Updates and New Features 2022

January 2022

Webinar Recording: Learning Systems 24-7

In January, we recorded an excellent Learning Systems 24-7 webinar which discussed all the ways you can engage with your employees using the platform. If you wish to watch the recording, click here. For a list of all our upcoming webinars, visit us online at www.systems24-7.com/webinars.

Reminder: System Updates and Maintenace Window

In case you didn't already know, Systems 24-7 performs scheduled updates and maintenance every week! This is to ensure we are delivering the best experience; while being safe, secure and reliable! Each Wednesday evening from 9:00pm-10:00pm EST, we perform system updates. If you login during these times, you may see a message that we're performing scheduled maintenance and you may experience temporary disruptions.

In addition, we also perform server maintenance each Sunday from 11:00pm-12:00am EST. During this time frame, Systems 24-7 will be inaccessible during reboot periods.

New Courses

Impairment in the Workplace
Impairment in the workplace is an ongoing issue that many employers face. It not only affects the health and safety of the employee, but those who work around them. This module will help employers and supervisors understand their responsibilities with regards to impairment. It discusses causes, signs and symptoms of impairment, recreational and medical cannabis, recognizing and responding to impairment, drug and alcohol testing, fit for duty and the duty to accommodate for drug and alcohol dependencies.

Silica Awareness
This module will provide employees with basic information regarding silica and its hazards, including identifying typical silica containing materials and processes that can expose employees to silica. This awareness module does not qualify employees to work with silica containing materials.

February 2022

Webinar Recording: Learning Systems 24-7

In January, we recorded an excellent Learning Systems 24-7 webinar which discussed all the ways you can engage with your employees using the platform. If you wish to watch the recording, click here. For a list of all our upcoming webinars, visit us online at www.systems24-7.com/webinars.

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In addition, we also perform server maintenance each Sunday from 11:00pm-12:00am EST. During this time frame, Systems 24-7 will be inaccessible during reboot periods.

March 2022

Changes to Dunk & Associates Email Process

At Dunk & Associates, many of us work a 4-day work week. Previously, if an employee was off or on vacation, you could email them and receive a response from another member of our team. On April 1st, our process is changing as we implement multi-factor authentication on our emails to protect our clients and customers.

What will this mean for you? When an employee of Dunk & Associates is off or on vacation, their emails will no longer be

monitored. Instead, you will receive an out of office message explaining the employee will respond when they return.

If you require immediate assistance don't worry, you have options!

Call into the office at 1-866-754-8839 to speak with someone directly. Email technicalsupport@systems24-7.com.

As always, our staff's office hours are communicated in their email signatures. We thank you for your understanding as we work towards delivering the highest possible services and experience.

Address Change

If you have not done so already, please ensure that you update our mailing address to the following:

Dunk & Associates Inc./Systems 24-7
PO Box 211
Port Colborne, ON
L3K 5V8

New Course

This training module is designed to review and refresh employees on health and safety basics. It covers the 3 rights of workers, general worker responsibilities for health and safety, and roles and responsibilities for Workplace Violence and Harassment and Return to Work. It also includes information on WHMIS pictograms and slips, trips and falls. It is important for employees to review Health & Safety topics on a regular basis to refresh the information and keep up to date with any changes that may occur.

April 2022

Changes to Dunk & Associates Email Process

At Dunk & Associates, many of us work a 4-day work week. Previously, if an employee was off or on vacation, you could email them and receive a response from another member of our team. On April 1st, our process is changing as we implement multi-factor authentication on our emails to protect our clients and customers.

What will this mean for you? When an employee of Dunk & Associates is off or on vacation, their emails will no longer be monitored. Instead, you will receive an out of office message explaining the employee will respond when they return.

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As always, our staff's office hours are communicated in their email signatures. We thank you for your understanding as we work towards delivering the highest possible services and experience.

Office Closed – Easter

Dunk & Associates will be closed on both Friday and Monday for Easter. We hope you have a safe and happy holiday.

Upcoming Webinar: Learning Systems 24-7

Wednesday, April 6, 2022 | 1:00pm - 2:00pm EDT

Systems 24-7 has so many features, helpful reports and user friendly services; let's learn together! Join us on Wednesday, April 6th as we take a deep dive into developing engaging and meaningful online training. We will show you how to build the courses online on Systems 24-7, add activities and tests, and also get tips and advice from our certified adult educator on best practices for adult learners. You don't want to miss it! Can't attend? Not a problem. This event will be recorded! Click here to register.

