

## **myEOIS – Your Community Website for EOIS Information and Support is Coming!**

For years, service providers and ministry employees spent hours doing things the hard way - sending emails about system issues and waiting for updates and poring through Employment Ontario Information System (EOIS) user guides to find answers to commonly asked questions.

We considered how many hours and how much frustration that was causing all of you. Welcome to myEOIS. A website transforming the way we deliver information and support to our EOIS community is coming your way later this month.

### **System Status and Known Issues**

You will now have instant access to real-time information on whether an EOIS system is down by checking on system status or any issues on our Known Issues page. No more wondering and waiting until email notices hit your inbox.

With this information now available right at your fingertips, email notices will cease shortly after launching myEOIS. However, notification alerts from myEOIS, will continue to arrive in your inbox when new announcements are posted, unless you visit the settings page and choose to opt out of the alerts.

### **Calendar**

Want to know when key reports, forecast submissions, forecast approvals and business plans are due as well as system release dates and planned outages? Find those dates in the myEOIS calendar and, better yet, sync those important dates right into your own Outlook calendar.

### **Self-help Resources**

You will want to bookmark this website since it is going to be your go-to-spot for self-help system resources. Find our user guides, desk aids, and training videos on the Resources page. Perhaps, you've got a question. There's a good chance someone else has asked the very same one, so visit our Frequently Asked Questions page or stop by our Self-help Support Forums. Don't hesitate to pitch in and reply to a forum post, if you've got the answer.

### **Ticketing**

If you can't find an answer to your question or issue in any of our self-help resources, please connect with your regional contact, an employment training consultant, local business expert or regional lead to submit a ticket through myEOIS on your behalf. A tracking number for your ticket will be shared so you can view the status and progress of the inquiry on myEOIS.

Ministry staff and service providers are asked to follow our current support model. However, with the launch of myEOIS, we are now one step closer to direct support.

Once we've had the chance to gauge the success of the site and how it's meeting the needs of the EOIS community, a pilot providing direct support with one local office per region and its associated service providers is to follow in the upcoming months.

**Search Functionality**

myEOIS also has a built-in search functionality designed to help you find relevant information faster. This feature is to be continuously refined.

**Forms**

Service providers can also find important forms on myEOIS, such as staff registration and administration forms, as well as Service Provider Registration Authority forms.

It's never been this easy to get EOIS system knowledge and support all in one place. EOIS system users can expect to receive an email with registration information in the coming weeks.