



Systems Training on JOBS4TN

VOS Technical
Assistance Team

Technical Assistance Team
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BASIC **PRESENTATIONS TODAY:**

Sharyn Pelych

- System Efficiencies
 - *Employers
 - *Individuals

Jasmine Cox

- Zendesk Form Submissions
- Formstack Submissions

Holly Williams

- Case Management Access
- Viewing Case Load



Department of
**Labor & Workforce
Development**

JOB4TN Version 18.1

System Efficiencies



Personalizing Account Alerts

Personalizing Account Alerts

Why Use Alerts?

- Automatic notifications
- Easy account organization
 - Early Action

Personalizing Account Alerts

To Configure Alerts:

Login As Staff

- **My Staff Workspace**
- **My Staff Resources**
- **My Alerts**
- **Modify My Alert Subscriptions**

Personalizing Account Alerts – Example 1

Individual Registrant Alerts

| Select | Alert Description |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Individual Created Resume This alert will notify you when an Individual in your case load creates a new resume. |
| <input checked="" type="checkbox"/> | Individual Service Creation This alert will notify you when an Individual in your case load creates a new service record. |
| <input type="checkbox"/> | Individual Referral Creation This alert will notify you when an Individual in your case load generates a job referral. |
| <input checked="" type="checkbox"/> | Individual # of Days Since Last Activity This alert will notify you when an Individual in your case load has not generated any new activity since the number of days specified. |
| <input type="checkbox"/> | Individual Changes to Profile (General) |

Personalizing Account Alerts – Example 1

WP Alerts

| Select | Alert Description | Days | Notify |
|--------------------------|---|---|--|
| <input type="checkbox"/> | Wagner Peyser Soft Exit This alert will notify you when an Individual in your case load is about to soft exit from the Wagner Peyser program. | None Selected None Selected 1 day prior 5 days prior 15 days prior 30 days prior | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |
| <input type="checkbox"/> | Individual # of Days Since Last Wagner Peyser (WP) Activity This alert will notify you when an Individual in your case load has not generated any new WP activity since the number of days specified. | | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |

Personalizing Account Alerts – Example 2

WIOA Alerts

| Select | Alert Description | Days | Notify |
|--------------------------|---|--|--|
| <input type="checkbox"/> | WIOA Activity Projected Start Date This alert will notify you when an Individual in your case load has a projected WIOA activity start date that is about to occur. | <input type="text" value="None Selected"/> None Selected 1 day prior 5 days prior 15 days prior 30 days prior | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |
| <input type="checkbox"/> | WIOA Activity Projected End Date This alert will notify you when an Individual in your case load has a projected WIOA activity end date that is about to occur. | <input type="text" value="None Selected"/> | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |
| <input type="checkbox"/> | WIOA Soft Exit This alert will notify you when an Individual in your case load is about to soft exit from the WIOA program. | <input type="text" value="None Selected"/> | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |
| <input type="checkbox"/> | WIOA Male Participants about to turn 18 This alert will notify you when an Individual in your case load is about to turn 18 years of age. | <input type="text" value="None Selected"/> | <input checked="" type="radio"/> On the day only <input type="radio"/> Everyday after |



Personalizing Account Preferences

Setting Account Preferences

Why Use Alerts?

- Visual Organization
- Easy Navigation
- Prioritization

Setting Account Preferences

To Configure Preferences:

Login As Staff

- **My Staff Workspace**
- **My Staff Resources**
- **My Preferences**
- **“Navigation Menus” section**
- **Click Here link**

Setting Account Preferences – Example 1

★ Left-Hand Panel Menu

Staff Menu Configuration

Use this section to configure the menu groups displayed below. You may choose the order in which the menus appear, whether they are expanded or displayed at all.

| | | | |
|-----------------------------------|---|--|--|
| ⌄ Services for Workforce Staff | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Other Staff Services | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ My Staff Workspace | <input type="radio"/> Expanded | <input type="radio"/> Collapsed | <input checked="" type="radio"/> Not Displayed |
| ⌄ Reports | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Manage Schedules | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Communications | <input type="radio"/> Expanded | <input checked="" type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Templates | <input type="radio"/> Expanded | <input checked="" type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Document Management | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌄ Services for Unemployment Staff | <input type="radio"/> Expanded | <input type="radio"/> Collapsed | <input checked="" type="radio"/> Not Displayed |

Share the Organization! – Example 2

Share Account Preference Settings to Help Account Holders.

Individual Menu Configuration

Use this section to configure the menu groups displayed below which appear when you are assisting an Individual. You may choose the order in which the menus appear, whether they are expanded or displayed at all.

| | | | |
|----------------------------|---|---------------------------------|-------------------------------------|
| ⌵ My Workspace | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Quick Menu | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Services for Individuals | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Other Services | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |

Employer Menu Configuration

Use this section to configure the menu groups displayed below which appear when you are assisting an Employer. You may choose the order in which the menus appear, whether they are expanded or displayed at all.

| | | | |
|--------------------------|---|---------------------------------|-------------------------------------|
| ⌵ Quick Menu | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ My Employer Workspace | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Services for Employers | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Reports | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Other Services | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |

Provider Menu Configuration

Use this section to configure the menu groups displayed below which appear when you are assisting a Provider. You may choose the order in which the menus appear, whether they are expanded or displayed at all.

| | | | |
|--------------------------|---|---------------------------------|-------------------------------------|
| ⌵ My Provider Workspace | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Services for Providers | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |
| ⌵ Other Services | <input checked="" type="radio"/> Expanded | <input type="radio"/> Collapsed | <input type="radio"/> Not Displayed |



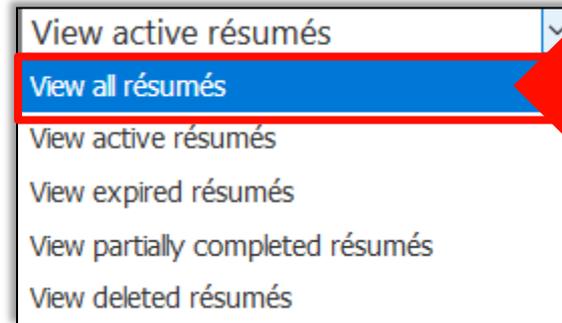
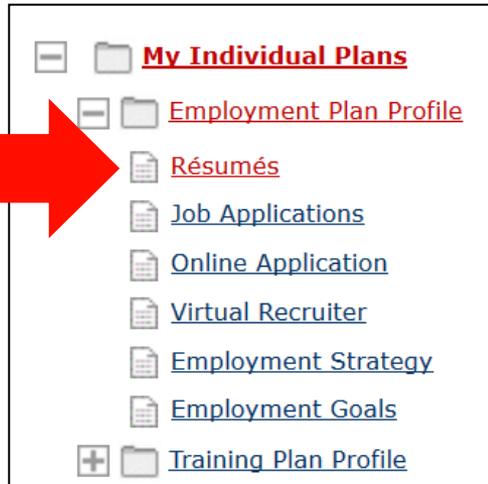
Other Staff Services

Other Staff Services: Easy Access

- ☐ Other Staff Services
- Labor Market Services ▶
- Assistance Center ▶
- Staff Online Resources
- Geographic Solutions
Community Site

- ☐ JOBS4TN.GOV Related Items
- [Work Opportunity Tax Credit \(WOTC\) Summary](#)
- [Learn More About the Required Work Search Log](#)
- [Resource Links](#)
- [Transfer Request Form](#)
- [Hiring Event Template](#)
- [Defect Reporting Form](#)
- [Activities In VOS](#)
- [Case Corrections Template](#)
- [ETPL Provider Quarterly Report Toolkit](#)

Accessing the Resume Scoring Tool



To sort on any column, click a column title.

