



Job Aids & Templates

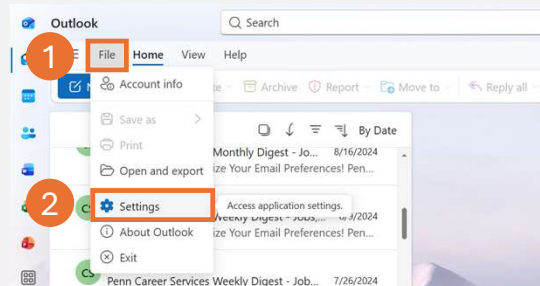
One-page performance support tools

Unsubscribe

Stop unwanted email subscriptions from clogging your Outlook inbox!

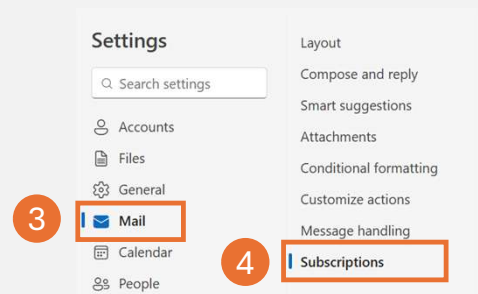
Go to Settings

1. Select the **File** menu.
2. Select **Settings**.



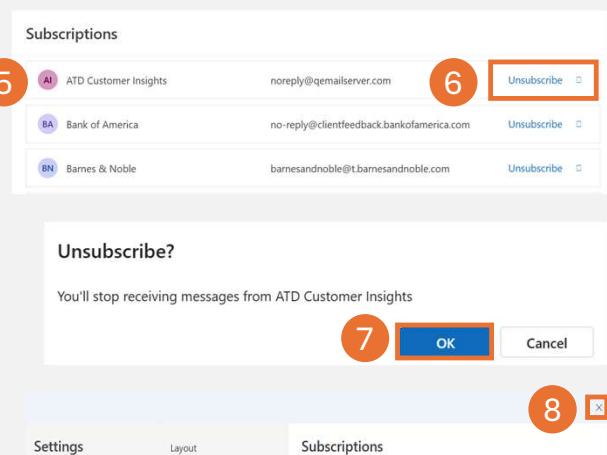
Go to Subscriptions

3. Select **Mail**.
4. Select **Subscriptions**.



Unsubscribe

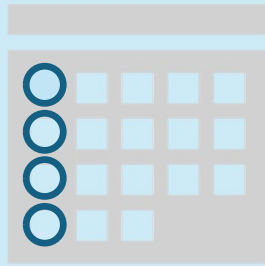
5. In the **Subscriptions** list, find the subscription you want to cancel.
6. Select **Unsubscribe**.
7. Select **OK**.
8. Repeat for each subscription you want to stop; when finished, **close [X] Settings**.



How to file your weekly certification for unemployment benefits

1 Every Sunday

File your certification every **Sunday** to qualify for benefits for the previous week.



2 <https://benefits.uc.pa.gov>

Visit the PA unemployment benefits website and select **Sign In/Register**.



3 Sign In

Enter your Username and Password, then select **Sign In**.



4 Choose File

From your dashboard, choose **File Certification**.



5 Confirm

Select the **checkbox** to confirm you understand the notice.



6 Answer

Answer each question by selecting the circle next to **Yes** or **No**.



7 Review

Review your answers and be sure they are **correct**.



8 Submit

Select the **Submit** button to process your certification for the week.

Submit

Giving Feedback

Be respectful

- Try to imagine how your words could be perceived by others.
- Think about how you would react getting the same feedback.

Be specific

- Give clear examples of what you have seen or experienced.
- Offer clear suggestions for actions the individual can take to improve.

Be factual

- Focus on what you saw and on the impact it had.
- Avoid making judgements.
- Separate your own emotions from the facts.

Be helpful

- Deliver feedback with positive intent.
- Focus on the work or the actions you have seen rather than on the individual or on personality.

Step by Step: Effective Feedback

1: Identify the situation



2: Describe the behavior



3: Explain the impact



4: Offer next steps

I have noticed that in our team meetings ...

... you tend to go into a lot of detail about your work.

This takes up a lot of meeting time and prevents others from contributing.

Before the next meeting, try making a list of the two or three most important points about your work, and share only those things.



eLearning Accessibility Checklist

Ensure that all learners, regardless of ability, can engage with educational content.

