

# Employer Record System

## Training Guide

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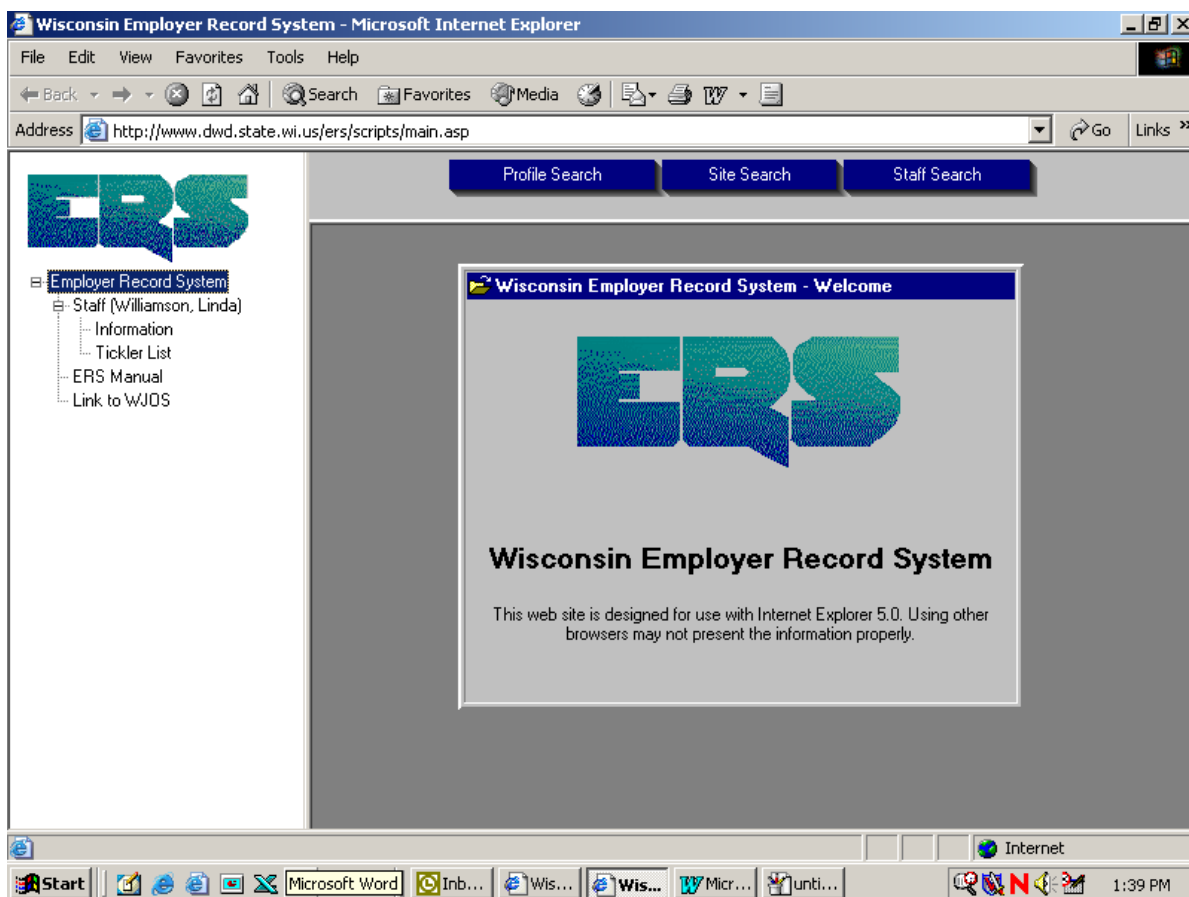
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## Introduction to the Employer Record System

The Employer Record System (ERS) is a database of Wisconsin employers, containing more than 150,000 records. It is used by Job Center staff as a tool for reviewing and recording information about employers the Job Center works with. This is a staff only tool - it is not available to businesses, job seekers, or others. ERS is a secure system requiring a logon and password.

