



NB TEEN APPRENTICE PROGRAM

NBTAP EMPLOYER ACCOUNT: FAQs

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1.0 Do I need to set up my Employer Account?

No. Your NBTAP coordinator will do that for you. When you click on the email link to your Employer Agreement, you will be automatically directed to your account.

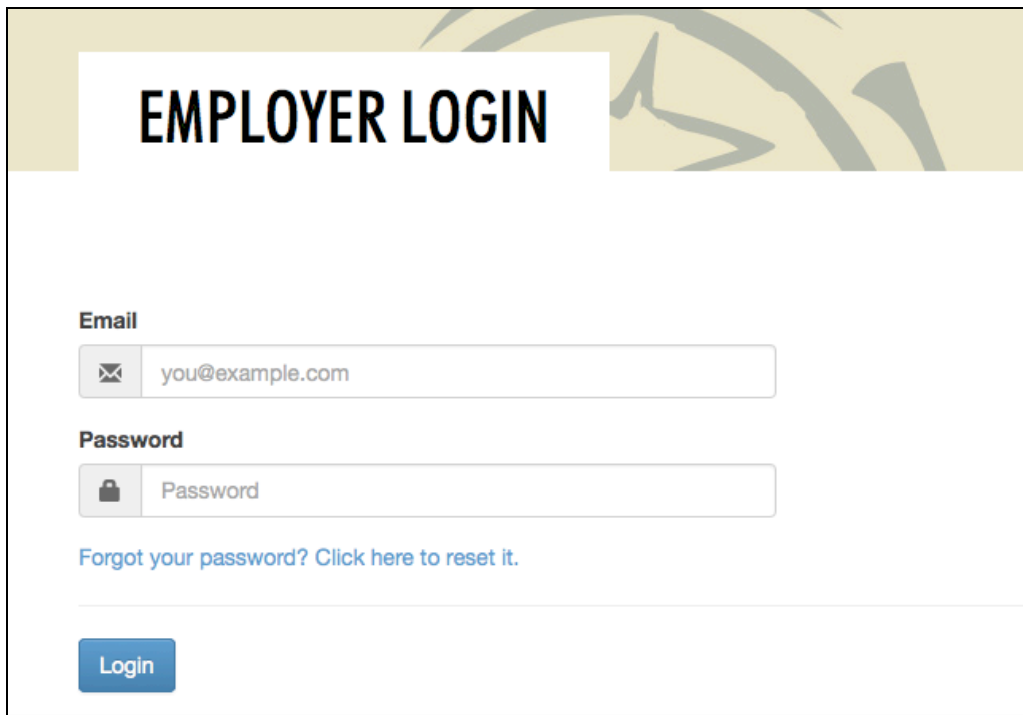
2.0 What do I use my Employer Account for?

You can login to your NBTAP account in order to complete Employer Agreements, to print existing Employer Agreements, or to update your contact information.

3.0 How do I login to my Employer Account?

If you wish to login to your NBTAP account, visit <https://www.nbtap.ca/employers/login>

You will be presented with a screen to login to the system:



EMPLOYER LOGIN

Email
✉ you@example.com

Password
🔒 Password

[Forgot your password? Click here to reset it.](#)

Login

Enter the email address and password of your company's NBTAP contact (this is the same email address used to send you the link to your Employer Agreement). If it is your first time

