

January 2021

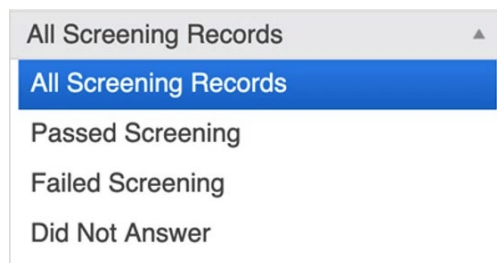
COVID-19 Screening Tool – Questionnaire Customization

An update was made to the COVID-19 Screening tool to allow Dunk & Associates/Systems 24-7 to customize the assessment on a company-level basis. For example, if a company wishes to customize the default screening questions, Dunk & Associates/Systems 24-7 can update the questions for a fee. For more information, email info@systems24-7.com.

COVID-19 Screening Reports

A time stamp for when the report was submitted was added below the date in the COVID-19 Report output. We also updated the COVID-19 Screening Reports to add a filter to the report to allow administrators to display the report by who has failed, passed or did not complete the assessment.

- **All screening records** shows you all the pass/fail results into one combined report in a particular time period.
- **Passed screening** shows you who has passed the assessment within a particular time period.
- **Failed screening** shows you who has failed the assessment within a particular time period.
- **Did not answer** shows you all employees who did not answer the assessment within a particular time period.



February 2021

Import Monthly Talk Completion

We have updated the Import Monthly Talk Completion Tool to allow a pre-filled sample template to be generated. When you wish to import a completion record to a monthly talk, you can apply a series of filters to generate your template. For example, which department, users and monthly talks would you like to apply completion records to? Once filters are applied, a .csv template is generated. Fill in the records and import into the system. The system will auto-alert you if there were any errors in your import.

Import Survey Completion

We have updated the Import Survey Completion Tool to allow a pre-filled sample template to be generated. When you wish to import a completion record to a survey, you can apply a series of filters to generate your template. For example, which department, users and surveys would you like to apply completion records to? Once filters are applied, a .csv template is generated. Fill in the records and import into the system. The system will auto-alert you if there were any errors in your import. As a reminder, this tool only records that the survey was completed, it does not record the user's responses to the survey questions.

Import Library View/Sign Off

Do you ever sit and review a library resource (such as a policy) in a group with your employees? We have updated the Import Library View/Sign Off Tool to allow a pre-filled sample template to be generated. When you wish to import a record to a group of users to document that they have viewed and signed off (if applicable) to a particular resource(s) in your library, you can apply a series of filters to generate your template. For example, which department, users and resources would you like to apply records to? Once filters are applied, a .csv template is generated. Fill in the records and import into the system. The system will auto-alert you if there were any errors in your import.

New Email Template: Survey Reminders

When a user has not completed an assigned survey within a specified amount of time, you can send the user an email from Systems 24-7 as a reminder to login and complete the survey. Those with permission to edit emails in the notification centre have the ability to customize the information contained within these emails.

New Course: Workplace Violence and Harassment CLC

Workplace violence, harassment and bullying are potential hazards that exist in every workplace and must be treated as we treat all high-rated hazards. Left uncontrolled, harassment and bullying may lead to violence, which can result in injuries. The purpose of this course is to instruct all workplace parties on their role in preventing and dealing with workplace violence, harassment and bullying. Material covered includes what the law says, roles and responsibilities, a look at what workplace violence is, a look at what harassment and bullying is, and program components. This module is specific to federally regulated workplaces that fall under the Canada Labour Code.

March 2021

New Courses: Claims Management

Dunk & Associates Inc. has created a new Claims Management module which is provincially specific. This module can be used for any supervisor/managers and/or claims managers. This module can be used in place of the Return to Work – Manager module. It covers Role & Responsibilities, When and What to Report, Understanding the Compensation Board Forms, Offering Modified Duties, Common Issues or Concerns with Claims, and Hints and Tips for Successful Claims Management.

Course Expiry Cycle

The course expiry tool has been updated to allow you to control the course cycle expiry. What does this mean? Have you ever thought it would be good to determine HOW a course expires? For example, perhaps after the expiry your employee only needs to reattempt the final test again? Perhaps if they fail the test twice, they need to redo their course again? Or maybe, after 2 years of being able to skip to the final test, they have to restart the course again? With our new course cycle expiry feature, you will have greater control of how your expiry dates are applied. For more information, download the updated user guides below.

[Configuration Settings - Administration User Guide](#)

[Course Settings - Administration User Guide](#)

May 2021

Admin Menu Survey

On April 7, 2021 we released a stunning and new administration menu with better icons and descriptions to help guide administrators to the right tools.

This month we are collecting user feedback on the placement of the admin menu options so the menu could be re-organized to feature the most popular admin menu items.

