

GOLDCARE Employee Portal Training Tool – for Basic Users

A training video is also available on the Menno Staff Website. Go to the “How To” tab on the top banner and click “Use GoldCare Employer Portal”

[Click to watch Employee Portal Training Video](#)

Menno Place is pleased to provide team members access to GoldCare, a software program that provides the ability to:

1. View your schedule at each Menno Place site you work at. No more need to contact Staffing to verify whether you work and no more need to print off schedules.
2. Complete time off request forms which are submitted electronically directly to your manager and Staffing.
3. See your personal paystub (to come in the future)

Instructions for getting on to GoldCare for Basic Users

Accessing GoldCare is best done through the CHROME browser. You may wish to save the site in your bookmarks.

Go to the site you wish to access:

Menno Home <https://gc.mennoplace.ca/gclive/login/menno.home>

Menno Hospital <https://gc.mennoplace.ca/gclive/login/menno.hospital>

Menno Apartments <https://gc.mennoplace.ca/gclive/login/menno.housing>

MBS <https://gc.mennoplace.ca/gclive/login/menno.mbs>

1. Log into the GoldCare portal using a User ID and password that provided by Human Resources.

Your Username is:

- The first 4 letters of your last name
- The first 2 letters of your first name
- 2 digits for your day of birth

Your Temporary Password will be either:

GOLDC@RE! (0=zero)

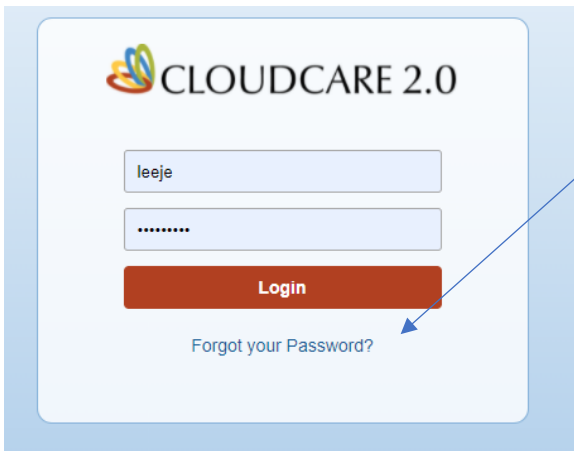
Or

Menno123??

Example: Mary Smith, born on July 22, 1978 will have the username **SMITMA22**

The first time you login you will be prompted to change your password (It must be 8 characters minimum and contain a number and symbol) and supply the answers to security questions.

- Once the profile is complete, users who forget their password can confirm their identity, receive a new temporary password, and then adjust their password themselves.



When logging in you will see this screen. Your name and information are located in the top blue banner and you can view your schedule on this screen.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mar 27, 2022 06:30 14:30 D6C CAE2	28 XX CAE2	29 XX CAE2	30 06:30 14:30 D6C CAE2	31 06:30 14:30 D6C CAE2	Apr 01 06:30 14:30 D6C CAE2	02 06:30 14:30 D6C CAE2
03 06:30 14:30 D6C CAE2	04 XX CAE2	05 XX CAE2	06 00:00 00:00 ST CAE2	07 06:30 14:30 D6C CAE2	08 06:30 14:30 D6C CAE2	09 06:30 14:30 D6C CAE2
10 06:30 14:30 D6C CAE2	11 06:30 14:30 D6C CAE2	12 XX CAE2	13 XX CAE2	14 06:30 14:30 D6C CAE2	15 06:30 14:30 D6C CAE2	16 06:30 14:30 D6C CAE2

You will know which location you are in by looking at the bottom right of your screen.



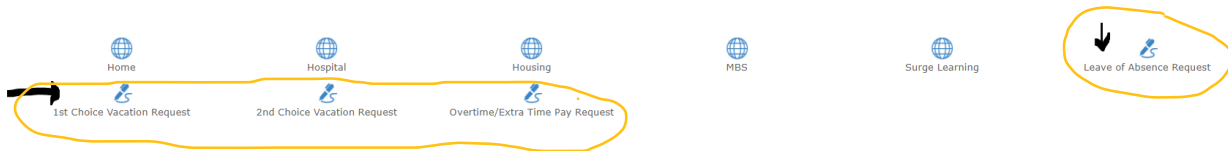
If you work in more than one location and want to see your schedule in another location or submit a Leave of Absence request, Vac requests, etc. for the other location, you will use the icons to move to that account. Example: You must be in the **Home** account if you wish to submit a LOA request for Menno Home. You must be in your **Hospital** account to submit requests for Menno Hospital. You must be in the **Housing** account to submit requests if you work at the Apartments.



When you select a new location, you will be prompted to log in once again and see the same dashboard with your schedule for that location.

The Dashboard also provides a direct link to Surge learning.

