

Using the ResourceFinder User Guide



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Overview

About this guide

The JSS ResourceFinder is an online resource library designed to support the National Guard community and other military components. It provides you with “one-stop-shop” access to a host of state-specific resources, including organizations, key POCs, web links, and documents. The tool is accessible from both the public and members-only areas of the site; however, additional resources and features are available to JSS members only.

This guide provides detailed instructions on how to use the ResourceFinder to locate resources, request resource information, bookmark favorites, and submit error notifications.

Who should use this guide

This guide is designed for JSS site visitors and members who are interested in searching for resources using the ResourceFinder.

How this guide can help

This guide provides step-by-step instructions on how to:

- Search for a Resource
- Use the ResourceFinder Search Results Page
- View Resource Details
- Submit an Error Notification
- Request a Resource
- Share or Bookmark Resources
- Add a Resource to a Favorites List
- Manage Favorites and Shared Resources

Searching for Resources

You can access the ResourceFinder and search for resources from both the public and members-only sides of the site. Logging in to JSS as a member gives you access to additional resources and resource management tools.

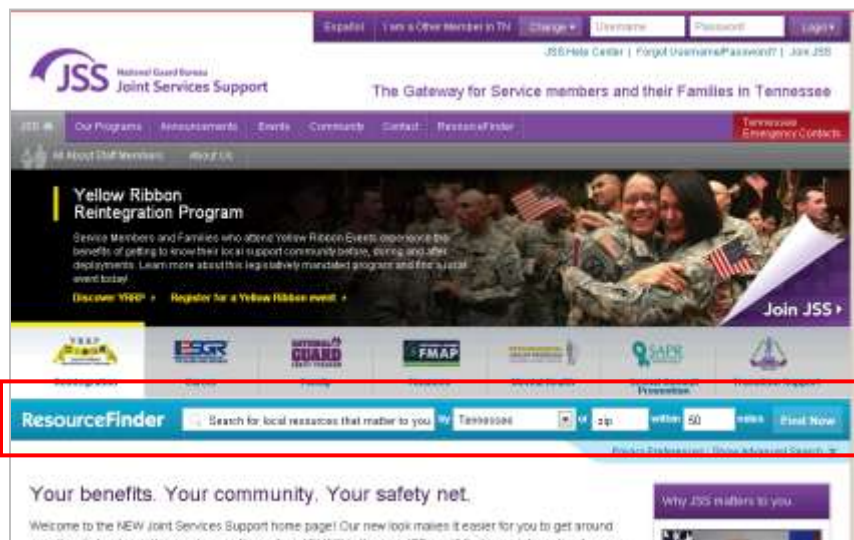
You can search for resources either using the blue ResourceFinder search bar located at the top of every JSS screen, or directly through your state's ResourceFinder home page.

To search for a resource through the ResourceFinder search bar:

1. Navigate to the JSS site (www.jointservicesupport.org)
2. If you are a JSS member, log in to JSS to access more resources and features.

The ResourceFinder search bar appears in the top section of the screen.

The ResourceFinder search bar appears at the top of most JSS screens.



3. Search for a resource by making entries in one or more of the fields below:



List	Field Name	Action/Input
	[Search]	Enter search criteria for the resource. This could be the name of an organization, a topic, or a program contact.
<input type="button" value="v"/>	by [state]	Your affiliated state is the default entry. To see resources relevant to another state, select the appropriate state. To see all resources, select All States .
	or [ZIP]	To see resources within proximity to a specific ZIP code, enter the ZIP code.
	within [-] miles	If you specified a ZIP code, enter the mile radius from the ZIP code. All resources located within the designated geographical area will be included in the search results.

For logged-in JSS members, your affiliated state is defined in your user profile. For users on the public side of the JSS site, your affiliated state is based on your IP address. You can change this state affiliation by clicking the **Change** button in the login bar at the top of the page.

