

Partner Referral System Training For Administrators

Frequently Asked Questions

1. Question: How do I access my organization's referral system account?

Answer: Your local DWS community liaison will send you an email that contains a link to accessing your organization's referral system. If you have not received an email, contact your local DWS community liaison.

2. Question: How do I log into the referral system after I create my login credentials?

Answer: Select 'Sign In' and then 'One-Stop Partners' on jobs.utah.gov.

3. Question: How can I determine what my security access is in the referral system?

Answer: After logging in, select the 'Manage Access' tab and find your name on the list of contacts. There will be a check next to your security access. If it needs to be updated, contact an administrator in your organization. If your name is not on the list, contact the community liaison to update the list.

4. Question: When I select 'One-Stop Partners' on jobs.utah.gov the website tells me I need to call a phone number.

Answer: Contact your local DWS community liaison and they will send you an email with a link to create your login credentials.

5. Question: I am changing offices and need to access the new referral system. What do I need to do?

Answer: Contact your local DWS community liaison and they will assist you in setting up your login credentials for the new referral system.

6. Question: As an administrator how do I invite others within my organization to create accounts in the referral system?

Answer: After logging into the referral system, select the 'Manage Access' tab. To add or make changes select 'Update' and then 'Add.' Enter your colleague's first and last name, email address and select either 'Administration' or 'Referrals.' Select 'Send Invite' next to the new individual you created. Let them know they will need to respond to the email link within 24 hours.

7. Question: My account has expired, what should I do?

Answer: Contact your Community Liaison to request that your account be reactivated. You will receive an email link that will expire within 24 hours so you must respond within that time period, just like when you created the account the first time.

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