



# **JOB SEEKER USER GUIDE**

# ResCare Academy User Guide

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## What is ResCare Academy?

ResCare Academy is a free online training platform available 24 hours that uses the following resources to help make job seekers more competitive in their search for employment:



- GED Preparation Curriculum
- 4,000+ Career Enhancement Courses
- Training for over 100 industries
- Courses that help upgrade math, English, reading and Writing skills
- Professionally-respected certificates for every course completed
- Nationally-recognized credentials for successful users

This guide will provide instructions to job seekers on how to login, access training courses, export transcript reports and manage their account information.

## How To Log In

**Step 1:** Find the ResCare Academy Login Page at this address:  
[www.ResCareAcademy.net](http://www.ResCareAcademy.net)

**Step 2:** You will be prompted to login with a Username and Password

Your username will be your personal email address and your initial password will be **Welcome1** (case sensitive). After logging in, you will be prompted to change your password. Please create a new password that will be easy for you to remember.



Welcome to ResCare Academy | [Please Sign-in](#)

Login

Username:

Password:

[Forgot Username / Password?](#) [LOGIN](#)

Need Help?  
Please email: [ResCareAcademySupport@ResCare.com](mailto:ResCareAcademySupport@ResCare.com)



### IMPORTANT:

- ResCare Academy training courses will not launch on Mac/Apple products
- Google Chrome is the preferred web browser for ResCare Academy
- Pop up blockers on your computer may prevent courses from launching properly. You may need to disable pop up blockers while using ResCare Academy

## How To Navigate the Home Page

Upon login, the system will navigate to the Home Page where you will be introduced to several options.

The Home Page has a “*Course Record*” and “Home” tab included in the top banner. Below, are five other functioning content areas that allow job seekers to (1) review and launch courses assigned by their Career Manager, (2) browse for training courses by topic, (3) review their full catalog of courses, (4) scan featured courses, and (5) sign into the ResCare GED Academy to take courses that prepare job seekers for the GED test.

[Home](#) [Course Record](#)


Welcome, Shelly, to your talent management center.

### Why ResCare Academy ?

ResCare Academy is a FREE tool available 24/7 that uses the following resources to help make job seekers more attractive to employers:

- ResCare GED Academy
- 4,000+ Career-Enhancement Courses
- Training for More Than 100 Workforce Industries
- Math, English, Reading and Writing Enhancement Courses
- Professionally-Respected Certificates for Every Course Completed
- Nationally Recognized Credentials for Successful Users

Be sure to make the best of your job seeking experience by working with your assigned Career Coach to maximize the features in ResCare Academy.



### GED Prep and Basic Education Courses



[Click Here or Logo above](#)

### ResCare Academy Courses Assigned to Me

No assigned training

### Browse for Training by Topic

- Productivity Training

### Featured Courses

- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Hazardous Materials in the Workplace
- Managing Conflict
- Setting Goals
- Social Networking for Users
- Wellness: Personal Growth
- Wellness: Stress Management

### ResCare Academy Course Record (click here for a full list)

	Due Date	Status	Action
Getting Started with Word 2010	None	In Progress	<a href="#">Launch</a>

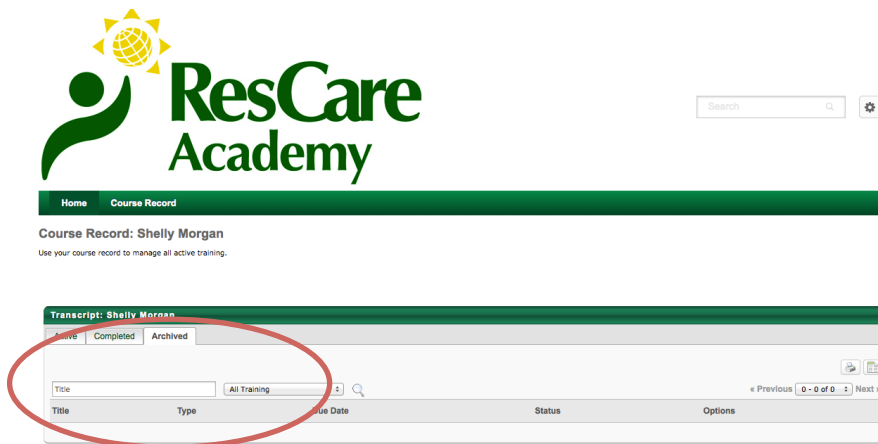
## Accessing Assigned Courses

After meeting with their Career Managers, job seekers will be assigned courses to take in ResCare Academy based on their career interests and skill sets.

