



Crew Leaders ETO Software® User Manual 2012

WHAT: SCA commuting crew leaders use web-based program management software called ETO® (*Efforts to Outcomes*) to manage and evaluate member and program activities and outcomes.

WHY: ETO allows SCA to easily and accurately track and compile information, such as member demographics, member evaluations, project accomplishments and reports. In short, it allows SCA to tell the amazing story of an SCA crew.

HOW: You'll use ETO to submit weekly crew reports and member assessments. This manual will walk you through the different functions of the software so that you can easily log into the system and complete the necessary tasks.

Having problems? If you have trouble with the system, check the relevant section of this manual and the Troubleshooting Guide at the end. If you're still having problems, contact your program coordinator/manager for help.

To access ETO, you will need:

- **a PC** (the software is currently not compatible with Mac). If you or your co-leader do not have access on your personal computer or at the public library, please talk with your program coordinator to secure use of a computer at the SCA office.
- **Internet Explorer** (the platform is not fully compatible with Firefox/Mozilla/Chrome)
- **Some uninterrupted time.** If you do not input data into the system for 90 minutes (meaning clicking a button in the software, submitting a report, etc... not just moving your mouse or typing), the system will time out for security reasons. You'll get a pop-up window warning that you are five minutes away from timing out. To prevent losing your work, complete reports in a timely fashion instead of leaving the ETO system running and walking away from your computer to do something else. This also means you can focus on giving us accurate data about all the good work you and your members are doing!

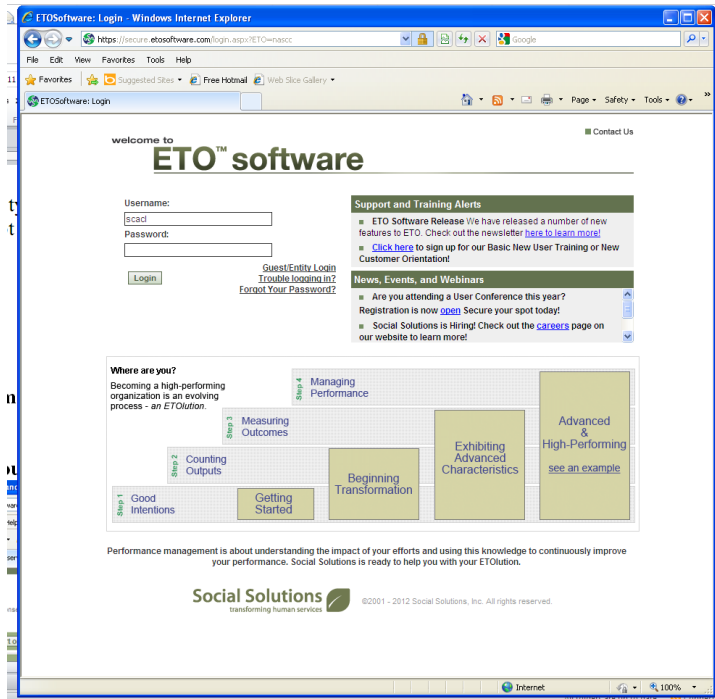
Your tasks in ETO:

Task	What is it?	When/how often?
<i>Commuting Crew Field Service Report</i>	Tracks crew work projects, educational activities, group dynamics, etc.	Every week. Due by the following Monday morning.
<i>Member Performance Report</i>	Records individual members' performance, attitude, motivation, etc.	<ul style="list-style-type: none"> • End of first week • End of middle week • End of last week Due by the following Monday morning.
<i>Commuting Crew Member Pre/Post Program Assessment. (Confirm use of this assessment with your program manager.)</i>	Member self-evaluates their interest/knowledge on various program goals.	<ul style="list-style-type: none"> • Have students complete on first day of program • Have students complete on last day of program (If your program manager has asked you to administer these on paper, return paper copies to them ASAP.)
<i>End of Program Survey</i>	Crew leaders' summary of the program experience as a whole,	At end of program. Due by the following Monday morning.

