

# JCW Employer Help Text Document

## Set up an Account

1. On the Employer Tools menu, click on 'My Job Orders', 'My Company Information', 'Find a Worker' or 'Request Assistance'.
2. Click on the 'Set up an Account' link in the orange box. Please allow 3-5 minutes to complete the process.
3. After your account has been approved by staff (usually within 1 business day), you will be notified by email. After your account has been approved you can post job orders and search for candidates.

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## Employer Registration

Required fields are marked with a red asterisk \*.

Enter the company's name and complete address.

Enter the company's 6-digit root Unemployment Insurance number and FEIN (Federal Employer Identification Number). **Providing this information will reduce the amount of time it takes Job Center of Wisconsin Call Center staff to approve your registration.**

Describe the company in the **Company Description**. This is an opportunity to explain to a job seeker what the company does, what the company's history is, why it is a good place to work, etc. If the company has a website with an 'About Us' page, consider using that information in the **Company Description**.

Select your job title from the **Role, Title or Business Area** drop-down list.

Enter your **Telephone** number, and extension, if applicable.

Enter your **E-Mail** address. Please review it to make sure it is accurate, and formatted correctly.

Select the county where the company is located from the **County/Job Center** drop-down list. Out of state counties that border Wisconsin are listed at the bottom of the drop-down list.

Enter any comments to Job Center of Wisconsin Call Center staff in the **Additional Comments** text field.

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## 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 (choose option 3 when prompted) or send an e-mail to [WIJobOrders@dwd.wisconsin.gov](mailto:WIJobOrders@dwd.wisconsin.gov).

## Site List

Your company's sites are displayed. Click on the '**Site Trade Name**' link for the site you want to work with.

To report closed locations, click on 'Request Assistance' on the Employer Tools menu. Your company's information will be updated.

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## Job Order Search

**All Sites** – job orders from the last 25 months for all company locations will be displayed. *For the broadest, most inclusive search, use this option.*

**Select a Site** – a list of company locations is displayed. Click on the Site Trade Name link for the location you want to view job orders for. Job orders from the last 25 months for that location will be displayed.

**Contact Person** – a list of contact persons for all company locations is displayed. Click on the Contact Name link to view all job orders that person has been the Contact for during the last 25 months.

**Job Order Title** – make a selection from the Operator drop-down menu, and then enter part or all of a job title in the Criteria field. Operator choices include:

- **Begins With** – searches for job titles that begin with whatever you enter in the Criteria field.

- **Contains** – searches for job titles that contain whatever you enter in the Criteria field. ***For the broadest, most inclusive search, use this option.***
- **Exact Match** – searches only for job titles that exactly match what you enter in the Criteria field.
- **Sounds Like** – searches for job titles that sound like what you enter in the Criteria field.
- **Job Order Number** – the Operator defaults to Exact Match. Enter the job order number in the Criteria field.

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## Job Order Summary

To view a job order, click on the Job Order Number link to continue.

Any job order displayed can be copied:

- If you got to this page by following the 'Copy a Job Order' link, you can copy a job order by clicking on the job order number link.
- If you got to this page by following the 'Job Order Summary' link, you can copy a job order by clicking on the job order number link. When the job order is displayed, click on the 'Copy' button near the top of the job order.

In either instance, an exact copy of the old job order will be displayed. When you use the Save-Incomplete button, a new job order number will be assigned. Review and update the information on the copied job order to be sure it is accurate.

Job order statuses:

- **Incomplete** – The job order is partially completed. The status shown on the top of the job order is **EMPLOYER INCOMPLETE**.
- **Awaiting Staff Approval** – The job order has been completed and is waiting for Job Center of Wisconsin staff processing and approval. The status shown on the top of the job order is **EMPLOYER COMPLETE**. The Contact person listed on the Company Info tab of the job order will receive an email after staff have approved the job order and placed it on Job Center of Wisconsin.
- **Open** – The job order is displayed on Job Center of Wisconsin. The status shown on the top of the job order is **OPEN**. The first 24 hours that a job order

is on Job Center of Wisconsin, it can only be viewed by Veterans. As soon as the 24 hours are up, the system automatically releases the job order so it can be viewed by all job seekers.

