2: My Workspace

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The My Individual Workspace menu group has several menu options, such as My Dashboard. The Dashboard opens at the top left of the menu, when you log in. Workspace options are also accessible as tabs, directly above the Services Preview widget, the first link in the Dashboard (as shown below).

The Workspace menu options let individuals quickly access commonly used services:

- **My Dashboard** – The dashboard lets users quickly view information through widgets (e.g. new messages, appointments, upcoming events, etc.). It includes a Services Preview widget to introduce ways that Virtual OneStop can help you.
How We Can Help You – This menu option offers quick links to access ways the system can help you, based on your information and preferences.

Employment Strategy – The Employment Strategy menu option displays the goals and objectives and other matching information that has been established as a road map for users to reach their employment goal. This includes information identified by the system (e.g., LMI data and job matches to skills and background), as well as goals and objectives established the workforce staff (e.g., definition of OAS or IEP goals).

This tab (and option under My Workspace) only displays if your system includes REX or GUS. It will not display as an option or tab for other systems.

Directory of Services – The directory displays the Services for Individuals screen.

My Resources – This screen offers a menu to let you quickly access and manage some of the common resources for information on your activity in the system, such as:

- My Messages – This screen lets users communicate with a case manager/staff member and receive message alerts.
- My Correspondence – This screen lets users view letters they created.
- My Appointments – This screen lets users view appointments set with workforce staff.
- My Background – This link opens the Background tab of the user’s Profile.
- Upcoming Events – This screen lets users view upcoming workforce events they might be interested in.

My Dashboard

The Dashboard gives users access to the system through a series of widgets. These small sections – or blocks – give users quick data, or direct links to parts of the system they want to see immediately. The top widget is the Services Preview – it displays a rolling menu (shown as changing picture prompts, with links to the “How We Can Help You” tabs that provide reminders and assistance for features and functions users may need. Below this first this Service Preview widget are frequently-used widgets, like My Messages, My Correspondence, Latest News and Announcements, Job Seeker Services, and My Calendar. The other primary method of accessing parts of the system is through the Menu Group options on the left-navigation menu. The left-navigation menu remains on the screen from anywhere in the system, so users have ready access to wherever they want to go in the system.

Services Preview Widget

The Services Preview widget at the top of the dashboard is both a quick path to many parts of the system and a tool to help learn the system. The Services Preview widget offers links to specific Virtual OneStop options and many links are displayed based on information or preferences the user has stored (such as
job searches, career information, desired occupations and locations, résumés, or background information). The Services Preview widget is especially useful when individuals do not remember where to find a feature or function, or when new features are added. This widget displays “rolling” Services Preview options – clicking on the displayed heading takes the user directly to a How We Can Help You screen for specific parts of the system.

For example, clicking on the Find a Job tab displays a list of links that let users review their job matches, all jobs near them, jobs based on their employment history, etc. Users can also access information on finding a job from the How Can We Help You tab. See the How We Can Help You topic, on page 2-7, for more on how options on the How Can We Help You tab correspond to the Services Preview widget.

The Services Preview Widget (which Accesses the “How We Can Help You” Tabs)

Other Common Widgets

The comment dashboard widgets are described below. Subsequent versions of Virtual OneStop may add more widgets, which will be added to this section.

Career Services

The Career Services widget provides quick links to options for Career Explorer (to explore occupation matching your skills and abilities) and Career Informer (to view detailed information on a specific career or occupations). These are the options that are also available from the Career Services fly-out via the left navigation bar. For details on these options, see Chapter 4, “Career Services.”

Education Services

The Education Services widget provides quick links to options to help individuals review training and education providers and programs offered within a specific geography or offered online. This includes links for Training Providers and Schools (to find specific find specific institutions or schools providing training) and Training and Education Programs (to locate training or educational programs for a specific occupation or goal). These are the options that are also available from the Education Services fly-out via the left navigation bar, under Services for Individual. For details on these options, see Chapter 6, “Education Services.”
Current Events (Events Near You)

The Current Events widget (also called Events Near You) is an alternate view of the Events Calendar. It displays a quick breakdown of the number of available events for each event category. It displays these event categories and numbers (as links) to indicate how many events are scheduled in each event category, for the current month, for the office/LWIA associated with the zip code of the registered individual. Clicking each link will open the Event Calendar view, filtered for that category.