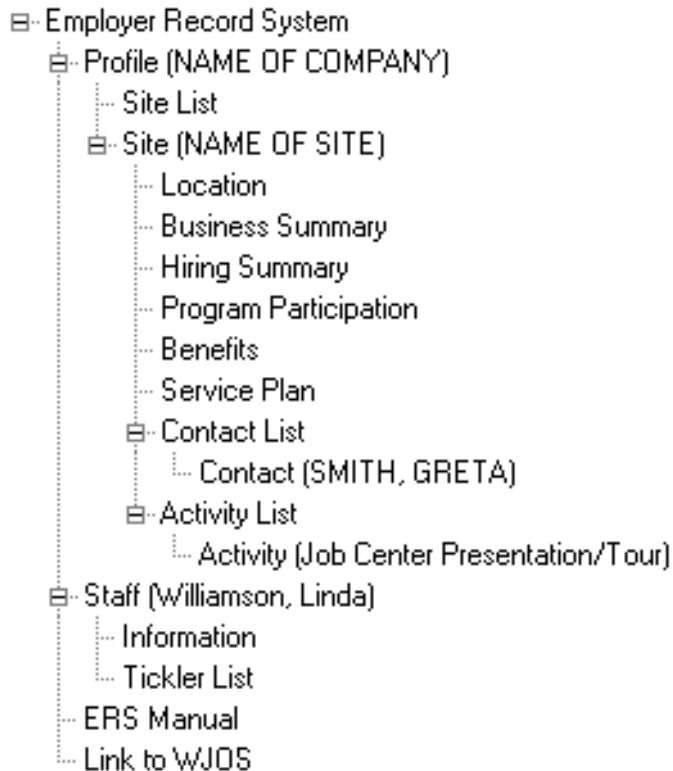
ERS is a web-based system, and is designed for use with Internet Explorer 5.0 or higher. Using other browsers may not present the information properly.

ERS uses a split screen approach to presenting information. The Welcome screen below shows both sides of the screen:



## Menu Tree

The left side of the ERS screen will display a Menu Tree. The items listed on this Menu Tree will vary depending on the employer record being displayed. The Menu Tree is also used to navigate between screens. A complete Menu Tree is shown below:



In the example above, a minus sign (-) is located in front of several items. A single LEFT CLICK on the minus sign will collapse the Menu Tree so less information is visible. The minus sign will change to a plus sign (+). To expand the Menu Tree, LEFT CLICK on the plus sign and more information will be shown. If the Menu Tree is expanded beyond the length of the screen, scroll bars will appear to facilitate movement between menu items.

## Search Buttons

There are three Search Buttons at the top of the right side of the screen. The Search Buttons are used to initiate a variety of searches for employer and staff information.



### Profile Search

Use the Profile Search button when you are looking for a company by its legal name, trade name, or 6-digit root Unemployment Insurance (UI) number.

**The surest method to use when locating a record is to search based on the company's UI number.**

### Site Search

Use the Site Search button when you are looking for a particular site of a company. Site Search allows you to narrow your search to a certain county or Workforce Development Area.

### Staff Search

Use the Staff Search button to locate other ERS users throughout the state.

### **Display Area**

The right side of the screen is reserved for the display of system screens. The action taken on the Menu Tree will result in the appearance of a screen in the Display Area.

### **Scroll Bars**

If the information displayed on the Menu Tree or on screens in the Display Area exceeds the length or width of the monitor, scroll bars will appear for navigation purposes. To use a scroll bar, position the mouse pointer on an arrow and LEFT CLICK until the desired information appears, OR position the mouse pointer on the square box within the scroll bar, hold the right mouse button down and move up or down or right or left.

### **System Display Screens**

Information fields in ERS are displayed in four different formats:

1. Text boxes - to enter information, position the mouse pointer in the box and enter the information requested using the keyboard.
2. Expandable text boxes - these are text boxes which have scroll bars (up and down arrows) on their right side. The scroll bars can be used to vertically navigate within the box.
3. Drop down menus - these have a down arrow at the right of the box. Position the mouse pointer over the arrow and LEFT CLICK once. To choose a selection in the box, position the mouse pointer over the desired selection and LEFT CLICK once.
4. Check boxes - to respond affirmatively to a check box, position the mouse pointer over the desired selection and LEFT CLICK once.

In addition to the above formats for information fields, buttons are used on the display screens to activate the add, update, search or clear functions. Also, auto tabbing has been added in fields where it is possible (within Area Codes and Telephone Numbers, Dates, etc.). For example, if an Area Code is keyed, the cursor will jump (tab) to the field in which the Telephone Number is keyed.

### **System Time Out**

After 20 minutes of no activity the Employer Record System will time out. The following message will appear when a system function is again initiated:



To restart ERS, position the mouse pointer over the OK button and LEFT CLICK once. The response will be the ERS Welcome screen.


### **System Exit**

To exit ERS, go to the browser's File menu and click on Close.

### **System Sign On**

1. Open the Internet Explorer browser by clicking on the Internet Explorer icon.

2. Key the following in the Address field: **https://www.dwd.state.wi.us/ers/**
3. The response will be a Sign On screen as shown on the next page.



**Enter Network Password**

Please type your user name and password.

Site: www.dwd.state.wi.us

Realm: www.dwd.state.wi.us

User Name:

Password:

Save this password in your password list

OK Cancel

4. Key your logon in the User Name field (example = **willili**).
5. Key one of the following in the Password field, followed by the password associated with your:
  - Department of Workforce Development Employees = **dwd\**
  - Partner (non-DWD) Employees = **dwdpub\**
6. Position the mouse pointer on the OK button and LEFT CLICK once.
7. The response will be the Welcome screen of the Employer Record System.

