

Virtual OneStop® (VOS) – Individual User

Logging In

If you don't have an account:

- Click the link **Not Registered?** on the Home page, near the **Sign In** button, (name may vary, but will include *Register* in the link name).
- Under **Opt 3 – Create a User Account**, click the **Individual** link.
- Follow the steps and fill in all required (*) fields.
Note: *Steps and fields vary depending on your site's configuration, but they always include creating a unique user name and password.*

- When you complete all steps, a “*What's Next?*” screen is displayed, – you are logged in.

If you do have an account:

- Enter your user ID and password.
- Click the **Sign In** button.
- Or... Click **Forgot Username / Password** on the Home page to retrieve a forgotten ID or password.
- Select a desired retrieval option.

My Workspace*

(My Dashboard)

* Indicated items are “collapsible” left-menu headings.

- To minimize or maximize a widget, click the minus or plus sign (-/+) at the top left.
- To remove a widget, click the **X** at the top right.
- To move a widget, click and hold the title (the double-arrow cursor) to drag title elsewhere.
- To restore/remove several widgets at once, scroll to bottom of dashboard, click **Configure Dashboard Widgets**, and check/uncheck the widgets you wish to display or turn off. Then click **Save**.

My Calendar widget – shows the number of upcoming appointments and events the user has created (or that are associated with the user), in an easy-to-see Calendar View. Number for new appointment and for upcoming event, at the bottom of the widget, are links to view where the individual can access the details of the specific event.

Current Events widget – also called *Events Near You*, this is an alternate view of the Events Calendar that presents a breakdown of the number of available events for each event category. It displays these event categories and numbers of how many events are scheduled, in each event category, for the current month, for the office/ LWIA associated with the zip code of the system-registered individual.

My Employment Plan widget – this is quick way to see the number of job applications you've made, how many résumés you have (and how many were viewed by employers), and how many automated job search alerts you have. The numbers are links to the specific tabs for managing 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 – Choose this shortcut to access commonly used tools for individuals. This includes fly-outs to My Messages, My Correspondence, My Appointments, My Background, and Upcoming Events.

Settings and Themes

The settings you select control the system appearance and behavior. Click the **Preferences** link 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 on Web pages to maximize Internet performance.

Screen Reader Theme – Incorporates proprietary software for users who are visually impaired.

Quick Menu*

Job Search – Choose this shortcut to find jobs (this opens the Quick Job Search tab).

Résumé Builder – Choose this shortcut to manage new or existing résumés (this opens the Résumés tab with active résumés displayed).

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[†] – Find out about community services and benefits available to you, 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 information about unemployment compensation programs and eligibility.

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

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

Staff Provided Services – Learn about what services are available to you when you make a visit to your local One-Stop Career Center.

[†] These menu options will only display if purchased for your site.

Other Services*

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

Appointment Center – View your appointment calendar (manage appointments you have recorded, or that were entered on your behalf); view the events calendar to see upcoming events for individuals.

Assistance Center – View information about this system; find recommended services based on your needs, 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 – This allows system-registered employers to search for, view, and maintain your résumé as part of their account information in Virtual OneStop. Employers may choose the following résumé search options to find you:

- **Quick Search** – uses multiple-combination criteria such as 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 criteria for employers to choose from, such as occupational experience, driver's license info, and shift availability. Based on whether the employer requires or desires the criteria, the system will display matching résumés, in ranked order, for the employer to review.
- **Résumé Search by Skills** – employers search for individuals whose 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** – employers may find candidates using requirements from one of their job orders, such as desired work location, occupation, salary, and work experience.

Note: To get employers' attention, create résumé titles that reflect your desired occupation, because employers can, and frequently do, 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: Make sure that you 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

How to Search for Jobs

- Click **Job Search** from the Quick Menu.
- Select from the most recent jobs viewed, OR Click Area link to select new search area, if applicable.
- Select one of the following search methods:
 - *Quick Search* – select any combination of quick search criteria and click **Search**.
 - *Advanced Search* – select any combination of advanced search criteria and click **Search**.
 - *Job Search by Employer* – Choose job source(s); choose an employer search method; click hyperlink job number for the desired employer name.

Important Things You Can Do In VOS

- *Job Search by Education* – Choose job source; choose an education level AND/OR choose 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**.
- *Job Number Search* – Enter job order ID number(s); choose job source(s); set match level; click **Search**.

