JobReady

Administrator Guide

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Legend:

☑ = You have access to use this tool

☒ = You do not have access to use this tool

Please note:

This guide details only what you need to know. Of course, the tool contains other functionality which you could be given access to at a later time. Updated documentation will be provided to you when necessary.

Logging in to the Administrator Area

1. You can log-in by first going to http://ew.nbsalliance.com/ and clicking "Administrator Login".
2. You must then enter your admin ID and password that were provided to you.
3. Click **Login**.
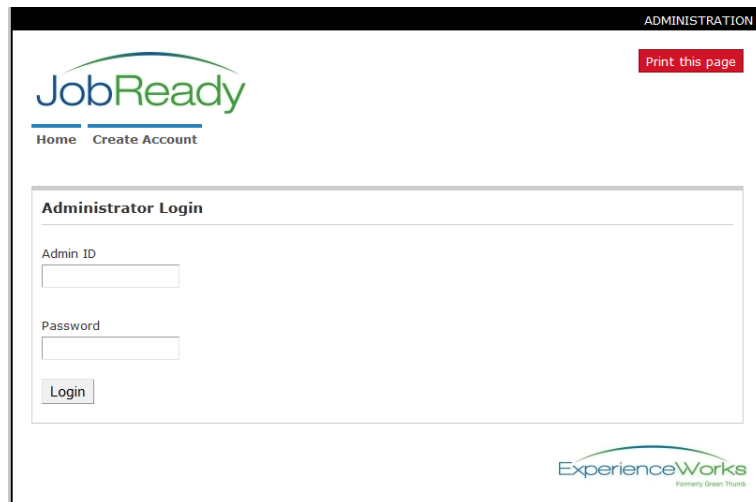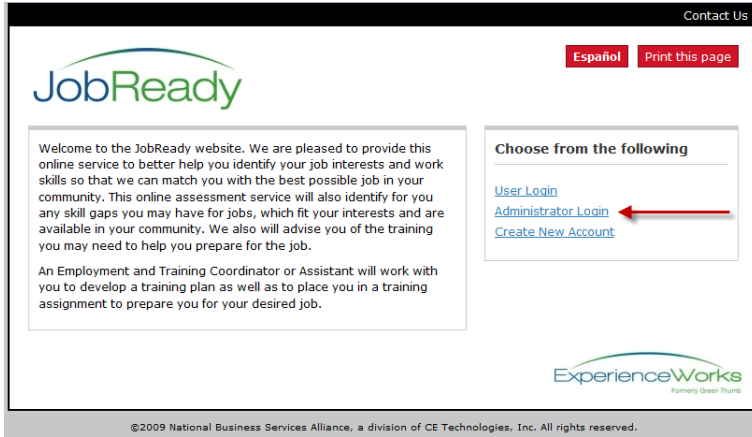
Dashboard: Quick links and search capabilities for user information

1. Once you login, you are placed on the Dashboard page.*

Quickly searching for Users

2. If you would like to search for a user, you can search for them by user name, first name, last name or account status (i.e. Active or Inactive).
3. If you type "T*" into the User name text box, all accounts with a user name that start with a "T" are returned. This functionality works the same way for the First Name and Last Name text boxes too.
4. Clicking **Advanced Search** takes you to the "Search for a User" screen covered in a later section.

* Note: You will not have access to search for administrators or locations. You will also not be able to work with the Administrators, Locations, Profiles or Requests tabs. When you click on any of these tabs, you will receive the following message:

> You do not have the required permissions for that action.

Users Tab: Searching, sorting and ability to work with user accounts.

1. The **Users** tab gives you the ability to search for user records as well as edit them and actually view them. User records can also be sorted and filtered using this tab.
2. This tab also allows you to add user training/employment outcomes as well as work with user IEPs for particular job roles using the tools available here.
3. You can search for user records by sorting by Last Name, First Name, User Name, Status, Location Code and Registration Date in ascending or descending order. You do this by clicking the arrow buttons to the right of the column you want to sort by. For example, you can sort by Last Name > **Last Name ⬆⬇**

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Dashboard   **Users**   Administrators   Reports   Locations   Profiles   Requests   Resources   **Logout**

Search Results   [New Search]

Legend: 📝 - Edit User   ⭐ - User Outcomes   👤 - View User

		Last Name ⬆⬇	First Name ⬆⬇	User Name ⬆⬇	Status ⬆⬇	Loc. Code ⬆⬇	Registration Date ⬆⬇
📝 ⭐ 👤		Cole	John	johncole8	Active	EW-OK-9999-9	01 JUN 2012
📝 ⭐ 👤		O'Neill Testing	Tim	timtest2	Active	EW-NY-9999-9	08 AUG 2012
📝 ⭐ 👤		Testing	Jonathan	haskell9	Active	EW-NY-9999-9	10 AUG 2012
📝 ⭐ 👤		Testing	John	oktest2	Active	EW-OK-9999-9	04 JUN 2012
📝 ⭐ 👤		Testing	John	estest2	Inactive	EW-NY-9999-9	05 JUN 2012
📝 ⭐ 👤		Testing	Mike	boxtest4	180 Day	EW-NY-9999-9	19 JAN 2011
📝 ⭐ 👤		Testing	John	jtestman3	180 Day	EW-NY-9999-9	23 MAR 2011
📝 ⭐ 👤		Testing	Jon	hoxtest9	Inactive	EW-NY-9999-9	19 JAN 2011
📝 ⭐ 👤		Testing	Darren	dtesting	Active	EW-NY-9999-9	09 AUG 2012

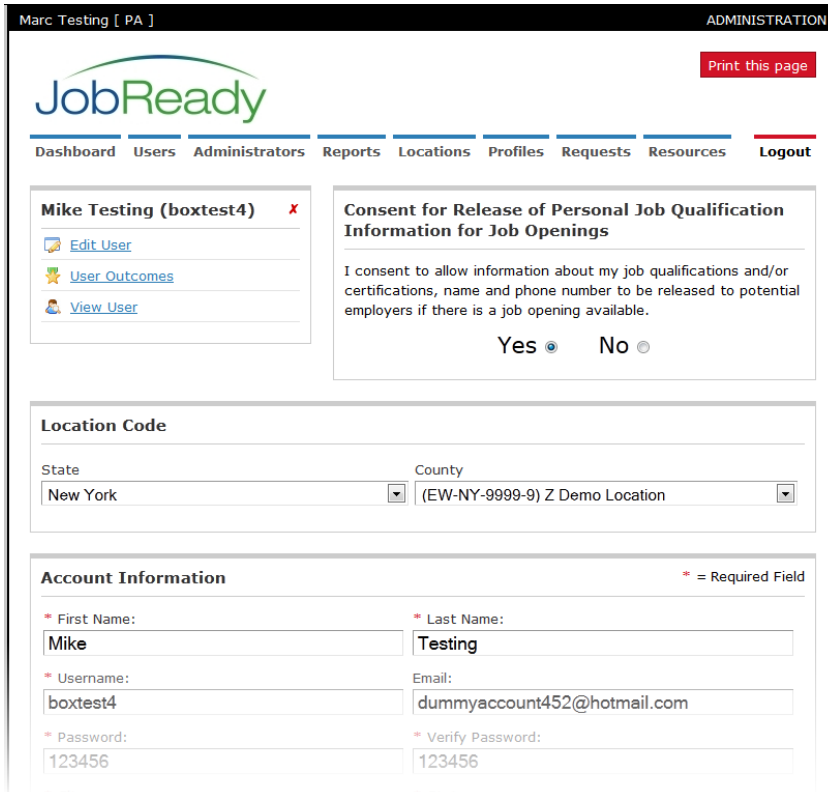Previous   **1**   Next

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Advanced User Account Searching

