

Important Redwoods Info

IMPORTANT!

Employees must complete all Redwoods courses within 2 weeks of their start date and again before they expire..

The Y is COMMITTED TO SAFETY.

Every Y employee is required to complete a number of online training courses within their first two weeks on the job. These courses take between 4 to 7 hours total, depending on your position at the Y. These are paid training courses with a quiz at the end of each, and most must be completed once every calendar year.

The first course you will take is the Virtual New Employee Orientation (check your email for instructions).

IN THIS GUIDE...

CREATE AN
ACCOUNT

BEST PRACTICE
COMPUTER SETTINGS

VIEW YOUR
TRANSCRIPT

LOG IN OR
LOG IN TROUBLE

SEARCHING
FOR A COURSE

REQUEST A
COURSE AGAIN

RESET
PASSWORD

WHICH COURSES
TO TAKE

GROUP
TRAINING

Also, here is a list of the courses that every Y employee will take through the **Redwoods Institute**:

- **Child Sexual Abuse Prevention**
- **Safe Lifting**
- **Social Media & Digital Communications**
- **Managing Your Risk of Exposure to Bloodborne Pathogens**
- **Hepatitis B Form**
- **Preventing Member and Guest Slips, Trips and Falls**
- **Connecticut Anti-Harassment (for employees or managers)**

Every employee who works with children will take **Child Sexual Abuse Prevention** in Redwoods *before their first day* in program. In order to protect the lives of children, we take this training very seriously at the Y—please be aware that it contains mature subject matter. All of our YMCAs also screen members to ensure no one at our Y has a history of child sexual abuse. All staff with access to children also take Mandatory Reporter Training through DCF—you can access the course [HERE](#). Report your cert [HERE](#).

The other courses that employees take depend on their position at the Y. A few examples include... all of our supervisors take *Sexual Harassment Prevention for CT Supervisors*, aquatics staff take *Shallow Water Blackout*, and day camp staff take *Playground Safety*, among others. To see all of the Redwoods courses that you need to take, refer to the document "[Which Redwoods Courses to Take](#)" which can also be found in the training section of the employee website at ghymca.org/employees. Check with your supervisor to review the other mandatory training requirements you must complete or visit the mandatory training page on the employee website under "Training Guides by Department".

We thank you for your commitment to your own safety and the safety of everyone around you!

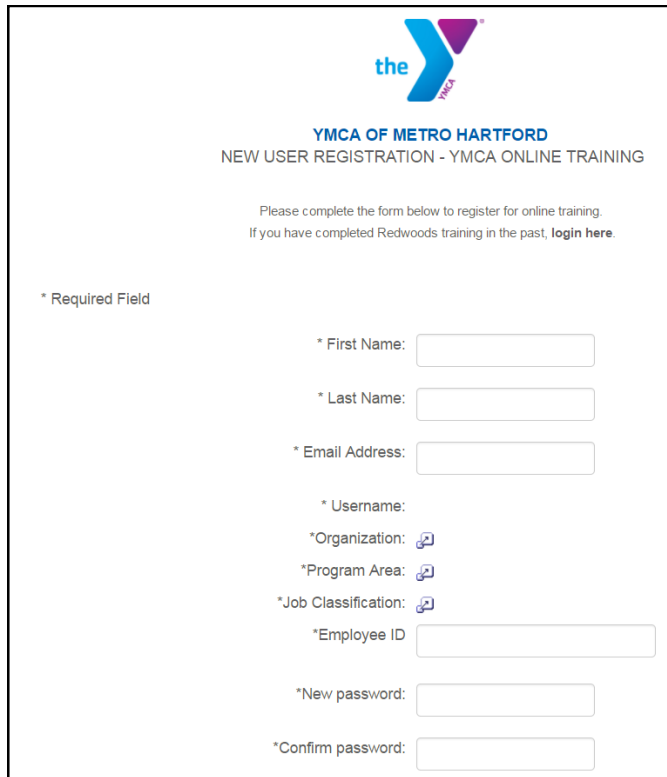
**For how to submit a training spreadsheet, email training@ghymca.org
To self-report a certification that you currently hold, [complete this form](#)**

Important Redwoods Info

Logging in with Redwoods Links

NEW USERS

<https://redwoodsinstitute.csod.com/selfreg/register.aspx?c=959>



The screenshot shows the 'NEW USER REGISTRATION - YMCA ONLINE TRAINING' page. It features the YMCA logo and instructions to complete the form for online training. A list of required fields is provided, each with an asterisk and a small icon: First Name, Last Name, Email Address, Username, Organization, Program Area, Job Classification, Employee ID, New password, and Confirm password. The form fields are empty text boxes.

