e3.ky.gov

Orientation and Training

July 23, 2008 – Frankfort, Kentucky
October 2, 2008 – Prestonsburg, Kentucky
October 9, 2008 – Henderson Kentucky

Trainers:

Greg Dempsey, OET – 502-564-0871 x 4054
Linda Pierce, OET – 502-564-0781 x 4057
Tom Bowell, OET - 502-564-0871 x 4195

e3 Orientation and Training Outline

Training Outline
Introduction - What is e3.ky.gov? **4**
Accessing e3.ky.gov **6**
Logging In – User Name – Password
e3 Staff Security Groups – Who Are You?
Customers – Employers **9**
What Users (Employers) Can Do in e3.ky.gov
How Users Interact with e3.ky.gov
e3.ky.gov Employer Registration **14**
Employer Registration **Exercise**
Validate e3 User Registration **Exercise**
Pending User Registration Queue
Pending User Registration Queue Functions and Requirements **18**
Column Sorting Features
24-Hour Turnaround and Alert Features
View Details/Lock/Staff ID/Unlock Features
Working the Registration Queue **19**
Approving Registrations
Placing Registrations in Pending Denial
Denying Registrations/Appealing Denials
Customer Service User Search - View/Update e3 User Accounts and Exercise **21**
EKOS Employer Records – Where the Data Goes **22**

Afternoon Session

e3.ky.gov Job Posting and Seeker Connections **23**
Job Post **Exercise**
Review/Approve Pending Job Posts **Exercise**
Pending Job Posts Queue

Pending Job Posts Queue Functions and Requirements
Column Sorting Features
24-Hour Turnaround and Alert Features
View Details/Lock/Staff ID/Unlock Features
Working the Pending Job Post Queue **30**
Approving Job Posts
Submitting Changes to Users
Denying Job Posts
Customer Service User Search - View User Briefcase / Job Post Activities **33**
EKOS and e3 Info Custom Tab – Where the Data Goes **34**
The Employer-Job Seeker Connection **36**
Seeker Access
Search Resumes
My Briefcase
My Job Posts

Help!! Who Do I Call for What? **40**

What is e3.ky.gov?

A multi-audience web portal designed around the concept that education, employment, and economic development are interconnected influences in the quality of life, livelihood, and economic prosperity for the citizens of the Commonwealth. **e3.ky.gov** can be used by students, parents, counselors, educators, job seekers, employers, researchers, economic developers, policy makers, or anyone interested in Kentucky's economic landscape and human capital.

Education

Searchable:
General Educational Diplomas
Kentucky Employability Certificates
KMSS Certificated
Postsecondary Degrees Awarded
Postsecondary Degree Programs
Degree Programs by Schools
County Educational Comparisons

Links:
Apprenticeship Programs
Internships
Licensing Information
Financial Aid
Skills Assessment

Employment

Employer Features:
Search and Collect Resumes
Post and Track Jobs
Connect to Job Seekers
Manage Accounts

Job Seeker Features:
Search Job Posts
Create Resumes
Connect to Employers
Manage Accounts

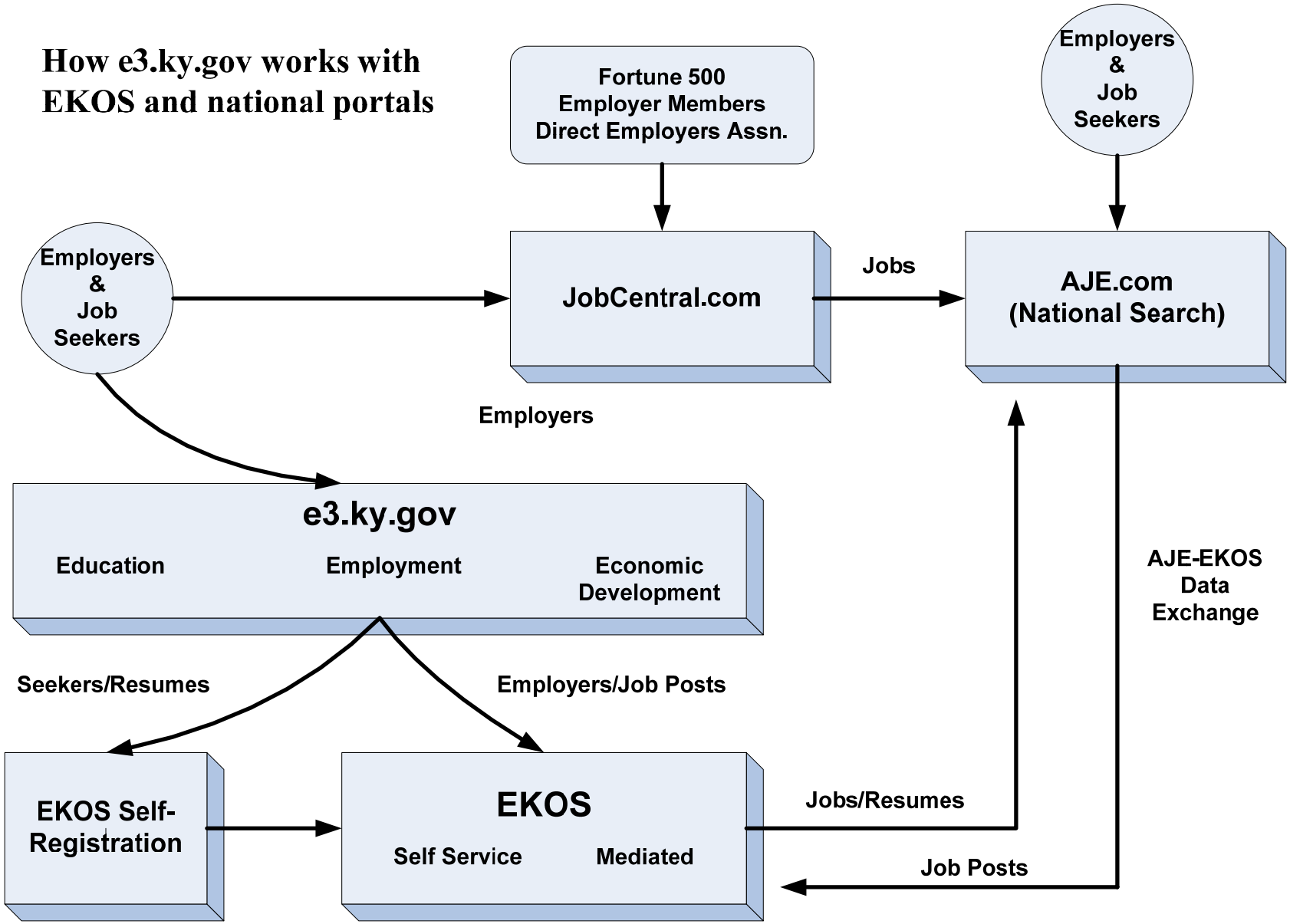
Links:
Jobs in State Government
Jobs for Seekers 55+
Jobs for Veterans
Jobs for Teachers
Workforce Offices
Training Providers

