

CalJOBS Issue Reporting Form Examples

Incident Example

Contact Information

Organization Name (if applicable):	SETA	Date:	7/8/2020
Contact Name:	Johnny Appleseed	Priority:	Low - Production up & running with minimal system impact

Issue

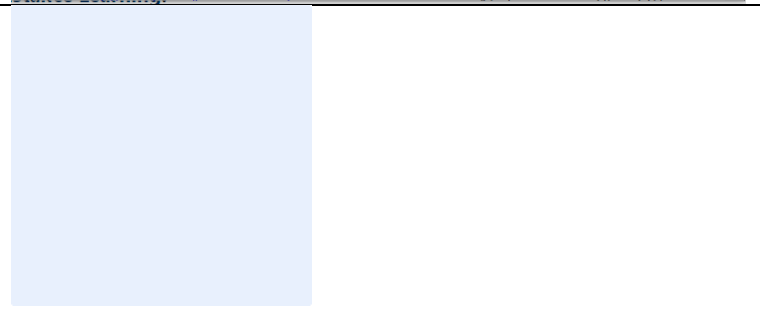
Issue Type:	Incident
Title / Description:	Unable to add supportive service
Expected Behavior:	Staff user will be able to add a 181 Transportation Assistance supportive service
Actual Behavior:	Staff user is unable to add a 181 Transportation Assistance supportive service
Reproduction Steps / Path	<ol style="list-style-type: none"> 1. Log in as staff 2. Path: Services for Workforce Staff > Manage Individuals > Assist an Individual 3. User name: HANZELT 4. Programs Tab 5. Application # 777777777 6. Click the + icon to expand the options below the application 7. Click the + icon next to "Activities / Enrollments / Services" 8. Click on "Create Activity / Enrollment / Service" 9. Select 108 – Adult for Customer Program Group" 10. Click "Select Activity Code" 11. Scroll down and notice that the 181 Transportation Assistance supportive service is not available
Individual's State ID or user name (if applicable):	HANZELT
Staff user name or System ID (if applicable):	JAPPLESEED1
Report filter criteria and/or Application #	Application# 777777777 (Title I)

Screenshot 1:

ID	Service Name	Status	Category
165	Referred to VA Services: Montgomery Bill	Not Provided	PS - Office Services
166	Referred to VA Services: GI Bill and Montgomery Bill	Not Provided	PS - Office Services
167	Referred to VA Services: Other	Not Provided	PS - Office Services
179	Job Referral: Outside Web-Link	Not Provided	PS - Other
200	Individual Counseling	Not Provided	PS - Other
201	Group Counseling	Not Provided	PS - Other
202	Career Guidance/Planning	Not Provided	PS - Office Services

Screenshot 2:

***If applicable, please add additional screenshots below



Question Example

Contact Information

Organization Name (if applicable):	Riverside County	Date:	9/8/2020
Contact Name:	Jane Doe	Priority:	Low - Production up & running with minimal system impact

Issue

Issue Type:	Question
Title / Description:	How do we create a Virtual Job Fair in CalJOBS? How do we invite individuals to the Virtual Job Fair once it has been created?
Expected Behavior:	N/A
Actual Behavior:	N/A
Reproduction Steps / Path	N/A
Individual's State ID or user name (if applicable):	N/A
Staff user name or System ID (if applicable):	N/A
Report filter criteria and/or Application #	N/A
Screenshot 1:	
Screenshot 2: ***If applicable, please add additional screenshots below	