

**JOB CENTER OF WISCONSIN**  
**QUICK REFERENCE GUIDE**  
**9.29.08**

The Job Center of Wisconsin (JCW) was operational on September 15, 2008. It serves as the primary electronic tool for job search assistance in Wisconsin. It creates a new look and feel and adds additional functionality, including a resume system.

This quick reference guide will help answer some basic customer questions as they arise starting on the 15<sup>th</sup>. DWD will develop more thorough user information in the coming weeks.

*Thank you very much for all the work you in Job Centers to help our customers. It is our sincere hope that Job Center of Wisconsin will allow you to better serve customers throughout the state.*

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The biggest differences for job seekers will be the following:

### **Resume System**

The Job Center of Wisconsin resume feature actually accomplishes two things simultaneously. The job seeker need only walk through the resume creation process and two documents get created (a resume and a candidate profile).

- ◆ **Resume:** The first document is a resume. It has contact information and is formatted like a resume for printing or emailing. Job seekers can view it in Word, PDF, or in HTML. They can save it as a Word document onto a disk. Please note: the resume is NOT shared with the employer through the Job Center of Wisconsin (see candidate profile below).
- ◆ **Candidate Profile:** The second document is a candidate profile. This document contains NO contact information. This is what employers will search, match, and view through our website. If employers are interested in a particular candidate, they will send the job seeker an email indicating their interest. The employer will still not know who the job seeker is. Once the job seeker receives an employer email, it is up to him or her to establish contact and respond. The job seeker can respond through JCW by emailing his or her resume (Step 8 of the resume function). This will be the actual resume, which DOES include contact information.

**Staff Note:** Make sure job seekers print preview their resume AND match profile for spelling, grammar, capitalization, and accuracy. JCW allows jobseekers to preview both documents.

### **Account / Registration Process**

The account and registration process is different than in the past. The process is driven by function: more enhanced functions require more information.

**Job search:** The job search function will now be anonymous. It will not require any registration whatsoever by a jobseeker. This is how JobNet works on the internet, but will be a change for customers using resource room JobNet machines.

***Saved job searches:*** In order to save a job search, jobseekers will need to create an active directory (AD) account. This is a more secure login than we have had in the past. JCW leads customers through this process.

***Resume and/or case management:*** In order to complete a resume or register for services (case management), jobseekers will need to also complete a Wagner Peyser Title Three registration (T3). This is the same registration that current resource room JobNet users complete.

- ◆ Note: Customers that are currently registered on JobNet 3.0 will be prompted to walk through the T3 registration. Their information will transfer from the old system, but they will still need to walk through the process and update their information.

Please note the following relative to the account / registration process:

- ◆ Customers only need to go through this process a single time
- ◆ Customers need to pay special attention to their USER ID AND PASSWORD – that will be their JCW LOGIN ID in the future. They need to pick something they can remember!

### **JobNet Computer Display Settings**

Unfortunately, DWD JobNet machines are set to imperfect settings for JCW. JCW will STILL WORK, it will just look better under a different resolution. As time allows, please walk around and change the resolution of the DWD JobNet machines. This will allow JCW to function at the highest levels for customers.

Once you take the following steps, the settings should remain on the machine.

1. Click on Start button in lower left hand corner
2. Select Settings and then Control Panel
3. In the control panel click on “Display”
4. Choose the “settings” tab
5. Change the resolution from 800x600 to 1024x768
6. Click on OK
7. Answer OK to the popup
8. Answer Yes to “Do you want to keep these settings?”

### **Reminders for Jobseeker Customers**

It will be more important than ever for job seekers to remember their passwords, save their work, and log off at the conclusion of their session. Please feel free to print the next page and place on resource room computers throughout the Job Center.

### **Help and Customer Assistance**

Please see the last page of this document for email addresses, phone numbers, and web links to help answer questions.

## Job Seeker Customers

Welcome to the new Job Center of Wisconsin. We are excited to provide this new tool for your job search assistance.

Please remember the following:

- USER ID and PASSWORD: Please pick one that you will remember! Job Center staff will NOT be able to access your registration information.
- Save Often! Especially when you are working on the resume system, it is important that you save often so you don't lose your work.
- Don't forget to logout before leaving your computer. Otherwise your information could be available to the next user.

Best of luck in your job search!

**Job Center of Wisconsin  
Customer and Job Center Staff Assistance**

**ONLINE HELP**

- **Customers should always be sent to the “Contact Us” page on JCW. This includes information on how to contact the new Job Center of Wisconsin customer assistance call center.**
  - <http://www.wisconsinjobcenter.org/contact/default.htm>
- **Job Search Help:**
  - <http://www.wisconsinjobcenter.org/jobseeker/default.htm>
- **Save Search/My Favorite Job Searches Help:**
  - <http://www.wisconsinjobcenter.org/jcw/savesearchhelp.htm>
- **Resume (Need help with this section?):**
  - [http://www.wisconsinjobcenter.org/jcw/help\\_seekers.htm#ResumeStep1](http://www.wisconsinjobcenter.org/jcw/help_seekers.htm#ResumeStep1)
- **Resume (Still need help?):**
  - <http://www.wisconsinjobcenter.org/jcw/stillneedhelp.htm>

**CONTACTS**

- **SSN problems:**
  - Call the DET Call Center at 608.267.9690 or 1.888.513.5633 and choose option 3.
- **System errors:**
  - Send an email to [jobcenterofwisconsin@dwd.state.wi.us](mailto:jobcenterofwisconsin@dwd.state.wi.us)
- **Functionality:**
  - Call or have customers call the new JCW call center at 1.888.258.9966
  - OR send an email to [jobcenterofwisconsin@dwd.state.wi.us](mailto:jobcenterofwisconsin@dwd.state.wi.us)
- **Username/password issues:**
  - Customer should attempt recovery at <https://www.dwd.state.wi.us/accountmanagement/>.
  - If unable to recover, call the DWD Service Desk at 608.266.7252