Logging in to ETO®

Website: [nascc.etosoftware.com](https://secure.etosoftware.com)

For ease of use, type this address in every time. **Don't use bookmarks or include <http://> or <https://> or www.** Otherwise the page may not load correctly.

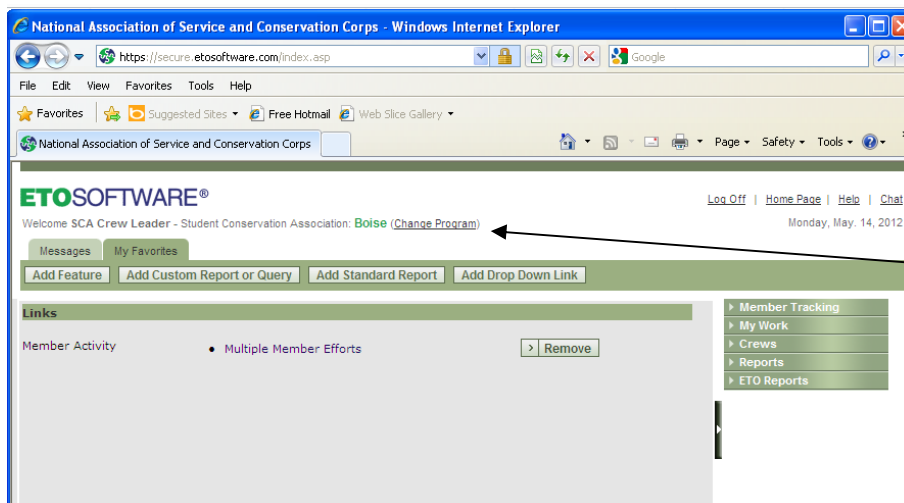


Step 1: Login to ETO Software

Username: scad
Password: scacl12

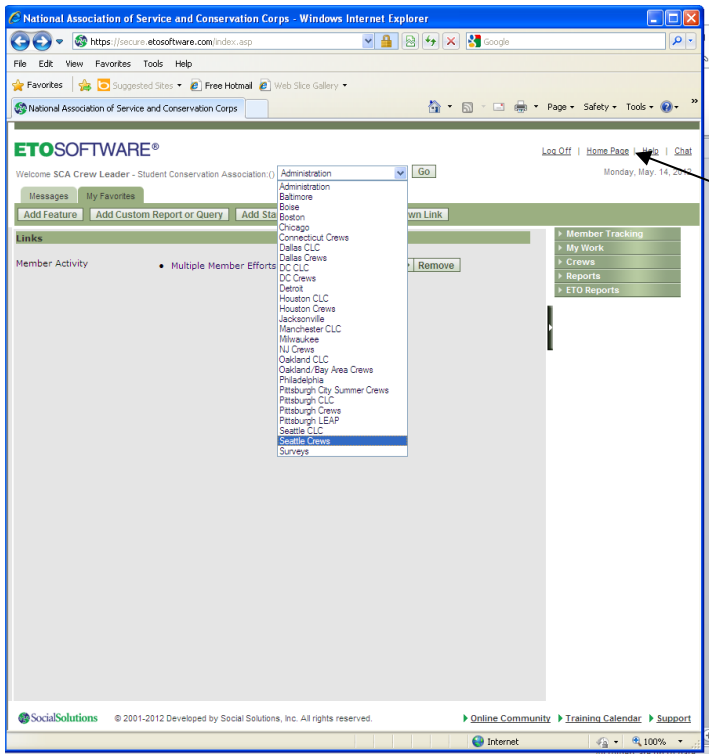
All ETO Usernames and passwords are case sensitive.

After you login your screen should look like this.