How to Manage the Job Search Results

- If multiple pages are displayed, perform one of the following:
 - Click the arrow to navigate one page at a time; OR,
 - Enter 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:** *Click Salary column to sort jobs with the highest paying listed salaries at the top.*
- Click a desired job title link to view job details; percentage (or #) hyperlink to view skills matched; desired checkbox(es), and then Map to view job map location(s).

How to Make VOS Search for Jobs Automatically (Create Virtual Recruiter – Job Alert)

- Conduct job search (as documented above).
- On search results screen, click **Save search**.
- Enter a title for this job alert.
- Select how often to run.
- Select notification method(s).
- Select whether to receive “no jobs found” confirmation email.
- Enter expiration date.
- Click **Save**.

How to Apply for a Job

- From the job search results screen, click the desired job title link.
- Review the job order details.
- Click **How to apply for this job** button.
- *For external jobs*, VOS opens a new browser window; follow website instructions.
- *For internal jobs*, VOS either displays:
 - Preferred application methods (choose one), or
 - A list of one-stop offices. If you completed your background info, click **I intend to meet with staff to review my qualifications** for assistance.

How to Create a Résumé

Overview: *You may first complete My Background details. The Résumé Builder will incorporate them so you don't have to re-enter your background information. When using the Résumé Builder, some steps will allow you to update your background information if you change info. Click **Next** between steps to proceed. Click **Skip this Step** if the step doesn't apply to you. When choosing a résumé template, you may preview it first to see the layout and section order.*

- Click **Résumé Builder** from the Quick Menu.
- Click **Create new Résumé**.
- Enter a résumé title, select an employer accessibility option, and select résumé type (this is Step 1 of the Résumé Wizard).

The Résumé Types are:

 - *Comprehensive Résumé* – Uses the wizard to complete steps and record data for each résumé section. It requires the most time and effort, but employers are most likely to find this résumé format type.

Important Things You Can Do In VOS

- *Upload Résumé* – Automatically transfers text from an electronic résumé to build background data. This method saves time, but you'll be prompted to complete missing information.
 - *Copy-and-Paste Format* – Manually transfers text from an existing résumé to save time. This method requires data formatting.
 - *Quick Format* – Simply attaches a copy of a résumé file (not searchable by employer, doesn't include résumé criteria search items).
 - *Copy Existing Résumé* – Available only if you formerly created a manual format résumé to build from. This is the quickest method.
- Click **Next**, then **OK** to confirm your selections.
 - Choose a desired work location (Step 2).
 - Choose your desired occupation (Step 3).
 - Select your desired salary (Step 4).
 - Create your desired work profile. You may create multiple profiles for use with multiple résumés (Step 5).
 - Enter Driver's License info (Step 6).
 - Select *Security Clearance, Languages, and Typing Speed* details (Step 7).
 - Select desired template (Step 8). The template selected controls the total number of steps required.
 - Click **Next** to use default system template.
 - 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**.
 - Enter Education and Training info (Step 9).
 - Enter Occupational License and Certificate info (Step 10).
 - Enter Employment History info (Step 11); click **NEXT** to update job skills; select whether employers may view your salary history and reason for leaving your former jobs.
 - Modify your Job Skills list (Step 12).
 - Enter your Ability summary (Step 13).
 - Enter your résumé's Objective (Step 14).
 - Enter Honors and Activities info (Step 15).
 - Enter Additional Information (Step 16).
 - Enter/confirm your Contact Info (Step 17).
 - Enter your Reference info (Step 18).
 - View résumé details. Click **Save Résumé & Return** to finish.

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

- Click **My Resources ▶ Upcoming Events**.
- Click to show/hide display filters.
- Select the region, office, and event category (above the Events calendar/list).
- Click the **Apply** button.
- Select the Month, Year, View, and Appearance.
- Click the event entry on a calendar date to view detailed information on an event.
- To 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, if desired.

