

Virtual OneStop®

**VOS Sapphire AI**

**AI Assist Feature Guide**

**For Job Seekers**



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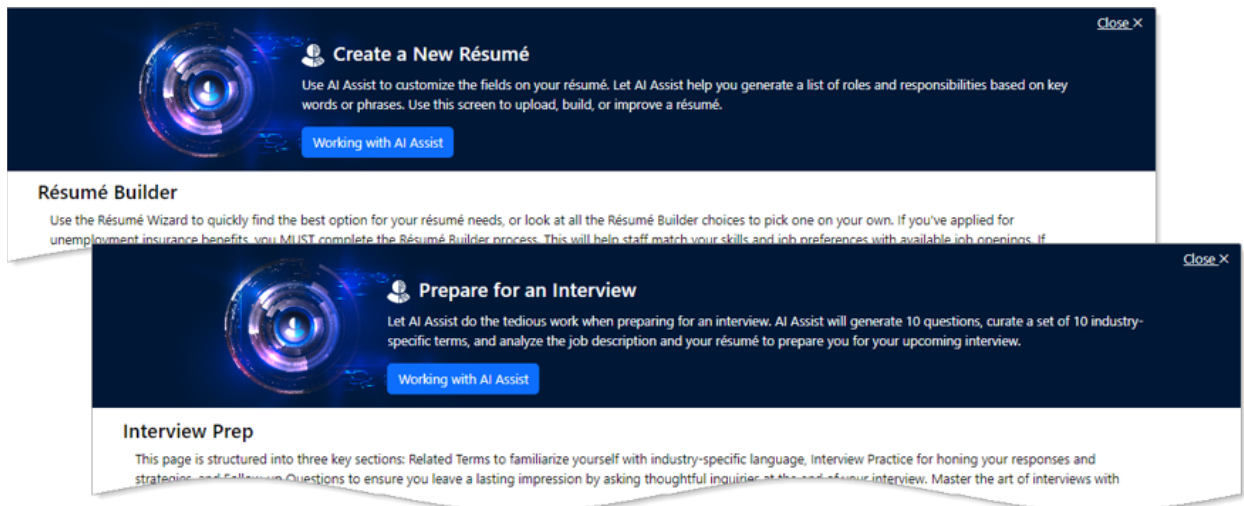
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## About This Guide

This *AI Assist Feature Guide* covers only the *AI Assist* functionality available in the system for job seekers. Please refer to the *VOS Individual Services User Guide* for details on other site features.

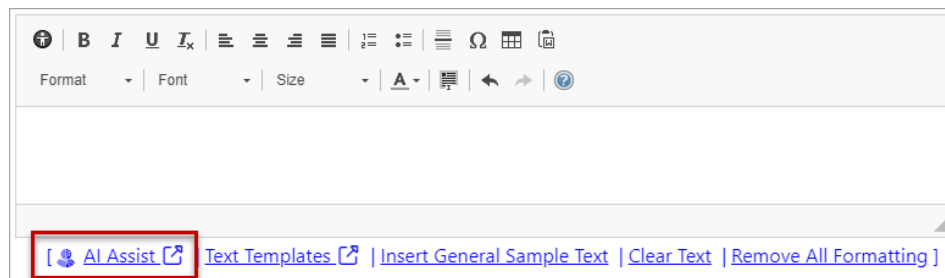
*AI Assist* conventions you'll see across the site:

- *AI Assist* banners will appear wherever you can leverage the power of AI (see figure below).



*Sample AI Assist Banners Found Throughout the System*

- Wherever *AI Assist* is enabled for text entry, you will see the [AI Assist](#) link below the text box (see figure below).



*Highlighting the AI Assist Link*

**Note:** The *AI Assist* feature is not available on all state sites. Not all *AI Assist* features presented in this guide may be available on your state's site.

## How AI Assist Can Help You Land a Job

Are you ready for a more intelligent way to work? *AI Assist*, your Artificial Intelligence assistant, is designed to be your helpful companion across the site, making everyday tasks easier and guiding you toward success in your job seeking efforts.

By leveraging your user profile information and résumés, as well as occupation data job listings and other relevant data, *AI Assist* generates text that aligns with your preferences and needs. In most cases, you can export the responses to an MS Word or PDF file to use outside the system.

You can use *AI Assist* to:

- Create and enhance résumés
- Apply for jobs using custom-tailored résumés and cover letters
- Prepare for job interviews with AI-generated occupation-related terms, potential practice questions from employers, and follow-up questions to ask employers
- Translate job descriptions to other languages for ease of reading
- Enhance internal messages to other system users
- Enhance correspondence letters, such as cover letters, acceptance letters, etc.

**Note:** *Personally Identifiable Information (PII) stored in the system database fields (e.g., Name, Address, Date of Birth, or SSN) is not shared with the AI agent. Robust filters are used for both the prompts (before sending to AI) and results (before sharing with you). However, if you enter PII into a free-form text box (e.g., résumé objective or cover letter) and submit it to AI Assist, your personal information will be passed to the AI agent.*

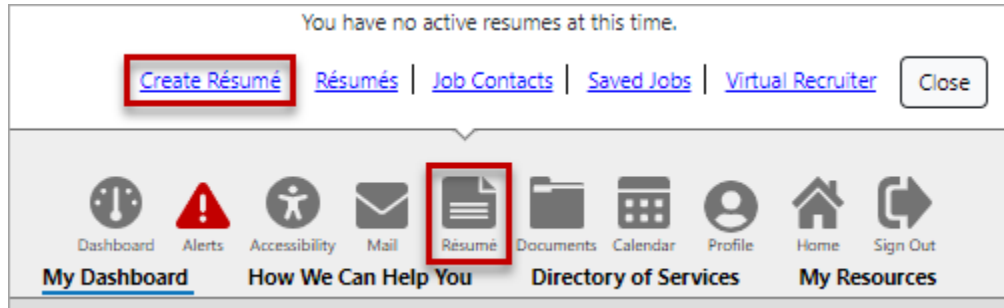
## Creating a Résumé Using AI Assist

When you create a résumé, the system uses the information you provided during registration and entered on your personal profile Background tab, including your Desired Occupation. AI Assist uses this information as a starting point and enhances it to produce a dynamic and detailed résumé. You can edit an AI-generated résumé at any time.

**Note:** If you have not already completed your Background information, specifically Education and Employment (if applicable) Histories, Résumé Items, and Additional Employer Searchable Items, you will need to do so before using the AI Assist option in the Résumé Builder. See the topic “Background Tab” in Chapter 3 – Quick Menu: Job Search, Résumés, My Portfolio in the VOS Individual Services User Guide for details.

► **To create a new résumé using AI Assist:**

- 1 In the toolbar at the top of the page (see figure below), click the **Résumé** icon, then click the Create Résumé link in the panel that opens. The Résumé Builder page displays.

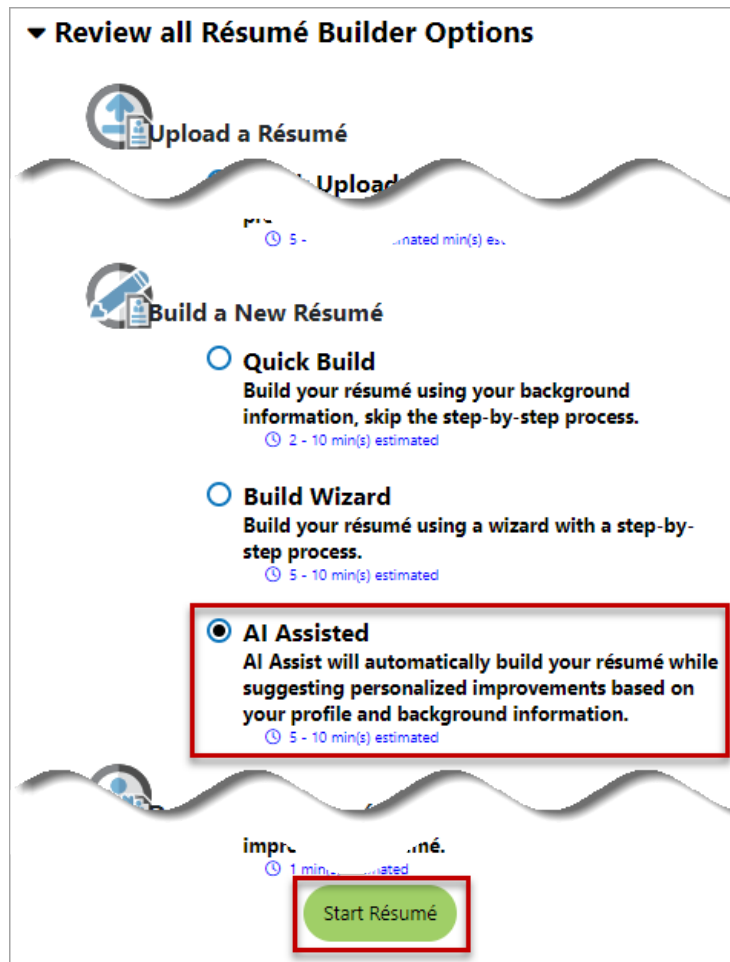


*Accessing the Résumé Builder and Creating a Résumé*

- 2 Scroll down past the Résumé Wizard and click the right arrow to expand the Review all Résumé Builder Options section (see figure below).

