

Virtual OneStop®

VOS Sapphire

**Individual Services**

User Guide



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# 1: Get Started with the System

This section introduces the system's core features and explains how they support you in reaching your goals. You'll learn about the benefits the system provides, such as connecting you to employment opportunities, educational programs, financial assistance, and public services. You'll also see how to adjust your preferences so you can personalize your experience with themes, languages, accessibility tools, and custom layouts.

In addition, you'll find guidance on registration, which gives you access to advanced features like personal file folders, career assessments, and automated job searches. Finally, you'll explore your workspace, where you can manage your information, tools, and resources in one place to stay organized and focused. Together, these elements ensure the system adapts to your needs and helps you make the most of its features.

See the following topics for more information:

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## System Benefits for Individuals

### Overview

Whether you're a job seeker looking for employment, a student looking for educational programs or financial assistance, or an individual in need of federal or local programs or services, the system offers a wide variety of features to assist you.

### Job Seeker Benefits

Following are the features that the system offers to job seekers:

- **Review and Research Skills-** Job seekers can review their current skills, research the skills required for certain jobs, and find places to train for the skills needed. See the topic "Career Explorer" in Chapter 4 - Career Services for details.

- **Assess Your Interests**- Job seekers can assess various aspects of work they are interested in to identify the best possible occupations for their interests. See the topic “Career Explorer” in Chapter 4 - Career Services for details.
- **Store Background Information** - The system stores information on your skills, work experience, licensing, education, and contact information in your own personal folders. You can use this information to create résumés and letters. This lets you apply for jobs using an online application and create and update your online résumés quickly and efficiently. See the topic “My Individual Profiles” in Chapter 3 - Quick Menu for details on maintaining your personal profile information.
- **Research Industries and Employers**- Job seekers can discover which industries and employers have positions of interest to them. This information includes specific details on employers such as name, type of business, and location(s). See Chapter 4 - Career Services for details.
- **Search for Job Openings; Create Résumés**- Job seekers can review job openings posted by employers, and build attractive résumés and letters to use in pursuing those jobs. The Résumé Builder simplifies the task of creating and changing résumés. Letter Builder guides you in writing cover letters, follow-up letters, and acceptance letters. See the topics “Job Search” and “Résumé Builder” in Chapter 3 - Quick Menu for details on different kinds of job searches you can do and ways to create and use a résumé in the system.
- **Create Virtual Recruiters**- Use the Virtual Recruiter job alert tool to create and store job searches that run automatically at scheduled intervals and get informed of matching job openings. See the topic “Virtual Recruiter” in Chapter 5 - Job Seeker Services for details.
- **Get Advice for Job Interviews**- The system offers tips and advice about effective interviewing, successful meetings, and job offer negotiations. See the topic “10 Steps to Find a Job” in Chapter 5 - Job Seeker Services for details.
- **Save Research History**- The system retains records of the careers, training programs, employers, and job openings you have researched. See the topic “Search History Profile” in Chapter 3 - Quick Menu for details.

## Student Benefits

Students also benefit from the system’s tools and features, some of which are highlighted below:

- **Career Exploration**- Students can search for occupations that match their job interests and work values. See Chapter 4 - Career Services for details.
- **Training Programs** - Students can find detailed information on training opportunities.
- **Training Requirements** - The system will help students discover the length of time needed to train for each program and which schools offer programs that could help them advance.
- **Training Providers**- The system includes detailed information about training providers, such as address, location maps, website address, and contact information. The system also includes resource information, such as information on professional organizations.

See Chapter 6 - Education Services for more information on training programs and providers.

## Social Services and Support Benefits

Individuals seeking benefits and social service information can find out what is offered in their area. Details about programs offered in the workforce center, such as veterans' assistance, child support, food stamps, unemployment compensation, welfare transition, and layoff assistance, are outlined. Eligibility information is summarized along with instructions on how to reach these agencies. Registered users can also send email messages to staff, asking a staff member to contact them.

See Chapter 8 - Community Services for more information.

## Account Registration

### Overview

The system offers a full range of features and services to assist job seekers in their workforce development needs. Registered individuals have access to:

- A personal file folder that contains information on saved searches, system settings, and other information
- Career assessment tools, including skills matching, that help match a person's qualifications and abilities to specific occupations
- A home page with customized news content
- Creation of resumes and cover letters
- Automated job searches that deliver job opportunities to your system message box, an e-mail address you provide, or both

## Where to Find This Feature

- Home Page > Sign In/Register button > Individual Registration button
- Footer bar > About > Sign In/Register link

## Steps to Register

Register in the system by selecting one of the following options:

- Guest Access - Select the **Guest Access** link from the Registration page to register as a "Guest" and search jobs, review labor market information, and perform some other basic tasks—all without creating an account or signing in to the system.
- "[Complete a Comprehensive Registration](#) on the next page" and sign-in to your account to take full advantage of all the system's tools. You can save personal information and settings that make using the system easier and quicker for future visits. This includes creating résumés; performing

quick, advanced job searches with prefilled search criteria based on your personal information; and letting employers see you when they search for candidates. You can complete a full, comprehensive registration in about 15 minutes.

- "Register with a Résumé" on page 23 to prefill many of the registration form fields.
- "Complete a Quick Registration" on page 21 if enabled for your system. This option is similar to the Comprehensive Registration option in that it collects basic registration information such as login information, name, contact and location information, address, basic demographic information and military service information, but does not go into the more detailed process of the Comprehensive Registration. The Quick Registration option is designed to get you started in the system quickly, but your access to system features will be limited.

#### *Registration Page - Individual Registration*

#### Related Topics

- "Complete a Comprehensive Registration" below
- "Complete a Quick Registration" on page 21
- "Next Steps After Registration" on page 25
- "Register with a Résumé" on page 23
- "Sign in to the System" on page 27

## Complete a Comprehensive Registration

### Overview

Use the Comprehensive Registration option if you are an individual and wish to search for the latest job openings, post a résumé online, find career guidance, search for training and education programs, find information on local employers, etc. The comprehensive registration process results in full access to all the features available in this system.

After entering your information, the system creates your profile and suggests the next logical step(s) for you after registration is complete. You can now apply for jobs, add additional information, or learn more about other services.

## Where to Find This Feature

- Home Page > Sign in / Register button
- Footer bar > About > Sign in / Register button

## Steps to Complete the Comprehensive Registration

1. Select the **Individual Registration** button. The Individual Registration Type page displays.
2. If required, review the Privacy Agreement, check the box indicating that **I have read the agreement above and understand it fully**, and click the **I Agree** button.
3. Select the **Comprehensive Registration** link to launch the registration wizard.
4. If your site includes the *Geographic Solutions Unemployment System (GUS)* module, a page displays asking **Are you attempting to file an Unemployment Insurance claim at this time?**. Choose the **Yes** or **No** option and select **Next**.
  - If **Yes**, this starts a process that integrates the UI claim within your registration. See the *GUS Claimant Guide* for more information.

## Login Page

The Individual Registration Wizard's first page has separate sections for Login Information, Name, Residential Address, Phone Numbers, Preferred Notification, Demographic Information, Education Information, Employment Information, Job Title, Ethnic Origin, and Military Service.



**Note:** Based on your state programs and site configuration, the page, field labels, and the fields presented may differ from those shown in this procedure.

1. In the Login Information section, enter a **User Name**, **Password**, and then re-enter the password in the **Confirm Password** field.
2. Select a question from the **Security Question** drop-down list and enter a **Security Question Response**. The question and your response are used later if you forget your user name and/or password.
3. If provided, you can enter a 4-digit **PIN ID** to use to verify your identity in the future while in the system.
4. In the Social Security Number section, enter your **Social Security Number (SSN)**, then re-enter the SSN for confirmation.



**Note:** If the user name, SSN, or first name/last name/ZIP Code already exist, the system displays an error message with a link to provide information to validate you as the owner of the existing account.

5. In the Primary Location Information section, enter your **zip code**. The country defaults to *United States*. If your primary location is different, change the **Country** field, and then enter a post code/ZIP code.
6. Indicate if you are **Authorized to work in the United States**. If **No**, you cannot continue with the registration.

7. In the E-mail Address section, enter an address for **Primary E-mail**. If displayed on your site, you can enter a **Secondary E-mail** address as well.
8. Enter the required Demographic Information, including:
  - **Date of Birth** The **Age** then fills in.
  - **Sex** If *Female* is selected, the next field asking about the Selective Service is filled in with *Not Applicable*.
9. If required, indicate if you have registered with the Selective Service. A link below this field lets you open a separate window to the Selective Service website where you can register, if necessary, and learn about exemptions.
10. Have you been arrested /convicted of a crime? Answering *Yes* may qualify you for additional services. This question is not asked for all state systems.
11. If present, respond to the reCAPTCHA prompt.
12. Select the **Next** button to continue to the Name page.

## Name Page

The Name page asks for your first and last name (required), as well as a middle initial (optional).

1. Enter your **First Name**, **Middle Initial** (optional), and **Last Name**.
2. Select the **Next** button to continue to the Residential Address page.

## Residential Address Page

This page has sections for your Residential Address and Mailing Address. Most fields are populated based on your earlier ZIP Code entry.

1. In the Residential Address section, enter the address where you live.
  - a. **Are you homeless?** (May not display on your site.)  
If you are homeless, select *Yes*. Provide the address of the shelter/location where you last stayed or the address of a relative authorized to receive your mail. Under Mailing Address, provide an address at which you can receive correspondence.
2. In the Mailing Address section, enter the address where you receive mail:
  - If this is the same address as residential, check the box.  
*OR...*
  - Enter the street address in **Address Line 1**, and complete the rest of the fields.  
When you select the *Use residential address* checkbox, the system attempts to standardize the mailing address to USPS requirements and displays an “Address has been standardized” message, if successful.

- If needed, make an entry for **Address Line 2** (e.g., for apartment, building or additional location number).
- If displayed information is wrong, make changes to the **Zip Code, City, State, County/Borough/Parish, or Country** fields.

3. Select the **Next** button to continue to the Phone Numbers page.

## Phone Numbers Page

This page has fields for entering a primary phone number, alternate phone number, text message cell phone number, and fax number for contacting you. Entering a primary phone number and type are required so staff can contact you if there are any questions or follow-up information is needed.

1. Enter the number for your **Primary Phone** and select the **Primary Phone Type**.
2. If desired, you can also enter an alternate phone, text message number, and fax number.
3. Select the **Next** button to continue to the Preferred Notification page.

## Preferred Notification Page

This page asks for your notification preference setting, which determines how the system attempts to contact you. You may also specify from where you are accessing the site.

1. Select the preferred method to receive notifications:

- **Internal Message** - Communications are delivered to your Message Center; you must be logged in to the system to access the Message Center. For some sites, this is a default and cannot be unselected; however, you can choose an additional method.
- **Email** - Communications are sent to the email address you provided earlier in the registration process.
- **Text Message** - (If available) Communications are sent to the cell phone number you provided. This option requires that your cell phone have text messaging capability and displays the full text of the communication as a text message.



Note: Only certain communications, such as Virtual Recruiter Alerts, can be sent via text message. Other important notices, including some regarding Unemployment benefits, cannot be sent via text.

- **Text Message Notification** - (If available) Notifications are sent to the cell phone number you provided. This option requires that your cell phone has text messaging capability, however, this option does not display the full text of the communication as a text message. Instead, the system sends a shorter notification text message to your phone, letting you know that you have a longer message in your Message Center.
- **Postal Mail** - (If available) Determining your eligibility benefits may be delayed if you select Postal Mail.

- **Internal Message with Email Notification** - Receive an email alert when communications are delivered to your Message Center.

2. In the Site Access section, specify **From where you are accessing this website** and optionally, how you heard about this website.
3. Select the **Next** button to continue to the Demographic Information page.

## Demographic Information Page

This Demographic Information page lets you identify your citizenship and self-identify as having a disability, which may be used to identify possible eligibility for additional support services.

1. Select your **Citizenship** status.
2. Make a selection for the Disability question. If you select *Yes, I have a disability I wish to disclose*, more questions display. For example, are you receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), or do you wish to disclose your disability status to an employer when submitting an application? Questions vary by state.
3. Select the **Next** button to continue to the Education Information page.

## Education Information Page

This page lets you log your education level and your status if you are currently attending school.

1. Select **Your Highest Education Level Achieved**.
2. Select whether you are currently attending school.
3. Select the **Next** button to continue to the Employment Information and Farmworker page.

## Employment Information Page

This page collects basic information on your employment status and background, which may relate to Unemployment or other assistance/benefits, as well as farmworker status. Different sites may have different sets of questions on this page.

1. In the Employment Information section, make selections from the drop-down lists or option button questions. Depending on your response to some questions, additional required fields display.
2. In the Farm Worker Information section, if you answer **Yes** to the question **Have you worked as a farmworker in the last 12 months?**, additional questions display. Answering **Yes** to other questions may also display additional required fields.
3. Select the **Next** button to continue to the Job Title page.

## Job Title Page

This page lets you identify your desired job by selecting a job title and a standardized occupation code. This occupation is used throughout the system for job matching and other information connected with

finding job opportunities.

1. 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 displays the closest matches.
2. Select a job title from the displayed list. This displays a drop-down list below the **Suggested occupations** field.
3. Select an occupation from the **Suggested Occupations** drop-down list. The system displays the standardized **Occupation Title** and **Occupation Code** in the fields below the drop-down list.  
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, select the **Search for an Occupation** link. Use this link to search for standardized O\*NET codes.
4. Select the **Next** button to continue to the Ethnic Origin page.

## Ethnic Origin Page

This page lets you specify your ethnic origin or heritage information, as well as language proficiency and other languages spoken.

1. In the Ethnic Origin section, make selections for Haitian, Hispanic or Latino heritage.
2. In the Race section, check all selections that apply. If you choose not to supply this information, select *I do not wish to answer*.
3. In the Language section, indicate **Do you have limited proficiency in speaking, writing, reading, or understanding English?**. If Yes, additional required fields display.
4. Select the **Next** button to continue to the Military Service page.

## Military Service Page

This page lets you indicate if you are currently serving in the military and if you are a member of the National Guard.

1. In the Spouse or Caregiver section, select whether you are a spouse or caregiver of an active military member or veteran.
2. In the Military Service section, indicate if you are active U. S. Military or a Veteran, and whether you are currently serving in the National Guard.
3. Select the **Finish** button to complete your registration. The system performs a final validation of all information entered, and displays likely next steps for you in using the system.

## Tips

- Prior to beginning the registration process, it is helpful to have required information available such as your social security number, DD-214 (for veterans), and other relevant information.
- After registering, make sure to remember your username and password.

## Related Topics

- "Complete a Quick Registration" below
- "Next Steps After Registration" on page 25
- "Register with a Résumé" on page 23
- "Sign in to the System" on page 27

# Complete a Quick Registration

## Overview

This option is similar to the Comprehensive Registration option in that it collects basic registration information such as login information, name, contact and location information, address, basic demographic information and military service information, but does not go into the more detailed process of the Comprehensive Registration. The Quick Registration option is designed to get you started in the system quickly, but your access to system features are limited.



Note: The Quick Registration option only shows in the Individual Registration Type page if your state enabled it.

## Where to Find This Feature

- Home Page > Sign In / Register button
- Footer bar > About > Sign in / Register button

## Steps to Complete the Quick Registration

The Registration page contains several different sections to capture basic information to get you started on the path to achieving your career goals, including Login Information, Social Security Number, Primary Location Information, Demographic Information, etc.



Note: Based on your state programs and site configuration, the page, field labels, and the fields presented may differ from those shown in this procedure.

1. Select the **Individual Registration** button. The Individual Registration Type page displays.
  - If required, review the Privacy Agreement, check the box indicating that **I have read the agreement above and understand it fully**, and click the **I Agree** button.
2. Select the **Quick Registration** link to display the Registration page.
3. In the Login Information section, enter a **User Name**, **Password**, and then re-enter the password in the **Confirm Password** field.

4. Select a question from the **Security Question** drop-down list and enter a **Security Question Response**. The question and your response are used later if you forget your username and/or password.
5. In the Name section, enter your **First Name**, **Middle Initial** (if desired), and **Last Name**.
6. In the Phone Number section, enter a **Primary Phone**.
7. In the Primary Location Information section, select your **Country** from the drop-down list. The country defaults to *United States*. If your primary location is different, change the **Country** field.
8. Indicate if you are **Authorized to work in the United States**. If *No*, you cannot continue with the registration.
9. In the Residential Address section, indicate whether or not you are currently homeless. If *Yes*, provide the address of the shelter / location you last stayed in or the address of a relative who is authorized to receive your mail; otherwise, provide an address at which you can receive correspondence.
10. To enter a mailing address that is different from your residential address, check the box and then enter your mailing address in the section that appears below.
11. In the Demographic Information section, enter your **Date of Birth**. The **Age** field automatically fills in based on your entry.
12. In the Education Information section, enter your **Highest Education Level Achieved** and select the appropriate response for **Are you attending school?**.
13. In the Spouse or Caregiver of a U.S. Military Member section, answer *Yes* or *No*.
14. In the Military Service section, indicate if you are currently in the military and if you are a member of the National Guard.
15. To include additional demographic information, select the **Optional prompts** link to display sections for E-mail Address, Demographic Information, Citizenship, Disability, Social Security Number, Ethnic Origin, Race, and Language.
16. Select the **Save** button. Your account is created and the What's Next? page displays with options for you to add information, create a résumé, search for training, etc.

## Tips

- Prior to beginning the registration process, it is helpful to have required information available such as your social security number, DD-214 (for veterans), and other relevant information.
- After registering, make sure to remember your username and password.

## Related Topics

["Complete a Comprehensive Registration" on page 15](#)

["Next Steps After Registration" on page 25](#)

["Register with a Résumé" below](#)

["Sign in to the System" on page 27](#)

# Register with a Résumé

## Overview

Your system can be set up to allow you to register using an existing résumé file (PDF or Word format) to make registration easier and more convenient. This option is available on the Individual Registration Type page when you start the registration process from the Sign In page.

## Where to Find This Feature

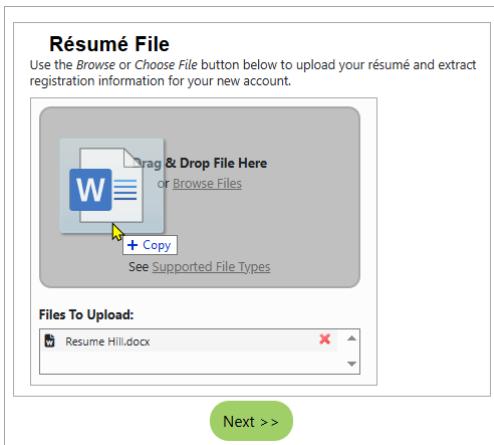
- Home Page > Sign In/Register button
- Footer bar > About > Sign in/Register button

## Steps to Register Using a Résumé



Note: Based on your state programs and site configuration, the page, field labels, and the fields presented may differ from those shown in this procedure.

1. Select **Individual Registration**. The Individual Registration Type page displays.
  - If required, review the Privacy Agreement, check the box indicating that **I have read the agreement above and understand it fully**, and select the **I Agree** button.
2. Select the **Register with a Résumé** link to launch the registration wizard. The Register with a Résumé Wizard opens with a page to upload your résumé file (see figure below).



### *Résumé File Upload Page*

3. To see what kinds of files can be uploaded, select the **Supported File Types** link.
4. Select your résumé file for upload in one of two ways:
  - Locate your résumé on your computer using File Explorer, and select and drag it to the **Drag and Drop File Here** panel.

*OR...*

  - Select the **Browse Files** link to locate and select your résumé file.

Selected files display in the **Files To Upload** panel.
5. Select the **Next** button. Once the file uploads, the Registration page displays with several different sections, including Login Information, Social Security Number, Primary Location Information, Name, Phone Number, Primary Location Information, Residential Address, Demographic Information, etc. The system extracts registration information from the résumé and populates the registration fields with as much information as possible.
6. In the Login Information section, enter a **User Name**, **Password**, and then re-enter the password in the **Confirm Password** field.
7. Select a question from the **Security Question** drop-down list and enter a **Security Question Response**. The question and your response are used later if you forget your username and/or password.
8. Review responses obtained from your résumé for required fields (marked by an asterisk \*) in the remaining sections, and provide information as needed.
9. In the Primary Location Information section, answer whether you are authorized to work in the United States.
10. In the Residential Address section, indicate whether or not you are currently homeless. If **Yes**, provide the address of the shelter / location you last stayed in or the address of a relative who is authorized to receive your mail; otherwise, provide an address at which you can receive

correspondence.

11. To enter a mailing address that is different from your residential address, check the box and then enter your mailing address in the section that appears below.
12. In the Demographic Information section, enter your **Date of Birth**. The **Age** field fills in based on your entry.
13. In the Education Information section, review the **Highest Education Level Achieved** as displayed from the uploaded résumé, and select the appropriate response for **Are you attending school?**.
14. In the Spouse or Caregiver of a U.S. Military Member section, answer **Yes** or **No**.
15. In the Military Service section, indicate if you are currently in the military and if you are a member of the National Guard.
16. In the Job Title You are Interested In section, enter your desired job title.
17. In the Job Occupation section, select an occupation that best matches your desired job title from the drop-down list. Select the **Search for an occupation** link to display the Select an Occupation - Occupation Quick Search page to find an applicable **Occupation Title** and **Occupation Code**, if desired.
18. Once all required fields are entered, select the **Save** button. Your account is created, and the **What's Next?** page displays.

## Tips

- Prior to beginning the registration process, it is helpful to have required information available such as your social security number, DD-214 (for veterans), and other relevant information.
- After registering, make sure to remember your username and password.

## Related Topics

["Complete a Comprehensive Registration" on page 15](#)

["Complete a Quick Registration" on page 21](#)

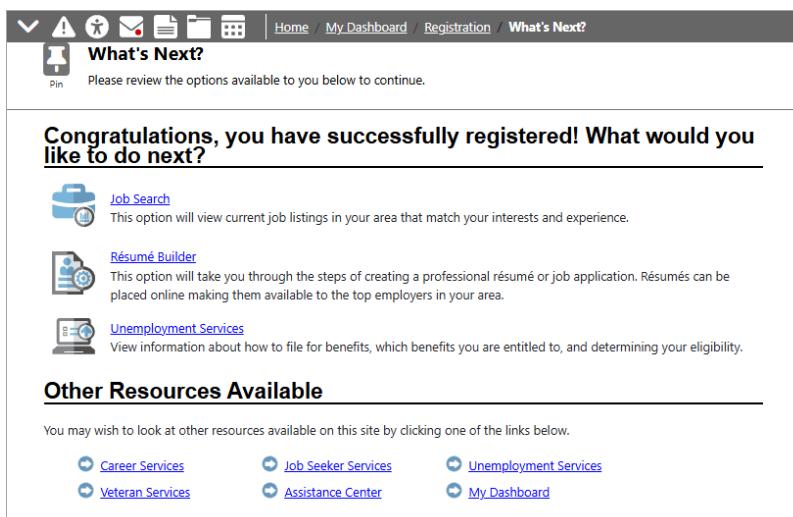
["Next Steps After Registration" below](#)

["Sign in to the System" on page 27](#)

## Next Steps After Registration

## Overview

A **What's Next?** page is your confirmation of a completed registration (see figure below). Different options are presented according to the registration type selected.



The screenshot shows a web browser window with the URL [Home / My Dashboard / Registration / What's Next?](#). The main content area displays a message: "Congratulations, you have successfully registered! What would you like to do next?". Below this, there are three options with icons: "Job Search" (briefcase icon), "Résumé Builder" (person icon), and "Unemployment Services" (computer icon). Each option has a brief description. At the bottom, a section titled "Other Resources Available" lists links to "Career Services", "Job Seeker Services", "Unemployment Services", "Veteran Services", "Assistance Center", and "My Dashboard".

### What's Next? Page - Comprehensive Registration Example

 Note: If your system requires résumé creation as part of registration, you are taken directly to the Résumé Builder instead of the What's Next? page. Once you have completed a résumé, a page similar to the page above displays. See the topic ["5: Manage Your Résumés" on page 239](#) for details on creating a résumé.

The What's Next? page displays links to areas of the system that may be of interest to you, based partly on your responses during registration and also on the modules available in your system. For example, the Résumé Builder or Job Search links are displayed for registered individuals looking for work.

## Where to Find This Feature

- What's Next? page displays automatically upon registration completion
- My Dashboard > Pinned Links section (if previously pinned)

## Steps to Use the What's Next? Page

Options displayed on the confirmation page at the end of registration vary by registration type but normally include:

- **Finish Your Résumé** - Select this link to open the Résumé Builder on the Résumés tab, which takes the guesswork out of creating a professional-looking résumé. You can create multiple résumés and post them online for prospective employers to view.
- **Employment Strategy** - Select this link to view a plan customized for you to help you quickly find a job.
- **Job Search** - Select this link to open the Quick Search tab to begin searching for a job.

- **Apply for Services and Training** - Select this link to apply for any grants available to you to obtain career services and training, or to get priority assistance.
- **Additional Veteran Services** - Select this link to explore additional services that may be available to you as a qualified veteran, such as the Jobs for Veterans program to help veterans earn civilian credentials using vocational and technical skills they learned while in the military.
- **Eligibility Explorer** - Select this link to begin a pre-application to determine if you qualify for assistance under federal employment and training programs, such as WIOA or Wagner-Peyser.
- **Other Resources Available** - Comprehensive registration type only. This section contains links to a variety of services, the Assistance Center, and My Dashboard. You can also select the **My Dashboard** button to display your dashboard.

#### Related Topics

["2: Build Your Personal Profile" on page 127](#)

["6: Find a Job" on page 276](#)

["5: Manage Your Résumés" on page 239](#)

["Set up Your Site Preferences" on page 33](#)

## Sign in or Recover Your Account

When you forget your password or user name, you can reset the password or retrieve your user name after providing the correct answer to the security question saved in your account, or by providing personal verification information.

See the following topics for more information:

### Sign in to the System

### Overview

Once you have an account in the system, you should always sign in to have full access to all the features and information related to your account, such as your résumés and background information.

If you would like to view the system as a guest to see what services are available, select the **Guest Access** link in the Individual section of the Sign In/Register page.

## Where to Find This Feature

- Home Page > Sign In/Register button
- Footer bar > About > Sign In/Register link

## Steps to Sign In

1. Enter your **User Name** and **Password** and, if present, respond to the reCAPTCHA prompt.
2. To change the site language, select your preferred language from the **Language** drop-down list.
3. Select the **Sign In** button.



Note: If you've forgotten your user name and/or password, select the **Retrieve User Name or Password** link.

Some sites may have some version of a Privacy Agreement page that must be acknowledged first.

4. If you chose to see Welcome Notifications in your profile, a pop-up message appears when you sign in. It gives you quick options to do things the system suggests:
  - **Next Steps** - Complete any next steps suggested by the system
  - **Message Center** - View your new/unread notifications in the Message Center
  - **Path Suggestions** - Follow the suggested path on the Paths tab to review and complete goals toward employment
  - **Smart Seeker** - Complete the suggested Smart Seeker Goals to earn a "Smart Seeker" designation as an effective job seeker
  - **Upcoming Events** - View upcoming events of interest
  - Display your personal profile
  - **Message Center** - View your new/unread notifications in the Message Center
  - **Path Suggestions** - Follow the suggested path on the Paths tab to review and complete goals toward employment
  - **Smart Seeker** - Complete the suggested Smart Seeker Goals to earn a "Smart Seeker" designation as an effective job seeker
  - **Upcoming Events** - View upcoming events of interest
  - Display your personal profile

- a. To change the notifications listed, select the **Manage Welcome Notifications** link to display the General Information tab of your Profile.
- b. To close the pop-up window and continue, select **Close**.

Your Dashboard displays.

## Related Topics

- ["My Dashboard" on page 72](#)
- ["Directory of Services" on page 63](#)
- ["Forgot Password?" on the next page](#)
- ["Forgot User Name?" on page 31](#)
- ["Forgot User Name and Password?" on page 32](#)
- ["Forgot User Name or Password?" below](#)

# Forgot User Name or Password?

## Overview

When you forget your password and/or user name, you can reset the password or retrieve your user name after providing the correct answer to the security question saved in your account, or by providing personal verification information.

## Where to Find This Feature

- Home page > Sign In/Register button > Retrieve User Name or Password link

## Steps to Retrieve User Name or Password



The image shows a screenshot of a web-based sign-in form. At the top left is a text input field labeled "User Name:". To its right is a dropdown menu labeled "Language:" with "English (United States)" selected. Below these are two more input fields: "Password:" and "Retrieve User Name or Password.". The "Retrieve User Name or Password." button is highlighted with a red box and a red arrow points to it from the text below. At the bottom of the form is a large green "Sign In" button.

*Retrieve User Name or Password Link on Sign In Page*

- From the displayed options, select the retrieve link that applies to your situation:
  - Option 1 - "Forgot Password?" below: Select **retrieve password**
  - Option 2 - "Forgot User Name?" on the next page: Select **retrieve User Name**
  - Option 3 - "Forgot User Name and Password?" on page 32: Select **retrieve User Name and Password**

## Related Topics

["Forgot Password?" below](#)

["Forgot User Name?" on the next page](#)

["Forgot User Name and Password?" on page 32](#)

["Sign in to the System" on page 27](#)

## Forgot Password?

### Overview

You can reset your password after providing the correct answer to the security question saved in your account, or by providing personal verification information.

## Where to Find This Feature

- Home page > Sign In/Register button > Retrieve User Name or Password link > Option 1 - Forgot Password

### Steps to Retrieve Your Password

- Select **retrieve password** in Option 1. The **Forgotten Username and/or Password** page displays.
- Enter your **User Name**.
- Select the *Individual* option. The **How would you like to reset your account** field displays on the page.
- Select *answer verification questions on this site and display it*.



Note: The *send to my email address* option allows you to start the retrieval from your email at a later time; however, you must still answer the same verification questions. Select the **Go to Contact Staff** link to display the staff contact page if you do not know the information being requested.

- Select **Next**. The User Name/Password Recovery page displays.

6. Enter your identification information and select **Submit**.



Note: Depending on your site setup, if you have a saved security question, you may be asked to answer it before completing a password reset and/or you may be required to enter your social security number.

If the requested information is not entered, or if an entry is incorrect, a page displays to contact staff via email. Otherwise, the Reset Password page displays to enter a new password.

7. Enter a new password, and then re-enter it to confirm it.
8. Select the **Save** button. The system signs you in and displays the General Information tab of your Profile .

## Tips

- Use the eyeball icon to show entries typed in the fields to make sure they are entered correctly.
- Write down or record your new password in a safe place.

## Related Topics

["Forgot User Name and Password?" on the next page](#)

["Forgot User Name or Password?" on page 29](#)

["Sign in to the System" on page 27](#)

## Forgot User Name?

## Overview

You can retrieve your user name after providing the correct answer to the security question saved in your account, or by providing personal verification information.

## Where to Find This Feature

- Home page > Sign In/Register button > Retrieve User Name or Password link > Option 2 - Forgot User Name

## Steps to Retrieve Your User Name

1. Select **retrieve User Name** in Option 2. The Forgotten Username and/or Password page displays.
2. Select *Individual* option. The **How would you like to receive your user name** field displays on the page.

3. Select *answer verification questions on this site and display it.*



Note: The *send to my email address* option allows you to start the retrieval from your email at a later time; however, you must still answer the same verification questions.

Select the **Go to Contact Staff** link to display the staff contact page if you do not know the information being requested.

4. Select **Next**. The User Name/Password Recovery page displays.
5. Enter your identification information and select **Submit**. If you do not enter the required information, or if an entry is incorrect, a page displays to contact staff via email.
6. Depending on your site setup, if you have a saved security question, you may be asked to answer it before completing a password reset and/or you may be required to enter your social security number. Enter the requested answer for additional security and select **Next**. The User Name/Password Recovery page displays your user name.
7. Select the Return to the Home page link and resume signing in.

## Tips

- Use the eyeball icon to show entries typed in the fields to make sure they are entered correctly.
- Write down or record your user name in a safe place.

## Related Topics

["Forgot User Name and Password?" below](#)

["Forgot User Name or Password?" on page 29](#)

["Sign in to the System" on page 27](#)

## Forgot User Name and Password?

### Overview

When you forget both your password and user name, you must re-enter your information to retrieve your log-in credentials.

## Where to Find This Feature

- Home page > Sign in / Register button > Retrieve User Name or Password link > Option 3 - Forgot User Name and Password

## Steps to Retrieve Your User Name and Password

1. Select retrieve User Name and Password in Option 3. The Forgotten Username and/or Password page displays.
2. Select the *Individual* option. The **How would you like to receive your user name** field displays on the page.
3. Select *answer verification questions on this site and display it.*



Note: The *send to my email address* option allows you to start the retrieval from your email at a later time; however, you must still answer the same verification questions.

Select the **Go to Contact Staff** link to display the staff contact page if you do not know the information being requested.

4. Enter your identification information and select **Submit**. The User Name/Password Recovery page displays with your user name.



Note: Depending on your site setup, if you have a saved security question, you may be asked to answer it before completing a password reset and/or you may be required to enter your social security number.

5. Enter and confirm a new password.
6. Select the **Save** button. Your password is changed, and the General Information tab of your Profile displays.

## Tips

- Use the eyeball icon to show entries typed in the fields to make sure they are entered correctly.
- Write down or record your new password and user name in a safe place.

## Related Topics

["Forgot Password?" on page 30](#)

["Forgot User Name?" on page 31](#)

["Forgot User Name or Password?" on page 29](#)

["Sign in to the System" on page 27](#)

## Set up Your Site Preferences

You can personalize your site experience by choosing from the following options:

## Choose Your Preferred Language

### Overview

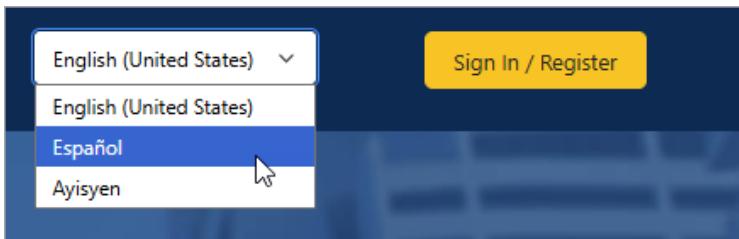
For sites that are translated into languages other than English (United States), you can change the language for your site (system pages, menus, buttons, etc.) by selecting from a drop-down list of available choices. You can also use Google Translate to translate the site into a wide selection of other languages.

### Where to Find This Feature

- Site splash page > Header bar > Language drop-down list
- Site splash page > Sign in/Register button > Language drop-down list
- Top menu bar > Accessibility icon > Languages button
- Footer bar > Settings > Languages link

### Steps to Change the Language Before Login

- Select your language choice from the Language drop-down list in the header bar of the home page. The page instantly refreshes in your chosen language.
- To use Google Translate, select *Other Language*, and then select from Google's language drop-down list.



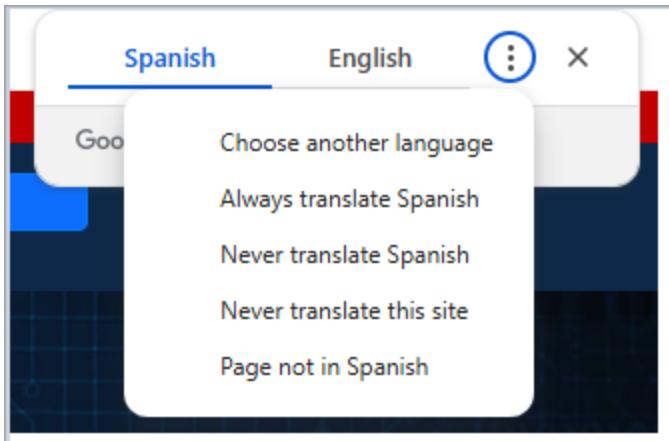
Select Language Drop-down List on Sample Home Page

### Steps to Change the Language After Login

1. Select the desired language from the *Languages* drop-down list on the User Preferences page.
2. Select the **Save** button. The page redisplays in the chosen language.
3. To reset the site language to English, select the **Reset Language** link.

## Use Google Translate Option

- If you select a language other than English, a pop-up window appears asking if you want to use Google Translate. Click on the ellipsis to make a selection.



*Google Translate Selection*

### Related Topics

- ["Configure Your Dashboard Sections and Widgets" on page 41](#)
- ["Customize the Left Navigation Menu" on page 37](#)
- ["Review Recommended Browser Settings" on page 40](#)
- ["Set Accessibility Options" below](#)
- ["Set Your Profile Folder Tree Preference" on page 38](#)

## Set Accessibility Options

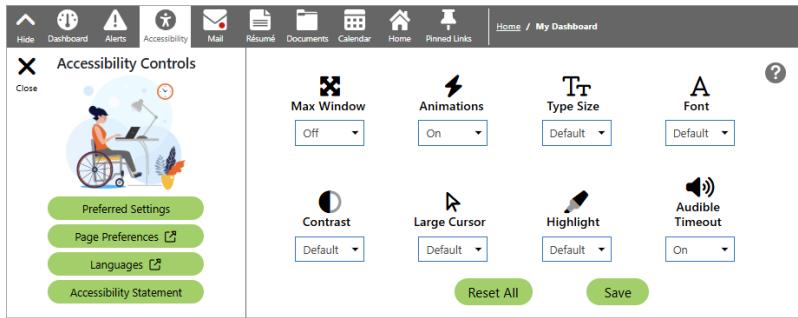
### Overview

The Accessibility Controls panel lets you set your display preferences and save them for easier viewing of text and controls in the system.

## Where to Find This Feature

- Top menu bar > Accessibility icon

## About Available Accessibility Options



*Accessibility Panel*

The available settings for the system accessibility options are:

- **Max Window** - Maximizes the window size to full screen (default is off).
- **Animations** - Sets website visual motions or transitions (default is on).
- **Type Size** - Sets point sizes: Default, Medium, Large.
- **Font** - Sets the character spacing (space in between letters of words) to Default (normal) or Improved (increased spacing) or to different fonts and bold settings.
- **Contrast** - Changes screen display colors; select from Default (gray text on white background), Dark (white text on black background), Light (gray text on white background and removes colored banners and borders), Yellow (yellow text on black background), or Inverted (changes all colors to their complementary opposite on the color wheel: white > black, black/gray > white, or, for example, blue > orange or green > red).
- **Large Cursor** - Sets the cursor size to Default (small white arrow with black outline), Dark (large black arrow), or Light (large white arrow with black outline).
- **Highlight** - Highlights elements of the screen display; select from Default (no highlighting), Links (highlights all links in a complementary color to border and banner colors), Headers (highlights headings in a complementary color to border and banner colors), or Both (highlights links and headers in a complementary color to border and banner colors).
- **Audible Timeout** - Sounds an audible tone when the system has timed out (default).

## Steps to Set Accessibility Options

1. From the Accessibility Controls panel, select the drop-down list for the desired accessibility option.
2. Highlight one of the choices provided.
3. Select the **Save** button.
4. To switch back to all default settings, select the **Reset All** button.

## Related Topics

- "Choose Your Preferred Language" on page 34
- "Configure Your Dashboard Sections and Widgets" on page 41
- "Customize the Left Navigation Menu" below
- "Review Recommended Browser Settings" on page 40
- "Set Your Profile Folder Tree Preference" on the next page

# Customize the Left Navigation Menu

## Overview

You can customize the left navigation menu to suit your preferences, making it easy for you to find frequently used options. For sections of the menu you don't use, you can hide them completely.

 **Navigational Menu Configuration**

Pin You may use this page to configure what options appear in the navigational menu on the left.

### Individual Menu Configuration

Use this section to configure the menu groups displayed below which appear when you are assisting an individual. You may choose the order in which the menus appear, whether they are expanded or displayed at all.

Recently Viewed	<input checked="" type="radio"/> Expanded	<input type="radio"/> Collapsed	<input type="radio"/> Not Displayed
My Individual Workspace	<input checked="" type="radio"/> Expanded	<input type="radio"/> Collapsed	<input type="radio"/> Not Displayed
Quick Menu	<input checked="" type="radio"/> Expanded	<input type="radio"/> Collapsed	<input type="radio"/> Not Displayed
Services for Individuals	<input type="radio"/> Expanded	<input checked="" type="radio"/> Collapsed	<input type="radio"/> Not Displayed
Other Services	<input type="radio"/> Expanded	<input checked="" type="radio"/> Collapsed	<input type="radio"/> Not Displayed
Document Management	<input type="radio"/> Expanded	<input type="radio"/> Collapsed	<input checked="" type="radio"/> Not Displayed

[\[ Restore Default Settings \]](#)

[Save](#) [Return to Previous Page](#)

*Navigational Menu Configuration Page*

## Where to Find This Feature

- Top menu bar > Accessibility icon > Page Preferences button > Configure Navigation Menu link
- Left navigation menu > Other Services > Assistance Center > My Preferences > Configure Navigation Menu link
- Footer bar > Settings > Page Preferences > Configure Navigation Menu link

## Steps to Customize Your Menu

1. Select the option buttons for each menu group to set the display to *Expanded* (default), *Collapsed*, or *Not Displayed*.
2. To change the display order of the menu groups, click and drag the name of the menu group section up or down in the list.
3. To reset the display options and sort order, select the **Restore Default Settings** link.
4. Select the **Save** button to save your settings.

## Best Practices

Arrange your left navigation menu to display your most frequently used groups expanded and at the top.

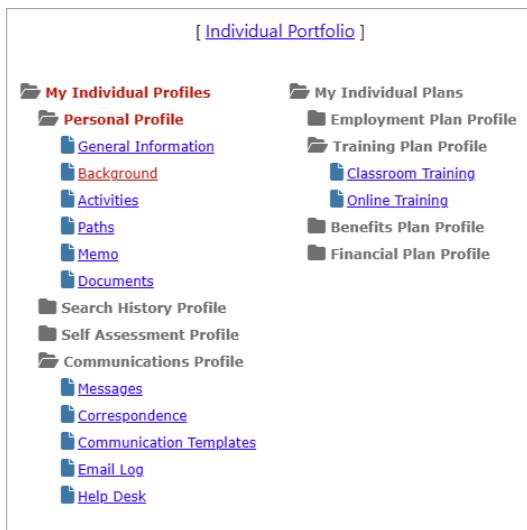
### Related Topics

- ["Choose Your Preferred Language" on page 34](#)
- ["Configure Your Dashboard Sections and Widgets" on page 41](#)
- ["Review Recommended Browser Settings" on page 40](#)
- ["Set Accessibility Options" on page 35](#)
- ["Set Your Profile Folder Tree Preference" below](#)

## Set Your Profile Folder Tree Preference

### Overview

The system stores the information in your Individual Profile in clearly labeled tab pages and folders, which are organized into an expandable "tree" structure. You can choose whether folders should close automatically when accessing a page, which gives you more vertical screen space in which to work.



*Partially Expanded Folder Trees*

## Where to Find This Feature

- Top menu bar > Accessibility icon > Page Preferences button
- Left navigation menu > Other Services > Assistance Center > My Preferences
- Dashboard > Directory of Services tab > Other Services > Assistance Center > My Preferences
- Footer bar > Settings > Page Preferences link

## Steps to Change Folder Tree Automatic Close

1. From the Folder Trees section of the User Preferences page, select one of the following options:
  - a. To maintain any open folders in their expanded state when you select tab page link, select Disable Automatic Close (default).
  - b. To have the entire folder tree collapse automatically up to the highest-level folder when you select a tab page link, select Enable Automatic Close.
2. Select the **Save** button.

### Related Topics

["Choose Your Preferred Language" on page 34](#)

["Configure Your Dashboard Sections and Widgets" on page 41](#)

["Customize the Left Navigation Menu" on page 37](#)

["Review Recommended Browser Settings" on the next page](#)

["Set Accessibility Options" on page 35](#)

## Review Recommended Browser Settings Overview

The system is compatible with common desktop/laptop browsers including Microsoft Edge, Google Chrome, Mozilla Firefox, Opera, and Apple Safari.

Supported mobile browsers include Safari, Google Chrome, and Firefox for iOS and Google Chrome and Firefox for Android. The system displays a helpful list of Recommended Settings for desktop and mobile browsers to view and download. Also included is advice on topics such as internet access, video settings, cookies, JavaScript, and the use of pop-up blockers.

## Where to Find This Feature

- Top menu bar > Accessibility icon > Page Preferences button > Site best viewed with these settings link
- Left navigation menu > Other Services > Assistance Center > My Preferences > Site best viewed with these settings link
- Dashboard > Directory of Services tab > Other Services > Assistance Center > My Preferences > Site best viewed with these settings link
- Footer > Settings > Page Preferences link > Site best viewed with these settings link

## Steps to View Recommended Browser Settings

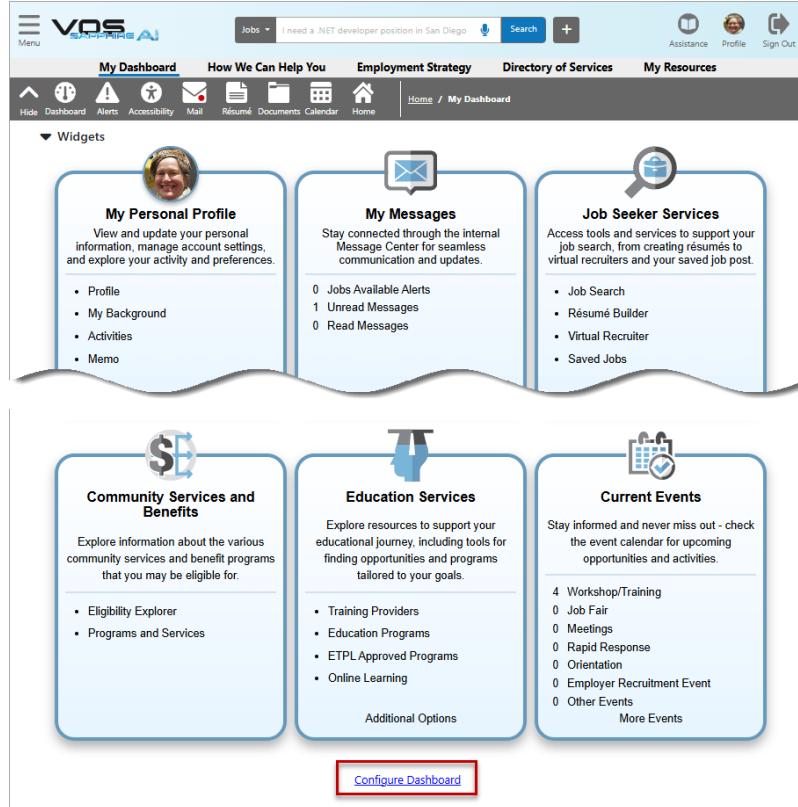
1. Access the Recommended Settings page.
2. Review the list of recommended browsers for your system.
3. To download the desired browser, select a link and follow the download instructions provided.

### Related Topics

- ["Choose Your Preferred Language" on page 34](#)
- ["Configure Your Dashboard Sections and Widgets" on the next page](#)
- ["Customize the Left Navigation Menu" on page 37](#)
- ["Set Accessibility Options" on page 35](#)
- ["Set Your Profile Folder Tree Preference" on page 38](#)

# Configure Your Dashboard Sections and Widgets Overview

Your dashboard is highly customizable in terms of what sections display. In the Widgets section, you can change which widgets display and how they are arranged so your information appears exactly as you want it.

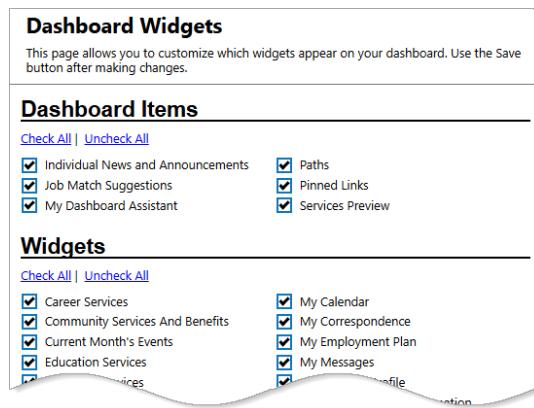


*My Dashboard Showing a Customized Presentation and the Configure Dashboard Link*

## Where to Find This Feature

- Top menu bar > Dashboard icon > Widgets section > Configure Dashboard link
- My Dashboard > Widgets section > Configure Dashboard link

## Steps to Customize Your Dashboard



**Dashboard Widgets**  
This page allows you to customize which widgets appear on your dashboard. Use the Save button after making changes.

**Dashboard Items**

[Check All](#) | [Uncheck All](#)

<input checked="" type="checkbox"/> Individual News and Announcements	<input checked="" type="checkbox"/> Paths
<input checked="" type="checkbox"/> Job Match Suggestions	<input checked="" type="checkbox"/> Pinned Links
<input checked="" type="checkbox"/> My Dashboard Assistant	<input checked="" type="checkbox"/> Services Preview

**Widgets**

[Check All](#) | [Uncheck All](#)

<input checked="" type="checkbox"/> Career Services	<input checked="" type="checkbox"/> My Calendar
<input checked="" type="checkbox"/> Community Services And Benefits	<input checked="" type="checkbox"/> My Correspondence
<input checked="" type="checkbox"/> Current Month's Events	<input checked="" type="checkbox"/> My Employment Plan
<input checked="" type="checkbox"/> Education Services	<input checked="" type="checkbox"/> My Messages
<input checked="" type="checkbox"/> <del>Individual News and Announcements</del>	<input checked="" type="checkbox"/> <del>My Employment Plan</del>
<input checked="" type="checkbox"/> <del>Job Match Suggestions</del>	<input checked="" type="checkbox"/> <del>My Messages</del>
<input checked="" type="checkbox"/> <del>My Dashboard Assistant</del>	<input checked="" type="checkbox"/> <del>Profile</del>
<input checked="" type="checkbox"/> <del>Services Preview</del>	<input checked="" type="checkbox"/> <del>Uncheck All</del>

*Dashboard Widgets Page with Dashboard Items and Widgets Options*

1. To select which sections appear on your dashboard, check the desired boxes in the Dashboard Items section.
2. In the Widgets section, check boxes for the widgets you want displayed on your dashboard. You can also use the **Check All** and **Uncheck All** links to select all or deselect all, as desired.



**Note:** The specific widgets available to you may vary depending on your site setup.

3. Select the **Save** button at the bottom of the page. The dashboard displays with your changes made to displayed items and widgets.
4. To expand or collapse items on the dashboard, select the arrow icon next to the section title. Your settings are retained until you change them again, even after logging out.

## Steps to Customize Your Widget Display

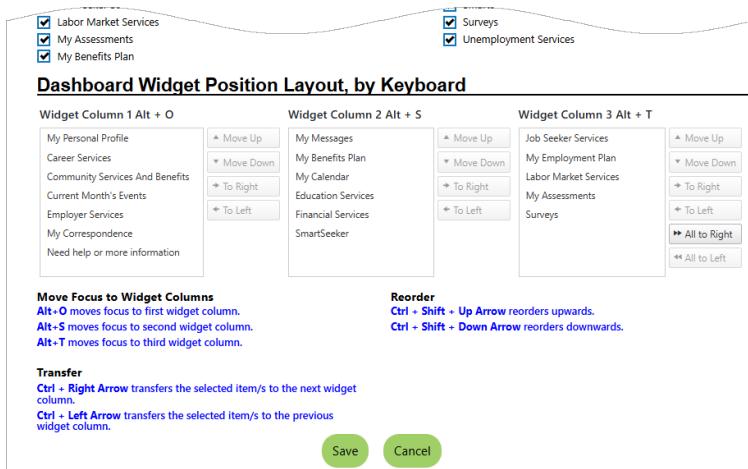


**Note:** You must first save any changes you make to the selected dashboard widgets in the top section of the page before you can rearrange them as described below.

1. To rearrange the widgets directly on your dashboard, click, hold, and drag and drop them to the desired location.

*OR...*

2. To rearrange the widgets using the keyboard, select the **Configure Dashboard** link at the bottom of the page to display the Dashboard Widgets page.
3. Scroll down to the Dashboard Widget Position Layout, by Keyboard section.



### Dashboard Widgets Page - Dashboard Widget Position Layout, by Keyboard Section

- Highlight the desired widget name, and use the buttons to move the widget position up or down within the column or left and right between the columns (see figure above).

*OR...*

Use the keyboard controls identified in the blue text instructions on the page to select and move widgets up or down in a column, or to move them to the next or previous widget column.

- When all widgets are arranged in the columns as desired, select the **Save** button. The dashboard redisplays with the selected widgets and their new positions in the Widgets section.

## Tips

Arrange your widgets by how often you visit that area of the system or according to the degree of importance. For example, if you want to see how many unread messages you have immediately upon signing in, you can place the My Messages widget at the top of the section. Or, if you do not access Labor Market Services frequently, you can relocate the widget to the bottom or remove it altogether.

## Related Topics

- ["Access Key Tools through Widgets" on page 87](#)
- ["Choose Your Preferred Language" on page 34](#)
- ["Customize the Left Navigation Menu" on page 37](#)
- ["My Dashboard" on page 72](#)
- ["Review Recommended Browser Settings" on page 40](#)
- ["Set Accessibility Options" on page 35](#)
- ["Set Your Profile Folder Tree Preference" on page 38](#)

# Explore Your Workspace

Your workspace includes My Dashboard, dashboard tabs, the top menu bar, left navigation menu, and the header and footer bars. With multiple tools and navigation paths, you can easily find the resources and support you need to achieve your career goals.

See the following topics for more information:

## Header Bar

### Overview

The Header Bar is your central navigation and action hub, designed to give you quick access to the most essential tools and resources while using the platform.



*Header Bar*

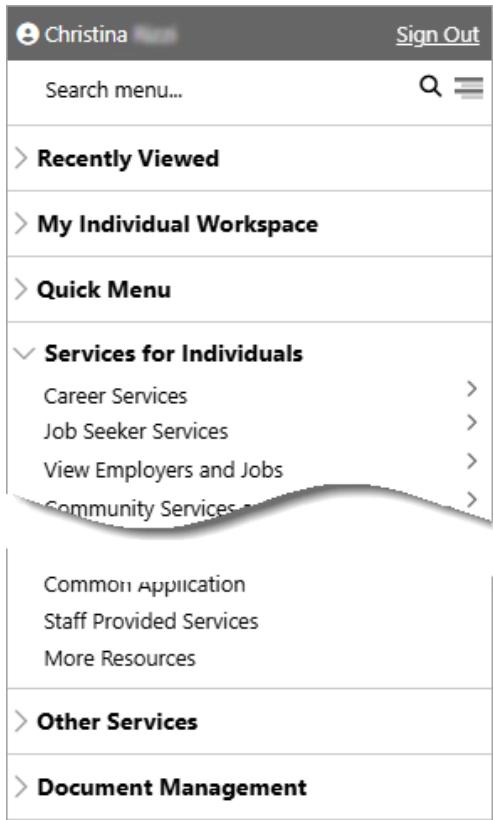
## Where to Find This Feature

- Top of every page in the system

### About the Header Bar

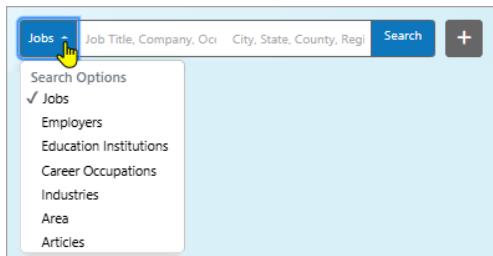
The Header Bar includes the following features:

- **Hamburger Menu** - Select to display the "Left Navigation Menu" on the next page.



#### *Hamburger/Left Navigation Menu*

- **Site Logo** - Select to navigate to the Home page, with an option to sign out first.
- **Quick Search** - Allows you to search for a variety of items in the system, including jobs, employers, and labor market profiles.



#### *Quick Search*

- **Help Center** - Select to display this Help Center site.
- **Profile** - Select to display your personal profile on the General Information tab. From here you can review and modify your profile information. See "[Manage Your Registration Information](#)" on

[page 127](#) for details.

- **Sign Out** - Select to log off the system.

## Steps to Use Quick Search

1. Select the drop-down list to the left of the entry field to choose the desired category of information.
2. Create your search criteria using one of the following methods:
  - Enter keywords in the search box according to your selected category, such as a job title or company name for the *Jobs* category, and select the **Search** button.
  - Select the plus sign icon to the right of the field to open the full search page for the selected information category and enter keywords.
3. Select the desired item from the search results to view the information.

### Related Topics

["2: Build Your Personal Profile" on page 127](#)

["6: Find a Job" on page 276](#)

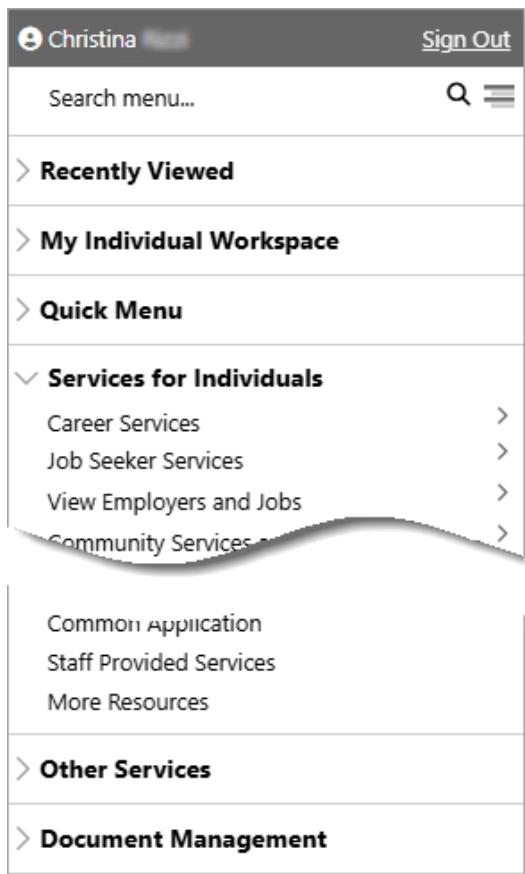
["Left Navigation Menu" below](#)

["Manage Your Registration Information" on page 127](#)

## Left Navigation Menu

### Overview

The Left Navigation Menu provides quick and organized access to the main sections of the system. Whether you are searching for jobs, conducting market research, accessing services, managing résumés, applying for benefits, etc., the left menu is a key tool for moving through the application.



### *Left Navigation Menu*

When not in use, the left menu is hidden by default to maximize real estate on the page.

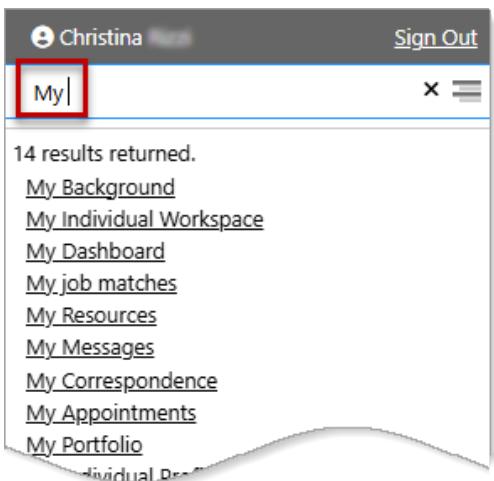
## Where to Find This Feature

- “Hamburger” icon in the upper left corner of the header bar on every page in the system

## About the Left Navigation Menu

The menu appears from the left and the current page is grayed out until a selection is made or the menu is closed. The left navigation menu includes the following features:

- **X** - Select to close the menu, or simply select off the menu anywhere on the grayed-out page.
- **Your name** - Select to display a summary snapshot of your information and a **Personal Profile** link. Select the X to redisplay the menu.
- **Sign Out** - Select to log off the system.
- **Search the menu...** - Enter text to limit the display of left navigation menu options to matching entries. Select the X to clear the field and redisplay all options.



### Searching the Menu

- **Description text toggle** - Select the horizontal lines in the upper right corner of the menu to turn on/off brief descriptions of each menu option.
- **Expand/Collapse arrows** - Lets you display menu/sub-menu options for a single group or main option.

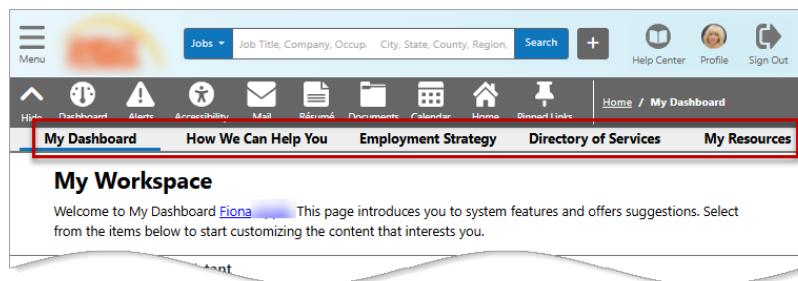
## Related Topics

["Customize the Left Navigation Menu" on page 37](#)

## Dashboard Tabs

### Overview

Dashboard tabs provide convenient access to crucial resources in the system to support your career goals and objectives, and access to services including career and job suggestions, financial planning, training opportunities, unemployment services, and more (see figure below).



### Dashboard Tabs Under the Header Bar - My Dashboard Page

## Where to Find This Feature

- My Dashboard > Dashboard tabs
- Left navigation menu > My Individual Workspace > [your desired tab]

## About the Dashboard Tabs

Dashboard tabs are different aggregations of many of the same system features and include the following:

- **My Dashboard** - This displays collapsible sections for quick access to frequently used options. For more information on each of these sections, see "["My Dashboard" on page 72](#)".
- **How We Can Help You** - This presents the options suggested in Services Preview as tabs. Each tab has links to different views that help you see information on jobs, careers, training, benefits, and other services, based on your background information and preferences. See "["How We Can Help You" on the next page](#)" for more information.
- **Employment Strategy** - This presents a series of strategies and resources to assist you in finding and securing employment. Strategies include how to get classroom training, find a new career, search for a job, get recruited and more. See "["Employment Strategy" on page 58](#)" for more information.
- **Directory of Services** - This presents an alternate path for seeing left navigation menu groups and their options using a full menu page. Each group can be expanded to see short descriptions of each option, rather than selecting the options from the left navigation menu. See "["Directory of Services" on page 63](#)" for more information.
- **My Resources** - This page offers a menu to let you quickly access and manage some common resources for information on your communication and planning in the system, such as: My Messages, My Correspondence, My Appointments, and Upcoming Events. See the topic "["My Resources" on page 68](#)", which summarizes each option in this group.

## Best Practices

Pin links to pages you visit frequently for fast access from the Pinned Links section on the My Dashboard page. See "["Link to Often-Used Pages with Pinned Links" on page 82](#)" for details.

### Related Topics

- ["My Dashboard" on page 72](#)
- ["How We Can Help You" on the next page](#)
- ["Employment Strategy" on page 58](#)
- ["Directory of Services" on page 63](#)
- ["My Resources" on page 68](#)

## How We Can Help You Overview

How We Can Help You provides information, suggestions, and resources across a broad spectrum of system functions to assist you with jobs, financial planning, unemployment, education and training, and more. It consists of a collection of tabs and sub links to allow you to quickly access helpful, frequently used features.



Note: Your site may display different options from those shown here.

**We have found 2 jobs matching your criteria.**

Find a Job	Review the Job Market	Get Recruited & Be Proactive	Explore a New Career	Get Trained	Unemployment Assistance	Plan Your Finances	Review Benefits Available	Other Services
------------	-----------------------	------------------------------	----------------------	-------------	-------------------------	--------------------	---------------------------	----------------

Below are jobs that match your desired occupation in a 50 mile radius from your zip code of 34683. Select a job to learn more.

WARNING: Always be on the lookout for job scams and identity theft! [Learn more about identity theft](#).

▼ Filter      Sorted by Relevance

**Administrative Coordinator**  
 Constellation - Pottstown, PA (Remote Work)  
 First-Line Supervisors of Office and Administrative Support Workers  
 Regular | \$61,200.00-\$68,000.00 Year  
 Corporate - Constellation 6 weeks ago

TOTAL REWARDS Constellation offers a wide range of benefits and rewards to help our employees thrive professionally and personally. We provide competitive compensation and benefits that support both employees and their families, helping them prepare for the future. In addition to highly competitive salaries, we offer a bonus

  
 i View  
a Apply  
s Save  
x Share  
e Select

**Customer Service Manager Part Time**  
 Michaels Stores, Inc. - Sarasota, FL  
 First-Line Supervisors of Office and Administrative Support Workers  
 Regular  
 Corporate - Michaels Stores, Inc. 14 weeks ago

Deliver a customer centric shopping experience by managing and delivering effective front-end operations and expectations. Lead the omnichannel processes. Maintain store recovery standards to deliver our Brand Promises. Deliver friendly customer service. \* Assist Store Manager in leading and managing adherence to Standard Operating

  
 i View  
a Apply  
s Save  
x Share  
e Select

Some employer logos sourced from [Clearbit](#)

Prev 1 2 3 4 5 6 7 8 9 10 Next

10 results per page, showing page 1 of 1

Helpful links to find yourself the ideal job...

[My job matches](#) [All jobs near me](#) [Jobs based on employment history](#) [Jobs in related occupations](#)  
[Current job openings that need your skills](#) [Featured jobs](#)

[My job matches](#)      [Next >> >>](#)

### How We Can Help You - Find a Job Tab

## Where to Find This Feature

- My Dashboard > How We Can Help You tab
- Left navigation menu > My Individual Workspace > How We Can Help You

### About How We Can Help You

The How We Can Help You page offers a tabbed list of resources to support every stage of your career journey. It opens with the Find a Job tab, which is pre-populated with search results tailored to your desired occupation.

How We Can Help You tabs include:

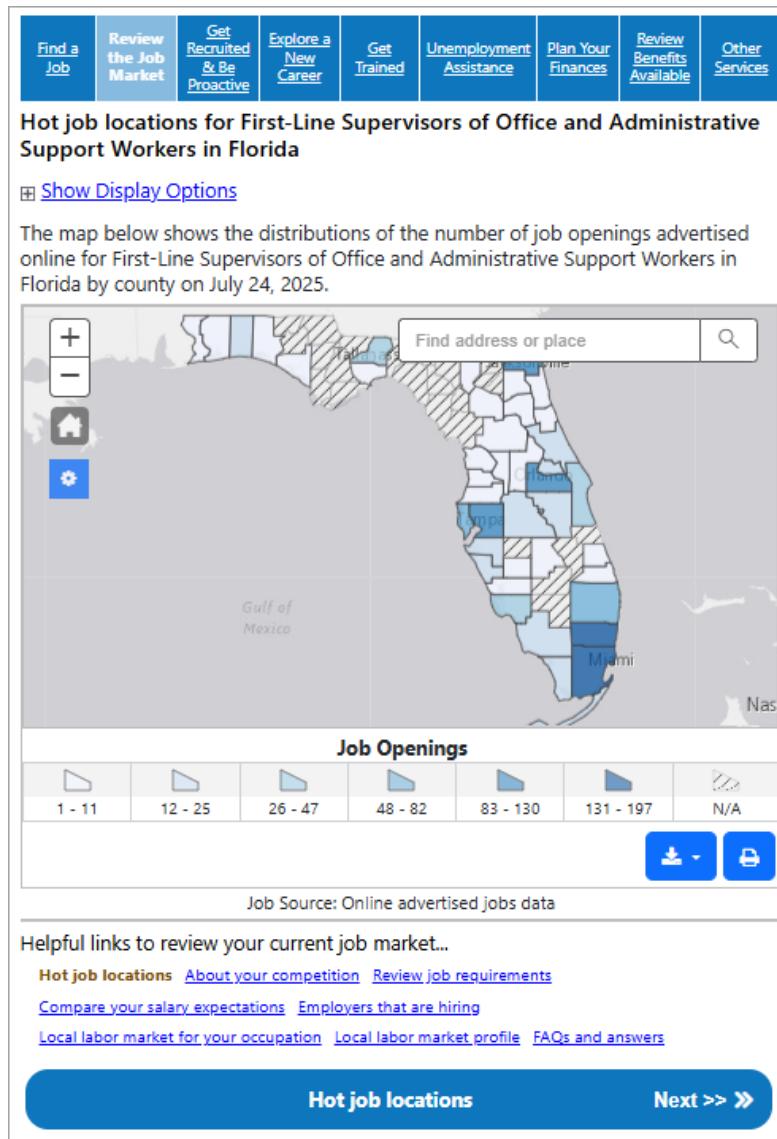
#### Find a Job

This tab lets you view jobs within your local area that match your desired occupation.

- View and apply to matching jobs. See "[6: Find a Job](#)" on page [276](#) for details.
- Use the links below the listed jobs or select **Next** to search **My job matches**, **All jobs near me**, **Jobs based on employment history**, **Jobs in related occupations**, **Current job openings that need your skills**, and **Featured jobs**.

#### Review the Job Market

This tab lets you view information about the current job market for your desired occupation.



### How We Can Help You - Review the Job Market Tab

- Use the map controls to modify the display. See "Employment Strategy" on page 58 for details on map controls.
- Use the links below the map or select **Next** to view **Hot job locations**, **About your competition**, **Review job requirements**, **Compare your salary expectations**, **Employers that are hiring**, **Local labor market for your occupation**, **Local labor market profile**, and **FAQs and answers**.

### Get Recruited & Be Proactive

This tab provides information and resources to market yourself to potential employers.

<a href="#">Find a Job</a>	<a href="#">Review the Job Market</a>	<a href="#">Get Recruited &amp; Be Proactive</a>	<a href="#">Explore a New Career</a>	<a href="#">Get Trained</a>	<a href="#">Unemployment Assistance</a>	<a href="#">Plan Your Finances</a>	<a href="#">Review Benefits Available</a>	<a href="#">Other Services</a>
----------------------------	---------------------------------------	--	--------------------------------------	-----------------------------	---	------------------------------------	---	--------------------------------

#### Post your résumé online

A résumé is a document that is used by a job seeker to present a summary of their educational background, work experience, skillsets, and other qualifications to prospective employers. The résumé is typically the first exposure that an employer has to a job candidate, so it is important that your résumé is clear, concise, and well organized.

Your résumé should be designed to achieve one goal - to motivate an employer to contact you for a job interview. After an employer invites you to interview, your résumé will serve as the primary reference point as you and the employer discuss, examine, and evaluate your qualifications and skills.

Your résumé should direct the employer's attention to aspects of your background that are relevant to the particular position they are hiring to fill. Although résumés can be found in a wide array of structures, formats, and styles, the tools available in this system's Résumé Builder will help you prepare your résumé in a focused, structured manner.

[Go to Employ Florida's Résumé Builder](#)

Helpful links to make yourself available to employers...

[Post your résumé online](#) [Setup your Virtual Recruiter](#) [Contact potential employers](#)

[Post your résumé online](#)

[Next >> »](#)

#### How We Can Help You - Get Recruited & Be Proactive Tab

- Use the links or select Next to [Post your résumé online](#), [Setup your Virtual Recruiter](#), and [Contact potential employers](#).

#### Explore a New Career

This tab provides information and suggestions for alternative occupations based on your skills, interests, and employment goals.

[Find a Job](#)
[Review the Job Market](#)
[Get Recruited & Be Proactive](#)
[Explore a New Career](#)
[Get Trained](#)
[Unemployment Assistance](#)
[Plan Your Finances](#)
[Review Benefits Available](#)
[Other Services](#)

**Occupations that are in demand**

The table below shows a list of occupations that are in demand nationally. The *Related %* column shows how closely related the occupations are to a First-Line Supervisors of Office and Administrative Support Workers.

The job openings and wage values represent information available for Pinellas County, Florida.

Activate a column title to sort.

BRIGHT OUTLOOK NATIONALLY
  BRIGHT OUTLOOK STATEWIDE
  GREEN OCCUPATIONS

Occupation Title	Related %	Preparation Needed	2020 Wages	Job Openings (July 24, 2025)
<a href="#">First-Line Supervisors of Office and Administrative Support Workers</a>	100%	Medium	\$54,330	<a href="#">75</a>
<a href="#">Accountants and Auditors</a>	84%	Considerable	\$65,100	<a href="#">168</a>
<a href="#">Administrative Service Clerks</a>	84%	Medium	\$31,800	<a href="#">8</a>
<a href="#">Equal Opportunity Representatives</a>	84%	Considerable	\$61,120	<a href="#">33</a>
<a href="#">Financial Managers</a>	84%	Considerable	\$118,070	<a href="#">33</a>

⏪ Page 1 of 41 ⏩ Rows 10

Show all occupations, not just occupations that are in demand

Helpful links to match yourself to a new career...

[Find in demand occupations](#)
[New careers that match your job skills](#)  
[New careers that match your interests](#)
[New careers that match what is important to you in a job](#)  
[New careers that match all your assessments](#)
[Find occupations from our Career Ladder](#)

Find in demand occupations
Next >> >>

### How We Can Help You - Explore a New Career Tab

- Use the links in the table to view a detailed occupation profile, required training and education, and current job openings.
- Select the **Show all occupations, not just occupations that are in demand** box to display all occupations.
- Use the links or select **Next** to **Find in demand occupations**, **New careers that match your job skills**, **New careers that match your interests**, **New careers that match what is important to you in a job**, **New careers that match all your assessments**, and **Find occupations from our Career Ladder**.

### Get Trained

This tab provides information on training providers for your desired occupation in your area.

Find a Job	Review the Job Market	Get Recruited & Be Proactive	Explore a New Career	Get Trained	Unemployment Assistance	Plan Your Finances	Review Benefits Available	Other Services
------------	-----------------------	------------------------------	----------------------	-------------	-------------------------	--------------------	---------------------------	----------------

**Relevant Training Courses in Your Area**

The table below shows a list of training providers that offer programs for First-Line Supervisors of Office and Administrative Support Workers within 50 miles of 34683.

No records found
------------------

[ [More Training Search Options](#) ]

Helpful links to find yourself suitable training...

Relevant training courses in your area [Free online training courses](#)

Financial aid available for training in your area

[Relevant training courses in your area](#)      [Next >> »](#)

### *How We Can Help You - Get Trained Tab*

- Select the **More Training Search Options** link to display the Select an Education Program page where you can search for a program.
- Use the links or select **Next** to view **Relevant training courses in your area**, **Free online training courses**, and **Financial aid available for training in your area**.

## Unemployment Assistance

This tab provides information on unemployment benefits, claim filing, and qualifying for benefits.

Find a Job	Review the Job Market	Get Recruited & Be Proactive	Explore a New Career	Get Trained	Unemployment Assistance	Plan Your Finances	Review Benefits Available	Other Services
------------	-----------------------	------------------------------	----------------------	-------------	-------------------------	--------------------	---------------------------	----------------

See if you qualify for unemployment benefits and how you can apply

**Unemployment Benefits**

Each state has a minimum and maximum weekly benefit amount, which is based upon your previous earnings. You must remain eligible for benefits during every week in which you file a claim. Some States allow you to work part time while receiving unemployment benefits, but a portion of those earnings will be deducted from your weekly benefit amount.

**Filing**

A claim for unemployment benefits should be made as soon as possible after you lose your job, or have your hours reduced. Some States allow you to apply for benefits over the phone or on the Internet, and all States have local State Unemployment Insurance agencies that process claims in person.

**Eligibility**

You will be required to meet certain standards in order to qualify for unemployment benefits. These standards typically include: amount of money you earned in the past, the ability to accept new employment, and absence of disqualifying conditions.

Helpful links to assist you in researching, claiming and managing your unemployment assistance...

[See if you qualify for unemployment benefits and how you can apply](#)

### *How We Can Help You - Unemployment Assistance Tab*

- Select the **Unemployment Benefits** link to display information on unemployment benefits for your state.
- Select the **Filing** link to display information about unemployment claim filing for your state.
- Select the **Eligibility** link to display information about unemployment eligibility requirements for your state.

## Plan Your Finances

This tab provides budget planning and financial aid information.

Find a Job   Review the Job Market   Get Recruited & Be Proactive   Explore a New Career   Get Trained   Unemployment Assistance   **Plan Your Finances**   Review Benefits Available   Other Services

**Plan your overall budget**

Paying for training or educational programs can be a challenge, even for those who are currently employed. It's important to know how much money you have available, what your monthly expenses are, and how much is left over for additional expenses you might take on.

Visit the [Overall Budget Planning](#) section to evaluate your monthly budget and explore potential sources of additional income.

Helpful links to assist you in planning your finances...

[Plan your overall budget](#) [Plan your training budget](#) [Plan for loss of income](#) [Financial Aid that is available](#)

[Plan your overall budget](#)   [Next >> »](#)

### How We Can Help You - Plan Your Finances Tab

- Select the **Overall Budget Planning** link to display an Overall Budget Analysis page where you can develop a monthly budget and explore jobs paying enough to meet your expenses.
- Use the links or select **Next** to **Plan your overall budget**, **Plan your training budget**, **Plan for loss of income**, and view **Financial Aid that is available**.

## Review Benefits Available

This tab provides information about community and social service benefit programs available for eligible individuals.

Find a Job	Review the Job Market	Get Recruited & Be Proactive	Explore a New Career	Get Trained	Unemployment Assistance	Plan Your Finances	Review Benefits Available	Other Services
------------	-----------------------	------------------------------	----------------------	-------------	-------------------------	--------------------	---------------------------	----------------

Find more information about health, financial, and other community assistance services for which you might be eligible

There are a wide variety of community and social service benefit programs available for eligible individuals. These programs include low-cost health care, resources for children and families, and temporary financial assistance.

Visit the [Community Services](#) section for more information about these topics, as well as resources for caregivers, legal issues, government benefit programs, and volunteering in your community.

Helpful links to assist you in researching benefits...

[See if you qualify for benefits to assist you with employment and training and how you can apply](#)

### How We Can Help You - Review Benefits Available Tab

- Select the **Community Services** link to display a Community Services and Benefits menu page where you can select Eligibility Requirements and Programs and Services options to see what programs and benefits you may be eligible for.
- To launch the Common Application Wizard, select the **See if you qualify for benefits to assist you with employment and training and how you can apply** link.

## Other Services

This tab provides service information for veterans, seniors, disabled individuals, and youth.

