Welcome to the SkillsPass Employer Guide.

Before we get started, let's make sure you are using a supported browser. Chrome, Firefox, Edge, and Safari are a-ok. If you are trying to use Internet Explorer, prepare to be frustrated. It is enjoying a well-earned retirement.

Is this all new to you? Then you're probably looking for the Claiming an Employer Network instructions! Build your team, live the dream

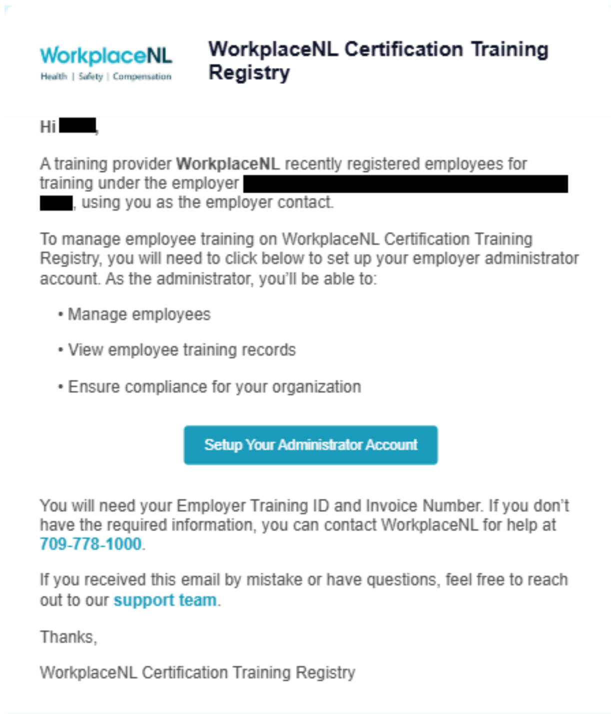
Have you been here before? If you have, maybe you're interested in heading to the good parts:

- Users
- Employee Certifications
- Reports
- More Reports: Captain Picard isn't the only one that loves data
- Help: Not just a great Beatles song
- Team Management Options
  - My Team: There is no I but there is a My
  - Worker Search: Like Tinder but for locating employees and not romantic
  - Certificates: Unlike above, there are two I's
- Navigation: We're pretty sure that even the Vikings used a waffle

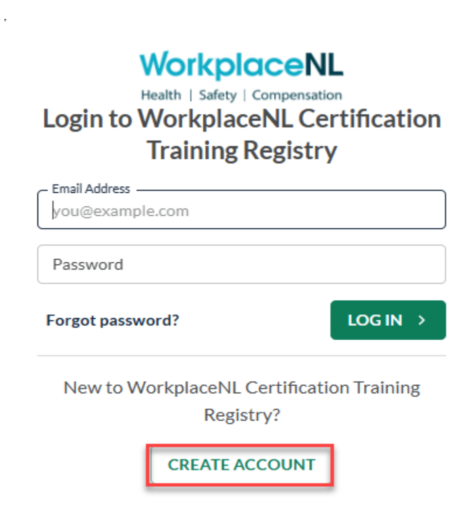
Claiming an Employer Network

When accessing your employer network, there are three main things you will want to do; access your team, add members to your team via Worker Search, and access employee training records in Certificates.

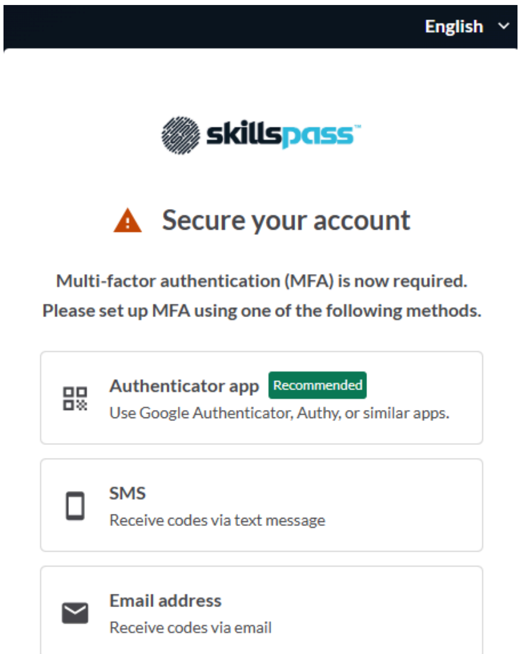
If you just said ‘employer network? What employer network?’ Great question. You can claim yours on the CTR Marketplace. The steps to do that are on the next page of this guide.



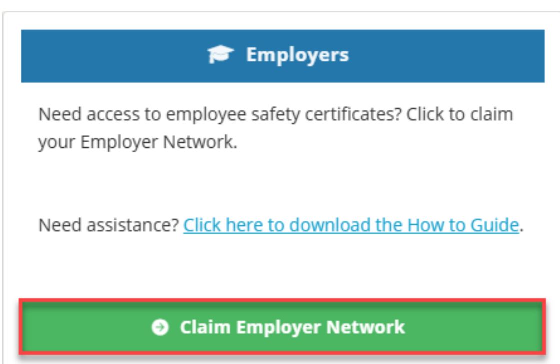
When clicking the “Setup your Administrator Account” link, you will be prompted to sign in if you have an existing CTR Account or create an account.



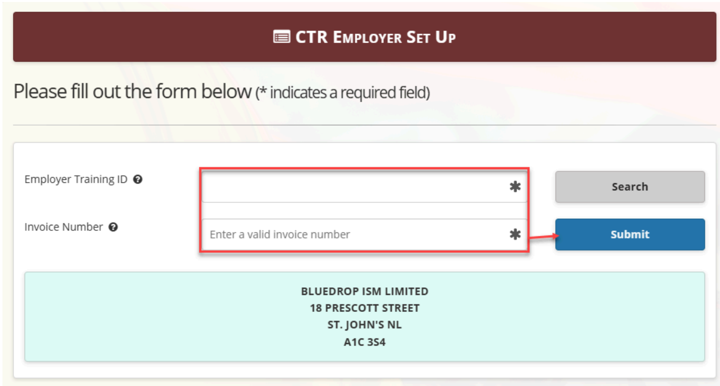
After logging in, you will be prompted to configure Multi Factor Authentication or better known as MFA. You will be asked to choose your preferred method of multi-factor verification (MFA). You will use this whenever you sign into your account. There are three options to choose from: authenticator app, email, or SMS. We recommend using an authenticator app but the choice is up to you.



