

U.S. Department of Veterans Affairs Employee Job Aid

My Development Plan (MDP)



Employee Job Aid: My Development Plan (MDP)

(Revision Date: October 10, 2024)

Purpose

The purpose of this job aid is to guide you through the step-by-step process of navigating your My Development Plan (MDP).

In this job aid, you will learn how to:

- Task A. Use Best Practice
- Task B. Access My Development Plan
- Task C. Navigate My Development Plan
- Task D. Create Development Goal
 - Create a New Development Goal
 - Copy Goal from Previous Goal Plan
- Task E. Add Learning Activity to Goal
 - Add TMS Learning from Library
 - o Add TMS Learning By Attribute
 - o Create External Learning
 - Link External Learning to Another Goal
- Task F. Maintain or Edit Development Goals
 - Edit Development Goal & Learning Activities
 - o Delete Development Goal & Learning Activities
- Task G. Edit & Print My Development Plan



 Mission
 The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.

 Vision
 We believe engaged and developed VA employees will change the lives of Veterans and their families for the better.

Before You Begin!

HCSC

VA's paper-based Individual Development Plan (IDP) is now the electronic My Development Plan, or MDP. MDP is available for VA employees and should only be used for professional development purposes. Any development goals and activities will not be used to assess or evaluate employee performance. MDP is a tool to help the employee enhance competencies, skills, and abilities in the current position and help prepare for a future role.

Before you create your MDP, you must validate your Supervisor/Manager using the **Validate/Update Manager** tile on your **TMS Home Page**. This important step allows your Supervisor/Manager to review, update, and certify the conversation about your development.

On the **My Development Plan** page, your Supervisor/Manager can review and edit your MDP. Supervisors/Managers are advised to have a conversation with you about any changes to your plan prior to making any modifications.

Support for MDP

Visit the VA Learning Online Resources MDP Webpage for more information, including stepby-step instructions for employees and managers. This site can only be reached from the VA network.

- Copy/paste this link to a new browser window: <u>https://dvagov.sharepoint.com/sites/VAHCSC/SitePages/My-Development-Plan.aspx</u>
- For OIT employees, please contact <u>VAITWDTMS@va.gov</u>
- For more TMS resources, please visit the TMS Resources website

What's New for FY25

Navigation Changes

 Access MDP using the My Development Plan main menu selection or the Quick Card on the Home Page

Layout Changes and New Features

- Goals are now displayed as cards
- Add learning activities to a goal using the Manage Learning button
 - o Add Internal Learning By Attribute or From TMS Library





- o Create External Learning
- Link External Learning (to multiple goals)
- Managers-Supervisors-Matrix Managers search using the People Selector on the left to view direct-matrix reports' plans

Terminology Changes

HCSC

- Competencies, skills, or tasks are now called Attributes
- The Search by Competency feature is now called By Attribute
- The Create Custom Learning feature is now called Create External Learning

Task A. Use Best Practice

- Employee- Open My Development Plan to add or edit a development goal.
- **Employee** Observe the **Not Reviewed** visual cue for each goal prompting you to contact your Supervisor/Manager and discuss your development needs and help you identify appropriate learning activities to accomplish the goal.
- Supervisor/Manager- Review each goal. Click the Edit Development Goal link. On the details page, toggle the Manager Reviewed drop-down list from Not Reviewed to Reviewed, and save the change.
- **Employee and Supervisor/Manager** Observe the **Reviewed** visual cue on the goal indicating the conversation about the goal was completed.
- **Employee** Set a calendar reminder to return to MDP every September 1st to update the status of your goals and activities and add completion dates.





Task B. Access My Development Plan

- 1. From the VA TMS landing page, select the **Home** dropdown menu.
- 2. Select the **My Development Plan** option. This will navigate you to the My Development area of the TMS. **NOTE:** Selecting the My Development Plan tile under the Quick Actions section will also navigate the employee to the My Development area.





