

# YWRCC Update

Saskatchewan Career and Work Education Association  
Annual Conference – October 2018

*saskatchewan.ca*



# Topics

- Online Course Technical Requirements
- Course Features
- Common Technical Issues
- Upgrades
- Questions

# ONLINE COURSE TECHNICAL REQUIREMENTS

# Hardware Requirements

- You need:
  - a up to-date computer or tablet
  - speakers or headphones; and
  - a printer.
- Smartphones are not recommended.

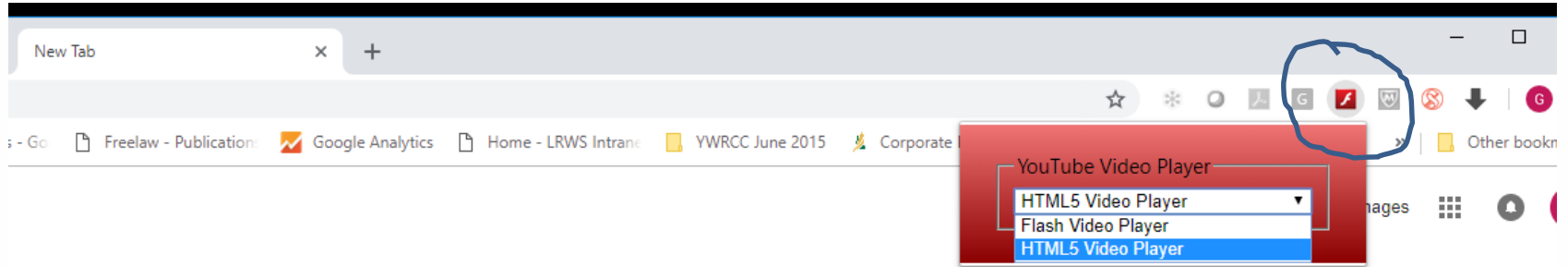
# Firewalls

- Firewalls must be configured to:
  - whitelist the course and associated emails; and
  - allow access to YouTube (WorkSafe videos).
  - Office 365 SPAM filter may block email;
  - Set [ywrcc2014@gmail.com](mailto:ywrcc2014@gmail.com) as a safe sender in Outlook.

# Apps

- You will need:
  - an up-to-date browser,
  - recommend Chrome or Safari,
  - Internet Explorer is no longer recommended,
  - [Acrobat Reader](#); and
  - a video player for YouTube videos
- Flash is no on longer required

# Set Browser YouTube Video Player to HTML5



# Enable Browser Cookies

- Enable cookies (you may get a blank page or a “Page Not Found” error if cookies are disabled)
- Set cookies to “medium” security if your browser has a cookie security setting



# Disable Browser Extensions

- Popup and ad blockers (they prevent the certificate PDF from displaying and printing)
- ActiveX (if using Internet Explorer)

# Time to Complete

- The course will take approximately 2-3 hours to complete.
- The course can be taken in one session or over several sessions.
- Students can access the course through the internet from home, school or work.

# COURSE FEATURES

# High and Low Bandwidth Versions

## High and Low Bandwidth Versions of the Course

Your YWRCC account will expire after 120 days, at which time you need to contact support at [ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca) to remove your old account to create a new account.

The high bandwidth course has audio and animation. It is the recommended version. Use the high bandwidth version if you have a high-speed internet connection.

