



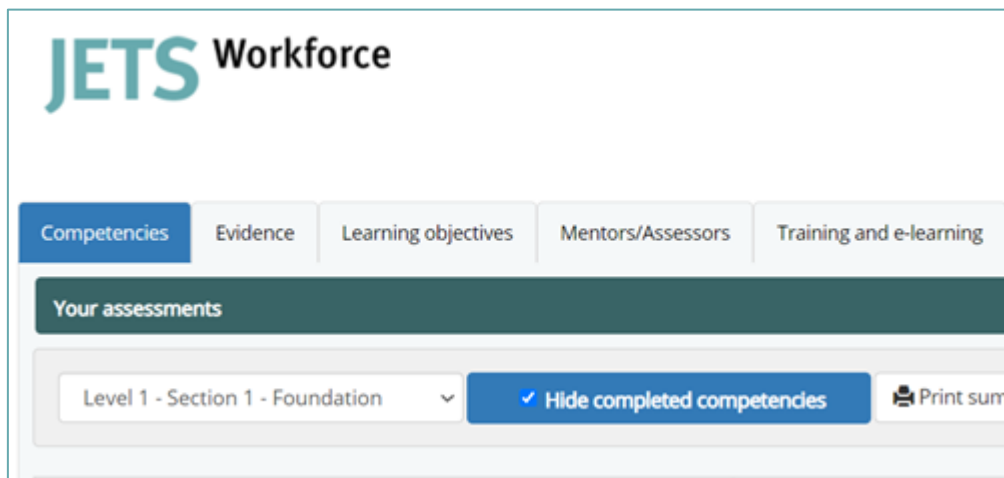
## Top 5 Frequently Asked Questions (FAQs)

Here you will find our top five most common queries and their answers.

### 1) How do I get started on JETS Workforce?

When you have registered for a JETS Workforce account you first need to ensure you have been assigned a role so that you are able to start assessments and upload evidence.

As a staff member you should see the following tabs on your overview: Competencies, Evidence, Learning objectives, Mentors/Assessors and Training and e-learning.



You also need to make sure you are linked to your work site so that you are able to see all the mentors and assessors available at your organisation. If you do not see anyone listed speak to your Unit Manager so they can add you as a staff member.

Once your access has been set up correctly you can now assign your mentors and assessors to start completing assessments. If you do not see them on the list, they may not have been assigned the 'Mentor' or 'Assessor' roles. If an individual is missing, please notify the Unit Manager to assign them the Mentor or Assessor role on JETS Workforce.

Now you are ready to start completing DOPS, LETS and Witness statements as you perform procedures, and you can apply for courses as appropriate.

- DOPS are direct observations of your skills displayed during a procedure.
- Witness Statements are instances of CPD, feedback, an event or experience in your practice in endoscopy, or a combination of these.
- LETS are long-term evaluations of trainer skills.



## 2) I don't have a registering body, what should I input as my registration number on JETS Workforce?

If you are a health care assistant and you don't have a registering body, please use the following format:

- HCA-Surname-Initials

For decontamination technicians please use the following format:

- DeconTech-Surname-Initials

For assistant practitioners please use the following format:

- AP-Surname-Initials

## 3) What is my JETS Workforce username and password?

Your username is usually your registration number, such as your NMC number, HCPC number or one of the following:

Role	Registration number
Health care assistant	HCA-Surname-Initials
Decontamination technician	DeconTech-Surname-Initials
Assistant practitioner	AP-Surname-Initials

Your password should include the following:

- At least 8 characters.
- Have upper- and lower-case letters.
- At least 1 number.

If you cannot remember your password, please click [Forgotten Password? Click Here.](#) in the log-in page. This will open a new page where you can enter your username or registered email address, to request a secure link to reset your password.

- The email subject will be 'JETS Workforce Password Reset' and it will be sent to your registered email address from [workforce@jagserver.org.uk](mailto:workforce@jagserver.org.uk).
- If you do not receive this email, please check your junk mail folders. It may take up to 24 hours to arrive.
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If you are still unable to log in or if your email address has changed, please email us at [AskJAG@rcp.ac.uk](mailto:AskJAG@rcp.ac.uk)

Please note, if you enter a wrong password five times, this will automatically lock your account and you will need to contact [AskJAG@rcp.ac.uk](mailto:AskJAG@rcp.ac.uk) to unlock your account.