| <u>Résumé Title</u> | <u>Résumé Status</u> | <u>Online Status</u> | <u>Résumé Score (out of 100)</u> | <u>Number of Requests</u> | <u>Last Reviewed by</u> | <u>Review date</u> | <u>Online Until</u> | <u>Action</u> | <u>Select</u> |
|--|----------------------|----------------------|----------------------------------|---------------------------|-------------------------|--------------------|---------------------|--|--------------------------|
| Program Training Supervisor II | Active | Set Offline | N/A | 0 | | | 1/8/2019 | Job Search <hr/> Score <hr/> Copy <hr/> Edit <hr/> History | <input type="checkbox"/> |

New Tool – Resume Scoring Tool

| <u>Résumé Title</u> | <u>Résumé Status</u> | <u>Online Status</u> | <u>Résumé Score (out of 100)</u> | <u>Number of Requests</u> | <u>Last Reviewed by</u> | <u>Review date</u> | <u>Online Until</u> | <u>Action</u> | <u>Select</u> |
|--|----------------------|----------------------|----------------------------------|---------------------------|-------------------------|--------------------|---------------------|--|--------------------------|
| Program Training Supervisor II | Active | Set Offline | 66 | 0 | | | 1/8/2019 | Job Search Score Again Copy Edit History | <input type="checkbox"/> |

Click on score to view details.

Resume Scoring Results

Résumé Score Details

Résumé Title: Program Training Supervisor II

Résumé Last Modified: 10/10/2018 10:33:00 AM

Résumé Score: 66 out of 100

| Résumé Score Item | Result | Comments |
|---|--------|---|
| Provide a strong résumé title | ✓ | Your résumé title is appropriate. |
| Use an appropriate résumé length (400 to 700 words) | ✗ | Your résumé length may not be appropriate. It contains approximately 1 words. Typically this kind of résumé should contain between 400 and 700 words depending on a few factors. If you are a student, new graduate, or an entry-level candidate with less work history you may have low total word counts. |
| Use correct spelling and grammar | ✓ | Your résumé doesn't have any spelling errors. |
| Do not speak in the first person (do not use "Me, Myself or I") | ✓ | You effectively avoided speaking in the first person. |
| Do not over use certain words | ✓ | You have not overused any words in your résumé. |
| Include your contact information | ✓ | Your contact information is complete. |
| Include your email as a contact method | ✓ | You have included an email address. |
| Provide a valid email address | ✓ | Your email address appears to be valid. |
| Provide a valid mailing address | ✓ | You appear to have a valid mailing address. |
| Include your education history | ✓ | The résumé includes sufficient details on your education history. |
| Include your employment history | ✓ | The résumé includes sufficient details on your employment history. |
| Avoid gaps in your employment history | ✓ | Your résumé does not have any gaps in employment history. |
| Include a résumé summary | ✗ | Your résumé has no summary. A summary is a list of bullet points display a range of your most impressive achievements. It is a powerful tool designed to satisfy applicant tracking system software and get the attention of the hiring manager. |
| Include your résumé objective | ✗ | A résumé objective is often one or two sentences long. The most effective objective is the one that is specific about the position and type of employment desired. |
| Include your references | ✗ | Your résumé does not include any references. Many potential employers ask for a list of references in a job application or at the end of the interview. |
| Specify your knowledge of tools and technology | ✗ | Employers often screen candidates based on their technical skills and what tools they have used. You can indicate these using the Technical Skills and Tools section of the Résumé Builder. |
| Specify your job skills | ✗ | Employers often screen candidates based on job skills. You can indicate these using the Job Skills section of the Résumé Builder. |

Change Job Creation Method

Job Creation Method

- Manual Entry Basic Job Order - Minimal Data entry will use some default settings.
- Manual Entry Custom Job Order - Build your Job Order using a step-by-step data entry process. More Flexibility and custom settings.
- Copy Existing Job Order - Build your new Job Order by transferring the information from an existing Job Order (quickest)

Job Title

Please accurately describe the position in the job title as this will be searched by individuals using keywords. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

* Job Title:

Job Occupation

[[Search for an occupation](#)]

* Job
Occupation:

New Tool – Cost of Living Calculator

Expand
the +

  [Show Additional Job Information](#)

To display more information including how to apply for this job, click the button below.

How to apply for this job

WARNING: Always be on the lookout for job scams! [Learn more](#)

Access to Cost of Living Calculator

Location/Work Site Information



Location Name:

Knoxville

Address:

Company Worksite

City, State, Zip, and Country:

Knoxville, TN 37914 US

[Map Address](#) | [Driving Directions](#)

Location Match:



Your [residential address](#) is an estimated 353 miles from the work location associated with this job listing.

Public Transportation Accessible:

No

Location/Work Site Industry (NAICS):

[Assisted Living Facilities for the Elderly \(623312\)](#)

Cost of Living:

[View cost of living information based on this location](#)

Calaculator Results

Cost of Living in Nashville, TN is

58% lower

than New York, New York

Calculate Cost of Living

Moving from

City, State

Moving to

City, State

Job Title

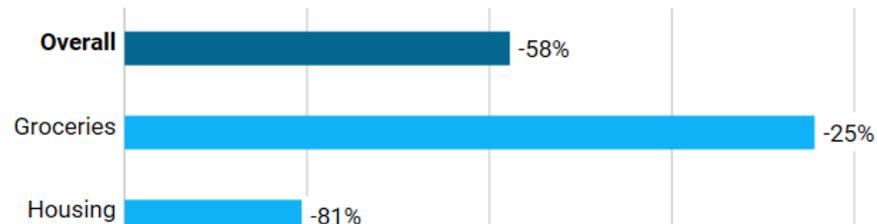
Start typing for suggestions...

Annual Salary

55000

Calculate

Cost of Living in Nashville, Tennessee by Expense Category





Case Notes

Good, Bad, or Ugly?

✘ Who

✘ What

✘ Why?

Case Note Details

* Case Note Description:

February Attendance Sheet

[[Spell Check](#)]

Good, Bad, or Ugly?



Who



What



Why?

Case Note Details

* Case Note Description:

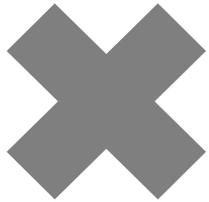
Claimant completed RESEA.

He will be continuing his previous goal as he did not have a chance to complete them all. He is still on the fence about training and is advised to do research and meet with a coach.

One of his goals is to look at the training provider list on jobs4tn to see all the providers and approved training and decide what may benefit him. He is to meet with Sharon Moore (coach) once he has reviewed the training list if he wanted move forward with the training. Secondly, he will continue his job search. He is recommended to contact Karen Harris for additional assistance and info on employment opportunities for senior workers 55 and older.

[[Spell Check](#)]

Good, Bad, or Ugly?



Who



What



Why?

Case Note Details

* Case Note Description:

Client is working full time at the hospital, seems to enjoy her work. Verified work with HR.

[[Spell Check](#)]

Good, Bad, or Ugly....or something else?



Who



What



Why?

Case Note Details

* Case Note Description:

Claimant is job ready. Claimant has had a long career with Bellsouth/AT&T. He was network manager of up to 23 field employees in the region.

At this point in his career he expressed he is just looking to find some simple work for the next couple of years until he decides to draw SS retirement. He has many skills that could transfer to other jobs and is just looking to find the right fit for him. He is encouraged to look into the coaching and training info just to consider his options. He also could benefit from NCOA/SCSEP for 55 and up job seekers.

His goal is to review the information about services available and start using resources at AJC. Also claimant will start attending weekly hiring events at AJC to be referred to openings in the area.

[[Spell Check](#)]



**Wagner-Peyser:
Participant and
Reportable Only
Individuals**

WP Application Pop-Up Change

The individual you are about to assist does not have an active Wagner Peyser application.

Do you want to create a Registered Only Wagner Peyser Application?