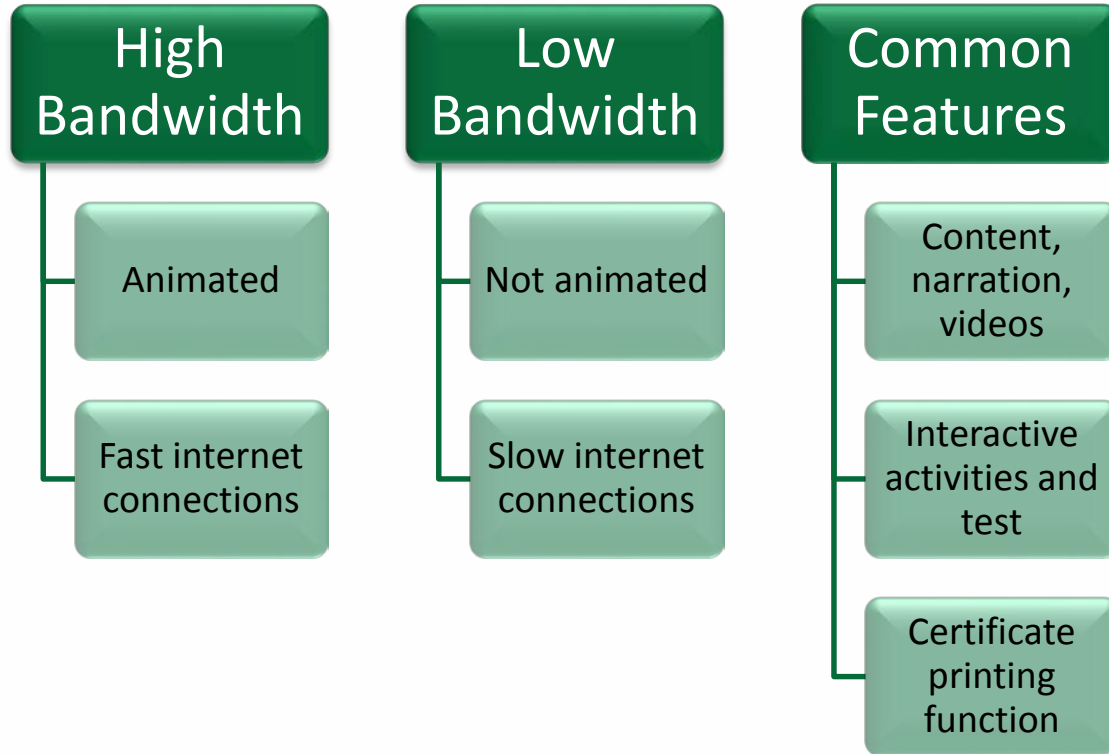
The low-bandwidth course has audio, but no animation. Use the low bandwidth version for slower internet connections.

If you have technical trouble during the course, use the “About this Course” and “Help” features in the course’s menu bar to get help.

High Bandwidth  
Course

Low Bandwidth  
Course

# Comparing Versions



# Live Web Links



- |   |  |   |  |
|---|--|---|--|
| <b>I want to...</b>   | <b>Workplace</b>   | <b>Students</b>   | <b>Health</b>  |
| <ul style="list-style-type: none"><li>Learn about Personal Tax Incentives</li><li>Check highway conditions</li><li>Find licensed child care</li><li>Find and apply for jobs</li></ul> | <ul style="list-style-type: none"><li>Employment standards</li><li>Flags and tags</li><li>Vacation, leave, and disability</li><li>Workplace safety</li></ul> | <ul style="list-style-type: none"><li>Student loans</li><li>Saskatchewan Education Programs</li><li>Scholarships and grants</li><li>Saving for post-secondary education</li></ul> | <ul style="list-style-type: none"><li>Parkinson's disease</li><li>Health cards</li><li>Healthcare Online</li><li>Saskatchewan health regions</li></ul> |

## Young Worker Readiness Certificate Course

START HERE

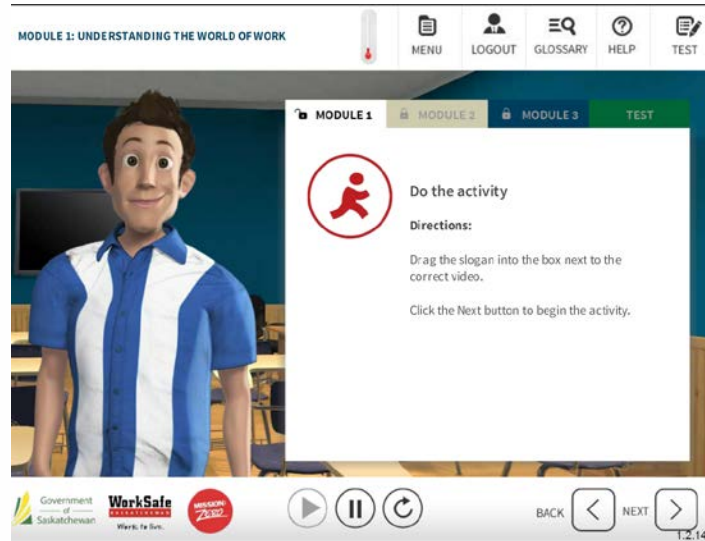
Government of Saskatchewan  
WorkSafe SASKATCHEWAN  
MISSION 2020  
Work To Live.