Find a Job	Review the Job Market	Get Recruited & Be Proactive	Explore a New Career	Get Trained	Unemployment Assistance	Plan Your Finances	Review Benefits Available	Other Services
------------	-----------------------	------------------------------	----------------------	-------------	-------------------------	--------------------	---------------------------	----------------

Check out our services for veterans

Active duty military, their dependents, and veterans can access information about special benefit programs their service has entitled them to receive in the system's Veteran Services section.

Visit [Veteran Services](#) for information of interest to veterans and their families, including employment assistance, disabled veterans resources, veterans organizations, Veterans Affairs (VA) services, and more.

Helpful links to other services that may assist you

[Check out our services for veterans](#) [Check out our services for youth](#) [Check out our services for seniors](#)  
[Check out our services for the disabled](#) [Review our staff provided services](#)  
[Need help? Access the Assistance center](#)

[Check out our services for veterans](#) Next >> »

### How We Can Help You - Other Services Tab

- Select the **Veteran Services** link to display the Veteran Services page, where you can find information about available Veteran Programs.

- Use the links or select **Next** to **Check out our services for veterans**, **Check out our services for youth**, **Check out our services for seniors**, **Check out our services for the disabled**, **Review our staff provided services**, and **Need help? Access the Assistance center**.

## Related Topics

- "Employment Strategy" below
- "6: Find a Job" on page 276
- "13: Find Community Support Services" on page 417
- "12: Explore Financial Resources" on page 404
- "Investigate Labor Market Information" on page 181
- "Monitor Your Progress with Your Statistics" on page 112
- "4: Plan Your Education and Training" on page 211

## Employment Strategy

### Overview

The Employment Strategy tab identifies a series of strategies to assist you in quickly finding a new job that matches your background and resources to assist you in finding and securing employment. Strategies include how to get classroom training, find a new career, search for a job, get recruited, and more.

## Where to Find This Feature

- My Dashboard > Employment Strategy tab
- My Dashboard > My Dashboard Assistant > Employment Strategy
- Left navigation menu > My Individual Workspace > Employment Strategy
- Header Bar > Profile icon > My Individual Plans > Employment Plan Profile > Employment Strategy

## About Employment Strategy

The Employment Strategy tab is divided into sections, each with information and a specific recommendation for achieving your employment goals and objectives. Available strategies and resources include the following:

### Your Job Search Strategy

This strategy provides metrics on your jobs viewed and applied for, and also notification of available positions matching your desired occupation.

- To view available jobs matching your desired occupation, select the **View these jobs** link.

## Your Strategy to Get Recruited

This strategy provides résumé information and advice, and indicates how many active résumés you have.

- To create, view, and manage your résumés, select the **Access the Résumé Builder** link.

## Your Strategy to Be Proactive Using Virtual Recruiter

This strategy uses job notifications to alert you when new openings match your search criteria. You can set up alerts to run automatically—daily, weekly, or monthly—and receive updates in your Message Center and/or email. This section explains how the Virtual Recruiter works and shows how many are currently active for you.

- To open the Virtual Recruiter Setup page, select the **Access the Virtual Recruiter** link.

## Your Strategy to Navigate the Local Job Market

This strategy provides information about the local job market according to your selected occupation). The information displayed is configurable to allow you to see different facets of the market for your occupation.

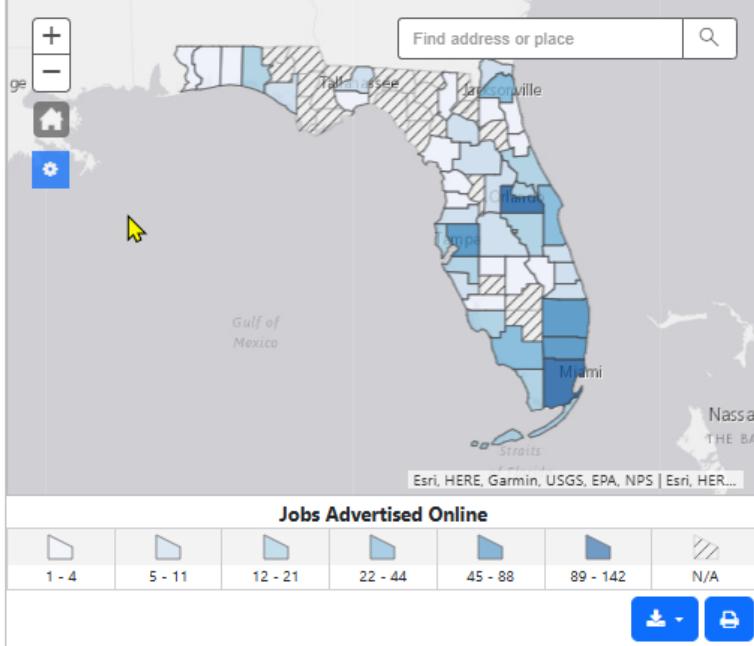
## Your Strategy to Navigate the Local Job Market



The average wage for Chefs and Head Cooks in Pinellas County is \$55,330.00. There are currently 21 job openings advertised online for Chefs and Head Cooks in Pinellas County. There are 218 other job seekers currently on the system looking for these jobs.

**Data item to display:**  **Display:**

The map below will show you a break down of available jobs across the state.



Job Source: Online advertised jobs data

[View more detailed information about the local job market for Chefs and Head Cooks.](#)

### *Employment Strategy - Navigating the Local Job Market*

#### Options to Navigate the Local Job Market

- Select the information to be viewed from the **Data item to display** drop-down list (*Jobs*, *Competition*, or *Wages*).
- Select whether to view the information in a *Map* or a *Table* using the **Display** drop-down list.
- Hover over the map to display additional map controls:

To...	Do This:
Zoom in or out on the map	Use the plus and minus icons
Reset the zoom and location back to default	Select the home icon
Move the map to a different location	Enter an address, city, state, ZIP code, etc., in the search box or click and drag directly on the map
Display the Map Options menu	Select the map options (gear) icon
Add information layers to the map	Select the option buttons
Modify map display colors	Select the <b>Change Color Scheme</b> link
Display annotation tools to add labels and graphics to the map	Select the pencil icon
Download or print the map display (including your selected options)	Use the export and print buttons at the bottom

- To view job openings for your selected occupation, click the links in the *Jobs* and *Competition* table displays.
- To view additional information and links to more resources, select the **View more detailed information about the local job market for [your occupation]** link.

## Your Career Match

This Employment Strategy section provides information about the average salary, education requirements, and expected experience for your desired occupation.

- To view additional information about the various aspects of Your Career Match, select the links in each information category.

## Your Strategy to Find a New Career

This strategy allows you to explore alternative career paths based on your skill set.

- To view more information, options, and suggestions about alternative careers, select the links in each information category.

## Your Strategy to Get Classroom Training

This strategy provides information about on-site training programs that can improve your skills and knowledge for your desired occupation.

- To view more information on training programs and benefits, select the links.

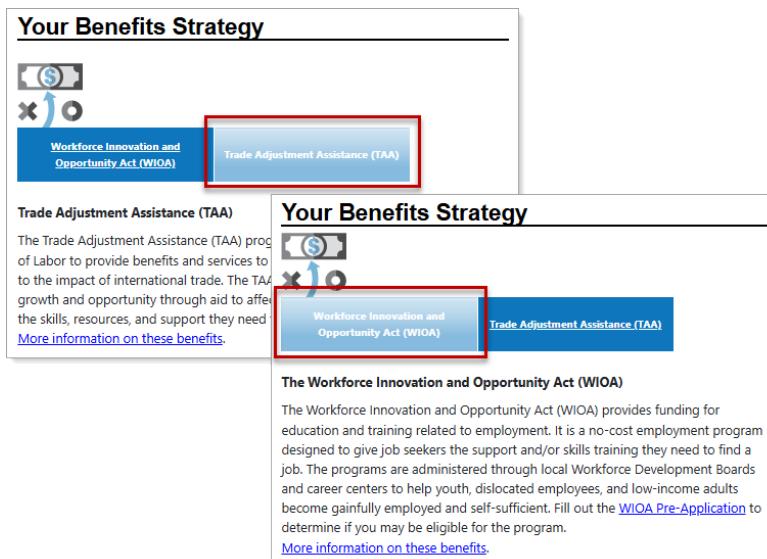
## Your Strategy to Get Trained Online

This strategy provides information about online training programs that can improve your skills and knowledge for your desired occupation.

- To view more information about online training programs and benefits, select the **View these online courses** link.

## Your Benefits Strategy

This strategy provides information about benefits, programs, and services for which you may qualify.



**Your Benefits Strategy**



**Workforce Innovation and Opportunity Act (WIOA)** **Trade Adjustment Assistance (TAA)**

**Trade Adjustment Assistance (TAA)**

The Trade Adjustment Assistance (TAA) program of Labor to provide benefits and services to help workers affected by the impact of international trade. The TAA provides growth and opportunity through aid to affected workers to help them develop the skills, resources, and support they need. [More information on these benefits.](#)

**Your Benefits Strategy**



**Workforce Innovation and Opportunity Act (WIOA)** **Trade Adjustment Assistance (TAA)**

**The Workforce Innovation and Opportunity Act (WIOA)**

The Workforce Innovation and Opportunity Act (WIOA) provides funding for education and training related to employment. It is a no-cost employment program designed to give job seekers the support and/or skills training they need to find a job. The programs are administered through local Workforce Development Boards and career centers to help youth, dislocated employees, and low-income adults become gainfully employed and self-sufficient. Fill out the [WIOA Pre-Application](#) to determine if you may be eligible for the program. [More information on these benefits.](#)

### *Employment Strategy - Benefits Strategy*

- Select the program header link to display information and links to additional resources for that program.

## Other Resources Available

This Employment Strategy section provides convenient links to areas in the system related to your employment goals and objectives.

- To view additional information and resources to help you plan and carry out your employment strategy, select the links.

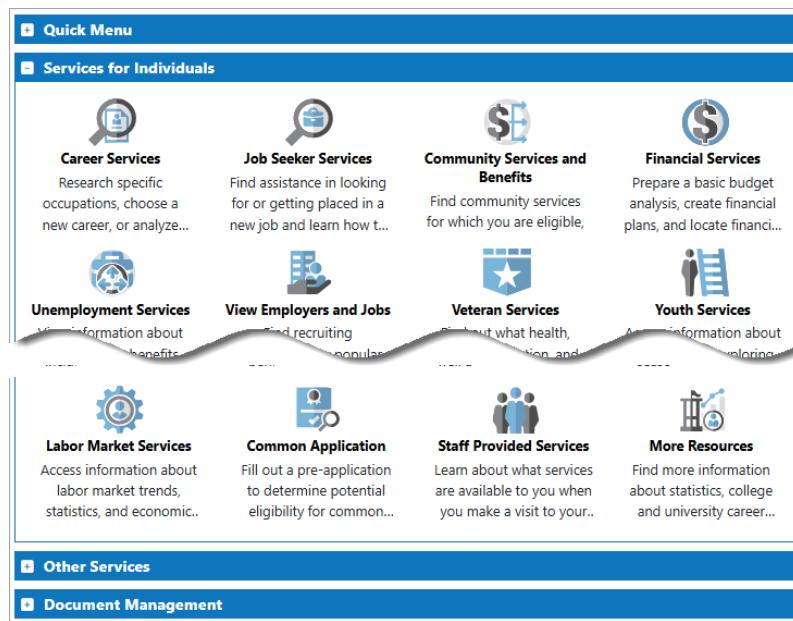
## Related Topics

- "3: Explore Careers and Occupations" on page 146
- "6: Find a Job" on page 276
- "12: Explore Financial Resources" on page 404
- "My Resources" on page 68
- "4: Plan Your Education and Training" on page 211

## Directory of Services

### Overview

The Directory of Services page is an alternative way to see all the system features and menu options from a full page, rather than selecting them from the "Left Navigation Menu" on page 46.



**Quick Menu**

**Services for Individuals**

- Career Services**  
Research specific occupations, choose a new career, or analyze...
- Job Seeker Services**  
Find assistance in looking for or getting placed in a new job and learn how to...
- Community Services and Benefits**  
Find community services for which you are eligible...
- Financial Services**  
Prepare a basic budget analysis, create financial plans, and locate financi...
- Unemployment Services**  
View information about benefits...
- View Employers and Jobs**  
Find recruiting opportunities...
- Veteran Services**  
Find out what health, education, and...
- Youth Services**  
Access information about exploring...
- Labor Market Services**  
Access information about labor market trends, statistics, and economic...
- Common Application**  
Fill out a pre-application to determine potential eligibility for common...
- Staff Provided Services**  
Learn about what services are available to you when you make a visit to your...
- More Resources**  
Find more information about statistics, college and university career...

**Other Services**

**Document Management**

#### Directory of Services Page - Services for Individuals



Note: Your site may display different options from those shown here.

## Where to Find This Feature

- Left navigation menu > My Individual Workspace > Directory of Services
- My Dashboard > Directory of Services tab

- Footer Bar > Services > Individual

## About the Directory of Services

The Directory of Services page displays with the Services for Individuals menu group expanded on the page (see figure above). On this page, each menu group is shown as a panel. You can expand each panel by selecting it to see descriptions of the menu options, and options to access that area of the system. Directory of Services includes the following panels:

### Services for Individuals

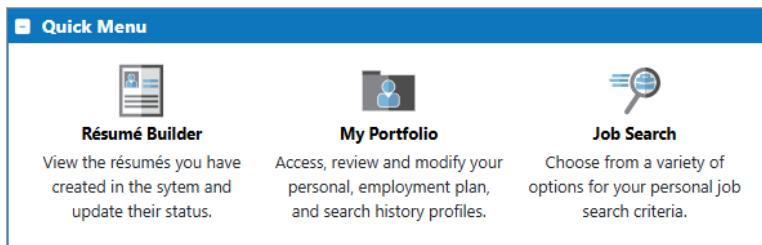
The Services for Individuals panel offers a comprehensive suite of resources designed to support every stage of your employment and personal development. From career exploration and job search assistance to financial planning, education, and community support, these services are tailored to meet a wide range of needs.

- **Career Services** - Research occupations and careers, or analyze your skills to identify a suitable occupation. See ["3: Explore Careers and Occupations" on page 146](#) for details.
- **Job Seeker Services** - Find assistance in locating a job and getting employed and learn how to develop effective résumé and cover letters.
- **Community Services** - Find community services and benefits for which you may be eligible, such as health, welfare, nutrition, and financial assistance. See ["13: Find Community Support Services" on page 417](#) for details.
- **Financial Services** - Prepare a basic budget analysis, create financial plans, and find financial aid for your training and education. See ["12: Explore Financial Resources" on page 404](#) for details.
- **Unemployment Services** - View information on what benefits you are eligible for and how to file for them.
- **View Employers and Jobs** - Find hiring employers and research the company before applying to openings. See ["Employer Profile" on page 207](#) for details.
- **Veteran Services** - Find out what benefits are available for veterans and their dependents, such as health, pension, education, and vocational rehabilitation.
- **Youth Services** - Access information about finding a job or career and explore alternative paths for youth after high school.
- **Senior Services** - Find information on topics of interest to seniors, such as health care, employment and federal benefit programs.
- **Disability Services** - Find information about services in your area for people with disabilities, including employment, health, and financial resources.
- **Education Services** - Find a suitable training or education program, and view information on training providers and schools.
- **Farmworker Services** - View information on seasonal and migrant farmworkers (MSFWs).

- **Labor Market Services** - Access information about labor market trends, statistics, economics, demographics, and more.
- **Workplace Training** - Find information on workplace training, such as on-the-job training, internships, and apprenticeships. See "[Research Training/Education Programs](#)" on page 215 for details.
- **Common Application** - Fill out a pre-application to determine potential eligibility for common programs, such as WIOA, Wagner-Peyser, and others.
- **Staff Provided Services** - Discover what services are available when you visit your local One-Stop Career Center. See "[14: Staff-Assisted Services and Benefits Programs](#)" on page 425 for details.
- **More Resources** - View more information about statistics, college and university career centers, and state and local partners.

## Quick Menu

The Quick Menu contains essential career tools that are used by individuals most frequently. Whether fine-tuning your résumé, detailing your profiles, or searching for your next big opportunity, the Quick Menu puts everything you need right at your fingertips.



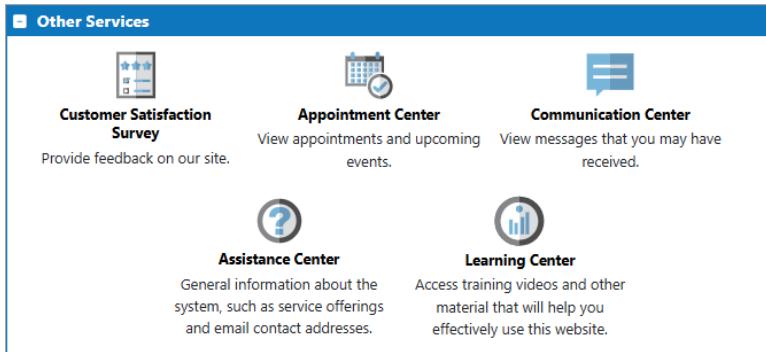
### Directory of Services - Quick Menu

- **Résumé Builder** - Create, upload, and manage your résumés using a variety of tools to help you design an effective introduction to employers. See "[5: Manage Your Résumés](#)" on page 239 for details.
- **My Portfolio** - Review and manage your profiles, including Personal, Search History, Employment Plan, and more. See "[Manage Your Background Information](#)" on page 132 for details.
- **Job Search** - Perform a variety of job searches to find your next opportunity. See "[6: Find a Job](#)" on page 276 for details.

## Other Services

The Other Services panel provides helpful tools to enhance your experience and support your use of the system. From managing appointments and communications to accessing tutorials and submitting

feedback, these features are designed to keep you informed, organized, and up to date.



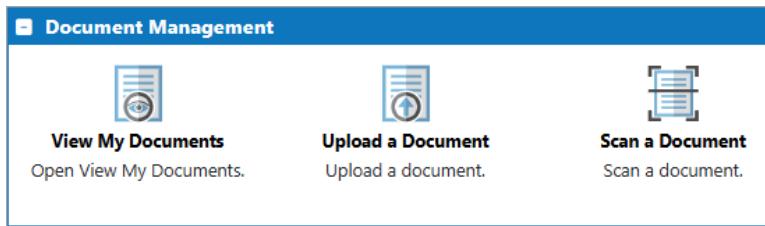
### Directory of Services - Other Services

- **Customer Satisfaction Survey** - Submit feedback on the system with an easy-to-use form that includes an opportunity to provide comments.
- **Appointment Center** - View your appointment and event calendars, and make appointment requests to staff. See ["11: Manage Your Appointment and Event Calendars" on page 393](#) for details.
- **Communication Center** - Displays the Communication Center menu page where you can select options to view messages, manage your correspondence, set up communications templates, and more. See ["10: Manage Your Messages and Letters" on page 375](#) for details.
- **Learning Center** - Access training videos and other material to help you effectively use the system, *Individual Services User Guide*. See ["Find Tutorials and Training Videos" on page 124](#) for details
- **Assistance Center** - Contains general information about the system, such as service offerings, quick reference cards, site search, and more. See ["Find Other Kinds of Assistance" on page 125](#) for details.

## Document Management

For sites that include this module, the Document Management panel provides quick access to tools for organizing and submitting your personal documents. Whether you are uploading, scanning, or viewing existing documents, this panel helps you keep all your important items—like employment records, certifications, and identification—in one secure, easy-to-manage location.

Your site may display different options from those shown here.



### *Directory of Services - Document Management*

- **View My Documents** - Display the Documents tab of your personal profile. See "[Manage Your Documents](#)" on page 139 for details.
- **Upload a Document** - Upload a document. See "[Upload a Document](#)" on page 142 for details.
- **Scan a Document** - Scan and upload a document. See "[Scan a Document](#)" on page 143 for details.



Note: If a selected option opens a lower-level menu page with additional choices, such as with *Job Seeker Services*, those menu pages have a **Return to Directory of Services** button at the bottom.

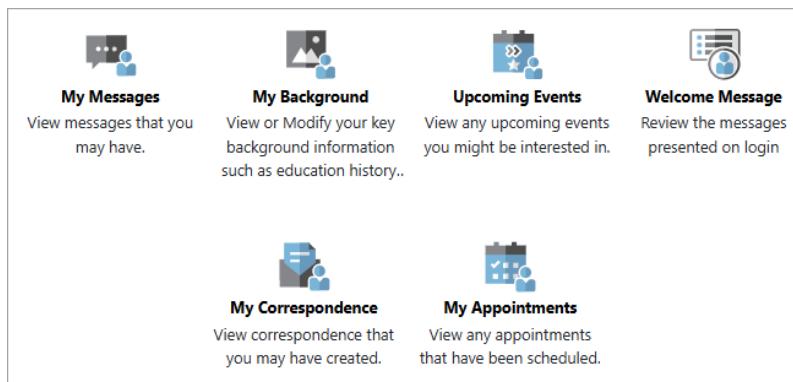
## Related Topics

- ["Employer Profile" on page 207](#)
- ["3: Explore Careers and Occupations" on page 146](#)
- ["12: Explore Financial Resources" on page 404](#)
- ["6: Find a Job" on page 276](#)
- [Find Community Support Services](#)
- ["Find Other Kinds of Assistance" on page 125](#)
- ["Find Tutorials and Training Videos" on page 124](#)
- ["12: Explore Financial Resources" on page 404](#)
- ["Left Navigation Menu" on page 46](#)
- ["11: Manage Your Appointment and Event Calendars" on page 393](#)
- ["Manage Your Background Information" on page 132](#)
- ["Manage Your Documents" on page 139](#)
- ["10: Manage Your Messages and Letters" on page 375](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["4: Plan Your Education and Training" on page 211](#)
- ["Research Training/Education Programs" on page 215](#)
- ["Scan a Document" on page 143](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["Upload a Document" on page 142](#)

## My Resources

### Overview

The My Resources tab provides links to system features that you may use on a regular basis, such as messages, your profile, appointments, and events.



### *My Resources Tab Menu Options*

## Where to Find This Feature

- My Dashboard > My Resources tab
- Left navigation menu > My Individual Workspace > My Resources

## About My Resources

The My Resources tab provides options to allow you to quickly access the latest status of frequently changing key information items, including the following:

- **My Messages**- Displays the Messages tab of your Communications profile. See "[10: Manage Your Messages and Letters](#)" on page 375 for details.
- **My Background**- Displays the Background tab of your Personal profile. See "[Manage Your Background Information](#)" on page 132 for details.
- **Upcoming Events**- Displays the Calendar of Events page where you can search for upcoming events, such as job fairs, workshops, group meetings, and more. See "[11: Manage Your Appointment and Event Calendars](#)" on page 393 for details.
- **Welcome Message**- Displays the opening pop-up messages you see upon logging in to the system.
- **My Correspondence**- Displays the Letter Center where you can create and manage letters you can use in the system (e.g., a cover letter you can use for job applications). See "[10: Manage Your Messages and Letters](#)" on page 375 for details.
- **My Appointments** - Displays your Appointment Calendar, where you can request and add appointments. See "[11: Manage Your Appointment and Event Calendars](#)" on page 393 for details.

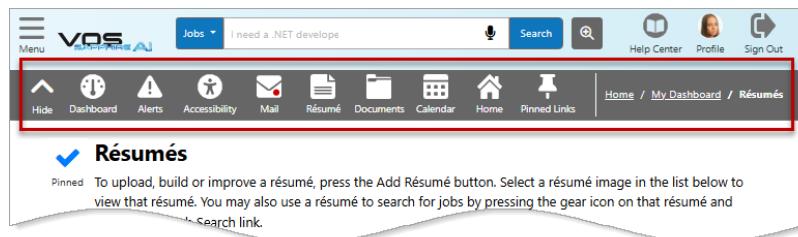
## Related Topics

- "13: Find Community Support Services" on page 417
- "12: Explore Financial Resources" on page 404
- "How We Can Help You" on page 50
- "11: Manage Your Appointment and Event Calendars" on page 393
- "Manage Your Background Information" on page 132
- "10: Manage Your Messages and Letters" on page 375
- "4: Plan Your Education and Training" on page 211

# Top Menu Bar

## Overview

The top menu bar is your primary go-to for functions in the system you use on a regular basis, such as mail, calendar, résumés, etc.



*Top Menu Bar*

## Where to Find This Feature

- Under the header bar at the top of every page

## About the Top Menu Bar

The top menu bar is always available and includes the following options:

### Top Menu Bar Icons

Icon	Select to...
Hide	Hide the icon labels. Select again to redisplay them.
Dashboard	Display the "My Dashboard" on page 72 page.

### Top Menu Bar Icons (continued)

Icon	Select to...
Alerts	View current system alerts.
Accessibility	Display the accessibility controls. See <a href="#">"Set Accessibility Options" on page 35</a> for details.
Mail	Display your messages. A red dot on the icon indicates unread messages in your inbox. See <a href="#">"10: Manage Your Messages and Letters" on page 375</a> for details.
Résumé	Display your résumés. See <a href="#">"5: Manage Your Résumés" on page 239</a> for additional information.
Documents	Display your uploaded documents. See <a href="#">"Manage Your Documents" on page 139</a> for details.
Calendar	Display your appointment calendar. A red dot indicates an upcoming appointment or event. See <a href="#">"Manage Your Appointment Calendar" on page 398</a> for additional information.
Home	Display your site Home page. You are given the option stay signed in or sign out before viewing the page.
Pinned Links	Choose from links to pages you have pinned for fast access. See <a href="#">"Link to Often-Used Pages with Pinned Links" on page 82</a> for details.
Breadcrumbs	Each system page you visit displays as a link to the right of the top menu bar icons. Select the appropriate link to immediately access the desired page.

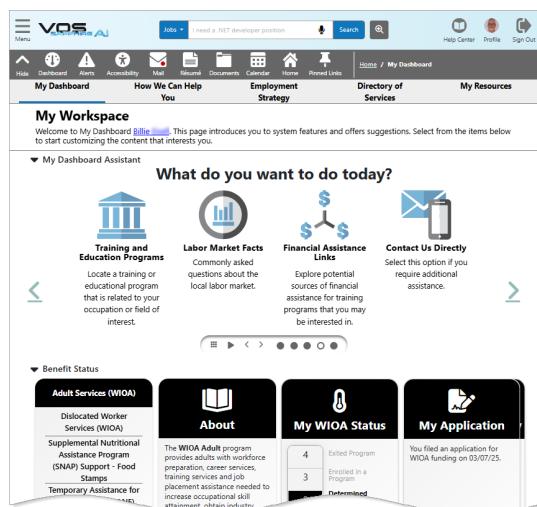
## Related Topics

- ["6: Find a Job" on page 276](#)
- ["Link to Often-Used Pages with Pinned Links" on page 82](#)
- ["11: Manage Your Appointment and Event Calendars" on page 393](#)
- ["Manage Your Documents" on page 139](#)
- ["10: Manage Your Messages and Letters" on page 375](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["My Dashboard" below](#)
- ["Set Accessibility Options" on page 35](#)
- ["9: Track Your Employment Activities" on page 368](#)

# My Dashboard

## Overview

My Dashboard gives you a snapshot and quick access to many areas in the system with tools, links, and configurable widgets that you can organize by collapsible sections. The My Dashboard page is accessible from different locations in the system.



### My Dashboard

## Where to Find This Feature

- Top menu bar > Dashboard icon
- Left navigation menu > My Individual Workspace > My Dashboard

- Return to Dashboard buttons located at the bottom of some pages

## About My Dashboard



Note: Your site may display different options from those shown here.

On the My Dashboard page, there are several sections that you can collapse or expand. Each section is introduced below and links to detailed information.

- ["Access Key Features from the Dashboard Assistant" on the next page](#) - Displays as a rotating "What do you want to do today?" carousel of quick links to suggested services or options in the system.
- ["Monitor Your Unemployment Claim" on page 80](#) - Displays unemployment claim information, including current claim status, file certification, work search information, and more.
- ["View Your Benefit Status" on page 78](#) - Provides information and links to federal programs such as Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance, (TAA), and more.
- ["Read Site News and Announcements" on page 76](#) - Presents informational items of interest to you that may include job fairs or market information. Most items include links to additional details.
- ["Discover Key Activities with Services Preview" on page 81](#) - Displays as a rotating carousel of quick links to resources and information to help you plan and execute a strategy designed to meet your career goals, including information on jobs, employers, education and training opportunities, financial planning, and more.
- ["Explore Your Personalized Job Matches" on page 276](#) - Displays as a rotating carousel of jobs based on a selected category, such as your desired occupation or recent searches.
- ["Advance Your Career with Paths" on page 84](#) - Displays as a rotating carousel of quick links to career enhancement options, such as improving your profile, Alison training courses, assessment tools, and more.
- ["Access Key Tools through Widgets" on page 87](#) - Displays a wide range of information widgets, each with links to key areas of the system. You can configure the widgets to display in your preferred arrangement so you can view and focus on features and information you use the most.
- ["Monitor Your Progress with Your Statistics" on page 112](#) - Displays a variety of metrics on your system activities, such as job searches, résumé updates, messaging, and more.

## Related Topics

- "Access Key Features from the Dashboard Assistant" below
- "Access Key Tools through Widgets" on page 87
- "Advance Your Career with Paths" on page 84
- "Configure Your Dashboard Sections and Widgets" on page 41
- "Discover Key Activities with Services Preview" on page 81
- "Explore Your Personalized Job Matches" on page 276
- "Monitor Your Progress with Your Statistics" on page 112
- "Monitor Your Unemployment Claim" on page 80
- "Read Site News and Announcements" on page 76
- "View Your Benefit Status" on page 78

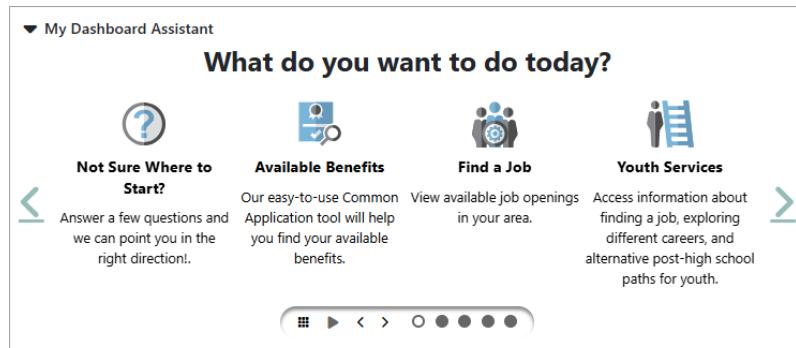
## Access Key Features from the Dashboard Assistant

### Overview

One of the most powerful tools available to job seekers is *My Dashboard Assistant*, which presents helpful features to both guest and registered users.

Guests and registered users can select the *Not Sure Where to Start?* option to answer a few quick questions about their situation. Based on their responses, they receive personalized suggestions for services and programs that can help them succeed.

Registered individuals receive intelligent suggestions based on their daily activity of things they need to do or routinely do, such as check their messages, perform job searches, manage their résumés and Virtual Recruiters, or contact their local office.



*My Dashboard Assistant Section*

## Where to Find This Feature

- My Dashboard > My Dashboard Assistant section

### About My Dashboard Assistant

From My Dashboard Assistant, you can perform the following:

- **Select an option-** Select any of the options to navigate to the information resource; for example, selecting **Job Seeker Services** displays a menu of options to assist you in securing employment, such as Résumé Builder, Interview Training, Employers Posting Jobs, and more.
- **Change the view-** Select the grid icon in the carousel controls to display all of the options at one time on the page. Select the button at the bottom of the section to return to the carousel view.
- **Use the carousel controls** - You can use the carousel control icons to pause the rotation, page left and right, and select a panel directly.
- **Collapse the section-** Select the arrow next to the section title to collapse or expand the Dashboard Assistant section as needed.

### Not Sure Where to Start?

The system is a robust platform offering a wide range of services to meet the needs of many different clients. With so many features, links, widgets, and resources available, it's easy to feel overwhelmed at first. The *Not Sure Where to Start?* tool gets you pointed in the right direction by assessing your needs and goals with a short questionnaire and providing personalized recommendations for services, programs, and benefits based on your responses.

To complete the questionnaire:

1. Select the *Not Sure Where to Start?* option. The first page introduces the questionnaire and explains its purpose. Select the **Next** button to continue to the first question.
2. Answer questions about your age, education level, employment status, income, job hunting challenges, etc. using the option buttons and selecting the **Next** button after each answer.
3. On the last page, select the **View Suggestions** button. A personalized carousel similar to the dashboard assistant appears, showing tailored service options just for you.
4. Select any of the options to learn more about relevant programs, services, and benefits designed to meet your specific needs.

### Related Topics

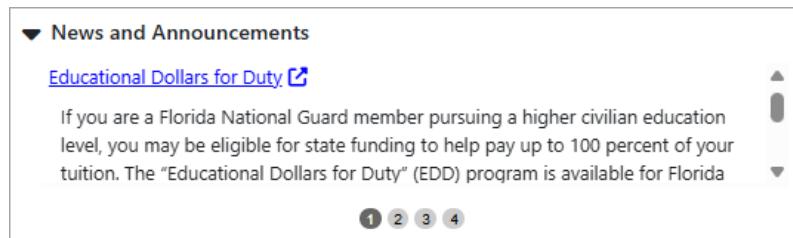
["Find Other Kinds of Assistance" on page 125](#)

["Directory of Services" on page 63](#)

## Read Site News and Announcements

### Overview

The News and Announcements section of the dashboard presents informational items of interest to you that may include job fairs or market information. Most items include links to additional details.



News and Announcements

[Educational Dollars for Duty](#)

If you are a Florida National Guard member pursuing a higher civilian education level, you may be eligible for state funding to help pay up to 100 percent of your tuition. The "Educational Dollars for Duty" (EDD) program is available for Florida

1 2 3 4

*My Dashboard - News and Announcements*

## Where to Find This Feature

- My Dashboard > News and Announcements section

### About News and Announcements



Note: Your site may not include this optional feature.

From the News and Announcements section, you can perform the following:

- **View additional information** - Select the link to navigate to the information resource; for example, selecting the Educational Dollars for Duty link in the above image opens the Educational Dollars for Duty page on the Department of Military Affairs website.
- **See additional items** - Select the page numbers at the bottom to view other news and announcements.
- **Collapse the section** - Select the arrow next to the section title to collapse or expand the News and Announcements section as needed.

### Related Topics

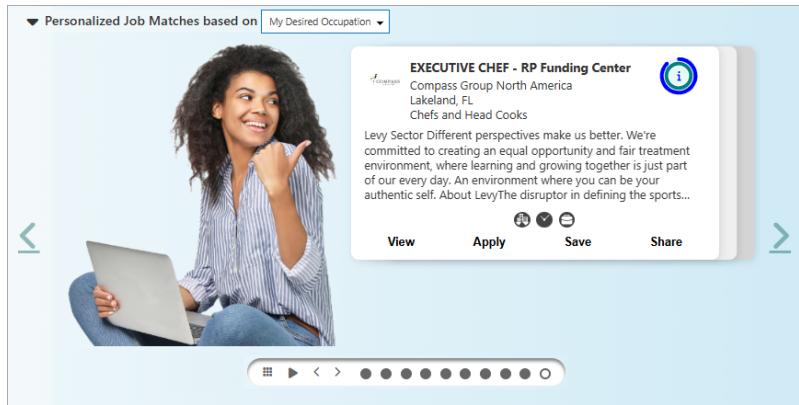
["Configure Your Dashboard Sections and Widgets" on page 41](#)

["My Dashboard" on page 72](#)

## Explore Your Personalized Job Matches

### Overview

The Personalized Job Matches section on My Dashboard provides quick access to current jobs based on a selected category, such as your recent searches or your desired occupation. Job matches are presented in a rotating carousel that displays the job summary and links to indicate interest.



*Personalized Job Matches Section on Dashboard*

### Where to Find This Feature

- My Dashboard > Personalized Job Matches section

### About Personalized Job Matches



Note: Your site may display different options from those shown here.

The following table describes the options available in this section.

#### Personalized Job Matches Functions

To...	Do This:
See how well you match	Hover over the match icon to view your match percentages for general requirements, skills, and specialized requirements.
View job requirements	Hover over the icons under the summary description to display the job requirements.

### Personalized Job Matches Functions (continued)

To...	Do This:
View or apply for a job	Select the <b>[job title]</b> , <b>View</b> or <b>Apply</b> links to open the Job Details page, where you can see all the information about the job and apply for it if you wish. See " <a href="#">7: Apply for Jobs</a> " on page 334 for details.
Save a job	Select the <b>Save</b> link to save the job to the Saved Jobs tab in your Employment Plan Profile. The link in the Carousel changes to <b>Remove</b> to remove the job from your Saved Jobs list, if desired. See " <a href="#">Save Jobs as Favorites</a> " on page 318 for additional information.
Share a job	Select the <b>Share</b> link to open the Job Details page with a pop-up displayed to " <a href="#">Share Jobs on Social Media and Email</a> " on page 321.
Use the carousel controls	You can use the carousel control icons to pause the rotation, change the view, page left and right, and select a panel directly.
Collapse/expand the Personalized Job Matches section	Select the arrow to the left of the section title.

#### Related Topics

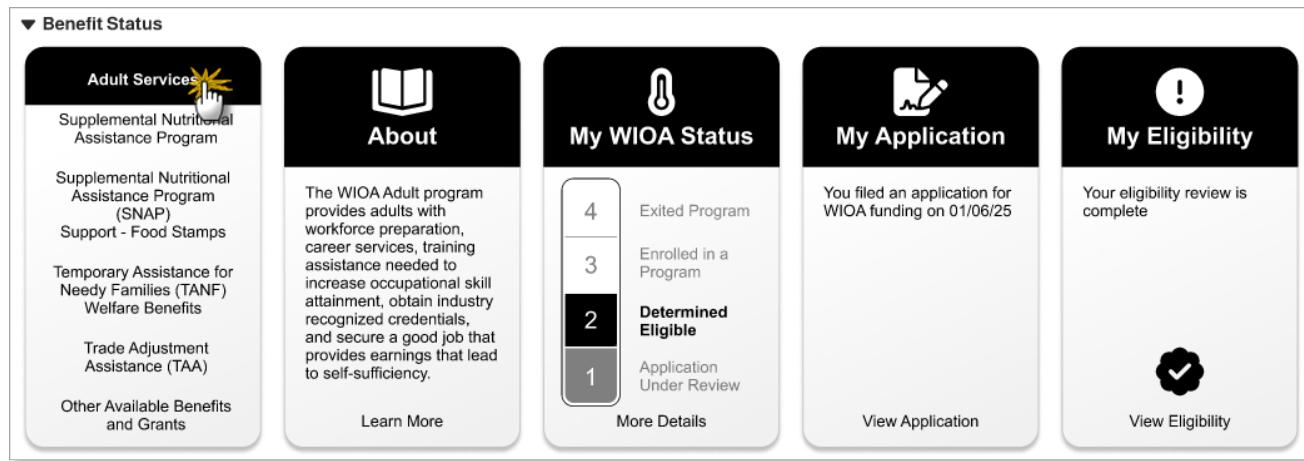
- ["7: Apply for Jobs" on page 334](#)
- ["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#)
- ["6: Find a Job" on page 276](#)
- ["Save Jobs as Favorites" on page 318](#)
- ["Share Jobs on Social Media and Email" on page 321](#)

## View Your Benefit Status

### Overview

If you are enrolled in any federal benefit programs, such as WIOA, SNAP, or Trade, the Benefit Status section of the dashboard allows you to easily track your current program statuses in one convenient location, helping you stay informed and in control of your benefits. The section consists of multiple cards with programs on the left, followed by a description of the selected program and your status and activities.

For information on all benefit programs and card descriptions, see ["Track Your Benefits Program Status" on page 432](#).



*Benefit Status Section in Dashboard*

## Where to Find This Feature

- My Dashboard > Benefit Status

### About Benefit Status

In the Benefit Status section, you can:

- **Select a program** - Select the program title in the left card to display information about the program and any applicable status on the cards to the right.
- **View additional information** - Select the **Learn More** link in the About card to display a page with more information. Links at the bottom of the other cards provide additional information for those areas.
- **Apply to a program** - Select the **Apply** link in the My [program] Status card to open the Common Application page where you can review and select benefit programs that you may be eligible for and complete a pre-application to begin the application process. See ["Complete a Common Application for Eligibility Prospects" on page 429](#) for details.
- **Collapse the section** - Select the arrow next to the section title to collapse or expand the Benefit Status section as needed.



**Note:** If your site does not offer the Common Application tool, a page with information for contacting staff at your local one-stop office displays.

Once you have applied for a program and begin making progress, your status is reflected on the Benefit Status cards accordingly.

## Related Topics

["Complete a Common Application for Eligibility Prospects" on page 429](#)

["Explore Federal Benefits Programs You May Qualify For" on page 425](#)

["Track Your Benefits Program Status" on page 432](#)

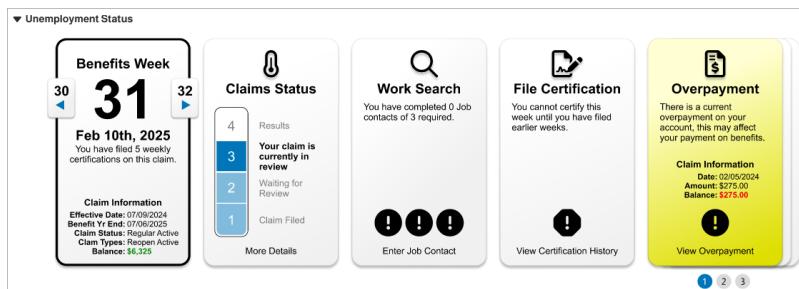
# Monitor Your Unemployment Claim

## Overview

For sites with the integrated *GUS Unemployment Insurance Benefits* module, the Unemployment Status section allows you to track your current unemployment claim information in one convenient location, helping you stay current with the status and filing requirements.



Note: Your site may not include this optional feature.



*Unemployment Status Section in Dashboard*

## Where to Find This Feature

- My Dashboard > Unemployment Status section

## About Unemployment Status

In the Unemployment Status section, you can:

- **Select a benefits week** - Use the arrows on the Benefits Week card to display claim information and your status for the selected week.
- **View additional information** - Select links at the bottom of the cards to display additional information for that area.
- **View additional cards** - Select one of the numbers in the lower right corner to view additional cards, such as Employment Strategy and Certificates of Attendance (if you are attending an approved training course).

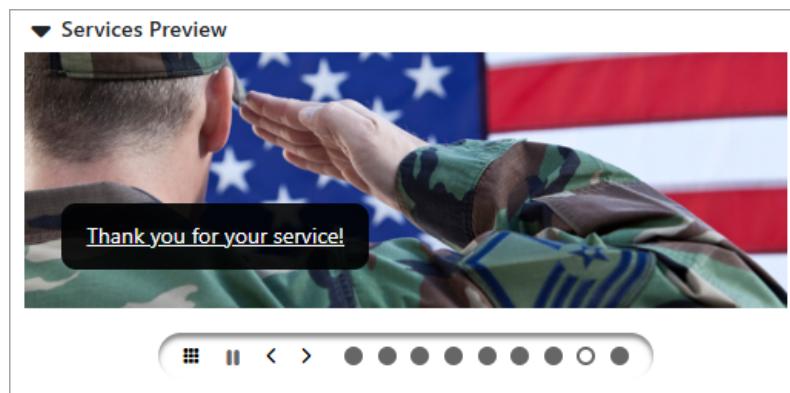
## Related Topics

- "About Unemployment Benefits" on page 427
- "View Your Benefit Status" on page 78
- "Explore Federal Benefits Programs You May Qualify For" on page 425

## Discover Key Activities with Services Preview

### Overview

The Services Preview section is a revolving carousel of photos with useful links to resources and information to help you plan and execute a strategy designed to meet your career goals. Here, you can find information on jobs, employers, education and training opportunities, financial planning, and more.



*My Dashboard - Services Preview Section*

## Where to Find This Feature

- My Dashboard > Services Preview section

## Steps to Use the Services Preview

From the Services Preview section, you can perform the following:

- **Select an option** - Select the link on any of the photos to navigate to the information resource; for example, selecting the **Find a Great Job Today** link displays jobs in your area that match your desired occupation.
- **Change the view** - Select the grid icon in the carousel controls to display all of the panels at one time on the page. Select the button at the bottom of the list to return to the carousel view.
- **Use the carousel controls** - You can use the carousel control icons to pause the rotation, page left and right, and select a panel directly.

- **Collapse the section** - Select the arrow next to the section title to collapse or expand the Services Preview section as needed.

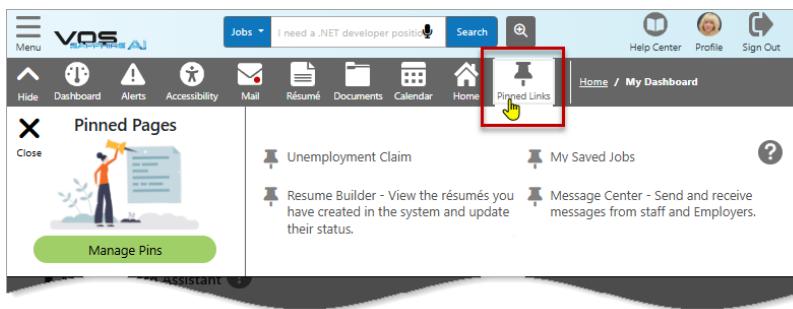
## Related Topics

- ["Directory of Services" on page 63](#)
- ["3: Explore Careers and Occupations" on page 146](#)
- ["Explore Federal Benefits Programs You May Qualify For" on page 425](#)
- ["12: Explore Financial Resources" on page 404](#)
- ["6: Find a Job" on page 276](#)
- ["13: Find Community Support Services" on page 417](#)
- ["How We Can Help You" on page 50](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["4: Plan Your Education and Training" on page 211](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["System Benefits for Individuals" on page 12](#)

## Link to Often-Used Pages with Pinned Links

### Overview

The top menu bar includes a Pinned Links icon that reveals links to pages you wish to access quickly without having to navigate through the menu or drill down through other page links. You may wish to add links to pages you visit on a regular basis.



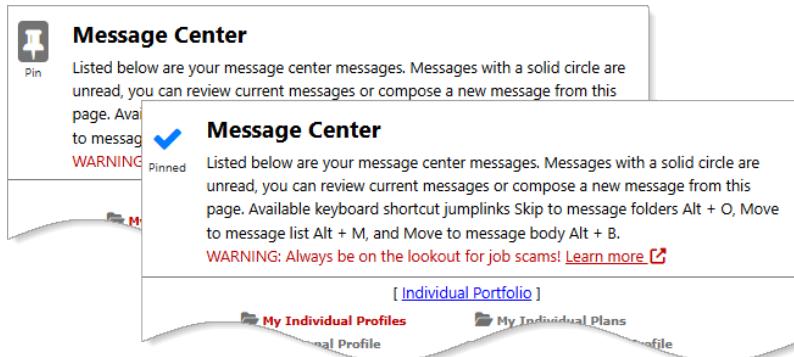
*Top Menu Bar - Pinned Links Icon*

## Where to Find This Feature

- Top Menu Bar > Pinned Links icon

## About Pinned Links

Most main pages throughout the system include a **Pin** icon at the top left of the page. You can use it to add a link to the page on the Pinned Links panel of the top menu bar. Once it is pinned, the icon changes to a check mark to indicate the page's pinned status.



*Message Center Page Showing Unpinned and Pinned Icons*

The link to that page is now available from the Pinned Links icon on the top menu bar.

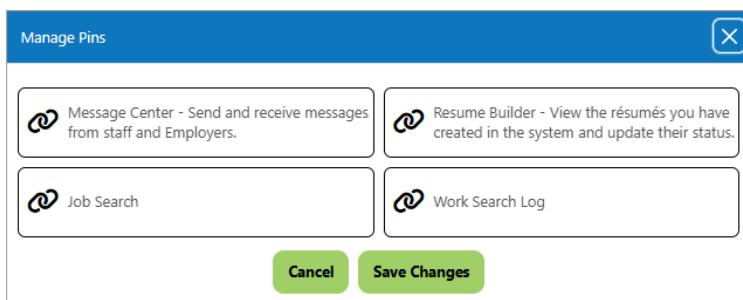
## Steps to Create a Pinned Link

1. Navigate to the desired page in the system.
2. Click the **Pin** icon in the upper-left corner of the page. The icon changes from a pin to a check mark and the icon label now reads "Pinned."
3. To unpin the page, simply click the icon again.

You can use the pinned link from the Pinned Links icon on your top menu bar any time to directly access that page.

## Steps to Manage Pinned Links

1. From the Pinned Links panel, select the **Manage Pins** button. The pinned links display in a pop-up window where you can work with them.



*Opening the Pinned Links for Customizing*

2. To rearrange the pin order, select and drag the pins to their desired location.
3. To rename the pin, select it and choose the pencil icon. An editable field appears for you to change the pin label. Select the check mark to save the edit.
4. To rename the pin, select it and choose the pencil icon. An editable field appears for you to change the pin label. Select the check mark to save the edit.
5. To remove the pin, select it and select the trash can icon. Choose Yes to confirm the pin removal and the pin is marked for deletion.
6. Select the **Save Changes** button to save your modifications.

## Best Practices

- Pin only pages you visit frequently
- Use a naming convention that makes sense to you
- Organize them by importance

### Related Topics

["My Dashboard" on page 72](#)

["Top Menu Bar" on page 70](#)

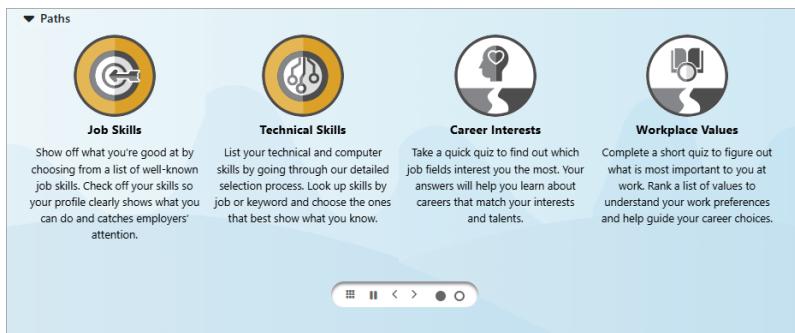
## Advance Your Career with Paths

### Overview

The Paths section allows you to see at-a-glance areas in the system that you can complete to become designated as a savvy job seeker in the eyes of hiring employers. These areas, or “paths,” include things like your background information, a résumé, and several types of self-assessments. As you complete each path, its badge icon changes from gray to colored. Once you complete all seven paths, you earn a ‘Smart Seeker’ designation icon , which employers can see.



**Note:** Your site may not include this optional feature.



Paths Section with Two Completed Items

## Where to Find This Feature

- My Dashboard > Paths section

### Understanding the Paths Panel

The following table describes the options available in this section.

**Paths Section Options**

Option...	Description:
Register	Opens the General Information tab in your Personal Profile if you need to complete any registration information. For most sites, you automatically complete this badge when you register. See <a href="#">"Manage Your Registration Information" on page 127</a> for additional information.
Enhanced Profile	Opens your Background tab where you can improve your Profile by adding details about your education, work history, skills, and goals. Use a step-by-step wizard or fill out each section on your own so employers can see what you can do. Registering and creating a résumé may populate much of this information; however, you need to enter information in each area before this badge is completed. See <a href="#">"Manage Your Background Information" on page 132</a> for details.
Build a Résumé	Opens the Résumés tab in your Employment Plan Profile, where you can create a strong résumé by either uploading one you already have or <a href="#">"Build a Résumé Automatically from Your Profile" on page 242</a> using our simple résumé builder that uses your profile details. You complete this badge once you have created an active

### Paths Section Options (continued)

Option...	Description:
	résumé.
Job Readiness	Provides access to a job searching course offered on the Alison site. The course presents key skills needed to find the right position, structure your résumés, and master the application and interview process. It is not required for earning the 'Smart Seeker' designation, but is a recommended course if the badge shows on your site. See <a href="#">"Alison Courses" on page 226</a> for additional information.
Automated Matching	Opens the Virtual Recruiter®, tab of your Employment Plan Profile, where you can set up personal job finders that look for jobs matching your search criteria. You can set your preferences and get daily alerts about job openings that fit your skills and employment goals. See <a href="#">"Save Search Criteria as an Automated Job Alert (Virtual Recruiter)" on page 322</a> for details.
Job Skills	Opens the Job Skills tab of your Self Assessment Profile where you can start a <a href="#">"Job Skills Assessment" on page 154</a> .
	 Note: You may have already completed the Job Skills assessment if you included the Job Skills for an Occupation when you completed an employment history record for a résumé or the Background tab.
Technical Skills	Opens the Tools and Technology tab of your Self Assessment Profile, where you can start a <a href="#">"Tools and Technology Assessment" on page 159</a> .
Career Interests	Opens the Work Interests tab of your Profile to start an assessment using the <a href="#">"Work Interests Ranking" on page 162</a> tool.
Workplace Values	Opens the Work Values tab of your Profile to start an assessment using the <a href="#">"Work Values Ranking" on page 169</a> tool.
Use the carousel controls	You can use the carousel control icons to pause the rotation, page left and right, change the view, and select a panel directly.
Collapse the section	Select the arrow next to the section title to collapse or expand the Paths section as needed.

## Tips

Take advantage of the options available to complete your profile, maximizing the probability of success in achieving your career goals. For example, improve your profile by adding details about your education, work history, skills, and goals. Use the step-by-step Background Wizard or fill out each section on your own so employers can see what you can do. See ["Manage Your Background Information" on page 132](#) for additional information.

## Related Topics

- ["Access Key Tools through Widgets" below](#)
- ["Alison Courses" on page 226](#)
- ["Build a Résumé Automatically from Your Profile" on page 242](#)
- ["2: Build Your Personal Profile" on page 127](#)
- ["Job Skills Assessment" on page 154](#)
- ["Manage Your Background Information" on page 132](#)
- ["Manage Your Registration Information" on page 127](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["Save Search Criteria as an Automated Job Alert \(Virtual Recruiter\)" on page 322](#)
- ["Tools and Technology Assessment" on page 159](#)
- ["Work Interests Ranking" on page 162](#)
- ["Work Values Ranking" on page 169](#)

## Access Key Tools through Widgets

### Overview

The Widgets section of the My Dashboard page displays a wide range of configurable widgets that provide quick access to groupings of your information.



Welcome to My Dashboard [Christina](#). This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

▶ Benefit Status

▼ Widgets

**My Personal Profile**  
View and update your personal information, manage account settings, and explore your activity and preferences.

- Profile
- My Background
- Activities
- Memo

[More Profile Options](#)

**My Messages**  
Stay connected through the internal Message Center for seamless communication and updates.

- 0 Jobs Available Alerts
- 3 Unread Messages
- 1 Read Messages

[Message Center](#)

**My Employment Plan**  
Comprehensive overview of your employment strategy, including applications, job views and résumés.

- 7 Job Applications
- 4 applications to internal jobs
- 3 links to apply at external sites
- 2 Résumés (3 Views)
- 1 Virtual Recruiter Saved Job Alerts

**Financial Services**  
Assess your monthly budget, factoring in training costs, and identify potential sources for additional income.

- Financial Literacy

**Job Seeker Services**  
Access tools and services to support your job search, from creating résumés to virtual recruiters and your saved job post.

- Job Search

**Smart Seeker**  
You earn this designation by completing your Paths, creating a full Résumé and actively seeking employment through Job Searches.

- Viewed

### My Dashboard - Widgets Section

The widgets often include a summary and links to pages for managing details. For example, the My Employment Plan widget shows the number of job applications, résumés, and Virtual Recruiter job alerts you have, as well as links to the related pages in your Employment Plan Profile.

## Where to Find This Feature

- My Dashboard > Widgets section
- Left navigation menu > My Dashboard > Widgets section

## About the Widgets

Below is an alphabetical list of the widgets available in the Widgets section. The widgets that appear on your dashboard are determined by your site's default settings and your personal widget configuration.

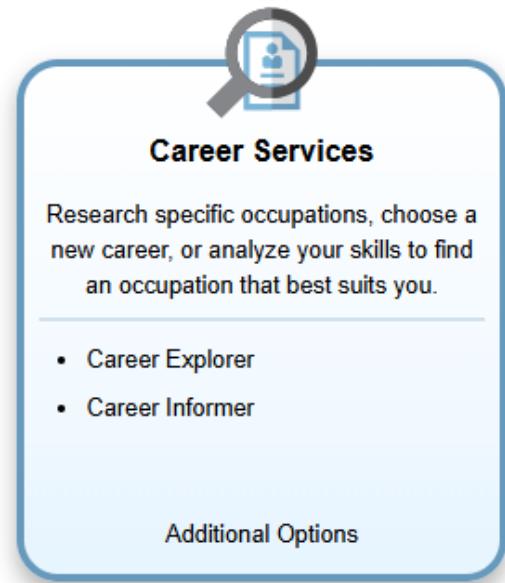
For instructions on how to move, hide, or rearrange widgets to suit your preferences, see ["Configure Your Dashboard Sections and Widgets" on page 41](#).



Note: Your site may display different options from those shown here.

### Career Services

The Career Services widget links to tools on the Career Explorer page, where you can explore occupations that align with your skills, interests, values, and abilities. It also includes a link to the Career Informer tool, which provides detailed labor market information for specific occupations—such as career tips and insights on how your background matches your desired career.



#### *Career Services Widget*

From this widget you can access the following options:

- **Career Explorer** - View the Career Explorer page with several options to determine how to find a career or occupation that suits you. See ["3: Explore Careers and Occupations" on page 146](#) for details.
- **Career Informer** - Search for and select an occupation to view information about wages, job demand, required skills and education, and more. See ["Occupation Profile" on page 199](#) for additional information.

- **Additional Options** -View the Career Services menu page with additional options for Job Market Explorer, Your Career Match, and Career Tips. See "[3: Explore Careers and Occupations](#)" on [page 146](#) for details.



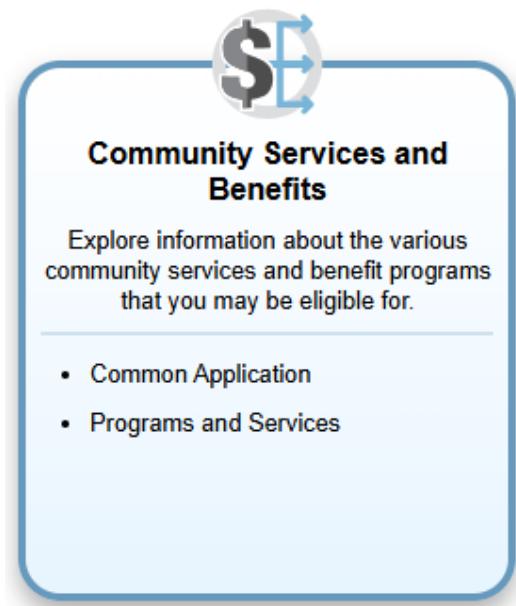
Tip: You can also access these options from Career Services in the Services for Individuals group on the left navigation menu.

## Community Services and Benefits

The Community Services and Benefits widget provides quick links for Common Application, which is a way to start preliminary applications for federal programs you may qualify for, and for Programs and Services, which is a link to pages with information about the various community or social service programs that are available to you.



Note: Both Common Application and the Community Services pages are optional features for a site; you may not see these options in your system.



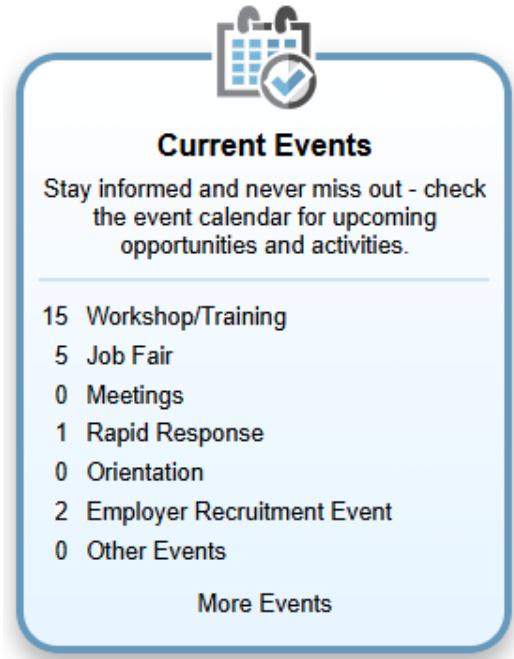
### *Community Services and Benefits Widget*

- **Common Application** - Pick from possible programs, answer a series of questions, and complete pre-application information to identify the federal programs you wish to apply for. It also helps staff finalize the information required for your program applications before you can move from an eligible applicant to a program participant. See "[Explore Federal Benefits Programs You May Qualify For](#)" on [page 425](#) for additional information.

- **Programs and Services** - View the Community Services Options page with a list of quick links near the top that let you navigate to sources of information about community or social service programs, such as health, families and children, temporary assistance, legal issues, government benefits, etc. Each listing has a brief description of the services and a link to national or local websites with more information about the programs. See "[13: Find Community Support Services](#)" on page [417](#) for additional information.

## Current Events

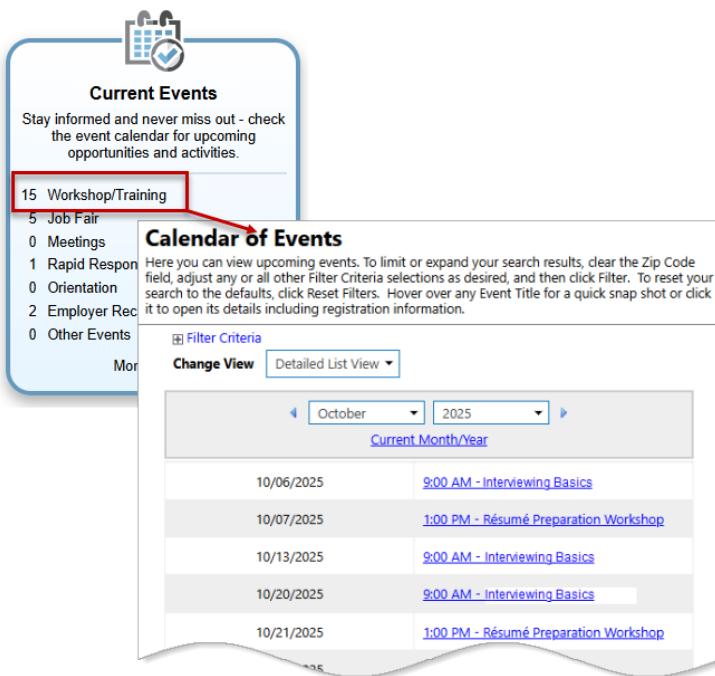
The Current Events widget summarizes the Events Calendar page. This widget displays a quick breakdown of the number of available events for each event category for the current month and the office/region associated with your ZIP code.



### Current Events Widget

From this widget you can perform the following tasks:

- **See events for a category** - Select a link for a category name or the associated number of events to display the Events Calendar details filtered for that category and displayed in list view. For these events, you can select the event name to see the event's details, and select a **Register** button at the bottom of that event's details page to register for it (if the event is open for online registration).



**Current Events**  
Stay informed and never miss out - check the event calendar for upcoming opportunities and activities.

**15 Workshop/Training**

5 Job Fair  
0 Meetings  
1 Rapid Response  
0 Orientation  
2 Employer Rec  
0 Other Events

**More**

**Calendar of Events**  
Here you can view upcoming events. To limit or expand your search results, clear the Zip Code field, adjust any or all other Filter Criteria selections as desired, and then click Filter. To reset your search to the defaults, click Reset Filters. Hover over any Event Title for a quick snap shot or click it to open its details including registration information.

**Filter Criteria**

**Change View** **Detailed List View**

**Current Month/Year**

10/06/2025	9:00 AM - Interviewing Basics
10/07/2025	1:00 PM - Résumé Preparation Workshop
10/13/2025	9:00 AM - Interviewing Basics
10/20/2025	9:00 AM - Interviewing Basics
10/21/2025	1:00 PM - Résumé Preparation Workshop

*Events Calendar Filtered for Workshop/Training Category from Current Events Widget*



Note: Guest users must supply their ZIP code if they select the category links to see associated types of events from this widget.

- **See More Events** - Select the **More Events** link to display the Events Calendar with no event categories filtered. This displays all events in your area for which you may be able to register (these are events that require no registration or for which you can register online).

See "View Upcoming Events" on page 393 and "Register for Job Fairs and Other Events" on page 395 for additional information.

## Education Services

The Education Services widget provides quick links to options that help you review training and education providers, or find and review specific education programs offered. You can search for education programs to attend in a specific geographic area or that are offered online.



**Education Services**  
Explore resources to support your educational journey, including tools for finding opportunities and programs tailored to your goals.

---

- Training Providers
- Education Programs
- ETPL Approved Programs
- Online Learning

[Additional Options](#)

### *Education Services Widget*

The widget includes links for:

- **Training Providers** - Find specific institutions or schools that provide training.
- **Education Programs** -Locate training or educational programs for a specific occupation or goal.
- **ETPL Approved Programs** -See a list of training programs approved for financial assistance through WIOA (Workforce Innovation and Opportunity Act), which are part of a state-maintained list of approved ETPL programs.
-  **Note:** The link for the Eligible Training Provider List may not display on the widget for all sites. If providers are maintained as WIOA-eligible providers on this site, then your site includes this link.
- **Online Learning** - Find links and information for a variety off useful online training programs including Alison and Metrix Learning.
- **Additional Options** - View all education services options.

See ["4: Plan Your Education and Training" on page 211](#) for additional information.



**Tip:** You can also access these options by selecting them from Education Services in the Services for Individuals group on the left navigation menu.

## Employer Services

The Employer Services widget lists the top trending employers based on the number of job applications per employer. Each employer name and number of applications is a link, which opens a search results list for all posted jobs for that employer.



### *Employer Services Widget*

Other links on this widget include:

- **Employers Posting Jobs** - Search for employers with active job openings and select them to view the employer's listed jobs. See "[See Jobs from Employers with the Most Jobs](#)" on [page 303](#) for details.
- **Local Employers Sites** - Perform a search for employers based on a variety of criteria on the Quick and Advanced Employer Search tabs to see details about that company, including a map of its location (if available). See "[Find Jobs by Employer or a Specific Job ID Number](#)" on [page 301](#) for details.
- **Additional Options** - View the Job Seeker Services menu page with your current user statics and links to additional resources.



Tip: You can also access these options by selecting them from View Employers and Jobs in the Services for Individuals group on the left navigation menu.

## Financial Services

The Financial Services widget provides links to options that help you create or modify different types of budgets, explore possible additional income options and sources of financial aid, as well as a link to a page with other financial resources, such as a Cost of Living calculator.



**Financial Services**

Assess your monthly budget, factoring in training costs, and identify potential sources for additional income.

- Financial Literacy
- Training Budget
- Overall Budget
- Cost of Living Comparison

[Additional Options](#)

### *Financial Services Widget*

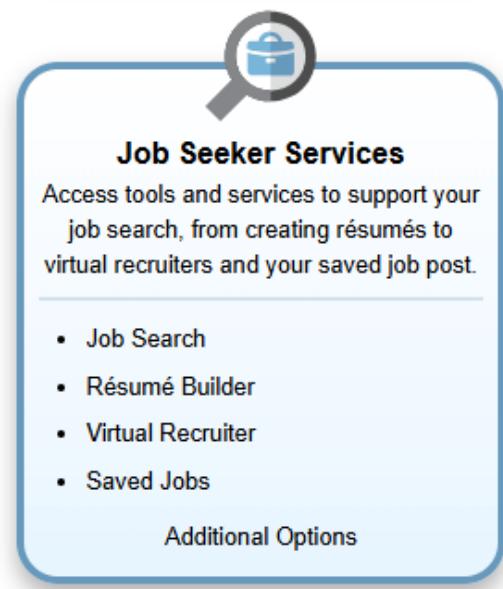
Links on this widget include:

- **Financial Literacy** - View the Financial Literacy tab of your Financial Plan Profile, which has links to websites that provide information and training for managing your financial resources.
- **Training Budget** - Displays the Other Financial Assistance page, where you can draw up a training budget based on a desired training program.
- **Overall Budget** - Displays the Overall Budget Analysis page, where you can draw up a monthly budget and explore options for other sources of income.
- **Cost of Living Comparison** - Use the Cost of Living Comparison tool to compare the cost of living between two different locations.
- **Additional Options** - View the Financial Services page with links to additional options.

See "[12: Explore Financial Resources](#)" on page [404](#) for additional information.

### Job Seeker Services

The Job Seeker Services widget provides quick links to the most common options available under Job Seeker Services.



### *Job Seeker Services Widget*

Links on this widget include:

- **Job Search** - View the Job Search Options page, where you can search for and view available job openings in the area you select. See "[6: Find a Job](#)" on page [276](#) for details.
- **Résumé Builder** - View the Résumés tab of your Employment Plan Profile, where you can create and manage your résumés. See "[5: Manage Your Résumés](#)" on page [239](#) for details.
- **Virtual Recruiter** - View the Virtual Recruiter tab of your Employment Plan Profile, where you can create and manage your job alerts. See "[Save Search Criteria as an Automated Job Alert \(Virtual Recruiter\)](#)" on page [322](#) for additional information.
- **Saved Jobs** - View the Saved Jobs tab of your Employment Plan Profile, where you can view, apply to, remove, etc. jobs you have saved. See "[Save Jobs as Favorites](#)" on page [318](#) for details.
- **Additional Options** - View all available Job Seeker Services and helpful links to additional information.

### Labor Market Services

The Labor Market Services widget includes quick links for accessing each of the major types of Labor Market Information (LMI) profiles. The widget includes a link to the Labor Market Facts page, which answers some of the most frequently asked questions about the labor market for your selected area, desired occupation, or the associated general industry data, as well as provides links to different profiles.



## Labor Market Services

Access information about labor market trends, statistics, and economic and demographic data.

- Labor Market Facts
- Area Profile
- Industry Profile
- Occupational Profile
- Educational Profile

[Additional Options](#)

### *Labor Market Services Widget*

Other links on this widget include:

- **Labor Market Facts** - View the Labor Market Facts page with options for answers to commonly asked questions about the local labor market and links to profile data.
- **Area Profile** - View the Select an Area page, where you can specify a geographic area you would like to see full labor market information for.
- **Industry Profile** - View the Industry Quick Search page, where you can specify an industry and view information such as job demand, employment and wage statistics, number of employers, etc.
- **Occupational Profile** - View the Occupation Quick Search page, where you can specify an occupation and view information such as supply and demand, required education and work experience, average wage statistics, top employers, etc.
- **Educational Profile** - View the Education Program Quick Search page, where you can specify a program and view information such as job demand for the discipline, program providers, related occupations, and more.
- **Additional Options** - View all available Labor Market Services and helpful links to additional information.

See "[Investigate Labor Market Information](#)" on page 181 for additional information on each of these options.



Tip: You can also access these options by selecting them from Labor Market Services in the Services for Individuals group on the left navigation menu.

## My Assessments

The My Assessments widget provides access to a variety of skill assessments designed to help you understand and evaluate your professional strengths and preferences. From this widget, you can quickly navigate to different sections of your Self Assessment Profile, where you can view, update, and explore your skills, interests, and values.



### *My Assessments Widget*

Links on this widget include:

- **Job Skills** - View the Job Skills tab of your Self Assessment Profile, where you can revise your skills and find matching occupations and jobs.
- **Personal Skills** - View the Personal Skills tab of your Self Assessment Profile, where you can add or edit your personal skills.
- **Tools and Technology** - View the Tools and Technology tab of your Self Assessment Profile, where you can add or edit your tools and technology specifics.

- **Work Interest** - View the Work Interests tab of your Self Assessment Profile, where you can add or edit your work interests.
- **Work Values** - View the Work Values tab of your Self Assessment Profile, where you can use a Work Values Analyzer tool to discover what is important to you in terms of achievement, independence, support, etc.
- **Soft Skills** - View the Soft Skills tab of your Self Assessment Profile, where you can view your Talify scores on other skills such as managing others, empathy, confidence, and more.



Note: Your site may not include this optional feature.

- **Additional Options** - View all available Career Explorer options.



Tip: See ["Discover Roles That Match Your Skills, Interests, and Values"](#) on page 149 for additional information on these options.



Note: Some of these assessments (e.g., Job Skills or Tools and Technology) may be populated for you with skills related to occupations that you identified as part of your work experience. A Workplace Skills link only displays on the widget if your site is configured for WorkKeys® scores and assessments, or a similar skills system. For example, if your site includes a *Talify* soft skills assessment module, and has the related Soft Skills tab displayed in your Self Assessment Profile folder, this widget includes the Soft Skills link.

## My Benefits Plan

The My Benefits Plan widget includes links to the different tabs in your Benefits Plan Profile, which contain general information about the benefits available from programs for which you may be eligible. The widget includes numbers to indicate if you are already a participant in a WIOA or TAA (Trade Adjustment Assistance) program with an application, and courses/services in which you are currently enrolled. Each link on the widget opens the corresponding tab in your Benefits Plan Profile.



The image shows a rounded rectangular widget with a blue border. At the top is a blue ribbon-like icon with a white heart shape. Below it, the title "My Benefits Plan" is displayed in bold black text. A sub-instruction "Manage various benefit programs you may be participating in." follows. A horizontal line separates this from a list of items. The list includes: "1 Unemployment Insurance", "1 WIOA Applications" (with a note "Enrolled in 1 courses"), "1 TAA Applications" (with a note "Enrolled in 3 courses"), and a link "My Benefit Summary" at the bottom.

### *My Benefits Plan Widget*

Links on this widget include:

- **Unemployment Insurance** - If your state includes the *GUS Unemployment Insurance* module, this link accesses the Unemployment Benefits tab of your Benefits Plan Profile, where you can review the unemployment program and file or review an unemployment claim.
- **WIOA Applications** - View the Workforce Innovation and Opportunity Act (WIOA) tab of your Benefits Plan Profile, where you can view WIOA information and access a link to start a Common Application.
- **TAA Applications** - View the Trade Adjustment Assistance (TAA) tab of your Benefits Plan Profile, where you can view TAA information.
- **My Benefit Summary** - View information and links to additional resources for the WIOA and TAA programs.

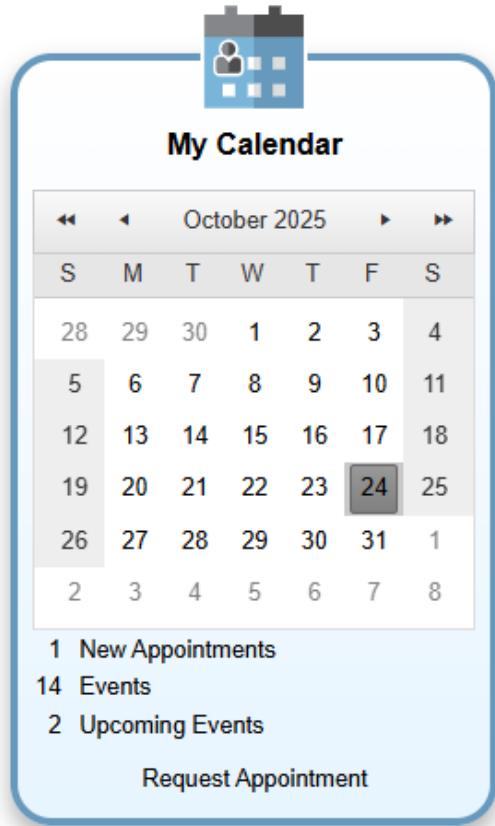
See "[Explore Federal Benefits Programs You May Qualify For](#)" on page 425 for additional information.



Note: If the Benefits Plan widget indicates that you already have applications or services, you should contact your one-stop office and work with your assigned case manager to determine any additional courses or services you need and are eligible for. If no applications are indicated, and you want to start a pre-application to determine your possible eligibility in WIOA or TAA programs, you can access a Common Application from your dashboard (if configured for your site). See "[Complete a Common Application for Eligibility Prospects](#)" on page 429 for more information.

### My Calendar

The My Calendar widget provides a combined view of your Events and Appointments calendars. It gives you a quick summary of the number of appointments scheduled for you and the available events for the current month. The information shown is based on the office or region linked to your ZIP code.



### *My Calendar Widget*

From this widget you can perform the following tasks:

- **View and manage your appointments** - Select the **# New Appointments** link to display your Appointment Calendar for the current month. This page displays any appointments that you have scheduled. See ["Manage Your Appointment Calendar" on page 398](#) for additional information.
- **View all events** - Select the **# Events** link to display the Calendar of Events page for the current month and the office/region associated with your ZIP code. See ["View Upcoming Events" on page 393](#) for additional information.
- **View your events** - Select the **# Upcoming Events** link to display the Calendar of Events page showing only events for which you have registered. See ["Register for Job Fairs and Other Events" on page 395](#) for additional information.

### My Correspondence

The My Correspondence widget lets you see how many letters and correspondence templates you have. Using the links, you can open the Letter Center page to view any saved letters you created, manage those letters, and create new ones, or you can open the Correspondence Template List page to view any saved letter templates or create a new letter template.



### *My Correspondence Widget*

From this widget you can perform the following:

- **Letters** - Select to display the Letter Center page, where you can manage and create new letters to use in the system. See "[Manage Your Letters](#)" on page 378 for details.
- **Correspondence Templates** - Select to display your saved templates, where you can manage and create correspondence templates you can use in the system. See "[Manage Your Letter Templates](#)" on page 385 for additional information.
- **Correspondence Center** - Select to display the Communications - Correspondence page, where you can manage your list of letters and create new letters to use in the system. You can also take advantage of System Letters created by administrative staff.

### My Employment Plan

The My Employment Plan widget provides a quick way to view the number of job applications you have completed (including how many were to internal or external jobs), and the number of résumés and saved job alerts you have.



### *My Employment Plan Widget*

Each number on this widget is a link to a corresponding tab in your Employment Plan Profile. From this widget you can access the following:

- **Job Applications** - View the Job Contacts tab, listing jobs for which you applied to or contacted the employer.
- **Résumés** - To view the Résumés tab, where you can create and manage your active résumés, select the Résumés [number] link.

