



WORKFORCE DEVELOPMENT
AGING & COMMUNITY SERVICES



CalJOBS Help Sheet 19

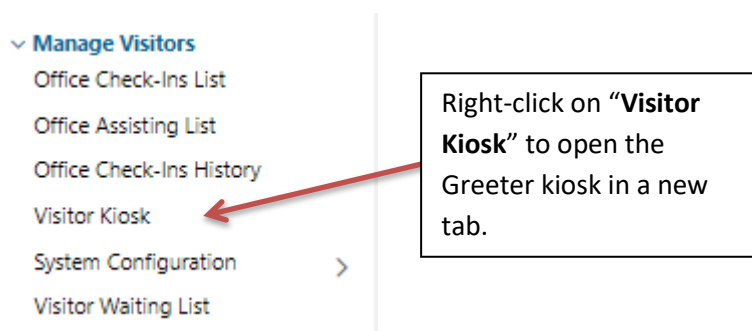
How to Operate the VOSGreeter Kiosk

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How to Open the VOSGreeter Kiosk for Participants

This help sheet provides an overview of how to use the **VOSGreeter Kiosk** in CalJOBS.

1. Go to **Services for Workforce Staff > Manage Visitors > right-click Visitor Kiosk** and select **“Open link in new tab”**.



Note: Opening the kiosk in a new tab will prevent visitors from hitting the “Back” button and accessing the CalJOBS user account used to open the kiosk.

2. Select the **LWDB/Region** and **Office Location** and under **Visitor Kiosk**, select **“VOSGreeter only”**.
3. Finally, click the yellow **“Set Office & Options”** button to open the Greeter kiosk portal for visitors.

A screenshot of the 'Visitor Kiosk Setup' form in CalJOBS. The form has a blue header with the text 'Visitor Kiosk Setup' and 'CalJOBS'. Below the header, there is a message: 'You must select an office to continue'. The form contains the following fields and options:

- *LWDB/Region: None Selected (dropdown menu)
- *Office Location: (dropdown menu)
- *Visitor Kiosk: None Selected (dropdown menu)
- Allow users to scan documents at this kiosk:
- Utilize screen reader software at this kiosk:
- Select other languages this office supports:

At the bottom of the form, there are two yellow buttons: 'Set Office & Options' and 'Sign Out'.

4. On a desktop computer, press **F11** to open the page to full screen, and the kiosk is ready for use!

Welcome to LAO WDACS Admin Office

CalJOBS™

Please check-in by entering your last name and last 4 digits of your Social Security number and then pressing **Continue**.

Scan Card

Last Name

LAOACAMINS

Last 4 of SSN

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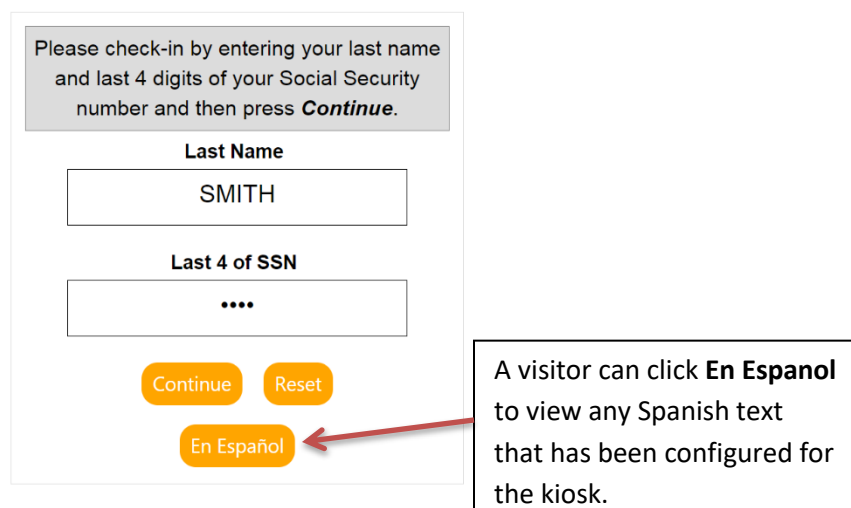
Continue Reset

5. On both desktop and iPad, ensure that all other tabs on the browser are closed, leaving only the Greeter kiosk tab open.

How Participants Check-In using VOSGreeter

The following are instructions for visitors to check-in using the VOS Greeter kiosk.

1. Enter your **Last Name** and **last 4 digits of your Social Security Number** and click the **“Continue”** button.



Please check-in by entering your last name and last 4 digits of your Social Security number and then press **Continue**.

Last Name

SMITH

Last 4 of SSN

....

Continue Reset

En Español

A visitor can click **En Español** to view any Spanish text that has been configured for the kiosk.

2. If there is a CalJOBS account that matches, you will be asked to verify the match by entering your **Date of Birth**.

We believe we have matched your information to an existing registration. Please enter your date of birth in 2-digit month, 2-digit day, and 4-digit year format for confirmation, then press **Continue**.

Date of Birth

mm/dd/yyyy

Continue Reset

3. If you do NOT have a CalJOBS account, you will be asked to enter your **First Name** and click the **“Continue”** button.



Please enter your first name and press **Continue**

First Name

JOHN

Continue Reset

En Español

- You will now see the check-in page. Select one or more reason(s) for your visit and then click the **“Continue”** button.

If you select **“I am here to see a specific staff member”**, you will have the option of choosing which staff member you are seeing.

1 of 2

If you don't see a visit reason that applies to you, click the arrow button to access additional pages of visit reasons.

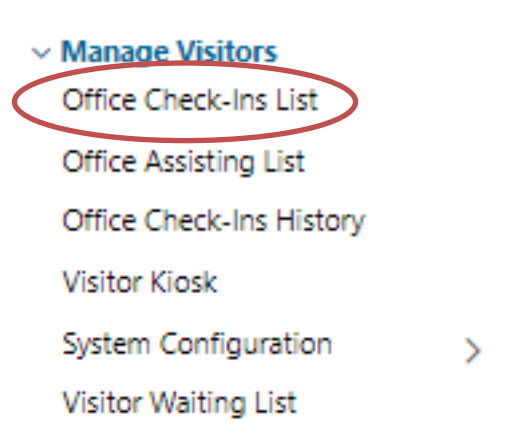
- You will now be asked to enter any additional comments for the staff, if you'd like. Otherwise, leave this blank. Click **“Check-in”** to continue.

- You are now checked-in and the appropriate staff is notified! The kiosk will refresh with the first welcome page for the next visitor to access.

How to Manage Visitors After They Sign-In


The following instructions explain how a staff member assists a visitor after they have checked in using the VOSGreeter module.

1. After a visitor checks in through the VOSGreeter kiosk, an email and/or notification is sent to the corresponding staff member. If the staff member is logged in to CalJOBS, a pop-up notification showing the participant's name and reason(s) for visiting will appear.
2. To assist the visitor, go to **Services for Workforce Staff > Manage Visitors > Office Check-Ins List**.



3. Next, select your '**Office Location**' and the list of checked-in visitors will appear. If a participant is a registered CalJOBS user, click "**Assist**" under the Action tab to assist that participant.
 - a. A pop-up message will be prompted; select "OK."
 - b. You will automatically be directed to the participant's CalJOBS profile and the participant will be removed from your **Check-In List** queue.

Filters



• **LWDB/Region:** Los Angeles County WDACS

• **Office Location:**




[Manually Check-in a Visitor](#)

Check-In List




[Show Filter Criteria](#)

Results View: **Summary** | [Detailed](#)

Click a column title to sort.

Last Name	First Name	Last 4 SSN	Vet	SBE	Check-In Time	Language	Action
Valdez	Frances	3940	N/A	N/A	2020-03-06 @ 8:54AM 142 minute(s) ago  		 Assist Left Office Edit Reasons

4. If a participant is NOT a registered CalJOBS user, selecting "**Not Registered**" will display a pop-up, prompting you to create an account for the participant.

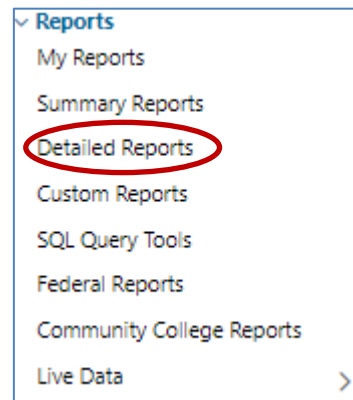
Padilla	Maria	9351	N/A	N/A	2020-03-06 @ 8:59AM 139 minute(s) ago  		 Not Registered Left Office Edit Reasons
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5. **IMPORTANT:** Be sure to assist participants that check-in. Otherwise, specify in the **Office Check-Ins List** that the participant has left the office by clicking the **“Left Office”** link.

How to Run VOSGreeter Reports

The following instructions explain how to run VOSGreeter reports.

1. To run a VOSGreeter report, navigate to the left side of the screen and select **Reports > Detailed Reports**.



2. In the **Attendance Reports** section, click on **“Greeter”**.

Attendance Reports

[Event Scheduler](#)
Display Event Scheduler Reports

[Scan Card](#)
Display Scan Card Reports

[Greeter](#)
Display VOSGreeter® Reports

3. On the following screen, select one of the links based on the report you'd like to run. To run a general list of visitors, select **List**.



- Similar to other CalJOBS reports, you'll have the option to select the Office Location available to you, along with further filters like "Visit Reason," "Assist Status," and "Date."

Selection Criteria
Location

Region/LWDB Status: Active Inactive All
Region/LWDB: None Selected
 Los Angeles County WDACS

Office Status: Active Inactive All
Office Location: None Selected
 West Covina AJCC-Affiliate to Pomona Valley AJCC
 Alhambra AJCC-Affiliate to East LA/West San Gab
 East San Gabriel Valley AJCC

Greet

Visit Reason Status: Active Inactive All
Visit Reason: None Selected
Assist Status: None Selected

Date

Date Range: Last 7 Days
From: 02/29/2020 (MM/DD/YYYY)
To: 03/06/2020 (MM/DD/YYYY)

[Reset Dates](#)

Run Report


If you'd like to see a complete list of visitors, **DO NOT** select a filter under 'Visit Reason' or 'Assist Status'.

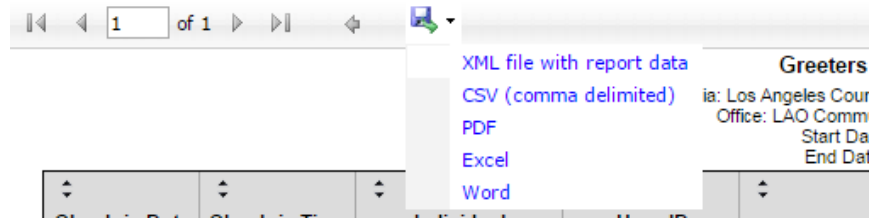
- Once you have selected the report parameters, click the "Run Report" button at the bottom and the report will appear.

Checkin Date	Checkin Time	Day of Week	Individual	User ID	Phone Number	E-mail	Office	Visit Reason	Assist Status	Assist Date	Assist Time	Assisted By	Checkout Date	Checkout Time	Time Spent	Wait Time
03/05/2020	2:04 PM	Thursday	Ramos, Emmanuel	32477011			Pomona Valley & KVC	Resource Based (On-site) - Priority - Foster	Self	03/05/2020	2:04 PM	No Staff Assigned	03/05/2020	2:08 PM	4 minutes	0 minutes
03/05/2020	2:04 PM	Thursday	Ramos, Emmanuel	32477011							2:04 PM	No Staff Assigned	03/05/2020	2:08 PM	4 minutes	0 minutes
03/05/2020	11:24 AM	Thursday	Juergel, Joshua	32476901	(626) 954-0929	juergeljoshua11@gmail.com					3:00 AM				14 hours, 36 minutes	
03/05/2020	1:21 PM	Thursday	Martinez, Cynthia	32474748	(626) 236-6390	cynthiamartinez1365@gmail.com					3:00 AM				12 hours, 39 minutes	
03/05/2020	1:22 PM	Thursday	Maling, Yvette	32474742	(626) 236-6390	yvettemaling@gmail.com					3:00 AM				12 hours, 38 minutes	
03/03/2020	12:50 PM	Tuesday	Owens, Avril	32474498	(818) 741-5557	butler2james@gmail.com					10:53 PM	Rivers, Julie	03/03/2020	2:34 PM	1 hour, 41 minutes	3 minutes
03/03/2020	12:50 PM	Tuesday	Owens, Avril	32474498	(818) 741-5557	butler2james@gmail.com					10:53 PM	Rivers, Julie	03/03/2020	2:34 PM	1 hour, 41 minutes	3 minutes
03/03/2020	10:58 AM	Tuesday	Corvino, Victor	32474298	(661) 426-2121	ashriver07@gmail.com					10:58 AM	Estrella, Kimberly	03/03/2020	11:57 AM	1 minute	8 minutes
03/03/2020	12:24 PM	Tuesday	Azuebla, Concepcion	32474138	(323) 467-1535		East Los Angeles/West San Gabriel Valley AJCC	Unemployment Insurance Assistance	Assisted	03/03/2020	12:30 PM	Estrella, Kimberly	03/03/2020	12:31 PM	1 minute	6 minutes

If a visitor is registered in CalJOBS, you can click on their **User ID** to access their case file.

6. To download the report:

- a. Click on the  icon drop-down.
- b. Select from the file format options that appear.
- c. The report will automatically download in the selected format.



If you have any questions regarding the procedures on VOSGreeter Module in CalJOBS or are having technical issues with the kiosk, please contact our CalJOBS Tech Support Team using the [CalJOBS Tech Support Portal](#).