

NEW USER GUIDE

This is a short video that should answer many of the questions you may have as a new user within the system.

We will cover the following today:

1. Losing your password
2. Logging in
3. Your profile
4. Your training
5. Your certificates

LOSING YOUR PASSWORD

- If you lose your password, please go to www.fastrescuesystems.com and click on Forgot Password.
- You will be prompted to enter your email address.
- Once you have entered your email, click Send and a new password will be sent to your email.
- Please be sure to check your junk mail if you don't receive the email within 10 minutes

LOGGING IN

- You should have received your username and password either from an email from Systems 24-7 or from your administrator.
- To log in, enter your username and password in the appropriate fields and click Login

YOUR PROFILE

- Once you are in Systems 24-7, check your profile by clicking on the Profile tab on the top right of your screen
- Once you are in your Profile page, you can edit your email address, add your phone number if you wish, change your language setting to English or French and change your password.
- If you do change your password, please make sure that your new password has 1 uppercase letter, 1 lower case letter, a number and at least 5 characters.
- Please be sure to check the field "Autoplay Voiceovers". If this field is set to ON, you will be able to hear the voiceover in the training sessions. If it is set to OFF, the voice over will be turned off.
- Once you are satisfied with the profile settings, click Update Profile on the bottom right.

YOUR TRAINING COURSES

- To access your training courses, click on the training tab in the left menu bar
- You will be taken to the training summary page where you can see all the outstanding training you have to take as well as the training that you have completed.
- In the Outstanding Training, you can see the courses that you are required to take. From the Progress column, you will be able to see your progress.
- As you can see, the Supervisor Competency course, WHMIS 2015 and Workplace Violence, Harassment and Bullying course haven't been started yet and you are 25% of the way through the Work Refusal course.
- As you complete your training, you will see courses, such as this WHMIS 2015 course which shows a completion date. The reason it is in the Outstanding Training section is because this course certificate has expired, and you are therefore required to take it again.
- To start taking training, click on the name of the course. You will then be taken immediately to the course
- To move to the next page, please click on the green forward arrow on the bottom right.
- You must go page by page in the course. The system will not allow you to jump past pages that you have not reviewed.
- Every course will have a small quiz usually at the end of the course but sometimes there may be quizzes throughout. You must complete the quiz successfully (usually with a minimum of an 80% score) to pass the course. If you don't complete the quiz, you will not get a completion score, or a certificate so please don't forget the quiz.
- As you answer the questions in the quiz, you will find that once you pick your answer, you must confirm it before you can move on to the next question.
- Once you have completed the quiz, you can exit the course.

YOUR CERTIFICATES

- Once you have completed your course successfully, you will find that when you go to the training summary page, the name of the course has moved to the Completed Training section.
- You will find the certificate here in the Certificate column
- To print the certificate, just click on the icon and the certificate will pop up.
- You can then right click on the page and choose the print option.
- You can then print – either to pdf or to your printer.

THE END