



## **How to Access the On-line Workplace Safety Training System through PMA and ResourceNOW**

Welcome to the State of Vermont Office of Risk Management's online safety training system!

The Agency of Administration Office of Risk Management entered into an agreement with PMA Management Corp. of New England to handle the State's workers' compensation and liability claims as well as our workplace safety program. We recognize that a comprehensive and robust workplace safety program is key to limiting risks for injury to state workers' and the filing of workers' compensation claims.

PMA offers a full range of online safety training programs through their partner ResourceNow. PMA classroom based courses can also be assigned and tracked on this website. We are confident you will find these courses relevant, timely and applicable to your job.

This online training system is accessed via a different website than the SOV's LINC, which contains all workplace training and is the system of record for employee training. Risk Management will send training records and certificates from this site to SOV LINC on a monthly basis, so records of all employee training will be kept at one place on SOV LINC.

SOV's LINC is the Learning Management System (LMS) for employee training records on all work related topics. The Agency of Transportation's (AOT) safety training center is Vtrans Training Center. The Vermont State Police's (VSP) training center is the Office of Professional Development. The Department of Correction's (DOC) safety training center is the Vermont Correctional Academy. The Office of Risk Managements' ResourceNOW training system is meant to complement the trainings offered by AOT, VSP and DOC for their employees. If you work for those departments, please follow the directives of your safety officers, supervisors, managers and/or directors before signing up for safety courses through ResourceNOW.

## WELCOME PAGE

**LOGIN** for ResourceNOW is: <http://www.rncod.com/sov>

Be sure that you are typing the website address in the ADDRESS WINDOW of your browser.

All NEW USERS will Click on the **Create Account** blue button on the login page.



## Welcome to the State of Vermont Safety Training System!

If you need any help logging in, please contact the State of Vermont, Office of Risk Management at [sov.riskhelp@vermont.gov](mailto:sov.riskhelp@vermont.gov) or 802-828-2899. After you have created your account, be sure to record your User ID and Password and keep it in a safe place.

User ID

Lost Password

Password

Create Account

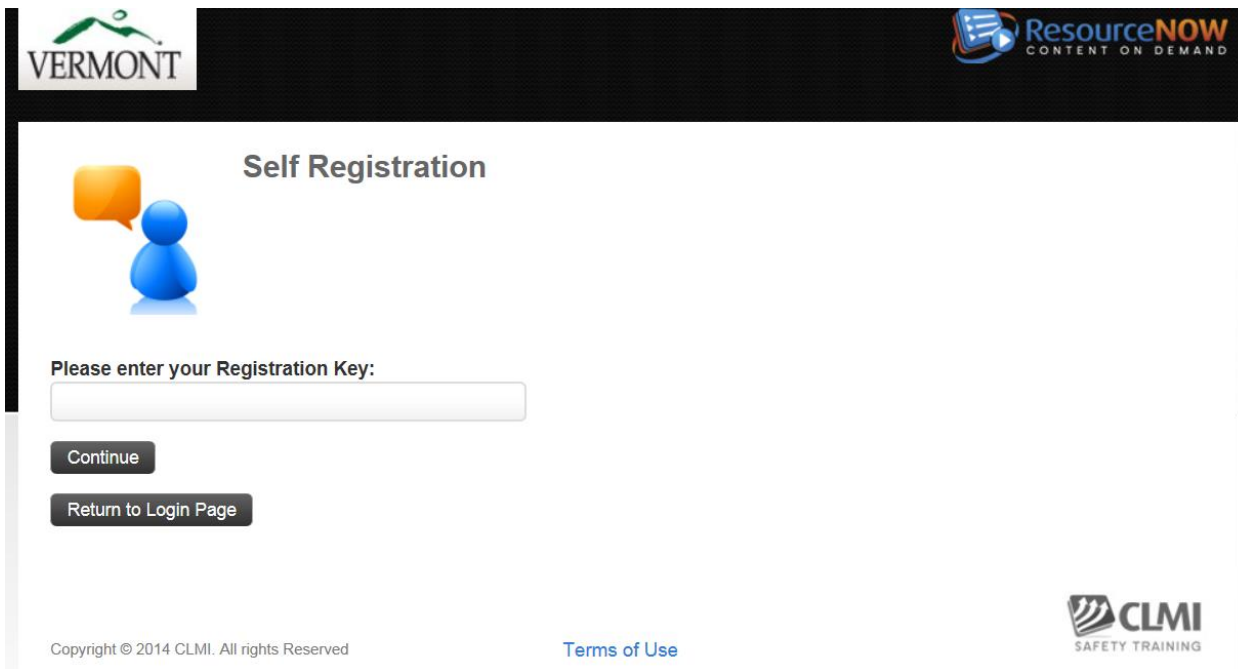
Login

## SELF REGISTRATION PAGE – SCREEN 1

The next screen asks you to enter your **Registration Key** in the text box and click on **Continue**.