Youtube Channel

Dunk & Associates Inc./Systems 24-7 is pleased to launch our YouTube account! Here you'll find access to our previously recorded webinars and other helpful content. Subscribe to our channel and turn on your notifications to keep up to date when a new video is posted. Click here to visit our channel.

Training Feature Update: Training & Tracking

Launch Date: April 6, 2022

Coming in April, we will be relabelling the "Training" feature to "Training & Tracking". This is because the training page is not just for employees to access their online courses. Did you know you can also use it to track external training records right on employee's profiles? This includes training records for courses like First Aid, Respiratory Fit Testing, JHSC Certification, and more (these are generally referred to as placeholders). Administrators can upload these external training records and employees can receive credit directly on their training pages along with the copies of their certificates. You can also place these records under a tracking "service" on your training page (see below for an example). Use Systems 24-7 for all your tracking needs!

Forced Ordering

Do you use Systems 24-7 to build your own training? Did you know a course can have multiple modules below it? For courses that have multiple modules, you now have the option of determining whether the ordering is forced or not. On the module home page, you will see a setting at the bottom of the page to determine whether the modules need to be taken in order by the user. If this is turned off, this means an employee can choose which module in the list to complete. Regardless of order, all modules within a course still need to be finished in order for the course to be marked as complete.
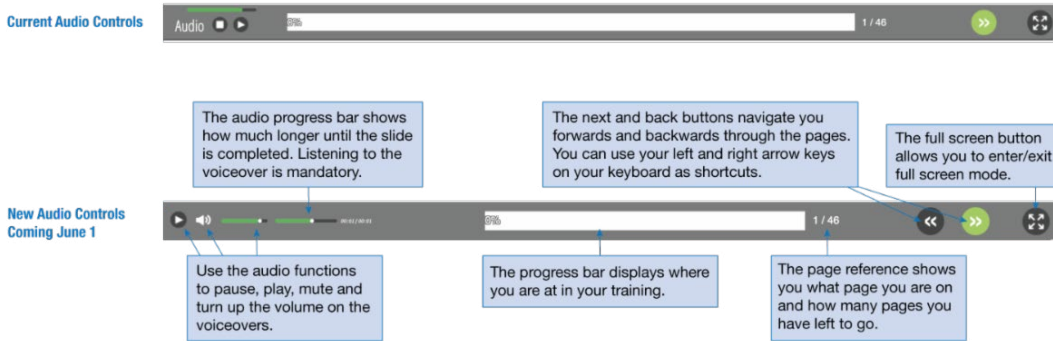

May 2022

Audio Player Update: Release Date June 2022

Dunk & Associates will be releasing an update to the player in the evening of Wednesday, June 1st. In this update, you will see changes to your course audio controls. This new update will allow learners to see to progress of the voiceover.

This is for accessibility to provide learners with the expectation of how long it will take to listen to a slide. With the new audio controls, learners can also rewind if needed to re-play a portion of the voiceover.

Current Audio Controls

New Audio Controls Coming June 1

The audio progress bar shows how much longer until the slide is completed. Listening to the voiceover is mandatory.

The next and back buttons navigate you forwards and backwards through the pages. You can use your left and right arrow keys on your keyboard as shortcuts.

The full screen button allows you to enter/exit full screen mode.

Use the audio functions to pause, play, mute and turn up the volume on the voiceovers.

The progress bar displays where you are at in your training.

The page reference shows you what page you are on and how many pages you have left to go.

Office Closed – Victoria Day

As a reminder, Dunk & Associates will be closed on both Friday, May 20th and Monday, May 23rd for Victoria Day.

Expand Course Feature

When taking a training course on Systems 24-7, have you ever wished you could expand the training window? Great news - now you can! This update gives users the ability to expand the course window to fit their entire display screen; allowing for better concentration and focus on the online training content. The left-hand table of contents remains on screen to allow easy navigation and access to printables or course glossary. For those clients who currently use our e-Learning modules in a classroom setting, this new option will provide for a better classroom learning experience.

