Virtual OneStop™
Version 9.1

Indiana
Staff Services
User Guide

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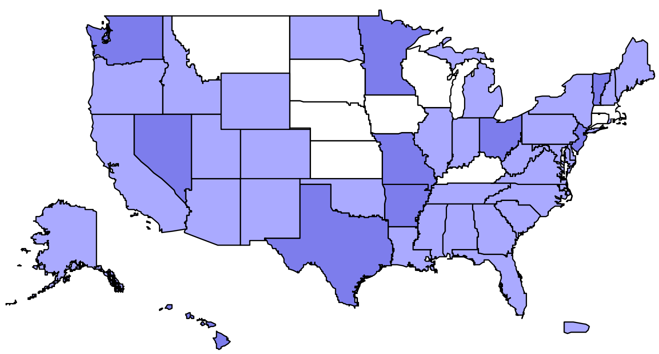


Date	Doc Version & Release #	Description
January, 2008	V9.1 R2	The second release for version for 9.1 Virtual OneStop functions (to include features released between builds 84 and 96).
February, 2008	V9.1 R3	The third release for version for 9.1 Virtual OneStop functions (to include features released between builds 97 and 100).
May, 2008	V9.1 R3	Customized for Indiana

Contents

1: Overview and Conventions

The Virtual OneStop system is a valuable tool for anyone interested in looking for work, training, or career exploration. Job seekers, students, employers, and others seeking employment and training support will find it convenient and helpful. This system is designed to be comfortable for everyone, even the person who has very little computer experience.

In addition, the system has the capability of allowing OneStop staff to assist individuals and employers manage their accounts, maintain profiles, and take advantage of the many options offered through Virtual OneStop.

This guide provides information and steps for using Staff functions. This chapter will:

- Briefly describe the staff functions available in Virtual OneStop
- Describe basic access and navigation in Virtual OneStop
- Describe conventions used (on the web, within Virtual OneStop and in documents)

Note: *This chapter assumes no previous knowledge of basic Virtual OneStop, Internet, Web browser, or standard Windows conventions. If you are already familiar with basic one-stop and workforce management concepts, or with logging into Web sites and using a Web browser, you may wish to skip sections in this chapter and refer back to the chapter only when needed.*

Overview of Virtual OneStop

For the staff member of a OneStop center, Virtual OneStop provides assistance to employers in posting jobs and searching for candidates, as well as individuals who desire to create resumes and search for jobs. A Case Manager or Counselor can help individuals with basic services and track the information.

Individual Services

While individuals can self-register and modify their information, staff members can also provide individuals with assistance in the following areas:

Registration – Staff can help individuals with creating an account in the system.

Resumes and the Virtual Recruiter – Staff can help individuals with creating a resume in the system and in establishing a Virtual Recruiter to look for jobs.

Assessment – Assessment Process Summary Information can be recorded for multiple test results, allowing progress to be tracked for a customer with multiple intensive assessments.

Skills and Interests Analysis – Staff can help individuals define their skill sets, work interests and work importance, and match the skills to standard O*NET occupation definitions (which helps to match individual skills to existing jobs).

Appointments and Messaging – Staff can send and view messages from all the cases in their caseload. This includes appointment and event notifications.

Staff Courses – Staff can take online courses relating to workforce development through the *optional* service function with Dynamic Works® Staff Courseware.

Employer Services

While employers can self-register and modify their information, staff members can also provide an employer with assistance in accessing Virtual OneStop, creating job orders, conducting candidate searches, and monitoring their accounts.

Virtual OneStop offers staff-assisted support for the following *employer* services:

Registration – Staff can help employers with creating an account in the system, setting up a corporate profile or recruitment profile, and creating contacts.

Job Orders – Staff can help employers create/maintain their job orders and referral information.

Monitoring and modification of employer accounts – Staff can create or modify employer accounts, and help employers with maintaining accounts, adding service plans, working with Virtual Recruiter, etc.

Reporting of job order activity – Staff can help employers create or run reports on the activity for their job orders.

Access

This section describes how to get started with logging into Virtual OneStop with Staff access, and the typical homepage and navigation conventions for moving around in Virtual OneStop.

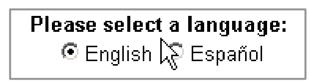
Note: *If you need an account created, see your Virtual OneStop administrator. Although Virtual OneStop allows employers or individuals to create their own accounts, an administrator must create staff accounts. You cannot use the Register link to create a staff account.*

Logging Into VOS and Staff Services

To get started with Virtual OneStop staff services:

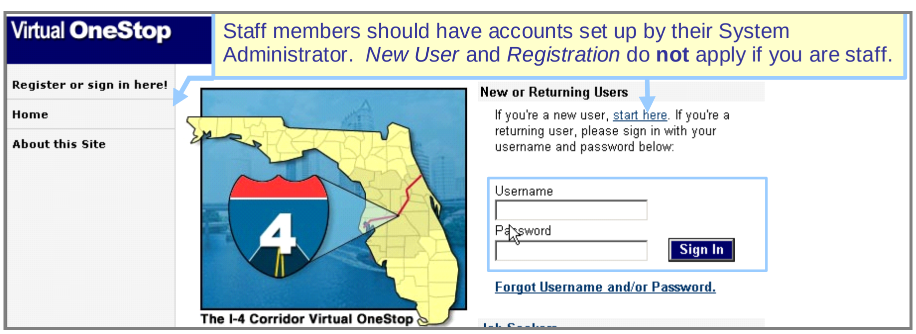
1 Access the Virtual OneStop Web address using your Internet browser.

Note: *Depending on the Web page setup, you may need to click on the Virtual OneStop link. The following figure shows a sample screen.*



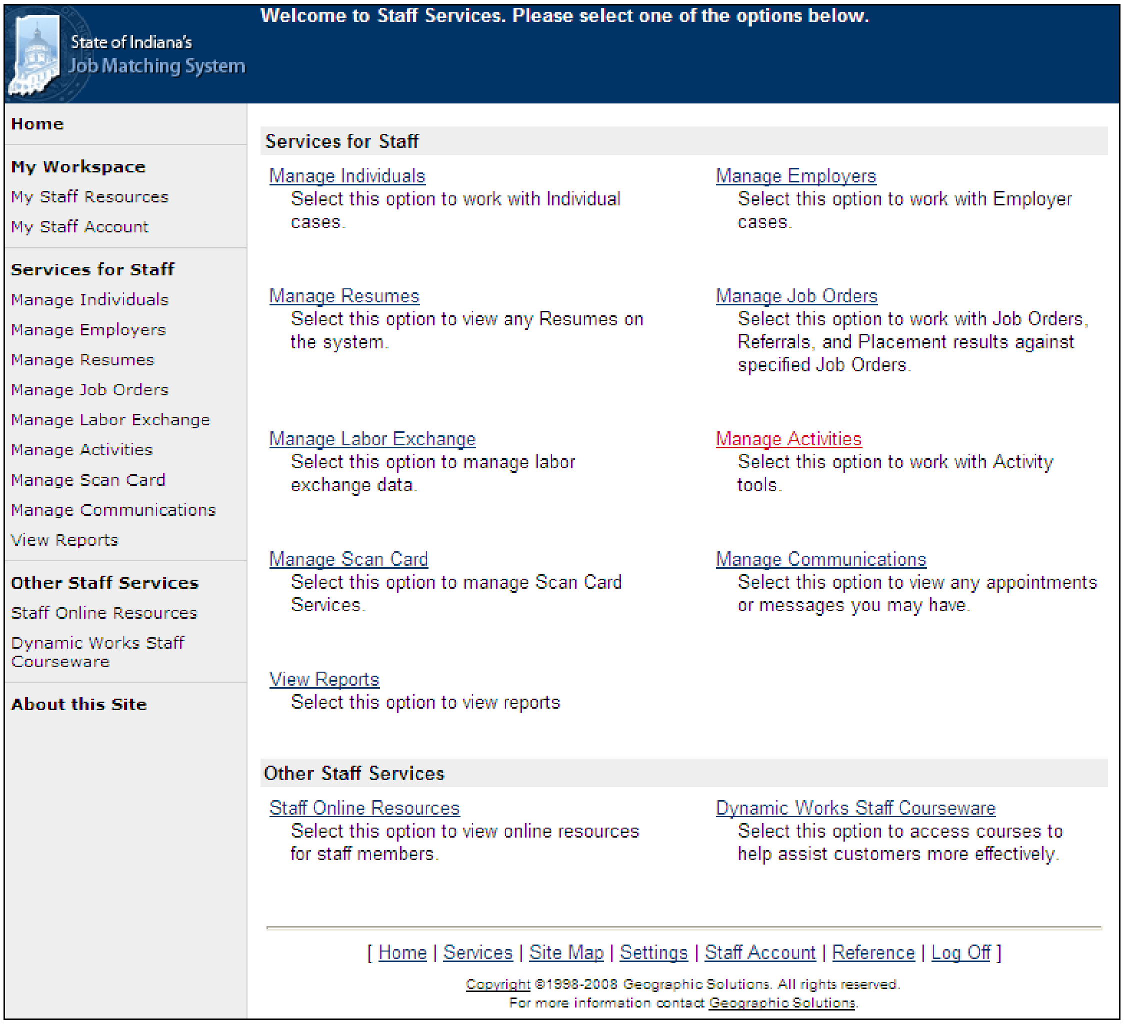
*You can select the language in which the Virtual OneStop main menu is displayed by choosing an option at the bottom of the screen before you log in. Normally, you will change the language (if desired) after you log in as part of changing your settings. This will save the change and apply it to all screens. See "*Settings*" under "*Using the *Virtual OneStop* System Toolbar*" in the following topic.*

1 Enter your Username and Password**,** and click **Sign in**.



Virtual OneStop Welcome Home Page (and Login Screen)

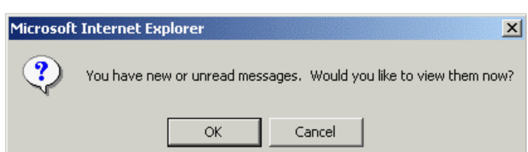
The Services for Staff screen and the Navigation menu display the different staff services that you can access. The following figure shows an example of those services. Your system may vary, and not every category shown here may be available in your system.



Sample Services for Staff page

Working with the Message Alert

If you have new or unread messages, a Message Alert pops up when you log in. Click **OK** to review the messages, or **Cancel** to view the messages at a later time.



How to Navigate / Moving Around in Virtual OneStop

The design of Virtual OneStop and its accessibility using standard Web-based conventions lets you access a wide variety of information and move around easily within the system. The following subtopics describe some of the navigation, selection, and searching conventions used in Virtual OneStop.

Navigation Menu and Fly-Outs

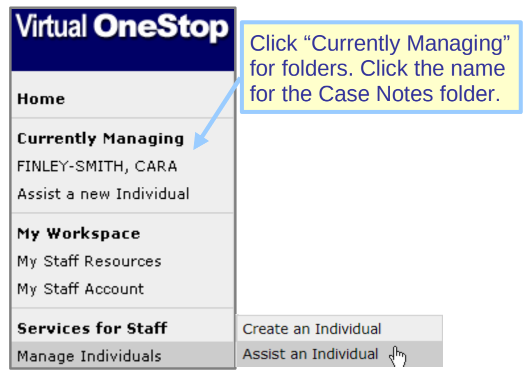
Virtual OneStop includes a left Navigation Menu that lets you quickly and easily access any available services without navigating through multiple screens. Using the Navigation Menu and fly outs, you can access all of the services that you have access to as a staff member.

The Navigation Menu appears in all versions of Virtual OneStop. Depending on location and options, you can also select from cascading menus (or fly outs), giving you access to service options.

My Workspace

There are many common resources that you will repeatedly use as a staff member, which are specifically saved for you (such as your saved messages, appointments, alerts, search lists, correspondence templates, job skill sets, specific reports, etc.), These can be accessed in “My Workspace”.

Note: *The My Appointments and Upcoming Events links that display in My Workspace are your staff member appointments and events, not those of the assisted individual/employer.*

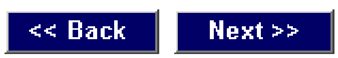


“Currently Managing” on Navigation Menu

Once a staff member has selected an individual or employer, “Currently Managing” displays in the Navigation Menu.

Clicking on **Currently Managing** is a shortcut to the folders/ profiles for the individual. Clicking on the name is a shortcut to the Case Management folder for Case Notes for that individual.

Backward and Forward Navigation

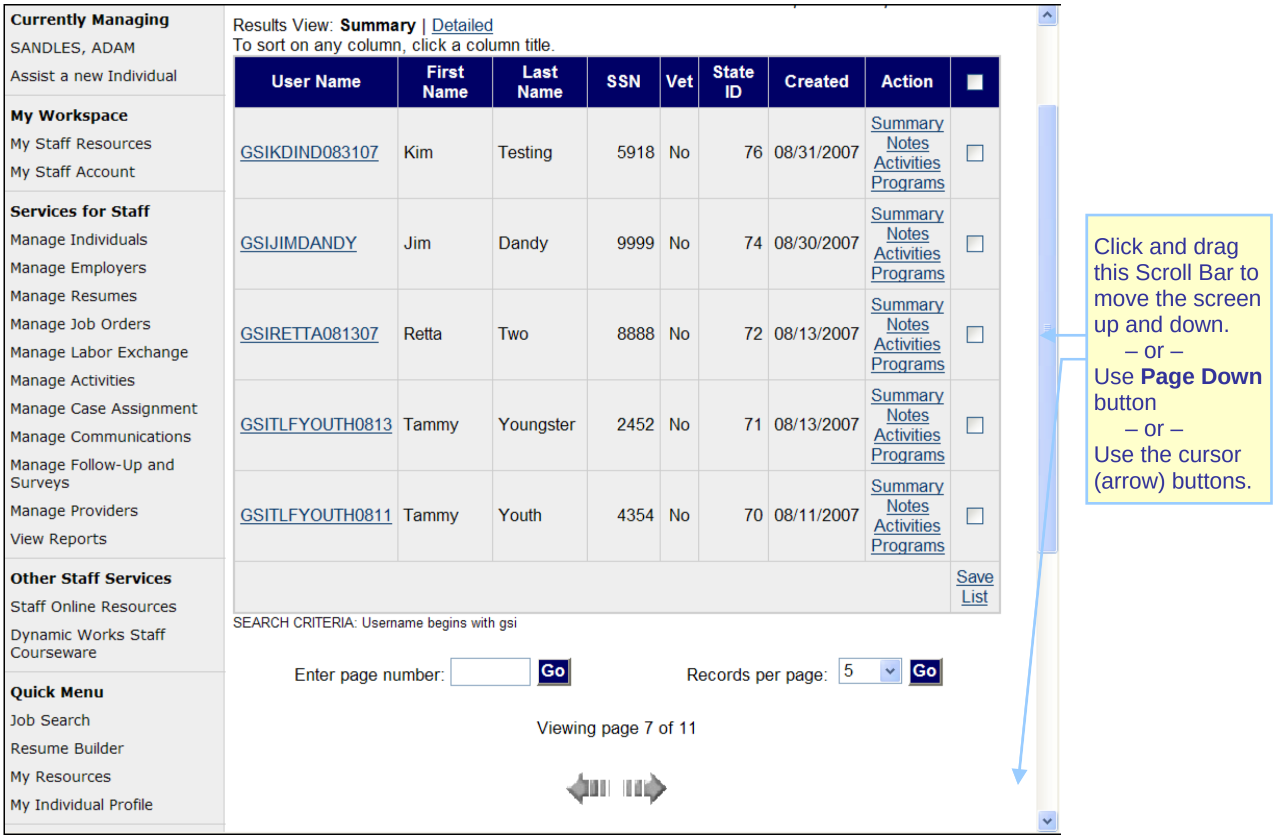
Use the Virtual OneStop buttons 

on each screen to save, to continue forward, or to return back to a previous screen. This will keep you from losing any information you entered into the system. You can also click links on the bottom of the screen to return to Staff Services or other areas. See “Using the VOS Toolbar” in the next section.

*Do **not** use the browser’s **Back** or **Forward** buttons* 

, as doing so may result in the loss of entered data. There may be instances (like returning to a Search page from the search result) where you want to use this button to keep and modify your original selections. It is recommended that you do not use the browser’s back button in this way.

You can move up and down a screen by dragging the Scroll Box at the right of the screen. To do this, click and hold down the left mouse button while moving the mouse. Release the mouse button when you are at the desired position. You may also click and hold the Scroll Arrow or click within the Scroll Bar.



VOS Navigation Elements

Hot Links (Moving quickly from one page to another, connected page)

The Virtual OneStop system recognizes the Internet convention for "hot links" or "hyperlinks." Whenever you see a word or phrase that is underlined, clicking on that word or phrase will take you directly to the referenced document. In the example shown above, clicking on "gsijimdandy" under the *User Name* column would load the User Profile page for that user.

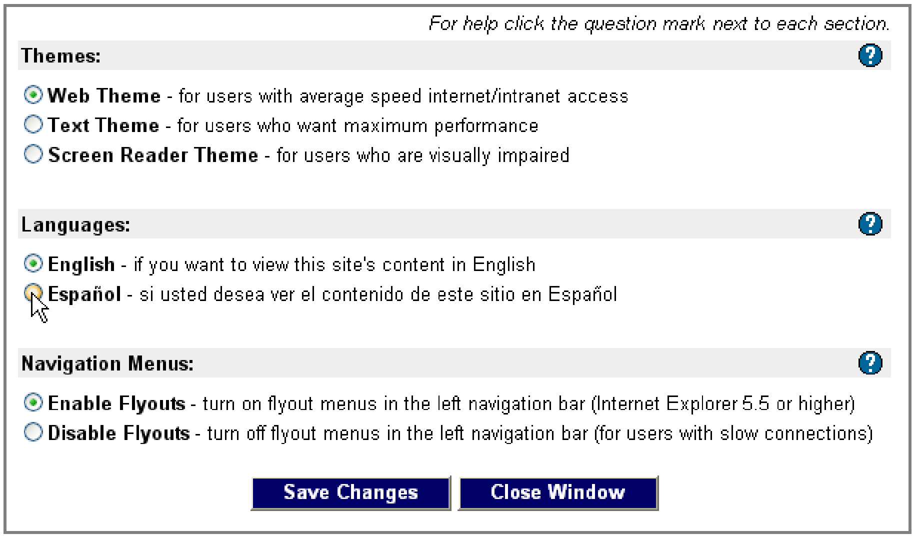
Using the Virtual OneStop System Toolbar (Changing Settings)

The Virtual OneStop system toolbar appears at the bottom of every screen. It displays key words that are links to the locations described below. *Staff Account* and *Reference* only display for Staff users.

Home — Returns to the Home page.

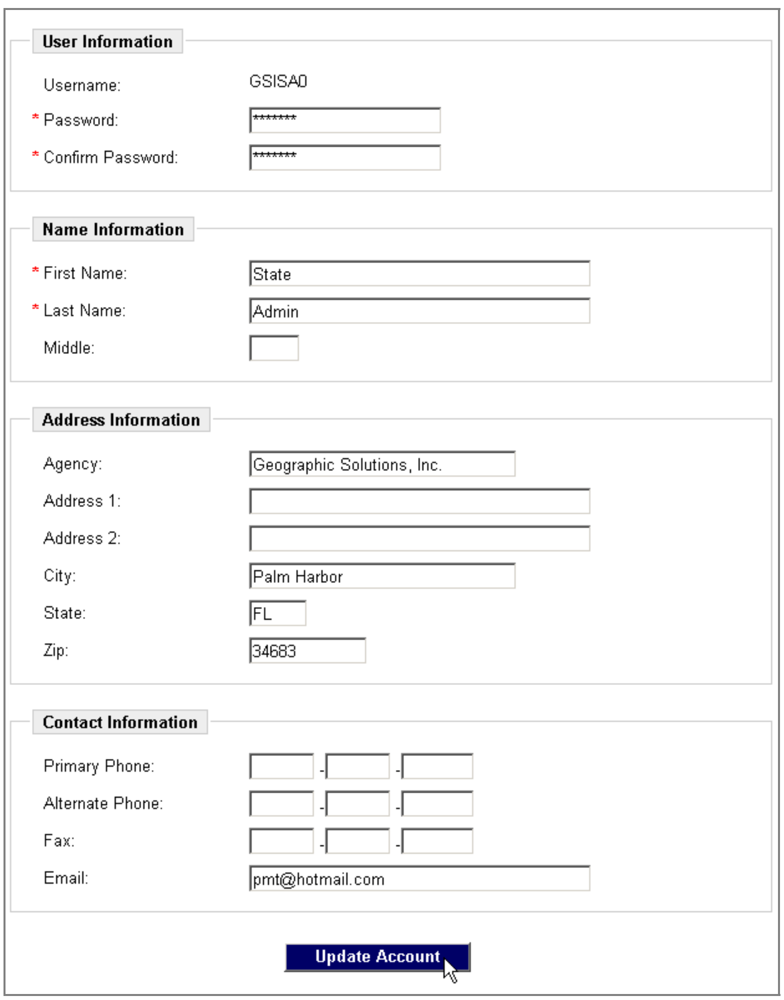
Services — Returns to the Staff Services directory.

Settings — Opens a separate window from which you can change your Virtual OneStop default settings for display screens in the system, as shown in the following figure.



VOS Settings Selection Window

Staff Account — Presents a profile, as shown in the following screenshot, from which you can view the Name, Address, Contact, and User Information for the staff member logged into the system.



Staff User Profile

To update any of the staff user information:

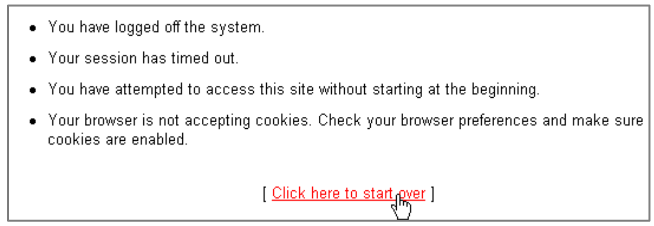
- Fill in the correct information in the text boxes
- Click the **Update Account** button.

  A screen displays to inform you that the new information was saved, and returns you to the Directory of Services.

Reference — Opens a screen for access to Virtual OneStop Quick Reference Cards (in HTML or PDF format) available for viewing or printing.

Note: *An Individual or Employer can also access their specific Quick Reference cards by selecting* **Assistance Center ▸ Quick Reference Cards***.*

Log Off — Logs you out of Virtual OneStop and closes your browser screen, or allows you to start over.

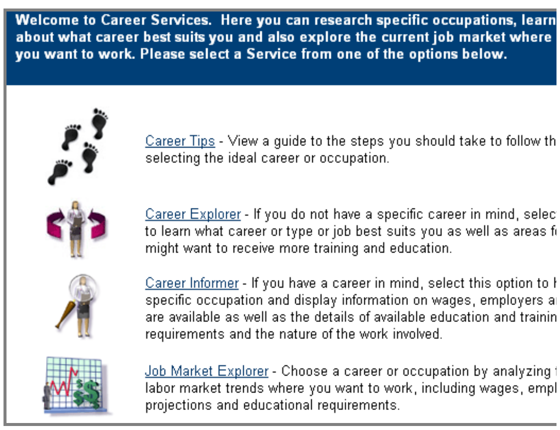


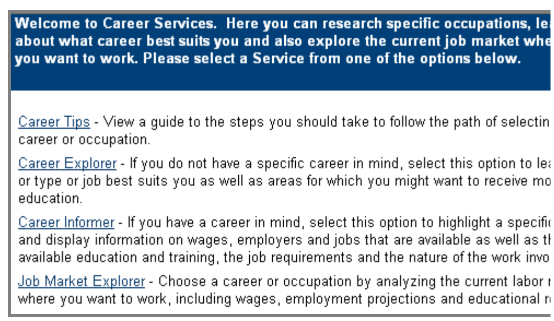
How to Change Screen Views in Virtual OneStop

As mentioned previously, the Settings link in the toolbar at the bottom of every screen opens options that let you control how the screen will display for you in Virtual OneStop. These settings are:

Graphics and Text Display

Use one of the following graphic themes to view Virtual OneStop screens.





Web Theme uses a light-graphics display. It shows the different services offered. Click the service title to choose a service. Use this display option when you are working with the system over a dial-up or other average speed Internet connection.

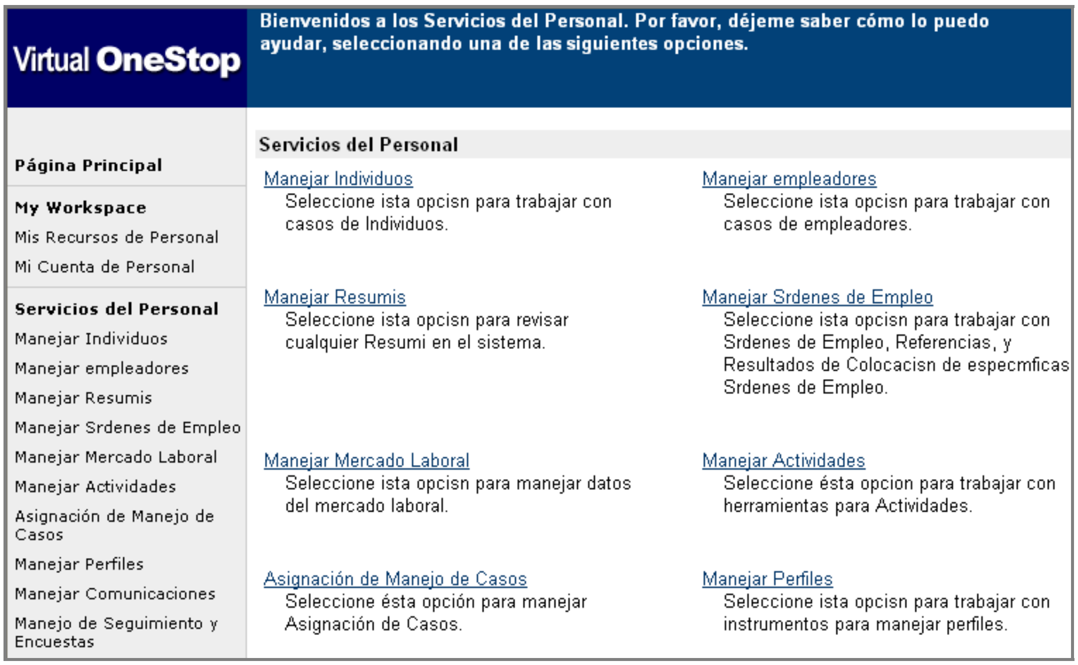
Text Theme uses a text display without graphics. This theme is for those who prefer no graphics or have a slower Internet connection.

Visually Impaired Display

Geographic Solutions offers an optional system that is designed for visually impaired or low vision users. The screen presents words that are larger and easier to see. Text is read to the user through screen reader software. Graphics are not used in this version. Depending on your system and the available hardware and software, this option may or may not be available. It is referred to as JAWS (Job Action With Speech option for Windows).

Language Display

Depending on your system, screen displays may be offered in a Spanish version. This version includes all of the same services as the English version, but its Spanish language interface makes the system equally accessible to Spanish-speaking users.



Spanish-Language Version (Partial Services for Staff Menu)

Enable / Disable Flyouts

Click on the radio button to turn the flyout menus (from the left navigation bar) on or off.

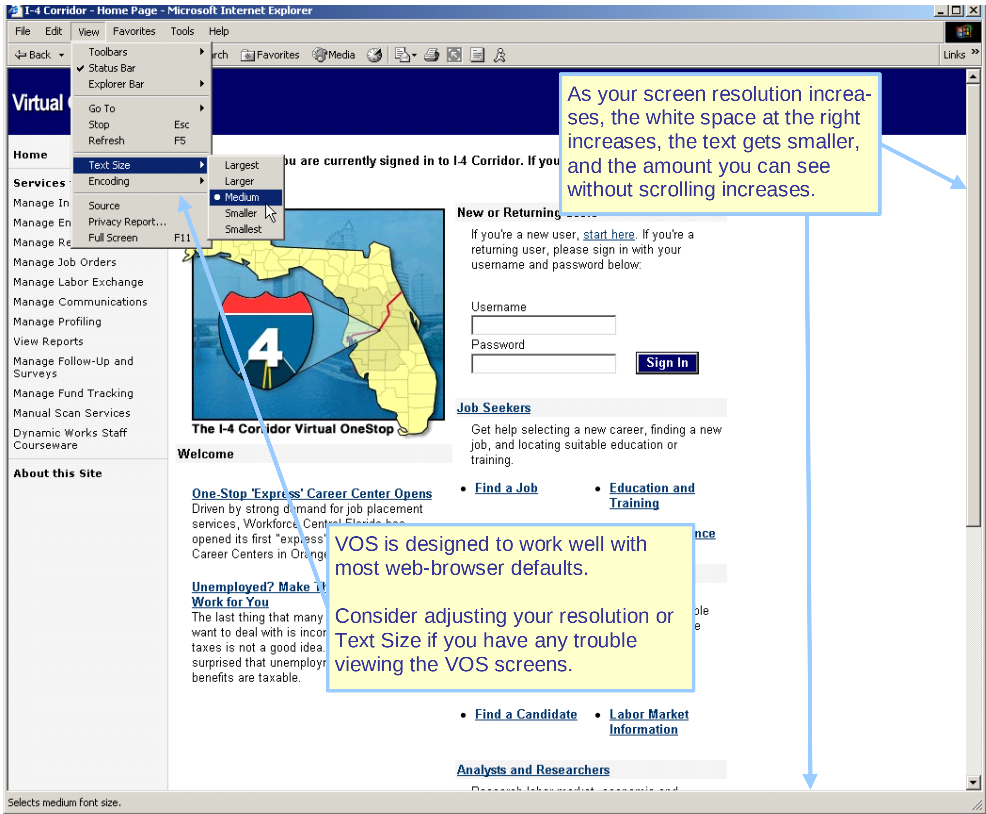
Conventions

Virtual OneStop Specific Conventions

Virtual OneStop follows some specific conventions when displaying Search and Search Results screens, screen groups and areas on web pages, and online help. These conventions are briefly described in the following topics.

Virtual OneStop Screens & Web Browser Requirements

Virtual OneStop is designed to run with the latest versions of Microsoft Internet Explorer. If you are using an older version of Internet Explorer or different browser, or if your browser does not use its default settings, your screen may look slightly different from examples shown in this guide. The screens are designed to a width for a resolution of 800-by-600 pixels. If you open your browser to the full screen, with a larger resolution, you will have white space on the right of your browser window, but you will be able to see farther down the screen without scrolling. If your screen is set at a larger or smaller lettering size, the words will take up more or less space.



Note: *Screen data displayed in this guide does not depict actual data—some data in the manual has been modified to protect privacy. Displayed screens are based on Geographic Solutions' Base Virtual OneStop system configuration and may not always match your screens.*

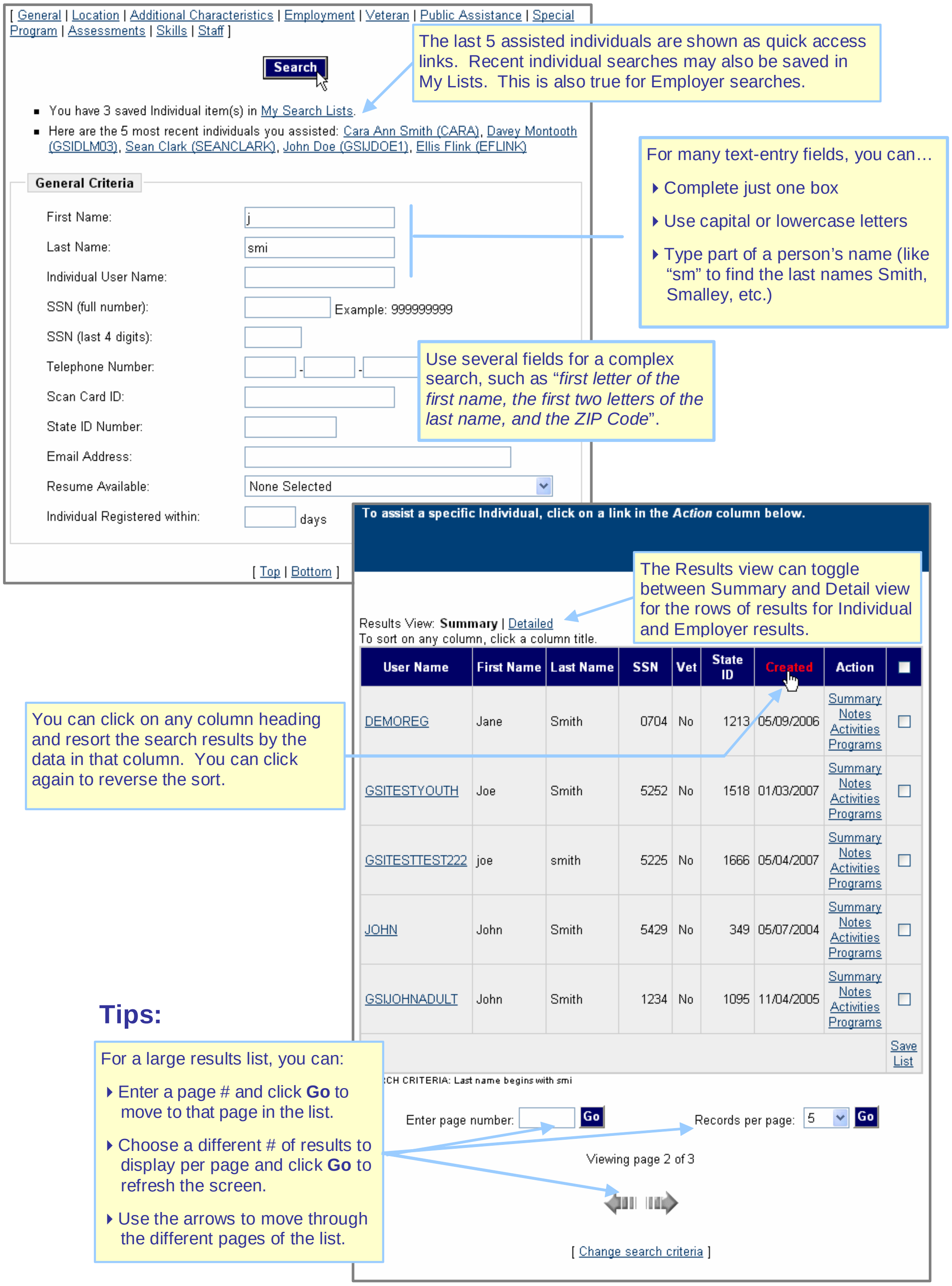
Entering Information

The following are some standard data entry tips for window and web screens throughout the Virtual OneStop system:

Themes:	
Tab key	You can use the **Tab** key to move between fields. **Tab** moves you forward to the next field and **Shift** + **Tab** moves you backward to the previous field.
Date Format	Enter dates in the format, **MM/DD/YYYY**, unless otherwise specified (e.g., *04/15/2005*).
☐ **Check box**	Click the box to check it. To remove a check, click the box again. You can usually check more than one box in response to a question.
◉ Yes ○ No **Radio button**	Click a button (circle) to select it. Only one radio button can be selected in a group (when you select any one, the others are unselected).

Searches and Search Results

Many functions within VOS will require you to enter search parameters, and then select from the search results. The examples shown below indicate some conventions used in all VOS search screens.



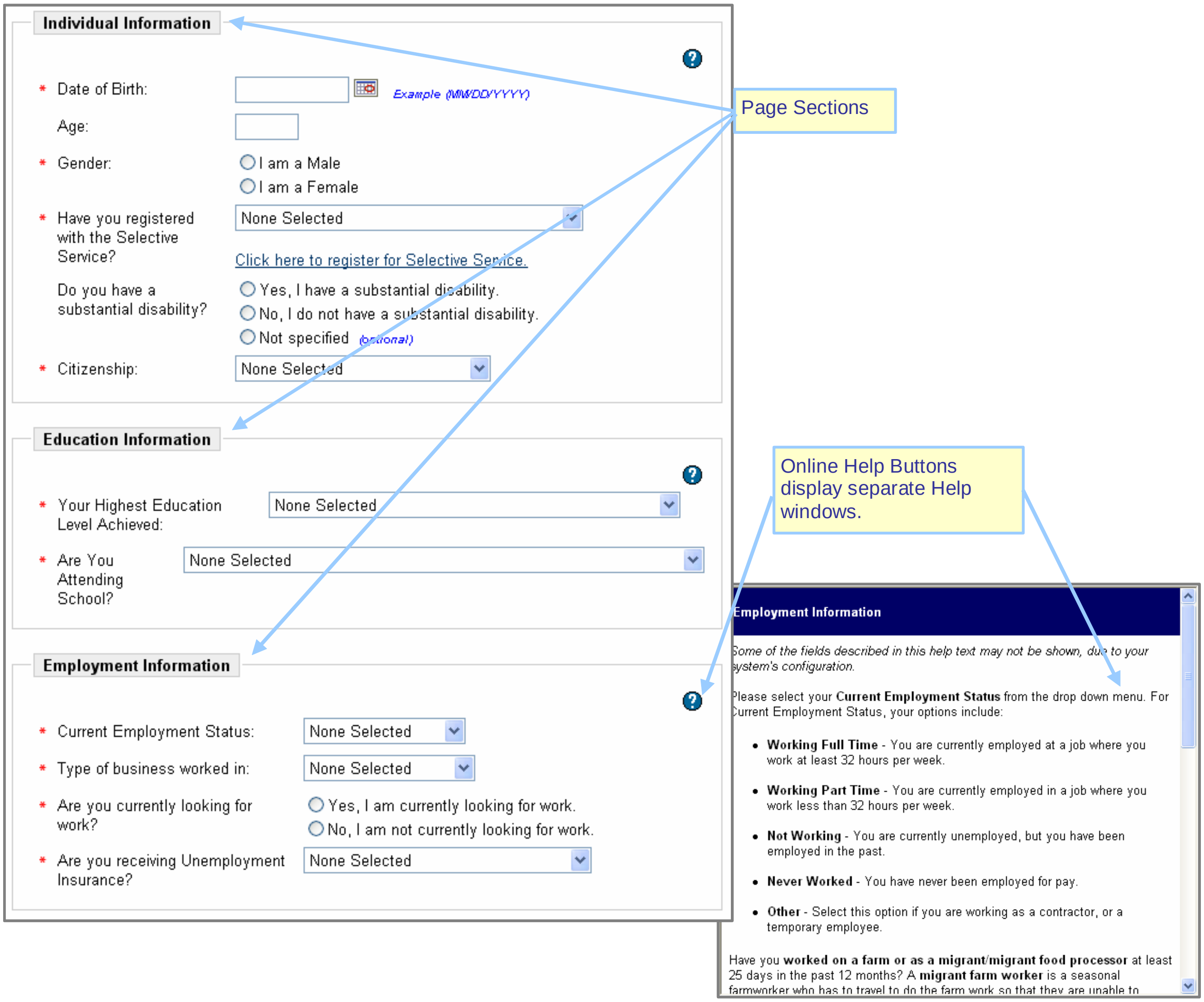
Search and Search Results Screens (for Individual)

When you cursor over a name in the 1st column, it is highlighted. Clicking on it will open the record (e.g., in the screen above, it will open the case for that individual in the list).

If the search finds nothing, a screen still displays a list of the "Criteria" used in the search.

Page Sections and Online Help

Many of the screens, or web pages, within Virtual OneStop are visually separated into sections by a gray horizontal bar with a title identifying that portion of the screen and the fields within it.



Most page section bars have the online help icon, , at the right edge. Clicking on this icon will display help related to that section. This usually includes field definitions or information to help understand what is displayed or being asked for in that area of the screen. Any descriptions or definitions of fields within this guide will be indicated by a similar icon and heading bar (see the following topic).

Document Conventions

Some document conventions that will be used in this guide are briefly described below.

Notes, Tips, and Cautions

The following graphic indicators will be used when separate information is called out as a note, a tip, or a caution.

Note: *A note will be used to identify information that is not a required part of steps or procedures, but is useful information worth noting separately.*

A tip icon will be used to identify any tips that are not required information but can help make using the system easier.

A caution icon will be used to note any action that could cause you to lose data or cause problems with the system.

A "Help" icon will be used to supply short definitions or data on an entry field (or group of fields) on a screen. This will normally be displayed after steps or procedures related to those fields, and will look similar to the online help that can be viewed by clicking the Help icon on the right of the bar on the screen.

For example, a step in the document with a field definition might be:

Step 1 Identify your Ethnic Origin using the radio buttons and check boxes.

Ethnic Origin

Both fields in this screen group are required.

- Are you **Hispanic or Latino**? Choose "Yes" or "No." If you do not wish to answer this question, select "Information Not Provided."
- **Race** - Check each box that applies. You may check as many boxes as necessary.

  African American/Black: A person having origins in any of the black racial groups of Africa.

  American Indian/Alaskan Native: A person having origins in any of the original peoples of North America and South America, and who maintains cultural identification through tribal affiliation or community recognition.

2: Quick-View of Common Virtual OneStop Search Tools

Many of the VOS tools and related tasks are regularly performed at different points in providing services. (For example, using maps to select or "drill down" to a specific geographic area occurs through out the system — when looking for jobs, finding candidates for a job, researching an occupation, etc.)

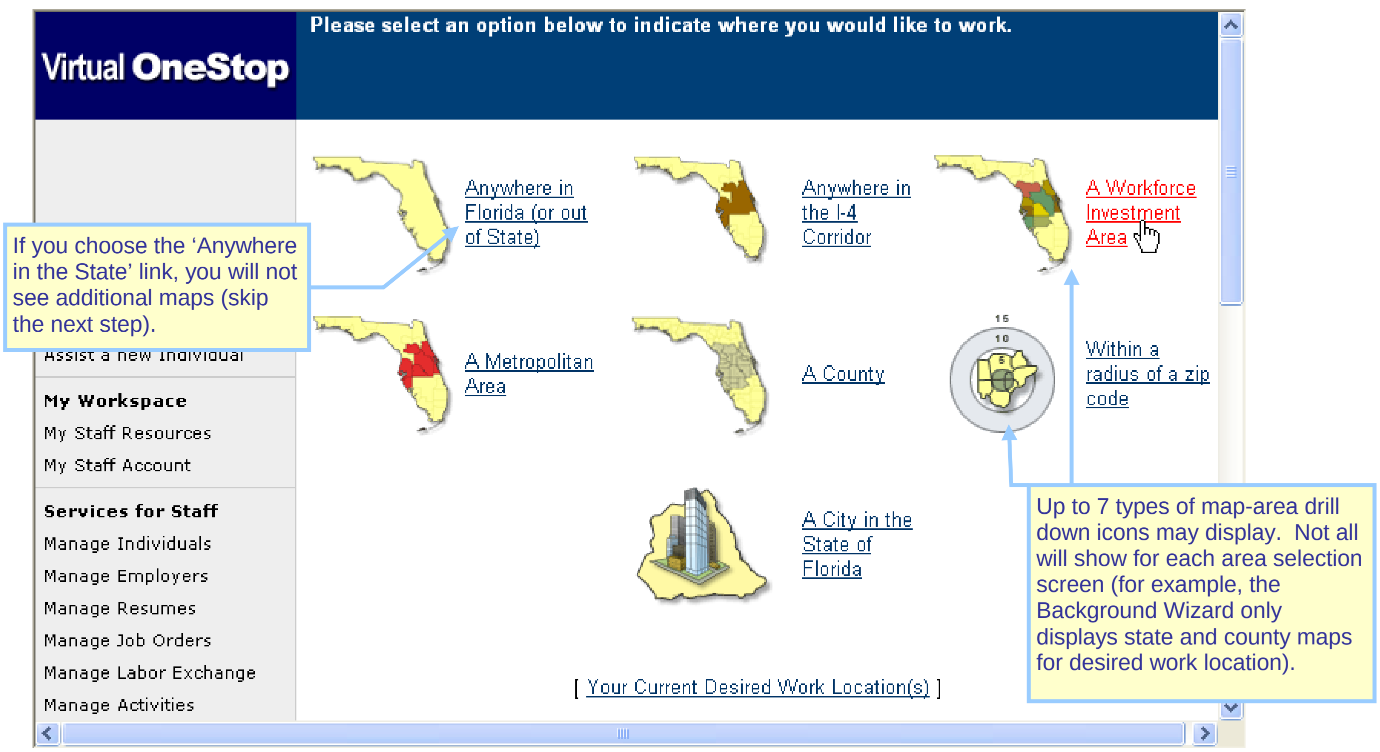
This chapter describes some commonly used functions in VOS. When those functions are indicated later in this guide, the guide will refer to this section for details on using the specific task or tool.

Selecting Geography — picking a search area

Virtual OneStop contains geographic area maps that are used throughout the system to select areas or regions you want to search within for various services. You may be prompted to select a search area for a job, for a training location, for possible job candidates, or for researching labor market information.

To select an area (starting with map icons):

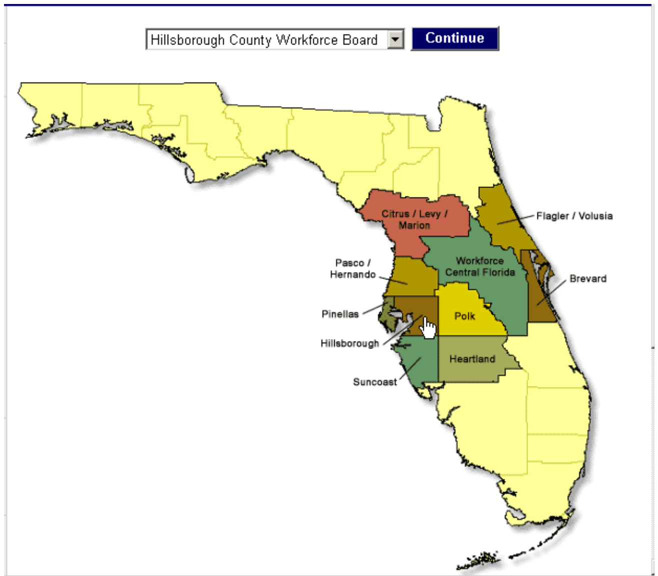
1 Click the map icon (or the link beside/below it) to select an area.



Geographic Area Selection Map Screen

Based on the icon you select to drill down, another map selection screen will display the types of areas you selected. (The following figure represents Workforce Investment Areas.)

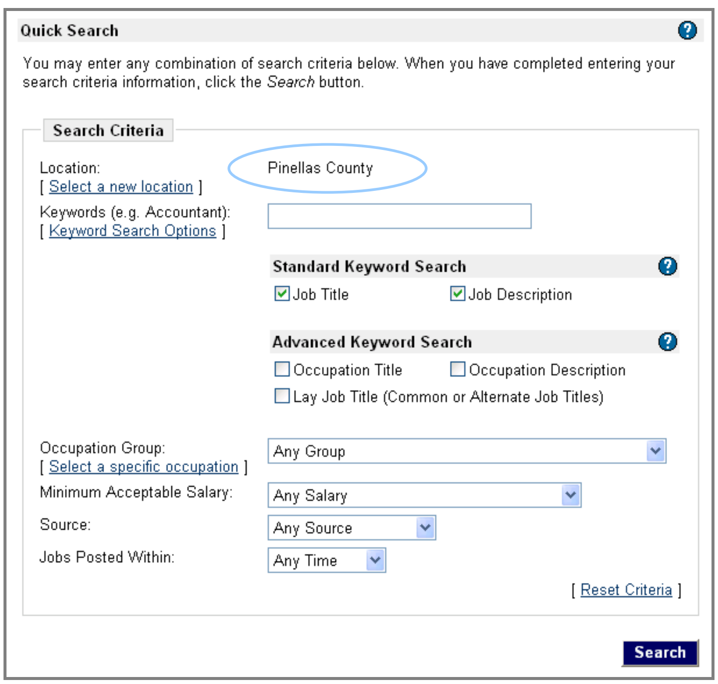
2 Click on an area on the map to select it.
— OR —
Select from the choices on the drop-down list and click the **Continue** button.



Geographic Area Selection Drill-Down Screen

The next screen in your search will display using the identified location as the starting search criteria. From this point, you will continue your search.

For example: For a Job Search, the Quick Search Criteria screen displays with the area that you are searching within selected.



Quick Search Criteria screen

When you search for a job, the location you pick becomes the default location for later job searches. Once you have registered and created a Background folder, the geography specified in your Background is the default location.

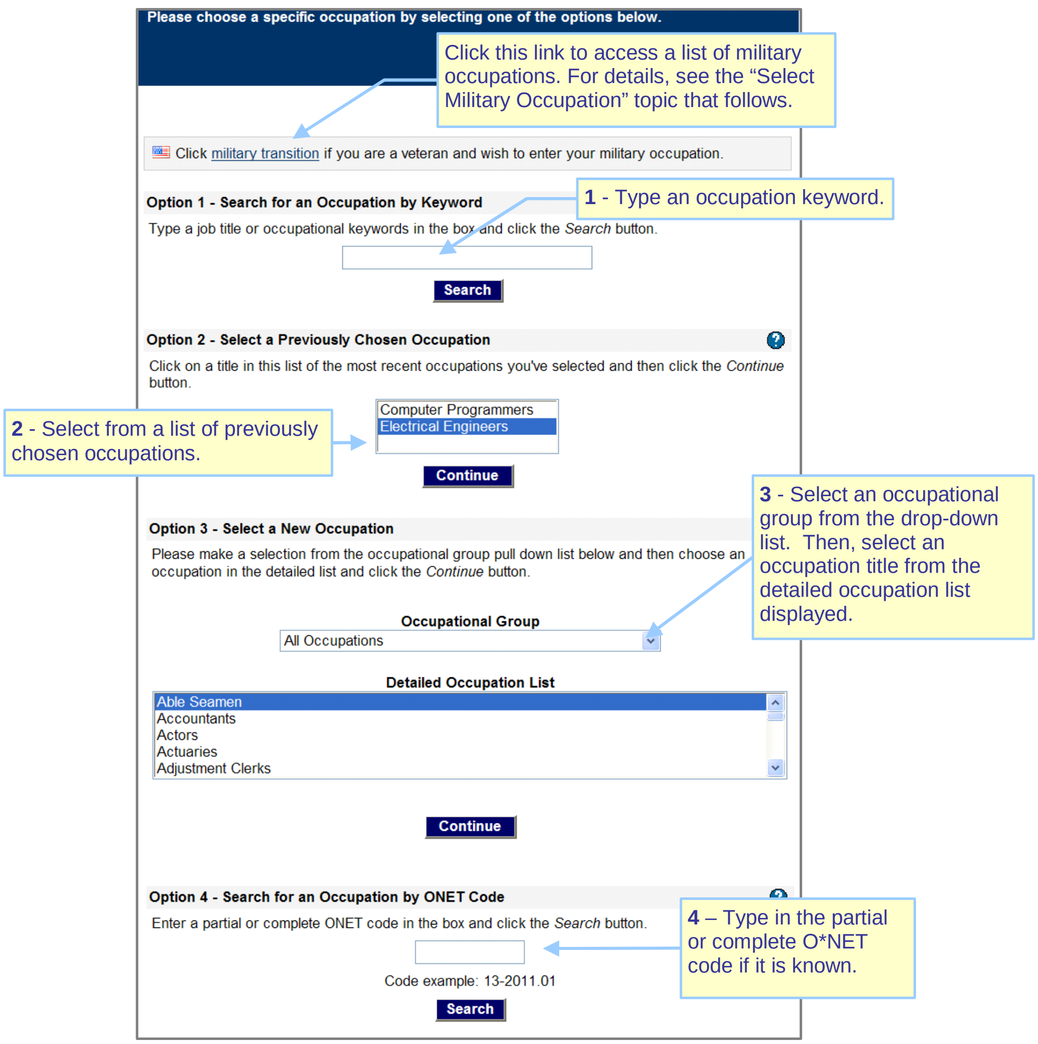
Selecting an Occupation

There are several points in Virtual OneStop where the user may need to identify an occupation, including creating employment history, searching for jobs in a specific occupation, searching for a specific candidate with occupational experience, or searching occupational information for individual user assistance. Following are steps for using the Occupation Selection link and search options to identify the occupation.

To select and record an occupational title:

- Select the Select an Occupation link from a main screen or fly-out (e.g., **Career Services ▸ Career Informer**).

  The Occupation Selection screen displays four controls as options for identifying and selecting an occupation. Use one of the options to find and select an occupational title.



Occupation Select Screen

Using Keyword Searches (Option 1)

To perform a keyword search:

1 Enter the occupational keyword (or partial word) you want to search for in the Keyword text box.

2 Click the **Search** button.

A screen displays occupations that contain the keyword (or letters) in the O*NET title, general occupation title, or occupation description.

3 Click the appropriate occupation title to select it.

Selecting a Previously Chosen Occupation (Option 2)

To select a previously saved occupation:

1 Click on a title from the list.

2 Click the **Continue** button. The occupation will display on the main screen.

Selecting a New Occupation by Group (Option 3)

To select a new occupation by group:

1 Click a title from the group list.

2 Click the **Continue** button.

The system will display a "Detailed Occupation List".

3 Select a title from the Detailed Occupation List that displays, and click **Continue.**

The occupation will display on the main screen.

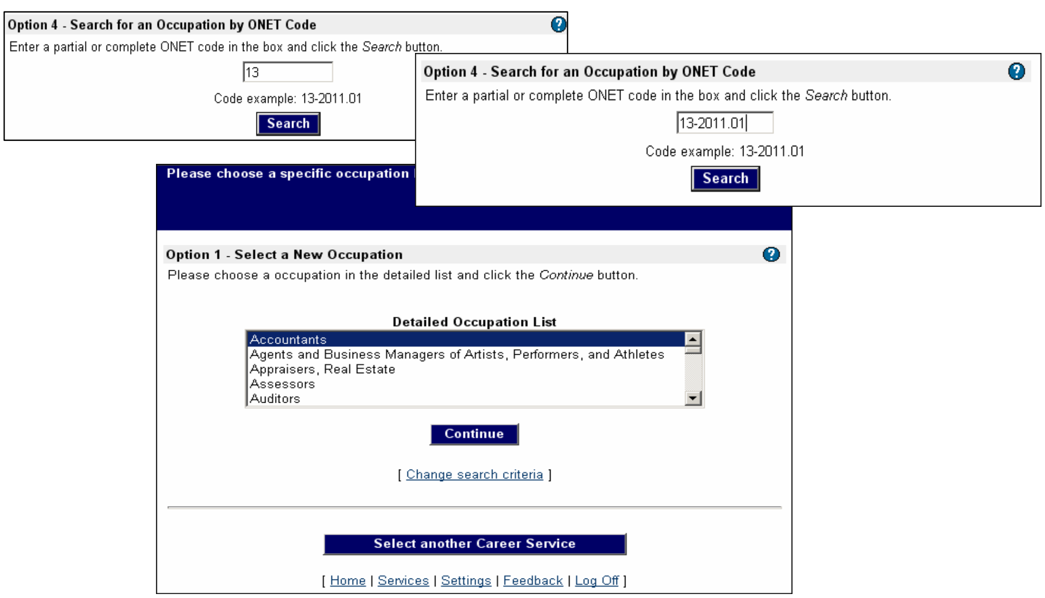
Selecting an Occupation by O*NET Code (Option 4)

Virtual OneStop lets you search for a desired occupation by O*NET Code. You can type in the entire O*NET code, or enter and search on a partial O*NET code.

To search for O*NET code by entering a partial code:

1 Type in the partial O*NET Code and click **Search**.

The system will display a "Detailed Occupation List".



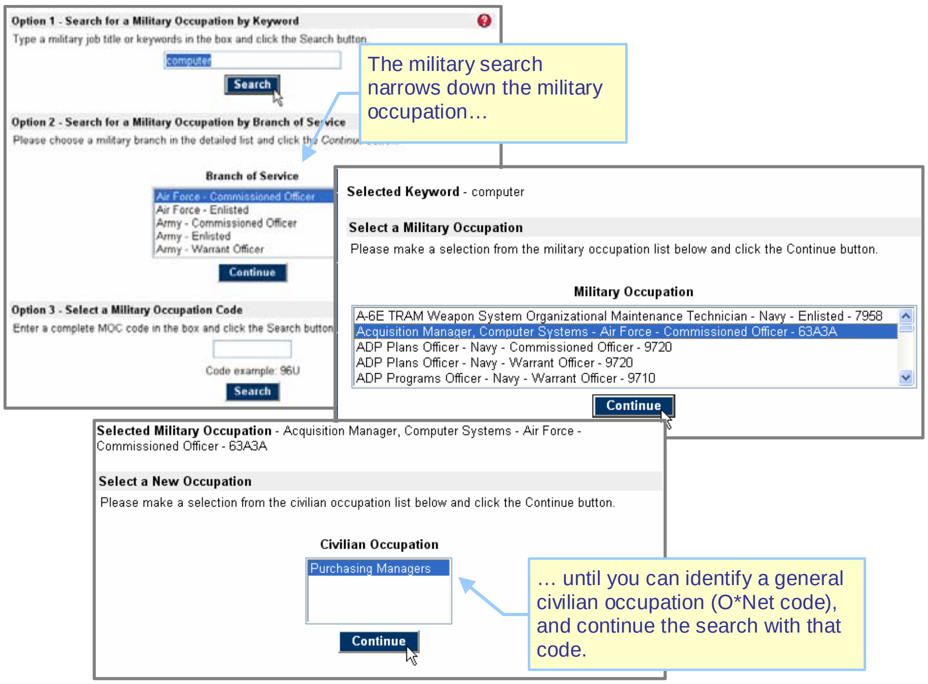
*O*NET Code Search and Detailed Occupation Selection Screen*

2 Select a title from the Detailed Occupation List that displays, and click **Continue.**

The occupation will display on the main screen.

Selecting a Military Occupation

Users may now use a protocol similar to the "Select a Specific Occupation" link that enables them to select military occupations. The user will identify a military code for a military job and "drill-down" until they can cross-reference it to an O*NET-defined civilian occupation and continue searching with the associated skills and information (see the following figure).



Select a Military Occupation Screen

There are various places within the system where users may select military occupation codes, including:

- Post a Job (for staff and employers)
- Candidate Resume Search (for staff and employers)
- Education Services (for staff, individuals, and employers)
- Labor Market Services (for staff, individuals, and employers)
- Job Search (for staff and individuals)
- Search for O*NET Code (for staff, individuals, and employers)
- Resume Builder and Background Wizard (for staff and individuals)

Keyword Searches

Using a “keyword” is an option at many points in Virtual OneStop Search tools. You may want to use a “keyword” in searches to identify an occupation, to search for a job, to identify an employer, etc. Using the “keyword” search can give you additional flexibility in finding all the entries you want.

For example, the following steps indicate a Keyword search for Occupation. You can enter “child” for a keyword search for all occupations that include childcare. The keyword search is also useful if you want to search for a keyword or phrase that is not necessarily part of an occupation title. If you want to find occupations that include a Certified Nursing Aide (CNA) credential, searching for the keyword “CNA” will list occupations that include this in the general description.

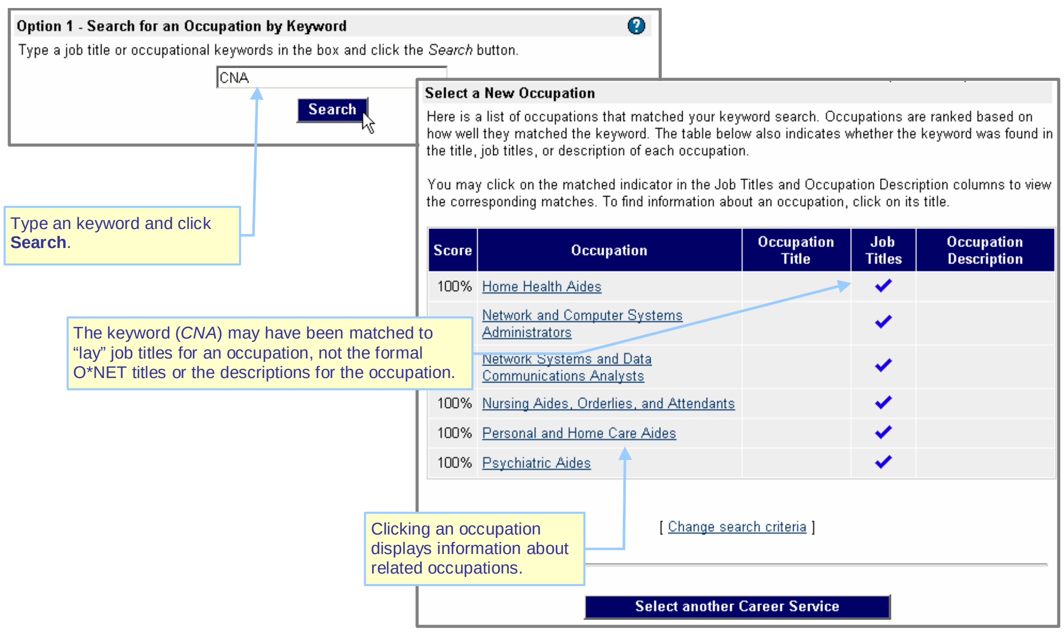
To perform a keyword search:

1 Enter the keyword you want to search for (in the Keyword text box).

2 Click the **Search** button.

A screen displays results (e.g., occupations that match the keyword).

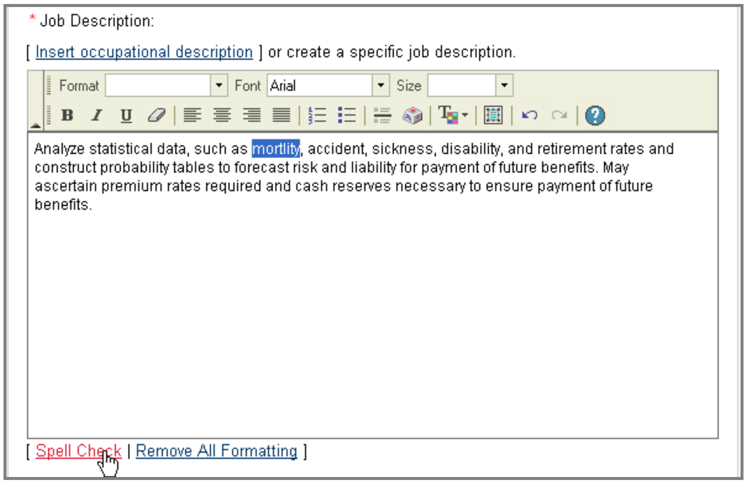
3 Click the appropriate link or control to select from the results screen (e.g., click an occupation title to go details for the occupation).



Keyword Search (for an Occupation)

Spell checking Large Text Fields

Often, when Virtual OneStop requires text entry in a field that may be a large, free-form text field, there will be a link on the screen for performing a spell check.



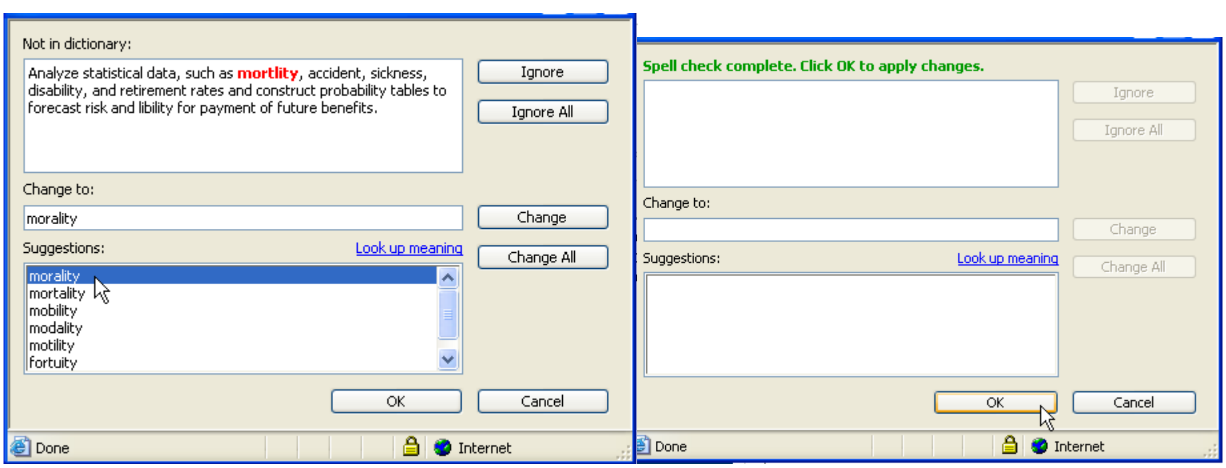
To perform a Spell check on a large tech-entry field:

1. Click on the Spell Check link (as shown above for a Job Description text area).

   A screen displays to walk you through each misspelling (shown in red), and display an area to edit the change, as and a list of suggested changes).
2. Edit the correct spelling in the correction box for each misspelled word,
   -or-
   Click on the correct spelling from the Suggestions list.
3. Then click **Change.** (You can also double-click on the suggested word.)

   When the spell check is completed, that is indicated (in green text).
4. Click **OK** when you are done with all spelling corrections, to save the changes.

   You are returned to the original screen with the corrections made.



Spell checking Screen

Finding an Employer

At several points in Virtual OneStop, a user may want to or need to find an employer (e.g., searching for an employer as part of research, to add to the Employer tab of a Search History profile). Following are steps for finding an employer through a simple or an advanced search.

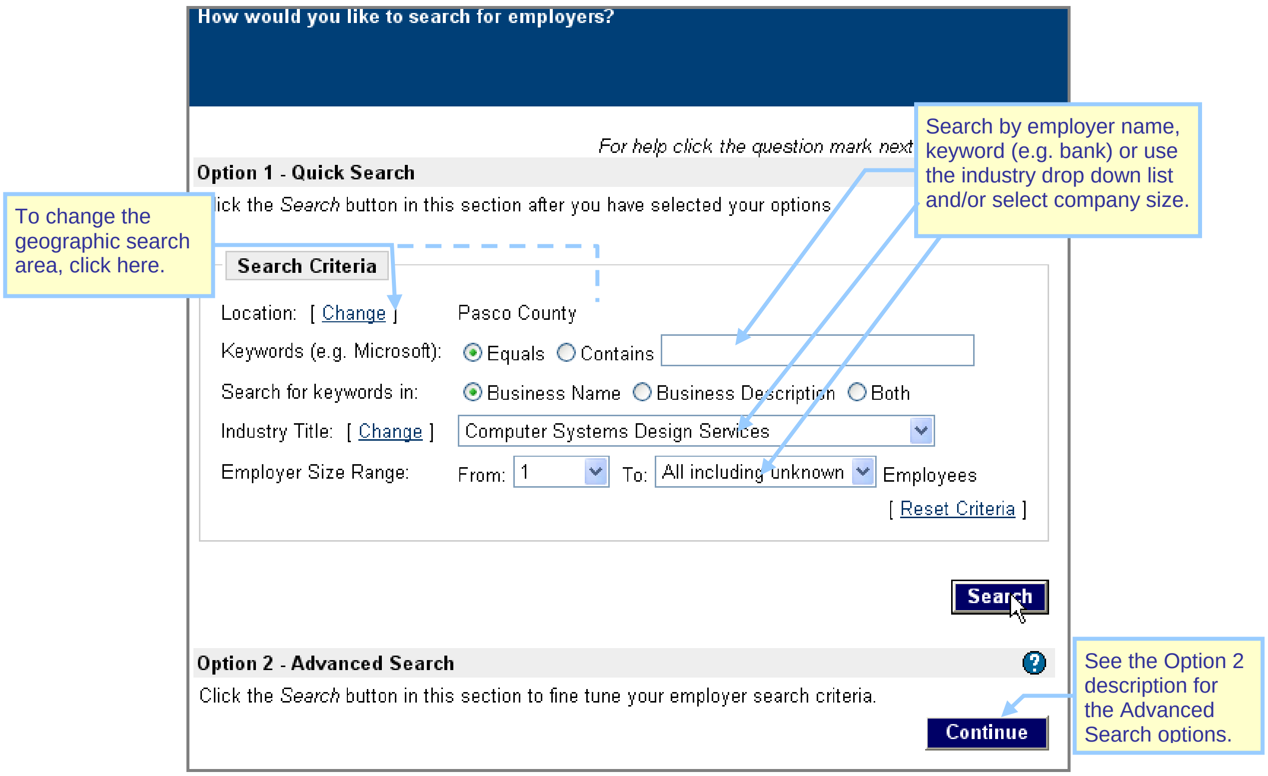
To search for an employer:

1. Click the **Employers** link on the Job Seeker Services menu (or select it from the fly-out).

   A geographic selection screen displays.

2. Select the geographic area you want to search within.

   The Employer Search screen displays Quick Search fields and an Advanced Search option.



Employer Search Screen

Option 1 – Employer Quick Search:

1. Enter one or more words in the Keyword text box (if you want to search by keywords).
2. Select an industry from the Industry Title drop-down list (if you want to limit the search to and industry).

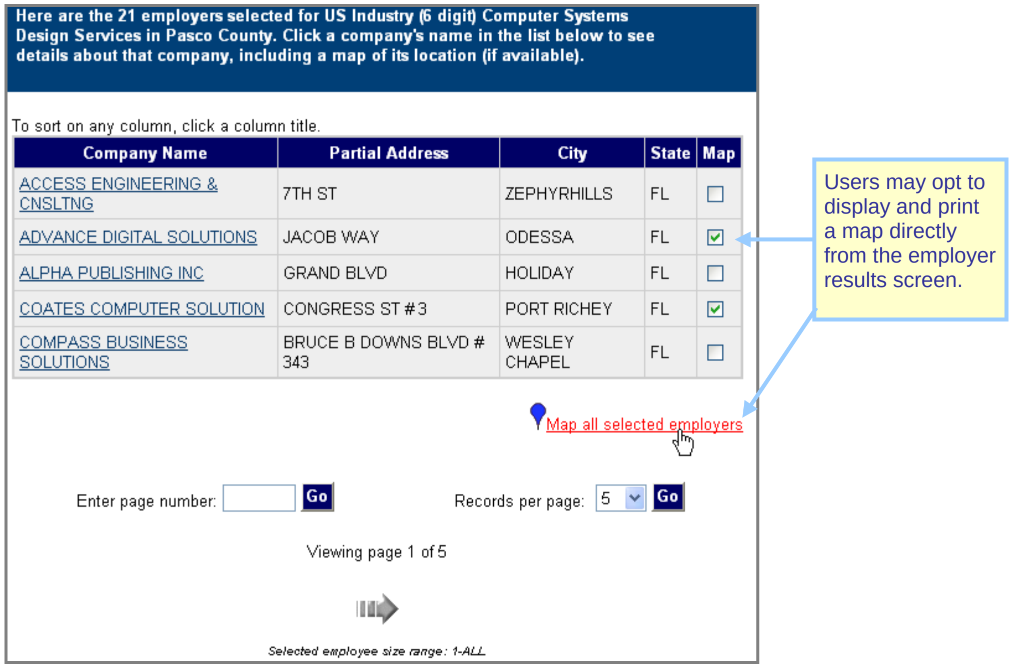
   Note: *You can search with keywords and an industry entry. E.g., “child care” may result in hundreds of resulting employers, but “child care” plus “Child and Youth Services” as an industry may result in less than ten employers.*

   Note: *Quick Search Fields are described at the end of this option.*

3. Select a *From* and *To* value for the size of employer (or leave the default on no size limitation).

4 Click the **Search** button.

A screen displays employers that match the quick search criteria (as shown in the sample below).



Employer Search Results

Quick Search Fields

Location

This field is filled in automatically by the system based upon information that you selected previously. You can select a different Location in which to search for an employer by clicking the **Change** link.

Keywords

Enter a keyword of at least 3 letters that you think would be found in the name of the employer, or the description of the type of business. For example, *car* would find employers with the letters *car* in their name (e.g. CarMax, Carpet Kingdom, Oscar Meyer), as well as employers with *car* in their description (e.g. "cartoon drawing" or "scar removal". You can search with keywords and an industry entry. E.g., “child care” may result in hundreds of resulting employers, but “child care” plus “Child and Youth Services” as an industry may result in less than ten employers.

Industry Title

This field is pre-filled with the industry that you previously selected. If you would like to change this selection, use the drop-down menu to choose All Industries, or click the Change link to access an industry search page. The titles listed are taken from the U.S. government’s North American Industry Classification System (NAICS), which was developed in order to classify all businesses by the types of products or services they make available. Companies engaged in the same activity, whatever their size or type of ownership, are assigned the same NAICS code.

This drop-down menu can show three levels of Industry codes, depending on the system setting. NAICS codes are six-digit numbers; the system will populate this list with either four-, five-, or six-number NAICS codes. The greater the amount of numbers (other than zero) in a NAICS code, the more specific the reference to Industry.

For example:

- 513300 - Industry Group - Telecommunications
    - 513320 - Industry - Wireless telecommunications carriers, except satellite
        - 513321 - Industry Title - Paging

Employer Size Range

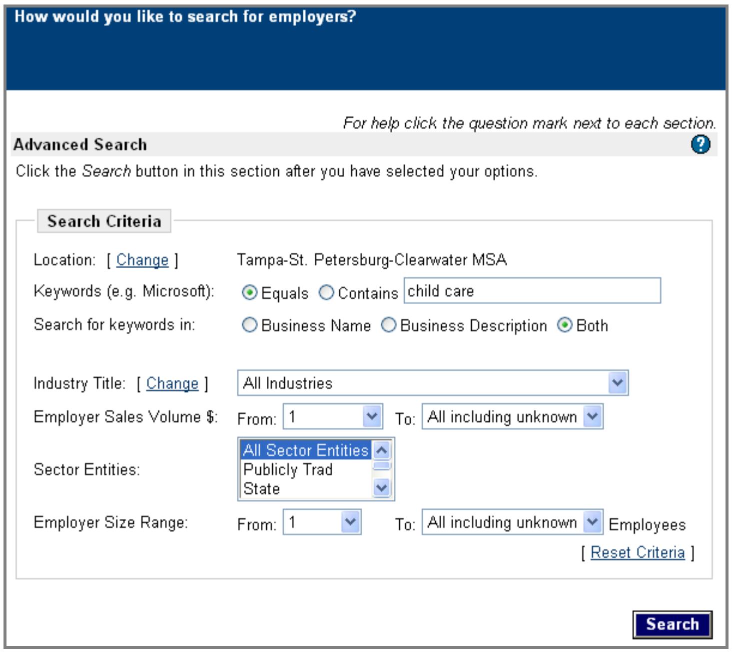
To find an employer by number of workers, specify a range using the **From** and **To** fields. The number you select in the From field must be smaller than the number you select in the To field.

Reset Criteria – Click to clear all of the criteria fields except for Location.

Option 2 – Employer Advanced Search:

1 Click the **Continue** button (under Option 2 – Advanced Search heading).

The Employer Search screen displays with the additional Advanced Search fields.



Employer Search Screen (Advanced Search)

2 Enter keywords, Industry Title, and/or Employer Size Range as indicated in the Quick Search option described previously.

3 Further limit the search by selecting from the additional controls for:

- Employer Sales Volume (i.e., a dollar range for employer's sales)
- Sector of industry (e.g., State, Municipal, Private)

4 Click the **Search** button.

A screen displays employers that match the advanced search criteria.

Advanced Search Fields

Fields that are also in Quick Search are defined in the previous description for Option 1.

Location

This is filled in automatically based on location that you selected previously. You can select a different Location in which to search by clicking the **Change** link.

Employer Sales Volume

To find an employer by the company's amount of sales (in dollars), make selections in the **From** and **To** fields to specify a range. The number you select in the From field must be smaller than the number you select in the To field.

Sector Entries

This drop-down list lets you select the business sector these employers belong to, such as Private, Federal, State, Municipal.

Finding a Job

Finding a job is the most commonly used tool in Virtual OneStop. At several points, from different screens, a user can start a job search (e.g., under Quick Menu on the Navigation Bar, Find Job Openings or the Registration Confirmation screen). There are three basic options for job searching: Quick Search, Advanced Search, and Other Job Searches.

Option 1 – Job Quick Search:

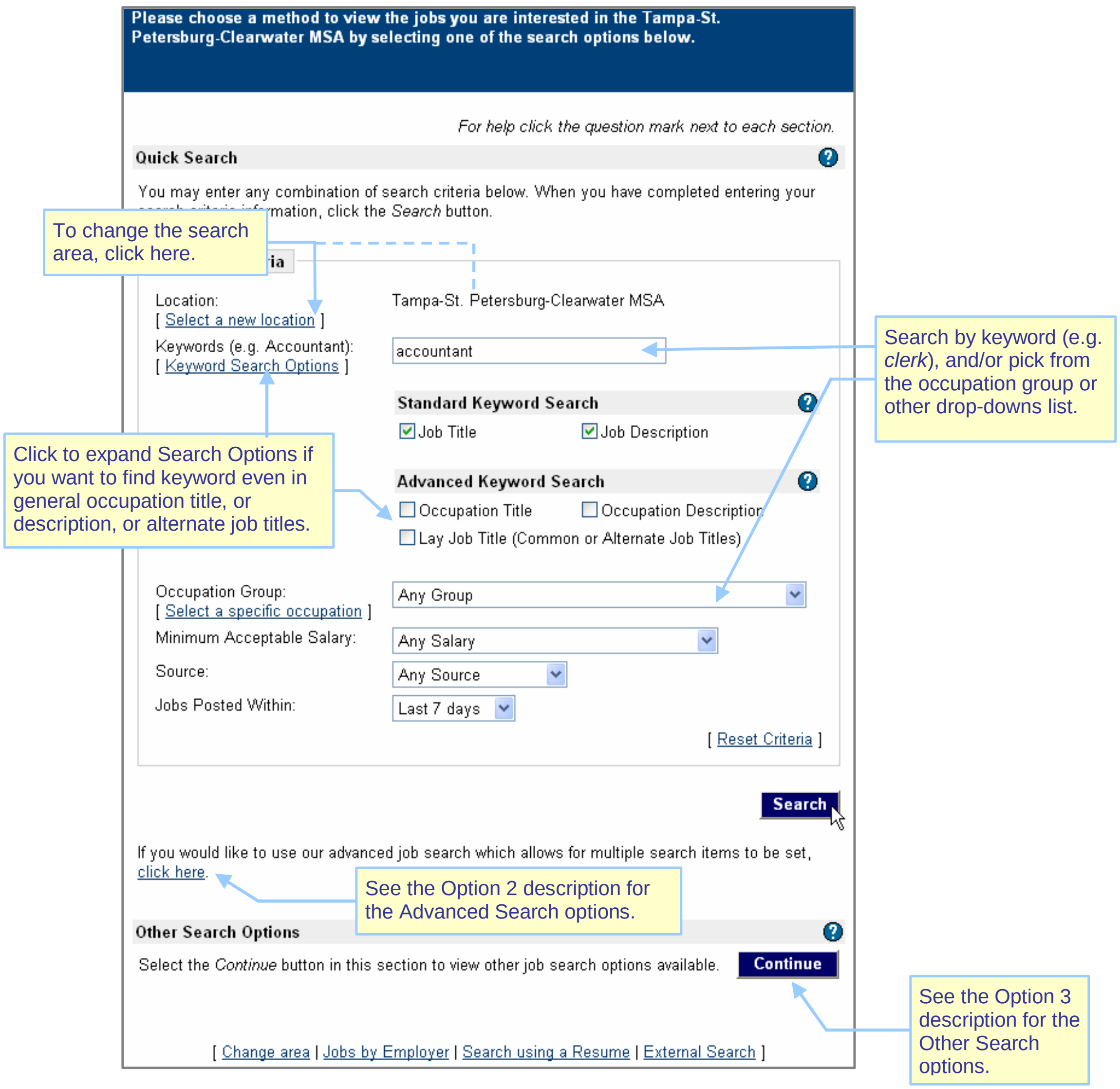
To perform a quick search for jobs:

1 Select **Quick Menu ▸ Job Search** from the Navigation Menu.

— OR —

Click the **Find Job Openings** link on the Job Seeker Services menu (or from the fly-out).

The Job Search screen displays the Quick Search fields and button for Other Search Screen.



Sample Job Search Screen

2 Click Select a new location if the default is not your desired location.

The default *Location* is the one you previously used to search for a job. If none has been identified, you will need to select an area first.

3 Enter one or more words in the Keyword text box (if you want to search by keywords) then specify in which fields you wish to search:

a. Job Title

b. Job Description

c. Occupation Title

d. Occupation Description

e. Lay (common, alternate) Job Title

4 Select a Minimum Acceptable Salary, Source, and Jobs Posted Within from drop-down lists (or leave the default of no limitation).

Note: *Quick Search Fields are described at the end of this option.*

5 Click the **Search** button.

A screen displays jobs that match the quick search criteria (as shown in the figure below). From the Search Results screen, you can:

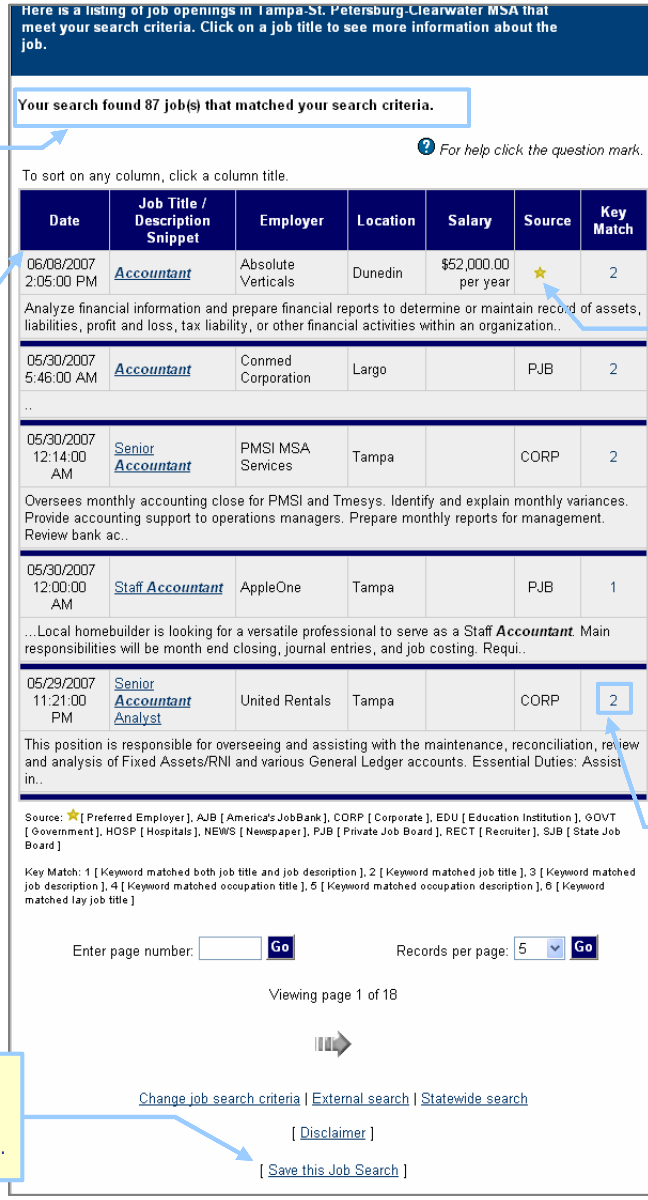
- Click a column heading to sort the list by a specific column
- Click a desired job title link, to view job order details
- Click **Change Job Search Criteria** to conduct another job search,
- Click **External Search** to search other Internet job lists
- Click **Statewide Search** to expand your search area to statewide
- Click **Save this Job Search** to save the job search — this creates a Virtual Recruiter

To review this search again, name the job search for future access.

If search results exceed the system maximum, you will see the option, "To narrow your search, "click here."

The **Date** column displays the date/time when the job was posted (or edited), and lets the user sort jobs by most recent dates.

For *preferred* jobs, **Date** is when Employer last edited the job. For *spidered* jobs, **Date** is the one listed with the job (if post date was not included, the date is when the spider first found the job).



The **Src** (source) column represents whether the job listing is from a Preferred Employer in the system (★), Private Job Board (PJB), Newspapers (NEWS), or another source or Web site.

Keyword Match search results display, in rank order, how the system matched the criteria:

1 = job title & description
2 = job title
3 = job description
4 = occupation title
5 = occupation description
6 = lay job title

You can save any Job Search and define it as a recurring Job Alert, which is part of Virtual Recruiter.

Job Search Results Screen

For more information on viewing job specifics, applying for non-suppressed and suppressed jobs, and performing external job searches on internet job sites, see the related section on "Viewing Job Specifics" in *Chapter 4, Using Job Seeker Services*, in the *Individual Services User Guide*.

Quick Search Fields

Keywords

Enter a keyword that will be in the Job Title, Job Description and/or other checked Keyword Search boxes. The keyword is searched in the areas you check (the Job Title, Job Description, Occupation Title, Occupation Description, or Lay/Alternate Job Title of every job order).

How the Keyword Search Works – For a general job search, type a word that describes the job you are looking for (such as *nurse*, *accountant* or *cook*) into the text box. If you type two (or more) keywords into the text box (such as *computer programmer*), the system will look for job postings that contain those words side-by-side.

For a more specific job search, separate keywords with Boolean search variables such as AND or OR, using the following guidelines:

- **AND** – In this search, the system will retrieve records in which **all** of the search terms are present. The *more* terms that you combine in a search with AND logic, the *fewer* records the system will retrieve.

  Here is an example of the search results you might receive using the Boolean search variable AND:

Search terms	Results
accountant	700
hospital	1,300
accountant AND hospital	24
accountant AND hospital AND senior	3

- **OR** – In this search, the system will retrieve records in which **at least one** of the search terms is present. OR logic is most commonly used to search for related terms or concepts. The *more* terms you combine in a search with OR logic, the *more* records the system will retrieve.

  Here is an example of the search results you might receive using the Boolean search variable OR:

Search terms	Results
accountant	700
hospital	1,300
accountant OR hospital	2,000
accountant OR hospital OR senior	5,400

Occupation Group

This drop-down lets you select a specific Occupation Group. If this is used without keywords, there is no column for "key match" in the results screen since there was no key word. The Bureau of Labor Statistics' Occupational Employment Statistics (OES) program has defined 22 major occupational groups that encompass almost 800 different careers using the Standard Occupational Classification (SOC)system. The major occupational groups are:

Management	
Business and financial operations	Food preparation and serving related
Computer and mathematical	Building and grounds cleaning and maintenance
Architecture and engineering	Personal care and service
Life, physical, and social science	Sales and related
Community and social services	Office and administrative support
Legal	Farming, fishing, and forestry
Education, training and library	Construction and extraction
Arts, design, entertainment, sports, and media	Installation, maintenance, and repair
Healthcare practitioners and technical	Production
Healthcare support	Transportation and material moving
Protective service	Military specific occupations

If you are not sure which group includes the specific occupation you are searching for, consult the list of occupations page on the OES website.

If you would like to choose an occupation title that is more detailed than the options currently showing, click the Select a specific occupation link. See page 15 for details on using Selecting an Occupation in this way.

Source

Select from the list of job websites to search. Use the default, Any Source, to search all job boards that apply to your system. This field refers to where the job order was posted online. Websites that contain job listings can be categorized into general groups or sources.

The available sources to search within are:

- - Preferred Employer (jobs listed by employers using this system)

- **CORP** - Corporate (public or private businesses)
- **EDU** - Education Institution (colleges and school systems)
- **GOVT** - Government (federal, state and local)
- **HOSP** - Hospitals (hospitals, clinics, health-care organizations)
- **NEWS** - Newspapers (classified advertisements)
- **PJB** - Private Job Board (e.g. Hot Jobs, CareerBuilder)
- **RECT** - Recruiter (a company that matches job seekers with employers for a fee)
- **SJB** - State Job Board (the official job board for your state)

Jobs Posted Within

Select a number of days within which the job was posted (added to this system). If a job posting from a non-Preferred Employer source does not have a specific date associated with it, the date used for searching purposes is the date when it was first imported into the system.

Option 2 – Advanced Job Search Options:

This Advanced Job Search option gives the sophisticated job seeker the flexibility to perform a "targeted" job search. You can filter the job search by multiple parameters and the system will list only those job orders that meet the specified criteria.

To perform advanced search options for jobs:

1 Select **Quick Menu ▸ Job Search** from the Navigation Menu.

— OR —

Click the **Find Job Openings** link on the Job Seeker Services menu (or from the fly-out).

The Job Search screen displays the Quick Search fields, and button/links for the Advanced Search and Other Search options.

2 Click the link for the advanced search options (under the **Quick Search** box).

> If you would like to use our advanced job search which allows for multiple search items to be set, click here.

An Advanced Job Search Options screen (shown on the next page) displays controls which let you specifically tailor your job search results based on six possible areas or search criteria.

a. **Job Source** – specify one or more job sources (if Preferred Employer is not picked, then Preferred Employer and Preferred Job Order criteria are disabled).

b. **Employer** – specify by employer name, industry code or industry sector

c. **Preferred Employer*** – specify size, type and Federal Contractor status

d. **General Job Order** – specify job order number, experience, education level, salary, type of job (i.e. full or part time), and date job was updated

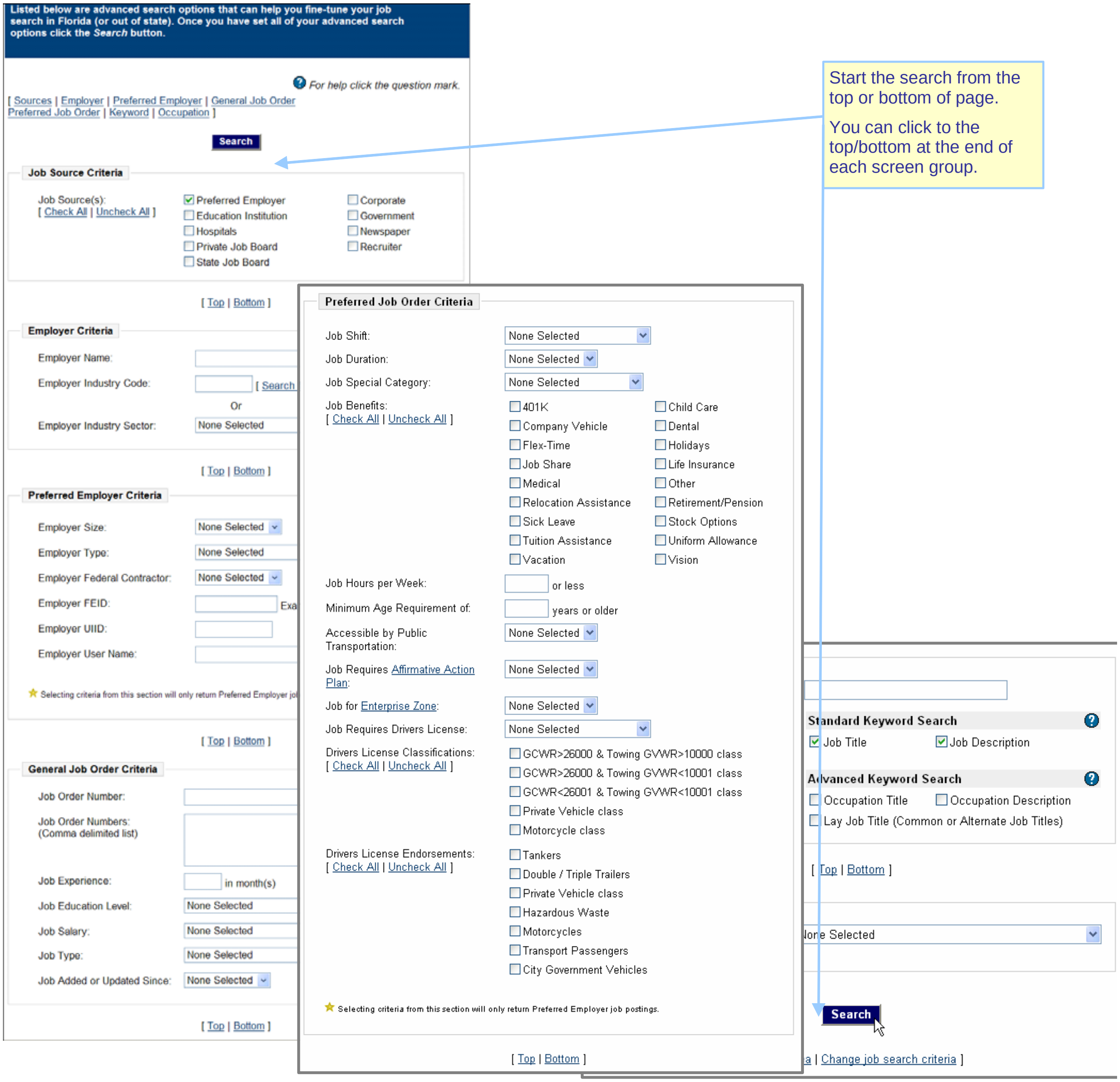
e. **Preferred Job Order*** -- specify shift, job duration, special category (like shadowing or intern), benefits (may specify one or more), hours per week, minimum age, accessible by public transportation, affirmative action plan requirement, enterprise zone location, drivers license information

Note: *Any Preferred Employer★ and Preferred Job Order★ search criteria will return only Preferred Employer job postings.*

f. **Job Keyword** – type in keyword and specify type of search by job title, job description, occupation title, occupation description, lay/common/alternate job title.

g. **Job Occupation** – select occupation group

3 Select as many search criteria as you require (recognizing that the more search criteria you select the fewer jobs will be returned).



Advanced Job Search Options Screen

4 Click **Search** at the top or bottom of the screen.

A screen similar to that described for **Quick Search** displays jobs that match all of the search criteria.

Following are brief help description on advanced criteria. Click on the extended, online help for more details. .

Job Source Criteria

Lets you identify the job sources to look at (e.g., job banks, government, corporate). The default is Preferred Employers (i.e., those registered in Virtual OneStop). You can select as many sources as you want (you can click "Check All" to search for jobs in all sources.

Employer Criteria

Options let you search for jobs offered by a specific employer (Employer Name), or employers within a certain industry (**Employer Industry Code** and **Employer Industry Sector**).

General Job Order Criteria

Job Experience — To limit your search results to jobs that require a certain level of experience, type a length of time, in months, into the text box. This option is helpful for people who already have job experience and wish to eliminate entry-level jobs from their search results.

Job Education — To limit your search results to jobs that require the applicant to have a certain education level, select a level from the drop-down menu. The options for **13, 14 and 15 years of education completed** refer to the 1st, 2nd, and 3rd years of a college/university degree program. You would select one of these levels if you attended college for at least a year but left school before graduating with a degree.

Job Salary — If you would like to limit your search results to only include jobs with a certain salary level, choose the minimum salary you would consider from the drop-down menu.

Job Added/Updated Since — Select a time frame for when job postings were added to the system using the drop-down menu. The greater the number of days you select, the more results your search will return. However, older job postings may have been filled, or the company may no longer be accepting applications for the job.

Preferred Job Order Criteria

Shift — General definitions of shifts are:

Day – Standard work day (such as 9 a.m. – 5 p.m.).

Evening – Your work day would generally begin after noon.

Night – Your work day would begin when the day shift leaves (also referred to as “graveyard shift”).

Rotating – A set combination of 2 different shifts (e.g., 2 weeks of day followed by 2 weeks of night shift).

Split – A working shift divided into two or more time periods, e.g., morning and evening, with a break of several hours between them.

Duration — Enter an amount of job hours per week from the drop-down menu. *Full time* refers to jobs that are at least 40 hours a week. Choose a shorter duration for temporary or contract jobs. For permanent positions, choose **Over 150 Days**.

Job Special Category — Choose a special job category from the drop-down menu. General descriptions for the available options are:
Job Shadowing **— “**allows students to follow workplace **mentors** as they go through a normal day on the job. In other words – **they work, you watch and learn how things are done**.**”**
Internship – "Internships are situations where students work for an employer for a specific amount of time to learn about a particular industry or occupation. Student's work place activities may include special projects, a sample of tasks from different jobs, or tasks from a single occupation. They may or may not include financial compensation." (REC IX Work-Based Learning Handbook).
Other Programs **–** can be locally defined as part of youth grants, summer youth programs, etc.

Min. Age — If you want to search for jobs that require the applicant to be a certain age, enter that age in the text box provided. This feature is helpful for teenagers or young adults who want to limit their job search results to those jobs that do not require the applicant to be of legal age.

Job Keyword Criteria

This list several title description areas to search for keywords. See the field definition for Keyword under the previous Quick Search definition.

Option 3 – Other Job Search Options:

In addition to the Job Quick Search and Advance Job Search options, Virtual OneStop lets users look for jobs using defined criteria (for a focused search) or advanced searches using multiple criteria. To perform one of these options:

To perform other search options for jobs:

1 Select **Quick Menu ▸ Job Search** from the Navigation Menu.

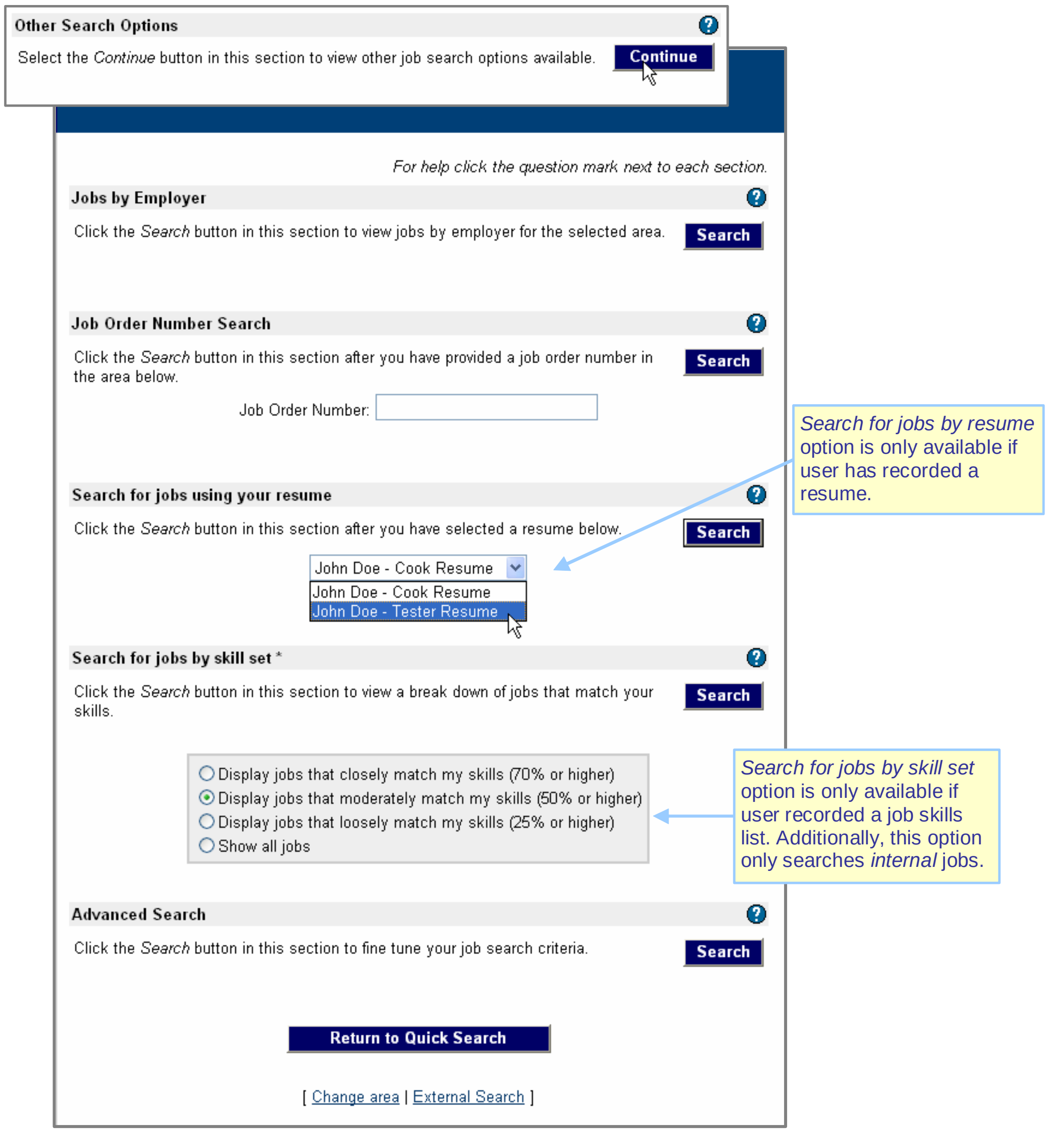
— OR —

Click the **Find Job Openings** link on the Job Seeker Services menu (or from the fly-out).

The Job Search screen displays the Quick Search fields, and button/links for the Advanced Search and Other Search options.

2 Click the **Continue** button under Other Search Options (at the bottom of the page).

The Other Search Options screen displays several screen groups for using different options.



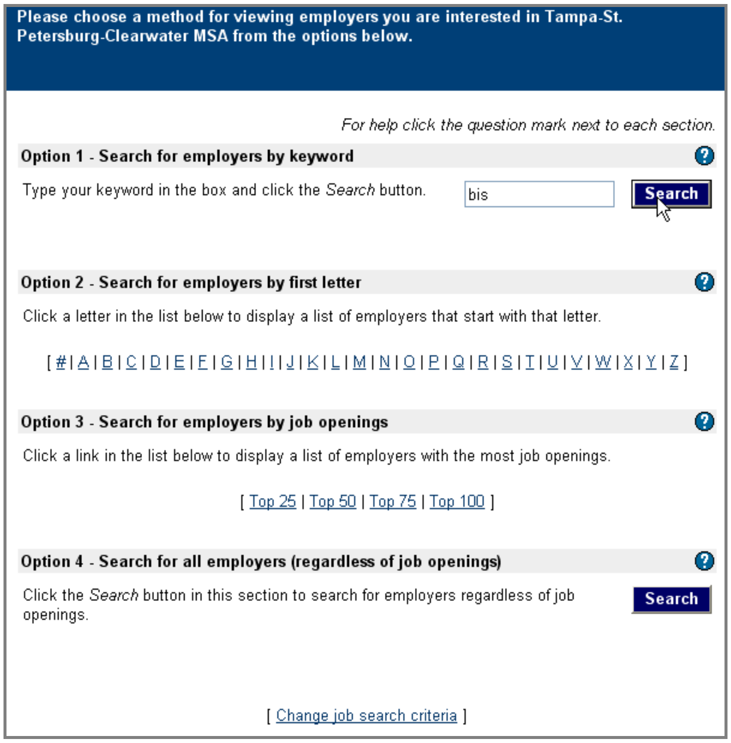
Other Job Search Options Screen

Each Other Job Search option is briefly described below, along with basic steps specific to the search.

Search Jobs by Employer

The Search by Employer option benefits individuals who want to work for a specific employer, or search job by employers in an area who have many job openings. This option lets job seekers search for jobs by first search for known employers in the area through four search options:

- **Employers by keyword**—a whole or partial word in the employer's name
- **Employers by first letter**—list all employers with the same first letter in their company name
- **Employers by job opening**—list employers with the most job opening in the search area
- **Employers (regardless of job openings)**—perform detailed search among all companies in your area, regardless of the number of job openings, to see basic information about the employer



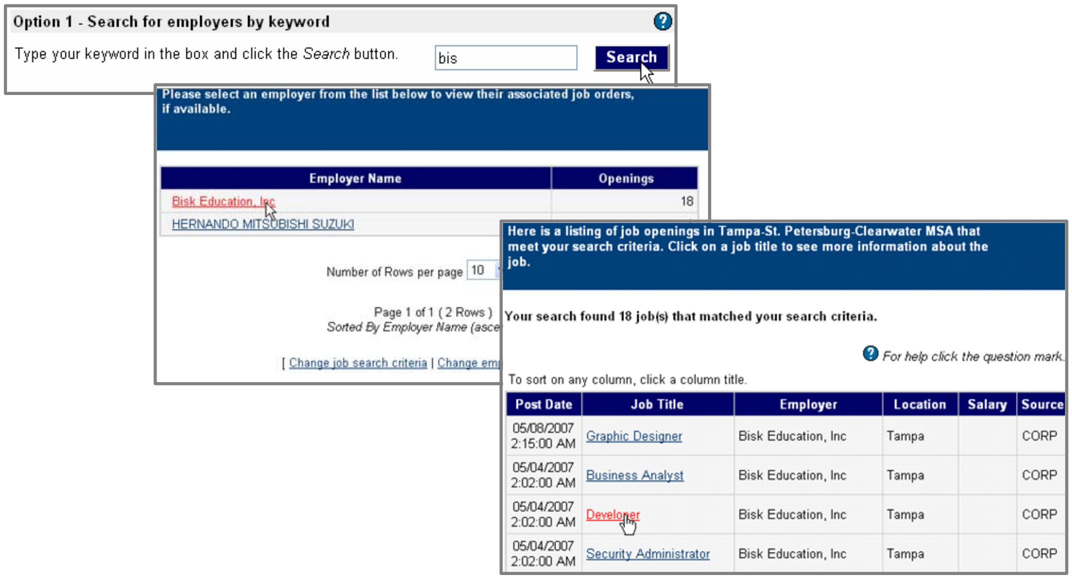
Search by Employer Options Screen

Option 1 – Search by employer, by keyword:

This lets you search for employers by a keyword.

- Enter the complete or partial name of the company.
- Click the **Search** button to activate the search.

  A list of employers displays (with names matching the keyword, as shown in figure below).
- Click a company from the screen to displays its job openings on the standard Job Search Results screen.

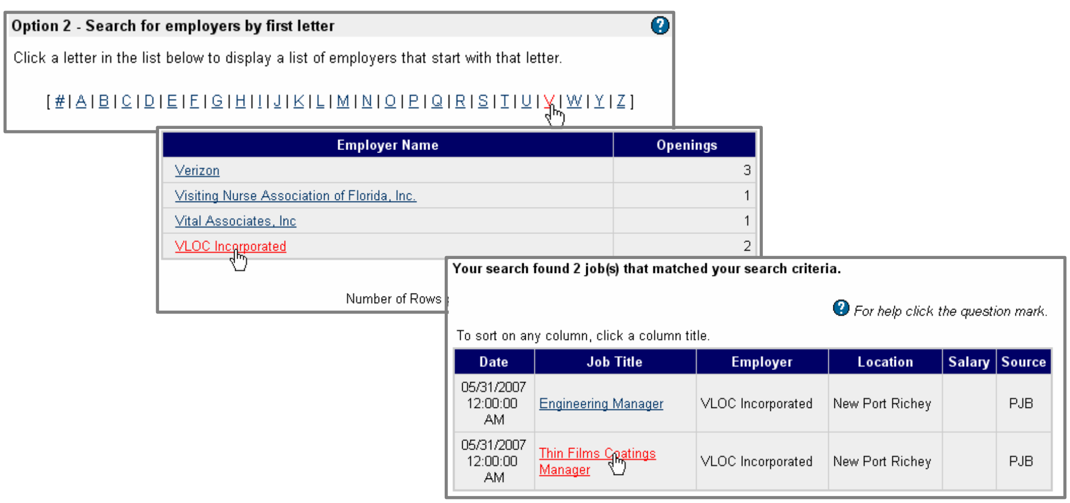


Search Employers by Keyword

Option 2 – Search by employer, by first letter:

- Choosing the first letter of the employer name (such as “v” for all employer names beginning with that letter, when you may not remember the spelling of the name). For example, if a job seeker was interested in working for *VLOC Inc*, he or she could directly search for jobs available at that employer.
  - Click the desired letter to view a corresponding list of companies.

    A list of employers whose names start with the selected letter is displayed.
  - Click a company from the screen to displays its job openings on the standard Job Search Results screen (see page 25 for details on Search Results controls).



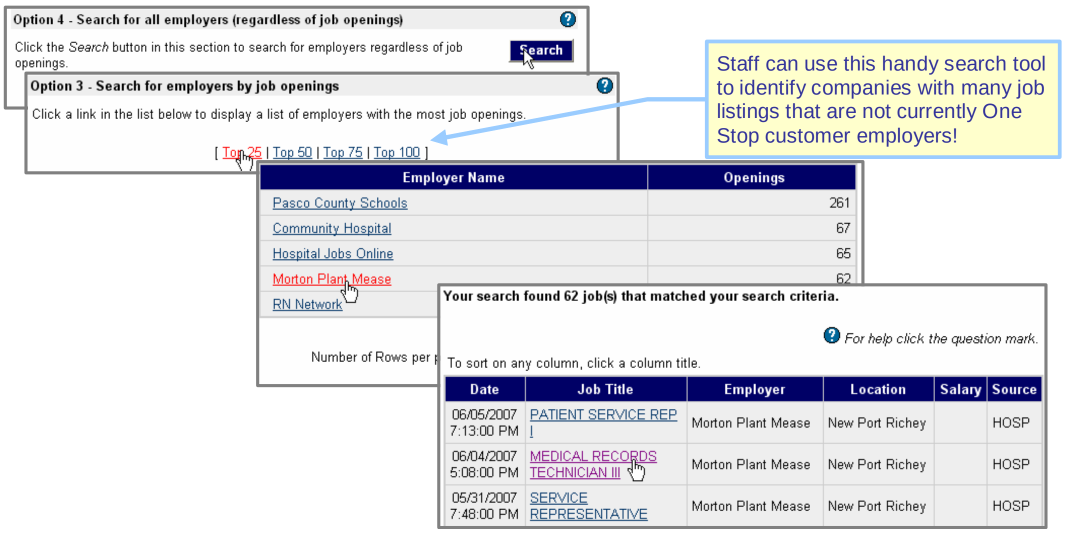
Search Employers by first letter

Option 3 – Search by employer, by job openings:

This lets you view companies in your area by the number of job openings they have.

This search option lets you display the top 25, 50, 75 or 100 employers in an area by number of jobs posted. This feature is used by job seekers and also by business representatives and job developers across the country to assist them in determining who is hiring and what their specific needs are.

- Click the link for the number of companies with the greatest number of job postings that you want to view (top 25, 50, 75, or 100). A list of that number of employers is displayed.
- Click a company from the screen to displays its job openings on the standard Job Search Results screen (see page 25 for details on Search Results controls).



Search Employers by job openings

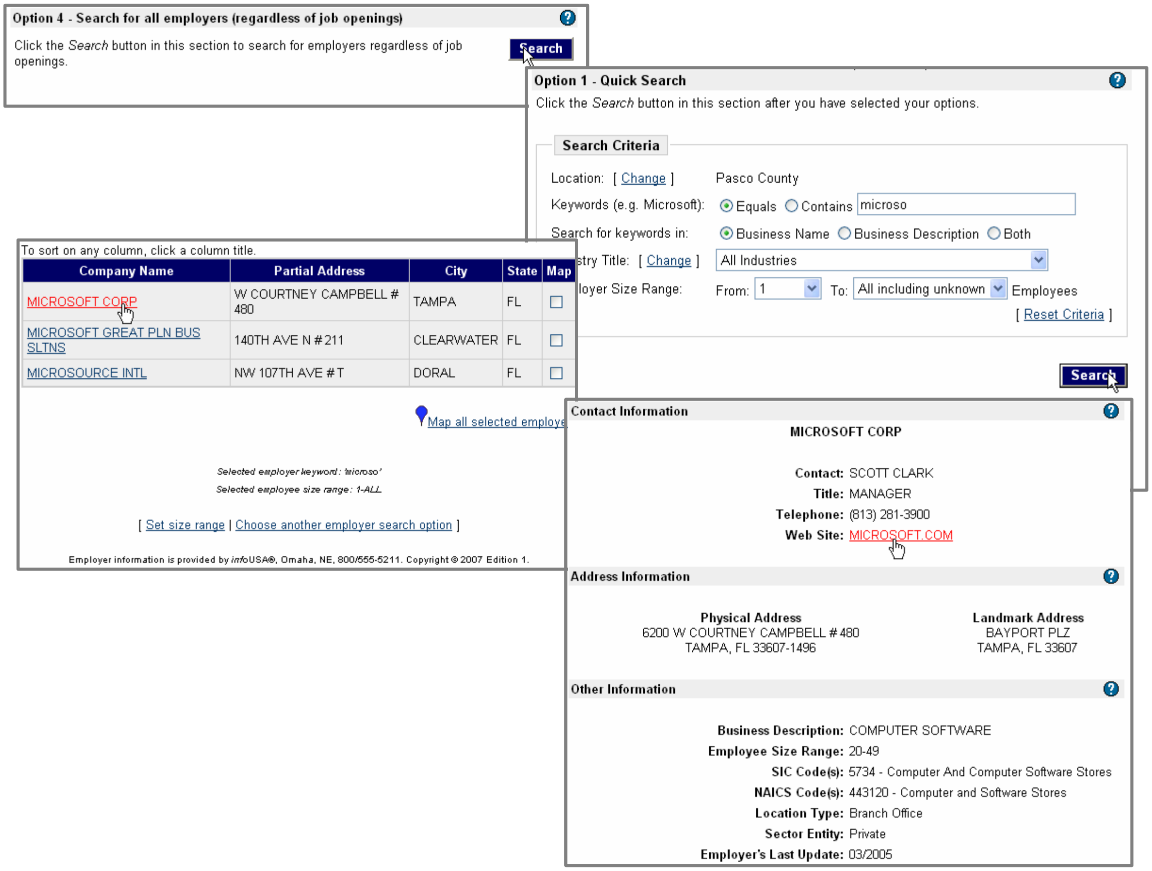
Option 4 – Search for all employers (regardless of job openings):

This lets you search among all of the companies in your area (by canvassing the entire InfoUSA® employer database), regardless of the number of job openings that these employers currently have available. You can select from two detailed search pages to access employer company and employer contact information

- Click the **Search** button to activate the search.

