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Jobseeker Self-Registration Instructions

Overview

Career Connect is the <u>Chicago Cook Workforce Partnership</u>'s (The Partnership) workforce services data system. It is used by our network of agencies to determine eligibility for Workforce Innovation and Opportunity Act (WIOA) workforce and training services.

In the near future, jobseeker clients will also have access to career information, resume creation and job search functions.

In order to start using Career Connect, the first step is for you to register and create a profile. This document provides step-by-step instructions.

Registration Steps

Step 1: Go to www.chicagolandcareerconnect.org and click "Not Registered? Learn How and Why"

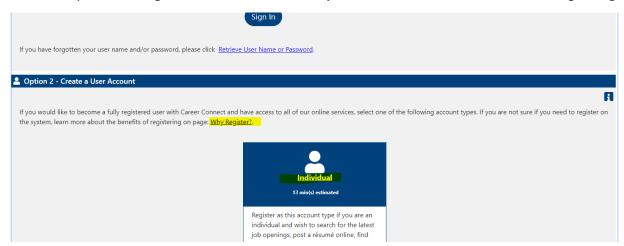


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This site is best viewed using these <u>recommended settings</u> for your system and software.

Step 2: On the next screen, scroll down to "*Option 2 – Create a User Account*" and click on "*Individual*" to begin the registration process. If you want to learn more about the registration process before you start, click on "*Why Register*?"

 Note: It takes approximately 13 minutes to complete the registration. If you do not complete the registration in one session, you will need to re-start from the beginning.



Step 3: Click "I Agree" to go to the Client User Consent screen.

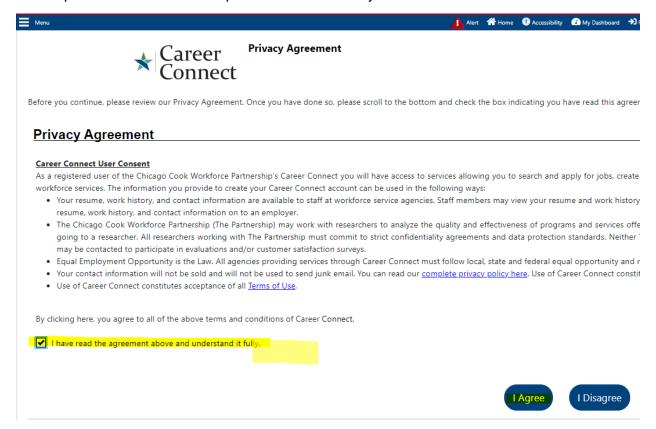


Thank you for starting your Career Connect registration. Click "I Agree" to continue to the Client Consent page.



Step 4:

- Read the Career Connect User Consent, including clicking on the links for The Partnership's Equal Opportunity Employment policy, privacy policy and terms of use.
- Click the "Check box" indicating that you have read and understand the agreement.
- Click "I Agree". (You will not be able to create or access your account without clicking agreeing to these terms and conditions.)
- If you have any questions or concerns about the User Consent or terms of use, please contact the staff person who directed you to Career Connect.



Step 5: Comprehensive Registration. The full Comprehensive Registration will walk you through approximately 12 screens.

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

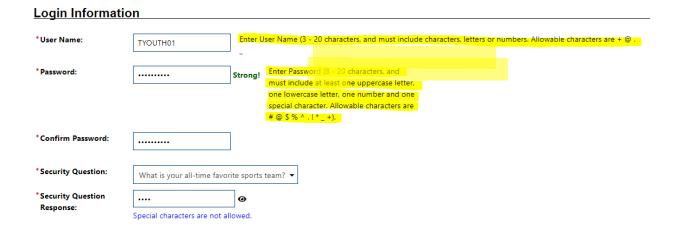
- If you leave registration without finishing all pages, <u>you will lose all entries and</u> <u>need to start again</u>. If you try to leave without completing the registration, a pop-up message will warn you.
- You can click the Information icon
 on any screen for more help (e.g, definitions of terms, 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. Your staff contact can help you edit the profile 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.

- Enter a **Username**, **Password**, and then re-enter the password in the **Confirm Password** field. Make sure to remember / make note of this information.
- Note: Follow the naming rules for Username and Password that show on the screen.
 If the username you enter is already being used, the system will prompt you to change it.
- Select a question from the Security Question list and enter a Response. This
 question and your response are used later if you forget your username and/or
 password.