The courses Career Managers assign to individual job seekers can be found in the lower left corner of the home page in the “*ResCare Academy Courses Assigned to Me*” section.

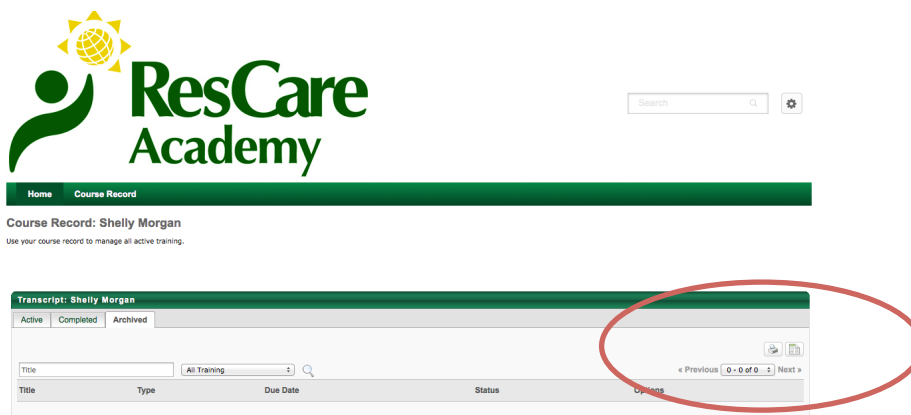
Job seekers will be guided to the “*Course Record*” page where they can select from three tabs that relate to their training status.

Courses can be viewed and launched from the *Active*, *Completed* or *Archived* tabs on the page.



## How To Print & Export Transcript Reports

On the right section of the “Course Records” page are two icons that allow job seekers to print and/or export their course records into and Excel file. Click the printer icon and follow the directions to print course records. Click the document icon and follow the directions to export course records.



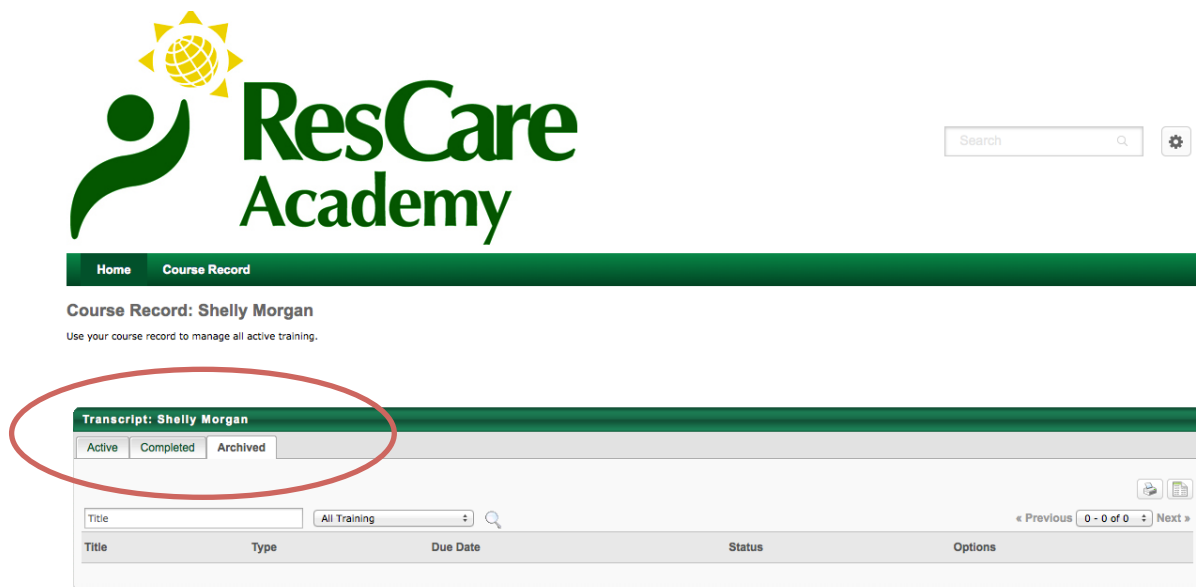
## Accessing Course Records

Job seekers have two options to view their full list of course records, which includes courses assigned to them by their Career Managers and courses they have selected to take themselves.