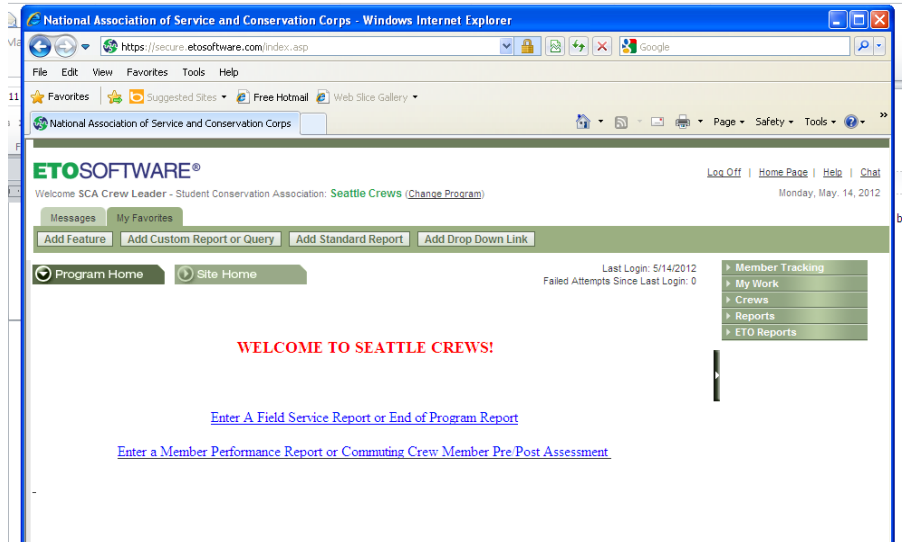
Step 2: Accessing your program site:

1. Click on "Change Program" and select your program site from the drop down menu.



2. Click on the *Home Page* link at the top right hand corner of the page.

Your Screen should now look like this with the name of the crew varying by location.



Step 3: Submit a Report

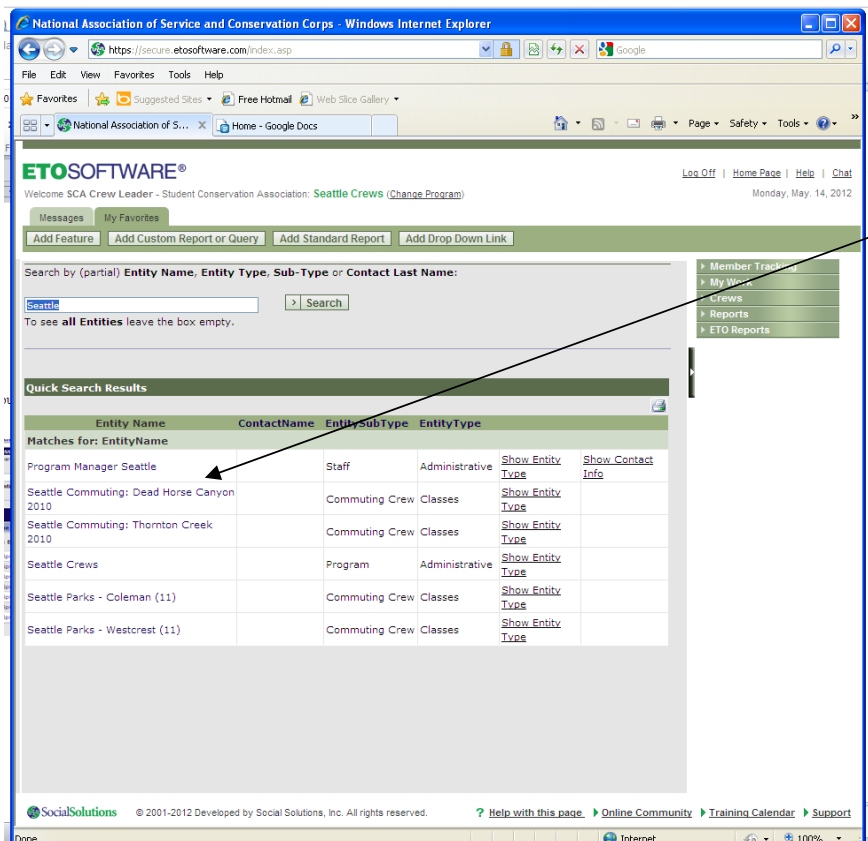
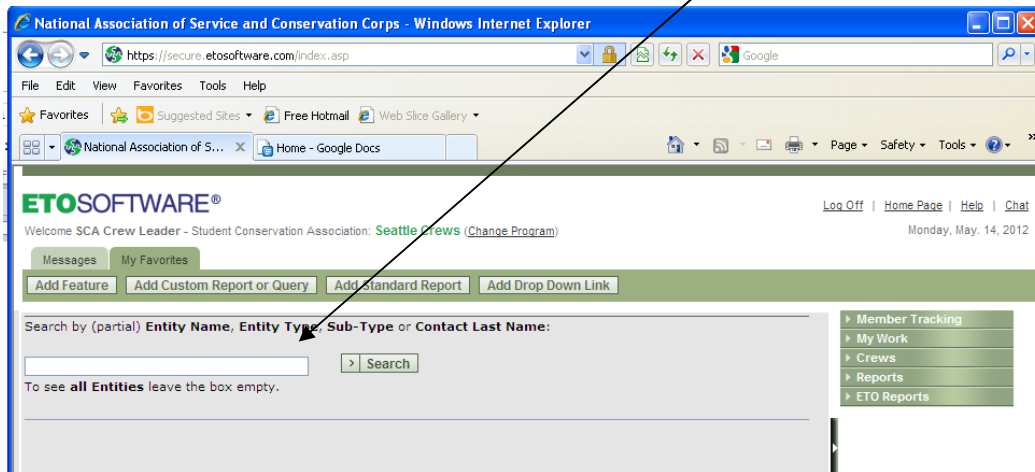
Click on [Enter A Field Service Report or End of Program Report](#)

