

## OLRS Communication

**What?** 2011 NEOGOV Insight Enterprise Fall Enhancements

**Who?** OLRs professional users

**Why?** Enhancements to Functionality

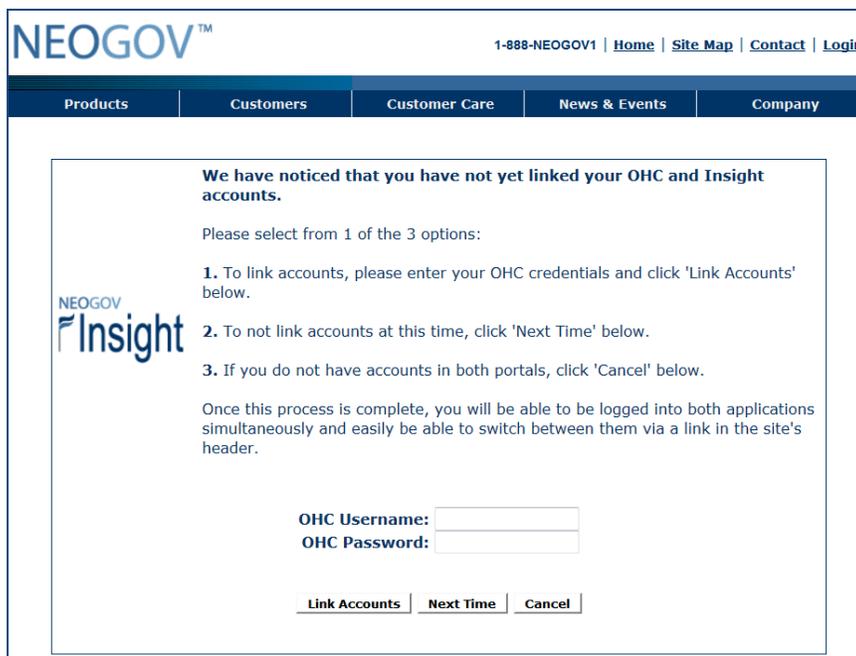
**When?** November 3, 2011

**Message:** The 2011 NEOGOV Summer Enhancement release is Saturday, November 5<sup>th</sup>, 2011.

### Linking Insight & OHC Accounts

Included in the release is the ability to be logged into both Insight and OHC at the same time.

After successfully entering an Insight username/password, the following screen will be displayed to Insight users:



The screenshot shows the NEOGOV website header with the logo and navigation links: 1-888-NEOGOV1 | Home | Site Map | Contact | Login. Below the header is a navigation bar with tabs for Products, Customers, Customer Care, News & Events, and Company. The main content area displays a message:

**We have noticed that you have not yet linked your OHC and Insight accounts.**

Please select from 1 of the 3 options:

1. To link accounts, please enter your OHC credentials and click 'Link Accounts' below.
2. To not link accounts at this time, click 'Next Time' below.
3. If you do not have accounts in both portals, click 'Cancel' below.

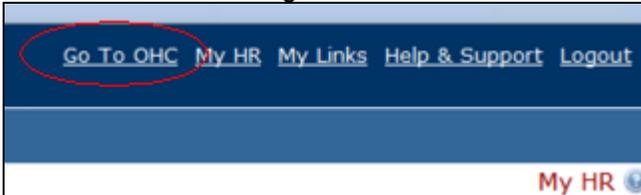
Once this process is complete, you will be able to be logged into both applications simultaneously and easily be able to switch between them via a link in the site's header.

OHC Username:   
OHC Password:

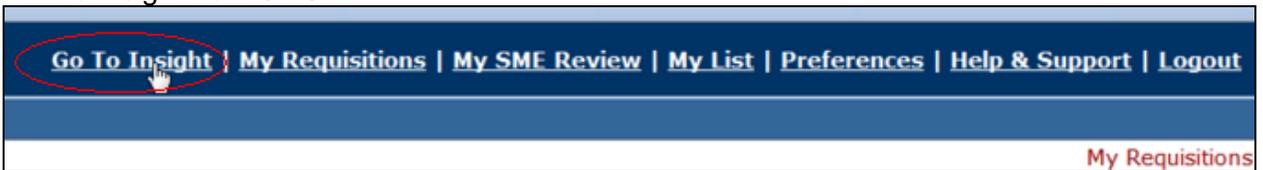
This link will be displayed to every Insight user after they successfully login to offer them the opportunity to link their Insight account to an OHC account if they have one.

If the user enters their OHC username and password and then selects 'Link Accounts' their accounts will be linked and they will be able to easily toggle between Insight and OHC with a 'Go To OHC' or 'Go To Insight' link at the top of the page. They will not be shown this linking page again the next time they login.

Link to OHC from Insight:



Link to Insight from OHC:



- To open in a separate window instead of toggling between the two portals, you can right click on the 'Go To OHC' or 'Go To Insight' link and then select 'Open in New Tab'.

If the user clicks the 'Next Time' button, they will be taken to the My HR page and Insight without linking their account. The next time they login to Insight, they will see this link accounts page again.

If the user clicks 'Cancel' a pop-up box will display informing the user that if they click 'OK', they will not see the linking page in the future and will not be able to link their accounts. Linking would need to be done by an Insight Administrator, by submitting a request to [servicecenter@dop.wa.gov](mailto:servicecenter@dop.wa.gov). If the user clicks 'Cancel' they will be returned to the previous page so that they can choose to either link their accounts now or indicate they want to link their accounts the next time they login.

You will still have separate passwords for the two portals, as well as separate user names if they are currently different.

### **Notice Attachments**

Within Insight, attachments can be added to notice templates by uploading attachments to a notice attachment library. A new section for 'Email Attachments' appears below the body of the notice template when creating or editing a notice within the Notice Template library. You are not able to add an attachment 'on the fly' by editing a notice template prior to sending it out. Once an attachment is uploaded, it is added to the attachment library so that the same attachment can be included on multiple notices without having to upload it for each notice template. The attachment library is currently visible only within the notice templates. Remember, **do not change or add attachments** to the notice templates that are centrally maintained by DES. These templates are identified with an \*. All HR Users will have access to the entire list of notice templates and the notice template attachment library. A future enhancement is planned to allow administrators to

restrict access to notices and notice attachments by department. Notice attachments are not available for OHC Notices at this time.

When adding a new attachment to the attachment library, make sure you precede the attachment title with your agency acronym as an identifier to easily locate the attachment for future use.

Note: When previewing a notice prior to sending it to selected applicants, you will **not** see the attachment.

### **Resend Notices**

Insight and OHC Users who can send notices have the ability to 'Resend' a notice exactly as it was sent originally. A 'Resend' link has been added to the view notices page. A 'Show/Hide History' link has been added to allow you to view the history of when a notice was sent and resent. The resent notice will be sent to the same email address where it was previously sent, even if the applicant has updated their email address. It will also contain the date that the notice was originally sent in the date merge field.

*Navigation: CandidateTrack → Exam Plan → select exam plan → View Applicants → view notices*

**Additional Information:** You can view the additional enhancements by clicking on Help & Support in Insight. Once in the Community site, click on Release Notes on the right side of the page, and then download the 2011 Fall Release Notes.

### **Questions? Contact:**

Service Center: (360) 664-6400

Email Contact: [servicecenter@dop.wa.gov](mailto:servicecenter@dop.wa.gov)

*Want to review past communications? Visit [OLRS Notices](#) on the HR website.*