

OLRS Communication

What? New Application Experience, Support Tracking, Training

Who? OLRs Professional Users

When? January 22, 2014

New Application Experience: On Sunday, February 2nd, the new application experience will be implemented for job seekers. DES will update the job seeker FAQ's on careers.wa.gov to reflect these changes. You can view the coming changes by logging into Insight and clicking on the link to read more about the benefits in the top banner or by going to the job seeker log in page on careers.wa.gov.

DES Internal Tracking System: DES has a new internal tracking system for our service requests / requests for assistance with any of the systems which DES maintains for statewide use – including HRMS and the OLRs. **Any questions, issues, assistance requested for using the OLRs need to be sent to the DES Service Center at servicecenter@des.wa.gov.**

- Your request will be logged into the tracking system and you will receive an automatic email which will include a reference number.
- If you need to reply to the email, click on the Reply button. Keep the email address that is automatically populated in the "To" field and add the support team member who assisted you in the "CC" field. If you're not able to click on the Reply button within Outlook, make sure you include the reference number in your direct email.
- When your issue has been resolved or your question answered, you will receive an email out of the tracking system with the solution within the body of the email.

As DES is learning this new tracking system, you may receive additional emails.

Training: The OLRs training is scheduled for February 13 – 14. For more information and how to register, view the [flyer](#) on the OLRs webpage.

Requesting Stories: DES is requesting your feedback on the online recruiting system on how it has made an impact to your internal processes. If you have any statistical information to include in your story, even better! For example: prior to the OLRs did you have a process which took at least four hours a week for a recruiter and now it takes 15 minutes. And how is the recruiter using that 3 hours and 45 minutes that they were able to save? DES is compiling the stories to share with the community, including the Governor's office. We would appreciate your feedback sent to Devonee Davis (devonee.davis@des.wa.gov) by the end of February.

Questions or need assistance with the OLRs? Contact:

Service Center: (360) 664-6400

Email Contact: servicecenter@des.wa.gov

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