OR

[Enter a Member Performance Report or Commuting Crew Member Pre/Post Assessment](#)

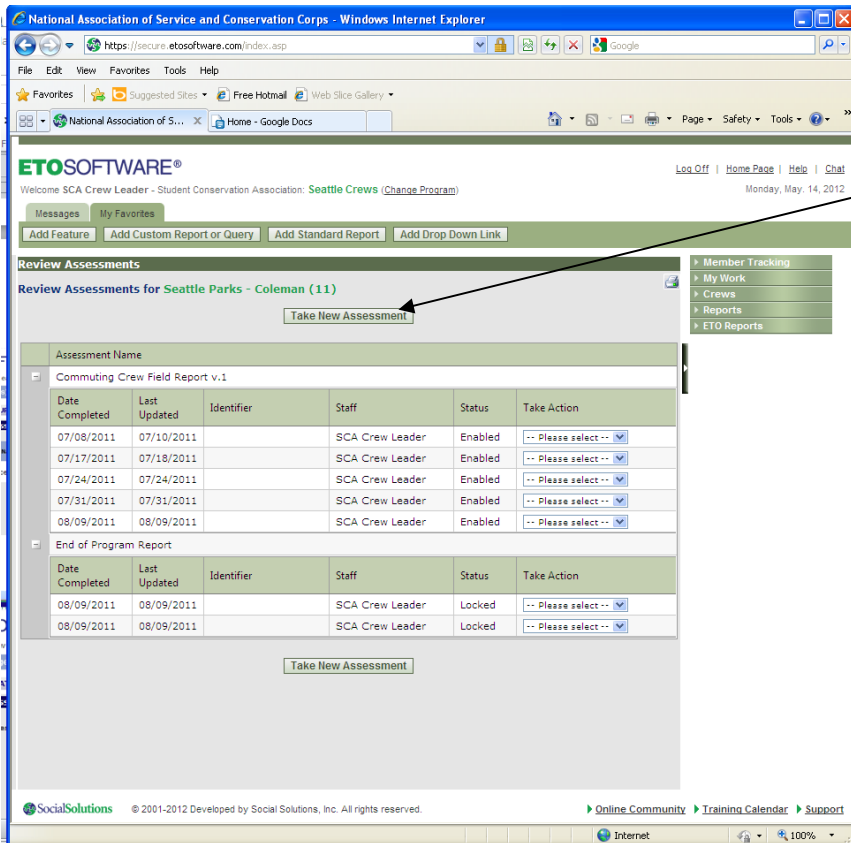
Enter A Field Service Report or End of Program Report

