

Support
Worker

Connect



User Guide

Need help?

If you need help using Support Worker Connect, this guide is a good place to start.

We will outline:

- How to access and log in
- What you will use Support Worker Connect for
- How to use the Document Centre (find, view, download and print documents)
- How to access and get support for My Kiosk, eLearning and the Uniform Portal

You can view additional support resources and the introductory training video on the Support Worker Connect Support & Training page.

Link Help Desk

If you are having any issues or need help with anything covered in this guide, please contact the Link Help desk – 1300 164 802

Play Tutorial Video



Button not working? Visit this link:
<https://ccalvarycare.sharepoint.com/SitePages/Support.aspx>

Accessing Support Worker Connect



Office 365

Work or school, or personal Microsoft account

Email or phone

Password

☐ Keep me signed in

Sign in

Can't access your account?

Don't have an account assigned by your work or school?

Sign in with a Microsoft account

1. Enter Email Address
2. Enter Password
3. Click Sign In

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Microsoft

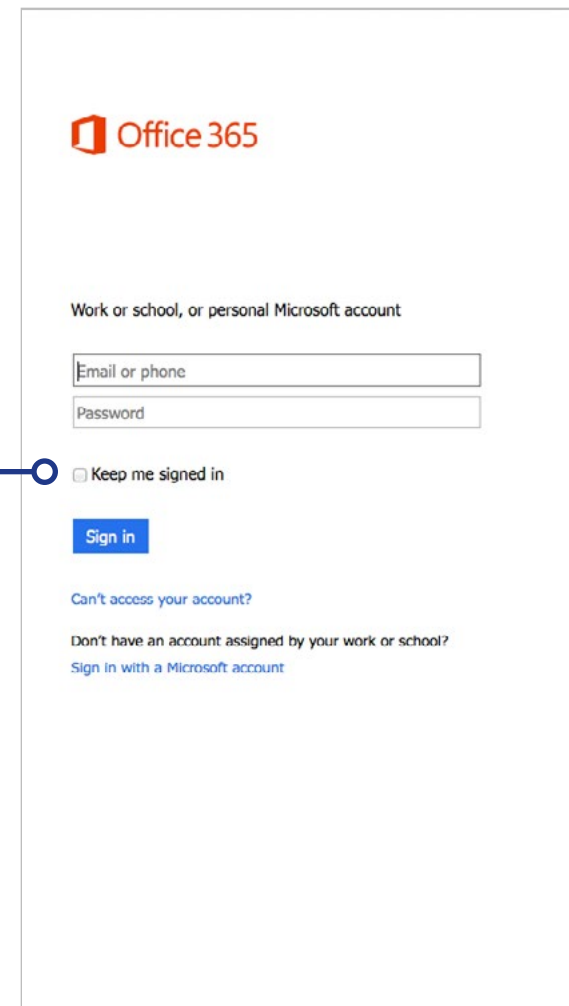
Go to:
www.supportworkerconnect.com.au

If prompted to log in, use the same Username and Password you use for your Calvary Email.

Using someone else's computer

If you are not using your own personal computer, tablet or smartphone, then you need to ensure you take some extra precautions.

Unless you are using your own personal device (and know that this will be kept secure) DO NOT tick the 'Keep me signed in' check box.