The “*Course Record*” page included in the top banner of the home page and the “*ResCare Academy Course Record*” section at the bottom left side of the home page, both will navigate job seekers to a personalized Course Record page.

This “*Course Record*” page has three tabs in the navigation bar that allow job seekers to view their full course transcript.

Courses can be viewed and launched from the *Active*, *Completed* and *Archived* tabs.



**ResCare Academy**

Search [ ] [ ]

Home Course Record

**Course Record: Shelly Morgan**  
Use your course record to manage all active training.

**Transcript: Shelly Morgan**

Active Completed Archived

Title [ ] All Training [ ] [ ]

< Previous 0 - 0 of 0 Next >

Title	Type	Due Date	Status	Options
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## How to Browse for Training by Topic

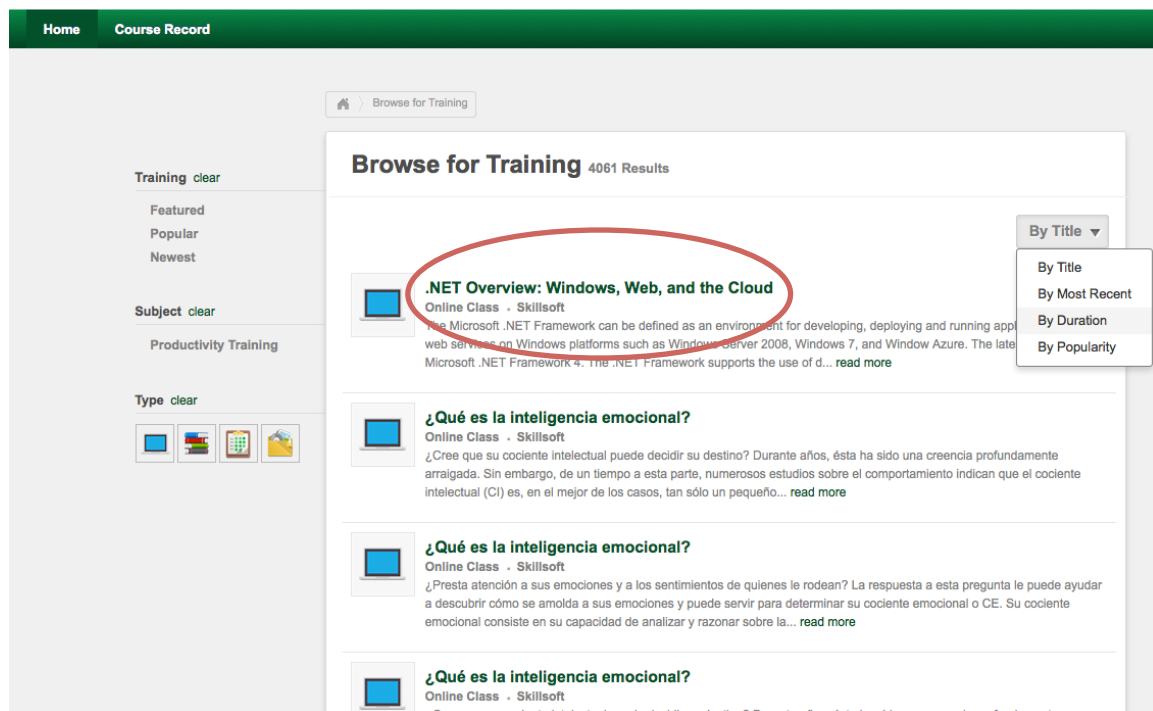
**Step 1:** Locate the “Browse for Training” section at the bottom of the Home Page and click on the title. A new screen will appear with the full catalog of courses available to job seekers.

The options available for job seekers to search for courses include:

- Clicking the *Featured*, *Popular*, or *Newest* hyperlinks on the left side of the page
- Scrolling down the list of courses that appear in the main section of the page
- Clicking the “By Title” tab on the top right side of the page for dropdown options that include, *By Title*, *By Most Recent*, *By Duration*, *By Popularity*
- Performing a keyword search by typing in the topic of a course in the search bar at the top right side of the page

**Step 2:** Click the course you want to select. It will direct you to a page showing the course selected.

**Step 3:** To begin the course, simply click the “Launch” button beneath the title



**NOTE:** Pop up blockers on your computer may prevent courses from launching properly. You may need to disable pop up blockers while using ResCare Academy