The Registration Key for **employees** who are not supervisors, managers or directors is:  
**vtempkey1**

The Registration Key is not case sensitive.



VERMONT

ResourceNOW  
CONTENT ON DEMAND

### Self Registration

Please enter your Registration Key:

Continue

Return to Login Page

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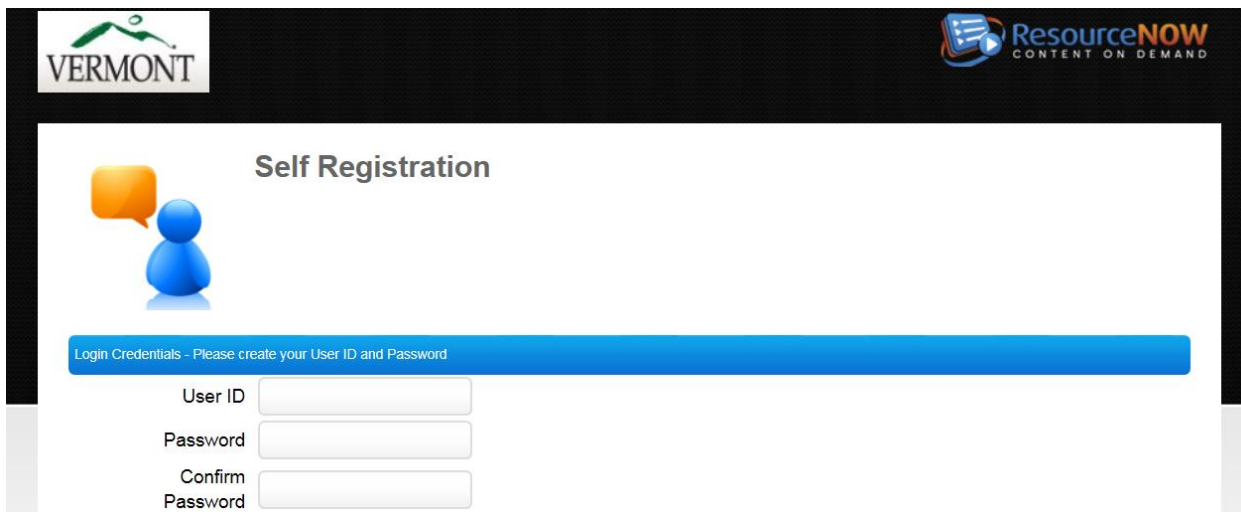
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## SELF REGISTRATION PAGE- SCREEN 2 – STEP 1

You will self register by creating a user ID and password.

We recommend using your **work email address for the user ID** and a password consisting of a combination of letters and numbers to reach a minimum of eight characters. Do not use spaces or special characters such as !, &, \* in your password.

If you do not have a work email address, you can create a unique user ID based upon a random combination of letters and numbers or a personal email address.



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### Self Registration

Login Credentials - Please create your User ID and Password

User ID

Password

Confirm Password

## SELF REGISTRATION PAGE- SCREEN 2 – STEP 2

Fill in your:

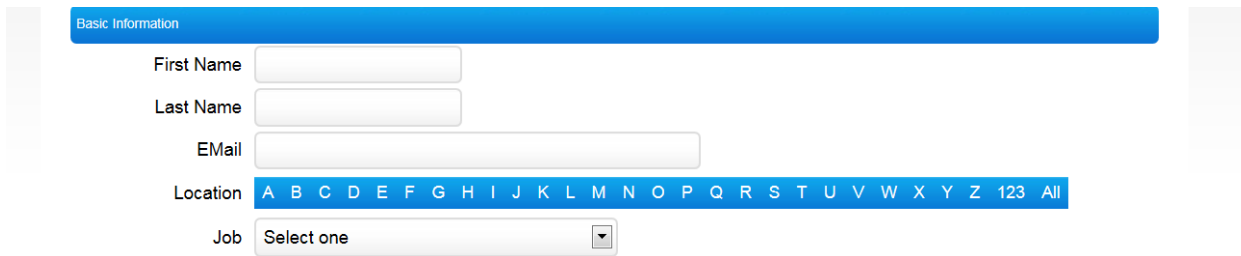
first name,

last name,

work email your first name.last name@vermont.gov

**work location** Your work location is also known as your **reporting entity ID**. Select the first letter of the name of your agency or department from the row shown and a drop down box will appear. The drop down box contains all agencies, departments and boards in the State of Vermont. Select your work location from the drop down box. If your location does not appear, contact risk management or PMA for assistance.