Office 365

Work or school, or personal Microsoft account

Email or phone

Password

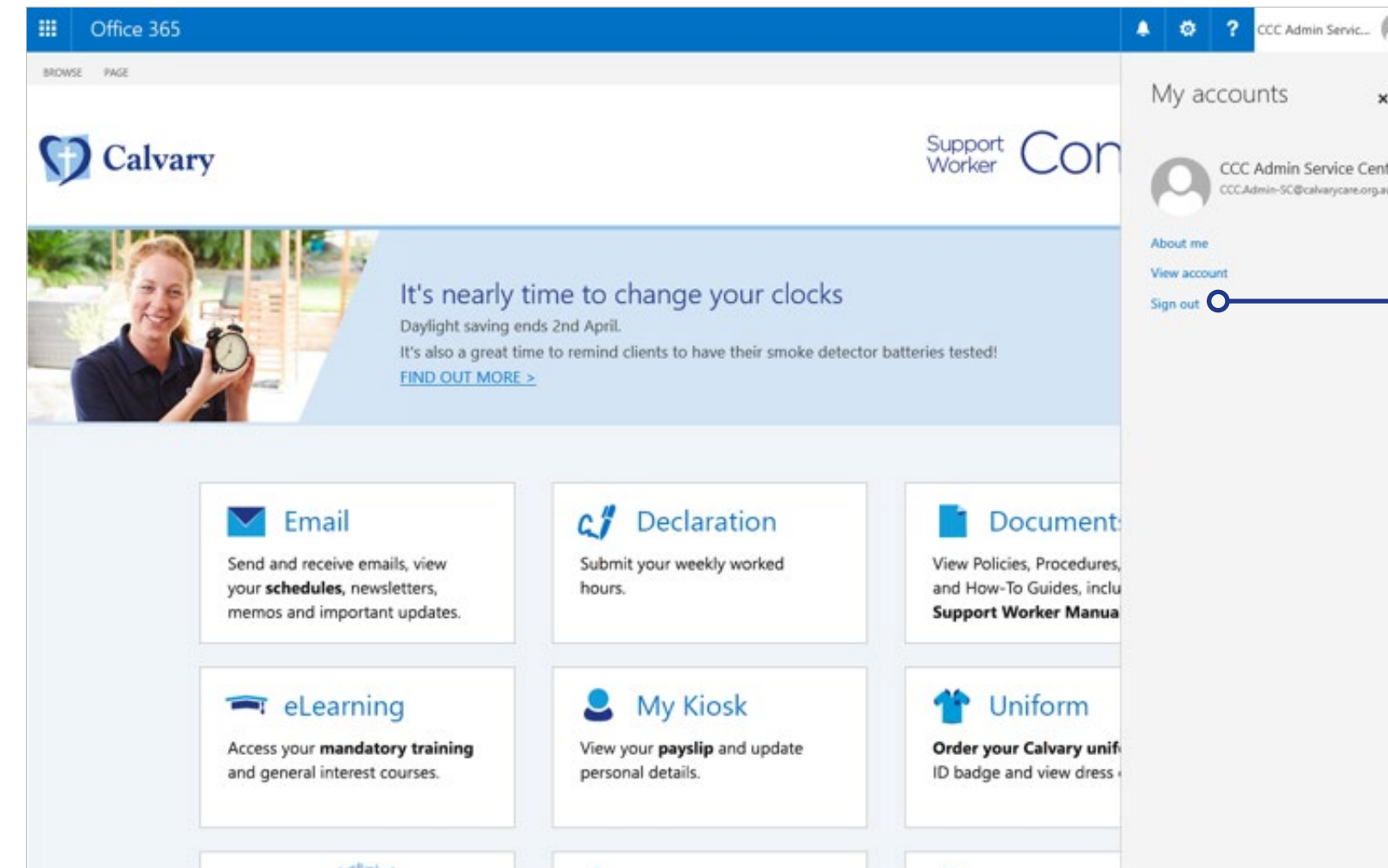
☐ Keep me signed in

Sign in

Can't access your account?

Don't have an account assigned by your work or school?

[Sign in with a Microsoft account](#)



Office 365

BROWSE PAGE

Calvary

Support Worker Connect

It's nearly time to change your clocks
Daylight saving ends 2nd April.
It's also a great time to remind clients to have their smoke detector batteries tested!
[FIND OUT MORE >](#)

Email
Send and receive emails, view your **schedules**, newsletters, memos and important updates.

Declaration
Submit your weekly worked hours.

Documents
View Policies, Procedures, and How-To Guides, including **Support Worker Manual**

eLearning
Access your **mandatory training** and general interest courses.

My Kiosk
View your **payslip** and update personal details.