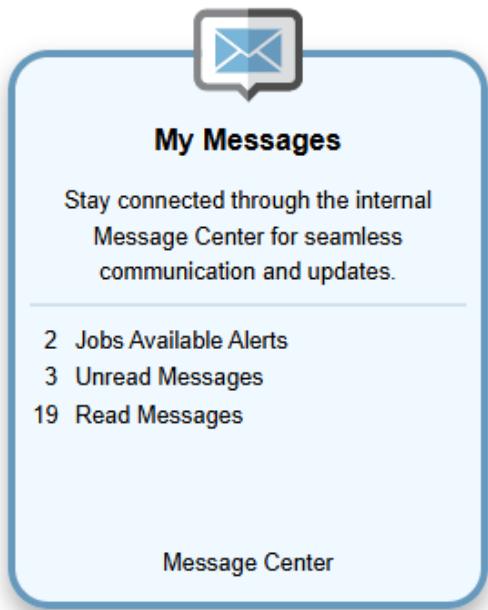
To view a pop-up table showing the industries and geographic areas where your résumés have been viewed, select the Résumés (# Views) link. This information provides insights into the reach and interest in your profile.

See "[5: Manage Your Résumés](#)" on page [239](#) for details on creating and working with résumés.

- **Virtual Recruiter Saved Job Alerts** - View the Virtual Recruiter tab, where you can create and manage your saved job alerts.

### My Messages

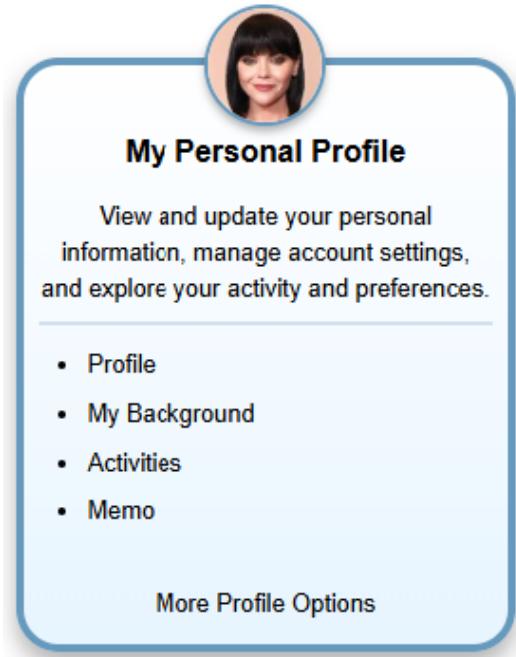
The My Messages widget shows you the number of unread and read messages in your Inbox folder on the Messages tab, the number of job alert messages, and provides links to access the Messages tab of your Communication Profile.



### *My Messages Widget*

## My Personal Profile

The My Personal Profile widget lets you view and update the information on the tabs in your Personal Profile folder. This is a quick way to see if important information used in your résumés, job searches, and program applications is up to date.



The image shows a rounded rectangular box with a blue border. Inside, there is a circular profile picture of a woman with dark hair. Below the picture, the text "My Personal Profile" is displayed in bold. Underneath that, a descriptive text reads: "View and update your personal information, manage account settings, and explore your activity and preferences." A horizontal line separates this from a list of options. The list includes: "Profile", "My Background", "Activities", and "Memo". At the bottom of the list is a link "More Profile Options".

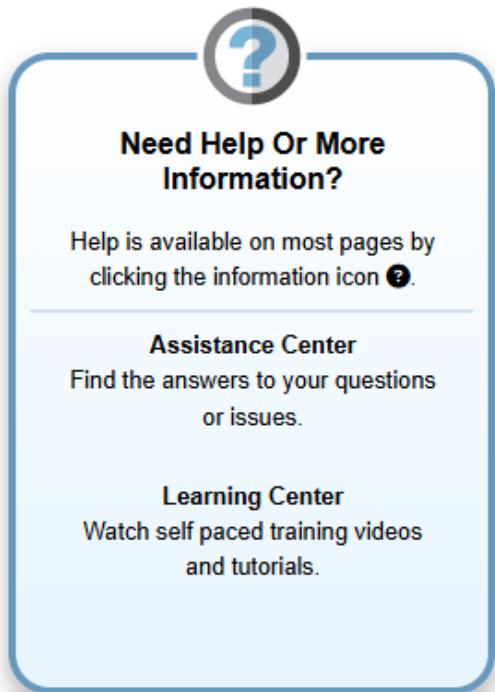
### *My Personal Profile Widget*

From this widget you can access the following:

- **Profile** - View the General Information tab, where you can manage your contact, login, education, current employment, demographic, military service, and other information. See "[Manage Your Registration Information](#)" on page 127 for details.
- **My Background** - View the Background tab, where you can manage your background information including education and employment history, skills, employer searchable items, and more. See "[Manage Your Background Information](#)" on page 132 for details.
- **Activities** - View the Activities tab, where you can answer questions and get a customized list of activities in the system.
- **Memo** - View the Memo tab, where you can record memos to yourself, such as reminders, phone numbers or to do items.
- **More Profile Options** - Display your Personal Profile General Information tab, from which you can view and edit information on any of the profile tabs.

### Need Help or More Information?

The Need Help or More Information widget is a quick way to open the Assistance Center for access to many site support options, like Quick Reference Cards, Site Map, how to contact site administrators, and the Learning Center, where you can find the user guide and view multiple training videos on using the system.



#### *Need Help or More Information Widget*

See "[Find Tutorials and Training Videos](#)" on page 124 and "[Find Other Kinds of Assistance](#)" on [page 125](#) for additional information.

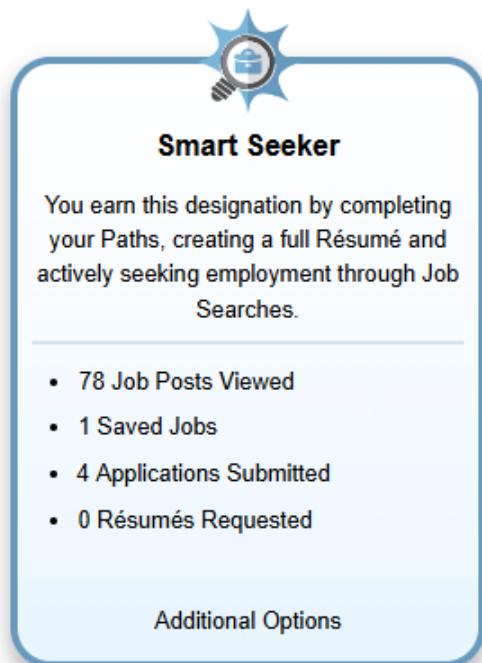
#### Smart Seeker

The Smart Seeker widget helps you keep track of your job search activities by displaying the number of job posts you viewed, saved, and applied to, as well as the number of résumé requests received from employers and recruiters. Complete your Paths and maintain key profile information to earn the Smart Seeker designation  on your profile. By providing your background details, résumé, and assessments (which award badges), and by actively searching and applying for jobs, you can achieve this status.

Earning the Smart Seeker designation shows that your profile is complete and that you are actively pursuing employment. Staff and employers see your Smart Seeker icon in searches, signaling that you are engaged and making full use of the system's tools.



**Note:** Not all sites are configured with this Smart Seeker feature, so you may not have the Smart Seeker widget or Paths tab.



### *Smart Seeker Widget*

Links on this widget include:

- **Job Posts Viewed** - View the Jobs tab of your Search History Profile, where you can view and manage the list of jobs you have viewed.
- **Saved Jobs** - View the Saved Jobs tab of your Employment Plan Profile, where you can view and manage the list of jobs you have saved.
- **Applications Submitted** - View the Job Contacts tab of your Employment Plan Profile, where you can view and manage the list of jobs to which you have submitted an application.
- **Résumés Requested** - See the number of employers who selected a link to view one of your résumés.
- **Additional Options** - Displays the Résumés tab of your Employment Plan Profile, from which you can access other profile tabs to complete requirements for Smart Seeker designation.

See "[Advance Your Career with Paths](#)" on page 84 for details on managing your job search activities.

### Surveys

The Surveys widget allows you to share feedback about various topics, the system, and workforce staff. Links within the widget take you directly to available surveys, which change over time as new feedback is requested. Your responses help improve services and enhance your overall experience.



*Surveys Widget*

## Unemployment Services

The Unemployment Services widget provides fast access to the main functions required to manage your unemployment claim.



Note: Your site may not include this optional feature.



The graphic shows a rounded rectangular box with a blue border. At the top center is a magnifying glass icon with a dollar sign (\$) inside the lens, and three small square icons below it. The title "Unemployment Services" is centered above a horizontal line. Below the line is a description of the services. A list of options follows, ending with "Additional Options" at the bottom.

**Unemployment Services**

Services including filing a claim, checking the status of an existing one, and exploring available support options.

- Unemployment Benefit Overview
- Start an Unemployment Claim
- Claim Summary
- File for Weekly Benefits
- Identity Verification

Additional Options

#### *Unemployment Services Widget*



Note: Your site may display different options from those shown here.

From this widget you can access the following options:

- **Unemployment Benefit Overview** - Review information on the unemployment insurance program, including how to qualify for benefits.
- **Start an Unemployment Claim** - File a new claim for unemployment insurance benefits or re-open an existing claim.
- **Claim Summary** - View an overview of your current claim for unemployment insurance benefits.
- **File for Weekly Benefits** - View a list of your weekly certifications and file a claim for a new week.
- **Identity Verification** - Upload documents for verifying your identity, such as a driver's license, passport, or birth certificate, etc. Once a verification document is uploaded this link disappears from the widget.
- **Additional Options** - View the Unemployment Services page with the full range of unemployment services available.

See [File for Unemployment](#) for additional details.

## Tips

Set up the widgets on your dashboard in terms of importance to you with the most frequently used at the top, and only include those you need. See "[Configure Your Dashboard Sections and Widgets](#)" on [page 41](#) for details.

## Related Topics

- "Advance Your Career with Paths" on page 84
- "Complete a Common Application for Eligibility Prospects" on page 429
- "Configure Your Dashboard Sections and Widgets" on page 41
- "Discover Roles That Match Your Skills, Interests, and Values" on page 149
- "3: Explore Careers and Occupations" on page 146
- "Explore Federal Benefits Programs You May Qualify For" on page 425
- "12: Explore Financial Resources" on page 404
- File for Unemployment
- "13: Find Community Support Services" on page 417
- "6: Find a Job" on page 276
- "Find Jobs by Employer or a Specific Job ID Number" on page 301
- "Find Other Kinds of Assistance" on page 125
- "Find Tutorials and Training Videos" on page 124
- "Investigate Labor Market Information" on page 181
- "Manage Your Appointment Calendar" on page 398
- "Manage Your Letters" on page 378
- "Manage Your Letter Templates" on page 385
- "Manage Your Background Information" on page 132
- "Manage Your Registration Information" on page 127
- "5: Manage Your Résumés" on page 239
- "My Dashboard" on page 72
- "Occupation Profile" on page 199
- "4: Plan Your Education and Training" on page 211
- "Register for Job Fairs and Other Events" on page 395
- "Save Jobs as Favorites" on page 318
- "Save Search Criteria as an Automated Job Alert (Virtual Recruiter)" on page 322
- "See Jobs from Employers with the Most Jobs" on page 303
- "View Upcoming Events" on page 393

## Monitor Your Progress with Your Statistics Overview

The Your Statistics section provides you with summary information about your activities in the system.



*Your Statistics*

## Where to Find This Feature

- My Dashboard > Your Statistics section
- Left navigation menu > My Dashboard > Your Statistics section

### About Your Statistics

Your Statistics tracks key education, training, and job hunting activities. You can view detailed information about the corresponding activity by selecting links in the cards; for example, selecting the Resumes number link on the Created card opens the Résumés tab of your Employment Plan Profile.

In the Your Statistics section, you can view information about:

- **Reviewed** - Select a [number] link to display details for Occupations, Education Programs, Employers, or Job Posts you have viewed.
- **Created** - Select a [number] link to display your Résumés, Letters, Virtual Recruiter job alerts, and Saved Jobs.
- **Resume** - Select the **resume title** link to display the Résumés tab of your Employment Plan Profile, where you can create and manage your résumés.
- **Messages** - Select a New Messages [number] link to display your Inbox on the Messages tab of your Communications Profile, or select a New Appointments [number] link to display your Appointment Calendar.

- **Training** - Select a [number] link to display details for WIOA Courses, Generic Courses, TAA Courses, or Alison Courses in your Training Plan Profile.
- **Online** - Shows your registration date and the last time you logged in to the system.

## Related Topics

"10: Manage Your Messages and Letters" on page 375

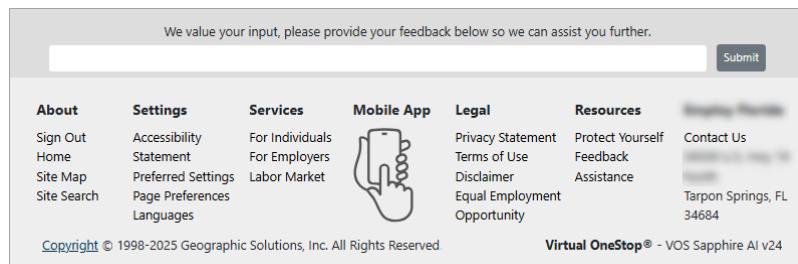
"4: Plan Your Education and Training" on page 211

"9: Track Your Employment Activities" on page 368

# Footer Bar

## Overview

The footer bar serves as a centralized navigation and support panel. It provides quick access to essential links and tools that enhance the usability, accessibility, and support options for all users of the system. Whether you are seeking legal information, application settings, help resources, or contact details, the footer consolidates these functions into a single, easy-to-access area.



### Footer Bar

## Where to Find This Feature

- Bottom of every page in the system

## About the Footer Bar



Note: The options displayed may vary from those shown below, based on your state programs and site configuration.

The following table describes the options available in this section.

### Footer Bar Options

Option...	Description:
Provide Feedback	Enter your comments in the text box and select the <b>Submit</b> button.
About	<p>Links for general site navigation:</p> <ul style="list-style-type: none"> <li>• <b>Sign Out</b> - Log out of the system</li> <li>• <b>Home</b> - View the Home page, with an option to sign out first</li> <li>• <b>Site Map</b> - Presents the navigation menu options as links on a single page</li> <li>• <b>Site Search</b> - Perform a search of various items in the system</li> </ul>
Settings	<p>Links to customize your user experience:</p> <ul style="list-style-type: none"> <li>• <b>Accessibility Statement</b> - View the accessibility statement, features, and standards compliance. See "<a href="#">Set Accessibility Options</a>" on page 35 for details.</li> <li>• <b>Preferred Settings</b> - View optimal browser and system settings. See "<a href="#">Review Recommended Browser Settings</a>" on page 40 for details.</li> <li>• <b>Page Preferences</b> - Configure site themes, the navigation menu, and folder tree behavior. See "<a href="#">Set up Your Site Preferences</a>" on page 33 for details.</li> <li>• <b>Languages</b> - Set the display language. See "<a href="#">Choose Your Preferred Language</a>" on page 34 for details.</li> </ul>
Services	<p>Links to service resources:</p> <ul style="list-style-type: none"> <li>• <b>For Individuals</b> - View the list of service options available to you</li> <li>• <b>For Employers</b> - Log out of the system and go to Guest Services for Employers</li> <li>• <b>Labor Market</b> - Log out of the system and go to the Labor Market Services page</li> </ul>
Mobile App	Download the system mobile application, if available with your site.
Legal	<p>Links to legally required information:</p> <ul style="list-style-type: none"> <li>• <b>Privacy Statement</b> - View information on confidentiality and privacy</li> </ul>

### Footer Bar Options (continued)

Option...	Description:
	<ul style="list-style-type: none"><li>• <b>Terms of Use</b> - View terms and conditions of use</li><li>• <b>Disclaimer</b> - View the disclaimer for liability for errors or omissions</li><li>• <b>Equal Employment Opportunity</b> - View the Equal Employment Opportunity Statement</li></ul>
Resources	Links to additional resources: <ul style="list-style-type: none"><li>• <b>Protect Yourself</b> - View information on protecting yourself from internet scams and fraud</li><li>• <b>Feedback</b> - Complete a Customer Satisfaction Survey</li><li>• <b>Assistance</b> - View a page of various assistance options</li></ul>
Contact Information	Provides the site name and address and a <b>Contact Us</b> link to display Help Desk information with an email contact link and information about an office nearest to you.

#### Related Topics

- "Choose Your Preferred Language" on page 34
- "Directory of Services" on page 63
- "My Resources" on page 68
- "Review Recommended Browser Settings" on page 40
- "Set Accessibility Options" on page 35
- "Set Your Profile Folder Tree Preference" on page 38
- "Set up Your Site Preferences" on page 33

## Get Help Using the System

System users can easily access the system's extensive help capabilities. The online help functionality includes help at various levels, including help at the window, panel, pane, and field level. The system offers hypertext links to standard web pages for additional reference and includes other, in-context help throughout the system. Various system information tools are available through the Assistance Center, Help Center, and Learning Center.

See the following topics for more information:

## Not Sure Where to Start?

### Overview

This feature presents you with a Workforce Services Questionnaire to help guide you to where you want to go in the system. By answering a few general questions, the system can recommend tailored resources for benefits, training, job openings, financial assistance, and more to match your specific needs.

### Where to Find This Feature

- My Dashboard > My Dashboard tab > Not Sure Where to Start?
- Left Navigation menu > My Individual Workspace > My Dashboard > Not Sure Where to Start?

### Steps to Complete the Workforce Services Questionnaire

1. Read the Tailored Resources information on the first page of the Workforce Services Questionnaire and select the **Next** button.
2. Choose your age range from the choices displayed and select the **Next** button.
3. Choose your education level from the choices displayed and select the **Next** button.]
4. Choose your current employment status from the choices displayed and select the **Next** button.
5. Choose your military background from the choices displayed and select the **Next** button.
6. Choose your annual income range from the choices displayed and select the **Next** button.
7. Check one or more boxes for your goals and select the **Next** button.
8. Check one or more boxes for challenges that you are facing while looking for work and select the **Next** button.
9. Select the **View Suggestions** button to see personalized recommendations for help based on your responses to the Workforce Services Questionnaire.

## Resources

### Related Topics

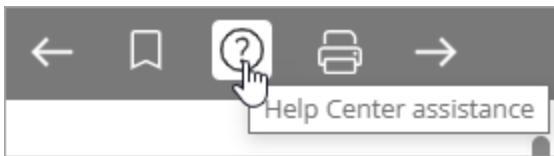
["Access Key Features from the Dashboard Assistant" on page 74](#)

## How to Use the Help Center

The Help Center covers everything you need to learn how to use your state's workforce or unemployment benefits website. It provides different ways to find what you're looking for, including the task-focused left navigation menu, a robust search feature, always available breadcrumbs, and links to related topics.



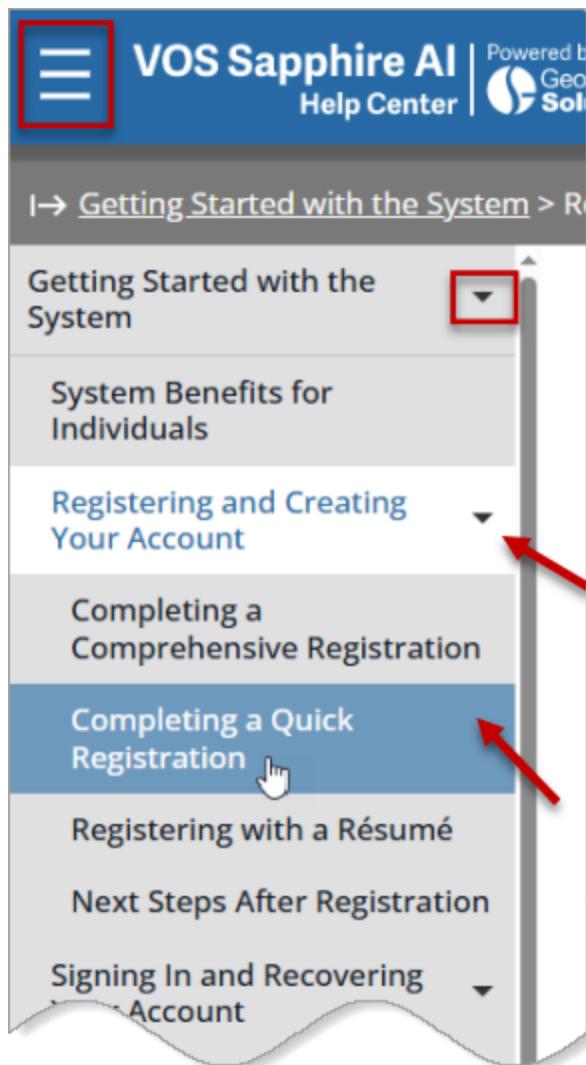
Tip: Access this "How to Use the Help Center" topic anytime by clicking the question mark icon located on the right side of the Help Center window.



## Getting Around the Help Center

### Left Navigation Menu

Open and close the left menu by clicking the hamburger menu icon in the upper left corner of the Help Center window. This menu is organized in a general task workflow based on the type of user you are, for example, job seeker, UI claimant, employer, or agency staff member.



*Left Navigation Menu Showing Current Topic and Highlighted Topic*

- Can't find what you're looking for? Use the Search field and get right to it!
- Click a down arrow to the right of a topic to see related subtopics. Click the up arrow to hide the subtopics.
- The currently displayed topic is highlighted with a white bar in the menu.
- The topic your cursor is over is highlighted with a blue bar in the menu. Click once to select it.

## Breadcrumbs

Located on the left side of the Help Center window above the left navigation menu, breadcrumbs mirror the table of contents in the left menu and show you the navigation path you've followed in the help table of contents.

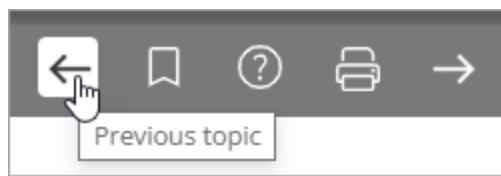


### *Breadcrumbs and the 'Back to Home' Arrow*

- Click on any link in the navigation path to go directly to that topic.
- Click the right arrow at the start of the path to go to the Help Center home page.

### Previous/Next Topic Arrows

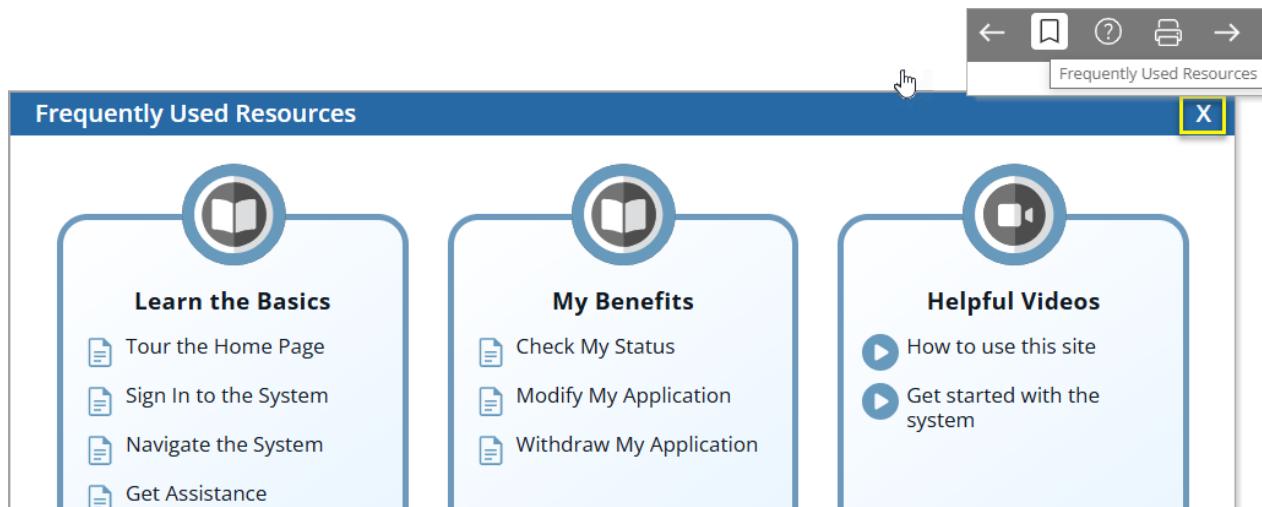
Page through the help topics like paging through a user guide by clicking the left and right arrows located on the right side of the Help Center window.



### *Navigational Arrows for Paging Through Help Topics*

### Frequently Used Resources

Display a curated set of topics in a pop-up window by clicking the bookmark icon located on the right side of the Help Center window. Click the X or anywhere off the pop-up to close the window. The contents of this window are subject to change.



### *Displaying a Curated Set of Helpful Resources*

### Within a Topic

You have even more choices within a topic to navigate and find more information.

- Upload an existing résumé file to prefill many of the registration form fields.
- Use the Quick Registration method if enabled for your system. This option is similar to the Comprehensive Registration option in that it collects basic registration information such as login information, name, contact and location information, address, basic demographic information and military service information, but does not go into the more detailed process of the Comprehensive Registration. The Quick Registration option is designed to get you started in the system quickly, but your access to system features will be limited.

**Check for an Existing Account at Registration**

During registration, the system performs checks to determine if you are already registered by checking your Social Security Number (SSN) against existing SSNs for individuals already registered in the system. If you did not enter an SSN to register (in sites that do not require SSN), the system checks for a combination of first name, last name, and ZIP Code that is unique in the system. If the user name, SSN, or first name/last name/ZIP Code already exist, the system displays an error message with a link to provide information to validate you as the owner of the existing account (see figure below).

- 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.

*Checking for an Existing Account*

**Back to Top**

#### On This Page

Registering and Creating Your Account  
Check for an Existing Account at Registration

#### Related Topics

Sign in to the System  
Comprehensive Registration  
Register with a Résumé  
Next Steps After Registration  
Quick Registration

#### Right Panel Showing "On This Page" and "Related Topics" Links and 'Back to Top' Button

- On This Page Links** - Located in the right panel, scrolls to that section of the current topic. (Not all topics have "On This Page" links.)
- Related Topics Links** - Located in the right panel, takes you to a different topic with related information you might be interested in.
- Back to Top Button** - Located at the end of every topic, takes you to the top of the current topic.

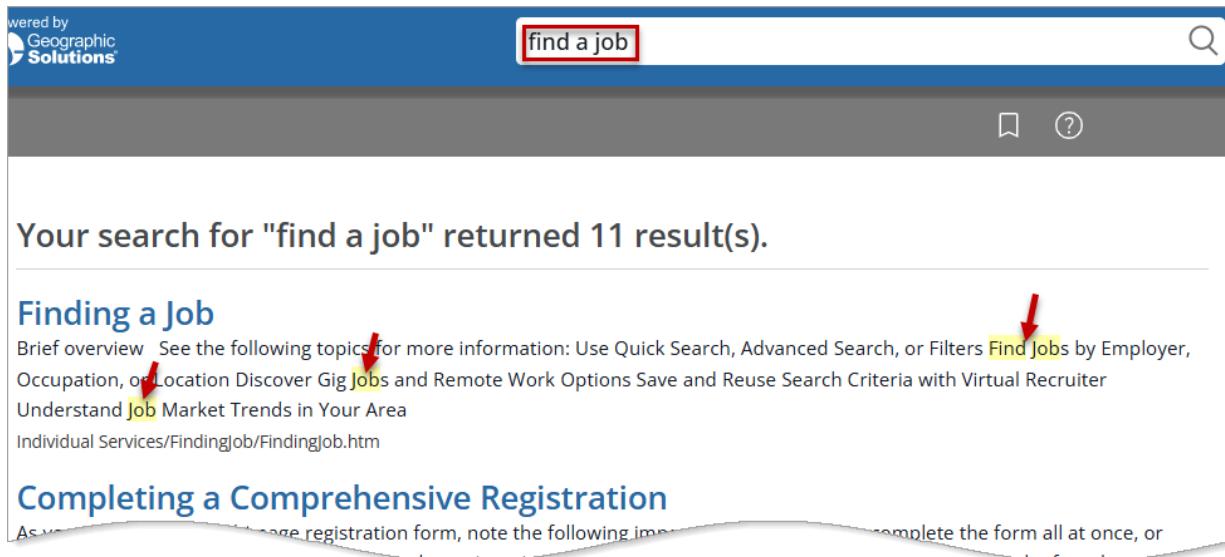
## Searching for Help Topics

The Search feature offers lots of flexibility when it comes to searching for information about the system.



*Search Field at the Top of the Help Center Window*

- Click in the Search field in the upper right of the Help Center window, type what you are looking for, and hit **Enter** or click the magnifying glass icon.
- Entering a search term with no quotes around it will display all topics with any of those words. All search terms are highlighted in yellow on the search results page.

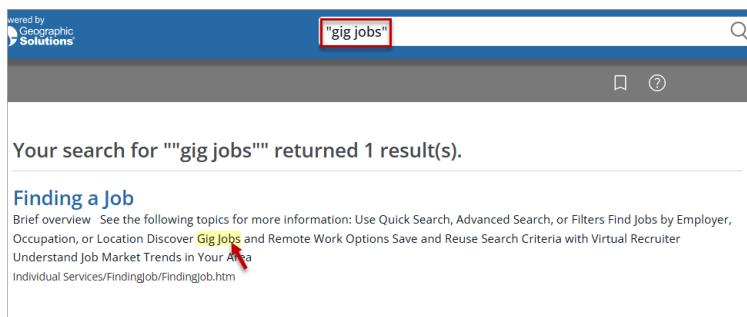


The screenshot shows the Help Center search results for the query "find a job". The search bar at the top contains the text "find a job" with a red box around it. Below the search bar, the text "Your search for 'find a job' returned 11 result(s)." is displayed. The results are categorized into sections: "Finding a Job" and "Completing a Comprehensive Registration". The "Finding a Job" section contains links to topics like "Brief overview", "Discover Gig Jobs", "Occupation", "Location", "Discover Gig Jobs", "Remote Work Options", "Save and Reuse Search Criteria", "Understand Job Market Trends", and "Individual Services/FindingJob/FindingJob.htm". The "Completing a Comprehensive Registration" section contains links to "As you complete the registration form, note the following important tips" and "complete the form all at once, or". A red arrow points to the "Discover Gig Jobs" link in the "Brief overview" section, and another red arrow points to the "Find Jobs by Employer" link in the "Brief overview" section.

### *Search Results Matching Any Words in the Search String*

Use any of the following options to narrow or expand your search:

- Enclose the search term in “quotes” to find an exact match.

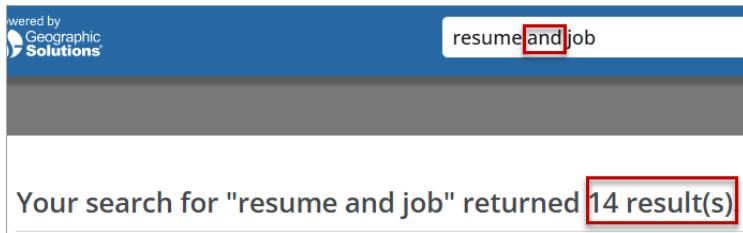


The screenshot shows the Help Center search results for the query '\"gig jobs\"'. The search bar at the top contains the text '\"gig jobs\"' with a red box around it. Below the search bar, the text "Your search for '\"gig jobs\"' returned 1 result(s)." is displayed. The results are categorized into sections: "Finding a Job" and "Completing a Comprehensive Registration". The "Finding a Job" section contains links to "Brief overview", "Discover Gig Jobs", "Occupation", "Location", "Discover Gig Jobs", "Remote Work Options", "Save and Reuse Search Criteria", "Understand Job Market Trends", and "Individual Services/FindingJob/FindingJob.htm". A red arrow points to the "Discover Gig Jobs" link in the "Brief overview" section.

### *Finding Topics That Match a Search String Exactly*

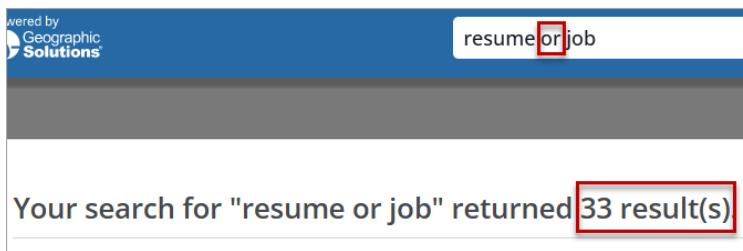
- Use “AND,” “OR, or “NOT” to affect search results.

- Using AND will display results that only have BOTH words.



#### *Finding Topics with Both Search Words*

- Using OR will display results that have EITHER word.



#### *Finding Topics with Either Search Word*

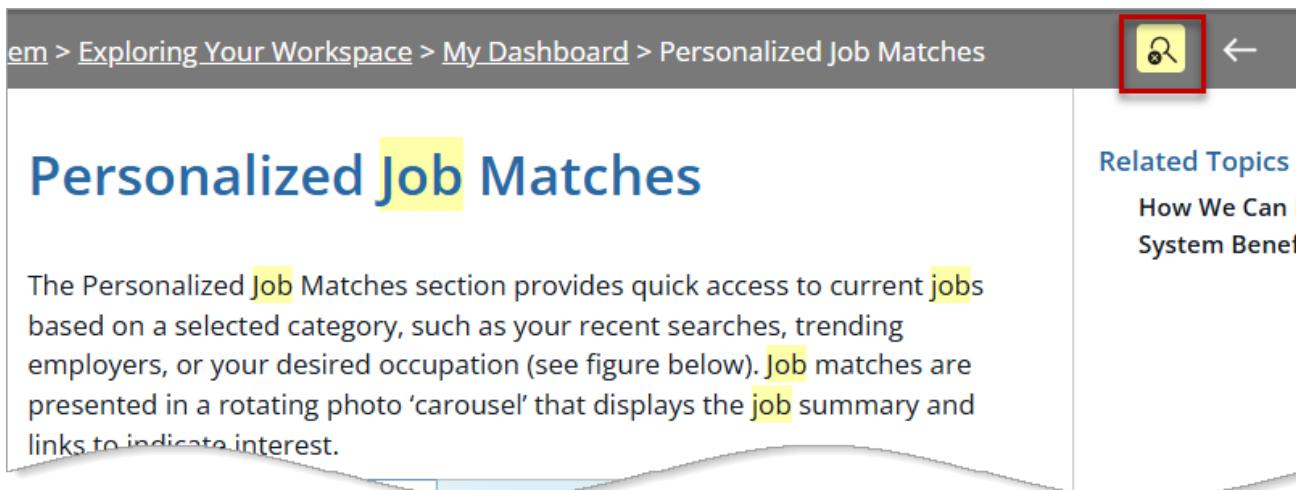
- Using NOT will display only results that have the first word but not the second word.



#### *Finding Topics with Only the First Word But Not the Second Word*

## Highlighted Search Terms in a Topic

When you go to a found topic from the search results page, all instances of the search term will be highlighted in yellow. You can turn off all highlighting by clicking the **Remove search highlights** icon in the upper right of the Help Center window.

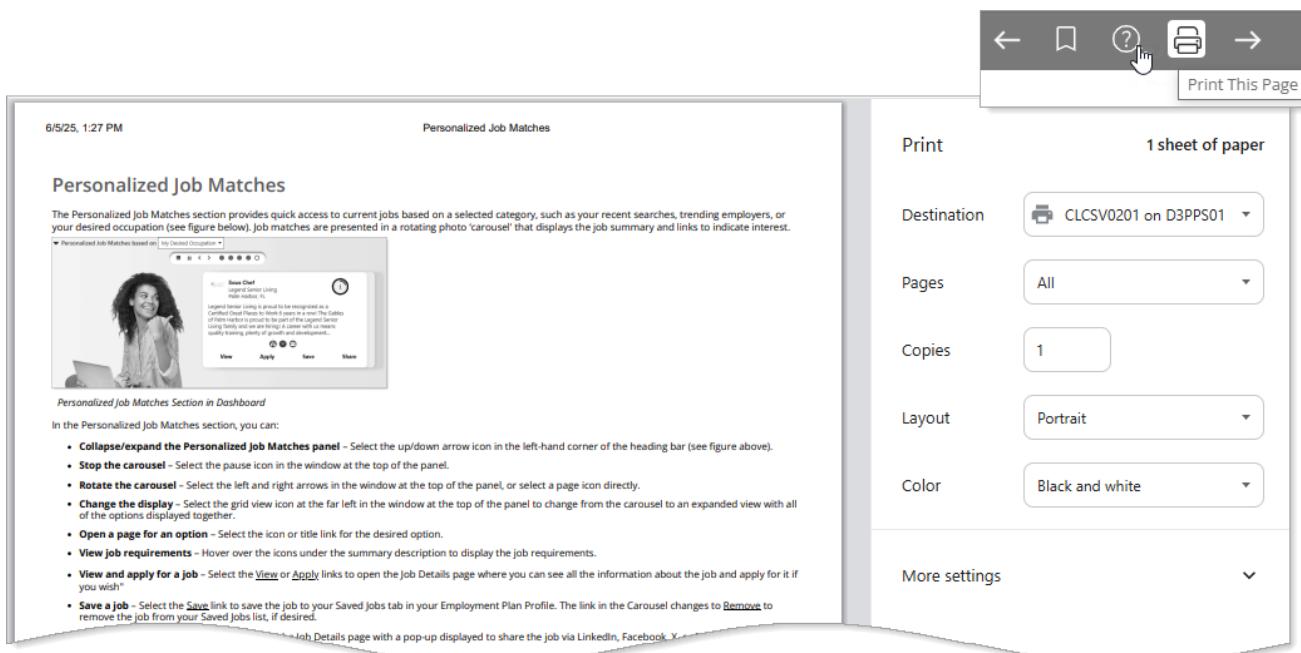


The Personalized Job Matches section provides quick access to current jobs based on a selected category, such as your recent searches, trending employers, or your desired occupation (see figure below). Job matches are presented in a rotating photo 'carousel' that displays the job summary and links to indicate interest.

*Highlighted Search Terms in a Found Topic and the 'Remove Search Highlights' Icon*

## Printing or Saving a Topic as a PDF

The Printer icon in the upper right of the Help Center window displays a PDF viewer pop-up window, where you can either send the topic page to an attached printer or save it as a PDF file. To save it as a PDF, select **Save as PDF** from the **Destination** drop-down.



*Printing a Help Topic*

## Get Page-Level Help Overview

Page-level Help provides context-sensitive information about the page in the system you are currently viewing.

### Where to Find This Feature

- Question mark icon  at the top of a page or section

### Steps to Use Page Help

- Select the question mark icon. A new window opens with information about the page or section. Click outside the window to close it.

#### Related Topics

["Find Other Kinds of Assistance" on the next page](#)

["Find Tutorials and Training Videos" below](#)

## Find Tutorials and Training Videos Overview

The Learning Center (not included in all systems) provides numerous videos, transcripts of the videos, and other information about the system.

### Where to Find This Feature

- Left Navigation Menu > Other Services > Learning Center
- My Dashboard > Directory of Services tab > Other Services > Learning Center
- My Dashboard > Widgets section > Need Help Or More Information widget > Learning Center

### Steps to Use the Learning Center

1. In the User Guides section, select a user guide link to open the document in a PDF viewer.
2. In the General Courses and Individual Courses sections, select a link to view a video. Each video includes a **Transcript** link for a PDF file of the video content with text and images.

## Related Topics

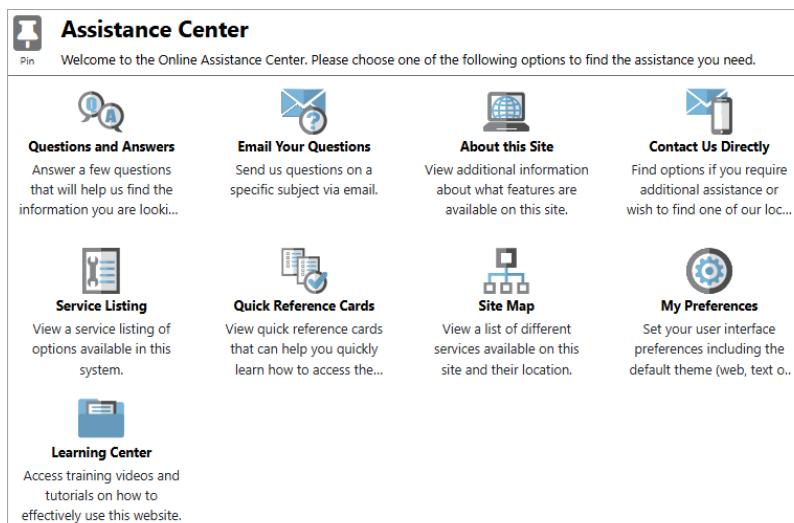
["Find Other Kinds of Assistance" below](#)

["Get Page-Level Help" on the previous page](#)

# Find Other Kinds of Assistance

## Overview

The Assistance Center offers a variety of helpful information, including a site map, site search, quick reference card, one-stop office listings, and email addresses (see figure below).



The screenshot shows the 'Assistance Center' page with a header: 'Welcome to the Online Assistance Center. Please choose one of the following options to find the assistance you need.' Below the header are eight service options arranged in a 2x4 grid:

- Questions and Answers**: Answer a few questions that will help us find the information you are looking for.
- Email Your Questions**: Send us questions on a specific subject via email.
- About this Site**: View additional information about what features are available on this site.
- Contact Us Directly**: Find options if you require additional assistance or wish to find one of our loc...
- Service Listing**: View a service listing of options available in this system.
- Quick Reference Cards**: View quick reference cards that can help you quickly learn how to access the...
- Site Map**: View a list of different services available on this site and their location.
- My Preferences**: Set your user interface preferences including the default theme (web, text o..)

At the bottom left, there is a 'Learning Center' section with the text: 'Access training videos and tutorials on how to effectively use this website.'

*Assistance Center Page*

## Where to Find This Feature

- Left Navigation Menu > Other Services > Assistance Center
- Header bar > Assistance icon
- Footer bar > Assistance link
- My Dashboard > Directory of Services tab > Other Services > Assistance Center

## Available Resources

The Assistance Center offers several options to help you find the assistance you need. Options available include the following:

- **Questions and Answers** - Steps you through a questionnaire to determine what you need help with. Based on your responses, the system produces an "Activity List" of recommended areas to visit.
- **Email Your Questions** - Opens a form that sends an email to a staff member, to alert them to problems or issues you are having in using this system. A member of your local office contacts you to assist.
- **Contact Us Directly** - View options to locate and contact your nearest OneStop office.
- **About This Site** - View additional information about the system, including main features for job seekers and students, accessibility features, descriptions of tools, and more.
- **Service Listing** - View a list of links to all available services for individuals.
- **Quick Reference Cards** - Quick reference cards can be used to help you easily navigate through the main functions available in the system.
- **Site Map** - Provides a list of links to system services organized by function for easy identification and access.
- **Site Search** - Search for information of interest using criteria such as keywords, specific search areas, of the system, and time frame.
- **My Preferences** - Customize your user interface for speed, accessibility, menu presentation, and folder management.
- **Learning Center** - Access training videos and tutorials on a variety of system functions, such as creating a résumé, researching an industry, finding a job, and more.

## Related Topics

["Directory of Services" on page 63](#)

["Set up Your Site Preferences" on page 33](#)

["Find Tutorials and Training Videos" on page 124](#)

## 2: Build Your Personal Profile

Your Personal Profile serves as the central hub for managing all personal and career-related information within the system. It is designed to help you keep essential details organized and easily accessible, ensuring that your profile stays up to date as your circumstances and goals evolve. Each tab within the profile focuses on a specific category of information—ranging from your basic contact and login details to comprehensive records of your work history, education, and job skills.

Beyond simply storing information, the profile also connects directly with résumé-building tools, activity tracking features, and guided pathways that highlight your progress toward becoming a more competitive job candidate. By regularly reviewing and updating these sections, you can ensure that employers and staff see the most accurate, complete, and compelling version of your qualifications.

See the following topics for more information:

Manage Your Registration Information .....	127
Manage Your Background Information .....	132
Manage Your Documents .....	139

## Manage Your Registration Information

### Overview

A range of personal information is collected during the registration process, including your name, address, telephone number, demographic data, and other relevant details. This information is contained in the General Information tab of your personal profile. To ensure the accuracy of your records, it is important to update this information whenever changes occur—such as a change of name or address. The system makes it simple to review and update your records, ensuring your profile stays accurate and up to date. This information is used in many places in the system, including to populate your résumés and program applications.

General Information	Background	Activities	Paths	Memo	Documents
<b>Name</b>  <a href="#">Edit</a> * First Name: <input type="text" value="Christina"/> Middle Initial: <input type="text"/> * Last Name: <input type="text"/>					
<b>Login Information</b> Login Name: <input type="text" value="RIZZI"/> <a href="#">Change User Name</a>  Password: <input type="text"/> <a href="#">Change password</a>   Last Login: 08/04/2025 5:23:46 AM  Security Question: <input type="text"/> <a href="#">Change Security Question</a>   PIN ID: <input type="text"/>  Enter a 4 digit number					
<b>E-mail Address</b> Primary E-mail: <input type="text" value="noemail@aol.com"/> <a href="#">Create E-mail Account</a>  <a href="#">Security Policy</a> 					

*Personal Profile - General Information Tab*



Note: All fields marked with a red asterisk (\*) are required. You cannot save changes to your registration information until all required fields have a response.

## Where to Find This Feature

- Header Bar > Profile icon > General Information tab
- My Dashboard > Widgets > My Personal Profile > Profile link > General Information tab
- Left navigation menu > Quick Menu > My Portfolio > My Individual Profiles > Personal Profile >

## General Information tab

- My Dashboard > Your name link > Personal Profile > General Information tab

The following table provides details on managing each section of the General Information tab

## General Information Tab Sections

Section	Description
Name	If you legally changed your name (e.g., due to marriage, divorce, or a court order), updating your profile ensures your job documents match official records like background checks or payroll. This section lets you keep your name current.
Login Information	Managing your username, password, and PIN ID properly ensures you can recover your account easily if you forget your password or if the site suspects suspicious activity. Best practices include using a strong, unique password (mix of letters, numbers, symbols), and changing it periodically.
Email Address	This section includes your primary email account, links to create an account, if required, and a link to view information and advice on email security.
Residential Address	It is important to keep your residential address accurate and up to date. If you're hired, your residential address is usually needed for background checks, identity verification, and tax and payroll setup. Keeping it updated ensures a smooth onboarding process.
Mailing Address	Even though most communication is digital now, some companies still use mail for official or legal documents, such as offer letters, employment contracts, and tax forms. If your mailing address is outdated, you can miss important mail that affects your hiring or onboarding.
Phone Numbers	Managing your primary, alternate, text, and fax numbers carefully is very important for professional communication, accessibility, and credibility. Your primary number is the main contact employers and recruiters use to reach you. Some employers or recruiting systems use text messages for interview reminders and application updates.
Preferred Notification Method	This section displays your account's notification preference setting, which determines how the system attempts to contact you. Welcome Notifications determine what items display when you first log in.
Site Access	Update the location from which you access the site. You can also provide an optional response to How did you hear about this website?
Demographic	Review and update your birth date, sex, and Selective Service information, if

## General Information Tab Sections (continued)

Section	Description
Information	required.
Citizenship	<p>Indicating your citizenship status is very important because it directly affects your eligibility for employment, the types of jobs you can apply for, and how employers handle your application. Employers must ensure that candidates are legally allowed to work in the country.</p> <p>By listing your correct citizenship status, you show that you are authorized to work (or need sponsorship) and prevent delays or disqualification later in the hiring process.</p>
Disability	<p>Disclosing whether or not you have a disability is a personal choice, but there are several important reasons and benefits to consider. Employers collect disability information to comply with equal employment laws, such as: The Americans with Disabilities Act (ADA) and Section 503 of the Rehabilitation Act (for federal contractors). This helps employers demonstrate non-discriminatory hiring practices, meet diversity and inclusion goals, and report statistics to the U.S. Department of Labor (in aggregate, not tied to your name). Many organizations have disability-inclusive hiring initiatives, such as targeted job programs for candidates with disabilities, training or mentorship opportunities, and partnerships with organizations like Vocational Rehabilitation Services. By disclosing, you may become eligible for these programs or get matched with supportive employers.</p>
Education Information	<p>Updating your education information is very important because it directly impacts how employers view your qualifications, skills, and eligibility for certain positions. Accurate and current education details help you stand out as a credible and prepared candidate. This section lets you indicate your highest level achieved and whether you are currently in school.</p>
Employment Information	<p>This Employment Information section helps the system and potential employers understand your current employment situation, eligibility for benefits, and job-seeking status. It also ensures you are matched with the right services, programs, and job opportunities.</p>
Farmworker Information	<p>If you identify as a farmworker or migrant/seasonal farmworker, you may qualify for special employment and training programs funded by the government, such as:</p> <ul style="list-style-type: none"> <li>• National Farmworker Jobs Program (NFJP)</li> <li>• Migrant and Seasonal Farmworker Program (MSFW)</li> <li>• Job placement assistance, skills training, career counseling, or support services</li> </ul>

## General Information Tab Sections (continued)

Section	Description
	<p>like housing and transportation help</p> <p>These programs are designed to help farmworkers find better-paying, stable jobs, transition into new careers, or improve working conditions.</p>
Job Title and Occupation	<p>Your desired job title and occupation is extremely important because it guides how the system – and potential employers – understand what kind of work you are looking for. They directly affect your job matches, visibility, and career opportunities. Recruiters often search for candidates by job title or occupation. If yours is outdated or too general, your profile may not appear in searches.</p>
Ethnic Origin	<p>Including your ethnic origin (or race/ethnicity) may feel personal, but it serves several important purposes, especially on systems connected to government agencies, equal employment programs, or affirmative action reporting. Here's why this information is requested – and why it can be valuable for you and the system, even though it's optional and confidential. By sharing your ethnicity, you may be eligible for targeted training or scholarship programs, mentorship opportunities, and career counseling or networking support.</p>
Race	<p>Just like with ethnic origin, sharing your race is optional, confidential, and protected by law. The main purpose is not to influence hiring decisions but to support fairness, equal opportunity, and government compliance.</p>
Language	<p>Including the languages you speak highlights a valuable skill that makes you more competitive, versatile, and eligible for a wider range of jobs. Language proficiency is not just a personal detail – it is often a key part of your professional qualifications. This section lets you specify your languages and degree of proficiency.</p>
Military Service	<p>Veterans may be entitled to additional State and Federal benefits. This section collects information about your service (for which we are most grateful). If you are the spouse or family caregiver of a Military member or Veteran, you may also be entitled to State and Federal benefits. Refer to the section directly above this one titled Spouse or Caregiver of a Military Member.</p>
National Career Alliance (NCA)	<p>Releasing your information to the National Career Alliance (NCA) can be very beneficial when you are actively looking for work or training opportunities. The NCA is a partner organization that helps connect job seekers with additional employment resources, training programs, and employers beyond what the system provides. The NCA often partners with: workforce development programs, community colleges and training centers, and government-funded career advancement initiatives. Use the</p>

**General Information Tab Sections (continued)**

Section	Description
	<b>Unsubscribe or Resubscribe</b> links, as desired.

**Related Topics**

["2: Build Your Personal Profile" on page 127](#)

["Manage Your Background Information" below](#)

## Manage Your Background Information

### Overview

The Background tab of your Personal Profile contains key details about your education, work history, certifications, job skills, and more, allowing the system to personalize your career support. This information helps to match you with the most relevant jobs, recommend training, and build a strong résumé on your behalf. Including items like your driver's license information, tools and technologies you use, languages spoken, and preferred job type ensures better results and a smoother job search experience. The more complete your background, the more accurately the system supports your career goals.

[General Information](#)

[Background](#)

[Activities](#)

[Paths](#)

[Memo](#)

[Documents](#)

[\[ Start the Background Wizard \]](#)

▼ **Core Background Items**

All sections except Language must be completed to be considered a Smart Seeker. If you have never worked, then employment history is also not required.

**Education History** 

Qualification	Issuing Institution	Location	Completion Date	Action
<a href="#">Bachelor's Degree</a>	Le Cordon Bleu	Paris, France	06/2021	<a href="#">Edit</a>   <a href="#">Delete</a>

[\[ Add a New Education History \]](#)

**Occupational Licenses, Certificates and Training** 

License or Certificate	Issuing Organization	Completion Date	Action
<a href="#">Brevet de Maîtrise</a>	Chambres de Métiers et de l'Artisanat	03/2002	<a href="#">Edit</a>   <a href="#">Delete</a>

[\[ Add a New License or Certificate \]](#)

**Employment History** 

Employer	Location	Start/End Dates	Action
<a href="#">Boulón Brasserie and</a>	1001 Water St Tampa, FL	10/2022 - 07/2025	<a href="#">Edit</a>   <a href="#">Delete</a>

Personal Profile - Background Information Tab

## Where to Find This Feature

- Header bar > Profile icon > Background tab
- Left navigation menu > Quick Menu > My Portfolio > My Individual Profiles > Personal Profile > Background tab
- My Dashboard > Welcome statement [your name] link > Background tab
- My Dashboard > Widgets > My Personal Profile widget > My Background

- Directory of Services > Quick Menu > My Portfolio > My Individual Profiles > Personal Profile > Background

## Review and Manage Your Background Information

The Background tab of your Personal Profile allows you to view, add, edit, and delete your information in two ways:

1. The first is on the Background tab itself. You can review your information as you scroll down the page and directly access sections with information to be added or corrected by using the **Add a New...**, **Edit**, and **Delete** links.
2. The second option is to use the Background Wizard, which guides you step-by-step through each section of your Personal Profile. You can launch the wizard from either the top or bottom of the Background tab. As you progress through the wizard, certain pages contain information previously entered during registration, which you can edit or remove.

The following table provides details on managing each section of your Background tab.

Background Tab Sections

Section	Description
Education History	<p>This section lets you document your academic and training background as part of your profile-building process. You can efficiently enter education programs, relevant dates, and additional comments—all of which contribute to a polished and informative résumé.</p> <p> <b>Tip:</b> Include all of your education programs, even those you did not finish or have yet to complete.</p> <p>See <a href="#">Add or Edit Education History</a> for details.</p>
Occupational Licenses, Certificates and Training	<p>This section lets you document important professional credentials that enhance your qualifications, supporting a complete and well-organized presentation of your professional achievements.</p> <p>See <a href="#">Add or Edit Occupational Licenses, Certifications, and Training</a> for details.</p>
Employment History	<p>This section enables you to record your previous work experiences, including employer information, job titles, occupations, and position details. You can also incorporate related technical skills and tools into your profile, enhancing the overall quality of your employment history.</p>

### Background Tab Sections (continued)

Section	Description
	<p> <b>Tip:</b> A good rule of thumb is to list your last 10-15 years of work experience, focusing on the roles most relevant to the job you want. You don't need to include every position you've ever held – highlight the jobs and achievements that best show your skills, experience, and career growth.</p> <p>If you have no prior work experience, the Employment History section is optional for use on your résumés.</p> <p>See <a href="#">Add or Edit Employment History</a> for details.</p>
Job Skills	<p>This section lets you showcase the specific skills you've acquired through work experience, training, and education. The Select Your Job Skills page provides an organized way to review, add, or update job-related skills across multiple categories, ensuring a comprehensive and accurate skill set that enhances your résumé and professional profile.</p> <p>See <a href="#">Add or Edit Job Skills</a> for details.</p>
Tools and Technology	<p>This section lets you list your experience with a wide variety of software applications and tools based on your selected occupation. By adding tools and technology experience to your profile, you can then search for jobs based on the saved skill sets and employers can easily find your résumé when your skills match their hiring criteria.</p> <p>See <a href="#">Add or Edit Tools and Technology</a> for details.</p>
Résumé Objective	<p>This section lets you create a short, focused statement that appears at the top of your résumés, outlining your career goals and what you aim to bring to an employer. A well-crafted objective works in your favor—especially if you are changing careers, entering the workforce, or targeting a very specific role. The objective statement shows employers that your skills and talents align with the requirements of the position you are applying for.</p> <p>By completing this Objective section of your Background tab, the information automatically appears in any résumé you create that includes this section. You can still customize the Objective on each résumé, as desired.</p> <p>See <a href="#">Add or Edit Résumé Objective</a> for details.</p>
Résumé Ability Summary	<p>A résumé Ability Summary is crucial because it acts as a concise and impactful introduction to your résumé, immediately highlighting your most relevant skills and experiences to the hiring manager. This helps your résumé stand out, especially when recruiters are reviewing numerous applications, and allows you to control the initial impression you make. By showcasing your top qualifications and</p>

### Background Tab Sections (continued)

Section	Description
	<p>accomplishments, it provides context for the rest of your résumé and demonstrates your value to the employer.</p> <p>By completing the Ability Summary section of your Background tab, the information automatically appears in any résumé you create that includes this section. You can still customize the Ability Summary on each résumé, as desired.</p> <p>See <a href="#">Add or Edit Résumé Ability Summary</a> for details.</p>
Résumé Honors and Activities	<p>Including Honors and Activities on your résumé is important because it demonstrates your skills, work ethic, and achievements beyond just your academic or professional experience. This section of your résumé highlights your leadership, teamwork, communication, and other valuable soft skills, making you a more well-rounded and competitive candidate.</p> <p>By completing the Honors and Activities section of your Background tab, the information automatically appears in any résumé you create that includes this section. You can still customize the Honors and Activities on each résumé, as desired.</p> <p>See <a href="#">Add or Edit Résumé Honors and Activities</a> for details.</p>
Résumé Additional Information	<p>An Additional Information section on your résumé is valuable when you have qualifications, experiences, or achievements that do not quite fit under traditional sections like Work Experience or Education. Employers often want more than just technical ability—they are also looking for leadership, initiative, and character. Listing things like community involvement, professional affiliations, or special projects presents valuable details that enhance your candidacy and show the employer a more complete picture of your qualifications.</p> <p>By completing the Additional Information section of your Background tab, the information automatically appears in any résumé you create that includes this section. You can still customize the Additional Information on each résumé, as desired.</p> <p>See <a href="#">Add or Edit Résumé Additional Information</a> for details.</p>
Résumé Detailed References	<p>References act as social proof of your skills, work ethic, and professional character. When a recruiter or hiring manager sees endorsements from colleagues, supervisors, or clients, it reassures them that your accomplishments are genuine. Hiring managers often verify references late in the hiring process. If you already include them, you save them a step and demonstrate transparency, which can accelerate trust and possibly the hiring timeline.</p> <p><b>Best Practices:</b></p>

### Background Tab Sections (continued)

Section	Description
	<ul style="list-style-type: none"> <li>Always get consent before listing someone as a reference online.</li> <li>Prioritize managers, mentors, or colleagues who can speak specifically about your contributions.</li> <li>Stick to references that reinforce your career goals, not personal contacts.</li> <li>Choose quality over quantity - a few strong endorsements carry more weight than a long list of vague references.</li> </ul> <p>See <a href="#">Add or Edit Résumé Detailed References</a> for details.</p>
Desired Occupation(s)	<p>Recruiters often scan hundreds of profiles. If your desired occupation is clear, they can instantly see whether you are a match for the role they are trying to fill. It helps you show up in the right searches. A clear desired occupation signals that you are intentional about your career, not just applying to anything available.</p> <p>The system uses a series of checks and rules to automatically set your desired occupation; however, you can change it at any time.</p> <p>See <a href="#">Specify Your Desired Occupation</a> for details.</p>
Desired Job Type	<p>Your Desired Job Type is a profile of days and hours you can work and other important details. When you state your availability up front, recruiters immediately know if your schedule aligns with the role. This avoids wasted interviews for jobs that do not fit your needs. If you prefer remote, hybrid, or specific shifts, saying so filters out mismatched positions and increases the chance that you are contacted for jobs that truly fit your lifestyle.</p> <p><b>Best Practices:</b></p> <ul style="list-style-type: none"> <li>Do not limit yourself too much. If you're flexible, say so – being too restrictive may eliminate you from good opportunities.</li> <li>If your availability changes, update your profile so employers always see accurate info.</li> </ul> <p>See <a href="#">Specify Your Desired Job Type</a> for details.</p>
Desired Location(s)	<p>Recruiters often search by location or filter candidates according to where the role is based. If your desired location is clear, your profile is more likely to show up in searches for jobs that match where you actually want to work. Without a location preference, employers may assume you are not serious about relocating or that you are tied only to your current area. A specified desired location shows you thought about where you want your career to grow.</p> <p>See <a href="#">Specify Your Desired Job Location</a> for details.</p>

### Background Tab Sections (continued)

Section	Description
Desired Salary	<p>When recruiters and hiring managers filter candidates, they often look at salary expectations to ensure alignment with their budget. By listing your target salary range, you are more likely to be approached by employers who can actually meet your expectations—saving you from wasting time on roles that do not pay what you need. Stating your salary range demonstrates that you know your worth and are confident in your value. Employers often view this positively, as it signals clarity and professionalism. It also helps reduce awkwardness or tension later in the interview process.</p> <p>See <a href="#">Specify Your Desired Salary</a> for details.</p>
Driver's License Information	<p>Some jobs—such as delivery drivers, field technicians, sales representatives, or roles requiring travel—require a valid driver's license. By including this information, you show employers up front that you meet a basic qualification. If a license is required but missing from your profile, employers must verify this later, slowing down the hiring process. Having it up front removes doubt and accelerates screening.</p> <p> <b>Tip:</b> Only include your license information if it is relevant to the roles you are targeting. For positions that don't require driving, it may not add value to your profile.</p> <p>See <a href="#">Add or Edit Driver's License Information</a> for details.</p>
Languages & Proficiency	<p>Many roles—especially in global companies, customer service, translation, teaching, or international business—require specific language skills. Listing your proficiency lets employers know you meet those qualifications. Strong language skills highlight your ability to collaborate across teams, interact with diverse clients, or work in multilingual environments. Employers see this as a valuable professional asset.</p> <p>See <a href="#">Indicate Your Languages and Proficiency</a> for details.</p>
Security Clearance	<p>Including your security clearance in your job-hunting profile is especially important if you are pursuing opportunities in government, defense, aerospace, intelligence, or other regulated industries. Many positions require a specific level of clearance (e.g., Confidential, Secret, Top Secret). By listing yours, you immediately show employers you are eligible to access classified or sensitive information, which is often a non-negotiable requirement.</p> <p>See <a href="#">Specify Security Clearance</a> for details.</p>
Typing Speed	<p>Including your typing speed in your job-hunting profile can make a real difference, especially for roles where fast and accurate keyboard skills are essential. Jobs in</p>

### Background Tab Sections (continued)

Section	Description
	<p>data entry, transcription, administrative support, customer service, and virtual assistance often require a minimum typing speed. By listing yours, you immediately show you meet baseline requirements.</p> <p>See <a href="#">Indicate Typing Speed</a> for details.</p>
Your Websites	<p>Personal websites and social media platforms, like LinkedIn, GitHub, or Behance, allows you to highlight your skills, experience, and achievements beyond a résumé. Sharing these links gives employers a more complete view of your professional brand. Creative professionals, developers, marketers, and writers often use personal websites and social platforms to showcase professional portfolios, projects, or thought leadership. Including these links can validate your expertise with real-world examples.</p> <p><b>Best practices:</b></p> <ul style="list-style-type: none"><li>Include platforms that highlight your career, skills, or portfolio (e.g., LinkedIn, GitHub, Behance, Dribbble, personal portfolio site).</li><li>Make sure your work history, projects, and posts align with your résumé.</li><li>Treat your social media links as an extension of your résumé—everything recruiters see should reinforce your professional story.</li></ul> <p>See <a href="#">Add or Edit Your Website Links</a> for details.</p>

#### Related Topics

"Manage Your Documents" below

"Manage Your Registration Information" on page 127

## Manage Your Documents

### Overview



Note: Your site may not include this optional feature.

The optional Document Manage module allows individuals, and staff on their behalf, to upload, scan, tag, view, and delete electronic copies of supporting documents needed to verify information you provide, for example, a birth certificate or Social Security card.

**My Documents**

Pin This tab contains information on documents you have scanned and stored for use in applications done by staff.

[ [Individual Portfolio](#) ]

My Individual Profiles My Individual Plans

[General Information](#) [Background](#) [Activities](#) [Paths](#) [Memo](#) **Documents**

[Show Filter Options \(Showing all records\)](#)

Activate a column title to sort.

Name	Tags	Class	Create Date	Expiration Date	Action
ScanCardQRCode.pdf	ScanCard QRCode	Scan Card QR	10/25/2024		<a href="#">View</a> <a href="#">Delete</a> <a href="#">Meta Data</a>
Workkeys_Rpt.pdf	Workkeys	Release of Information	07/09/2025		<a href="#">View</a> <a href="#">Delete</a> <a href="#">Meta Data</a>

Page 1 of 2 Rows: 5

Uploaded and scanned documents with spaces in the document name may be incompatible with some browsers. These spaces will be replaced with \_ when saving the document in our system.

[ [Upload a Document](#) | [Scan a Document](#) ]

[Return to My Dashboard](#)

### Documents Tab

## Where to Find This Feature

- Top menu bar > Documents icon > My Documents button
- Left navigation menu > Document Management group > View My Documents link
- Header bar > Profile icon > Personal Profile > Documents tab

## Steps to Manage Documents

From the Documents tab, you can perform the following actions:

To...	Do This:
Upload a Document	Select the <a href="#">Upload a Document</a> link at the bottom of the page. See <a href="#">"Upload a Document" on page 142</a> for details.
Scan a Document	You must have a TWAIN-compliant scanning device connected to

To...	Do This:
	<p>your computer. Select the <b>Scan a Document</b> link at the bottom of the page. See "<a href="#">Scan a Document</a>" on page 143 for details.</p>
Find a Document	<p>Select the <b>Show Filter Options (Showing all records)</b> link above the table. The Document Filters section expands. By entering criteria, you can customize the list to only show documents that:</p> <ul style="list-style-type: none"><li>• Were tagged with certain values when they were uploaded or scanned</li><li>• Have a specific class association</li><li>• Have a specific expiration status</li><li>• Were created, modified, received, and/or expired within specific date ranges</li></ul> <p>To apply the filters, select the <b>Filter</b> link; to cancel, select the <b>Reset Filter</b> link.</p> <ul style="list-style-type: none"><li>• You can further customize your results by selecting any of the column heading links to sort all displayed records by that field value. Select the column again to reverse the order.</li><li>• You can also jump to a specific results page and change the number of table rows displayed per page by using the arrows below the table.</li></ul>
View a Document	Select the <b>View</b> link in the Action column and the attached document displays. All supported file types can be viewed. Word processing or spreadsheet files (e.g., .DOCX, or .XLS) are best viewed or edited by downloading and opening them using the related software on your device.
Download a Document	From the View Document page, select the <b>Download Document</b> link at the bottom of the page to save a copy of the document to your local drive.
Edit a Document	Select the <b>Meta Data</b> link in the Action column. The View Document page displays. You can edit the document information, including the description, name, and keyword tags for searches. You can also view the document history, such as when the document was created and edited.
Delete a Document	Select the <b>Delete</b> link in the Action column. A pop-up window

To...	Do This:
	requires you to confirm the deletion. Select <b>Yes</b> to remove the document from the Documents tab.

## Related Topics

["Upload a Document" below](#)

["Scan a Document" on the next page](#)

# Upload a Document

## Overview



Note: Your site may not include this optional feature.

You can upload supporting documents from the Documents tab of your Personal Profile. These documents can be used by staff to verify information you provide, for example, a birth certificate or Social Security card.



Note: Do not use the Documents tab to upload a résumé. Use the Upload option of the Résumé Builder feature for storing your résumés in the system.

## Where to Find This Feature

- Top menu bar > Documents icon > Upload Document(s) button
- Left navigation menu > Document Management group > Upload a Document link
- Header bar > Profile icon > Personal Profile > Documents tab > Upload a Document link

## Steps to Upload a Document

1. From the Add a Document page, in the Document Information section, select the appropriate **Document Description** from the drop-down list to associate the document with a specific document type.
2. Enter **Document Tags**, using any keywords that may help you find this document later. You can enter multiple tags with a semicolon separating each entry.
3. In the Attach Document section:

- a. Select the **Browse Files** link to open a file explorer window, navigate to the desired file location, and select the **Open** button. The filename displays below the Drag & Drop box, along with an **X** remove button.

*OR...*
- b. Drag the desired document from your desktop or folder location to the Drag & Drop File Here box.

4. Select the **Save** button. The added file displays on your Documents tab

## Related Topics

["Scan a Document" below](#)

["Manage Your Documents" on page 139](#)

## Scan a Document

### Overview



Note: Your site may not include this optional feature.

If your state site allows document scanning and you have a TWAIN-compliant scanning device connected to your computer, for example, an all-in-one printer, you can scan supporting documents from the Documents tab of your Personal Profile. These documents can be used by staff to verify information you provide, for example, a birth certificate or Social Security card.



Note: Do not use the Documents tab to scan a résumé. Use the Upload option of the Résumé Builder feature for storing your résumés in the system.

## Where to Find This Feature

- Top menu bar > Documents icon > Scan Document button
- Left navigation menu > Document Management group > Scan a Document link
- Header bar > Profile icon > Personal Profile > Documents tab > Scan a Document link

## Steps to Scan a Document



Note: When the Scan Document page displays, if the DocuVieware TWAIN Service is not available, you may be prompted to install it. Select the OK button to continue, or the button to exit.

## One-time installation of the scanner driver (if applicable):

1. In the Please Confirm... dialog box, select **OK**.
2. Save the installation file to a location on your computer.
3. Open the file and select **Next** to begin.
4. Select **Next** to accept the software location.
5. Select **Install** to install the driver software.
6. Select **Finish**.

1. In the Document Information section:
  - a. Select the appropriate **Document Description** from the drop-down list to associate the document with a specific document type.
  - b. Enter **Document Tags**, using any keywords that may help you find this document later. You can enter multiple tags with a semicolon separating each entry.
  - c. Enter a **Document Name** for the document you will scan. If you leave this blank, the system will use either the Verification Type document, if available, or the current date and time as the document name.
2. In the Scan Options section:
  - a. Use the drop-down list to **Select Source**, if you have more than one scanner available.
  - b. Select the **Pixel Type**.  
 Note: RGB may be desirable for color images that will not scan well in black and white. However, resolution settings and pixel types for RGB color, black and white (BW), or grayscale selections affect the file size. You will receive a warning message if the image size is larger than the system maximum, but you can change scan options to limit the file size.
  - c. Select the **Resolution**. Higher resolutions result in a better quality scanned image, but it creates a larger file size.
  - d. Select any additional **Settings** checkboxes that may apply for any given scanner or job.
  - e. Ensure that the document is placed properly on the scanner, then select the **Scan Document** button. The image and a thumbnail display in the Scanned Images section.
3. In the Scanned Images section, select the **Upload Document** button to add the scanned image. The added file displays at the top of the Documents tab.
4. The Scanned Images toolbar allows you to download, print, page through, zoom, and rotate your scanned image as well.

## Related Topics

["Upload a Document" on page 142](#)

["Manage Your Documents" on page 139](#)

## 3: Explore Careers and Occupations

The system provides several career services tools help job seekers explore career opportunities and prepare for success. With these tools, you can access job seeker tips, evaluate your skills, discover occupations that match your strengths, identify your work interests, and learn about wages, employers, and job openings for different roles.

For details on the career services tools and resources, see the following topics:

4 Steps to a New Career .....	146
Identify Best-Fit Careers .....	147
Discover Roles That Match Your Skills, Interests, and Values .....	149
Explore Career Paths Using the Interactive Tool .....	172
See Related In-Demand Occupations .....	175
Review Job Market Trends in Your Area .....	178
Investigate Labor Market Information .....	181

## 4 Steps to a New Career

### Overview

The Career Tips page outlines four key steps to help you discover a new career path. Each step includes links to tools and resources on this website designed to support you as you explore new opportunities or make a career change.

### Where to Find This Feature

- Left navigation menu > Services for Individuals > Career Services > Career Tips
- My Dashboard > Widgets > Career Services widget > Additional Options > Career Tips
- My Dashboard > Directory of Services > Services for Individuals > Career Services > Career Tips

### About the 4 Steps to a New Career Page

The 4 Steps to a New Career page is a step-by-step guide designed to help you explore and transition into a new career. Each step is organized into its own section and includes numerous links to additional resources and related information throughout this website to support you in the following areas:

- **Self-Assessment** – Identify your professional strengths and talents using a variety of self-assessment tools in Career Explorer. You can use the information in this section to explore

occupations that align with your strengths and meet your needs. See "[Discover Roles That Match Your Skills, Interests, and Values](#)" on page 149 for additional information.

- **Checking the Labor Market** – See how a specific occupation is performing in the labor market in your area. You can find detailed information for each occupation, including wages, education and experience, future employment outlook, work activities and more. See "[Investigate Labor Market Information](#)" on page 181 for details.
- **Finding Schools and Educational Programs** – Find information on education or training you may need for an occupation. If you find that you need additional education or training to qualify for the job you want, you can locate specific information on available schools, training providers, and educational programs. See "[4: Plan Your Education and Training](#)" on page 211 for details.
- **Finding Employers and Today's Job Openings** – Search employers and job openings in Job Seeker Services, where you can also find guidance on writing résumés and a 10-step plan for becoming employed (including choosing a career, proper interview skills, and negotiating job offers). See "[6: Find a Job](#)" on page 276 for details.

## Related Topics

["Discover Roles That Match Your Skills, Interests, and Values"](#) on page 149

["Explore Career Paths Using the Interactive Tool"](#) on page 172

["6: Find a Job"](#) on page 276

["Identify Best-Fit Careers"](#) below

["Investigate Labor Market Information"](#) on page 181

["Job Skills Assessment"](#) on page 154

["Occupation Profile"](#) on page 199

["4: Plan Your Education and Training"](#) on page 211

["Tools and Technology Assessment"](#) on page 159

["Work Interests Ranking"](#) on page 162

["Work Values Ranking"](#) on page 169

# Identify Best-Fit Careers

## Overview

Career Explorer tools help you discover careers that match your unique skills, interests, values, and abilities. Whether you're deciding which career path fits you best or identifying areas to strengthen your skills, these tools make it easy to explore options and plan your next steps.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Career Services > Career Explorer
- My Dashboard > Widgets > Career Services widget > Career Explorer link > Career Explorer
- My Dashboard > Directory of Services > Services for Individuals > Career Services > Career Explorer

## Career Explorer Tools

Select an icon from the Career Explorer page to open one of the following tools:

Career Explorer Tool	What It Does
<a href="#">"Assess Your Skill Levels" on the next page</a>	The Knowledge Assessor helps you find careers that match your skills. Answer 40 questions to rate your skill levels, then view careers aligned with your ratings.
<a href="#">"Match Your Skills to Occupations" on page 152</a>	Identify your skills, explore matching careers, view current job openings, and find training opportunities to build new skills.
<a href="#">"Tools and Technology Assessment" on page 159</a>	Select the tools you use and the technical skills you have to discover related occupations.
<a href="#">"Occupation Profile" on page 199</a>	Explore occupations similar to your current or past roles based on required knowledge, skills, abilities, work environment, and work activities.
<a href="#">"Explore Career Paths Using the Interactive Tool" on page 172</a>	See how people in your chosen occupation advance along the career ladder or view the typical career path for a selected occupation.
<a href="#">"Work Interests Ranking" on page 162</a>	Rank work activities you enjoy and discover occupations that match your interests.
<a href="#">"Work Values Ranking" on page 169</a>	Identify occupations that align with your work values by ranking key tasks, then explore matching careers and current job openings.



Tip: If you're new to the workforce or exploring options, start with Match Your Work Interests or Match Your Skills. If you already have work experience, Match Your Occupation can help you find related career opportunities.

## Related Topics

- ["4 Steps to a New Career" on page 146](#)
- ["Explore Career Paths Using the Interactive Tool" on page 172](#)
- ["3: Explore Careers and Occupations" on page 146](#)
- ["Find Similar Occupations" on page 185](#)
- ["Industry Profile" on page 195](#)
- ["Occupation Profile" on page 199](#)
- ["Review Job Market Trends in Your Area" on page 178](#)
- ["See Related In-Demand Occupations" on page 175](#)

# Discover Roles That Match Your Skills, Interests, and Values

Use the self-assessment tools on this page to view and manage information about your skills and work interests. You can use the information gathered in these assessments to find occupations that align with your skills and interests.

This information, saved to your personal profile, is applied to other areas of the system; for example, within the **Job Search** options on the **Skills** tab, or when employers perform skills-based matching to find ideal job candidates.

See the following topics for more information:

Assess Your Skill Levels .....	149
Match Your Skills to Occupations .....	152
Job Skills Assessment .....	154
Personal Skills Assessment .....	158
Tools and Technology Assessment .....	159
Work Interests Ranking .....	162
Work Values Ranking .....	169

## Assess Your Skill Levels

### Overview

Knowledge Assessor helps you identify careers that match your skills. Answer 40 questions to rate your level in a range of skills and we'll generate a list of careers that might be good matches for your unique

skill set.

Your results matched **150** occupations. We looked at how you rated your skills to create this list of career matches. You can expect to see some great career ideas, some surprises, and some options you may have no interest in.

[Explore Occupations](#)
[Retake Assessment](#)

Learn about the skills you answered and which are the highest by reviewing the list below.

Your highest rated skills	Your next highest rated skills	Your lowest rated skills
<b>Administrative</b>  Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.	<b>Administration and Management</b>  Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.	<b>Biology</b>  Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
<b>Computers and Electronics</b>  Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.	<b>Complex Problem Solving</b>  Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	<b>Building and Construction</b>  Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
<b>Gross Body Coordination</b>  The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.	<b>Foreign Language</b>  Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.	<b>Chemistry</b>  Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
<b>Memorization</b>  The ability to remember information such as words, numbers, pictures, and procedures.	<b>Instructing</b>  Teaching others how to do something.	<b>Customer and Personal Service</b>  Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
<b>Writing</b>  Communicating effectively in writing as appropriate for the needs of the audience.	<b>Management of Financial Resources</b>  Determining how money will be spent to get the work done, and accounting for these expenditures.	

### Knowledge Assessor Results

## Where to Find This Feature

- Left Navigation > Career Services > Career Explorer > Knowledge Assessor
- My Dashboard > Widgets > Career Services widget > Career Explorer > Knowledge Assessor

## Steps to Complete the Knowledge Assessor

Use the examples to help choose your levels. Think about whether you have done the example activity, or something like it in your own field.

