

Career Connect Staff Client Registration Instructions

Overview

These instructions walk Title II Partners through how to:

- create a client account in Career Connect
- record client consent for making referrals to other service providers
- edit the client profile as needed

Once the client account is set-up and the client's consent is recorded, staff can refer clients to partner agencies and those partner agencies can input the results of those referrals. (Creating and resulting referrals is covered in a separate document.)

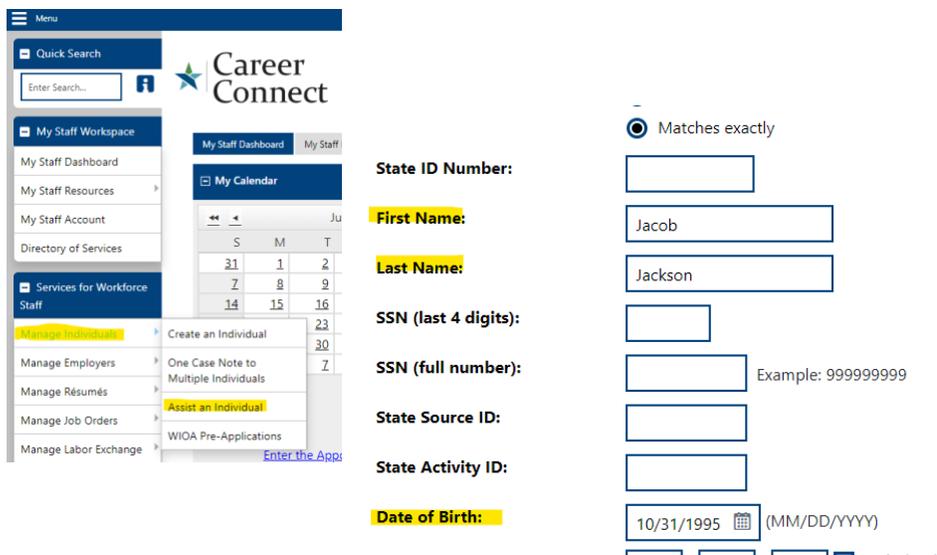
Obtaining Client Consent

Prior to creating a client Career Connect account, please have the client complete the consent form attached in Exhibit A. (Note that if the client creates their own account they will be required to consent as part of the account set-up.) Keep a copy of the signed consent in your records. Note that if the client does not provide consent, you will not be able to refer them for services.

Registration Steps

Step 1: Prior to creating a new client account, search Career Connect to make sure that the client is not already in the system.

- From the left-hand menu, select **Manage Individuals > Assist an Individual**.
- On the search page, search for the client. The best options for searching are first name, last name, and last 4 of the SSN **or** date of birth.
- If the client is already in Career Connect, skip down to the "Recording Client Consent" towards the end of this document.



The screenshot shows the Career Connect web application interface. On the left is a navigation menu with 'Assist an Individual' highlighted. The main area displays a search form with the following fields:

- State ID Number:** [Empty text box]
- First Name:** [Text box containing 'Jacob']
- Last Name:** [Text box containing 'Jackson']
- SSN (last 4 digits):** [Empty text box]
- SSN (full number):** [Empty text box] Example: 999999999
- State Source ID:** [Empty text box]
- State Activity ID:** [Empty text box]
- Date of Birth:** [Text box containing '10/31/1995'] (MM/DD/YYYY)

Step 2: Once you have confirmed that that client is not already in Career Connect, go to **Manage Individuals > Create an Individual** to create the client profile.

