

SMART FAQs

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About SMART

- **What does SMART stand for?**
 - Skills Matching and Referral Technology
- **What is SMART technology?**
 - SMART uses artificial intelligence software specifically designed to analyze the whole person. The software analyzes a customer's resume for skills, work experience, and talents within context. The software, trained by looking at over a million people's career pathways, compares the data gathered within the resume with openings in New York's Job Bank and from the Job Scout. It then asks, "What skills does this person have" and "What careers have others with these skills entered?" The system then recommends a number of job leads based on the career path the person is likely to follow given his/her skill set.

Using SMART

Creating an Account

- **What should I use for the password, when creating a new SMART account?**
 - Use the OSOS password, in the customer's OSOS record, under the General Info tab.
- **What if my customer was already subscribed to SMART the "traditional" way?**
 - Use the customer's entire email address (ex: joe@aol.com) as the password. Please note: the Password field is case sensitive. For instance, when the customer was subscribed the "traditional" way, if the email address was entered as "joe@aol.com" you should not enter the password as "Joe@aol.com" because this is not the correct case. Also, note that you cannot copy and paste into the Password field. After entering the customer's account, be sure to then immediately go to "settings" in the top right hand corner and update the password to be the customer's OSOS password (located in the customer's OSOS record, under the General Info tab).
- **What if I don't see my Office in the drop down of One Stop Centers?**
 - Be sure to look through the entire list, as the name of the One Stop may be written differently. If it is not on the list at all, ask your supervisor or manager to email dews.smart2010@labor.ny.gov.
- **What if I don't see my name on the drop down of Staff Members?**

- If you work in more than one office, be sure you have tried selecting each of those offices and seeing if your name is in the subsequent drop down. If it is not anywhere, this indicates you are not a registered staff person to use SMART. To become registered, follow the directions in [TA 10-2](#).
- **What if I tried to create a new account, and was notified the email address already exists in the system, but I was not successful when using the email address as the password (despite following the above guidelines)?**
 - If you have exhausted the first two options without success, despite following the directions and guidelines outlined above, you will need to use the “Username/Password link on SMART’s first screen. It will prompt you to enter the customer’s email address twice (the one that is resulting in the notice that the email address already exists in the system) and will then send a computer generated password to the customer. You will need to consult the customer and ask that they either forward you that email or verbally tell you the password. Upon entering the account, you will then need to “settings” in the top right hand corner and update the password to be the customer’s OSOS password (located in the customer’s OSOS record, under the General Info tab).

Creating a Resume

- **What should I do if the customer already has a resume?**
 - If the customer already has a resume, you will use the “Upload” or “Paste/Type” function to get the resume into the Resume Tool. Then, you can choose “Save and Makeover My Resume” to enhance the resume using the Wizard, OR choose “Save and View Jobs” if you feel the resume is sufficient to produce quality job leads. You can then proceed according to the goals of you and the customer.
- **How can I edit information once I enter it into the Resume Tool?**
 - At any time, you can update or edit the information in the resume by going to “View/Update” in the top right hand corner under “Resume”. Then, choose whichever tab you would like to edit. The blue pencil is the edit icon. The red “x” is to delete an entry entirely. Always remember to press “Save Resume” after updating.
- **I built a resume using SMART, but it is not ready for an employer. Why?**
 - As with any resume tool, or even when creating a resume on your own, there is always need for further changes, enhancements, and formatting . SMART will help you collect all of the pertinent information one would need to create an unlimited number of resumes. SMART also helps build stronger job duties descriptions. When building a resume in SMART you accomplish two main tasks:
 - i. You now have a great “SMART resume” that can generate stronger job lead emails and live job searches, or that can be used to take advantage of the insight tools within SMART.
 - ii. You also now have the beginnings of a tailored resume. As we know, every time a customer applies to a particular job they should be tailoring and customizing that resume to fit the desires of that employer and highlight the skills they have that make them a good candidate for that particular job. With the SMART resume builder, you are gathering all of the customer’s information in a strong and clear way. This resume can be downloaded and edited by the customer

either with a staff person or at home. As a result, the customer can use the SMART resume as a start for any tailored resume they may prepare in the future.

- **I downloaded the resume into Word. How can I take the resume out of the table/template to more easily edit?**
 - Follow these steps:
 1. Select the entire table (by clicking the small box in the upper left hand corner of the page- when it is all selected it will be blue)
 2. Go to Table Tools at the top, in the Word Menu
 3. Click on Layout
 4. Click on Convert to Text (all the way towards the right)
 5. It will present a few options. Use the default settings and click OK.
 6. Now the Resume is out of the table and you can easily work with the information to format it and tailor it for an employer.