1. From the Home view, select **Enter a Field Service Report** from the main section.
 2. Search by "Entity"
- You will be asked to search for an Entity Name, Type or Sub-Type or Contact Name below. This is just ETO's fancy way of asking you for the name of your crew. **Enter your full or partial crew name or leave the box empty and click search to choose from all crews in your program.**



Once you've entered the name of your crew, you will get your crew name or a list of similar crew names:

3. Select your crew by clicking on your crew name.
- **Be careful to select the correct crew! If you are uncertain, check with your Program Coordinator. Filing reports under the wrong crew will mean that you have to go back and re-enter the whole report!**

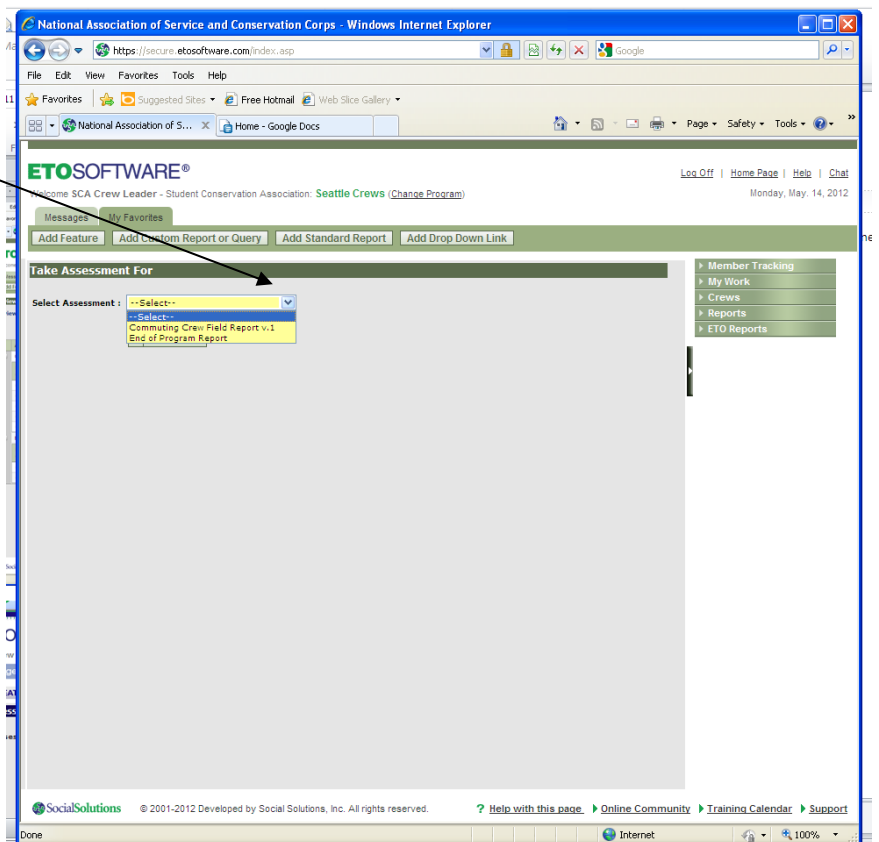


4. Once you've selected your crew from the list, you will be directed to a field with a **Take New Assessment** button-- click on it.