The screenshot shows the Career Connect web application interface. On the left is a navigation menu with sections: 'Quick Search', 'My Staff Workspace', and 'Services for Workforce Staff'. The 'Services for Workforce Staff' section is expanded, showing options like 'Manage Individuals', 'Manage Employers', 'Manage Résumés', 'Manage Job Orders', 'Manage Labor Exchange', and 'Manage Activities'. The 'Manage Individuals' option is highlighted in yellow, and a sub-menu is open, with 'Create an Individual' also highlighted in yellow. Other sub-menu items include 'One Case Note to Multiple Individuals', 'Assist an Individual', and 'WIOA Pre-Applications'. The main content area shows the 'Career Connect' logo, a 'Welcome' message, and a 'My Calendar' widget for June 2020. Below the calendar, there is a link that says 'Enter the Appointment Center'.

Step 3: Click on “Comprehensive Registration”

Menu Home My Dash

Quick Search

Enter Search...

My Staff Workspace

My Staff Dashboard

My Staff Resources

My Staff Account

Directory of Services

Services for Workforce Staff

Manage Individuals

Manage Employers

Manage Resources

Career Connect Please select a registration method from

Individual Registration Type

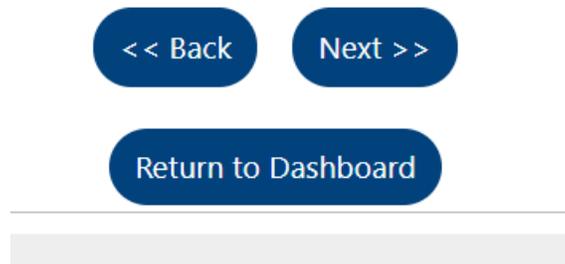
 [Comprehensive Registration](#)
Select this option to complete a comprehensive registration process th

 [Register with a Résumé](#)
Select this option to use an existing Résumé document that you will upl allow you access to some features available in the system.

Step 4: The Comprehensive Registration will walk you through approximately 12 screens.

For all screens seen during registration, keep the following in mind:

- If you leave registration without finishing all pages, **you will lose all entries and need to start again**. If you try to leave without completing the registration, a pop-up message will warn you.
- You can click the Information icon  on any screen for more help (e.g, definitions of terms, descriptions of controls). If the page has multiple sections, separate icons may be available for each section to the right of the section title. For other pages, one icon displays at the top of the page.
- A red asterisk (*) means that the field is required. If you do not supply required data, when you click Next>> to move to the next page, you will get an alert indicating any missing data (at the top of the page). If you are unsure of how to answer a question, just do the best you can – you or your client can update the information later
- If you need to return to the previous page, click the <<Back button at the bottom of the page. **Do not use the browser's back arrow – you may lose data if you do.**



Step 6: Login & General Information

The first part of the Registration has separate sections for Login, Social Security Number, Primary Location, E-mail Address, and Demographic Information.

- For the **User Name** use the first initial and last name. For example, Jose Patel would be jpatel. If there is already another client with the same username, the system will alert you, just add a number onto the end of the user name (e.g. jpatel1).
- **Password & Security Question:** Do not change the Password or Security Question.

Directory of Services

- Services for Workforce
- Staff
- Manage Individuals >
- Manage Employers >
- Manage Résumés >
- Manage Job Orders >
- Manage Labor Exchange >
- Manage Activities >
- Manage Providers >
- Manage Case Assignment >
- Manage Follow-Up >
- Manage Surveys >
- Manage Online Forms >

Login Information

*** User Name:** Enter User Name (3 - 20 characters, and must include characters, letters or numbers. Allowable characters are + @ . _)

*** Password:** **Strong!**

*** Confirm Password:**

Last Changed: 3/31/2020 5:56:17 PM, Pilar Trejo

*** Security Question:**

*** Security Question Response:** Special characters are not allowed.

- Enter the client's **Social Security Number (SSN)**, then re-enter to confirm. Do not enter dashes. The system confirms that the Username and SSN are unique. If either already exists, a message prompts you to enter unique data.
- Enter the client's **zip code**.
- Answer the Authorized to work in the United States question. (This is only used if the client is going to be enrolled in WIOA Title I or another workforce/job placement program.)
- Enter the **Primary E-mail** address, and re-enter it in **Confirm Primary E-mail**.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes sections for Reports, Customer Relationship Management, and Communications. The main content area is titled "Social Security Number" and "Primary Location Information".