4. You can search for user records by clicking the **New Search** link on the Users tab.
    a. If you would like to search for a user, you can search for them by user name, first name, last name, status, program or location code.
    b. If you type "T*" into the User name text boxes, all accounts that start with a T are returned. This functionality works the same way for the First Name and Last Name text boxes too.

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Dashboard   Users   Administrators   Reports   Locations   Profiles   Requests   Resources   Logout

Enter a user name or simply click the **Search** button to retrieve all user records

Search for a User

Username: First Name: Last Name:

Account Status: Program: Location Code:
All   All   All

Search ▶

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Editing User Account Information

1. If you wish to edit a user account, you start by clicking [icon] - Edit User for a particular user.
2. Firstly, you can edit Consent and Account Information as seen below:

3. Secondly, you can edit Personal and Account Status Information as well:

4. Finally, you can edit Employment History details as well

5. If you are done making changes, click **Continue**. If you do not want to make changes, click **Cancel**.

Updating User Outcome Information

1. To update a user outcome, you click ⭐ - User Outcomes for the user you want to deal with.
2. You can choose which program service the user is a part of. Click **Save** after making a change to the program value.
3. You can choose what the Employment Readiness Rating is for the participant. Click **Save** after making a change to the rating value.
4. You can add case notes, training or employment outcomes by clicking the **Add Entry** links.
5. To delete an existing case note or outcome, click **Delete**. To update an existing outcome, click **Edit**.

Adding a Case Note

1. After clicking the **Add Entry** link for Case Notes, you can then input:
   - ☑ What the Subject of the Case Note is (e.g. Meeting for Initial IEP)
   - ☑ What the Contact Type is (e.g. Meeting, Phone Conversation etc)
   - ☑ Date (e.g. 2011-01-26),
   - ☑ Any additional comments necessary.

2. To finish, click **Continue**. To abort from entering the case note, click **Cancel**.

Adding an Employment Outcome

1. After clicking the **Add Entry** link for Employment Outcomes, you can then input:
   - ☑ Job Title
   - ☑ Whether the job is for a high-growth/in-demand job
   - ☑ Which employer they were referred to (e.g. Johnson Hardware).
   - ☑ Referred date (e.g. 2011-01-26),
   - ☑ Industry type (e.g. Retail),
   - ☑ Whether they were actually employed.
   - ☑ Any additional comments necessary.

2. To finish, click **Continue**. To abort from entering an outcome, click **Cancel**.

Adding a Training Outcome

1. After clicking the **Add Entry** link for Training Outcomes, you can then input:
   - ☑ Training Type (e.g. Community College)
   - ☑ Referred date (e.g. 2011-01-26)
   - ☑ Industry type (e.g. Retail)
   - ☑ Training Outcome (e.g. Did not complete)
   - ☑ Any additional comments necessary.

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Dashboard   **Users**   **Administrators**   **Reports**   **Locations**   **Profiles**   **Requests**   **Resources**   **Logout**

Edit a Training Outcome for Shawn Testing

* Training Title / Course Name:
Call Center Operations

* Training Mode: * Start Date: Completed Date:
Community College   2011-01-03

* Is this training for a high-growth/in-demand jobs?   Yes ◉   No ○

* Relevant Job Title:
Call Center Rep

* Industry Type: Training Outcome:
Call Center   In Progress

If Industry Type = Other, please specify:

Grade:

Is this training for a certification?   Yes ◉   No ○

If so, what is the name of the certification?
Call Center Representa

Comments
Enrolled in the Call Center Operations program at
Fawnshawe College, Brooklyn New York.

✗ Cancel   ✓ Continue

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Displaying and Editing an IEP Form

1. With the Individual Employment Plan (IEP), you can **Display**, **Edit** and **Delete** a saved IEP by clicking the respective links in the IEP section for the job role you want to work with.*

IEP

			Employment Goal	Type	E-Signed?	Date
Display	Edit	Delete	Customer Service Representative	Initial	Yes	2011-01-19
Display	Edit	Delete	Park Planner	Initial	Yes	2008-08-18

* Note: The functionality regarding how to create and work with an IEP will be covered in-depth in a later section.

2. When you click **Display** you can:
   - ☑ Review the IEP
   - ☑ Print the IEP by clicking the [Print this page] button in the top right corner.

3. When you click **Edit** you can:
   - ☑ Review the IEP
   - ☑ Modify the IEP
   - ☑ Re-Save the IEP

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Dashboard   Users   Administrators   Reports   Locations   Profiles   Requests   Resources   Logout

> The purpose of this plan is to outline the steps that will prepare me to get a job.
> I will follow this plan to achieve my employment goal.

Individual Employment Plan

State	New York	**County**	Z - Demo Location Only
Project Name	Job Start		
Date	2011-01-19		
Participant Name	Shawn Testing	**Participant ID#**	46298