Once you are signed in, select Claim Employer Network on the CTR homepage.



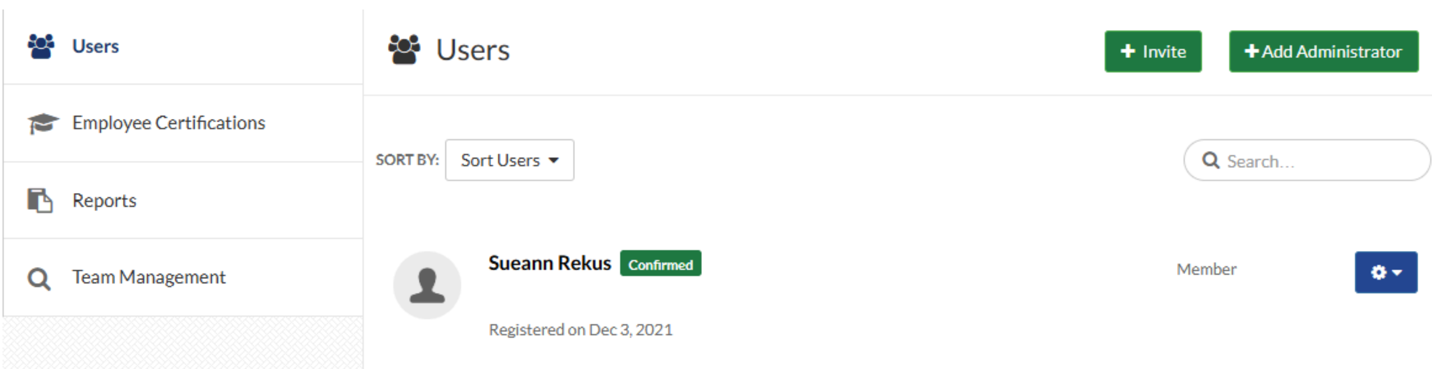
Here, you will be asked to provide your Training ID and Invoice number. If you do not have this information, you will need to contact WorkplaceNL at 709-778-1000.



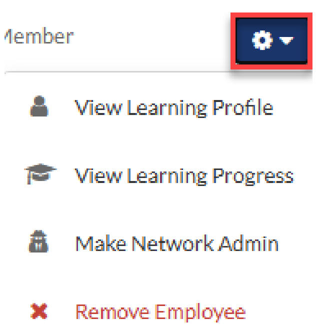
Once your account is claimed, you will be redirected to your employer experience.

Users

The Users tab is a list of all employees associated with your network. If you need to add an employee or administrator, you can use the green button.



If you want to make an existing user an admin or remove an employee, select the gear icon next to their name, and select the desired action.

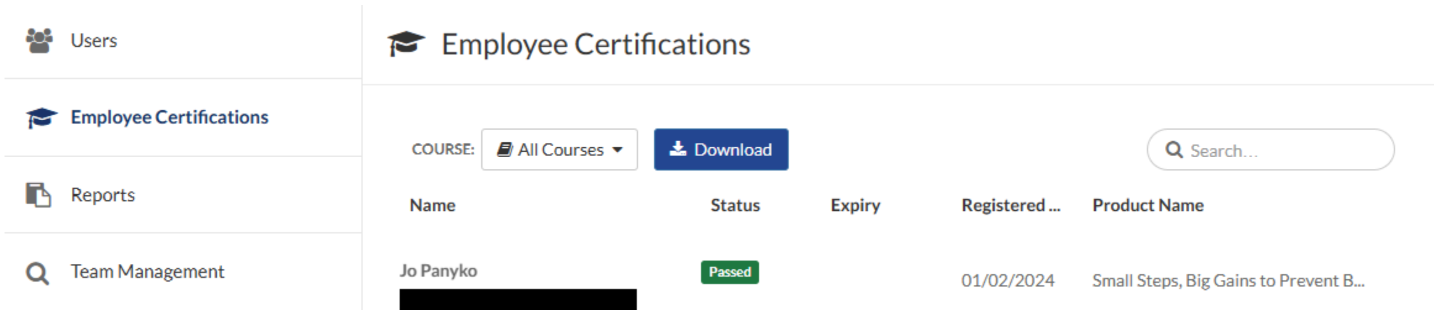


Employee Certifications

The Employee Certifications tab will let you run a report of the training records of your employees. If you would like to see the results for a specific course, click on All Courses, and choose from the drop-down menu.

Results will be listed by status (passed/expired), expiry date, registration date, and course title (Product Name).

Select Download to generate a report.



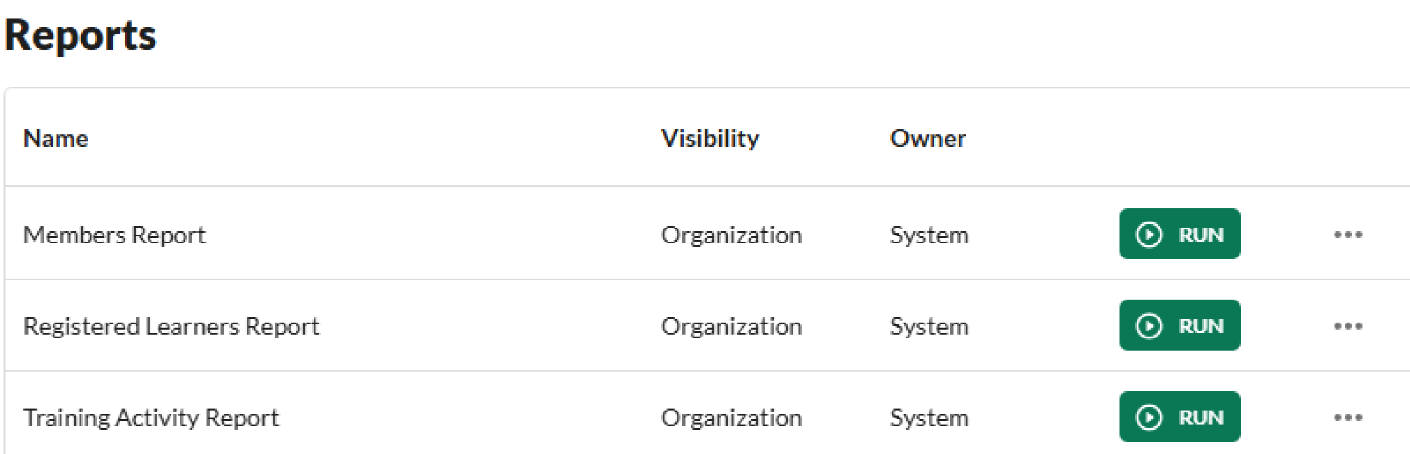
Reports

For more detailed reporting, select the Reports tab. You will see three options.