In other words, each category and number indicates the current months' events for that category which are associated with the individual's local office. This is the same view that can also be accessed from the Upcoming Events link at the bottom of the My Calendar widget, when filtered by the Event Category. See the topic "Upcoming Events" on page 2-22 for more on the calendar.

**Note:** An individual, entered as a guest, needs to supply their zip code and click these links to see the associated events.

Job Seeker Services

The Job Seeker Services widget provides quick links to the three most common options available under Job Seeker Services: starting a Job Search (opening the Quick Job Search tab), creating a résumé (running Résumé Builder), and setting an automated job search (using Virtual Recruiter).

These are options that are also available from the Job Seekers Services flyout via the “Services for Individuals” menu group on the left navigation bar. For details on these options, see Chapter 5, “Job Seeker Services.”

Labor Market Services

This widget includes quick links for accessing each of the major types of Labor Market Information (LMI) profiles (which are also available from the menu): Area, Industry, Occupation, and Education Profiles. The widget include a link to the Labor Market Facts, which answer some of the most frequently asked questions about the labor market for the individual's area, desired occupation, or the associated general industry data.

Latest News and Announcements

The Latest News and Announcements widget is a small area that displays timely information provided by the user's state or local workforce agency. Administrators can change information displayed on this widget to inform all users of news, announcements, or cautions unique to the site. If not information is currently set by an administrator, the widget will not display, even if the individual has chosen it for display.

My Assessments

The My Assessments widget indicates the different types of self-assessments in Virtual OneStop, and provides quick links to each of the related tabs on the individual's Self-Assessment Profile. This include link to the tabs for displaying and editing the individual’s job skills, personal skills, workplace skills, work interests, work values, and their experience/ability in typical tools and technologies.
Note: Some of these assessments (e.g., the job skills, or tools and technology) may be already be populated by the skills related to a specific occupation that the individual indicated knowledge of as part of their work experience.

Workplace Skills only displays on the widget if the system is configured for WorkKeys scores and assessments (or similar workplace skills system).

Note: For customers who have purchased the Talify soft skills assessment module, and have the related Soft Skills tab displayed in the individual’s Self-Assessment Profile folder, this widget will include the Soft Skills icon as a link to the Soft Skills tab.

My Benefits Plan

The My Benefits Plan widget indicates any benefits programs for which you currently have active applications (which were created by staff) as well as any courses related to those programs. The links will open the general information tabs for the related benefits programs (e.g., the WIA or TAA tabs under the Benefits Plan Profile in the individual’s portfolio. If your system includes the option for individuals to create their own WIA Pre-Application, a link is also included on the widget to start that process.

My Calendar (Appointments & Upcoming Events)

The My Calendar widget shows the number of upcoming appointments and events the user has created or that are associated with the user. It also provides links to let users directly access their calendar items. The calendars accessed through the widget are the same Appointment Calendar and Events Calendar that are accessed from the Appointment Center, which can be opened from the left navigation menu. For details on using the appointment and event options, see the “Appointment Center” topic in chapter 11, Other Services.

My Correspondence

This dashboard widget is a quick way to view the number of letters and correspondence templates that you have created, and access screens to manage the letters or correspondence templates. For details on using the correspondence options, see the Letters and Correspondence topics in chapter 11, Other Services.

My Employment Plan

This dashboard widget is a quick way to view the number of job applications that were made (including how many were to internal or external jobs), how many resumes exist, and how many virtual recruiter automated job search alerts are saved. Each number is a link to the corresponding tab in the individual’s Employment Plan Profile.