- **Closed, May Reopen** – The job order has been removed from Job Center of Wisconsin, but can be reopened. The status shown on the top of the job order is **CLOSED, MAY REOPEN**. Every job order has a maximum life of 90 days. If the job order was open for 30 days, closed for 10 days, and then reopened, the job order has up to 50 days of “life” remaining.
- **Closed, No Reopen** – The job order has been removed from Job Center of Wisconsin, and cannot be reopened. The status shown on the top of the job order is **CLOSED, NO REOPEN**.

The ‘Add Job Order’ button should only be used if you wish to enter a new job order ‘from scratch’ instead of copying an existing job order.

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## Job Order Tab #1 – Company Info

Several buttons appear at the top and bottom of the job order. The buttons vary, depending on the status of the job order.

- **Save-Incomplete** – Use this button every few minutes while working on the job order so that your work is not lost if your session times out or you are interrupted. Any data entered before using the Save-Incomplete button will be saved. To return to the job order after logging out, click on ‘My Job Orders’ on the Employer Tools menu, then on ‘Job Order Summary’. Your job order will be listed in the Incomplete section.
- **Save-Complete** – Use this button when you have entered all of your data and are ready to send the job order to Job Center of Wisconsin staff for processing. When you click on the Save-Complete button, the order immediately appears on a list of orders waiting for staff review and final processing. Job orders are handled in the order received.
- **Abandon Changes** – Use this button when you do not wish to apply changes made to the job order.
- **Copy** – Use this button to make an exact copy of the job order. Copying an existing job order saves you keying time.
- **Delete** – Use this button to permanently delete the job order. Once deleted, the job order cannot be retrieved.

- **Preview** – Use this button to view your job order as it will appear to job seekers.
- **Email Preview** – Use this button to email a Preview version of the job order to someone.
- **Save Changes** – Use this button to retain and apply changes you have made to the job order.
- **Remove Job Order** – Use this button to close a job order. The job order will be instantly removed from Job Center of Wisconsin.
- **Reopen Job Order** – Use this button to open a closed job order. The job order will be instantly reopened from Job Center of Wisconsin.

If the information displayed on the Company Info tab is incorrect, you can update it by clicking on 'My Company Information' on the Employer Tools menu, then on 'Manage Company Information'. Some information – Company Legal Name, Unemployment Insurance number and FEIN - must be updated by staff. Please report changes by calling 1-888-258-9966 or sending an email to [WIJobOrders@dwd.wisconsin.gov](mailto:WIJobOrders@dwd.wisconsin.gov)

Select a Contact for this job order from the Employer Contact drop-down menu. Contacts are listed in alphabetical order by last name. This information only appears to, and is used by, job order staff in the event that staff have a question about the job order. You can verify that this information will not appear on the job listing by clicking on the 'Preview' button to see how the job order will appear to job seekers.

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## **Job Order Tab #2 – Description**

Required fields are marked with a red asterisk \*.

Enter the **Number of Openings** to be filled at this location for this job title.

Enter the **Job Title**. Avoid jargon, acronyms, abbreviations, and company specific job titles. Use commonly accepted and understood terminology. This will enhance the chances that your job order will be included in keyword job searches conducted by job seekers.

**Press the Tab key.** Review the possible matches on the Occupational Category drop-down list. Select the best match. If none of the items on the drop-down list

are a good match, click on “Please select an Occupational Category” at the top of the drop-down list and continue to the Duties and Responsibilities field.

If you selected a match, a Sample Occupation Description will appear. If you are satisfied with the description, continue to the Duties and Responsibilities field.

You can copy and paste the sample text into the **Duties and Responsibilities of Job**, then refine and enhance it to better describe your job opening, or create your own description, or copy and paste a description you already have. For helpful suggestions, click on the More Information button.

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### **Job Order Tab #3 – Requirements**

There are no required fields.

Describe any **Experience and Qualifications** requirements you have for this job opening.

When the **Pre-employment Drug Screening Required** checkbox is checked, this statement will appear on the job order: Pre-employment drug screening required.