Note:

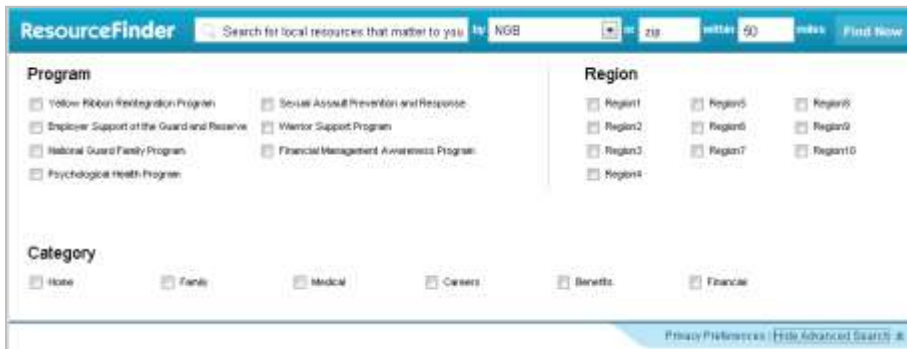
- The ResourceFinder searches by state **OR** by radius from a specified ZIP. It does not search by both.
- When a ZIP code is entered, the ResourceFinder uses the code, together with the mile radius, to determine the search results.
- To search by state only, ensure that the ZIP code field is blank (e.g. delete any entries before proceeding with a state-specific search).

When you conduct a search from the public side of the JSS site, you see only the resources that are visible to the public. Log in to JSS to see all available resources.

- To filter your search results by additional criteria, click the **Show Advanced Search** link below the search bar.



This opens an additional search panel.




- Select the checkbox(es) next to the programs, Federal Regions, and/or topic categories relevant to the search .

- Click  to conduct the search.

If you are launching a ResourceFinder search for the first time in your current JSS session, a privacy prompt appears.

- If requested, identify your role, phase of deployment, component and/or unit.

This assists state resource personnel in tracking resource searches, so they are better equipped to provide the resources specific to different users of the system.

- Click  to proceed. The **ResourceFinder Search Results** page appears with the results of your search.

For a list and map detailing the standard U.S. Federal Regions, see the **Appendix** of this guide

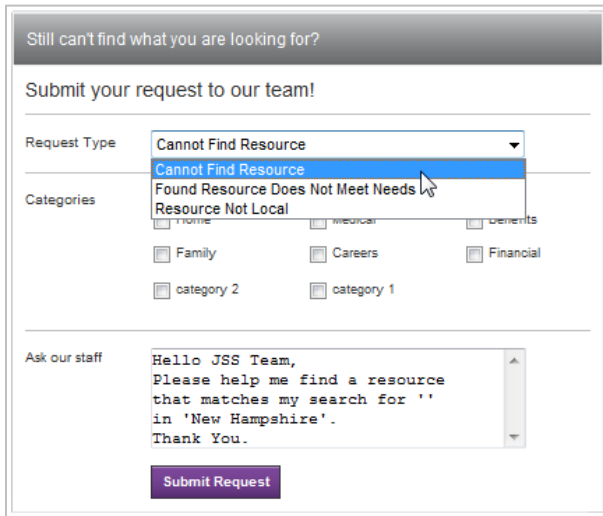
Different privacy prompts appear depending on parameters set by your State Administrator. If you are not asked to provide information, review the privacy statement, and click



8. Review the listed resources and drill down into resource details or access other resources, as appropriate.

Review the elements of the **ResourceFinder Search Results** page shown below.

9. If you cannot find the resource you are searching for, and your state staff has allowed the submission of resource requests, the following box appears below your list of results.



Still can't find what you are looking for?

Submit your request to our team!

Request Type: Cannot Find Resource (dropdown menu open with options: Cannot Find Resource, Found Resource Does Not Meet Needs, Resource Not Local)