Skill	Beginner	Basic	Skilled	Advanced	Expert
<b>1. Administration and Management</b> How much do you know about business planning and leadership?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Complete a timesheet		Monitor project progress to complete it on time		Manage a \$10m company
<b>2. Biology</b> How much do you know about plant, animal and cell functions?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Care for a pet		Investigate effects of pollution on plants		Identify a new virus
<b>3. Body Coordination</b> How well can you coordinate moving your arms, legs, and torso together?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Get in and out of a truck		Swim one pool length, or play a ball sport		Perform ballet choreography
<b>4. Building and Construction</b> How much do you know about building?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Hang a picture		Fix a plumbing leak		Build a high-rise

### Knowledge Assessor Questions



**Tip:** When answering the assessment questions, avoid responses based upon your personal preference. Think about whether you have done the example activity, or something like it in your own field.

This assessment consists of a list of individual skills for you to provide your expertise level by selecting one of the radio buttons. These button selections are assigned to the following levels: Beginner, Basic, Skilled, Advanced, and Expert. To help you gauge which level you are at, each skill has a set of examples under the Beginner, Skilled and Expert columns. Each page has 10 questions.

1. Select a radio button under the column heading that best matches your proficiency for each skill. If you feel you fall somewhere in between columns that have provided examples, use a selection under Basic or Advanced.
2. To advance to the next page, select the **Next** button.
3. When you have completed the last series of questions, select the **Finish** button to review the results. The results tell you how many occupations you matched, and lists your skills grouped by rating.
4. To view your matching occupations, select the **Explore Occupations** button to go to the Knowledge Assessor Occupation Results page.
5. To redo the assessment, select the **Retake Assessment** button.
6. From the Knowledge Assessor Occupation Results page, you can view an occupation profile by selecting an **Occupation Title** link, or view the job openings in your area by selecting one of the **Job Openings** link for the occupation in the corresponding table row.

## Related Topics

- "Discover Roles That Match Your Skills, Interests, and Values" on page 149
- "Identify Best-Fit Careers" on page 147
- "Job Skills Assessment" on page 154
- "Tools and Technology Assessment" on page 159
- "Match Your Skills to Occupations" below
- "Personal Skills Assessment" on page 158
- "View Occupations That Match Your Assessment Outcome" on page 164
- "Work Interests Ranking" on page 162
- "Work Values Ranking" on page 169

# Match Your Skills to Occupations

## Overview

The Your Career Match tools help you see how your background and skills align with your desired occupation –the one listed as your Primary Desired Occupation in your profile's Background tab. This feature provides a quick summary of how well your desired occupation matches your background information, focusing on your salary requirements, education level, and work experience.

**Your Career Match**

 The following indicates how well your background matches your desired occupation of [Automotive Service Technicians and Mechanics](#).

 The average salary of [Automotive Service Technicians and Mechanics](#) in [Florida](#) ([No data available for Hillsborough County](#)) was \$40,540 a year in 2020. This does not meet your desired salary of [\\$70,000 annually \(Approx. \\$33.75 hourly\) or more](#). There are currently [1](#) jobs in [Hillsborough County](#) that meet these salary requirements. In addition, there are [2](#) jobs that have no salary posted.

 Your education level of [High School Equivalency Diploma](#) appears to match or exceed the typical education requirements (No education requirements found) of the jobs in [Hillsborough County](#) for [Automotive Service Technicians and Mechanics](#). There are currently [0](#) jobs in [Hillsborough County](#) where you meet the required education level. In addition, there are [3](#) jobs that have no education requirement posted. [View the education programs locally available to Automotive Service Technicians and Mechanics](#).

 You have specified [0 months](#) of work experience for [Automotive Service Technicians and Mechanics](#). There are no typical experience requirements for [Automotive Service Technicians and Mechanics](#). There are currently [3](#) jobs for [Automotive Service Technicians and Mechanics](#) in [Hillsborough County](#).

[Click here if you wish to change your desired occupation from Automotive Service Technicians and Mechanics.](#)

### Your Career Match

## Where to Find This Feature

- Left Navigation menu > Career Services > Your Career Match
- Header Bar > Dashboard Icon > My Dashboard > Widgets > Career Services widget > Additional Options > Your Career Match

- Left Navigation Menu > My Individual Workspace > My Dashboard > Widgets > Career Services widget > Additional Options > Your Career Match

## Steps to Getting the Most Out of Your Career Match



**Note:** The Your Career Match page displays match score icons that show how closely your background aligns with your desired occupation in each category. If you haven't entered your salary expectations, education, or work experience in your background information, you won't see complete results on this page. Similarly, if no labor market information exists for your desired occupation in your selected area (for example, Boilermaker in a region without related information), the match score will not display. Instead, a message will indicate that no information is available for that requirement.



**Tip:** Hover over any of the match score icons to display the exact match percentage.

1. The information you entered during registration is saved in the General Information and Background tabs of your Individual Profile. If your career match results seem incomplete or outdated, select the **Profile** icon in the header bar to update your background information.
2. Some links within Your Career Match lead directly to your background details. See the table under Key Actions in this topic for more information.

## Key Actions



**Tip:** You can hover any link in this table to view a tooltip explaining its purpose. The linked text comes from your background information and will vary for each user, as indicated by the bracketed variables.

Select this link...	To View
[number of] jobs	Shows the number of current openings in your desired occupation for your selected area. Select this link to view those job postings. If no openings exist, this displays as "0."
[area name]	Displays your selected area as a link throughout Your Career Match. Select it to view the Area Profile, which summarizes Labor Market data for this area.
[education level]	Displays the education level saved in your background information. Select this link to go directly to the Background tab in your Individual Profile to update it.
[desired occupation]	Displays your desired occupation as a link throughout Your Career

Select this link...	To View
	Match. Select this link to open the Occupation Profile, which includes Labor Market data for your desired occupation.
[number of months] of work experience	Select this link to go directly to the Background tab in your Individual Profile to update your work experience.
[salary]	Select this link to update your desired salary information.
Click here if you wish to change your desired occupation from [occupation name]	If your job search has changed, you can select this link to update the occupation saved in your background information.

### Related Topics

["Assess Your Skill Levels" on page 149](#)

["Identify Best-Fit Careers" on page 147r](#)

["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#)

["Job Skills Assessment" below](#)

["Tools and Technology Assessment" on page 159](#)

["Personal Skills Assessment" on page 158](#)

["Tools and Technology Assessment" on page 159](#)

["Work Interests Ranking" on page 162](#)

["Work Values Ranking" on page 169](#)

## Job Skills Assessment

### Overview

Identify the skills you bring to the workplace to help you explore careers that fit your strengths, and compare them with the abilities employers are seeking. Once you have compiled a list of your skills, the system can align them to matching occupations.

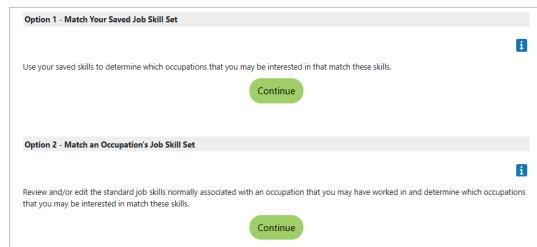
## Where to Find This Feature

- Left Navigation menu > Career Services > Career Explorer > Match Your Skills > Your Job Skills
- Individual Dashboard > Widgets > Career Services widget > Career Explorer > Match Your Skills > Your Job Skills

## Steps to Matching Your Job Skill Set (Option 1)

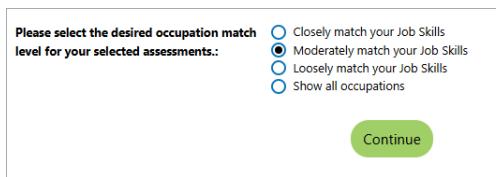


Note: To complete Option 1 on the Match Your Job Skills page, you will need to have saved your job skills first.



### Match Your Job Skills Options

1. Select Option 1 to use your saved skills to determine which occupations that you may be interested in that match these skills.
2. To begin, select the Continue button.
3. Next, select an occupation match level for the assessment and select the Continue button. The more closely you match your job skills, the more narrow your match results will be.



### Match Level selections

4. Your matching occupations are displayed within a table that contains links to Occupation Profiles (from the Occupation Title column), Skills You Match (or Lack), and Job Openings. If your results are too narrow, select the **Change Match Level** link below your table of results and choose another match level.

Activate a column title to sort.					
Occupation Title	Total Skills	Skills You Match	Skills You Lack	Match Level (%)	Job Openings (Oct 5, 2025)
Athletes and Sports Competitors	11	0	11	0.0%	0
Urologists	22	0	22	0.0%	0
Hospitalists	18	0	18	0.0%	0
Neurologists	22	2	20	6.3%	0
Intelligence Analysts	24	0	24	0.0%	0
Zoologists and Wildlife Biologists	91	5	86	5.5%	0
Biologists	23	3	20	13.0%	0
Investment Fund Managers	20	1	19	5.0%	0
Ophthalmic Medical Technologists	29	1	28	3.5%	0
Dancers	17	0	17	0.0%	0

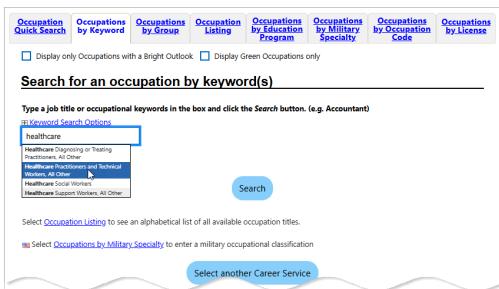
Page 1 of 8 Rows 10 [Print Table](#)

[Change Job Skills](#) | [Change Match Level](#)

### Occupations that Match Your Job Skills

## Steps to Matching an Occupation's Skill Set (Option 2)

1. Select Option 2 to view the job skills required for an occupation and the user's skills in a side-by-side comparison. Use these lists of skills to find other occupations where you might be a suitable candidate.
2. To begin, select the **Continue** button.
3. The Occupation Search screen will open. Select the **Occupations By Keyword** tab and begin entering a keyword to display a list of auto complete suggestions.



### Occupation Keyword Search

4. Make a selection from the list and click the **Search** button.
  - a. If there are no matches for your saved skills, you have the option to add/modify skills by selecting the **Modify your Job Skills** link, or select the **Continue** button to view occupations with similar skills.
5. Next, select an occupation match level for the assessment and select the **Continue** button. The more closely you match your job skills, the more narrow your match results will be.
6. Your matching occupations display in a table, and are scored based on how well they matched the keyword. under the Match Level column.
7. You may click on the matched indicator in the Related Job Titles and Occupation Description columns to view the corresponding matches. To select an occupation, click on its title.

Occupation Quick Search	Occupations by Keyword	Occupations by Group	Occupation Listing	Occupations by Education Program	Occupations by Military Specialty	Occupations by Occupation Code	Occupations by License				
<input type="checkbox"/> Display only Occupations with a Bright Outlook <input type="checkbox"/> Display Green Occupations only											
<b>Search for an occupation by keyword(s)</b>											
Here is a list of occupations that matched your keyword search. Occupations are ranked based on how well they matched the keyword. The table below also indicates whether the keyword was found in the title, related job titles, or description of each occupation.											
You may click on the matched indicator in the Related Job Titles and Occupation Description columns to view the corresponding matches. To select an occupation, click on its title.											
Score	Occupation	Occupation Title	Related Job Titles	Occupation Description							
100%	<a href="#">Healthcare Social Workers</a>										
69%	<a href="#">Medical and Health Services Managers</a>										
54%	<a href="#">Healthcare Diagnosing or Treating Practitioners, All Other</a>										
54%	<a href="#">Healthcare Practitioners and Technical Workers, All Other</a>										
54%	<a href="#">Healthcare Support Workers, All Other</a>										
46%	<a href="#">Economists</a>										
46%	<a href="#">Health Education Specialists</a>										
46%	<a href="#">Health Informatics Specialists</a>										
46%	<a href="#">Photonics Technicians</a>										
38%	<a href="#">Health Information Technologists and Medical Recordists</a>										
38%	<a href="#">Home Health Aides</a>										
23%	<a href="#">Architects, Except Landscape and Naval</a>										
17%	<a href="#">Clinical and Counseling Psychologists</a>										

### Occupation Match Results

## Tips/Tips for Success/Best Practices/Strategies

### Key Actions

Optional: Feature important or critical parts of a process or procedure.

### Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

### Resources

Optional: Provides optional sources of further information.

### Related Topics

["Assess Your Skill Levels" on page 149](#)

["Identify Best-Fit Careers" on page 147r](#)

["Tools and Technology Assessment" on page 159](#)

["Match Your Skills to Occupations" on page 152](#)

["Work Interests Ranking" on page 162](#)

["Work Values Ranking" on page 169](#)

["View Occupations That Match Your Assessment Outcome" on page 164](#)

## Personal Skills Assessment

### Overview

The Personal Skills assessment lets you create or edit a list of your personal skills, which are grouped under categories of basic, complex problem solving, resource management, social, systems, and technical skills. Each of these skills is accompanied by a short description. You can then use your saved skills as criteria to find matching jobs and occupations.

[Basic Skills](#) | [Social Skills](#) | [Complex Problem Solving Skills](#) | [Technical Skills](#)  
[Systems Skills](#) | [Resource Management Skills](#)

Basic Skills	
Developed Capacities That Facilitate Learning Or The More Rapid Acquisition Of Knowledge	
<input type="checkbox"/> Reading Comprehension	Understanding Written Sentences And Paragraphs In Work-Related Documents.
<input type="checkbox"/> Active Listening	Giving Full Attention To What Other People Are Saying, Taking Time To Understand The Points Being Made, Asking Questions As Appropriate, And Not Interrupting At Inappropriate Times.
<input type="checkbox"/> Writing	Communicating Effectively In Writing As Appropriate For The Needs Of The Audience.
<input type="checkbox"/> Speaking	Talking To Others To Convey Information Effectively.
<input type="checkbox"/> Mathematics	Using Mathematics To Solve Problems.
<input type="checkbox"/> Science	Using Scientific Rules And Methods To Solve Problems.
<input type="checkbox"/> Critical Thinking	Using Logic And Reasoning To Identify The Strengths And Weaknesses Of Alternative Solutions, Conclusions, Or Approaches To Problems.
<input type="checkbox"/> Active Learning	Understanding The Implications Of New Information For Both Current And Future Problem-Solving And Decision-Making.
<input type="checkbox"/> Learning Strategies	Selecting And Using Training/Instructional Methods And Procedures Appropriate For The Situation When Learning Or Teaching New Things.
<input type="checkbox"/> Monitoring	Monitoring/Assessing Performance Of Yourself, Other Individuals, Or Organizations To Make Improvements Or Take Corrective Action.

### Personal Skills Assessment

## Where to Find This Feature

- Left Navigation menu > Career Services (under "Services for Individuals") > Career Explorer > Match Your Skills > Your Personal Skills
- Left Navigation menu > My Dashboard (under "My Individual Workspace") > Widgets > Career Services widget > Career Explorer > Match Your Skills > Your Personal Skills

## Steps to Completing the Personal Skills assessment



Tip: Anchor links for each skill set group are located at the top of the page (*pictured above*). Use these links to navigate down the page to a specific skills category.

1. Skills are grouped by category, accompanied by a short description, making for easy review.
2. Select the checkboxes next to the personal skills that you believe apply to you.

3. When you have finished making your selections, click the **Save** button. Another option is the **Save and Find Matching Occupations** button which will both save your checked selections and take you to view the occupation matches for your personal skills.
4. Whichever save option you choose in Step 3, you will find your saved personal skills for later viewing in the **Personal Skills** tab under your **Individual Profile**.
5. *(Optional)* Located below the **Save** buttons, the **Saved personal skill set** link is available if you want to review those skills that you may have saved previously. This link will take you to the **Personal Skills** tab under your **Individual Profile**, mentioned in Step 4.

### Related Topics

["Assess Your Skill Levels" on page 149](#)

["Identify Best-Fit Careers" on page 147r](#)

["Tools and Technology Assessment" below](#)

["Job Skills Assessment" on page 154](#)

["Match Your Skills to Occupations" on page 152](#)

["Work Interests Ranking" on page 162](#)

## Tools and Technology Assessment Overview

The Tools and Technology tab lists your saved technological abilities and job-related tools you use proficiently. You can use this information to find matching occupations, helping you discover new job opportunities you may not have considered before.

Job Skills
Personal Skills
Work Interests
Work Values
Soft Skills
Tools and Technology
Multiple

**Tools and Technology**

Tools and Technology Category	Tools and Technology you have Selected
Technology	3M Post-it App, Access management software, AcmeStudio, Active directory software, Ada, Adobe Acrobat, Adobe ActionScript, Adobe ColdFusion, Adobe Dreamweaver, Adobe Flex, Adobe Illustrator, Adobe Photoshop, ADP Workforce Now, Advanced business application programming ABAP, AJAX, Amazon DynamoDB, Amazon Elastic Compute Cloud EC2, Amazon Redshift, Amazon Simple Storage Service S3, Amazon Web Services AWS CloudFormation, Amazon Web Services AWS software, Ansible software, Apache Ant, Apache Cassandra, Apache Groovy, Apache Hadoop, Apache Hive, Apache HTTP Server, Apa <a href="#">More...</a>
Tools	Agility A-frames, Agility dog walks, Agility jumps, Agility pause tables, Agility see-saws, Agility tire jumps, Agility tunnels, Agitation sticks, Agitation whips, Air purifying respirators, Algae scrapers, Ammonia test kits, Animal cages, Animal clippers, Animal crates, Animal handling gloves, Animal handling sleeves, Animal harnesses, Animal muzzles, Animal nail clippers, Animal nail files, Animal nail grinders, Aquarium filters, Aquarium heaters, Aquarium lighting, Aquarium pumps, Aquarium tongs, Aquarium ultraviolet UV sterilizers, Benchtop electronic toploadin <a href="#">More...</a>

[\[ Edit Tools and Technology \]](#)

[Find Matching Occupations and Jobs](#)

### Tools and Technology

## Where to Find This Feature

- Left Navigation menu > My Portfolio (under "Quick Menu")> Self Assessment Profile > Tools and Technology
- Left Navigation menu > My Individual Workspace > My Dashboard > Widgets > My Assessments widget > Tools and Technology Skills

## Steps to Add Tools and Technology



Note: Some Tools and Technologies may already appear based on occupations you've identified in your work experience. Follow the steps below to add more or to update your list.

1. If you want to add or edit your tools and technology, select the **Edit Tools and Technology** link. If you have a list that looks complete, skip to Step 5.
2. The **Edit Tools and Technology** link opens a page showing your current selections.
  - a. Use the checkboxes under the Select column to add or remove items.
  - b. Use the checkbox in the column heading Select or Deselect All.

Current Technology		
Technology	Commodity Title	Select
Aldelo Systems Aldelo for Restaurants Pro	Point of sale POS software	<input type="checkbox"/>
Appraisal software	Financial analysis software	<input type="checkbox"/>
ARMON Technologies XLActuary	Financial analysis software	<input type="checkbox"/>
C++	Object or component oriented development software	<input type="checkbox"/>
Cash flow software	Financial analysis software	<input type="checkbox"/>
Compliance testing software	Compliance software	<input type="checkbox"/>
dBASE Plus	Data base user interface and query software	<input type="checkbox"/>
Foodman Home-Delivery	Point of sale POS software	<input type="checkbox"/>
GGY AXIS	Financial analysis software	<input type="checkbox"/>
IBM Lotus Notes	Electronic mail software	<input type="checkbox"/>
IBM SPSS Statistics	Analytical or scientific software	<input type="checkbox"/>
Insightful PLUS	Analytical or scientific software	<input type="checkbox"/>
Insureware ICRFS-ELRF	Financial analysis software	<input type="checkbox"/>
Lewis & Ellis LEAPS	Financial analysis software	<input type="checkbox"/>
Microsoft Access	Data base user interface and query software	<input type="checkbox"/>
Microsoft Excel	Spreadsheet software	<input type="checkbox"/>
~ Office software		
Notebook computers	Notebook computers	<input type="checkbox"/>
Personal computers	Personal computers	<input type="checkbox"/>
Pizza ovens	Commercial use pizza ovens	<input type="checkbox"/>
Point of sale POS computer terminals	Point of sale POS terminal	<input type="checkbox"/>
Restaurant blenders	Commercial use blenders	<input type="checkbox"/>
Restaurant food processors	Commercial use food processors	<input type="checkbox"/>
Slicing machines	Commercial use food slicers	<input type="checkbox"/>
Soft-serve ice cream machines	Soft serve machines	<input type="checkbox"/>
Touch screen monitors	Touch screen monitors	<input type="checkbox"/>
<a href="#">Add tools and technology by keyword</a> <a href="#">Add tools and technology by occupation</a>		

### Current Technology

3. To add more tools and technology, select one of the following options:

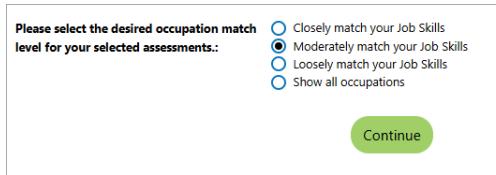
- a. **Add tools and technology by keyword** button - This selection works best if you have a specific skill in mind like "SQL" or "welding" and want to generate a list of skills related to the keyword. Use the Select column checkboxes to add items. When you are finished, select the **Add these tools and technology** button to save your checked selections.
- b. **Add tools and technology by occupation** button - For a broad list, select your occupation from the folder tree to display a list of tools and technology related to that occupation. Use the Select column checkboxes to add items. When you are finished, select the **Add these tools and technology** button to save your checked selections.

4. You are directed back to your **Current Tools and Technology** page. Select the **Save** button to confirm your changes. Following this save, your newly-added selections will display in the Tools and Technology tab from your profile.
5. On the Tools and Technology tab, you can select the **Find Matching Occupations and Jobs** button to view matching jobs and occupations (must have saved Tools and Technology first).

## Finding Matching Occupations and Jobs

Choose a match level for your assessment and select the **Continue** button.

- A closer match level narrows your results.
- If your results are too limited, select a broader match level.



Please select the desired occupation match level for your selected assessments:

Closely match your Job Skills  
 Moderately match your Job Skills  
 Loosely match your Job Skills  
 Show all occupations

**Continue**

### Match Level selections

Your matching occupations appear in a table that includes links to:

- Occupation Profiles (under the Occupation Title column).
- Job Openings related to each occupation.

For more details on the Occupations Match screen, visit this topic: "[View Occupations That Match Your Assessment Outcome](#)" on page 164

Area (click to change): Pinellas County, FL												
Show Filter Criteria (Showing all records)			Assessment to Display:		Data to Display:							
			Tools and Technology		Assessment Information							
Activate a column title to sort.												
<input type="checkbox"/> BRIGHT OUTLOOK NATIONALLY   <input checked="" type="checkbox"/> BRIGHT OUTLOOK STATEWIDE   <input type="checkbox"/> GREEN OCCUPATIONS												
Occupation Title	Total Tech Skills	Tech Skills You Match	Tech Skills You Lack	Tech Skills Match Level (%)	Total Tools	Tools You Match	Tools You Lack	Tools Match Level (%)				
Cooks, Fast Food	8	8	0	100.0%	27	27	0	100.0%				
Gambling Game Persons and Booth Cashiers	4	4	0	100.0%	8	3	5	37.5%				
Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	2	2	0	100.0%	28	1	27	3.6%				
Employers	4	4	0	100.0%	88	3	85	3.4%				
Derrick Operators, Oil and Gas	3	3	0	100.0%	68	1	67	1.5%				
Helpers—Pipedayers, Plumbers, Pipefitters, and Steamfitters	3	3	0	100.0%	256	0	256	0.0%				
Cutters and Trimmers, Hand	3	3	0	100.0%	33	0	33	0.0%				
Grinding and Polishing Workers, Hand	2	2	0	100.0%	23	0	23	0.0%				
Subway and Streetcar Operators	2	2	0	100.0%	15	0	15	0.0%				
Hoist and Winch Operators	2	2	0	100.0%	23	0	23	0.0%				

Page 1 of 19 Rows 10
 [Print Table](#)

[ Change Tools And Technology | Change Match Level ]

### Occupations that Match Your Tools and Technology

#### Related Topics

- ["Assess Your Skill Levels" on page 149](#)
- ["Identify Best-Fit Careers" on page 147r](#)
- ["Job Skills Assessment" on page 154](#)
- ["Match Your Skills to Occupations" on page 152](#)
- ["Work Interests Ranking" below](#)
- ["Personal Skills Assessment" on page 158](#)
- ["View Occupations That Match Your Assessment Outcome" on page 164](#)
- ["Work Values Ranking" on page 169](#)

## Work Interests Ranking

### Overview

The Work Interest Analyzer helps you decide what kinds of careers you might want to explore. Answer questions about workplace activities to help you determine what your interests are and how they fit into the workplace. There are no right or wrong answers in this assessment; the purpose is to learn about your interests in order to find work that you might enjoy and find rewarding.

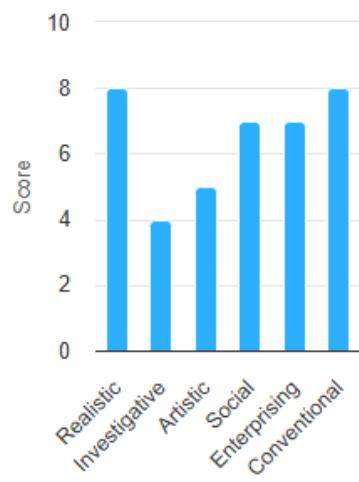
## Work Interest Scores

Here are your Work Interest Analyzer results.

Your interests can help you find occupations you might like to explore. The more an occupation meets your interests, the more likely it will be satisfying and rewarding to you.

You can click on any interest to learn more. When you're ready, click *Next* to continue.

Interest Area	Score
<a href="#">Realistic</a>	<b>8</b>
<a href="#">Investigative</a>	<b>4</b>
<a href="#">Artistic</a>	<b>5</b>
<a href="#">Social</a>	<b>7</b>
<a href="#">Enterprising</a>	<b>7</b>
<a href="#">Conventional</a>	<b>8</b>



This site incorporates information from [O\\*NET Web Services](#) by the U.S. Department of Labor, Employment and Training Administration (USDOL/ETA).

### Work Interest Analyzer Scores

## Where to Find This Feature

- Left Navigation > Services for Individuals > Career Services > Career Explorer > Match Your Work Interests
- My Dashboard > Widgets > My Assessments widget > Work Interest link > Work Interests tab > Create Work Interests link
- Header bar > Profile icon > My Individual Profiles folder > Self Assessment Profile folder > Work Interests link > Create Work Interests link

## Steps to Completing the Work Interest Analyzer



**Note:** Because it is the most comprehensive of the two assessments, the Short Form is recommended. The Mini Form is offered to users on a mobile device or who are under a time constraint. The Short Form is a web-based vocational interest assessment instrument and contains 60 questions. The Mini Form contains 30 questions, each one about a work activity.



**Tip:** When answering the questions in the analyzer, limit your response to how much you like or dislike doing the work. Avoid responses based on whether you have enough education or training to do the work, or how much money you can make doing it.

1. Select the **Short Form** button or the **Mini Form** button to start the analyzer.
2. Answer the questions by selecting a preference that describes your level of enjoyment for the activity in the question. When you select a preference, the background changes behind your selection.
3. Continue answering questions. There are three pages for the Short Form and two for the Mini Form. You can use the **Back** button to return to a previous question page.
4. When you have completed all of the questions, select the **Next** button.
5. Once you have completed the final question page, select the **View Score** button to review your Work Interest Scores. Your Interest Areas are scored up to 10, with 10 being the highest level of interest.
6. Select any of the links under the Interest Area column to view the definition for an area of interest.
7. Select the **Next** button to view the Occupations that Match Your Work Interest table, which displays occupations closely aligned with your assessment results.

## Key Concepts

### What is the difference between Work Interests and Work Values?

Work interests are the types of tasks, subjects, or activities you enjoy doing at work, while work values are fundamental principles about what is important and meaningful in a job, like autonomy, security, or social responsibility.

### Related Topics

- ["Assess Your Skill Levels" on page 149](#)
- ["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#)
- ["Identify Best-Fit Careers" on page 147](#)
- ["Tools and Technology Assessment" on page 159](#)
- ["Job Skills Assessment" on page 154](#)
- ["Match Your Skills to Occupations" on page 152](#)
- ["Personal Skills Assessment" on page 158](#)
- ["View Occupations That Match Your Assessment Outcome" below](#)
- ["Work Values Ranking" on page 169](#)

## View Occupations That Match Your Assessment Outcome

### Overview

Following an assessment, an option to view matching occupations based on the assessment outcome is available to view. This topic discusses the Occupation Match table which can be adjusted through filters,

and the assessment selection. Read through this page to understand the similarities and differences regarding what displays in this table based upon the assessment being viewed.

Area (click to change): [Florida](#)

[Filter Criteria](#) (Showing all records)

**Assessment to Display:** [Job Skills](#)

**Data to Display:** [Assessment Information](#)

Activate a column title to sort.

[BRIGHT OUTLOOK NATIONALLY](#) |  [BRIGHT OUTLOOK STATEWIDE](#) |  [GREEN OCCUPATIONS](#) |

Occupation Title	Total Skills	Skills You Match	Skills You Lack	Match Level (%)	Job Openings (Sep 25, 2025)
<a href="#">Air Traffic Controllers</a>	<a href="#">44</a>	<a href="#">1</a>	<a href="#">43</a>	2.3%	<a href="#">6</a>
<a href="#">Aircraft Cargo Handling Supervisors</a> <input type="checkbox"/>	<a href="#">4</a>	<a href="#">0</a>	<a href="#">4</a>	0.0%	<a href="#">14</a>
<a href="#">Amusement and Recreation Attendants</a> <input type="checkbox"/>	<a href="#">55</a>	<a href="#">18</a>	<a href="#">37</a>	32.7%	<a href="#">244</a>
<a href="#">Athletes and Sports Competitors</a> <input type="checkbox"/>	<a href="#">11</a>	<a href="#">0</a>	<a href="#">11</a>	0.0%	<a href="#">18</a>
<a href="#">Automotive and Watercraft Service Attendants</a>	<a href="#">48</a>	<a href="#">6</a>	<a href="#">42</a>	12.5%	<a href="#">60</a>
<a href="#">Baggage Porters and Bellhops</a> <input type="checkbox"/>	<a href="#">36</a>	<a href="#">8</a>	<a href="#">28</a>	22.2%	<a href="#">839</a>
<a href="#">Bailiffs</a>	<a href="#">27</a>	<a href="#">1</a>	<a href="#">26</a>	3.7%	<a href="#">0</a>
<a href="#">Barbers</a> <input type="checkbox"/>	<a href="#">52</a>	<a href="#">13</a>	<a href="#">39</a>	25.0%	<a href="#">47</a>
<a href="#">Baristas</a> <input type="checkbox"/>	<a href="#">21</a>	<a href="#">3</a>	<a href="#">18</a>	14.3%	<a href="#">263</a>
<a href="#">Bartenders</a> <input type="checkbox"/>	<a href="#">46</a>	<a href="#">5</a>	<a href="#">41</a>	10.9%	<a href="#">858</a>

**Page** [1](#) of 22 **Rows** [10](#)

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The Occupations Match table for the Job Skills Assessment.

## Where to Find This Feature

This screen is one of the end screens for the following assessments: Knowledge Assessor, Match Your Knowledge of Tools and Technology, Match Your Work Interests, Match Your Work Values, and Match Your Job Skills. Here is the typical path to get to the Occupations that Match screen:

- Left navigation > Career Explorer > Complete one of the assessments listed above.
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

No matter which assessment you select in the **Assessment to Display** drop-down list, the following actions are available for each of the five assessment types when viewing Assessment Information in the **Data to Display** drop-down:

- Select **Filter Options** to show filter drop-down lists to narrow the results in the table— such as by Occupation Group, Education, or Wage Requirements. Available filter types vary by assessment. Once you select a filter, the screen automatically refreshes to display the results based on your criteria.
- **Occupation Title** column— Select any link in this column to open the Occupation Profile page and view detailed information on the occupation in your selected area.
- **Job Openings** column— This column shows the number of current openings for each occupation in your selected area. Select a number link to view those job listings.
- **Bright Outlook and Green Occupations** You can find the icon key above the table grid, or hover over an icon with your mouse for the tooltip description. Occupations displaying one of these icons next to the **Occupation Title** link indicates the following:
  - **Bright Outlook**—Bright Outlook occupations are expected to grow rapidly in the next several years and have large numbers of job openings, or are new and emerging occupations. Bright Outlook has two icons, one for Bright Outlook Nationally (represented by a sun icon), and another for Bright Outlook Statewide (also a sun icon, but solid dark).
  - **Green Occupations**— Green occupations increase the conservation and sustainability of natural resources, including jobs that reduce energy usage or lower carbon emissions. Green jobs provide worker-friendly conditions, pay sustainable wages, and offer opportunities for continued skill training and career growth. A leaf icon is used to indicate a green occupation.

**Assessment to Display** options— When you complete an assessment and view your occupation matches, this screen shows the results for that specific assessment. You can change the displayed

assessment using the **Assessment to Display** drop-down. The type of data displayed will depend on your selection, as outlined below.:

Assessment to Display Selection	Data Unique to the Assessment
<b>Knowledge Assessor</b>	<b>Preparation Needed</b> column - This column displays the level of experience and training the occupation requires. Select any link in this column to view details about an occupation's Job Zone (a classification that groups occupations by the education, experience, and on-the-job training typically needed). For more information on Job Zones, see the <a href="#">Resources</a> section of this topic.
<b>Job Skills</b>	<b>Total Skills, Skills You Match, Skills You Lack</b> columns – Select any link in these columns to view a list of skills based on the column heading. For example, if you selecting a link under <b>Skills You Match</b> for Air Traffic Controllers shows the skills you already possess that align with the occupation's requirements.
<b>Tools and Technology</b>	Each occupation displays counts for the technology skills and tools used in that role – showing how many you match and how many you lack. of the tech skills employed by the occupation, the number of those skills you match, and the number of those skills that you lack. These numbers determine your Tech Skills Match Level percentage.
<b>Work Interests</b>	These columns correspond to categories from John Holland's Theory of Career Choice, which identifies six personality types:

Assessment to Display Selection	Data Unique to the Assessment
<b>Work Importance</b>	Realistic, Investigative, Artistic, Social, Enterprising, and Conventional. Columns are labeled by these types, showing how your saved interests compare. <p>Work Importance highlights what matters most to you in a job and helps identify occupations that fit your values, such as achievement, autonomy, and working conditions. Each work value has its own column, showing you how your saved interests compare. Scores are based on a total of 30 points.</p>

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

In addition to viewing the assessment information in this table, you can review other datasets using the **Data to Display** drop-down list. Additional options include: **Labor Market Information** and **Education Information**.

If you select...	You can view...
<b>Labor Market Information</b>	<ul style="list-style-type: none"> <li>• <b>Estimated Employment</b>—Base year employment estimate for the occupation.</li> <li>• <b>Projected Employment</b>—Estimated employment for a future year.</li> <li>• <b>Estimated Annual Openings</b>—Average annual job openings due to both growth and replacements.</li> <li>• <b>Median Wage</b>—The midpoint wage—half of workers earn less than this amount, and half earn more.</li> </ul>

**If you select...****You can view...**

Education Information

- **Recommended Education Level** - This information is obtained from the national Workforce Information Database and corresponds to the amount of training typically required for entry into the occupation. However, this is just a guideline and should not be used to eliminate occupations that you think you are presently not qualified to seek, based on your current education level.
- **Preparation Needed** - This describes the typical level of experience that is required for the occupation you chose as determined by the Bureau of Labor Statistics.

## Resources

To find more information on Job Zones describing the occupational groupings based on level of preparation needed, visit the [Job Zones](#) page at O\*NET Online.

### Related Topics

[\[Related link 1\]](#)

[\[Related link 2\]](#)

## Work Values Ranking

[\[Work Values - assessment/WorkImportanceNew.aspx\]](#)

## Overview

The Work Values Analyzer helps you identify what matters most to you in a job by ranking six core work values according to your preferences. After you complete the Analyzer, you'll receive scores for each value, and a list of occupations aligned to your results. Use the forward and back arrows on each card to review them before starting the Analyzer tool.

Card 1

I make use of my abilities.

< >

5  
Most  
Important
4  
Very  
Important
3  
Moderate  
Important
2  
Important
1  
Least  
Important

**Most  
Important**

**Very  
Important**

**Moderate  
Important**

**Important**

**Least  
Important**

5 Place card here	4 Place card here	3 Place card here	2 Place card here	1 Place card here
5 Place card here	4 Place card here	3 Place card here	2 Place card here	1 Place card here
5 Place card here	4 Place card here	3 Place card here	2 Place card here	1 Place card here
5 Place card here	4 Place card here	3 Place card here	2 Place card here	1 Place card here

### Work Values Analyzer

## Where to Find This Feature

- Left Navigation > Career Services > Career Explorer > Match Your Work Values
- My Dashboard > Widgets > My Assessments widget > Work Values link > Work Values tab > Create/Review Work Values link
- My Portfolio > My Individual Profiles folder > Self Assessment Profile folder > Work Values link > Create/Review Work Values link

## Steps to Completing the Work Values Analyzer



**Note:** You must review all of the cards before the **Begin the Values Analyzer** button, mentioned in step 3, displays for you to proceed.



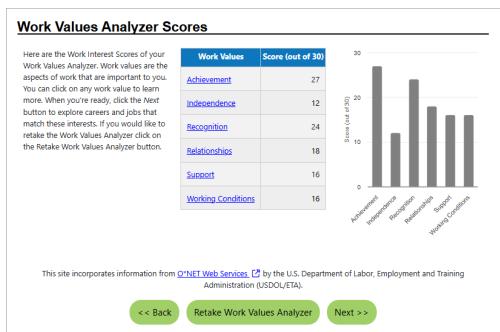
**Tip:** Once you have begun sorting your cards, the **Reset Cards** button displays. Select this button to completely start over and you will be returned to the initial Work Values Analyzer page.

1. Review all of the cards before proceeding to the Values Analyzer.
2. Use the **Arrow** buttons next to each card to move forward or backward as you review them.
3. When you finish reviewing the cards, select the **Begin the Values Analyzer** button.
4. Sort each card according to your preferences using the following rankings: Most Important, Very Important, Moderate Important, Important, or Least Important.
  - a. The order in the column does not matter.
  - b. Each column is limited to four card selections, so choose carefully.
5. You can sort card in two ways:
  - a. Drag and drop the card into the desired column.
  - b. Select one of the five ranking buttons below the card to place it within the corresponding column.
6. After you sort a card, you'll see the card text and number displayed in the column.
7. After sorting all 20 cards, select the **Next** button to view your scores.

## Viewing Your Scores

On the Work Values Analyzer Scores page, your work values are scored up to 30, with higher scores indicating greater importance.

- Select any of the links under the Work Values column to learn more.
- To view the occupations matching your work values, select the **Next** button.



### Work Values Analyzer Scores

## Key Concepts

### What's the difference between a Work Interest and a Work Value?

Work values describe the principles that matter most to you in a job, such as autonomy, security, or social responsibility. Work interests refer to the types of tasks, subjects, or activities you enjoy doing while at work, like building things, writing, or conducting research.

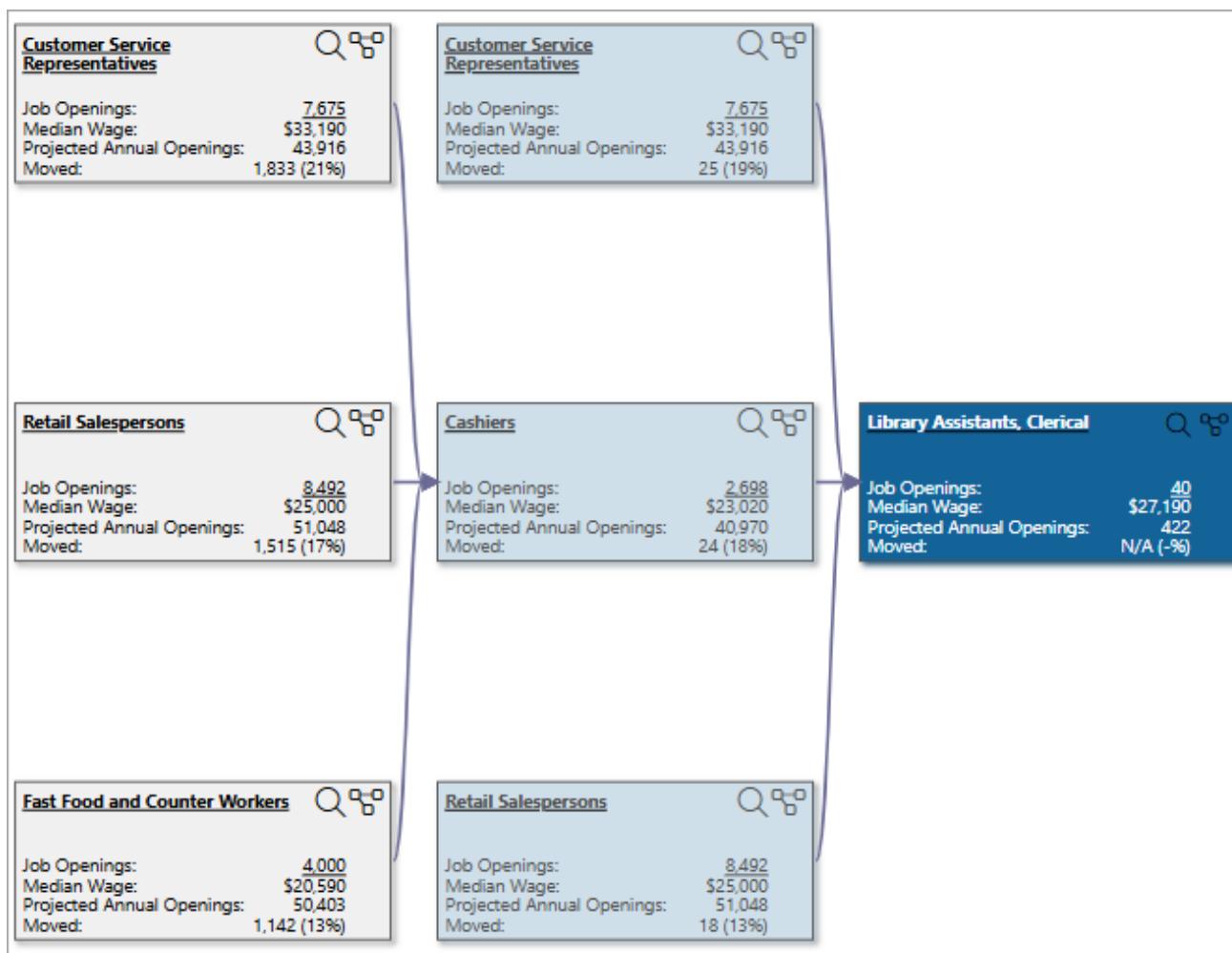
### Related Topics

- ["Assess Your Skill Levels" on page 149](#)
- ["Identify Best-Fit Careers" on page 147](#)
- ["Tools and Technology Assessment" on page 159](#)
- ["Job Skills Assessment" on page 154](#)
- ["Match Your Skills to Occupations" on page 152](#)
- ["Work Interests Ranking" on page 162](#)
- ["Personal Skills Assessment" on page 158](#)
- ["View Occupations That Match Your Assessment Outcome" on page 164](#)

## Explore Career Paths Using the Interactive Tool

### Overview

The Career Ladder tool helps you explore careers by showing where people in a given occupation typically come from and where they often move to next. This powerful tool suggests logical next steps based on your transferable skills, experience, education, and local job opportunities. Arrows between occupations illustrate potential career pathways, showing how you can move from one role to another. This visualization helps you understand career progression opportunities and plan your professional development with confidence.



*Career Ladder Interactive Tool Example for Library Assistants.*

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Career Services > Career Explorer > Career Ladder > Occupation Quick Search [select an occupation] > Occupation LMI Analyzer
- My Dashboard > Widgets > Career Services Widget > Career Explorer > Career Ladder > Occupation Quick Search [select an occupation] > Occupation LMI Analyzer
- My Dashboard > Directory of Services > Services for Individuals > Career Services > Career Explorer > Career Ladder > Occupation Quick Search [select an occupation] > Occupation LMI Analyzer

## Steps to Use the Career Ladder

1. Select the **Career Ladder** link on the Career Explorer screen.
2. The Occupation Search screen will open (with the Occupation Quick Search tab selected by default).

 Note: You can use any of the Occupation Search tabs to run the search listed in Step 2 if you wish to switch from the default tab selection. If you are using a screen reader, the **Occupations By Keyword** tab is recommended for best results.
3. Enter a keyword to search for an occupation and select the **Search** button.
4. The search results list a series of **Occupation Name** links. Select the one you want to view on the Career Ladder. The Career Ladder page displays a visual representation of the selected career and the occupations individuals typically come from and where they often move to next when changing occupations.

## Key Actions

Below is a list of key actions when using the Career Ladder:

To	What It Does
Find your selected occupation	The card displaying your selected occupation has a dark background in comparison to the cards displaying the occupations moved to and from on either side, which have a lighter background.
Change the Area selection	Select the <b>Area</b> link, located on the top left above the Career Ladder, to switch to one of the following: <i>County</i> , <i>MSA (Metropolitan Statistical Area)</i> , <i>Workforce Region</i> , or <i>State</i> .
Switch to Education or Labor Market Information data	Select the <b>Data to Display</b> drop-down list, located on the top right above the Career Ladder, to switch the information display. The page automatically refreshes to display the new selection. To switch back to the Career Ladder, simply change this selection to <b>Visual Career Ladder - % Moved</b> .
Go to the Occupation Profile	Selecting either the <b>Occupation Title</b> link or the magnifying glass icon on a card allows you to view the Occupation Profile. This page provides an overview of the advertised job openings, education and experience requirements, skills requirements, wage information, and more for the selected occupation.
View Job Openings for	The <b>Job Openings number</b> link opens a page of current job listings for your

To	What It Does
an Occupation	selected area.
Change the Selected Occupation	If you want to see the Career Ladder for a different occupation within the ladder, select the ladder icon (next to the magnifying glass icon) on any of the unshaded cards to change the selected occupation.
Expand the Career Ladder	Selecting a blank area of the card for one of "moved to" occupations expands the career ladder to display more related occupations. In other words, it shows a potential further progression beyond the initial one.

### Related Topics

- ["4 Steps to a New Career" on page 146](#)
- ["3: Explore Careers and Occupations" on page 146](#)
- ["Identify Best-Fit Careers" on page 147](#)
- ["Occupation Profile" on page 199](#)
- ["Review Job Market Trends in Your Area" on page 178](#)
- ["See Related In-Demand Occupations" below](#)

## See Related In-Demand Occupations

### Overview

The Explore a New Career tab under How We Can Help You features a curated list of in-demand occupations—roles with more job openings or higher projected growth than the regional average. These careers reflect a strong and ongoing economic need for skilled workers. These occupations often offer more competitive salaries, greater job security, and more opportunities for advancement because employers are competing to attract and retain talent.

[Find a Job](#)
[Review the Job Market](#)
[Get Recruited & Be Proactive](#)
[Explore a New Career](#)
[Get Trained](#)
[Unemployment Assistance](#)
[Plan Your Finances](#)
[Review Benefits Available](#)
[Other Services](#)

**Occupations that are in demand**

The table below shows a list of occupations that are in demand nationally. The *Related %* column shows how closely related the occupations are to a Animal Caretakers.

The job openings and wage values represent information available for Lancaster County, Nebraska.

Activate a column title to sort.

⌚ BRIGHT OUTLOOK NATIONALLY | \* BRIGHT OUTLOOK STATEWIDE | 🌱 GREEN OCCUPATIONS

Occupation Title	Related %	Preparation Needed	2025 Wages	Job Openings (October 27, 2025)
Animal Caretakers	100%	Some	N/A	0
Amusement and Recreation Attendants	84%	Little or No	N/A	0
Automotive Service Technicians and Mechanics	84%	Some	N/A	0
Crematory Operators	84%	Some	N/A	0
Crossing Guards and Flaggers	84%	Some	N/A	0
Dining Room and Cafeteria Attendants and Bartender Helpers	84%	Little or No	N/A	0

⌚ ◀ Page 1 ▼ of 41 ▶ ⌚ Rows 10 ▼

Show all occupations, not just occupations that are in demand

Job Source: Online advertised jobs data  
 Wage Data Source: FL Labor Market Statistics, Occupational Employment Statistics & Wages Program

Helpful links to match yourself to a new career...

[Find in demand occupations](#) [New careers that match your job skills](#) [New careers that match your interests](#) [New careers that match what is important to you in a job](#)  
[New careers that match all your assessments](#) [Find occupations from our Career Ladder](#)

Find in demand occupations
Next >> >>

### In-Demand Occupations Table

## Where to Find This Feature

- Left navigation menu > How We Can Help You > Explore a New Career tab
- My Dashboard > How We Can Help You tab > Explore a New Career tab

## About In Demand Occupations

You can perform the following tasks on the Occupations In Demand table:

To...	Do This:
View an Occupation Profile	Select a link under the Occupation Title column, which takes you to the

To...	Do This:
View the Job Zone information for an occupation	Occupation Profile page for the selected occupation. From there, you can view detailed information on the occupation, including wages, advertised job openings, and more.
Find Similar Occupations	Links under the Preparation Needed column describe the preparation needed for the corresponding occupation and also direct you to the occupation's Job Zone page, which provides details about experience, education, and training requirements for that Job Zone level.
View Job Openings	The Related % column shows how closely related occupations are to your desired occupation, which the information is based on.
Display All Occupations	Occupations with current job openings posted in the system display a number link under the Job Openings column, indicating the job openings count. Select the number to view the current job openings for the occupation in that row. Occupations without openings display a 0 in this column.

## Key Actions

- You can sort the table by selecting any of the column headings. Depending on your interests, you can sort occupations by the most job openings, by most or least preparation, or by most or least related.

- To see other career list options, use the "Helpful links to match yourself to a new career..." links below the table. Select any one of them or select the **Next** button to step through the links and automatically change the information display.

## Key Terms

- **Job Zones** - A group of occupations based on the amount of education, training, and experience required to perform the job. There are five job zones, with Zone 1 requiring little to no preparation and Zone 5 requiring extensive preparation, such as a master's or doctoral degree. To read more about job zones, visit [O\\*NET OnLine](#).
- **Occupation Icons** - Most in-demand occupations display an icon next to the Occupation Title indicating that it belongs to one of the categories listed below. You can find the icon key above the table grid, or hover over an icon for the tooltip description.
  - **Bright Outlook** - Bright Outlook occupations are expected to grow rapidly in the next several years and have large numbers of job openings, or are new and emerging occupations. Bright Outlook has two icons, one for Bright Outlook Nationally (represented by a sun icon), and another for Bright Outlook Statewide (also a sun icon, but solid dark).
  - **Green Occupations** - Green occupations increase the conservation and sustainability of natural resources, including jobs that reduce energy usage or lower carbon emissions. Green jobs provide worker-friendly conditions, pay sustainable wages, and offer opportunities for continued skill training and career growth. A leaf icon is used to indicate a green occupation.

### Related Topics

- "4 Steps to a New Career" on page 146
- "Analyze Labor Market Trends" on page 182
- "Explore Career Paths Using the Interactive Tool" on page 172
- "3: Explore Careers and Occupations" on page 146
- "Find Similar Occupations" on page 185
- "Identify Best-Fit Careers" on page 147
- "Review Job Market Trends in Your Area" below
- "Occupation Profile" on page 199

## Review Job Market Trends in Your Area

### Overview

The Review the Job Market tab under How We Can Help You displays occupation metrics and information, such as job demand, salary expectations, hiring employers, and more. Select any of the

provided links to view a snapshot into Labor Market Information and gain quick insights into your local job market.

My Dashboard		How We Can Help You		Employment Strategy		Directory of Services		My Resources																									
<a href="#">Find a Job</a>	<a href="#">Review the Job Market</a>	<a href="#">Get Recruited &amp; Be Proactive</a>	<a href="#">Explore a New Career</a>	<a href="#">Get Trained</a>	<a href="#">Unemployment Assistance</a>	<a href="#">Plan Your Finances</a>	<a href="#">Review Benefits Available</a>	<a href="#">Other Services</a>																									
<b>Hot job locations for Animal Caretakers in Nebraska</b>																																	
<a href="#">Show Display Options</a> <p>The table below shows the distributions of the number of job openings advertised online for Animal Caretakers in Nebraska by county on September 15, 2025.</p> <p>Activate a column title to sort.</p> <table border="1"> <thead> <tr> <th>Rank </th> <th>Area Name </th> <th>Job Openings </th> </tr> </thead> <tbody> <tr> <td>1</td> <td><a href="#">Douglas County</a></td> <td><a href="#">5</a></td> </tr> <tr> <td>2</td> <td><a href="#">Hall County</a></td> <td><a href="#">2</a></td> </tr> <tr> <td>3</td> <td><a href="#">Sarpy County</a></td> <td><a href="#">2</a></td> </tr> <tr> <td>4</td> <td><a href="#">Cass County</a></td> <td><a href="#">1</a></td> </tr> <tr> <td>5</td> <td><a href="#">Lancaster County</a></td> <td><a href="#">1</a></td> </tr> <tr> <td>6</td> <td><a href="#">Madison County</a></td> <td><a href="#">1</a></td> </tr> <tr> <td>7</td> <td><a href="#">Furnas County</a></td> <td><a href="#">1</a></td> </tr> </tbody> </table> <p>Job Source: Online advertised jobs data</p>										Rank 	Area Name 	Job Openings 	1	<a href="#">Douglas County</a>	<a href="#">5</a>	2	<a href="#">Hall County</a>	<a href="#">2</a>	3	<a href="#">Sarpy County</a>	<a href="#">2</a>	4	<a href="#">Cass County</a>	<a href="#">1</a>	5	<a href="#">Lancaster County</a>	<a href="#">1</a>	6	<a href="#">Madison County</a>	<a href="#">1</a>	7	<a href="#">Furnas County</a>	<a href="#">1</a>
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6	<a href="#">Madison County</a>	<a href="#">1</a>																															
7	<a href="#">Furnas County</a>	<a href="#">1</a>																															
<p>Helpful links to review your current job market...</p> <p><a href="#">Hot job locations</a> <a href="#">About your competition</a> <a href="#">Review job requirements</a> <a href="#">Compare your salary expectations</a> <a href="#">Employers that are hiring</a> <a href="#">Local labor market for your occupation</a>  <a href="#">Local labor market profile</a> <a href="#">FAQs and answers</a></p>																																	

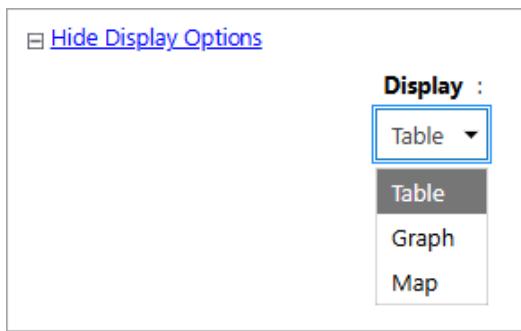
*Review the Job Market (table display option)*

## Where to Find This Feature

- Left Navigation menu > My Individual Workspace > How We Can Help You > Review the Job Market tab
- Individual Dashboard > How We Can Help You > Review the Job Market tab

## Understanding Review the Job Market

Use this feature to explore job market data in multiple formats. You can control which information appears and how it's displayed – as a map, graph, or table – using the **Show Display Options** toggle:



### Changing Display Options

When you switch between display types, the page display automatically updates.

To change the type of information shown, use the links under the "Helpful links to review your current job market..." heading. The display updates automatically with the selected information.

## Key Actions

- Maps and graphs include **Print** and **Export** icons located below the display.
- Tables may include links to an Occupation Profile page for more information or to Job Openings related to your selected data.

## Resources

### Map Controls

When you select the Map display option, you can use the built-in controls to explore and customize your view.

Control Option	What It Does
Zoom	Use the Zoom control in the top-left corner of the map or double-click an area to zoom in.
Reset (Home Icon)	Returns the map to its original position and zoom level.
Annotation Tools	Select to draw shapes or add labels for use in printed or exported versions. Hover over each tool to see its function.
Map Options	Add or remove an information layer to overlay on the map. Selected layers also appear when you print or export your map.

## Related Topics

["4 Steps to a New Career" on page 146](#)

[Analyze Labor Market Trends](#)

[Area Profile](#)

[Career Explorer](#)

["Explore Career Paths Using the Interactive Tool" on page 172](#)

["3: Explore Careers and Occupations" on page 146](#)

["Identify Best-Fit Careers" on page 147](#)

[In Demand Occupations](#)

[Labor Market Facts](#)

[Occupation Profile](#)

## Investigate Labor Market Information

The Labor Market Services section helps you find useful information about jobs, employers, education, and industries in your area. You can explore different profiles to learn about available jobs, local employers, training programs, and workforce trends. Each profile focuses on a specific topic—such as occupations, industries, or education—to give you a clear picture of the local labor market.

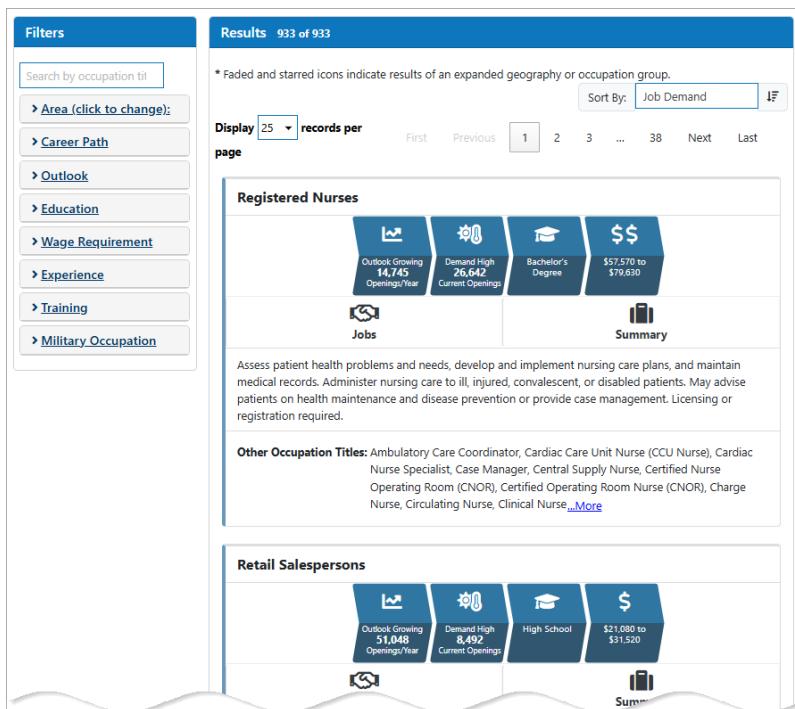
Select...	To...
<a href="#">"Area Profile" on page 191</a>	Explore available jobs, supply and demand, employer information, and more for the area of your choosing.
<a href="#">"Education Profile" on page 232</a>	Find detailed information on educational programs and providers, licenses and certifications, and more.
<a href="#">"Employer Profile" on page 207</a>	View information for employers, such as locations, phone numbers, addresses, NAICS codes, and business descriptions.
<a href="#">"Industry Profile" on page 195</a>	Explore detailed information about specific industries within a selected area or region, including long-term industry projections.
<a href="#">"Labor Market Facts" on page 189</a>	View detailed information on employment, education and training, and demographics for a selected area from a series of links, sorted by category.
<a href="#">"Occupation Profile" on page 199</a>	Explore details on a specific occupation within a selected area or region. You can find information on jobs, employers, the labor supply and demand for an occupation, and more.

Select...	To...
"Find Similar Occupations" on page 185	View similar occupations based on knowledge areas, skills, abilities, work environment, and work activities.

## Analyze Labor Market Trends

### Overview

The Job Market Explorer helps you analyze current labor market trends in the geographic area where you want to work. This tool provides information on average wages, employment projections and the educational requirements for various occupations.



The screenshot shows the Job Market Explorer interface. On the left is a sidebar with filters: Search by occupation title, Area (click to change), Career Path, Outlook, Education, Wage Requirement, Experience, Training, and Military Occupation. The main area is titled 'Results 933 of 933'. It includes a note: '\* Faded and starred icons indicate results of an expanded geography or occupation group.' Below this are sorting and pagination controls: Sort By: Job Demand, Display 25 records per page, and page numbers 1, 2, 3, ..., 38, Next, Last. The first result is 'Registered Nurses' with the following details:

- Icon: Line graph (Outlook Growing)
- Value: 14,745 Openings/Year
- Icon: Star (Demand High)
- Value: 26,642 Current Openings
- Icon: Graduation cap (Bachelor's Degree)
- Value: Bachelor's Degree
- Icon: Double dollar signs (\$\$) (Salary Range)
- Value: \$57,570 to \$79,630

Below these are 'Jobs' and 'Summary' buttons. A detailed description follows: 'Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.' Other Occupation Titles listed include: Ambulatory Care Coordinator, Cardiac Care Unit Nurse (CCU Nurse), Cardiac Nurse Specialist, Case Manager, Central Supply Nurse, Certified Nurse Operating Room (CNOR), Certified Operating Room Nurse (CNOR), Charge Nurse, Circulating Nurse, Clinical Nurse. A 'More' link is present. The second result is 'Retail Salespersons' with similar data structure and description.

#### Job Market Explorer

## Where to Find This Feature

- Left Navigation menu > Career Services > Job Market Explorer
- My Dashboard > Career Services widget > Additional Options > Job Market Explorer

## Steps to Using the Job Market Explorer

Results display automatically. Filters allow you to narrow down, or tailor the results to your specific criteria.

1. Select a filter name to expand the option, allowing you to change the filter by making a selection from the drop-down list..
2. The results automatically display according to your filter selection(s).

## Job Market Explorer Filters

These filters are optional. Use them to narrow down the results, or to view information on a specific occupation group or geographic area.

Filter	What It Does:
Search by Occupation Title	Enter an occupation title to display it and the related occupations.
Area	Change the geographic area to State, County, Workforce Region, or Metropolitan Statistical Area.
Career Path	Filter by Career Cluster, which is a group of occupations and industries that are connected by similar skills and knowledge. By selecting a Career Cluster, the Career Pathway dropdown becomes activated. Select from this list to filter by a specific career path, or leave unselected to filter by the broader industry selection under Career Cluster.
Outlook	Filter by occupational outlook based on projections for job growth or loss: Growing, Stable, Declining, or All.
Education Level	Select an Education Level to filter occupations by minimum education requirement.
Wage Requirement	To filter occupations by earnings, select a wage range, which is listed by annual earnings with an approximate hourly figure.
Experience	You can filter by experience level to display occupations requiring a certain amount of experience, or to find ones seeking little to no work experience.
Training	This filter can help find occupations offering an apprenticeship, internship, or on-the-job training.
Military Occupation	Veterans can use these filters to display results by Military

Filter	What It Does:
	Occupational Code.

## Job Market Explorer Features

**Results 11 of 933**

\* Faded and starred icons indicate results of an expanded geography or occupation group.

Sort By: **Job Demand** 

Display **25** records per page  First Previous **1** Next Last

**First-Line Supervisors of Food Preparation and Serving Workers**

	<b>Outlook Growing 14,330 Openings/Year</b>		<b>Demand High 5,087 Current Openings</b>		<b>High School</b>		<b>\$26,470 to \$45,700</b>
	<b>Jobs</b>		<b>Summary</b>				

Directly supervise and coordinate activities of workers engaged in preparing and serving food.

**Other Occupation Titles:** Assistant Manager, Banquet Captain, Banquet Steward/Stewardess, Banquet Stewardess, Banquet Supervisor, Bar Manager, Bartender Manager, Cafeteria Manager, Cafeteria Supervisor, Canteen Manager [More](#)

**Cooks, Restaurant**

	<b>Outlook Growing 21,624 Openings/Year</b>		<b>Demand High 2,899 Current Openings</b>		<b>High School</b>		<b>\$24,240 to \$33,150</b>
	<b>Jobs</b>		<b>Summary</b>				

### Job Market Explorer Page Features

- **Display records per page** drop-down list - Use this selection to change the number of results displayed on the page.
- **Sort By** drop-down list - Change the sort display on the page according to the following selections: *Alphabetical, Future Job Outlook, Job Demand, Typical Education, Entry Level Wage, and Experienced Wage*. Select the button next to the list to sort between ascending and descending order.
- **Quick Reference** icons provide information at a glance for the occupation by displaying the projected outlook, current openings, typical education requirements, and average wages. Hover over any of them to view more information.
- **Jobs** icon - Select to view current job openings for the occupation.

- **Summary icon** - Select to open the Occupation Summary page, which displays detailed information about the occupation, including labor market information.

## Related Topics

- ["Analyze Labor Market Trends" on page 182](#)
- ["Area Profile" on page 191](#)
- ["Education Profile" on page 232](#)
- ["Employer Profile" on page 207](#)
- ["Find Similar Occupations" below](#)
- ["Industry Profile" on page 195](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Labor Market Facts" on page 189](#)
- ["Occupation Profile" on page 199](#)

## Find Similar Occupations

### Overview

Use Match Your Occupation to find similar occupations to your current or previous occupation based on the required knowledge, skills, and abilities. If you are thinking about switching careers, this section can show you how the skills you already possess can be used in a different field.

### Where to Find This Feature

- Left Navigation menu > Career Explorer > Match Your Occupation > Run an Occupation Search > Select an occupation > Occupation Profile Related Occupations page
- My Dashboard > Career Services widget > Career Explorer > Match Your Occupation > Run an Occupation Search > Select an occupation > Occupation Profile Related Occupations page

## Steps to Viewing Related Occupations

Occupation Quick Search   [Occupations by Keyword](#)   [Occupations by Group](#)   [Occupation Listing](#)   [Occupations by Education Program](#)   [Occupations by Military Specialty](#)   [Occupations by Occupation Code](#)   [Occupations by License](#)

Area (change area selection): [Pinellas County, FL](#)

Display only occupations with a Bright Outlook    Display Green occupations only

**Keyword Search**

[Architecture and Engineering Occupations](#)  
[Arts, Design, Entertainment, Sports, and Media Occupations](#)  
[Building and Grounds Cleaning and Maintenance Occupations](#)  
[Business and Financial Operations Occupations](#)  
[Community and Social Service Occupations](#)  
[Computer and Mathematical Occupations](#)  
[Construction and Extraction Occupations](#)  
[Educational Instruction and Library Occupations](#)  
[Farming, Fishing, and Forestry Occupations](#)  
[Food Preparation and Serving Related Occupations](#)  
[Healthcare Practitioners and Technical Occupations](#)  
[Healthcare Support Occupations](#)  
[Installation, Maintenance, and Repair Occupations](#)  
[Legal Occupations](#)  
[Life, Physical, and Social Science Occupations](#)  
[Management Occupations](#)  
[Military Specific Occupations](#)  
[Office and Administrative Support Occupations](#)  
[Personal Care and Service Occupations](#)  
[Production Occupations](#)  
[Protective Service Occupations](#)  
[Sales and Related Occupations](#)  
[Transportation and Material Moving Occupations](#)

[○ BRIGHT OUTLOOK NATIONALLY](#) | [● BRIGHT OUTLOOK STATEWIDE](#) | [✖ GREEN OCCUPATIONS](#)

Click [Occupation Listing](#) to see an alphabetical list of all available occupation titles.

Click [Occupations by Military Specialty](#) to enter a military occupational classification

### Occupation Quick Search

1. Use the Occupation Quick Search to find an industry by keyword, from the link tree, or by selecting a tab for a different search type. For best screen reader compatibility, use the **Occupations By Keyword** tab.
2. When you select an Occupation from either the link tree or from a set of search results, you'll go to the Related Occupations page.

## Related Occupations Features

 [Broadcast Technicians](#)   [Compare to other occupations](#)   [Florida](#)   [Compare to other areas](#)

[Summary](#) | [Description](#) | [Jobs](#) | [Candidates](#) | [Supply and Demand](#) | [Employers](#) | [Education and Work Experience](#) | [Employment and Wages](#) | [Skills](#) |  
[Nature of the Work](#) | [Job Requirements](#) | [Other](#)

[Customize Report](#)

**Related Occupations** [?](#)

This section shows a list of occupations related to Broadcast Technicians. Click an occupation title to see more information about that occupation.

Activate a column title to sort.

Rank	Related Occupations	Duties	*Related By
1	<a href="#">Photographers</a>	Photograph people, landscapes, merchandise, or other subjects. May use lighting equipment to enhance a subject's appearance. May use editing software to produce finished images and prints. Includes commercial and industrial photographers, scientific photographers, and photojournalists.	SOC4
2	<a href="#">Computer Systems Engineers/Architects</a>	Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.	O*NET
3	<a href="#">Biological Technicians</a>	Assist biological and medical scientists. Set up, operate, and maintain laboratory instruments and equipment, monitor experiments, collect data and samples, make observations, and record results. May use knowledge of organic substances.	O*NET

### Related Occupations Page

- The page displays the current occupation at the top, which applies to all data groups. ("Broadcast Technicians", above). Select the **[occupation]** link to change the occupation selection.
- The **Compare to other occupations** link allows you to compare multiple occupations. Select this link to add another occupation for direct comparison.
- The current area is on the top right and applies to the data groups on the page ("Florida", above). Select this link to change the area selection.
- The **Compare to other areas** link allows you to compare an occupation in multiple areas. Select this link to add another area for comparison.
- Use the page links menu to view detailed reports on: *Description, Jobs, Candidates, Supply and Demand, Employers, Education and Work Experience, Employment and Wages, Skills, Nature of the Work, Job Requirements, and Other*. See the [Page Options table](#) below for more information.
- Select any link under the Related Occupations column to see more information about that occupation.
- The "\*" Related By" column indicates the source used to determine the relation between an occupation to your selected one. These sources are:
  - O\*NET -The [Occupational Information Network](#). O\*NET is a registered trademark of the US Department of Labor/Employment and Training Administration.
  - SOC4 -An occupational grouping based on 1st 4 digits of the [Standard Occupational Classification](#) system.

## Examples for Related Occupations

Examples for Related Occupations, or occupations similar to another one based on knowledge areas, skills, abilities, work environment, and work activities.:

If you're a...	you're required to be..	which can help you become a..
bookkeeper	methodical, trustworthy, detail-oriented and analytical	mortgage broker, financial advisor, computer programmer or insurance underwriter
nurse	caring, compassionate and knowledgeable about health	pharmaceutical sales rep, nutritionist or personal trainer
teacher	articulate, insightful, encouraging and a good public speaker	corporate trainer, life coach or motivational speaker
salesperson	persuasive, self-confident	publicist, real-estate agent,

If you're a...	you're required to be..	which can help you become a..
	and persistent	executive recruiter or travel agent

## Page Options

See below for more details about the Linked Pages appearing at the top of the page.

Select...	To View
<b>Description</b>	Detailed information about an occupation, such as job duties, a description of the work, and required education, experience, and training.
<b>Jobs</b>	Information for a selected occupation such as jobs available, jobs area distribution, jobs in related occupations, etc.
<b>Candidates</b>	Information on registered candidates in the system, such as candidates available, candidate area distribution, and candidates in related occupations.
<b>Supply and Demand</b>	Jobs and candidates available for an occupation, area distribution, and a national supply and demand summary from the U.S. Bureau of Labor Statistics.
<b>Employers</b>	A list of employers with job openings for a selected occupation.
<b>Education and Work Experience</b>	Information on the education level, training programs, required work experience, and more for an occupation.
<b>Employment and Wages</b>	Employment outlooks, wage rates, and major industries for an occupation.
<b>Skills</b>	Personal skills by list that are most useful for an occupation.
<b>Nature of the Work</b>	Information on an occupation, such as the most commonly required work activities, tasks, tools used, and more.
<b>Job Requirements</b>	Information on job requirements, such as licensing, work abilities, interests, work styles, and more.
<b>Other</b>	Miscellaneous information on an occupation, such as a list of related occupations and a career ladder.

## Key Terms

Some occupations display a sun or leaf icon next to their name, indicating that it belongs to one of the categories listed below. You can find the icon key below the table grid, or hover over an icon for the tooltip description.

- **Bright Outlook** - Bright Outlook occupations are expected to grow rapidly in the next several years and have large numbers of job openings, or are new and emerging occupations. Bright Outlook has two icons, one for Bright Outlook Nationally (represented by a sun icon), and another for Bright Outlook Statewide (also a sun icon, but solid dark).
- **Green Occupations** - Green occupations increase the conservation and sustainability of natural resources, including jobs that reduce energy usage or lower carbon emissions. Green jobs provide worker-friendly conditions, pay sustainable wages, and offer opportunities for continued skill training and career growth. A leaf icon is used to indicate a green occupation.

## Related Topics

- ["Analyze Labor Market Trends" on page 182](#)
- ["Area Profile" on page 191](#)
- ["Education Profile" on page 232](#)
- ["Employer Profile" on page 207](#)
- ["Find Similar Occupations" on page 185](#)
- ["Industry Profile" on page 195](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Labor Market Facts" below](#)
- ["Occupation Profile" on page 199](#)

## Labor Market Facts

### Overview

The Labor Market Facts page lists commonly-asked questions about the local labor market. These questions are grouped by category and are displayed in expandable panels. You can select a question you want to see information on, and then define the area selection for that information, e.g., statewide vs. countywide.

## Labor Market Facts

Please select one of the options below to see the answer to commonly asked questions about the local labor market.



### Looking for a job? Information about Advertised Jobs in Your Local Area



### Occupational Information for Your Local Area



### Questions on Education Requirements for Occupations in Your Local Area



### Questions on Employment and Unemployment in Your Local Area



[What occupations have the highest employment in an area?](#)

[What occupations have the lowest employment in an area?](#)

[What is the current unemployment rate in an area?](#)

[What areas have the highest unemployment rate?](#)

[What areas have the lowest unemployment rate?](#)

[What areas have the highest employment?](#)

[What areas have the lowest employment?](#)



### Questions on Employers in Your Local Area



### Questions on Candidates for Jobs in Your Local Area



*Labor Market Facts Page with Commonly Asked Questions*

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Labor Market Services > Labor Market Facts
- MyDashboard > Widgets > Labor Market Services widget > Labor Market Facts
- Footer > Services > Labor Market > Labor Market Facts



Note: If you are logged into the system, this option asks you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing Labor Market Facts

1. Select the plus sign icon to expand a category and reveal the category questions.
2. Select a question you want to view information about.



Note: Although steps 3-6 use a specific example, these steps describe what happens when selecting any of the category questions.

3. For example, toggle the **Questions on Employment and Unemployment in Your Local Area** category, and then select the **What is the current unemployment rate in an area** question. The **Select an Area** page displays.
4. Make a selection from the **Area Type** drop-down list: *County, Metropolitan Statistical Area, State, or Workforce Region*.
5. An **Area** drop-down list displays according to your selected **Area Type**. Choose your Area and select the **Continue** button to view unemployment information for the selected area.
6. To return to the Labor Market Facts page where you began, select the **Select another Labor Market Fact** button at the bottom of the page.

## Related Topics

- ["Analyze Labor Market Trends" on page 182](#)
- ["Area Profile" below](#)
- ["Education Profile" on page 232](#)
- ["Employer Profile" on page 207](#)
- ["Find Similar Occupations" on page 185](#)
- ["Industry Profile" on page 195](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Occupation Profile" on page 199](#)

## Area Profile

### Overview

The Area Profile page offers a comprehensive view of labor market and demographic information for a selected area. You can explore economic trends, job demand, candidate availability, wages, and population statistics, and compare areas side by side. This page serves as the central hub for labor market insights across multiple categories.

## Where to Find This Feature

- Left Navigation Menu > Services for Individuals > Labor Market Services > Area Profile
- Individual Dashboard > Widgets > Labor Market Services widget > Area Profile
- Footer > Services > Labor Market > Labor Market Services > Area Profile



Note: If you are logged into the system, this option will ask you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing the Area Profile

**Select an Area**

Make an area selection using the items below. After you have made your selection, click the **Continue** button.

**Area (change area selection):** [Lakeland-Winter Haven, FL Metropolitan Statistical Area](#)

**Select New Area:** [\[Select by Map\]](#)

**State:** Florida

**Area Type:** [Metropolitan Statistical Area](#)

**Area:** [None Selected](#)

**Continue**

### Select an Area tool

1. The page displays the current area as a link in the **Area (change area selection)** field. To use this area, skip the next steps and select the **Continue** button.
2. To change the area selection, make a selection from the **Area Type** drop-down list: *County, Metropolitan Statistical Area, State, or Workforce Region*.
3. Next is the **Area** drop-down list, which displays choices according to your **Area Type** selection. After making a selection from the **Area** field, you will see it appear as the current selection described in Step 1.
4. Select the **Continue** button to go to the Area Profile summary page.

## Area Profile Features

 [Lakeland-Winter Haven, FL](#)  
 [Metropolitan...](#)  
[Compare to other areas](#)

[Summary](#) | [Jobs](#) | [Candidates](#) | [Supply and Demand](#) | [Education, Training and Experience](#) | [Employment and Wages](#) | [Demographics](#)

[View Full Report](#)

  
**Unemployment Rate**  
 7.4% Current  
[Unemployment Rate \(November 2020\)](#)

  
**Job Demand**  
[10,707 Openings Available \(September 18, 2025\)](#)

  
**Employment**  
[220,186 Average Employment \(Q2 2020\)](#)

  
**Population**  
[19.03% Population Change \(2008-2018\)](#)

  
**Income**  
[\\$36,649 Per capita income \(2019\)](#)

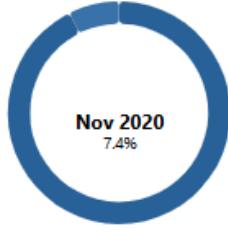
**Supply and Demand**

**4.13**

Candidates available per job opening.  
 44,242 Candidates | 10,707 Job Openings

Job Source: Online advertised jobs data  
 Candidate Source: Is comprised of individuals whose resumes have been active in the workforce system over the past twelve months  
 Data Time Period: September 18, 2025

**Employment and Unemployment**



Nov 2020  
7.4%

Source: FL Labor Market Statistics, Quarterly Census of Employment and Wages Program  
 Data Time Period: November 2020

### Area Profile page features

- The page displays the current area at the top, which applies to all data groups ("Lakeland-Winter Haven, FL Metropolitan", above). Select the **[area]** link if you want to change the area selection.
- The **Compare to other areas** link allows you to compare multiple areas. Select this link to add another area for direct comparison.
- Use the page links menu to view detailed reports on *Jobs*, *Candidates*, *Supply and Demand*, *Education, Training and Experience*; *Employment and Wages*; and, *Demographics*. See the [Page Options table](#) below for more information.
- Select the **View Full Report** link to display all of the data categories on a single page that you can print or share in its entirety.

