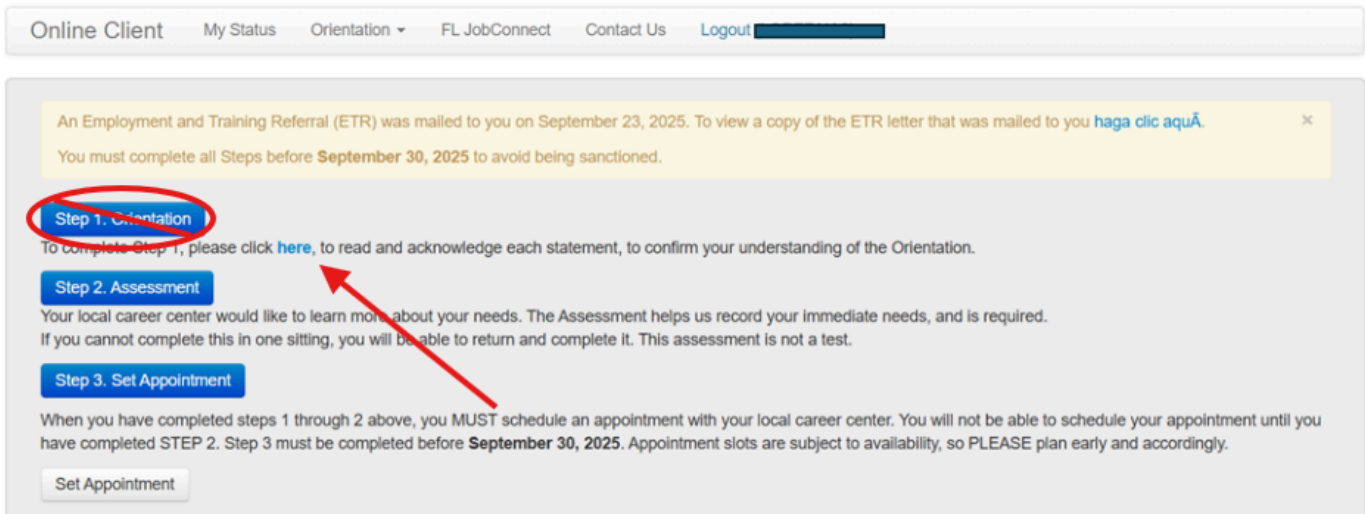


Client Guide: Step 1 - OSST Orientation

Client Guide: Step 1 - OSST Orientation

To Access Orientation click 'here'.



The screenshot shows the top navigation bar with links for Online Client, My Status, Orientation (selected), FL JobConnect, Contact Us, and Logout. A yellow notification banner at the top states: "An Employment and Training Referral (ETR) was mailed to you on September 23, 2025. To view a copy of the ETR letter that was mailed to you [haga clic aquí](#). You must complete all Steps before **September 30, 2025** to avoid being sanctioned." Below the banner, the "Step 1. Orientation" button is circled in red. A red arrow points from this button to the word "here" in the text: "To complete Step 1, please click [here](#), to read and acknowledge each statement, to confirm your understanding of the Orientation." Other steps listed are "Step 2. Assessment" and "Step 3. Set Appointment". A "Set Appointment" button is visible at the bottom of the step 3 section.

Watch the videos and answer questions correctly to complete video. When complete Select 'Return to SNAP Online Participation.'

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The screen displays the "SNAP Orientation" title and a thank you message: "Thank you for completing the SNAP Orientation." Below this, it provides instructions: "You may click the Return to SNAP Online Participation button to continue your online participation process –OR– Click the Review Orientation button to review the presentation again." At the bottom, there are two buttons: "Review Orientation" and "Return to SNAP Online Participation".

Next, you must click 'here' to complete the Orientation Agreement.

An Employment and Training Referral (ETR) was mailed to you on September 23, 2025. To view a copy of the ETR letter that was mailed to you [haga clic aquÃ](#).
You must complete all Steps before **September 30, 2025** to avoid being sanctioned.

