RHODE ISLAND Department of Human Services

Educators User Guide

Version 2 - Jan 25, 2024

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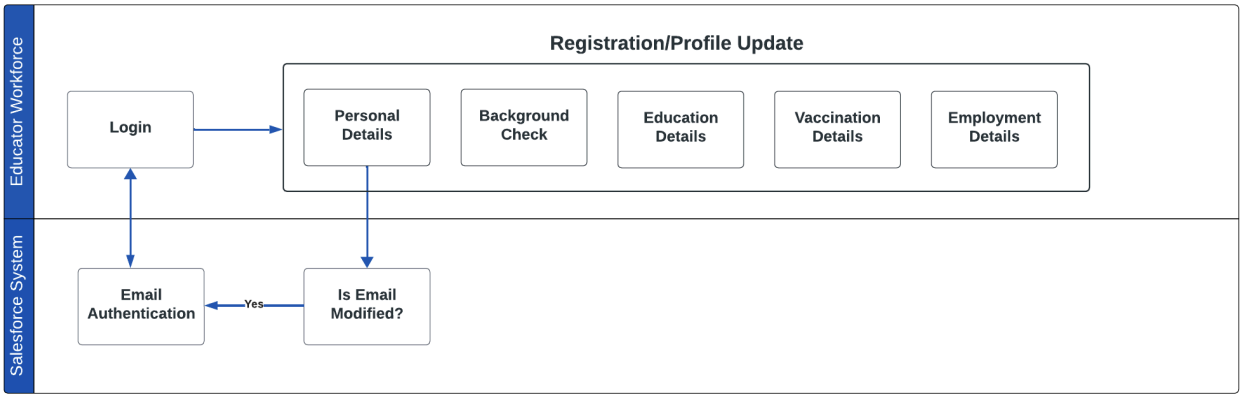
Purpose

The purpose of this document is to assist the Educators in performing various activities on the Workforce Registry.

Persona

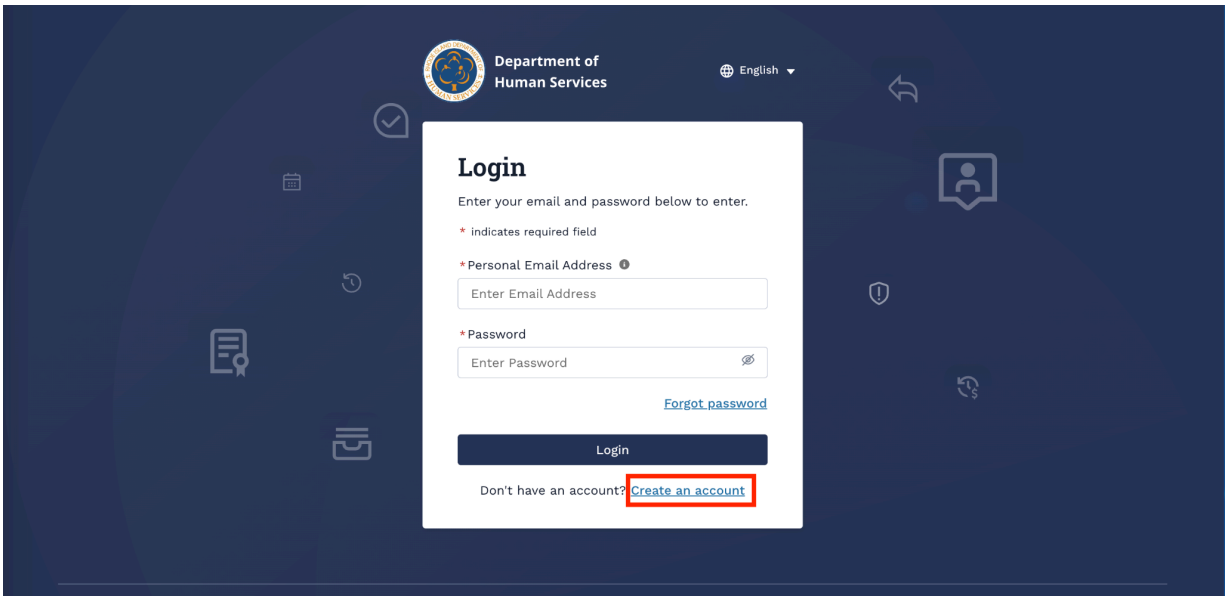
Persona	Responsibilities
Educators	• Building a profile • Providing certification and work history • Associating and dissociating with Providers • Viewing jobs and courses • Viewing communications • Creating help desk tickets

Process Flow Diagram

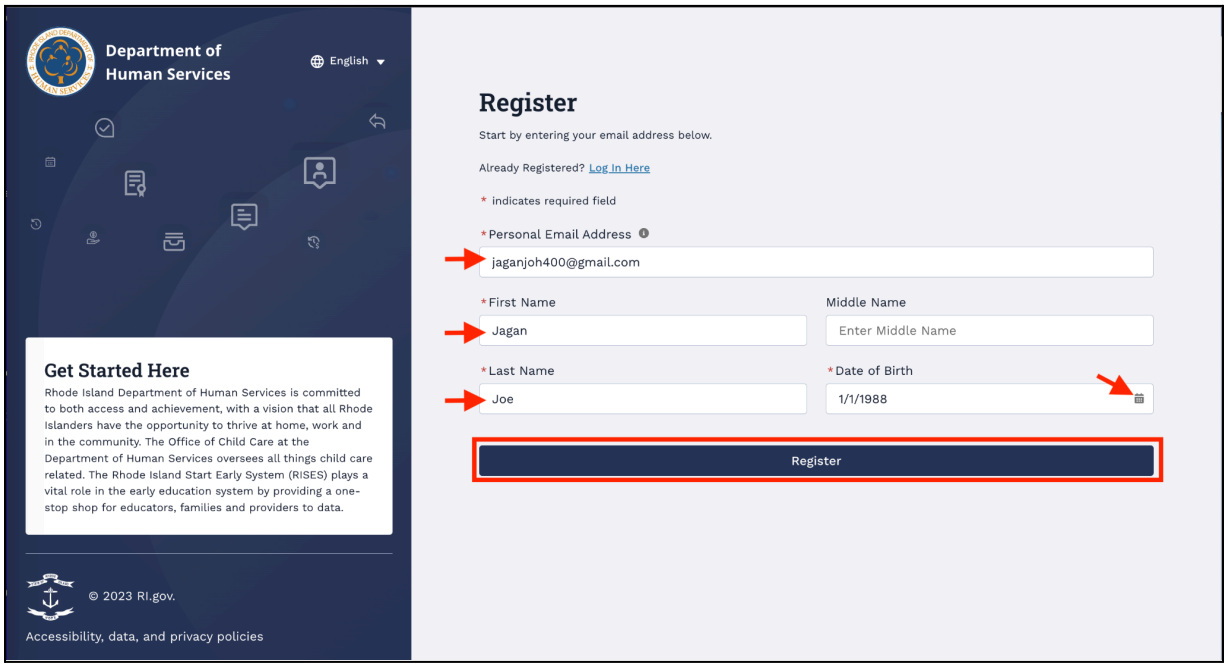


Registration Process

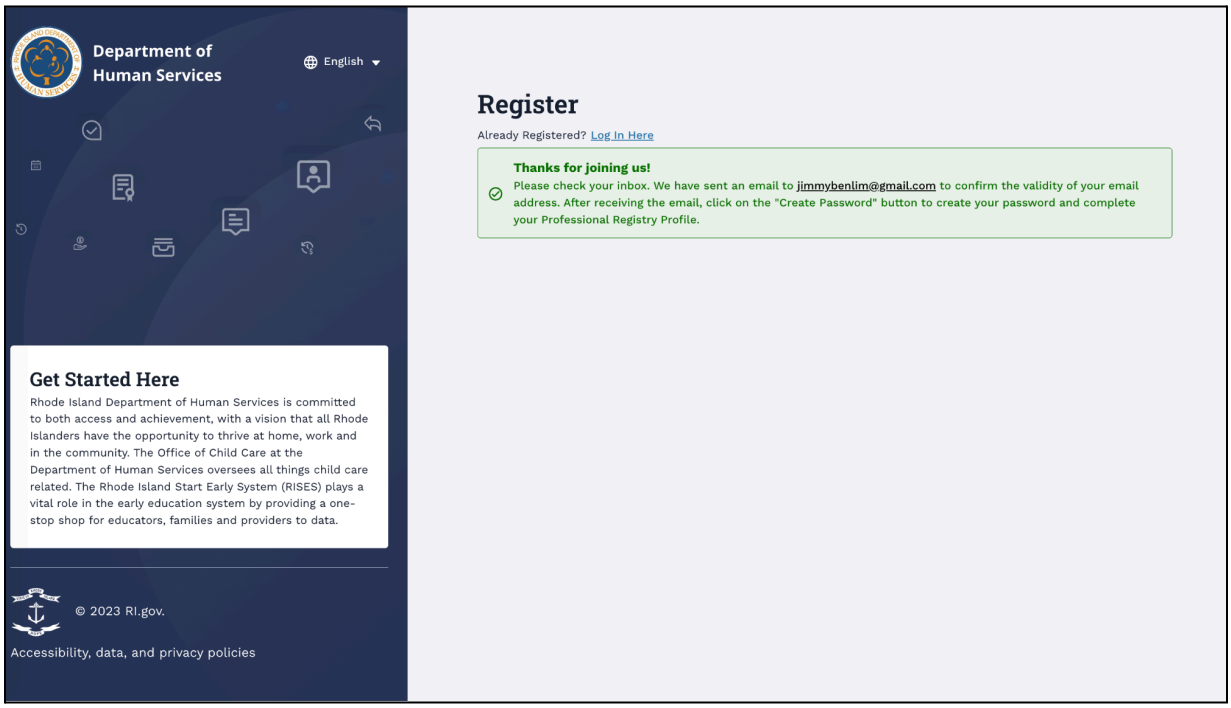
1. Go to the **RI Department of Human Services Portal** using the correct URL.
2. Click the **Create an Account** link.



3. Enter the **Personal Email Address**, **First Name**, and **Last Name**, select **Date of Birth**, and then click **Register**.

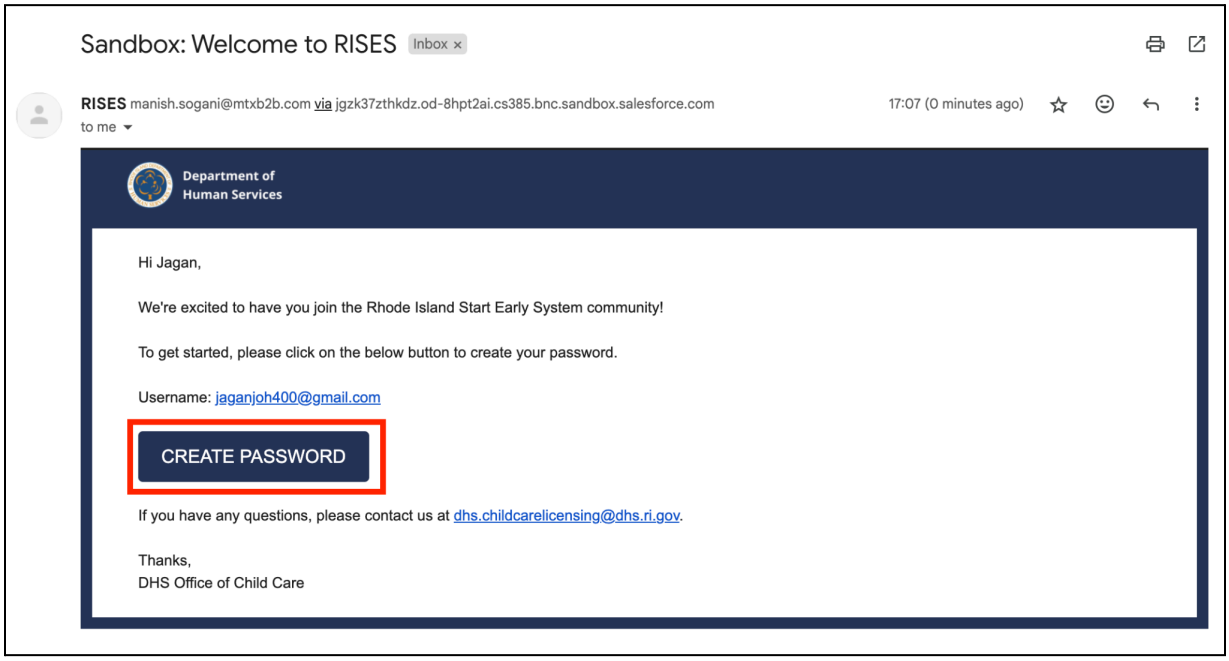


A confirmation message displays.

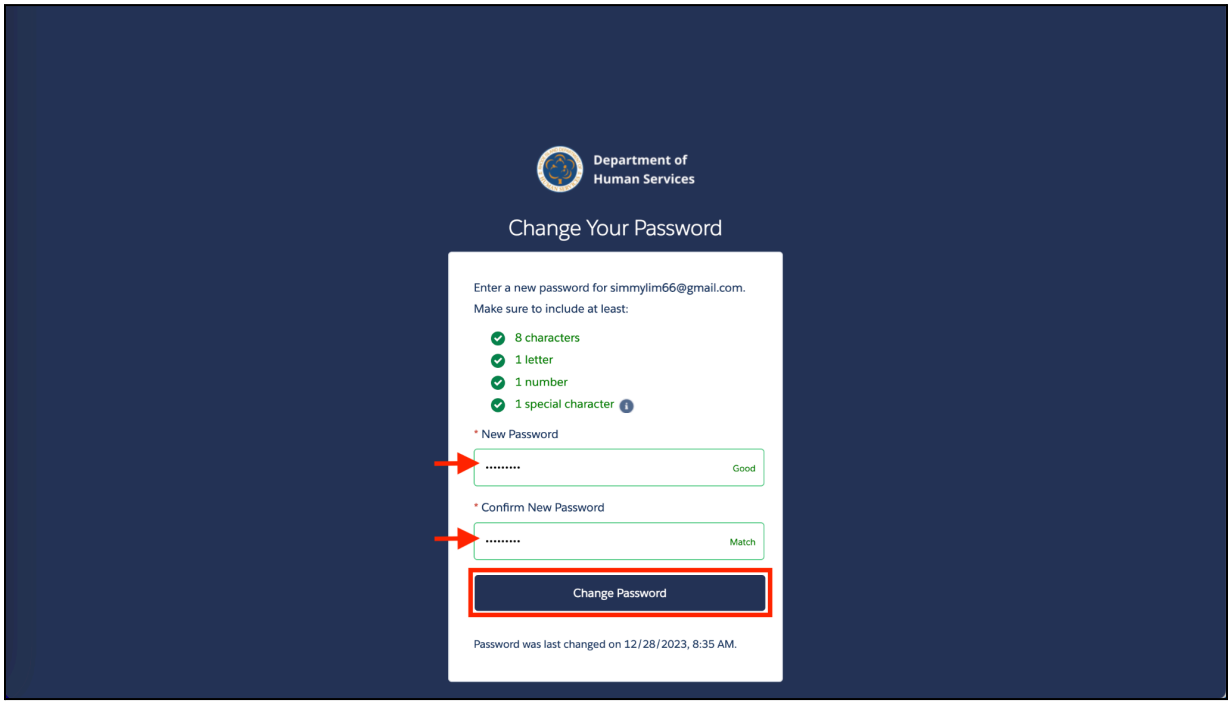


4. Open the email you have received from RISES and click on the **Create Password** button.

   Note: An email will be sent to the registered email address.

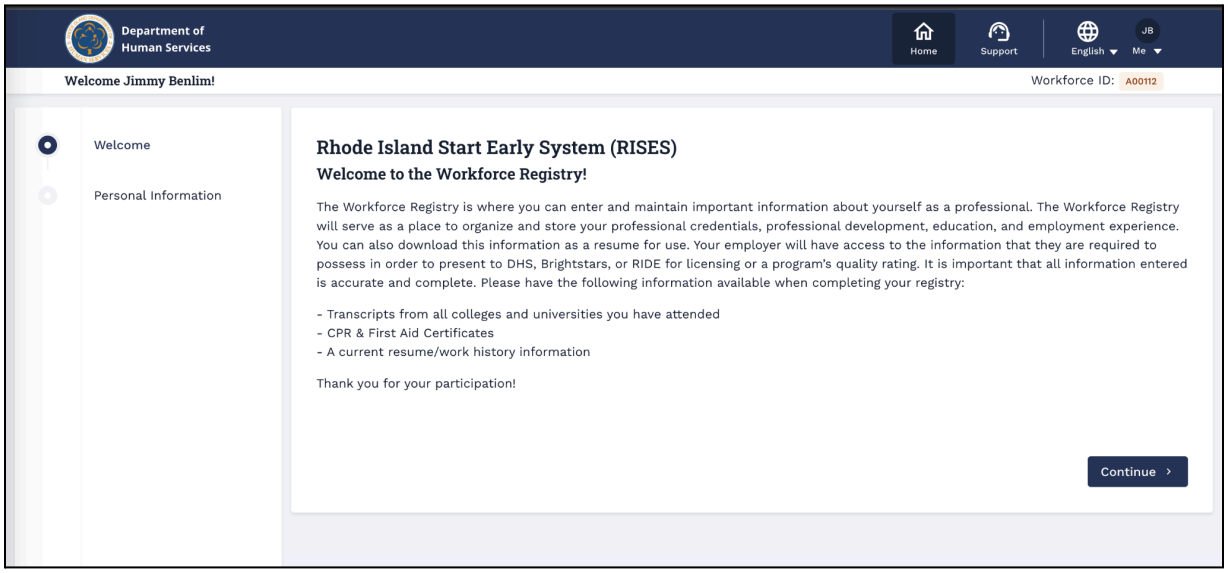


5. Enter your new password in the **New Password** and **Confirm New Password** fields, then click **Change Password**.



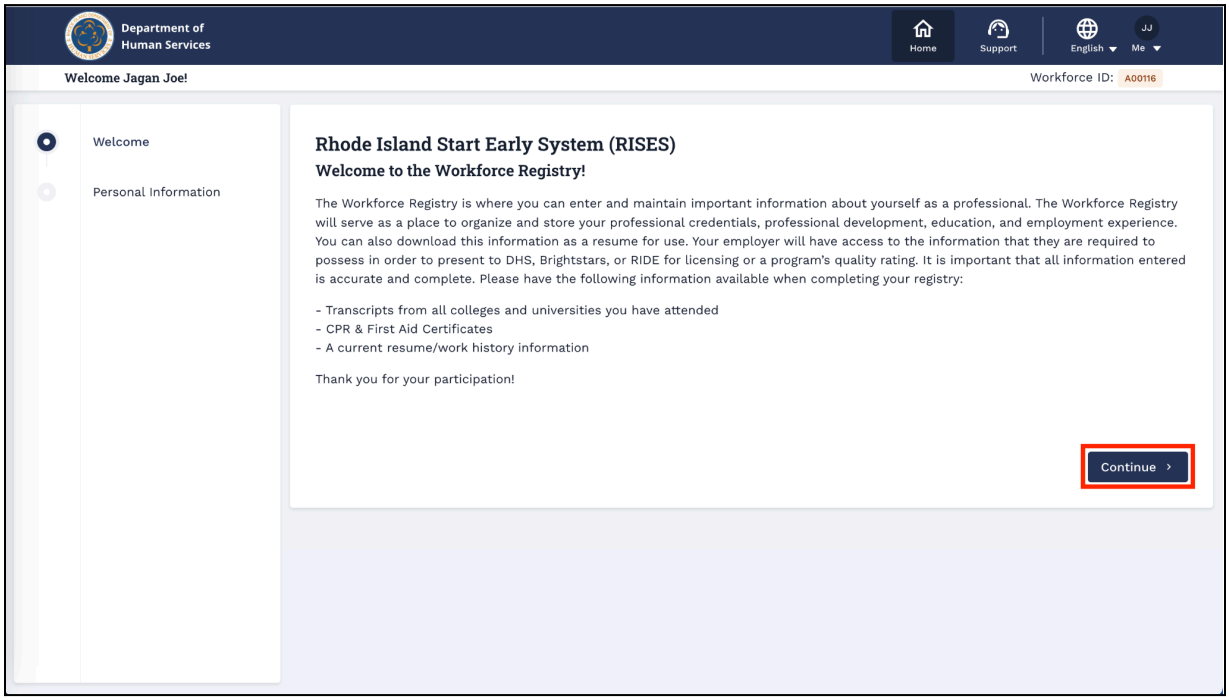
Creating your Profile

Once your registration process is complete, you will be directed to the Workforce Registry Welcome page, where you can create your profile.



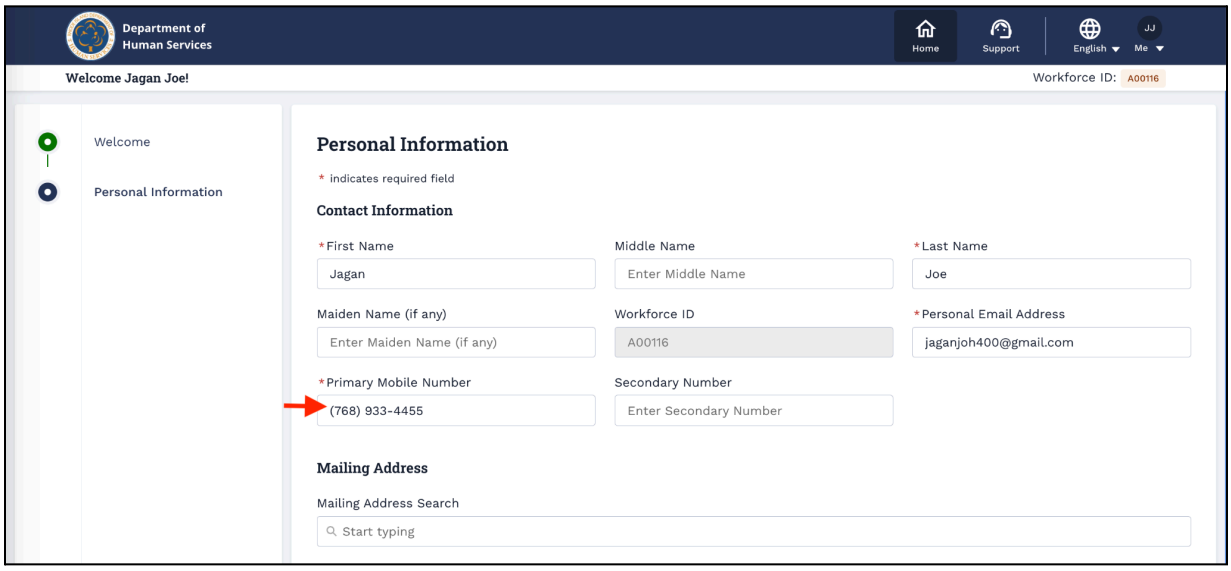
To fill in the profile details, follow the instructions below:

1. Click **Continue** on the **Welcome** page.

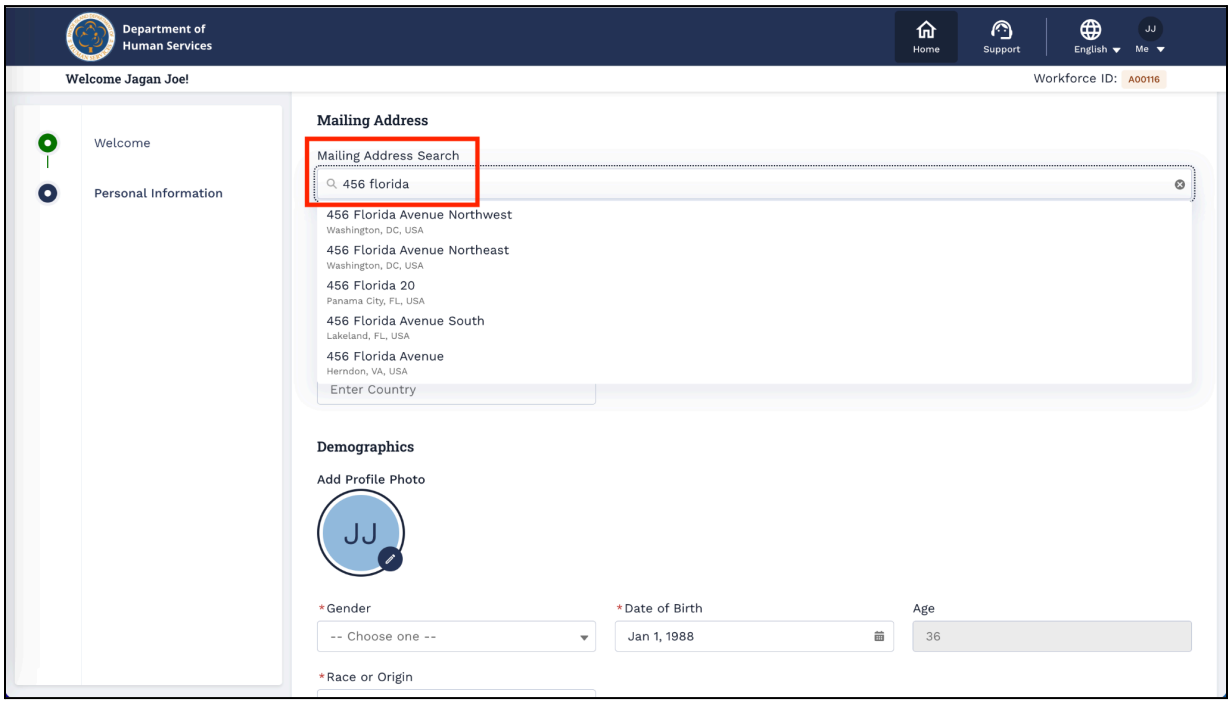


2. On the Personal Information page, enter your **Primary Mobile Number** in the Contact Information section.

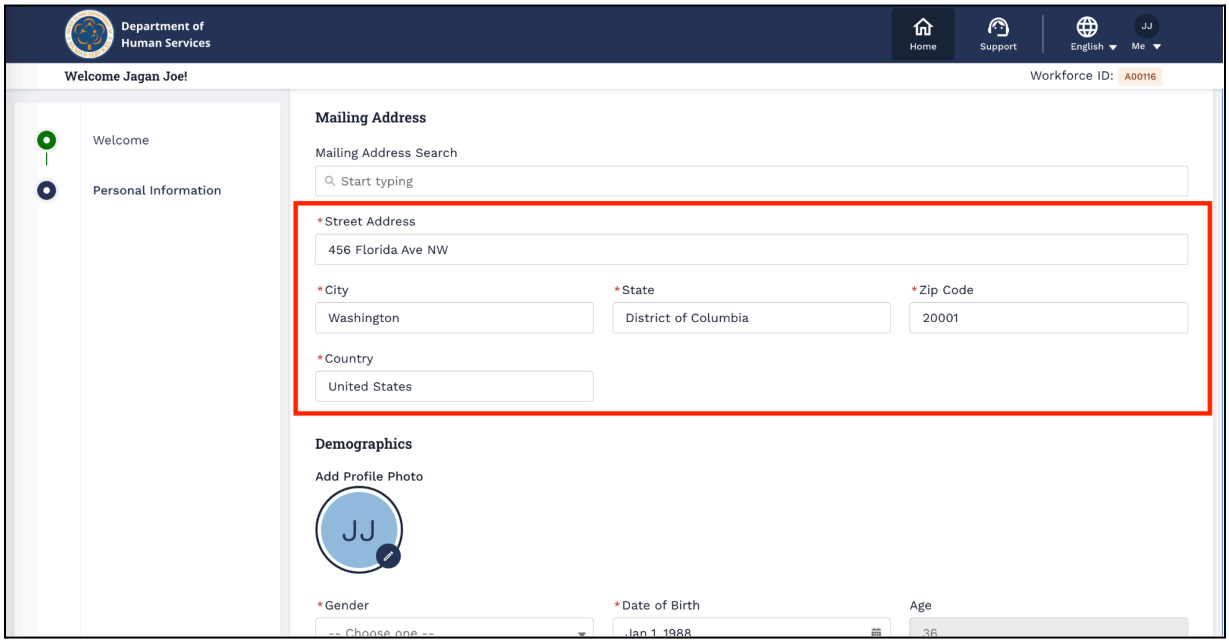
   Note: First Name, Middle Name, Last Name, Workforce ID, and Personal Email Address will be pre-populated.



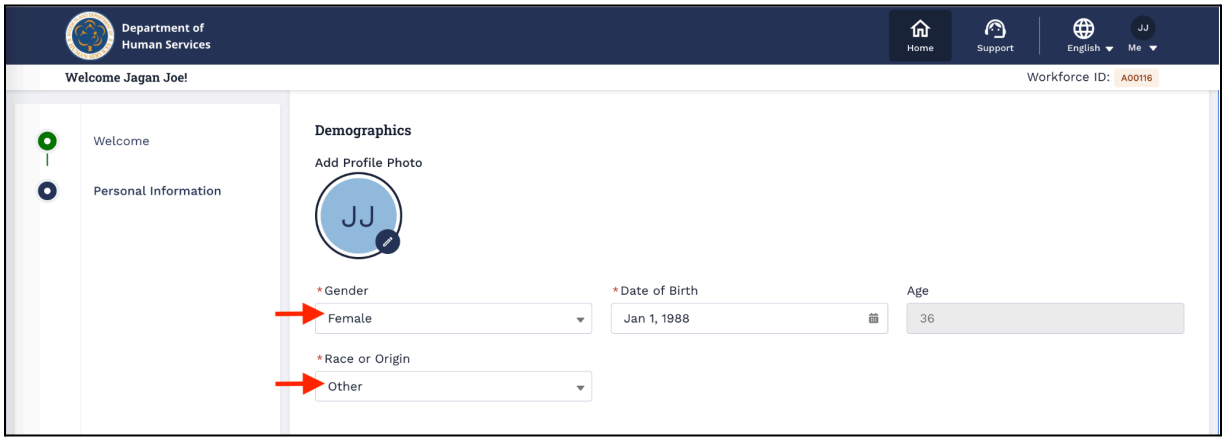
3. Enter your address in the **Mailing Address Search** field, then select your address to auto-populate the chosen address.



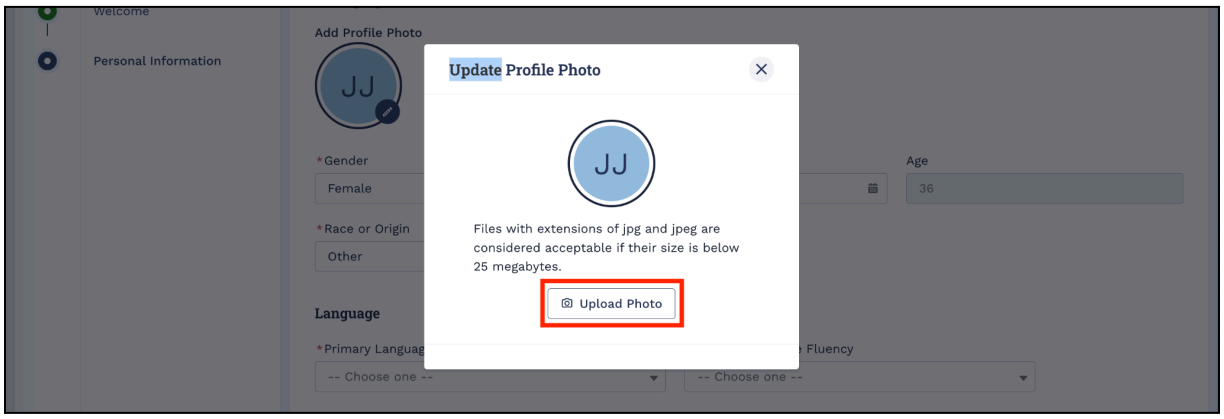
Otherwise, enter the address manually.



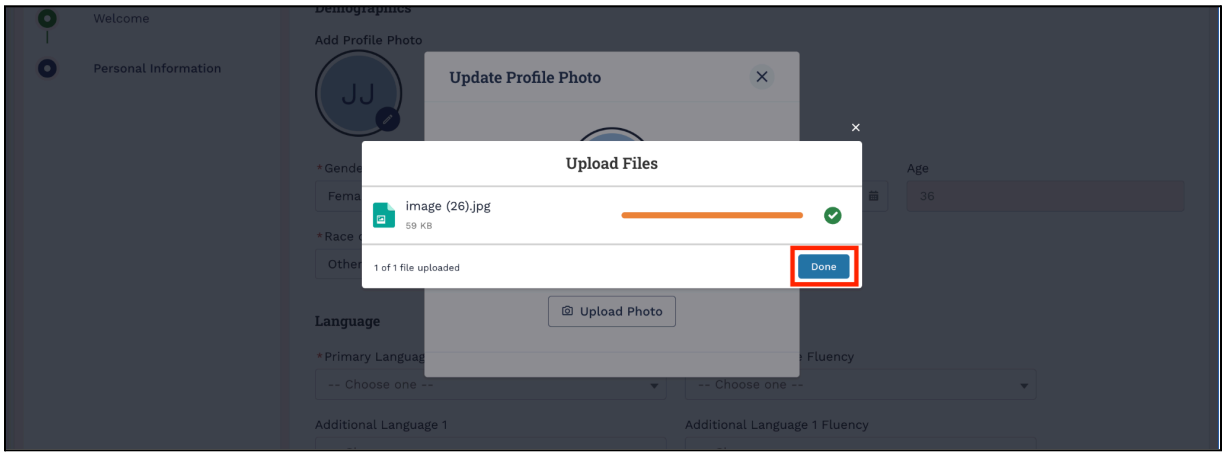
4. In the Demographics section, select **Gender** and **Race** from the drop-down.



5. Click the **Pencil** icon around the user's initials on the profile and click the **Upload Photo** button to upload the profile photo.



   a. Select and upload the profile photo from the local machine. Click the **Done** button after uploading the photo.

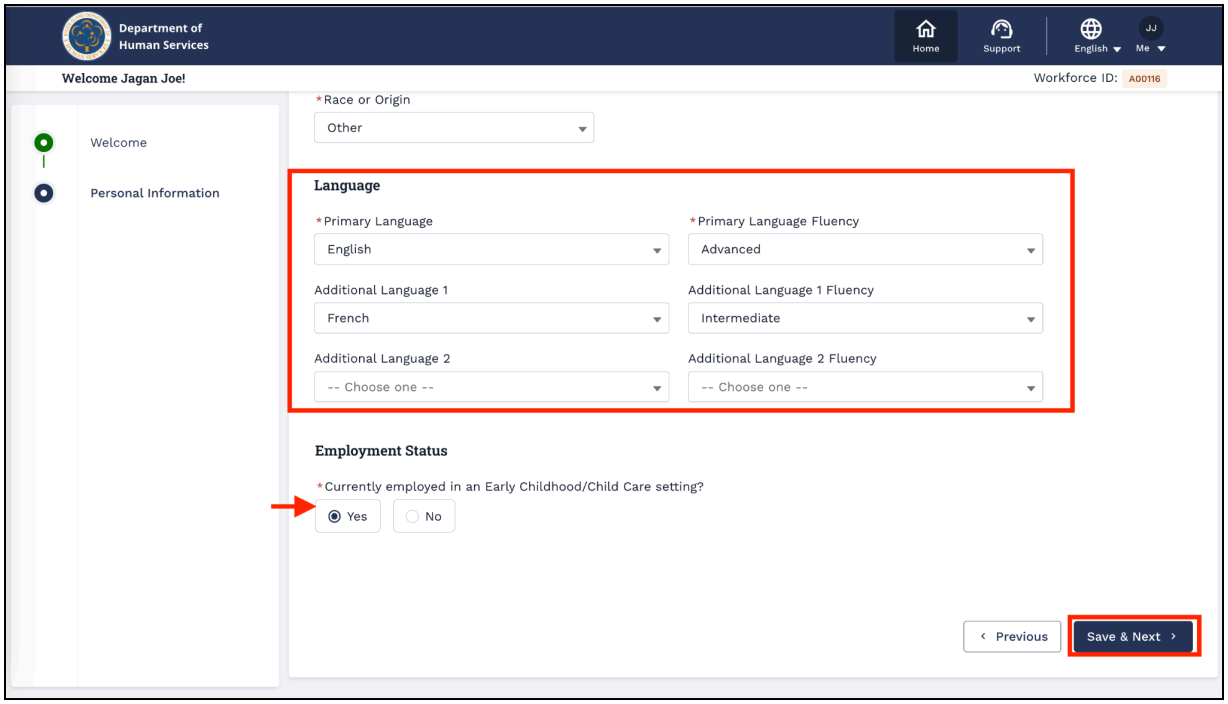


b. Your profile picture will be set.