- **Quick Reference** icons: Hover over these icons for a preview and select any of these to view full reports on unemployment, job demand, employment, population, and income.
- **Snapshots**: The snapshot headings also link to a full data category with expanded tables, charts, and job lists ("Supply and Demand", and "Employment and Unemployment", above). See the [Snapshots section](#) below for more information.

## Page Options

Access detailed reports by selecting any of the page links at the top of the Area Profile Summary page.

Select...	To view
Area Summary	Economic indicators such as unemployment rate, job demand, population, and income for the selected area.
Area Comparison	Comparisons for jobs available, candidate availability, and unemployment rates between multiple areas.
Jobs	Area-specific job data, including available jobs, distribution by industries, and occupations from advertised postings.
Candidates	Candidate availability data, including candidate distribution by area and occupation group.
Supply and Demand	Job and candidate availability, including occupational and geographic distributions.
Education, Training and Experience	The education level, certifications, and work experience requirements for job openings in the selected area.
Employment and Wages	Employment levels and wage information for the area.
Demographics	Population and income totals and distributions for the area.

## Snapshots

For each area, the Summary page displays several snapshots highlighting key indicators. Each snapshot heading links to the full data category, display options, and related resources. Some snapshots include links to open new profiles or view job lists. The following snapshots appear on the Summary page, depending on data availability:

- Supply and Demand
- Employers by Number of Job Openings
- Employment and Unemployment
- Advertised Job Openings

- Average Wage Distribution
- Top Growing Occupations
- Employment and Wages
- Population Totals

## Related Topics

- ["Education Profile" on page 232](#)
- ["Employer Profile" on page 207](#)
- ["Industry Profile" below](#)
- ["Labor Market Facts" on page 189](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Analyze Labor Market Trends" on page 182](#)
- ["Occupation Profile" on page 199](#)
- ["Find Similar Occupations" on page 185](#)

## Industry Profile

### Overview

The Industry Profile summary page compiles information from multiple sources to create comprehensive profiles for each industry. This page includes labor market information on jobs, employers, occupations, industry projections, and more. You can explore details specific to an industry, including employment and wage data, projections, staffing patterns, and the number of employers and workers.

### Where to Find This Feature

- Left Navigation menu > Services for Individuals > Labor Market Services > Industry Profile
- Individual Dashboard > Widgets > Labor Market Services widget > Industry Profile
- Footer > Services > Labor Market > Labor Market Services > Industry Profile



Note: If you are logged into the system, this option will ask you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing the Industry Profile

<a href="#">Industry Quick Search</a>	<a href="#">Industries by Keyword</a>	<a href="#">Industries by Sector</a>	<a href="#">Industry Listing</a>	<a href="#">Industries by Industry Code</a>
---------------------------------------	---------------------------------------	--------------------------------------	----------------------------------	---

Area (change area selection): [Pinellas County, FL](#)

**Keyword Search**

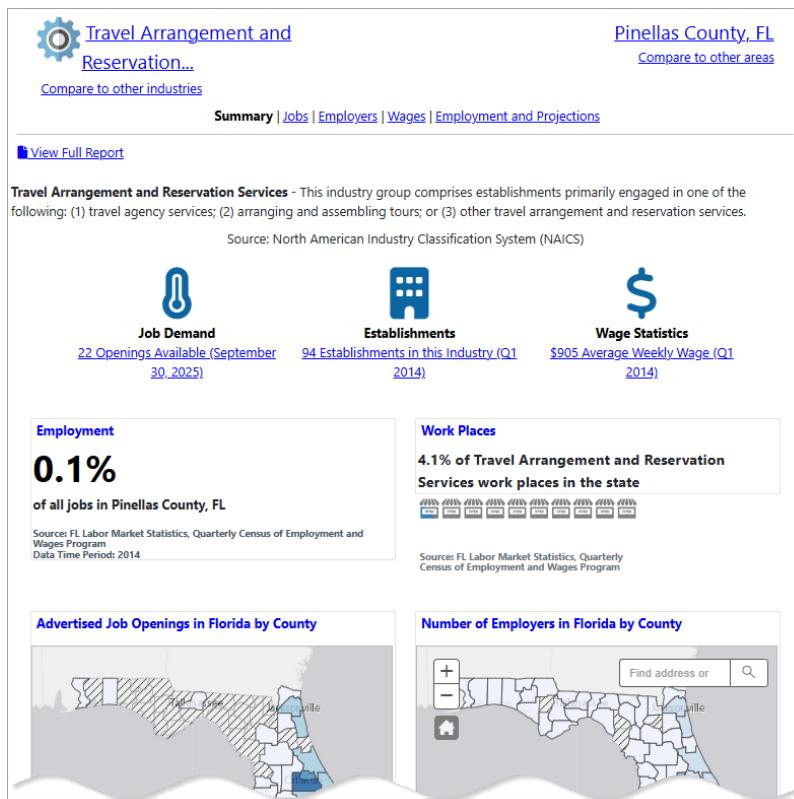
72 - Accommodation and Food Services  
56 - Administrative and Support and Waste Management and Remediation Services  
11 - Agriculture, Forestry, Fishing and Hunting  
71 - Arts, Entertainment, and Recreation  
23 - Construction  
61 - Educational Services  
52 - Finance and Insurance  
62 - Health Care and Social Assistance  
51 - Information  
55 - Management of Companies and Enterprises  
31 - Manufacturing  
21 - Mining, Quarrying, and Oil and Gas Extraction  
81 - Other Services (except Public Administration)  
54 - Professional, Scientific, and Technical Services  
92 - Public Administration  
53 - Real Estate and Rental and Leasing  
44 - Retail Trade  
48 - Transportation and Warehousing  
99 - Unclassified  
22 - Utilities  
42 - Wholesale Trade

Click [Industry Listing](#) to see an alphabetical list of all available industry titles.

### Industry Quick Search

1. Use the Industry Quick Search to find an industry by keyword, from the link tree, or by selecting a tab for a different search type. For best screen reader compatibility, use the **Industries By Keyword** tab.
2. When you select an Industry from either the link tree or from a set of search results, you'll go to the Industry Profile Summary page.

## Industry Profile Features



### Industry Profile page features

- The page displays the current industry at the top, which applies to all data groups ("Travel Arrangement and Reservation...", above). Select the **[industry]** link to change the industry selection.
- The **Compare to other industries** link allows you to compare multiple industries. Select this link to add another industry for direct comparison.
- The current area displays in the top-right corner, which applies to all data groups ("Pinellas County, FL", above). Select the **Area** link to change the area selection. The **Compare to other areas** link is below the selected area. Compare industry data in multiple areas by selecting this link to add another area for comparison.
- Use the page links menu to view detailed reports on *Jobs*, *Employers*, *Wages*, and *Employment and Projections*. See the [Page Options table](#) below for more information.
- Select the **View Full Report** link to display all of the data categories on a single page that you can print or share in its entirety.

- **Quick Reference** icons: Hover over these icons for a preview and select any of these to view full reports on *Job Demand*, *Establishments*, or *Wage Statistics*.
- **Snapshots**: The snapshot headings also link to a full data category with expanded tables, charts, and job lists ("Employment", "Workplaces", "Advertised Job Openings by County", and "Number of Employers by County", above). See the [Snapshots section](#) below for more information.

## Page Options

See below for more details about the Linked Pages appearing at the top of the Industry Profile Summary page.

Select...	To View
Jobs	Advertised jobs in the industry (daily or monthly counts).
Employers	Employers for both your selected industry and area.
Wages	Average hourly, weekly and annual wages, including an area distribution that ranks areas by average weekly wage.
Employment and Projections	Long term industry projections and the area distribution for industry employment, including a breakdown by occupation for the selected area

## Snapshots

For each industry, the Summary page displays several snapshots highlighting key indicators. Each snapshot heading links to the full data category, display options, and related resources. Some snapshots include links to open new profiles or access job lists. You can find the following snapshots on the Summary page (depending on data availability):

- Work Places
- Occupational Employment Distribution
- Advertised Job Skills
- Jobs Available
- Monthly Job Count
- Employers
- Advertised Job Certifications
- Advertised Tools and Technology

- Employers
- Wages

## Key Concepts

### What does the term "long-term projections" mean?

LMI (Labor Market Information) long-term projections refers to estimates of future employment changes in specific industries, typically over a 10-year period. They forecast things like the number of jobs, job openings, and growth rates, but they do not account for major economic shocks.

### What does "area distribution" mean in terms of industry employment?

This refers to the distribution showing where jobs and workers are concentrated., providing insights into supply and demand, wages, and job growth in specific areas.

### Related Topics

- ["Area Profile" on page 191](#)
- ["Employer Profile" on page 207](#)
- ["Education Profile" on page 232](#)
- ["Labor Market Facts" on page 189](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Analyze Labor Market Trends" on page 182](#)
- ["Occupation Profile" below](#)
- ["Find Similar Occupations" on page 185](#)

## Occupation Profile

### Overview

The Occupation Profile summary page compiles information from multiple sources to provide a complete profile of a specific occupation. Each profile includes information on jobs, employers, supply and demand, and career ladders. You can explore occupation-specific information like duties, wages, projections, short-term growth forecasts, skills and tasks, training programs, licensing agencies, and job listings for the selected area.

## Where to Find This Feature

- Left Navigation Menu > Services for Individuals > Labor Market Services > Occupation Profile
- Individual Dashboard > Widgets > Labor Market Services widget > Occupation Profile
- Footer > Services > Labor Market > Labor Market Services > Occupation Profile



Note: If you are logged into the system, this option will ask you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing the Occupation Profile

Occupation Quick Search   [Occupations by Keyword](#)   [Occupations by Group](#)   [Occupation Listing](#)   [Occupations by Education Program](#)   [Occupations by Military Specialty](#)   [Occupations by Occupation Code](#)   [Occupations by License](#)

Area (change area selection): [Pinellas County, Fl](#)

Display only occupations with a Bright Outlook    Display Green occupations only

Keyword Search

Architecture and Engineering Occupations  
Arts, Design, Entertainment, Sports, and Media Occupations  
Building and Grounds Cleaning and Maintenance Occupations  
Business and Financial Operations Occupations  
Community and Social Service Occupations  
Computer and Mathematical Occupations  
Construction and Extraction Occupations  
Educational Instruction and Library Occupations  
Farming, Fishing, and Forestry Occupations  
Food Preparation and Serving Related Occupations  
Healthcare Practitioners and Technical Occupations  
Healthcare Support Occupations  
Installation, Maintenance, and Repair Occupations  
Legal Occupations  
Life, Physical, and Social Science Occupations  
Management Occupations  
Military Specific Occupations  
Office and Administrative Support Occupations  
Personal Care and Service Occupations  
Production Occupations  
Protective Service Occupations  
Sales and Related Occupations  
Transportation and Material Moving Occupations

O BRIGHT OUTLOOK NATIONALLY | ● BRIGHT OUTLOOK STATEWIDE | ✎ GREEN OCCUPATIONS

Click [Occupation Listing](#) to see an alphabetical list of all available occupation titles.

■ Click [Occupations by Military Specialty](#) to enter a military occupational classification

### Occupation Quick Search

1. Use the Occupation Quick Search to find an industry by keyword, from the link tree, or by selecting a tab for a different search type. For best screen reader compatibility, use the **Occupations By Keyword** tab.
2. When you select an Occupation from either the link tree or from a set of search results, you'll go to the Occupation Profile page.

## Occupation Profile Features

 [Administrative Law Judges, Adjudicators...](#)

[Compare to other occupations](#)

[Summary](#) | [Description](#) | [Jobs](#) | [Candidates](#) | [Supply and Demand](#) | [Employers](#) | [Education and Work Experience](#) | [Employment and Wages](#) | [Skills](#) | [Nature of the Work](#) | [Job Requirements](#) | [Other](#)

[View Full Report](#)

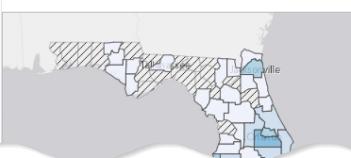
**Administrative Law Judges, Adjudicators, and Hearing Officers**  [Video](#) - Conduct hearings to recommend or make decisions on claims concerning government programs or other government-related matters. Determine liability, sanctions, or penalties, or recommend the acceptance or rejection of claims or settlements.

Source: This information is based on O\*NET™ data. O\*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

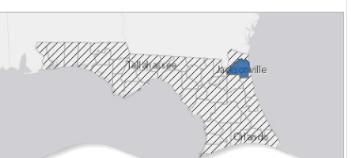
 Projected Annual Openings	 Job Demand	 Candidates Available	 Supply & Demand	 Required Education	 Work Experience	 Employment Wage Statistics
<a href="#">Growing Projected Annual Openings (2023-2031)</a>	<a href="#">Low Demand - 0 Openings Available (October 1, 2025)</a>	<a href="#">11 Candidates Available (October 1, 2025)</a>	<a href="#">11.00 Candidates per Job Opening (October 1, 2025)</a>	<a href="#">Typically Requires Doctoral Degree</a>	<a href="#">Typically Requires Over 2 years, up to and including 4 years</a>	<a href="#">Typical Wage Range \$65,370-\$125,610 (2020)</a>

\*Faded icons indicate results of an expanded geographic area. Hover cursor over icons for details.

**Potential Candidates in Florida by County**



**Advertised Job Openings in Florida by County**



### Occupation Profile page features

- "The page displays the current occupation at the top, which applies to all data groups. ("Administrative Law Judges, Adjudicators...", above). Select the **[occupation]** link to change the occupation selection.
- The **Compare to other occupations** link allows you to compare multiple occupations. Select this link to add another occupation for direct comparison.
- The current area is on the top right and applies to the data groups on the page ("Pinellas County, FL", above). Select this link to change the area selection.
- The **Compare to other areas** link allows you to compare an occupation in multiple areas. Select this link to add another area for comparison.
- Use the page links menu to view detailed reports on: *Description, Jobs, Candidates, Supply and Demand, Employers, Education and Work Experience, Employment and Wages, Skills, Nature of the Work, Job Requirements, and Other*. See the [Page Options table](#) below for more information.
- Select the **View Full Report** link to display all of the data categories on a single page that you can print or share in its entirety.
- **Quick Reference** icons: Hover over these icons to see a preview and select any of these to view full reports on *Projected Annual Openings, Job Demand, Candidates Available, Supply & Demand, Required Education, Work Experience, and Employment Wage Statistics*. If a Quick Reference

icon appears faded, it indicates results from an expanded geographic area. Hover your cursor over the icons for details.

- **Snapshots:** The snapshot headings link to a full data category with expanded tables, charts, and job lists ("Candidates by County", and "Advertised Job Openings by County", above). See the [Snapshots section](#) below for more information.

## Page Options

See below for more details about the Linked Pages appearing at the top of the profile.

Select...	To View
Description	Detailed information about an occupation, such as job duties, a description of the work, and required education, experience, and training.
Jobs	Information for a selected occupation such as jobs available, jobs area distribution, jobs in related occupations, etc.
Candidates	Information on registered candidates in the system, such as candidates available, candidate area distribution, and candidates in related occupations.
Supply and Demand	Jobs and candidates available for an occupation, area distribution, and a national supply and demand summary from the U.S. Bureau of Labor Statistics.
Employers	A list of employers with job openings for a selected occupation.
Education and Work Experience	Information on the education level, training programs, required work experience, and more for an occupation.
Employment and Wages	Employment outlooks, wage rates, and major industries for an occupation.
Skills	Personal skills by list that are most useful for an occupation.
Nature of the Work	Information on an occupation, such as the most commonly required work activities, tasks, tools used, and more.
Job Requirements	Information on job requirements, such as licensing, work abilities, interests, work styles, and more.
Other Information	Miscellaneous information on an occupation, such as a list of related occupations and a career ladder.

## Snapshots

For each occupation, the Summary page includes several snapshots highlighting key indicators. Each snapshot heading links to the complete data category, display options and links. Some snapshots include links to open new profiles or access job lists. You can find the following snapshots on the Occupation Profile summary (depending on data availability):

- Supply and Demand
- Top Employers Posting Jobs
- Advertised Job Skills
- Advertised Job Certifications
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)
- Potential Candidates (Area Distribution)
- Projected Annual Openings
- Typical Wages
- Real-Time Wages
- Industries by Employment

### Related Topics

- ["Area Profile" on page 191](#)
- ["Employer Profile" on page 207](#)
- ["Education Profile" on page 232](#)
- ["Industry Profile" on page 195](#)
- ["Labor Market Facts" on page 189](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Analyze Labor Market Trends" on page 182](#)
- ["Find Similar Occupations" on page 185](#)

## Education Profile

### Overview

The Education Profile summary page compiles information from multiple sources to create comprehensive instructional program profiles. These profiles include labor market information on the program description, job demand, program providers, and licensed occupations, with categories like Job

Skills, Certifications, and Related Occupations. You can explore program-specific details such as employment prospects, provider information, and completion numbers..

## Where to Find This Feature

- Left Navigation Menu > Services for Individuals > Labor Market Services > Education Profile
- Individual Dashboard > Widgets > Labor Market Services Widget > Education Profile
- Footer > Services > Labor Market > Labor Market Services > Education Profile



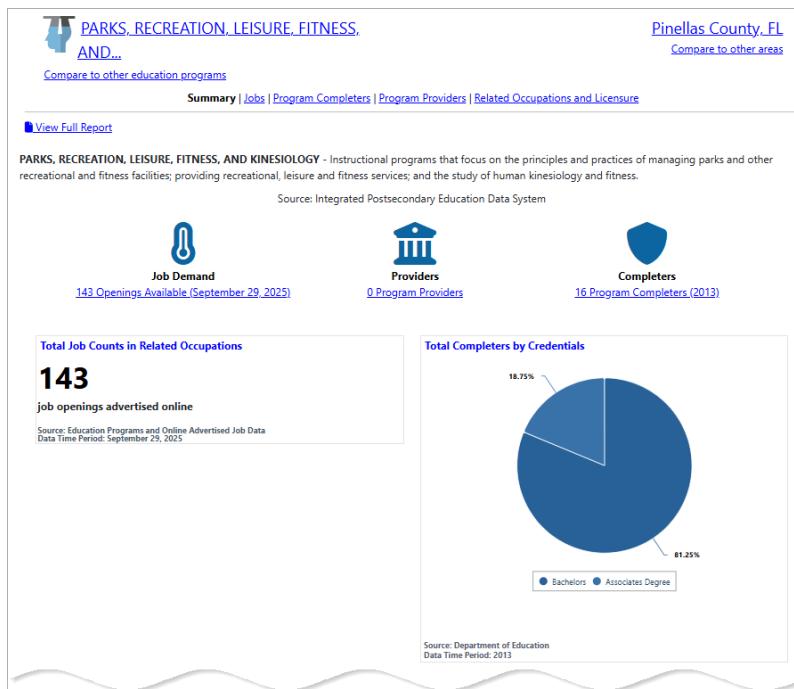
Note: If you are logged into the system, this option will ask you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing the Education Profile

### *Education Program Quick Search*

1. Use the Education Program Quick Search to find a program by keyword, from the link tree, or by selecting a tab for a different search type. For best screen reader compatibility, use the **Programs By Keyword** tab.
2. When you select an Education Program from either the link tree or from a set of search results, you'll go to the Education Profile page.

## Education Profile Features



### Education Profile page features

- The page displays the current education program at the top, which applies to all data groups ("Architecture and Related Services", above). Select the [education program] link to change the program selection.
- The **Compare to other education programs** link allows you to compare multiple education programs. Select this link to add another program for direct comparison.
- The current area is on the top right and applies to the data groups on the page ("Pinellas County, FL", above). Select this link to change the area selection.
- The **Compare to other areas** link allows you to compare education programs in multiple areas. Select this link to add another area for comparison.
- Use the page links menu to view detailed reports on *Jobs*, *Program Completers*, *Program Providers*, or *Related Occupations and Licensure*. See the [Page Options table](#) below for more information.
- Select the **View Full Report** link to display all of the data categories on a single page that you can print or share in its entirety.
- **Quick Reference** icons: Hover over these icons to see a preview and select any of these to view full reports on *Job Demand*, *Providers*, or *Completers*.
- **Snapshots**: The snapshot headings link to a full data category with expanded tables, charts, and

job lists ("Total Job Counts in Related Occupations" and "Total Completers by Credentials", above). See the [Snapshots section](#) below for more information.

## Page Options

Access detailed reports by selecting any of the page links at the top of the profile.

Select...	To View
Jobs	Employment information for a selected program and area, such as job counts for both selected and related education programs, advertised job skills, certifications, tools and technology, and more.
Program Completers	Education program information on a selected program, including program completers by area and by credentials from the past year.
Program Providers	Educational program providers for the selected program and area.
Related Occupations and Licensure	Occupations related to the selected education program and area, including licensing requirements

## Snapshots

The Education Profile summary page includes several snapshots highlighting key indicators. Each snapshot heading links to the complete data category, display options and resources. Some snapshots include links to open new profiles or access job lists. You can find the following snapshots on the Summary page (depending on data availability):

- Total Job Counts in Related Occupations
- Providers by Number of Completers
- Total Completers by Credentials
- Occupations Related to Degree
- Advertised Job Certifications
- Advertised Job Skills
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)

## Key Concepts

### What is a Program Provider?

Program providers include public schools, private institutions, non-profits, and EdTech companies, that deliver structured learning initiatives and educational services. These providers can operate through various models, including direct instruction, online platforms, and specialized support services for students with specific needs.

### What is a Program Completer?

This term refers to students who have successfully fulfilled all requirements of a specific program, such as earning a high school diploma, a bachelor's degree, or a teaching certificate. The term can be applied to different levels and types of education, including students who complete a career and technical education pathway, those in degree-completion programs for transfer students, and individuals finishing alternative teacher certification programs.

### Why are program completer numbers important?

These numbers help institutions (and prospective students) assess how well their programs prepare students for real-world challenges. A high completion rate often signals program success.

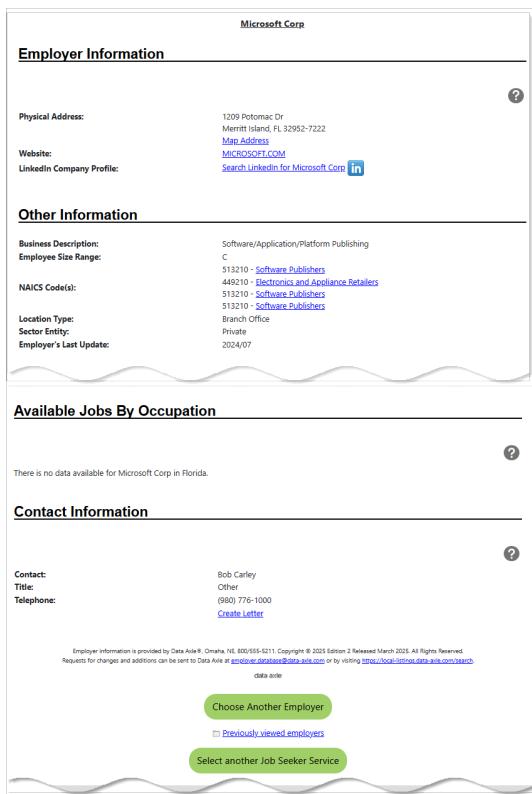
### Related Topics

- ["Area Profile" on page 191](#)
- ["Employer Profile" below](#)
- ["Industry Profile" on page 195](#)
- ["Labor Market Facts" on page 189](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Analyze Labor Market Trends" on page 182](#)
- ["Occupation Profile" on page 199](#)
- ["Find Similar Occupations" on page 185](#)

## Employer Profile

### Overview

The **Employer Profile** feature provides access to detailed information for an employer, regardless of whether they have any current job postings, including summary and detailed information for employers, such as locations, phone numbers, addresses, NAICS codes, business descriptions, and more.



**Employer Information**

Physical Address: 1209 Potomac Dr, Merritt Island, FL 32952-7222  
[Map Address](#)

Website: [MICROSOFT.COM](#)

LinkedIn Company Profile: [Search LinkedIn for Microsoft Corp](#) 

**Other Information**

Business Description: Software/Application/Platform Publishing  
 Employee Size Range: C  
 NAICS Code(s): 513210 - Software Publishers  
 449210 - Electronics and Appliance Retailers  
 513220 - Software Publishers  
 513230 - Software Publishers

Location Type: Branch Office  
 Sector Entity: Private

Employer's Last Update: 2024/07

**Available Jobs By Occupation**

There is no data available for Microsoft Corp in Florida.

**Contact Information**

Contact: Bob Carley  
 Title: Other  
 Telephone: (950) 776-1000  
[Create Letter](#)

Employer Information is provided by Data Axle®. Omaha, NE, 800/555-5211. Copyright © 2021 Edition 2 Released March 2021. All Rights Reserved.  
 Requests for changes and additions can be sent to Data Axle at [mailto:enrccore.database@data-axle.com](#) or by visiting [http://local-linker.data-axle.com/search](#).  
 data axle

[Choose Another Employer](#)  
[Previously viewed employers](#)  
[Select another Job Seeker Service](#)

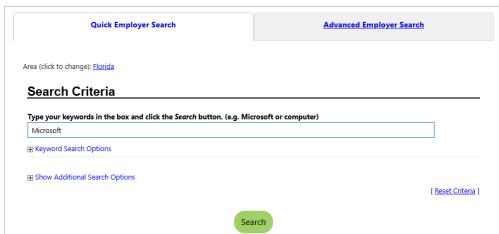
### Employer Profile

## Where to Find This Feature

- Left Navigation menu > Career Services > View Employers and Jobs > Local Employer Sites
- My Dashboard > Widgets > Employer Services widget > Local Employer Sites

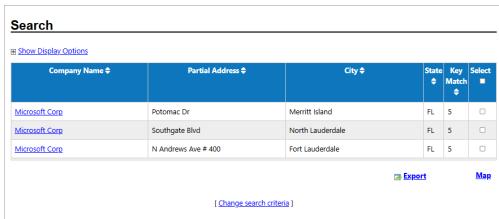
## Steps to View the Employer Profile

1. From the **Quick Employer Search** tab, enter your keyword(s) in the search field, e.g., "Microsoft" or "computer".
2. *Optional:* The **Area** link displays the currently-selected area. Select this link if you want to change the area selection.
3. The **Advanced Employer Search** tab adds additional criteria, should you want to narrow down your search. These include: Employer Sales Volume, Location Types, Sector Entities, and listed web address.
4. Select the **Search** button once you have finished entering your criteria selections.



### Quick Employer Search tab

5. Your search results for the selected area display within a table.



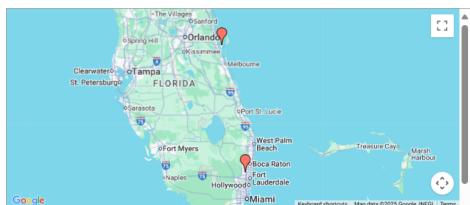
Company Name	Partial Address	City	State	Key Match	Select
Microsoft Corp	Potomac Dr	Meritt Island	FL	5	<input type="checkbox"/>
Microsoft Corp	Southgate Blvd	North Lauderdale	FL	5	<input type="checkbox"/>
Microsoft Corp	N Andrews Ave # 400	Fort Lauderdale	FL	5	<input type="checkbox"/>

[Export](#) [Map](#)

[Change search criteria](#)

### Employer Search Results page

6. Select a link from the **Company Name** column for the employer you want to view.
  - Optional:* You can export these results to Excel, Word or PDF by selecting the **Export** link.
  - To view locations by map, use the checkboxes under the **Select** column to select your Employers. Next, select the **Map** link below the table to open a popup containing a map with markers displaying the location(s) of your selected Employers.



### Employer Locations Map

7. After selecting a **Company Name** link, the Employer Profile page displays.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Page Section Descriptions

The **Employer Profile** feature provides access to detailed information for an employer, regardless of whether they have any current job postings. The profile displays summary information for the company

by section and includes links to additional details, as follows:

Page Section	Description
<b>Employer Information</b>	This section contains the physical address for the selected employer. Links for Map Address, Website, and the LinkedIn Company Profile display depending upon availability.
<b>Other Information</b>	Includes the business description and NAICS Code(s) with links to open the corresponding industry profile.
<b>Available Jobs By Occupation</b>	Lists available jobs for the selected employer or displays a message if no data is available. When available jobs are listed, select a link in the <b>Job Count</b> column for the desired occupation to access a list of advertised jobs in the system.
<b>Contact Information</b>	The last section displays the contact associated with the selected employer in the system.

## Options

Buttons and links below the Employer Profile offer the following capabilities (see the screenshot under the "Overview" section of this topic):

- **Choose Another Employer** button: Select to return to the **Search Results** page. From there, you have the option to select another **Company Name** link from the results, or to select the **Change search criteria** link to start a new search from the **Search Criteria** screen.
- **Previously viewed employers** link: Select to view the **Employers** tab under your **Search History Profile** folder, which stores your previously-viewed Employers.
- **Select Another Job Seeker Service** button: Select to go to the Job Seeker Services directory menu page to select other options like Find Job Openings, Résumé Builder, Virtual Recruiter, and more.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## 4: Plan Your Education and Training

The Education Services module displays a menu of services related to education and training. Through the Education Services links, you can review training and education programs offered within a specific geographic location or online. You can research schools and training providers, curricula, and job placement statistics for program graduates.



Note: The options offered in Education Services may vary, depending on your system's configuration.

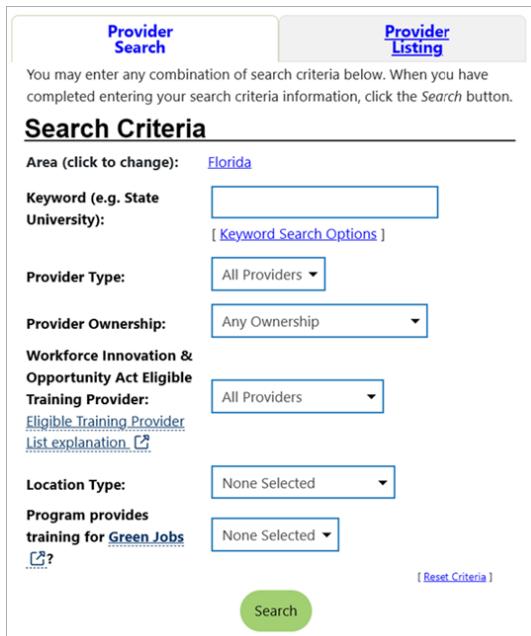
See the following topics for more information:

Find Training/Education Providers and Schools .....	211
Research Training/Education Programs .....	215
Explore WIOA-Eligible Training Programs .....	222
Find Internship, Apprenticeship, and On-the-Job Training Opportunities .....	223
Investigate Online Learning Resources .....	225
Education Profile .....	232
Search for Scholarships .....	235

## Find Training/Education Providers and Schools

### Overview

The Training Providers and Schools section allows you to locate information on specific training providers and schools and the programs they offer.



Provider Search

Provider Listing

You may enter any combination of search criteria below. When you have completed entering your search criteria information, click the *Search* button.

**Search Criteria**

Area (click to change): [Florida](#)

Keyword (e.g. State University):

[ [Keyword Search Options](#) ]

Provider Type:

Provider Ownership:

Workforce Innovation & Opportunity Act Eligible Training Provider:

[Eligible Training Provider List explanation](#) 

Location Type:

Program provides training for [Green Jobs](#) 

[ [Reset Criteria](#) ]

*Provider Search and Provider Listing Tabs*

## Where to Find This Feature

- Header bar > Profile icon > My Individual Plans > Training Plan Profile > Classroom Training link > Search for Training Providers link
- Left navigation menu > Services for Individuals > Education Services > Training Providers and Schools link
- My Dashboard > Widgets > Education Services > Training Providers link
- Directory of Services > Services for Individuals > Education Services > Training Providers and Schools

## About Finding Training/Education Providers and Schools

Training providers and schools are found by utilizing the Provider Search tab and the Provider Listing tab.

- **Provider Search** - this tab is used to query education providers that meet one or more of several specific provider attribute criteria (e.g. location, type of school, available training, etc.). See "Provider Search Tab" below for more details.
- **Provider Listing** - this tab is used to browse an alphabetical list of all education providers within a chosen geographic area. Provider results are narrowed by selecting numbers or letters above the table for provider names that begin with that character. It also provides links to several of your most

recently selected providers for easy access later. See "Provider Listing Tab" below for more details.

## Steps to Search for Training Providers



Note: Your site may display different options from those shown here.

### Provider Search Tab

1. Choose the **Provider Search** tab.
2. Enter the desired search criteria using any combination of the available search options. See the table below for more details.
3. When finished, select the **Search** button. The system displays a list of Providers that meet the search criteria. Select a provider link to display the Provider Details page. See "Provider Details" below for more information.

To Search By...	Do This:
Geographic area	<p>Select the <b>Area</b> link.</p> <ol style="list-style-type: none"><li>1. You may select an area by City, County, Metropolitan Statistical Area, State, Workforce Region, or ZIP Code, many of which provide populated drop-downs containing more specific area targets to choose from.</li><li>2. To make area selections based on a map, use the <b>Select by Map</b> link.</li></ol>
Keyword	Enter a word or phrase in the <b>Keyword</b> field. Select the <b>Keyword Search Options</b> link to further refine the keyword search.
Provider type	Select a <b>Provider Type</b> from the drop-down list (e.g. 2-Year, 4-Year, Community College, etc.).
Ownership type	Select a <b>Provider Ownership</b> type from the drop-down list (e.g. private or public institution, non-profit, etc.).
WIOA training eligibility	Select a <b>Workforce Innovation &amp; Opportunity Act Eligible Training Provider</b> option (eligible, not eligible, or both) from the drop-down list. WIOA-eligible programs are approved to use WIOA funds for the program.
Location type	Select a <b>Location Type</b> from the drop-down list (e.g. primary,

To Search By...	Do This:
	satellite, or both).
Green Job training eligibility	Select a filter from <b>Program provides training for Green Jobs (Yes or No)</b> .

## Provider Listing Tab

1. To view an alphabetical list of all training and educational providers, select the **Provider Listing** link at the bottom of the Provider Search tab or select the **Provider Listing** tab to open it. This tab displays a list of numbers and letters of the alphabet that allow you to easily select a character to display all providers in the system whose names start with that character. The list is useful if you are unsure about spelling or have only a partial provider title.
2. From the Select a Provider page, choose a link in the Provider column to open the Provider Details page.

## Provider Details

- **Provider Information** – This section lists the Provider's contact information, links to a map of the location along with driving directions, the Provider Type, and Ownership information. If there is a Provider website link, select it to visit the Provider's website, which will contain much more information about the Provider and programs it offers.
- **Contacts** – This section displays a list of available contacts, their names, titles, phone numbers, and email addresses, if available.
- **Program Information** – This section lists the Provider's programs, tuition costs, whether the program is WIOA-eligible, whether scholarships are available, and the length of the program. To learn more about a specific program, select the corresponding link in the Program Name column to open the Program Details page. This is the same program summary information that can also be found from the ["Research Training/Education Programs" on the next page](#) topic which focuses on finding the program first.

### Related Topics

["Alison Courses" on page 226](#)

["Metrix Learning" on page 228](#)

["Investigate Online Learning Resources" on page 225](#)

["Search for Scholarships" on page 412](#)

["Research Training/Education Programs" on the next page](#)

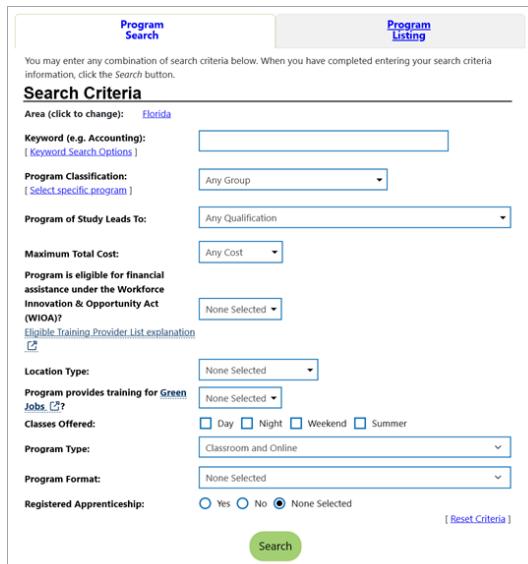
["Explore WIOA-Eligible Training Programs" on page 222](#)

["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

# Research Training/Education Programs

## Overview

The Training and Education Programs section helps you find training or education programs that are related to your occupation or field of interest. From the Training and Education Programs page, the system will provide options for searching by program criteria and for browsing the program listing as a whole.



*Program Search and Program Listing Tabs*

## Where to Find This Feature

- Header bar > Profile icon > My Individual Profiles > Search History Profile > Programs link > Search for Training Programs button
- Header bar > Profile icon > My Individual Plans > Training Plan Profile > Classroom Training link > Search for Training Programs link
- Left navigation menu > Services for Individuals > Education Services > Training and Education Programs link
- My Dashboard > Education Services widget > Education Programs link
- Directory of Services > Services for Individuals > Education Services > Training and Education Programs

## About Researching Training/Education Programs

Education programs are found by utilizing the Program Search tab and the Program Listing tab.

- **Program Search** - this tab is used to query a list of education programs that meet one or more of several specific program attribute criteria (e.g. location, industry, qualification, cost, available classes, etc.). See "Program Search Tab" below for more details.
- **Program Listing** - this tab is used to browse an alphabetical list of all education programs within a chosen geographic area. Program results are narrowed by selecting numbers or letters above the table for program names that begin with that character. It also provides links to several of your most recently selected programs for easy access later. See "Program Listing Tab" below for more details.

## Steps to Search for Training Programs



Note: Your site may display different options from those shown here.

### Program Search Tab

1. Choose the **Program Search** tab.
2. Enter the desired search criteria using any combination of the available search options. See the table below for more details.
3. When finished, select the **Search** button. The system displays a list of Education Programs that meet the search criteria. Select a [Program Name] link to display the Program Details page. See "Program Details" below for more information.

To Search By...	Do This:
Geographic area	Select the <b>Area</b> link. <ol style="list-style-type: none"><li>1. You may select an area by City, County, Metropolitan Statistical Area, State, Workforce Region, or ZIP Code, many of which provide populated drop-downs containing more specific area targets to choose from.</li><li>2. To make area selections based on a map, use the <b>Select by Map</b> link.</li></ol>
Keyword	Enter a word or phrase in the <b>Keyword</b> field. Select the <b>Keyword Search Options</b> link to further refine the keyword search.
Program classification	Select a <b>Program Classification</b> from the drop-down list. This is a

To Search By...	Do This:
	<p>broad, occupational area, such as Agricultural, Health Professions, Personnel, etc. To select a Program Classification, select the <b>Select specific program</b> link to search for a specific program and another link will appear. Select the <b>Choose a program</b> link to open a Program Search page. Search for and select a program. The system will return to the Search page and fill in the Program Classification automatically.</p>
Program of study leads to	Select a <b>Qualification</b> type from the drop-down list (e.g. a degree or certification).
Maximum total cost	Select the <b>Maximum Total Cost</b> of the program from the drop-down list.
WIOA financial assistance	Select a <b>WIOA Eligible Program</b> option ( <b>Yes</b> or <b>No</b> ) from the drop-down list (WIOA-eligible programs are approved to use WIOA funds for the program).
Location type	Select the <b>Location Type</b> ( <i>Primary Locations Only</i> , <i>Satellite Locations Only</i> , or <i>All Locations</i> ).
Green Job training eligibility	Select whether the <b>Program must offer training for “Green” jobs</b> . These jobs typically focus on the conservation and sustainability of natural resources, but the official definition and job classification may vary by state.
Classes offered	Select whether to search for programs with classes offered during the day, night, weekend, summer, or any combination.
Program type	Select a <b>Program Type</b> ( <i>Classroom</i> , <i>Online</i> , or <i>Classroom and Online</i> ) from the drop-down list.
Program format	Select a <b>Program Format</b> (In-Person, Online, or Hybrid).
Registered apprenticeship	Select <b>Yes</b> , <b>No</b> , or <b>None Selected</b> .

## Program Listing Tab

1. To view an alphabetical list of all educational programs, select the **Program Listing** link at the bottom of the Program Search tab or select the **Program Listing** tab to open it. This tab displays a list of numbers and letters of the alphabet that allow you to easily select a character to display all programs in the system whose names start with that character. The list is useful if you are unsure about spelling or have only a partial program title.

2. Select the **Detailed** link from, the Search Results page to display additional information related to each listed Program.
3. Select a link in the Program Name column to open the Program Details page. This is the same program summary information that can also be found from the "["Find Training/Education Providers and Schools" on page 211](#) topic which focuses on finding the provider first.

## Program Details

The Program Details page contains basic information about the program, including a description of the program and the credential that individuals could attain by completing the program, tuition costs, program length, etc. If available, links at the top of the page let you learn more about program scholarships and eligibility for financial assistance with an optional Common Application.

The following table provides details for each section on the Program Details page:

Page Section	Details
Program Summary	Displays a general description of the program, along with program goals, related prerequisites, procedures, and policies.
Program / Service Locations	Displays all of the physical addresses where the program/service is offered.
Program Length	Displays information about the length of time covered by the program, including total duration, class frequency, length of time for each class, additional lab time, day or night classes, and program format.
Program Costs	Displays the following information about the fees charged for the program: <ul style="list-style-type: none"><li>• Tuition is the fee charged by the educational institution to enroll in the program.</li><li>• Other costs including tools, books, etc. are the other, non-tuition costs that must be paid to enroll in the program. These might include lab fees, uniforms, equipment fees, and the like.</li><li>• Total Program Cost is the total cost of this program, including tuition and all other additional costs.</li></ul>
Class / Faculty Size	Displays the following information about the program: <ul style="list-style-type: none"><li>• Minimum Class Size is the minimum number of students required to be registered for the class in order for it to be offered.</li></ul>

Page Section	Details
	<ul style="list-style-type: none"> <li>• Maximum Class Size is the number of students that will not be exceeded in the class.</li> <li>• Number of Instructors is the number of instructors that will teach the class. If the class is team-taught, listed are the total number of instructors.</li> </ul>
Local Workforce Investment Area Certification	<p>Indicates whether the program you have selected is certified by a Local Workforce Investment Area (LWIA). The certification applies only to WIOA funding, and it may be available in other programs even if it has not been certified for WIOA.</p> <ul style="list-style-type: none"> <li>• If a program is certified, this section will list all the LWIAs that have certified it.</li> <li>• If the program you have selected is not certified, the system will display a message stating that the program has not been certified by any LWIAs. This means that program costs will not be paid by the Workforce Innovation and Opportunity Act program.</li> </ul>
Additional	<p>Displays additional information about the program:</p> <ul style="list-style-type: none"> <li>• Qualifications of Instructors is a statement of the minimum qualifications of all instructors in the program.</li> <li>• Program Prerequisites is a statement of the knowledge, skills, educational or literacy level that must be possessed by anyone who takes the course or program.</li> <li>• Equipment Used in Program is a list of the equipment that will be used in the program. It includes a statement that the equipment is in good working order, and that enough of the equipment is available to provide each student with the learning experience necessary to attain the skill set advertised.</li> <li>• Target Occupations, if displayed, is a list of occupations, classified by the U.S. Department of Labor's OES code, which an individual is qualified to enter after the program is successfully completed.</li> </ul>
Skills	<p>Lists the skills that the provider has associated with the program you selected. These skills can be obtained from this program.</p>

Page Section	Details
Program / Service Performance	<p>Displays the data reported by providers to the State in their Annual Reports (due October 1 of each year) on the performance of training programs approved by the state to provide training under the Workforce Innovation and Opportunity Act (WIOA). The data shows a selection of the information that was reported to the State for this specific program; including the performance of participants who used WIOA funds to participate and when available, the performance of all students in the program. The data reflects the training provider performance from July 1 through June 30 of the preceding year, although not all programs were on the eligible training provider list for this entire period. This data is combination of a rolling four years worth of data.</p> <ul style="list-style-type: none"> <li>• Total Enrolled: The total number of students who enrolled in this program of study.</li> <li>• Total Exited: The total number of students that completed, withdrew or transferred from the program of study.</li> <li>• Program Completers: The total number students who successfully completed (not withdrew or transferred) the program of study.</li> <li>• Credential Rates: The total number of students who exited the program of study AND attained a credential associated for the program of study or within one year after exiting from the program.</li> <li>• Employment Rate 2nd Quarter After Exit (6 months after exiting): The total number of students who exited and who were in the 2nd quarter (6 months) after exit and have been determined to be in unsubsidized employment through a wage record match or other supplemental means.</li> <li>• Employment Rate 4th Quarter After Exit (12 months after exiting): The total number of students who exited and who were in the 4th quarter (12 months) after exit and have been determined to be in unsubsidized employment through a wage record match or other supplemental means.</li> <li>• Median Earnings 2nd Quarter After Exit (6 months after exiting): This is the 3-month earnings of students 2nd quarter (6 months) after exiting the program.</li> </ul>

To compare the current program with others, see "Compare Programs" below.



Note: The Program Summary page may contain different options, depending on whether or not the user's system includes the "View Comparisons" function.

Select the **Change Program** button to view information about another program.

Select the **Select another Education Service** button to view other available Education Services options and search criteria.

## Compare Programs



Note: This option is available only in systems that include the separate Consumer Reporting System (CRS)/Providers module.

Select the **View Comparisons** button on the Program Details page. the Comparison Menu page displays with comparison options.

Select the **Compare** button for the option that works best for you:

- Option 1 - Compare similar programs from the same institution - This option allows you to compare similar programs from this institution to the currently selected program.
- Option 2 - Compare different programs from the same institution - This option will allow you to compare programs different from the currently selected program that are located at the same institution.
- Option 3 - Compare this program to similar programs from other institutions - This option will allow you to compare similar programs from other institutions to the currently selected program.
- Option 4 - Compare this program to the state averages - This option will allow you to compare the currently selected program to the state averages.

The comparison page for the selected option displays, listing the companion programs or program information in a table. Select a program link to display detailed information about the programs side by side.

### Related Topics

["Alison Courses" on page 226](#)

["Metrix Learning" on page 228](#)

["Investigate Online Learning Resources" on page 225](#)

["Search for Scholarships" on page 412](#)

["Find Training/Education Providers and Schools" on page 211](#)

["Explore WIOA-Eligible Training Programs" on the next page](#)

["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

# Explore WIOA-Eligible Training Programs

## Overview

ETPL stands for Eligible Training Provider List, which is a list of eligible training providers that have been cleared under the Workforce Innovation and Opportunity Act (WIOA) to provide one or more courses or classes or a structured regimen that leads to a recognized post-secondary credential, secondary school diploma or its equivalent, employment, or measurable skill gains toward such a credential or employment.

The ETPL Approved Programs section is simply a quick way to review training or education programs specifically approved and eligible for funding through the WIOA program, statewide.



**Note:** Knowing which providers qualify may be important if you have applied for eligibility in WIOA through your One-Stop office. If you are not sure about WIOA funding, contact your One-Stop office. Normally, you will become aware that you are eligible for such services when you visit your One-Stop office and they assess several factors, such as your age, abilities, and the circumstances related to your current employment needs. For example, if you have been dislocated, laid off, or you have certain barriers or disabilities, you may qualify for WIOA services.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Education Services > ETPL Approved Programs link
- My Dashboard > Education Services widget > ETPL Approved Programs link

## Steps to View ETPL Programs

You can select a filter to search for ETPL Approved programs from either "[Find Training/Education Providers and Schools](#)" on page 211 or "[Research Training/Education Programs](#)" on page 215.

Usually one of these options is preferable, since you can also filter on specific geographic areas as well as types of providers or programs. Using these two methods, the ETPL Approved Programs also include WIOA icons.

To customize your ETPL Programs results using optional search criteria:

1. Select the **Filter Criteria** link.
2. Enter a keyword in the Program field. To choose whether results must begin with the keyword, or simply contain the keyword, select the **Program Keyword Search Options** link and choose the appropriate option.

3. Enter a keyword in the Provider field. To choose whether results must begin with the keyword, or simply contain the keyword, select the **Provider Keyword Search Options** link and choose the appropriate option.
4. Enter a City.
5. Choose a State.
6. Enter a ZIP Code.
7. Select the **Filter** link to view the results, or select the **Reset** link to clear the search options and see all ETPL Programs.

The ETPL Programs list may be also be downloaded and saved for offline access later. Select either the **Export to Excel** or **Export to CSV** links to save the extract file to a specific location on your local device.

#### Related Topics

["Alison Courses" on page 226](#)

["Metrix Learning" on page 228](#)

["Investigate Online Learning Resources" on page 225](#)

["Search for Scholarships" on page 412](#)

["Research Training/Education Programs" on page 215](#)

["Find Training/Education Providers and Schools" on page 211](#)

["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" below](#)

## Find Internship, Apprenticeship, and On-the-Job Training Opportunities

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

- [Related link 1]
- [Related link 2]

# Investigate Online Learning Resources

## Overview

The Online Learning Resources page displays links to websites that offer a variety of free, online learning and training courses that you can use to expand your knowledge and skills.

## Where to Find This Feature

- Header bar > Profile icon > My Individual Plans > Training Plan Profile > Online Training link > Go to Online Learning Resources link
- Left navigation menu > Services for Individuals > Education Services > Online Learning Resources link
- My Dashboard > Education Services widget > Online Learning link
- Directory of Services > Services for Individuals > Education Services > Online Learning Resources

## About Online Learning Resources

The Online Learning Resources screen groups links to available resources into categories as shown below. To find more information on any topic, select one of the links to visit an external website that will provide details about the topic.

Online Learning Resources categories include:

- Alison Online Courses
- Metrix Learning
-  Note: Your site may not include this optional feature.
- Workplace Skills
- Education (K - 12 and College)
- Business and Technology
- Writing and Languages
- Miscellaneous

## Related Topics

- "Alison Courses" below
- "Metrix Learning" on page 228
- "Search for Scholarships" on page 412
- "Research Training/Education Programs" on page 215
- "Find Training/Education Providers and Schools" on page 211
- "Explore WIOA-Eligible Training Programs" on page 222
- "Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223

## Alison Courses

### Overview

Alison is the world's leading free online learning resource for basic and essential workplace skills. Alison provides 2,000 high-quality, interactive multimedia courses to individual learners.

## Where to Find This Feature

- Expand My Individual Plans > Training Plan Profile > Online Training.

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

The Online Training tab displays the Alison online training programs you are enrolled in or have completed.

- Calculate your study time by date - In the User Statistics section, enter your Begin and End Dates and click the **Calculate** button. A new row displays the calculated hours.
- Review information about the course - Select a [Course Title] or the **View** link to display the provider website.

## About Alison Online Courses

Alison functionality is part of the base system and is offered at no additional cost.

Free education has the power to break through boundaries and transform lives.

Values: Empowerment, Knowledge, Inclusivity, Innovation.

Learning modules are ADA and 508 compliant with high quality video, quizzes, and lectures to provide an engaging learning experience. Features include career pathways and skill gap analysis with course recommendations and certification training for 100+ industry-recognized certifications. Additional options available include certification practice tests, virtual labs, and test vouchering. Individuals who complete a course test with an 80% or higher score receive an automatic certificate of completion in PDF format. Digital badges are awarded for completing groups of courses. Functionality includes the ability for staff to track progress and record outcomes.

Online learning and self-empowerment workskills training platform.

20 million learners; 3.5 million graduates; 3,000 free courses in 195 countries. Phones and tablets, Android and iOS.

Two types of courses: Certificates (2-3 hours study time, niche skills) and Diplomas (8-10 hours study time, master multiple concepts, globally recognized qualification)

Course categories: IT, Language, Sales & Marketing, Management, Health, Business, Engineering & Construction, Personal Development, Teaching & Academics.

Free online courses; free certification; career guidance, employee skills development.

Founded in 2007 with the belief that free education, more than anything, has the power to break through boundaries and transform lives.

## Tips/Tips for Success/Best Practices/Strategies

User Statistics: first access, last access, total study time, and time studied by date

Enrolled Courses: Action column

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- ["Metrix Learning" below](#)
- ["Investigate Online Learning Resources" on page 225](#)
- ["Search for Scholarships" on page 412](#)
- ["Research Training/Education Programs" on page 215](#)
- ["Find Training/Education Providers and Schools" on page 211](#)
- ["Explore WIOA-Eligible Training Programs" on page 222](#)
- ["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

## Metrix Learning

### Overview

Metrix Learning is a web-based learning management system that helps individuals gain new skills, close skill gaps, and certifications for new employment opportunities. Whether you are unemployed, changing industries, or looking to move up the career ladder, Metrix can help.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Expand My Individual Plans [Training Plan Profile] [Online Training]. The Online Training tab displays Alison or Metrix Learning online training programs the individual is enrolled in or has completed

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

If you have a Metrix account, or want to register for one, click the Sign In or Register link.

- Calculate their study time by date - In the User Statistics section, enter their Begin and End Dates and click the Calculate button. A new row displays the calculated hours.
- Review information about the course - Click a [Course Title] or the View link to display the provider website.

### About Metrix Learning

Metrix Learning (a Certus company) offers over 10,000 world-class e-learning courses delivered in 11 career pathways (IT, health care, manufacturing, construction, etc.) with over 200 occupations. Course

topics include: workplace skills, leadership, project management, Microsoft Office, and Six Sigma. Learners have access to customized learning plans and a FREE certificate of completion for passing each course.



**Note:** Note: In order to utilize the portal to the Metrix learning service you must first log in to the system. If you do not have a registered account with the system, the Sign In or Register link will direct you to a page where you can create a user account. If you have already registered with this system, you must be logged in first and you must have an email address tied to your account. Please update your profile with your current email address before signing up for Metrix. You can make changes to your profile by going to your Individual Dashboard and clicking View your Personal Profile and Contact Information.

Metrix which significantly improves career pathway workflows and skills gap analysis for agencies and job centers. Attendees learned about tracking and reporting mandated hours, accessing a comprehensive training library for upskilling and reskilling, and supporting job seekers re-entering the workforce after incarceration.

#### Skillup Workforce Courses:

- Business for Women Certification
- Business Services Certification
- Case Management Certification
- Leadership Development Certification
- Motivational Interviewing Certification
- Racial Equity Certification
- Reentry Services Certification
- Time Management Certification
- Youth Navigator Certification

#### 130+ Industry Recognized Certifications, including:

- Amazon Web Services
- ASQ (includes Six Sigma Yellow, Green, and Black belts)
- Cisco (includes CCNA, CCENT)
- CompTIA (includes A+, Network+, Security+)
- Human Resources Certification Institute (PHR, SPHR)
- Microsoft (includes MCTS, MCITP)
- Project Management Institute (CAPM)

#### Member Access:

- Re-entry (whitelist for pre-release, and upskilling post-release)
- Military (transitioning soldiers, Spouses, veterans)
- Community Partnerships (vocational, rehabilitation, non-profits)
- SNAP/TANF/RESEA/ABAWD (job search or training hours requirements)

### Gold Standard Online Education

Tangible results are the key to compounded success. The system balances performance measures with inspired growth, showing continued progress for stakeholders and learners alike.

- Robust reporting options
- Skill assessment and skill gap remediation
- Guided job search aligned to newly developed skill sets
- Game-based eLearning

Nationwide, created in 2008, providing upskilling opportunities.

Worforce development is all they do (unlike Coursera). Built for job seekers (labor market system). Career pathways (compares your stated skill rankings against detailed occupations and recommends courses).

### Industry cert prep

GSI reporting integration! Simplified registration, one-click from VOS. Direct link from OnlineLearning. Note: State-level switch.

Course progress + activity time pushed into VOS reports.

7k+ courses (2500+ Spanish; 20+ languages)

Access to thousands of courses (employability skills, tech, trades, etc.)

Free training for job seekers; unlimited content access. 30-min courses (more in depth than YouTube, less time than college classrooms). More for less \$. Simple-to-advanced; 24/7.

Soft Skills [listening, teamwork, communication] to Hard Skills [CompTIA, PMP, forklift operation].

Skills I want to learn ... custom curriculum ... stackable skills.

Rate your proficiency - assessment tools; gamification: learning activities to reinforce learning, digital badges. Become more employable, prove with evidence, you have the skills / have completed courseware. Show that your aptitude matches your appetite.

No cost; not irrelevant learning - FOR Employment; based on Employer feedback - 5 Key Skills needed.

Standard Mode vs Locked Mode - for prisoners / in custody; correctional facility security constraints addressed; safe & secure.

New digital careers; certifications; can try out programs.

Device agnostic (phone, tablet, old PCs, etc.)

End-to-end training; wider breadth; more professional development; WIOA-Centric; Career Service oriented than anyone.

Upskill, learn on your own ... time, pace, place.

Core Soft -> Advanced Certification; communication to welding - stacking. Ex: CDL prerequisite BEFORE spending ITA dollars (IWT?)

Performance-based outcomes.

900k learners, millions of training hours, entry-level to expert.

CAN count as Work Search Requirement (TX) w/passing grades. 85% mobile-compatable; 130+ certs.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

["Alison Courses" on page 226](#)

["Investigate Online Learning Resources" on page 225](#)

["Search for Scholarships" on page 412](#)

["Research Training/Education Programs" on page 215](#)

["Find Training/Education Providers and Schools" on page 211](#)

["Explore WIOA-Eligible Training Programs" on page 222](#)

["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

# Education Profile

## Overview

The Education Profile summary page compiles information from multiple sources to create comprehensive instructional program profiles. These profiles include labor market information on the program description, job demand, program providers, and licensed occupations, with categories like Job Skills, Certifications, and Related Occupations. You can explore program-specific details such as employment prospects, provider information, and completion numbers..

## Where to Find This Feature

- Left Navigation Menu > Services for Individuals > Labor Market Services > Education Profile
- Individual Dashboard > Widgets > Labor Market Services Widget > Education Profile
- Footer > Services > Labor Market > Labor Market Services > Education Profile



Note: If you are logged into the system, this option will ask you if you want to log out first before taking you to the Labor Market Services page.

## Steps to Viewing the Education Profile

### *Education Program Quick Search*

1. Use the Education Program Quick Search to find a program by keyword, from the link tree, or by selecting a tab for a different search type. For best screen reader compatibility, use the **Programs By Keyword** tab.
2. When you select an Education Program from either the link tree or from a set of search results, you'll go to the Education Profile page.

## Education Profile Features

 PARKS, RECREATION, LEISURE, FITNESS,  
AND...

[Compare to other education programs](#)

[Summary](#) | [Jobs](#) | [Program Completers](#) | [Program Providers](#) | [Related Occupations and Licensure](#)

[View Full Report](#)

**PARKS, RECREATION, LEISURE, FITNESS, AND KINESIOLOGY** - Instructional programs that focus on the principles and practices of managing parks and other recreational and fitness facilities; providing recreational, leisure and fitness services; and the study of human kinesiology and fitness.

Source: Integrated Postsecondary Education Data System



**Job Demand**  
[143 Openings Available \(September 29, 2025\)](#)



**Providers**  
[0 Program Providers](#)



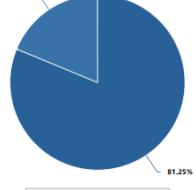
**Completers**  
[16 Program Completers \(2013\)](#)

**Total Job Counts in Related Occupations**

**143**  
job openings advertised online

Source: Education Programs and Online Advertised Job Data  
Data Time Period: September 29, 2025

**Total Completers by Credentials**



Credential	Percentage
Bachelors	18.75%
Associates Degree	81.25%

Source: Department of Education  
Data Time Period: 2013

### Education Profile page features

- The page displays the current education program at the top, which applies to all data groups ("Architecture and Related Services", above). Select the **[education program]** link to change the program selection.
- The **Compare to other education programs** link allows you to compare multiple education programs. Select this link to add another program for direct comparison.
- The current area is on the top right and applies to the data groups on the page ("Pinellas County, FL", above). Select this link to change the area selection.
- The **Compare to other areas** link allows you to compare education programs in multiple areas. Select this link to add another area for comparison.
- Use the page links menu to view detailed reports on *Jobs*, *Program Completers*, *Program Providers*, or *Related Occupations and Licensure*. See the [Page Options table](#) below for more information.
- Select the **View Full Report** link to display all of the data categories on a single page that you can print or share in its entirety.
- **Quick Reference** icons: Hover over these icons to see a preview and select any of these to view full reports on *Job Demand*, *Providers*, or *Completers*.
- **Snapshots**: The snapshot headings link to a full data category with expanded tables, charts, and

job lists ("Total Job Counts in Related Occupations" and "Total Completers by Credentials", above). See the [Snapshots section](#) below for more information.

## Page Options

Access detailed reports by selecting any of the page links at the top of the profile.

Select...	To View
<b>Jobs</b>	Employment information for a selected program and area, such as job counts for both selected and related education programs, advertised job skills, certifications, tools and technology, and more.
<b>Program Completers</b>	Education program information on a selected program, including program completers by area and by credentials from the past year.
<b>Program Providers</b>	Educational program providers for the selected program and area.
<b>Related Occupations and Licensure</b>	Occupations related to the selected education program and area, including licensing requirements

## Snapshots

The Education Profile summary page includes several snapshots highlighting key indicators. Each snapshot heading links to the complete data category, display options and resources. Some snapshots include links to open new profiles or access job lists. You can find the following snapshots on the Summary page (depending on data availability):

- Total Job Counts in Related Occupations
- Providers by Number of Completers
- Total Completers by Credentials
- Occupations Related to Degree
- Advertised Job Certifications
- Advertised Job Skills
- Advertised Tools and Technology
- Advertised Job Openings (Area Distribution)

## Key Concepts

### What is a Program Provider?

Program providers include public schools, private institutions, non-profits, and EdTech companies, that deliver structured learning initiatives and educational services. These providers can operate through various models, including direct instruction, online platforms, and specialized support services for students with specific needs.

### What is a Program Completer?

This term refers to students who have successfully fulfilled all requirements of a specific program, such as earning a high school diploma, a bachelor's degree, or a teaching certificate. The term can be applied to different levels and types of education, including students who complete a career and technical education pathway, those in degree-completion programs for transfer students, and individuals finishing alternative teacher certification programs.

### Why are program completer numbers important?

These numbers help institutions (and prospective students) assess how well their programs prepare students for real-world challenges. A high completion rate often signals program success.

### Related Topics

- ["Area Profile" on page 191](#)
- ["Employer Profile" on page 207](#)
- ["Industry Profile" on page 195](#)
- ["Labor Market Facts" on page 189](#)
- ["Investigate Labor Market Information" on page 181](#)
- ["Analyze Labor Market Trends" on page 182](#)
- ["Occupation Profile" on page 199](#)
- ["Find Similar Occupations" on page 185](#)

## Search for Scholarships

### Overview

This option allows you to search for scholarship opportunities throughout the United States using a comprehensive database of financial aid awards worth over \$10 billion, primarily sourced from Peterson's Financial Aid Database and other contributors.

### Where to Find This Feature

- Header bar > Profile icon > My Individual Profiles > Search History Profile > Scholarships > Search for Scholarships button
- Left navigation menu > Services for Individuals > Education Services > Scholarship Search link

- My Dashboard > Education Services widget > Additional Options link > Scholarship Search icon
- Directory of Services > Services for Individuals > Education Services > Scholarship Search

## Steps to Find Scholarships

You can use basic and advanced search criteria to find scholarships. To complete a search, enter the search criteria using any combination of the following options:

1. Enter a keyword using a minimum of three characters, that best describes your search target.
2. Select the area(s) of study. You may select multiple options from the list by holding down the "ctrl" key on your keyboard. You may select a large group of study areas by selecting the first one, and holding down the "shift" key while selecting the last one. Select the **Clear Selection** link to remove your selections.
3. Select a gender.
4. Select a state of residency (required).
5. Select an ethnicity/heritage or choose multiple. You may select multiple options from the list by holding down the "ctrl" key on your keyboard. You may select a large group of ethnicities/heritages by selecting the first one, and holding down the "shift" key while selecting the last one. Select the **Clear Selection** link to remove your selections.
6. Select a religion. Select the **Clear Selection** link to remove your selection.
7. Select a state of college.
8. Enter a grade point average (GPA) using the four-point scale, e.g. 3.75. Maximum GPA is 4.00.
9. Select the checkbox to only show scholarships that match on all selected search criteria.
10. Select the **Reset Criteria** link to clear all search options and display all scholarship results. You will then need to choose a State of Residency.
11. Select the **Search** button. The search results page displays.

## Manage Scholarship Search Results

The following table provides details on scholarship search results functions:

To...	Do This:
Sort	<p>By default, the results are sorted with the scholarship having the strongest Match Scores listed first.</p> <p>The scholarship results table can be sorted by the values contained in any of the table columns. Selecting a column heading will sort the table by that column heading in ascending order. Selecting the column heading a second time will sort the table by</p>

To...	Do This:
	that column heading in descending order. Selecting the column heading a third time will remove any sorting by that column.
Refine Results	You may further refine your search results by entering a keyword in the Search field. The matching list of scholarships adjusts as you type.
Adjust Output	The number of scholarships displayed per page can be adjusted by selecting from the Display records per page drop-down. Additionally, you may navigate to other results pages by using the navigation options at the top of the results table.
Change Criteria	To change your scholarship search criteria, select the <b>Change Scholarship Search Criteria</b> link.
See More	Select the <b>Details</b> button in the Action column to display the Scholarship Detail page. Select the <b>Show Additional Scholarship Information</b> link for more information about the scholarship's requirements and sponsor.

## About Scholarships

- Available information for each award may include the name of the award and a description of the program, the sponsoring organization's name and description, and the type of award (scholarship, grant, prize, fellowship, or forgivable loan).
- Also included are special characteristics and award requirements/restrictions, academic year of study for which the award is intended, the dollar value per applicant of the award and the total dollar value of the awards distributed last year, and how many are available and the total number awarded last year, application deadline, any religious affiliation required, ethnicity/heritage requirements, and gender requirement.



Note: Once you view the details for a particular scholarship, the scholarship is saved in your Search History Profile under the Scholarships tab for access later. You can easily navigate there by selecting the following: Header bar > Profile icon > My Individual Profiles > Search History Profile > Scholarships.

- You may delete previously searched scholarships by selecting the checkbox in the corresponding Select column and selecting the **Delete** link. Selecting the **Filter Criteria** link allows you to filter your search history by current items, deleted items, or to show all previously viewed scholarship results by using the drop-down choices in the Filter Criteria section.

## Related Topics

["Alison Courses" on page 226](#)

["Metrix Learning" on page 228](#)

["12: Explore Financial Resources" on page 404](#)

["Investigate Online Learning Resources" on page 225](#)

["Research Training/Education Programs" on page 215](#)

["Find Training/Education Providers and Schools" on page 211](#)

["Explore WIOA-Eligible Training Programs" on page 222](#)

["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

## 5: Manage Your Résumés

The system offers a variety of résumé management options designed to provide you with the best, most impactful job candidate introduction possible, giving you the greatest chance of landing that all-important interview. You can create a custom résumé that presents your skills and accomplishments however you like using three different methods, each with their own advantages.

Once you have posted a completed résumé, it is available:

- For prospective employers to view
- For staff referrals to jobs
- For you to use as search criteria in job searches
- To use for jobs you apply for

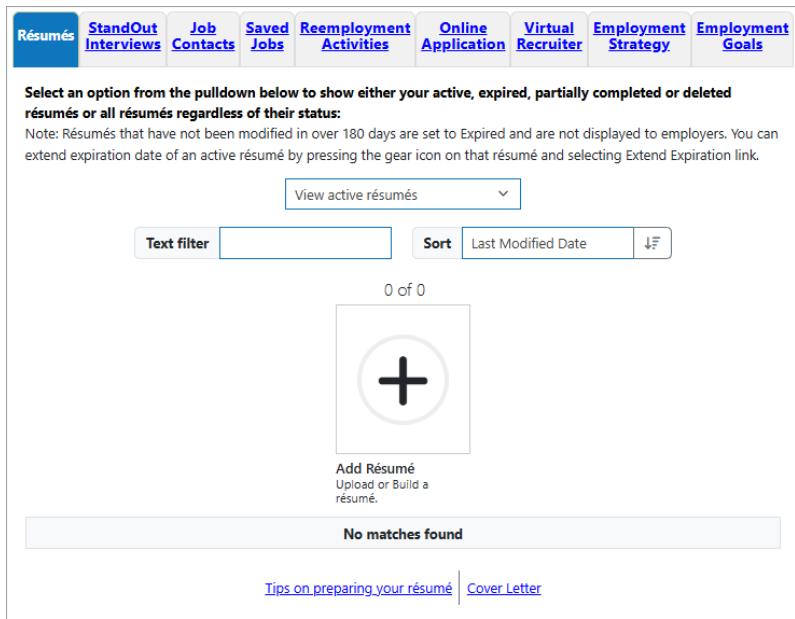
The following topics provide information on using the system tools for every aspect of creating, customizing, maintaining, and using your résumés to the greatest advantage possible.

Create a Résumé Step-by-Step Using the Wizard .....	239
Build a Résumé Automatically from Your Profile .....	242
Upload a Résumé File .....	244
Work with Existing Résumés .....	246
Work with Résumé Templates .....	267
Use Your Résumé to Find and Apply for Jobs .....	274

## Create a Résumé Step-by-Step Using the Wizard

### Overview

The Résumé Builder Wizard is a step-by-step tool that helps you build or upload your résumé directly into the system. Think of it as a guided form that collects your information (work history, education, skills, etc.) and formats it into a top-notch résumé that employers can easily search and view.



*Employment Plan Profile – Résumés Tab*

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Create Your Résumé



**Note:** Your site may display different options from those shown here.

1. Select the **Add Résumé** thumbnail to launch the Résumé Builder.
2. Choose the **Build New Résumé** option
3. Select the **Résumé Wizard** option in the pop-up window that displays.
4. A pop-up displays, asking "Do you want to save your résumé nationwide?" To do so, check the authorization box and then the **Yes** button.
5. On the Résumé Access page, select the **Yes** or **No** option for whether you want your résumé to be available online, select the **Next** button, and if yes, **OK** on the confirmation pop-up. The Résumé Builder Wizard opens on the Desired Location page.



Note: With the **Yes** option, the résumé is available to employers online once you complete all required sections, which means that any registered employer can view the information included in your résumé. You cannot selectively block some employers from viewing your résumé while allowing others access.

If you want to create your résumé now, but are not yet ready to make it public, choose the **No** option. You can set it to '*Online*' at any time when you are ready for employers to see it.

6. Complete the wizard pages and at the end, select the **Finish** button to create your résumé. Your résumé is created and displays on the Résumé Builder page, where you can review and modify it as needed. See "[Work with Existing Résumés](#)" on page 246 for additional information. In addition, a list of Suggested Jobs Based on Your Résumé displays at the bottom.

## About the Résumé Builder Wizard

The Résumé Builder Wizard consists of several pages of information that directly correlate to the Background tab of your Personal Profile. As you progress through the wizard, the progress bar at the top turns green. Many pages include an **Update background information with the selected location**, checkbox (enabled by default) to keep your background information aligned with your résumé.

The Résumé Builder Wizard includes the following pages:

### Employer Searchable Items

- Desired Location – See [Specify Your Desired Job Location](#)
- Desired Occupation – See [Specify Your Desired Occupation](#)
- Desired Salary – See [Specify Your Desired Salary](#)
- Desired Job Type – See [Specify Your Desired Job Type](#)
- Driver License – See [Add or Edit Driver's License Information](#)
- Specialist Knowledge – See the following topics:
  - [Specify Security Clearance](#)
  - [Indicate Your Languages and Proficiency](#)
  - [Indicate Typing Speed](#)

### Résumé Display Items

- Résumé Layout Templates – See "[Work with Résumé Templates](#)" on page 267
- Employment History – See [Add or Edit Employment History](#)
- Job Skills – See [Add or Edit Job Skills](#)
- Technical Skills And Tools – See [Add or Edit Tools and Technology](#)
- Ability Summary – See [Add or Edit Résumé Ability Summary](#)

- Objective – See [Add or Edit Résumé Objective](#)
- Websites – See [Add or Edit Your Website Links](#)
- Contact – See ["Manage Your Registration Information" on page 127](#)

## Tips for Success

### Before You Start:

- Know your target role – Decide what type of jobs you want. This helps you tailor wording, keywords, and achievements to match.
- Collect your details first – Gather your work history, education, certifications, and key achievements so you're not scrambling mid-process.
- Think in achievements, not just duties – Employers want to see results, not just responsibilities.

### While Using the Wizard:

- Use action verbs – Start bullet points with strong words like led, designed, implemented, improved, reduced, boosted.
- Focus on outcomes – Pair duties with results, e.g., “Increased sales by 20% through improved client outreach strategy.”
- Customize job titles/descriptions – Match wording to the job description you’re applying for (without exaggerating).
- Highlight keywords – Many sites use Applicant Tracking Systems (ATS). Pull phrases directly from the job posting (e.g., “project management,” “data analysis,” “customer success”).
- Be concise – Keep bullet points one or two lines long. Avoid paragraphs in work history.

### Related Topics

["Apply with an Online Résumé and Cover Letter" on page 334](#)

["Manage Your Background Information" on page 132](#)

["5: Manage Your Résumés" on page 239](#)

["Use Your Profile Background, Skills, or Résumé as Criteria" on page 299](#)

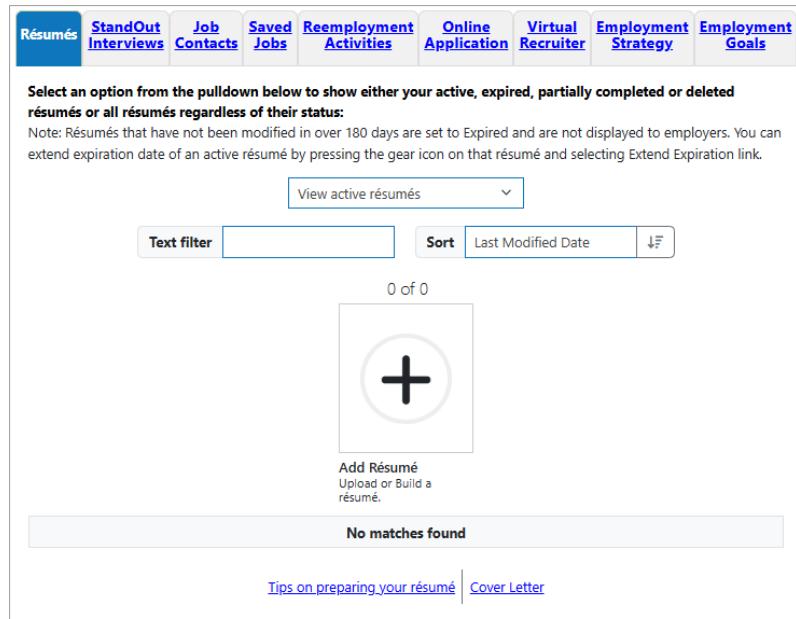
["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Build a Résumé Automatically from Your Profile

### Overview

The Résumé Builder lets you easily create résumés that include your contact information, employment history, education and certification or licensing credentials, skills, and other essential information, and

you can determine how it is formatted as well. This streamlines the process, automatically producing a well-written résumé, so you don't have to start from scratch or worry about formatting.



### *Employment Plan Profile - Résumés Tab*

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Automatically Build Your Résumé



Note: Your site may display different options from those shown here.

1. Select the **Add Résumé** thumbnail to launch the Résumé Builder.
2. Choose the **Build New Résumé** option.
3. Select **Résumé Builder** as the method to create your new résumé.
4. A pop-up displays, asking "Do you want to save your résumé nationwide?" To do so, check the authorization box and then the **Yes** button.

5. The system generates your résumé based on the information in your personal profile and available background information:
  - If your information is complete, select the **Offline** button and set the **Résumé Accessibility** to **Online**. See "[Make a Résumé Visible to Employers](#)" on page 261 for additional information.
  - If your information is incomplete, you must complete the required items by selecting the sections displaying a yellow triangle. You must fill out education or employment history on the System Résumé tab, and your desired occupation, salary, and job location on the Searchable Items tab. See "[Improve a Résumé's Score](#)" on page 255 for additional information.

## Tips for Success

Complete the Background wizard in your Personal Profile first before creating a new résumé using this method, as much of that information automatically transfers to the Résumé Builder and includes information for the required sections. You still need to check each section of the résumé, complete any required sections, and set its status to '*Online*' so employers can find you. See "[Manage Your Background Information](#)" on page 132 for details.



Note: You can still use offline résumés to apply for jobs; however, prospective employers and recruiters cannot search for you. You can set it to '*Online*' whenever you are ready for employers to see it.

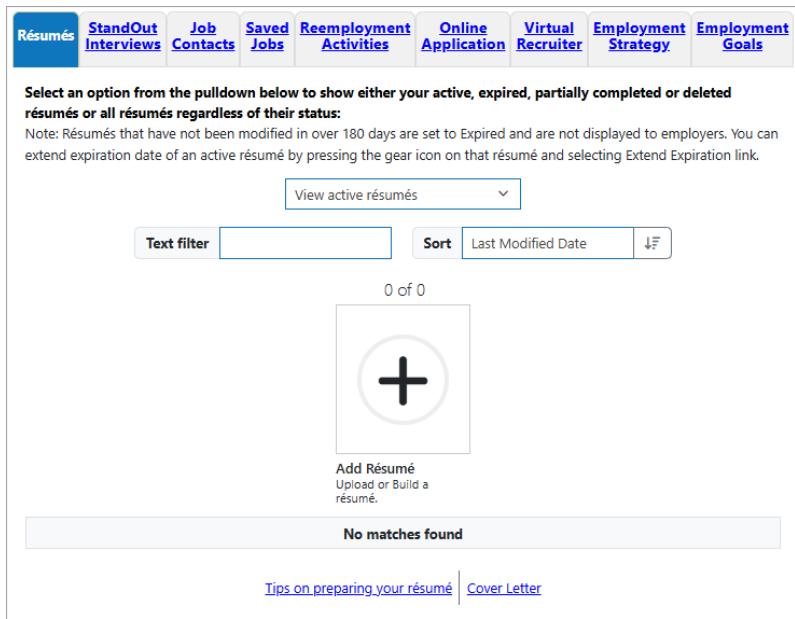
### Related Topics

- ["2: Build Your Personal Profile" on page 127](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Upload a Résumé File

### Overview

If you already have a polished résumé, uploading it means you don't need to retype all your education, work history, and skills manually. The system automatically parses your uploaded résumé and fills in the profile fields for you.



