

# Important Redwoods Info

## The Y is COMMITTED TO SAFETY.

Every Y employee is asked to complete a number of online training courses through the **Redwoods Institute**. These courses take between three to six hours, depending on your position at the Y. These are paid training courses with a quiz at the end of each, and most of them must be completed once every calendar year.

**For instructions on how to submit a group training spreadsheet, [click here](#).**

**For a video with some helpful Redwoods tips, [click here](#).**

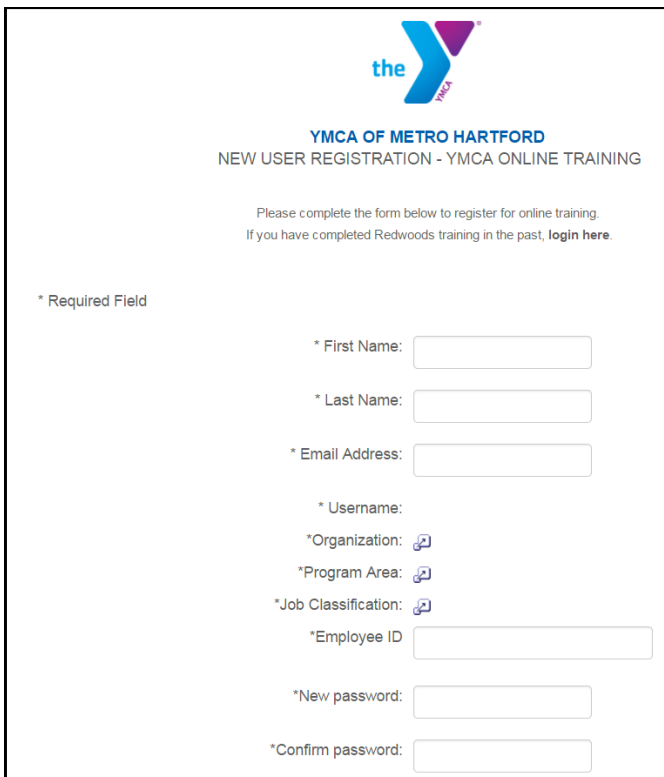
### IMPORTANT!

Employees must complete all Redwoods courses within 2 weeks of their start date.

## Logging in with Redwoods Links

### NEW USERS

<https://redwoodsinsitute.csod.com/selfreg/register.aspx?c=959>

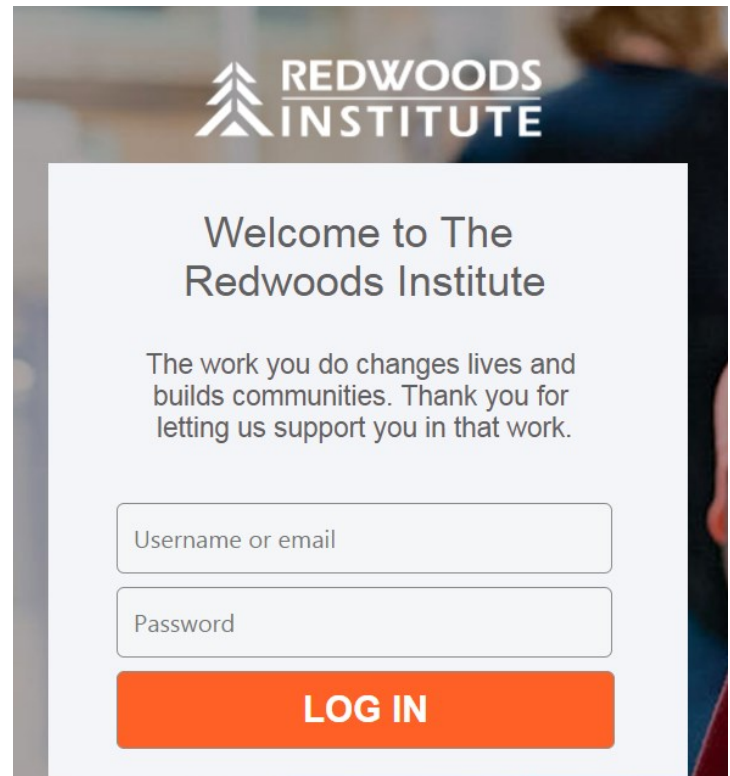


The screenshot shows the 'NEW USER REGISTRATION - YMCA ONLINE TRAINING' form. At the top is the YMCA logo and the text 'YMCA OF METRO HARTFORD'. Below this is the title 'NEW USER REGISTRATION - YMCA ONLINE TRAINING'. A message states: 'Please complete the form below to register for online training. If you have completed Redwoods training in the past, [login here](#).' A legend indicates that an asterisk (\*) denotes a required field. The form contains the following fields: First Name, Last Name, Email Address, Username, Organization (with a dropdown arrow), Program Area (with a dropdown arrow), Job Classification (with a dropdown arrow), Employee ID, New password, and Confirm password.

