Work Search Record
OSOS Guide

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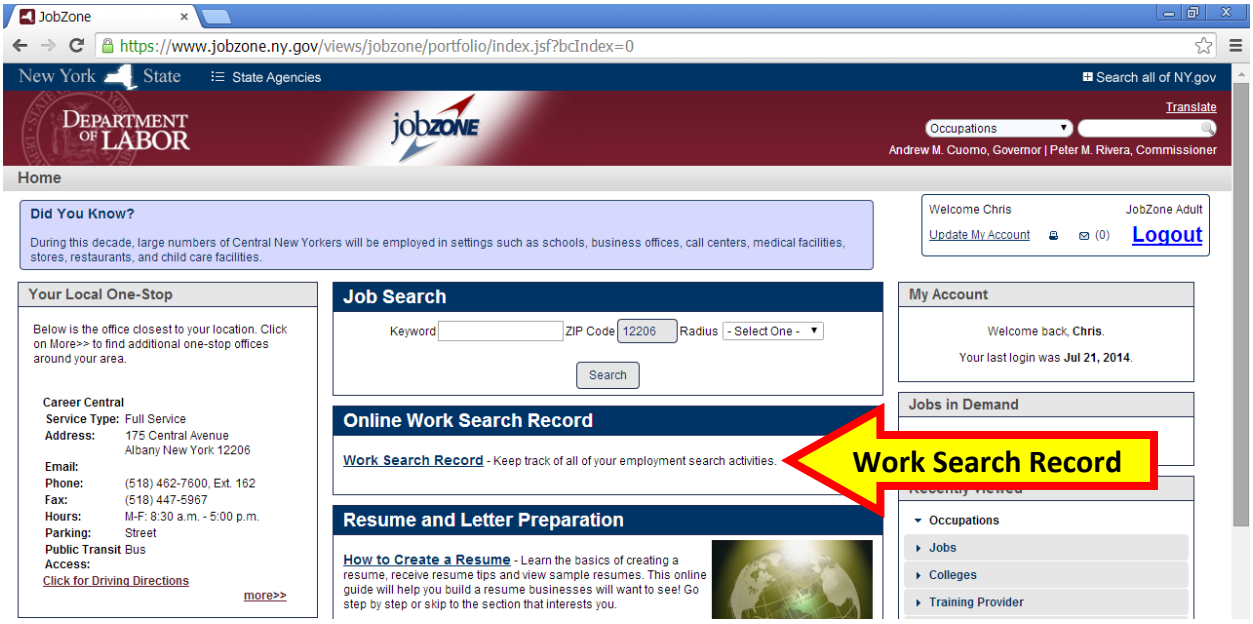
PURPOSE

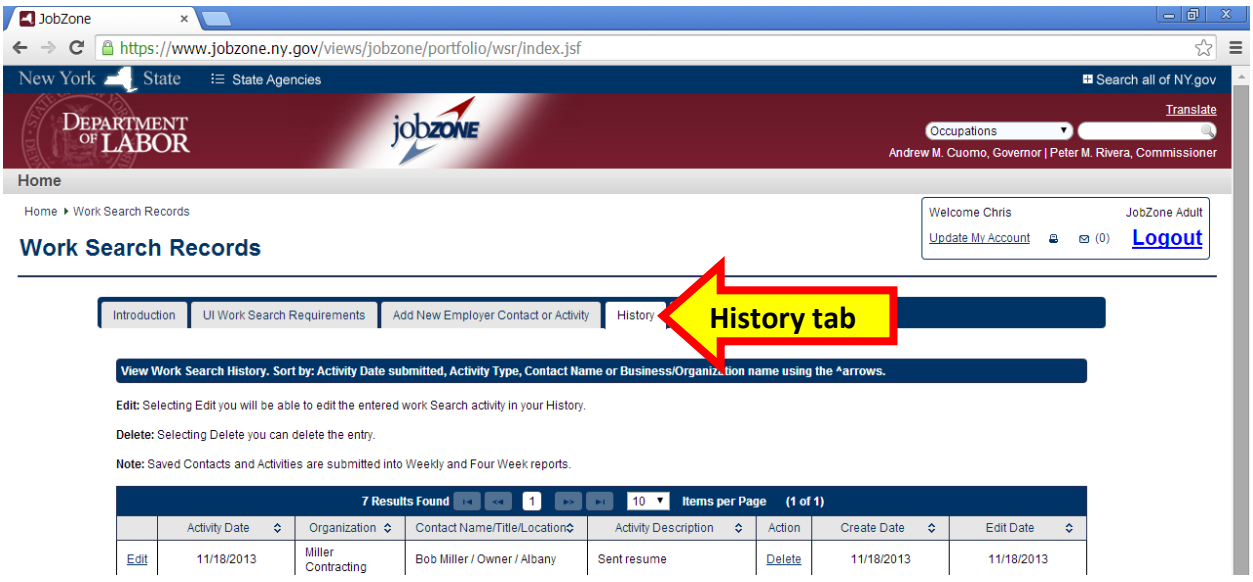
Users with the **Professional** permission level or higher, will have access to the **Work Search Record and Reports** for Active, and SS/IO customers that are UI claimants, as well as Inactive customers with an existing work search records.

CUSTOMER JOBZONE DATA ENTRY

Customer's access the **Work Search Record** through **JobZone**:

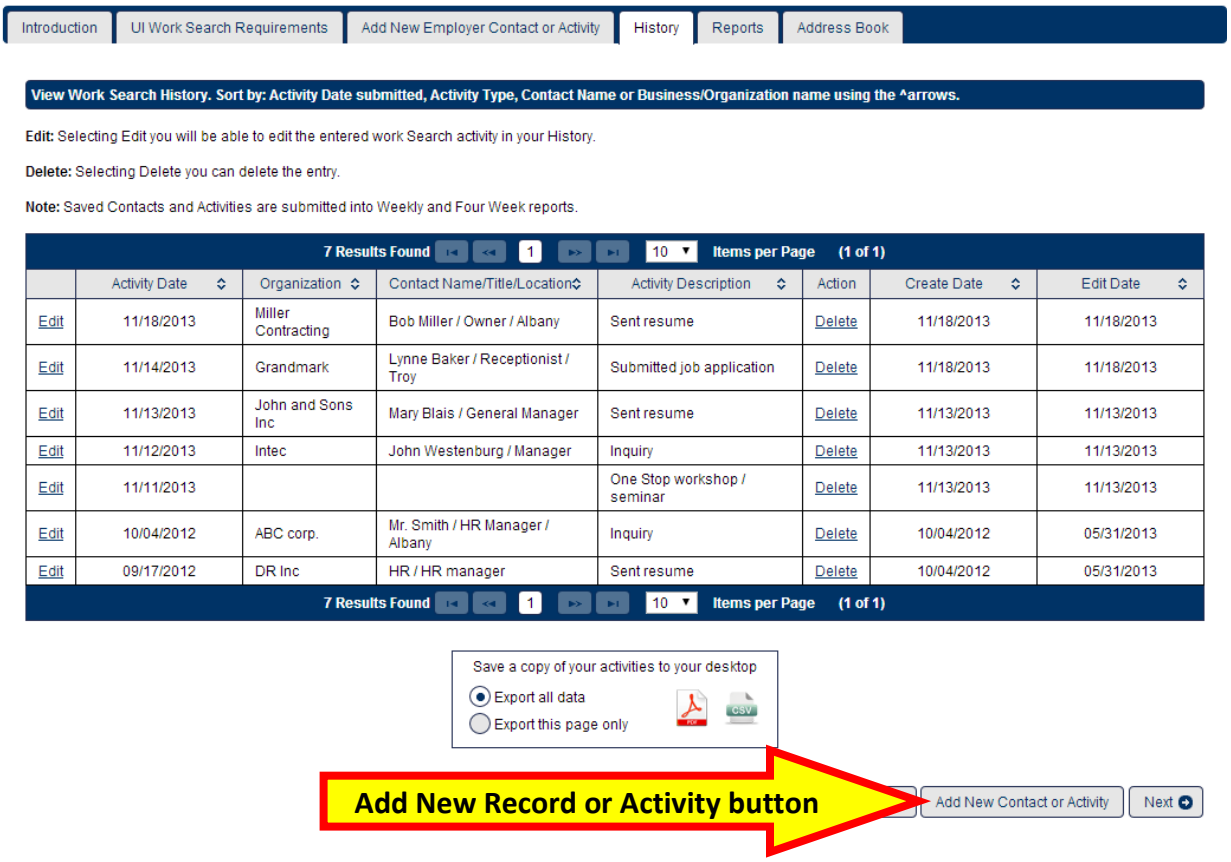


Reports are created in the **JobZone History** tab:

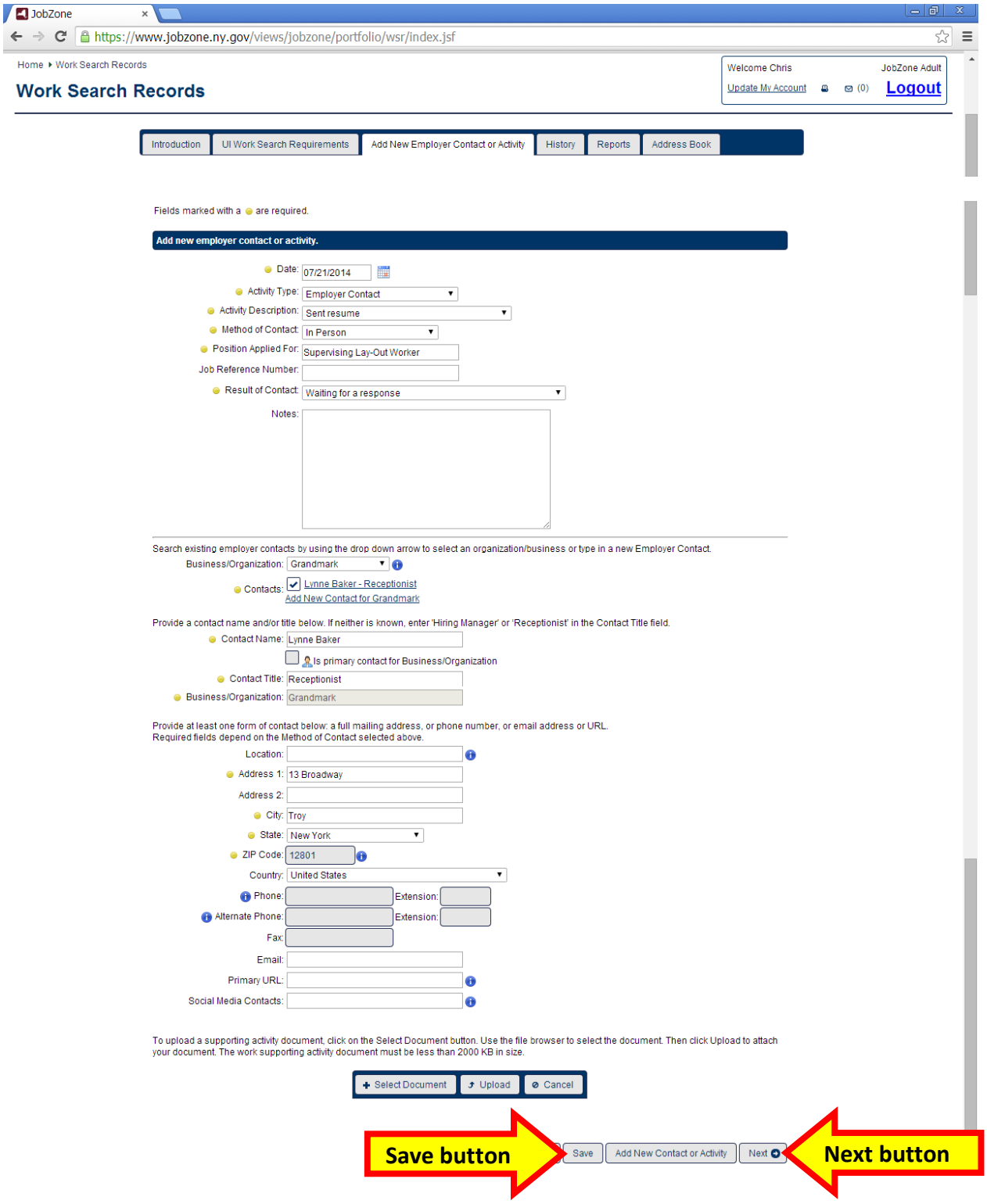


Any customer may enter and track their work search efforts through JobZone. Unemployment Insurance claimants are usually required to enter their work search activities in their **JobZone Work Search Record**. Customers create reports when they data enter their activities into the **Work Search Record**. Customers may also upload an Excel Spreadsheet, Word document, etc, into their **Work Search Record**.

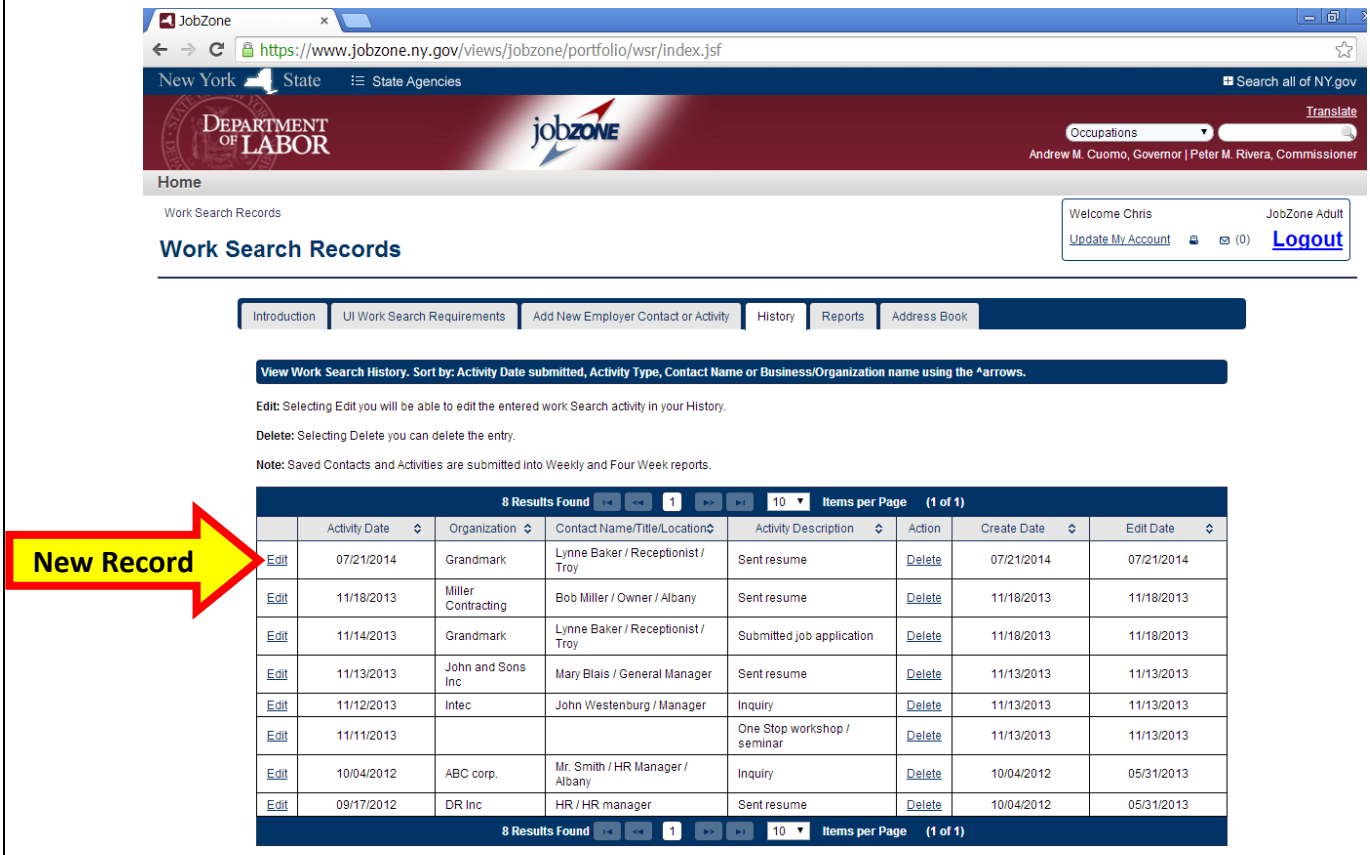
The customer clicks the **Add New Record or Activity** button:



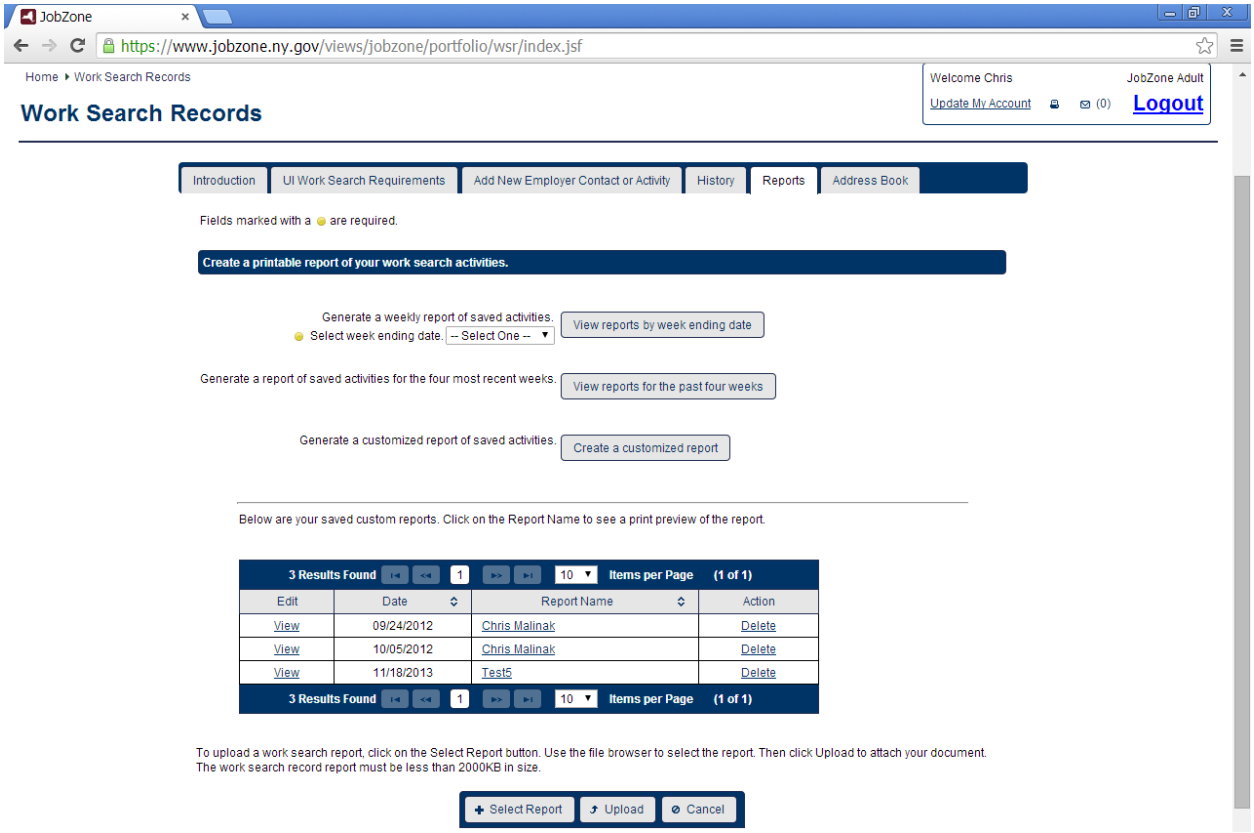
The new contact, activity, or uploaded document is then added to the **Work Search Record History** and the customer clicks the **Save** button. If another activity needs to be entered, the customer then clicks the **Next** button:



The new activity has been added to the customer record:



The customer may only view their own reports In **JobZone**:

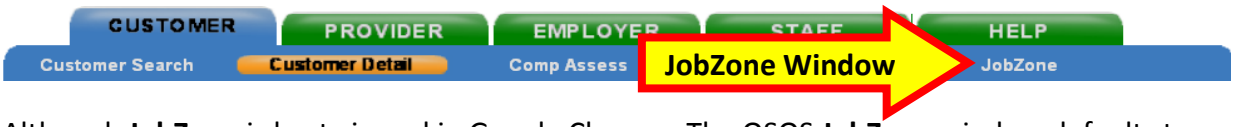


Only customers directly logged into their JobZone account can add or modify their own Work Search Record. Staff may assist a JobZone customer that has logged into their own account to edit their History.