When the **Background Check Required** checkbox is checked, this statement will appear on the job order: Background check required.

When an item is selected from the **Education and Training** drop-down list, ‘Desired’ or ‘Required’ must also be selected.

The “Is a Drivers License needed to perform this job?” question in the **Drivers License and Vehicle** section should only be answered ‘yes’ if the employee must have a driver’s license to perform the job duties. Examples include: a truck driver, a delivery person, or someone whose duties include running business-related errands during the work shift.

Do not answer the question ‘yes’ to gauge whether a job seeker has transportation to work. A driver’s license does not ensure dependability. A job seeker may have other options for getting to work, such as riding with another person, walking, or riding a bicycle.

Definitions of license classes and endorsements can be found by clicking on the More Information button.

The “Is a personal vehicle required to perform the job?” question should only be answered ‘Desired’ or ‘Required’ if it is desired or required that the employee have his/her personal vehicle available to perform job duties. An example would be a secretary who uses her own car to make a bank deposit for the business. When the question is answered ‘Desired’ or ‘Required’, the following question will appear: “Is there a mileage reimbursement?”

Do not answer the question ‘Desired’ or ‘Required’ to gauge whether a job seeker has transportation to work. Ownership or availability of a personal vehicle does not ensure dependability in getting to work, nor that the vehicle is available to the employee during the work shift.

When an age is entered in either of the **Age Requirements** fields, ‘Desired’ or ‘Required’ must also be selected. Age requirements must comply with applicable state and federal laws.

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## **Job Order Tab #4 – Pay and Benefits**

Required fields are marked with a red asterisk \*.

Enter the wage information for this job opening in the **Compensation Range** fields. At a minimum, you must make a selection from the Maximum Pay Unit of Time drop-down list.

You are strongly encouraged to enter at least the minimum you would pay someone in this position. Research indicates that job seekers bypass job listings that do not include wage information, and perceive them to be minimum wage jobs.

Not sure what the average wage is for your job opening? Click on the **‘Wage and Career Info’** link to view Wisconsin wage information for entry, average, and experienced workers in the Occupational Category you selected on tab #2. If you didn’t make a selection, click here <http://worknet.wisconsin.gov/worknet/wagecomparison.aspx?menuselection=js> (Make this an active link.) to search for an occupation’s wage levels.

Indicate **Benefits** offered by checking the applicable checkbox(es), and entering additional comments in the Benefit Comments field. Avoid generic phrases such as “Benefits available” or “Will be discussed at interview”.

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## Job Order Tab #5 – Details

Required fields are marked with a red asterisk \*.

Select the county(ies) where the employee will perform the job duties in the **Work Site** section. Click on the county in the 'Work Sites Available' list, then on the 'Select' button. To select multiple counties, click on the first county you want to select, then press and hold down the Ctrl key (located in the lower right and lower left corners of the keyboard) and click on the additional counties in the 'Work Sites Available' list. When you have selected all of the counties where the job duties will be performed, click on the 'Select' button.

Do not select additional counties beyond where the work will be performed as a "recruitment area." Research indicates that this practice frustrates and turns off job seekers. Job seekers who are interested in commuting or relocating can search for jobs statewide, and by county.

Pertinent details about the work site should be entered in the **Additional Work Site Information** field. For example, "Employee will work outside 50% of the time", or "Employee will move product to a freezer room, where the temperature is below zero, several times a day", or "Dust free environment".

**Work Site Location** data is collected in preparation for an enhanced geographical job search feature for job seekers. This information will not be displayed on the job order. You can verify that this information will not appear on the job order by clicking on the 'Preview' button to see how the job listing will appear to job seekers.

The question "Does this job have an address where the work will usually be performed?" will default to "yes". The address displayed in the Work Site Location fields is the same as what is shown on the tab #1 - Company Info. In most instances, this will be the physical location where the work will be performed. If the address listed is not where the work will be performed, please change the address to the correct address.

If the answer to the question "Does this job have an address where the work will usually be performed?" is "no", the following statement appears: "This is the work site zip code that will be associated with this job." The zip code displayed will be what is shown on the Company Info tab. Job Center of Wisconsin Call Center staff will contact you to clarify your situation.