My Messages

The My Messages widget shows the number of unread and read messages the user has in the Message Center and provides links to let the user directly access them. For details on using the Message Center, see the “My Messages” section under “My Resources” later in this chapter.
My Personal Profile

The My Personal Profile widget lets individuals update their contact and background information quickly and easily. The View Your Personal Profile and Contact Information link opens the General Information tab of the Personal Profile screen. (See the “Personal Profile” section of Chapter 3 for details on the Personal Profile screen.) The My Background link opens the Background tab of the Personal Profile, so that users can update their education information, employment history, job skills, etc. (See the “Personal Profile” section and the “Background Wizard” section of Chapter 3 for details on adding or changing background information in the system.

Need Help or More Information

The Need Help or More Information widget provides quick access to the Assistance Center and the Learning Center, where users can view information on using the system. See the “Learning Center” section in chapter 11 for more details on the available training videos.

Note: Depending on your system configuration and state’s purchase of the REX system, you may also have a Financial Services widget and/or an Unemployment Widget. Contact your project manager for more on these widgets if your system includes them.

Configure Your Dashboard

Users can configure their Virtual OneStop dashboard so that information displays where they want it. Users can move and arrange the dashboard widgets so that the most commonly used ones display first, while other widgets are toward the bottom of the screen. For example, if users want to see how many new messages they have immediately when they login, they can place the My Messages widget at the top of the screen. If they do not access information about unemployment frequently, they might choose to move that block farther down on the screen or remove it, so that other blocks are more visible. Users can rearrange the widgets whenever they want.

- Click the minus sign (-) at the top left of a widget to minimize it.
- Click the X at the top right of a widget to close and remove it from the screen.
- Click in the title bar of a widget and hold it (displaying the move symbol ) to move it to another location on the dashboard, “dragging” the widget with the mouse.

Users can add, restore or remove dashboard widgets whenever they want. Click the Configure Dashboard Widgets link at the bottom of the dashboard page to select which widgets to display. Check the widgets to display them or uncheck the widgets to hide them.

Note: Depending on the user’s system configuration, the specific widgets available may vary. In addition to expanding and collapsing the dashboard widgets, users also can expand or collapse items on the left navigation menu or move them as part of the user’s menu preferences. This is described in the “My Preferences” section of chapter 11.
How We Can Help You

Clicking a link on the Services Preview widget takes the user directly to the corresponding screen of the How We Can Help You tab. Many of the options are based on information or preferences already stored (such as job searches for the user’s desired occupations, or the number of potential candidates in the user’s workforce area for the desired occupation).

For example, click the Hot job locations link (on the Review the Job Market tab of the Services Preview widget). This will open the Review the Job Market tab of the How We Can Help You screen (see the figure below).

The Services Preview links will open the How We Can Help You screens

Each of the links found (from the Services Preview widget) will appear under the tabs for the corresponding How We Can Help You tab (as shown in the figure above).

After becoming familiar with how to navigate through the system, users may find that some paths are more convenient than others. Collapsing or removing the Services Preview widget from the main screen, still allows access to the Services Preview options from the How We Can Help You tab.

Employment Strategy (REX/GUS Only)

The Employment Strategy tab in the My Workspace menu displays the goals and objectives that have been established by the system, as well as by staff, as a road map for users to reach their employment goal. The information displayed on this screen will vary, depending on the individual’s background information, stated goals, and other information entered during system registration and while exploring career and educational opportunities.

If your system does not include the REX or GUS unemployment functions, you should skip this section. This option only displays under My Workspace (or as a tab above Services Preview) for systems with REX or GUS.

Some areas of the Employment Strategy tab are similar to existing links. For example, the “Your Strategy to Navigate the Local Job Market” area (on page 2-9) is similar to the “Hot Job Locations” (shown above). Virtual OneStop often has more than one path to the same information, so that you will find needed information quickly, wherever you are.
The Employment Strategy screen has information that job seekers will find useful to identify jobs, training, unemployment assistance and more. Each section of the screen offers at least one link to another part of the system where the user can take action or learn more.

Each section of the Employment Strategy screen is explained in detail in the following sections.

**Goals and Objectives of Your Employment Strategy**

This first section of the Employment Strategy screen displays the goals and objectives for the individual’s employment strategy as determined by the system. This information is view-only.