Task C. Navigate My Development Plan

HCSC

- 1. On the My Development Plan page, select the **Fiscal Year** dropdown icon to select the current Fiscal Year's Individual Development Plan.
- 2. The **Goal Ribbon** displays the number of goals on your MDP as well as the status of each goal (Not Started, In Progress, On Target, Behind, Ahead, Complete).
- 3. The **Introduction** link expands and collapses the Introduction section. It is important to review this section before working on the My Development Plan.
- 4. The **Short-Term (0-1 Year)** section displays all short-term goals. **NOTE:** The goal summary includes the title of the goal, the Due Date, the status of the goal which can be edited, the number of learning activities, the number of attributes, and the More Actions icon.
- 5. The **Long-Term (1+ Years)** section displays all long-term goals. **NOTE:** the More Actions icon (...) displays a dropdown menu with the following actions: Edit Goal, Delete Goal, Add TMS Learning from Library, and Create External Learning.
- 6. The **Create Goal** button allows you to create a goal from scratch or copy a goal from a previous goal plan.



7. The **Print to PDF** icon allows you to print your MDP.

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.





Task D. Create Development Goal

Create a New Development Goal

1. Select the **Create Goal** button in the upper right corner of your My Development Plan.

Developme	nt Goal						
FY25 Oct 1, 2024	Indivi Sep 30, 2025	dual D	evelo	oment	Plan	⊘	
3 Goals	0 Not Started	1 In Progress	1 On Target	0 Behind	0 Ahead	1 Complete	

2. Select the Create from Scratch option.

Goal Creation Options
Hi, B0024 UATSUBORDINATE!
Choose how you'd like to create a goal:
2 Create from Scratch Create a goal with a blank goal form.
Copy from Goal Plan Create goals based on your previous goal plan.

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.





- Enter the desired field(s) on the Create Development Goal page. These fields include Goal Name, Category, Expected Outcome, Estimated Cost, Actual Cost, Goal Start Date, Goal Due Date, Attributes, Status, Date Completed, and Manager Reviewed. NOTE: The Goal Name and Status field are required.
- 4. Select the **Save** button.

Create Devel	opment Go	al	
Goal Name: *			
			3
			500 characters left
Category:			
Short-Term (U - 1 Year)	*		
Expected Outcome:			
			4000 characters left
Estimated Cost:			
0			
Actual Cost:			
0			
Goal Start Date:			
Oct 1, 2024	曲		
Goal Due Date:			
Sep 30, 2025	曲		
Attributes:			a
			, n
Status: *			
Not Started	~		
Date Completed:			
MMM d, yyyy	Ē		
Manager Reviewed:			
Not Reviewed			
			4





5. The new development goal has been added to your My Development Plan.

FY25 Individual Development Plan or 1. 2024 - Sep 30, 2025							
4 Goals 1 1 1 Not Started In Progress On Tai	rget B	0 0 1 ehind Ahead Complete					
() Introduction • Short-Term (0 - 1 Year) 5							
Increase Proficiency in Customer Service Relations Due Date: Sep 30, 2025 CPR Certification Due Date: Sep 30, 2025 Due Date: Sep 30, 2025							
In Progress V	C1 3	Complete V	Q 1	Not Started V	1 1		





Copy Goal from Previous Goal Plan

1. On the My Development Plan page, select the Create Goal button.

FY25 Individual Development Plan ⊙ Oct 1, 2024 - Sep 30, 2025							
4 Goals 1 1 1 Not Started In Progress On Ta	arget I	0 0 Behind Ahead C	1 Complete		U		
 introduction Short-Term (0 - 1 Year) 							
Increase Proficiency in Customer Service Relations Due Date: Sep 30, 2025		CPR Certification Due Date: Sep 30, 2025		PMP Certification Due Date: Sep 30, 2025			
In Progress V	ប៉ា 3	Complete 🗸	[] 1	Not Started V	\$ 1		

2. Select the Copy from Goal Plan option.

Hi, B0024 UATSUBORDINATE!							
Choose how you'd like to create a goal:							
Create from Scratch Create a goal with a blank goal form.							
Copy from Goal Plan Create goals based on your previous goal plan.	0						

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.





- 3. In the **1. Select Goals** window, select the **Goal Plan** dropdown menu.
- 4. Select the **Fiscal Year MDP** that contains the goal you wish to copy from the dropdown menu.