  A quick search is redisplayed for employers (rather than for job openings).
- Enter the search criteria for employer search, and click the **Search** button.

  A list of employers displays (with names matching the search criteria).



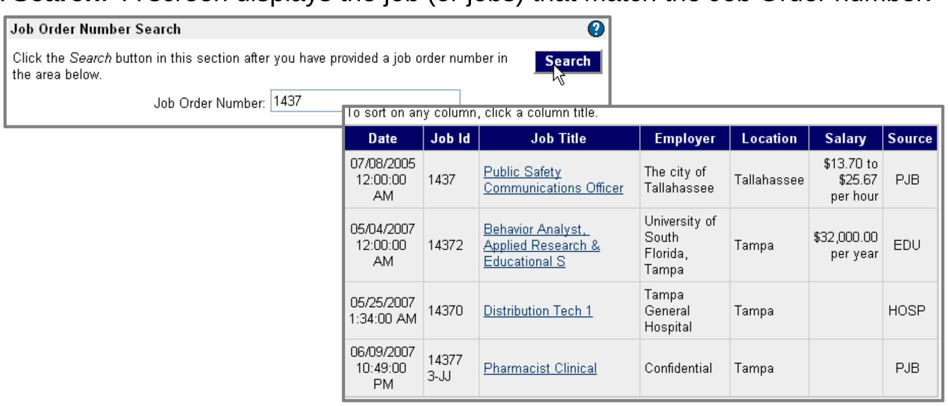
Search for all Employers (for employer details)

- Click on the Employer/Company link to display employer details. Option 4 displays details of the employer.

Search by Job Order Number

A search by job order number can be useful, if the individual has recorded a job order number from a prior search, or an employer is searching for and working with several jobs with similar order numbers.

- Enter the number for the job order you wish to view (this can be a partial order number).
- Click **Search**. A screen displays the job (or jobs) that match the Job Order number.



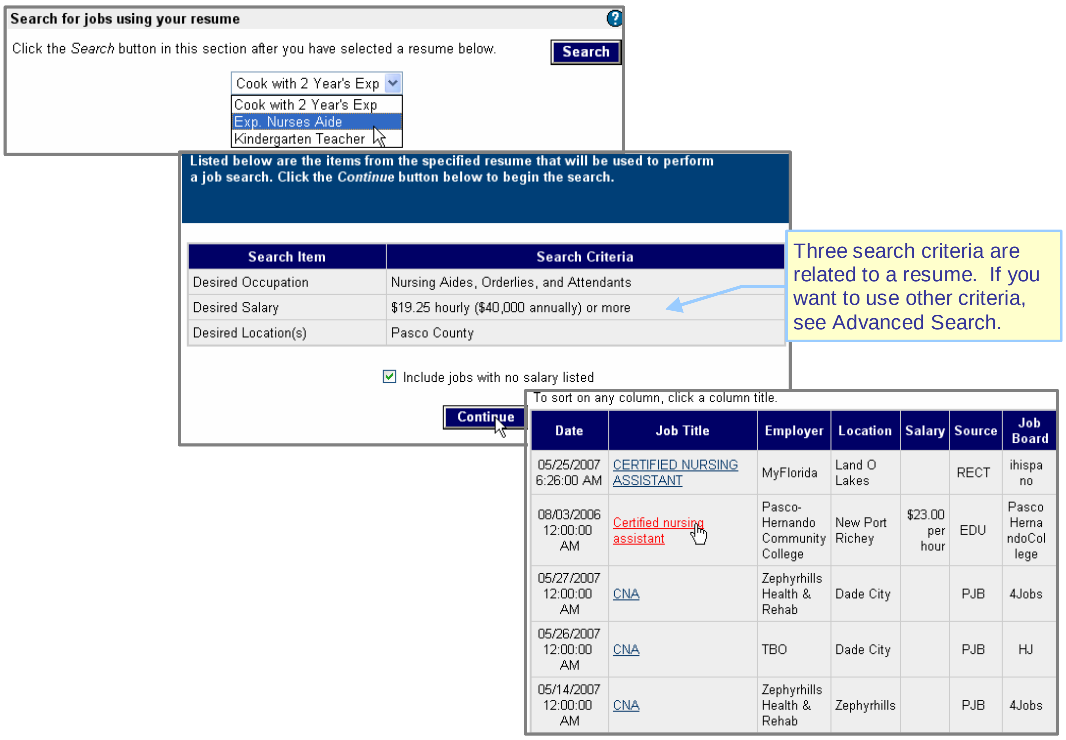
Search by Job Order Number

- Click a job opening on the standard Job Search Results screen

Search Using Resume

If an individual has created at least one resume, you can search by the resume to perform a search that will include the desired occupation, salary requirements, and location associated with resume (as the search parameters).

- Select the desired resume name from the drop-down list.
- Click **Search**. A screen displays the three Resume criteria to be used.
- Click the check box to include or exclude jobs without salary listings.
- Click **Continue**. A screen displays the jobs that match the Resume search criteria.



Search by Resume

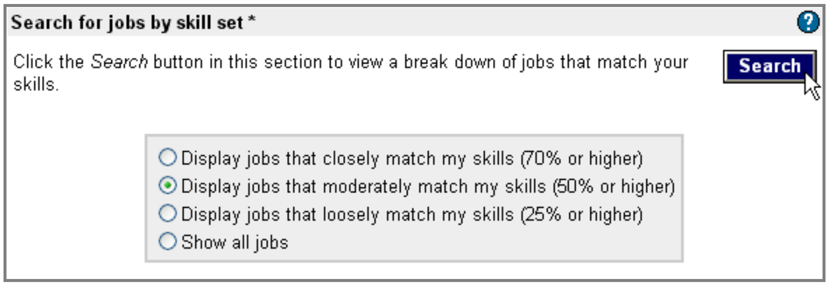
- Click a job opening on the standard Job Search Results screen (see page 25 for details on Search Results controls).

Search by Skills Set

If an individual has created a list of their job skills, they can use this option to find jobs whose skill requirements match their job skills by a pre-defined match ratio (25, 50, or 70 percent).

For example, if the job seeker specifies a moderate match (50%), only those job orders for which he or she has more than half the required skills are listed in the search results. The Skill Set Search allows job seekers to investigate alternate jobs they might be qualified for, based on transferable skills in their current skill sets.

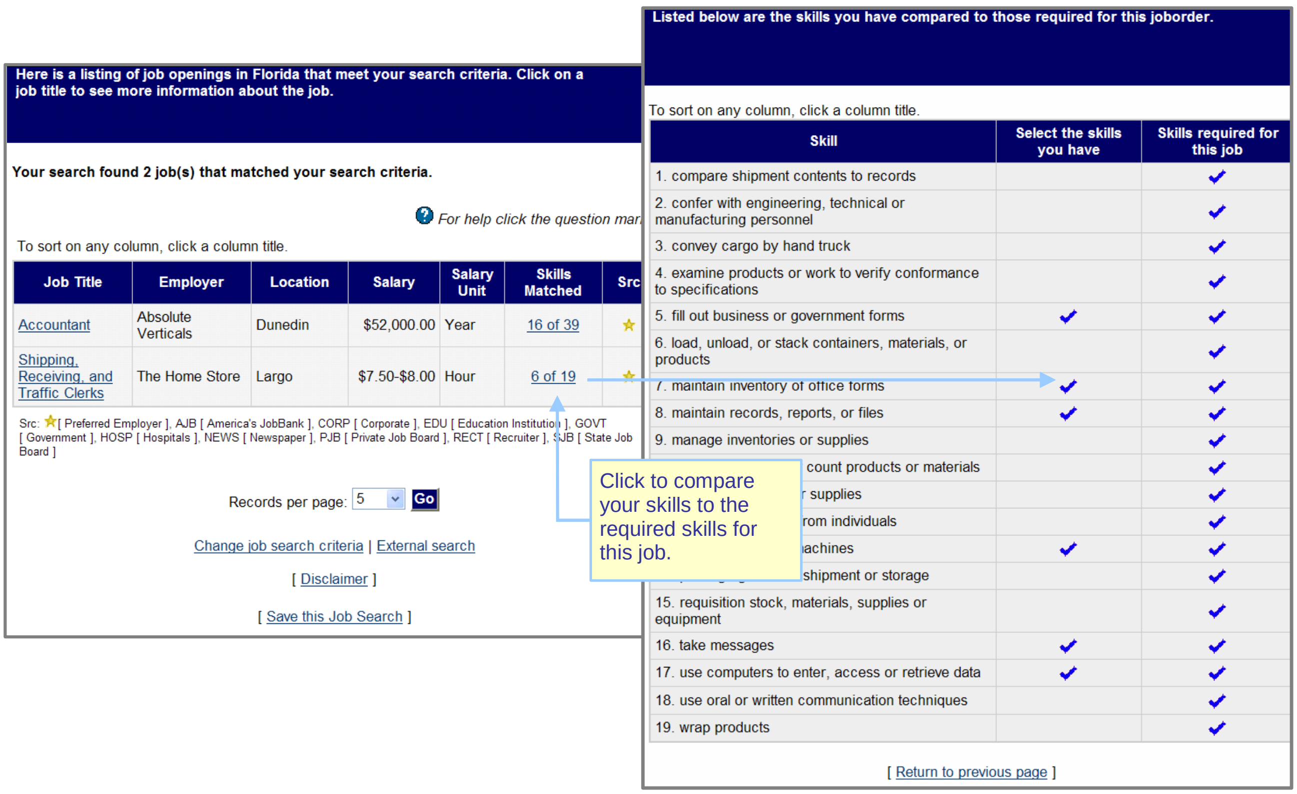
- Select the radio button for the desired skill-match ratio.



Search for Jobs by Skill Set

- Click **Search**. A screen displays all jobs that match skills by the indicated percentage.

  When the system finds at least one job order that matches your search criteria, it displays a screen similar to the following figure.



Skill Set Job Search Results and Skills Match Details screen

- To view the skills you have versus those you do not have for the displayed jobs, click the desired *Skills Matched* link on the screen. The system displays a screen listing the skills the individual has and the skills require for the job. (For example, in the previous example screen, clicking on the 6 of 19 displays the Skills Match Detail Screen show at the right).

The system only searches by skill set for jobs posted within the system (either by registered employers or by staff members on their behalf). A list of required skills for a job must be recorded to successfully save a job so that the system can compare it to an individual's skills. (I.e., jobs that don't show with a ★ to the right of them in job searches, will not be found in a match-by-skills search).

Note: *For details on the* Match your Job Skills *tool within Career Explorer, see the Job Skills tab.*

Saving a Job Search (Using Virtual Recruiter)

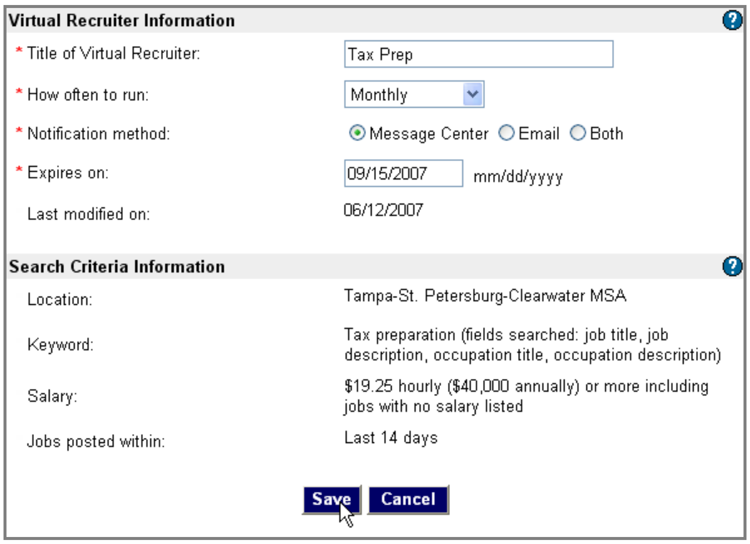
Whenever you are logged into the system, at the bottom of the results screen from any job search is a "**Save This Job**" button. This lets you save the search criteria used in your job search, and associate it with data for automatically rerunning the search (e.g., when to run, how to notify you).

The Job Alert is saved to your profile and will automatically run as frequently as you tell it to, and it will notify with a message screen at log in and/or email when there are new matches.

To Define a Virtual Recuirter Job Search:

1 Click the **Save this Job Search** button at the bottom of a Job Search Results screen.

A Virtual Recruiter - Job Search Criteria screen is displayed with the current job search criteria.



Job Search Criteria Screen

2 Review the Search Criteria (on the bottom half of the screen).

If you need to change criteria, click **Cancel**, to make changes from the Search Results screen.

3 Enter the job alert's title, frequency, notification method, and expiration date (on the top half of the screen).

4 Click **Save** to save the Virtual Recruiter search to your profile.

The saved Job Alert appears in the Virtual Recruiter screen.

Virtual Recruiter Screen

Virtual Recruiter Information

Title of Virtual Recruiter

This indicates the title under which you will save the search, and identify one Virtual Recruiter search from another, so be as specific in your title as possible (e.g., "Senior Project Manager" or "Project Manager – Web Programming".

How often to run

A drop-down list lets you select the time interval for the search to run. You can specify a daily, weekly, or monthly search, or make the search inactive (if you no longer wish to have the system automatically search for jobs/candidates).

Notification method

Select notification from the Virtual OneStop message center, email, or both. The Message Center is accessed through this system; email notifications are provided through the email address that you entered when you registered.

Expires on

30 days is the default date for when the automatic Job Alert will expire. You may enter another date using the MM/DD/YYYY format.

Delete – Click to delete the Job Alert.

Run – Click to run the Job Alert. A standard Search Results screen displays the found job.

This is a powerful feature that is not available for guests. You must be registered to use it. In the latest version of Virtual Recruiter, only the new jobs (jobs after the Job Alert's last auto-run) are displayed in the next run.

For example, if you specify jobs posted within the last 14 days, but select to run the virtual recruiter every 7 days, then after the first run you will not see any jobs posted farther back than 7 days, since the 8-14 day job posting would have been listed in the last Job Alert that was run.

Selecting an Industry

At certain points in Virtual OneStop, such as in researching Labor Market Information for a general industry, the user may need to identify an industry group. Following are steps for using the Industry Selection link and search options to identify the industry.

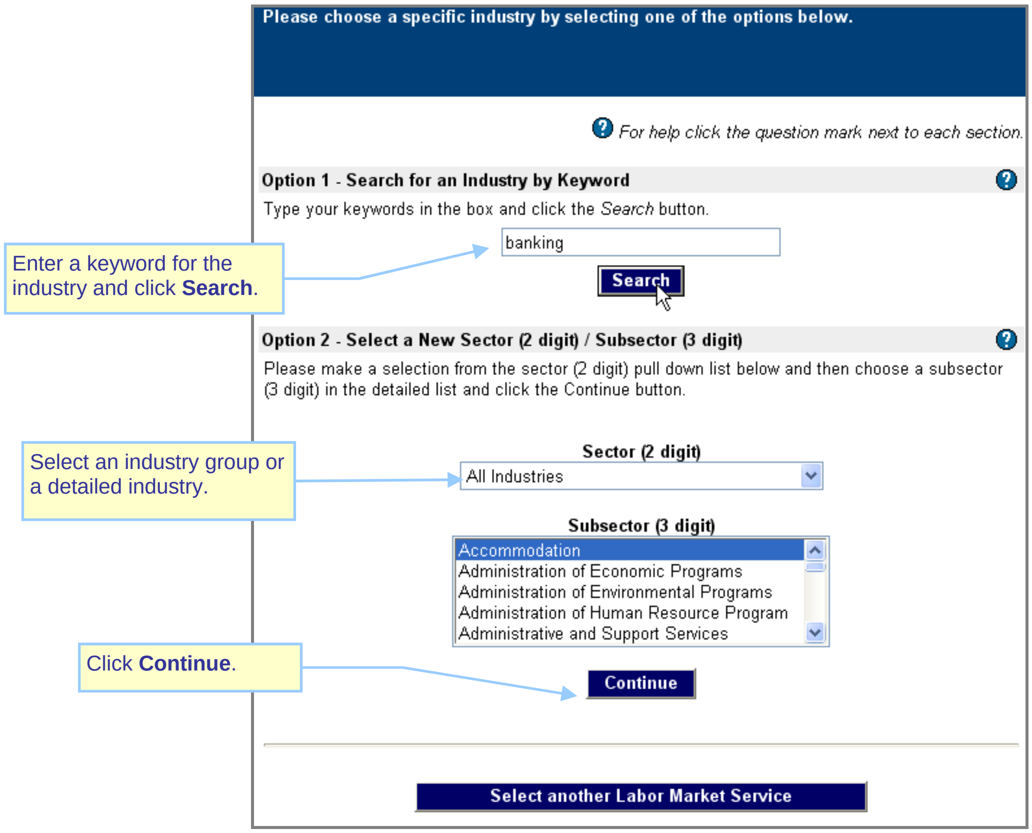
To Select an Industry:

- Select the function that opens the Industry Selection screen.

  Note: *For example, **Labor Market Services** ▸ **Industry Profile**. Normally, the selection will first require you to select an area. (See page 13 for details on "Picking a search area.")*

  Once you select an area, a screen appears (as shown below) with options for searching for and selecting an industry

- From the Industry selection screen appears (as shown below) pick one of the options to search for industry information.



Industry Information Search Screen

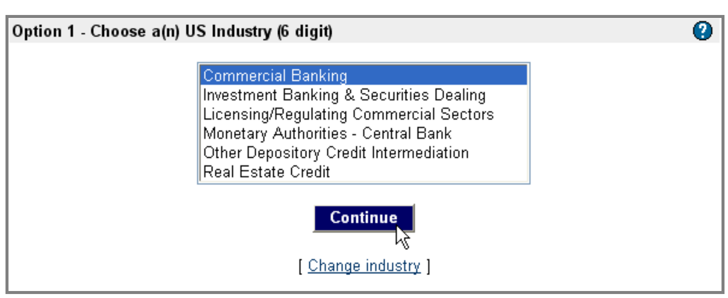
Option 1: Searching Industry by Keyword

The system lets you search for industry information by keyword. The following figure displays the portion of the Industry Profile Search screen that allows a keyword search.

To use this search:

- Enter the desired keywords in the box.
- To start the search, click the **Search** button.

  The next screen displays a list of industries matching the keyword, as shown in the following figure.



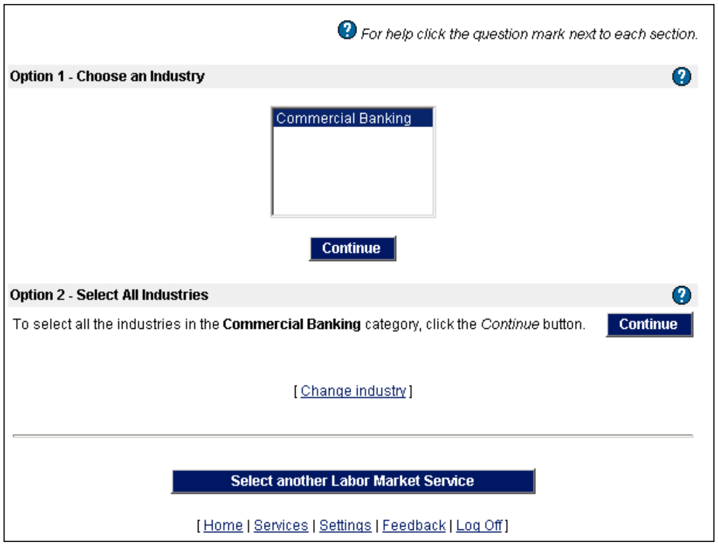
Keyword Search Industry Selection Screen

From this screen, you can:

- Select the industry from the drop-down list and click **Continue**.

Depending on the industry, a screen similar to the following figure may display with more categories. If a selection screen does not display, an industry summary will display.

Note: *Details on the Industry Summary are described within in the topics on* Area Profile Information *and* Industry Profile Information *in the chapter, "*Using Labor Market Services" *in the* Virtual OneStop Individual Services User Guide*.*



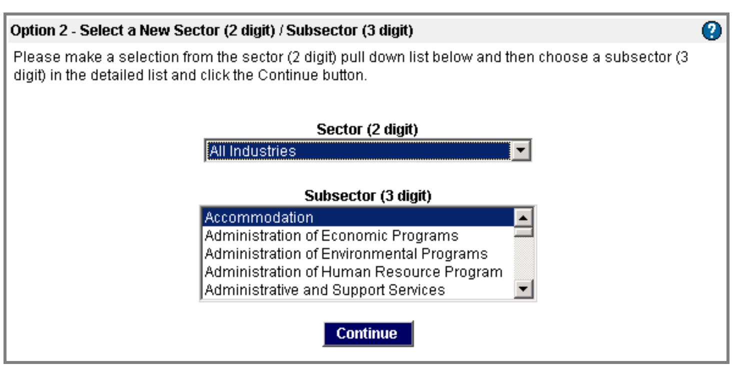
Industry Selection Screen

From this screen, you can:

- Click the <u>Change Industry</u> link to choose another industry.
- Use Option 1 - Choose an Industry by clicking **Continue** for the selected industry. The screen that appears has the industry summary information as shown in the following figure.
- Use Option 2 - Select All Industries by clicking **Continue** to select all industries in the previously chosen category. See "Selecting all Industries" in the next section.

Option 2: Searching Industry by Sector "Drill-Down"

Besides searching by keyword, you can also search for and select an industry by "drilling down". An example of the search option is shown below:



Industry Profile Select New Industry Search Option

To search for an industry:

- Select the Industry Group from the Sector 2 or Sub sector drop-down lists and click **Continue**.

  A screen appears that is similar to the following figure:

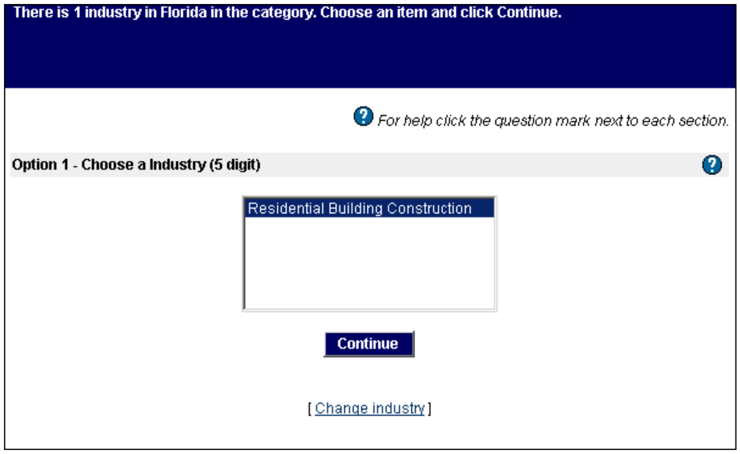
New Industry Search Screen 2

- Click to select a specific industry from the **Sector** list and then select from the **Sub sector** list. Click **Continue**.

  A screen appears that is similar to the following figure, allowing you to further specify the industry type.

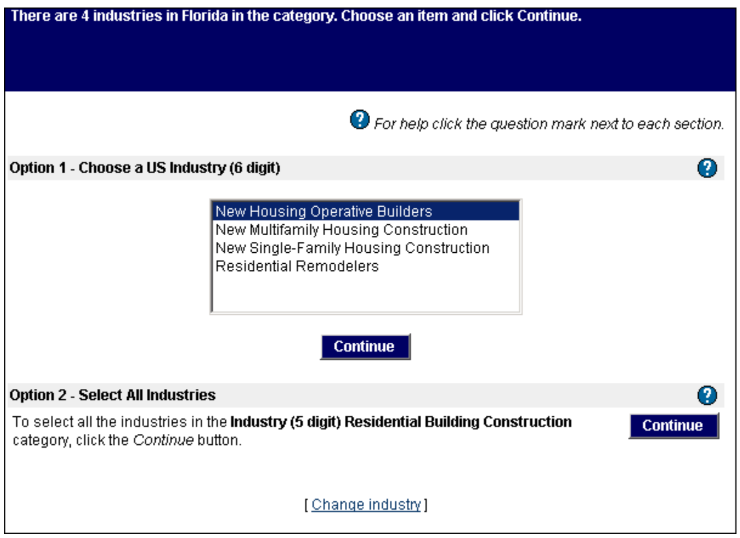
New Industry Search Screen 3

- Click to select a specific industry type from the list that displays and click **Continue**. A screen appears that is similar to the following figure, allowing you to choose another breakdown of the industry type.



New Industry Search Screen 4

- Click to select a specific industry type from the list that displays and click **Continue**. A screen appears that is similar to the following figure, allowing you to choose a further breakdown of the industry type.



New Industry Search Screen 5

From this screen, you can:

- Use Option 1 to Choose an Industry. Select the industry from the list and click **Continue**. A screen similar to the following figure displays with summary information for the category.
- Use Option 2 to Select all Industries in the chosen category and click **Continue**. A screen displays with summary information for all categories.
- Click the <u>Change Industry</u> link to choose another industry.

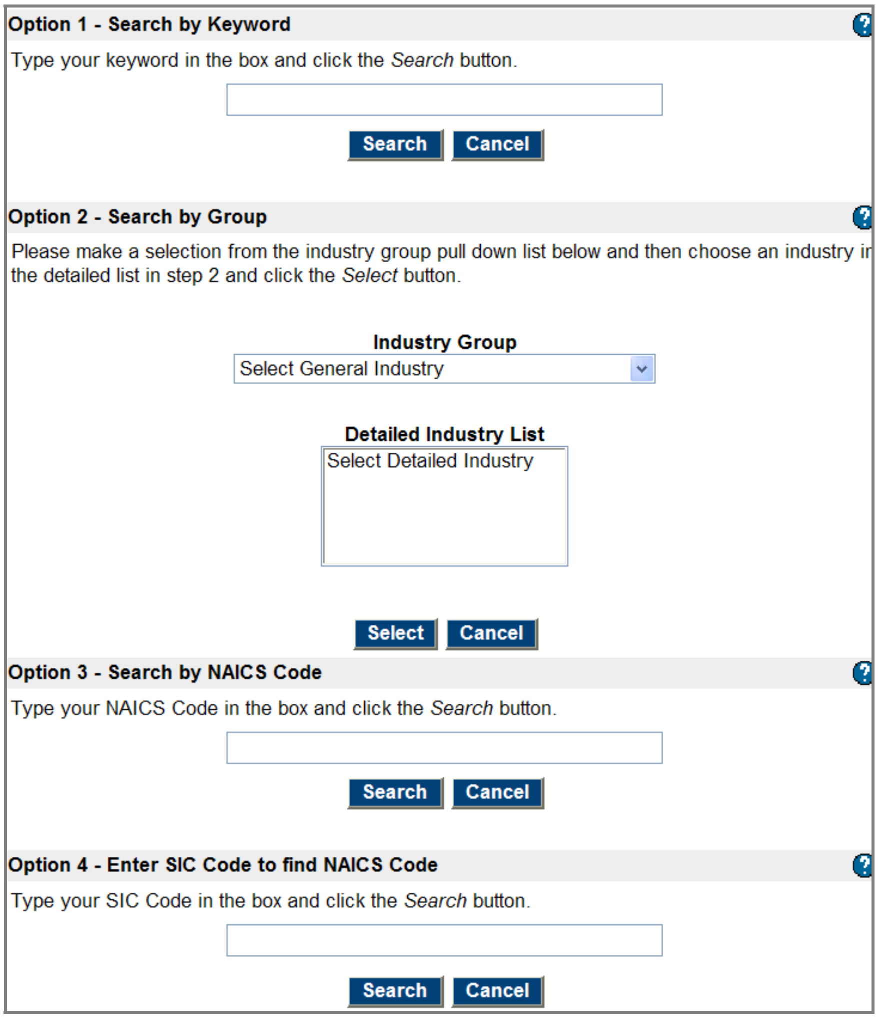
Finding an Industry Code (NAICS code)

There are times when an employer may be directed to find an appropriate NAICS code (e.g., during system registration) to properly identify their employer type.

Note: *NAICS stands for the North American Industry Classification System, adopted in 1997 to replace the Standard Industrial Classification (SIC) codes. These codes identify the nature of business conducted by employers.*

To search for an Industry/NAICS code:

To initiate the search, users click * Search for Industry NAICS Code: to access a search options screen similar to the following sample figure:



Industry NAICS Search Options Screen

For descriptions of each search option, refer to the topics that follow.

Search by Keyword (Option 1)

To perform a keyword search:

1. Enter the industry keyword (or partial word) you want to search for in the keyword text box.
2. Click the **Search** button.

A screen displays detailed industries that contain the keyword (or letters) used in the keyword search.

3 Click the appropriate industry title and click **Select**.

Search by Group (Option 2)

To select an industry by group:

1 Select a desired industry group.
2 Make a selection from the detailed industry list displayed.
3 Click **Select** to save your choice.

Search by NAICS Code (Option 3)

To select an industry by NAICS:

1 Type the whole or partial NAICS code.
2 Click the **Search** button.

The system will display a "Detailed Industry List".

3 Select a title from the Detailed Industry List that displays, and click **Continue.**

The occupation will display on the main screen.

Search by SIC Code (Option 4)

Virtual OneStop provides a crosswalk between Standard Industrial Classification (SIC) codes and NAICS codes. You can type the four-digit SIC code and click **Search** to choose from a matching list of detailed industries.

To search for industries by SIC code:

1 Type the four-digit SIC code and click **Search**.

The system will display a "Detailed Industry List".

2 Select a title from the Detailed Industry List that displays, and click **Continue.**

The industry name and NAICS code will display on the main screen.

Select Industry NAICS Search Options

Search by Keyword

You can search for an industry by typing a keyword(s) in the field provided and clicking the Search button.
The system will search the Industry Titles and Industry Descriptions included in the North American Industry Classification System (NAICS) database and return a list of industries that match the keyword(s) you entered.
You can enter partial words to return broad results. For example:
Searching for "comm." will return industries including "Broadcast & Wireless Communication Equipment," "Commercial Bakeries," and "Community Food Services."

Search by Group

Select one of the 20 industry sectors, or categories, from the Industry Group drop-down list to begin your search. After you make a selection, the Detailed Industry List box will be filled with the industries that are included in the sector you chose. Highlight the industry that covers your company, then click the Select button.
For additional information, refer to this list of available NAICS sectors and codes.

Search by NAICS Code

If you know the complete six-digit NAICS code that covers your company, enter it in the field provided and click the Search button.

For additional information, refer to http://www.census.gov/epcd/naics02/naicod02.htm.

Search by SIC Code to Find NAICS Code

If you know the complete four-digit Standard Industrial Classification (SIC) code that covers your company, enter it in the field provided and click the Search button.

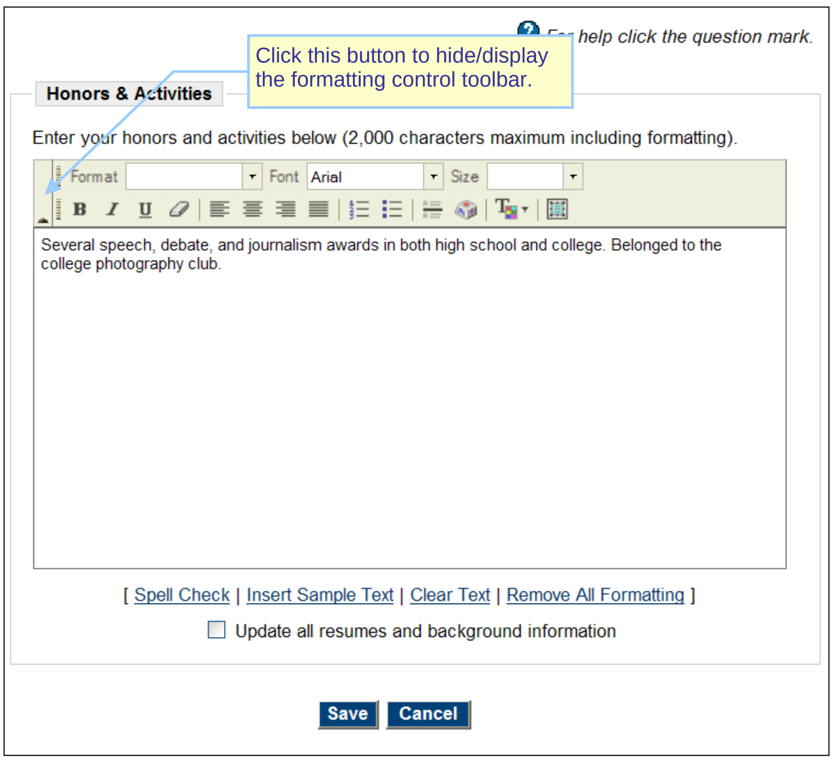
For additional information, refer to http://www.osha.gov/pls/imis/sicsearch.html.

Using Formatting Controls

Virtual OneStop allows users to customize data display in specific instances, such as:

- Job Description field, Job Order Entry screen (employers and staff)
- Background Wizard (individuals and staff)
- Resume Builder (individuals and staff)

When staff (on behalf of individuals or employers) create or modify text in these instances, the system displays a formatting control toolbar, as shown in the following sample figure:

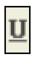
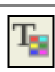
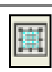


Sample Honors & Activities Step, Resume Builder

Staff may employ any of the formatting control options displayed in the toolbar by clicking and dragging their mouse over the desired text to select it.

***Note**:* *Formatting applies to text manually entered, copied/pasted, or sample text entry.*

The following table displays each formatting control option and its description:

Formatting Control Option	Description
Format	Select from a list of pre-set text formats (i.e., *Heading 1*) to control the appearance of the selected text.
Font	Select from a list of pre-set font styles (i.e., *Tahoma*) to control the appearance of the selected text.
Size	Select from a list of pre-set font sizes (i.e., *medium*) to control the appearance of the selected text.
	Converts the selected text to **bold**.
	Converts the selected text to *italics*.
	Converts the selected text to underline.
	Removes the format of the selected text and returns to the default setting.
	Left justifies the selected text.
	Centers the selected text.
	Right justifies the selected text.
	Block justifies the selected text.
	Converts the selected text to a number list according to paragraph (hard return) breaks.
	Converts the selected text to a bullet list according to paragraph (hard return) breaks.
	Inserts a horizontal line *before* the insertion point's location.
	Inserts a special character (i.e., ®) at the insertion point's location.
	Displays a color palette to change the color of the selected text.
	Selects all text within the window.

In addition to these options, staff may also choose from the following link options:

[Spell Check | Insert Sample Text | Clear Text | Remove All Formatting]

Spell Check – Displays the VOS Spellchecker tool. For details, see the "Spell checking Large Text Fields" topic on page 19.

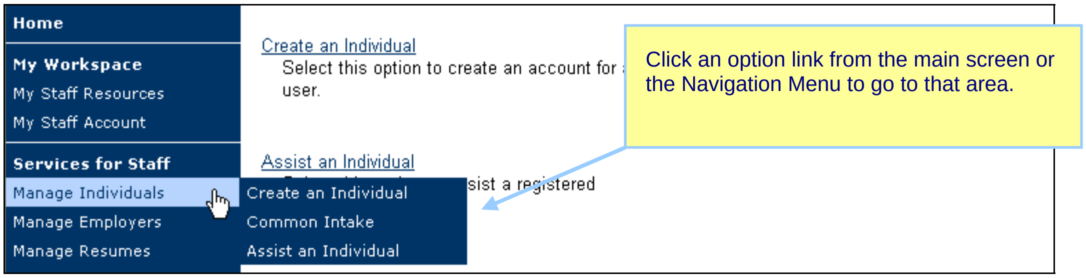
Insert Sample Text – Displays an excerpt of text to provide data entry guidelines for the user. The sample text is the same for each VOS application, regardless of the associated occupation.

Clear Text – Removes the text displayed, whether manually entered, copied/pasted, or sample text insert. Users must click **OK** in the pop-up widow to confirm this command.

Remove All Formatting – Restores the text to the default format.

3: Manage Individuals

As a case manager, counselor, or other staff user of Virtual OneStop, you can track and share information regarding eligible individuals receiving core services, training, or other intensive services. Some of the basic functions that you will perform as part of managing individuals and the services they receive are briefly indicated below and covered in detail in the rest of the topics of this chapter.



Manage Individuals Options Screen

- **Create an Individual Account** – Create an initial account for an individual, with basic login, residential, contact, and profile data. This is the same account that individuals create themselves. Refer to the following section for more information.
- **Assist an Individual** – Search for and select a system-registered individual whose account information you wish to view and/or modify. Any of the profiles—personal, employment plan, search history, assessment, case management, and report—can be accessed based on staff member privileges. Refer to the section “Assisting an Individual” for more information.

Creating an Individual Account (Registration)

Before you can perform any management functions, or help an individual with any services, the individual must first be registered with the system. Staff can assist the individual in creating the account information (which includes login, residential, contact, profile, military, and other data).

This data is considered part of the “normal registration” and is used later to help manage the individual, create resumes, enroll the individual in programs, and provide services.

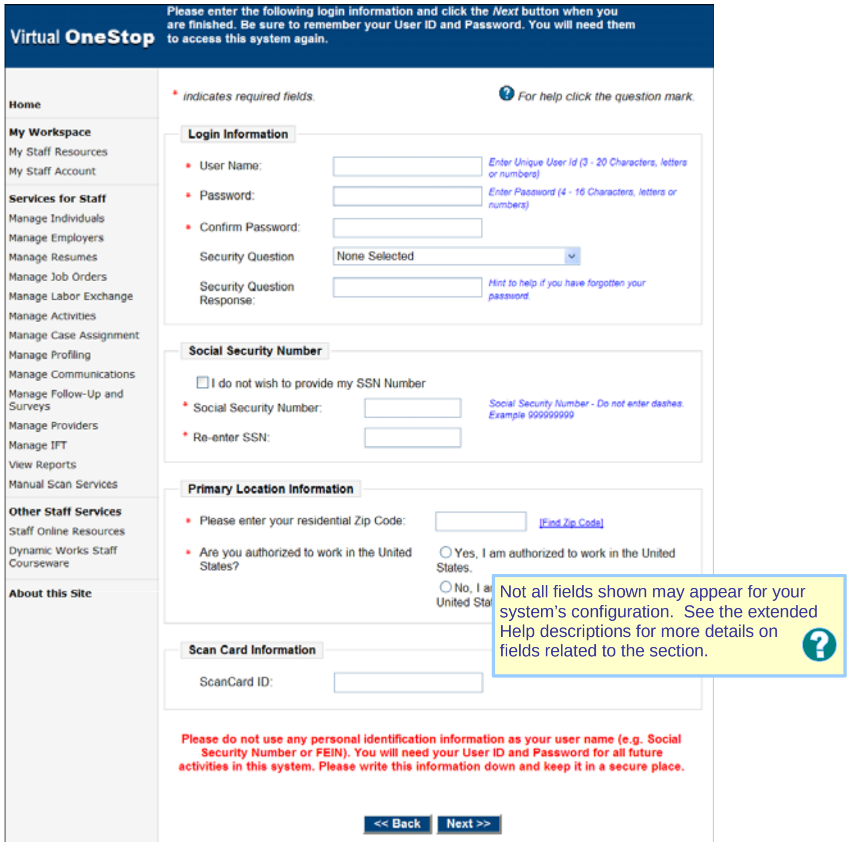
To create an individual account:

1 Select **Manage Individuals ▸ Create an Individual** from the Navigation Menu.

— OR —

Click **Create an Individual** from the Manage Individuals screen.

The first of three registration screens is displayed.



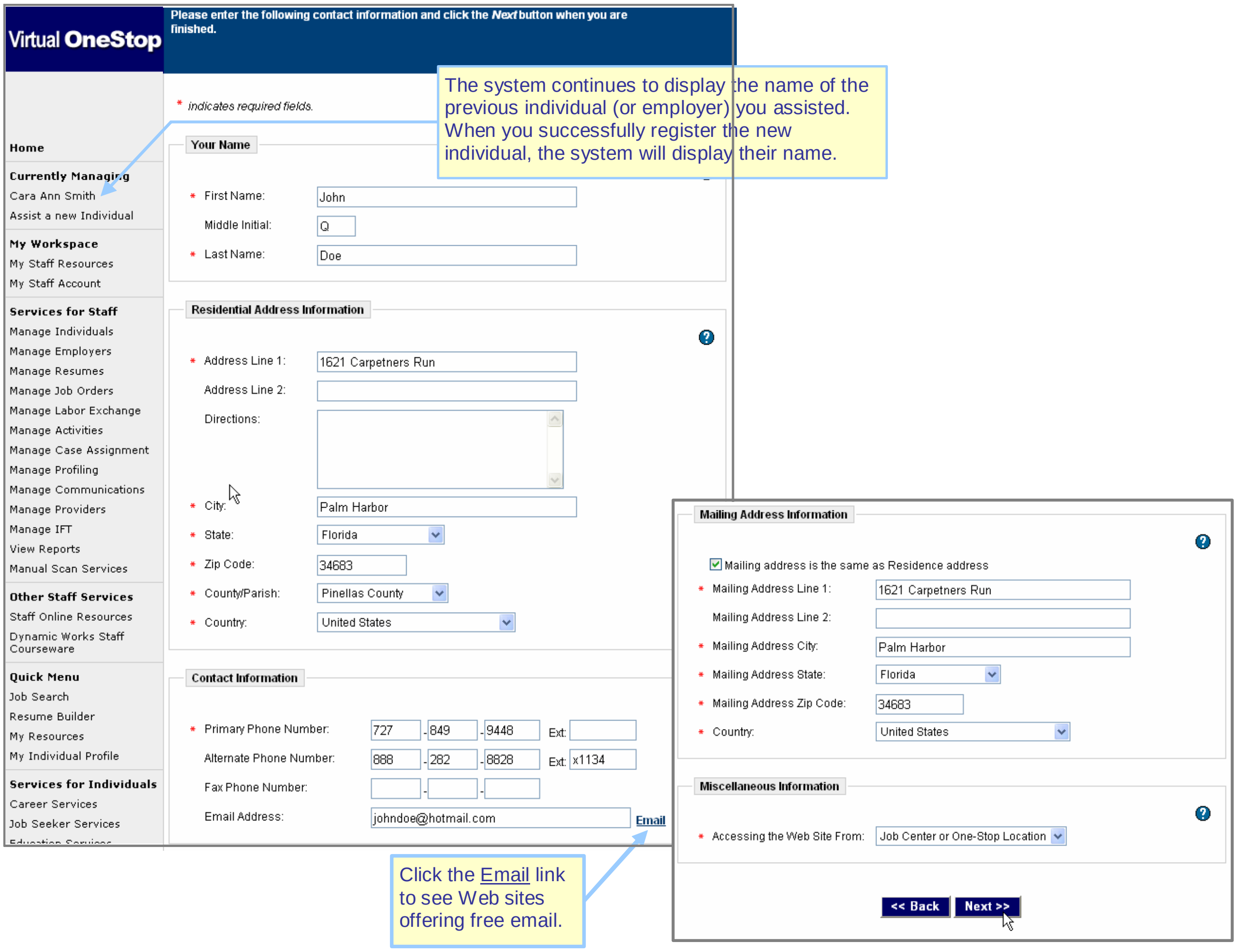
Registration Screen 1 (Login Data)

2 Click in the boxes or use the drop-down lists or other controls to enter all required login data, and any optional information that you can supply.

Note: *Any boxes or controls with a red asterisk (*) are required fields. If you do not supply an entry, a message will indicate what data is missing when you try to advance to the next screen.*

3 Click **Next** to continue. The second registration screen is displayed.

The system confirms that the User Name and Social Security Number are unique. If you enter a name or number that already exists, the system will prompt you to reenter the data. (Your organization's internal conventions may require additional procedures when someone attempts to enter a name or number that already exists in the database.)

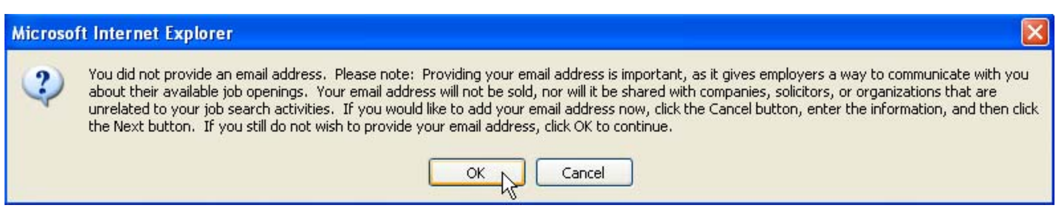


Registration Screen 2 (Individual Data)

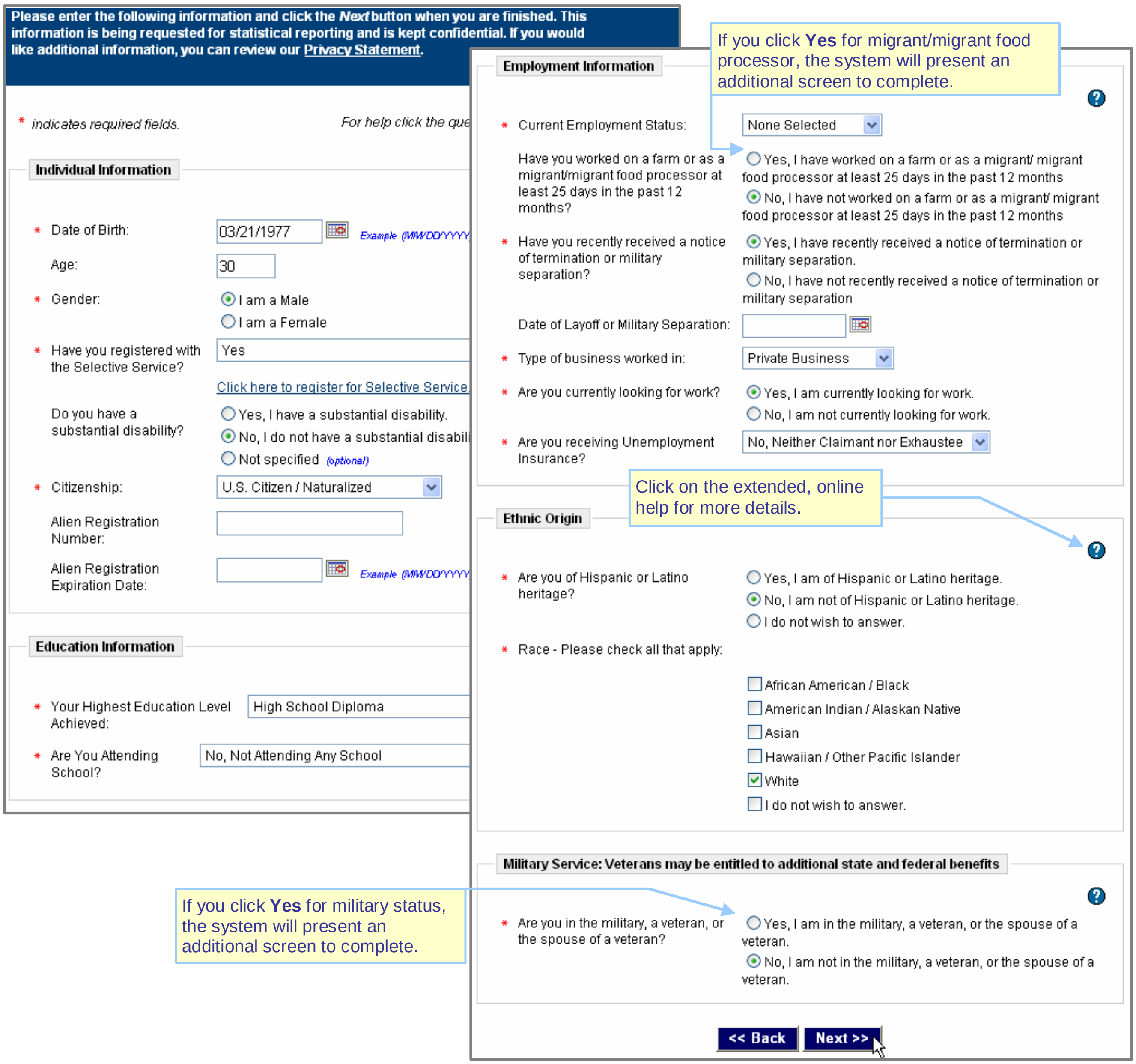
4 Click in the boxes, drop-down lists, or other controls to enter the required individual data and any optional data on the second registration screen.

5 Click **Next** to continue. The third registration screen is displayed.

Note: *The email address is not a requirement; however, a pop-up confirmation has been added to encourage individuals to include an email address at registration.*



6 Continue to click in boxes, drop-down lists, or other controls to supply profile data in the Individual, Education, Employment, Ethnic Origin, and Military Service screen groups.



Registration Screen 3 (Individual Profile Data)

Click on the extended, online help, , or see "Registration" in the Individual User's guide *for more details.*

Individual Information

Registered with Selective Service?

Choose the option that reflects your Selective Service status from the drop-down menu. If you are female, select "Not Applicable." If you are male, choose:

- **Yes, Registered** – If you have registered with Selective Service
- **No, Not Registered** – If you are between the ages of 18 and 25 and have not yet registered with Selective Service.
- **Exempt** – If you are serving in the military on full-time active duty, or if they are attending one of the service academies.
- **Not Applicable** – If you are: age 26 or older; a non-immigrant on a visa (diplomatic personnel and families, foreign students, tourists with expired visas, and those with Border

Crossing Documents); a special agricultural worker; incarcerated, hospitalized or institutionalized for medical reasons; handicapped, physically or mentally disabled (continually confined to a residence, hospital or institution).

Do you have a substantial disability?

According to the Americans with Disabilities Act, an individual is considered to have a disability if s/he has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

Employment Information

Notice of termination or military separation

If you have been informed that you will be laid off from your job, or if you have received written documentation that you are separating from military service, click "Yes."

Unemployment Insurance

For unemployment insurance questions, available options typically include:

- **WPRS** - Worker Profiling and Reemployment Services (also refers to your local job service center)
- **Claimant** - Any individual who has filed a claim and has been determined momentarily eligible for benefit payments and not exhausted benefit rights or whose benefit period has not ended.
- **Exhaustee** - Any individual who has exhausted all unemployment compensation benefit rights for which the individual has been determined momentarily eligible, including extended supplemental benefit right.

7 Click **Next** to continue. If you…

- Indicated Military Service, a fourth Military Service registration screen is displayed. See the next step for entering military data.
- Indicated the individual worked on a farm or as a migrant/ migrant food processor at least 25 days in the past 12 months, an additional MSFW screen is displayed. See Step 9 for details.
- Did not indicate Military Service or MSFW status, the final registration confirmation screen is displayed. Skip to Step 10 for details.

8 Use the radio buttons to answer the Military Service questions.

- ♦ If you answer No to all 3 questions, skip to the bottom of the page and click **Next >>** to continue.
- ♦ If you answer **Yes** to question 1, use the “Transitioning Type” drop-down list and calendar control in the **Transitional Service Members** section to indicate your transitioning type and transitioning service member discharge date. Then skip to the bottom of the page and click **Next >>** to continue.
- ♦ If you answer **Yes** to question 2 or 3, use the **Veterans and Spouses of Disabled or Deceased Veterans** section to indicate the service dates and veteran status. Then click **Next >>** to continue.

Click on the extended, online help for more details.

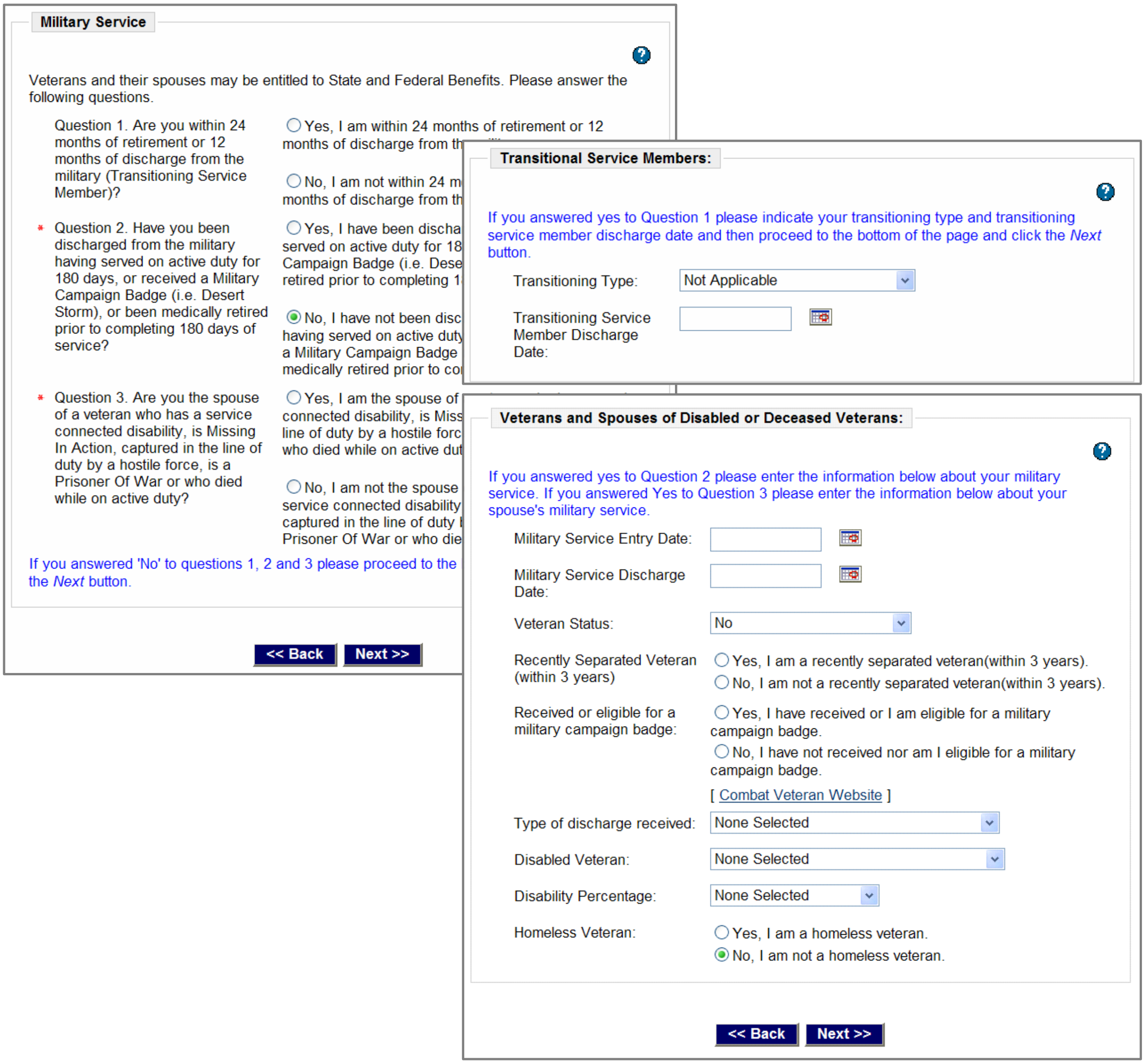
Transitioning Service Member

Transitioning Type

Select the time frame for your transition out of the military. If you are not a transitioning service member, select "Not Applicable" from the drop down.

Discharge Date

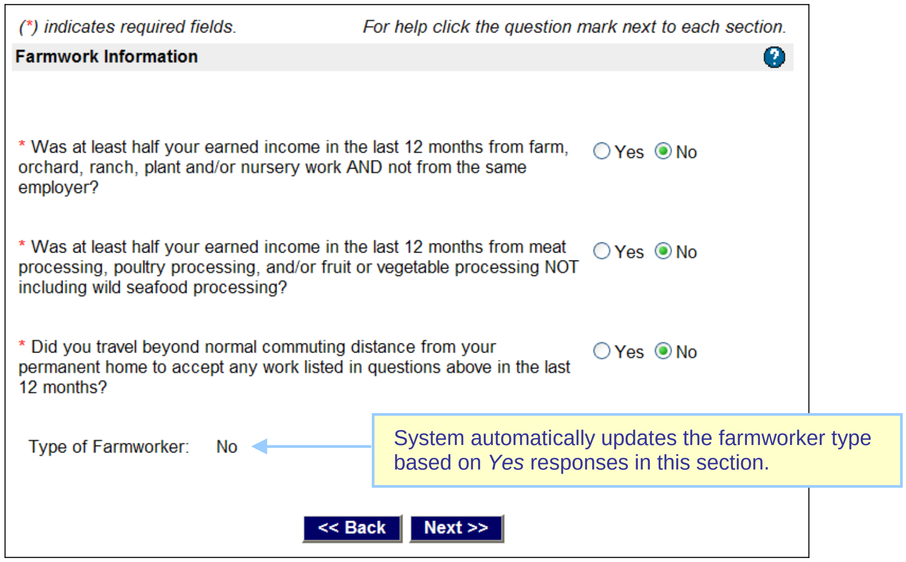
Enter the date using an MM/DD/YYYY format (e.g. 04/19/2005), or by clicking the calendar icon. If you do not know the exact day you or your spouse expects to be discharged, use "01" as the date (for example, 06/01/1984).



Registration Screen 4 (Military Service – Details)

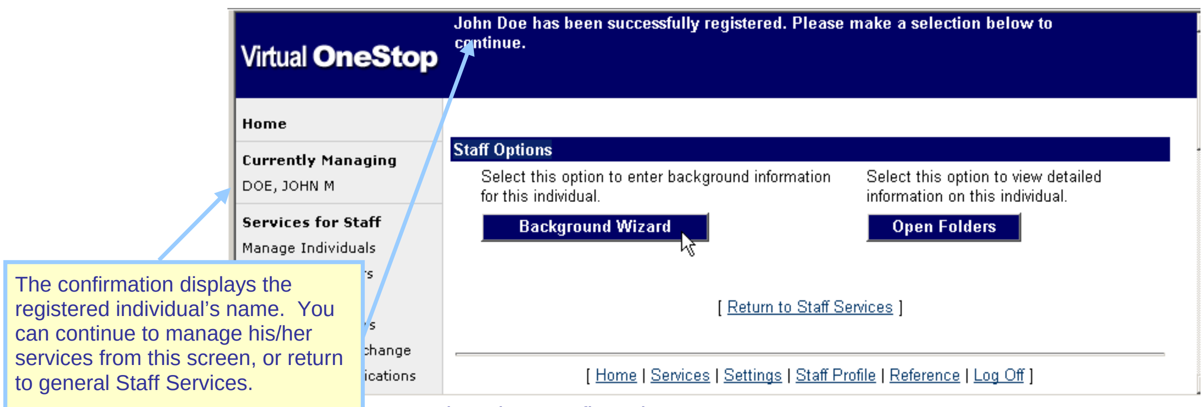
9 Click the appropriate radio button(s) to complete the Farmwork Information section of system registration. Based on your responses, the system will automatically update the farmworker status displayed at the bottom of the screen. Click **Next>>** to save your responses.

Note:	*The Farmwork screen indicated may not be available for your deployment of Virtual OneStop.*



Sample Farmwork Information Section

10 When registration is completed successfully, verify that the registered individual's name displays correctly in both locations on the Registration Confirmation screen.



Registration Confirmation Screen

You can enter background information or view detailed information for the individual directly from the Registration Confirmation screen. Two typical staff options are displayed as buttons on the bottom of the screen.

Background Wizard — Click this button to create the individual's background history (employment and educational background, etc.). This wizard and different pieces of background information are covered in detail under the topic "Background."

Open Folders — Click this button to work with the different case folders that contain the individual's profile information (personal profile, employment plan, search history, self assessment, case management, etc.). These profile folders are covered in detail under the topic "Choose a Profile."

Already Registered Check

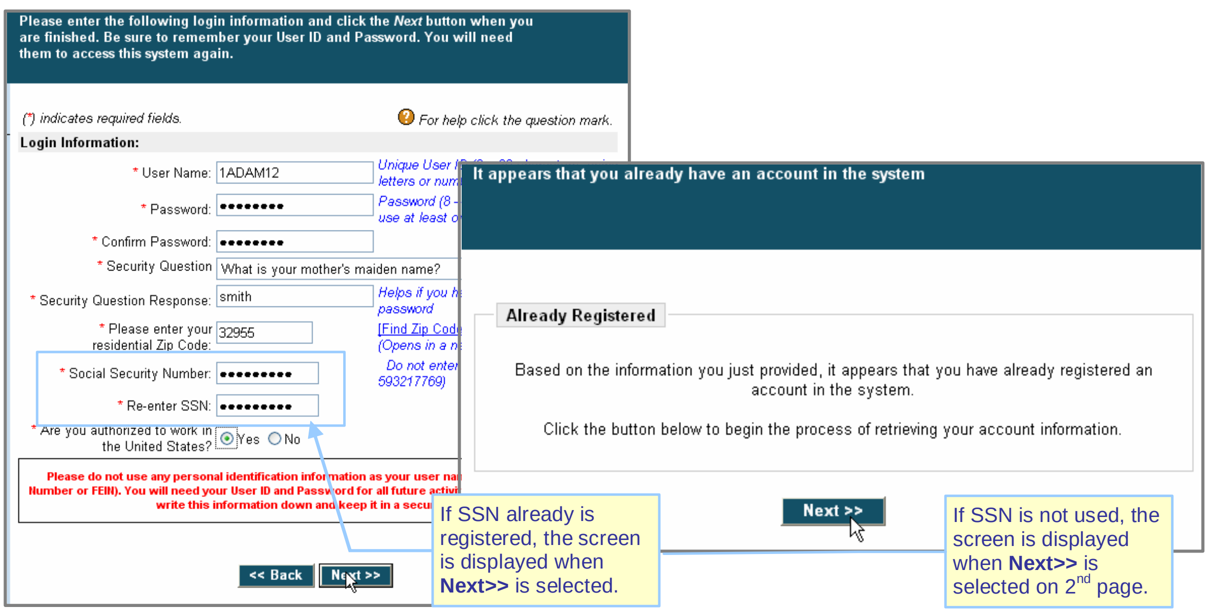
This feature is a check that occurs for an individual who is registering in the system, to determine if they are already registered. At the point of saving (or selecting **Next>>**) after the SSN field in registration, the system checks the entered SSN against existing SSNs for registered individuals. (If an SSN is not used in registration, the system checks for a unique combination of first name, last name, and ZIP Code after **Next>>**) on the second registration page.)

If the SSN (or first name, last name, and ZIP Code) already exists, the system asks for validating information (similar to info for forgotten user name and password), and logs the user into the system once the validating information is verified.

Location: The "Already Registered Check" occurs during the registration process, which can be started from the Log In page (when an individual registers) or from attempting to perform other features that require registration (such as using Resume Builder or accessing Job Details).

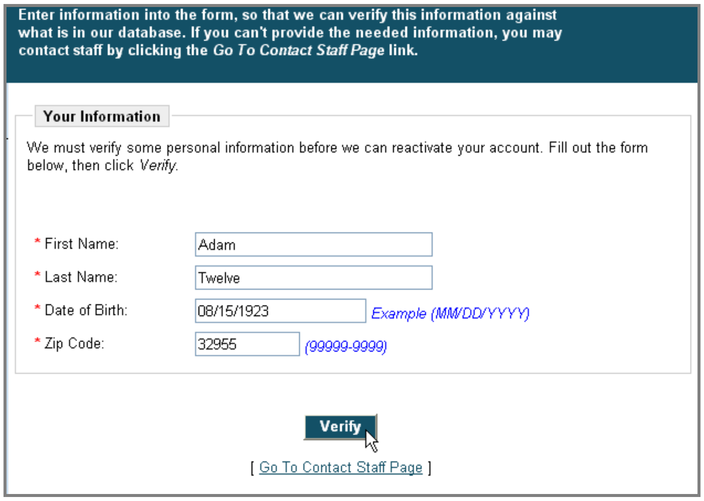
Updates to Screen: Additional screen and prompts for validation of registration for a user who is already registered, so that they are logged in to system with the existing registration.

Function: At the point of registration, if individuals have entered unique identifying information for registration (which already exists), they will be asked for additional information to continue in the system as the registered user who already exists.



Already Registered (SSN Check)

- After the user receives the Already Registered screen, they will click Next>> to begin a verification to retrieve the existing account information that exists for them.



Enter information into the form, so that we can verify this information against what is in our database. If you can't provide the needed information, you may contact staff by clicking the *Go To Contact Staff Page* link.

Your Information

We must verify some personal information before we can reactivate your account. Fill out the form below, then click *Verify*.

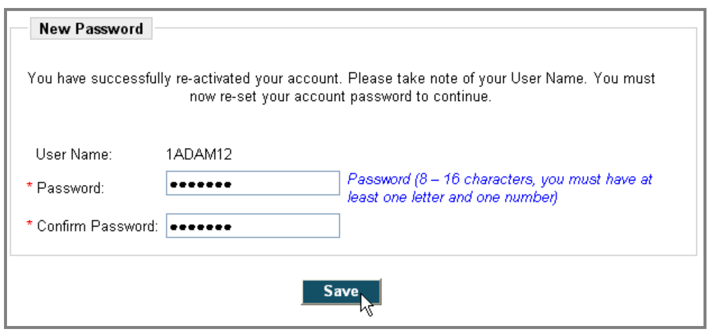
* First Name:	Adam	
* Last Name:	Twelve	
* Date of Birth:	08/15/1923	*Example (MM/DD/YYYY)*
* Zip Code:	32955	*(99999-9999)*

Verify

[Go To Contact Staff Page]

Your Info Verification (for SSN Check)

- The screens and steps for verifying the account information are similar to the steps after the Your Information screen, described in Option 1, for individual, the previous “Forgot Password and/or User ID” enhancement.
- If the account information is correct then the user’s account is successfully re-activated, and the user is taken to a screen where they can see their user name and where they are asked to reset their account password.



New Password

You have successfully re-activated your account. Please take note of your User Name. You must now re-set your account password to continue.

User Name:	1ADAM12	
* Password:	•••••••	*Password (8 – 16 characters, you must have at least one letter and one number)*
* Confirm Password:	•••••••	

Save

New Password Reset (for Re-Registration Activation)

After a valid new password is saved, the user is successfully logged in and taken to the General Information page.

***Note**: There is a “Go to Contact Staff Page” link on the Your Information page and any other pages that require validating information, to take the user directly to the staff contact page if they don’t know the information being requested. The “Contact Staff Page” will also display if the data entered is incorrect, or can not be validated. For customers who allow individuals to not provide SSN number at registration, the Already Registered box will display after the second page of registration (which includes the first and last name) if first name, last name and ZIP Code match an existing registration in the database. If they do, user will be asked to enter date of birth for validation, as well as their security question, and resetting of password.*

Assisting an Individual

Before you can assist an individual, you must identify the registered individual whom you will assist and select their account. This is done by use of a search screen.

To search for and select an individual:

1 Select **Manage Individuals ▸ Assist an Individual** from the Navigation Menu.

Or…

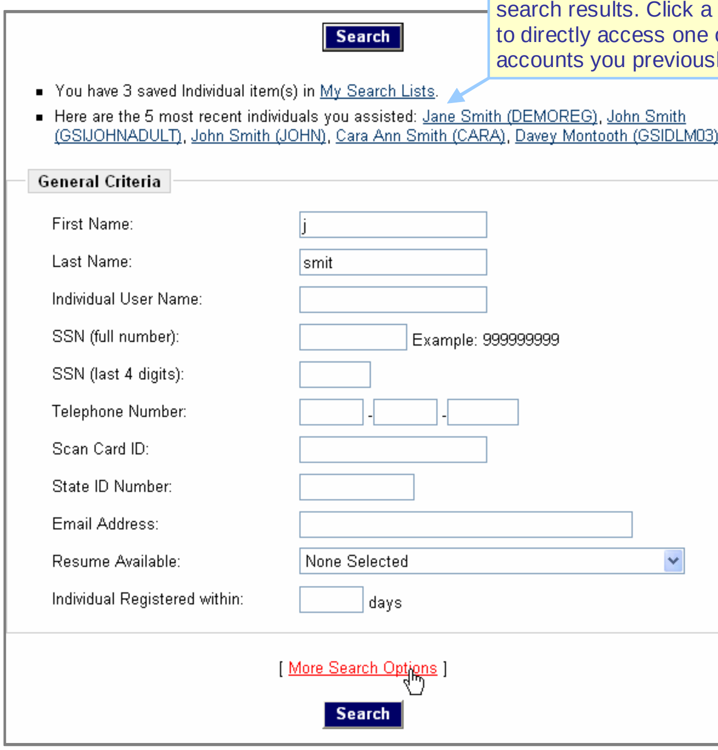
Click **Assist an Individual** from the Manage Individuals Options screen.

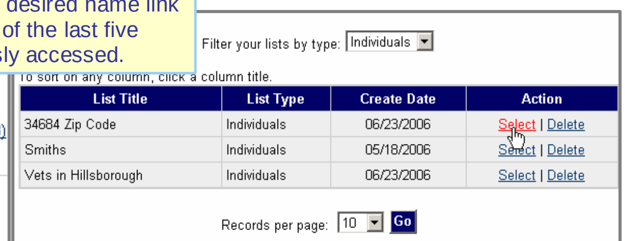
The search window is displayed, allowing you to specify information about the individual(s) you want to assist (as shown on the next page).

Note: *When currently managing someone, you can also click under their name (on the Navigation menu) to assist another individual.*

2 Enter your desired search criteria in one or more of the text boxes, buttons or controls, as shown in the sample figure below.

Click My Search Lists to retrieve saved search results. Click a desired name link to directly access one of the last five accounts you previously accessed.





Note: My Search Lists displays saved groups of individuals from previous searches. Selecting a list displays the saved individuals; it does not repeat the search.

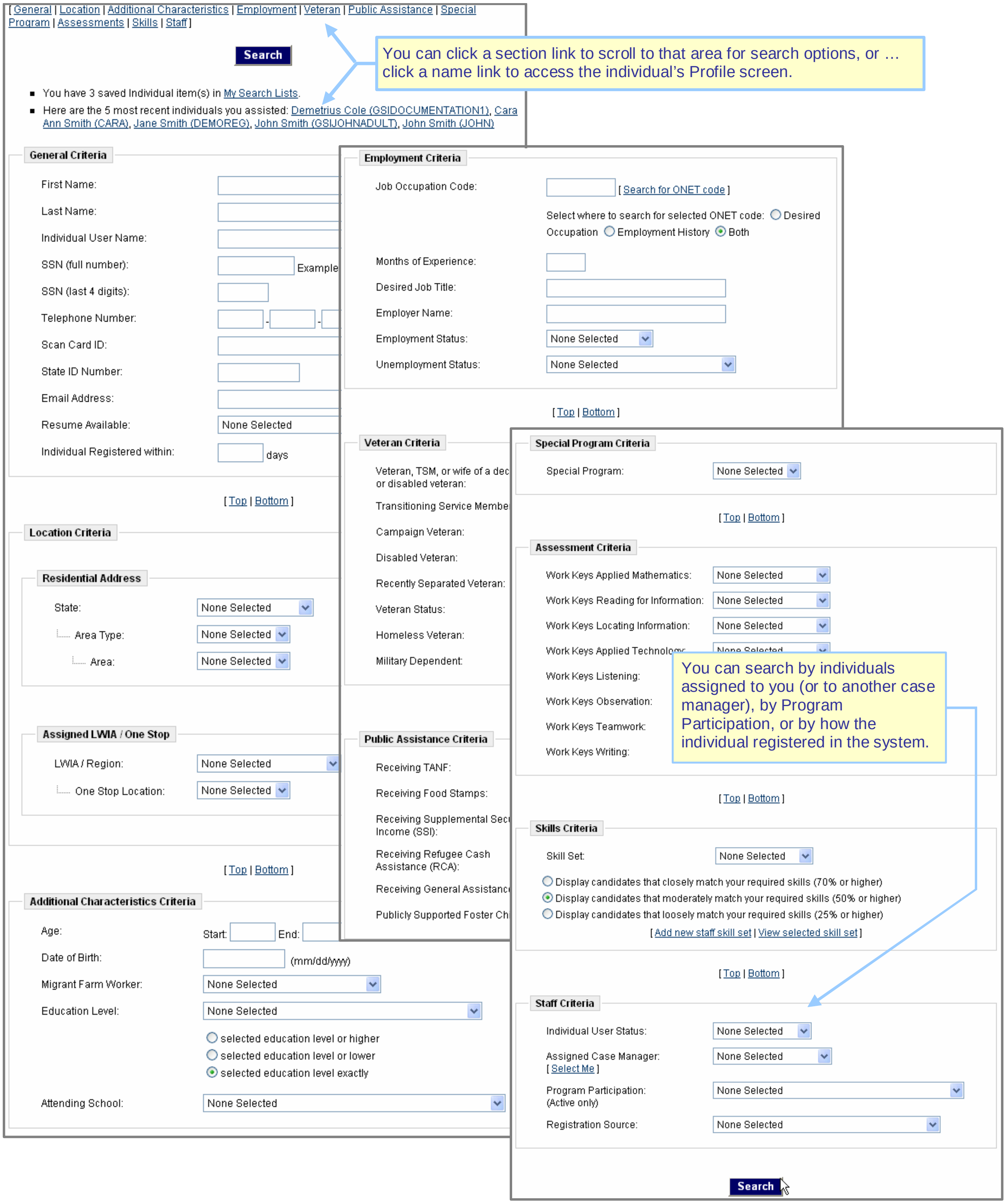
Note: *Search criteria is NOT case sensitive. To enter a name search, you can type part of a person's name (like "ch" to find the first names Charles, Charlie, or Chuck), or you can enter the first letter of the first name and first two letters of the last name.*

You can make selections in multiple boxes among the different types of search criteria. The more criteria you select, the narrower your search will be and the smaller the number of results.

You can also click a My Search List link at the top of the screen to access a list of individuals saved from a previous search, or a desired name link from a list of the 5 most recent accounts you accessed.

Individual Search Screen (Basic)

3 To access additional search criteria, click More Search Options. The system responds by displaying an extended individual search screen, as seen in the following sample figure.



Individual Search Screen (Extended Options)

4 Staff can employ any combination of search criteria to access desired account information.

The following table lists additional criteria sections and search elements that staff can use:

Section	Element	Description
Location Criteria	ZIP Code; State; County/Parish; LWIA/Region; One Stop Location	If staff search by location (excluding ZIP Code) they must first select the desire state. VOS will “refresh” the page to display all applicable counties, regions, and one-stop office locations.
Additional Characteristics Criteria	Age (Start/End); Migrant Farm Worker; Education Level; Attending School	Staff may search by age range (i.e., 19–21 year olds), MSFW status, education level (highest grade completed), and/or school status (in/out of school).
Employment Criteria	Job Occupation Code; Months of Experience; Desired Job Title; Employer Name; Employment Status; Unemployment Status	Staff may select search criteria that focus on individual employment histories. If they use a desired O*NET code they can further qualify the search by desired # of months served. VOS checks the IND database table for matches.
Veteran Criteria	Veteran, TSM, or wife of a deceased or disabled veteran; Transitioning Service Member; Campaign Veteran; Disabled Veteran; Recently Separated Veteran; Veteran Status; Homeless Veteran; Military Dependant	Staff may select from varying degrees of veteran search criteria to locate desired account information.
Public Assistance Criteria	Receiving TANF; Receiving Food Stamps; Receiving Supplemental Security Income (SSI); Receiving Refugee Cash Assistance (RCA); Receiving General Assistance; Publicly Supported Foster Child	Public assistance information recorded for federal program eligibility purposes may be used to locate desired account info.
Special Program Criteria	Special Program List Box (i.e., Career Path, ERP, Reg/Profiling)	If your VOS deployment includes enrollment in local (non-federal) programs, staff may use this section by selecting a desired program.
Assessment Criteria	Work Keys Applied Mathematics; Reading for Information; Locating Information; Applied Technology; Listening; Observation; Teamwork; Writing	All search criteria displayed applies to the Work Keys assessment only.
Skills Criteria	List box containing staff skill set lists (i.e., secretary skills)	If staff creates customized job skill sets, they may perform skills matching to locate desired individuals.
Staff Criteria	Individual User Status; Assigned Case Manager; Program Participation; Registration Source	Staff may select from the following criteria: archived vs. active accounts; by case load; active program participants (i.e. WP, WIA, etc); source of registration (self, staff, conversion, etc).

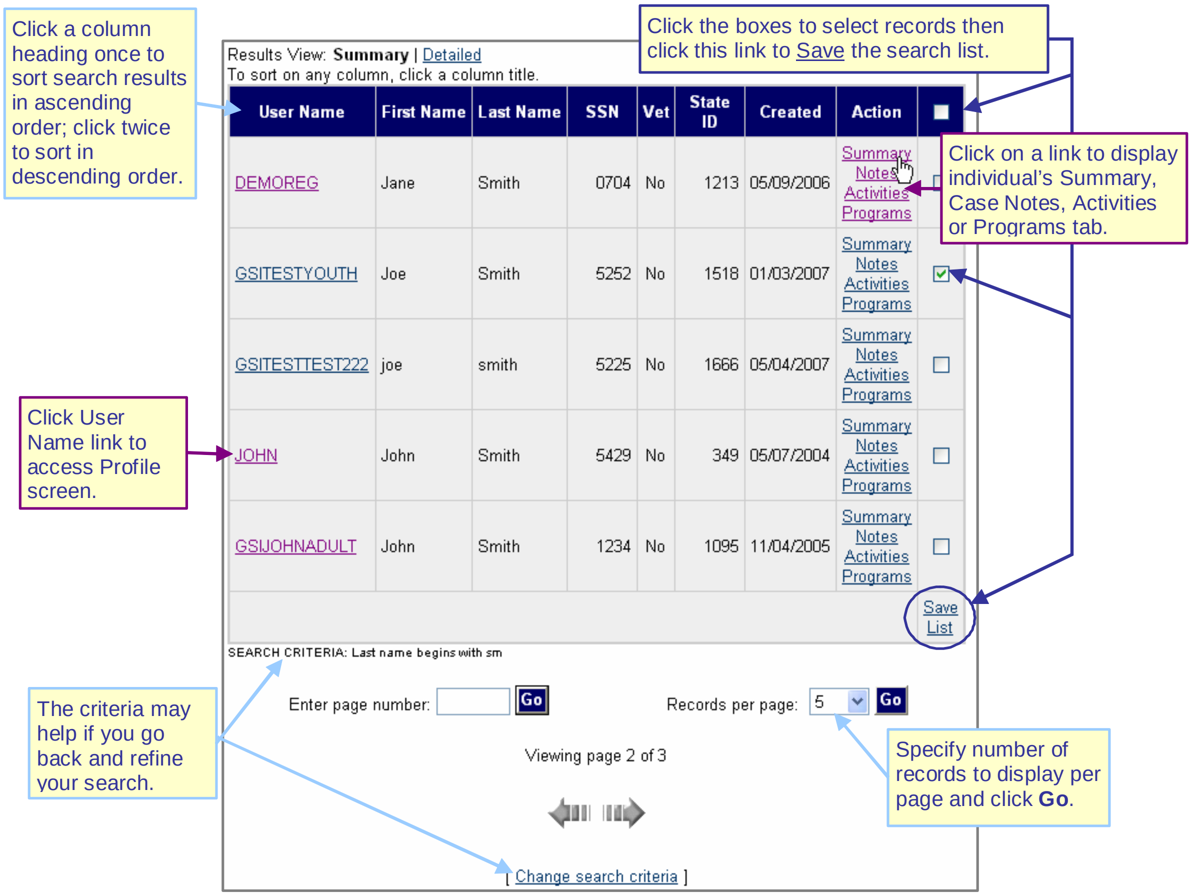
5 Once **Search** is clicked, the Search Results are displayed to let you select a desired individual.

You can also save a list from the results screen, and go straight to certain folders and tabs (as described in the next topic).

Note: *The Search Results can be displayed in a Summary View or Detailed View. The same functions and links are available from both views.*

Search Results (Summary View)

The steps in the previous topic indicate how to search for an individual. Based on your search criteria, the system will display a results screen similar to the following sample figure.



Individual Search Results, Summary View

To manage search results, perform the following steps:

Click Detailed to change to the Detailed view (described in the next topic).

Click a column heading to alphabetically sort the results by that column value. Click the column heading a second time to re-sort the list in reverse order.

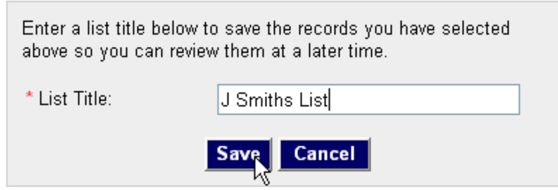
Enter a page number and click **Go** to move to that page in the list.

Choose a different number of results per page and click **Go** to refresh the screen.

Use the arrows to move back and forth through the different pages of the list.

Click a desired User Name link to access the individual's Profile Screen. Click a desired link in the Action column to access the individual's Summary Tab, Case Notes Tab, Activities Tab, or Programs Tab from the Case Management Profile.

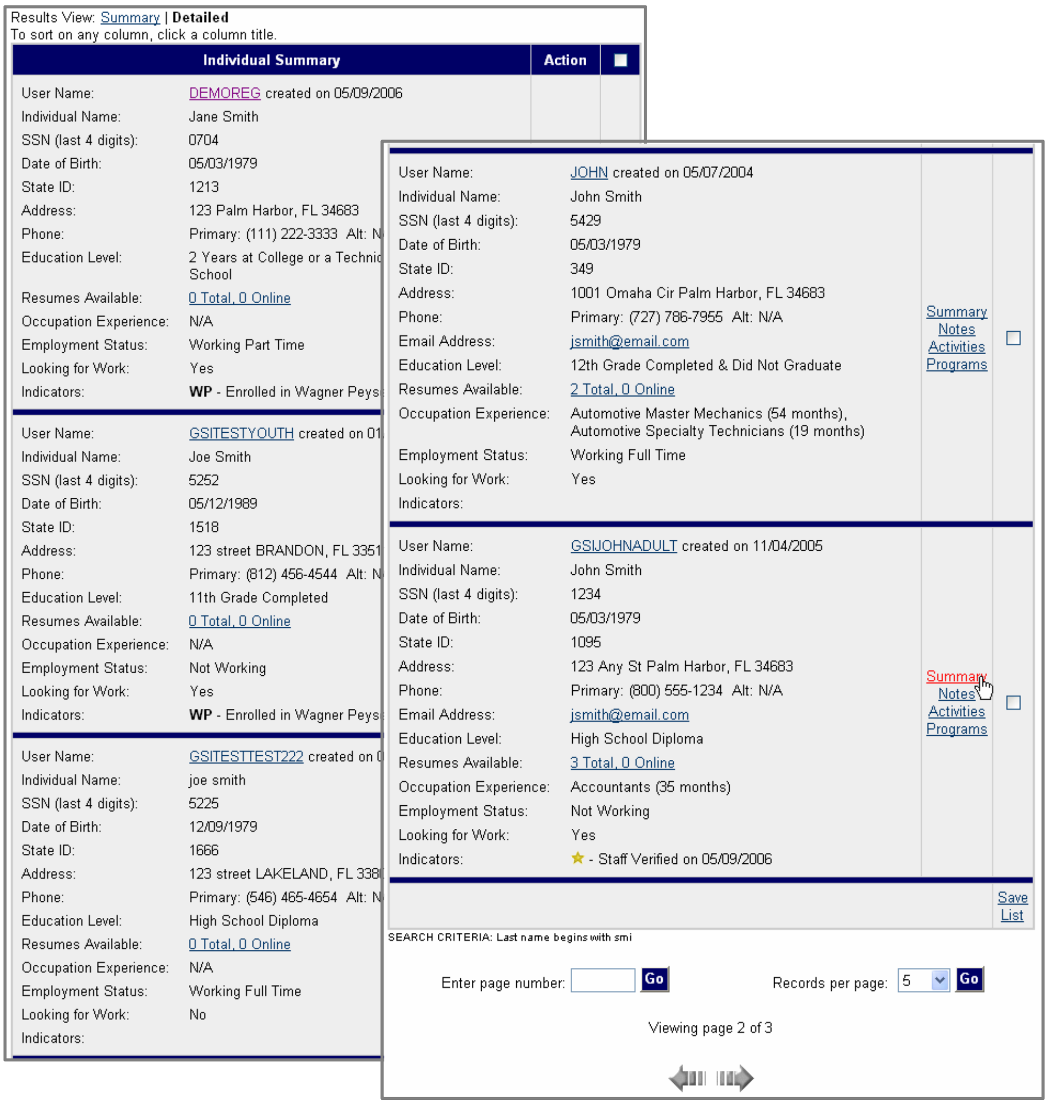
To save the results of this search for future retrieval, click in the far right column (click the heading to select all, or click the check boxes for desired records) and then click Save List.



Type a name in the displayed box for the saved list title, and click **Save**. The system will display a "successful confirmation" message when complete. At this point, you can work with your search results as you originally intended.

Search Results (Detailed View)

The following figure displays sample search results in the Detailed View. This view displays more data to help you decide which individuals to assists, but takes up more space for displaying the search results.

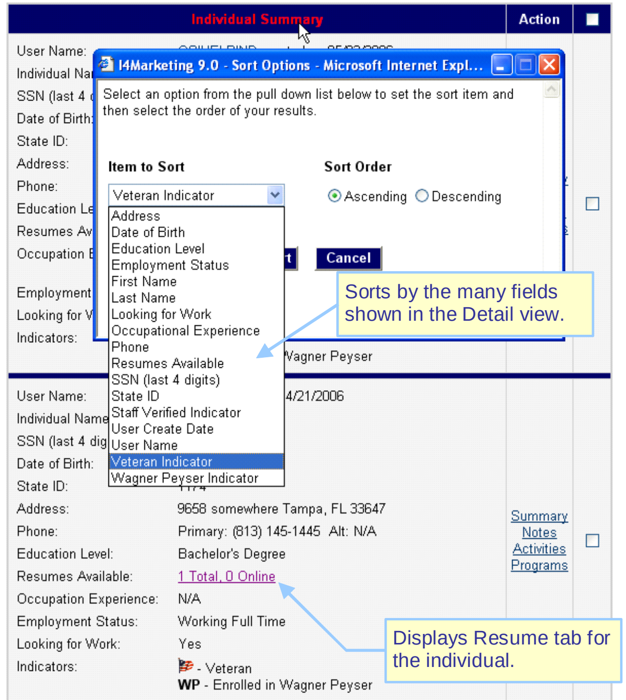


Individual Search Results, Detailed View

You can manage search results with the same tools/links described in the Summary View (the previous topic). For example:

- Click Summary to change to the Summary view (described in the previous topic).

- Click a user name *created on*… link to access that individual's Profile Screen.
- Click a desired link in the Action column to access the individual's Summary Tab, Case Notes Tab, Activities Tab, or Programs Tab, and click last column to save results of the search to a list (identical to Summary View).



Notable differences are:

- Click the Individual Summary column heading to display a dialog-box control for sorting the results. This can sort ascending or descending by fields similar to those in the Summary View column headings. However, there is more data in this view and, therefore, more sort options.
- The Resumes link indicates how many resume the individual has total, how many online, and lets you click to access the Resume tab for that individual.

Choose a Profile

When you click a User Name link from the individual search results screen, the system displays the Profile screen similar to the table figure below. To select a profile, click on the profile folder icon or the profile name link.

Personal Profile — Contains contact and identifying information, skills listed, desired occupational goals, and background information such as job history. For more details refer to the following section.

Employment Profile —Contains job openings that have been researched and stored, resumes, case notes, and letters.

Search History Profile — Contains information on occupations, training programs, employers, jobs, and case notes.

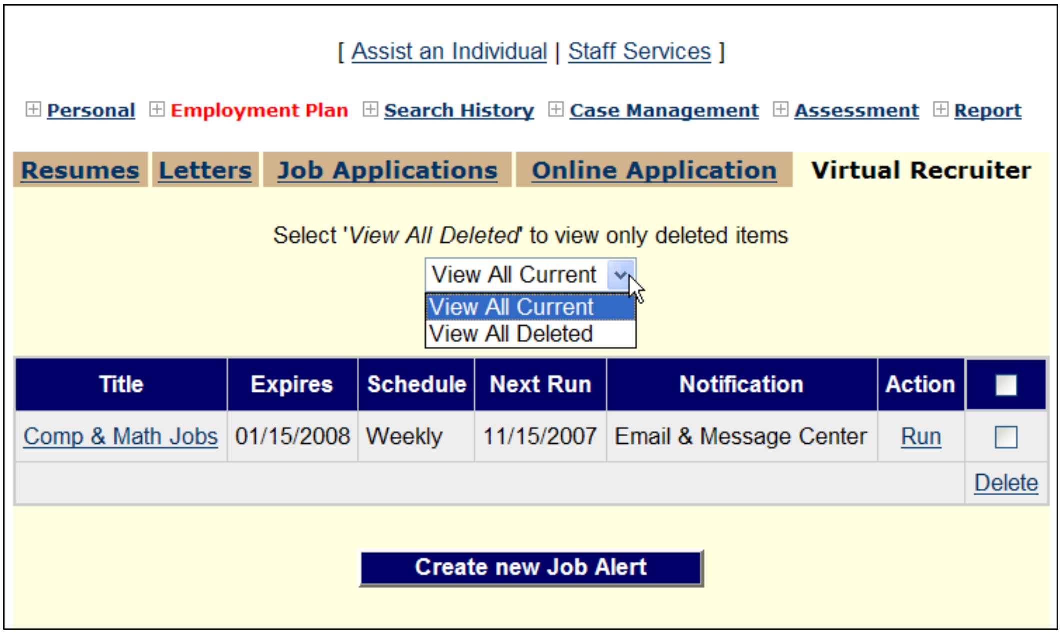
Assessment Profile — Contains functions to work with an individual's job skill set, personal skill set, interest level, assessments, and work importance level.

Case Management Profile — Contains an activities tab to record specific job-related activities and an assessment tab for recording assessment results.

Report Profile — Contains tracking information to show a person's statistics and site usage.

For details of each profile option, refer to the topics that follow.

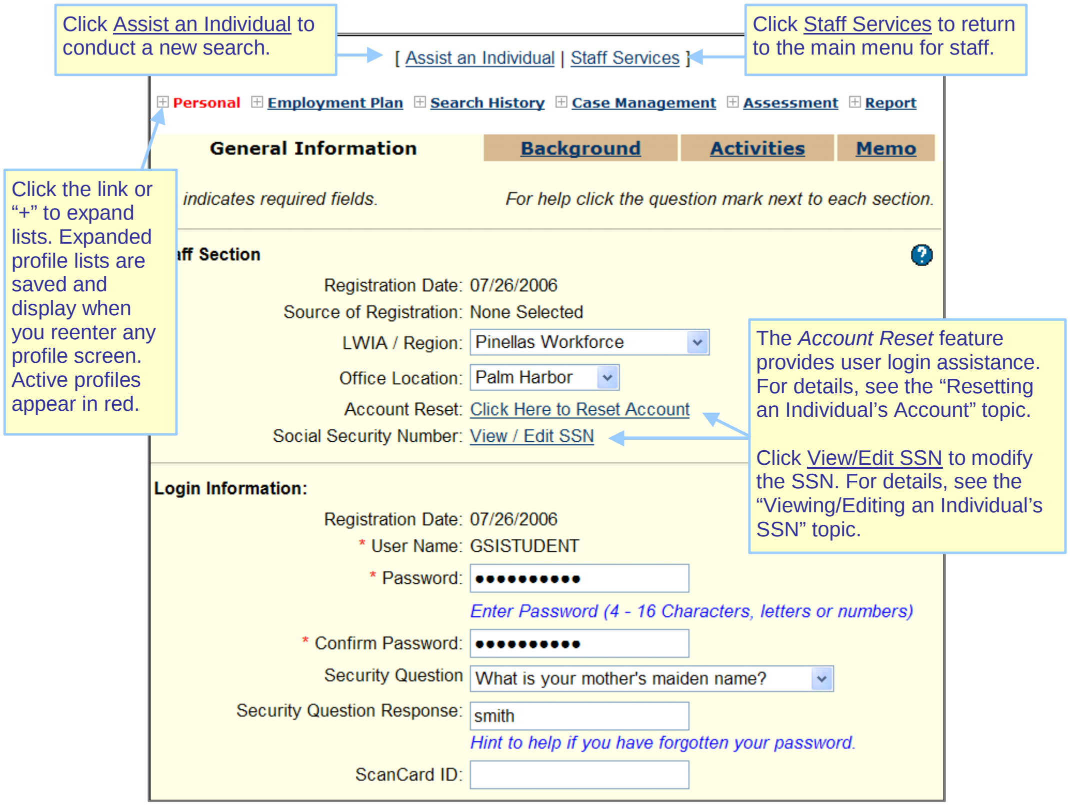
***Note**: Virtual OneStop provides filter display options for most tabs within each profile folder. Staff (and individuals) can filter items based on current vs. deleted items, as shown in the following sample figure:*



Sample Virtual Recruiter Tab Screen

Managing a Personal Profile

Click the **Personal Profile** icon or text link to view or modify the information in an individual's Personal Profile as shown in the following sample figure:



Sample Personal Profile

The Personal Profile comprises the following tabs:

General Information — General contact and profile information about the individual as recorded during system registration (see the following section).

Background — Information about the individual's employment and educational background which provides the foundation for their resume

Activities — Suggested activities to meet the individual's needs

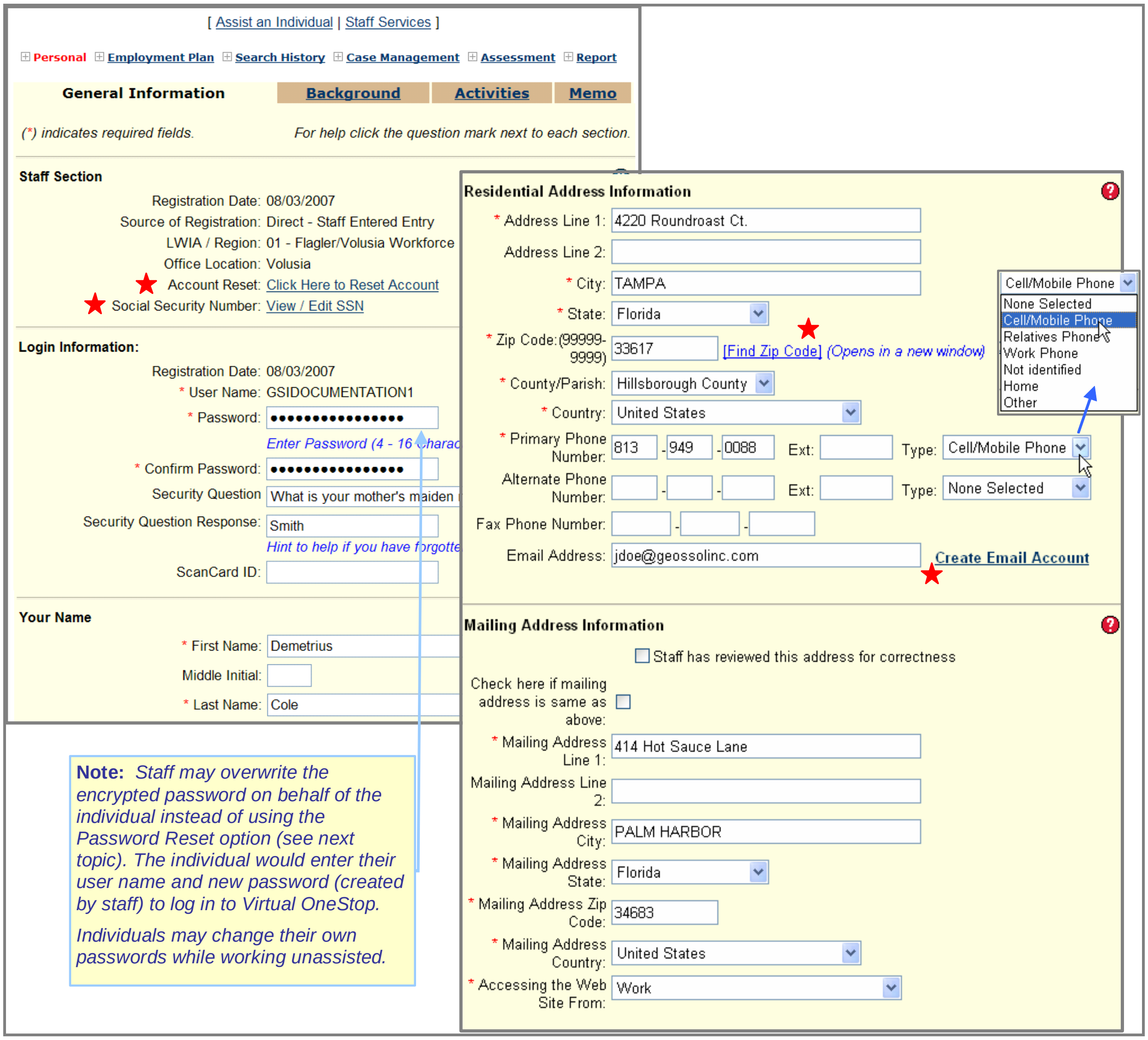
Memo — Notes written by the individual or staff member about the individual

Note: *To expand a profile, click the link at the top of the page (e.g., Personal, Employment Plan, Search History, Case Management, Assessment, Report). To return to the main Staff Services screen, click Staff Services from the top of the screen or the Navigation Bar.*

General Information Tab

The General Information tab contains screen groups for maintaining an individual's different login, contact, and profile information.

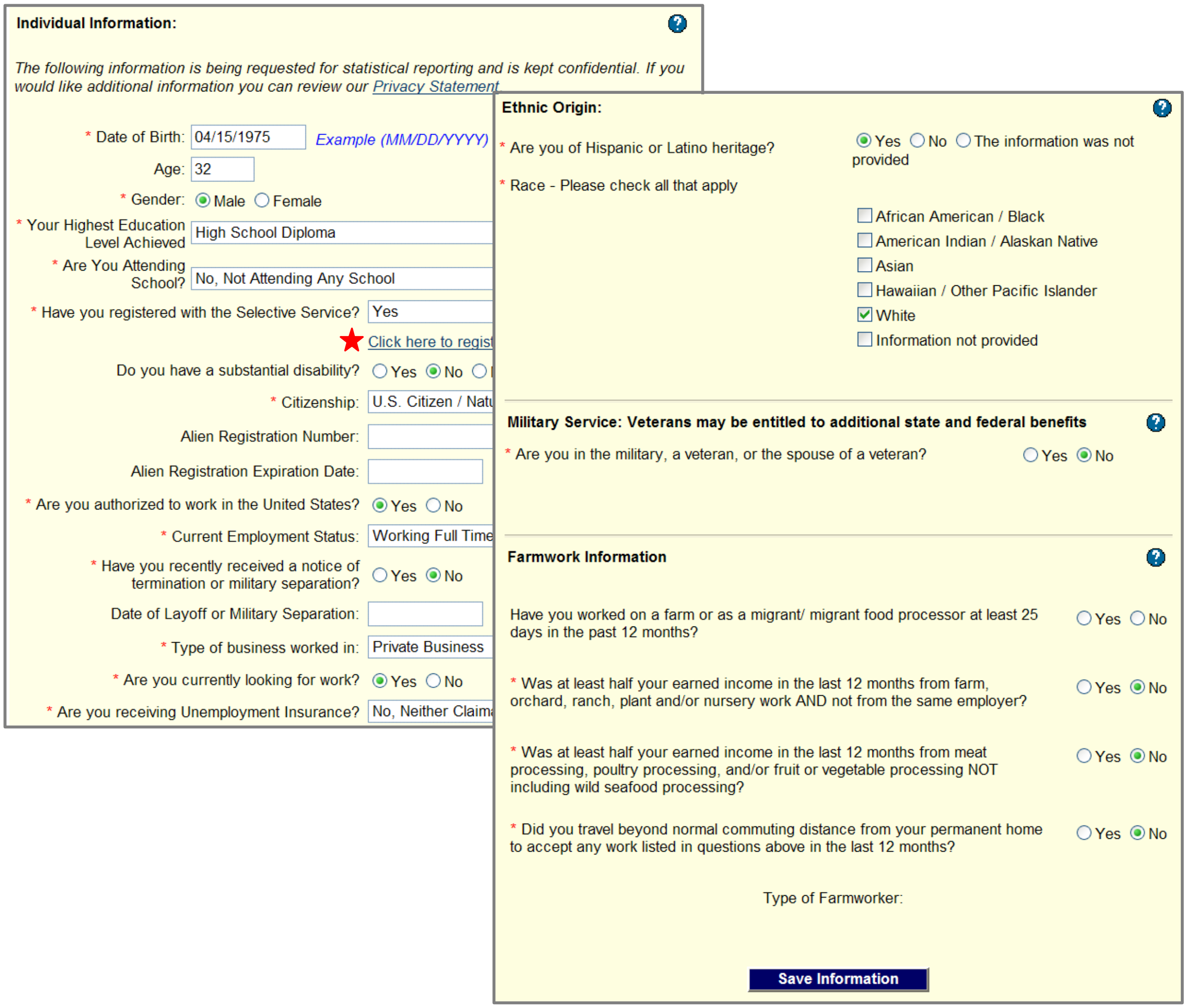
To make any changes, click in the boxes or use the drop-down list or other controls, as indicated in the following sample figures.



General Information Tab (page 1 of 2)

Staff may use the following tools (indicated by ★ in the figures):

- Account Reset (*Staff Section*) – Help individuals who forgot their username, password, or security question response. For details, refer to the next topic.
- View/Edit Social Security Number (*Staff Section*) – Help individuals who incorrectly provided their SSN. Find ZIP Code (*Residential Address Section*) – Link to the USPS web page for ZIP Code assistance.
- Create Email (*Residential Address Section*) – Establish a free email account on the individual's behalf.



General Information Tab (page 2 of 2)

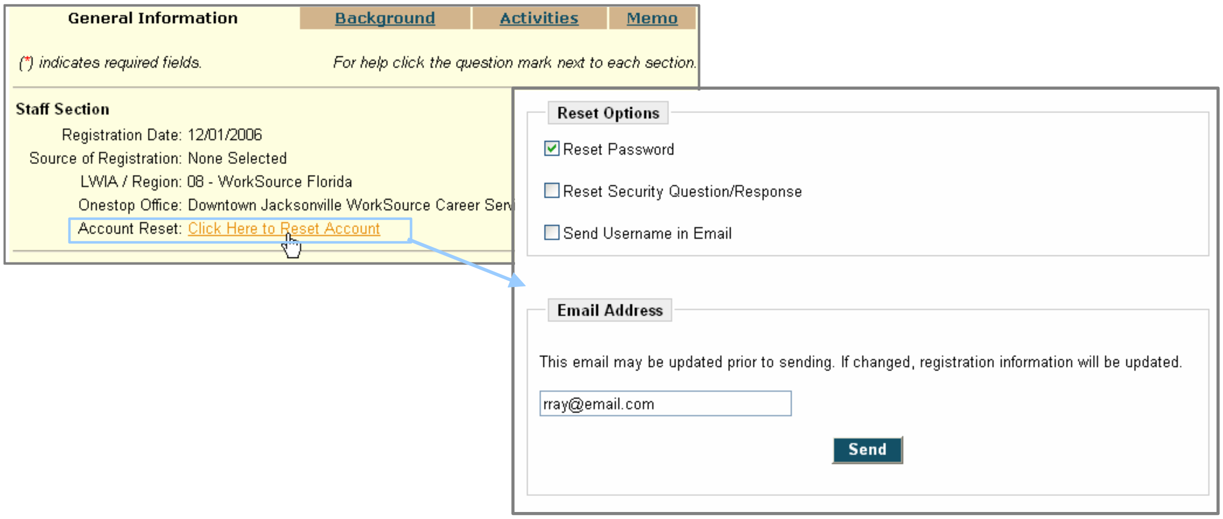
Staff may use the following tools in the sections displayed above:

- Selective Service Registration (*Individual Information Section*) – Link to the government web site to register the individual online for Selective Service.

Enter any required changes. Click the **Save Information** button to save your changes.

Resetting an Individual's Account

If a staff member is contacted by an individual user who has forgotten their username, password, and/or security question response, this feature will assist staff in resetting the account information so that the user can log in to the system. When staff click the Click Here to Reset Account link, the system will display a selection screen, as shown in the following figure:



Reset Account Options Screen

Staff may exercise any of three options:

Reset the individual's password

Reset the individual's security question and response

Send the individual their forgotten user name via email

For details of each option, refer to the topics that follow.

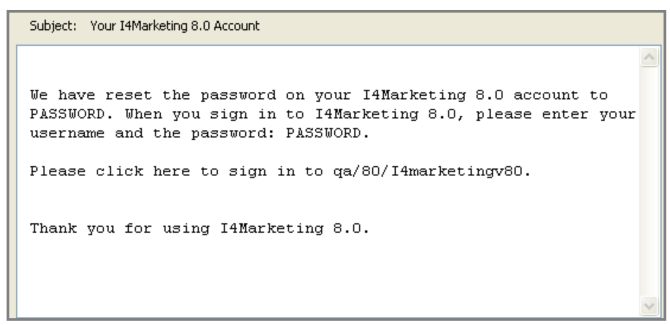
Reset Password (Individual)

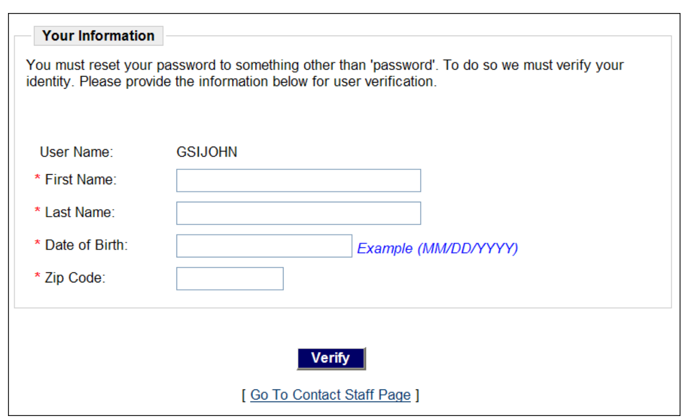
If the user has forgotten their password, a staff member can utilize the Reset Password option by clicking the self titled checkbox (see sample above). Staff should confirm the individual's email address and click **Send** to complete the action.

In response, the individual will receive an email explaining how to access the Virtual OneStop site (see sample, right). Upon accessing the Virtual OneStop login page, users will enter their user name and type "password" as their interim password.

Next, the system will display a window where the user is prompted to provide personal information for security purposes. They complete the data entry and click **Verify** to proceed.

Note: *If users are unable to provide the required information, they can click* <u>Go To Contact Staff Page</u> *for further assistance (see sample page below).*





Once the system verifies the user's personal information, it prompts them to provide their security question response. Users enter the information and click **Verify>>** to proceed.

Security Question Response

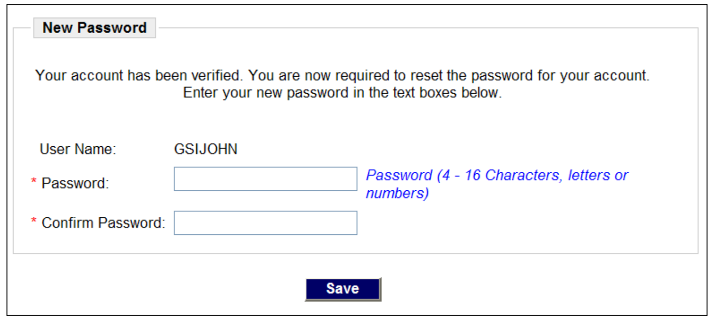
Security Question: What is your mother's maiden name?

* Security Question Response:

Verify >>

[Go To Contact Staff Page]

The last step of the password reset function requires the individual to enter their new password and confirm it. They will use this newly created password for subsequent system logins. Individuals click **Save** to secure their changes and complete the password reset drill.



New Password

Your account has been verified. You are now required to reset the password for your account. Enter your new password in the text boxes below.

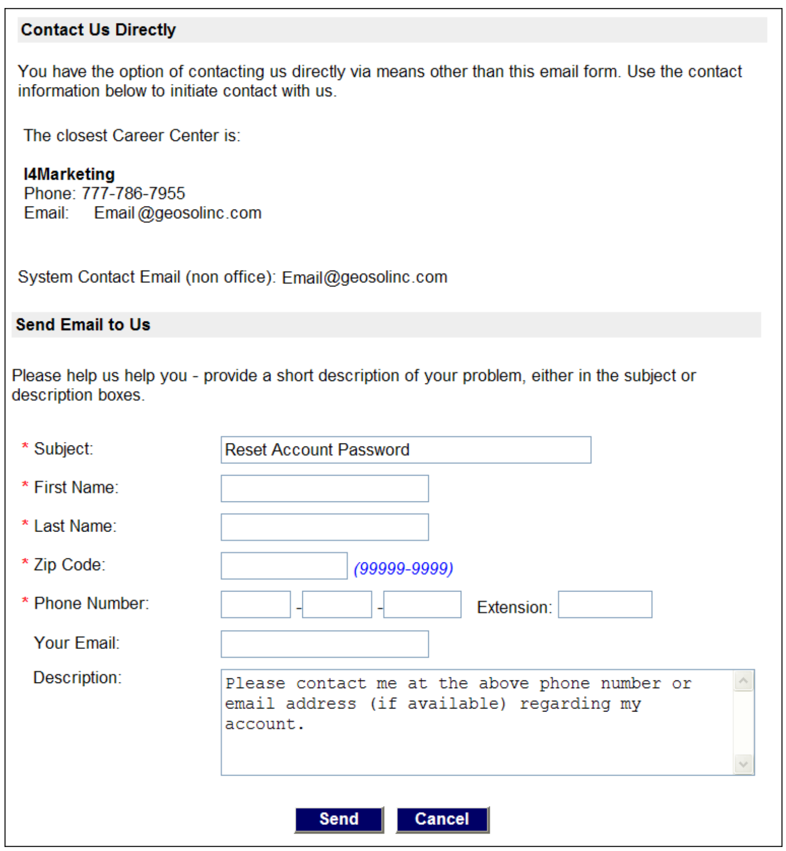
User Name: GSIJOHN

* Password: *Password (4 - 16 Characters, letters or numbers)*

* Confirm Password:

Save

The following figure displays a sample Contact Staff page, which users may access if they are unable to complete the required information for password reset purposes:



Contact Us Directly

You have the option of contacting us directly via means other than this email form. Use the contact information below to initiate contact with us.

The closest Career Center is:

I4Marketing
Phone: 777-786-7955
Email: Email@geosolinc.com

System Contact Email (non office): Email@geosolinc.com

Send Email to Us

Please help us help you - provide a short description of your problem, either in the subject or description boxes.

* Subject: Reset Account Password
* First Name:
* Last Name:
* Zip Code: *(99999-9999)*
* Phone Number: - - Extension:

Your Email:

Description: Please contact me at the above phone number or email address (if available) regarding my account.

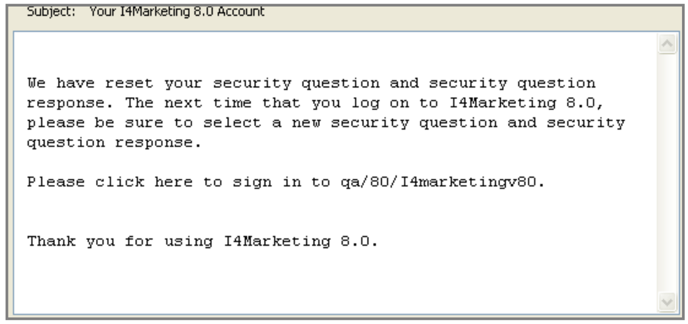
Send Cancel

Sample Contact Staff Page

Reset Security Question/Response (Individual)

If the user has forgotten their security question/response, a staff member can utilize the Reset Security Question/Response option by clicking the self titled checkbox on the Rest Account Options screen. Staff should confirm the individual's email address and click **Send** to complete the action.