**IMPORTANT:** Several system components must be installed the **first time** the Employer Record System is accessed from a staff desktop. Respond 'YES' or 'OK' to the message boxes displayed during this automatic installation process. If a new desktop is installed, the system components will have to be reinstalled.

### **System Password Change**

The password associated with your logon is valid for 90 calendar (not work) days. No warning is given when a password expires. It will be necessary to change your

password at some time before the 90 day period is over.

**NOTE:** DWD staff who sign on to the Department's Wide Area Network on a daily basis do not have to perform a separate password change, but should follow the instructions on page 7 under the heading **DWD Wide Area Network Users**.

**For all other Users: To change your ERS password only**, please complete the Following steps before signing on to ERS.

1. Open the Internet Explorer browser by clicking on the Internet Explorer icon.
2. Key one of the following commands in the Address field:
  - Department of Workforce Development Employees:  
**<https://www.dwd.state.wi.us/usermaint/changepassword3.asp>**
  - Partner (non-DWD) Employees:  
**<https://www.dwd.state.wi.us/usermaint/changepassword.asp>**
3. The response will be a Sign On screen:



## Change Password for DILHR domain

User Name:

Does **NOT** include domain name ( DILHR\ )

Please enter the current password for this account:

Case sensitive

Please type the new password you would like to use:

Case sensitive, 5 to 13 characters.

Please type new password again to verify:

**Submit Password Change**

4. Key your logon in the Logon ID field. This does not include the `dwd\` or `dwdpub\`.
5. Key your current password in the text box labeled "Please enter the current password for this account." **Note: Passwords are case sensitive.**
6. Key a new password in the text box labeled "Please type the new password you would like to use." **Note: Passwords are case sensitive.**

7. Key the new password a second time in the text box labeled "Please type it again to verify."

**NOTE:** If your ERS Logon ID is your mainframe 'X' or 'JP' logon, you can use your mainframe password in the above two fields. If you do use your mainframe password for ERS, be aware that you must change this password in both systems when a password change is necessary. For example, you must change your mainframe password every 60 days. When you make the change for mainframe purposes, you must also make the change for ERS if you want the passwords to be the same for both systems.

8. LEFT CLICK once on the Submit button.
9. The response will be a blank Sign On screen with a message verifying the password change at the bottom. Scroll down to view the message.

### **DWD Wide Area Network Users**

As soon as you get the message that your passwords will expire, you should change them. Follow these instructions:

1. After you have finished logging in, press CTRL+ALT+DEL to bring up the Netware Security dialog box.
2. Click on the Change Password button.
3. Verify that both resource options (WIGOV and DWD) are highlighted.
4. Type your current password in the "Old Password" field.
5. Tab down to the "New Password" field and enter your New password. Repeat for the "Confirm New Password" field.
6. Do NOT reuse old passwords! If you receive an error message, try again with a different, brand-new password. The new password must be a minimum of 5 characters in length.
7. Click OK.

#### Alternate method:

You can change the passwords from old to new at the prompt during login, if you are sure you will not be reusing an old password.

1. Answer "yes" to the question, "Do you want to change your password now?"

2. Enter your current password in the "Old Password" field. Enter your new password in the "New Password" field. Repeat for the "Confirm New Password" field.
3. Do NOT reuse old passwords! One password will change and one will not, and you will NOT receive an error message. The new password must be a minimum of 5 characters in length.
4. Click OK.

## **Policies**

### Confidentiality

Information contained in the Employer Record System can be shared with other Job Center partners. Information may **not** be shared or released to other individuals, groups, or agencies.

Data from the Employer Record System must not be used inappropriately. For example, print outs of screens may **not** be given to job seekers or others.

Mailing label lists or mailing address lists can be produced by ERS for use by the Job Center as well as outside groups (e.g., the Chamber of Commerce, Convention and Visitors Bureau, etc.) and **are** an appropriate use of the data. Information shared with outside groups will not involve any fees or charges to those groups.

**Unauthorized release of information is a violation of Department of Workforce Development, Division of Workforce Solutions (DWD-DWS) policy and could result in the suspension of Employer Record System access privileges. In addition, unauthorized release of information by employees of the DWD is a violation of work rules and could result in disciplinary action.**

### Guidelines for Entering Text in Comment Fields

Comments entered into records can and will be viewed by other staff, and perhaps the employer. Comments should be written using good grammar, correct spelling, and appropriate tone. Do not use slang terminology or profane language. The use of acronyms is discouraged unless it is a commonly understood acronym.

A good rule of thumb is, don't put anything in "Comments" that you wouldn't be willing to defend in a court of law.

## **Contact Persons**

### Policy and usage questions:

Linda Williamson  
Employment Connections  
Division of Workforce Solutions

Telephone: 608-264-8167  
Email: [linda.williamson@dwd.state.wi.us](mailto:linda.williamson@dwd.state.wi.us)

### Password problems:

DWD Service Desk

Telephone: 608-266-7252