Agent ID:
Database: WT
Region: WT
Original Entry: 11/22/1987
Update: 09/29/2009
Last Password Change: 09/14/2009

Go to Copy/Delete

Switch Agent ID

Agent ID: Change ID

Modify Password

New Password: Update Password

This will NOT change a VMS password.

If the agent is using both Job Link and Connecting Colorado you should use the "Both" function instead to change both passwords at once.

Modify Agent

Name: John Doe
Title: test title
Agency: CDLE
Department: x
Street: 123 Main Street
City: Boulder
State: CO
Zip Code: 80302
Telephone: 303 - 555 - 5555 X
E-Mail:
Vet Type: Not a Vet Agent
Report Menu: All Reports
IVR ok: ☑ SEB IVR ok: ☑ SAT IVR ok: ☑
Menu Access: S
Agent Type: Staff web use allowed
Entry Type: Regular
Mgt Reports: None
Access Rights: Regular

Colorado Staff

IVR Contact (phone and e-mail)

To display an existing record, enter the key and request # then select DIS

Key/CO #: Request #: (leave Request # blank to view the most recent one)

- Display (DIS)

To store a JNS or JNL record, enter the CO #, then select JNS or JNL

CO #:

- Job Notification Short Version (JNS)
- Job Notification Long Version (JNL)

To store an NEN record, enter the key, then select NEN

Key:

- Notification of Event (NEN)

To send notifications to State Extended Benefits participants, enter the Local Office then select SEB or SEL

Local Office:

- State Extended Benefits Notification (SEB)
- State Extended Benefits Labels (SEL)

To send notifications to potential Enhanced Approved Training participants, enter the Region then select SAT or SAL

Region:

- Enhanced Approved Training Notification (SAT)
- Enhanced Approved Training Labels (SAL)

Submit

Agent Menu

Connecting Colorado Staff

Enhanced Approved Training (SAT) IVR Contact (phone and e-mail)

Key: UISAT-AD Request #: 1 Date: 09/30/2009 Region: AD

Enhanced Approved Training (NEN) Notification

Number: Start Date: 09 / 30 / 2009 Start Time: 08 : 14

Local Office: 5111 (this will be used for the office name and caller ID only)

Description:

Put in Hold: ☐

Phone Text:

Email Text:

Submit

Agent Menu

Connecting Colorado Staff

Enhanced Approved Training (SAL) Label Contact (U.S. Mail)

Key: UISAL-AD **Request #:** 1 **Date:** 10/1/2009 **Region:** AD

Enhanced Approved Training (SAL) Labels

Number: 10

Description: Labels for...

Submit

Agent Menu

Connecting Colorado Staff

IVR Contact Display (phone and e-mail)

Key: UISAL-AD
Request #: 1
Track #: 25540

Region: WT
Local Office: 3110
Agent: Colo_ID
Stored: SB 07/29/2009 8:14 AM
Updated: SB 07/29/2009
Back from IVR:
Phone Status:
Email Status:

Contact Type: NEN
Method: P
CO #:
Start Date: 07/30/2009
Start Time: 08:11

Veterans

Initial:
Final:
Sent to IVR:
Sent to Email:

Non-Veterans

Initial:
Final:
Sent to IVR:
Sent to Email:

Description: Print Mailing Labels for Enhanced Approved Training

Phone Text:

Email Text:

Modify | List & Labels | IVR Contact

Agent Menu

List of Contacts

Call Status | Email Status

Contacts: 1

1 ID: AAAAAAABC Name: Marilyn Monroe Referral: Ref Result:
Vet: N Call Date: Time:
Phone: 719-111-2222 Attempts: Status: PO Length:
Email: yabadaba@aol.com Status: PO