Tracking and Training

Last month we renamed the "Training" feature to "Training & Tracking" and updated the menu icon. This is because the training page is not just for employees to access their online courses. Did you know you can also use it to track external training records? This includes training records for courses like First Aid, Respirator Fit Testing, and/or JHSC Certification. Administrators can upload these external training records and employees can receive credit directly on their training pages along with the copies of their certificates. Use Systems 24-7 for all your tracking needs.

Old "Training" Icon

New "Training & Tracking" Icon

Training

Training & Tracking

If you're interested in learning more about how to use Systems 24-7 for your external tracking, please email technicalsupport@systems24-7.com.

New Email Template: Resource Expired

For those with libraries on Systems 24-7 (policies, forms, etc.) a new email template has been added. When enabled in the notification centre, this email will provide a list to employees that includes resources in the libraries that have expired sign-offs. Like our other notifications, these emails can be copied to an administrator for follow up.

Admin > Notification Center > Manage Email Message

Manage Emails

Back to Setting

Resource Sign Off Expired

en | fr | es

Subject Line *   A sign-off on a Resource has Expired

Trigger   Resource Sign Off Expired

en | fr | es

Email Content *

Dear {FirstName},

This email is to inform you have expired sign-offs on the following resources. Please see the list below and log into {CompanyURL} to re-read the resource and complete your sign-off again.

{ResourceSignOffExpiredList}
Regards,

Systems24-7 Administration

Save   Cancel

Update to Manage Employee Page

You asked for it, and we listened! You now have two options to search for employees on the manage employee page.

Admin > Employee Settings > Manage Employee

Manage Employee

Licensee:	Dunk & Associates
Company:	Dunk Test Company
Search Filter	
Status:	Active
Search Users:	company
Country:	Admin, Company
Province:	
Site:	
Department:	All

Search

Admin > Employee Settings > Manage Employee

Manage Employee

Licensee:	Dunk & Associates
Company:	Dunk Test Company
Search Filter	
Status:	Active
Search Users:	tes
Country:	g, test 1
Province:	test, test
	test, Traci
Site:	Test user, Blake
	User, Test
Department:	All

Search

OPTION 1:

You can type in the employees first name, last name or username into the search user field and we'll display employees that match your criteria in the dropdown. You can then quickly select them from the dropdown and it will open the user in the results.

OPTION 2:

You can now search for employees with their partial names or usernames and then select the search button. For example, you could type in "Sar" and then find all employees on your site with "Sar" in their first name, last name or username. In the displayed results, you can manually look for the employee you wish to update.

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/Systems 24-7 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. Don't have a topic you're looking for? We are currently working on

growing this library. For access to these courses and future ones, please email us at technicalsupport@systems24-7.com. *Please note: courses are currently in English Only.*

June 2022

New Course: Recruitment Training

This recruitment module is designed for Managers/Employers as a guide for conducting a successful recruitment process. From creating job descriptions to onboarding, this module provides step by step instruction, including best practices and legal considerations to follow in order to be successful and mitigate risk during your recruitment process.

Course Audio Player: Release Date June 1st, 2022

Dunk & Associates will be releasing an update to the course audio player controls in the evening of Wednesday, June 1st. This new update will allow learners to see to progress of the voiceover. This is for accessibility to provide learners with the expectation of how long it will take to listen to a slide. With the new audio controls, learners can also rewind, if needed, to re-play a portion of the voiceover. Userguides posted on the Systems 24-7 User Aids page on your site have been updated to reflect this change. Want to see what it will look like? See below!
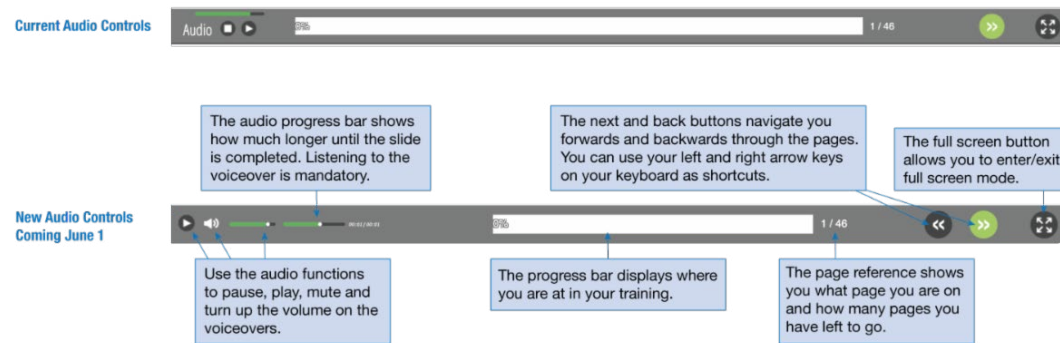
Notification Centre

