

April 16, 2009

### **Correct Procedures for Job Seekers with JCW Registration or Password Problems - Urgent!**

This is an extremely important message, *especially for anyone who works with job seekers* - workshop presenters, Resource Room staff, JCW Call Center staff, case managers, etc.

We have been getting a number of complaints from the DWD Service Desk and DET Security regarding information and instructions provided by staff to job seekers who:

- are unable to register, due to Social Security Number, birthdate, or sex mismatches, or
- are unable to update their registration, due to Social Security Number, birthdate, or sex mismatches, or
- who have forgotten their username or password.

**Please make sure you read and understand the following procedures, so you can provide the correct information to job seekers so they can have their problems resolved quickly.**

- Job seekers with a JobNet 3 registration or a Job Center of Wisconsin registration who get a **bold red message** when creating or updating their registration should call DET Security toll-free at 1-888-513-5633 and press '3' when prompted to make a selection.

**Do not advise a job seeker who already has registered to create another account. Creating another account will not solve the problem. NEVER advise a job seeker to create a second account.**

#### **Workshop Presenters:**

1. If a workshop participant is attempting to register or update a registration during a workshop, and receives one of the error messages shown on the next page, the job seeker must call DET Security at 1-888-513-5633 (press '3' when prompted) to have the situation resolved. This may mean that the job seeker is not able to participate in the workshop.
2. If a workshop participant is already registered, do not tell him to "register again" so he can follow along during the registration portion of the workshop. A job seeker attempting to register a second time is going to create a problem for himself and will be unable to create a JCW Résumé/Work Application until the problem is resolved.

The messages that job seekers will see if there is a problem with their registration are:

**Identity Info:**

Please enter the following to secure your identity within the Job Center of Wisconsin system.

\* Social Security #: (###-##-####)  -  -

\* Re-Enter Social Security #:  -  -

\* Date Of Birth: (MM/DD/YYYY)  /  /

\* Gender  Male  Female

**The SSN you entered is already in use in Job Center of Wisconsin with another date of birth and gender. Please verify the SSN you entered is correct. If the number you entered is incorrect, please enter the correct number. If the SSN you entered is correct, please call 1-888-513-5633 (toll-free) to have this problem resolved.**

Use 'Back' and 'Continue' buttons to move from page to page.

**Date of Birth check:**

Please enter your birth date in order to access your registration record.

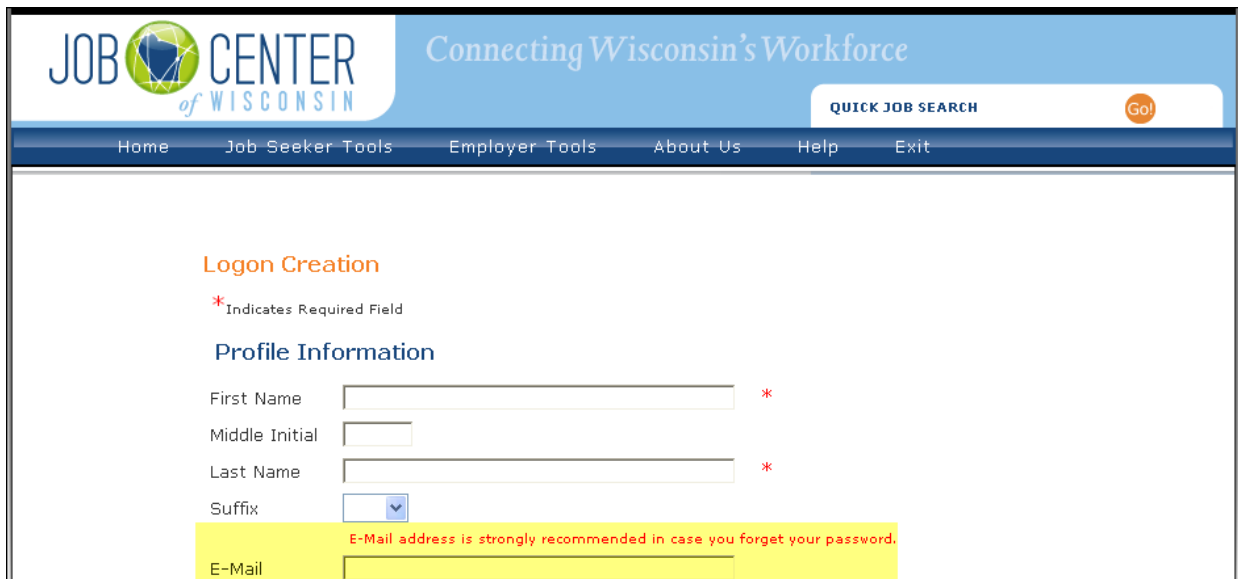
\* Date Of Birth: (MM/DD/YYYY)  /  /

Use 'Continue' and 'Back' buttons to move from page to page.

**The date you entered does not match the one in our records, so you may not update your registration. If you think this is a mistake, please call 1-888-513-5633 (toll-free) to have this problem resolved.**

You may continue to use the system for job search by selecting the "Job Seeker Tools" link above.

- **Do not allow job seekers to use your email address when creating an account** (username and password). The DWD Service Desk learned this week that some staff allow job seekers to use the staff person's email address when creating an account. This does not help the job seeker.



The screenshot shows the Job Center of Wisconsin website header with the logo and navigation menu. The main content area displays the "Logon Creation" form. The form includes a legend for required fields, a "Profile Information" section with input fields for First Name, Middle Initial, Last Name, and Suffix, and an E-Mail field. A yellow highlight is placed over the E-Mail field with a red note: "E-Mail address is strongly recommended in case you forget your password."

If the job seeker forgets his password, he will need to know your email address to recover his password. Even if he does know your email address, he will not be able to recover his password because your email address is tied to your username and password. The job seeker will get a message stating that there are multiple accounts using the same email address, and to call the DWD Service Desk. Neither you nor the job seeker will be able to recover your password using your email address.

### DWD/Wisconsin Logon ID/Password Recovery Process

The E-Mail address **[linda.williamson@dwd.wisconsin.gov](mailto:linda.williamson@dwd.wisconsin.gov)** is used by more than one DWD/Wisconsin Logon ID.

Please contact the [DWD Service Desk](#) for further instructions.

An email address is not required in order to be able to create a username and password, nor to register.

An email address *is* required to create a JCW Résumé/Work Application. If you or the job seeker *knows* that he will be creating a JCW Résumé/Work Application, encourage him to set up a free email account. There are a number of free email services available to customers. We have found that Gmail.com, yahoo.com, and hotmail.com work well. Additional free email services can be found by searching the internet using "free email" as the search criteria.

- Job seekers who have forgotten their username and/or password should call the DWD Service Desk at 608-266-7252.

**Thank you for your cooperation in providing correct information to our job seeker customers.**

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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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