Job Search

- **How do I set the customer up with job lead emails?**
 - Once the resume is in the tool (either via building it through the Resume Wizard, or via Uploading or Type/Paste) you need to access the “Leads” Page (either via the “View Jobs” button in View/Update, under “My Resume” OR by clicking “Leads” in the top left hand corner, under “Job Market”).
 - Once there, you can keep the standard search criteria or change it to meet the customer’s needs. When you have set them as desired, click the blue “Match button.
 - Then, simply click the “Save this search and notify me of new jobs” button, select the desired criteria and press “Save Search”.
 - If you would like more options for search criteria than found on the “Leads” page, click on the “Fine tune your job search” or press “Search” in the top left hand corner under “Job Market”.
 - Once you have selected the desired criteria on this page, press “Search Jobs.”
 - If you want to make these criteria the ones job leads are generated on, press “Save this search and notify me of new jobs” like described above.
 - At any time, you can manage the saved searches and alerts in the “Organizer” under “Searches and Alerts”.
- **How do I manage the customer’s alerts/job lead emails (i.e. turning them off, on, or deleting them completely)?**
 - Go to “Saved Searches/Alerts” under the Organizer at the top of the screen. You can use the red “x” to delete the Search/Alert entirely. To edit the Search/Alert (to turn it off, turn it on, or modify other criteria) use the blue pencil icon.
- **What are the sources SMART uses to generate job leads?**
 - There are multiple sources, including Job Scout and New York’s Job Bank. You can customize which of these sources SMART uses in the Resume Tool. You will see the choice to use “All Sources” or “New York’s Job Bank “. All Sources includes both the Job Scout and New York’s Job Bank. The Job Scout is a pool of jobs gathered via spidering technology. New York’s Job Bank is Job Central. You may also notice these sources referenced as BGT and SNY. BGT is the Job Scout. SNY is New York’s Job

Bank, being Job Central. The customer's job lead emails break down the leads into two sections, with a brief explanation of each job source.

Using SMART with OSOS

- **How can I use OSOS to limit double data entry on fields such as Contact Info, general Job History info, Education Info, etc?**
 - After updating the basic information in OSOS, you can press the Resume button to generate the OSOS resume. Use "Select All" and "Copy" to copy the OSOS resume, and then use "Paste" to paste the resume into the Resume Tool (in the "Paste/Type" option at the beginning). Then press Continue and proceed as usual.
- **What fields from SMART should I bring back into OSOS to strengthen our case management system?**
 - You will want to copy the job duties/statements from the Resume Tool into the appropriate Job Duty field in OSOS (making sure to place it in the correct Job Duty box for the correct job entry). The best place to do this from is Step 4 of creating the job history entry. Also, you will want to place any "keywords" you select during that Step 4, as well as the automatically generated Summary (found in the "Summary" tab) into "Additional Skills Text" on the "Skills" tab in OSOS.

Miscellaneous

Weekly Staff Reports

- **My weekly report is not including a certain customer that I still work with (It says it is only including customers registered on or after a certain date, and I registered this customer prior to the date given). How can I include this specific customer on my report?**
 - To include a specific customer on your weekly report, send an email to the SMART email address you usually use (NY-####@please-apply.com) with the following subject line:
REPORT: Add customer@email.com
 - i. -Note the "space" in between the "colon" and the word "Add" AND the space in between "Add" and "customer@email.com" Also, please ensure that "REPORT" is in all capital letters and "Add" is capitalized.
- **My weekly report includes a customer that I subscribed but do not need on my weekly report for customer management purposes. How can I remove this customer from my weekly report?**
 - To remove a specific customer from your weekly report (this does NOT unsubscribe them), send an email to the SMART email address you usually use (NY-####@please-apply.com) with the following subject line:
REPORT: Remove customer@email.com
 - i. Note the "space" in between the "colon" and the word "Add" AND the space in between "Add" and "customer@email.com" Also, please ensure that "REPORT" is in all capital letters and "Add" is capitalized.

Monthly Manager Reports

- **There are some staff on my report who no longer work for this office/the State/have moved offices/etc. What can I do to get these reports fixed?**
 - Email dews.smart2010@labor.ny.gov with any requested changes. Be sure to include the person's name and email address.