Systems 24-7 has a variety of default emails that you can enable and customize. For example, you can email users their username and password when they are added to the system, remind employees when training is soon to expire or has expired, and even inform them of an expired sign-off requirement on a policy. All templates can be edited, giving you complete control of what Systems 24-7 communicates. There are also settings to specify who receives these emails, the frequency they are sent, and whether you want to redirect the email to an administrator if an email is missing from the employee's account. Here's an idea for you - why not customize the "New Account" emails to provide further instructions on what you want new employees in your organization to know, and what you want them to do first on Systems 24-7? Take a look and get the most from your notification centre! Users with permission can access it in the administration section. Want help? Contact support@systems24-7.com.
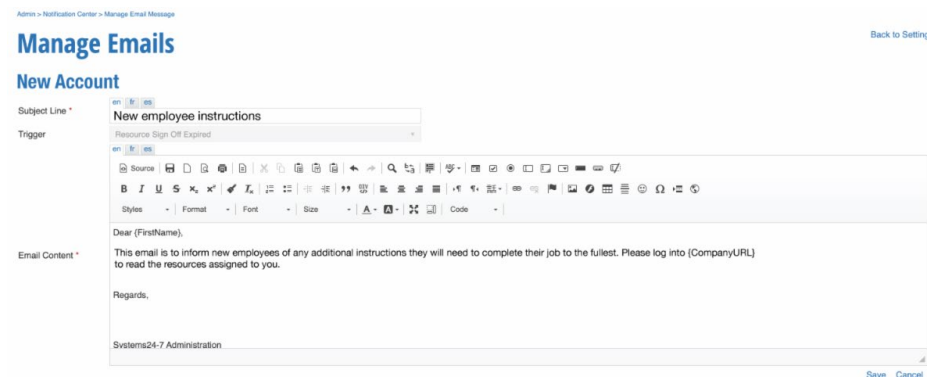
SDS Catalogue

Are you storing your Safety Data Sheets (SDS) in binders under the kitchen sink? Time to modernize! Our SDS management solution provides your organization with easy-to-use management tools. This enables a more cost-effective compliance solution for the various legislative requirements and regulations. Our online solution creates a simplified SDS management system, allowing your employees to quickly access information when they need it, without having to search for where the binder went off to. When an exposure happens, you want to be able to respond as quickly as possible - those seconds matter!

Want to learn more? For more information, email us at info@systems24-7.com.

July 2022

New Course: Recruitment Training

This recruitment module is designed for Managers/Employers as a guide for conducting a successful recruitment process. From creating job descriptions to onboarding, this module provides step by step instruction, including best practices and legal considerations to follow in order to be successful and mitigate risk during your recruitment process.

Employee Scheduler

Systems 24-7 is designed to be an employee management portal. Did you know that you can also use it for creating and publishing work schedules? The employee scheduler on Systems 24-7 is an add-on feature which allows managers to build schedules directly on the platform. Employees can view their schedules online, request time off, submit vacation requests and more!

The employee scheduler is built to suit the needs of your business. You can set-up the operating hours of your company, set-up any other important days, and set parameters for time off entitlements. Want to learn more? Send us an email to support@systems24-7.com.

August 2022

Course Access Allotment

Systems 24-7 now has a company-wide setting to determine how long users can access courses on your site; for example, a date could be set to only allow access to courses for one year. This setting is based on users' date of hire and applies to all employees across your organization. After this time period, users can still log into the site, but they can no longer complete their training; They can view their progress and certificates, but are not able to enter the courses. This was added for our Certification 24-7 platform, but it can be used by others as well. For example, if your business operates seasonally and you want to limit access to the training over the winter months, this could be a solution!

