WorkplaceNL

Health | Safety | Compensation

WorkplaceNL's Certification Training Registry

Employer User Guide

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Creating an Account

To set up and claim your Employer Network, you'll need to first set up a CTR account:

- Navigate to: https://ctr.bluedrop.io/#/claim-employer-network
- Select the "Sign Up" button
- Fill in the User Registration Form
    - * indicates a mandatory field
    - we recommend using your employer email and phone number
- Select "Confirm Your Information" to complete the form
- A confirmation email will be sent to the provided address
    - please check your junk mail if you do not receive it
- Follow the email prompts to confirm your account

Claiming your Employer Network

To claim your Employer Network, you'll need the following information:

- Your Employer Training ID (example: T9999999)
- The Invoice Number found on your **most recent** Assessment Invoice issued by WorkPlaceNL

***NOTE:** If you do not know your Employer Training ID or Invoice Number, please contact WorkPlaceNL Information Officers at **709-778-1000**

***NOTE:** If your account is configured as a Training Provider or Instructor, you'll be unable to claim your Employer Network

Claim your Employer Network by completing the following steps:

- Navigate to: https://ctr.bluedrop.io/#/claim-employer-network
- Select the "Sign In" button
- Enter your CTR account information, and select "Sign In"
- Enter your Employer Training ID and select "Search"
- Confirm Employer information returned is accurate (*If there is an inaccuracy in the information returned, please reach out to WorkPlaceNL to have the information updated)

- Enter your Invoice Number, and select “Submit”
- You’ll be notified that your claim was successful – closing this message will direct you back to the CTR platform

Exploring your CTR Account

Logging In

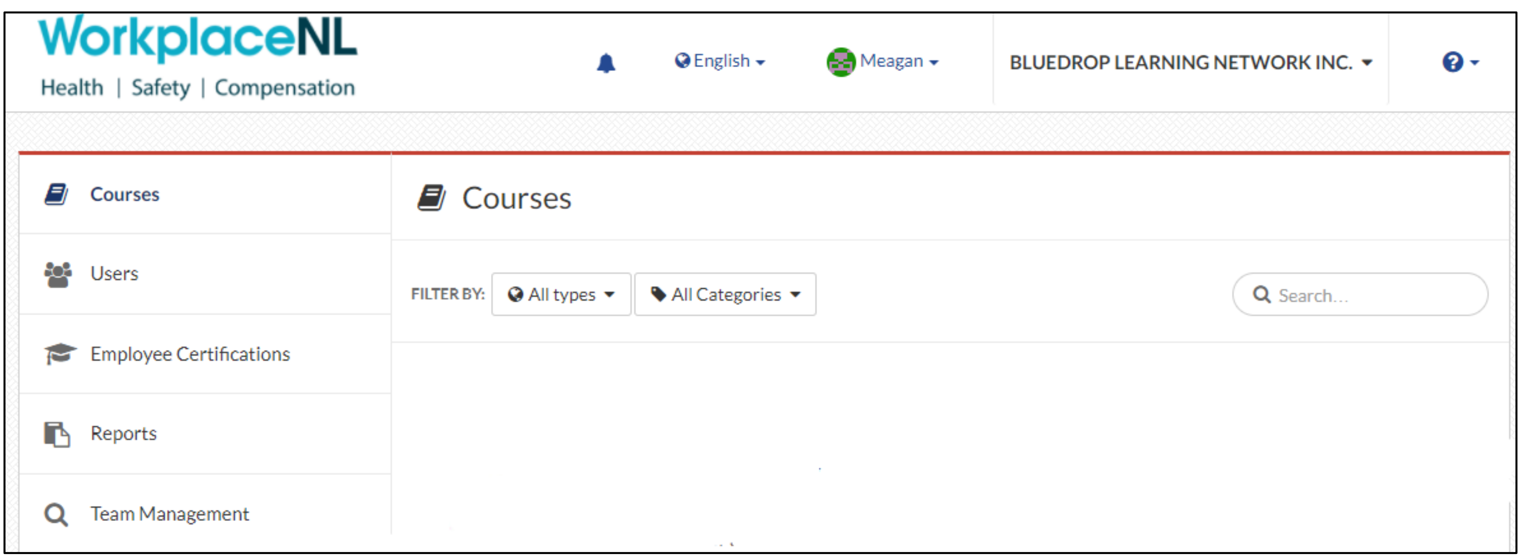
To log in to your CTR account navigate to: https://ctr.bluedrop.io/app/login and input your email and password

Forgot Your Password

If you’re unsure of your password, use the “Forgot your password?” button on the sign-in page to trigger a password reset email.

