

# ETO Letters – How to Find and Print

For this sample, we'll locate and print a letter for Test Smith.

1. Use **Quick Search** to locate the participant by name or social security number.



The screenshot shows the ETO software interface. At the top left is the logo 'ETO<sup>TM</sup> software'. To the right is a 'WorkSource' dropdown menu set to 'Administration' and a 'Go' button. Below the logo are navigation tabs: 'Quick Search', 'To Do List', 'Messages', 'My Favorites', and 'My Dashboard'. A search bar contains the text '123456789' with a dropdown menu set to 'Participant' and another dropdown set to 'WorkSource'. A 'Search' button is to the right. Below the search bar is a table with the following columns: 'S.No', 'Name', 'SSN', 'SKIES Seeker ID', 'CaseNumber', 'DOB', and 'CountEnrolled'. The table shows one match for 'Clients.SSN' with the following data:

S.No	Name	SSN	SKIES Seeker ID	CaseNumber	DOB	CountEnrolled
1.	<a href="#">Go</a> SMITH TEST	123-45-6789	987654	000000	12/24/1953	Currently Enrolled

2. Click the button **View TEST SMITH's Dashboard** to open the dashboard.

[View TEST SMITH's Dashboard](#)

- View the left sidebar to see in what **Collections** Test has participated. We want to follow up the REA dated 6/4/2016. In the sidebar, you'll find that the participant was active in Auburn during this time period. *Note: if the location is not listed, determine the office by viewing the event under Basic Services section of the dashboard.*

The screenshot displays the ETO software interface. At the top, the logo 'ETO™ software' is on the left, and 'WorkSource: UI Central Office' is on the right. Below the logo are navigation tabs: 'Quick Search', 'To Do List', 'Messages (New)', 'My Favorites', and 'My Dashboard'. A search bar contains 'test smith' and is set to search 'within Participant' in 'WorkSource'. Below the search bar is a table of participant information:

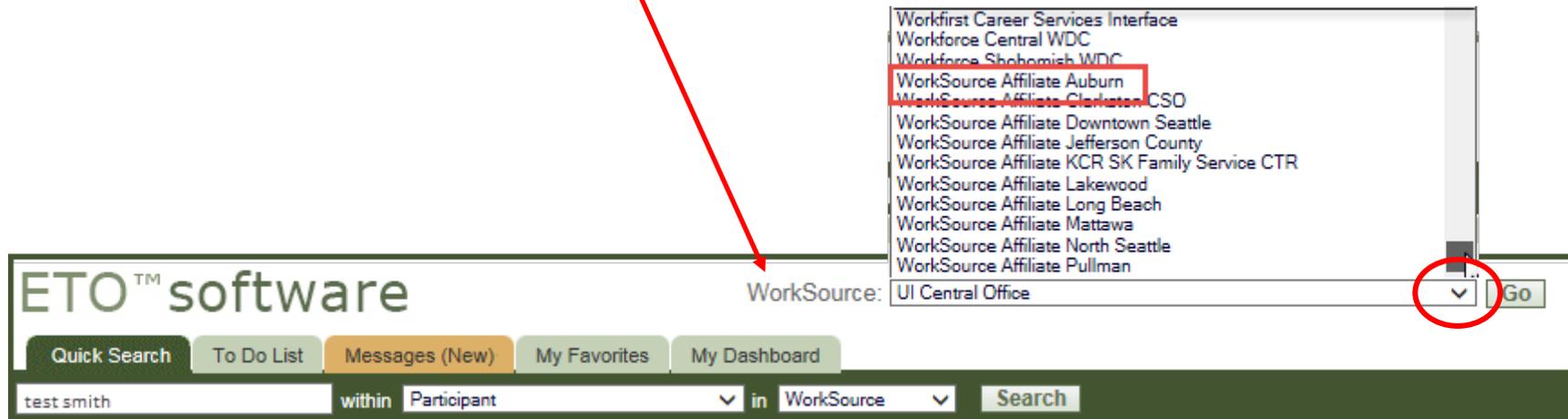
	JOHN DOE	Affiliate North Seattle	Labor Exchange - Wagner Peyser
	JOHN DOE	WorkSource Affiliate North Seattle	CPP - 6/28/2007 Claimant Placement Program

Below the table is a section titled 'Collection Memberships' with a '+ - X' icon. Underneath, there is a sub-section 'TEST'S Collection Membership' with a clipboard icon. A list of collection names is shown:

- 2016/05/26 REA Orientation 1:30 PM
- 2016-06-04 Follow-Up List (1st After Orientation)
- 2016-05-09 Queue: REA-English (Auburn)