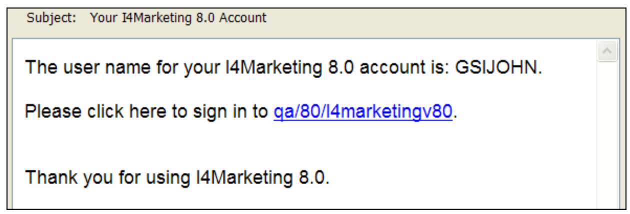
In response, the individual will receive an email confirming their security question/response has been reset (see sample, right). Upon logging in to the Virtual OneStop system, users should select a new security question and response.



Reset Username (Individual)

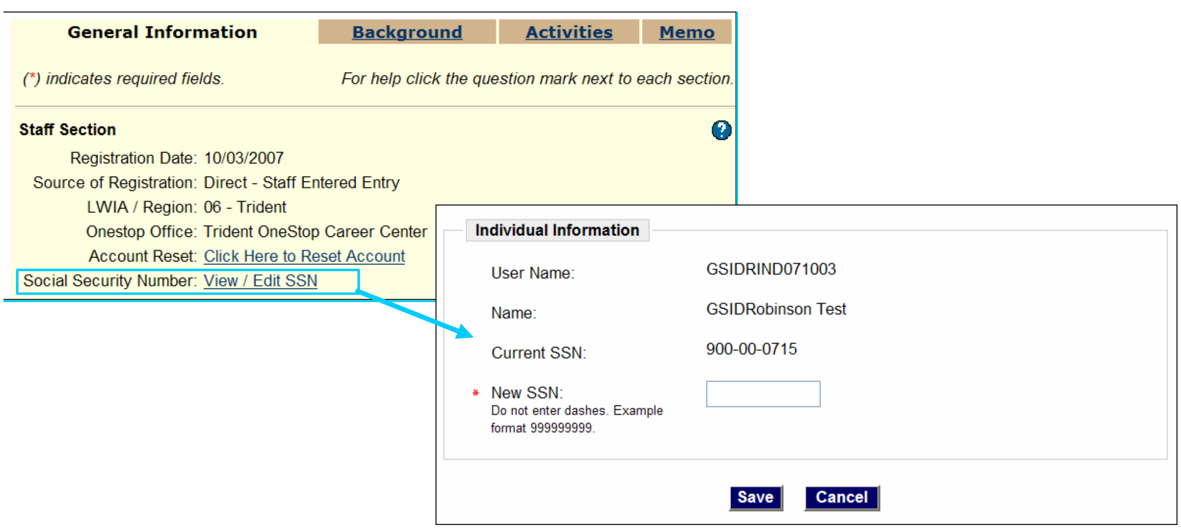
If the individual has forgotten their username, staff can utilize the Reset Security Question/Response option by clicking the self titled checkbox on the Rest Account Options screen. Staff should confirm the individual's email address and click **Send** to complete the action.

In response, the individual will receive an email confirming their username (see sample, right). Upon logging in to the Virtual OneStop system, users will enter this user name and their saved password.



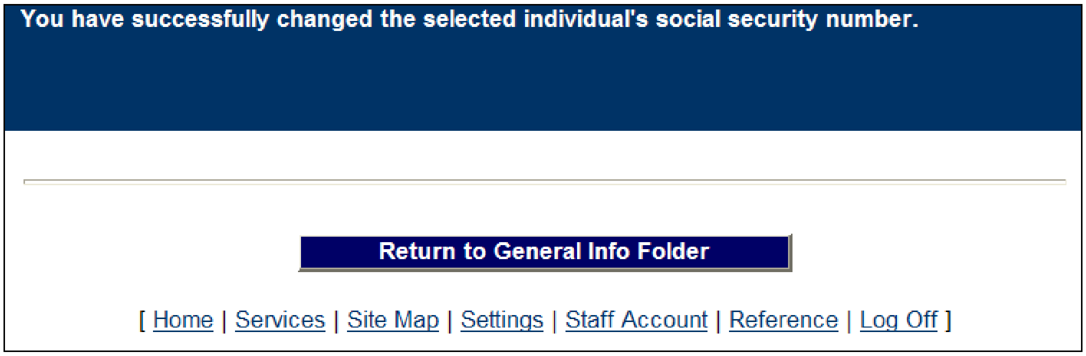
Viewing/Editing an Individual's SSN

Traditionally, staff members had to access an individual's Wagner-Peyser (WP) or Workforce Investment Act (WIA) application to view or edit the Social Security Number (SSN). Although staff (with the appropriate program privileges) may continue to do so, staff may also access the individual's General Information tab (of the Personal Profile) to view or edit the SSN.



View/Edit SSN Screen

As shown in the previous figure, when staff click View/Edit SNN, the system displays the View/Edit SNN screen. Staff may use this screen to type the updated SSN in the space provided and click **Save** to secure their edits. As a result, the system displays the following confirmation screen:



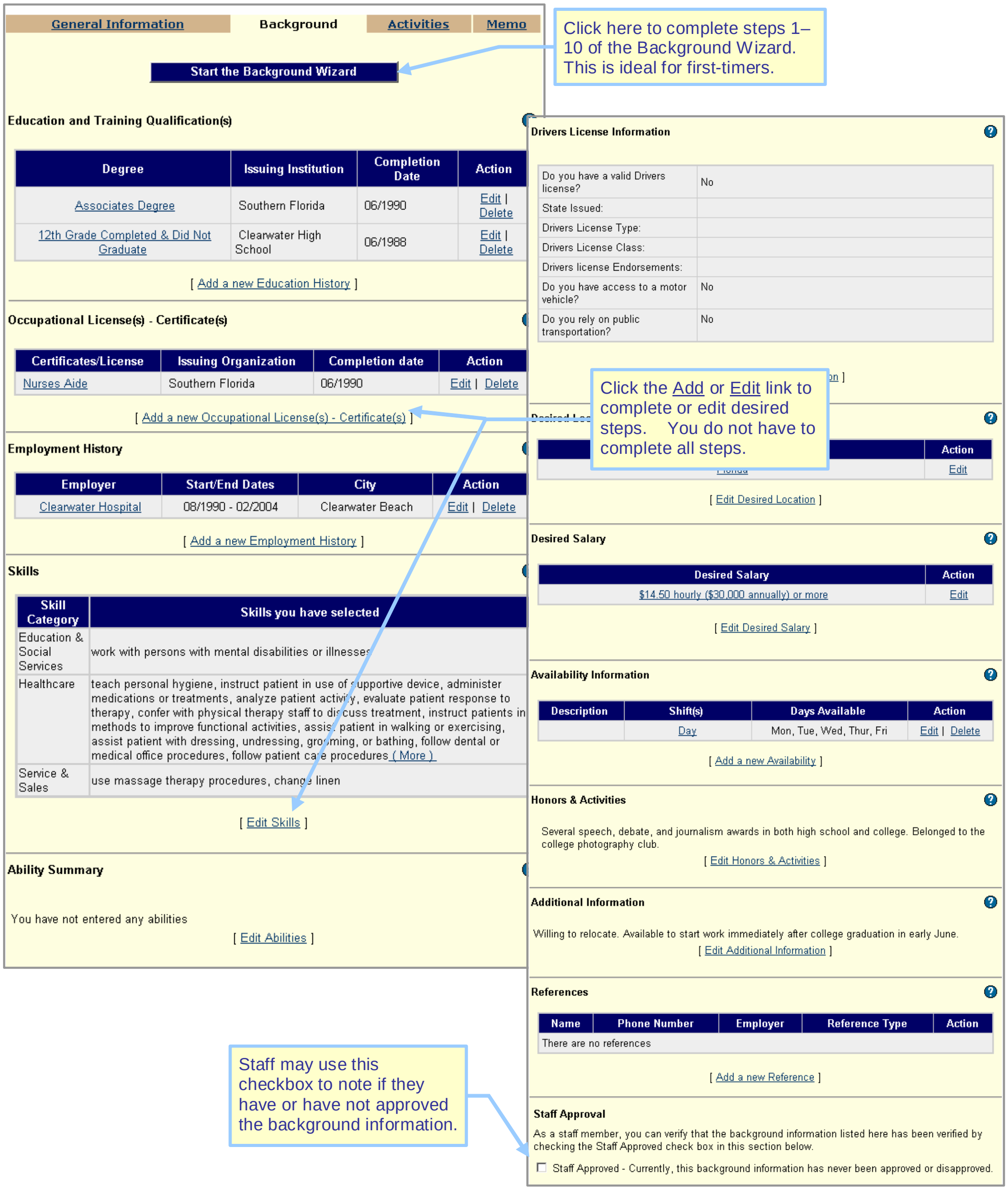
Change SSN Confirmation Screen

***Note**: The system will modify the SSN as it appears in the WP and WIA application(s) for this individual.*

Background Tab

The Background tab provides details of the individual's employment, educational, training, desired locations, salary, availability, and other background data that may be pertinent to matching the individual with a job.

The Background Wizard steps the user through the process of successfully creating and saving background information. Once this information is completed, the individual can use the entered information to create a resume or online application. The following figure displays a sample Background tab:



Background Tab

Using the Background Wizard

The Background Wizard is an ideal tool for individuals who have yet to complete their background information. The Wizard also helps individuals modify existing background information one step/section at a time.

To initiate the Background Wizard:

- Click the **Start the Background Wizard** button. Starting with step one, "*Education and Training*," the Wizard guides the individual and/or staff member through successful completion of all the sections/steps to record all required information. If background information was provided via the Common Enrollment/Intake Wizard, it will display when the Background Wizard is initiated.

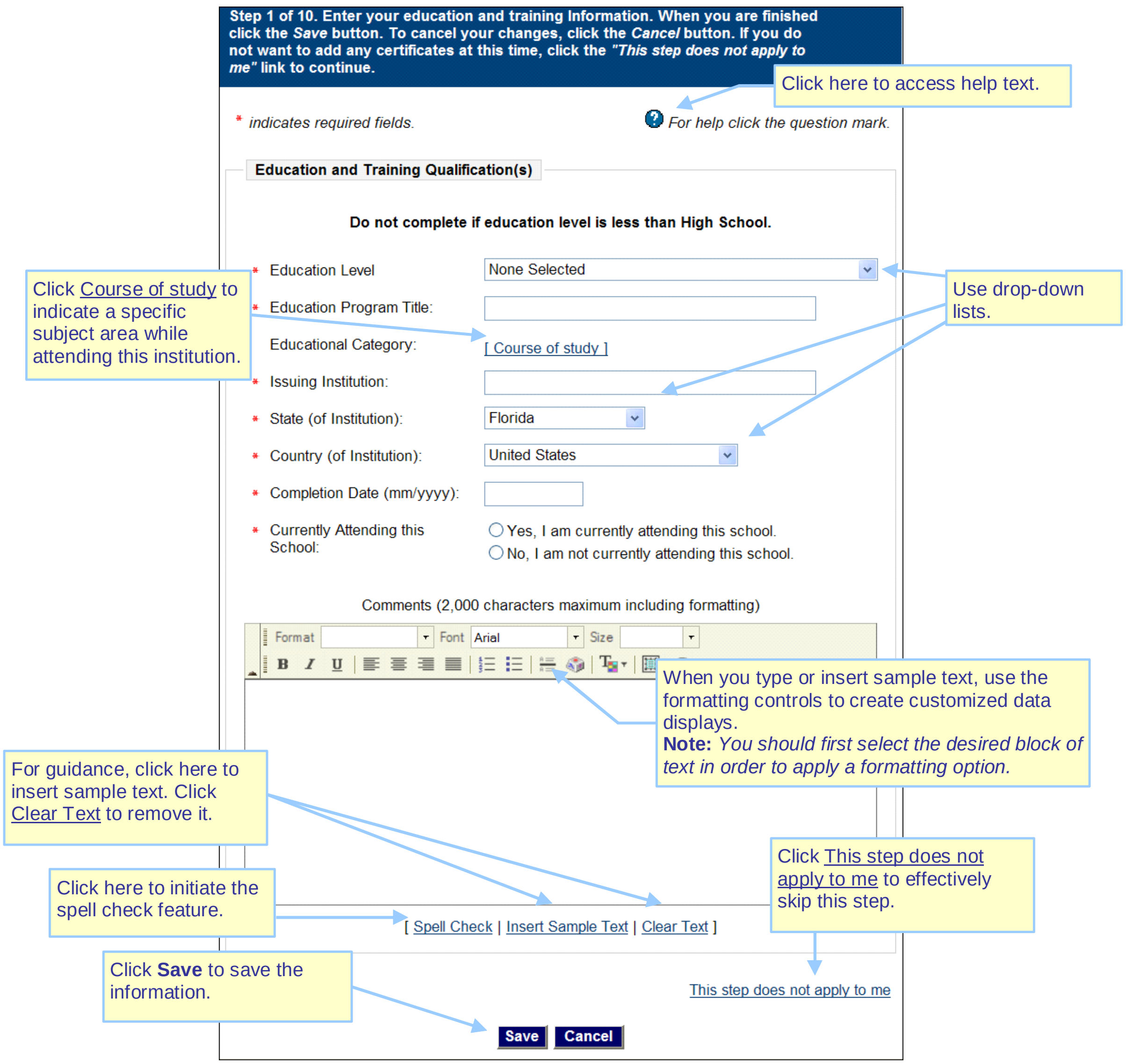
- Click the **Next** button in each section/step to save your changes and advance to the next section.
- Click the link below if the item does not apply to your background.

[This Step does not apply to me]

If you omitted any required information, or typed information using the wrong format, the Background Wizard will display a pop-up box with directions to help you correct the problem. Refer to the topics below for an explanation of each step/section of the Background tab.

Step 1: Education and Training

When you click the **Start the Background Wizard** button, the system displays a screen similar to the following figure:



Education and Training Screen

The fields on this screen are blank, because the individual has yet to record this information.

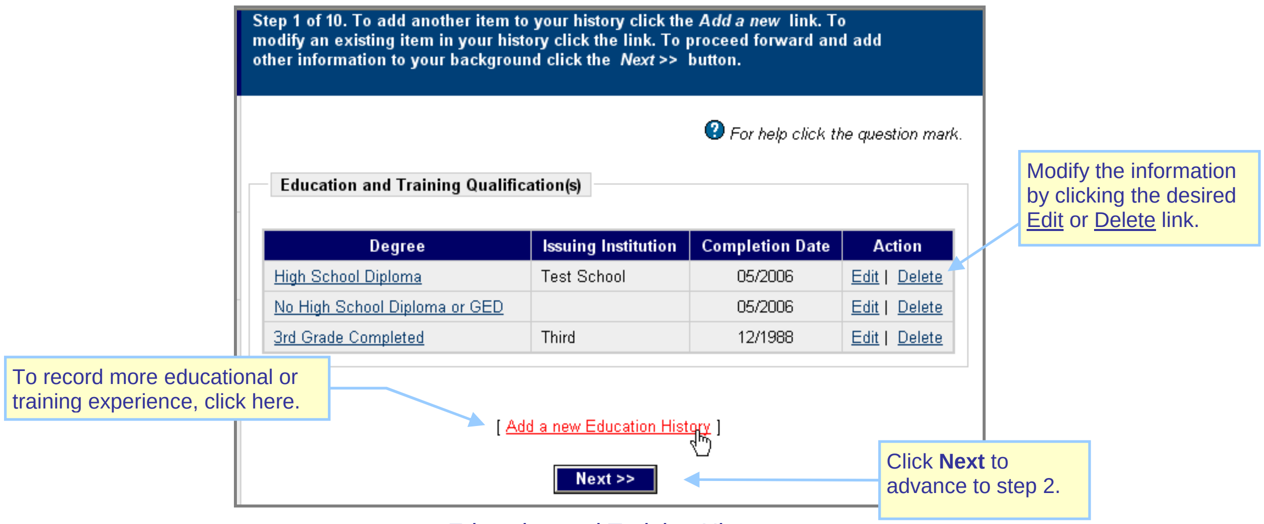
Complete items marked with a red asterisk (*).

Click the question mark to access help text, if needed.

In the Comments section, use the formatting controls to create customized data displays. Hover over a command icon (for example,)to view a pop-up description. For details, see the "Using Formatting Controls" topic.

Click This step does not apply to me to effectively skip this step and proceed to the next one.

When you click **Save** to save the information, the system displays a summary of the Education and Training information, similar to the following screen:



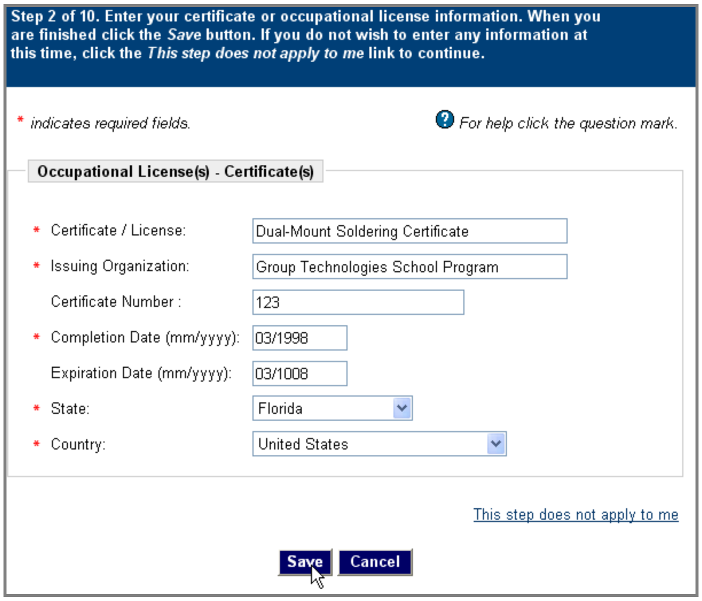
Education and Training History

You can perform the following tasks from this screen:

- To modify an existing entry, click its Edit link.
- To delete an existing entry, click its Delete link.
- To add another education or training record, click Add a new Education and Training Qualification.
- To save the data and advance to the next step, click **Next**.

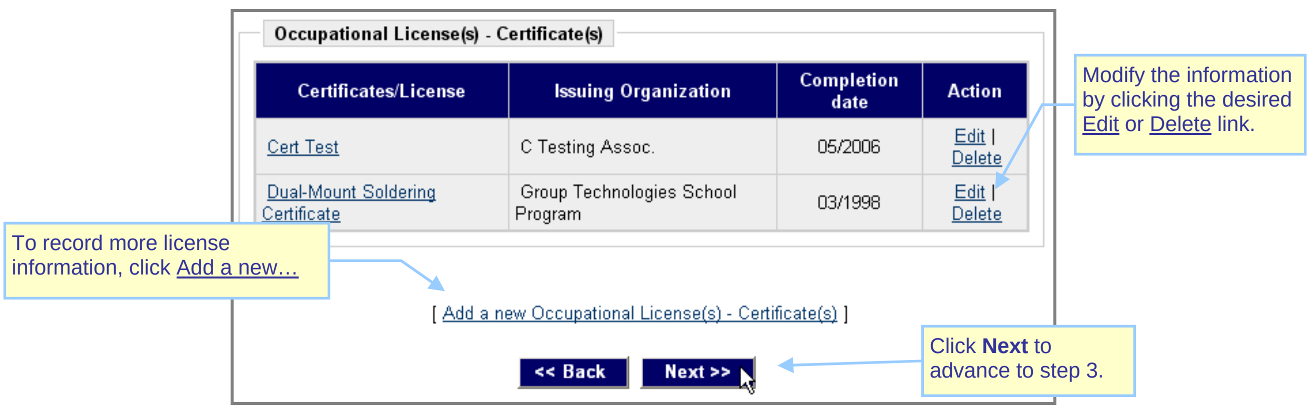
Step 2: Certificates and Occupational Licenses

In addition to degrees earned, the Background Wizard lets you record any training certificates or occupational licenses earned. The following figure displays a sample Certificates and Occupational Licenses screen:



Certificates and Occupational Licenses Screen

Complete items marked with a red asterisk (*). When you click the **Save** button to save the information, the system displays a screen similar to the following:



Certificate and Occupational License History

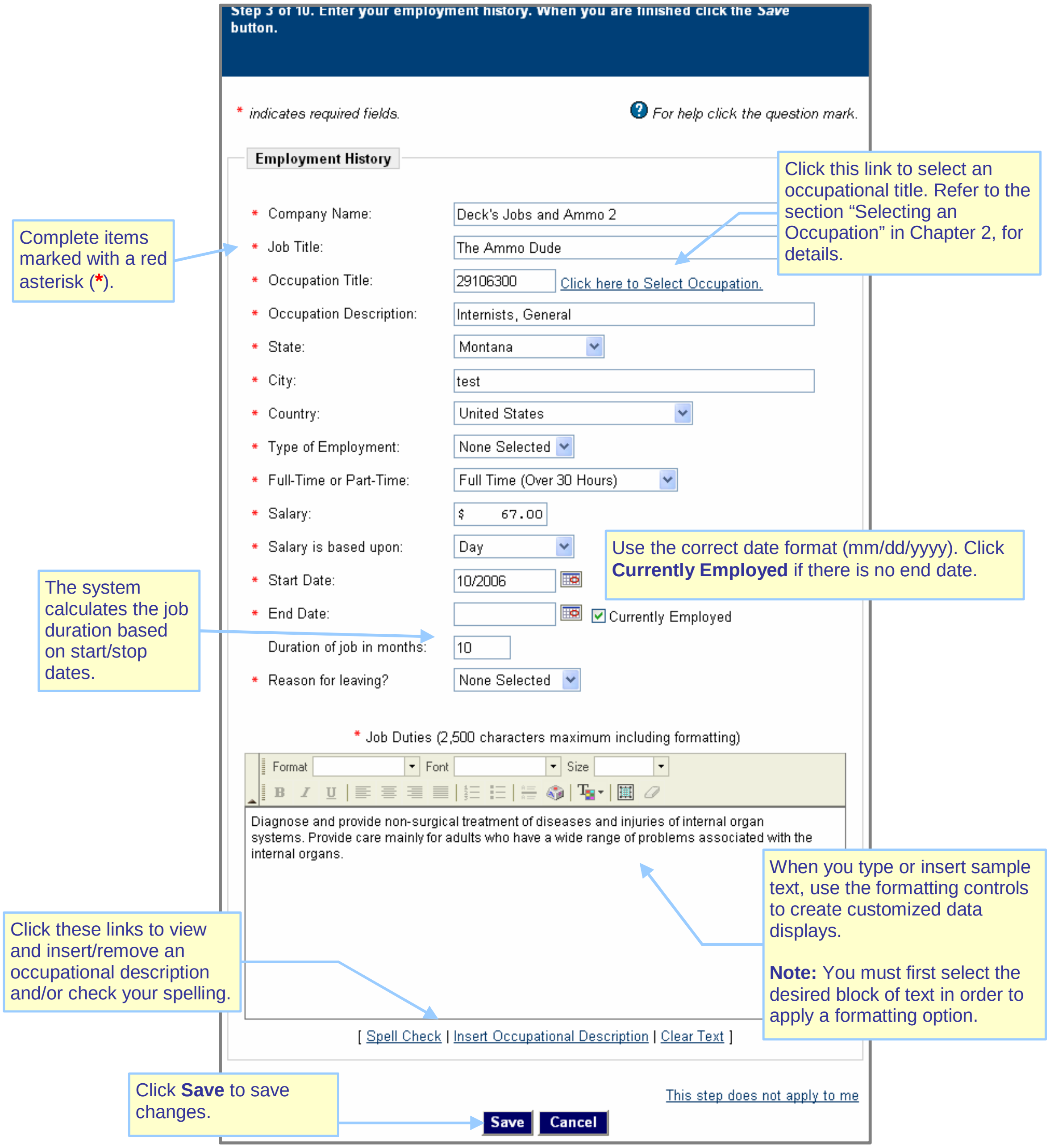
You can perform the following tasks from this screen:

- To modify an existing entry, click its Edit link.
- To delete an existing entry, click its Delete link.
- To add additional license information, click Add a new Occupational License(s) – Certificate(s).

To save the data and advance to step 3, click **Next**.

Step 3: Employment History

Use Step 3 to record the individual's employment history. The following figure displays a sample Employment History screen:

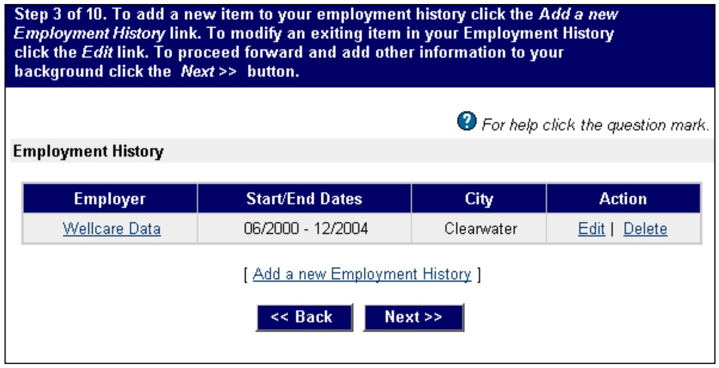


Employment History Screen

You can perform the following tasks from this screen:

- Complete items marked with a red asterisk (*).
- Click the question mark to access help text, if needed.
- In the Job Duties section, click Insert Occupational Description to input O*NET data or enter your own (or both). Use the formatting controls to create customized data displays. Hover over a command icon (for example,)to view a pop-up description. For details, see the "Using Formatting Controls" topic.
- Click <u>This step does not apply to me</u> to effectively skip this step and proceed to the next one.

When you click **Save** to save your changes, the system displays a figure like the sample below:

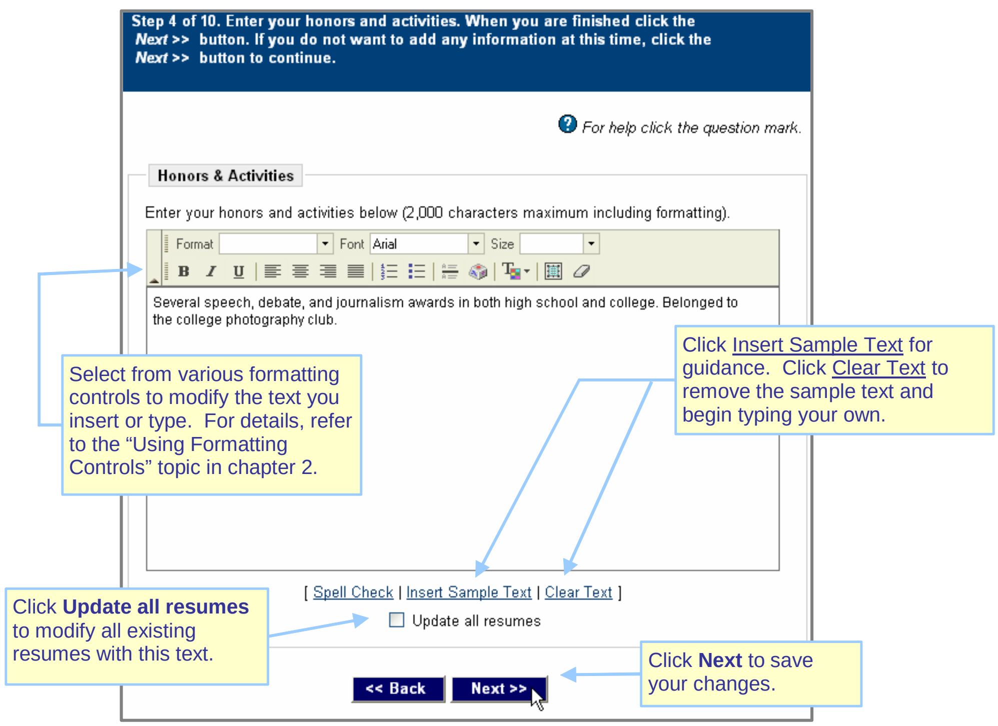


Updated Employment History Screen

To record additional work experience, click the Add a new Employment History link and repeat the process for each job. When complete, click **Next** to advance to Step 4.

Step 4: Honors & Activities

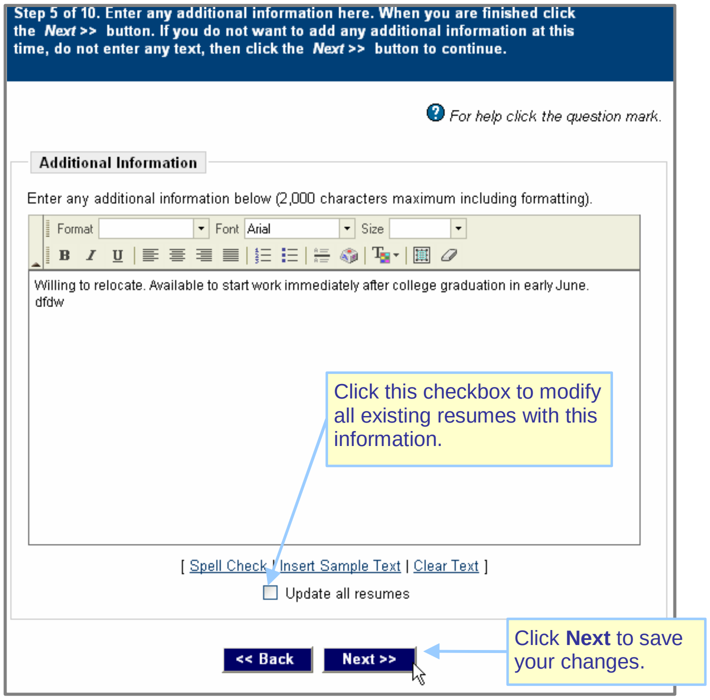
You can use the Background Wizard to list any achievements, or any participation in services or organizations that may be related to an individual's employment goals. To record achievement and activities, type text in the large text box provided and click **Next** to save and proceed. Use desired formatting controls to modify text appearance, if desired.



Honors and Activities Screen

Step 5: Additional Information

This step lets you record extra information not included in previous sections. This information should further "sell" the individual's achievements. When you type text in the Additional Information box provided, you may format the text using various control options.



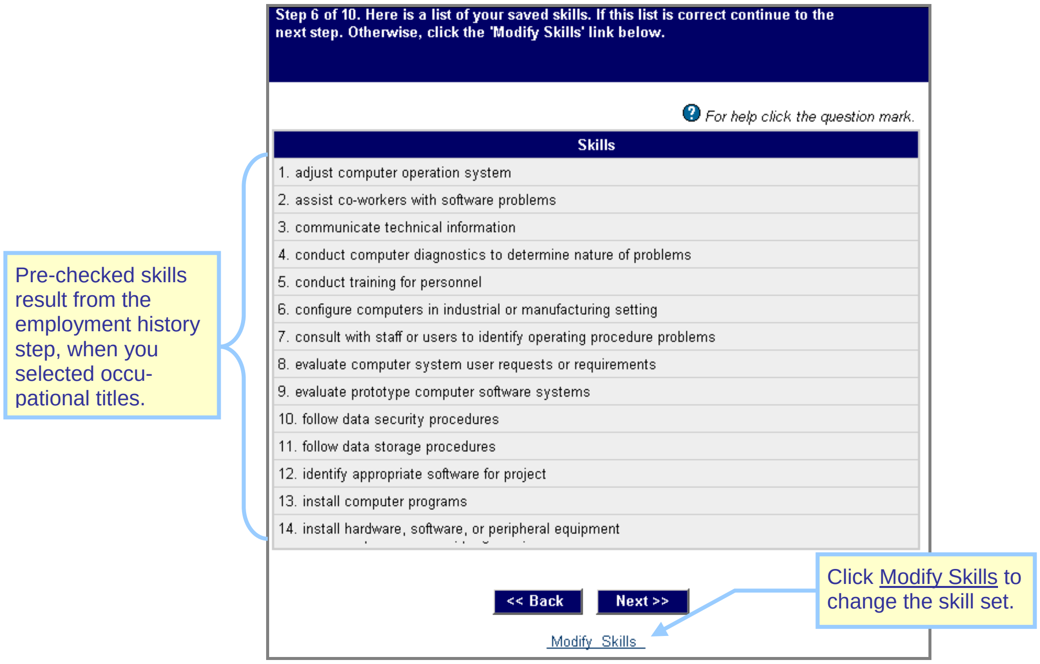
Additional Information Screen

When done, or if the individual has no additional information to record, click **Next** to advance to the next step.

Step 6: Skills and Abilities

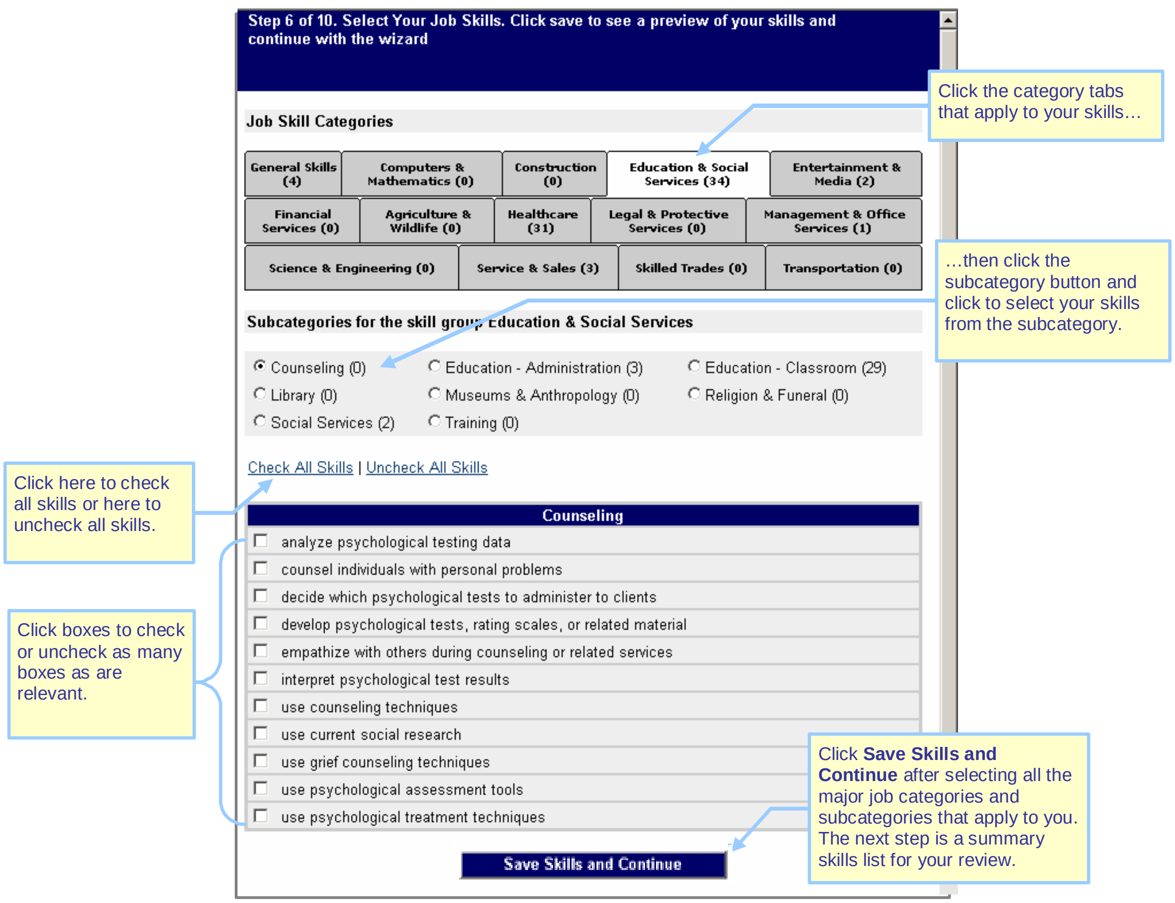
Based on the occupational titles that you selected in Step 3, Virtual OneStop creates a summary list of skills associated with those occupational titles. In this step, you can modify the list to match the individual's specific skills.

- Review the skills listed on this screen.
- If the skills list is accurate, click **Next** to continue.
- If the skills list is not accurate, click the Modify Skills link.



Occupational Skills Summary Screen

This returns you to the skills screen with category tabs displayed for all of the Job Skill Categories:



Job Skill Categories, Skills List - Selection Screen

The occupation title you chose in the Employer History screen automatically populates certain skills related to the occupation. Modify the skills list as follows:

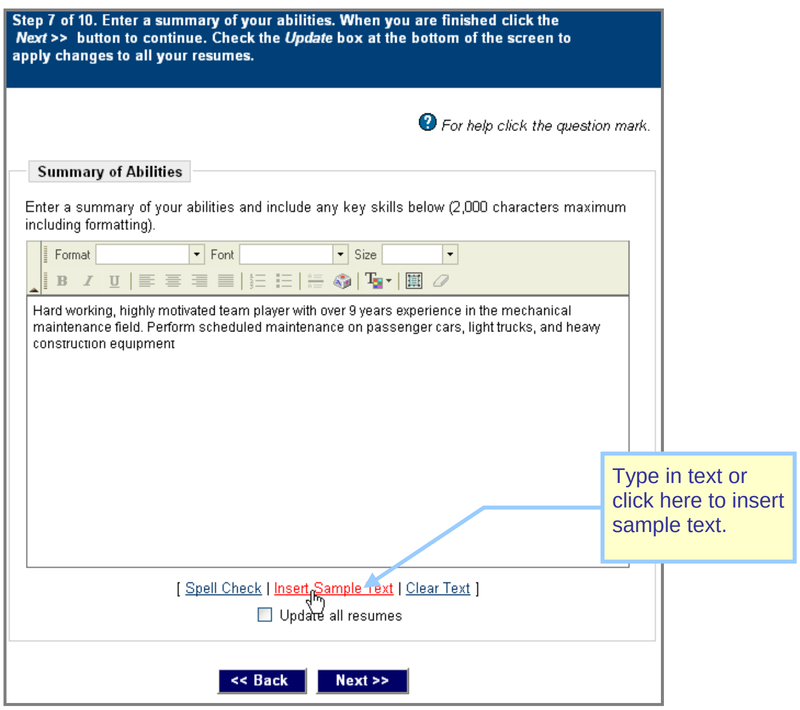
- Click all the category tabs that apply to your skill set (at the top of the screen).
- On each category screen, select the radio button for the subcategory.
- Then, click each skill that applies to you. You may also click the box to de-select a checked skill that is a standard for the occupational title.
- When you finish reviewing all the categories and subcategories, click the **Save Skills and Continue** button to view a summary skills list.
- Review the modified summary skills list.

Click **Next** to save the modified skills and advance to the next step. (Or, click the Modify Skills link if you need to return and make more changes to the listed skills.)

Step 7: Summary of Abilities

This step lets you record a text summary of the individual's key skills or equipment experience. This may include a summary of special abilities, such as equipment they can operate, software programs they know, and other key items that do not appear in a regular skills list.

Note: *It is important to enter specialized information here since employers may look for that skill or ability. Simply type in the text box provided to record this information. A sample of the Summary of Abilities screen follows:*



Summary of Abilities Screen

Enter text in the Summary of Abilities text box provided.

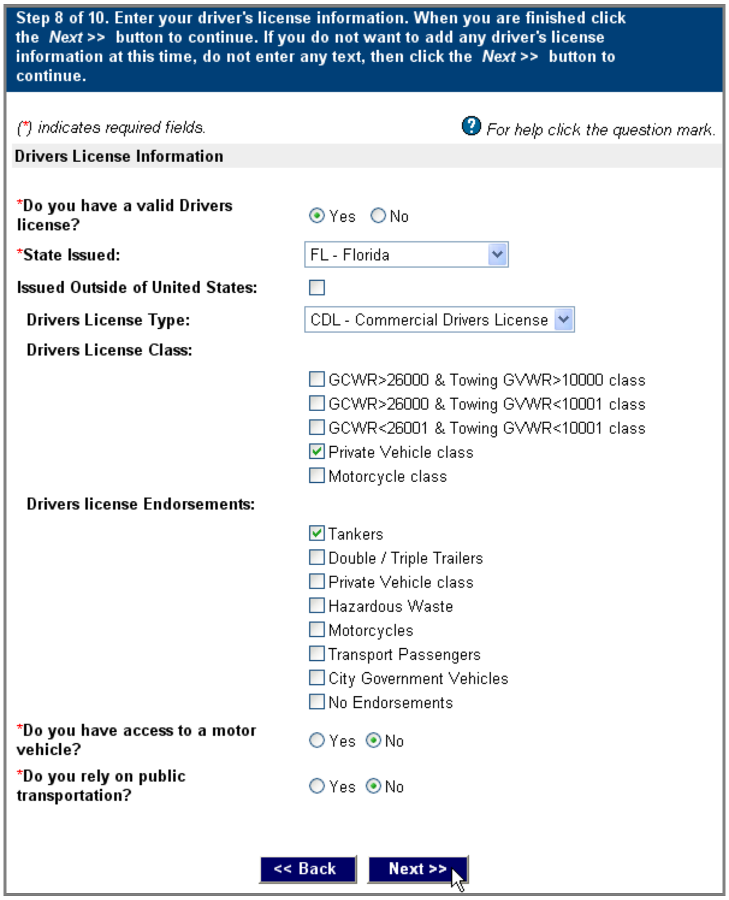
Click **Next** to advance to step 8.

Step 8: Drivers License Information

This step of the Background Wizard lets you document an individual's Driver's License information (as shown in the following figure).

Click the appropriate radio buttons, check boxes, and drop-down lists, and enter text to complete this background information.

Note: *Most items on this screen are marked by a red asterisk (*), which means they must be completed.*



Driver's License Information Screen

Review your changes, and click **Next** to save your information and advance to the next step.

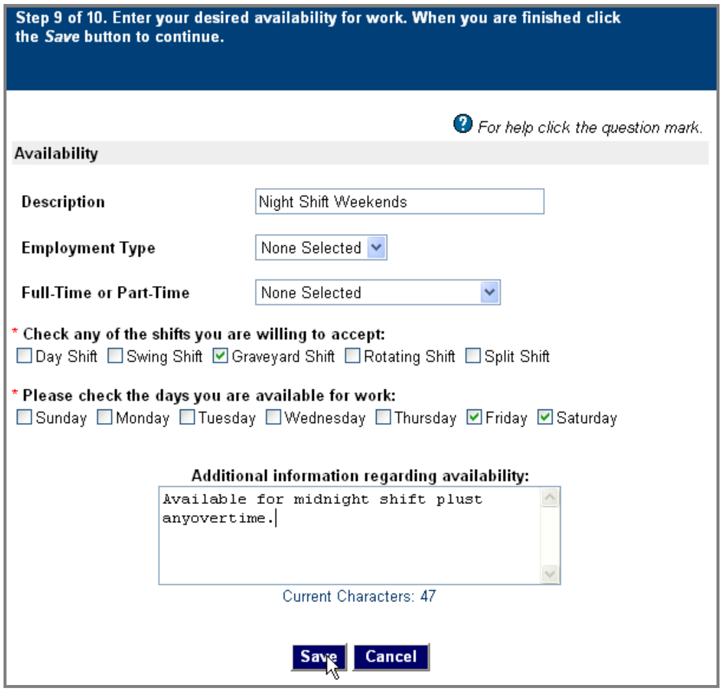
Step 9: Availability

This step lets you identify an individual's preference for days and shifts for work availability (as shown in the following figure).

- Enter a **Description** title for the individual's availability (such as *days*, *nights*, *special hours*).

  Note: *The* Description *field allows the user to store various resumes for job types that require different hours.*

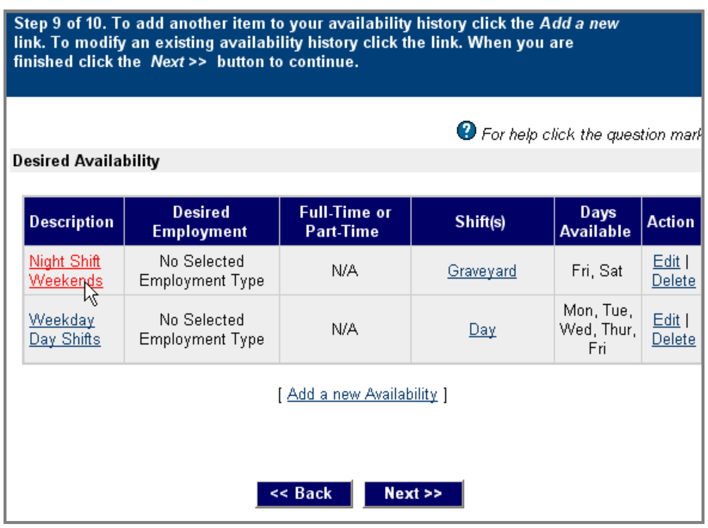
- Click the appropriate check boxes to indicate the shifts and the days for which the individual is available.



Availability Screen

- Click **Save** to save your changes.

  The system displays an updated screen listing the availability:



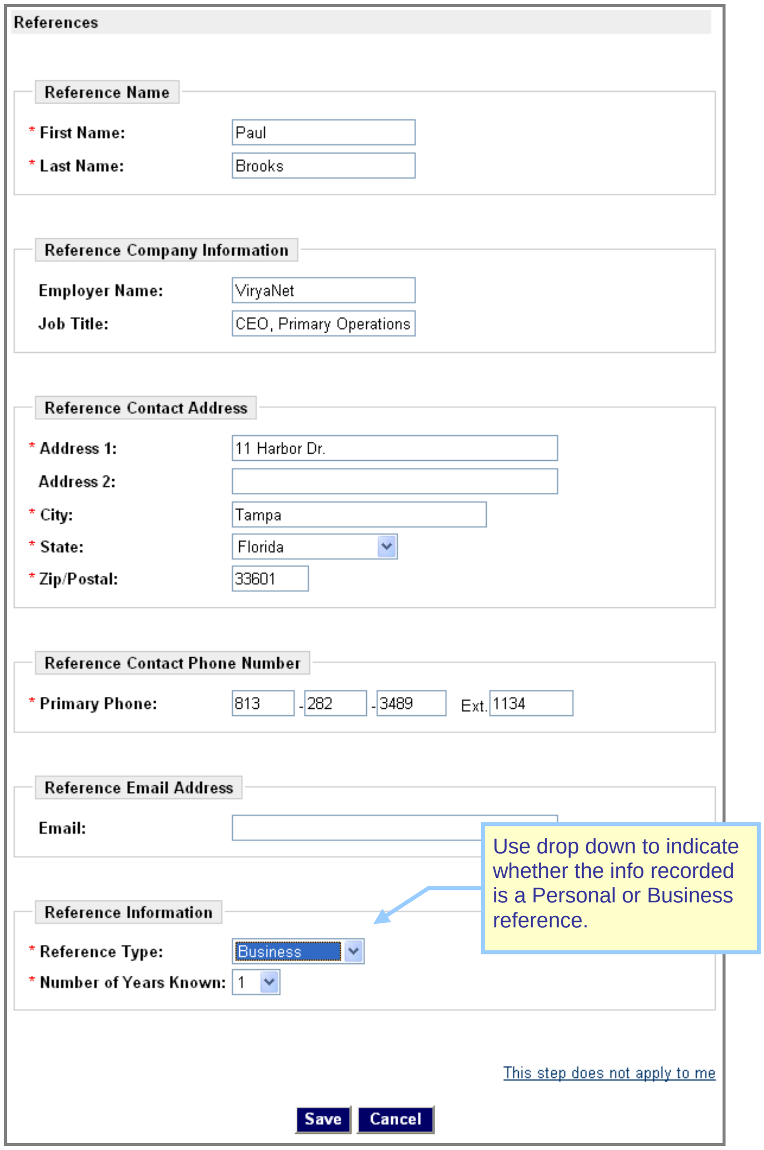
Availability List Screen

- Review the listing for availability on this screen. If an availability list is accurate, click **Next** to continue to the next step.

  If the availability list is not accurate, click the title of the availability record in the *Description* column that you wish to modify, or click the record's Edit link. If you want to add another availability record, click the Add a new Availability link.

Step 10: References

The final step of the Background Wizard lets individuals list their references (as indicated in the References screen shown in the following figure):



Step 10 – References Screen

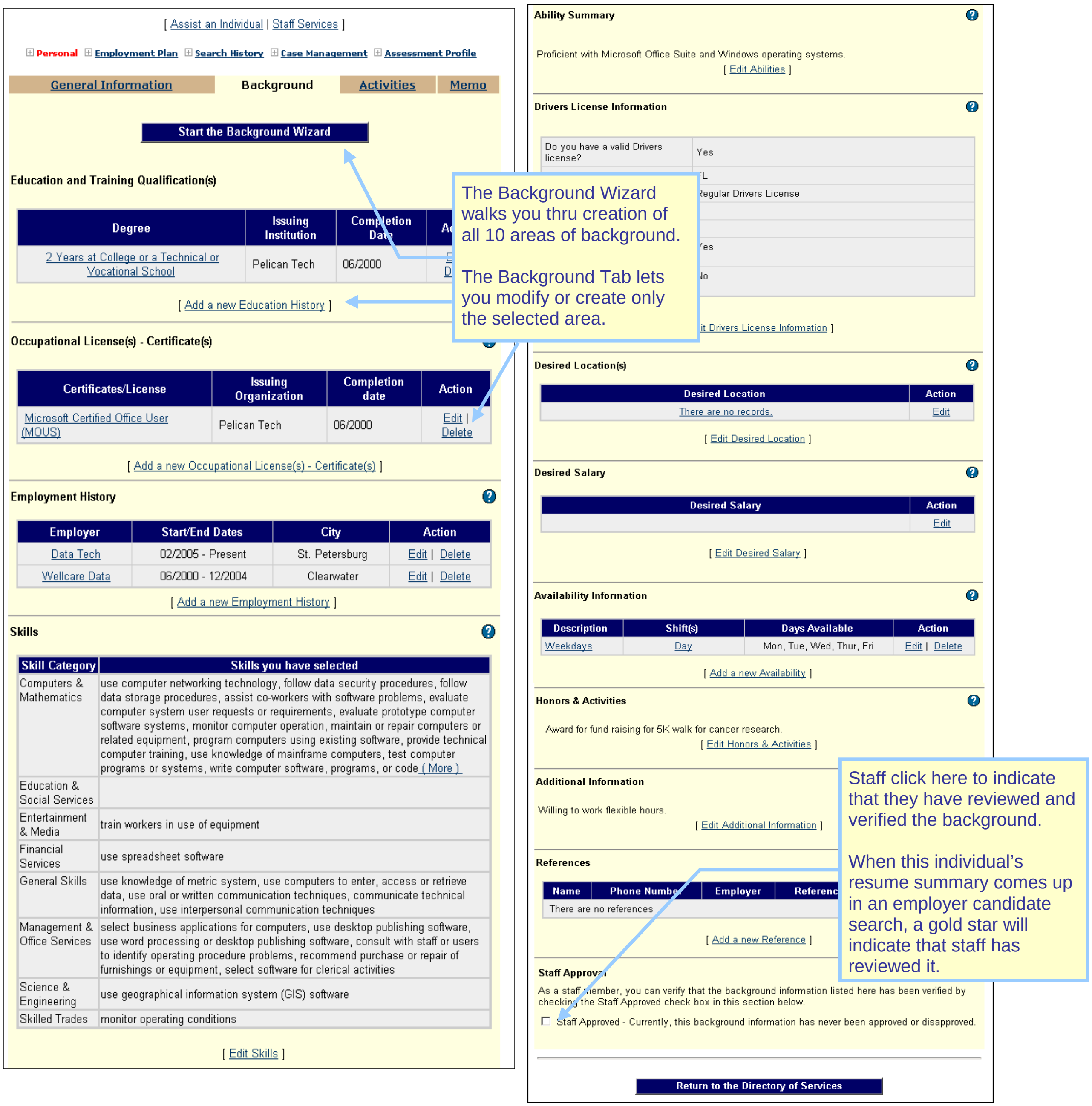
- Enter the name, company information, contact, and reference type of the person that is your reference.
- When you have completed this form, click the **Save** button to accept changes.
- The reference name will display in a confirmation screen.
- After you have completed this section/step, click **Finish**.

Based on the steps completed using the Background Wizard, the system updates the Background tab. You can modify the displayed information at any time, either by using the Background Wizard again, or by simply clicking the Edit or Add a new… link for the desired section on the Background tab.

Adding/Modifying Background Information

The previous topic discussed using the Background Wizard to record details of the individual's background. The Wizard helps you complete 10 steps, in order, providing screen instructions for user assistance. Completing the steps of the Background Wizard updates the Background tab.

You can also access the Background tab directly to build or modify an individual's background data by simply clicking the Edit or Add a new… link for the desired section. Use directions provided in the previous section for guidance on any specific area of the background tab.

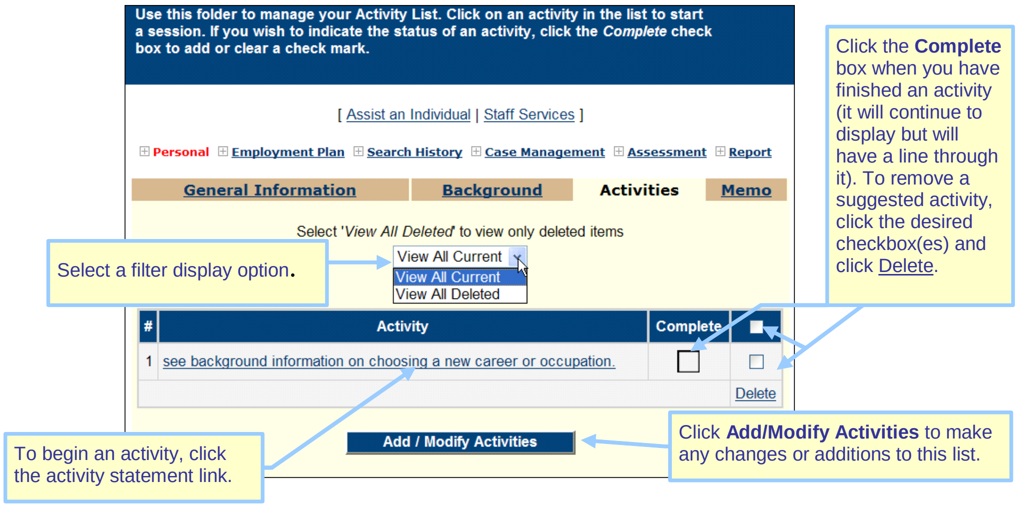


Updated Background Tab

Activities Tab

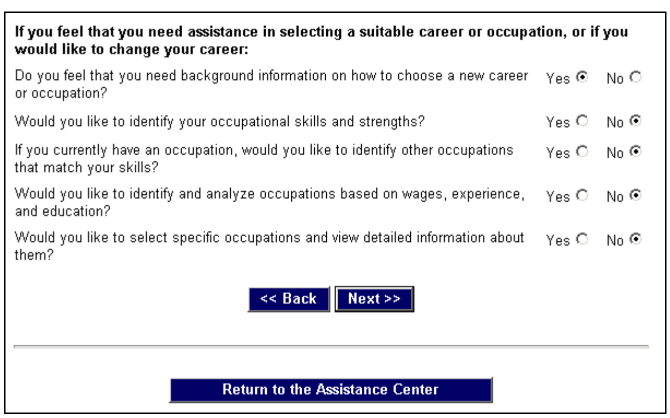
The Activities tab lets you review any activities stored for future reference. Activities are based on a series of questions that an individual answers about his/her interests and required assistance. If there are no stored activities for this individual, you will see the statement, "*You currently have no saved activity items*." If you want to add or change activities, click **Add/Modify Activities**.

To begin an activity, click the activity statement and follow the instructions for that topic. When this activity has been completed, check the Complete box to line through the activity. To delete an activity, click the desired checkbox(es) and click the Delete link. The following figure displays a sample Activities List screen.



Activities List Screen

Clicking the **Add/Modify Activities** button will walk you through a series of questions to ask of the individual to identify his/her interests and add activities that require assistance.

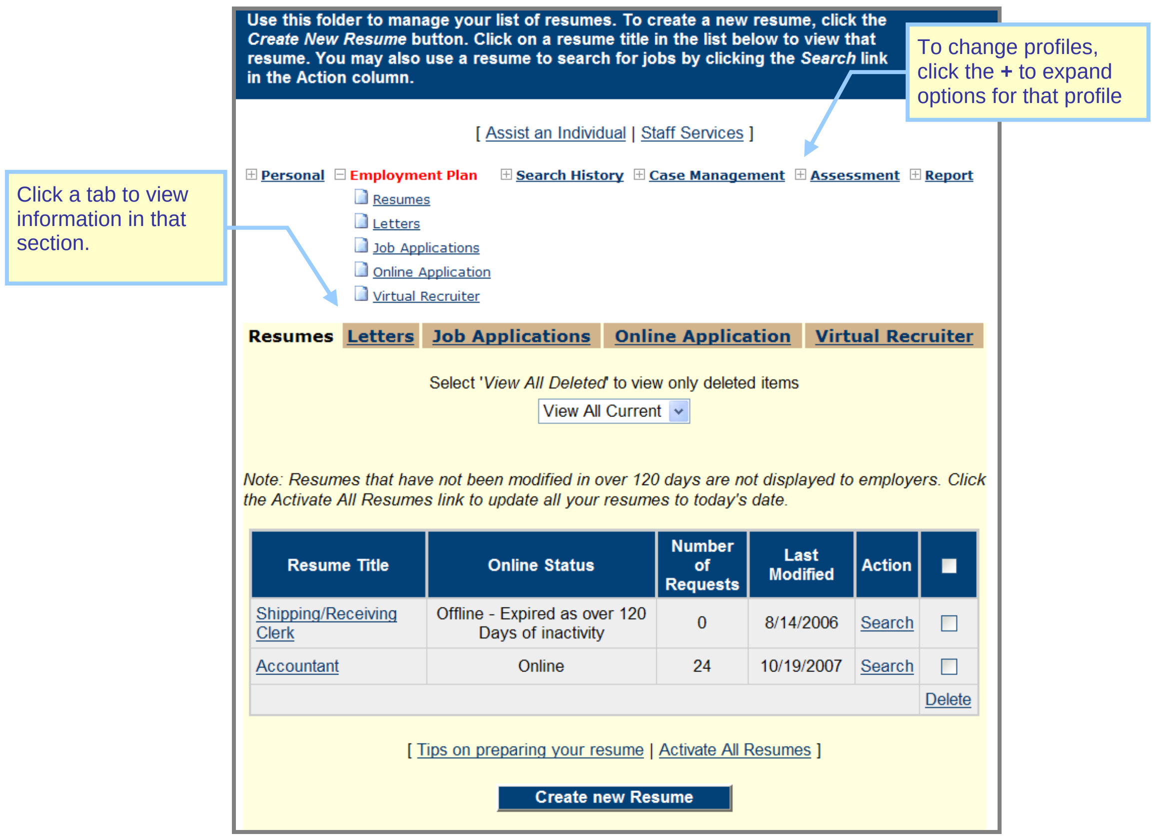


Sample Activities Questions

Note: The Indiana site does not contain a *Memo Tab*. The explanation of this tab was removed from the User Guide to avoid confusion.

Managing an Employment Plan Profile

Click **Employment Plan** to view or modify information in the individual's Employment Plan profile. The following figure displays a sample Employment Plan profile:



Employment Plan Profile

Click the appropriate tab to update, review, or add information in that folder. You may click other links to use another system function. This profile contains the following tabs:

Resumes — Review, create and modify a list of resumes for an individual, and use a Resume Builder to walk through steps of building a resume.

Letters — Review, create and modify a list of letters created and saved to the folder for the individual that can be used to send with resumes.

Job Applications — Review a table that contains any job for which the individual looked at the job and displayed additional information. From the table you can select the job and display job application and job detail data.

Online Application —Help an individual to complete online job applications, including review of an individual's information to be used in the job application.

Virtual Recruiter — View an individual's automated job searches set up through the Virtual Recruiter tool, and review the results of Virtual Recruiter searches.

Resumes Tab

Click the Resumes tab in the Employment Plan profile to see a list of the resumes that have been created and saved to an individual's folder. The following figure displays a sample Resumes tab:

Resumes Tab

From the Resumes tab, you can:

- **Review or change an existing resume**
  - ♦ Click the Resume Title to review or make changes to the resume. The Resume Builder's layout screen appears, allowing you to make changes to the resume.
- **Delete an existing resume**
  - ♦ Click Delete in the *Action* column to remove a resume from the system.
- **Start a job search with an existing resume**
  - ♦ Click Job Search in the *Action* column to start a job search with the resume.
- **Compose a new resume**
  - ♦ To compose a new resume, click **Create New Resume**. A series of screens lets you build a resume. Once completed, the system displays the actual resume.
- **Get tips/guidelines for creating resumes**
  - ♦ Click Tips on preparing your resume to view general resume guidelines.
- **Activate inactive resumes**
  - ♦ Click Activate All Resume. All resumes except those deleted or offline because they are incomplete will be set to Online.

Note: *Click the Resume Title to access and change the online status of a single resume.*

The basics of composing/creating a new resume are covered in the following section. The screens that are used in resume creation, and in the Resume Builder, operate in the same manner as screens used to edit or change an existing resume. For information on how to make changes in a resume, see the following section, or refer to the *Virtual OneStop / Virtual LMI Individual User Guide* for more detailed information on the Resume Builder.

Creating a New Resume

The system's Resume Builder tool takes all the guesswork out of creating a professional-looking resume. Users receive guidance from a wizard so they may effectively build a resume that suits their needs. The Resume Builder is template based, allowing users to choose from the following template options:

- Work with one of three system templates (chronological, functional, or free text)
- Modify a system template and save it as a customized template
- Create a new template

Once the user selects a template, the system will display a preview of the template using sample text. The purpose is to display the likely appearance of the completed resume. Users can modify their resume at any time, and even change template options.

The Resume Builder works with the Background Wizard, which is a container that maintains details of an individual's background. In an effort to reduce duplicate data entry, the Resume Builder will display data already recorded using the Background Wizard. If users change this background information using the Resume Builder, the system will automatically update the user's background profile (and visa-versa). This process helps reduce time and effort and streamlines the data for resume building purposes.

System administrators can set various parameters for individuals (and staff) who build resumes, such as:

- The limit of resumes each user may create and maintain (i.e., 20)
- The active duration of each resume (i.e. 120 days)

Note: *The Resume Builder is only available to registered system users. Individuals who enter the system with GUEST access privileges will be prompted to register to create a resume.*

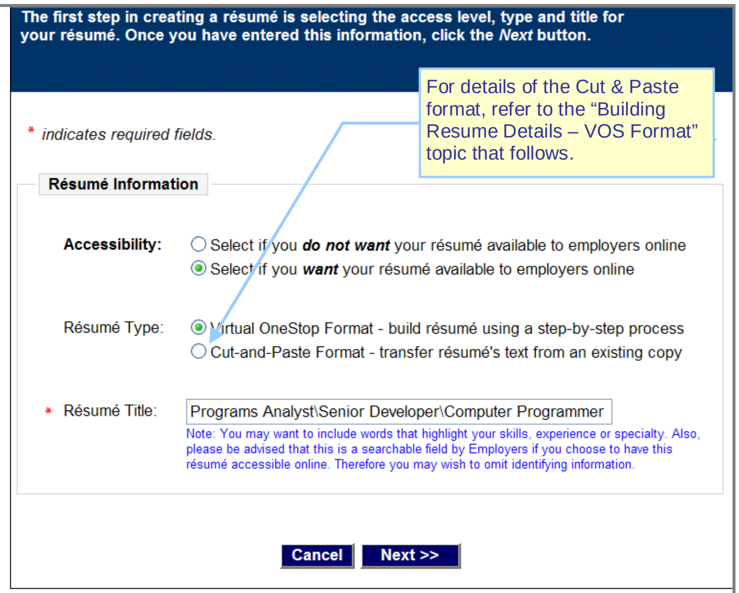
For details of building a resume using the Resume Builder wizard, refer to the topics that follow.

Setting Resume Parameters (Accessibility)

To begin creating a new resume, click **Create New Resume** at the bottom of the Resume tab. The first Resume Builder screen lets you determine three factors for the resume, as shown in the sample below:

- Select the employer **Accessibility**. This prevents or allows employers to access your resume when they conduct resume searches in the system.
- Select a **Resume Type**.

  Note: *If you use Cut-and-Paste format, you will need to format the text. The Virtual OneStop format uses a preset layout that can be easily modified.*
- Enter a **Resume Title**. It should be descriptive but brief, highlighting the individual's skills, experience or specialty.
- Click **Next**. When the system displays a pop-up window to confirm these actions, click **OK** to continue.



Resume Builder Options Screen

Working with Resume Layout Templates

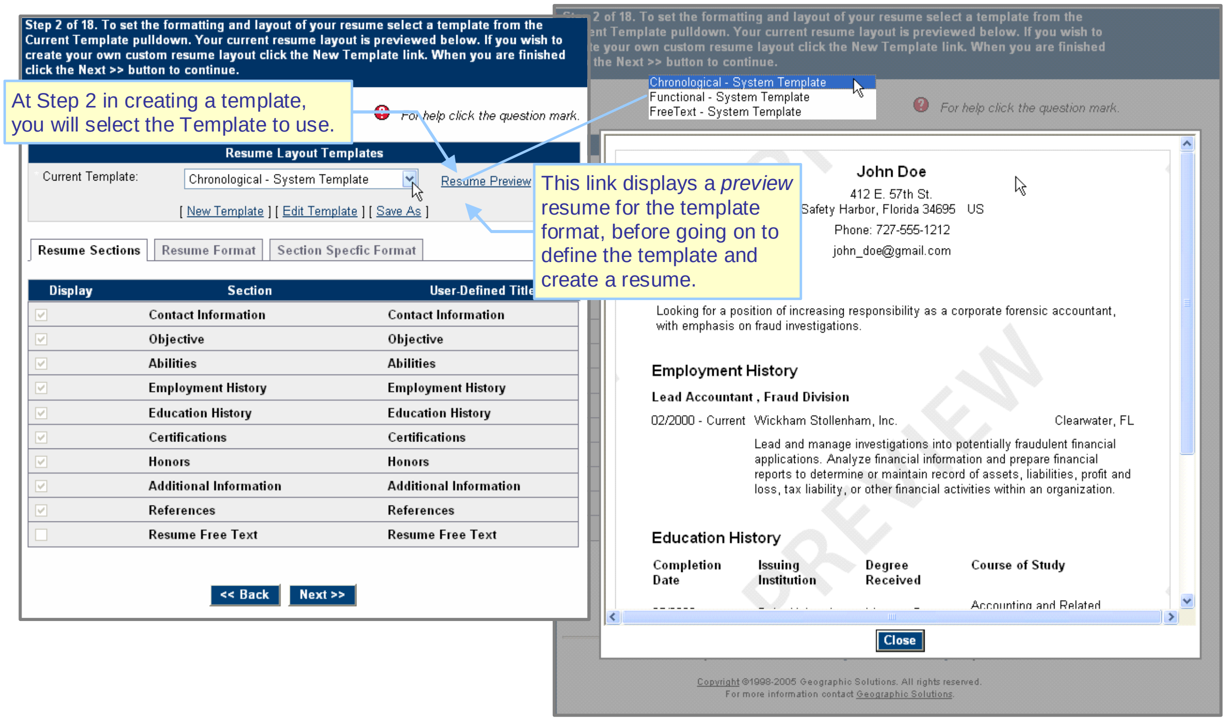
Once you have set resume parameters, you may now establish your desired template option. By default, the system will display a preview of the Chronological system template as the current template. Click the drop-down arrow to select another default template, such as Functional or Resume Free Text.

The system alters the display order of resume sections based on the template you selected

As you first create a resume (step 2 in Resume Builder), you can select a Resume Preview link to see a *preview/sample* resume displayed in that template's format. The link is at the right of the selected template name during step 2 of Resume Builder. See the following sample figure.

At this point, users must decide which option to employ to select and utilize the desired resume template. For details of each option, refer to the topics that follow:

Note: *Use the Resume Free Text template for cut-and-paste resumes.*



Sample Preview Display (for Chronological Template Layout)

Option 1 – Use System Template

If users employ option 1, they will select the Chronological, Functional, or Free Text resume template and click **Next**. This will ensure the completed resume appears exactly as the Preview template, with regard to section title, section order, font style, and font size.

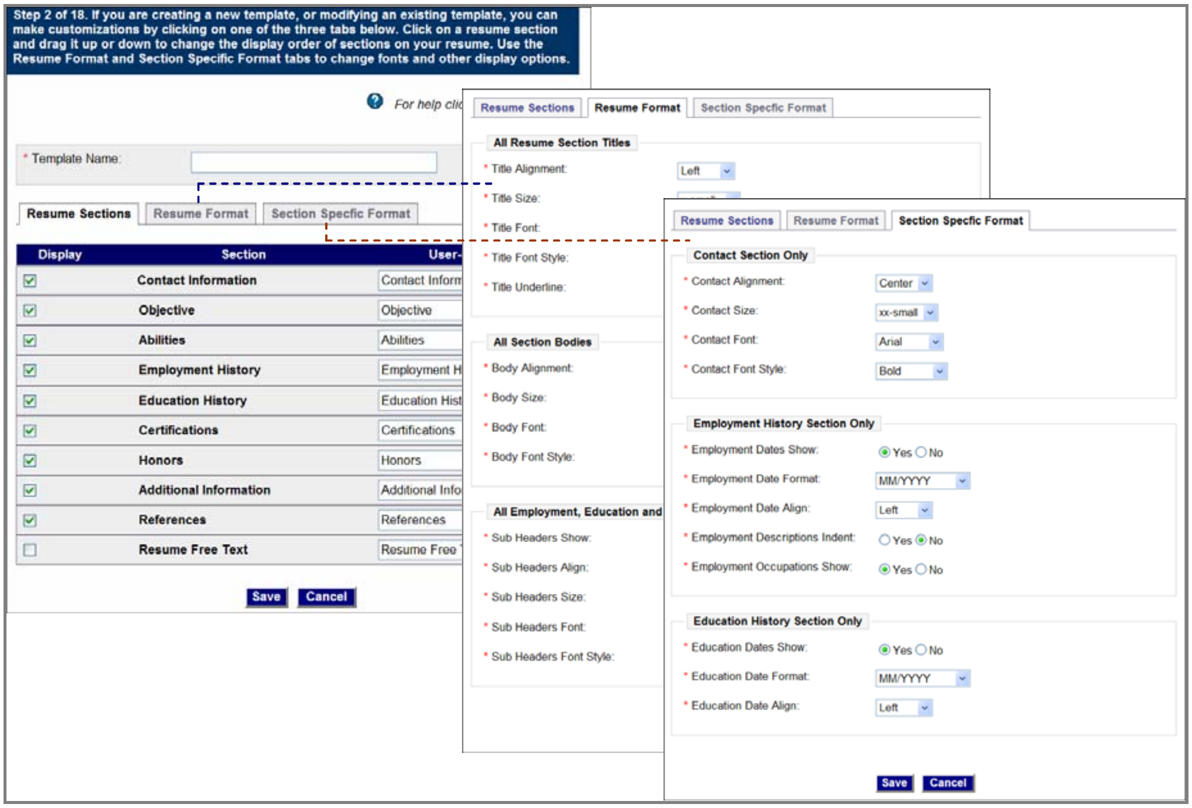
Option 2 – Modify System Template Using "Save As"

If users employ option 2, they will select the Chronological, Functional, or Free Text resume template and click Save As. This will allow the user to customize default settings that control the section title, section order, font style, font size, and other display characteristics of the completed resume.

Note: *The Edit Template option is used mainly for modifying existing resumes, not creating new ones. If users click this link when creating a new resume, the system will display the following message in addition to the screen shown below:*

> Although the default resume templates that are included in the system cannot be changed, they can be copied for use in creating a customized template that you can tailor to your specific job search needs. You have selected the Chronological - System Template - the appearance and settings of this template have been copied and can now be modified. Type a name for your customized resume template in the Template Name box and click the Save button when you have finished, to save your work.

The following figure displays a sample Modify System Template screen:



Modify System Template Screen

To modify a system template, users perform the following:

- Enter a template name (for example, "My Marketing Resume Template").
- From the *Resume Sections* tab…
  - ♦ In the Display column, click desired checkboxes to add or remove resume sections that will display on the completed resume. Click the **Resume Free Text** checkbox to add a self-titled section (for example, "Software Skills").
  - ♦ In the Section column, click and drag desired sections to change the order of appearance.
  - ♦ In the User-Defined Title column, highlight a desired section title and type a new title (for example, use "Software Skills" instead of "Resume Free Text").

  Note: *Do not click **Save** until you have made all changes among all tabs.*
- From the *Resume Format* tab…
  - ♦ Modify settings for each section, as desired.

  Note: *Do not click **Save** until you have made all changes among all tabs.*
- From the Section Specific Format tab…
  - ♦ Modify settings for each section, as desired.

Click **Save** to secure your edits, or **Cancel** to escape without saving.

Note: *Failure to include both the Employment History and Education History will result in an "offline" resume that won't be displayed to system-registered employers.*

When the screen updates to display a Preview screen for your customized template, click **Next** to proceed. Refer to the "Building Resume Details" section that follows for more information.

Option 3 – Create New Template

If users employ option 3, they will click the New Template link. The system will display the Modify System Template screen (see sample above) so users can add or delete resume sections, change their order of appearance, redefine the section titles, and change other data display options. For more information, see the previous topic.

Note: *Once users create a new resume template or modify a system template using the Edit or Save As features, they may retrieve their template(s) to create additional resumes in the future.*

Failure to include both the Employment History and Education History will result in an "offline" resume that won't be displayed to system-registered employers.

When the screen updates to display a Preview screen for your new template, click **Next** to proceed. Refer to the "Building Resume Details" section that follows for more information.

Building Resume Details – VOS Format

Once you have selected your resume template, the system continues the wizard process by soliciting details of your background. Much like the Background Wizard, the system displays the following steps / sections that you may either complete or skip if not applicable:

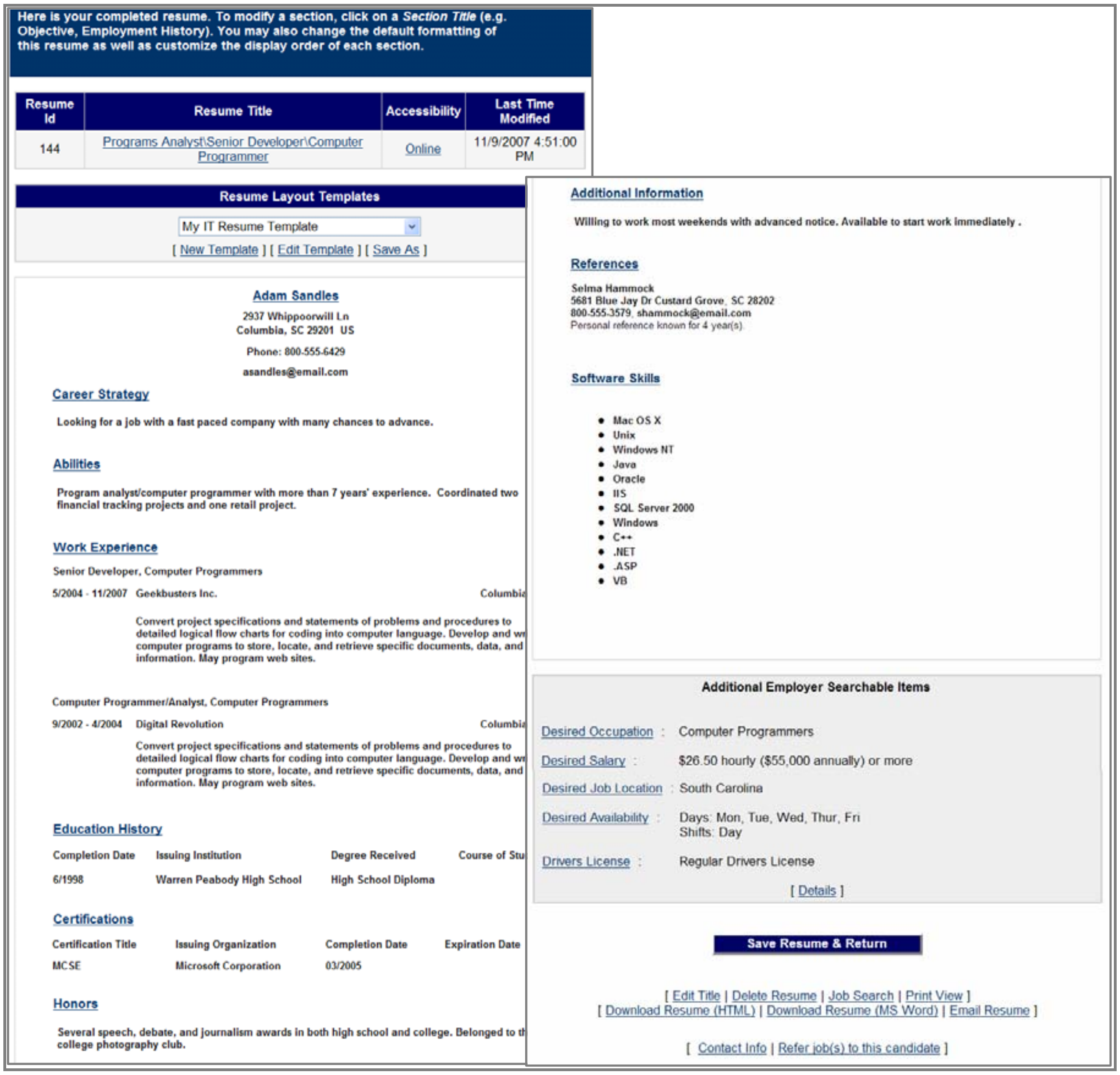
- Education and Training Qualifications
- Occupational License(s) – Certificates
- Employment History
- Honors and Activities
- Additional Information
- Job Skills
- Summary of Abilities
- Driver's License Information
- Availability
- Desired Occupation
- Desired Salary
- Desired Location
- Objective
- Contact Information
- References
- Resume Free Text field (if applicable)

If you already completed the Background Wizard, the system will display the information for it's related Resume Builder section (for example, Education History). You may choose to maintain the information or exclude it from the completed resume (see sample checkbox below).

Controls the display of section data in the completed resume.

Degree	Issuing Institution	Completion Date	Action	Add to Resume
High School Diploma	Warren Peabody High School	06/1998	Edit | Delete	☑

Upon successfully completing the Resume Builder, the system will display the completed resume as the final step. The following figure displays a sample resume created from the Chronological system template:



Sample Chronological Resume

Staff may perform the following from this screen:

- **Edit Title** – Click the resume title link (top) or the Edit Title link (bottom) to change the title. Click **Save** to secure your edits.
- **Modify Accessibility** – Click the accessibility link (Online vs. Not online) to change this resume parameter.
- **Change resume layout** – Click the Edit Template link. Staff can change which resume sections appear, their titles, and their order of appearance. For details, see the "Option 2 – Modify System Template Using Save As" topic previously presented.
- **Change resume sections** – Click a section title to access the data directly.
- **Modify additional employer searchable items** (grey area) – Click a desired item title (or the Details link to access all items) to modify its value.

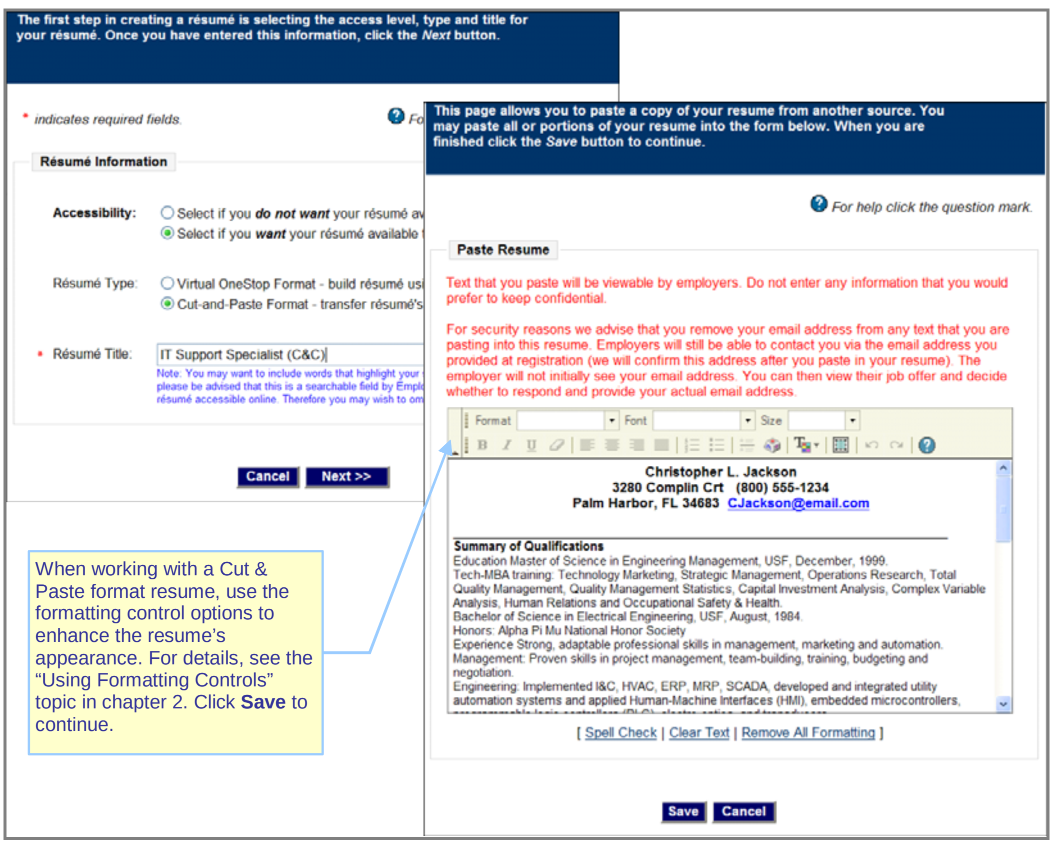
- **Use the VOS Resume Toolbar** – You can perform the following tasks by clicking one of these links:
  - **Edit Title** – Modifies the resume's title, same as above.
  - **Delete Resume** – Deletes the resume but NOT the background information.
  - **Job Search** – Performs a job search based on desired occupation, salary, and location.
  - **Print View** – Provides print preview and print capability for the resume.
  - **Download Resume (HTML)** – Downloads the resume in HTML format to a diskette or another drive on the computer (not available on all systems).
  - **Download Resume (MS Word)** – Converts the current resume to MS Word format and downloads a copy of the document to a file location of your choice.
  - **E-mail Resume** – Copies the resume and sends it by e-mail (not available on all systems).
  - **Contact Info** – View the individual's contact information with the ability to send them a system message.
  - **Refer job(s) to this candidate** – Allows selection of a job order, and referral of the individual to that order.

Building Resume Details – Cut & Paste Format

Once you have selected your resume parameters and clicked **Next**, paste the resume data into the window provided (as shown in the sample figure below).

***Note**: If this text was previously formatted, you will likely lose those settings.*

Use the formatting control toolbar to re-establish any previous format settings and/or create new ones. (For details of using these formatting options, refer to "Using Formatting Controls" topic on page 45.) When complete, click **Save** to secure your edits.



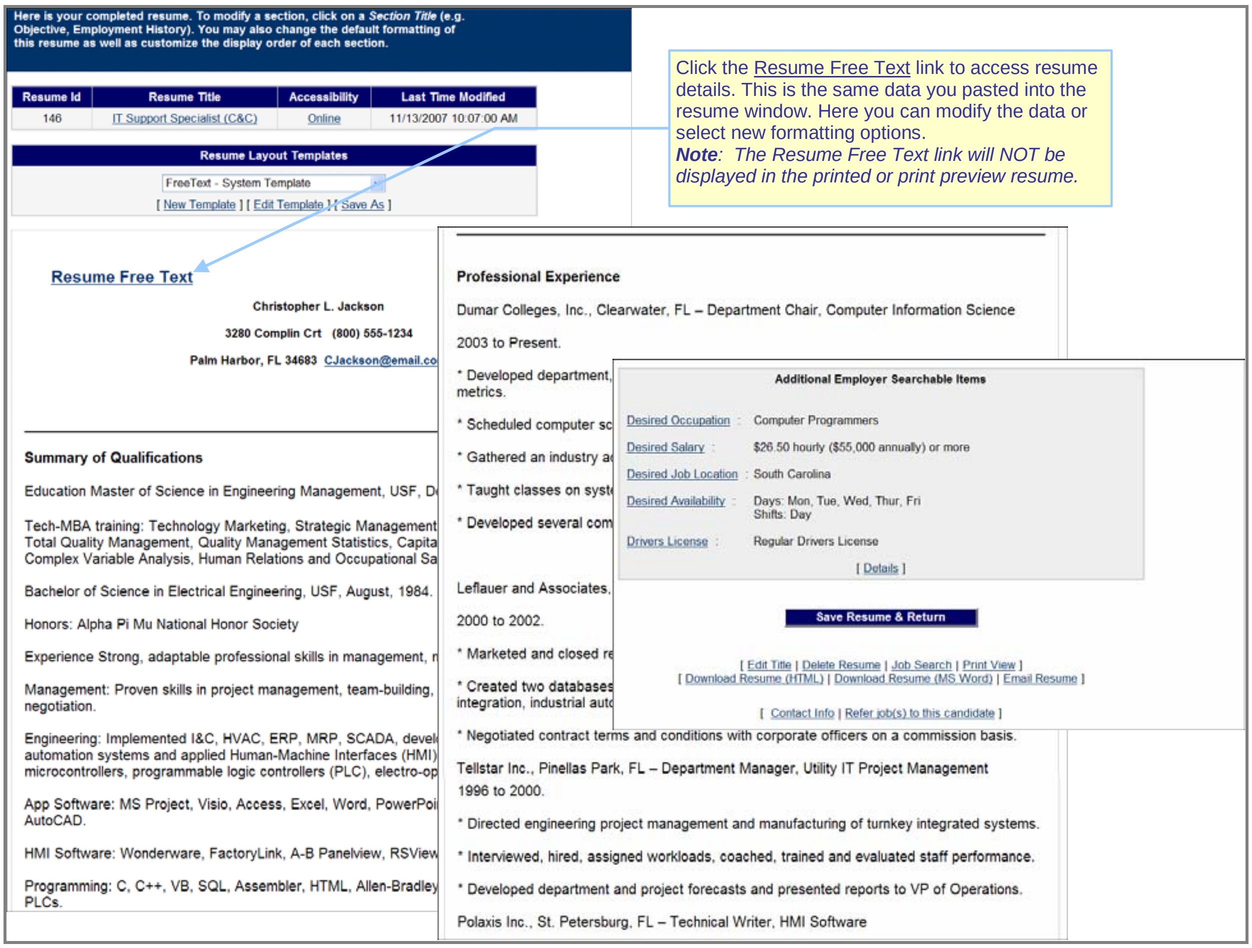
Sample Cut & Paste Resume Setup

The system will continue to prompt users for additional information, including the following:

- List of Job Skills
- Desired Availability
- Driver's License Information
- Desired Occupation
- Desired Salary
- Desired Location
- Contact Information

If you already completed the Background Wizard (or previously created a resume), the system will pre-populate the default value previously selected (for example, Desired Salary).

Upon successfully completing the Resume Builder, the system will display the completed resume as the final step. The following figure displays a sample Cut & Paste resume created from the "Free Text Entry" system template:



Sample Cut & Paste Resume

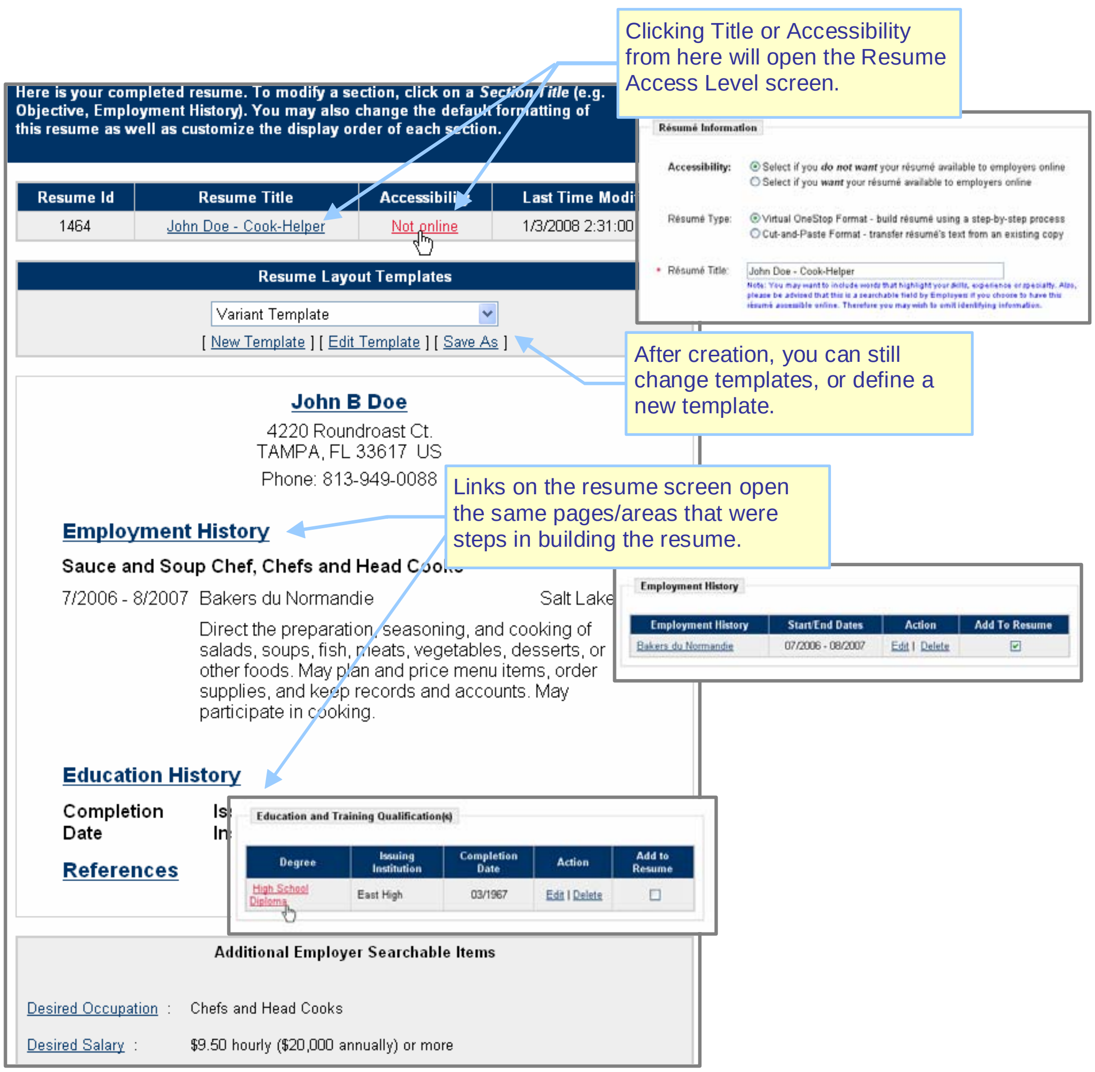
When you have completed resume changes, click **Save Resume & Return**.

Editing an Existing Resume

In first creating a resume, the system's Resume Builder walks you step-by-step through all of the areas to choose or fill out in creating the resume.   Once the resume is completed, you can select the resume by clicking on the title (displayed on the resume tab). It displays the completed resume just as it does at the completion of building the resume.   In editing the resume, just as in creating it:

- You can access an Accessibility area to change the title and mark the resume online or offline.
- You can use the Resume Layout Templates tool to change the template used, modify a template, or create a new template.
- You can click on all of the resume headings to access, change, and/or add to the information that was created for the resume

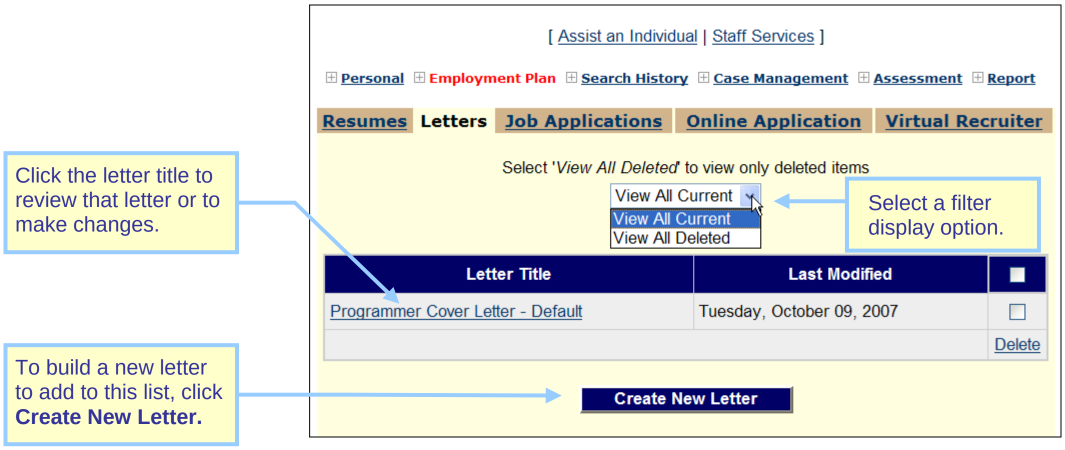
Note: *The only change in screens that open from clicking on these heading is that the a step number will no longer display with each section, and saving the information will return you to the Completed Resume screen rather than moving to the next section/step.*



Completed Resume Screen

Letters Tab

Click the Letters tab to review a list of employer letters created and saved to the folder. The following figure displays a sample Letters tab:



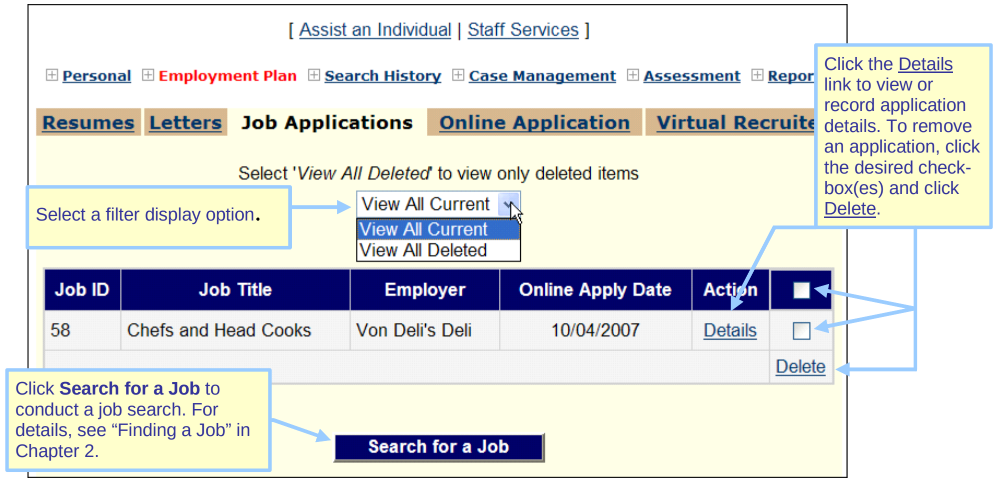
Letters Tab

From this tab, you can perform the following tasks:

- To review a letter or make changes, click the letter title. The Letter Builder's layout screen appears. You may review Sample Letters, Download a Letter, E-mail a Letter, or see a Print Preview of the letter on the Letter Builder's layout screen by clicking the appropriate link.
- To return to the Letters tab, click the browser's **Back** button. This will take you to the My Folders option screen. Click **Employment Plan Profile** and return to the Letters tab.
- To compose a new letter, click **Create New Letter**. Select the letter type from the drop-down list. Please follow the appropriate steps, referring to help, if needed. Each individual can create and store multiple letters. For more information about the Letter Builder, consult the *Virtual OneStop/Virtual LMI Individual User Guide*.
- To remove a letter from the list, click the Delete link for that letter in the *Action* column.

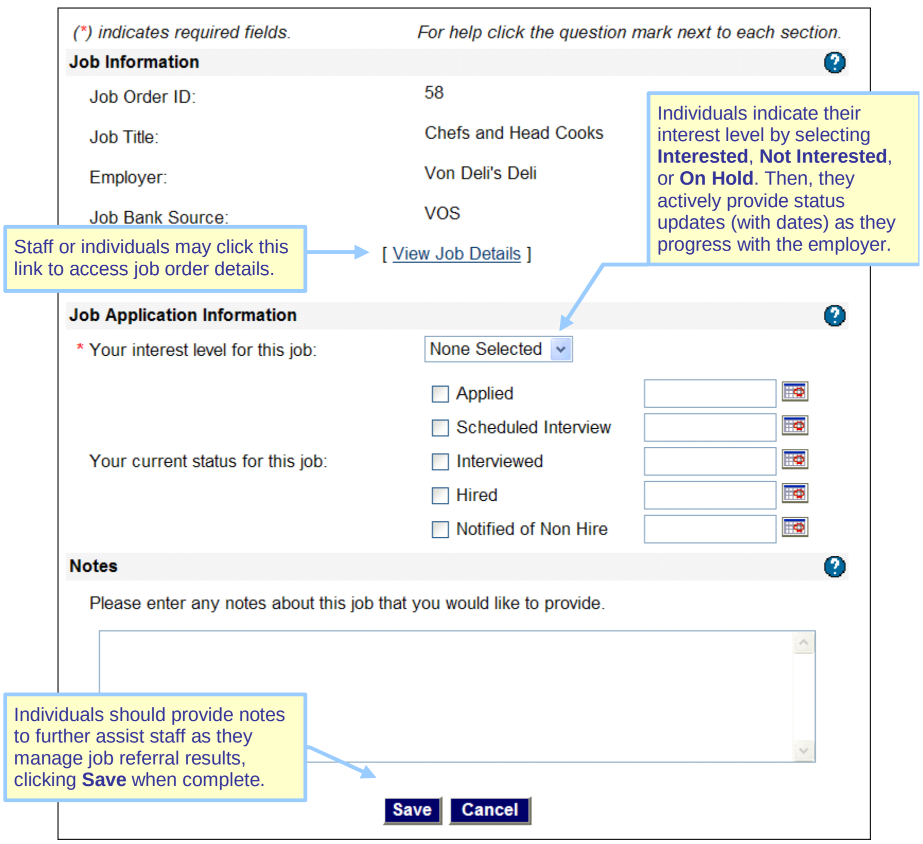
Job Applications Tab

When you click the Job Applications tab, a table appears that contains any job that the individual has applied for, and assists staff members with information for job referral management purposes. The following figure displays a sample Job Applications tab:



Job Application Tab

The table displays basic information about the job, such as job title, employer, and the date the individual applied. Click the Details link to view more information about the application, as shown in the sample figure that follows.

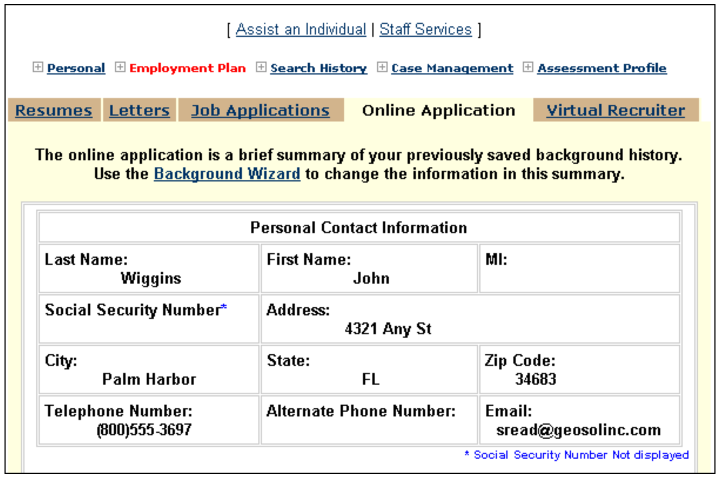


Application Details Page

When you have finished entering the details about the Job Application, click the **Save** button to accept changes and return to the Job Applications Tab.

Online Application Tab

The online application makes it easier for staff to review an individual's background information. Printing and carrying the form also helps job seekers maintain pertinent dates and other historical data to properly complete applications for employment. When users click the **Online Application** tab, the system displays a screen similar to the following sample figure:



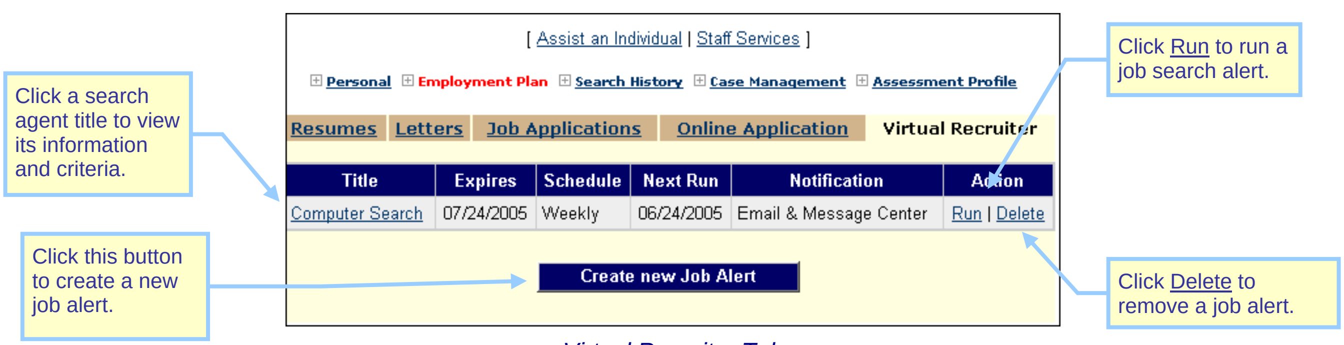
Online Application (Partial Screen View)

The Online Application contains information from the individual's background. If the individual has not entered information in the background section, click the Background Wizard link to complete the application data. Follow the instructions on the screen to enter required information and save the application.

To print an application, click either the **Print a "Blank" Application** button or the **Print Application** button. The application preview appears. Click the button to **Print the Application** or **Return** to the previous screen.

Virtual Recruiter Tab

Click the **Virtual Recruiter** tab to view an individual's job searches. The figure below displays a sample Virtual Recruiter tab.



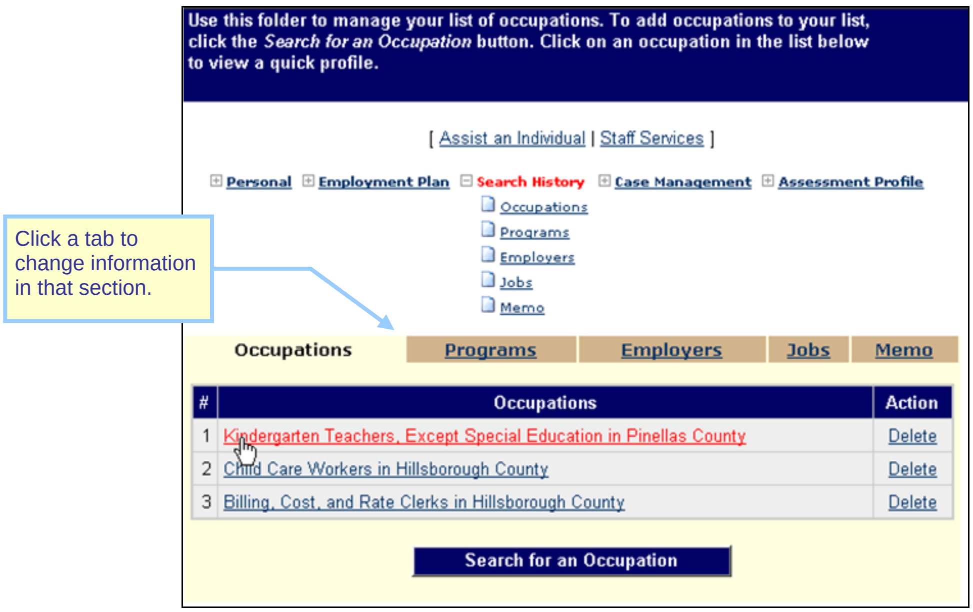
Virtual Recruiter Tab

From this tab, you can perform the following tasks:

- To modify a job search alert's information or criteria, click that job alert's title.
- To run a job alert, click its Run link.
- To remove a job alert, click its Delete link.
- To create a job alert, click the **Create new Job Alert** button.

Managing a Search History Profile

The Search History profile contains information about the searches an individual has performed in the system. Each tab option represents a series of "bookmarked" information the individual generated when they previously employed that service option. The following figure displays a sample of the Search History profile:



Search History Profile

Click the appropriate tab to update, review, or add information. This profile contains the following tabs:

Occupations — Lists occupational profiles the individual previously created, and allows users to generate new ones.

Programs — Lists education/training programs the individual previously researched, and allows users to generate new ones.

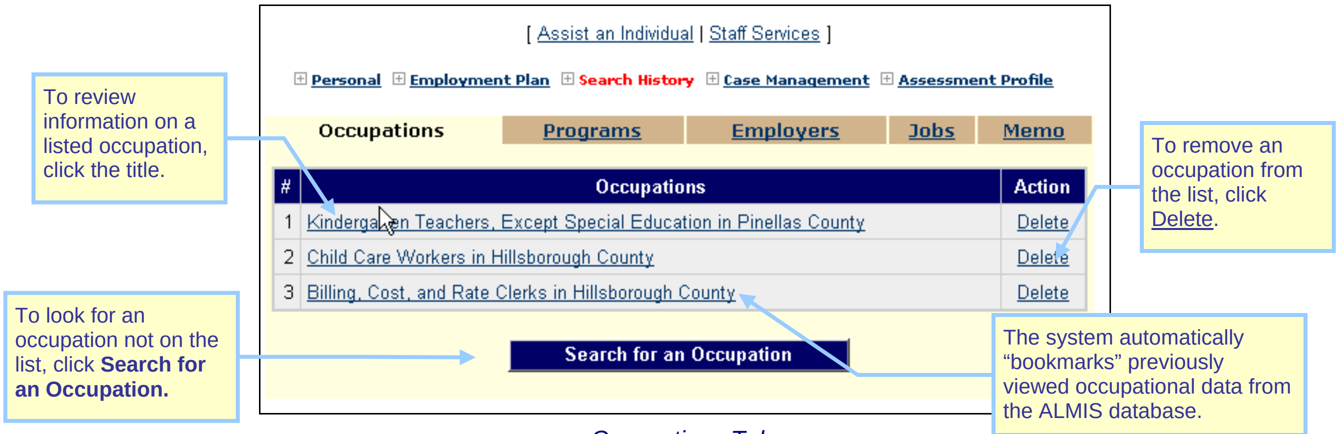
Employers — Lists the employers the individual previously researched from InfoUSA®. User may customize employer contact information for their records only, and also conduct new employer searches.

Jobs — Lists the jobs that the individual user has previously viewed and lets you conduct new job searches.

Note: The *Memo* tab has been removed from the Indiana example of the user guide. Indiana has not opted for a *Memo* tab as part of the *Search History* profile.

Occupations Tab

The Occupations tab contains a list of occupations that the individual has previously researched. The information contained within each occupational link derives from the ALMIS database. Click the **Occupations** tab to see a screen similar to the one shown. Any occupations viewed during the user's research will be listed.



Occupations Tab

From this tab, you can perform the following tasks:

- To review details of a listed occupation, click its title (an information screen displays as shown in the following example).
- To look for an occupation not on the list or to add an occupation, click **Search for an Occupation**.
- To remove an occupation from the list, click Delete.

Here is a summary of the current labor market for Kindergarten Teachers, Except Special Education in Pinellas County. Click the *Display more information about this occupation* button below to view jobs and employers, education and training, labor market data, and job requirements.

Kindergarten Teachers, Except Special Education - Teach elemental natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

To view jobs available in the system specifically for Kindergarten Teachers, Except Special Education in Pinellas County click here. To view more jobs available in the system for the related occupational group of Education, Training, and Library Occupations in Pinellas County click here.

The mean annual wage or salary wage for Kindergarten Teachers, Except Special Education in 2003 was $42,083. In Florida in 2003 as a whole, the mean annual wage or salary for Kindergarten Teachers, Except Special Education was $42,083.

The number of Kindergarten Teachers, Except Special Education employed in Pinellas County in 2004 was 692. It is projected that in 2012 there will be 894. This represents an annual average growth rate of 3.4 percent, faster than 2.1 percent growth rate for all occupations in Pinellas County.

Growth plus replacement needs for Kindergarten Teachers, Except Special Education in Pinellas County are estimated to average about 33 openings per year. Of these estimated 33 openings per year, 75.8 percent of these openings are due to growth (new positions) and 24.2 percent of these openings are due to replacements. This compares with all occupations in Pinellas County where 49.5 percent of annual openings are due to growth and 50.5 percent of annual openings are due to replacements. These figures do not take into account how many workers will be competing for these openings.

The industry with the highest employment for Kindergarten Teachers, Except Special Education in Pinellas County for 2004 was Industry Group (4 digit) Child Day Care Services with 3.9 percent of the total employment. The next largest industry for this occupation was Undefined Self-Employed Workers, Primary Job with 2.2 percent of the total employment. The third largest was Industry Group (4 digit) Offices of Other Health Practitioners with 0.2 percent of the total employment.

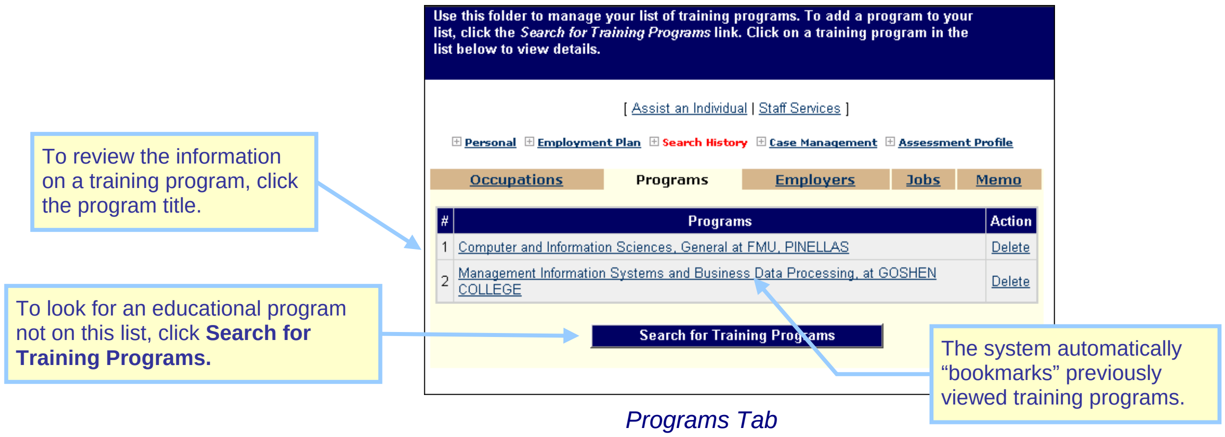
[Display in a numerical format | Print View]

Display more information about this occupation

Information on Occupation 1 -- Kindergarten Teachers

Programs Tab

The Programs tab contains a list of training programs that the individual had previously searched for and viewed. The system automatically creates program title links in the Programs tab, so users may return to the data at any time. The following figure displays a sample Programs tab:



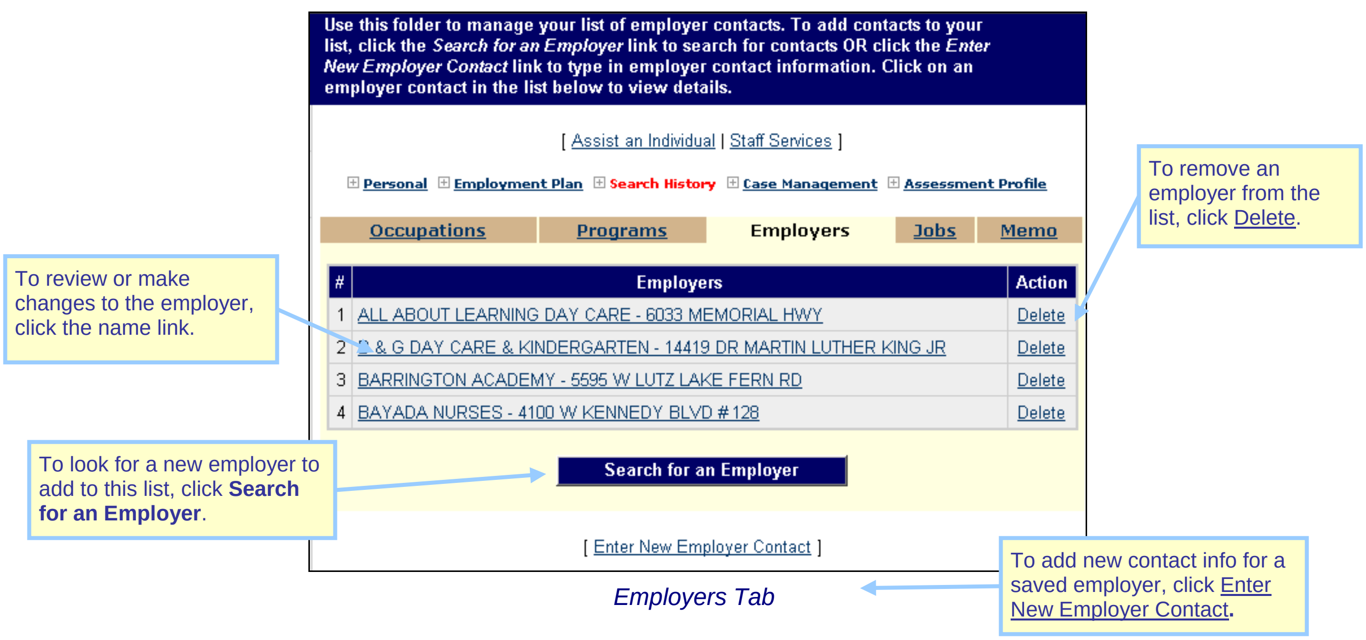
Programs Tab

From the Programs tab, you can perform the following tasks:

- Click the program title to review information about the school and educational program.
- Click **Search for Training Programs,** to find a training program that is not on this list. For more information about researching programs, refer to the *Virtual OneStop /Virtual LMI Individual User Guide*.
- Click the Delete link to remove a program from your list.

