



Target audience are both new and existing external LaMPSS users who are responsible for service registration setup and maintenance.

Objectives

- To introduce the new/changed functionality related to Service Registration.
- To provide step-by-step examples of how to perform common service registration functions.

The objectives for these materials are ...

LaMPSS Service Registration

- Enables federal accountability, program evaluation and transformational initiatives by:
 - Providing a means for organizations to configure and maintain services.
 - Providing a means to register uniquely identified clients, indicate what services they received and capture client characteristics.
 - Providing automated reports and analysis tools that reduce the complexity and effort required to compile program participation data.

The ability to “do” service registration was de-coupled from Case Management to allow for employer focused programs to leverage the service registration functionality without requiring them to case manage service participants. This change requires that government staff (program staff) configure service registration details as part of program setup and configuration. What types of services and what service registration participant additional information can and must be captured are configured at the program level and all services delivered under that program will inherit the program requirements associated with service registration.

Two existing LaMPSS modules – External Case Management and what existing ECM users know as Enhanced Services were impacted by this change. The Enhanced Services functionality has been re-branded as Service Registration and it has been de-coupled from Case Management in that Service Registration functionality can be accessed/used by non-case managing organizations.

Current users of LaMPSS will be familiar with the term enhanced services – with the implementation of this release (release 2.09) this term is being re-branded to Service Registration. What you know as a service today will still be a service tomorrow – however these services are now constrained/supported by program configuration.

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External Security Roles

Role Name	Summary
 SRVC Reg Config- External User Service Registration Configurator / Administrator	Provides external users access to self-serve functionality (user/organization home pages etc.) for non-case managing organizations participating in service registration and includes the ability to: <ul style="list-style-type: none"> Add/update organization contacts and assign Service Registration update and view only security roles to new/existing Self-Serve User Id's Note: this role is not intended to be a stand alone role, users who have this role would also have other role(s).
 Srvc Reg View - External User Service Registration View Only	Provides external users view only access to all service registration information for their organization including: <ul style="list-style-type: none"> View all (public & private) service details View all service participants & participant additional information Execute Service Registration reports
Srv Reg Update – External User Service Registration Update	Provides external users update access to all service registration information for their organization including: <ul style="list-style-type: none"> Add/update public or private service details Add/update/share people in the Person registry Add/update service participants & participant additional information Execute Service Registration reports

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Two new external roles were also created to allow external organizations to provide view only or add/update access to their services and service registration information.

The existing ECMEHSRVC (enhanced services role) was re-labelled to EXTSRUPDT – organizations who provide case management will use the EXTSTUPDT role, organizations who only require service registration will use the EXTSRCONFIG role.

At least 1 user requires the Srv Reg Config – Service Registration Configurator / Administrator role. The person with this role will have the ability to assign the Srv Reg View and Srv Reg Update roles to other self-serve users in their organization. For details on how to add organization contacts and create self-serve user ID's refer to the On-Line help in LaMPSS. Note: Only LaMPSS Ops may assign the SRVC Reg Config role to an external users.

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Service Setup – External Users

The screenshot shows the LaMPSS interface. At the top, it says 'NOVA SCOTIA NOUVELLE-ÉCOSSE CANADA' and 'LaMPSS'. Below this is a navigation bar with 'Home', 'Person Management', and 'Help'. The main content area is divided into two sections: 'User Home Page' and 'Organization Home'. The 'User Home Page' section includes a left navigation menu with 'My Organization', 'Organization Home', 'Person Navigation', 'Business Partner Navigation', 'My Account', and 'Recent Persons'. The 'Organization Home' section includes 'My Organization', 'Organization Details', 'Organization Contacts', 'Org. Services & Plans', 'Org. Published Services', 'My Account', 'Change Account', 'Password', 'Reports', and 'Recent Persons'. The 'Org. Service Registration' page is shown below, displaying details for 'Your Organization' with fields for Type, Address, SAP Vendor #, Contact, Phone, Fax, Payment Method, Terms, Account Group, Vendor Blocked, and Inactive Organization.

- Log into LaMPSS
- Navigate to the **Organization Home Page**
- Navigate to **Org. Service Registration**

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Log into LaMPSS and navigate to the Organization Home Page by clicking on the Organization Home link under My Organization in the left side navigation menu. Once on the Organization Home Page click the Org. Service Registration link in the left side navigation menu under My Organization.

Note: The User Home Page will include the Instructions and Display an Agreement/Case sections if the user also has an OFA Self-Serve or ECM role. The Organization Home Page will also include additional sections such as Active Agreements and organization Notifications if the user also has an OFA Self-Serve or ECM role.

