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Rick Scott  
GOVERNOR

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Jesse Panuccio  
EXECUTIVE DIRECTOR

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**FLORIDA DEPARTMENT of  
ECONOMIC OPPORTUNITY**

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**MEMORANDUM**

**DATE:** January 24, 2013  
**TO:** Regional Workforce Board Directors  
**FROM:** Lois A. Scott, Program Manager, Workforce Program Support  
**SUBJECT:** One Stop Service Tracking (OSST) Step Guides

Starting January 2013, the Department of Economic Opportunity (DEO) will release One Stop Service Tracking (OSST) system Step Guides. The step guides will serve as a resource that Regional Workforce Boards (RWBs) may use to train staff on how to navigate OSST. The detailed guides provide specific descriptions and instructions on system navigation and functions. While the guides are not intended to take the place of system training, they are an excellent resource for providing immediate instruction on how to use the system. DEO will release a minimum of one step guide per quarter.

As the step guides are released, DEO will gather the guides into what will become an updated OSST user guide. We are releasing two guides this month: (1) Logging into OSST and (2) Navigating to a Case.

If you have questions about the user guides of system navigation, please contact Morena Owens at [Morena.owens@deo.myflorida.com](mailto:Morena.owens@deo.myflorida.com) or Phillip Pellerin at [Phillip.Pellerin@deo.myflorida.com](mailto:Phillip.Pellerin@deo.myflorida.com).

LAS/otd

Cc: Tom Clendenning  
David Cooper  
Michael Lynch  
Cliff Atkinson

Attachment(s): [Logging into OSST](#)  
[Navigating to a Case](#)