Copy from Goal Plan						
1 Select Goals	2 Edit Goals	З Сору				
1. Select Goals Select up to 10 personal goals. Goal Plan: ¥Y25 Individual Development P PMF PMF EY24 Individual Development Per PF FY24 Individual Development CPF FY24 Individual Development Increase Proficiency in Customer	ent Plan ent Plan ent Plan Backup Service Relations					

- 5. **Check** the box next to the development goal you wish to copy to your current Fiscal Year MDP.
- 6. Select the **Next** button.

Copy from Goal Plan			
1 Select Goals	2 Edit Goals	З Сору	
1. Select Goals			
Goal Plan: FY24 Individual Develo	pment Plan V		
Goal			
6			
			6
			Next Cancel

- 7. In the **2. Edit Goals** window, select the **Edit** icon to make any changes to the goal before it is copied to your new plan.
- 8. Select the **Next** button.

Copy from Goal Plan			
1 Select Goals	2 Edit Goals	З Сору	
2. Edit Goals Make changes to the selected goals as needed of Goal	r instructed.		7
			8
		Previous	Next Cancel

9. In the **3. Copy** window, select the **Copy** button.

Copy from Goal Plan			
1 Select Goals 2 Edit Goals 3 Copy			
3. Copy Preview and copy goals.			
Goals (1 Selected)			
Goal			
		9	
	Previous	Сору	Cancel

10. The new development goal has been added to your My Development Plan.

FY25 Individual Development Plan Oct 1, 2024 - Sep 30, 2025								
5 Goals 1 1 1 Not Started In Progress On Target	1 0 1 Behind Ahead Complete							
() Introduction								
✓ Short-Term (0 - 1 Year)								
Increase Proficiency in Customer Service Relations	CPR Certification Due Date: Sep 30, 2025		PMP Certification Due Date: Sep 30, 2025					
In Progress V	Complete 🗸	() 1	Not Started 🖌	6	01			
Goal Due Date: Sep 30, 2025 Behind ♀	10							

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.

Task E. Add Learning Activity to Goal

Add TMS Learning from Library

- 1. Select the More Actions icon in the upper right corner of the goal.
- 2. Select the Add TMS Learning from Library option from the dropdown menu.

FY25 Individual Development Plan Oct 1, 2024 - Sep 30, 2025								
2 Goals	1 Not Started	0 In Progress	1 On Target	0 Behind	0 Ahead	0 Complete		
introduceShort	ction t-Term (0 - 1 Y	'ear)						
CPR Co Due Dat On Targe	ertification e: Sep 30, 2025 et Y			Increase Profit Service Relation Due Date: Sep 3 Not Started V	ciency in Cus ons 50, 2025	tomer Edit Goal	1	
 Long No go 	-Term (1+ Yea als have been cr	r rs) reated under this	s category.		2	Delete Goal Add TMS Learning Create External Le	from Library arming	

- 3. Search by **keyword** to find courses that can be added as a Learning Activity for your development goal.
- 4. (Optional) Refine your search by specifying the Learning Type, Source, Delivery Method, Rating, and Categories.

3 Search	C Language & Currency
49477 COURSES	Sort By Relevance V
Refine By Learning Type Source Delivery Method	"Perfecting Your Resume" with Kathry
Rating Include unrated Categories	(VA 4561711) ★★★★★ (1417) 4
	Done

5. Once you have found the course, select the Add to Learning Plan link.

COURSES		Sort By	Relevance	\sim
Define Py				
Кеппе Бу	EXCEL BASICS			
Learning Type	Foundations - Formulas - Graphs			
~				
Source	skillsoft			
~				
Delivery Method	Excel Basics			
~	(NFED 4631645)			
Rating	★★★★★ (81)			
Include unrated				
~				
Categories				
8	Add to Learning Plan			

6. The status of the course will change to **Assigned**.

7. Select the **Done** button.

COURSES		Sort By Relevance 🗸	
Refine By			
Learning Type	Foundations - Graphs		
Source	skillsoft [*]		
Delivery Method	Excel Basics (NFED 4631645)		
Rating	★★★★★ (81)		
Categories			
C	Assigned 6 ↓ More		
		7 Done	11

Add TMS Learning By Attribute

If your organization is using **Attributes** (Competencies, Skills, Tasks, etc) connected to the various positions of the VA employees, you may use the By Attribute feature to find curated TMS Learning Items by attribute.