Uniform
Order your **Calvary uniform**, ID badge and view dress code

My accounts

CCC Admin Service Centre
CCCAdmin-SC@calvarycare.org.au

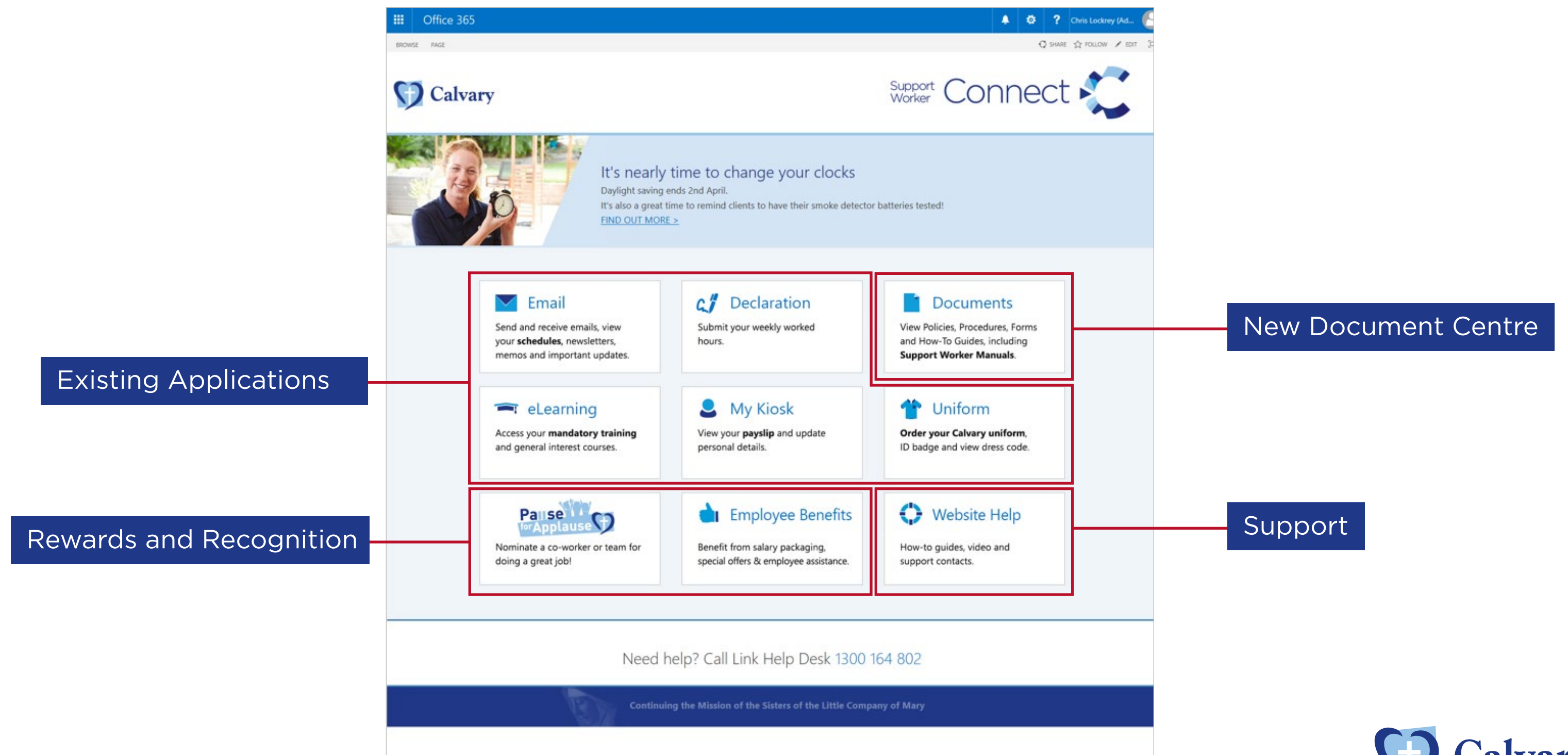
About me
View account
Sign out

When you have finished using Support Worker Connect you will need to sign-out.
To sign out, click on your name (in the top right corner of the screen)
Then, click 'Sign out' from the drop down menu.

Resources available on Support Worker Connect

Your new Support Worker Connect provides a one-stop-shop to access all your current and new Employee Resources. You only need to remember the one link **www.supportworkerconnect.org.au**

Note: You will still have separate login details for eLearning, My Kiosk and the Uniform Portal. But there are hints on each of these pages and help on how to get support logging in if needed.



The New Document Centre

Documents

View Policies, Procedures, Forms and How-To Guides, including your **Support Worker Manuals**.

Click on this box on the homepage to access the Document Centre

Click on each tab to change how the documents are grouped: Group by Topic/Group by Document type

Click on the word 'Topic' next to the Group to show a list of documents related to that group.

Click on document title to view the document.

The screenshot shows the 'Document Centre' page in an Office 365 environment. At the top, there are two tabs: 'Browse by topic' and 'Browse by document type'. Below these tabs, a list of topics is displayed, each with a count in parentheses. The first topic is 'Client' (8), which is expanded to show a list of documents. A red box highlights the word 'Topic' next to the 'Client' group. Another red box highlights the document title 'Fact Sheet 03 - Dementia-Friendly Dining'. At the bottom of the page, there are two sections: 'Need help with Document Centre?' and 'Frequently used Manuals'. The 'Frequently used Manuals' section lists several documents, including 'Support Worker Policy and Procedures Manual', 'Support Worker Workplace Health and Safety (WHS) Manual', 'Support Worker Email Manual', and 'Safe Use of Chemicals in Home Care'. A red box highlights this section, and a callout points to it from the right.

Office 365

Support Worker Connect Document Centre

Back to home

Browse by topic Browse by document type

Click Topic below to browse by topic...