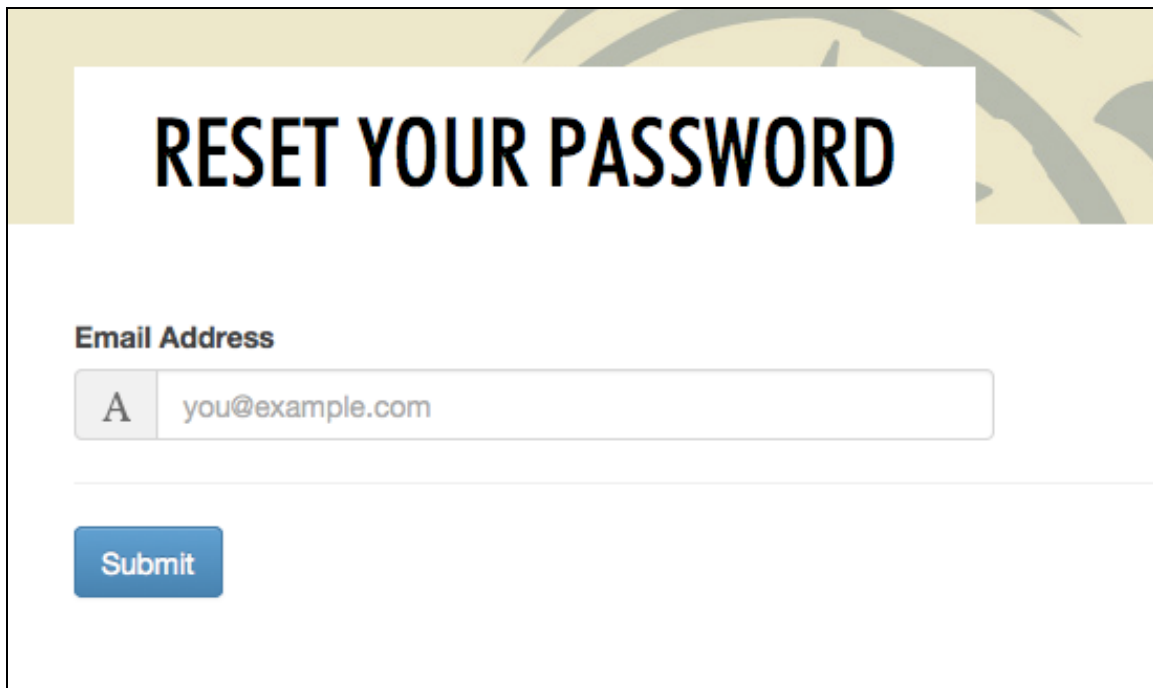
logging in, or you have forgotten your password, you can reset it by clicking on the “Forgot your password? Click here to reset it” link just below the password field.

4.0 How do I reset my password?

If you need to reset your password, you must have access to the email address used to login to the account. If you no longer have access to this email address, contact your NBTAP Coordinator to have the email address changed.

Follow the steps below to reset your password.

- 1) Click on the link labeled “Forgot your password? Click here to reset it.” You will be taken to this screen:



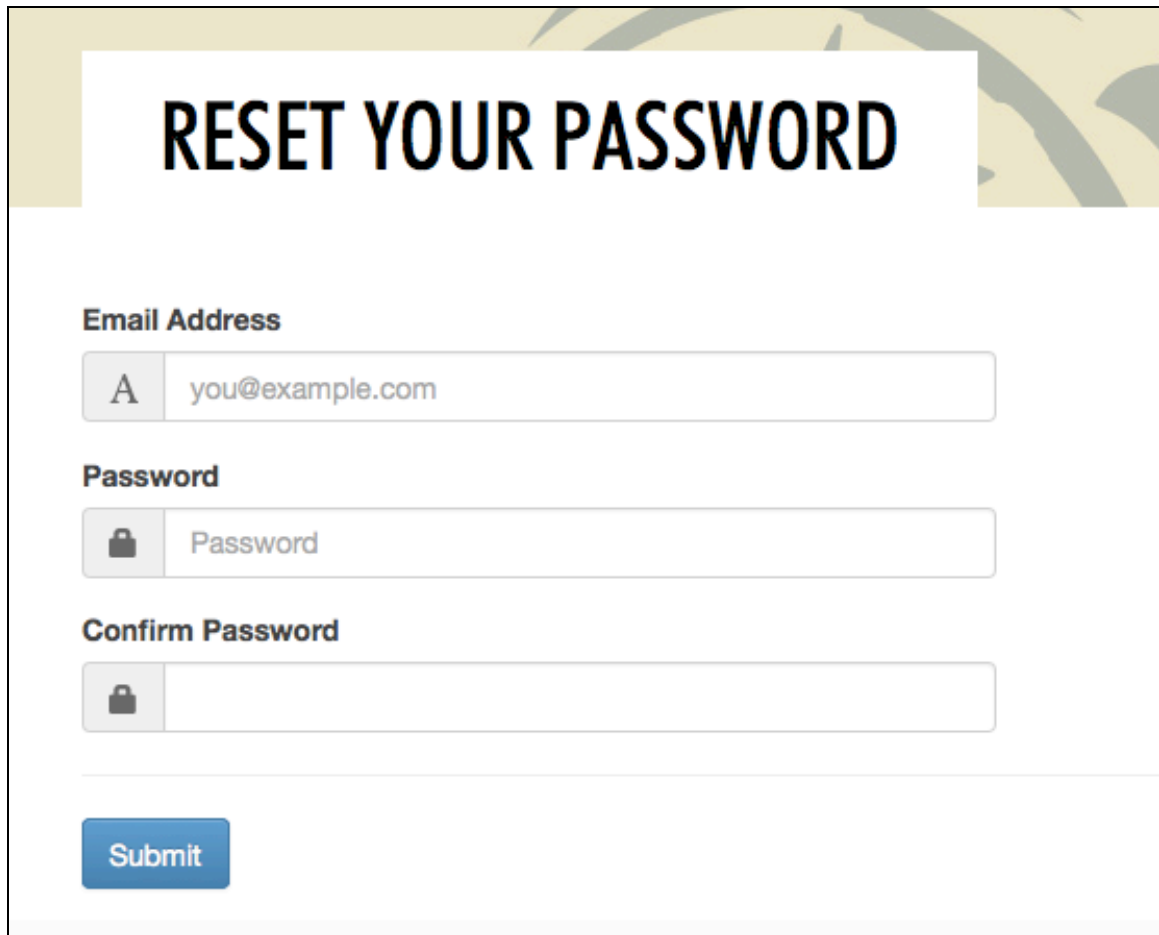
RESET YOUR PASSWORD

Email Address

A you@example.com

Submit

- 2) Enter your email address into the form and click “Submit.” The system will send you a link to reset your password.
- 3) Check your email, and click on the link found in the message you receive from NBTAP. Once you do so, you will be taken this screen:

A screenshot of a web form titled "RESET YOUR PASSWORD". The form has a white background with a light green header. It contains three input fields: "Email Address" with the placeholder "you@example.com", "Password" with the placeholder "Password", and "Confirm Password". A blue "Submit" button is located at the bottom left of the form area.

RESET YOUR PASSWORD

Email Address

A you@example.com

Password

🔒 Password

Confirm Password

🔒

Submit

- 4) Enter your email address in the first field, and a password of at least six characters in length in the second field. Confirm your password in the final field, and then click the "Submit" button.

Your password is changed immediately, and you can now return to the login screen at <https://www.nbtap.ca/employers/login> and login to the system with your new password.

5.0 How do I use the Employer Dashboard?

Once you are logged in to the system, you will be presented with the Employer Dashboard:



The screenshot shows the Employer Dashboard interface. At the top, there is a large heading "EMPLOYER DASHBOARD". Below this, there are three main sections:

- INCOMPLETE AGREEMENTS**: A blue button labeled "Complete your new Employer Agreement for Sample Company, 2015 - 2017".
- COMPLETED AGREEMENTS**: A blue button labeled "Download Employer Agreement for Sample Company, for 2014 - 2016".
- CONTACT INFORMATION**: A blue button labeled "Update your contact information".

At the bottom left of the dashboard, there is a blue button labeled "Logout".

From the Employer Dashboard, you can work on Employer Agreements that need to be completed, print completed Employer Agreements, or update your company's contact information.



Each time you are sent a new Employer Agreement, you will find a new button under the heading “Incomplete Agreements.” To work on or submit an agreement, click on its corresponding button.

If you wish to print completed agreements, click on the appropriate button under the “Completed Agreements” heading and the agreement will download to your computer as an Adobe Acrobat (PDF) file.

If you do not have the necessary software to open a PDF file, you can download the free Acrobat Reader from Adobe by visiting <http://get.adobe.com/reader>.

To update your company’s contact information or to change your password, click on the “Update your contact information” button.

To logout of the system, click the “Logout” button.

6.0 How do I complete my Employer Agreement?

Each time you agree to hire one or more apprentices for the first time, you will be required to complete an Employer Agreement. Whenever you have a new agreement that needs to be completed, your company’s NBTAP contact will receive an email with a link to the agreement that needs to be completed.

When you click this link in the email, **there is no need to login to the system.** The link is very secure, and is not accessible to anyone who does not have the email that you receive. You can use this link as often as you like to go to the agreement, but once the agreement is complete and submitted, the link becomes inactive.

