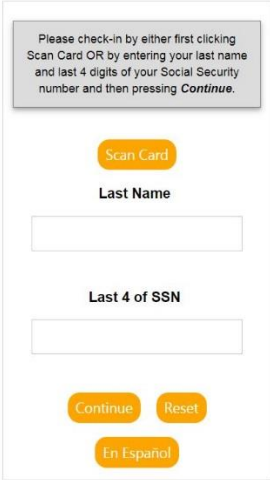
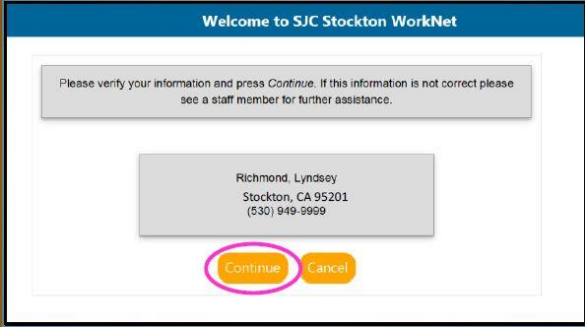
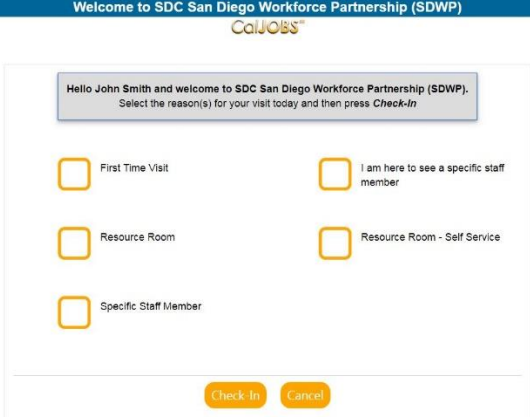



## VOSGREETER USER ASSISTANCE GUIDE

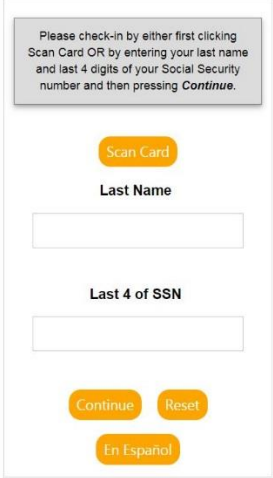

There are three possible scenarios for VOSGreeter participant check-in- once participant has entered their **last name** and **last 4 digits of the Social Security Number**. The three scenarios are listed here with instructions from EDD on how to proceed/ assist with an individual's VOSGreeter check-in

### Scenario 1 – Individual IS registered in CalJOBS:

System View	Directions/ Steps
	<p>The Visitor Kiosk “welcome screen” will appear and is ready for use by visitors of your AJCC. If your Area plans to use this module as a staff-assisted check-in, this is the screen for which you as a staff member will enter visitor’s information.</p> <p>On the “welcome screen,” visitors will enter their Last Name and Last 4 digits of their Social Security Number and select the “Continue” button. Visitors must enter this information in order to use the kiosk. Selecting “Reset” will clear the information currently entered in the fields.</p> <p>If an individual would like to use the kiosk in Spanish, they will select the “En Espanol” button. Please note that the screen that follows will only appear in Spanish if the kiosk was set up to read in Spanish. If it was not, the next screen will display in English.</p> <p>What happens next will vary depending on a couple things: 1) Whether or not the individual is registered in CalJOBS; or 2) If there is more than one individual registered in CalJOBS with that last name and last 4 SSN combination.</p>

