

Virtual OneStop® (VOS) – Individual User

Logging In

New account:

1. On the Home page (near the **Sign In** button), click **Not Registered?** (link name may vary, but will include *Register*).
2. Under **Opt 3 – Create a User Account**, click **Individual**.
3. Follow the steps and fill in all required (*) fields. When the “*What’s Next?*” screen displays, you are logged in.

Note: Steps and fields vary depending on your site’s configuration, but always include creating a unique user name and password.

Existing account:

1. Enter your user ID and password.
2. Click the **Sign In** button. *OR* Click **Forgot Username / Password**, if needed.
3. Select a desired retrieval option.

My Workspace* (My Dashboard)

* collapsible left-menu headings

For widgets:

- **Minimize or maximize:** Click **-/+**
- **Remove:** Click **X**
- **Move:** Click and hold the title (the double-arrow cursor) to drag title elsewhere.
- **Restore/remove** several widgets at once: At the bottom of the dashboard, click Configure Dashboard Widgets, check/uncheck the widgets, then click **Save**.

My Calendar widget – The number of upcoming appointments and events you created (or are associated with your account). Click the Numbers for new appointments and upcoming events (at bottom of widget) to view details of the event.

Current Events widget (also called *Events Near You*) – An alternate calendar view with a breakdown of how many events are scheduled for the current month, for the office/ LWIA associated with your zip code.

My Employment Plan widget – A quick way to see the job applications, résumés (and how many were viewed by employers), and automated job search alerts you have. Click the numbers to manage your applications, résumés, or job alerts.

How We Can Help You – Displays the options of the Dashboard, **Services Preview** widget, as horizontal menu-bar options. (The **Services Preview** widget displays these same options in a friendly, visual, rolling format.)

My Resources – A shortcut to access commonly used tools, including fly-outs to My Messages, My Correspondence, My Appointments, My Background, and Upcoming Events.

Settings and Themes

Control the system appearance and behavior. Click Preferences at the bottom of most screens to access the Settings menu. Choose from the following:

Web Theme – Incorporates images and text on Web pages.

Text Theme – Hides images to maximize Internet performance.

Screen Reader Theme – Incorporates proprietary software for the visually impaired.

Quick Menu*

Job Search – Opens the Quick Job Search tab.

Résumé Builder – Opens the Résumés tab to manage new or existing résumés.

My Portfolio – Access folders under Individual Profiles and Individual Plans to review or modify your personal, search history, self-assessment, and communications profiles, as well as individual plans for employment (résumés and job applications), training, benefits, and financial plans.

Services for Individuals*

Career Services – Research occupations, choose a career, and analyze your skills.

Job Seeker Services – Create résumés, cover letters, and job alerts; conduct job searches; research employers; and review job market trends.

Veteran Services† – Find benefits for veterans and their dependents.

Youth Services† – Find career and job information for youth. Find information on student aid, apprentice programs, and child labor laws.

Education Services – Locate training providers, the programs they offer, and sources of financial aid.

Labor Market Services – View information about state or local labor markets.

Community Services and Benefits[†] – View community services and benefits available, and determine potential program eligibility (e.g., WIOA).

Financial Services[†] – Create / manage a monthly budget, a training budget, and/or a transition budget.

Unemployment Services[†] – View unemployment compensation programs and eligibility.

Senior Services[†] – Find job, community service, Medicare, AARP, nutrition, health, and well-being information for seniors.

Disability Services[†] – Find services that benefit people with disabilities, e.g., employment, health, and financial resources.

Staff Provided Services – View services available at your local One-Stop Career Center.

[†] Only display if purchased for your site.

Other Services*

Communications Center – Access the Message Center and manage correspondence templates, your letters, your email log, and your subscriptions to system-generated messages, alerts, and reminders.

Appointment Center – View your appointment calendar to manage your appointments and view the events calendar.

Assistance Center – View information about this system, find recommended services, use quick reference cards for system navigation, access a site map service listing page, set your user preferences, send questions, or contact staff via email.

Learning Center – Access numerous online training videos directly from Virtual OneStop.

Customer Satisfaction Survey – Provide feedback about the Virtual OneStop site.

How Do Employers Find You in VOS?

