

## Virtual OneStop® (VOS) – Individual User

### Logging In

If you don't have an account:

- Click the Home page *Register* link, near the Sign In button (e.g., a [Not Registered?](#), [Register as a New User](#), or [Register Now](#) link).
- Click Register > Individual.
- Create a unique user name and password.
- Fill in required (\*) fields.

If you have an account:

- Enter your user ID and password.
- Click the **Sign In** button.
- Or... Click [Forgot Username and/or Password](#) 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 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 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** – For users with average speed Internet/intranet access.

**Text Theme** – For users who want maximum performance.

**Screen Reader Theme** – 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.

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

**Unemployment Services\*** – View information about unemployment compensation programs and eligibility.

**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.

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

**Community Services and Benefits<sup>†</sup>** – Find out about community services and benefits available to you, and determine possible program eligibility (e.g., WIA, TAA).

**Financial Services<sup>†</sup>** – Create and manage a monthly budget, a training budget, and/or a transition budget.

**Senior Services<sup>†</sup>** – Find job, community service, Medicare, AARP, nutrition, health, and well-being information for seniors.

**Disability Services<sup>†</sup>** – 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.

<sup>†</sup> These menu options will only display if purchased for your site.

## Other Services\*

**Communications Center** – View, and manage/delete your messages.

**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 the 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.

## 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**.

## Important Things You Can Do in VOS

### How to Search for Jobs

- 1 Click **Job Search** from the Quick Menu.
- 2 Select from 5 most recent jobs viewed, OR Click Area link to select new search area, if applicable.
- 3 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 an employer search method, continue search, and click the desired employer name.

### How to Manage the Job Search Results

- 1 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**.
- 2 Choose the **Summary** or **Detailed** view.
- 3 Click **Hide Potential Duplicate Jobs** checkbox, if applicable.
- 4 Use the legend below the job search table to interpret results.

## Important Things You Can Do in VOS

- *Job Search by Education* – Choose an education level, pick more, less, or exactly, and click **Search**.
  - *Job Search by Skills* – Choose a match ratio (70%, 50%, 25%, or all jobs) and click **Search**.
  - *Job Search by Résumé Criteria* – Choose a résumé to search by its desired salary, occupation, and education level; click **Search**.
- 5 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.*
  - 6 Click a desired Action column link to view similar jobs, view additional jobs from this employer, to apply for the job, or view job details.

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

- 1 Conduct job search (as documented above).
- 2 On search results screen, click **Save search**.
- 3 Type a title for this job alert.
- 4 Select how often to run.
- 5 Select notification method.
- 6 Enter expiration date.
- 7 Click **Save**.

### How to Apply for a Job

- 1 From the job search results screen, click the desired job title link
- 2 Review the job order details.
- 3 Click Apply for this job.
- 4 *For external jobs*, VOS opens a new browser window; follow website instructions.
- 5 *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 template, you may preview it first to see the layout and section order.*

- 1 Click **Résumé Builder** from the Quick Menu.
- 2 Click Create New Résumé.
- 3 Select Résumé Type, enter a Résumé Title, and select Résumé' Accessibility, (this is Step 1 of the Résumé Wizard).

*The Résumé Types are:*

- *Internal 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.
- *External 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.
- *Copy Existing Résumé* – Available only if you formerly created a manual format résumé, to build from. This is the quickest method.

- 4 Click **Next**, then **OK** to confirm your selections.
- 5 Choose a desired work location (Step 2).
- 6 Choose your desired occupation (Step 3).
- 7 Select your desired salary (Step 4).

- 10 Select Security, Languages, Typing Speed (new step?)
- 11 Select the source data for your résumé (Step 7).
  - Use the 'previously saved résumé option' and then browse your computer to locate it. This allows the system to automatically extract data electronically.
  - Use the Cut-and-Paste option to manually paste résumé info into the text box displayed.
  - Click the **Click Here** link to continue with the Résumé Builder wizard to manually build data.
- 12 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**.
- 13 Click **Next**.
- 14 Enter Education and Training info (Step 9).
- 15 Enter Occupational License and Certificate info (Step 10).
- 16 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.
- 17 Modify your Job Skills list (Step 12).
- 18 Enter your Ability summary (Step 13).
- 19 Enter your résumé's Objective (Step 14).

## Important Things You Can Do in VOS

- 8 Create your desired work profile. You may create multiple profiles for use with multiple résumés (Step 5).
- 9 Enter Driver's License info (Step 6).
- 20 Enter Honors and Activities info (Step 15).
- 21 Enter Additional Information (Step 16).
- 22 Enter/confirm your Contact Info (Step 17).
- 23 Enter your Reference info (Step 18).
- 24 View résumé details. Click **Save Résumé & Return** to finish.

### How to Check 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 the **Apply** button.
- 5 Select the Month, Year, View, and Appearance.
- 6 Click the event entry on a calendar date to view detailed information on an event.

### How to 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 occupations best suited for you.
- 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.

### How to Locate Source of Financial Aid

- 1 Click **Education Services** ▶ **Financial Assistance Links**.
- 2 Click a desired link to access details.

### How to 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**.

### How to Provide Job Application Information to Assist Staff

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

### How to Find Free, Online Training Opportunities

- 1 Click **Education Services** ▶ **Online Learning Resources**.
- 2 Click a desired link to access details.

### How To View an LMI Occupation Profile

- 1 Click **Labor Market Services** ▶ **Occupational Profile**.
- 2 Select an Occupation using one of the six Occupation tabs.  
The Occupation Summary tab displays (with a default of *Tables and Text* for **Display Options**, and with *Candidates* and *Employers/Employment* data emphasized in the defaults for **Data Categories**).

- 3 To include maps or graphs in the display:
  - Click the [Show Display Options](#) link.
  - Click the Graphs and/or Maps check boxes
  - Click the **Set Display Mode** button.The screen will refresh to include graphs and maps where data categories support this. (**Note:** the first time this feature is used, the screen will prompt you to load Silverlight™).
- 4 To include more or other categories in the display:
  - 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.The screen will refresh to include all the data categories checked (displayed in the checked Display Modes).

## 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.

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**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.

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**Self -Assessment Profile** – Contains your job skills, personal skills, work interests, and work values. 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.
- **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.
- **Multiple** – Allows you to select multiple types of self assessments, and combine them to produce a list of occupations that match your selected skills.

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**Communications Profile** – contains your messages, letters, templates, career network contacts, and subscriptions. Contains the following folders:

- **Messages** – Lists the system mail to and from you via the system’s internal mail box.
- **Correspondence** – Lists any letters you have attached to applications or other messages, as well as letting you created new letters for attachments (such as cover letters for job applications).
- **Templates** – Lists the letter templates and lets you created your own templates for letters.
- **Career Network** – Lists the individuals that you invited, or who invited you, to join you career network (based on your occupation and are preferences).
- **Subscriptions** – Allows you to opt out of some automatic system alerts, and not receive those messages.

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**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.

## Using Your Portfolio – Individual Profiles & Plans

- **Correspondence** – Contains any employer letters you have created. Allows you to create new cover, follow-up, and acceptance letters.
- **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.
- **Employment Strategy** – Contains the Individual Employment Plan that was created with your case manager.

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**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 local or federal governments 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.

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**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:

- **WIA** – Contains information about the Workforce Investment Act (WIA) 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).

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**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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