6. In the Language section, select **Primary Language** and **Primary Language Fluency**.

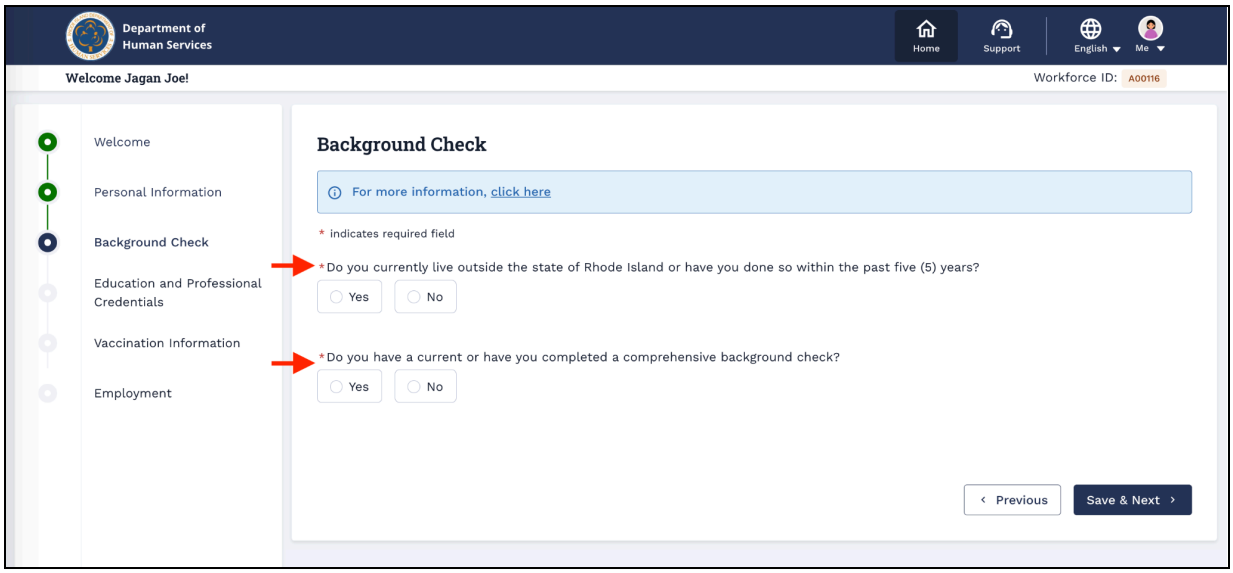
   Note: The fields with red asterisk (*) marks are mandatory to fill.

7. Select **Yes/No** to the question in the Employment Status section and then click **Save & Next**.

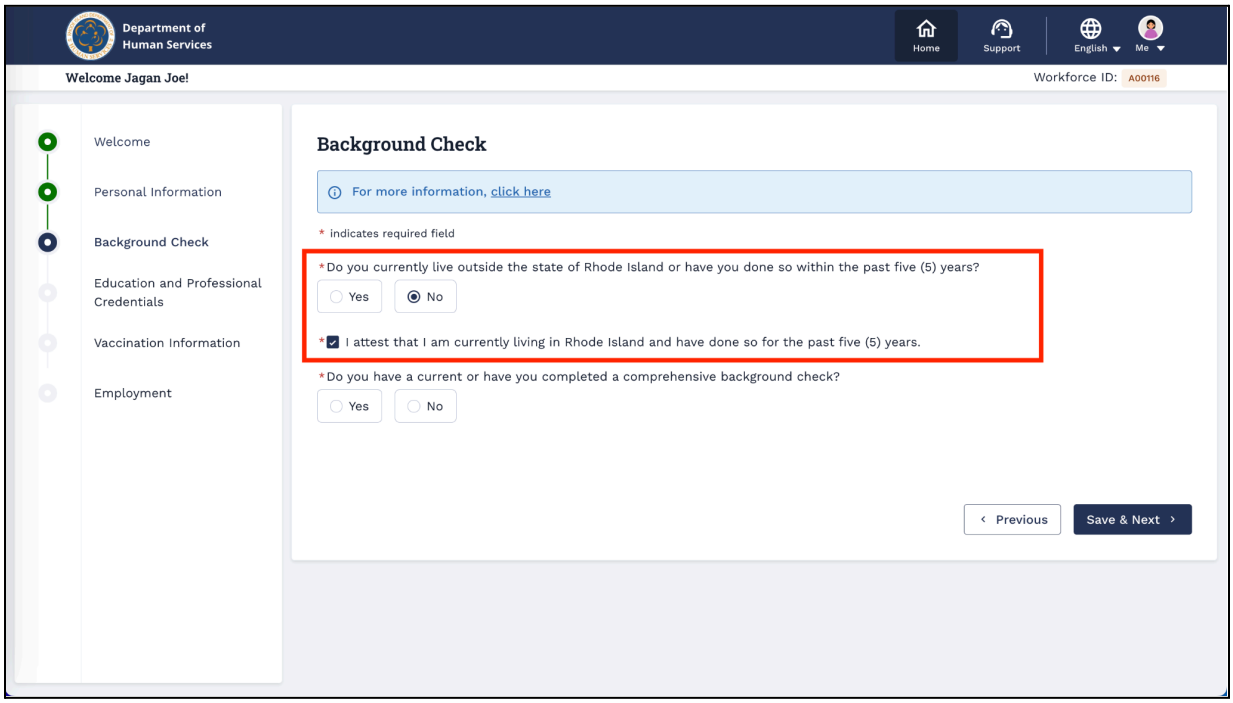


To complete the profile, a few more steps will be added. Finish all the steps by entering the necessary information.

8. In the Background Check step, select **Yes/No** to the questions.

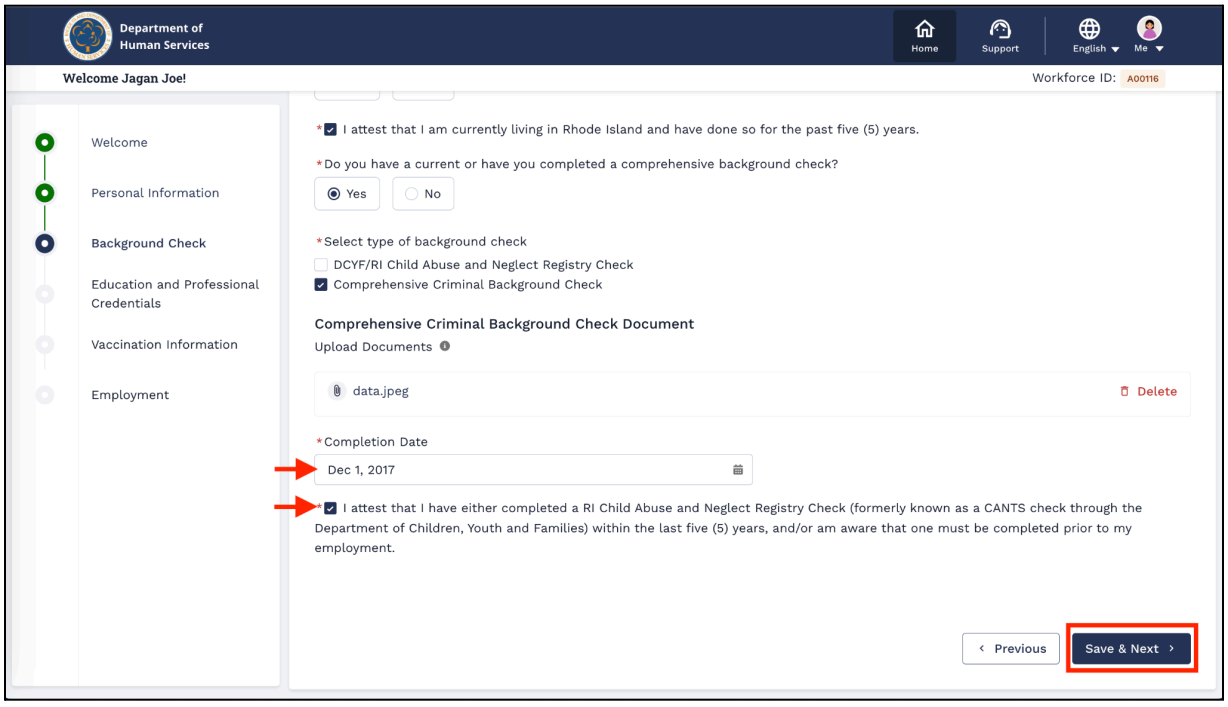


a. Select Yes/No to the question and select the checkbox to provide the consent

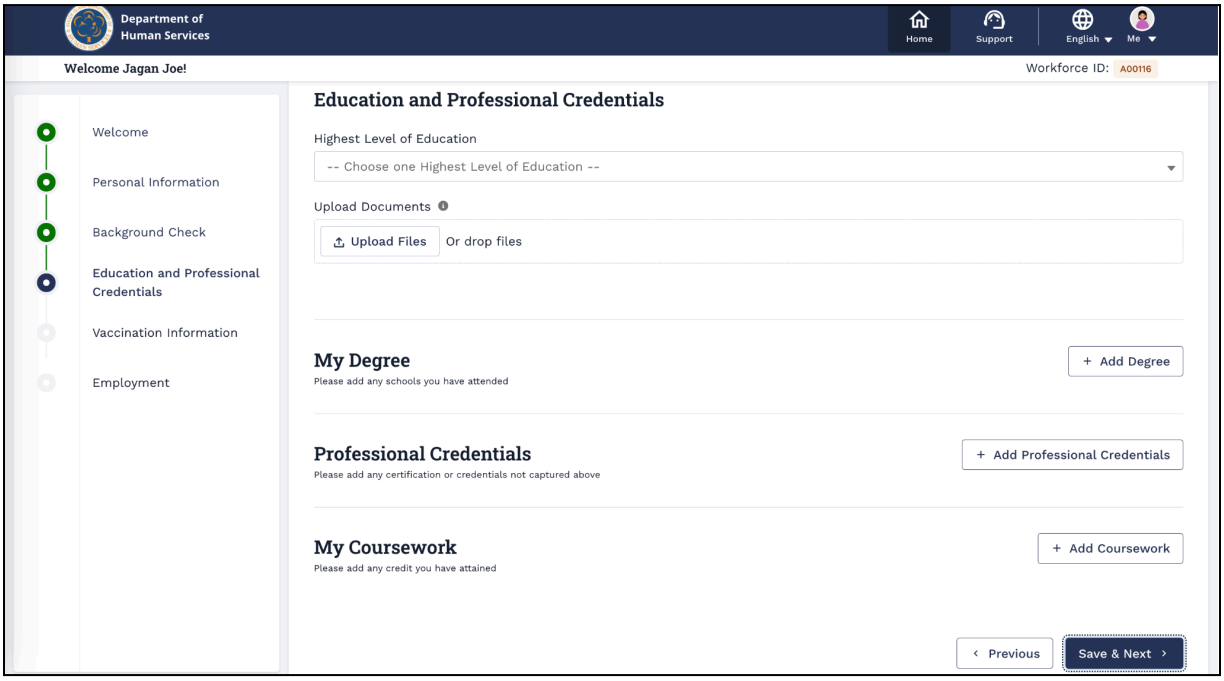


b. If you select **Yes** to the question "Do you have a current or have you completed a comprehensive background check?" then you must select the type of background check that you have completed. Click the **Upload Files** button and upload the supporting document accordingly.

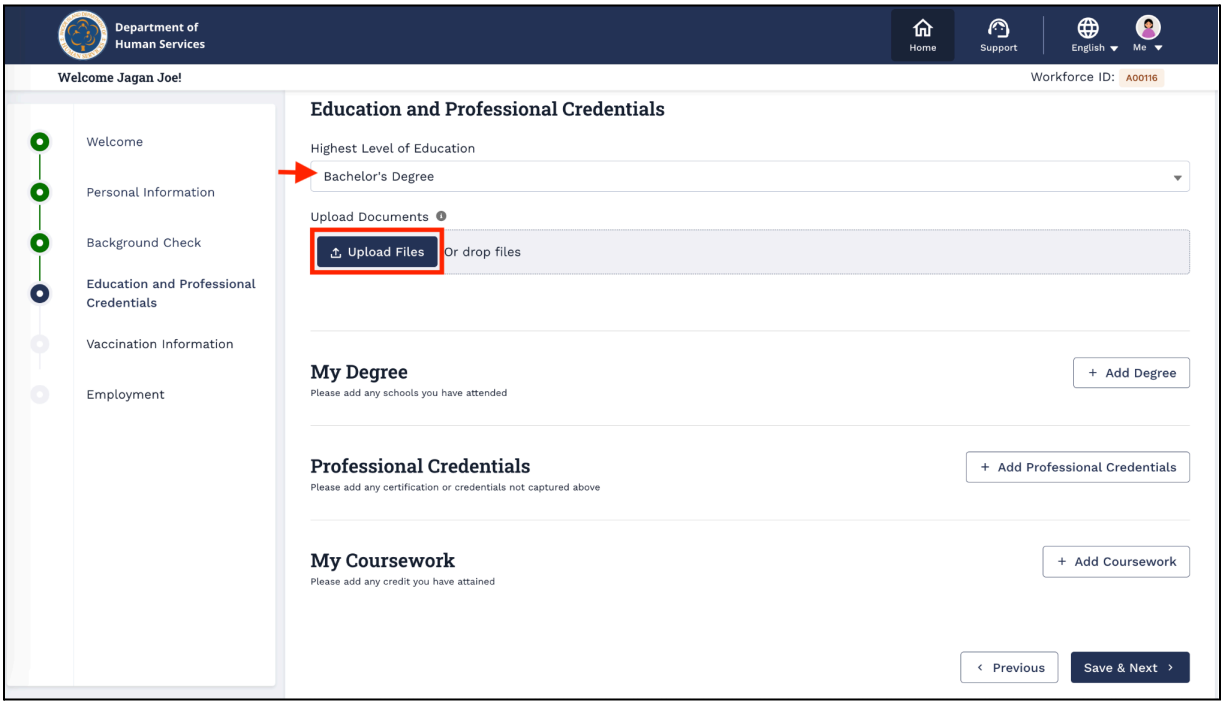
c. Select the **Completion Date** from the calendar. Select the check box to provide the consent and then click the **Save & Next** button.



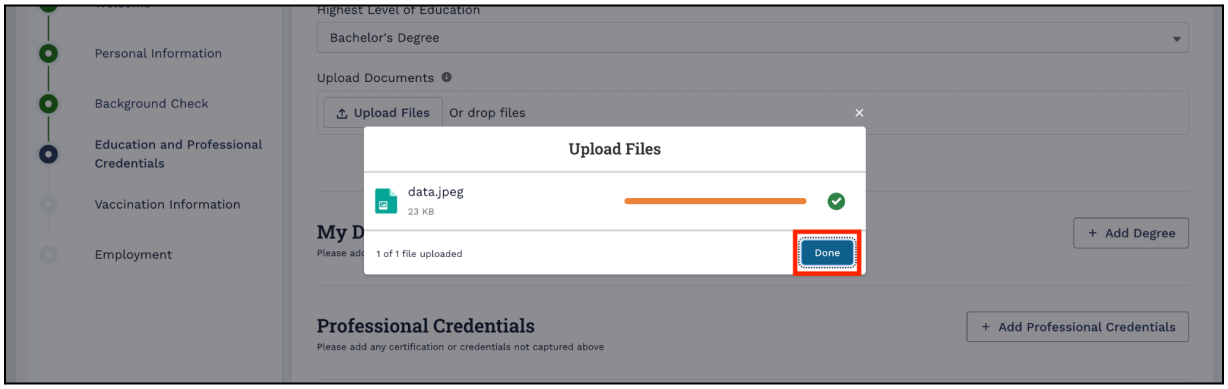
9. You will be directed to the **Education and Professional Credentials** page. Fill in and add the relevant details.



10. Select the highest level of education from the drop-down. Click the **Upload Files** button to upload the document.

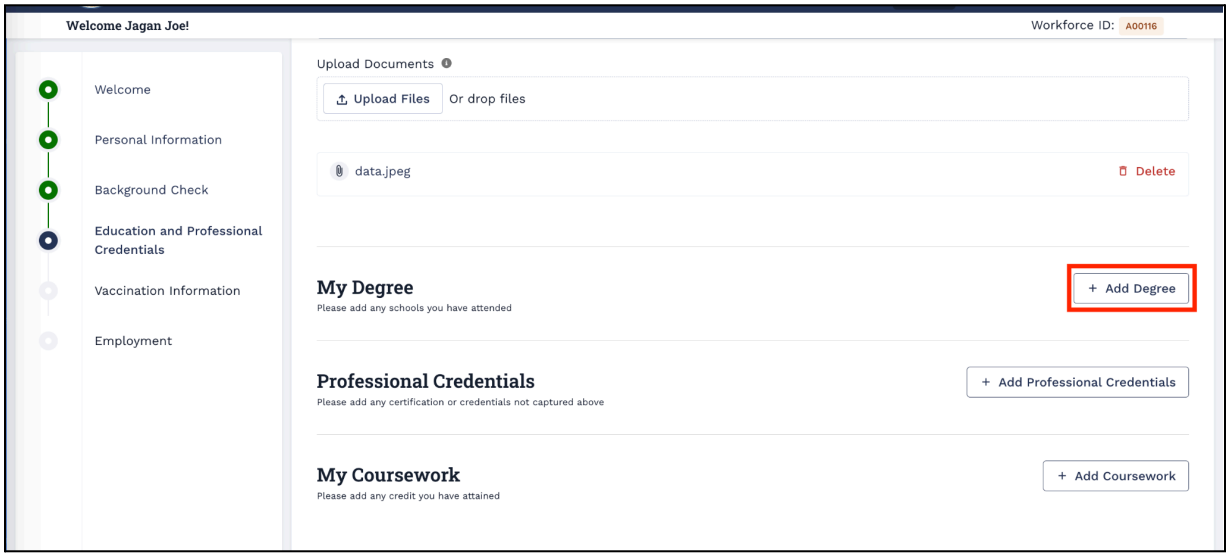


a. Click the **Done** button after uploading the appropriate document.

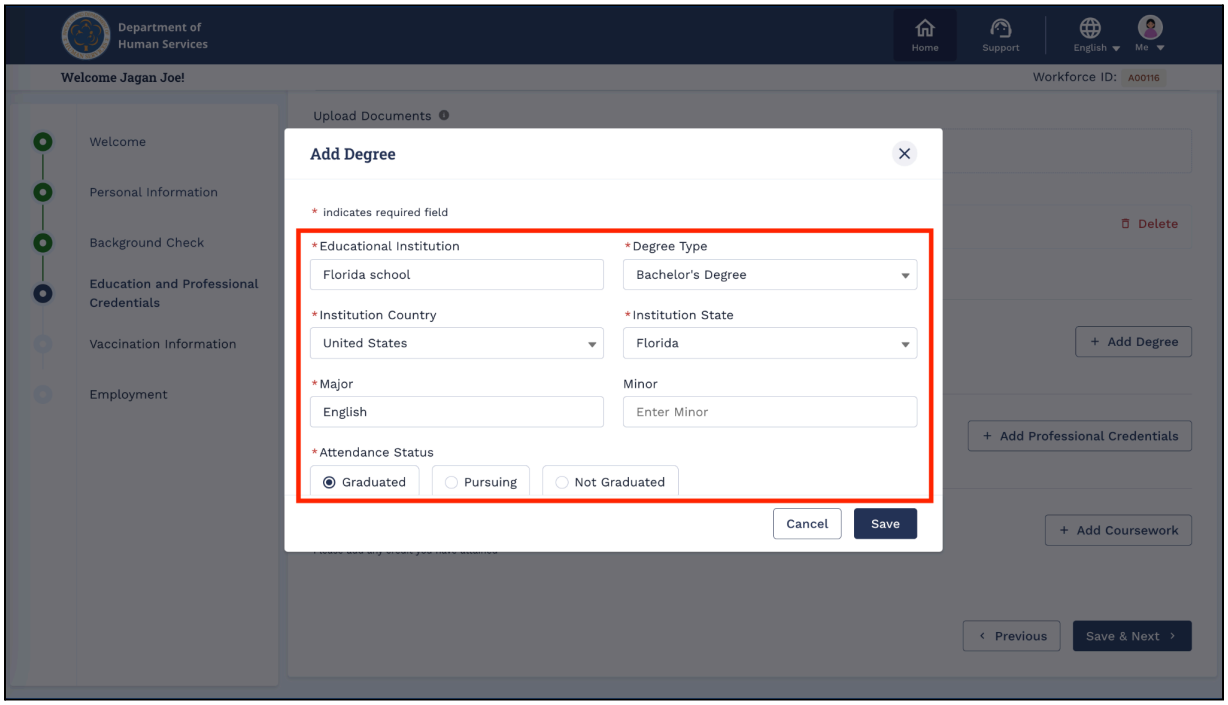


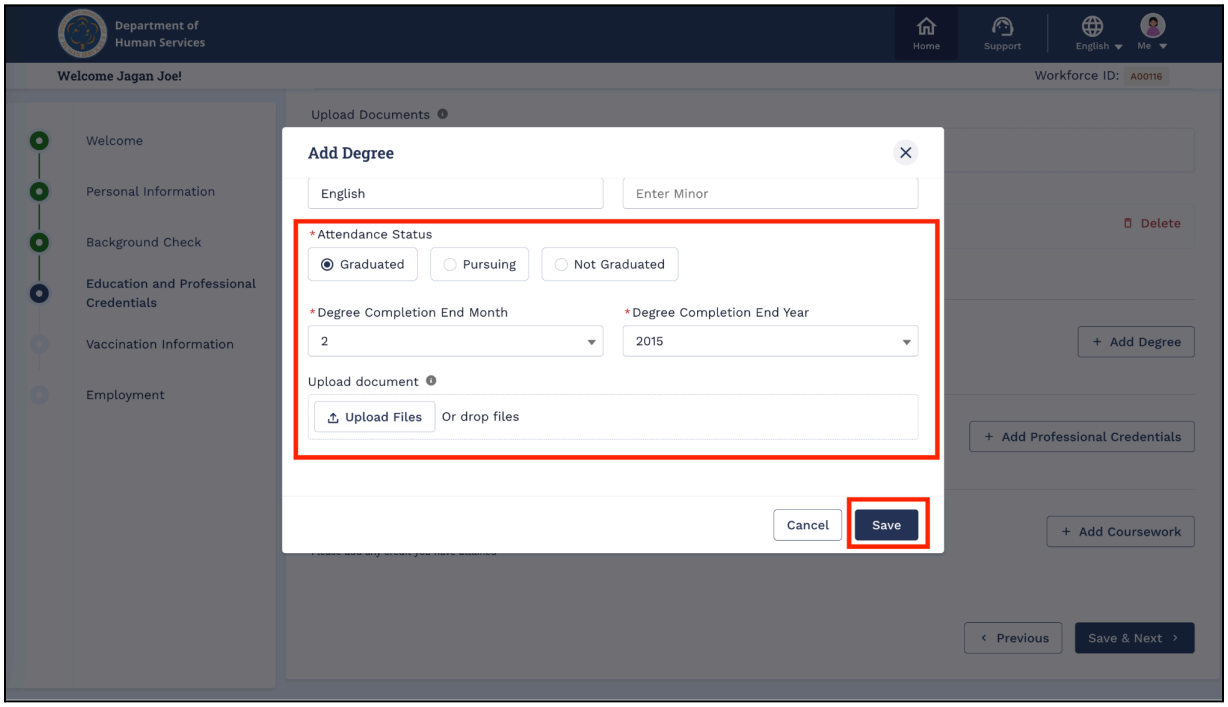
b. The document will be uploaded successfully. Click on the document name to view the uploaded document. Click the **Delete** button to delete the document.

11. Click the **+Add Degree** button to add your education details.



a. Fill in all the required details and then click the **Save** button.

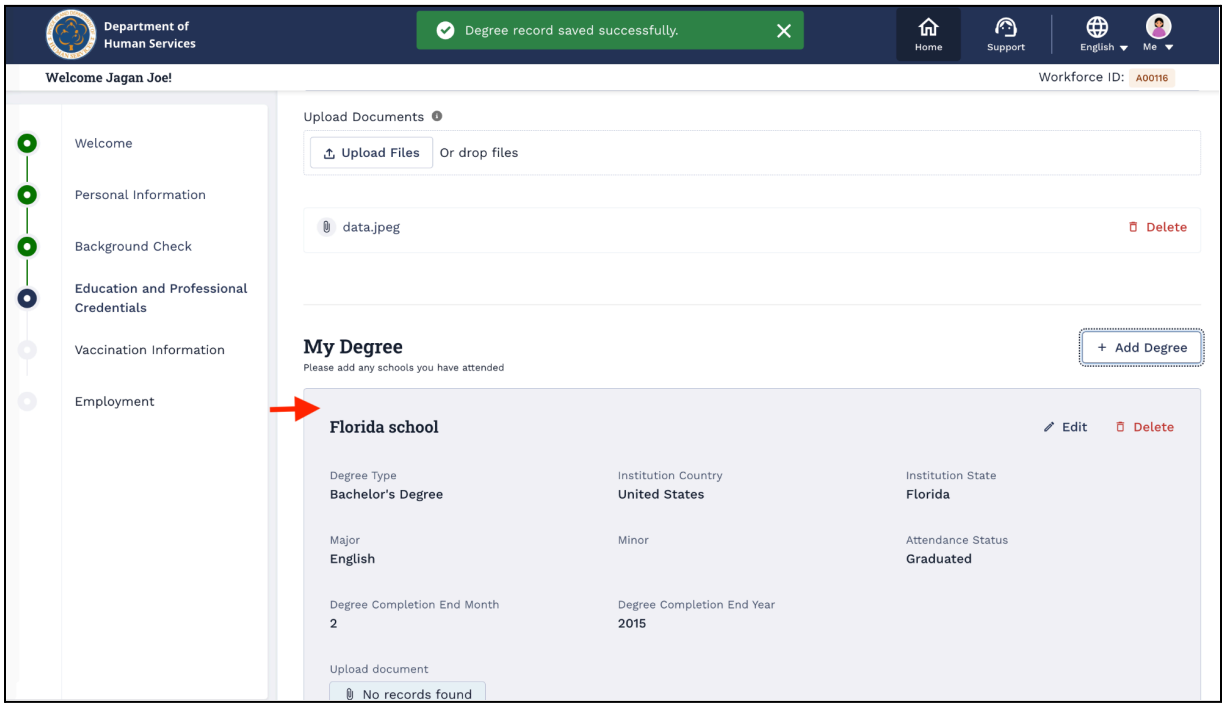




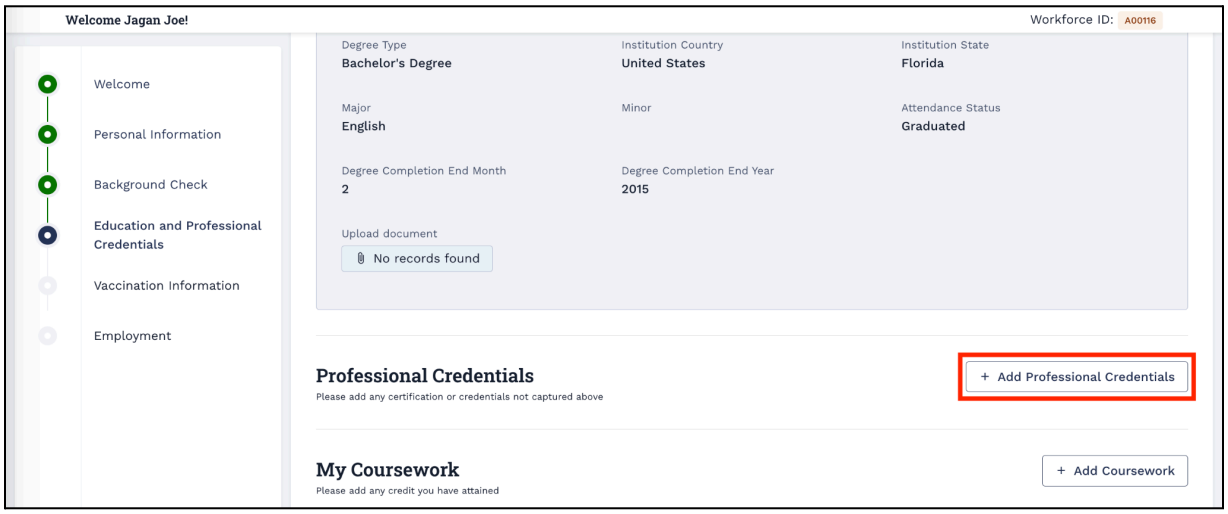
The record will be saved successfully.

Notes:

- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.

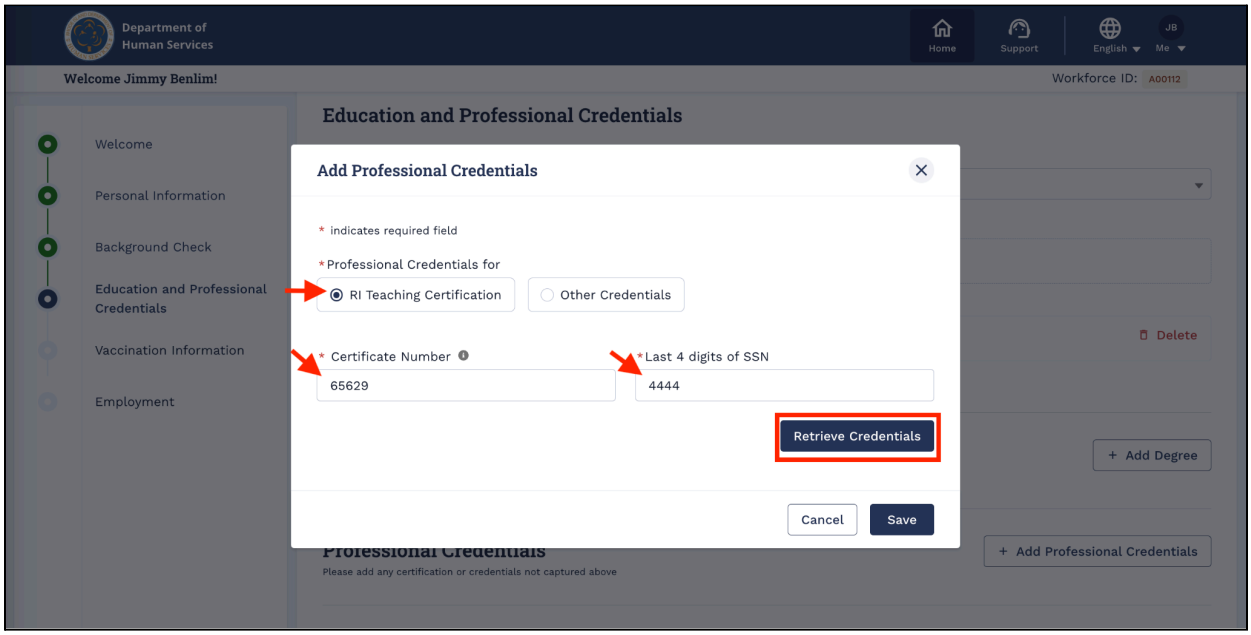


12. Click the **+ Add Professional Credentials** button to add any certification or credentials information.

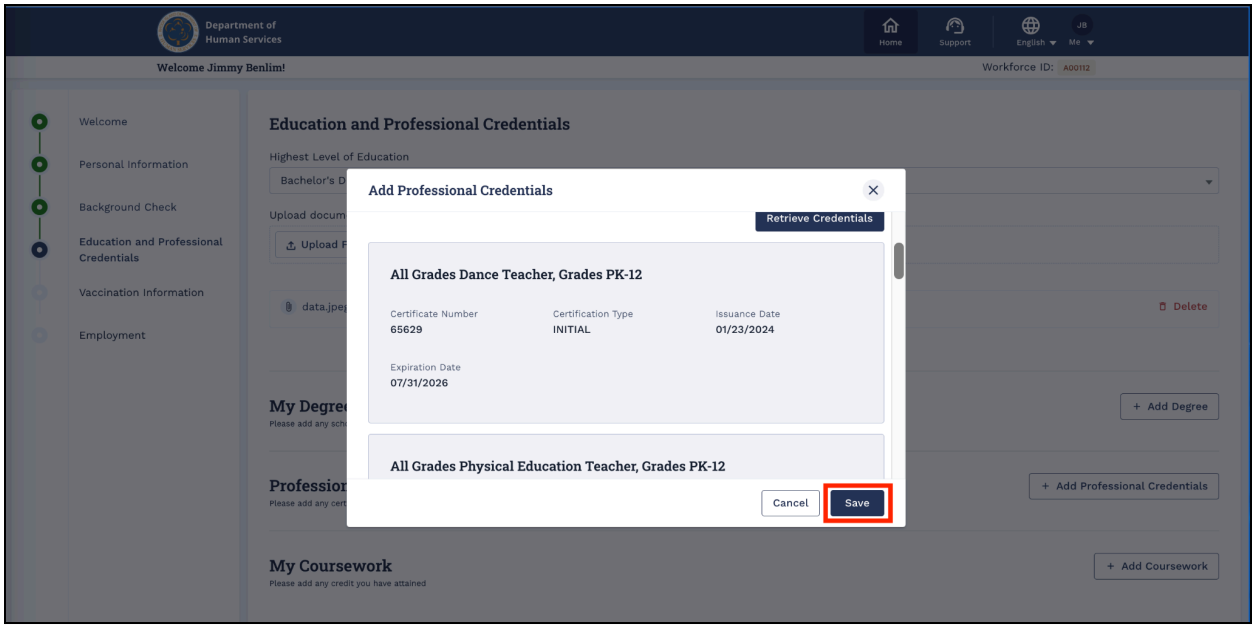


Do one of the following:

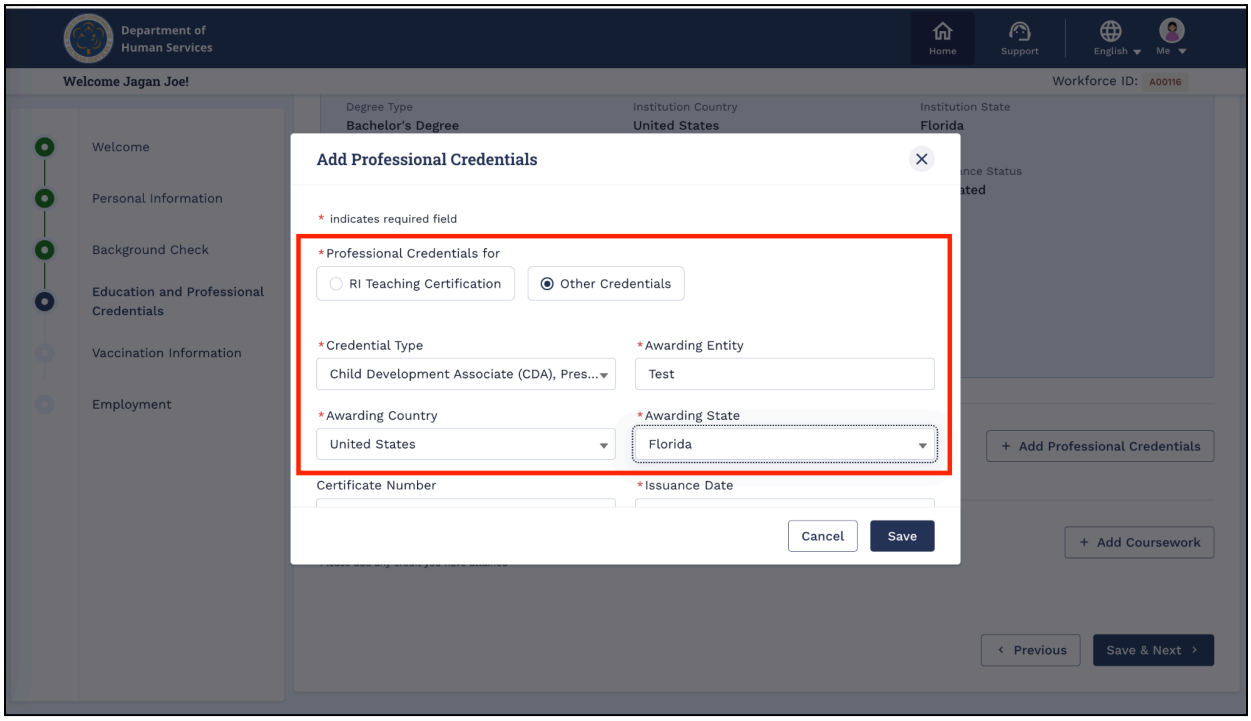
- **RI Teaching Certification**
  a. Select **RI Teaching Certification**, enter the **Certification Number** and the **Last 4 digits of SSN**, then click the **Retrieve Credentials** button.