Economic Development

Searchable:
LMI by Areas
Industry Profiles
Occupational Profiles
Commuting Patterns
Kentucky Businesses

Links:
Workforce Informer
Economic Development
Unemployment Insurance
Training Providers
Industrial Sites/Facilities
Business Suppliers
Incentive Programs
Permits & Licensing
Wage Data
Key Networking Links

How e3.ky.gov works with EKOS and national portals



Accessing e3.ky.gov

e3.ky.gov (Production)
https://e3test.ky.gov (Test)

(Both ARE secured sites.)

Logging In:

Staff will use the **Employer Log-in** feature on the home page.
User ID – Enter your **EKOS User Name**
Password – Enter your **EKOS Password**
Click Enter

Changing Your Password:

Always change your EKOS password in EKOS, just as you always have.
e3.ky.gov will accept your new EKOS password automatically.

e3 Staff Security Groups - Who Are You?

Group	Permissions
General Staff (GS) *(All non-designated)*	View User Briefcase/Job Post Activities (Customer Service - Assist Users) View e3 User Accounts (Customer Service – Check User Status)
Account Reviewer (AR) *(OET Only)*	Customer Service functions + Approve/Pending Deny User Registrations
OET Manager (MG) *(All Mangers & Assistant Managers)*	Customer Service functions + Approve/Pending Deny User Registrations + Revise/Approve/Deny Job Posts + Unlock Staff ID Assignments (Registrations & Job Posts) + Check e3 Feedback and Reports (future version)
Job Post Review (JPR) *(OET & WIA)*	Customer Service functions + Revise/Approve/Deny Job Posts
JPR - Foreign Labor Cert. *(FLC Unit Only)*	Customer Service functions + Revise/Approve/Deny **ONLY** Foreign Labor Certification Job Posts
WIA Directors (DR) *(WIA Directors & Assistant Directors)*	Customer Service functions + Revise/Approve/Deny Job Posts Check e3 Feedback and Reports (future version)
Status Controllers (SC) *(EKOS Project Team & selected Mgmt.)*	Customer Service functions + Approve/Pending Deny User Registrations + Revise/Approve/Deny Job Posts + Unlock Staff ID Assignments (Registrations & Job Posts) + Statewide and Out-of-State Zip Access to e3 Queues + Check e3 Feedback and Reports (future version)
Div. of Tech. Services	
Administrators (AD) *(DTS Security)*	Add/Update Staff Privileges
DTS Developers	Access to Database/GUI/Code

Important Privileges Information:

You may be **BOTH** an Account Reviewer and a Job Post Reviewer, but you may **NOT** be a member of any other security group. ARs and JPRs are the only groups that can be used in combination.

Account Reviewers are selected by OET Managers. Each office may have a primary AR and up to three back-ups.

Job Post Reviewers are selected by OET Managers and participating WIA Directors. Each office may have a primary JPR and up to three back-ups.

In Workforce Investment Areas that do not participate in EKOS job-order activities, all staff (Directors, Assistant Directors, and staff) will have **ONLY** General Staff permissions.

CRITICAL: If your **primary office number** assignment changes, your manager must submit an updated EKOS-e3 Access form to the EKOS Project mailbox, EKOS.Project@ky.gov . Even if your duties remain the same, your e3 privileges must be reset to the new office number.

(**Exception:** This does **NOT** apply when you simply change work locations to an itinerant office or temporary work station. The EKOS Office Preference feature is **NOT** tied to **e3.ky.gov**.)

What Users Can Do in e3.ky.gov

Register

Establish password-secured account.
- e3 user will populate EKOS contact record.
- e3.company will populate EKOS employer record.
- e3.company will populate e3 Business search (future version).

My e3ky

Change password
Update User contact) Address
- e3 will update EKOS Contact Address

Post Jobs

Post jobs statewide. No need to post in multiple locations.
- e3 job post will populate EKOS job order detail and e3 Info custom tab

My Job Posts

View all job post by status (Pending User Acceptance, Approved, Pending Review
Duplicate/edit any Approved job post – then submit for staff review
Select Approved job post, tie to seeker resumes, and arrange interviews.
- e3 will automatically log referrals in EKOS.

Search Resumes

Search EKOS resumes/work registrations, <90 days old, of seekers who agree to internet release.
Search resumes by O*Net, Keyword, or both.
Search resumes by zip, communities, metro areas, single county, multi-counties, WIA, statewide & Outside KY (will move or commute).
Search with location radius (25, 50, 75, or 100 miles)
Store all desired resumes in My Briefcase.

My Briefcase

View/add comments to any stored resume.
Select resumes, tie to Approved job posts, and arrange interviews.
- e3 will automatically log referrals in EKOS.

How Users Interact with e3.ky.gov

The chart below provides actions that trigger status changes and result in other staff or system-generated responses, including e-mail.

