Welcome to Humanity! Within this guide, we will give you the tools necessary for you to train your staff in the basics of Humanity.

Learning Objectives for Managers:

In order to teach others to use Humanity, you will need to have a basic understanding of the platform yourself. At this point, you should already have knowledge of the platform’s features, capabilities, & use, with an emphasis on administrative functions/settings.

If you do not, please contact our support team for a training session. Below is a list of learning objectives for you (the manager or supervisor).

You will feel confident in answering basic questions from their employees/trainees about the platform’s use.

You will be aware of the options available within the platform for employee skill building, and for implementing, monitoring, and evaluating staff training within Humanity.

You will learn about the support resources available to you and your staff.

Learning Objectives for Staff:

One of the advantages of Humanity is that it is very intuitive and simple for staff to use. There are a few topics which are essential for your employees to know. Here is a list of learning objectives for you to keep in mind when training your staff:

- Employees will know how to access their account across multiple platforms (computer, mobile phone, tablet).
- Employees will know how to access and edit basic information in their staff profile.
- Employees will understand how to access and view their scheduled shifts.
- Employees will learn how to clock in and out.
- Employees will be able to request time off.
- Employees will be aware of who and how to reach out for help if they need it.
There are many different learning and teaching styles. Some people work best by jumping in and playing within the platform, others like to read detailed instructions, some people like to watch tutorial videos. It is up to you to decide what is best for your organization and staff. Below are some ideas for how to train your staff to use Humanity.

**Group Training**

If you have a large number of staff to be trained, it can be efficient to train a larger group of employees at once. Here at Humanity, we conduct group trainings where we move through the platform as if we (the trainer) are the user and will open up for discussion/questions at the end of the presentation.

**One-on-one or Small Group Training**

This option would work best if you have an employee who has limited experience with computers or mobile devices and needs a little extra help. This option is also nice if you have staff that can't all be present for a group training at one time. Like with the group training, you can either move through Humanity yourself and show them how to perform the different actions, or alternatively, you can hand the mouse to your employee and allow them to “drive” while you guide them verbally.

**Self-Training by Your Staff**

The last option is to allow staff to train themselves by working through tutorials within Humanity. You can create training topics and assign to staff (along with quizzes if desired) within the Training Module of your Humanity account. You can make certain training topics mandatory for staff and track their progress.
Employee Training Essentials

Below is a list of essential actions that your staff will need to perform to use their Humanity account effectively. We recommend moving your staff through these training topics in order.

Beneath the training topic, we explain the reason why that action or skill is important for your staff to know. Beneath that, we will have a link to our HelpDesk, where your employee can follow along with a detailed step-by-step tutorial and/or training video.

Activating Your Account

Before they can begin actively using Humanity, your staff will need to activate their account. By now, you should have added them to your Staff tab and send the activation email. As soon as the activation email is sent to them, they will be able to access the account and see their profile, schedule, and the time clock if enabled.

Tutorial: Activating Your Account

How to Access Humanity

Depending on your account settings, your employees can access Humanity via several channels. Here we have included instructions for accessing Humanity the most common ways.

Via computer: Go to http://www.humanity.com and click on the ‘Login’ link in the upper right hand corner of the screen.

Via Mobile Phone’s Internet Browser: Within your mobile phone’s browser, simply type in the following URL: http://www.humanity.com and click on the ‘Login’ link from the navigation in the upper right corner of the screen.
Via the Humanity App for Mobile Phone or Tablet: The Humanity App can be downloaded for free:

![Google Play Logo](image1.png) ![App Store Logo](image2.png)

Setting Up Your Profile

Once your employee logs in for the first time, we recommend you ask that they immediately complete a few tasks. They should set their notification preferences, set their availability (if applicable), and should check their profile information for accuracy (phone number, correct spelling of name, etc.).

Tutorial: Staff Profile
Tutorial: Notifications
Tutorial: Availability

Viewing Your Schedule/Shifts

Once activated, staff will be able to see any shifts they are assigned to that you have published. Any shifts that have not been published will not be viewable by employees. Depending on your account settings, your employee will be able to either see other staff member’s shifts or just their own.

Tutorial: Staff Schedule Overview
Tutorial: Schedule Views
Using the Time Clock

If you have decided to utilize Humanity's time clock, it is important that your staff know how to quickly and easily clock in and out. Depending on the way you have your time clock settings setup, staff will sign in a little differently. We've included tutorials on the most basic time clocking methods.

Tutorial: Time Clock Overview
Tutorial: Clocking In and Out

Requesting Time Off Work

Regardless of whether you are using Humanity to track time off for payroll purposes, the Requests Module is useful for making sure you have enough staff available to cover the shifts you schedule. Have your employees request time off work within Humanity and any shifts you attempt to schedule them for during vacation time you have approved will appear as a conflict so you can assign a different employee.

Tutorial: Vacation Requests

Getting Help

It is important that your staff know where to access help if they get stuck or have questions about Humanity. We recommend making it clear to your employees who they should contact within your organization with questions about their clock times, schedule, etc.

If they have trouble using Humanity, they can always access Humanity Support via Live Chat or our HelpDesk. Both can be accessed from within the platform (Dashboard > Support).
Setting Up the Training Module

In addition or as alternative to the training tutorials listed above, as a manager, you can setup the training module within Humanity. This is useful because in addition to adding training topics about how to use Humanity, you can also add topics that pertain to your company’s procedures and policies.

For Managers:

Tutorial: How to Setup Training Topics
Tutorial: Tracking Your Employees’ Training Progress

For Staff:

Tutorial: How to Complete Assigned Training Topics