Employers Tab

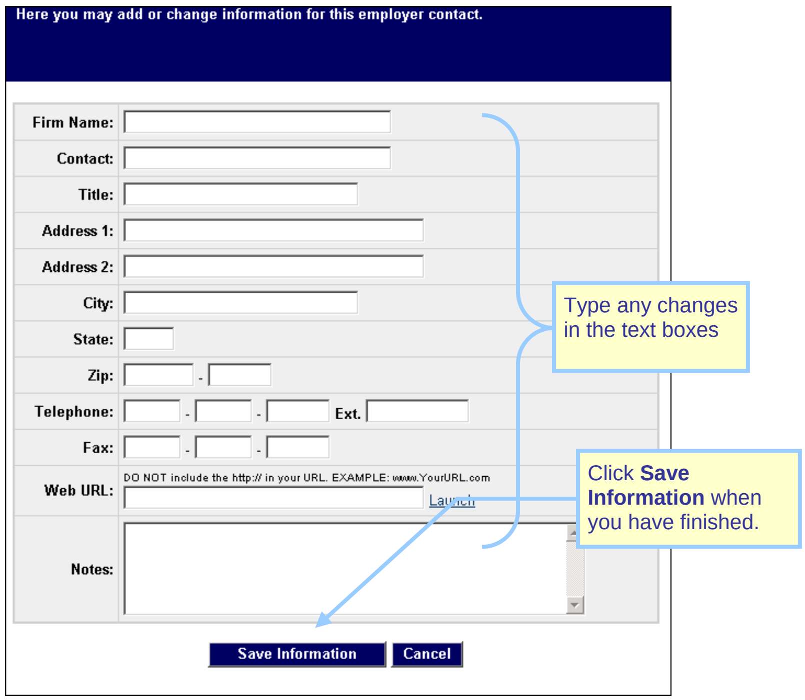
When individuals review an employer's company and contact information using Virtual OneStop, the system automatically bookmarks these entries and displays employer title links in the Employers tab so users may access that data in the future. The following figure displays a sample Employers tab:



Employers Tab

From the Employers tab, you can perform the following tasks:

- Click the Employer title to review information about the employer.
- Click the **Search for an Employer** button to search for additional employers and add them to the displayed list.
- Click the Delete link for an employer in the *Action* column to remove that employer from the list.
- Click Enter New Employer Contact to add an employer contact profile to an existing employer company link (see the following sample screen). This does not change the default employer database from which this information derives.



New Employer Contact Screen

- To review or make changes to the contact information for an employer on the list, click the employer name. The Employer Information screen appears, allowing users to modify the information for their purposes. Click **Save Information** to secure your edits.

Note: *Updates made to the employer contact screen do NOT update the InfoUSA® database from which the default information derives.*

Jobs Tab

The Jobs tab contains a list of jobs that the individual has previously viewed. If the individual clicks **Display more information about this job** while viewing job order details to potentially apply for the job, the system displays *Yes* in the Viewed Details column. When you click the **Jobs** tab to access job order details, the system displays a screen similar to the following sample figure:

Jobs Tab

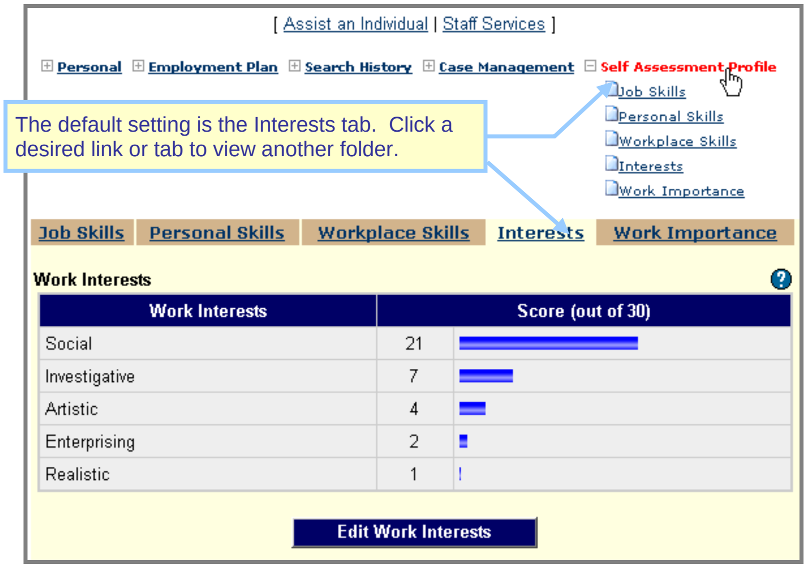
From the Jobs tab, you can perform the following tasks:

- To review the details of the job order, click the job title link. (A job information screen displays that contains a summary of the job order.)
- To remove the job from the list, click the Delete link for that job in the *Action* column.
- To conduct a new job search to add to this list, click **Search for a Job**.

Managing a Self-Assessment Profile

The Self-Assessment profile (as shown in the following example) displays details on the job skills, personal skills, work interests and work importance the individual has identified and saved through assessments they have completed. If your system is licensed to provide WorkKeys® assessment data, you will also see the Workplace Skills tab.

Note: *The Self-Assessment profile option may not be available in your system.*



Sample Self-Assessment Profile Screen

This profile contains the following tabs:

Job Skills — Lists job skills that the individual has selected, or that are associated through occupations that are part of his/her resume and/or background. The tab lets you edit/modify the list of skills.

If Self-Assessment tabs are empty, particularly the Job Skills tab, you may want to walk the individual through the Background Wizard to gather initial job skills, rather than identifying skills one at a time.

Personal Skills — Lists personal skills that the individual has selected, or that are associated to their skills analysis. If no personal skills have been selected yet, no table appears.

Workplace Skills — Displays a table that shows a rating of WorkKeys skills with numeric values.

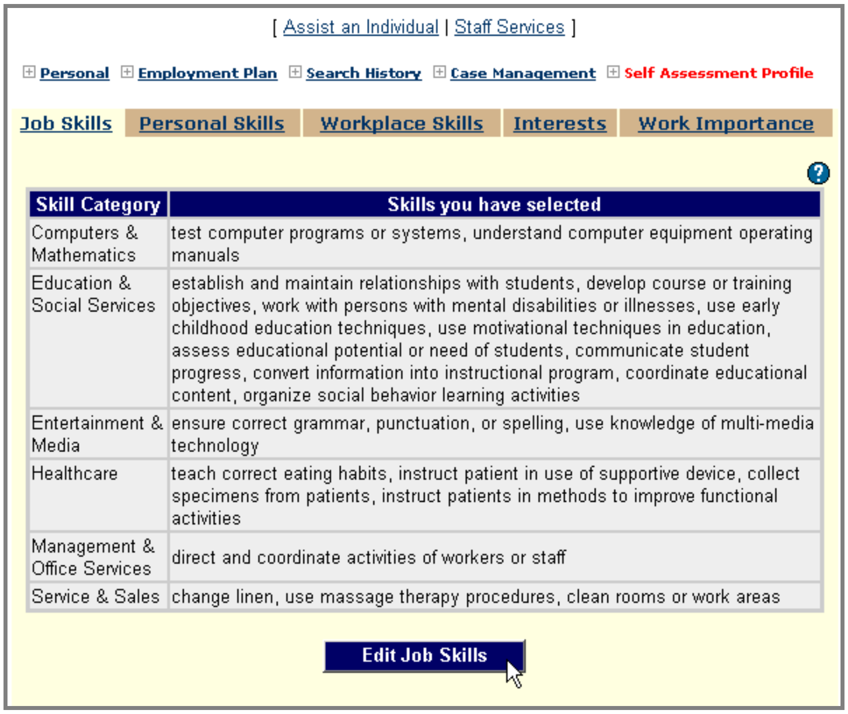
Note: The Indiana module does not contain an *Interests* tab or a *Work Importance* tab. Examples of these appear in the previous screenshot. An explanation of these two tabs has been removed from the customized Indiana user guide.

Job Skills Tab

Individuals may assemble their job skills list in many ways:

- Using Career Services>Career Explorer>Match Your Skills>Your Job Skills
- Completing the Background Wizard
- Completing the Resume Builder
- Using the Job Skills Tab of the Self-Assessment Profile

The Job Skills tab—a sample of which follows—displays a listing of the individual's selected job skills for review or edit purposes. The following figure displays a sample Job Skills tab:



Skill Category	Skills you have selected
Computers & Mathematics	test computer programs or systems, understand computer equipment operating manuals
Education & Social Services	establish and maintain relationships with students, develop course or training objectives, work with persons with mental disabilities or illnesses, use early childhood education techniques, use motivational techniques in education, assess educational potential or need of students, communicate student progress, convert information into instructional program, coordinate educational content, organize social behavior learning activities
Entertainment & Media	ensure correct grammar, punctuation, or spelling, use knowledge of multi-media technology
Healthcare	teach correct eating habits, instruct patient in use of supportive device, collect specimens from patients, instruct patients in methods to improve functional activities
Management & Office Services	direct and coordinate activities of workers or staff
Service & Sales	change linen, use massage therapy procedures, clean rooms or work areas

Sample Job Skills Tab

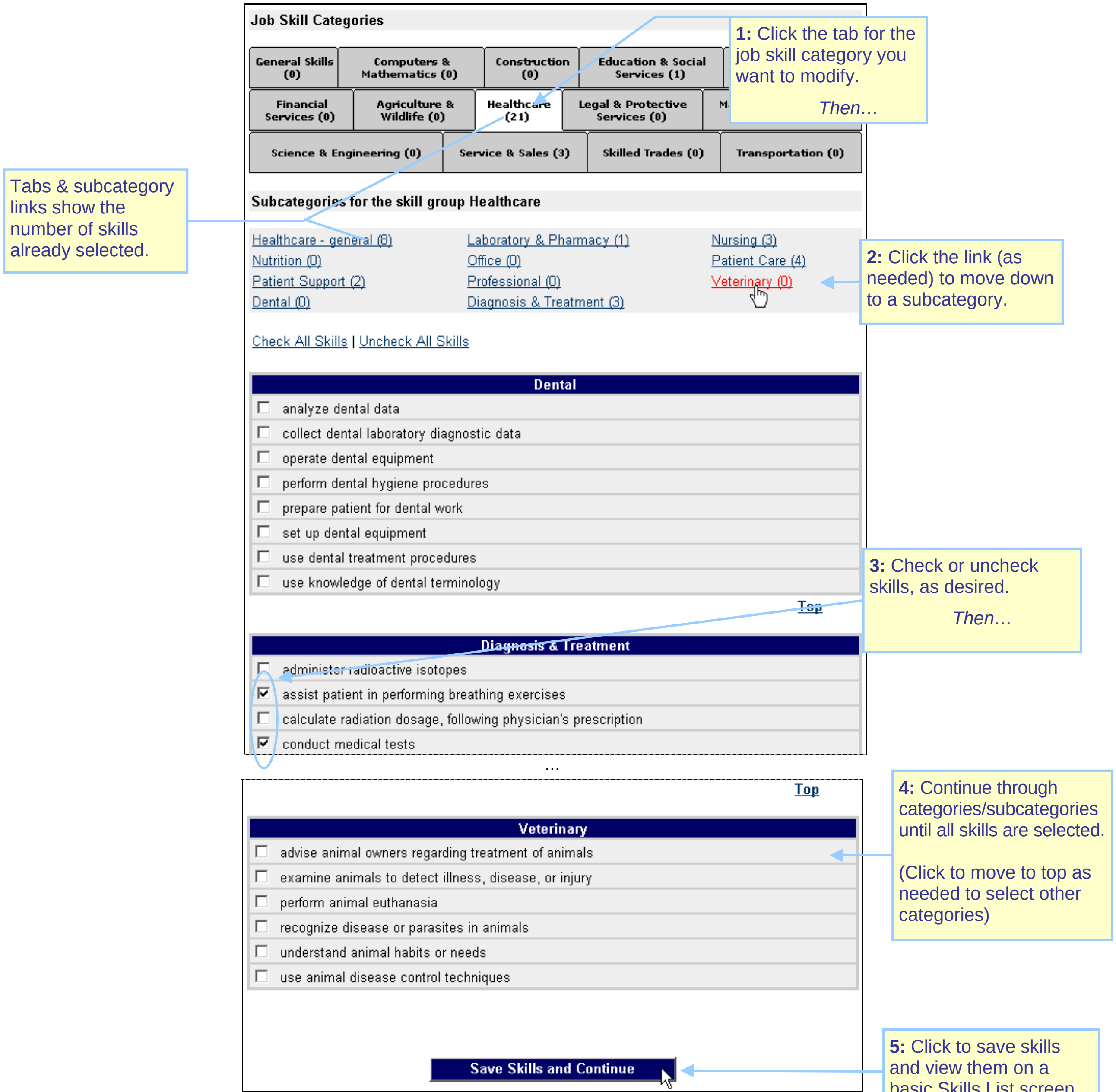
If no job skills exist, the quickest way to identify general skills is to walk the individual through the Background Wizard.

From this tab, you can:

- Click **Edit Job Skills** to modify the job skills list. The job skills screen displays, as described in the following topic, "Editing Skills." Check each skill that applies from the various job categories. The new selections and changes to skills will replace your previous skill set.
- Click another tab (such as Personal Skills or Workplace Skills) to assist the individual in assessing skills or interests beyond standard skills defined for their previous employment.

Editing Job Skills

The process to modify skills utilizes several steps, depending on the scope of an individual's skill set in a number of job categories and subcategories. The skills screen is similar to the following figure:



Skill Categories Screen (for Editing Job Skills)

From this screen, you can:

Select job category tabs – Click the subcategory links to view and check or uncheck boxes to add or remove the appropriate skills.

Check all skills, or uncheck all skills – Click Check all Skills to select all skills or Uncheck all Skills to deselect all skills for the category. This selects or deselects skills for the entire category.

Save Skills and Continue – Click a button to save selected skills in all categories and display them on a Skills List screen. You can modify this list before clicking **Continue**. When all changes are made and you click **Continue** on the Skills List screen, changes are saved and you are returned to the original screen (i.e.., the Job Skills tab).

Skills Listed

After you click **Save Skills and Continue**, a screen appears (as shown below) that displays a list of the skills that you checked.

Skills	
1. assess educational potential or need of students	☑
2. change linen	☑
3. clean rooms or work areas	☑
4. collect specimens from patients	☑
5. communicate student progress	☑
6. convert information into instructional program	☑
7. coordinate educational content	☑
8. develop course or training objectives	☑
9. direct and coordinate activities of workers or staff	☑
10. ensure correct grammar, punctuation, or spelling	☑
11. establish and maintain relationships with students	☑
12. instruct patient in use of supportive device	☑
13. instruct patients in methods to improve functional activities	☑
14. organize social behavior learning activities	☑
15. teach correct eating habits	☑
16. test computer programs or systems	☑
17. understand computer equipment operating manuals	☑
18. use counseling techniques	☑
19. use early childhood education techniques	☑
20. use knowledge of multi-media technology	☑
21. use massage therapy procedures	☑
22. use motivational techniques in education	☑
23. work with persons with mental disabilities or illnesses	☐

Continue

Modify Skills

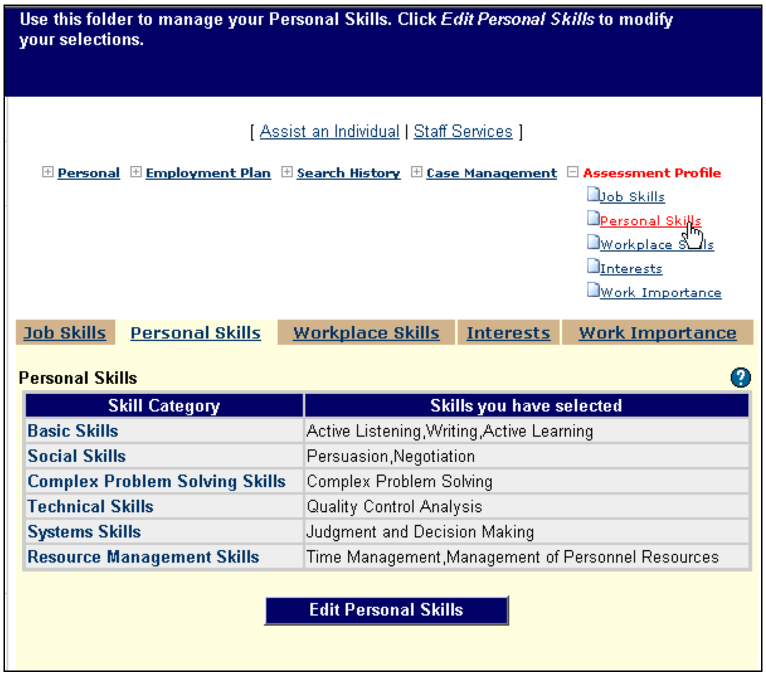
Sample Selected Skills List Screen

- Click **Continue** to accept the selected skills and return to the Job Skills tab.
- To change the selected skills, uncheck boxes next to a skill by clicking on the box OR click the Modify Skills link and use the skills process to select new skills. This will return to the Editing Job Skills screen without saving the recent changes reflected on this screen.

Personal Skills Tab

When you click the **Personal Skills** tab, a table appears that contains a list of personal skills selected in the system. (If the individual has not selected personal skills, no table appears.) This function lets you review or edit these skills.

The following figure is a sample of the Personal Skills tab:



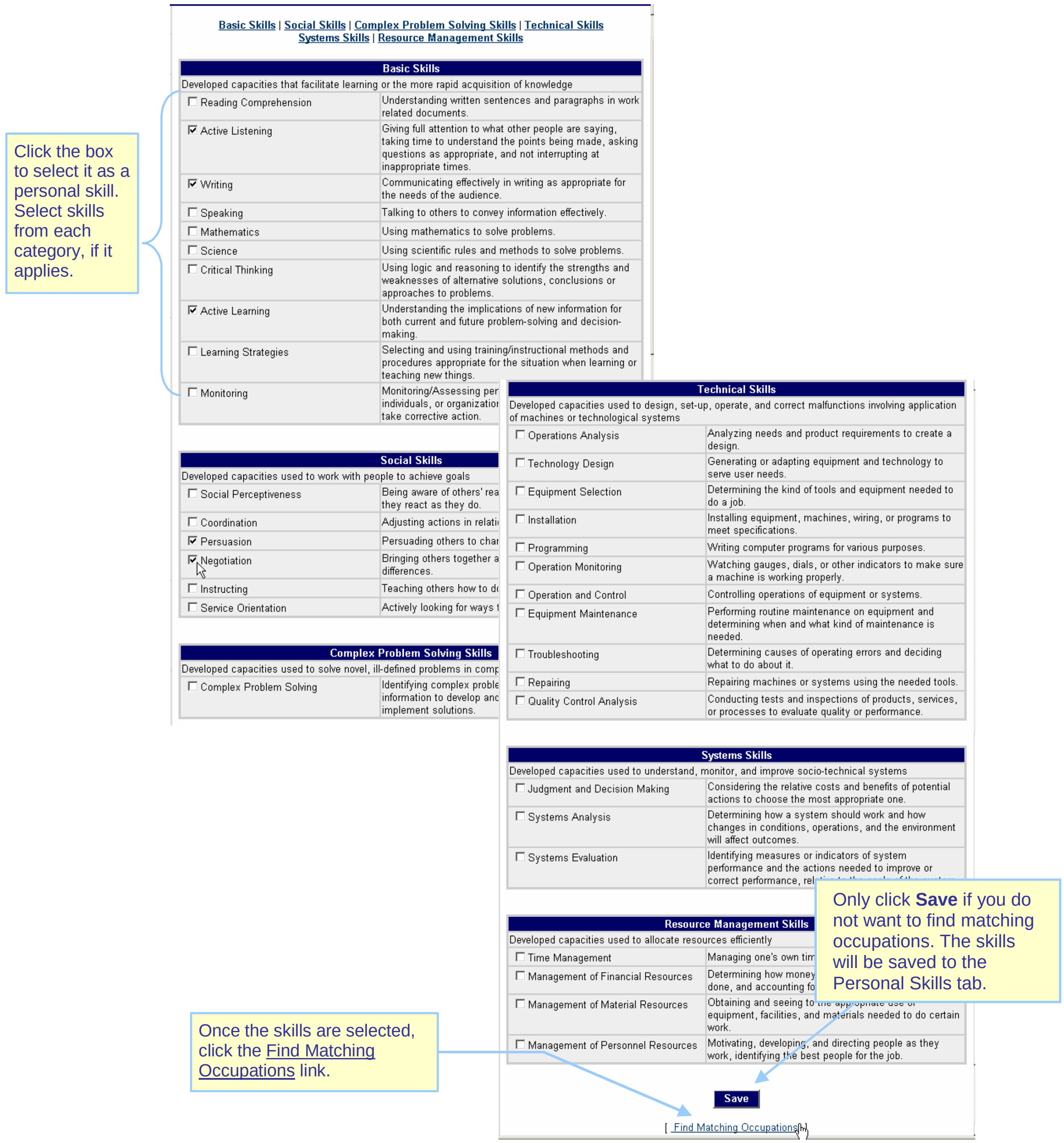
Personal Skills Tab

From this tab, you can perform the following tasks:

- Click **Edit Personal Skills** to modify the personal skills you have selected. The personal skills screen displays. Check each personal skill that applies. The newly selected personal skills will replace the previous personal skills.
- Click another tab (Personal Skills or Workplace Skills) to change the service function in which you are working.
- To select Personal Skills for the individual, use the process described in the next section.

Matching Personal Skills

When you start the personal skills analysis process, a screen appears—similar to the following figure—that lets you review and select the individual's personal skills.



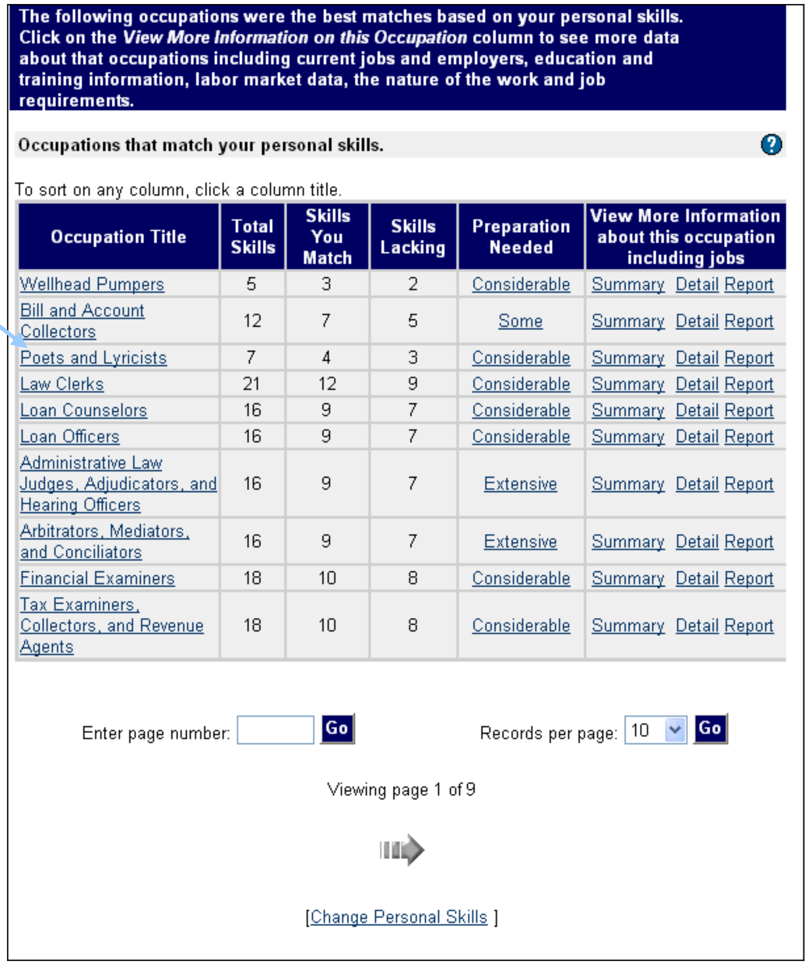
Personal Skills Selection Screen

From this screen, you can perform the following tasks:

- Click the check boxes in each category that applies to the individual's skills.
- Click **Save** to secure your edits and return to the Personal Skills tab.
- Click the Find Matching Occupations link after the check boxes are selected.

The matching occupations screen that displays is similar to the following figure:

Click the Occupation Title link to see how the skills match those required for the selected occupation.


The following occupations were the best matches based on your personal skills. Click on the *View More Information on this Occupation* column to see more data about that occupations including current jobs and employers, education and training information, labor market data, the nature of the work and job requirements.

Occupations that match your personal skills.

To sort on any column, click a column title.

Occupation Title	Total Skills	Skills You Match	Skills Lacking	Preparation Needed	View More Information about this occupation including jobs
Wellhead Pumpers	5	3	2	Considerable	Summary Detail Report
Bill and Account Collectors	12	7	5	Some	Summary Detail Report
Poets and Lyricists	7	4	3	Considerable	Summary Detail Report
Law Clerks	21	12	9	Considerable	Summary Detail Report
Loan Counselors	16	9	7	Considerable	Summary Detail Report
Loan Officers	16	9	7	Considerable	Summary Detail Report
Administrative Law Judges, Adjudicators, and Hearing Officers	16	9	7	Extensive	Summary Detail Report
Arbitrators, Mediators, and Conciliators	16	9	7	Extensive	Summary Detail Report
Financial Examiners	18	10	8	Considerable	Summary Detail Report
Tax Examiners, Collectors, and Revenue Agents	18	10	8	Considerable	Summary Detail Report

Enter page number: Go Records per page: 10 Go

Viewing page 1 of 9

[Change Personal Skills]

The Summary, Detail, and Report links provide detailed labor market information from the ALMIS (America's Labor Market Information System) database, which is part of the Virtual OneStop database structure.

Personal Skills Occupation Match Screen

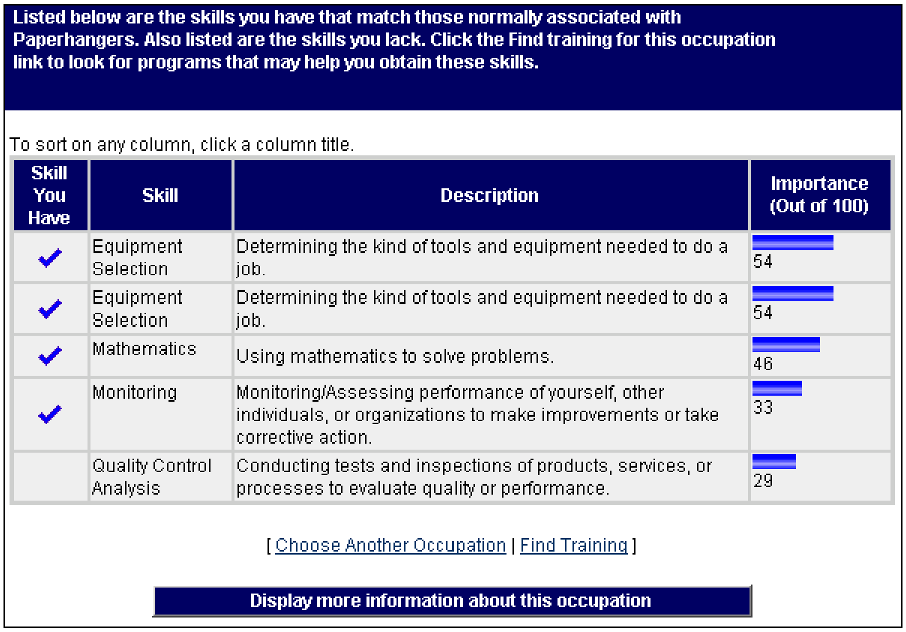
From this screen, you can perform the following functions:

- Click the job title in the *Occupation Title* column to review how the skills match required skills.
- Click the link in the *Preparation Needed* column to review O*NET information related to experience and skills needed for the job. *(**Note**: The recorded skills do NOT influence the value for preparation needed; this is a "stand alone" summary.)*
- Click the Summary link to view an occupational summary for the selected occupational title (available in narrative or numeric formats). For details, refer to the VOS/VLMI Individual Services User Guide.
- Click the Detail link to view detailed occupational information for the selected occupational title. For details, refer to the VOS/VLMI Individual Services User Guide.
- Click the Report link to create an "on the fly" report for the selected occupational title. For details, refer to the VOS/VLMI Individual Services User Guide.

Click the Change Personal Skills link to modify the skills selection.

Note: *If more than one screen exists, enter a page number, or records per page, and click **Go,** or use the arrow button to navigate to other screens.*

By clicking the title in the *Occupation Title* column, a screen appears that is similar to the following figure:



Listed below are the skills you have that match those normally associated with Paperhangers. Also listed are the skills you lack. Click the Find training for this occupation link to look for programs that may help you obtain these skills.

To sort on any column, click a column title.

Skill You Have	Skill	Description	Importance (Out of 100)
✔	Equipment Selection	Determining the kind of tools and equipment needed to do a job.	54
✔	Equipment Selection	Determining the kind of tools and equipment needed to do a job.	54
✔	Mathematics	Using mathematics to solve problems.	46
✔	Monitoring	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.	33
	Quality Control Analysis	Conducting tests and inspections of products, services, or processes to evaluate quality or performance.	29

[Choose Another Occupation | Find Training]

Display more information about this occupation

Personal Skills Match Screen

From this screen, you can access the following:

- Determine the individual's suitability for the selected occupation.
- Click the Choose Another Occupation link to return to the match results.
- Click the Find Training link to explore training programs for the selected occupation. For details of training and education program searches, refer to the VOS/VLMI Individual Services User Guide.
- Click the **Display more information about this occupation** button to view detailed labor market information for the selected occupation. For details, refer to the VOS/VLMI Individual Services User Guide.

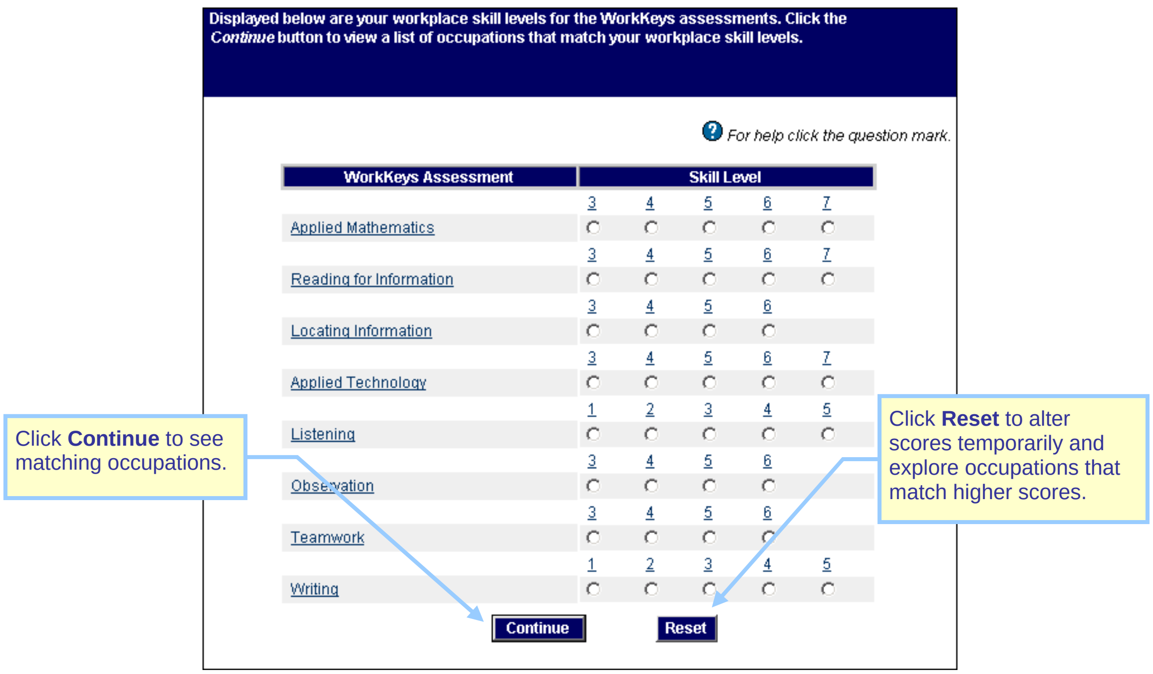
Workplace Skills Tab

The Workplace Skills tab appears in systems that are licensed for WorkKeys® assessments. When you click the Workplace Skills tab, a table appears that contains workplace skills that a staff member entered into the system for the individual. (If you have not entered workplace skills, no table appears.) This function lets you review or edit the entered skills.

Note: *Your system may or may not include this tab/function. WorkKeys is a unique job skills assessment system measuring real-world skills. The commercially available assessments give students and workers reliable, relevant information about their workplace skill levels. If your system does include this tab, the scores from these assessment tests can be recorded in Virtual OneStop to help individuals make better career and educational decisions.*

Workplace Skills Tab

- Click the **Edit Work Keys** button to continue with a Work Keys assessment entry for the individual.

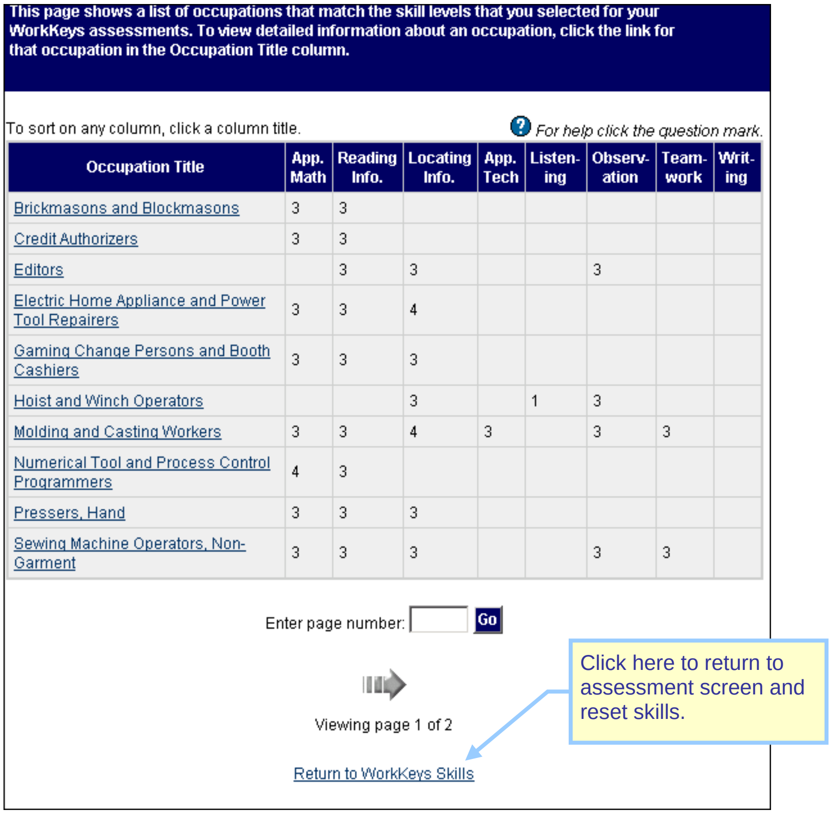


Work Keys Assessment Selection Screen

- Click the button to select the skill level score.

  Each assessment must have an answer before you can continue to the next screen.
- Click the **Continue** button to proceed with an occupation skills match.

  The occupation skills match screen is similar to the following example.



This page shows a list of occupations that match the skill levels that you selected for your WorkKeys assessments. To view detailed information about an occupation, click the link for that occupation in the Occupation Title column.

To sort on any column, click a column title. For help click the question mark.

Occupation Title	App. Math	Reading Info.	Locating Info.	App. Tech	Listen-ing	Observ-ation	Team-work	Writ-ing
Brickmasons and Blockmasons	3	3						
Credit Authorizers	3	3						
Editors		3	3			3		
Electric Home Appliance and Power Tool Repairers	3	3	4					
Gaming Change Persons and Booth Cashiers	3	3	3					
Hoist and Winch Operators			3		1	3		
Molding and Casting Workers	3	3	4	3		3	3	
Numerical Tool and Process Control Programmers	4	3						
Pressers, Hand	3	3	3					
Sewing Machine Operators, Non-Garment	3	3	3			3	3	

Enter page number: Go

Viewing page 1 of 2

Return to WorkKeys Skills

WorkKeys Skills Occupation Match Screen

- Click the link in the *Occupation Title* column to see more on the occupation.

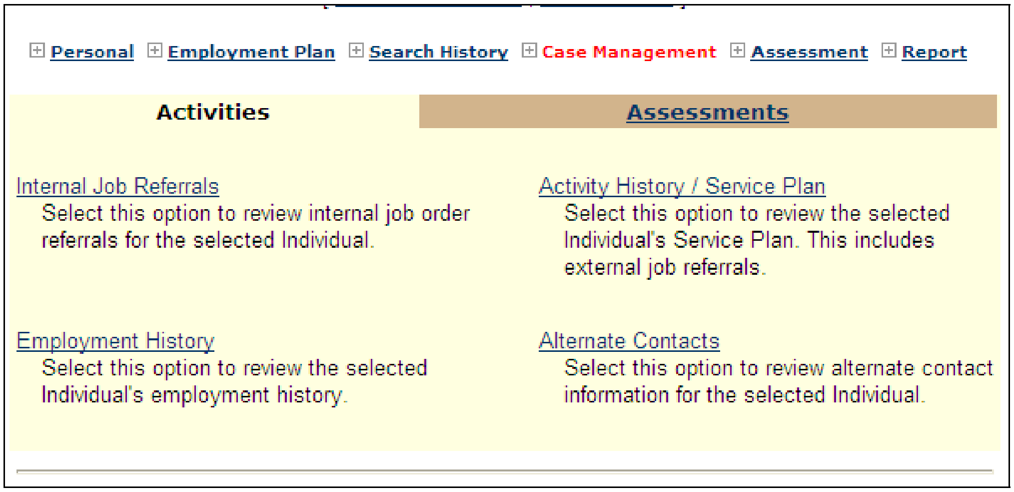
  Note: *If more than one screen exists, enter a page number, or records per page, and click* ***Go,*** *or use the arrow button to navigate to other screens.*

- Click Return to WorkKeys Skills to go back to the assessment screen and reset the skill levels. You can use the **Reset** button to explore options with improved scores (without changing saved scores). The **Reset** button does not change saved scores. It allows staff to explore occupations for the individual with higher scores in various categories.

Managing a Case Management Profile

The Case Management profile provides a Web-based solution for counselors, case managers, and other supervisory staff members to enter and share information on participants who receive core services through a federal program.

Note: The Indiana module does not contain a *Summary tab*, *Case Notes tab*, *Plan tab*, or *Programs tab*. These tabs are available in some case management systems. This system is not used to report outcomes from federal programming. These tabs have been removed from the user guide to avoid any confusion.



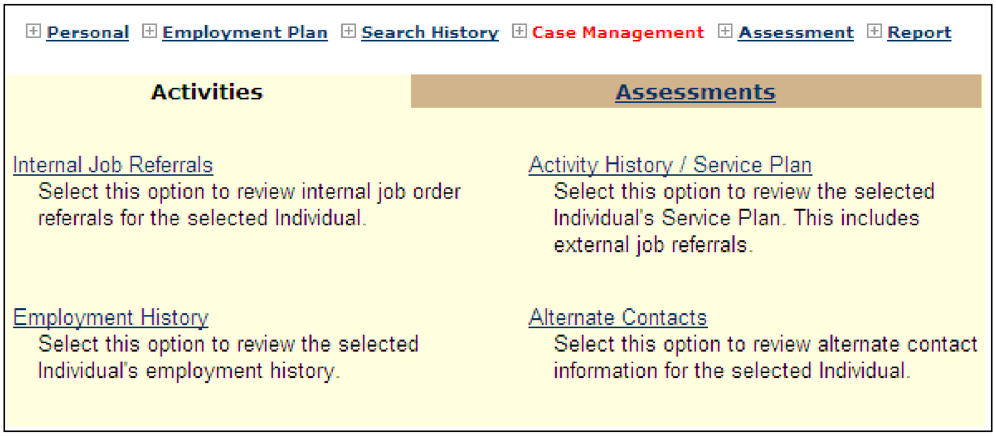
Sample Case Management Profile

Click the appropriate tab to update, review, or add information in that tab:

- **Activities Tab**—contains information on job referrals, activity history, employment history, and a place for listing alternate contacts
- **Assessments Tab**--- contains links to record assessment results for basic skills, aptitudes, WorkKeys, and other miscellaneous assessments.

Activities Tab

The Activities tab maintains a variety of information about the individual that helps staff to manage the individual's account. Your staff member privileges control access to each option, and the capacity within which each may be used. The following figure displays a sample Activities tab screen:



Activities Tab Screen

You can manage the following information for an individual using this screen:

Internal Job Referrals – Create job referrals (for an internal job) or manage job referral results for the selected individual. For more information, refer to the next section.

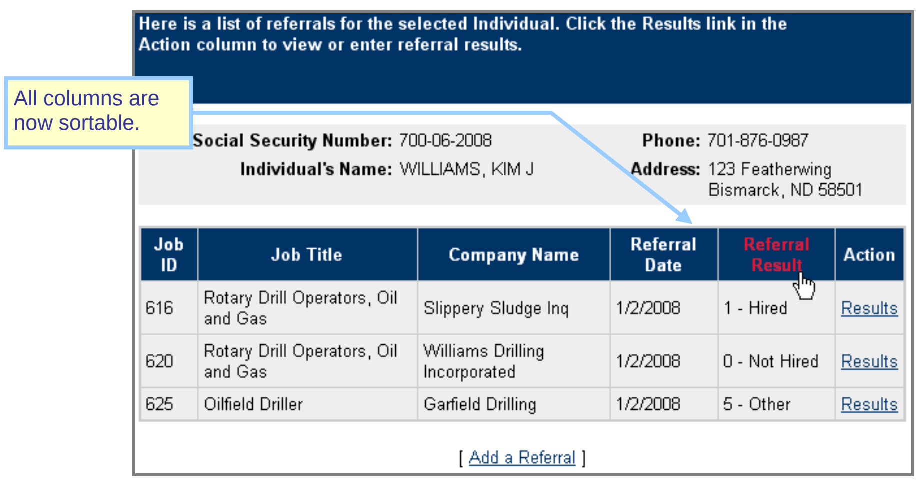
Employment History – View or edit existing work experience information, or add a new work history record for the selected individual.

Activity History/Service Plan – Access details of an individual's service or activity record.

Alternate Contacts – View alternate contact information for persons related to the selected individual.

Internal Job Referrals

Use the Internal Job Referrals option to manage job order referral information for the selected individual. When you click the Internal Job Referrals link on the Activities tab, the system displays a screen similar to the following figure:



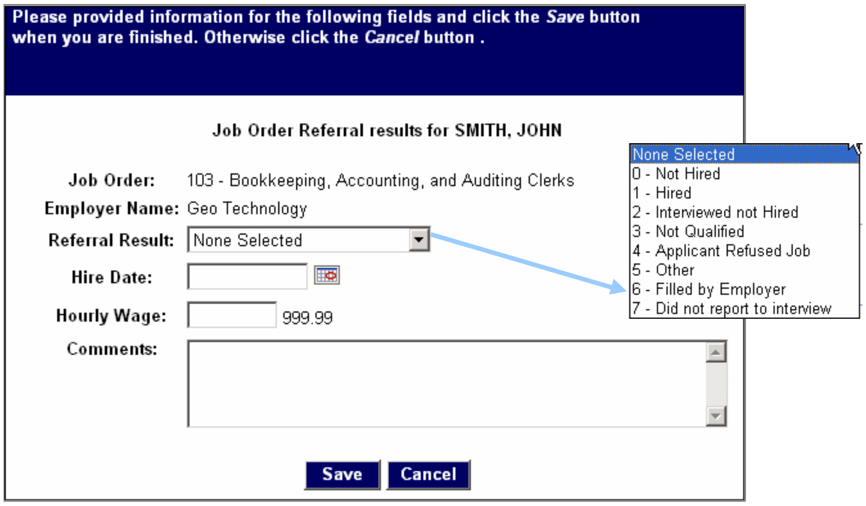
Referrals Screen

You may perform the following tasks from this screen:

- View/record referral results – click the **Results** link for a desired job order. For details, refer to the "Record Job Referral Results" topic that follows.
- Create a job referral – click the **Add a Referral** link.

Record Job Referral Results

Job referrals may be either user- or staff-generated, depending on the nature of the job order. When you click the **Results** link for a desired job referral, the system displays a screen similar to the following figure:



Referral Results Screen

Perform the following steps to record job referral results:

Select the appropriate referral result from the drop-down list. Choices include:

0 - Not Hired

1 - Hired

2 - Interviewed not Hired

3 - Not Qualified

4 - Applicant Refused Job

5 - Other

6 - Filled by Employer

7 - Did not report to interview

If you selected **0 - Hired**, enter the person's date of hire by:

Typing the date using MM/DD/YYYY format (for example, **07/15/2005**), or

Clicking the calendar icon to select month, date, and year. Click **Select** to save your changes.

If you selected **0 – Hired**, type the person's starting hourly wage using XXX.XX format (for example, type **14.50**).

Enter details in the Comments text box if applicable.

Click **Save** to secure your edits, or **Cancel** to exit.

Add a Referral

To create a job referral for the selected individual only, click the Add a Referral link on the Referrals screen. For more information on how to add a job referral, refer to the section "Mass Job Referrals."

Employment History

The system maintains the individual's employment history record in several places, including:

- Personal Profile>Background Tab

- Case Management Profile>Activities Tab (Employment History link)
- Case Management Profile>Programs Tab (Common Intake form, Wagner-Peyser Application form, WIA Application forms)

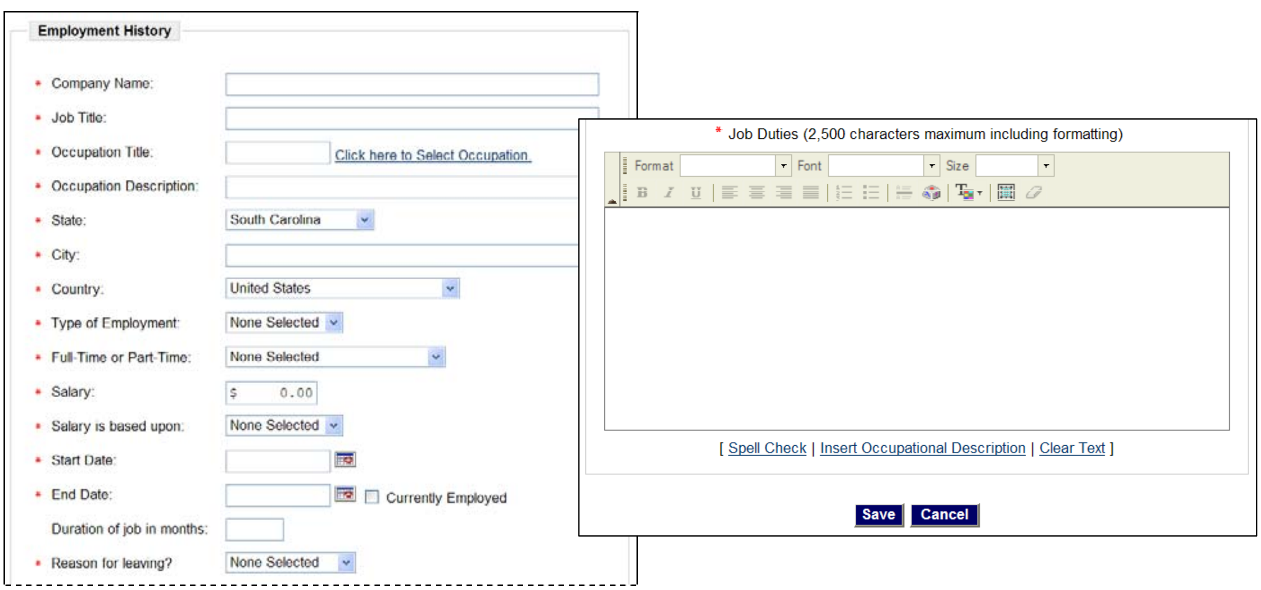
Any modifications made to this employment history record, whether individual or staff-generated, automatically update in each holding place in the system. This reduces data entry effort, and maintains a uniform record for timeliness and accuracy purposes.

When you click the Employment History link in the Activities tab folder, the system displays a screen similar to the following figure:

Employment History List Screen

From this screen, you can perform the following tasks:

- Click Edit in the *Action* column (or the Employer name link) to modify the employment history.
- Click Delete in the *Action* column to remove the employment history.
- Click Add a new Employment History to create an additional work history entry (see sample screen below).



Add a New Employment History Screen

Activity History/Service Plan

The individual's activity history (or service plan) is a list of activity services provided to the individual. It is especially useful when monitoring federal program adherence, such as the Wagner-Peyser (WP) program.

Some of these services may have been manually entered by staff, while others were automatically recorded by the system (for example, job referrals, labor market research, and others). Most often, those services recorded by the system do not display a scheduled date/time value on the list screen.

When you click the Activity History/Service Plan link in the Activities tab folder, the system displays a screen similar to the following figure:

Service Plan Information Screen

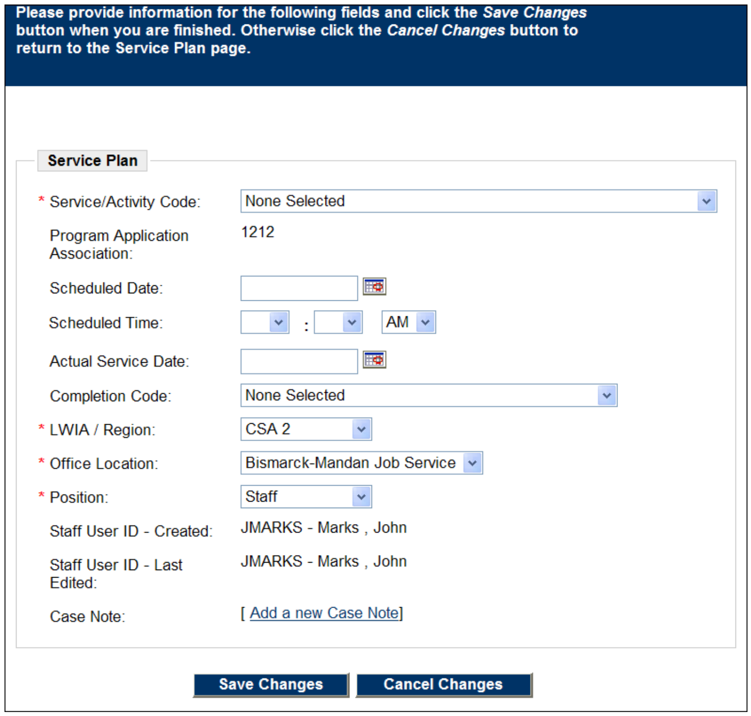
From this screen, you can perform the following tasks:

- To manually add a single service to the individual's service plan, click Add Service. For details, refer to the Add Service topic that follows.
- To manually add multiple services to the individual's service plan, click Add Multiple Services.
- To preview the individual's list of services, click Print View.
- To print the individual's service list, click Print View, and select **Print** under the File menu option of your browser.
- To access activity service details, click the desired View link.
- To remove an activity service, click its Delete link.

Note: *The system only deletes job referrals with no recorded referral result.*

Add Service

To manually add a single activity service to the individual's service plan, click the Add Service link. The system displays an entry form, as shown in the following figure.



Please provide information for the following fields and click the *Save Changes* button when you are finished. Otherwise click the *Cancel Changes* button to return to the Service Plan page.

Service Plan

* Service/Activity Code:	None Selected
Program Application Association:	1212
Scheduled Date:	
Scheduled Time:	: AM
Actual Service Date:	
Completion Code:	None Selected
* LWIA / Region:	CSA 2
* Office Location:	Bismarck-Mandan Job Service
* Position:	Staff
Staff User ID - Created:	JMARKS - Marks , John
Staff User ID - Last Edited:	JMARKS - Marks , John
Case Note:	[Add a new Case Note]

Save Changes **Cancel Changes**

Service Plan Information Entry Screen

To add a single service to the individual's service plan, perform the following steps:

1 Select a desired service/activity code from the list box.

2 (Optional) Select the new activity's scheduled start date by:

- Typing the date in the Scheduled Date box in MM/DD/YYYY format, OR
- Clicking the calendar icon next to the Scheduled Date box. Use < > arrows to select the month, and << >> arrows to select the year. Then, click the day of the month to create that date, and click Select to save the changes.

2 (Optional) Create the new service activity's scheduled time (hour, minutes, AM or PM) by selecting the desired values from the Scheduled Time drop-down list.

3 Enter the actual start date for the activity as described in Step 2.

4 Select the appropriate completion code from the drop-down list.

5 Select your Local Workforce Investment Area (LWIA) if different from the default display value.

6 Select your office affiliation if different from the default display value.

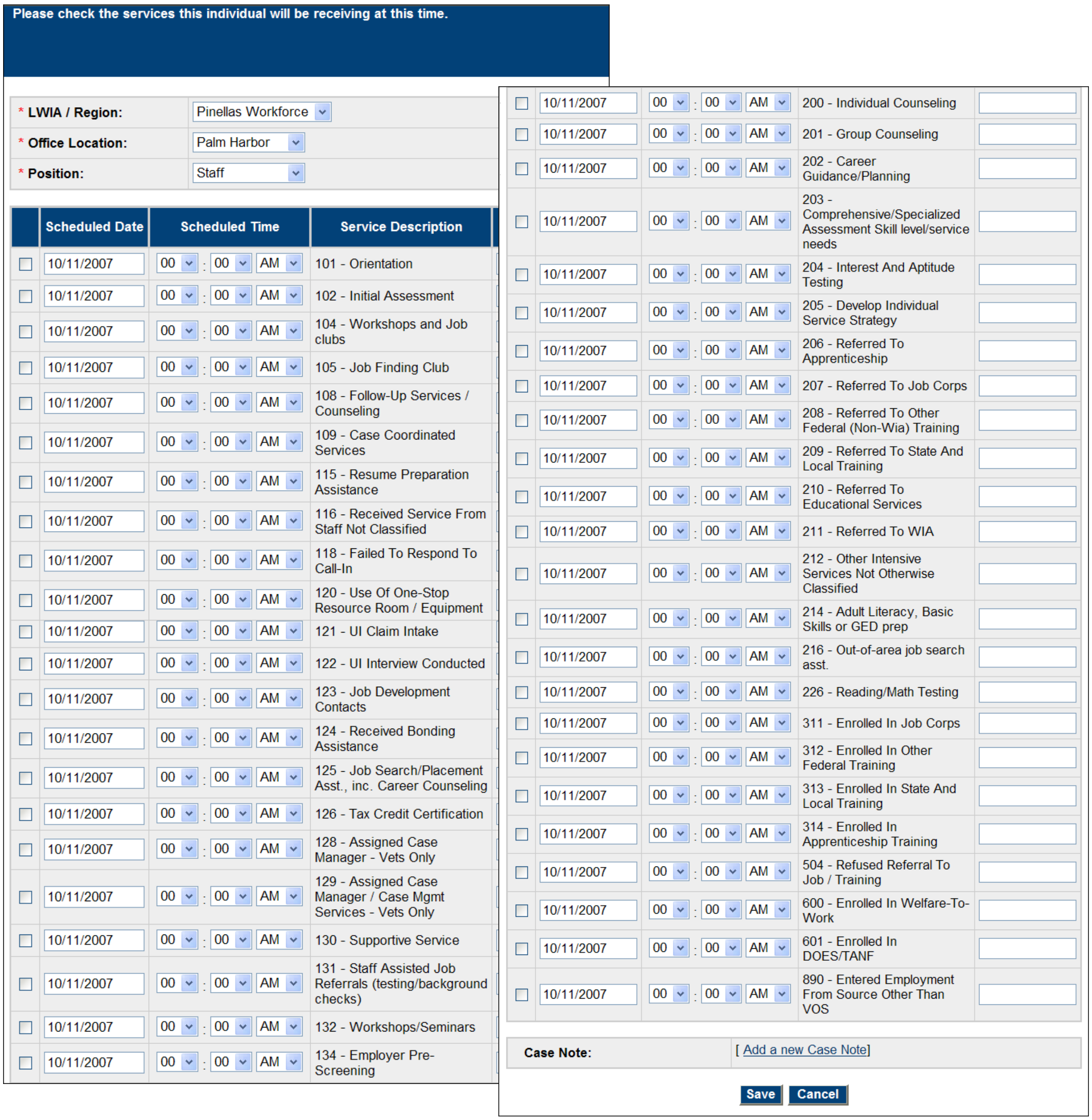
7 Select your position (Staff, LVER, DVOP) if different from the default display value.

8 Click **Save Changes** to secure your edits, or **Cancel Changes** to exit without saving changes. When complete, the system will display the updated Service Plan Information screen.

Add Multiple Services

If you need to account for several activity services provided to the individual, you may record these services simultaneously, rather than one at a time.

When you click the Add Multiple Services link, the system displays a screen similar to the following figure.


Please check the services this individual will be receiving at this time.

* LWIA / Region:	Pinellas Workforce
* Office Location:	Palm Harbor
* Position:	Staff

	Scheduled Date	Scheduled Time	Service Description
☐	10/11/2007	00 : 00 AM	101 - Orientation
☐	10/11/2007	00 : 00 AM	102 - Initial Assessment
☐	10/11/2007	00 : 00 AM	104 - Workshops and Job clubs
☐	10/11/2007	00 : 00 AM	105 - Job Finding Club
☐	10/11/2007	00 : 00 AM	108 - Follow-Up Services / Counseling
☐	10/11/2007	00 : 00 AM	109 - Case Coordinated Services
☐	10/11/2007	00 : 00 AM	115 - Resume Preparation Assistance
☐	10/11/2007	00 : 00 AM	116 - Received Service From Staff Not Classified
☐	10/11/2007	00 : 00 AM	118 - Failed To Respond To Call-In
☐	10/11/2007	00 : 00 AM	120 - Use Of One-Stop Resource Room / Equipment
☐	10/11/2007	00 : 00 AM	121 - UI Claim Intake
☐	10/11/2007	00 : 00 AM	122 - UI Interview Conducted
☐	10/11/2007	00 : 00 AM	123 - Job Development Contacts
☐	10/11/2007	00 : 00 AM	124 - Received Bonding Assistance
☐	10/11/2007	00 : 00 AM	125 - Job Search/Placement Asst., inc. Career Counseling
☐	10/11/2007	00 : 00 AM	126 - Tax Credit Certification
☐	10/11/2007	00 : 00 AM	128 - Assigned Case Manager - Vets Only
☐	10/11/2007	00 : 00 AM	129 - Assigned Case Manager / Case Mgmt Services - Vets Only
☐	10/11/2007	00 : 00 AM	130 - Supportive Service
☐	10/11/2007	00 : 00 AM	131 - Staff Assisted Job Referrals (testing/background checks)
☐	10/11/2007	00 : 00 AM	132 - Workshops/Seminars
☐	10/11/2007	00 : 00 AM	134 - Employer Pre-Screening
☐	10/11/2007	00 : 00 AM	200 - Individual Counseling
☐	10/11/2007	00 : 00 AM	201 - Group Counseling
☐	10/11/2007	00 : 00 AM	202 - Career Guidance/Planning
☐	10/11/2007	00 : 00 AM	203 - Comprehensive/Specialized Assessment Skill level/service needs
☐	10/11/2007	00 : 00 AM	204 - Interest And Aptitude Testing
☐	10/11/2007	00 : 00 AM	205 - Develop Individual Service Strategy
☐	10/11/2007	00 : 00 AM	206 - Referred To Apprenticeship
☐	10/11/2007	00 : 00 AM	207 - Referred To Job Corps
☐	10/11/2007	00 : 00 AM	208 - Referred To Other Federal (Non-Wia) Training
☐	10/11/2007	00 : 00 AM	209 - Referred To State And Local Training
☐	10/11/2007	00 : 00 AM	210 - Referred To Educational Services
☐	10/11/2007	00 : 00 AM	211 - Referred To WIA
☐	10/11/2007	00 : 00 AM	212 - Other Intensive Services Not Otherwise Classified
☐	10/11/2007	00 : 00 AM	214 - Adult Literacy, Basic Skills or GED prep
☐	10/11/2007	00 : 00 AM	216 - Out-of-area job search asst.
☐	10/11/2007	00 : 00 AM	226 - Reading/Math Testing
☐	10/11/2007	00 : 00 AM	311 - Enrolled In Job Corps
☐	10/11/2007	00 : 00 AM	312 - Enrolled In Other Federal Training
☐	10/11/2007	00 : 00 AM	313 - Enrolled In State And Local Training
☐	10/11/2007	00 : 00 AM	314 - Enrolled In Apprenticeship Training
☐	10/11/2007	00 : 00 AM	504 - Refused Referral To Job / Training
☐	10/11/2007	00 : 00 AM	600 - Enrolled In Welfare-To-Work
☐	10/11/2007	00 : 00 AM	601 - Enrolled In DOES/TANF
☐	10/11/2007	00 : 00 AM	890 - Entered Employment From Source Other Than VOS

Case Note: [Add a new Case Note]

Save Cancel

Sample Add Multiple Services Screen

Perform the following steps to add multiple services to the individual's service plan:

1. Select your Local Workforce Investment Area (LWIA) if different from the default display value.
2. Select your office affiliation if different from the default display value.
3. Select your position (Staff, LVER, DVOP) if different from the default display value.

4 Click the checkboxes for the desired activity services provided.

5 Type the appropriate activity date using MM/DD/YYYY format in the Scheduled Date box if different from the default display value (system date).

6 (Optional) Select the appropriate activity time (hour, minutes, AM or PM) by selecting the desired values from the Scheduled Time drop-down lists.

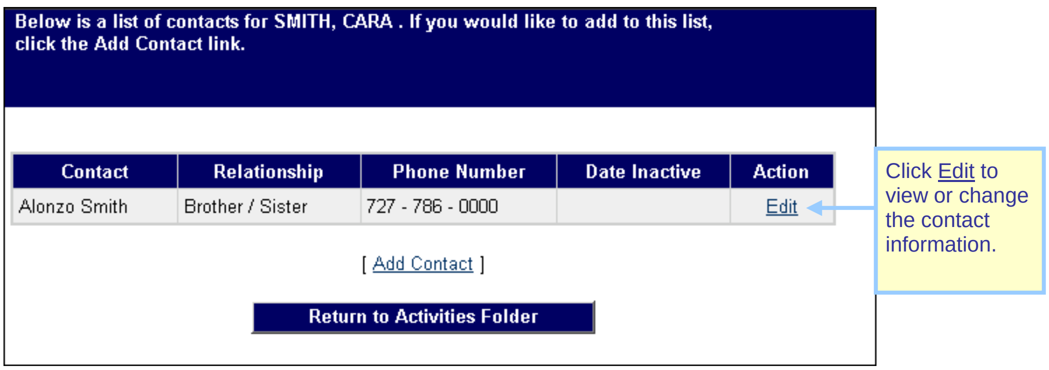
7 Type the activity's actual end date using MM/DD/YYYY format if different from the default display value.

Note: *The system will not accept future dates in this field. To minimize potential error, record the service once it has been provided.*

8 Click **Save** to secure your edits, or **Cancel** to exit. When complete, the system will display the updated Service Plan Information screen.

Alternate Contacts

Click the **Alternate Contacts** link to view, modify, or create personal contact information for the selected individual. These records serve as points of contact when you cannot reach the selected individual. The following figure displays a sample Contacts List screen:



Contacts List Screen

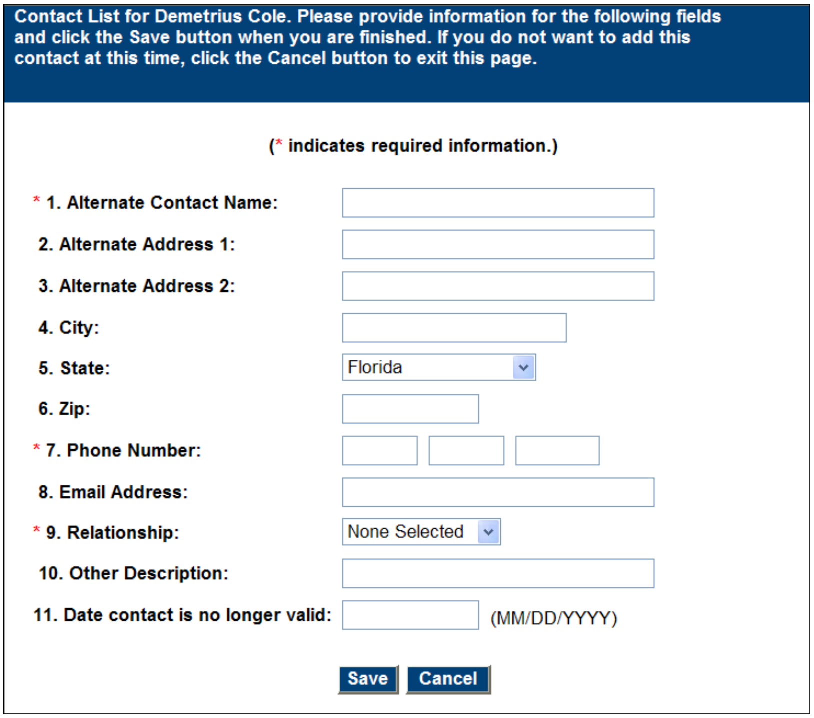
From this screen, you can perform the following tasks:

View or modify an existing record by clicking its Edit link.

Add an alternate contact record. For details, refer to the following topic.

Add Alternate Contact Information

To create additional persons of contact for the selected individual, click the **Add Contact** link. The system displays a screen similar to the following figure:

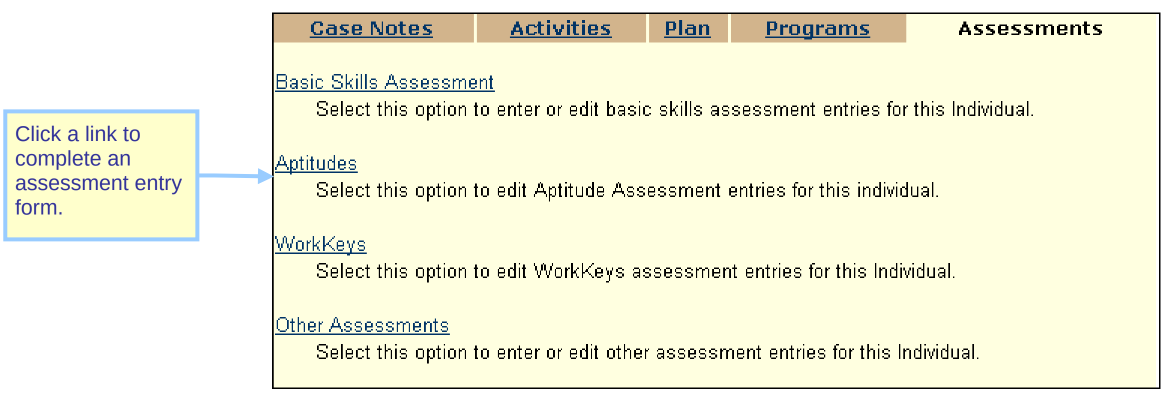


Add Alternate Contact Screen

You are required to at least provide the alternate contact's name, phone number, and relationship to the individual you are serving (items, 1, 7, and 9 respectively). As a professional courtesy to fellow staff, complete the entire screen, and record an "as of" date if this contact is no longer available (item 10). Click **Save** to secure your edits.

Assessments Tab

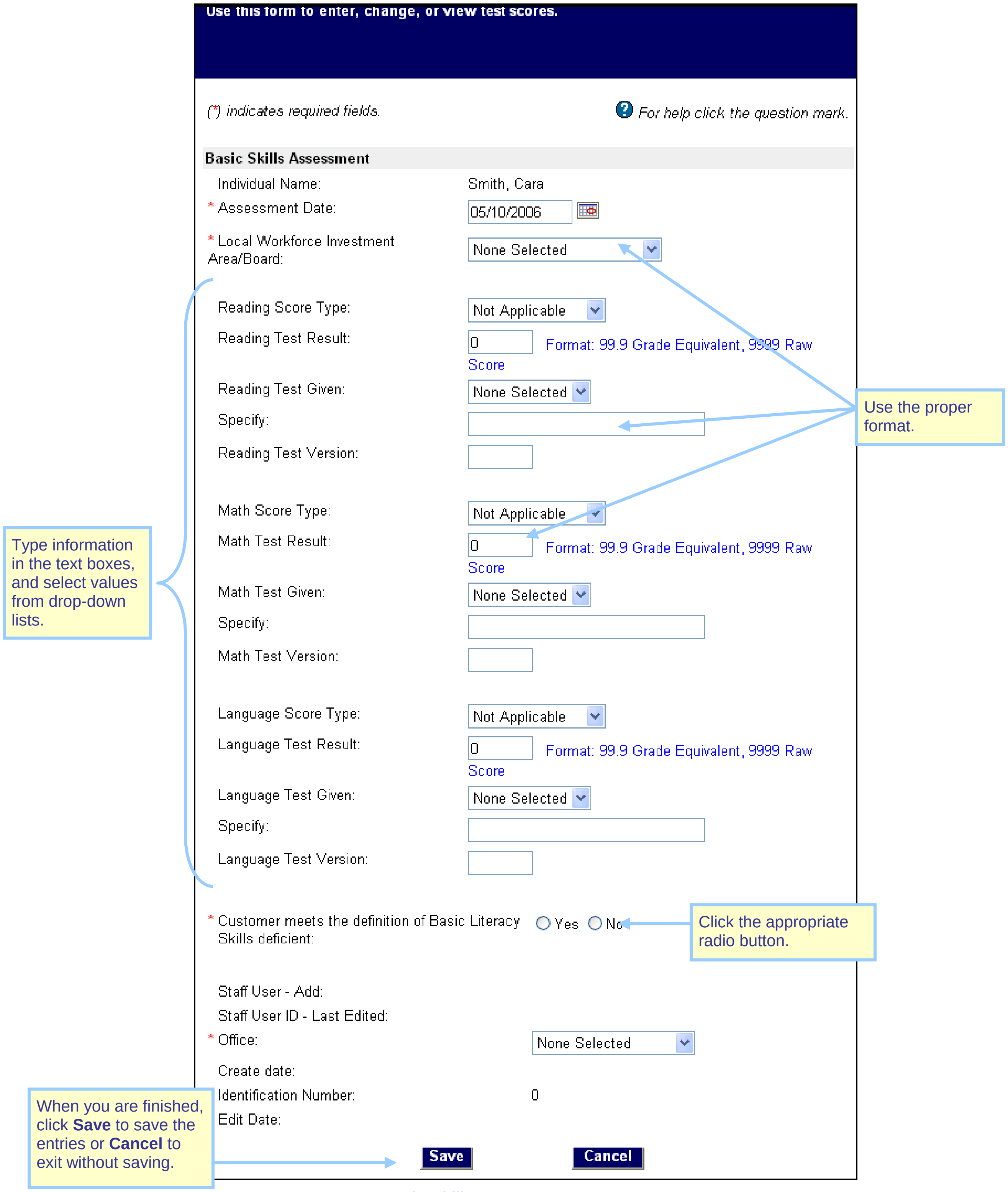
Click the Assessments tab to open the folder used for assessment entry. The following figure displays a sample of the Assessments tab. Click a desired link to complete an assessment form.



Assessments Tab

Basic Skills Assessment Entry

To work with a basic skill assessment entry, click the Basic Skills Assessment link. The assessment entry form appears, similar to the following figure:



Basic Skills Assessment Entry Form

Assessment forms are used to enter test scores. To enter test scores in this form, follow these steps:

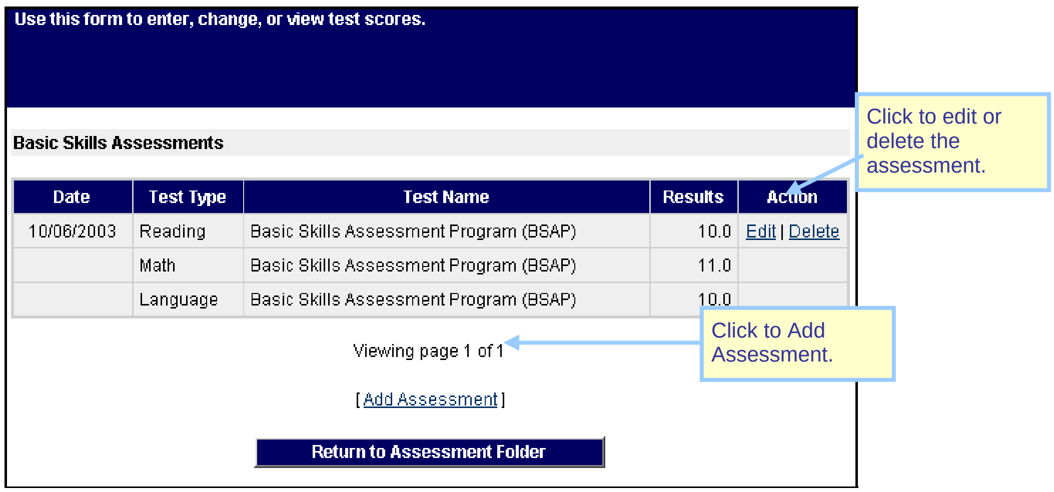
Complete all text boxes or questions marked with a red asterisk *. You must complete the required information to save changes.

Use the **Tab** key to move between text boxes and questions. You may also click the left mouse button to move to another text box or question.

Select from the drop-down list menus by clicking your selection.

Click **Save Changes** to save your entries. Click **Cancel Changes** if you do not want to save your entries.

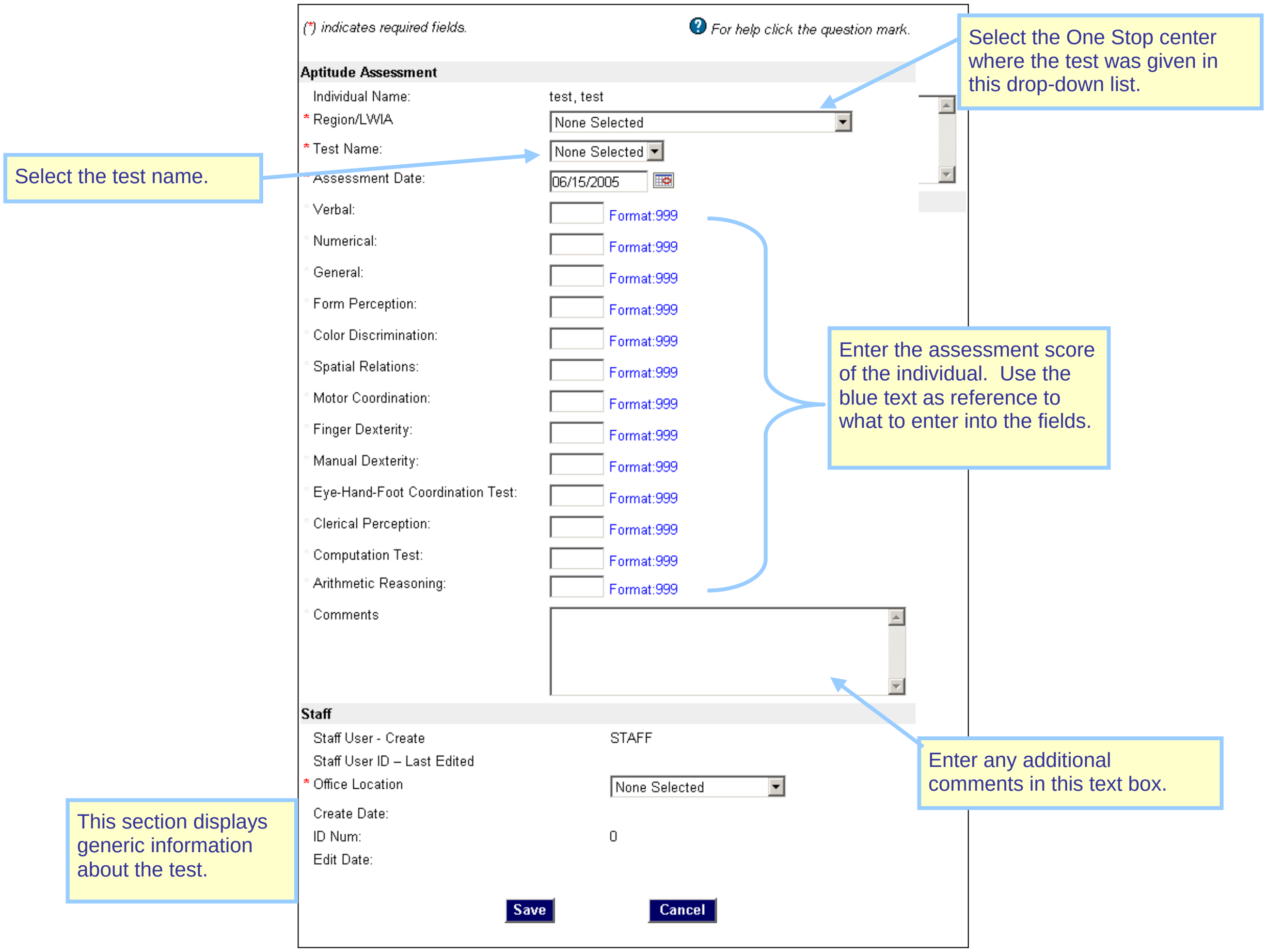
A list of completed assessment forms appears on the Assessments tab. You may change, view or delete test scores by selecting from the list. Click the Edit or Delete link in the *Action* column to modify or delete a form. The following figure displays the form that displays assessments:



Assessment Modification Screen

Aptitudes

This component allows you to apply an aptitude assessment to the individual that you are working with. When you click the Aptitudes link, the following screen appears.



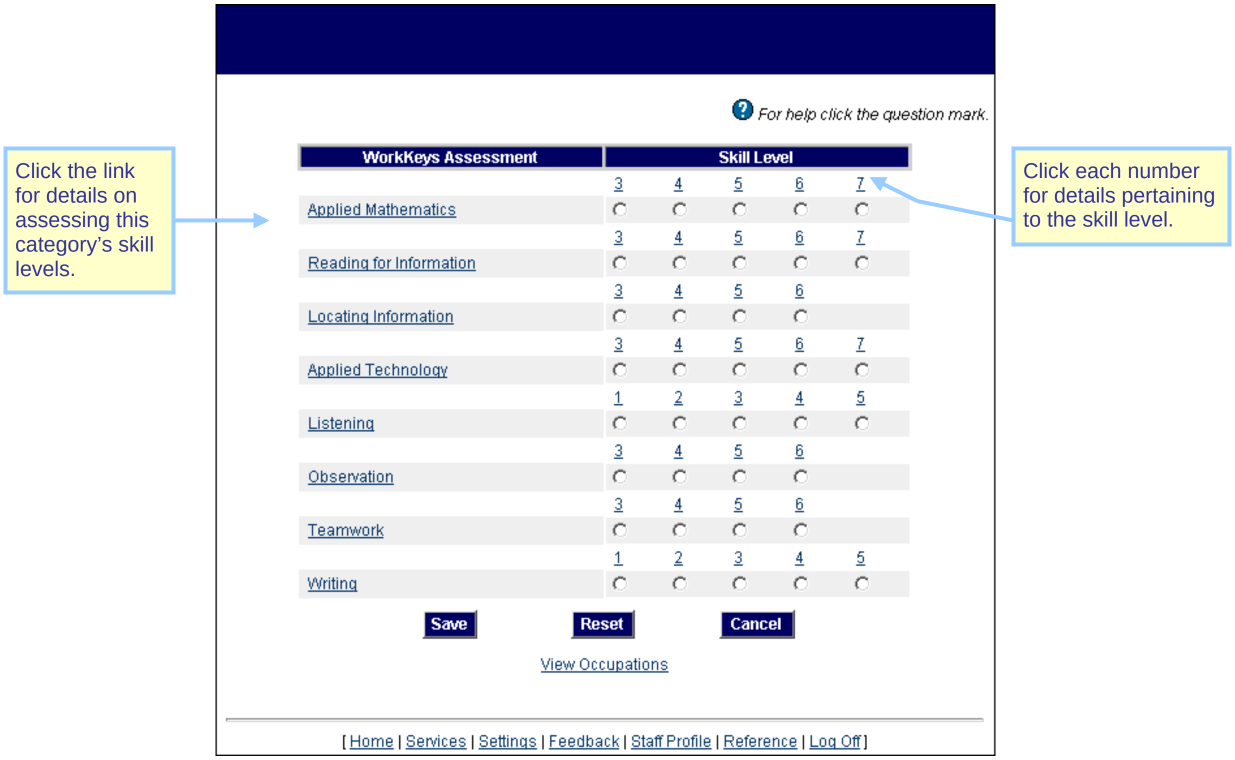
Aptitude Page

After you entered the information about the aptitude test, click the **Save** button to accept changes.

WorkKeys Assessments

To enter an assessment using the WorkKeys® method, click the WorkKeys link.

The WorkKeys assessment screen appears, similar to the following figure:

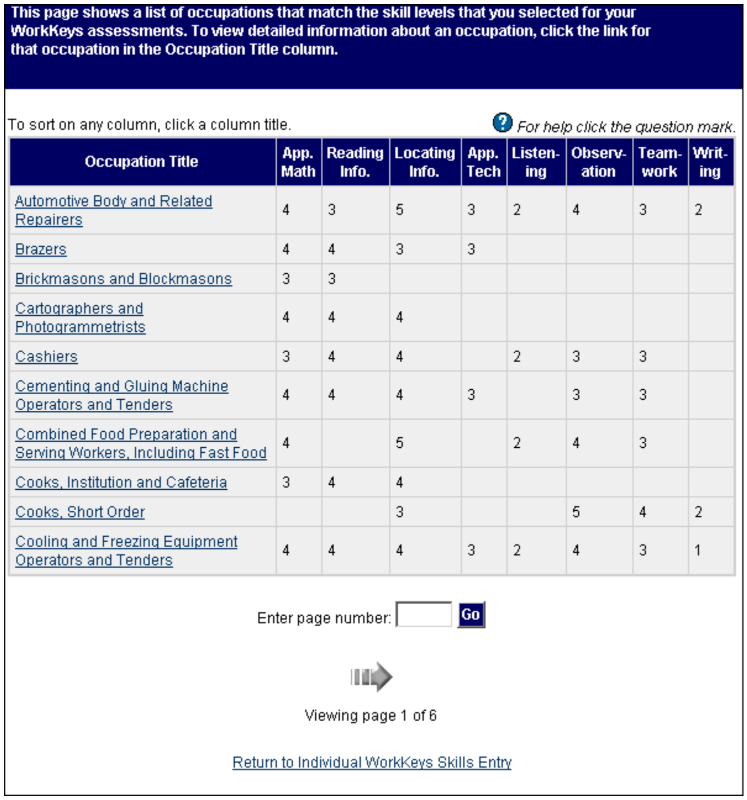


WorkKeys Assessment Screen

In the *WorkKeys Assessment* column, click the category's link for detailed help explanations of assessments using this method. In the *Skill Level* column, click the numbered link (above the button) to review details pertaining to the skill level. Use the following guidelines for the assessment entry:

- Select the skill levels by clicking the appropriate button.
- Click **Save** once you have completed all assessments.
- Click the View Occupations link to review how this individual's skill levels relate to different occupations.
- Click the **Reset** button to clear your choices. Click new skill levels to increase the skill levels and explore more career occupations. The **Reset** button clears the skill levels temporarily. It does not erase the previous skill level scores entered by staff. It simply gives options to see available careers for improved skill levels in specific assessment areas.

The View Occupations screen is similar to the following figure:



This page shows a list of occupations that match the skill levels that you selected for your WorkKeys assessments. To view detailed information about an occupation, click the link for that occupation in the Occupation Title column.

To sort on any column, click a column title. For help click the question mark.

Occupation Title	App. Math	Reading Info.	Locating Info.	App. Tech	Listen-ing	Observ-ation	Team-work	Writ-ing
Automotive Body and Related Repairers	4	3	5	3	2	4	3	2
Brazers	4	4	3	3				
Brickmasons and Blockmasons	3	3						
Cartographers and Photogrammetrists	4	4	4					
Cashiers	3	4	4		2	3	3	
Cementing and Gluing Machine Operators and Tenders	4	4	4	3		3	3	
Combined Food Preparation and Serving Workers, Including Fast Food	4		5		2	4	3	
Cooks, Institution and Cafeteria	3	4	4					
Cooks, Short Order			3			5	4	2
Cooling and Freezing Equipment Operators and Tenders	4	4	4	3	2	4	3	1

Enter page number: Go

Viewing page 1 of 6

Return to Individual WorkKeys Skills Entry

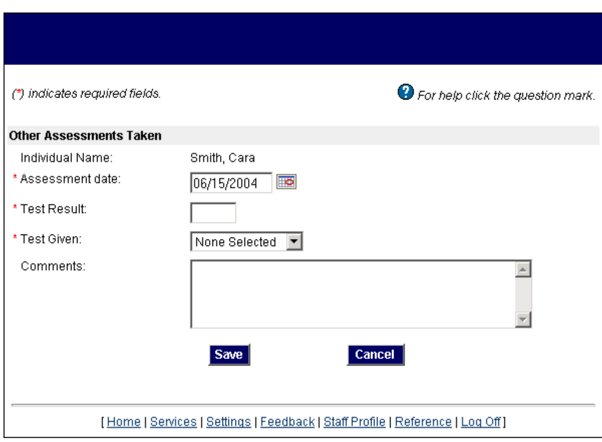
WorkKeys Occupation Screen

For details on a specific occupation, click the link in the *Occupation Title* column. To see additional pages, enter a page number in the box and click **Go**. Or, click the arrow to move forward or back a screen. To return to the previous WorkKeys screen, click the Return to Individual WorkKeys Skills Entry link.

Other Assessments

To enter an assessment using other assessment tests, click the **Other Assessments Entry** link.

The Other Assessments Entry screen appears, followed by the Other Assessments Screen, similar to the following figures:



(*) indicates required fields. For help click the question mark.

Other Assessments Taken

Individual Name: Smith, Cara

* Assessment date: 06/15/2004

* Test Result:

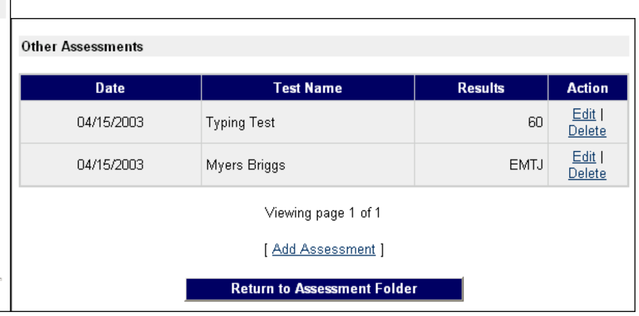
* Test Given: None Selected

Comments:

Save Cancel

[Home | Services | Settings | Feedback | Staff Profile | Reference | Log Off]

Other Assessments Entry Screen



Other Assessments

Date	Test Name	Results	Action
04/15/2003	Typing Test	60	Edit | Delete
04/15/2003	Myers Briggs	EMTJ	Edit | Delete

Viewing page 1 of 1

[Add Assessment]

Return to Assessment Folder

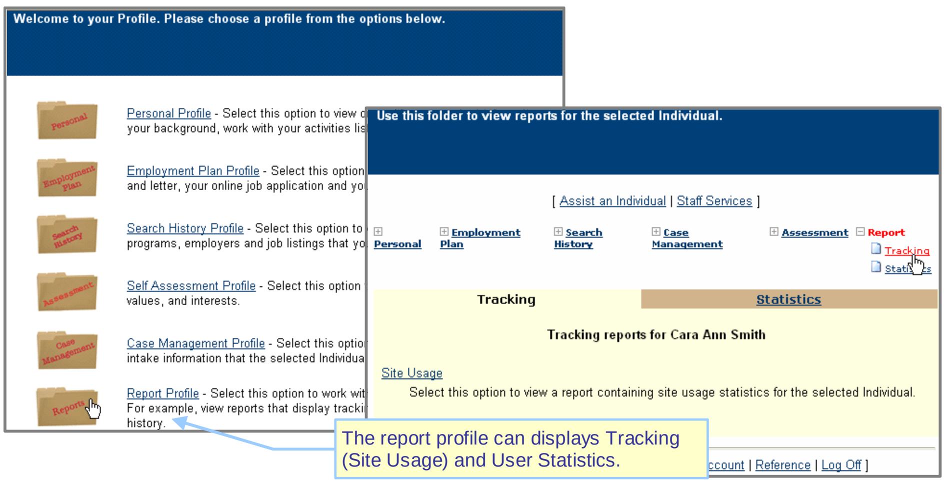
Other Assessments Screen

To enter an Other Assessment type, complete the required * fields on this screen, as follows:

- Enter the Assessment Date using the MM/DD/YYYY format or by clicking the calendar icon and selecting the date.
- Enter the Test Result.
- Select the Test Given from the drop-down list.
- Type your comments in the text box.
- Click **Save** to save your entries or **Cancel** if you do not want to save.

Managing a Report Profile

The Report profile contains report information about the individual's use of Virtual OneStop. The following figure displays a sample of the Report profile.



Sample Report Profile Screen

The Indiana module contains three different tabs in the *Report Profile*:

1 **Tracking Tab**--- contains information on where and how often an individual accessed various sections of Virtual OneStop. It contains one link, called *Site Usage*.

2 **Statistics Tab**--- contains at-a-glance information on what the individual reviewed, what they created in the system (i.e., resumes), and how many messages and appointments they currently have.

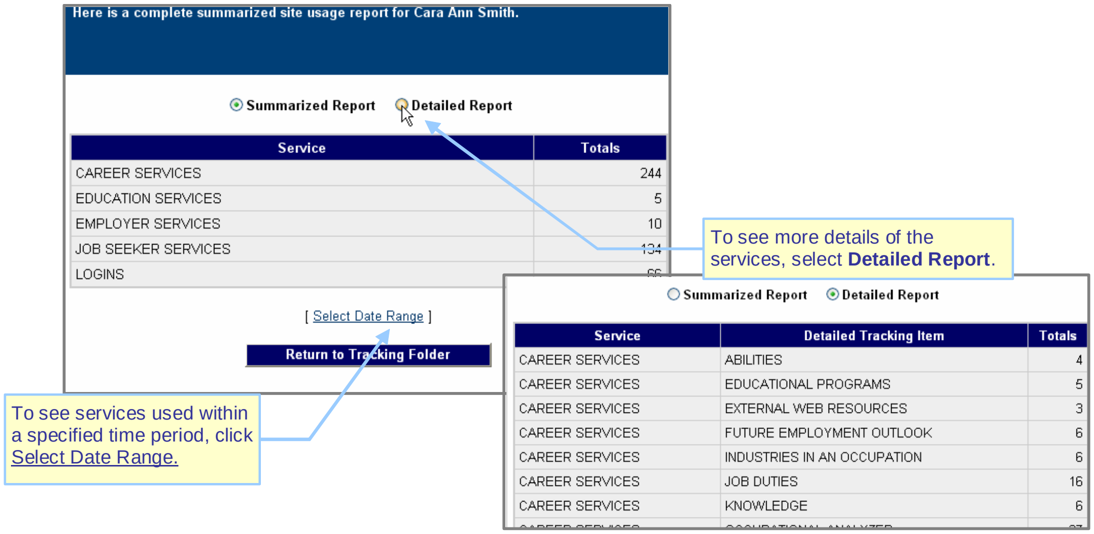
3 **Combined Assessment**--- contains multiple assessment results for review on one screen.

Tracking Tab

To view totals of an Individual's site usage, by services:

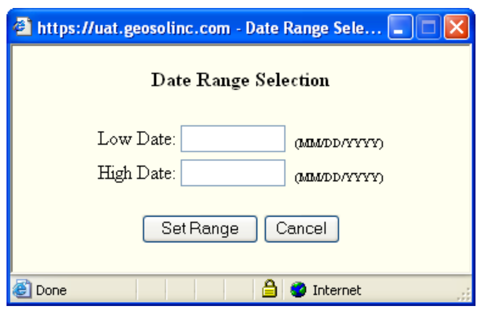
- Click the Site Usage link to review a report on individual site usage.

  The following figure displays the summarized report of the person's use of the system.



Summarized Tracking Report (and Section of Detailed)

To see services used during a specific time period, click Select Date Range. You will see a Date Range Selection window, similar to the following figure. Enter the dates you want to use to set your time period.



Date Range Selection Window

Enter the beginning date in the Low Date text box and the ending date in the High Date text box. Click **Set Range** when you have finished. The report will show results for this time span.

To see a detailed list of the services used by this person, select **Detailed Report**.

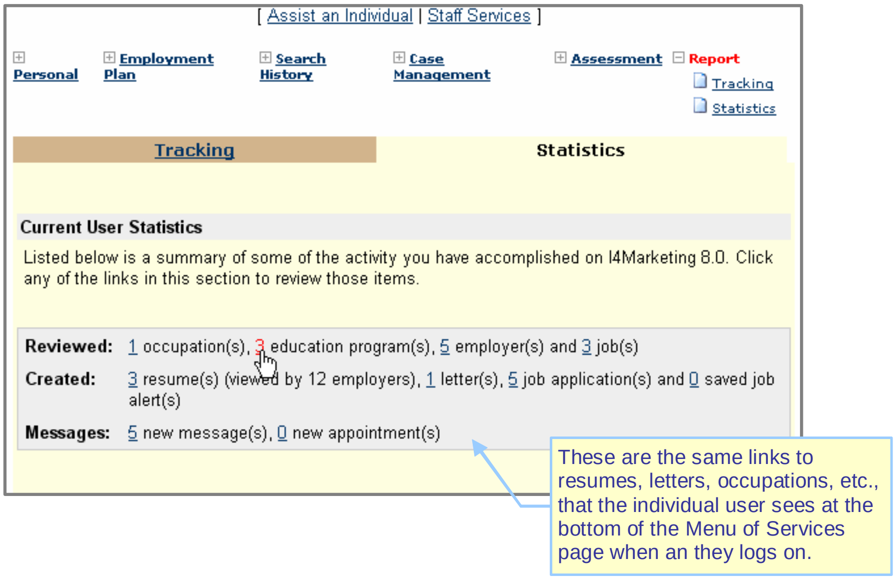
Statistics Tab

To view a statistical summary of activities that the individuals accomplished on Virtual OneStop:

- Click the Statistics Tab to review a Current User Statistic Report (as shown below).

  The following figure displays a summarized report of the person's use of the system.

The report indicates statistics on common tasks performed by the individuals (e.g., job reviewed, resumes created, new messages and appointments).



Sample Statistic Report

Combined Assessment Tab

To view a summary of any assessment results that were conducted for the individual, click the Combined Assessment tab.

Individual information will appear at the top of the screen. The rest of the screen will contain sections where information on Job Skills, Personal Skills, WorkKeys, Basic Skills, and Aptitude Assessments will carry over from information gleaned in the Assessments tab in the Case Management profile. For some systems, this is a great place to print a one or two page summary of every assessment that was conducted for an individual. It will appear similar to the following example.

The Combined Assessment tab contains no links to other information. A staff member can merely click on the tab to review a summary of assessment information.

Tracking | Statistics | **Combined Assessment**

Individual Information

Name:	Brit Bryant
Address:	503 lafontaine st Huntington, IN 46750

Job Skills

Skill Category	Skills you have selected
Computers & Mathematics	use object-oriented computer programming techniques, collect statistical data, explain complex mathematical information, implement computer system changes, load tapes, disks or paper into computers or peripherals, program computers for medical applications, test computer programs or systems, use relational database software, program computer numerical controlled machines, confer with personnel to discuss security violations or programming, identify appropriate software for project, install security measures, conduct computer diagnostics to determine nature of problems More...
Education & Social Services	schedule training, develop training programs, prepare reports of inspections, conduct research on work-related topics, compile data on human physique, social customs, or artifacts, record historical information, coordinate recreational activities, demonstrate physical activities, select teaching materials to meet student needs, select method of instruction, establish and maintain relationships with team members, monitor materials or supplies, consult with parents or teachers to develop programs, arrange decorations or furniture for banquets or social functions More...
General Skills	use interpersonal communication techniques, communicate technical information, communicate visually or verbally, package goods for shipment or storage, make decisions, obtain information from clients, customers, or patients, prepare reports for management, examine files or documents to obtain information, enter time sheet information, develop or maintain databases, understand technical operating, service or repair manuals, understand second language, calculate monetary exchange, follow tax laws or regulations, use knowledge of metric system More...
Healthcare	deliver babies, use knowledge of nursing terminology, weigh patients, follow clinical radiation safety procedures, follow examining room procedures, use knowledge of medical terminology, prepare patient for dental work, set up patient care equipment, set up incubators in hospitals, set up medical oxygen equipment, take vital signs, recognize childhood diseases, prepare sterile solutions, infusions, or intravenous packs, dispense prescribed medications and

Sample Excerpt Combined Assessment Tab

4: Manage Employers

As a staff user of Virtual OneStop, you can track and control information regarding system-registered (preferred) employers, which includes employer assistance and setting their system access rights. The basic functions that you will perform as part of managing employers are briefly indicated below and covered in detail in the rest of these chapter topics.

To perform a function, click the link that corresponds with that option. The following functions exist for working with employers--- *Create an Employer* and *Assist an Employer*.

Sample Manage Employers Option Screen

You can perform the following tasks from this screen:

- **Create an Employer Account** — Create an initial account for an employer (with Login, Password, ID number, Contact, and other Employer information.
- **Assist an Employer** — Help the employer to create and maintain profiles, such as Corporate, Recruitment Plan, Search History, and Case Management. Any of the profiles can be used to assist an employer who is registered with an account.

Creating an Employer Account

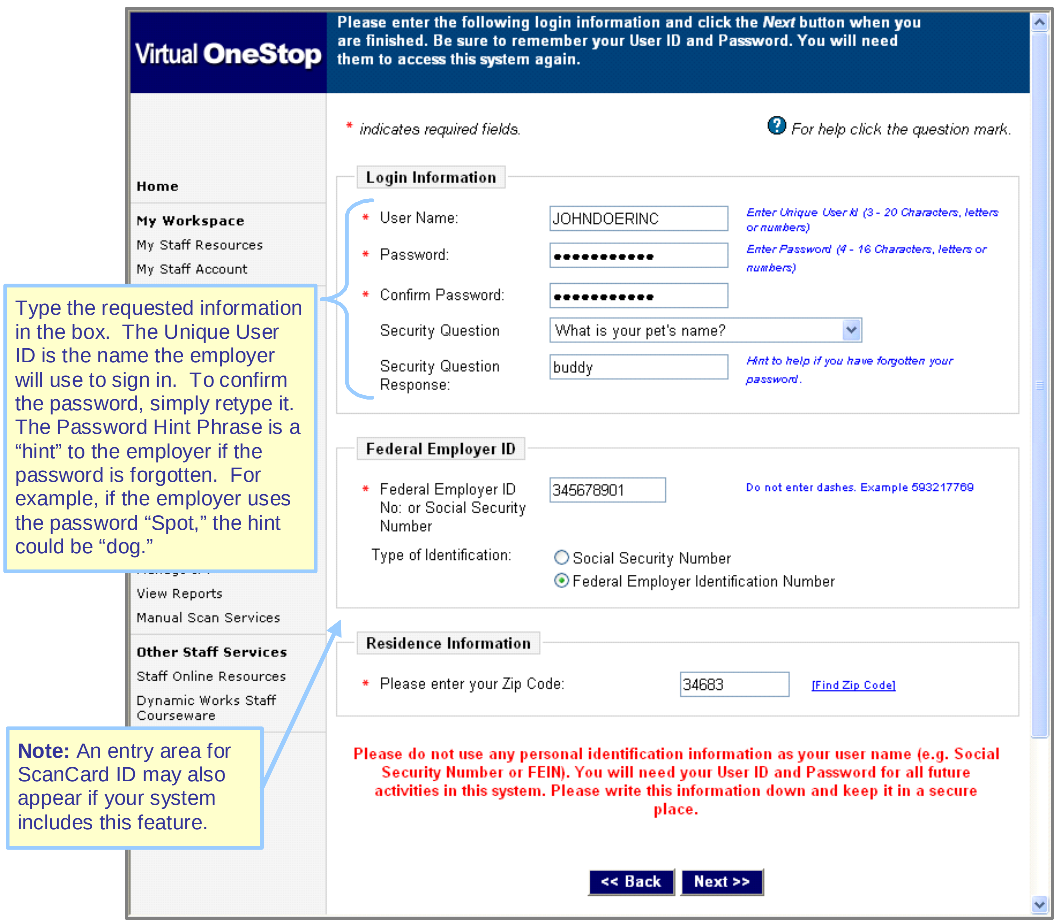
To access the option that lets you create an employer account, use one of the following methods:

- On the Employer options screen, click **Create an Employer Account.**
- On the Navigation Menu, click **Manage Employers ▸ Create an Employer Account**.

A series of registration screens appear, allowing you to enter employer account information. This form can be completed by the employer as a part of the self-service feature in Employer Services, but a staff member can also complete the form on behalf of the employer.

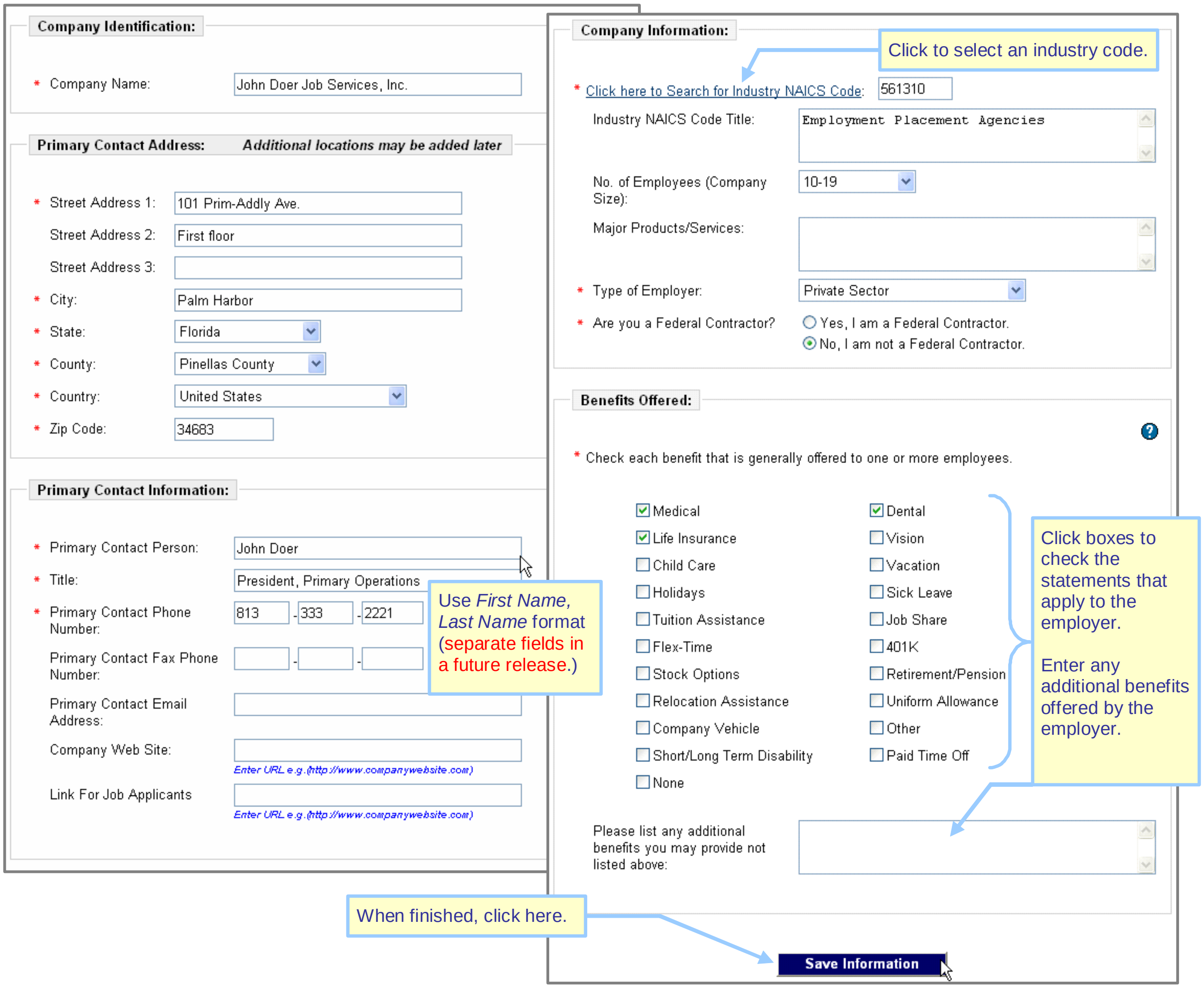
Follow the directions at the top of the registration screen to fill in the boxes with the employer's information. Type required information in the text boxes (required information is marked with a red asterisk (*)) or make your selection from the drop-down lists.

The Unique User ID information will be used to set up the employer's individual password and account. The password is needed each time the employer logs in to Virtual OneStop. This information is also stored in the employer's folders to simplify making changes.



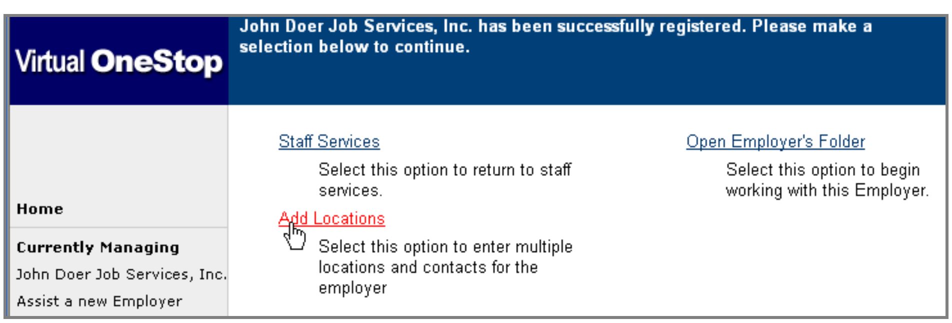
Employer Information Form – Step 1

Enter the required information and click **Next** to continue.



Employer Information Form – Step 2

After you have entered all of the employer's information, click the **Save Information** button to save it. A screen appears similar to the following figure, indicating the employer has been successfully added.



Successful Registration Screen

Note: *The employer performing self-registration will see a different completion page. It will display buttons for* **Work Sites** *(same as Add Locations),* **Post a Job**, **Services for Employers** *(similar to Open Employer's Folder), or* **Quick Reference** *links.*

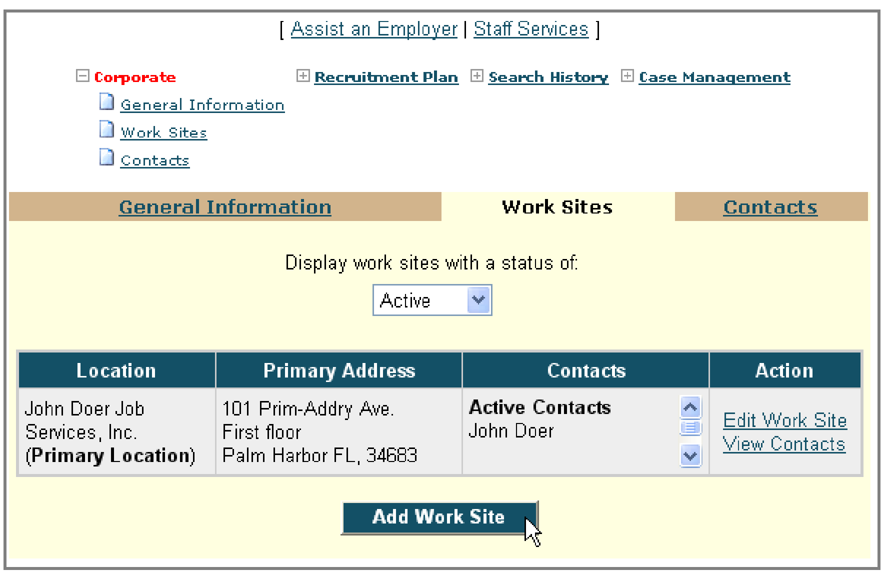
From this Successful Registration screen, the staff member can:

- Click **Staff Services** – to return to the main Staff Services screen.
- Click **Open Employer's Folder** – to begin working with the registered employer and open the profile folders.
- Click **Add Locations –** to add additional employer locations (worksites) for the employer from a Worksites tab. Adding worksites and contact is briefly described in the next topic.

Add Employer Locations/Worksites

Adding any multiple addresses and contacts for the employer locations is important before entering job orders. If the location and contact name is in the system before the job order is entered, it makes it easier to add specific details for the job order.

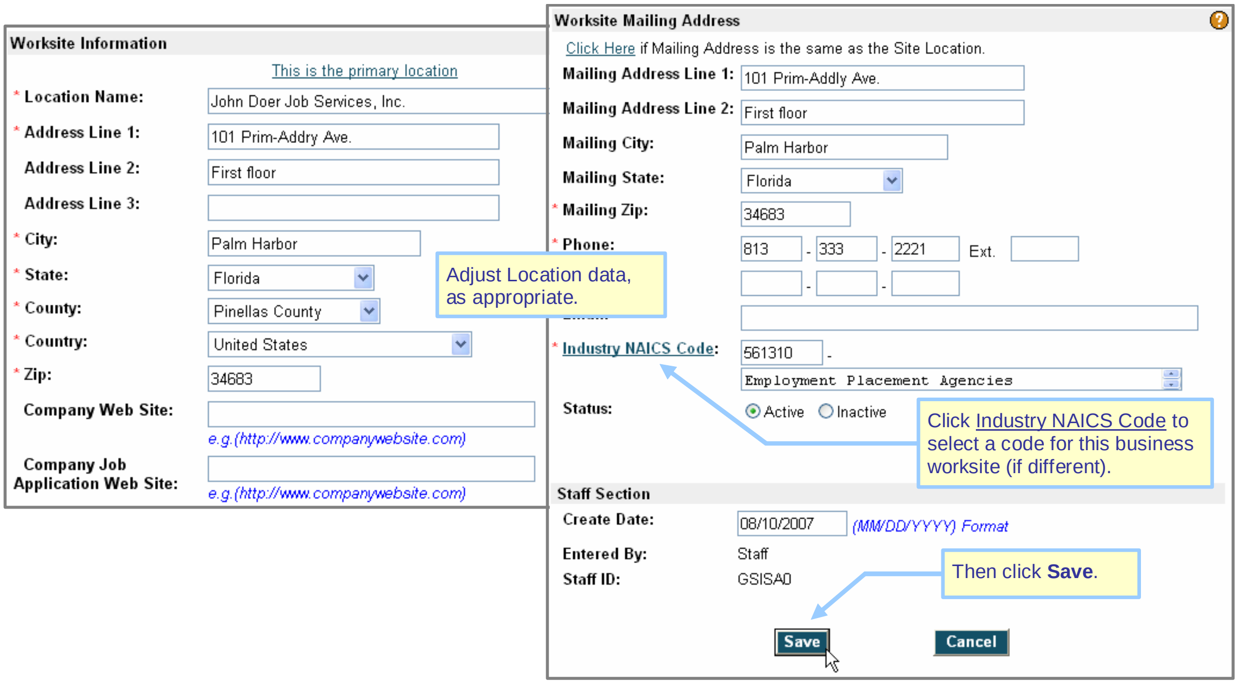
Click **Add Locations** once you have registered the employer to quickly access the Work Sites tab. It will display (as shown in the following example) with the primary location and contact that were identified during registration.