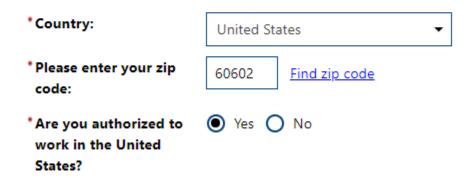


- Enter your **Social Security Number (SSN)**, then re-enter you SSN for confirmation. Do not enter dashes. The system confirms that your SSN is unique.
- Enter your **zip code**.
- Note: The country is defaulted to United States.
- Answer the "Are you authorized to work in the United States?" question.

Social Security Number

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

Primary Location Information



- Enter an address for Primary E-mail, and re-enter it in Confirm Primary E-mail.
- If your email does not match, the fields will turn yellow to alert you.

Primary E-mail: tyouth01@yahoo.com Create E-mail Account Read Our E-mail Security Policy Confirm Primary E-mail Address: tyouth01@yahoo.com

- Enter the required demographic information, including entries for:
 - Date of Birth (your age will calculate automatically)
 - 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.

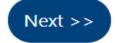


- Complete the security verification (which is case sensitive). An audio code is available if needed, by clicking on the "Get Audio Code" link.
- Click the **Next** >> button to continue.

The Field Below is Case Sensitive



Type the code from the image



NOTE: If your social security number is already in our system, when you click "Next" you will get the message shown below.

Connect

Required fields - Please correct the following:

• We have identified an existing account in the system that matches your social security number. If you believe you made a data entry error please re-enter your correct social security number. Otherwise, please click here to retrieve your existing credentials and sign-in.

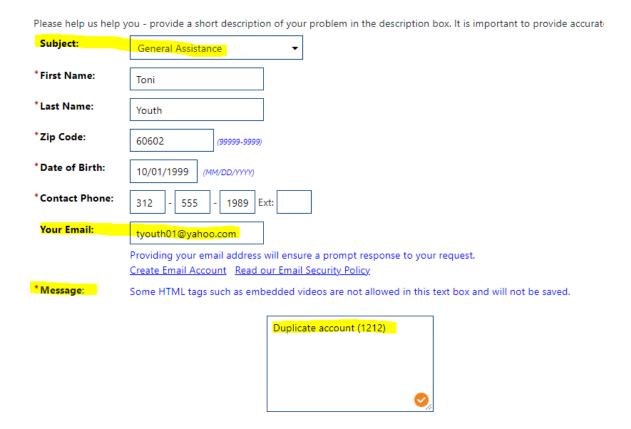
When you click on the link to retrieve your login info you'll be asked to verify your date of birth and social security number.

If both your date of birth and social security match what is in our system, you will be shown your username and be asked to create a new password. Once you've updated your password, click or scroll down to down to page 22 the "Edit Your Profile" section of these instructions.

If you are not able to retrieve your account, complete the "Send Email to Us" form (see sample on next page) as follows:

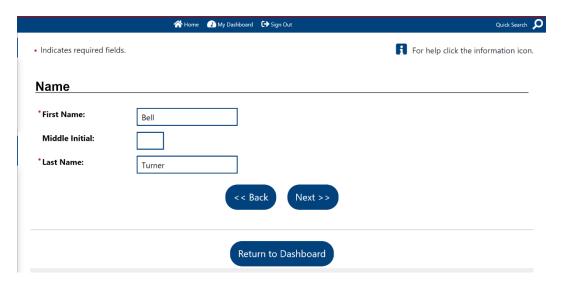
- Subject: select "General Assistance"
- Fill in your first and last names, zip code, date of birth, phone and email address.
- In the "Message" box, delete the existing text and type "Duplicate Account and include the last four of your SSN.
- We will get back to you within one business day.
- Alternatively, you can contact the agency that referred you to Career Connect and tell them that you need assistance with a duplicate account.

