

# JCW Job Seeker Help Text Document

## Account and Registration

You may use the Job Search feature anonymously, meaning that you are not required to have an account or registration.

An **account** (username and password) is required if you want to Save Favorite Job Searches. To set up an account, click on 'Set up an Account' on the Job Seeker Tools menu, or in the orange box on the homepage.

A **registration** (an account plus some additional information) is required if you want to use the My Résumé or My Work Application feature. To register, click on 'Register for Services/Update' on the Job Seeker Tools menu.

[Still need help?](#)

## Register for Services/Update

Registering on the Job Center of Wisconsin website allows an individual to receive additional services beyond the job search function, which doesn't require a registration. Registrants may be eligible for training funded by federal or state programs designed to assist a job seeker obtain employment. Job Service staff work directly with registered individuals to identify specific program funded services.

Why the Department of Workforce Development needs the data:

- Your Social Security Number (SSN) is needed for federal reporting. It will be treated in a secure and confidential manner and will never be shared with employers.
- Demographic information (age, gender, ethnicity, race, and disability status) is collected to help us evaluate our performance, and in some cases to determine if you are eligible for other programs or services.
- Veteran status is asked to determine if you are eligible for special services, and to evaluate our service delivery. Qualified veterans that register on the Job Center of Wisconsin website are eligible for employment and training assistance. Some training opportunities may only be available to a veteran or a qualifying member of a veteran's family.

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## Register for Veteran Services

Registering on the Job Center of Wisconsin website allows an individual to receive additional services beyond the job search function, which doesn't require a registration. Registrants may be eligible for training funded by federal or state programs designed to assist a job seeker obtain employment. Job Service staff work directly with registered individuals to identify specific program funded services.

Why the Department of Workforce Development needs the data:

- Your Social Security Number (SSN) is needed for federal reporting. It will be treated in a secure and confidential manner and will never be shared with employers.
- Demographic information (age, gender, ethnicity, race, and disability status) is collected to help us evaluate our performance, and in some cases to determine if you are eligible for other programs or services.
- Veteran status is asked to determine if you are eligible for special services, and to evaluate our service delivery. Qualified veterans that register on the Job Center of Wisconsin website are eligible for employment and training assistance. Some training opportunities may only be available to a veteran or a qualifying member of a veteran's family.

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## Registration – Street Address

Example 1:

Enter your complete **Street Address**. For example:

58556 Springfield Gardens Circle Apt 210

Enter delivery address information that doesn't fit in the Street Address in the **More Address** field. For example:

Street: 58556 Springfield Gardens Circle Apt 210  
More: Building 700 Room 240

Example 2:

**Street Address** should have the name of the Institution. For example:

Morningside Nursing Facility

**More Address** should have the complete delivery address information, if possible. For example:

Street: Morningside Nursing Facility  
More: 12345 Morningside LN Room 357

[Still need help?](#)

## Still need help?

### Contact a customer service representative

We're sorry this text didn't answer your question. For more help, please call

1-888-258-9966 or send an e-mail to [JobCenterofWisconsin@dwd.wisconsin.gov](mailto:JobCenterofWisconsin@dwd.wisconsin.gov)

## Job Search

### Keyword Search

You do not need to have an [account](#) nor a [registration](#) to search for jobs.

The **Keyword Search** allows you to search for jobs using a word or phrase. For example, enter a keyword or phrase that is specific to the job title you are looking for, the education level you have reached or specific training you have, a specific skill you have, a specific work experience you have, specific software you are skilled at using, etc.

A computer will search the following fields on job openings for matching keywords:

- Job Order Number
- Job Title
- Job Description
- Company Name
- Experience and Qualifications
- Education and Training
- Professional Licenses/Certifications

An **Occupation Category** is a grouping of similar jobs. To remove an Occupation Category, choose the blank line at the top of the list.

Select the **County** from the drop-down list where you want to search for jobs. To remove a county, choose the blank line at the top of the list.

To view all jobs in a county, select a county only. Do not enter a keyword nor choose an Occupation Category.