Alternatively, you can login to the system at any time by going to the login screen found at <https://www.nbtap.ca/employers/login> and click on the button corresponding to your agreement.

Once you are on the screen to complete an Employer Agreement, you can simply fill the form out. It is not necessary to complete the agreement all at once; you can work on it, scroll to the bottom and click the button labeled “Save and continue later.” This will save the partially completed agreement, and you can return to it at any time by either clicking on the link that was included in the email you received notifying you of the agreement, or by logging in to the system and clicking the appropriate button under “Incomplete Agreements” on the Employer Dashboard.



7.0 Can I save a partially complete Employer Agreement?

Yes. When saving a partially completed agreement, the only required field is “Company Name.” All other fields can be left blank.


8.0 What if I am hiring more than one Student Apprentice?

The initial, blank Employer Agreement displays only one placement. If you have more than one placement, click on the button labeled “Add Another Placement”, found immediately underneath the first placement:

Placement Details:

Placement 1


Skilled Trade Placement

 Carpenter

Is the work address the same as the company address provided above?

Yes No

The Student Apprentice(s) must be able to speak and understand:

 English

[Add Another Placement](#)



This will add a new, blank placement immediately underneath the first placement. If you wish to remove a placement, click on the red button labelled “Delete This Placement” found underneath.

9.0 How do I submit a completed Employment Agreement?

Your agreement is not complete and ready to submit until all required fields have been completed. If you try to submit an incomplete agreement, you will see an error message displayed in red under the submit buttons:

Employer Signature:

This field is required. I have read, understand, and accept the terms and conditions of this Employer Agreement.

This field is required. I confirm that I have the authority to submit this Employer Agreement on behalf of the employer/employer.

Signature **Date**

A

This field is required. This field is required.

There are errors in your form. Please scroll up and complete all required items marked in red.

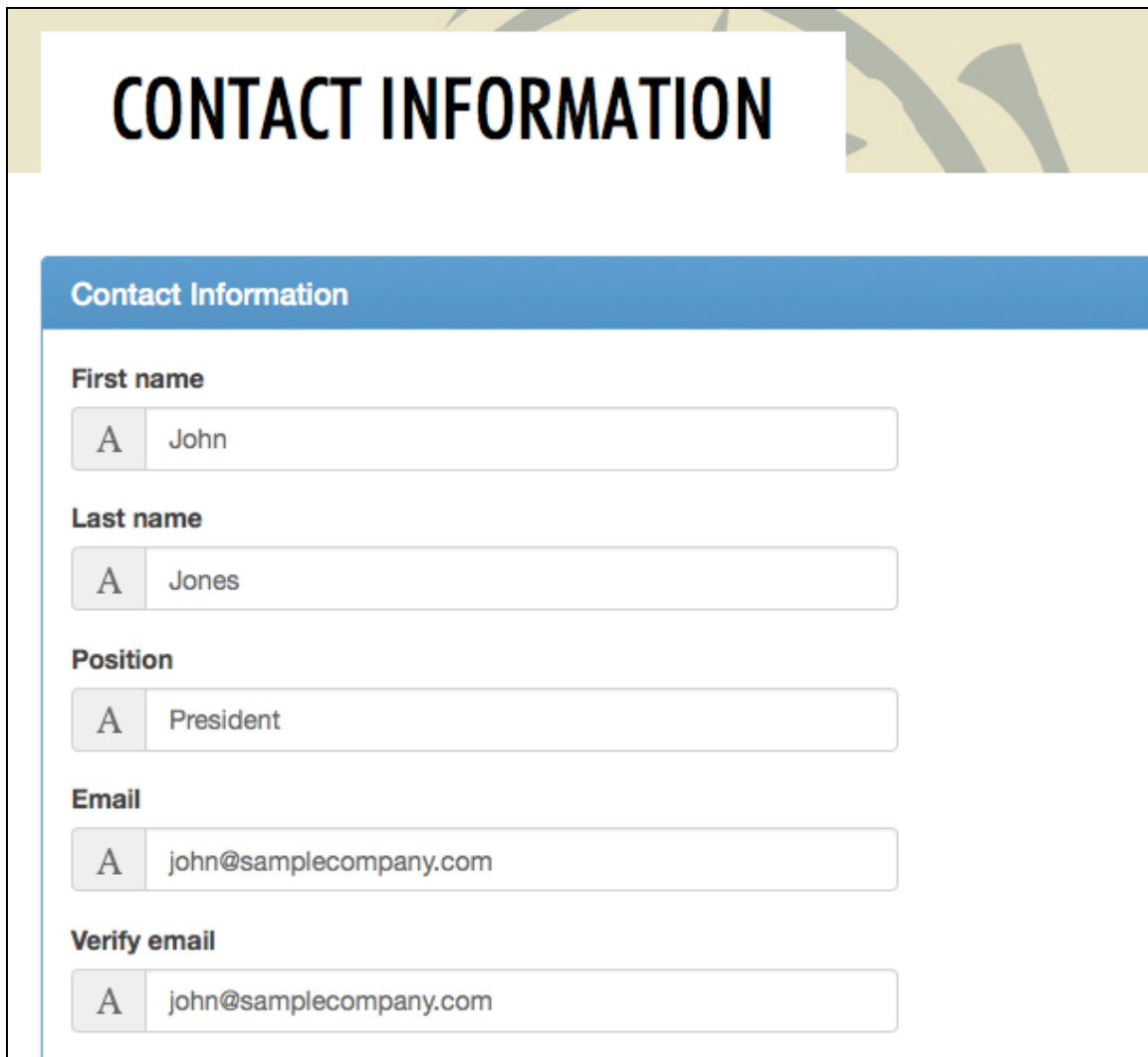
This message just means that you have not completed all of the required information. Scroll up on the page, looking for any items marked in red, and complete the required information. Once all information is complete, you can submit the form.