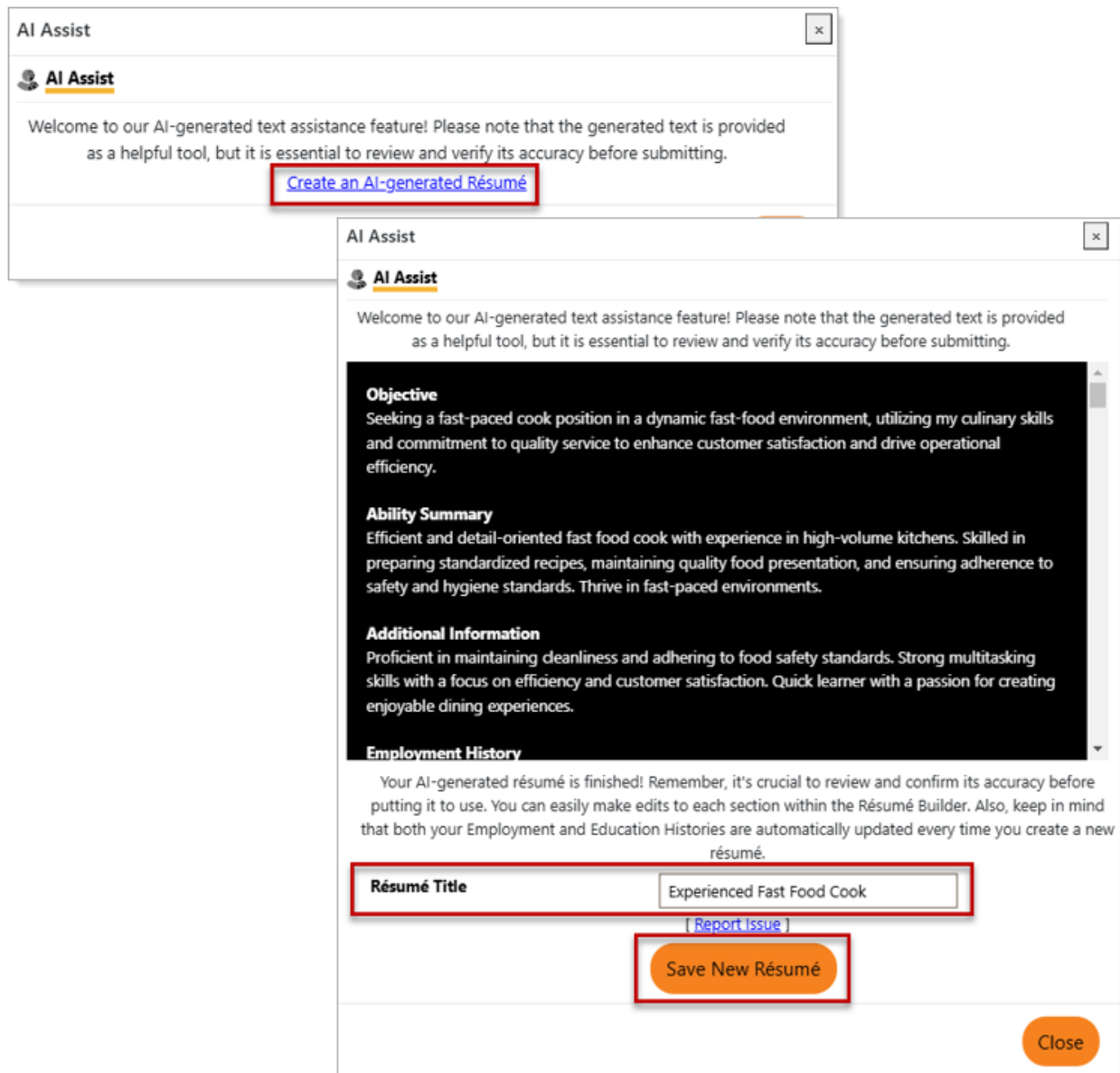
**Note:** You cannot create a new résumé if you have an incomplete one in the system. If you have an incomplete résumé in the system, you will have the option of completing or deleting the incomplete résumé.

- 3 In the Build a New Résumé section, select the **AI Assisted** option, and then click the **Start Résumé** button (see figure below).



*Résumé Builder – Highlighting the AI Assisted Option*

- 4 In the AI Assist pop-up window, click the Create an AI-generated Résumé link. AI Assist begins generating your résumé (see figure below).

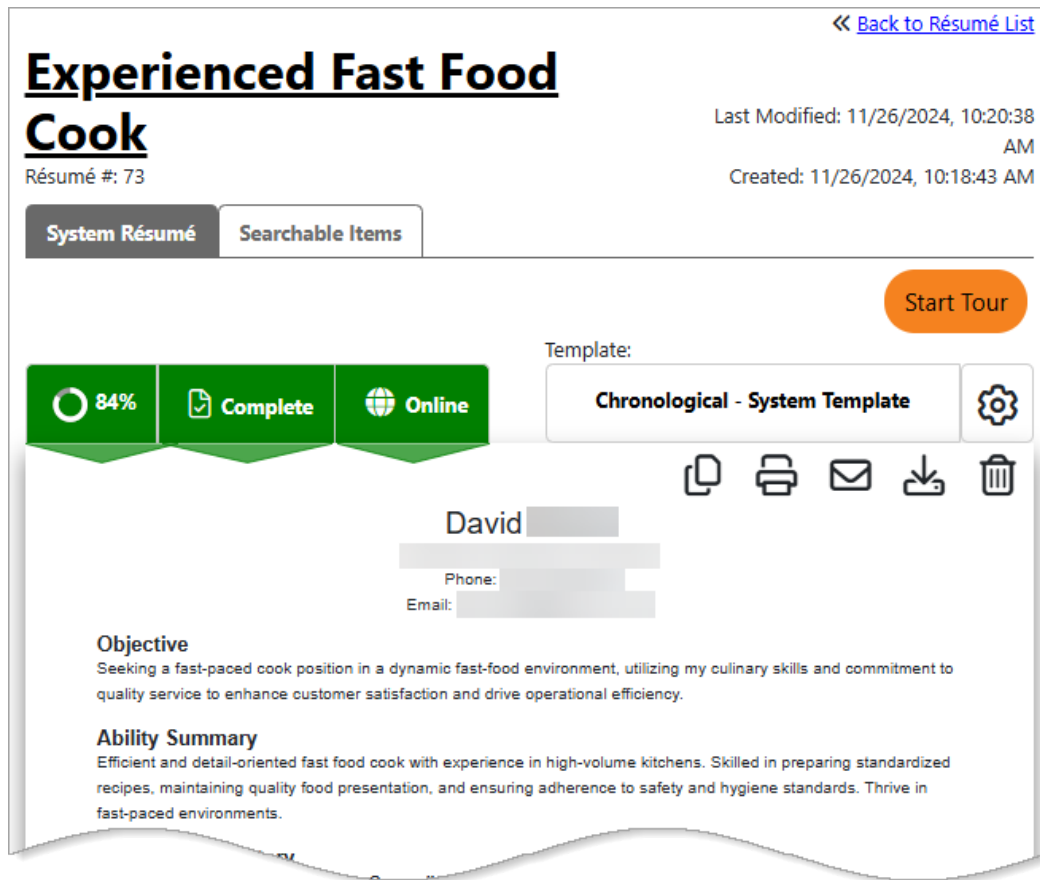


#### Creating an AI-Generated Résumé

- 5 If desired, you can change the **Résumé Title** (see figure above, top left). The résumé title cannot be the same as another of your résumés, even expired ones.

**Tip:** *The résumé title is a searchable field for employers. To get their attention, create résumé titles that stand out and highlight your skills, experience, or specialty and reflect your desired occupation. Omit personally identifying information, like your name.*

- 6 Click the **Save New Résumé** button. The new résumé is displayed on the Résumé Builder page (see figure below).



The screenshot displays the 'Experienced Fast Food Cook' résumé in the builder interface. At the top right, there is a link '<< Back to Résumé List'. The title 'Experienced Fast Food Cook' is prominently displayed. To the right of the title, the modification and creation dates are shown: 'Last Modified: 11/26/2024, 10:20:38 AM' and 'Created: 11/26/2024, 10:18:43 AM'. Below the title, the résumé number 'Résumé #: 73' is visible. A navigation bar includes 'System Résumé' and 'Searchable Items' tabs. An orange 'Start Tour' button is located on the right. A progress bar shows '84%' completion, with 'Complete' and 'Online' status indicators. The selected template is 'Chronological - System Template'. Action icons for copy, print, email, download, and delete are present. The résumé content includes a name 'David', contact information for phone and email, an 'Objective' section, and an 'Ability Summary' section.

<< [Back to Résumé List](#)

## Experienced Fast Food Cook

Résumé #: 73

Last Modified: 11/26/2024, 10:20:38 AM  
Created: 11/26/2024, 10:18:43 AM

System Résumé Searchable Items

Start Tour

Template: Chronological - System Template

84% Complete Online

David

Phone: [Redacted]  
Email: [Redacted]

**Objective**  
Seeking a fast-paced cook position in a dynamic fast-food environment, utilizing my culinary skills and commitment to quality service to enhance customer satisfaction and drive operational efficiency.

**Ability Summary**  
Efficient and detail-oriented fast food cook with experience in high-volume kitchens. Skilled in preparing standardized recipes, maintaining quality food presentation, and ensuring adherence to safety and hygiene standards. Thrive in fast-paced environments.

*New Résumé on the Résumé Builder Page*

## Where to Go from Here

- You can enhance the résumé you just created with *AI Assist* to improve résumé sections such as the Objective, Ability Summary, and Employment History. See the topic “Optimizing Résumé Sections with *AI Assist*” in this Feature Guide.
- You can use the résumé you just created to search for jobs. See the topic “Résumé Job Search Tab” in Chapter 3 – Quick Menu: Job Search, Résumés, My Portfolio in the *VOS Individual Services User Guide* for details.
- You can use the résumé you just created to apply for jobs. See the topic “Applying for a Job” in Chapter 5 – Job Seeker Services in the *VOS Individual Services User Guide* for details.



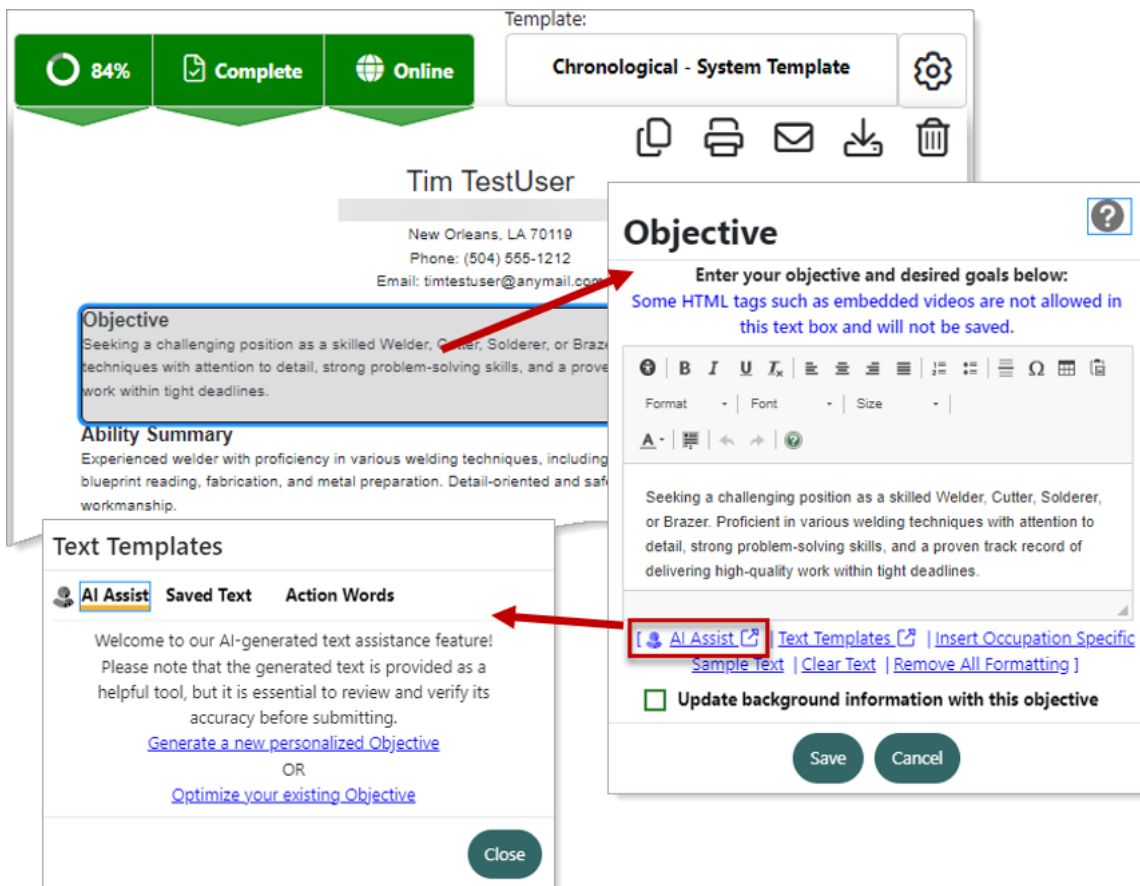
## Optimizing Résumé Sections with AI Assist

You can use *AI Assist* to enhance discrete sections of an existing résumé, namely, the Objective, Ability Summary, and Employment History. You can also choose to update the Objective or Ability Summary in your background information with the enhanced text.