You must complete a résumé – System-registered employers search for, view, and maintain your résumé as part of their account information in Virtual OneStop. Employers can choose the following résumé search options to find you:

- **Quick Search** – Uses multiple-combination criteria: your desired work location, occupation, and salary; keywords found in your résumé’s title or employment history section; minimal education requirements; or the résumé posting date.
- **Advanced (Résumé Ranking) Search** – Offers various search options based on employer criteria: occupational experience, driver’s license info, and shift availability. The system displays résumés, in ranked order, based on the employer’s criteria.
- **Résumé Search by Skills** – A search based on which job skills match a required job skill set by a pre-determined match ratio (usually 70%, 50%, or 25%).
- **Résumé Search by Job Order Criteria** – A search based on data in one of the employer’s job orders, such as desired work location, occupation, salary, and work experience.

Tip: To get employers’ attention, create résumé titles that reflect your desired occupation because employers often use keyword searches.

- To create a résumé, click **Résumé Builder** from the Quick Menu.
- To review résumé writing tips, click **Job Seeker Services ▶ 10 Steps**.

Note: Complete the 2nd résumé step for “Employer Searchable Items” so employers can find you when searching by those items. If you use a Quick creation method, those items are not captured.

Important Things You Can Do In VOS

Search for Jobs

1. Click **Job Search** from the Quick Menu.
2. Select from the most recent jobs viewed, OR Click **Area** to select new search area, if applicable.
3. Select one of the following search methods:
 - **Quick Search** – select any combination and click **Search**.
 - **Advanced Search** – select any combination and click **Search**.
 - **Job Search by Employer** – Choose job source(s); choose an employer search method; click the job number link for the desired employer name.
 - **Job Search by Education** – Choose job source; choose an education level; set match level; click **Search**.
 - **Job Search by Skills** – Choose job source(s); choose a match ratio (70%, 50%, 25%, or all jobs) for desired skill set; click **Search**.
 - **Job Search by Résumé Criteria** – Choose a résumé to search by its desired salary, occupation, and education level; click **Search**.
4. **Job Number Search** – Enter job order ID number(s); choose job source(s); set match level; click **Search**.

Manage the Job Search Results	<ol style="list-style-type: none"> If multiple pages are displayed:: <ul style="list-style-type: none"> Click the arrow to navigate one page at a time; OR, Enter a desired page number and click Go; OR, Select desired records per page and click Go. Choose the Summary or Detailed view. Click Hide Potential Duplicate Jobs checkbox, if applicable. Use the legend below the job search table to interpret results. Re-sort the job search results by clicking a desired column heading. For example: <i>Click Salary column to sort jobs with the highest paying listed salaries at the top.</i> Click a desired job title link to view job details; percentage (or #) hyperlink to view skills matched; desired checkbox(es), and then <u>Map</u> to view job map location(s).
Make VOS Search for Jobs Automatically (Create Virtual Recruiter – Job Alert)	<ol style="list-style-type: none"> Conduct a job search. On the search results screen, click Save search. Enter a title for this job alert. Select how often to run the search. Select notification method(s). Select whether to receive “no jobs found” confirmation email. Enter expiration date. Click Save.
Apply for a Job	<ol style="list-style-type: none"> From the job search results screen, click the desired job title link. Review the job order details. Click How to apply for this job. <i>For external jobs</i>, VOS opens a new browser window; follow website instructions. <i>For internal jobs</i>, VOS either displays: <ul style="list-style-type: none"> Preferred application methods (choose one), or A list of one-stop offices. If you completed your background information, click I intend to meet with staff to review my qualifications for assistance.
Create a Résumé	<p>Overview: <i>If you first complete My Background details, the Résumé Builder will incorporate them (so you don't have to re-enter that information). In Résumé Builder, some steps let you update your background data if you change it on the résumé. Click Next between steps to proceed. Click Skip this Step if the step doesn't apply to you. When choosing a résumé template, you can preview it first to see the layout and section order.</i></p> <ol style="list-style-type: none"> Click Résumé Builder from the Quick Menu. Click Create new Résumé. Enter a résumé title, select an employer accessibility option, and select résumé type (Step 1 of the Résumé Wizard): <ul style="list-style-type: none"> <i>Comprehensive Résumé</i> – Uses the wizard to complete steps for each résumé section (requires the most time and effort, but employers are most likely to find this résumé format type). <i>Upload Résumé</i> – Automatically transfers text from an electronic résumé to build background data (saves time, but you will be prompted to complete missing information). <i>Copy-and-Paste Format</i> – Manually transfers text from an existing résumé (saves time, but requires data formatting). <i>Quick Format</i> – Simply attaches a copy of a résumé file (not searchable by employer, does not include résumé criteria search items). <i>Copy Existing Résumé</i> – Available only if you formerly created a manual format résumé to build from (the quickest method). Click Next, then OK to confirm your selections. Choose a desired work location (Step 2). Choose a desired occupation (Step 3). Select a desired salary (Step 4). Create your desired work profile. You can create multiple profiles for use with multiple résumés (Step 5). Enter Driver's License (Step 6). Select <i>Security Clearance</i>, <i>Languages</i>, and <i>Typing Speed</i> details (Step 7).

