

# The BLURB

The Blurb #57:  
The Online Guide

## Answers at Your Fingertips

Questions regarding DTA policy and procedure are a common part of every employee's career. It can be an immensely stressful situation when questions arise and we just don't know the answers.


When these situations arise, don't panic!

The Online Guide (OLG) is the tool that has been developed to assist you in completing your day to day work. While the OLG is fusion of policy and procedures, it is the policy that informs the procedures. **Remember to also read the policy manuals for more details about program rules!**

While the OLG may look intimidating, the format in which it is constructed is quite logical and easy to use

The *Search* feature allows the case manager to attempt a word-search within the Guide. Either a simple word search or a filtered search can be completed. For a simple word search staff can type in the word, click enter, and a series of selections display. Choose the selection that best suits the search. Click the selection and the page will display. To complete a filtered search, which will provide more specific results, search on a word-string, for example work program sanction. To achieve the proper result, quotation marks must be used.

To begin searching:

- click the Search button and use that function to initiate a search for any *word* or *word-string* that appears within a guide page, whether in the page heading or body text:
  - ✓ only guide pages are searched.
  - ✓ external content on the World-Wide Web or the Department's intranet is not searched.
- type a *word* or *word-string* (not case sensitive) in the box labeled *Type in the word(s) to search for:* and click Go  (or press the keyboard Enter key) to generate a list of pages that contain the word or word-string.
- click a page to view it in the pane, noting that the word or word-string will be highlighted in blue.