Reportable versus Participant

Reportable Individual

| | | |
|---------------------------------------|-----|---|
| ⊕ Participation | N/A | ✗ |
| ⊕ Activities / Enrollments / Services | 1 | |
| ⊕ Partner Programs | 0 | |
| ⊕ Credentials | 0 | |
| ⊕ Closure | N/A | |
| ⊕ Exit / Outcome | N/A | |

Participant

| | | |
|---------------------------------------|------------|---|
| ⊕ Participation | 08/24/2017 | ✓ |
| ⊕ Activities / Enrollments / Services | 1 | |
| ⊕ Partner Programs | 0 | |
| ⊕ Credentials | 0 | |
| ⊕ Closure | N/A | |
| ⊕ Exit / Outcome | N/A | |

WP Registration Only vs. Participation

Filter Programs

Title III - Wagner-Peyser

Title III - Wagner-Peyser

[Create Title III - Wagner-Peyser \(WP\) Application](#)

[WP #27672 - Registration Only](#)

| | |
|---------------------|---------------------------------|
| LWIA: | 02 - LWIA 02 |
| Onestop: | 11 - TN Career Center - Talbott |
| Total Activities: | 0 |
| Application Date | 07/31/2017 |
| Participation Date: | N/A |
| Closure Date: | N/A |
| Exit Date: | N/A |

Filter Programs

Title III - Wagner-Peyser

Title III - Wagner-Peyser

[Create Title III - Wagner-Peyser \(WP\) Application](#)

[WP #28264 - Complete](#)

| | |
|---------------------|-------------------------------------|
| LWIA: | 08 - LWIA 08 |
| Onestop: | 29 - TN Career Center - Clarksville |
| Total Activities: | 1 |
| Application Date | 08/22/2017 |
| Participation Date: | 08/24/2017 |
| Closure Date: | N/A |
| Exit Date: | N/A |



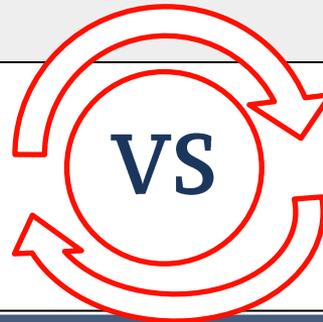
A completed application will have a green check mark next to all steps.

What is the difference between a Self-Service and Staff-Assisted-Service?

Self-Service Activity (No Participation – Reportable Individual Only)

| Status | Activity | JO# | Schedule Date/Time | Actual End Date | Office/Location |
|--------|---|-----------|--------------------|--------------------|-----------------|
| C | 503 - Negative Referral Result Successful Completion | JO 450329 | | 08/10/2017 8:59 AM | French Landing |

108: Eligibility Determination/Intake



Use activity 108 as a preliminary evaluation. It does not trigger participation.

| Status | Activity | JO# | Schedule Date/Time | Actual End Date | Office/Location |
|--------|---|-----|--------------------|--------------------|--------------------------------|
| C | 102 - Initial Assessment Successful Completion | N/A | 06/10/2017 5:26 PM | 06/10/2017 5:26 PM | American Job Center - Franklin |

Staff-Assisted Activity (Creates Participation)



UAT Site

Practice Makes Perfect!

This is the Agile UAT site [Oct. 21st, 2018]

The screenshot shows the homepage of JOBS4TN.GOV. At the top left is the TN Department of Labor & Workforce Development logo. The main heading is 'JOBS4TN.GOV'. Below it is a search bar with fields for 'Enter Keyword', 'Zip Code or City', and a distance dropdown set to '10 miles', followed by a 'Search' button. On the right side, there is a login section with 'Username' and 'Password' input fields, a 'Forgot Username/Password?' link, and 'Sign In' and 'Register' buttons. A red callout box with a white border and a red shadow points to the text 'This is the Agile UAT site [Oct. 21st, 2018]' which is overlaid on the top of the page.

<https://uat-app-vos47000000.geosolinc.com/vosnet/Default.aspx?plang=E>

Microphone Time





Thank You!



Department of
**Labor & Workforce
Development**

Zendesk and Formstack

Procedural and Formatting Examples



Zendesk Submission Form



How to Access Zendesk

Accessing Zendesk – Not Signed – 3 Steps

1.

Resources

2.

Contact Us

The screenshot shows the homepage of JOBS4TN.GOV. At the top left is the TN Department of Labor & Workforce Development logo. The main header features the text 'JOBS4TN.GOV' in large white letters. Below this is a search bar with fields for 'Enter Keyword', 'Zip Code or City', and '10 miles', followed by a 'Search' button. To the right is a login section with 'Username' and 'Password' input fields, a 'Forgot Username/Password?' link, and 'Sign In' and 'Register' buttons. A navigation menu below the header includes 'Job Seekers', 'Business Solutions', 'Labor Market Information', 'Special Services', 'Resources', and 'Unemployment Benefits'. The 'Resources' menu is expanded, showing a list of links: 'Contact Us', 'Find a Career Center', 'Publications and Employment News', 'OnLine Learning', 'Resources Links', and 'My Next Move for Veterans'. A red arrow points to the 'Contact Us' link. Below the navigation menu are four statistics cards: '130 New jobs available today', '178,508 Current Openings', '1,303 Résumés updated this week', and an 'En Español' link.

“Help Desk” Link Opens Zendesk Form

The screenshot displays the TN.GOV website interface. On the left is a navigation menu with the following items: My Analyst Workspace, My LMI Dashboard, Labor Market Facts, Labor Market Analysis, Directory of Services, Job Search, Labor Market Profiles (highlighted with a dark blue background), Area Profile, Industry Profile, and Occupation Profile. The main content area features the TN.GOV logo and the text 'You may be interested in:'. Below this is a 'Help Desk' section with a heading 'Help Desk' and a sub-heading 'Help Desk'. The text 'For technical assistance with this' is followed by a blue underlined link 'Help Desk', which is highlighted with a red box and a red arrow pointing to it.

3.

Help Desk

Accessing Zendesk – Signed Into Jobs4TN

 Services  Site Map  Site Search  Page Preferences

[Privacy Statement](#) | [Disclaimer](#) | [Terms of Use](#) | [Accessibility](#) | [Recommended Settings](#) | [EEO](#) | [Protect Yourself](#) | [About this Site](#) | [Contact Us](#)

 Home  Sign Out



Filling Out a Zendesk Submission Form

Zendesk Form for an Employer

Submit a request

Click a form below to submit a request.

Employers 

Your email address *

jasmine.cox@tn.gov 

Subject *

Assistance in Creating a Job Order| 

Zendesk Form for an Employer

Description *



Good morning,

My name is Jasmine Cox, and I work for Company A. I would like to post a job order to JOBS4TN, but I'm not sure if I already have an account. Can you help? My FEIN is 123456789. You can call me at 615-555-1999.

* Be Specific

* Accurate Contact Information

* Review Before Submitting

Zendesk Form for an Individual

Submit a request

Click a form below to submit a request.

Job Placement & Training



Your email address *

Jasmine@mail.com



Subject *

Physical Therapy Assistant



Zendesk Form for an Individual

Description *



Hello! I would like to learn about opportunities in my area for training to be a Physical Therapy Assistant. I live in Chattanooga, TN. You may reach me on my cell at 615-555-5000 Can you help?

* Be Specific

* Accurate Contact Information

* Review Before Submitting

Why Is Zendesk an Important Tool?

- Wave of Communication
- Ensures Faster & Accurate Resolutions



Formstack



How to Access Formstack

Desktop ICON for Formstack

**No
Icon?**



**No
Problem!**

**Double Click to
Open Formstack**

Use State Log In Credentials



This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of state and federal laws including, but not limited to Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A (the Taxpayer Browsing Protection Act), and 7431.

This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING and SHOULD HAVE NO EXPECTATION OF PRIVACY for any information stored or communicated via this system.