To submit your completed Employer Agreement, click the “Save and Submit Agreement” button at the bottom of the screen. Clicking this button will pop up a confirmation dialog box, and you must confirm that you wish to submit before your agreement will be accepted. To leave the information unchanged and return to the Employer Dashboard, click the “Cancel” button at the bottom of the screen.

Please note that **once the form is submitted, you can no longer change it**. Ensure that all of the information on your form is correct prior to submitting it.

10.0 How do I update my contact information?

Any time you need to update your company's contact information, you may do so by logging in at <https://www.nbtap.ca/employers/login> and clicking on the "Update your contact information" button. Doing so will take you to the following screen:

A screenshot of a web form titled "CONTACT INFORMATION". The form has a blue header bar with the text "Contact Information". Below the header, there are five input fields, each with a label and a small "A" icon in a grey box to the left of the input field. The fields are: "First name" with the value "John", "Last name" with the value "Jones", "Position" with the value "President", "Email" with the value "john@samplecompany.com", and "Verify email" with the value "john@samplecompany.com".

Contact Information	
First name	<input type="text" value="John"/>
Last name	<input type="text" value="Jones"/>
Position	<input type="text" value="President"/>
Email	<input type="text" value="john@samplecompany.com"/>
Verify email	<input type="text" value="john@samplecompany.com"/>

This screen allows you to update your company's contact information as well as the password you use to login. **If you do not want to update the password, just leave both password fields blank**, and your existing password will be preserved.



Once you have updated the contact information, click the “Submit” button at the bottom of the screen. To leave the information unchanged and return to the Employer Dashboard, click the “Cancel” button at the bottom of the screen.

11.0 How do I begin a work term evaluation?

Once a Student Apprentice has completed a work term with your company, you will receive a Work Term Evaluation by email. The message will include a link for each of the Student Apprentices you are required to evaluate. Clicking on the link in the Work Term Evaluation email will take you to a screen where you are asked to evaluate the Student Apprentice’s performance in a number of areas.

STUDENT APPRENTICE WORK TERM PERFORMANCE EVALUATION

STUDENT APPRENTICE DETAILS

Student Apprentice Name:	Sample Apprentice
Student Apprentice Status:	Active: First Year
Company Name:	Sample Company Inc.
Trade Placement:	Carpenter
Company Representative Name:	<input type="text" value="John Smith"/>

HOURS WORKED

First day of work this summer

Last day of work this summer

Total hours worked this summer

As is the case with completing Employer Agreements, it is not necessary to complete the Work Term Evaluation all at once. You can enter as much or as little information as you wish, and then scroll to the bottom of the form and click “Save and Continue Later.” This will save the partially completed Work Term Evaluation, and you can return to it at any time by clicking on the link in the Work Term Evaluation request email.