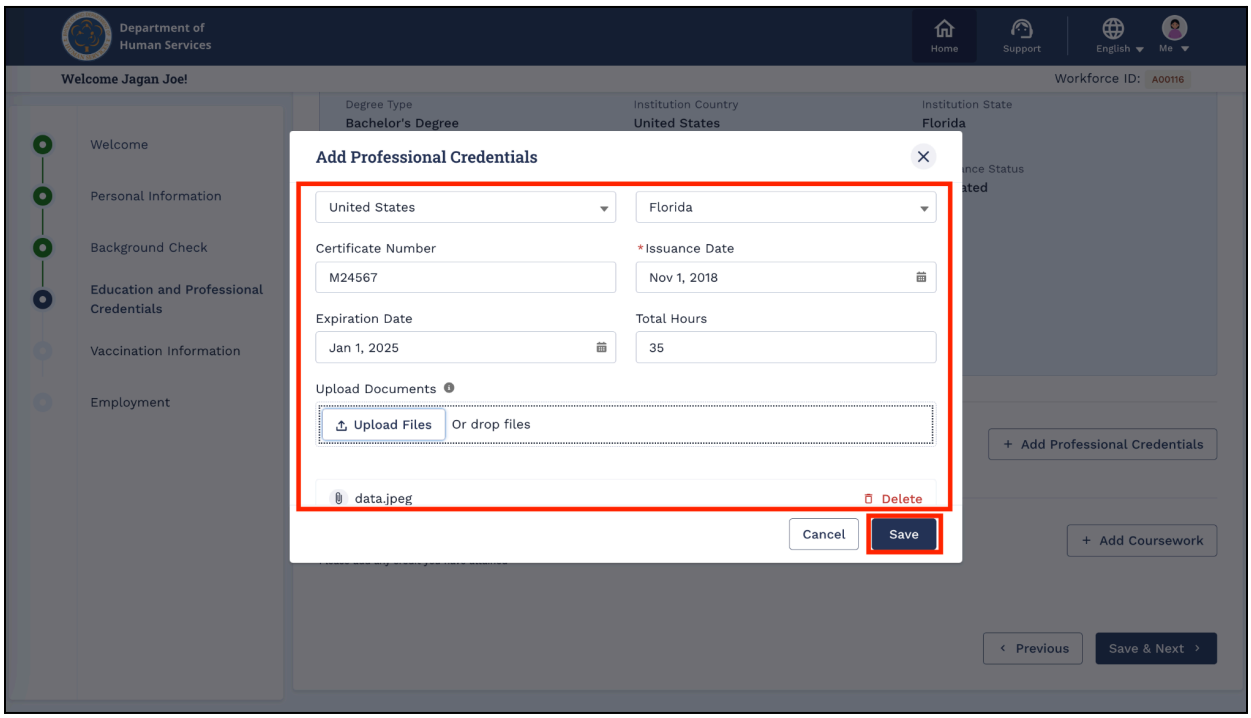


  b. If available, your certification details will be retrieved. Click the **Save** button to add the information.



- **Other Credentials**
    a. Fill in all the required details and click the **Save** button.

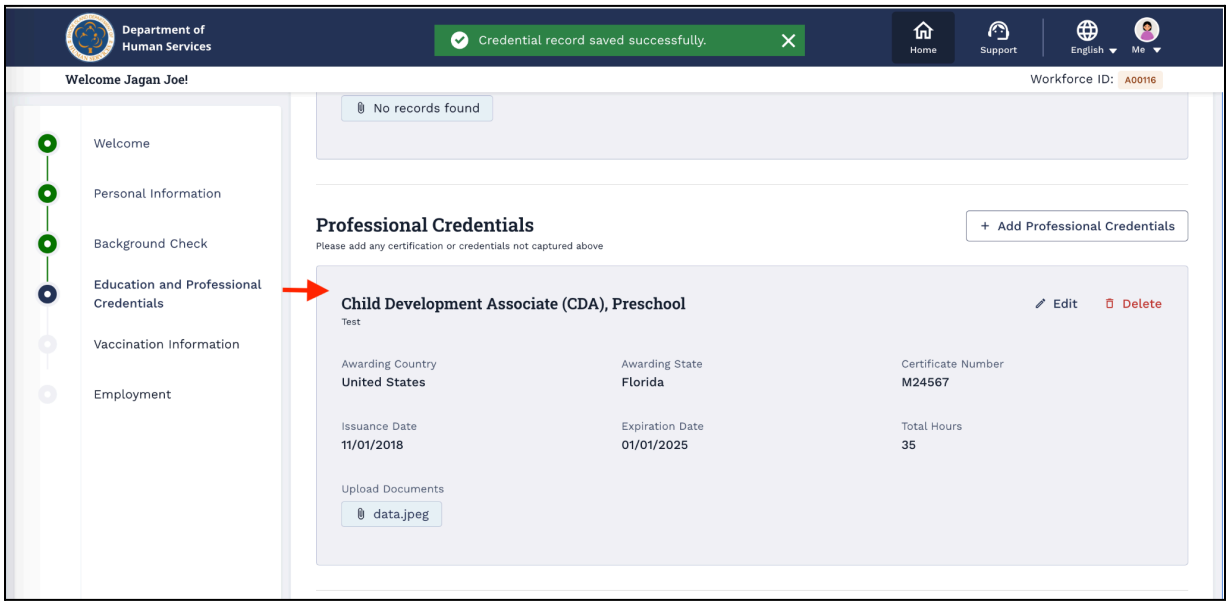




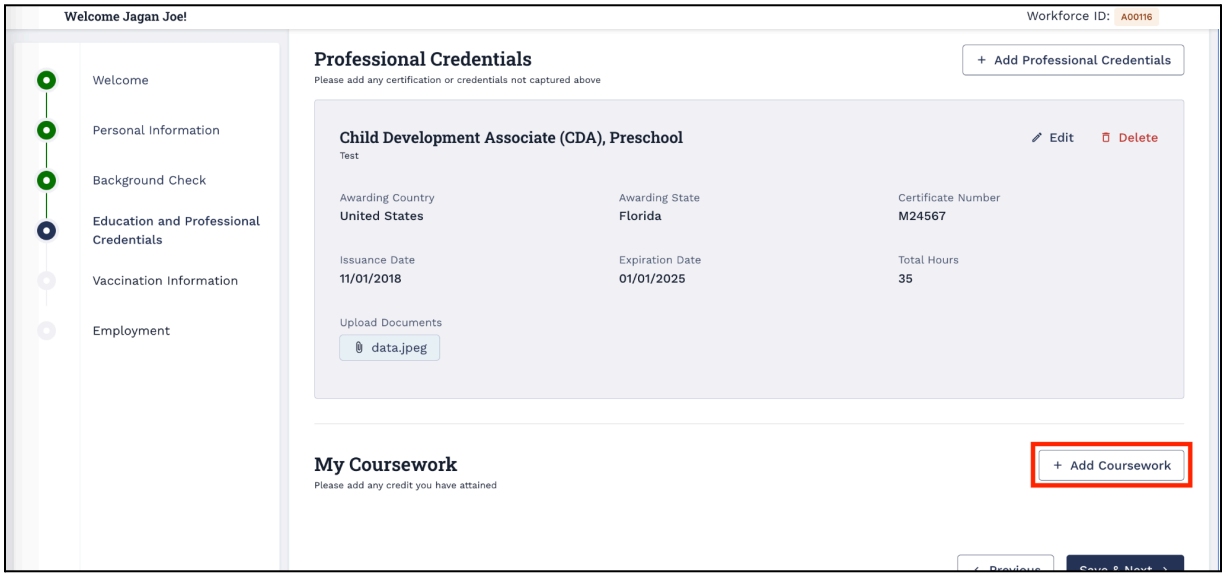
The record will be saved successfully.

Notes:

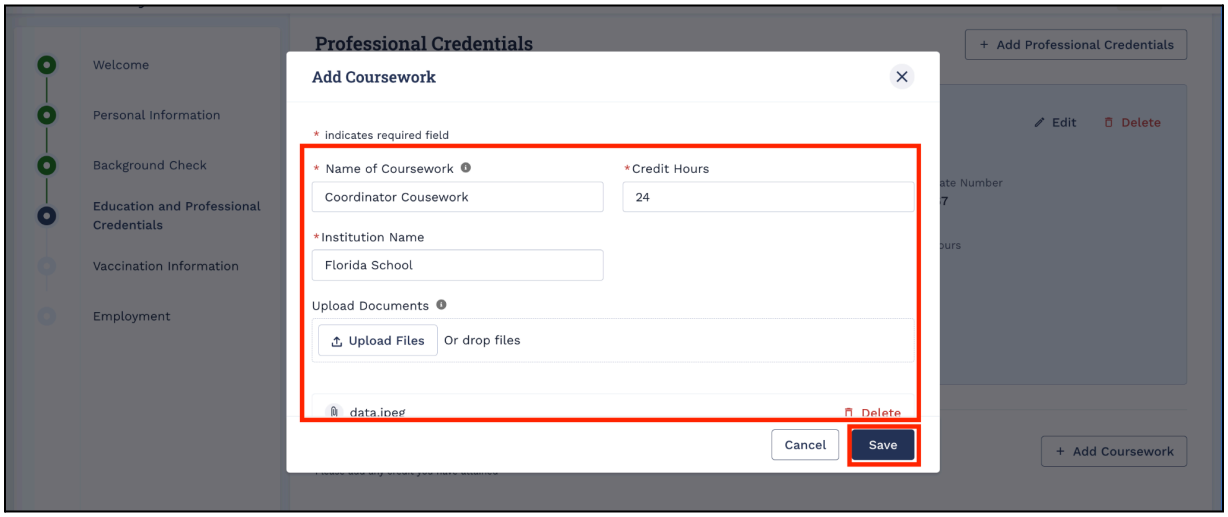
- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



13. Click the **+ Add Coursework** button to add any additional professional or related classes or coursework information.



a. Fill in the required details and then click the **Save** button.

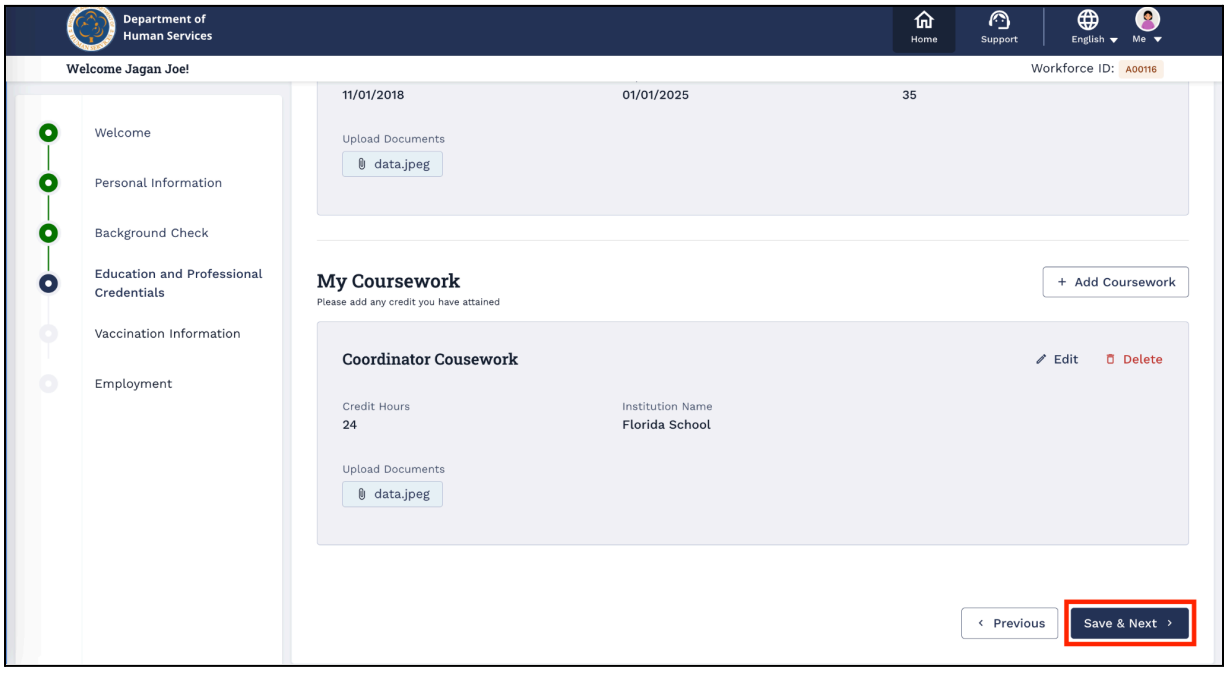


The record will be saved successfully.

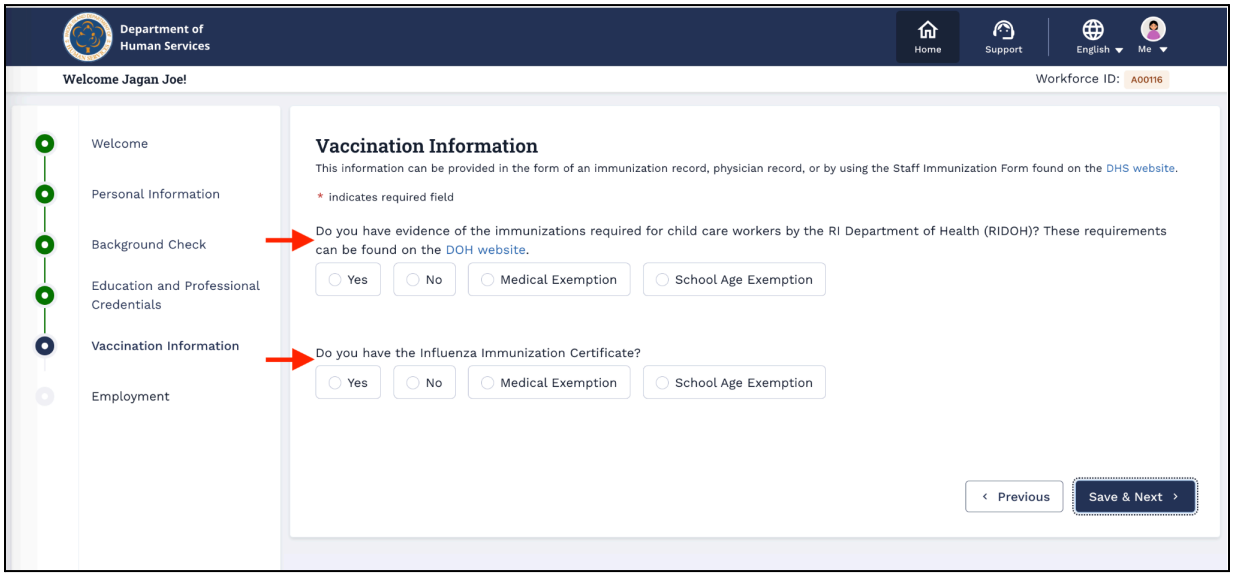
Notes:

- Multiple records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.

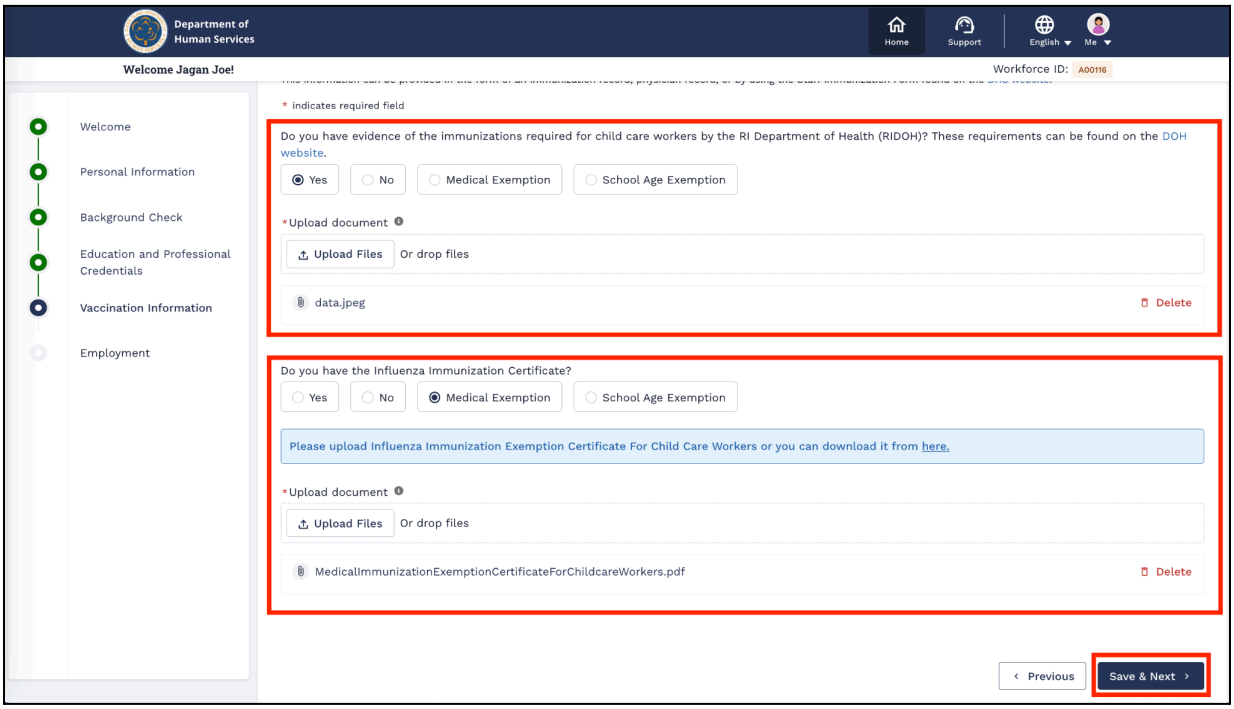
14. After adding the Education and Professional Credentials information, click the **Save & Next** button.



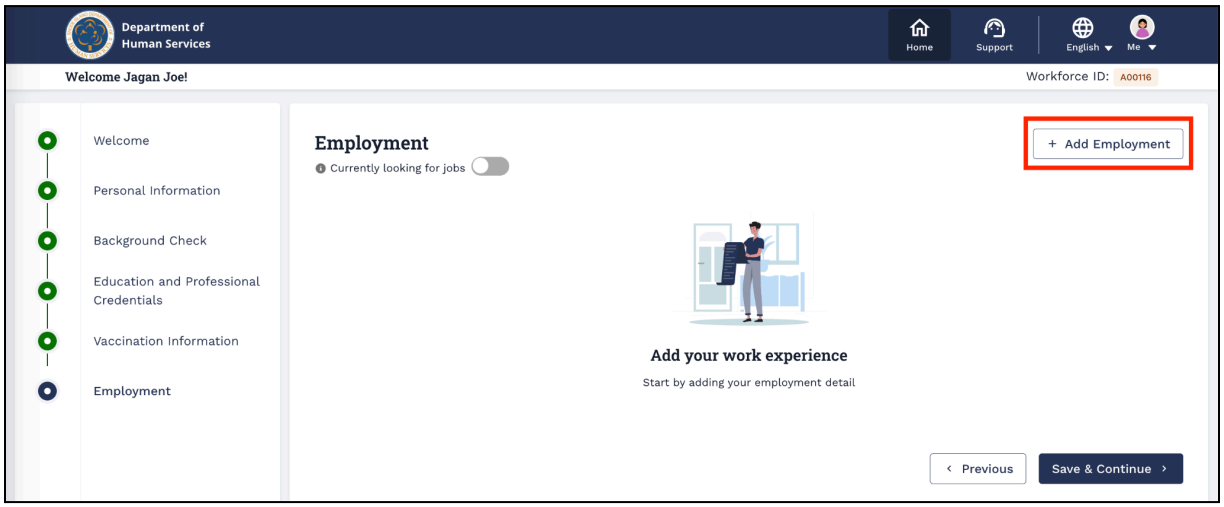
15. On the Vaccination Information page, select the appropriate answer to the questions, then upload the necessary document supporting your answers.



a. After providing the required information, click the **Save & Next** button.



16. On the Employment page, click **Add Employment** to add your employment details if you are already employed.

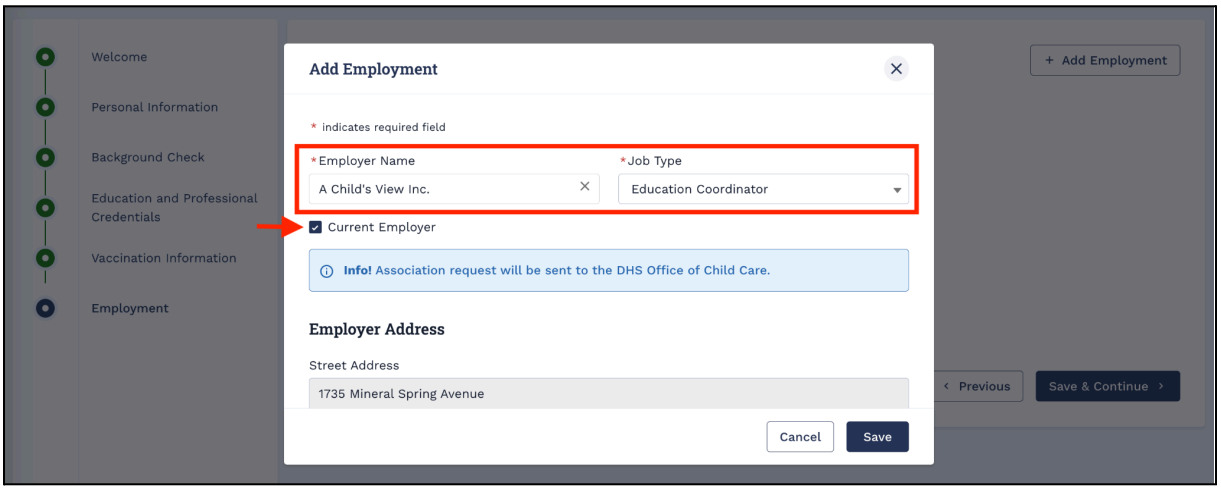


17. Select your Employer details.

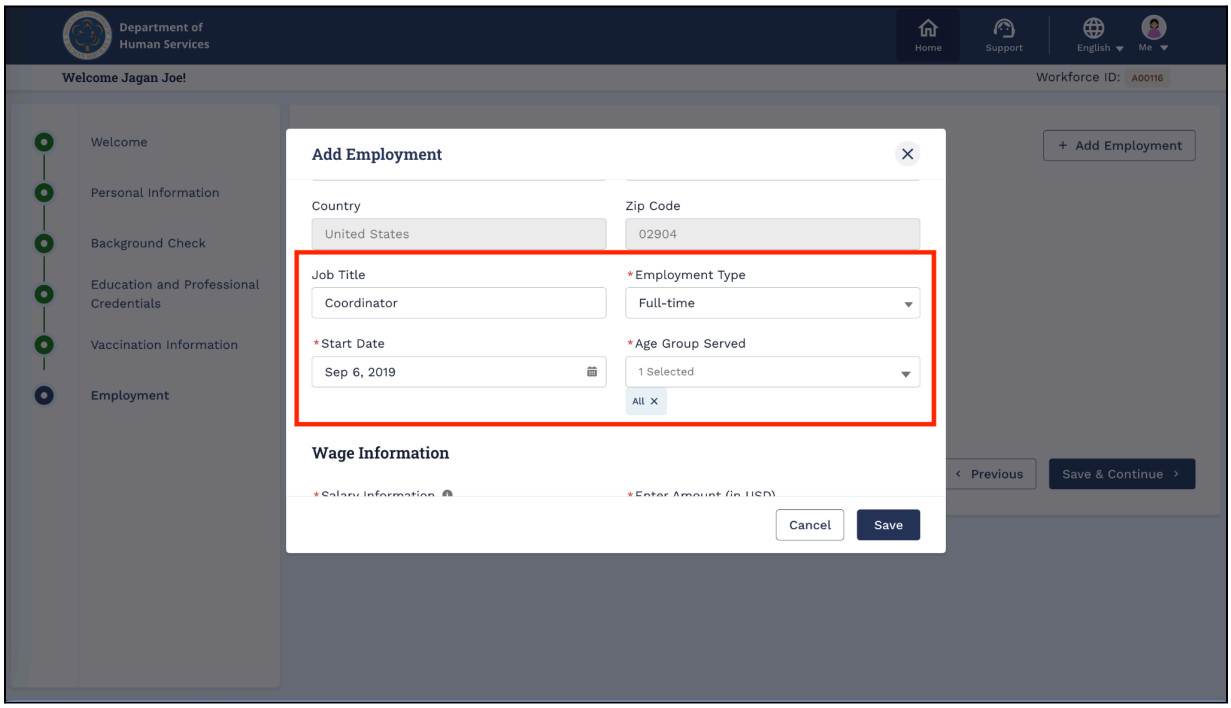
    If you do not find your employer name/to create a new employer - out of state, refer to instruction 19.

    Notes:

    - If you select the **Current Employer** checkbox, the association request will be sent to the employer for association approval.
    - The association request will be sent to RI state staff or the provider/employer for approval based on the Job Type. (The RI State staff will receive the request for the regulatory roles, and the Provider/Employer will receive the request for other roles)

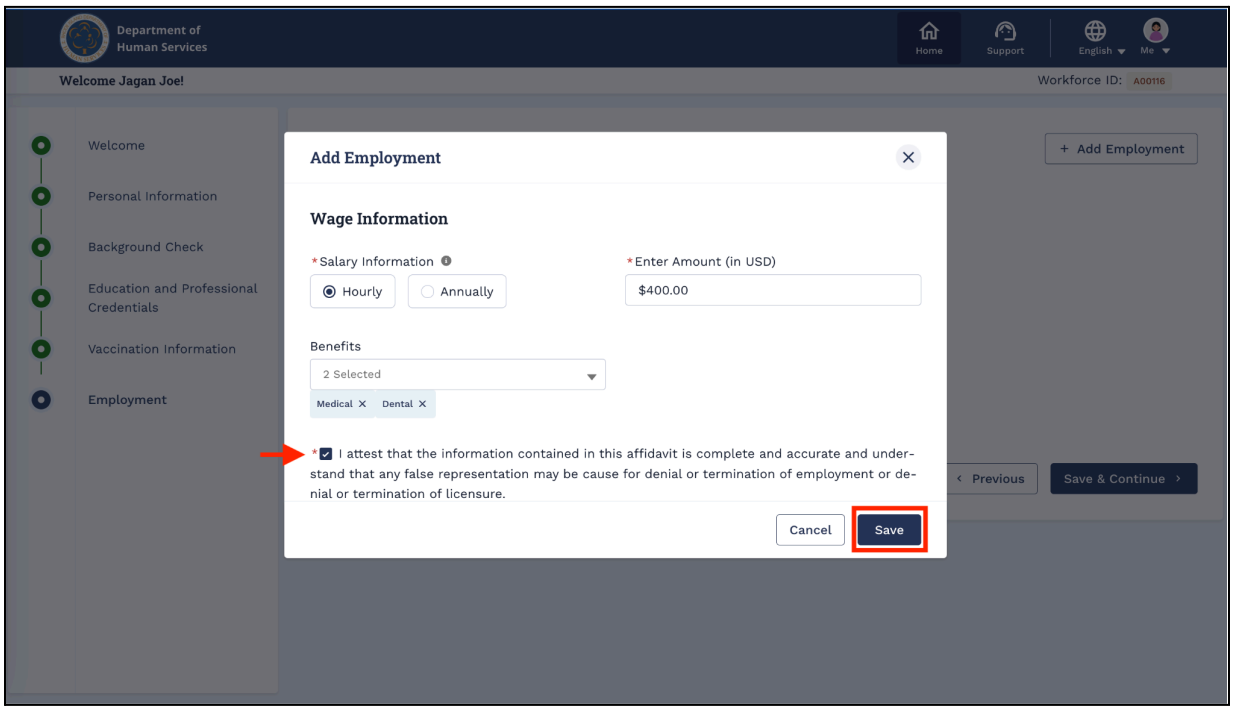


a. Fill in the **Employment** details.



b. Fill in the **Wage Information**, select the **Attestation** checkbox, then click **Save**.

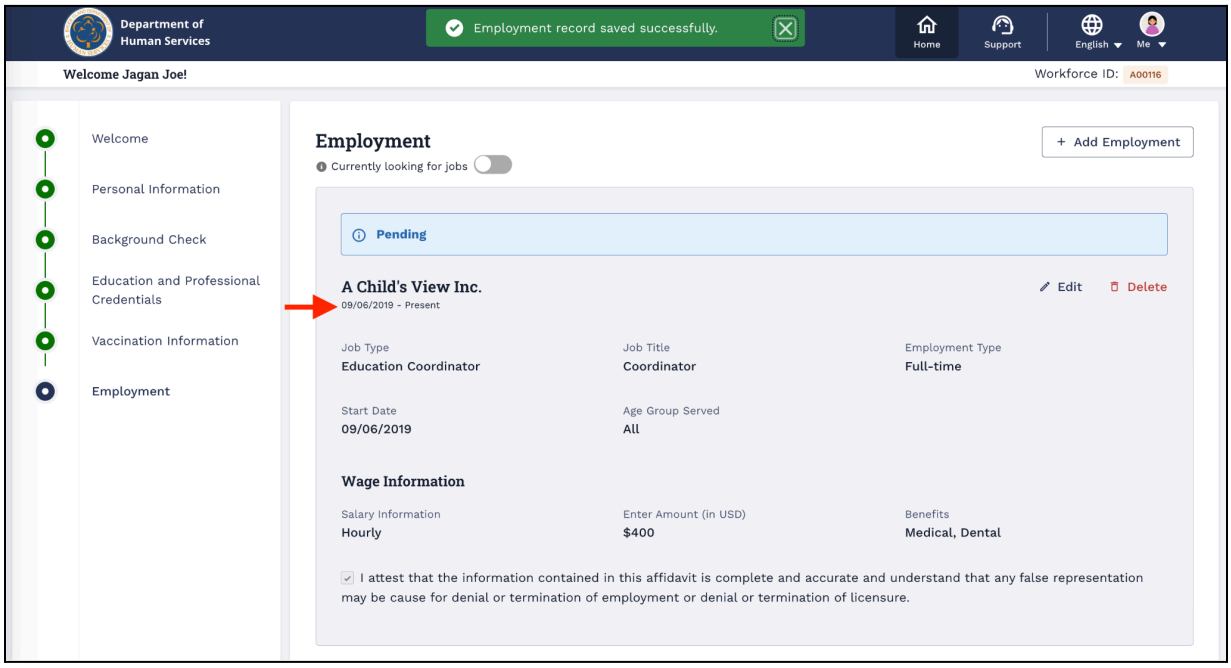
Note: You can add more than one employment record.



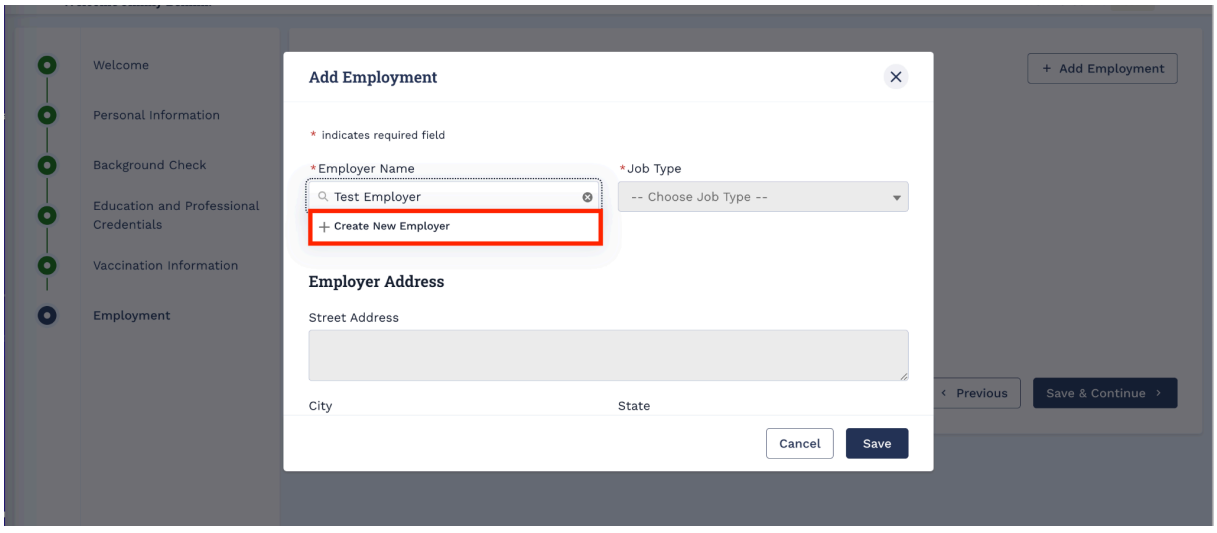
The record will be saved successfully.