1. Fill out all required fields, especially your ID.
2. Log in to Kronos to find your **employee ID**. My account/My Profile/Personal Info
3. If you do not have an **employee ID** yet, you should not start your Redwoods yet.
4. **Remember your log in information!** You cannot request it yourself. Email [training@ghymca.org](mailto:training@ghymca.org) for log in trouble, M-F.

### EXISTING USERS

<https://redwoodsinsitute.csod.com>



The screenshot shows the 'Welcome to The Redwoods Institute' login page. It features the Redwoods Institute logo at the top. Below the logo, a message reads: 'Welcome to The Redwoods Institute' followed by 'The work you do changes lives and builds communities. Thank you for letting us support you in that work.' There are two input fields: 'Username or email' and 'Password'. Below these fields is a large orange button labeled 'LOG IN'.

1. Use your email address to log in.
2. It helps to use the email listed in Kronos. If you don't have an email listed in your Redwoods profile, logging in might be difficult.
3. **Remember your log in information!** You cannot request it yourself.
4. Contact [training@ghymca.org](mailto:training@ghymca.org) M-F for problems logging into Kronos.

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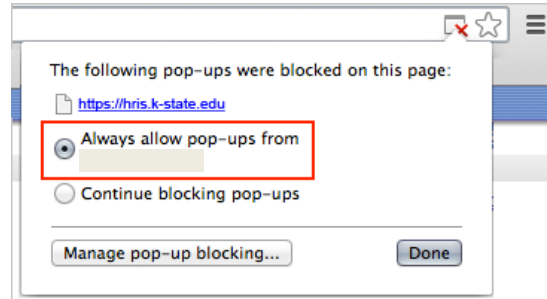
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## Redwoods Troubleshooting

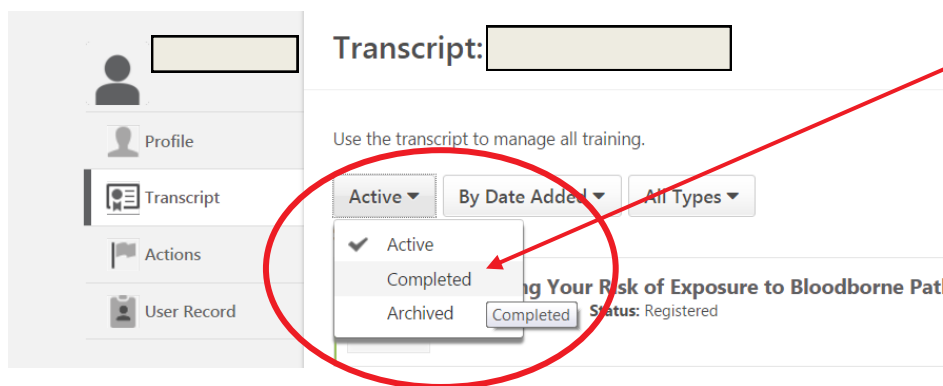
### 1. "The training won't launch!"

- Use **Google Chrome** as your Internet Browser.
- Turn **off** your **Pop Up Blocker**.
- **Update or Enable Flash Player** if prompted.
- If the training still will not launch, **contact Redwoods**.



### 2. "How can I tell which courses I've already taken?"

- From your Redwoods Transcript, change your view from **"Active"** to **"Completed"** training.



Remember:  
Make sure to check the date.

If you've completed a course, but it won't change from "Active" to "Completed," please contact Redwoods.

### 3. "How do I know which courses to take now?"

- Check out the **"Training Profile"** for your position.
- If you're not sure, ask your supervisor.
- Email [training@ghymca.org](mailto:training@ghymca.org) to update your training profile when your job changes.

#### DID YOU KNOW?

Always find this info and more on our hidden employees page!

[www.ghymca.org/employees](http://www.ghymca.org/employees)

## Contacting Redwoods:

Every time you have a technical issue with how a training is launching, loading, or running, please let Redwoods know. The more feedback they get, the more errors they will fix.

• 1-800-463-8546

• [Institute@redwoodsgroup.com](mailto:Institute@redwoodsgroup.com)