Employer Location List Screen

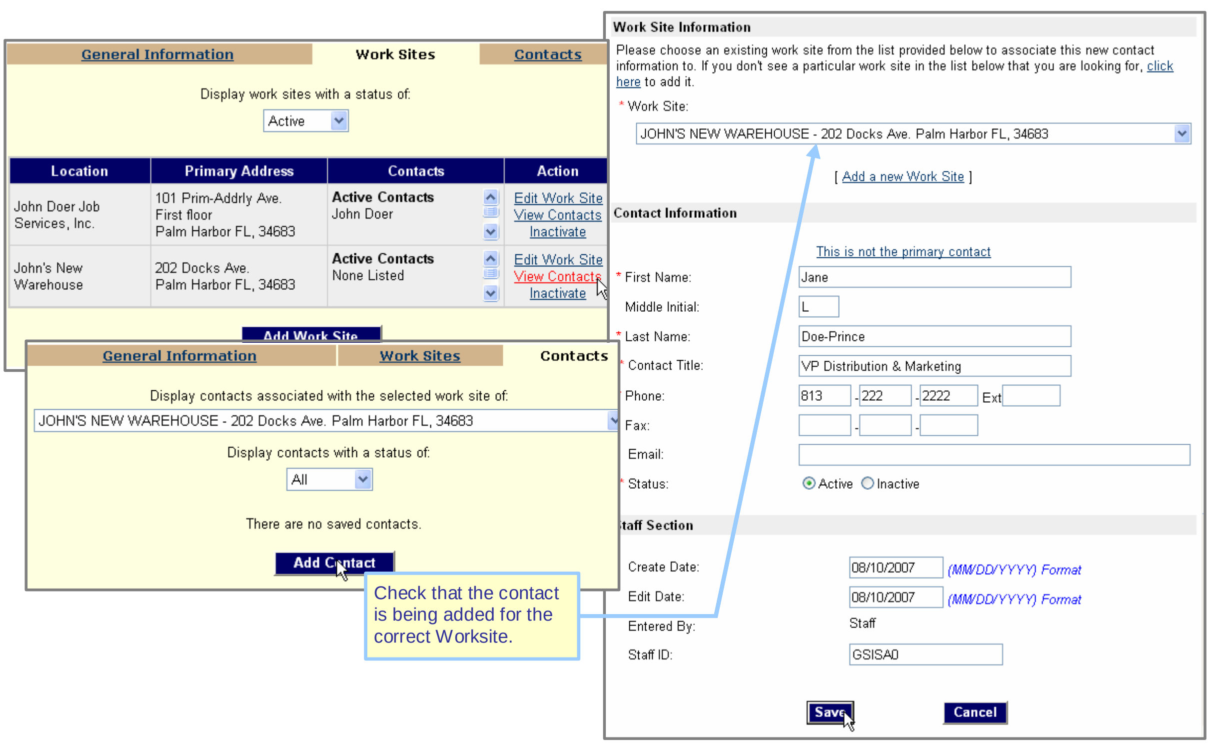
From this screen, you can:

- Click the Edit Work Site link to modify the existing location (as indicated in the following figure).
- Click the View Contacts link to move to the Contacts tab and view contact for the worksite. (From the Contacts tab you can edit or add contact data).
- Click the **Add Work Site** button to add a new location/worksite for the employer. The Add Worksite screen is similar to the following figure for editing a worksite, except that:
  - ♦ Most of the fields will be blank.
  - ♦ The top of the screen will indicate "This is **not** the primary location."



Edit Employer Worksite Screen

After you have Click the View Contacts link or the **Work Sites** tab, and click the **Add Contact** button to add a new location for the employer. The Add Contact screen is similar to the following figure.



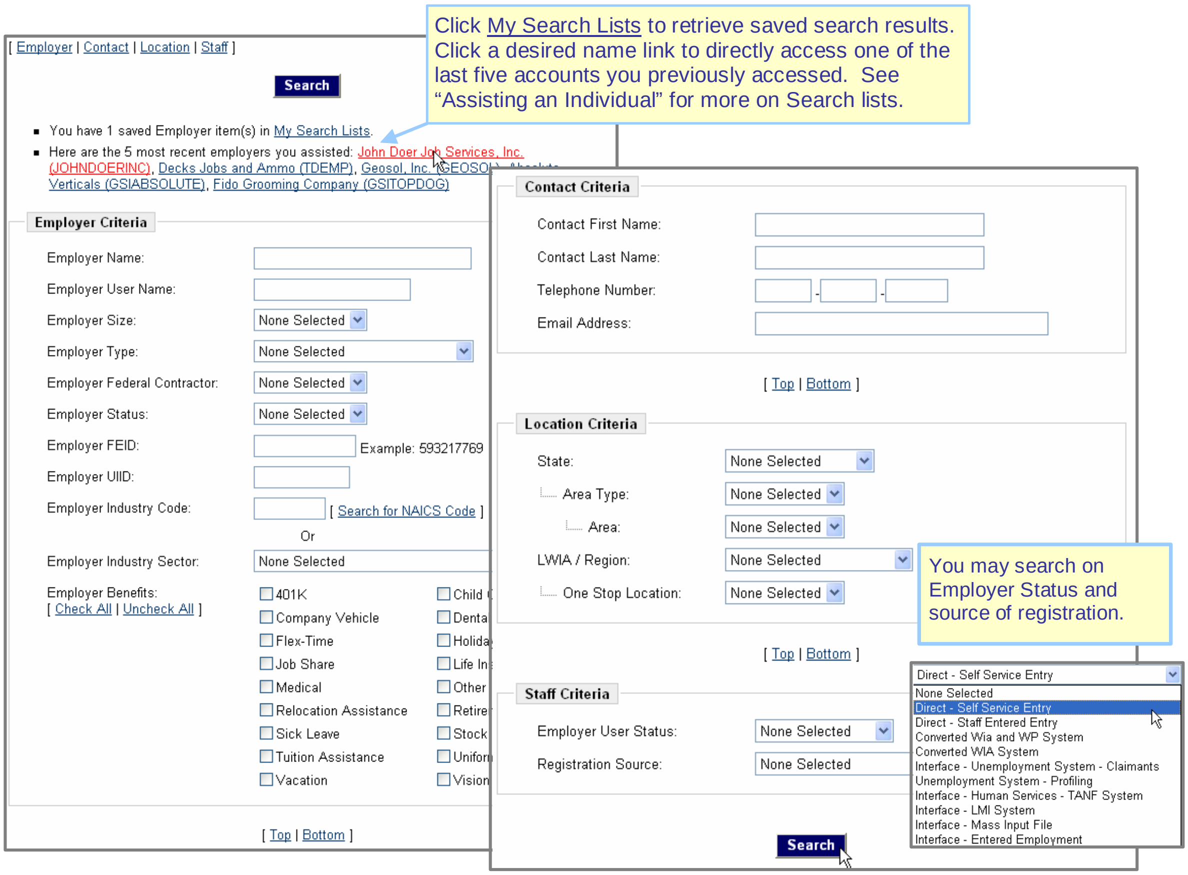
Add Employer Worksite Screen

Assist an Employer

To access the option that lets you work with an employer account, use one of the following methods:

- On the Employer options screen, click **Assist an Employer.**
- On the Navigation Menu, click Manage Employers ▸ Assist an Employer.

A Search window displays (as shown below) for search criteria to find the employer you want to assist.

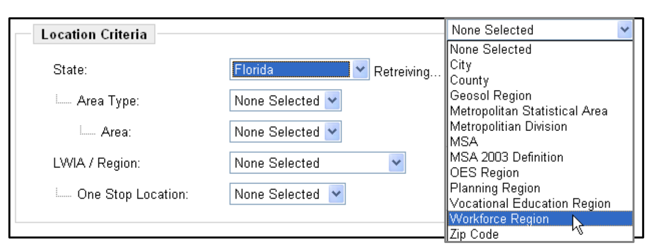


Employer Search Screen

Enter criteria to find the employer you want to assist, form the following search areas:

- **Employer Criteria** — You can enter the beginning search letter or name in any field. The search returns all names in which the search criteria matched the beginning of that field. For instance, if you enter "COM" at the beginning of the Username field, the user name "CompUSA" is among the names returned. You can also search by the employer's user name, company name, size, type, or even the specific benefits identified. or contact name, as specified in their registration information.
- **Location Criteria** — You can search by an area broken down several ways (e.g, state, county, city, workforce regions, LWIA/Region, specific One Stop location).

  The control is dynamic; when you select a higher-level drop-down it automatically retrieves the data for the next level. For example, if no state is selected, the Area Type drop-down will only display City and Zip Code. But, as soon as a state is selected staff may select additional criteria (see sample figure, right).



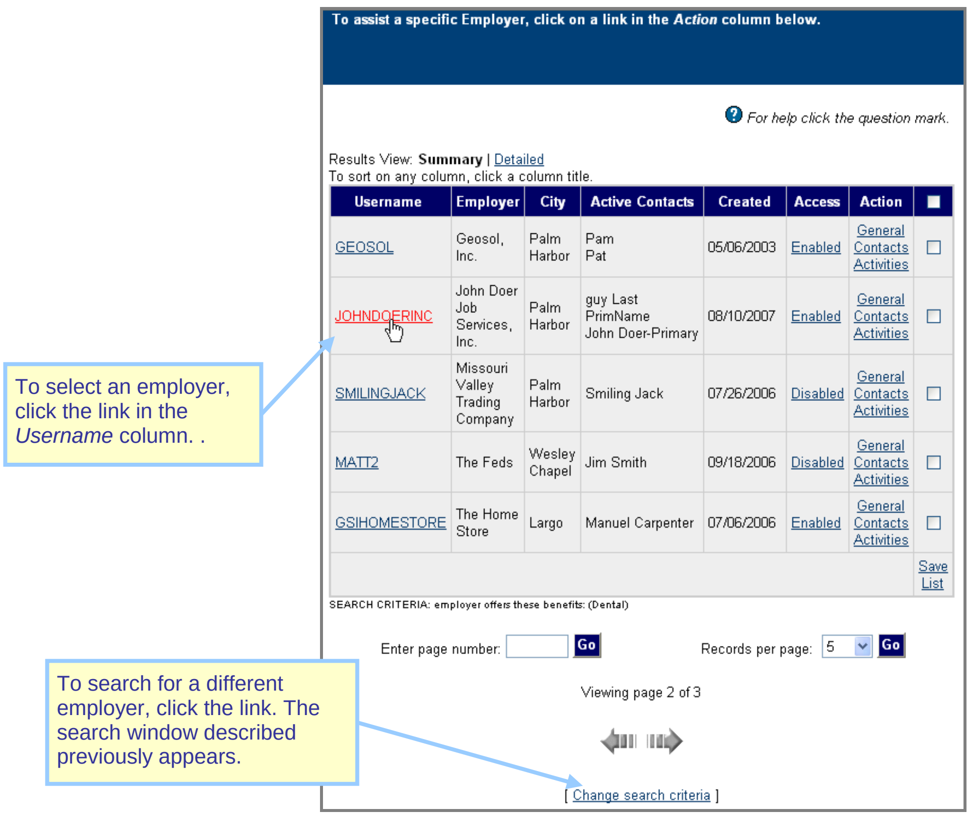
Contact Criteria — You can search by a specific name, telephone number, or address of a contact registered for the employer.

Staff Criteria — You can the employer's status (e.g., Active, Inactive), or how they registered (self service or staff entry).

To begin the search, click the **Search** button. A screen appears – similar to the following figure – that lists the employers that matched your search criteria.

Employer Search Results (Summary View)

The steps in the previous topic indicate how to search for an employer. Based on your search criteria, the system will display a results screen similar to the following sample figure.



Employer Search Result Screen

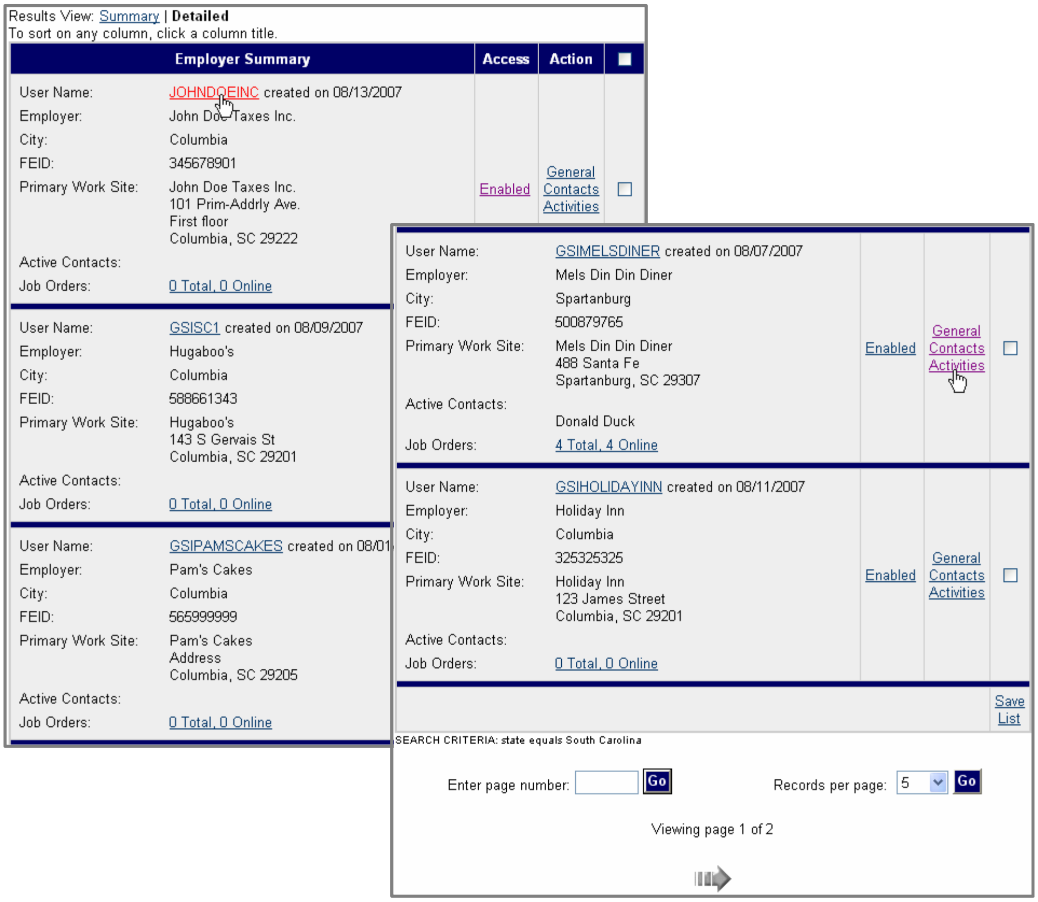
From this screen, you can perform the following functions:

- To refine your search, click Change Search Criteria. A search window redisplays, allowing you to search again.
- To sort the list by the Username, Employer, or Contact, click the column heading that corresponds with the field you want to sort.

  Note: *If more than one screen exists, enter a page number, or records per page, and click **Go,** or use the arrow button to navigate to other screens.*
- To select an employer, click the employer's name in the *Username* column.

Employer Search Results (Detailed View)

The following figure displays sample search results in the Detailed View. This view displays more data to help you decide which individuals to assist, but it takes up more space in displaying the search results.



Individual Search Results, Detailed View

You can manage search results with the same tools/links described in the Summary View (the previous topic). For example:

- Click Summary to change to the Summary view (described in the previous topic).
- Click a user name *created on…* link to access that individual's Profile Screen.
- Click a desired link in the Action column to access the employer's General Tab, Contacts Tab, or Activities Tab, and click last column to save results of the search to a list (identical to Summary View).

Notable differences are:

- Click the Individual Summary column heading to display a dialog-box control for sorting the results. This can sort ascending or descending by fields similar to those in the Summary View column headings. However, there is more data in this view and, therefore, more sort options.
- The Job Orders link indicates how many jobs the employer has created, and how many are online, and lets you click to access the Job Orders tab for that individual.

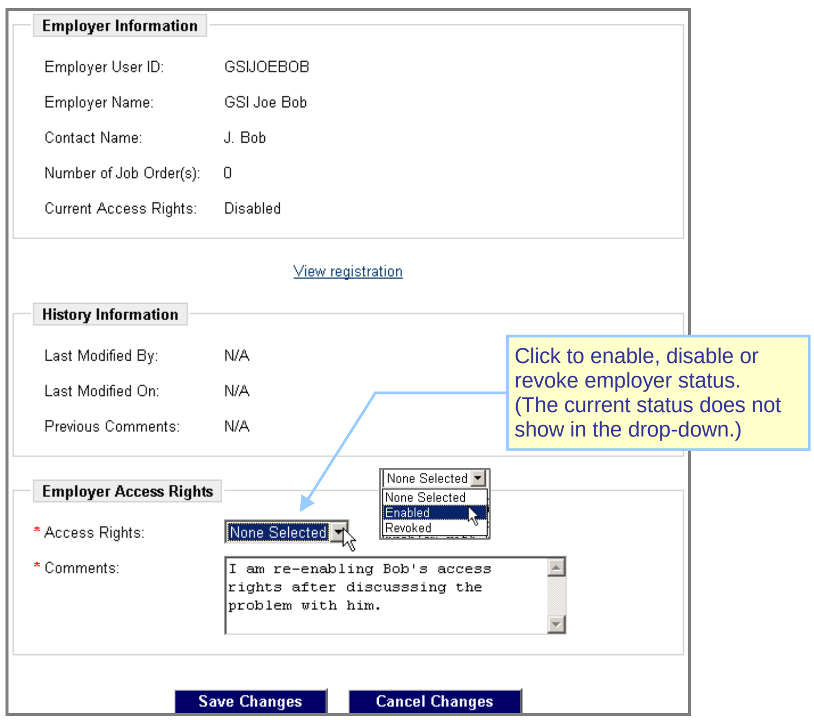
Set / Change Employer Access Rights

From the Employer Search Result Screen, Virtual OneStop lets you control whether employers can enter job orders or search for resumes. These settings are based on access rights associated with each employer's user ID.

To modify employer access, click the Disabled or Enabled link in the *Access* column on their row of the Search results screen.

Username	Employer	City	Active Contacts	Created	Access	Action	■
JOHNDOEINC	John Doe Incorporated	Palm Harbor	John Doe	08/08/2007	Disabled	General Contacts Activities	☐

A details window appears—similar to the following figure—allowing you to search for specific employers to manage their access.



Employer Search Window

To change an employer's status for job order entry and resume searches, change the status to Enabled or Revoked. Make a selection from the drop-down list in the Employer Access Rights section and enter a comment to indicate the reason for change.

Click **Save Changes** when you are finished.

Choose a Profile

After you have selected an employer from your list, that employer's My Folders options screen displays the profiles that can be managed for the employer. To select a profile, click on the profile folder icon or on the title.

Employer's My Profile Options Screen

Managing an Employer's Profiles and Folders

The employer's *My Profile* screen contains access to the following information, in separate folders and tabs:

Corporate Profile — Contains the employer contact and identifying information, including general information, and contact/website data.

Recruitment Plan Profile — Contains job order and recruitment information, listing job orders, job applicants, skill sets saved for job orders, and saved resume searches.

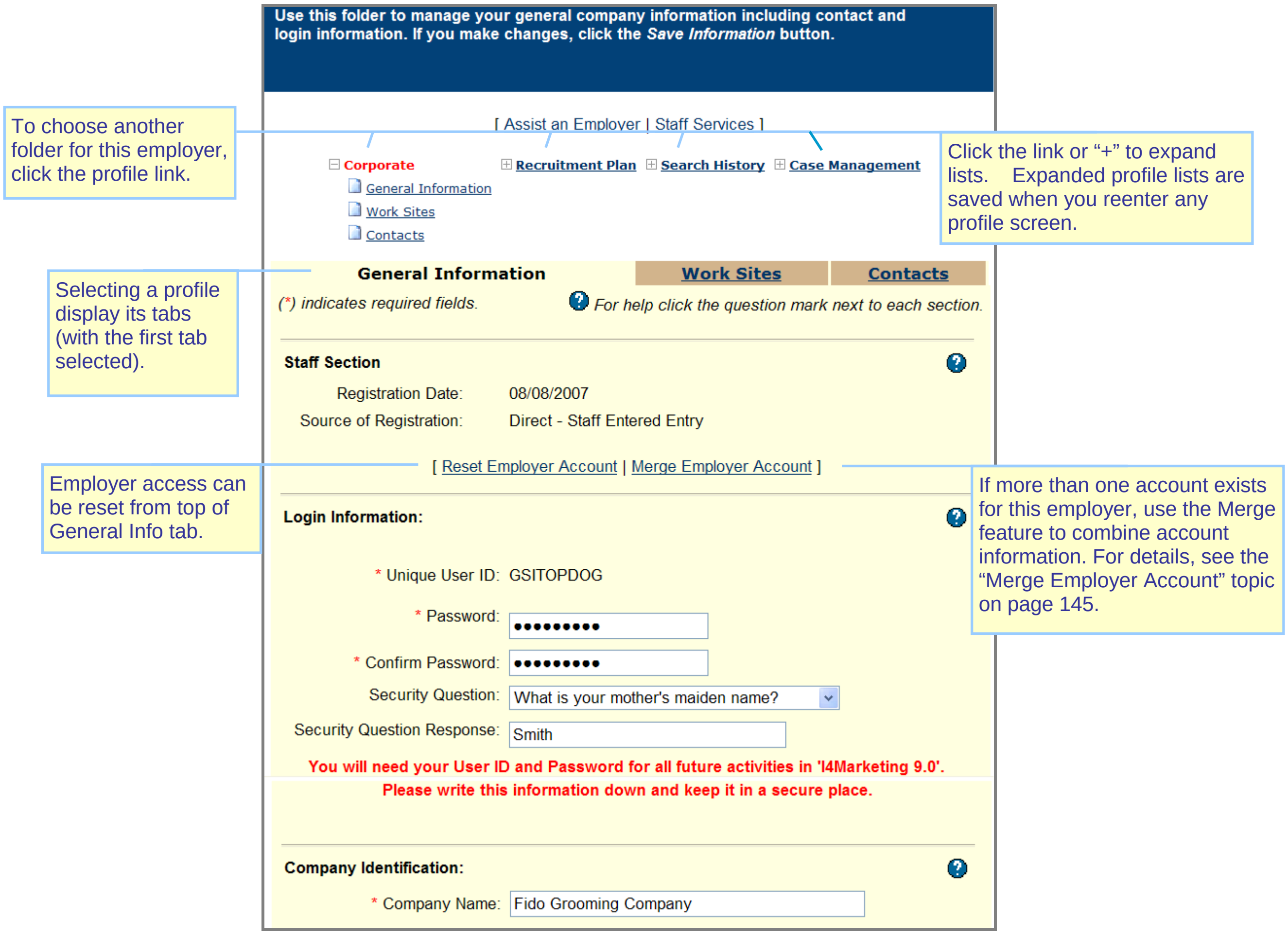
Search History Profile — Contains information on candidate's resumes, training programs, and other recently searched data.

Case Management Profile — Contains a list of employer program activities.

Note: *Virtual OneStop provides filter display options for most tabs within each profile folder. Staff (and employers) can filter items based on current vs. deleted items, as shown in the following sample figure:*

Sample Viewed Resumes Tab Screen

Corporate Profile



Corporate Profile Contents

The Corporate Profile contains the employer contact and account information, as follows:

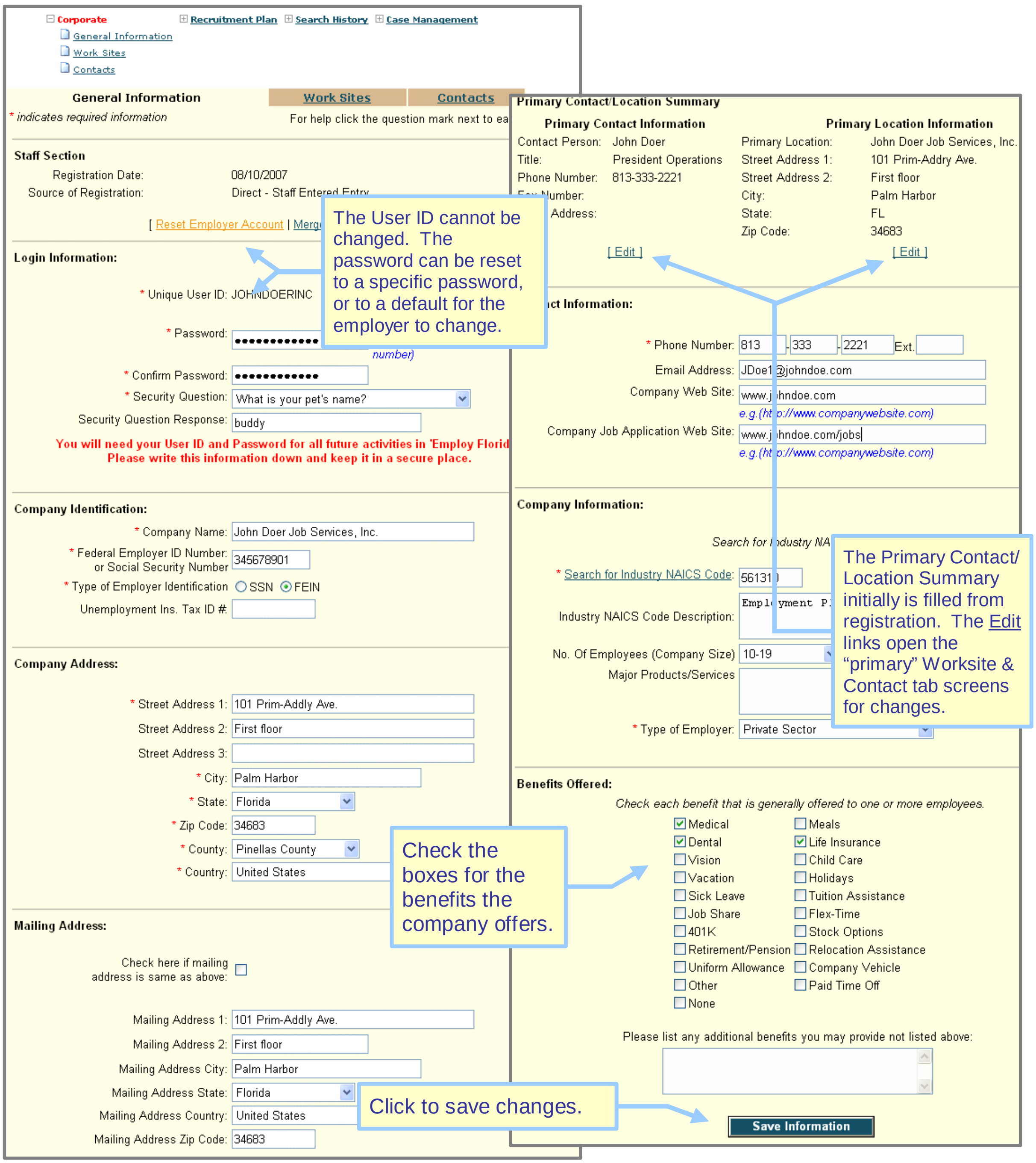
- **General Information Tab** – Lets you modify your account. For more information, see "Working with Corporate Information" in the next section.
- **Worksites Tab** – Lets you add, edit, or review employer worksites, and view contacts for those locations.
- **Contacts Tab** – Lets you add, edit, or review the employer's contacts for their worksites.

To access this folder to review or modify information:

- Select Corporate Profile from the Profile screen, or
- **My Company Profile ▸ Corporate Profile** from the Navigation Menu.

General Information Tab

The General Information tab form lets you enter/modify employer information (with the exception of the employer's user ID, registration date, and source of registration), as indicated in the following figure:



Corporate Information Tab Screen

Required fields are marked with a red asterisk (*).

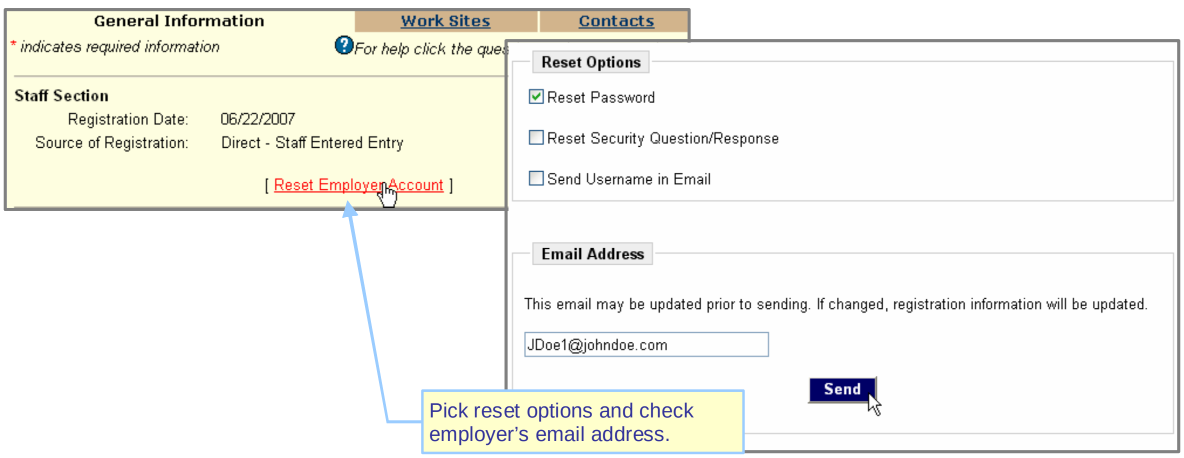
Enter any modifications to information in the text boxes and select the appropriate items from the drop-down lists.

To save your changes, click the **Save Information** button.

A confirmation window displays, indicating that the changes were saved.

Resetting an Employer's Account

If a staff member is contacted by an employer user who has forgotten their username, password, and/or security question response, this feature will assist staff in resetting the account information so that the employer can log into the system. When staff clicks the Reset Employer Account link, the system will display a selection screen, as shown in the sample figure below:



Reset Account Options Screen

Staff may exercise any of three options:

- Reset the employer's password
- Reset the employer's security question and response
- Send the employer their forgotten user name via email

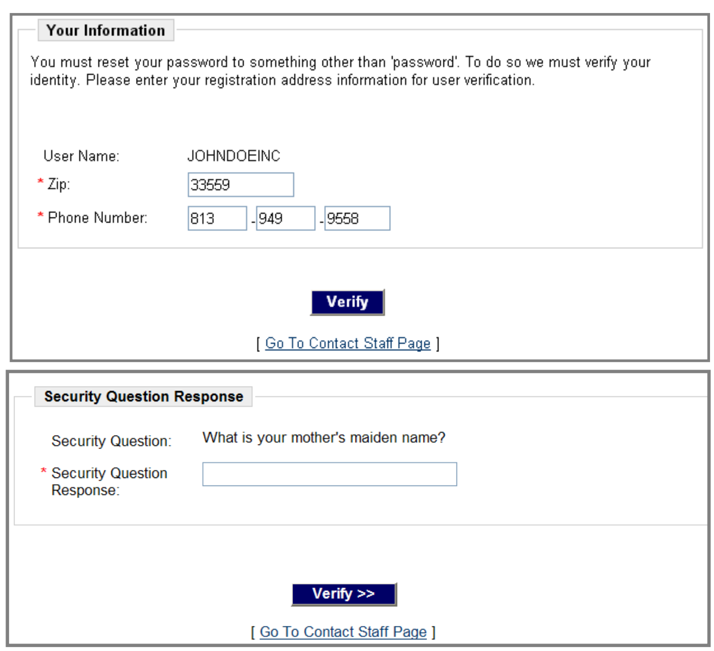
For details of each option, see the topics that follow.

Reset Password (Employer)

If the employer has forgotten their password, a staff member can use Reset the Password option by clicking that option (shown above). Staff should confirm the individual's email address and then click **Send** to complete the action.

In response, the employer will receive an email explaining how to access the Virtual OneStop site (see sample, right). Upon accessing the Virtual

OneStop login page, the employers will enter their user name and type "password" as their interim password.



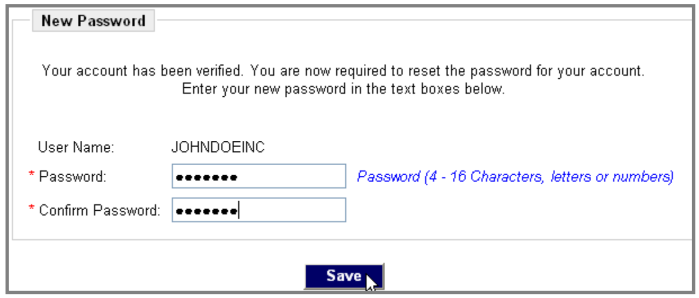
Next, the system will display a window where the user is prompted to provide personal information for security purposes. They complete the data entry and click **Verify** to proceed.

Note: *If employer's are unable to provide the required information, they can click* *__Go To Contact Staff Page__* *for further assistance (see sample page below).*

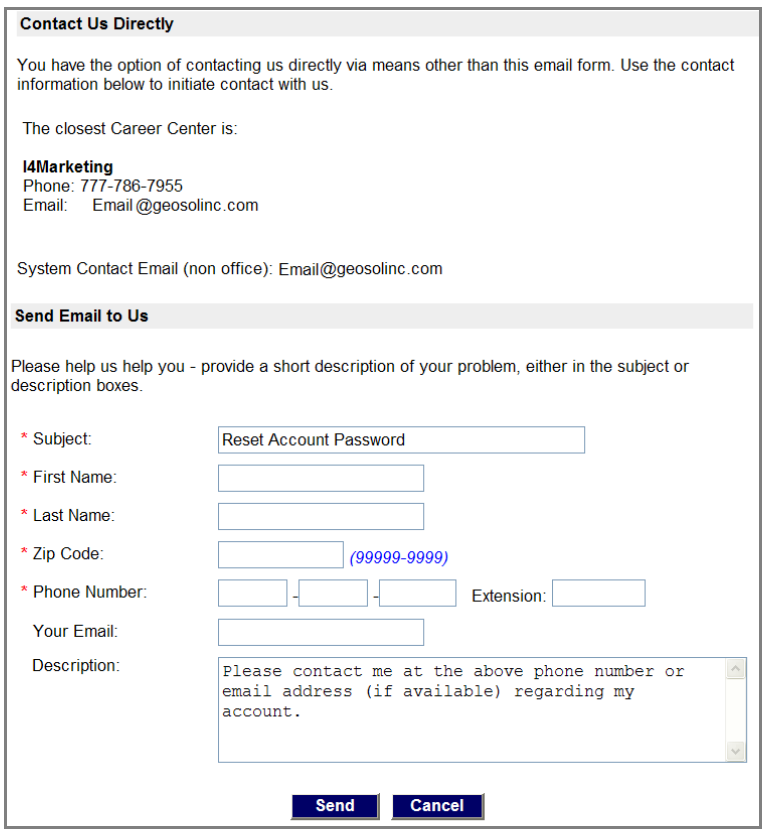
Once the system verifies the user's personal information, it prompts them to provide their security question response.

Employers enter the information and click **Verify>>** to proceed.

The last step of the password reset function requires the individual to enter their new password and confirm it. They will use this newly created password for subsequent system logins. Individuals click **Save** to secure their changes and complete the password reset drill.



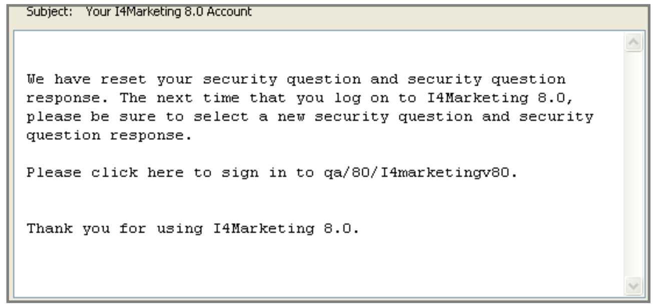
The following figure displays a sample Contact Staff page, which users may access if they are unable to complete the required information for password reset purposes:



Sample Contact Staff Page

Reset Security Question/Response (Employer)

If the employer has forgotten their security question/response, a staff member can utilize the Reset Security Question/Response option by clicking the self titled checkbox on the Rest Account Options screen. Staff should confirm the individual's email address and click **Send** to complete the action.


Subject: Your I4Marketing 8.0 Account

We have reset your security question and security question response. The next time that you log on to I4Marketing 8.0, please be sure to select a new security question and security question response.

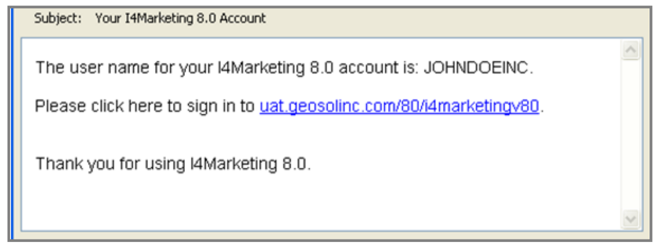
Please click here to sign in to qa/80/I4marketingv80.

Thank you for using I4Marketing 8.0.

In response, the individual will receive an email confirming their security question/response has been reset (see sample, right). Upon logging in to the Virtual OneStop system, users should select a new security question and response.

Reset Username (Employer)

If the employer has forgotten their username, staff can utilize the Reset Security Question/ Response option by clicking the self titled checkbox on the Rest Account Options screen. Staff should confirm the individual's email address and click **Send** to complete the action.


Subject: Your I4Marketing 8.0 Account

The user name for your I4Marketing 8.0 account is: JOHNDOEINC.

Please click here to sign in to uat.geosolinc.com/80/i4marketingv80.

Thank you for using I4Marketing 8.0.

In response, the individual will receive an email confirming their username (see sample, right). Upon logging in to the Virtual OneStop system, users will enter this user name and their saved password.

Merge Employer Accounts

This feature enables a staff member to merge duplicate employer registrations from two systems into one record, with all services attached to the parent record (e.g., where a legacy system and a VOS labor exchange system are to be converted into a new VOS system, and duplicate employers are likely). The basic function is enabled through a configuration switch per customer deployment.

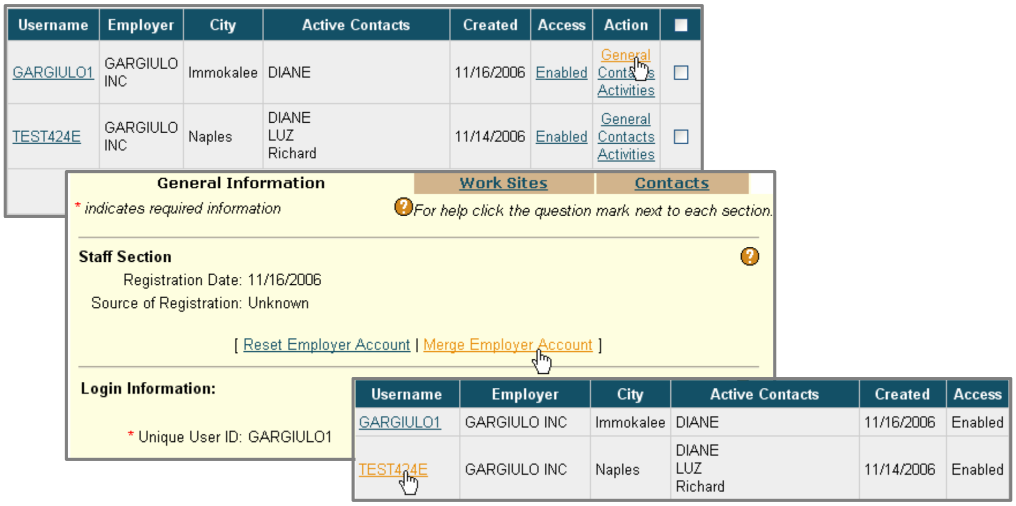
Access: The ability for staff members to perform this function is controlled through a Merge Employers parameter, in the Manage Employers section of a Staff Account. Administrators will log into the Admin site to set Merge Employers to "Yes" for the appropriate staff members.

Location: The link is a Manage Employer Account link on the Programs tab.

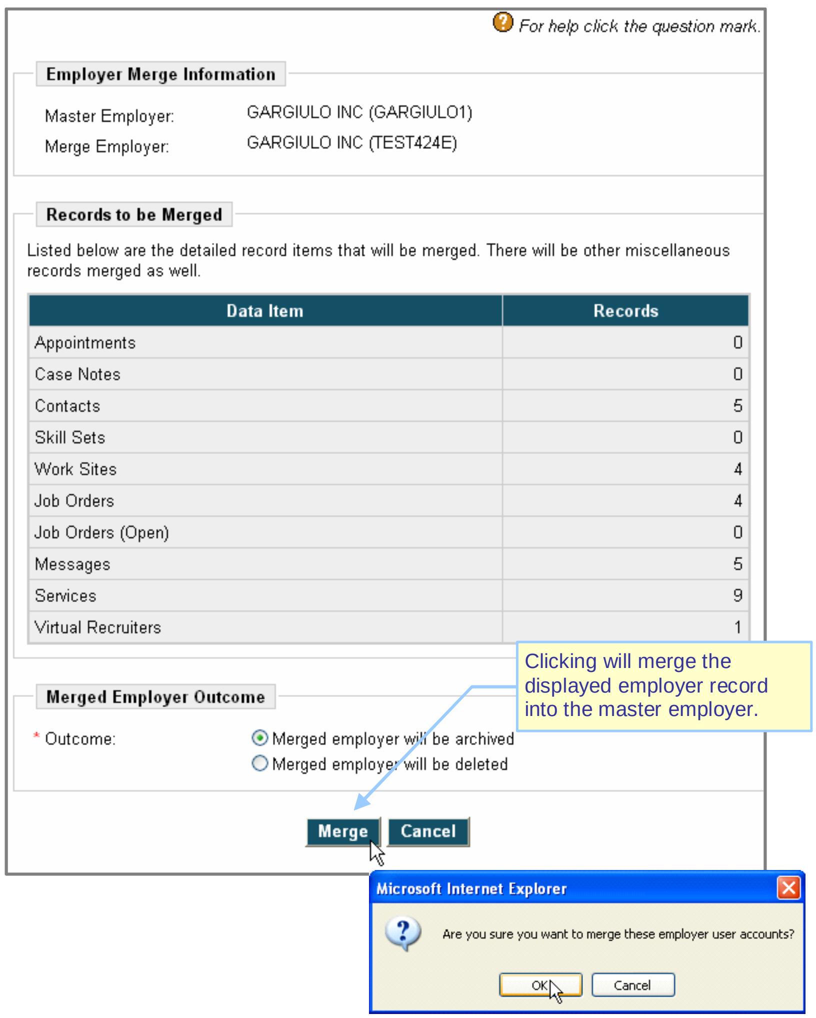
Updates to Screen: Clicking the link redisplays the employer search screen for finding and selecting the employer to merge.

Function: When a staff member wants to merge two employer records, they:

- Select **Assist an Employer**
- Perform search for the employer, and select the employer by clicking on the General tab link.
- From the General Information tab of the Corporate Profile screen, they select the Merge Employer Account link.
- Repeat search for the employer record they wish to merge into the employer they are already managing.
- Select the employer by clicking on their User Name.



Selecting a Merge Employer Account



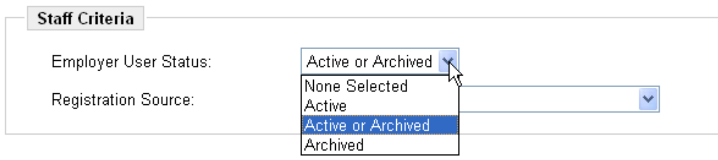
Merge Employer Screen and Verification

- Verify the master employer, the employer to be merged, and the records that will be merged, from the Merge Employer screen.
- Select an outcome for the merged employer record—it may be archived (the default) or deleted.
- Click the **Merge** button.

A verification pop-up will display. When staff clicks **OK**, the two employers are merged.

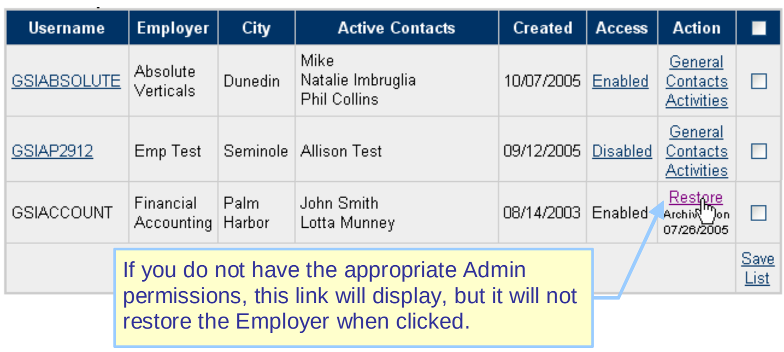
Restore Archived Employer Accounts

When a staff member searches for employers, they can search for archived as well as active employers (using the Employer User Status at the bottom of the search parameters).



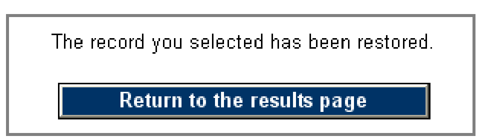
Note: *A default search of "None Selected" will not display Archived employers.*

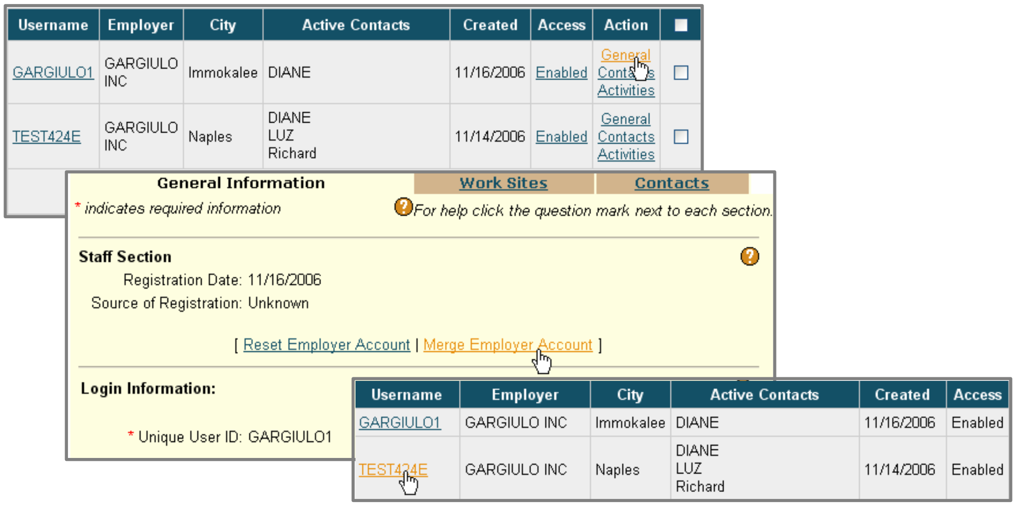
Any archived employers will display with a *Restore* link as the only available action in the Action column.



If the staff member has *Restore* permissions, clicking the Restore link will:

- Display a confirmation box to verify that they want to restore the employer.
- If they click **OK**, the Employer is restored and the staff member can return to the results page. The restored employer will displayed in the search results as enabled.





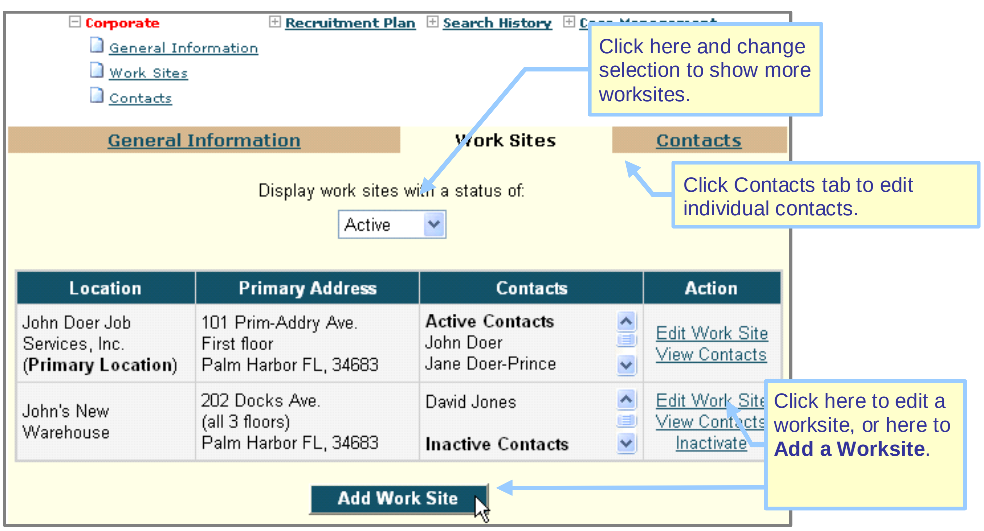
Selecting a Merge Employer Account

Restore an Archived Employer—can the staff member restore archived employer records to "active" status? (Yes/No)

If staff search for archived employer accounts, this parameter control allows staff to reset the employer account status to "active" by clicking the Restore link in the search results display.

Worksites Tab

The Worksites tab lets you create and review employer worksites. You can also see the contacts for the worksite in this section, and click to the view contacts on the Contacts tab for managing details on contacts specific to that work site. The following figure displays a sample of the Worksites tab.



Worksites Tab

From the Worksites tab, you can:

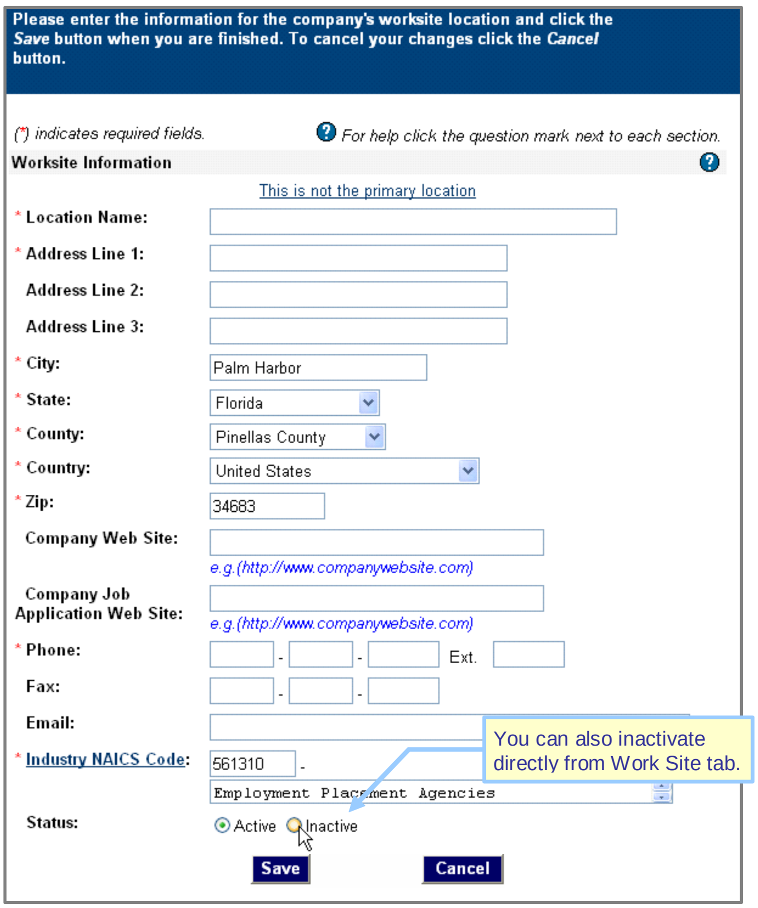
- Use the Status list – to display All, Active, or Inactive work sites.

- Click **Add Work Site** button – to display the Add Worksite form for entry of required and optional work site data.
- Click Edit Work Site link (under Action column) – to display the Edit Worksite form for making changes to existing worksite information.
- Click View Contact link (under Action column) – to access the Contacts tab with the display filtered for contacts at the worksite. (Editing or adding contacts can be made from the displayed Contacts tab).
- Click Inactivate/Activate link (under Action column) – to inactivate an active worksite, or activate an inactive worksite. (This link does not display for the primary location.)

To add a worksite:

- Access the Work Sites tab and click the **Add Work Site** button.

  The Add Worksite form is displayed.



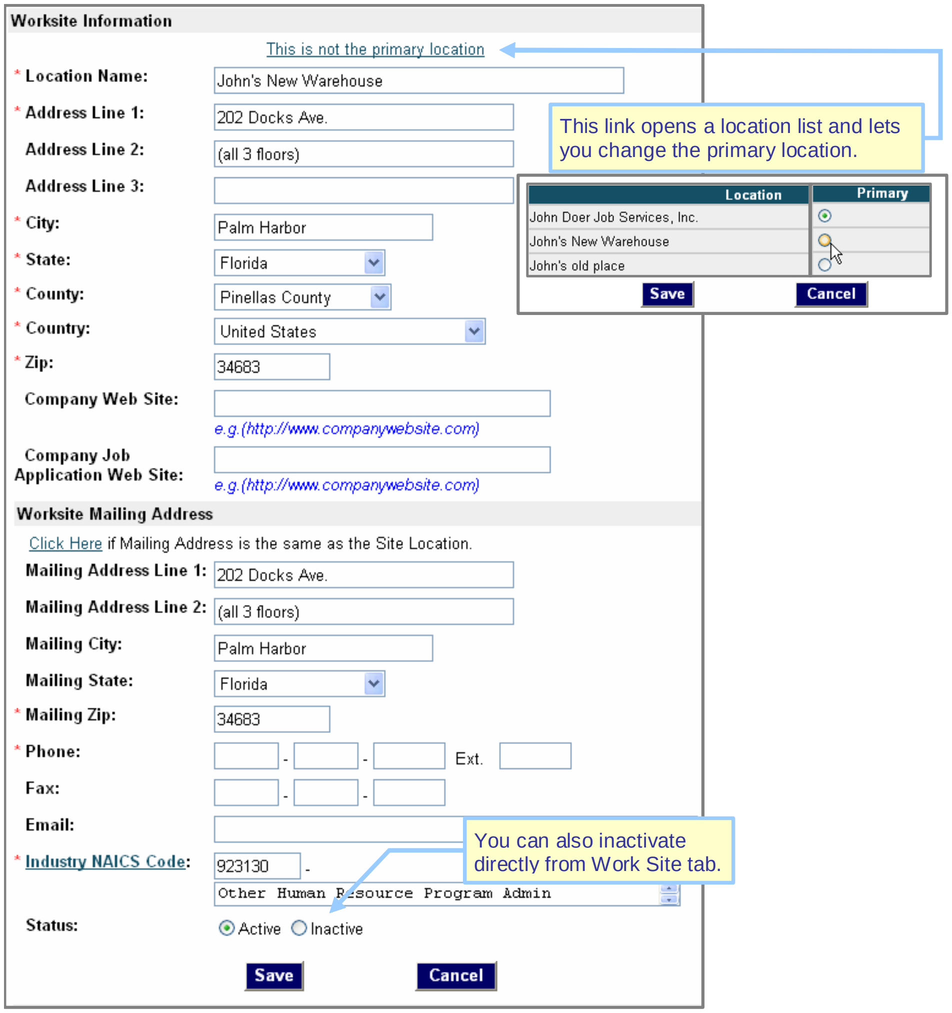
Add Worksite Screen

- Enter all required work site data and any other data.
- Click **Save**.

To edit (or inactivate) a worksite:

- Access the Work Sites tab and click the Edit Work Site link in the Action column.

  The Edit Worksite form is displayed.



Edit Worksite Screen

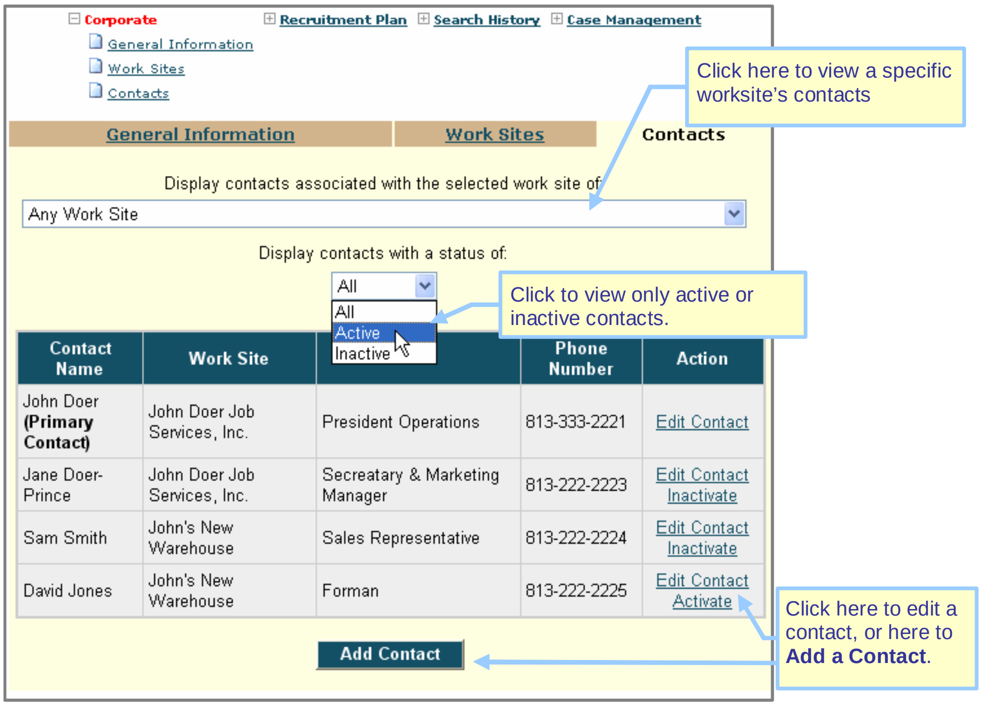
- Make the required changes, and click **Save**.

Note: *You can change the worksite from Active to Inactive from the Edit screen, by clicking the Inactive status buttons (Active is the default when you create a Work Site). You can also activate or inactive directly from the Work Site tab (by clicking the Activate / Inactivate link under the Action column).*

If you inactivate *a worksite for which there are contacts, all of those contacts will also be inactivated.*

Contacts Tab

The Contacts tab lets you create, review, edit and activate/inactivate contacts associated with the employer worksites. The following figure displays a sample of the Contacts tab.



Contacts Tab

From the Contacts tab, you can:

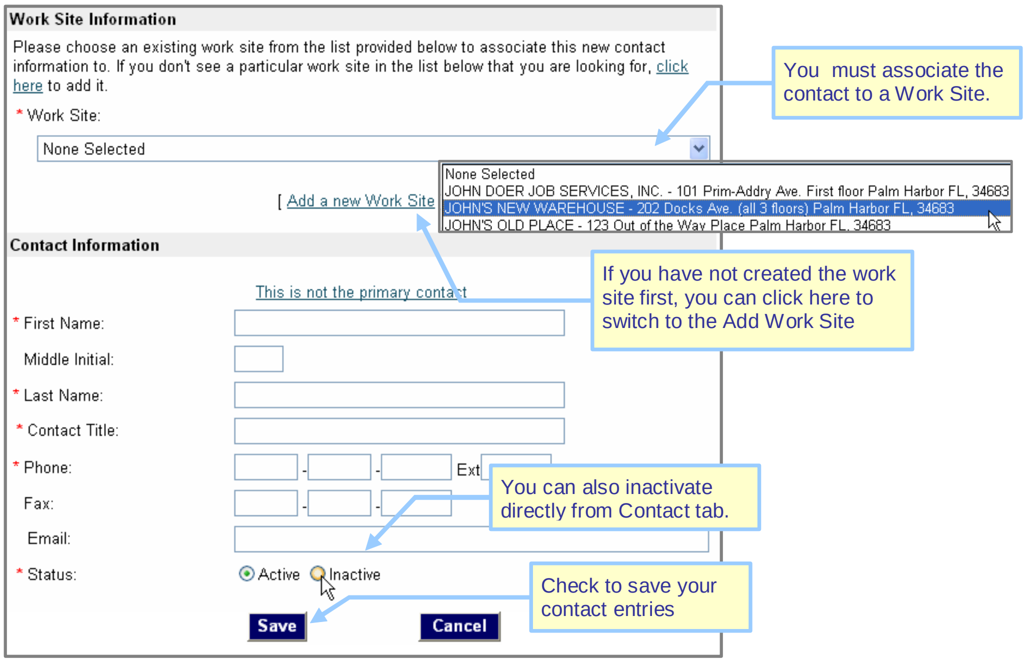
- Use the Work Site list – to display contacts associated with Any Work Site, or with a specific work site.
- Use the Status list – to display All, Active, or Inactive contacts form for entry of required and optional contact data.
- Click **Add Contact** button – to display the Add Contact form for entry of required and optional contact data.
- Click Edit Contact link (under *Action* column) – to display the Edit Contact form for making changes to existing worksite information.
- Click Inactivate/Activate link (under Action column) – to inactivate an active contact, or activate an inactive contact. (This link does not display for the primary contact.)

Note: *If you click a View Contacts link from the Work Site tab, this screen displays with the work site already selected, and All selected as contact status.*

To add a contact:

- Access the Contacts tab and click the **Add Contact** button.

  The Add Contact form is displayed (as shown in the following figure).
- Select the work site.
- Enter all required data and any other contact data.
- Click **Save**.

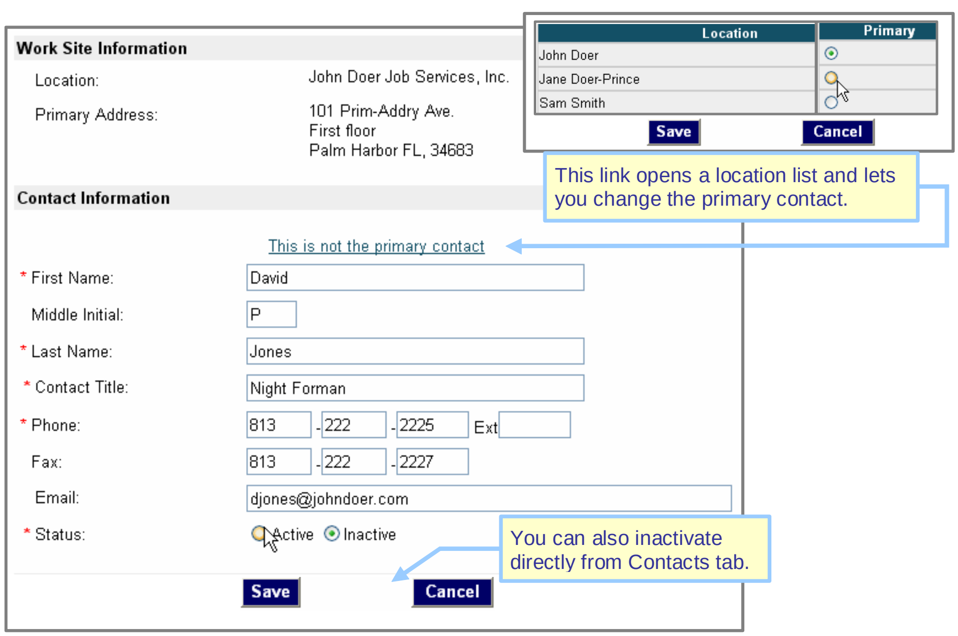


Add Contact Screen

To edit (or inactivate) a Contact:

- Access the Contacts tab and click the <u>Edit Contact</u> link in the Action column.

  The Edit Contact form is displayed (as shown in the following figure).



Edit Contact Screen

- Make the required Contact changes, and click **Save**.

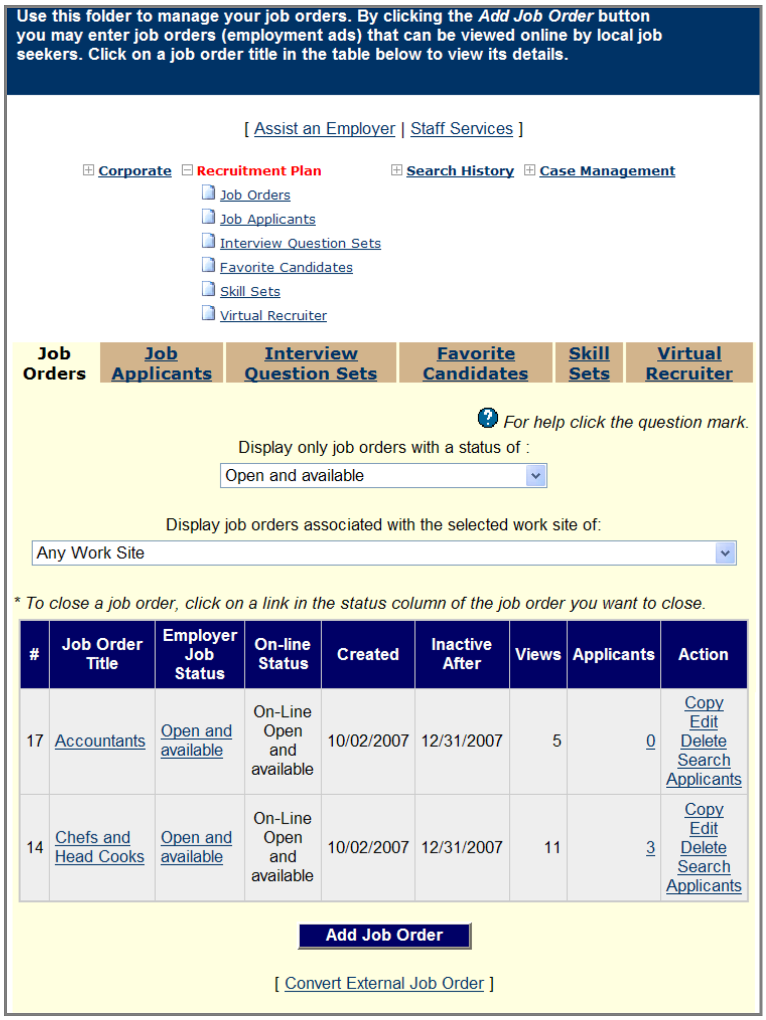
Note: *You can change from Active to Inactive from the Edit screen, or directly from the Contact tab. Active is the default when you create a Contact.*

Recruitment Plan Profile

The Recruitment Plan Profile folder allows access to an employer's job orders, job applicants, interview question sets, skill sets stored for job orders, and resume searches in the Virtual Recruiter. To access this folder for adding, reviewing, or modifying information, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile.**
- On the Navigation Menu, click **My Profile ▸ Recruitment Plan Profile**.

The following figure displays a sample Recruitment Plan Profile:



Recruitment Plan Profile Screen

The Recruitment Plan Profile comprises the following tabs:

- **Job Orders** – Lists your job orders, and lets you add or edit the job orders.
- **Job Applicants** – Contains lists of applicants who applied for job openings you have posted on the system, and lets you edit applicant data.
- **Interview Question Sets** – Maintains groups of applicant questions that may included within job order details for applicant filtration purposes.
- **Favorite Candidates** – Maintains notable resumes saved at an employer's discretion.

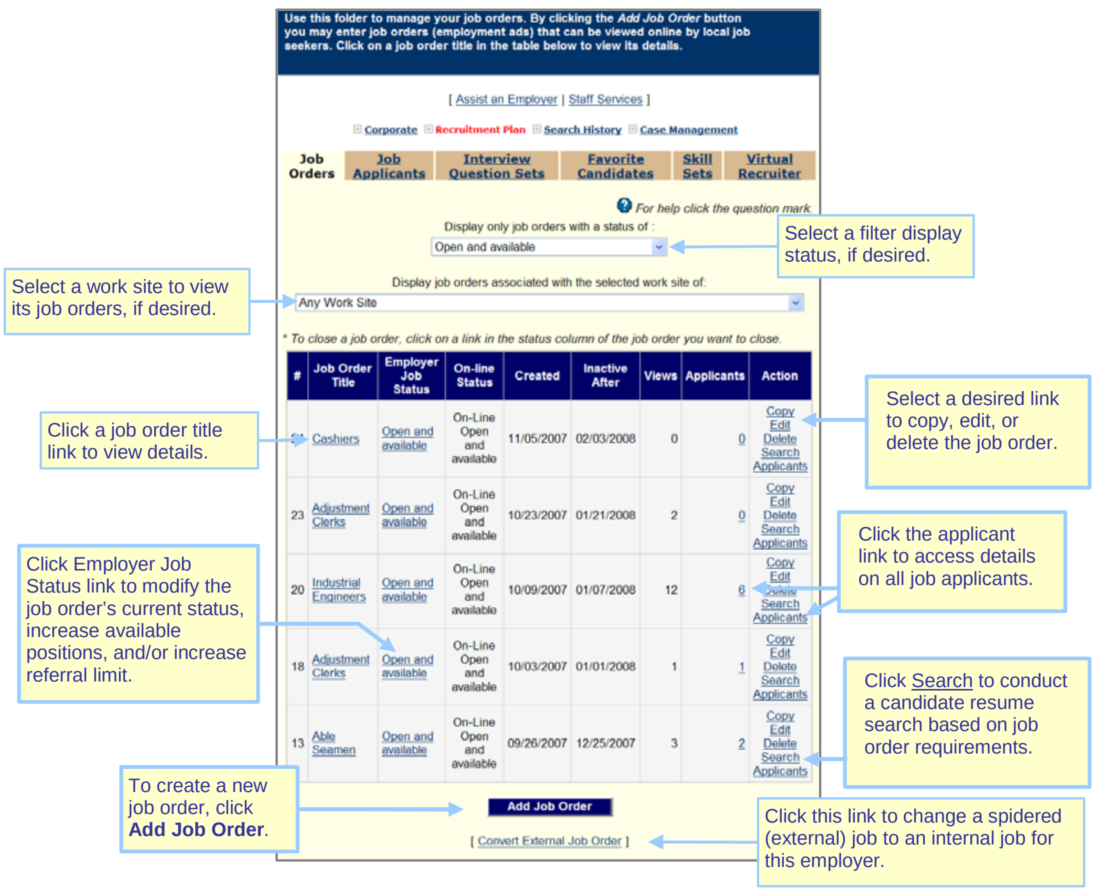
- **Skill Sets** – Lists saved skills sets you can use in creating a job opening, and lets you add/delete skill sets.
- **Virtual Recruiter** – Lists your saved resume searches, and lets you edit the automated resume searches.

Job Orders Tab

When you click the Job Orders tab, the system displays a list all open and available job orders for the selected employer. Here staff may assist the employer by managing current job orders or creating new ones. To access the Job Orders tab, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile** and the **Job Orders** tab.
- On the Navigation Menu, click **My Profile ▸ Recruitment Plan Profile ▸ Job Orders.**

The following figure displays a sample Job Orders Tab screen:



#	Job Order Title	Employer Job Status	On-line Status	Created	Inactive After	Views	Applicants	Action
24	Cashiers	Open and available	On-Line Open and available	11/05/2007	02/03/2008	0	0	Copy Edit Delete Search Applicants
23	Adjustment Clerks	Open and available	On-Line Open and available	10/23/2007	01/21/2008	2	0	Copy Edit Delete Search Applicants
20	Industrial Engineers	Open and available	On-Line Open and available	10/09/2007	01/07/2008	12	6	Copy Edit Delete Search Applicants
18	Adjustment Clerks	Open and available	On-Line Open and available	10/03/2007	01/01/2008	1	1	Copy Edit Delete Search Applicants
13	Able Seamen	Open and available	On-Line Open and available	09/26/2007	12/25/2007	3	2	Copy Edit Delete Search Applicants

Job Orders Tab

From the Job Orders Tab screen, as shown above, you can perform the following tasks:

- Display only a certain type of job order — select the Status from the drop-down list.
- View job orders by work site — select a desired work site from the list box.

Sort the list of job orders — click the column heading by which to sort.

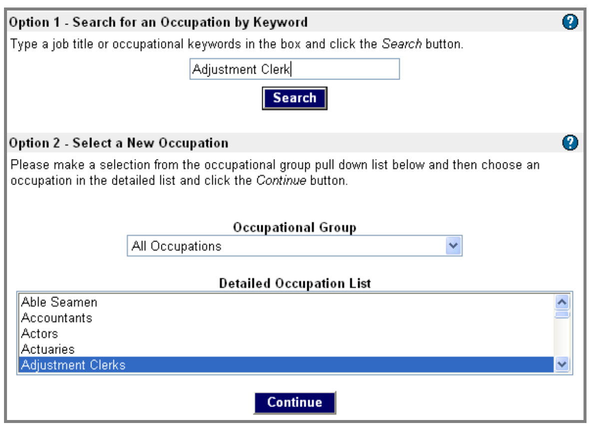
- Add a new job — click the **Add Job Order** button. A screen displays the next step for adding your job order (choosing an occupation).
- Copy an existing job order — click the Copy link to make a copy of a job order (to save time and effort).
- Modify or delete a job order — click the Job Order Title link to edit or delete a job order. (You may also click the Edit or the Delete link in the *Action* column.)
- Modify the Employer Job Status — click the status link under the Employer Job Status column.
- View job applicant / job referral data for a job order — click its numeric link in the Applicants column, or the Applicants link in the Action column.
- Search for candidate resumes by job order criteria — click the Search link in the *Action* column to conduct a candidate resume search using the job order criteria.

Adding/Creating a Job Order

Virtual OneStop lets you add job orders for a specific employer.

- To add a job order, click the **Add Job Order** button.

  A screen appears, to let you select an occupation for the job order, by one of three options: 1 - *Select by keyword,* 2 – *Select by occupation group lists,* 3 – *Select by O*Net code.*



- Use one of the options and select an occupation related to the job order.
- Click the **Continue** button at the end of the Occupation selection.

  The Employer Worksite screen is displayed, from which you will enter job worksite information (location and contact) and then identify skill sets. This is described in the following topic.

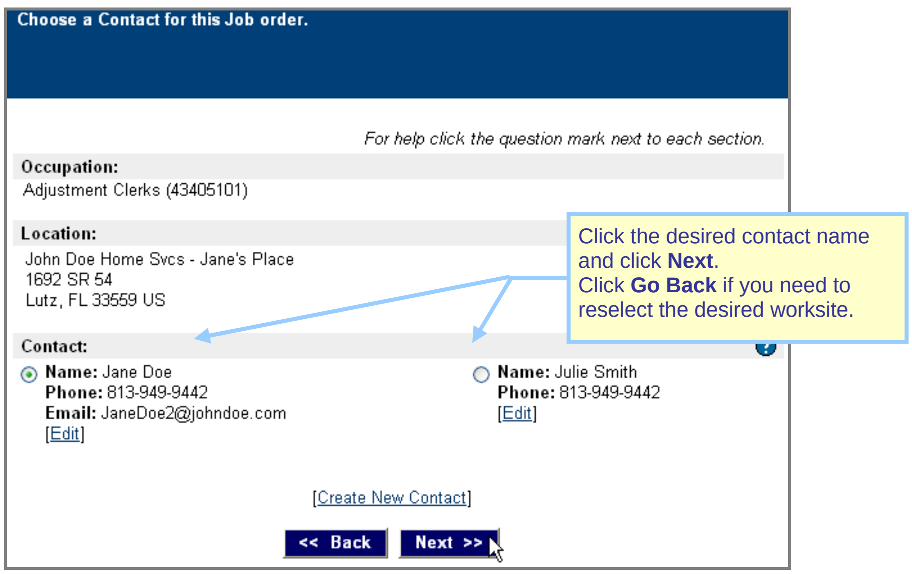
After you select an occupation, an Employer Worksite screen displays the employer locations.

From the screen:

- Select the Worksite/Location for the job and click **Next**.

Specify Employer Worksite Screen

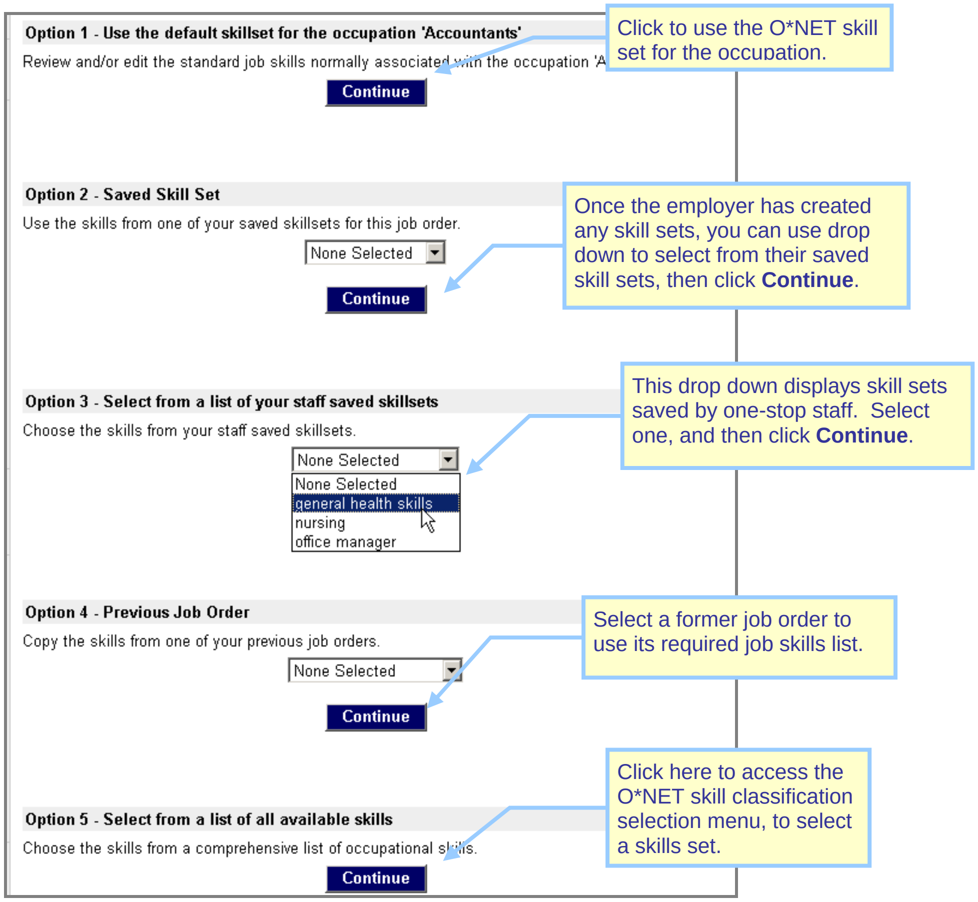
A Location Contact screen displays employer contacts at the location.



Specify Location Contact Screen

- After making your contact selection, click **Next**.

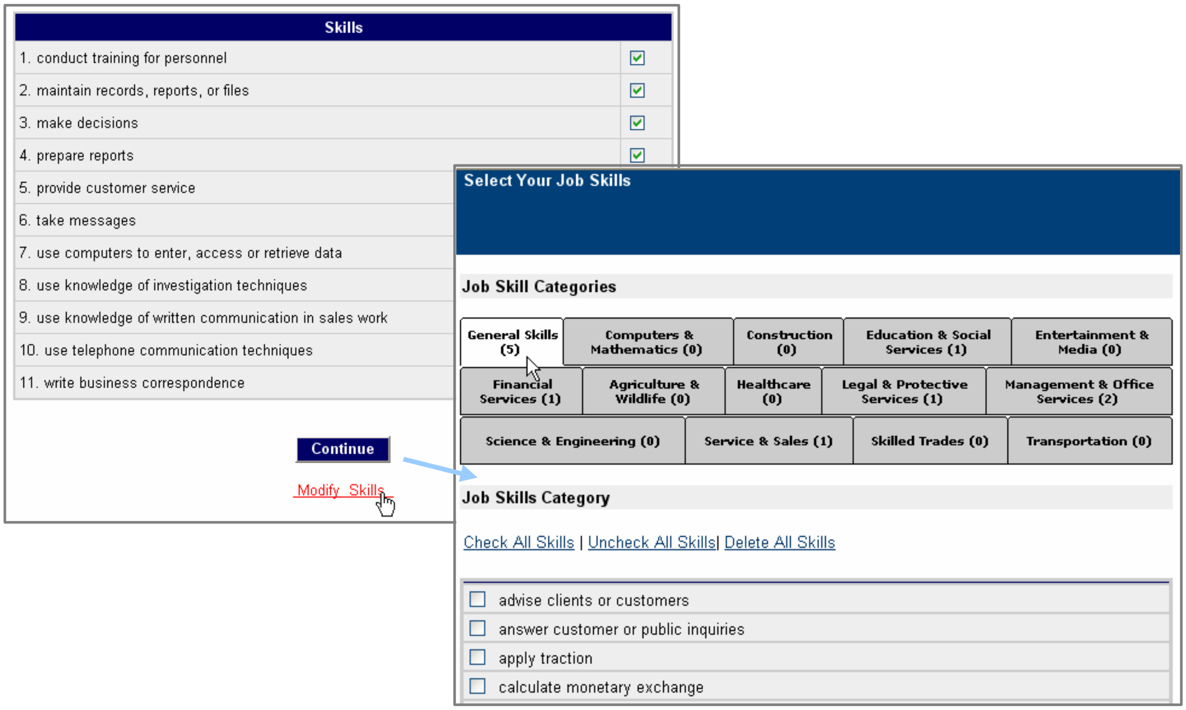
A Skill Set Options selection screen displays:



Skill Set Selection Screen

- Select the option you would like to use to determine the starting Skill Set for the job.

  A List of Skills screen is displayed:



List of Skills Screen and Job Skill Categories Screen (Option 1)

- Click Modify Skills to display the Job Skill Categories screen and modify the skills for the job's skills set.

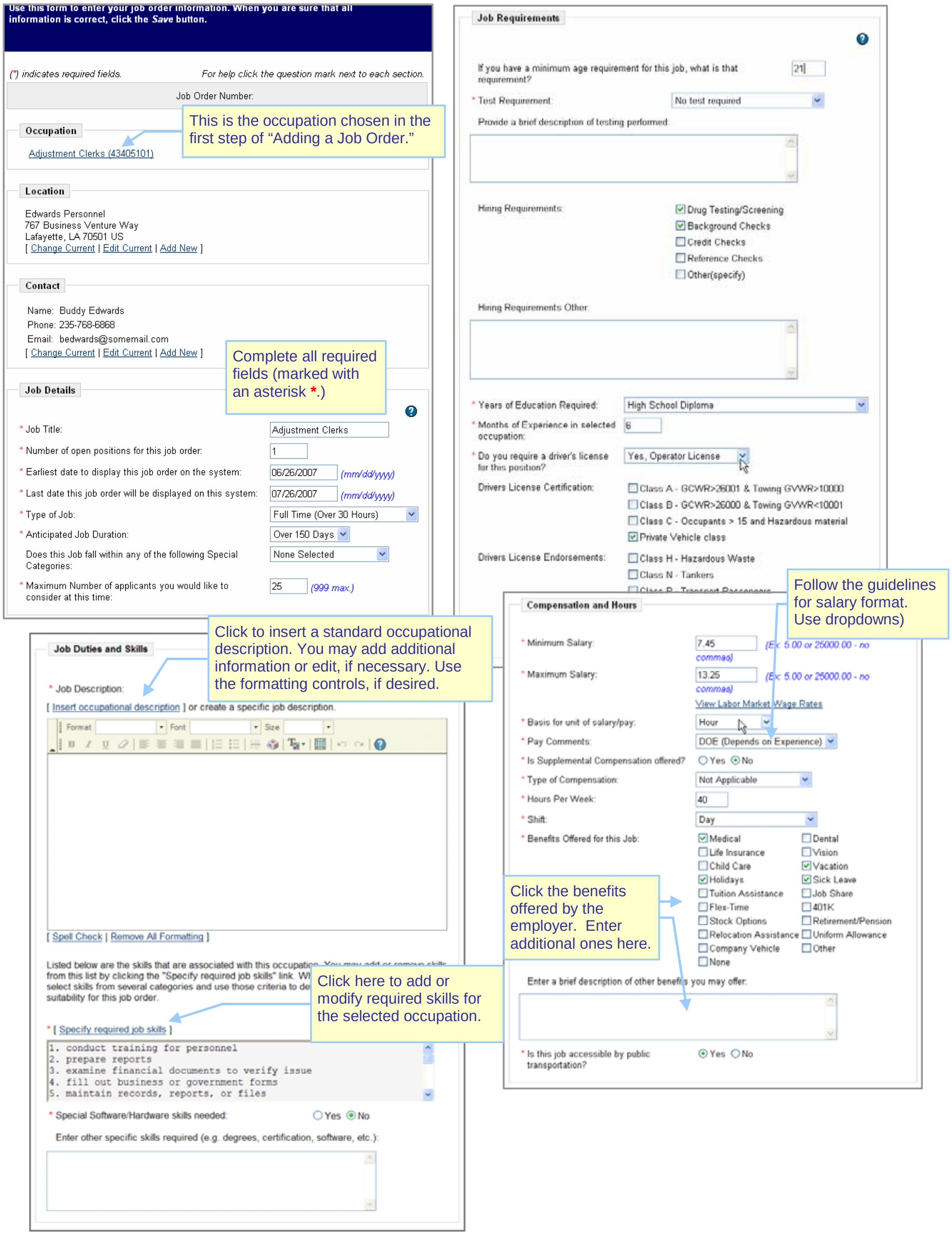
  Note: *Or click* **Continue** *if the required skills for the job are identical to the list. This will bypass displaying the detailed Job Skill Categories screen.*

- When you have modified skills, click **Save Skills and Continue** on the Job Skill Categories screen, which will redisplay the List of Skills screen with the revised skills.

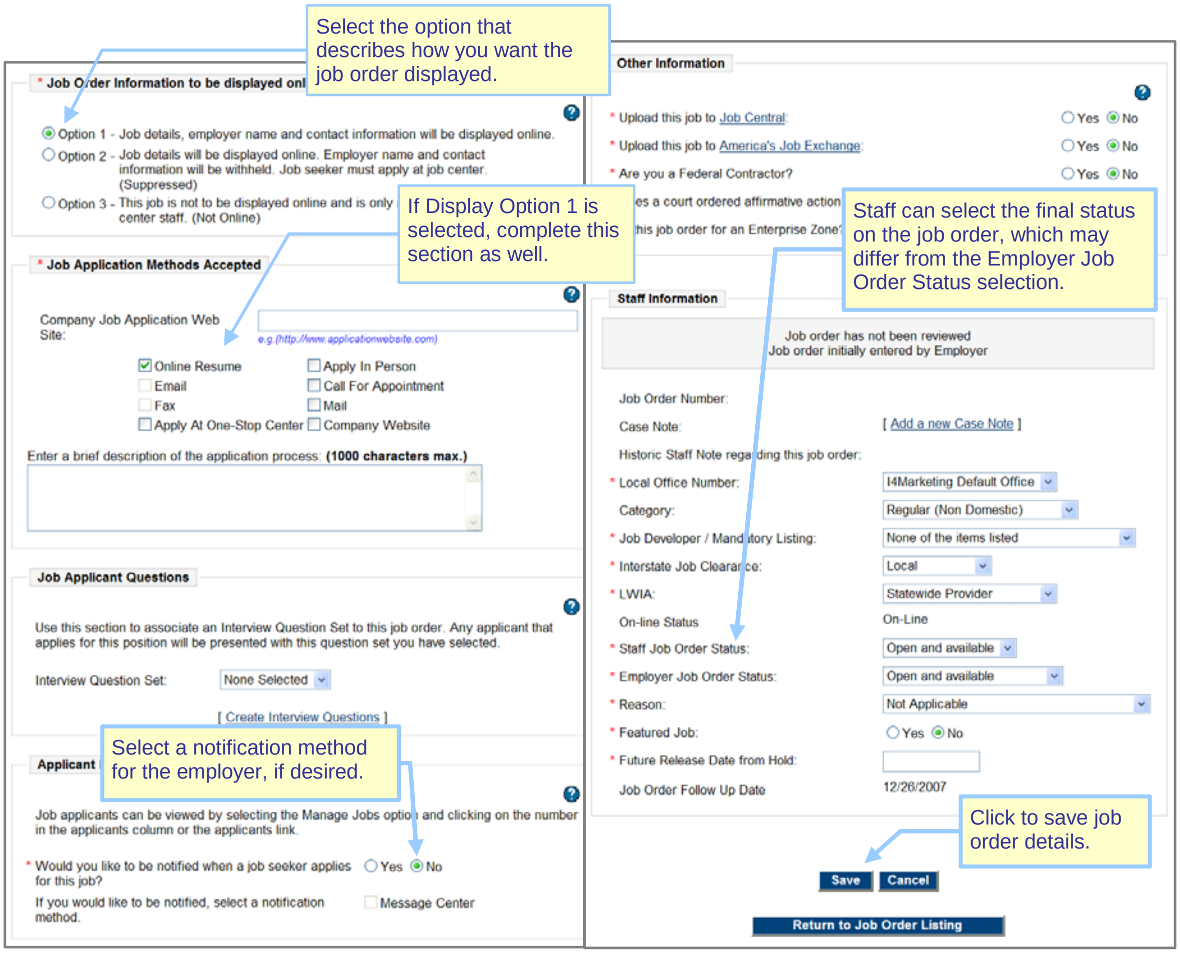
  Note: *See the topic "Step 6: Skills and Abilities" for details on the equivalent of these screens (used to define an individual's skills as the controls and options work identically).*

- Click **Continue**. The Skill Set is saved for the job, and the Enter Job Order Details screen is displayed. This screen is used to enter all the job details, requirements, application methods, duties, compensation, benefits (as well as an area for Staff review and Case Notes data for the job order).

The following figure displays a sample Enter Job Order Details screen:



Enter Job Order Details Screen (Part I)



Enter Job Order Details Screen (Part II)

Supply all the necessary information on the Job Order Information/Entry screen (shown in the previous two figures).

Click the **Save** button at the bottom of the screen. The Job Orders tab is redisplayed with the new job order.

From the Job Order Details Information/Entry screen, you can perform the following functions:

- Complete the required fields, marked with an asterisk (*) using the specified formats, and selecting from the drop-down lists.
- To select the occupational description, click Insert Occupational Description.
- To select the skills required for the job order, click the Specify Required Job Skills link.
- To specify the way the job order is displayed online, select one of the options in the section labeled *Job Order Information to be Displayed Online*. If you select Option 2, no contact information is displayed online. Job Seekers must apply through a job center, and staff must filter their applications.
- Enter the Employer FEIN number if not pre-filled. The FEIN number cannot be edited later so make sure the correct number is entered.
- The Job Order Status field gives staff the ability to select the final status on the job order, which may differ from the Employer Job Order Status selection. The Employer Job Order Status field reflects the employer's status selection and is not the final determining status, as explained above.

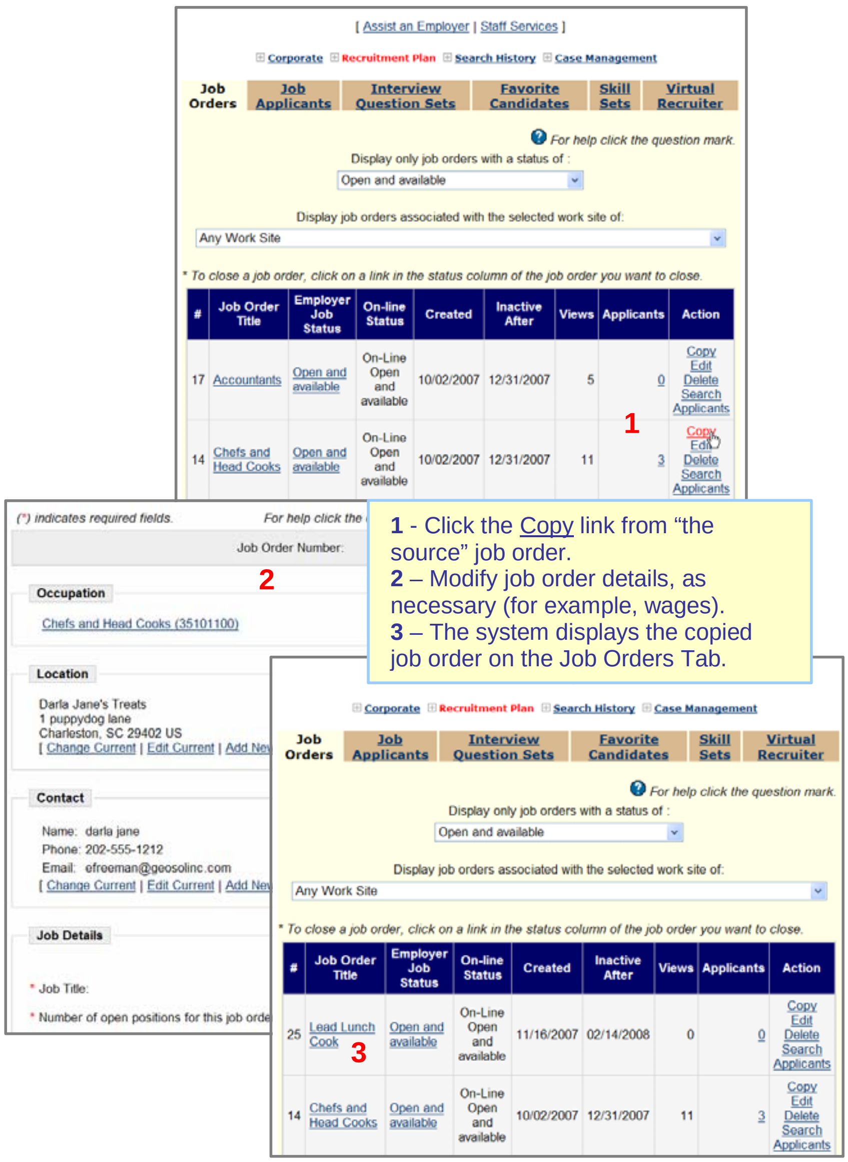
***Note**: In order to select Veteran Hold, your system must be configured for the Veteran's Services component.*

- Click **Save** to save the job order. Click **Cancel** to exit the screen without saving.

Click **Return to Job Order Listing** to work with other job orders.

Copying a Job Order

Copying a job order lets you use an existing job order as the basis for another order. To copy a job order, go to the Job Orders tab and click the Copy link associated with the job order you want to copy. The following figure displays a sample progression:



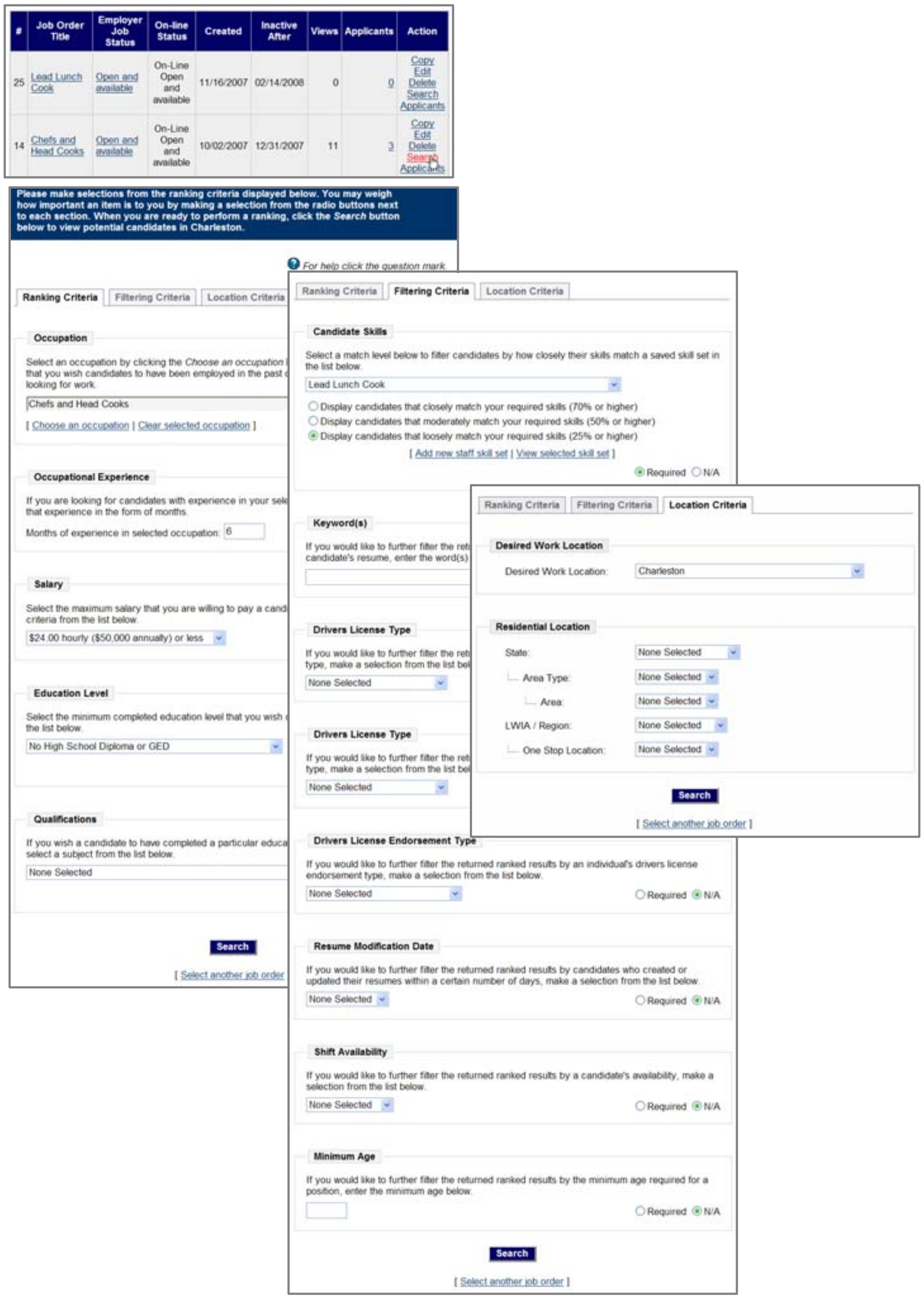
Copy a Job Order, Sample Progression

After you click Copy, the system displays a completed job order. Staff need only modify desired information that differs from the original (or source) job order for which the copied job order stems from. Once staff complete job order details, they click **Save** to secure their edits.

Note: *The system will assign a new job order ID number upon successfully saving the copied job order.*

Search for Resumes from a Job Order

On the Job Order tab, click Search next to a desired job order to view job order requirements, as shown in the sample candidate resume search screen below:



Candidate Ranking / Filtering Search (using data from Job Order)

Proceed with the candidate search as described in the Managing Resumes section.

Modifying or Deleting a Job Order

To modify an existing job order, click Edit in the *Action* column on the Job Orders tab.

#	Job Order Title	Employer Job Status	On-line Status	Created	Inactive After	Views	Applicants	Action
28	Secretary2	Open and available	On-Line Open and available	02/24/2007	03/26/2007	0	0	Copy Edit Delete Search Applicants

When you click Edit for a job order, a screen appears that is similar to the form used to create the job order. (See “Adding/Creating a Job Order” on page 155.) To change the job order, make appropriate changes and click **Save**.

To delete the job order, click Delete in the *Action* column.

Working with Job Order Status

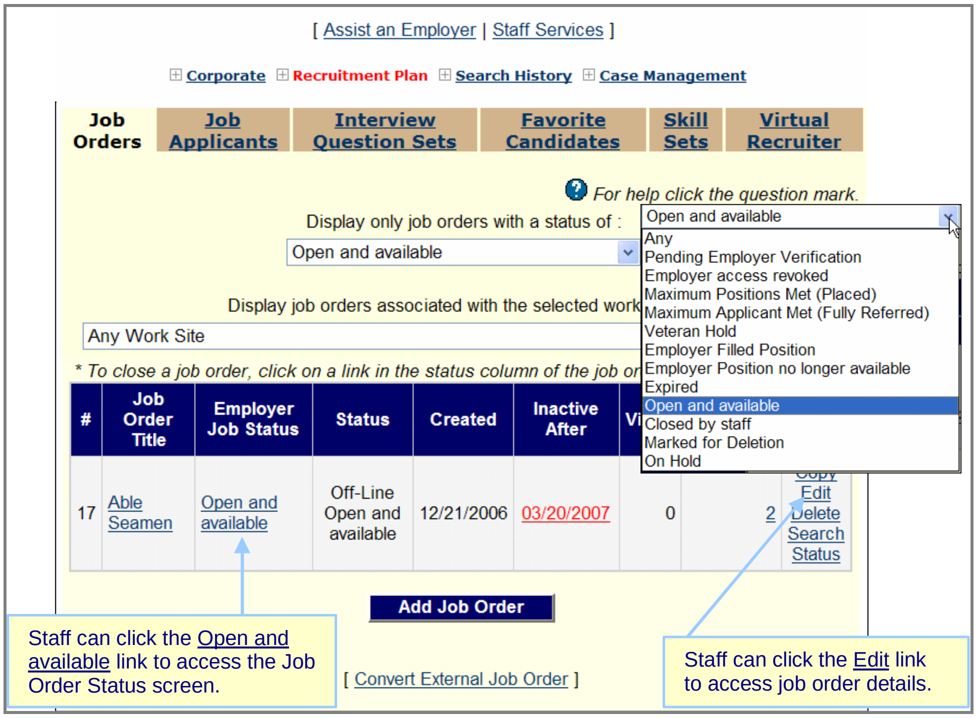
Staff, like employers, can manually modify job orders to maximize job placement. The system plays an increased role in this effort by performing automatic job status changes when specific conditions apply. Together, they work in tandem with the following key elements to facilitate staff-assisted labor exchange:

- Staff job order status
- Employer job order status
- Job order maximum number of applicants
- Actual number of “hires” posted to applicant referrals
- Job order number of open job positions

For details, refer to the topics that follow.

Staff Job Order Management

Staff members can create new job orders or manage existing job orders on behalf of employers. By design, staff members have access to more job order statuses than do employers. In the following figure, staff can filter existing job orders by choosing a desired status:



Sample Staff Job Order Status Filters

The system provides this enhanced filter list to help staff access job orders affected by fellow staff, employer, or system action(s). Besides the employer job status, the system displays *Status* column values, a combination of whether the job is accessible by job seekers (*on-line* vs. *off-line* status) as well as the current staff status. In the example above, the *Last date this job order will be displayed on this system:* was 03/20/2007, so even though the staff status is set to *Open and Available*, the system no longer displays the job order to job seekers.

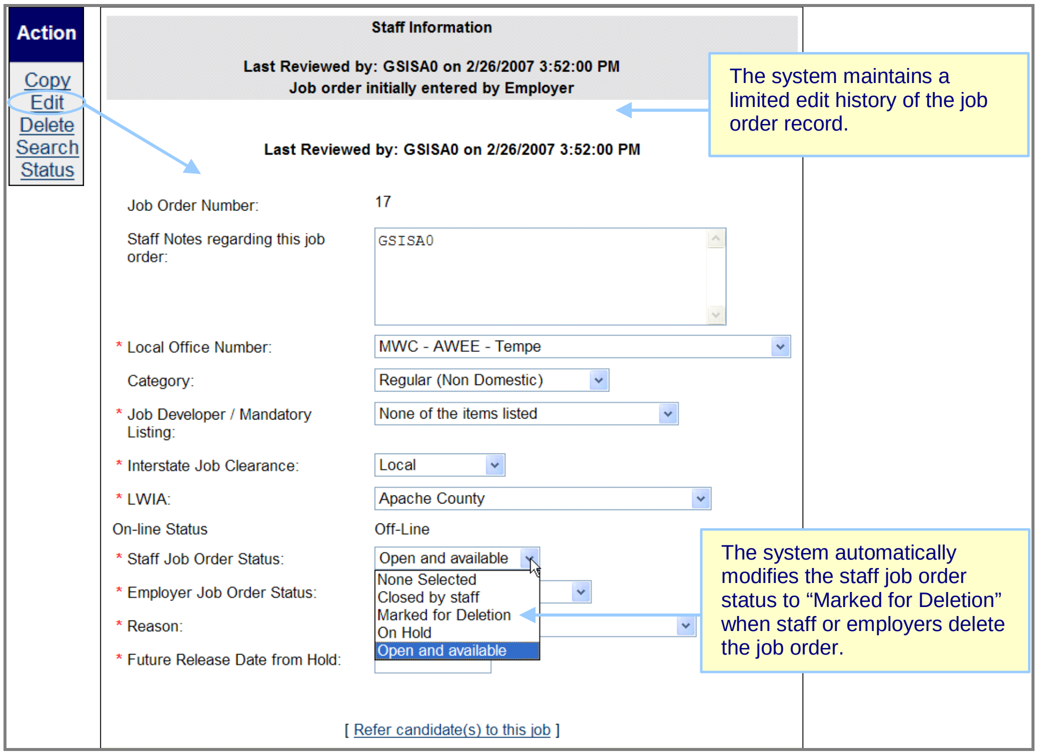
Online vs. Offline Status

In order for a job order to be displayed online, the following conditions must exist:

- The "Inactive After" date displayed is greater than or equal to the system date and
- The staff job order status must be set to "Open and available" and
- The Referral type must equal
  - Referral Type 1 (company information is available on line (Unsuppressed)) or
  - Referral Type 2 (company information is not displayed on line (Suppressed))

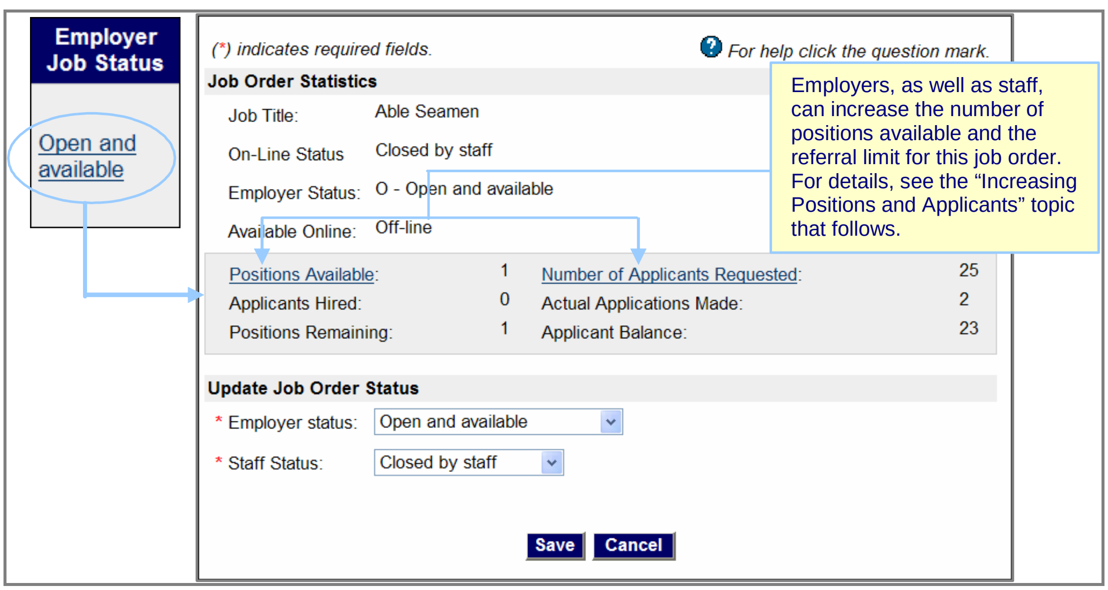
Staff Job Order Status

In order to affect the staff job order status for a new or existing job order, staff must access the Staff Job Order Status field on the Job Order Details screen (see sample below).



Sample Job Order Details Screen (Staff Section)

Staff may also access the Job Order Status screen, a sample of which follows:



Sample Job Order Status Screen

Staff may select from the following job order statuses:

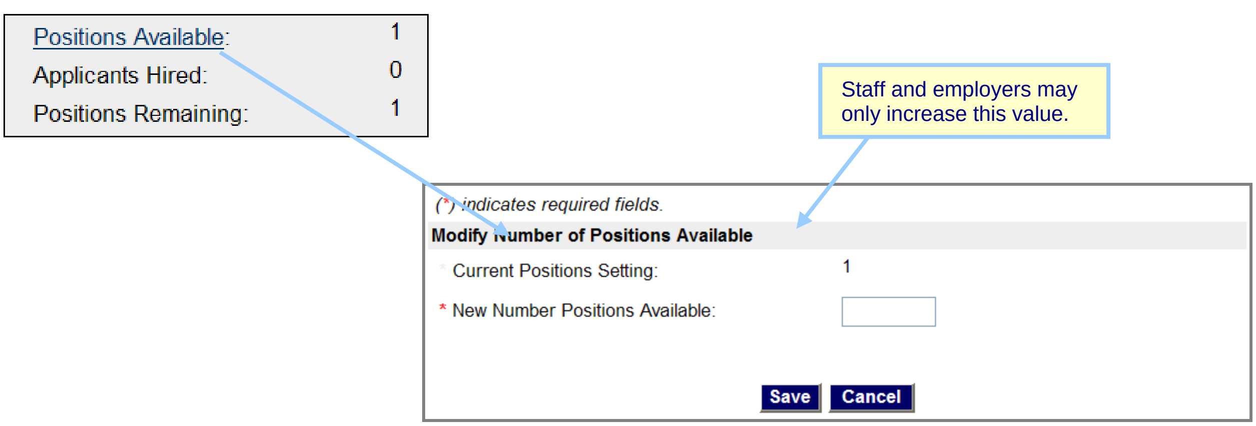
- Closed by staff
- On Hold
- Open and available

The following table illustrates the status options available to staff members and the related impact on employer status and job order display:

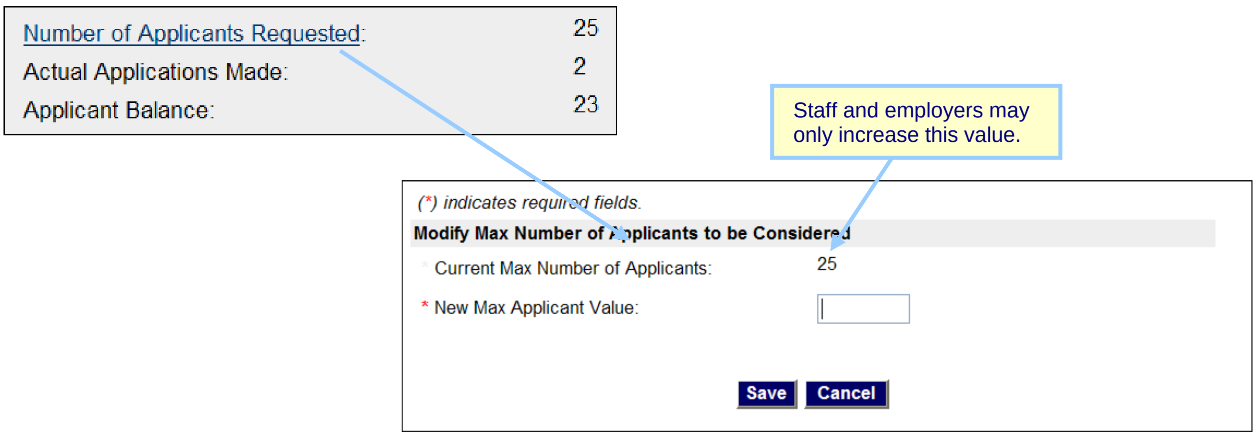
Current Staff Status	**New Staff Status**	**On-line or Off-line**	**Current Employer Status**	**New Employer Status**	**Notes**
Pending Employer Verification	Open and available	On-line	Open and available	No change	If staff manually release the initial hold on employer-created job orders, the system makes no change to the employer status and makes the job order available to job seekers online.
Open and available	On Hold	Off-line	Open and available	No change	If staff place a job order on hold, the system makes no change to the employer status and removes the job order from job seeker view.
Open and available	Closed by staff	Off-line	Open and available	No change	If staff close a job order, they must provide a close reason. The system makes no change to the employer status and removes the job order from job seeker view.
Closed by staff	Open and available	On-line	Open and available	No change	If staff open a previously closed job order, the system maintains the 'open and available' employer status, and checks 'date to display.' If date to display < system date, the system displays the following alert: *The date to display this job order on line has expired. Please modify the date to display below.* The job order is available online to job seekers.

Increasing Positions and Applicants

In addition to managing job order statuses, staff and employers can also increase the number of positions and the referral limit for the job, if necessary. By clicking the current status link for the desired job order, the system will display the Job Order Status screen, as previously shown. To increase the number of open job positions for this job order, users click the Positions Available link. On the resulting screen, they enter the new value and click **Save**.



To increase the cutoff limit for applicant referrals (either staff or job seeker initiated), users click the Number of Applicants Requested link. On the resulting screen, they enter the new value and click **Save**.