Notes:

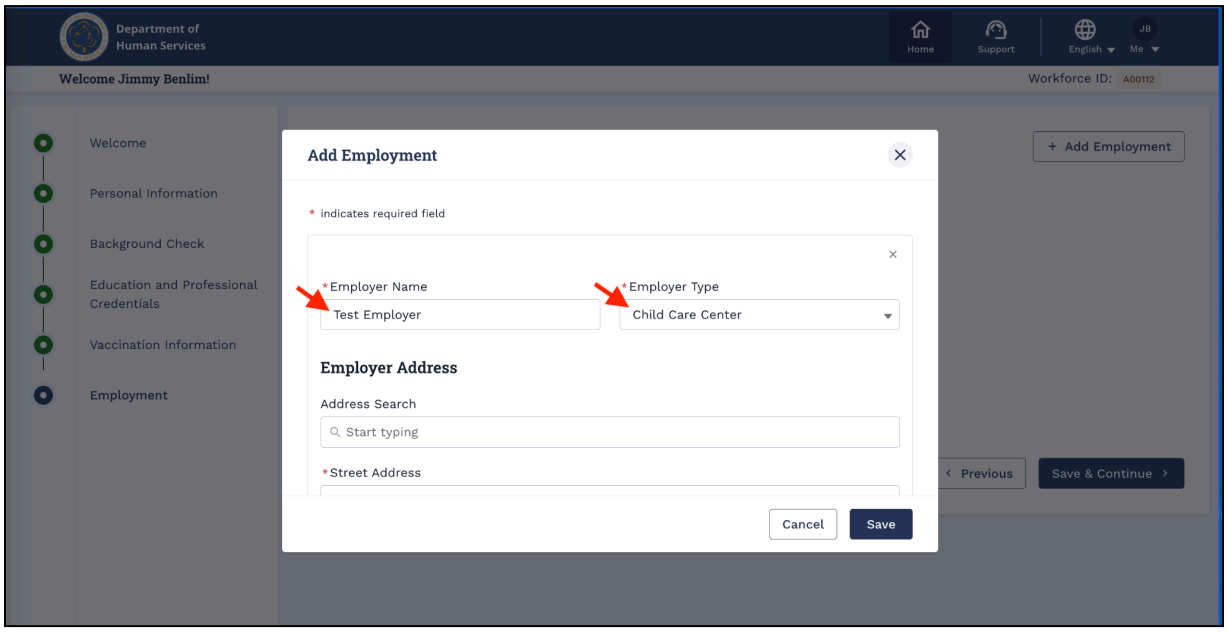
- Multiple employment records can be added.
- Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



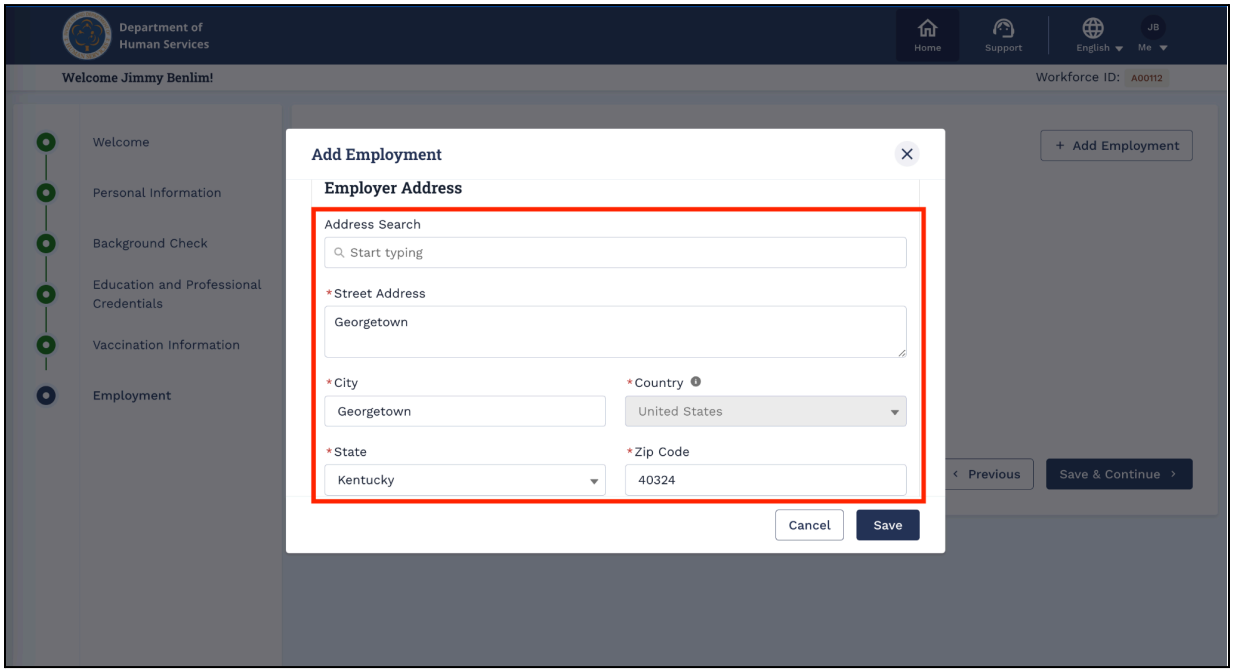
18. If you do not find your employer name/to create a new employer - out of state, click the **+ Create New Employer** from the Employer Name drop-down.



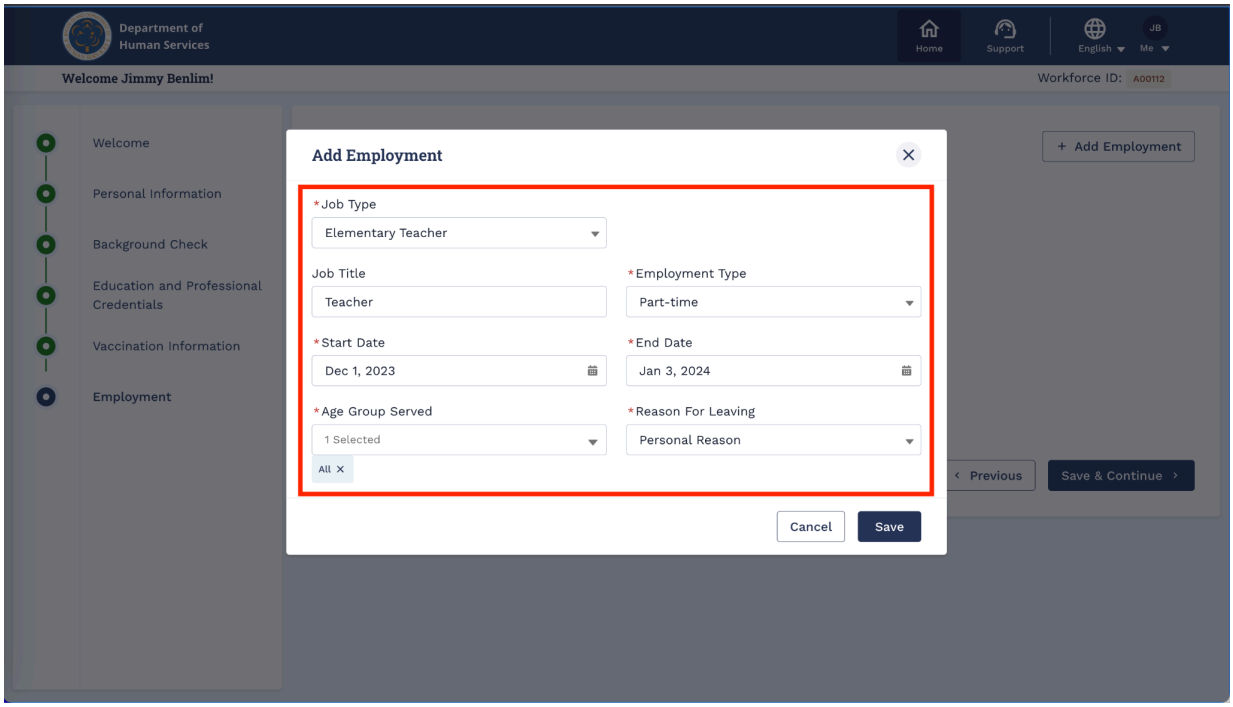
a. Enter the **Employer Name**, then select the **Employer Type** from the drop-down.



b. Enter the employer address in the **Address Search** field, then select the address to auto-populate the chosen address. Otherwise, enter the address manually.

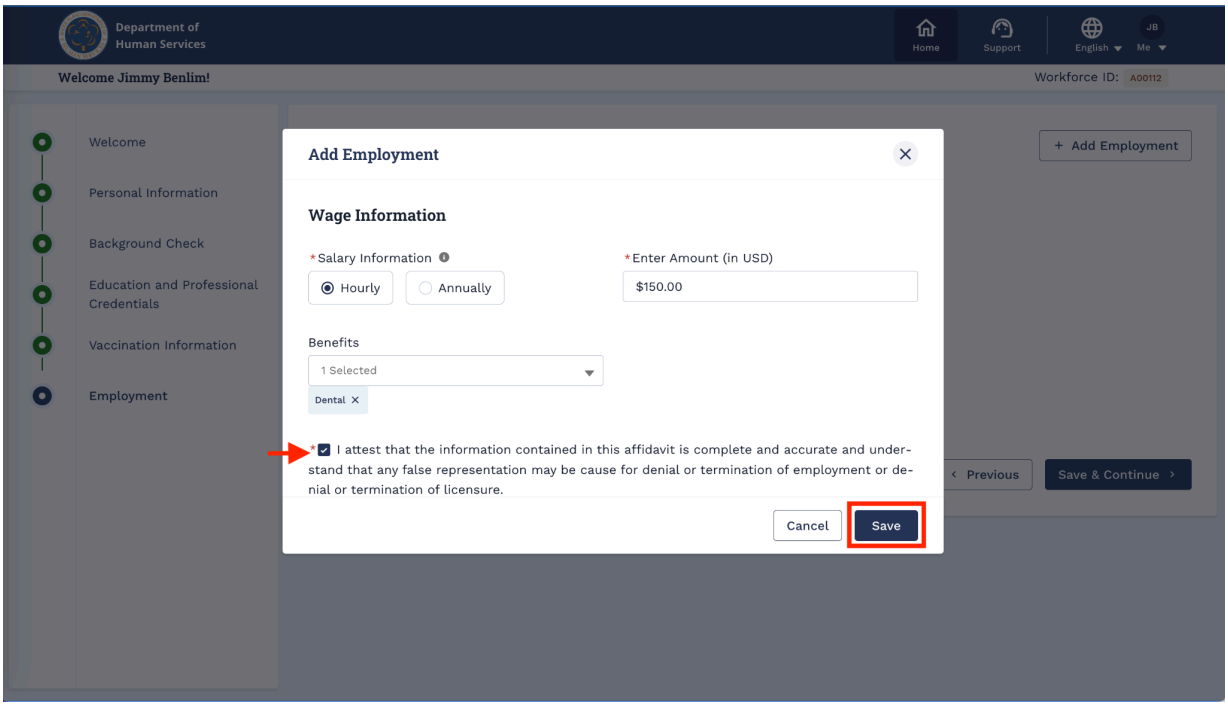


c. Fill in the Employment details.



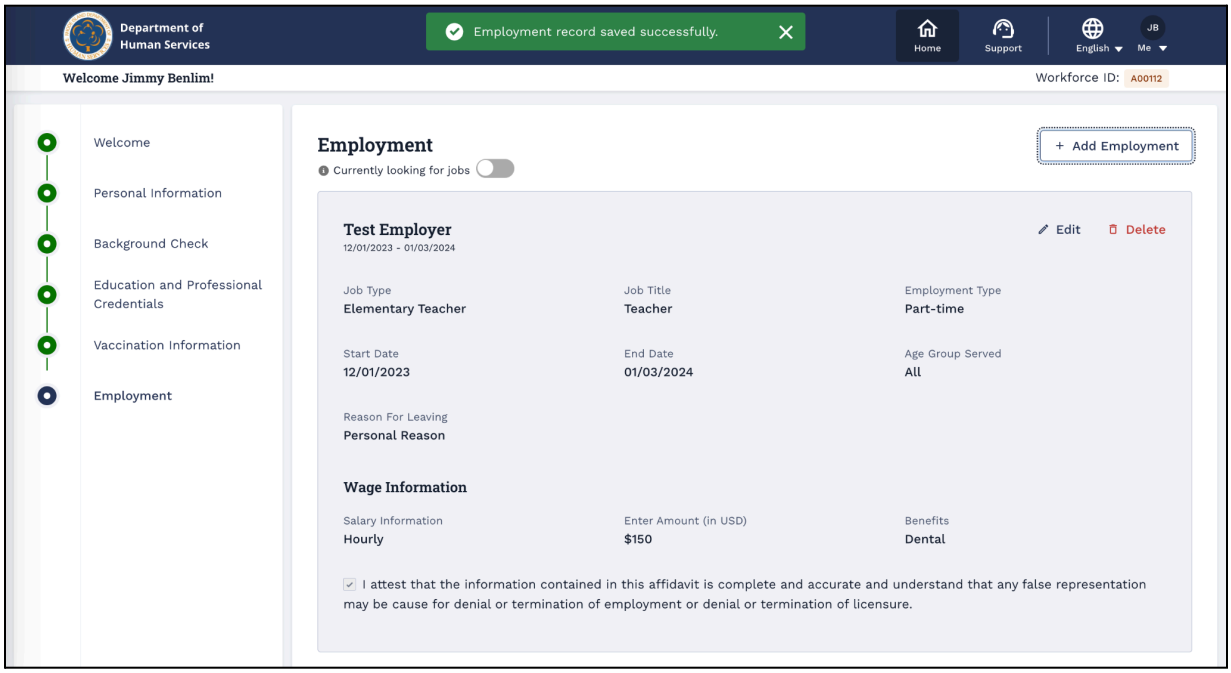
d. Fill in the **Wage Information**, select the **Attestation** checkbox, then click **Save**.

Note: You can add more than one employment record.

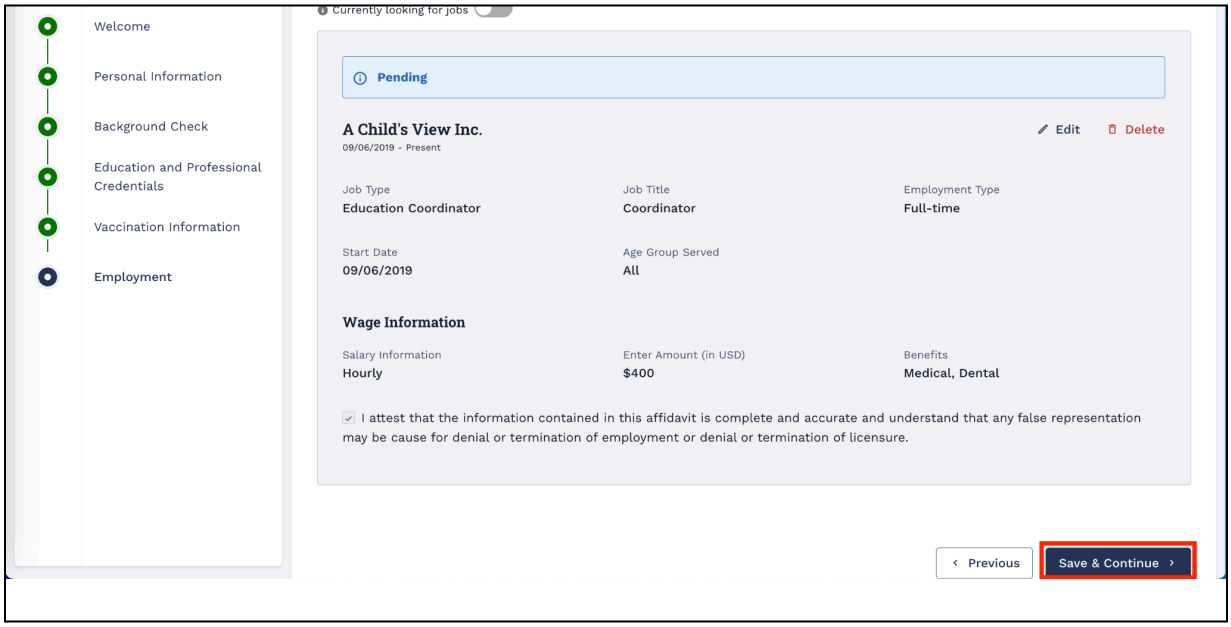


The record will be saved successfully.

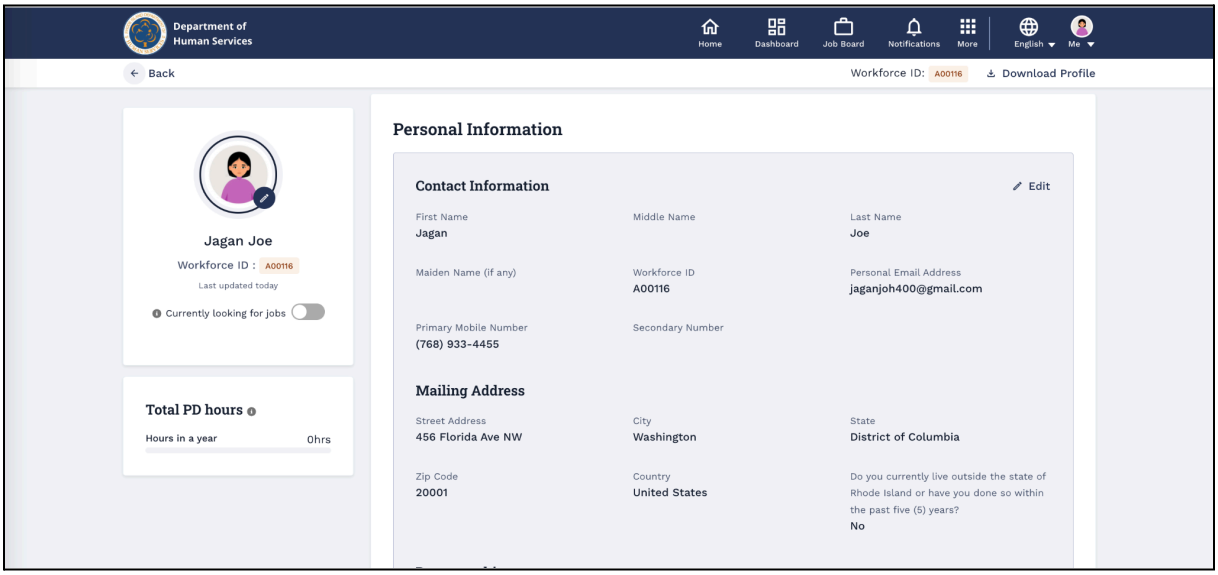
Note: Click the **Edit** pencil icon to make changes. Click the **Delete** icon to delete the record.



19. Click the **Save & Continue** button after adding the employment details.

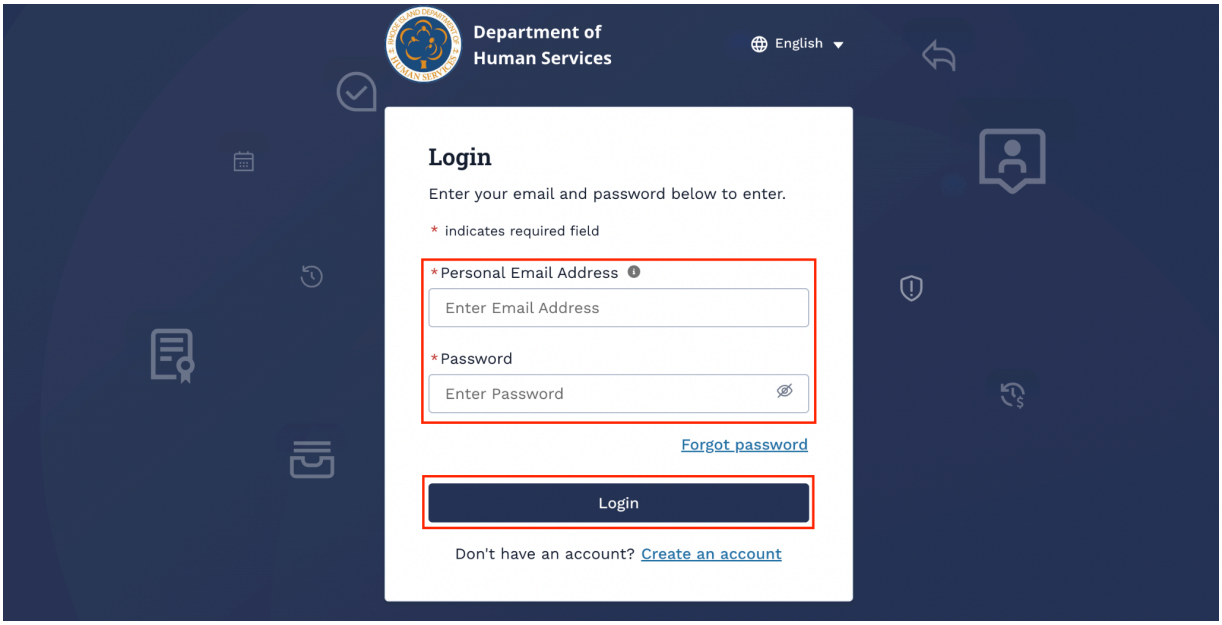


After successfully creating your profile, you will be directed to your profile page.



Logging into the Department of Human Services

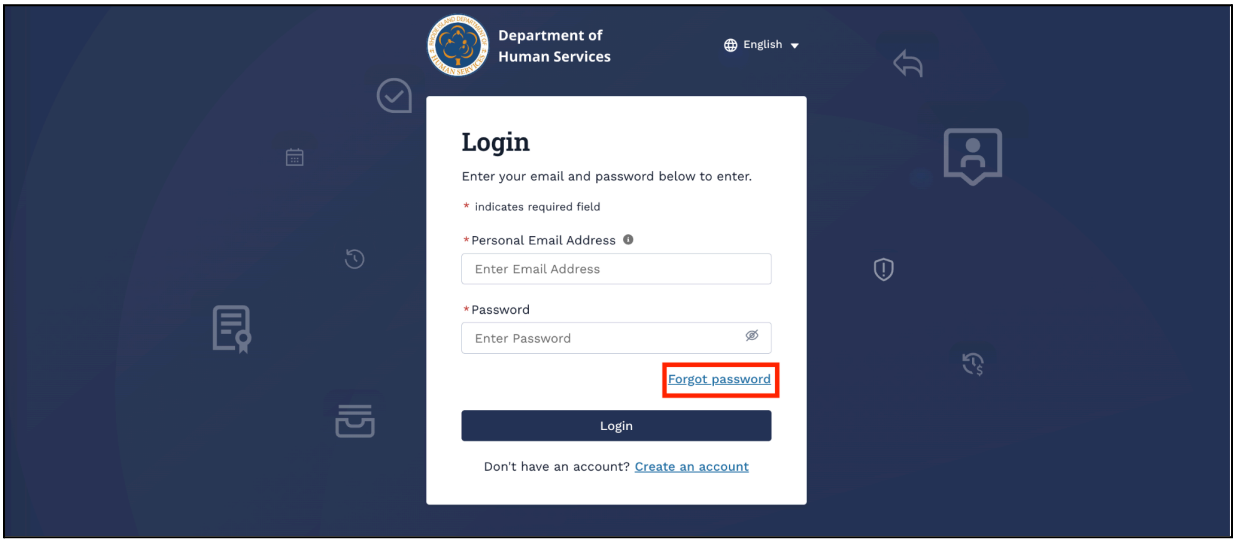
1. Go to the **RI Department of Human Services Portal** using the correct URL.
2. Enter your **Username** and **Password**, and click the **Login** button on the Sign In page.



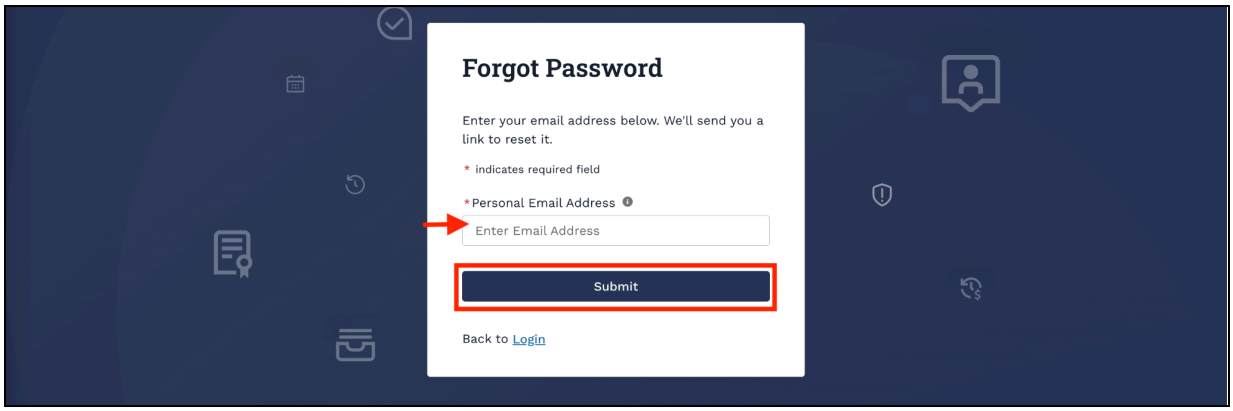
You will be directed to the RI Department of Human Services Portal landing page.

Resetting the Password

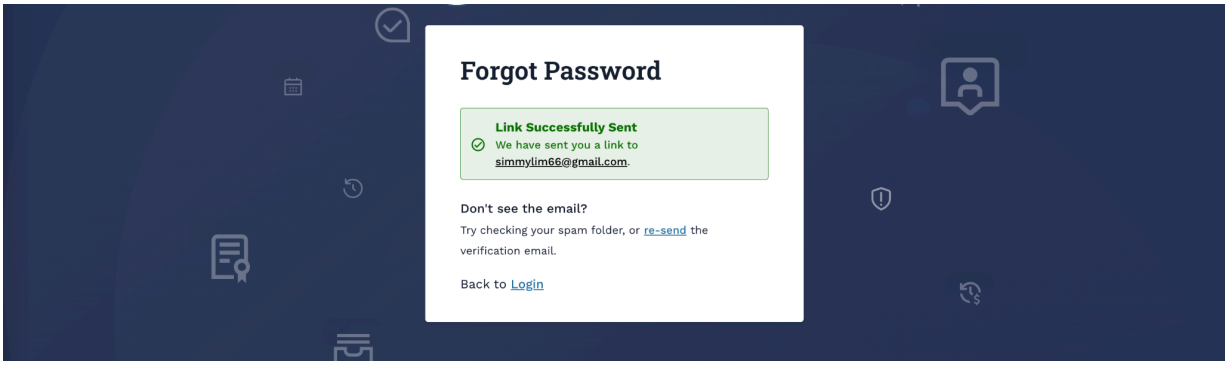
1. Click the **Forgot Password** link on the Sign-in page.



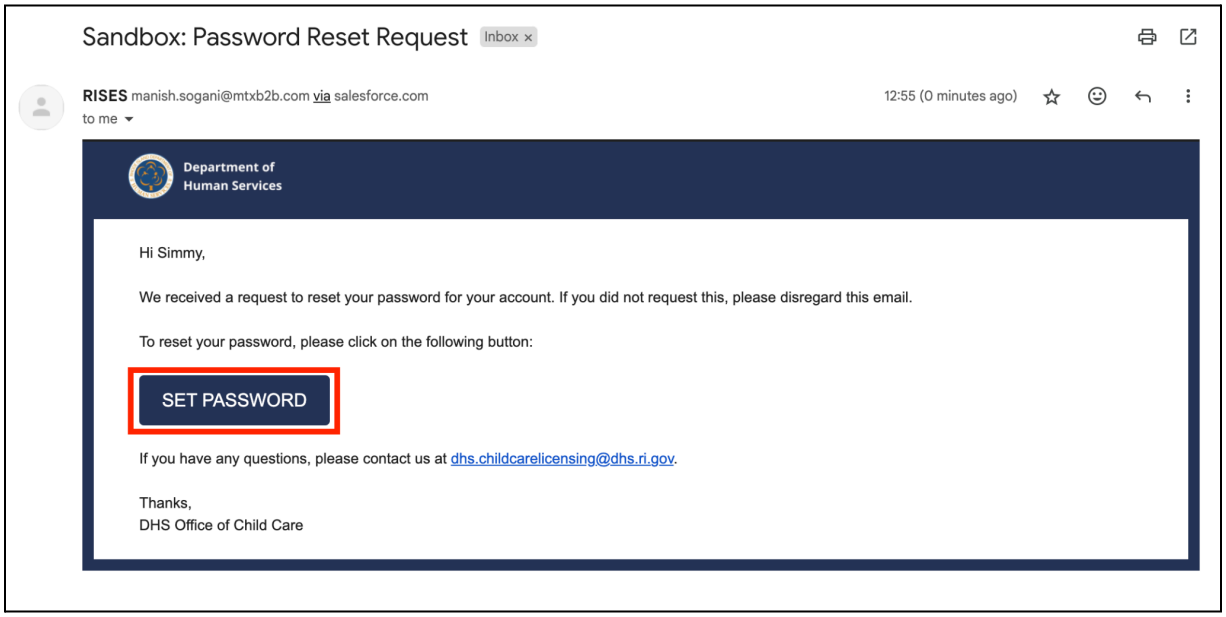
2. Enter the email address to receive a link to reset the password.



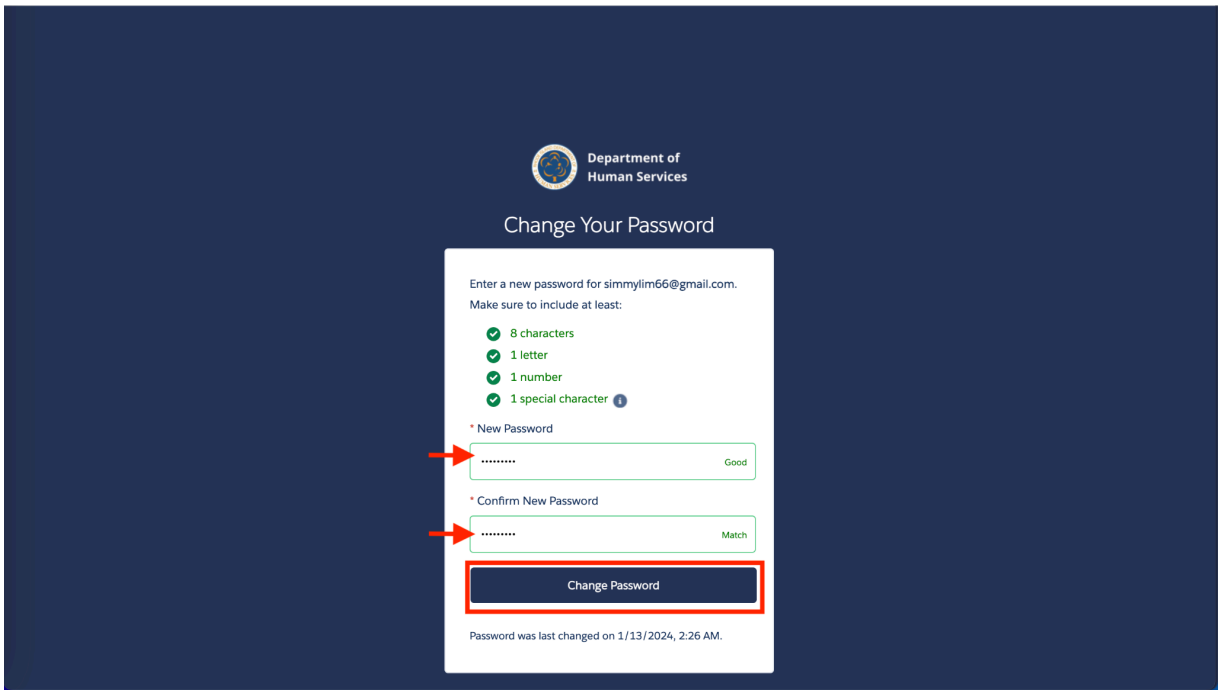
The link to reset the password will be sent to the email address that you entered.



3. Click the **Set Password** button from the email you received



4. Enter your password in the **New Password** and **Confirm New Password** fields, and then click the **Change Password** button.

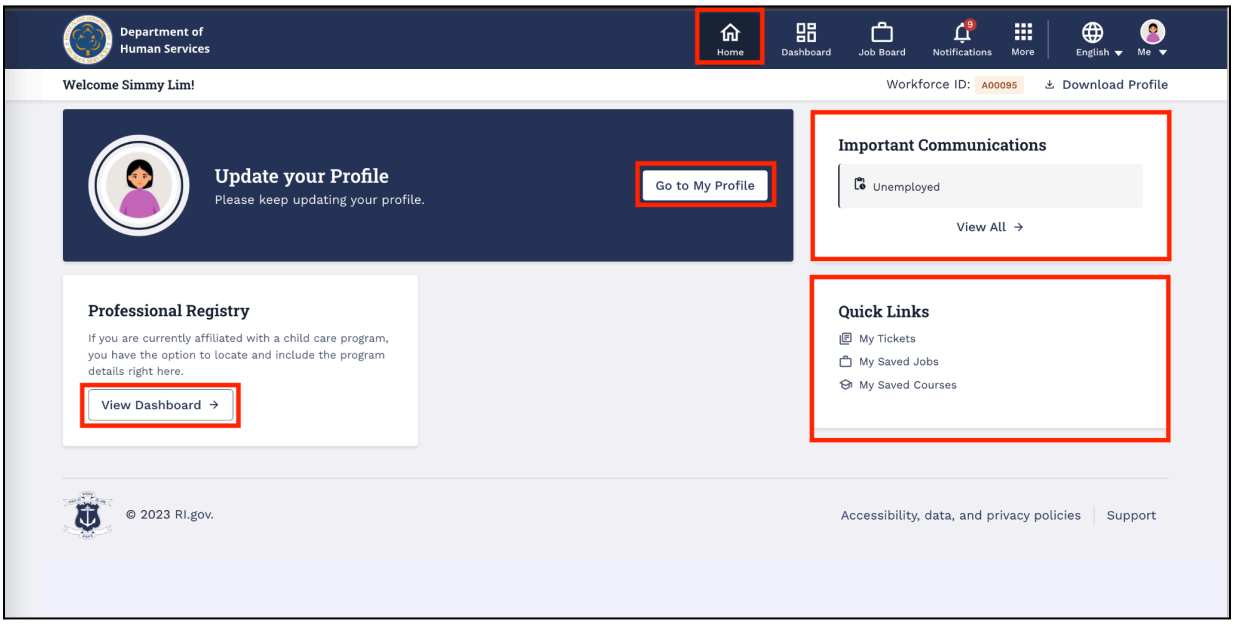


Portal Overview

Home Page

The Home Page provides quick access to the following:

a. Click the **Go to My Profile** button to go to the profile page.
b. Click the **View Dashboard** button on the Professional Registry tile to go to the portal dashboard.
c. Click the **View All** link on the Important Communications tile to view all communications.
d. Click the **Quick Links** to go to the respective pages.