Send Email to Us



Step 7: Name

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



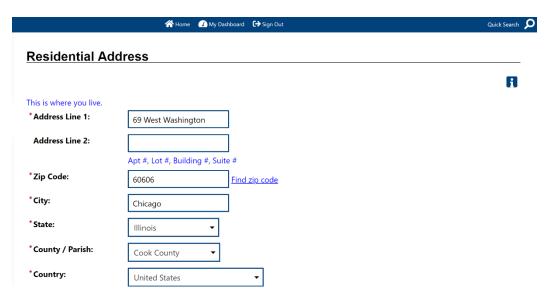
Step 8: Address

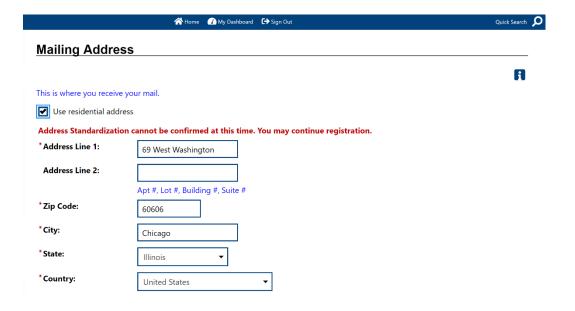
This part has sections for your Residential and Mailing address. Most fields are populated based on your earlier zip code entry.

- Enter the address where you live (under the Residential Address area):
- Enter the street address where you live in the Address Line 1.
- If needed, make an entry for Address Line 2 (e.g., for Apartment, Building or additional location number).
- If populated data is wrong, make changes to the Zip Code, City, State, County/Parish, or Country fields.
- Enter the address where you receive mail (under the **Mailing Address** area): If this is the same as your residential address, check the **Use residential address** box

Otherwise....

- Enter the street address in **Address Line 1** and make changes to the populated fields.
- 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.





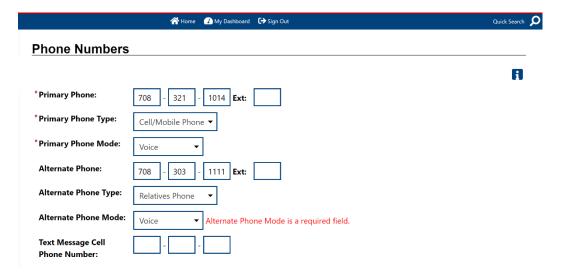
Step 9: Phone Number(s)

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, so staff can contact you if there are any questions or follow-up information is needed. **We strongly encourage adding an Alternate Phone number as well.**

- Enter the number for your Primary Phone and select the Primary Phone Type and Primary Phone Mode.
- If desired, also enter data for an Alternate Phone and/or Text Message Cell Phone.

NOTE: By adding your cell phone number in the Text Message section, **you agree to be contacted via text message**. Individual text rates may apply.

Click the Next >> button to continue.

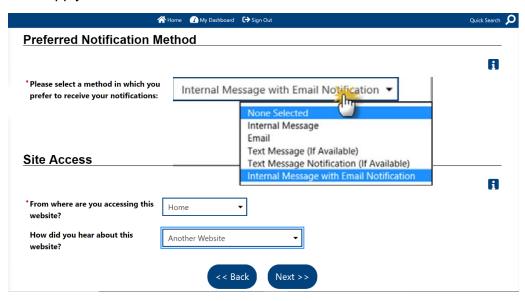


Step 10: Preferred Notification Method and Site Access

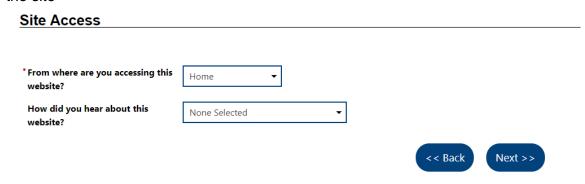
This page has fields for your account's notification preference setting. This setting determines how the system will attempt to contact you.

- Select the method by which you prefer to receive notifications:
 - a. Internal Message communications will be delivered to your Career Connect Message Center; you must be logged in to the system to access the Message Center.
 - b. **Email** communications will be sent to the email address you provided earlier in the registration process.
 - c. Text Message (if available)
 - d. Text Message Notification (if available)
 - e. **Internal Message with Email Notification** receive an email alert when communications are delivered to your Message Center.

Note About Text Messages: Only certain communications can be sent via text message. Other important notices will NOT be sent via text message. Individual texting rates apply.