5. Use the **Select Assessment** option to get a drop-down list, and choose:

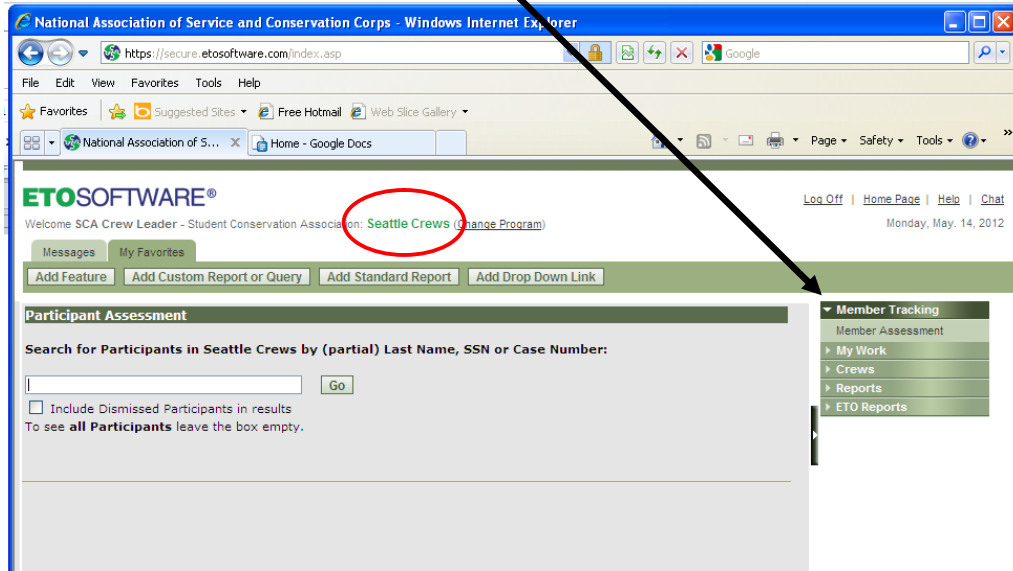
- **Commuting Crew Field Report v.1** for weekly reports,
- **Or End of Program Report** at the conclusion of your program.

6. Complete report as prompted. If you need to save incomplete to finish later, you can **Save Draft** and return later (by same process as above, but click on uncompleted field report when it appears in the list). Once you've completed your report, make sure that you click on **Submit** to save your report!