11. Select desired template (Step 8). The template selected controls the total number of steps required.
12. Click **Next** to use the default system template.
13. Click **New Template** or **Save As** to edit system template; enter a template name, modify Résumé Sections tab, Résumé Format tab, and *Section Specific Format* tab, as desired. Click **Save**, and then **Next**.
14. Enter Education and Training (Step 9).
15. Enter Occupational Licenses and Certificates (Step 10).
16. Enter Employment History (Step 11); click **Next** to update job skills; select whether employers may view your salary history and reason for leaving your former job(s).
17. Modify your Job Skills list (Step 12).
18. Enter your Ability summary (Step 13).
19. Enter your résumé's Objective (Step 14).
20. Enter Honors and Activities (Step 15).
21. Enter Additional Information (Step 16).
22. Enter/confirm your Contacts (Step 17).
23. Enter your References (Step 18).
24. View the Résumé Details screen:
 - Click **Résumé Score** to see score details.
 - Click **Save Résumé & Return** to finish and open Résumé tab.
 - Click **Print Résumé**, if desired.

Check / Register for Scheduled Events (Sponsored by Your One-Stop Office)

1. Click **My Resources** ▶ **Upcoming Events**.
2. Click to show/hide display filters.
3. Select the region, office, and event category (above the Events calendar/list).
4. Click **Apply**.
5. Select the Month, Year, View, and Appearance.
6. Click the event entry on a calendar date to view detailed information.
7. Register for:
 - Moderator-led events — follow displayed instructions.
 - Online events — click **Register**; click to download event as .VCS file, or click to add to your Appointment Calendar.

Note: For Job Fair Events, you can also see associated employers, and may be able to see jobs for which the employer has set the Job Fair as an application method.

Perform Skills Matching for Career Selection

1. Click **Career Services** ▶ **Career Explorer**.
2. Click **Match Your Skills** to compile a list of job skills and personal skills to find best occupation matches.
3. Click **Match Your Interests and Work Values** (if applicable) to find suitable occupations.
4. Click **Match Your Occupation** to choose a new, related career.

Locate Source of Financial Aid

1. Click **Financial Services** ▶ **Financial Assistance**.
2. Click a link to access details.

Compare Cost of Living at Two Different Locations

1. Click **Financial Services** ▶ **Cost of Living Comparison**.
2. Select locations, indicate a salary, and click **Calculate** to see Cost of Living Comparison data.

Update My Contact Information

1. Click **My Portfolio** ▶ **My Individual Profiles** ▶ **Personal Profile**. ▶ **General Information**.
2. Change any information in your profile (except your user name) and click **Save Information**.

Provide Job Application Information to Assist Staff

1. Click **My Portfolio** ▶ **My Individual Plan** ▶ **Employment Plan Profile** ▶ Job Applications tab.
2. Click **Details** for the jobs to which you applied.
3. Record your interest level, current job status, and any notes.
4. Click **Save**.

Find Free Online Training Opportunities	<ol style="list-style-type: none"> 1. Click Education Services ▶ Online Learning Resources. 2. Click a desired link to access details.
Search for Available Scholarships	<ol style="list-style-type: none"> 1. Click Education Services ▶ Scholarship Search. 2. Enter keywords and/or other search criteria. 3. Click Search link to any matching Scholarship details.
View an LMI Occupation Profile	<ol style="list-style-type: none"> 1. Click Labor Market Services ▶ Occupational Profile. 2. Select an Occupation tab. The Occupation Summary tab displays (with a default of <i>Tables and Text</i> for Display Options, and with <i>Candidates</i> and <i>Employers/Employment</i> data emphasized in the defaults for Data Categories). 3. To include maps or graphs in the display: <ul style="list-style-type: none"> ▪ Click Show Display Options. ▪ Click the Graphs and/or Maps checkboxes. ▪ Click Set Display Mode. <p>The screen refreshes to include graphs and maps if data categories support this.</p> 4. To include more or other categories in the display: <ul style="list-style-type: none"> ▪ Click the Show Data Categories. ▪ Click the checkboxes to display desired data categories. ▪ Click Set Data Categories. The screen refreshes to include all the data categories checked (displayed in the checked Display Modes).