**job** Select one from the drop down box. All State of Vermont jobs are shown alphabetically. If you are not sure of the exact job title you have, refer to your paycheck or HR advice in VTHR. It will show your official job title. If your job does not appear in the drop down box, contact risk management or PMA for assistance.



The screenshot shows a web form titled "Basic Information" with a blue header. It contains the following fields:

- First Name**: A text input field.
- Last Name**: A text input field.
- E-Mail**: A text input field.
- Location**: A row of buttons labeled with letters A through Z, followed by "123" and "All".
- Job**: A dropdown menu with the text "Select one" and a downward arrow.

## SELF REGISTRATION PAGE- SCREEN 2 – STEP 3

Security Information

Security Question

Security Answer

Contact Information

Confirm Contact Information

Please enter your email address or phone number so we can contact you regarding your training.

### Security Information:

In order for you to be able to retrieve your password, if it has been forgotten, you will need to fill in security information.

Choose from one of the **security questions**.

Create your own **security answer**. Make sure it is an answer you will remember and has at least three letters or numbers.

### Contact information:

Fill in your **name**

Fill in your **work email or work phone number**.

If you do not have a work email address, you may fill in your personal email address or phone number. This will enable us to call or email you concerning upcoming trainings.

## SELF REGISTRATION PAGE- SCREEN 2 – STEP 4

Terms Of Use

Terms and Conditions of Use for CLMI Web-Based Software

These are the Terms and Conditions ("the Terms of Use") for using the web-based software of Comprehensive Loss Management Inc. ("ResourceNOW").

Comprehensive Loss Management, Inc., is referred to in the Terms of Use as "CLMI" or "we."  
Your company or organization is referred to in the Terms of Use as "you" or "your". You should carefully read these Terms of Use before using ResourceNOW. By using ResourceNOW, you agree to be bound by the Terms of Use. This is a legally binding agreement and applies to all individuals granted administrative access to your account by CLMI or subsequently authorized to access your account by you or anyone in your company or organization including but not limited to all employees, contractors or guests. If you do not agree with the Terms of Use you must not use ResourceNOW. If you have paid for a license, you or your company or organization may request a refund from CLMI before you have begun to use ResourceNOW.

1. By using this software, you signify your agreement to all terms, conditions, and notices contained or referenced herein (the "Terms of Use"). If you do not agree to these Terms of Use please do not use this software. We

Yes, I have read and agree to the Terms Of Use.

[Create Account](#) [Use A Different Key](#)

Review the **Terms of Use** and click the box that states you have read and accept the Terms of Use.

Then click **Create Account** button.

## SCREEN 3 - CLMI SAFETY TRAINING'S RESOURCENOW! PAGE LISTING COURSE ASSIGNMENTS

You will next see a screen welcoming you to the website and listing your first course(s) and the due date.



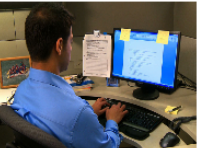
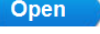
Introduction to ResourceNOW for State of Vermont Employees is the first course that has been assigned to you. It will show you how to use the system. **Click the blue OPEN button** to start the course.

The second course is on office ergonomics. **Click the blue OPEN button** to start the course.

# CLMI Safety Training's ResourceNOW!


Welcome Deborah White

English  
Español

Due Date	Assignments
Due on 5/3/17	 <b>ResourceNOW</b> CONTENT ON DEMAND Introduction to ResourceNOW for the State of Vermont Employees This course provides an overview of how to use ResourceNOW for the employees of the State of Vermont. To begin the course, click on the begin course button under the picture on the left or you can click on the play button in the middle of the... 
Due on 5/3/17	 Office Ergonomics: Improving Our Comfort A desk, a chair, a phone, a monitor, a keyboard and a mouse are the standard working tools of millions of people. But these simple tools can take their toll when we don't fit the equipment to the physical needs of the office worker. ... 

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## SCREEN 4 – ACTUAL COURSE



The screenshot shows a web interface for the ResourceNOW platform. At the top left is the Vermont state logo. At the top right is the ResourceNOW logo with the tagline 'CONTENT ON DEMAND'. Below the logos are three navigation buttons: 'Assignments', 'History', and 'Logout'. The main content area features a large graphic on the left with the ResourceNOW logo and a play button icon. To the right of the graphic is the course title 'Introduction to ResourceNOW for the State of Vermont Employees'. Below the title is a paragraph of introductory text and another paragraph providing contact information for the Vermont Office of Risk Management. At the bottom left of the main content area, there is a 'Required' label and an orange button that says 'Start the Course'.