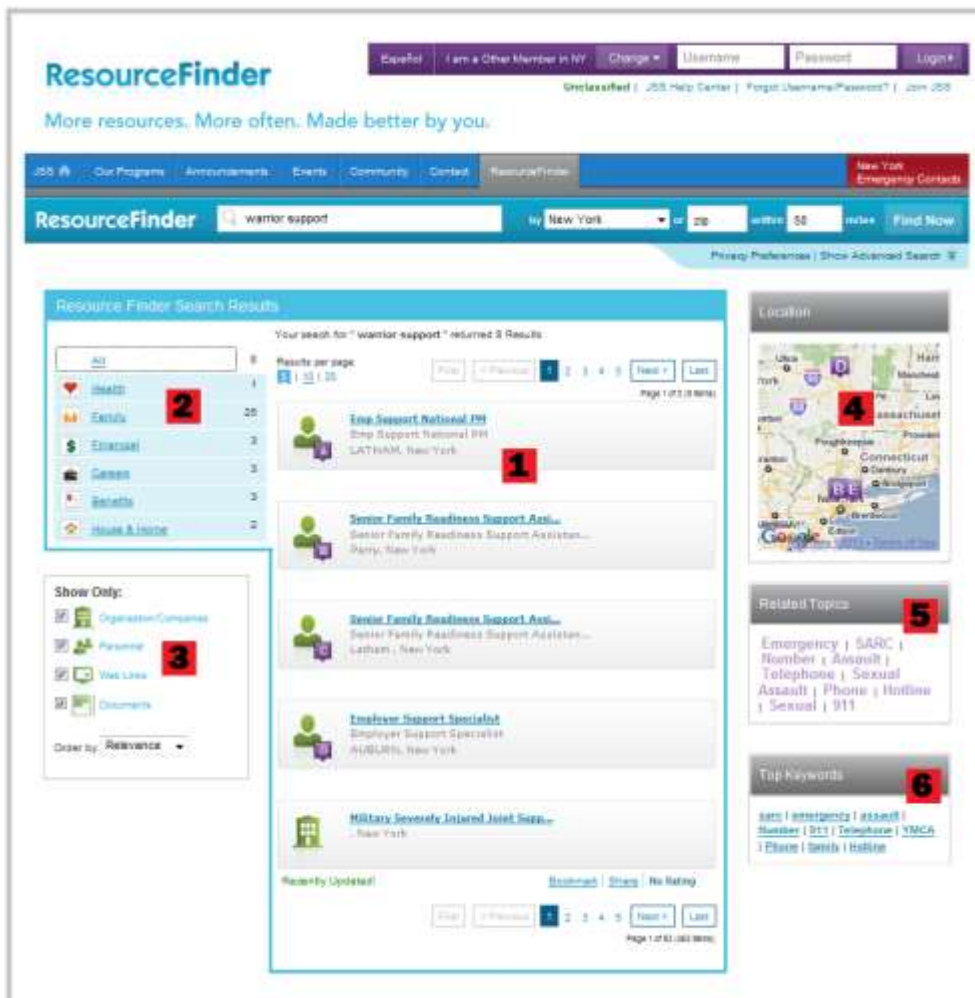
Categories: Home Medical Benefits Family Careers Financial category 2 category 1

Ask our staff: Hello JSS Team, Please help me find a resource that matches my search for '' in 'New Hampshire'. Thank You.

Submit Request

Select the resource type and category you are searching for, and provide additional information in the fields provided. Click **Submit Request**.

ResourceFinder Search Results Page



The screenshot shows the ResourceFinder search results page. At the top, there is a search bar with 'warrior support' entered and a dropdown menu set to 'New York'. Below the search bar, there are several sections: a left sidebar with filters for 'Show Only' (Organization/Company, Personal, Web Sites, Documents) and 'Order by' (Relevance); a main results area with a list of search results; a map showing the geographical locations of the resources; and a 'Related Topics' section with keyword tags. Red numbered callouts (1-6) are placed over the page to highlight specific features: 1 points to a search result title, 2 points to the category filter, 3 points to the 'Show Only' filter, 4 points to the map, 5 points to the 'Related Topics' section, and 6 points to the 'Top Keywords' section.

When you search by state, the ResourceFinder displays all resources physically located in or considered relevant to that state.

- 1** List of state resources that match your search criteria. Click the resource title to access further details.
- 2** Groups the displayed search results by resource category. Click a category to see the search results that fall within that category.
- 3** Filter the results by resource type by selecting or de-selecting the appropriate checkboxes. Change the sort order using the **Order by** drop-down.
- 4** Geographical locations of the resources displayed. Drag the map left, right, up or down to adjust your view. Double click it to zoom in. Each resource is identified on the map with the appropriate label—**A**, **B**, **C**, etc.
- 5** List of keyword tags associated with the displayed resources when they were added to the system. Click a keyword tag to display other resources with the same assigned tag.
- 6** Most frequently used search keywords.

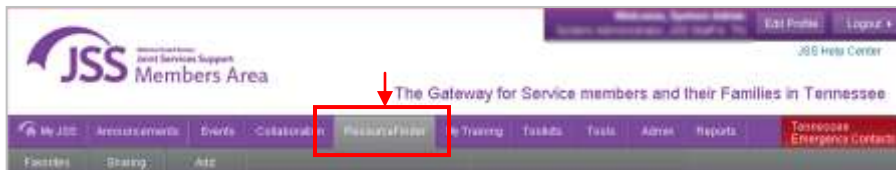
Searching from the ResourceFinder Home page

The JSS site features a ResourceFinder Home page for your state, with links to sub-topics under key category areas.

