

17: Manage Scan Card

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Scan Card Overview

The Virtual OneStop *VOScan* module is an Internet-based swipe card system. It was specifically designed to track universal client services obtained at one-stop centers to facilitate the process of data entry and reporting. As a fully integrated card scan system, it tracks and records Wagner-Peyser program services provided, maintains and transfers the data to the Virtual OneStop (VOS) database, and provides various report elements to evaluate service delivery and performance.

For *VOScan* activity to be automatically updated to customer accounts, *VOScan* participants (customers) must first be registered within Virtual OneStop. One-stop staff provide a scan card for each individual during system registration (or later via account maintenance) by recording the card's unique ID number in the account. When users swipe their cards through scan card terminals while attending events hosted by the one-stop, Virtual OneStop attaches the event service(s) to the proper individuals' accounts via the unique scan card ID number embedded in the card's magnetic stripe. This allows staff members to manage customer record maintenance quickly and easily.

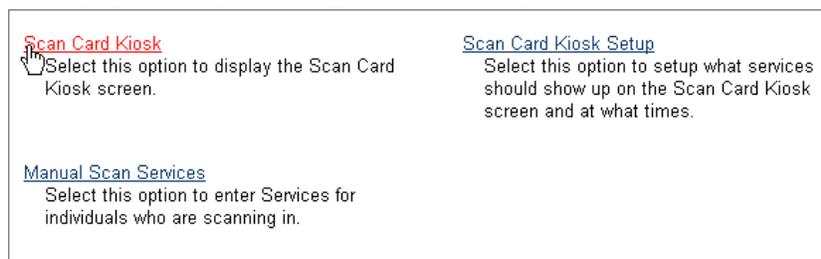
VOScan may be deployed as a stand-alone module, or as part of the Virtual OneStop suite of solutions. To successfully deploy the *VOScan* module, the Virtual OneStop system and the Virtual OneStop *Administration* subsystem must be utilized to perform scan card terminal and activity service code setup, service tracking, and service reporting.

Note: *For Trax G scan card terminal setup instructions, as well as service code management guidelines, please refer to the Virtual OneStop Administration System User Guide.*

To access the Manage Scan Card component, use one of the following methods:

- In the Staff Services directory, click **Manage Scan Card**.
- On the Navigation menu, click **Manage Scan Card**.

The following figure displays a sample Manage Scan Card Options screen:



Manage Scan Card Menu Options

Staff may choose from the following:

- **Scan Card Kiosk** – Provides staff access to the scan card kiosk menu to remotely manage service delivery for system-registered customers. For more information, refer to the section that follows.
- **Scan Card Kiosk Setup** – Provides options for staff to set up a scan card kiosk menu for service delivery. For more information, refer to the topic “Scan Card Kiosk Setup” on page 17-5.
- **Manual Scan Services** – Displays a service list selection screen for scan card participants. For more information, refer to the topic “Manual Scan Services” on page 17-9.

For details of each scan card subcomponent, see the following sections.

Note: *The Manage Scan Card option excludes scan card event management, as well as scan card terminal setup for pre-programmable terminals such as the Trax G boxes.*

For details regarding scan card event management, see chapter 2 - My Workspace.

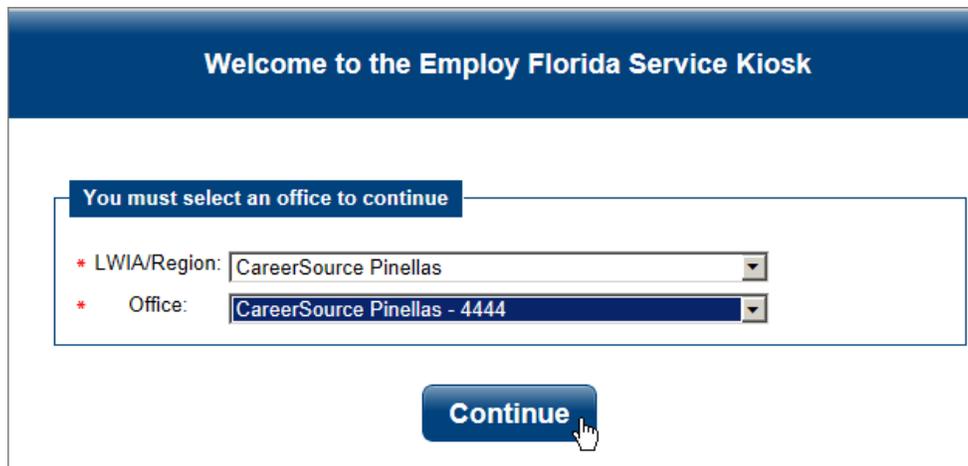
For details setting up a Trax G terminal, see the Virtual OneStop Administration System User Guide.

Scan Card Kiosk

Scan card kiosks can be a useful part of VOScan service tracking. They are generally computers built into large platforms or cabinets that maintain a fixed location within a one-stop office. Scan card kiosks display a button menu. When customers click a desired button title (or select it using touch-screen technology), Virtual OneStop automatically records the service(s) associated with the button display option (for example, *Resume Writing Workshop*). Unlike other scan card hardware, such as keyboard wedge readers or portable devices such as Trax G machines, a scan card kiosk occupies a permanent office location and is rarely moved.

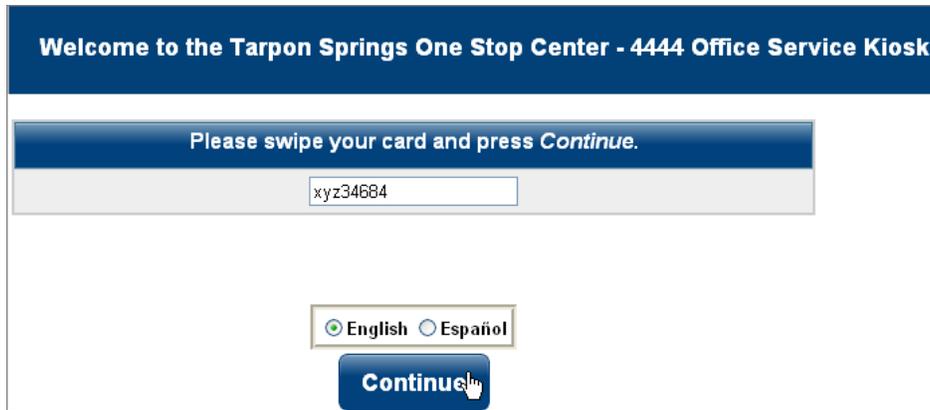
Before customers may select from the scan card kiosk menu, authorized staff must first set up the kiosk to display the service titles (buttons) at the appropriate days/times. For details on setting up a scan card kiosk, please see “Scan Card Kiosk Setup” on page 17-5.

To remotely access the scan card kiosk menu, select **Manage Scan Card ► Scan Card Kiosk**. This access is provided so staff may utilize the scan card kiosk from their work station.



Scan Card Kiosk – Sign in Menu (via Staff Assiting)

Based on your staff login, you may have to select your LWIA/region and/or office affiliation. Click **Continue** to save the data and proceed.



Welcome to the Tarpon Springs One Stop Center - 4444 Office Service Kiosk

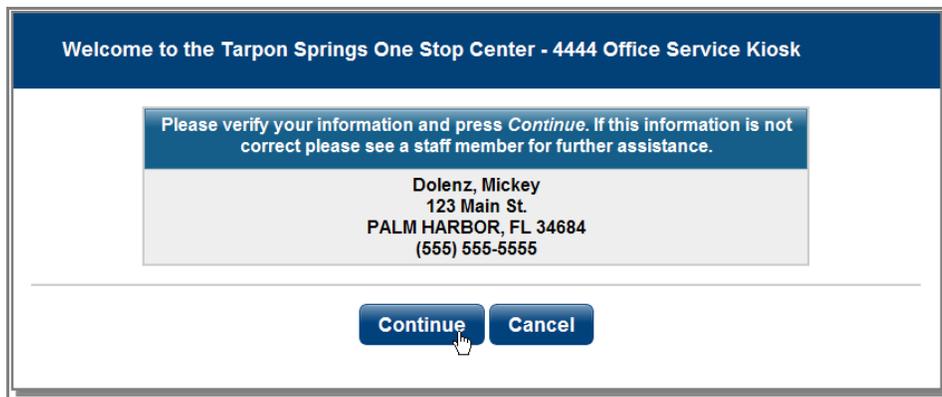
Please swipe your card and press *Continue*.

xyz34684

English Español

Continue

At this step, the scan card participant may swipe their own card to display its unique ID number, or you (staff) can manually enter the number. Select the desired language preference and click **Continue**.



Welcome to the Tarpon Springs One Stop Center - 4444 Office Service Kiosk

Please verify your information and press *Continue*. If this information is not correct please see a staff member for further assistance.

Dolenz, Mickey
123 Main St.
PALM HARBOR, FL 34684
(555) 555-5555

Continue **Cancel**

The system will display the customer's information, as it relates to the scan card ID number previously entered. Click **Continue** to proceed, or **Cancel** if the information displayed is incorrect.

Note: *If the cardholder information displayed is incorrect, verify that the scan card ID number recorded in the person's account matches the number presented on the back of the card.*

Note: *For added security, the system administrator may set a system default to show/hide a customer's address and phone number when a card is swiped through a kiosk.*

Welcome to the Tarpon Springs One Stop Center - 4444 Office Service Kiosk

Please press the button(s) that indicate the reason(s) for your visit today and then press *Continue*. You may select more than one.

Dolenz, Mickey
123 Main St.
PALM HARBOR, FL 34684
(555) 555-5555

Orientation GED Prep

Resume Assistance Other

Continue Cancel

Scancard Kiosk Activity Menu (Making Selection)

Select the desired button from the choices displayed.

Welcome to the Tarpon Springs One Stop Center - 4444 Office Service Kiosk

Please press the button(s) that indicate the reason(s) for your visit today and then press *Continue*. You may select more than one.

Dolenz, Mickey
123 Main St.
PALM HARBOR, FL 34684
(555) 555-5555

Orientation GED Prep

Resume Assistance Other

Continue Cancel

101 - Orientation 115 - Resume Preparation Assistance

212 - Other Intensive Services Not Otherwise Classified

Enter Service(s) Cancel

Click the **Other** button to access all the individual services that will be displayed during their designated days/times of the week. Click the desired service checkbox(es) and click the **Enter Service(s)** button.

Click **Continue** to proceed.

Upon successfully executing the command, the system will automatically upload the service(s) associated with the button event to the customer's Wagner-Peyser Service Plan. To confirm this service tracking, access the customer's account and select **Staff's Profiles ► General Profile ► Activities tab**. Click the **Activity History/Service Plan** link to view the customer's service plan, as shown in the following sample figure:

Listed below are the Services the selected Individual has been assigned. Click the [Add Service](#) link to create a new Service associated with this Individual.

Username: GSIDISLOC	State ID: 434
Last 4 SSN: 3654	Phone: 555-555-5555
Individual's Name: DOLENZ, MICKEY	Address: 123 Main St. PALM HARBOR, FL 34684
Email Address:	

[[Add Service](#) | [Add Multiple Services](#) |  [Print Table](#)]

[Show Filter Criteria](#) (Showing all records)

To Sort, click Column Title

Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code	Action
115 - Resume Preparation Assistance	WP #476	2/23/2011 5:49:00 PM	2/23/2011 5:49:00 PM	Successful Completion	View Delete
104 - Workshop	WP #476	2/23/2011 5:49:00 PM	2/23/2011 5:49:00 PM	Successful Completion	View Delete
003 - Self Service Registration	WP #476		9/13/2010	Successful Completion	View Delete

Records per page:

[[Add Service](#) | [Add Multiple Services](#) |  [Print Table](#)]

Wagner-Peyser Service Plan

If the scan card kiosk is unavailable for any reason, you can manually record the services provided to the customer. Click [Add Service](#) to record a single WP service, or [Add Multiple Services](#) to record more than one WP service. For details refer to chapter 4 - Manage Individuals – Case Management.

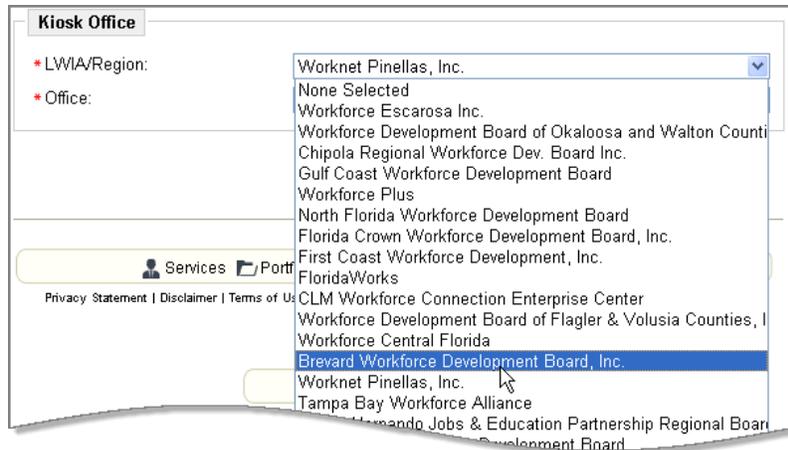
Note: *The Wagner-Peyser service plan is available to all scan card functionality, regardless of the terminal/hardware utilized. Most service information will be displayed immediately. Results for Trax G machines, which require a polling application to manage data, may not be displayed immediately.*

Scan Card Kiosk Setup

To provide scan card kiosk customers with a menu of service options to choose from, you must first set up the kiosk. This involves creating buttons that display a title to help customers locate a desired function or event for service tracking purposes. When you set up these buttons to display on-screen, you can manage whether they display on a full-time basis or only during specific days and/or times of the week. All buttons are editable, allowing you to change titles (for full-time buttons only), deactivate/reactivate a button's display, change the services associated with the button, or delete the button altogether.

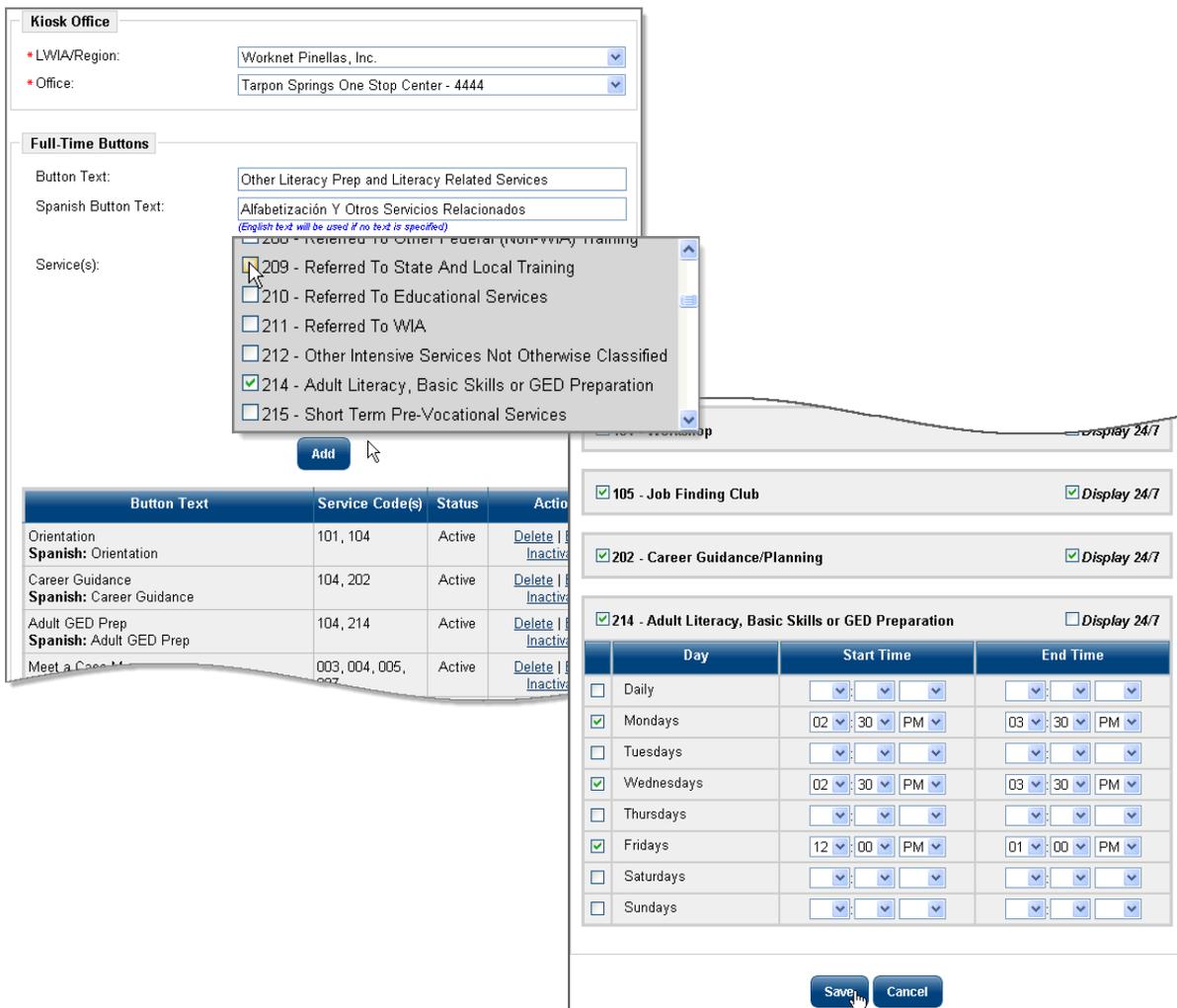
To create a list of service options for scan card kiosk customers, select **Manage Scan Card ► Scan Card Kiosk Setup**.

The system will display a screen similar to the following figure:



Scan Card Kiosk Setup – LWIA/Region Selection

Based on your staff login, you may have to select your LWIA/Region and/or Office affiliation. In the Kiosk Office section, select the LWIA/Region and Office for which you are setting up scan card kiosk services. The system will then display a section called *Full-Time Buttons*.

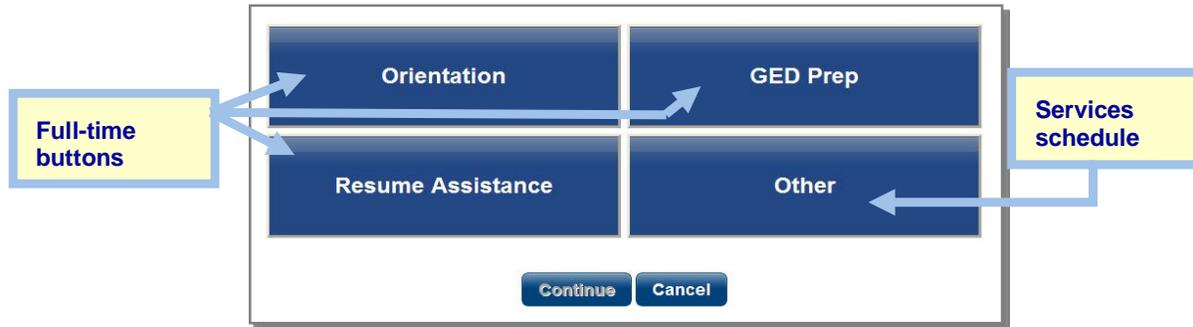


Sample Scan Card Kiosk Setup Screen – Full-Time Buttons Selection

In this section you will set up buttons that will display all the time, i.e., 24/7 (for example, a recurring event like *Use of Resource Room Equipment*), and/or a collection of individual Wagner-Peyser program services whose display is controlled by the services schedule that you create (for example, *Skills Self Assessment; Job Search; Labor Market Research; Adult Literacy, Basic Skills or GED Preparation*; etc).

Note: *Individual, fluctuating service titles will be maintained within the Other Services checkbox.*

The following figure displays a sample scan card kiosk button menu:



Scan Card Kiosk Button Menu

When a scan card customer selects one of these kiosk buttons, the service(s) associated with the button will automatically be uploaded to their W-P service plan.

For details of setting up full-time buttons and a services schedule, please refer to the topics that follow.

Setting Up Full-Time Buttons

Scan card kiosks display button titles to help customers identify desired scan card events or service offerings. Full-time buttons will display continuously to scan card customers, unless you choose to temporarily deactivate them or permanently delete them. You may associate a single service or multiple services to full-time buttons, and can change this service listing at any time.

To set up full-time scan card kiosk buttons, use the top portion of the Scan Card Kiosk Setup screen, as shown in the following figure:

Button Text	Service Code(s)	Status	Action
Orientation Spanish: Orientation	101, 104	Active	Delete Edit Inactivate
GED Prep Spanish: GED Prep	104, 212	Active	Delete Edit Inactivate
Resume Assistance Spanish: Resume Assistance	104, 115	Active	Delete Edit Inactivate
Skills Self Assessment Spanish: Destrezas Evaluacion Propia	090	Active	Delete Edit Inactivate

Scan Card Kiosk Setup Screen, Full-Time Buttons Section

Enter the name of the button, in English and Spanish if applicable, as it will be displayed to scan card customers in your office.

Note: Spanish button text is only required if your Virtual OneStop system includes the Spanish module.

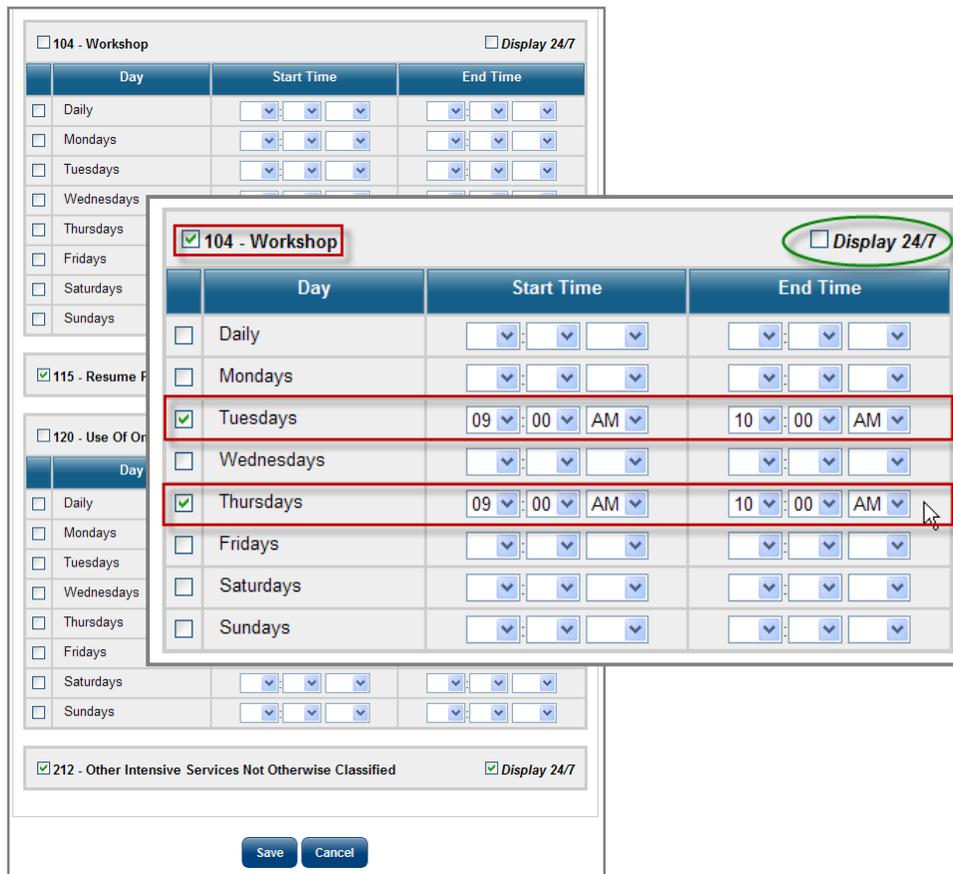
From the list of services displayed, select the service(s) the system will track and record when customers select this button. Click **Add** to save your changes.

The system will refresh the screen to display the updated button list, which now includes the button you just created. You may click a desired Action column link to delete, edit, or inactivate a scan card kiosk button.

Setting Up a Services Schedule

To implement a variety of scan card kiosk service options, you may choose to display these services individually, so they're not specifically associated with a particular workshop or event button. You may also manage a display schedule, so these services only display to scan card customers during specified times and days of the week. All such services will be grouped under the *Other* generic button title.

To set up full-time scan card kiosk services schedule, use the bottom portion of the Scan Card Kiosk Setup screen, as shown in the following figure:



The screenshot shows the 'Services Schedule' section of the Scan Card Kiosk Setup screen. It features a list of services on the left and a detailed configuration table for a selected service. The table has columns for Day, Start Time, and End Time. The '104 - Workshop' service is selected, and its schedule is configured for Tuesdays and Thursdays from 09:00 AM to 10:00 AM. A 'Display 24/7' checkbox is also visible.

Day	Start Time	End Time
<input type="checkbox"/> Daily		
<input type="checkbox"/> Mondays		
<input checked="" type="checkbox"/> Tuesdays	09 : 00 AM	10 : 00 AM
<input type="checkbox"/> Wednesdays		
<input checked="" type="checkbox"/> Thursdays	09 : 00 AM	10 : 00 AM
<input type="checkbox"/> Fridays		
<input type="checkbox"/> Saturdays		
<input type="checkbox"/> Sundays		

Sample Scan Card Kiosk Setup Screen, Services Schedule Section

Note: The service names displayed on this screen must have been set up by your system administrator to be captured by scan card kiosk. For details, refer to the Virtual OneStop Administration System User Guide.

To set up a scan card kiosk services schedule:

- 1 Click the checkbox for each desired service that will be displayed via scan card kiosk.
- 2 Click the *Display 24/7* checkbox to display the service continuously, OR
- 3 Click the desired checkbox(es) in column 1 to display the service by day. Also:
 - ✓ Select the start time and end time for each service using the drop-down list boxes.
- 4 Click **Save** to secure your edits.

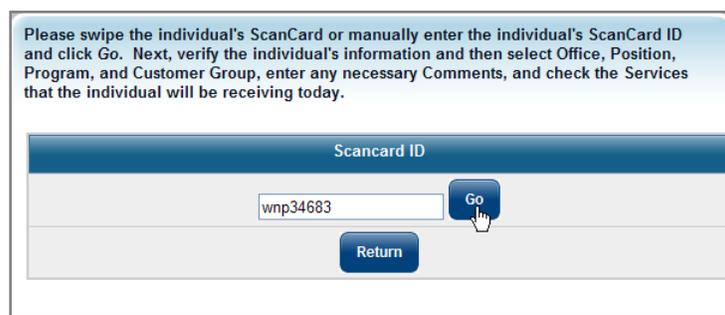
Note: *To hide a service from scan card kiosk display, click to remove the checkmark next to the service name and click **Save** to secure your edits..*



Manual Scan Services

The Manual Scan Services option is used for staff-assisted service entry, and relies primarily on the keyboard wedge (“Minimag”) swipe card terminal. To record a service entry, a scan card customer swipes their card through the machine connected to the staff member’s computer. Once they confirm the customer’s contact information, the staff member will choose from a master display list and click to select the service(s) provided to the individual. Because there is no polling application required to record manual scan services, a web service immediately posts the data to the Virtual OneStop database. Staff may call up the actual Wagner-Peyser service plan for that individual to view the service(s) selected when their card was swiped through the keyboard wedge terminal.

To manually choose from a list of service options for scan card customers, select **Manage Scan Card ► Manual Scan Services**. The system will display a screen similar to the following figure:



Manual Scan Services Start Screen

When this screen appears, enter the scan card ID number by swiping the plastic card through the keyboard wedge terminal attached to the computer, or you may enter the ID number manually. The number presented on the back of the card is also embedded in the magnetic stripe. Once the Scancard ID field displays the individual's scan card ID number, click the **Go** button to access an entry screen similar to the following:

Please swipe the individual's ScanCard or manually enter the individual's ScanCard ID and click Go. Next, verify the individual's information and then select Office, Position, Program, and Customer Group, enter any necessary Comments, and check the Services that the individual will be receiving today.

Scancard ID			
wnp34683	Go		
Martin , Ariston 15630 Audubon Lane PALM HARBOR, FL 34683 (888)555-9988			
Office	Position		
None Selected	None Selected		
Program			
WP - Wagner-Peyser (WP) Program			
Comments			
<input type="text"/>			
Services			
<input type="checkbox"/> 090 - Skills Self-Assessment	<input type="checkbox"/> 104 - Workshop		
<input type="checkbox"/> 115 - Resume Preparation Assistance	<input type="checkbox"/> 120 - Use Of One-Stop Resource Room / Equipment		
Case Notes			
ID	Create Date	Subject	Action
N/A			
Add Case Note			
<input type="button" value="Save"/>		<input type="button" value="Cancel"/>	

Manual Scan Services Entry Screen

To manually record scan card services:

- 1 Select your office from the drop-down list (if not pre-filled with the correct office name).
- 2 Select your staff position (DVOP, LVER, or Staff) for reporting purposes.
- 3 Click the appropriate service check box(es) to record the service(s) provided to the individual.
- 4 (Not required) **Click Add Case Note** to create a new case note without leaving this screen.
- 5 Click **Save** to secure your edits.

Note: *The services displayed on this screen must have been set up by your system administrator to be captured by scan card. For details, refer to the Virtual OneStop Administration System User Guide.*

As with any scan card service entry, you can confirm the service(s) successfully posted to the correct account by accessing the customer's account and selecting **Staff's Profiles ► General Profile ► Activities tab**. Click the **Activity History/Service Plan** link to view the customer's service plan to view and/or modify service plan details.