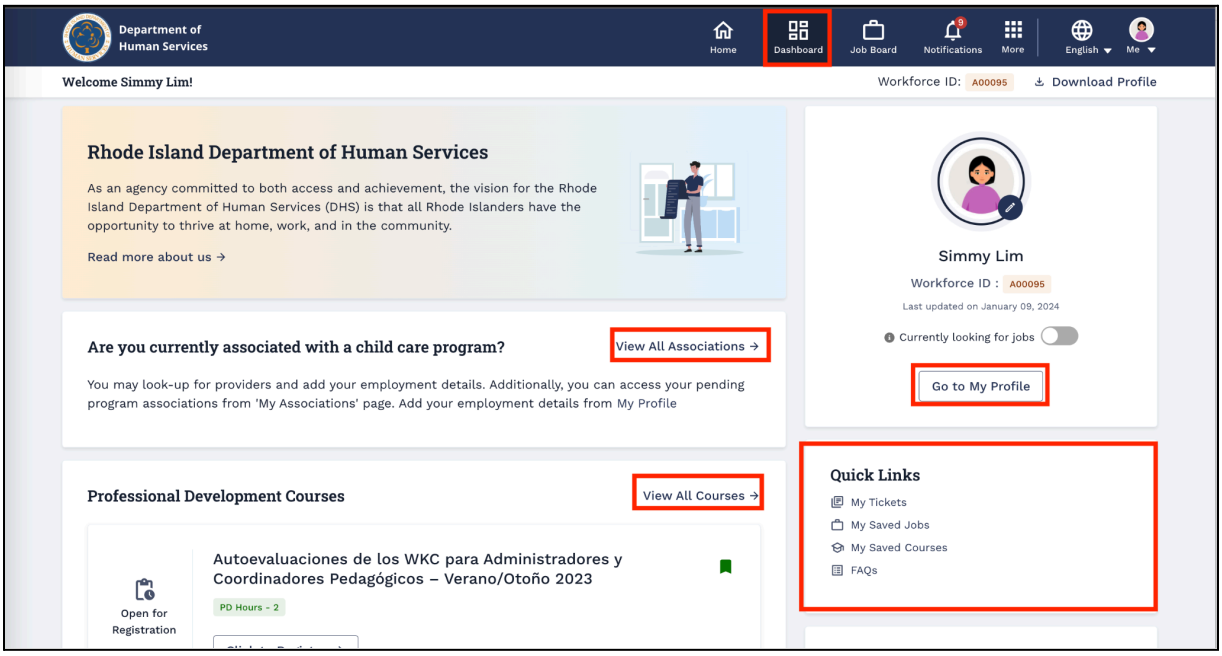


Dashboard

The Dashboard will have quick access to the following:

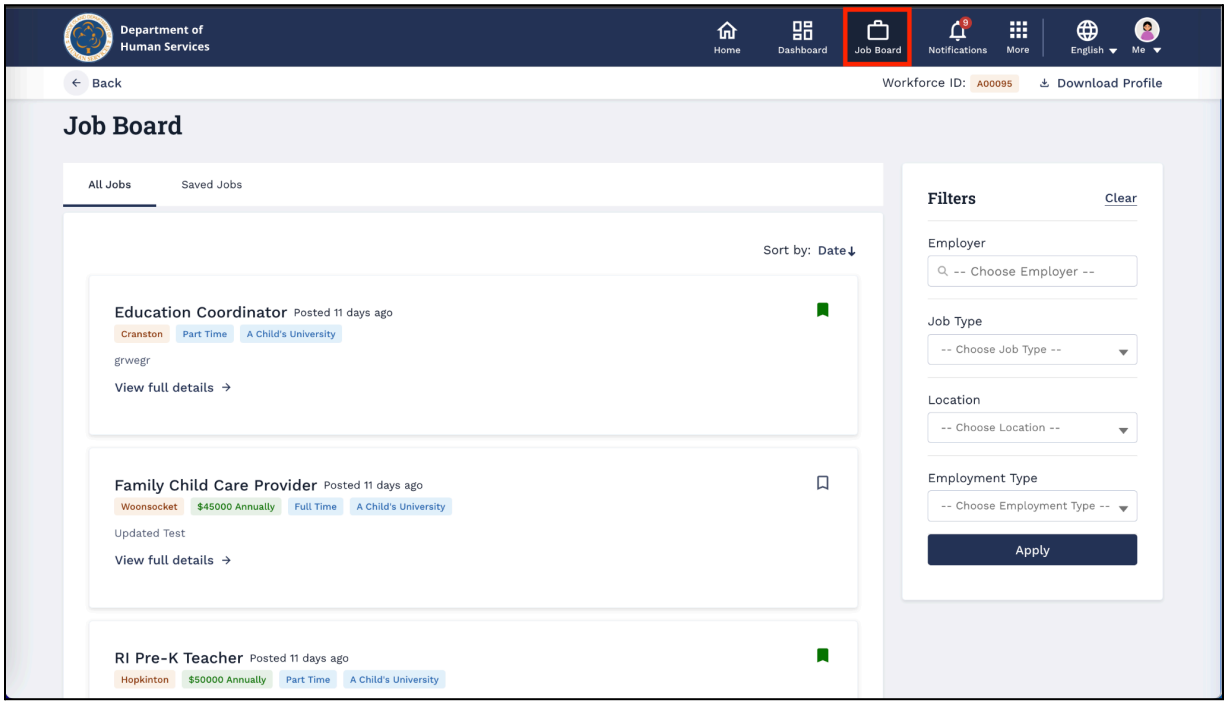
a. Click the **Go to My Profile** button to go to the **Profile** page.
b. Click the **View All Associations** link to go to the **My Associations** page.
c. Click the **View All Courses** link to go to the **Professional Development Courses** page.

d. Click the **Quick Links** to go to the respective pages.



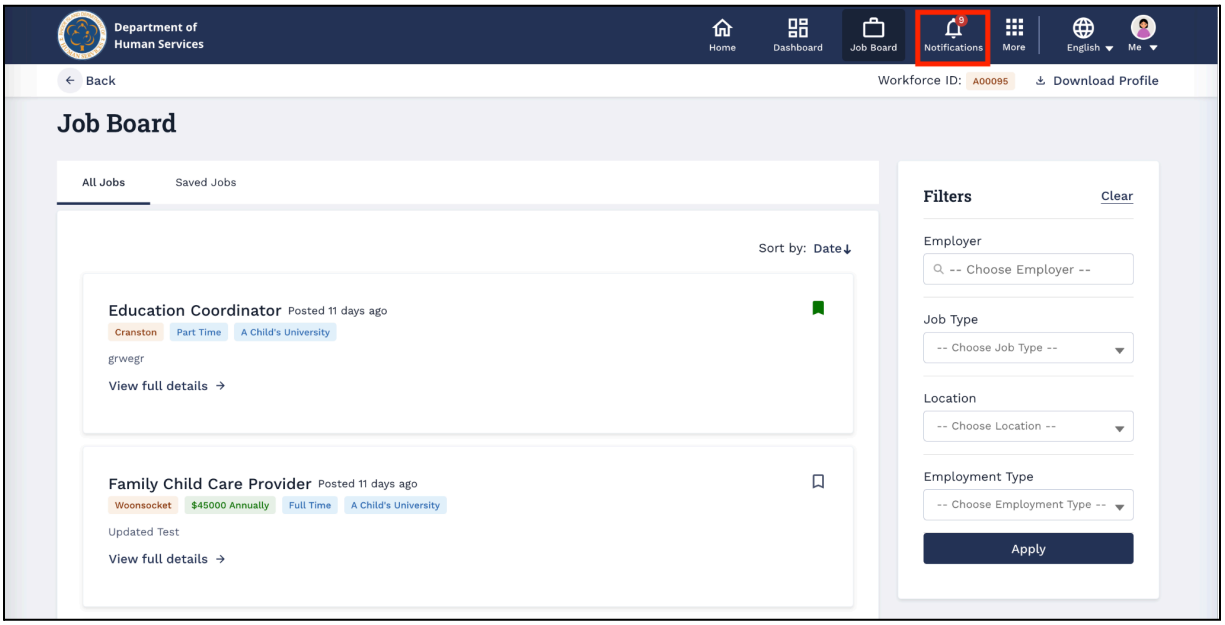
Job Board

To view the jobs, go to the **Job Board** page. [Click Here](#) to know more information.

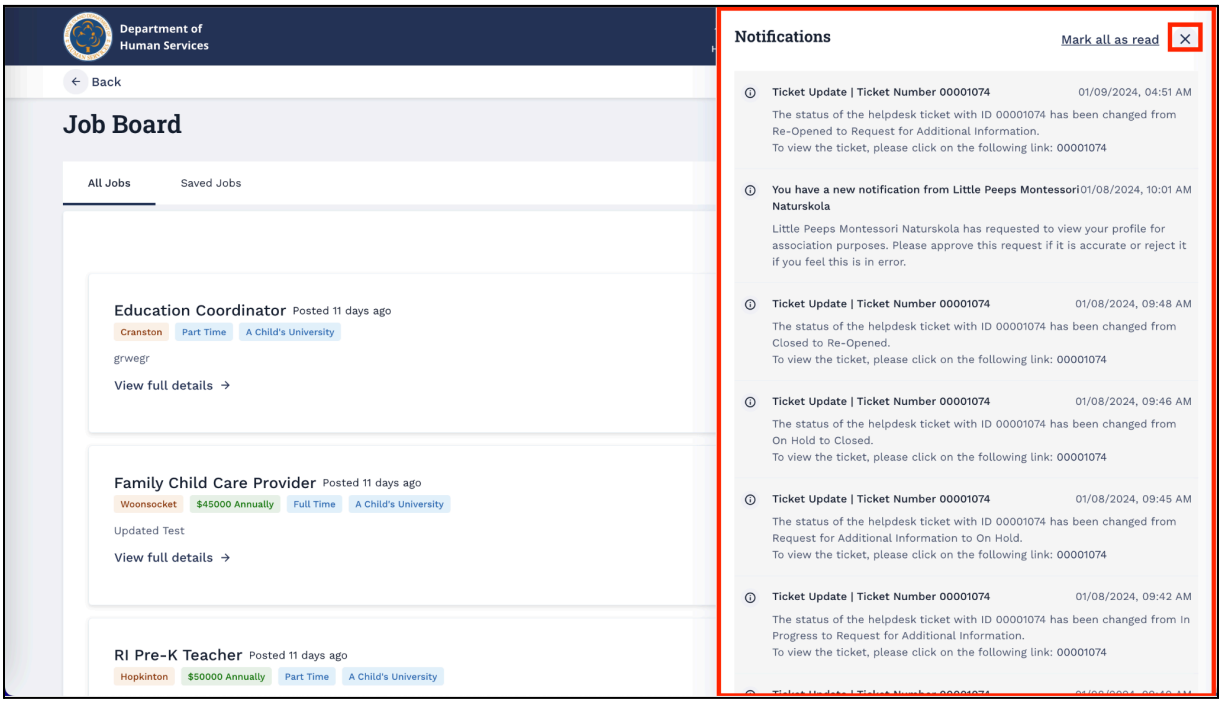


Notifications

1. Click the **Notifications (Bell)** icon to view all the Portal Notifications.



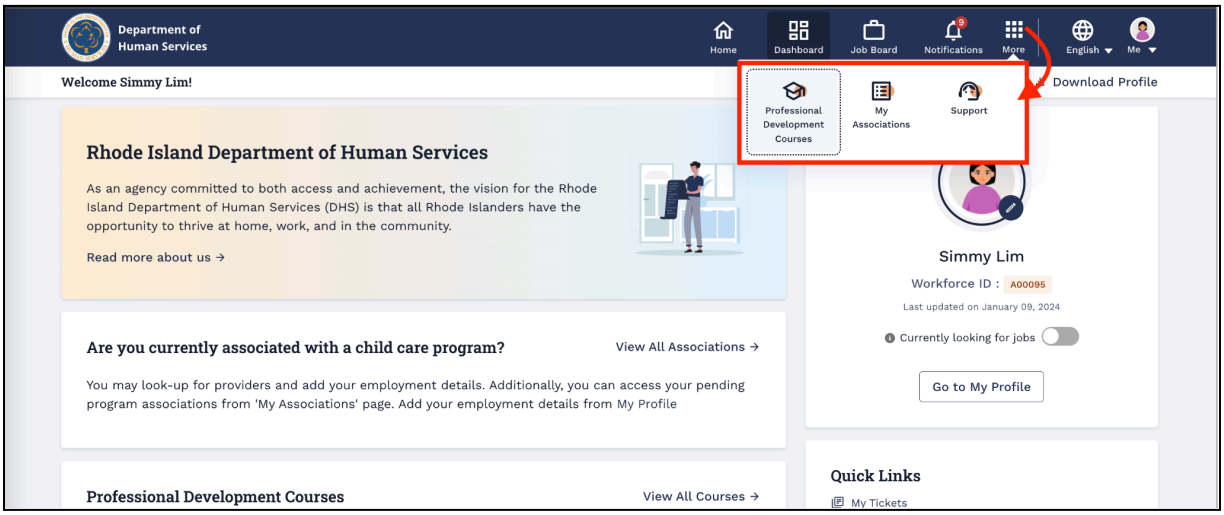
2. Click the **Notificat**Click the **X** icon to close the Notification window.



More

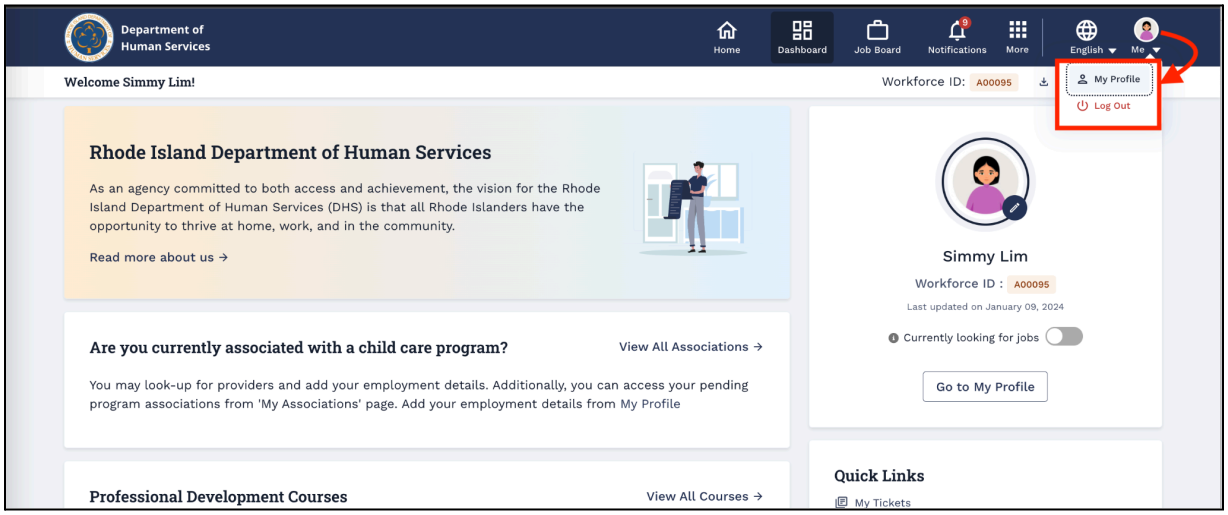
Click the **More (9 dots)** icon to access the following.

a. To view the courses, click the **Professional Development Courses** option.
b. To view the association details, click the **My Associations** option.
c. For help desk tickets, click the **Support** option.



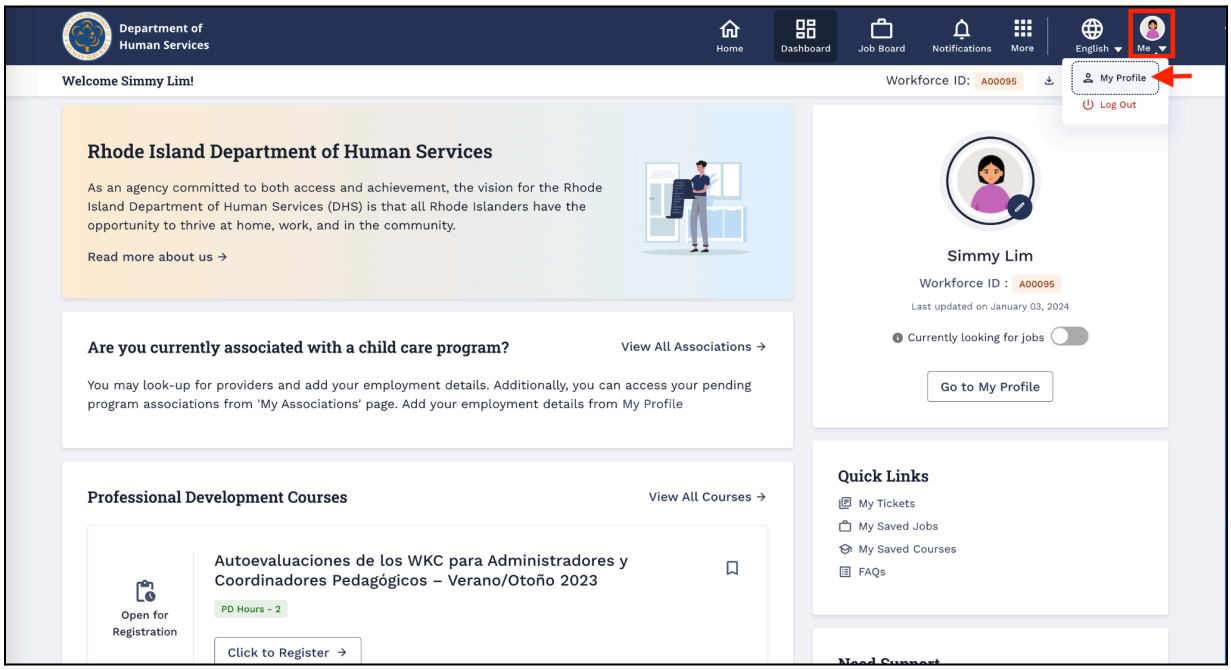
Profile

1. Click the **Profile** icon on the top right corner, then click the **My Profile** from the drop-down menu for **managing profile information**.
2. Click the **Log Out** to exit from the portal.

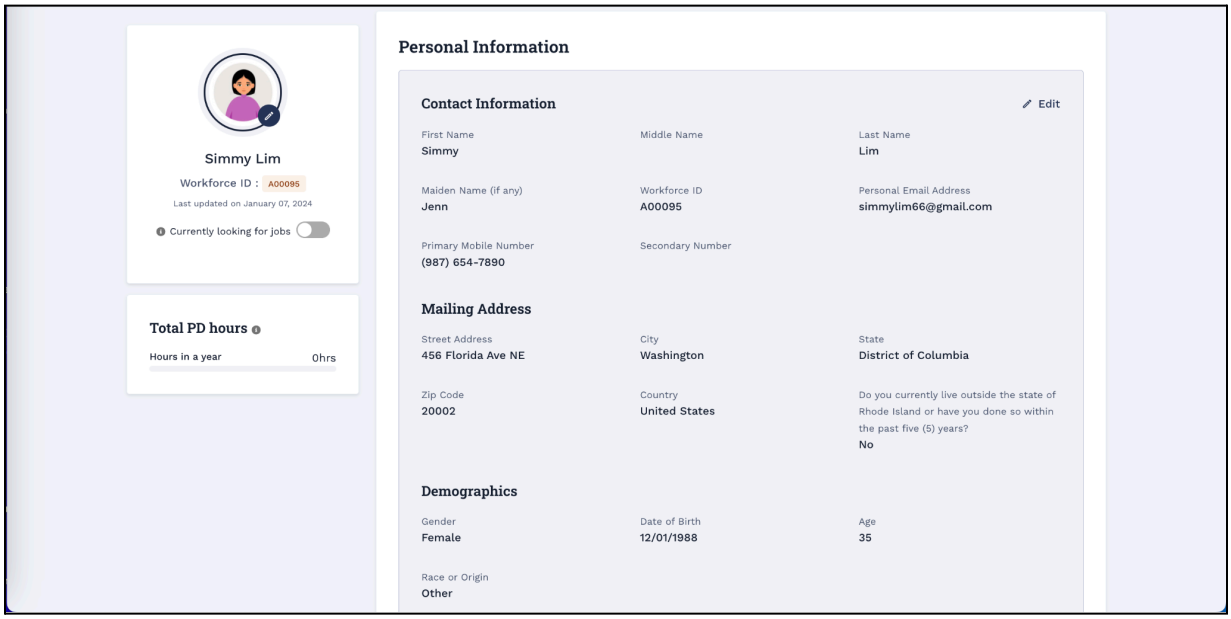


Managing Profile Information

Click the **Profile** icon on the top right corner and then click **My Profile** from the drop-down menu.



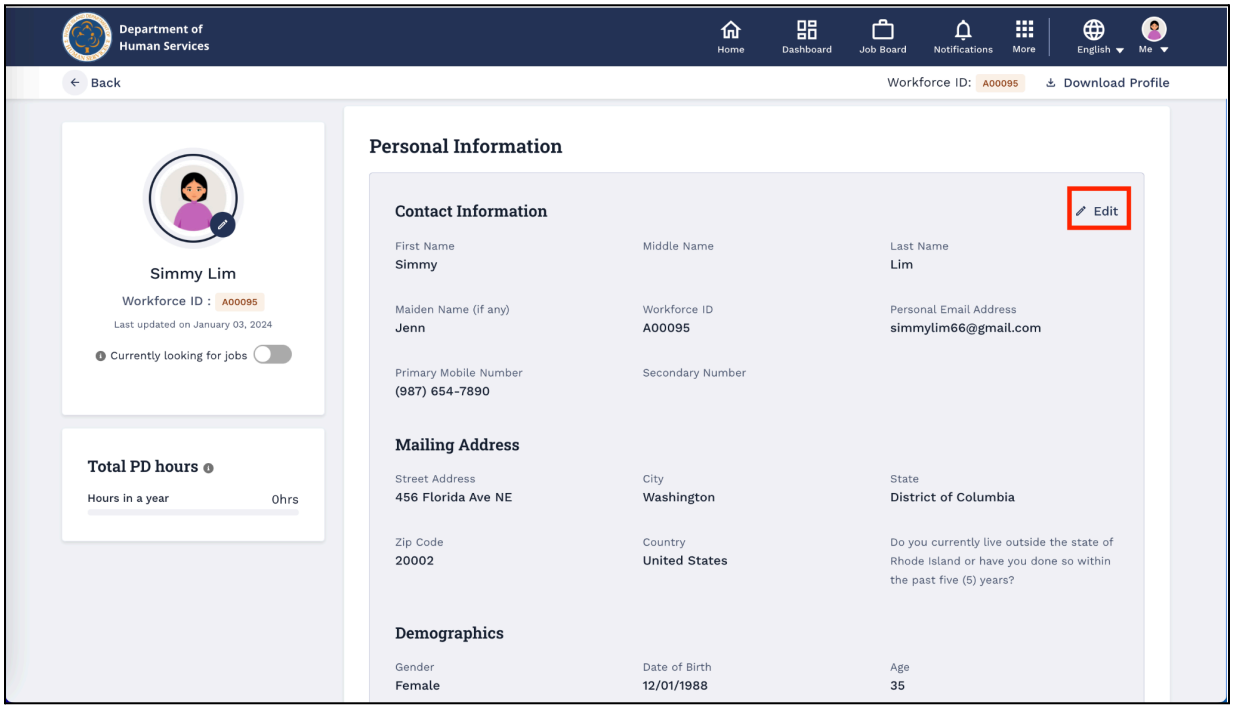
You will be directed to the profile page.



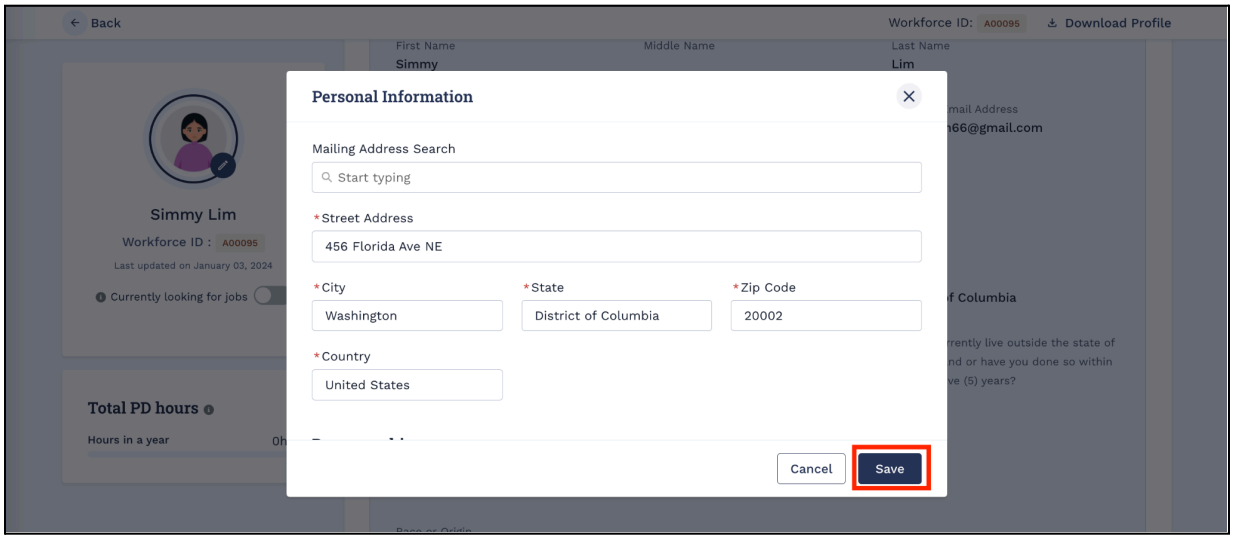
Editing Profile Information

1. To edit the Profile details, click the **Edit** button on the section that you need to change.

   Note: The information for each section can be edited.

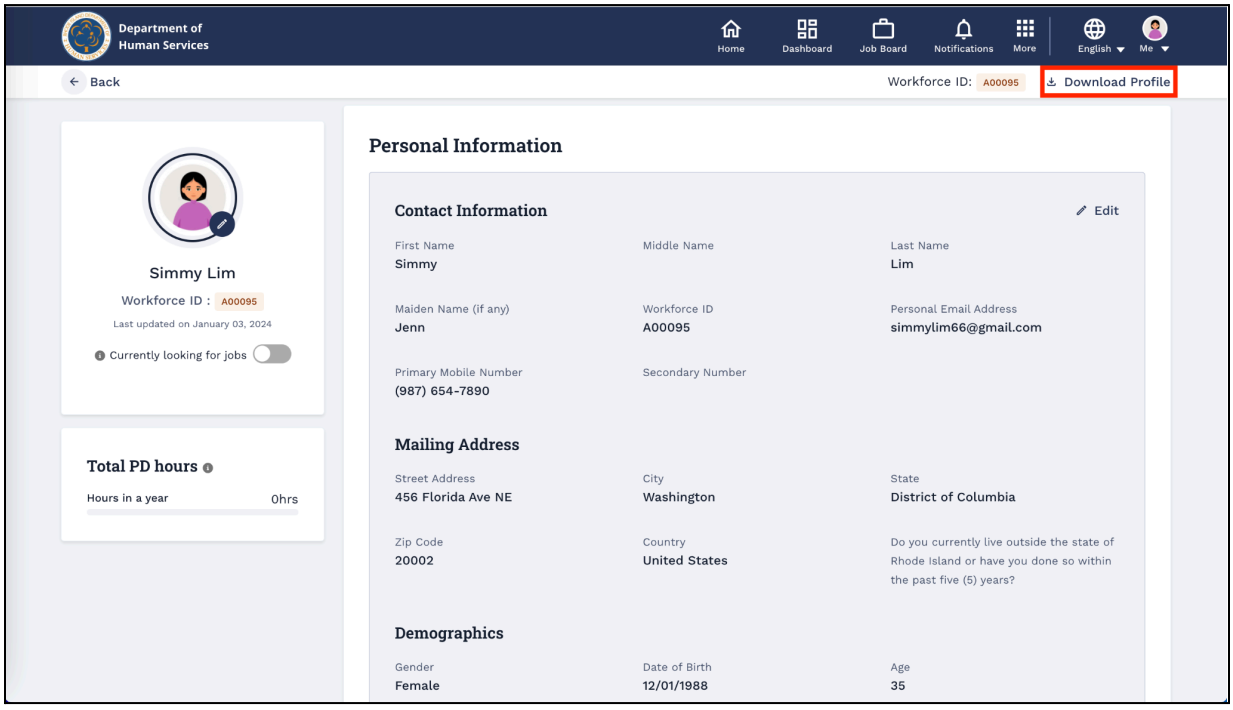


2. Update/edit the information, then click the **Save** button to make the changes effective.



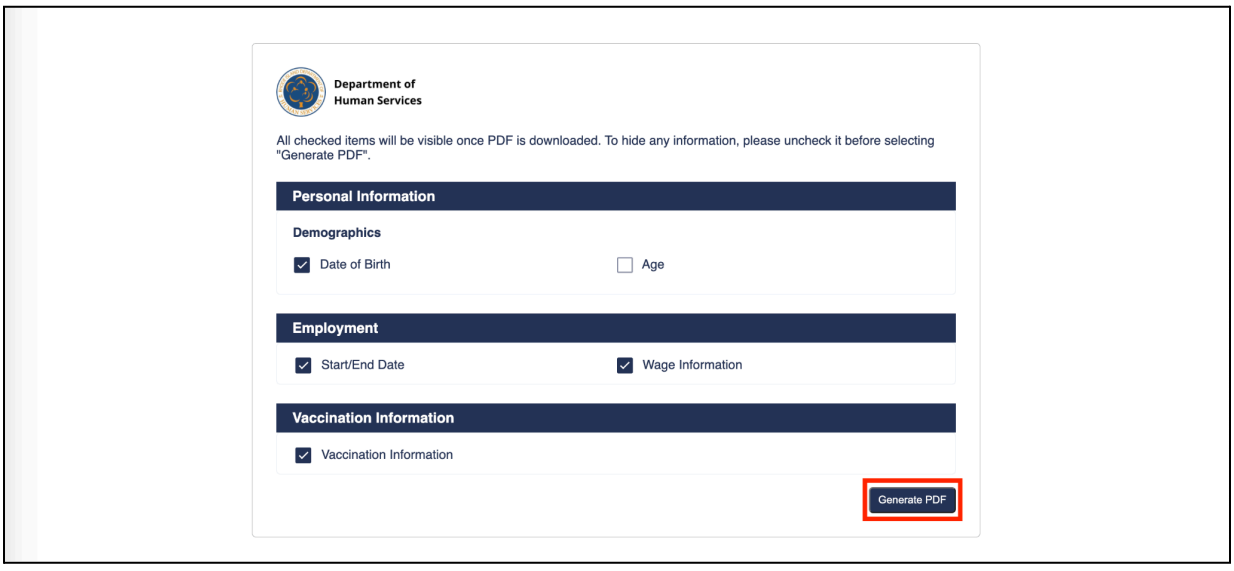
Downloading Profile Information

1. To download the profile information, click the **Download Profile** button.

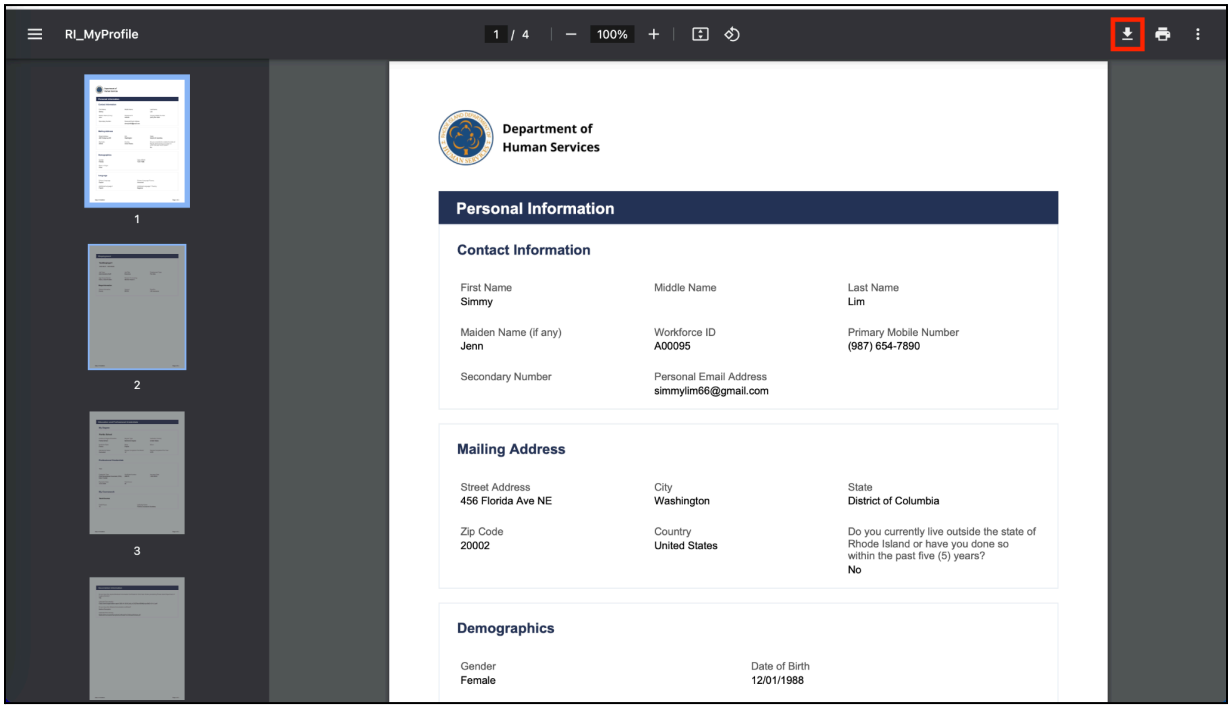


Note: All the checked items will be visible once the PDF is downloaded. Uncheck the items to hide the information.

2. Click the **Generate PDF** button to generate the pdf document of the Profile.

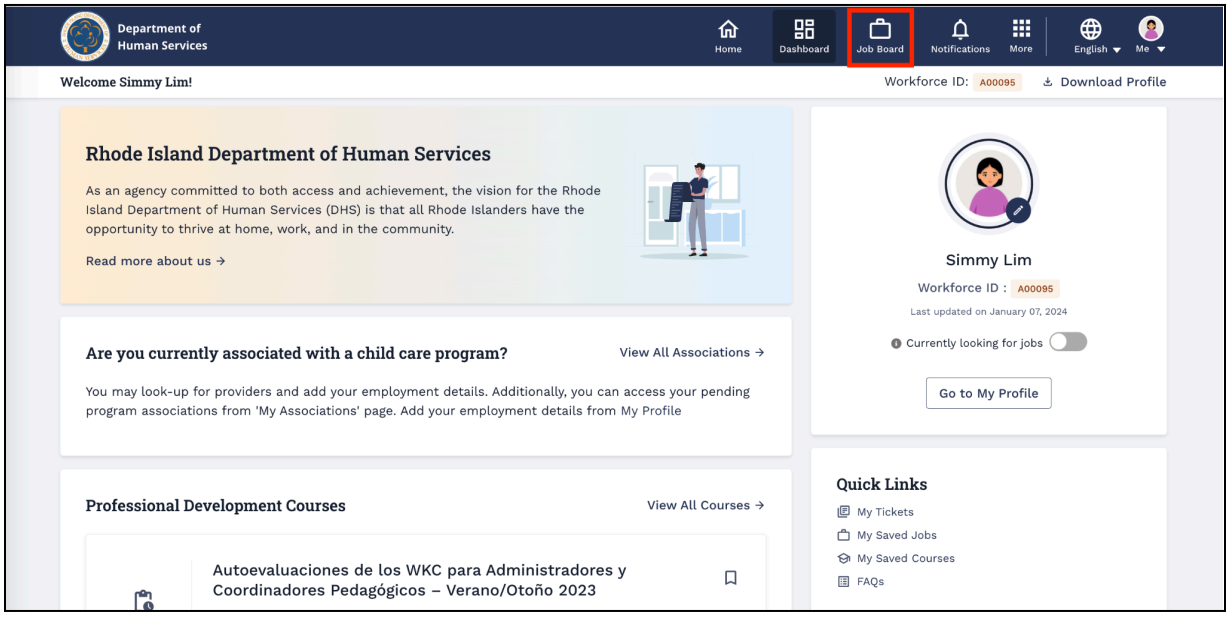


3. The PDF document of the Profile will be generated. Click the **Download** button to download a copy of the pdf document on your local drive.



