QUICK START GUIDE

iLE Self-Training Hub

Getting Started

User accounts for both the Synchrous agency contact and the Executive Director have been created in the system. To get logged in for the first time, go to the Synchrous landing page at **ins.ilearningengines.com/synchrous** , click “forgot password” and enter your email address. You will receive an email with a link to reset (set) your own password.

(**Note**: If you are an existing Employee Protection Line subscriber, you can continue to use your existing login credentials.)

Learning Management System

As the initial contact in the Learning Management System, you are responsible for managing the creation of additional users. This can be another LMS administrator or adding user accounts for your employees. There is a link to the platform Admin Guide on the “Administration” tab for reference in performing this task.

(**Important**: Before creating new users, you should run a “Customized User Report” and “include inactive users.” Because we re-activated the prior training platform, you may have current employees who already have a user account on the system. You will not be able to create a new user account for an employee with a pre-existing user account with the same email address. You will need to re-activate the pre-existing account to avoid duplications.)

Once you have added your employees/administrators, you will then have the ability to begin assigning training from the catalog as well as taking advantage of the other resources. You can access a list of courses available to you from the link labeled “Training Module List” in the left navigation on the “Administration” tab.

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Synchrous
RISK MANAGEMENT

Employee Protection Line®

In an effort to streamline implementation, we have designated the Executive Director as the default Lead Contact for the Collective Risk Management Team® (CRMT), the individuals who manage reports made to the anonymous reporting line. Initially, this is the only individual who will have access to the Employee Protection Line link.

In the event a report is made using the service, the Executive Director will be contacted regarding the report and will have the permission/authority to download the report from the report management system. If the agency wishes to change the makeup of the Collective Risk Management Team, this can be done one of two ways:

— The Executive Director can log into the platform and make changes using the "Manage Team" tools found on the "Toolbox" tab from the "Employee Protection Line" link in the left navigation; or

— An administrator can download and complete the "Collective Risk Management Team" contact information forms from the "EPL Resources" link on the "Toolbox" tab. Once completed, email these forms to **xpl@ins.ilearningengines.com**.

Your employees will need your EPL reporting line organization code to either make a telephonic report or to submit a report via **www.EmployeeProtectionLine.com**. To find your organization code:

— Click the "Administration" tab, go to "System Setup" in the left navigation then look for "Employee Protection Line Organization Code" in the list;

— Executive Director: Click "Employee Protection Line" from the left navigation menu on the "Toolbox" tab, there you will see the organization code displayed at the top of the page in parentheses.

Resources for implementing the Employee Protection Line® can be found on the "Toolbox" tab under the "EPL Resources" link. They are:

- Implementation Guide: step-by-step instructions for employee education and implementation
- Employee acknowledgment forms
- Posters
- Sample communications
- Employee Awareness Video: this video can be shown in a group setting or it can be individually assigned to employees for additional tracking.

Best Practices Risk Management Line® (HR consultations)

From time to time, your organization may need advice regarding an employment issue. Synchrous is providing all agencies access to iLE's HR consultation line for this purpose. To submit an inquiry, you must have permission to the "Toolbox" tab and the consultation link on the platform. (See Admin Guide for setting up profiles. Users in the "System Administrator" profile have access to all resources by default.)

Click the link "Best Practices Consultation" from the left navigation menu. Complete the requested information, read and acknowledge the "terms and conditions" and submit your request. You will receive a call from our provider firm as soon as possible, typically within 24 hours.

Should you have any questions at all regarding this information, please reach out to the iLE Help Desk at **helpdesk@ins.learningengines.com** or toll-free at 800-205-5262 and we'll be happy to assist you!

Welcome! We're happy you are here.