**Note:** Any changes you make to your Employment History on a résumé will always automatically update your background information and any other résumés with the saved changes.

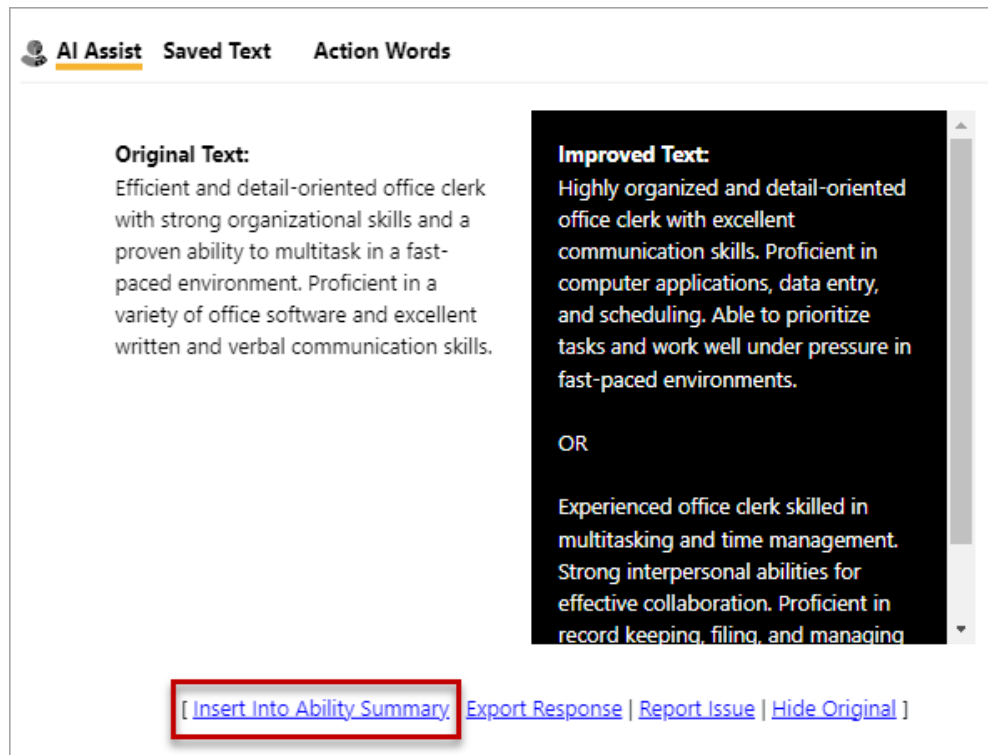
### ► To enhance the Objective or Ability Summary sections with AI Assist:

- 1 In the left navigation (“hamburger”) menu, click the **Résumé** icon in top menu bar and select the résumé that you want to enhance. The résumé displays on the Résumé Builder page.
- 2 Click in the **Objective** or **Ability Summary** section to open a text pop-up window, then click the AI Assist link below the text entry box (see figure below).



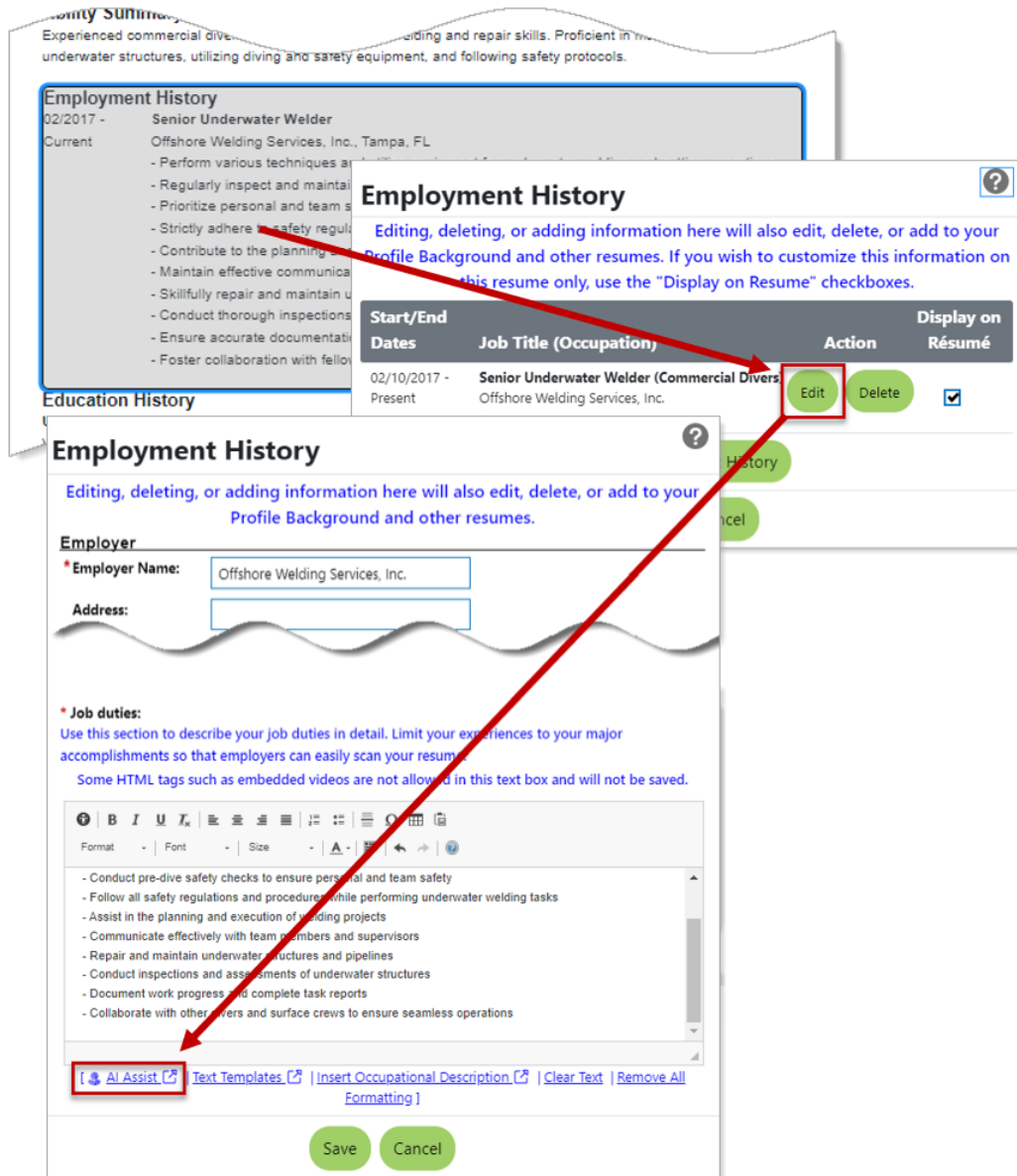
Enhancing the Objective Section

- 3 In the *AI Assist* pop-up window, select Generate a new personalized Objective (or Abilities Summary) or Optimize your existing Objective (or Abilities Summary) (see figure above). The *AI Assist* window opens and displays the new or improved text for the Objective or Ability Summary section (see figure below).



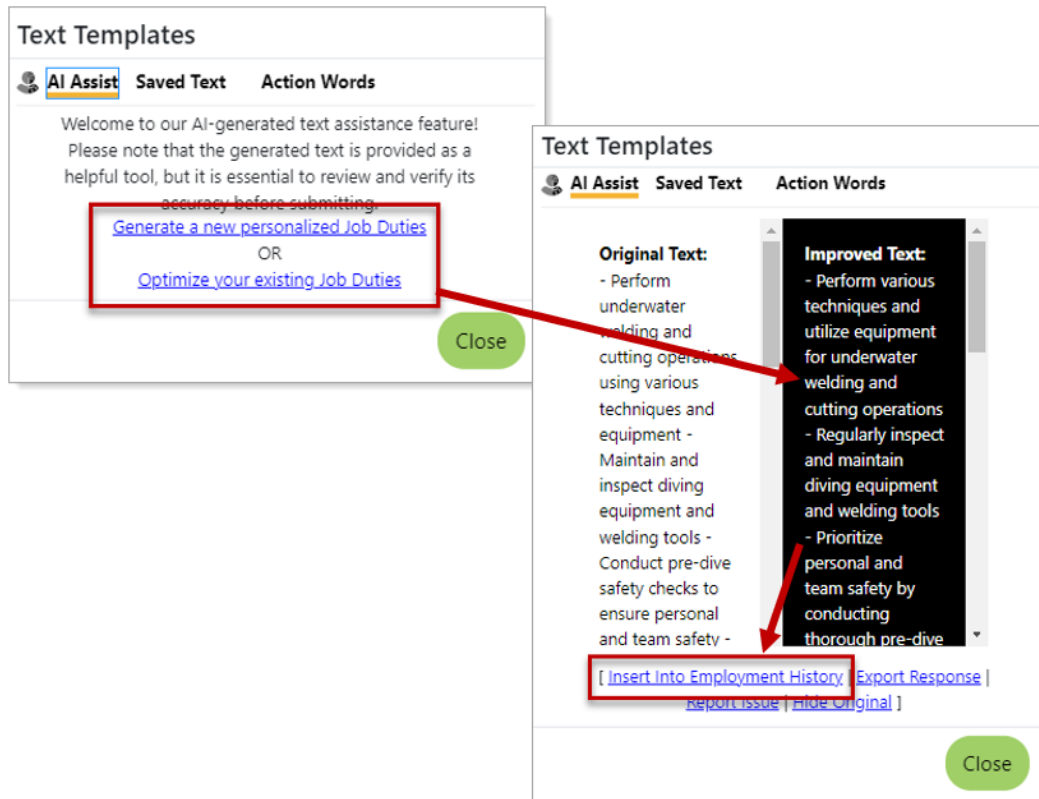
*Example of an Optimized Ability Summary*

- 4 Click the Insert Into Objective or Insert Into Ability Summary link to insert the improved text into the text box.
  - 5 To update your background information with the improved text, click the **Update background information with this objective (or these abilities)** checkbox.
  - 6 Click the **Save** button to update your résumé.
- **To enhance your Employment History with AI Assist:**
- 1 On the Résumé Builder page, click in the **Employment History** section. The Employment History pop-up window opens.
  - 2 Find the Job Title section that you want to enhance with *AI Assist* and click its **Edit** button. The Employment History window for that job title opens (see figure below).



### Enhancing Employment History Job Duties

- 3 Scroll down to the **Job duties** text box and click the [AI Assist](#) link below the box (see figure above).
- 4 In the AI Assist pop-up window, select [Generate a new personalized Job Duties](#) or [Optimize your existing Job Duties](#) (see figure below). The AI Assist window opens and displays new or improved text for the Job Duties section.