Important Things You Can Do In VOS

How to Perform Skills Matching for Career Selection	<ul style="list-style-type: none"> • Click Career Services ▶ Career Explorer. • Click Match Your Skills to compile a list of job skills and personal skills to find occupations best suited for you. • Click Match Your Interests and Work Values (if applicable) to find suitable occupations. • Click Match Your Occupation to choose a new, related career.
How to Locate Source of Financial Aid	<ul style="list-style-type: none"> • Click Education Services ▶ Financial Assistance Links. • Click a desired link to access details.
How to Update My Contact Information	<ul style="list-style-type: none"> • Click My Portfolio ▶ My Individual Profiles ▶ Personal Profile. ▶ General Information. • Change any information in your profile (except your user name) and click Save Information.
How to Provide Job Application Information to Assist Staff	<ul style="list-style-type: none"> • Click My Portfolio ▶ My Individual Plan ▶ Employment Plan Profile ▶ Job Applications tab. • Click the Details link for the jobs you applied for. • Record your interest level, current job status, and any notes if applicable. • Click Save.
How to Find Free, Online Training Opportunities	<ul style="list-style-type: none"> • Click Education Services ▶ Online Learning Resources. • Click a desired link to access details.
How to View an LMI Occupation Profile	<ul style="list-style-type: none"> • Click Labor Market Services ▶ Occupational Profile. • Select an Occupation using one of the tabbed methods. 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). • To include maps or graphs in the display: <ul style="list-style-type: none"> ▪ Click the <u>Show Display Options</u> link. ▪ Click the Graphs and/or Maps check boxes. ▪ Click the Set Display Mode button. <p>The screen will refresh to include graphs and maps if data categories support this.</p> • To include more or other categories in the display: <ul style="list-style-type: none"> ▪ Click the Show Data Categories link. ▪ Click the check boxes for each of the data categories you want to have displayed. ▪ Click the Set Data Categories button. <p>The screen will refresh to include all the data categories checked (displayed in the checked Display Modes).</p>

Using Your Portfolio – Individual Profiles & Plans

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

- **General Information** – Contains information required for account set-up, contact information, and account information.
- **Background** – Lists your job history, education, skills, and other information used in résumés. Click the **Start the Background Wizard** button to record details for your résumé or online application.
- **Activities** – Contains questions directing you to activities that will assist you in 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.*

Important Things You Can Do In VOS

Search History Profile – Maintains previously viewed information, such as job orders, employer company information, training and educational programs, as well as occupation, industry, and area profile details. Contains the following folders:

- **Jobs** – Maintains details from both internal and external job orders you previously viewed; permits new job searches.
- **Employers** – Allows you to research, store, and retrieve information about employers of interest.
- **Programs** – Lists training and educational programs you previously viewed using Education Services ▶ Training and Education Programs; permits new searches.
- **Occupations** – Lists occupation details you previously viewed using *Labor Market Services* ▶ *Occupation Profile*; permits new searches.
- **Industries** – Lists industry details you previously viewed using *Labor Market Services* ▶ *Industry Profile*; permits new searches.
- **Areas** – Lists area profile information you previously viewed using *Labor Market Services* ▶ *Area Profile*; permits new searches.

Self -Assessment Profile – Contains your job skills, personal skills, work interests, and work values. **Note:** Your *Virtual OneStop* system may not include these same options. Contains the following folders:

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

Communications Profile – Contains your messages, letters, templates, career network contacts, message subscriptions, and received email. Contains the following folders:

- **Messages** – Provides a shortcut to your Message Center mail box.
- **Correspondence** – Lists any letters you have attached to applications or other messages, as well as letting you create new letters for attachments (such as cover letters for job applications).
- **Templates** – Lists the letter templates and lets you create your own templates for letters.
- **Career Network** – Lists the individuals that you invited, or who invited you, to join your career network (based on your occupation and are preferences). **Note:** *Not available in all Virtual OneStop systems.*
- **Subscriptions** – Allows you to opt out of some automatic system alerts, and not receive those messages.
- **Email Log** – Lists system-generated email messages sent on your behalf, or received by you.

Employment Plan – Contains your résumé, employer letters, job application details, your online application, and job alerts. Contains the following folders:

- **Résumés** – Contains the résumés you have created and allows you to create new ones.
- **Job Applications** – Contains a list of jobs you've applied for, and allows you to assist staff by indicating your interest level, your current job status, and any notes related to the job opening.
- **Online Application** – Contains an employment application based on your background information.
- **Virtual Recruiter** – Contains the job search agents you have created so the system may automatically conduct job searches on your behalf.

Important Things You Can Do In VOS

- **Employment Goals** – Contains the Individual Employment Plan (IEP) that was created with your case manager.

Training Plan – Contains information about the classroom or online training programs that you have enrolled in or are currently taking. Contains the following folders:

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

Benefits Plan – Contains tabs for accessing general data on the different possible benefits, programs, and services related to employment which your staff case manager can assist you with. Contains the following folders:

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

Financial Plan – Contains any budget plans you have created in the system. Contains the following folders:

- **Overall Budget** – Lets you review and create an overall monthly budget and explore potential sources of income.
- **Training Budget** – Lets you review and create a budget that assesses your training costs and determines if your budget fits your training plans.
- **Transition Budget** – Lets you review and create a budget that plans for the added expenses you would incur through training activities, unemployment, or other unplanned events.

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