Using Your Portfolio – Individual Profiles & Plans

Personal Profile – Your contact, system registration and background information; your activities “to do” list; and your personal notes. Contains the following folders:

- **General Information** – Information required for account set-up, contacts, and account information.
- **Background** – Your job history, education, skills, and other information. Click **Start the Background Wizard** to record details for your résumé or online application.
- **Activities** – Questions directing you to activities to assist with your job search.
- **Memo** – Stores notes or tasks you want to accomplish.
- **Documents** – Lists documents you (or staff on your behalf) scanned or uploaded. **Note:** *Not available in all Virtual OneStop systems.*

Search History Profile – Maintains previously viewed information and permits new searches. Contains the following folders:

- **Jobs** – Details from both internal and external job orders you previously viewed.
- **Employers** – Employer information for you to search, store and retrieve.
- **Programs** – Training and educational programs you previously viewed using **Education Services** ▶ **Training and Education Programs**.
- **Occupations** – Occupation details you previously viewed using **Labor Market Services** ▶ **Occupation Profile**.
- **Industries** – Industry details you previously viewed using **Labor Market Services** ▶ **Industry Profile**.
- **Areas** – Area profile information you previously viewed using **Labor Market Services** ▶ **Area Profile**.

Self -Assessment Profile – Lists previously recorded information and permits modification and occupation matching. Contains the following folders (**Note:** *Your Virtual OneStop system may not be configured to include all of these folders.*):

- **Job Skills** – Job skills you previously recorded in the Background Wizard, completing a résumé, or using **Career Services** ▶ **Career Explorer** ▶ **Match Your Skills** ▶ **Your Job Skills**.
- **Personal Skills** – Personal skills you previously recorded using **Career Services** ▶ **Career Explorer** ▶ **Match Your Skills** ▶ **Your Personal Skills**.
- **Workplace Skills** – Results from your WorkKeys® assessment previously downloaded by staff.
- **Work Interests** – Work interests you previously recorded using **Career Services** ▶ **Career Explorer** ▶ **Match Your Interests and Work Values** ▶ **Your Interests**.
- **Work Values** – Work importance you previously recorded using **Career Services** ▶ **Career Explorer** ▶ **Match Your Interests and Work Values** ▶ **What’s Important**.
- **Tools and Technology** – Tools and technologies you previously saved when creating your background, online application, and/or resume; permits modification and occupation matching.
- **Multiple** – Select multiple types of self-assessments and combine them to produce a list of occupations that match your chosen skills.

Communications Profile – Contains the following folders:

- **Messages** – Shortcut to your Message Center mail box.
- **Correspondence** – Letters attached to applications or other messages. You can create new letters for attachments (such as cover letters for job applications).
- **Templates** – Existing letter templates. You can also create your own templates.
- **Career Network** – Individuals you invited (or invited you) to join your career network (based on your occupation and area preferences). **Note:** *Not available in all Virtual OneStop systems.*
- **Subscriptions** – Opt out of some automatic system alerts.
- **Email Log** – System-generated email messages sent on your behalf, or received.

Employment Plan – Contains the following folders:

- **Résumés** – Résumés you created. You can assess and modify them, and create new ones.
- **Job Applications** – Jobs you applied for. You can indicate your interest level and current job status, and make notes about job openings.
- **Online Application** – An employment application based on your background information.
- **Virtual Recruiter** – Automatic job search agents you created in the system.
- **Employment Goals** – Individual Employment Plan (IEP) created with your case manager.

Training Plan – Contains the following folders:

- **Classroom Training** – Training programs sponsored by your local one-stop office you enrolled in or completed.
- **Online Training** – Online training or learning programs you enrolled in or completed (e.g., ALISON).

Benefits Plan – Contains the following folders with benefits, programs and services your staff case manager can assist you with:

- **WIOA** – Workforce Innovation and Opportunity Act (WIOA) program
- **TAA** – Trade Adjustment Assistance (TAA) program
- **Other Benefits** – Other services offered (additional options from the Services for Individual menu).

Financial Plan – Contains the following folders that allow you to review and create budget plans in the system:

- **Overall Budget** – Overall monthly budget. You can also explore potential sources of income.
- **Training Budget** – A budget that assesses your training costs and determines if your budget fits your training plans.
- **Transition Budget** – A budget that plans for the added expenses from training activities, unemployment, or other unplanned events.