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Service Registration Search/Add

LaMPSS Organization #: 189178
Name: Your Organization

Type: Private - Not For Profit Address: 59 Main Street City, NS ATA 1A1, CA	SAP Vendor #: Contact: Phone: Fax:	Payment Method: J Taxes: 0001 Account Group: ZOOM Vendor Blocked: No Inactive Organization: No
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Service Registration Search

Service ID: Service Format:

Accountability Reporting:

Service Name:

Service Desc:

Service Type:

Service Date Range: From: To:

Participant: Last Name: First Name:

SIN:

Search

Service Registration Search Results

Service ID	Service Name	Start Date	Service Format	Status	Participants
<input type="checkbox"/> 16442	Group Service 1	Aug 17, 2015 9:00 AM	Group	Scheduled	2
<input type="checkbox"/> 16443	Individual Service 1		Individual	Scheduled	

Displaying records 1 - 2 of 2

LaMPSS-EXT-FT02 Privilege Set IDs: 100343,100388 LaMPSS 2.0 MAINTENANCE_20150720.1

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Page contains 3 modules:

- **Organization Header** – displays at the top of all Service Registration pages, provides information about who the organization is
- **Service Registration Search** – this section allows users to search for services and or participants in a service
- **Service Registration Search Results** – this section will pre-populate with any existing (active) services as well as provides the ability to add new services or modify an existing service, clicking Show History will expand the search results to include any Cancelled or Completed services

Note: The Organization Header is displayed at the top of all but 1 of the service registration pages – exception is the Participant Additional Information which can only be accessed via the Service Participants page.

Add a Service

> Select a service format from the drop down
 Individual
 Group
 > Click **Add Another**
 - OR -
 > Select an existing service to copy
 Click on the checkbox beside the service you wish to copy
 > Click **Copy to New**
 The **Service Registration Details** page will display.

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Users will be taken to the **Service Registration Search/Add** page. Existing services will display in the **Service Registration Search Results** section at the bottom of the page.

To add a new service, select a service format from the drop down and click **Add Another**

To edit an existing service click on the hyperlinked **Service ID**.

Copy New – this button allows you to create a new service by copying an existing selected service. Select the service you wish to copy by clicking on the tick box to the left of the service then click **Copy to New**. All details of the existing service are copied to the new service, with the exception of the session ID, dates and times, and participants enrollment counts which are reset to zero.

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Add new group service

Service Registration Details

Accountability Reporting: - select -

Service ID: Service Format: Group

Service Name (English):

Service Name (French):

Service Description (English):

Service Description (French):

Service Type: - select -

Visibility to Other Business Partners: Public

Service Date: [] To: [] Time: - select - To: - select -

Service Status: Scheduled Contact Person:

Primary Audience: -select- Language: English

Additional Details:

Service Location:

Care Of: QUEENS COUNTY LEARNING NETWORK

Line 2: PO BOX 1156

Line 3:

City: *LIVERPOOL Country: Canada

Postal Code: BOT 1K0 Province: Nova Scotia

Phone Type: Primary Number:

Phone Type: Fax Number:

Participants: Enrolled: Minimum: 1 Maximum: 1

Save Cancel

- Enter/select the details about the group service being added
- Important information includes:
 - Accountability Reporting
 - Service Name
 - Service Description
 - Date/Time
 - Visibility (Public/Private)
 - Contact Person
 - Language
 - Service Location
 - Participants

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Service Name (French) and Service Description (French) are optional fields – if French text is not entered LaMPSS will display the English text if/when a user working in French views a service.

When registering participants in a group service once the maximum number is reached LaMPSS will allow additional participants to be added but they will be added with a status of “Wait List” and assigned a wait list number.

Add new individual service

Service Registration Details

Accountability Reporting: - select -
 Service ID: Service Format: Individual

Service Name (English):

Service Name (French):

Service Description (English):

Service Description (French):

Service Type: - select -

Visibility to Other Business Partners: Public

Service Status: Scheduled Contact Person:

Primary Audience: -select- Language: English

Additional Details:

Service Location:

Care Of: QUEENS COUNTY LEARNING NETWORK
 Line 2: PO BOX 1156
 Line 3:
 City: LIVERPOOL Country: Canada
 Postal Code: BOT 1K0 Province: Nova Scotia

Phone Type: Primary Number:
 Phone Type: Fax Number:

Save Cancel

➤ Enter/select the details about the individual service being added

➤ Important information includes:

- Accountability Reporting
- Service Name
- Service Description
- Visibility (Public/Private)
- Contact Person
- Language
- Service Location

Group services require Date/Time and Participant Min/Max details whereas those details are not applicable to an individual format service.

Service Detail - Fields

Field Name	Description	Tips
Accountability Reporting	Contains a list all active OFA's for programs enabled for service registration and a Private option. Selection of an OFA # indicates the organization is associating service registration data to that OFA for reporting the details to Government.	<ul style="list-style-type: none"> - No default - Read-only after 1st save of the service details
Service ID	Unique identifier assigned by LaMPSS.	- Read-only
Service Format	Values are: Group or Individual. Selected on the Service Registration Search/Add page.	- Read-only
Service Name (English/French)	User provided name of the service.	- If no French is entered LaMPSS will use English
Service Description (English/French)	User provided description of the service.	If no French is entered LaMPSS will use English

For existing Case Management users please note, there were no changes/enhancements to the service detail fields themselves but the page and the page module/section names have been updated from Enhanced Services to Service Registration.

