

# YMCA of Greater Rochester

## New Employee Orientation (NEO) Instructions

**Please read these instructions BEFORE attempting to register for or complete New Employee Orientation.**

NEO has two parts. Part I – New Employee Orientation, Part II – Child Abuse and Maltreatment Prevention Training. Parts I and II are online courses. NEO Parts I & II are timed to take between one and a half hours and three hours to complete. All new employees must complete both parts, in order, within the first 60 days of employment. Exceptions will only be made in the case of illness or extreme circumstances and must be discussed with your branch NEO representative. The branch NEO representative should then contact Joan Hazlett at the Association Office for approval. Employees are paid for their time completing NEO Parts I and II online. The YMCA of the USA has a New Employee Orientation as well. Please see the section below “**Ways to ensure you are on the correct New Employee Orientation:**” to ensure you are on the YMCA of Greater Rochester New Employee Orientation. You will not be paid for completing the YMCA of the USA New Employee Orientation.

### **NEO Parts I and II:**

NEO Parts I and II are to be taken online.

1. Go to [www.rochesterymca.org](http://www.rochesterymca.org)
2. Bottom of page on right click on “Staff Tools” under “Quicks Links”
3. Click on “Register” Part I: New Employee Orientation & Part II Child Abuse & Maltreatment Prevention Training of the New Employee Orientation” towards the top left of the page
4. Complete the registration section – Be sure to use your name as it appears on your social security card
5. Click Join (FREE)
6. Click Yes you are sure you want to join YMCA of Greater Rochester
7. Select Branch
8. Click Enter
9. Click on My Courses at the top
10. You will see YMCA of Greater Rochester New Employee Orientation (Collection), click on take course.

You can complete Parts I and II all at once, or login at a later time and it will direct you to where you left off. **It will not let you go to the next section until you have clicked on and read everything on the screen and listened to all the audio. There are no shortcuts!** NEO Parts I & II are timed to take between one and half hours and three hours to complete Parts I and II.

Upon completion of Parts I & II (after you complete the final form (screen shot at the end of these instructions) a NEO completion email will be forwarded to your branch NEO representative to notify them of your completion. **Employees should notify their branch NEO representative after they complete NEO Parts I & II to be notified of the next step and to ensure the completion email was received.**

## **Ways to ensure you are on the correct New Employee Orientation:**

1. It starts off with a short welcome and explains the controls at the bottom right of the screen.
2. You will then see and hear a speech from our President & CEO George Romell
3. It will say George Romell President & CEO of the YMCA of Greater Rochester at the bottom right of the screen.
4. If you do not see George Romell, you are on the wrong orientation.
5. Mr. Romell talks about The three ways the YMCA of Greater Rochester strengthens the community:
  - Youth Development
  - Healthy Living
  - Social Responsibility

The YMCA of the USA also has New Employee Orientation. It starts off with New Employee Orientation Module 1: Why the Y. It then talks about your Journey in Making Connections. This course does not have audio. This is the wrong New Employee Orientation to complete and you will not be paid for completing it.