 Indicate where you are accessing Career Connect from and how you heard about the site



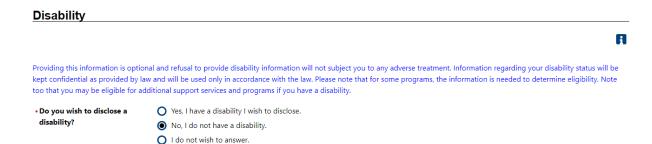
Step 11: Citizenship & Disability

This page is used to identify your work status and to let you self-identify as having a disability (which may be used to identify additional services).

- Select your Citizenship status. The system provides 4 options. Do <u>not</u> 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 you enroll in WIOA Title I services and it can be updated as needed
 if you are eligible for those services in the future.)
- Make a selection for the **Disability** question. Disclosing a disability is entirely voluntary. You may be eligible for additional support and services if you have a documented disability.
- Click the Next >> button to continue.

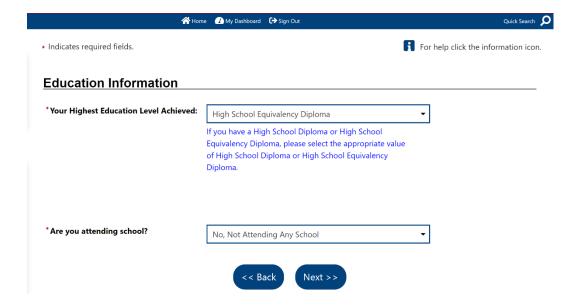
Citizenship

*Citizenship: Alien / USCIS Number: U.S. Permanent Resident None Selected Citizen of U.S. or U.S. Territory U.S. Permanent Resident Alien/Refugee Lawfully Admitted to U.S. None of the above



Step 12: Education. This page is used to identify your education level and if you are currently attending school.

- Select your Highest Level of Education completed.
- Select whether you are Attending School currently.
- Click the **Next** >> button to continue.

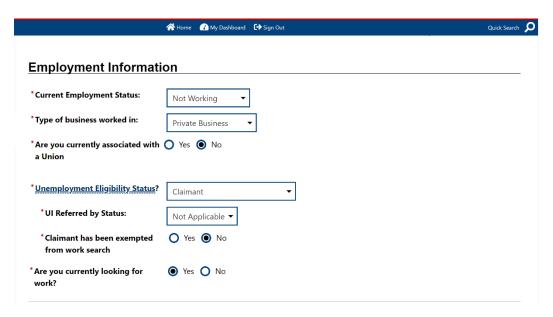


Step 13: Employment Information. This page is used to collect basic data on your current employment status.

- In the Employment Information section, make selections from the drop-down lists, or radio button for all questions:
 - Current Employment Status
 - o 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 of your 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".

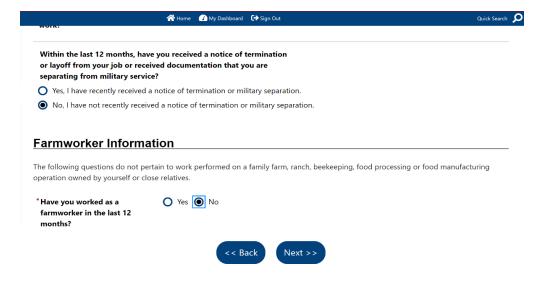
Currently Looking for Work



 Indicate Yes or No for whether you 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 your layoff will be required.

- Answer the question about farm work.
- Click the Next >> button to continue.



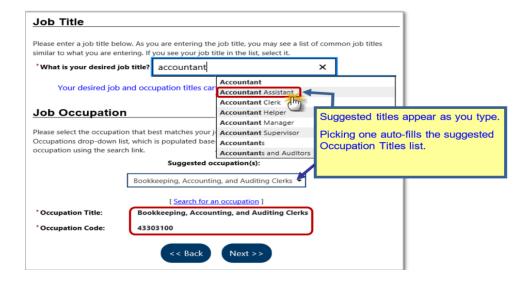
Step 14: Desired Occupation

This page is used to identify your 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 you are 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.

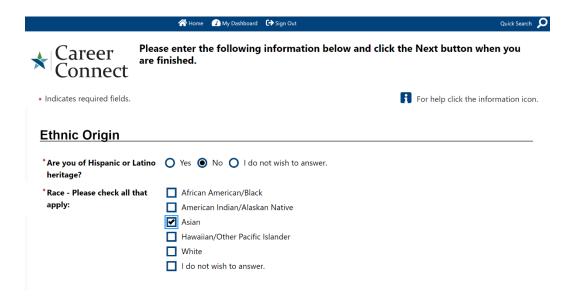
Click the Next >> button to continue.



