Frequently Asked Questions – NEO21

FAQs for Managers

What is NEO21?

NEO21 is the New Employee Onboarding program launched in January 2021.

It consists of:

- The Welcome Page
- LMS Course Bundles
- New facilitated In-Person Orientation Sessions for Community and Corporate staff

What is the Welcome Page?

The Welcome Page is an online course / website that walks the new employee through everything they need to get started at the organization and acts as a check-list for the employee as they embark on their new position and go through their onboarding.

On the Welcome Page, the employee has access to information on:

- Completing HR Onboarding on SuccessFactors,
- Payroll & Benefits, OESH and other HR functions,
- Required education and how to access it,
- Ongoing education opportunities,
- Employee support resources such as: EAP, Ethics Support, Indigenous Health, Language Access, Volunteer Services, and many more,
- Site maps and intranet sites,
- Employee perks such as the discount program,
- And more!

What are the LMS Course Bundles?

The LMS Course Bundles are a collection of all required training for various job roles where eLearning courses exist. There are two kinds of bundles: the Foundational Bundle and job-role specific bundles such as the Nursing Bundle, the Allied Health Bundle and the Clinical Support and Home Care Support Bundle.

How does NEO21 impact our site or program's orientation?

NEO21 provides a great opportunity to make in-person orientation (delivered virtually during the pandemic) more engaging and inviting. All required learning and information that was previously presented via guest speakers and PowerPoint has been moved to the Welcome Page and into the LMS course bundles. To avoid repetition, the WRHA corporate and community orientation has been adjusted to a half-day facilitated session focusing on the organizations' mission, vision, values and culture as well as the union presentation. This is being done at Shared Health as well and any site or program doing their own in-person orientation is invited to adjust their orientations to fit NEO21's model, however each site is free to design their ideal orientation.

What is a hiring manager's role in NEO21?

For more information on how NEO21 benefits hiring managers and what they need to do in order to make the best use of the program, please take the "How to Use NEO21" course available starting on January 11th, 2021. Click here to access the course.

Is there reporting with NEO21?

Yes. The LMS course bundles report through SAP, so any manager and director can review the course completion status of their new hires. This reporting is available at every level of the organization from the hiring manager to the CEO.

Furthermore, reporting on the Welcome Page activities of a new hire is available upon request.

Where can I get more information on NEO21?

We have created a course called "How to Use NEO21" intended for all managers and up who have direct reports. It launches on Jan. 11ᵗʰ. [Click here to access the course](#).

Is NEO21 the same as NEO 2020?

Yes, the program is the same program. As with a lot of projects in 2020, NEO was postponed due to Covid-19 and is launching on January 25ᵗʰ, 2021. We felt the name should reflect the new launch date.

FAQs for New Staff

I don't have a work email yet, how can I access the Welcome Page?

You can access the Welcome Page with a personal email address; just use the one you used on your resume. In order for new staff to access the Welcome Page before they start work – if they so choose – and to allow for the provisioning of their work email account, the Welcome Page is not tied to the Active Directory and therefore does not require a work email to enter.

I logged into the Welcome Page, what should I do first?

The easiest way to look at what you should do first, is to simply go top to bottom in the Welcome Page. The chapters are organized by timeframe, meaning the most urgently necessary chapters are at the top and at the bottom are the ones that are more general good-to-know.

For a more precise insight into when a chapter is intended to be completed, go to the table of contents of the Welcome Page and click on "Show timeframe for this chapter" shown under the chapter title:
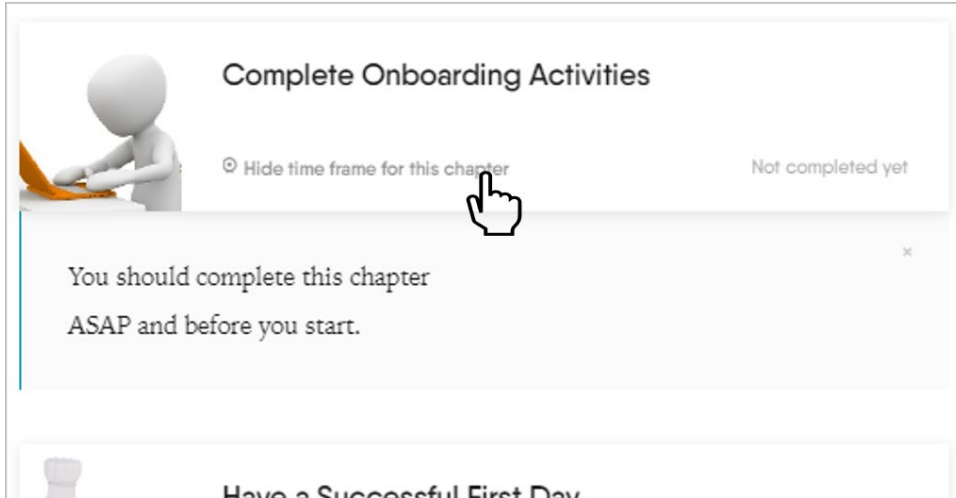
Or simply start the chapter and it will give you a chapter overview that also lists the timeframe:
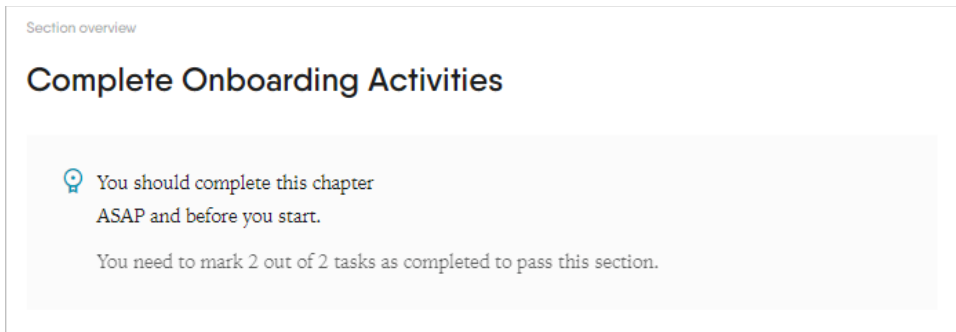
I forgot my password to the Welcome Page; who do I contact to reset it?

You can restore your password yourself when you are on the Welcome Page and realize you don't remember it. Enter your email as though you are logging in and click on "I forgot my password" below the login fields. The Welcome Page will then send you a password reset email.

Can I take the required training courses ahead of time from home if I want to?

The required training courses are on the LMS, the Learning Management System, we use at WRHA and Shared Health. This can only be accessed with a work email address so you can only create an LMS account once a work email address has been issued to you. If you have any questions as to the status of your work email account, feel free to contact Digital Health at 204-950-8400.

Once I've finished all the course bundles on the LMS that are relevant to my role, I have taken all the required training, correct?

While the LMS course bundles cover the majority of all required training, your site or your program might require you to take additional training in form of courses, workshops, events or activities for you to participate in. Please connect with your hiring manager to find out if there is any additional training required for your position at your site.