



Career Connect Client Self-Registration Instructions

Overview

Career Connect is the [Chicago Cook Workforce Partnership's](http://www.chicagolandcareerconnect.org) (The Partnership's) workforce services data system. It is used by our network of agencies to help connect and refer clients to the adult education services, job finding, and employment-related training.

In the near future, 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*"



Career Connect

USERNAME

PASSWORD

Sign In

[Not Registered? Learn How and Why](#)

[Forgot Username/Password?](#)

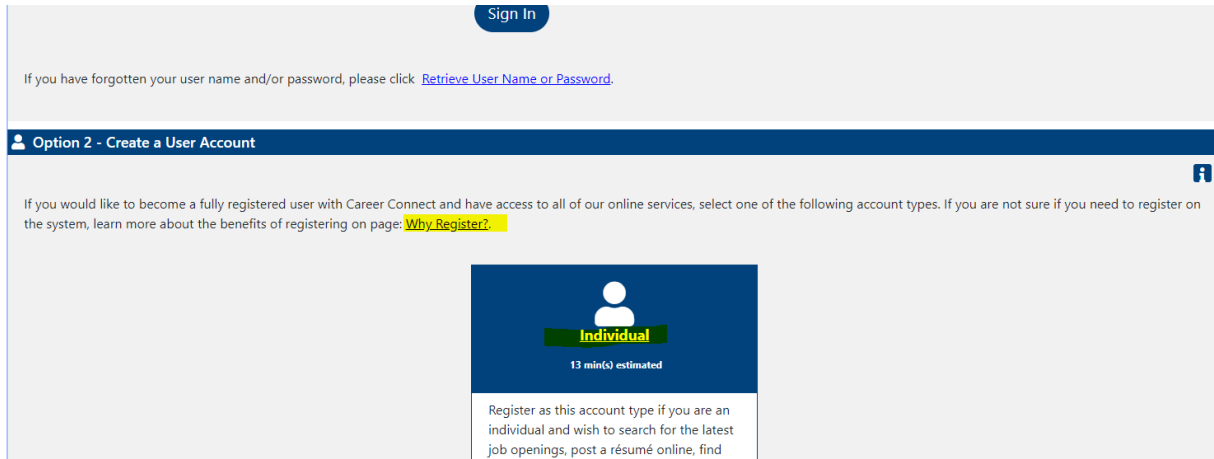
[Screen Reader Theme](#)

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This site is best viewed using these [recommended settings](#) for your system and software.

Step 2: On the next screen, scroll down to “*Option 3*” 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 19 minutes to complete the registration. If you do not complete the registration in one session, you will need to re-start from the beginning.



Sign In

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password](#).

Option 2 - Create a User Account

If you would like to become a fully registered user with Career Connect and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: [Why Register?](#)

Individual
13 min(s) estimated

Register as this account type if you are an individual and wish to search for the latest job openings, post a résumé online, find

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.

I agree

I disagree

[Privacy Statement](#) | [Disclaimer](#) | [Terms of Use](#) | [Accessibility](#) | [Recommended Settings](#) | [EEO](#) | [Protect Your Privacy](#)

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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 "*I Agree*". (You will not be able to create or access your account without 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.

Privacy Agreement

Career Connect User Consent

As a registered user of the Chicago Cook Workforce Partnership's Career Connect you will have access to services allowing you to search and apply for jobs, create resumes and cover letters, assess your skills, research labor market information, and learn more about training 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 Chicago Cook Workforce Partnership (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 use through Career Connect 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](#).

I Agree

I Disagree

Step 5: Start your Profile by clicking on **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, **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. 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.**
- **Click Comprehensive Registration link not Register with Resume.**

Menu Home My Dashboard Sign Out Quick Search

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 Résumés

Manage Job Orders

Manage Labor Exchange

Career Connect

Please select a registration method from the options below.

Individual Registration Type

Comprehensive Registration

Select this option to complete a comprehensive registration process that results in full access to all the features available in this system.

Register with a Résumé

Select this option to use an existing Résumé document that you will upload into the system to prefill a progressive registration process which will allow you access to some features available in the system.