Administration

Welcome to the administration section. Please select the feature you wish to administer.

<p>System Settings</p>  <p>Manage system-owned features and services, course equivalents and more.</p>	<p>Configuration Settings</p>  <p>Manage company/site-owned settings, including features, course profile, categories, and more.</p>	<p>Employee Settings</p>  <p>Manage users on the system, such as employees, and add records including training scores, sign-offs, and more.</p>	<p>Course Settings</p>  <p>Add, review and manage online training courses.</p>	<p>Library Settings</p>  <p>Add and manage resources to any library, including policies, forms, and more.</p>
<p>Dashboard</p>  <p>Manage items and widgets available on the dashboards.</p>	<p>Glossary</p>  <p>Manage terms in your site's glossary.</p>	<p>Event Scheduler</p>  <p>Schedule events, print sign-in sheets, manage attendees and, confirm registration.</p>	<p>Monthly Talk</p>  <p>Add and manage monthly talks delivered on Systems 24-7.</p>	<p>System Report</p>  <p>Generate a report on any feature such as training, surveys, monthly talks, etc.</p>

June 2021

Admin Menu Update

Date Launched: Wednesday, June 2, 2021 9:30-10:30pm EST

We thank everyone for the feedback they provided in the survey last month. This Wednesday, we will release the update to the admin menu to organize the administration options based on what tools you use the most. Here's what you voted for the top eight positions:

1. Employee Settings
2. System Reports
3. Course Settings
4. Library Settings
5. Dashboard
6. Monthly Talks
7. Survey
8. All-in-One

Administration

Welcome to the administration section. Please select the feature you wish to administer.

<p>System Settings</p>  <p>Manage system-owned features and services, course equivalents and more.</p>	<p>Configuration Settings</p>  <p>Manage company/site-owned settings, including features, course profile, categories, and more.</p>	<p>Employee Settings</p>  <p>Manage users on the system, such as employees, and add records including training scores, sign-offs, and more.</p>	<p>Course Settings</p>  <p>Add, review and manage online training courses.</p>	<p>Library Settings</p>  <p>Add and manage resources to any library, including policies, forms, and more.</p>
<p>Dashboard</p>  <p>Manage items and widgets available on the dashboards.</p>	<p>Glossary</p>  <p>Manage terms in your site's glossary.</p>	<p>Event Scheduler</p>  <p>Schedule events, print sign-in sheets, manage attendees and, confirm registration.</p>	<p>Monthly Talk</p>  <p>Add and manage monthly talks delivered on Systems 24-7.</p>	<p>System Report</p>  <p>Generate a report on any feature such as training, surveys, monthly talks, etc.</p>

New Course: Looking at the Act

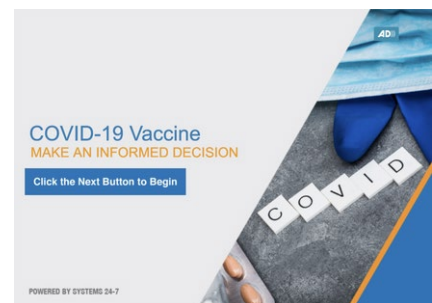
Dunk & Associates Inc. has created a new Looking at the Act course for each province. In this course we introduce learners to understanding the layout of their province's Occupational Health and Safety Act and how to search it for information.

Want this course or have questions? Email us at info@systems24-7.com.

July 2021

COVID-19 and Vaccination Course Now Available

This module is meant to bring awareness to staff about the importance of getting the COVID-19 vaccination. It covers the impact of the pandemic, the benefits of receiving the vaccine, information on vaccine safety and effectiveness and how they work, risks of allergic reactions, and the risks of not getting vaccinated. This module also meets the Ontario Health Care Directive for staff training for those who choose not to get vaccinated.



Update Coming Soon

Dunk & Associates Inc. is always working to improve Systems 24-7. To improve your usage on Systems 24-7, on Wednesday, July 28th, we will be migrating our servers to Azure.

Azure is a cloud-based solution hosted in Ontario. It will provide us with the expandability, resources and functions that are required, and provide you with faster speeds and better resources as end-users.

During this update, there may be a short period of intermittent downtime. We will follow-up with more information closer to the update. We thank you in advance for your patience and cooperation.

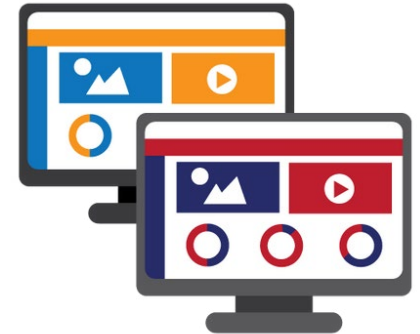
August 2021

Custom Domains and Themes

Does your organization have multiple banners or do you operate your services in multiple languages? Systems 24-7 can now allow your organization to have custom themes and domains to support this.