Social Security Number

* Social Security Number (SSN): Do not enter dashes (for example, 999001111)

* Re-enter Social Security Number: []

Primary Location Information

* Country: United States

* Please enter your zip code: 60606

* Are you authorized to work in the United States? Yes No

- If the emails do not match, the fields will turn yellow to alert you. (The system will send the client an email to confirm registration.)

The screenshot shows a web interface with a top navigation bar and a left-hand navigation menu. The main content area is titled "E-mail Address".

E-mail Address

Primary E-mail: bellturner@gmail.com

[Read Our E-mail Security Policy](#)

Confirm Primary E-mail Address: bellturner@gmail.com

The e-mail address entered has been verified as being from a valid e-mail provider.

- Enter the required demographic information, including entries for:
 - **Date of Birth**
 - **Gender**
 - **Have you registered with the Selected Service? (if applicable)**

Note: A link below this field lets you open a separate window to the online Selective Service Registration system, where you can register, if necessary.

Demographic Information

* **Date of Birth:** (MM/DD/YYYY)
 You indicated your date of birth as January 1, 1999.

Age: 21

* **Gender:** Female Male I do not wish to answer.

Have you registered with the Selective Service?
[\[Selective Services web site \]](#)

Step 7: Name

- Enter the **First Name**, **Middle Initial** (optional), and **Last Name**.
- Click the **Next >>** button to continue.

Name

* **First Name:**

Middle Initial:

* **Last Name:**

[<< Back](#) [Next >>](#)

[Return to Dashboard](#)

Step 8: Address

This part has sections for both Residential and Mailing address. Most fields are populated based on your earlier zip code entry.

- Enter the address where the client lives in the **Residential Address** area
- Enter the address where the client receives mail in the **Mailing Address** area. If the Mailing Address is the same as the Residential Address, check the **Use residential address** box.
- **Note:** The system attempts to standardize the mailing address to USPS requirements and will display an “Address has been standardized” message, if successful.
- Click the **Next >>** button to continue.

The screenshot shows the 'Residential Address' form. The left sidebar contains a 'Menu' with options: My Staff Dashboard, My Staff Resources, My Staff Account, Directory of Services, Services for Workforce Staff, Manage Individuals, Manage Employers, Manage Résumés, Manage Job Orders, Manage Labor Exchange, Manage Activities, Manage Providers, and Manage Case Assignment. The main content area has a header with 'Home', 'My Dashboard', and 'Sign Out' links, and a 'Quick Search' icon. Below the header is the 'Residential Address' section with a sub-header 'This is where you live.' and an information icon. The form fields are: Address Line 1 (69 West Washington), Address Line 2 (empty), Zip Code (60606), City (Chicago), State (Illinois), County / Parish (Cook County), and Country (United States). A 'Find zip code' link is next to the Zip Code field.

The screenshot shows the 'Mailing Address' form. The left sidebar contains a 'Menu' with options: Manage Surveys, Manage Online Forms, Reports, My Reports, Summary Reports, Detailed Reports, Custom Reports, SQL Query Tools, Federal Reports, Live Data, Customer Relationship Management, and Communications. The main content area has a header with 'Home', 'My Dashboard', and 'Sign Out' links, and a 'Quick Search' icon. Below the header is the 'Mailing Address' section with a sub-header 'This is where you receive your mail.' and an information icon. A checkbox labeled 'Use residential address' is checked. A red message states: 'Address Standardization cannot be confirmed at this time. You may continue registration.' The form fields are: Address Line 1 (69 West Washington), Address Line 2 (empty), Zip Code (60606), City (Chicago), State (Illinois), and Country (United States). A 'Find zip code' link is next to the Zip Code field.