The Members Report will show everyone associated with your network in CTR.

The Registered Learners Report outlines the members in your network and their active courses.

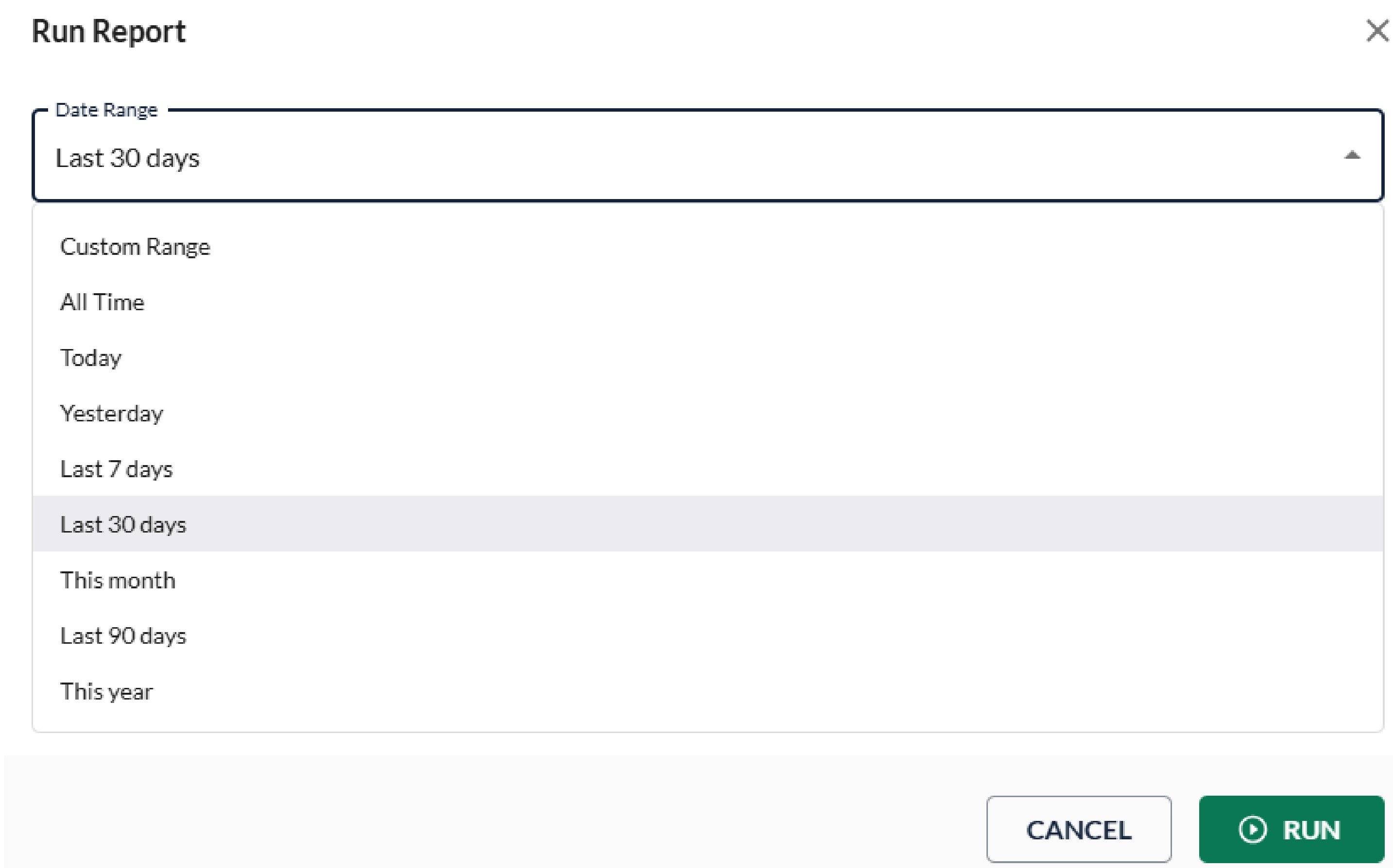
The Training Activity Report will let you view the training activity of members in your network.



Reports

Name	Visibility	Owner		
Members Report	Organization	System	RUN	•••
Registered Learners Report	Organization	System	RUN	•••
Training Activity Report	Organization	System	RUN	•••

If you choose any of the reports, you can adjust the date range. The default is 30 Days. Select Run on the desired report, and then select the date range from the dropdown menu.