To only view jobs listed within a certain number of days, choose the number of days from the **Listed Within** drop-down list. To remove a choice, choose the blank line at the top of the list.

After selecting your job search criteria, click on the 'Search Jobs' button.

### **Advanced Search**

You do not need to have an [account](#) nor a [registration](#) to search for jobs.

Job Center of Wisconsin lists jobs from two sources, those entered directly, and those displayed through an agreement with Job Central, a national site. Job Central does not include Shift, Work Week, or Education and Training in their job listings, so no Job Central job openings will be included in the Search Results if you use any of those filters during your search. To view all available job openings, make sure your job search does not include any of these filters.

All of the Keyword search options are available in the Advanced Search, along with some additional search criteria.

To only view full-time, part-time, temporary, or on call jobs, choose an item from the **Work Week** drop-down list. To remove a choice, choose the blank line at the top of the list.

To only view jobs requiring a certain level of education or training, choose an item from the **Education and Training** drop-down list. To remove a choice, choose the blank line at the top of the list.

To only view jobs for a certain shift, choose an item from the **Shift** drop-down list. To remove a choice, choose the blank line at the top of the list.

### **Map Search**

Click on an area of the map or on a link for the geographic area where you would like to search for jobs.

Select a county by clicking on it on the map, or by clicking on the county name link.

The list of **Occupational Categories** (groupings of similar jobs) will be displayed, along with the number of jobs in each Occupational Category for the county or counties you selected. Click on the number in the **View Jobs** column.

[Still need help?](#)

## Job Search Results

The information on the Job Search Results page is displayed in columns. The columns can be sorted by clicking on the column header - Title, Company, or Date Posted. 'Date Posted' means the date the company listed the job on Job Center of Wisconsin or on Job Central.

View the most recently posted jobs by clicking on the '**Date Posted**' column header.

View jobs posted within a certain number of days by making a selection from the '**Listed Within**' drop-down menu.

View all jobs for the same company by clicking on the '**Company**' column header.

View all jobs by job title in alphabetically order by clicking on the '**Title**' column header.

View a job by clicking on the job title link for the job you want to view.

Search again by clicking on the '**New Search**' link.

[Still need help?](#)

## My Favorite Job Searches

You need to have an [account](#) to save your job searches.

Change the name of a saved job search, or how often you want to receive emails about your saved job search, click on the '**Edit**' link.

Permanently delete a saved job search by clicking on the '**Delete**' link.

Click on the '**Run Search**' button to see current job openings that match your search criteria.

[Still need help?](#)

## My Résumé / My Work Application

You need to have a [registration](#) to create a résumé or work application.

You may have up to three sets of data which you can format as a résumé or a work application.

- **Reference Number** – a unique identifier assigned to this set of data. No one else will have this Reference Number.
- **Objective** – to help you differentiate between multiple sets of data, the Objective from each set of data is displayed.
- **Status** – status of this set of data.
  - **Active** – résumé/work application is complete and available to be matched to employers' job openings.
  - **Inactive** – résumé/work application is either not completed, and/or you have elected to not make it available to be matched to employers' job openings.
  - **Expired** – résumé/work application expired because you did not login to Job Center of Wisconsin during a 90-day period. Your résumé/work application is not available to be matched to employers' job openings.
- **Completed** – indicates your response, for this set of data, to the “Are you done entering your information?” question in Step 6 – Activate/Finish.
- **Updated** – date you last updated or saved this set of data. It is important to regularly and frequently review, update, and save your résumé/work application data. When employers search for job seekers' Match Profiles, they see the most recently updated Match Profiles first.
- **Employers Can View?** – indicates your response, for this set of data, to the “Do you want Employers to match you to their jobs?” question in Step 6 – Activate/Finish.
- **Employer Views** – the number of times employers have viewed this résumé/work application.
- **Employer Emails Sent** – the number of times employers have emailed you about the Match Profile for this set of data.

Click on the '**Add**' button to add a new set of data, or select a set of data to work with by checking the checkbox, and clicking on one of the buttons at the bottom.

