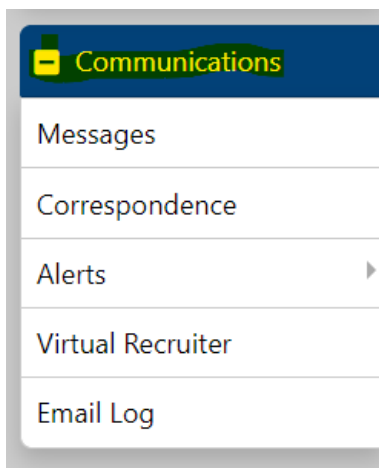


EmployNV Messaging Guidance

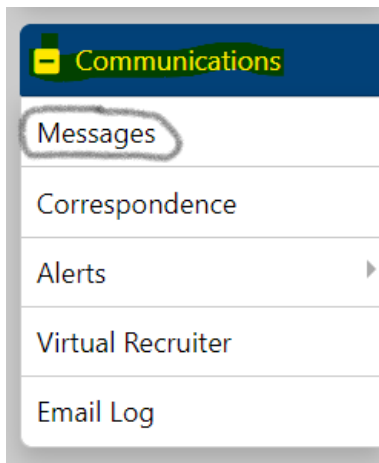
Purpose: Provide guidance for staff who must send a message to a recipient through the EmployNV Messaging Center for obtaining Personally Identifiable Information in a secure and safe manner.

Instructions for sending a message to a recipient through EmployNV Messaging:

1. Log in to [EmployNV \(www.employnv.gov\)](http://www.employnv.gov).
2. Scroll down to “**Communications**” on the left side bar.



3. Click on “**Messages**”.



4. Scroll down to **“Create New Message”**.

[View Communications Templates](#)

Create New Message

IP: 71.222.63.160



[[Contact Us](#)]

5. **“Recipient Type”** Select **“Individual”** in the dropdown menu.

Recipient Info

* Recipient Type:

6. **“Create Case Note”** – Leave as **“No”**. Step 11 provides instructions on **EmployNV** case note generation.

Create Case Note: Yes No

7. **“Recipient(s)”** Click on **“Search”**.

8. Search for the Recipient using any the fields. (**State ID Number, Name, SSN, etc.**).

General Criteria

| | |
|-----------------------------|--|
| Individual Username: | <input type="text"/> |
| Individual User ID: | <input type="text"/> |
| | <input type="radio"/> Starts with these #s |
| | <input checked="" type="radio"/> Matches exactly |
| State ID Number: | <input type="text"/> |
| First Name: | <input type="text"/> |
| Last Name: | <input type="text"/> |
| SSN (last 4 digits): | <input type="text"/> |
| SSN (full number): | <input type="text"/> Example: 999999999 |
| Date of Birth: | <input type="text"/> (MM/DD/YYYY) |

9. Click “Search”.

[[More Search Options](#)]



10. Click the Box on the Right under “Select” and then “Continue”.

Results View: [Summary](#) | [Detailed](#)
To sort on any column, click a column title.

| User Name | First Name | Last Name | SSN | Yet | State ID | Last Login Date | Last Logged | Created | Select |
|------------------|------------|-----------|------|-----|----------|-----------------|-------------|------------|--------|
| COUNTERWISECLOCK | Scott | Hedlund | 1836 | | 2566639 | 10/16/2019 | | 05/09/2018 | |

1 Records found

SEARCH CRITERIA: state ID begins with 206939

Records per page: 25

[[New search criteria](#)] [[Modify current criteria](#)]

11. If you would like EmployNV to generate a case note for this communication, please go back up to “Create Case Note” and click the “Yes” button now. NOTE: You must complete Steps 7-10 and select a message recipient prior to selecting “Yes”; if you do not you will get an error. For “Select a Program” click the dropdown box and select “Title I – Workforce Development (WIOA)”.