**VERMONT**

**ResourceNOW**  
CONTENT ON DEMAND

Assignments History Logout

### Introduction to ResourceNOW for the State of Vermont Employees

This course provides an overview of how to use ResourceNOW for the employees of the State of Vermont. To begin the course, click on the begin course button under the picture on the left or you can click on the play button in the middle of the picture.

The course takes about 2 and a half minutes to complete. If you have any questions, please contact the Vermont Office of Risk Management at [SOV.riskhelp@vermont.gov](mailto:SOV.riskhelp@vermont.gov) or 802-828-2899 or the Risk Control Technical Coordinator at PMA at 203-679-3827 or [rnsupport@pmagroup.com](mailto:rnsupport@pmagroup.com).

Required

**Start the Course**

Now you have reached the screen that starts the course. Click the **orange bar** that says **start the course** or click the play arrow on the picture.

## SCREEN 5 – WELCOME TO THE COURSE



The course will automatically start playing.  
Be sure that your computer has speakers and the volume is turned up.

You may start and stop the video by using the pause button at the top right of the screen.  
The system will keep track of where you left off.

The assigned online courses should be viewed and quizzes taken by the due date.  
If you fail the quiz for a course, you will see this message immediately upon completion of the quiz.  
You will need to watch the video again before attempting to take the quiz.

If you finish the video and have not started quiz, the course will start with the quiz.

## SCREEN 6 – END OF THE COURSE

Introduction to Training

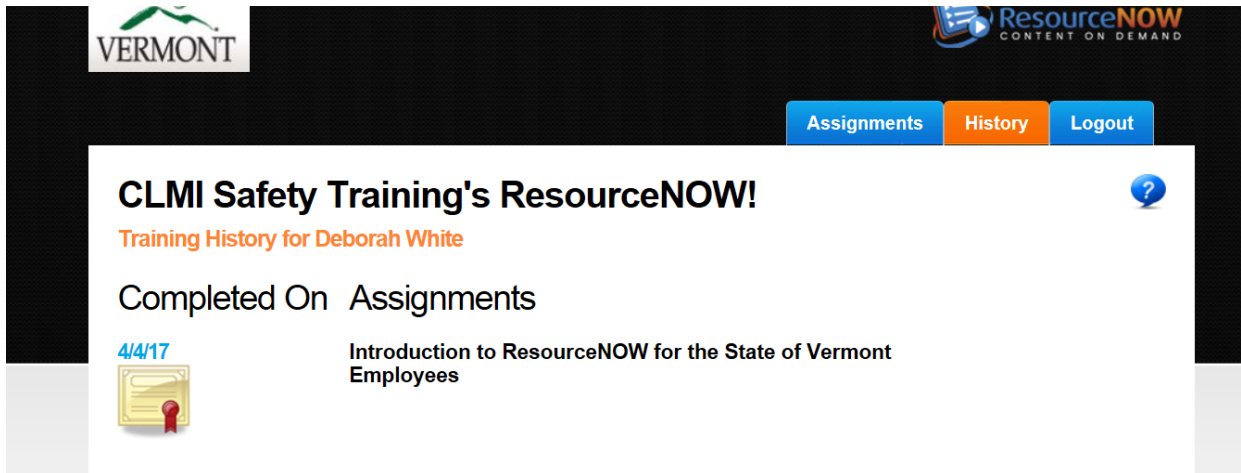
Congratulations!

You have successfully completed this course.