Step 9: Phone Number(s)

This page has fields for entering a primary phone number as well as an alternate phone number for contacting you. Entering a primary phone number is required. ***We strongly encourage adding an Alternate Phone number as well.***

- Enter the number for the **Primary Phone** and select the **Primary Phone Type** and **Primary Phone Mode**.
- If desired, also enter data for an **Alternate Phone**.
- **Do not** add a “Text Message Cell Number”.
- Click the **Next >>** button to continue.

The screenshot shows a web application interface for entering phone numbers. The page title is "Phone Numbers". The form contains the following fields:

- Primary Phone:** 708 - 321 - 1014 Ext:
- Primary Phone Type:** Cell/Mobile Phone (dropdown)
- Primary Phone Mode:** Voice (dropdown)
- Alternate Phone:** 708 - 303 - 1111 Ext:
- Alternate Phone Type:** Relatives Phone (dropdown)
- Alternate Phone Mode:** Voice (dropdown) Alternate Phone Mode is a required field.
- Text Message Cell Phone Number:** - -

Step 10: Preferred Notification Method and Site Access

This page has fields for client account's notification preference setting.

- If the client will be logging into Career Connect, select “Internal Message with Email Notification”.
- If the client will not be logging into Career Connect, select “Email”.
- **Do not select either of the text message options.**

The screenshot shows a web interface with a blue header and a left sidebar. The main content area is titled "Preferred Notification Method" and "Site Access".

Preferred Notification Method: A dropdown menu is open, showing the following options: "None Selected", "Internal Message", "Email", "Text Message (If Available)", "Text Message Notification (If Available)", and "Internal Message with Email Notification". A yellow starburst icon is positioned over the "Internal Message with Email Notification" option.

Site Access: Two dropdown menus are visible. The first is labeled "* From where are you accessing this website?" and has "Home" selected. The second is labeled "How did you hear about this website?" and has "Another Website" selected.

At the bottom of the form are two buttons: "<< Back" and "Next >>".

- For “Site Access” select the appropriate option, or, if not applicable, select “Other”.
- Leave “How did you hear about this website” as “None Selected”

Site Access

The close-up shows the "Site Access" section with the following selections:

- * From where are you accessing this website?
- How did you hear about this website?

At the bottom are the buttons: "<< Back" and "Next >>".

Step 11: Citizenship & Disability

- **Citizenship** status – is primarily used for WIOA Title I enrollment, since clients must be authorized to work in the U.S. to receive Title I services.
- The system provides 4 options. **Do not select “None of the Above”**, because the system will not let you continue.
- If none of the other options reflects your status, select “U.S. Permanent Resident”. (This data is not used unless the client enrolls in WIOA Title I services and it can be updated as needed if the client is eligible for those services in the future.)

Citizenship

* **Citizenship:**

U.S. Permanent Resident ▼

Alien / USCIS Number:

None Selected

Citizen of U.S. or U.S. Territory

USCIS (Alien

Registration) Expiration

Date:

U.S. Permanent Resident

Alien/Refugee Lawfully Admitted to U.S.

None of the above

- Make a selection for the **Disability** question. Disclosing a disability is entirely voluntary. If unknown, select “I do not wish to answer”.
- Click the **Next >>** button to continue.

Disability



Providing this information is optional and refusal to provide disability information will not subject you to any adverse treatment. Information regarding your disability status will be kept confidential as provided by law and will be used only in accordance with the law. Please note that for some programs, the information is needed to determine eligibility. Note too that you may be eligible for additional support services and programs if you have a disability.

• **Do you wish to disclose a disability?**

Yes, I have a disability I wish to disclose.

No, I do not have a disability.

I do not wish to answer.

Step 12: Education.

- Select **Highest Level of Education** completed.
- Select whether the client is currently **Attending School**, including secondary school or post-secondary school or training.
- Click the **Next >>** button to continue.

