



Quick Start: Focus Workforce Suite

Burning Glass Technologies Applications for the CompTIA-Northern Illinois Project

Welcome to the Focus Suite!

You will be working in the Focus/Assist application, which includes a wide range of tools and features that give you innovative ways to engage job seeker, while meeting the traditional needs for labor-exchange programs. In addition, a selected number of job seekers from your area will have access to Focus/Career-Explorer. As staff, you also will have access to the job-seeker tools, but you will access them through the Focus/Assist application.

- **If you attend the Focus training on April 22, 2105**, you will receive your log-in credentials at this session.
- **If you plan to attend a follow-up webinar OR if you join this project later to replace or substitute for another staff participant**, the staff from CompTIA will create or reactivate your Focus/Assist account and provide credentials to you.

The URL for your staging instance is: <http://stage-comptia.focus-career.com/>

(The URL for your production instances are not yet available.)

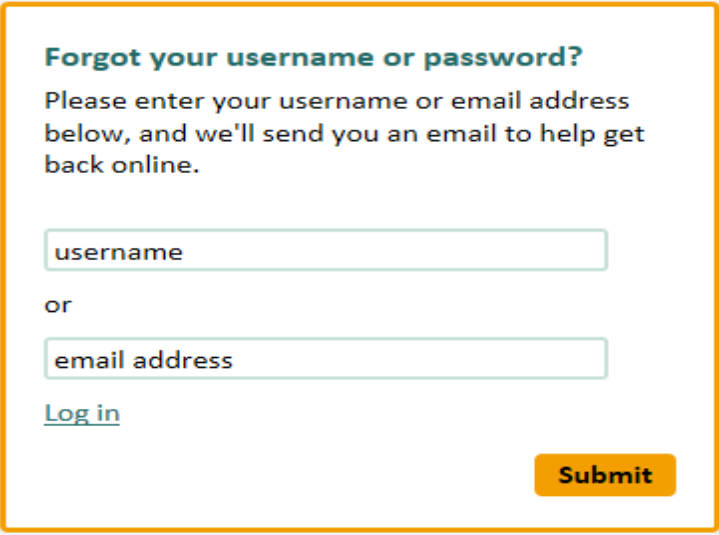
Please click the URL above to arrive at your Focus landing page. Next, select the “Click [here](#) for Assist.”

Signing Into Your Focus/Assist Account

To sign into Focus/Assist, enter the username/email that you provided to CompTIA for your account creation, and then enter the password that CompTIA staff provided to you.

Note: If Focus/Assist does **NOT** accept your sign-in credentials, reconfirm that you have entered them correctly and try again. If you copied your credentials into the text boxes, check for extra spaces in from of your UN or PW. This commonly happens when users copy credentials, although it may seem unnoticeable at first. If you find spaces, remove them and click “Sign in” once again.

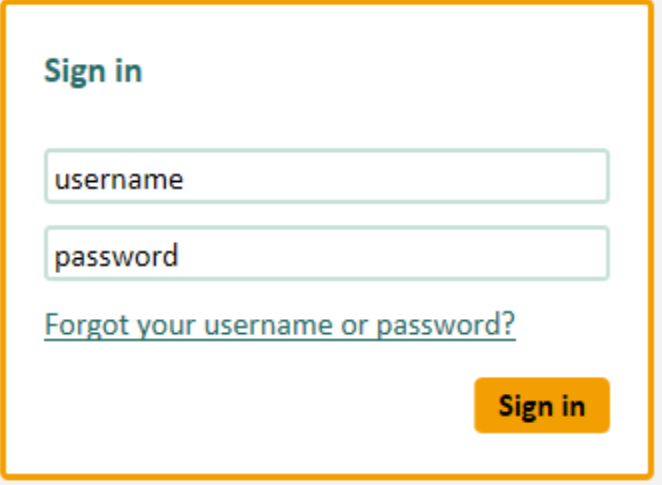
If your credentials fail again and you are confident that your entries are correct, click “Forgot your username or password?” Enter your username in the top text box only and click “Submit.” (See light box below.)



Forgot your username or password?
Please enter your username or email address below, and we'll send you an email to help get back online.

or

[Log in](#)



Sign in

[Forgot your username or password?](#)

If you are accessing the staging URL before the project goes live, Focus will generate an email to the CompTIA staff and they will forward it to you. It will provide an embedded hyperlink that you must click. This takes you directly to the change password light box. Enter and re-enter the password of your choice, and click “Submit.”

If you are accessing the production URL after the project goes live, Focus will send the email directly to the Username/email you provided. Please check your Inbox and your junk mail to locate it. If it did not arrive, contact your help desk.

If you forget your sign-in credentials in the future from either URL, use the same password help function described above.

