SELF SERVICE BUSINESS RULES

Only Active or pending customers within the self-service application can **log on** to the self service site (http://nvos.state.nv.us).

Pending Records - Customer Records in Pending status are **deleted** after 90 days of inactivity.

Active Status - Active status customer records will automatically go to **inactive** status after 180 days of inactivity.

Inactive Status - Inactive status customer records will automatically go to **delete** status when no modifications or self-serve activity occurs in 850 days and no WIA termination date exists within the past 970 days. A self-service activity is defined as clients logging in or updating their records.

Delete Status - Delete customer status records are deleted after 30 days of inactivity.

Customers marked Inactive in mediated with **Internet Resume** checked will be unable to access their OSOS Self-Service account.

Updates to Customer records through OSOS Self-Service will also change the record in OSOS Mediated.

Inactivate Internet Resume - A resume cannot be deleted by the customer, if the customer no longer wants their resume to appear on the internet you must inactivate the resume by following the instructions below:

- Logon to self service
- Go to **Resume Builder, Confidential page**
- Answer **no** to the following question: "Do you want your resume to appear on public Internet"?

Pre-Defined Skills - Pre-defined skills selected in self-service only show on the printable version of the **resume.** Pre-defined skills do not fill in the skills area in OSOS mediated skills tab window.

Job Search - Job Search in Self Service will return lists of jobs sorted first by date in descending order and secondly by title in alphabetical ascending order.