Service Detail - Fields

Field Name	Description	Tips
Service Type	List of the available service types from the LaMPSS service framework. The master list of LaMPSS services is filtered based on the service format selected and what services have been enabled under the program for that format.	- Services defined must align to what organizations are receiving funding to deliver
Visibility to Other Business Partners	Values are: Public or Private.	- Default is Public
Service Date & Time	Start / end date / time for the service.	- Only when service format = Group
Contact Person	User provided organization contact to contact with questions.	
Primary Audience	Drop down list of target groups known to LaMPSS.	- Multi-select drop down; select 1 or more as applicable
Language	Values are: English or French.	- Default is English

Refer to the Program Guidelines for the program under which the service is delivered/associated for information about the services enabled by service format.

Service Type note: the drop down list will contain all services. Organizations should **only be defining services that match what is in their OFA**. This is a business constraint – LaMPSS will allow users to select any service in the drop down organizations and government agreement managers should monitor what services are defined to ensure they are in line with what the organization is being funded to deliver.

Service Detail - Fields

Field Name	Description	Tips
Additional Details	Additional details for the service.	<ul style="list-style-type: none"> - Allows up to 2000 characters
Service Location & Phone(s)	Displays the most recently used service location address/phone for the organization, if found, else will display the organization's civic address and primary phone, if available, else will display the organization's mailing address.	<ul style="list-style-type: none"> - Service location is editable - Phone types are read-only; phone #'s are editable
Participants	User provided minimum and maximum number of participants for the service.	<ul style="list-style-type: none"> - Only applicable to group services - Enrolled count will display following 1st save of the details.

Participant Enrolled count – field will contain a count of participants enrolled in the service with a participant status of Registered, Pre-Registered and Completed.

Add a Service – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Organization Home Page**
3. Navigate to the **Org. Service Registration Search/Add** page
 - By default, Search/Add page displays will all existing services displayed in the **Service Registration Search Results** module at the bottom of the page
4. Select a service format and click **Add Another**
- OR -
4. Select a service to copy and click **Copy to New**
 - the **Service Registration Details** page will display
5. Enter/select the service details and click **Save**
 - the **Service Registration Search/Add** page will display

FYI: Internal government staff will have view and/or update access to service registration information and functionality. I.e. Program staff will be able to view all public services and service registration information in LaMPSS as well as add/update services, service registration information on behalf of an organization.

Update/Maintain a Service

➤ Enter or update the service details

➤ Click **Save**

➤ The **Service Registration Search/Add** page will display

➤ Important information includes:

- Accountability Reporting
- Service Name
- Service Description
- Date/Time
- Visibility (Public/Private)
- Contact Person
- Language
- Service Location

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With the exception of the re-labelling of enhanced services to service registration this page has not changed from what the existing ECM (External Case Management) users were familiar with. Refer to slides 9 – 11 for field by field details/descriptions. Remember, some fields on this screen will change depending on whether you are adding a group service or an individual service. For individual services the date/time and minimum/maximum number of participants do not apply.

As with Add a new service when all information about the service has been entered, click save at the top or the bottom of the page. You will be returned to the **Service Registration Search/Add** page.

Update a Service – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Organization Home Page**
3. Navigate to the **Org. Service Registration Search/Add** page
 - By default, Search/Add page displays will all existing services displayed in the **Service Registration Search Results** module at the bottom of the page
4. Click the hyperlinked Service ID
 - the **Service Registration Details** page, for the selected service, will display
5. Update the service details and click **Save**
 - the **Service Registration Search/Add** page will display

Delete a Service – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Organization Home Page**
3. Navigate to the **Org. Service Registration Search/Add** page
 - By default, Search/Add page displays will all existing services displayed in the **Service Registration Search Results** module at the bottom of the page
4. Click the checkbox to the left of the service you wish to delete
5. Click **Delete**
 - Respond to the “Are you sure ...”
 - the **Service Registration Search/Add** page will display

Remember – you must remove all participants from a service before LaMPSS will allow that service to be deleted.

Registering Participants

- Best practice is that all participant(s) should be known to LaMPSS, i.e. exist in the LaMPSS common person registry
 - When searching, if no participant matches the criteria entered users should:
 - Exit Participant Registration (click Cancel when they receive the “No Person Matched the search criteria.” message)
 - Navigate to Person Management and Add the participant to the Person Registry
 - Share that new person with Government
 - Return to Service Registration and register the newly added Person in the desired service(s)

Similar to the best practice established when External Case Management functionality was launched external users were coached to always create a Person (and a Case) when they had contact with a new individual. Service Registration users will also be coached to create a Person in LaMPSS, shared that Person with the common Person registry, such that that Person’s involvement in services (including any additional participant information) can be associated with a common Person and made available to subsequent service involvements.