Topic	Name
Client (8)	Client Activity Suggestions
	Client Communication and Progress Notes
	Client Visit Record
	Fact Sheet 01 - Home Health Checklist
	Fact Sheet 02 - Dementia-Friendly Dining
	Fact Sheet 03 - Compression Stocking
	Feedback - Out of Home Social Support
	SW Client Feedback - Handover
Client - Care Plans and Care Procedures (10)	
Emails and Technology (6)	
Employee - Benefits, Recognition and Uniforms (7)	
Employee - Conduct and Performance (7)	
Employee - Leave, Details & Availability (6)	
Employee - Police Checks (2)	
Support Worker Manuals (10)	
Work Health & Safety (WHS) (1)	

Need help with Document Centre?

How-to guide: Support Worker Connect User Guide

Technical help: Contact the Link Help Desk on 1300 164 802 or email ccc.link@calvarycare.org.au

Document queries: Contact your Service Centre on 1300 797 522.

Unable to access a link within a document?

These documents may contain links to other reference documents that are not accessible via Support Worker Connect. If you click on one of these links, you may see an error message saying "can not open page".

If you would like access to that document, please contact your Service Centre on 1300 797 522.

Frequently used Manuals

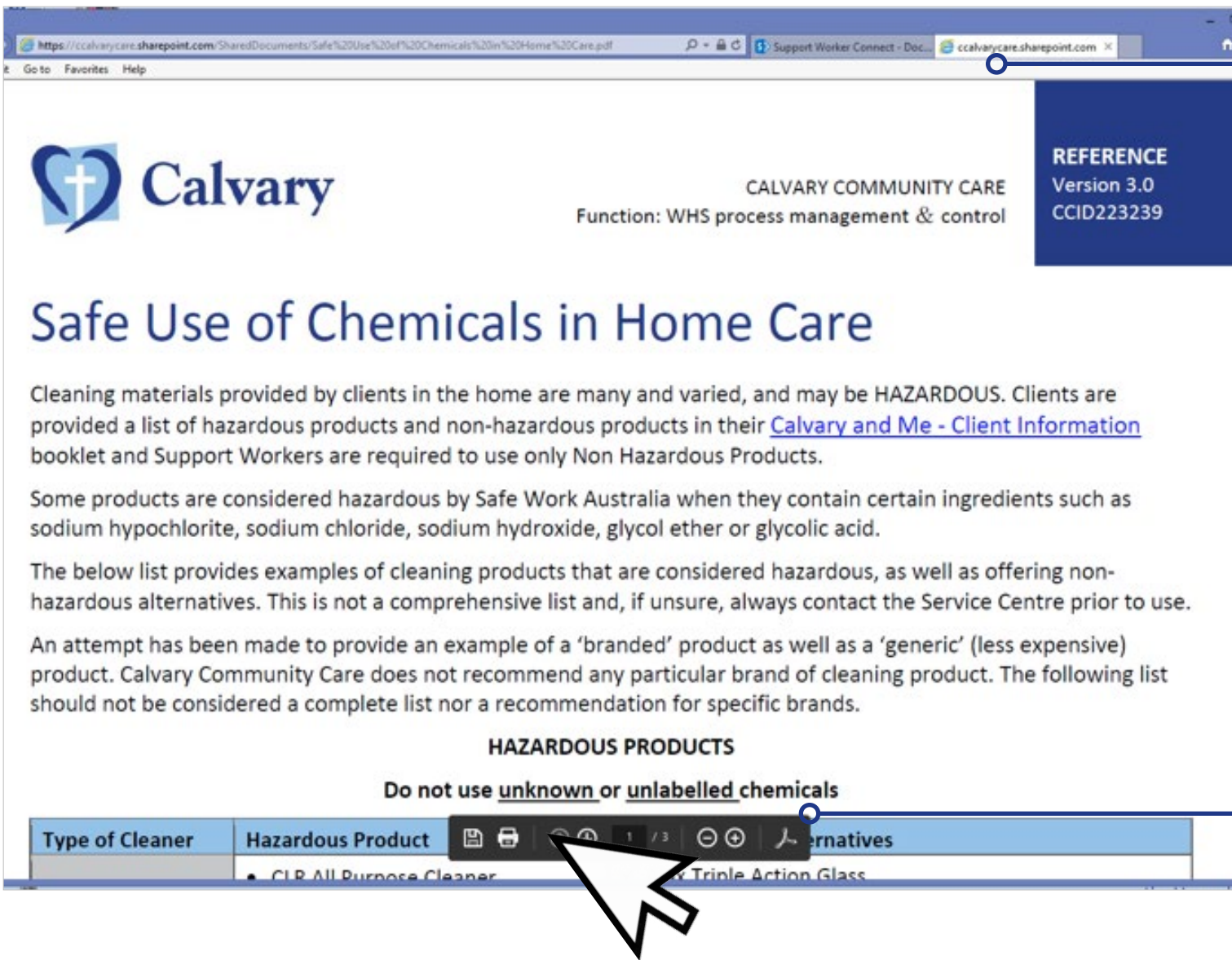
- Support Worker Policy and Procedures Manual
- Support Worker Workplace Health and Safety (WHS) Manual
- Support Worker Email Manual
- Safe Use of Chemicals in Home Care

