

Attachment B: Instructions for Completing the 2019 OMS Factor Verification Survey Online

Before you start:

- Before you start the online survey, please review the PDF version of the survey so you are familiar with the questions (see Attachment C to the Program Instruction).
- The online survey is constructed so it will automatically skip you past questions that do not apply to your situation, based on your answers to previous questions.
- In some cases, you may encounter pre-filled responses for questions based upon information obtained either through the last Factor Verification Survey (FVS) completed, or other more current sources of data. For these questions, you will be asked to review the pre-filled response for accuracy and either confirm or correct the information as appropriate.

Access to the Online Survey:

- Using your internet browser, go to <https://citrix.jobcorps.org> (inside network) or <https://access.jobcorps.org> (outside network) to access the Job Corps Citrix Portal homepage.
- Log into Citrix by entering the username and password you normally use to enter Citrix and click the “Log In” button. If you experience Citrix login or technical difficulties, you may contact the JCDC Technical Assistance Center (TAC) for help (*see TAC contact information on the Citrix Portal homepage*).
- Once you have successfully logged into Citrix, click on the icon for the 2019 OMS Factor Verification Survey in the Citrix Applications window. This will take you to the “Welcome” page for the survey where a message from Lenita Jacobs-Simmons (National Director, Office of Job Corps) is displayed.
- When you are ready to start the survey, click on the "Begin OMS Factor Verification Survey" button on this page following the Welcome message.
- To get to the first question, you must log in by entering: 1) your center's login ID (username), which can be found in Attachment A to the Program Instruction Notice and is the same as your 6-digit Job Corps center ID, and 2) your password, which is **jcis55**. After you enter your login information, click the button labeled “Next”.
- Enter your center’s survey responses once you have successfully accessed the survey **and confirmed that your center’s name appears on the screen on which survey respondents are asked to provide contact information.**

Navigation:

- To navigate from question to question, please use the “Previous” and “Next” buttons that will appear on each screen. **Please do not use the Back or Forward buttons in your browser software.** Use the “Next” button after you have entered your response to continue to the next question; use the “Previous” button to review or change your previous responses.
- The “Quit for Now” button is provided if you want to exit the survey before you complete it. To return to the survey, follow the instructions in the “Access to the Online Survey” section above as you did when you began the survey for the first time. When you log back in, the application will start where you left off. All of your answers will be available for review.
- Please note if you select “Quit for Now” there may be a brief delay before the application will allow you to log back in, so if you exit and try to get right back in you may encounter an error.

- If you enter something that we didn't anticipate, a message printed in red text will appear with instructions that we hope are useful enough to help you resolve the problem. If not, please send an email to Andrew Davis at davisah@battelle.org (or call 984-227-2154) and he will assist you.

After you finish:

- Please feel free to provide additional details about any of your responses and/or add comments or suggestions about the survey questions in the "Final Comments" box at the end of the survey.
- Once you have completed the survey and are ready to submit your center's responses, **please remember to click on the "Submit" button** (responses are not officially recorded in our database until respondents complete this step). Thank you for your time and participation!