Step 1. Orientation

To complete Step 1, please click [here](#), to read and acknowledge each statement, to confirm your understanding of the Orientation.

Step 2. Assessment

Your local career center would like to learn more about your needs. The Assessment helps us record your immediate needs, and is required. If you cannot complete this in one sitting, you will be able to return and complete it. This assessment is not a test.

Step 3. Set Appointment

When you have completed steps 1 through 2 above, you **MUST** schedule an appointment with your local career center. You will not be able to schedule your appointment until you have completed STEP 2. Step 3 must be completed before **September 30, 2025**. Appointment slots are subject to availability, so **PLEASE** plan early and accordingly.

Set Appointment

Review and acknowledge all boxes for Orientation agreement then click 'submit'.

Agreement

Please review the statements below. By checking each box, you confirm that you understand the information presented in the Orientation and acknowledge that participation in the SNAP program may be required.

You can review your Orientation and this page with the links at the top of the page.

- I understand that the Social Security Act (42 U.S.C. 1137) states that my social security number may be used to administer the SNAP program including determining eligibility for the receipt of services, communication and participation, as well as for reporting purposes.
- I understand that the LWDB may share participation related information with appropriate agencies in the administration of the program for determining continued eligibility for program services as well as reporting suspected instances of fraud;
- I understand that if I fail to meet program requirements, I could lose program benefits and services or be determined ineligible for program benefits and services;
- I understand that if my monthly transportation costs exceed the maximum reimbursement allowed, I will be assigned to a more suitable activity. If a suitable activity is not available, I may have good cause for not participating in the program.
- I understand that I have the right to:
 - Have my case reviewed by a program supervisor;
 - Learn how to file a grievance with the Local Workforce Development Board (LWDB) or Career Center; and
 - File a grievance with the LWDB if I feel that a decision or action on my Workforce Case was made unfairly, including receiving services and the assignment of program activities.
 - I should first speak with the local SNAP program staff about my concerns. If my concerns are not resolved, I should ask to meet with a SNAP program supervisor. If communication with the SNAP program supervisor does not resolve my concern, I should ask for the regional process for filing a grievance with the LWDB.
- I understand that I have the right to request a Fair Hearing with the Department of Children and Families if my benefits are terminated or reduced. I may request the Fair Hearing by calling 1-866-762-2237.
- I understand that I may file a complaint with the Office of Civil Rights if I feel that I have experienced discrimination based on my age, gender, ethnicity, religion, disability and race. I may file the complaint by contacting:

The Office for Civil Rights
Department of Economic Opportunity
Caldwell Building ♦ MSC 150
107 East Madison Street
Tallahassee, FL 32399
Phone: 850-921-3205
Fax 850-921-3122
Email: Civil.Rights@commerce.fl.gov

Submit

When you have a green check under orientation you can progress to the next step.

An Employment and Training Referral (ETR) was mailed to you on July 9, 2024. To view a copy of the ETR letter that was mailed to you [haga clic aquí](#) ✕

You must complete all Steps before **July 16, 2024** to avoid being sanctioned.

Step 1. Orientation

✓ You completed the SNAP program Orientation on **July 9, 2024**. You can review your [orientation acknowledgement](#) again at any time. From there you are also able to review the [Orientation](#).

Step 2. Assessment

You started the Assessment on **July 9, 2024**. Use the Assessment link in the menu or click [here](#) to continue the Assessment.

