Instructions for Creating a Link on the Desktop for the CDLE UI Chat
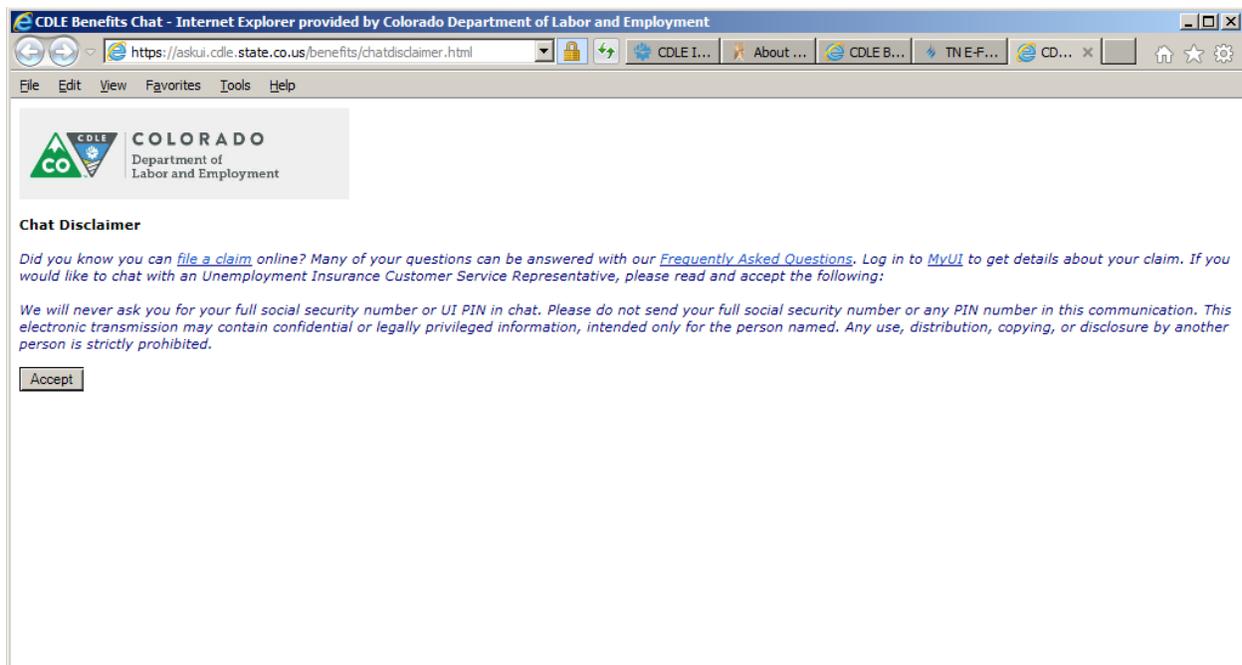
A shortcut link will need to be placed on one desktop at each of the five (5) Workforce locations that are participating in the WIOA – Chat Pilot; the pilot is scheduled to begin February 29, 2016. The Desktop Support Manager, Paula Ferguson, will ensure the shortcuts are placed on a PC at the rural locations in Delta and LaJunta. For the remaining three (3) county locations, each location will need to provide the information in this document to their IT Support.
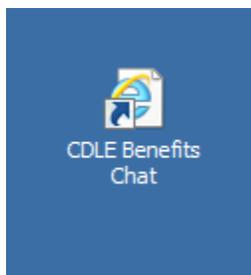
Step 1: (From the PC that will be used to access Chat)

Click on link below - the "Chat Disclaimer" should pop up (see screen shot below link)