The Home Page

After logging into your CTR Employer account, the homepage gives you several actions you can take, and information you can view:



Notifications
You will be alerted here of any changes.

My Profile
Self management options of your account.

Network
Shows the name of your Employer Network.

Help
Access to FAQs and support

Language
set your preferred language.

Courses
Manage Course Offering registration for your employees.

Users
View and manage Learners in your Network.

Employee Certificates
View active training records for employees.

Reports
Run and download records for training activity and members in your Network.

Team Management
Manage the members on your team.

My Profile

Access and update your personal information by selecting your name in the top right corner and choosing either **Profile** or **Settings.**
Under **Profile**, you'll have the ability to:

- View your completed certificates and personal Employer history
- Edit your personal information
- Change your password
- Add/remove associated employers

Under **Settings**, you'll have the ability to:

- Change your privacy settings
- Enable/disable email and text notifications

Network

Shows the name of your Employer Network. If your company has more than one Network, you'll be able to switch between them by choosing the specific Network from the drop-down menu.

***NOTE:** If a specific Network is chosen, the employee list and all actions taken will/can be applied to the specific Network only.

Notifications

Stay up-to-date on changes to Course Offerings and upcoming certificate expiration for your Employees.

Language

Use the Language drop-down to set your preferred language.

Help

Click the "Help" button in the top right corner of the platform to access:

- **Help** – a link to our extensive, self-help knowledge base
- **Support** – reach out to us directly and we'll respond promptly to your inquiry.

Courses

Under the "Courses" tab you'll be able to manage Course Offering registration for your employees, and view which employees are currently registered to attend training.

By default, you'll view all Courses available within your Employer Network. To view a specific Course Offering, use the filtering options to narrow your query.

When viewing the Courses available, under “View Offerings” (listed below the Course title) you’ll see the next available date the Course is offered and selecting “View Offerings” will bring you to a list of Offerings and relevant information.

You’ll see:

- Date of Offering and # of Days over which it takes place
- # of Learners registered
- # of Available seats
- The Course Offering Provider
- The Provider Contact (email and phone)
- Price
- Instructor
- Course Offering Address

From this page you can manage the registration of your Employees by selecting either “**Reserve Seats**” or “**View Students**”, listed to the left of the Offering details.

Registering Employees for Training

To register Employees to participate in a Course Offering:

- Find the specific Offering under the “Courses” tab
- Select “View Offerings”
- Find the Offering that you’d like to have your Employees complete
- Beside the Offering details, select “Reserve Seats”
- Select the Employees you would like to reserve seats for by using the “+ Add” button beside their names
- Once you’ve selected all the Employees for that specific Course, select “Done”
- You’ll see the page with Course Offerings refresh, reflecting the updated number of registered and available seats.

Viewing Employees Registered for Training

To view Employees currently registered for a Course Offering:

- Find the specific Offering under the “Courses” tab
- Select “View Offerings”
- Find the Offering that you’d like to have your Employees complete
- Beside the Offering details, select “View Students”
- You’ll be able to see all of your Employees currently registered for the specific Course Offering

***NOTE:** You will only be able to view Employees associated with your Employer Network – Learners not associated with your Network in additional reserved seats will not be listed.

Removing Employees Registered for Training

To remove Employees currently registered for a Course Offering:

- Find the specific Offering under the “Courses” tab
- Select “View Offerings”
- Find the Offering that you’d like to have your Employees complete
- Beside the Offering details, select “View Students”
- You’ll be able to see all of your Employees currently registered the specific Course Offering
- Select the checkbox beside the name of the Employee you would like to remove (or use Select All to unregister all Employees)
- Once an Employee or Employees are selected you’ll see the option to “Remove” or “Cancel Selected” or “Remove All” (depending on the number of Employees currently selected)
- You’ll be asked to Confirm be selecting “Remove Users”
- You’ll see the page with Course Offerings refresh, reflecting the updated number of registered and available seats.

***NOTE:** When you register or unregister your students for Course Offerings, they’ll receive an email detailing the changes.