Initial	◉	**Reassessment**	○

Is this a Durational Limit IEP? ○Yes ◉No
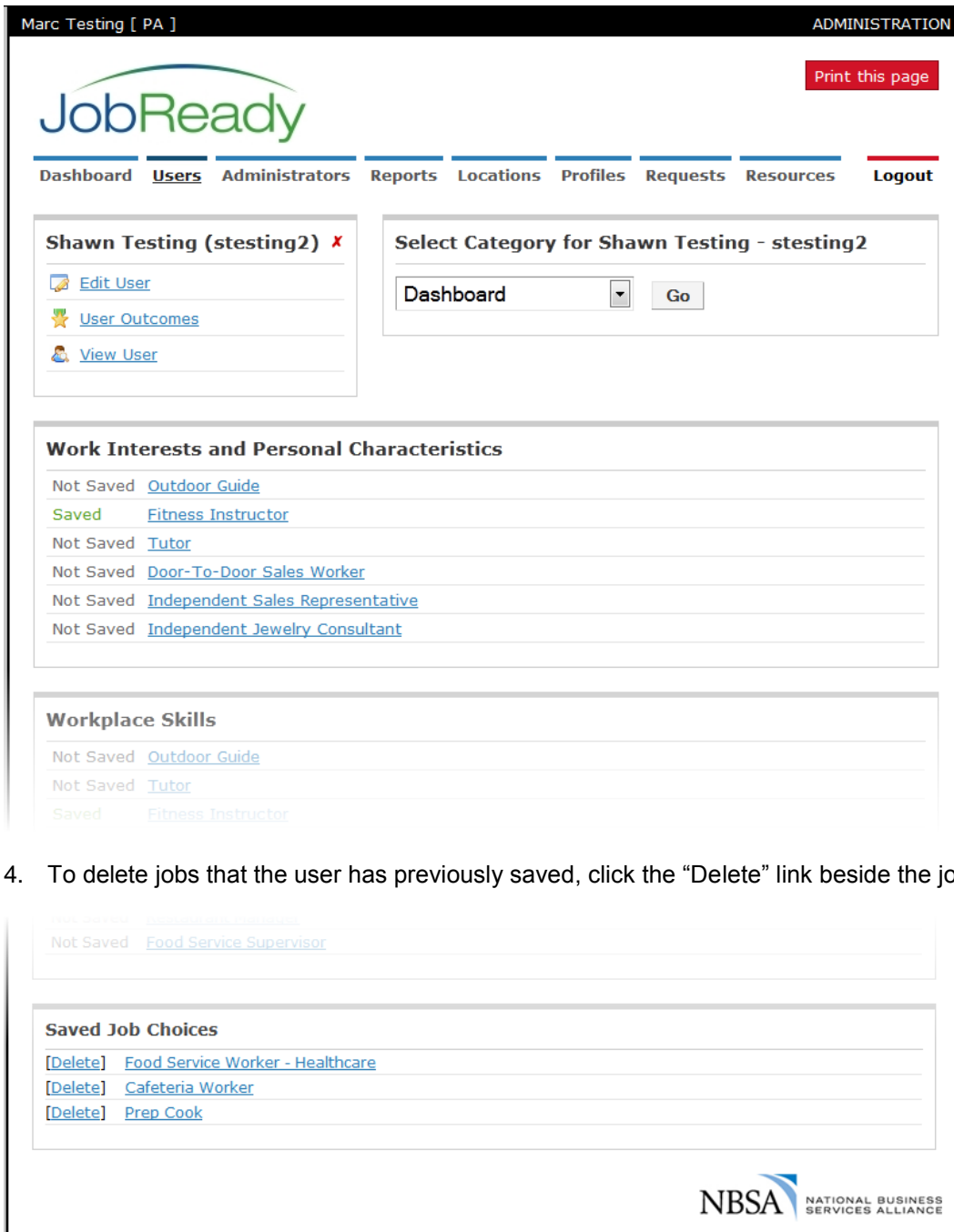
Date of Last IEP		Date of Enrollment	2010-01-07

Viewing User Account Activity

1. To view user account activity, you click the ![icon] - View User icon.
2. In using this feature, you can view the Saved Job Choices and Job Choices based on the Work Interests/Personal Characteristics self-assessments as well as the Workplace Skills self-assessments, just like on the user's dashboard.
3. To view details about a user's progress on particular job recommended to them, simply click on the job role title link. This will then display the Job Display Page discussed later.

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Dashboard   Users   Administrators   Reports   Locations   Profiles   Requests   Resources   **Logout**

Print this page

Shawn Testing (stesting2) ✗

📝 Edit User

⭐ User Outcomes

👤 View User

Select Category for Shawn Testing - stesting2

| Dashboard ▾ | Go |

Work Interests and Personal Characteristics

Not Saved	Outdoor Guide
Saved	Fitness Instructor
Not Saved	Tutor
Not Saved	Door-To-Door Sales Worker
Not Saved	Independent Sales Representative
Not Saved	Independent Jewelry Consultant

Workplace Skills

Not Saved	Outdoor Guide
Not Saved	Tutor
Saved	Fitness Instructor

4. To delete jobs that the user has previously saved, click the "Delete" link beside the job role.

| Not Saved | Food Service Supervisor |

Saved Job Choices

[Delete]	Food Service Worker - Healthcare
[Delete]	Cafeteria Worker
[Delete]	Prep Cook

Viewing a Job Display page

5. The Job Display page shows the job description as well as core skill details and completion dates.
6. To view the IEP form for the job, click the link: **IEP Form**.

Working with the IEP Form

7. After clicking **IEP Form** on the Job Display page, you can use this tool to fill out an IEP form and print it. The form is quite long and there is a lot to fill out. **Make sure you fill out everything required.** *

* Note: If you fill out the IEP form but miss filling out something required on it and click "Save", you will receive this warning message:
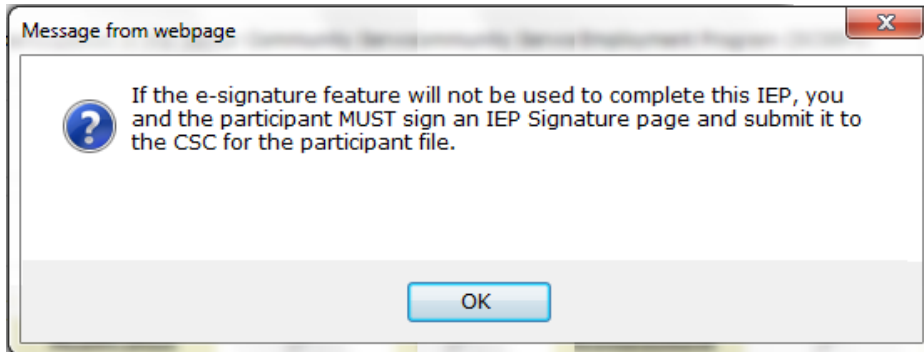

a) If **No** is clicked for the question "Does this Individual Employment Plan need to have electronic signatures?", a Yes/No option button will appear below with the question: "Will a hard copy IEP Signature Form be signed and kept on file at CSC?"

b) If **No** is again chosen to the question "Will a hard copy IEP signature be kept on file at the CSC?", administrators will be shown the following pop-up message:

c) If **Yes** is clicked, a question appears below asking the administrator to confirm if both they and the participant have specified their e-signature security answers.


** If you as an **administrator** have not yet specified your security answers – please email them to Eileen Hendrix in confidence at Eileen_Hendrix@experienceworks.org

** **Participants** who have not yet specified their security answers can do so by logging into their user account and clicking the **Edit Account** tab.

d) If **No** is clicked for the second question, a pop-up will appear with an **OK** button and the statement:
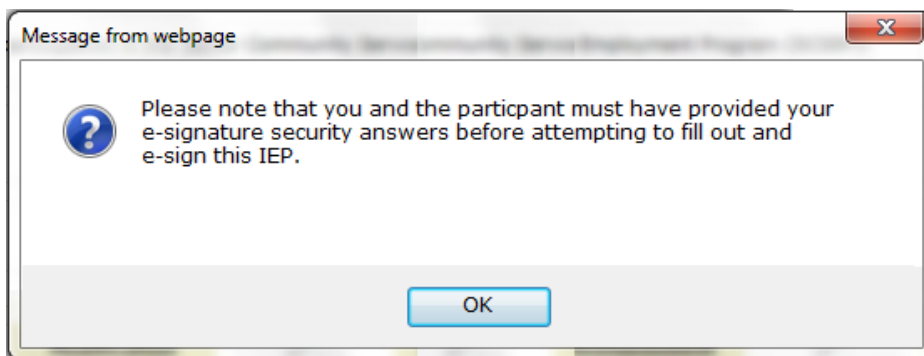
8. The core skills for the job will also be displayed on the IEP along with the skill self-assessment requirements, user self-assessment ratings and any tested scores that the user may have already achieved on the core skill objective assessments.