Beginning fall of 2015 Government Program Staff will begin enabling Service Registration for their programs – when this happens you (external service providers) will receive information from program staff on what that means to you. When a program is enabled for Service Registration one of the features that is defined is the minimum participant requirement; if LaMPSS cannot find a Person that meets the minimum participant requirement when searching for a person to register in a service users receive the “No Person Matched the search criteria” message – when a user receives this message they should exit service registration and validate that the participant they are trying to register is “known” to LaMPSS and has the required information to be seen by the service registration participant registration person search.

The screenshot shows the LaMPSS Person Search interface. At the top, the title is "Person Management - Person Search". Below the title is a navigation bar with "Person Management" selected. A sidebar on the left lists various navigation options. The main search area contains several input fields: Last Name (Smith), First Name, Middle Initial, Gender (dropdown), Person ID, Address, City, Country (dropdown), Postal/Zip Code, Province/State (dropdown), Phone, SIN, Date of Birth (calendar icon), and Age Range (From/To). A red arrow points to a "Search Instructions?" button in the top right of the search area. A "Search" button is circled in red at the bottom right of the search area. The footer includes "For Internal Use Only", "22", and "Department of Labour and Advanced Education".

To add a new Person to the LaMPSS Person registry users must conduct a Person Search first – the Add button will not appear until a search has been conducted.

Please note the red Search Instructions button on the top right of the window. This is a hover over – hovering over the button will cause a pop-up to appear with some hints/tips on how to search the registry. On-line Help is also available through the top menu bar link; the User Guides provide an overview of each page, information about the fields on the pages and instructions detailing how to use the functions/features within Person Management. There is also an e-learning module on the public website that takes users through the basic Person Management functionality (http://novascotia.ca/lae/lampss/eas_resources.asp). Module name is Case Training 2 Intake – Person Management.

Depending on the search criteria entered LaMPSS will display any possible matches in the Person Search Results at the bottom of the page.

Person Search Rules

- Cumulative type searching
- **Soundex** search on first / last name
 - first / last name also searches **aliases**
- Partial searching (on text entry fields)
- Exact match only searching on SIN, DOB or Person ID
- **Age range search** searches DOB to find matching age ranges
- Returns the first 100 records
- Default sort order (for results) is by name

These are the **rules** behind how LaMPSS searches the Person Registry.

LaMPSS will search the registry to find suitable matches based on the criteria entered. If more than 1 criteria is entered the search is cumulative – the more criteria entered the more defined the search results will be. Name fields are searched using a **Soundex** approach, meaning it will search names that “sound like” the criteria entered. Name searching also searches aliases using the same principle. Partial searching is possible – you can enter as many characters of a first name, last name, street address, city etc.

If SIN, DOB or Person ID is entered as search criteria LaMPSS will ignore any other entered search criteria and only return search results that are an exact match to the entered SIN, DOB or Person ID. LaMPSS returns the first 100 records that meet the criteria entered, 10 records per page. The default sort order of the results is by Name, similar to other LaMPSS screens you can click on the column headings to change the sort order.

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Person Search Results

Person Search Search Time: 3 seconds, 556 milliseconds [Search Instructions ?](#)

Last Name: First Name: Middle Initial:

Gender: Marital Status: Person ID:

Address Type: Canada/US Other

Care Of:

Line 2:

Line 3:

City: Country:

Postal/Zip Code: Province/State:

Phone: SIN:

Date of Birth: Age Range: To

Created By:

Person Search Results

Name	Gender	Address	Date of Birth	SIN
Smith, Jane A.	Female	2 Dale Street Amherst, NS B4H 2A3, CA	Nov 26, 1967	
Smith, John S.	Male	140 Heritage Hills Drive Eastern Passage, NS B3G 0A3, CA	Jun 23, 1977	
Smith, John D.	Male	20 Burchill St Sydney Mines, NS	Sep 22, 1962	

- Navigate to the **Person Management**
- Enter search criteria and click **Search**
- Select the participant to add by clicking on the hyperlinked **Person Name** –OR– enter the other person information (address, DOB etc.) and click **Add & Save** to add a new person to the registry

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In this example the search was executed using last name only. This type of search may result in a large number of possible matches! However, to reduce the likelihood of creating a duplicate person a good rule-of-thumb (ROT) is to search with a minimal number of criteria and add additional search criteria to refine the results when required. Search results appear in the Person Search Results section at the bottom of the Person Search page.

Once a search has been executed you will see the **Add & Save** button at the bottom left of the search criteria section of the page. To continue and add a new person you simply need to complete the data entry of the required person information and click the **Add & Save** button.

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Add Person

Person Search Search Instructions ?

Last Name: First Name: Middle Initial:
Gender: Marital Status: Person ID:
Address Type: Canada/US Other
Care Of:
Line 2:
Line 3:
City: County:
Postal/Zip Code: Province/State:
Phone:
(dd/mm/yyyy) Age Range:
Date of Birth:

Person Search Results

Message from webpage

Are you sure you want to add John Smith?

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Once the required information has been entered and you click **Add & Save**, LaMPSS will prompt you to be sure you wish to add your participant. Click **OK** and you will be taken to the **Person Home Page** for the newly added participant.

