

Your Contacts for Unemployment

Account Mgmt Team

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Monthly Training Opportunities

Below are the UC training courses available for all of our Workforce Solutions clients for no additional fee. These sessions are available via webinar on a monthly basis or you can watch a prerecorded video. From time to time your Account Manager may alert you of additional training sessions offered by Workforce Solutions that are not listed in this course catalog.

If you are interested in attending a live training, please find the course you would like to attend and then click on the link for the date that works for your schedule. <http://ucm.talx.com/assets/pdf/Course-Catalog.pdf>

When you register, you will receive a calendar invite with webinar details.

UC 101

- Reviews basics of Unemployment
- Best Practices for managing your Unemployment program
- Information on the funding of Unemployment at the state and federal level

CaseBuilder (web-based application)

- General CaseBuilder – Reviews all of the features of CaseBuilder
- Super User and Admin User – Focus is on admin settings, reports and oversight capabilities of the application

Insight Reports

- Reviews how to run and schedule reports using the Insight program as well as how to access your compliance dashboard