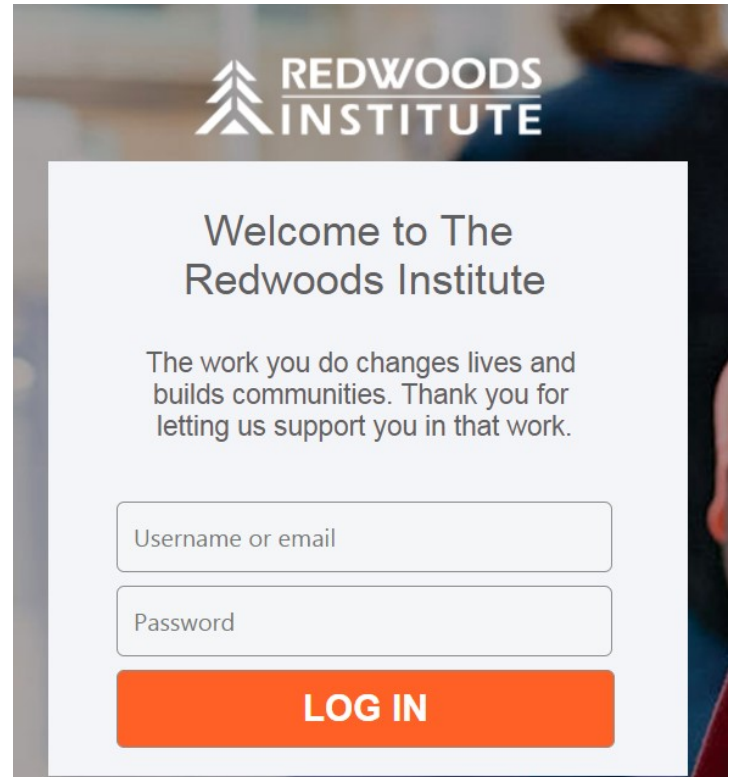
1. Fill out all required fields, especially your ID.
2. Log in to Kronos to find your **employee ID**.
My account/My Profile/Personal Info
3. If you do not have an **employee ID** yet,
you should not start your Redwoods yet.
4. **Remember your log in information!**
You cannot request it yourself. Email training@ghymca.org for log in trouble, M-F.

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EXISTING USERS

<https://redwoodsinstitute.csod.com>



The screenshot shows the 'Welcome to The Redwoods Institute' login page. It features the Redwoods Institute logo and a welcome message: 'The work you do changes lives and builds communities. Thank you for letting us support you in that work.' Below the message are two input fields: 'Username or email' and 'Password'. At the bottom is a large orange button labeled 'LOG IN'.

1. Use your email address to log in.
2. It helps to use the email listed in Kronos.
If you don't have an email listed in your Redwoods profile, logging in might be difficult.
3. **Remember your log in information!**
Emails requesting it yourself go to spam.
4. Contact training@ghymca.org M-F for
problems logging into Redwoods.

OTHER FREQUENTLY ASKED QUESTIONS:

- Every Y employee is asked to create an account in Redwoods.
- Please do not complete Redwoods courses in another employee's Redwoods account.
- If you don't have a Redwoods account, please click the link for New Users and create an account.
- If you have an account, please do not create another. Email training@ghymca.org if you have multiple.
- If you're not sure whether you have an account, contact training@ghymca.org during business hours.
- For help creating an account or finding your employee ID, connect with your supervisor.
- If you don't have an email address, please discuss with your supervisor.
- To transfer your Redwoods transcript from your previous employer, contact Redwoods.

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Redwoods Best Practices

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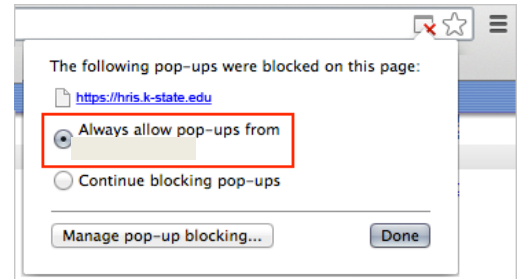
Contacting Redwoods:

• 1-800-463-8546

Every time you have a technical issue with how a training is launching, loading, or running, please let Redwoods know. The more feedback they get, the more errors they will fix.

COMPUTER SETTINGS

- Use **Google Chrome** as your Internet Browser.
- Turn **off** your **Pop Up Blocker**.
- **Update or Enable Flash Player** if prompted.
- If the training still will not launch, **call Redwoods**.