MAKE SURE YOU'RE USING AN UP-TO-DATE BROWSER.

IE Firefox Chrome Safari

Browser links

# Activities



During the course, students will be highly engaged through the videos and interactive exercises.

# Videos and Sound Clips

## Videos

MODULE 1: UNDERSTANDING THE WORLD OF WORK

MENU LOGOUT GLOSSARY HELP TEST



Government of Saskatchewan WorkSafe SASKATCHEWAN MISSION 2012 Work. Be live.


BACK < NEXT > 1:2:13

## Sound Clips

MODULE 1: UNDERSTANDING THE WORLD OF WORK

MENU LOGOUT GLOSSARY HELP TEST


MODULE 1 MODULE 2 MODULE 3 TEST


 Listen to this sound clip.

Directions:

There are three unacceptable workplace behaviours that you will hear in the following sound clip. After listening to the sound clip, check the three incorrect workplace behaviours you heard in this situation.

Characters:

 **Alexa**  
the Employer

 **Sage**  
the Employee

Click the Next button to begin the activity.

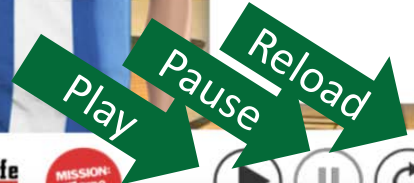
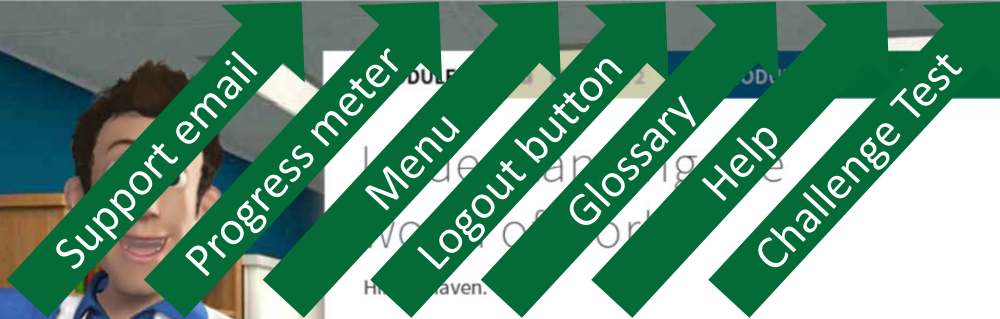
Government of Saskatchewan WorkSafe SASKATCHEWAN MISSION 2012 Work. Be live.

BACK < NEXT > 1:2:17



For support, please visit the [help menu](#) or contact: [ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca).

MODULE 1: UNDERSTANDING THE WORLD OF WORK

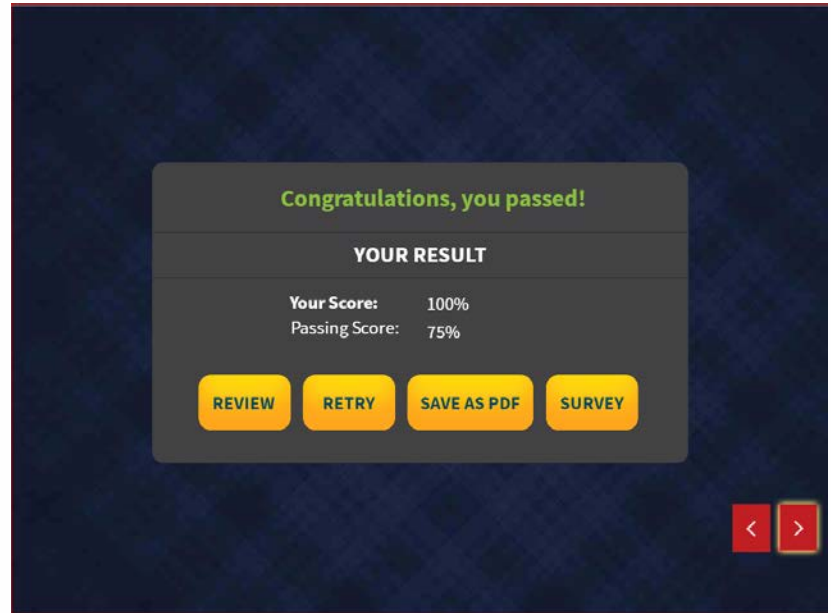


LBV Module 1: Page 1



# Certificate Printing Options

- Students who score 75% or higher on the test can print a certificate and save the certificate as a PDF.
- Keep the PDF version in a safe place.