Sign In

Sign In

Forms Reviewing Today

Forms

Access Change Requests

Password Reset

Internal IT Request

Jobs4TN Group Change
Request

Password Reset Form

Password Reset Form

Provide us with your information below and let us know which application you are needing a password reset. Once the form is submitted, a ticket will be created in Zendesk for you and someone from IT will contact you as soon as the reset has been done to make sure you can get access.

Your Name*

Jasmine

First Name

Cox

Last Name

RACF ID (CC or CG number):*

CG12345

Your Email:*

jasmine.cox@tn.gov

Phone number you can be reached at:

(615) 555-1999

Password Reset Form

Use to Reset

- Jobs4TN
- Zendesk
- Computer/Desktop
 - Edison

For Use By

- Staff Member

*unless reactivation is requested

Access Change Requests

Access Change Requests

Select your division 

Welcome to the Access Change Request Form!

1. Everything with a red star is a REQUIRED field. These must all be filled in order to move on to the next page.
2. The first page is meant to gather information about the requester and the type of request. This form is all dependent on what "Type of Request" is chosen.

If you have any problems, please email all of the following staff:

- Tyler Garrett - Tyler.Garrett@tn.gov
- Jeff Draper - Jeff.Draper@tn.gov
- Barbara Fuller - Barbara.Fuller@tn.gov

Access Change Requests

Use When

- Employees are On-boarding
- Employees are Off-boarding
 - Access Rights Change

For Use By

- Site Leads & Performance Staff

▶ Example: LWDA

Access Change Requests

Select your division ▼

- Administration
- Adult Education
- Bureau of Workers' Compensation
- TOSHA
- Unemployment Insurance
- WIRED
- Workforce Services
- LWDA**

Access Change Request

REQUIRED field. These must all be filled
t page.

▶ Example: LWDA

Requester Information



Requester's Name*

First Name

Last Name

Requester's Email Address*

Requester's email address.

Requester's Phone Number

Employee Information



Employee's First Name*

Employee's Middle Initial

Employee's Last Name*

Also Known As

Another name the employee may use

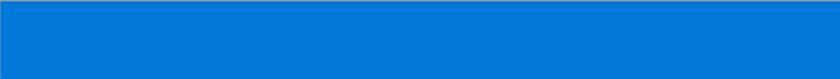
Read and Review Carefully

Ticket Information

- 1) Add new LWDA user - Use this option if you have a new employee onboarding
- 2) Change Jobs4TN rights for LWDA user - Use this option for someone that currently has access to Jobs4TN but needs something changed, i.e. change groups from one to another.
- 3) Remove an LWDA user - Use this option if someone is no longer going to need access to Jobs4TN and needs to be removed from the system.
- 4) Reset Jobs4TN password - Use this option if you are locked out of Jobs4TN.

Example: LWDA

Type of Request* 



- Add new LWDA user
- Change Jobs4TN rights for LWDA user
- Remove an LWDA user
- Reset Jobs4TN password
- Reactivate Jobs4TN account

Internal IT Requests

Internal IT Request

Tennessee Department of Labor and Workforce Development

Information Technology

Internal IT Request

(For use by IT Division staff only)

Request Type*

Send

Internal IT Requests

Use When

- VOS (Internal) Staff Associated Changes

For Use By

- Site Leads & Performance Staff

Internal IT Requests

Internal IT Request

Tennessee Department of Labor and Workforce Development

Information Technology

Internal IT Request

(For use by IT Division staff only)

Request Type*

- Innotas
- Zendesk
- CUS Defect
- Other**

Send

Internal IT Requests

Request Type*

Request Summary*

Description*

Jobs4TN Group Change Request



Jobs4TN Group Change Request

This form is used to make a change to an existing Jobs4TN group.

Requestor Information

Division*

Please select your
division

First and Last

Name*

Email Address*

Phone

Change Request

Jobs4TN Group Change Request

Use When

- Staff Privileges Change

For Use By

- Site Leads & Performance Staff

Jobs4TN Group Change Request

Requestor Information

Division*

Workforce &

Please select your division

First and Last

Name*

Jasmine Cox

Email Address*

ine.cox@tn.gc

Phone

(615) 555-1999

Change Request

Type of Request*

Update an Existing Privilege Group

Update an Existing Privilege Group

Privilege Group to change*

WFS Staff DVOP

Describe the change being requested and why the change is needed:*

Career Specialist is becoming a DVOP.

WFS Privilege Groups

WFS Staff

WFS Local Managers

WFS Local LWDA Directors

WFS Directors

WFS Contractors

WFS Local Budget

WFS Local CRS

WFS Local Performance

WFS SCSEP

WFS DVOP

WFS Fiscal

Key Elements to Remember



* Be Specific



* Accurate Contact Information



* Review Before Submitting

Why Is Formstack an Important Tool?

- Access Rights Management
 - Privilege Rights Management

Microphone Time





Thank You!



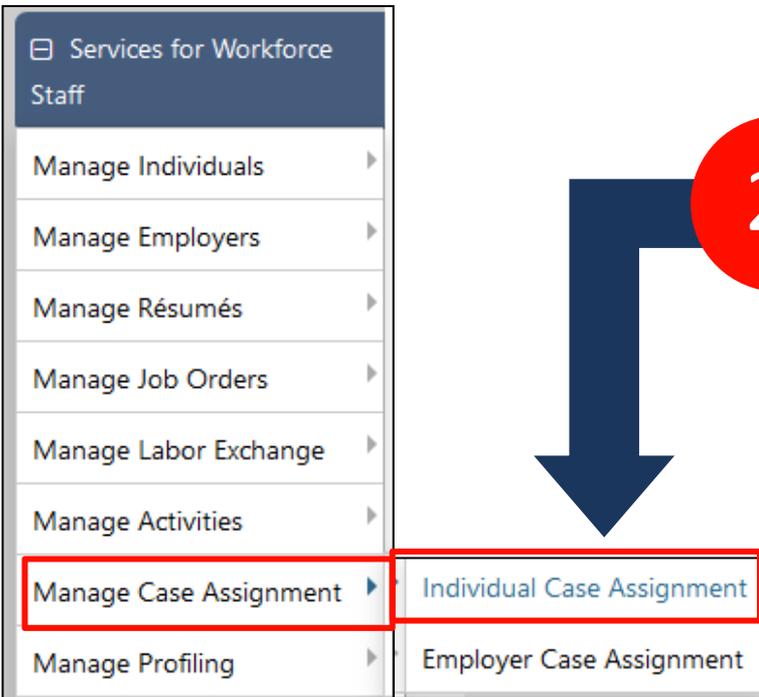
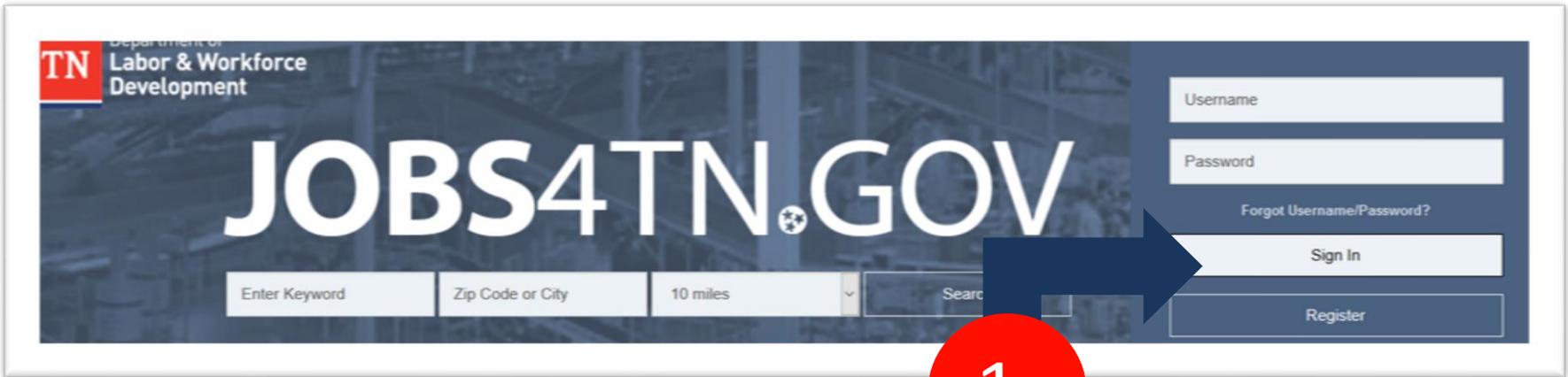
Department of
**Labor & Workforce
Development**

Case Assignment Access

Staff Case Assignment Access

PATH: www.jobs4tn.gov

Sign into Staff Account



1.

