**Relias FAQ**\_\_\_\_\_\_\_\_\_\_

**WHAT IS MY LOGIN INFORMATION?**

* Username: your full email address
* Password: Caregiver1!
* If you are having difficulty logging in or need to reset your login information, you can follow the instructions on the login page of the website/mobile app or contact your supervisor for assistance.

**WHAT IS THE ORGANIZATIONAL ID?**

Once you have registered your account you will need to enter an organization ID as part of the login process. The organizational ID associated with Senior Solutions is 11351

**HOW LONG DO NEW HIRES HAVE TO COMPLETE LEVEL 2 and LEVEL 3?**Level 2 and 3 training is required to be completed within the first 45 days of employment. We encourage all of our new employees to complete the training within their first 30 days of employment if not sooner. The training is available online and can be done remotely or you may schedule time to come to the office or an alternative location for access to a computer and wi-fi. Reach out to your supervisor if you need assistance in coordinating a place to complete the training.   
  
**WHAT HAPPENS IF I DO NOT COMPLETE THE TRAINING in MY FIRST 45 DAYS**  
If after the initial 45 days you do not complete Level 2 and Level 3 training, you will be given an additional 15 days to cp,plete the training but will be restricted from working in the field during this extension. Failure to complete the training at the end of the extension will result in termination of employment with eligibility to re-apply after 6 months of termination date.  
  
**WHO IS REQUIRED TO COMPLETE LEVEL 2 and LEVEL 3**  
All new hires are required to complete these levels, unless they provided a valid CNA, RN, or LPN license upon hire. Certified MA’s can earn the higher rate of pay but must complete levels 2 and 3 upon hire along with non certified caregivers due to the scope of the training provided that is specific to our clients.

**BENEFITS OF COMPLETING TRAINING**

* Increase your hourly rate
* Expand your knowledge base through free education
* Ability to service an abundance of clients which leads to more hours to choose from
* Eligibility for career advancement through the Lead Caregiver Program
* Level 3 and above Caregivers will be offered shifts on a first come, first serve basis