User Action	User Account Status	What Happens??
Employer registers & clicks **Submit.**	**Non-Authenticated**	1. e3 sends **User Authentication** e-mail with link to user.
Employer clicks on **authentication link.**	**Pending Approval**	1. e3 sends **User Account Pending Approval** e-mail to ARs. 2. AR goes to Pending User Registration queue and clicks View Details to review the record. 3. Record locks Staff ID to that AR; displays name.
If AR clicks **Pending Denial.**	**Pending Denial**	1. e3 sends **User Account Under Review** e-mail to user. 2. Registration can be viewed only in SC queue.
If SC clicks **Deny.**	**Denied**	1. e3 sends **User Account Denied** e-mail to user. 2. User may appeal; SCs may approve registration for up to one year. 3. Registration logs in the Denied Registrations report.
If AR or SC clicks **Approved.**	**Approved**	1. e3 sends **User Account Approved** e-mail. 2. Registration exits the Pending Registration queue. 3. e3 creates EKOS Employer/Contact record. 4. e3 starts 365-day clock for account renewal.
Employer May Now Log In to e3.ky.gov and Post Jobs		

Account Renewal Actions	User Account Status	What Happens?
Account triggers the 365-day clock.	**Pending Renewal**	e3 sends **User Account Pending Renewal** e-mail with 30-day grace period for user to click the link.
User clicks **Renewal** link.	**Approved**	e3 sends **User Account Renewed** e-mail to user.
User fails to click link in 30-day period.	**Expired**	e3 sends **User Account Expired** e-mail to user.
User forgets password; clicks **Send Password**.	**Approved**	E3 sends **User Password Request** e-mail to user.
Account Lock-out Actions	**User Account Status**	**What Happens?**
Employer enters 3 incorrect passwords	**Approved**	e3 displays graphic representation to user with password request link.
Employer replicates graphic/enters correct password.	**Approved**	e3 logs in the user.
Employer replicates graphic/enters 4th incorrect password.	**Approved**	e3 displays error message and warning.
Employer enters 5th incorrect password.	**Locked – Errors**	1. e3 times out user for 90 minutes. 2. e3 sends **User Account Locked – Errors** e-mail.
OET discovers that Employer has failed to use the system in compliance with Terms of Use. (Status Controllers only.)	**Locked – Policy**	1. e3 Status Controller locks user account. 2. e3 sends **User Account Locked – Policy** e-mail.
Employer resolves policy problem with OET.	**Approved**	3. e3 sends **User Account Restored** e-mail.
Employers are always given the right to appeal a Policy Lock-out. The e-mail directs them to contact the EKOS Project Team, not the local OET or WIA. If you suspect any user of misusing e3.ky.gov, please notify the EKOS Project Team immediately.		

Job Post Activities	Job Post Status	What Happens?
Employer posts job & clicks **Submit**	**Pending Review**	1. e3 displays Thank You message w/instructions. 2. e3 displays job post in My Job Posts in Pending Review status. 3. e3 sends Job Post Pending Review e-mail to JPRs **4.** JPR or SC goes to Pending Job Post queue and clicks View Details to review job post.
If JPR or SC clicks **Approve.**	**e3 Approved - to EKOS Open Order**	1. e3 send **Job Post Approved** e-mail to user. 2. e3 displays job post in (user's) My Job Posts in Approved status. 3. Job post exits the Pending Job Post queue. 4. e3 populates EKOS Job Order Detail & e3 Info tab in Open Order Status.
If JPR or SC **Submits Changes to User**	**Pending User Acceptance**	e3 sends **Job Post Under Review** e-mail to user.
User **Accepts** changes as submitted.	**User Accepted**	JPR or SC routinely checks queue for posts in User Accepted status.
User **Declines** changes as submitted.	**Denied**	1. e3 sends **Job Post Denied** e-mail to user. 2. e3 logs job post to Denied Job Post report. 3. e3 does not display a denied job post in (user's) My Job Posts.
JPR or SC clicks **Approved.**	**e3 Approved to EKOS Open Order**	1. e3 sends **Job Post Approved** e-mail to user. 2. e3 displays job post in (user's) My Job Post in Approved status. 3. e3 populates EKOS Job Order Detail & e3 Info tab in Open status.

If JPR or SC clicks **Deny.**	**Denied**	1. e3 sends **Job Post Denied** e-mail to user. 2. e3 logs job post to Denied Job Posts report. 3. e3 does not display a denied job post in (user's) My Job Posts.
Employer-Seeker Interaction	**Job Post Status**	**What Happens?**
Employer selects seeker; clicks **Arrange Interview**.	**Open**	1. e3 sends **Seeker Job Post Review** e-mail to job seeker. 2. e3 sends **Seeker IVR** if job seeker does not have active e-mail address. 3. EKOS posts a Match on Customer Record/Activities Tab under staff name E3EKOSUSER, E3EKOSUSER and on Employer/Job Order Detail Module/Matches Tab
Seeker reviews job post; **Accepts** the interview request.	**Open**	1. e3 displays the employer's contact information in an email. 2. e3 sends **Employer Contact Information** e-mail as follow-up. 3. e3 sends **Job Interview Accepted** e-mail to employer. 4. e3 logs referral in EKOS **up to the number of referrals the employer has requested. (Max is 100.)**
Seeker reviews job post; **Declines** the interview request.	**Open**	e3 logs 'declined' to the Denied Interview Requests report.

e3.ky.gov E-Mails

All e3.ky.gov e-mail will be addressed from **E3Admin@ky.gov**
Your staff e-mail will go to your individual **Outlook** mailbox.
Note: Also check your **Junk Mail** folder. Just in case!

e3.ky.gov Employer Registration

New Registration Requirements –

Important: If it's required in EKOS, it's required in **e3.ky.gov**.
However, e3 requires some fields that EKOS does not require.

User Registration Page 1

⚠ Missing/Inaccurate Data Alerts

Required fields are marked with a black asterisk. If a required field is missed or completed inaccurately, the asterisk turns red and the image ⚠ displays at the right of the field. Touch your mouse to the image and the problem will display. If you do not correct errors as you move through the page, the error messages will display at the end of the page after you click **NEXT**. You must correct the errors or you cannot proceed to the next page.

User E-mail Address: Is **UNIQUE** to the User and can be used **ONLY** with one FEIN.

Password: Is **UNIQUE** to the User, known only to the User, and can be changed only by the User in **My e3ky**.

FEIN: Is **UNIQUE** to the User's company and is a **REQUIRED** field. However, multiple e3 users may register under the same company's FEIN. FEIN is a nine-digit number that is assigned by the IRS.