Viewing Jobs

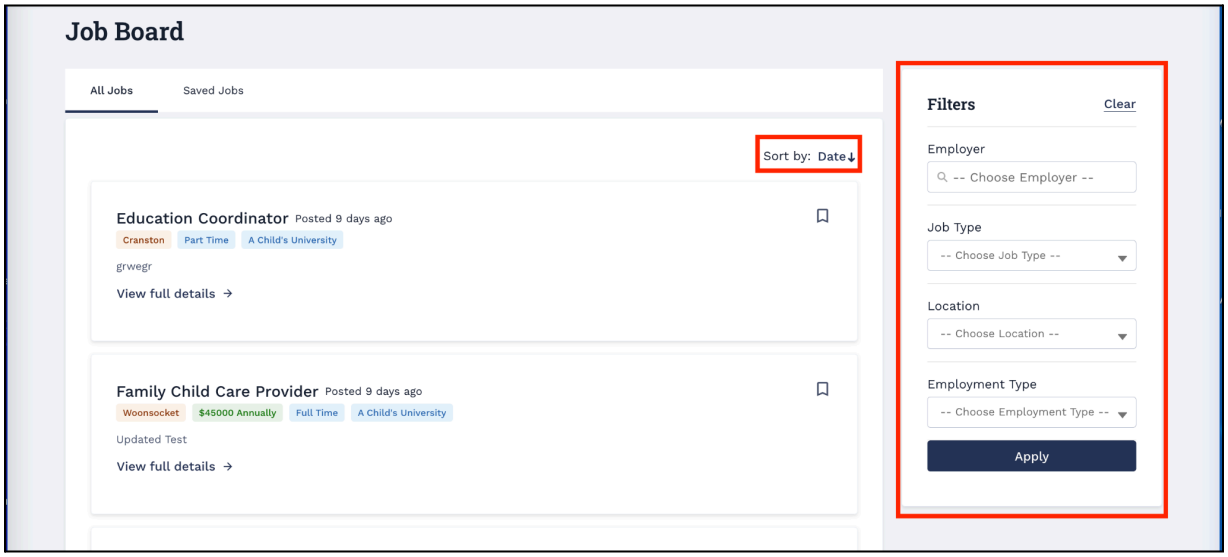
1. Click the **Job Board** icon on the top of the screen to view open job postings.



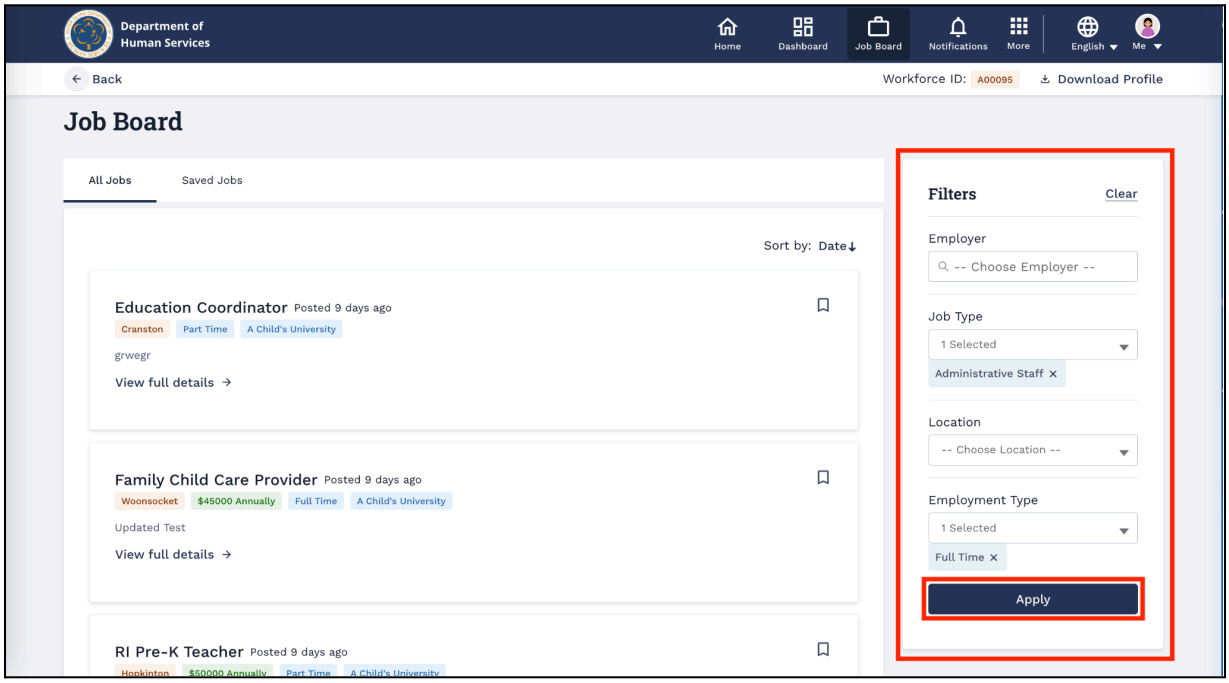
2. All the jobs will be displayed.

   Notes:

   - To sort the jobs by dates, select the **Sort by: Date** option (The latest job posts will be displayed on the top). Some jobs won't have dates due to ongoing enrollment.
   - Use the **Filters** option to narrow down the search results.

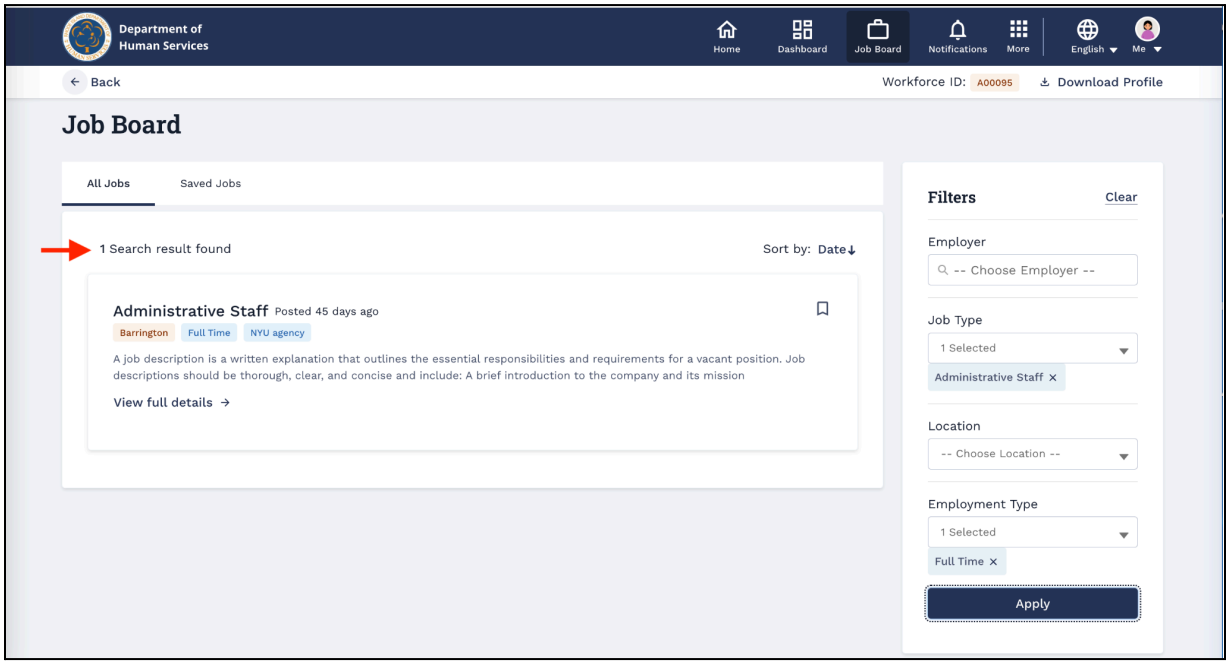


Fill in the filter fields to search for the specific results and then click the **Apply** button.

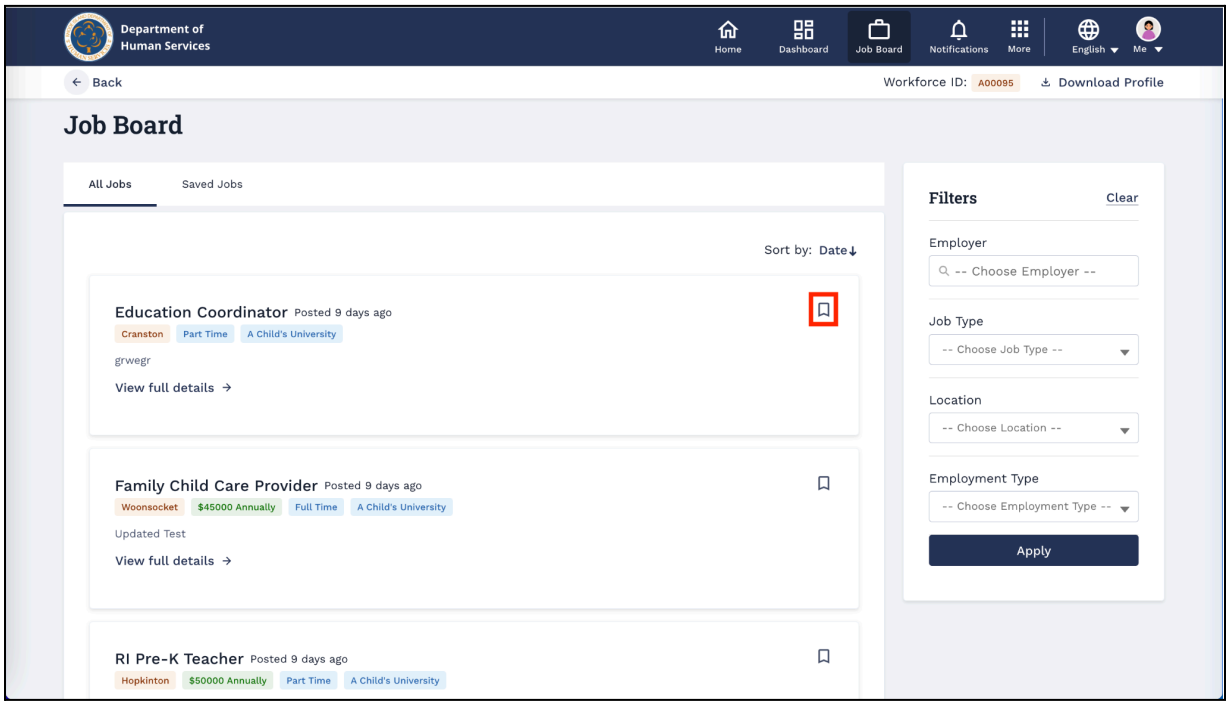


The search result specific to the filter values will only be displayed.

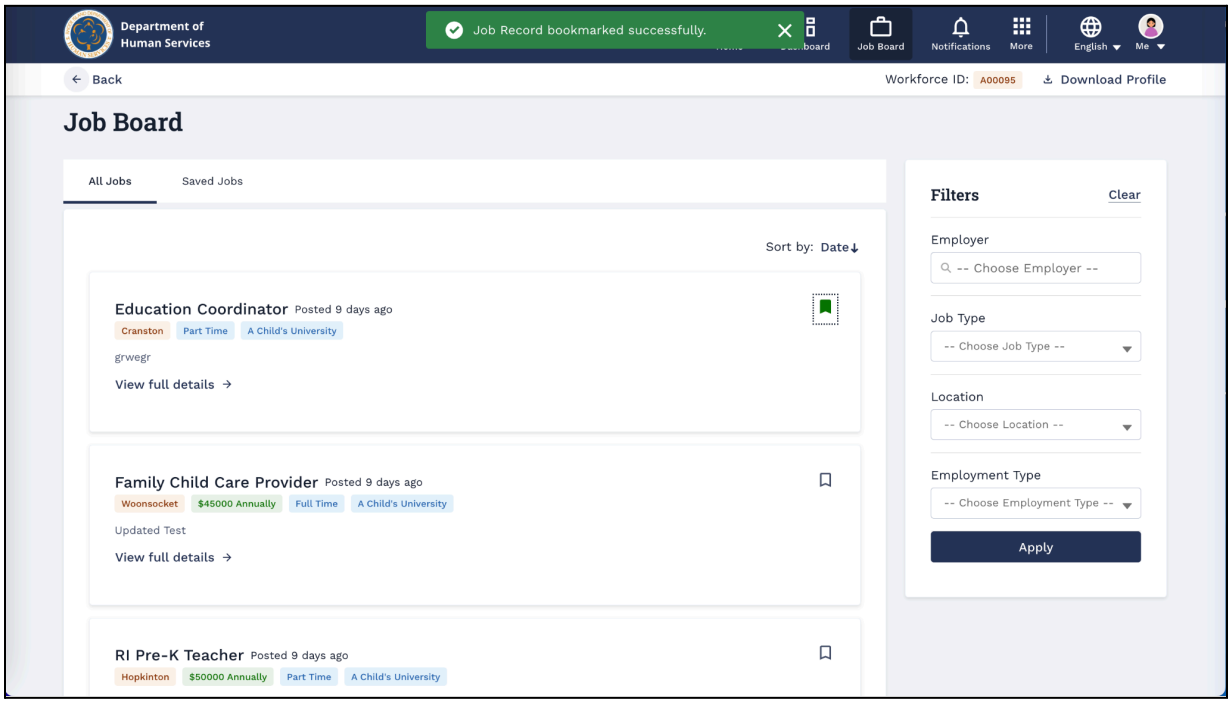
Note: Click the **Clear** option to clear the filter values.



3. Click the **Bookmark** icon to save the jobs for future reference.

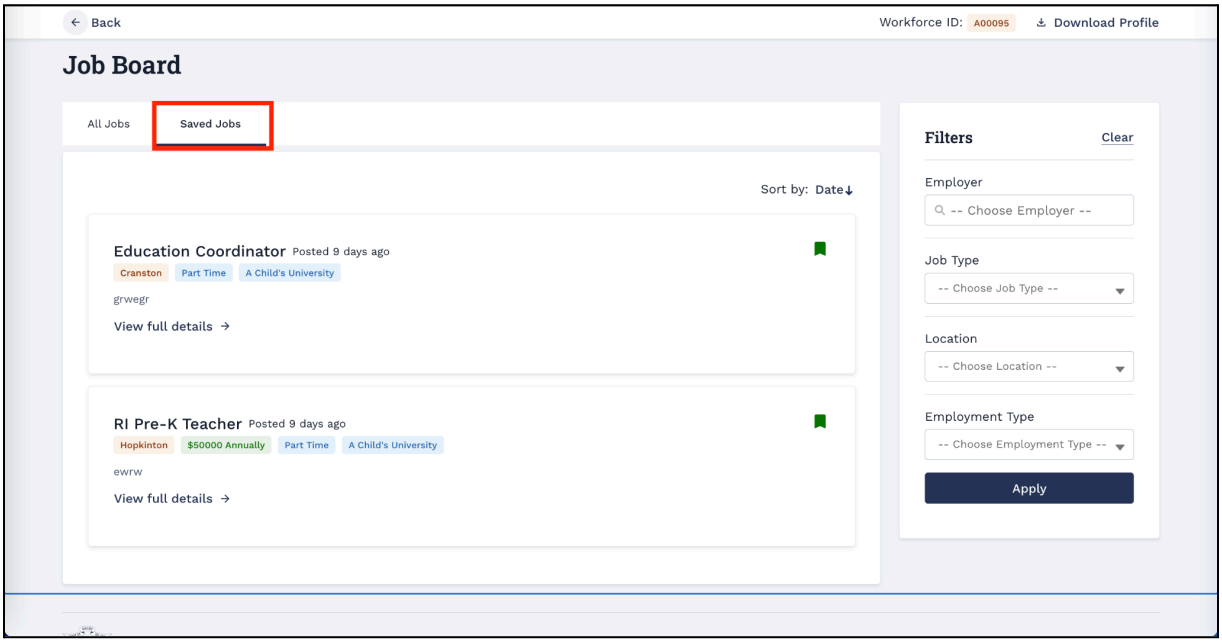


The job record will be successfully bookmarked.



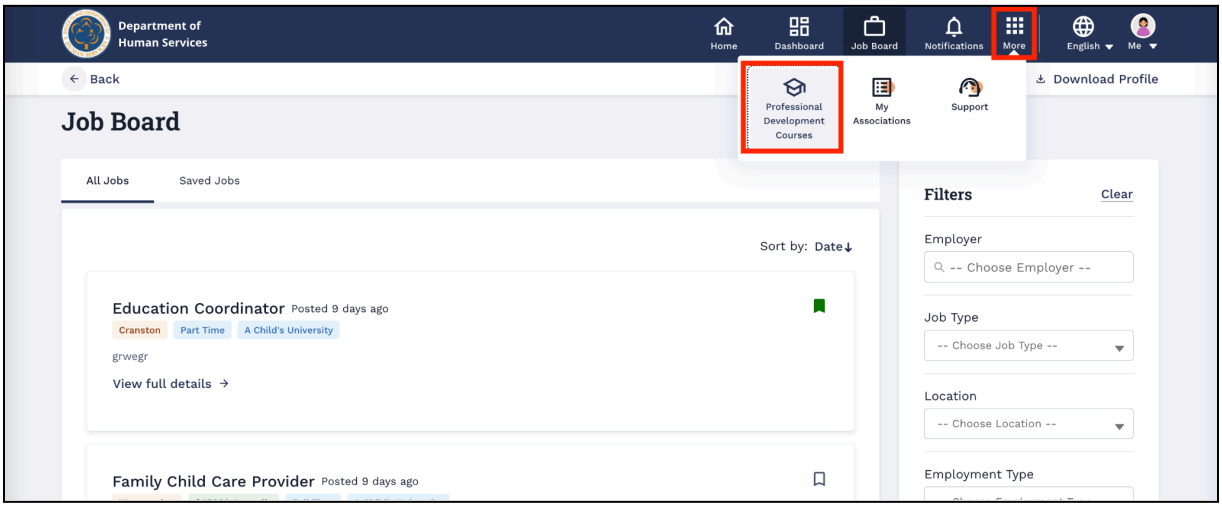
4. Go to the Saved Jobs tab to view all the saved jobs.

   Notes: Click the **View full details–›** to view the complete job details.



Viewing Professional Development Courses

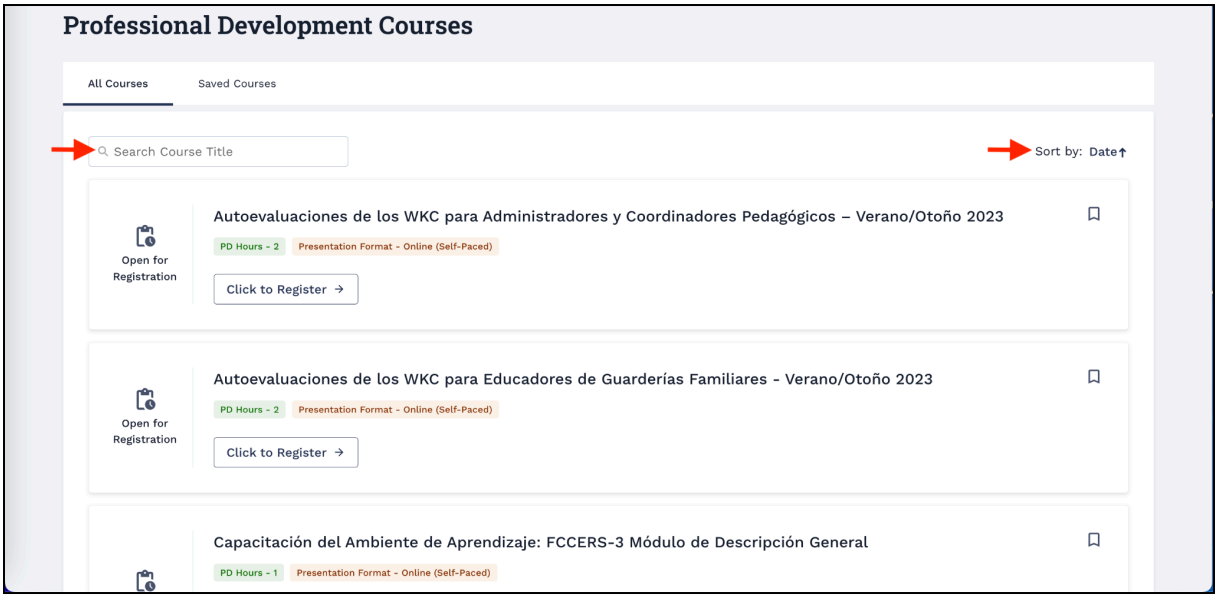
1. Click the **More** icon on the top of the screen and then click the **Professional Development Courses**.



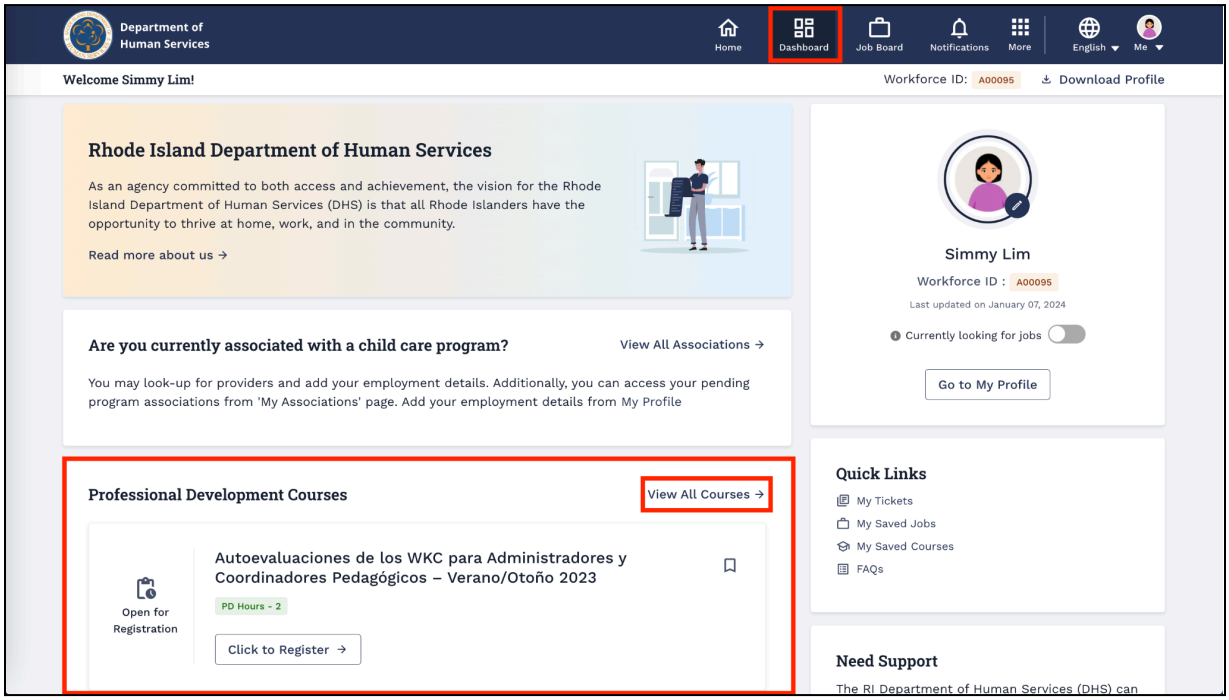
2. All the Professional Development Courses will be displayed.

   Notes:

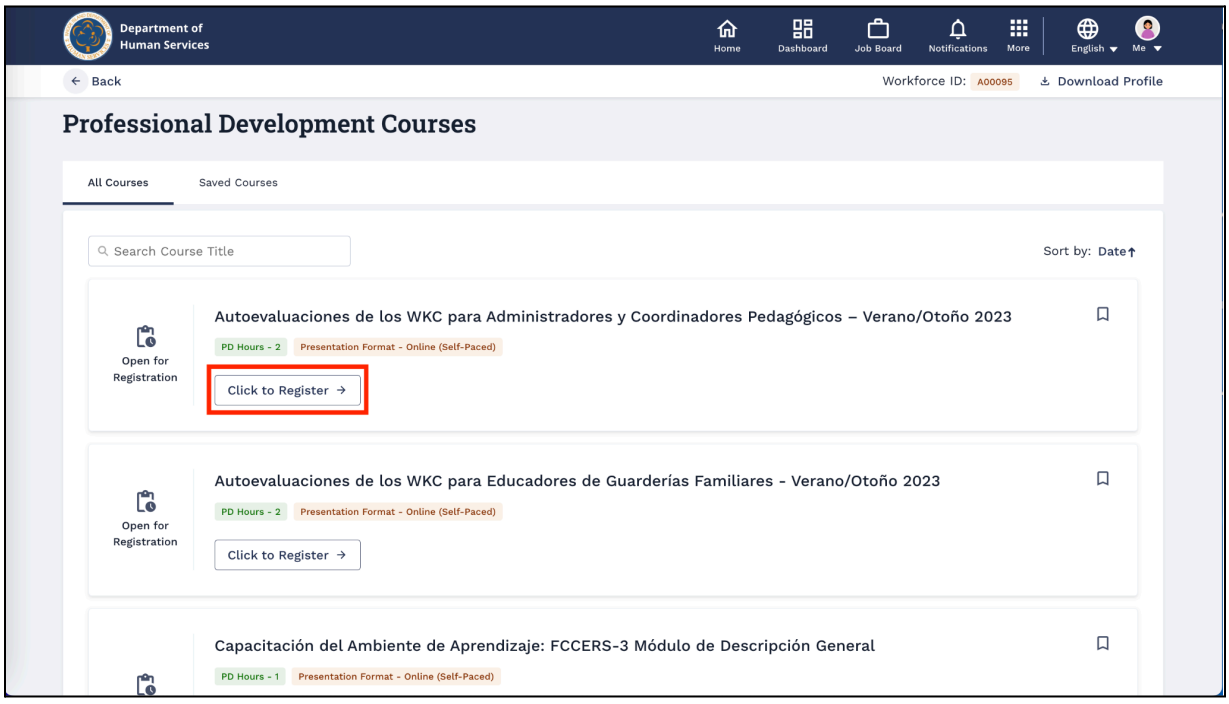
   - To sort the courses by dates, select the **Sort by: Date** option (The latest courses will be displayed on the top).
   - Use the **Search** option to narrow down the course results.



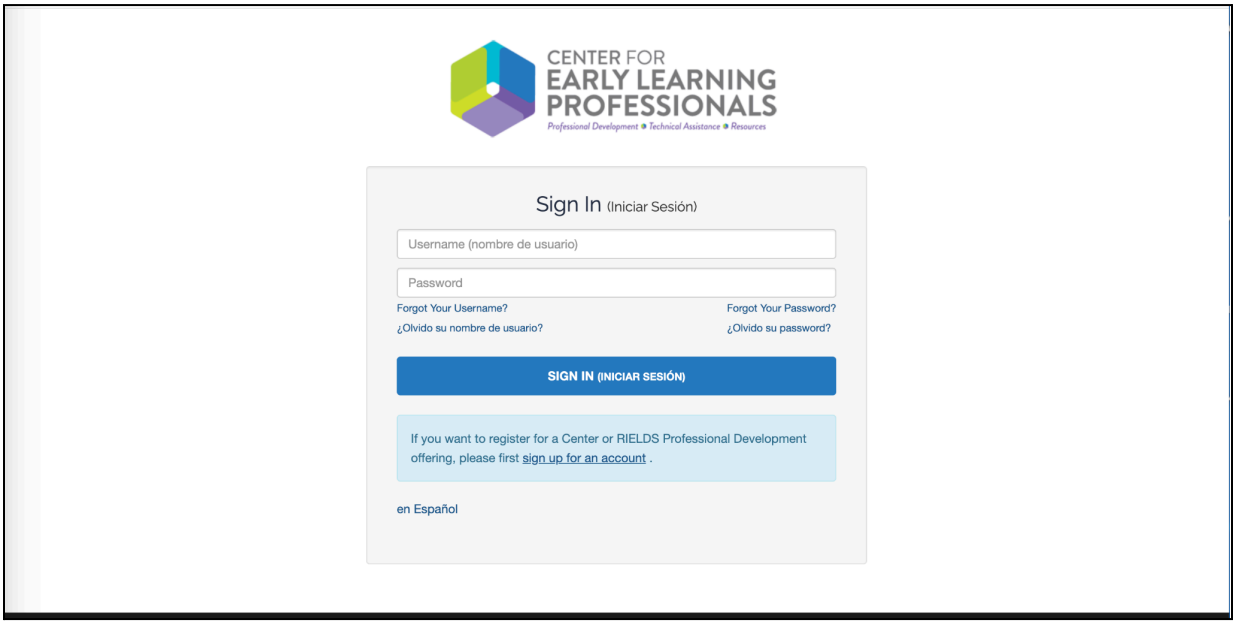
Note: An alternative way to view the Professional Development Courses is to go to the **Dashboard** and then click the **View All Courses** link on the Dashboard.



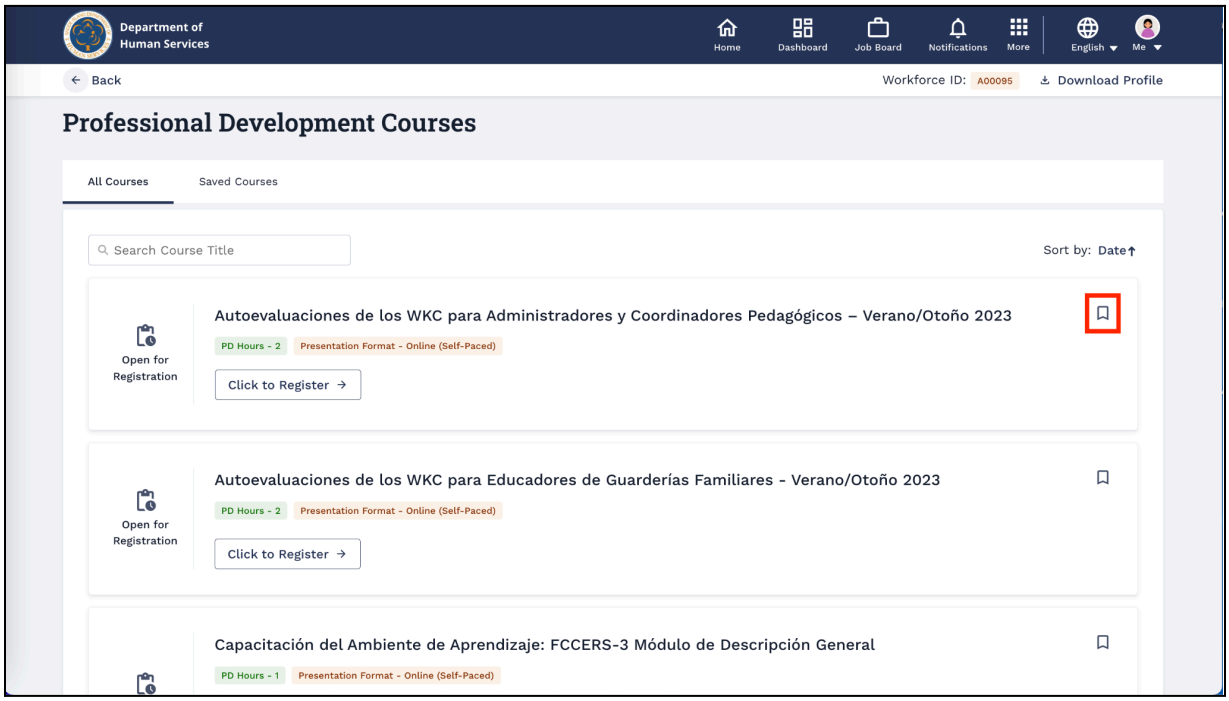
3. Click the **Click to Register** link to register for the Professional Development Courses.



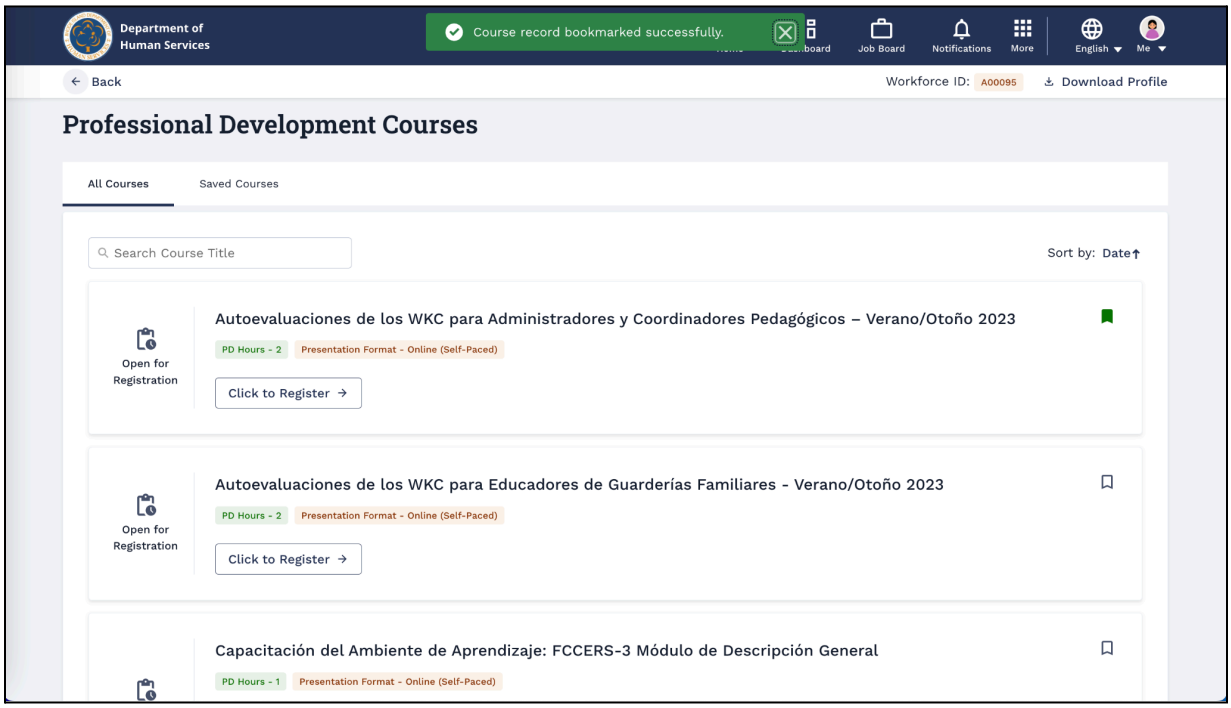
Note: You will be directed to the **Center for Early Learning Professionals** login page. Log in with the appropriate credentials to register for the course.



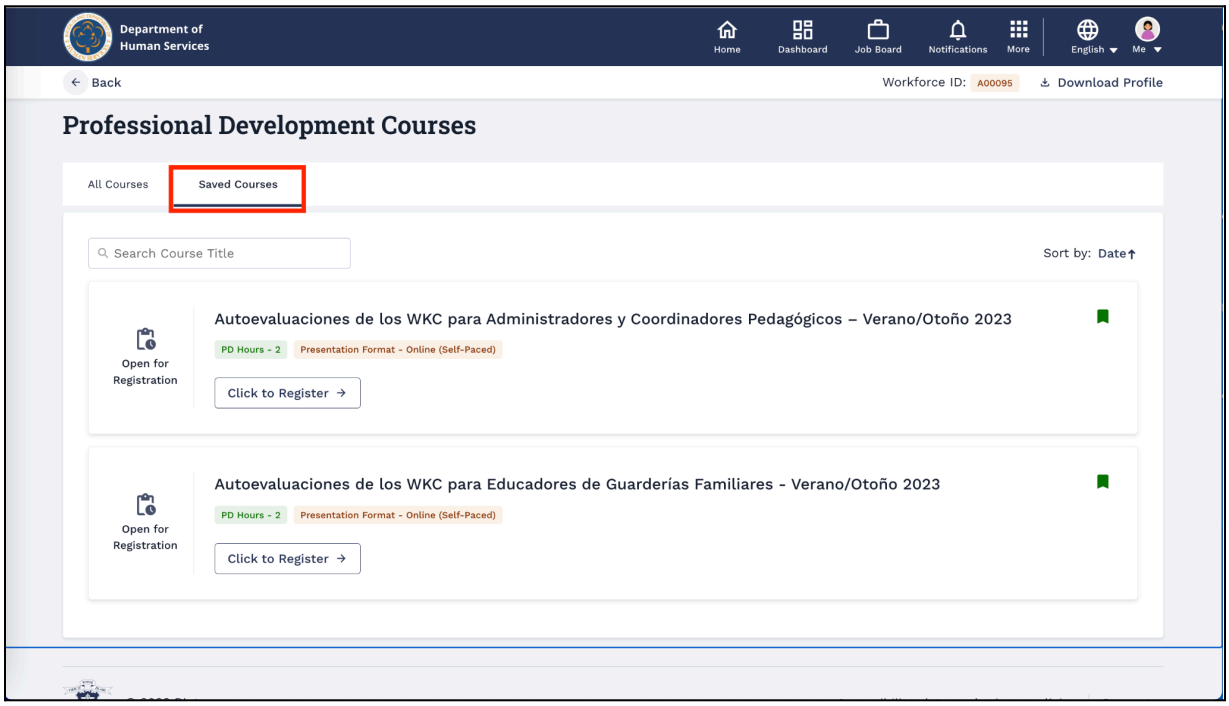
4. Click the **Bookmark** icon to save the course for future reference.