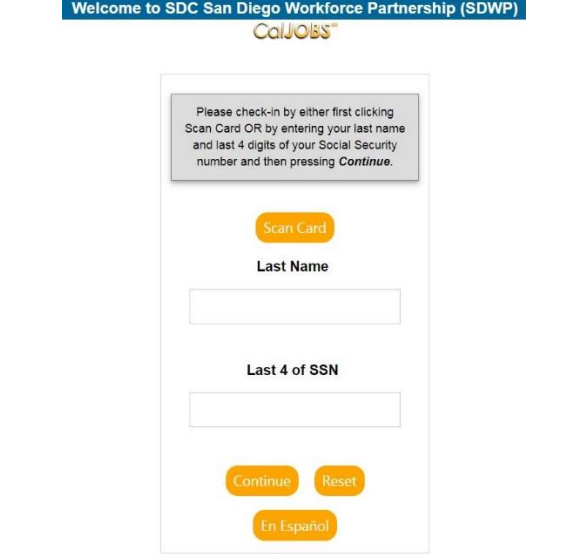
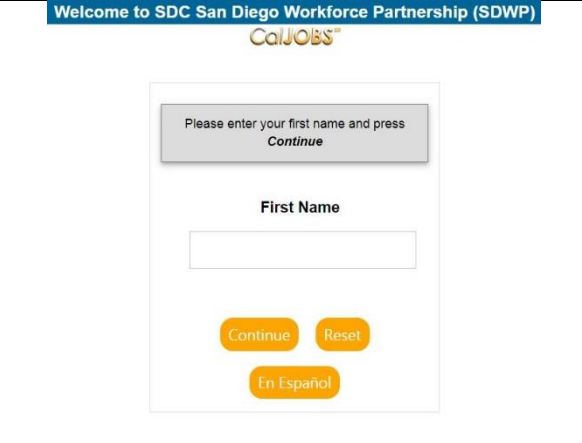
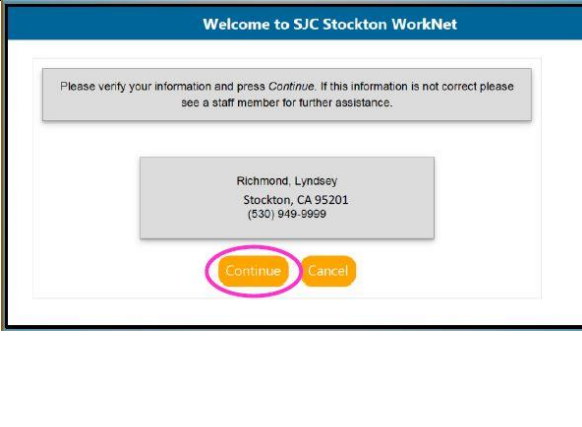
	<p>In the first possible scenario, individuals who <b>are</b> registered in CalJOBS and are the <b>only</b> individual with the last name and last 4 digit SSN will then receive a verification screen with their information displayed. If the information is correct, they can select the “Continue” button to complete the check in process.</p>
	<p>The visitor will then be directed to what we call the Visit Reasons screen. It contains multiple reasons why a customer might be coming into the AJCC. These reasons are configured specifically for your AJCC location by your Local Area MIS Administrator. This screen is multi-select, so individuals can select as many reasons as apply to their situation. In addition, visitors may see an arrow at the bottom of the screen if the number of visit reasons exceeds 10. Each page can house a maximum of 10 Visit Reasons. To toggle between pages, visitors will select the next or back arrows at the bottom of the screen. If a visitor selects the “I am here to see a specific staff member” visit reason, an additional screen will appear to specify which specific staff member they are there to see. The list will populate all staff members whose CalJOBS accounts are associated with that region and office location, and have been set up to display on the kiosk. Note: this list of staff screen is not multi-select. Once individuals have made their check-in selections, they will select the “Check-In” button.</p>
	<p>Once the “Check-In” button is selected, they will receive this message (read screen) and the screen will reset for the next visitor within seconds. Depending on how your office decides to use the kiosk, an individual might take a seat in the lobby while waiting for assistance.</p>

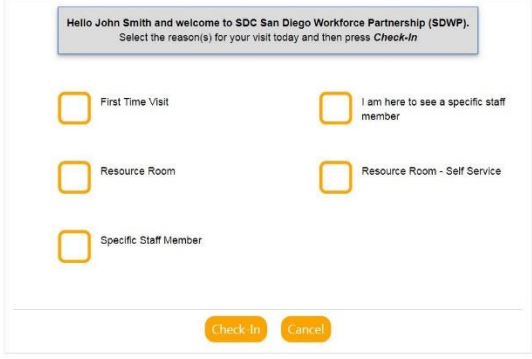
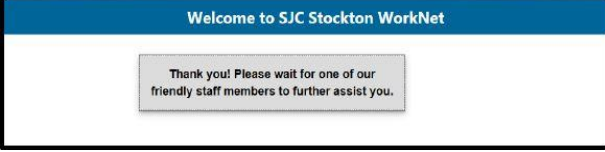
**Scenario 2 - Individual is NOT registered in CalJOBS:**

System View	Directions/ Steps
 <p>Welcome to SDC San Diego Workforce Partnership (SDWP) CalJOBS™</p> <p>Please check-in by either first clicking Scan Card OR by entering your last name and last 4 digits of your Social Security number and then pressing <i>Continue</i>.</p> <p>Scan Card</p> <p>Last Name</p> <p>Last 4 of SSN</p> <p>Continue Reset</p> <p>En Español</p>	<p>In the second possible scenario, when individuals are <b>NOT</b> registered in CalJOBS, the individual will begin with the “welcome screen,” like all visitors do. Visitors will need to enter their Last Name and Last 4 digits of their Social Security Number and select the “Continue” button.</p>
 <p>Welcome to SDC San Diego Workforce Partnership (SDWP) CalJOBS™</p> <p>Please enter your first name and press <i>Continue</i></p> <p>First Name</p> <p>Continue Reset</p> <p>En Español</p>	<p>If an individual using the kiosk is <b>not</b> registered in CalJOBS they will receive a screen asking for their first name. Individuals will enter their first name and then select the “Continue” button.</p>