Organization Type: Is a **REQUIRED** selection in e3, but does not populate EKOS. This ties to the e3 Business Search.

Corporate Branch/Office	goes to Company/Agency screen
Corporate Headquarters	goes to Corporate screen
Franchise Business	goes to Company/Agency screen
Government Agency	goes to Company/Agency screen
Independent Business	goes to Company/Agency screen

Employer Registration Page 2

Depending on the Organization Type selected, the User's second page will be titled either **Company/Agency Information** or **Corporate Information**. This has no impact on EKOS, but will help us build the **e3 Business Search** that will display under the Economic Development tab. In EKOS, the Company, Agency, or Corporate data will populate the Employer records.

Ownership Type:

Is **REQUIRED** field in e3, but not in EKOS.

Federal	Use only for Federal **Government** employers
Foreign/Intl	Use only for companies outside of US
Local	Use only for Local **Government** employers
Non-profit	Use only for non-profit employers
Private (Corporation)	Use for all for-profit US businesses
State	Use only for State **Government** employers

Important: If you are using "Local" for the for-profit business customers in your area, please update your records and use Private (Corporation) for future entries to EKOS Mediated services.

SEIN:

Is **NOT** required in e3 or EKOS. **DO NOT ENTER** data to this field during training.

State/County:

e3's County pull-down menus are driven by the State selection:

Select Kentucky	County will display only Kentucky counties and **Unspecified**.
Select any border state:	County will display only that state's counties within a 50-mile radius and **Unspecified**.
Select a non-border state:	County will default to **Unspecified**.

Exception: In the next version, Arkansas will be displayed as a border state because three of its counties are within a 50-mile radius of Kentucky and contribute to the Paducah regional economy.

Industry Classification: Displays the NAICS titles. Click on title to expand the subtitle list. A keyword search allows is provided and a link to the NAICS web site. Industry Classification is a **REQUIRED** selection in both **e3** and EKOS.

User Registration Page 3

In **e3**, the **Contact** "owns" the account, which is controlled by their unique e-mail address and password. The **e3** Contact information **ALWAYS** will populate the EKOS Contact Record.

Personal Title: This field is required in e3 to capture the appropriate salutation for system-generated e-mail.

The Contact must answer one demographic question:

Is your Contact Address the same as the Company's Address?

If **Yes**: e3 populates the Address fields from the Company record.
If **No**: e3 displays blank Address fields for the Contact to complete.

A new display for phone, alternate phone, fax and business title is provided. In some cases, the Contact's information may differ from the Company's.

Contact Title: Is **NOT** required in e3 or EKOS. (Examples of entries are: human resources manager, personnel director, owner/operator, etc.)

User Registration Page 4

Terms of Use: The Terms of Use comprise the legally binding agreement between the User and the Office of Employment and Training for use of e3's employer self-service module. The user must check this box before submitting the registration.

Non-Authenticated User:

- After the User submits the registration, e3 assigns the record to **Non-authenticated** status.
- e3 send the **User Authentication** e-mail, which includes a link the user must click to authenticate his/her e-mail.
- User will remain in this status until he/she clicks the link.
- The user's registration information will **NOT** appear in the queue until he/she authenticates.

Pending User Registrations Queue

A View to a Queue – for You!

e3.ky.gov distributes registrations in the Pending Registration Queue by matching the e3 Contact's zip code to the zip codes assigned to each OET Local Office Administrative Area. Depending on your location, you may receive only registrations with Kentucky zip codes. If your office serves counties in one or more neighboring states, you also will receive registrations from zip codes within a 50-mile radius of the state line. Status Controllers will handle registrations beyond the 50-mile radius.

View 1	View 2	View 3
Account Reviewers **See Only the Zip Codes Served by Your Office**	**OET Managers/ Assistant Managers** **See Only the Zip Codes Served by Your Office**	**Status Controllers** **See All Zip Codes In-state and Out-of-State**

Privileges:

- Approve a registration
- Pending Deny a registration
- Lock Staff ID

Privileges:

- Approve a registration
- Pending Deny a registration
- Lock Staff ID
- Unlock Staff ID

Privileges:

- Approve a registration
- Deny a registration
- Lock a Staff ID
- Unlock a Staff ID
- Filter records

Pending User Registration Queue
Functions and Requirements

Please go to the Pending User Registration Queue.

Column Sorting:

Most e3 columns in the queue can be sorted alphabetically/numerically in ascending/descending order by clicking on the column headers.

24-Hour Turnaround and Delays for Registration Processing:

- In-state User Registrations must be approved within 24 hours, Monday-Friday, excluding state/federal holidays.
- Out-of-state (within 50-mile radius) User Registrations may require longer.
- Out-of-state (beyond 50-mile radius) User Registrations will be processed by Status Controllers.
- AR staff will receive the **User Account Pending Approval** e-mail for each registration waiting in their queue. You will receive e-mails **ONLY** for users with zip codes served by your Administrative Area.

Alerts:

When a record has remained in the queue for more than 24 hours, a △ symbol will appear in the Alert column.

View Details/Lock/Staff ID:

- Click View to open and review the User Registration.
- The record will lock automatically to your **Staff ID**.
- If you exit the record, it will remain locked to your Staff ID until you return.
- e3 will **NOT** allow another staff to view a locked record
- Only an OET Manager/Assistant Manager or a Status Controller can unlock the record. If you become ill or leave on vacation, the manager may need to reassign the record for timely processing.
- The **Unlock** column will only display in the OET Manager/Assistant Manager and Status Controller's views.

Working the Registration Queue

After you click **View** for the record you wish to review, the complete registration will display. Scroll down and review the information carefully.

- Check K-Net to verify the FEIN. If you are unable to locate the FEIN. . .
- Call the **Company Phone**. Ask for the Accounting, Purchasing, or Personnel Department. All should have access to the company's FEIN and be able to verify it for you.
- **A possible script could be:** *Hello, my name is (name) from the Office of Employment and Training in (location). A representative of your company recently registered with e3.ky.gov, our on-line Job Posting service. I'm calling to verify your company's Federal Employer Identification Number. Could you provide that number for me or refer me to the department that might have it?*
- Finally, verify that the registration's contact is a legitimate representative of the company. And the individual who registered with e3 is (contact's name). *Could you verify that this individual does represent your company? Thank you!*
- In the Staff Notes section, enter the means used for validation, i.e. K-NET, phone call, name of person to whom you spoke, etc.
- **Note:** If this is a new company, use the opportunity to welcome its staff to your community and advise them of your location. The company may need other services that you offer.