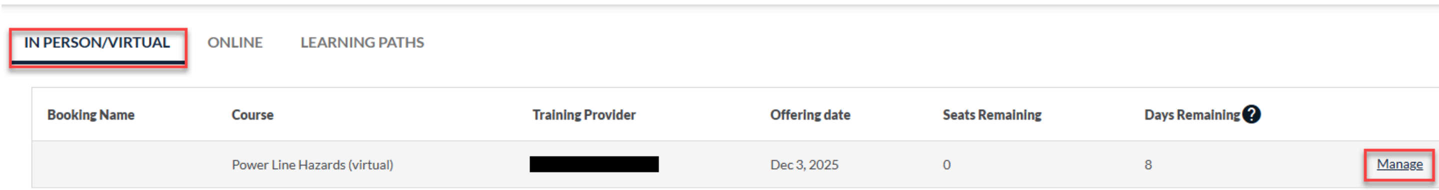


Manage Bookings

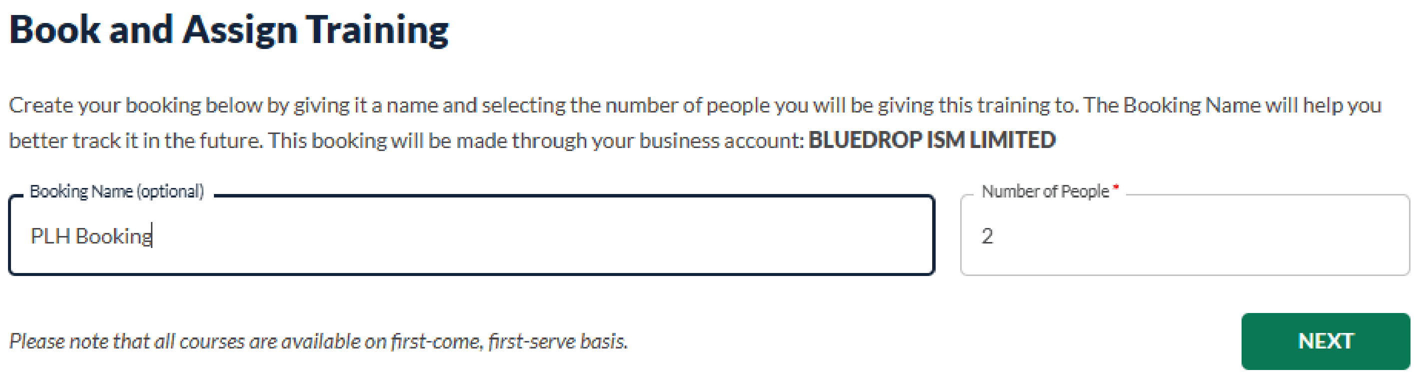
If you booked training for employees with a Training Provider, you can reach out to the training provider to manage the booking. If you still have the confirmation email, you will find the training provider contact information.

You also have the ability to manage your booking from the SkillsPass Marketplace.
https://ctr.bluedrop.io/storefront/product-reservation?tab=offline

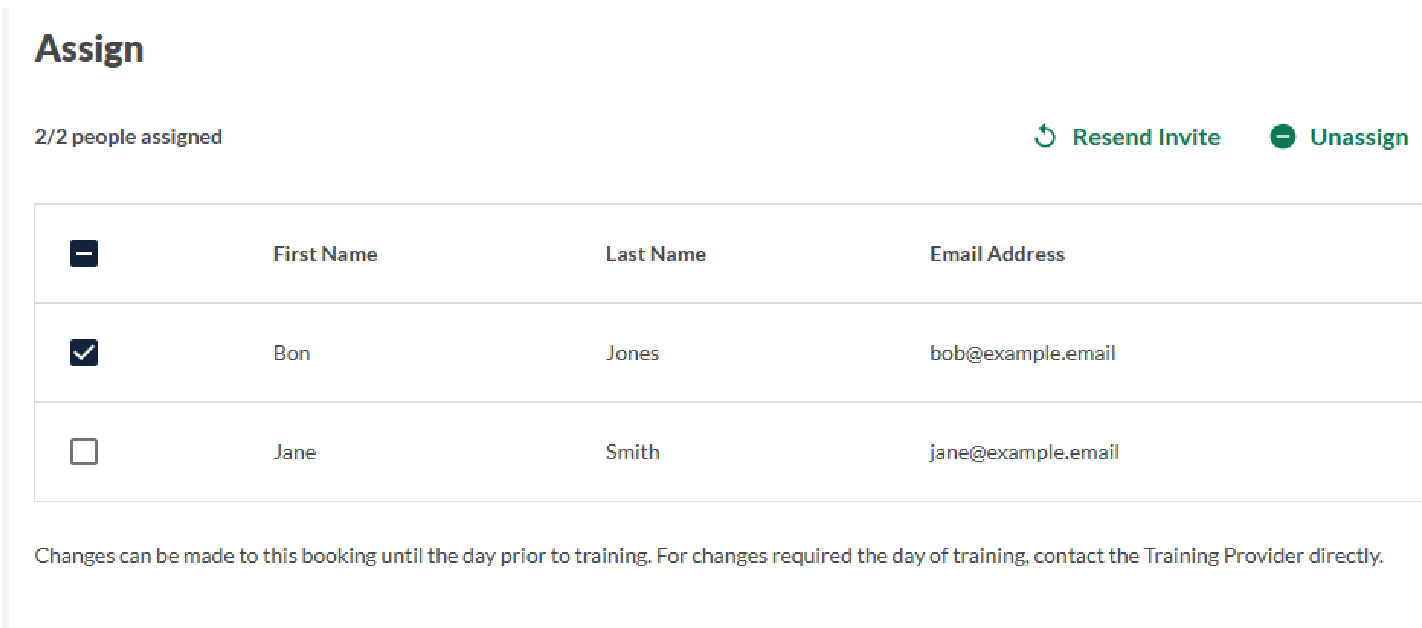
Under In Person/Virtual, locate your booking, and select Manage.



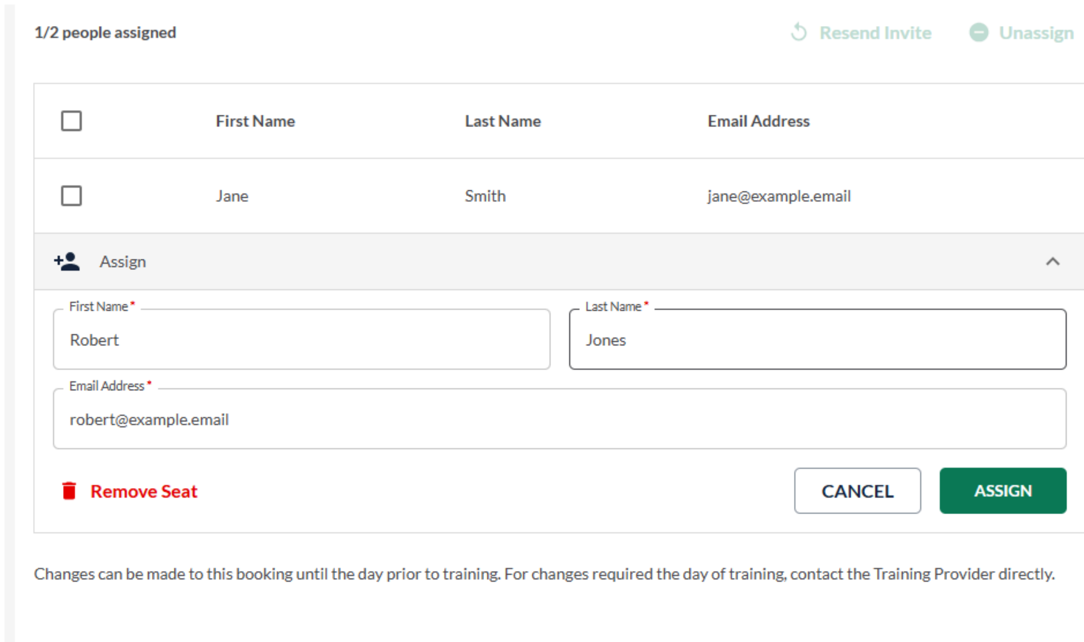
After naming the booking, select Next.