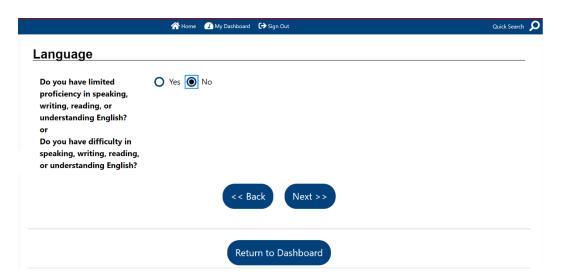
Step 15: Ethnic Origin

This page is used to indicate ethnic origin or heritage information. It includes options for "*I do not wish to answer*," if you choose not to supply this information.

Make selections for <u>both</u> heritage (Hispanic or Latino) and for Race.



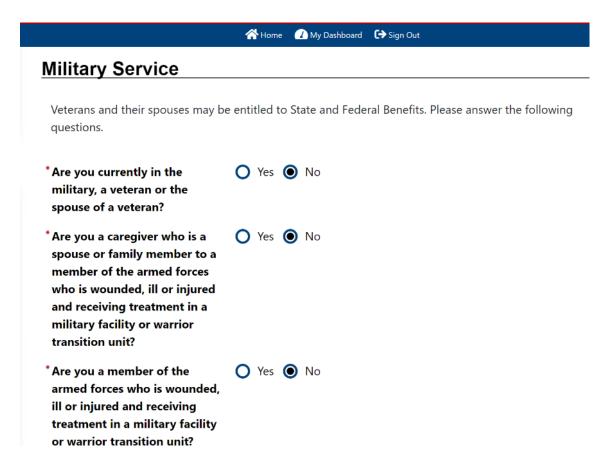
- In the Language section select "Yes" if you have difficulty speaking, reading, writing and/or understanding English. If so, additional questions will display to help define your language needs.
- Click the Next >> button to continue.



Step 16: Military Service.

This page is used to identify military status if you are a veteran or the spouse of a veteran and may be entitled to state and federal benefits.

- Answer the Yes/No questions to indicate your 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.



Step 17: Public Assistance

This page is used to identify public assistance you may have received within the last six months. Answering accurately can help staff to determine if you are eligible for additional assistance through federal programs.

- Indicate Yes or No for any assistance you've received in the last six months from the listed assistance programs.
- If you are not receiving any Public Assistance, you will receive a question about your 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. You will receive a confirmation email at the email address you provided.

Public Assistance

Please provide answers to the following questions if any apply within the last 6 months.					
* Has your household received Temporary Assistance for Needy Families (TANF) payments?	0	Yes	•) No	
* Have you been determined eligible for or received Supplemental Nutrition Assistance Program assistance (SNAP formerly known as Food Stamps)?	•	Yes	0) No	
* Have you received General Assistance Payments?	0	Yes	•) No	
*Have you received Refugee Cash Assistance Payments?	0	Yes	•) No	
* Have you been supported through the State's Foster Care System?	0	Yes	•) No	
				<< Back Finish	

Congratulations! Your profile is now complete!

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

Editing / Updating Your Profile

Log into your account with the user name and password you created previously or that was provided by your WIOA agency.

If you are logging in for the first time with a username and password provided by your WIOA agency or the Career Connect Help Desk:

- As a security measure, you will be asked to verify your date of birth and social security number the first time you log in. You will then be required to reset your password.
- If you did not already sign a Career Connect User Consent, the consent will appear on the screen. Please review and click "I Agree".
- If you have any issues logging on, please contact the workforce professional that referred you to the site.

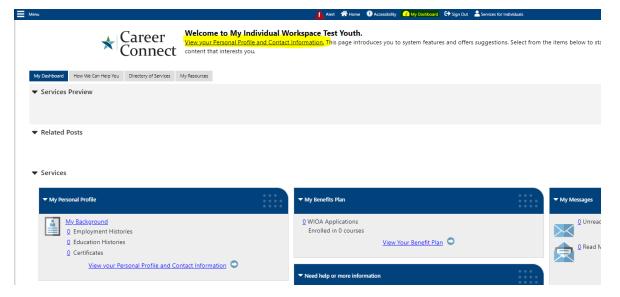
Note: If you forget your username or password, click on "Forgot Username/Password?" You will need to verify your Social Security Number and Date of Birth to verify your identity and retrieve your login information.