System Job Order Management

Besides staff and employer edits, the system also controls job order status and display. Based on business rules that govern system behavior, when specific conditions exist, the system automatically modifies job order attributes such as staff status, employer status, and online/offline job seeker view capability.

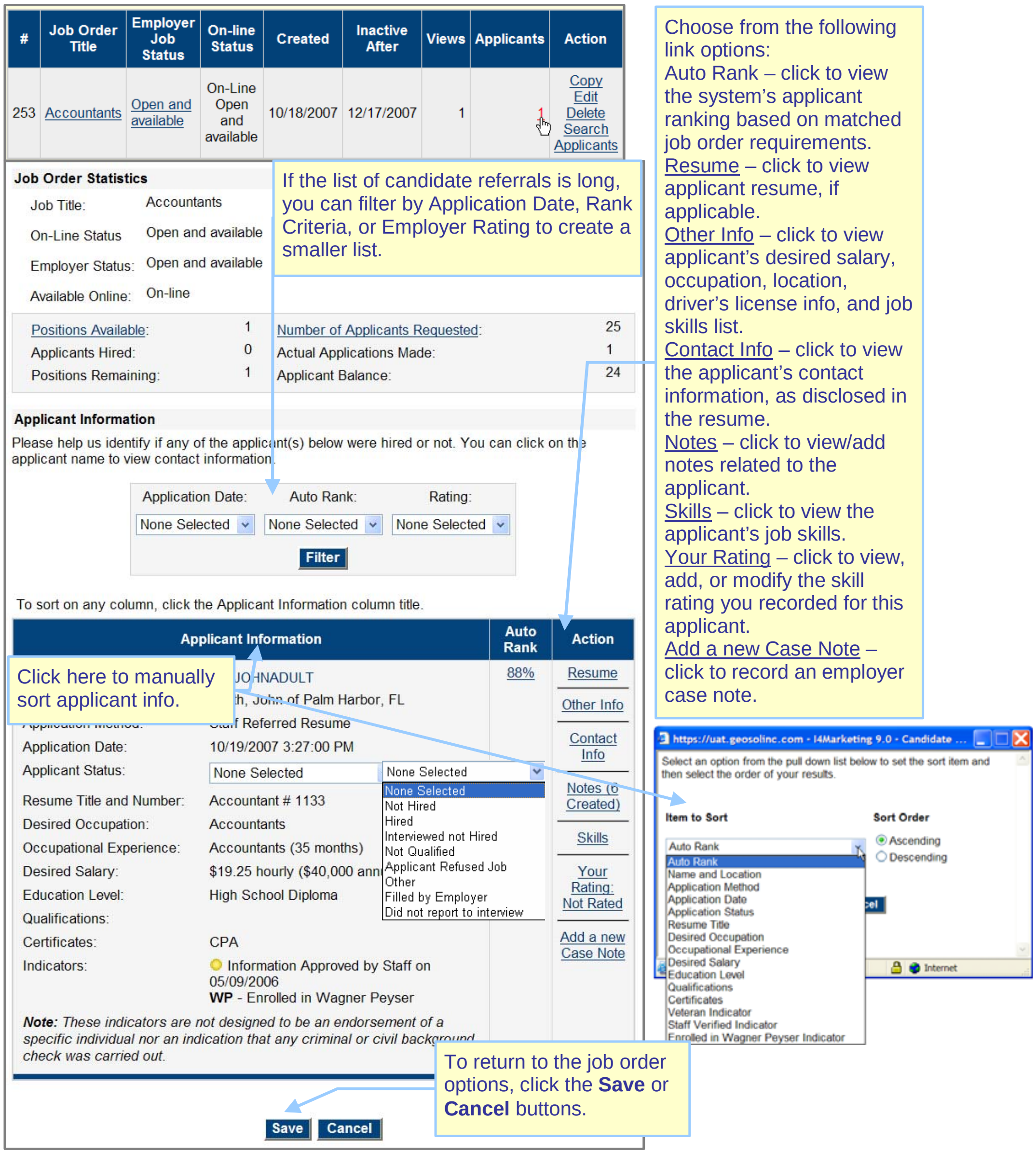
The following table illustrates the system-generated changes affecting job order statuses and on-line view capability:

Job Order Type	Current Staff Status	New Staff Status (Changed by System)	On-line or Off-line	Current Employer Status	New Employer Status (Changed by System)	Notes
New	Hold for Vet Preference	Open and available	On-line	Open and available	No change	Following the initial hold on employer-created job orders, the system modifies the staff job order status, making the job order available to job seekers online.
	Pending Employer Verification	Open and available	On-line	Open and available	No change	Following the initial hold on employer-created job orders, the system modifies the staff job order status, making the job order available to job seekers online.
Existing	Open and available	Expired	Off-line	Open and available	DTS - Expired	If the last date to display the job order is less than the system date, the system modifies both the staff and employer status and removes the job order from job seeker view.
	Open and available	Maximum Applicants Met (Fully	Off-line	Open and available	Position No Longer Available	When the actual number of referrals (either staff or job seeker initiated) matches the

Job Order Type	**Current Staff Status**	**New Staff Status (Changed by System)**	**On-line or Off-line**	**Current Employer Status**	**New Employer Status (Changed by System)**	**Notes**
		Referred)				maximum number of applicants for the job order, the system modifies both the staff and employer status and removes the job order from job seeker view.
	Open and available	Maximum Positions Met (Placed)	Off-line	Open and available	Position Filled	When the actual number of hires matches the maximum number of open positions for the job order, the system modifies both the staff and employer status and removes the job order from job seeker view.
	Open and available	Marked for Deletion	Off-line	Open and available	No change	When job order Delete function is utilized, the system modifies the staff status and removes the job order from job seeker view.
	Open and available	Employer Access Revoked	Off-line	Open and available	No Change	Based upon staff action to prevent employer system access, the system modifies the staff status and removes the job order from job seeker view.

Working with Job Order Referrals

To view referrals associated with a specific job order, click on the applicant number link as shown in the sample figure below:



Job Orders Statistics and Applicant Status (Job Referral List)

From this screen, you can perform the following tasks:

Filter the list of referred job seekers (by date, rank, or rating).

Click:

- the **Applicant Information** title bar to sort applicants by a desired criterion.
- the **Auto Rank** link to view the system's applicant ranking based on matched job order requirements.
- Resume – click to view applicant resume, if applicable.
- Other Info – click to view applicant's desired salary, occupation, location, driver's license info, and job skills list.
- Contact Info – click to view the applicant's contact information, as disclosed in the resume.
- Notes – click to view/add notes related to the applicant.
- Skills – click to view the applicant's job skills.

- Your Rating – click to view, add, or modify the skill rating you recorded for this applicant.
- Add a new Case Note – click to record an employer case note.

Click **Save** to secure your edits, or **Cancel** to escape without saving.

Converting an External Job Order

The system incorporates “job spidering” technology to import jobs posted on Internet job boards. Most often, the employers who sponsor these imported jobs are not registered in the system (they are not preferred employers). For the benefit of those employers who are registered in the system, and who perhaps posted a job order online *before* they registered in Virtual OneStop, staff may convert these external job orders to *internal* job orders. The benefit of this scheme allows staff to manage the job order, including ancillary tasks such as recording referral results.

The following figure displays a sample Job Orders Tab:

Sample Convert External Job Order Link

Staff perform the following steps to convert an external job order:

1 Click Convert External Job Order.

9 Select a desired employer search area.

10 Enter employer search criteria.

11 Select the desired employer.

12 Select the desired external job order.

13 Click **Convert this Job** from the Job Order Details screen.

14 Click **OK** to continue.

15 Select a desired occupation for the converted job order.

16 Select the employer location sponsoring the job order.

17 Select the appropriate employer contact person at that location.

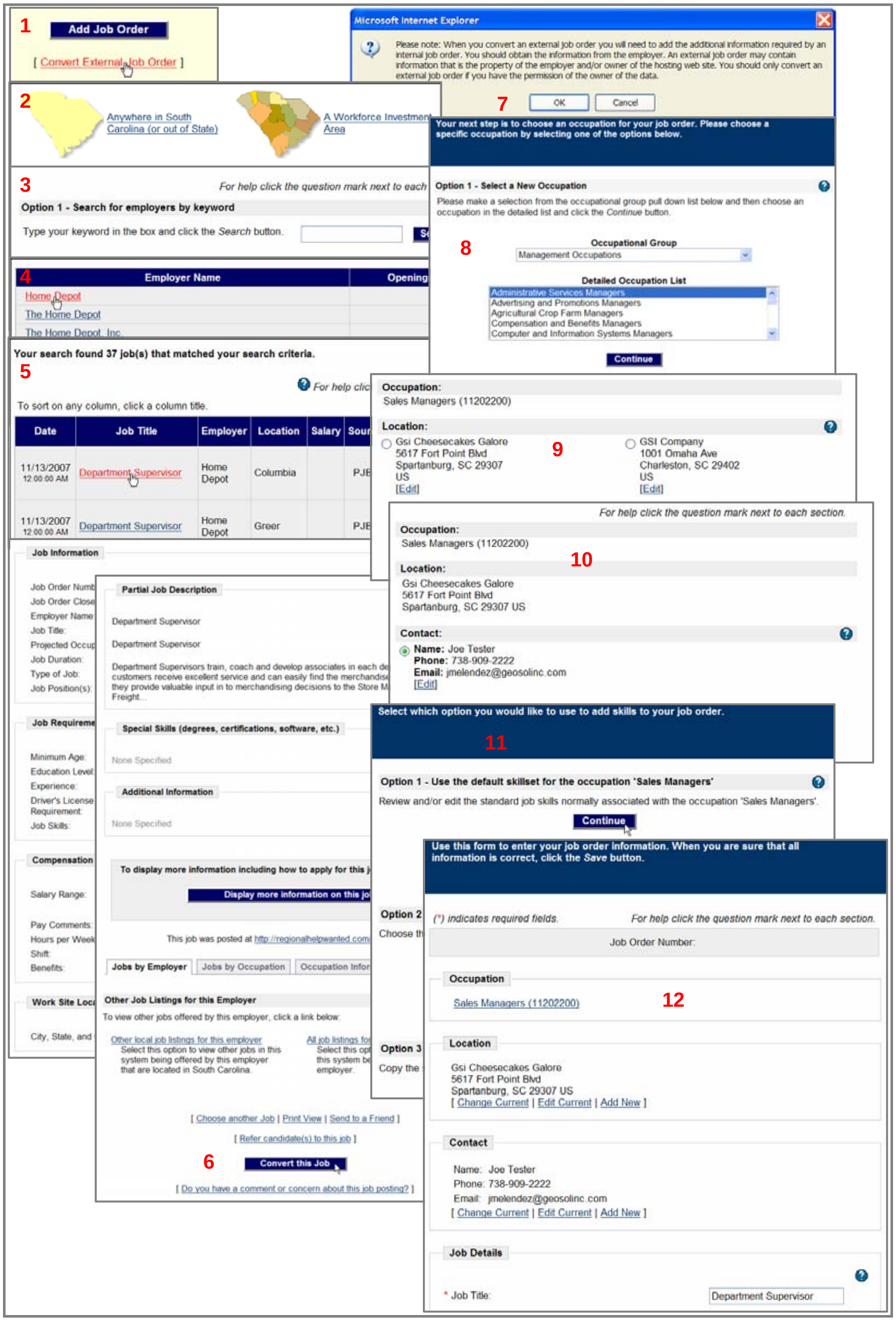
18 Select the job order’s required skills.

19 Record job order details.

20 Click **Save** to secure your edits.

***Note**: The system will import details of the external job order, but you may be prompted to complete additional required information.*

The following figure displays a sample progression of the Convert External Job Order protocol:



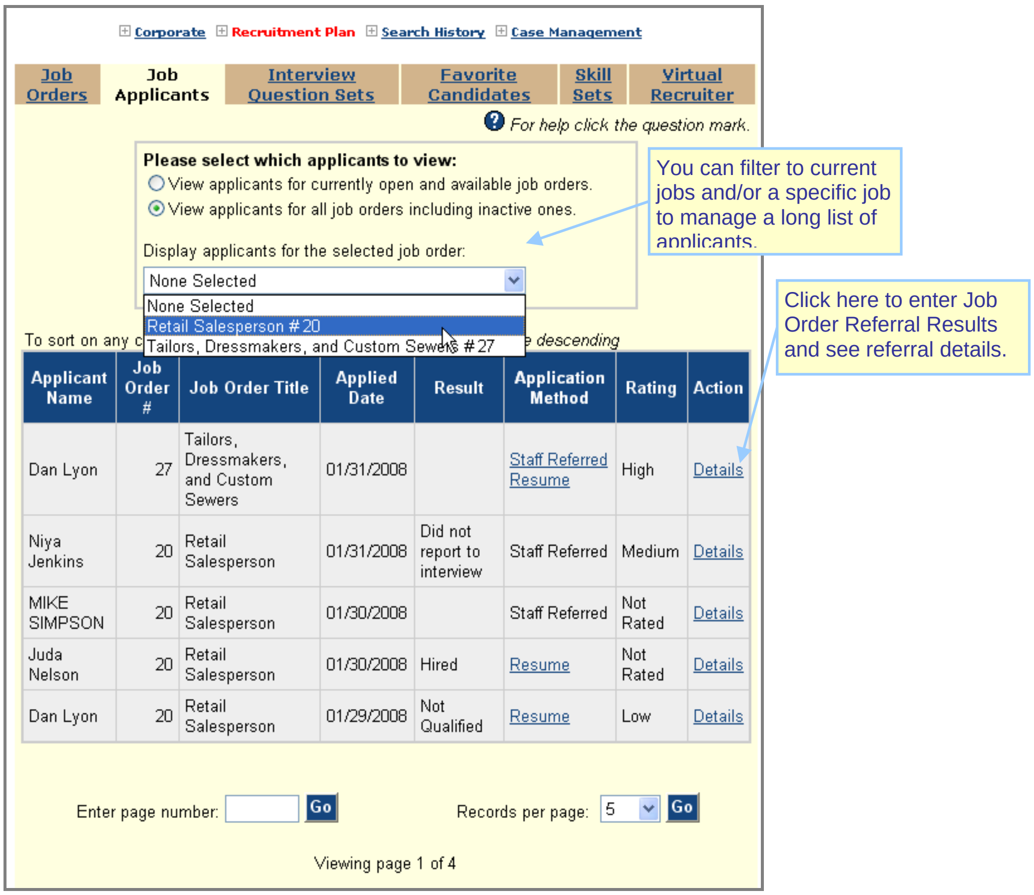
Convert an External Job Order, Sample Progression

Job Applicants Tab

The Job Applicants tab displays the resumes of candidates that have applied for the employer's job orders. To access the Job Applicants tab, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile** and the **Job Applicants** tab.
- On the Navigation Menu, click **My Profile ▸ Recruitment Plan Profile ▸ Job Applicants**.

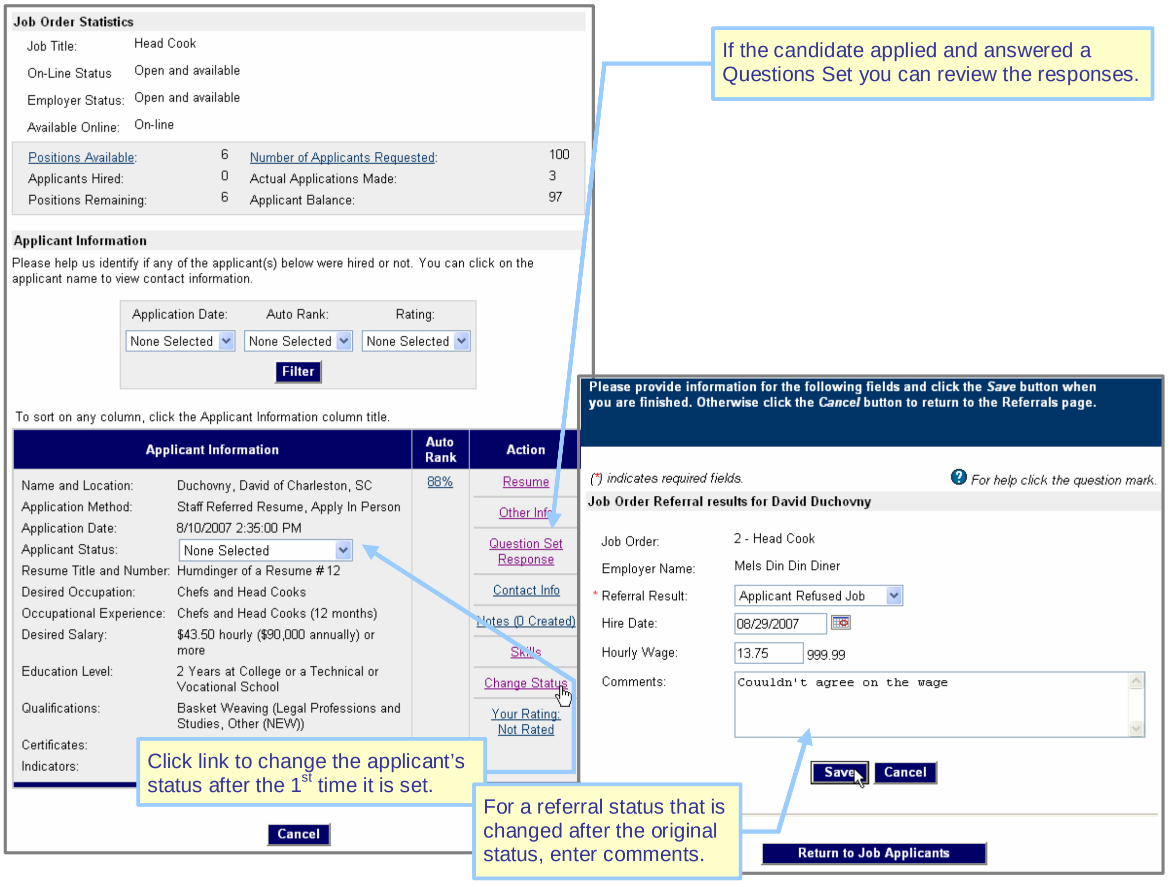
The following figure displays a sample Job Applicants tab:



Job Applicants Tab

From this screen, you can:

- Filter the displayed applicants for open/available jobs or all jobs (including inactive jobs) – by selecting a radio button
- Filter to display applicants for a specific job by selecting the job from a drop-down list.
- Sort the list of job orders – by clicking the column heading you want to sort.
- View a job applicant's resume – by clicking the View link in the *Resume* column. A screen displays the candidate's resume.
- Enter Job Order Referral Results – by clicking the Details link in the *Action* column. From the displayed screen (shown in the following figure), you can enter job order results for the job applicant exactly as you do for the Applicants link from the Job Orders tab.



Job Order Referral Screen

Note: *This screen, accessed from the Details link, is identical to the screen previously shown for the topic "Working with Job Order Referrals" except that once a status is saved, it will not be available from the drop-town, but from a Change Status link, and it will have a comments area.*

Interview Question Sets Tab

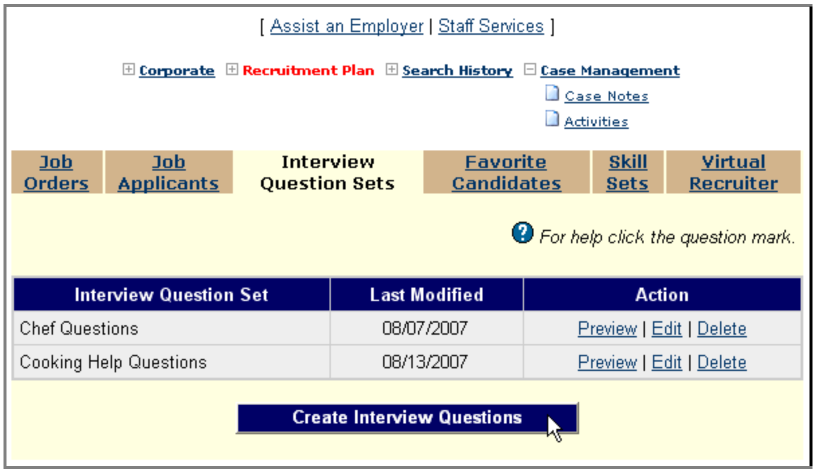
You can help employers design Interview Question Sets, which are collections of sets of interview questions that the employer can create, and save, and then attach to jobs. Employers can define these questions, and then once these Questions Sets are created and saved, a Question Set can be included as part of creating/editing a job order.

The question set that is attached to a job order will be displayed as part of an initial application for the job by an applicant. This lets the employer see the responses and make some preliminary determinations about the appropriate applicants to consider for interviews. Responses are accessible from a link when viewing details on Job Applicants (as in the previous Job Order Referral figure).

To display the Interview Question Sets and controls, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile.** *Or…*
- On the Navigation Menu, click **My Profile ▸ Recruitment Plan Profile**.

Select the **Interview Question Sets** tab.

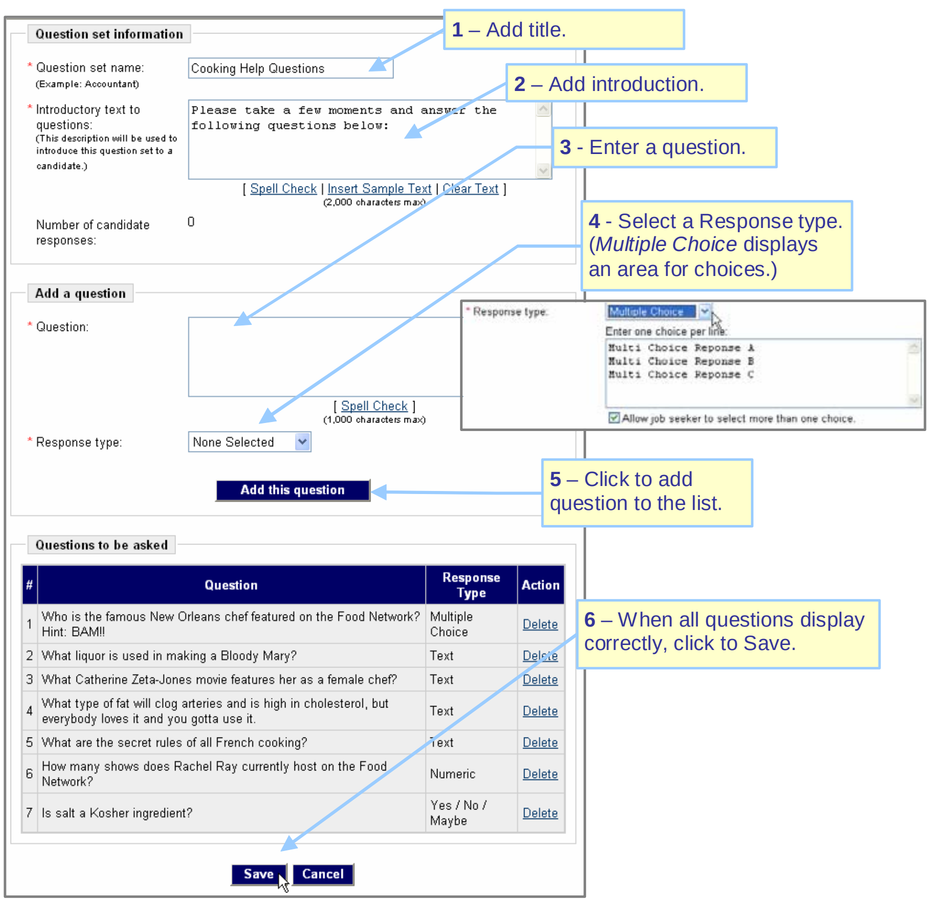


Interview Question Sets Tab

To create an Interview Questions Set:

- Click on the **Create Interview Question** button.

  The Interview Questions Creation Create/Edit screen is displayed.



Interview Questions Set – Create and Edit screen.

- Enter a name for the Question Set.

- Enter an introductory statement (to introduce the questions to the candidate who applies for a related job).
- Enter the question to be added to the set of questions.
- Select the response type for the question.

  If you select *Multiple Choice* for the response type, a separate text-box and control will display:

  - ♦ Enter each of the multiple-choice responses in the ext box (enter one choice per line).
  - ♦ Check the box below the choice if you want to let the job seeker pick more than one choice.
  - ♦ Continue adding questions until you are done, and all questions display correctly at the bottom for the "Questions to be Asked."
- Click the **Add this Questions** button.

  Check that the question displays correctly at the bottom of the list.
- Repeat adding questions until you have created the complete list.
- Click **Save**.

  The Interview Question Sets tab redisplays with the added question set in the list. You can click to Preview, Edit, or Delete the question set.

To edit/change an Interview Questions Set:

- Click on the Edit link in the Action column.

  The Interview Questions Creation Create/Edit screen is displayed.
- Use the same steps to edit a as in the previous topic (for creating a question set) to:
  - ♦ Change the Name
  - ♦ Change the introductory text
  - ♦ Add new question
- To remove any unwanted questions, click the Delete link to the right of the question.

  Note: *You cannot edit existing questions. If you need to change an existing question, you will have to deleted the question and add a new question with the corrected information (which will be added to the end of the Questions list). For multiple choice questions, this means reading the questions and each of the multiple choice responses.*
- Continue make changes or additions until you have made all modifications.
- Click **Save**.

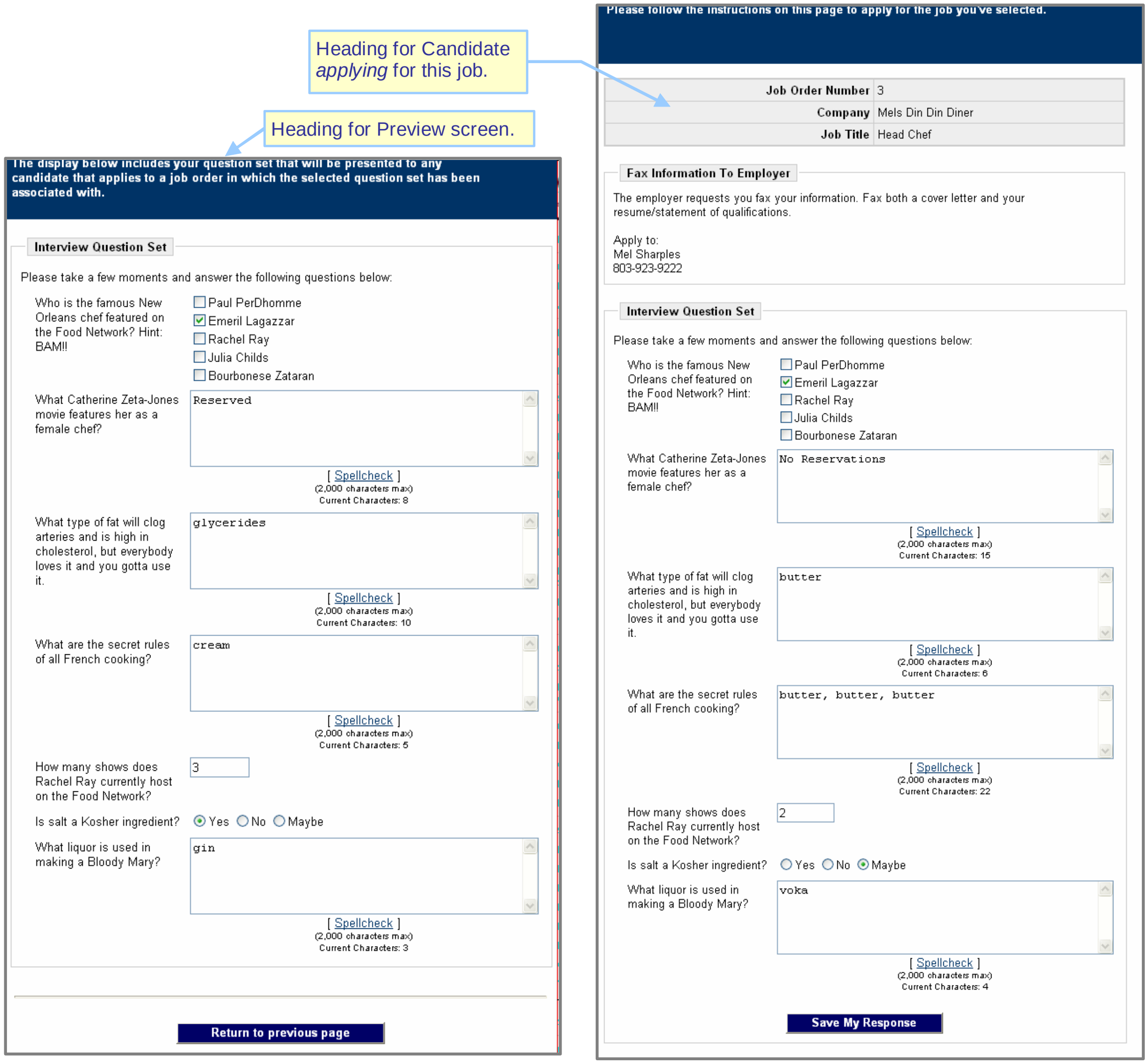
To preview an Interview Questions Set:

- Click on the Preview link in the Action column.

  The Interview Questions - Preview screen displays the question set as it will appear for job applicants (as shown in the following figure).

Note: *From the Preview screen, you can enter data just as the job applicant will, except that they will have a button to save/submit the answers.*

Click the button on the bottom of the screen to return to the Interview Question Sets Tab.



Question Set: Preview Screen and Job Application Screen.

Favorite Candidates Tab

You can select notable candidates from candidate resume search results (view resume – click the Save to Favorites link). These saved candidates display on the employer's Favorite Candidates tab (as shown below). Both the employer as well as the staff member assisting the employer can view the favorite candidates on this tab, delete them, and add candidates to the tab.

The candidates are saved to specific folders, and a drop-down on the tab lets you display candidates for a specific folder or for all folders.

To access the Favorite Candidates tab:

- On the Profile screen for the employer, click the **Recruitment Plan Profile** and the **Favorite Candidates** tab.

The following figure displays a sample Favorite Candidates Tab screen:

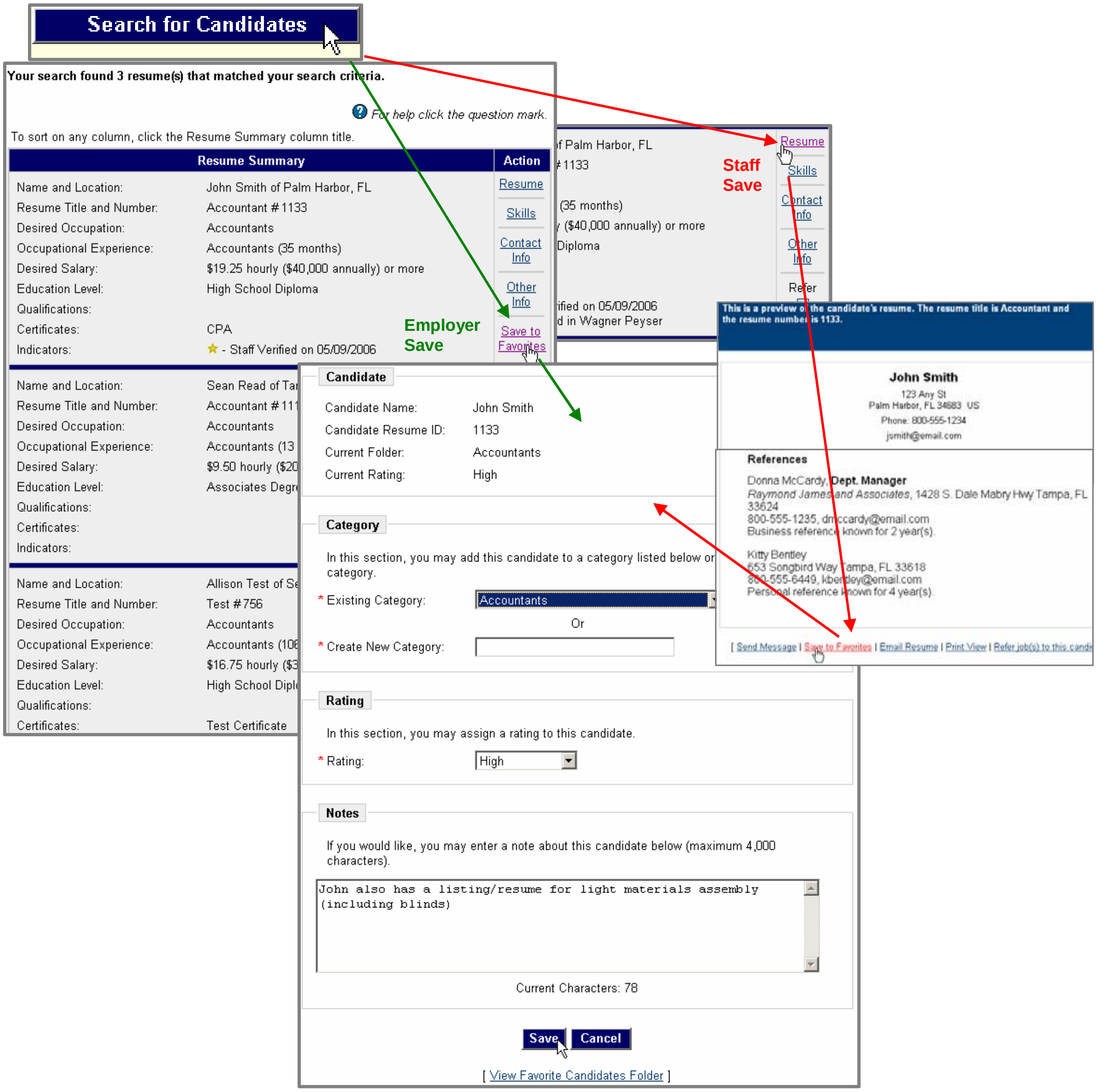
Favorite Candidates Tab

From the Favorite Candidates tab, you can:

- Sort the list of candidates — click the column heading you want to sort.
- View the resume (the same as from Job Orders or Job Applicants tab).
- View the notes (these are the same notes shared across from Job Orders or Job Applicants tab).
- Delete the candidate from this tab.
- View/edit details — click the Details link in the Action column.

  A Favorite Candidate Details screen displays candidate information. This is the same screen that initially displays when the employer or staff chooses to save the candidate as a favorite candidate (shown at the bottom of the following figure).

Note: *An employer clicks the Save to Favorites link from the Action column of search results, to save the candidate. The staff member clicks the Resume link, and then clicks the Save to Favorites link from the bottom of the resume (as shown in the following figure).*



Adding a Candidate to Favorites

Skill Sets Tab

The **Skill Sets** tab lists skill sets for job openings you have entered. To access the Skill Sets tab, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile** and click the **Skill Sets** tab.
- On the Navigation Menu, click **My Profile>Recruitment Plan Profile>Skill Sets**.

The following figure displays a sample Skill Sets tab:

Skill Sets Tab

From this screen, you can perform the following tasks:

- To sort the list of skill sets, click the column heading you want to sort.
- To delete a skill set from your list, click the Delete link in the *Action* column.
- To view a skill set, click the title of the skill set you want to view or modify.
- To add a new skill set to the list, click the **Add Skill Set** button.

Virtual Recruiter Tab

The Virtual Recruiter tab lets you access resume searches that employers saved in the Virtual Recruiter. To access the Virtual Recruiter tab, use one of the following methods:

- On the Profile screen, click **Recruitment Plan Profile** and the **Virtual Recruiter** tab.
- On the Navigation Menu, click **My Profile> Virtual Recruiter**.

The following figure contains a sample of the Virtual Recruiter tab:

Virtual Recruiter Tab

From this screen, you can perform the following tasks:

- To sort the list of saved Virtual Recruiter searches, click the column heading you want to sort.
- To delete a search your list, click the Delete link in the *Action* column.
- To run a resume search, click Run. Refer to the next section to view resume search results.
- To view a Virtual Recruiter resume search, click the title of the search you want to view or modify.
- To create a new search for your list, click the **Create new Resume Alert** button..

Viewing Resume Search Results

When you click the **Run** link, the results of the resume search appear—in a screen similar to the following figure:

Resume Search Results Screen

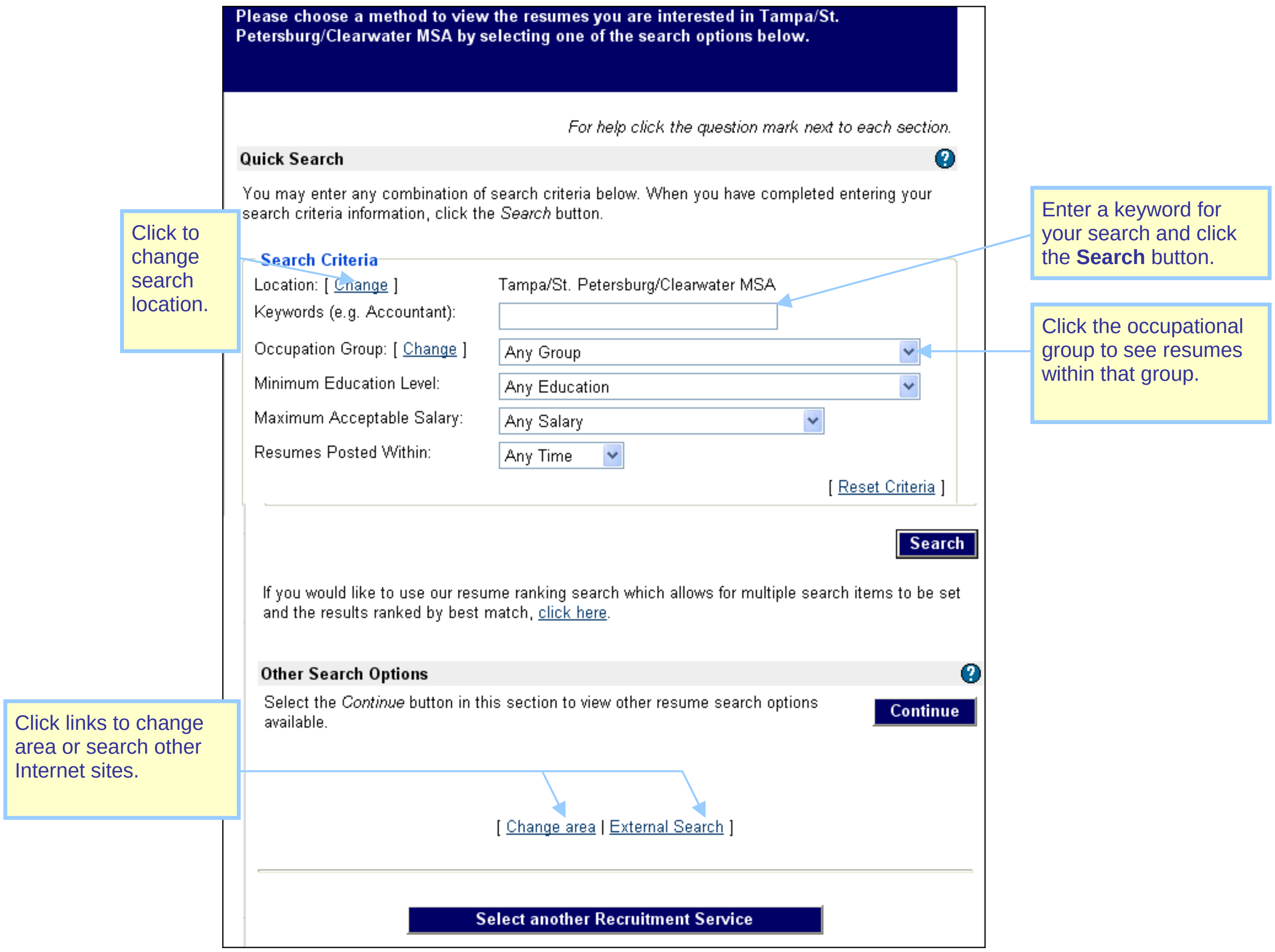
To view a resume, skill set, contact information or other information on a candidate, click the applicable link. If there is more than one page of resumes that meet the criteria, use the arrow or enter a page number in the box and click **Go** to see other pages.

Creating New Resume Alerts

To create another resume search, click the **Create new Resume Alert** button as shown previously.

A map appears, allowing you to specify the geographic area within which to look for candidates. (Depending on your selection, a second screen may appear, allowing you to further refine the area.)

After you select a geographic area in which to conduct your search, a screen appears—similar to the following figure—allowing you to start your candidate search. You can select Quick Search, Resume Ranking Search or Other Search Options. The following screen shows Quick Search options.

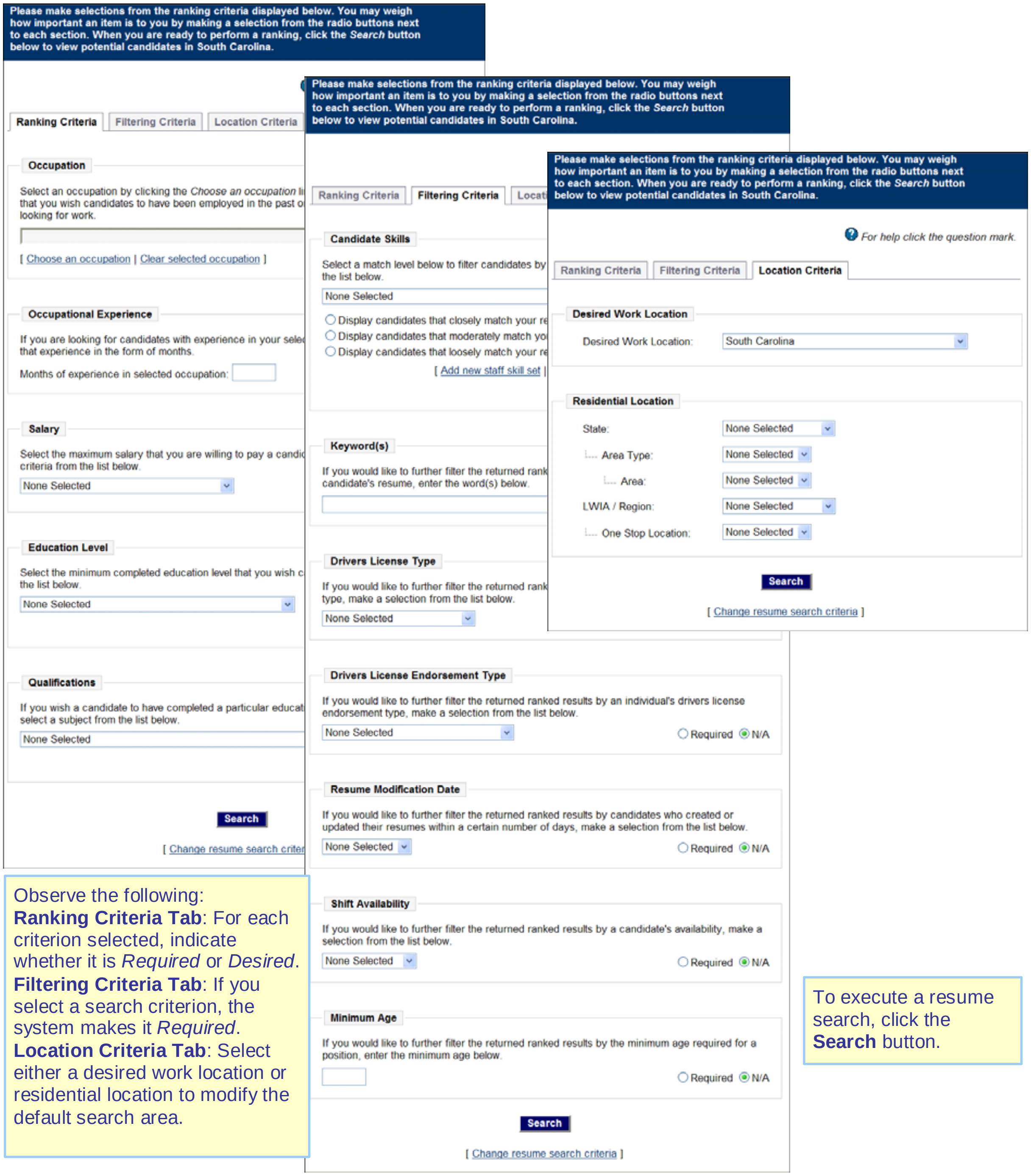


Resume Search Options Screen

From this screen, you can perform the following tasks:

- Perform a Quick Search based on a specified keyword, occupation group, education level, minimum salary, or time since resume was posted. Using multiple criteria reduces the number of resumes returned.

Click on the results ranked by best match link and a screen similar to the following one appears:

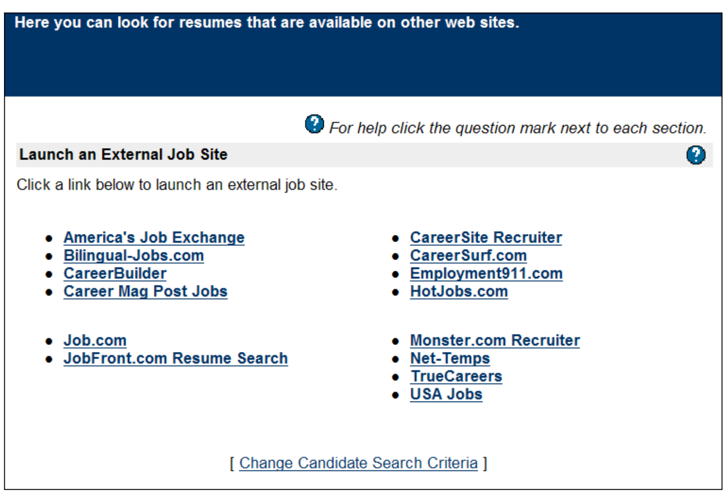


Candidate Ranking Criteria Screen

- Specify candidate ranking, candidate filter, and search location criteria by clicking the appropriate tab. Use drop downs or type search information. On the *Ranking Criteria tab*, indicate whether the criterion is *Required* or *Desired*. (***Note****: this will control the volume of search results*.) On the *Filtering Criteria tab*, the system will mark as *Required* any criterion you select. On the *Location Criteria tab*, modify the default search area by selecting a desired work or residential location.
- Click the **Continue** button for *Other Search Criteria* and a screen similar to the following appears:

Other Candidate Search Criteria Screen

- Select a resume based on resume number, if known.
- Select a resume based on a level of matching with a required skill set. .
- Select a resume based on a job order in the system by clicking on a drop down menu.
- Perform an advanced search. For more information, see “Candidate Ranking Criteria Search” above.
- From this screen you can also change the area or initiate an external search. Click External Search and a screen similar to the figure will appear:



External Candidate Search Screen Example

External Search

The Select Occupation options page has a link for an External Search. Click the External Search link to go to a page to search Internet job sites. Click the Internet job site you want to use and select criteria for your resume searches. To return to the Virtual OneStop system, use the [X] in the upper right corner of your Web browser to close the page.

Selecting and Viewing a Resume

After you have selected the search criteria, a screen appears—similar to the following figure—listing the resumes that meet the search criteria. The resume titles in your system should be specific job names, such as computer programmers, retail clerk, nurse's aide, etc. If you used Quick Search the Ranking column will not appear on your screen.

Resume Match Partial Screen – Resume Summary

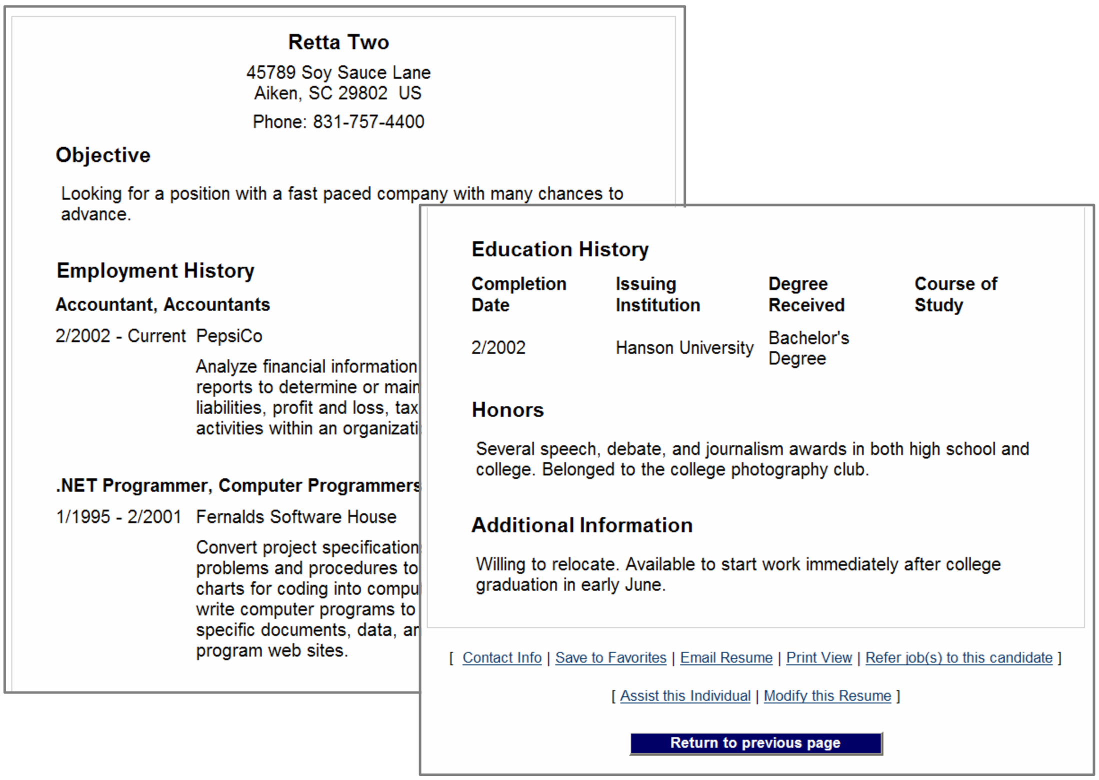
Partial Display Ranking Details Screen

From this screen, you can perform the following functions:

- If the list of returned resumes requires more than one screen to display, enter the screen number you want to go to in the *Enter page number* box and click the **Go** button. You can also use the arrow icons to move forward and back through the list of resumes.
- To save the resume search so you can run it again, click **Save this Resume Search**.

- To sort the list based on a column's values, click that column's headings.

To view a specific resume, click on the Resume link and a screen similar to the following will be displayed:

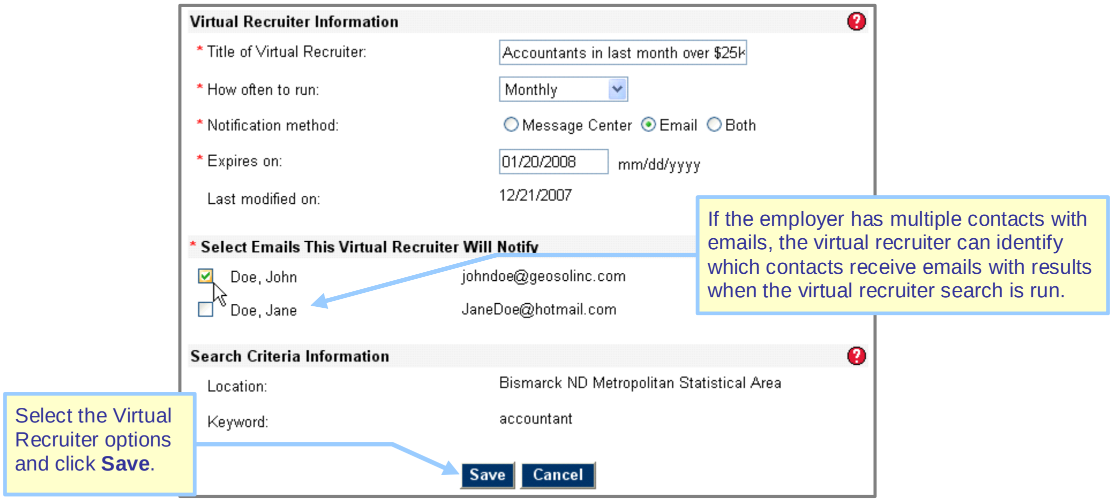


Resume Display Screen

To print this resume, click the Print View link. The print view will allow you to select the **Print Resume** button or the **Return** button to go back to the previous screen.

Saving a Virtual Recruiter

When you save a resume search, a screen appears—similar to the following figure—that lets you specify the search agent information.



Virtual Recruiter Save Screen

On this screen, you must specify the following things about the search agent:

Title of Virtual Recruiter – Enter a name to save this Virtual Recruiter. Use a descriptive name that gives you an indication of the search type, such as the job position title.

How Often to Run – Select the desired schedule for running the Virtual Recruiter from the drop-down list.

Notification Method – Select the option that corresponds with the method you want used for notification. If you select “E-mail” or “Both,” notification is sent to the e-mail address you specified in your contact information.

Expires On – Select the date you wish this Virtual Recruiter to stop running.

Emails the Virtual Recruiter will Notify – Any contacts associated with the employer which include an email address are displayed here with check boxes. When the Virtual Recruiter runs, it will send a “search results” notification to each e-mail address that is checked. Having specific e-mail fields associated with the Virtual Recruiter criteria in this way can eliminate unwanted contacts from receiving the e-mails. E.g., a Nursing Home employer may have many “contacts” such as department heads. The Director of Nursing sets a Virtual Recruiter for nurses. When that Virtual Recruiter runs it can send a notice to just the directors of Nursing, and HR, instead of all of the contacts (all other department heads) entered in the “Contact Information” area in Virtual OneStop.

After you have entered this information, click **Save**. The Virtual Recruiter is saved and listed with any other Virtual Recruiters.

Search History Profile

Search History Profile (Candidate Resumes Tab)

The Search History Profile folder allows access to an employer's history of reviewed resumes and training programs that have been researched. This information is contained in the following tabs:

- **Candidate Resumes** – Lists resumes of candidates you have saved from candidate searches. .
- **Programs** – Lists training programs you have researched and saved.

To access the Search History Profile folder:

- On the Profile screen, click **Search History Profile**.
- On the Navigation Menu, click My Profile ▸ Search History Profile.

Viewing Candidate Resumes

In the Candidate Resumes tab, you can view resumes the employer has saved by clicking the resume title.

You may also delete resumes by clicking the Delete link in the *Action* column.

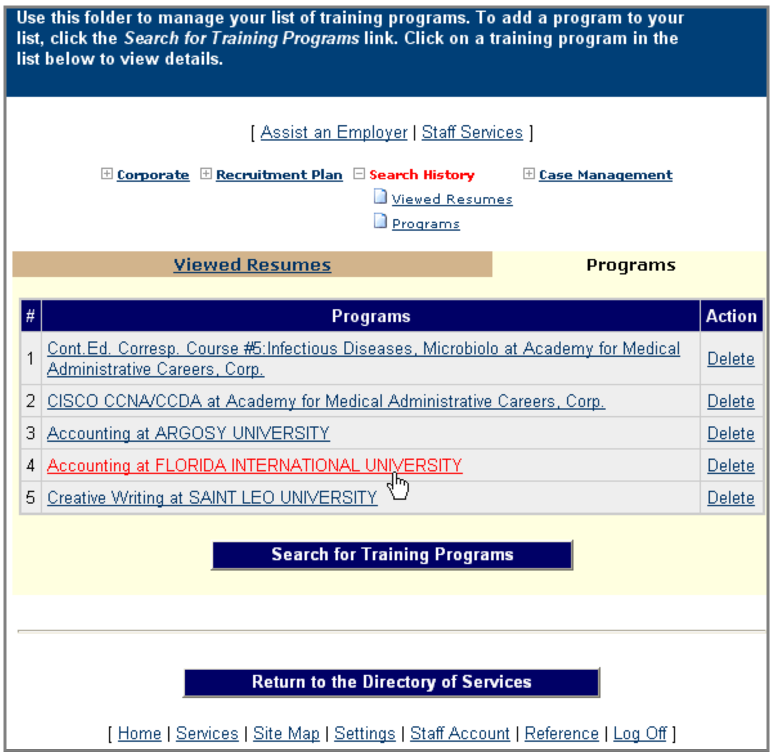
Click the **Search for Candidate Resumes** button to look for additional resumes for this employer.

Viewing and Adding Programs

The Programs tab lets you view the training programs an employer has researched. To access the Programs tab, use one of the following methods:

- On the Profile screen, click **Search History Profile** and the **Programs** tab.
- On the Navigation Menu, click My Profile ▸ Search History Profile ▸ Programs.

The following figure is an example of the Programs tab:

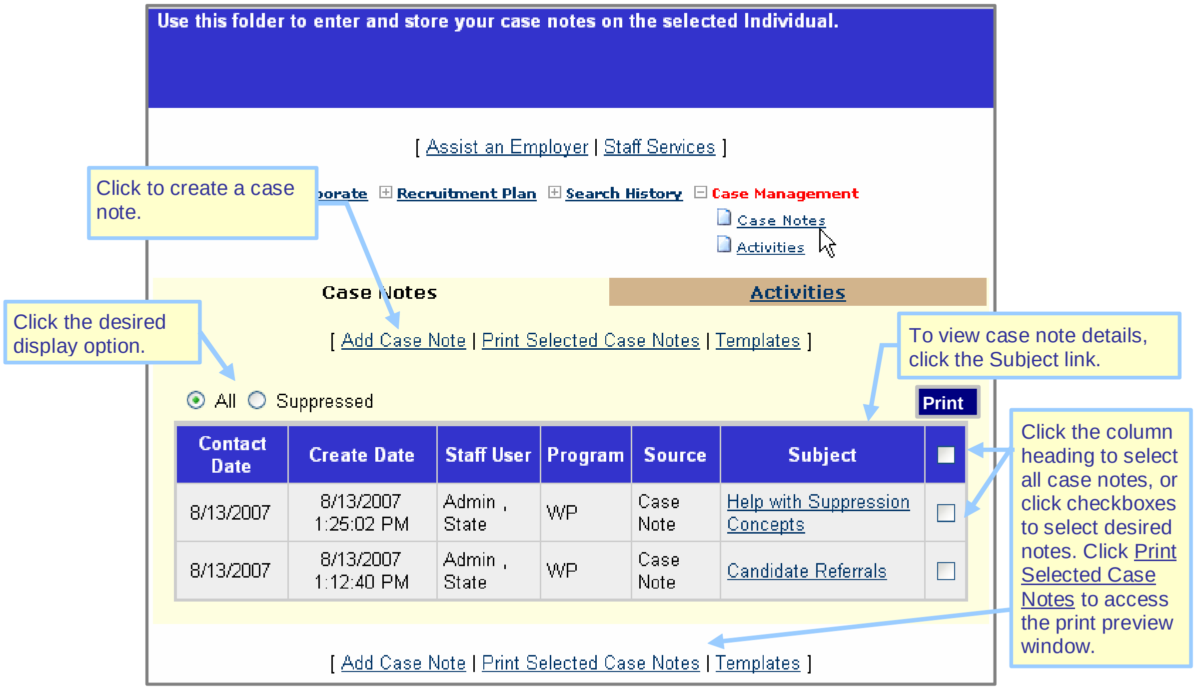


Search History – Programs Tab

Click the Program name to view the information. You may click the **Search for Training Programs** button to find another training program for an employer. Follow the instructions on the screen to select occupations for your training program. For details on training program searches, refer to the *Virtual OneStop Employer User Guide* or the *Virtual OneStop / Virtual LMI Individual User Guide*.

You may also delete training programs by clicking the Delete link in the *Action* column.

Case Management Profile



Employer Case Management Profile (Case Notes Tab)

The Case Management Profile folder allows staff to work with information on activities and services. This information is contained in the following tab:

- **Activities** – Lets you add service plan activities for employers.

To access the Case Mangement folder:

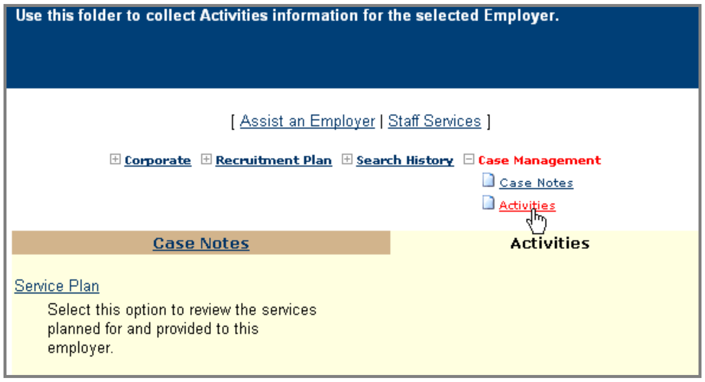
- On the Profile screen, click **Case Management Profile**.
- On the Navigation Menu, click **My Profile ▸ Case Management Profile**.

Working with Activities

To access the Activities tab, use one of the following methods:

- On the Profile screen, click **Case Management Profile** and click the **Activities** tab.
- On the Navigation Menu, click **My Company Profile ▸ Case Management Profile ▸ Activities**.

The following figure is a sample of the Activities tab:



Employer Activities Tab – Service Plan

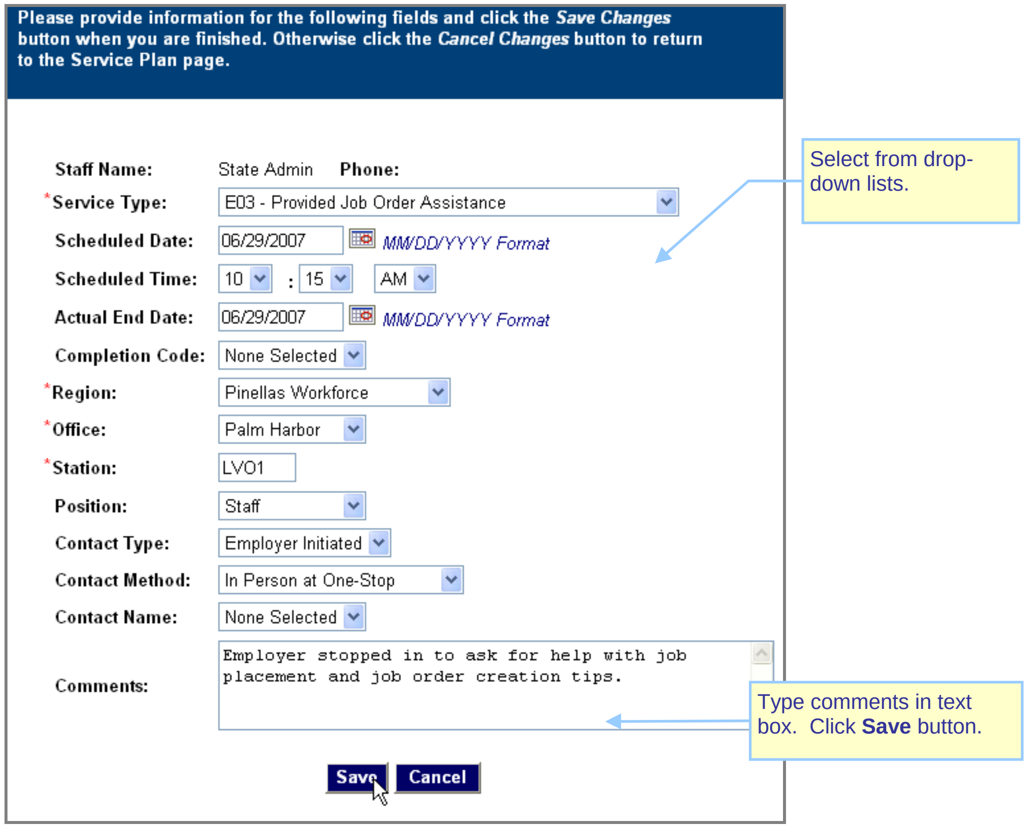
From this screen, you can perform the following tasks:

- Add a new service by click the Service Plan link. A list screen appears from which you select the Add Service link as instructed in the next section.

Services Screen (with no active services for employer)

Adding Service Plans

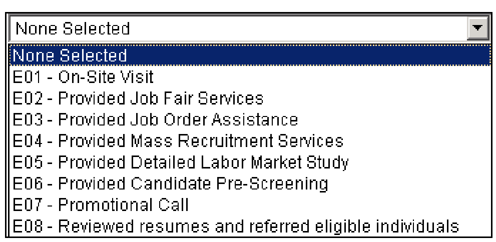
To Add a Service Plan, click the Add Service link. Enter information and select from the drop-down lists on the Service Plan screen. A sample of this screen is displayed in the following figure:



Service Plan Activity Information Entry Screen

Enter service activity plan information as follows:

- Select a Service Type value from the drop-down list. The following figure is similar to the drop-down list you will see in your system:



- Enter Scheduled Date and Actual End Date values using the MM/DD/YYYY format, for example 04/15/2005. The month and day should be typed as two-digit numbers separated by a “/”. The year should be the complete four-digit number.

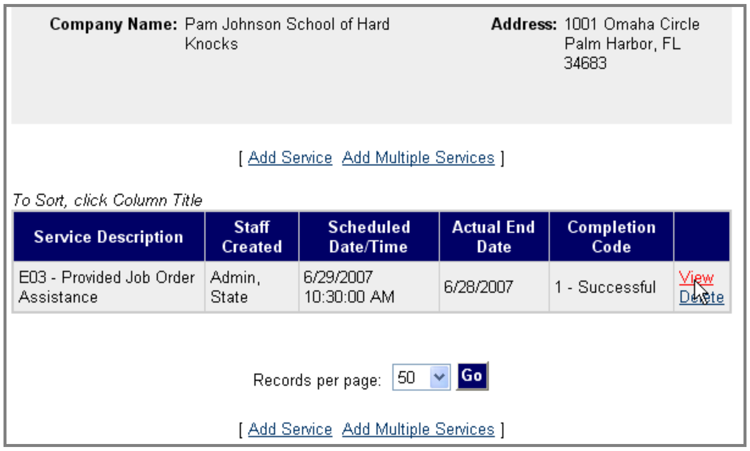
- Or enter a date using the calendar , by clicking the calendar icon. On the calendar, click the arrows at the top to choose your month < > and year << >>. Click the day of the month to highlight that date and click **Select**.

  Note: *Services must be entered on the date of the service. You cannot schedule a service for a previous or future date.*

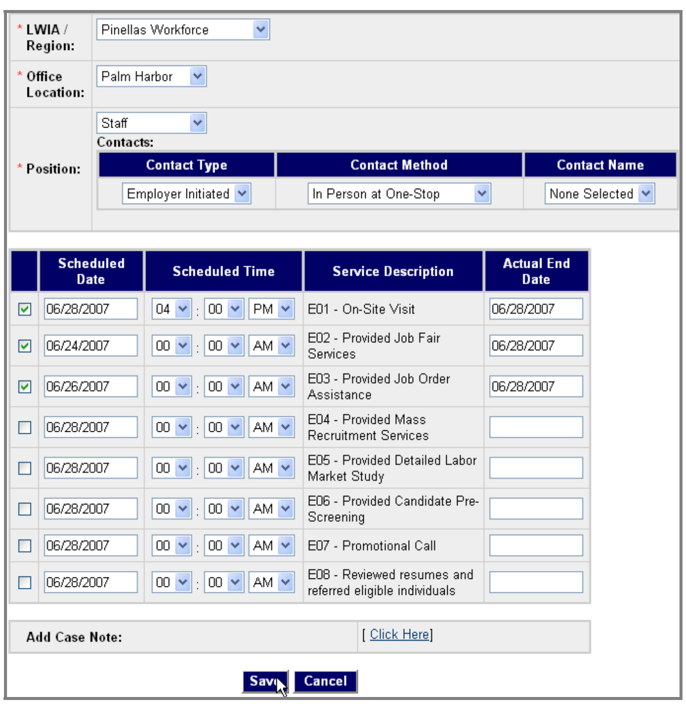
- For Scheduled Time, select it from the drop-down list. Select A.M. or P.M. from the drop-down list.

- For Completion Code, click your selection from the drop-down list.
- For Office, click your selection from the drop-down list. The Station Number should be filled automatically.
- For Contact Type**,** Contact Method**,** and Contact Name, select the appropriate answer from the drop-down list.
- Type Comments in the text box. Click the left corner of the box and begin typing.
- Click **Save** to save your changes or **Cancel** if you do not want to save changes.

The Services Screen redisplays, with that added services.



Note: *Although it is not common to provide multiple services for an employer at once, if several services are provided by the same location and contact method, you can select the Add multiple Services link to enter all the service from one screen (as shown below).*



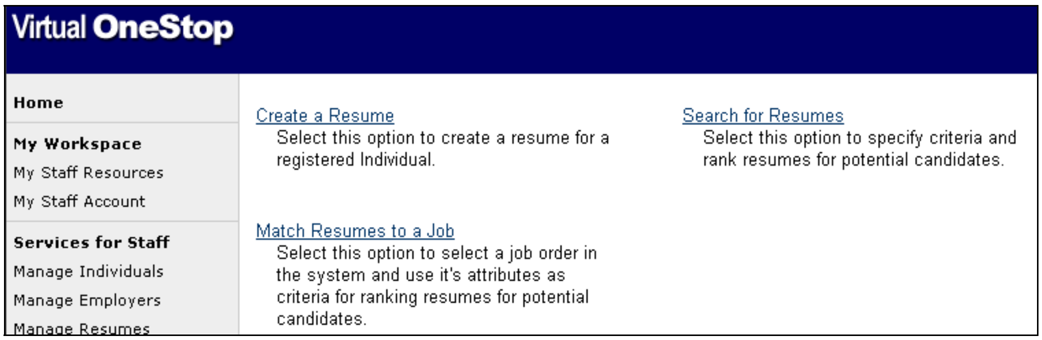
Multiple Service Plan Activity Information Entry Screen

5: Manage Resumes

Virtual OneStop includes a tool that lets you manage resumes that reside in the system database. This section lets you rank resumes according to criteria that you select. This enables you to search for candidates so employers can place new employees. To work with resumes, use one of the following methods:

- Select **Manage Resumes** from the navigation bar or the Services for Staff menu page.

  A screen appears (similar to the following figure) that lists the Manage Resume options.



Manage Resume Directory

From this screen, you can:

Create a Resume – Do a quick search for an individual to access the Resume Builder page and begin creating a resume for a registered individual.

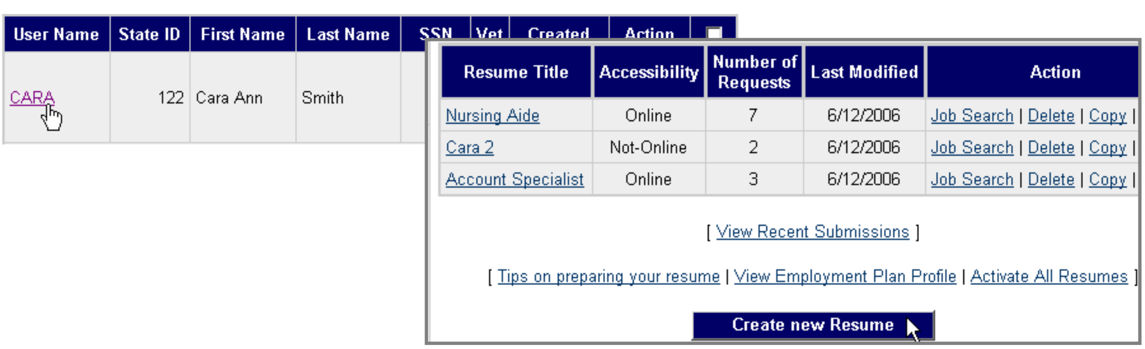
Search for Resumes – Perform an advanced search for potential candidate resumes, (which can include rank them by the required/desired search parameters).

Match Resumes to a Job – Search for resumes to match a specific Job Order for a job that a registered employer has entered into the system.

Create a Resume

This option is a shortcut for searching and selecting an individual, and then opening the Resume tab for the individual, and starting the Resume Builder wizard. The steps are identical to searching for an individual (as described in "Assist an Individual") except that clicking the user name takes you directly to the Resume Builder (instead of going to the Profile folders menu, from which you would normally pick the Employment Profile and the Resumes tab to create a resume).

Click the **Create New Resume** button to start the Resume Builder.



Note: *See the Virtual OneStop Individual User Guide for details on the Resume Builder steps.*

Search for Resumes

This link is an advanced search screen that lets you search for potential candidates using ranking criteria and filtering criteria to narrow the prospective candidate and see a ranking for how well they meet your criteria.

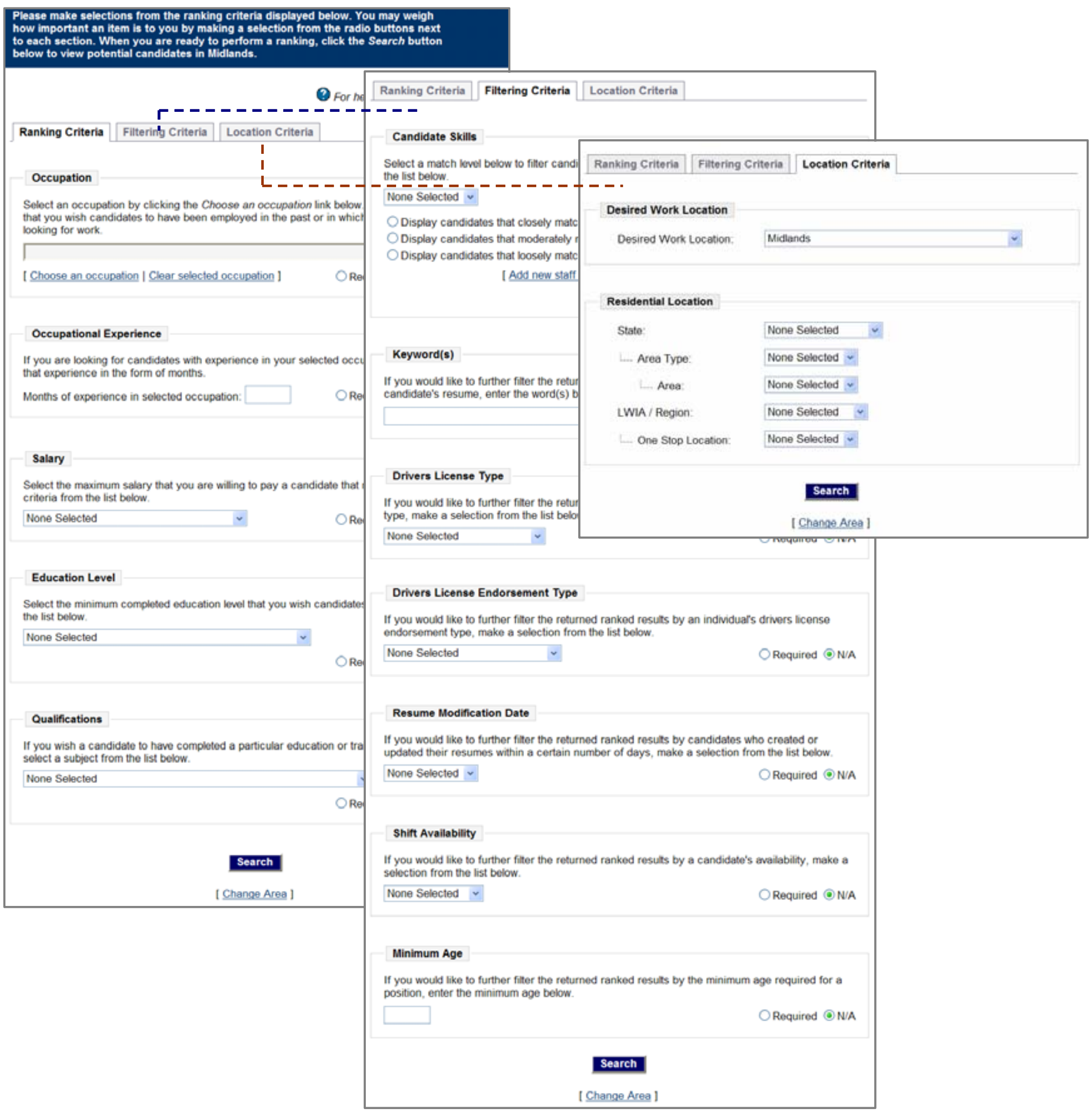
To search for a candidate's resume:

- Select **Manage Resumes ▸ Search for Resumes** from the Navigation Menu.
- Or click **Search for Resumes** on the Manage Resumes screen.

A map screen will display for picking a geographic area within which to search for candidate resumes.

- Select a geographic area for your search.

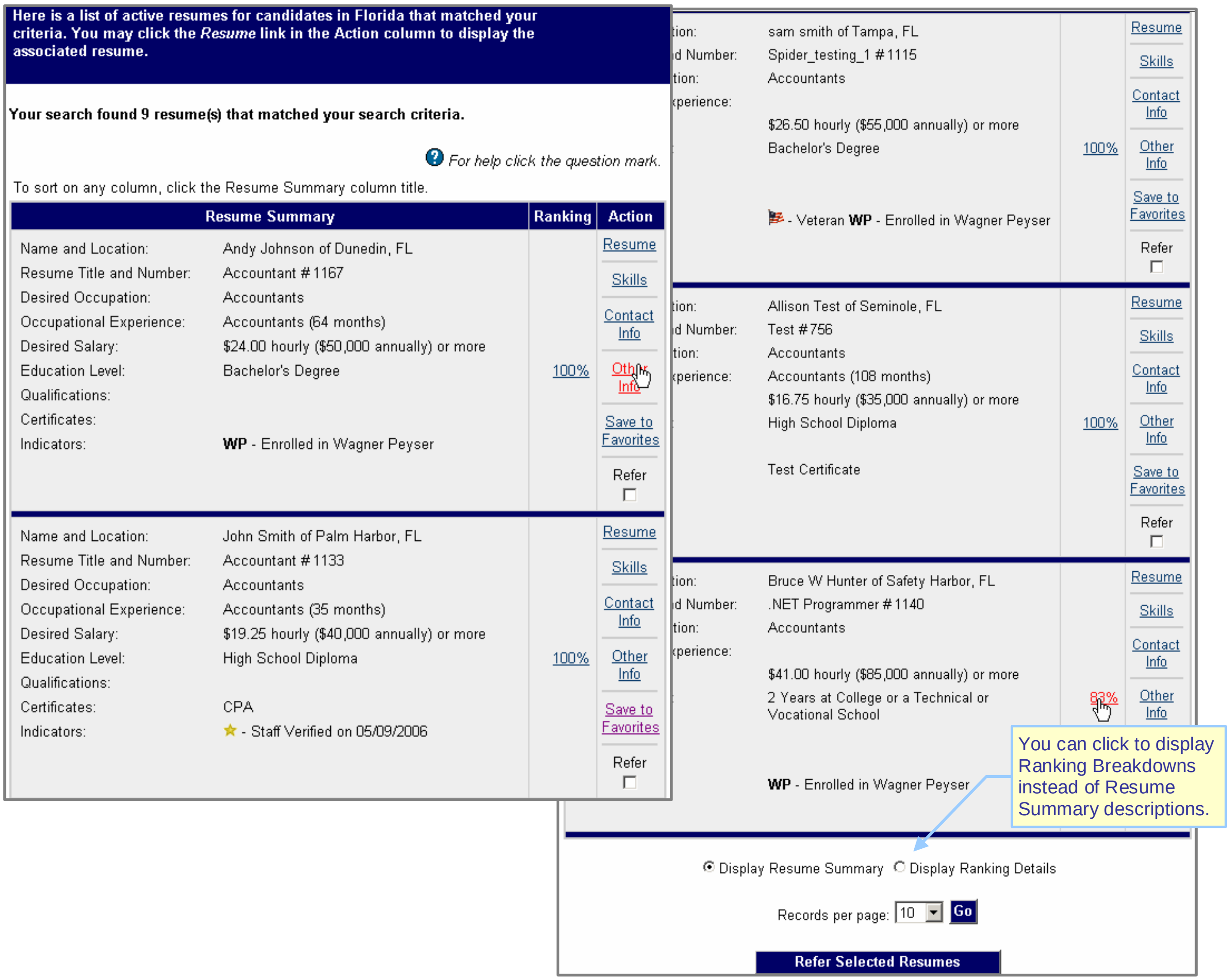
  A Candidate Ranking/Filtering Criteria screen displays search selections for finding potential candidates:



Candidate Ranking/Filter Criteria Search Screen

- Enter the desired ranking and filtering criteria, and click the **Search** button at the bottom of the screen.

  A search results screen displays resumes for candidates in the selected area who matched your search criteria. The resulting resumes are sorted by filtering, if filtering parameters apply.



Candidate Search Results Screen

The search parameters for the two types of criteria are briefly summarized below, followed by options you can perform from the Candidate Search Results screen. Refer to the *Employer Services User Guide* for more details on the Ranking and Filtering criteria used on this screen.

Candidate Ranking Criteria

This section enables you to choose criteria with which to rank candidates during a resume search. You may select as many ranking criteria as you would like. By default, no criteria are selected ("N/A"). All ranking criteria have three options to choose from:

Required—Candidate must meet this requirement to qualify to the search.

Desired—Candidate will receive a higher score if requirement is met, but it is not mandatory to qualify to the search.

N/A—This requirement will not be used when qualifying candidates to the search.

The following is a list of the different ranking criteria that can be used.

Occupation—This is the occupation that you wish candidates to have been employed in the past or in which they are currently looking for work.

Occupational Experience—This section allows you narrow your search by your desired experience level.

Salary—This option lets you search for candidates with a specified salary range.

Education Level—This option enables you to narrow your search by education level.

Qualifications—This option lets you search for candidates with specific qualifications.

Candidate Filter Criteria

This section enables you to filter your resume search results by how well a candidate matches your ranking criteria. By default, all filter criteria is marked as **N/A**. All filter criteria have two options to choose from:

Required—Candidate must meet this filter to qualify to the search.

N/A—This filter will not be used when qualifying candidates to the search.

The following are a list of the different filtering criteria that can be used.

Candidate Skills—Narrow your candidates by how well they fit your ranking criteria. This is measured in percentages.

Keyword(s)—Filter your search by keyword(s).

Drivers License Type—Filter your search by type of drivers license.

Drivers License Endorsement Type—This option lets you filter your search by endorsement type of drivers license.

Resume Modification Date—Filter your search by the date the resume was modified. This restricts your resume search to those resumes that have been updated within the selected time frame.

Shift Availability—Filter candidates that specified your desired shift requirements.

Minimum Age—Filter candidates that meet a certain age.

Candidate Location Criteria

This section enables you to filter your resume search results according to candidates' desired work location vs. their residential location. By default, all filter criteria is marked as *None Selected* until you modify a search filter.

The following are a list of the different filtering criteria that can be used:

- **Desired Work Location—**Filters resumes according to the area (anywhere statewide, by county, by MSA or by workforce region) candidates' want to work within.
- **Residential Location—**Filters resumes according to where candidates live. You may choose between State locations vs. LWIA/Region locations.

Note: *The Residential Location section is dynamic. Users must work from top to bottom, left to right.*

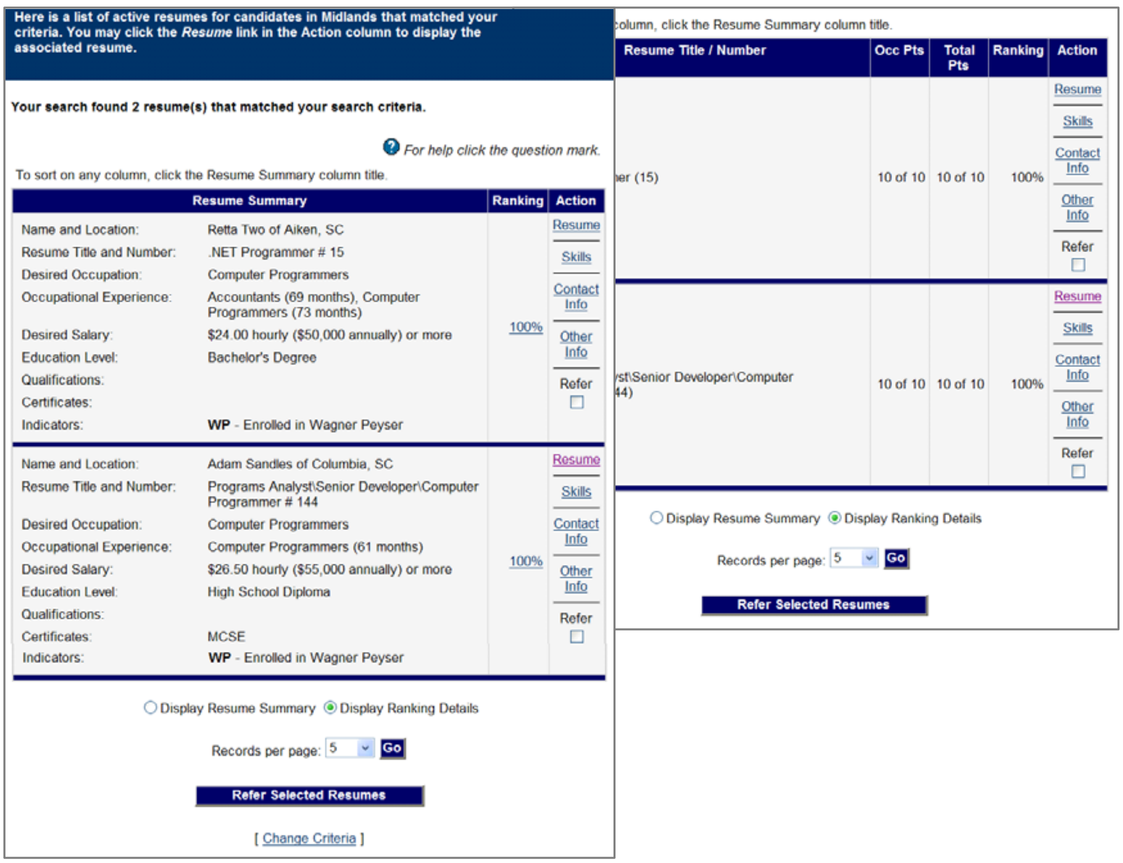
- **To work with a state location**:
  - Choose a desired state.
  - Choose a desired are type.
  - Select a corresponding area, based on the area type you selected in the previous step.
- **To work with a regional (LWIA) location**:

- Choose the desired region.
- Choose the desired one-stop office location from the selected region.

Resume Result Summary

After you have searched for your desired resume to manage, a Resume Results screen will display. This screen displays as a summary page, giving you an overall view of the candidates' resumes.

It also displays how well the resumes rank according to your ranking and filter criteria, and a radio button on the bottom of the screen will change the view to indicate the breakdown of the rankings instead of the resume summaries (as shown in the following figure).



Candidate Search Results Screen

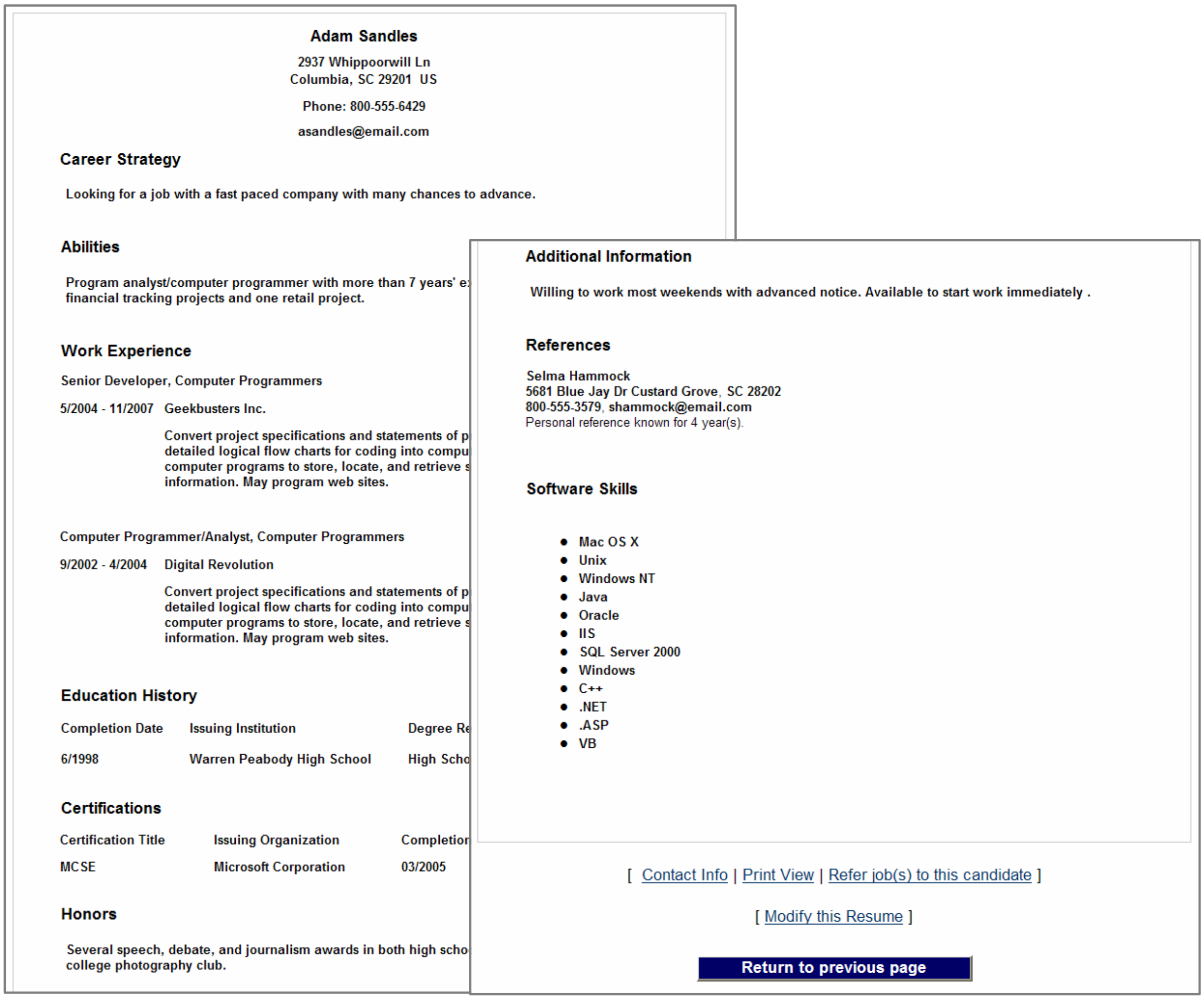
This summary allows you to briefly scan through many resumes in a short amount of time. There are several options available from this screen, including:

- View candidate resume – Click Resume to view desired resumes (see next topic).
- View candidate skills – Click Skills to view a candidate's list of job skills
- View candidate contact info – Click Contact Info to communicate with the candidate
- View other candidate info – Click Other Info to view additional employer searchable items
- Refer the candidate(s) – Select candidate(s) for referral purposes.

For details of each option, refer to the topics that follow.

View Resume

Click the Resume link to view a selected candidate's resume. A screen similar to the following will display with the resume:



Adam Sandles
2937 Whippoorwill Ln
Columbia, SC 29201 US
Phone: 800-555-6429
asandles@email.com

Career Strategy

Looking for a job with a fast paced company with many chances to advance.

Abilities

Program analyst/computer programmer with more than 7 years' e
financial tracking projects and one retail project.

Work Experience

Senior Developer, Computer Programmers
5/2004 - 11/2007 Geekbusters Inc.
Convert project specifications and statements of p
detailed logical flow charts for coding into compu
computer programs to store, locate, and retrieve s
information. May program web sites.

Computer Programmer/Analyst, Computer Programmers
9/2002 - 4/2004 Digital Revolution
Convert project specifications and statements of p
detailed logical flow charts for coding into compu
computer programs to store, locate, and retrieve s
information. May program web sites.

Education History

Completion Date	Issuing Institution	Degree Re
6/1998	Warren Peabody High School	High Scho

Certifications

Certification Title	Issuing Organization	Completion
MCSE	Microsoft Corporation	03/2005

Honors

Several speech, debate, and journalism awards in both high scho
college photography club.

Additional Information

Willing to work most weekends with advanced notice. Available to start work immediately .

References

Selma Hammock
5681 Blue Jay Dr Custard Grove, SC 28202
800-555-3579, shammock@email.com
Personal reference known for 4 year(s).

Software Skills

- Mac OS X
- Unix
- Windows NT
- Java
- Oracle
- IIS
- SQL Server 2000
- Windows
- C++
- .NET
- .ASP
- VB

[Contact Info | Print View | Refer job(s) to this candidate]

[Modify this Resume]

Return to previous page

Sample Resume

From this screen you can select the following link options:

- Contact Info – Click Contact Info to communicate with the candidate.
- Print View – Click this link to access a print preview version of the resume, which also provides access to your default print dialogue box.
- Refer job(s) to this candidate – This is one of several referral links that can be found throughout Virtual OneStop.
- Modify this Resume – Click this link to make changes on the candidate's behalf.

View Skills

You can view the candidate's skills from the Resume Summary page by clicking the View Skills link. When you click the View Skills link a list of skills display that are associated with the candidate. The candidate determined these skills when they filled out their background information. A screen similar to the following will display when you click the link:

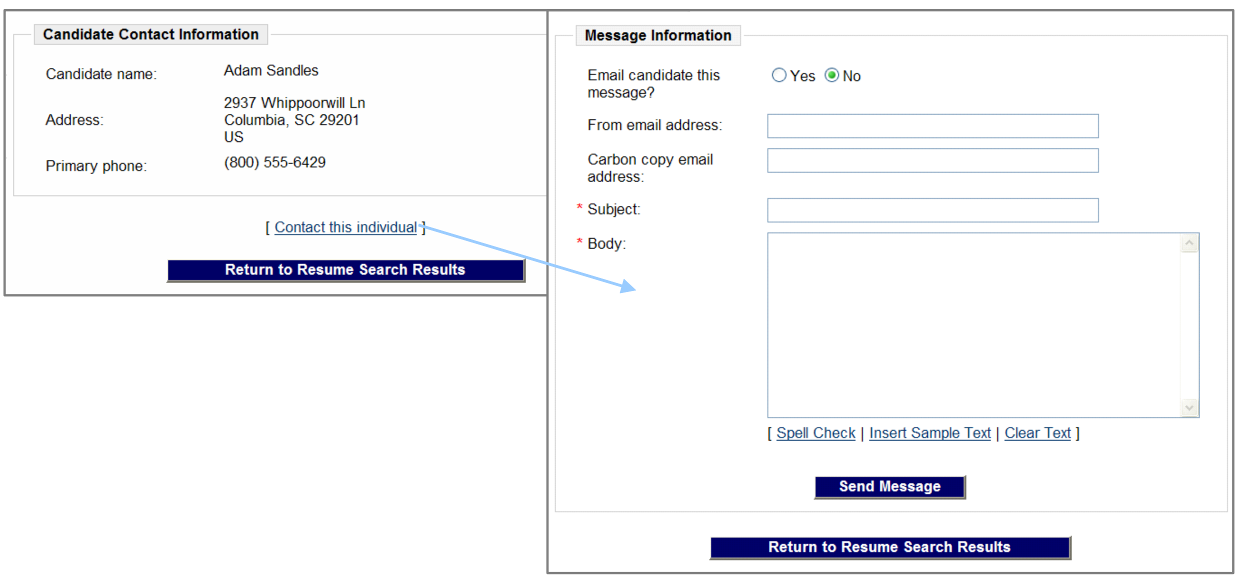
Skills
1. Adhere to safety procedures
2. Arrange for transportation or accommodations
3. Assume responsibility for safety of group
4. Call on customers to solicit new business
5. Carry equipment, luggage or cases
6. Collect fees
7. Describe points of interest to tour group
8. Develop travel itinerary
9. Ensure correct grammar, punctuation, or spelling
10. Escort group on city or establishment tours
11. Explain establishment processes or operations
12. Fill out business or government forms
13. Greet customers, guests, visitors, or passengers
14. Inform clients of travel restrictions
15. Lead individuals or groups to tour locations
16. Make presentations
17. Make travel reservations
18. Monitor facilities or equipment
19. Operate vehicles or ground equipment
20. Oversee work progress to verify safety or conformance to standards
21. Perform clerical duties including typing, accepting orders, or sorting mail
22. Provide clients with travel information

Skills List Screen Sample

Click the Return to Resume Search link to return to the Resume Summary page.

Contact Information

Click the Contact link to view the candidate's contact information. A screen similar to the following will display:



Contact Information Screen

This screen displays the candidate's name, address, and primary phone number. You can also send a message from this screen by clicking the Contact this Individual link.

Other Information

Click the Contact Info link to view the candidate's additional employer searchable items, as shown in the following sample figure:

Desirable Information	
Desired occupation:	Computer Programmers
Desired salary:	$26.50 hourly ($55,000 annually) or more
Desired job location(s):	South Carolina
Availability Information	
Shifts willing to work:	Day
Days available for work:	Mon, Tue, Wed, Thur, Fri
Drivers License Information	
Has a valid drivers license?	Yes
State issued:	SC
Drivers license type:	Regular Drivers License
Drivers license endorsement:	Not Specified
Access to a motor vehicle?	Yes
Rely on public transportation?	No

[Return to Resume Search]

Contact Information Screen

Refer Candidate(s)

Click the Refer checkbox for each candidate you wish to refer to a job.

Ranking

This column on the Resume Summary page displays the measured ranking of the candidate's resume according to your performed search. The percentage given is also a link. You can view a break down of how the candidate received their percentage score by clicking the link. A screen similar to the following will display:

Rank Criteria Item	Points
Desired Salary	5 of 10
Education Level	10 of 10
Total	**15 of 20**

[Return to previous page]

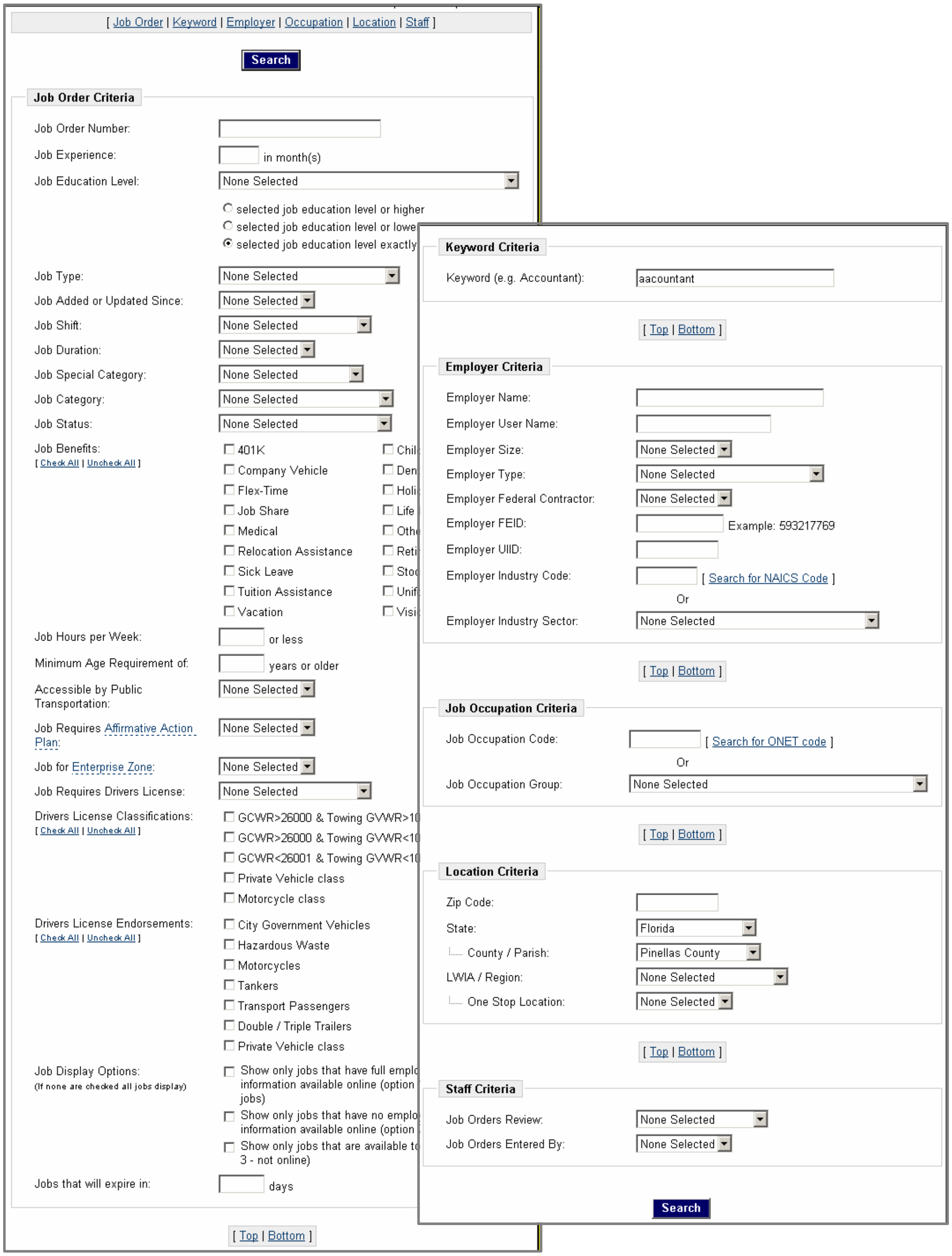
Ranking Breakdown

The rows displayed will match the search criteria that you selected in your search. In the example shown, the candidate only matched half of the salary requirements, but they completely matched the education requirement. Thus, giving the candidate a total of 15 out of 20 for a 75% ranking score.

Click the Return to previous page link to go back to the Resume Summary page.

Match Resumes to a Job

Advanced Search by Job Order lets you search for resumes by job order and match the resumes to criteria of the job order. The system will search for job titles that correspond to the O*NET database according to the search criteria that you provide. When you click the Match Resumes to a Job Order link a window similar to the following displays:

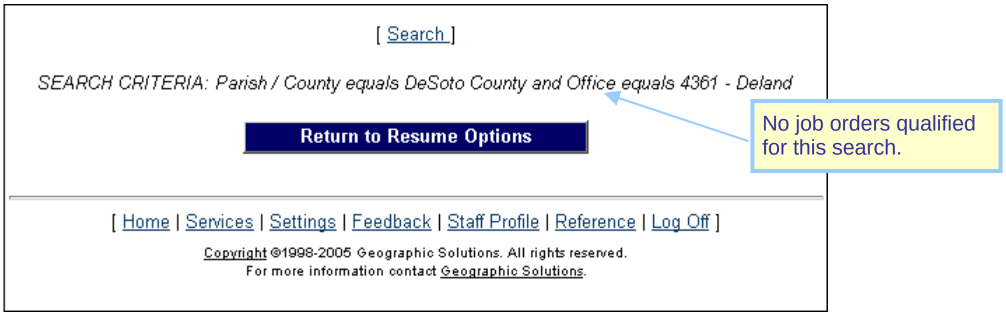


Internal Job Order Search screen

From the search page, you can narrow your search by several options.

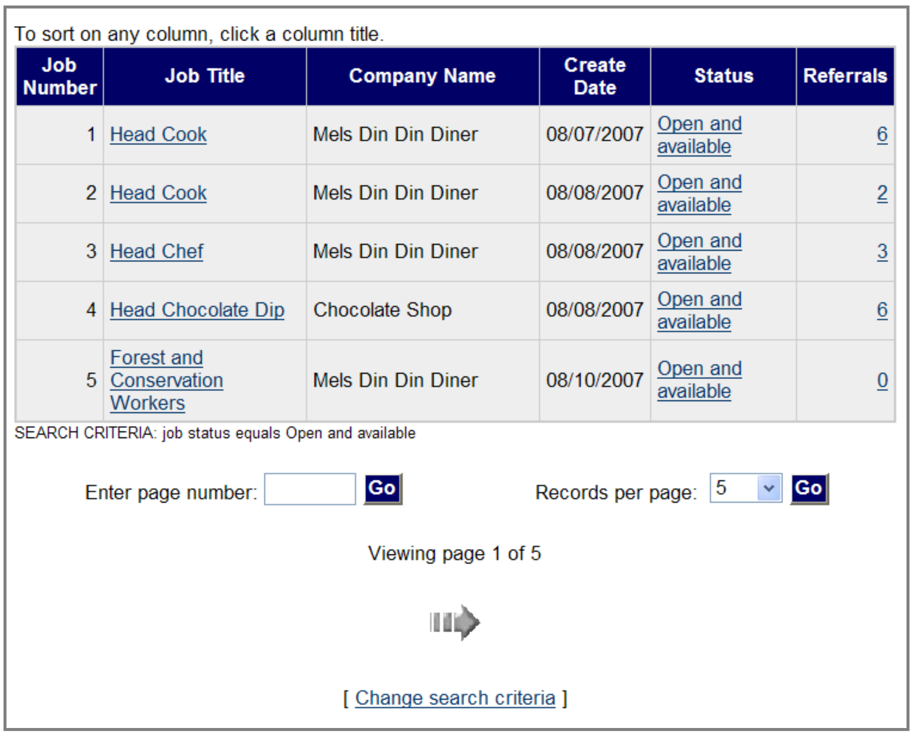
- Enter your desired search criteria and click the **Search** button. At least one field has to be entered to activate the search.

If your search does not qualify any job orders, then a screen similar to the following will appear:



No Results Qualify to the Search

Click the Search link to modify your search criteria. When you have updated your search criteria, click the **Search** button. A screen similar to the following will display:



To sort on any column, click a column title.

Job Number	Job Title	Company Name	Create Date	Status	Referrals
1	Head Cook	Mels Din Din Diner	08/07/2007	Open and available	6
2	Head Cook	Mels Din Din Diner	08/08/2007	Open and available	2
3	Head Chef	Mels Din Din Diner	08/08/2007	Open and available	3
4	Head Chocolate Dip	Chocolate Shop	08/08/2007	Open and available	6
5	Forest and Conservation Workers	Mels Din Din Diner	08/10/2007	Open and available	0

SEARCH CRITERIA: job status equals Open and available

Enter page number: Go Records per page: 5 Go

Viewing page 1 of 5

[Change search criteria]

Results to Advanced Search by Job Order

The results will list any job orders by job title in the system that fit your search criteria.

Click on the desired Job Title and the system will populate the Candidate Ranking Criteria page with the information that is associated with that job order.

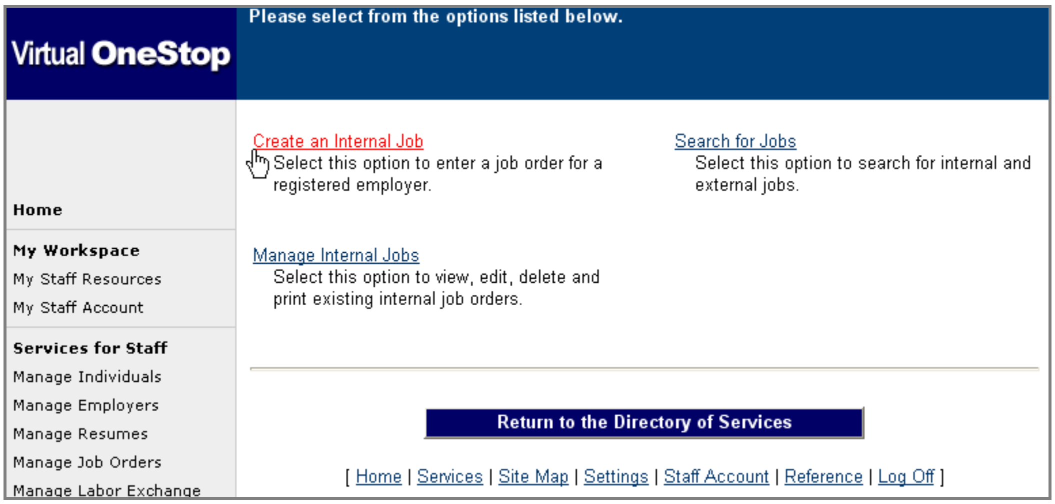
From this point the Ranking/Filtering Search screen and the search for matching candidates to the job order will be the same as the Candidate search indicated in “Searching for Resumes.”

6: Manage Job Orders

Virtual OneStop includes a tool that lets you manage job orders that reside in the system database. To work with job orders, use one of the following methods:

- On the Navigation Menu, click **Manage Job Orders**.
- In the Virtual OneStop directory, click **Manage Job Orders**.

A screen appears—similar to the following figure—that lists job order options:



Manage Job Orders Screen

This screen lets you perform the following tasks:

- Create an Internal Job
- Search for Jobs (and Assign Job Order Mass Referrals)
- Manage Internal Jobs

Create an Internal Job

This option is a quick link to help staff members assist employers in creating their jobs.

From this quick link you will:

- Begin an employer search (to identify the employer who has the job opening).
- From the search results, click the <u>Create Job</u> link in the *Action* column for the desired employer.

Continue to identify the occupation, and create a Job Order (as described previously).

For more information, see the section Adding/Creating a Job Order, or see the details in the Employer Guide for the Employer ▸ Manage Jobs option.

Search for Jobs

The option to Search for Jobs on the Manage Job Orders menu and the option to make Mass Job Referrals on the Manage Labor Exchange menu both use the same functions. Both let you search for job orders, view the jobs (as desired), select one or many of the job orders to refer to candidates, search for matching resumes/candidates, view data about the candidates, and select a candidate.

When you select **Manage Job Orders ▸ Search for Jobs** or **Labor Exchange ▸ Mass Job Referrals** you will:

- ❖ Select the option.
  The Geography Selection screen is displayed.
- ❖ Select the area where you want to search for jobs.
  The Job Search screen is displayed.
- ❖ Enter job search parameters and click **Search**.
  Jobs are displayed in the Search Results screen. From this screen you can:
  - Click on the job name to see details on the job—along with accessing all other links from the job detail page.
  - Pick jobs you want to refer to candidates.
- ❖ Check the Refer boxes (for jobs you want to refer to a candidate) and click **Refer Selected Jobs**.
- ❖ Click the button for the option you want to use to identify the candidate to whom you will refer the jobs. The buttons are under the headings:
  - Refer Only Candidates with Resumes (the **Search Resumes** button).
  - Refer Candidates with or Without Resumes (the **Search Candidates** button).
  - Refer Currently Managed Individual (the **Select NAME** button).

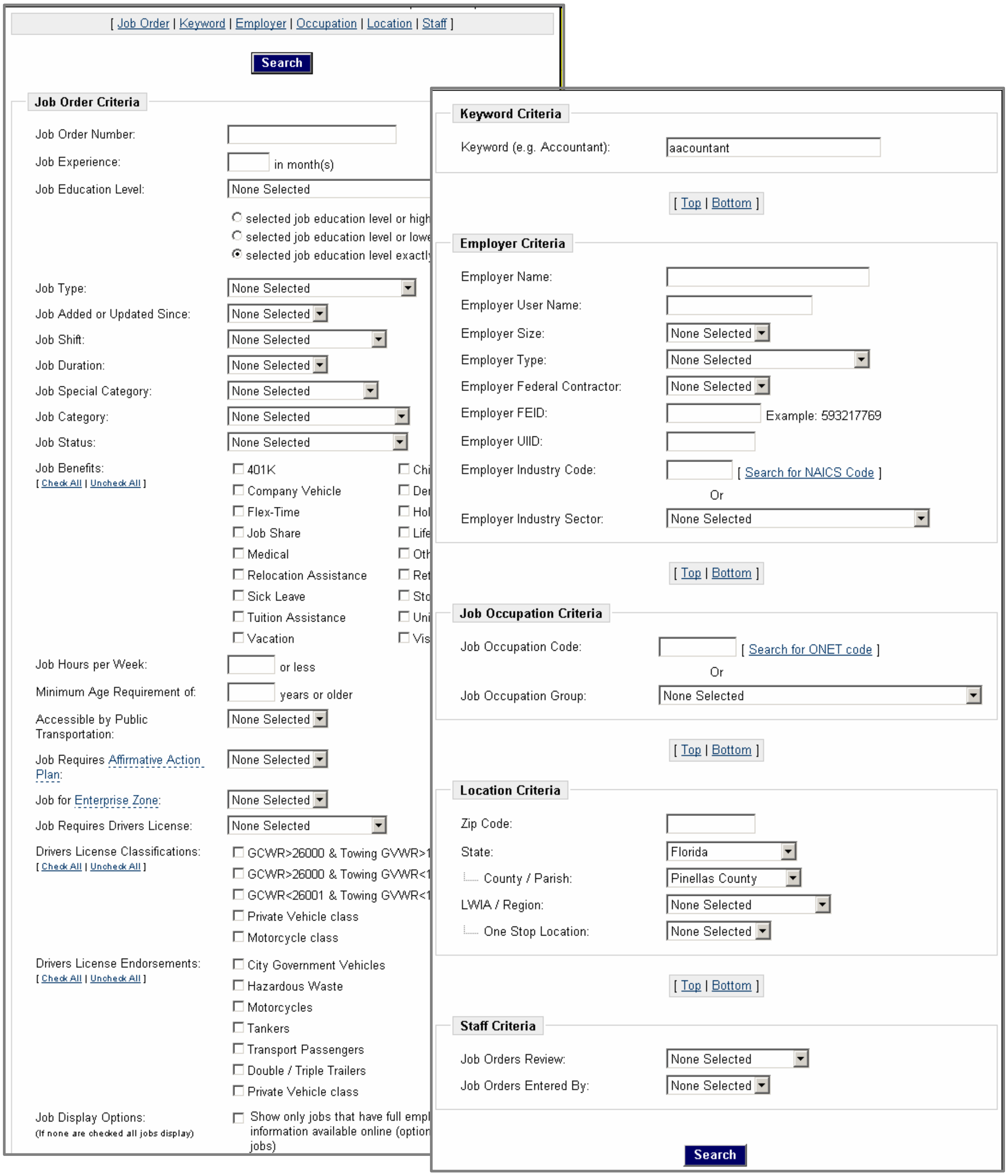
For more information on the multiple jobs referral from the search results, see the topics "Assigning Referrals to Job Orders" and "Finding a Candidate for the Job Order Referrals" in the Manage Labor Exchange section.