#### 4) How do I add my staff to the system?

To add staff members to your organisation on JETS Workforce, you will first need Unit Manager access. If you are a unit manager and you do not have this level of access, please email [AskJAG@rcp.ac.uk](mailto:AskJAG@rcp.ac.uk) to request this.

As a Unit Manager you will have access to the following tabs on your JETS Workforce login:

**JETS Workforce** FAQs Downloads Contact us My JAG

Competencies Evidence Learning objectives Mentors/Assessors Training and e-learning Staff evidence Final assessments **Unit Staff**

**Staff Overview**

Unit:  Mentor:  **View staff**

Select level:  Overview

Show 10 entries

Name	Role	Section					ENDO			Action
		1	2	3	4	5	1	2	3	
	Workforce Assessor									<b>Edit</b>
	Mentor									<b>Remove</b>
	Staff Member									<b>Remove</b>
	Workforce Unit Manager									<b>Remove</b>
	Workforce Assessor									<b>Edit</b>
	Mentor									<b>Remove</b>
	Staff Member									<b>Remove</b>
	Workforce Unit Manager									<b>Remove</b>

Showing 1 to 2 of 2 entries

Previous **1** Next

**Add new user to unit**

Enter registration number (e.g. NMC, ODP, HCA or equivalent) or full email address  **Search/Add User**

Select the 'Unit Staff' tab on the far-right hand side as shown above. You will then be presented with the option to select the unit you wish to add staff to.

Once you've specified the correct unit, please scroll to the bottom of the page to add users by their registration number in the field below. You will need your staff's NMC, HCA or ODP code numbers on hand to search for them.

For those this does not apply to, please refer to our other FAQ: [I don't have a registering body, what should I input as my registration number on JETS Workforce?](#)

Enter your staff's registration number in the 'Enter registration number' field. If the registration number is recognised, you will be directed to the following screen:

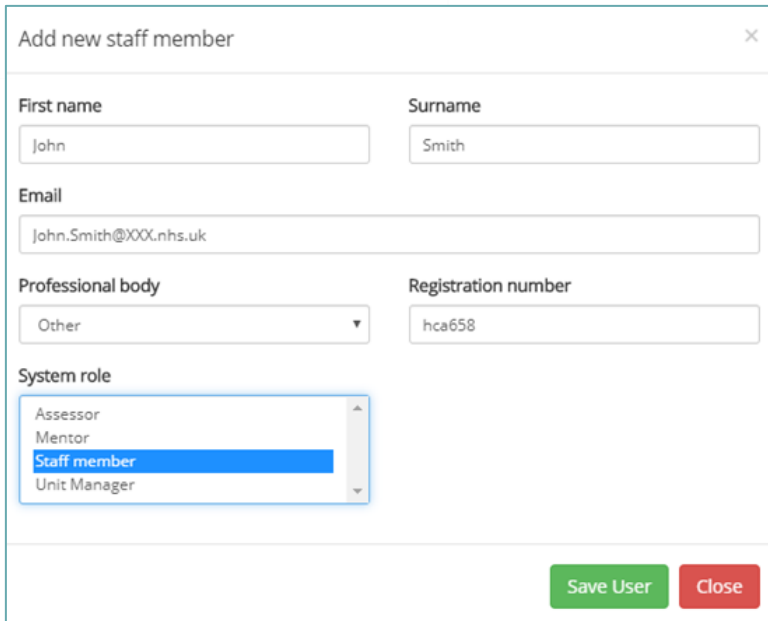
**Add new staff member** ×

The following user(s) matches the NMC entered:  
Fionnuala Burke

**Pick**

**Close**

Select 'Pick' to be directed to the page below. From this page you can assign the appropriate level of access to your staff member's profile.



All staff members need to be assigned a role to access the JETS Workforce system.

If a staff member has not yet registered, they will receive an automated email with their username and instructions to login.

Please note, it is a staff member's responsibility to nominate their mentors and assessors. This cannot be done by the Unit Manager or the JAG team. If staff members don't complete this step, their unit manager and other mentors/assessors will not be able to view their work.

## 5) Why am I unable to access any competencies or assessments when I login?

It is likely that you have not been assigned to any role yet on your JETS Workforce registration.

Please speak to your unit manager to assign you the correct level of access.