The screenshot shows a web application interface for "Education Information". At the top, there is a navigation bar with "Menu", "Home", "My Dashboard", "Sign Out", and "Quick Search". A left sidebar contains "My Staff Workspace" (with sub-items: My Staff Dashboard, My Staff Resources, My Staff Account, Directory of Services) and "Services for Workforce Staff" (with sub-items: Manage Individuals, Manage Employers, Manage Résumés, Manage Job Orders, Manage Labor Exchange, Manage Activities, Manage Providers). The main content area has a header "Education Information" and a note: "Indicates required fields." and "For help click the information icon." The form contains two required fields: "Your Highest Education Level Achieved:" with a dropdown menu set to "High School Equivalency Diploma" and a blue informational note below it: "If you have a High School Diploma or High School Equivalency Diploma, please select the appropriate value of High School Diploma or High School Equivalency Diploma." The second field is "Are you attending school?" with a dropdown menu set to "No, Not Attending Any School". At the bottom of the form are two buttons: "<< Back" and "Next >>".

Step 13: Employment Information.

- In the Employment Information section, make selections from the drop-down lists, or radio button for all questions:
 - **Current Employment Status**
 - **Type of Business Worked In**
 - **Are you currently associated with a Union (If “Yes” additional questions will display.)**
 - **Unemployment Eligibility Status (If “*Claimant*” or “*Exhaustee*” is selected, additional questions will display.)** If you are not sure about Unemployment Status select “Neither Claimant or Exhaustee”.

Note: If you select “*Claimant*” for Unemployment Eligibility Status, you will need answer UI Referred by Status. If you are not sure select “*Not Applicable*”.
 - **Currently Looking for Work**

The screenshot shows a web application interface with a navigation menu on the left and a main content area. The navigation menu includes options like 'My Staff Dashboard', 'My Staff Resources', 'My Staff Account', 'Directory of Services', and 'Services for Workforce Staff'. The main content area is titled 'Employment Information' and contains several questions with corresponding input fields:

- Current Employment Status:** A dropdown menu with 'Not Working' selected.
- Type of business worked in:** A dropdown menu with 'Private Business' selected.
- Are you currently associated with a Union:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Unemployment Eligibility Status?** A dropdown menu with 'Claimant' selected.
- UI Referred by Status:** A dropdown menu with 'Not Applicable' selected.
- Claimant has been exempted from work search:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Are you currently looking for work?:** Radio buttons for 'Yes' and 'No', with 'Yes' selected.

- Indicate Yes or No for whether the client received a notice of termination, layoff, or military separation. If you select “Yes”, additional questions will display.
Note: If you select “Yes” for having received a notice of termination, the date of layoff is required.
- Answer the question about farm work.
- Click the **Next >>** button to continue.

The screenshot shows a web application interface with a dark blue header and a left-hand navigation menu. The main content area displays a survey question with two radio button options. Below the question is a section titled "Farmworker Information" with a sub-question and two radio button options. At the bottom of the main content area are two blue buttons: "<< Back" and "Next >>".

Menu

Home My Dashboard Sign Out Quick Search

Manage Follow-Up

Manage Surveys

Manage Online Forms

Reports

My Reports

Summary Reports

Detailed Reports

Custom Reports

SQL Query Tools

Federal Reports

Live Data

Customer Relationship Management

Communications

WORK

Within the last 12 months, have you received a notice of termination or layoff from your job or received documentation that you are separating from military service?

Yes, I have recently received a notice of termination or military separation.

No, I have not recently received a notice of termination or military separation.

Farmworker Information

The following questions do not pertain to work performed on a family farm, ranch, beekeeping, food processing or food manufacturing operation owned by yourself or close relatives.

*** Have you worked as a farmworker in the last 12 months?**

Yes No

<< Back Next >>

Step 14: Desired Occupation

This page is used to identify the client's desired job. This occupation will be used throughout the system for job matching and other information connected with finding job opportunities.