Approving the Registration

Are you satisfied with the confirmations you received?

- Scroll down and click **Approve**.
- The registration record will exit the queue and create a Contact Record in EKOS. If this is the first registration for this employer (New FEIN) then it will also create an employer record in EKOS.
- e3 will automatically send the User Account Approved e-mail to the user.

Placing Registrations in Pending Denial

If you can't confirm the FEIN, no one by the Contact's name works at this company or something isn't right, then it's time to **DOCUMENT** the problem.

> **Staff Notes:** Use Staff Notes to capture when you called the company, who provided the information, or other information you feel is pertinent to the problem.
>
> **Reason for Denial or Pending Denial:** Use this field to explain why you **CANNOT** approve this record. This field is required. Provide enough information for the Status Controller to continue investigation of the Problem. Information in this field will be included in the notification of denial that is sent to the user.

Click Pending Denial:.

- The record exits your view of the queue and displays in the Status Controller queue. Be sure to **Refresh the List**.
- e3 changes the registration's status to Pending Denial.
- The **Staff Notes** and **Reason for Pending Denial** information will stay with the record.

Denying Registrations/Appealing Denials

Because we want to register as many employers as possible in **e3.ky.gov**, we hope that few, if any, registrations are placed in Pending Denial and sent to Status Controllers. This second-level denial step serves two purposes:

- To ensure that more than one staff has made a reasonable attempt to validate the user.
- To effectively document all reasons why a user would be denied use of the system.

Important: If a denied user appeals the decision and provides compelling reason why e3 should approve the registration, the Status Controller can approve the registration for up to one (1) year from the denial date.

Customer Service User Search
View / Update e3 User Accounts

Who Can Use this Search?

- Anyone with **General Staff** privileges or higher.

What Information Do I Need to Use this Search?

- Ask the user for the User ID (e-mail address) he/she used to register in **e3.ky.gov**.
- Enter it to the **User ID (e-mail)** field; click **Search**. Basic record information will display.

When Will a User Record Appear in this Search?

- When the User submits his/her registration, even before it goes to the Pending Registration queue.
- A user in Non-Authenticated status will display in this search.

Why Do I Need this Search?

- If a user calls and says, *I registered in e3 but I haven't heard anything. What's going on???*

- If the user is in Non-Authenticated status, you'll know he/she didn't click the link. Ask the user to check e-mail for the **User Authentication** e-mail from E3Admin@ky.gov, and click the link!

User Deleted the User Authentication E-mail?

- No problem! Call a Status Controller to re-send the **User Authentication** e-mail.

Who Can Change User Status and Why Would That Happen?

- Only a Status Controller can change user status. (It's how they got the name!)
- Why? Approving a previously denied registration. Locking an account for policy issues or system abuse. Restoring Account service after a policy lock out.

Where Does the Data Go?

e3.ky.gov retains all registration information in its database for:

- Management report data
- Password retrieval and changes
- User Account Management

e3.ky.gov pushes the registration information to populate:

- EKOS Employer record
- EKOS Customer record

Your Notes/Questions:

e3.ky.gov Job Posting and Seeker Connections

New Registration Requirements – Training Issues

Remember, the **Contact** "owns" the **e3.ky.gov** account, which is controlled by their unique e-mail address and password provided at registration. When a registered and approved Contact logs in to e3 and clicks, **Post a Job**, the system already knows the user. In EKOS, the Company and Contact records already are established.

Job Post - Page 1

Recurring Message to Users:

e3.ky.gov will post your job STATEWIDE automatically.
Please do no post this job multiple times in different areas of the State.

△ Missing/Inaccurate Data Alerts

Required fields are marked with a black asterisk. If a required field is missed or completed inaccurately, the asterisk turns red and the image △ displays at the right of the field. Touch your mouse to the image and the problem description will display. If you do not correct errors as you move through the page, the error messages will display at the end of the page after you click **NEXT**. You must correct the errors or you cannot proceed to the next page.

User Welcome: e3.ky.gov welcomes the user by name and displays key information from the user's employer registration. The information if for the employer record attached to the FEIN and may or may not be the same as the information for the contact.

On Job Post Page 1, the Contact must answer two demographic questions:

Are You the Hiring Contact?

If **Yes**: e3 populates the Hiring Contact and Hiring Contact address fields, but hides the fields.
If **No**: e3 displays blank fields so the Contact may enter the Hiring Contact's information.

Is Job Site Location Different from Company Address?

If **Yes**: e3 populates the Job Site Location with the Company address, but hides the fields.
If **No**: e3 displays blank fields so the Contact may enter the Job Site Location.

CRITICAL: If the Contact names a *different* Hiring Contact, the Hiring Contact will populate the e3 Info Custom Tab, not the Employer Detail/Contact Info Tab. Staff must add this Hiring Contact to the Employer Record Contact List. On the Employer Detail / Contact Info Tab, click on Add Contact, then enter the Hiring Contact Information and Save the record. Go back to the Job Order Tab, select the job post, click on display, then go to the Contact Info Tab and select the Hiring Contact from the Contact List and save the record. You must do this or your referral cards will not display the correct Hiring Contact!

How Do I Tell the Difference Between an e3 Record and an EKOS Mediated Record?

e3 records will have an "**E3**" after the **Company's Name** and after the **Contact's last name**. Be very careful if you are changing a Contact's last name in EKOS and **DO NOT DELETE THE E3 REFERENCE.**

Job Conditions: Three circumstances may exist for any job.

Federal Contractor:

If **Yes**: A Contract Expiration Date is required.
e3 populates the condition and expiration date in EKOS.
If **No**: e3 does not flag the condition in EKOS.

