

OLRS Communication

- What?** Ad Hoc beta reports
- Who?** OLRs professional users
- Why?** Error
- When?** Distributed 11/19/10

Message: In the afternoon on Thursday, November 18th, the ad hoc (beta) reports began generating an error to the user. A customer case was created with NEOGOV alerting them of the error. This morning the case was escalated by NEOGOV to the highest priority. Until the error in the reports is cleared, users are not able to run any of the ad hoc (beta) reports.

Depending on the information you are using the ad hoc reports for, you may be able to filter on your applicant list or use one of the standard delivered reports until the ad hoc reports are available.

For user guides which may help you use these alternate methods, visit the [Online Recruiting System](#) webpage or review the procedure documents provided by NEOGOV in Insight by clicking on Help & Support when logged into the system.

Layoff List Checks: DOP will check the layoff list for eligible candidates if you send an email with the **job class**, **job location**, **work type** (full-time, part-time, non-permanent, project, or seasonal), and **work shift** (days, swing, graveyard, or rotating) to servicecenter@dop.wa.gov.

Questions? Contact:

DOP Service Center: (360) 664-6400

Email Contact: servicecenter@dop.wa.gov

Want to review past communications? Visit [OLRS Notices](#) on DOP's website.