



## Logging in to the system

### Section I.

To log into the One Stop Service Tracking (OSST) system, you must have a user ID and password. If you don't have a user ID and password, please check with your Regional Security Officer (RSO). If you are the RSO and you need an OSST account, please contact the Department of Economic Opportunity's (DEO's) Internal Systems Security Officer (ISSO). You will be asked to provide a completed Security Agreement Form. The Security Agreement Form can be found on the DEO website or by clicking the following hyperlink: [OSST Security Agreement Form](#).

OSST is a web-based system and you will need the correct URL to access the log in screen. The URL to access OSST is <https://www.myfloridajobs.com/casetracking/default.cfm>

1. Type in your user ID and password and click "Login."

Notice on the log-in screen there is an icon that reads **Forgot** located next to both the User ID and Password fields. If you forget your User ID, you can select the **Forgot** icon next to this field. When selected, the following page will display. You will be prompted to select what type of user you are. The two options are "Program Participant" and Staff Member."



**Login Information**  
[ Enter User ID and Password Below ]

\* User ID

\* Password


**Retrieving Your User ID**  
What type of user are you?

Program Participant

Staff Member

- Program participants are individuals who have access to the online system in order to complete tasks associated with participating in one of the work programs managed in the OSST system. The Supplemental Nutrition Assistance Program (SNAP), Welfare Transition (WT) program, and certain special projects are managed in OSST. Currently, only SNAP participants have the ability to access the client side of the online system.
  
  - Staff members are individuals who access the system to manage cases, review management of cases, and those who access the system for maintenance and system security or administration. Staff members with access include:
    - State-level Systems Security Officer;
    - State-level Special Security Officer;
    - State-level Quality Assurance Review Staff;
    - State-level program supervisors and staff;
    - State-level Partner Agencies with a need for access;
      - Department of Children and Families
    - Regional Security Officers;
    - Regional Quality Assurance Review staff; and
    - Regional program supervisors and staff.
2. In our previous example, we selected the  icon next to User ID. We were prompted to choose the type of user. We chose “Staff member.” The system instructs you to contact your Regional Security Officer (RSO) if you are a staff member and you have forgotten your User ID.



3. If you remember your User ID, but have forgotten your password, you will select the  icon next to the Password field.

4. If the User ID exists, the system will indicate that the User ID has been found and will display the first of three user-selected security questions that the user will be asked to answer. The system also informs you that you have to correctly answer two of the three security questions before your password can be reset.



**Login Information**  
[ Enter User ID and Password Below ]

\* User ID dickeyt **FOUND**  
\* Password  Forgot

Change Profile ? Login ?

**RESETTING YOUR PASSWORD**

You will be allowed to create a new password after correctly answering two out of the three security questions you selected to confirm your identity.

Q1: In what city does your nearest sibling live?

Answer:

Submit Your Answer

5. If you answer the security question incorrectly, the system will inform you that you have answered the question incorrectly by displaying the word “**INCORRECT.**” It will also display the second security question for you to answer.

**Login Information**  
[ Enter User ID and Password Below ]

\* User ID dickeyt **FOUND**  
\* Password  Forgot

Change Profile ? Login ?

**RESETTING YOUR PASSWORD**

You will be allowed to create a new password after correctly answering two out of the three security questions you selected to confirm your identity.

Q1: YOUR ANSWER: **INCORRECT**

Q2: What was the name of your elementary / primary school?

Answer:

Submit Your Answer

6. When you correctly answer one of the security questions, the system will inform you that the response is correct by displaying the word “**CORRECT.**”



**Login Information**  
[ Enter User ID and Password Below ]

\* User ID  **FOUND**

\* Password  **Forgot**

[Change Profile ?](#) [Login ?](#)

**RESETTING YOUR PASSWORD**

You will be allowed to create a new password after correctly answering two out of the three security questions you selected to confirm your identity.

Q1: YOUR ANSWER: **INCORRECT**

Q2: YOUR ANSWER: **CORRECT**

Q3: What is the middle name of your youngest child?

Answer:

7. If you answer two of the questions incorrectly, you will be prompted to contact 1-800-438-4128, which is the Employ Florida Marketplace (EFM) / OSST Helpdesk, in order to reset your password. However, staff should remember that their local RSO has the ability to reset passwords. Please contact your RSO for password resets prior to contacting the EFM/OSST Helpdesk. If the RSO is unable to reset the password, the RSO should contact the EFM/OSST Helpdesk for help.

**Login Information**  
[ Enter User ID and Password Below ]

\* User ID  **FOUND**

\* Password  **Forgot**

[Change Profile ?](#) [Login ?](#)

**The security questions were not answered correctly.  
If you need help, please call 1-800-438-4128.**

8. Once you have successfully logged in, you will see your OSST Desktop as shown below. Depending on your log-in credentials, you may not see all of the options displayed in the illustrations. Case managers and supervisors will not see the folder titled “Security.” Only Regional Security Officers (RSOs) will see this folder on their desktop.



## Logging in to the One Stop Service Tracking (OSST) System

**Service Tracking** Home Jump Back Desk

Click the Help on this page to get additional information.

**OSST Desktop** [Recall Searches](#) | [Calendar](#) | [Directory](#)

- Security
- Workload
- Account Info
- Searches
- Reporting

Latest News  
OSST Issue

**Work Register**  
Register [new customers](#) for work or casetracking services.

**Case Reassign**  
Reassign your [open customers](#) or [closed customers](#) to another person within your unit.

**Find Providers**  
Search for [service](#), [training/activity](#) or [employment](#) providers in your area.

**Add Providers**  
Add a new provider of [services](#), [training/activities](#) or [employment](#).

**Jump to Cases**  
Find cases by Social Security Number

**To-Do Lists**  
Thursday, March 17, 2011 Unit: 1/37/9999

- Unconfirmed Items
  - 0 Case Items
  - 0 Penalty Items
  - 0 Activity Items
  - 0 Informational Items
  - 0 Personal Items
- Exception Search
- Participation Search
- Queued Letters (0)
- FLA Run Stat
- FSR Run Stat