Foreign Labor Certification:

If **Yes**: e3 pushes the job post to the OET-FLC unit for review and approval, regardless of its zip code. E3 posts the FLC flag to a searchable field in the e3 Custom Tab in EKOS Job Order Detail,

If **No**: No action is taken.

Affirmative Action:

If **Yes**: e3 logs the EKOS Affirmative Actions box as "Yes" on the EKOS Job Order Detail, General Information tab.

If **No**: No action is taken.

Job Post - Page 2

Position Information:

Job Title and **Job Description:** Both are searchable by entering one or both fields with generic information, then clicking **Search Title**. A title selection box will display, allowing you to choose the appropriate job title. When you select the title, e3 populates the required ***Job Title** field below. When you click **Find Description**, the standardized job description will display in the required ***Job Description** box. Users may delete the description and add their own **OR** customize the standard description to their specific position needs. This functionality operates through the O*Net Auto-Coder application. User's may copy and paste their job description from a Word document. **(You should be aware that non-standard keyboard characters are not supported by EKOS, and you (staff) will receive an error message when you try to approve a job description that contains these characters. The most common errors result from single and double quotation marks and bullets. When this occurs you must delete the characters and replace**

them with a character from your keyboard. Do not return the job post to the user for these changes. If you need assistance contact the EKOS project team.)

Job Writer Help: This links the user to the America's Career InfoNet site for job description writing assistance.

Employer's Job ID: Data entered to this field will post to the EKOS Employer Requisition #.

Job Closing Date: e3 automatically generates a 60-day job opening period. Users may increase or decrease the **Job Closing Date.**

Job Post Page 3

Job Requirements/Additional Requirements:

Some **Job Requirement** fields correspond with EKOS requirement fields and will be familiar. But **e3.ky.gov** expands the requirements menu so employers can provide – and seekers can have – a more comprehensive profile of the position offered. New requirement fields will appear in an EKOS custom tab labeled **e3 Info**. Note: The e3 Info tab should be used for all job orders.

Job Post Page 4

Available Job Benefits:

On e3 job posts, all benefits are tied to the EKOS Job Order Detail screens or the e3 Info custom tab. None of the benefits populate fields in the Employer record benefits screen. You will notice that many new benefits have been added, and several will be searchable in the e3 Info custom tab.

Interview Contact Preferences:
Interview Contact Preferences mirror those displayed in EKOS.

Referrals: OET business policy restricts the number of referrals to 100. The number of referrals must equal or be greater than the number of job openings. (Employers commonly mistake 'Referrals' for 'References' and insert a very low number. Please contact the employer to clarify or change the number to a realistic number of referrals that is appropriate for the number of openings and type of position offered.)

e3.ky - Post Job - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address https://e3test.ky.gov/User/PostJob.aspx Go Links Google Settings

Welcome Robert

Company Name: Wendy'S
Company Legal Name: Wendy'S
Type of Business: Independent Business
Address: 123 Main St
City: Frankfort
State: Kentucky
County: Franklin
Zip Code: 40601
Country: United States
Company URL:

Contact Information & Job Location

Are you the Hiring Contact? ◉ Yes ○ No

Is Job Site Location Different from Company Address? ○ Yes ◉ No

Job Conditions

Please specify if any of these circumstances apply to this job:

Federal Contractor? ○ Yes ◉

Foreign Labor Certification? ○ Yes ◉

Court-Ordered Affirmative Action? ○ Yes ◉

3 new fields added for ARRA Employer

American Recovery and Reinvestment Act (ARRA)

Is this job funded under the American Recovery and Reinvestment Act (ARRA) of 2009? ◉ Yes ○ No

Select the job sector most closely related to this job Construction

How long do you expect this job to last? Six months or less

Next >

F.A.Q. | Feedback | Contact us | About e3.ky | Printer Friendly Version

Privacy | Disclaimer | Accessibility Statement | Resources

Copyright © 2007 Commonwealth of Kentucky. All rights reserved.

e3 engine version: 2.0.2413.2

Done Internet

Pending Job Posts Queue

Another View to a Queue – for You!

e3.ky.gov distributes job posts in the Pending Job Post Queue by first, matching the Hiring Contact's zip code to the OET Office/Administrative Area and to participating WIA that serves that zip code and secondly, if the Hiring Contact's zip doesn't match the system then matches the job location zip to the appropriate office in the same manner. If neither zip matches, the job will be placed in the Status Controller queue. Depending on your location, you may receive only job post with Kentucky zip codes. If your office serves counties in one or more neighboring states, you also will receive job posts from zip codes within a 50-mile radius of the state line. Status Controllers will handle job posts beyond the 50-mile radius, then assign them to the appropriate office.

View 1	View 2	View 3
Job Post Reviewers (OET & WIA) **See Only the Zip Codes Served by Your Office**	**OET Mgrs/Asst. Mgrs. WIA Dir./Asst. Dir.** **See Only the Zip Codes Served by Your Office**	**Status Controllers** **See All Zip Codes In-state and Out-of-State**

Privileges:

- Approve a job post
- Deny a job post
- Edit a job post
- Lock Staff ID

Privileges:

- Approve a job post
- Deny a job post
- Lock Staff ID
- Unlock Staff ID **(OET only)**

Privileges:

- Approve a job post
- Deny a job post
- Lock a Staff ID
- Unlock a Staff ID
- Filter records
- Assign job post to field

Pending Job Posts Queue
Functions and Requirements

Please go to the Pending Job Posts Queue.

Column Sorting:

Most e3 columns in the queue can be sorted alphabetically/numerically in ascending/descending order by clicking on the column headers.

24-Hour Turnaround and Delays for Registration Processing:

- Job Posts must be approved within 24 hours, Monday-Friday, excluding state/federal holidays.
- JPRs will receive the **Job Post Pending Review** e-mail for each post waiting in the queue. You will receive e-mails **ONLY** for users with zip codes served by your Administrative Area and for user's whose zip code is outside KY's 50 mile radius that post a job with a location zip is in your service area.

Alerts:

When a record has remained in the queue for more than 24 hours, a △ symbol will appear in the Alert column.

