**ETO Basic Training Knowledge Review**

**ETO Basic training Module 1** is an overview of the WPC tabs covering workforce-development data, resources, policies, and events across Washington state.

1. What does WPC stand for?
2. Where do you find WorkSource Information Notices?
3. Where do you find information on the WIT replacement project?
4. Where do you find information on various grants and contracts ESD manages?
5. What are some tools that ESD monitors use when monitoring your case files and where do you find them?
6. Where do you find the WorkSourceWA (WSWA) monthly metrics?
7. Where are the WorkSource programs found that Employment Connections manages?

**ETO Basic training Module 2** details training resources for ETO, WSWA and important technology resources.

1. What does ETO stand for?
2. Where is the desk aid that calls out the steps you should take before submitting a remedy (service request) ticket?
3. How do you submit a remedy (service request) ticket?
4. Where are the T12 minutes and recordings of the weekly all user call found?
5. What links do you use to log into ETO?
6. Find the training documents for the WorkSource offices public use computers.
   1. What information and training is available under ‘Computers for public use’ for staff to assist customers in the resource and training rooms?
7. How do you request ETO access?
8. How do you request changes to the WSWA content, including the WorkSource office locator?

**ETO Basic training Module 3** covers the ETO services catalog, and overview of ETO functionality, and resources found on the WSWA job board.

1. What is the first thing you do after logging into ETO for the first time?
2. How do you search for a participant in ETO?
3. How do you add a participant to your office in ETO?
4. What are the names of the 2 desk aids to assist you in finding a participant in ETO?
5. What does ‘Opt-out of data sharing in ETO mean?
6. Where do you start to record a group service? What Touch Point(s) are available to record for group services?
7. When running ETO reports, what is the first thing you do?
8. What do you do as soon as the report finishes so you can filter it?
9. What does it mean when you click on a report and the result is the report doesn’t open but instead takes you go back to the report menu?
   1. Where is the desk aid for this issue located?