2.

Choose Staff Group Assignment

3.

Services for Workforce Staff

Manage Individuals

Manage Groups
Select this option to create, edit, or delete groups.

Staff Group Assignment
Select this option to assign staff members to case management groups.

4.

| Group ID | Group Name | Location Type | Function Type |
|----------|------------------------------|---------------|---------------|
| 74 | <u>Northeast WIOA</u> | LWIA: 69 | <u>WIOA</u> |
| 75 | <u>East WIOA</u> | LWIA: 74 | WIOA |
| 76 | <u>Southeast WIOA</u> | LWIA: 73 | WIOA |
| 77 | <u>Upper Cumberland WIOA</u> | LWIA: 68 | WIOA |
| 78 | <u>Northern Middle WIOA</u> | LWIA: 67 | WIOA |
| 79 | <u>Southern Middle WIOA</u> | LWIA: 72 | WIOA |
| 80 | <u>Northwest WIOA</u> | LWIA: 66 | WIOA |

Show Only Active Staff in Group

Program: WIOA
Group Name: East TN Career Coach WIOA
Location Name: 65 - East TN Career Coach

Show Staff as

To sort on any column, click the column title. Display

| | First Name | Last Name | Assign | Group Lead |
|-------------------------------------|------------|-----------|-------------------------------------|--------------------------|
| CG51124 (Cases: 0) - Inactive Staff | Sarah | Beane | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| cg60227bri | Brian | Tierney | <input type="checkbox"/> | <input type="checkbox"/> |
| CG62137 (Cases: 0) - Inactive Staff | Beth | Taylor | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

5.

Staff
Not
Found
?

Program: WIOA
Group Name: East TN Career Coach WIOA
Location Name: 65 - East TN Career Coach

Show Staff as

To sort on any column, click the column title. Display

| Username | First Name | Last Name | Assign | Group Lead |
|------------|------------|------------|--------------------------|--------------------------|
| cg60227bri | Brian | Tierney | <input type="checkbox"/> | <input type="checkbox"/> |
| CG62138MYR | Myron | Kuykendall | <input type="checkbox"/> | <input type="checkbox"/> |

Select Staff Needing to be Assigned

6.

| <u>Username</u> | <u>First Name</u> | <u>Last Name</u> | <u>Assign</u> | <u>Group Lead</u> |
|-----------------|-------------------|------------------|-------------------------------------|--------------------------|
| cg60227bri | Brian | Tierney | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| CG62138MYR | Myron | Kuykendall | <input type="checkbox"/> | <input type="checkbox"/> |

Assign Users to Group



Select Same Group

| Group ID | Group Name | Location Type | Function Type |
|----------|------------------------------|---------------|---------------|
| 74 | <u>Northeast WIOA</u> | LWIA: 69 | WIOA |
| 75 | <u>East WIOA</u> | LWIA: 74 | WIOA |
| 76 | <u>Southeast WIOA</u> | LWIA: 73 | WIOA |
| 77 | <u>Upper Cumberland WIOA</u> | LWIA: 68 | WIOA |
| 78 | <u>Northern Middle WIOA</u> | LWIA: 67 | WIOA |
| 79 | <u>Southern Middle WIOA</u> | LWIA: 72 | WIOA |
| 80 | <u>Northwest WIOA</u> | LWIA: 66 | WIOA |

7.



8.

| Username | First Name | Last Name | Assign Group | Lead |
|-----------------------|------------|-----------|-------------------------------------|-------------------------------------|
| cg60227bri (Cases: 0) | Brian | Tierney | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |



**View Staff
Case Load**

Sign into Staff Account

Department of Labor & Workforce Development

JOBS4TN.GOV

Enter Keyword Zip Code or City 10 miles Se

Username

Password

Forgot Username/Password?

Sign In

Register

- Services for Workforce Staff
- Manage Individuals
- Manage Employers
- Manage Résumés
- Manage Job Orders
- Manage Labor Exchange
- Manage Activities
- Manage Case Assignment**
- Manage Profiling

GOV GOVERNMENT

Please select from the Manage Case Assignment options listed below.

Individual Case Assignment
Select this option to manage individual case assignments.

Employer Case Assignment
Select this option to manage employer case assignments.

View Case Load and Filter for Staff

View Case Load

Select this option to view the case load for a staff member or group.

Filter Criteria

Select a Group Name:

None Selected

Cases Displayed:

All Only Active

Display:

All Yours

Show only closed never enrolled applications:

No, show all Yes, only closed never enrolled

Show Staff As:

All Active Inactive

* LWIA Region:

None Selected

Filter

Help

Select a Group Name:

None Selected

None Selected

AJC Staff

Central Office

Do not use

East

East SNAP

EAST Title

East TN Care

East WIOA

East WP

Greater Mem

Greater Mem

* LWIA Region:

None Selected

None Selected

Greater Memphis

Northwest Tennessee

Southwest Tennessee

Northern Middle Tennessee

Southern Middle Tennessee

Upper Cumberland

Southeast Tennessee

East Tennessee

Northeast Tennessee

West TN Career Coach

What If...

When Case Assigning

- Staff is in Wrong Group

When Viewing Case Load

- No Staff or Cases Appear

1. Back Track
2. Statewide Access
3. Call us!

Side-By-Side Browser Check

Case Assignment

Program: WIOA

Group Name: East WIOA

Location Name: 74 - East Tennessee

Show Staff as

To sort on any column, click the column title

| | Username | First Name | Last Name | Assign | Group Lead |
|--------------------|----------|------------|-----------|-------------------------------------|--------------------------|
| CG60741BIL | | William | Adams | <input type="checkbox"/> | <input type="checkbox"/> |
| cg07514 | | Tonja | Agosto | <input type="checkbox"/> | <input type="checkbox"/> |
| cg07466 | | April | Beaty | <input type="checkbox"/> | <input type="checkbox"/> |
| CG62178BRA | | Bradley | Bledsoe | <input type="checkbox"/> | <input type="checkbox"/> |
| CG62179 | | Robbie | Broom | <input type="checkbox"/> | <input type="checkbox"/> |
| cg07696 (Cases: 0) | | Randy | Brown | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| cg07635 (Cases: 2) | | Cheryl | Flowers | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Open in Internet Explorer

View Case Load

Filter Criteria

Select a Group Name:

Cases Displayed: All Only Active

Display: All Yours

Show only closed never enrolled applications:

No, show all Yes, only closed never enrolled

Show Staff As: All Active Inactive

* LWIA Region:

Customer Group:

Filter

Click a column title to sort.

| Staff | Active Cases | Closed Cases | Follow-up Cases | Total Current Cases | Completed Follow-up Cases | Temporary Assignments | Apps Closed Never Enrolled | Active Staff |
|---|--------------|--------------|-----------------|---------------------|---------------------------|-----------------------|----------------------------|--------------|
| Flowers, Cheryl | 2 | 0 | 0 | 2 | 0 | 0 | 0 | Yes |
| Santos-Martinez, Carlos | 1 | 0 | 0 | 1 | 0 | 0 | 0 | Yes |

Open in Chrome

TN

Overview of Case Assignment Access

Why Is Case Assignment Access an Important Tool?