- **View/Update** – view and update this set of data.
- **Copy** – save keying time by copying an existing résumé/work application and making changes.
- **Delete** – permanently delete a set of data.
- **Preview/Print** – preview and print a résumé, work application, list of references, or cover letter in your choice of three formats.
- **Email** – email a résumé, work application, list of references, or cover letter in your choice of three formats. You can have a copy of the email sent to your email address, for your records.

[Still need help?](#)

## Résumé / Application

The information you provide in Steps 1 through 5 will help you create a résumé or work application and a list of references. Your information will also be used to match you to employers' job openings.

It is important to accurately represent your work experience, education and training, skills, and availability. Be sure to use keywords and phrases that are specific to your education, skills and work experience. A computer search will check the following fields for matching keywords:

- Employment Profile: Job Title, Occupation Category, Specific Skills, and Certifications/Licenses/Awards
- Work Experience: Duties/Responsibilities
- Education: Course(s) of study and Degrees/Awards

The computer search screens and ranks résumés listed on Job Center of Wisconsin for employers who are looking for potential employees. When employers search for potential employees using a keyword, matching candidates will be listed based on "best" match. The highest ranked results are listed first. If the employer doesn't include a keyword when searching, matching candidates are ranked by the date the Match Profile was last updated, with the most recently updated Match Profiles listed first.

You are in control of the information that appears to employers on your Match Profile and on your résumé, work application and references list. If you do not like the way your information appears when you use the Preview/Print button, Preview Application link, or Preview Résumé link, edit your information in Steps 1 - 5 until you are comfortable with the results.

The Match Profile is what an employer will see when searching for prospective employees. No personally identifiable information will be displayed to the employer. If the employer decides to contact you, it will be by email, using the email address you include in Step 1 – Contact Information.

You are the only person who can share your Match Profile, résumé, work application, references and cover letter with an employer.

A Save button is located at the top and bottom of each screen. Save your information every few minutes. To prevent your information from being lost if you are interrupted, and for security and privacy reasons, your session will time-out after 30 minutes. Please enter your Username and Password in the orange Secure Log In box to continue creating or updating your résumé/work application.

After you use the Save button the first time, a Delete button is located on the top of each screen. When you click on it, a screen will pop up asking if you really want to delete your current résumé (not just the screen you are working on). Clicking on the 'OK' button will delete your résumé/work application and you will have to create a new one. Clicking on the 'Cancel' button will return you to your résumé/work application.

The 'Previous' and 'Next' buttons in the lower right corner of each screen can be used to navigate to screens. You can also click on a Step link on the left side of the screen to navigate.

Free-form text fields have text counters listed beneath them, to alert you when you are reaching the limit for the field. If the text entered in the text field exceeds the characters allowed in the field, text will be truncated, meaning that all characters after the last allowed character, have been removed.

A [Need help?](#) link is located in the upper right corner of each screen. Click on it at any time for helpful information and examples.

For more information about writing a résumé, see "Résumé Writing – a Basic Guide" <http://www.wisconsinjobcenter.org/publications/9433/9433.pdf> and "The Right Words to Use in Your Job Search" <http://www.wisconsinjobcenter.org/publications/9463/9463.pdf>

## **Step 1 – Contact Information**

Required fields are marked with a red asterisk \*.

You may enter your middle initial or middle name in the Middle field.

An email address is required for you to use the My Résumé/My Work Application feature. If you don't have an email address, there are some Internet sites that provide free email services. To find these providers, search the Internet for "free email."

[Still need help?](#)

## Don't have an email?

An email address is required for you to use the My Résumé/My Work Application feature. If you don't have an email address, there are some Internet sites that provide free email services. To find these providers, search the Internet for "free email."

[Still need help?](#)

## Step 2 – Employment Profile

Required fields are marked with a red asterisk \*.

Your **Objective** should identify the function and general level of the position you want. State it in terms of what you can do for the employer. For example:

- An entry-level clerical position.
- A customer-service position in the retail industry.
- A manufacturing position utilizing my five years of quality control experience.