Frequently used Forms and Checklists

- Application for Leave
- Incident and Concern Form
- Support Worker Availability Request Form
- Work Health & Safety (WHS) Checklist

Use the list of frequently used documents to quickly access your key resources.

Printing and Downloading Documents - PDF

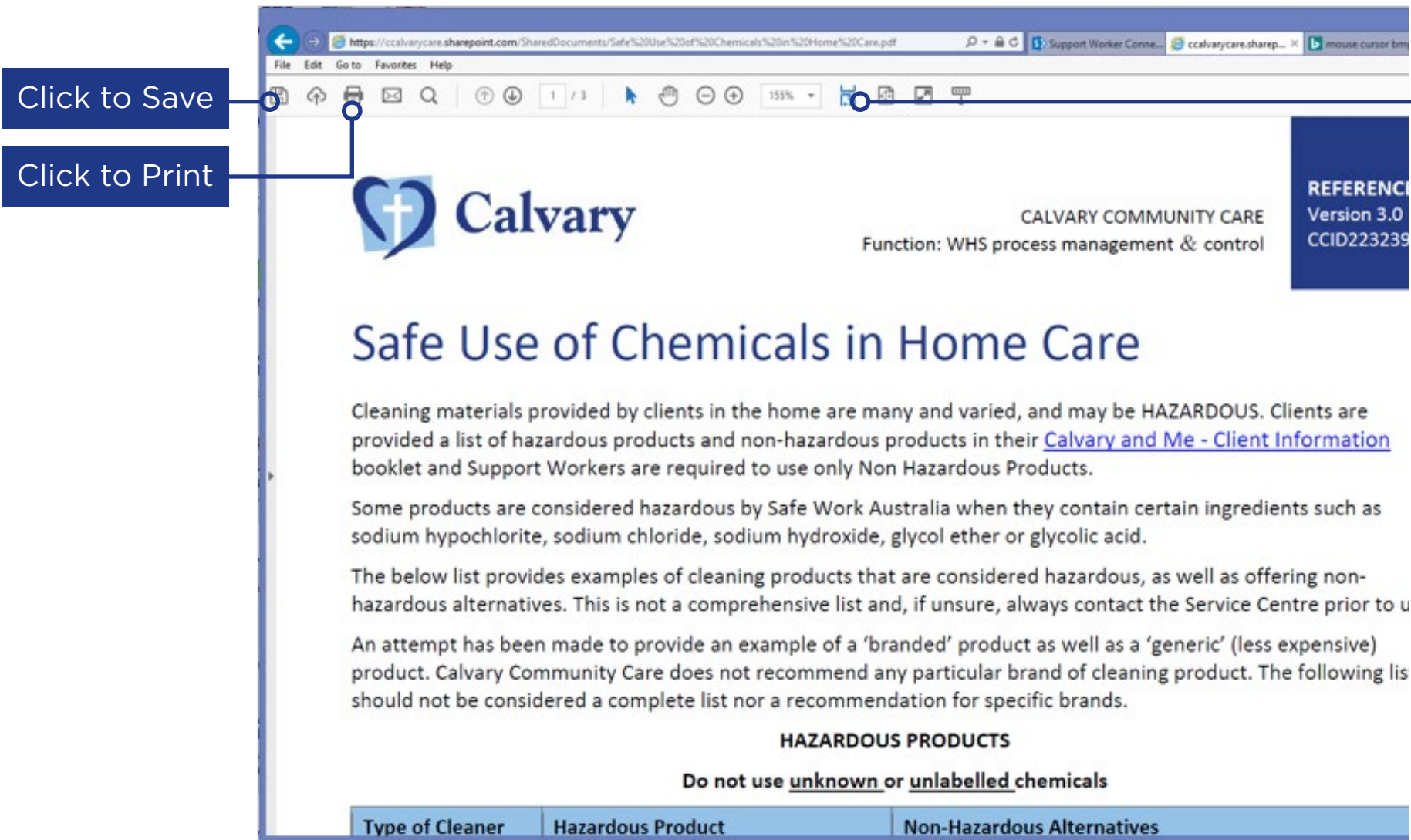


PDF documents will open in a new browser tab (close this when done reading the document).

