

Virtual OneStop® for Individuals

Inside This Guide

Welcome to the Virtual OneStop® application! In this quick reference guide, you'll...

Learn where to go in the application to:

- Apply for unemployment insurance benefits
- Explore federal and local government services and programs you may be eligible for
- Figure out which career or occupation to pursue
- Complete skills and tools assessments
- Explore training, education, or licensing/certification options for your career
- Research employers and the job market
- Find employment recruiting events
- Create cover letters and prepare for interviews
- Brand yourself as a stand-out job candidate to employers (*Smart Seeker*)
- Get online assistance for using the application

Get step-by-step instructions to:

- Set up a new account and add your personal and background information
- Create résumés
- Search for jobs and filter and sort your results
- Set up automatic job search alerts
- Apply for jobs
- Find scholarships or other financial aid you may be eligible for

Setting Up a New Account and Signing In

To create a new account:

1. On the home page (near the Sign In button), click **Register** (link name may vary, but will include *Register*).
2. Under Option 3 – Create a User Account, click **Individual**.
3. Follow the steps and fill in all required (*) fields. When the “*What would you like to do next?*” page displays, you are signed in.

Note: *Steps and fields can vary depending on your state's site configuration, but they always include creating a unique user name and password.*

To sign in to your account:



1. Enter your user name and password.
2. Click the **Sign In** button.
OR
3. If you forgot your user name and/or password, click **Forgot Username/Password** and then select your desired retrieval option.

Getting Around

The Virtual OneStop application provides multiple options for getting around the site. You can choose the ways you like best by selecting from menus, dashboard widgets, tabs, or text hyperlinks.

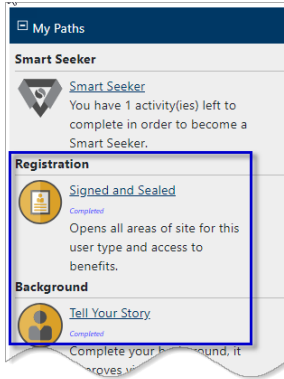
Note: *Each state's Virtual OneStop application is configurable; colors and available options will vary depending on your site's configuration.*

Getting Help

Click the  or  icon to read descriptions for that section of the page in a pop-up window.

First Things First – Entering Your General and Background Information

To simplify tasks later on when using Virtual OneStop, it is important to complete the information about yourself and your skills, education, and employment background. Much of this information can be used later to create résumés and job applications and to apply for government programs.

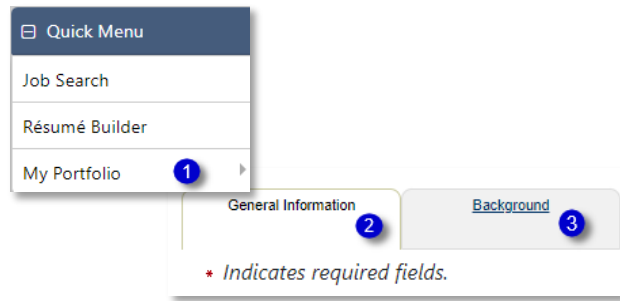


Note: You can also get to your *General Information* and *Background* pages from the *My Paths* widget on your dashboard.

Tip: Your next best step is to create a résumé. Not only can you use it to apply for jobs, but registered employers can also find you when searching for candidate résumés. See “Create a Résumé” below for instructions.

To complete your personal information:

1. From the Quick Menu, click **My Portfolio** ▶ **My Individual Profiles** ▶ **Personal Profile**.
2. Complete any empty fields on the **General Information** page. Many fields will already be filled in from your registration process.
3. Complete all fields on the **Background** page by clicking **Start the Background Wizard** to step through each section.



Quick Menu with General Information and Background tabs

What’s Next to Reach Your Goals?

Use the list below as your high-level “roadmap” for navigating Virtual OneStop to complete your desired activities. It will lead you to the places in the application where you can find the information or complete the tasks you need to achieve your goals. All paths start from the menus in the left navigation pane.

Note: You can find step-by-step instructions for key tasks further down in this quick reference guide; for some activities—or if you need more help using the application—you will need to visit your local One-Stop Career Center for assistance. You can also create your own personalized Activities list to keep track of your progress. See “Creating Your Personalized Activities List” below.

I Want To...	Do This:
Find a Job	
<ul style="list-style-type: none"> • Create a résumé 	<ul style="list-style-type: none"> • From the Quick Menu, click Résumé Builder. See “Create a Résumé” below for step-by-step instructions.
<ul style="list-style-type: none"> • Search for jobs 	<ul style="list-style-type: none"> • From the Quick Menu, click Job Search. See “Search for Jobs” below for step-by-step instructions, and also “Manage Job Search Results.”
<ul style="list-style-type: none"> • Set up a job search alert (Virtual Recruiter) 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Job Seeker Services ▶ Virtual Recruiter. See “Create a Virtual Recruiter Job Search Alert” below for step-by-step instructions.
<ul style="list-style-type: none"> • Research employers 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Job Seeker Services ▶ Employers to search for employers using various criteria.
<ul style="list-style-type: none"> • Find employment recruiting events in my area 	<ul style="list-style-type: none"> • From the Other Services menu, click Appointment Center ▶ Events Calendar to search for events you’re interested in (Event Category).
<ul style="list-style-type: none"> • Apply for jobs 	<ul style="list-style-type: none"> • Do a job search (see above), then click on a job you want to apply for. See “Apply for a Job” below for step-by-step instructions.

I Want To...	Do This:
Find a Job	
<ul style="list-style-type: none"> • Create a cover letter for a specific job application 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Job Seeker Services ▶ Letter Builder to create and manage your letters.
<ul style="list-style-type: none"> • Prepare for an interview 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Job Seeker Services ▶ 10 Steps to read interviewing tips along with lots of other job seeking best practices.
Get Financial Assistance or Other Benefits	
<ul style="list-style-type: none"> • See what federal assistance programs I'm eligible for (e.g. WIOA) 	<ol style="list-style-type: none"> 1. Make sure all your General and Background information is complete in the system. See "<i>First Things First</i>" on the previous page. 2. From the Services for Individuals menu, click Community Services and Benefits ▶ Eligibility Requirements to learn about which programs you may qualify for based on your answers to some questions. 3. You will need to visit your local One-Stop Career Center to apply for any federal assistance programs.
<ul style="list-style-type: none"> • Apply for unemployment insurance benefits* or check my status (*officially known as Reemployment Assistance) 	<ul style="list-style-type: none"> • If your state has the Virtual OneStop Unemployment Services module, from the Services for Individuals menu, click Unemployment Services ▶ File a Claim to begin the process. <i>OR</i> • If your state uses another unemployment system, or you need help using the Unemployment Services features, you'll need to contact your local One-Stop Career Center for assistance.
<ul style="list-style-type: none"> • Find educational scholarships I might qualify for 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Education Services ▶ Scholarship Search.
<ul style="list-style-type: none"> • Research sources of educational financial aid (e.g. grants, loans) 	<ol style="list-style-type: none"> 1. From the Services for Individuals menu, click Education Services ▶ Financial Assistance Links. 2. Click a desired link to learn more (links to external websites).
Identify an Occupation/Career to Pursue	
<ul style="list-style-type: none"> • Assess my skills and preferences (what I'm good at/like to do) 	<ol style="list-style-type: none"> 1. From the Quick Menu, click My Portfolio ▶ My Individual Profiles ▶ Self Assessment Profile. 2. Click on each tab title link to enter or change information about your job skills, personal skills, work interests and values, and the tools and technology you have experience with. 3. To do all six assessments from one page, click the Multiple tab.
<ul style="list-style-type: none"> • Research occupations 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Career Services ▶ Career Informer to display the Occupations search page, where you can look up occupations using numerous criteria.
<ul style="list-style-type: none"> • Match up my skills and preferences with occupations to find the ideal career (uses your self-assessments; see above) 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Career Services ▶ Career Explorer and explore the links.
<ul style="list-style-type: none"> • Research the job market for my geographic area/occupation (industries, occupations, salaries, educational requirements, etc.) 	<ul style="list-style-type: none"> • From the Services for Individuals menu, click Labor Market Services ▶ Labor Market Facts to explore a wealth of LMI data for any area you specify.
Get Training, Education Credentials, or Licensing/Certification for My Career	
<ul style="list-style-type: none"> • Find free and online learning resources 	<ol style="list-style-type: none"> 1. From the Services for Individuals menu, click Education Services ▶ Online Learning Resources. 2. Click a desired link to learn more (links to external websites).

I Want To...	Do This:
Get Training, Education Credentials, or Licensing/Certification for My Career	
<ul style="list-style-type: none"> Research training providers (schools, colleges, other programs) 	<ul style="list-style-type: none"> From the Services for Individuals menu, click Education Services ▶ Training Providers and Schools to search or browse alphabetical listings by area.
<ul style="list-style-type: none"> Research training/educational programs (degree, certification, diploma, licensing, non-credit) 	<ul style="list-style-type: none"> From the Services for Individuals menu, click Education Services ▶ Training and Education Programs to search or browse alphabetical listings by area. <i>OR</i> To browse more specific program listings, click ▶ Education Profile Informer.

Creating Your Personalized Activities List

You can get to all the places in the Virtual OneStop application listed in the table above—and more!—by using the Activities tab from your Individual Profile.

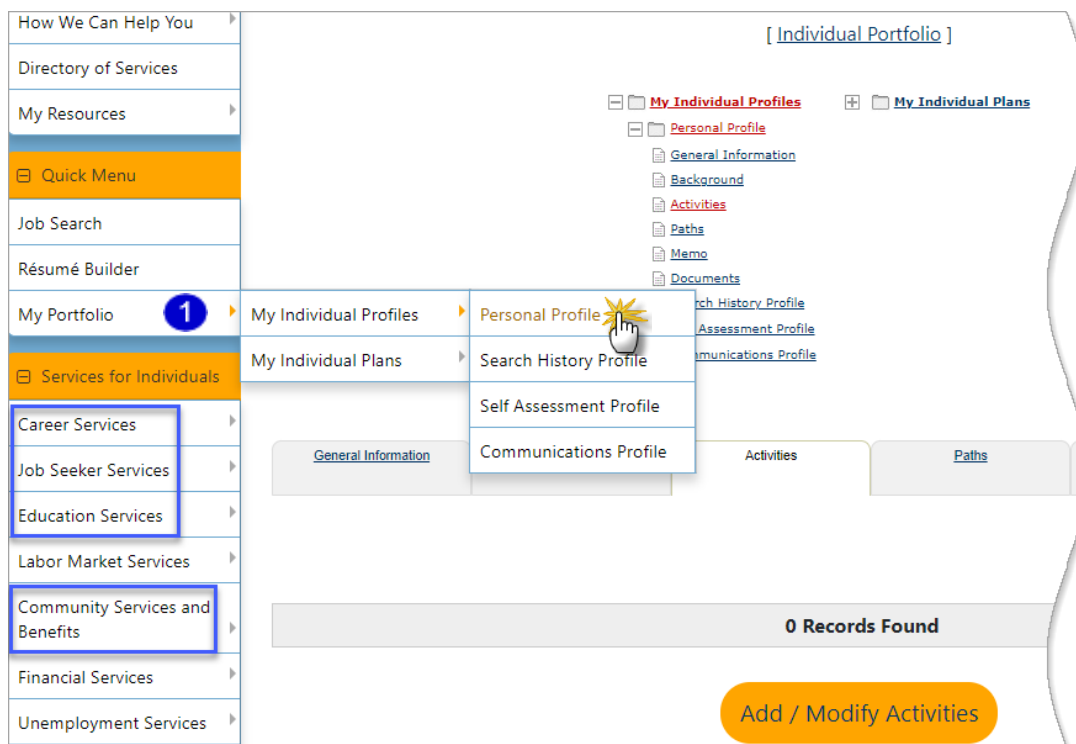
Your Activities page will maintain the list of activities suggested for you based on your answers to the questions presented, and you can keep track of your progress using the Complete checkboxes.

Tip: You can access the same areas of the application that appear on the Activities page by exploring the menu options outlined in blue below: Career Services, Job Seeker Services, Education Services, and Community Services.

To access your Activities list page:

- From the Quick Menu, click **My Portfolio ▶ My Individual Profiles ▶ Personal Profile ▶ Activities**.
Note: If your application doesn't have a My Portfolio menu option, instead, from the My Individual Workspace menu, click **Directory of Services ▶ My Portfolio**.
- Click **Add/Modify Activities** to display a page of activity categories you may be interested in.
- Check all that apply and click **Next**.
- Click **Yes** for all questions that apply to you and click **Next**.

You've now created your Activities list that you can return to at any time to begin an activity by clicking on a link or mark as complete by checking the box.



Accessing the Activities List Page under Personal Profile

Key Tasks You Can Do In Virtual OneStop

Create a Résumé

Tip: *If you previously completed Background information for your personal profile, the Résumé Builder will incorporate this information so you don't have to re-enter it. In some steps of the Résumé Builder, you can choose to have the system update your background data if you change or add it on the résumé.*

1. From the Quick Menu, click **Résumé Builder**.
2. Click **Create new Résumé**. Complete all required fields (*).
3. Enter a **Résumé Title**.

Tip: *To get employers' attention, create résumé titles that reflect your desired occupation, as the title is a searchable field. Omit personally identifying information in the title.*
4. Choose how you want to create your résumé:
 - **Create a new résumé from scratch** – Uses a wizard to complete steps for each résumé section. Requires the most time and effort, but employers are most likely to find this résumé type.
 - **Use existing résumé** – Automatically transfers text from an electronic résumé (Word or PDF format) to build background data. This method saves time, but you will be prompted to complete missing information.
 - **Duplicate a résumé in our system** – Creates a duplicate résumé from a previously created one that you can then modify. This is the quickest method, but requires an existing résumé.
5. Click **Next**. (Continue clicking Next to proceed from page to page).
6. Specify if you want employers to be able to see your résumé in their candidate searches.

Tip: *Selecting 'Yes' will give you the greatest visibility, however, if you choose 'No,' you can still use your résumé to apply for jobs.*
7. Complete the following Employer Searchable entries:
 - a. Choose your **Desired Location, Occupation, and Salary**.
 - b. Create your **Desired Job Type** profile, indicating your preferences such as full-time/part-time, contracting, shift, willingness to travel or relocate, etc.

Note: *When you are done, you can specify if you want that profile information included in your résumé. You can create multiple profiles for use with multiple résumés.*
 - c. Answer the **Driver's License Information** and transportation questions.
 - d. Indicate if you have a **Security Clearance** or speak any foreign **Languages**.
8. In the Templates section of the Résumé Builder, you have a few options:
 - Choose an existing template and use as is; click Skip this step, I will use the current template.
 - Choose an existing template and modify its formatting and/or structure; click Save.

Note: *If you modify a System Template, you must Save As under a new name.*
 - Create a new template from scratch; click New Template.
9. At any time during this process, you can preview the formatting, layout, and section order by clicking the Preview Sample Résumé with this Template link.

Note: *The following sections will only display if you checked to include them in the template in step 8.*
10. Enter your **Education and Training** history, **Occupational Licenses & Certificates**, and **Employment History**.
 - a. Specify whether employers may view your salary history and reason for leaving former job(s).
11. Modify your **Job Skills** and **Technical Skills and Tools** lists as needed. (Employer Searchable)
12. Enter your **Ability Summary, Objective, Honors & Activities**, and any **Additional Information**.
13. Check your **Contact** information and specify which entries you want to appear on your résumé.
14. Enter your **Detailed References** and specify if they should appear on your résumé or just be mentioned that they are available on request.


Tip: *Best practice is to include neither the list, nor mention of references, on a résumé.*
15. Click **Finish**. From the Résumé review page, you can:
 - Score your résumé against best practices to see how it ranks; click Score Now.
 - Modify the résumé; click on the underlined section headings.
 - Modify the template or any of the sections; click Edit Template.
 - Print, copy, email, download, or delete it; links are at the bottom of the page.
16. Click **Save Résumé & Return** to save the résumé.

Key Tasks You Can Do In Virtual OneStop

Search for Jobs Find job listings based on your employment history, desired occupation, or associated job skills.

1. From the Quick Menu, click **Job Search**.
2. To change the geographical search area from what was previously used, click the **Area** name to select a new search area.
3. Select one of the following search methods by clicking on the tab title:
 - **Quick** – Select any combination of criteria. To search for a specific job order, enter the **Job Number** in the Keywords section.
 - **Advanced** – Select any combination of criteria.
 - **Intelligent** – Choose from three different pre-set job searches that use your profile information and jobs that other similar seekers have searched or applied for.
 - **Employer** – Select job sources and choose an employer search method.
 - **Education** – Select job sources and choose an educational program and level; good for recent grads with little to no relevant work experience.
 - **Skills** – Select job sources, then choose a match ratio (70%, 50%, 25%) for desired skill sets from your self-assessments: job, tools and technology, workplace WorkKeys® (if applicable), personal, interests, and work values.
 - **Résumé** – Select one of your résumés to search for jobs that fit the skills and other criteria included in it.
4. Click **Search**.

Manage Job Search Results On a job search results page, you can:

- Choose between the **Summary** or **Detailed** Results View.
- View job details by clicking a job title link.
- View skills/requirements matching by clicking the percentage icon. 
- Use the legend at the bottom of the search results page to interpret results.
- Re-sort the job listings by clicking the desired column heading; clicking again reverses the sort order.
- Reduce the number of listings by clicking the **Hide potential duplicates** checkbox.
- Change how many listings are displayed per page by selecting the desired number of rows at the bottom of the search results page.
- Navigate multiple pages by clicking the arrows to navigate one page at a time, or select a desired page number at the bottom of the search results page.
- Map locations by clicking the **Select** checkboxes for desired job listings and then clicking the **Map** link at the bottom of the search results page.

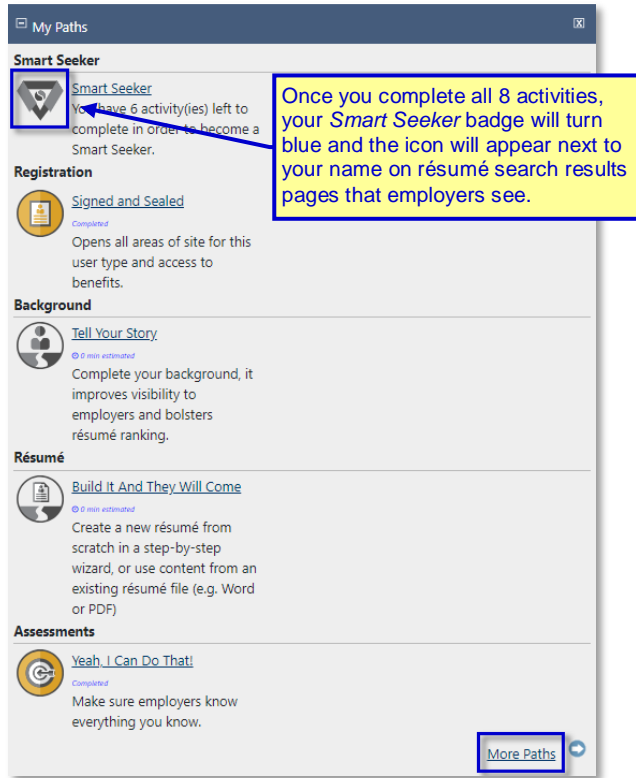
Create a Virtual Recruiter Job Search Alert Save single or multiple job search criteria from the Quick, Employer, Education, Skills, and Résumé tabs as part of a Virtual Recruiter job search alert.

1. After conducting a job search, at the bottom of the search results page, click **Save Search**.
2. Enter a title for this Virtual Recruiter Alert.
3. Specify how often to run the search.
4. Select how you wish to be notified (e.g., email, system mail).
5. Specify whether to receive “no jobs found” notification emails.
6. Enter an expiration date (defaults to 90 days).
7. Click **Save**.

Apply for a Job

1. From the job search results page, click the desired job title link.
2. Review the job order details.
3. Click **How to apply**.
 - a. For external jobs, a new browser window opens; follow the website instructions.
 - b. For internal jobs, the system either displays:
 - Preferred application methods (choose one), or
 - A list of one-stop offices. If you completed your background information, click **I intend to meet with staff to review my qualifications** for assistance.

How to Stand Out as a Desirable Job Candidate with Preferred Employers



My Paths Smart Seeker Dashboard Widget

Ready to tie all your hard work together into a desirable job candidate package for prospective employers to see? If you've completed most of the tasks and activities already presented in this guide, then you're well on your way!

The **My Paths** widget on your Virtual OneStop dashboard is a collection of activities and assessments that earn you badges as you complete them (they will change color from gray to gold).

The *Smart Seeker* status is reserved for those individuals who have used all recommended job-finding and professional development tools Virtual OneStop has to offer.

You'll be more visible by ranking higher in search results when registered employers are looking for desirable candidates for their job openings.

To access this collection of activities:

- Click the [More Paths](#) link in the **My Paths** widget on your dashboard
OR
- From the Quick Menu, select **My Portfolio** ▶ **My Individual Profiles** ▶ **Personal Profile** ▶ **Paths**

Scroll down and find a path that interests you and follow the on-screen prompts.