- Maintain and Organize Staff Records
- Access and Assist Individuals and Employers in Correct Region

Microphone Time



Technical Assistance Team Contact Information

Toll Free Phone Line

855-747-1719

Sharyn Pelych

Sharyn.Pelych@tn.gov

615-253-4226

Jasmine Cox

Jasmine.Cox@tn.gov

615-494-4259

Holly Williams

Holly.Williams@tn.gov

615-253-3959



TN

®

Thank You!



Systems Training on JOBS4TN

VOS Technical
Assistance Team

Technical Assistance Team

Contact Information:

Toll Free:

1-855-747-1719

Sharyn.Pelych@tn.gov

Jasmine.Cox@tn.gov

Holly.Williams@tn.gov

615-253-4226

615-494-4259

615-253-3959

ADVANCED PRESENTATIONS TODAY:

Sharyn Pelych

- System Efficiencies

*Employers

*Individuals

Jasmine Cox

Technical Assistance
Team Member

Holly Williams

Technical Assistance
Team Member

Employer Access Status

Employer Criteria

Employer Status:

Account Type:

Recruiters pending UI Access request:

Employer ID Number (EIN) / Federal Tax ID:

UI Employer Account Number (EAN):

None Selected

None Selected

Pending Verification

Enabled

Revoked/Suspended

Locked Out

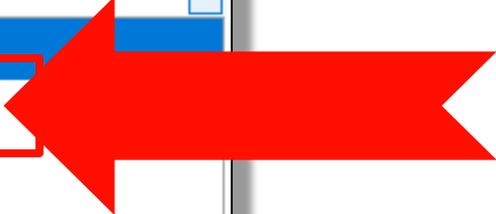
Revoked-SCAM

Not Verified

Locked Out-SCAM

Alert-SCAM

Pending Email Verification





Case Notes

Case Notes: Good, Bad, & Ugly

Case Note Details

* Case Note Description:

Called to see how the job fair went and if there were any hire(s).

Who?

What?

[[Spell Check](#)]

Good, Bad, or Ugly?

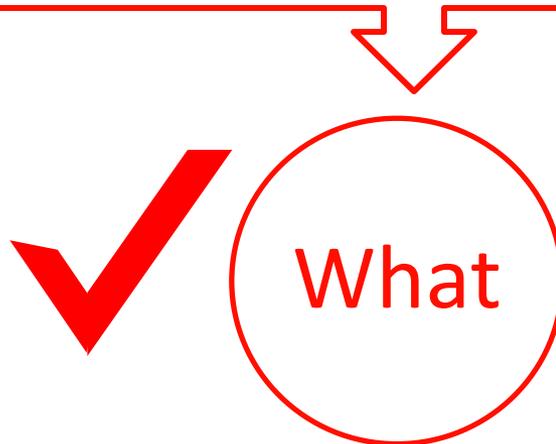


Case Note Details

* Case Note Description:

I met with the employer and introduced myself as the veteran employment representative. We exchanged business cards, and I explained that I was there to assist them in getting registered and/or posting jobs on the jobs4tn website and that they could contact me anytime for assistance.

I gave them the WOTC booklet, a federal bonding information sheet, and the Tools for Employers information sheet (virtual recruiting, LMI information, posting job orders using the jobs4tn.gov website). I also gave the employer and informational sheet pertaining to the On-the-Job Training.



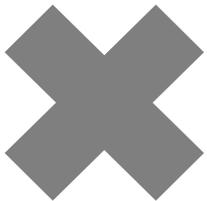
Good, Bad, or Ugly?



Who



What



Why?

Case Note Details

* Case Note Description:

Introduced myself to Jamie Woody the Store Manager for the company. |

[[Spell Check](#)]



Program Participants vs.
Reportable Only Individuals

Program Participants and Reportable Individuals

When does an individual fall into performance?

First staff need to determine what customer group the individual would fall into based on the individual's needs when they come into the American Job Center.

Reportable Individuals- are those who provide identifying information, only use self service, or receive informational-only services or activities (*limited staff assistance*).

Program Participants-meet the definition of a reportable individual, receive services that have *significant staff assistance* and satisfy all applicable programmatic requirements for the provision of services.

Reportable Individual

A **Registration Only Application** (Reportable Individual) now populates when an individual registers and performs self-service activities within Jobs4TN. The Registration Only Application does not make an individual a participant in performance.

Wagner-Peyser (WP) Program Apps: 1

[Create Wagner Peyser \(WP\) Application](#)

 **WP #27638 - Registration Only**

| | | | |
|-------------------|-----------------------------------|---------------------|------------|
| LWIA: | 09 - LWIA 09 | Application Date | 07/24/2017 |
| Onestop: | 38 - TN Career Center - Nashville | Participation Date: | N/A |
| Total Activities: | 0 | Closure Date: | N/A |
| | | Exit Date: | N/A |

A Reportable Only individual will count within the quarterly reports, however they will not be included on the annual report, and will not affect the performance target outcomes.

Self-Service/Reportable Individual Only Customer Group

Registration Only activities keep participants *out of* performance. It is only after *significant staff assistance* has been provided that an individual will be entered into the statewide and local performance calculations. Under **Customer Group** in VOS, the activity drop down box only offers activities that do not create participation.

Service Plan

*Customer Group: Self-Service/Registered Individual Only

*Service/Activity Code: None Selected

Program Application Association: 27638 [Associate to different WP Application](#)

Scheduled Date: [Today](#)

Scheduled Time: : AM

Actual Service Date: [Today](#)

Completion Code: None Selected

RR Event: [\[RR Search \]](#)

*LWIA / Region: None Selected

*Office Location: None Selected

*Position: Staff

Staff User ID - Created: 1467246

Staff User ID - Last Edited: 1467246

[\[Add a new Case Note \]](#) [\[Show Filter Criteria \]](#)

Case Note:

| ID | Create Date | Subject | Actions |
|----------------|-------------|---------|---------|
| No data found. | | | |

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Self-Service, Reportable Individual Only Services, and Activity Codes

Example

The screenshot shows a web application interface for managing service plans. The main window displays a form for creating or editing a service plan. The form includes fields for Customer Group, Service/Activity Code, Program Application Association, Scheduled Date, Actual Service Date, Completion Code, RR Event, LWIA / Region, Office Location, Position, Staff User ID - Created, Staff User ID - Last Edited, and Case Note. A dropdown menu is open for the Customer Group field, showing options like 'Self-Service/Registered Individual Only', 'None Selected', '101 - Orientation', '103 - Information On Training Providers, Performance Outcomes', etc. The interface also features a 'Save Changes' button and a 'Cancel Changes' button.

Overlaid on the right side of the screenshot is a presentation slide titled "Step 2 (Cont.)". The slide content includes:

- Service Plan**
- *Customer Group:** Self-Service/Registered Individual Only
- *Service/Activity Code:** None Selected
- Program Application Association:** 27638 Associate to different WP Application
- Scheduled Date:** Today
- Scheduled Time:** AM
- Actual Service Date:** Today
- Completion Code:** None Selected
- RR Event:** [RR Search]
- *LWIA / Region:** None Selected
- *Office Location:** None Selected
- *Position:** Staff
- Staff User ID - Created:** 1467246
- Staff User ID - Last Edited:** 1467246
- Case Note:** No data found.

Below the form fields, there is a table with the following structure:

| ID | Create Date | Subject | Actions |
|----------------|-------------|---------|---------|
| No data found. | | | |

At the bottom of the slide, there is a text box that reads: "Select the customer group Self Service/Registered Individual Only".