Users

Under the “Users” tab you’ll have the ability to view and manage all employees within your Network, as well as apply or revoke Administrative privileges.

Invite Users

If you invite your Employees to join your Network, you’ll be able to manage their registration for Course Offerings, as well as view all of their completed certificates. To invite a new employee, or view outstanding pending invites:

- Under the “Users” tab, select “+ Invite” in the top right of the screen
- You’ll see all pending invitations, as well as the option to add the email of a new user
- Add the email of the user you would like to invite, and hit Enter
- You’ll see the new user added to the list of outstanding invitations, and the user will receive an email prompting them to set up their account

***NOTE:** If a user does not receive an email, please ask them to check their junk/spam folders.

Remove Users

Users can associate their Profile with your company through their own accounts. Sometimes when Employees transition out of your Company they may not remove that link, which means they’ll remain in your Employer Network.

To remove a User associated with your Employer Network:

- Under the “Users” tab, locate the Employee you would like to remove
- Select the gear icon to the right of the user
- From the drop-down menu, select “Remove Employee”
- On the confirmation pop-up select “Confirm” to finalize the removal

***NOTE:** Removing a user from your Network **does not** delete their account and certifications – only removes the ability for you to view their information.

Administrative Access

Administrators in your Network will have the ability to manage Course Offering registration on behalf of your employees, add or remove users within your Network, view Employee certifications, and run and download reports.

An Administrator can be identified by the red Admin tag beside a user's name.

Add a New Administrator

To add a new Administrator:

- under the "Users" tab select "+ Administrator"
- Fill in the required information (***** indicates a required field)
- Choose "Add Administrator" at the bottom right to save your work
- The user will receive an email invitation asking them to join

Upgrade User to Administrator

To upgrade an existing user to an Administrator:

- Find their name under the "Users" tab by scrolling or searching
- Click the gear icon to the right of their name and select "Make Network Admin"

Revoking Administrative Access

To revoke the Administrative access of an existing Administrator:

- Find their name under the "Users" tab by scrolling or searching
- Click the gear icon to the right of their name and select "Revoke Network Admin"

Employee Certifications

Under the "Employee Certifications" tab you'll be able to view a full list of your Employee's current Certifications, as well as easily choose which Employees you would like to re-certify when certifications are set to expire.

Using the Re-certify button present beside an Employer's name, you'll be directed to a list of all Course Offerings currently available for that particular standard.

The generated list will be alphabetical, and you'll have the option to filter the list by particular Courses, or by searching for a specific Employee.

You can view the information in-app or download a copy of the report.

Reports

As an Employer, you'll have two options under the Reports tab:

Training Activity:

- Training activity of the employees in your network:
    - **Provider** - The training provider who gave the training
    - **Name** – The employees name
    - **CTR # -** The employees system generated ID
    - **Course** - The title of the training course taken
    - **Worker Status** – This will indicate if the user is a current or former employee
    - **Expiry** – The expiry date of the user certification
    - **Success** – Did the employee pass the certification
    - **Registered** - The date the employee received their certification

Member:

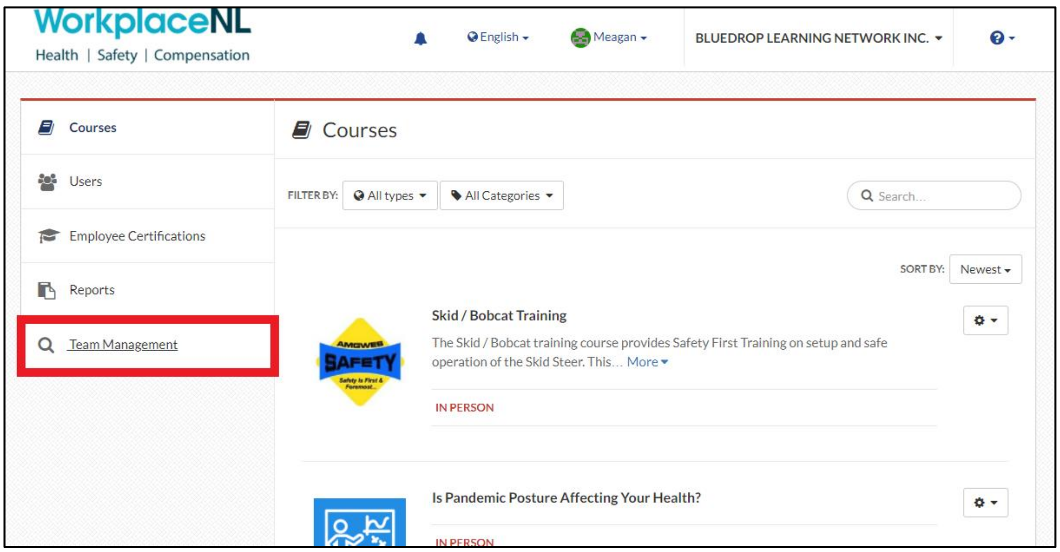
- Employees registered in your network:
    - **Email** – The email address of your employee
    - **Name** – The name of your employee
    - **CTR #** - The employees system generated ID