#### AI Assist – Job Duties Enhancement

- 5 Click Insert Into Employment History to copy the AI-generated text into the text box.
- 6 Click the **Save** button to update your résumé. A series of two pop-up alerts appear, asking if you want to add the skills associated with the enhanced employment history to the existing list of skills in your background information. The second pop-up is for adding the technical skills and tools associated with the enhanced employment history.
- 7 To add to the skills (or tools) in your background, click **OK**; click **Cancel** to skip these optional steps.
- 8 On the Employment History pop-up window that displays, if you want the enhanced job duties to appear on this résumé, click the **Display on Résumé** checkbox.
- 9 Click the **Save** button to update the résumé.

## Where to Go from Here

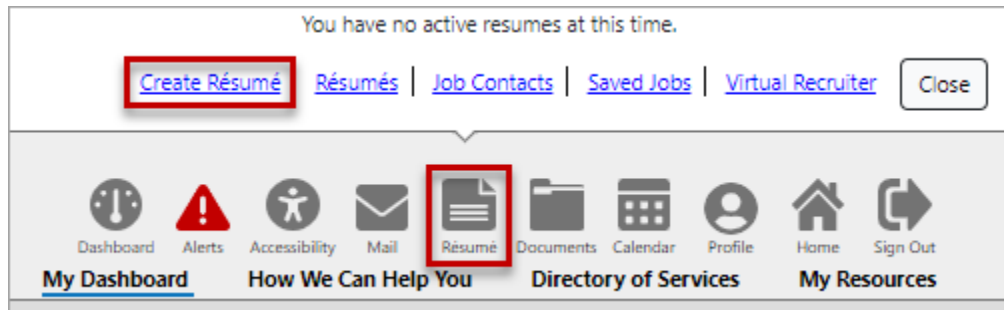
- You can use the enhanced résumé to search for jobs. See the topic “Résumé Job Search Tab” in Chapter 3 – Quick Menu: Job Search, Résumés, My Portfolio in the *VOS Individual Services User Guide* for details.
- You can use the enhanced résumé to apply for jobs. See the topic “Applying for a Job” in Chapter 5 – Job Seeker Services in the *VOS Individual Services User Guide* for details.

## Enhancing an Existing Résumé Using AI Assist

You can use *AI Assist* to review and enhance an entire existing résumé. You must already have an active résumé in the system to use this option.

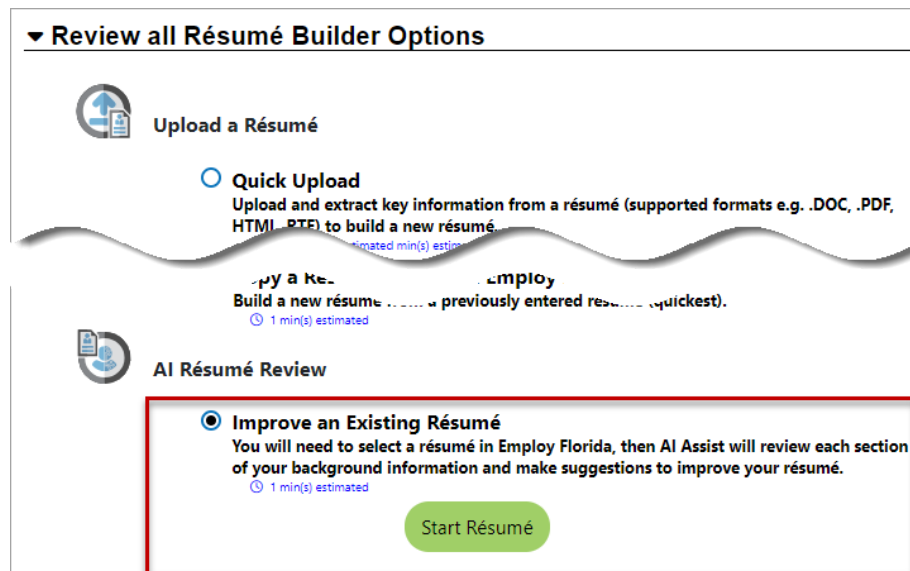
### ► To enhance an existing résumé with *AI Assist*:

- 1 In the toolbar at the top of the page, click the **Résumé** icon, then click the Create Résumé link in the panel that opens (see figure below). The Résumé Wizard displays.



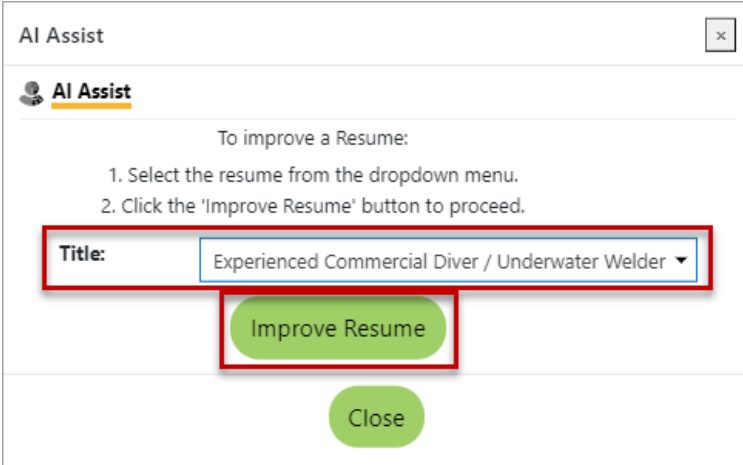
*Toolbar – Highlighting the Create Résumé Link*

- 2 Scroll down past the Résumé Wizard and click the right arrow to expand the Review all Résumé Builder Options section (see figure below).



*Résumé Builder – Highlighting the Improve an Existing Résumé Option*

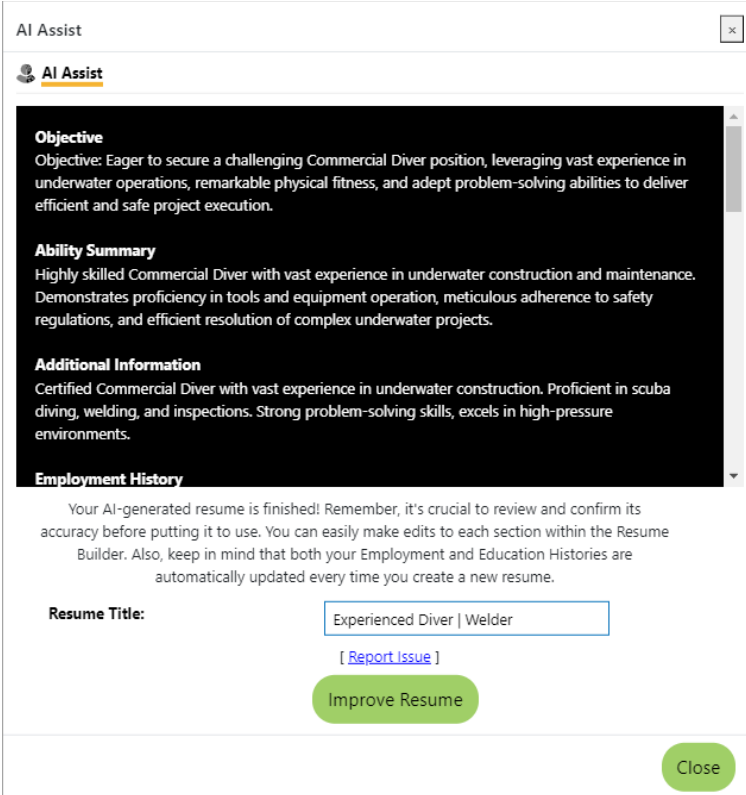
- 3 Under AI Résumé Review, select the **Improve an Existing Résumé** option and then click the **Start Résumé** button (see figure above).
- 4 In the *AI Assist* pop-up window, select the résumé that you want to improve from the **Title** drop-down list, then click the **Improve Résumé** button (see figure below). The *AI Assist* Résumé pop-up window displays.



The image shows a pop-up window titled "AI Assist" with a close button in the top right corner. Below the title is a user icon and the text "AI Assist". The main content area contains the instruction "To improve a Resume:" followed by two numbered steps: "1. Select the resume from the dropdown menu." and "2. Click the 'Improve Resume' button to proceed." Below these steps is a form with a "Title:" label and a dropdown menu showing "Experienced Commercial Diver / Underwater Welder". A red rectangle highlights the dropdown menu. Below the form is a green "Improve Resume" button, also highlighted with a red rectangle. At the bottom of the window is a green "Close" button.

*AI Assist Pop-Up Window – Select and Improve Résumé*

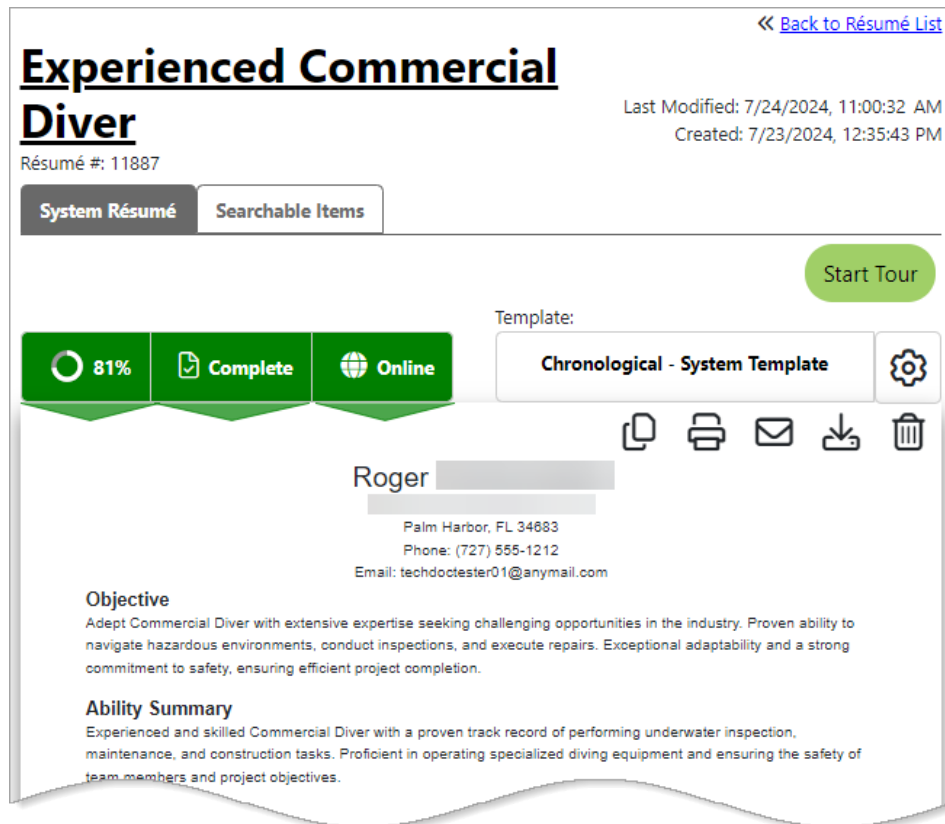
In the AI Assist Résumé pop-up window, improved text is generated for your résumé and displayed in the window (see figure below).



The image shows a pop-up window titled "AI Assist" with a close button in the top right corner. Below the title is a user icon and the text "AI Assist". The main content area displays generated résumé text. It starts with an "Objective" section, followed by an "Ability Summary" section, and then an "Additional Information" section. Below these is an "Employment History" section. The text is displayed on a dark background with white text. At the bottom of the window, there is a "Resume Title:" label and a dropdown menu showing "Experienced Diver | Welder". Below the dropdown is a link "[ Report Issue ]". A green "Improve Resume" button is located below the link. At the bottom right of the window is a green "Close" button.