The menu allowing you to Print and Save only appears when you move your mouse cursor to the bottom of the screen

Links not working?

Links within documents have been left in for reference, but they will not work. If you would like a copy of a document linked or included in the references please contact your Service Centre.



Click to Save

Click to Print

If you're not able to get the menu to appear, try pressing the F8 key on your keyboard (this works on PC and Mac). This will make the menu appear at the top of the screen.

F8

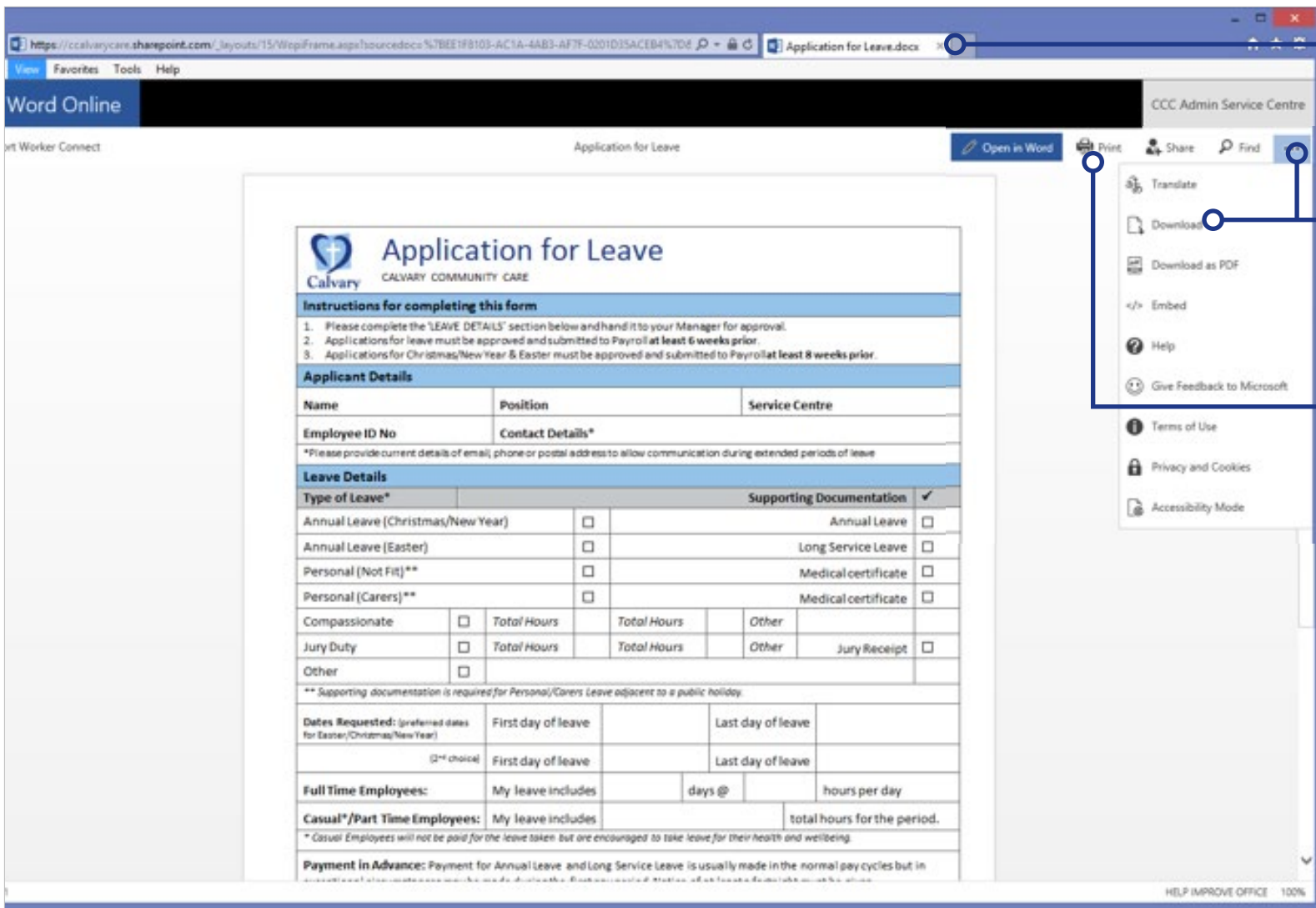
Printing and Downloading Documents - Word

If you don't have Word installed on your computer, you will still be able to View & Print with no issues.

If you don't have Word installed on your computer, editing a Word document will be done in an alternative application (e.g. Word Pad on PC and Pages on a Mac). In these cases your document can still be edited, but some of the formatting may look different.