Avoid vague statements such as:

- A position with growth potential.
- A challenging position with a stable company.

Remember, keep it simple and to the point.

Describe **Specific Skills** you have. For example:

- Speaks French fluently.
- Knowledge of Spanish and Portuguese languages.
- Meeting facilitation skills.
- Experienced CNC machine operator.
- EMT training coordinator.
- Skilled in the use of the Internet, and Microsoft products (Word, PowerPoint, Outlook, Excel).

Describe **Certifications, Licenses, and Awards** you have received. For example:

- CDL Driver's License
- Certified Public Accountant  
State of Alabama, Certificate #10310
- Registered Nurse License #47930-D (State of Wisconsin)

You can enter up to three **Occupational Categories**. These should be jobs you are interested in now, and not necessarily jobs that you are in now or were in the past. When employers search for potential employees, the Job Title and Occupation Category fields are included.

To view skills, wage and training information for the Occupational Category you selected, click on the '**Wage and Career Info**' link.

[Still need help?](#)

### Step 3 – Work Experience

Most prospective employers are interested in your work experience for the last 10 years.

Click on the '**Add Work Experience**' button to add information about the position you held with an employer.

Required fields are marked with a red asterisk \*.

Click on the '**Cancel**' button if you want to delete the information without saving it.

You can enter information for up to 10 employers. Enter the employer's name and the position you held.

At a minimum, you must enter the year you started working for the employer in the **Dates Employed** field. If you are still working for the employer, leave the End month/year blank.

Enter the **Duties and Responsibilities** you had while working for the employer. Describe your responsibilities, specific skills and duties, and include examples of successful performance, and results produced, whenever possible.

Click on the '**Update**' button to add the information to your résumé. All information you enter will be displayed.

If you don't like the way it is displayed, click on the '**Edit**' button and change the information. When you are through, click on the 'Update' button to save your changes.

To remove an employer from the list, click on the '**Remove**' button.

Information about your work experience will be listed on your Match Profile, résumé and work application in chronological order, with your current or most recent employer listed first.

[Still need help?](#)

## Step 4 – Education

You can enter information for up to 5 schools.

Click on the '**Add Education History**' button to enter information.

Required fields are marked with a red asterisk \*.

Enter the school's name, dates attended, course(s) of study, and degrees and awards.

If you are currently attending high school, or didn't finish high school, choose the blank at the top of the **Highest Grade Completed** drop-down list.

Click on the '**Update**' button to add the information to your résumé. All information you enter will be displayed.

If you don't like the way it is displayed, click on the '**Edit**' button and change the information. When you are through, click on the '**Update**' button to save your changes.

To remove a school from the list, click on the '**Remove**' button.

Schools will be listed on your Match Profile, résumé and work application in chronological order, with the current or most recent school listed first, based on the Dates Attended. If the Dates Attended fields are blank, schools will be listed in random order.

[Still need help?](#)

## Step 5 – Availability

Required fields are marked with a red asterisk \*.

Check the Type(s) of Employment you are looking for, the Work Day(s) you are available to work, and Shift(s) that you are available to work. Use the 'Explain' field to explain your non-standard Work Days or Shift choice.

The question “**Do you have transportation available?**” does not just refer to a vehicle. For example, it can also mean bus service, a car pool, or a dependable ride.

The question “**Do you have a valid driver's license?**” does not just refer to a Wisconsin driver's license.

To indicate the county or counties where you are looking for work, click on the radio button in front of 'All Counties' or 'Selected Counties'. This information will be used to help match you to employers who are looking for employees.

'**All Counties**' means that you are looking for a job in all counties in Wisconsin and all counties that border Wisconsin in Illinois, Iowa, Michigan and Minnesota. The border counties are at the end of the list. If you know that you would only accept a job in certain county or counties, choose 'Selected Counties' instead. Employers get frustrated by job seekers who indicate they are looking for work in the employer's area, but when contacted by the employer, indicate that they really aren't interested in commuting or relocating to the employer's location.