SEARCH FOR THE TRAINING

- Use the **search bar** to find the training from your list of **Which Redwoods Courses to Take**.
- Use the **EXACT** name of the course! You won't get credit unless you take the right course.
- Do not browse training. Only take courses that apply to your position.
- **Do not rely on the Redwoods site to tell you which courses to take.**

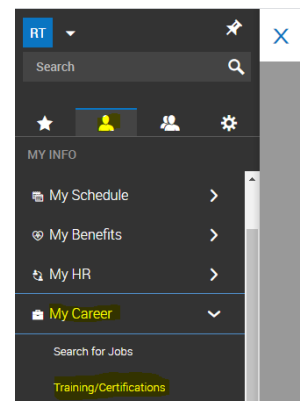


Home Profile Learning Collaborate Support Reporting Admin



WHICH COURSES TO TAKE

- Do not rely on Redwoods to tell you which courses to take.
- Check your **Kronos Transcript**.
 - ◊ Log into Kronos and expand the menu. →
 - ◊ Go to "My Info", "My Career" then "Training/Certifications".
 - ◊ Ask your supervisor for Kronos help.
- Check out the **Which Redwoods Courses to Take** for your position.
- Email training@ghymca.org to update your training profile when your job changes.



Always find this info and more on our hidden employees page!

www.ghymca.org/employees

Important Redwoods Info

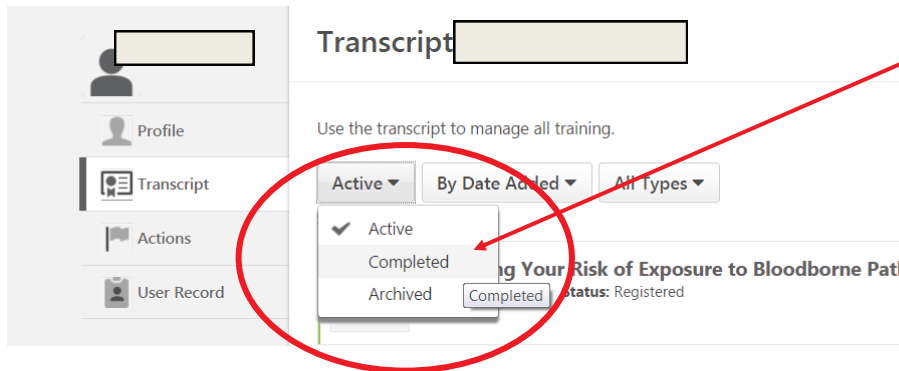
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Other FAQ's

Q - "How can I tell which courses I've already taken?"

A - From your Redwoods Transcript, change your view from "Active" to "Completed" training.



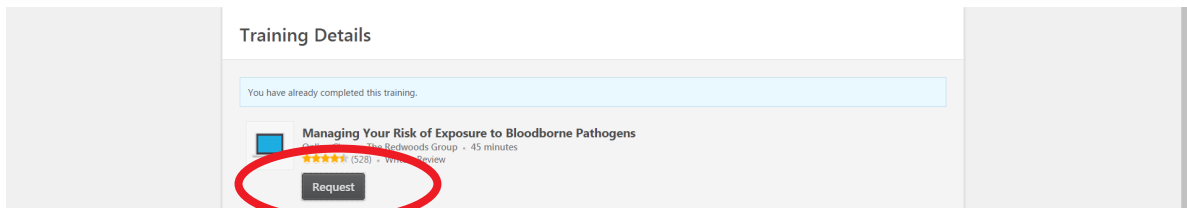
Remember:

Make sure to check the date.

If you've completed a course, but it won't change from "Active" to "Completed," please contact Redwoods.

Q - "Why is Redwoods asking if I want to request the course again?"

A—Most courses are due every year. Request it again to meet your annual deadline.



Q - "I took a course in a group; why haven't I gotten credit in my Kronos transcript?"

A - The supervisor who hosted the group training must submit a [training spreadsheet](#). Group training can be held for Redwoods courses, but submitting a spreadsheet is also how you get credit for CPR, First Aid, Mandated Reporter, and other mandatory training. For certs besides Redwoods, you can self-report your certification status [HERE](#).

Q - "What happens if I don't do my mandatory training?"

A - Your employment is contingent on completing your mandatory training. If you are lapsed on your state-required courses, you aren't eligible to be in program. Right now, other specific consequences are up to your supervisor. If you don't take the courses, it could become a serious legal issue should there be an audit, an incident or an accident. We ask that you honor the YMCA's values of Caring, Honesty, Respect and Responsibility by doing your training.

Have a question this guide didn't answer? Re-read the guide to double check, ask your supervisor for help or clarification first, then email: training@qhymca.org