*AI Assist Résumé Pop-Up Window – Generate Résumé Text*

- 5 Update the **Résumé Title**, if desired, and click the **Improve Résumé** button (see figure above). The generated text is copied to the selected résumé, and the improved résumé displays on the Résumé Builder page (see figure below).



*Improved Résumé on the Résumé Builder Page*

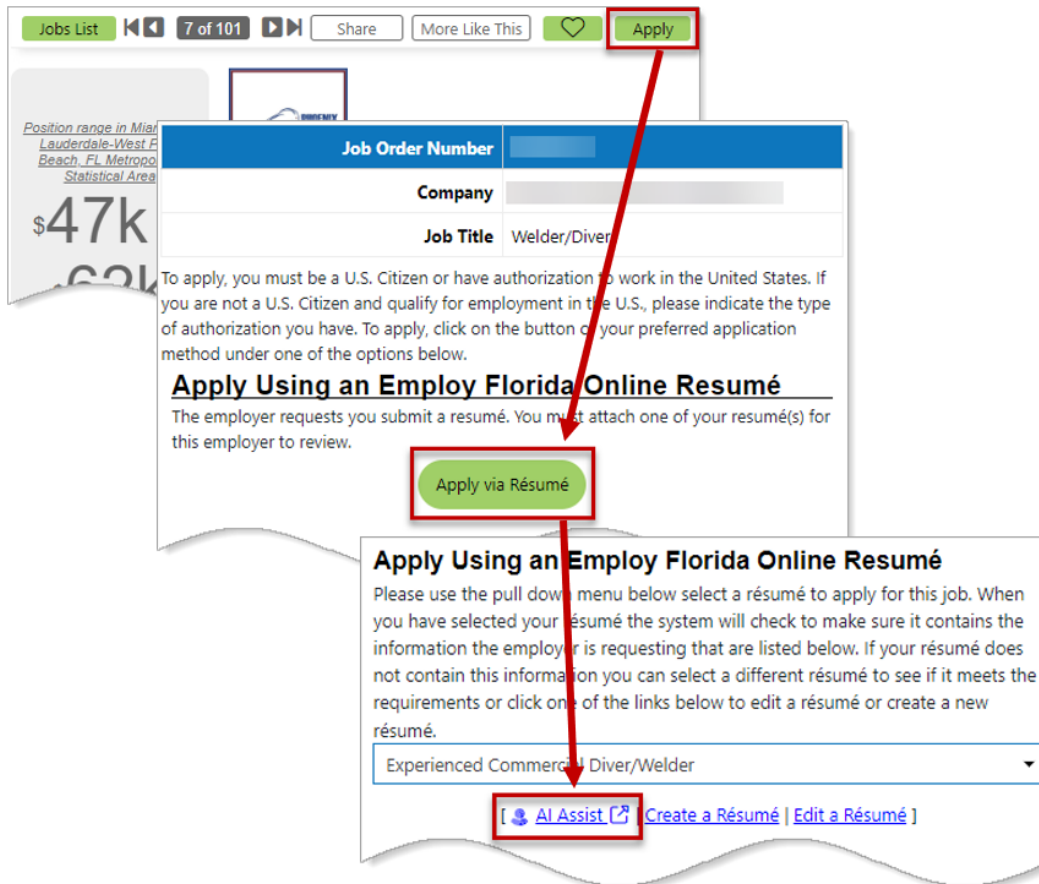
## Applying for a Specific Job Using an AI-Tailored Résumé and Cover Letter

For job listings from employers registered in the system (“preferred” jobs), you can use *AI Assist* to create a new, tailor-made résumé and, optionally, a cover letter designed specifically for a given job and use them to apply to the job. Tailored résumés and cover letters use your professional profile as a foundation, but then undergo customizations to perfectly align with the unique requirements and specifications of the targeted job listing.

### ► To apply for a job using a tailor-made résumé and cover letter:

- 1 In the left navigation (“hamburger”) menu, go to **Quick Menu ► Job Search**. The Job Search Options page displays on the Standard tab.
- 2 Using any of the eight tabs, enter your job search criteria, including job title, location, and any additional search parameters to focus your job search. See the topic “Job Search” in Chapter 3 – Quick Menu: Job Search, Résumés, My Portfolio in the *VOS Individual Services User Guide* for details.
- 3 On the Job Search results page, view the details of a preferred job listing to which you wish to apply. Preferred jobs have a gold star to the left of the employer name.
- 4 On the Job Details page, click the **Apply** button at the top of the page. The How to Apply page displays (see figure below).

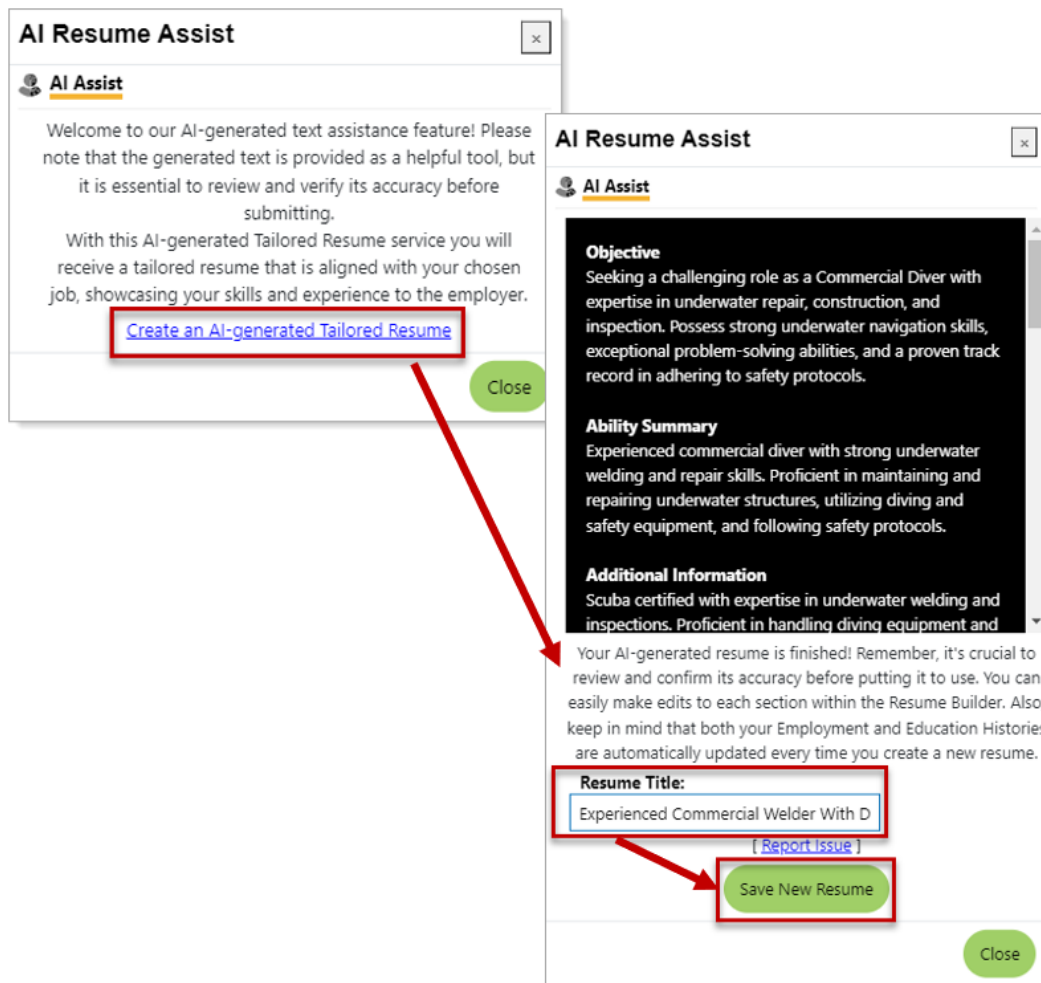




#### *Creating an AI Custom-Tailored Résumé From a Job Listing*

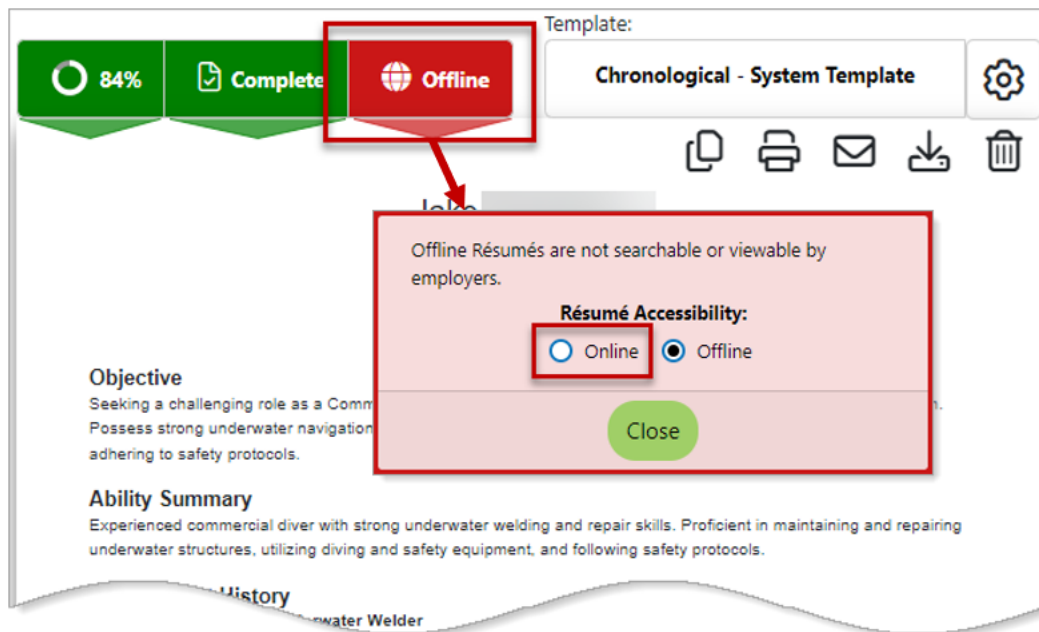
- 5 If present, click the **Apply via Résumé** button (see figure above, middle). The screen refreshes with résumé options (see figure above, bottom).
- 6 Click the AI Assist link below the drop-down list of résumés (see figure above).
- 7 In the AI Résumé Assist pop-up window, click the Create an AI-generated Tailored Résumé link. The AI Résumé Assist function creates résumé text tailored to the specific job listing and includes your educational and employment background information (see figure below).





*Creating a New AI-Generated Tailored Résumé using AI Résumé Assist*

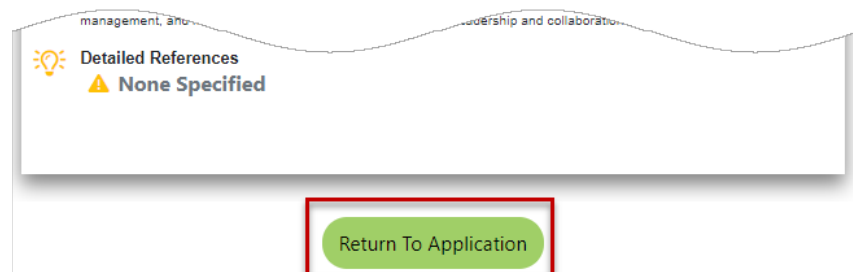
- 8 If desired, you can change the **Résumé Title**, and then click the **Save New Résumé** button (see figure above). The new résumé displays on the Résumé Builder page.
- 9 If you wish to change any of the sections, click into them to make changes.
- 10 To enable the résumé for online viewing, click the **Offline** button and then select the *Online* radio button in the Résumé Accessibility pop-up window (see figure below), then click **OK**.