*please note that each time you open a new account, a new tab will be opened in your browser



The Dashboard provides links where you can submit a request for:

- Leave of Absence Request
- 1st and 2nd Choice Vacation Requests
- Overtime/Extra time pay requests
 - These will replace the paper copies of these forms.
 - Shift Exchange forms will continue in paper form at this time as 2 signatures are required.

When you open one of these links (notes) you will see that your employee # and department will display at the top of the note.

You will just need to complete the note (any pink fields in the note are mandatory), and once complete select OK. Once you have done this, the note will be sent to staffing or the manager to approve or decline)

The items in the top section under Leave Request (NEW)... are for office use only. Go directly to the **Employee Request** section.

1. Go to the section titled Employee Request

The screenshot shows a web form for submitting a leave request. The top section, 'Employee Leave Request', contains metadata like status, alert, creation date, and user. Below this is the 'Employee Request' section, which is highlighted with a blue bar and a blue arrow pointing to it from the text above. This section includes input fields for employee information, leave type selection, and dates. A red box highlights the 'Explain Details' field. At the bottom right, there are four buttons: 'Documents', 'Print', 'OK', and 'Cancel'.

- Your Employee # and Department should be prefilled.
- Check whether you want the Leave with Pay or Without Pay
- If the Leave is “with pay” select the type of leave in the dropdown box. If the Leave is “without pay” skip this section and go to the Leave type (without pay) section.
- If the Leave is without pay go to this section and go to the dropdown box and select the type of leave.
- Start of Leave – choose the date your leave will begin
- End of Leave – choose the last day of your leave
- Explain Details – this section is mandatory. Give a brief explanation of the Leave
- Once completed click “OK” at the bottom right corner.
- The request goes either to the manager for approval or directly to Staffing. You will get a response in the following few days.

• [Viewing your information](#)

• The 2 buttons on the left will control what you see on the right of the screen: Work Schedules & Personal Information

Work Schedules will display your schedule for one month

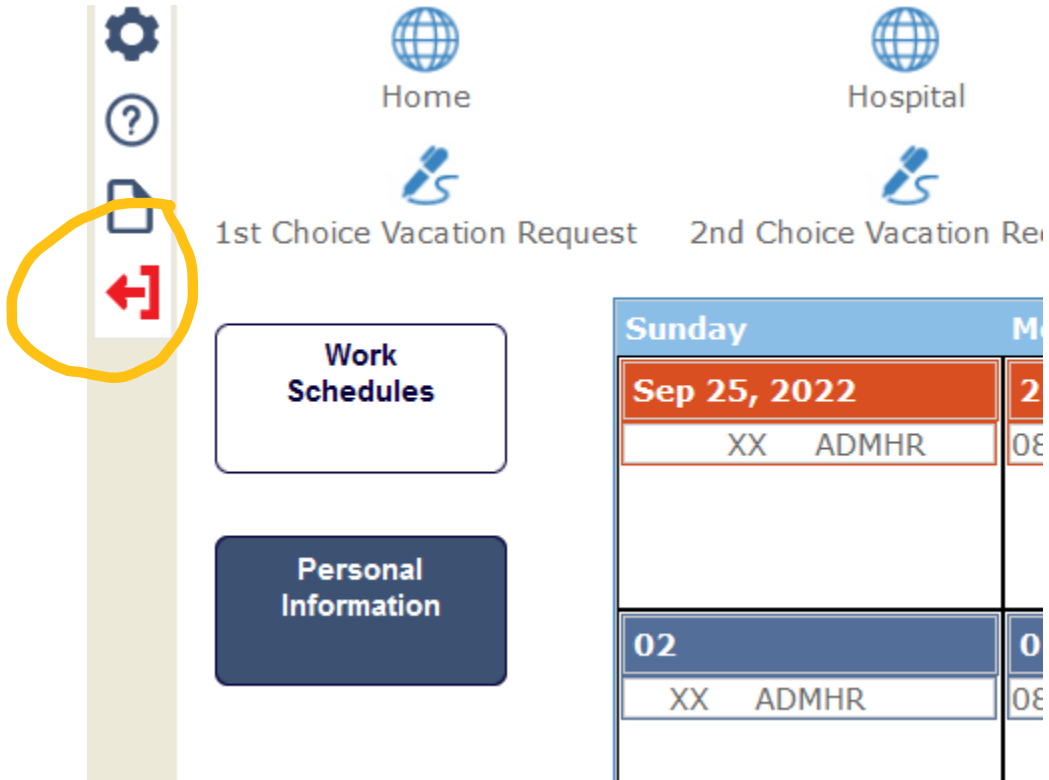
Personal Information – You will find the following information:

- Address and Accrual information – shows your address and sick/vacation accruals
- Skills
- 1st Choice Vacation requests approved – completed once a year
- 2nd Choice Vacation requests approved – completed once a year
- Leave Requests – shows LOA approvals
- OT/Extra Pay Requests – tracks requests and approvals/denials
- Pay Notices – this will require a password to open