Please email support@systems24-7.com for more information.
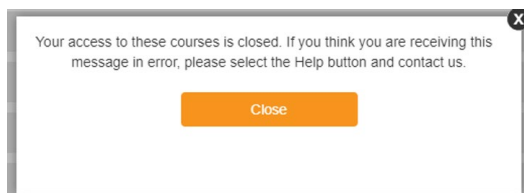
### Restart Course After 'Complete By' Date Has Passed

Do you have your own courses on Systems 24-7? Have you ever wished that users would be forced to re-start your courses if they fail to complete them within their "complete by" date? You are in luck! A company setting is now available to apply this feature to your courses across your organization. When a course has a due date, meaning the date in which a user must complete it after it has been assigned, Systems 24-7 can now force users to take the training again from the beginning. This means all their progress will be reset and they start back at square one. This can be a great motivational

tool to ensure employees are getting their training finished within the designated time period. Please email support@ systems24-7.com for more information.
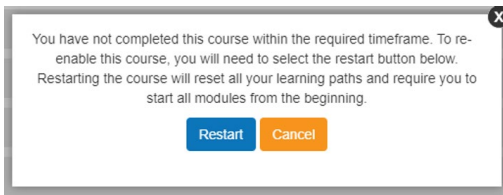
Limit Final Tests After Completion

A new tool was added to limit final tests after completion. In short, when this setting is enabled, once an employee successfully completes their final tests in their courses, this setting will turn off the ability of the learner to be able to attempt the test again for a specified time period. Employees or learners can still review the courses, however, they are unable to complete the test during the length of the limitation. This is specifically useful if you are sending your scores to another program, such as your payroll system, via API. Please email support@systems24-7.com for more information.
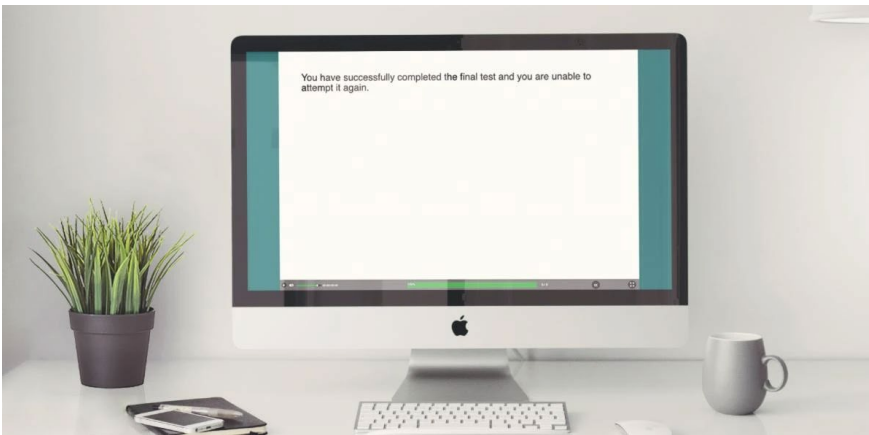
For example: John Doe completes the course "My Code of Conduct" and fails to achieve the 75% pass on his final test. The same day, he completes the test again and achieves 75%. Three days later, he tries to access his test again to re-write it and get a higher score, but now he receives a message on his test, "You have successfully completed this final test. You are unable to attempt the test and submit it again."

Product Spotlight: High Fives

Have you ever thought that it would be nice to give an employee a virtual high five for something great they did? Maybe they helped someone out? Maybe they got a compliment from a customer for good customer service?

With the High Five Feature, when an employee receives an acknowledgement or a positive review from a customer, client, co-worker or supervisor, track it online on Systems 24-7! Next time they login, they will receive a round of applause and a virtual high five, displayed right on their dashboard.

High fives can be an effective tool come performance review time, with easy to use, permission-based reports for administrators to see who has achieved a high five, how many times, when and by whom.

September 2022

Webinar: Tech Talk - What is New and What is Scary!

Exciting new gadgets, tech tools and programs will be reviewed, and of course you will learn some scary facts about technology! Ensure the safety of your data, privacy and programs with wise tech decisions. Do we have stories to tell

you! Don't let technology scare you, learn to use it safely and how to ask the right questions before purchasing. Get free trials, best pricing and some professional advice on technology from the Dunk IT team on this webinar. Let your tech make your business stronger, more productive and safe!

Watch the Replay

New Email Template: Outstanding Training

A new email template is available for use under the notification centre. By enabling this email, your organization can send employees a list of their outstanding training. Don't like the content we've defaulted in the template? Customize it! In addition, your organization can determine the frequency this email is sent, such as daily, weekly, monthly, etc. It's a great way to ensure assigned training is completed.