Manage Internal Jobs

This option on the Manage Job Orders menu lets staff view, verify, and modify job orders that have been entered into the system.

To verify job orders:

- Select **Manage Job Orders ▸ Manage Internal Job Orders** from the Navigation Menu.
- Or click **Manage Internal Job Orders** on the Manage Job Orders screen.
  A search screen displays as shown in the following figure:



Internal Job Order Search Screen

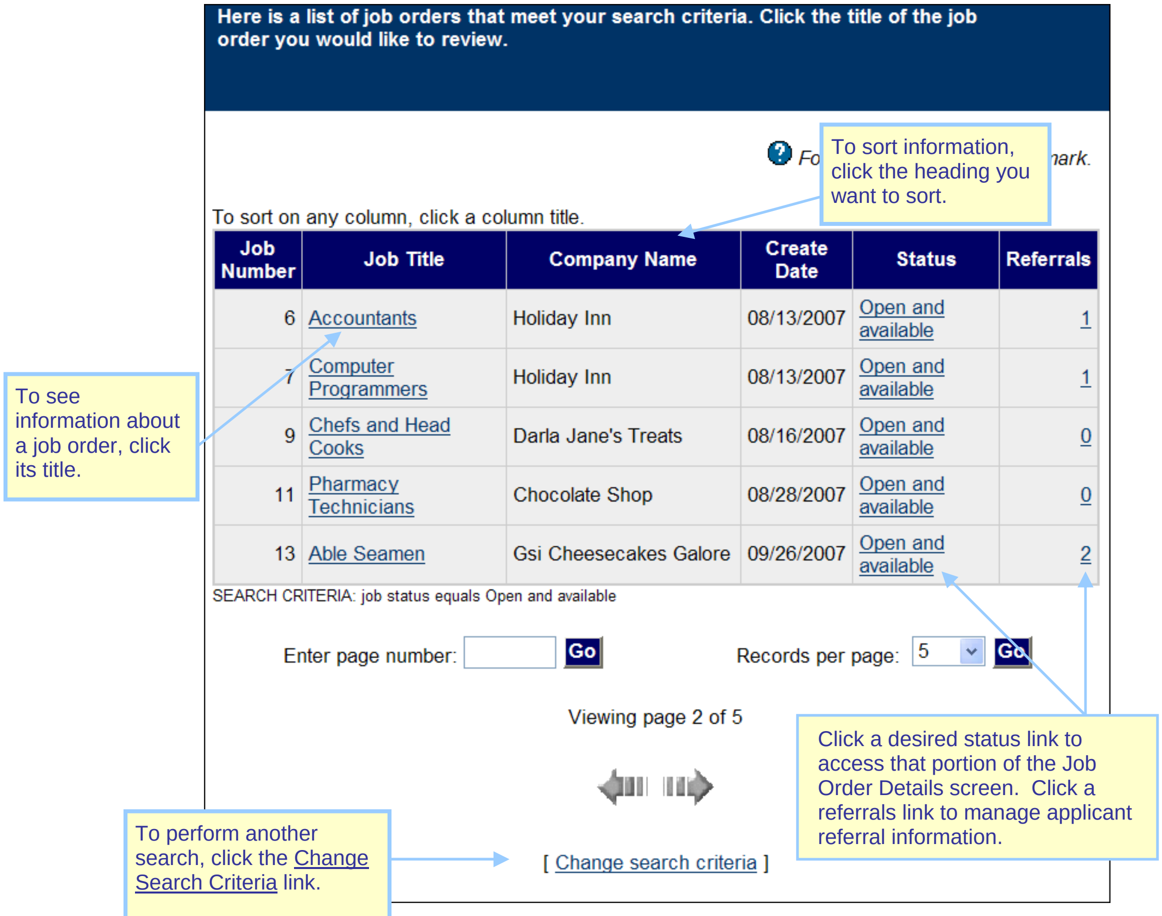
From this screen, specify the search criteria you want to use to find internal job orders.

> **Note:** *You must specify at least one search item before starting the search. Two noteworthy criteria are the Search for an O*NET code link in the see Job Occupation Criteria section, and the Job Orders Review drop-down in the Staff Criteria section. For example, you may want to only search for internal jobs "reviewed by staff."*

Click the **Search** button to display job orders that meet the search criteria, and then continue with the following instructions for opening and working with job orders.

Working with Returned Job Orders

After you have performed the search, a screen appears listing the job orders that meet the specified search criteria. The following figure contains a sample of this screen:



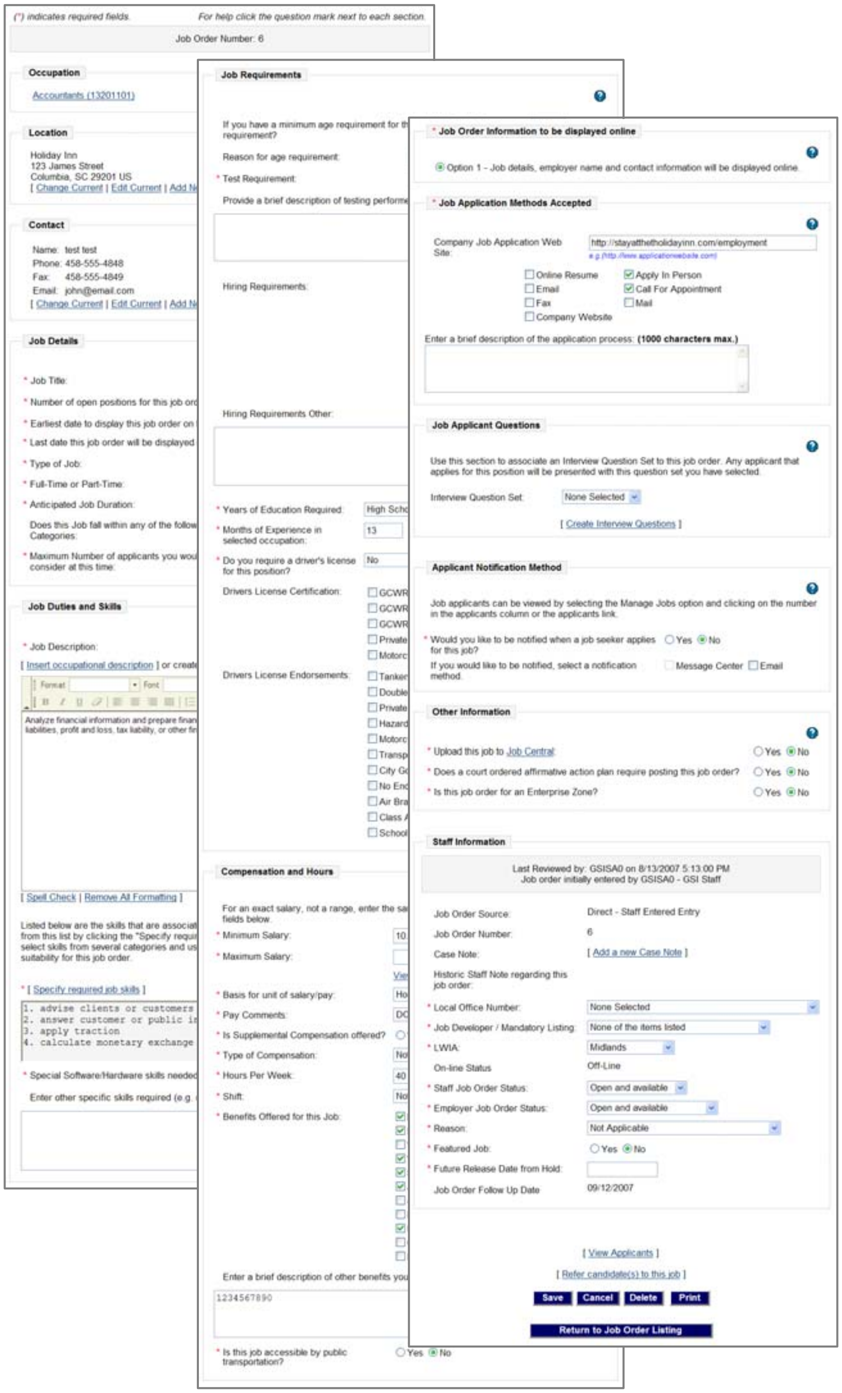
Job Order Search Results Screen

From this screen, you can perform the following tasks:

- To sort the list of job orders, click the column header you want to sort.
- To view details for a job order or modify a job order, click the job title. For more information about modifying a job order, see “Modifying a Job Order” in the next section.
- If more job orders exist than can appear in a single screen, enter the page number in the appropriate box and click the **Go** button, or click the appropriate arrow to move back or forward a screen.

Modifying a Job Order

When you display a job order’s information, you can view or modify that information. The following figure displays a sample of the screen that appears listing the job order information:



Job Order Detail Screen

From this screen, you can perform the following tasks:

- To modify a job order, select your changes and click the **Save** button.
- To print the job order, click the **Print** button.
- Click the **Delet**e button to remove this job order from the system.
- Click the **Cancel** button if you want to exit the screen without saving any changes.

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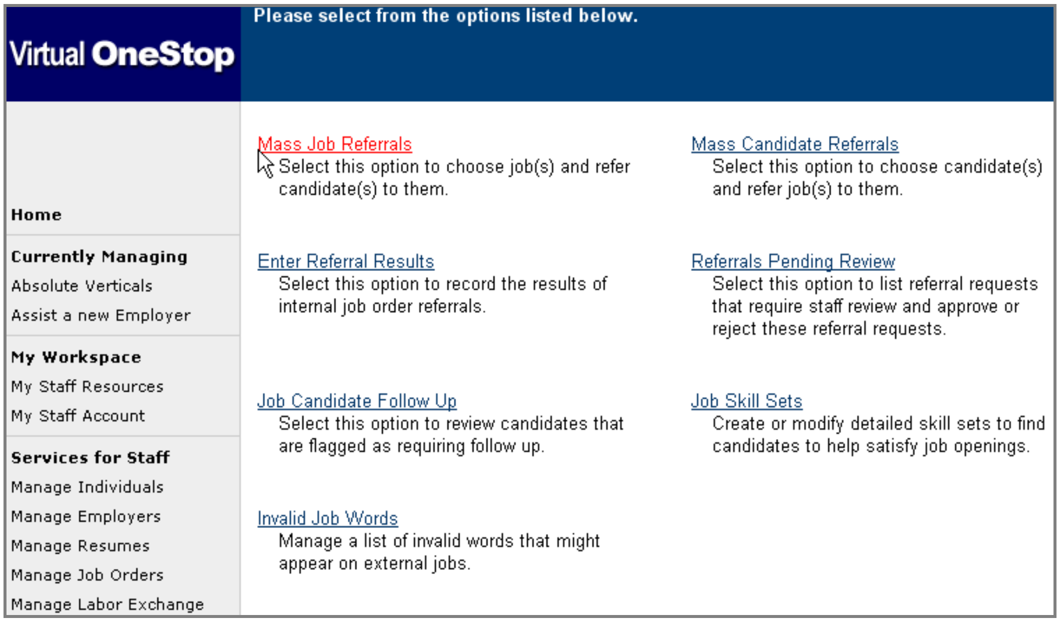
7: Manage Labor Exchange

The Manage Labor Exchange component provides staff the necessary tools to manage job placements, manage custom sets of required job skills, and manage a list of prohibited job search words.

To access the labor exchange screen:

Select **Manage Labor Exchange** from the Staff Services screen or the Navigation Menu.

The following figure displays a sample Manage Labor Exchange Options screen:



Manage Labor Exchange Options Screen

From this screen, you can:

Make Mass Job Referrals — Find multiple jobs, find an individual candidate, and make the mass job referrals to candidate and employer.

Make Mass Candidate Referrals — Find multiple candidates (or resumes) and refer them to an employer for a specific job.

Enter Referral Results — Find jobs with referrals, view the job order data, as well as the applicant information for all referred applicants, and change the applicant status.

Referrals Pending Review — Find candidates who have indicated (while trying to apply for a "suppressed" job), that they want to be referred for a job by a staff member, so that they can submit an application. The staff member can then make the referral.

Job Candidate Follow Up — View candidates who are flag for follow up on job order referrals which could not be done at the time due to lack of data, accessibility of the candidate or employer, or a set referral limit). You can view the listed candidates for referral, view job details, make the referral, or delete the referral/follow up.

Create / Modify Job Skill Sets — Create new skill sets or edit existing skill sets that can be used for applying to individual occupations.

Mass Job Referrals

The option to make Mass Job Referrals on the Manage Labor Exchange menu and the option to Search for Jobs on the Manage Job Orders menu both use the same functions. They both let you search for job orders, view the jobs (as desired), select one or many of the job orders to refer to candidates, search for matching resumes/candidates, view data about the candidates, and select a candidate.

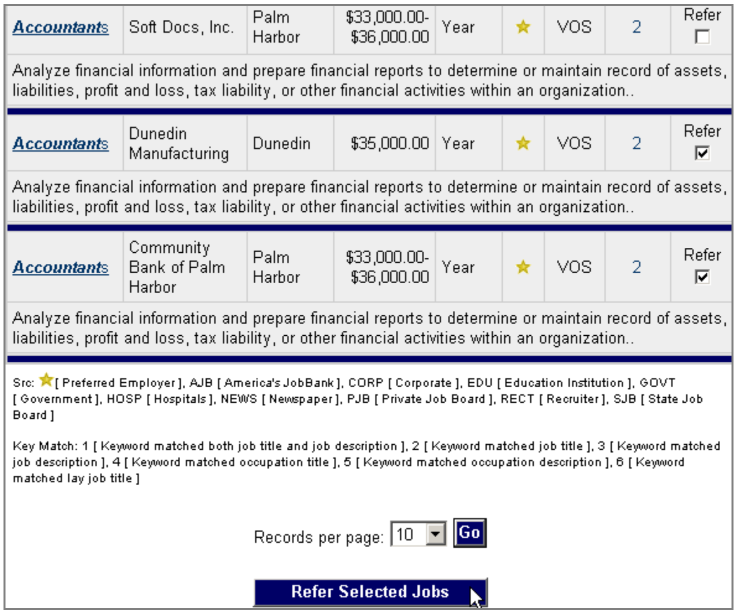
When you select **Labor Exchange ▸ Mass Job Referrals** or **Manage Job Orders ▸ Search for Jobs** you will:

- Select the option.
  The Geography Selection screen is displayed.
- Select the area where you want to search for jobs.
  The Job Search screen is displayed.
- Enter job search parameters and click **Search**.
  Jobs are displayed in the Search Results screen. From this screen you can:
  - Click on the job name to see details on the job—along with accessing all other links from the job detail page.
  - Pick jobs you want to refer to candidates.
- Check the Refer boxes (for jobs you want to refer to a candidate) and click **Refer Selected Jobs**.
- Click the button for the option you want to use to identify the candidate to whom you will refer the jobs. The buttons are under the headings:
  - Refer Only Candidates with Resumes (the **Search Resumes** button).
  - Refer Candidates with or Without Resumes (the **Search Candidates** button).
  - Refer Currently Managed Individual (the **Select NAME** button).

From **Labor Exchange ▸ Mass Job Referrals**, the emphasis is on referring jobs from a job search (describe in the following sections on “Assigning Referrals to Job Orders”, and “Finding a Candidate for the Job Order Referrals”). For more on searching for and selecting multiple jobs from the search results see “Search for Jobs” in the previous chapter, or the details on Advanced Search for an Individual in Chapter 2.

Assigning Referrals to Job Orders

After you have completed your job order search, a Job Order Search Results screen displays with a column of check boxes for selecting the jobs that you will choose to refer to a candidate.



Accountants	Soft Docs, Inc.	Palm Harbor	$33,000.00-$36,000.00	Year	★	VOS	2	Refer ☐
Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization..								
Accountants	Dunedin Manufacturing	Dunedin	$35,000.00	Year	★	VOS	2	Refer ☑
Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization..								
Accountants	Community Bank of Palm Harbor	Palm Harbor	$33,000.00-$36,000.00	Year	★	VOS	2	Refer ☑
Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization..								

Src: ★ [Preferred Employer], AJB [America's JobBank], CORP [Corporate], EDU [Education Institution], GOVT [Government], HOSP [Hospitals], NEWS [Newspaper], PJB [Private Job Board], RECT [Recruiter], SJB [State Job Board]

Key Match: 1 [Keyword matched both job title and job description], 2 [Keyword matched job title], 3 [Keyword matched job description], 4 [Keyword matched occupation title], 5 [Keyword matched occupation description], 6 [Keyword matched lay job title]

Records per page: 10 Go

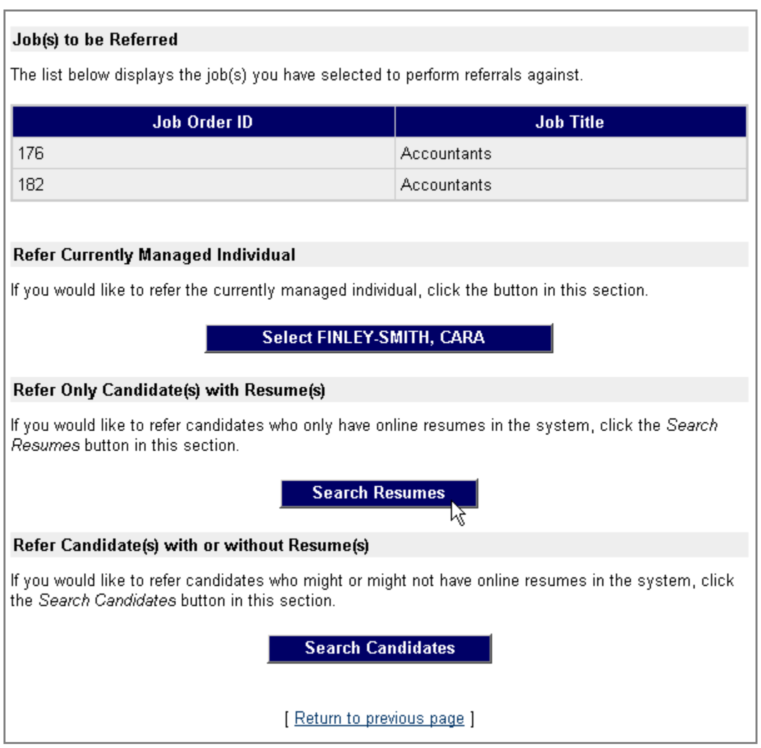
Refer Selected Jobs

Job Order Search Results (partial)

When you check Refer boxes and click **Refer Selected Jobs**, the selected jobs are listed with the options for finding the candidate you will refer the jobs to.

Finding a Candidate for the Job Order Referrals

After you have searched for jobs, identified the job to be referred, and clicked the **Refer Selected Jobs** button, a screen with options for finding the candidates is displayed.



Job(s) to be Referred

The list below displays the job(s) you have selected to perform referrals against.

Job Order ID	Job Title
176	Accountants
182	Accountants

Refer Currently Managed Individual

If you would like to refer the currently managed individual, click the button in this section.

Select FINLEY-SMITH, CARA

Refer Only Candidate(s) with Resume(s)

If you would like to refer candidates who only have online resumes in the system, click the *Search Resumes* button in this section.

Search Resumes

Refer Candidate(s) with or without Resume(s)

If you would like to refer candidates who might or might not have online resumes in the system, click the *Search Candidates* button in this section.

Search Candidates

[Return to previous page]

Referral Candidate Selection Screen

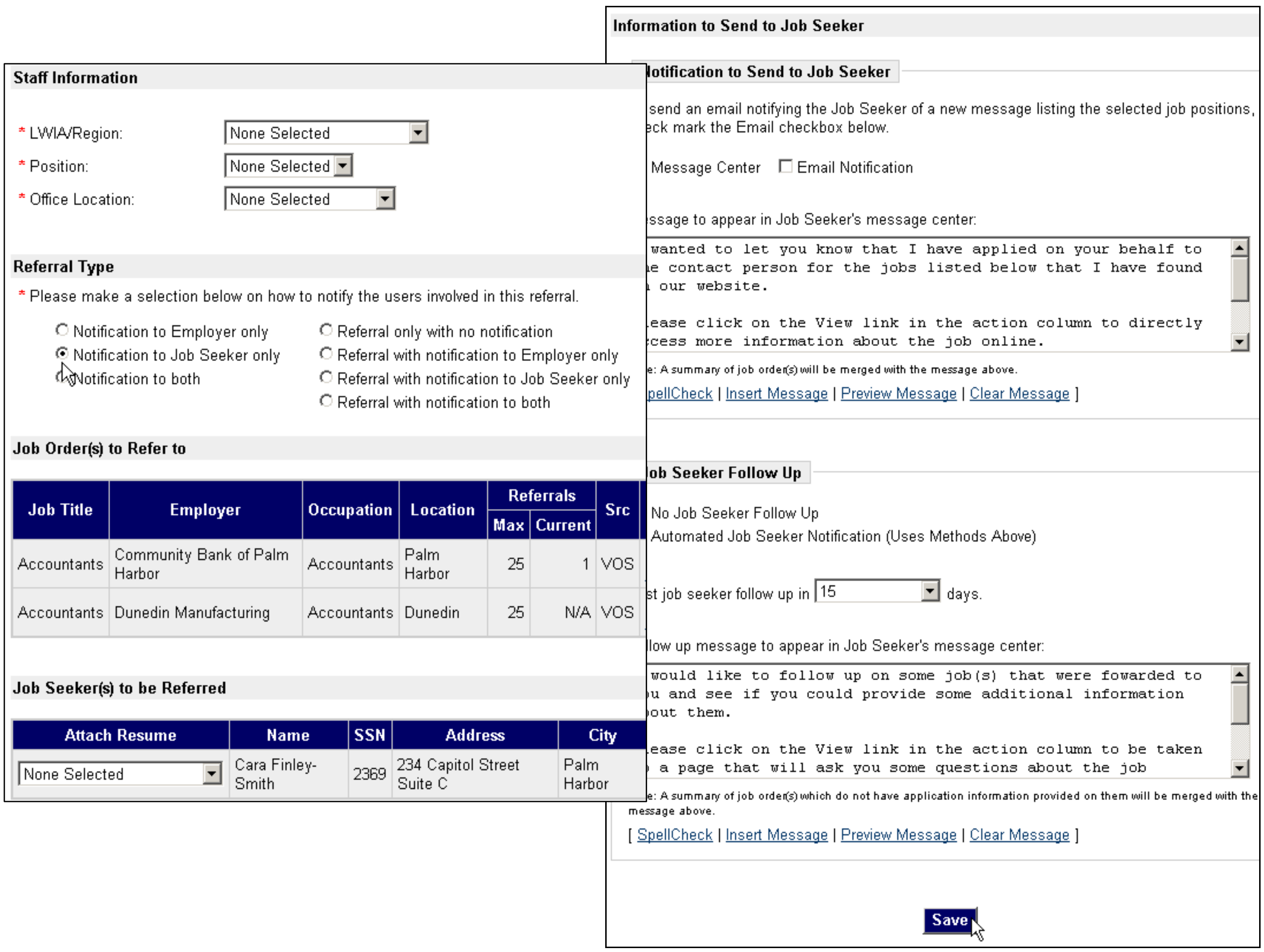
From this screen, select the search you want to perform to find the candidate to whom you will refer the jobs:

Select NAME — This displays only when you are already assisting an individual. It goes directly to the Referral Details screen.

Search Resumes — This starts the resume search process (Geographic search, Candidate Ranking Criteria search), and displays a list of active resumes (and their candidates) as a Result screen. When you click the Refer link from the Result screen, it goes to the Referral Details screen.

Search Candidates — This starts the candidate search process (Geographic search, Advanced Candidate Search), and displays a list of candidates as a Result screen. When you click the Refer link from the Result screen, it goes to the Referral Details screen.

Referral / Notifications Details Screen



Referral Details Screen (Job Seeker Notification)

From the Referral Details Screen, the staff member will:

- Select the LWIA/Region, the Position, and the Location Office for the Staff member handling the referral.
- Select the Notification type. Select who will receive system notification of the job and individual that have been matched (the job seeker, the employer, or both)

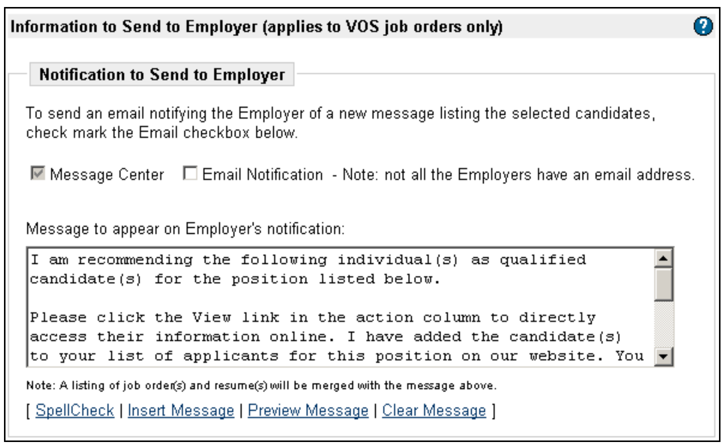
- Select the Referral type. Officially refer the job seeker(s) to the employer(s), and identify the notification type that accompanies the referral.
- Based on Notification and Referral Type, other information screen groups are displayed.
- Select and fill in the fields for the displayed screen groups.
- Click **Save**.

  When the process completes a confirmation screen is displayed.

Note: *Referrals are counted as official, staff assisted applications for employment in Wagner-Peyser. Notifications to an employer can only be made when Virtual OneStop job orders were chosen for the referral.*

Notification to Send to Employer

To send an employer a message about the candidate fill in the fields provided in the following section.



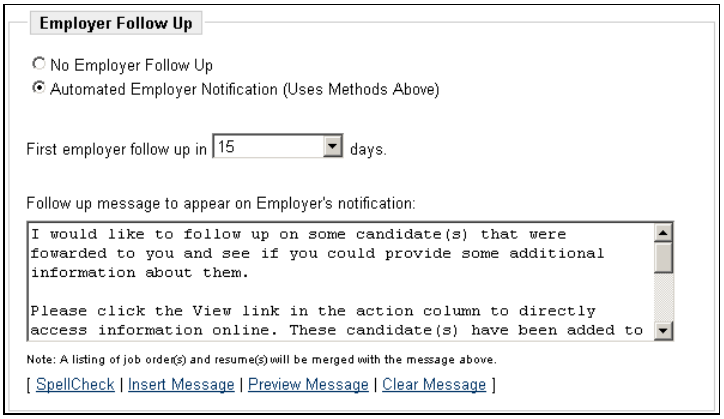
Notification to Send to Employer

From this section, you can do the following:

- Select the option to not send a notification to an employer or select the option to notify the employer of the Available Applicant. You may only select one of these two options.
- You may have the messages delivered to the employer's message center and/or the employers e-mail. To e-mail the notification, the employer must have entered a contact e-mail address when they registered into Virtual OneStop.
- The textbox lets you enter the message that will be sent to the employer.

Employer Follow Up

To send an employer a follow up message about the candidate, fill in the fields provided in the following section.



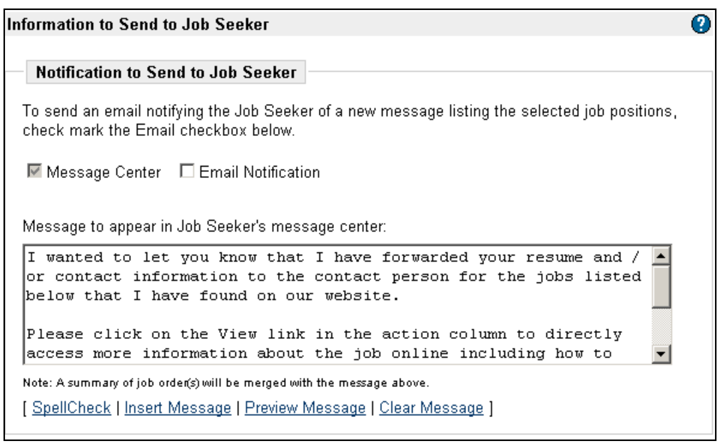
Employer Follow-Up Section

From this section, you can do the following:

- Select the option to not send a follow-up message to the employer or select the option to send an automated message to the employer. If you decide to send a follow-up message, the system will activate the drop-down list to choose in how many days the message should be sent.
- The textbox lets you enter the message to be sent to the employer as a follow-up.

Notification to Send to Job Seeker

To send the job seeker a message about the referral fill in the fields provided in the following section.



Notification to Job Seeker Section

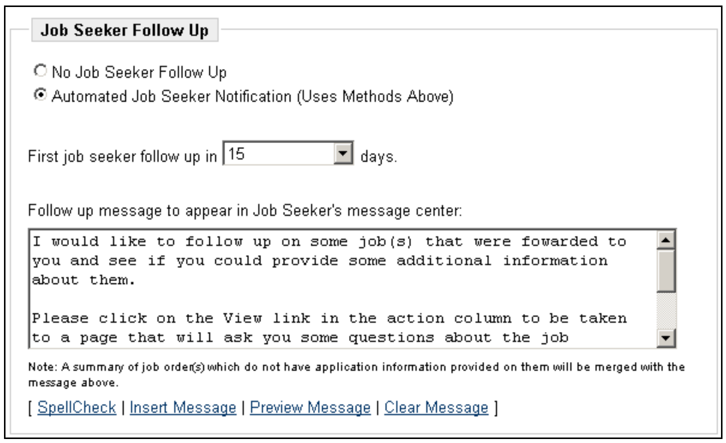
From this section, you can do the following.

- Select the option to not send a notification about the referral to the job seeker, select the option to send the notification about the job availability, or notify the job seeker of the application made. You may only select one of these options.
- You may have the messages delivered to the job seeker’s message center and/or the job seeker’s e-mail. To e-mail the notification, the job seeker must have entered a contact e-mail address when they registered with Virtual OneStop.
- The textbox lets you enter the message that will be sent to the job seeker.
- You may use the Spellcheck link to check for any spelling errors.

- If you have predefined messages in your system, you may click the Insert Message link to add a message. A list with your predefined messages will display and allow you to select a message.
- You may preview how the message will look when the job seeker receives it by clicking the Preview Message link.
- The Clear Message link will clear any information in the textbox.

Job Seeker Follow Up

To send the job seeker a follow-up message about the referral fill in the fields provided in the following section.



Job Seeker Follow Up Section

From this section, you can do the following.

- Select the option to not send a follow-up message to the job seeker or select the option to send an automated message to the job seeker. If you decide to send a follow-up message, the system will activate the drop-down list to choose in how many days the message should be sent.
- The textbox lets you enter the follow-up message that will be sent to the job seeker.
- You may use the Spellcheck link to check for any spelling errors.
- If you have predefined messages in your system, you may click the Insert Message link to add a message. A list with your predefined messages will display and allow you to select a message.
- You may preview how the message will look when the job seeker receives it by clicking the Preview Message link.
- The Clear Message link will clear any information in the textbox.

- After you have selected a message to be sent to the Employer and/or the Job Seeker click the **Save** button at the end of the page. The system will send your referral and messages, and display a confirmation message.

Make Mass Candidate (Resume) Referrals

When you select **Labor Exchange ▸ Mass Candidate Referrals** you will:

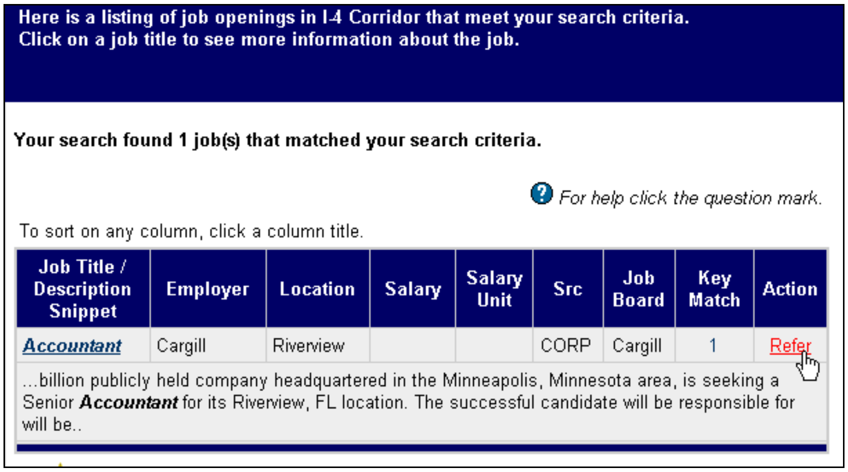
- ❖ Select the option to search *candidates with online resumes*, or *all candidates*.
- ❖ Enter search criteria and find candidates.
  - For **Search Candidates** (with or without resumes):
    - Enter criteria in the displayed Individual Search screen.
    - Click **Search**.
  - For **Search Resumes** (only candidates who have online resume):
    - Select the area where you want to search for candidates.
    - Enter criteria in the displayed Candidate Ranking Criteria screen.
    - Click **Search**.
- ❖ Resume Summaries or Candidates Summaries are displayed in the Search Results screen. From these screens you can:
  - **Resume Summary** — Click to see the resumes, skills, contact information, and other information (and save the resume to your favorites list).
  - **Candidate Summary** — Click to open Individual Details screen.
  - From either screen — pick candidates you want to refer to a job.

Resume and Individual Search Results Screens

- ❖ Check the Refer boxes (for candidates you want to refer to a job), and click **Refer Selected Resumes/Individuals**.

- Click the button to **Choose Job(s) to Refer** the selected candidates to.
  The Geography Selection screen is displayed.
- Select the area where you want to search for a job.
  The Advanced Job Search screen is displayed.
- Enter job search parameters and click **Search**

  Jobs are displayed in the Search Results screen



  From this screen you can:
  - Click on the job name to see details on the job—along with accessing all other links from the job detail page.
  - Click the <u>Refer</u> link to refer the selected candidate for the job.
- Click Refer to open the Referral / Notifications Details screen.
- Pick the referral type, enter referral data, and click **Save**.

  When the referral process completes a confirmation screen is displayed.

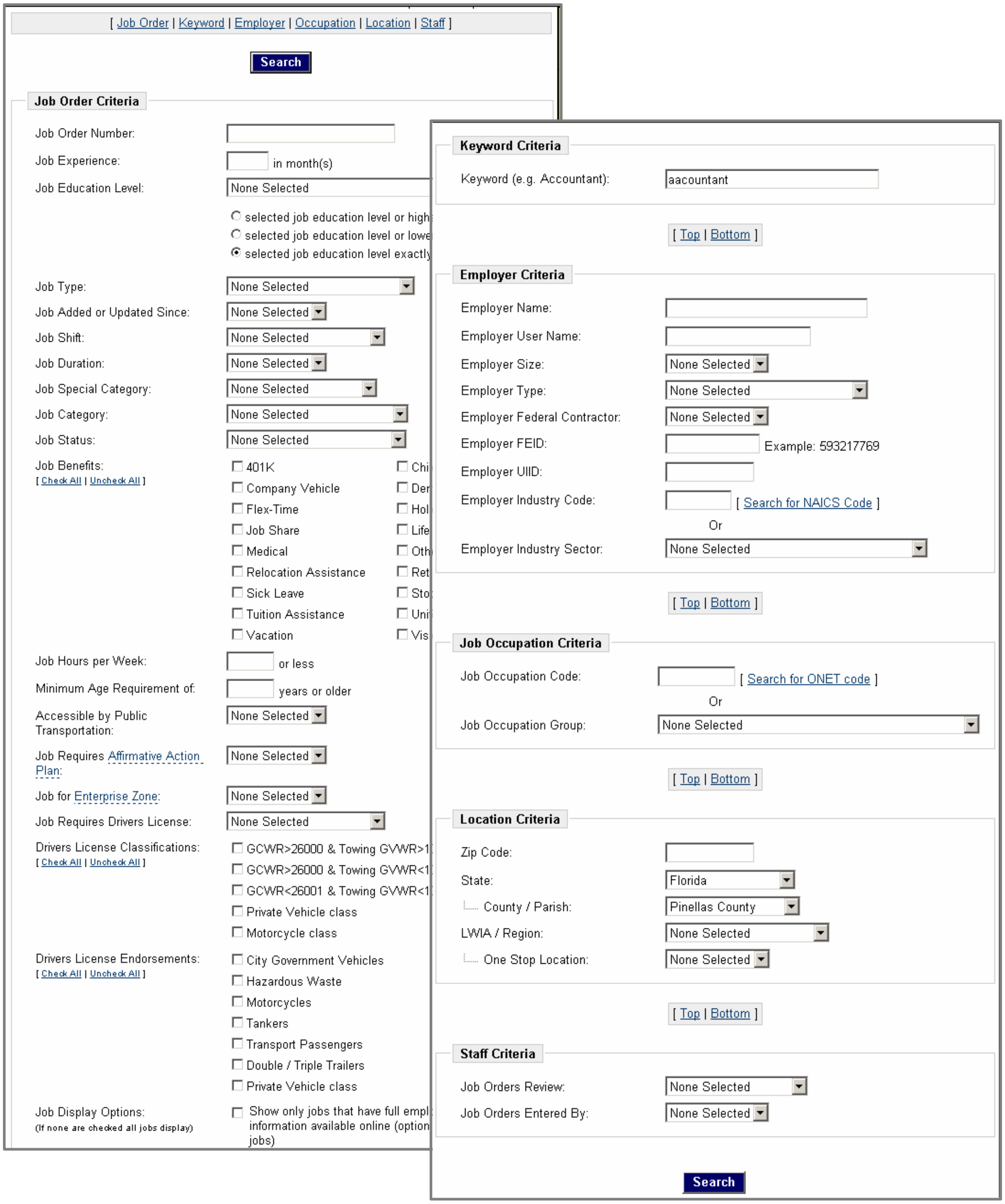
Entering Job Order Referral Results

The Enter Referral Results option on the Manage Job Orders screen lets you find jobs with referrals, and change the applicant status —the job order referral results—for specific applicants.

To enter/change job order results:

- On the Labor Exchange options screen, click **Enter Referral Results**.
- On the Navigation Menu, select **Manage Labor Exchange ▸ Enter Referral Results**.
  A Job Order search screen displays as shown in the following figure.

Note: *This is the same search screen as displayed for the **Manage Job Orders ▸ Manage Internal Job Orders** option. It does not have all of the Advanced Job Search options, and is designed for al options that may be used for finding internal jobs.*



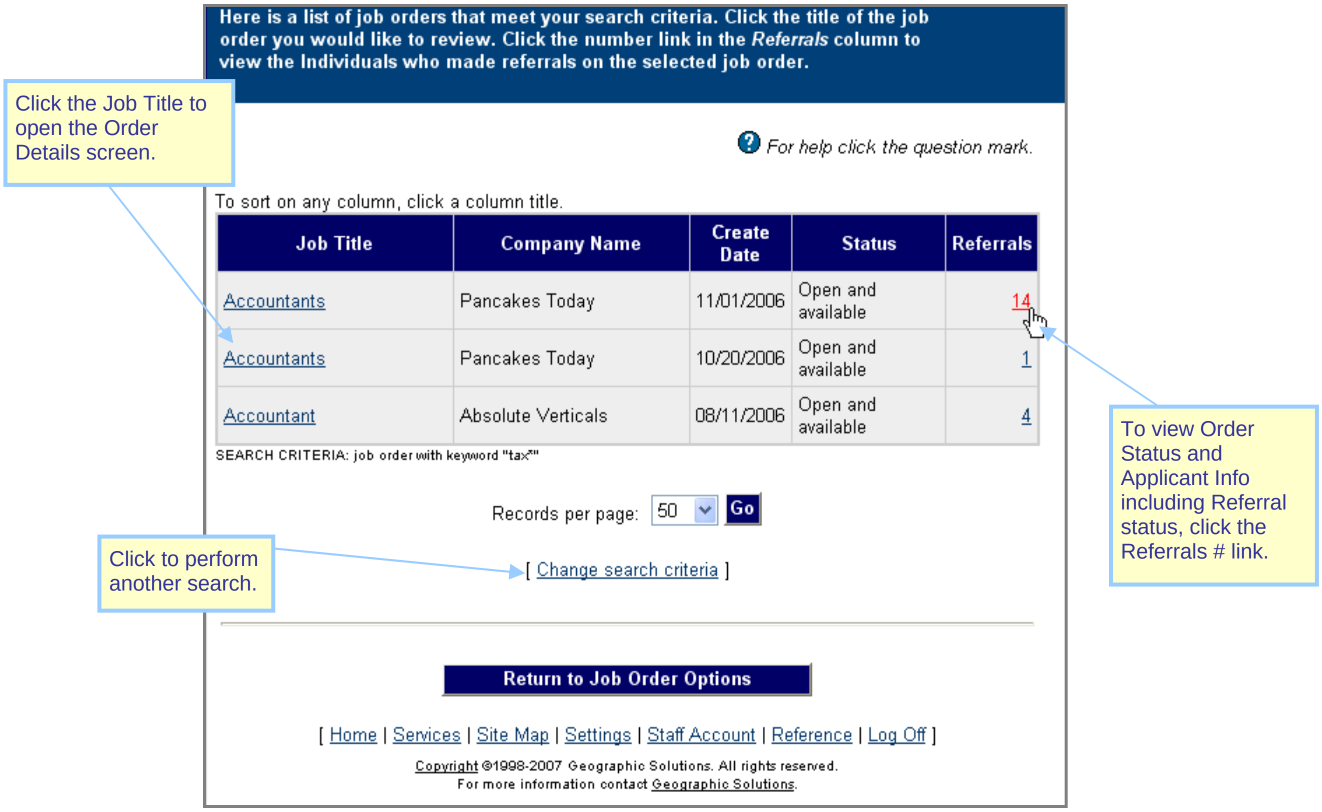
Internal Job Order Search Screen

From this screen, specify the search criteria you want to use to find internal job orders.

Note: *You must specify at least one search item before starting the search. Two noteworthy criteria are the Search for an O*NET code link in the Job Occupation Criteria section, and the Job Orders Review drop-down in the Staff Criteria section. For example, you may want to only search for internal jobs with "Accountant" as keyword, "NOT reviewed by staff," as is the case for the following example.*

- Click the **Search** button to display job orders that meet the search criteria, and then continue with the following instructions for opening and working with job orders.

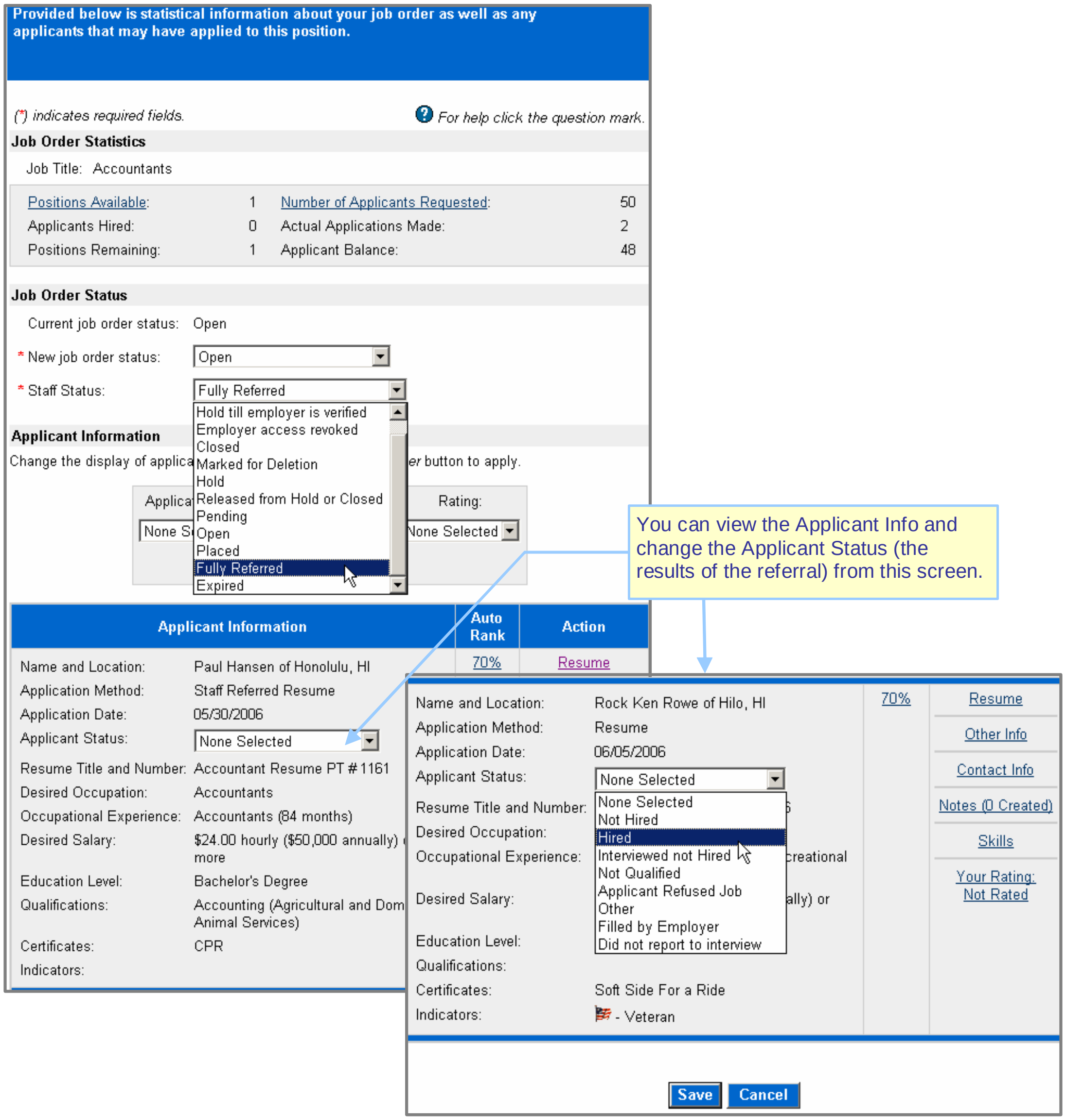
A screen appears that lists the job orders that meet the search criteria.



Referral Results List Screen

From this screen, you can perform the following tasks:

- To sort the list of job orders, click the column header you want to sort.
- If more job orders exist than can appear in a single screen, enter the screen number in the appropriate box and click the **Go** button, or click the appropriate arrow to move back or forward a screen.
- To view referral details, click Referrals # link. The following figure displays a sample of the screen that appears displaying the individuals referred to the employer for that job.



Job Order Information Screen

From this screen, you can enter job order referal results for the job applicant, as follows:

- Select the disposition from the drop down menu Applicant Status.
- Enter the Hire Date and Hourly Rate using a decimal format. (These fields show when *Hired* is selected).
- Click **Save** to save the entry. Click **Cancel** if you do not want to save this entry.

Note: *For more details on the field capabilities of this screen (e.g., Ratings, Notes, and Status), see the field descriptions in the section "Working with Job Applicants". For more details on the use of the Application Information area of the Job Order Information screen, see "Internal Job Referrals."*

Job Order Referrals Pending Staff Review

In some instances, employers can request that a job be suppressed (i.e., that one-stop staff filter applicants for a specific job order). To accomplish this goal, employers select Display Option 2 on the Job Order Entry screen, which suppresses the employer contact information and prevents job seekers from directly applying for the posted job. Instead, the individual job seeker can click a **Please Have a Staff Person Contact Me** button, which marks the order as a "referral pending staff review."

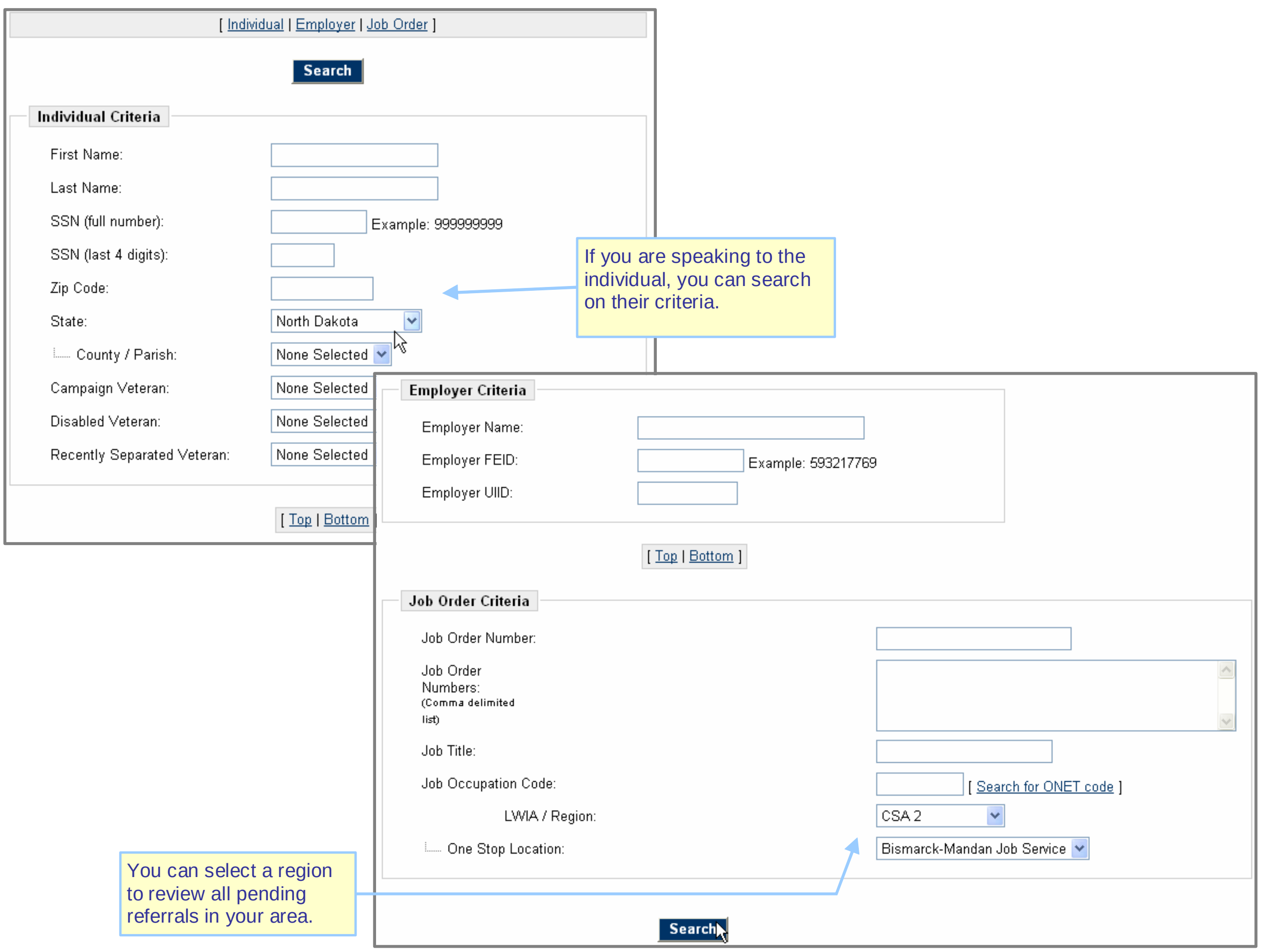
When staff members choose **Referrals Pending Review**, they can search for candidates who have indicated that they want to be referred by a staff member for one of these suppressed jobs. They can then see the pending referral requests, select the job referral they wish to make, and enter the referral.

Note: *For details on what the Individual sees, refer to the section in the Individual User guide on "Applying for Suppressed Jobs."*

To follow up on pending referrals:

- On the Labor Exchange options screen, click **Referrals Pending Review**.
- On the Navigation Menu, select **Manage Labor Exchange ▸ Referrals Pending Review**.

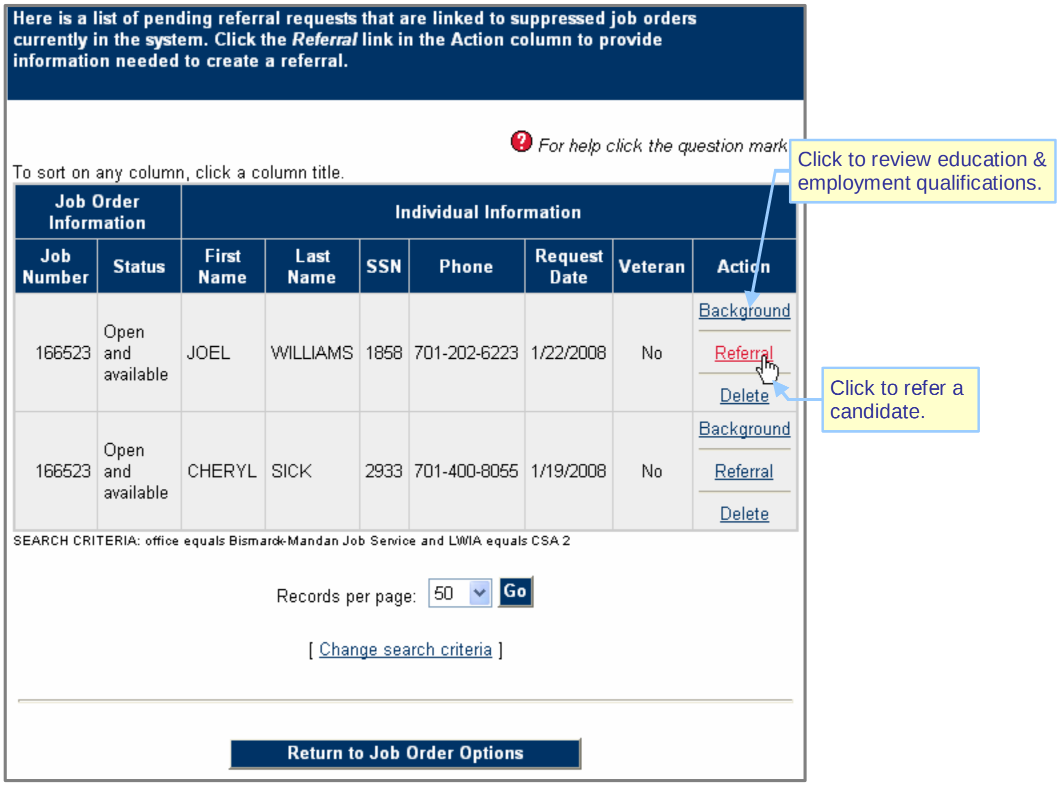
  A Pending Referrals search screen displays:



Pending Referral Search screen

- From this screen, specify the search criteria you want to use to find pending referrals.

- Click the **Search** button to display job orders with pending referrals that meet the search criteria, and then continue with the following instructions for opening and working with job orders.|

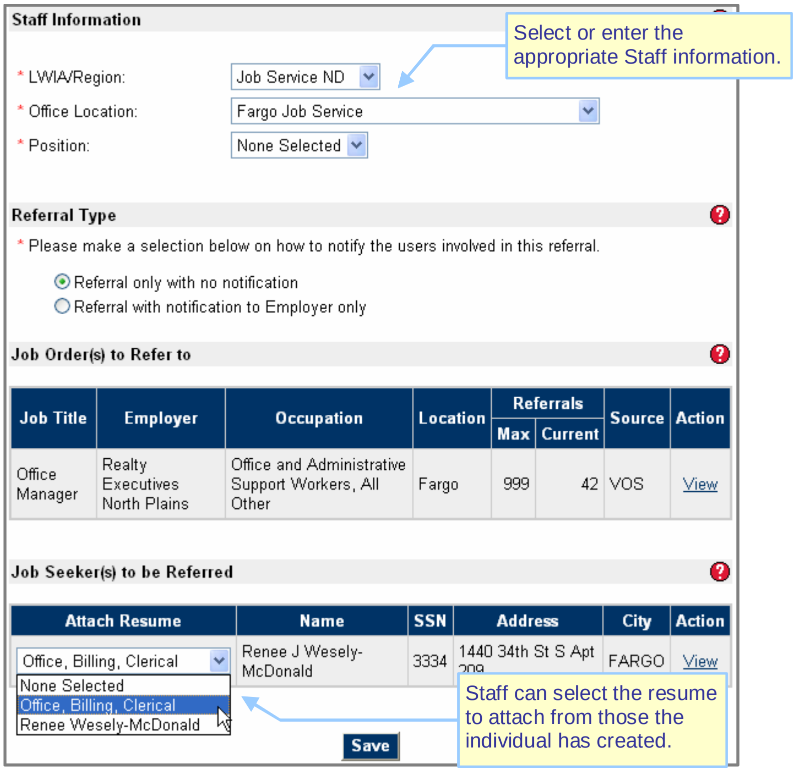


Referrals Screen

Before you determine whether the individual should be referred to the job order, you should review the candidate's credentials to make sure that he or she fits the job requirements, which can be done by clicking the Background *link.*

From this screen, you can perform the following tasks:

- To sort the list of referrals, click the column header you want to sort.
- To review the candidate's credentials, click the Background link that corresponds with the appropriate individual. A screen displays the individual's Contact Data, Occupation Licenses, Education and Training, and his/her Employment History, to help you determine whether the individual is referred for the job.
- To specify whether the candidate should be referred, click the Referral link that corresponds with the appropriate individual. A screen appears (similar to the following figure) that lets you determine whether the individual is referred for the job.
- To delete a referral for the candidate (e.g., if the job is filled or the candidate is not qualified), click the Delete link that corresponds with the appropriate individual. The pending referral is removed.



Referral Determination Screen

From this screen, you can perform the following tasks:

- In the **Staff Information** area, select the LWIA/Regions, the Office Location, and the Positions from which you are making the referral determination (all three are required).
- In the **Referral Type** area, indicate whether it will be a:

Referral only with no notification (i.e., staff gives the individual employer-contact data, and refers the individual to the job).

Referral with notification to Employer only (i.e., staff refers the individual to the job, and also identifies details of notification message to be sent to the employer).

This second radio button opens additional screens.

In the **Job Order to Refer** area, you can click the View link to see the entire Job Order details displayed in a separate window.

In the **Job Seeker to be Referred** area, you can select a resume to attach to the referral, from the individual's stored resumes. You can also click the View link to see a complete, printable version of the resume to be attached.

Click the **Save** button to make the referral.

Following Up on Job Orders

Virtual OneStop allows staff users to flag job order referrals for follow-up. This can occur when staff cannot contact job seekers to formalize a referral, when there is insufficient information (e.g., no resume), or for some other reason that the referral could not be completed at the time (e.g., the number of applicants referred was already at the employer's limit, or the employer could not be contacted).

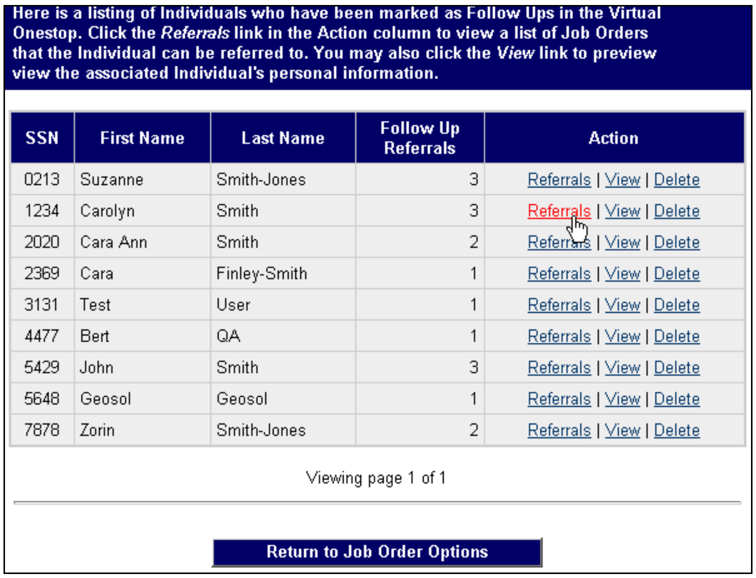
Note: *This feature is only available when staff use Manage Labor Exchange>Mass Job Referrals and conduct an individual search, NOT a resume search for eligible candidates.*

After establishing contact with these individuals, staff can modify the follow-up status by referring them to a desired job opening. The screen listing candidates for job referral follow-up lets you view job details, and continue to make the referral, or to delete the job referral follow-up if they no longer want a referral for this job.

To view and job orders - candidates referred for follow-up:

- On the Labor Exchange options screen, click **Job Candidate Follow Up**.
- On the Navigation Menu, select **Manage Labor Exchange ▸ Job Candidate Follow Up**.

A screen appears (similar to the following figure) which displays the individuals marked for follow-up:


Here is a listing of Individuals who have been marked as Follow Ups in the Virtual Onestop. Click the *Referrals* link in the Action column to view a list of Job Orders that the Individual can be referred to. You may also click the *View* link to preview view the associated Individual's personal information.

SSN	First Name	Last Name	Follow Up Referrals	Action
0213	Suzanne	Smith-Jones	3	Referrals | View | Delete
1234	Carolyn	Smith	3	Referrals | View | Delete
2020	Cara Ann	Smith	2	Referrals | View | Delete
2369	Cara	Finley-Smith	1	Referrals | View | Delete
3131	Test	User	1	Referrals | View | Delete
4477	Bert	QA	1	Referrals | View | Delete
5429	John	Smith	3	Referrals | View | Delete
5648	Geosol	Geosol	1	Referrals | View | Delete
7878	Zorin	Smith-Jones	2	Referrals | View | Delete

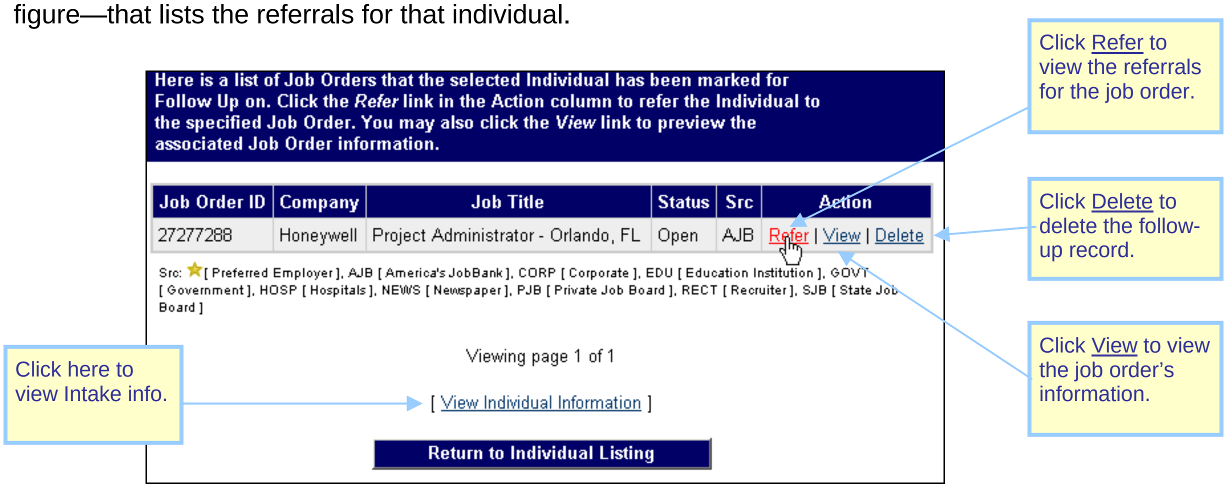
Viewing page 1 of 1

Return to Job Order Options

Follow-Up Screen

From this screen, you can perform the following tasks:

- To view an individual's intake information, click View. A window displays the intake information.
- To remove an individual from the list, click the Delete link. The individual is removed from the list.
- To view an individual's referrals, click Referrals. A screen appears—similar to the following figure—that lists the referrals for that individual.



Here is a list of Job Orders that the selected Individual has been marked for Follow Up on. Click the *Refer* link in the Action column to refer the Individual to the specified Job Order. You may also click the *View* link to preview the associated Job Order information.

Job Order ID	Company	Job Title	Status	Src	Action
27277288	Honeywell	Project Administrator - Orlando, FL	Open	AJB	Refer | View | Delete

Src: ★ [Preferred Employer], AJB [America's JobBank], CORP [Corporate], EDU [Education Institution], GOVT [Government], HOSP [Hospitals], NEWS [Newspaper], PJB [Private Job Board], RECT [Recruiter], SJB [State Job Board]

Viewing page 1 of 1

[View Individual Information]

Return to Individual Listing

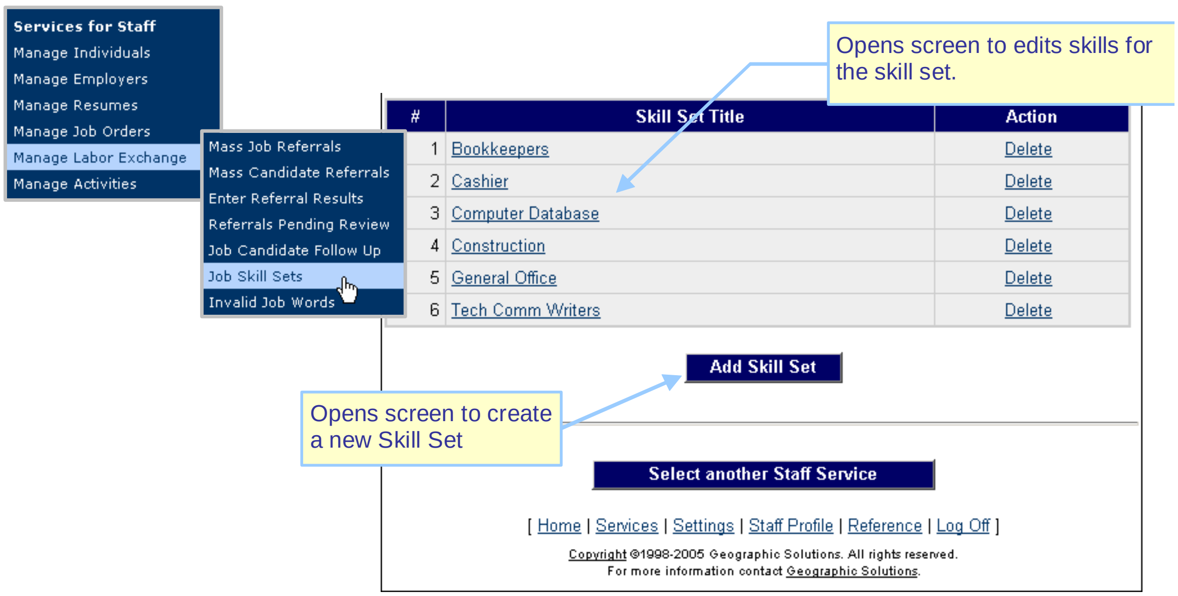
Individual Referral Status

From this screen, you can perform the following tasks:

- To refer an individual to a job, click Refer.
- To view the job order, click View.
- To delete the follow-up, click Delete.
- To view intake information for the individual, click View Individual Information.

Create / Modify Job Skill Sets

Select Job Skill Sets from the Manage Labor Exchange screen or the Navigation menu.   This displays a Staff Skill Sets screen:



Staff Skill Sets Screen

From the Staff Skill Sets screen you can see a list of the titles of existing skill sets created for you as a staff member. The screen lets you edit those skill sets or create new ones.

Editing a Staff Skill Set

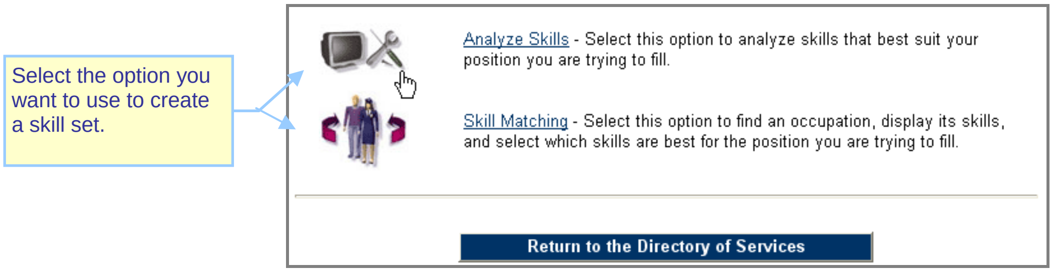
Click on the Skill Set Title to view the options selected for that skill set. The Editing Job Skills screen displays for that skill set. From this screen, you can perform the following functions:

- Select the tab for the job category you want to view or modify.
- For each job category, select the area link (or cursor down) to see the subcategory and click the box for the appropriate skills. You may de-select a selected skill by clicking the box to remove the check.
- Check or uncheck the listed skills to meet your requirements. To select all skills in the entire category, click Check all Skills. To clear all selections for the entire category, click Uncheck all Skills.
- When you finish reviewing all appropriate categories and subcategories, click the **Save Skills and Continue** button to save the skills and return to the skills screen.

Note: *The process and screens used are identical whether editing the skills set of an individual, or a skill set created for a staff member's use.*

Create/Add a New Skill Set

To create a new skill set, click the **Add Skill Set** button. A screen appears—similar to the following figure—that lists options for creating a skill set.



Skill Set Options Screen

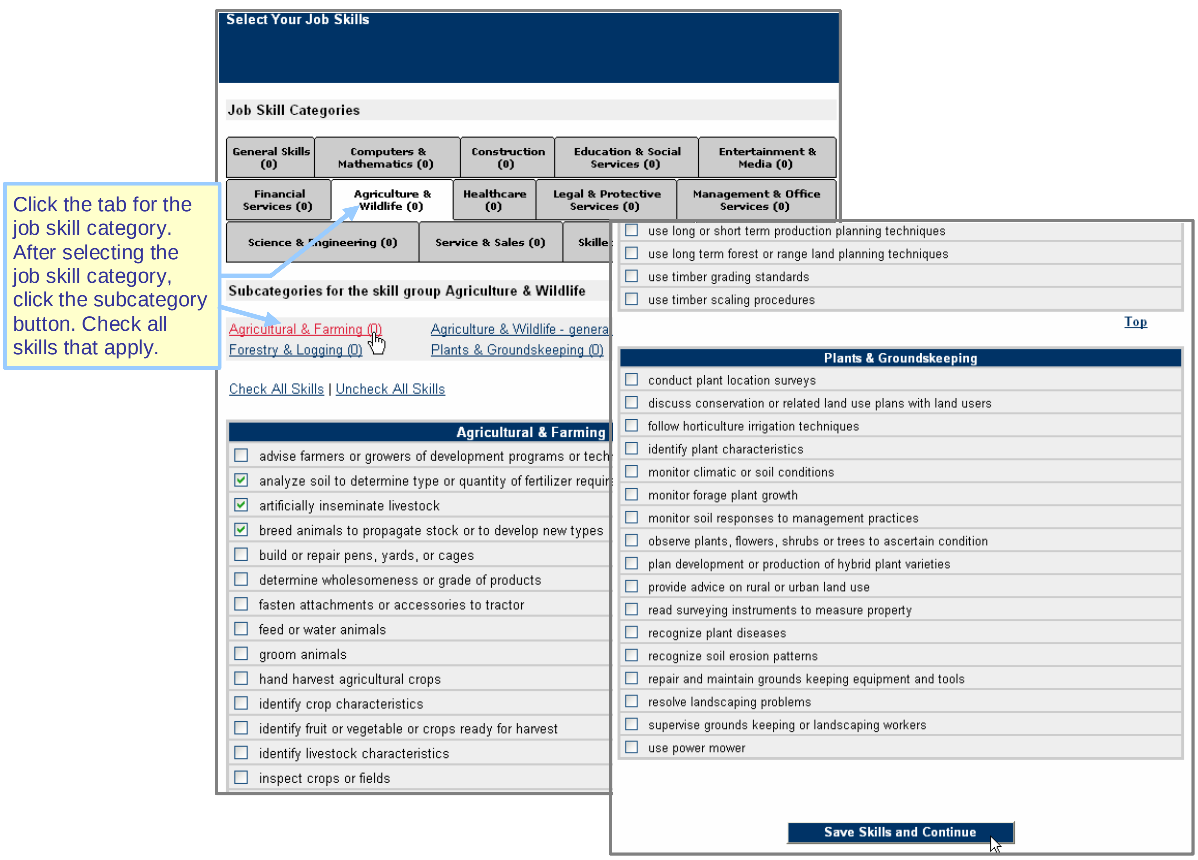
From this screen, you can use the following options to create a skill set:

Analyze Skills lets you customize a list of required skills by which to search for qualified candidate resumes. Refer to the following section for details.

Skill Matching lets you select the required O*NET skills based on the selected occupation.

Analyzing Skills

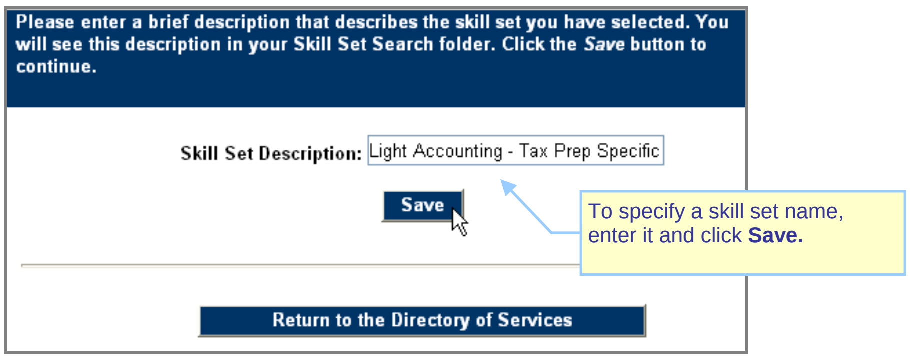
When you select the Analyze Skills option, a screen lets you specify a skill set by selecting skills from a skill type and a list for that type (as indicated below).



Analyze Skills – Partial Screen

From this screen, you can perform the following tasks:

- Click the job category tab to review or select skills for the category, as described previously.
- For each job category tab selected, select the radio button for the subcategory and click the box for all appropriate skills. You may de-select a selected skill by clicking the box to remove the check.
- Check or uncheck the listed skills to meet your requirements. To select all skills in the subcategory, click Check all Skills. To clear all selections for the current skill type, click Uncheck all Skills.
- When you finish reviewing all appropriate categories and subcategories, click the **Save Skills and Continue** button to save the skills.
- After you have selected and saved the skills, a screen appears—similar to the following figure—that lets you specify a name for the skill set.



Skill Set Description Screen

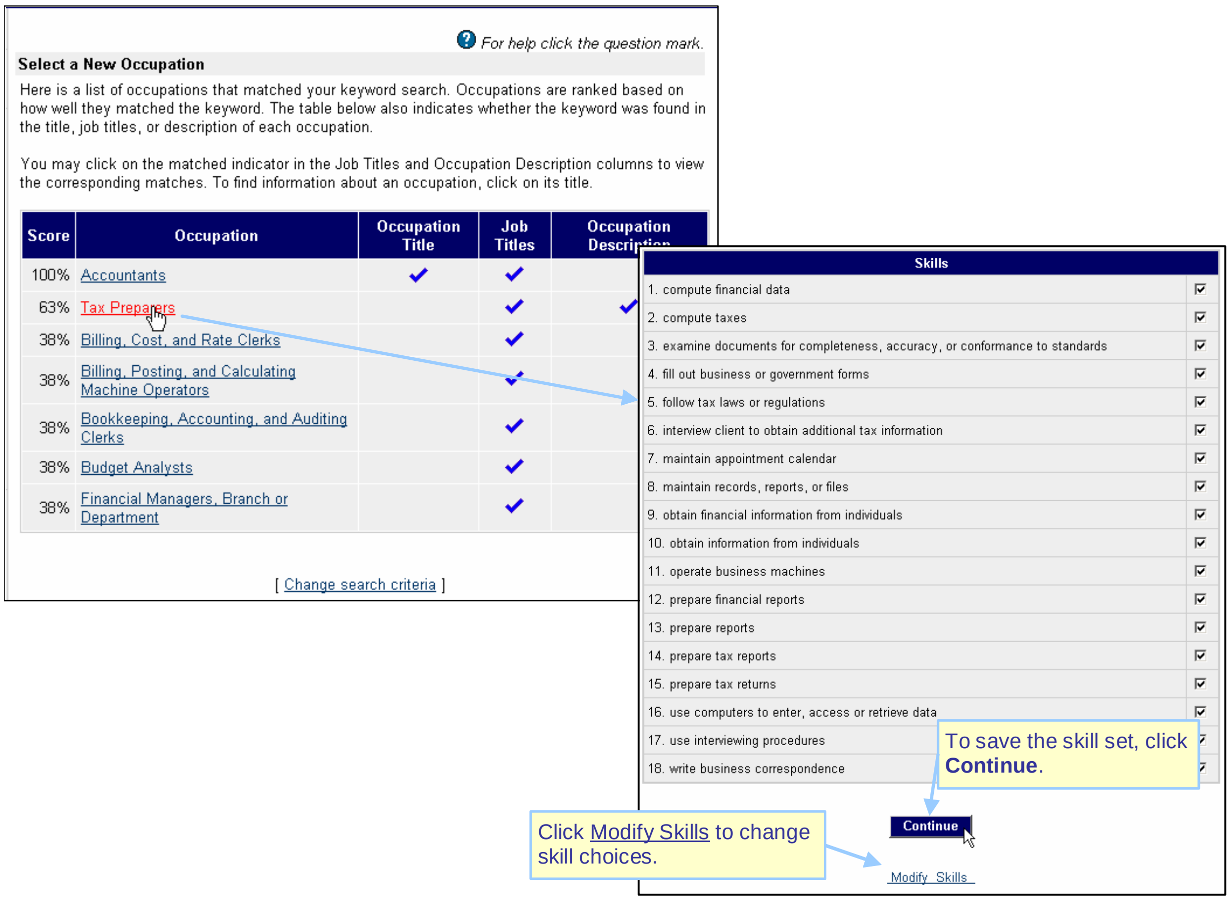
- Enter the skill set name in the Skill Set Description box and click the **Save** button. The skill set will then appear in the list on the Skill Set tab.
- If the job requires more than one skill type, click the skill set name from the list and use the Modify Skills link to include other skill types in the saved skill set. Start by selecting the tab for the job skill category, and then defining the skills in the subcategories.

Skills Matching

When you select the skills matching option, a screen appears that lets you select or search for an occupation on which to base the skill set. From this screen, you can choose one of the following occupational search methods:

- Option 1 – Select the occupation by keyword.
- Option 2 – Select a previously chosen occupation. To select a previously saved occupation, click the title from the list and click the **Continue** button.
- Option 3 – Select a new occupation from the occupational group drop-down list and then select from the detailed occupation list. Click the **Continue** button. Depending on the occupation, a screen may display that allows you to select from another occupational group list to refine the search.
- Option 4 – Select an occupation by O*NET code. The system lets you search for a desired occupation by O*NET Code. You may type a partial or whole code.

For the keyword option, click the **Search** button. A screen appears—similar to the following figure—that lets you select from the occupations associated with the keyword.



Keyword Occupation Selection and Occupational Skills List Screen

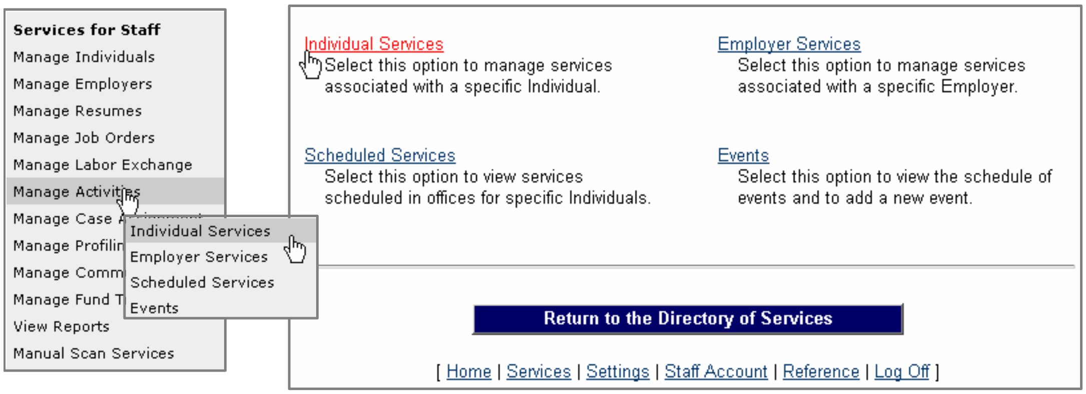
Click the link in the *Occupation* column to select an occupation and view the skills related to the occupation.

From this screen, you can perform the following tasks:

- To modify the skill set, click the Modify Skills option for more information. For more information about modifying skills sets, see the “Working with Skill Sets in Your List” section.
- To save the skill set, click the **Continue** button. A screen appears that lets you specify a name for the skills match.
- Enter the skill set name in the Skill Set Description box and click the **Save** button. The skill set now appears in the list on the Skill Set tab. Other tools, such as Manage Resumes, can now use skill sets created in this section of the system.

8: Manage Activities

The Managing Activities menu lets staff access different screens for services scheduled for the one-stop that day, for a specific individual, for an employer, or services/activities scheduled on an upcoming general event calendar.



Manage Activities screen

Staff may choose from the following options:

Individual Services — Allows you to search for an individual and open the Activity History/Service Plan page, which lists that individual's services.

This option also opens from the Individual's profile, in the Activities folder (under Case Management profile) by selecting the *Activity History/Service Plan* link.

Employer Services — Allows you to search on an employer name and open the Service Plan page, which lists the employer's services.

This option also opens from the Employer's profile, in the Activities folder (under Case Management profile) by selecting the *Service Plan* link.

Scheduled Services — Allows you to search and view special services scheduled for a specific individual at a specific one-stop location or designated office.

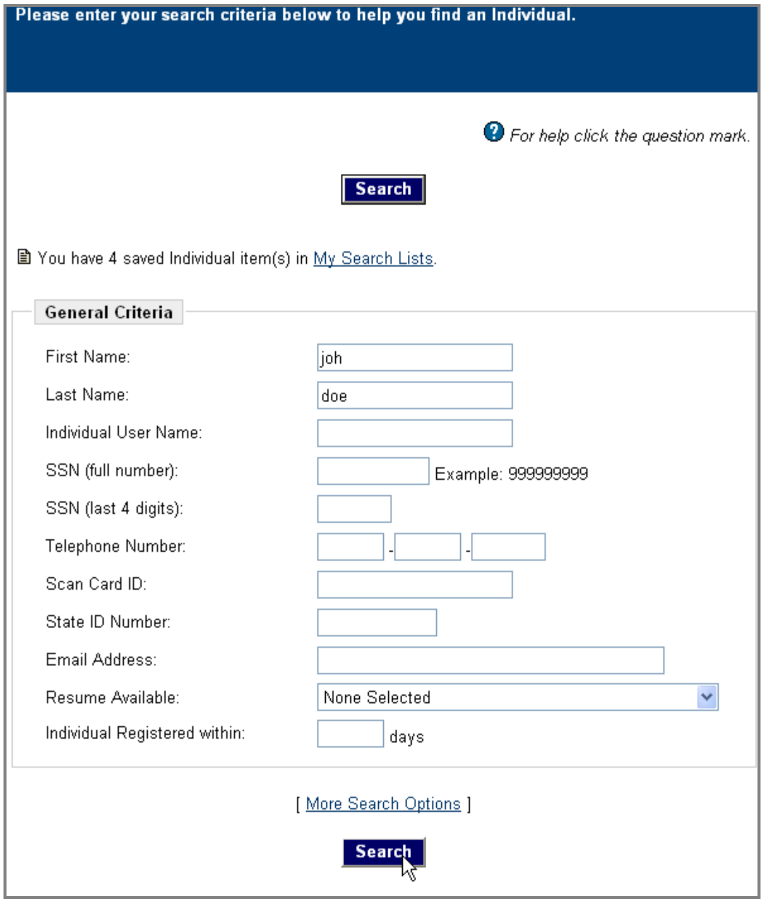
Events — This is an alternate way to access the events calendar for managing events. The screen is identical to accessing an event through **My Staff Resources ▸ Upcoming Events**.

Managing Individual Services

Manage Activities – Individual Services lets you add or manage specific services or multiple services completed by individuals. To access Individual Services, use the following method:

- On the Activities options screen, click **Individual Services**.
- On the Navigation Menu, click **Manage Activities ▸ Individual Services**.

A screen appears—similar to the following figure—that lets you search for an individual:

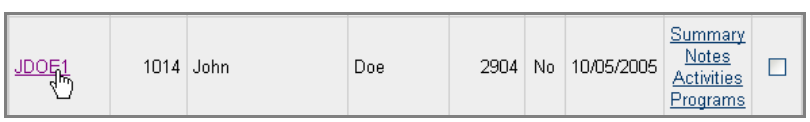


Search Window for Individual Services

To search, specify information about the individual you want to assist. You can search by the individual's user name, zip code, office location and other criteria as specified in the registration information. Enter the beginning search letter or name in any field. The search returns all names in which the search criteria matched the beginning of that field. For example, if you enter "Ca" at the beginning of the Username field, the user name "Cara" is among the names returned.

- To begin the search, click the **Search** button.

  A screen appears listing the individuals that matched your search criteria.



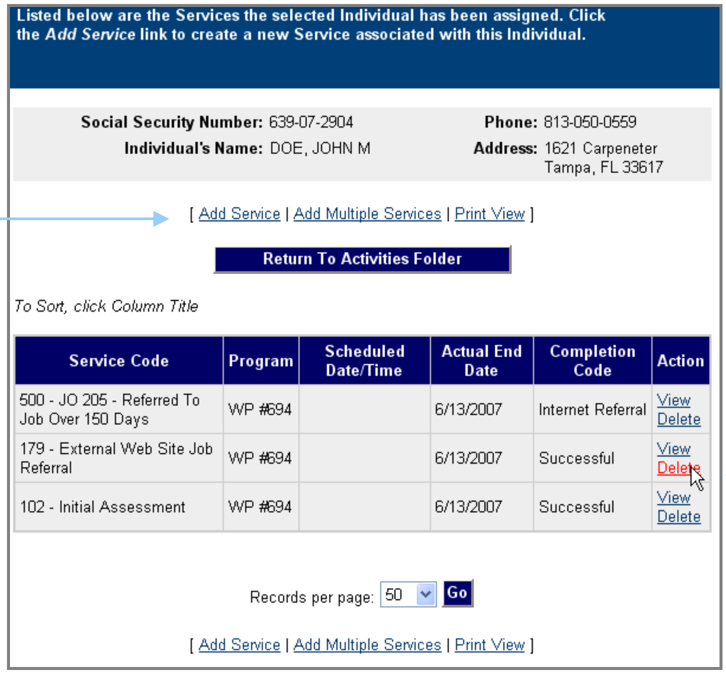
- Click on the user name to work with that individual.

  The individual service plan screen displays, and can be used to enter, edit or delete individual services or multiple services. Manage Individual Services options displays that includes the following:

    Add services

    View or Delete existing services

Click Add Service or Add Multiple Services to add new plans.



Click View to see the Service Plan. Click Delete to delete this Service Plan.

Individual Service Plan List Screen

From this screen, you can perform the following functions:

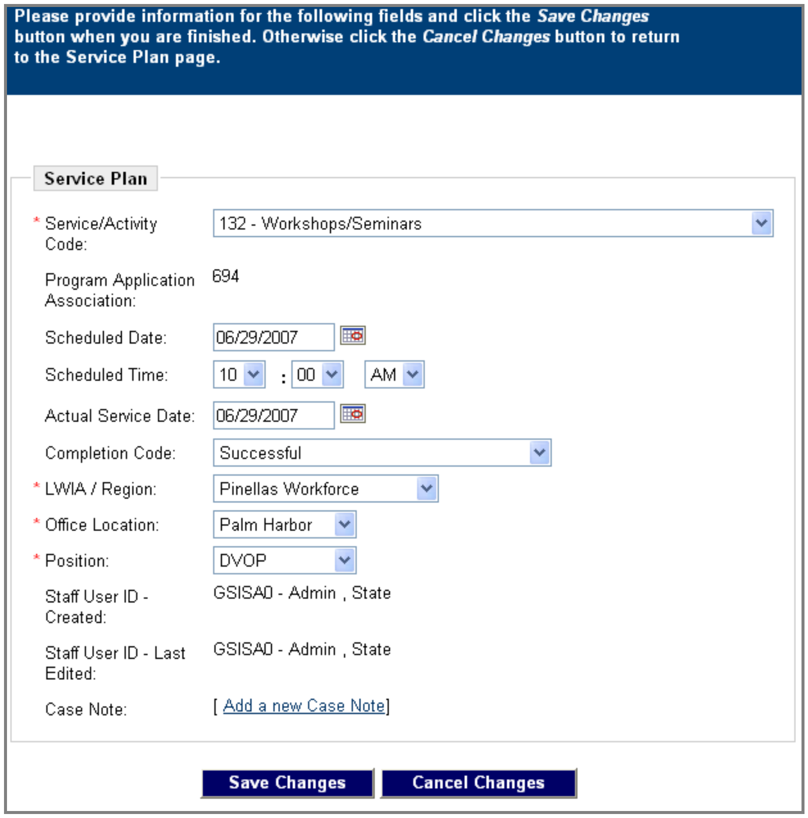
- Click the View link to edit the existing service (which displays the screen below).
- Click the Delete link to remove that service.
- Click the Search link to work with another individual.

Service Plan Edit Screen

- Select from the appropriate drop-down lists and click **Save Changes** to secure your edits.

Add a Service Plan

Click the Add Service link on the Service Plan list screen (shown previously). A screen appears that is similar to the following figure:


Please provide information for the following fields and click the *Save Changes* button when you are finished. Otherwise click the *Cancel Changes* button to return to the Service Plan page.

Service Plan

* Service/Activity Code:	132 - Workshops/Seminars
Program Application Association:	694
Scheduled Date:	06/29/2007
Scheduled Time:	10 : 00 AM
Actual Service Date:	06/29/2007
Completion Code:	Successful
* LWIA / Region:	Pinellas Workforce
* Office Location:	Palm Harbor
* Position:	DVOP
Staff User ID - Created:	GSISA0 - Admin , State
Staff User ID - Last Edited:	GSISA0 - Admin , State
Case Note:	[Add a new Case Note]

Save Changes | Cancel Changes

Add Service Screen

When you are entering service plan information, please complete all fields as follows:

- Select a Service Type value from the drop-down list menu.
- Enter Scheduled Date and Actual End Dates. Use a previous date or the current date—the system will not accept future dates. Enter values using the MM/DD/YYYY format, for example 04/15/2005. The month and day should be typed as two-digit numbers separated by a "/". The year should be the complete four-digit number.

  Or-

- Enter a date using the calendar , by clicking the calendar icon. On the calendar, click the arrows at the top to choose your month < > and year << >>. Click the day of the month to highlight that date and click **Select**.
- For Scheduled Time, type the time or select it from the drop-down list. Select A.M. or P.M. from the drop-down list.
- For Completion Code, click your selection from the drop-down list.
- The Hourly Wage field will be pre-filled from job order follow-up/referral results screens.
- For Office, click your selection from the drop-down list. The Station Number should be filled automatically.

- Type Comments in the text box. Click the left corner of the box and begin typing.
- Click **Save** to save your changes or **Cancel** if you do not want to save changes.

Add Multiple Services

To add multiple services for an individual, click the Add Multiple Services link as shown previously. Please complete fields for multiple services as follows:

- Select the Office from the drop-down list.
- Type the desired staff member's desk number in the Station box.
- Type notes in the Comments text box.
- Click the check box for each service you want to select.
- For the Actual End Date, the system defaults to the current date. You may enter a previous date—it will not accept future dates. Enter dates using the MM/DD/YYYY format, for example 04/15/2005. The month and day should be typed as two-digit numbers separated by a "/". The year should be the complete four-digit number. You may also click the calendar and select the date, as described previously.
- For Actual End Time, type the time or select it from the drop-down list. Select from the drop-down list to specify A.M. or P.M.
- Click **Save** to save your changes or **Cancel** if you do not want to save changes. The system will display an updated Activity Service List screen.

Employer Services

This is a shortcut to let a staff member search for an employer's name and open the Service Plan page.

It opens the same screen as opened for the Employer's profile, in the Activities folder (under Case Management profile) by selecting the *Service Plan* link.

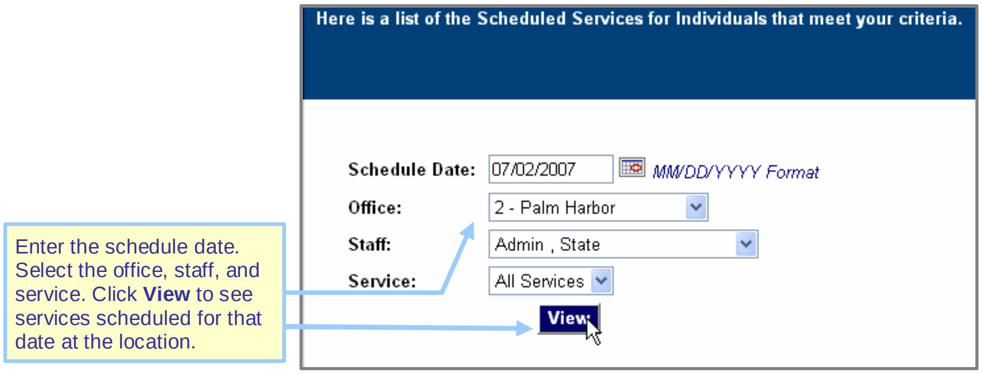
Scheduled Services

The Scheduled Services area lets you get a quick listing of all services scheduled for a specific one-stop on a specific day.

To access Scheduled Services, use one of the following methods:

- On the Activities screen, click **Scheduled Services.**
- On the Navigation Menu, click **Manage Activities ▸ Scheduled Services**.

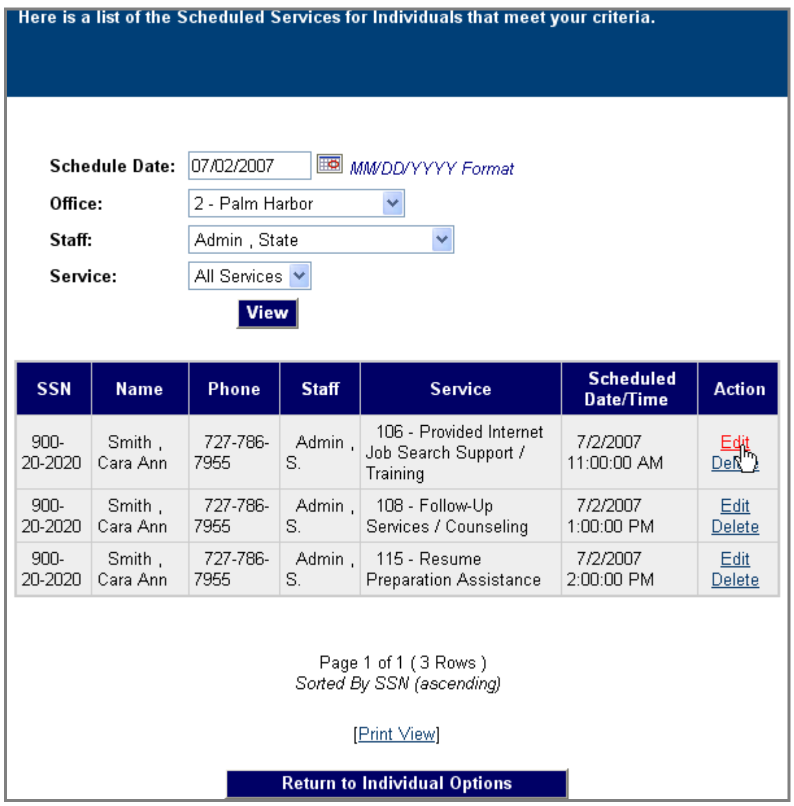
A screen appears (similar to the following figure) that lets you select the date and the one-stop location.



Scheduled Services Screen

From this screen, you can perform the following functions:

- Enter the date for which you want to view services, or click the calendar icon and specify a date.
- Select the office, staff, and service from the drop-down lists.
- Click **View**. A screen appears that displays the scheduled services for the location on that date.



SSN	Name	Phone	Staff	Service	Scheduled Date/Time	Action
900-20-2020	Smith , Cara Ann	727-786-7955	Admin , S.	106 - Provided Internet Job Search Support / Training	7/2/2007 11:00:00 AM	Edit Delete
900-20-2020	Smith , Cara Ann	727-786-7955	Admin , S.	108 - Follow-Up Services / Counseling	7/2/2007 1:00:00 PM	Edit Delete
900-20-2020	Smith , Cara Ann	727-786-7955	Admin , S.	115 - Resume Preparation Assistance	7/2/2007 2:00:00 PM	Edit Delete

Events

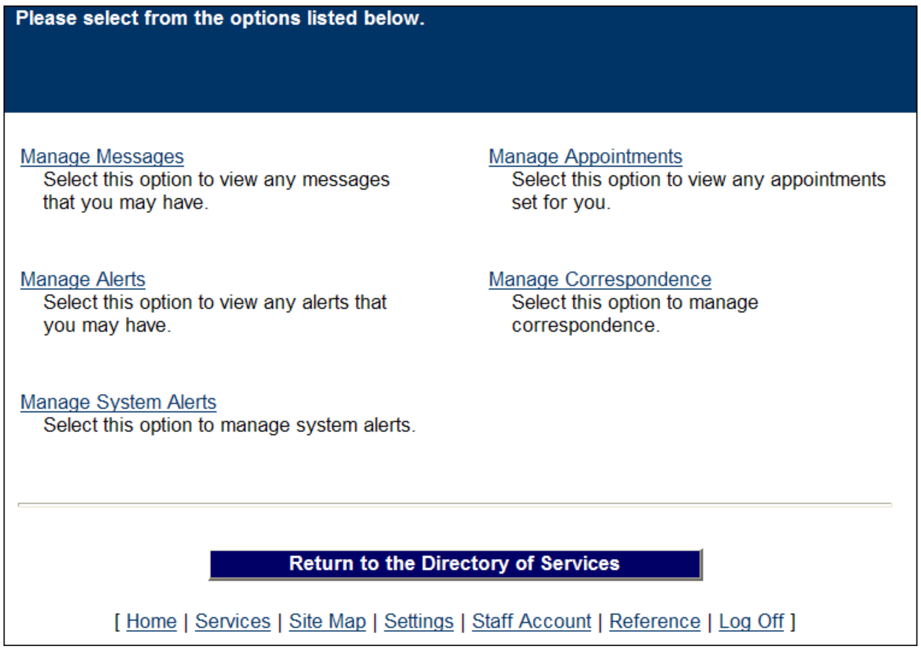
This is an alternate way to access the events calendar for managing events. The screen is identical to accessing events through **My Staff Resources ▸ Upcoming Events**. See the topic “Upcoming Events” for details on managing upcoming events.

9: Manage Communications

Virtual OneStop provides a communications component for staff to help manage critical tasks for the individuals and employers they serve. To access this component, use one of the following methods:

- On the Navigation Menu, click **Manage Communications**.
- In the Virtual OneStop directory, click **Manage Communications**.

A screen appears—similar to the following figure—that lists communications options:



Sample Manage Communications Options Screen

Staff may choose from the following options:

Manage Messages – Communicate with fellow case managers, individuals, or employers and receive staff alerts in the form of system messages.

Manage Appointments – View and manage appointments set with individuals, employers, or other one-stop staff members.

Manage Correspondence – View, create, and modify letter templates that may be printed and mailed or electronically transmitted to recipients.

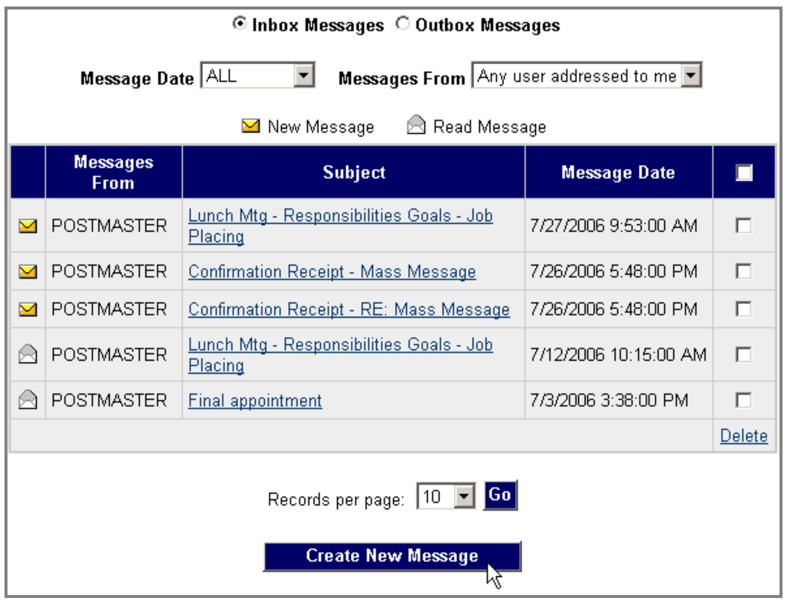
Manage System Alerts – View and manage alert messages for individuals and employers when they satisfy a defined condition.

Manage Messages

To access your messages:

- Select **Manage Communications ▸ Manage Messages** on the Navigation menu.

  The Messages List screen displays all of your Inbox messages (as in the default shown below).



Messages List Screen

A yellow closed envelope displays if the message has not been opened or read.

A white open envelope displays if the message has been read.

From the Messages List screen, you can:

- Determine the message type — Click the **Inbox Messages** or **Outbox Messages** button to view either received or sent messages.
- Select a date range — Use the Message Date drop-down to select the date or date range for which you want to view messages. Select ALL to view every message.
- Sort the list — Click the column heading by which you want to sort.
- View a message's information —Click on its Subject.
- Delete a message — Check boxes next to the messages to be removed and click the Delete link.

Note: *If you have new or unread messages when you log in, a Message Alert pops up. Click* **OK** *to open the Message List screen.*

Working with Existing Messages

When you click a message subject, a screen displays details about the message you selected. From a Message Details screen, you can:

- Delete a message — Click the Delete link at the bottom of the message to remove it.
- Return to Message List — Click **Return to Messages** (bottom of screen) to go back to the list.
- Click controls to review and manage messages (Virtual Recruiter, Qualified Candidate, and Meeting) described in the following subtopics.

Virtual Recruiter Notification

When you are notified of jobs found by your Job Alert, you can do the following directly from the notification details screen:

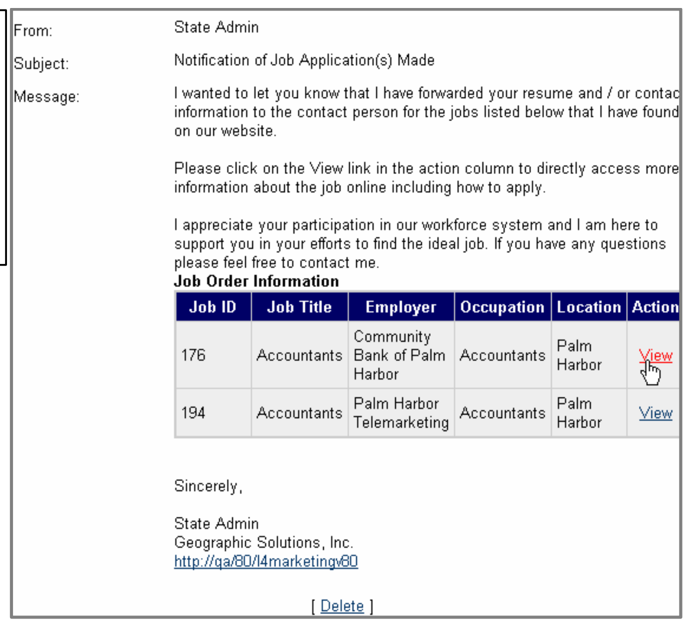
- Click View to view the Job details
- Click Edit Recruiter to edit the Job Alert.
- Click Manage Recruiter to manage the other Job Alerts you have set up.

Job(s) Available Notification

When you are notified of available jobs referred to you by a staff member, you can do the following directly from the notification details screen:

- Click the View link by the Job to open a Job Order Details screen details for that job.

Note: *See "Modifying Job Orders" for details on the Job Order Detail screen.*

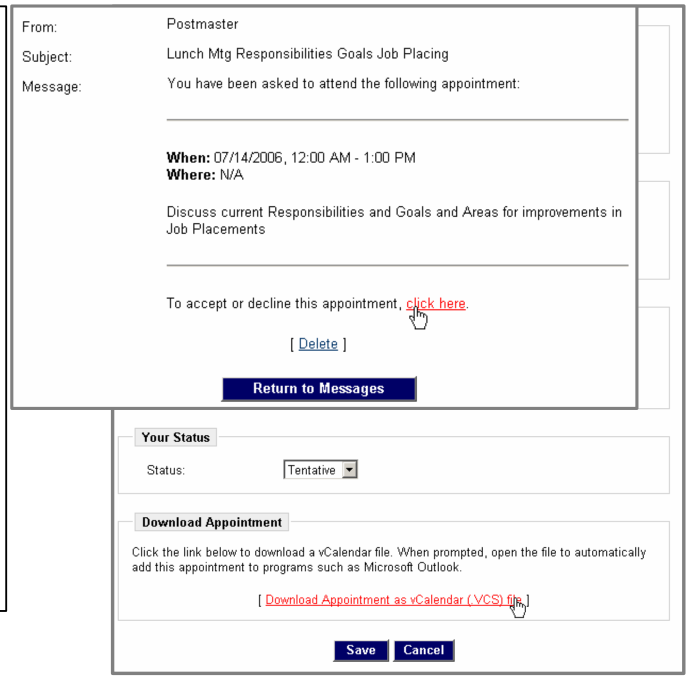


Meeting Notification

When you are notified of a meeting by a staff member, you can read details of the meeting and perform the following functions from the notification details screen:

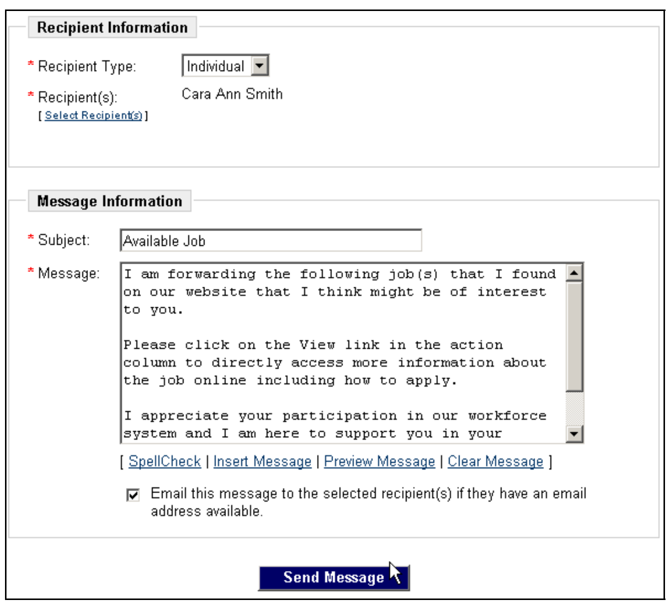
- Click the Click Here link to open a screen to accept or decline the appointment.
- From the drop-down in the Your Status area of the screen, select Tentative, Accepted, or Declined.
- In the Download Appointment area of the screen, click the Download Appointment link to download a file to place the appointment in you MS Outlook calendar, or other compatible calendar system.

  Note: *A message box will prompt you for opening a file to create an Outlook message for the appointment.*



Adding New Messages

When you click **Create New Message** (at the bottom of the Message List screen, a page is displayed for composing the message to be created and sent.



Create New Message Screen

Recipient Information: Select Individual or Employer, then click the Select Recipient link to open the same search screen as you use to Assist an Individual or to Assist an Employer. Pick the Recipient to use before you start the message information or it may be lost when you pick the recipient and the screen refreshes.

Message Information: Enter a subject for your message and type the message in the text box, or click Insert Message to pick from your correspondence templates. If you check the E-mail box, the recipient will receive this message both when they log into the system and through their regular e-mail address.

Email Information: Check the box if you want the recipient to be notified through their regular email address as well as through their system notification. Staff can also select how their email address will appear. Click **System account** if you wish to display your office or system default email address. Click **Your email address** if you wish to display your individual email address.

Manage Appointments

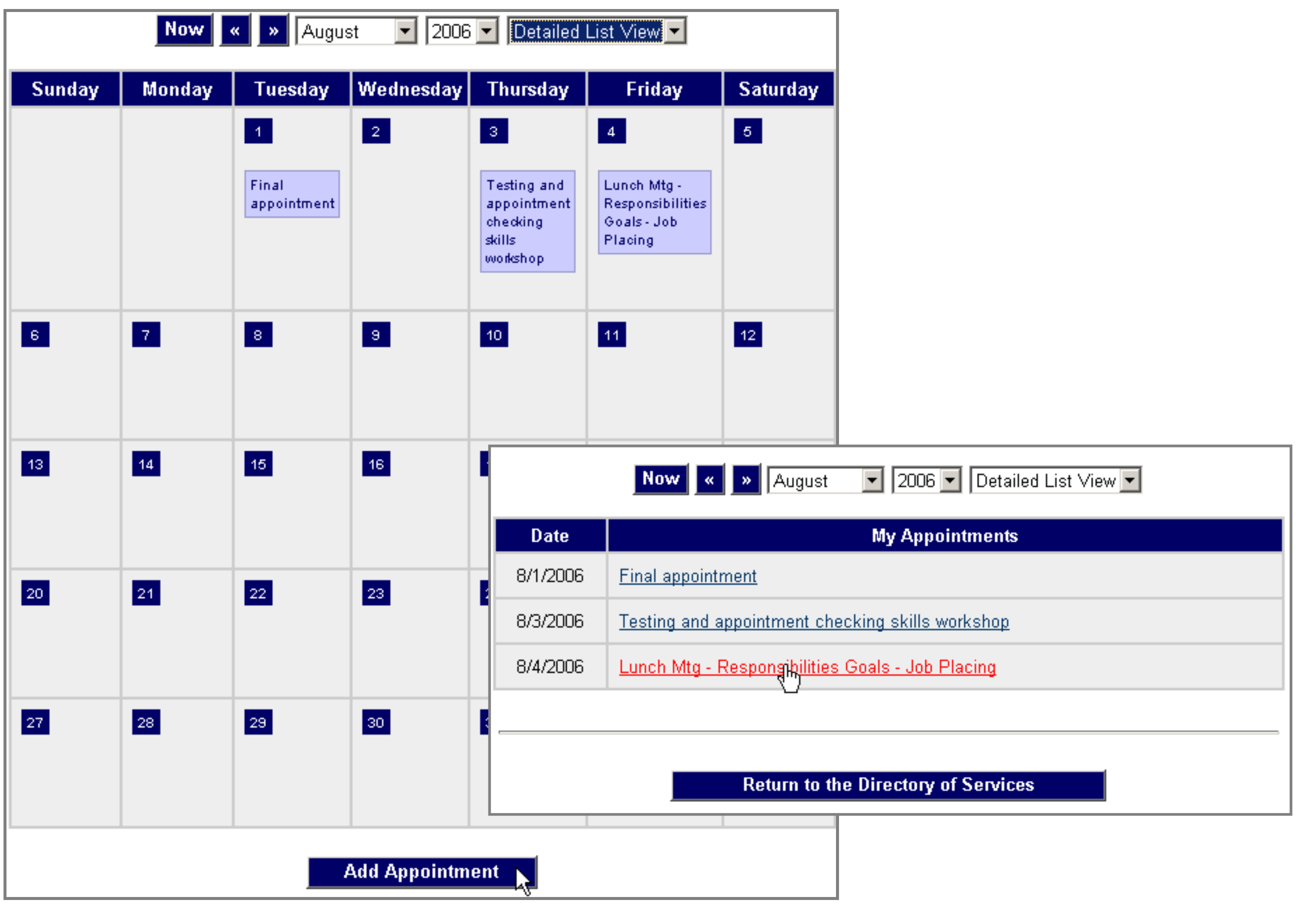
The system lets you enter and keep track of appointments related to your one-stop related tasks.