Reportable Only Services Outcomes

Example

Wagner-Peyser Eligibility Date: N/A

Registration Only Eligibility Date: 07/24/2017

MSFW Eligibility Date: N/A

JVSG Eligibility Date: N/A

Entry Type: Self Service

Location and Staff

LWIA: 09 - LWIA 09

Onestop: 38 - TN Career Center - Nashville

Create Staff Username: SYSTEM

Edit Staff Username: SYSTEM

Case Manager: N/A

Temporary Case Manager: N/A

☐ Participation

N/A

☐ Activities / Enrollments / Services

1

[Create Activity / Service / Enrollment](#)

[Create Follow-up Services](#)

[Create Multiple Services](#)

Search:

| Status | Activity | JO# | Schedule Date/Time | Actual End Date | Office/Location |
|--------|--|-----|---------------------|-----------------|----------------------|
| C | 107 - Provision Of Labor Market Research Successful Completion | N/A | 07/25/2017 12:00 AM | N/A | LWIA 4 Morgan County |

Participation was not created by adding this activity.

Reportable Only Individual -> Program Participant

If it is determined that the individual needs additional staff assisted services staff can either:

- a) Create eligibility and participation for the individual
- b) Refer the individual to a partner program for significant staff assisted services
 - The referred partner program will then create enrollment and participation for the individual within VOS
 - Using this option enables individuals to receive additional services not offered by the original partner

Starting the Application Process for Participation

This is the UAT site

Menu Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis Quick Search

- Manage Employers
- Manage Résumés
- Manage Job Orders
- Manage Labor Exchange
- Manage Activities
- Manage Case Assignment
- Manage Profiling
- Manage Follow-Up
- Manage Providers
- Manage Funds
- Manage Visitors
- Manage WARN Notifications
- Manage Adult Education
- Reports
 - My Reports
 - Summary Reports
 - Detailed Reports
 - Custom Reports
 - Ad-Hoc Query Wizard
 - Federal Reports
 - Live Data

Wagner-Peyser (WP) Program Apps: 1

[Create Wagner Peyser \(WP\) Application](#)

WP #27619 - Registration Only

| | | | |
|-------------------|-----------------------------------|---------------------|------------|
| LWIA: | 09 - LWIA 09 | Application Date | 07/20/2017 |
| Onestop: | 38 - TN Career Center - Nashville | Participation Date: | N/A |
| Total Activities: | 0 | Closure Date: | N/A |
| | | Exit Date: | N/A |

SNAP Employment and Training Apps: 0

[Create SNAP Employment & Training Application](#)

Workforce Innovation and Opportunity Act (WIOA) Program Apps: 0

[Create Workforce Innovation and Opportunity Act \(WIOA\) Application](#)

Trade Adjustment Assistance (TAA) Program Apps: 0

[Create Trade Adjustment Assistance \(TAA\) Application](#)

Click on the **WIZARD** to start the application.

Eligibility Date

This is the UAT site

Menu Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis Quick Search

Participant, Test Individual Detail To Bottom

Wagner Peyser (WP)

Application is Closed Never Enrolled

Case Application ID: 27619

* Application Date: 07/20/2017 Today

Registered Individual Date: 07/20/2017 Today

Wagner-Peyser Eligibility Date: Today

Jobs for Veterans State Grant Eligibility Date:

Employment Service Migrant Seasonal Farmworker Eligibility Date: Today

* LWDB: LWIA 09

* Office Location: TN Career Center - Nashville

* Office Location of Responsibility: None Selected

Create Date: 7/20/2017 1:57 PM

Created By:

Edit Date: 7/20/2017 1:57 PM

Last Edited By:

Currently Managing

PARTICIPANT, TEST

WP Services not recording

Release Individual

Assist a new Individual

My Staff Workspace

My Staff Dashboard

My Staff Resources

My Staff Account

Directory of Services

The eligibility date for Wagner Peyser and/or MSFW should be added here.

- JVSG eligibility can only be added by a DVOP.

Application Tabs

This is the UAT site

Menu Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis Quick Search

Quick Search

Enter Search...

Services for Unemployment Staff

- Manage Claimants
- Manage Claim
- Manage Employers
- Manage Trade Act (TRA)
- Manage UI Accounting
- Manage Benefit Charges
- Manage Disaster Unemployment Assistance (DUA)
- Manage Overpayments
- Manage Payments
- Manage Multi-Claimant Issues
- Manage Audits
- Manage Appeals
- Manage Monetary
- Manage Non-Monetary
- Manage Reemployment
- Manage Investigations
- Manage Interfaces
- Manage Notifications

Currently Managing

PARTICIPANT, TEST

WP Services not recording

Release Individual

Fill out the information below to provide the demographic details such as date of birth, race, gender, citizenship, selective service, etc.

Wagner Peyser (WP) 3 / 11

Contact Demographic Veteran

- Intro
- Veteran
- Education
- Miscellaneous
- Contact
- Employment
- Public Assistance
- Eligibility Summary
- Demographic
- Farmworker
- Barriers

[Hide All Steps](#)

WP + [Add Program\(s\)](#)

Participant, Test **Individual Detail** [To Bottom](#)

Demographic Information

* Date of Birth: 01/01/1963 [Edit Date Of Birth](#)

Age: 54

* Gender: Female Male Information not provided Did not self-identify

* Authorized to work in the U.S.: Yes No

* U.S. Citizenship Status: U.S. Citizen/Naturalized

* Hispanic/Latino Heritage: Yes No Did not self-identify

* Race (Ethnicity) check all that apply:

- African American/Black
- American Indian/Alaskan Native
- Asian
- Hawaiian/Other Pacific Islander
- White
- I do not wish to answer.

* Considered to have a disability: Yes No Did not self-identify

ALL tabs within the application are required and must be complete.

Eligibility Determination

Participant, Test Individual Detail To Bottom

Wagner-Peyser (WP) Eligibility Information

* Meets definition of Low Income: Yes No

[Income Table](#)

Wagner-Peyser Eligibility: Yes

Reason(s) not eligible for Wagner-Peyser:

Registered Individual Eligibility: Yes

Reason(s) not eligible for Registered Individual:

Jobs for Veterans Grant (JVSG) Eligibility: No

Reason(s) not eligible for JVSG:

Employment Service Migrant Seasonal Farmworker (MSFW) Eligibility: No

Reason(s) not eligible for MSFW:

[[Add a new Case Note](#) | [Show Filter Criteria](#)]

| ID | Create Date | Subject | Action |
|----------------|-------------|---------|--------|
| No data found. | | | |

After completing **ALL** tabs within the application, the results will be shown on the **Eligibility Determination** screen. Click **Finish**.

Date of Participation and Inclusion within Performance

Choosing a Program will start the Participation Process.

In this example we will choose the Wagner-Peyser application. Select **WP**.

The screenshot displays a web application interface with a sidebar on the left and a main content area. The sidebar includes sections for 'My Staff Workspace' and 'Services for Workforce Staff'. The main content area shows a form for 'Employment Service Migrant Seasonal Farmworker (MSFW) Eligibility'. A modal dialog box titled 'Finish Application' is open, displaying a success message and two options: 'Return to Programs Tab' and 'WP #27619 - Participation'. A red arrow points from the 'Return to Programs Tab' text to the 'WP #27619 - Participation' option.

Finish Application

The application has successfully been saved. Please select below where you want to go next.

Return to Programs Tab
Return to the Programs Tab screen where you can manage all of your applications and their associated data.