- **Worker Status** – This will indicate if the user is a current or former employee
- **User Confirmation Date** – The date the employee confirmed their account in CTR

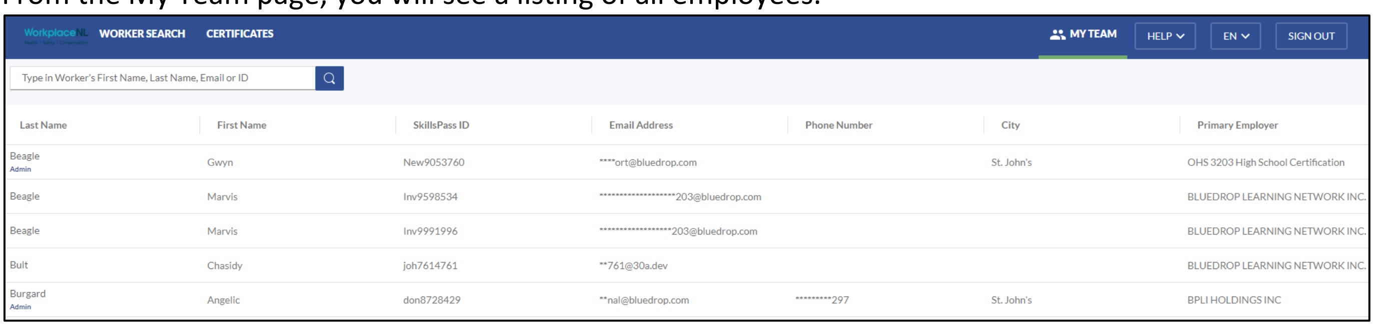
***NOTE:** After attendance is taken or a new employee is added to your Network, please allow **1 hour** for the data to be updated to your reports.

Team Management

Select Team Management from the menu bar



From the My Team page, you will see a listing of all employees.

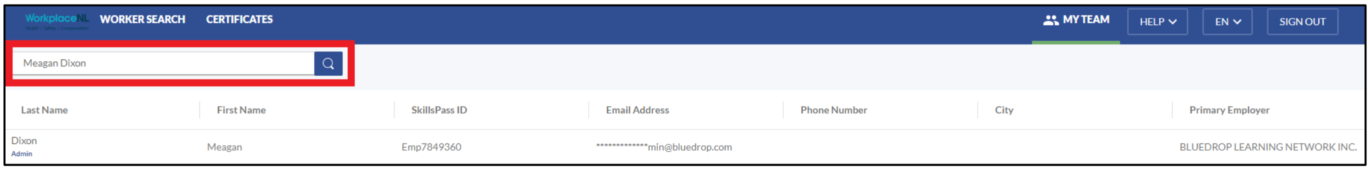


The My Team page displays a list of all employees.

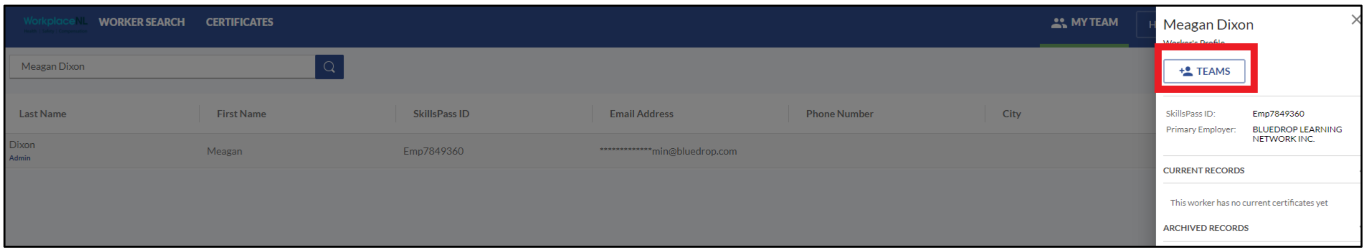
- To find information for a specific employee, enter employee information in the search option to filter the listing

