**T12 Meeting Minutes 6/8/2022**

**Reminder:** Mute your audio and disable the video feature after starting this Webex meeting. Too many attendee’s with active video can interfere with everyone’s audio quality. Hover over the lower edge of your monitor screen to find the icon and disable your video.



**These meetings will be recorded and posted on the WPC site.**

Please be advised your image will be captured and recorded during the video conference.

Your participation in this videoconference equals consent to be recorded as required by law.

**New Business**

* ETO maintenance – nothing this week
* WSWA maintenance – nothing this week
* Velaro maintenance – nothing this week
* Qtrac – nothing this week
* Tickets into production –
  + WA-4494 Content update on WSWA upload page in the Seeker portal. Change is in both English and Spanish.
    - English: *Your privacy and the security of your personal information is important to us. WorkSource will only ask for confidential documents such as your Social Security card, driver’s license, passport, school, or military ID, when required. Please notify a WorkSource team member when you’ve uploaded your documents here. They can let you know when you may remove the document. Note that employers do not have access to these files.*
    - Spanish: *Por favor, notifique a un miembro del equipo de WorkSource cuando haya cargado sus documentos aquí. Ellos pueden avisarle cuándo puede eliminar el documento. Tenga en cuenta que los empleadores no tienen acceso a estos archivos.*
* ETO report enhancement updates – nothing this week.
* What’s new on WPC –
  + Desk aids for IE change
    - [How to reset your default browser](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/IE%20change-default-browser-job-aid.pdf)
    - [Move your favorites](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Move%20favorites-import-favorites-job-aid.pdf)
* Training issues/open discussion/ticket updates
  + T12 cancelled next week 6/15/22, will resume 6/22/22
  + On June 8 at 5 p.m., the Internet Explorer web browser is going away. Microsoft will no longer support Internet Explorer anywhere. (For those of you who are history buffs, Internet Explorer made its debut in 1995 as Microsoft’s first web browser.)
    - **If you are not using Internet Explorer as your default browser, you don’t need to do anything.**
    - Internet Explorer is being replaced by Edge. However, both Chrome and Firefox web browsers will also still be available to use.
    - Most ESD systems, sites and applications do not rely on Internet Explorer. If there are any, we have Information Technology Services Division staff working to make sure there are no disruptions.

The icon for the Edge web browser is 

* + - How to import Favorites from IE to Chrome [video](https://www.youtube.com/watch?v=Mk0VMAmPclg)
    - Chrome users experience more issues running ETO reports because clearing your cache removes your favorites. Check out this short [video](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx) on how to resolve this before submitting a remedy ticket.
  + ETO Basic Training will continue on June 21st
  + WIT replacement suggestions can be sent to the link at the bottom of this page on the WPC site: <https://wpc.wa.gov/wswa/wit-replacement-project>
  + WA-4493 WSWA Employer login issues
    - It is reported that some users cannot log into WSWA after MFA was implemented.
      * This is most common with employers the first time they log into WSWA using MFA. Clearing their cache usually fixes the issue
      * Multiple SAW accounts- usernames. Do not advise employers to create more accounts as this creates a larger login issue. Direct them to email the WSS team for guidance.
      * If you work with an employer experiencing this issue, please submit a remedy ticket including which error message they are receiving. Screen shots are helpful.
  + WA-4438 Known issue with some participants RESEA dashboard not accessible to some users. Trying to determine if this is a dashboard bug. The TP is functioning as designed. In order to record the child response the users will need access to the program where the parent response was recorded, and it will need to be recorded in that same office. We will need to work out a solution with the RESEA team.
    - Ex: You were logged into WS Yakima when you created the TPs. You also work in WS Sunnyside and have access to that office. When you are logged into WS Sunnyside you will not have the ability to edit the TP because it was created in WS Yakima.
  + WA-4465 We received a ticket concerning the WSWA Qtrac scheduler and WorkSource Office Locator don’t work correctly using IE browser. On the locater the drop-down menus are missing. Talking with live chat agents it was discovered this also is occurring when using Chrome. The issue is resolved by clearing the cache. I will be submitting a ticket asking why the sudden issue is resolved by clearing cache. Issue under review.
  + WA-4426 Recently we made enhancements to the Case Note reports by adding the ‘Identifier’ column. This change made columns so narrow it caused the PDF to be more pages. We are asking if the report can be changed from portrait view to landscape view to resolve this issue but now there is an issue with ‘white space’ or all the note areas are the same size to the note with the largest amount of text. Nothing to report this week but continue to use these workarounds:
    - Tip: If you export to report to Excel, you can change the row height to remove the white space.
    - When printing to PDF, ‘uncheck’ Report 2 (the query logic), so you won’t get the query logic pages within their PDF and this shortens the length of the report
    - There is an issue with the left-side navigation window causing the report not to run, time out. To resolve this issue, close the left-side navigation window.
      * During this testing we discovered this is an issue with the Case Note History widget and at time causing this report to time out. The widget does not allow you to close out the left-side navigation window so you will need to run the Case not history report starting form the report menu.
  + WA-4437 Missing elements when printing ‘Outcomes, Program Completion’ TP is a known bug. SSG has a fix and will notify us when they plan to push it out in a future release. Still waiting for the change date
* ETO Basic and Refresher Training - Next training is 6/21/22 1:30-4:30
  + ETO Basic training is the 1st Monday 9:00-12 and 3rd Tuesday 1:30-4:30 of every month (except holidays). Send email to Lynn Aue to receive more information, get a training account if needed and be added to the training Webex call. *All ETO/WSWA system users are welcome to attend the training but please do not forward invites as I need to review all attendees and assign training accounts if needed.*
  + Refresher training recordings and user guides are posted on the WPC website here <https://wpc.wa.gov/tech/ETO-refresher-training>
  + Submit a remedy ticket to request additional training opportunities and resources