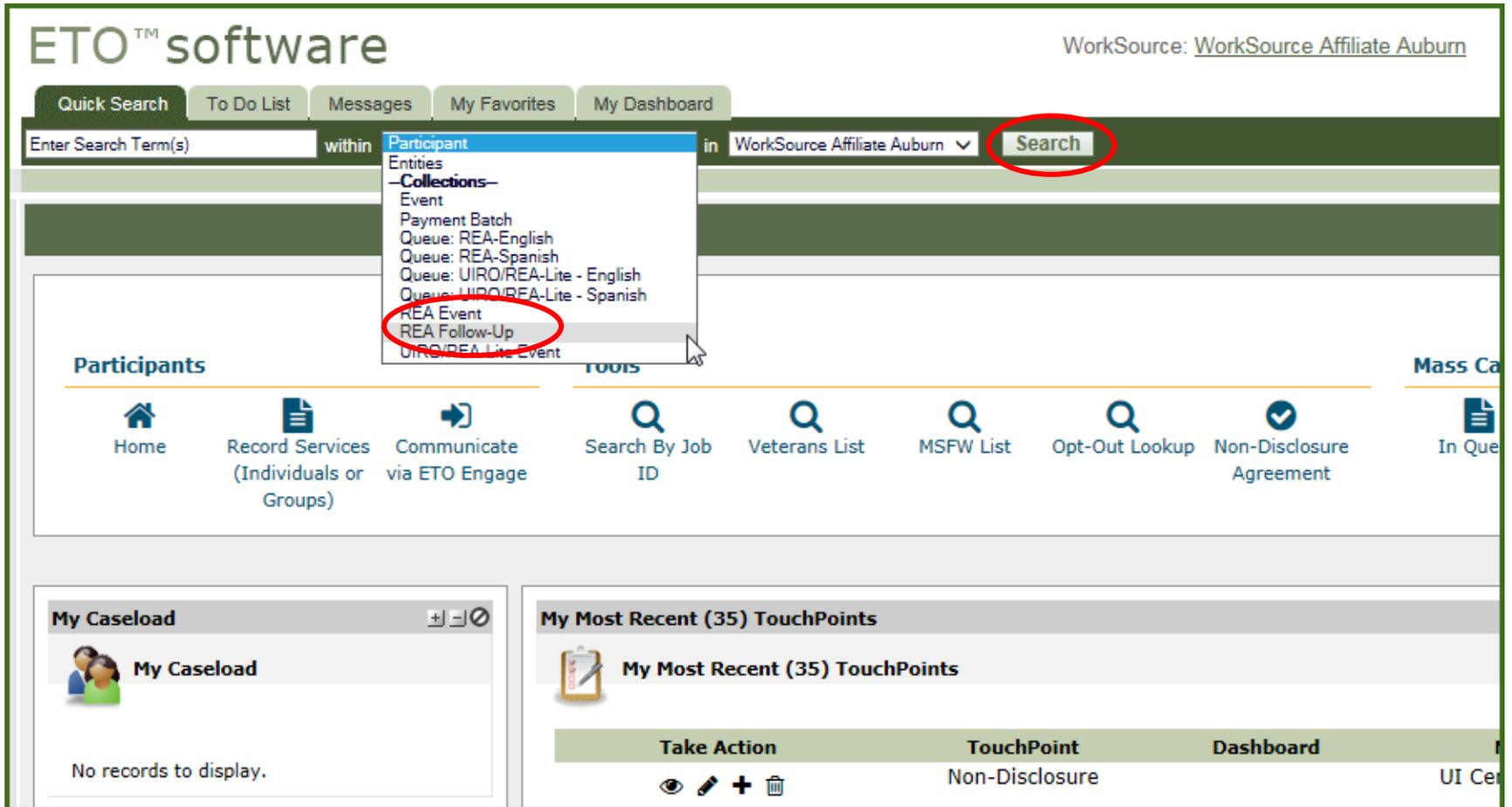
The last two items are enclosed in a red rectangular box. On the right side of the interface, there is a 'Most Recent' sidebar with a 'Take Action' button and several eye icons.

4. At the center top of the screen, find the **WorkSource** locations search box. Click the drop down arrow then scroll to find and select *Worksource Affiliate Auburn*.