- In the **What is your desired job title?** field, begin typing the title of a job in which the client is interested. A drop-down list will display the closest matches.
- Select a job title from the displayed list. This will populate a drop-down list below with **Suggested Occupations** field.
- Select an occupation from the **Suggested Occupations** drop-down list.
- The system will display the standardized **Occupation Title** and **Occupation Code** in the fields below the drop-down list. See below image:

Note: If the job title you enter does not provide selections for the **Suggested Occupations** list, or if you want to search for a wider range of occupation codes, you can click the “*Search for an occupation*” link.

- Click the **Next >>** button to continue.

Job Title

Please enter a job title below. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

* **What is your desired job title?** accountant x

Your desired job and occupation titles can be selected from the following list:

- Accountant
- Accountant Assistant
- Accountant Clerk
- Accountant Helper
- Accountant Manager
- Accountant Supervisor
- Accountants
- Accountants and Auditors

Job Occupation

Please select the occupation that best matches your job. If you do not see your job in the list, you can select an occupation from the Occupations drop-down list, which is populated based on the job title you entered. You can also select an occupation using the search link.

Suggested occupation(s):

Bookkeeping, Accounting, and Auditing Clerks

[Search for an occupation]

* **Occupation Title:** Bookkeeping, Accounting, and Auditing Clerks

* **Occupation Code:** 43303100

<< Back Next >>

Suggested titles appear as you type. Picking one auto-fills the suggested Occupation Titles list.

Step 15: Ethnic Origin

- Make selections for **both** heritage (**Hispanic or Latino**) and for Race. If you are not sure, do not guess. Instead select “I do not wish to answer”.

The screenshot shows the 'Ethnic Origin' section of the Career Connect application. At the top, there is a navigation bar with 'Home', 'My Dashboard', and 'Sign Out' links, and a search bar. Below the navigation bar, there is a 'Quick Search' box and a 'My Staff Workspace' menu. The main content area is titled 'Ethnic Origin' and contains the following questions and options:

- Are you of Hispanic or Latino heritage?** Radio buttons for Yes, No, and I do not wish to answer. The 'No' option is selected.
- Race - Please check all that apply:** Checkboxes for African American/Black, American Indian/Alaskan Native, Asian (checked), Hawaiian/Other Pacific Islander, White, and I do not wish to answer.

- In the **Language** section select “Yes” if the client has difficulty speaking, reading, writing and/or understanding English. If so, additional questions will display to help define the client’s language needs.
- Click the **Next >>** button to continue.

The screenshot shows the 'Language' section of the Career Connect application. At the top, there is a navigation bar with 'Home', 'My Dashboard', and 'Sign Out' links, and a search bar. Below the navigation bar, there is a 'Manage Activities' menu. The main content area is titled 'Language' and contains the following question and options:

- Do you have limited proficiency in speaking, writing, reading, or understanding English? or Do you have difficulty in speaking, writing, reading, or understanding English?** Radio buttons for Yes and No. The 'No' option is selected.

At the bottom of the form, there are two buttons: '<< Back' and 'Next >>'. Below these buttons, there is a 'Return to Dashboard' button.

Step 16: Military Service.

This page is used to identify military/veteran status. Veterans or qualified spouses may be entitled to additional services.

- Answer the Yes/No questions to indicate military service, if any.
- If you answer **Yes** to the first question, additional questions will appear on the page.
- Answer all required questions in this section.
- Click the **Next >>** button to continue.

The screenshot shows a web application interface for 'Military Service'. At the top, there is a navigation bar with 'Home', 'My Dashboard', and 'Sign Out' links, and a search icon. On the left, a sidebar menu lists various options, with 'Services for Workforce Staff' highlighted. The main content area is titled 'Military Service' and contains the following text: 'Veterans and their spouses may be entitled to State and Federal Benefits. Please answer the following questions.'