Content

- ☐ Writing is clear and simple.
- ☐ Content is logically organized with structured headings.

Visuals

- ☐ There is high contrast between text and background colors.
- ☐ All images have alt text to describe their purpose.

Multimedia

- ☐ There are captions and transcripts for all video and audio.
- ☐ In addition to audio, visual cues are provided.

Interaction

- ☐ Navigation is intuitive.
- ☐ Interactions can be accessed with both mouse and keyboard.

Flexibility

- ☐ There are no strict time limits on tasks.
- ☐ Options to control volume and playback speed are provided.

Revisions

- ☐ Regularly test the product with users of varying ability.
- ☐ Keep the learning up-to-date with accessibility standards to ensure usability and compliance.

6 SIMPLE ROUTINES TO REDUCE DECISION FATIGUE

1 | Morning Pre-Sets

Before bed:

- Assemble your outfit
- Prep your breakfast
- Make your lunch
- Pack your bag

2 | Meal Plans

Narrow the number of options:

- Create a weekly menu
- Prep ingredients, meals, orders
- Package meals for grab-and-go and heat-and-eat convenience

3 | Digital Calm

Silence is golden:

- Turn off nonessential notifications
- Schedule "Do Not Disturb" time
- Set times for checking messages
- Create rules and auto-replies for email and other apps

4 | Decision Set Strategy

Conquer a set of related decisions:

- Define the assignment
- Identify the elements
- List your constraints
- Consider the options
- Make/commit to decisions

5 | Low Impact=Low Effort

Make low impact decisions fast:

- Is it safe?
- Is it practical?
- Is it timely?
- Is it affordable?

6 | Next-Day Intentions

End of the workday:

- Scan late-day messages for emergent priorities
- Create a list of one to three must-do tasks for tomorrow
- Review tomorrow's schedule and resolve any conflicts

Getting where you want to go

Goal setting template

S

What are the
specifics in
the goal?

M

How will you
measure your
success?

A

How will you
achieve the
goal?

R

Is this goal
realistic for
you?

T

What is the
timeframe for
this goal?

Goal #1					
Goal #2					
Goal #3					

Getting where you want to go

Action plan template

Goal			
Action Step What step will I take to get closer to my goal?	Resources What will I need to take this step?	Support Who can help me take this step?	Timing When will I complete this step?
Step1:			
Step 2:			
Step 3:			
Step 4:			
Progress			



Reset password

How to reset your password

Tags

#password, #reset password, #forgot password, #login, #account access, #authentication, #troubleshooting, #credentials, #can't log in, #reset link

Categories

Primary Category: Account & Login

Secondary Category: Password & Credentials

Problem description

You can't log in or don't remember your account password.

Step-by-step instructions

1. **Go to the Login box.** This box is in the upper right corner of the home page.
2. **Select the Forgot Password link.** This link appears below the password field.
3. **Enter your account email.** Enter the same email you used when you created your account.
4. **Check your inbox for the reset email.** The message usually arrives within a few minutes.
 - **Subject line:** Password Reset Request
 - **Sender:** no-reply@yourcompany.com
5. **Open the email and select the Reset Password link.** This link will take you to a secure page.
6. **Create a new password.** Your password must meet these requirements:
 - At least 8 characters
 - One uppercase letter
 - One number
 - One special character: ! @ \$ % & ^
7. **Wait for the confirmation.** You'll see a confirmation message once the reset is complete.
8. **Return to the Login box on the home page.** Enter your email and your new password to log in.

Troubleshooting

Didn't receive the reset email?

- Check your spam or junk folder.
- Search your inbox for "password reset."
- Make sure you entered the correct email address.
- Add no-reply@yourcompany.com to your safe senders list and try again.

Reset link expired?

- Reset links expire after 30 minutes.
- Return to the login page and request a new one.

Still can't log in?

- Clear your browser cache and cookies.
- Try a different browser or device.
- Disable any password-manager autofill and retype your credentials manually.

Frequently Asked Questions

Can I reset my password without using my email?

No. For security reasons, password resets must be completed through your verified email address.

Will resetting my password log me out of other devices?

Yes. For your protection, all active sessions are automatically signed out.

Related articles

Updating Your Email Address | Enabling Two-Factor Authentication | Troubleshooting Login Errors