

NEVADA AOSOS UPDATE

“An Information Exchange for Nevada One-Stop Offices and Affiliates”

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Workforce Investment Support Services*

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REMINDERS

To better identify why the customer was phoned, staff should “Post a Note” to the records of clients called through “IVR”. While the customers are still selected and after the IVR has been generated, just click on “Post a Note” create the message explaining the IVR call and click on “Save”.

This automatically attaches the note to all the customers’ records that are selected.

Periodically clean out your Staff Inbox reminders. These items appear to impact the time delay after login.

QUESTIONS AND ANSWERS



(Q) Why can't I delete an employer contact?

(A) If that contact no longer works for the employer you can type over the old information. (Contacts with job orders attached cannot be deleted to protect historical records.)

(Q) Why is my “open” Job Order now showing as suspend”?

(A) On the Job Order Detail/ General Information Tab check to see what the “Last Open Date” is.

If it is displaying a date earlier than the current date the system will automatically update the order to suspend.

You can also verify this by going to the Job Order Detail “Audit Tab”.

The “Staff” will show (Administrator, Batch) “Office” will be (WISS).

“Field Name” will be (Job Status) “Old Value” will be (Open) and “New Value” is (Suspend).



OSOS BUG

We have discovered a bug: the nine-digit zip codes will not read over into America’s Job Bank. Please use five digit zip codes until the developers have corrected the problem with AJB’s application.

HELPFUL HINTS

The look of a depressed (**clicked on**) button has changed with the latest version of OSOS. The button no longer appears to be pressed down. It now has a black border surrounding it when pressed.

Usernames and Passwords require a minimum of 6 characters and a maximum of 12 characters and the two cannot be identical.

Staff should always check the comments section on Job Orders prior to referring the client.

The Job Description area is not the correct area to enter referral instructions. This will confuse the clients getting the job listing from the internet.

Older Job Orders should not be reopened if a new opening occurs. A new order should be written for the position. Simply duplicate the old order to get a new order. Be sure and verify all the information is still correct and enter amount of openings.

The Federal 9002E Report is based on the Number of Openings Received. Performance is no longer based on “fill rate”.

Remember to check Pending Job Orders. These orders will never display to jobseekers, and will be deleted after 30 days. Pending job order status should only occur for a very short period of time until all information can be completed on the order.

ABOUT THIS PUBLICATION

Nevada AOSOS Update is published by the WISS Automated Collection, Tools and Reporting Team. Submit topics and tips you think may assist other users to Ed Seely, Susie Giurlani or Nancy St. Clair at (775) 684-0301 or email to: ejseely@nvdeetr.org, sagiurlan@nvdeetr.org or njstclair@nvdeetr.org