*Employment Plan Profile – Résumés Tab*

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Upload Your Résumé



**Note:** Your site may display different options from those shown here.

1. Select the **Add Résumé** thumbnail to launch the Résumé Builder.
2. Choose the **Upload a Résumé** option. A pop-up file picker displays.
3. Select the **Browse Files** link, and then locate and select your résumé file.
  - a. To view Supported File Types for Résumé Upload information, select the **Supported File Types** link.
4. Select the **Upload** button.
5. A pop-up displays, asking "Do you want to save your résumé nationwide?" To do so, check the

authorization box and then the **Yes** button.

6. The system imports your résumé as formatted and displays it in an '*Offline*' status for your review:

- If acceptable, select the **Offline** button and set the **Résumé Accessibility** to *Online*. See "["Make a Résumé Visible to Employers" on page 261](#) for additional information.
- If your information is incomplete, complete all required fields on the Searchable Items tab to make your résumé searchable and available to employers. Sections marked with a red warning must be completed. Required items include your education or employment history, desired occupation, salary expectations, and preferred job location. Once complete, select the **Offline** button and set the **Résumé Accessibility** to *Online*.



**Note:** When adding or changing required items, the system offers you the option to update the background information in your personal profile.

## Tips for Success

- Optimize your résumé for recruiting Applicant Tracking Systems (ATS):
  - Use standard section headings like Work Experience, Education, Skills
  - Avoid images, graphics, or text boxes – these can confuse ATS software
  - Incorporate keywords from the job posting (skills, tools, certifications)
- Keep the formatting simple and clean.
- Check spelling, grammar, and alignment.
- Upload multiple versions of your résumé to target different job types (e.g., one résumé for fine dining chef roles, another for catering or hospitality management).

### Related Topics

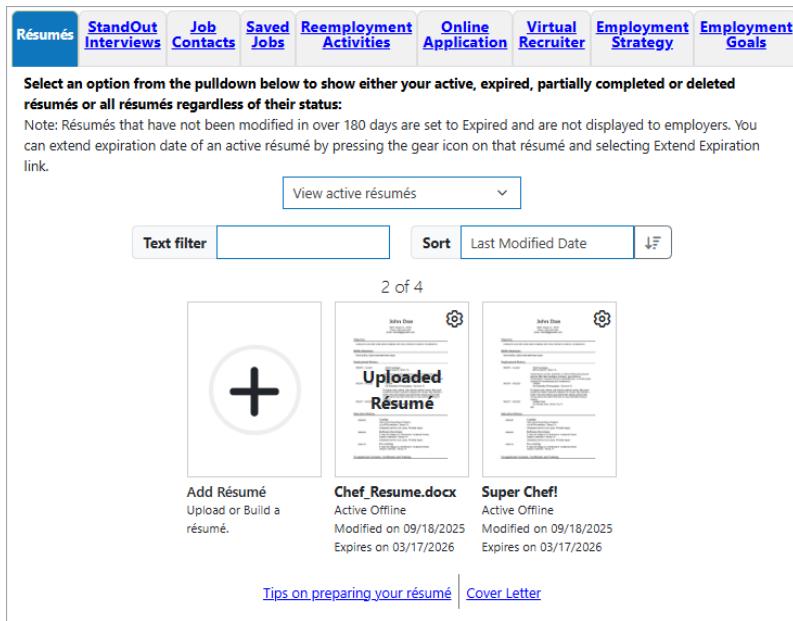
["5: Manage Your Résumés" on page 239](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Work with Existing Résumés

### Overview

The Résumés tab of your employment profile contains all your active, inactive, and deleted résumés. From here you can perform a variety of tasks, including setting the online status, copying, editing, deleting, and more.



#### *Employment Plan Profile – Résumés Tab*

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Manage Your Résumés



Note: Your site may display different options from those shown here.

On the Résumés tab, you can perform the following actions:

To...	Do This:
Choose résumés to display	Use the drop-down list to select active, expired, partially complete, and deleted résumés. See <a href="#">"Manage Expired Résumés" on page 266</a> for information on reactivating your expired résumés.
Filter the list	Enter a keyword in the <b>Text filter</b> field to limit the display to résumé titles with that word in the title.

To...	Do This:
Change the sort order	Select <i>Résumé Title</i> or <i>Last Modified Date</i> from the <b>Sort</b> drop-down list, and use the arrow button for ascending or descending order.
Create a new résumé	Select the <b>Add Résumé</b> thumbnail to launch the Résumé Builder.
View résumé details	Select the résumé you wish to view. Your résumé displays along with a Suggested Jobs Based on Your Résumé section displaying positions in which you may be interested.
Make your résumé visible to employers	Select the résumé you wish to make visible. Your résumé displays. Select the <b>Offline</b> button to change the Résumé Accessibility setting. See " <a href="#">"Make a Résumé Visible to Employers" on page 261</a> for details.
Use the individual résumé options	Select the gear icon to display links for performing a variety of actions: <ul style="list-style-type: none"> <li>• <b>Extend Expiration</b> – Sets the expiration date to six months from the current date.</li> <li>• <b>Job Search</b> – Uses information from your résumé to conduct a search for matching positions.</li> <li>• <b>Score</b> – Displays your Résumé Score Details. At the top are items marked with a red X icon that need improvement. Underneath are items marked by a green check that are in good shape. See "<a href="#">"Improve a Résumé's Score" on page 255</a> for details.</li> <li>• <b>Copy</b> – Creates a new copy of the selected résumé that you can customize for a specific job. See "<a href="#">"Copy a Résumé" on the next page</a> for details.</li> <li>• <b>Edit</b> – Opens the résumé details for editing. See the topics "<a href="#">"Edit a Résumé" on page 250</a> and "<a href="#">"Edit Employer Searchable Information" on page 257</a> for details.</li> <li>• <b>Delete</b> – Moves the résumé to the deleted résumés list. See "<a href="#">"Delete a Résumé" on page 262</a> for details.</li> </ul>
View information on résumé best practices	Select the <b>Tips on preparing your résumé</b> link.
Create and manage cover letters you can use in a job application	Select the <b>Cover Letter</b> link. See " <a href="#">"Manage Your Letters" on page 378</a> for details.

## About Résumé Details

When viewing résumé details, there are a couple of unique features available to you to help with navigating and managing the page:

- To see the basic steps needed to get your résumé online, select the **See Page Tips** tab at the top of the page.
- To view a detailed walk through of all the steps needed to complete your résumé and put it online, select the **Start Tour** button. The tour takes you through the sections of your résumé with a brief explanation of each and provides an excellent overview of what you can do on the page.

### Related Topics

["5: Manage Your Résumés" on page 239](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

["Use Your Profile Background, Skills, or Résumé as Criteria" on page 299](#)

["Apply with an Online Résumé and Cover Letter" on page 334](#)

## Copy a Résumé

### Overview

Creating different versions of your résumé gives you a big advantage in a job search. You might need different versions of your résumé that highlight different skills or experiences, depending on the job or industry. Keeping copies of these variations helps you apply to desirable positions more strategically. Recruiters and hiring managers look for résumés that seem like a direct fit. A generic one-size-fits-all resume may come across as less focused, while a customized version shows you do your homework.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Copy Your Résumé



Note: Your site may display different options from those shown here.

1. Copy your résumé using one of three different methods:
  - Select the gear icon on a résumé and choose the **Copy** link.
  - Select a résumé and then select the copy icon above your contact information.
  - Select the **Add Résumé** thumbnail and choose the **Start with a résumé you already have** option.
2. A pop-up displays, asking "Do you want to save your résumé nationwide?" To do so, check the authorization box and then the **Yes** button. Your copied résumé displays in an '*Offline*' status, ready to be modified as needed. See "[Edit a Résumé](#)" below for details.

## Tips for Success

Keep a master résumé with all of your experiences, and then create tailored versions by adjusting focus, keywords, and achievements for each role.

### Related Topics

["Apply with an Online Résumé and Cover Letter" on page 334](#)

["5: Manage Your Résumés" on page 239](#)

["Use Your Profile Background, Skills, or Résumé as Criteria" on page 299](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Edit a Résumé

### Overview

Your résumé should reflect your most recent jobs, skills, and accomplishments. Keeping it fresh ensures you're presenting your latest experience, not something that looks outdated. Updating your résumé allows you to emphasize the skills and achievements that best match the job description, incorporate keywords used in the posting, which can help you pass applicant tracking systems (ATS) used for screening candidates, and make the document easier to scan quickly, which is how most recruiters read.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Edit Your Résumé



Note: Your site may display different options from those shown here.

1. Open your résumé for editing using one of two methods:
  - Select a résumé
  - Select the gear icon on a résumé and choose the **Edit** link
2. To apply a template, select the **Template** field and choose from the list. See "[Apply a Different Template to a Résumé](#)" on page 268 for details.
3. Select the sections you wish to modify on both the System Résumé and Searchable Items tabs as outlined below to display a pop-up window with detailed information open for editing.



Note: Editing, deleting, or adding information here also modifies your personal profile background information and other résumés to maintain consistency.

### Résumé Title

- To change your résumé title, select it, enter the new title, and select the **Save** button.

### Contact Information

1. To change your contact information, select it to open a pop-up page with your contact details.
2. Enter or change information as needed in the Name, Residential and Mailing Addresses, Phone Numbers, E-Mail Address, and Images sections.
3. Review the selections for the items that you want to appear on your résumé and make changes as needed.
4. To add or remove social media sites to your résumé, select the **Manage your Websites** link.
5. Select the **Save** button to save your changes.

### Residential Address

1. To change the address where you live, make entries and selections as required. Use **Address Line 2** for Apartment, Lot, Building, or Suite numbers.
2. Enter your Zip Code. The system prefills the remaining fields based upon your Zip Code entry. You can modify these fields, if necessary.
3. Review the selections for the items that you want to appear on your résumé and make changes as needed.
4. Select the **Save** button to save your changes.

## Mailing Address

1. Check the box if the address where receive your correspondence is the same as your residential address.
2. To change the address make entries and selections as required. Use **Address Line 2** for Apartment, Lot, Building, or Suite numbers.
3. Enter your Zip Code. The system prefills the remaining fields based upon your Zip Code entry. You can modify these fields, if necessary.
4. Review the selections for the items that you want to appear on your résumé and make changes as needed.
5. Select the **Save** button to save your changes.

## E-mail Address

1. Enter or change your E-mail address in the space provided.
  - a. If you do not currently have an e-mail address, select the **Create E-mail Account** link to display a list of links to free e-mail services.
2. To view information about e-mail security best practices, select the **Read Our E-mail Security Policy** link.
3. Review the selections for the items that you want to appear on your résumé and make changes as needed.
4. Select the **Save** button to save your changes.

## Objective

1. Enter your objective and desired goals in the text field.
2. Customize your text
  - a. Enter your text using any of the following methods:
    - i. Type it in manually.
    - ii. To display your text templates that you created, select the **Text Templates** link :
      - To view the contents of the template, select the magnifying glass icon in the Preview column.
      - Select the link in the Description column to apply the template to your text field.
      - Select the **Manage Saved Text** link to navigate to your Saved Text Template page, where you can create and manage your templates.
      - To view a list of impactful terms that convey initiative and achievement,

select the **Action Words** tab. A filterable list of verbs, divided by category, displays—select the words you like to add them to your text.

- iii. To enter system-generated text based on the context in which it is being created, select the **Insert Sample Text** link. Some text entry fields do not have this link (e.g., email messages).
- iv. To use template variables (if available)—these are placeholders that get replaced with actual data when the message is generated—select the **Insert Variable** link, and then select a variable from the list, such as name, address, etc.
- b. To enhance your content, use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
- c. To remove the entry, select the **Clear Text** link.
- d. To remove bold, italics, bullets, etc., but leave the content, select the **Remove All Formatting** link.

3. Select the **Save** button to save your changes.

## Ability Summary

1. Enter a summary of your abilities and include any key skills in the text field.
2. Customize your text
  - a. Enter your text using any of the following methods:
    - i. Type it in manually.
    - ii. To display your text templates that you created, select the **Text Templates** link :
      - To view the contents of the template, select the magnifying glass icon in the Preview column.
      - Select the link in the Description column to apply the template to your text field.
      - Select the **Manage Saved Text** link to navigate to your Saved Text Template page, where you can create and manage your templates.
      - To view a list of impactful terms that convey initiative and achievement, select the **Action Words** tab. A filterable list of verbs, divided by category, displays—select the words you like to add them to your text.
    - iii. To enter system-generated text based on the context in which it is being created, select the **Insert Sample Text** link. Some text entry fields do not have this link (e.g., email messages).

- iv. To use template variables (if available)—these are placeholders that get replaced with actual data when the message is generated—select the **Insert Variable** link, and then select a variable from the list, such as name, address, etc.
- b. To enhance your content, use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
- c. To remove the entry, select the **Clear Text** link.
- d. To remove bold, italics, bullets, etc., but leave the content, select the **Remove All Formatting** link.

3. Select the **Save** button to save your changes.

## Employment History

1. To add an employment record, select the **Add Employment History** button.
  - a. Complete all required fields (marked with a red asterisk), and select the **Save** button. See [Add or Edit Employment History](#) for details.
2. To modify an employment record, select the **Edit** button.
  - a. Make changes as needed and select the **Save** button. See [Add or Edit Employment History](#) for details.
3. Removing an employment record can be accomplished in two ways:
4. To remove the record from both your résumé and your background profile information, select the **Delete** button and **Ok** on the confirmation.
5. To remove the record from your résumé only, uncheck the box in the **Display on Résumé** column.
6. Select the **Save** button to save your changes.

## Tips for Success

Think of your résumé as a living document—something you update, refine, and customize regularly, not a one-time project.

Whether to include a profile picture on your résumé depends on where you're applying, the role, and cultural norms. Points to consider:

- Photos are generally discouraged because they can introduce bias (age, gender, ethnicity) and run into anti-discrimination laws. Recruiters often prefer clean, text-focused résumés.
- If the résumé is more of a branded one-pager you hand out at events, a photo can add a personal touch.
- A photo can reinforce your personal brand and help recruiters remember you in creative industries like design, media, performing arts, or marketing.

- If you do include one, use a professional headshot with a neutral background, good lighting, and business-appropriate attire.

## Related Topics

["Apply with an Online Résumé and Cover Letter" on page 334](#)

["5: Manage Your Résumés" on page 239](#)

["Use Your Profile Background, Skills, or Résumé as Criteria" on page 299](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

# Improve a Résumé's Score

## Overview

Your Résumé Score helps you understand how well your résumé aligns with industry best practices. Employers and applicant tracking systems (ATS) often screen résumés based on structure, content, and format before a human ever sees them. By improving your Résumé Score, you increase the likelihood of your résumé being noticed, shortlisted, and ultimately landing interviews for you.

### Resume Score Details

Result	Résumé Score Item	Comments
<span style="color: red;">X</span>	Provide a strong résumé title	Your résumé title of "Culinary Artist" is not strong. Your résumé title is extremely important. Think about it from a recruiter's perspective. Write about the most important things first.
<span style="color: red;">X</span>	Use correct spelling and grammar	Your résumé contains possible spelling or grammatical errors, or improper use of words. This can cost you an opportunity for an interview and, potentially, a job.
<span style="color: red;">X</span>	Do not over use certain words	A good way to catch repetition in your résumé is to read it out loud. The ear often catches what the eyes don't. <i>Overused: kitchen (9 Times)</i>
<span style="color: green;">✓</span>	Include a résumé summary	Your résumé includes a summary.
<span style="color: green;">✓</span>	Include your résumé objective	Your résumé includes an objective.
<span style="color: green;">✓</span>	Specify your knowledge of tools and technology	You have specified your knowledge of tools and technology.
<span style="color: green;">✓</span>	Specify your job skills	You have specified your job skills.

Ok

### Résumé Score Details Page

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Improve Your Résumé Score



Note: Your site may display different options from those shown here.

1. Review details about your current résumé's score in two ways:
  - a. Select the gear icon for the desired résumé and choose the **Score** link.
  - b. *OR...*
  - c. Select the résumé and then select the résumé score. In the drop-down information box, select the **View the areas that could improve your score here** link.

Either method displays the Résumé Score Details page, which lists all of the items, parameters, and specifications that must be met to bring your résumé score to 100%. The top of the list includes items that require attention, marked by a red icon with an "X." At the bottom are your résumé items that meet specifications, marked by a green icon with a check.

2. Make a note of the items that need improvement and what the requirements are for each in the Comments column.
3. Select the **Ok** button to close the page and then edit your résumé as needed to bring it in line with industry standards. See "[Edit a Résumé](#)" on page 250 for details.

## Understanding the Icons

There are three types of warning icons that may display on the Résumé Preview page to indicate if a résumé section or Employer Searchable Item has no entries, or if it may need more information to achieve a higher résumé score:

**Red Octagon** – Indicates that there is no entry for that section, and that section is required in order to put your résumé online.

**Yellow Triangle** – Indicates that there is no entry for that section.

**Yellow Lightbulb** – Indicates a negative status that is lowering the total résumé score. Select the icon to display the Resume Score Details page, showing comments for all résumé score items.

## Related Topics

- ["2: Build Your Personal Profile" on page 127](#)
- ["Manage Your Background Information" on page 132](#)
- ["5: Manage Your Résumés" on page 239](#)

# Edit Employer Searchable Information

## Overview

Employers and recruiters can search for résumés using a variety of criteria, including occupation, job location, salary range, keywords, and more. The more details you provide in your profile, the higher your chances of appearing in relevant search results.

System Résumé		Searchable Items
<b>Additional Employer Searchable Items</b>		
Employers looking for résumés online can search for résumés using occupation, job location, and salary range as search criteria. If you wish to make your résumé accessible to employers using these criteria, select the appropriate items below.		
Desired Occupation	Cooks, Restaurant 	
Desired Salary	ANY/NEGOTIABLE	
Desired Job Location	Florida	
Desired Job Type	Days : Sun, Mon, Tue, Wed, Thu, Fri, Sat Shifts : Day, Evening/Swing, Rotating, Split, Flexible Employment Type : Regular Full or Part Time : FT Willing to Travel : No Willing to Relocate : Yes Willing to Telecommute : No	
Drivers License	Regular Drivers License	
Security Clearance	Active Secret	
Job Skills	28 skill(s)	
Tools and Technology	15 Technology 50 Tools	
Typing Speed	20 + wpm	
Language/Proficiency	French / Well German / Well	

### *Edit Résumé – Searchable Items Tab*

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Header bar > Résumé icon > Résumé Manager button > Searchable Items tab
- Left navigation menu > Quick Menu > Résumé Builder > Searchable Items tab

- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link > Searchable Items tab
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder > Searchable Items tab

## Steps to Edit Your Employer Searchable Information



Note: Your site may display different options from those shown here.

### Desired Occupation

1. Select the Desired Occupation item to display the Select an Occupation window.
2. Select your occupation from the drop-down list.

*OR...*

Select the **Search for an Occupation** link to display the occupation search page where you can search for and select your occupation. See "[Occupation Profile](#)" on page 199 for details.

3. To **Update background information with desired occupation**, check the box. You can leave this unchecked if you are creating a custom résumé for a specific job or occupation.
4. To display your selected occupation's employment and wages profile, select the **View Labor Market Information** link. See "[Occupation Profile](#)" on page 199 for details.
5. Select the **Save** button.

### Desired Salary

1. Select the Desired Salary item to display the Desired Salary window.
2. Select your **Desired Salary** from the drop-down list.
3. To **Update background information with desired salary**, check the box. You can leave this unchecked if you are creating a custom résumé for a specific job or occupation.
4. To see how well your salary expectations fare in a different location, select the **Cost of Living Comparison** link.
  - a. Select your location from the **I live in** drop-down list.
  - b. Select the location you are considering from the **I want to live in** drop-down list.
  - c. Use the **My annual salary is** slider to indicate your expected compensation.
  - d. Select the **Calculate** button. The cost of living comparisons include employment wage statistics, expense category comparisons, a comparable salary area distribution, and more.
5. To display your selected occupation's employment and wages profile, select the **View Labor Market Wage Rates** link. See "[Occupation Profile](#)" on page 199 for details.
6. Select the **Save** button to save your changes.

## Desired Job Location

1. Select the Desired Job Location item to display the Desired Location window.
2. Select the **Edit** button to display the Desired Location page.
3. Select a desired location by State, County, or ZIP Code. See [Specify Your Desired Job Location](#) for details.
4. To **Update background information with desired salary**, check the box. You can leave this unchecked if you are creating a custom résumé for a specific job or occupation.
5. Select the **Save** button to save your changes.

## Desired Job Type

1. Select the Desired Job Type item to display the Desired job Type window.
2. To create a new set of desired job specifications, select the **Add New Profile** button. See [Specify Your Desired Job Type](#) for details.
3. To modify an existing profile, select the **Edit** button in the Action column to display the Desired Job type details page.
4. To remove a profile, select the **Delete** button in the Action column and **Ok** on the confirmation.
5. If you have multiple profiles, then to display a specific profile on your résumé, select the option button in the Display on Résumé column (only one selection allowed).
6. Select the **Save** button to save your changes.



**Note:** Your initially-created profile is set as your default Desired Job Type profile. The default profile ensures that a job seeker's profile displays to Employers and Staff, even in cases where job requirements and profiles seemingly cannot be matched.

You cannot delete the default profile if it is the only one. You must create another profile first.

## Drivers License

1. Select the Drivers License item to display the Drivers License Information window.
2. Select options as applicable to define your drivers license state, type, endorsements, etc., and select the **Save** button to save your changes. See [Add or Edit Driver's License Information](#) for details.

## Security Clearance

1. Select the Security Clearance item to display the Security Clearance window.
2. Select your clearance level from the **What is your current security clearance?** drop-down list.
3. Select the **Save** button to save your changes.

## Job Skills

1. Select the Job Skills item to display the Job Skills window, which shows skills you previously selected for each skill category, if any.
2. To change the listed skills, select the **Modify Skills** button. The Job Skills window changes to display skills category tabs on the left and related skills with checkboxes on the right.
3. Use the checkboxes to change your selected skills for each category. See [Add or Edit Job Skills](#) for details.
4. Select the **Save** button to save your changes and **Close** to return to your résumé.

## Tools and Technology

1. Select the Tools and Technology item to display the Tools and Technology window, which shows the tools and technology you previously selected for each category, if any.
2. To add tools and technology, you can do so in two ways:
  - a. Select the **Add tools and technology by keyword** button to display the Search Skills By Keyword page, where you can enter a keyword to search for and select.  
*OR...*
  - b. Select the **Add tools and technology by occupation** button to display the Occupation Search page, where you can search for and select your occupation.
3. Either method displays the Add Tools and Technology page with skills based on your selections. Check the boxes for your tools and technology items as desired and select the **Add these tools and technology** button. The Tools and Technology window displays with your revised list.
4. Select the **Save** button to save your changes.

## Typing Speed

1. Select the Typing Speed item to display the Typing Speed window.
2. Select your proficiency from the **Typing Speed** drop-down list.
3. Select the **Save** button to save your changes.

## Language/Proficiency

1. Select the Language/Proficiency item to display the Languages and Proficiency window.
2. Select the buttons as required to add, edit, and delete your languages. See [Languages and Proficiency](#) for details.
3. Select the **Save** button to save your changes.

## Tips/Tips for Success/Best Practices/Strategies

Be sure to keep your information accurate and up to date, as many employers and recruiters use advanced filters to quickly identify candidates that best match their job requirements. Highlighting your most in-demand skills, recent work experience, and preferred job locations can further increase your visibility.

### Related Topics

- "2: Build Your Personal Profile" on page 127
- "Investigate Labor Market Information" on page 181
- "Job Skills Assessment" on page 154
- "Manage Your Background Information" on page 132
- "5: Manage Your Résumés" on page 239
- "Tools and Technology Assessment" on page 159

## Make a Résumé Visible to Employers

### Overview

When your résumé is online and available, it becomes searchable in databases used by recruiters and hiring managers. Instead of waiting for you to apply to a job posting, employers can proactively discover you for roles that match your skills, experience, and career goals.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Make Your Résumé Visible to Employers and Recruiters



Note: Your site may display different options from those shown here.

1. Open your résumé for editing using one of two methods:
  - a. Select a résumé.

*OR...*

  - b. Select the gear icon on a résumé and choose the **Edit** link.
2. Complete any missing required information. Your résumé cannot be posted online until the status is '*Complete*.' To make your résumé complete, you must fill out education or employment history in the résumé and desired occupation, salary, and job location in the Searchable Items tab. See "["Edit a Résumé" on page 250](#) for details.
3. Select the Offline tab, and in the status window, set the **Résumé Accessibility** to '*Online*' and select **Ok** on the confirmation. The red Offline tab turns green and changes to "*Online*."



**Note:** The résumé is available to employers and recruiters online once you complete all required sections and set it to '*Online*,' which means that any registered employer can view the information included in the résumé. You cannot selectively block some employers from viewing your résumé while allowing others access.

## Best Practices

Keep only one résumé visible at a time to avoid confusion. Recruiters may see multiple versions, and inconsistencies can raise questions. Choose the résumé that aligns with the job type you are currently seeking most actively.

### Related Topics

- ["2: Build Your Personal Profile" on page 127](#)
- ["Edit Employer Searchable Information" on page 257](#)
- ["Improve a Résumé's Score" on page 255](#)
- ["Manage Your Background Information" on page 132](#)
- ["5: Manage Your Résumés" on page 239](#)

## Delete a Résumé

### Overview

Résumés with old jobs, outdated skills, or old contact information can hurt your chances if you accidentally use them. Deleting outdated versions prevents confusion and ensures you only send current, polished documents. By deleting less effective résumés, you keep only your best, tailored versions. That way, every résumé you send out has the highest chance of making a strong impression.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Delete Your Résumé



Note: Your site may display different options from those shown here.

1. Delete your résumé using either of two methods:
  - Select the gear icon on a résumé and choose the **Delete** link.
  - Select a résumé and then select the delete icon above your contact information.
2. A confirmation pop-up displays, select the **Ok** button. The résumé is moved to the deleted résumés list.

## Manage Deleted Résumés

When you "delete" a résumé, it is not completely removed from the system and is instead moved to your deleted résumés list. Deleted résumés are still available for useful tasks as follows:

1. Select *View deleted résumés* from the drop-down list on the Résumés tab of your Employment Plan Profile to display your deleted résumé(s).
2. Select the gear icon to access the following options:
  - **Score** – Displays the Résumé Score Details, which may help you decide what you want to do with it, if anything. At the top are items marked with a red X icon that need improvement. Underneath are items marked by a green check that are in good shape. See "["Improve a Résumé's Score" on page 255](#) for details.
  - **Copy** – Copy the résumé to serve as a starting point for a new one. See "["Copy a Résumé" on page 249](#) for details.
  - **Restore** – Reactivates the résumé with an 'Offline' status. See "["Make a Résumé Visible to Employers" on page 261](#) for additional information.

## Tips for Success

Keep a master résumé (with everything included) as your base, then maintain just a few focused, up-to-date versions for different job types. Delete anything that's outdated, redundant, or lower quality.

## Related Topics

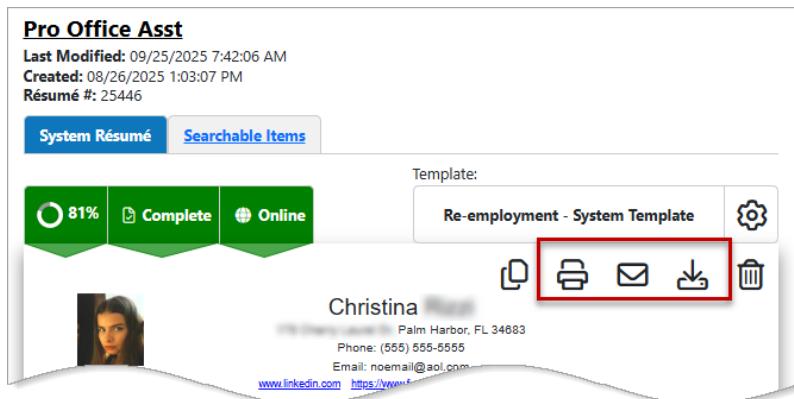
["5: Manage Your Résumés" on page 239](#)

# Print, Email, or Download a Résumé

## Overview

Printing, emailing, or downloading your résumé serves different but important purposes depending on how and where you're applying for jobs, for example:

- Some job postings specifically ask for emailed résumés rather than applications through a portal.
- Downloading it ensures you have access to your résumé even if the career site or job board goes offline.
- Many interviewers still prefer a hard copy. Bringing several printed copies shows preparation and professionalism.



*Résumé Preview – Print, Email, and Download Icons*

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Print, Email, or Download a Résumé



Note: Your site may display different options from those shown here.

## Print a Résumé

1. Select a résumé to display the résumé details.
2. Select the printer icon. A Print Résumé dialogue displays, asking whether to include the employer searchable items. If yes, check the box.
3. Select the **Print** button. A print preview displays with options for printing.
  - a. Select your print medium from the **Destination** drop-down list. Options include your physical printer, PDF, OneNote, XPS Document Writer, and more according to your system.
  - b. Configure the remaining settings as desired. You can expand **More Settings** to see all of them.
4. Select the **Print** button.
  - a. If your selected medium calls for it (e.g., PDF), select the location to save it to in the file explorer, and select the **Save** button.

## Email a Résumé

1. Select a résumé to display the résumé details.
2. Select the email icon. An Email Résumé dialogue displays, asking if you want to send the résumé as an attachment or have the text in the body of the email.
3. Choose your desired option and select the **Ok** button.
4. Select the **Print** button. A print preview displays with options for printing.
  - a. Select your print medium from the **Destination** drop-down list. Options include your system printer, PDF, OneNote, XPS Document Writer, and more.
  - b. Configure the remaining settings as desired. You can expand **More Settings** to see all of them.
5. Select the **Print** button.
  - a. If your selected medium calls for it (e.g., PDF), select the location to save it to in the file explorer, and select the **Save** button.

## Download a Résumé

1. Select a résumé to display the résumé details.
2. Select the download icon. A Download Résumé dialogue displays, asking what format you want to use (select from *PDF*, *DOCX*, *HTML*, etc.) and whether to include the employer searchable items. If yes, check the box.
3. Select the **Save** button. The résumé file downloads to your machine in the requested format.

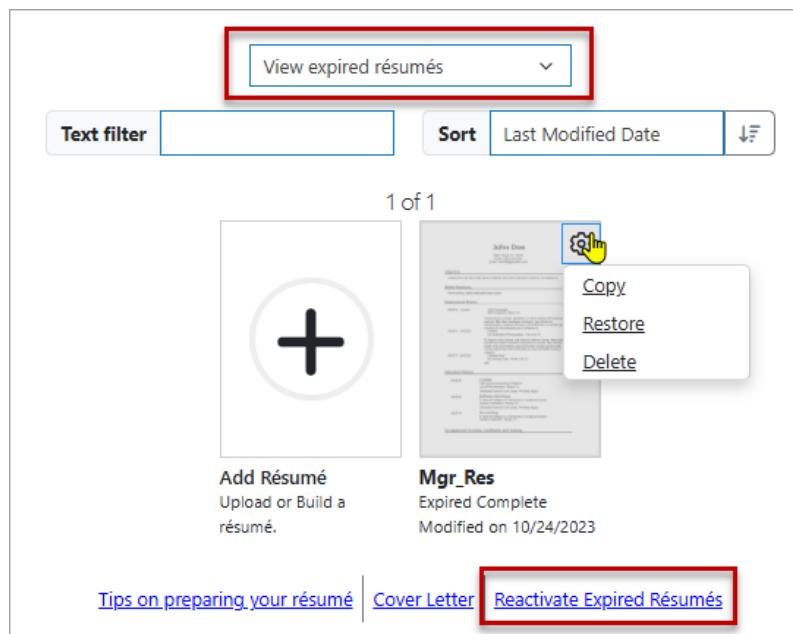
## Related Topics

- "5: Manage Your Résumés" on page 239
- "8: Prepare for Interviews" on page 358
- "Other Ways to Apply for Jobs" on page 339

# Manage Expired Résumés

## Overview

Résumés that have not been modified in over 180 days are set to '*Expired*' and are not displayed to employers. Expired résumés can be reactivated and still hold value for serving as a starting point for another résumé.



The screenshot shows the Résumé Builder interface with the following elements:

- Header:** A dropdown menu is open, showing the option "View expired résumés" with a red box around it.
- Filter and Sort:** A "Text filter" input field, a "Sort" button, and a "Last Modified Date" dropdown with a downward arrow.
- Result Count:** "1 of 1"
- Items:** Two items are listed:
  - Add Résumé:** A button with a plus sign inside a circle, labeled "Add Résumé" and "Upload or Build a résumé."
  - Mgr\_Res:** A thumbnail of a résumé document for "John Doe" with a "Copy" button, labeled "Expired Complete" and "Modified on 10/24/2023". A context menu is open over this item, with "Copy" highlighted by a red box.
- Footer:** Links for "Tips on preparing your résumé", "Cover Letter", and "Reactivate Expired Résumés" (which is also highlighted with a red box).

Résumé Builder – Managing Expired Résumés

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Manage Your Expired Résumés



Note: Your site may display different options from those shown here.

1. Select *View expired résumés* from the drop-down list to view résumés that aged past the number of days set in the system.
2. Select the gear icon to display a drop-down list of available options (links). Functions include the following:
  - **Copy** – Use the expired résumé as a starting point for a new résumé. See "[Copy a Résumé](#)" on page 249 for details.
  - **Restore** – Reactivates the résumé with an '*Offline*' status. You can review/update the information and set it to '*Online*' so that employers and recruiters can find you. See "[Make a Résumé Visible to Employers](#)" on page 261 for details.
  - **Delete** – Moves the résumé to the Deleted Résumés list. See "[Delete a Résumé](#)" on page 262 for details.
3. To restore all the expired résumés in the list, select the **Reactivate Expired Résumés** link.



Note: For active résumés, you can extend the expiration date at any time. The drop-down options include an **Extend Expiration** link that resets the expiration date to the system-set number of days (180) from the current date.

### Related Topics

["Edit a Résumé" on page 250](#)

["Edit Employer Searchable Information" on page 257](#)

["5: Manage Your Résumés" on page 239](#)

## Work with Résumé Templates

Résumé Templates define a résumé's text formatting and section layout, and every résumé has a template associated with it. Your system includes at least three predefined templates: Chronological (the default for new résumés), Functional, and Federal. Additional templates may also be available, such as Re-Employment, Upload, or Free Text.

While system-defined templates cannot be modified directly, you can create custom templates based on them. Once created, you can assign a new name to your custom template and modify it to meet your specific needs. Once you create a template, it is available for use with any existing résumé or résumés you create.

See the following topics for more information:

- "Create a Custom Template" on the next page
- "Edit a Custom Template" on page 272
- "Apply a Different Template to a Résumé" below

## Related Topics

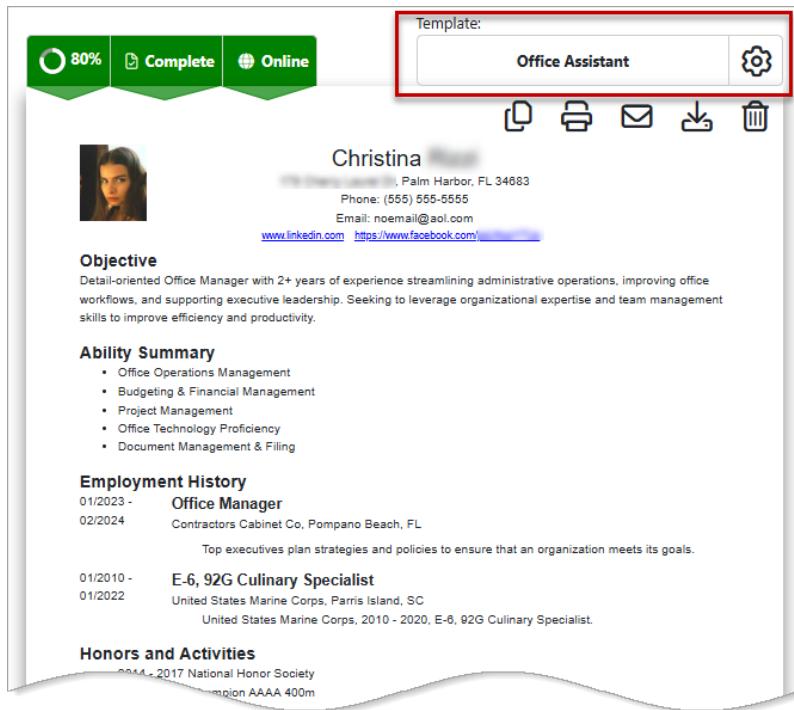
"5: Manage Your Résumés" on page 239

"Use Your Résumé to Find and Apply for Jobs" on page 274

# Apply a Different Template to a Résumé

## Overview

Résumé templates define a résumé's text formatting and section layout, and every résumé has a template associated with it. You might want to use specific résumé templates for different jobs because each one emphasizes different aspects of your background – and choosing the right one can help you present yourself in the best possible light for a specific job or occupation.



The screenshot shows the Résumé Builder interface. At the top, there are three status indicators: a green circle with '80%', a blue circle with 'Complete', and a blue circle with 'Online'. To the right of these is a 'Template:' dropdown menu with 'Office Assistant' selected, which is highlighted with a red box. Below the template dropdown are several icons for saving, printing, and sharing. The main content area displays a resume for 'Christina' with a profile picture. The resume includes the following sections:

- Objective:** Detail-oriented Office Manager with 2+ years of experience streamlining administrative operations, improving office workflows, and supporting executive leadership. Seeking to leverage organizational expertise and team management skills to improve efficiency and productivity.
- Ability Summary:**
  - Office Operations Management
  - Budgeting & Financial Management
  - Project Management
  - Office Technology Proficiency
  - Document Management & Filing
- Employment History:**
  - 01/2023 - 02/2024: Office Manager at Contractors Cabinet Co., Pompano Beach, FL. Top executives plan strategies and policies to ensure that an organization meets its goals.
  - 01/2010 - 01/2022: E-6, 92G Culinary Specialist at United States Marine Corps, Parris Island, SC. United States Marine Corps, 2010 - 2020, E-6, 92G Culinary Specialist.
- Honors and Activities:** 2014 - 2017 National Honor Society, Champion AAAA 400m

### Résumé Builder – Applying a Custom Résumé Template



Note: You cannot use résumé templates with uploaded résumés.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Apply a Custom Résumé Template



Note: Your site may display different options from those shown here.

1. Open your résumé using one of two methods:
  - a. Select the résumé itself.  
*OR...*
  - b. Select the gear icon on the résumé and choose the **Edit** link.
2. On the Résumé Preview page, select the template field to display the Choose a Résumé Style page. This page displays the available résumé templates as thumbnails so you can preview the format.
3. Select the desired template to apply it. The Résumé Preview page refreshes with the template formatting and content in place.

### Related Topics

["Build a Résumé Automatically from Your Profile" on page 242](#)

["Create a Custom Template" below](#)

["Create a Résumé Step-by-Step Using the Wizard" on page 239](#)

["Edit a Custom Template" on page 272](#)

["5: Manage Your Résumés" on page 239](#)

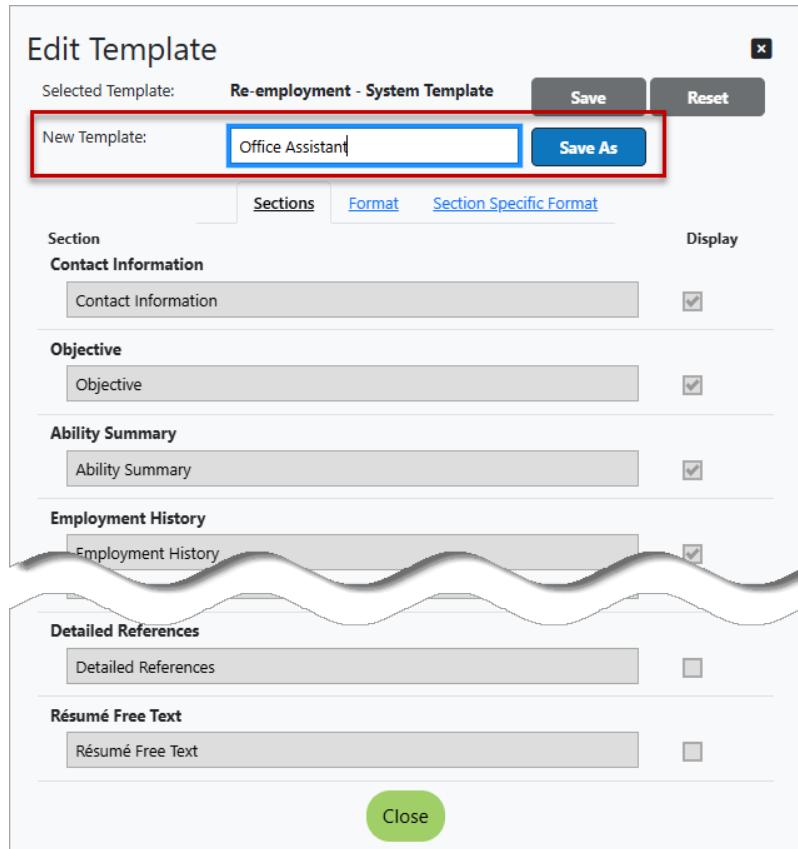
["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Create a Custom Template

### Overview

A well-made template ensures your résumé has a clean, organized, and professional appearance. This helps you make a strong first impression and ensures recruiters can easily scan and find important information like your experience, skills, and education. To manage the “look and feel” of your résumé,

you must create a custom template. You get to decide which sections to include (e.g., Objective, Ability Summary, References), what to name those sections, and where those sections appear in your résumé.



Selected Template: Re-employment - System Template

New Template:  Save As

Sections Format Section Specific Format

Section Contact Information Display

Contact Information

Section Objective Display

Objective

Section Ability Summary Display

Ability Summary

Section Employment History Display

Employment History

Section Detailed References Display

Detailed References

Section Résumé Free Text Display

Résumé Free Text

Close

Résumé Builder – Creating a New Résumé Template

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Create a Custom Template



Note: Your site may display different options from those shown here.

1. Open your résumé for editing using one of two methods:
  - a. Select the résumé itself.

*OR...*

  - b. Select the gear icon on the résumé and choose the **Edit** link.
2. On the Résumé Preview page, select the template gear icon to display the Edit Template page for the currently selected template (a system template if you have not yet created one). A system template displays in read-only mode and does not accept changes.
3. Enter a descriptive name for your template in the **New Template** field and select the **Save As** button. The page refreshes, and for those starting from a system template, the fields open for editing. Your template name is now reflected in the **Selected Template** field.

The Edit Template page is composed of three tabs that let you adjust the template's content, layout and formatting. As you make changes and selections, the résumé preview dynamically shows the changes so you can immediately evaluate the effect.

## Sections

This tab determines the content and ordering of the information on your résumé.

1. Check the box in the Display column for each section to be included on your résumé.
2. To change the name of a section, edit the section label.
3. To determine the order in which the selected sections appear, use the up and down arrows. The item list display changes as you make your choices.
4. Select the Format tab.

## Format

This tab determines your résumé fonts and alignment for the title, body and headers.

1. Select the formatting for each component (alignment, font, text size, style) using the drop-down lists and option buttons to customize your content presentation.
2. Select the Section Specific Format tab.

## Section Specific Format

This tab determines your résumé fonts and alignment for your contact information, employment and education history, and certification information.

1. Select the formatting for each component using the drop-down lists and option buttons to customize your content presentation.
2. Select the **Save** button at the top of the page to save your custom résumé template.



Note: If you want even more control over how your résumé looks than what custom templates provide, consider uploading a formatted file version (in MS Word or PDF format). That way, your online résumé looks exactly as you designed it in Word or other word processing application. See "[Upload a Résumé File](#)" on page 244 for details.

## Tips for Success

Tweak your custom résumé templates to tailor your résumé so it reflects your unique background, goals, and the occupation you are applying for, such as emphasizing specific skills or rearranging sections to highlight relevant experience.

Assign your custom résumé template names according to their purpose (e.g., Staff Accountant, Management Accountant, and Payroll Administrator).

### Related Topics

["Apply a Different Template to a Résumé" on page 268](#)

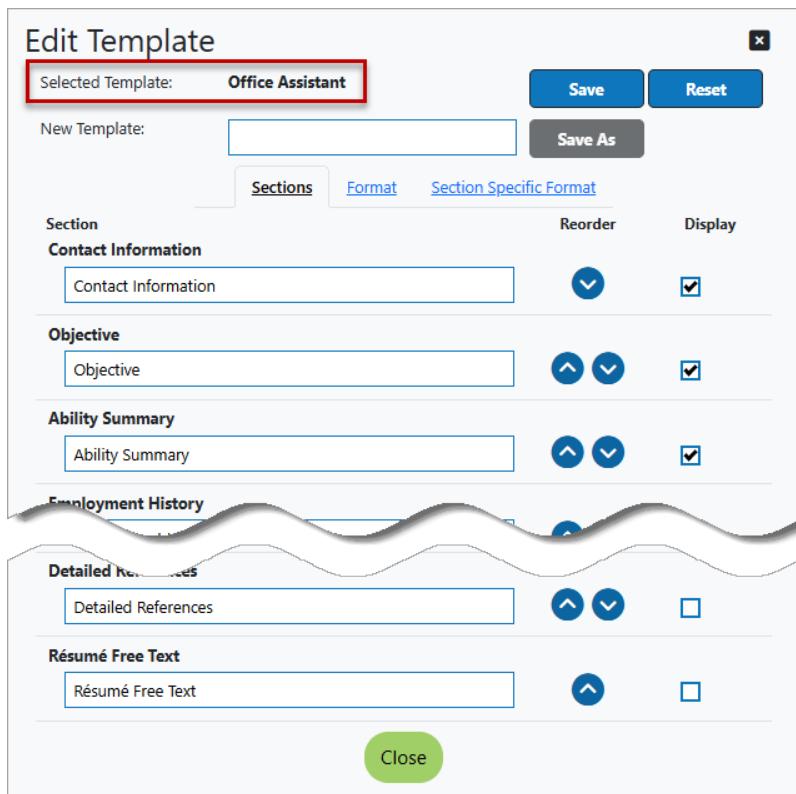
["Edit a Custom Template" below](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

## Edit a Custom Template

### Overview

Editing a custom résumé template lets you stay current with your preferred formatting and content, or you can use it as starting point to craft a new customized résumé template to highlight what is most relevant to your desired occupation (e.g., skills first for a career changer).



Selected Template: **Office Assistant**

New Template:

**Sections** **Format** **Section Specific Format**

Section	Reorder	Display
Contact Information		<input checked="" type="checkbox"/>
Objective		<input checked="" type="checkbox"/>
Ability Summary		<input checked="" type="checkbox"/>
Employment History		<input type="checkbox"/>
Detailed References		<input type="checkbox"/>
Résumé Free Text		<input type="checkbox"/>

**Close**

#### *Résumé Builder – Editing a Custom Résumé Template*

 Note: You cannot edit a system template; however, you can save it as a custom résumé template first. See "["Create a Custom Template" on page 269](#) for details.

## Where to Find This Feature

- Header bar > Résumé icon > Résumé Manager button
- Left navigation menu > Quick Menu > Résumé Builder
- My Dashboard > Widgets > Job Seeker Services > Résumé Builder link
- Directory of Services > Services for Individuals > Job Seeker Services > Résumé Builder

## Steps to Edit a Custom Template

 Note: Your site may display different options from those shown here.

1. Open a résumé that is using the custom template by one of two methods:
  - a. Select the résumé itself.

*OR...*

  - b. Select the gear icon on the résumé and choose the **Edit** link.
2. On the Résumé Preview page, select the template gear icon to display the Edit Template page for the custom template.
3. Make changes as needed and select the **Save** button.

The Edit Template page is composed of three tabs, each responsible for a particular aspect of the résumé content and formatting. As you make changes and selections, the résumé preview dynamically shows the changes so you can immediately evaluate the effect. See "Create a Custom Template" on page 269 for details on each tab.

## Related Topics

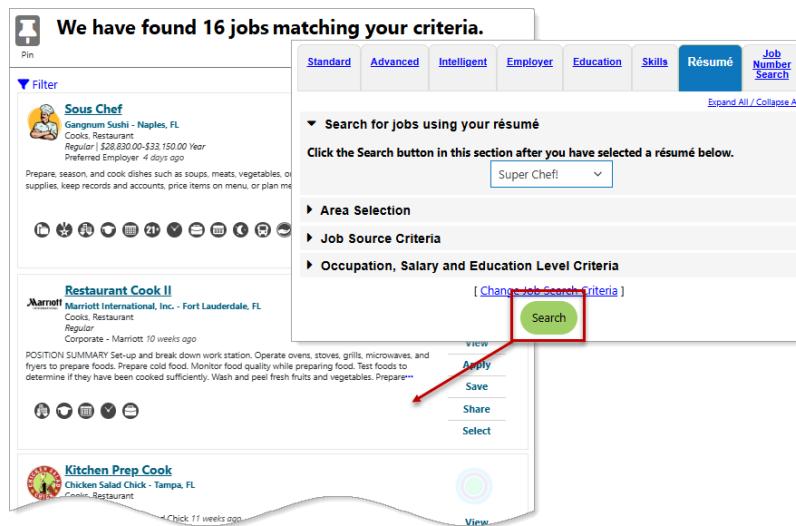
["Apply a Different Template to a Résumé" on page 268](#)

["Use Your Résumé to Find and Apply for Jobs" below](#)

# Use Your Résumé to Find and Apply for Jobs

## Overview

Using your online resume to search for and apply to jobs has several advantages that can make your job hunt more efficient and effective. The system scans your résumé for skills, titles, and experience to recommend relevant jobs so you get tailored suggestions instead of sifting through thousands of irrelevant postings. Your résumé can then be used to apply to those jobs.



We have found 16 jobs matching your criteria.

**Filter**

**Sous Chef**  
Gangnam Sushi - Naples, FL  
Cooks, Restaurant  
Regular | \$28,630.00-\$32,150.00 Year  
Preferred Employer 4 days ago  
Prepare, season, and cook dishes such as soups, meats, vegetables, or supplies, keep records and accounts, price items on menu, or plan me

**Restaurant Cook II**  
Marriott International, Inc. - Fort Lauderdale, FL  
Cooks, Restaurant  
Regular  
Corporate - Marriott 10 weeks ago  
POSITION SUMMARY Set-up and break down work station. Operate ovens, stoves, grills, microwaves, and fryers to prepare foods. Prepare cold food. Monitor food quality while preparing food. Test foods to determine if they have been cooked sufficiently. Wash and peel fresh fruits and vegetables. Prepare

**Kitchen Prep Cook**  
Chicken Salad Chick - Tampa, FL  
Cooks, Restaurant  
Regular  
1 chick 11 weeks ago

**Search**

**Job Search Criteria**

**Search**

**View** **Apply** **Save** **Share** **Select**

## Job Search – Searching for Jobs Using Your Résumé

## Where to Find These Features

- Left navigation menu > Quick Menu > Job Search > Résumé tab
- Job Seeker Services widget > Job Search > Résumé tab
- Directory of Services > Quick Menu > Job Search > Résumé tab
- Directory of Services > Services for Individuals > Job Seeker Services > Find Job Openings > Résumé tab
- Top menu bar > Résumé > Select a résumé > Suggested Jobs Based on Your Résumé
- Top menu bar > Résumé > Résumé Manager > Résumé gear icon > Job Search link

## Steps to Perform a Résumé Job Search



Note: Your site may display different options from those shown here.

1. From the Résumé tab, select your résumé from the drop-down list.
2. Select the **Search** button to display jobs matching your résumé profile. See "[Use Your Profile Background, Skills, or Résumé as Criteria](#)" on page 299 for additional information.

## Steps to Apply for a Job with Your Résumé

1. Identify the job you wish to apply for from your search results.
2. Select the **Apply** button. See "[Apply with an Online Résumé and Cover Letter](#)" on page 334 for details.

### Related Topics

["6: Find a Job" on page 276](#)

["10: Manage Your Messages and Letters" on page 375](#)

["5: Manage Your Résumés" on page 239](#)

["Other Ways to Apply for Jobs" on page 339](#)

## 6: Find a Job

Searching for a job is the most common activity for job seekers and this is why there are so many options available for you to search for jobs

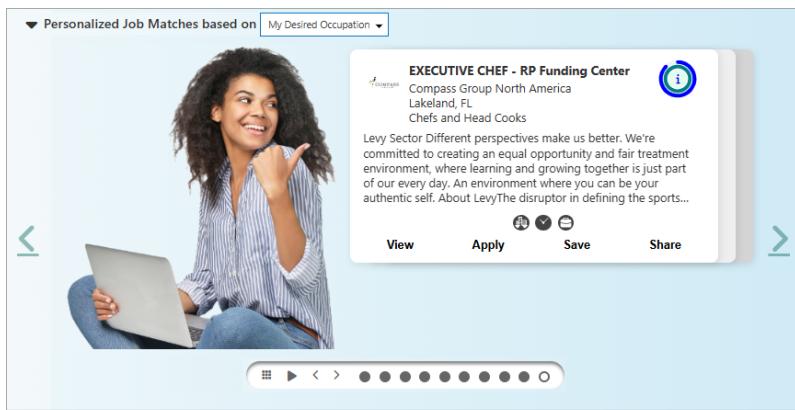
See the following topics for more information:

Explore Your Personalized Job Matches .....	276
Do a Quick Job Search .....	278
Perform an Advanced Job Search .....	280
Other Ways You Can Search for Jobs .....	295
Work with Job Search Results .....	312
Job Details Page Overview .....	326

## Explore Your Personalized Job Matches

### Overview

The Personalized Job Matches section on My Dashboard provides quick access to current jobs based on a selected category, such as your recent searches or your desired occupation. Job matches are presented in a rotating carousel that displays the job summary and links to indicate interest.



*Personalized Job Matches Section on Dashboard*

## Where to Find This Feature

- My Dashboard > Personalized Job Matches section

## About Personalized Job Matches



Note: Your site may display different options from those shown here.

The following table describes the options available in this section.

**Personalized Job Matches Functions**

To...	Do This:
See how well you match	Hover over the match icon to view your match percentages for general requirements, skills, and specialized requirements.
View job requirements	Hover over the icons under the summary description to display the job requirements.
View or apply for a job	Select the <b>[job title]</b> , <b>View or Apply</b> links to open the Job Details page, where you can see all the information about the job and apply for it if you wish. See <a href="#">"7: Apply for Jobs" on page 334</a> for details.
Save a job	Select the <b>Save</b> link to save the job to the Saved Jobs tab in your Employment Plan Profile. The link in the Carousel changes to <b>Remove</b> to remove the job from your Saved Jobs list, if desired. See <a href="#">"Save Jobs as Favorites" on page 318</a> for additional information.
Share a job	Select the <b>Share</b> link to open the Job Details page with a pop-up displayed to <a href="#">"Share Jobs on Social Media and Email" on page 321</a> .
Use the carousel controls	You can use the carousel control icons to pause the rotation, change the view, page left and right, and select a panel directly.
Collapse/expand the Personalized Job Matches section	Select the arrow to the left of the section title.

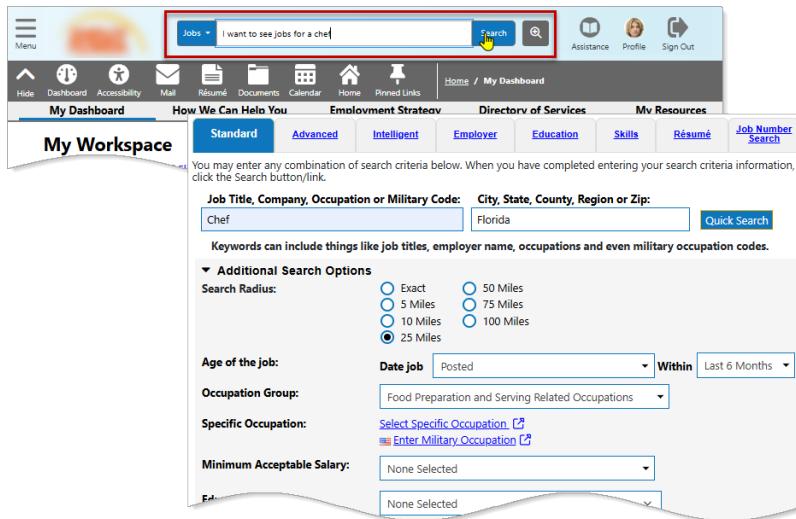
## Related Topics

- ["7: Apply for Jobs" on page 334](#)
- ["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#)
- ["6: Find a Job" on page 276](#)
- ["Save Jobs as Favorites" on page 318](#)
- ["Share Jobs on Social Media and Email" on page 321](#)

# Do a Quick Job Search

## Overview

The Quick Job Search feature lets you perform basic job searches by keyword, area, source of job listings, occupation group, and posted within a specific time frame. This can be accomplished in the search field in the top menu bar, or on the Standard Job Search Tab.



*Quick Search Options – Top Menu Bar and Standard Job Search Tab*

## Where to Find This Feature

- Login splash page > Smart Seeker Goals > Complete 5 Job Searches link
- Top Menu Bar > Search Field
- Left navigation menu > Quick Menu > Job Search
- My Dashboard > Widgets > Job Seeker Services > Job Search
- Directory of Services > Services for Individuals > Job Seeker Services > Find Job Openings

## Steps to Perform a Quick Job Search



Note: Your site may display different options from those shown here.

1. To perform a quick job search from the top menu bar:
  - a. Choose a search category from the drop-down list.
  - b. Enter your keywords (separated by a comma) or a search phrase in the search field.
  - c. Select the **Search** button to display the results.
2. To perform a quick job search from the Standard Job Search tab:
  - a. Do one or both of the following:
    - Enter the **Job Title, Company, Occupation or Military Code** in the field provided.
    - Enter the **City, State, County, Region or Zip** in the field provided.
  - b. To further narrow your search results:
    - i. Expand the Additional Search Options panel, if needed.
    - ii. Select criteria as required to filter the search results.
  - c. Select the **Quick Search** or **Search** button at the bottom of the page to view the jobs matching your criteria.

### Additional Search Options

Filter	Description
Search Radius	Choose how far from your saved address you'd like to look for jobs. Your results will include positions within the distance you select.
Age of the job	<ul style="list-style-type: none"><li>• <b>Date job</b> - Select to filter jobs that were <i>Posted</i> or <i>Last Updated</i> within a certain amount of time.</li><li>• <b>Within</b> - Select a time frame to filter the results.</li></ul>
Occupation Group	Select an option from the drop-down list to search within a specific occupational group.
Specific Occupation	Select the link to begin the process of searching for a single occupation.
Minimum Acceptable Salary	Choose your minimum acceptable salary from the drop-down list. Your job results will focus on positions that meet or exceed this amount.

### Additional Search Options (continued)

Filter	Description
Education Level	Choose your education level from the drop-down list to see jobs that fit your background.
Sources	<p>You can select as many sources as desired by selecting the checkbox beside each source type. You can search for jobs in all sources by selecting the <b>Check All</b> link to select all of the boxes.</p> <ul style="list-style-type: none"><li>• <i>Preferred Employer</i> refers to internal employers who are registered and post jobs in this system, and are thus verified. Preferred employers' jobs allow you to use a larger range of search criteria, and it helps more with tracking on the Job Contacts tab when you apply for a job.</li><li>• The <i>National Labor Exchange</i> job source collects and distributes job openings exclusively found on over 25,000 corporate career websites and state jobs. There are more than 2 million job openings on the National Labor Exchange at any given time.</li></ul>
Remote Work/Work at Home	Select one or more checkboxes to include or exclude positions offering onsite, hybrid, and remote options.

#### Related Topics

["6: Find a Job" on page 276](#)

["Other Ways You Can Search for Jobs" on page 295](#)

["Perform an Advanced Job Search" below](#)

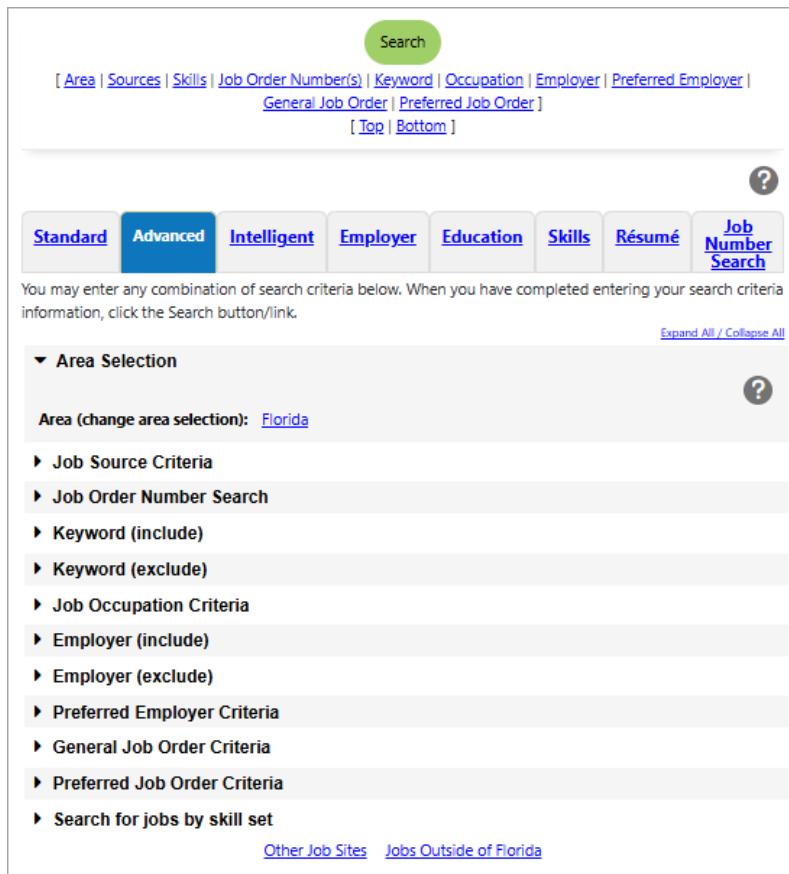
["Work with Job Search Results" on page 312](#)

## Perform an Advanced Job Search

### Overview

The Advanced tab gives you the flexibility to perform a “targeted” job search. Use Advanced Job Search to narrow down job listings based on specific criteria such as location, job type, salary range, or keywords. This helps you find positions that best match your needs without having to browse through

unrelated results. Many of the criteria on the Advanced tab are available on the “specialized” search tabs, like Education, Employer, and Skills.



Advanced Job Search Tab

## Where to Find This Feature

- Login splash page > Smart Seeker Goals > Complete 5 Job Searches link
- Left navigation menu > Quick Menu > Job Search
- Left navigation menu > Services for Individuals > Job Seeker Services > Find Job Openings
- Left navigation menu > Services for Individuals > Job Seeker Services > Employers Posting Jobs
- Left navigation menu > Services for Individuals > View Employers and Jobs > Employers Posting Jobs
- My Dashboard > Widgets > Job Seeker Services > Job Search
- Directory of Services > Services for Individuals > Job Seeker Services > Find Job Openings
- Directory of Services > Services for Individuals > Job Seeker Services > Employers Posting Jobs

- Directory of Services > Services for Individuals > View Employers and Jobs > Employers Posting Jobs

## Steps to Search for Jobs Using Advanced Search Criteria



Note: Your site may display different options from those shown here.

At the top of the page is a “sticky” area that displays several links that let you “jump” down to specific criteria sections on the page. To expand all criteria sections, select the **Expand All** link above right of the Area Selection section, or to expand a single section, select the corresponding arrow icon on the left side of a section banner.

### Area Selection

#### Area Selection Search Criteria Fields

Filter by	Description
Area (change area selection)	Select to change the geographic area to search within.
Select New Area	To select areas visually using map icons, select the <b>Select by Map</b> link and make your selection on the page that displays. <ul style="list-style-type: none"><li>• If you are selecting by County, you can select more than one county by holding the <b>Ctrl</b> key on your keyboard, while making selections with your mouse.</li></ul>
State	Displays the currently selected state.
Area Type	To select an area by type, select from the drop-down list. <ul style="list-style-type: none"><li>• If you have chosen a zip code or city as your area, you must select the <b>Set Area</b> button to save your selection.</li></ul>

### Job Source Criteria

This section allows you to search based on the type of source where the job opening was originally posted. Web sites that contain job listings can be categorized into general groups or sources.

### Job Source Criteria Fields

Filter by	Description
Sources	<p>You can select as many sources as desired by selecting the checkbox beside each source type. You can search for jobs in all sources by selecting the <b>Check All</b> link to select all of the boxes.</p> <ul style="list-style-type: none"> <li>• <i>Preferred Employer</i> refers to internal employers who are registered and post jobs in this system, and are thus verified. Preferred employers' jobs allow you to use a larger range of search criteria, and it helps more with tracking on the Job Contacts tab when you apply for a job.</li> <li>• The <i>National Labor Exchange</i> job source collects and distributes job openings exclusively found on over 25,000 corporate career websites and state jobs. There are more than 2 million job openings on the National Labor Exchange at any given time.</li> </ul>

### Job Order Number Search

This section allows you to search for a job using its system-generated Job Order Number *OR* the Agency Job ID.

### Job Order Number Search Fields

Filter by	Description
Job Order Number	Enter one job order number.
Filter Options	Select an option button. Selecting <i>Equals</i> will search for Job Order Numbers that are an exact match to the number you enter in the field. Selecting <i>Contains</i> will search for Job Order Numbers that contain the numbers you enter in the field.
Job Order Numbers	Enter a list of job order numbers separated by commas. Using job numbers supersedes any other search criteria. See " <a href="#">Find Jobs by Employer or a Specific Job ID Number</a> " on page 301 for details on this option.
Agency Job ID	Search for job orders using an external job posting ID. For example, jobs belonging to agencies or universities that have their own internal job numbers can be retrieved using the

### Job Order Number Search Fields (continued)

Filter by	Description
	external ID.

### Job Keywords to Include/Exclude

This section contains options that allow you to narrow or broaden your keyword search.

#### Job Keywords to Include/Exclude Fields

Filter by	Description
Keyword	Enter the specific word(s) to search for within job listings in the <b>Keyword</b> field in the Keyword (include) section (e.g., an occupation title), and/or enter the word(s) to exclude from the search in the <b>Keyword</b> field in the Keyword (exclude) section.
Type of keyword search	<p>Within each section, you can specify how strongly to match the keyword by selecting a <b>Type of keyword search</b> option button: <i>exact</i> (returns fewest matches), <i>AND</i> (all words, returns fewer matches), <i>OR</i> (any one of the words, returns the most matches). You can also select the parts of the job listing (e.g. title, description, common title) in which to search for the keywords by checking the appropriate fields to search for these words checkboxes.</p> <ul style="list-style-type: none"> <li>• <b>Exact wording or phrase</b> - In this search, the system will look for or exclude job postings that contain your keywords side-by-side, exactly as you entered them in the search field.</li> <li>• <b>All these words</b> - In this search, the system will retrieve records in which all of the search terms are present or not present. The more terms that you combine in a search with <i>AND</i> logic, the fewer records the system will retrieve.</li> <li>• <b>One or more of these words</b> - In this search, the system will retrieve records in which at least one of the search terms is present or not present. This logic is most commonly used to search for related terms or concepts.</li> </ul>

### Job Keywords to Include/Exclude Fields (continued)

Filter by	Description
	<p>The more terms you combine in a search with <i>OR</i> logic, the more records the system will retrieve.</p>
Fields to search for these words	<p>When searching for jobs using a keyword, by default the system will search for your keyword in a job posting's <b>Job Title</b> and <b>Job Description</b>. The title and description for the job are entered by the person or company who is posting the job opening, so therefore the information can vary slightly from occupation to occupation.</p> <p>For example, one company who has a job opening for someone to provide legal assistance could use the Job Title <i>Attorney</i>. Another company could have an opening needing the same skills, but use the Job Title <i>Lawyer</i>.</p> <p>By using the keyword <i>law</i> and searching the <b>Job Description</b> of the job posting as well as the title, the system has a better chance of finding job postings for both attorneys and lawyers.</p> <p>If you do not wish to have the system search either the <b>Job Title</b> or <b>Job Description</b> fields, select the checkboxes to deselect the option.</p> <p><b>Other keyword search options include:</b></p> <ul style="list-style-type: none"><li>• <b>Occupation Title</b> - The general name of the occupation as determined by the Occupational Information Network (O*NET), such as <i>Bartenders</i>, <i>Librarians</i>, or <i>Telemarketers</i>.</li><li>• <b>Occupation Description</b> - The written description of a given occupation, including needed job skills and job duties. For example, the occupation description for Accountants is: Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.</li><li>• <b>Lay Job Title</b> - Lay Titles refer to alternate occupational titles that are linked to the O*NET classification systems. Lay Titles are more common and easily recognizable than some O*NET titles.</li></ul>

## Job Occupation Criteria

This section allows you to search for jobs within a specific occupation or occupational group.

### Job Occupation Criteria Fields

Filter by	Description
Occupation Group	Select an option from the drop-down list to search within a specific occupational group.
Specific Occupation	Select the link to begin the process of searching for a single occupation.
Military Occupation Code	Select the link to open a pop-up allowing you to search by Military Occupational Classification.

## Employer (Include/Exclude) Criteria

These sections allows you to search for jobs offered by a specific employer (**Employer Name**), or employers within a certain industry (**Employer Industry Code** or **Employer Industry Sector**). This section also allows you to exclude specific employers from your search results.

### Employer (Include/Exclude) Criteria Fields

Filter by	Description
Employer Name	Enter an employer name to include or exclude from your job search.
Employer Name Type	Select Name Posted on Job or Common Business name as the Employer Name Type.
Employer Industry Code	Enter the 6-digit code to search for or exclude employers within a certain industry (use the <b>Search for NAICS Code</b> link to search the North American Industry Classification System database).
Employer Industry Sector	Select the from the drop-down list for a more generalized industry search.

## Preferred Employer Criteria

This section allows you to search by Preferred Employer, which refers to verified employers who are registered and post jobs in this system. Preferred employer jobs helps more with tracking on the Job Contacts tab when you apply for a job.



Note: The options in this section become disabled when the following selections are made from the Job Source Criteria: *Preferred Employer* is not checked as a job source, or *Preferred Employer* and another job source is checked.

The system will display a message in red text when this section is disabled.

Search criteria in this section may include:

#### Preferred Employer Criteria Fields

Filter by	Description
Employer Size	Use the <b>From/To</b> fields to search for a range by number of employees.
Employer Type	Check as many of the checkboxes as needed, or select <i>Check All</i> to select all at once.
Vets Medallion Recipient	The HIRE Vets Medallion Award is the only federal-level veterans employment award that recognizes a commitment on the part of a company or organization to veteran hiring, retention, and professional development. Make a selection from the drop-down list to include (or exclude) these employers in (or, from) your search.
Unique Abilities Status	Indicates commitment to hiring workers with disabilities. Make a selection from the drop-down list to include (or exclude) these employers in (or, from) your search.
Employer Federal Contractor	Include or exclude employers that are federal contractors.
Jobs that will expire in	Set this criteria by entering the number of days (exactly, less, or more) that job order will expire on.
Employer ID Number (EIN)/Federal Tax ID	Enter the nine-digit number to search for a specific employer, without using dashes.
Employer UIID	Enter the number without using dashes.

### Preferred Employer Criteria Fields (continued)

Filter by	Description
Employer SiteID	Enter the number without using dashes.
Employer User Name	Enter the Employer user name in this system to search for a specific employer.
Employer Characteristics	Use as many of the checkboxes as needed to search for employers that have self-identified for any of the listed characteristics.

### General Job Order Criteria

This section allows you to search for jobs using a set of common criteria, including:

### General Job Order Criteria Fields

Filter by	Description
Job Experience	Enter the number of months of experience to search for jobs at your experience level, and select from the drop-down list whether you want to search by more, less, or exact to your entered number of months. For example, a job seeker with work experience can use this to filter out entry level jobs not seeking experienced workers, while those looking for entry level jobs can use it to filter out jobs seeking more experience.
Education Program	Click the <b>Choose a program</b> link to select an education program to use in your search.
Job Education Level	Select an education level from the drop-down list, or click the checkbox to only display jobs with no education requirements listed.
Job Salary	Make selections from the <b>From</b> and <b>To</b> drop-down lists to search by salary range, or click the checkbox to include those jobs with no salary listed. In addition to setting a range, you can enter a search by <b>Minimum Annual Salary</b> , or search for jobs offering a <b>Sign On Bonus</b> .
Job Type	Check as many of the checkboxes as needed, or click the <b>Check All</b> link to select all at once: <ul style="list-style-type: none"> <li>• <b>Regular</b> - A standard, ongoing position with no set end date, typically full- or part-time.</li> </ul>

## General Job Order Criteria Fields (continued)

Filter by	Description
	<ul style="list-style-type: none"> <li><b>Internship</b> - A short-term role, often for students or recent graduates, focused on gaining experience and learning.</li> <li><b>Temporary</b> - A job with a fixed duration, often to cover short-term needs like staff absences or special projects.</li> <li><b>Apprenticeship</b> - A structured program combining hands-on work with training or coursework, leading to a trade or skill certification.</li> <li><b>Seasonal</b> - Work tied to specific times of the year, such as holidays, harvests, or tourism peaks.</li> <li><b>On the Job Training (OJT)</b> - A role where employees learn skills and gain experience directly while working.</li> <li><b>Contract</b> - Employment based on a legal agreement for a defined project, task, or time period.</li> <li><b>Gig Job</b> - Short, flexible work assignments, often arranged through online platforms (e.g., ride-share, freelancing).</li> <li><b>Volunteer</b> - Unpaid work done to support a cause, organization, or community.</li> </ul>
Dates of posting/update	Filter your search by jobs posted, or updated, or to include both.
Full Time/Part Time	Select full time, part time, or both from the drop-down list. This list also includes the option to select <i>As Needed</i> or to search for jobs that have not provided this information.
Job Shift	<p>Check as many of the checkboxes as needed or select <i>Check All</i> to select all at once. General definitions of shifts are:</p> <ul style="list-style-type: none"> <li><b>Day</b> - Standard work day (such as 9 a.m. - 5 p.m.).</li> <li><b>Evening/Swing</b> - Your work day would generally be scheduled anytime between 2 P.M. and midnight.</li> <li><b>Night/Graveyard</b> - Your work day would be scheduled between 9 P.M. to 8 A.M.</li> <li><b>Rotating</b> - A set combination of two different shifts (such as two weeks of day shift followed by two weeks of night shift).</li> <li><b>Split</b> - A working shift divided into two or more periods of time, such as</li> </ul>

### General Job Order Criteria Fields (continued)

Filter by	Description
morning and evening, with a break of several hours between them.	
Job Duration	Choose a shorter duration for temporary or contract jobs. For permanent positions, choose <i>Over 150 Days</i> .
Green Job	Green Jobs are generally jobs related to energy efficiency and renewal.
Remote Work/Work at Home	Select one or more checkboxes to include or exclude positions offering onsite, hybrid, and remote options.
Second Chance Opportunity	Allows you to filter job orders where employers have indicated that the job is open to hiring individuals with a past conviction.
 Note: An employer might be a Second Chance Employer but may also be hiring for jobs that aren't Second Chance.	
Veteran Preference given to job order	Select Yes to look for job orders looking to hire veterans.

### Preferred Job Order Criteria

Selecting criteria from this section will only return Preferred Employer job postings. "Preferred Employer" refers to verified employers who are registered and post jobs in this system.