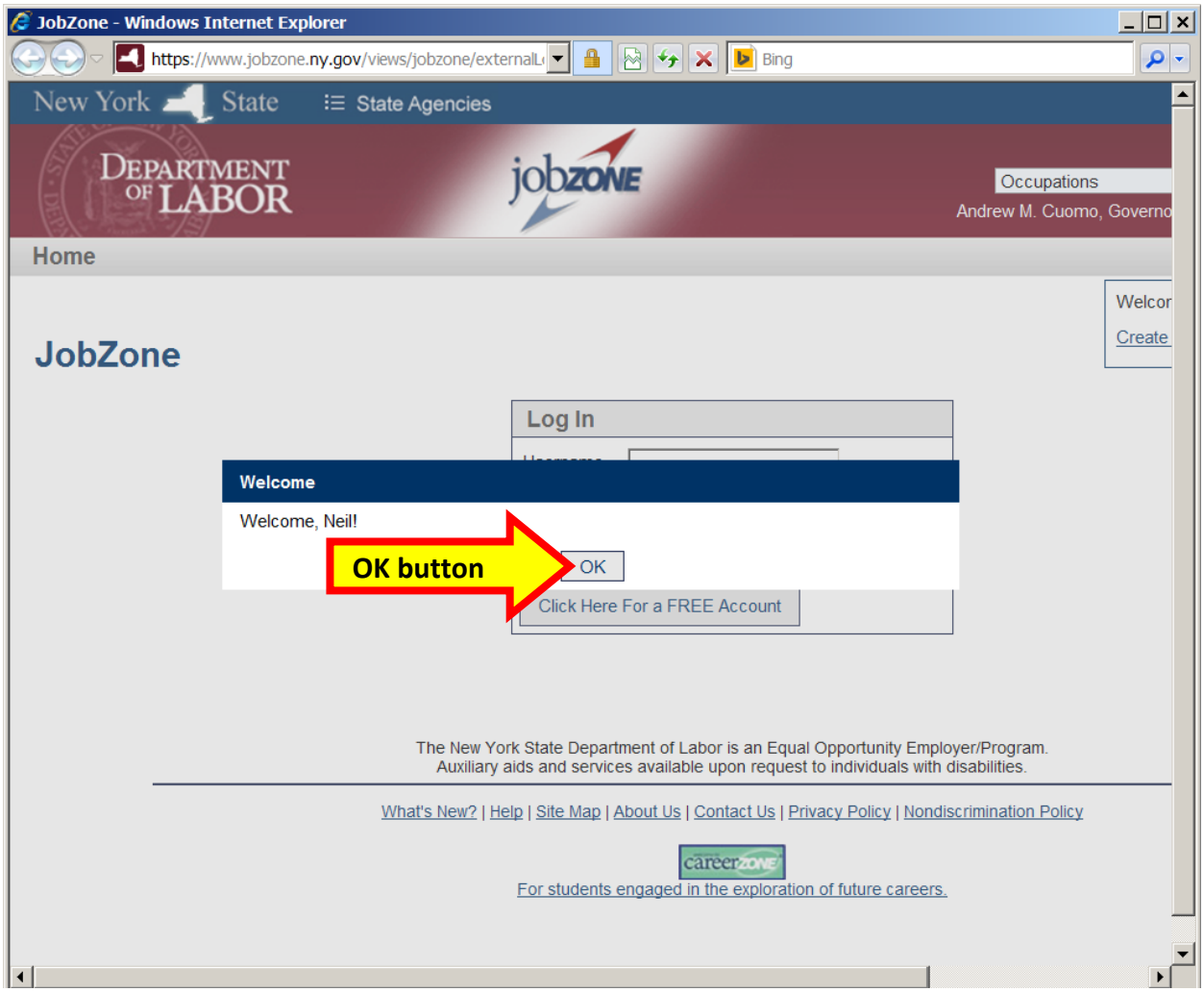
STAFF JOBZONE DATA ENTRY

Staff may create reports in the customer's **Work Search Record**.

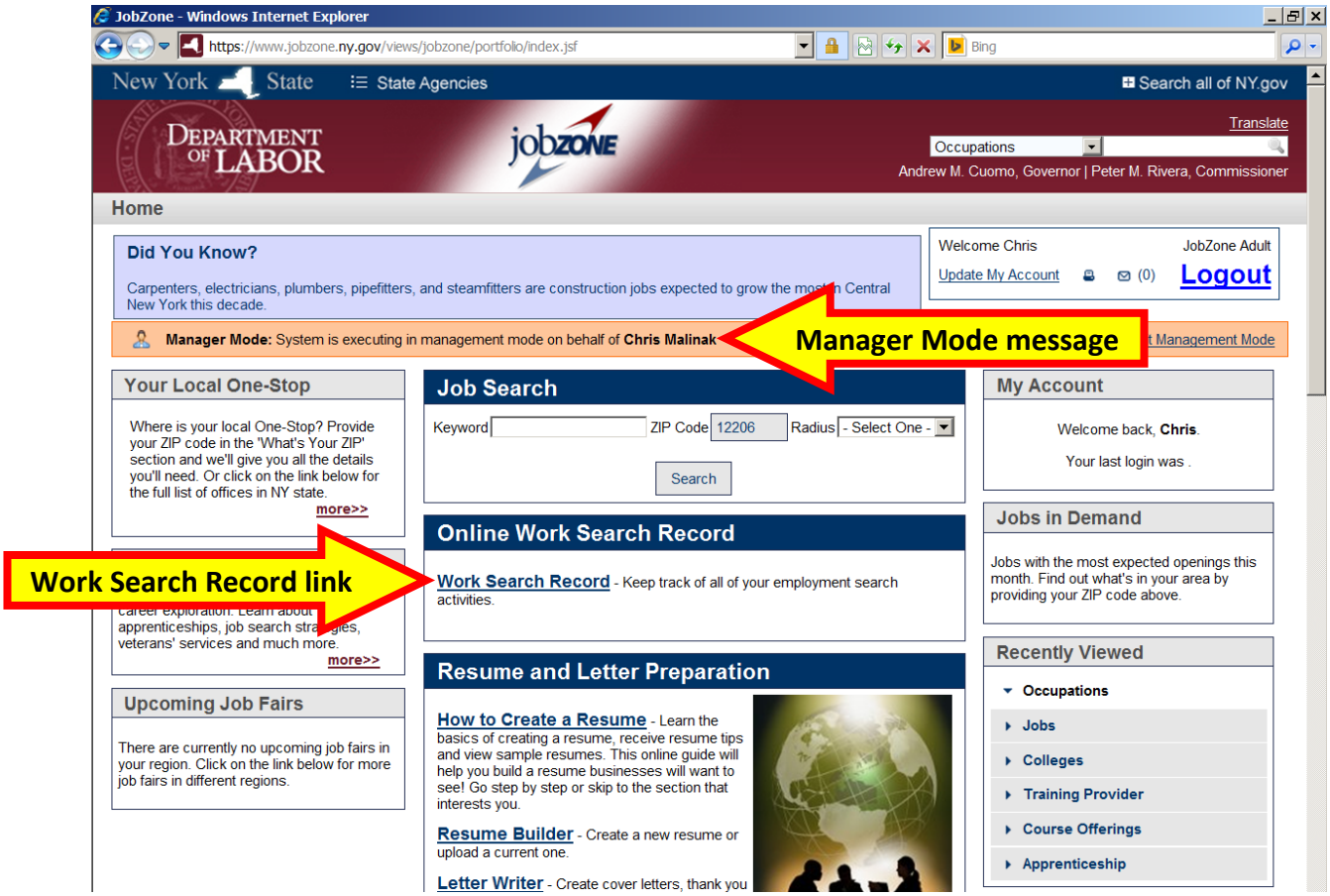
Click the JobZone window in OSOS to enter the customer's **JobZone** account.



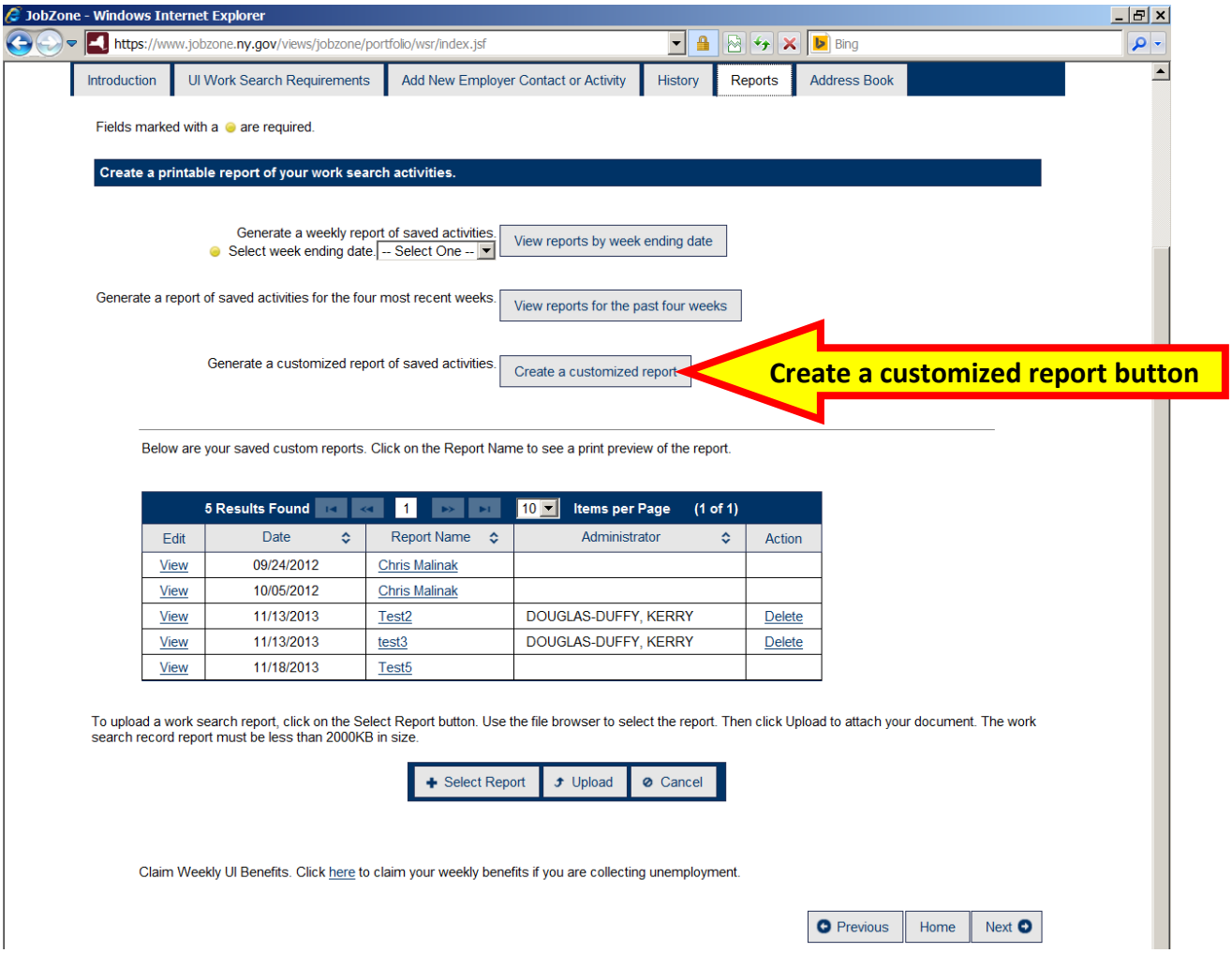
Although **JobZone** is best viewed in Google Chrome, The OSOS **JobZone** window defaults to Internet Explorer. Click the **OK** button:



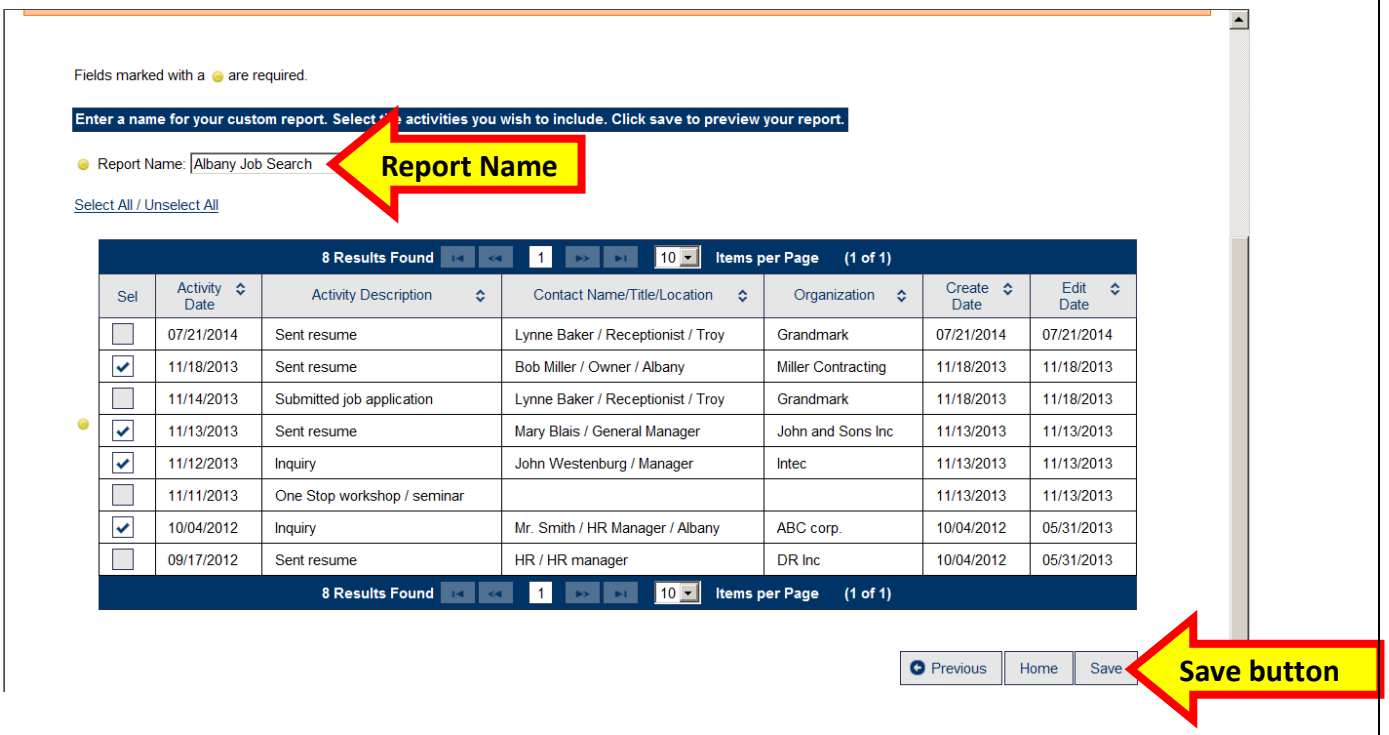
JobZone will navigate to the customer's Home page and a message will appear indicating that staff is viewing the record in **Manager Mode**. Click the **Work Search Record** link:



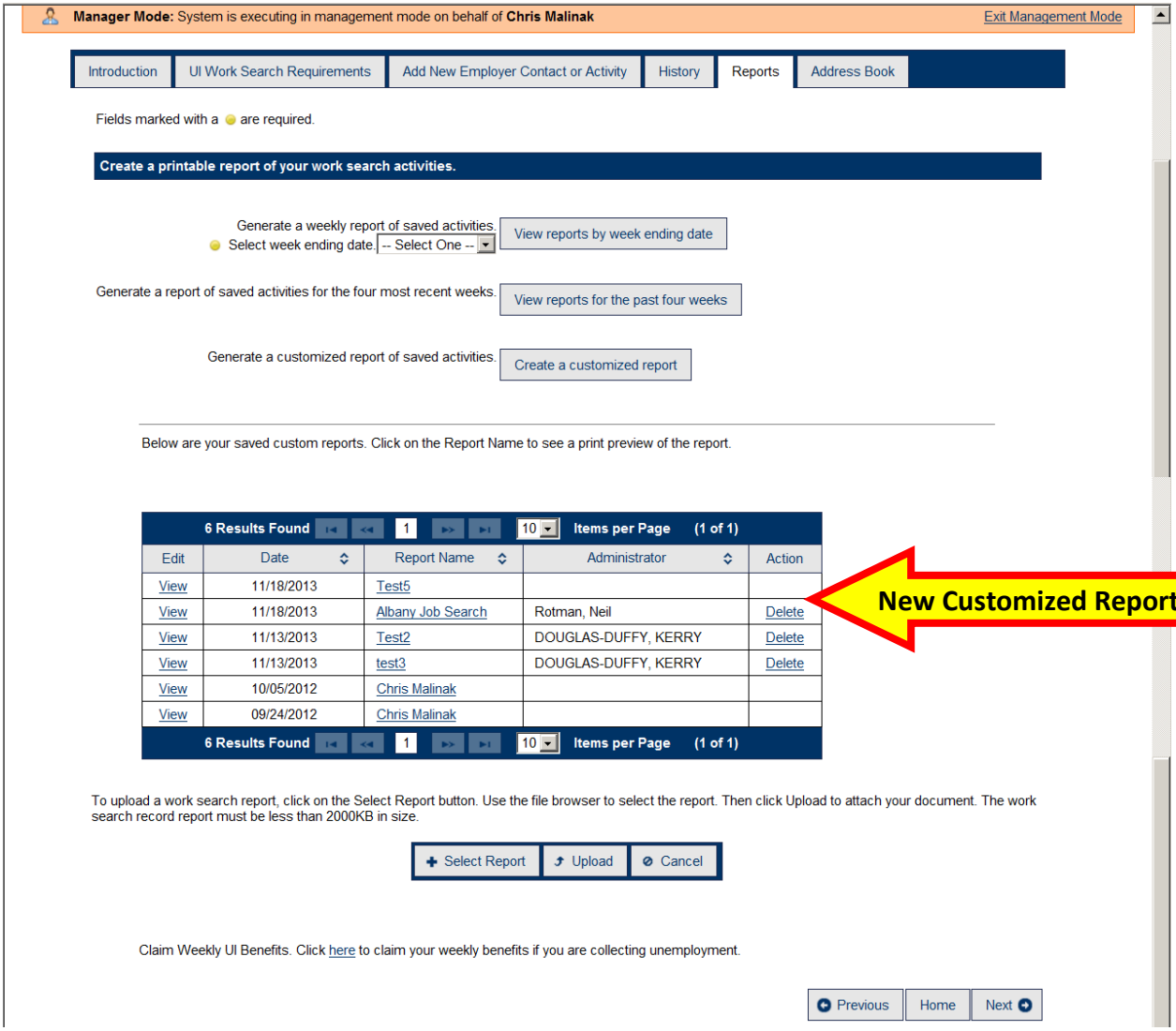
The same **Work Search Record** reports are available to staff in Manager Mode as is available to the customer with the addition of any staff created reports. To create a Customized staff report, click the **Create a customized report** button.



Enter the **Report Name**, select the activities to be included in the report, and click **Save** button:

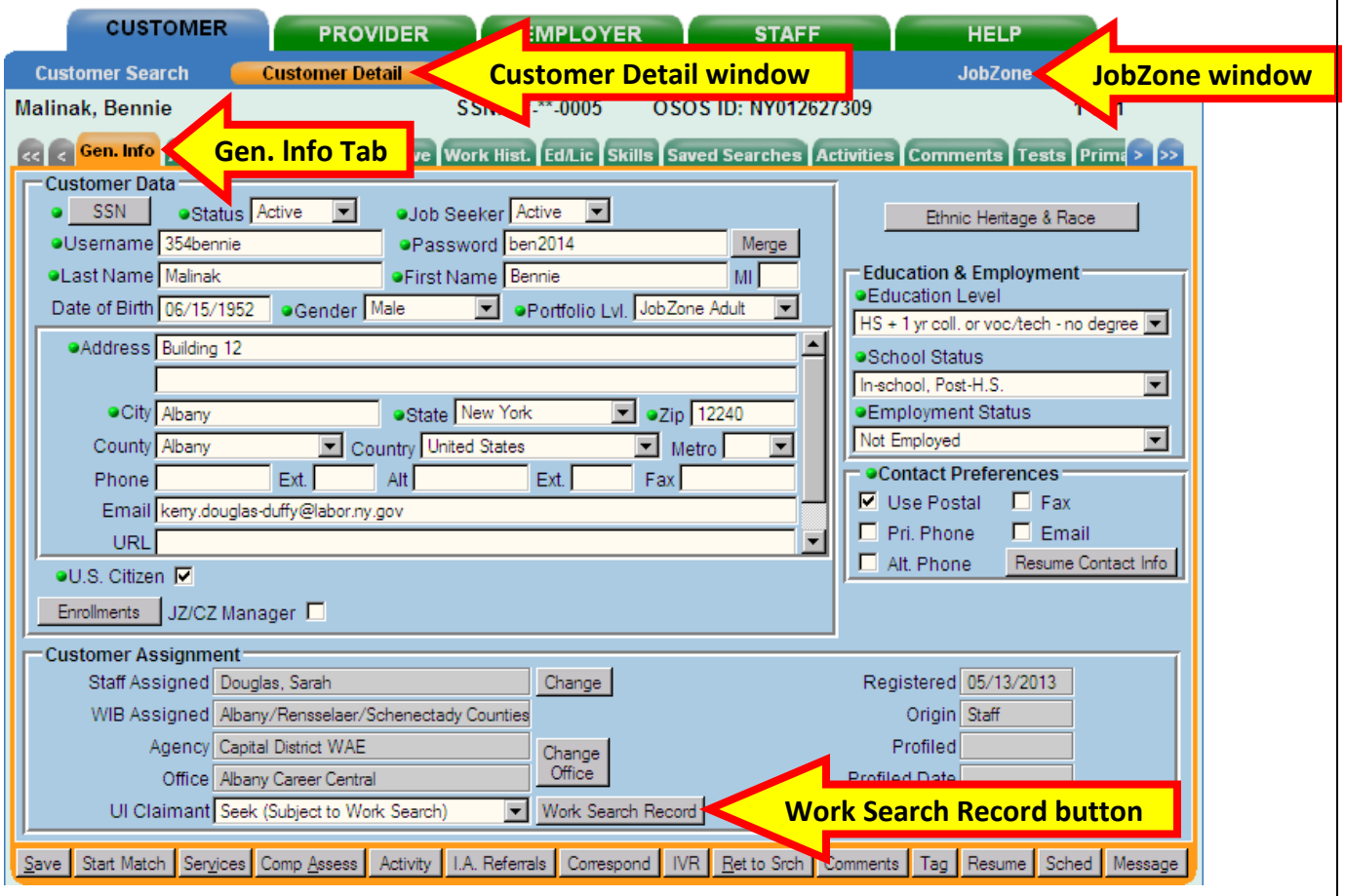


The report is now visible in the list of customized reports:



OSOS DATA ENTRY

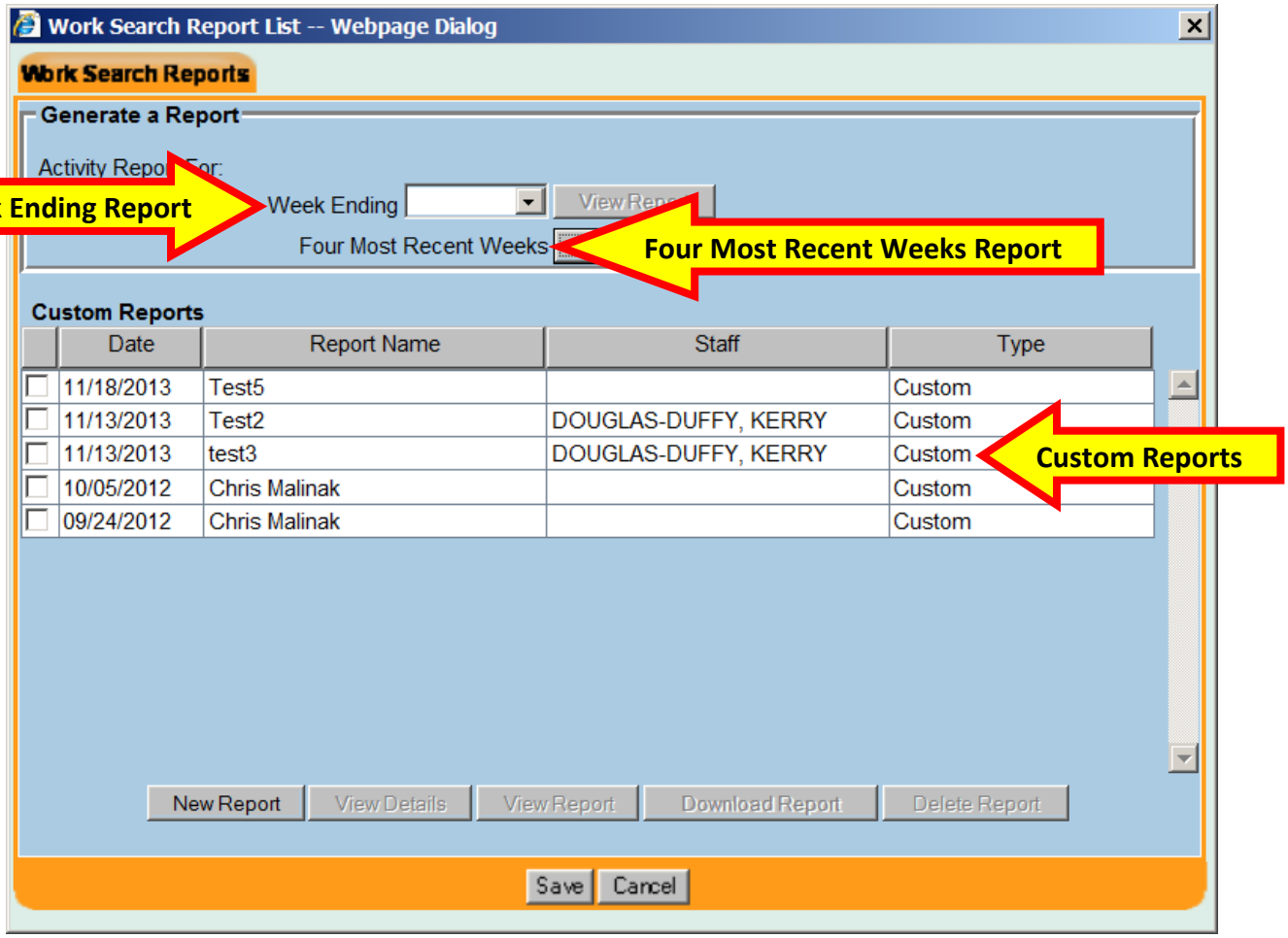
The **Work Search Record** button is located next to the **UI Claimant** data field in the **General Information** tab within the Customer Detail window.



The **Work Search Record** reports are created through the customer's **JobZone** account.

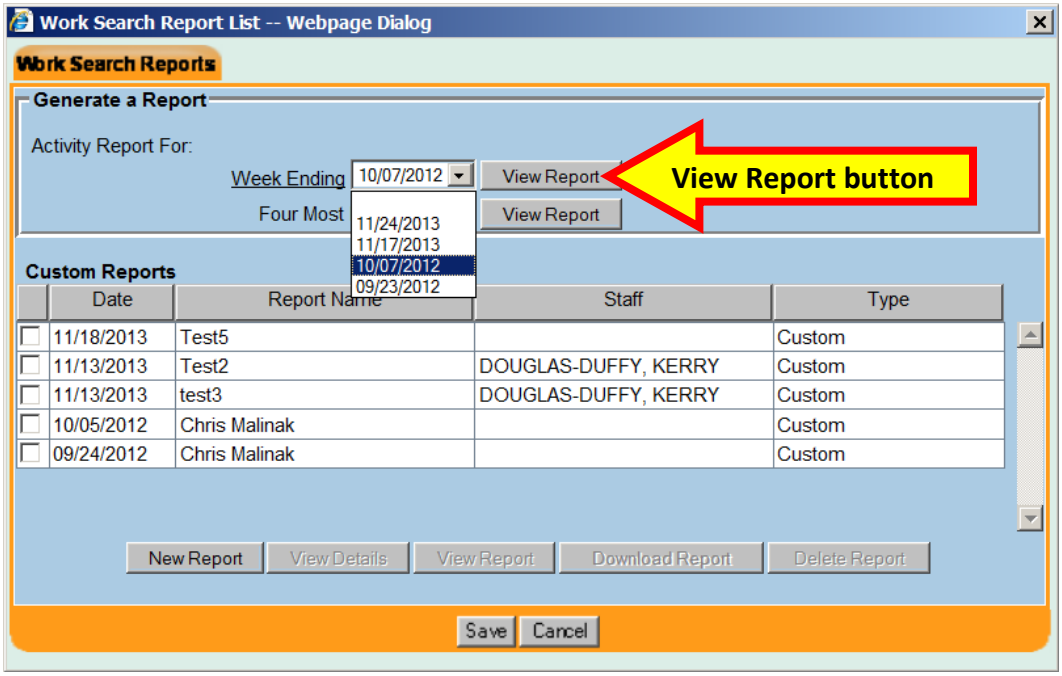
Clicking the **Work Search Record** button brings up the **Work Search Report List - - Webpage Dialog** popup window. There are three **View Report** buttons available that allow a search by:

1. the **Week Ending** date to obtain a weekly report,
2. Four Most Recent Weeks or,
3. selecting from a list of **Custom Reports** created by the customer in **JobZone**.

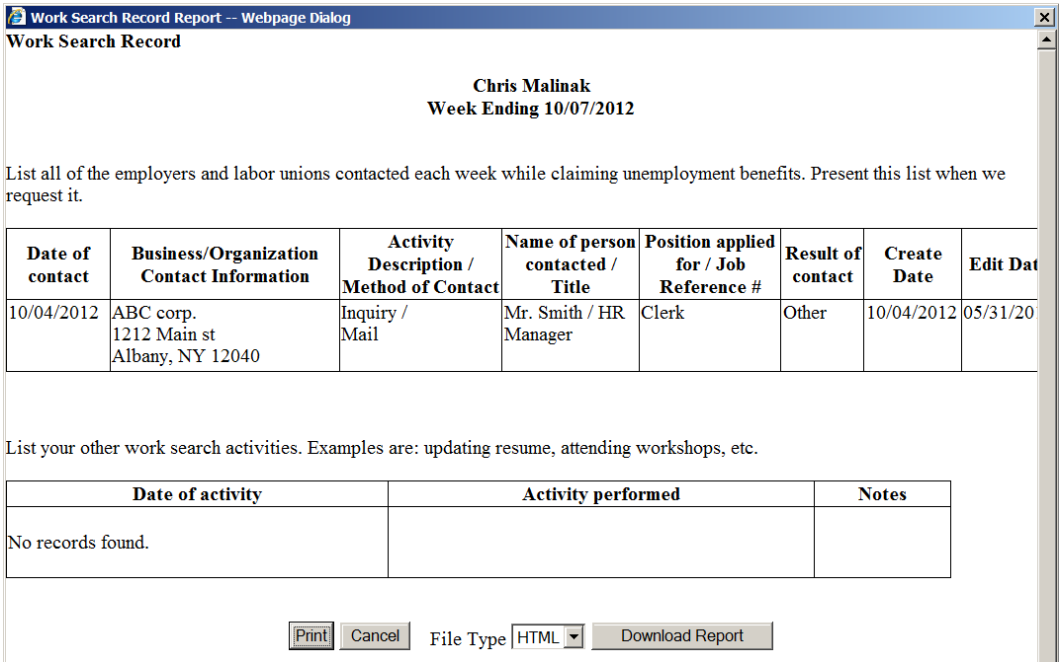


WEEK ENDING REPORT

The **Week Ending** Report allows staff to select a report from a drop down menu of any activity for that specified week. Once a week ending date has been selected, the View Report button will become accessible:

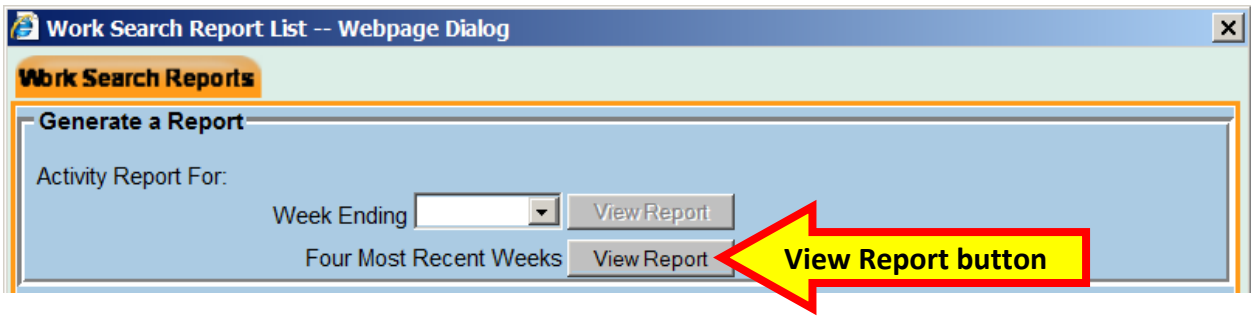


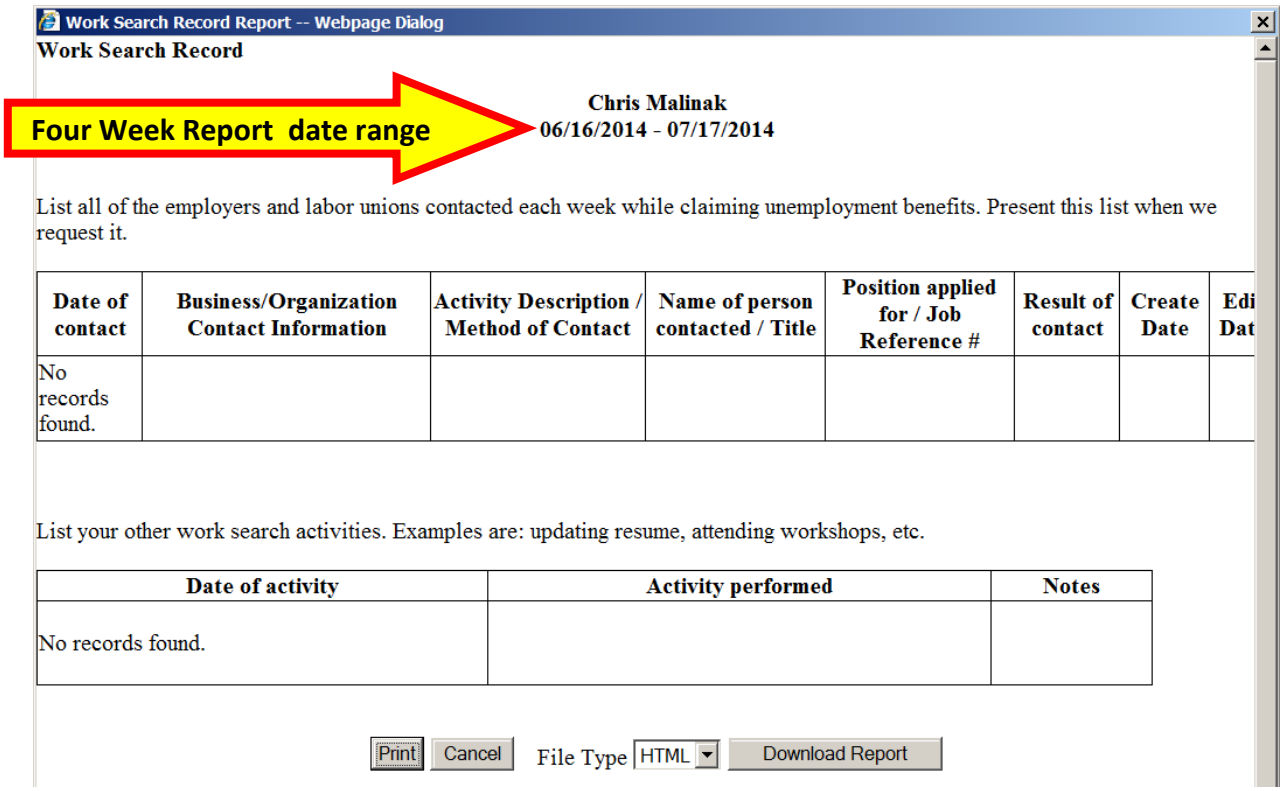
Click the View Report button to access the report:



FOUR MOST RECENT WEEKS REPORT

The **Four Most Recent Weeks** Report allows staff to select a report of all entered activities for the four week immediately prior to the current date:





CUSTOM REPORTS

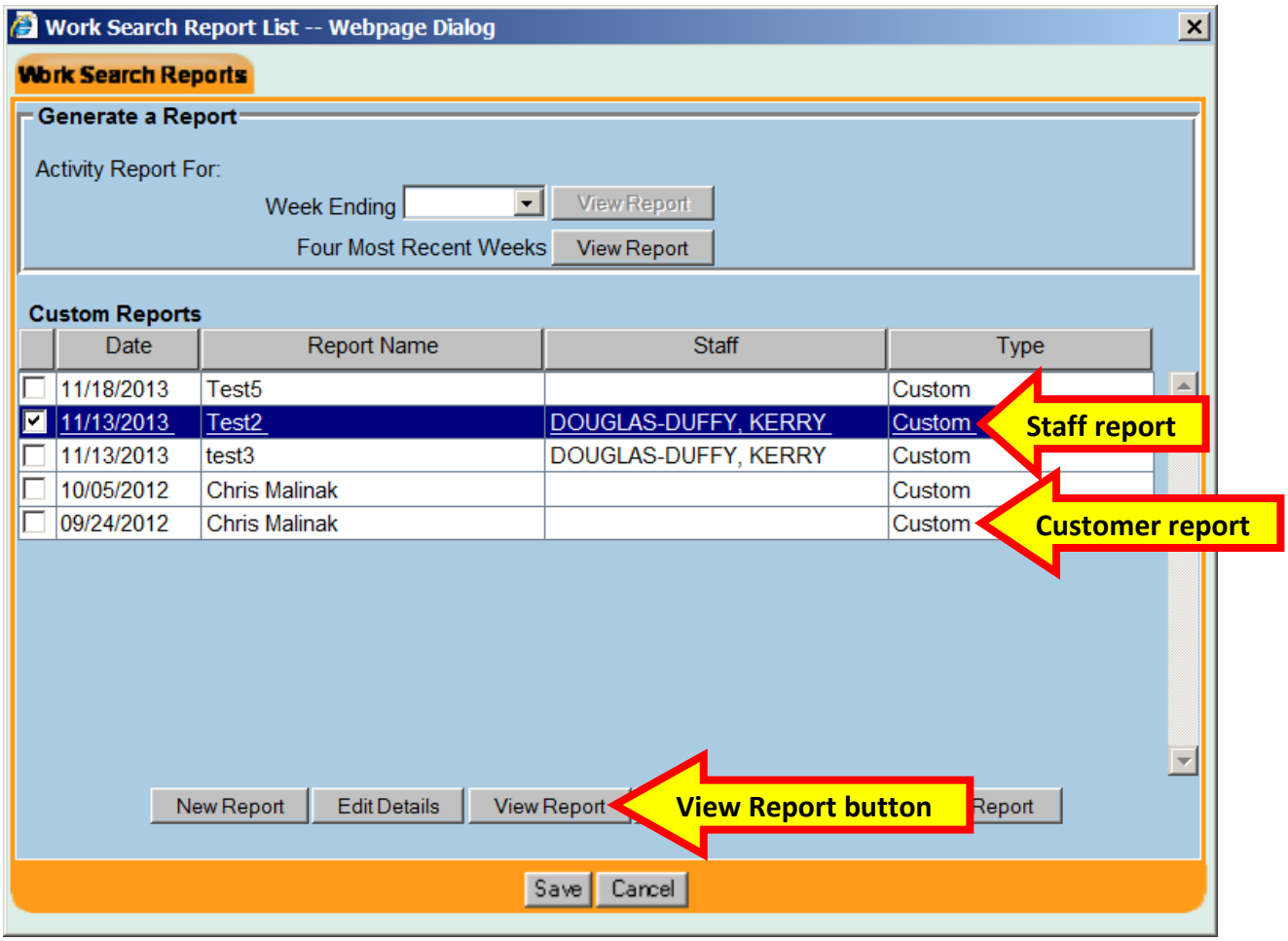
Highlight the custom report that you want and click Edit Details or View Report.

The staff data field will be empty when the report was created by the customer. A name will be visible when the report was created by a staff person.

