**T12 Meeting Minutes 5-20-2020**

**New Business**

* Seap/Saw issues
	+ WaTech made changes to the firewall due to the high level of Fraud Activity that caused issue with WSWA. We believe the issue is corrected at this time, but we will be monitoring it all day
	+ Submit a remedy ticket if you hear about problems logging into WSWA so we can escalate issue
* Tickets into production – Nothing this week
	+ Heads up: New program next week for COVID
* ETO Maintenance – Nothing this week
* ETO Enhancements/Bug fixes – Scheduled for 5/21/20 release
	+ Impersonation to WSWA. Currently seekers WSWA account is disabled until page 2 of the account is completed. After the enhancement, accounts will be enabled for ETO impersonation to WSWA for seekers who complete page 1. Staff, with the seeker’s permission, will be able to impersonate the seeker and update the WSWA account.
	+ Do you live on JBLM base - DVOPs want to identify those seekers who live on JBLM by using these zip JBLM Zip Codes:
		- 98431
		- 98433
		- 98438
		- 98439
		- 98499



* + Close out alert banner on WSWA – a user wants to fide the banner so it doesn’t obstruct the full view of the WSWA homepage. Users can click the X to close. Note: this option is also available on mobile devices

Users will have the ability to reopen the banner after closing by clicking on “View Alert”



* + Upload files from Google drive – this was identified as a bug and will be fixed in this release
* ETO Engage discussion – Survey
	+ 45 no responses
	+ 23 yes responses
	+ Survey will close 5/22/20
	+ Results will be review for future improvements
* UI announcements
	+ Fraud alert
		- [www.esd.wa.gov/fraud](http://www.esd.wa.gov/fraud)
		- fax 833-572-8423 information to claims centers – calling not recommended due to the high volume of calls
		- Payments are being delayed ensuring payments are issued to valid claims
	+ Temporary phone system change
		- May 13 to May 20, limiting inbound calls so claims staff can focus on outbound calling to resolve pending claims and complex issues. Inbound calls will be reserved for those who lack internet access and need to use the phone to apply for benefits and submit weekly claims.
* Training issue(s) of the week – nothing to report
* Before submitting a [service ticket help](#Beforesubmittingservicerequest)

**Old Business**

* Stay up to date on COVID19, teleworking and WorkSource Virtual services
	+ [WPC website](https://wpc.wa.gov/tech) has information to help all WorkSource staff telework.
	+ IT service delivery
		- All phone requests need to go through your office Administrator and/or Supervisor
		- Your needs are important to us! Please be patient with the ESD help desk staff, they are slammed and priority of service is set by our Executive Leadership.
	+ WebEx
		- Browse the Webex handbook and watch 5 videos on how to make the most out of this tool for conducting meetings with staff and customers.
	+ Other resources include:
		- Now that you are teleworking reference guide
		- How to use SKYPE for online meetings
		- How to sign into ESD email from outside the network
		- How to sign into an off-site Wi-Fi from your computer
		- Can I access Internet Explorer from a MAC computer?
		- Will the WSS Team be available to help us while working remote?
		- ESD service Desk information.
* ESD.wa.gov or ESD Facebook page for current UI information
* Cisco Softphones training material Link <http://insideesd.wa.gov/services/it-services>



* T12 Webex meeting invite and sign up information
	+ Email esdgpwssteam@esd.wa.gov to be added to the distribution list and meeting invite
	+ Find call information on the Trumba Staff Development Calendar here <https://wpc.wa.gov/tech/staff/calendar>
* Reported issues/fixes in the works–
	+ WA-3704 Intermittent issues with ETO time out
		- The current issue is caused by a timeout feature used by some customers. It was turned on for all ETO customers March 2019. The vendor’s developer is working on turning this additional time out feature off for Washington users.
* Data Clean-up reminder
	+ We need your help with cleaning up the data in ETO. We will discuss these clean-up efforts at the Advisory meeting and report out at the T12 meetings as we continue our efforts of cleaning up ETO data before migrating data to the new system
* We are seeking ideas for ETO Improvements
	+ ETO improvement ideas or current work arounds should be submitted through the remedy ticket system.
	+ Tickets are reviewed to determine if idea or work around is a training issue or needs to go through the governance process for a system change
	+ Submit remedy ticket here <https://wpc.wa.gov/tech/issues>
* ETO Refresher Training
	+ Training recordings and user guides are posted on the WPC website on the Technology tab>ETO Training Resources
	+ Contact Lynn Aue directly at laue@esd.wa.gov for additional training opportunities and training resources
* WorkSource Systems resources are found on the WPC Technology site <https://wpc.wa.gov/tech>
	+ We try our best to make sure all the links are operational but depend on you to email us if you find broken links!
* *Encourage office staff who use ETO and* WSWA to sign up for the T12 calls. *These calls are not just for trainers but for all system users and a great way to stay up to date on changes or improvements to ETO and WSWA. Send requests to* *esdgpWSSteam@esd.wa.gov* *to be added to the ITSD Training Team’s distribution list*
* **Before submitting a service request review these suggestions as the services desk will ask you to do this and many times this resolves your issue timelier:**
	+ What internet browser are you using?
		- Edge vs Internet Explorer?



* + - Remember, only Internet Explorer gives you the best ETO experience. **ETO system requirements are:** Hardware Compatibility Customer Management software runs on Windows computers and is not compatible with Apple computers unless configured to operate Windows. To prevent potential issues, Windows updates should be conducted on a regular basis. It is recommended that the computer is setup to receive automatic updates for Windows.
		- **Software Compatibility:** Customer Management software is accessed through the internet. It is highly recommended that Internet Explorer (IE) be used as the browser for the WorkSource solution. Customer Management software is only compatible with Internet Explorer versions 9, 10 and 11. Other browsers, such as other versions of IE, Firefox, Google Chrome, Safari, may appear to function properly, but the feature may not function or save properly. Some features are browser neutral and can be accessed in Safari on the iPad as a mobile option.
	+ Log out of ETO, don’t click off the tab here  Your ETO session will still be active. Always logout here



* + If you were impersonating a seeker or recruiter remember to end the session. Clicking off the browser tab does not end impersonation!



* + Clear your cache weekly for best performance and check your Internet Settings.
		- **Clearing Internet Explorer cache**: From the top of your browser click the Settings icon and then select Internet Options



1. Begin by clicking Delete on the General tab which takes you to the Delete Browsing History screen. If not already checked click on the 3 boxes outlined here and click delete

 

1. Next click the Settings tab to ensure you will be using the most up to date version of ETO and click OK



* + - You will return to the General tab and click Apply and OK to complete the process of clearing your cache
		- **Clearing cache in Chrome:**



* + Restart your computer

**CHAT**

Crystal Armitage: Any update regarding the mobile website? The X to close the banner will be available on mobile devices

**ATTENDEES**

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