## Reminders

❖ Staff should review their generated Crystal Reports and save the reports that they want to keep to 'My Documents' on their PC hard drive. Then remove (delete) the report from Crystal because it is taking up space on the server.

❖ In order to receive updates to EKOS staff should log out of EKOS nightly, and then close the application. The next work day staff should then open the application and choose either the daily update link or the load from the web server link.

❖ Please report any EKOS related problems to ekos.project@ky.gov

❖ Before staff do a job development with a company it is suggested that they first go to the employer record and verify that the Rapid Response Custom Tab has not been completed for the employer because they would not want to contact an employer that has a mass layoff.

❖ Staff can view/print an updated list of participant and employer activities at http://my.edcabinet.ky.gov/EKOS%20Newsletters/employky_update_newsletters.htm

❖ On the Num/Lit Tab in the Services Module, users must add tests to the WIA program (not Common Measures) in order to be pulled for performance.

❖ For reporting purposes, Youth performance outcomes are pulled from the Youth Pop-up Screen. If the information is not available in the Youth pop-up screen, the system will look on the main outcomes screen. CAUTION: If conflicting information is listed for the same outcome, the system will automatically use the Youth pop-up screen information.

## Custom Tab

We have placed the new Rapid Response Custom Tab in Production. Although all staff can view the information displayed on this tab only staff with the proper security clearance will be able to add/update information to the tab.

To request a custom tab the custom tab form must be completed and submitted to the EKOSPROJECT mailbox at ekos.project@ky.gov for management consideration.

## * * * IMPORTANT NOTICE * * *

The "Time-Out" error message in Self Reg has been disabled to allow the system to generate an error message that provides a description of the actual problem that occurred. If you see a job seeker receive an error message, please create a screen print of the message and fax it to the EKOS Project Group at 502-564-7799. A brief account of the situation in which the message was received will also be helpful.

## Known Issues

❖ Search results lose "select all" feature when resorted by a column heading.

❖ There is a slight time delay in customer data refreshing when moving from one record to the next.

**Employ Kentucky Update**