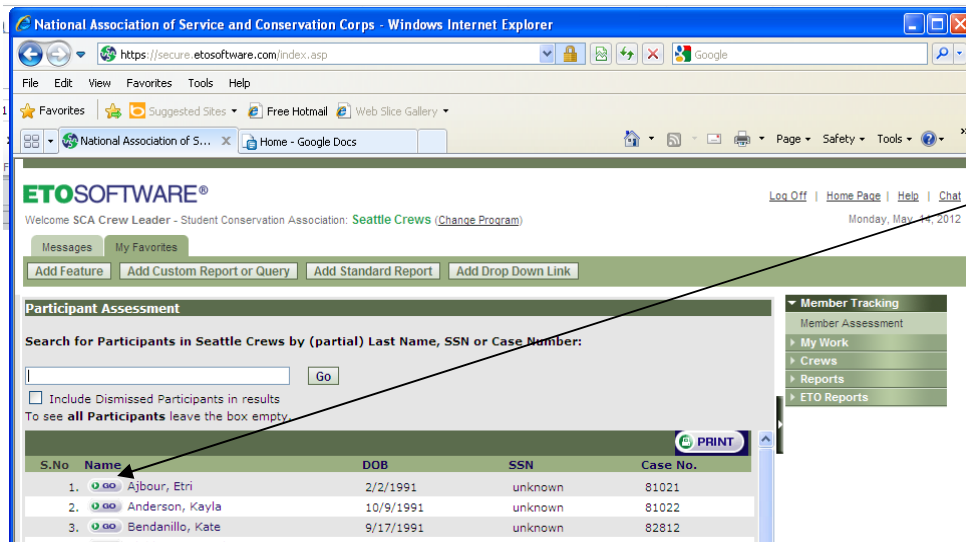


Enter a Member Performance Report or Commuting Crew Member Pre/Post Assessment

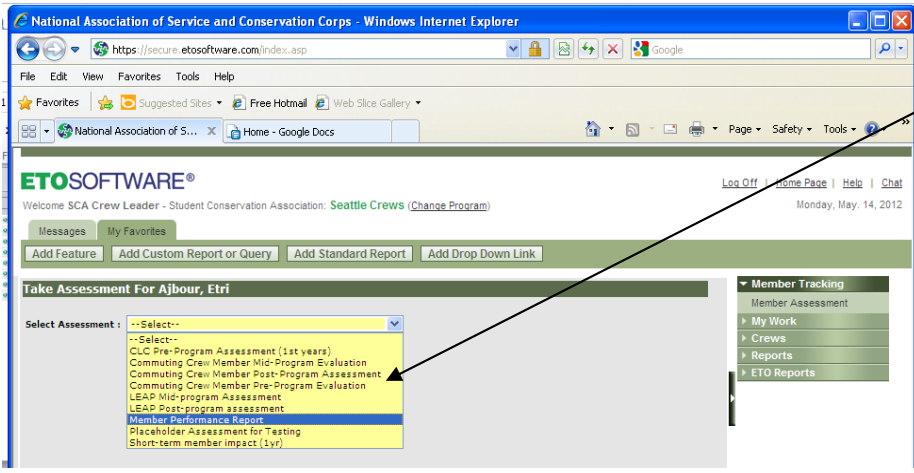
1. From the Home Page click on [Enter a Member Performance Report or Commuting Crew Member Pre/Post Assessment](#). Double-check that you are in the correct program (i.e Boise Crews, Houston Crews, Oakland Crews, etc.) Select **Member Tracking** on the right hand toolbar to get the drop down menu of **Member Assessments**.



2. Click “**Member Assessments**”.
3. Enter the member’s last name in the search box that appears and click “go”. NOTE: To see all participants leave the box empty.



4. Click the “Go” button to the left of the appropriate member’s name.
5. Click the “Take New Assessment” button on the next screen.



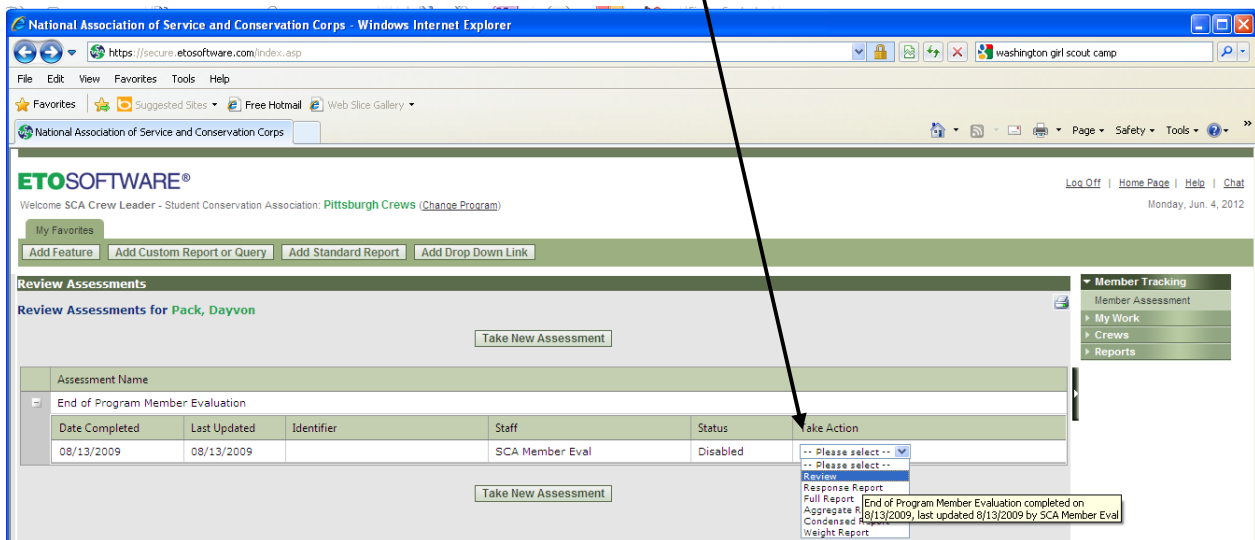
6. On Select Assessment drop down menu, select **“Member Performance Report”** and click **“continue.”**