Step 3. Set Appointment

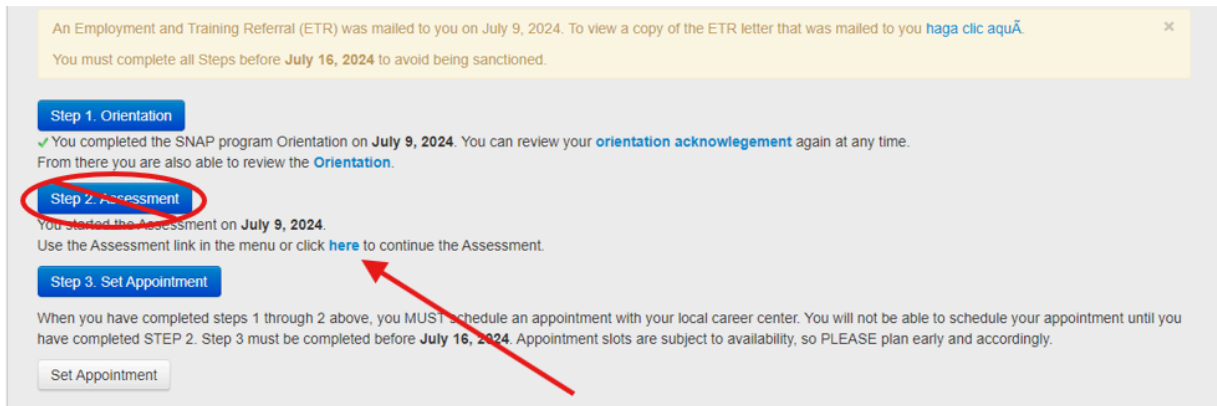
When you have completed steps 1 through 2 above, you **MUST** schedule an appointment with your local career center. You will not be able to schedule your appointment until you have completed STEP 2. Step 3 must be completed before **July 16, 2024**. Appointment slots are subject to availability, so PLEASE plan early and accordingly.

[Set Appointment](#)

Client Guide: Step 2 - OSST Assessment

Client Guide: Step 2 - OSST Assessment

To Access Assessment click 'here'.



An Employment and Training Referral (ETR) was mailed to you on July 9, 2024. To view a copy of the ETR letter that was mailed to you [haga clic aquí](#) ✕

You must complete all Steps before **July 16, 2024** to avoid being sanctioned.

Step 1. Orientation

✓ You completed the SNAP program Orientation on **July 9, 2024**. You can review your **orientation acknowledgement** again at any time. From there you are also able to review the **Orientation**.

Step 2. Assessment

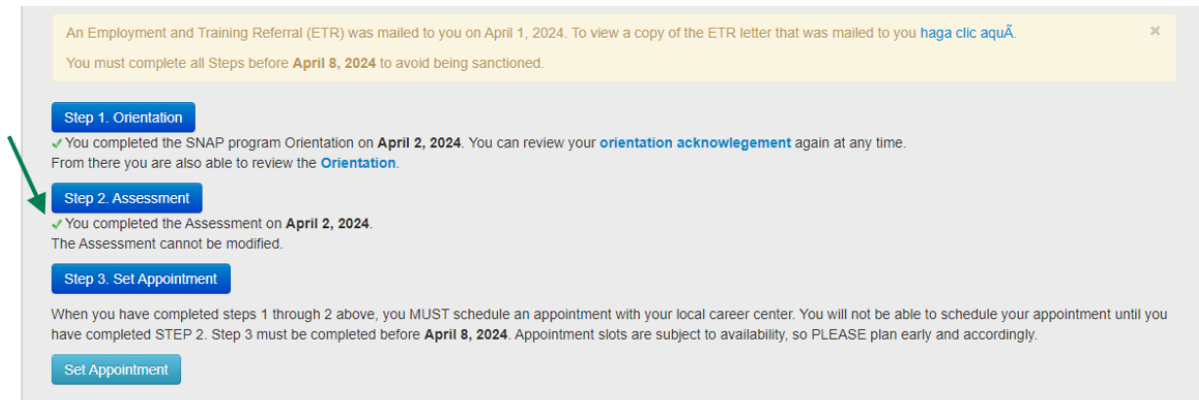
You started the Assessment on **July 9, 2024**.
Use the Assessment link in the menu or click [here](#) to continue the Assessment.