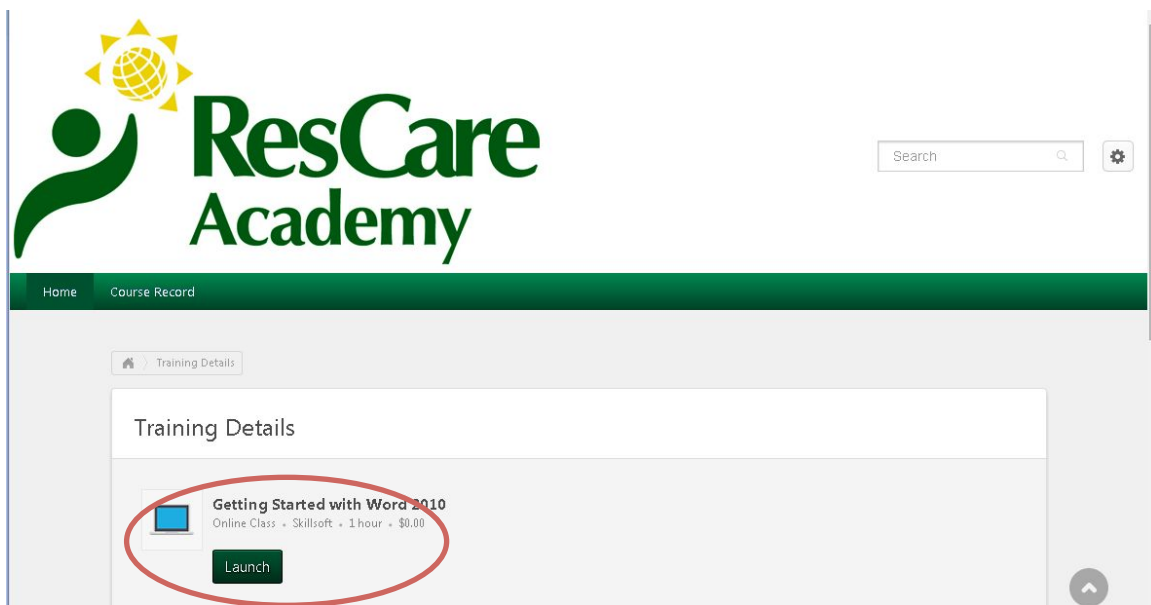
## How to Browse for Featured Courses

In the “*Featured Courses*” section of the Home Page is a list of popular training courses recommended by Career Managers.

Click the course you want to select. It will direct you to a page showing the course selected.

To begin the course, simply click the “Launch” button beneath the title

**NOTE:** When you select a course from the “Feature Courses” list it will be removed from that section of the Home Page and will be added to your “Course Record” list.



## ResCare GED Academy

The ResCare GED Academy is an online learning management system designed to prepare jobseekers to take their high school equivalency test and increase their basic skills sets.

The self-guided system will lead job seekers through the process of registering and taking the necessary GED prep courses.

To launch the ResCare GED Academy, simply click the logo on the right side of the home page.

Job seekers should contact their Career Managers before using ResCare GED Academy.

Home Course Record

Welcome, Danjobseeker, to your talent management center.

**Why ResCare Academy ?**

**ResCare Academy** is a FREE tool available 24/7 that uses the following resources to help make job seekers more attractive to employers:

- ResCare GED Academy
- 4,000+ Career-Enhancement Courses
- Training for More Than 100 Workforce Industries
- Math, English, Reading and Writing Enhancement Courses
- Professionally-Respected Certificates for Every Course Completed
- Nationally Recognized Credentials for Successful Users

Be sure to make the best of your job seeking experience by working with your assigned Career Coach to maximize the features in ResCare Academy.

**ResCare Academy Courses Assigned to Me**

	Due Date	Action
Customer Service Training - The	None	Launch

**GED Prep and Basic Education Courses**

**ResCare GED Academy**

Click Here or Logo above

**Featured Courses**

- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Getting Started with Word 2010
- Hazardous Materials in the Workplace
- Listening to Your Customers
- Managing Conflict
- Setting Goals
- Social Networking for Users

