

March 5, 2009

## **Job Seeker & Employer Password Problems in JobCenterOfWisconsin.com**

The DWD Service Desk asked that all DWD staff and partners working with job seekers and employers be reminded of the protocol for getting password problems resolved. This information is found on the 'Forgot your ID or password?' link in the orange [Secure Login box](#) and the Password Recovery section in the '[Contact Us](#)' link on the bottom of every page in JobCenterOfWisconsin.com:

- To **recover your password** click on the "Forgot your account information?" link at <https://www.dwd.state.wi.us/accountmanagement/>.
- If you did not provide an E-Mail address, or do not remember the E-Mail address you provided, please call the DWD Service Desk at **608-266-7252** during business hours, Monday through Friday, to request a password reset.

Do not suggest that the job seeker or employer register again. Duplicate accounts create problems, and can further slow down the customer's ability to access JobCenterOfWisconsin.com.

Thank you for your help in quickly assisting customers with password problems.

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This message has been posted to the web site (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the JobNet Business announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for online reading or downloading. The web site has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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