The course record will be successfully bookmarked.

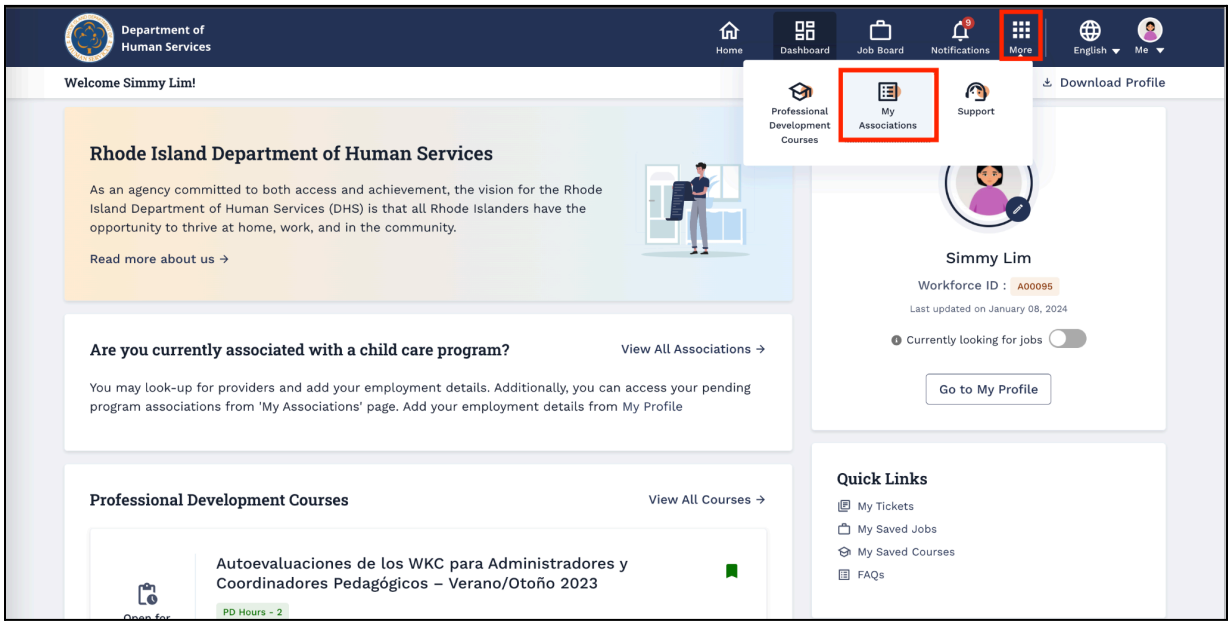


5. Go to the **Saved Courses** tab to view all the saved courses.

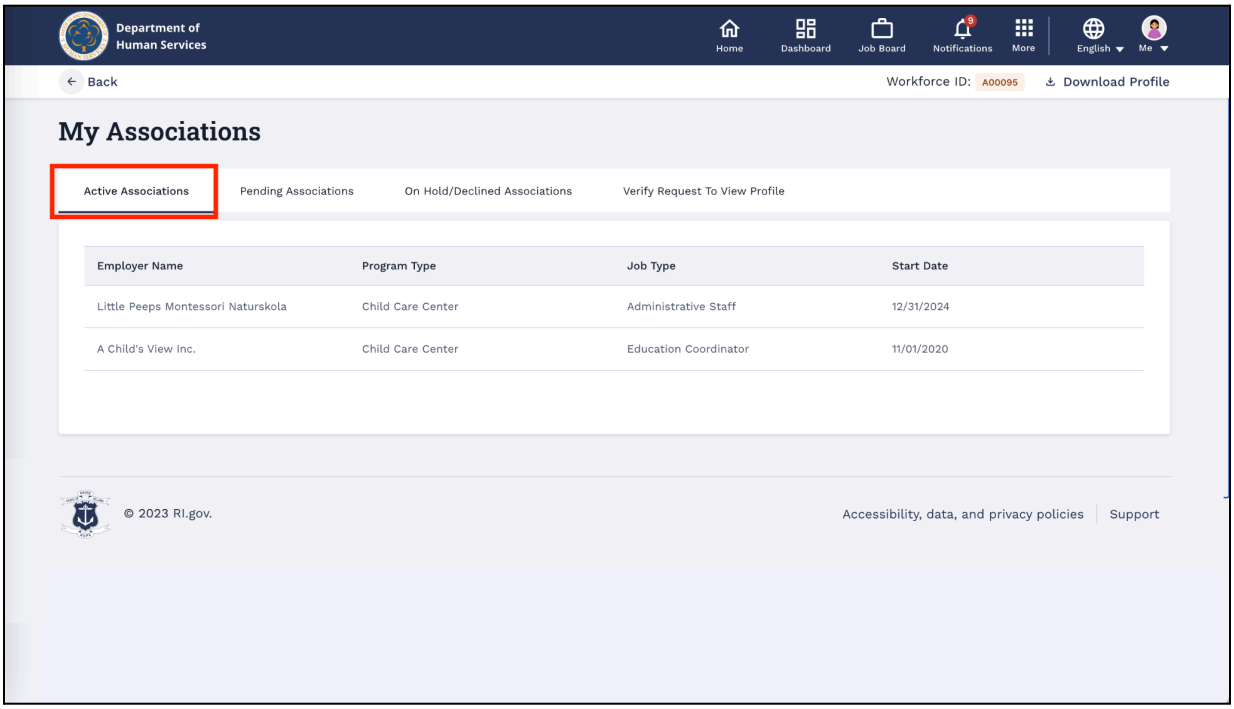


ASSOCIATIONS

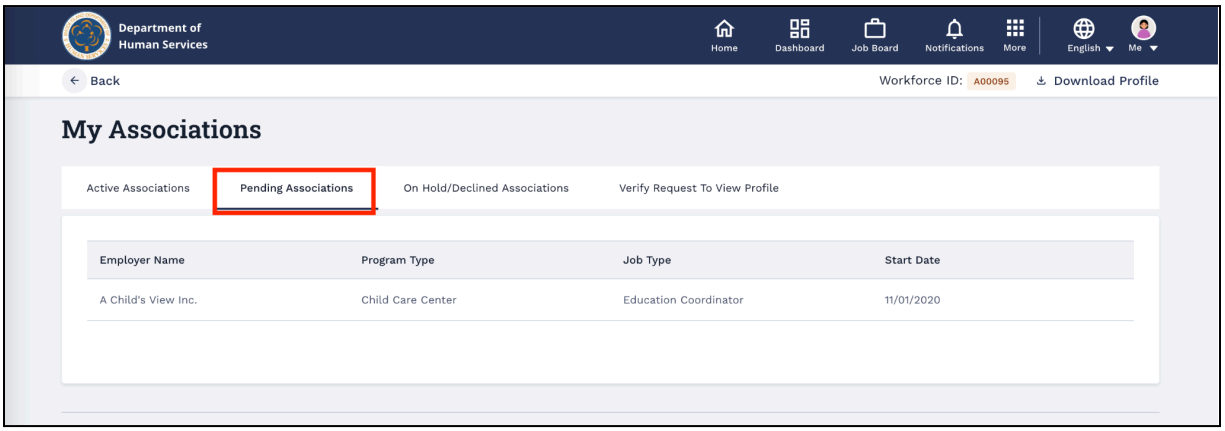
1. Click the **More** icon on the top of the screen and then click on **My Associations**.



2. Go to the **Active Associations** tab to view the approved associations.



3. Go to the **Pending Associations** tab to view the pending associations for approval.



4. Go to the **On Hold/Declined Associations** tab to view the submitted associations that are on hold/declined.

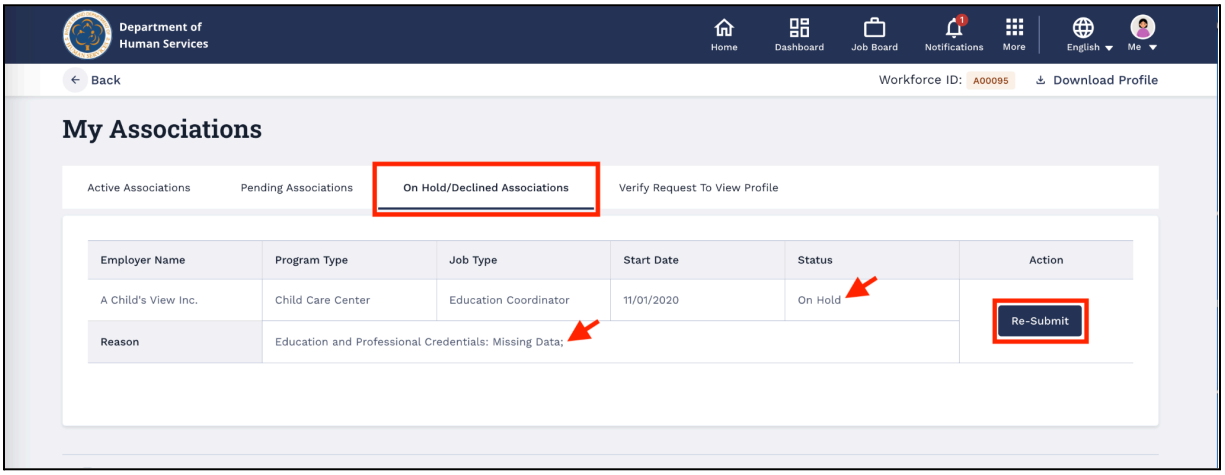
   <u>On Hold Associations</u>:

   a. For Hold Associations, the status of the association will be **On Hold**. You can also view the reason for the hold.

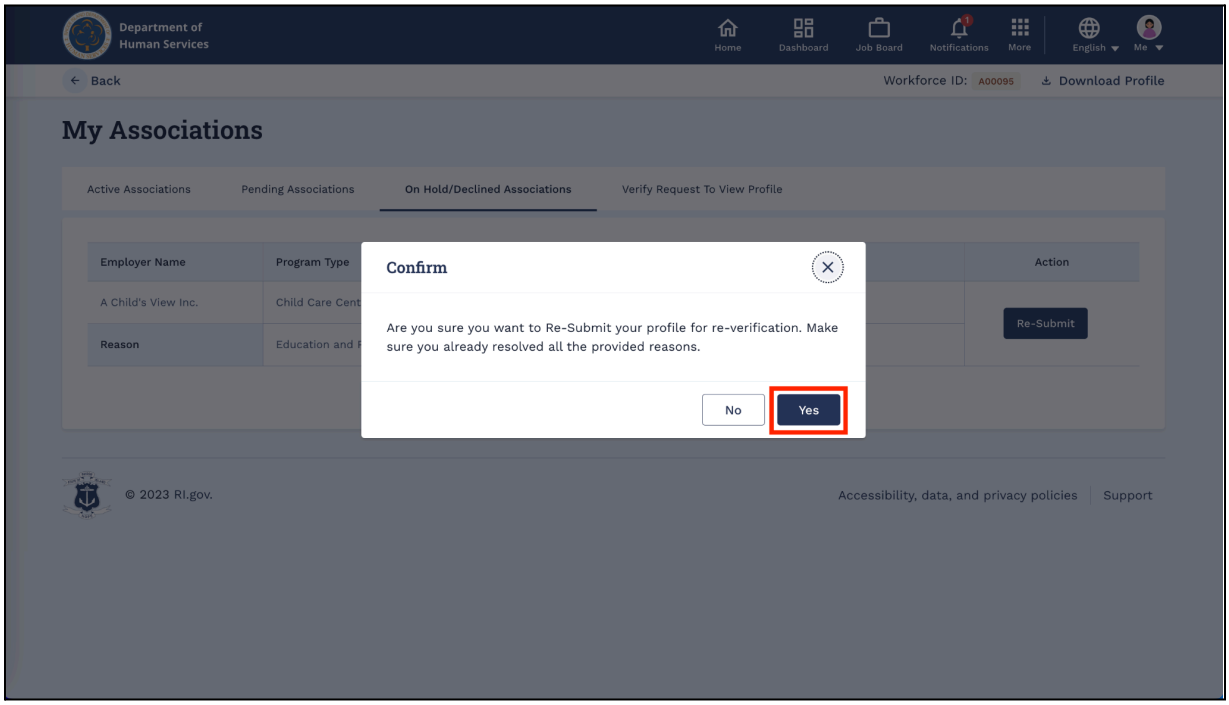
   b. Click the **Re-submit** button to resubmit the association for approval.

   Notes:

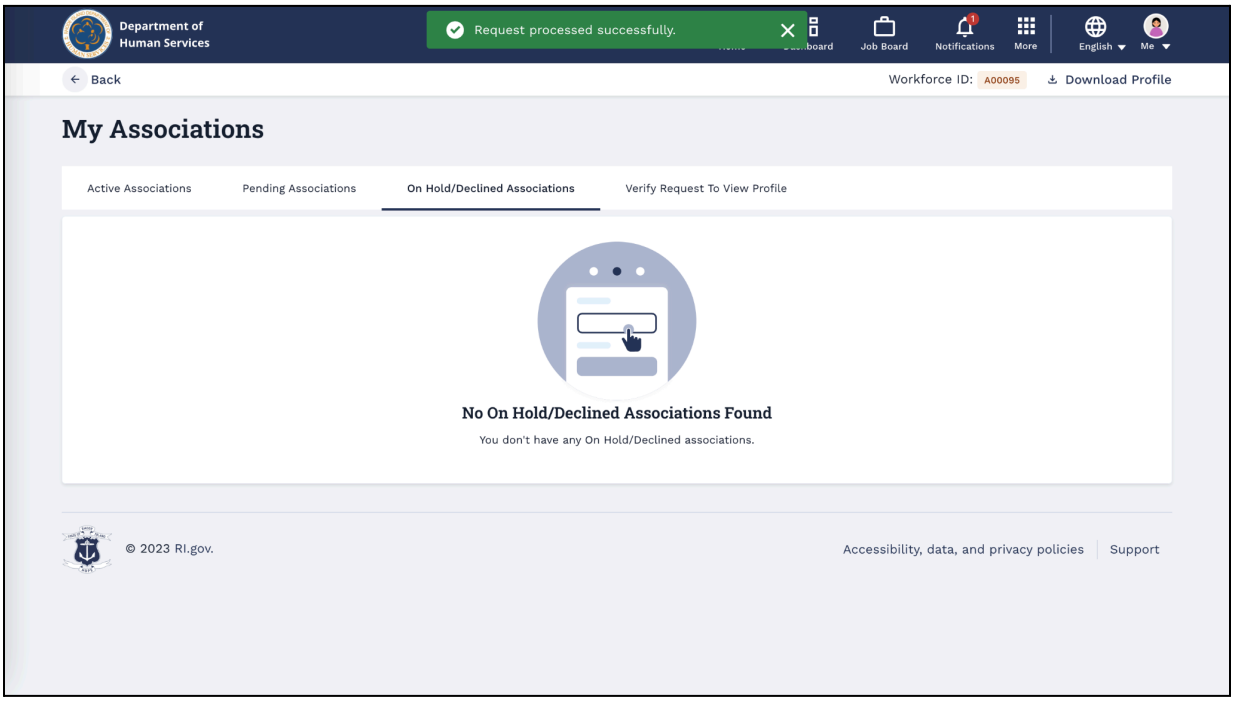
   - Before re-submitting, go to the Profile Details page and make the necessary changes as per the stated reason.
   - You can re-submit up to three (3) times.



c. Click the **Yes** button to confirm the re-submission.



After a successful re-submission request, the record in the On Hold/Declined Associations will be moved to the Pending Associations.



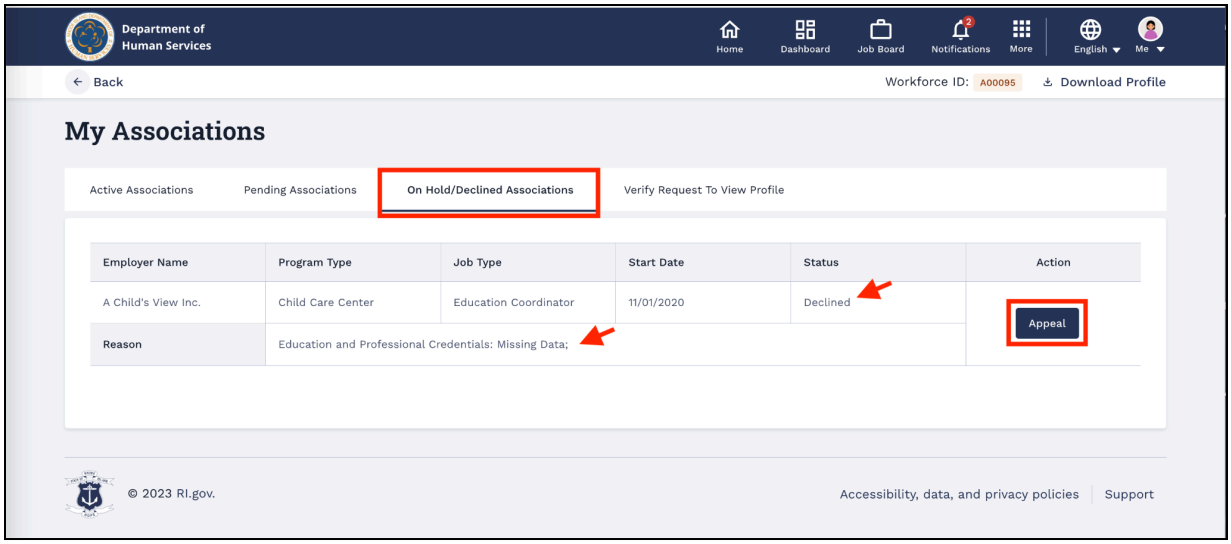
Declined Associations:

a. For rejected associations, the status of the association will be **Declined**. You can also view the reason for the rejection.

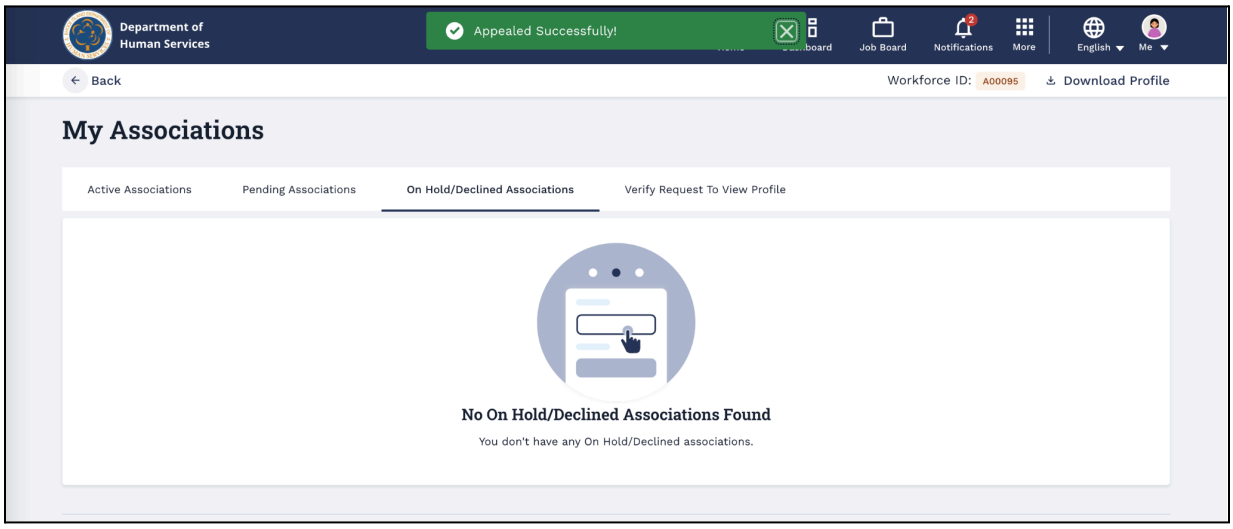
b. Click the **Appeal** button to request the association for re-approval.

Notes:

- Before appealing, go to the Profile Details page and make the necessary changes as per the stated reason.
- You can appeal up to three (3) times.

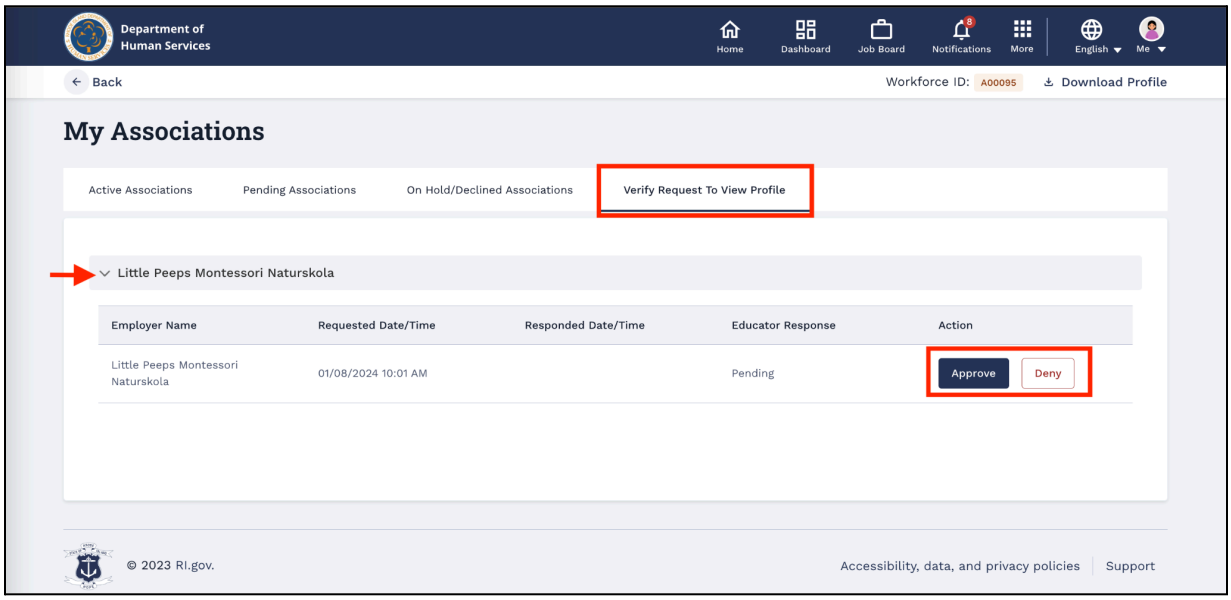


After a successful appeal request, the record in the On Hold/Declined Associations will be moved to the Pending Associations.

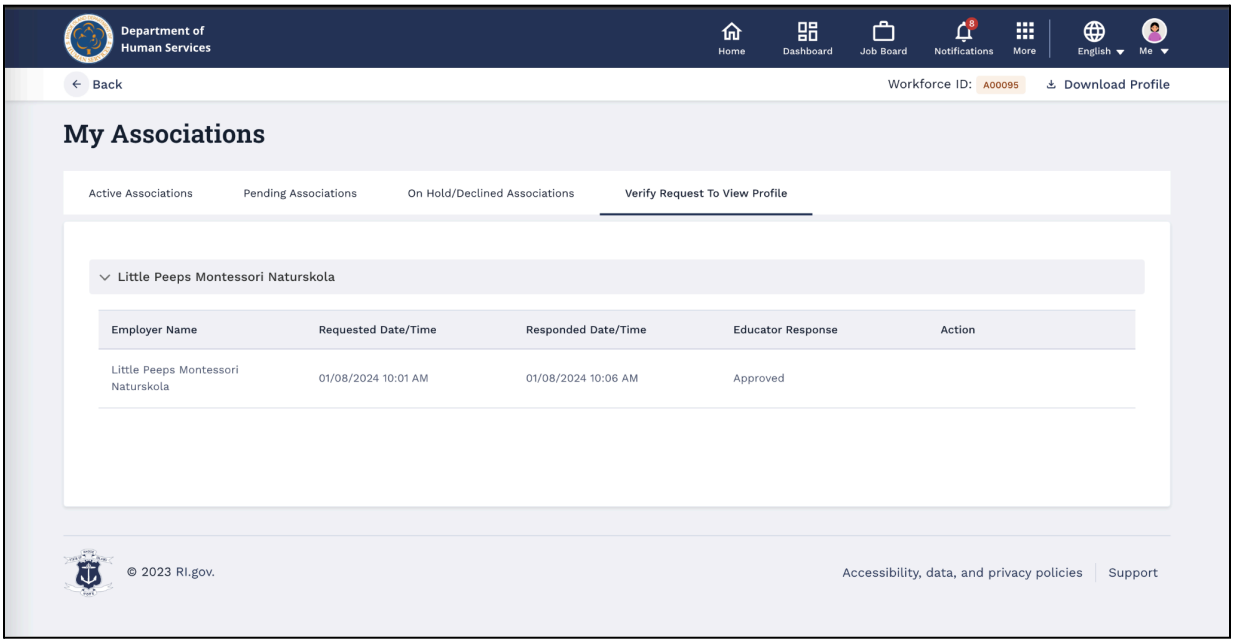


5. Go to the **Verify Request to View Profile** tab to view the requests made by Providers to access your profile.

   Note: You can Approve/Deny the access request. Click the **Approve** button to provide access. Click the Deny button to decline the access request.



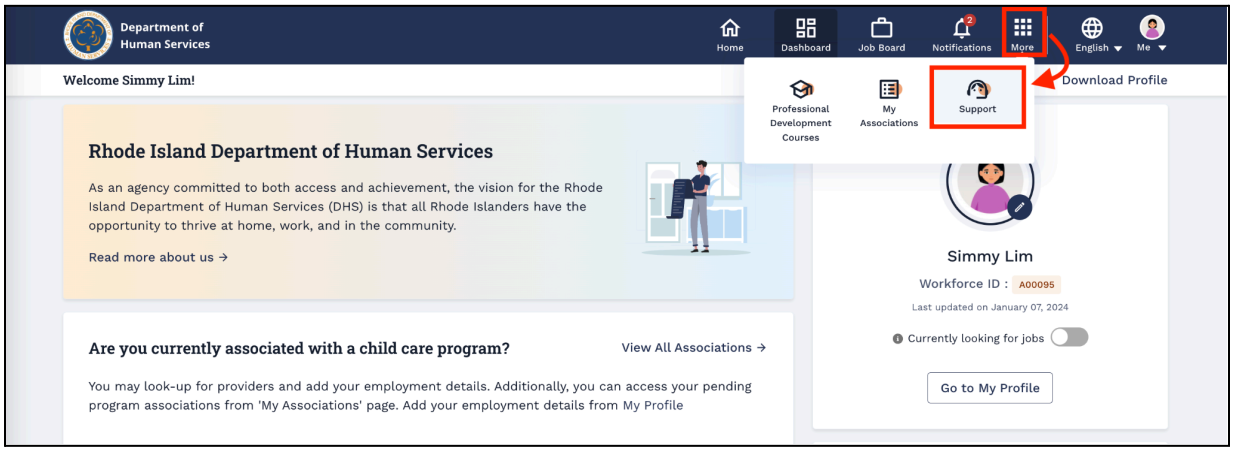
You can view all the details of approved or denied records in the **Verify Requests to View Profile** tab.



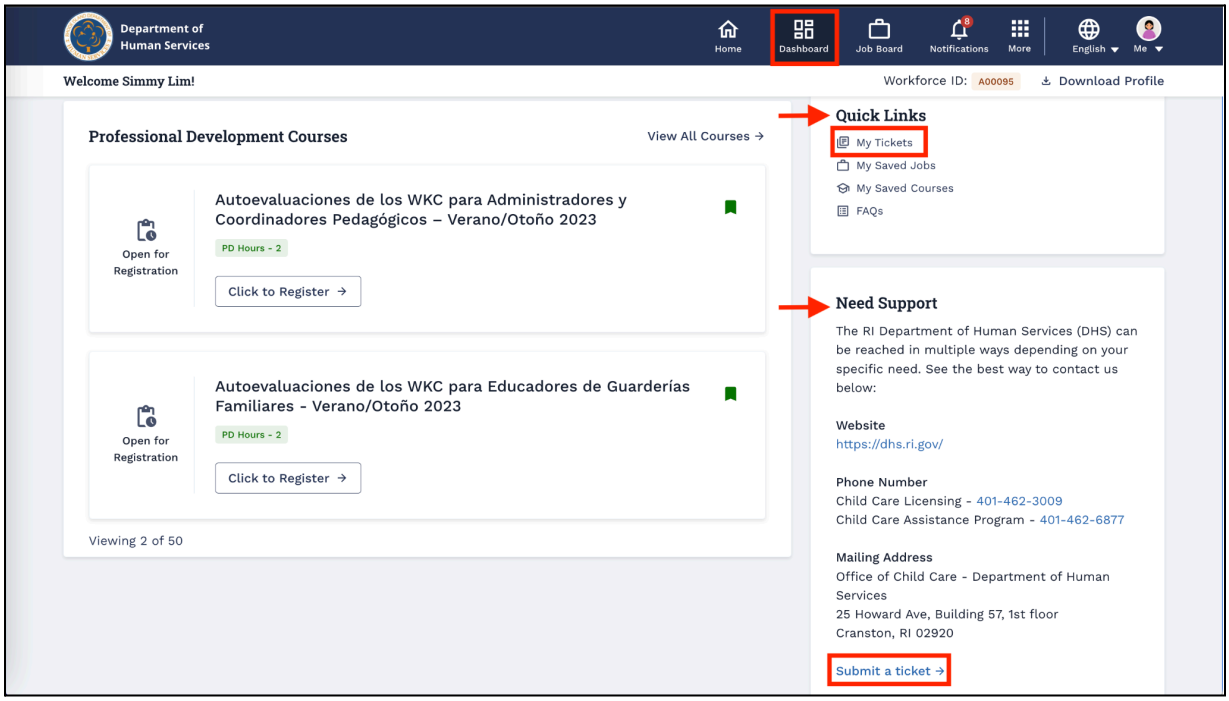
Help Desk Tickets

Creating Help Desk Tickets

1. Click the **More** icon on the top of the screen and then click the **Support**.

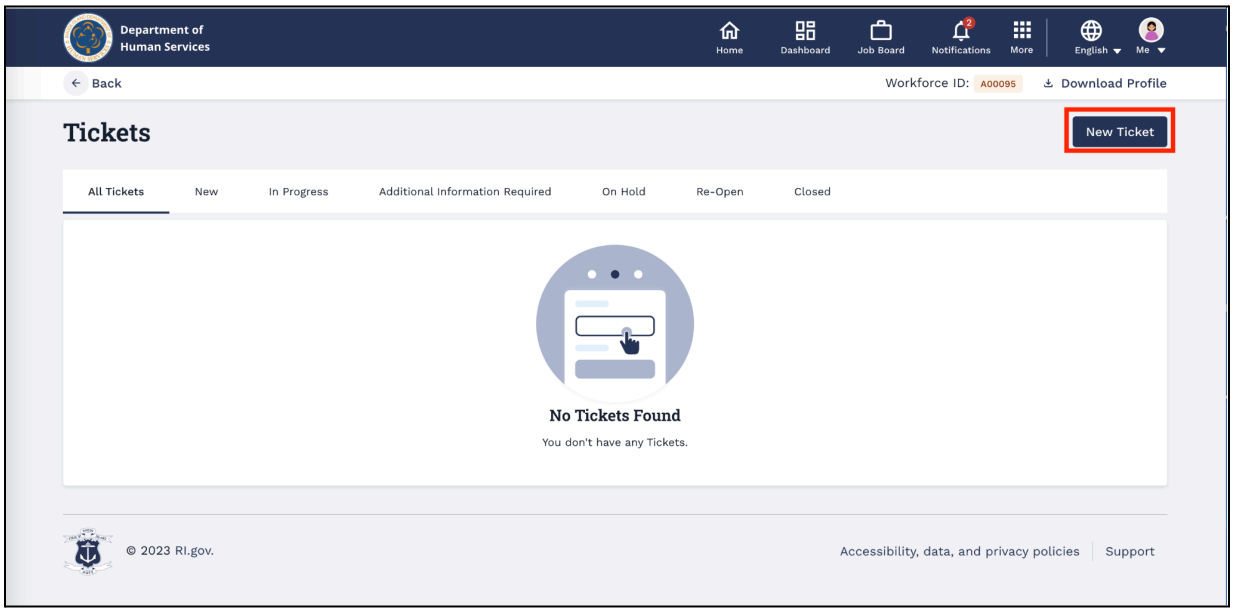


Note: An alternative way to direct to the Tickets page is to go to the **Dashboard** and then either click the **My Tickets** link on the Quick Links tile or Click the **Submit a ticket** link on the Need Support tile.

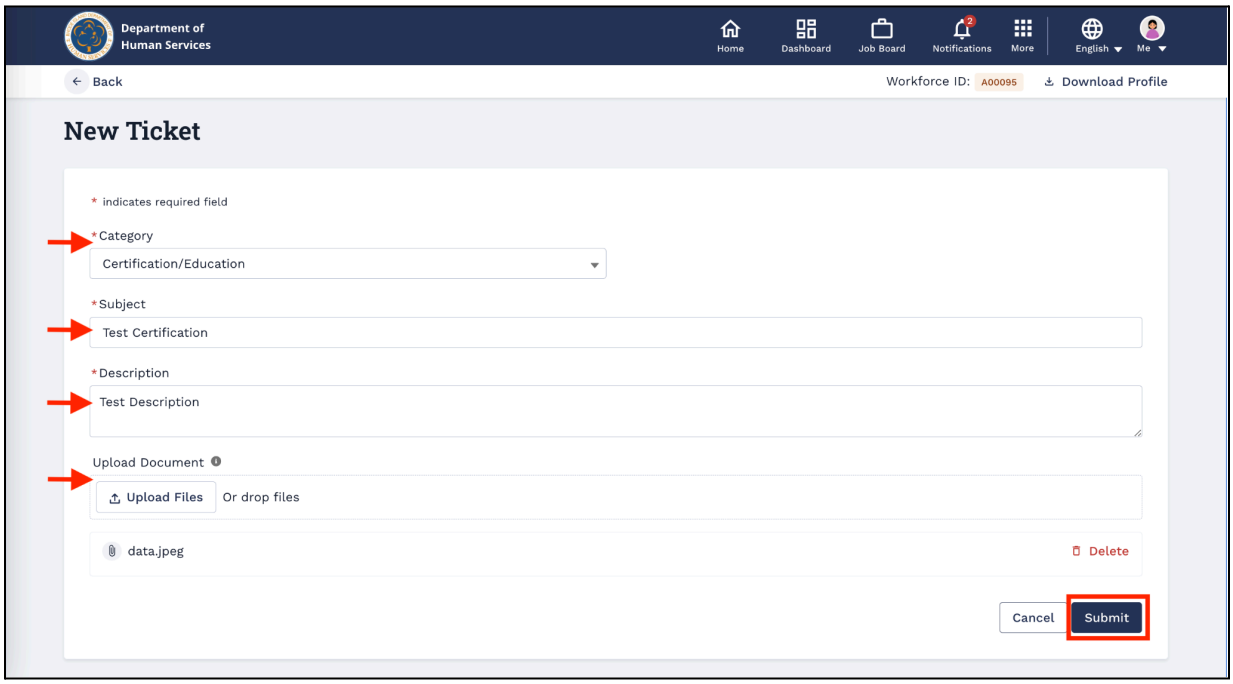


You will be directed to the Tickets page.