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Share Person

Click Share Person

- Share Person page will display

Click Share

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Person's entered by an external user need to be "shared" with government to allow internal users to see the person – to share a Person click on the Share Person link in the side navigation.

FYI – when a person is added by an external user that person is only known to that external user's organization (aka a Private person); you must Share that person with government to enable internal user to see the person. Sharing a person makes the external user's private person visible to internal government users.

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Share Person – Person Merge Matches

Example where **no match** is found in common shared registry

Person: Smith, John D.			
Date of Birth:	Aug 03, 1973	Person ID:	194557
Age:	42	Gender:	Male
Date of Death:		Private Client:	Yes
SIN: 253-732-036			

Person Merge
No matches found for this client in the Nova Scotia Government records. Use the Next button below to share the person info with the Nova Scotia Government.

Next Cancel

➤ Click **Next**

- the **Person Home Page** will display

Person: Smith, John D.			
Date of Birth:	Aug 03, 1973	Person ID:	194557
Age:	42	Gender:	Male
SIN: 253-732-036			

Associated Services
No records returned

Contact Information

Address:	2 Blossom Street Halifax, NS CA B1B 1B1	Phones:	Home (902) 666-2345
Mailing:		Email:	No emails returned

Alias
No records returned

Cancel

➤ Person is now shared with Government

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When a person is shared with government LaMPSS will search the common shared person registry to see if there is a potential match for the person being added and either display a message indicating no matches were found or offer the user a page where they can merge their person information into the common shared person.

Once the person is shared with government the **Private Client: Yes** is removed from the person header indicating they are now known to the common shared person registry.

Share Person – Person Merge Matches

Example where **match(es)** are found in common shared registry

Person: Flintstone, Fred				
Date of Birth:	Apr 12, 1960	Person ID:	104588	
Age:	55	Gender:	Male	
Date of Death:		Private Client:	Yes	
Person Merge				
One or more persons already exist in the Nova Scotia Government records who match this client. Please select the appropriate match from the results below.				
Potential Matches				
	Name	Gender	Default Address	Date of Birth
<input type="checkbox"/>	Flintstone, Fred	Male	99 Bedrock Lane Bedford, NS ATA 1A1, CA	Apr 12, 1960
Displaying records 1 of 1				
				<input type="button" value="Next"/> <input type="button" value="Cancel"/>

- Click the tick box beside the potential match
- Click **Next**
 - the **Person Merge Selections** page will display

If the Share detects/finds a potential match or matches they will display in the Potential Matches module at the bottom of the page. Select the existing person, from the common shared registry, you wish to merge your person's information with by clicking the checkbox to the left of the potential match. Click Next – you will be taken to the Person Merge Selections page.

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Share Person – Person Merge Matches

Example where **match(es)** are found in common shared registry

Your Record Person: Flintstone, Fred		Provincial Shared Record Person: Flintstone, Fred	
<small>Please verify or modify the selections below to ensure the records are correctly merged.</small>			
<input checked="" type="radio"/> Date of Birth: Apr 12, 1960	<input type="radio"/> Date of Birth: Apr 12, 1960	<input type="radio"/> Age: 55	<input type="radio"/> Age: 55
<input type="radio"/> Title:	<input type="radio"/> Title:	<input type="radio"/> Last Name: Flintstone	<input type="radio"/> Last Name: Flintstone
<input type="radio"/> First Name: Fred	<input type="radio"/> First Name: Fred	<input type="radio"/> Middle Initial:	<input type="radio"/> Middle Initial:
<input type="radio"/> Gender: Male	<input type="radio"/> Gender: Male	<input type="radio"/> SIN: 530-335-439	<input type="radio"/> SIN: 530-335-439
<input type="radio"/> Marital Status: Married	<input type="radio"/> Marital Status: Married	<input type="radio"/> Service Language:	<input type="radio"/> Service Language:
<input type="radio"/> Other Language:	<input type="radio"/> Other Language:	<input type="radio"/> Other Language:	<input type="radio"/> Other Language:

Address Information			
Type	Address	Type	Address
<input checked="" type="radio"/> Mailing	9 Bedrock Lane Bedford, NS A1A 1A1, CA	<input type="radio"/> Mailing	99 Bedrock Lane Bedford, NS A1A 1A1, CA

Phone Information			
Type	Phone	Type	Phone

Email Information			
Type	Address	Type	Address

- Using the radio buttons select the desired information
- Click **Merge**
 - Click **OK** on the popup message

Message from webpage

Select OK to proceed with sharing the person information with the Nova Scotia Government.

- The **Person Home Page** will display

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The left side of the page will display the information you entered for your new person – the right side displays the information LaMPSS has in the common shared person registry. LaMPSS will overwrite the common person registry information for any field you select on the left side of the page. Note – the radio buttons will default to the left side or new person information fields.

When finished making any selections click **Merge**, LaMPSS will prompt you to confirm you wish to proceed – clicking OK will complete the process. You are now ready to return to Service Registration and continue with registering the newly added person in the desired/required services.