There are three questions, each with radio button options for 'Yes' and 'No':

- Question 1: *** Are you currently in the military, a veteran or the spouse of a veteran?** (Yes: , No:)
- Question 2: *** Are you a caregiver who is a spouse or family member to a member of the armed forces who is wounded, ill or injured and receiving treatment in a military facility or warrior transition unit?** (Yes: , No:)
- Question 3: *** Are you a member of the armed forces who is wounded, ill or injured and receiving treatment in a military facility or warrior transition unit?** (Yes: , No:)

Step 17: Public Assistance

This page is used to identify public assistance the client may have received within the last six months.

- Indicate Yes or No for any assistance received *in the last six months* from the listed assistance programs.
- If the client is not receiving any Public Assistance, you will receive a question about family size and income. You may choose not to answer.
- Click **Finish**. The system performs a final validation of all information entered and saves your profile.

Public Assistance

Please provide answers to the following questions if any apply within the last 6 months.

* Has your household received Yes No
Temporary Assistance for
Needy Families (TANF)
payments?

* Have you been determined Yes No
eligible for or received
Supplemental Nutrition
Assistance Program assistance
(SNAP formerly known as Food
Stamps)?

* Have you received General Yes No
Assistance Payments?

* Have you received Refugee Yes No
Cash Assistance Payments?

* Have you been supported Yes No
through the State's Foster Care
System?

<< Back

Finish

Step 18: Recording Client Consent

After completing and saving the client profile, you must go back in and record the client consent that you obtained in Step 1.

DO NOT COMPLETE THIS STEP UNLESS YOU HAVE A SIGNED CLIENT CONSENT FORM.

1. Find the client in Career Connect by going to **Manage Individuals > Assist and Individual** and searching for the client.
2. If you are not automatically taken to the Profile, use the top menus to navigate to **My Individual Profiles > Personal Profile > General Information**. Click on the “+” sign next to the menu to expand the options.

The screenshot shows the Career Connect web application interface. At the top, there is a navigation bar with links for Home, My Dashboard, Sign Out, and Services for Individuals. The main header area contains the Career Connect logo and a message: "This page is used to review your general contact information. If you make changes, click the Save button at the bottom of this page." Below the header, there are three navigation links: [Assist an individual | Staff Services | Individual Portfolio]. The main content area is divided into three columns of expandable menu items. The first column, 'My Individual Profiles', includes Personal Profile (expanded), General Information, Background, Activities, Paths, Memo, Documents, Search History Profile, Self Assessment Profile, and Communications Profile. The second column, 'My Individual Plans', is currently empty. The third column, 'Staff Profiles', includes General Profile, Summary, Case Notes, Activities, Documents (Staff), Case Management Profile, Case Summary, Programs, Plan, Assessments, and Report Profile.

In the "Staff Information" section of the profile check the "Staff obtained a signed consent?" box. Scroll down to "Save" the profile.

Staff Information

Registration Date: 10/03/2018 (mm/dd/yyyy) [Change Registration Date](#)

Registration Source: Direct - Staff Entered Entry

* Assigned LWIA:

* Assigned Office:

Registration Office: [Chicago Cook Workforce Partnership](#)

Registration IP Location: IP city not available

Registration IP Address: 10.128.8.55

Account Reset: [Reset account](#)

Last Successful Login: 10/3/2018 9:09:32 AM

Most Recent IP Location: IP city not available

Most Recent IP Address: 10.128.8.55

Social Security Number: [View / Edit SSN](#)

Indicators: [Veteran SBE](#)
WP - Enrolled 10/3/2018
WIOA - Enrolled 3/20/2018
Consent to make Referrals to Providers - No

Staff obtained a signed consent? [Print consent form](#)

Individual Audit History: [View individual history](#)

Congratulations! Your client's profile is now complete!

You may update or edit the profile at any time by following the instructions below.