Note: The options in this section become disabled when one of the following selections are made from the Job Source Criteria:

- *Preferred Employer* is not checked as a job source
- *Preferred Employer* and another job source is checked

Search criteria in this section may include:

### Preferred Job Order Criteria Fields

Filter by	Description
Featured Job	Featured jobs are those job postings that have been highlighted by system staff.
Job Special Category	<p>Check as many of the options as needed, or select <i>Check All</i> to select all at once. Selections can include programs specific to your state or in one of the following categories:</p> <ul style="list-style-type: none"> <li>• <b>Paid Internship</b> - A temporary role offering practical work experience along with monetary compensation.</li> <li>• <b>Volunteer</b> - Unpaid work done to support a cause, organization, or community.</li> <li>• <b>Disaster Recovery Job</b> - Employment focused on helping communities rebuild and recover after natural or man-made disasters.</li> <li>• <b>Summer Youth</b> - Short-term work or training opportunities designed for young people during summer months.</li> <li>• <b>Military Logistics</b> - Jobs that involve managing the transport, supply, and distribution of equipment, personnel, and resources for the armed forces.</li> <li>• <b>Internship</b> - A short-term position, often for students or recent graduates, focused on gaining experience and learning.</li> <li>• <b>On the Job Training (OJT)</b> - A role where employees learn skills and gain experience directly while working.</li> <li>• <b>Foreign Labor Certification</b> - A program allowing U.S. employers to hire foreign workers when there are not enough qualified U.S. workers available.</li> <li>• <b>WOTC (Work Opportunity Tax Credit)</b> - A federal program that provides tax incentives to employers who hire individuals from targeted groups facing barriers to employment.</li> </ul>
Job Hours Per Week	Use this option if you are searching for jobs that have a set number of hours on the job per week. This is useful if you are looking for part-time work (under 40 hours a week), or if you want to eliminate part-time jobs from your search (40 hours per week or more).
Minimum Age Requirement	If you want to search for jobs that require the applicant to be a certain age, enter that age in the text box provided. This feature is helpful for teenagers or young adults who want to limit their job search results to those jobs that don't require the applicant to be of legal age.
Job Benefits	Select the job benefits that you would like jobs included in your search results to

### Preferred Job Order Criteria Fields (continued)

Filter by	Description
	have by clicking in the check box beside each benefit. You can also click the <b>Check All</b> link to select all of the job benefits.
Accessible By Public Transportation	The job site is able to be reached using the public transportation system (bus, subway, etc.) in your area.
Job Requires Affirmative Action Plan	Affirmative action plans are used by companies that have a policy or program that seeks to redress past discrimination against minorities through measures that ensure equal opportunity in employment hiring practices.
Job for Enterprise Zone	Enterprise Zones are federally designated impoverished areas in which business are exempt from certain taxes and are given other economic advantages as an incentive to locate their businesses there and hire local residents.
Job Requires Drivers License	This criteria allows you to search for jobs that require either a commercial or operator drivers license.
Drivers License Classifications and Drivers License Endorsements	Check the box beside each classification and/or endorsement that you would like to make a requirement in your job search. You can also click the respective <b>Check All</b> links to select all of the listed classifications and/or endorsements.
Job Requires Security Clearance	<p>Use the following as a guideline, which describes the types of clearances from lowest to highest level:</p> <ul style="list-style-type: none"> <li>• <b>Active Confidential</b> - Also known as a "public trust" clearance, this is the simplest security clearance to get. This level typically requires a few weeks to a few months of investigation. A Confidential clearance requires an investigation which dates back 7 years on record. This clearance is applied to information or material the unauthorized disclosure of which could be reasonably expected to cause damage to the national security.</li> <li>• <b>Active Secret</b> - A Secret clearance, also known as Collateral Secret or Ordinary Secret, requires a few months to a year to fully investigate, depending on the individual's background. A Secret clearance requires a background check and a credit investigation. This clearance is applied to information or material the unauthorized disclosure of which could be reasonably expected to cause serious damage to the national security.</li> </ul>

### Preferred Job Order Criteria Fields (continued)

Filter by	Description
	<ul style="list-style-type: none"> <li>• <b>Active Top Secret</b> - Top Secret clearances, in general, afford one access to data that affects national security, counterterrorism/counterintelligence, or other highly sensitive data. This clearance is applied to information or material the unauthorized disclosure of which could be reasonably expected to cause exceptionally grave damage to the national security.</li> <li>• <b>Active Top Secret SCI</b> - In addition to the above, some classified information is so sensitive that even the extra protection measures applied to Top Secret information are not sufficient. This information is known as "Sensitive Compartmented Information" (SCI) or Special Access Programs (SAP), and one needs special "SCI Access" or SAP approval to be given access to this information.</li> </ul> <p>As with Top Secret clearances, Sensitive Compartmented Information (SCI) clearances are assigned only after one has been through the rigors of a background investigation and a special adjudication process for evaluating the investigation.</p>
Job Category	<p>The following selections are available to filter by job category:</p> <ul style="list-style-type: none"> <li>• <b>Regular (Non Domestic)</b> - Standard employment position filled by a worker who is not based domestically.</li> <li>• <b>Foreign Labor Cert H2A</b> - A program that allows U.S. employers to hire foreign workers for temporary or seasonal agricultural jobs.</li> <li>• <b>Domestic</b> - Employment positions filled by workers within the United States.</li> <li>• <b>Foreign Labor Cert H2B</b> - A program that permits U.S. employers to hire foreign workers for temporary non-agricultural jobs.</li> <li>• <b>Registered Apprenticeship</b> - A formal training program that combines paid work experience with classroom instruction, leading to industry-recognized credentials.</li> <li>• <b>Foreign Labor Cert H1B</b> - A program that allows U.S. employers to hire skilled foreign workers in specialty occupations requiring specialized knowledge.</li> <li>• <b>WIOA Work Experience</b> - Short-term job opportunities provided under the Workforce Innovation and Opportunity Act to help participants gain skills and experience.</li> <li>• <b>Tax Credit Eligible Acceptable</b> - A job that qualifies an employer for tax credits under government programs and has been verified as eligible.</li> </ul>

### Preferred Job Order Criteria Fields (continued)

Filter by	Description
	<ul style="list-style-type: none"> <li>• <b>WIOA / OJT</b> - On-the-job training provided through the Workforce Innovation and Opportunity Act to help participants gain employment skills while working.</li> <li>• <b>Job Corps</b> - A federal program providing education, training, and job placement assistance to young people ages 16-24.</li> <li>• <b>Foreign Labor Certification (PERM)</b> - A process that allows U.S. employers to hire foreign workers permanently when qualified U.S. workers are not available.</li> <li>• <b>Tax Credit Eligible Requested</b> - A job for which an employer has applied to claim eligibility for government tax credits but final approval is pending.</li> </ul>

### Search for Jobs by Skill Set

Selecting criteria from this section allows you to search for jobs based upon how closely your job search matches any of the following skill sets: Job Skills, Tools and Technology, Personal Skills, Interests, Work Values. When you are finished entering your desired criteria, click the **Search** button in the “sticky” links area at the top of the page. A search results page displays matching jobs. See ["Work with Job Search Results" on page 312](#) for more details.



Note: You must have skills already saved to your profile to use this feature. The system will display a message if you don't already have these skill sets entered, and will make a link available so you can add them to your profile.

### Search for Jobs by Skill Set Fields

Filter by	Description
Job Skills	<p>Select neither, one or both of the following filters:</p> <ul style="list-style-type: none"> <li>• <b>Only display jobs that typically at least moderately match (50% or higher) my job skills</b> - to adjust the percentage, click the link in this field statement to adjust the degree of closeness in matching your Job Skills to your search. By default, the Match Level is set to <i>50% or higher</i>. This can be adjusted to <i>70% or higher</i>, or <i>25% or higher</i>.</li> <li>• <b>Only match on jobs where the employer has specified</b></li> </ul>

### Search for Jobs by Skill Set Fields (continued)

Filter by	Description
	<b>the skills required</b> - select this to display only those jobs where the employer has specified skills within the job listing. To include listings where the skills are <i>N/A</i> , which will broaden your search, leave this unchecked.
Tools and Technology	Select the checkbox to match these saved skills to your search. Adjust the matching percentage by clicking the link in this field statement. By default, the Match Level is set to <i>50% or higher</i> . This can be adjusted to <i>70% or higher</i> , or <i>25% or higher</i> .
Personal Skills	Select the checkbox to match these saved skills to your search. Adjust the matching percentage by clicking the link in this field statement. By default, the Match Level is set to <i>50% or higher</i> . This can be adjusted to <i>70% or higher</i> , or <i>25% or higher</i> .
Interests	Select the checkbox to match these saved skills to your search. Adjust the matching percentage by clicking the link in this field statement. By default, the Match Level is set to <i>50% or higher</i> . This can be adjusted to <i>70% or higher</i> , or <i>25% or higher</i> .
Work Values	Select the checkbox to match these saved skills to your search. Adjust the matching percentage by clicking the link in this field statement. By default, the Match Level is set to <i>50% or higher</i> . This can be adjusted to <i>70% or higher</i> , or <i>25% or higher</i> .

#### Related Topics

- ["Filter and Sort Job Search Results" on page 312](#)
- ["How Well Do You Match Up to a Job Listing?" on page 315](#)
- ["Save Jobs as Favorites" on page 318](#)
- ["Work with Job Search Results" on page 312](#)

## Other Ways You Can Search for Jobs

Brief overview

See the following topics for more information:

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## Look for Jobs by Keyword, Location, or Military Code

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Search by Education Level or Program

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- [Related link 1]
- [Related link 2]

# Use Your Profile Background, Skills, or Résumé as Criteria Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Jobs Other Job Seekers are Interested In Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Find Jobs by Employer or a Specific Job ID Number

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- [Related link 1]
- [Related link 2]

## See Jobs from Employers with the Most Jobs

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

### About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

### Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

### Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Explore Jobs by Occupation

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
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3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

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## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Discover Gig Jobs and Remote Work Options

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- [Related link 1]
- [Related link 2]

# Find Internships and Apprenticeships

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Attend Job Fairs

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Attend a Virtual Job Fair

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

[Related link 1]

[Related link 2]

## Even More Ways to Find Jobs

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

# Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

[Related link 1]

[Related link 2]

# Work with Job Search Results

Brief overview

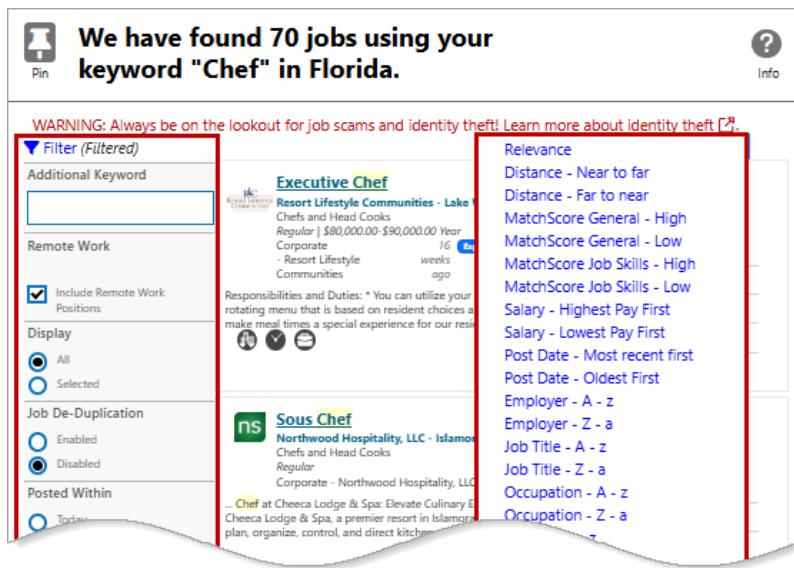
See the following topics for more information:

Filter and Sort Job Search Results .....	312
How Well Do You Match Up to a Job Listing? .....	315
Save Jobs as Favorites .....	318
Share Jobs on Social Media and Email .....	321
Save Search Criteria as an Automated Job Alert (Virtual Recruiter) .....	322
Intelligent Search Results Page .....	325

## Filter and Sort Job Search Results

### Overview

The Filter and Sort features on a Job Search Results page help you quickly find the most relevant positions that match your skills, preferences, and goals. It saves time, improves application quality, and ensures you focus on the best opportunities first.



The screenshot shows a job search results page with a sidebar on the left containing filtering options. The main area displays two job listings: 'Executive Chef' and 'Sous Chef'. A red box highlights the filter and sort sidebar, and another red box highlights the sort dropdown menu.

**Filter (Filtered)**

- Additional Keyword:
- Remote Work:  Include Remote Work Positions
- Display:  All,  Selected
- Job De-Duplication:  Enabled,  Disabled
- Posted Within:  Today

**Sort Options**

- Relevance
- Distance - Near to far
- Distance - Far to near
- MatchScore General - High
- MatchScore General - Low
- MatchScore Job Skills - High
- MatchScore Job Skills - Low
- Salary - Highest Pay First
- Salary - Lowest Pay First
- Post Date - Most recent first
- Post Date - Oldest First
- Employer - A - z
- Employer - Z - a
- Job Title - A - z
- Job Title - Z - a
- Occupation - A - z
- Occupation - Z - a

Job Search Results page – Filter and Sort Features

## Where to Find This Feature

- Top Menu Bar > Search Field > Job Search Results
- My Dashboard > Widgets > Job Seeker Services > Job Search > Job Search Results
- Left navigation menu > Quick Menu > Job Search > Job Search Results

## Filtering and Sorting Options



Note: Your site may display different options from those shown here.

After performing a job search, a list of results appears. Use the **Filter** link (top left) or the **Sort** link (top right) to narrow or organize your results (the list updates automatically as you make selections).

Some of the most useful filters for narrowing your job search results:

### Job Search Results Filters

Filter	Description
Additional Keyword	Enter an additional keyword to narrow your keyword search.
Remote Work	Selecting this box will include remote jobs in the results list.
Job De-Duplication	Select <i>Enabled</i> to remove jobs from the search results list that are

### Job Search Results Filters (continued)

Filter	Description
	duplicates of other jobs on the list. The system will refresh to display the revised search results. You can see the number of jobs update at the top of the page as you switch between the <i>Enabled</i> and <i>Disabled</i> selections.
Posted Within	This selection allows you to sort job postings by most recent or older.
Work Site Options	Filter opportunities by onsite jobs, or those offering remote/telework options.
Salary	Job postings advertising a salary are displayed here with the number of postings for each salary range. You can filter the results by salary, or select <i>Any</i> .
Source	Filters results by the job posting source (e.g., private job board, job distributor, preferred employer. <i>Preferred Employers</i> are registered, vetted, and post jobs directly in this system. A gold star to the left of the employer's name (in the job search results cards) indicates a preferred employer or internal job.

Some of the most useful sort options for organizing your job search results:

### Job Search Results Sort Options

Sort by	Description
Relevance	The search default is to sort by keyword relevance. This lists jobs that closely match all criteria you entered.
Distance - Near to Far	Lists jobs closest to your location first.
MatchScore General - High	Lists jobs with highest MatchScore (General) first.
MatchScore Job Skills - High	Lists jobs with highest MatchScore (Job Skills) first.
Salary - Highest Pay First	Lists highest paying jobs first.
Post Date - Most Recent First	Lists newest jobs first.

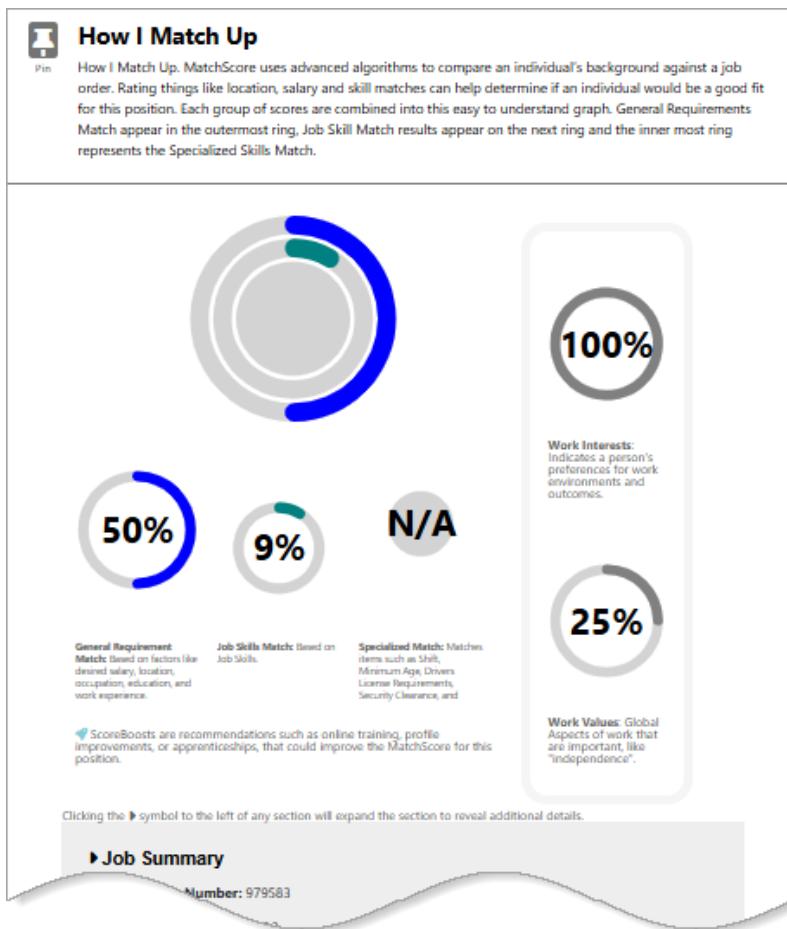
## Related Topics

- ["Do a Quick Job Search" on page 278](#)
- ["How Well Do You Match Up to a Job Listing?" below](#)
- ["Job Details Page Overview" on page 326](#)
- ["Save Jobs as Favorites" on page 318](#)
- ["Share Jobs on Social Media and Email" on page 321](#)

## How Well Do You Match Up to a Job Listing?

### Overview

The How I Match Up page shows how your experience, skills, and preferences align with a specific job listing. It evaluates key factors such as skills, desired location, and salary expectations, then combines these into an easy-to-read graph. This visual summary helps you quickly see where you're a strong match and where you might want to improve, so you can make more informed decisions about which opportunities best fit your goals.



### How I Match Up Page

## Where to Find This Feature

- Top Menu Bar > Search Field > Job Search Results page > Job Card > Match Score icon > Learn more about MatchScores link
- Top Menu Bar > Search Field > Job Card > Job Title link > Job Details page > Match Scores section > How I Match Up link
- Left navigation menu > Quick Menu > Job Search > Job Card > Job Title link > Job Details page > Match Scores section > How I Match Up link
- Left navigation menu > Quick Menu > Job Search > Job Search Results page > Job Card > Match Score icon > Learn more about MatchScores link
- My Dashboard > Widgets > Job Seeker Services > Job Search > Job Search Results page > Job Card > Match Score icon > Learn more about MatchScores link
- My Dashboard > Widgets > Job Seeker Services > Job Search > Job Card > Job Title link > Job Details page > Match Scores section > How I Match Up link

- My Dashboard > Widgets > Job Seeker Services > Saved Jobs link > Job Card > Match Score icon > Learn more about MatchScores link
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs link > Job Card > Job Title link > Job Details page > Match Scores section > How I Match Up link

## Viewing Your Match Scores



Note: Your site may display different options from those shown here.

The rings in this chart show how closely you match different job requirements. The outer ring shows your General Requirements Match, the next ring shows your Job Skills Match, and the center circle shows your Specialized Skills Match. If you don't match anything in a category, that ring or circle will appear grayed out. Below the icons, your scores are grouped into four color-coded sections, which are explained in the next topics.



Note: In order to see meaningful matching scores, you must have previously completed self assessments and saved key background information in your Personal Profile. See ["Manage Your Background Information" on page 132](#) and ["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#) for details on completing those areas.

### Job Summary

This section gives you a summary of the job order you are viewing such as job order number, job title, employer, and responsibilities and duties.

### General Match

Your overall, aggregated General Requirements Match score displays as a circled percentage on an Intelligent or Skills job search results page, or as the outer ring on a job card view results page or Job Details page. General Requirements Match scores are calculated by comparing key factors, including your desired salary, location, and occupation, and your education and work experience with the information provided for the job by the employer.

Selecting any of the links will take you to the associated information on the Background tab or General Information tab, where you can make any desired changes.

### Skills Match

Your Job Skills Match score displays as a circled percentage on an Intelligent or Skills job search results page, or as the middle ring on a job card view results page or Job Details page. The full set of Skills Match scores shows a comparison of your job, personal, and tools and technology skills with those required for the job.

Each description includes a link to view the specific list of skills required for that skill type against the skills you have, which lets you perform a skills gap analysis for each of the skill types.

## Specialized Requirements Match

Your overall, aggregated Specialized Requirements Match score displays as a circled Yes, No, or N/A on an Intelligent or Skills job search results page, or as the inner circle on a job card view results page or Job Details page.

- The Specialized Requirements Match scores show a comparison of your specialized skills and requirements with those required for this job (e.g., preferred Shift, Minimum Age, or Language Proficiency). If any one of them is No, the overall, aggregated match score is also No.
- Selecting any of the links will take you to the related section of your General Information or Background tabs, where you can make any desired changes.

## Interest and Values Match

The Interest and Values Match table displays rows for Work Interests and Work Values with percentage matches for how closely your interests and values match with the typical interests and values of individuals who already hold that position. While not included in the How I Match Up computations, interest and values matches can provide valuable insight on how well the position aligns with your career vision.

- Each description includes a link to view the specific ranking score against the score you have. You can edit your Work Interest score by selecting the link at the bottom of the page or from your Self Assessment Profile. See "[Work Interests Ranking](#)" on page 162 for details.

## Related Topics

["Discover Roles That Match Your Skills, Interests, and Values" on page 149](#)

["Intelligent Search Results Page" on page 325](#)

["Job Details Page Overview" on page 326](#)

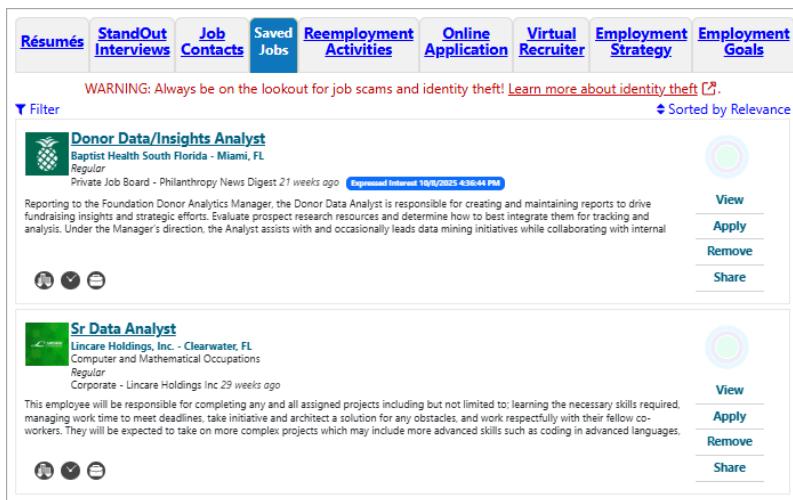
["Manage Your Background Information" on page 132](#)

["Work Interests Ranking" on page 162](#)

## Save Jobs as Favorites

### Overview

Saving a job as a favorite helps you keep track of roles that interest you without needing to apply immediately. The Saved Jobs tab under your Employment Plan Profile lists all the positions you save, making it easy to quickly return to listings later, compare opportunities side by side, apply, share job postings, and stay organized during your job search.



The screenshot shows the 'Saved Jobs' tab within the 'Employment Plan Profile' section. At the top, there is a navigation bar with tabs: Résumés, StandOut Interviews, Job Contacts, Saved Jobs (which is highlighted in blue), Reemployment Activities, Online Application, Virtual Recruiter, Employment Strategy, and Employment Goals. Below the navigation bar, a warning message reads: 'WARNING: Always be on the lookout for job scams and identity theft! [Learn more about identity theft](#).' A 'Filter' button is available to the left of the job listings. The results are sorted by relevance. Each job listing includes a thumbnail image, the title, the employer name, location, and a 'Published Interest' timestamp. To the right of each listing is a vertical action menu with 'View', 'Apply', 'Remove', and 'Share' options. Below the job listings are three small circular icons with icons inside.

#### *Employment Plan Profile – Saved Jobs Tab*

## Where to Find This Feature

- Header bar > Profile > My Individual Plans folder > Employment Plan Profile folder > Saved Jobs tab
- Top menu bar > Résumé > Saved Jobs button
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs link
- Left navigation menu > Services for Individuals > Job Seeker Services > My Saved Jobs
- Directory of Services > Job Seeker Services > My Saved Jobs

## Steps to Save and Manage Jobs



Note: Your site may display different options from those shown here.

Jobs of interest to you can be saved directly from your Job Search results or from the Job Details page:

1. Perform a job search to locate jobs in which you are interested. See "6: Find a Job" on page 276 for details.
2. Do one of the following:
  - Review the search results and select the **Save** link on the action menu located on the right side of the job listing for the jobs you wish to save.
  - Select the **Job Title** or **View** link on the action menu to display the Job Details page, where you can get more information on the position before you decide to save it. Select the heart icon at the top of the page to save the job.
3. Select the **OK** button on the confirmation pop-up alert.

Either method saves the job to the Saved Jobs tab of your Employment Plan Profile. On the Saved Jobs tab, you can perform the following actions:

#### Saved Jobs Tab Actions

To...	Do This:
Filter the list	Select the <b>Filter</b> link above the list on the left to expand the Filter section, where you can select from a variety of filtering options to modify the display. See " <a href="#">Filter and Sort Job Search Results</a> " on <a href="#">page 312</a> for details.
Sort the list	Select the <b>Sorted by Relevance</b> link above the list on the right. A pop-up appears with a list of options. See " <a href="#">Filter and Sort Job Search Results</a> " on <a href="#">page 312</a> for details.
View your Match Scores	Select the concentric circles icon on the action menu located on the right side of the job listing to see your matching score percentages. Applies to preferred jobs only. You must have previously completed self-assessments and saved key background information in your Personal Profile See " <a href="#">How Well Do You Match Up to a Job Listing?</a> " on <a href="#">page 315</a> for details.
View a job listing	Select the <b>View</b> link on the action menu located on the right side of the job listing.
Apply to a job	Select the <b>Apply</b> link on the action menu located on the right side of the job listing. See " <a href="#">7: Apply for Jobs</a> " on <a href="#">page 334</a> for additional information.
Remove a job from your saved jobs list	Select the <b>Remove</b> link on the action menu located on the right side of the job listing.
Share the saved job	Select the <b>Share</b> link on the action menu located on the right side of the job listing. See " <a href="#">Share Jobs on Social Media and Email</a> " on <a href="#">the next page</a> for details.
Quickly view the job requirements and properties	Icons in the bottom left area of the job listing visually indicate the job requirements and properties. Hover over each icon to see a brief text description. See " <a href="#">Job Details Page Overview</a> " on <a href="#">page 326</a> for details.

## Related Topics

- ["Filter and Sort Job Search Results" on page 312](#)
- ["6: Find a Job" on page 276](#)
- ["How Well Do You Match Up to a Job Listing?" on page 315](#)
- ["Intelligent Search Results Page" on page 325](#)
- ["Save Search Criteria as an Automated Job Alert \(Virtual Recruiter\)" on the next page](#)
- ["Share Jobs on Social Media and Email" below](#)

# Share Jobs on Social Media and Email

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

- Top Menu Bar > Search Field > Job Listing action menu
- Left navigation menu > Quick Menu > Job Search > Job Listing action menu
- My Dashboard > Widgets > Job Seeker Services > Job Search > Job Listing action menu
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs link > Job Listing action menu

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Save Search Criteria as an Automated Job Alert (Virtual Recruiter)

## Overview

The Virtual Recruiter tool allows individuals to create job searches (also called “alerts”) and save them in the Virtual Recruiter. They can then tell the system how often, and when, to run the Virtual Recruiter searches and how to notify them of the search results. The Virtual Recruiter screen displays the user’s saved job searches or ‘alerts.’ The Virtual Recruiter will run the search(es) automatically and, when it finds jobs that meet the search criteria, the system sends a notification by email, internal message, and/or cell phone text message.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]

- Footer > [next step]\
- Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Virtual Recruiter tab

## Steps to Create a New Virtual Recruiter



Note: Your site may display different options from those shown here.

There are two ways to create Virtual Recruiter job searches or alerts:

- Open the Virtual Recruiter tab and create a Virtual Recruiter Job Search
- At the end of a Job Search, save the search as a Virtual Recruiter

### Virtual Recruiter Tab

1. Open the Virtual Recruiter tab (My Portfolio > My Individual Plans > Employment Plan Profile > Virtual Recruiter tab)
2. Select the **Create New Job Alert** button to create a new Virtual Recruiter job search

### Save Job Search Results

When you search for a job, the system displays a Save Search button at the bottom of the Search Results screen. Clicking the Save Search button saves the search criteria so the system can rerun the search at set intervals (determined by the user).

After clicking the Save Search button, the system will open the Virtual Recruiter Information screen.

1. Give the Virtual Recruiter alert a name in the Title of Virtual Recruiter Alert field.
2. Select how often to run the Virtual Recruiter Alert from the drop-down list.
3. Select a Notification Method (Email and/or Text Message). Each time a Virtual Recruiter job search runs, the system will send a notification to the individual through the internal message center.
4. Check the Send Email when no jobs found checkbox to receive emails when the Virtual Recruiter search runs, even if it finds no matching jobs.
5. Enter an expiration date for the alert in the Expires on field.
6. Click the Save button to save the Virtual Recruiter alert. The system saves the alert to your Virtual Recruiter screen.

### Review or Modify

1. Select Virtual Recruiter from the Job Seekers menu on the Navigation pane.

On Virtual Recruiter screen:

1. Click the Title link to modify the search settings of an existing Virtual Recruiter alert, e.g. how often to run, expiration date, etc. Click the Save button to save the changes.
2. Click the Run link in the Action column to run the search.
3. Select the corresponding checkbox(es) and click the Delete link at the bottom of the table to delete the selected Virtual Recruiter search(es).
4. Click the Create new Job Alert button to create a new Virtual Recruiter search.



**Note:** Each time a Virtual Recruiter search runs, it displays only jobs that are new since the last time it ran.

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

[Related link 1]

[Related link 2]

# Intelligent Search Results Page

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Job Details Page Overview

### Overview

After performing a job search, select the **Job Title** link for any position that interests you. This opens the Job Details page, where you can view more information about the job and apply. Exploring this page helps you evaluate whether a job matches your goals, qualifications, and interests before applying.



The screenshot shows the 'Job Details' page for a 'Sous Chef' position at 'Gangnum Sushi'. The page includes a summary box with a salary range of '\$33k Per Year', a job requirements section, and a detailed job description with various filters and links.

**Job Details**

Here are the details for the selected job. You may need to scroll down to see all the information about the job, including the job description. If you wish to apply for this job click on the Apply button. **WARNING: Always be on the lookout for job scams!** [Learn more about identity theft](#)

Between \$29k and \$33k Per Year (DOE (Depends on Experience))

**Sous Chef**  
Gangnum Sushi  
Occupation: Cooks, Restaurant

Location: Naples, FL - 34104  
Job #: 10574989  
Source: Employ Florida  
Web Site: Employ Florida

Positions available: 3  
Posted: 09/10/2025  
Updated: 09/14/2025  
Expires: 10/25/2025  
Onsite / Remote: Work onsite all of the time  
Job Type: Regular, Full Time (30 Hours or More), Permanent Employment, Evening/Swing Shift

Job Requirements and Properties  
Match Scores  
Job Description  
Feedback

Job Details Page

## Where to Find This Feature

- Top Menu Bar > Search Field > Job Title link
- Left navigation menu > Quick Menu > Job Search > Job Title link

- My Dashboard > Widgets > Job Seeker Services > Job Search > Job Title link
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs link > Job Title link

## Job Order Action Buttons



Note: Your site may display different options from those shown here.

At the top of the Job Details page, you'll find action buttons that let you navigate between jobs, save favorites, apply to job listings, and more. These tools make it easier to manage and explore job opportunities efficiently.

### Action Button Options

To...	Do This:
Return to the jobs list	Select either <b>Return to List</b> buttons (green button or gray page button).
View the first job in the jobs list	Select the <b>First Job</b> button.
View the previous job in the jobs list	Select the <b>Previous Job</b> button.
View the next job in the jobs list	Select the <b>Next Job</b> button.
View the last job in the jobs list	Select the <b>Last Job</b> button.
Share the job listing on one of your social media accounts or via email	Select the <b>Share</b> button. See "Share Jobs on Social Media and Email" on page 321 for details.
See a list of similar jobs (displays a search results page with jobs having the same occupation and city/location as this one)	Select the <b>More Like This</b> button.
Save the job	Select the heart( <b>Save this Job</b> ) icon. See "Save Jobs as Favorites" on page 318 for details.
Apply to this job	Select the <b>Apply</b> button. See "7: Apply for Jobs" on page 334 for details.
View Salary/Wage Data	If an actual salary is provided, it appears in a blue box. If no actual

### Action Button Options (continued)

To...	Do This:
	salary is available, average wage data for the occupation (if available) is shown in a gray box instead. Select the link in the gray box to view the Occupation Profile, which includes detailed information about the salary range for that position in the selected state.
View previously viewed jobs	Select the <b>Previously Viewed Jobs</b> link at the bottom of the Job Details page to display the Jobs tab of your Search History profile.
Change job search criteria	Select the <b>Change Job Criteria</b> link at the bottom of the Job Details page to change the criteria of the job search.
Print job order	Select the <b>Print Job Order</b> link at the bottom of the Job Details page to open a PDF viewer window, from which you can print or download a copy of the job listing.
Submit a comment or concern about a job posting	Select the <b>Do you have a comment or concern about this job posting?</b> link at the bottom of the Job Details page to display a text field where you can leave a comment. Select the <b>Send Message</b> button to alert administrators of a possible job scam.

## About the Job Details page

The Job Details page gives you more information about the job listing such as: salary range, salary position range for that state, location, post and expiration dates, source, job type, and whether the job is on-site or remote. The page also includes several collapsible/expandable sections with links to details about occupational information, required education or training, and job skills.

### Job Requirements and Properties

The icons in this section provide a quick view of the requirements and properties for the selected job. Hover over any of the icons to display a tooltip describing each requirement. Quickly review aspects of the job such as: onsite/remote, degree requirements, day/night shift, hours per week, or full or part-time work.

## Match Scores

This section displays a snapshot of how you match up with the job you currently are viewing. Select the [How I Match Up](#) link to see how your skills and background compare the job requirements. See ["How Well Do You Match Up to a Job Listing?" on page 315](#) for details.

## Job Description

This section displays the job description provided by the employer for this position. The length of this section and level of detail will vary based on what the employer has provided. It may include a list of responsibilities and duties, available shifts, organizational reporting structure, required experience, tools or technologies, etc.

## Additional Information

This section lists any additional information that the employer may choose to include for this position such as additional qualifications, general knowledge and abilities, and specialized requirements.

## Employer Research

This section displays information about the employer behind the job posting you have selected. This information includes the company name and website, size, type, company profile, and the employer's other job listings. If the employer chooses not to display their name, location, or website, that information will not appear. You can use the social media links on the right side of the section to learn more about the employer. For example, on LinkedIn you might see if any of your connections work there.

## Other Local Jobs from [Employer]

*I could not find a job details page that displayed this section, but it was part of the list Amy and Linda wrote. The Additional Information section doesn't always appear either. Let me know if you think we should leave both out or in?*

## Location/Work Site Information

This section shows the work site on a map, your distance from it, and key details such as the address, work-from-home option, public transportation access, industry category (linked to the NAICS database for more details), and local cost-of-living data. Employers may choose not to display this information, and if so, the map may only reflect a general area for the job opening based on Zip code. Select the **residential address** link to edit your address.

## Cost of Living Calculator

Use this tool to help compare the cost of living between two different locations. The cost of living refers to the amount of money you need to maintain your current lifestyle in another location. See "[Compare the Cost of Living in Different Areas](#)" on page 410 for details.

## Compensation and Benefits

In this section, you'll find information about the job's pay and benefits. You can see the salary range, what benefits are offered, and whether the job matches your desired salary. If you want to adjust your desired salary, use the link provided. You can also view regional wage statistics for this occupation within your designated geographic region by visiting the Occupational Wage Data page by selecting the [View what local employers are paying \[Occupation\]](#) link.

## Job Type and Required Hours

This section contains the requirements for the job you are viewing. If the employer did not specify this requirement, the system will display "Not Available."

## Work Experience

If the employer requires a minimum amount of experience for the job, it will display here; if an experience level was not entered by the employer, the system will display "Not Available."

Job seekers who are registered in the system can view additional data about employer requirements. This data shows the minimum work experience requested in online job openings for the selected occupation and area, based on Jobs De-duplication Level 2. This refers to a process used to identify and remove duplicate job listings. This level of de-duplication ensures that job openings are not counted multiple times, providing a more accurate representation of available positions.

Data for minimum required work experience allows you to view the number of advertised job openings by required experience levels. You can include job openings without a minimum experience specification by selecting the [click here to include them](#) link above the table. When selected, these openings will immediately display in the table and pie chart below.

## Education and Training

This section displays the minimum educational requirements and any licenses or certifications required for the position.

Job seekers who are registered in the system and have saved their Education History can view additional data about employer requirements. This data shows the minimum level of education requested in online job openings for the selected occupation and area, based on Jobs De-duplication Level 2. This refers to a process used to identify and remove duplicate job listings. This level of de-duplication ensures that job openings are not counted multiple times, providing a more accurate representation of available positions.

Data for minimum education requirements allows you to view the number of advertised job openings by required education levels. You can include job openings without a minimum education requirement by selecting the [click here to include them](#) link above the table. When selected, these openings will immediately display in the table and pie chart below.

To view educational and training programs related to the occupation in your search, select the **Related Education Opportunities** link to view any available programs and information on providers offering relevant programs.

## Skills Required

The system matches the skills saved to your profile to those that are typically required for the occupation you selected. Each match score displays the percentage match, followed by a statement explaining the score. You can see a detailed, direct comparison between your skills and those of the job by selecting the available links.

## Specialized Job Requirements

This section displays any specific job requirements for the job you are currently viewing, such as any test requirements, screenings or background checks, specific required licenses, or minimum age requirements.

Registered individuals viewing this section will see a Match Score based on how well they match a specific requirement, provided the information has been entered to their background.

To enter or change this information select the **My Portfolio** link under the Quick Menu on the left navigation. Once in your portfolio, you can enter or edit your education information or specialized training from either the General Information or Background tabs.

## Occupation Information for [Occupation]

This section contains occupation information, based upon the O\*NET data for the job title in your search.

Below each icon is a series of links that provide more information on the occupation, allowing you to see local employers who hire for your position, the employment outlook for the occupation, or competition in the job market surrounding your occupation.

Select the **Your desired occupation** link to view the current labor market data in your area for that occupation. You will see a complete overview of statistical information related to your occupation, including Job Demand, Work Experience, Required Education and more. This can be a good starting point for entry level candidates to learn more about their chosen field, or for more experienced workers trying to gauge the demand and outlook in their line of work.

Job seekers registered with the system will see a match score if they have saved a Desired Occupation to their background. The score indicates how closely aligned their job requirements are between the searched occupation and the desired one. To add or edit the Desired Occupation, select

the **Your desired occupation** link to go directly to the Desired Occupation page to save it to your background.

## Other Jobs and Employers

Use the links in this section to view information about other jobs related to your search. Find other job listings matching your search criteria, or listings in occupations related to your search.

- **Other Matching Jobs** - Select the **View other jobs available for [Occupation]** link to view job search results for your occupation advertised in your area according to your search criteria, and view details for related listings.
- **Other Related Jobs** - A related occupation refers to a job that shares similar tasks, skills, or knowledge with another job. Select the **View other jobs available for occupations related to [Occupation]** link to view job search results in occupations related to your search criteria.

This section also contains a table showing the number of job openings advertised online for the occupation as well as related occupations for your selected area. From the table, you can view the occupation profile for the occupations listed in the Occupation column or select one of the number links under the Job Openings column to view other openings for occupation. Those occupations displaying the **Bright Outlook** icon represent an occupation that is expected to experience rapid growth, have a large number of job openings, or is considered new and emerging.

Icons below the grid allow you to send it to your printer, or export the results in Excel, MS Word, or PDF.

## Career Ladder

Career ladders help you learn about the job options that are available as you progress through a career. This visualization consists of a group of related jobs that comprise a career, and represent the job progression of workers within it. You can select an occupation title to see more information about that occupation or select the number of job openings to view job listings for the occupation. See "[Explore Career Paths Using the Interactive Tool](#)" on page 172 for details.

## Personal Requirements

This section displays links to information on the typical requirements for someone working in the selected occupation: Knowledge, Abilities, and Work Styles. Reviewing these requirements can provide a better picture of what employers in this field are looking for when reviewing job candidates.

## Nature of the Work

This section contains links for viewing detailed information on the typical work activities and skills for the selected occupation: Importance, Tasks, Work Conditions, and Tools and Technology Skills.

## Work Values and Activities

The links in this section allow you to view work values and activities that are typically important to your occupation. Work Values are global aspects of work that are important to a person's satisfaction, like independence, achievement, or supportive management.

The information shown in this section depends on what you've saved in your background.

- Registered users who have Work Values saved to their background will see a Match Score based on how well the position matches their saved values. A higher score indicates the position matches your values.
- If you do not have Work Values saved your background, you can add them by selecting the **Work Values** link to start the Work Values Analyzer. The analyzer can help you learn more about your work values and help you decide what is important to you in a job.
- To edit your Work Values, select the match link and select the **Edit Your Work Values** link at the bottom of the Work Values page to retake the Work Values Analyzer.
- To view the typical work values for the selected occupation, select the **View what is typically important in a job to [Occupation]** link to see a list of common work values and their descriptions.
- The **View typical work activities for [Occupation]** link allows you to view the most common work activities required by the occupation you selected. These activities, based on a national survey, are ranked by order of importance and include descriptions for each.

## Related Topics

["7: Apply for Jobs" on page 334](#)

["Compare the Cost of Living in Different Areas" on page 410](#)

["Explore Career Paths Using the Interactive Tool" on page 172](#)

["How Well Do You Match Up to a Job Listing?" on page 315](#)

["Save Jobs as Favorites" on page 318](#)

["Share Jobs on Social Media and Email" on page 321](#)

## 7: Apply for Jobs

The system offers several ways for you to apply for job postings, either directly through the system or by following an employer's preferred method. You can begin the process from the Job Search Results page or the Job Details page, which provides full information about the position and employer.

Some jobs let you apply directly (non-suppressed), while others may require staff assistance before you can submit your application (suppressed). Depending on the employer, you might apply by submitting an online résumé, sending an email, applying by mail, phone, or in person, or by going to the employer's website.

After you apply, you can track the progress of your applications within the system, update your status, and record any follow-up information. This helps you stay organized and keep all your job search activities in one place.

See the following topics for more information:

Apply with an Online Résumé and Cover Letter .....	334
Other Ways to Apply for Jobs .....	339
Apply for Suppressed Jobs .....	352
Track Your Application Status .....	354

## Apply with an Online Résumé and Cover Letter

### Overview

Using your online résumé to apply for jobs offers several powerful advantages – both for you and the system connecting you with employers. No need to retype your work history for every application, you avoid compatibility issues (e.g., broken formatting in Word or PDF files), and your résumé stays consistent across all job applications.



The screenshot displays three distinct locations on the job search platform where the 'Apply' button is highlighted with a red box:

- Job Details:** Shows a job listing for a "Sous Chef" at "Gangnum Sushi" in Naples, FL, with a salary range of "Between \$29k and \$33k". The "Apply" button is located in the top right corner of the job card.
- Personalized Job Matches:** A sidebar titled "Personalized Job Matches based on My Desired Occupation" shows a card for the same "Sous Chef" position. The "Apply" button is highlighted with a red box.
- Match Scores:** A circular progress bar at the bottom of the page indicates job matches. A card for the "Sous Chef" position is overlaid on this bar, with the "Apply" button highlighted with a red box.

*Different Location Examples of Where to Apply for a Job*

## Where to Find This Feature

- Top menu bar > Résumé > Résumé Preview > Suggested Jobs Based on Your Résumé (at the bottom) > Apply
- Left navigation menu > Quick Menu > Job Search > Apply
- Left navigation menu > Quick Menu > Job Search > Job Details > Apply
- My Dashboard > Personalized Job Matches > Apply
- My Dashboard > Widgets > Job Seeker Services > Job Search > Apply
- Directory of Services > Quick Menu > Job Search > Apply

## Steps to Apply for a Job with Preferred Employers Using Your Online Résumé

Preferred employers are those registered in the system. They are marked with yellow stars in the upper-right corner of their job card. Jobs without this icon are gathered (or "spidered") from other sources such as company career pages, job boards, or staffing agency listings. These positions require a different application process, explained below.



**Note:** Your site may display different options from those shown here.

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page [276](#) for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button.
4. On the How to Apply page, select the **Apply via Résumé** button. The Apply Using an Online Résumé page displays.
5. Select your résumé from the drop-down list in the Apply Using an Online Résumé section.
  - a. To preview or change information on your selected résumé before sending it to the employer, click the **Edit a Résumé** link. See "[Edit a Résumé](#)" on page [250](#) for details.
  - b. If you do not have a résumé in the system, click the **Create a Résumé** link to begin the process of creating a résumé. See "[5: Manage Your Résumés](#)" on page [239](#) for additional information.
  - c. If the job is suppressed, meaning the employer requested that all applicants be pre-screened prior to releasing the employer's name, choose your résumé from the drop-down list and then select the **Please have a staff person contact me** button. You are referred to your local One-Stop office for immediate information or staff contacts you within 72 hours. See "[Apply for Suppressed Jobs](#)" on page [352](#) for details.
6. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
7. To include a personal introduction, select a cover letter from the drop-down list in the Attachment Options section.
  - a. To create a cover letter if none are available, select the **Create Cover Letter** link. The Letter Builder page displays.
    - i. Employer contact information prefills from the job order in the Letter Recipient section. Modify the information, if required.
    - ii. In the Letter section, enter a **Letter Name** for the cover letter.
    - iii. Enter the text of your letter in the editor window. You can use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
    - iv. To use cover letter templates that you created, select the **Text Templates** link and select one from the list on the Templates tab. Other tabs include Saved Text, Variables, and Action Words.



Note: The templates are filtered for cover letters by default. To use a different kind of template, expand **Show Filter Options**, change the **Letter Type** in the drop-down list, and select the **Filter** link to display other template options.

### Text Template Window Functions

To...	Do This...
View the contents of the template	Select the magnifying glass icon in the Preview column.
Apply the template to your text field	Select the link in the Description column.
Use a Saved Text template	Select the link in the Description column on the Saved Text tab.
Use a variable to automatically enter specific text	Select a link in the Description column on the Variables tab. The finished letter replaces the code you see with the specified information from the job order.
View a list of impactful terms that convey initiative and achievement	Select the Action Words tab. A filterable list of verbs, divided by category, displays—select the words you want to add to your text.
Strip all of the text in the editor of any formatting, such as bold or italicized text, bulleted lists, etc.	Select the <b>Remove All Formatting</b> link.
Remove everything	Select the <b>Clear Text</b> link.
See how the letter looks when delivering it to the employer	Select the <b>Preview</b> link.



Note: Cover letters you create here are available for selection in other jobs listed by preferred employers and are saved to the communication templates list in your Communications Center.

- b. To customize your cover letter or save as a new one, select the **Edit Cover Letter** link and repeat the above steps.

8. To include any additional documents you saved to the system, select the link in the Additional Documents section to attach or upload it.
9. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you specified in your résumé.
10. Select the **Submit Application** button to complete your application to the job. The Job Application Successful page confirms your application. Good luck!

## Steps to Apply for a Job with External Employers Using Your Online Résumé

1. Select the **[Job Title]**, **Apply**, or **View** links for a desired position to display the Job Details page.
2. Select the **Apply** button. The employers website opens in a new browser tab where you can review and apply to the job according to the employer's application requirements.

## Tips for Success

- Keep track of which résumé you used for which application. That way, when a recruiter calls, you know exactly which version they have.
- Use variables in your cover letters to make them reusable for multiple positions. Variables (also called placeholders or merge fields) let you automatically insert unique details for each recipient without manually rewriting each letter.
- For external jobs, be prepared with electronic copies of your résumé and cover letter, saved to your machine for easy retrieval for uploading to the employer website.

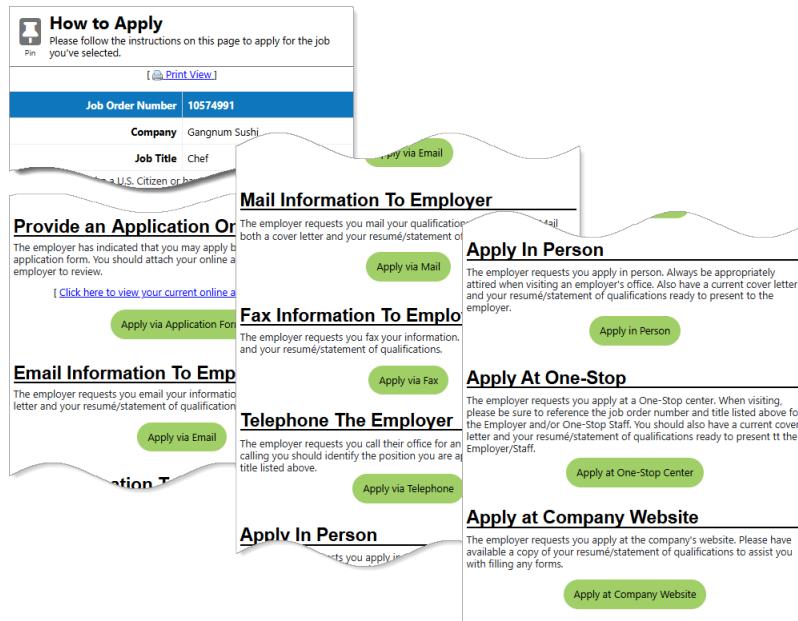
### Related Topics

- ["Apply for Suppressed Jobs" on page 352](#)
- ["6: Find a Job" on page 276](#)
- ["Other Ways to Apply for Jobs" on the next page](#)
- ["5: Manage Your Résumés" on page 239](#)
- ["8: Prepare for Interviews" on page 358](#)
- [Tips for Creating Cover and Follow-up Letters](#)
- ["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

# Other Ways to Apply for Jobs

## Overview

Not all employers accept applications directly through online job postings. Depending on their preferences, you may need to apply using other methods. These can include completing an online form on the employer's website, sending your résumé by email or mail, calling by phone, applying in person, or visiting a local One-Stop office. Using the method requested by the employer helps ensure your application is received and reviewed promptly.



*How to Apply Page – Alternative Application Methods*

## Where to Find This Feature

- Top menu bar > Résumé > Résumé Preview > Suggested Jobs Based on Your Résumé (at the bottom) > Apply
- Left navigation menu > Quick Menu > Job Search > Apply
- Left navigation menu > Quick Menu > Job Search > Job Details > Apply
- My Dashboard > Personalized Job Matches > Apply
- My Dashboard > Widgets > Job Seeker Services > Job Search > Apply
- Directory of Services > Quick Menu > Job Search > Apply

## Steps to Use Other Application Methods

Some employers may request that you apply using a specific method other than the standard online application. Each option below includes detailed steps and helpful tips for submitting your application successfully. Select a method to expand and view instructions.



### Note:

Application options listed on the How to Apply page are limited to those accepted by the employer; for example, you may see only *Online Résumé* and *Company Website* selections.

Your site may display different options from those shown here.

### With an Online Application and Cover Letter



Note: Applying via online application submits all of your background information to the employer. See "[Manage Your Background Information](#)" on page 132 for details.

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply via Application Form** button. The Provide an Application Online page displays.
5. To see the information you are providing to the employer, select the **Click here to view your current online application form** link.
6. To change the information you are providing to the employer, select the **Background Wizard** link. See "[Manage Your Background Information](#)" on page 132 for details.
7. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
8. To include a personal introduction, select a cover letter from the drop-down list in the Attachment Options section.

- a. To create a cover letter if none are available, select the **Create Cover Letter** link. The Letter Builder page displays.
  - i. Employer contact information prefills from the job order in the Letter Recipient section. Modify the information, if required.
  - ii. In the Letter section, enter a **Letter Name** for the cover letter.
  - iii. Enter the text of your letter in the editor window. You can use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
  - iv. To use cover letter templates that you created, select the **Text Templates** link and select one from the list on the Templates tab. Other tabs include Saved Text, Variables, and Action Words.



Note: The templates are filtered for cover letters by default. To use a different kind of template, expand **Show Filter Options**, change the **Letter Type** in the drop-down list, and select the **Filter** link to display other template options.

#### Text Template Window Functions

To...	Do This...
View the contents of the template	Select the magnifying glass icon in the Preview column.
Apply the template to your text field	Select the link in the Description column.
Use a Saved Text template	Select the link in the Description column on the Saved Text tab.
Use a variable to automatically enter specific text	Select a link in the Description column on the Variables tab. The finished letter replaces the code you see with the specified information from the job order.
View a list of impactful terms that convey initiative and achievement	Select the Action Words tab. A filterable list of verbs, divided by category, displays—select the words you want to add to your text.
Strip all of the text in the	Select the <b>Remove All Formatting</b> link.

### Text Template Window Functions (continued)

To...	Do This...
editor of any formatting, such as bold or italicized text, bulleted lists, etc.	Remove everything      Select the <b>Clear Text</b> link.
See how the letter looks when delivering it to the employer	Select the <b>Preview</b> link.



Note: Cover letters you create here are available for selection in other jobs listed by preferred employers and are saved to the communication templates list in your Communications Center.

- b. To customize your cover letter or save as a new one, select the **Edit Cover Letter** link and repeat the above steps.
9. To include any additional documents you saved to the system, select the link in the Additional Documents section to attach or upload it.
10. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you specified in your résumé.
11. Select the **Submit Application** button to complete your application to the job. The Job Application Successful page confirms your application. Good luck!

### Through Email

1. Search for and identify the position you would like to apply to. See "6: Find a Job" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply via Email** button. The Email Information To Employer page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.

- a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.

6. To include a personal introduction, select a cover letter from the drop-down list in the Attachment Options section.

- a. To create a cover letter if none are available, select the **Create Cover Letter** link. The Letter Builder page displays.
  - i. Employer contact information prefills from the job order in the Letter Recipient section. Modify the information, if required.
  - ii. In the Letter section, enter a **Letter Name** for the cover letter.
  - iii. Enter the text of your letter in the editor window. You can use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
  - iv. To use cover letter templates that you created, select the **Text Templates** link and select one from the list on the Templates tab. Other tabs include Saved Text, Variables, and Action Words.



**Note:** The templates are filtered for cover letters by default. To use a different kind of template, expand **Show Filter Options**, change the **Letter Type** in the drop-down list, and select the **Filter** link to display other template options.

### Text Template Window Functions

To...	Do This...
View the contents of the template	Select the magnifying glass icon in the Preview column.
Apply the template to your text field	Select the link in the Description column.
Use a Saved Text template	Select the link in the Description column on the Saved Text tab.
Use a variable to automatically enter specific text	Select a link in the Description column on the Variables tab. The finished letter replaces the code you see with the specified information from the job order.

### Text Template Window Functions (continued)

To...	Do This...
View a list of impactful terms that convey initiative and achievement	Select the Action Words tab. A filterable list of verbs, divided by category, displays—select the words you want to add to your text.
Strip all of the text in the editor of any formatting, such as bold or italicized text, bulleted lists, etc.	Select the <b>Remove All Formatting</b> link.
Remove everything	Select the <b>Clear Text</b> link.
See how the letter looks when delivering it to the employer	Select the <b>Preview</b> link.



Note: Cover letters you create here are available for selection in other jobs listed by preferred employers and are saved to the communication templates list in your Communications Center.

- b. To customize your cover letter or save as a new one, select the **Edit Cover Letter** link and repeat the above steps.
7. To include any additional documents you saved to the system, select the link in the Additional Documents section to attach or upload it.
8. Select your résumé from the drop-down list in the Online Résumé section.
  - a. If you do not have a résumé in the system, click the **Create a Résumé** link to begin the process of creating a résumé. See "[5: Manage Your Résumés](#)" on page 239 for additional information.
  - b. To preview or change information on your selected résumé before sending it to the employer, click the **Edit a Résumé** link. See "[Edit a Résumé](#)" on page 250 for details.
9. Indicate whether to include your résumé as an *Attachment* or *In Email Body* using the **Send as** option buttons.
10. To include your online application as an attachment, check the box in the Online Application section.
11. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.

12. Select the **Continue** button. The Apply via Email page displays with email address information prefilled by the system, and your selected attachments in place.
13. Enter the text of your email in the **Message Body**.
  - a. To enhance your content, use the formatting tools at the top to bold, italicize, create bullet lists, adjust colors, include images, and more—adding clarity, emphasis, and visual appeal.
  - b. To remove the entry, select the **Clear Text** link.
  - c. To remove bold, italics, bullets, etc., but leave the content, select the **Remove All Formatting** link.
14. Select the **Send Email** button to complete your application to the job. The Job Application Successful page confirms your application. Good luck!

## Tips

- Don't copy and paste a generic message. Personalize each email for the employer.
- Keep your email concise and purposeful. In a few short paragraphs:
  - Introduce yourself and mention the position you are applying for.
  - Highlight one or two key qualifications that match the job.
  - Express enthusiasm for the opportunity.
  - Mention your attached documents (résumé, cover letter).
  - End with a polite thank-you and your contact information.
- Proofread for grammar, spelling, and tone – one small mistake can make a big difference.
- Emails sent Monday-Thursday mornings (8-11 AM) have the highest open rates. Avoid late nights or weekends if possible.

## By Mail

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply via Mail** button. The Mail Information To Employer page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.

- a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The Employer notification successful page displays. Take note of the employer's mailing address.
8. Create hard copies of your résumé and cover letter, and mail them to the employer's mailing address.

The employer receives a system notification that you are applying for the job. The notification includes your name and phone number, and a link to view your applicant information, including skills, employment history and education, your answers to the application questions (if any), and more. Good luck!

## Tips

- Do not wait to get your hard copies in the mail; do so as soon as possible—even the same day. Use First-Class with tracking (USPS tracking or certificate of mailing). This shows that you are both interested and responsible.
- Use clean white 24 lb paper; print single-sided; no staples (use a paper clip).
- Indicate the job title, job order number, and employer name exactly as listed on the How to Apply page.
- Three to five business days after mailing, call or email the contact listed (or your workforce staff contact) to confirm receipt and reiterate your interest. Reference the tracking number and job order number.

## By Fax

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply via Fax** button. The Fax Information To Employer page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.

- a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The Employer Notification Successful page displays. Take note of the employer's fax number.
8. Create hard copies of your résumé and cover letter, and fax them to the employer's fax number.

The employer receives a system notification that you are applying for the job. The notification includes your name and phone number, and a link to view your applicant information, including skills, employment history and education, your answers to the application questions (if any), and more. Good luck!

## Tips

- Do not wait to fax your hard copies—do it preferably the same day. This shows that you are both interested and responsible.
- Use a Fax Cover Sheet and include your name, phone number, and email address, the employer's name, company, and fax number, date and number of pages (including the cover sheet), and a subject line (e.g., Application for Chef Position - [Your Name]).
- Indicate the job title, job order number, and employer name exactly as listed on the How to Apply page.
- Use high-contrast black text on plain white paper; avoid colors, logos with shading, or fancy borders.
- Make sure fonts are clear and standard (Arial, Calibri, or Times New Roman, 11-12 pt).
- Three to five business days after faxing, call or email the contact listed (or your workforce staff contact) to confirm receipt and reiterate your interest.

## Over the Phone

1. Search for and identify the position you would like to apply to. See "6: Find a Job" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply via Telephone** button. The Telephone The Employer page displays.

5. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The Employer Notification Successful page displays. Take note of the employer's telephone number.
8. Call the employer to apply for the job.

The employer receives a system notification that you are applying for the job. The notification includes your name and phone number, and a link to view your applicant information, including skills, employment history and education, your answers to the application questions (if any), and more. Good luck!

## Tips

- Do not dial until you are fully ready. Have your résumé in front of you so you can reference exact dates, positions, and certifications, and prepare a short self-introduction (30 seconds max); for example *“Hello, my name is [Your Name]. I’m a professional chef with over ten years of experience in sushi and Japanese cuisine. I am calling regarding the Chef position you posted on the workforce site.”*
- Practice a polite, confident tone. Speak slowly and clearly; smile while speaking—it makes your voice sound more pleasant.
- Keep a notepad and pen nearby to write down the name of the person you speak to, date and time of the call, and any instructions (e.g., “Bring résumé on Tuesday,” “Ask for Manager Kim”). This helps you follow up properly later.
- Avoid peak business hours or meal times. The best times are usually 10:00-11:30 a.m. or 2:30-4:30 p.m. on weekdays.
- If no one answers, leave a professional voicemail; for example, *“Hello, this is [Your Name] calling about the Chef position you have posted. I wanted to introduce myself and confirm that my application was received. You can reach me at [phone number]. Thank you very much for your time.”* Keep it under 30 seconds and speak clearly.

## In Person

1. Search for and identify the position you would like to apply to. See ["6: Find a Job" on page 276](#) for details.
2. Select the **Apply** button.

3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply in Person** button. The Apply In Person page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The Employer Notification Successful page displays. Take note of the employer's address.
8. To display the employer's location in Google Maps in a new browser tab, select the **Map Location** link.
9. To see how to get there, select the **Driving Directions** link.
10. Visit the employer to apply for the job.

The employer receives a system notification that you are applying for the job. The notification includes your name and phone number, and a link to view your applicant information, including skills, employment history and education, your answers to the application questions (if any), and more. Good luck!

## Tips

- Do your homework. Research the business: learn its products, market, company culture, clientele, etc.
- Write down the position title and employer name exactly as listed in the job posting.
- Bring multiple clean copies of your résumé and cover letter – printed on white paper, unstapled, and easy to hand over.
- First impressions are instant. Dress one level more formal than the job requires. Even if you are just “dropping off a résumé,” assume the manager might step out and interview you on the spot.
- Visit mid-morning (10-11:30 a.m.) or mid-afternoon (2-4 p.m.), when managers are least busy.
- Wait two or three business days, then call or visit again politely. Persistence (without being pushy) shows genuine interest.

## At a One-Stop Office

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply at One-Stop Center** button. The Apply At One-Stop page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The Employer Notification Successful page displays. Take note of the closest office location and other locations in your area.
8. To see all available locations for your state listed by county, select the **View all locations** link at the bottom of the page.
9. To contact a One-Stop office you can telephone them or select their email link to send a message.
10. To display the office location in Google Maps in a new browser tab, select the **Map Location** link.
11. Visit the One-Stop office to apply for the job.

The employer receives a system notification that you are applying for the job. The notification includes your name and phone number, and a link to view your applicant information, including skills, employment history and education, your answers to the application questions (if any), and more. Good luck!

## Tips

- Even though it's not a job interview, treat your visit like one. Dress neatly (business casual at minimum), be polite to everyone, and avoid using your phone while waiting or talking to staff.
- Bring required identification and documents, such as your photo ID (driver's license, state ID, or passport), Social Security card, copies of your résumé (2-3 copies), and a list of professional references. Having everything ready speeds up your application and shows professionalism.
- If you have not heard back after about a week, politely call or email the office for a status update.

## On a Company Website

1. Search for and identify the position you would like to apply to. See "[6: Find a Job](#)" on page 276 for details.
2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button. The How to Apply page displays with all application options accepted by the employer listed.
4. Select the **Apply at Company Website** button. The Apply at Company Website page displays.
5. Review the information required by the employer in the Job Applicant Information Needed section.
  - a. Select the **Edit** link for any items needing attention (marked with a red X) to display a page for adding or editing the item as required. Only when all requirements are complete and display a green check can the application proceed.
6. Check the box to acknowledge that you are providing your contact information to the employer posting the job in addition to any other information you may have added to your background.
7. Select the **Continue** button. The employer's website opens in a new tab for you to complete your application submission. In addition, on the Employer Notification Successful page that displays there is a link to navigate to the employer's website.

## Tips

- Bookmark the employer's website in case you need to log back in or update your application later.
- Tailor Your résumé for the employer's website. Use simple formatting (no tables, columns, or graphics), save your résumé as a PDF or Word document, depending on the instructions, and include the exact words from the job posting (e.g., "Financial Analyst," not just "Accountant").
- Even if the website says the cover letter is optional, include one – it shows initiative.
- If the system lets you upload multiple documents, include certificates, reference letters, or portfolios when relevant.
- After about a week, follow up politely with HR or the hiring manager if contact info is listed.

## Related Topics

["Apply with an Online Résumé and Cover Letter" on page 334](#)

["6: Find a Job" on page 276](#)

["5: Manage Your Résumés" on page 239](#)

["8: Prepare for Interviews" on page 358](#)

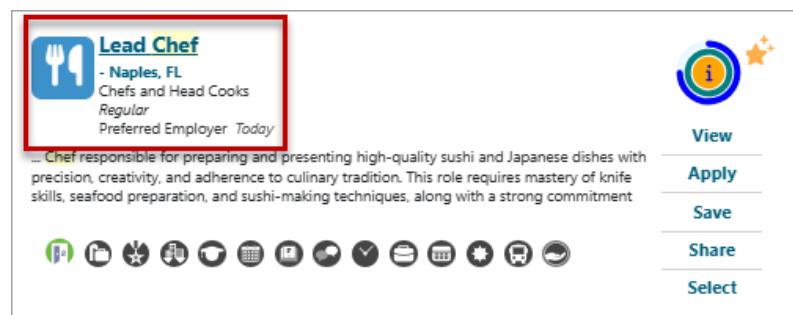
[Tips for Creating Cover and Follow-up Letters](#)

["Use Your Résumé to Find and Apply for Jobs" on page 274](#)

# Apply for Suppressed Jobs

## Overview

Suppressed jobs are those where the employer requests the pre-screening of applicants by staff. Workforce staff can eliminate applicants who do not meet basic criteria (like education, certification, or experience), leaving the employer with a short list of strong prospects. The employer name and address are not displayed to the job seeker, and there is no way to contact them directly to apply. Prospective applicants must go through staff to complete the application process, usually by visiting their local One-Stop office.



*Suppressed Job Listing – Job Title Only; No Company Identification*

## Where to Find This Feature

- Top menu bar > Résumé > Résumé Preview > Suggested Jobs Based on Your Résumé (at the bottom) > Apply
- Left navigation menu > Quick Menu > Job Search > Apply
- Left navigation menu > Quick Menu > Job Search > Job Details > Apply
- My Dashboard > Personalized Job Matches > Apply
- My Dashboard > Widgets > Job Seeker Services > Job Search > Apply
- Directory of Services > Quick Menu > Job Search > Apply

## Steps to Apply to a Suppressed Job

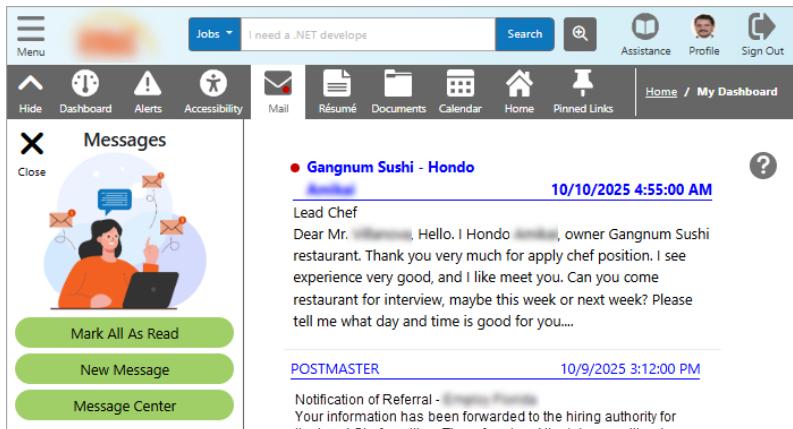


Note: Your site may display different options from those shown here.

1. Search for and identify the position you would like to apply to. See "6: Find a Job" on page 276 for details.

2. Select the **Apply** button.
3. If the job application includes Applicant Screening Questions, answer them and select the **Next** button.
4. On the How to Apply page, select your résumé from the drop-down list:
  - a. To preview or change information on your selected résumé before sending it to the employer, click the **Edit a Résumé** link. See "[Edit a Résumé](#)" on page 250 for details.
  - b. If you do not have a résumé in the system, click the **Create a Résumé** link to begin the process of creating a résumé. See "[5: Manage Your Résumés](#)" on page 239 for additional information.
5. Select the **Please have a staff person contact me** button. You are referred to your local One-Stop office for immediate information or staff contacts you within 72 hours.

Your qualifications are first evaluated by Workforce staff. If you meet the requirements, your information is forwarded to the employer. The employer then reviews your résumé and, if interested in moving forward, contacts you through system messaging, by email, phone, or another available method.



*Interested Employer Response – System Message Example*

## Tips for Success

Because staff members screen applications first, your résumé needs to clearly demonstrate that you meet the minimum qualifications listed in the job posting:

- Highlight education, certifications, and required experience at the top.
- Use the same keywords that appear in the job description – this helps staff quickly confirm your eligibility.
- Keep your résumé neat, factual, and error-free, as staff may reject unclear or incomplete applications.

## Related Topics

"Apply with an Online Résumé and Cover Letter" on page 334

"6: Find a Job" on page 276

"Other Ways to Apply for Jobs" on page 339

"5: Manage Your Résumés" on page 239

"8: Prepare for Interviews" on page 358

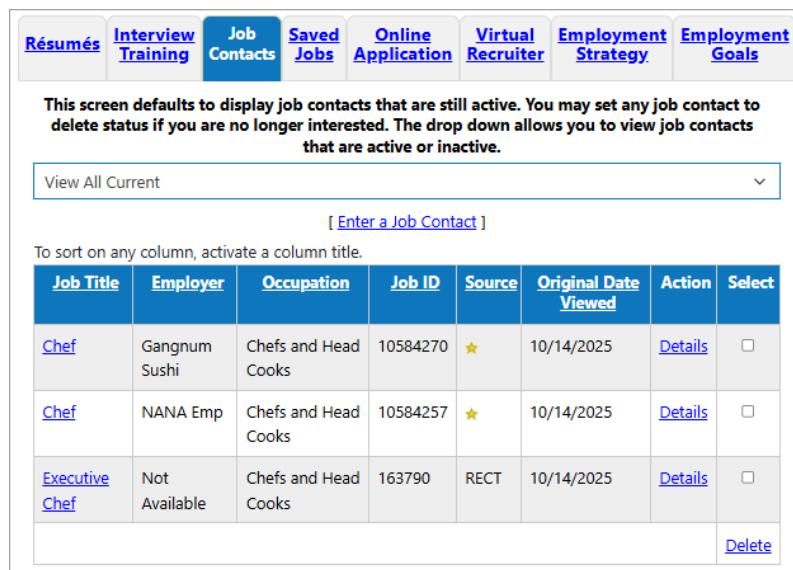
Tips for Creating Cover and Follow-up Letters

"Use Your Résumé to Find and Apply for Jobs" on page 274

# Track Your Application Status

## Overview

When you apply to multiple jobs, it is easy to lose track of where you stand with each one. Tracking helps you know which companies you applied to and when, quickly reference details when an employer calls or emails you and it keeps your job hunt from turning chaotic and ensures you always know your next step.



Job Title	Employer	Occupation	Job ID	Source	Original Date Viewed	Action	Select
Chef	Gangnum Sushi	Chefs and Head Cooks	10584270	★	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>
Chef	NANA Emp	Chefs and Head Cooks	10584257	★	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>
Executive Chef	Not Available	Chefs and Head Cooks	163790	RECT	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>

*Employment Plan Profile – Job Contacts Tab*

## Where to Find This Feature

- Header bar > Profile > My Individual Plans > Employment Plan Profile > Job Contacts tab
- Top menu bar > Résumé > Job Contacts tab

- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Job Contacts tab
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs > Job Contacts tab
- My Dashboard > Widgets > Smart Seeker > Additional Options > Job Contacts tab
- Directory of Services > Job Seeker Services > My Saved Jobs > Job Contacts tab

## Steps to Track Your Job Applications



Note: Your site may display different options from those shown here.

- Select the **[Job Title]** link in that column or the **Details** link in the Action column for a job application you wish to track to display the Job Details page.

The page consists of two tabs, Job Details and Interview Prep. On the Job Details tab you can keep track of your application status by performing the following activities:

### Job Details Tab

To...	Do This:
Display full details about the position	<p>Select the <b>View Job Details</b> link in the Job Information section. See "<a href="#">Job Details Page Overview</a>" on page 326 for additional information.</p> <p> At the bottom of the Job Details page is a <b>Track your application status</b> link that returns you to the Job Details tab.</p>
Review your application history	See the method used to apply to the position. If you applied more than once, each method is listed. If you applied with a résumé, you can select the <b>view</b> link to display the résumé you used for the application.
Modify the employer	The Employer Information section contains the employer's name and address, prefilled from the job order. You can change it as needed.
Provide contact details	Select the <b>Initial Contact Method</b> from the drop-down list in the Contact Information section. To enter additional details for an individual spoke with about the application process, provide their name, title, email, etc. in the fields

### Job Details Tab (continued)

To...	Do This:
Record your application's progress	provided. In the Application Information section, you can provide details about your level of interest and where you are in the hiring process (applied, interviewed, hired, etc.).
Add notes	Entering additional information about the job in the Notes section, such as how you felt about the company culture, role fit, or interviewer—helps later when comparing multiple opportunities. You may also use this field to remind yourself of topics discussed or questions to ask later.
Remove the application	Select the <b>Delete Application</b> link at the bottom of the page and <b>Ok</b> on the confirmation pop-up.

2. Select the **Save** button to save the information and return to the Job Contacts tab of your employment plan profile.
3. To prepare for an interview, reopen the Job Details page and select the Interview Prep tab. Three sections allow you to create Occupation Related Terms, Practice Interview Questions, and Follow Up Questions for the position. See "["Prepare with Practice Questions and Industry Terms" on page 362](#) for details.

## Tips

- Add Detailed Notes – Don't rely on memory; record insights such as who you talked to and their role, what stood out about the company culture, questions you asked or want to ask next time, and personal impressions. These notes are invaluable for personalized follow-ups or comparing offers later.
- Check your messages regularly for employer and recruiter inquiries.
- Every few weeks, look at your tracking information to spot patterns:
  - What kind of roles call you back most often?
  - Which industries or employers respond faster?
  - What resume or approach seems most effective?

Learning from your data helps refine your job-search strategy.

## Related Topics

- ["7: Apply for Jobs" on page 334](#)
- ["6: Find a Job" on page 276](#)
- ["9: Track Your Employment Activities" on page 368](#)

## 8: Prepare for Interviews

Preparing for your interview shows that you value the interviewer's time and are serious about the opportunity. Employers notice when candidates come in knowledgeable and engaged; it signals reliability, focus, and genuine interest. Many people get nervous in interviews. Preparation reduces anxiety because you:

- Anticipate common questions
- Practiced your responses
- Have examples ready from your experience

This lets you think more clearly and stay calm under pressure. The system provides interview preparation tools to help you be at your best when the big moment arrives.

See the following topics for more information:

Interview Smarter: Essential Tips for Job Seekers .....	359
Interviewing Best Practices .....	360
Prepare with Practice Questions and Industry Terms .....	362
Practice Interviewing with Big Interview .....	364
Practice Interviewing with StandOut Interview .....	366

## Interview Smarter: Essential Tips for Job Seekers



*Simple strategies to show your best self in every conversation*

### First Impressions Begin Before You Speak

From the moment you enter the building or log into a virtual meeting, you're being evaluated. Arrive a little early, dress appropriately for the role and company culture, and greet everyone you meet with courtesy – not just the interviewer.

### Do Your Homework

Interviewers notice when you've prepared. Research the company's mission, values, and recent projects. Familiarize yourself with the role description, and think about how your skills and experiences align with their needs. This preparation shows initiative and interest.

## Practice – But Stay Natural

Rehearse answers to common questions like “Tell me about yourself” or “What’s your greatest strength?” so you’re not caught off guard. Practice out loud, but don’t memorize word-for-word – you want to sound confident and conversational, not robotic.

## Highlight Stories, Not Just Skills

Employers remember examples. Use the **STAR method** (Situation, Task, Action, Result) to structure answers. Instead of saying “I’m a problem solver,” share a story about a challenge you solved and the positive outcome it created.

## Show Enthusiasm and Curiosity

Interviews are two-way conversations. Smile, engage, and ask thoughtful questions about the role or team. This shows you’re not just interested in any job, but in this job.

## Handle Nerves with Confidence

It’s natural to feel nervous, but preparation and mindset help. Take deep breaths, pause before answering if needed, and focus on having a professional conversation rather than delivering “perfect” answers.

## Follow Up Afterward

Don’t let the conversation end when you walk out. Send a thank-you note or email within 24 hours, reinforcing your enthusiasm for the role and highlighting a key point from the interview.

### Related Topics

- ["8: Prepare for Interviews" on page 358](#)
- ["Practice Interviewing with Big Interview" on page 364](#)
- ["Practice Interviewing with StandOut Interview" on page 366](#)
- ["Prepare with Practice Questions and Industry Terms" on page 362](#)

## Interviewing Best Practices

### Overview

Preparation means more than reviewing your résumé – it is organizing your materials, researching the employer, and being ready to have a genuine, confident conversation. By planning ahead, you will

project professionalism, build credibility, and turn your interview into a productive two-way exchange.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Job Seeker Services > 10 Steps

## Be Prepared and Support Your Résumé

Your résumé opens the door, but your interview and work samples prove what you can do. Bring materials that demonstrate your skills and professionalism.

### Work Samples

A well-prepared portfolio strengthens your credibility and helps employers visualize your skills.

- **Purpose** - Samples showcase your actual capabilities beyond what is written in your résumé.
- **When to Send** - Submit samples only if requested. Protect proprietary or confidential materials – instead, mention that you can present them during an interview.
- **Collecting Samples** - Review your résumé and identify work you can show. Gather examples, photos, documents, or videos that illustrate your experience.
- **Refining & Presenting** - Choose clean, professional, and relevant samples. Replace damaged or cluttered pieces. Organize them in logical order to match your résumé.
- **Packaging** - Use a neat portfolio, binder, or case. Make sure materials are easy to carry, display, and put away.
- **Leaving Samples** - Only leave copies of non-sensitive materials. Keep originals or proprietary work in your possession.

## Get Ready for Your Visit



Note: To help you prepare for your interview, we give you a space to take notes and practice before the interview begins (see "Prepare with Practice Questions and Industry Terms" on the next page).

- **Know the Location** - Confirm directions and travel time; visit beforehand if possible.
- **Research the Employer** - Learn about their products, values, and dress code.
- **Prepare Questions** - Interviews are two-way conversations. Plan thoughtful questions to show interest.
- **Confirm and Arrive Early** - Arrive 10-15 minutes early with your résumé, references, and identification.
- **Application Forms** - Complete any paperwork neatly and fully – do not just refer to your résumé.

## Interviewing: A Two-Way Street

- **Comfort & Confidence** - You've been invited because the employer sees potential. Preparation builds calm, confidence, and professionalism.
- **Passive vs. Active Confidence**
  - **Passive confidence** - Waiting for questions and answering politely.
  - **Active confidence** - Engaging naturally, asking questions, and showing curiosity. Employers value genuine conversation and initiative.

## Interview Tips and Guidelines

- **Anticipate Questions** - Prepare answers to common topics – motivation, experience, goals, and past challenges.
- **Project Professionalism** - Maintain good posture, eye contact, and speak clearly. Dress neatly and appropriately.
- **Show Internal Qualities** - Highlight teamwork, adaptability, and responsibility through your examples.
- **Stay Observant** - Use waiting time to notice company details and displays that could start a conversation.
- **Ask Questions Thoughtfully** - Take cues from the interviewer's pauses or tone.
- **Discuss Salary Wisely** - Wait until later in the interview or when the employer introduces the subject.

### Related Topics

["Prepare with Practice Questions and Industry Terms" below](#)

["Practice Interviewing with StandOut Interview" on page 366](#)

["Practice Interviewing with Big Interview" on page 364](#)

## Prepare with Practice Questions and Industry Terms

### Overview

Interviews are stressful. Preparation is one key to help you manage and eliminate that stress. This page is designed to help you prepare for your interview by providing a space to take notes and practice before the interview begins.

- **Occupation Related Terms** - To help prepare for your upcoming interview, create a list of industry terms. Familiarizing yourself with these terms not only demonstrates your industry knowledge but

also enhances your confidence during the interview process.