View Details/Lock/Staff ID/Unlock:

- Click View to open and review the Job Post.
- The record will lock automatically to your **Staff ID**.
- If you exit the record, it will remain locked to your Staff ID until you return.
- e3 will **NOT** allow another staff to view a locked record.
- Only an OET Manager/Assistant Manager or a Status Controller can unlock the record. If you become ill or leave on vacation, the manager may need to reassign the record for timely processing.
- The **Unlock** column will only display in the OET Manager's/Assistant Manager's and Status Controller's views.

Working the Pending Job Posts Queue

After you click **View** for the record you wish to review, the complete job post will display. Scroll down and review the information carefully.

- Check Job Conditions for Affirmative Action.
- Check Job Description for discriminatory language.
- Note any other detail that you normally consider when reviewing a job post.

Approving the Job Post

Are you satisfied with the job post as received?

- Scroll down and click **Approve**.
- The job post record will exit the queue and create an Open Job Order in EKOS.
- e3 will automatically send the Job Post Approved e-mail to the user.

Submitting Changes to Users

If ***significant*** changes to the job post are necessary, you must complete two important, **REQUIRED** functions:

- Edit the job post entry screens.
- Explain the changes you made in the **Revision Summary** text box and provide adequate reasons for their necessity. Be clear and concise. **The employer (user) will view the Revision Summary when you submit it. (Do not submit changes to the user for spelling corrections, removal of non-standard characters, etc.)**

Click **Submit Changes to User:**

- The job post remains in the **Pending Job Post** queue, but the status changes to **Pending User Acceptance**. You edit the post while it is in this status.
- e3 sends the **Job Post Under Review** e-mail, asking the user to click a link, log-in to e3, go to **My Job Posts,** and review the post. (The post status will display as **Pending User Acceptance**.)
- In **My Job Posts**, the user can view-ONLY your **Revision Summary** and the changes you made to the post.
- Because the record is locked to your Staff ID, your name and telephone number will display for the user to contact.
- The user may accept or decline the changes, or contact you to discuss wording or other issues.
- **If you are contacted, take the following actions:**
    - Discuss the user's issues and reach agreement on what should be changed.
    - Ask the user to click **Accept** on the post because you cannot edit while the record is in **Pending User Acceptance** status. Explain that you will make the changes, as discussed, then approve the job post. The user will be able to check the changes in **My Job Posts** as soon as you approve it.
    - Go **IMMEDIATELY** to the Pending Job Posts queue, **Refresh** the list, and find the user's job post. It now will be in **User Accepted** status. Make the changes, click **Approve**.
        - e3 sends the **Job Post Approved** e-mail to the user.
        - The job post exits the queue and posts to EKOS, where it receives a KY####.
        - The KY#### posts back to e3 and displays as a reference for the user in My Briefcase and My Job Posts.

The **Submit Changes to User** process provides an electronic record of a valuable, yet often unappreciated, service that you provide – preventing employers from facing legal repercussions for discriminatory language. e3 gives us a method to quantify the time and effort you put into this activity.

Denying Job Posts/Appealing Denials

Normally, staff will be able to resolve a job post revision in the previous process, but in the rare instance that a job post must be denied, **e3** provides **Deny** functionality. To use this, documentation is needed.

Staff Notes: Use Staff Notes to capture information that you or other staff may need in follow-up discussions regarding this job post. Remember, if your record must be reassigned before it leaves the queue, your successor needs quality notes about your work.

Reason for Denial: Use this field to explain why you **CANNOT** approve this job post. Provide enough information for managers to use if the employer appeals the denial. This field is required.

Click Deny:

- e3 sends the **Job Post Denied** e-mail to the user.
- The record exits the queue. Be sure to **Refresh the List**.
- e3 logs the record in the Denied Job Posts reports.
- The **Staff Notes** and **Reason for Denial** will append to the record for future reference.

Important: A denied user may appeal the decision to the EKOS Project Team, or to a higher level.

- If the Status Controller's decision is that the denial was inappropriate, the job will be returned to the original queue for a second review and approval. Please contact the EKOS Project Team for any discussion or questions about a job post in this situation.

Customer Service User Search
View User Briefcase / Job Post Activities

Who Can Use this Search?

- Anyone with **General Staff** privileges or higher.

What Information Do I Need to Use this Search?

- Ask the user for the User ID (e-mail address) he/she used to register in **e3.ky.gov**.
- Enter it to the **User ID (e-mail)** field; click **Search**. Basic record information will display.

When Will Records Appear in this Search?

- Job posts will display in the user's My Job Posts when they are Approved or Submitted for User Review.
- Resumes will display in the user's My Briefcase after the user saves them in Search Resumes.

Why Do I Need this Search?

- If users call and have questions about the e3 processes in **My Job Posts** or **My Briefcase**, you can view the same records they are viewing at the same time. You cannot edit their records in e3, however the records can be edited (by the assigned staff) in EKOS.

Where Does the Data Go?

e3.ky.gov retains all job post information in its database for:

- Management report data

e3.ky.gov pushes the job posts to populate:

- EKOS Job Order Detail screens
- EKOS e3 Info custom tab.

The e3 Info Custom Tab

The EKOS custom tab function gives states the ability to capture customized, searchable data for a variety of purposes. With e3, the custom tab presented an opportunity to obtain a wider database of information related to job posts and hiring information that normally would require staff to enter into Comments section.

On an e3 job post, all **Hiring Contact** information will post to the **e3 Info tab**, even if the Contact and the Hiring Contact are the same person. The fields that display in the tab are:

First and last name
Middle initial
Personal Title
Business Title
Address Line 1 and 2; City, State, County, Zip or Postal Code, and Country
Phone
Fax
E-mail

Other Custom Tab Fields Are:

Job Conditions	**Searchable**
Foreign Labor Certification	Yes

Job Requirements	
Overtime Required	No
Minimum Age	No
Reason (for min. age)	No
Bonding	No
Credit Check	No
Criminal Check	No
Drug Screen	No
Employer Testing	No
Heavy Lifting	No
Min. ##:	No
Join Union	No
Own Tools	No
Physical Exam	No
Other: (Requirements)	No

Job Benefits	**Searchable**
Medical Leave	No
Leave Sharing	No
401K	No
Profit Sharing	No
Disability Insurance	No
Health Savings	No
Life Insurance	No
Vision Insurance	No
Relocation	No
Tuition Assistance	No
Benefits Negotiable	No
Other: (Benefits)	No

Required Language Proficiency

Arabic	Chinese	English
French	Italian	German
Japanese	Russian	Spanish

Other: **All languages are searchable**

The Employer-Seeker Connection

Allowing employers (users) to connect with job seekers **WITHOUT** staff intervention is a desire that many potential self-service customers have expressed for some time. **e3.ky.gov** fulfills this request with a series of functions that tap into EKOS, as needed, but do not compromise staff's effectiveness in serving the Mediated services customer base. This section describes the self-service functions job seekers and employers may use.