To enable this email, go to Admin - Notification Centre. Select "training" in the feature menu and turn on and edit the "Outstanding Training" email.
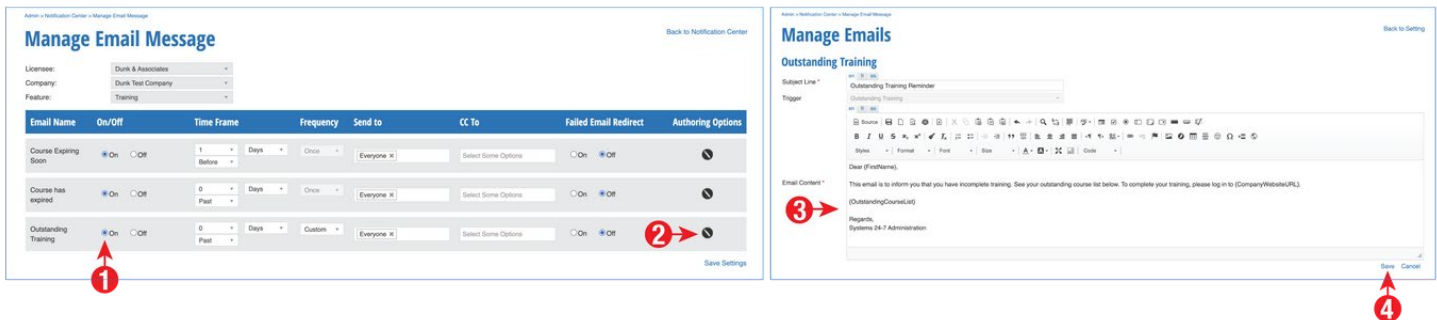
Removing Employee "Delete" Button

Systems 24-7 has been updated to remove the delete button "x" from the Manage Employee Feature. We have done this because employers are required to retain employee records, including training records, for a period of time. Some jurisdictions have specific requirements for the length of time that Health & Safety records must be kept, which include, in some cases, after the employee is no longer employed by your company. Even if your province/territory doesn't have a specific timeline for retaining records, at some point you may be required to produce employee records for employees no longer employed. This may be for legal reasons or for worker's compensation cases, or may be needed if the employee comes back to work for you in the future.

Please note, when an employee no longer works for you, you can deactivate them in the Manage Employee Settings function, so they will no longer show up in any of your reports, and they will not count towards the overall user count on the system.


Product Spotlight: Custom HTML Widgets

Your dashboard doesn't have to be boring. Systems 24-7 is designed to serve as a complete employee portal - it's not just for health and safety or a source for your online training. Use the dashboards feature to customize your dashboard and make it feel like home!

Did you know that you can create custom HTML widgets? These can be used to post whatever you want on your dashboards. Why not post up documents related to your Employee Benefits program, information about wellness initiatives, communicate any employee perks, provide news and updates about your company, and more. There are so many uses!

Here are some examples:
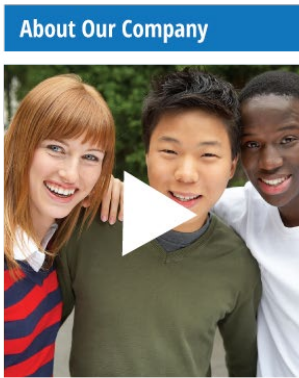
Click here to view more.

Your dashboard is a place where you can grow excitement about your program and workplace. The dashboard management tools are also included with Systems 24-7. Need help customizing? Email us at support@systems24-7.com.

October 2022

New Course: Duty to Accommodate

As supervisors/managers, training on accommodations in the workplace is crucial. It is important to know how to respond to and support each type of accommodation request in order to ensure that all employees are given an equal opportunity to employment that is free from discrimination on the protected grounds of human rights. This training will prepare supervisors/managers to handle accommodation requests in order to better meet the needs of both the employees and the organization.

Product Spotlight: FREE Feature – High Fives

Have you ever thought that it would be nice to give an employee a virtual high five for something great they did? Maybe they helped someone out? Maybe they got a compliment from a customer for good customer service? With the High Five Feature, when an employee receives an acknowledgement or a positive review from a customer, client, co-worker or supervisor, track it online on Systems 24-7! Next time they log in, they will receive a round of applause and a virtual high five displayed right on their dashboard.