Links not working?

Links within documents have been left in for reference, but they will not work.
If you would like a copy of a document linked or included in the references please contact your Service Centre.



Word documents will open in the same browser tab (click Back on your browser when done reading the document).

To Save the document, click the '...' icon and then the 'Download' option.


To Print the document, click the Print button.


Your normal Print Settings screen should load, at which point follow the normal steps you use to print a document.


If the normal Print Settings screen does not load, click the 'Open a printable PDF of your document' and then follow the steps listed above on how to print a PDF.



Accessing eLearning, My Kiosk and the Uniform Portal

 **eLearning**
Calvary eLearning lets you access your **mandatory training** as well as general interest courses.

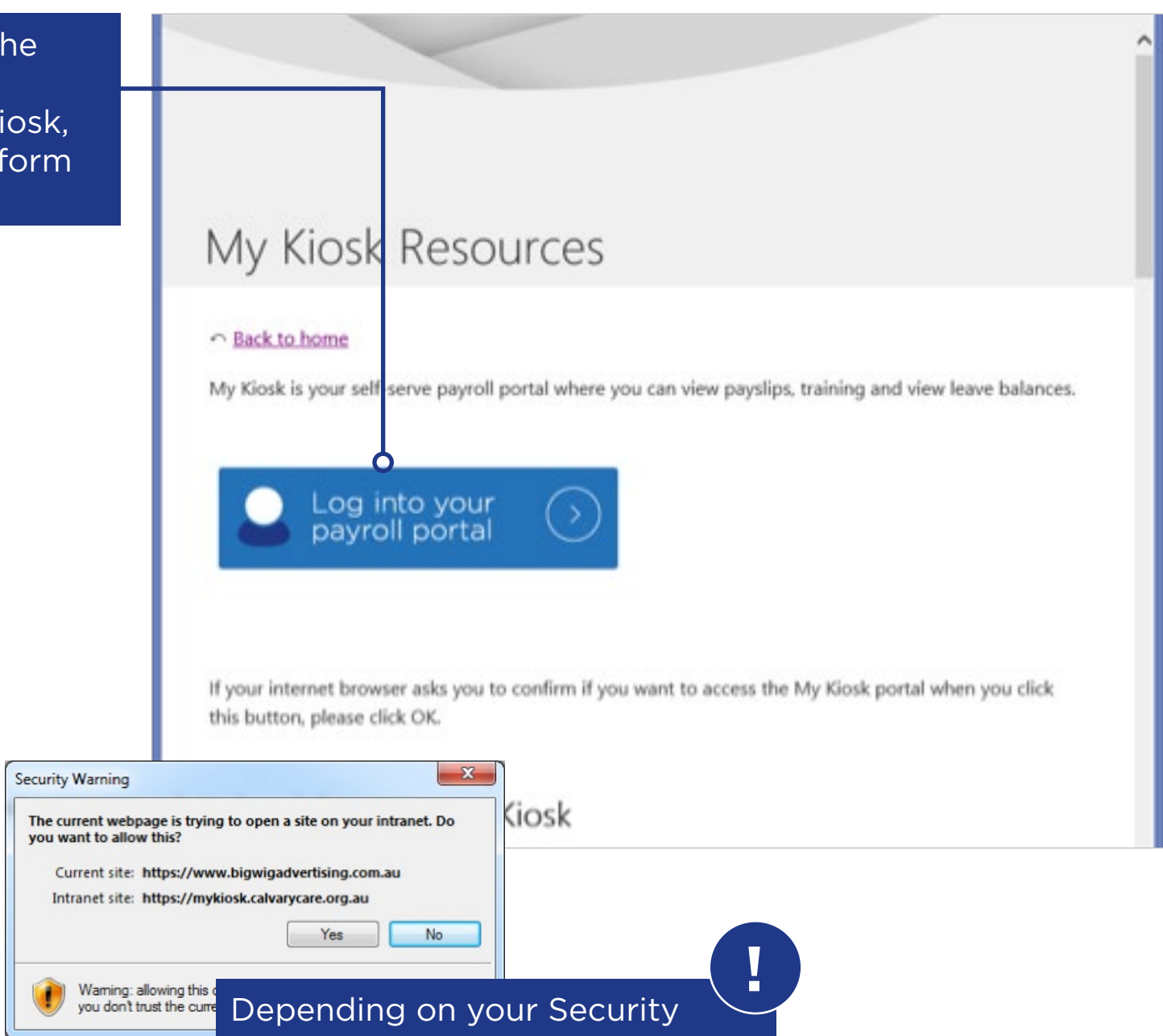
 **Uniform**
Order a Calvary uniform, ID badge and view dress code.