Resource Requests can only be submitted by JSS members who are logged in to JSS.

To search for resources from the ResourceFinder Home page:

1. Click **ResourceFinder** on the tab bar.



The ResourceFinder Home page for your state is displayed.



2. Use the **Popular Search Categories** section at the bottom of the screen to link to resources that fall under core sub-categories.



3. Link to recently added resources in the right call-out box.



Viewing Resource Details

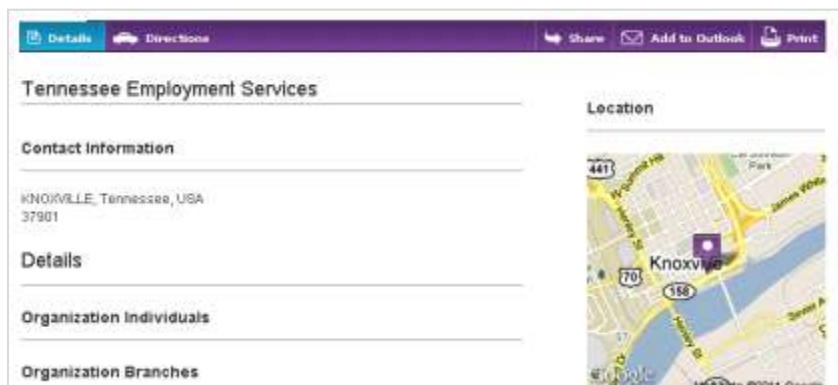
From the **ResourceFinder Search Results** page, you can drill down into resource details and complete a number of other useful tasks, such as sharing the resource with someone else, looking-up driving directions to a location, or submitting an error report.

To view resource details from the **ResourceFinder Search Results** page:

1. Click the resource’s name on the list to see the resource details.
You can also bookmark a resource, mark it as a favorite (JSS members only), or share it using the links below the resource title.



The details page for the resource is displayed.



When you **bookmark** a resource, JSS adds it to the Favorites list in your web browser.

When you make a resource a “**Favorite**”, JSS adds it to a Favorites list within ResourceFinder. This feature is available to JSS members only.

When you **share** a resource, you send other user(s) a link to the resource details via email. Note that if you share a resource available to registered members only, the recipient(s) must log in to view the details.

2. Use the links at the top of the page to display driving directions (for physical resources), share the resource, add it to Outlook as a contact, or print it.
3. To rate the resource, click a rating star in the areas of **Service**, **Quality** and **Availability**.

Rating



Only logged-in JSS members can rate a resource.

4. To send a notice to staff about incorrect resource information (e.g. wrong address), use the panel at the bottom of the page to enter the error type and description and click **Submit Error**.

Found a mistake? Your feedback is appreciated.

Error Type

Error Description

Submit Error

This panel appears only if your state staff has enabled this feature in the ResourceFinder.

Managing Favorites and Shared Files

Registered JSS members have the option to manage their favorite and shared resources through the ResourceFinder sub-menu.

To manage your list of favorite resources:

1. In JSS (member's area), hover over **ResourceFinder** on the tab bar, then click **Favorites** on the sub-menu.



The **ResourceFinder Search Results** page appears with a list of the resources that you have flagged as your favorites.



2. Use the links below a resource to perform the following actions, as appropriate:
 - Bookmark the resource as a shortcut link in your web browser.
 - Remove the resource from your favorites list.
 - Share the resource with someone else via email.



To manage your list of shared resources:

1. In JSS (member's area), hover over **ResourceFinder** on the tab bar, then click **Sharing**.



The **ResourceFinder Search Results** page appears with a list of the resources that you have shared or that have been shared with you.

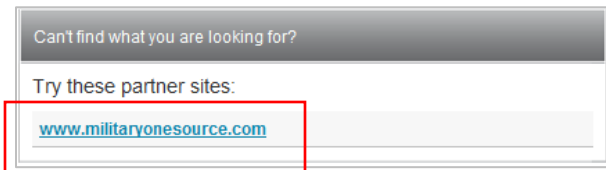


2. Click **Shared By Me** to display all of the resources that you shared with others.
3. Click **Shared With Me** to display all of the resources that others have shared with you.
4. Click **Block List** to select individuals who have shared resources with you in the past, but whom you want to block from sharing resources with you in the future. Proceed to select the individuals you want to block.