High fives can be an effective tool come performance review time, with easy-to-use, permission-based reports for administrators to see who has achieved a high five, how many times, when and by whom.

November 2022

IT and Graphics Brown Out

The IT & Graphics Departments are closed each year from December 1st-January 1st. During this time, no new requests for work are accepted, including online course development, programming developments, or other specific tech requests. This scheduled brownout allows programmers and designers to clear existing projects off their plates and prioritize upcoming projects for each year. If you require anything, please email support@systems24-7.com to ensure that it is scheduled.

Accessibility

Dunk & Associates Inc./Systems 24-7 aims to reduce barriers to those with disabilities. The content and platform authored and provided by Dunk & Associates Inc. will conform to the WCAG 2.0 A and AA success criteria. WCAG 2.0 is an internationally accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.

Systems 24-7 is classified as an intranet website for our customers. There is no legal requirement to make internal websites meet the WCAG 2.0 levels A/AA, with limited exceptions. Check your provincial requirements to see if your business must comply.

If individual employees/users of Systems 24-7 request that content be made to them in an accessible format, we will work with our clients and users to meet their needs, where the content is the responsibility of Dunk & Associates.

Any content (resources, training, etc.) posted on Systems 24-7 not created by Dunk & Associates Inc. is the sole responsibility of the client to deliver in an accessible format.

New Course: MSD & Me - Coming Soon

This new course is designed to replace Back Care (health care and retail), ergonomics, and Musculoskeletal Disorders (workers and managers). This course has 6 modules that include video, animation, and activities to keep learning engaging. We want to provide you with time to communicate - **on January 1, Dunk & Associates will be removing the old courses from your training profile and replacing them with the new MSD & Me course.**

Employees will receive this new course as incomplete training. This is because MSDs continue to be the highest-rated hazard in the workplace, so taking this new and updated training will assist in reducing the risks.

For those who wish, Dunk & Associates can copy scores from the old courses to some of the new modules in MSD & Me, as some are equivalent. This is not recommended but can be handled by specific request. If you wish to opt-out of receiving the new course, please note that the old courses will be discontinued and will no longer be supported. To request that scores be copied, request to keep the old courses, or for more information please email support@systems24-7.com prior to January 1st.

New Course: Communicable Diseases

This module will help you develop an effective communicable disease program by explaining how to apply the Recognition, Assessment, and Control Principles to communicable diseases. This course will examine routes of transmission, types of controls, and evaluations, as well as discuss the definition of communicable diseases, roles and responsibilities, and standard precautions. If you wish to add this course to your profile, please email support@systems24-7.com.

Mandatory and Optional Training Assignments

eLearning and training on Systems 24-7 does not always have to be assigned as "mandatory" training. When assigning courses to complete, courses can also be assigned as "optional". This means that employees don't have to complete the training, unless they want to; for example, for skill development, for job promotion, or simply because it's a topic they find interesting. For more information, download the user guide here or email support@systems24-7.com.

All-in-One

The All-in-One feature allows administrators to group together certain tasks or training within a single page. It provides ease and clarity for the user on what is required to be completed. You can select any type of item on the system, for example, training, policies, forms, etc. All items will be placed on an online checklist, and users will be able to complete each item within that page just by clicking on them. This is a great tool for creating an employee journey. For example, create an All-in-One with items for a new employee's orientation, or things they should do within their first 90 days of hire, etc.

Interested in seeing the All-in-One in action, join our next Learning Systems 24-7 webinar, or email us at support@systems24-7.com.

In addition, when was the last time you checked out our course list? Why not create a training plan for the fall and assign

new courses every month to keep your platform living and breathing? Systems 24-7 isn't a one-and-done! Develop your platform to push employees back to it daily, if not weekly!

For our complete course list, visit us online at https://www.systems24-7.com/training-elearning

December 2022

Let's Celebrate Our Accomplishments!

2022 has been a successful year for Dunk & Associates. We always like to sit back and take the time to think and reflect on all of the items we have been able to deliver, and all of the achievements we have had throughout the year. Have you taken an opportunity to reflect within your business? Click here to read what was developed and released by Dunk & Associates/Systems 24-7 in 2022.

2023 Newsletter

Starting in January, we are changing the format of our monthly newsletters. Because we are currently sending three newsletters per month, in the new year, we will be merging them into one single newsletter. This will make it easier to keep on top of all the changes and important updates across all our programs and services.

