

RTO Certification Reset Employee user guide

November 2, 2020



What should you do if you believe you've erroneously responded to the RTO certification?

Return to Office

[View Bookings](#)



You are not authorized to work outside of home at a Verizon office or another work location at this time. Instructions for next steps have been sent to your email.

You may request a reset and retake the RTO certification in 3 steps.

1

Access the reset link from the email notification that you receive.



Dear [REDACTED]

Thank you for completing the Return to Office certification. You are not authorized to return to the office at this time.

- If you have COVID related symptoms, been exposed to COVID-19, or have been advised to quarantine, please fill out the [self-reporting form](#). A member of our Case Handling team will contact you to assist
- If you are not feeling well, but have been diagnosed with something other than COVID-19, please stay home to recover, notify your supervisor and follow UIA/Illness time practices.
- If you've mistakenly answered a question "false" when you believe it should have been "true", you may request to [reset your certification](#). Submit this request only if you mistakenly answered a question/questions.
- If you answered question 2 (I have taken my temperature today and it is under 100.4° F (38.0° C)) as "false" because you do not have access to a thermometer, please notify your supervisor and order a thermometer through [this process](#). Only return to the office when you are able to verify your temperature is below 100.4° F (38.0° C).

Visit the [COVID-19 Resource page](#) for more information.

Human Resources RTO Team

U.S. example

You may request a reset and retake the RTO certification in 3 steps.

2

Review the information on the reset screen and click “Certify and Reset.”



Note: You are certifying that you are requesting your RTO certification reset for that day because you’ve mistakenly answered one or more certification questions.

The screenshot shows the Verizon Employee Reset Tool Request form. At the top is the Verizon logo and navigation links: VZWeb, About You, Work Tools, and COVID-19 Info. The main heading is "Employee Reset Tool Request". Below this is a table of employee information:

Employee ID	Employee EID	EE Full Name	Business Group
██████	██████	██████	Global Network and Technology
Current CAT	Current Group	RTO Date	Country
CAT1	FULL	06/22/2020	USA

Below the table is a red-bordered box containing the following text and a button:

I certify that I am requesting this tool reset because I mistakenly answered one or more certification questions.

Send me a copy of my responses

[Certify and Reset](#)

At the bottom of the form, it says "Submitted By: ██████" and "Date Submitted: 10/21/2020".

You may request a reset and retake the RTO certification in 3 steps.

3

Once you receive the reset approval email, access the RTO tool and complete the certification again.



Your request for RTO certification reset has been approved. If you intend to work outside of home at a Verizon office or another work location today, you will need to certify again using the Return to Office Tool. Do not report to the work location(s) until you've received an email confirmation and/or text message with a confirmation ID for the specific date. You may need to present this ID to Security upon your arrival.

To learn more about the RTO Tool, please refer to the [expanded FAQ](#) that provides additional detail into the self-certification process.

Thanks,
RTO Team