**Old Business**

* Employer fraud and impact to job seekers, leaving this here for awareness
  + Talk to your employers about including their ESR numbers (UI tax ID number) in the account creation. We cannot approve accounts with verifying this information or speaking with the employer.
  + Submit remedy ticket if job seekers report they have been contacted by fraudster. Gather and include as much information from the job seeker, text messages, screen shots from online interviews, ‘employer’ emails and phone numbers, etc.
  + Working on new process and changes to WSWA to warn job seekers about employer scams.
  + Direct job seekers to Washington State Office of the Attorney General for information on [employment scams](https://www.atg.wa.gov/search/node/employment%20scams)
  + Job seekers can contact the Attorney General’s office and file a complaint [‘Contact Us’](https://www.atg.wa.gov/)
    - The AG’s office is now recommending job seekers and employers contact the FBI
    - **Question raised during a previous call;** Is this fraud to the point where we should be encouraging customers to keep their resumes and contact info private on WorkSourceWa.com?
      * That is a decision the job seeker needs to make for themselves. The WSWA website provides information about resumes, avoiding scams, terms of use and risks. Protect job seekers by advising them to not include DOB, SSN, street address and references in resumes. Some still do that! Ask them to review the employment scam information on the Attorney General’s web site.
    - Remember, job seekers can upload resumes on WSWA and can keep them private. The disadvantage to this is employers cannot do a resume match using key words.
    - Tip from the USAJOBS website



* ***Reminder:*** Submit remedy tickets for all work requests [here](https://wpc.wa.gov/tech/issues). The WSS team cannot begin work without a service request. Reaching out to us directly can affect the time it takes to resolve your issue. Thanks!
  + Submitting remedy tickets – help us by providing enough details to work your issue. Suggestions help to speed up discovering and resolving the issue without lots of back-and-forth emails.
    - Screen shots include the entire screen, browser bar, not just a pinpoint of the TP that isn’t correct.
    - Screen shots of error messages
    - What you were doing when you got the ‘Robot’ or error message
    - Report tickets need the WDA, office and start and end dates parameters you used to run the problematic report
    - We will send you 2 emails asking for additional information. Second request for response will advise you the ticket will close in 24 hours.
  + Duplicate accounts and SSN correction tickets are a high priority, needing an immediate fix so staff can record services provided to customers timely. You can reach out to the service desk asking for a ticket status update here [ESDDLITBITechnicalSolutions@ESD.WA.GOV](mailto:ESDDLITBITechnicalSolutions@ESD.WA.GOV) or if you don’t receive a response within 24 hours from the WSS team about your ticket, email us at [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov) so we can locate the ticket and start working on it.
  + Submit remedy ticket to update the WS locator with office closures, changes to office hours, contact information or location.
  + Remember if you suggest an enhancement at T12, submit a remedy ticket.
* [Desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Checklist_of_things_to_try_before_submitting_a_service_ticket_or_call_the_help_desk_1-11-22.docx) on things to try before submitting a remedy ticket; includes instructions for clearing your cache

**Unemployment Insurance** (UI) claim and data information can be found on the UI page here <https://esd.wa.gov/>

**Chat**

Should we submit a ticket if employers can’t get through MFA or provide them with the WSS team email address? *If you have an employer who you work with and are comfortable working with them through their issue but need help, submit a remedy ticket so you stay informed on the process. If an employer contacts you and for any reason you are uncomfortable working directly with them provide the WSS team email and we will work directly with the employer in resolving their issue. Remember, allowing a ‘bad actor’ into the WSWA system puts everyone at risk.*

**Attendees**

Abplanalp, Christopher T (ESD)

Aparicio, Rudy (ESD)

Bair, Carya (ESD)

Barbara Browning

Cascio, Jaclyn (ESD)

Chase, Kim (ESD)

Dawn Oakes

Donna Hendrickson - SkillSource

Dorothy Rocha

Dunning, Shellie (ESD)

Dzenita Musabegovic

Emily Anderson

Gillis, Deanna F. (ESD)

Heather Brink WFS

Heidi Lamers

Holmes, Carolyn (ESD)

Ismaila Maidadi

Jessie Cardwell-BFWDC

Jordan, Irene (ESD)

Josie Capetillo

Kerns, Adeline (ESD)

Kluth, Crystina (ESD)

Kylie Bartlett

Lilia

Linda Rowling

Lisa Pietkauskis

Lolade Fapohunda

Lux Dmitri

Mack, Donna R (ESD)

Maricha Friedman

Maya Anderson

pochi

Robinson, Melissa J (ESD)

Soto, Raul (ESD)

Sparks, Teresa A (ESD)

Standley, Amanda (ESD)

susan Gustafson

Teresa Anda

Tracy Ferrell

Zander