Return to Previous Page

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 as you'll need it every time you come back to the site.
- **Note:** Follow the naming rules for Username and Password that show on the screen.
- 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.

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:

BTURNER20@

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

* Password:

.....

Strong!

* Confirm Password:

.....

* Security Question:

What is your mother's maiden name?

* Security Question Response:

.....

Special characters are not allowed.

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

- Enter your **Social Security Number (SSN)**, then re-enter you SSN for confirmation. Do not enter dashes. The system confirms that your Username and SSN are unique. If either already exists, a message prompts you to enter unique data.
- Enter your **zip code**.
- **Note:** The country is defaulted to United States.
- Answer the Authorized to work in the United States question.
- Enter an address for **Primary E-mail**, and re-enter it in **Confirm Primary E-mail**.

Reports

My Reports
Summary Reports
Detailed Reports
Custom Reports
SQL Query Tools
Federal Reports
Live Data

Customer Relationship Management

Communications

Messages
Correspondence
Alerts
Email Log

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 your email does not match, the fields will turn yellow to alert you.

Menu

Templates

Document Management

Schedules

Other Staff Services

Home

My Dashboard

Sign Out

Quick Search

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.

- Menu Home My Dashboard Sign Out Quick Search

01/01/1999 (MM/DD/YYYY)

21

☒ Female ☐ Male ☐ I do not wish to answer.


Not Applicable

The Field Below is Case Sensitive



Next >>

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

 Career 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 the “[Editing / Updating Your Profile](#)” section on page [22](#) 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

Please help us help you - provide a short description of your problem in the description box. It is important to provide accurate

Subject:

*** First Name:**

*** Last Name:**

*** Zip Code:** (99999-9999)

*** Date of Birth:** (MM/DD/YYYY)

*** Contact Phone:** - - Ext:

Your Email:

Providing your email address will ensure a prompt response to your request.

[Create Email Account](#) [Read our Email Security Policy](#)

*** Message:** Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

Duplicate account (1212)



Step 7: Name

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

The screenshot shows a web application interface for the 'Name' registration step. At the top, there is a navigation bar with 'Menu', 'Home', 'My Dashboard', and 'Sign Out' links, along with a 'Quick Search' icon. A left sidebar contains two main sections: 'My Staff Workspace' with links to 'My Staff Dashboard', 'My Staff Resources', 'My Staff Account', and 'Directory of Services'; and 'Services for Workforce Staff' with links to 'Manage Individuals', 'Manage Employers', 'Manage Résumés', 'Manage Job Orders', 'Manage Labor Exchange', and 'Manage Activities'. The main content area is titled 'Name' and includes a red asterisk indicating required fields. It contains three input fields: 'First Name' (filled with 'Bell'), 'Middle Initial' (empty), and 'Last Name' (filled with 'Turner'). Below the fields are two blue buttons: '<< Back' and 'Next >>'. At the bottom center is a blue button labeled 'Return to Dashboard'. A small information icon and text 'For help click the information icon.' are located in the top right of the main content area.

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.

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Directory of Services

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Manage Résumés
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Manage Activities
Manage Providers
Manage Case Assignment

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Residential Address

This is where you live.

* Address Line 1: 69 West Washington

Address Line 2: Apt #, Lot #, Building #, Suite #

* Zip Code: 60606 [Find zip code](#)

* City: Chicago

* State: Illinois

* County / Parish: Cook County

* Country: United States

Menu

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SQL Query Tools
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Mailing Address

This is where you receive your mail.

☒ Use residential address

Address Standardization cannot be confirmed at this time. You may continue registration.

* Address Line 1: 69 West Washington

Address Line 2: Apt #, Lot #, Building #, Suite #

* Zip Code: 60606

* City: Chicago

* State: Illinois

* Country: United States

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.