Once you've logged in, there are several ways to access your profile.

Option 1: From "My Dashboard"

Every time you log into your Career Connect account you will be on your "Dashboard". You can also return to your Dashboard at any time using the "My Dashboard" link at the top of the screen.

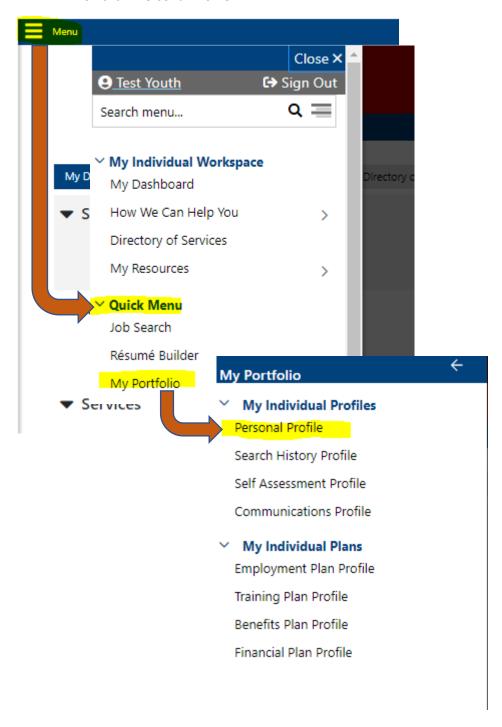
To access your profile from the Dashboard, click on the "View your Personal Profile and Contact Information" highlighted in the example below. (Your dashboard screen may look a little different than the picture below, but the highlighted links will always be in the same place on your screen.)



Option 2: From the Left-Hand Menu

You can also access your profile from any screen using the Menu in the upper left corner of the screen:

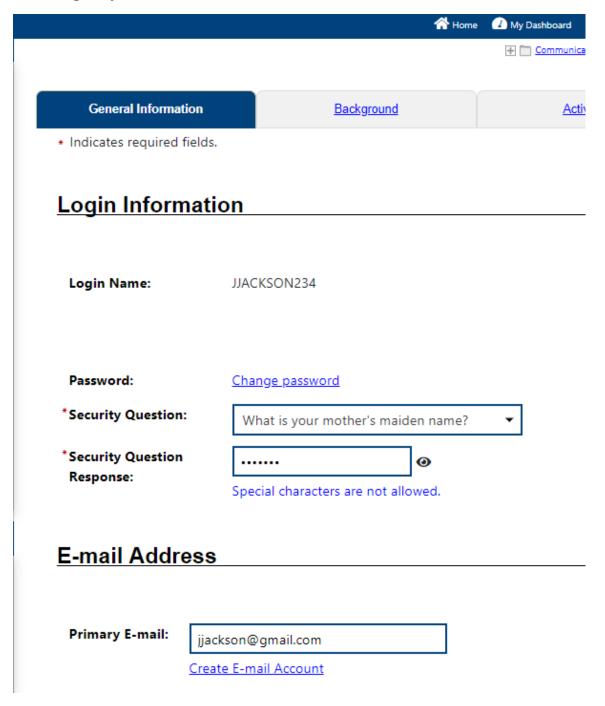
- Click on the Menu icon to open the menu options.
- Under the "Quick Menu" heading, click "My Portfolio" to open the sub-menu.
- Then click "Personal Profile".



Editing Your 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.

Make sure that all of your information is up to date before contacting your WIOA agency.



Changing your Login (user) Name:

- You can change your login (user name) at any time by clicking on the "Change User Name" link next to your username.
- Type in your new user name
- Complete the "captcha" security field
- Click "Save"
- Be sure to remember your new username you'll need to use it the next time you log in.

Login Information

Login Name: YTEST01 Change User Name

Individual Information

Name: YOUTH, TEST
Current User Name: YTEST01

*New User Name:

TestY01

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

The Field Below is Case Sensitive







Changing Your Password

- You can change your password at any time by clicking the "Change Password" link.
- A pop-up box will display asking you to type your new password two times and confirm your current password.
- Make sure that your new password meets the requirements displayed on the screen.
- Make note of your password so that you can login again later.

