

October 30, 2003

## **WJOS to WAMS Conversion for Employers with Access to WJOS - Effective 11/10/2003**

This message is being sent to notify job order staff in Wisconsin Job Centers of a change affecting employers with WJOS access. This change will be effective on Monday, November 10, 2003.

These changes affect employers only. Staff security accounts have already been converted to WAMS.

**If you have contact with employer users of WJOS, please print this email and keep it handy as a reference tool.**

Beginning Monday, November 10, 2003 employers with access to the Wisconsin Job Order System (WJOS) will need to convert their current access to a new WAMS (Web Access Management System) Security Account. Employers will need to take this action because the Department of Workforce Development is converting all users of Job Center systems to new, improved security software called WAMS. Beginning November 10, employers will not be able to access WJOS until they have converted their security access. Employers who currently have WJOS access will be sent an email with the step-by-step instructions for converting their current access to a WAMS account. The same message is displayed on the WJOS Employer login page. To view the message, go to <https://dws.dwd.state.wi.us/wjos/FormsLogin.asp?/wjos/employer/>.

**Employers will not be able to convert their WJOS account to a WAMS account prior to Monday, November 10, 2003.**

For a copy of the step-by-step instructions employers will use to convert to WAMS, go to [http://www.dwd.state.wi.us/dws/manuals/wjos/employer\\_manual/migration\\_instructions.htm](http://www.dwd.state.wi.us/dws/manuals/wjos/employer_manual/migration_instructions.htm). You are strongly encouraged to print and read these instructions to familiarize yourself with the employer's conversion process.

You may experience a surge in contacts from employers asking for their current WJOS Username and Password. Employers need that information in order to convert their current account to a WAMS account. To locate an employer's WJOS Username, or to reset the employer's password, go to <http://www.dwd.state.wi.us/dws/manuals/wjos/forgot.htm>.

Once an employer has converted his/her WJOS account to a WAMS account, Job Center staff will no longer be able to reset the employer's password. When an employer with a WAMS account forgets his/her password, they must go to <https://on.wisconsin.gov/> for assistance.

Here are some additional items that Job Center staff need to know, either as background for this process, or in order to assist an employer through the WJOS/WAMS conversion process:

Each employer who is converting his or her WJOS security to WAMS will need a valid, unique email address. There can only be one WAMS account per email address. Some employers may need to set up an email address through one of the free email services.

**At this time we recommend that employers leave the street address, city, and state fields blank on the WAMS Profile page. If these fields are completed, WAMS attempts to match the information entered with the postal service's website. Many times the fields do not match, causing problems for the employer in the WAMS conversion process.**

After the employer has converted to WAMS they will be sent an email at the address they used during the conversion process. The email is sent to validate the email address. The employer is required to click on a link in the email. If the employer isn't able to click on the link, they will need to copy the address in the link and paste it into the Address line of their browser.

Employers have four days to follow the instructions in the email. Failure to do so will result in the employer needing to follow the conversion instructions again, from the beginning.

Employers who need help with the WAMS account creation process must use the Support Center link on the WAMS website at <https://on.wisconsin.gov/>.

When an employer creates a WAMS account, their WAMS password will be valid for one year. The DWD Service Desk will be able to help the employer with the Password Reminder process. The DWD Service Desk telephone number is 608-266-7252.

### **New Employer WJOS Users**

Beginning November 10, 2003, new employers who register to use WJOS Employer will be asked to create a WAMS account. After creating a WAMS account, the employer will need to return to the WJOS Employer Login Page to request WJOS access. Job Center staff will continue to approve employers to access WJOS, just as they have in the past.

When you approve a new employer for WJOS access on or after November 10, and contact the employer to let them know they are approved, make sure you tell the employer that they should choose Option 1 when logging in to use WJOS.

### **WJOS Request for Contact List**

Please process all Registration requests on your office's Request for Contact List by close of business on Friday, November 7, 2003. It is essential that these requests be processed before changes are made in the system on Saturday, November 8. Thank you for your cooperation!