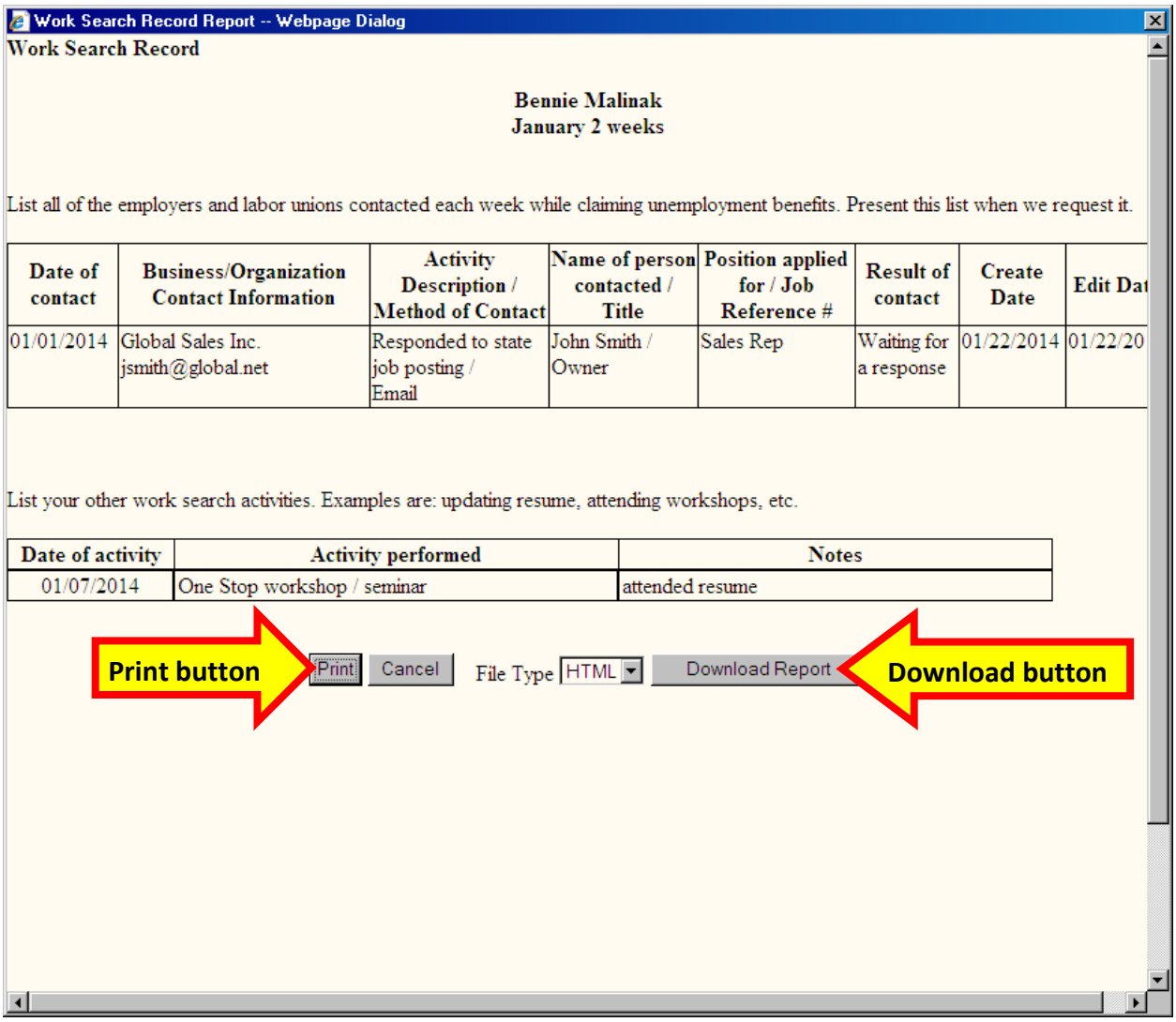
For security purposes, staff cannot enter JobZone through the JobZone window and add, enter or alter a customer Work Search report.

Staff may only edit reports that they create.

Users cannot edit the **Week Ending** report, **Four Most Recent Weeks** report, or **Custom** reports entered by the customer or other staff.

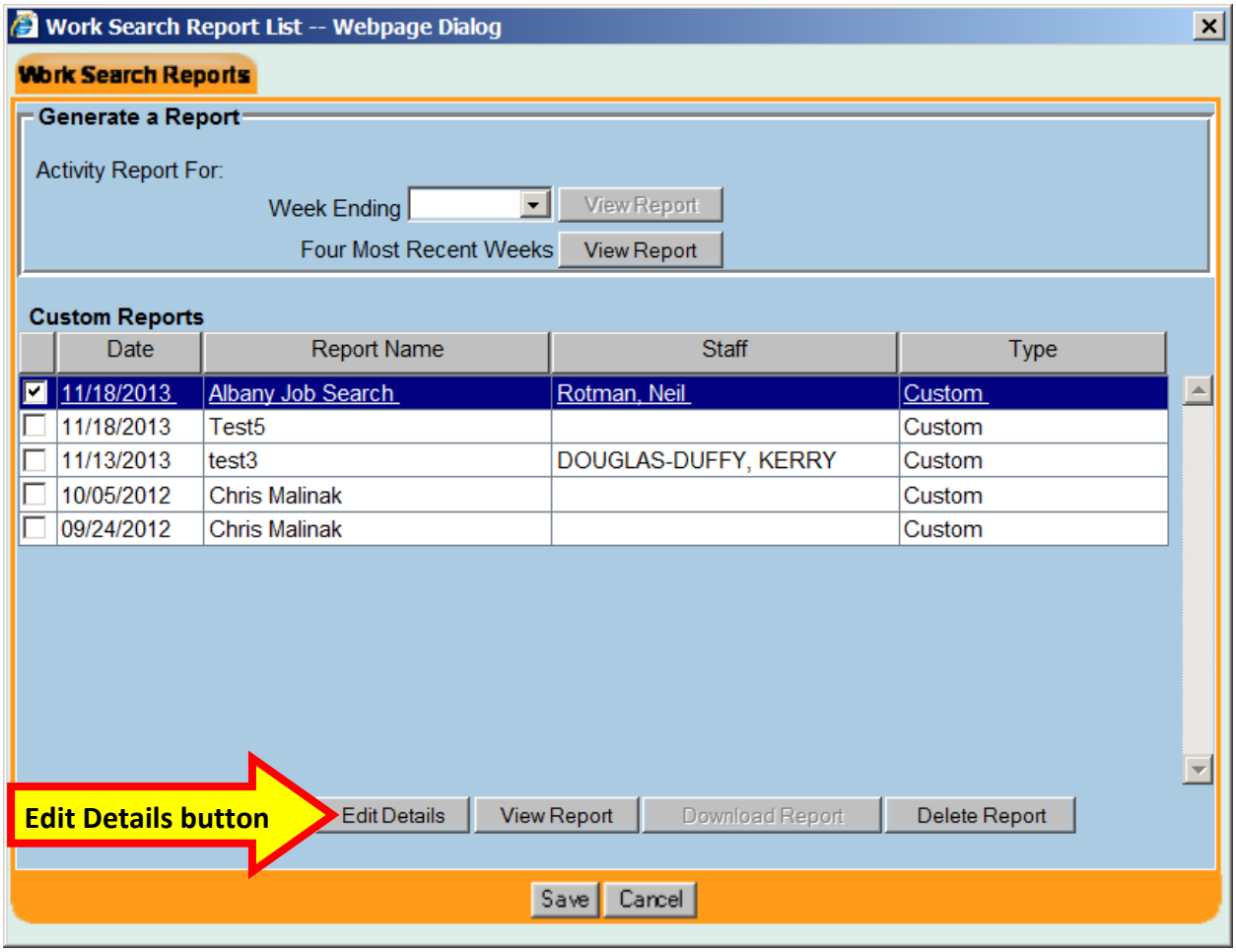


Clicking the **View Report** button will bring up the specified weekly work search report, which may be printed or downloaded.



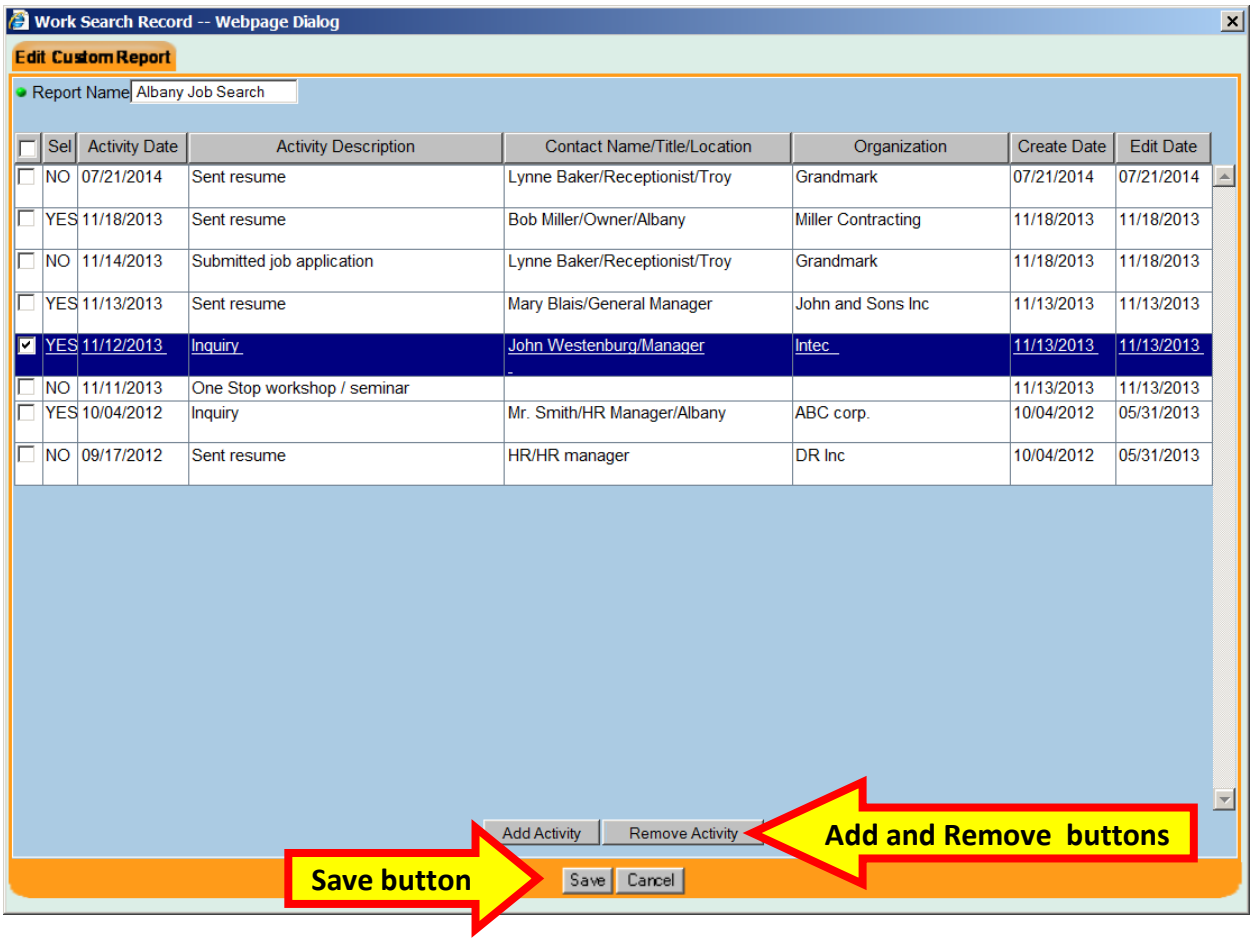
Reports may not be edited in PDF or HTML format.

Staff may edit their own Custom Reports by selecting the specific report and clicking the **Edit Details** button.



Clicking the **Delete Report** button will allow staff to delete a record.