Receptionists greet and attend to clients, guests, or service personnel entering offices, hospitals and other establishments. They provide information, answer questions, and direct visitors to the appropriate people or services. They are often responsible for answering and forwarding telephone calls, taking accurate and detailed messages, scheduling appointments or meetings, performing basic filing or word processing functions, handling incoming and outgoing mail, and receiving packages.

Core Skills for this Job ?	Requirement	Self Rated	Tested
Basic Computer Skills	High	Moderate	80%
Basic Interpersonal and Teamwork Skills	High	Some	85%
Basic Math Skills	High	None	90%
Basic Office Skills	High	None	82%
Basic Reading and Comprehension Skills	High	None	97%
Basic Telephone Skills	High	None	95%
Basic Time Management Skills	High	None	90%

Related Skills for this Job ?	Requirement	Self Rated	Tested
Basic Customer Service Skills	Moderate	None	-
Effective Business Communications	Moderate	Some	-
MS Word Basics	Moderate	None	-

Supportive Services

Add Entry

Supportive Services to Overcome Barriers	Action Plan	Who is Responsible for Providing?	Start Date	Target End Date	Review Date	Completion Date

9. **Support Services**, if applicable, need to be specified on the IEP. Not all IEPs will necessarily have or need a support service specified. If a user needs glasses in order to do the job of a "Call Center Representative" for example, this is a "support" that needs to be acquired in some way. To acquire the support, an "action plan" needs to be specified (e.g. get funding) and it needs to be specified about "who is responsible for providing" either the support itself or the means to acquire that support (e.g. Salvation Army). There also needs to be a start date, end date, review date and completion date specified.

10. A **Training Plan**, if applicable, needs to be specified on the IEP. If a skill has been self-assessed by the user to be below the requirement for the job, training may be available to fill the skill gap. *Free* online NBSA provided courses are available as an example. Skill Improvement Library Courses are also available, for a fee. Whatever training is decided upon, the training objective, training strategy, start date, end date, review date and completion date need to be specified. Use the red "**X**" to delete rows if necessary.

11. A **Community Service Training Review** section is also available on the IEP. You can leave the task descriptions as is or you can refine them to suit what exactly the user will be doing. Use the red "**X**" to delete rows if necessary. Rate the Specific Job Tasks after three months, six months and nine months on the printed version of the IEP.

Supportive Services

Add Entry   Delete Last Entry

Supportive Services to Overcome Barriers (Required)	Action Plan (Required)	Who is Responsible for Providing? (Required)	Start Date (Required)	Target End Date (Required)	Review Date	Completion Date
Glasses	Get funding for glass	Salvation Army	2008-01-18	2008-02-01	2008-02-07	2008-02-21

Training Plan

	Training & Employment Objectives (Required)	Training Strategy (Required)	Start Date (Required)	Target End Date (Required)	Review Date	Completeion Date
X	Basic Computer Skills	NBSA Course - Basic Co	2008-01-16	2008-02-15	2008-02-16	2008-02-17
X	Basic Math Skills	Course - Basic Math Skills	2008-01-16	2008-02-15	2008-02-16	2008-02-17

Community Service Training Review

Rating Criteria	(1) = Very Poor	(2) = Poor	(3) = Average	(4) = Above Average	(5) = Excellent
Directions	Using the Host Agency Supervisor's feedback, rate the Specific Job Tasks after two months, four months and six months. Use the Community Service Training Review Summary average as a baseline for developing the participant's future Individual Training and Employment Plans.				

Review Periods	Three Month Review	Six Month Review	Nine Month Review	Review Summary
Review Dates (Required)	2008-04-15	2008-07-10	2008-10-12	
Specific Job Tasks (Required)				

	Specific Job Tasks	Three Month Review	Six Month Review	Nine Month Review	Review Summary
X	Respond to incoming calls from customers or clients				
X	Transfer or forward incoming calls				
X	Initiate outgoing calls to target populations for potential sales opportunities				
X	Initiate outgoing calls to target populations for marketing or survey research				
	Provide information about products,				

12. Once you have completed filling out an IEP that does not require an e-signature, click **Save**.

IEP E-Signature entry process

13. If the IEP you are working with does require an e-signature, the bottom of the IEP will look as follows:

a) The participant and EW representative will confirm their names as they will appear in the e-signature section on the saved IEP.
b) The current date that will auto-display in the e-signature section.

c) The participant will take control of the computer at this point. Securely, without the EW representative present, the participant will select which identifying security question they would like to answer. **Select** is the default value. The available questions are:

     i.   What is your Mother's Maiden Name?
     ii. What city were you born in?
     iii. What was the name of your first elementary school?

** **Participants** who have not yet specified their security answers can do so by logging into their user account and clicking the **Edit Account** tab.

d) The e-signature should be entered confidentially by the Participant

Securely, without the EW representative present, the participant will provide the answer to their security question but the **values will be hidden from the administrator's view. Each character will appear as an asterisk** *.

Please note: The security answers are NOT case-sensitive.

e) The EW representative will take back control of the computer at this point. From the drop down box beside their name, the EW representative will select their job title. Available values will be:

     i.   State Director
     ii. Manager
     iii. OA
     iv. ETC
     v. Participant Assistant
     vi. Administrative Assistant

** If you as an **administrator** have not yet specified your security answers – please email them to Eileen Hendrix in confidence at Eileen_Hendrix@experienceworks.org

f) Securely, without the participant being present, the EW representative will also select which identifying security question they would like to answer. **Select** is the default value. The available questions are:

    i.   What is your Mother's Maiden Name?
    ii.   What city were you born in?
    iii.   What was the name of your first elementary school?

g) E-Signature entered confidentially by EW Rep

Securely, without the participant being present, the EW representative will provide the answer to their security question but the values will also be hidden from view. Each character will appear as an asterisk *. The answers will NOT be case-sensitive.

h) When the **Save** button is clicked, the system will check for whether the:
    i.   EW Representative Signature field has a value **AND** a value was chosen for the drop-down box beside this field;
    ii.   E-signature security questions were chosen;
    iii.   E-signature answer was provided by the participant and whether it matched the answer provided for the question by the participant on their Create/Edit Account page;
    iv.   E-signature answer was provided by the EW representative and whether it matched the answer entered for the question by the Super Administrator on the Admin's Edit Account page.

