



**TrackOne - Technical Guidance Bulletin
TTGB – 2006-02**

TO: Regional Operators
Regional Coordinators

FROM: William R. Miller 
Director, Career Services

DATE: August 17, 2006

SUBJECT: To Establish the Procedure for Removing Former Employees' Password Rights to the TrackOne Case Management System

On July 1, 2006, the TrackOne case management system was implemented throughout Indiana for Workforce Investment Act and Trade Adjustment Assistance services. The purpose of this bulletin is to establish a protocol for Regional Operators to remove an employee's access to TrackOne when an employee gives notice or the employee is terminated.

When an employee gives notice:

- Regional Operators must contact the @WorkSolutions Help Desk immediately and provide the employee's final day of employment.

When an employee is terminated:

- Regional Operators must notify the @WorkSolutions Help Desk immediately.

Upon receipt of notification, the @WorkSolutions Help Desk will deactivate the terminating employee's TrackOne User ID.

Please utilize e-mail to notify the @WorkSolutions Help Desk of an employee's notice or termination in order to maintain documentation of notification. That e-mail address is: support@atworksolutionsinc.com