To access your appointments:

- Select **Manage Communications ▸ Manage Appointments** on the Navigation menu.

  A calendar displays the current month's appointments (as shown below).

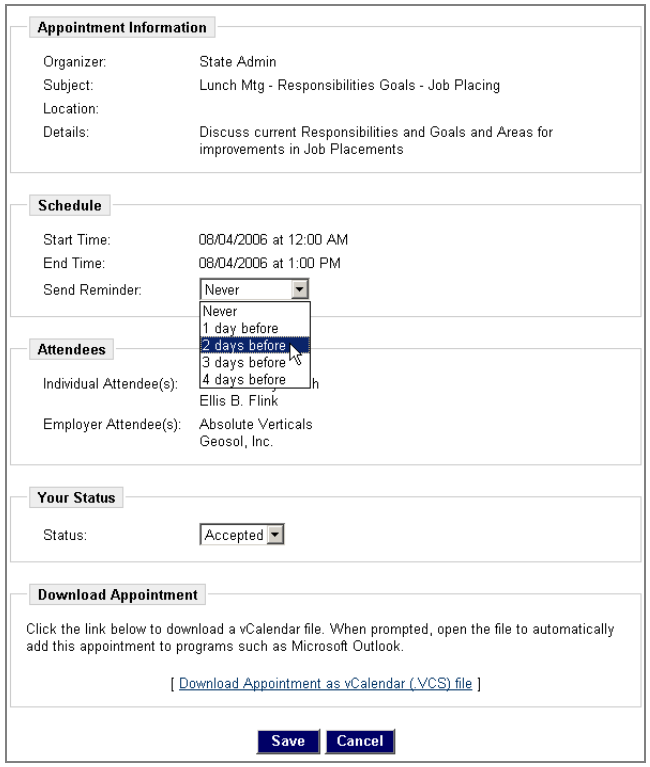
Note: *Keep in mind that the My Appointments and Upcoming Events links that display in My Workspace are your staff member appointments and events. They are different than the same options under Quick Menu for the Employer or Individual lists. Those will show just the appointments and events that the Individual or Employer sees.*



Appointments Calendar Screen *Appointments List Screen*

From the calendar you can:

- Use controls on the top of the calendar to move to calendar pages for different months/years.
- Use a drop-down to select Detailed List View to display your appointments as a list similar in function to the Message List screen.
- Click on appointments (from the Calendar or List screen), to open an Appointment Details screen (as shown in the following figure).



Appointment Details Screen

From the Appointment Details screen, you can:

- Select a Send Reminder from the drop-down (in the Schedule area), to select how soon before the appointment you want to schedule a reminder message. You can select Never or a specific number of days.
- Select an acceptance status of Tentative, Accepted, or Declined from the drop-down (in the Your Status area).

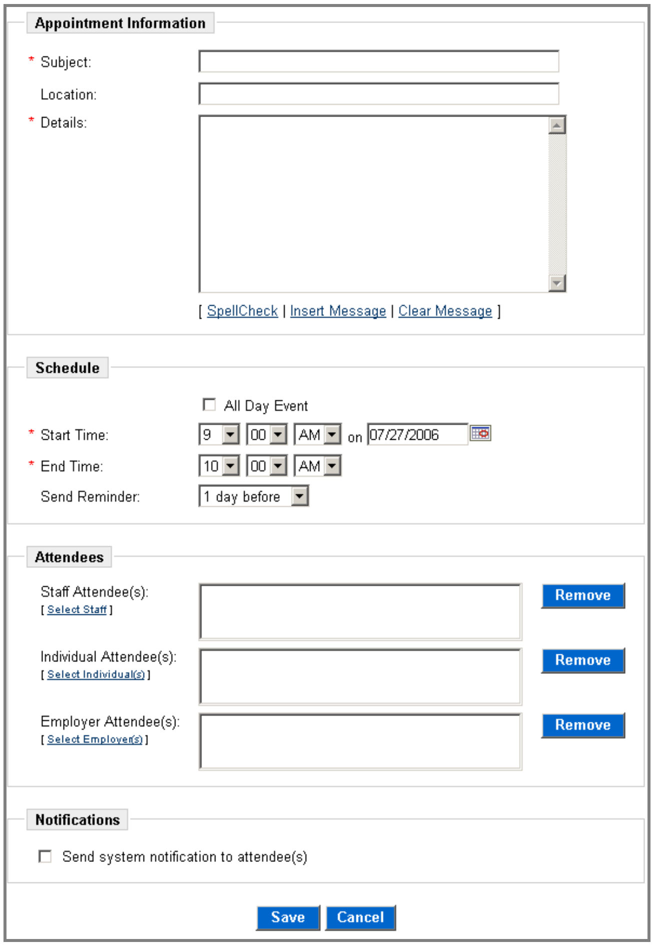
  Note: *When you save details, a message of your acceptance is sent back to the originator. If you chose to decline the appointment, the originator can delete the appointment for you, which will remove it from your appointment calendar.*

- Click the <u>Download Appointment</u> link (in the Download Appointment area), if you want to place the appointment in your MS Outlook calendar (or compatible calendar system).

  Note: *This will download an Appointment VSC file. A message box will prompt you for opening a file to create an Outlook (or compatible) message for the appointment.*

Adding New Appointments

When you click **Add Appointment** (at the bottom of the Appointment screen), a page is displayed for creating an appointment. The screen (shown in the following figure) is similar to the Appointment Details screen, but the Appointment Info and Schedule controls are active, and there are controls for identifying staff members, individuals, and employers as attendees, and sending them notifications of the appointment when it is saved.



Adding Appointment Screen

Appointment Information: Enter a subject for your appointment, and type locations and details (in each box) or click Insert Message to pick from correspondence templates.

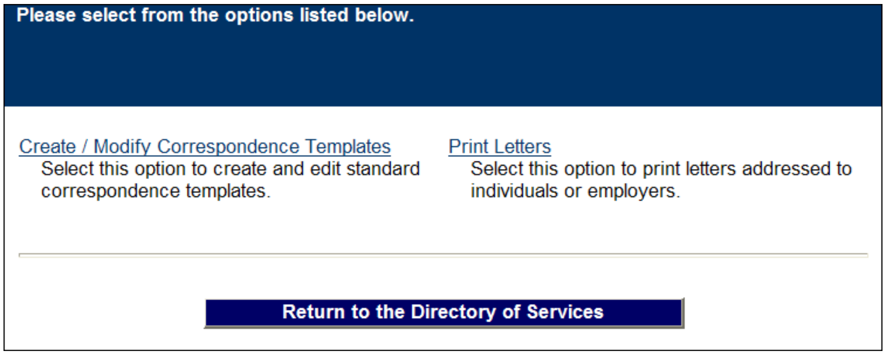
Attendees: (select Individual, Employer, and or Staff by clicking the links to open the same search screen as you use to Assist an Individual or to Assist an Employer. The Select Staff search works in the same manner as the Individual and Employer searches.

> **Note:** *You can save Staff to your Save Lists from the staff search results if you will be routinely making staff appointments.*

Notifications: Check the notification box if you want attendees to receive a system communication message when they log into the system. Otherwise, they will only see the appointment by looking at their appointment calendar.

Manage Correspondence

The system includes a Correspondence Templates component that lets staff create templates for sending form letters to individual clients and employers.



Sample Manage Correspondence Options Screen

Staff may choose from the following options:

- **Create/Modify Correspondence Templates** – Manage communications templates used for US mail delivery or electronic transmission to intended recipients. For details, see the next topic.
- **Print Letters** – Work with a desired template to create a mail merge for postal delivery to intended recipients. For details, see the "Print Letters" topic.

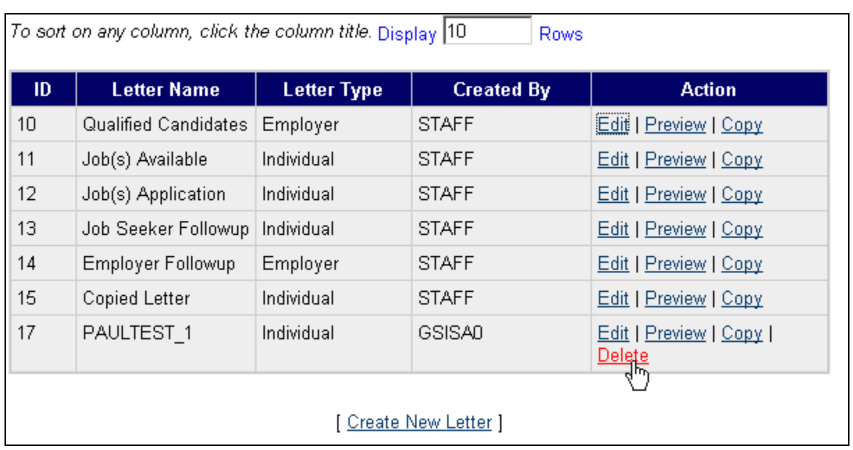
Create/Modify Correspondence Templates

To access your templates:

- Select **Manage Communications ▸ Manage Correspondence** on the Navigation menu.

  A list displays the Individual and Employer searches that you have saved (as shown in the following figure).

A screen displays the correspondence letters that are available to you.



ID	Letter Name	Letter Type	Created By	Action
10	Qualified Candidates	Employer	STAFF	Edit | Preview | Copy
11	Job(s) Available	Individual	STAFF	Edit | Preview | Copy
12	Job(s) Application	Individual	STAFF	Edit | Preview | Copy
13	Job Seeker Followup	Individual	STAFF	Edit | Preview | Copy
14	Employer Followup	Employer	STAFF	Edit | Preview | Copy
15	Copied Letter	Individual	STAFF	Edit | Preview | Copy
17	PAULTEST_1	Individual	GSISA0	Edit | Preview | Copy | Delete

Templates List Screen

From this screen, you can access the following services:

- **Create a New Letter** –Creates a new form letter.
- **Edit a Letter** – Opens the template/form letter in edit mode.
- **Preview a Letter** – Previews the template/form letter (in a preview box that does not allow changes).
- **Copy a Letter** – Opens the template/form letter in edit mode, but with the Letter Name blank. Then Save to create a new template with that name.
- **Delete a Letter** – Deletes the template/form letter. (This link only displays for templates you created—not templates that are shared.)

From this screen, you can perform the following tasks:

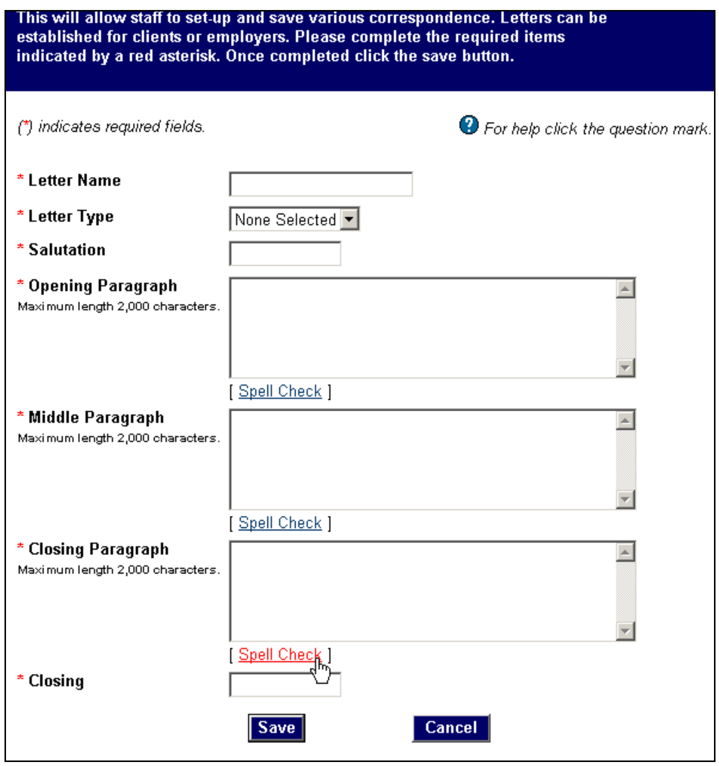
- Click the Edit, Preview, or Copy links to work with existing letters.
- If you created a letter, you may click the Delete link to delete that letter. If you did not create a letter, the delete option is not available.
- Click the Create New Letter link to add a new form letter.

Note: *The sent letter will ALWAYS be "signed" as the person who is logged in. This is true no matter who has created the letter.*

Creating a New Letter / Template

Staff may create letters up to one page in length. Text will be limited to 2000 characters (or as further defined by your specific system) for each paragraph of the letter. A Spell Check link will be available to check your text for errors.

When you click **Create New Letter**, the New Letter screen appears with all fields blank (as shown in the following figure).



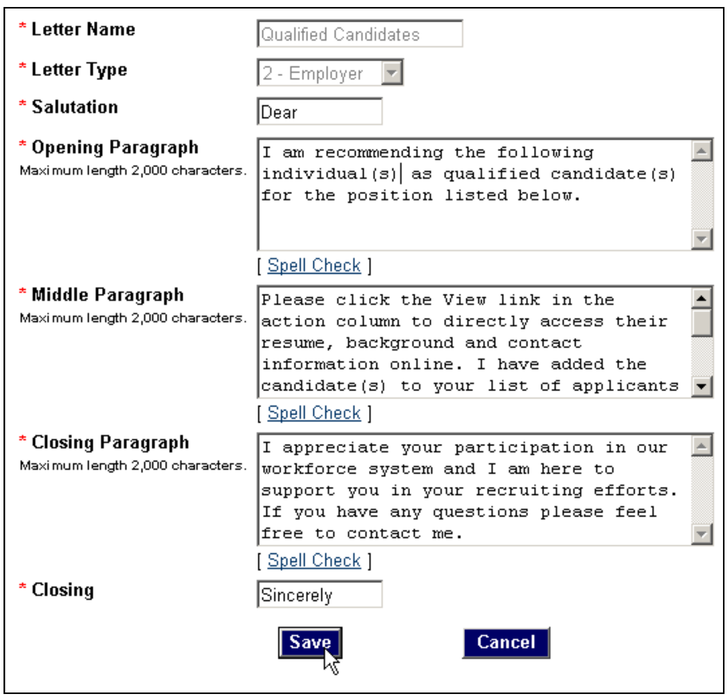
Create New Letter Screen

From this screen, complete the following steps to add a letter:

- Type the Letter Name.
- Select the Letter Type from the drop-down list. You may choose either a client/individual letter or an employer letter.
- For Salutation, enter the appropriate text, such as “Dear”. The last name of the individual (with the appropriate prefix) or the name of the Employer Contact will appear in the letter.
- Type the Opening, Middle, and Closing paragraphs, limiting the text to 2000 characters. The system will not save more than 2000 characters in these paragraphs.
- Click the Spell Check link to check for errors in each paragraph section. The Spell Check function works the same as the one in the case notes section.
- For Closing, enter the appropriate text, such as “Sincerely.”
- Click **Save** to save the new letter or **Cancel** if you do not want to save your entries.

Editing an Existing Letter/Template

To edit an existing letter, click the Edit link for the specific letter shown on the Letters list screen (as previously shown in the Creating a New Letter section). A screen similar to the following displays:



Edit Existing Letter Screen

From this screen, perform the following tasks to modify the letter:

- Type changes in the paragraph sections, making sure you replace existing text or add to it without exceeding the 2000 character limit for each paragraph.
- Click the Spell Check link for each paragraph section to check for errors.
- Click **Save** to save your edits or **Cancel** to exit without saving.

Previewing an Existing Letter/Template

To preview an existing letter, click the Preview link for the specific letter shown on the Letters list screen. A window will display with the letter text for your review.

Copying a Letter/Template

To copy an existing letter, click the Copy link for the specific letter shown on the Letters list screen. A screen similar to the Edit Existing Letter screen will display with the letter text. Enter a new Letter Name, modify the text if desired, and click **Save** to save the letter with a new name.

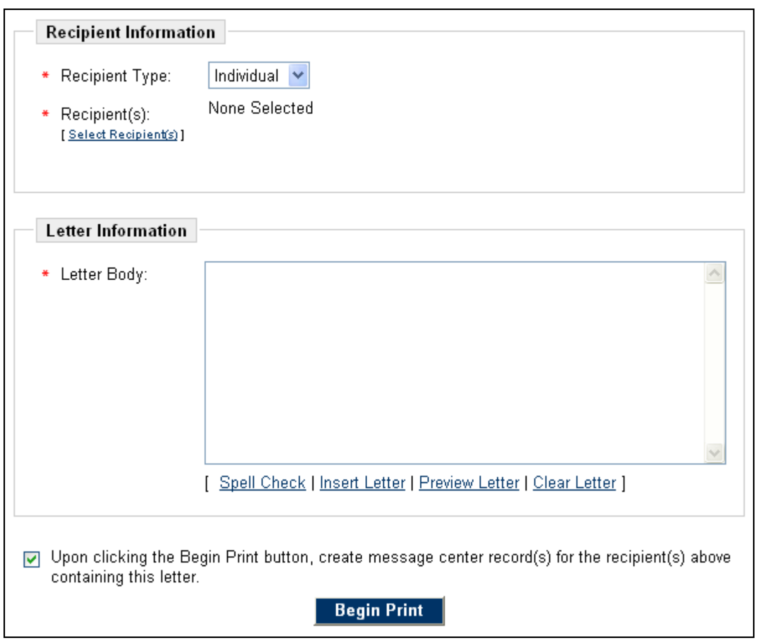
Note: *If you wish to change a letter written by someone else, either copy it and make the edits or ask the author if you may edit their letter.*

Deleting a Letter/Template

Letters can only be deleted by the staff member who created the letter. The system recognizes this based on the staff log in name. To delete an existing letter, click the Delete link for the specific letter shown on the Letters list screen.

Print Letters

Staff may print multiple letters for selected individuals or employers. When you click the Print Letters link, a screen appears requesting the recipient(s) of the letter and the letter you wish to print. The screen is similar to the following figure:

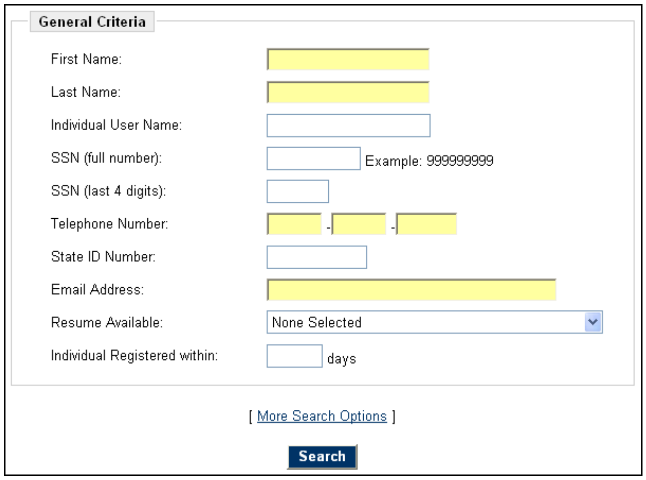


Print Letter Screen

From this screen, use the following steps to print letters:

- Select the recipient type from the drop-down box. You can choose either Individual or Employer as your letter recipient, but not a mixture of both. The system will only locate individuals or employers that are already registered in the system.

- Click the Select Recipient(s) link for a search window. The search lets you select the names of specific clients or employers to send letters to. Click the More Search Options link at the bottom of the screen to broaden your search. The search window is similar to the following figure:



Search Window

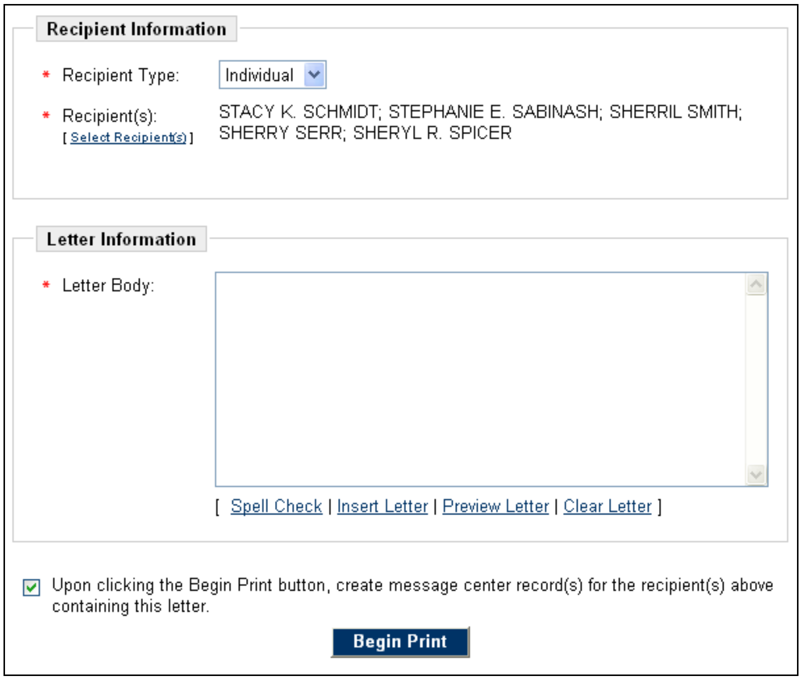
- Enter one or more criteria for your search. For example, if you want to send letters to all clients whose last name begins with "S" that have registered in the last 7 days, enter "S" in the Last Name field. Then, input 7 in the *Individual Registered within* field. Click **Search** once you have entered all criteria. A list of names will return that is similar to the following screen:

User Name	First Name	Last Name	SSN	Vet	State ID	Created	☐
ALVSHAW	ALYSSA	SHAW	4690	No	2036	10/30/2007	☐
AMJSMITH	AMANDA	SMITH	9857	No	2050	10/30/2007	☐
AMLSMITH	AMANDA	SMITH	9457	No	2061	10/30/2007	☐
ANMSMEDSRUD	ANGELA	SMEDSRUD	2235	No	2091	10/30/2007	☐
ANSILK	ANGEL	SILK	3256	No	2102	10/30/2007	☐
APASMITH	APRIL	SMITH	7446	No	2107	10/30/2007	☐

Name Search List Screen

From this screen, perform the following steps:

- Click the boxes in the right-hand column for all the names in the list to send letters to. If you wish to send all the names a letter, click the box in the right-hand subject heading field.
- Once you have selected all names in the list to send letters to, click the **Continue** link at the bottom of the page. Your *Print Letter* screen reappears with those names listed. To edit or remove anyone from the list, click the Select Recipient(s) link to repeat the procedure. The Recipient Information section will look similar to the following figure.



Print Letter Screen with Recipient Information

The Letter Information section will allow staff to create a letter, or insert a letter that was already created. From this screen, perform the following steps:

- To create a letter, simply begin by typing the letter in the letter body textbox. Spell Check will allow you to review your letter for any spelling mistakes.
- To insert a letter, click the Insert Letter link. This will take you to a list of letters that have already been created in the letter template, similar to the following screen:

ID	Letter Name	Letter Type	Created By	Action
10	Qualified Candidates	Employer	STAFF	Select
11	Job(s) Available	Individual	STAFF	Select
12	Job(s) Application	Individual	STAFF	Select
13	Job Seeker Followup	Individual	STAFF	Select
14	Employer Followup	Employer	STAFF	Select
15	Copied Letter	Individual	STAFF	Select
16	Pam J individual	Individual	GSISA0	Select
17	PAULTEST_1	Individual	GSISA0	Select
18	test	Individual	GSISA0	Select
19	Glorias Test	Individual	JSNDWS2	Select
21	test for Dennis	Individual	JSNDWS2	Select
22	Seeker test	Individual	JSNDWS2	Select
23	Seeker test	Individual	JSNDWS2	Select
24	Employer test letter	Employer	JSNDWS2	Select
25	Blake letter 10.03	Individual	GSISA0	Select

Letter Templates Screen

- Once you locate the letter you want to print, click the Select link. This will return you to the *Print Letter* screen. The Letter Body section now contains the letter that was selected.
- To preview the letter before it is printed, click the Preview Letter link.
- If you select the wrong letter, click the Clear Letter link to start over.

- If you wish to send a copy of the letter to recipients through the message center, check the box at the bottom which states, *Upon clicking the Begin Print button, create message center record(s) for the recipient(s) above containing this letter*. Not only will a letter print, but the recipients will also receive a message center notification that includes the letter as it appears in the Letter Body section.
- To print letters to all the recipients, click the **Begin Print** button at the bottom of the screen. Before you click the **Begin Print** button, *make sure you have loaded the letterhead stationery in the printer.*

The letters can then be folded and placed in windowed envelopes for mailing. The address is positioned to fit correctly into a standard window envelope.

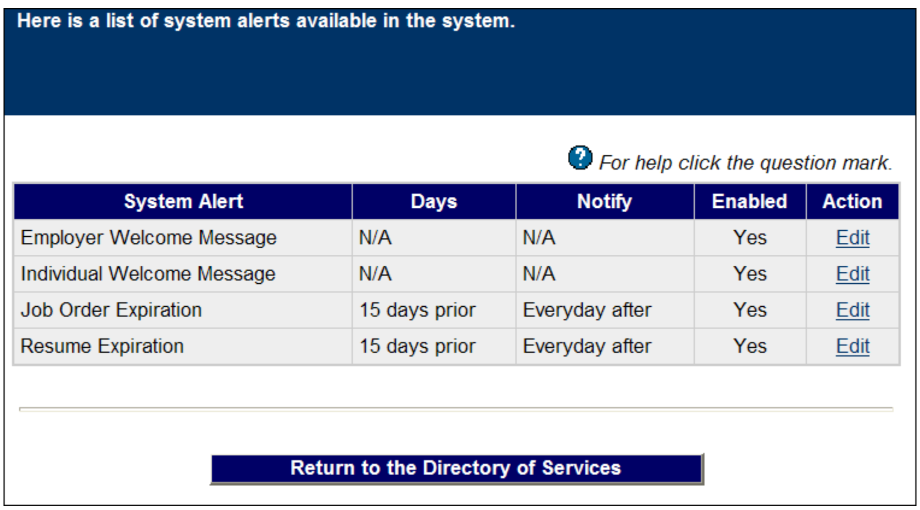
Manage System Alerts

The system lets you edit some types of system-generated alerts that are sent to employers and individuals when they register in the system and when they have job orders and resumes that are getting ready to expire.

To access your alerts:

- Select **Manage Communications ▸ Manage System Alerts** on the Navigation menu.

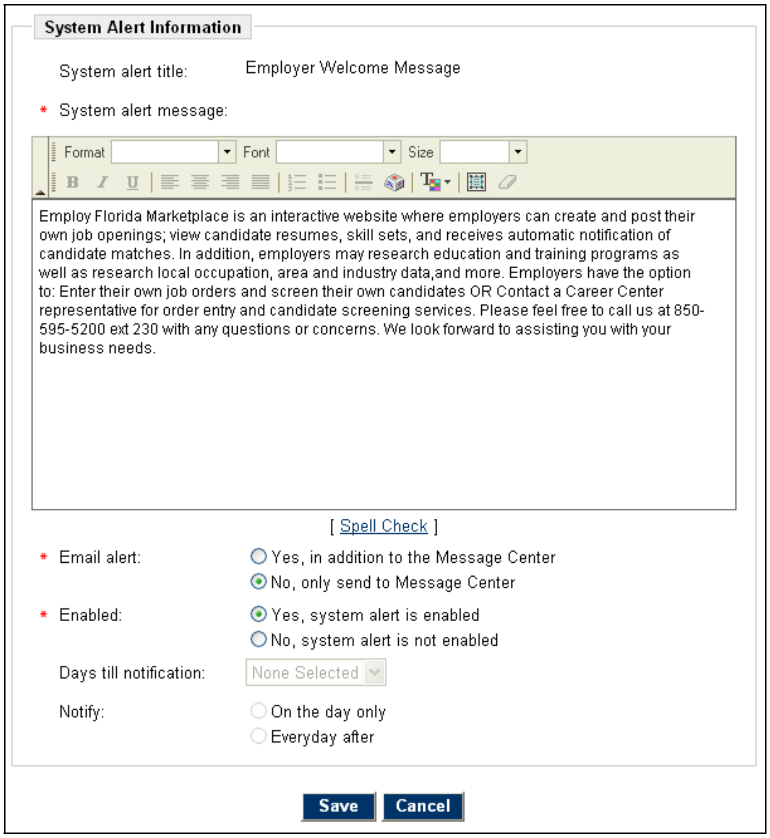
  A list displays the alerts you may review and edit (as shown in the following figure).



System Alert	Days	Notify	Enabled	Action
Employer Welcome Message	N/A	N/A	Yes	Edit
Individual Welcome Message	N/A	N/A	Yes	Edit
Job Order Expiration	15 days prior	Everyday after	Yes	Edit
Resume Expiration	15 days prior	Everyday after	Yes	Edit

Manage System Alerts Screen

Click the Edit link in the Action column next to the alert you would like to review. When the screen refreshes, it looks similar to the following figure:



System Alert Information Screen

From this screen, perform the following steps:

21 The System alert message appears in the large textbox in the center of the screen. Here you can modify the verbiage as needed. The table located directly above the textbox allows staff to accentuate the text with different fonts and sizes as well as background colors, bullet points, numbering, and alignments.

22 If the alert notification is to be sent as an email alert as well as through the Message Center, staff will want to select the appropriate radio button for the Email alert question.

23 If the system alert message is a work in progress, staff may want to keep the alert from being visible until they have completed it. They may wish, under those circumstances, to not enable the alert. Staff will want to select the appropriate radio button for the Enabled question.

24 Select the timing when the alert should run by making a selection from the drop-down list in the *Days* till notification. The options in this list may vary depending on the type of alert being run.

25 Staff can indicate how many days can elapse before an individual or employer is alerted with a message. The Days till notification drop-down will allow staff to choose the response.

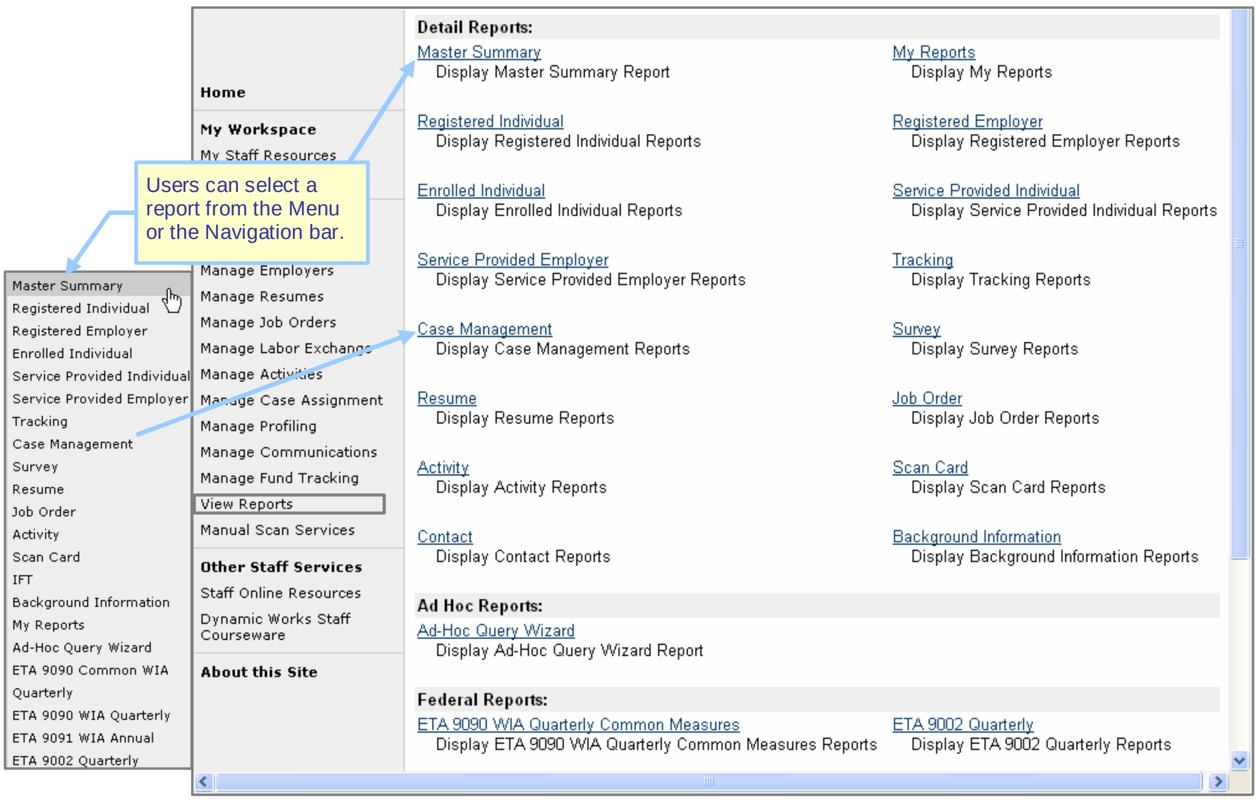
26 The system can alert you *On the day only* that an alert would be valid (i.e. on the exact day an employer registers in the system) or it can notify you on that day and *Everyday after* that the alert is still valid and the issue is outstanding.

Click **Save** to save the alert modifications, or **Cancel** to start over. When the page refreshes, it will show any modifications that were made to the alerts.

10: View Reports

Reports Overview

Virtual OneStop includes a robust reporting module that lets users generate a wide variety of reports (within their assigned privileges). Users can create reports that display information about the individuals and employers using the system, that indicate methods they use to access information in the system, give information on services that are provided, and show statistical information on the job orders, job applicants, resumes

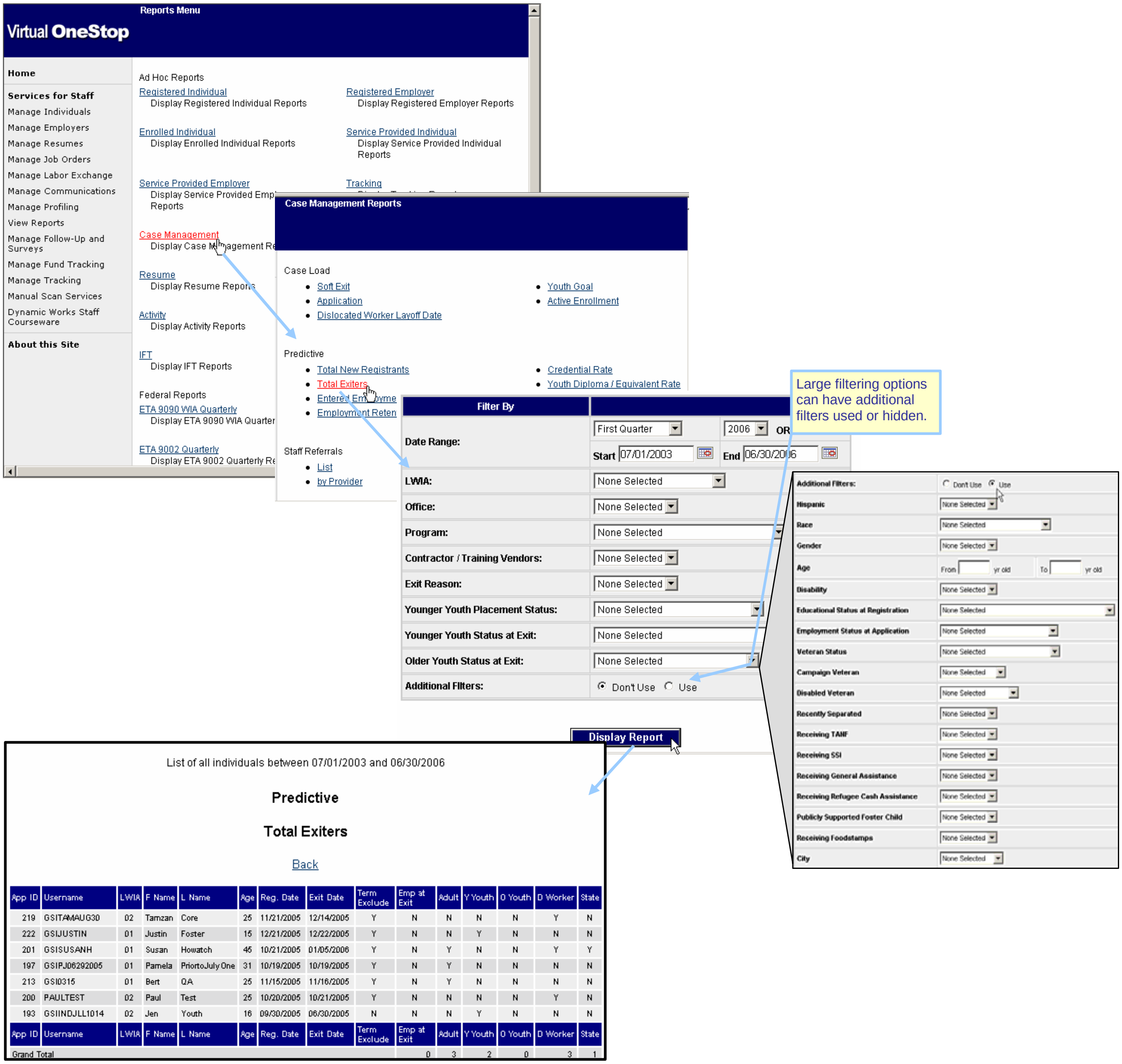


Virtual OneStop Reports Sample Menu (from Reports Menu or Navigation Bar)

Note: *The report types in your system may vary depending on whether your system is a local or state deployment. They may also vary depending on your role and administration rights.*

When a user selects a report type from the Virtual OneStop Reports Menu, the system displays a page for specific reports under that type. Selecting a specific report type will display a page with controls that let the user define filters, before generating the final report.

Note: *There are many report types, and extensive filters for most of the report types. This means that before generating a report to display, a user can choose from multiple filter options, which create thousands of possible final report combinations. The report layouts are consistent for each report type, but the final results are dependent on the filtering options selected. (An example of multiple filters is shown in the following figure.)*



Sample Report Generation Flow- Case Management (Total Exiters)

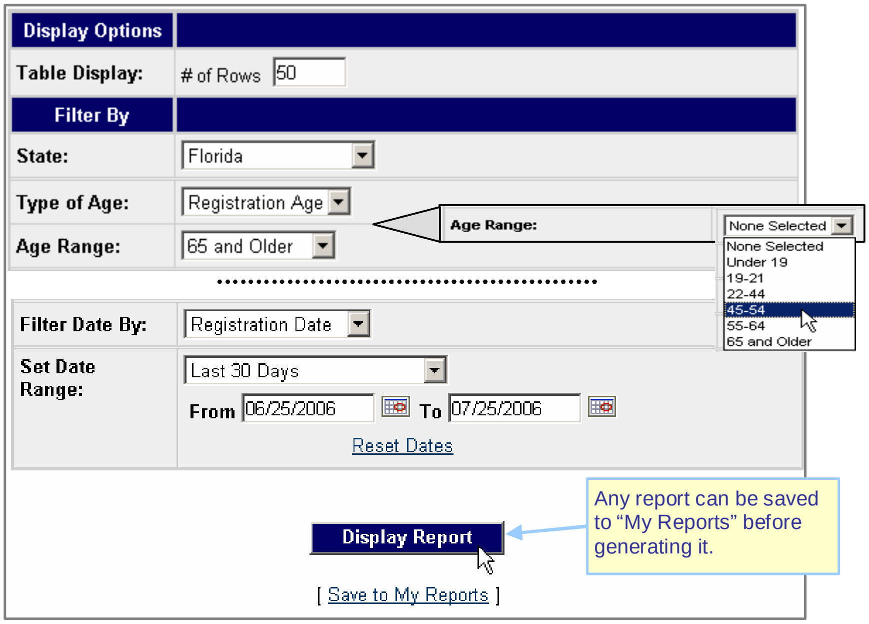
Report Generation and Navigation

Generating a Report

The process or flow for generating reports is the same regardless of the report you want to generate. This is indicated in the previous figure and in the steps below.

1. Select the Report Type/Category from the Reports Menu (or the View Reports navigation bar). A screen appears that lists the reports within that category.
2. Select the specific report (or report section) that you want to generate.

A screen displays all of the control for filtering options (and any display options).



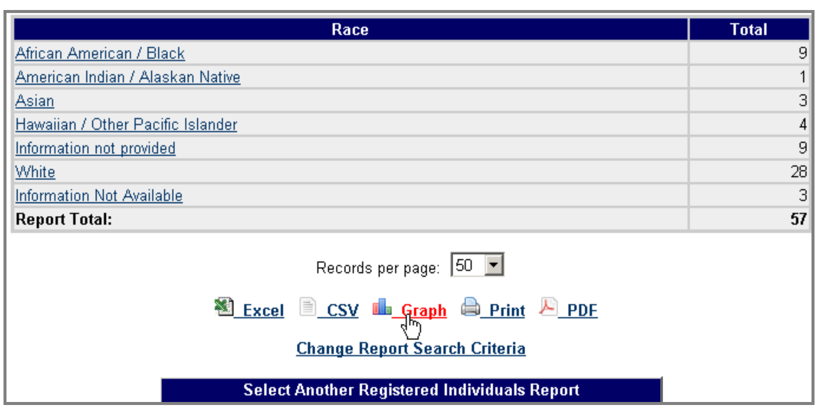
Sample Display and Filter Controls

3 Select/indicate all of the filters and options you want to use to generate the report.

Note: *Some filter options will dynamically update the subsequently available options when you make a selection. That is, selecting "Type of Age" may add an "Age Range" control, or picking an LWIA region may update the drop-down lists for one-stop sites.*

4 Click the **Display Report** button.

The report is displayed on the screen



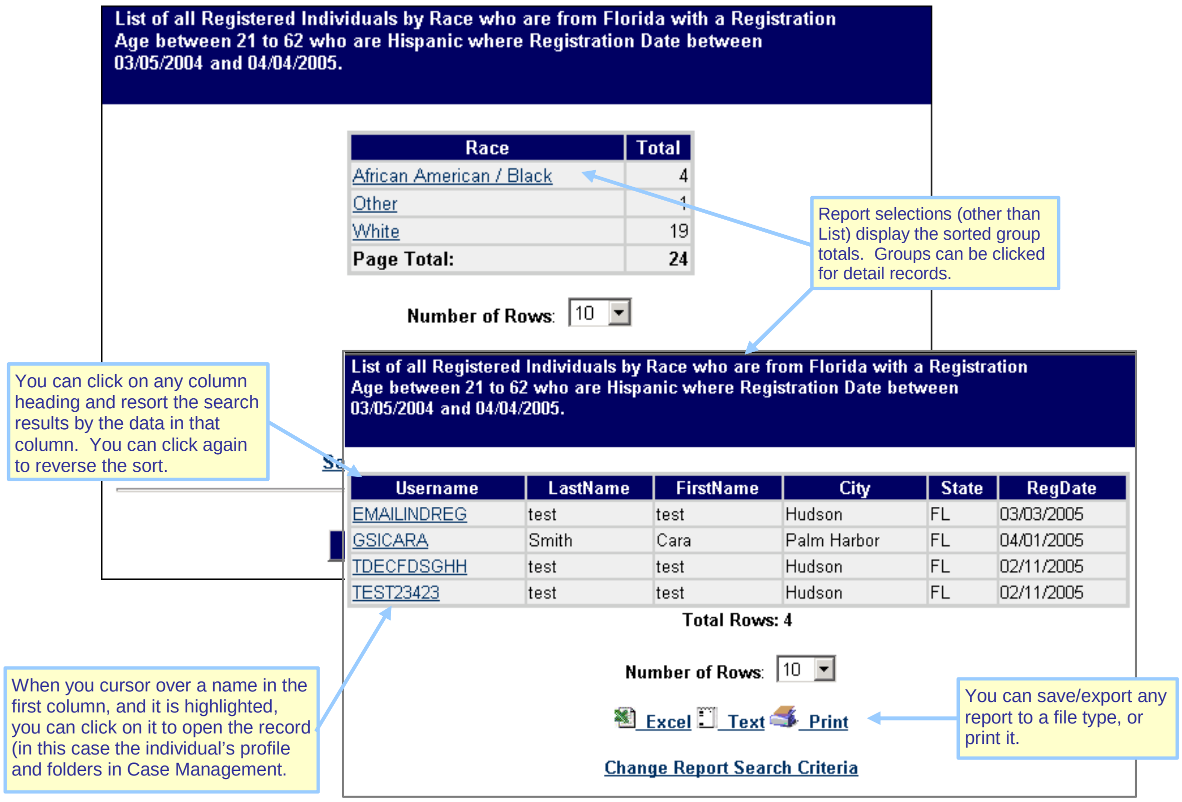
Sample Report Results Screen

Note: *Depending on the report and the amount of filtering, the resulting reports can be quite large. You can navigate through large report lists with controls similar to those used on Search Result screens in Virtual OneStop. See the following section for more on navigating through large reports.*

Navigating Report Results

Many reports that you generate in Virtual OneStop may be lengthy reports. These will be many pages in their printed version, and they will contain many rows in the screen display of the report. To navigate easily through many rows on a Report Results screen, Virtual OneStop supplies the same controls for navigation as it does on the Search Results screens.

Below are some notes on navigation controls in Report Results screens, beyond the standard controls for all Search Results screens.



Sample Report Results Screen

Saving to My Reports

Every report has a link, just below the **Display Report** button, which lets you save the report to your My Reports area.

Sample Display and Filter Controls

Clicking Save to My Reports displays a dialog box for naming the report. From the box you can:

- Enter a short descriptive name for the report which will show in your My Reports list.
- Select to share the report (which makes it available to everyone else who has access to the report feature).
- Click **Save.** This will save the report with your name and with all filters, sorts and options that you have identified.

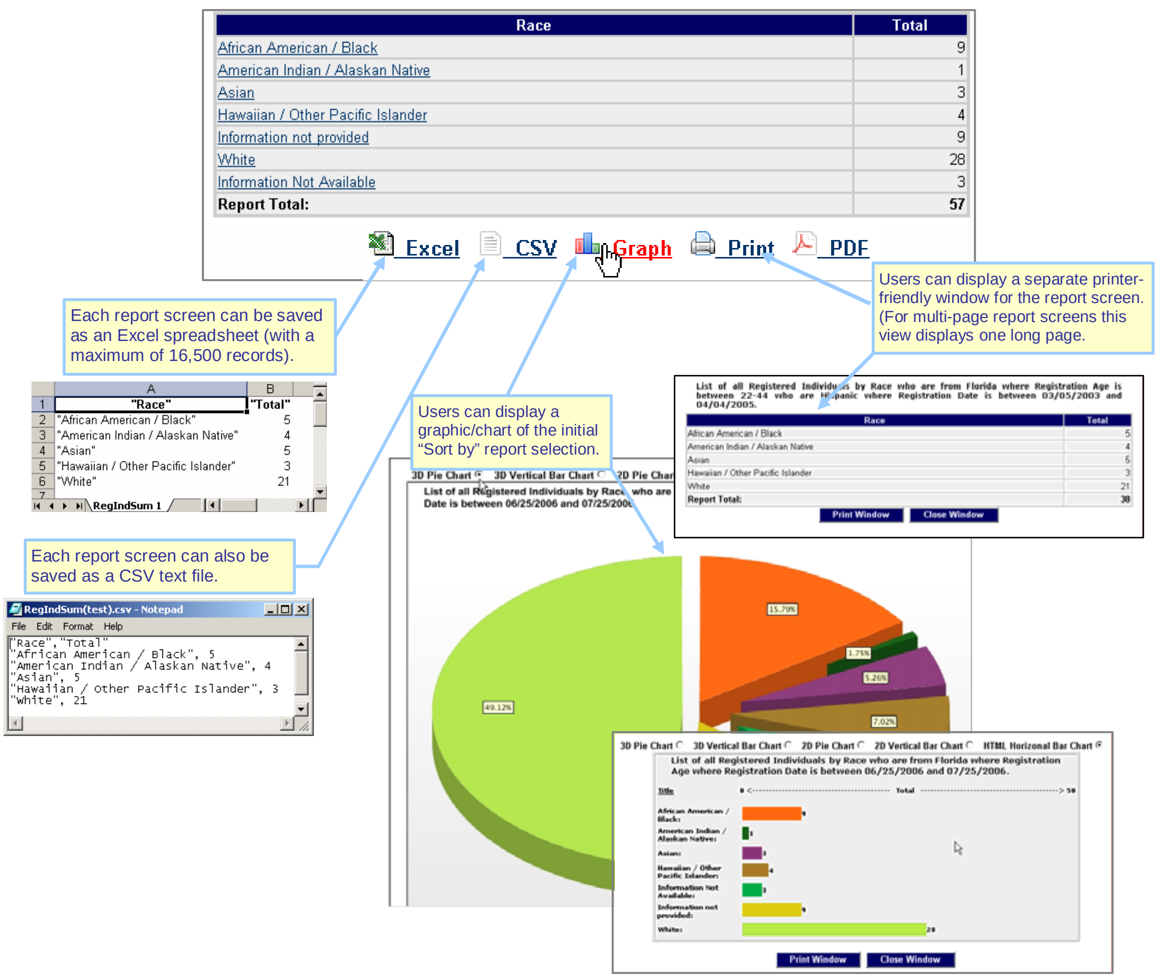
Note: *If you need to change the saved report after you run it, you can select the report through the My Reports option, and choose to Update Filers, Edit (the name and share properties), Delete, and/or Display Report (run the report).*

Shared Reports:

Report Description	Action
Reg. Individual between 21 and 62	Update Filters Display Report Edit Delete

Saving or Exporting a Report

Most reports generated by Virtual OneStop may be easily exported to an Excel spreadsheet (and from there to Microsoft Access, if needed), or to a text file, in a CSV (Comma Separated Value) format. Reports may also be printed, and most reports selected by a grouping other than “List” can usually also be displayed as a graph.



Reports Save, Export, Graph, Print Options

Master Summary Report

Purpose: To provide a quick summary of activity totals for a defined time period (and for a selected LWIA Region or one-stop location). A sample report is shown below.

Access: Select **Master Summary** from the Report Menu, or **View Reports** ▸ **Master Summary** from the navigation bar.

Master Summary Report — Options and Filters

Master Summary Report Options
Display:
Table Display - # of rows (type # of rows to display or select # from drop-down)
Filter Report by:
LWIA/Region (by drop-down selection, e.g., workforce groups)
One-Stop Office Locations (selection from drop-down selection of one-stop Offices)
Set Date Range (by drop-down range, e.g., last seven days, last quarter, last year, or by begin and end date)

Summary Title	Total
Number of Individuals Registered	42
Number of Individuals that Logged In	42
Number of Services Provided Individuals	53
Number of Individual Common Intakes Added	25
Number of Individual Case Notes Added	4
Number of Staff Assisted Referrals to Providers	9
Number of Individual Virtual Recruiters Created	2
Number of Resumes Added	5
Number of Resume Cover Letters Created	0
Number of Internal Job Orders Added	1
Number of Internal Job Referrals	20
Number of External Job Referrals	3
Number of Employers Registered	87
Number of Employers that Logged In	87
Number of Services Provided Employers	0
Number of Employer Case Notes Added	0
Number of Employer Virtual Recruiters Created	0
Number of Completed WP applications	20
Number of Partially Completed WP applications	9
Number of WP Participations	20
Number of WP Exits	10
Number of Completed WIA applications	0
Number of Partially Completed WIA applications	0
Number of WIA Participations	0
Number of WIA Exits	0
Number of Generic-Programs Applications Created	34
Number of Generic-Programs Activities Created	0
Number of Generic-Programs Exits Created	16
Total Rows: 28	

Sample Master Summary Report

Individual and Employer Reports

The following sections briefly describe the purpose of the different Individual and Employer report types, and list the possible sorting options (sections) and filters for each report.

Registered Individual Reports

Purpose: To provide statistical or account information about a selected group of individuals, or all of the individuals who are registered in the Virtual OneStop system.

This report has two subcategories for filtering. The first subcategory lets staff display breakdowns for factors such as individuals by area code, by office affiliation, or by race.

The second subcategory lets staff display breakdowns for veterans registered in the system, for factors that may be specifically useful to veteran representatives, such as veterans by discharge status, or by disabled veteran status.

Note: *These reports have no relation to whether the individuals are engaged in federal programs, or are actually using the system; they simply indicate individuals who have registered at OneStop locations and have their data in the shared Virtual OneStop database.*

Access: Select **Registered Individuals** from the Report Menu, or **View Reports ▸ Registered Individuals** from the navigation bar.

This report, like most of the Detail reports, lets you sort data (by clicking column headings), adjust the number of rows per page, export data to an Excel or Text file, or print the report. User Names in the report are "hotlinks" which you can click on to gain immediate access to the individual's account.

Registered Individual Report — Options and Filters

Registered Individual Report Options	
Sort Registered Individuals by:	
List of Individuals (no sort)	by County/Parish
by Age	by Ethnicity
by Race	by Website Access Location
by Gender	by Workstation(Cookie) Location
by Ward/Borough/Township	by Zip Code
by Education Achievement	by Attending School Status
by Disability Status	by Region/LWIA
by Employment Status	by Unemployment Status
by Migrant Seasonal Farm Worker Types	by Office
Sort Registered Individuals (who are Veterans) by:	
by Potential Eligibility for Veterans Benefits	by Veteran Status
by Veteran Discharge Status	by Transitioning Service Members
by Veteran Eligible Person	by Disabled Veteran Status
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	
State (drop-down selection of state)	
County/Parish (drop-down selection of County/Parish)	
City (drop-down selection of City)	
ZIP Code	
Type of Age (e.g., Registration Age, Current Age)	
Age Range (From x Years to x Years)	
Gender (Male, Female)	
Race (African American, Amer. Indian, Asian, Hawaiian, White, etc.)	
Hispanic (Yes/No)	

Registered Individual Report Options
Education Achievement (GED, 1st grade, … Doctorate)
Attending School Status (None, Yes – High School, Yes – College)
Disability Status (Yes/No)
Employment Status (None, Working Full Time, Working Part Time)
Unemployment Status (None, Neither Claimant nor Exhaustee, Claimant))
Veteran Status (None, Yes-180 days or less, Yes-More than 180-days, No)
Discharge Status (None, Honorable, Dishonorable, Under Honorable-General, Under Other Than Honorable, Bad Conduct)
Served in Military (None, Yes, No)
Transitioning Service Member (Yes/No)
LWIA/Region (by drop-down selection, e.g., workforce groups)
Cookie Location (None, Internets)
Website Access Location (by drop-down selection of location type, e.g., Church College, One Stop, High School, Job Fair)
Migrant Farmer Worker Types (drop-down selection, e.g., None, Migrant, Seasonal, Migrant Food Processing)
Filter Date By (Registration Date, Last Access Date)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

Services Provided to Individual Reports

Purpose: To provide information about the services provided to individuals by Virtual OneStop staff, by program (WIA or Wagner-Peyser) sorted in standard breakdowns (e.g., by age, county, staff member assigned), and filtered by various parameters (e.g., program, date range for registration or last One-Stop access date).

Note: *The report requires selection of a program type—you cannot search for a report of core services provided in Wagner-Peyser and WIA, simultaneously.*

Access: Select **Service Provided Individual Individuals** from the Report Menu, or **View Reports ▸ Service Provided Individual Individuals** from the navigation bar.

Service Provided Individual Report — Options and Filters

Service Provided Individual Report Options	
Sort Services Provided to Individuals by:	
List of Individuals Provided Services (no sort)	by Work Status
by Age	by Potential Eligibility for Veterans Benefits
by Race	by Disabled Veteran Status
by Gender	by Veteran Status
by Ethnicity	by Veteran Combat Status
by Zip Code	by Selective Service
by County	by Migrant Seasonal Farm Worker Status
by Website Access Location	by Workforce Board
by Discharge Status	by Office
by Education Level	by Staff Assigned
by Disability Status	by Staff Reported
Display:	
Table Display - # of rows	(type # of rows to display or select # from drop-down)

Service Provided Individual Report Options
Filter Report by:
Program Type (by drop-down selection of program, e.g., WIA Program)
Sub-Program Type (by drop-down selection of program, e.g., WIA Program, Statewide Youth, Dislocated Worker)
State (drop-down selection of state)
County/Parish (drop-down selection of County/Parish)
ZIP Code
City (drop-down selection of City)
Age Selection (e.g., Registration Age, Current Age)
Age Range (From x Years to x Years)
Activity Service Code (e.g., None Selected, ,Academic Year, Administrative Stop, Adult Ed – Occupation Skill, Adult Literacy – Basic Skill, Alien without Lawful Residence, Claim Exhausted)
Race (African American, Amer. Indian, Asian, Hawaiian, White, etc.)
Staff Assigned Status (Active/Inactive/All — dynamically adjusts "Staff Assigned" drop down)
Staff Assigned (selection from drop-down selection of staff names)
Staff Recorded (selection from drop-down selection of staff names)
Receiving TANF (Yes/No)
Receiving Food Stamps (Yes/No)
Gender (Male, Female)
Highest Grade Completed (GED, 1st grade, … Doctorate)
Disability Status (Yes/No)
Work Status (None, Full Time, Part Time, Not Working, Never Worked)
Selective Service Registration (None, Yes, No, Exempt (doc provided)
Discharge Status (None, Honorable, Dishonorable, Under Honorable-General, Under Other Than Honorable, Bad Conduct)
Served in Military (None, Yes, No)
Region/LWIA (by drop-down selection, e.g., workforce groups)
Cookie Location (None, Internets)
Access Location (by drop-down selection of location type, e.g., Church College, One Stop, High School, Job Fair)
Location (by drop-down selection, from One Stop locations, e.g., Daytona Beach, Palm Harbor, Volusia County)
Filter Date By (Registration Date, Last Access Date)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

Registered Employer Reports

Purpose: To provide information about a selected group of employers or all of the employers who have registered in the Virtual OneStop system.

This report has subcategories for filtering to see particular breakdowns (such as by zip code, by county, by number of employees).

Note: *This report includes any employers who have self registered or who have registered in a one-stop office (with or without staff assistance).*

Access: Select **Registered Employer** from the Report Menu, or **View Reports** ▸ **Registered Employer** from the navigation bar.

Registered Employer Report — Options and Filters

Registered Employer Report Options	
Sort Registered Employers by:	
List of Employers (no sort)	by Employer Mailing Information
by Benefits Offered	by Worksite Location
by Zip Code	by Employer Type
by State	by Industry
by Number of Employees	by County/Parish
by Federal Contractor Status	by ADA Compliance
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	
State (drop-down selection of state)	
County/Parish (drop-down selection of County/Parish)	
City (drop-down selection of City)	
ZIP Code	
Benefit Offered (None, Medical, Dental, Life Insurance, Vision, Child Care, Holidays, Sick Leave)	
Cookie Location (None, Internet)	
Type of Employer (e.g., Federal, State, Local, International/Foreign, Private Sector, None-Profit, Education-Higher, Education-K to 12)	
Employer Status (radio button for Active, Inactive or All) E.g., reports can filter out the inactive or the active employers)	
NAICS Industry Code (Use Virtual OneStop standard NAICS search controls to search for NAICS code by Key Word, Industry Group, or specific NAICS code, to select NAICS code for filtering.)	
Federal Contractor Status (None Selected, Yes, No)	
ADA Compliance (None Selected, Yes, No)	
Filter Date By (Registration Date, Last Access Date)	
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)	

Services Provided to Employer Reports

Purpose: To provide information about the services provided to employers by Virtual OneStop staff. The types of breakdowns and filters for employer services are more limited than the reports for individual services, since the service possibilities for employers are limited. For example, this report will always be Wagner-Peyser services, so no Program Type control exists. The filters for this report are only for geographic or scheduling attributes of the provided service (i.e., where/when did it happen or was it reported).

Access: Select **Service Provided Employer** from the Report Menu, or **View Reports** ▸ **Service Provided Employer** from the navigation bar.

Service Provided Employer Report — Options and Filters

Service Provided Employer Report Options	
Sort Services Provided to Employers by:	
List Employers Provided Services (no sort)	by Service
by Staff	by Employer
by Office (Cookie) Location	

Service Provided Employer Report Options
Display:
Table Display - # of rows (type # of rows to display or select # from drop-down)
Filter Report by:
Office/Location (by drop-down selection, from One Stop locations, e.g., Daytona Beach, Palm Harbor, Volusia County)
Staff Reported Status (drop down of all Staff members)
State (drop-down selection of state)
County (drop-down selection of County/Parish)
ZIP Code
City (drop-down selection of City)
Filter Date By (Registration Date, Last Access Date)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

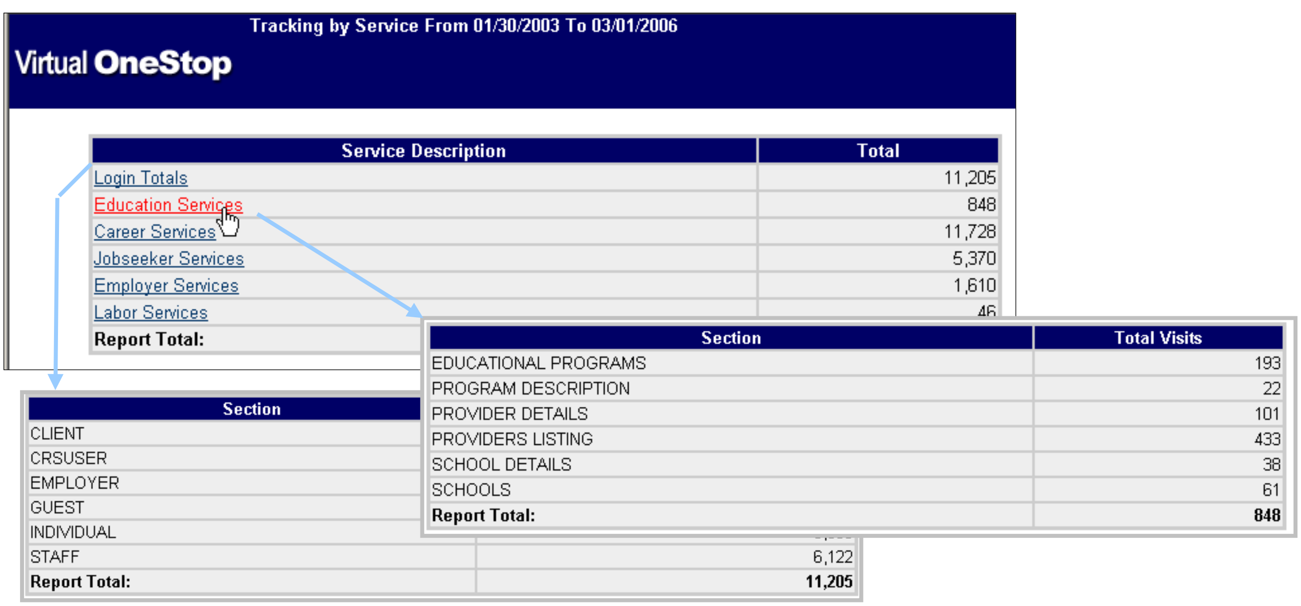
General Reports

The following sections briefly describe the purpose of the different general report types, and list the possible sorting options (sections) and filters for each report.

Tracking Reports

Purpose: To display tracking information important for system performance measures. These include tracking totals and details for customer access in the system (by service or by location). This will display totals and breakdowns according to defined service components in Virtual OneStop, and how many times each one has been visited. For example, the report may show the total number of times (within a specific time period) that users logged in to the system or the total number of times they accessed educational services. The reports allow center management to understand the services most often used in the online system by generating “Totals by Service” or “Totals by Location” accessed by one-stop location and time period

The following figure is a sample Totals by Service tracking report:



Sample Totals by Service Tracking Report

Access: Select **Tracking** from the Report Menu, or **View Reports ▸ Tracking** from the navigation bar.

These tracking reports could also be used as marketing tools which show how widely different areas of the Virtual OneStop system are being used.

Tracking Report — Options and Filters

Tracking Report Options	
Sort Survey by:	
Service	Location
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)	

Note: *Tracking by location tab could be very helpful when using ScanCard, or tracking Cookie locations. If such a usage is not set up, all locations will display as "Internet."*

Location	Total Visits
_Internet	469
Administration	1
GEOSOL	140
Naylor Road One-Stop Career Center	1
Report Total:	**611**

Survey—Customer Feedback Reports

Purpose: To provide data on survey results, such as the customer feedback forms, to aid in determining the usefulness of the system.

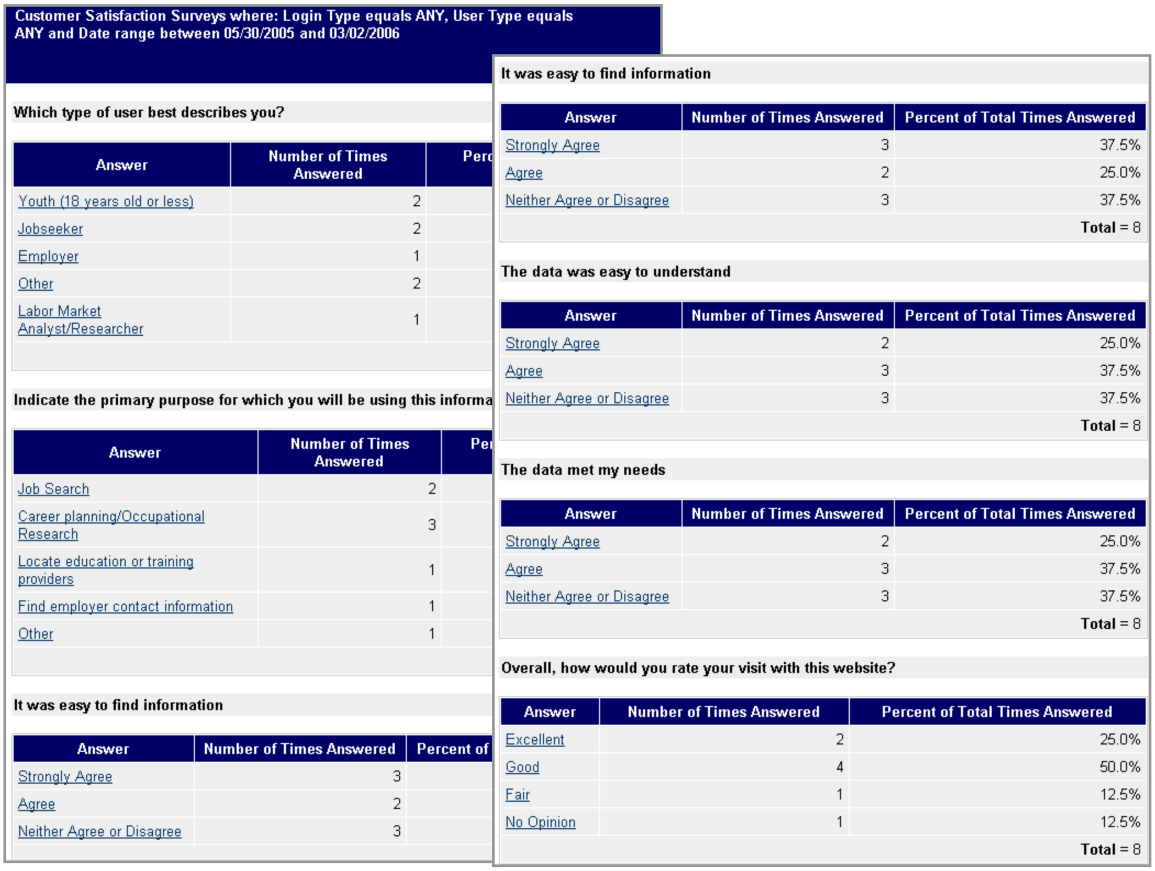
Virtual OneStop includes online customer satisfaction survey forms for individual participants, employers, and analysts/researchers (which do not display for Case Management staff). The Survey report can summarize the survey results over a specified time period and display a summary of satisfaction information from all Customer Feedback surveys.

Access: Select **Survey** from the Report Menu, or **View Reports ▸ Survey** from the navigation bar.

Survey Report — Options and Filters

Survey Report Options
Sort Survey by:
Customer Feedback
Filter Report by:
Login Type (Any, Employer, Individual, Analyst/Researcher)
User Type (Any, Youth [18 years old or less], Jobseeker, Employer, Labor Market Analyst/Researcher, Other)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

A sample Customer Feedback report is shown in the following figure:



Customer Satisfaction Surveys where: Login Type equals ANY, User Type equals ANY and Date range between 05/30/2005 and 03/02/2006

Which type of user best describes you?

Answer	Number of Times Answered	Perc
Youth (18 years old or less)	2	
Jobseeker	2	
Employer	1	
Other	2	
Labor Market Analyst/Researcher	1	

Indicate the primary purpose for which you will be using this informa

Answer	Number of Times Answered	Pe
Job Search	2	
Career planning/Occupational Research	3	
Locate education or training providers	1	
Find employer contact information	1	
Other	1	

It was easy to find information

Answer	Number of Times Answered	Percent of
Strongly Agree	3	
Agree	2	
Neither Agree or Disagree	3	

It was easy to find information

Answer	Number of Times Answered	Percent of Total Times Answered
Strongly Agree	3	37.5%
Agree	2	25.0%
Neither Agree or Disagree	3	37.5%
		Total = 8

The data was easy to understand

Answer	Number of Times Answered	Percent of Total Times Answered
Strongly Agree	2	25.0%
Agree	3	37.5%
Neither Agree or Disagree	3	37.5%
		Total = 8

The data met my needs

Answer	Number of Times Answered	Percent of Total Times Answered
Strongly Agree	2	25.0%
Agree	3	37.5%
Neither Agree or Disagree	3	37.5%
		Total = 8

Overall, how would you rate your visit with this website?

Answer	Number of Times Answered	Percent of Total Times Answered
Excellent	2	25.0%
Good	4	50.0%
Fair	1	12.5%
No Opinion	1	12.5%
		Total = 8

Sample Customer Satisfaction Survey

Resume Reports

Purpose: To provide reports that can help staff discern which resumes are generating responses and which individuals may need further help with their resumes.

Virtual OneStop includes reports about the resumes entered in the system and the outcome of those resumes. Resumes reports can list all individuals with resumes, or they can be sorted by breakdowns such as by desired location, wage, occupations, or by employers who have viewed resumes.

Access: Select **Resume** from the Report Menu, or **View Reports** ▸ **Resume** from the navigation bar.

Note: *Resume reports types have similar filtering options, but not all filters apply for all reports. Filter options with an asterisk will not show on reports when they do not apply.*

Resume Report — Options and Filters

Resume Report Options	
Sort Resumes by:	
List (of Individuals/Date Created)	by Occupation
by Desired Salary	by Resumes Viewed By Employers
by Desired Work Location	by Registered Individual
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	

Resume Report Options
Desired Work Location (drop-down selection of locations)
*Desired Occupations (drop-down selection of occupations)
*Desired Salary (drop-down selection of salary ranges)
Veteran Status (None, Yes-180 days or less, Yes-More than 180-days, No)
Transitioning Service Member (Yes/No)
*State (drop-down selection of state)
*Office Location (selection from drop-down selection of area Offices)
*See Only Assigned Cases (Yes, No)
Filter Date By (Registration Date, Last Access Date)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

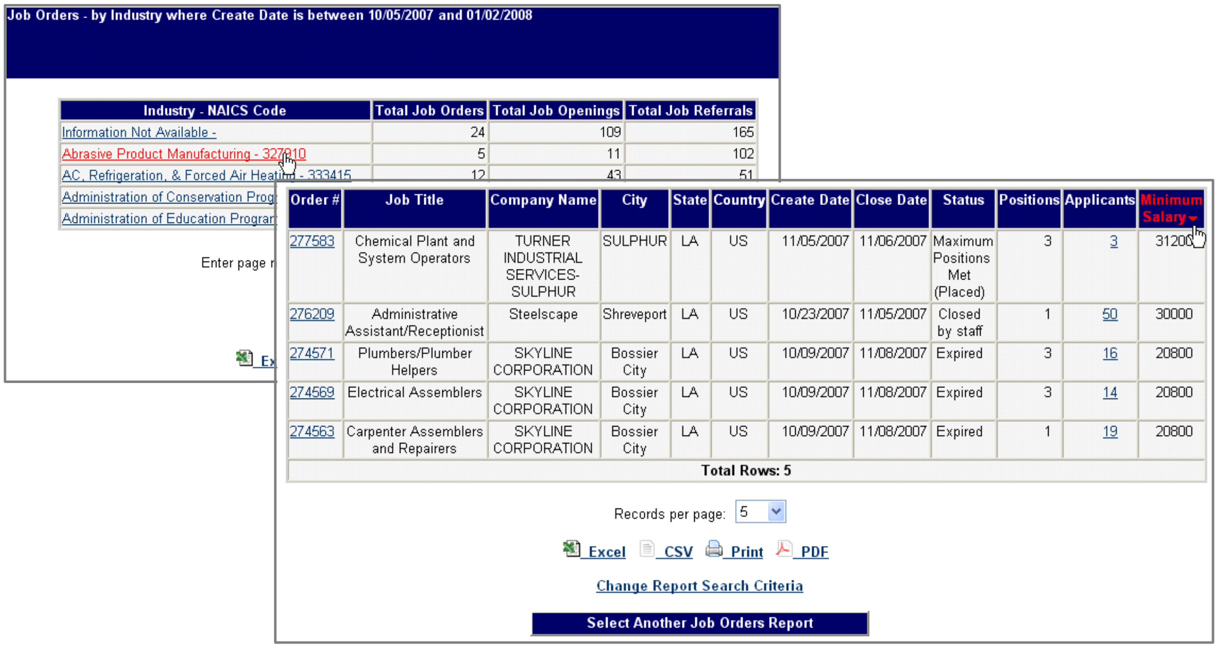
Job Order Reports

Purpose: To provide reports for internal job orders (created by a registered employer in the Virtual OneStop system, or by a staff person for the employers), and for external job orders (pulled into the system by spidering).

This includes job order report breakdowns/sorts and filters. These options are extensive for internal job orders (e.g., all internal job orders grouped by occupation, in a specific county, by hold for staff job order verification, which are full time jobs). The external (or spidered) job order reports are more limited in the data the possible breakdowns/sorts, and filters will display; however, they still include useful to sorting and filtering (e.g., all external job orders grouped by location, for a specific occupation group, occupation title, in a specific county).

Access: Select **Job Order** from the Report Menu, or **View Reports ▸ Job Order** from the navigation bar.

Examples of internal and external job order reports are show in the following two figures:



Sample Internal Job Order Report

Sample External Job Order Report

Job Order Reports — Options and Filters

Internal Job Order Report Options	
Sort Internal Job Orders by:	
List of Internal Job Orders (no sort)	by Zip Code
by Occupation	by Job Type
by Industry	by Wage Grouping
by Employer Job Order Status	by Benefits Offered
by Staff Job Order Status	by Reason For Closing

Internal Job Order Report Options	
by Federal Contractor Status	by Job Order Applicants
by Court Order Status	by State
by Enterprise Zone Status	by City
by Region/LWIA	by Special Job Category
by OneStop Location	by Original Entry Type
by Original Staff Entered	by Follow-up Date
Close Date	By Release from Hold Date
Job Orders with No Applicant Referrals	
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Wage Grouping (Annual or Hourly – for Wage Grouping report)	
Filter Report by:	
Outside the United States (drop-down selection of Yes reduces remaining options)	
State (drop-down selection of state)	
County/Parish (drop-down selection of County/Parish)	
Zip Code	
City (3 character minimum entry, if used)	
Category	
Staff Assigned Status (Active/Inactive/All — dynamically adjusts “Staff Assigned” drop down)	
Staff Assigned (selection from drop-down selection of staff names)	
One Stop Location (by drop-down selection, from One Stop locations, e.g., Daytona Beach, Palm Harbor, Volusia County)	
Employer Job Order Status (Open, Filled, No Longer Available)	
Staff Job Order Status (by drop-down, e.g., Hold to verify, Closed, Pending, Placed, Fully Referred)	
LWIA/Region (by drop-down selection, e.g., workforce groups)	
Benefits Offered (by drop-down, e.g., Medical , Dental, Life, Vision, Child Care, Vacation, Holidays)	
Type of Job (by drop-down, e.g., Full time, Part Time, Temporary, Seasonal)	
Salary (by drop-down selection, from different salary ranges)	
Job Referral Type (Unsuppressed Job Order, Suppressed Job Order, Staff View Only)	
Filter Date By (Registration Date, Last Access Date)	
Set Date Range (e.g., Create Date, Active Date, Closed Date, Inactivated Date, Follow-Up Date)	

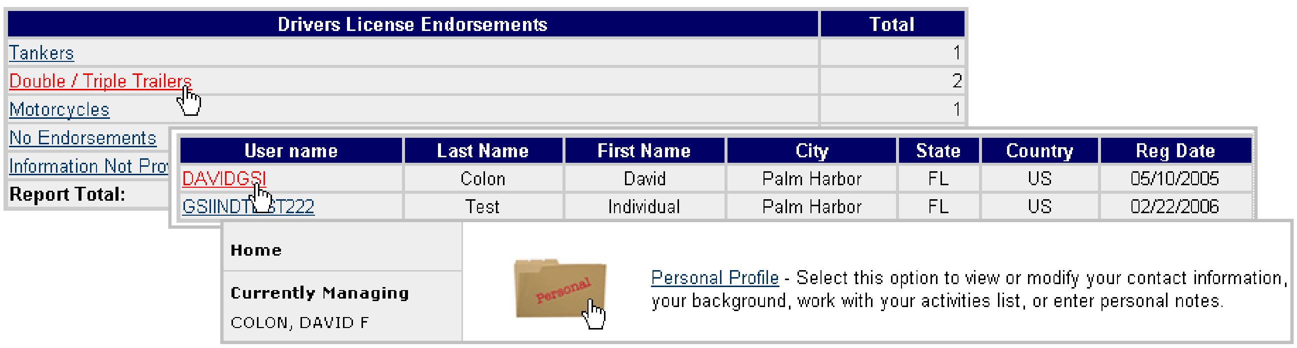
External Job Order Report Options	
Sort External Job Orders by:	
List of External Job Orders (no sort)	by Location
by Source of Job Listing	by Salary
by Employer	by Job Posting Date
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	
Occupational Group (drop-down, e.g., Management, Financial, Computer, Engineering, Farming)	
Occupational Title (drop-down, e.g., Able Seamen, Accountants, Actors, Actuaries)	
Source (drop-down, e.g., EDU, GOV, HOS, PJB, SJB)	
Employer (drop-down list of employers)	
State (drop-down selection of state)	

External Job Order Report Options
Set Date Range (e.g., Create Date, Active Date, Closed Date, Inactivated Date, Follow-Up Date)

Background Information Reports

Purpose: The purpose of this report is to find registered individuals based on filtering using data that they supplied when they entered background information (primarily transportation/driving information). These are sorts that aren't available in the Assist an Individual search screen. All individual names are displayed in the reports as hotlinks which let staff click the link to go directly to the case for that individual and view all background information or other case management information.

For example, if staff members are looking for individuals who may be qualified for jobs that require specific commercial driving abilities, they could generate a listing of individuals broken down "by Drivers License Endorsements," filtered by those who have a commercial driver's license. They could then pick from the listed endorsements, click on an individual, and review their Personal Profile in Case Management to determine their suitability (as indicated in the following figure).



Access: Select **Background Information** from the Report Menu, or **View Reports ▸ Background Information** from the navigation bar.

Background Information Report — Options and Filters

Background Information Report Options	
Sort Activities by:	
List - by User Name (no sort)	By Desired Work Locations
By Individual Relies on Public Transit	By Access to Motor Vehicles
By Driver's License Endorsements	By Driver's License Endorsements
Display:	
Table Display - # of rows (type # of rows to display or select # from drop-down)	
Filter Report by:	
State (drop-down selection of state)	
County/Parish (drop-down selection of County/Parish)	
Zip Code	
City (3 character minimum entry, if used)	
Basis of Age (e.g., Registration Age, Current Age)	
Desired Salary (drop-down selection of salary ranges)	
Public Transportation (e.g., None, Yes, No)	
Access to Motor Vehicles (e.g., None, Yes, No)	

Background Information Report Options
Drivers License Endorsements (e.g., None, Tankers, Hazardous Waster, Motorcycles)
Drivers License Type (e.g., None, Commercial Drivers, Learners Permit, Regular Drivers)
Filter Date By (Registration Date, Last Access Date)
Set Date Range (by drop-down range, e.g., last 7 days, last quarter, last year, or by begin and end date)

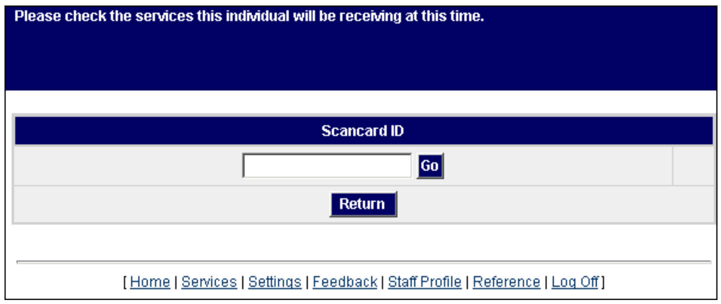
11: Enter Manual Scan Services

The Manual Scan Services function is used for staff-assisted service entry. To record a service entry, an individual's scan card is swiped in the machine connected to the staff member's computer. Once the card is swiped, the staff member will select services provided to the individual.

To access Manual Scan Services, use one of the following methods:

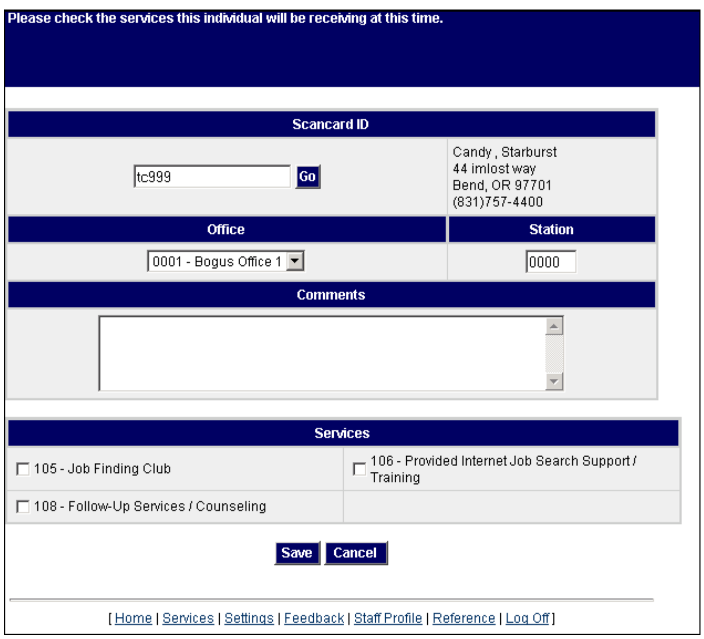
- In the Staff Services directory, click **Manual Scan Services**.
- On the Navigation Menu, click **Manual Scan Services**.

A Manual Scan Services screen will display that is similar to the following figure:



Manual Scan Card Entry Screen

When this screen appears, you can swipe the scan card through the machine attached to the computer. The Scan Card ID field will populate automatically with the individual's scan card numbers. Once the number has populated the Scan Card ID field, click the **Go** button for a screen similar to the following:



Scan Card - Individual Services Entry Screen

From this screen, you can perform the following:

- Select Office from the drop-down list if not pre-filled with the correct office name.

- The Station field is populated automatically from the staff member's location set in the system.
- Click the appropriate check boxes for services provided to the individual.
- Click **Save** upon completion.
- Click **Cancel** to exit this screen without saving the entries.

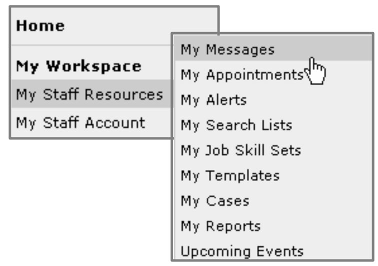
Note: *For scan card setup instructions on events, job fairs, and workshops, please refer to the* Virtual OneStop System Administration Guide*.*

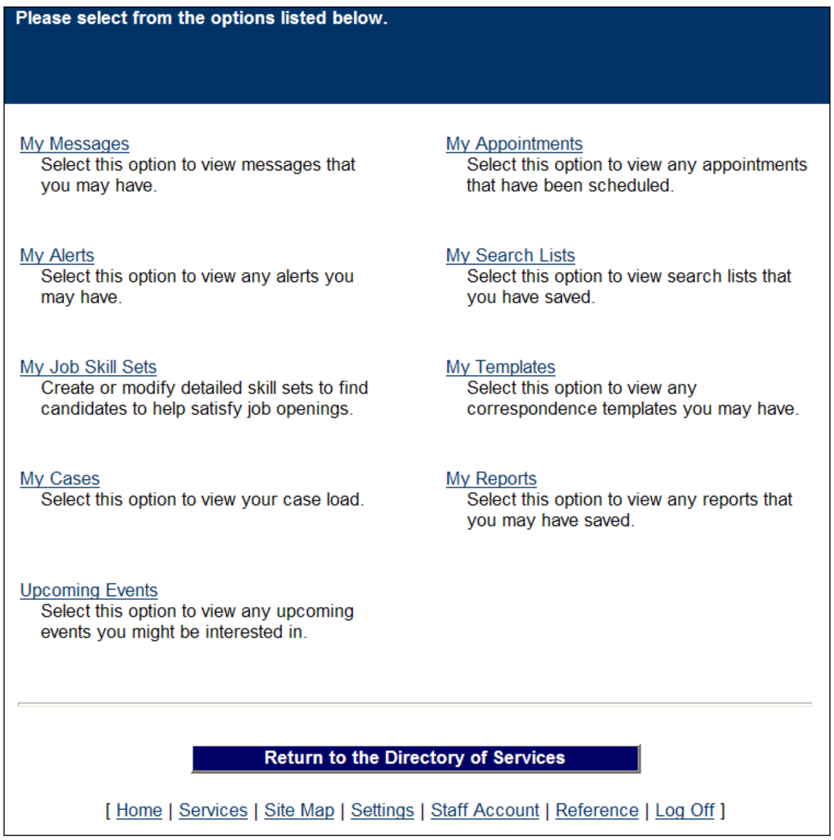
12: Use My Staff Resources

The My Workspace option in your Quick Menu lets you quickly access and manage your basic account data and staff resources (e.g., messages, appointments, alerts, search lists, templates, and reports) or other communications or saved tools unique to your ID.

My Staff Resources

The My Resources option is a quick way to access and manage data specific to your schedule or saved tools. Select options under **My Workspace ▸ My Staff Resources** to access the following:





My Staff Resources Options Screen

> ***Note**: Several options within the My Staff Resources component stem from the Manage Communications component.*

Staff may choose from the following options:

My Messages – Communicate with other case managers, staff, or individual users, and receive message alerts.

My Appointments – View and manage appointments set with individuals, employers, or other one-stop staff.

My Alerts – View existing alerts, and change alert subscriptions.

My Search Lists – View/delete user search lists you have created.

My Job Skill Sets – Maintain job skill sets you have created.

My Templates – Maintain correspondence templates you have created.

My Cases – Maintain any cases currently assigned to you.

My Reports – Maintain any standard reports that you have saved.

Upcoming Events – View and manage scheduled events that may be of interest.

My Search Lists

The system lets you view and delete the search lists that you have saved during your searches for individuals, employers, or staff.

To access your Search Lists:

- Select **My Staff Resources ▸ My Search Lists** on the Navigation menu.

  A list displays any Individual, Employer and Staff searches that you have saved (as shown in the following figure).

Filter your lists by type: All

To sort on any column, click a column title.

List Title	List Type	Create Date	Action
34684 Zip Code	Individuals	06/23/2006	Select | Delete
Employers in 34683	Employers	05/19/2006	Select | Delete
Smiths	Individuals	05/18/2006	Select | Delete
Vets in Hillsborough	Individuals	06/23/2006	Select | Delete

Records per page: 25 Go

- Click <u>Select</u> to display the list of saved search results (e.g., the individuals originally saved to a list for an Assist Individuals search). This opens the same search screen results that you see when you complete a search to Assist an Individual or Assist an Employer.

Note: *If you create a new search and save it with the same list name, the system will save a second list. It will not overwrite the original list.*

- Click <u>Delete</u> to remove the search list.

My Job Skill Sets

The system lets you view, modify and delete the skill sets lists that you have saved. This is a quick way to get to the Manage Skill Sets screen that is also accessible from Manage Labor Exchange.

To access your skill sets:

- Select **My Staff Resources ▸ My Job Skill Sets** on the Navigation menu.

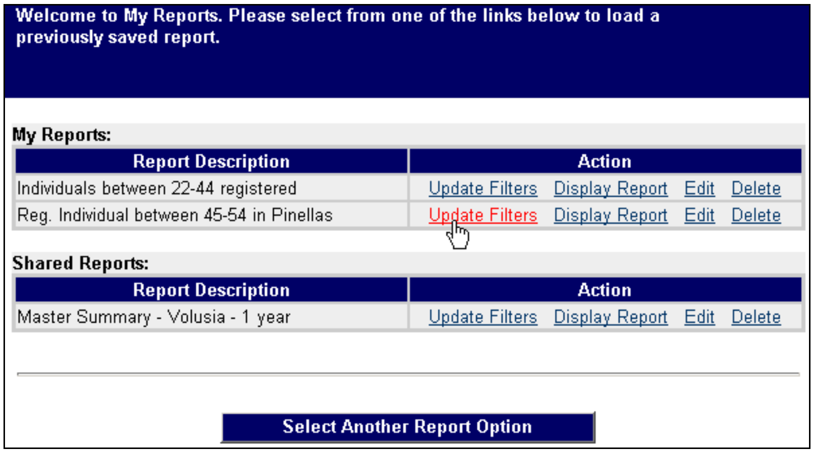
  A list displays the Individual and Employer searches that you have saved.

My Reports

The system lets you view and maintain any standard reports that you have saved with configuration/options selected, or any saved reports that others have shared with you.

To access your saved reports:

- Select **My Staff Resources ▸ My Reports** on the Navigation menu.
  A list displays the reports that you have saved, and the reports that have been saved and shared:



My Reports screen

From this screen, you can:

- **Update Filter** – Opens the report options screen with display filter options set to those for the saved report.
- **Display Report** – Generates and displays the report with the saved options.
- **Edit** – Opens the box for changing the saved report's Name/Description, and shared property.

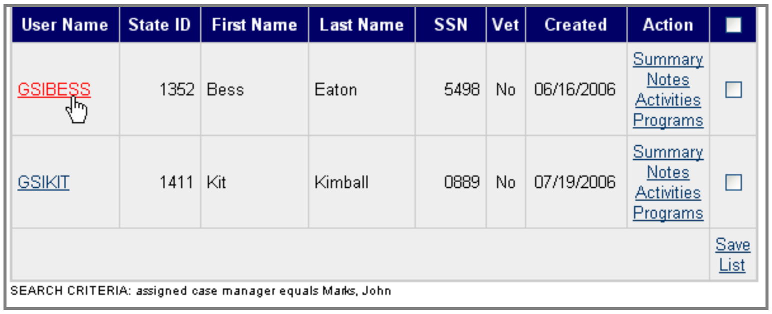
- **Delete** – Deletes the saved report from the list.

My Cases

The system includes a My Cases component that lets staff quickly access a list of all the individuals for whom they are currently an assigned case manager.

To access your cases:

- Select **My Staff Resources ▸ My Cases** on the Navigation menu.
  A list displays the Individuals for whom you are the assigned Case Manager (as shown in the following figure).



User Name	State ID	First Name	Last Name	SSN	Vet	Created	Action	
GSIBESS	1352	Bess	Eaton	5498	No	06/16/2006	Summary Notes Activities Programs	☐
GSIKIT	1411	Kit	Kimball	0889	No	07/19/2006	Summary Notes Activities Programs	☐
								Save List

SEARCH CRITERIA: assigned case manager equals Marks, John

My Cases Results Screen

This screen is the Search Results Screen for an individual search, with identical results to those you get if you pick "Select Me" as the staff criteria at the bottom of the Advanced Search Parameters screen.

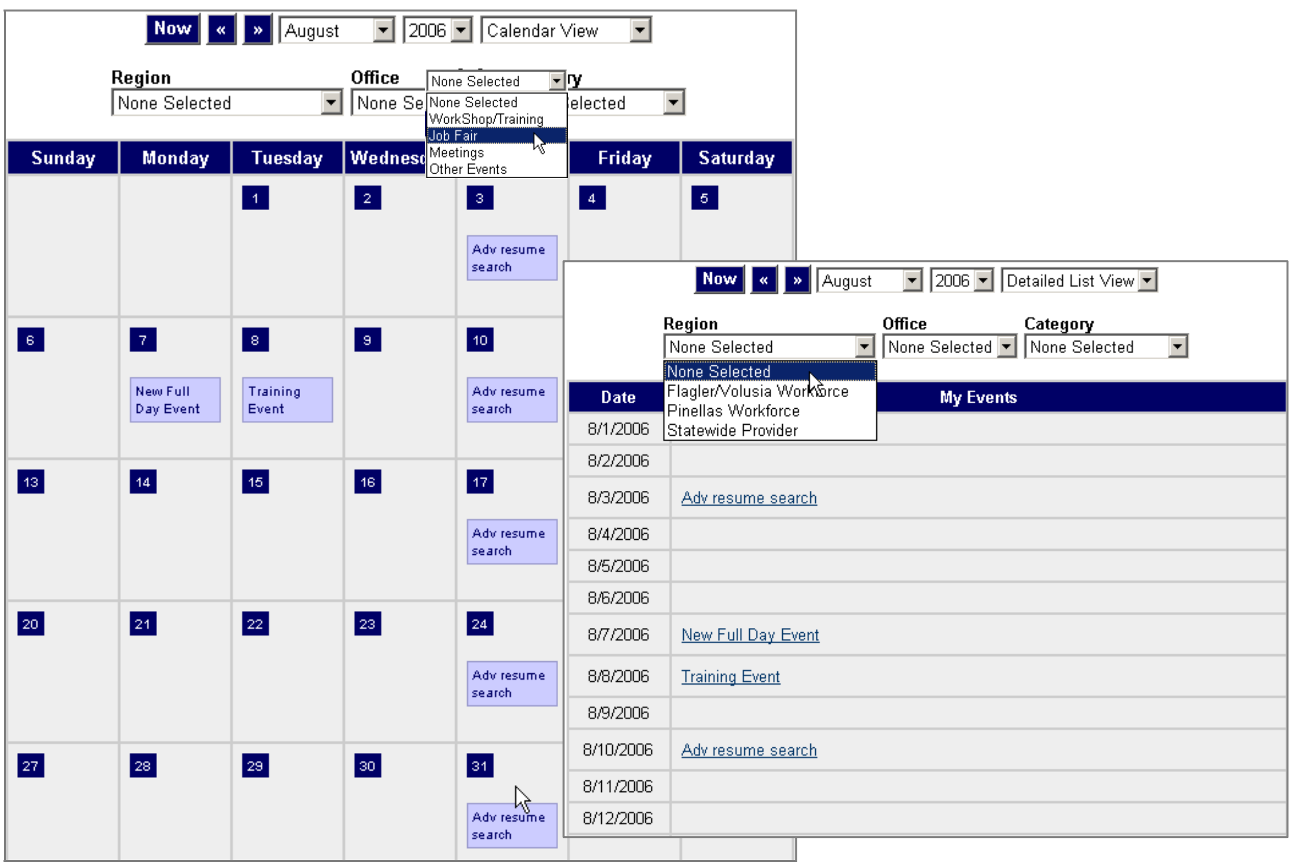
Upcoming Events

The system lets you view upcoming events (such as training classes) that one-stop personnel have identified for posting, related to your one-stop involvement.

To access the events calendar:

- Select **My Resources ▸ Upcoming Events** on the Navigation Menu.

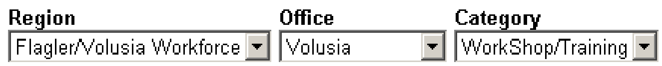
  A calendar displays the current month's events (as shown in the following figure).



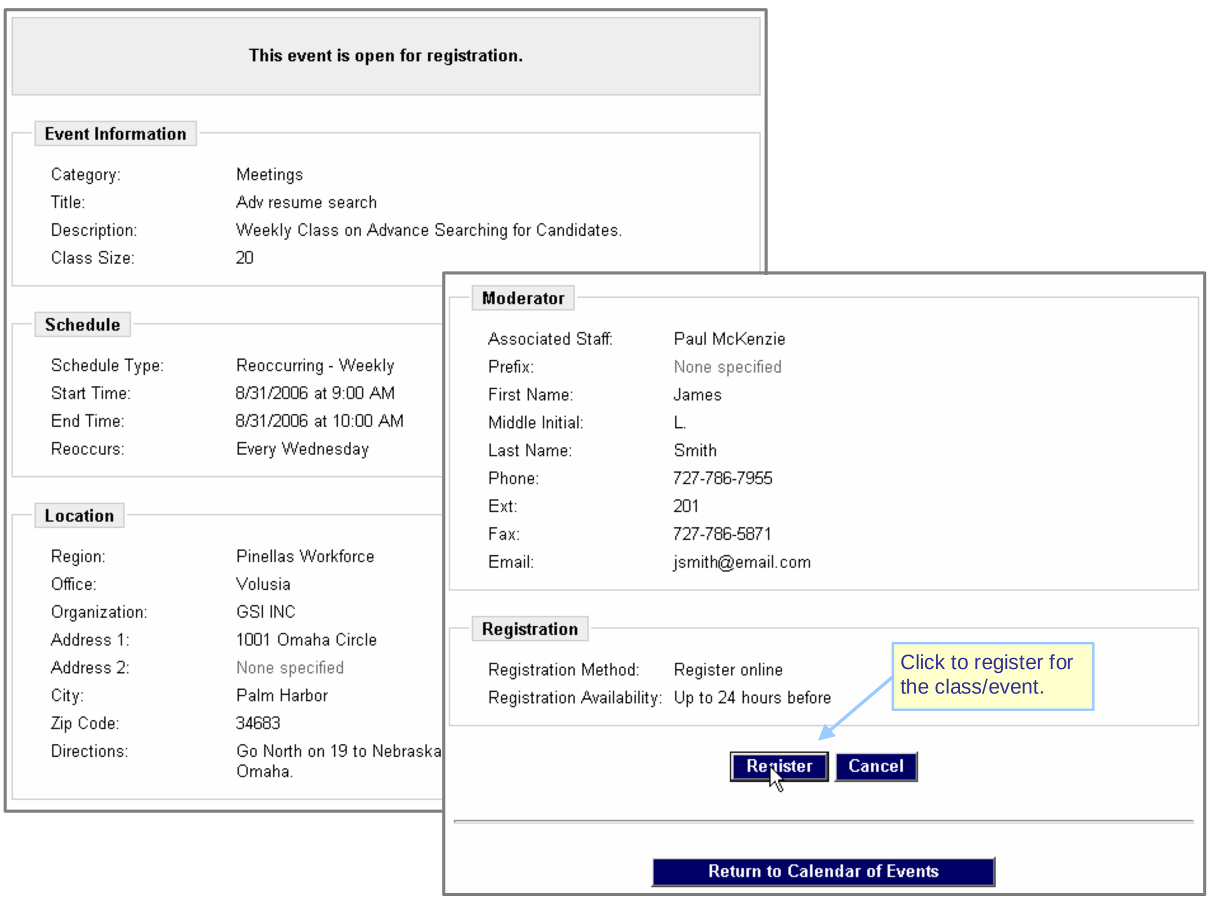
Appointments Calendar Screen *Appointments List Screen*

From the Events calendar you can:

- Use controls on the top of the calendar to move to calendar pages for different months/years.
- Use controls near the top of the calendar to display to event specific to the Region, Office, and/or Category of the event. For example:



- Use a drop-down to select Detailed List View to display your appointments as a list similar in function to the Appointments List screen.
- Click on Events (from the Calendar or List screen), to open an Event Details screen (as shown in the following figure).



Event Details Screen

From the Event Details screen, you can:

- See detail of the event description, class size, frequency and duration times, location, etc.
- Click **Register**, if the event requires registration and you want to register for the event.

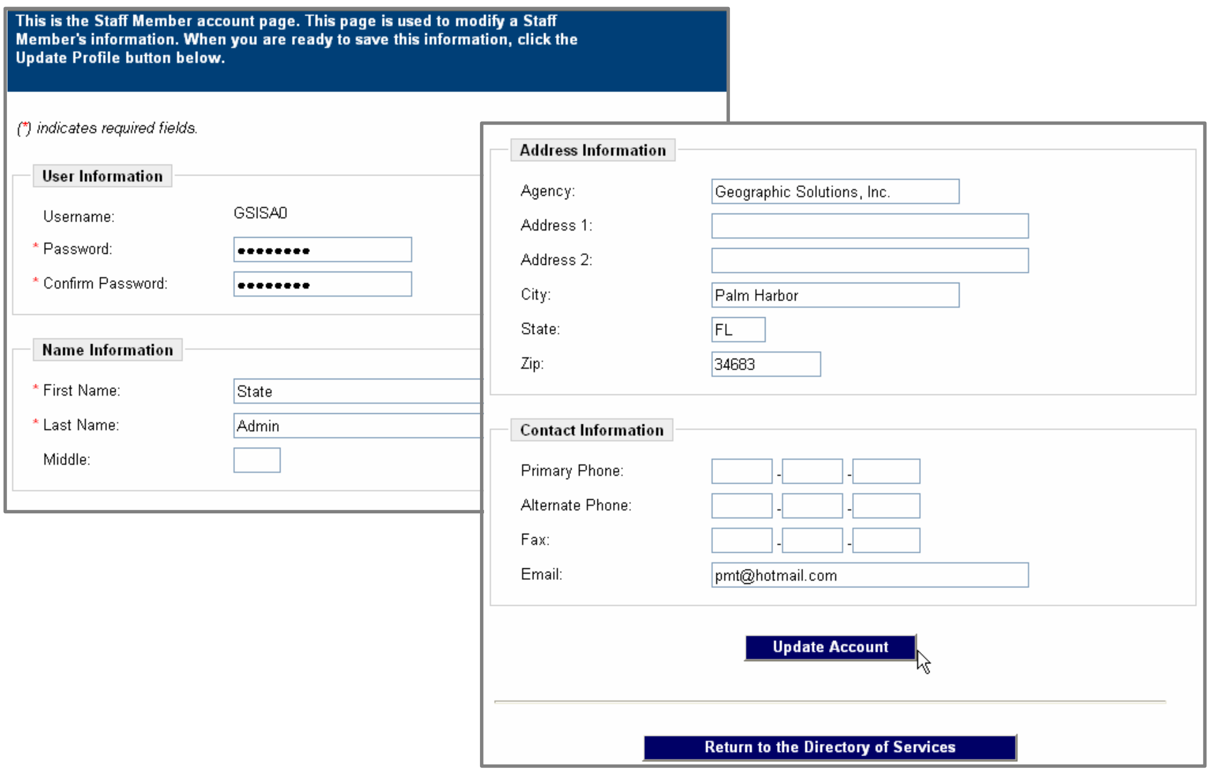
  Note: *Your registration details are sent back to the event creator as a message.*
- Click **Return to Calendar of Events** to redisplay the calendar.

Note: *Keep in mind that the My Appointments and Upcoming Events links that display in My Workspace are your staff member appointments and events. They are different than the same options under Quick Menu for the Employer or Individual lists. Those will show just the appointments and events that the Individual or Employer sees.*

My Staff Account

Clicking My Staff Account under My Workspace and My Staff Resources on the navigation menu opens the Staff Member account page. Enter the changes to your password, your name (as seen by the system and by other registered users), address information, and contact information.

Note: *The e-mail address entered here may be used in areas that create the sending of an e-mail notification to a staff member or case manager.*



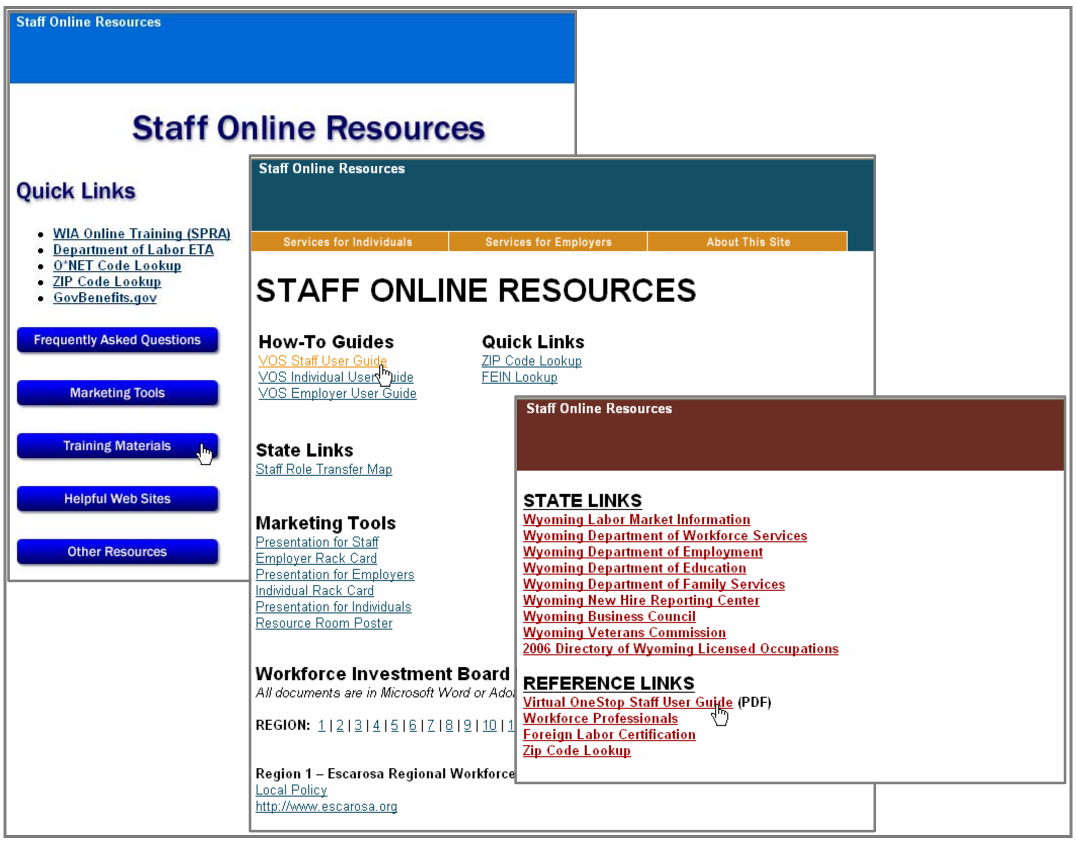
Update My Account Screen

13: Other Staff Services

Staff Online Resources

The Staff Online Resource are a default page that each customer ca create for their own needs using the Geographic Solutions Content Publisher to create link to common resources that the OneStop staff will find useful. These resources may contain items such as links to user documents (such as online versions of this guide), local or regional policies, WIB information; or other links to document or sties that are useful to staff.

Examples of three Staff Online Resources pages are shown below. Each customer will have a customize version of this page, dependant on how they used Content Publisher to create their own links.



Sample Staff Online Resource Pages

Dynamic Works Staff Courseware

The Dynamic Works Staff Courseware is an optional function that staff may use for professional development, study, and certification. The online courses are designed for workforce professionals at several levels. Depending on your system type, access to these courses may or may not be available.

To access Dynamic Works Staff Courseware, use one of the following methods:

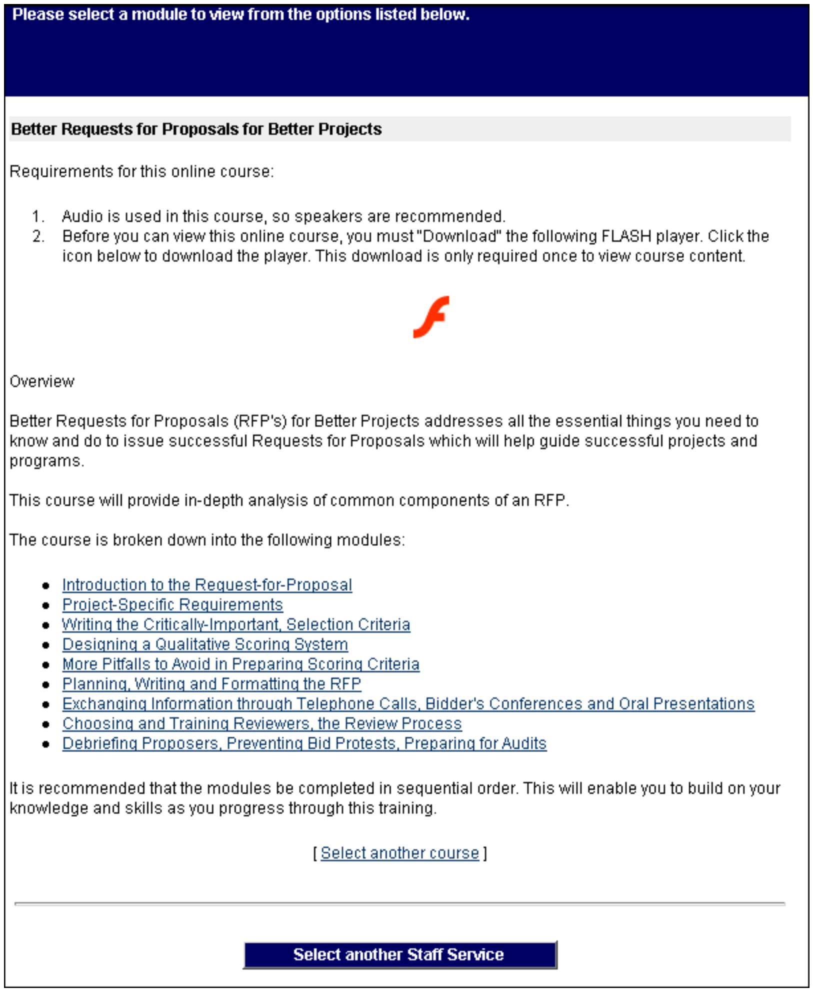
- In the Staff Services directory, click Dynamic Works Staff Courseware.
- On the Navigation Menu, click **Dynamic Works Staff Courseware**.

A screen (similar to the following figure) will display information on courses currently available.

Dynamic Works Course Listing Screen

Click the link for the course you want to review.

The screen that displays, similar to the following figure, have an overview of the course.


Please select a module to view from the options listed below.

Better Requests for Proposals for Better Projects

Requirements for this online course:

1. Audio is used in this course, so speakers are recommended.
2. Before you can view this online course, you must "Download" the following FLASH player. Click the icon below to download the player. This download is only required once to view course content.

Overview

Better Requests for Proposals (RFP's) for Better Projects addresses all the essential things you need to know and do to issue successful Requests for Proposals which will help guide successful projects and programs.

This course will provide in-depth analysis of common components of an RFP.

The course is broken down into the following modules:

- Introduction to the Request-for-Proposal
- Project-Specific Requirements
- Writing the Critically-Important, Selection Criteria
- Designing a Qualitative Scoring System
- More Pitfalls to Avoid in Preparing Scoring Criteria
- Planning, Writing and Formatting the RFP
- Exchanging Information through Telephone Calls, Bidder's Conferences and Oral Presentations
- Choosing and Training Reviewers, the Review Process
- Debriefing Proposers, Preventing Bid Protests, Preparing for Audits

It is recommended that the modules be completed in sequential order. This will enable you to build on your knowledge and skills as you progress through this training.

[Select another course]

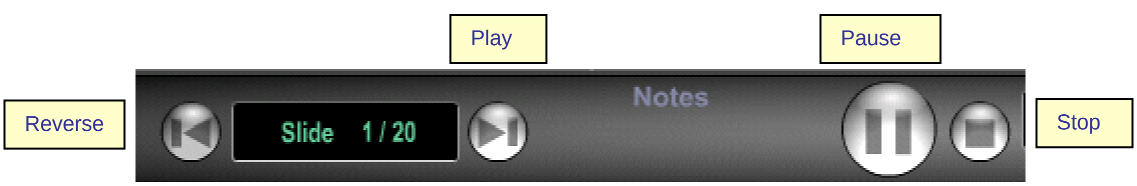
Select another Staff Service

Dynamic Works Course Description Screen

To begin the course, follow recommendations listed on the screen, such as noting that audio speakers are required.

Download the Flash® program by clicking the icon and following instructions on the screen, if your system does not contain the recommended version of Flash.

If your system has audio speakers and contains the correct version of Flash, click the first module link of the course to begin. The course loads on your system as a slide show with exercises for you to complete. Use the buttons on the page to play, pause, reverse, or stop the course.



To exit the course at any time, use the in the upper right corner of your browser to close the page and return to Virtual OneStop. Refer to specific instructions on the screen for further information or assistance on the course.

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