Seeker Access:

e3.ky.gov does not provide direct functionality to job seekers. It simply hyperlinks the seekers to EKOS Self-registration where they will continue to use the self-service features available. They may post a resume and search for jobs, while their activities log to EKOS for reporting purposes.

Important: When seekers post resumes via Self-registration, the resumes are not visible in e3 until the next day.

Search Resumes: *(Go to Search Resumes)*

Employers using the **e3 Search Resume** feature will be searching the EKOS resume database. They may search **ONLY** those seekers who have recently created or updated resumes (less than 90 days) and agreed to internet marketing. When employers find resumes of individuals they wish to consider, they save the resumes to **My Briefcase.**

The Search Resume feature provides a wide variety of search criteria and is based on the O*Net classification system. Geographically, the search is layered to Kentucky's demographic subdivisions. A radius feature also is available.

Important: Staff can help increase the number of available resumes by encouraging seekers to agree to accept the internet resume option. **Please tell them why this helps them:**

- **It's confidential.** All personal, identifying information is suppressed. Seekers are identified ONLY by their EKOS Seeker ID #. When an employer is interested in a resume, the seeker is given the choice to interview or not. If the seeker is interested, he/she makes contact with the employer. E3 coordination is handled only by confidential e-mail or interactive voice response (IVR).

- **ONLY Approved** employers may see the resumes, which does not include identifying information. Internet resumes include the seeker's objective, desired job title, skills and abilities, certificates, education, and work history.

- Seekers may miss valuable opportunities by not marketing themselves on-line. More and more internet savvy employers translate this hesitancy as a lack of basic computer literacy.

My Briefcase *(Go to My Briefcase)*

In **My Briefcase**, employers may view the resumes of EKOS job seekers they collected in the Search Resume feature. Views include the full resume or only the resume highlights. The employer may add confidential comments to any resume for future reference, and resumes are flagged for job seekers who are veterans.

Important: When seekers cease to be available in EKOS, e3 automatically purges them from any employer briefcase where they were stored.

Requesting Interviews

From **My Briefcase**, the employer may **s**elect only one seeker per interview request, but may tie that seeker to multiple jobs.

- Click **Select** – to choose your seeker.
- Click **Show My Job Posts** – to display contents of My Job Posts.
- Check the boxes for **all job posts** you want the seeker to consider.
- Click **Save Selection**.
- Click Show Interview Status – to display the jobs by their status
- Select the desired jobs.
- Click **Request Interview**.

e3.ky.gov will notify the seekers, and provide contact information and interview preferences to those who are interested in the position. **e3.ky.gov** will notify you when a seeker has accepted your interview request. Seekers will contact you to arrange interviews.

If a seeker does not have an active e-mail address, e3 will send the seeker an IVR call that advises them to call their nearest Local Office of Employment and Training or One-Stop.

My Job Posts *(Go to My Job Posts)*

In **My Job Post**, employers may view jobs they have posted on-line with **e3.ky.gov**. In this version, they will not be able to view jobs that are posted by staff via EKOS Mediated Services.

Requesting Interviews from My Job Posts:

Important: Employer may **s**elect only one job per interview request, but may tie that job to multiple seekers. This is the mirror functionality from My Briefcase.

- Click **Select** – to choose your job post.
- Click **Show My Briefcase** – to display contents of My Briefcase (resumes).
- Check the boxes for **all seekers** you wish to interview.
- Click **Save Selection**.
- Click **Show Interview Status** – to display the seekers by their status.
- Select the desired seekers.
- Click **Request Interview**.

e3.ky.gov will notify the seekers, and provide contact information and interview preferences to those who are interested in the position. **e3.ky.gov** will notify the employer when a seeker has accepted their interview request. Seekers will contact the employer to arrange interviews.

If the seeker accepts the interview, the system will create an activity, 'Referred to Job …', on the customer record showing E3EKOSUSER,E3EKOSUSER for the associated staff.

If a seeker does not have an active e-mail address, e3 will send the seeker an IVR call that advises them to call their nearest Local Office of Employment and Training or One-Stop.

Help! Who Do I Call for What?

E-mail or call the EKOS Project Team (Status Controllers) – 502-564-0871 or ekos.project@ky.gov
IF:

- You have an OET policy question.
- Basic functionality is not performing properly or you cannot access functions within your security group.
- You approve/pending deny a registration prematurely and it exits your queue.
- You approve/deny a job post prematurely and it exits your queue.
- You cannot unlock a Staff ID assignment in your queues (OET managers/assistant managers only).
- An approved registration or job post does not appear in EKOS.
- Employers tell you they deleted their User Authentication e-mails. We can re-send it
- You cannot find an e3 user record or determine user status in either of the user search features.
- Records in your queues (registration or job posts) have zip codes from areas your office does not serve.
- You receive an **E3Admin** e-mail and the corresponding record is **NOT** in the appropriate queue.

E-mail or call Gail Hiley (e3 Project Manager) – 502-564-6949 x 215,
IF:

- Your E3Admin@ky.gov e-mail is constantly going into Outlook's Junk Mail.
- You discover a hyperlink from the e3 site that stops working or is misdirected.

CALL the DTS Help Desk – 502-564-9216 OR 866-520-0002.

- If you need your EKOS-e3.ky.gov password reset.
- If you experience technical problems.

WHO ARE the Status Controllers?
Greg Dempsey, Linda Pierce, Sharon Buchanan, Michele Belcher, Kevin Adams. Thomas Bowell, and Deshawn Pettway (The EKOS Team)