

April 16, 2009

Correct Procedures for Employers Needing JCW Access or Experiencing Password Problems

This is a reminder for any staff person who works with, or answers questions from, employers regarding JCW access to post job openings and/or search Candidate Profiles.

- Employer contact persons who have forgotten their username and/or password should click the "Forgot your ID or password?" link in the orange Secure Log In area and attempt to recover their account. If that does not work, the employer contact should call the DWD Service Desk at 608-266-7252.

NEVER advise an employer contact person who already has a username and password to create another account. Duplicate accounts bog down the system, making it more difficult to serve our customers.

- Employer contact persons who need access to Job Center of Wisconsin must register and create an account (username and password) in their own name. Usernames and passwords should not be shared.

The smoothest path for an employer to create an account and register is:

1. Go to <http://jobcenterofwisconsin.com> and click on the orange 'Find Employees' button.
 2. Click on 'My Job Orders'.
 3. Click on the 'Set up an account' link in the orange Secure Log In box.
 4. Complete the Logon Creation process (creating a username and password). After successfully creating an account and clicking the green 'Done' button, the employer will be automatically logged in and will see the Employer Registration page.
 5. After completing the Employer Registration page, the employer clicks on the green Submit button.
 6. A message will be displayed letting the employer know that the registration was successfully submitted, and that a Job Center of Wisconsin Call Center staff person will call to complete the registration process.
- Staff with JobNet Business access can look up the employer contact person's username. It is located on the Contact record. **Do not share this information with anyone other than the person listed on the Contact record!**

This employer contact has access:

JobNet Business - Contact [Need help?](#)

Save Inactivate Delete

Click the checkbox(es) for Sites this contact person works with. After selecting sites, click on the Move Site(s) to Selected List button.

Available Site List 0 Row(s) found

Site Trade Name	Address & Phone	UI Root	Site #	Active
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Page 1


Check All Uncheck All Move Site(s) to Selected List

Selected Site List 3 Row(s) found

Site Trade Name	Address & Phone	UI Root	Site #	Active
TEST EMPLOYER	124 MAIN ST PO BOX 8812 VERONA, WI 53719 (608) 555-1212			Yes <input type="checkbox"/>
TEST EMPLOYER SITE NAME	315 ALGOMA ADR1 TESTSSAA OSHKOSH, WI 54901-4772 (920) 232-6273			Yes <input type="checkbox"/>
TEST PRIVATE EMPLOYMENT AGENCY	EMPLOYMENT AGENCY STREET ADDRESS MADISON, WI 55555 (555) 555-5555			Yes <input type="checkbox"/>

Page 1

Check All Uncheck All Remove Site(s) From Selected List

User Name: RebeccaPowell
Registration Date: 09/30/2008
Last Access Date: 04/15/2009
 This contact is registered for JobNet Business

Contact Information

Salutation:

* First:

Middle Initial:

* Last:

Job Order Contact:

This employer contact does **not** have access:

The screenshot shows the 'JobNet Business - Contact' interface. At the top, there are 'Save' and 'Delete' buttons. Below them is a 'Need help?' link. A message states: 'Click the checkbox(es) for Sites this contact person works with. After selecting sites, click on the Move Site(s) to Selected List button.' Below this is a section for 'Available Site List' with 2 rows found. The table has columns: Site Trade Name, Address & Phone, UI Root, Site #, Active, and a checkbox. The first row is 'TEST EMPLOYER SITE NAME' with address '315 ALGOMA ADR1, TESTSSSAA, OSHKOSH, WI 54901-4772, (920) 232-6273'. The second row is 'TEST PRIVATE EMPLOYMENT AGENCY' with address 'EMPLOYMENT AGENCY STREET ADDRESS, MADISON, WI 55555, (555) 555-5555'. Below the table is a 'Page 1' label and buttons for 'Check All', 'Uncheck All', and 'Move Site(s) to Selected List'. Another section for 'Selected Site List' shows 1 row found. The table has columns: Site Trade Name, Address & Phone, UI Root, Site #, Active, and a checkbox. The row is 'TEST EMPLOYER' with address '124 MAIN ST, PO BOX 8812, VERONA, WI 53719, (608) 555-1212'. Below this is a 'Page 1' label and buttons for 'Check All', 'Uncheck All', and 'Remove Site(s) From Selected List'. A red box highlights the user information section, which includes: 'User Name:', 'Registration Date:', 'Last Access Date:', and a message with a person icon: 'This contact is not registered for JobNet Business'. Below this is the 'Contact Information' section with fields for 'Salutation:', '* First:' (filled with 'BECKY'), 'Middle Initial:', and '* Last:' (filled with 'POWELL').

Thank you for your cooperation in providing correct information to our employer 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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