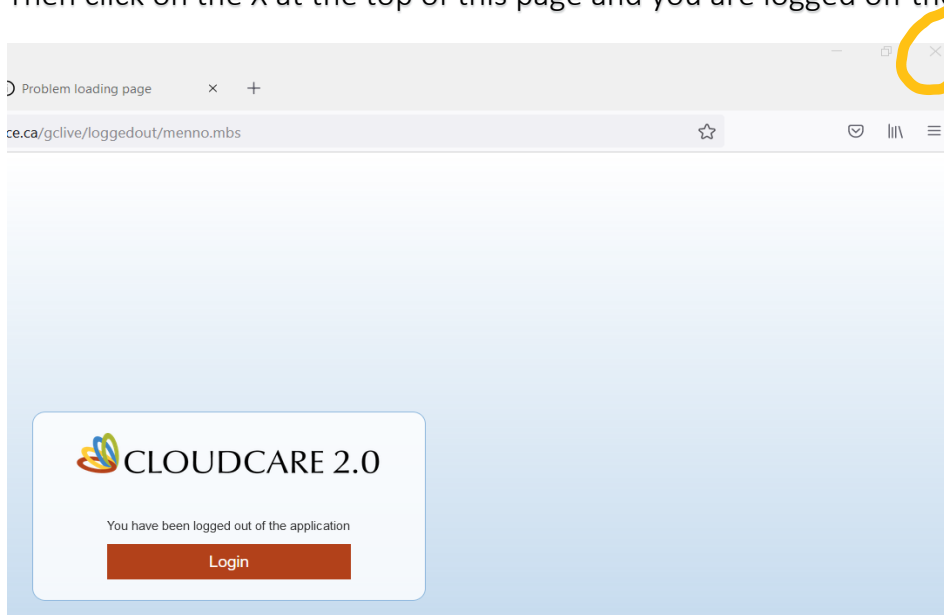
Employee Address		Accruals	
Address	[REDACTED]	Sick Hours Remaining	208.28
City	ABBOTSFORD	Vac Hours Remaining	113.58
Province	BC		
Postal Code	V2T 5T1		
Home Phone	[REDACTED]		
Mobile Phone	[REDACTED]		
Email	[REDACTED]		
Emergency Contact	[REDACTED]		
Emergency Contact Phone	[REDACTED]		

Signing Off on the Portal

Once you have completed your request click on the red arrow on the left side of the page.



Then click on the X at the top of this page and you are logged off the site.



Where to find your approvals

Go to the **Employee Portal** under **Personal Information**

Go to the **Leave Request** tab.

Navigation icons: Home, Hospital, Housing, MBS, Surge Learning, Leave of Absence Request (circled in yellow).

Secondary navigation: 1st Choice Vacation Request, 2nd Choice Vacation Request, Overtime/Extra Time Pay Request.

Main menu tabs: Work Schedules, Address & Accruals, Skills, 1st Choice Vac Request, 2nd Choice Vac Request, Remaining Hrs (2nd Vac Request), Leave Requests, OT Extra Pay Request, Pay Notices.

Employee Address section:

Address	2041 EVERETT STREET
City	ABBOTSFORD
Province	BC
Postal Code	V2S 7S1

Accruals section:

Sick Hours Remaining	
Vac Hours Remaining	

Personal Information tab is circled in yellow.

You will find your requests with the Outcomes.

Navigation icons: Home, Hospital, Housing, MBS, Surge Learning, Leave of Absence Request.

Secondary navigation: 1st Choice Vacation Request, 2nd Choice Vacation Request, Overtime/Extra Time Pay Request.

Main menu tabs: Work Schedules, Address & Accruals, Skills, 1st Choice Vac Request, 2nd Choice Vac Request, Remaining Hrs (2nd Vac Request), Leave Requests, OT Extra Pay Request, Pay Notices.

Personal Information tab is circled in yellow.

Type with Pay	Type Without Pay	Other	Leave Start	Leave End	Comments	Outcome	Outcome Date	Schedule Updated
SICK LEAVE		19989	22 SEP 2022	22 SEP 2022	Cold symptoms			
SPECIAL LEAVE		19967	31 AUG 2022	31 AUG 2022	Sick Child - Test			
	JURY DUTY	19966	30 AUG 2022	30 AUG 2022	Jury Duty			
SPECIAL LEAVE		19963	27 AUG 2022	27 AUG 2022	Test	APPROVED	18 AUG 2022	N
SICK-ESA		19935	30 JUL 2022	30 JUL 2022	sick day			
SPECIAL LEAVE		19904	29 JUN 2022	29 JUN 2022	TEST3	NOT APPROVED		N
SICK LEAVE		19875	31 MAY 2022	31 MAY 2022	dentist	APPROVED	25 MAY 2022	N
JURY DUTY		19862	18 MAY 2022	18 MAY 2022	test2	APPROVED		N

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