## **Important Notes for NEO**

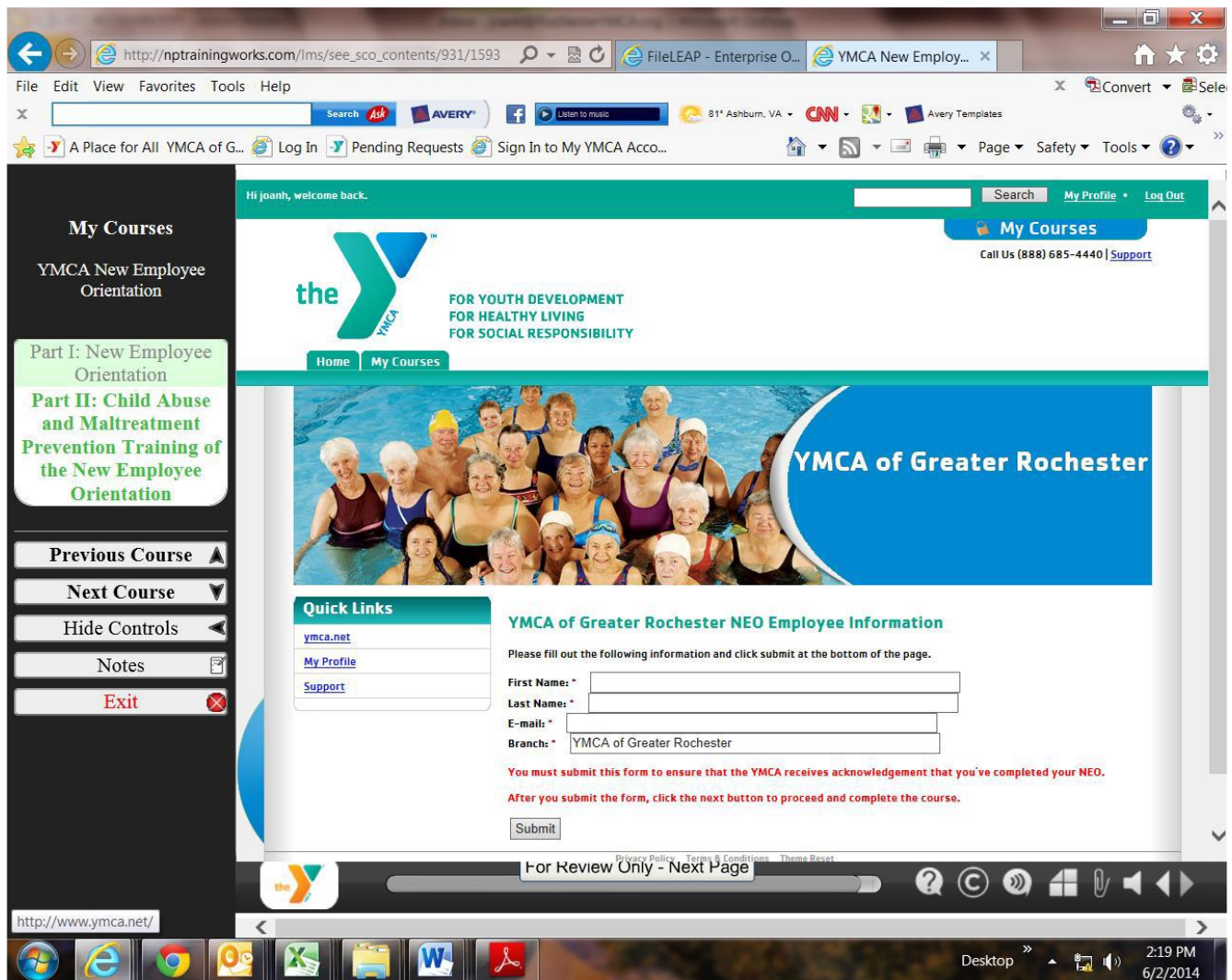
- Employees need to complete NEO using the name on their social security card, no nicknames.
- Employees that have resigned and rehired within one year of their original hire date do not need to retake the New Employee Orientation. Please note that we reserve the right to have these employees re-attend if major updates or changes have been made since their last attendance.
- **Deadlines:** NEO must be completed within the first 60 days of employment.
- When an employee completes NEO Parts I & II (including the form at the end) an email is sent to Joan Hazlett at the Association Office, and then that email is forwarded to the Branch NEO representatives. Employees are not considered completed with NEO Parts I & II until that email is received. After you complete NEO Parts I & II a completion email will be received and forwarded to the branch. A completion email must be received by their branch NEO representative before the deadline or they will be suspended. If your branch NEO representative did not receive a completion email then you must go back in to the training and click the back arrow twice (in the training) and complete the form with your name (as it appears on your social security card), and branch (screen shot below). Or call the phone number in Section Five below for technical support.
- It is the **employees'** responsibility to complete NEO within the first 60 days of employment. The employee needs to ensure their branch NEO representative receives a NEO completion email or they will not be considered as completing NEO.
- For hearing impaired employees, there is a narration tab.

## **General NEO Information:**

1. Technical support for Parts I and II, please call 1-888-685-4440.
2. General NEO questions should be directed to your branch NEO representative if they are not available contact Joan Hazlett at the Association Office 585-263-3929 or at [joanh@rochesterymca.org](mailto:joanh@rochesterymca.org).
3. On common/neo/year/year NEO Attendance sheet is an excel document that has each new hire's name and where they are in the NEO Process.
4. Go to this website for system requirements: <https://collabornation.net/system-requirements>

## How to trigger a NEO completion email.

The screen shot below represents the form that **MUST** be completed to trigger a completion email, and receive credit for completing NEO Parts I & II.



The screenshot shows a web browser window displaying the YMCA New Employee Orientation form completion page. The browser address bar shows the URL: [http://nptrainingworks.com/lms/see\\_sco\\_contents/931/1593](http://nptrainingworks.com/lms/see_sco_contents/931/1593). The page header includes the YMCA logo and the text: "FOR YOUTH DEVELOPMENT FOR HEALTHY LIVING FOR SOCIAL RESPONSIBILITY". The main content area features a large image of a group of people in a pool, with the text "YMCA of Greater Rochester" overlaid. Below the image is a "Quick Links" section with links to [ymca.net](#), [My Profile](#), and [Support](#). The main form area is titled "YMCA of Greater Rochester NEO Employee Information" and contains the following fields: "First Name: \*", "Last Name: \*", "E-mail: \*", and "Branch: \*". The "Branch" field is pre-filled with "YMCA of Greater Rochester". Below the form fields, there is a red warning message: "You must submit this form to ensure that the YMCA receives acknowledgement that you've completed your NEO. After you submit the form, click the next button to proceed and complete the course." A "Submit" button is located at the bottom of the form. The page footer includes a "For Review Only - Next Page" button and a "Theme Reset" link. The browser's taskbar at the bottom shows the system tray with the date and time: "2:19 PM 6/2/2014".

After completing this form click submit.

After clicking on submit a NEO Completion email is triggered. If this form is not completed, the new hire will not get credit for completing NEO Parts I & II.

This screen comes up after completing that form.

**Did you complete and submit the form?**

If the form did not load, please select, "No, I need to submit the form."  
If the form still does not load, then click the link that appears at the bottom of the page to open the form in a new browser window.

If you get a message on IE that they need Flash installed, they can sometimes then install Flash and still get an error message. Chrome has an option to "always allow" Flash on our site. See the screenshots below.

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