If you have an unusual circumstance and would like advice about how to handle it on the job order, please call the Job Center of Wisconsin Call Center at 1-888-258-9966 or send an email to [WIJobOrders@dwd.wisconsin.gov](mailto:WIJobOrders@dwd.wisconsin.gov).

Use the **Public Transportation to Work Site** fields to record information about bus routes that stop at or near your business. “Public transportation” is defined as bus service.

The **Workweek** drop-down list defaults to “Full-time”. If that is not correct, choose a different item from the list. When any of the ‘Temporary’ items are selected, an additional field will appear for you to record the date the job will end, if known.

- **Full-time** – 30 or more hours per week and the job is expected to last 150 days or longer.
- **Full-time Temporary** – 30 or more hours per week and the job is expected to last less than 150 days.
- **Part-time** – less than 30 hours per week and the job is expected to last 150 days or longer.
- **Part-time Temporary** – less than 30 hours per week and the job is expected to last less than 150 days.
- **Full-time/Part-time** –you are willing hire someone to work full-time or part-time and the job is expected to last 150 days or longer. For example, you are willing to hire one full-time receptionist, or two part-time receptionists, as long as the front desk is covered during normal business hours.
- **Full-time/Part-time Temporary** – you are willing to hire someone to work full-time or part-time and the job is expected to last less than 150 days. For example, you are willing to hire five full-time wreath makers, or ten part-time wreath makers, for a job that runs from mid-October to early December.
- **On Call** – employee will be available when requested. The employee may or may not be called in or scheduled to work in any given week or pay period. The employer does not guarantee that any work hours will be available to the employee in a given work week or pay period.

The **Duration of the Job** indicator defaults to “over 150 days”. If the job opening is anticipated to last less than 150 days, change the indicator to 1-3 days or 4-150 days.

Enter the minimum and/or maximum hours per for this position in the **Usual Hours Per Week** fields.

Indicate the **Work Day(s)** for this position by checking the applicable checkbox(es).

Indicate shift information in the **Shift(s) of Job** section by checking the applicable checkbox(es).

The “**Is this an Apprenticeship Position?**” question defaults to ‘no’. If this job opening is covered by a contract approved and overseen by the Bureau of Apprenticeship Standards in the Department of Workforce Development, change the indicator to ‘yes’.

Fully and completely describe how job seekers should apply for this position in the **Application Instructions**.

The “Do you want your company's name, address and telephone number (as shown on #1 Company Info tab) to appear on the job order?” question defaults to ‘yes’. If you want your company’s identifying information to be suppressed (hidden), change the indicator to ‘no’. You can verify that the company’s identity is hidden on the job listing by clicking on the ‘Preview’ button to see how the job order will appear to job seekers. If the company’s information is hidden, be careful not to inadvertently reveal the company’s identity in the **Application Instructions**. Be sure to click on the ‘Preview’ button and review the job listing before using the Save-Complete button.

Indicate how applications or résumés will be accepted by checking the applicable checkbox(es). If applicable, include the application deadline, and any specific instructions. Use [HTML tags](#) to create a hyperlink to a website; **bold**, underline, or *italicize* text; and insert email links.

- **Apply In Person** – at a minimum include the company name, street address, city, and state where job seekers should apply. If job seekers should apply during certain hours or days of the week, should ask for a certain person, and/or should bring something with them, include that information in the text field below the ‘Your email address’ text field.
- **Mail a Résumé** – include the name and mailing address of the company, department or person to whom the résumé should be mailed in the text field below the ‘Your email address’ text field.
- **E-Mail a Résumé** – enter the e-mail address where the résumé should be e-mailed in the ‘Your email address’ text field.
- **Apply Online** – include the full URL the job seeker should use in the text field below the ‘Your email address’ text field.
- **Fax a Résumé** – include the fax number and name of the department or person to whom the résumé should be faxed in the text field below the ‘Your email address’ text field.

