# Intranet Training

The intranet (not to be confused with the Internet), is a repository of resources. It includes official protocols and forms as well as stuff that might help with customers.

## Logging in

* From the WFC website
* Suggest creating a bookmark at intranet.workforce-ks.com

## In Case You Missed It

Check frequently for updates on staff, important announcements, links to staff meetings, etc. Generally anything that comes out via communications gets put in here.

## Overview of Tabs

Toolkit

* Webmail link
* Flyers (handy for cubes)
* Tipsheets & Handouts
* Digital Backgrounds

Internal Documents

* Some headings take you directly to the documents available, some take you to subheadings
* Effective Searches
* Path to Employment Success (Bubble Sheet)
* Not case sensitive
* Can use partial matches & Form numbers
* Some “hidden gems” I thought were interesting
  + Customer Incident Protocol
  + Abbreviation Guide
  + Career Intake Resources
  + WFC Customer Code of Conduct
  + Microsoft Office Independent Study Resources

Staff Directory

* Links to workforce-ks.com

Partner Resources

* We’re in the process of re-vamping how we share information about partner resources
* This may be most useful if you’re looking for websites, but the info is hit and miss and likely a outdated

Emergencies

* Not sure what the plan for this section is, but as of now, it’s not being used

Staff Training

* Has two sections: Recorded trainings and Independent Training
  + Recorded training has links to all of the trainings that I’ve done since March of last year plus any additional trainings that are specific to the WFC
  + External Training is just that; it’s outside training that is listed as possible professional development, but some of it might be useful for customers as well.

## Protocols vs. Policies

Policies are rules we have to abide by and protocols explain how we abide by the rules. If you want to know WHY you have to do something a specific way, the policy will (probably) answer that. If you want to know how to do something the protocol is the way to go.

* Protocols are on the Intranet
* Policies are on the Internet
  + While we’re at it, have a look at the various board meeting minutes and packets. That’s a great way to see what’s in the hopper and coming down the line.

## Support

* For username/password issues not solved by the “I forgot my username or password button” always contact Jamey (never Matt)
* If you see a problem with a document or have a tool you use frequently that you’d like to make official, let me (Janet) know.