Add a Person – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Person Search/Add page**
 - Click **Person Management** in the top blue menu bar
3. Enter the search criteria
4. Complete the entry of the person details (address, phone etc.)
5. Click **Add & Save**
 - Click **OK** on the confirmation message
6. Share Person – click **Share Person** in the side navigation menu
 - the **Service Registration Details** page will display
7. Click **Share**
 - if there are potential matches – select the data to merge and click **Merge**, then OK on the confirmation

Remember – best practice will be to add all service registration participants as LaMPSS person's to ensure we can capture all engagements the participant has with government.

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Service Participants

LaMPSS Organization #: 189178
Name: Your Organization

Type: Private - Not For Profit SAP Vendor #: Payment Method: J
Address: 99 Main Street Contact: Terms: 0001
City, NS Phone: Account Group: 200M
ATA 1A1, CA Fax: Vendor Blocked: No
Inactive Organization: No

Service Registration Summary
Service ID: 18443 Service Format: Individual
Accountability Reporting: 201154 - Apr 01, 2015 - Mar 31, 2016 - NSSAL(LAE-4E)
Service Name: Individual Service 1
Service Type: LearnerManagement-1-Assessment
Service Status: Scheduled

Service Participants
No records returned [Show History](#)

Person Search / Add
SIN: Date of Birth: MM DD
Last Name: First Name:
Email: Phone:

Search Results

Name	SIN	Address	Phone	DOB
Smith, Mary	155-843-996	38 Northview Drive, Antigonish, NS		23/11/1963
Smith, Jane	515-215-143	2 Dale Street, Amherst, NS	(902) 660-5289	25/11/1987

Displaying records 1 - 2 of 2

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Page contains 5 modules:

- **Organization Header** – displays at the top of all Service Registration pages, provides information about who the organization is
- **Service Registration Summary** – this section displays a summary of the service to which you are adding/modifying the participants in
- **Service Participants** – this section will pre-populate with any existing (active) participants in the service
- **Person Search/Add** – this section allows users to search for participants to add to the service
- **Search Results** – this section will contain any search results returned based on the criteria entered

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Registering a Participant

Service Registration Summary

Service ID: 16442 Service Format: Group
 Accountability Reporting: 201154 - Apr 01, 2015 - Mar 31, 2016 - NNSAL(LAE-AE)
 Service Name: Group Service 1
 Service Type: JobSearch-Workshops
 Service Status: Scheduled Participants: Enrolled: 2 Minimum: 1 Maximum: 5
 Service Date: Aug 17, 2015 to Aug 21, 2015 Time: 9:00 AM to 4:00 PM

Service Participants

Name	Email / Phone	Additional Information	Status	Wait List
<input type="checkbox"/> Smith, Jane	invalid_email@data.scrub.com (902) 662-5289	12/20 Fields	Registered	
<input type="checkbox"/> Smith, John	invalid_email@data.scrub.com (902) 738-2609	0/20 Fields	Registered	

Displaying records 1 - 2 of 2
[Remove](#) [Show History](#)

Person Search / Add

SIN: Date of Birth: MM/DD

Last Name: First Name:

Email: Phone:

[Search / Add](#) [Clear](#)

Search Results

Name	SIN	Address	Phone	DOB
<input checked="" type="checkbox"/> QOenYORapLh/29Civ/Wib. MT10GE50YvY2QeCik	489-081-119	1 Old Station Road, Catalone, NS	(902) 577-4224	01/09/1966
<input checked="" type="checkbox"/> Smith, Mary	155-943-996	38 Northwest Drive, Antigonish, NS		23/11/1963

Displaying records 1 - 2 of 2
[Add New Participant](#)
[Save](#) [Cancel](#)

- Navigate to the **Service Participants** page
- Enter search criteria and click **Search/Add**
- Select the participant to add by clicking the green '+' beside the participant name

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The Person Search/Add will search the LaMPSS person registry for any participant who matches the entered search criteria and return those results at the bottom of the page.

Note: the Additional Information column in the Service Participants module will only display if the program under which the service is being delivered has enabled addition service registration information. If the column does not appear then the program under which the service is being delivered **does not require** any additional participant information be collected. Additional participant information will be used to capture information about the service participant that is required for downstream reporting that is not part of the standard person/case details that currently exist in LaMPSS.

Additional participant information is configured by the Government Program Manager when they setup the program – refer to the program guidelines to confirm what additional participant information is required/desired for your services. As stated above if the program does not require/collect additional information the Additional Information column and hyperlinks will not appear on this page.

