Updates and New Features 2020

DUNK & ASSOCIATES INC.
SYSTEMS 24-7

July 2020
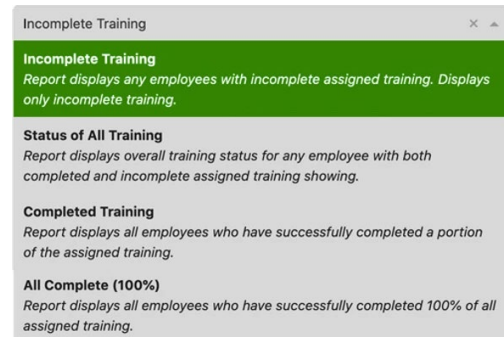
UPDATE: Basic Training Report Horizontal Scroll

The basic training report was updated to allow you to scroll left and right within the report output, making web visibility of the report more user-friendly. See the admin user guide here and refer to the section on the Basic Training Report for more details.

UPDATE: Detailed Training Report

The detailed training report is our preferred training report. To make the report easier to use, we expanded the report options and included clarification on report type.

Here is a list of the current report types:

- Incomplete Training
- Status of All Training
- Complete Training
- 100% Completed

Incomplete Training ✕ ▲

Incomplete Training
Report displays any employees with incomplete assigned training. Displays only incomplete training.

Status of All Training
Report displays overall training status for any employee with both completed and incomplete assigned training showing.

Completed Training
Report displays all employees who have successfully completed a portion of the assigned training.

All Complete (100%)
Report displays all employees who have successfully completed 100% of all assigned training.

Want more information about using the detailed training report? See the admin user guide here.

UPDATE: Course Printables

When you create a course on Systems 24-7, you have the ability to turn on our "printables" feature within the course. This allows you to upload resources and documents to the course as "printable" or downloadable materials. Printables are viewable in the course table of contents under the printables menu item. In addition to adding documents, we have recently updated the feature to allow you to add URL links, such as to websites to go to for more information, etc.

Want more information about course printables? See the admin user guide here and refer to the section on printables.

NEW: Notification Center

The notification center is your place to control the emails that come from Systems 24-7. Under this feature you can decide who the email is sent to, what is sent in the email, and in some cases, the frequency the email is sent. Email templates currently available for you to customize include:

- Training Course has Expired
- Training Course Expiring Soon
- Forgot Username
- Forgot Password
- New Account Username
- New Account Password

Want more information about using the notification center? See the admin user guide here.

Font Size Modifier

For better web accessibility, we have added a font size modifier to Systems 24-7 in the top right-hand corner. Use the font modifier to increase, decrease or reset the font size of the website at a click of a button. Log in and give it a try!

| Help | Profile | Admin | Log Out | A A A |

September 2020

UPDATE: Course Accessibility

Systems 24-7 believes in making your programs and training accessible. Over the last quarter, we really focused on a number of updates to improve user accessibility. These included the following:

- **A prompt asking users to confirm responses when selecting answers within a test.** Why was this important? Because users with disabilities may be more likely to make mistakes. People with reading disabilities may transpose numbers and letters, and those with motor disabilities may hit keys by mistake. Providing the ability to reverse actions allows users to correct potential mistakes.
- Addition of **alt image tags on activities or tests.** Why? If a learner is using a screen reader, this will provide them with the ability to understand what is contained within the images.
- **Ability to upload voiceover files to activity and test tooltips.** If you're creating your own courses, you can ensure anything that pops up on the screen has the ability to be read aloud, making learning even more accessible.

For an updated course administration user guide, click here.

UPDATE: Import Course Scores

The import course scores tool allows your administrators to import records into the system. For example, maybe you did your training in a classroom so you need to put the record on the system? We did some updates to this tool to make it more efficient and user-friendly. With this update, the sample import pre-populates the information, including employee name and course names. With this information pre-filled into the import document, it makes it easier for your administrators to mark off what training was completed and reimport back into Systems 24-7.For an updated user guide, please click here.

UPDATE: Policy Sign-Off Screen

The policy sign-off screen was recently updated to make it easier for employees to see the link to your document which requires sign-off. See a sample below to see how it now looks!

NEW: Excel Export Added to Certificate Report

An excel export option has been added to the certificate report, making it easier for your administrators to manually manipulate the data in the report to display however is most meaningful to your organization.

October 2020

NEW: My Links

My Links provides your organization with the ability to add essential links to your dashboard. For example, do you use any other important programs you want employees to have quick access to? Use the My Links tool to add them! For more information about how My Links works, view the user guides below.

Basic User Guide | Administration User Guide

November 2020

UPDATE: COVID-19 Screening Tool Menu Item

If you are currently using our COVID-19 online screening assessment, Systems 24-7 has added a left-hand menu item which can be activated for your organization. This allows users to display their current assessment results on their page throughout the day. Because many organizations are requiring users to screenshot the assessment results and present as they enter the workplace, we have also recently updated the assessment results page, to include a date and time stamp. If you're interested in having this enabled, please contact technicalsupport@systems24-7.com.

UPDATE: New Email Templates for Reactivated Users

When a de-active user is reactivated on Systems 24-7, administrators have the option of sending emails to the user with their username and password. Two separate emails are sent. Those with permission to edit emails in the notification center have the ability to customize the information contained within these emails. Please note, in order for these emails to be sent, the emails must be turned on under the notification center.

NEW: Course Assignment Types

Systems 24-7 now offers course assignment types. By default, all your currently profiled training is mandatory, but you have the ability to assign training as optional, and/or create your own assignment types. This allows users to view their training expectations directly on their training page. For information on the course assignment types, download the Administration User Guide.

NEW: SCORM Uploader Tool

Do you have SCORM-based training? Systems 24-7 now has tools to enable us to upload your courses. Please speak to Dunk & Associates/Systems 24-7 for more details. You can email us at technicalsupport@systems24-7.com or by phone at 1-866-754-8839.

NEW: Diversity and Inclusion Course

An inclusive work environment, one that is built on the principles of diversity and inclusion, can make or break a company. This new course offered by Dunk & Associates/ Systems 24-7 will review what diversity and inclusion is, the barriers and challenges a company may face, what constitutes 'inclusive language' and how to use it, perspective and goal setting, and respect in the workplace.