The Goals and Objectives section will contain descriptions of each goal and a suggested schedule to complete each goal. The screen also displays the status of each goal.

- **Goals and Objectives of Your Employment Strategy**

  Details on the goals and objective that displays and are set for you by workforce staff can be seen from the Employment Goals tab of the Employment Plan Profile. More information on this tab can be found in Chapter 3 – Quick Menu, under the topic My Portfolio.

**Your Strategy to Find a Job**

This section offers a brief description of the local job market as it pertains to the individual’s desired job or career. It also recaps the individual’s job search history and displays the number of openings for the desired job or occupation nearby. Click the link to view the available jobs.

- **Your Strategy to Find a Job**

**Your Strategy to Get Recruited**

The next section of the Employment Strategy screen gives a brief explanation of the Résumé Builder tool and displays the number of active online résumés the user currently has in the system. Click the link to open the Résumé Builder, which is explained in Chapter 3 of this User Guide.
Your Strategy to be Proactive using Virtual Recruiter

The Virtual Recruiter section of the Employment Strategy screen describes the Virtual Recruiter and indicates the number of active Virtual Recruiters the user currently has in the system. Click the link to open the Virtual Recruiter, which is explained in Chapter 5 of this User Guide.

Your Strategy to Navigate the Local Job Market

The next section of the Employment Strategy screen displays information about the individual’s chosen job or occupation in the local area and in surrounding areas. The screen displays the average wage for the selected job or occupation and the number of openings in each of the ten closest regions. Users can view data on jobs, competition or wages within the selected market and can view the information in a table (as shown in the figure below) or on a map. Click the link to view more Labor Market Information, which is explained in detail in Chapter 7 of this User Guide.
Employment Strategy – Your Strategy to Navigate the Local Job Market

Your Career Match
This section of the Employment Strategy screen has data and links to how general requirements typically associated with your desired occupation matches to your background (e.g., the average salary, education level, or work experience for job in your area matched to your background).

Your Strategy to Find a New Career
The next section of the Employment Strategy screen has several links to help the user explore other careers.
The links will display information on similar occupations and occupations that match the user’s skills and interests. There is a link to the Career Ladder (which is covered in Chapter 4). The career options link takes the user to the How We Can Help You – Explore a New Career screen.

**Employment Strategy – Your Strategy to Find a New Career**

**Your Strategy to Get Classroom Training**

The Classroom Training section of the Employment Strategy screen provides a training benefits link that opens the Financial Assistance Links screen, which is covered in Chapter 6 of this User Guide. There is also a link to the How We Can Help You – Get Trained screen that displays related training courses in the local area. Training information can be found in Chapter 6 – Education Services.

**Employment Strategy – Your Strategy to Get Classroom Training**

**Your Strategy to Get Trained Online**

The Your Strategy to Get Trained Online section provides links to the online training courses that pertain to the user’s selected job or occupation. Click the link to open the How We Can Help You – Get Trained screen, which displays links to free, online training courses.
Click the + Show Filter Criteria link to filter the list of courses by category (e.g., Financial, Health, Personal Development, etc.) and to search for courses by keyword. Users may also filter the list by date the course first became available on the site. To use the filters, select or enter the filter criteria and click the Filter link.

See Chapter 6 of this User Guide for more information on training opportunities and other Education Services.

Your Benefits Strategy

The Benefits Strategy section of the Employment Strategy tab shows a brief description of each employment program (e.g., WIA and TAA programs), and a link to a WIA Pre-Application form (depending on your site configuration). Another link opens the Workforce Investment Act (WIA) tab of the Benefits Plan Profile, which is described in Chapter 3 of this User Guide.
Other Resources Available

This final section of the Employment Strategy screen offers links to other resources that may be helpful to individuals.

### Employment Strategy – Other Resources Available

Each of the links in this section takes the user to the How We Can Help You screen, focusing on one of the tabs found on that screen (starting with the “Review the Job Market” tab) shown below.