12.0 How do I complete a work term evaluation?





If completing the Work Term Evaluation requires input from more than one person at your company, you can forward the Work Term Evaluation email to others and have them enter the required information.



Completing the “Performance Evaluation” section of the Work Term Evaluation asks you to rate the Student Apprentice’s performance in a number of areas. What you will see in this section depends on how recent your web browser is.

If you are on a recent web browser, you will be asked to give a “star rating” for each of the performance evaluation areas:

PERFORMANCE EVALUATION

With input from this student apprentice's mentors and supervisors, please rate this student apprentice on each of the performance criteria using the following scale:

			
Unacceptable Performance	Needs Improvement	Met Requirements	Exceeded Requirements

Concern for Safety <i>Examples of Related Behaviours</i> Demonstrated safe work practices, was cautious, sought training before using equipment, wore PPE.	 Unacceptable Performance
Dependability <i>Examples of Related Behaviours</i> Had good attendance, arrived on time, completed tasks, was reliable.	 Exceeded Requirements

Click on a star to set the rating for each of the performance evaluation items. When you click on a star, the label to the right indicates what the rating is set to. One star indicates unacceptable performance; while four stars indicates that the Student Apprentice exceeded requirements.

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If you are on an older browser, you will have a set of radio buttons instead of stars:

PERFORMANCE EVALUATION

With input from this student apprentice's mentors and supervisors, please rate this student apprentice on each of the performance criteria using the following scale:

Unacceptable Performance	Needs Improvement	Met Requirements	Exceeded Requirements
Concern for Safety <i>Examples of Related Behaviours</i> Demonstrated safe work practices, was cautious, sought training before using equipment, wore PPE.		<input type="radio"/> Unacceptable Performance <input type="radio"/> Needs Improvement <input type="radio"/> Met Requirements <input checked="" type="radio"/> Exceeds Requirements	
Dependability <i>Examples of Related Behaviours</i> Had good attendance, arrived on time, completed tasks, was reliable.		<input type="radio"/> Unacceptable Performance <input type="radio"/> Needs Improvement <input type="radio"/> Met Requirements <input type="radio"/> Exceeds Requirements	

In this case, simply select the appropriate radio button for each category in order to complete the performance evaluation section.



13.0 How do I submit a work term evaluation?

A Work Term Evaluation is not complete and ready to submit until all required fields have been completed. If you try to submit an incomplete evaluation, you will see an error message displayed in red under the submit buttons:

Will your company rehire this student apprentice for the next summer work term?

Yes No

If not, please explain why you will not rehire this student apprentice

Please provide any additional feedback you have on this student apprentice.

Save and Continue LaterSubmit

There are errors in your form. Please scroll up and complete all required items marked in red.

This message just means that you have not completed all of the required information. Scroll up on the page, looking for any items marked in red, and complete the required information. Once all information is complete, you can submit the form.

Once the Work Term Evaluation form is complete and ready to submit, scroll to the bottom of the form and click "Submit." You will be presented with a dialog box confirming that you are ready to submit the form. **The Work Term Evaluation form can only be submitted once, and when it is submitted, you cannot change the information.** Please ensure that all required information is complete and correct prior to submitting the Work Term Evaluation.



14.0 General troubleshooting

All of the information in this guide requires that you have a computer connected to the Internet, and that you are using a relatively recent web browser. The minimum requirements for connecting to the NBTAP website are as follows:

For Microsoft Windows

- **Operating system:** Windows XP Service Pack 3 or later, or any version of Windows after XP.
- **Web Browser:** Internet Explorer 8.0 or later, or any version of Google Chrome, Mozilla Firefox, or Opera.

For Apple Macintosh

- **Operating System:** Any version of Mac OS X.
- **Web Browser:** Any version of Safari, Mozilla Firefox, or Opera.

If you are unable to open a link on the NBTAP website, first try updating your web browser, or installing one of the free web browsers. Mozilla Firefox will run on any major operating system, and can be downloaded from <https://www.firefox.com>.

If you are still unable to connect to the NBTAP website, please contact your NBTAP Coordinator and provide the following information:

1. The name of the operating system you are using (e.g. Windows 7)
2. The name of the browser you are using (e.g. Internet Explorer 8.0)

You can get this information about your computer by visiting the following website:

<https://www.whatismybrowser.com>