14. After clicking Save, the IEP Form will lock the values. You can then click the [Print this page] button to actually print the IEP form and work with the print out.

15. For IEPs that were saved with an e-signature, the display of the e-signature section will look as follows:

Use common office software (e.g., word processing, spreadsheet applications, email)

Participant Certification and E-Signature

By entering my full name in the box below and clicking on the save button to electronically sign, I understand that this action constitutes signature in regard to my Self Assessment and this Individual Employment Plan, and I hereby certify that the above information is true and accurate to the best of my knowledge and belief.

This Individual Training & Employment Plan has been developed jointly with Experience Works to reflect my training and employment needs. I agree to cooperate with Experience Works to the best of my ability in achieving the employment goal we established. I further agree to inform Experience Works of any situations that may affect my progress toward accomplishing this goal. If I fail to comply with my Training Plan without reasonable cause or intentionally provide inaccurate information, I understand that I may be subject to disciplinary action up to and including termination from the SCSEP program.

Participant's Signature	Shawn Testing	Date:	2012-03-13
Please choose from one of the following questions:	What is your Mother's Maiden Name?	Time:	05:51 PM EDT
What is the answer to the question?	**********		

EW Representative's Signature	Marc Testing, ETC	Date:	2012-03-13
Please choose from one of the following questions:	What city were you born in?	Time:	05:51 PM EDT
What is the answer to the question?	**********		

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Viewing a User's Test Inventory

1. In using this feature, you can also view the Incomplete Tests and Completed Test scores, just like on the user's Test Inventory tab by choosing the **Test Inventory** category.

Viewing a User's Skill Inventory

1. In using this feature, you can view what skills the user has self-assessed themselves on as well which of those skills they have taken a test in. Of course, you cannot make edits to this page but you get to see in real-time when the user makes changes.

Viewing a User's Learning Plan

1. In using this feature, you can view what courses the user is taking just as they can by choosing the **Learning Plan** value.

Viewing User Work Interests

1. If you would like to view which Work Interests the user has rated themselves on and which they have not, select the category named **Work Interests**.

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Dashboard **Users** Administrators Reports Locations Profiles Requests Resources **Logout**

Marc Testing (msleeth2) ✗

📝 Edit User

⭐ User Outcomes

👤 View User

Select Category for Marc Testing - msleeth2

Work Interests ▾   Go

Work Interests

Producing Factual Reports or Documents	All of the time
Working with Statistical Data	All of the time
Caring for Other People	Never
Learning or Using New Technologies	Never
Scientific Discoveries	Never
Designing Practical or Functional Items	Never
Plants or Gardening	Never
Leading or Managing Others	Never
Composing or Performing Music	Never

Viewing User Personal Characteristics

1. If you would like to view which Personal Characteristics the user has rated themselves on and which they have not, select the category named **Personal Characteristics**.

Reports: Searching, sorting and downloading data

1. To acquire the right data from the JobReady Program site, you must run the right report.
2. Data can be acquired through the online report method or there is a "Download (Excel) CSV"option so that you can work with the data in Excel.
3. You can select from the following reports:
    a. *Activity Report*: Participant #'s, Current Job Seekers, Job Referral numbers, Program Service breakdown as well as participant characteristics
    b. *Case Note Report*: UserID, Last & First Name, Username, Location, Contact Type, Date of contact, Outcome, Employment Readiness Rating and Program
    c. *Certification Report:* Username, Job Title, Certification Name, Score, Date, Location
    d. *Course Access Report:* Username, Course Name, Date Accessed, Location
    e. *Course Report:* Username, Course Name, Date, Location
    f. *Employment Outcomes Report:* Last & First Name, Username, Location, Referred Date, Industry Type, Program, Employed
    g. *IEP Assignment Goals Report:* Username, Goal Activity, Current Goal, Actual Achieved, Comments
    h. *IEP Community Service Training Review Report:* Fields related to the this IEP section
    i. *IEP Supportive Services Report:* Fields related to the this IEP section
    j. *IEP Training Plan Report:* Fields related to the this IEP section
    k. *IEP User Summary Report:* Fields related to the IEP overall.
    l. *Participants by Saved Job Report*: User Name, Job Title and Location ID.
    m. *Skill Report:* Username, Location, Skill, Self Assessed Level and Score
    n. *Stopwatch Report:* Location, Status
    o. *Test Report:* Username, First & Last Name, Location, Test, Date & Score
    p. *Training Outcomes Report:* Last & First Name, Location, Training Type, Referred Date, Completed, Program
    q. *User Report:* Last & First Name, Location, Reg. Date, Last Access, Program, Status

Activity Report

1. This report summarizes key details about users within a particular location such as all participants, all participants without an outcome, number of outcomes assigned etc.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need.
3. Account Status, Consent decision, Program and Reporting period all need to be specified.

Output

Case Notes Report

1. This report lists all the case notes that were saved for each user on the User Outcomes page.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need.
3. Contact Type, Outcome, Program and Status all need to be specified.

Output

Certification Report

1. This report lists all the certifications that were granted to users within a particular location.
2. To run the report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which jobs were certified for that you would like to filter for in the same manner. If you do not see any jobs listed, that is because no jobs had certifications granted.
3. Account Status and Consent decision also need to be specified.

Certification Report Parameters

Selected Locations: ▬   [Select All Locations]

Abbeville (EW-SC-0227-0)
Acadia Parish (EW-LA-0001-0)
Accomack (EW-VA-0001-0)
Ada (EW-ID-0001-0)
Adair (EW-IA-0002-0)
Adair (EW-KY-0001-0)
Adair (EW-OK-0003-0)
Adair (EW-MO-0001-0)

Selected Jobs: ▬   [Select All Jobs]

Office/File Clerk

Status: Consent:
Both ▼   Both ▼

[Download CSV]   [✓ Continue]

Output

Certification Report

Username	Job Title	Certification Name	Score	Date	Location
willowood	Loan Officer	Essential Workplace Skills	96%	2007-12-14	SC-WA-067
BrendaU4	Waiter/Waitress	Essential Retail and Service Skills	92%	2007-09-14	SC-AR-017
joetta	Call Center Representative	Essential Customer Service Skills	90%	2007-12-11	SC-TX-022

Course Access Report

1. This report lists all the NBSA courses that were accessed by users within a particular location.
2. To run the report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which courses that you would like to filter for in the same manner. If you do not see any courses listed, that is because no courses have been accessed.
3. Program and Time Period also need to be specified.

Output

Course Access Report

First Name	Last Name	Location	Course Name	Date
Marc	Testing	EW-NY-8888-8	Customer Service Skills	2010-01-28
Marc	Testing	EW-NY-8888-8	Computer Skills	2010-02-08
Marc	Testing	EW-NY-8888-8	Marketing Fundamentals	2010-03-29

Course Report

1. This report lists all the courses that were granted to users registered in a particular location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which courses that were granted that you would like to filter for in the same manner.
3. Account Status and Consent decision also need to be specified.