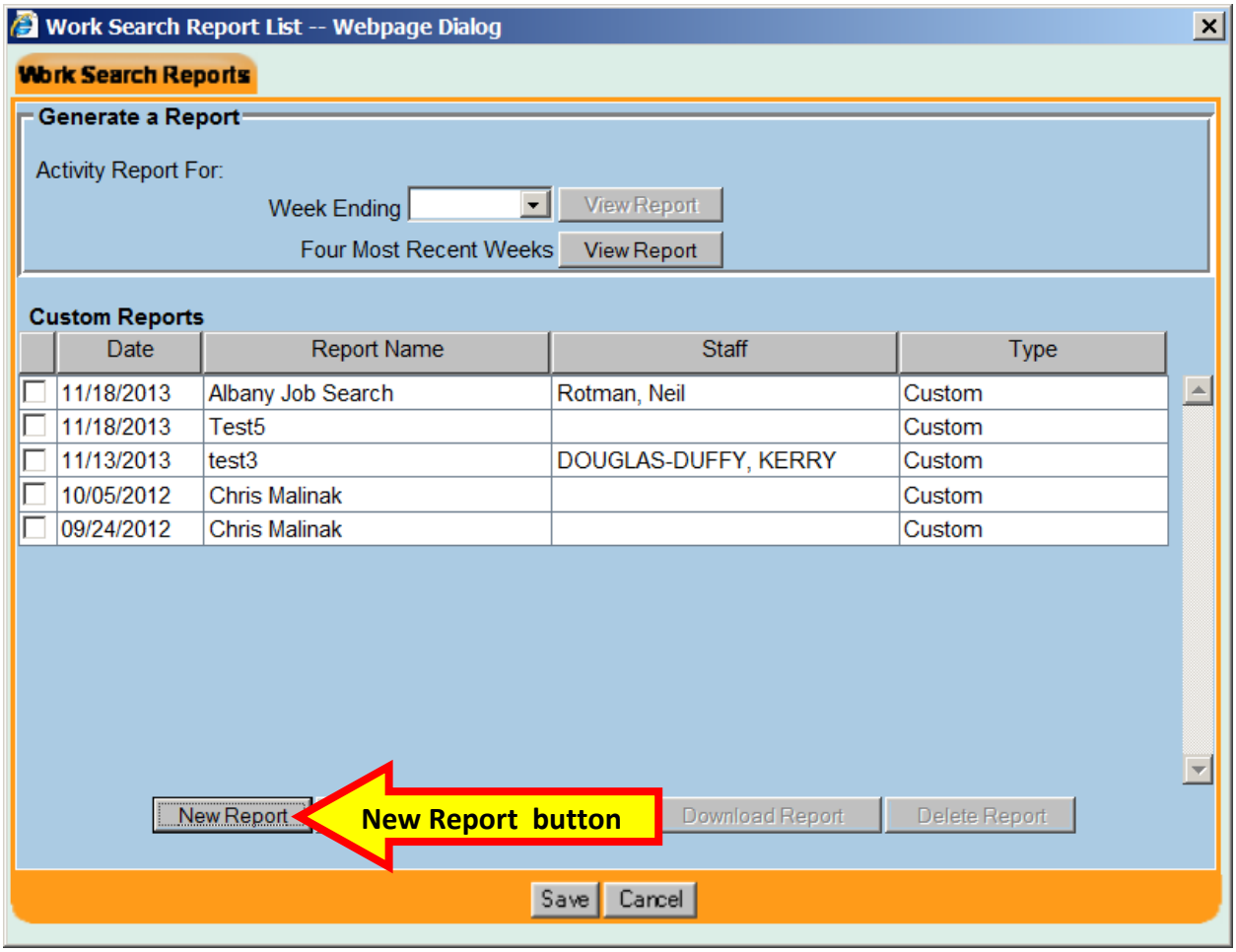
Select any activity that needs to be added or removed and click the appropriate button:



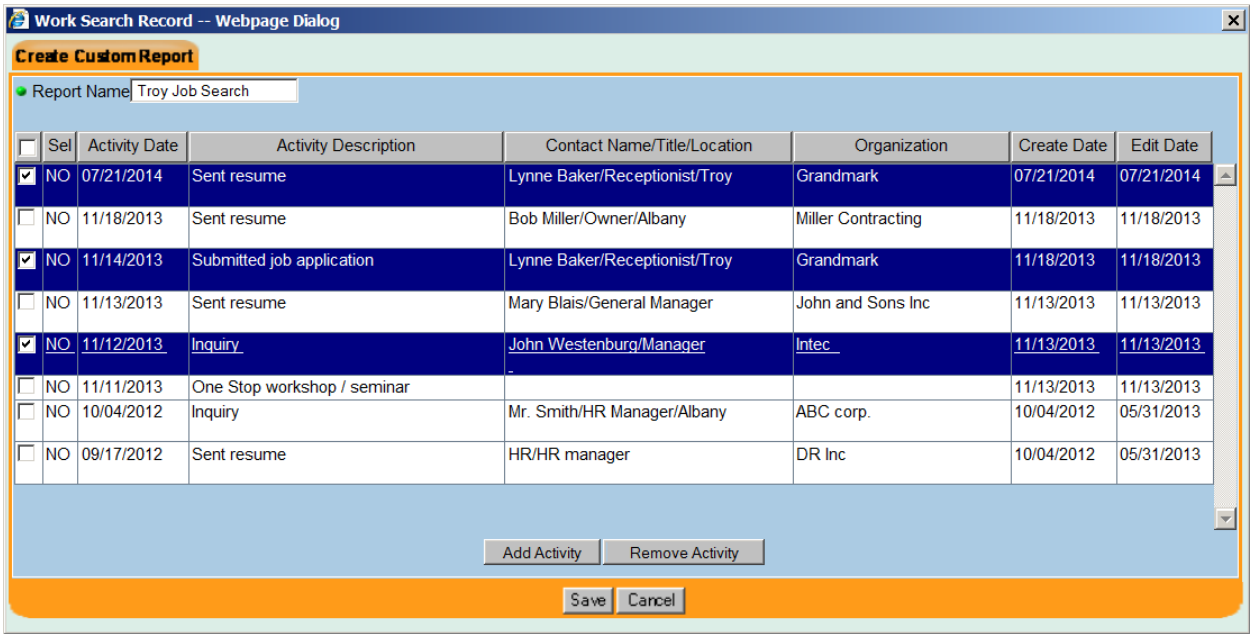
Sel	Activity Date	Activity Description	Contact Name/Title/Location	Organization	Create Date	Edit Date
NO	07/21/2014	Sent resume	Lynne Baker/Receptionist/Troy	Grandmark	07/21/2014	07/21/2014
YES	11/18/2013	Sent resume	Bob Miller/Owner/Albany	Miller Contracting	11/18/2013	11/18/2013
NO	11/14/2013	Submitted job application	Lynne Baker/Receptionist/Troy	Grandmark	11/18/2013	11/18/2013
YES	11/13/2013	Sent resume	Mary Blais/General Manager	John and Sons Inc	11/13/2013	11/13/2013
YES	11/12/2013	Inquiry	John Westenburg/Manager	Intec	11/13/2013	11/13/2013
NO	11/11/2013	One Stop workshop / seminar			11/13/2013	11/13/2013
YES	10/04/2012	Inquiry	Mr. Smith/HR Manager/Albany	ABC corp.	10/04/2012	05/31/2013
NO	09/17/2012	Sent resume	HR/HR manager	DR Inc	10/04/2012	05/31/2013

Remember to click the **Save** button to save the results.

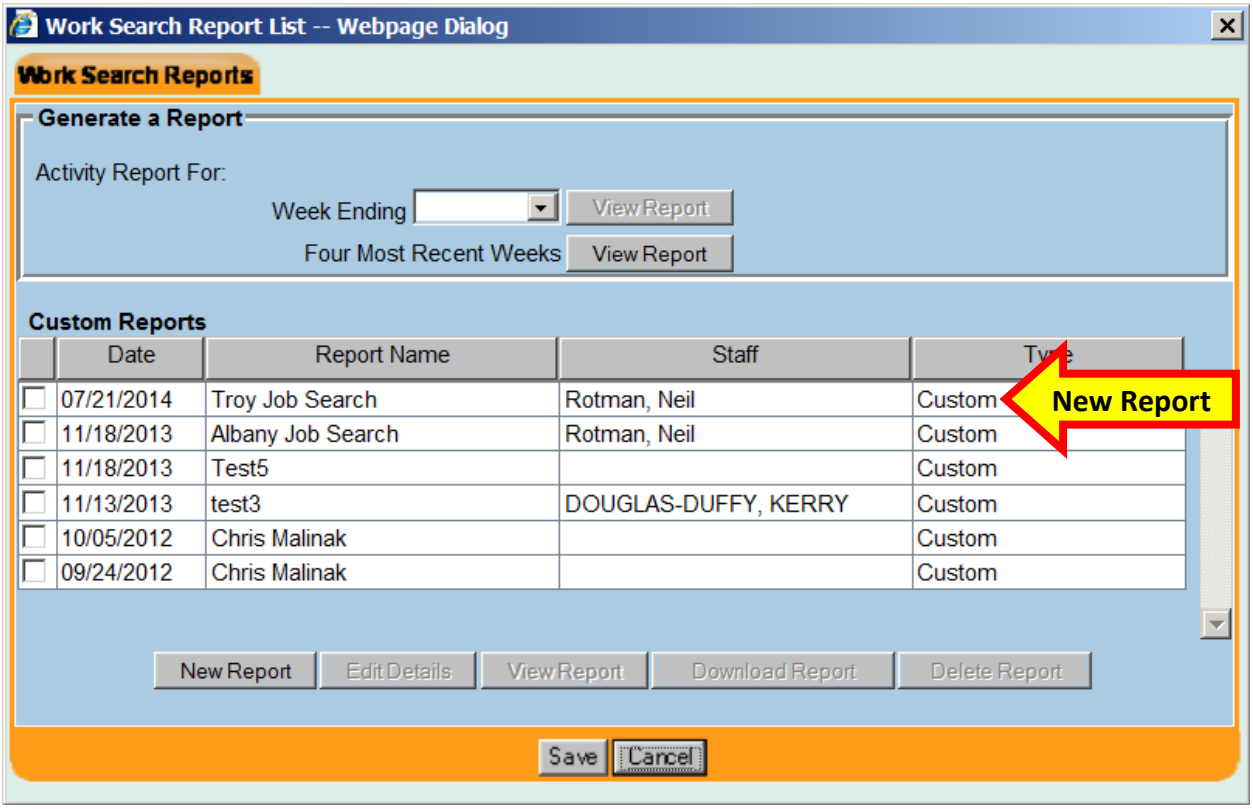
Staff directly logged into OSOS can add or modify their own Work Search Reports. Click the Add New Report button:



Name the new report and select each activity to be included:



The new report will now appear with the new report:



RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found at:

http://labor.ny.gov/workforcenypartners/osos.shtm

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov