**CalJOBSSM VOSGreeter**

**Text Messaging Functionality**

**USER GUIDE**

**Employment Development Department**

**Workforce Services Branch**

**2021**

Requirements………………………..I

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| 1. **Requirements** | |
| Illustration of green colored pencil making checkmarks in a list of circles. Requirements is written in bold font. | There are 3 specific things needed in order for the VOSGreeter Text Message functionality to work. |
|  | 1. 1. Visitor must opt-in to receiving text messages from CalJOBS by sending **GO** to 74036 from a device that can receive text messages (cell phone or tablet). |
| 1. **I. Requirements** | |
|  | 1. 2. A staff member must be associated to the selected visit reasons. |
|  | 3. Visitor’s phone number will need to be provided  If the visitor has a CalJOBS account, VOSGreeter will display the phone number associated to the CalJOBS account. The visitor can change the phone number when checking in with VOSGreeter.  If the visitor does not have a CalJOBS account, the kiosk will ask for a phone number on the last page of the check-in process. |
| 1. **Setup** | |
| List of options for visiting reasons for text messaging feature. | The text messaging feature can be used with any visit reason listed on the VOSGreeter Kiosk. |
|  | In order to setup the visit reason for text messaging functionality you will need to click on the “Edit” link shown in your list of already created visit reasons. |
| **II. Setup** | |
| Visit Reason Details screen highlighting Staff Assistance Required,, and Request visitor email and phone number, set to Yes | The visit reason chosen must have the following items selected in order for the text messaging functionality to work.  “Staff Assistance Required” set to yes. This will create a check-in record to view.  “Request Visitor Email and Phone Number” set to yes. A number capable of receiving text messages is required. |
| Associated Staff screen with first and last name redacted. | Lastly, the visit reason must be associated with a staff member.  Please note: The Associated Staff member can be a working staff member or a generic staff account created for the purposes of general front desk check in. |
| 1. **Usage** | |
| **Pop Up Alert:**  Pending visitor check-in screen with Name and SSN redacted.  **Office Check-In List**  Check-in List screen highlighting telephone icon. | You can either use the pop-up alert if you are immediately ready to assist the individual or if you need a few more minutes of prep time you can go to the office check in list.  Once you’re ready to send the text, click on the phone icon in either check-in location given in the above step. |
| **Dialog box with redacted name and phone number. The button for Send text is circled.** | Once the phone icon has been selected the following dialog box appears.  You can send the message already in the box or customize the text for your client.  Once you have the desired text, click send text. |
| Text message sent from CalJOBS reads: Your case manager is ready for your appointment. Please go to the lobby. Stop=end | Once the message is sent from CalJOBS, this what the client will see on their device. |