*Setting a Résumé to be Viewable Online*

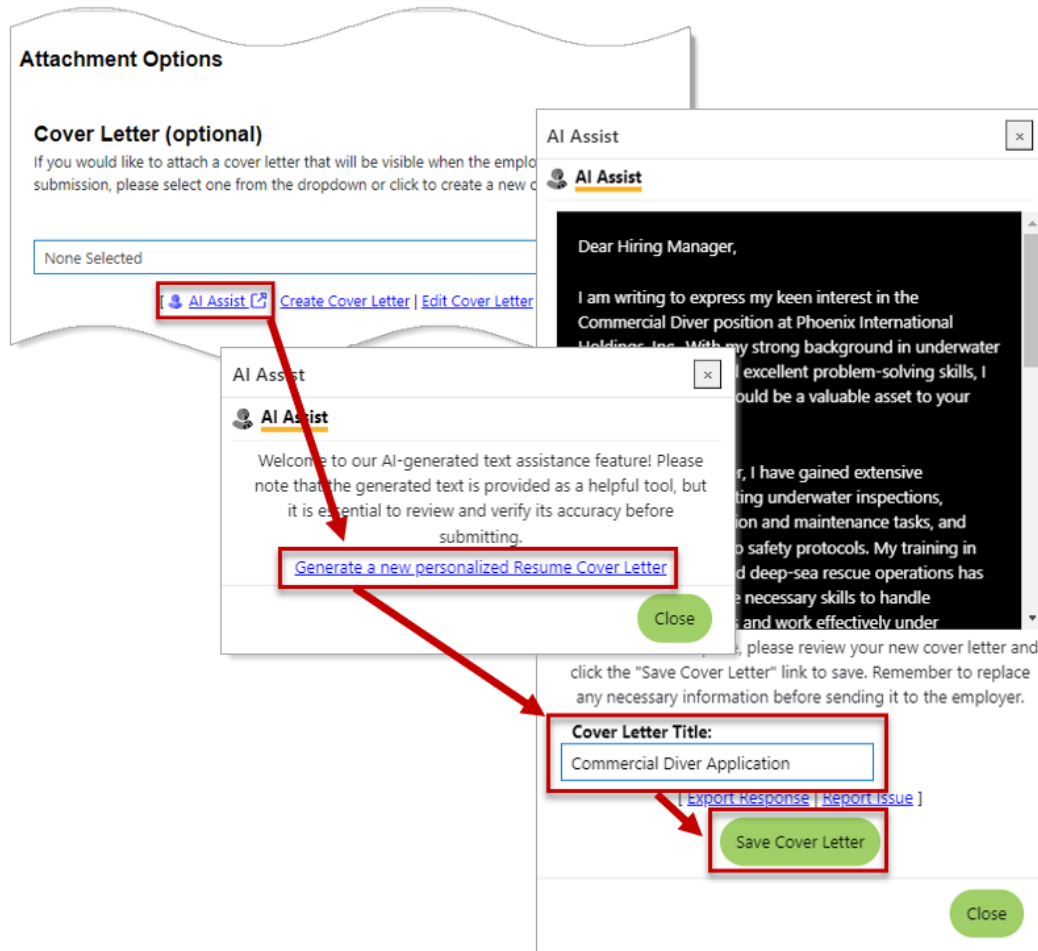
- 11** In the second confirmation pop-up window, click **OK**.

When the résumé is to your satisfaction, click the **Return to Application** button at the bottom of the Résumé Builder page (see figure below) or the [Return to Application](#) link at the top of the page. The How to Apply page redisplay.



*Return to Application Button*

- 12** To create an AI-generated cover letter to accompany the résumé, on the How to Apply page, scroll down to the Cover Letter section and click the [AI Assist](#) link below the drop-down list of letters, if any (see figure below).



### *Creating an AI-Generated Cover Letter*

- 13 Click Generate a new personalized Résumé Cover Letter. The *AI Assist* pop-up window displays with an AI-generated cover letter.
- 14 If desired, you can change the default **Cover Letter Title**.
- 15 Click the **Save Cover Letter** button (see figure above). The *How to Apply* page redisplay with the new cover letter listed.
  - To edit the cover letter, click the Edit Cover Letter link below the list of letters. After making any changes and saving the letter, you will return to the *How to Apply* page.
- 16 Review the *How to Apply* page to make sure that all required information has been supplied and that the correct résumé and cover letter are selected, and then check the checkbox at the bottom of the page to acknowledge that you will be providing your contact information to the employer.
- 17 Click the **Submit Application** button. The page refreshes with confirmation information.

## **Where to Go from Here**

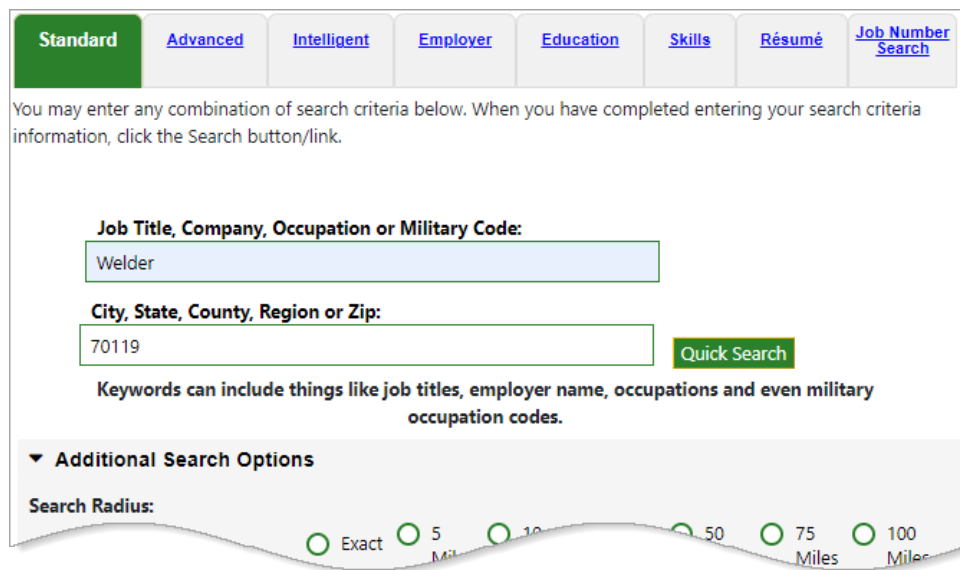
- You can prepare for a job interview using *AI Assist*. See the topic “Preparing for a Job Interview Using *AI Assist*” in this guide for details.

## Translating a Job Description to Another Language Using AI Assist

You can use *AI Assist* to translate English job descriptions into your preferred language, improving accessibility and opportunities for employment.

► **To translate a job description using *AI Assist*:**

- 1 In the left navigation (“hamburger”) menu, go to **Quick Menu ► Job Search**. The Job Search Options page displays on the Standard tab.
- 2 Using any of the eight tabs, enter your job search criteria (see example below). See the topic “Job Search” in Chapter 3 – Quick Menu: Job Search, Résumés, My Portfolio in the *VOS Individual Services User Guide* for details.



The screenshot shows the 'Job Search Criteria' page. At the top, there are eight tabs: 'Standard' (highlighted in green), 'Advanced', 'Intelligent', 'Employer', 'Education', 'Skills', 'Résumé', and 'Job Number Search'. Below the tabs, a message states: 'You may enter any combination of search criteria below. When you have completed entering your search criteria information, click the Search button/link.' There are two input fields: 'Job Title, Company, Occupation or Military Code:' with the text 'Welder' entered, and 'City, State, County, Region or Zip:' with the text '70119' entered. To the right of the second field is a green 'Quick Search' button. Below these fields, a note says: 'Keywords can include things like job titles, employer name, occupations and even military occupation codes.' At the bottom, there is a section titled 'Additional Search Options' with a 'Search Radius:' label. It features a series of radio buttons for selecting a radius: 'Exact', '5 Miles', '10 Miles', '50 Miles', '75 Miles', and '100 Miles'. The 'Exact' option is currently selected.

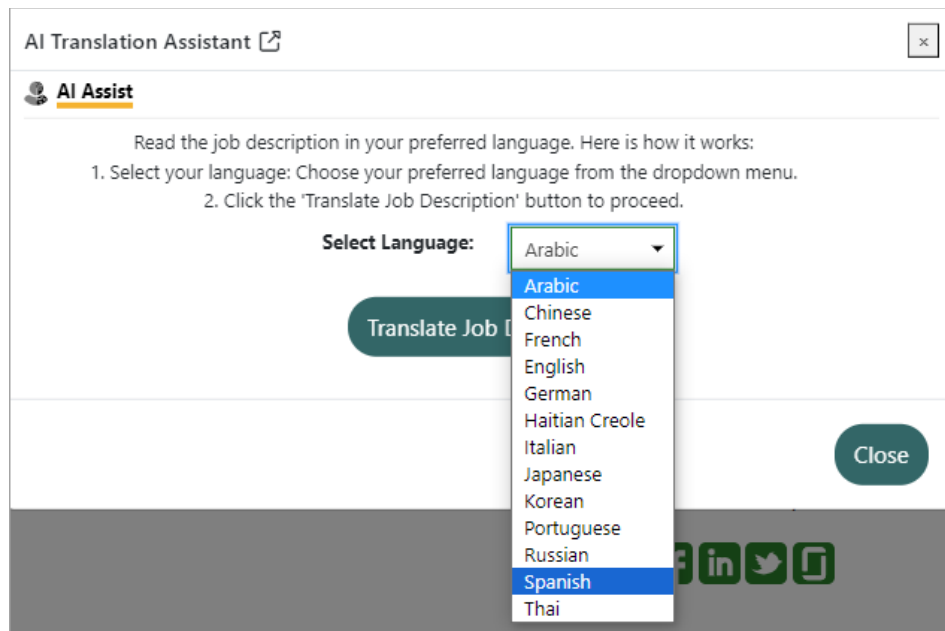
*Example Job Search Criteria Page*

- 3 On the Job Search results page, click on a job title to display job details.
- 4 To translate the job description, in the Job Description section, click the [AI Translation Assistant](#) link (see figure below).