Exit



## SCREEN 7 - TRAINING HISTORY



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Assignments History Logout

### CLMI Safety Training's ResourceNOW!

Training History for Deborah White

Completed On Assignments

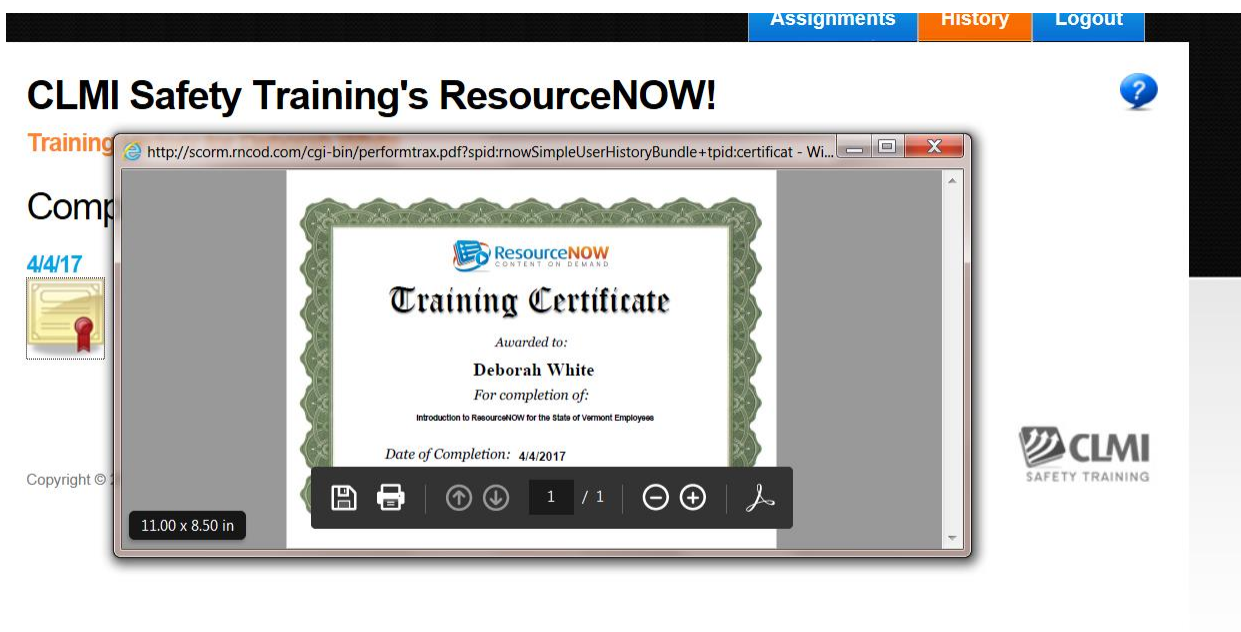
4/4/17

Introduction to ResourceNOW for the State of Vermont Employees

Go to the **history tab** and it will show the courses that have been completed and the date completed.

If you click on the certificate icon, the training certificate will pop up. It can be printed or saved.

Risk Management will send training records and certificates from this site to SOV LINC on a monthly basis.



Assignments History Logout

### CLMI Safety Training's ResourceNOW!

Training History for Deborah White

Completed On Assignments

4/4/17

Introduction to ResourceNOW for the State of Vermont Employees

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### Training Certificate

Awarded to:  
**Deborah White**

For completion of:  
Introduction to ResourceNOW for the State of Vermont Employees

Date of Completion: 4/4/2017

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## SCREEN 8 – LOGOUT

Logout by clicking the blue button at the right corner of the screen.

## RETURNING USERS

Go to the Welcome page.

Enter your User ID and Password and click the login button.

If you have forgotten your password, click on lost password. You should receive an email from the Training Administrator at [noreply@clmi-training.com](mailto:noreply@clmi-training.com) with your password. If you do not receive an email with your password, contact risk management or PMA for assistance.

**DO NOT CREATE A NEW ACCOUNT.**



## Welcome to the State of Vermont Safety Training System!

If you need any help logging in, please contact the State of Vermont, Office of Risk Management at [sov.riskhelp@vermont.gov](mailto:sov.riskhelp@vermont.gov) or 802-828-2899. After you have created your account, be sure to record your User ID and Password and keep it in a safe place.

User ID

Lost Password

Password

Create Account

Login

## **Browsing for Courses**

You can look at the course catalogs located on the Office of Risk Management's website <http://aoa.vermont.gov/secretary/divisions/workers-comp/training>

and on Human Resources CAPS training website

<http://humanresources.vermont.gov/training/online>

If you are interested in taking a course, please email your supervisor or manager. If they agree, they will sign you up for the course. You will then receive an email from the Training Administrator at [noreply@clmi-training.com](mailto:noreply@clmi-training.com) concerning the course.

PMA's additional courses offered in person, online or via DVD's through PMA webservice portal can be added to this system, assigned to employees and tracked.

For additional information on this feature, contact the Vermont Office of Risk Management at [SOV.riskhelp@vermont.gov](mailto:SOV.riskhelp@vermont.gov) or 802-828-2899 or the Risk Control Technical Coordinator at PMA at 203-679-3827 or [rnsupport@pmagroup.com](mailto:rnsupport@pmagroup.com).

## **Questions?**

If you have any questions or difficulty with system, please contact the Vermont Office of Risk Management at [SOV.riskhelp@vermont.gov](mailto:SOV.riskhelp@vermont.gov) or 802-828-2899 or the Risk Control Technical Coordinator at PMA at 203-679-3827 or [rnsupport@pmagroup.com](mailto:rnsupport@pmagroup.com).