## Young Worker Readiness Certificate Course Certificate of Completion

This is to certify that \_\_\_\_\_ of \_\_\_\_\_,  
Name City  
Saskatchewan, successfully completed the *Young Worker Readiness Certificate Course*  
on \_\_\_\_\_, as required by section 9.3 of *The Conditions of*  
Date  
*Employment Regulations*.



Executive Director of Employment Standards

## Statement of Parent or Guardian

I, \_\_\_\_\_, being the parent/guardian of the above named  
Parent/Guardian Name  
youth confirm that \_\_\_\_\_, personally completed the  
Youth's Name  
exam required to complete the *Young Worker Readiness Certificate Course*.

\_\_\_\_\_  
Signature of Parent Guardian

\_\_\_\_\_  
Date

saskatchewan.ca



# End of Course Survey

Thank You for  
Taking Our Course!

 Government  
of  
Saskatchewan

YWRCC user survey

Thank you for using our online course to prepare for and take the YWRCC test. Help us make this online learning tool better for other users. Please take a few minutes to complete this short survey about the course materials and how you prepared for the test.

To complete the survey, scroll through this page answering questions as you go. Once you reach the bottom of the page you can click the 'Done' button.

< LOGOUT

# COMMON TECHNICAL ISSUES

# Account Confirmation

## Confirmation notice

### Confirm Your Account

An email should have been sent to your address at [glen.brooman@gov.sk.ca](mailto:glen.brooman@gov.sk.ca)

It contains easy instructions to complete your registration.

If you did not receive the confirmation email, please check your spam folder or contact the administrator at [ywrc@gov.sk.ca](mailto:ywrc@gov.sk.ca)

## Confirmation email

**From:** Young Worker Readiness <[ywrc2014@gmail.com](mailto:ywrc2014@gmail.com)>

**Sent:** Wednesday, September 19, 2018 1:35 PM

**To:** [glen.brooman@gov.sk.ca](mailto:glen.brooman@gov.sk.ca)

**Subject:** Young Worker Readiness Certificate Course: account confirmation

Hi Glen Brooman,

A new account has been requested at 'Young Worker Readiness Certificate Course' using your email address.

To confirm your new account, please go to this web address:

<https://ywrc.ca/hb/confirm?data=MTUzNzM4NTY5Ml8zNzlxMA==>

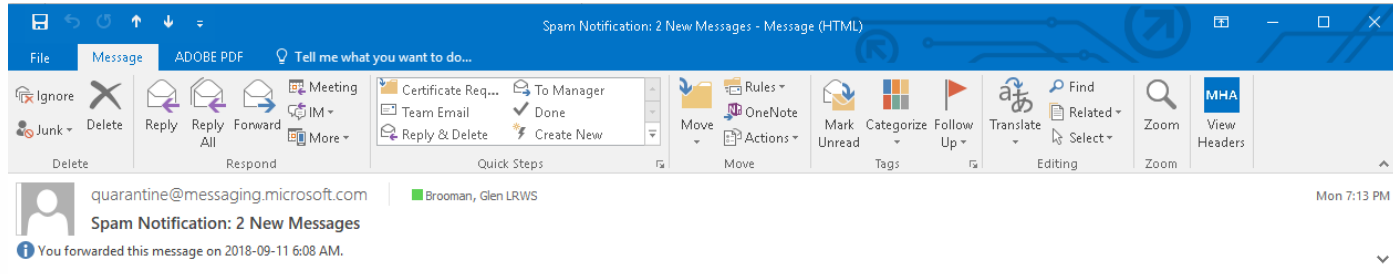
In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Your YWRCC account will expire after 120 days, at which time you need to contact support at [ywrc@gov.sk.ca](mailto:ywrc@gov.sk.ca) to remove your old account to create a new account.

The course does timeout after 4 hours and you will be required to log back in at that time.

