

URGENT! Responding to Employer Requests for Assistance in Registering to Use WJOS or Who Have Forgotten User Name or Password

We have had several phone calls and emails recently indicating that there seems to be some staff confusion regarding the process for assisting employers who are having problems registering to use WJOS, or have forgotten their WJOS User Name and/or password. Job Center staff with WJOS access can and should assist employers with this. **The DWD Service Desk staff do not have the ability to reset employer passwords, so please do not refer employers to the Service Desk!**

Here is a refresher on what you need to know about assisting an employer with these processes:

Employer Is Having Problems Registering to Use WJOS

- Become familiar with the employer registration process. The WJOS Education Database you used in training is still available: <http://pilot.dwd.state.wi.us/dwewjos/employer> Learn what the employer needs to do by creating an account for yourself in this training site. **Do not use the real site!** By creating an account for yourself and becoming familiar with what the employer needs to do, you will be better able to answer questions about the registration process. Refer to the Employer Registration handout (white paper) in your WJOS training folder for detailed instructions.
- Remember to check the Request for Contact list a minimum of three times a day to check for Registration requests, General requests, and Name Change requests.

Employer Has Forgotten His/Her User Name

- Click on Employer Contact Maintenance on the WJOS menu tree, then on Forgot User Name/Password.
- Search for the individual. Click on the hyperlinked name when it is displayed in the Search Results box. The Contact Detail screen will be displayed.
- The User Name is displayed near the top of the Contact Detail screen, under the Trade Name and Site Address.
- Call the individual and let him/her know what his/her User Name is.

Employer Has Forgotten His/Her Password

Passwords are not displayed anywhere in the system. If the employer has forgotten his/her password, you will need to reset it.

- Click on Employer Contact Maintenance on the WJOS menu tree, then on Forgot User Name/Password.
- Search for the individual. Click on the hyperlinked name when it is displayed in the Search Results box.
- The Contact Detail screen will be displayed.
- The only button at the top of the Contact Detail screen that will be active is the Password Reset button. When you click on the Password Reset button the individual's password will be instantly reset to a password that can be found in the WJOS Staff Manual, Employer Contact Maintenance, Forgot User Name/Password. (I am not including the password in this email, because it is a bad business practice to do so.) This is a temporary password which needs to be changed.
- Call the individual and let him/her know that you reset his/her password. Tell the individual that he/she needs to access WJOS and change the temporary password to something permanent. To do that, the individual should access WJOS and click on the gray Change Password button. He/she should use the temporary password as his/her 'old' password.

If you have any questions about how this process works, please contact Linda Williamson by email at willili@dwd.state.wi.us or by telephone at 608-264-8167.