

# Maysville 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: Email and Call Log System
4. Unlock doors at 8:00 AM
5. 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 out of all platforms
4. Lock doors at 4:30 PM

## 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. Direct customer to a Resource Room computer or contact the appropriate staff 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 ID.me verified.
- Explain: *ID.me is Kentucky's official identity verification tool for Unemployment Insurance to prevent fraud.*
- Previously verified claimants may need to recover their account (linked by SSN).

### **2. Create Account**

- Go to [kcc.ky.gov](http://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. Verify Identity**

- Select Self-Service Verification.
- Confirm personal info → Choose center location → Select document type.
- Upload documents → Complete facial recognition or video call (use iPad if needed).

### **4. Finalize**

- Wait for Verification Success screen.
- Sign out, then back in to ID.me.
- Set security question and create 8-digit PIN (can't start with 0).