Adding Employees to your Team

- Locate employee using search bar and select the desired employee

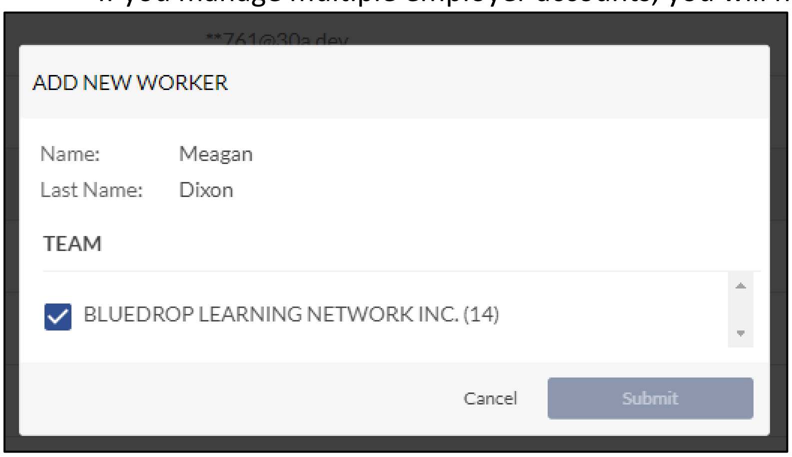


- To add the learner to your team, select the +Team button



- From the Add New Worker page, you can select the desired team

  If you manage multiple employer accounts, you will have a list of options available

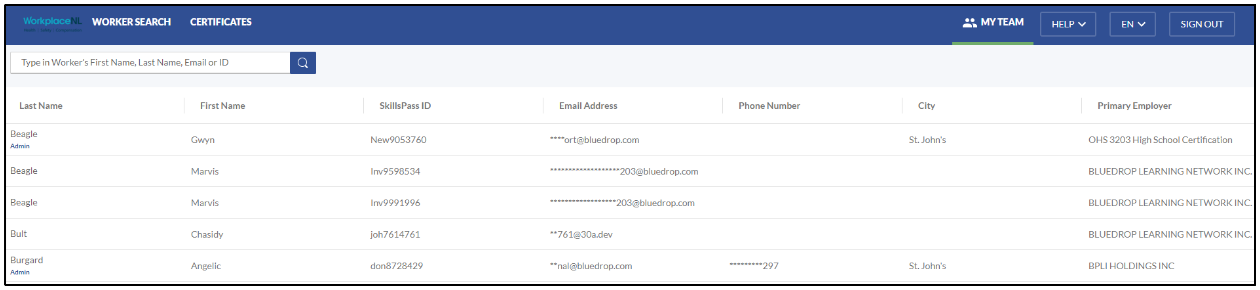


- Select the check box next to the desired team; Select Submit. A message will be displayed to indicate that the employee was added successfully

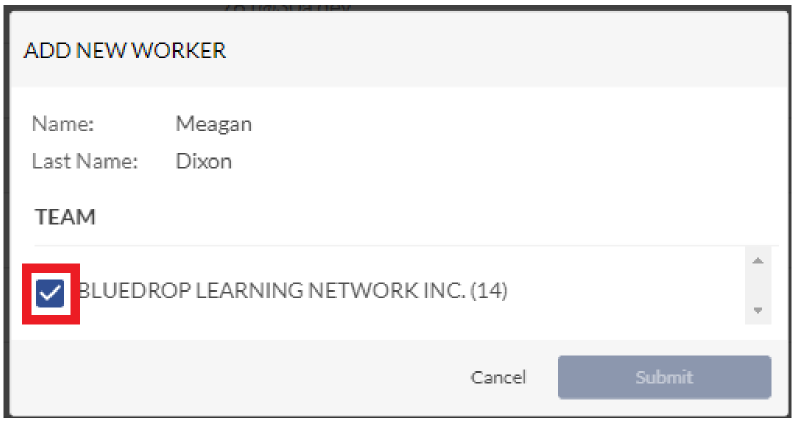
Note: The employee will be notified via email that you have added them to your employer view.