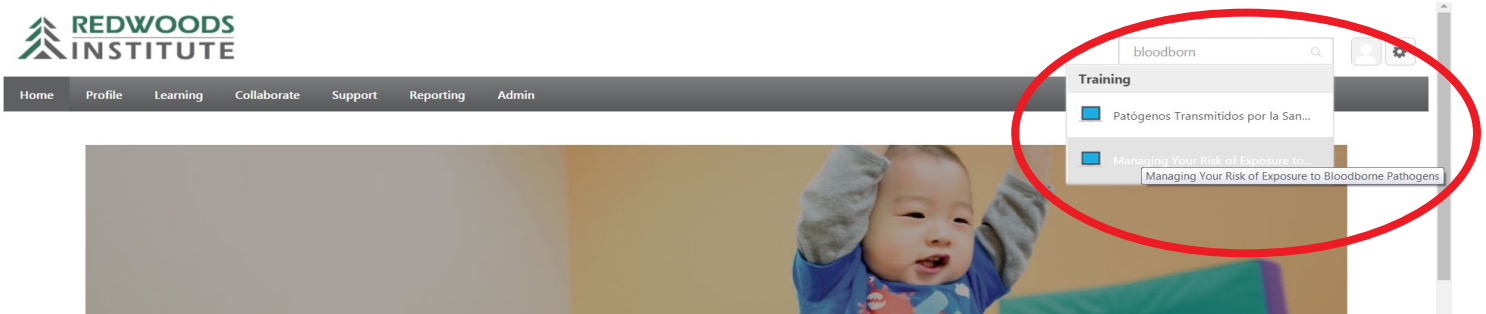
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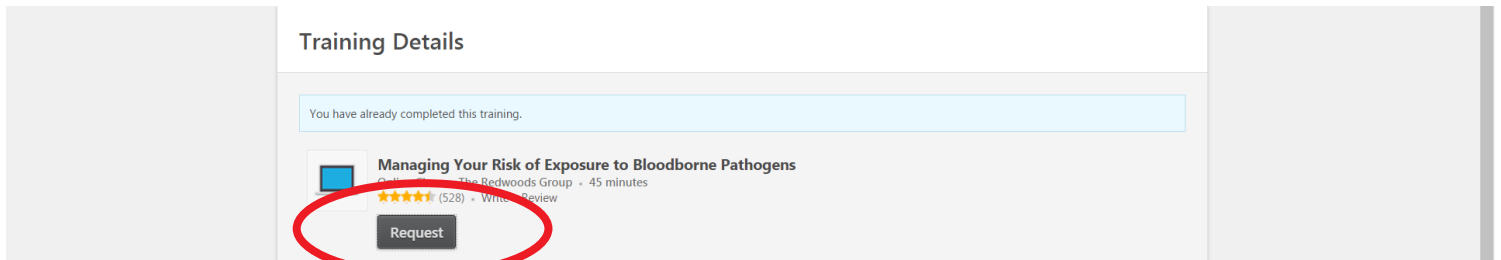
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## The Best Way to Find and Launch a Training

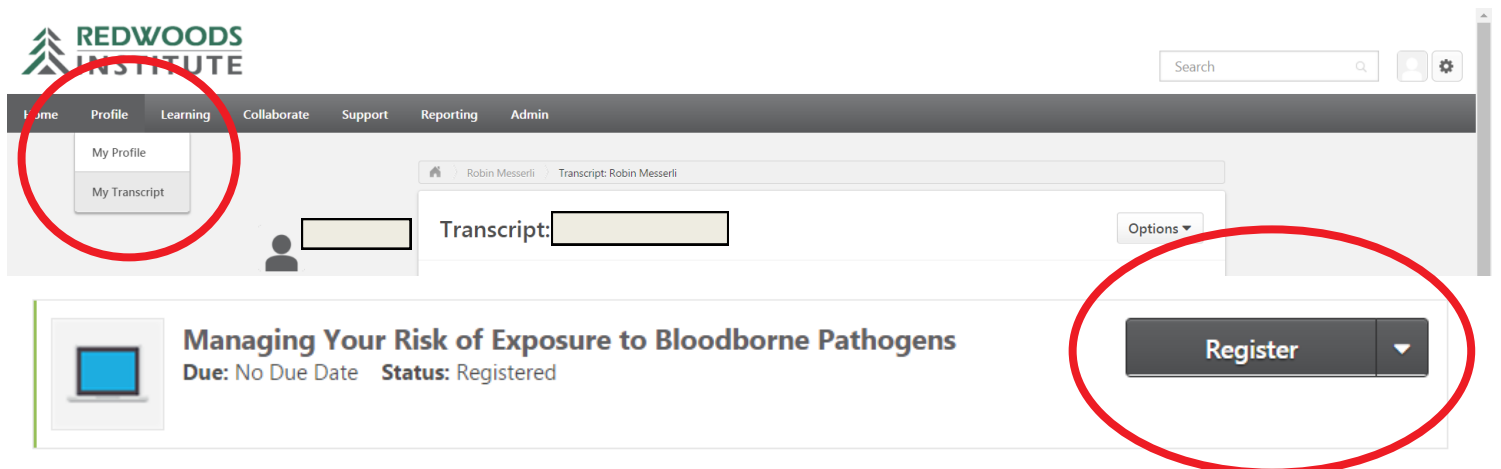
1. Search for the name of the training from your [Redwoods Training Profile](#).



2. Request the training.



3. Register for the training from your transcript.



4. Launch the training from your transcript.