#### Directory of Services

The Directory of Services tab in the My Workspace menu is another method of accessing the Services for Individuals screen. This may be particularly useful for users who configure their preferences to have the main services menu collapsed or hidden.

The Services for Individuals screen displays a menu of services that is always the same, regardless of which link is clicked to display it. The Services for Individuals menu options are covered throughout the remainder of this User Guide.
The topics found on the Directory of Services – Services for Individuals screen are covered in separate chapters of this User Guide, as outlined below.

<table>
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<tr>
<th>Service Type</th>
<th>Chapter</th>
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<td>Education Services</td>
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<td>Community Services &amp; Benefits</td>
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<td>Unemployment Services</td>
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<td>Disability Services</td>
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<td>Financial Services</td>
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<td>Veteran Services</td>
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<tr>
<td>Workplace Training Services</td>
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</tr>
<tr>
<td>More Resources</td>
<td>10</td>
</tr>
</tbody>
</table>

**My Resources**

The My Resources tab lets users access and manage the following items.

- My Messages
- My Correspondence
- My Templates
My Messages

The Messages screen lists all the messages the user has received or sent and allows users to send new messages and delete messages. To access messages:

Select **My Resources > My Messages** on the Navigation pane.

- A closed envelope indicates that the message has not been opened. An open envelope indicates that the message has been opened.

From the Messages screen, users can:

- **Create new messages** – Click the **Create New Message** button to create a new message.
- **Open** – Click the **Subject** link to open and read the message.
- **Reply** – Open the message and click the **Reply** button to send a reply.
- **View message folders** – View messages by type by selecting one of the folders in the left-side menu:
  - **Inbox** – The Inbox holds messages that are currently active, both read and unread.
  - **Deleted** – The Deleted folder holds messages that were received and deleted from the Inbox.
  - **Drafts** – The Drafts folder holds messages the user created, but has not sent.
  - **Junk** – The Junk folder holds messages that the system filtered as being questionable.
  - **Sent** – The Sent folder holds messages that the user sent.
- **Sort** – Click a column heading to sort the message list by that column.
- **Mark as Read** – Select messages by checking the corresponding boxes in the **Select** column and click the **Mark as Read** link at the bottom of the screen.
- **Mark as Unread** – Select read messages by checking the corresponding boxes in the **Select** column and click the **Mark as Unread** link at the bottom of the screen.
- **Delete** – Click the checkbox next to the message(s) to be deleted then click the **Delete Selected Item(s)** link at the bottom of the screen.
- **Filter messages** – Click the **[+] Show Filter Criteria** link to open the filter fields. Enter a date range in the **Date Range** fields (From date and To date) and click the **Filter** link. The screen will refresh, displaying only messages received during that date range. To clear the filter, click the **Reset Filter** link.
Note: If there are new or unread messages in the user’s Inbox upon login, an alert pops up. Click OK to open the My Messages screen.

My Messages Screen

Work with Existing Messages

Click the **Subject** link to open and read a message. Depending on the message type, the system may display other options as well (for example, a Virtual Recruiter notification will include links to job openings, as well as links to open the Virtual Recruiter). Some of the common controls found within messages include:

- **Delete** – Click the **Delete** button to remove the message from the list.
- **Reply** – Messages sent from an individual will include a **Reply** button to reply to the sender.
- **Cancel/Return** – Click the **Cancel** or **Return to Message Center** button (at the bottom of the screen) to go back to the message list.
- **Print Message** – This link opens the message in a separate window so it can be printed.
- **Special links and controls at the bottom of the message** – These links vary depending on the type of message. They allow the user to review and manage data associated with different message types (e.g., Virtual Recruiter, Qualified Candidate, or Meeting).

There may be other links at the bottom of the message, based on its type. For instance, a system message may contain a link that will take the user to a Customer Satisfaction Survey.

A few of these special types of links are described in the following subtopics.

Virtual Recruiter Notification

The system will send a message when it finds jobs through the Virtual Recruiter job searches the user created.
- Click the View link to view the job details.
- Click the Edit Recruiter link to edit the job alert.
- Click the Disable Recruiter link to disable the job alert.
- Click the Manage Recruiters link to manage the other job alerts that have been created.