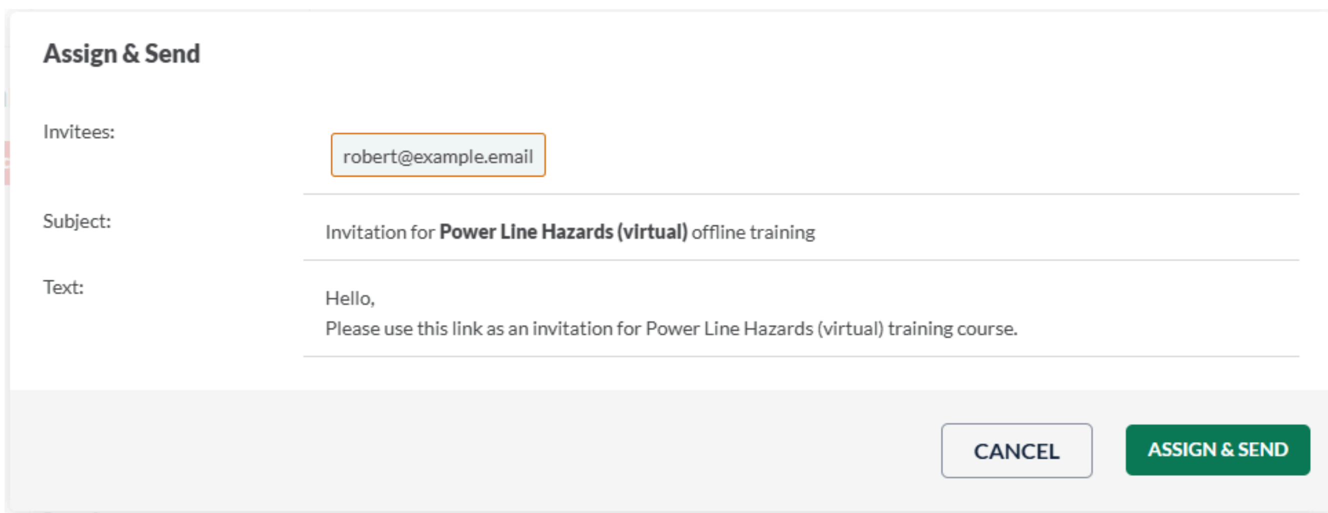
You will see the seats that have been assigned. ISelect the box next to the learner's name if you wish to resend the invitation and/or unassign the seat.



Select Assign to reassign the seat to a different learner. Fill out the required information, then hit Assign.



Confirm the information, then select Assign & Send.

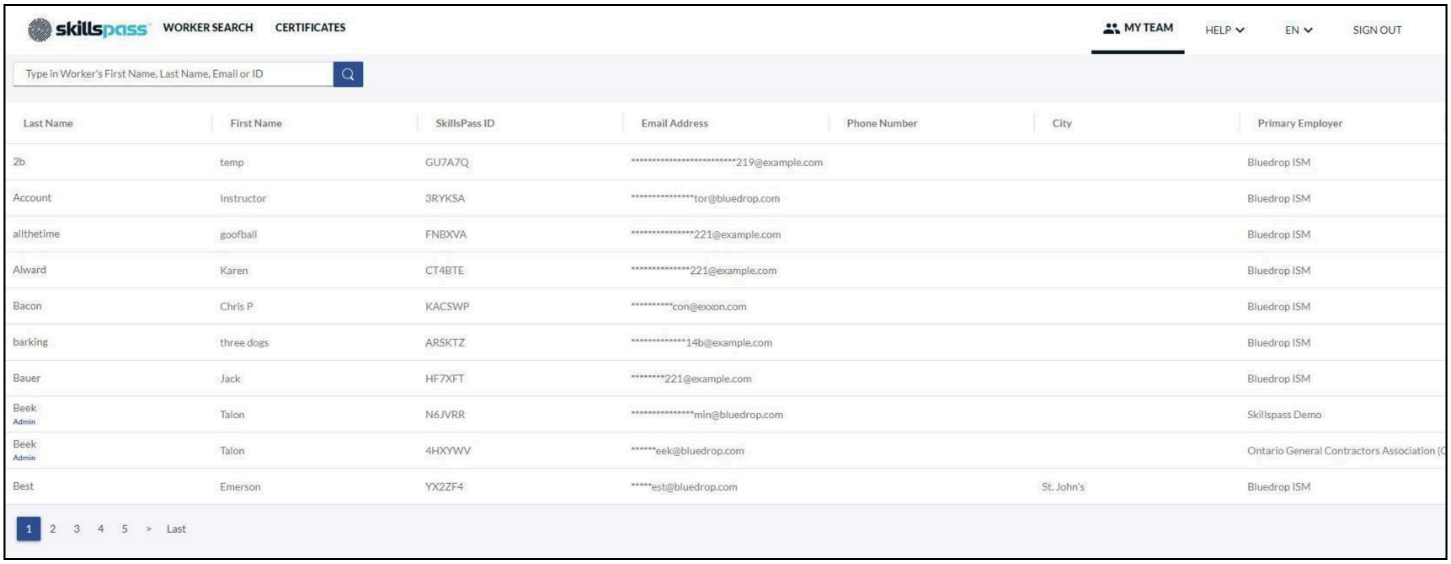


Team Management

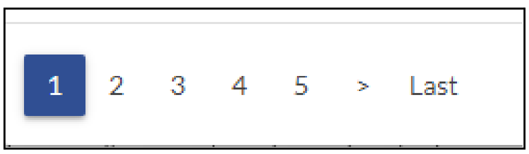
Now that you know how to assign and manage training, you probably want to see your employees' training records. No problem at all. Taylor has her Swifties, Beyonce has the Hive, and you have… My Team. You will find them in your Employer Network.