'**Selected Counties**' allows you to choose the county or counties where you are looking for work. When you choose 'Selected Counties' the first time, it will automatically select the county you live in, based on your contact information in Step 1. If this is not correct, you can remove the county by clicking on it to highlight it, and then clicking on the 'De-Select' button.

To **add counties** to the 'Counties Selected' list, use the scroll bar on the right side of the 'Counties Available' list. Click on the county you want to add to the 'Counties Selected' list, and then click on the 'Select' button. To add multiple counties at the same time, click on the first county you want to add to highlight it. Press and hold down the Ctrl key and click on the other counties you want to add to the list. When you have finished selecting counties, click on the 'Select' button.

To **remove counties** from the 'Counties Selected' list, click on the county you want to remove, then click on the 'De-Select' button. To remove multiple counties at the same time, click on the first county you want to remove to highlight it. Press and hold down the Ctrl key and click on the other counties you want to remove from the list. When you have finished selecting counties, click on the 'De-Select' button.

[Still need help?](#)

## Step 6 – Finish/Activate

If you have finished entering all data for your résumé/work application, answer the “**Are you done entering your information?**” question ‘yes’. Otherwise, answer the question ‘no’.

If your answer to the above question is ‘yes’, another question will appear – “**Do you want Employers to match you to their jobs?**” You must answer this question ‘yes’ if you want employers to be able to match you to their job openings. Employers will be able to view your Match Profile and contact you by email. Be sure to keep your email address in Step 1 – Contact Information up-to-date.

If you do not want employers to match you to their jobs, answer the question ‘no’. Employers will not be able to view your Match Profile, and you will not receive emails from employers.

Click on the **Preview your Match Profile** button to view your information as an employer will see it.

[Still need help?](#)

## Preview/Print

Select an item to print by clicking on the radio button in front of the Résumé, Work Application, References or Cover Letter. You can only print one item at a time.

Select the print format for the document by clicking on the radio button in front of [HTML](#), [Word](#), or [PDF](#). PDF is recommended.

**HTML** is for users who don’t have Microsoft Word or Adobe Acrobat Reader on their computer. The résumé is displayed using a browser. Your résumé is saved as a web page, which you can save to your desktop and view any time as an HTML file.

To print your document in HTML format:

1. Click the radio button in front of HTML, and then on the Preview/Print button. The document will open in a new window.
2. Click on the File menu, and then click on Page Setup.
3. In Page Setup, find the Header and Footer and delete the information in those fields. If the header and footer are not deleted, the printed document will include the header and footer text. Click on the OK button.
4. Click the Print icon/button on the browser bar, or go to the File menu and choose Print.

5. You can save the document to your computer by going to the File menu and choosing Save As.

Microsoft **Word** allows users to save and edit their résumé, work application, references list or cover letter as a Word document. Sending a résumé, work application, references list or cover letter as a Word document to an employer **is not recommended** because it could be altered without your knowledge or consent. Also, if an employer uses a version of Microsoft Word that is earlier than Microsoft Word 2003, the employer will not be able to view your document without special software that will convert the document to the earlier version of Microsoft Word.

To print your document in Word format:

1. Click the radio button in front of Word, and then on the Preview/Print button. The document will open in a new window.
2. A pop-up message will appear asking if you want to Open or Save the document.
3. Choose Save if you want to save a copy of the document on your computer. After saving, you will be able to view the document on your computer screen.
4. Choose the Print icon/button of the browser bar, or go to the File menu and choose Print to print the document.
5. The lightly shaded lines around the text at the top of the document will not print.

A résumé, work application, references list or cover letter saved as a **PDF** document can't be changed without special software. This is the **best option** for sending a résumé, work application, references list or cover letter to an employer electronically because the document is difficult to alter and can be printed by the employer on any printer.

To print your document in PDF format:

1. Click the radio button in front of PDF, and then click the Preview/Print button. The document will open in a new window.
2. A pop-up message will appear asking if you want to Open or Save the document.
3. Choose Save if you want to save a copy of the document on your computer. After saving, you will be able to view the document on your computer screen.
4. Choose the Print icon/button on the browser bar, or go to the File menu and choose Print to print the document.