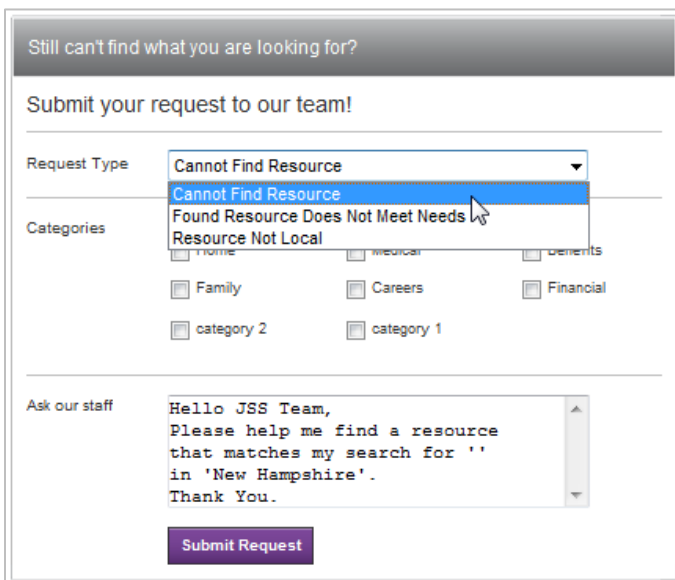
FAQs

What if I cannot find the resource I am searching for?

- If your state staff has defined partner sites in the ResourceFinder, these web sites will be displayed below your list of results each time you perform a search. Click a site to open it and search for your resource on that site.



- If your state staff has configured the ResourceFinder to allow users to submit resource requests, the following box appears below your list of results each time you perform a search. Select the resource type and category you are searching for, and provide additional information in the fields provided. Click **Submit Request**.



Still can't find what you are looking for?

Submit your request to our team!

Request Type: **Cannot Find Resource**

Categories:

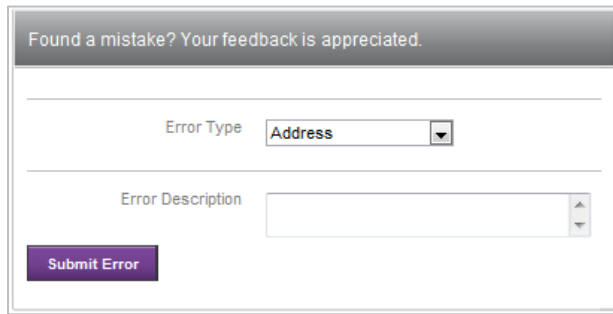
- Home
- Medical
- Benefits
- Family
- Careers
- Financial
- category 2
- category 1

Ask our staff: Hello JSS Team, Please help me find a resource that matches my search for '' in 'New Hampshire'. Thank You.

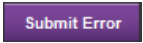
Submit Request

What if I notice an error in resource information?

If your state staff has configured the ResourceFinder to permit error submissions from users, the following box appears at the bottom of the **Resource Details** page for each resource.



The screenshot shows a feedback form titled "Found a mistake? Your feedback is appreciated." It contains two main input fields: "Error Type" with a dropdown menu currently set to "Address", and "Error Description" with a text area. A purple "Submit Error" button is located at the bottom left of the form.

Select the type of error from the **Error Type** drop-down, then describe the error in more detail—provide the correct information, for example—in the **Error Description** field. Click .



Next Steps

Congratulations! You have completed the **Using the ResourceFinder** user guide. Proceed to complete other user guides available through the JSS Help Center, as needed.

Contact us

Your feedback is important to us. If you have any questions or comments related to this manual, please send them to feedback@jointservicesupport.org.

Appendix: Standard U.S. Federal Regions

The ten standard Federal Regions are as follows:

- **Region 1:** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Region 2:** New Jersey, New York, Puerto Rico, Virgin Islands
- **Region 3:** Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Region 4:** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Region 5:** Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
- **Region 6:** Arkansas, Louisiana, New Mexico, Oklahoma, Texas
- **Region 7:** Iowa, Kansas, Missouri, Nebraska
- **Region 8:** Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Region 9:** Arizona, California, Hawaii, Nevada (American Samoa, Guam, Northern Mariana Islands, Trust Territory of the Pacific Islands)
- **Region 10:** Alaska, Idaho, Oregon, Washington