When you sign in, you will see current members of your network. Members will be listed alphabetically by last name.

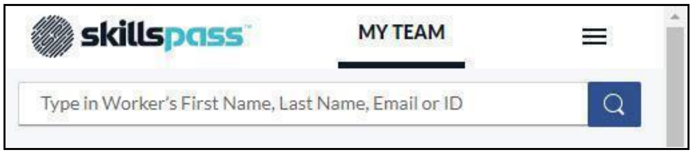
You will notice that members are also listed by first name, SkillsPass ID, partial email address, phone number (if provided), location, and primary employer.



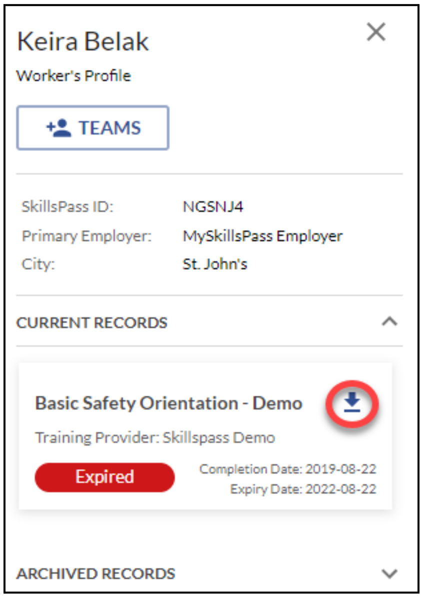
Members of your team are listed 10 per page. If there are more than 10 members of your team, you can scroll by selecting the page number, clicking the arrow, or selecting 'last'.



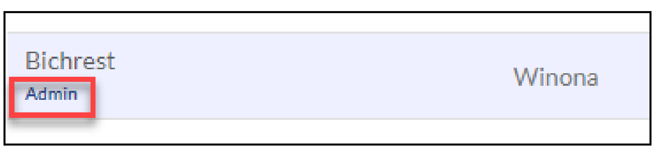
You can also use the search option to find a specific team member.



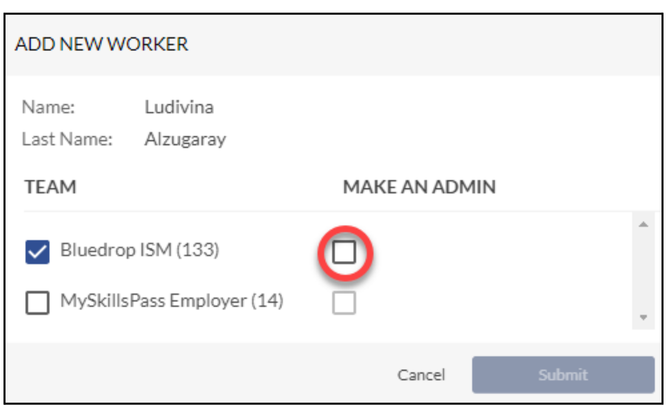
You can access a member's records by clicking anywhere on their profile. You can download a copy of their certificate by clicking on the download icon.



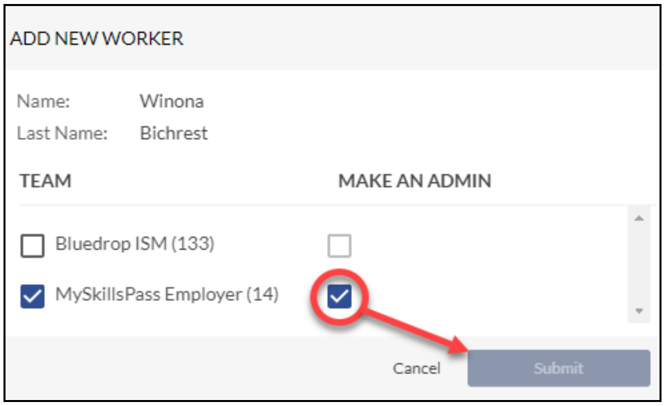
Members of your team that have admin status will be indicated under their last name.



If you would like to make a member an admin, click anywhere on their profile, click on the Team logo, then select the box under Make an Admin and hit submit.

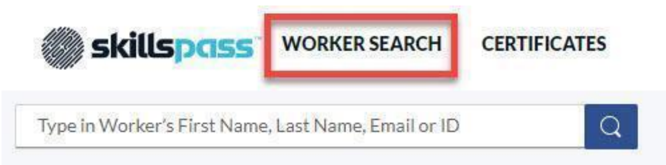


To remove an administrator or to remove a member of your team, follow the same steps, unselect the box, and hit submit.

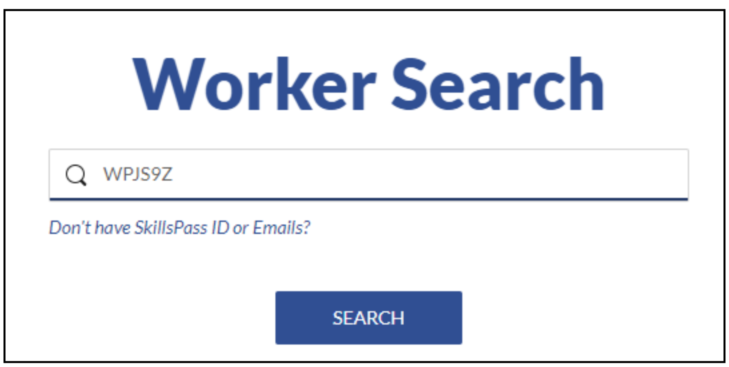


Worker Search

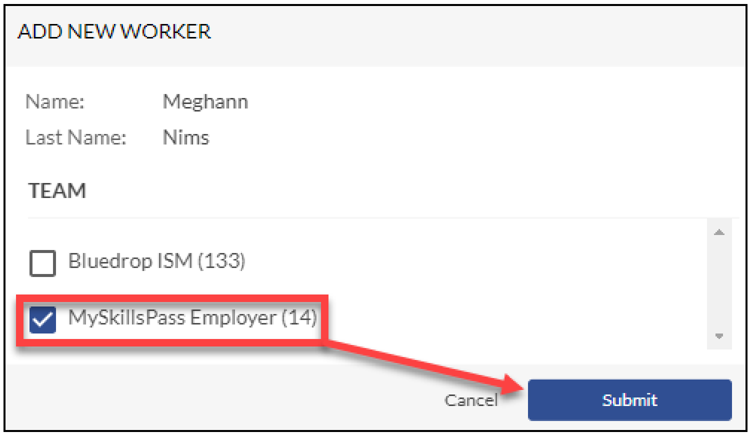
If you need to add employees to your team, you will want to use Worker Search