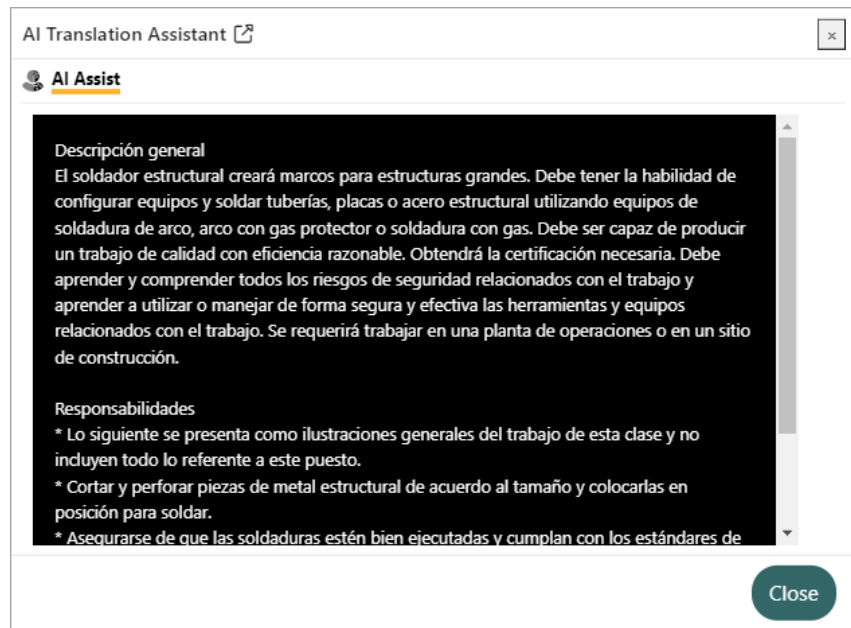
*Job Description – Highlighting the AI Translation Assistant Link*

- 5 In the AI Translation Assistant pop-up window, select the target translation language and click the **Translate Job Description** button (see figure below).



*AI Translation Assistant – Selecting the Target Translation Language (Spanish)*

The job description is translated and displays in the AI Translation Assistant window (see figure below).



*AI Translation Assistant – Translated Job Description*

- 6 Click **Close** to close the AI Translation Assistant window.

## Preparing for a Job Interview Using AI Assist

You can use the three areas on the Interview Prep tab to prepare for an interview for a specific job and employer as follows:

- **Occupation Related Terms** – Lets you compile a list of defined terms relevant to the chosen occupation
- **Practice Interview Questions** – Lets you build a comprehensive list of potential questions an employer might ask you during an interview
- **Follow Up Questions** – Lets you create a list of insightful questions you could ask the employer during the interview

Each section includes an [AI Assist](#) link below the text box to generate terms and questions (and optional expected responses) based on your work history, education, and the specific job posting. You can export any of the generated lists.

► **To prepare for a job interview using AI Assist:**

- 1 In the left navigation (“hamburger”) menu, go to **Quick Menu ► My Portfolio ► My Individual Plans ► Employment Plan Profile ► Job Contacts**.
- 2 On the Job Contacts tab, find the job you will be interviewing for in the list and click its [Details](#) link (see figure below). The Job Details page displays.

<a href="#">Résumés</a>	<b>Job Contacts</b>	<a href="#">Saved Jobs</a>	<a href="#">Online Application</a>	<a href="#">Virtual Recruiter</a>	<a href="#">Employment Strategy</a>	<a href="#">Employment Goals</a>
-------------------------	---------------------	----------------------------	------------------------------------	-----------------------------------	-------------------------------------	----------------------------------

This screen defaults to display job contacts that are still active. You may set any job contact to delete status if you are no longer interested. The drop down allows you to view job contacts that are active or inactive.

View All Current

[ Enter a Job Contact ]

To sort on any column, click a column title.

Job Title	Employer	Occupation	Job ID	Source	Original Date Viewed	Action	Select
<a href="#">Journeyman Welder</a>	GSI Welding Services, Inc.	Welders, Cutters, Solderers, and Brazers		MNL	6/7/2024	<a href="#">Details</a>	<input type="checkbox"/>
<a href="#">Welder - Structural</a>	Cajun Industries, LLC.	Welders, Cutters, Solderers, and Brazers	2022-9029	CORP	6/7/2024	<a href="#">Details</a>	<input type="checkbox"/>
<a href="#">Welder Repair Technician I</a>	Airgas, Inc.	Welders, Cutters, Solderers, and Brazers	40878	CORP	6/7/2024	<a href="#">Details</a>	<input type="checkbox"/>

[Delete](#)

Page 1 of 1 Rows 100

*Job Contacts Tab – Highlighting the Details Link*

- Click the **Interview Prep** tab (see figure below).

<a href="#">Job Details</a>	<b>Interview Prep</b>
-----------------------------	-----------------------

### Occupation Related Terms

To help prepare for your upcoming interview in the field, you can use this area to create a list of industry terms. Familiarizing yourself with these terms will not only demonstrate your industry knowledge but also enhance your confidence during the interview process.

💡 You may also select **AI Assist** below to have Follow Up Questions automatically generated for you.

*Interview Prep Tab*

- To generate a list of 10 occupation-related terms, in the Occupation Related Terms section, click the AI Assist link below the text box (see figure below). The AI Assist pop-up window opens.

### Occupation Related Terms

To help prepare for your upcoming interview in the field, you can use this area to create a list of industry terms. Familiarizing yourself with these terms will not only demonstrate your industry knowledge but also enhance your confidence during the interview process.

💡 You may also select **AI Assist** below to have Follow Up Questions automatically generated for you.

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

B I U

Normal Segoe... 1...

[ AI Assist ]

Clear Text Remove All Formatting

Save

*Occupation Related Terms – Highlighting the AI Assist Link*

- Click the Generate a new list of Industry Terms link. *AI Assist* generates the list of terms and definitions.
  - To export the list of terms to PDF or Microsoft Word format, click the Export Response link below the AI-generated text box and select the desired file format. You can perform this same export action for any of the three generated lists on this tab.
  - To add the list to the text box, click the Insert into Industry Terms link.
  - Click the **Save** button below the text box to save the terms on the Interview Prep tab.
- 5 To generate a list of 10 potential questions the employer may ask you during the interview, scroll down to the Practice Interview Questions section and click the AI Assist link below the text box (see figure below). The *AI Assist* pop-up window opens.

### Practice Interview Questions

Here you can compile a list of questions related to your work history, education or other work experience. A balance between questions that highlight your strengths and those that address potential challenges or areas of growth are suggested. This strategic approach ensures you're well-prepared to navigate various aspects of your professional journey, presenting a well-rounded and compelling narrative to prospective employers.

💡 You may also select **AI Assist** below to get a tailored set of interview questions based on your background and this position.

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

B I U

Normal Segoe... 1...

[ AI Assist ]

Clear Text Remove All Formatting

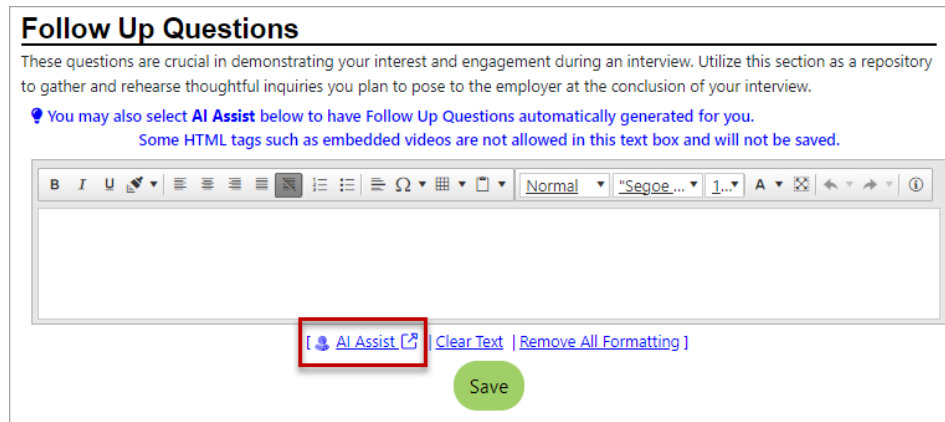
Save

*Practice Interview Questions – Highlighting the AI Assist Link*

- Click the Generate a new set of Practice Interview Questions link. *AI Assist* generates the list of practice questions.
- Click the Insert into Practice Interview Questions link to add the list to the text box.
- Click the **Save** button below the text box to save the questions on the Interview Prep tab.



- 6 To generate a list of 10 follow-up questions you can ask the employer during the interview, scroll down to the Follow Up Questions section and click the [AI Assist](#) link below the text box (see figure below). The AI Assist pop-up window opens.



*Follow Up Questions Section – Highlighting the AI Assist Link*

- a. You can choose to [Generate Interview Questions](#) or [Generate Interview Questions with expected responses](#).
- ♦ **Generate Interview Questions** – Select this option to generate a list of 10 interview questions based on the job title and description that you can ask in the interview. Questions should be reviewed carefully for accuracy and relevance, and questions can be edited before being saved or exported.
  - ♦ **Generate Interview Questions with expected responses** – Select this option to generate a list of 10 interview questions based on the job title and description along with possible responses that might be given by the interviewer. Questions and potential responses should be reviewed carefully for accuracy and relevance, and questions and possible answers can be edited before being saved or exported.
- b. Click the [Insert Into Applicant Interview Questions](#) link to add the list to the text box.
- c. Click the **Save** button below the text box to save the questions on the Interview Prep tab.

## Enhancing an Internal Message Using AI Assist

You can request assistance from site staff members through the Message Center, and using *AI Assist*, you can enhance your messages and even specify the “tone” you want the AI to use for the generated text, for example, “Business” or “Casual.” When optimizing existing text, you can see your original text and the improved text side by side.

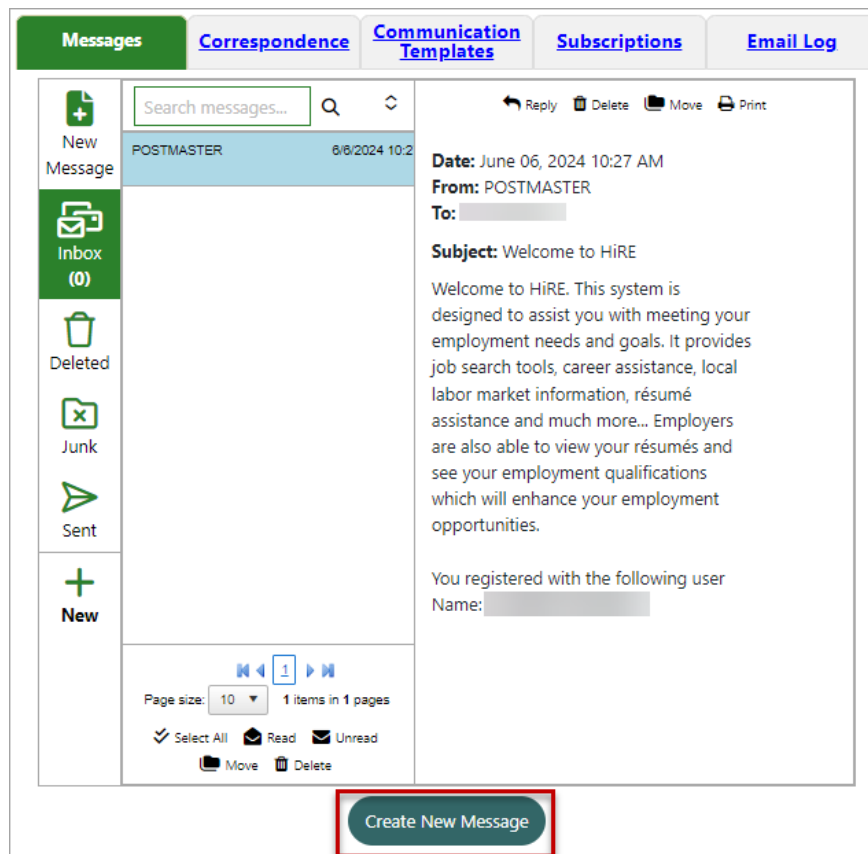
### ► To enhance an internal message using *AI Assist*:

- 1 In the toolbar at the top of the page, click the **Mail** icon, then click the Message Center link in the panel that opens (see figure below).