- **Practice Interview Questions** - You can compile a list of questions related to your work history, education, and other work experience. A balance between questions that highlight your strengths and those that address potential challenges or areas of growth are suggested. This strategic approach ensures you are well-prepared to navigate various aspects of your professional journey, presenting a well-rounded and compelling narrative to prospective employers.
- **Follow Up Questions** - To ensure you leave a lasting impression, prepare and rehearse thoughtful inquiries to pose to the employer at the conclusion of your interview. These questions are crucial to demonstrate your interest and engagement during the interview.

## Where to Find This Feature

- Header bar > Profile icon > My Individual Plans folder > Employment Plan Profile folder > Job Contacts tab
- My Dashboard > Widgets > My Employment Plan > Job Applications
- My Dashboard > Widgets > Smart Seeker > Additional Options > Job Contacts
- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Job Contacts tab
- Directory of Services > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Job Contacts tab

## Steps to Prepare for an Interview

1. Select the link in the Job Title column or the **Details** link in the Action column for the job with an upcoming interview you want to prepare for. The Job Details page displays.
2. Select the **View Job Details** link in the Job Information section:
  - a. Review all details about the company and the specific job.
  - b. Take notes to use for your interview preparation. Keep in mind specific job terms, interview questions you would ask if you were the hiring manager, and follow-up questions you want to ask during the interview.
  - c. Select the **Return to application** button at the bottom of the page.
3. Select the Interview Prep tab and use the text boxes provided to store your notes about the selected job:



Note: You must select the Save button directly below the text box in each section or your changes will not be saved.

- a. Fill in Occupation Related Terms and select the **Save** button directly below the text box.
- b. Fill in Practice Interview Questions and select the **Save** button directly below the text box.
- c. Fill in Follow Up Questions and select the **Save** button directly below the text box.
- d. Below each text box:
  - i. Use the **Clear Text** link to empty the text box and start entering your notes again.
  - ii. Use the **Remove All Formatting** link to remove any text formatting in the text box. You are left with a single line of text.

4. Come back often to review and update your notes, especially right before your interview.

## Related Topics

["Interviewing Best Practices" on page 360](#)

["Practice Interviewing with StandOut Interview" on page 366](#)

["Practice Interviewing with Big Interview" below](#)

["Track Your Application Status" on page 370](#)

# Practice Interviewing with Big Interview

## Overview



Note: Your site may not include this optional feature.

The Interview Training tab helps you prepare for successful interviews with guided learning tracks and practice interviews using the Big Interview™ online system that combines training and practice to help you improve your interview technique and build confidence. Use this interview training tool to:

- Practice various types of interview questions, including general, behavioral, and technical. Be sure to check out the question sets for all industry and identity groups.
- Get immediate feedback on your interview answers and delivery, from eye contact to filler words, using the Mock Interview AI Feedback Tool.
- Learn an easy formula for answering all of the most important interview questions.
- Discover tips for how to use the job description to make convincing arguments.

## Where to Find This Feature

- Header bar > Profile icon > My Individual Plans folder > Employment Plan Profile folder > Interview Training tab
- Directory of Services > Job Seeker Services > Interview Training

- Interview Training Dashboard Widget > Interview Training
- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Interview Training tab
- Left navigation menu > Services for Individuals > Job Seeker Services > Interview Training
- Footer bar > Services for Individuals > Job Seeker Services > Interview Training

## Steps to Practice Interviews

Get good in less than 2 hours

### Guided Learning Fast Track

1. Select the **Start Fast Track** link. Your Big Interview session displays in a new tab.
2. Select the Fast Track **Start Learning** button.
3. Enjoy the Fast Track coursework.
4. When done, select *Logout* from your user name drop-down in the upper right corner of the page, close the tab, and return to the system.
5. Refresh the Interview Training tab. The Fast Track progress bar shows the percentage complete and remaining for this track.
6. Click the **Continue Now** link to return to Big Interview and continue where you previously left off.

Become an interview expert

### Guided Learning Mastery Track

1. Click the **Start Mastery Track** link. Your Big Interview session displays in a new tab.
2. Select the Mastery Track **Start Learning** button.
3. Enjoy the Mastery Track coursework.
4. When done, select *Logout* from your user name drop-down in the upper right corner of the page, close the tab, and return to the system.
5. Refresh the Interview Training tab. The Mastery Track progress bar shows the percentage complete and remaining for this track.
6. Click the **Continue Now** link to return to Big Interview and continue where you previously left off.

Explore Big Interview on your own

### Search for a Virtual Interview

If this is the first time accessing this tab, the system displays no practice interviews.

1. Select the **Search for a Virtual Interview** button. Your Big Interview session displays in a new tab.
2. Complete as many practice interviews as you can to build confidence and improve your responses.
3. When done, select *Logout* from your user name drop-down in the upper right corner of the page, close the tab, and return to the system.
4. Refresh the Interview Training tab. The Practice Interviews section populates with information about the practice interviews you performed on the Big Interview site.
5. Select the **Review** and **Retake** links in the Action column to return to Big Interview and continue practicing.

## Tips for Success

Preparing for interviews is an important step toward landing your dream job. Use this tool to practice with mock interviews for your chosen occupation, review your results, retake interviews to refine your technique, and receive feedback from raters to strengthen your interviewing skills.

### Related Topics

["Interviewing Best Practices" on page 360](#)

["Prepare with Practice Questions and Industry Terms" on page 362](#)

["Practice Interviewing with StandOut Interview" below](#)

## Practice Interviewing with StandOut Interview

### Overview



Note: Your site may not include this optional feature.

Looking for a job or preparing for your next interview? Build the confidence you need with StandOut®, a powerful interview practice tool featuring real questions from employers and university career centers.

You can gain confidence and enhance your interviewing skills through personalized, AI-guided practice. Select and practice mock interviews from hundreds of occupation choices. Review results on your own or with staff to improve your technique.

StandOut helps you build your interviewing skills by improving your word choice, speech clarity, and style. Receive targeted feedback along the way that helps you identify and focus on specific areas for improvement. With consistent practice, you will gain confidence for interviews and other professional or social settings.

## Where to Find This Feature

- Header bar > Profile icon > My Individual Plans folder > Employment Plan Profile folder > StandOut Interviews tab
- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > StandOut Interviews tab
- My Dashboard > Widgets > My Employment Plan > Job Applications > StandOut Interviews tab

## Steps to Practice Interviews

If this is the first time accessing this tab, the system displays no activity information.

1. Select the **Search for a StandOut Interview** button. Your StandOut session displays in a new tab.
2. Complete as many practice interviews as you can to build confidence and improve your responses.
3. When done, select *Log Out* from your user name drop-down in the upper right corner of the page, close the tab, and return to the system.
4. Refresh the StandOut Interviews tab. The StandOut Practice Interviews section is populated with information about the practice interviews you performed on the StandOut Interview system.
5. Select an Activity link to return to StandOut and continue where you previously left off.

## Tips for Success

StandOut provides self-guided practice and feedback to job seekers who want to improve their speaking skills and self-confidence. It allows you to reflect on your performance and practice until you are ready for your next interview.

- **Practice** - Learn how to answer succinctly and efficiently. Replay your recordings to see how you present yourself to future employers.
- **Reflect** - Track your progress to gain insights into what is working and what you need to improve to achieve the greatest level of success possible.
- **Interview** - Use the skills you master with StandOut to project confidence and land the job.

### Related Topics

["Interviewing Best Practices" on page 360](#)

["Prepare with Practice Questions and Industry Terms" on page 362](#)

["Practice Interviewing with Big Interview" on page 364](#)

# 9: Track Your Employment Activities

Brief overview

See the following topics for more information:

Review Your Statistics Panel .....	368
Access Your Job Search History .....	369
Track Your Application Status .....	370
Check Your Messages for Event Notifications and Employer Correspondence .....	373

## Review Your Statistics Panel

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Access Your Job Search History

### Overview

The tabs within your Search History folder let you view and manage your past occupation, job, training program, scholarship, and employer searches. This is helpful if you want to return to past search results quickly and easily, and you may have forgotten which search criteria you used.

## Where to Find This Feature

- Left Navigation Menu > Quick Menu > My Portfolio > My Individual Profiles > Search History Profile
- [name] link in the Welcome statement on the dashboard > My Individual Profiles > Search History
- Header bar > My Dashboard > Paths > More Paths button > My Individual Profiles > Search History Profile

## Steps to Display Your Job Search History Information

1. Access your Search History in your Individual Portfolio.
2. Select the desired search history list. The requested tab displays.
3. Perform the desired function to view and sort items on the displayed list, add or remove listed items, and perform additional searches.
4. Save your updated search information.

## About Search History

The Search History folder contains the following tabs to view your search results:

- Jobs - Contains information about the jobs you have searched for and viewed in the system
- Employers - Displays information about the employers you have searched for and/or have recorded information about.
- Programs - Displays a list of education or training programs you have searched for or accessed during a job search.
- Scholarships - Displays any scholarships you have researched.
- Occupations - Lists occupations you have researched during your job searches with a link to detailed labor market information.
- Industries - Lists any industries you have researched during your job searches with a link to detailed labor market information.
- Areas - Lists the geographical areas you have researched during your job searches with a link to detailed labor market information.

## Resources

### Related Topics

[Related link 1]

[Related link 2]

## Track Your Application Status

### Overview

When you apply to multiple jobs, it is easy to lose track of where you stand with each one. Tracking helps you know which companies you applied to and when, quickly reference details when an employer calls or emails you and it keeps your job hunt from turning chaotic and ensures you always know your next step.

[Résumés](#) [Interview Training](#) [Job Contacts](#) [Saved Jobs](#) [Online Application](#) [Virtual Recruiter](#) [Employment Strategy](#) [Employment Goals](#)

This screen defaults to display job contacts that are still active. You may set any job contact to delete status if you are no longer interested. The drop down allows you to view job contacts that are active or inactive.

[View All Current](#) ▼

[ [Enter a Job Contact](#) ]

To sort on any column, activate a column title.

Job Title	Employer	Occupation	Job ID	Source	Original Date Viewed	Action	Select
<a href="#">Chef</a>	Gangnum Sushi	Chefs and Head Cooks	10584270	★	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>
<a href="#">Chef</a>	NANA Emp	Chefs and Head Cooks	10584257	★	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>
<a href="#">Executive Chef</a>	Not Available	Chefs and Head Cooks	163790	RECT	10/14/2025	<a href="#">Details</a>	<input type="checkbox"/>

[Delete](#)

### Employment Plan Profile – Job Contacts Tab

## Where to Find This Feature

- Header bar > Profile > My Individual Plans > Employment Plan Profile > Job Contacts tab
- Top menu bar > Résumé > Job Contacts tab
- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans > Employment Plan Profile > Job Contacts tab
- My Dashboard > Widgets > Job Seeker Services > Saved Jobs > Job Contacts tab
- My Dashboard > Widgets > Smart Seeker > Additional Options > Job Contacts tab
- Directory of Services > Job Seeker Services > My Saved Jobs > Job Contacts tab

## Steps to Track Your Job Applications



Note: Your site may display different options from those shown here.

1. Select the **[Job Title]** link in that column or the **Details** link in the Action column for a job application you wish to track to display the Job Details page.

The page consists of two tabs, Job Details and Interview Prep. On the Job Details tab you can keep track of your application status by performing the following activities:

### Job Details Tab

To...	Do This:
Display full details about the position	<p>Select the <b>View Job Details</b> link in the Job Information section. See "<a href="#">Job Details Page Overview</a>" on page 326 for additional information.</p> <p> At the bottom of the Job Details page is a <b>Track your application status</b> link that returns you to the Job Details tab.</p>
Review your application history	<p>See the method used to apply to the position. If you applied more than once, each method is listed. If you applied with a résumé, you can select the <b>view</b> link to display the résumé you used for the application.</p>
Modify the employer	<p>The Employer Information section contains the employer's name and address, prefilled from the job order. You can change it as needed.</p>
Provide contact details	<p>Select the <b>Initial Contact Method</b> from the drop-down list in the Contact Information section. To enter additional details for an individual spoke with about the application process, provide their name, title, email, etc. in the fields provided.</p>
Record your application's progress	<p>In the Application Information section, you can provide details about your level of interest and where you are in the hiring process (applied, interviewed, hired, etc.).</p>
Add notes	<p>Entering additional information about the job in the Notes section, such as how you felt about the company culture, role fit, or interviewer—helps later when comparing multiple opportunities. You may also use this field to remind yourself of topics discussed or questions to ask later.</p>
Remove the application	<p>Select the <b>Delete Application</b> link at the bottom of the page and <b>Ok</b> on the confirmation pop-up.</p>

2. Select the **Save** button to save the information and return to the Job Contacts tab of your employment plan profile.

3. To prepare for an interview, reopen the Job Details page and select the Interview Prep tab. Three sections allow you to create Occupation Related Terms, Practice Interview Questions, and Follow Up Questions for the position. See ["Prepare with Practice Questions and Industry Terms" on page 362](#) for details.

## Tips

- Add Detailed Notes – Don't rely on memory; record insights such as who you talked to and their role, what stood out about the company culture, questions you asked or want to ask next time, and personal impressions. These notes are invaluable for personalized follow-ups or comparing offers later.
- Check your messages regularly for employer and recruiter inquiries.
- Every few weeks, look at your tracking information to spot patterns:
  - What kind of roles call you back most often?
  - Which industries or employers respond faster?
  - What resume or approach seems most effective?

Learning from your data helps refine your job-search strategy.

## Related Topics

["7: Apply for Jobs" on page 334](#)

["6: Find a Job" on page 276](#)

["9: Track Your Employment Activities" on page 368](#)

# Check Your Messages for Event Notifications and Employer Correspondence

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

- [Related link 1]
- [Related link 2]

# 10: Manage Your Messages and Letters

The Communication Center menu group has options that let you manage your internal messages, create letters, create correspondence and saved text templates, manage your system alert subscriptions, and view your sent and received email.

See the following topics for more information:

Manage Your Internal Messages .....	375
Manage Your Letters .....	378
Manage Your Letter Templates .....	385
Manage Your Saved Text Templates .....	388
Monitor Your Email Log .....	391

## Manage Your Internal Messages

Brief description

See the following topics for more information:

Create a Message .....	375
Handle Existing Messages and Folders .....	377

### Create a Message

#### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

[Related link 1]

[Related link 2]

## Handle Existing Messages and Folders

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

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2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

### About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

### Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

### Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

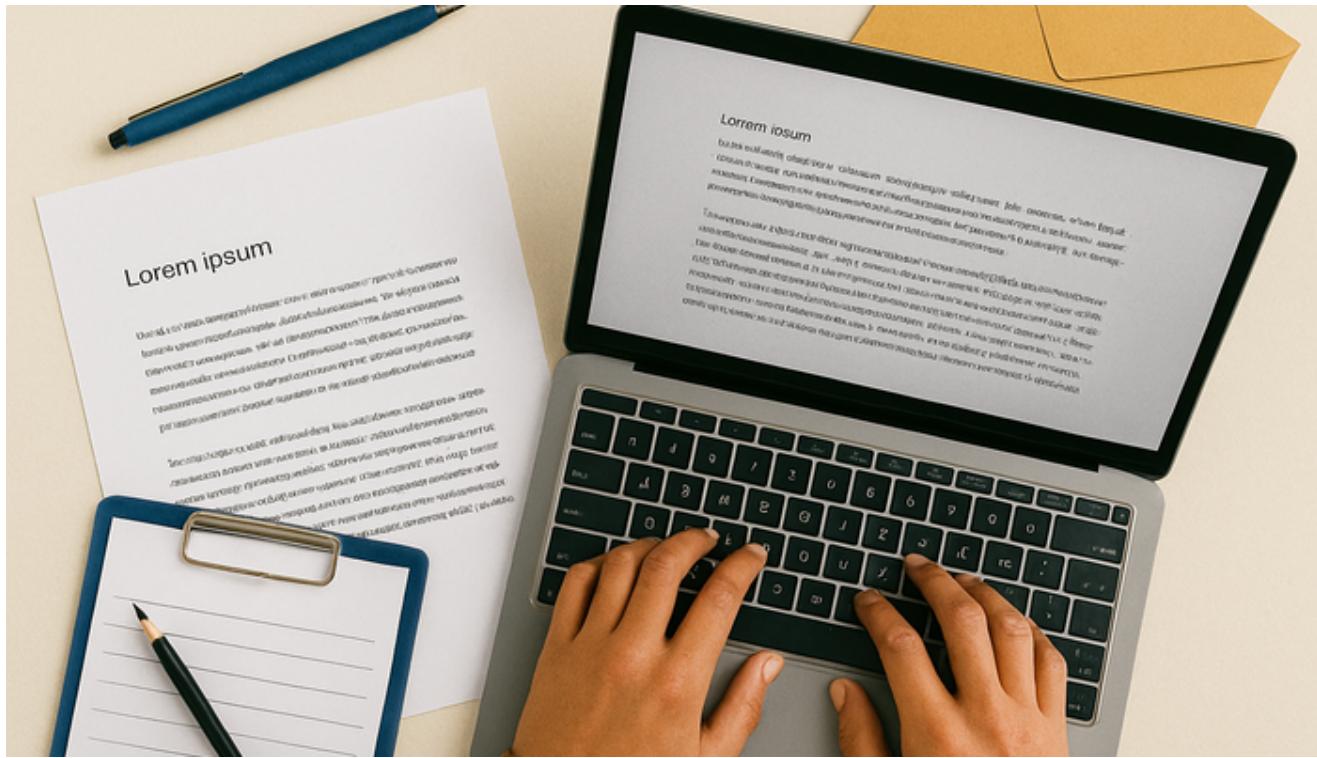
# Manage Your Letters

Brief description

See the following topics for more information:

Covering Every Step: From Cover Letters to Follow-Ups .....	379
Create a Letter .....	382
Work with Existing Letters .....	383
Send Letters with Job Applications .....	384

## Covering Every Step: From Cover Letters to Follow-Ups



*How to connect with employers and keep the conversation going*

### First Impressions Count: Mastering Cover Letter Etiquette

#### First Impressions Matter

Your cover letter – whether mailed, emailed, or submitted online with an application – is often your very first written contact with an employer. And in hiring, first impressions tend to last.

#### Follow the Employer's Instructions

Always send your materials in the format requested. If the employer asks for:

- Mail or fax → send a mailed or faxed copy
- Email → send an email with your résumé attached
- Phone call first → call before sending documents

Not following directions sends an unintended signal: that you may be unwilling or unable to follow instructions.

## Handwritten Letters: Think Twice

Unless your handwriting is exceptionally neat and professional, stick to typed or word-processed letters. Poor or flashy handwriting risks sending your résumé straight to the trash.

## Professional Tone is Key

No matter the method, your first message should read like a well-crafted cover letter: brief, concise, engaging, professional, and courteous.

## Using Letters Beyond the First Contact

- If asked to call first, draft a strong cover letter beforehand and use it as a script or reference.
- If the conversation goes well, follow up with a second letter highlighting the key points you discussed, along with your résumé.

## There's No One-Size-Fits-All

A single “perfect” cover letter doesn’t exist. But by adapting to each situation and employer’s instructions, you can write with impact and improve your chances of getting that interview invitation.

## From Thank You to Job Offer: The Power of Follow-Up Letters

## Why Follow-Up Letters Matter

Whether your interview went well or not, always follow up. Rarely is a job offered on the spot, so a thank-you letter keeps you engaged with the employer and shows professionalism.

## Managing the Post-Interview “Letdown”

It’s natural to feel a dip after an interview – you’ve invested energy and now face uncertainty. Writing a follow-up letter can help ease those feelings:

- It gives closure and a sense of action
- It keeps communication open with the employer
- It shifts your focus toward the next step, reducing stress

## Benefits of Sending a Follow-Up Letter

- Share thoughts or points you forgot to mention during the interview
- Reinforce your qualifications and enthusiasm while the meeting is still fresh
- Show gratitude and professionalism, which employers notice and value
- Increase your chances of being remembered for future roles, even if not selected this time

## What to Include in a Follow-Up Letter

Keep it brief and professional. Your goals should be to:

1. Thank the employer for the opportunity
2. Provide any information they requested
3. Highlight the strongest points from your interview
4. Reiterate your enthusiasm for the role and organization
5. Invite further contact at their convenience

## Mail or Email?

Either works – the important thing is timeliness and tone. The letter should be a warm, professional reminder of your qualifications and interest.

## Skip Handwriting (in Most Cases)

Unless your handwriting is exceptionally neat and professional, type or word-process your follow-up letter. Poor handwriting can undo a strong interview impression.

## No One-Size-Fits-All

There isn't a single "perfect" follow-up letter for every situation. Adapt your message to the conversation you had, reinforce your value, and show gratitude. Done well, your letter could be the bridge to a second interview – or even an offer.

### Related Topics

- ["Manage Your Letters" on page 378](#)
- ["Create a Letter" on the next page](#)
- ["Send Letters with Job Applications" on page 384](#)

## Create a Letter

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

### About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

### Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

### Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Work with Existing Letters

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Send Letters with Job Applications

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- [Related link 1]
- [Related link 2]

# Manage Your Letter Templates

Brief description

See the following topics for more information:

Create a Letter Template .....	386
Work with Existing Letter Templates .....	387

## Create a Letter Template

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Work with Existing Letter Templates

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

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1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
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Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Manage Your Saved Text Templates

Brief description

See the following topics for more information:

Create a Saved Text Template .....	389
Work with Existing Saved Text Templates .....	390

## Create a Saved Text Template

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

### About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

### Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

# Work with Existing Saved Text Templates

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

- [Related link 1]
- [Related link 2]

## Monitor Your Email Log

### Overview

The Email Log menu option opens the Email Log tab, which displays a log of your email messages -sent, received, and unable to send. Emails may include those sent to external email addresses with an attached résumé or email messages sent through the system to other users.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

From the Email Log tab, you can perform the following tasks:

- View Sent emails or Received emails - Select an option from the Display Emails drop-down list. The display automatically refreshes.
- Open an email - Select the **View** link in the Action column.

## About Email Log

The Email Log tab displays a log of your email messages - both sent and received. The emails may include those sent to external email addresses with an attached résumé, or email messages sent through the system to other users. If your system includes this feature, you will be able to send and receive emails through the system on the Email Log page.

### Related Topics

[Related link 1]

[Related link 2]

# 11: Manage Your Appointment and Event Calendars

You can manage your career development and job search efficiently through the Events and Appointments features. On the Events Calendar page, you can browse, filter, and register for upcoming Job Fairs, Workshops, and other events that align with your goals and support your job search. When you need one-on-one support, use the Appointment Request page to schedule time with staff members based on their available slots and your appointment type. Your Appointment Calendar helps you stay organized by displaying all your scheduled meetings and providing details for each one.

See the following topics for more information:

View Upcoming Events .....	393
Register for Job Fairs and Other Events .....	395
Manage Your Appointment Calendar .....	398
Request an Appointment with Staff .....	400

## View Upcoming Events

### Overview

The Events Calendar lets you explore upcoming opportunities in your area, including events that offer online registration, such as training classes or job fairs, posted by workforce center personnel. When you first reach this page, the Events Calendar displays events for the current month filtered for the workforce office associated with your location. You can refine your search using the provided filter criteria to find the perfect event to aid your job search.

**Filter Criteria**

To display by a specific area, please enter a Zip Code or select an LWIA/Region from the filters below.

Zip Code:	34683
Event Region:	Worknet Pinellas, Inc.
Event Office:	CareerSource Pinellas - 4440- Gulf-to-Bay center CareerSource Pinellas - 4430- Administration <b>CareerSource Pinellas - 4444- Tarpon Spring cen</b> CareerSource Pinellas - 4445-South County center

**Keyboard:** To select contiguous choices, hold the Shift key while pressing the Space bar or to select non-contiguous choices hold the control key while pressing the space bar. **Mouse:** Hold the Control key while clicking to select/unselect multiple Offices.

Event Category:	Workshop/Training Job Fair Meetings Rapid Response
-----------------	---

**Keyboard:** To select contiguous choices, hold the Shift key while pressing the Space bar or to select non-contiguous choices hold the control key while pressing the space bar. **Mouse:** Hold the Control key while clicking to select/unselect multiple

Event ID:

Event Title:  (Using Event ID will ignore all other selected criteria)

Event Date:  (MM/DD/YYYY)

Exact match  Begins with  Like

Change View Calendar View

Change Appearance: Windows7

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sunday, 9/28	Monday, 9/29	Tuesday, 9/30	Wednesday, 10/1	Thursday, 10/2	Friday, 10/3	Saturday, 10/4
Sunday, 10/5	Monday, 10/6	Tuesday, 10/7	Wednesday, 10/8	Thursday, 10/9	Friday, 10/10	Saturday, 10/11
Sunday, 10/12	Monday, 10/13	Tuesday, 10/14	Wednesday, 10/15	Thursday, 10/16	Friday, 10/17	Saturday, 10/18
Sunday, 10/19	Monday, 10/20	Tuesday, 10/21	Wednesday, 10/22	Thursday, 10/23	Friday, 10/24	Saturday, 10/25
Sunday, 10/26	Monday, 10/27	Tuesday, 10/28	Wednesday, 10/29	Thursday, 10/30	Friday, 10/31	Saturday, 11/1

[ Print Current View ]

### Events Calendar and Filter Criteria

## Where to Find This Feature

- Top menu bar > Calendar > Events
- Left navigation menu > Other Services > Appointment Center > Events Calendar
- Left navigation menu > My Individual Workspace > My Resources > Upcoming Events
- My Dashboard > Widgets > Current Events > More Events
- My Dashboard > Widgets > My Calendar > # Events or # Upcoming Events
- Directory of Services > Other Services > Appointment Center > Events Calendar

## Steps to Use the Events Calendar Page



Note: Your site may display different options from those shown here.

From this page, you can perform the following tasks:

- **Filter which events to display** - Use the filter criteria controls to display information by:
  - Event regions and offices (or statewide for particular event categories)
  - Event Categories
  - Event ID (this ignores all other criteria in filter fields)
  - Event Title (can choose *Exact match*, *Begins with*, or *Like*)
  - Event Date (select the **Calendar** icon to use the date picker)
  - Veterans Only (simply select the checkbox)
  - Location Type (helpful if you prefer in-person or online events)
  - Show only my events (using this ignores all other specified criteria)
  - To apply the filter(s) select the **Filter** link. Or to undo, choose the **Reset Filters** link.
- **Move to other calendar pages** - Use the controls on the top left and right of the calendar to display different days, weeks, months, and years.
- **View event details** - Select an event in the calendar to view the schedule, location, moderator, and registration method, or to register for the event or cancel an existing registration. Events you register for display in italics with '(Registered)' shown after the event name.
- **Print Calendar** - Select the **Print Current View** link, then at the bottom of the pop-up window, choose the **Print** button.

#### Related Topics

[Attend a Virtual Job Fair](#)

[Manage Your Appointment Calendar](#)

["Register for Job Fairs and Other Events" below](#)

## Register for Job Fairs and Other Events

### Overview

On the Events Calendar page you can view and register for Job Fairs, Workshops, and other events. You can filter the events displayed to quickly find the perfect event for you. Registration is done effortlessly with the click or tap of a button.

**Event Details**

Pin  Here you can view more information about this event. If this event requires online registration and you would like to attend, click the *Register* button. 

**Register**

This event is open for registration.

**Event Information**

<b>Event Title:</b>	Tampa Convention Center Job Fair
<b>Event ID:</b>	65
<b>Event Category:</b>	Job Fair
<b>Description:</b>	Top employers in the Tampa area
<b>Class Size:</b>	20
<b>Veterans Only:</b>	No
<b>Employers and Jobs:</b>	<a href="#">View Employers Attending the Job Fair</a>

*Registration Page for an Event*

## Where to Find This Feature

- Top menu bar > Calendar > Events
- Left navigation menu > Other Services > Appointment Center > Events Calendar
- Left navigation menu > My Individual Workspace > My Resources > Upcoming Events
- My Dashboard > Widgets > Current Events > More Events
- My Dashboard > Widgets > My Calendar > # Events or # Upcoming Events
- Directory of Services > Other Services > Appointment Center > Events Calendar

## Steps to Register for Job Fairs and Other Events



**Note:** Your site may display different options from those shown here.

1. To select which kinds of events display in the calendar, use the various filter criteria to choose what kind of event, location, etc. works best for your needs. Make sure to include the Job Fair option under the Event Category filter.
  - a. To apply your filters, select the **Filter** link.
  - b. To reset the filter criteria to the default selections when you first visited this page, select the **Reset Filters** link.
  - c. To ask for an appointment, use the **Request Appointment** link. See for details.
2. To preview the details of an event, hover over it in the calendar.
3. Once you discover an event you want to register for, select the title on the calendar. Please note that you may not register for events in the past.
4. Review the following sections for the event: Event Information, Schedule, Location, Moderator/Presenter, and Registration.
5. Select the **Register** button at the very top and very bottom of the details page if you would like to attend the event. A confirmation page displays once registered.
  - When you return to the Events Calendar in the system, the title of the event displays in italics and shows '(Registered)'.
6. To create an entry for a calendar application such as Outlook, select the **Download Event as vCalendar (.VCS) file** or **Download Event as iCalendar (.ICS) File** link. If you are unsure which link to use, try ICS first, as it is the more modern format.
  - You are prompted to download the file. Once downloaded, open the file to load it into your calendar application.
7. To cancel your registration, select the event on the calendar. When the Event Details page loads, select the **Cancel Registration** button and confirm you wish to cancel your registration by selecting the **OK** button. A message displays stating "*You have successfully canceled your registration for this event.*"
  - When you return to the Events Calendar in the system, the title of the event now shows ' (Canceled)'.

## Related Topics

[Attend a Virtual Job Fair](#)

[Manage Your Appointment Calendar](#)

["View Upcoming Events" on page 393](#)

# Manage Your Appointment Calendar

## Overview

The Appointment Calendar lets you enter and track appointments related to your workforce development activities. You can view appointments you are scheduled to attend and select the appointment subject to see more details. In addition to the events you have registered for and other appointments that display, you can add your own if helpful for consolidating tracking.

 Note: You can also record personal commitments, such as doctor's appointments, Rotary club meetings, family vacations, etc., for convenience and to help prevent scheduling conflicts.

Calendar View ▾

Today Oct, 2025 Day Week Month

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<a href="#">28</a>	<a href="#">29</a> Request a video appointment	<a href="#">30</a>	<a href="#">1 Oct</a> Appointment with staff	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>
<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a> Request a video appointment	<a href="#">11</a>
<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a> Requesting meeting with my case manager	<a href="#">17</a>	<a href="#">18</a>
<a href="#">19</a>	<a href="#">20</a>	<a href="#">21</a> Job Interview	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>
<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>	<a href="#">31</a>	<a href="#">1 Nov</a>

[ [Request Appointment](#) | [Add Appointment](#) ]

### Appointment Calendar

## Where to Find This Feature

- Top menu bar > Calendar > Appointment Calendar
- Left navigation menu > Other Services > Appointment Center > Appointment Calendar
- Left navigation menu > My Individual Workspace > My Resources > My Appointments
- My Dashboard > Widgets > My Calendar > # New Appointments
- My Dashboard > Your Statistics > Messages > # New Appointments
- Directory of Services > Other Services > Appointment Center > Appointment Calendar

## Steps to Use the Appointment Calendar Page



Note: Your site may display different options from those shown here.

From this page, you can perform the following tasks:

- **Change the calendar's display view** - From the drop-down list at the top left of the page, select **Calendar View** to display each day of the month in a calendar grid, or **Detailed List View** to display a list of only dates having appointments in the selected month.
- **Change the date range displayed** - Using the arrows or the calendar control at the top left of the calendar, and the **Day**, **Week**, or **Month** buttons at the top right of the calendar, choose the date range you want to display on the page.
- **View or edit appointment details** - Select an appointment title to display its details. Depending on the type of appointment, you can also indicate status changes for it. For example, if a one-stop staff member requests to schedule an appointment with you, you can accept, tentatively accept, or decline the appointment. If you request and confirm an appointment with staff, you can later cancel the appointment if needed.
- **Request an appointment with staff** - Select the **Request Appointment** link to request an appointment with available staff. See for details.
- **Create a new appointment** - Select the **Add Appointment** link to add an appointment you want to keep track of that isn't with staff or employers in the system—for example, a job interview for a position outside this website. You can enter the date, time, place, subject, and description to see it on your Appointment Calendar. Events you sign up for in the system are added to your calendar automatically, so you don't need to add them yourself.

## Tip to Schedule Further Out from the Current Month

In Calendar view, select the **Calendar** icon to open the date picker.

- Use the **>>** button to move forward one quarter at a time.
- You can also select a specific month and year directly from the same menu to jump ahead without scrolling through each month.
- After choosing your desired date, select a day to navigate to that point in time on the Appointment Calendar.

#### Related Topics

["Register for Job Fairs and Other Events" on page 395](#)

["View Upcoming Events" on page 393](#)

## Request an Appointment with Staff Overview

On the Appointment Availability page, you can request a meeting with staff members who have available time slots that match the reason and type of appointment you need. The calendar displays all available time slots for your location and appointment reason. You can also view your upcoming appointments and select an appointment subject to see detailed information about it on your Appointment Calendar.

If no appointments are available on your chosen date, you can select another date to view additional openings. Once you submit your request, a confirmation page appears summarizing your appointment details. You also receive a notification in your message center with confirmation and any next steps once staff approve your request.

 **Appointment Availability Page**

Use the form below to search for and schedule an appointment with a staff member, for the visit reason you select. The calendar displays available appointments. Please click on the time slot you wish to reserve. If no time slots are displayed, please select another date.

**Appointment Request**

Zip Code: :

\*Region:

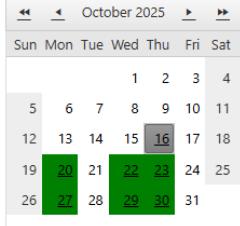
\*Office:

\*Reason for Appointment:

\*Enter an Appointment Date:   (MM/DD/YYYY)

or

\*Select an Available Appointment Date from the Calendar (Available dates are green):

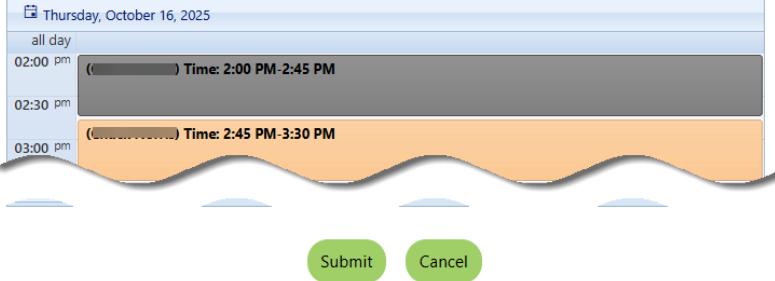


Comments:

Only show schedules with virtual (online) meeting option:

**Appointment Schedule Calendar**

Staff Resource: 



### Appointment Availability Page

## Where to Find This Feature

- Top menu bar > Calendar icon > Request Appointment button
- Left navigation menu > Other Services > Appointment Center > Request Appointment
- Left navigation menu > Other Services > Appointment Center > Appointment Calendar > Request Appointment link

- My Dashboard > Widgets > My Calendar widget > Request Appointment link
- Directory of Services tab > Other Services > Appointment Center icon > Request Appointment icon

## Steps to Request a Staff Appointment



Note: Your site may display different options from those shown here.

1. Access the Appointment Availability page.
2. Review the fields that have been pre-filled with information.
3. Select a **Reason for Appointment**. You can request to meet in person or virtually via video.
4. Enter a desired **Appointment Date**.

*OR...*

Select from the available appointment dates displayed in green in the appointment calendar.

5. To provide additional information for staff, such as details for the meeting request, enter it in the **Comments** text box.
6. To display only virtual meeting availability, check the Only show schedules with virtual (online) meeting option box.
7. In the Appointment Schedule Calendar section that appears when an available appointment date is chosen, do the following:
  - a. Select the **Staff Resource** (member) from the drop-down list.
  - b. Select an available time slot for that staff member.
8. Select the **Submit** button to send your request to the selected staff member. The Appointment Request Confirmation page appears.
9. Select the **Confirm Appointment** button. The Appointment Confirmation page displays with the appointment details.
10. To display the Appointment Center page, select the **Appointment Center** button.
11. To view the booked appointment on the Appointment Calendar, select the Appointment Calendar icon. You can review your appointments in a calendar or a detailed list view. See "["Manage Your Appointment Calendar" on page 398](#) for details.

Staff receive your appointment request and can accept it as is or suggest a different option, such as an office visit or phone call. If it is a virtual meeting they can set up a Microsoft Teams or Zoom meeting. You then receive a response from staff with a link to the Appointment Information page, which includes a virtual meeting link for those types of appointments, and a Cancel button to cancel the appointment. The accepted appointment displays on your appointment calendar, where you can select it at any time to display the Appointment Information page again.

## Related Topics

- ["About Unemployment Benefits" on page 427](#)
- ["Complete a Common Application for Eligibility Prospects" on page 429](#)
- ["Explore Federal Benefits Programs You May Qualify For" on page 425](#)
- ["Manage Your Appointment Calendar" on page 398](#)
- ["Manage Your Appointment Calendar" on page 398](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["Track Your Benefits Program Status" on page 432](#)
- ["View Upcoming Events" on page 393](#)
- ["Work with Staff while Enrolled in Benefit Programs" on page 435](#)

## 12: Explore Financial Resources

The Financial Services area provides resources to help you manage your finances and plan for the future. It connects you to financial assistance programs, lets you compare the cost of living between different locations, and guides you in creating or adjusting a personal budget. You can also review training and education opportunities approved for funding under the Workforce Innovation and Opportunity Act (WIOA). Together, these tools give you practical support for making informed choices about work, training, and long-term financial stability.

See the following topics for more information:

Explore Financial Literacy Resources .....	404
Try Out Budget Planning Tools .....	405
Compare the Cost of Living in Different Areas .....	410
Find Financial Aid .....	411
Search for Scholarships .....	412
Research Temporary Assistance Programs .....	415

### Explore Financial Literacy Resources

#### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

#### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

#### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Try Out Budget Planning Tools

Brief overview

See the following topics for more information:

## Overall Budget Plan Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Training Budget Plan

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Transition Budget Plan

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]

- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

## Related Topics

- [Related link 1]
- [Related link 2]

# Compare the Cost of Living in Different Areas

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Find Financial Aid

### Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

### Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

### Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

[Related link 1]

[Related link 2]

## Search for Scholarships

## Overview

This option allows you to search for scholarship opportunities throughout the United States using a comprehensive database of financial aid awards worth over \$10 billion, primarily sourced from Peterson's Financial Aid Database and other contributors.

## Where to Find This Feature

- Header bar > Profile icon > My Individual Profiles > Search History Profile > Scholarships > Search for Scholarships button
- Left navigation menu > Services for Individuals > Education Services > Scholarship Search link
- My Dashboard > Education Services widget > Additional Options link > Scholarship Search icon
- Directory of Services > Services for Individuals > Education Services > Scholarship Search

## Steps to Find Scholarships

You can use basic and advanced search criteria to find scholarships. To complete a search, enter the search criteria using any combination of the following options:

1. Enter a keyword using a minimum of three characters, that best describes your search target.
2. Select the area(s) of study. You may select multiple options from the list by holding down the "ctrl" key on your keyboard. You may select a large group of study areas by selecting the first one, and holding down the "shift" key while selecting the last one. Select the **Clear Selection** link to remove your selections.
3. Select a gender.
4. Select a state of residency (required).
5. Select an ethnicity/heritage or choose multiple. You may select multiple options from the list by holding down the "ctrl" key on your keyboard. You may select a large group of ethnicities/heritages by selecting the first one, and holding down the "shift" key while selecting the last one. Select the **Clear Selection** link to remove your selections.
6. Select a religion. Select the **Clear Selection** link to remove your selection.
7. Select a state of college.
8. Enter a grade point average (GPA) using the four-point scale, e.g. 3.75. Maximum GPA is 4.00.
9. Select the checkbox to only show scholarships that match on all selected search criteria.
10. Select the Reset Criteria link to clear all search options and display all scholarship results. You will then need to choose a State of Residency.
11. Select the **Search** button. The search results page displays.

## Manage Scholarship Search Results

The following table provides details on scholarship search results functions:

To...	Do This:
Sort	<p>By default, the results are sorted with the scholarship having the strongest Match Scores listed first.</p> <p>The scholarship results table can be sorted by the values contained in any of the table columns. Selecting a column heading will sort the table by that column heading in ascending order. Selecting the column heading a second time will sort the table by that column heading in descending order. Selecting the column heading a third time will remove any sorting by that column.</p>
Refine Results	You may further refine your search results by entering a keyword in the Search field. The matching list of scholarships adjusts as you type.
Adjust Output	The number of scholarships displayed per page can be adjusted by selecting from the Display records per page drop-down. Additionally, you may navigate to other results pages by using the navigation options at the top of the results table.
Change Criteria	To change your scholarship search criteria, select the <b>Change Scholarship Search Criteria</b> link.
See More	Select the <b>Details</b> button in the Action column to display the Scholarship Detail page. Select the <b>Show Additional Scholarship Information</b> link for more information about the scholarship's requirements and sponsor.

## About Scholarships

- Available information for each award may include the name of the award and a description of the program, the sponsoring organization's name and description, and the type of award (scholarship, grant, prize, fellowship, or forgivable loan).
- Also included are special characteristics and award requirements/restrictions, academic year of study for which the award is intended, the dollar value per applicant of the award and the total dollar value of the awards distributed last year, and how many are available and the total number awarded last year, application deadline, any religious affiliation required, ethnicity/heritage requirements, and gender requirement.



Note: Once you view the details for a particular scholarship, the scholarship is saved in your Search History Profile under the Scholarships tab for access later. You can easily navigate there by selecting the following: Header bar > Profile icon > My Individual Profiles > Search History Profile > Scholarships.

- You may delete previously searched scholarships by selecting the checkbox in the corresponding Select column and selecting the **Delete** link. Selecting the **Filter Criteria** link allows you to filter your search history by current items, deleted items, or to show all previously viewed scholarship results by using the drop-down choices in the Filter Criteria section.

## Related Topics

- ["Alison Courses" on page 226](#)
- ["Metrix Learning" on page 228](#)
- ["12: Explore Financial Resources" on page 404](#)
- ["Investigate Online Learning Resources" on page 225](#)
- ["Research Training/Education Programs" on page 215](#)
- ["Find Training/Education Providers and Schools" on page 211](#)
- ["Explore WIOA-Eligible Training Programs" on page 222](#)
- ["Find Internship, Apprenticeship, and On-the-Job Training Opportunities" on page 223](#)

# Research Temporary Assistance Programs

## Overview

Briefly describe what the feature does and why users might want to use it. It should be a user-focused description of the goal/outcome/benefits. Keep it to 2-3 sentences.

## Where to Find This Feature

List all access points simply with the easiest path first, without going into detailed steps.

- Top menu bar or header bar > [next step]
- Left navigation menu > [next step]
- [Dashboard widget, if applicable] > [next step]
- Directory of Services > [next step]
- Footer > [next step]

## Steps to [Complete the Task]



Note: Your site may display different options from those shown here.

Write one set of instructions that works regardless of how they accessed the feature.

1. [Clear, action-driven instruction; Step 1: Launch the feature]
2. [Next step; Step 2: Select options/configure settings]
3. [Continue through all necessary steps; Step 3: Complete the action and save/submit]

## About/Understanding [This Feature]

Include this optional section for more information about the feature; for example, explanation of fields or options.

## Tips/Tips for Success/Best Practices/Strategies

Optional: Practical, motivational advice in user-friendly tone; any tip that improves user-success or efficiency.

## Key Actions

Optional: Feature important or critical parts of a process or procedure.

## Options

Optional: Use with a high-level how to topic to list alternate ways to do something.

## Resources

Optional: Provides optional sources of further information.

### Related Topics

- [Related link 1]
- [Related link 2]

# 13: Find Community Support Services

The Community Services and Benefits section connects you to valuable information about programs and resources that may support your personal and family needs. It provides details on a wide range of services, including health, families and children, temporary assistance programs, legal issues, government benefits, caregiver resources, and more. Each listing includes a description of the service and the eligibility requirements you must meet to qualify.

By reviewing this section, you can learn what types of benefits are available in your community, whether you or your household may be eligible, and how to take the next steps in applying. This helps ensure you are aware of all available resources that can improve your well-being and stability while you pursue your employment and career goals.

See the following topics for more information:

Browse Social Services by Type (Families, Health, Legal) .....	417
Veteran Services .....	418
Youth Services .....	419
Senior Services .....	420
Disability Services .....	421
Farmworker Services .....	423

## Browse Social Services by Type (Families, Health, Legal)

### Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Programs and Services page displays information about the various community and social service programs that may be available. Each listing has a brief description of the service and a link to a website with more information about the program.

Please review these community resources that have been compiled for you. Reach out to the identified agencies and speak with their representatives about the assistance you need. Some programs may have eligibility criteria.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Community Services and Benefits > Programs and Services
- Directory of Services > Community Services and Benefits > Programs and Services
- Footer > Services For Individuals > Community Services and Benefits > Programs and Services

## Resources

### Related Topics

- "Disability Services" on page 421
- "Farmworker Services" on page 423
- "Senior Services" on page 420
- "Veteran Services" below
- "Youth Services" on the next page

## Veteran Services

### Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Veteran Services page offers summary information about veteran programs and services with links to information of interest to military veterans and their families. Topics include employment, disabled resources, veterans organizations, Veterans Affairs services, and more. There is also a Quick Job Search tool where you can enter a military occupational specialty code (MOC), ZIP Code, and Radius to perform a job search for employers that are military veteran friendly.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.



Note: Some sites may also have a specialized veteran's portal. If they do, a link to it will be included at the top of the page.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Veteran Services
- Directory of Services > Veteran Services
- Footer > Services For Individuals > Veteran Services

## Steps to Perform a Quick Job Search

1. Enter a MOC, your ZIP Code, and a radius in miles you are willing to travel for a job.  
A list of military occupational specialty codes can be found by performing an online search.
2. Select the **Search for Jobs** button.  
A list of jobs using the entered MOC as the keyword displays. Leaving the MOC field blank results in all jobs matching your ZIP Code and Radius.
3. Scroll through these opportunities and good luck with your search.

## Resources

### Related Topics

- "Browse Social Services by Type (Families, Health, Legal)" on page 417
- "Disability Services" on page 421
- "Farmworker Services" on page 423
- "Senior Services" on the next page
- "Youth Services" below

## Youth Services

### Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Youth Services page offers summary information about youth programs and services and links to websites where youth workers can find more information.

This page contains links to information that is of interest to those are looking for a job, or interested in continuing your education after high school. If you are looking for a job, you can access a variety of websites that have job postings and helpful information specifically geared to people in your age group. You will also find information about career exploration, military service, financial aid for education, and other opportunities.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Youth Services
- Directory of Services > Youth Services
- Footer > Services For Individuals > Youth Services

## Resources

### Related Topics

["Browse Social Services by Type \(Families, Health, Legal\)" on page 417](#)

["Disability Services" on the next page](#)

["Farmworker Services" on page 423](#)

["Senior Services" below](#)

["Veteran Services" on page 418](#)

## Senior Services

### Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Senior Services page offers summary information about senior programs and services and links to information that is of interest to older workers and retired seniors.

More and more employers are seeking older workers for their experience and dedication to the workplace.

To help sharpen your skills and prepare for a job change or return to the workforce, there are several programs designed for the older worker. There is also a Quick Job Search tool where you can enter a ZIP Code and Radius to perform a job search for employers that are older worker friendly.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.



Note: Some sites may also have a specialized senior's portal. If they do, a link to it will be included at the top of the page.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Senior Services
- Directory of Services > Senior Services
- Footer > Services For Individuals > Senior Services

## Steps to Perform a Quick Job Search

1. Enter your ZIP Code and a radius in miles you are willing to travel for a job.
2. Select the **Search for Jobs** button.  
A list of jobs using the keyword "Older worker friendly" displays.
3. Scroll through these opportunities and good luck with your search.

## Resources

### Related Topics

"Browse Social Services by Type (Families, Health, Legal)" on page 417

"Disability Services" below

"Farmworker Services" on page 423

"Veteran Services" on page 418

"Youth Services" on page 419

## Disability Services

## Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Disability Services page offers summary information about programs and services for disabled workers and links to websites where disabled workers can find more information.

We are committed to enhancing employment opportunities for people with disabilities. We try to ensure that all job applicants with disabilities receive job opportunities equal to those of other job applicants. Assistance is also provided to job seekers with disabilities who need additional services to become qualified for employment.

Services for people with disabilities include, and are not limited to, referrals to job openings and training, vocational counseling, job search assistance and workshops, testing, and referrals to supportive services in the community. There is also a Quick Job Search tool where you can enter a ZIP Code and Radius to perform a job search for employers that are disability worker friendly.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.



Note: Some sites may also have a specialized disabled worker's portal. If they do, a link to it will be included at the top of the page.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Disability Services
- Directory of Services > Disability Services
- Footer > Services For Individuals > Disability Services

## Steps to Perform a Quick Job Search

1. Enter your ZIP Code and a radius in miles you are willing to travel for a job.
2. Select the **Search for Jobs** button.  
A list of jobs using the keyword "Disability friendly" displays.
3. Scroll through these opportunities and good luck with your search.

## Resources

### Related Topics

["Browse Social Services by Type \(Families, Health, Legal\)" on page 417](#)

["Farmworker Services" below](#)

["Senior Services" on page 420](#)

["Veteran Services" on page 418](#)

["Youth Services" on page 419](#)

## Farmworker Services

### Overview



Note: Your site may not include this optional feature.



Note: Your site may display different options from those shown here.

The Farmworker Services page offers summary information about programs and services for the migrant and seasonal farmworker (MSFW) and links to websites where the farmworker can find more information.

We're here to help you and make things a little easier. Below is a list of resources that might be useful to you. These programs give you the support you need, right when you need it most.

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Farmworker Services
- Directory of Services > Farmworker Services
- Footer > Services For Individuals > Farmworker Services

## Resources

### Related Topics

["Browse Social Services by Type \(Families, Health, Legal\)" on page 417](#)

["Disability Services" on page 421](#)

["Senior Services" on page 420](#)

["Veteran Services" on page 418](#)

["Youth Services" on page 419](#)

## 14: Staff-Assisted Services and Benefits Programs

The system offers both self-service and staff-assisted options, ensuring you can easily find, apply for, and receive support from available federal benefits programs.

Your system provides a robust list of self-service options such as creating/updating your cover letter and résumé, searching for and applying to jobs, performing Labor Market Information (LMI) data research, taking assessments, practicing for interviews, locating and applying for federal benefits, offering education and training courses, planning your finances, and much more.

One Stop Center staff can help you by filing program applications and forms, providing assessments, creating IEP and OAS plans, performing service enrollments, tracking your credentials obtained and requirements met, registering you for training and events, referring you to job openings, and following up on job referrals.

See the following topics for more information:

Explore Federal Benefits Programs You May Qualify For .....	425
Complete a Common Application for Eligibility Prospects .....	429
Track Your Benefits Program Status .....	432
Work with Staff while Enrolled in Benefit Programs .....	435
Request an Appointment with Staff .....	437

## Explore Federal Benefits Programs You May Qualify For

### Overview

Federal benefit programs are government-run initiatives that provide financial assistance or services to individuals, families, and sometimes organizations, to help meet basic needs or support specific groups of people. Each program has its own eligibility rules. The system helps you determine your eligibility for these programs by asking you a series of questions.

 **Eligibility Requirements**

Please answer the following questions to determine programs for which you may qualify.

Are you currently employed?  Yes  No

How old are you? 21

**Next >>**

*First Page of Eligibility Questions*

## Where to Find This Feature

- Directory of Services > Community Services and Benefits > Eligibility Requirements
- Left navigation menu > Services for Individuals > Community Services and Benefits > Eligibility Requirements

## Steps to Determine Program Eligibility



Note: Your site may display different options from those shown here.

1. Select Eligibility Requirements to launch the questionnaire.
2. Select *Yes* or *No* for whether you are currently employed.
3. Enter your age in the box provided.
4. Select the **Next** button to continue.



Note: The following questions vary depending on your answers to the above questions about your employment status and age.

5. Answer each question and select the **Next** button. The last page displays a list of programs for which you may be eligible and a description of each.
  - a. To view contact information for assistance with programs you are interested in, select the **Contact Us** link.

## Related Topics

- "About Unemployment Benefits" below
- "Complete a Common Application for Eligibility Prospects" on page 429
- "Request an Appointment with Staff" on page 437
- "14: Staff-Assisted Services and Benefits Programs" on page 425
- "Track Your Benefits Program Status" on page 432
- "Work with Staff while Enrolled in Benefit Programs" on page 435

# About Unemployment Benefits

## Overview

The Unemployment Benefits tab provides a range of information about unemployment insurance benefits, along with links to additional resources such as information on eligibility and filing, and other tools or sites for unemployment benefits. A File a Claim section at the bottom has a link to start an Unemployment Insurance claim. Topics to help the unemployed become re-employed include résumé builder, employment strategy, and approved training programs.



**Note:** Options on this page vary by state site, and not all sites have this page. A system that includes the full *GUS Unemployment* module may contain numerous links for all areas of unemployment claims. To learn more about your state's unemployment system, contact staff at your local One Stop office.

<a href="#">Unemployment Benefits</a>	<a href="#">Workforce Innovation and Opportunity Act (WIOA)</a>	<a href="#">Trade Adjustment Assistance (TAA)</a>	<a href="#">Other Benefits</a>
---------------------------------------	---	---	--------------------------------

**Unemployment Benefit Overview**

**Eligibility**  
You will be required to meet certain standards in order to qualify for unemployment benefits. These standards typically include: amount of money you earned in the past, the ability to accept new employment, and absence of disqualifying conditions.

**Filing**  
A claim for unemployment benefits should be made as soon as possible after you lose your job, or have your hours reduced. Some States allow you to apply for benefits over the phone or on the Internet, and all States have local State Unemployment Insurance agencies that process claims in person.

**Unemployment Benefits**  
Each state has a minimum and maximum weekly benefit amount, which is based upon your previous earnings. You must remain eligible for benefits during every week in which you file a claim. Some States allow you to work part time while receiving unemployment benefits, but a portion of those earnings will be deducted from your weekly benefit amount.

**Paid Family Leave**  
The [redacted] Paid Family Leave program provides employees with benefits when they are out on leave from work to bond with a new child, take care of themselves, take care of a family member, or take time off to receive prenatal medical care.

**File a Claim**

Currently you do not have a Unemployment Insurance claim filed on the system. Click the link below to begin filing a claim.

[ [File a Claim](#) ]

## Unemployment Benefits Tab

## Where to Find This Feature

- Profile icon on the header bar > My Individual Plans folder > Benefits Plan Profile folder > Unemployment Insurance link
- Left navigation menu > Quick Menu > My Portfolio > My Individual Plans tab > Benefits Plan Profile folder > Unemployment Insurance link
- [username] link in the Welcome statement on the dashboard > My Individual Plans folder > Benefits Plan Profile folder > Unemployment Insurance link

## About the Unemployment Benefits Tab

The Unemployment Benefits tab contains two sections, one with information and one for filing a claim. If you already filed a UI claim (or claims), this tab contains the details of your Unemployment Insurance claim. You can review, update or edit, your claim's details, status, and employment history, or file your weekly certifications from this page. View information for a previous claim by choosing it from the **Select claim to view** drop-down list.

### Review the Unemployment Insurance Benefits Information

The Overview section of the Unemployment Benefits tab of your Individual Portfolio provides links for you to explore the following basic information:

- **Eligibility** - Provides program eligibility requirements, including a link to additional state-specific information.
- **Filing** - Describes the claim filing process, including a link to additional state-specific information.
- **Unemployment Benefits** - Offers Unemployment Benefits information and eligibility requirements.

### File a Claim

Select the **File a Claim** link and follow the steps provided to review the information and preferences you entered when you created your account and make any changes or updates required to establish your eligibility.

### Related Topics

- "Complete a Common Application for Eligibility Prospects" on the next page
- "Explore Federal Benefits Programs You May Qualify For" on page 425
- "Request an Appointment with Staff" on page 437
- "Track Your Benefits Program Status" on page 432
- "Work with Staff while Enrolled in Benefit Programs" on page 435

# Complete a Common Application for Eligibility Prospects

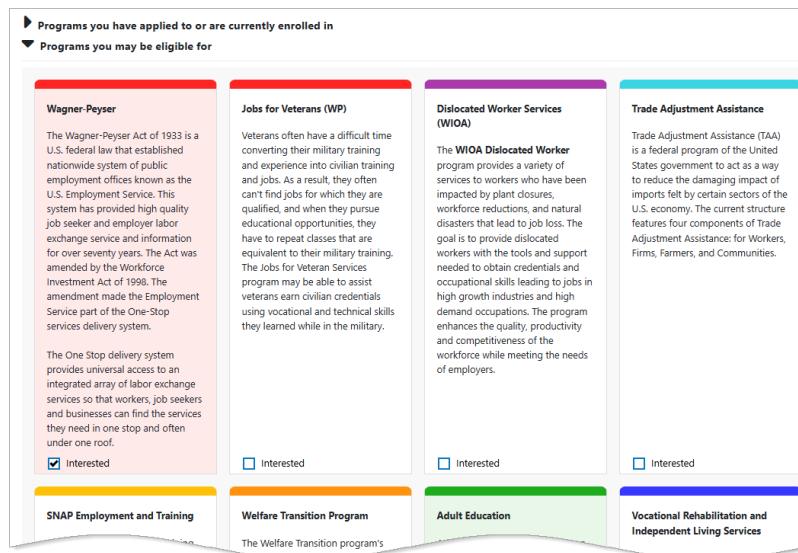
## Overview

The Common Application pre-application wizard allows you to select federal programs you are interested in applying for, provide basic information about yourself and your circumstances, and then submit the pre-application to One Stop Center staff for evaluation and eligibility determination.

The Common Application pre-application wizard begins with a color-coded introduction page that explains the pre-application concept and describes each available program, allowing you to select those for which you believe you may qualify based on your circumstances.



**Note:** Not all sites have all programs listed.



The screenshot shows a grid of program descriptions with checkboxes for interest. The programs listed are:

- Wagner-Peyser**: The Wagner-Peyser Act of 1933 is a federal law that established nationwide system of public employment offices known as the U.S. Employment Service. This system has provided high quality job seeker and employer labor exchange service and information for over seventy years. The Act was amended by the Workforce Investment Act of 1998. The amendment made the Employment Service part of the One-Stop services delivery system.
 

Interested
- Jobs for Veterans (WP)**: Veterans often have a difficult time converting their military training and experience into civilian training and jobs. As a result, they often can't find jobs for which they are qualified, and when they pursue educational opportunities, they have to repeat classes that are equivalent to their military training. The Jobs for Veteran Services program may be able to assist veterans earn civilian credentials using vocational and technical skills they learned while in the military.
 

Interested
- Dislocated Worker Services (WIOA)**: The WIOA Dislocated Worker program provides a variety of services to workers who have been impacted by plant closures, workforce reductions, and natural disasters that lead to job loss. The goal is to provide dislocated workers with the tools and support needed to obtain credentials and occupational skills leading to jobs in high growth industries and high demand occupations. The program enhances the quality, productivity and competitiveness of the workforce while meeting the needs of employers.
 

Interested
- Trade Adjustment Assistance**: Trade Adjustment Assistance (TAA) is a federal program of the United States government to act as a way to reduce the damaging impact of imports felt by certain sectors of the U.S. economy. The current structure features four components of Trade Adjustment Assistance: for Workers, Firms, Farmers, and Communities.
 

Interested
- SNAP Employment and Training**: The One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in one stop and often under one roof.
 

Interested
- Welfare Transition Program**: The Welfare Transition program's
 

Interested
- Adult Education**: The Welfare Transition program's
 

Interested
- Vocational Rehabilitation and Independent Living Services**: The Welfare Transition program's
 

Interested

*Common Application Intro Page*

## Where to Find This Feature

- Left navigation menu > Services for Individuals > Common Application
- Left navigation menu > Quick Menu > My Individual Plans > Benefits Plan Profile > Common Application link
- My Dashboard > Community Services and Benefits widget > Common Application link
- My Dashboard > My Benefits Plan widget > My Benefits Plan link > Common Application link

- My Dashboard > My Workspace > Benefit Status > Adult Services (WIOA) or Dislocated Worker Services (WIOA) About card > Learn More link > Common Application link
- Directory of Services > Services for Individuals > Common Application
- Individual Portfolio > Benefits Plan Profile > WIOA tab > Common Application link
- Footer > Services > For Individuals link > Common Application

## Steps to Complete a Common Application



Note: Your site may display different options from those shown here.

1. On the Common Application - Intro page, read the program descriptions, and then select the **Interested** checkboxes in the lower left corner for the programs in which you are interested.
2. Select the **Next** button at the bottom of the page to continue. The Intro page of a multi-page application wizard displays. A progress bar at the top of each page shows where you are in the application wizard.
3. Verify the information that was prefilled from your registration, make any necessary changes, then select **Next**. Your information is saved, and the Contact page displays.
4. Continue entering all required information marked with a red asterisk(\*) and any other available information, selecting the **Next** button on each page to save and proceed. The information required varies according to the programs in which you indicated interest.
5. If your system has the *Document Management* module, on the Documents page, you can upload electronic file versions of verification documentation you have stored on your computer or external storage drive, such as a Social Security card, birth certificate, or driver's license (this is an optional step). Common files types are .DOC, .PDF, .JPG, .PNG.



Note: If you use this feature, your documents are safely stored in the secure system database and are only used by staff to determine your eligibility for programs and services. If this feature is not available, or you do not wish to upload any documents, you can bring them with you to your scheduled appointment.

- a. To see a list of valid document types for each category, select either a category link or its **Upload** link in the Action column. The Common Application Document Upload page displays in a new browser window where you can set up the upload.
- b. To upload a document:

- i. In the file picker, locate and select the document. You can also drag and drop the document from your file explorer into the upload page file window.
- ii. Select the **Upload File** button. The page refreshes with the name, date, and time of the uploaded file.
- iii. Select **Cancel** to close the window. The Documents page refreshes, replacing the red X icon in the Uploaded? column with a green checkmark icon.
- iv. Repeat these steps for each document you want to upload.
- v. Select the option button for the document type you are uploading.
- vi. Select the **Browse File** button (or similar name in different browsers).
- vii. Select the **Browse File** button (or similar name in different browsers).
- viii. To see a list of compatible file types, select the **Supported File Types** link.

6. Select the **Next** button. The Eligibility Review page displays. From this page you can:

- See the list of programs and services you may qualify for in the Common Application Confirmation section. Select a program link to view additional information.
- View and print a PDF version of your Summary Report by selecting the **View Summary Report** button in the What's Next section. You can take this with you when visiting your local One Stop job center.
- View and print a list of all required verification documents for your state by selecting the **View Document List** button.
- See the address and phone number of your nearest One Stop offices, and display a Google map of each location by selecting its Map Address link. Be sure to print or download any needed information from this page before selecting **Finish**. Once you submit your pre-application, you cannot view or change it.

7. Select the **Finish** button to submit your pre-application. Your dashboard displays.

A notification is sent to workforce staff at your nearest One Stop office; they will contact you after reviewing your application.

## Related Topics

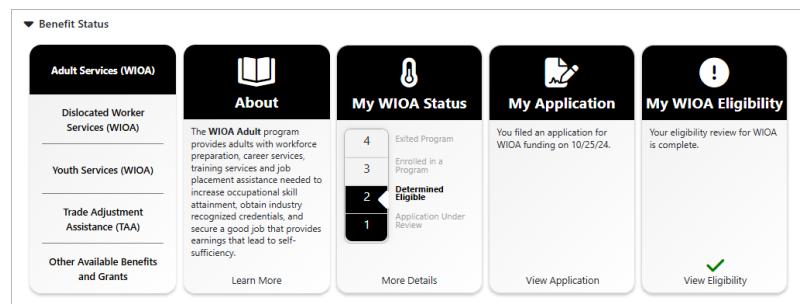
- ["About Unemployment Benefits" on page 427](#)
- ["Explore Federal Benefits Programs You May Qualify For" on page 425](#)
- ["Request an Appointment with Staff" on page 437](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["Track Your Benefits Program Status" on the next page](#)
- ["Work with Staff while Enrolled in Benefit Programs" on page 435](#)

# Track Your Benefits Program Status

## Overview

The Benefit Status panel on your dashboard allows you to easily monitor your current status for WIOA, SNAP, Trade, and other federal benefit programs you are enrolled in from a single convenient location. You can quickly switch between programs listed on cards that are color-coded by benefit type, to help you stay informed and in control of your benefits.

Select the arrow next to the Benefit Status section title to collapse or expand the section as needed.



*My Dashboard - Adult WIOA Services Benefits Status Cards*

## Where to Find This Feature

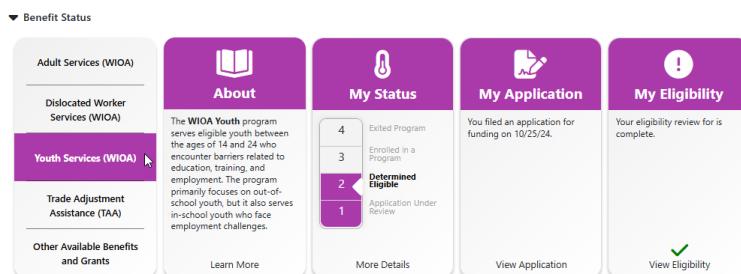
- My Dashboard > Benefit Status

## Steps to Select a Program and View More Information



Note: Your site may display different options from those shown here.

1. Select one of the services listed in the left-most card. The Dashboard Benefits status section refreshes with the service selected.



### *My Dashboard - Youth WIOA Services Benefits Status Cards Example*

2. Select one of the links listed at the bottom of the desired program Benefits Status card for more information, such as **Learn More**, **More Details**, **View Application**, or **View Eligibility**. Some cards are labeled **Next Step** to suggest possible actions you can take.

From the Benefits cards, you can perform the following actions:

#### Benefits Card Actions

To...	Select...
View information about a federal program	<b>Learn More</b> on About card
View your status in applying for the program	<b>More Details</b> on My Status card
View your federal program application	<b>View Application</b> on My Application card
View the status of your eligibility review for the federal program	<b>View Eligibility</b> on My Eligibility card

## About Federal Programs Status

See the "Complete a Common Application for Eligibility Prospects" on page 429 topic to review and apply for federal programs that you may be eligible for. Federal program benefit cards include the following categories:

- **Adult Education** - Programs and courses for adults who are out of school but hoping to continue to learn.
- **Registered Apprenticeship Program (RAP)** - RAP is a structured system of training that combines on-the-job learning with related classroom instruction, allowing workers to earn while they learn a skilled trade or occupation. These programs are officially registered and validated by the U.S.

Department of Labor (DOL) or a State Apprenticeship Agency (SAA) to ensure quality and consistency.

- **Supplemental Nutritional Assistance Program (SNAP)** - Commonly referred to as Food Stamps, SNAP helps low-income individuals and families access nutritious food. Eligible participants receive electronic benefit transfers (EBT) to purchase most groceries at authorized retailers. SNAP aims to reduce hunger and improve nutrition and health among vulnerable populations while stimulating local economies through food purchases.
- **Trade Adjustment Assistance (TAA)** - Provides benefits and services to workers who lose their jobs due to the effects of international trade. Through TAA, eligible workers may receive job training, workshops on résumé writing and interviewing, job search and relocation assistance, income support, help with healthcare premium costs, and other reemployment services.
- **Temporary Assistance for Needy Families (TANF)** - TANF provides temporary financial assistance to low-income families with children and to help parents find and maintain employment so they can independently support their families.
- **Vocational Rehabilitation (Voc Rehab) and Independent Living (IL) Services** - Vocational Rehabilitation (VR) is a federal-state program that helps people with physical, mental, or visual disabilities find and keep employment. VR is dedicated to helping individuals with disabilities build meaningful careers. IL helps disabled individuals live independently.
- **Wagner-Peyser** - This program is designed to connect job seekers with employers, improve labor market efficiency, and support economic stability. This includes helping veterans and migrant seasonal farmworkers gain employment.
- **Welfare Transition Program** - This program emphasizes work, self-sufficiency, and personal responsibility while helping Temporary Cash Assistance recipients transition from welfare to independence.
- **Workforce Innovation and Opportunity Act (WIOA)** - WIOA Programs provide a variety of services based on an individual's need for assistance in obtaining employment and/or training. Programs include the following types:
  - **WIOA Adult** - Helps adults build workforce skills, access training and career services, and obtain industry-recognized credentials to secure quality jobs that support self-sufficiency.
  - **WIOA Dislocated Worker** - Offers support and resources to individuals who lost their jobs due to layoffs, closures, or economic downturns, helping them return to the workforce.
  - **WIOA Youth** - To qualify for the WIOA Youth Program, you must be 14-24 years old and have at least one barrier to employment as defined by WIOA. Services include academic support (tutoring, study skills, alternative education, dropout recovery), work experience (summer jobs, internships, apprenticeships, job shadowing, on-the-job training), skills training, leadership development, supportive services (transportation, child care, etc.), mentoring, career counseling, financial literacy, entrepreneurship training, labor market information, college transition assistance, and follow-up support after program completion.

## Related Topics

- "About Unemployment Benefits" on page 427
- "Complete a Common Application for Eligibility Prospects" on page 429
- "Explore Federal Benefits Programs You May Qualify For" on page 425
- "Request an Appointment with Staff" on page 437
- "14: Staff-Assisted Services and Benefits Programs" on page 425
- "Work with Staff while Enrolled in Benefit Programs" below

# Work with Staff while Enrolled in Benefit Programs

## Overview

The Staff-Provided Services page provides a summary of services offered by One Stop Center staff members to individuals. Select the link at the top of the page to see contact and location information for your local One Stop offices. Services offered include filing program applications and forms, providing assessments, creating Individual Employment Plans (IEP) and Objective Assessment Summary (OAS) plans, service enrollments, tracking credentials obtained and requirements met, registering you for training and events, and referring you to job openings and performing job referral follow-ups.



### Staff-Provided Services

One Stop Centers are a statewide network of conveniently located centers that each provide employment, education, and training services to both individuals and employers, all in one place. These centers include programs such as Unemployment Insurance, Job Services, Vocational Education, Vocational Rehabilitation, and Youth services through a partnership with local, state and national organizations.

[Click here if you wish to contact us or visit a local office near you.](#)

#### Services for Individuals

The services available at each One Stop Center are designed to meet the requirements of the Workforce Innovation and Opportunity Act (WIOA). Most One-Stop Centers provide tiers of services: core services, intensive services, and training services. Your One Stop may provide one or all of these tiers, depending on the local design and the partners involved in the center.

**CORE SERVICES:** These services include job search and placement assistance (including career counseling); labor market information; initial assessment of skills and needs; information about available services; and follow-up services for those who have been placed in jobs.

Core services also include self-access and informational services that may be available in resource rooms or online, including:

- **Self-access assessment and career planning tools** – Including interest and skill inventories, informational videos on career choices, and software to help write résumés.
- **Labor market information** – Including unemployment rates and projected employment trends within the area, state and nationally; current and projected wages for specific occupational fields; and listings of employers in specific industries.
- **Job listings** – either computerized or on paper.
- **Electronic résumé banks** – Where you can post your résumé for viewing by employers.
- **Information about education and training providers** – Including libraries that contain brochures, course catalogues and applications for educational institutions in your area. Many centers also provide information about institutions that provide training for specific careers.
- **Tutorial programs** – Including computer-based instruction in skills such as typing, or using computer software programs.
- **Office support products and services** – Such as telephones, copiers, fax machines, word processors and printers, enabling users to respond immediately to job leads they find when accessing other center services.

**INTENSIVE SERVICES:** Intensive services are similar to core services, but more specialized. These services may include:

- Comprehensive assessment and career planning

### Staff-Provided Services Page



Note: The link shown on this page is the same as the [Contact Us Directly](#) link on the Assistance Center page.

## Where to Find This Feature

- Directory of Services > Staff Provided Services
- Left navigation menu > Services for Individuals > Staff Provided Services
- Footer > Services > For Individuals > Staff Provided Services

## Steps to Contact One Stop Job Center Staff



Note: Your site may display different options from those shown here.

1. From the Staff-Provided Services page, select the **Click here if you wish to contact or visit a local office near you** link. The Contact Us page displays and includes five tabs that provide contact information for your nearest One Stop center offices.
2. Select one of the tabs provided for information:
  - **Help Desk Tab** - If your site has a helpline support phone number, it displays on this tab, along with the address, phone number, hours of operation, and email address of your nearest One Stop office based on your ZIP Code.
  - **Location Nearest You Tab** - Displays the address, phone number, hours of operation, and email address of your nearest One Stop office according to your selected **Location Type** and based on your ZIP Code. It includes an expandable section that you can view using the **More Office Details** link.
  - **Location Search Tab** - Features an office search function to find specific offices and in the search results, view office details and see the location on Google Maps.
  - **Map of Locations Tab** - Displays all One Stop offices in the region or state.
  - **All Locations Tab** - Lists all workforce offices in your region or state in alphabetical order in your choice of a Summary or Detailed view. In the Detailed view, select an email link on the page to email the office, the **Map Address** link to view the office location on a map, or the **More Office details** link for additional information, including office hours, website URL, and directions.

## Related Topics

- ["About Unemployment Benefits" on page 427\]](#)
- ["Complete a Common Application for Eligibility Prospects" on page 429](#)
- ["Explore Federal Benefits Programs You May Qualify For" on page 425](#)
- ["Request an Appointment with Staff" below](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["Track Your Benefits Program Status" on page 432](#)

# Request an Appointment with Staff

## Overview

On the Appointment Availability page, you can request a meeting with staff members who have available time slots that match the reason and type of appointment you need. The calendar displays all available time slots for your location and appointment reason. You can also view your upcoming appointments and select an appointment subject to see detailed information about it on your Appointment Calendar.

If no appointments are available on your chosen date, you can select another date to view additional openings. Once you submit your request, a confirmation page appears summarizing your appointment details. You also receive a notification in your message center with confirmation and any next steps once staff approve your request.

 **Appointment Availability Page**

Use the form below to search for and schedule an appointment with a staff member, for the visit reason you select. The calendar displays available appointments. Please click on the time slot you wish to reserve. If no time slots are displayed, please select another date.

**Appointment Request**

Zip Code: :

\*Region:

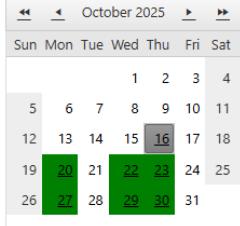
\*Office:

\*Reason for Appointment:

\*Enter an Appointment Date:    
(MM/DD/YYYY)

or

\*Select an Available Appointment Date from the Calendar (Available dates are green):

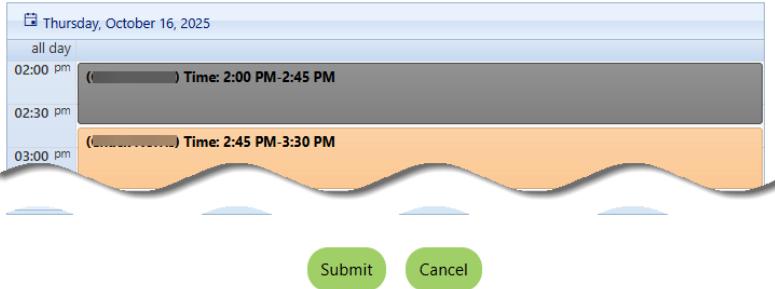


Comments:

Only show schedules with virtual (online) meeting option:

**Appointment Schedule Calendar**

Staff Resource: 



### Appointment Availability Page

## Where to Find This Feature

- Top menu bar > Calendar icon > Request Appointment button
- Left navigation menu > Other Services > Appointment Center > Request Appointment
- Left navigation menu > Other Services > Appointment Center > Appointment Calendar > Request Appointment link

- My Dashboard > Widgets > My Calendar widget > Request Appointment link
- Directory of Services tab > Other Services > Appointment Center icon > Request Appointment icon

## Steps to Request a Staff Appointment



Note: Your site may display different options from those shown here.

1. Access the Appointment Availability page.
2. Review the fields that have been pre-filled with information.
3. Select a **Reason for Appointment**. You can request to meet in person or virtually via video.
4. Enter a desired **Appointment Date**.

*OR...*

Select from the available appointment dates displayed in green in the appointment calendar.

5. To provide additional information for staff, such as details for the meeting request, enter it in the **Comments** text box.
6. To display only virtual meeting availability, check the Only show schedules with virtual (online) meeting option box.
7. In the Appointment Schedule Calendar section that appears when an available appointment date is chosen, do the following:
  - a. Select the **Staff Resource** (member) from the drop-down list.
  - b. Select an available time slot for that staff member.
8. Select the **Submit** button to send your request to the selected staff member. The Appointment Request Confirmation page appears.
9. Select the **Confirm Appointment** button. The Appointment Confirmation page displays with the appointment details.
10. To display the Appointment Center page, select the **Appointment Center** button.
11. To view the booked appointment on the Appointment Calendar, select the Appointment Calendar icon. You can review your appointments in a calendar or a detailed list view. See "["Manage Your Appointment Calendar" on page 398](#) for details.

Staff receive your appointment request and can accept it as is or suggest a different option, such as an office visit or phone call. If it is a virtual meeting they can set up a Microsoft Teams or Zoom meeting. You then receive a response from staff with a link to the Appointment Information page, which includes a virtual meeting link for those types of appointments, and a Cancel button to cancel the appointment. The accepted appointment displays on your appointment calendar, where you can select it at any time to display the Appointment Information page again.

## Related Topics

- ["About Unemployment Benefits" on page 427](#)
- ["Complete a Common Application for Eligibility Prospects" on page 429](#)
- ["Explore Federal Benefits Programs You May Qualify For" on page 425](#)
- ["Manage Your Appointment Calendar" on page 398](#)
- ["Manage Your Appointment Calendar" on page 398](#)
- ["14: Staff-Assisted Services and Benefits Programs" on page 425](#)
- ["Track Your Benefits Program Status" on page 432](#)
- ["View Upcoming Events" on page 393](#)
- ["Work with Staff while Enrolled in Benefit Programs" on page 435](#)