1. Select the **goal** to navigate to the **Goal Details** page. **NOTE:** You could also select the More Actions icon next to the goal as shown in the Add TMS Learning from Library workflow.

- 2. Select the + Manage Learning link.
- 3. Select the Add TMS Learning from Library option from the dropdown menu.

FY25 Individual Development Plan / Short-Term (0 - 1 Year) / Goal Details		
CPR Certification ©	Edit Goal	Delete Goal View Audit History
On Target v 1 Status Competency		
Linked Learning	+ Manage Learning	Expected Outcome
	Add TMS Learning from Library Create External Learning	Competency
	Link External Learning	hange Management
No learning yet	Est	timated Cost: tual Cost:
Take a moment to add or create your first learning.	Go Se Go	al Start Date: p 24, 2025 al Due Date:
	Se Da	p 30, 2025 te Completed :
	Ma No	nager Reviewed: t Reviewed

- 4. Select **By Attribute** to display all TMS Learning Items that are associated with the Attribute (Competency) attached to the goal.
- 5. The Attribute is identified in the upper left corner. In this example, the Attribute attached to this goal is **Change Management**.
- 6. Review the **TMS Learning Items** that are associated with the Change Management Attribute.
- 7. **Check** the box in the **Select** column to choose which Learning Item will be assigned to your Direct Report.
- 8. Select the Assign button.

Add TMS Learning from Library				
By Competency From Library				
Learning Activities by Attributes				
View only items or programs that help me close attribute gaps Change Management Current Rating: 2.0 Expected Rating: 3.0			Assign	
Item/Program Rat	ing Provided	Select		
Enhancing Customer Service Communications (On Demand) (Department of Veterans Affairs 3894100)	2			
Online Course It is important for every employee to develop customer- oriented communication skills, but this is pa more				
Change Management Summary: Adoption Strategy and Provider Buy-in (Department of Veterans Affairs 12841)	4			
This course, Change Management Summary: Adoption Strategy and Provider Buy-in, is a part of the Heal more				
Effective Interdisciplinary Teams (Department of Veterans Affairs 13223) Online Course This course, Effective Interdisciplinary Teams, is a part of the Health Informatics Lecture Series (more	4		7	
			8 Assign	
				Done

9. A pop-up window will appear, confirming that the Learning Items were successfully assigned. Select the **OK** button.

10. You will be returned to the **By Attribute** page. Select the **Done** button to close the window.

Add TMS Learning from	Library		
	By Competency From Library		
L	earning Activities by Attributes		
	□ View only items or programs that help me close attribute gaps		Assign
	\sim : Change Management Current Rating: 2.0 Expected Rating: 3.0		Assign
	Item/Program Ratin	ng Provided Select	
	Enhancing Customer Service Communications (On Demand) (Department of Veterans Affairs 3894100)	2	
	It is important for every employee to develop customer- oriented communication skills, but this is pa more		
	Change Management Summary: Adoption Strategy and Provider Buy-in (Department of Veterans Affairs 12841)	4	
	Online Course This course, Change Management Summary: Adoption Strategy and Provider Buy-in, is a part of the Heal more		
	Effective Interdisciplinary Teams (Department of Veterans Affairs 13223) Online Course	4	
	This course, Effective Interdisciplinary Teams, is a part of the Health Informatics Lecture Series (\ensuremath{more}		
			Assign
			10
			Done

11. The assigned **Learning Item** will be displayed on the **Goal Details** page.

FY25 Individual Development Plan / Short-Term (0 - 1 Year) / Goal Details	
CPR Certification 💿	Delete Goal View Audit History
Updated: Sep 24, 2024	
On Target 🗸 📋	
Status Competency	
Linked Learning (1) + Manage Learning	 Expected Outcome
	Obtain CPR Certification
✓ TMS Learning	
Effective Interdisciplinant Teams	 Competency
This course, Effective Interdisciplinary Teams, is a part of the Health Informatics Lecture Series (301) based on the Core Content for the subspecialty of Clinical Informatics, as outlined by AMIA. Present Planned*	Change Management
	✓ More Info
	Estimated Cost:
	Actual Cost:
	Goal Start Date:
V Potennel Landing	Sep 24, 2025
	Sep 30, 2025
	Date Completed:
	Manager Reviewed: Not Reviewed

Create External Learning

- 1. Select the + Manage Learning link.
- 2. Select the Create External Learning option from the dropdown menu.