 **You must be in the office that generated the letter or where the REA was scheduled.**

5. Change **Quick Search** from Participant to **REA Follow-Up**, then click **Search**.



6. The matching REA Follow-Up lists display. Click on the list you wish to view.

ETO™ software WorkSource: [WorkSource Affiliate Auburn](#)

Quick Search To Do List Messages My Favorites My Dashboard

Enter Search Term(s) within **REA Follow-Up** in WorkSource Affiliate Auburn Search

**Quick Search Results**

Matching REA Follow-Up Collections for: Show All Collections

Include Disabled

	Take Action	Name	Subject Type	Active Member Count
1		2016-07-23 Follow-Up List (1st After Orientation)	Participant	85
2		Auburn 2016-07-23 Follow-Up List (2nd)	Participant	45

7. Click the **Follow-Up Letters** icon

ETO™ software WorkSource: [WorkSource Affiliate Auburn](#)

Quick Search To Do List Messages My Favorites My Dashboard

Enter Search Term(s) within **REA Follow-Up** in WorkSource Affiliate Auburn Search

**Auburn 2016-07-23 Follow-Up List (2nd)'s Dashboard**

**REA-UIRO**

Reschedules For Initial Appts. (New!)

**Follow-Up Letters (New!)**

8. The appointment letter list displays. The list isn't in order.

Use the **find feature** on the left sidebar to locate the person you need.

Note the **print** and **find** icons at the top of the screen to print the list or locate text in the list.

Click the **English link** (or Spanish when applicable) to open Test Smith's letter.

The screenshot shows a web application interface for managing appointment letters. On the left is a sidebar with a search box containing 'smith' and a 'Find Next' button. Below the search box are options for 'Match whole word', 'Match case', and 'Direction' (Up/Down). The main area displays a table titled 'Follow-Up Appointment Letters (Batches Generated)'. The table has columns for Name, Language, Exempted, Phone, Appt. Date, Day, Time, and Letter. The row for 'SMITH, TEST' is highlighted in yellow, and the 'English' link in the 'Letter' column is also highlighted with a red box. At the top of the main area, there are links for 'All English Letters' and 'All Spanish Letters'. The top navigation bar includes icons for print and find, and a 'Refresh All' button.

Name	Language	Exempted	Phone	Appt. Date	Day	Time	Letter
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
SMITH, TEST	English		123-456-7891	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	Spanish		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">Spanish</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>
...	English		...	8/10/16	Wednesday	09:00AM - 11:30AM	<a href="#">English</a>

9. View or click the print icon to print the letter

Use Find to search for text within the letter.

The screenshot shows a document viewer window with a 'Find' sidebar on the left and a document body on the right. The 'Find' sidebar has a search box containing 'Type your text' and a 'Find Next' button. Below the search box are options for 'Match whole word', 'Match case', and 'Direction' (Up and Down). A red circle highlights the print icon in the top toolbar, with a red arrow pointing to it from the green callout box on the right. Another red arrow points from the green callout box on the left to the 'Find' sidebar. The document body contains the following text:

7/26/16

Test Smith  
123 Avenue  
Somewhere, WA 50900

Dear Mr. Smith,

Thank you for attending the Re-employment Assistance (REA) Orientation. In conjunction with the in-person orientation, you have been scheduled for a mandatory REA follow-up phone appointment.

Si prefiere participar en una sesión en español, por favor llámé 253 833-0102

WE WILL CALL YOU AT 123-456-7891 on:

DATE: 8/10/16 TIME: 09:00AM DURATION: 2.5 hour(s)

You must be available at the time listed above and for the whole duration listed above, because we will call you within this time frame for your appointment.

If this phone number is not correct or you would like to attend in person, please call WorkSource Affiliate Auburn at 253 833-0102 BEFORE YOUR SCHEDULED APPOINTMENT.

During your appointment, we will discuss your job search, review your action plan, and provide additional job search assistance.

In preparation for your phone appointment, please submit your resume by the Sunday prior to your appointment, even if you brought one to your Re-employment Orientation. EMAIL YOUR RESUME TO auburnworksource@esd.wa.gov WITH YOUR NAME IN THE SUBJECT LINE, OR FAX IT TO 2538045341.

If you miss your appointment, Employment Security will send a questionnaire that you must complete to explain why you did not attend. Employment Security will decide whether you had good cause for missing the appointment, as well as review your availability for work and your job-search activities. If we find you have not met these requirements, you may have to repay some or all of any benefits you've received.

The Employment Security Department and the WorkSource system are equal-opportunity employers and providers of programs and services. If you need special accommodations, including interpreter services, please call WorkSource Affiliate Auburn at 253 833-0102 BEFORE your scheduled appointment.

If you have returned to full-time work or are no longer claiming unemployment benefits, please complete the information on the back and mail to the address given, or contact WorkSource Affiliate Auburn at 253 833-0102 BEFORE your scheduled appointment.