The Welcome to Focus/Assist light box includes the information and instructions specified for this project, and will look similar to the display below. Be sure to write down your help desk contact information (telephone and email) for quick reference, as needed. Note also that if you are unable to access a feature or area of the Focus/Assist application that is critical to your work, contact the help desk first about the permissions that have been assigned to you.

Welcome to Focus/Assist

Please click the appropriate tab above to assist customers. Your security permissions control your access to the Approval Queues tab where queues for both job seeker and employer accounts are located. The Reports tab will be available in a future Focus/Assist version, and the Management tab is used only by security staff.

If you have problems navigating the site, please contact Support at +1 (617) 227 4875 or support@burning-glass.com. If you do not have appropriate security permissions, please consult with your office manager to verify your access before contacting the Support team.

Please confirm which office you are currently working at?

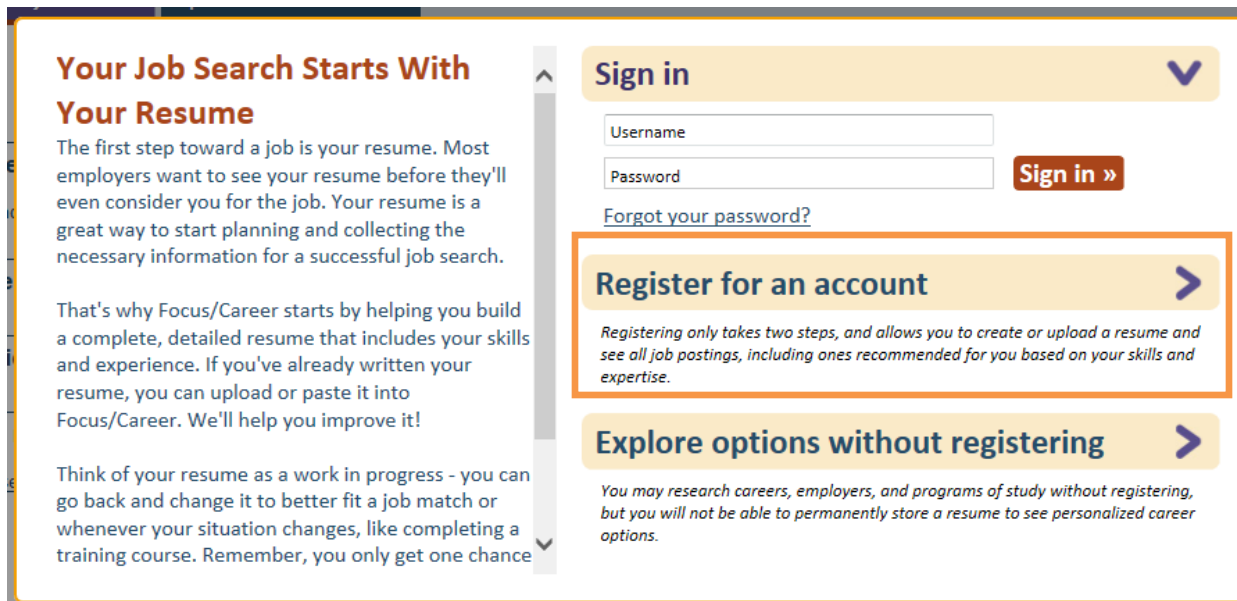
Choosing Your Office

Focus/Assist supports staff working in one office, multiple offices, or offices statewide. If you are assigned only to one office, the light box (at left) should not display when you sign in.

For this project, all local staff will have user-manager roles and be assigned to their single office. Help desk and CompTIA staff will share Account and System Administrator roles with statewide permissions. CompTIA will troubleshoot any problems you may encounter and forwarding to Burning Glass Technologies.

Creating Test Accounts in Focus/Career-Explorer

From the staging instance’s landing page, you may also access the job-seeker tools, Focus/Career-Explorer, to create job seeker test accounts. Keep in mind, when you go directly into this application, you will be in the job seeker role – not in the staff role, which you should always work in during the live project. When you come through Focus/Assist to the job seeker tool, you have virtually identical functionality. The difference is that automated activities for US Department of Labor federal reporting are self-service from the job seeker role. Only in Focus/Assist are activities generated as “staff-assisted.”



When working in Focus/Career Explorer, you need only register for an account as a job seeker would. Create your own UN and PW, but remember that you cannot use the same UN/Email address that you used for your Focus/Assist account. A personal or IT testing email address that you can access readily will allow you to receive and evaluate the system-generated email that job seekers will receive in your live deployment.

To All of our CompTIA, LWIA , Workforce and Educational Partners in Illinois... Best of Luck with Your Project!

Burning Glass Technologies is Thrilled to be on Your Team!!