The screenshot shows a web application interface for 'Phone Numbers'. On the left is a sidebar menu with options like 'Directory of Services', 'Services for Workforce Staff', and various management tasks. The main content area is titled 'Phone Numbers' and contains several form fields. The 'Primary Phone' section includes fields for area code (708), prefix (321), number (1014), and extension, along with dropdowns for 'Primary Phone Type' (Cell/Mobile Phone) and 'Primary Phone Mode' (Voice). The 'Alternate Phone' section has similar fields (708, 303, 1111) and dropdowns for 'Alternate Phone Type' (Relatives Phone) and 'Alternate Phone Mode' (Voice). A red error message states 'Alternate Phone Mode is a required field.' The 'Text Message Cell Phone Number' section has three empty input boxes. The top of the page features a navigation bar with 'Home', 'My Dashboard', 'Sign Out', and a search bar.

Menu Home My Dashboard Sign Out Quick Search

Phone Numbers

*** Primary Phone:** 708 - 321 - 1014 Ext:

*** Primary Phone Type:** Cell/Mobile Phone ▼

*** Primary Phone Mode:** Voice ▼

Alternate Phone: 708 - 303 - 1111 Ext:

Alternate Phone Type: Relatives Phone ▼

Alternate Phone Mode: Voice ▼ 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 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.

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My Staff Resources
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Manage Activities
Manage Providers
Manage Case Assignment
Manage Follow-Up
Manage Surveys

Preferred Notification Method

*Please select a method in which you prefer to receive your notifications:

Internal Message with Email Notification

None Selected
Internal Message
Email
Text Message (If Available)
Text Message Notification (If Available)
Internal Message with Email Notification

Site Access

*From where are you accessing this website? Home

How did you hear about this website? Another Website

<< Back Next >>

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

Site Access

*From where are you accessing this website? Home

How did you hear about this website? None Selected

<< Back Next >>

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 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 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:

USCIS (Alien

Registration) Expiration

Date:

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

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. 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.

Menu

My Staff Workspace

- 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

Home My Dashboard Sign Out Quick Search

• Indicates required fields.

For help click the information icon.

Education Information

* Your Highest Education Level Achieved:

High School Equivalency Diploma

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.

* Are you attending school?

No, Not Attending Any School

<< Back

Next >>

Client Self-registration

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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**
 - **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**

The screenshot shows a web application interface for 'Employment Information'. On the left is a sidebar menu with options like 'My Staff Dashboard', 'My Staff Resources', 'My Staff Account', 'Directory of Services', and 'Services for Workforce Staff'. The main content area contains the following 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 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.

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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 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.

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

Your desired job and occupation titles can be selected from the list below.

Job Occupation

Please select the occupation that best matches your job. The list of occupations 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

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

- Make selections for **both** heritage (**Hispanic or Latino**) and for Race.

The screenshot shows the 'Ethnic Origin' form in the Career Connect system. The top navigation bar includes 'Menu', 'Home', 'My Dashboard', 'Sign Out', and a 'Quick Search' field. The left sidebar contains 'My Staff Workspace' and 'Services for Workforce Staff'. The main content area has a title 'Ethnic Origin' and a prompt: 'Please enter the following information below and click the Next button when you are finished.' Below this, there are two sections: 'Are you of Hispanic or Latino heritage?' with radio buttons for 'Yes', 'No', and 'I do not wish to answer.' (the 'No' button is selected), and 'Race - Please check all that apply:' with 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 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.

The screenshot shows the 'Language' form in the Career Connect system. The top navigation bar is the same as the previous form. The left sidebar shows 'Manage Activities', 'Manage Providers', 'Manage Case Assignment', 'Manage Follow-Up', 'Manage Surveys', 'Manage Online Forms', and 'Reports'. The main content area has a title 'Language' and a question: 'Do you have limited proficiency in speaking, writing, reading, or understanding English?' with radio buttons for 'Yes' and 'No' (the 'No' button is selected). Below this, there is another question: 'Do you have difficulty in speaking, writing, reading, or understanding English?'. At the bottom, there are two buttons: '<< Back' and 'Next >>', and a 'Return to Dashboard' button.

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.

