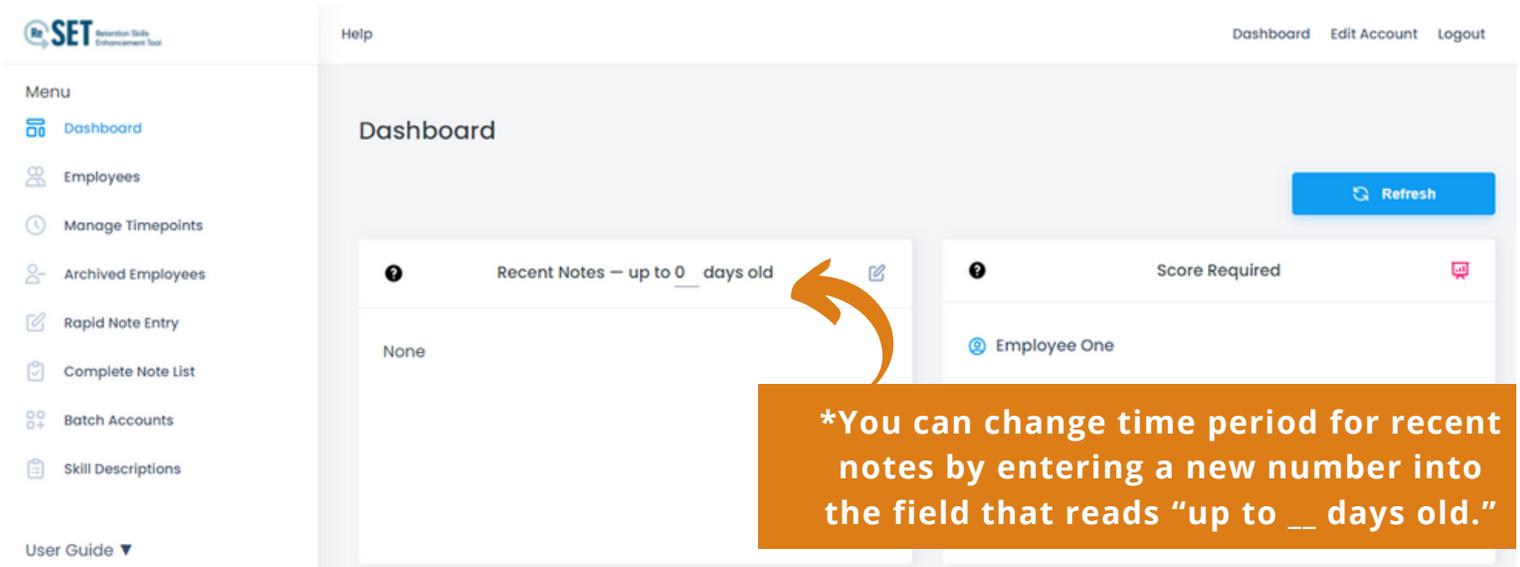
Rapid Note Entry: Add new notes using the ReSET template

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

The screenshot displays the ReSET dashboard. On the left is a sidebar menu with the following items: Dashboard, Employees, Manage Timepoints, Archived Employees, Rapid Note Entry, Complete Note List, Batch Accounts, Skill Descriptions, and User Guide. The main content area is titled 'Dashboard' and features a 'Refresh' button in the top right. Below the title are four task cards: 'Recent Notes -- up to 0 days old' (showing 'None'), 'Score Required' (listing 'Employee One'), 'Overdue Self Surveys' (listing 'Employee One'), and 'Finalization Required'.

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:

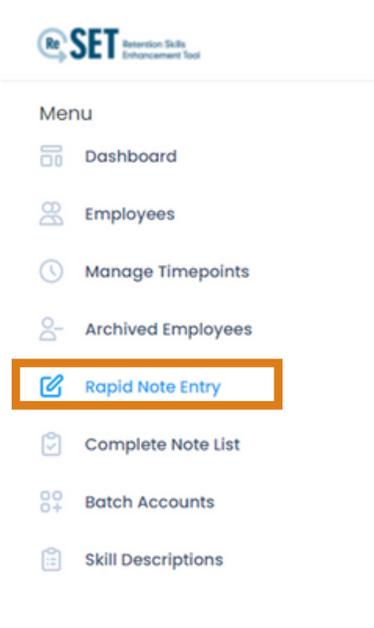
From the Employee Section

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

The screenshot displays the ReSET web application interface. On the left is a sidebar menu with options: Dashboard, Employees, Manage Timepoints, Archived Employees, Rapid Note Entry, Complete Note List, Batch Accounts, Skill Descriptions, and User Guide. The main content area features a top navigation bar with 'Help', 'Dashboard', 'Edit Account', and 'Logout'. A blue 'Add an Employee' button is positioned at the top right. Below it, a card for 'Employee One' contains buttons for 'Supervisor Survey', 'Notes', and 'Profile'. A 'Search for Employees' panel on the right includes search fields for name, case manager, and program, with a 'Search' button. At the bottom, there is a 'Make a Multiple Employee Note' button and a link to the 'Control Panel For Multi-Employee Profile Changes'.