Output

Employment Outcome Report

1. This report lists all the employment outcomes assigned to users within a particular location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the employment outcome date range that you would like to filter for.
3. Industry Type, Employed, Account Status and Program also need to be specified.

Employment Outcome Report Parameters

Selected Locations: —	Select All Locations

Aleutians East (EW-AK-0100-0)
Z Testing Location Only (EW-NY-8888-8)
Z Testing Location Only (EW-AR-9999-9)
Z Testing Location Only (EW-NY-9999-9)

Employment Outcome Date: Between ☐ To ☐

Industry Type:	Employed:
All	All

Status:	Program:
Both	All

Download CSV | ✓ Continue

Output

Employment Outcome Report

Last Name	First Name	Username	Location	Referred Date	Industry Type	Program	Employed
Abair	William	ABAIRR	SC-OK-911	2007-11-01	Other	SCSEP	Yes
abate	michael	abate61	SC-FL-083	2007-11-08	Finance	WorkSearch	No
abate	michael	abate61	SC-FL-083	2007-11-08	Finance	WorkSearch	No

IEP Assignment Goals Report

1. This report lists all the entries in the IEP Assignment Goals section for users in particular locations.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the registration date range that you would like to filter for.
3. IEP Type, Account Status and Program also need to be specified.

Output

IEP Community Service Training Review Report

1. This report lists all the entries in the IEP Community Service Training Review sections for users in particular locations. The ratings and review records are also a part of the output.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the registration date range that you would like to filter for.
3. IEP Type, Account Status and Program also need to be specified.

Output

IEP Supportive Services Report

1. This report lists all the entries in the IEP Supportive Services sections for users in particular locations.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the registration date range that you would like to filter for.
3. IEP Type, Account Status and Program also need to be specified.

Output

IEP Training Plan Report

1. This report lists all the entries in the IEP Training Plan sections for users in particular locations.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the registration date range that you would like to filter for.
3. IEP Type, Account Status and Program also need to be specified.

Output

IEP User Summary Report

1. This report lists all the IEP records for users in particular locations.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the registration date range that you would like to filter for.
3. IEP Type, Account Status and Program also need to be specified.

Output

Participants by Saved Job Report

1. This report lists all the jobs that were saved by each user in a particular location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which jobs you would like to filter for in the same manner.
3. Account Status, Consent decision and Skill Type also all need to be specified.

Participants by Saved Job Report Parameters

Selected Locations: Select All Locations

Abbeville (EW-SC-0227-0)
Acadia Parish (EW-LA-0001-0)
Accomack (EW-VA-0001-0)
Ada (EW-ID-0001-0)
Adair (EW-IA-0002-0)
Adair (EW-KY-0001-0)
Adair (EW-OK-0003-0)
Adair (EW-MO-0001-0)

Selected Jobs: Select All Jobs

Academic Advisor
Accountant
Account Executive - Advertising Agency
Account Executive - Sales
Accounting Analyst
Accounting Clerk
Accounting Manager
Account Manager - Client Services

Status: Consent:
Both   Both

Skill Type:
Both

Download CSV   ✓ Continue

Output

Participants by Saved Job Report

First Name	Last Name	Job Title	Program	Location
barbara	acker	Community Support Worker	Not Selected	EW-IA-0002-0
barbara	acker	Dishwasher	Not Selected	EW-IA-0002-0
barbara	acker	Line Cook	Not Selected	EW-IA-0002-0
barbara	acker	Prep Cook	Not Selected	EW-IA-0002-0
John	Adams	Inventory Control Clerk	Not Selected	EW-ID-0001-0
Betty	Anderson	Office/File Clerk	Other	EW-KY-0001-0
Betty	Anderson	Receptionist	Other	EW-KY-0001-0

Skill Report

1. This report lists all the skills that were rated by users in a particular location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which skills you would like to filter for in the same manner.
3. Account Status, Skill Type and Consent decision also need to be specified.

Output

![NBSA - National Business Services Alliance logo]

![JobReady logo]

Test Report

1. This report lists all the tests that were completed by each user in a specific location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. You also need to specify which tests you would like to filter for in the same manner.
3. Account Status, Consent decision and Skill Type also all need to be specified.

Output

Training Outcome Report

1. This report lists all the training outcomes assigned to users within a particular location.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable, you also need to specify the training outcome assigned date range that you would like to filter for.
3. Training Type, Training Outcome, Account Status and Program also need to be specified.

Output

User Report

1. This report lists all the users within a particular location along with descriptive details about them.
2. To run this report, select the locations you want to report on first. More than one location selection requires holding the keyboard control key and clicking on each location you need. If applicable to your needs, you also need to specify the registration date range for the users you are filtering for.
3. Account Status and Program also need to be specified.

Output

Resources: Creating Job Orders and Making Announcements

Job Orders Tool

The job orders tool is great for posting an advertisement for a position that has a lot of openings...because if it's a popular job in your area...likely many users will see it and they'll have a better chance to secure the job given the number of hiring opportunities. For example, perhaps a call center or large retail chain just opened your town/city and they are hiring 50 customer service representatives. Posting the details of this position into the Job Orders tool in JobReady would be a good idea given how many people focus on the Customer Service Representative in JobReady.

Please note this tool is not suited for just 1 job with 1 opening...where perhaps more selective advertising to prime candidates the employer knows of will be more appropriate through meetings, phone calls, in-office posting on a job board etc.

How to create a new Employer

Note that an Employer record must exist in the system first before a job posting for that employer is created.

1. Click the Resources tab and then click **Create a new Employer.**

2. Enter the name of the employer and then click **Create Employer.**

How to create a new job order

1. Click the Resources tab and then click **Create a new Job Order**

2. Select the job title that corresponds/relates to the job posting that you will be entering.

3. Once on the **Create Job Order** screen, enter the following:

   a. **Title:** The job title as you want it to appear in the posting.

   b. **ZIP:** ZIP Code that is closest to where this job will be situated.

   c. **City**

   d. **State**

   e. **Description:** A description of the job opening. Key skills needed, details of the position, contact details for more information etc.

   f. **Employer:** You must first create the employer before you see it in the drop down list.

   g. **Application URL:** If there is a website at the employer where this job posting is also located, please enter it here. For example, http://careers.homedepot.com/

   h. **Visibility:** Please always select **Public**. The other values in this drop down box should never be chosen and they will be removed in a future systems update.

   i. **Location:** The county location for which the job opening would apply to participants residing or enrolled in that County.