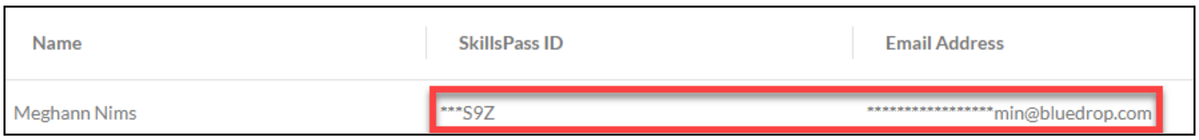
The quickest way to locate a worker in the system is by SkillsPass ID or email address. Keep in mind that some people use personal email addresses for their profile.



If the search result matches the employee you are trying to add, click on the result to bring up their Worker Profile. To add them to your team, select the Team button. Select the box under Team and hit submit. If you are an admin for multiple employer networks, they will be listed under Team. Choose the network you wish to add the employee to.

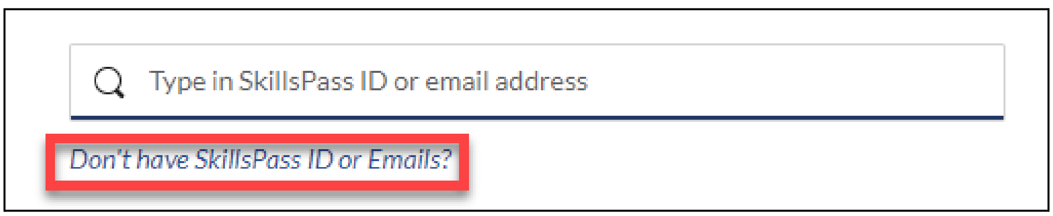


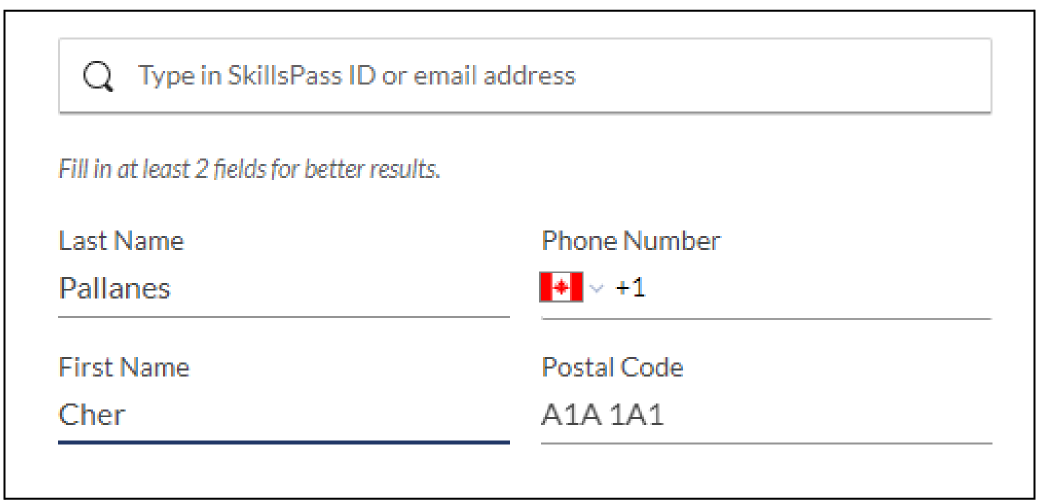
If the worker is not already a member of your employer network, information like SkillsPass ID, email address, and phone number will be partially redacted.



Name	SkillsPass ID	Email Address
Meghann Nims	***S9Z	*****************min@bluedrop.com

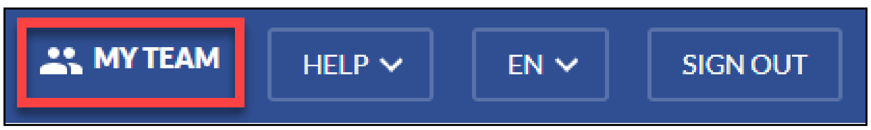
If you don't have the worker's email address or SkillsPass ID, don't worry, there is still a way to locate them with Worker Search. Fill out at least two of the following fields for better results: Last name, first name, phone number, postal code.





Like before, click on the preferred result. You might be required to provide more information like email address, phone number, or postal code before you can add to your team.

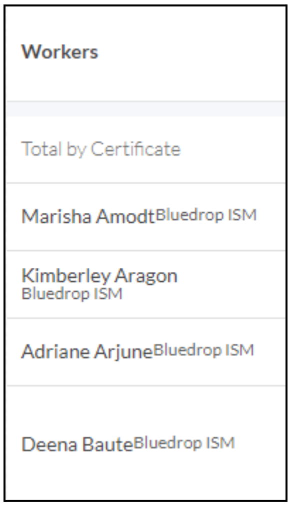
To return to your team, select My Team.



Certificates

Now that you have built your team, let's start accessing some certificates.

Your team will be listed alphabetically by last name.

