

## How to Assist Job Seekers Who Are Unable to Save JCW Résumé, or Job Seekers Who Are Timing Out and Losing JCW Résumé Data

Some job seekers report that they cannot save their résumé while working on the Work Experience or Education screens. In addition, some job seekers report receiving a 'persistent error' or a 'system error'. Two things cause problems, with the first one being the most prevalent.

1. Instead of clicking on the Update button, some job seekers click on the Continue button or the Save button, which saves the **page**, but not the **data** they just entered.

The screenshot displays a web form for entering work experience. The form is divided into two sections. The top section shows pre-filled information: Employer: Simple Pleasures Gift Shop, City: Merrill, State: Wisconsin, Position: Clerk, Dates Employed: 3/1969 to 10/1969, and Duties/Responsibilities: Stocked shelves, rang up purchases. The bottom section contains input fields for: \*Employer (dropdown menu), City (text input), State (dropdown menu), \*Position (text input), \*Dates Employed (Start and End dropdown menus with text boxes), and \*Duties/Responsibilities (text area). Below the input fields are buttons for 'Update' and 'Cancel', with the 'Update' button circled in red. A 'Save' button is located at the bottom left of the page, also circled in red. Other buttons include 'Add Work Experience', '<< Back', and 'Continue >>'. Text limits and entered counts are shown for several fields: 'Text Limit: 70 | Text Entered: 0' for Employer, and 'Text Limit: 1000 | Text Entered: 0' for Duties/Responsibilities.

When the job seeker enters data and clicks on the Continue button or the Save button without first clicking on the Update button,

The screenshot shows a form for adding work experience. The fields are filled with: Employer: Telegraph Herald Newspaper; City: Dubuque; State: Iowa; Position: Features Writer; Dates Employed: Start (Month/Year): 3 1988, End (Month/Year): 10 1989; Duties/Responsibilities: Wrote feature stories for the Life section of the weekend editions. At the bottom right, the 'Continue >>' button is circled in red. Other buttons include 'Update', 'Cancel', 'Add Work Experience', and 'Save'.

...a red text message is displayed at the top of the screen and a red exclamation point is displayed to the left of the Update button. However, the job seeker may not see the message nor the exclamation point.

This is a close-up of the bottom part of the form. A red exclamation point is visible to the left of the 'Update' button. The 'Duties/Responsibilities' field contains the text: 'Wrote feature stories for the Life section of the weekend editions.' Below the field, it says 'Text Limit: 1000 | Text Entered: 67'. The 'Update' and 'Cancel' buttons are visible, along with the 'Add Work Experience' button.

Your Résumé/Application has NOT been saved. Please fix the errors listed below:

- Work History record must be completed before saving.

[Screen Reader Version](#)

[Preview Application](#)  
[Preview Résumé](#)

Résumé/Application

To solve the problem, job seekers need to (1) click on the Update button after keying in their data for an employer (Work Experience) or a school (Education), **and** (2) click on the Save button at least once every 30 minutes to prevent timing out.

The screenshot shows a form for adding work experience. A callout box with a red border and white background contains the following text: "To add the information to the resume, click on the Update button. After that, click on the Save button or the Continue button." The form fields include: Employer (Telegraph Herald Newspaper), City (Dubuque), State (Iowa), Position (Features Writer), Start (Month/Year) (3/1988), End (Month/Year) (10/1989), and Duties/Responsibilities (Write feature stories for the Life section of the weekend editions.). Below the form are buttons for Update, Cancel, and Add Work Experience. At the bottom of the form are buttons for << Back and Continue >>. A Save button is located at the bottom left of the page. The Save, << Back, and Continue >> buttons are circled in red.

\*Employer: Telegraph Herald Newspaper  
Text Limit: 70 | Text Entered: 26  
City: Dubuque  
State: Iowa  
Position: Features Writer  
Start (Month/Year): 3 1988  
End (Month/Year): 10 1989  
(Leave End blank if currently employed)  
\*Duties/Responsibilities: Write feature stories for the Life section of the weekend editions.  
Text Limit: 1000 | Text Entered: 67

Update Cancel  
Add Work Experience

<< Back Continue >>

Save

2. The other problem that has caused problems is when job seekers enter invalid characters in text fields. A red text message is displayed at the top of the screen and to the right of the field containing invalid characters.

The screenshot shows a web form for entering work experience. The fields are as follows:

- \*Employer:** Republican Journal Newspaper (Text Limit: 70 | Text Entered: 28)
- City:** Darlington
- State:** Wisconsin
- \*Position:** Writer
- \*Dates Employed:** Start (Month/Year): 5 1987; End (Month/Year): 3 1988 (Leave End blank if currently employed)
- \*Duties/Responsibilities:** <b>Wrote articles of local interest for a weekly, small town newspaper.</b> (Text Limit: 1000 | Text Entered: 75)

A red error message is displayed to the right of the text area: "Duties/Responsibilities - invalid characters: < > & " %."

Buttons at the bottom include "Update", "Cancel", "Add Work Experience", "<< Back", and "Continue >>". A "Save" button is visible in the bottom left corner of the overall page.

Your Résumé/Application has NOT been saved. Please fix the errors listed below:

- Duties/Responsibilities - invalid characters: < > & " %.

[Screen Reader Version](#)

[Preview Application](#)  
[Preview Résumé](#)

[Résumé/Application](#)

This is a close-up of the validation error message from the previous screenshot. It shows the "Duties/Responsibilities" text area with the error message: "Duties/Responsibilities - invalid characters: < > & " %."

Text Limit: 1000 | Text Entered: 75

Buttons: "Update", "Cancel", "Add Work Experience"

To solve the problem, job seekers need to (1) remove the invalid characters, (2) click on the Update button to save their data for an employer (Work Experience) or a school (Education), **and** (3) click on the Save button at least once every 30 minutes to prevent timing out.

The screenshot shows a web form for adding work experience. The form fields are: Employer (Republican Journal Newspaper), City (Darlington), State (Wisconsin), Position (Writer), Dates Employed (Start: 5/1987, End: 3/1988), and Duties/Responsibilities (<b>Wrote articles of local interest for a weekly, small town newspaper.</b>). A red callout box with a speech bubble contains the text: "Remove the invalid characters from the text field, click on the Update button to save the data, then click on the Save button or Continue button." Below the callout box, a red error message reads: "Duties/Responsibilities - invalid characters: < > & ' %." The form includes buttons for Update, Cancel, Add Work Experience, Save, << Back, and Continue >>.

We are looking at ways to improve the message text, the Need help? text, the button names, etc. In the meantime, these instructions will help you help the customer.

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This message has been posted to the website (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the Job Center of Wisconsin announcements. The archive holds the current edition, and all previous editions.

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