

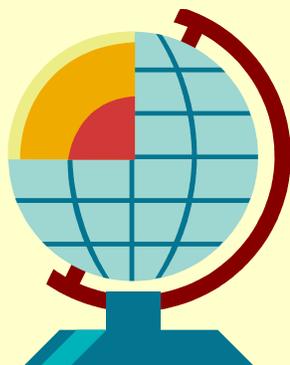


CORE SERVICE TASK FORCE

In September 2012, Division of Employment and Rehabilitation Services/Employment Administration staff met with representatives of the local workforce investment areas (LWIA) to discuss functionality concerns regarding AZ Job Connection. One of the primary issues resulting from these discussions was the inability of LWIA staff to provide a basic core service – job referrals to public limited and private job orders– for customers who were not to be enrolled in WIA Title 1B programs for various reasons. This was an issue in rural areas where an Employment Service staff person may not be readily available to conduct such a referral. A “seamless” service delivery mechanism was needed. In order to address this issue, the Core Service Task Force was created. The objectives of the Task Force were:

- To establish a referral process for WIA staff to refer non-WIA Title 1B customers to public-limited and private job orders posted in AJC;
- Ensure AJC is used to capture WIA job referral performance activities/outcomes;
- On the peripheral – Look at One-stop Center processes and how Core Services are delivered/coordinated;

Integrate “stand alone” job boards operated by various local workforce areas in to AJC.



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The Core Service Task Force is comprised of the following members:

Name	LWIA/DES Section
Pat Romant	YPIC
Holly Nelson	Navajo-Apache
Judy Gonzales	NACOG
Lisa Lane	Southeastern AZ Workforce Connection
Bruce Wertz	Southeastern AZ Workforce Connection
Vilma Lopez	Southeastern AZ Workforce Connection
Terry Baughn	Mohave/LaPaz
Peggy Feenan	DES/Employment Service
Belinda Hanson	DES/Employment Service
Marilyn Nicolls	DES/WIA MIS
Connie Fraijo	DES/WIA Section
Deborah Dease	DES/WIA Section
Joel Millman	DES/WIA Section

In order to accomplish the stated objectives, it was necessary to create new roles in AJC for LWIA staff and train this staff so that they could create Employment Service enrollments for job referral purposes. Staff would also be trained on how to enter job orders into AJC and “result” (closeout) the job orders.

CORE SERVICE TASK FORCE CONTINUED

Starting on November 26, the Task Force agreed to “meet” via web conference every Thursday from 2:30p – 4:00p, with the targeted goal of having the selected LWIA staff being assigned Employment Service roles in AJC by January 1.

The Employment Administration’s Support Unit’s (EASU) Training Section provided training on January 17–18, 2013 to 14 LWIA staff via web conferencing. These staff represented the following LWIAs: Southeastern Arizona Workforce Connection Yuma, Mohave/LaPaz, Navajo/Apache, and Yavapai Counties.

On January 28th as the trained staff successfully completed their post training exercises, an Employment Service role was created for their use through coordinated efforts between EASU, The Employment Administration’s MIS and Data Security Units.

The Core Service Task Force is now in the middle of a three-month evaluation of the pilot – collecting information on all aspects of the pilot – from the training provided to the pilot staff, to the number and quality of job orders and referrals entered into AJC by the LWIA staff and ultimately the impact the pilot has had on customer service in the pilot areas.

Joel Millman
WIA Section Manager

SERVICE CODE DICTIONARY

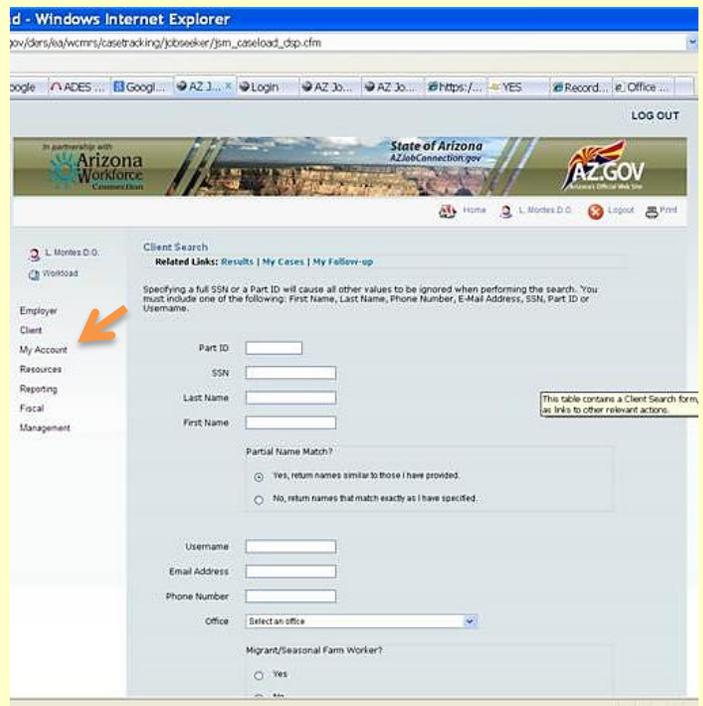
Accompanied with this AJC Newsletter is a recently revised Service Code Dictionary. If there are any questions or concerns please contact the EA Helpdesk for resolution at (602) 542–2460 or by email at EAHelpdesk@azdes.gov.



Dilbert, February 27, 2013

“MY ACCOUNT” IN AJC

Now that we have been in AJC for over a year we would like all Staff to review the information under My Account. This is to ensure that the information recorded is complete. After logging in and selecting the **My Account** link. All * fields should have correct and accurate information. My Account is also where you can select a security question and answer.



WHO TO CONTACT

WHEN CALLING TO REPORT AN AJC SYSTEM ISSUE

Please have the following information available:

- Who is having the problem
- Where they are physically located
- User-id and Station Desk (Participant ID or Employer ID, if applicable)
- Brief description of the error
- Exact steps taken to create the error, starting with the goal that was not satisfied
- Error number, if applicable
- URL of the page where the error occurred



AJC Newsletter Contact Information:

Employment Administration

1789 W. Jefferson Phoenix, AZ 85007

E-Mail Addresses

AJCInfo@azdes.gov - Newsletter staff

EATraining@azdes.gov - EASU Training Section

EAHelpdesk@azdes.gov - EA/UI Help Desk
(602.542.2460)

Have a comment or question?

Have a suggestion for an article?

Need more information?

Send us an e-mail;

We would love to hear from you!

Deployment Coordinators

Your assistance is still needed!

If staff in your office has any questions, please instruct them to contact you first and/or their Supervisors, before calling the EA Help Desk. As Deployment Coordinators you may be able to help staff in each office more quickly than those answering phones.

Would you like to read previous AJC Newsletters?

Using the link below:

<https://www.azdes.gov/main.aspx?menu=258&id=2198>

On the left you will find a list of links, click One-Stop Information and the drop down opens up to the AJC Newsletter PDF file.

CALLING TO REQUEST AN AJC CHANGE!

USE THESE GUIDELINES

Please provide the following information to the EA HelpDesk for:

Services, Exit Dates, and Enrollment Date Changes:

- Participant Name
- Participant ID
- Program ID
- Enrollment ID
- LWIA (If applicable)
- Office

Reassigning Offices:

- Participant Name
- Participant ID
- Program ID
- Enrollment ID
- LWIA (If applicable)
- Office From
- Office To

Case Notes:

- Participant Name
- Participant ID
- Program ID
- Enrollment ID
- LWIA
- Office
- Client notes (universal)
- Program notes (program)
- Enrollment notes (enrollment)
- Date of note and subject line

WHO TO CONTACT

PASSWORD RESETS

Your customers do not need to contact the AJC Help Desk in order to reset passwords, etc. The attached document provides the step-by-step process, in both English and Spanish. Please feel free to make available to customers. You already have access to find their USERNAME, should they have forgotten. You can do that by following these steps in AJC. On the left side navigation menu:

- Select CLIENT
- Select USER LOOKUP
- Enter Participant ID, Last Name, or SSN
- USERNAME will be on the far right on the screen



DILBERT, June 13, 2013

JOB MATCH REQUIREMENTS

Job Seekers must have a Full Registration (Plus Account) which includes: Employment History, Knowledge, Skills, Abilities, Educational Achievements and SOC Code in order to conduct a Job Match.

QUOTES TO THINK ABOUT WHILE WORKING

If you have a job without any aggravations, you don't have a job.

– Malcolm S. Forbes

It is easier to do a job right than to explain why you didn't.

– Martin Van Buren

Our work is the presentation of our capabilities.

– Edward Gibbon

Work for your satisfactions not for **reward** or **recognition**. This will help in improving the dexterity of working (look up adroitness).



Correction – In the June 2012 Newsletter staff were told if an Employer has questions about “STAFF assisted” accounts that neither a Case Manager nor the Helpdesk can answer. The employer MUST contact the Custodian of Records:

DES Custodian of Records

Site Code 705-A

P.O. Box 6123

Phoenix AZ 85005-6123

The correct contact is Belinda Hanson

BHanson@azdes.gov and copy Christine Webb

CWebb@azdes.gov and Claudie Flowers

CFlowers@azdes.gov.

How to Change Your Password in the Arizona Job Connection (AJC) Website

Option 1 – Password Reset

1. Access the website at www.azjobconnection.gov
2. Click on ‘Forgot Your Password?’
3. Enter the username then click ‘Continue’
4. Enter the answer to the Security Question:
 - **Hint answers for ‘What is your father’s middle name?’**
 - Your last name and the full 8 numeric characters of your birth date (mmddyyyy). Do not use dashes (--) or slashes (/) in your birth date and no spaces between your last name and birth date. **For example, “Smith05221965”**
 - You may also try answering with your father’s middle name
 - **Hint answers for ‘Pet’s Name’**
 - Your last name and the full 8 numeric characters of your birth date (mmddyyyy). Do not use dashes (--) or slashes (/) in your birth date and no spaces between your last name and birth date. **For example, “Smith05221965”**
 - Your birth date (mm/dd/yyyy)
 - You may also try answering with your pet’s name
 - **Hint answer for ‘What is your birth date?’**
 - Your birth date (mm/dd/yyyy)
 - **If you are an Employer, your answers may be:**
 - Your Federal Employer Identification Number (FEIN)
 - Your own Security Question and answer
 - If there is no Security Question and answer, you will be prompted to reset your password by email
5. Click ‘Continue’
6. Pick a new password. AJC requires users to create strong passwords by using a combination of letters, numbers and the following special characters: [!@#%&^*\(\)+={|}:;?/.,\~-](#)

Option 2 – Email Password Reset

1. Access the website at www.azjobconnection.gov
2. Click on “Forgot your password?”
3. Click on “Email Password Reset”
4. Enter the username then click ‘Continue’
5. A link to reset your password will be emailed to the email address that is listed on your www.azjobconnection.gov account.
6. Click on the link provided in the email and follow the instructions to create a new password.

Some additional information for all job seekers:

After you have successfully changed your password, you will need to activate your **PLUS Account**.

Establishing the PLUS Account and adding a resume will COMPLETE the initial registration process.

To activate your PLUS Account go to ‘My Home Page’ and then select ‘[Add/Edit a PLUS Account](#)’.

You will be required to accept the Equal Opportunity Statement, Information Privacy, and Consent for Sharing Information statements to continue with your PLUS Account registration. **DES** also recommends that you check the following program service providers in this section: Unemployment Insurance, Vocational Rehabilitation, Adult Education, Community Services Block Grant, Employment & Training Activities and Postsecondary Vocational Education. **This will allow DES staff access to your registration to add case notes, activities, and services to assist you in reaching your career goals.**

The last step is to add a resume by going to ‘My Resumes’ and selecting either ‘BUILD’, ‘UPLOAD’ or ‘COPY & PASTE’ a resume.

You will have successfully activated your PLUS Account when you see, “Your plus account is active” (in green).

If you have any questions or concerns, please contact the EA Helpdesk at (602) 542-2460.

Como cambiar su contraseña en el sitio web de la Conexión Laboral de Arizona Job (AJC por sus siglas en inglés)

Opción 1 – Restablecer la contraseña

7. Visite el sitio web www.azjobconnection.gov

8. Haga clic en ‘¿Olvidó Su Contraseña?’

9. Introduzca el ‘nombre de usuario y después haga clic en ‘Continúe’

10. Introduzca la respuesta de la Pregunta de Seguridad:

- **Pistas para responder a ‘¿Cuál es el segundo nombre de su padre?’**

- Su apellido y los 8 caracteres numéricos completos de su fecha de nacimiento (mmddaaaa). No utilice los guiones (--) o las barras (//) en la fecha de nacimiento y ningún espacio entre el apellido y la fecha de nacimiento. **Por ejemplo, “Smith05221965”**
- También puede intentar de responder con el segundo nombre de su padre

- **Pistas para contestar a ‘Nombre de mascota’**

- Su apellido y los 8 caracteres numéricos completos de su fecha de nacimiento (mmddaaaa). No utilice los guiones (--) o las barras (//) en la fecha de nacimiento y ningún espacio entre el apellido y la fecha de nacimiento. **Por ejemplo, “Smith05221965”**
- Su fecha de nacimiento (mm/dd/aaaa)
- También puede intentar de responder con el nombre de su mascota

- **Pistas para responder a ‘¿Cuál es su fecha de nacimiento?’**

- Su fecha de nacimiento (mm/dd/aaaa)

- **Si usted es un empleador, la respuesta puede ser:**

- Su Número de Identificación del Empleador a Nivel (FEIN por sus siglas en inglés)
- Su propia pregunta de seguridad y respuesta
- Si la pregunta de seguridad y respuesta no existen, se le pedirá que restablezca su contraseña por correo electrónico

11. Haga clic en ‘Continúe’

12. Seleccione una contraseña nueva. La AJC requiere que los usuarios creen contraseñas seguras mediante el uso de una combinación de letras, números y los siguientes caracteres especiales: [!@#\\$%^*\(\)+={};:;?/,.\~-](#)

Opción 2 – Restablecer la contraseña mediante el correo electrónico

Visite el sitio web www.azjobconnection.gov

5. Haga clic en ‘¿Olvidó Su Contraseña?’

6. Haga clic en ‘Restablecer la Contraseña mediante el Correo Electrónico’

7. Introduzca el nombre de usuario y después haga clic en ‘Continúe’

8. Se le enviará un enlace para restablecer la contraseña a la dirección de correo electrónico que aparece en su cuenta de www.azjobconnection.gov.

9. Haga clic en el enlace incluido en el correo electrónico y siga las instrucciones para crear una nueva contraseña.

Alguna información adicional para todos los que buscan trabajo:

Después de haber cambiado la contraseña correctamente, tendrá que activar su **Cuenta PLUS**.

Al establecer una Cuenta PLUS y añadir una hoja de vida, COMPLETARÁ el proceso inicial de registración.

Para activar su Cuenta PLUS visite ‘Mi Página Principal’ y después seleccione ‘Añada o Modifique una Cuenta PLUS’.

Se le requiere que usted acepte las declaraciones de la Igualdad de Oportunidades, la Privacidad de Información, y el Consentimiento para Compartir Información para continuar con la registración de la Cuenta PLUS. El **DES** también recomienda que usted revise los siguientes proveedores de servicios de programas en esta sección: Seguro por Desempleo, Rehabilitación Vocacional, Educación para Adultos, Subvención en Bloque para los Servicios Comunitarios, Actividades Laborales y de Capacitación y Educación Vocacional Postsecundaria. **Esto le permitirá al personal del DES a tener acceso a su registración para agregar apuntes de caso, actividades, y servicios para ayudarle a lograr sus metas vocacionales.**

El último paso es añadir una hoja de vida mediante ‘My Resumes’ (*Mis hojas de vida*) y seleccionar ya sea ‘BUILD (*desarrollar*), ‘UPLOAD’ (*subir*) o ‘COPY & PASTE’ (*copiar y pegar*) una hoja de vida.

Su Cuenta PLUS habrá sido activada exitosamente cuando vea, “Your plus account is active” (*Su cuenta plus esta activa*, en letras verdes).

Si usted tiene alguna pregunta o preocupación, por favor comuníquese con la Ayuda técnica de la EA al (602) 542-2460.

AJC FREQUENTLY ASKED QUESTIONS

Q: HOW DOES A STAFF PERSON ASSIST A 'NON-ENGLISH SPEAKING' CLIENT?

A: Staff must contact the Language Line at 1-877-261-6608 for assistance.

- Enter the **6** digit client ID
- Enter Company name: DES/your department
- Press **1** for Spanish or 2 for all other languages.
- Press 0 if you do not know what language to request.
- Enter your EIN and an interpreter will be connected to the call.
- Brief the interpreter
- **DO NOT** hang up the phone, this is a 3 way conversation: Staff – Interpreter – Client
- Continue assisting the 'Non-English Speaking' client

NOTE:

If you have problems connecting to an interpreter, call 1-800-752-6096 (press 0 to be transferred to a representative).

Q: ARE THERE INSTRUCTIONS ON HOW A CLIENT (THAT KNOWS THEIR USERNAME) CAN RESET THEIR PASSWORD WITHOUT CONTACTING THE EA HELPDESK?

A: Yes. The instructions are on the HOME page of the AJC website under the 'FAQ's/ HELP' section.

Q: HOW DOES THE EMPLOYER SET UP THE RESUME MATCHES?

A: The employer must be logged into AJC and will need to complete the following steps:

- Select 'My Job Postings' from your personalized Home page.
- From the 'My Active Job Postings' page select 'Edit' on the Job Order that they want to receive email matches for.
- In 'Step 1' of the Job Order, select the 'Edit' button on the right side of the screen
- Select the 'Yes' radio button under the question that asks 'Would you like to receive resume matches by email?'
- Scroll to bottom of screen and select "Save Changes".

Q: WHO DO TAA COUNSELORS CONTACT WHEN THEY NEED ASSISTANCE WITH AJC?

A: TAA counselors must elevate any AJC issues through their supervisors. Supervisors can then contact their Regional Office if further assistance is needed.

Q: STAFF PERSON ENTERS A CLIENT'S SOCIAL SECURITY NUMBER BUT A DIFFERENT CLIENT DISPLAYS IN AJC (WITH A DIFFERENT NAME, BIRTH DATE, ADDRESS, AND GENDER) THAN THE INDIVIDUAL THAT CAME INTO THE OFFICE WITH THEIR SOCIAL SECURITY CARD IN HAND.

A: Staff Person will need to provide the following information:

- Proof of Social Security Number (Social Security Card)
- What is the client's 'Date of Birth' (for the client that has proof of a Social Security card)?
- What is the client's full name (last name, first name and middle initial) that appears on the Social Security card?
- What office did the client go to for assistance?
- What is the person's name that is currently showing up in AJC?
 - What is the username?

NOTE:

Social Security issues can be corrected by a Staff Person.

They can go into the incorrect AJC account "Check the box" I decline entry of my Social Security Number"

OR *the Staff Person can fill out the old VOS 'Applicant SSN-Change/Pseudo Request Form' and email the completed form to the EA Helpdesk. The EA Helpdesk will then forward the completed form to the ESA Customer Support Service for resolution.*

Q: EMPLOYER WANTS TO SEE WHO VIEWED THEIR JOB POSTINGS.

A: AJC does not allow the Employer to see 'who' has viewed their job listing. AJC only lists jobseekers who have applied for a job that is listed. However, the Employer can choose the option to receive 'Resume Matches' by email on each 'active' Job Order.

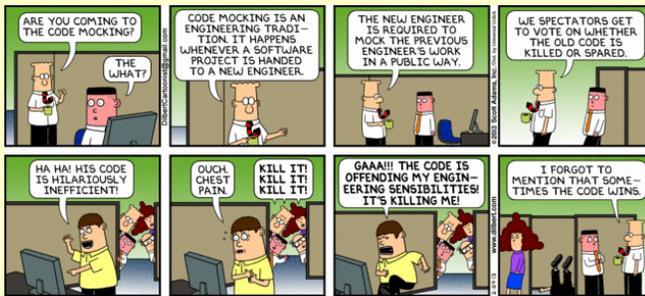
Q: EMPLOYER KNOWS THAT THEY HAVE 'ACTIVE' JOB ORDERS IN AJC BUT CANNOT TO SEE THEM LISTED ANYWHERE?

A: This indicates that the Job Order was entered on a "Staff Assisted" account. The employer won't be able to see these Job Orders. The employer will need to contact the Office that entered the Job Order.

NOTE:

The EA Helpdesk can ONLY view both "Staff Assisted" and "Self Service" Employer accounts. If you need a printed copy you will have to contact your local One Stop office.

AJC FREQUENTLY ASKED QUESTIONS CONTINUED



Dilbert, February 24, 2013

Q: EMPLOYER JUST CREATED AN ACCOUNT IN AJC BUT CAN NOT CREATE A JOB POSTING. THEY KEEP GETTING AN EDIT MESSAGE STATING TO CALL THE EA HELPDESK.

A: An Employer **can** create a job order; however the job order will not be posted until after the account has been approved. Verify when the Employer account was created. If it was recently (within a couple of days), the account may not have been approved.

- To verify the status of the employer accounts please contact the EA HELPDESK whom has the capability to view account status.

Once the Employer Account gets approved (or not), a Staff person will contact the Employer.

Q: JOB SEEKER WAS GIVEN THE PASSWORD OF 8 ASTERICKS (***) FROM A STAFF PERSON AT A LOCAL OFFICE BUT THE PASSWORD DOES NOT WORK.**

A: The 8 asterick's (*****) are a password. Passwords cannot be seen by any staff and have been replaced by asterisks for security reasons. Staffs please ensure that you reference users to the password reset instructions.

Q: WHAT IS THE PROCEDURE FOR DELETING AND DEACTIVING WIA STAFF ACCOUNTS FROM AJC FOR STAFF THAT ARE NO LONGER EMPLOYED WITH THE AGENCY

A: According to the 'Data Share Agreement', each LWIA Office should take care of their Account Management. This means that they are responsible for putting Staff into the system, making changes and deleting them when the access is no longer needed.

NOTE:

When someone leaves the Agency, it is a best practice to remove all the access as soon as possible to reduce risk of unauthorized use. If the deleting authority has a problem with the actual delete process EA Data Security should be notified.

Q: A STAFF PERSON TRIES TO RESET THEIR PASSWORD BUT KEEPS GETTING AN EDIT MESSAGE THAT THEIR PASSWORD AND USERNAME DO NOT MATCH. STAFF PERSON DOES NOT USE AJC VERY OFTEN.

A: If a Staff Person does not use their AJC account for over 45 days, the account will automatically be disabled.

If the staff account is disabled they will receive the message "This user name and related account were disabled on MM/DD/YYYY. Please contact your system administrator to renew your account."

Q: WHAT IS THE PROCEDURE TO REACTIVATE THE ACCOUNT?

A: They will need to contact their Regional Director for guidance and/or activation requests.

- A Regional Direct cannot activate an account only Data Security has this privilege; a J125 will need to be submitted to EA's Data Security Unit, requesting to reactivate the account (only if they are **EA** Staff).

Q: AJC TRAINING REGION: WHO TO CONTACT WITH ISSUES AND REQUESTS?

A: All requests and issues go to the AJC trainers.

Q: WHO TO NOTIFY WHEN A WIA REGISTRATION HAS NOT EXITED?

A: Notify the EA HELPDESK (and they will contact the ES group).

- A WIA registration will not exit when there are 2 job placements in the Case Details screen.

Q: EMPLOYER ENTERS A JOB ORDER (EX: RN - WOMEN'S HEALTH) AND GETS AN EDIT MESSAGE STATING THAT THE 'JOB MATCHING AREA' NEEDS TO BE COMPLETED. EMPLOYER GOES TO THE 'JOB MATCHING AREA', SELECTS 'EDIT' AND AN ERROR MESSAGE APPEARS STATING. "WE'RE SORRY BUT AZ JOB CONNECTION HAS ENCOUNTER AN ERROR

A: The Job title name (RN - WOMEN'S HEALTH) has an apostrophe (') in it. Job title names cannot have any special characters except for a dash (-). Employer needs to remove the apostrophe (') and will then be able to complete the Job Order.

Q: HOW DOES A JOB SEEKER, EMPLOYER, STAFF OR PROVIDER CHANGE THEIR USERNAME?

A: Usernames are 'hard coded' into AJC and cannot be changed, updated or deleted.

Q: HOW TO QUALIFY A CLIENT AS AN OLDER YOUTH?

A: The law remains the same as it did in VOS. Youth are eligible based on income and barriers and must also fall between the ages of 19 – 21. The only thing that has changed is where the data is stored.

AJC FREQUENTLY ASKED QUESTIONS CONTINUED

Q: CLIENT IS UNABLE TO FIND THEIR COURSE HISTORY.

A: The course and program history is located in 'NOTES'.

Q: HOW TO LOOK FOR SCHOOLS AND PROGRAMS FOR THOSE WHO WORK WITH THE WIA PROGRAM?

A: From the left side of the AJC homepage, select **Resources - Training Providers** and **Training Provider Search**. Scroll to the bottom of the screen and check the **WIA approved** check box. Next, click on the **[search]** button and all the current 'WIA approved' programs will display.

Q: CLIENT WANTS TO KNOW WHAT TO ENTER ON THE 'USCIS FORM NUMBER' FIELD.

A: Client will only need to provide a USCIS Form number if their work eligibility status is something other than U.S. Citizen.

Q: JOB SEEKER IS GETTING AN ERROR MESSAGE WHILE UPLOADING THEIR RESUME. THE ERROR MESSAGE STATES: "PLEASE REFERENCE ERROR NUMBER"

A: The Error message means that the resume has too many characters in it. Job Seekers need to shorten Resume for AJC to upload.

A Resume cannot exceed the following limits:

- Pages cannot exceed 4
- Words cannot exceed 1,243
- Characters (no spaces) cannot exceed 7,549
- Characters (with spaces) cannot exceed 8,883
- Paragraphs cannot exceed 112
- Lines cannot exceed 174

Q: JOB SEEKER IS UNABLE TO GET PASS THE 'ELIGIBILITY TO WORK IN THE UNITED STATES' SECTION OF THE AJC 'PLUS ACCOUNT'. WHEN CLICKING ON THE [NEXT STEP] BUTTON, AN EDIT MESSAGE COMES UP STATING: 'ENTER ALIEN CERTIFICATION NUMBER' EVEN THOUGH THE JOB SEEKER IS A US CITIZEN.

A: Ensure the client has not selected Non-Citizen Eligible to work in the US. This is a non-citizen entry error and they will need an Alien Cert Number to move forward. To correct the error the client will need to *delete each field that was accidentally on this page, and DO NOT use backspace.*

Q: WHAT IS THE PROCEDURE FOR DELETING AND DEACTIVATING WIA STAFF ACCOUNTS FROM AJC FOR STAFF THAT ARE NO LONGER EMPLOYED WITH THE AGENCY

A: In AJC there really is no such thing as a "delete." When someone leaves the organization, the access needs to be "Disabled." The accounts are still there but they are inactive and can no longer be accessed. **The correct process would be that the individual's supervisor would follow the procedure established by the respective LWIA to notify the person with the authority and ability to "Disable" the account. That person would log into AJC, identify all the accounts/roles assigned to the departing staff person, find the primary account/role in the correct location, and if the status is "Approved" or "Renewed" click on that status and update it by adding a comment in the "Reason" box and clicking the "Disable" button. If the Status is "Disabled," "Deleted" or "Admin Disabled" then no action is necessary.**

Each LWIA takes care of their Account Management. This means that they are responsible for putting Staff into the system, making changes and deleting them when the access is no longer needed.

NOTE:

When someone leaves the Agency, it is a best practice to remove all the access as soon as possible to reduce risk of unauthorized use.

If the deleting authority has a problem with the actual delete process EA Data Security should be notified.

The following are additional notes from Data Security concerning AJC access and terminology:

1. The term "Deleted" is a status used in AJC to signify an account or role which has been inactivated automatically after 45 days of non-use.
2. When an account "Deleted" for non-use is re-activated, the action is referred to as a "Renewal" which is accomplished in the same way as a "Disable" above. The status then displays as "Renewed." (Note: the system doesn't currently adhere to these terms after the first deletion for non-use, but that is the functionality.)
3. If a person has multiple roles and moves from one location to another such that a particular role is no longer needed, that role should be disabled, following the above procedure, UNLESS it is also the primary account. The primary account must always be active ("Approved") in order for the employee to access any other role(s).
4. Only Data Security can "Admin Disable" and If an account or role's status is "Admin Disabled", no matter how that came about, a request by the Regional Director or other appropriate authority must be sent to EA Data Security to have the account/role renewed. The request must include an explanation and justification for the re-activation.

Dilbert, April 11, 2013