CPR Certification © Updated: Sep 24, 2024	Edit Goal Delete Goal View Audit History
On Target ~ 1 Status Competency	
Linked Learning (1)	+ Manage Learning ain CPR Certification
 TMS Learning Effective Interdisciplinary Teams This course, Effective Interdisciplinary Teams, is a part of the Health Informatics Lecture Ser based on the Core Content for the subspecialty of Clinical Informatics, as outlined by AMIA. Planned* 	Add TMS Learning from Library Create External Learning Link External Learning Link External Learning

- 3. In the **Create External Learning** window, enter details about the external event. **NOTE:** The Learning Activity Name and Status fields are required.
- 4. Select the **Save** button.

Learning Activity Name - Required:*		3	
CPR Certification Training			
	230 characters left		
Completed Date:			
Description:			
How to perform CPR			
	3982 characters left		
Cost:			
Additional Information:			
	1024 characters left		
Status - Required:*			
Planned*			
Tannoa .			
Development Goals:		-	
CPR Certification			

5. On the Goal Details page, the external learning event you created will appear under the **External Learning** section.

CPR Ce Updated: Sep 24, 20	rtification	Θ		Edit Goal	Delete Goal	View Audit History
On Target v Status	1 Competency					
D Linked	Learning (2)		+ Manage Learning	✓ E Obtair	Expected Outo	come on
 External Le CPR Certification How to perform 	arning n Training CPR			✓ CCh	Competency ange Manageme	int
Planned*				~ N	More Info	

Link External Learning to Another Goal

- 1. Select the + Manage Learning link.
- 2. Select the Link External Learning option from the dropdown menu.

Increase Pro Relations Updated: Sep 24, 2024	oficiency in Customer Serv	rice _⊙	Edit Goal	Delete Goal	View Audit History
Not Started ~ Status	O Competencies				
Linked Lea	arning (2)	Hanage Learning	• Exp	ected Outcon	ne
 TMS Learning Growing Employee In this episode, Dr. Director of Logistics Planned* 	s and Leaders with Marcus Butler - The Audacity Shari Dade interviews Marcus Butler. M B s for the Office of Electronic Health Reco	Create External Learning	Mor mateo Actual Co	r e Info d Cost: ost:	

- 3. The Link External Learning pop-up window displays external learning activities created for other goals that can be linked to your goal. **Check** the box next to the **External Learning** you want to link to this goal.
- 4. Select the Link button.

5. As an example, for this job aid we are using the CPR Certification Training external learning activity is now linked to the Increase Proficiency in Customer Service Relations goal. The CPR Certification Training was originally created as an external learning activity for the CPR Certification goal.

Increase Pro Relations	oficiency in Custo	omer Service		dit Goal Delete Goal View Audit History
Updated: Sep 24, 2024				
Not Started ~ Status	O Competencies			
Linked Lea	arning (3)	+ Manage Le	arning	✓ Expected Outcome
> TMS Learning			i	✓ More Info
 External Learn Customer Service Planned* 	ing			Estimated Cost: Actual Cost:
CPR Certification 1 How to perform CF Planned*	Training PR			Goal Start Date: Oct 1, 2024 Oal Due Date: Sep 30, 2025 Date Completed:
				Manager Reviewed: Not Reviewed

Task F. Edit, Delete, and View Audit History of a Goal

1. Select the **Goal** you want to edit from the My Development Plan page.

FY25 Individual Development Plan Image: Create Goal Image: Goal							
2 Goals	1 Not Started	0 In Progress	1 On Target	0 Behind	0 Ahead	0 Complete	
i) Introdu✓ Short	ction t-Term (0 - 1 \	(ear)					
CPR C Due Dat	ertification e: Sep 30, 2025	0			Increase F Due Date: S	roficiency in Customer Service Relations	
On Targ	et 🗸			🗊 2 🞯 1	Not Started	~	[] 3

2. Select the Edit Goal button on the Goal Details page.

FY25 Individual Development Plan / Short-Term (0 - 1 Ye	r) / Goal Details	
CPR Certification ⊙ Updated: Sep 24, 2024 On Target ~ 1 Status Competency	2 Edit Goal Delete Goal View Audit History	<i>·</i>)
Linked Learning (2)	+ Manage Learning Obtain CPR Certification	
✓ TMS Learning		

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.

