

NEVADA AOSOS UPDATE

"An Information Exchange for Nevada One-Stop Offices and Affiliates"

*Produced by the Department of Employment, Training and Rehabilitation
Workforce Investment Support Services*

Volume 1, Issue 6

August, 2003



Did you know?

Did you know that the results of List Search are limited to 500 List records? The lists are in descending order starting with the oldest List? Therefore when "show both lists" are selected, if over 500 results are found, only 500 List records will be displayed, the most recent records (those containing the most recent dates) will not be displayed.

If less than 500 List records are returned, all of the lists will be displayed.

It is imperative that staff delete any and all lists that they have created in the application that are no longer being used so that the new Lists that have been created will be displayed.

Deleting a List

Once the List is no longer needed, staff should remove it from the application. To delete a list, please follow these steps:

1. On the **Customer Core/Add'l Info** tab, click on the 'Assign to List' button.
2. Once the 'List Management Web Dialog' box appears select 'Show Only My Lists' and 'Show Both'. All of your lists will then be displayed. Click on any List(s) that you want to delete.
3. Then click on the 'Delete List' button.
4. An 'OSOS Web Page Dialog' box will appear asking you "Do you want to delete the selected list?" Click on the 'OK' button.

This will bring you back to your 'List Management Web Dialog' box where you can select another list or click on the 'Cancel' button to return to your application.

"Confidential Resume"

Customers wishing to have their resume information on the Internet to be confidential (not reveal their name, address and phone number) must list an email address on the Customer Detail/Gen Info tab and must checkmark the Confidential Resume box. Email must also be selected as one of the Contact Preferences on the Add'l Info tab



Question and Answer

Q: What is a "Special Disabled Veteran"?

A: The term "Special Disabled Veteran" refers to a veteran who (A) is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Department of Veteran Affairs (DVA) for a disability (i) rated at 30 percent or more or (ii) rated at 10 or 20 percent in the case a veteran who has been determined by the DVA to have a serious employment handicap; or (B) a person who was discharged or released from active duty because of a service connected disability.

Q: I just realized that I forgot to enter an activity for a customer that I waited on last week. Is it too late to add the activity?

A: No. Activities can be post dated, but not future dated.

Clarifications

The OSOS Interactive Voice Response (IVR) has called the 911 Emergency Operator due to some incorrect phone numbers within OSOS.

Please make sure that a customer's phone number does not have a one (1) as the first digit of the area code. Having a 1 in the first digit results in calls to 911. The IVR will dial a 9 to get an outside line then a 1 for long distance and then the 1 of the area code.

Records from OSOS Self Registration may also need to be corrected, due to customers entering a one (1) for long distance phone numbers.

Please check all records and correct when completing registrations.

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@nvdetr.org, sagiurlan@nvdetr.org or njstclair@nvdetr.org