*Toolbar – Mail and Message Center*

Your Message Center displays (see figure below).



*Message Center*

- 2 Click the **Create New Message** button below the list of messages (see figure above). The Edit Message page displays (see figure below).

\* Recipient: Mailbox-Forgot Password

\* Your Email Address:

\* Selected Recipient(s): Mailbox-Forgot Password

Selected Recipient(s) Number: 1

\* Subject: Need new password

\* Message:

forgot password

body span

[ AI Assist ] [ Text Templates ] [ Clear Text ] [ Remove All Formatting ] [ Preview Message ]

*Edit Message Page*

- 3 Complete the entries in the **Recipient**, **Subject**, and **Message** fields. You must enter the basic text of a message in the **Message** text box.
- 4 Click the AI Assist link below the text box (see figure above).
- 5 In the *AI Assist* pop-up window, select the **Tone** for the message (*Business* or *Casual*) and click the **Improve Message** button (see figure below).

**Text Templates**

**AI Assist**

To improve your message:

1. Select your preferred tone from the dropdown menu.
2. Click the 'Improve Message' button to proceed.

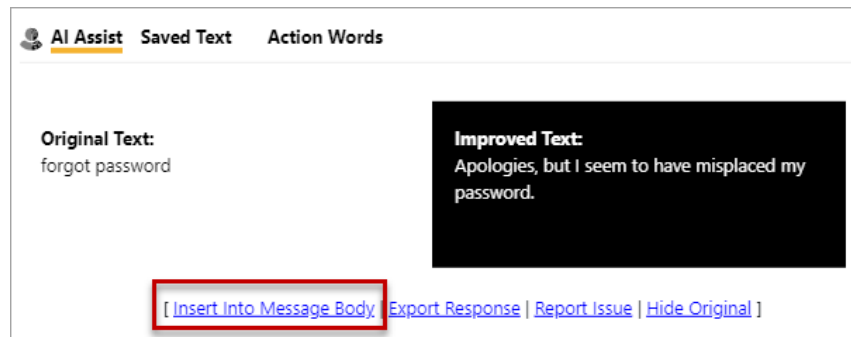
Select Tone: Business

Improve Message

Close

*AI Assist Pop-up Window*

- 6 Review the improved text carefully. To insert the improved text into your message, click the Insert Into Message Body link (see figure below).



*AI Improved Message Text*

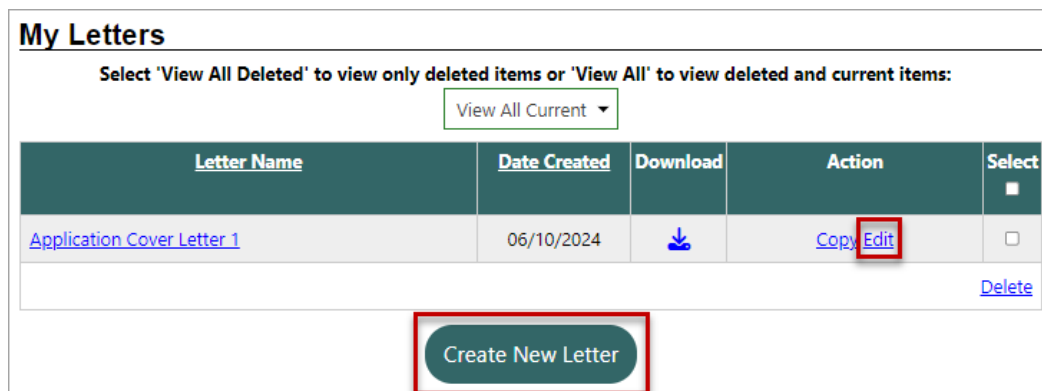
- 7 If desired, edit the generated text.
- 8 Click the **Send** button.

## Enhancing Your Correspondence Using AI Assist

You can use *AI Assist* to help you compose better correspondence letters to employers, including job application cover letters, acceptance letters, and other correspondence.

### ► To enhance a letter using *AI Assist*:

- 1 In the left navigation (“hamburger”) menu, go to **Services for Individuals** ► **Job Seeker Services** ► **Letter Builder**. The Letter Center page displays (see figure below).



*Letter Center Page*

- 2 On the Letter Center page, you can:
  - Create a new letter by clicking the **Create New Letter** button.
  - OR...
  - Enhance an existing letter by clicking its Edit link in the Action column

► **To enhance a new letter:**

- 1 On the Letter Center page, click the **Create New Letter** button (see figure below).

**My Letters**

Select 'View All Deleted' to view only deleted items or 'View All' to view deleted and current items:

View All Current ▾

Letter Name	Date Created	Download	Action	Select
<a href="#">Application Cover Letter 1</a>	06/10/2024		<a href="#">Copy</a> <a href="#">Edit</a>	<input type="checkbox"/>

[Delete](#)

**Create New Letter**

*Creating a New Letter*

- 2 If applicable, enter the **Employer Name**, **Street Address**, **City**, **State**, and **Zip** in the Letter Recipient (Optional) section.
- 3 In the Letter section, enter a **Letter Name** (e.g., Cover Letter).
- 4 Enter the basic text of the letter in the **Letter Body** text box.
- 5 Click the [AI Assist](#) link.
- 6 On the AI Assist pop-up window, click the [Optimize the existing Letter Body](#) link.
- 7 Click the [Insert Into Letter Body](#) link to copy the AI-improved text to the letter.
- 8 Click the **Save** button to save the letter.

► **To enhance an existing letter:**

- 1 Click the [Edit](#) link in the Action column for the letter you want to enhance using AI Assist (see figure below). The Edit Letter page displays.

**My Letters**

Select 'View All Deleted' to view only deleted items or 'View All' to view deleted and current items:

View All Current ▾

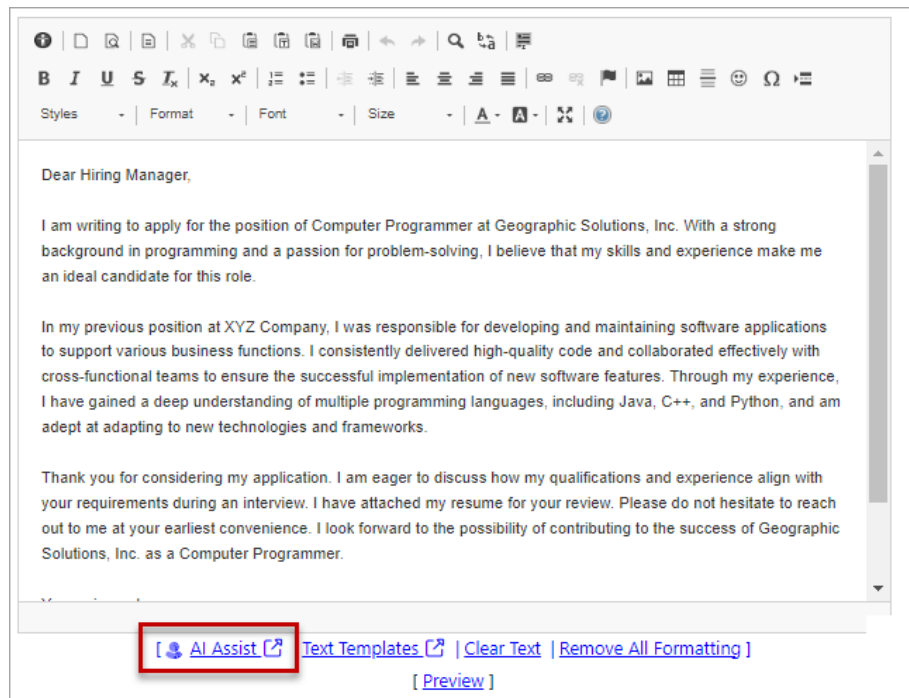
Letter Name	Date Created	Download	Action	Select
<a href="#">Application Cover Letter 1</a>	06/10/2024		<a href="#">Copy</a> <a href="#">Edit</a>	<input type="checkbox"/>

[Delete](#)

**Create New Letter**

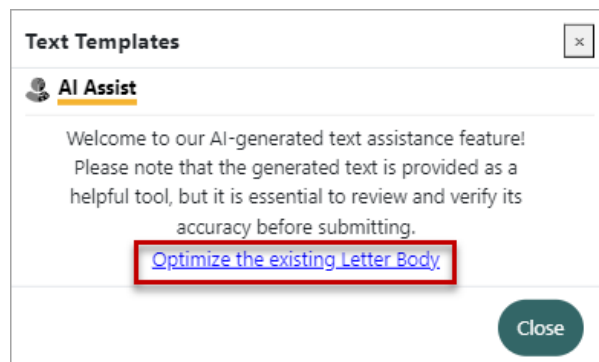
*Edit an Existing Letter*

- 2 In the Edit Existing Letter Text section, click the [AI Assist](#) link below the text box (see figure below).



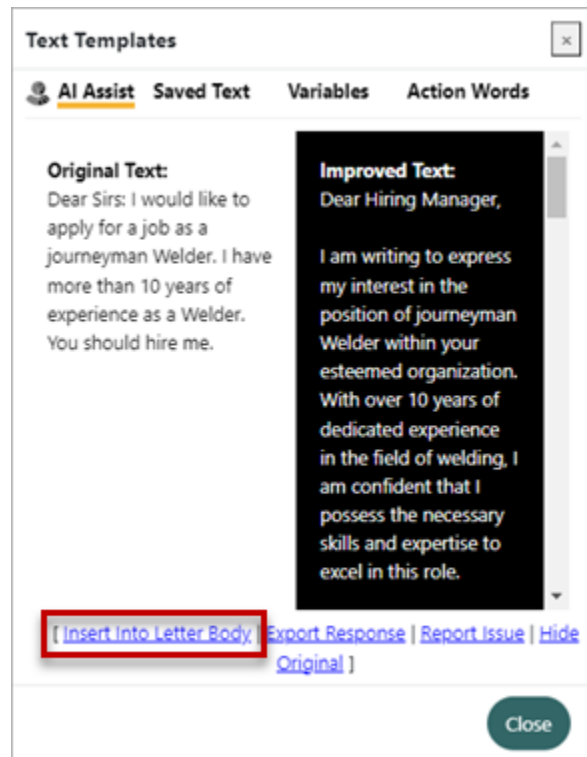
### *Enhancing an Existing Letter – Highlighting the AI Assist Link*

- 3 In the AI Assist pop-up window, click Optimize the existing Letter Body (see figure below).



### *AI Assist – Optimize the Existing Letter Body*

The AI Assist page shows the original text alongside the AI-improved text (see figure below).



*AI Improved Message Text*

- 4 Click the Insert Into Letter Body link to copy the AI-improved text to the letter.
- 5 Click the **Save** button to save the letter.