OR

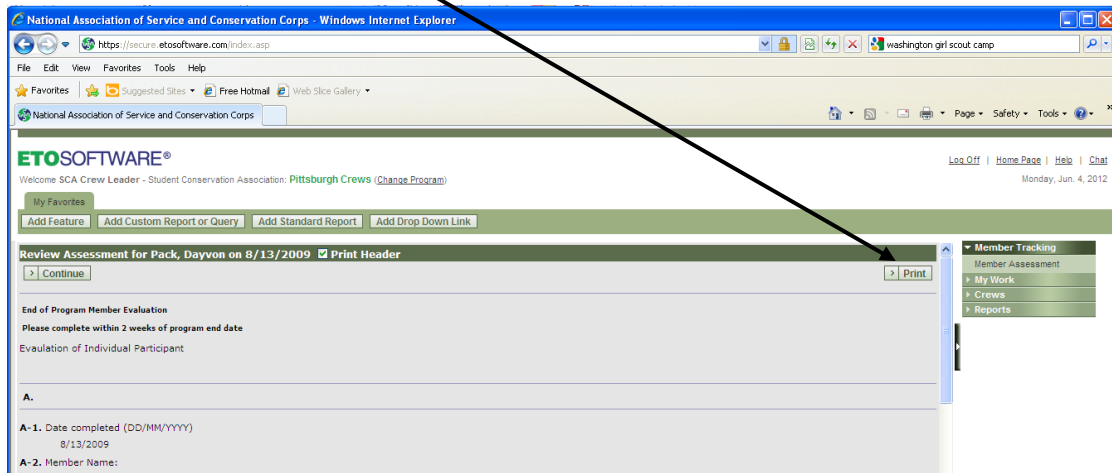
Click **“Pre/Post Assessment”**
NOTE: check with your manager before administering the Pre/Post Assessment. It is not required for everyone.

7. Complete evaluation form and don't forget to click **‘Submit’** at the end.

Performance Assessment PRINTING INSTRUCTIONS - If you'd like to PRINT a member's performance report for them, repeat steps 1-4 above and then select **“review”** from the drop-down menu next to the report you'd like to print. Several will be listed by the end of the season so be sure to select the correct one based on the date you completed it.



Once the report appears, use the **“print”** button in the top right hand corner.



Troubleshooting

Q: The page doesn't load correctly when I try to log in. I get a warning about the site's security certificate or am asked to put in my "Enterprise Identifier".

A: You can eliminate this problem by typing in this exact address (NOT including http:// or https:// or www. or any combination of the above): nascc.etosoftware.com. Your bookmarks or the address your browser remembers and suggests may not be correct, so if you're having problems, just type it in every time. If you still get a warning about the site's security certificate, just click "continue" or "trust" and you should be able to continue on to the site.

Q: I can't log in to the system. My username/password isn't being accepted.

A: Make sure that you are using all lowercase letters (the password is case-sensitive) and check to make sure your caps lock is off. The username is scacl, as in "sca crew leader," and the password is scacl12, as in "sca crew leader in the year 2012."

Q: The system can't find the member I want to record an assessment for.

A: You may be spelling the member's name differently than it's recorded in the system, or there may be a typo in their name. Try leaving the search box blank instead of typing the member's last name; this will bring up all the members and you can look for the last name of your member. If there are identical or very similar names in the system (such as Shawn Johnson and Shaun Johnson), ask your program coordinator for help so you don't record an assessment under the wrong name.

Q: When I click the submit button, nothing happens.

A: This usually only happens in the "forbidden browsers." Did you open Firefox or Chrome by mistake instead of Internet Explorer?

For further help, contact your program coordinator/program manager. Remember, the more detail you're able to give about what you were doing when your error occurred and what exactly happened (error messages, etc.), the better!