This is an example of a Group format service – if it was an Individual format service the Service Participants module would also contain a Sessions/Last Session field – this field will contain a number representing the number of sessions known to LaMPSS and the date of the latest session.

laMPSS Labour Market Programs Support System

Updating Additional Information & Status

Service Registration Summary

Service ID: 16442 Service Format: Group
 Accountability Reporting: 201154 - Apr 01, 2015 - Mar 31, 2016 - NSSL(LAE-AE)
 Service Name: Group Service 1
 Service Type: JobSearch-Workshops
 Service Status: Scheduled Participants: Enrolled: 2 Minimum: 1 Maximum: 5
 Service Dates: Aug 17, 2015 to Aug 21, 2015 Time: 9:00 AM to 4:00 PM

Service Participants

Name	Email / Phone	Additional Information	Status	Wait List
<input type="checkbox"/> Smith, Jane	invalid_email@data.scrub.com (902) 660-5269	12/20 Fields	Registered	
<input type="checkbox"/> Smith, John	invalid_email@data.scrub.com (902) 736-2609	0/20 Fields	Registered	

Displaying records 1 - 2 of 2

Person Search / Add

SIN: Date of Birth:

Last Name: First Name:
 Email: Phone:

Search Results

Name	SIN	Address	Phone	DOB
<input checked="" type="checkbox"/> QOmYORApLh/ztsCtV/Wrb, HTTQCSOnYczQhMcDk	489-061-1119	1 Old Station Road, Catalone, NS	(902) 577-4224	01/08/1966
<input checked="" type="checkbox"/> Smith, Mary	155-943-996	38 Northview Drive, Antigonish, NS		23/11/1963

Displaying records 1 - 2 of 2

➤ Click the hyperlinked **x/x Fields**

– OR –

➤ Click the hyperlinked **Status**

- the **Service Registration Additional Information Page** will display

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The Service Participants module includes 3 hyperlinks:

- **Person Name** – clicking this link will take you to the Person Home Page for the selected participant
- **Additional Information 99/99 Fields** – clicking this link takes you to the Service Registration Participant Additional Information page for the selected participant
 - 99/99 Fields – the number to the leftmost of this text indicates the number of additional information fields that already have a response; the rightmost number indicates the total number of additional information fields enabled for the program under which the service is being delivered
- **Status** – clicking this link also takes you to the Service Registration Participant Additional Information page for the selected participant

Participant - Smith, John

Participant Status: Registered

Session Date	Added By	Date Added
<input type="checkbox"/> Jun 10, 2015	BURKESA	Aug 13, 2015

Displaying records 1 of 1

Add Session 13/08/2015 Delete

Copy Existing

Intake - Country of Birth: *-select -*

Intake - Native language: *-select -*

Intake - Target NOC: *-select -*

Intake - NOC Description: *-select -*

Designated Group - Immigrants: *-select -*

Designated Group - Persons with Disabilities: *-select -*

Designated Group - African Canadians: *-select -*

Disability Type - Learning Impairment: *-select -*

Immediate Outcome - Credential/ Certification Earned: *-select -*

Previous Next Submit Cancel

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For a Group Service this page has 2 sections, participant status and participant additional information, for individual services the **Session Schedule** module will appear.

Additional Participant Information fields will either have a drop down list to select a response from or a text field that information can be entered into. Fields marked with the white checkmark in the green circle must have a response before the participants status can be marked as complete. All additional information fields have an information hover-over (white i inside a blue circle) that will provide a brief definition of the additional information field.

Copy Existing – when this button is clicked LaMPSS will find the latest additional information, for the current participant for any service that is under the same program, and copy those responses to this occurrence of the service.

Previous/Next – clicking previous/next allows you to cycle through the participants in a group service without leaving the additional information page. When all updates are complete click the **Submit** button to return to the **Service Participants** page or **Cancel** to abort all updates and return to the **Service Participants** page.

LaMPSS Labour Market Programs Support System

Participant Additional Information

Participant - Smith, Mary
Participant Status: Registered

Session Date	Added By	Date Added
<input type="checkbox"/>	Apr 06, 2015	BURKES-100186 Jul 22, 2015

Displaying records 1 of 1

Add Session Delete

Additional Participant Information

Copy Existing

Intake - Country of Birth:

Intake - Native language:

Intake - Target NOC:

Designated Group - Immigrants:

Designated Group - Persons with Disabilities:

Designated Group - African Canadians:

Pre-Intervention - Employment Status:

Pre-Intervention - Education Level:

Previous Next Submit Cancel

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To add an individual session:

- Select a date
 - Click the Calendar icon to access the calendar date picker –or– enter the desired date in the field
- Click **Add Session**

To add/update additional information:

- Select or enter a response
 - Hover over the **i** to see more information
- Click **Previous**, **Next** or **Submit**

A **Registered** Participants status may be updated from Registered to:

- No Show
- Cancelled
- Rescheduled
- Did Not Complete
- Completed

An individual service participant is registered in the service **ONCE** then each session is recorded using the **Add Session** button. When adding a session the user selects/or enters the session date then clicks Add Session, sessions display as show on the screen shot. To delete a session added in error, select the session by clicking the checkbox to the left of the session then click **Delete**.

Note: An Individual service participant **should not** be marked as Completed until all individual sessions have completed.