**Notification of Job(s) Available**

Staff members may notify individuals of job openings. These appear as “Notification of Job(s) Available” messages in the individual’s Inbox. Click the Subject link to open a list of available jobs. To view more details on a job in the list, click the View link in the Action column. On the next screen, click the Job Title link of a job to view more information. (See sample screen shots below.)

**Meeting Notification**

When a staff member notifies individuals of a meeting, the message will appear in the user’s Inbox.

- Click the Subject link to open the message.
- On the next screen, click the To accept or decline this appointment, click here link to accept or decline the meeting invitation.
- On the next screen, select a Status from the drop-down list (Accepted, Declined, or Tentative) and click Save. The system will add the appointment to the individual’s calendar.
- The system will return to the previous screen (that contains the link).
My Correspondence

The My Correspondence tool allows job seekers to create, modify, and save correspondence. This powerful tool allows them to create cover letters, attach the cover letters to résumés, and send them as part of online job applications. Individuals can create new letters, copy existing letters to create new ones, and email or print them.

On the My Letters screen, individuals can:

- Create a new letter
- View and print a letter
- Download a letter
- Copy a letter
- Edit a letter
- Delete a letter
- Filter the list of letters

See the “Letter Builder” section of Chapter 5 for instructions on creating letters.
My Templates

The system includes Correspondence Templates that individuals can use to send form letters to employers, staff members, or training providers.

To access templates (both those created by the user and the default system templates), select My Resources > My Templates on the Navigation pane. A list of templates displays (as shown in the figure here).

Users can also access correspondence templates from the Templates tab in the Individual Profile (My Portfolio > My Individual Profiles > Communication Templates tab).

By default, only templates that the user created will display.

To view system templates, click the Show Filter Criteria link. Select System Default from the System Type drop-down list and click the Filter link. The Cover Letter, Acceptance Letter, and Follow-up Letter templates are system-generated templates. To view system-generated templates as well as user-created templates, select Both from the System Type drop-down list.

On the My Templates screen, users can perform the following tasks.

- **Create a New Template** – Click the Create New Template button to create a new template.

  - **Name** – Enter a name for the template.
  - **Type** – Select the template type (Cover Letter, Follow Up Letter, Acceptance Letter, or Other). After selecting a type, the system will display a link next to the drop-down list. Click the link to view a sample of that type of letter. For instance, select Cover Letter and click the View Cover Letter Instructional Sample link; the system will display a sample cover letter in a pop-up window.
  - **Status** – Set the status to Active or Inactive.
- **Text** – Type in or paste the text of the letter in the Template Body Text box.
- **Spell Check** – Click the Spell Check link to check the spelling.
- **Clear Text** – Click the Clear Text link to delete the text from the Template Body Text box.
- **Remove All Formatting** – Click the Remove All Formatting link to remove any formatting that was added to the text.
- **Insert Variable** – Click the Insert Variable link to insert variables (e.g. Recipient’s Company Name, Address, Today’s Date, etc.).
- **Save** – Click the Save button to save the new template.
- **Edit a template** – Click the corresponding Edit link in the Action column. A screen identical to the “New Correspondence Template” screen shown above will open. Change the Template Name, Type, Status and/or Body Text. Click the Save button to save the changes.

  **Note:** Users cannot edit system default templates or templates created by others. To edit a template that someone else created, copy it and save it as a new template.

- **Preview a template** – Click the corresponding Preview link to view the template. (The Preview screen does not allow changes.)

- **Copy a template** – Click the corresponding Copy link in the Action column to open the template in edit mode. Users can create a new template by copying an existing one and then editing it and saving it with a different name. After clicking the Copy link, a screen identical to the “New Correspondence Template” screen shown above will open. Change the Template Name. Users may also change the Type, Status and/or Body Text. Click the Save button to save the changes.

- **Delete a template** – Click the corresponding checkbox in the far-right column and click the Delete link to delete the selected template(s). Users can delete only templates they created, not templates that are shared or generated by the system.