- 3. Edit any of the fields on the Edit Development Goal page.
- 4. Select the **Save** button.

dit Developmer	nt Goal	
Goal Name: *		8
CPR Certification		
Catagon		483 characters left
Short-Term (0 - 1 Year)	~	
Expected Outcome:		
Obtain CPR Certification		
		3976 characters left
Estimated Cost:		
0		
Actual Cost:		
0		
Goal Start Date:		
Sep 24, 2025	ä	
Goal Due Date:		
Sep 30, 2025		4

5. To view the Audit History of the goal, select the **View Audit History** button.

- 6. Select the **Record** on the Audit History pop-up window.
- 7. The Record Details will display on the right.
- 8. When you are finished reviewing the Audit History, select the **Close** button.

Records (4)				Record Details		7
Time	Action Type	Action Taker		Field Original Value	New Value	
Sep 25, 2024 10:26AM	Modified	B0024 UATMANAGER	>	Status Behind	On Target	
Sep 25, 2024 10:24AM	Modified	B0024 UATMANAGER	>			
Sep 24, 2024 1:38PM	Modified	B0024 UATMANAGER	>			
Sep 24, 2024 10:19AM	Created	B0024 UATMANAGER	>			

9. To delete the goal, select the **Delete Goal** button.

10. On the Confirmation pop-up window, select the **Delete** button.

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.
 Vision We believe engaged and developed VA employees will change the lives of Veterans and their families for the better.

Task G. Edit & Print My Development Plan

- 1. Select the **More Actions** button next to the development goal that needs to be updated.
- 2. Select the **Edit Goal** option from the dropdown menu. **NOTE:** You can also edit a goal from the Goal Details page which is featured in Task F.

FY25 Individual Develo Oct 1, 2024 - Sep 30, 2025	Create Goal	
1 Goal 0 0 Not Started In Progress	1 0 0 On Target Behind Ahead 0	0 Complete
() Introduction		
✓ Short-Term (0 - 1 Year)		
CPR Certification Due Date: Sep 30, 2025	1	
On Target v 2	🖉 Edit Goal	
	聞 Delete Goal	
 Long-Term (1+ Years) 	Add TMS Learning from Library	
No goals have been created under this	Create External Learning	

Mission The Human Capital Services Center will provide a delightful customer experience to engage VA employees with products and services that will enable them to become role models in serving Veterans and their families.

- 3. Edit the desired field(s) on the **Edit Development Goal** page. These fields include Goal Name, Category, Expected Outcome, Estimated Cost, Actual Cost, Goal Start Date, Goal Due Date, Attributes, Status, Date Completed, and Manager Reviewed.
- 4. Select the **Save** button.

Goal Name: *		
CPR Certification		
		483 characters left
Category:		
Short-Term (0 - 1 Year)	~	
Expected Outcome:		
Obtain CPR Certification		
		3976 characters left
Estimated Cost:		
0		
Actual Cost:		
0		
Goal Start Date:		
Sep 24, 2025	ti i	
Goal Due Date:		
Sep 30, 2025	ė	
Attributes:		
		đ
Status: *		
On Target	~	
Date Completed:		
МММ d, уууу	Ē	
Manager Reviewed:		
Not Reviewed	~	

5. To print your My Development Plan, select the **Print to PDF** icon.

- 6. Check the boxes to indicate which Display Options and goals you want to print.
- 7. Select the Print button.

Print to PDF		
Display Options: Linked Learning Select up to 10 goals.		
✓ Increase Proficiency in Customer Service Relations		
	7 Print	Close

8. On the Print Preview window, select the **Print** button.