- **E-Mail Work Application** – enter the e-mail address where the work application should be e-mailed in the ‘Your email address’ text field.
- This option should only be selected if you want to use the Job Center of Wisconsin Work Application, which is designed to be e-mailed. Do not select this option if you want job seekers to use your company’s application form.
- **Call for Appointment** – include the telephone number, including area code, and the name of the department or person the job seeker should ask for in the text field below the ‘Your email address’ text field. If job seekers should call during certain hours or days of the week, include that information in the text field below the ‘Your email address’ text field.
- **Other** – this checkbox must be checked in any information is entered in the text field below the ‘Your email address’ text field.

The **Job Order Removal Date** defaults to 30 days from the date you submit your job order to Job Center of Wisconsin Call Center staff for final processing. If you would like to change the date the job order will be removed from Job Center of Wisconsin, enter a note in the **Comments to Call Center Staff** text field.

You may also enter any other notes for staff in the **Comments to Call Center Staff** text field. The information entered in **Comments to Call Center Staff** will not appear on the job order. You can verify that this information will not appear on the job order by clicking on the ‘Preview’ button to see how the job listing will appear to job seekers.

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## HTML Tags

JavaScript is blocked from use on job orders.

You can use HTML tags within job order text fields to format text.

- To hyperlink to a website:  
`<a href="http://www.mysite.com"target=_blank> http://www.mysite.com</a>`

Displays as: <http://www.mysite.com> and when clicked on, takes the user to a web page in a new window. Including the full URL is highly recommended.

- To **bold** text:  
`<b> Please apply by January 15, 2009.</b>`  
 Whatever text is typed within the tags will display **bolded**.

- To underline text:  
<u> Please apply by January 15, 2009. </u>  
Whatever text is typed within the tags will display underlined.
- To italicize text:  
<i> Please apply by January 15, 2009. </i>  
Whatever text is typed within the tags will display *italicized*.
- To insert a mail link:  
Send email to: <a href=mailto:johnjones@abc.com>John.Jones@abc.com</a>  
Displays as: Send email to: [John.Jones@abc.com](mailto:John.Jones@abc.com) and when clicked will open a client email program if one is installed. If user does not have an email client they may copy and paste the link into an email.

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## Location Tab

**Trade Name:** Company’s “doing business as” name; what the company is known as in the community; the name the company uses in advertising.

**Legal Name:** Company’s legal name, used for official or legal documents, or for purposes such as unemployment insurance reporting, labor market surveys, etc.

**Ownership:** Designation assigned based on Department of Workforce Development records – Private, Local Government, State Government, Federal Government, and International Government.

To report changes, click on ‘Request Assistance’ on the Employer Tools menu. Your company’s information will be updated.

Required fields are marked with a red asterisk \*. Information on the Location tab carries over to job orders for this location.

The **Trade Name** can be changed or modified. If the company has been purchased, sold or had a name change resulting in a different Unemployment Insurance number being assigned, please report the change by clicking on ‘Request Assistance’ on the Employer Tools menu. The company information will be updated.

Describe the company in the **Company Description**. This is an opportunity to explain to a job seeker what the company does, what the company’s history is, why it is a good place to work, etc. If the company has a website with an ‘About Us’ page, consider using that information in the **Company Description**.

The **Address** fields can be changed or modified. If the County designation is incorrect, please choose the correct one from the drop-down list. Enter the company's website address. Job orders for this location will include an active link to your company website, making it easy for job seekers to learn more about the company.

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## Business Summary Tab

There are no required fields.

You may enter the number of employees at this location, and a description of the company's product or service.

The company's NAICS code (North American Industry Classification System) is displayed. NAICS is used by Federal statistical agencies in classifying business establishments for the collection, analysis, and publication of statistical data related to the business economy of the United States. To report an error, click on 'Request Assistance' on the Employer Tools menu.

If this location is participating in one of the Department of Commerce's **Community Development Zones** <http://commerce.wi.gov/BD/BD-CDZ.html>, change the indicator to 'yes'.

If this location is participating in one of the Department of Commerce's **Enterprise Development Zones** <http://commerce.wi.gov/BD/BD-EDZ.html>, change the indicator to 'yes'.

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## Benefits Tab

Required fields are marked with a red asterisk \*.