Please take this opportunity to inform us of any updates in contact information or if there are any others that should be receiving our emails who are not; this is our #1 way to communicate with you. In addition to sharing articles, in our newsletters, we inform you of any legislative updates across Canada, keep you updated on any scheduled outages, and let you know when we have made an update to a feature, etc. If you miss or forget to read a newsletter, we also post them here: Monthly Newsletter

2023 Learning Systems 24-7 Webinar Schedule

The webinar schedule for 2023 is now posted here.

Have any topics or suggestions? Any features you want us to review? Email us at support@systems24-7.com.
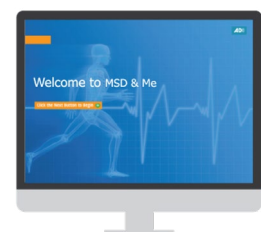
Report It: Launching Soon!

You may have heard the whispers over the past year that we have been working on a new feature to allow companies the ability to develop any form online for documentation and tracking and add a unique process to it. This would be a tool that could be used for a variety of purposes, such as accident/incident investigation forms, work refusals, vacation requests, workplace inspections, time sheets, hazard reports, discipline records, and more. It is now in it's final stages of testing and will be available very shortly!

Report It's flexible form builder can be used to build online forms tailored to fit your specific data collection and reporting needs, without any technical experience required. As with all our tools, forms setup in the builder are published and made available to employees based on their access and permission level. Forms are completed and tracked on Systems 24-7 for reporting and documentation by managers/supervisors and other administrators. If you're interested in using this feature when it is released, please email support@systems24-7.com.

MSD & Me: Coming Soon!

This new course is designed to replace Back Care (health care and retail), ergonomics, and Musculoskeletal Disorders (workers and managers). This course has 6 modules that include video, animation and activities to keep learning engaging. We want to provide you with time to communicate - **in January, Dunk & Associates will be removing the old courses from your training profile and replacing with the**

new MSD & Me course. Employees will receive this new course as incomplete training. This is because MSDs continue to be the highest rated hazard in the workplace, so taking this new and updated training will assist in reducing the risks.

For those who wish, Dunk & Associates can copy scores from the old courses to some of the new modules in MSD & Me, as some are equivalent. This is not recommended but can be handled by specific request. If you wish to opt-out of receiving the new course, please note that the old courses will be discontinued and will no longer be supported. To request that scores be copied, request to keep the old courses, or for more information please email support@ systems24-7.com prior to January 1st.

New Course: De-escalating Conversations for Customer Service

De-escalating a conversation when it gets heated can be tricky, especially if you don't have the right approach. In this course, you will learn how to choose words that can help calm upset customers. We will walk you through how to re-frame conversations to help avoid customers getting worked up. You will also learn the best way to handle customers who yell or use profanity.

Claims Management and Return to Work Courses

Last year we released a new course called Claims Management to replace Return to Work - Managers. In December, we will be moving all client scores from the old course to the new replacement course and discontinuing Return to Work - Managers. Return to Work - Workers will be re-named to Return to Work. For our private clients, this course is not mandatory as long as a sign-off is added to your Return to Work Policy. We will be adding this sign off and removing the course from your training profile.

Product Spotlight: Email Phishing Campaigns and Dark Web Monitoring

A phishing campaign is an **email scam designed to steal personal information from victims.** Cybercriminals use phishing (the fraudulent attempt to obtain sensitive information such as credit card details and login credentials) by disguising as a trustworthy organization or reputable person in an email communication. Dunk & Associates offers a "safe" email phishing campaign to measure the threat in your organization. How likely are your employees to click on suspicious links in emails? We can send out safe phishing emails and provide you with reportable data on which employees compromised their accounts. A cyber attack will cost your workplace thousands of dollars, including a loss in reputation and trust.

In addition to email phishing, we are pleased to offer Dark Web Monitoring for your organization. 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 pre-emptive searches on the dark web to ensure that your data (such as emails, credentials and other personal information) is not compromised or being targeted.

The cost for email phishing campaigns and dark web monitoring on one domain for up to 200 employees by Dunk & Associates is $1000 annually. If you have more than 200 employees, please request a quote. Would you like to see a sample of compromises? We can provide you with a sample report that provides only partial information. For more information, please email us at info@systems24-7.com.