Ashland Resource Room Assistant Quick Guide

Opening and Closing Procedures

Opening Procedures:

1. Turn on your computer
2. Ensure all iPads and Resource Room Computers are powered on
3. Sign into platforms: Microsoft Teams, Greetly, Email, Call Log System
4. Turn on Scanner
5. Unlock doors at 8:00 AM
6. Check and maintain the Career Center job list – Send updated list to the Workforce Communications Specialist each Monday.

Closing Procedures:

1. Clear Resource Room computers after last customer's use
2. Spray Resource Room areas with Lysol
3. Sign all customers out of Greetly
4. Sign out of all platforms
5. Turn off scanner
6. Lock doors at 4:30 PM

Connecting to ky_guest WIFI:

Wi-Fi Network Name (SSID): **ky-guest**

1. Connect to the ky-guest network.
2. When the login screen appears, customers will create an account.
3. Tap Submit or Connect.

You should now be connected to the internet.

Customer Sign-In Process

1. Identify the reason for the visit (Employment Services, Unemployment, OVR, WIOA, etc.)
2. Direct customer to Greetly on iPad at the front desk. Ensure all fields are completed
3. Scan customers ID or Driver's License using the front desk scanner
4. Notify the appropriate team member (via Teams Chat, in-person, or phone) Include what the customer is needing assistance with. Send ID/Driver's License to team member

Phone Calls

When customers have UI issues, they are referred to the UI Assistance Line **502-564-2900**

To transfer calls to staff members:

1. Select the transfer option
2. Choose the appropriate team member
3. Tap transfer then tap continue

Incoming calls that require a call back should be submitted to the call log. A team member can give you call log access.

ID.me Account Creation & Verification

1. Check verification status
   - Ask if the customer is already verified with ID.me
   - Accounts are linked by Social Security Number
   - If unfamiliar: ID.me is Kentucky's official identity verification tool for Unemployment Insurance
2. Create an ID.me Account
   - Go to kcc.ky.gov → Unemployment Services → File a Claim.
   - Click Sign in with ID.me → Enter email & Captcha → Create ID.me account**.**
   - Enter personal info as prompted.
3. Choose Verification Method
   a) In-Person (Kiosk)
      - Select in person verification
      - Confirm personal information and choose a center
      - Print or take a photo of the QR code
      - Notify a team member for kiosk verification
   b) Self-Service
      - Select self-service verification
      - Confirm information, choose locations, and upload ID documents
      - Complete facial recognition or video call if required
4. Final Steps
   - Wait for verification confirmation
   - Sign out and sign back in
   - Set up a security question and create an 8-digit PIN (cannot start with 0)