Creating a new Employee note

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



Menu

- Dashboard
- Employees
- Manage Timepoints
- Archived Employees
- Rapid Note Entry**
- Complete Note List
- Batch Accounts
- Skill Descriptions

Help

Mobile Notes

Employee *

Choose an option ▾

Date *

2022-05-06

Enter the date that this note relates to.

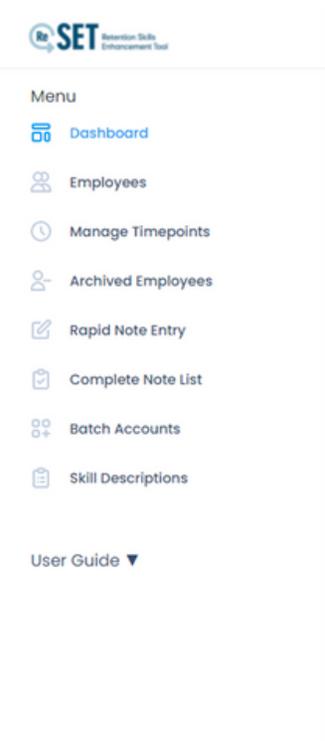
Time of Event

Choose an option ▾

Action

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



Menu

- Dashboard
- Employees
- Manage Timepoints
- Archived Employees
- Rapid Note Entry
- Complete Note List
- Batch Accounts
- Skill Descriptions

User Guide ▼

Help

Dashboard Edit Account Logout

Add an Employee

Employee One ▾

Supervisor Survey Notes Profile

Search for Employees

Search by name:

Make a Multiple Employee Note

[Control Panel For Multi-Employee Profile Changes](#)

From the notes URL*

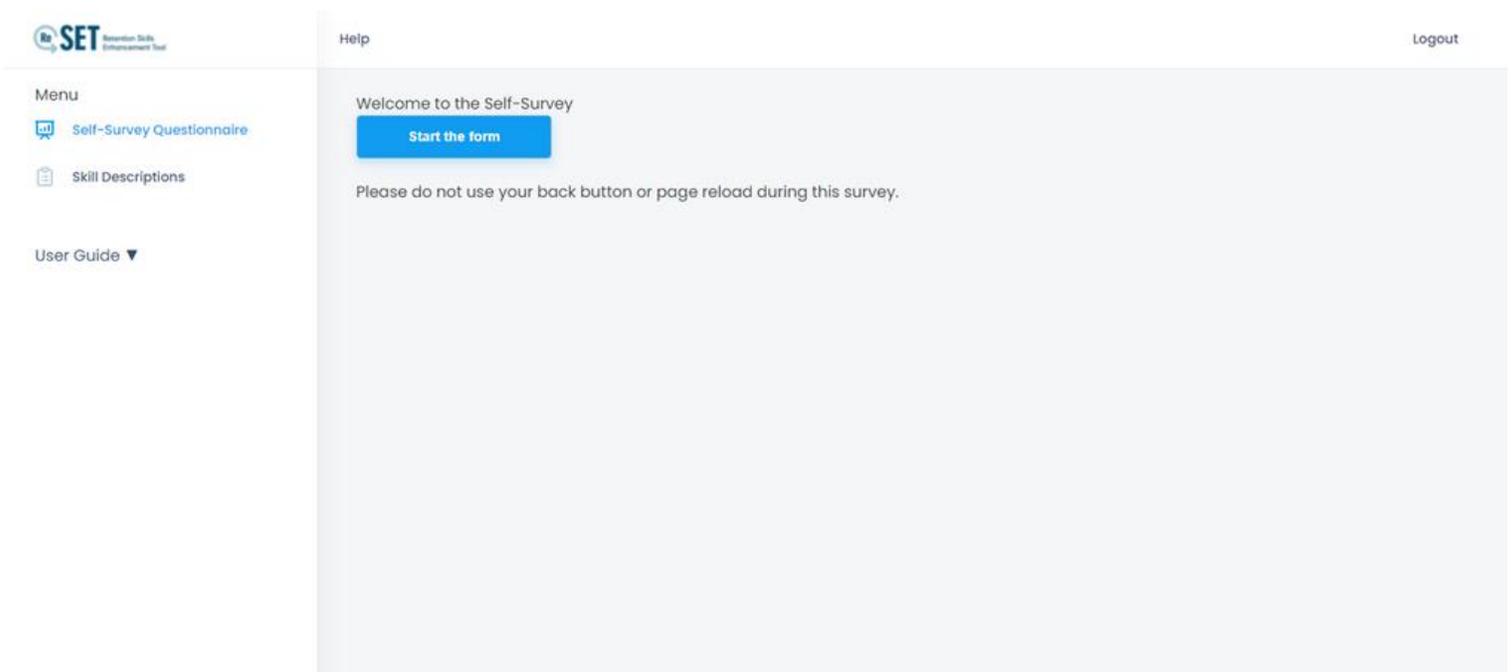
1. Navigate to app.workforcereset.ca/notes
2. Select an Employee from the dropdown menu
3. Complete the template fields provided
4. Click the "Save" button