**Browse for Training by Topic**

- Productivity Training

## How To Manage Your Account

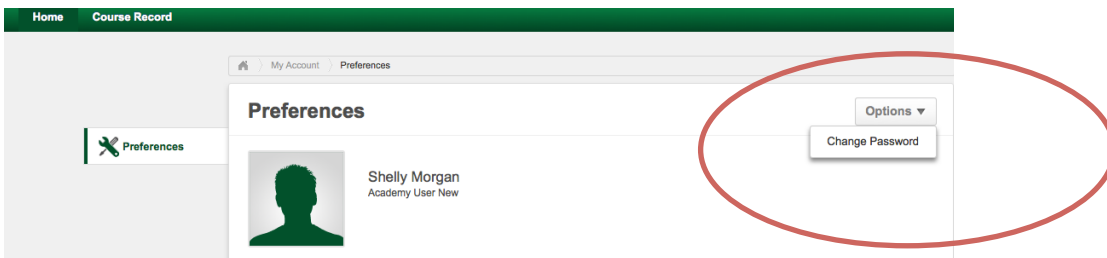
At the top right section of every page within ResCare Academy is a gearshift icon that can be used to logout of the system and manage your account. (It is recommended that job seekers avoid using the “Help” feature in this section. Instead, job seekers are encouraged to contact their Career Managers or refer to this Job Seekers User Guide for help.



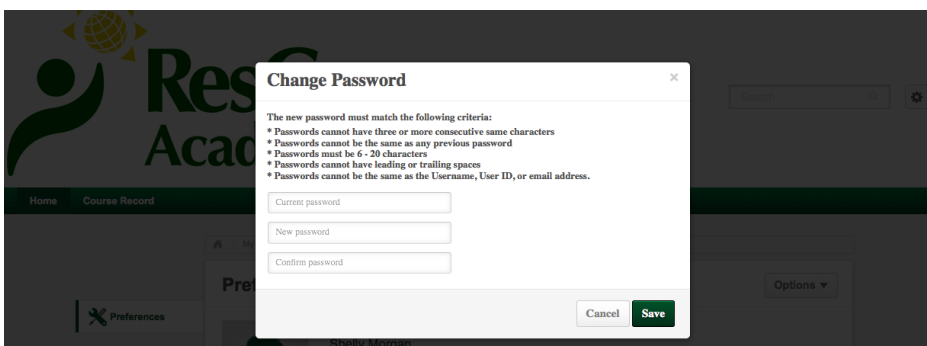
After selecting the “My Account” option on the gearshift icon, a page will appear that allows you to manage your account preferences. Select the options you prefer and click the Save button in the lower right section of the page.

## How to Change Your Password

After selecting the “My Account” option on the gearshift icon, click the “Options” button on the right section of the “Preferences” page. A “Change Password” option will appear in a dropdown box.



After selecting the “Change Password” option, a box will appear on the screen with step-by-step directions on how to change your password. Press “Cancel” or the “x” icon at the top right section of the box if you decide not to change your password.



## Helpful Information

- Each User is allowed unlimited access to the website beginning with the first login
- Jobseekers must score at least 80% on a test to complete a course and receive a certificate
- Most courses have a post test that must be taken in order to complete the course
- Jobseekers should speak to their Career Manager or other point of contact if they have questions or problems with the system

## FAQs

**Q:** *I forgot my password. How do I recover it?*

**A:** You can recover your password by going to the ResCare Academy home page at [www.ResCareAcademy.net](http://www.ResCareAcademy.net) and click the Forgot Username/Password? hyperlink. You will be asked to enter your User Name or User ID, and an email containing your password will be sent to you.

**Q:** *A new window is not popping up? How do I disable my pop up blocker?*

**A:** If a new window is not appearing, your pop up blocker is most likely enabled on your computer. Below are a few ways to disable your pop up blocker:

Internet Explorer → Click on Tools menu → Select Pop-Up Blocker → Select Turn Off Pop-Up Blocker

-or-

Press “Ctrl” key when clicking to allow Pop-Ups. This message is typically at the bottom left side of the page/screen

Other Browsers: Besides the Internet Explorer blockers, there are a number of others. This is a great article on disabling them:

<https://host.softworks.ca/Agate3/blocker/disable-blockers.htm>

**Q:** *My browser isn't working. What do I do?*

**A:** Please make sure your computer meets the system and computer requirements. See the PC specs below:

- Ensure you have the latest version of Adobe installed. ([www.Adobe.com](http://www.Adobe.com))
- Ensure you have the latest version of Java installed ([www.java.com](http://www.java.com))
- Ensure your pop-up blocker is off

**Q:** *I don't have a log in. How do I get one?*

**A:** Contact your Project Director or your assigned ResCare Academy Designee.

If you have any questions or require additional assistance, please contact your assigned Career Manager.

## NOTES

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