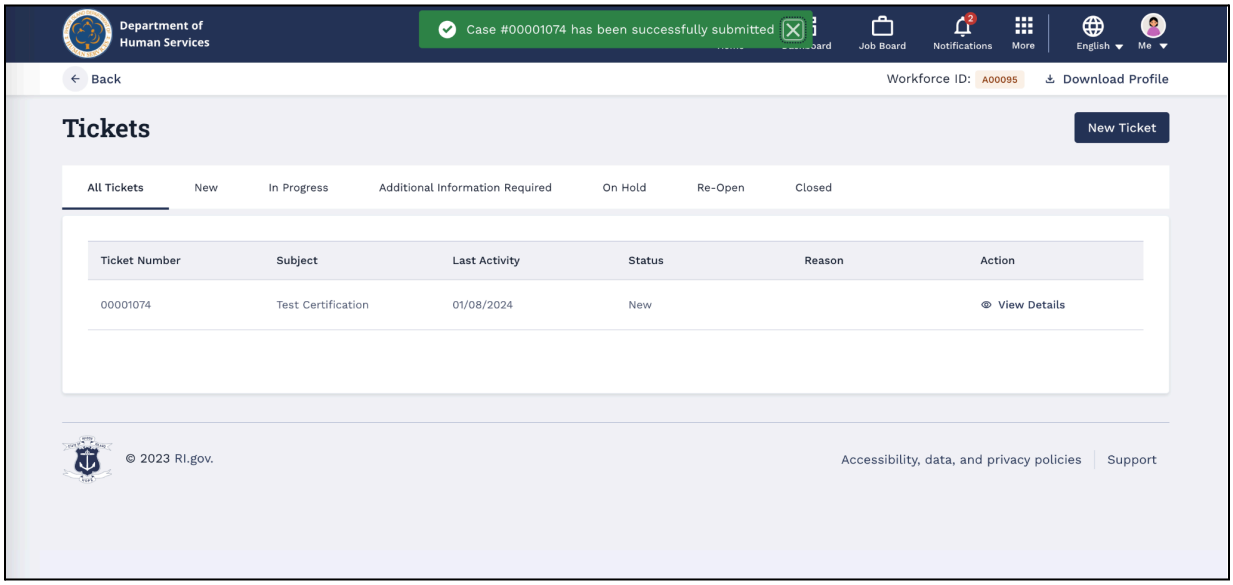
2. Click the **New Ticket** button to create a new help desk ticket.



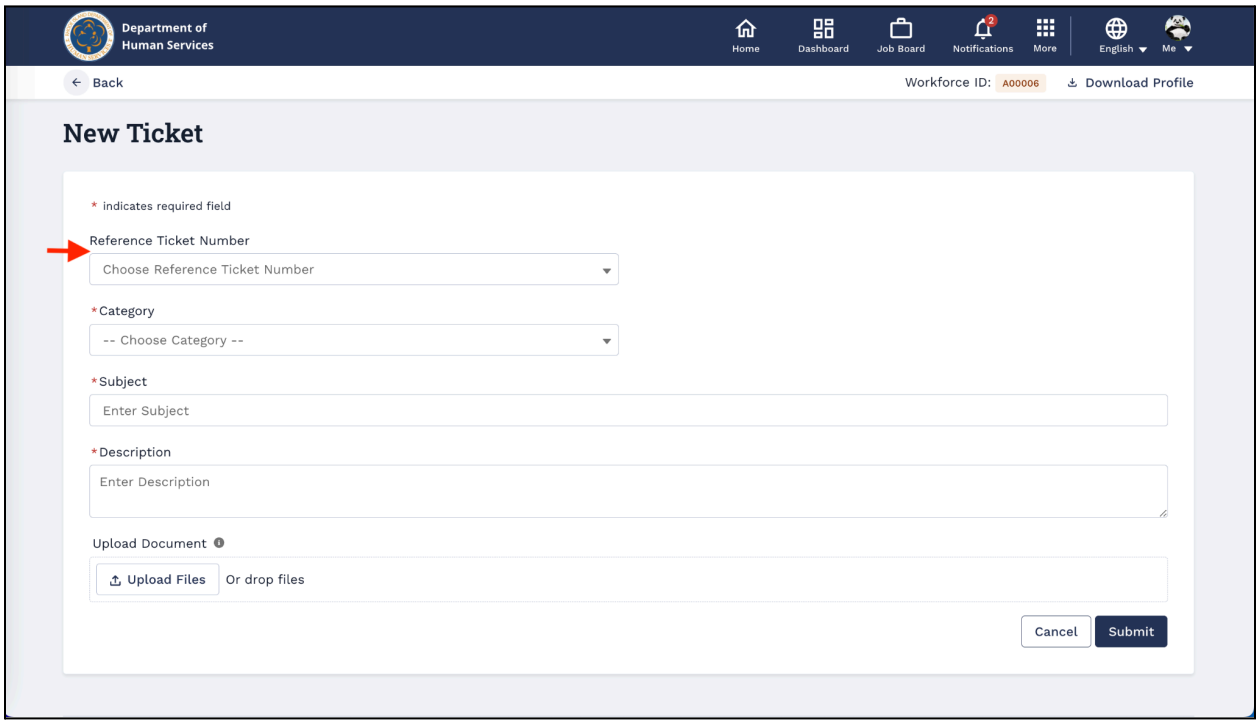
3. Select the **Category** from the drop-down. Enter the details in the **Subject** and **Description** fields. If available, upload the supporting documents.
4. Click the **Submit** button.



The ticket will be submitted, and the case will be created for the submitted ticket.

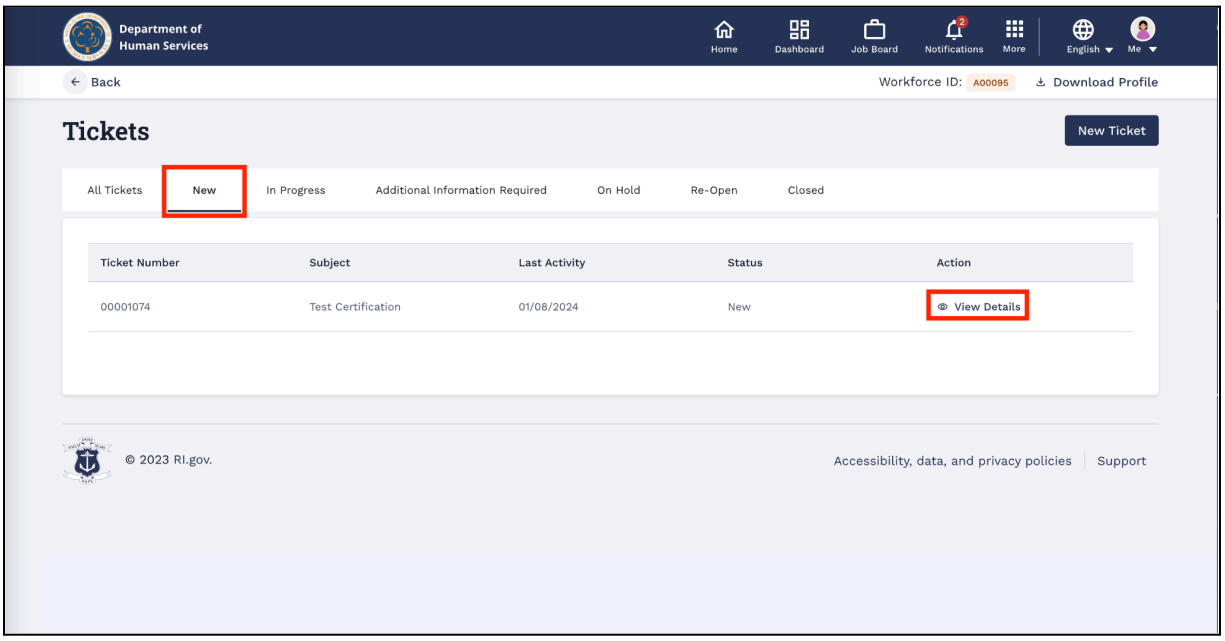


Note: If it is 15 days past closing a ticket, the **Reference Ticket Number** field will be visible while creating a new ticket. For this new ticket, you can provide the closed ticket number as a reference by selecting it from the Reference Ticket Number drop-down

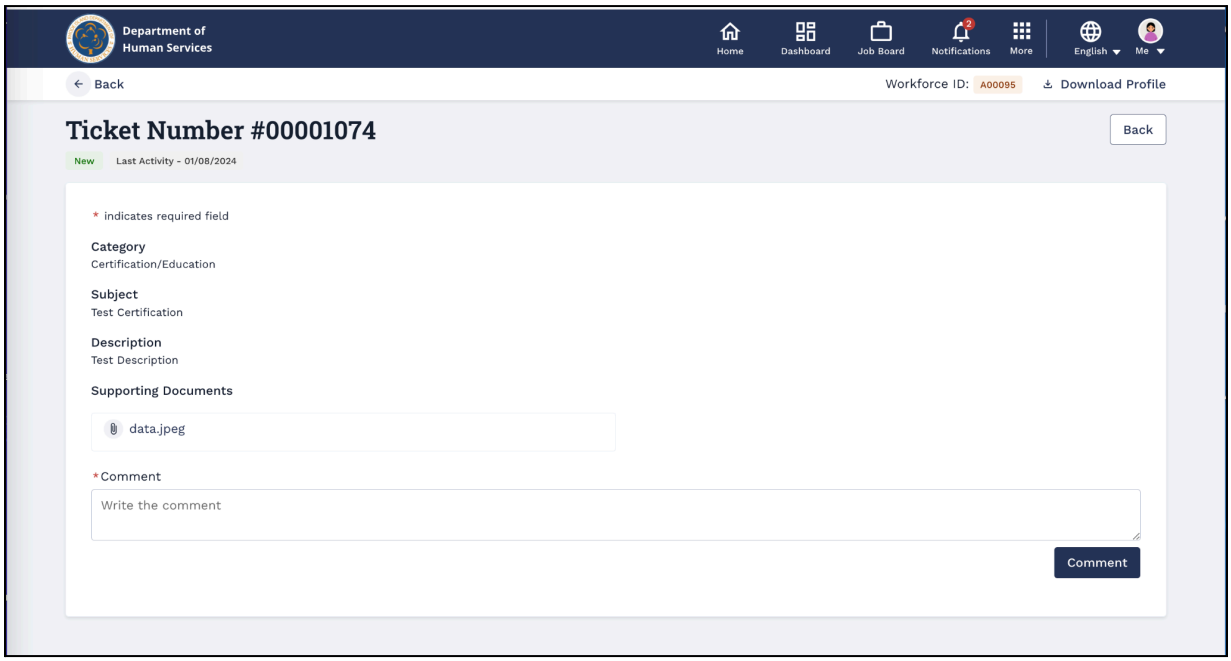


Help Desk Tickets-Statuses

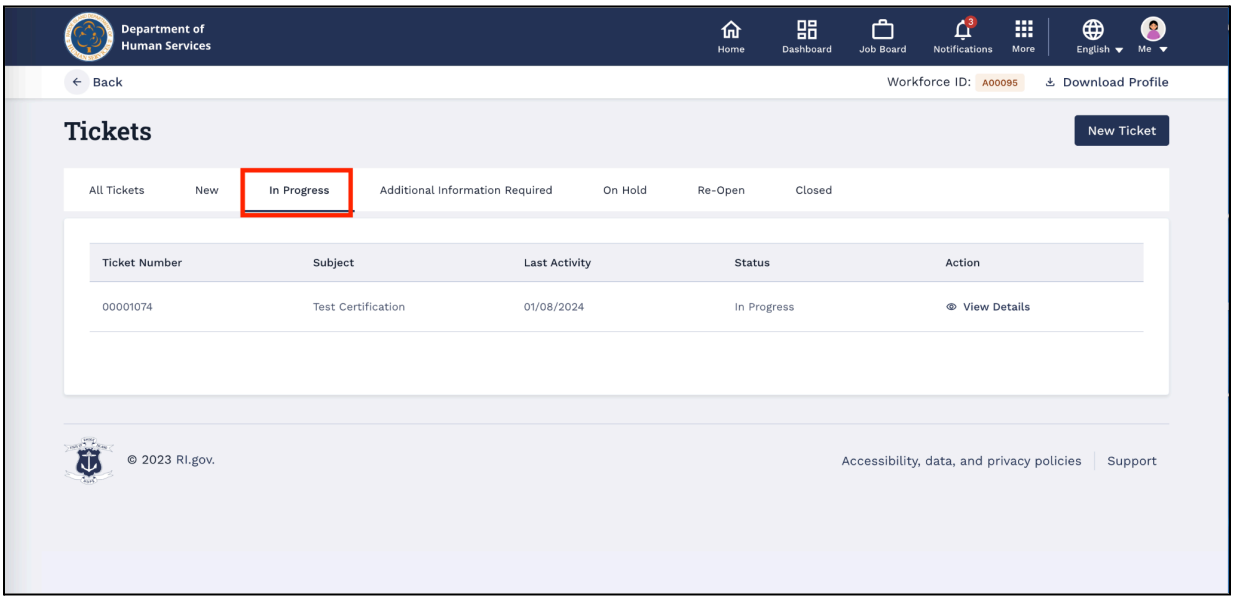
1. Go to the **New** tab to view all of the submitted tickets. Click the **View Details** to view the complete details of the ticket.



Note: To write the comments, enter the comments in the Comment text box and then click the **Comment** button.

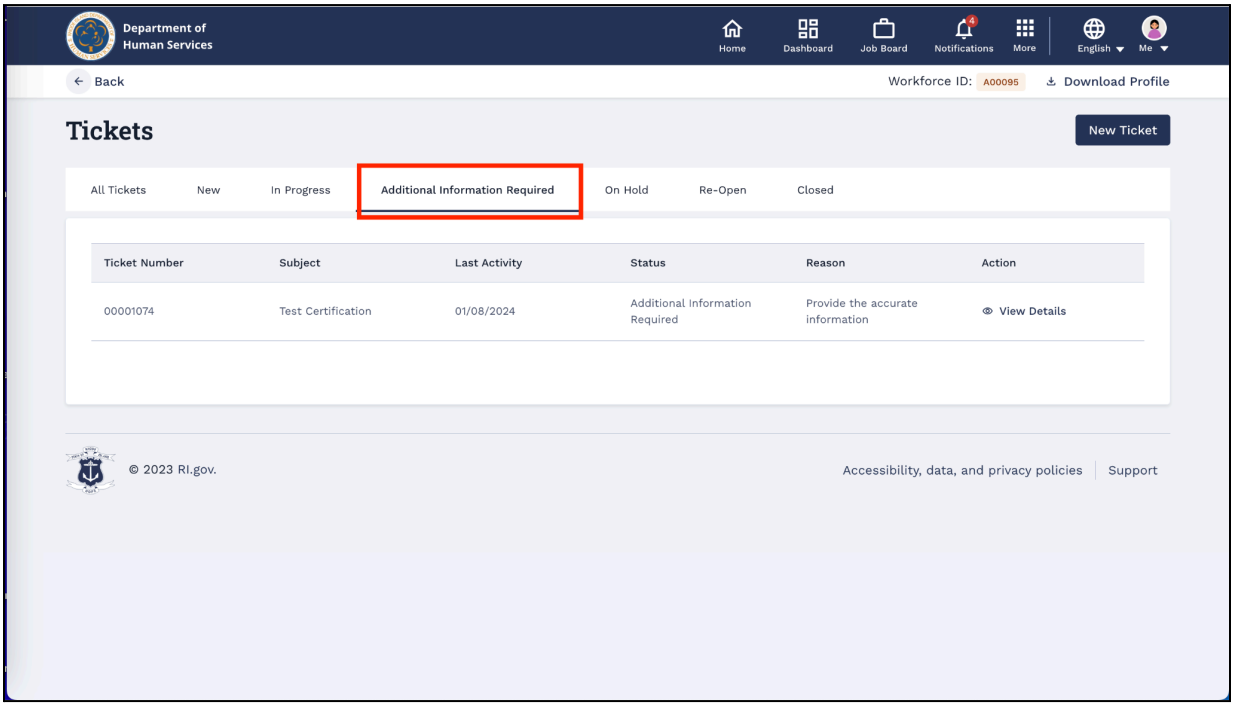


2. To view the tickets that are in progress status, go to the **In Progres** tab.



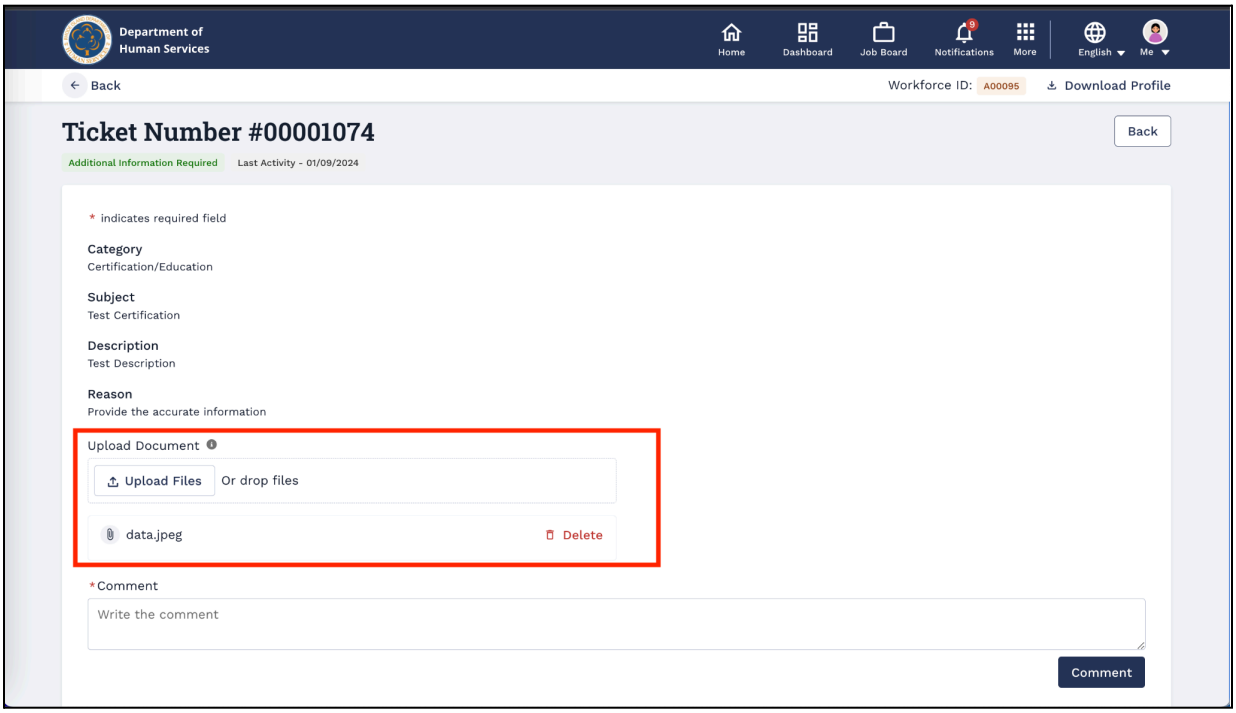
3. If the RISES internal staff requests any additional information on the submitted tickets, go to the **Additional Information Required** tab to view the ticket information.

   Note: You can view the reason under the Reason column.



a. Click the **View Details** link to view the complete ticket details.

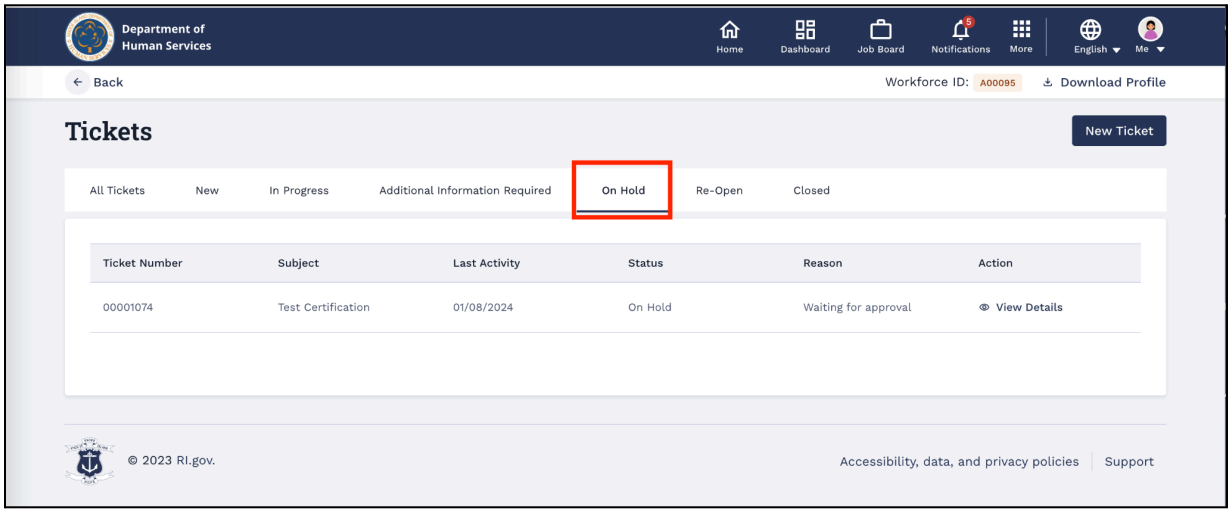
Note: You can delete and re-upload the supporting document if the tickets are in Additional Information Required status.



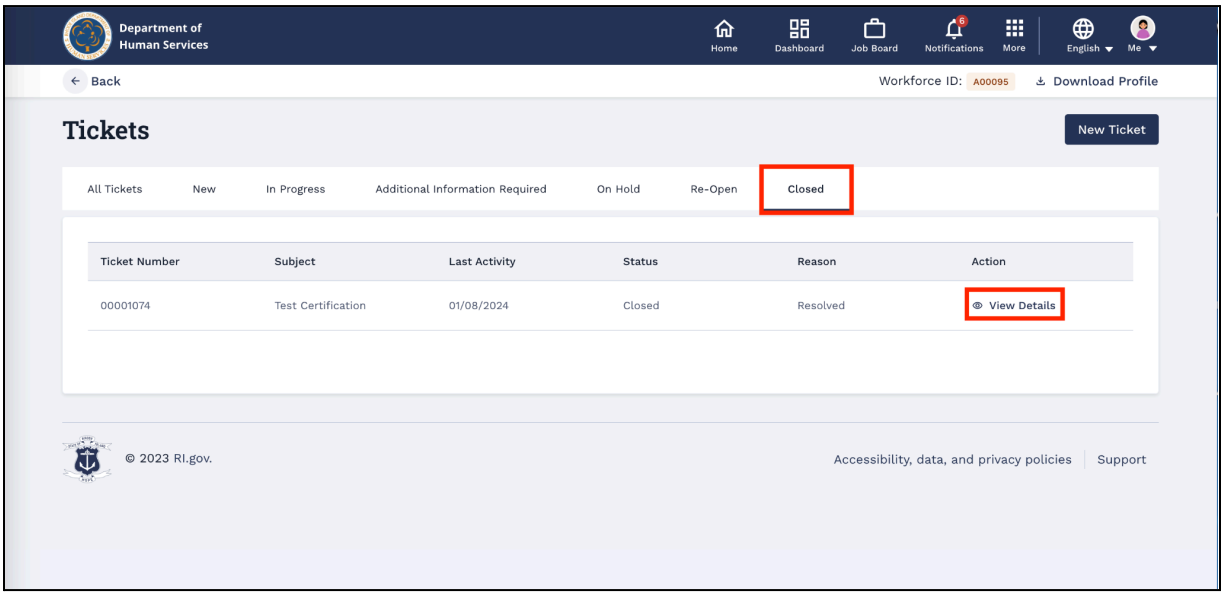
4. Go to the **Hold** tab to view the tickets that are on hold.

Notes:

- You can view the reason for the hold under the Reason column.
- Click the **View Details** link to view the ticket details.

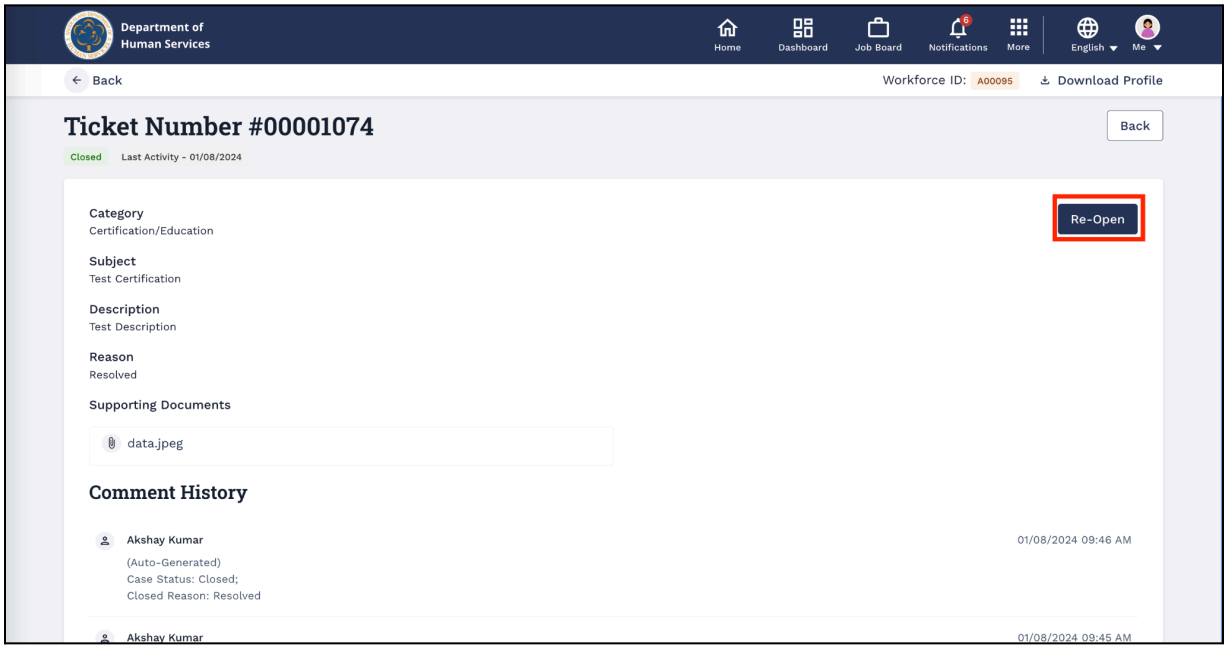


5. Go to the **Closed** tab to view all the closed tickets. Click the **View Details** link to view the ticket details.

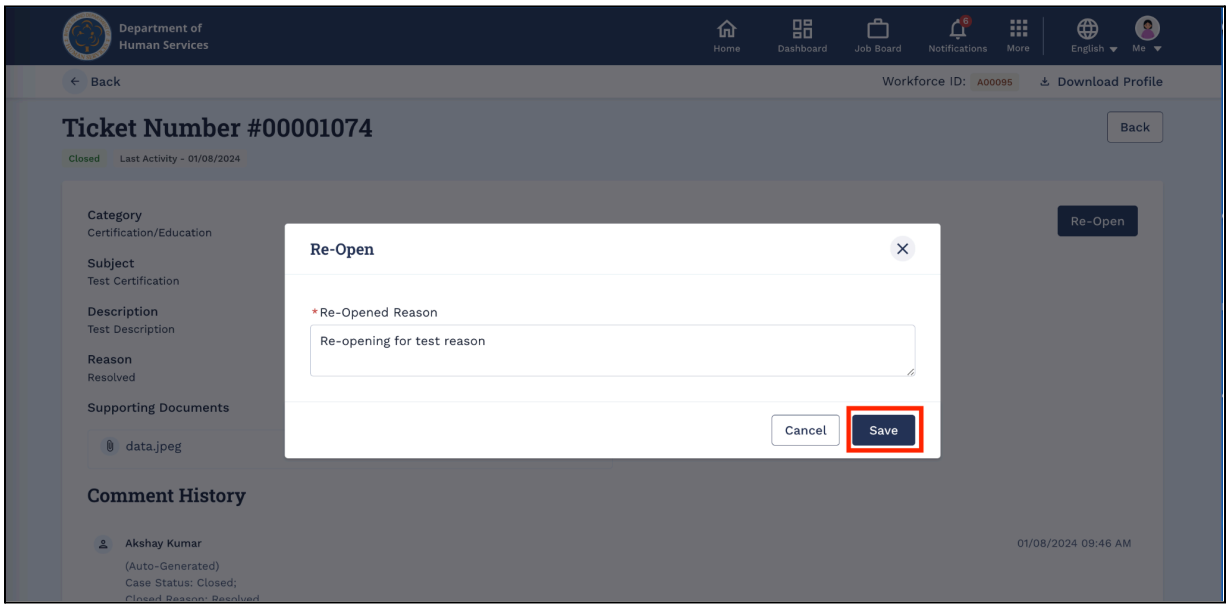


Note: The ticket cannot be reopened after 15 days from the closing date. The user can create a new ticket and input the old ticket number (The Re-Open button will be disabled after 15 days of the closed date).

a. Click the **Re-Open** button at the top right corner to open the closed ticket.

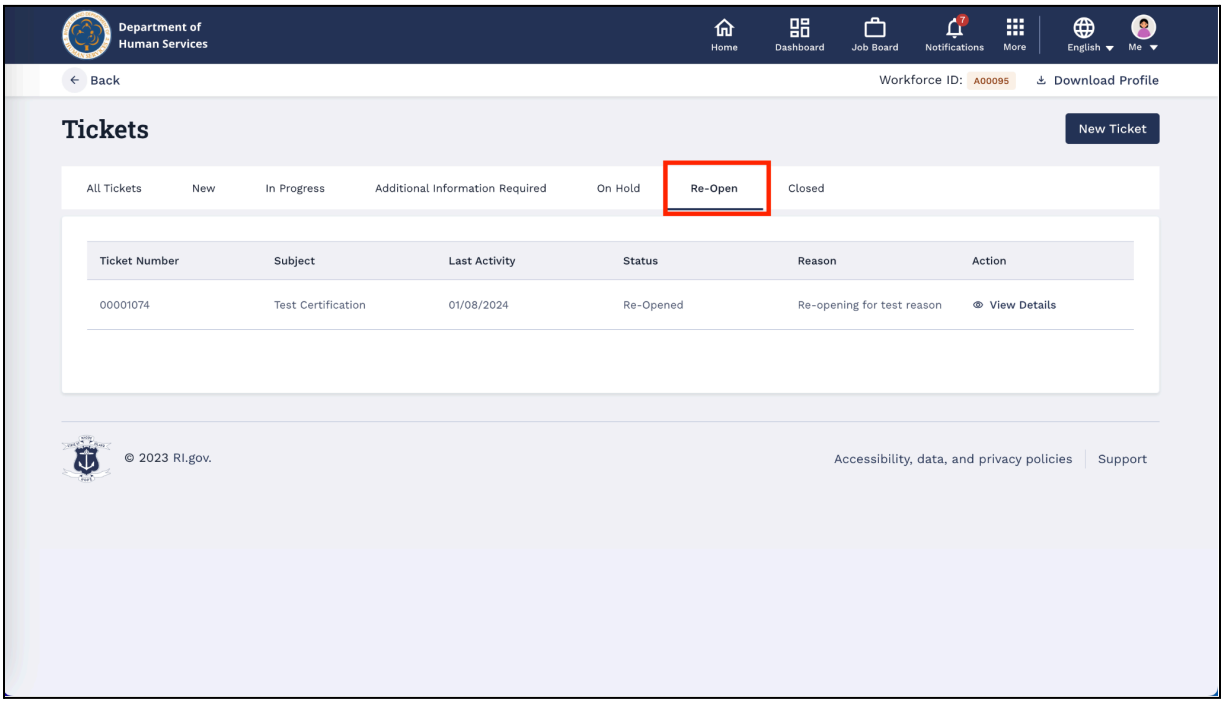
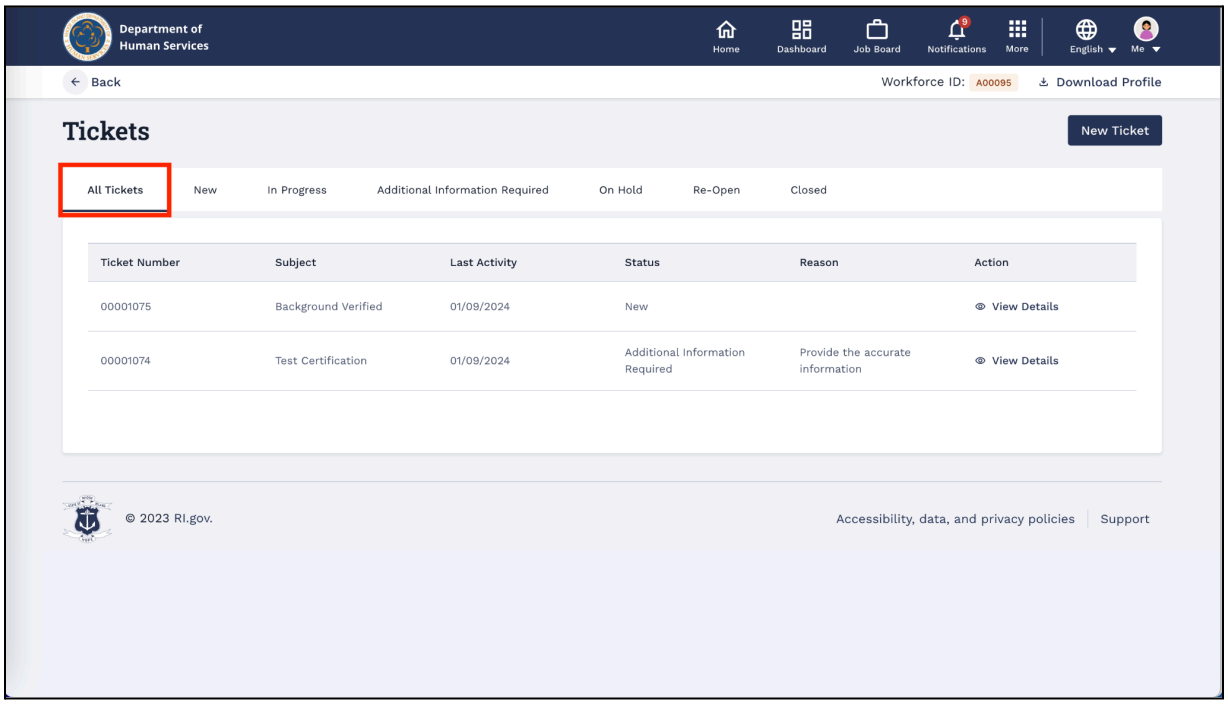


b. Enter the reason for re-opening the ticket and then click the **Save** button.



6. Go to the **Re-Open** tab to view the tickets that are re-opened.

   Note: A ticket may be re-opened by the Portal user or by internal RISES staff.



7. Go to the **All Tickets** tab to see all tickets, regardless of their status.