 **My Kiosk**
View your **payslip** and update personal details.

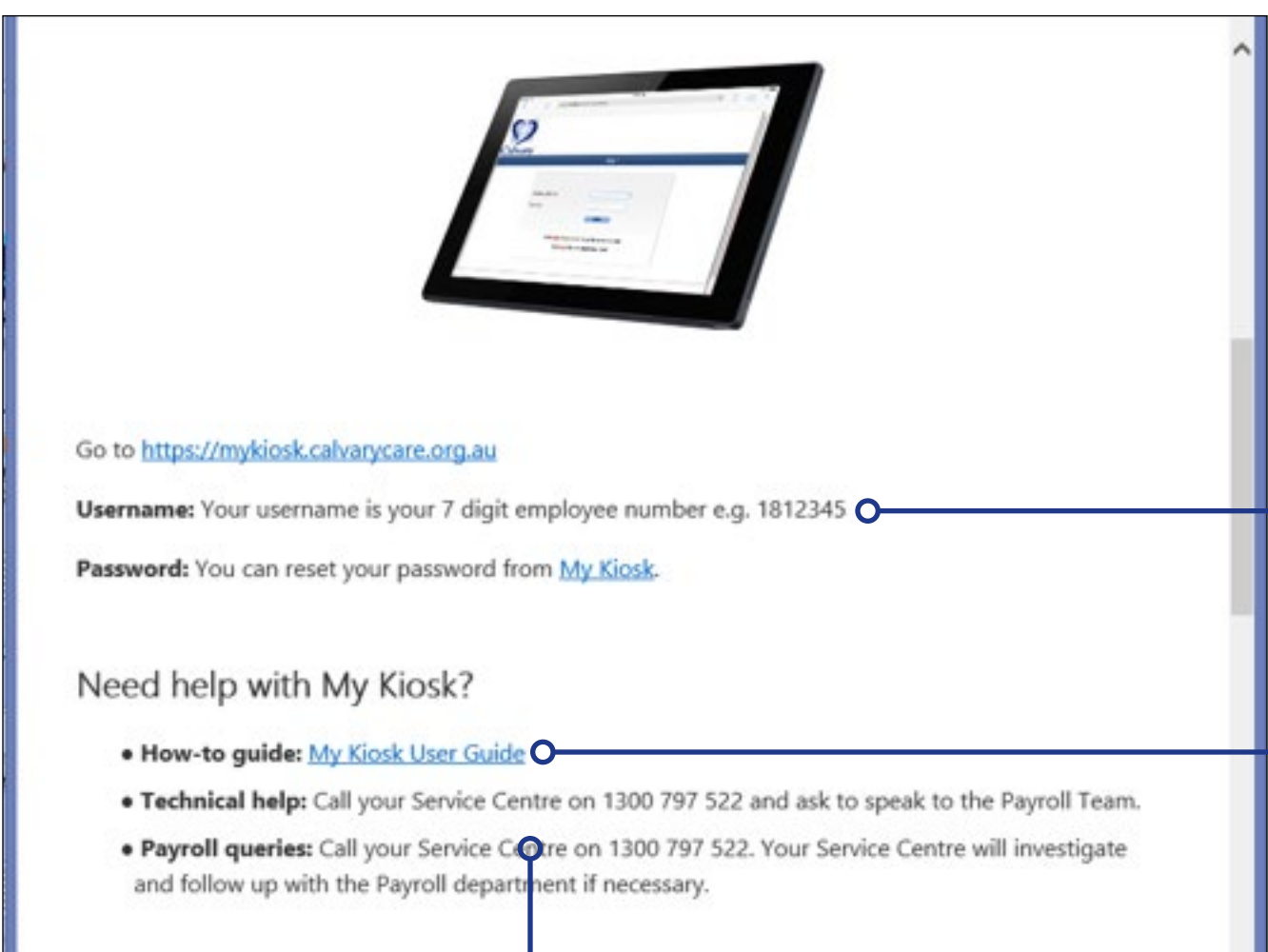
There is an information page that has been created for eLearning, My Kiosk and the Uniform Portal.

Click on the box on the homepage to access each application information page.

Click the button on the relevant application page to access My Kiosk, eLearning or the Uniform portal.



Depending on your Security Settings you may get a pop-up 'Security Warning'. Click 'Yes' to proceed to the application.



Each application page will have a hint on what your username is and information on how to reset your Password if needed.

Note: My Kiosk, eLearning and the Uniform Portal will have separate username and password information (this is the same for all Calvary employees).

Each application will have a User Guide providing more detailed information about how to use it.

The best support contacts will be listed on each application page.