WP #27619 - Participation
App Date: 07/20/2017
LWDB: 09 - LWIA 09 | Office: 38 - TN Career Center - Nashville

Close

Participation Date

Services for Unemployment Staff

- Manage Claimants
- Manage Claim
- Manage Employers
- Manage Trade Act (TRA)
- Manage UI Accounting
- Manage Benefit Charges
- Manage Disaster Unemployment Assistance (DUA)
- Manage Overpayments
- Manage Payments
- Manage Multi-Claimant Issues
- Manage Audits
- Manage Appeals
- Manage Monetary
- Manage Non-Monetary
- Manage Reemployment
- Manage Investigations
- Manage Interfaces
- Manage Notifications

Currently Managing

General Information

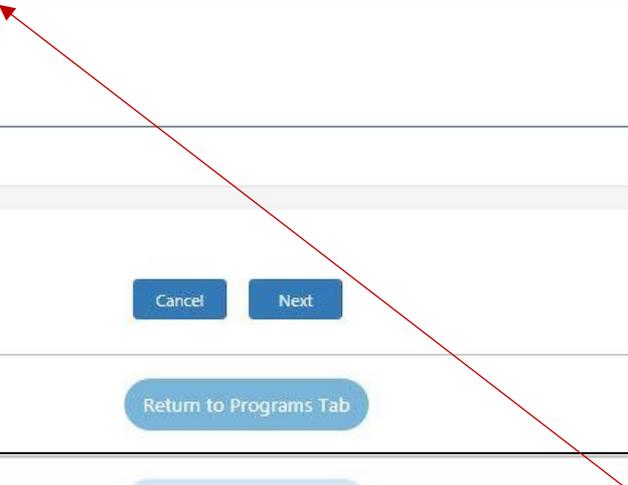
| | |
|-------------------|------------------|
| Username: | TESTPARTICIPANT |
| User ID: | 1467331 |
| State ID: | 1276984 |
| Last 4 of SSN: | 4987 |
| Name: | Test Participant |
| Date of Birth: | 01/01/1963 |
| Application Date: | 07/20/2017 |

Participation Information

| | |
|-----------------------|----------------------------|
| * Participation Date: | <input type="text"/> Today |
| Participation Age: | 54 |

Cancel Next

Return to Programs Tab



Enter the **Participation Date**. Then hit **Next**.

Selecting a Customer Group

This is the UAT site

Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis Quick Search

Quick Search

Enter Search...

Services for Unemployment Staff

- Manage Claimants
- Manage Claim
- Manage Employers
- Manage Trade Act (TRA)
- Manage Benefit Charges
- Manage UI Accounting
- Manage Disaster Unemployment Assistance (DUA)
- Manage Overpayments
- Manage Payments
- Manage Multi-Claimant Issues
- Manage Audits
- Manage Appeals
- Manage Monetary
- Manage Non-Monetary
- Manage Reemployment
- Manage Investigations
- Manage Interfaces
- Manage Notifications

Currently Managing

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

*Customer Group: None Selected
None Selected
Self-Service/Registered Individual Only
Wagner-Peyser

*Service/Activity Code: [Application](#)

Program Application Association:

Scheduled Date: : AM

Scheduled Time: : AM

Actual Service Date: Today

Completion Code:

RR Event: [RR Search]

*LWIA / Region:

*Office Location:

*Position:

Staff User ID - Created: 2772

Staff User ID - Last Edited: 2772

[Add a new Case Note | Show Filter Criteria]

| ID | Create Date | Subject | Actions |
|----------------|-------------|---------|---------|
| No data found. | | | |

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

Save Changes Cancel Changes

Services Portfolio Site Map Site Search Page Preferences Assistance

Choose from two customer groups options. Once the **Customer Group** is selected, only Services available for that group will appear under **Service/Activity Code**.

Wagner-Peyser Activity Codes

This is the UAT site

Home My Dashboard Sign Out Services for Individuals Services for Employers Labor Market Analysis Quick Search

Quick Search

Enter Search...

Services for Unemployment Staff

- Manage Claimants
- Manage Claim
- Manage Employers
- Manage Trade Act (TRA)
- Manage Benefit Charges
- Manage UI Accounting
- Manage Disaster Unemployment Assistance (DUA)
- Manage Overpayments
- Manage Payments
- Manage Multi-Claimant Issues
- Manage Audits
- Manage Appeals
- Manage Monetary
- Manage Non-Monetary
- Manage Reemployment
- Manage Investigations
- Manage Interfaces

TN.GOV
TENNESSEE GOVERNMENT

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

*Customer Group: Wagner-Peyser

*Service/Activity Code:

Program Application Association: None Selected

Scheduled Date:

Scheduled Time:

Actual Service Date:

Completion Code:

RR Event:

*LWIA / Region:

*Office Location:

*Position:

Staff User ID - Created:

Staff User ID - Last Edited:

Case Note:

- 102 - Initial Assessment
- 104 - Workshop
- 105 - Job Finding Club
- 115 - Resume Preparation Assistance
- 123 - Job Development Contacts (working with Employer and Job Seeker)
- 125 - Job Search/Placement Asst, inc. Career Counseling
- 130 - Proficiency Testing
- 131 - Testing/ background check as required by employer
- 132 - Testing - Other
- 188 - MCC - Re-Entry Services
- 191 - REA Reschedule
- 192 - REA Failed to Report
- 193 - REA Placement
- 194 - REA Exempt
- 195 - REA UI Eligibility
- 196 - REA Subsequent Schedule
- 197 - REA Subsequent Completed
- 198 - REA Program Completed
- 19A - REA Compliant

Save Changes Cancel Changes

your service has been saved. To view all case

Reportable Individual is now a Program Participant

Participation Date

The Wagner-Peyser on the Programs Tab is now Complete. The participant will now fall into performance.

| Status | Activity | JO# | Schedule Date/Time | Actual End Date | Office/Location |
|--------|--|-----|------------------------|------------------------|------------------------------|
| | 125 - Job Search/Placement Asst. Inc. Career Counseling Successful Completion | N/A | 07/20/2017 12:00 AM | 07/20/2017 12:00 AM | TN Career Center - Nashville |



Greeter/WP Data

Greeter Visitor/Participant Comparison

| GREETER EAST REGION DATA | |
|--------------------------------|---------------------------------------|
| 7/1/2017-9/30/2017 VISITORS | 7/1/2017-9/30/2017 WP PARTICIPANTS |
| 38,134 | 9,365 |
| 7/1/2018-9/30/2018 VISITORS | 7/1/2018-9/30/2018 WP PARTICIPANTS |
| 37,399 | 2,244 |

| GREETER MIDDLE REGION DATA | |
|--------------------------------|---------------------------------------|
| 7/1/2017-9/30/2017 VISITORS | 7/1/2017-9/30/2017 WP PARTICIPANTS |
| 49,889 | 12,856 |
| 7/1/2018-9/30/2018 VISITORS | 7/1/2018-9/30/2018 WP PARTICIPANTS |
| 50,092 | 1,960 |

| GREETER WEST REGION DATA | |
|--------------------------------|---------------------------------------|
| 7/1/2017-9/30/2017 VISITORS | 7/1/2017-9/30/2017 WP PARTICIPANTS |
| 30,746 | 7,820 |
| 7/1/2018-9/30/2018 VISITORS | 7/1/2018-9/30/2018 WP PARTICIPANTS |
| 27,639 | 1,821 |



UAT Site

Practice Makes Perfect!

This is the Agile UAT site [Oct. 21st, 2018]

The screenshot shows the homepage of the Tennessee Department of Labor & Workforce Development's JOBS4TN.GOV website. The page features a search bar with fields for 'Enter Keyword', 'Zip Code or City', and a distance dropdown set to '10 miles', along with a 'Search' button. On the right side, there is a login section with 'Username' and 'Password' input fields, a 'Forgot Username/Password?' link, and 'Sign In' and 'Register' buttons. A red callout box is overlaid on the page, pointing to the text 'This is the Agile UAT site [Oct. 21st, 2018]' which is also present in the top navigation bar.

<https://uat-app-vos47000000.geosolinc.com/vosnet/Default.aspx?plang=E>

Microphone Time



Technical Assistance Team Contact Information

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The logo consists of the letters 'TN' in a white, serif font, centered within a red square. Below the square is a horizontal blue bar.

TN

®

Thank You!