With this new update English users can be pointed to a strictly English site and French users can be pointed to a strictly French site. Employees working in different banners of a parent company can also use a site themed and designed specifically for that banner.

At the end of the day, we want Systems 24-7 to look and feel like your organization, no matter how many divisions or banners you might have. For more information, please email us at info@systems24-7.com. Additional fees apply for purchase of additional domains.



Dark Web Monitoring

In 2021, data breaches have been making headlines across the world. Cyber security is becoming one of the biggest risks to organizations.

At Dunk & Associates/Systems 24-7, we do everything we can to protect your data and ensure your information is secure with us. We are pleased to now offer Dark Web Monitoring for your organization.

What is dark web monitoring? Dark Web Monitoring is a service which regularly searches the dark web where information is traded and sold by cyber criminals. Dunk & Associates can conduct preemptive searches on the dark web to ensure that your data (such as emails, credentials and other personal information) is not compromised and not being targeted. For more information, please email us at info@systems24-7.com. Additional fees will apply.

New Technology Courses

Your employees are your first and last line of defense in protecting your organization's confidential information. How many of us have been a victim of 'phishing' or accidentally attached the wrong document to an email? Proper training will help reduce these incidents.

Dunk & Associates is now offering technology-based courses to help protect your organization. Current courses include:

- Computer Security and Internet Safety
- Cyber Security Basic Training
- Drone Basics
- Email Etiquette
- Phishing Awareness
- Understanding Viruses, Trojans and Worms
- Understanding Your Computer Hardware



Full course descriptions can be found online at [here](#). Additional fees will apply.

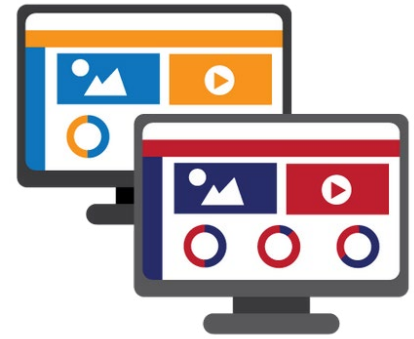
September 2021

New Email Templates: New Survey Added and Survey Responses

For those using the survey feature, two new email templates are now available on Systems 24-7. Below is a summary of each email and instructions on how to enable it are included in the updated Notification Centre User Guide.

Survey Added: When a new survey is added to the site and posted (meaning it is now available to be completed), an email can be sent to those assigned to complete the survey.

Survey Response: When a survey is completed, an email can be sent with a copy of the survey responses.



Technology Understanding

If you have been following our monthly Systems 24-7 Technology Newsletters, you will recall we recently migrated our production servers hosting your Systems 24-7 application from local hosted to Microsoft Azure Cloud Hosting. This was a large step forward in providing you with more resources like faster speeds, better hardware, application insights, additional security, and greater expandability options.

Along with these improvements comes with Microsoft's hosting service level agreement of 99.5% up time of services per week. This potential 0.05% down time a week is to cover hardware and software upgrades including security patches and overall technology maintenance. Although Microsoft and Dunk & Associates do our best to ensure there is as little to no interruptions to your service as possible, we do still account for unexpected scenarios when working with technology and cyber security.

We at Dunk & Associates want to ensure we always keep transparent with our clients on your Technology platform. To ensure we are transparent, below is our updated descriptions of security, backup, and continuity planning to keep you informed.

[Read our Updated Technology Understanding](#)

October 2021

Accessibility Test Tooltips

Systems 24-7 added accessibility tooltips onto tests at the end of 2020. This update was made to provide users with a prompt to confirm their selected answer in a test and allow them the opportunity to change their mind and make a correction.



Why was this change made? It was made for three reasons;

- We strive to make our online learning as inclusive as possible.
- To meet government requirements for specific eLearning programs.
- The WCAG 2.0 (the globally recognized standards for web accessibility) specifically outlines that users should be provided with the ability to confirm responses in testing scenarios.

After this change, we had a number of clients request the ability to turn this off. We have now launched this as a configurable setting so you can determine whether or not to use the prompts. Even though we are now able to offer this as a customization setting for your organization, we do recommend keeping it enabled.

SCORM Courses

Do you have SCORM-based training? Systems 24-7 now has tools to enable you to upload your own SCORM 1.2 courses. From the training menu, users will be able to click on the course and complete it through Systems 24-7.

Our system will track completion and this data will be available in the training reports, like your other courses.

If you're interested in posting your own SCORM courses, you can do this yourself through the Add Course tools on Systems 24-7.