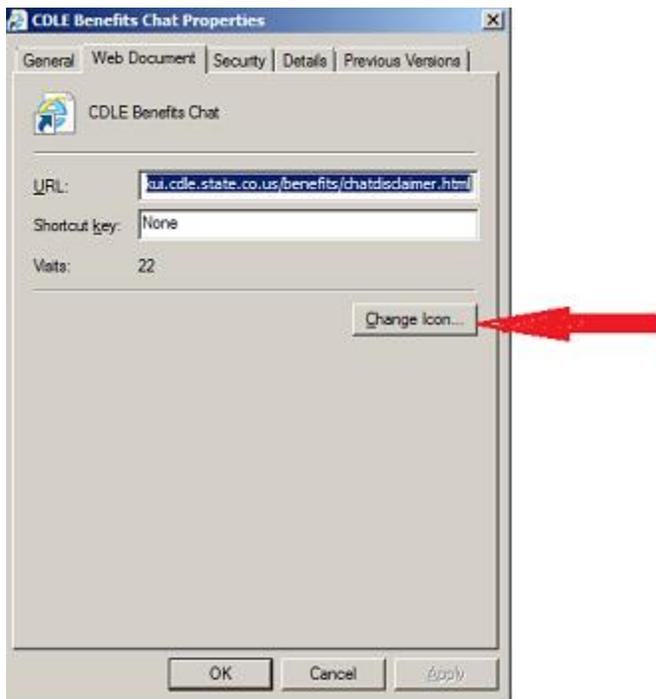https://askui.cdle.state.co.us/benefits/chatdisclaimer.html

Step 2: To create a shortcut to the desktop, (a) Select "File" from the Internet Explorer Task Menu above the Colorado Department of Labor and Employment Logo in the screen shot above, a list of options will display, (b) Select "Send -> Shortcut to Desktop; you should see the icon below displayed on the desktop
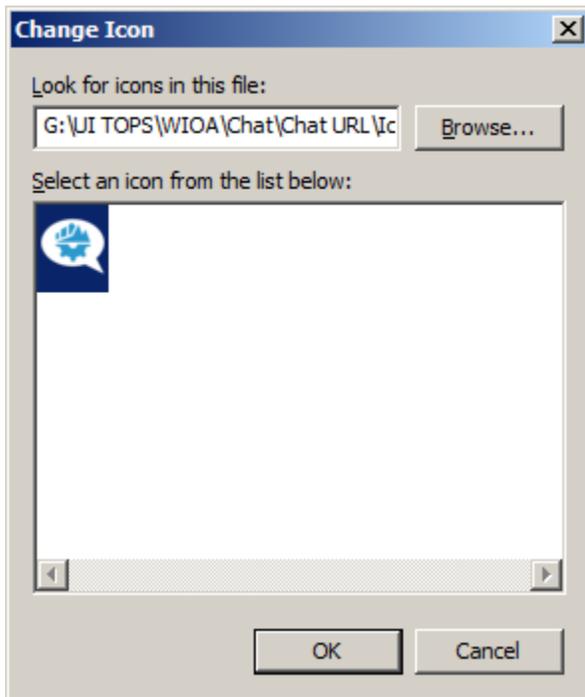
Step 3: Right-click on the desktop shortcut, select the "Web Document" tab,
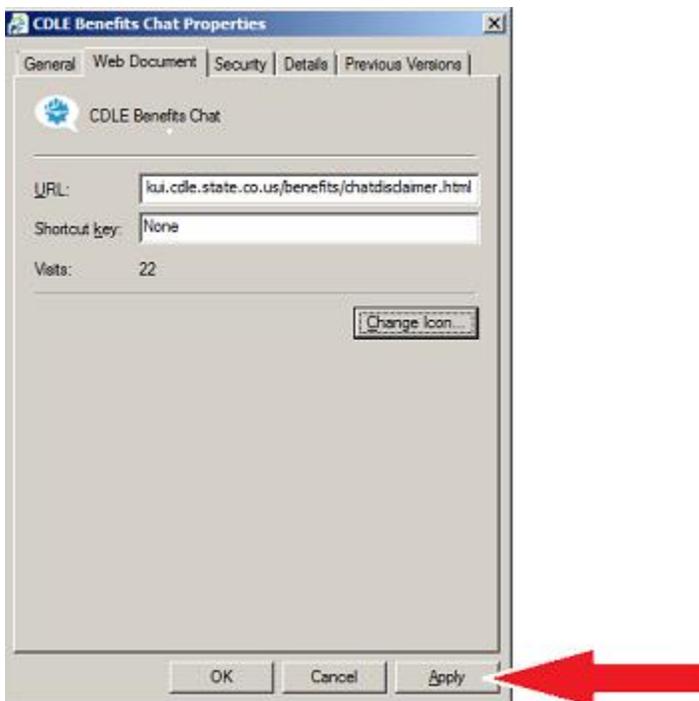