- **Filter the list of templates** – Click the Show Filter Criteria link to open the filter fields. Select a Template Status, Letter Type, and/or System Type. To view only user-created templates, click the Created by Me checkbox. Click the Filter link. The screen will refresh, displaying templates that match the criteria. To clear the filter, click the Reset Filter link.

  ![Template Filter Criteria](image)

  **Note:** The letters generated from these templates will always be “signed” as the person who is logged in and sending the letter. This is true regardless of who created the template.
My Appointments

The system lets users enter and keep track of appointments related to their workforce development tasks. Individuals can view appointments they are scheduled to attend and click on the appointment subject to see more details for the appointment.

To access appointments, select My Resources > My Appointments on the Navigation menu. A calendar displays the current month’s appointments. Users can also open the Appointment calendar from the Other Services menu on the Navigation pane (Appointment Center > Appointment Calendar).

With the calendar open, individuals can perform the following tasks.

- **Add** – Click the Add Appointment button to add an appointment to the calendar.
- **View or Edit** – Click on an appointment link to open the Appointment Information screen. Edit the appointment and click Save to save the changes.

**Note:** When individuals edit and save an appointment, a message is sent to the originator. If the individual chose to decline an appointment request, the originator can delete the appointment, which will remove it from the recipient’s appointment calendar.

- **View other months** – Use the left or right arrows in the calendar header to move forward or back to other months.
- **Change calendar view** – Click the Today link to view the current month, week or day. Click the Day link to view only one day. Click the Week link to view one week.
- **Change calendar display** – Select an option from the drop-down list at the top of the screen. The calendar can be viewed as a detailed list or as a traditional calendar (as shown in the previous figure).

My Background

To open the Background tab (in the Individual Profile), select My Resources > My Background.

**Note:** Users can also access the Background tab from My Portfolio (in the Quick Menu). The Background tab is under their Personal Profile.

The Background Wizard is a tool (found on the Background tab) that guides individuals through entering their background information (education, employment, proficiencies, etc.) into the system. If individuals do not want to use the Background Wizard, they can click on each of the separate sections of background information and enter or edit them separately. The system uses the background information when building individuals’ résumé(s) and establishing their preferences for advanced job searches.

For details on filling in Background information, see the “Background Tab” section of Chapter 3.

For more information on the Background Wizard, access the training videos in the Learning Center or click this link: Background Wizard.
Upcoming Events

The system lets individuals view upcoming events (such as training classes) that workforce center personnel have posted online.

To access the Events Calendar, select **My Resources > Upcoming Events** from the Navigation pane. A calendar displays the current month’s events (as shown below).

![Upcoming Events Calendar](image)

From the Events Calendar, individuals can:

- **Filter the display** – Click the `+` Show Filter Criteria link to set the filter criteria for the Events Calendar.

![Event Calendar Filters](image)

- **View an event** – Click on an event link to open the Event Information screen (shown below).

To filter by LWIA/Region, select an option from the drop-down list. Based on that selection, the system will load the Office Location list. Select an Office Location, or select multiple locations by holding the Control key down while making selections.

Individuals may filter by category by selecting an option from the Event Category drop-down list. They also can enter the Event ID to limit the view to only one particular event. When finished entering the filter criteria, click the Filter link.

- **View an event** – Click on an event link to open the Event Information screen (shown below).
My Workspace

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[Image of the calendar interface]

Event Information Screen

- **View other months** – Use the left or right arrows (← →) in the calendar header to move forward or back to other months.

- **Change calendar view** – Click the **today** link to view the current month, week or day. Click the **Day** link to view only one day. Click the **Week** link to view one week.

- **Change calendar display** – Select an option from the drop-down list at the top of the screen. The calendar can be viewed as a detailed list or as a traditional calendar.

From the Event Information screen, individuals can view the details of the event, such as a description, frequency, duration, location, etc. They also may register for the event by clicking the **Register** button, which will appear on the screen only if registration is required. If users register for an event, the system will send registration details to the event creator as a system message.

- Click the **Return to Calendar** button to redisplay the Events Calendar.
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