*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



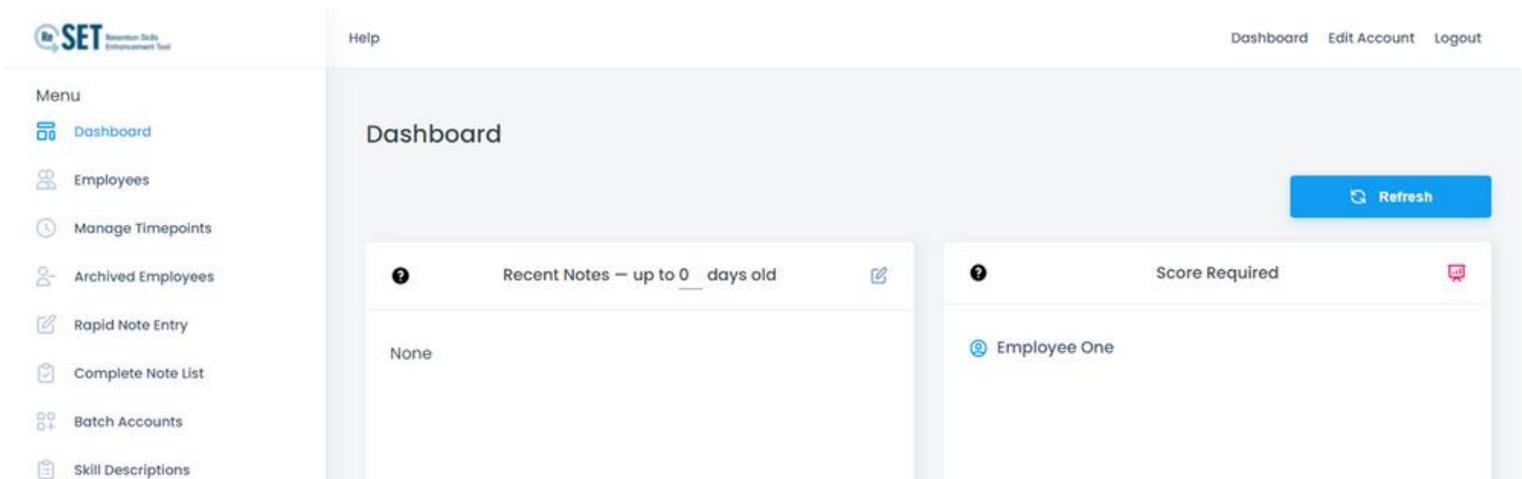
**Please note that the Self-Survey option is only accessible in the sidebar menu when logged into an Employee-level account.*

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:

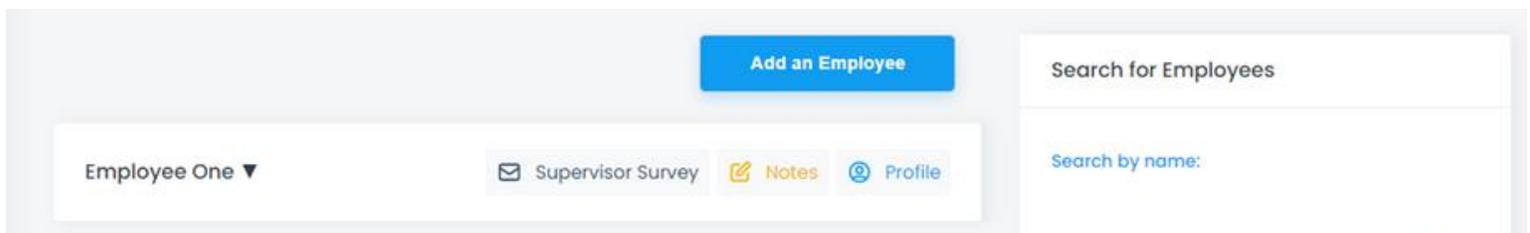
From the Dashboard

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

The screenshot shows the ReSET Supervisor Survey interface. At the top, there is a navigation bar with the ReSET logo, 'Help', 'Dashboard', 'Edit Account', and 'Logout'. A sidebar menu on the left lists various options: Menu, Dashboard, Employees, Manage Timepoints, Archived Employees, Rapid Note Entry, Complete Note List, Batch Accounts, Skill Descriptions, and User Guide. The main content area is titled 'You are evaluating: Employee One' and 'page 1 of 9'. It features a section for 'Accountability' with a definition: 'A person's willingness to admit mistakes, accept responsibility for them, learn from mistakes, accept feedback constructively, monitor the quality of their work when unsupervised; and display an honest and ethical approach to work and others in the workplace.' Below this is a 'Your Notes' field with a 'None' button. To the right is a vertical slider with a yellow bar and a black bubble containing the score '3.6'. Further right is a list of behaviors: '3. Behaviours sometimes meet employer expectations and require frequent management. Loss of employment is possible without improvement.' Below the slider is a 'Save and Continue' button. At the bottom right, there is a 'Make a New Note' section with a text input field labeled 'Type a note...'. The interface is clean and professional, using a light blue and white color scheme.

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.