Step 3. Set Appointment

When you have completed steps 1 through 2 above, you **MUST** schedule an appointment with your local career center. You will not be able to schedule your appointment until you have completed STEP 2. Step 3 must be completed before **July 16, 2024**. Appointment slots are subject to availability, so PLEASE plan early and accordingly.

Answer questions regarding your goals, experience, and any barriers so staff can identify the best services to support you. When complete the assessment cannot be modified.

When you have a green check under assessment, you can progress to the next step.



An Employment and Training Referral (ETR) was mailed to you on April 1, 2024. To view a copy of the ETR letter that was mailed to you [haga clic aquí](#) ✕

You must complete all Steps before **April 8, 2024** to avoid being sanctioned.

Step 1. Orientation

✓ You completed the SNAP program Orientation on **April 2, 2024**. You can review your **orientation acknowledgement** again at any time. From there you are also able to review the **Orientation**.

Step 2. Assessment

✓ You completed the Assessment on **April 2, 2024**.
The Assessment cannot be modified.

Step 3. Set Appointment

When you have completed steps 1 through 2 above, you **MUST** schedule an appointment with your local career center. You will not be able to schedule your appointment until you have completed STEP 2. Step 3 must be completed before **April 8, 2024**. Appointment slots are subject to availability, so PLEASE plan early and accordingly.

Client Guide: Step 3 - Set Appointment

Client Guide: Step 3 - Set Appointment

To set an appointment click 'Set Appointment'.

An Employment and Training Referral (ETR) was mailed to you on April 1, 2024. To view a copy of the ETR letter that was mailed to you [haga clic aquí](#).
You must complete all Steps before **April 8, 2024** to avoid being sanctioned.

Step 1. Orientation
✓ You completed the SNAP program Orientation on **April 2, 2024**. You can review your [orientation acknowledgement](#) again at any time. From there you are also able to review the [Orientation](#).

Step 2. Assessment
✓ You completed the Assessment on **April 2, 2024**. The Assessment cannot be modified.

Step 3. Set Appointment

When you have completed steps 1 through 2 above, you **MUST** schedule an appointment with your local career center. You will not be able to schedule your appointment until you have completed STEP 2. Step 3 must be completed before **April 8, 2024**. Appointment slots are subject to availability, so PLEASE plan early and accordingly.

[Set Appointment](#)

Select a date and time.

Online Client My Status Orientation * FL JobConnect Contact Us

Please choose a time to meet with your CareerSource counselor. These are the available times:

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
11/17/25-11/21/25	No appointments	9:00 AM - 10:00 AM (1) 10:00 AM - 11:00 AM (1)	No appointments	9:00 AM - 10:00 AM (1) 10:00 AM - 11:00 AM (1) 11:00 AM - 12:00 PM (1)	No appointments
11/24/25-11/27/25	No appointments	9:00 AM - 10:00 AM (1) 10:00 AM - 11:00 AM (1) 11:00 AM - 12:00 PM (1)	No appointments	No appointments No appointments No appointments	No appointments

Your work registration completion notice will remind you of your appointment and next steps.

Online Client FL JobConnect Contact Us

You completed all Online Client steps on October 24, 2023. Here are your appointment details:

Date/Time	Thursday, November 2, 2023 9:00 AM
Location	CareerSource Palm Beach County 3400 Belvedere Road West Palm Beach, FL 33406

What's Next....

As a SNAP E&T participant, you will be required to participate in a work activity for 20 hours per week. Some of these activities may include volunteer work, on the job training, participation in an education or training program, job search, or participation in a job search training activity. You will learn more about your specific activity when you report to your appointment.

To encourage and assist with your participation in the SNAP E&T program, we have created an online tool to help you. This tool is called FL Job Connect (formerly myTESS). It will help you complete many tasks including:

- tracking your job searches
- uploading documentation that may be required by your case manager
- sending messages to your case manager

To get familiar with FL JobConnect please click below.

[Take me there](#)