<p>Welcome to SDC San Diego Workforce Partnership (SDWP) CalJOBS™</p> <p>Please provide the following information. This information is voluntary and is being asked to meet Federal Law requirements of individuals seeking services through the One-Stop Centers.</p> <p>I do not wish to provide additional information at this time <input type="radio"/></p> <p>Gender:  <input type="radio"/> Male    <input type="radio"/> Female    <input type="radio"/> I do not wish to identify</p> <p>Do you have a disability?  <input type="radio"/> Yes    <input type="radio"/> No    <input type="radio"/> I do not wish to answer.</p> <p>Have you served in the military and were discharged in conditions other than dishonorable?  <input type="radio"/> Yes    <input type="radio"/> No</p> <p><input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>	<p>Individuals who are <b>not</b> registered in CalJOBS will then receive an optional EEO questionnaire after entering their first name on the previous screen. They can either select “I do not wish to provide additional information at this time” or they can provide answers to the questions, and then select the “Continue” button.</p>
<p>Welcome to SDC San Diego Workforce Partnership (SDWP) CalJOBS™</p> <p>Please provide the following information. This information is voluntary and is being asked to meet Federal Law requirements of individuals seeking services through the One-Stop Centers.</p> <p>Are you of Hispanic/Latino Heritage?  <input type="radio"/> Yes    <input type="radio"/> No    <input type="radio"/> Not Specified</p> <p>Race - Please check all that apply:  <input type="checkbox"/> African American/Black    <input type="checkbox"/> American Indian/Alaskan Native  <input type="checkbox"/> Asian    <input type="checkbox"/> Hawaiian/Other Pacific Islander  <input type="checkbox"/> White    <input type="checkbox"/> I do not wish to answer.</p> <p><input type="button" value="Continue"/> <input type="button" value="Cancel"/></p>	<p>Then they will be directed to the Visit Reasons screen.</p>
<p>Welcome to SDC San Diego Workforce Partnership (SDWP) CalJOBS™</p> <p>Hello John Smith and welcome to SDC San Diego Workforce Partnership (SDWP). Select the reason(s) for your visit today and then press <i>Check-In</i></p> <p><input type="checkbox"/> First Time Visit    <input type="checkbox"/> I am here to see a specific staff member  <input type="checkbox"/> Resource Room    <input type="checkbox"/> Resource Room - Self Service  <input type="checkbox"/> Specific Staff Member</p> <p><input type="button" value="Check In"/> <input type="button" value="Cancel"/></p>	<p>Once the “Check-In” button is selected, they will receive this message (read screen) and the screen will reset for the next visitor within seconds.</p>
<p>Welcome to SJC Stockton WorkNet</p> <p>Thank you! Please wait for one of our friendly staff members to further assist you.</p>	

**Scenario 3 – More than one Individual is registered in CalJOBS:**

System View	Directions/ Steps
 <p>Welcome to SDC San Diego Workforce Partnership (SDWP)</p> <p>CalJOBS™</p> <p>Please check-in by either first clicking Scan Card OR by entering your last name and last 4 digits of your Social Security number and then pressing <i>Continue</i>.</p> <p>Scan Card</p> <p>Last Name</p> <p>Last 4 of SSN</p> <p>Continue Reset</p> <p>En Español</p>	<p>In the third possible scenario, when they're move than one Individual registered in CalJOBS with the same last name and last 4 SSN, visitors will enter their Last Name and Last 4 digits of their Social Security Number and select the "Continue" button.</p>
 <p>Welcome to SDC San Diego Workforce Partnership (SDWP)</p> <p>CalJOBS™</p> <p>Please enter your first name and press <i>Continue</i></p> <p>First Name</p> <p>Continue Reset</p> <p>En Español</p>	<p>Likewise, if there is more than one individual registered in CalJOBS with the same last name and last 4 SSN, they will also encounter this screen asking for their first name. Individuals will enter their first name and select the "Continue" button.</p>
 <p>Welcome to SJC Stockton WorkNet</p> <p>Please verify your information and press <i>Continue</i>. If this information is not correct please see a staff member for further assistance.</p> <p>Richmond, Lyndsey Stockton, CA 95201 (530) 949-9999</p> <p>Continue Cancel</p>	<p>They will then receive a verification screen with their information displayed. If the information is correct, they can select the "Continue" button to complete the check in process.</p>

	<p>They will then be directed to what the Visit Reasons screen.</p>
	<p>Once the "Check-In" button is selected, they will receive this message (read screen) and the screen will reset for the next visitor within seconds.</p>