The screenshot shows a web application interface for 'Military Service'. On the left is a sidebar menu with options: 'My Staff Resources', 'My Staff Account', 'Directory of Services', 'Services for Workforce Staff' (highlighted), 'Manage Individuals', 'Manage Employers', 'Manage Résumés', 'Manage Job Orders', 'Manage Labor Exchange', 'Manage Activities', 'Manage Providers', 'Manage Case Assignment', 'Manage Follow-Up', and 'Manage Surveys'. The top navigation bar includes 'Menu', 'Home', 'My Dashboard', 'Sign Out', and a 'Quick Search' icon. 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.'

Three questions are listed, each with 'Yes' and 'No' radio button options:

- * Are you currently in the military, a veteran or the spouse of a veteran? ☐ Yes ☒ No
- * 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
- * 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 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 ☐ 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

Congratulations! Your profile is now complete!

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

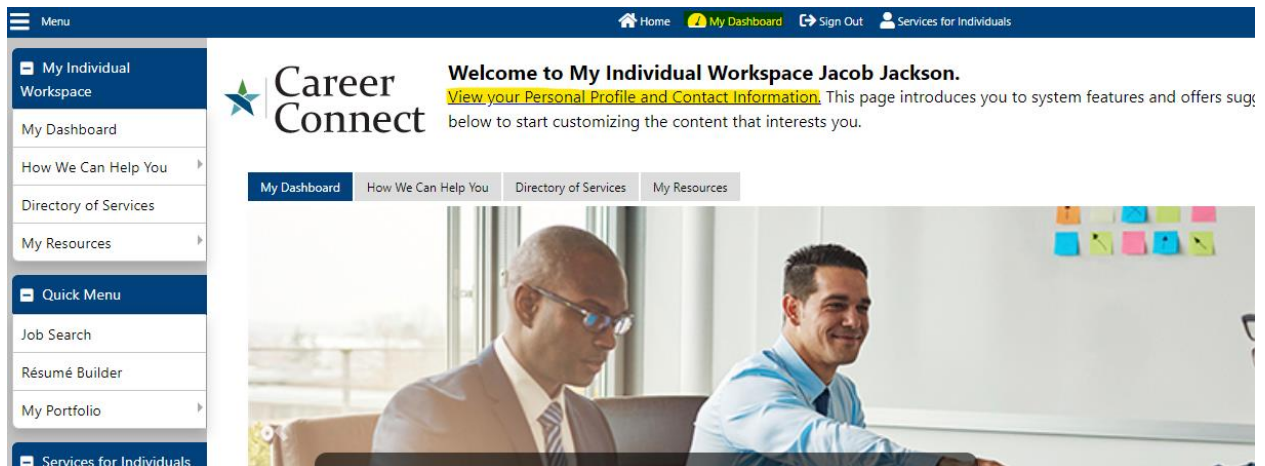
Editing / Updating Your Profile

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.