Removing Employees from Your Team

- To remove an employee from your team, select desired employee from My Team listing



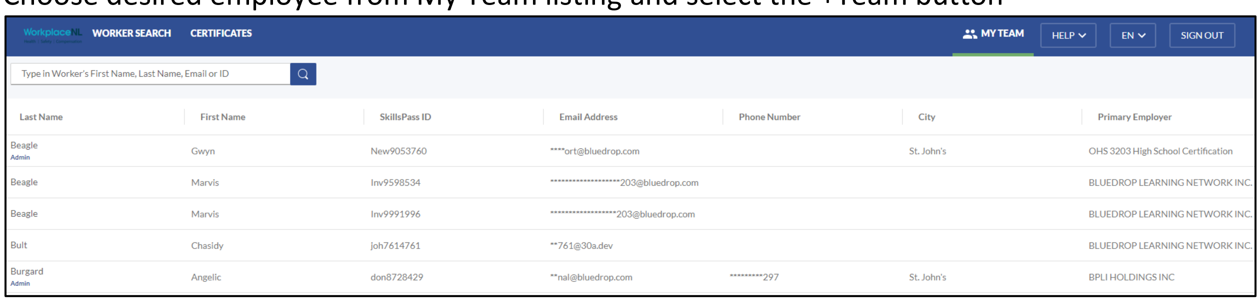
- Select the +Team button and uncheck the entry for the desired team



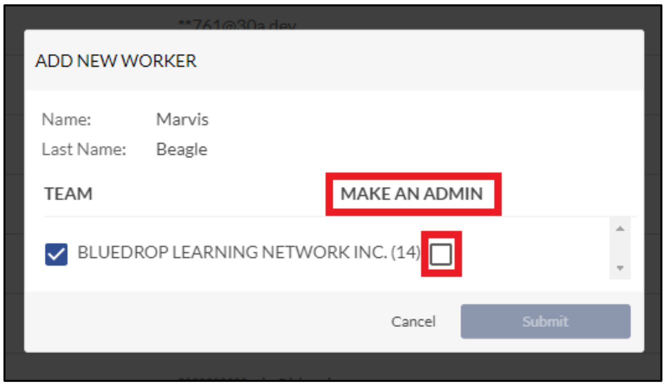
- Select submit. A message will display to indicate the employee has been removed successfully

Granting Employee Admin Access for your Team

- Choose desired employee from My Team listing and select the +Team button



- Select the check box under Make an Admin; select submit



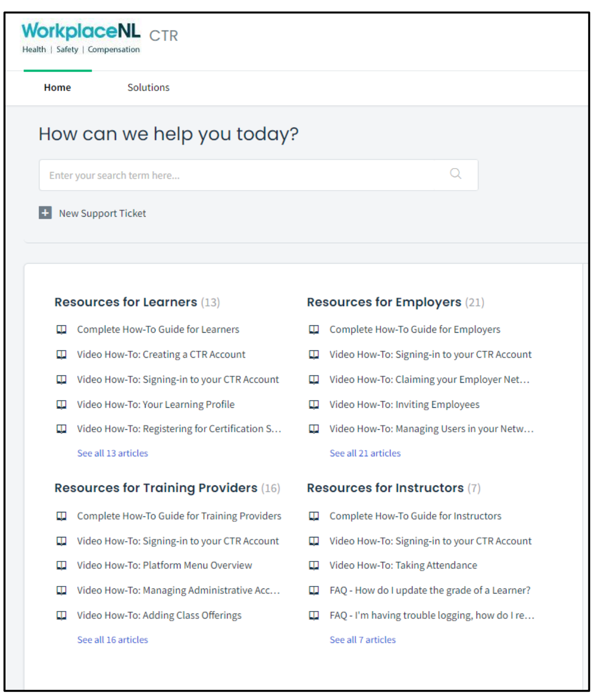
- A message will be displayed to indicate that the employee was updated successfully

Note: An email will be sent to the employee to inform them that their account has been updated to Admin. A link to the Employer Experience will be included

Help

The help menu includes FAQ and the option to contact support

- Select Questions to view guides, videos, and FAQ



Note: If you are unable to find the information you're looking for, select the Chat icon to reach out to support directly

- Select Contact Support to support a ticket to our support team. Enter the requested information and select submit.