Step 4: Select the "Change Icon" button→Browse to the location where you saved the image, "Icon 2.ico" provided.

Step 5: Click "Ok"

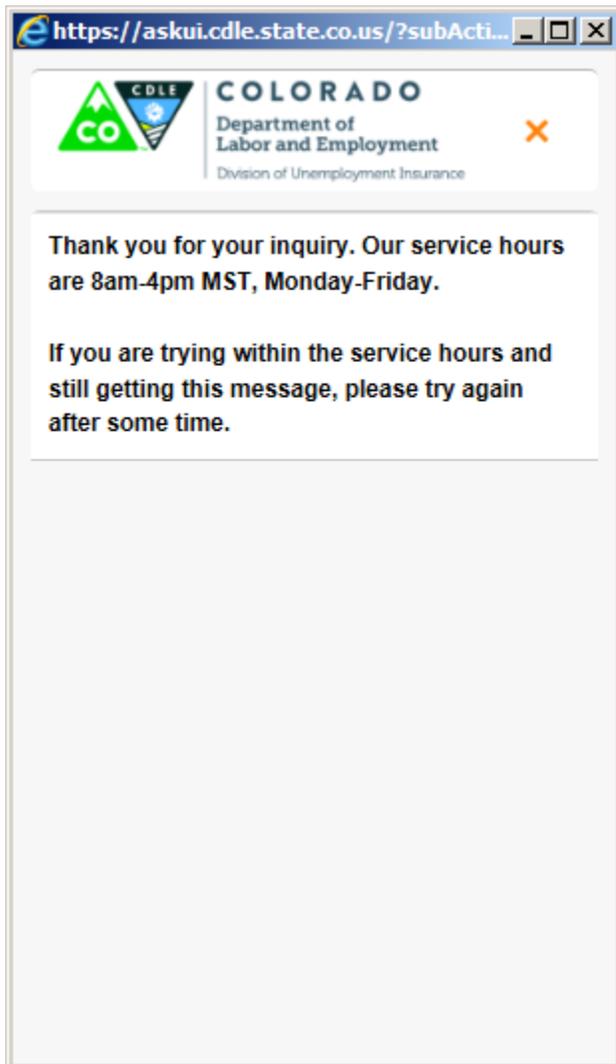**Step 6: Click "Apply", then "Ok"**

The desktop icon should now look like:

CDLE Benefits
Chat

To Test:

1. **Click Desktop Icon**
2. **Select "Accept" button**
3. **Chat Pop-up Window should appear**

🔵 https://askui.cdle.state.co.us/?subActi... ⬓ ▢ ✕

COLORADO
Department of
Labor and Employment
Division of Unemployment Insurance

Thank you for your inquiry. Our service hours are 8am-4pm MST, Monday-Friday.

If you are trying within the service hours and still getting this message, please try again after some time.

This chat status message will display, if there are no CDLE UI Benefits Call Center agents logged in and available for chat.

County Operated Workforce Center Offices:

Please ask your IT folks to allow for https (port 443) to be permitted outbound from your County Networks to the public ip address of 165.127.91.8 , if firewall permissions need to granted for outbound connections to the Internet from inside the County Networks.

SSL certificate issued for https://askui.cdle.state.co.us

Askui.cdle.state.co.us resolved in Public DNS to CDLE public IP address 165.127.91.8