If you need help, please contact the site administrator,

# Beware of Spam Filters



Dear [glen.brooman@gov.sk.ca](mailto:glen.brooman@gov.sk.ca):

Office 365 has prevented the delivery of 2 new emails to your inbox as of Sep 11, 2018 12:00 AM (UTC) because it identified these messages as spam. You can review these here and choose what happens to them. You can also get more information about quarantined messages by going to the [Quarantine page in the Security and Compliance Center](#). You'll need to provide your work or school account to log in.

From this email, you can:

- Release the message to your Inbox. Choose **Release to Inbox** if the message isn't spam and you want Office 365 to send message to your inbox.
- Send the message to Microsoft. When you choose **Report as Not Junk**, Office 365 sends a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
" <a href="mailto:ywrrc2014@gmail.com">ywrrc2014@gmail.com</a> " < <a href="mailto:ywrrc2014@gmail.com">ywrrc2014@gmail.com</a> >	Young Worker Readiness Certificate Course: account confirmation	Sep 10, 2018 8:10 PM	31871	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>
" <a href="mailto:ywrrc2014@gmail.com">ywrrc2014@gmail.com</a> " < <a href="mailto:ywrrc2014@gmail.com">ywrrc2014@gmail.com</a> >	Young Worker Readiness Certificate Course: account confirmation	Sep 10, 2018 8:14 PM	30238	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>

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# Make Sure Your Students

- Check the “junk email” folder;
- Use a valid and correctly entered email address;
- Do not use someone else’s email address;
- Do not set up duplicate accounts in each version of the course and try to access one account with the password from the other account; and
- Do not have an expired or older account with the same email address.



# Returning Users

## Login Form

Email

Password

Forgot your password? [Reset here.](#)

Login >

Reset forgotten passwords



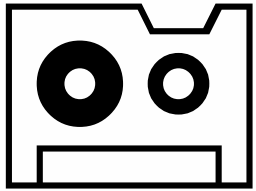
## Resume Course Feature

Resume

Would you like to resume where you left off?

Yes No

# Timeouts



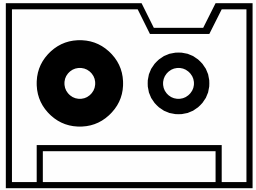
Course Server



Computer stores content  
in browser cache



Certificate with  
student's name on it.



Server does  
not know that  
student passed

TIMEOUT:  
SERVER  
CONTACT LOST



Student works on  
stored content in  
browser cache



Certificate says  
"You are not logged in"

# If the Course Slows Down

- Ask students to “refresh” or “reload” their web pages periodically to solve this problem.

# HOW WE CAN HELP

# Technical Help

- Review the course's Help menu
- Read the information on the course's landing and splash pages
- Contact you school's network administrator
- email us at: [ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca)

# Requests for Technical Support

## Certificate

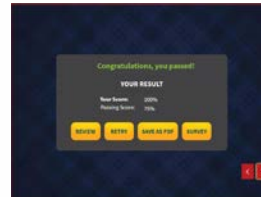
Please provide the:

- name and email address of the student; and
- a screenshot of the blue certificate printing screen if the student passed, but has a “You are not logged in” certificate.

## Account deletion or reset

Please provide the:

- name(s) of the student;
- version(s) of the course; and
- email addresses used.



# LRWS Ministry YWRCC Contacts

## Saskatoon

- [Terry.Gove@gov.sk.ca](mailto:Terry.Gove@gov.sk.ca)
  - 306.933.7980

## Regina

- [Glen.Brooman@gov.sk.ca](mailto:Glen.Brooman@gov.sk.ca)
  - 306.787.4008

# UPGRADES



# Account Setup Upgrades November 2018

## **New account set up**

Students will identify:

- where they are taking the course (school, home, a combination, or other);
- their school (from a drop-down list); and
- their age.

## **New account expiry times**

Accounts will remain open for 1,095 days (3 years) instead of 120 days.

# RESOURCES

# Support

- Visit [saskatchewan.ca](https://www.saskatchewan.ca)
- Read our booklet *Rights and Responsibilities*
- Attend a free employment standards webinar
- Phone the Division toll-free at 1-800-667-1783
- Email: [employmentstandards@gov.sk.ca](mailto:employmentstandards@gov.sk.ca)

[saskatchewan.ca](http://saskatchewan.ca)

# QUESTIONS?