To save keying time, **Benefits** will default to job orders, but can be modified on the job order.

Indicate **Benefits** offered by checking the applicable checkbox(es), and entering additional comments in the Benefit Comments field. Avoid generic phrases such as "Benefits available" or "Will be discussed at interview".

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## Application Instructions Tab

To save keying time, **Application Instructions** will default to job orders, but can be modified on the job order.

Required fields are marked with a red asterisk **\***.

Indicate how applications or résumés will be accepted by checking the applicable checkbox(es). Use [HTML tags](#) to create a hyperlink to a website; **bold**, underline, or *italicize* text; and insert email links.

- **Apply In Person** – at a minimum include the company name, street address, city, and state where job seekers should apply. If job seekers should apply during certain hours or days of the week, should ask for a certain person, and/or should bring something with them, include that information in the text field below the ‘Your email address’ text field.
- **Mail a Résumé** – include the name and mailing address of the company, department or person to whom the résumé should be mailed in the text field below the ‘Your email address’ text field.
- **E-Mail a Résumé** – enter the e-mail address where the résumé should be e-mailed in the ‘Your email address’ text field.
- **Apply Online** – include the full URL the job seeker should in the text field below the ‘Your email address’ text field.
- **Fax a Résumé** – include the fax number and name of the department or person to whom the résumé should be faxed in the text field below the ‘Your email address’ text field.
- **E-Mail Work Application** – enter the e-mail address where the work application should be e-mailed in the ‘Your email address’ text field.

This option should only be selected if you want to use the Job Center of Wisconsin Work Application, which is designed to be e-mailed. Do not select this option if you want job seekers to use your company’s application form.

- **Call for Appointment** – include the telephone number, including area code, and the name of the department or person the job seeker should ask for in the text field below the ‘Your email address’ text field. If job seekers should call during certain hours or days of the week, include that information in the text field below the ‘Your email address’ text field.

- **Other** – this checkbox must be checked in any information is entered in the text field below the 'Your email address' text field.

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## Contact List

Your company's contact persons are listed. Click on the Contact Name link for the person you want to work with. To report contacts who have left the company, no longer need job order access, have changed their name, etc., click on 'Request Assistance' on the Employer Tools menu. The contact person's information will be updated.

A 'Y' in the '**Job Center of Wisconsin Access**' column means that this contact person has a username and password and can enter, remove and change job orders and company information. An 'N' in the '**Job Center of Wisconsin Access**' column means that this person does not have access to enter, remove and change job orders and company information.

Do not share your username and password with co-workers or others. Each person at your company who needs access must register and create an account in his or her own name.

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## Contact Record

Required fields are marked with a red asterisk \*.

Check the checkbox(es) for sites on the **Available Sites List** this contact person works with, or will be a job order contact for. After selecting sites, click on the 'Move Site(s) to Selected List' button.

The contact person will appear on the Employer Contact drop-down list on the Company Info tab of job orders for the sites on the **Selected Sites List**.

To remove a site from the **Selected Sites List**, check the checkbox(es) for sites to be removed, and then click on the 'Remove Site(s) from Selected List' button.

Enter the contact person's information. Check to ensure that the first and last names are spelled correctly, and that the email address is correct.

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## Find a Worker

At a minimum, enter a **Keyword** or choose an **Occupation Category** from the drop-down list.

Enter a **keyword** or phrase that is specific to the job title, education, skill, work experience, software package, etc. that you are looking for in potential employees. A computer search of job seekers' résumés will find matching keywords.

When an **Occupation Category** is chosen, an additional search field, **Desired Experience**, appears.

If you wish to narrow your search, enter information in the **Location** field, choose a **Minimum Education Level**, and/or choose a **Shift**.

For **Location**, choose either City/ZIP Code or County. If City/ZIP Code is chosen, enter either a city name or a 5-digit ZIP code. You can only search for one city name or one ZIP Code at a time.

If County is chosen, select the county or counties where you want to search for candidates from the **Counties Available** list. This information will be used to help match you to candidates who are looking for jobs in the county(ies) you select. All Wisconsin counties are available, as well as all counties that border Wisconsin in Illinois, Iowa, Michigan and Minnesota. The border counties are at the end of the list.