Proofread your résumé, work application, references list and cover letter for:

- Grammar, spelling errors and consistency.
- Inclusion of relevant information only.
- Accurate representation of your accomplishments, skills, education, and work experience.

- Accuracy of your phone number(s) and email address.

[Still need help?](#)

## Email Employer

By sending an email to an employer, you lose your anonymity as a job seeker. Your email address will appear to the employer, along with any other information you share in the Message text.

Required fields are marked with a red asterisk \*.

Enter the employer's **Email Address** (you can only send to one email address at a time), and the **Subject** of your email.

Use the **Refer To** field to reference a job order number, position number or other information the employer mentioned when contacting you. If you are applying for a job via email or responding to a newspaper ad, list some sort of identifying information so the employer knows why you are contacting him. For example, if you are applying for a job you saw on Job Center of Wisconsin, list the job order number in the Refer To: field. If you are applying for a job you saw advertised in the newspaper, refer to the job title or position number listed in the ad, or the name of the newspaper and the date of the edition.

Enter your message to the employer in the **Message** field.

Select the item you want to attach to the email by clicking on the radio button in front of the Résumé or Work Application. You may also attach your References and/or a Cover Letter.

Select the format for the document(s) by clicking on the radio button in front of [HTML](#), [Word](#), or [PDF](#). PDF is recommended.

After clicking on the **Send** button, **Email sent** will appear next to the inactivated Send button.

The following message will automatically be displayed on the bottom of every email sent, so employers will know that you are a candidate contacting them via the Job Center of Wisconsin:

You are receiving this email from a prospective job candidate via the Job Center of Wisconsin website: <https://jobcenterofwisconsin.com>

The **New Email** button appears. You can send another email using the same Subject, Refer To and Message.

[Still need help?](#)

January 5, 2009

## Résumé Expired

To reactivate your résumé/work application, you must answer 'yes' to the “**Your résumé/work application has expired. Do you want to reactivate your résumé/work application?**” question. If you answer 'no', your résumé/work application will remain expired.

If your answer to the above question is 'yes', another question will appear – “**Do you want Employers to match you to their jobs?**” You must answer this question 'yes' if you want employers to be able to match you to their job openings. Employers will be able to view your Match Profile and contact you by email. Be sure to keep your email address in Step 1 – Contact Information up-to-date.

[Still need help?](#)

## References

You can enter up to 5 references.

Click on the '**Add Reference**' button and enter the name of your reference, the person's title, the person's employer, and the person's telephone number and/or email address (a telephone number or email address is required).

Click on the '**Update**' button to add the information. All information you enter will be displayed when you preview or print your reference list. If you don't like the way it is displayed, click on the '**Edit**' button and change the information. When you are through, click on the 'Update' button to save your changes.

To remove a reference from the list, click on the '**Remove**' button.

To remove all references from the list, click on the '**Delete all References**' button on the top of the screen.

Tips:

- References should not be included with your résumé or work application unless requested by the employer. Instead, print your references on a separate sheet and take them with you to the interview.
- Choose only those references for which you have current contact information.
- It is always best to notify your references in advance when applying for jobs. Send each of your references a copy of your résumé to remind them of your skills and your objective.

Remember to send a 'Thank you' note to all of your references, and it is a nice touch to let them know when you have secured a position!

Use the Print/Preview links to print your list of references in [HTML](#), [Word](#), or [PDF](#). PDF is recommended.

[Still need help?](#)

## Cover Letter

A cover letter template is displayed, with suggestions for the types of information you should include. You can:

- copy and paste text from an existing cover letter,
- type over the template text by pressing the 'Insert' key (remember to press the 'Insert' key again when you no longer want to type over text), or
- delete the template text and enter your own text.

**Be sure to remove all template text** before printing your cover letter or emailing it to an employer.

Use the Print/Preview links to print your cover letter in [HTML](#), [Word](#), or [PDF](#). PDF is recommended.

[Still need help?](#)