Systems 24-7 on your Mobile Device

The request for a mobile device is one that we hear often. As many of you know, our new Systems 24-7 platform was launched in 2016 to replace our old OHS (Occupational Health and Safety) system. Since launch, we have been in a constant build mode, working on all the features and functions that you need to help you manage your business programs. Until Systems 24-7 is able to sit in a "rest phase" (meaning we have completed platform development), we haven't prioritized developing an app version. But just because we don't have an app, doesn't mean you can't add a short cut to your mobile's home screen. This means you can click the icon and get right to your login page through your phone's internet browser. Want to learn more and set this up on your devices? [Click here](#) to read more.

November 2021

Add/Edit Employees & My Profile

Estimated Launch Date: Wednesday, December 1st, 2021.

An update is scheduled for next month on Wednesday, December 1st to the Add/Edit Employee page. We want to provide you with ample notice of this change so that you can have time to communicate it to your administrators and employees.

This update will divide the add/edit employee pages into two steps; in Step 1, the administrator will enter in the employee's Systems 24-7 account details. This includes their department, categories, permissions, etc. In Step 2, the administrator will enter in the employee's details, such as assignable courses, date of hire, etc. After this update, assignable courses will now be able to be added to employees from the add/edit employee pages. In addition, to be consistent with the changes made to the Add/Edit employee page, updates will also be made to the My Profile page.

Here is what is changing:

- Visual design updates to the layout of the pages.
- Related information about the employee grouped into sections/boxes on the Add Employee, Edit Employee and My Profile pages.
- Two step-process to add employees to Systems 24-7:
- System Settings (account information, work location information, permissions, authentication)
- Employee Information (personal information, assignable courses)
- Ability to add/edit assignable courses from the add/edit employee pages
- Ability to collect an employee's mobile phone number in addition to their home phone number. Employees can update this on their Profile. Completing this information is not mandatory.
- Ability to enable user settings directly from add employee page, not just the edit employee page; ie. auto-play voiceover setting.

Please see the images below to review the changes coming:

Current Design Add/Edit Employee

New Design Add/Edit Employee

Current Design My Profile

New Design My Profile

Technology and Graphics Department Closures

The Dunk & Associates Graphic Design and Technology departments will be closed on Wednesday, December 1st until Tuesday, January 4th. Any requests should be sent to technicalsupport@systems24-7.com no later than November 5th for consideration before the department closures. Our current work que is quite full, but we will try and accommodate as much as possible.

December 2021

Add/Edit Employees & My Profile

Launch Date: Wednesday, December 1st, 2021.

An update will be made to the add/edit employee page in the evening of Wednesday, December 1st during our regularly scheduled maintenance window. This update will divide the add/edit employee pages into two steps. In Step 1, the administrator will enter in the employee's Systems 24-7 account details. This includes their department, categories, permissions, etc. In Step 2, the administrator will enter in the employee's details, such as assignable courses, date of hire, etc. After this update, assignable courses will now be able to be added to employees from the add/edit employee pages.

To be consistent with the changes made to the Add/Edit employee page, updates will also be made to the My Profile page. See the changes to each page below.

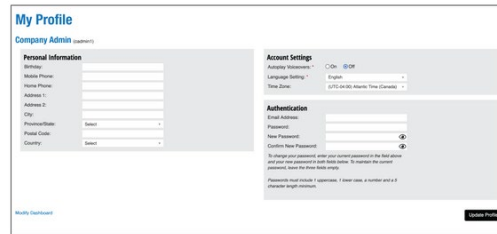
Please see the images below to review the changes coming. Userguides have been updated to reflect these changes.

Current Design Add/Edit Employee

New Design Add/Edit Employee



Current Design My Profile



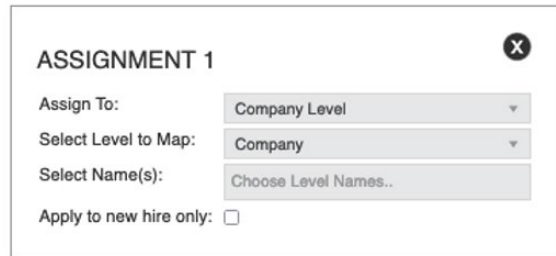
New Design My Profile

Update to Assignment Tools

An update was made to the following assignment tools on Systems 24-7 to allow the ability to assign to new hires based on a specified hire date:

- Profile Training*
- Libraries (both Headers and Resources)
- Surveys
- Monthly Talks

*An additional update was made to the edit company training profile tool to allow training to be assigned to specific users.



All userguides have been updated to reflect the changes.

New Email Template: Library Resource Next Review Date

A new email template has been added onto Systems 24-7 within the notification center to communicate next review dates on Library Resource items. When a library resource is added (such as a policy), a “next review date” can be added to the resource to inform your organization when the resource requires review. With this new email template enabled, a reminder email will be sent to administrators to inform them that the resource should be reviewed.

The notification center user guide has been updated to include this new email template.