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.

Click on the 'Search Candidates' button after selecting your search options.

Matching candidates will be listed in the **Search Results**. Depending on the number of results returned, you may want to narrow or broaden your search.

If a keyword search was done, the Search Results are listed based on the "best" matches. The highest ranked results are listed first.

All other types of searches (excluding keywords) are ranked by the date the **Candidate Profile** was last updated by the candidate, with the most recently updated Profiles listed first. If two candidates have the exact same score, and one is a Veteran, the Veteran will be listed first.

To view the Candidate Profile, click the numbered link in the Preview column. Each candidate has a unique identifier.

For privacy and security reasons, the Candidate Profile displays information about the candidate without disclosing personally identifiable information.

To **E-mail Selected Candidates**, scroll down to the E-mail Selected Candidates section. Check the Email checkbox in front of the candidate(s) you wish to contact.

If you have previously emailed this candidate, the date and time you last e-mailed the candidate will be shown in the Last Date Emailed column.

Your email address (as listed on your Contact record) is shown. [How to update your Contact record.](#)

Enter text in the Subject, Refer to: and Message fields. Your name, title, and company name are displayed as they appear on your Contact screen. [How to update your Contact record.](#)

- Do not assume the candidate knows you or your company.
- Provide enough information about the position to help the candidate decide whether to respond to your email.
- Do not suggest meeting the candidate. Ask for the candidate's résumé instead.
- In the Refer to: field list the job title, position number, job order number, or some other identifier that you will recognize when the job seeker responds to your e-mail message.

Click on the 'Preview E-mail' button to review your message.

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## Preview Email

The email address(es) for the candidate(s) will not be displayed. If you selected two or more candidates to contact, each candidate will receive a separate email, for privacy and security reasons.

The following message will automatically be displayed on the bottom of every email sent, so job seekers will know that you are an employer contacting them via the Job Center of Wisconsin:

You are receiving this communication because you signed up to receive emails from prospective employers using Job Center of Wisconsin. You can discontinue these emails by logging into your account at <https://jobcenterofwisconsin.com> and going to Step 6 Finish/Activate for your résumé. Change your response to 'no' for the 'Do you want Employers to match you to their jobs?' question. Employers will no longer be able to view your résumé, and you will no longer receive emails from employers.

When you are satisfied with the text of your email message, click on the '**Send E-mail**' button. A status message will be displayed, indicating how many email messages were successfully sent.

To conduct a new search, click on the '**New Search**' button.

[Still need help?](#)

## How to Update Your Contact Record

If your e-mail address, name, job title, or business name needs to be updated, follow these steps:

1. Click on 'Manage Company Information' on the Employer Tools menu, then on 'Manage Company Contacts'.
2. Find your name on the Contact List and click on it.
3. Update your information, then click on the 'Save' button.
4. For security reasons, and to prevent identity theft, you cannot change your First Name or Last Name. To report a name change, click on 'Request Assistance' on the Employer Tools menu. Your name will be updated.

**If this is not your information**, and you logged into Job Center of Wisconsin with a Username and Password that belongs to someone else, follow these steps:

1. Do not change the Contact record. Changes may affect your company's job orders. Instead, please create an account in your own name. You will have all of the same functionality you are used to, and will be able to view and access the job orders others in your company enter.
2. Click on 'Exit' on the menu bar.
3. On the Employer Tools menu, click on 'My Job Orders', 'My Company Information', 'Find a Worker' or 'Request Assistance'.
4. Click on the 'Set up an Account' link in the orange box. Please allow 3-5 minutes to complete the process.
5. After your account has been approved by staff (usually within 1 business day), you will be notified by email. After your account has been approved you can post job orders and search for candidates.

[Still need help?](#)

## **Request Assistance**

Required fields are marked with a red asterisk \*.

Check one or more of the **Request Type** checkboxes to indicate the nature of your question or problem.

Enter your question in the **Comments** text field.

Click on the 'Submit' button to send your request to the Job Center of Wisconsin Call Center.

[Still need help?](#)