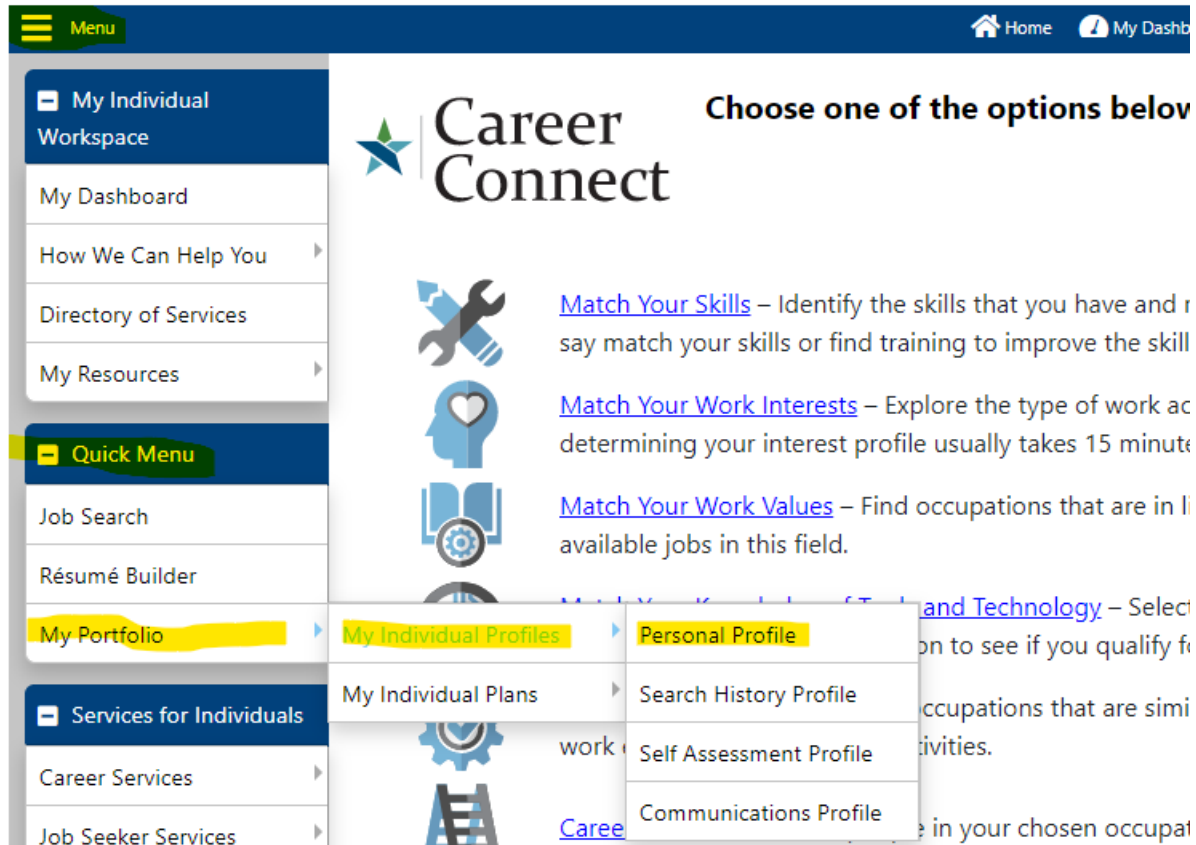
To access your profile from the Dashboard, click on the “View your Personal Profile and Contact Information” highlighted in the example below. (Your dashboard screen may look a little different than the picture below, but the highlighted links will always be in the same place on your screen.)



Option 2: From the Left-Hand Menu

You can also access your profile from the “Quick Menu” box on the left-hand menu:

- Hold your mouse over the “My Portfolio” text and a sub-menu will display.
- Move your mouse over to “My Individual Profiles” and then click on “Personal Profile”
- You can also just click on “My Portfolio” and then “My Individual Profiles” and then “Personal Profile”.
- If the Left-hand menu does show, click on the menu icon in the upper left corner of the screen to make it display.



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.

Menu

Services for Individuals

Career Services

Job Seeker Services

Education Services

Labor Market Services

Community Services and Benefits

Financial Services

Employer Services

Unemployment Services

Veteran Services

Youth Services

Senior Services

Disability Services

Workplace Training

Staff Provided Services

Other Services

Communication Center

Appointment Center

Assistance Center

Learning Center

HomeMy Dashboard

Communicate

General InformationBackgroundActive

* Indicates required fields.

Login Information

Login Name:JJACKSON234

Password:Change password

*Security Question:What is your mother's maiden name?

*Security Question Response:.....

Special characters are not allowed.

E-mail Address

Primary E-mail:jjackson@gmail.com

Create E-mail Account

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 confirm your current password and then type your new password two times.
- Make sure that your new password meets the requirements for character, number, and special character.

The screenshot shows a web browser window with a pop-up box titled "Change password for JJACKSON234". The pop-up contains three input fields: "New Password:", "Confirm New Password:", and "Current Password:". Below the "New Password:" field, there is a text box with the following requirements: "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 # @ \$ % ^ . ! * _ + ,)". At the bottom of the pop-up, there are two buttons: "Update Password" and "Cancel".

The background page is the "General Information" section of a user profile for "JJACKSON234". It includes fields for "Login Name", "Password" (with a "Change password" link), "Security Question" (with a dropdown menu), "Security Question Response" (with a masked input field), and "E-mail Address".

Changing Login Name or Social Security Number (SSN)

The system will not let you change your login name or your social security number. If you need either of these changed, notify the staff person that you are working with and he/she can help you make those changes.