4. Once complete, click **Create Job Order**

5. You will be advised that the job has been created

6. When the users in the location that the job order was created search for job openings related to the job title, they'll see the job opening display amongst other jobs also feeding into the site
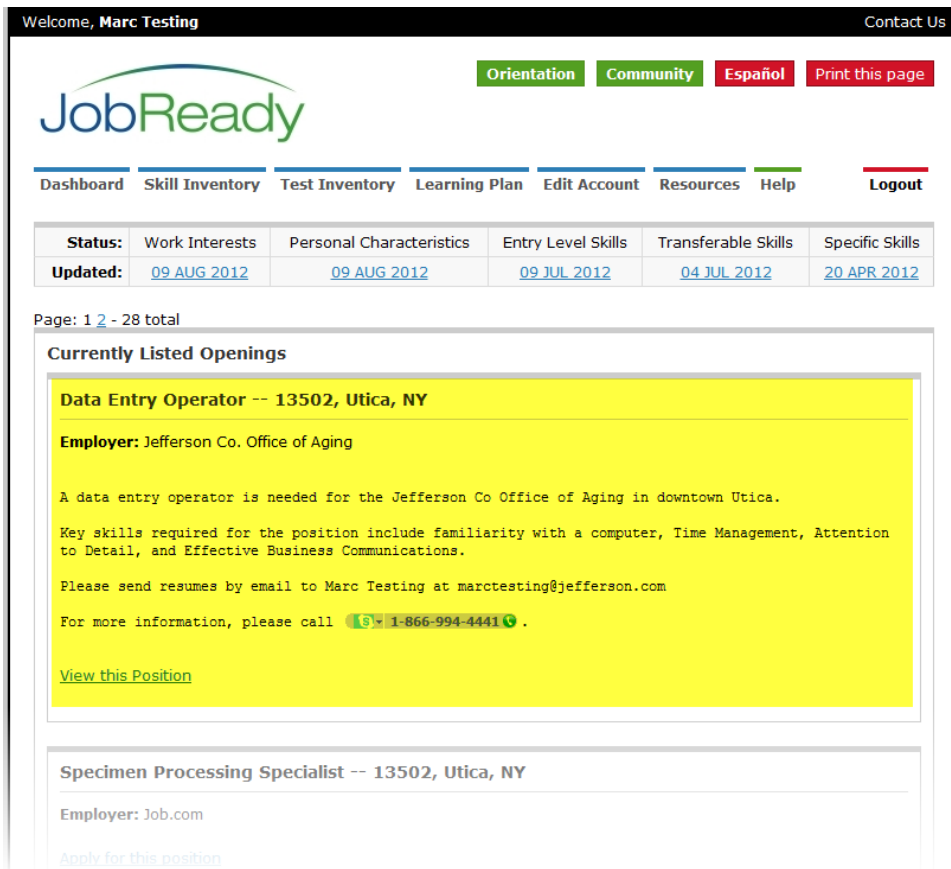
FAQ regarding Job Orders tool

1. Will the Job Order I enter automatically get deleted?

No, you must click the **Resources** tab and click **Edit Job Order**. Then you need to click **Delete Position** for the job posting you would like to delete.

2. Will participants be notified that I sent them a job referral like they do when I send the announcement?

No, they will only see the job posting you entered if they click **Search for Openings** for the related job title in JobReady. For example, if you posted a position related to the **Data Entry Operator** job role in the system, users focused on that **Job Display Page** and who click **Search for Openings** will see your job posting.

3. Is there a report that will tell me what participants are opening up the job referral and the announcements?

No, there is no report that tells us that type of metric at this time.

4. Should I continue to just make an announcement with all of the jobs in the area and let them people decide if they want to apply for that job?

Sure, this approach can work in conjunction with using the Job Orders tool for positions that have a lot of openings. The more routes participants have towards seeing job postings, the better.

How to edit a job order

1. Click the Resources tab and then click **Edit Job Order**

2. Select the position to edit and then click **Edit Position**

3. Edit what changes you need to and then click **Save Changes**.

Edit Job Order

Career:	Data Entry Operator
*Title:	Data Entry Operator
*Zip:	13502
*City:	Utica
*State:	New York
*Description:	A data entry operator is needed for the Jefferson Co Office of Aging in downtown Utica. Key skills required for the position include Computer, Time Management, Attention to Detail, and Effective Business Communications. Please send resumes to Jefferson Co Office of Aging For more information, please call 1-866-994-4441
*Employer:	Jefferson Co Office Of Aging
Application URL:	
*Visibility:	Public
*Location:	Select

✓ Save Changes   ✗ Cancel

Announcements Tool

When announcements are created using this tool, announcements are displayed to applicable users on their Dashboards.

How to create a new announcement

1. Click the Resources tab, then click **Create a new announcement**

2. Enter in a title for the announcement, a description, a URL (if applicable – e.g. http://mysite.com), and select a location. Then click **Create**.

3. The announcement will then appear to users registered in that location in the **Announcements** section on their Dashboard.

Welcome, **Marc Testing**   Contact Us

JobReady

| Orientation | Community | Español | Print this page |

Dashboard   Skill Inventory   Test Inventory   Learning Plan   Edit Account   Resources   Help   **Logout**

Status:	Work Interests	Personal Characteristics	Entry Level Skills	Transferable Skills	Specific Skills
Updated:	09 AUG 2012	09 AUG 2012	09 JUL 2012	04 JUL 2012	20 APR 2012

Announcements   Hide

Title	Date
FREE JobReady course vouchers	2012-04-17
Job Fair May 1st	
There will be a job fair on May 1st at the career center. Please bring copies of your resume. For more information, please call S ▼ 1-866-994-4441 .	2012-08-14
FREE Certification	2011-12-09

Work Interests and Personal Characteristics

Job matches listed here, are based on your Work Interests and Personal Characteristics **only**. Your best job matches appear at the top of the list.

📄 Learn more about your matches

Your best job choice matches: Show: Entry-Level Jobs ▼

✓ Save	Direct Sales Representative
✓ Save	Fitness Instructor
✓ Save	Outdoor Guide

Search for Job Choices

Interested in a specific job?

[   ]   Search ▶

Search by Job Category

Select   ▼   Search ▶

How to edit an announcement

1. To edit an announcement, click the Resources tab, then click **Edit announcements**

2. Choose which announcement you would like to modify and click the **Edit Announcement** tool.

3. Edit any of the fields and click **Save**.

Examples of announcements that can be made:

1. The availability of a new learning/employment resource
2. An upcoming job fair/seminar/lecture applicable to JobReady users
3. A new custom job posting (posted using the Job Orders tool) for particular job roles (e.g. An insurance company looking for 10 call center reps)
4. A new staff member at the location where participants who use JobReady will visit
5. A reminder for participants who use JobReady (submitting documentation/forms etc).
6. Directives for JobReady users – to complete certain courses, tests etc

Frequently Asked Questions

To help you understand what questions other administrators typically have about the JobReady Program site, please read the following FAQ's found below. If you have a question that you think needs to be in this guide, please notify Eileen Hendrix at Eileen_Hendrix@experienceworks.org

1. "How do I create a user account on http://ew.nbsalliance.com/?"

You first start by clicking **Create New Account**. Then enter your admin ID and access key provided to you by the JobReady Program site administrator. Then choose which State you are responsible for and choose whichever county is applicable to the user you are creating through that State. Click **Continue** and proceed with creating the user account.