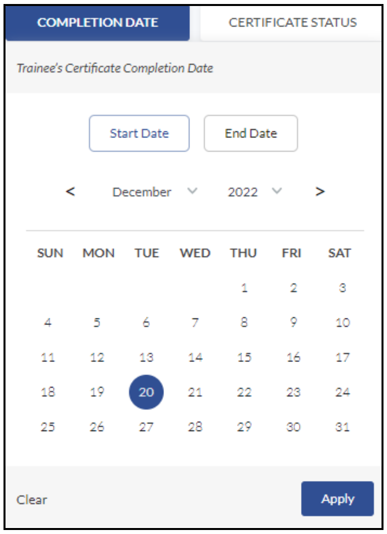


Certificates will also be listed alphabetically (left to right).

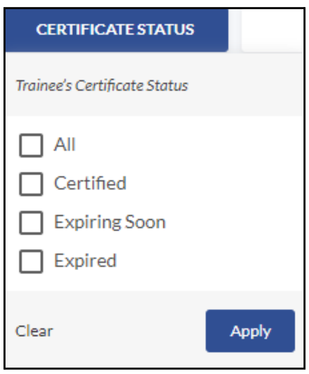
If you want to access the records of a specific employee, you can use the search function. To go back to the full list of your team's training, clear the search and hit enter.

If the certificates page is looking way too busy, you can filter by completion date, status, or course.

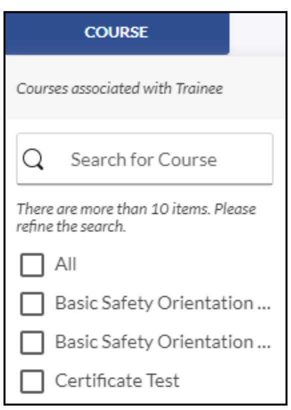
Completion date will let you narrow your search to a specific day or date range.



Status lets you search all certificates, expired, expiring soon, and certified which are certificates with an expiry date that are still valid.



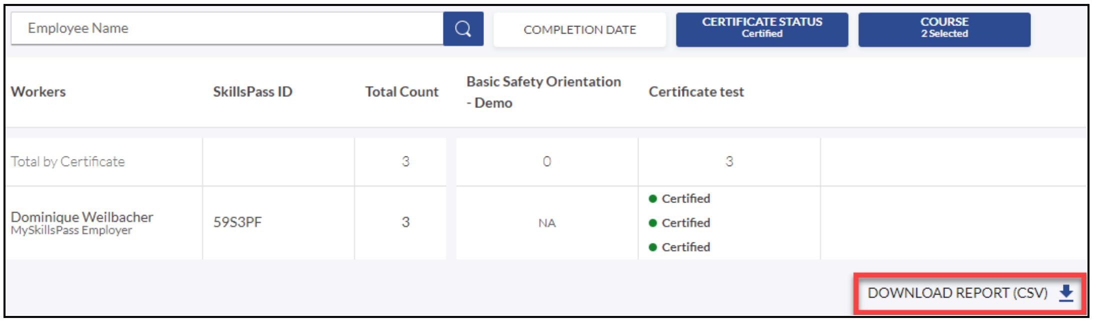
Courses will let you filter by specific training.



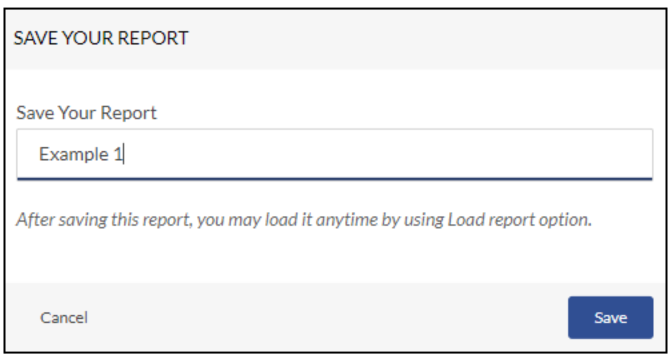
Once you have selected your preferences in one of the filters, hit Apply. To return to the previous view, select clear.

More Reports

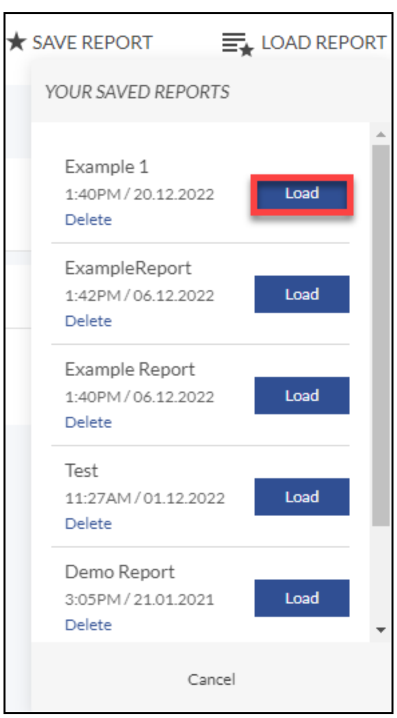
You have the ability to download a report based on your customized search.



As well, you can save the report. The information on your saved report will update the information of your search parameters. For example, if you add new team members that fit the specifics, they will be added to the report.



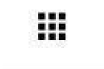
You can access the report under Load Report. Find the report you are looking for and click Load.



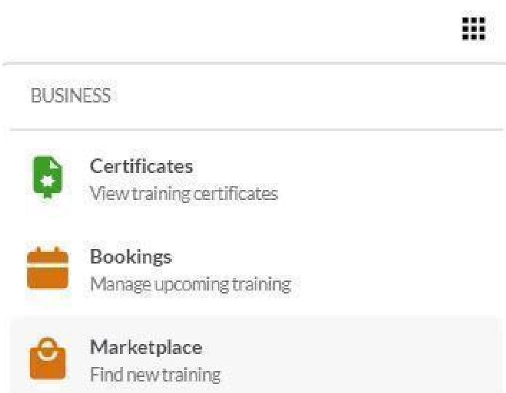
You can also download a copy of your report at any time by selecting Download Report in the bottom right corner.

Navigation

Star Trek has the teleporter and SkillsPass has the Navigation Waffle (SNW). Honestly, we think our name is better.



The SNW lets an employer admin switch back and forth between the Marketplace, their bookings, and their employer dashboard. Now, if they are registering employees for training or managing bookings, just click on the waffle to return to the dashboard.



Help

Hopefully this guide answered all of your questions. If it didn't you can access knowledge base articles or contact support by selecting Help at the top of the page.