Removing a Participant from a Service

Service Participants						
Case ID	Name	Email / Phone	Additional Information	Status	Wait List	
<input type="checkbox"/>	172567	#lQyXnbhjONonBooiOBs, TZlDlRkAKRERlDGJUymu	(902) 840-2469	0/9 Fields	Registered	
<input type="checkbox"/>	204813	Smith, Jane	invalid_email@data_scrub.com (902) 560-5299	1/9 Fields	Registered	
<input type="checkbox"/>	165197	Smith, John	invalid_email@data_scrub.com (902) 736-2609	0/9 Fields	Registered	
<input type="checkbox"/>	186054	Smith, John	invalid_email@data_scrub.com (902) 405-5413	0/9 Fields	Registered	
<input type="checkbox"/>	200621	UksVEVojIsbnlBJGKUaFh, XwMaTJexQjMvVYUfHbl	invalid_email@data_scrub.com (902) 444-2447	0/9 Fields	Wait List	1

Displaying records 1 - 5 of 5

Remove Show History

- Select a participant
 - click the checkbox to the left of the name

- Click **Remove**



- When there are **Wait List**'ed participants LaMPSS will advise the user that a wait list participant can now be **Registered**

- Click **OK** to continue

If there are wait listed participants for the service they will show in the Service Participants module with a number in the Wait List column indicating the sequence they were added to the wait list – numbers begin at 1 and increment by 1 each time a new wait listed participant is added. It is a MANUAL process to move a participant from the wait list to registered. If a participant is removed from a service where there are wait list participants LaMPSS will prompt the user to adjust the wait list.

Registering Participants – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Organization Home Page**
3. Navigate to the **Org. Service Registration Search/Add** page
 - By default, Search/Add page displays will all existing services displayed in the **Service Registration Search Results** module at the bottom of the page
4. Click the Participants icon to the right of the service you wish to register a participant in
5. Search for the participant
 - When not found – go to Person Management, add Person and Share Person, return to this process at step 2
6. Select the participant to add by clicking the green '+' to the right of the participants name in the search results
7. Click **Save**

LaMPSS will display an error message if a user attempts to register the same participant in the same service twice. Message is “The person has already been added as a participant to this Service.”

Service Participant Page - Summary

Individual Service

Service Registration Summary
 Service ID: 1513 Service Format: Individual
 Accountability Reporting: 146542 - Jul 01, 2013 - Jun 30, 2015 - CHSCSLAB-ENS
 Service Name: Career Counselling - (July 01, 2013 - June 30, 2015)
 Service Type: Assessment-CareerCounselling
 Service Status: Scheduled

Case ID	Name	Email / Phone	Additional Information	Sessions / Last Session	Status
<input type="checkbox"/>	150054 Smith, John	invalid.email@data.scrub.com (902) 405-5413	0/9 Fields	Jun 13, 2015	Registered

Remove Show History

Person Search / Add

Case ID: SIN: Date of Birth: (mm/dd)

Last Name: First Name:

Email: Phone:

Search / Add

Search Results

Group Service

Service Registration Summary
 Service ID: 16430 Service Format: Group
 Accountability Reporting: 146799 - Jul 01, 2013 - Jun 30, 2015 - CHSCSLAB-ENS
 Service Name: T
 Service Type: JobSearch-Workshops
 Service Status: Scheduled
 Service Date: Jul 01, 2015 to Jul 30, 2015
 Participants: Enrolled: 5 Minimum: 1 Maximum: 5
 Time: 9:00 AM to 4:30 PM

Case ID	Name	Email / Phone	Additional Information	Status	Wait List
<input type="checkbox"/>	204813 Smith, Jane	invalid.email@data.scrub.com (902) 660-5299	1/9 Fields	Registered	

Remove Show History

Person Search / Add

Case ID: SIN: Date of Birth: (mm/dd)

Last Name: First Name:

Email: Phone:

Search / Add

Note: The Service Participants module of the Service Participants page will contain the additional column (Sessions/Last Session) when working with an individual service.

The functionality of service registration is consistent across both service formats - the differences users will see is the additional column on the Service Participants page and when on the Additional Information page the Session Schedule module.

Additional Information – Summary of Steps

1. Log in to LaMPSS
2. Navigate to the **Organization Home Page**
3. Navigate to the **Org. Service Registration Search/Add** page
4. Click the Participants icon to the right of the service you wish to add/update the participant additional information
5. Click a hyperlinked additional information or status field to access the Additional Information page
6. Enter or update the Participant Status, Session Schedule or Additional Participant Information fields
7. Click **Next/Previous** to update other participants in the service – or –
7. Click **Submit/Cancel** to return to the Service Participants page

Where to go for HELP

➤ Where to go for help ...

- This learning material
- User Reference Guides (On-line Help)
- Your Agreement Manager (Program Guidelines)
- LaMPSS Operations Support LaMPSS@novascotia.ca

Please refer back to this material as required to refresh your knowledge of how to use the service registration functionality.

So now what? If you have questions on how to use this functionality you can refer to this material or you can review the on-line LaMPSS User Guides for information on how the screens/application functions. Also, you can contact your government agreement manager or LaMPSS Operations Support.

Thank You!

Thank you very much for your participation!