12. Scroll down to “Delivery Method” and Click the box for “E-Mail”.

Delivery Method

- *Select Method:
- Internal Message (Message Center)
 - Email (If Available)
 - Text Message (If Available)
 - Text Message Notification (If Available)

13. Fill out the “Subject Box”.

Message

*Subject:

* Message:

14. Type in the Message for the recipient.
15. Click box **“Add Signature”** **NOTE:** The **“Office for Signature”** will automatically populate with your office information. It is recommended that you click the dropdown arrow and scroll all the way up to the top and select **“—DO NOT PUT OFFICE IN SIGNATURE—”**. If you do not do this there will be two signatures on your message, your signature and the office signature, which may be confusing to the recipient.

Signature Block Options

Add Signature:

Office for Signature: --DO NOT PUT OFFICE IN SIGNATURE--

[Show Attachment Options](#)



16. Click **“Show Attachment Options”** (if sending documents to Recipient).
Attachments

Attach File(s):

| | |
|--|-----------|
| | Browse... |
| | Browse... |
| | Browse... |
| | Browse... |

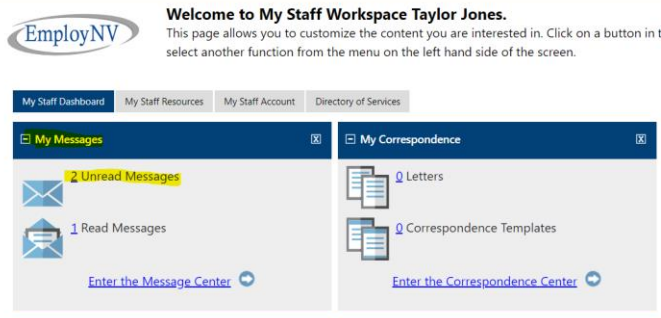
17. Click **“Browse...”**.
18. Choose the file(s) you would like to attach and send to the recipient.
19. Click **“Send”**.

Send
Cancel

[[Save as Draft](#)]

Instructions for Recipient to Reply to an EmployNV Message

- I. On your **“Dashboard”** under **“My Messages”** you will see an alert for **“unread messages”**.

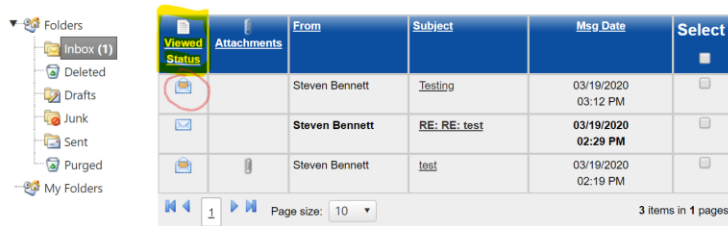


2. Click on the “**Message Icon**”.



3. Under “**Viewed Status**” click the icon which will then display message and attachments.

Shortcut Keys: Access Message Folders with Alt and/or Shift + O then arrow up or down.
Access Messages with Alt and/or Shift + M.



4. Click on “**Reply**”.

FROM: Steven Bennett
CREATED BY: Steven Bennett
SENT: Thursday, March 19, 2020 3:12:00 PM

TO: Taylor Jones
SUBJECT: Testing
123



5. Scroll down to “**Message**” box and type in your reply.
6. Click “**Show Attachment Options**” (if responding with documents for the original sender).

Attachments

Attach File(s):

| | |
|----------------------|-----------|
| <input type="text"/> | Browse... |
| <input type="text"/> | Browse... |
| <input type="text"/> | Browse... |
| <input type="text"/> | Browse... |

7. Click “**Browse...**”.
8. Choose the file(s) you would like to attach and send to the original sender.

9. Click “Send”.



NOTE: Please make sure that the recipient understands that they are to send Personally Identifiable Information only through the EmployNV Message Center. If the recipient selected anything other than “**Internal Messaging**” as their preferred notification method when creating their EmployNV account, they will get the EmployNV message sent to them via email/text/etc. as well as through the EmployNV Message Center. Please make sure that the recipient understands that if they receive a communication from you that originated through EmployNV that they need to login to EmployNV and respond through the EmployNV Message Center and that they should not respond through the communication that was sent directly to them.