Editing / Updating the Client Profile

Step 1: Find the client in Career Connect by going to *Manage Individuals > Assist and Individual* and searching for the client.

Step 2: If you are not automatically taken to the Profile, use the top menus to navigate to *My Individual Profiles > Personal Profile > General Information*. Click on the “+” sign next to the menu to expand the options.

The screenshot shows the Career Connect web application interface. At the top, there is a navigation bar with links for Home, My Dashboard, Sign Out, and Services for Individuals. The Career Connect logo is on the left. The main content area has a heading: "This page is used to review your general contact information. If you make changes, click the Save button at the bottom of this page." Below this, there are three breadcrumb links: [Assist an individual | Staff Services | Individual Portfolio]. The main menu is divided into three columns: "My Individual Profiles", "My Individual Plans", and "Staff Profiles". Under "My Individual Profiles", the "Personal Profile" sub-menu is expanded, showing options for General Information, Background, Activities, Paths, Memo, Documents, Search History Profile, Self Assessment Profile, and Communications Profile. The "Staff Profiles" column includes options for General Profile, Summary, Case Notes, Activities, Documents (Staff), Case Management Profile, Case Summary, Programs, Plan, Assessments, and Report Profile.

Step 3: Editing the Profile

Once you are in your profile, you can edit most of your information at any time. Just scroll to the applicable section, make your edits, and then scroll to the bottom to save.

Note: Title II staff do not have access to view/edit the SSN or to edit the date of birth. If you need to make changes to either of these fields, contact Robert or Keona and they will assist you.

Resetting the Client Password

- Title II staff can reset client passwords, as needed if the client is logging in to the system directly.
 - Click “Change Password” link.
 - Reset the password to (case sensitive): Password1@
 - Give the client this temporary password and they will be required to change it upon logging in.
- Note:** clients can use the “Forgot Login Name/Password” on the Career Connect home page to automatically reset their passwords.

The screenshot displays two browser windows. The left window shows the 'Login Information' section for user JJACKSON234, with links to 'Change Login Name', 'Change password', and 'Change Security Question'. The right window shows the 'Change password for JJACKSON234' form. It includes a 'New Password' field, a 'Confirm New Password' field, and a password strength warning: 'Enter Password (8 - 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +)'. Below the fields is a 'Last Changed' timestamp: 'Last Changed: 6/29/2020 2:09:22 PM, Dena Al-Khatib'. At the bottom are 'Update Password' and 'Cancel' buttons.

Exhibit A – Client Consent Form

Career Connect User Consent

As a registered user of the Chicago Cook Workforce Partnership’s (The Partnership) Career Connect you will have access to staff-assisted services such as resume development, job search skills, job referrals, labor market information, and other workforce services. The information you provide to create your Career Connect account can be used in the following ways:

- Your resume, work history, and contact information are available to staff at workforce service agencies. Staff members may view your resume and work history to match you to jobs for which you may be qualified. Staff may contact you directly about a job opportunity or pass your resume, work history, and contact information on to an employer.
- The Partnership may work with researchers to analyze the quality and effectiveness of programs and services offered through Career Connect. This may involve information about you and the services you are provided going to a researcher. All researchers working with The Partnership must commit to strict confidentiality agreements and data protection standards. Neither The Partnership nor its research contractors will ever publicly release information specifically about you. Additionally, you may be contacted to participate in evaluations and/or customer satisfaction surveys.
- Equal Employment Opportunity is the Law. All agencies providing services through Career Connect must follow local, state and federal equal opportunity and nondiscrimination laws. You can read our full [Equal Employment Opportunity statement here](#).
- Your contact information will not be sold and will not be used to send junk email. You can read our [complete privacy policy here](#). Use of Career Connect constitutes acceptance of all the terms and conditions of the privacy policy.
- Use of Career Connect constitutes acceptance of all [Terms of Use](#).

By signing below, you agree to all the above terms and conditions of Career Connect.

Signature

Date

Print Name