2. "I can't access the administrators, locations, profiles or requests tabs? Why?"

Program Assistants or people assigned the EW JobReady Program site "PA" permission level do not have access to these tabs because they do not need to use them.

3. "A user can't access their account. I looked at the user account and it says "Password" under Status. What's happening? What do I do?"

If a user tries to login to their account 3 times unsuccessfully, the JobReady Program site will lock out the user until you, the administrator, click "Password" under Status which will reset it to an "Active" state. You should verify with the user whether they were in fact the person who could not login because this may be a security issue of someone else other than the user trying to log into the JobReady Program site.

4. "I'm trying to create an account but the site won't let me. I don't understand because I just created an account 2 minutes ago? What's happening?"

The maximum number of user accounts that can be created before the user create "counter" is refreshed is 100. Please notify Eileen Hendrix at Eileen_Hendrix@experienceworks.org if you are having trouble creating a user account.

5. "The system is not letting me login to the administrator area." What's wrong?"

Please notify Eileen Hendrix at Eileen_Hendrix@experienceworks.org so that she can investigate.

6. "I am now responsible for a new U.S. State or County's use of the JobReady Program site. Do I need to tell anyone?"

Yes. Please notify Eileen Hendrix at Eileen_Hendrix@experienceworks.org so that she can assign you the State/County within the JobReady Program site. This will enable you to create users through that State/County.

7. Where do participants specify their "secret answers" that they use for the IEP e-signature?

Participants are prompted to specify their secret answers during the initial registration process on the JobReady Program website. For those who have already registered on the website prior to February 20th, 2012, but have not yet specified their secret answers, they will be prompted to specify them each time they login to the website – until they have saved them on their Edit Account page.

8. "I have a new assistant who will be helping me administer the JobReady Program site for my State/location. Should I just give them my access info?"

No. Please notify Eileen Hendrix at Eileen_Hendrix@experienceworks.org so that he can create a new Administrator account with the proper States and locations assigned for the new Administrator.

9. Where are the quiz results for the NBSA courses?
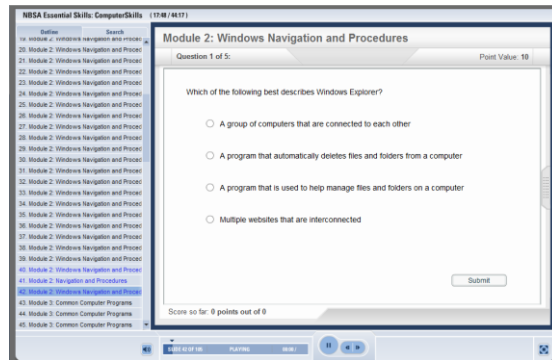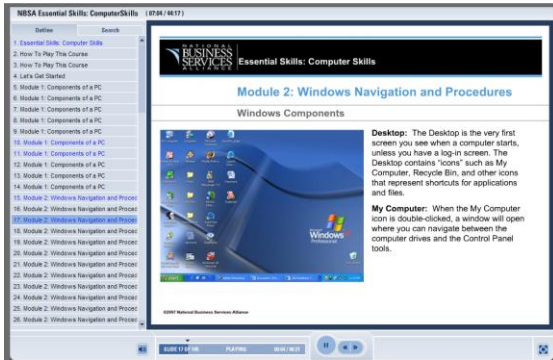
Please note that results from the 5 question module quizzes are not stored on the JobReady Program website. The course quizzes are designed to provide immediate feedback and are meant to test the participant's knowledge on the course content within the course. Only the results for the 40 question tests taken on the JobReady Program website will be stored on the website's **Test Inventory** tab.

**10. Why was my participant matched to certain jobs and not others?**

To learn more about the job matches the participant received based on their Work Interests and Personal Characteristics self-assessments, please have the participant click the link "Learn more about your matches" that is located on their Dashboard tab. You can also login as the participant and click this link too.
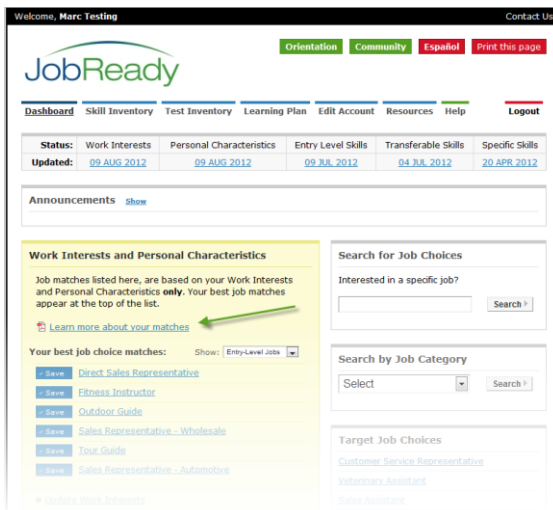
11. I would like my participant to take a test on a particular skill (e.g. Basic Reading and Comprehension Skills). Why don't I see this skill on their Skill Inventory tab?

Please note that skills first need to be self-assessed before they show up on the Skill Inventory tab. Participants can self-assess skills by:

a) clicking on one of the self-assessment links at the bottom of the **Dashboard.**
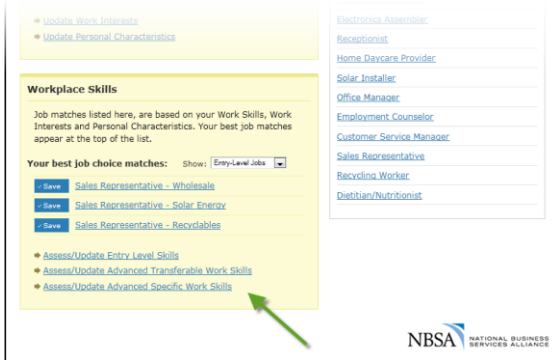
b) Clicking one of the date links at the top of the **Dashboard.**
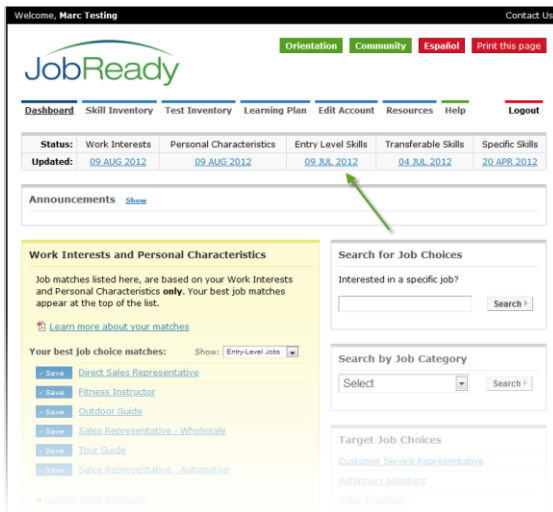
c) Self-assessing skills on the different **Job Display Pages** that they work with.