



Workforce Issuance

100 DCS 02.152

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: June 7, 2023

Subject: **Event Registration via MassHire JobQuest to Require Email Confirmation**

Purpose: To notify Local MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners that, as of Monday June 12, 2023, job seekers registering for events and workshops via the MassHire JobQuest website will be required to click a confirmation link sent via email before their registration is finalized.

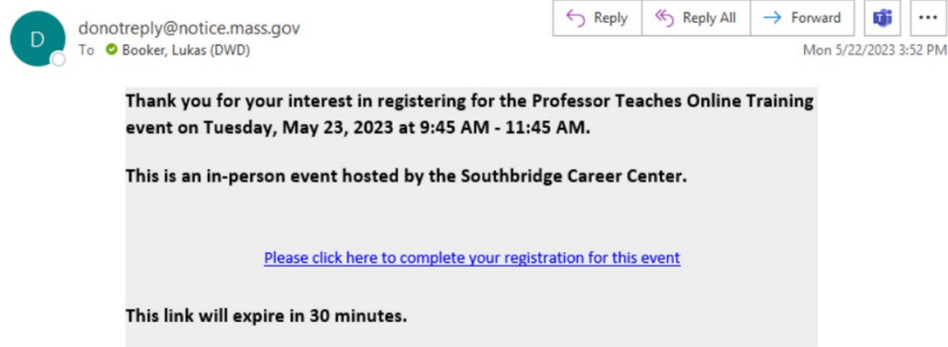
Background: MassHire JobQuest is used by job seekers to search for jobs, manage their profile, and register for events and workshops online.

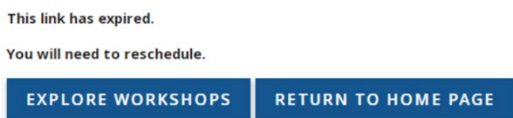
To verify the legitimacy of a job seeker who registers for an event online, MassHire JobQuest will require an additional step to complete event registration as outlined below starting Monday June 12, 2023:

1. When the job seeker registers for an event, JobQuest will show them a message instructing them to check their email to finalize registration, and their "seat" in that event will be held for 30 minutes.
2. An email titled "Confirm Your Event Registration with MassHire JobQuest" will be sent to their email address on file with the event details and a link that must

be clicked.

Confirm Your Event Registration with MassHire JobQuest



3. The “Please click here to complete your registration for this event” link must be clicked within 30 minutes to confirm the job seeker’s registration for the event.
4. If this link is not clicked within 30 minutes, the job seeker will be automatically removed from the event participation list. The link will expire at this time. The job seeker will see the following message if they try to click on the expired link:


This link has expired.
You will need to reschedule.

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5. If the job seeker still wishes to register for the event, they must restart the process by registering for the event via JobQuest again and receive a new email with a new registration link. Alternatively, they can contact the hosting career center to be registered by staff via MOSES.

There is no change to the workshop/event registration process via the MOSES staff view application. If a job seeker encounters issues with the MassHire JobQuest registration process, they may contact the career center hosting the event they wish to attend and request to be manually registered by staff.

Action

Required: As of Monday, June 12, 2023, job seekers must click a confirmation link sent to their email address within 30 minutes of registering for an event online via MassHire JobQuest to finalize their registration for that event.

If job seekers do not receive the email, this means their email address on-file is likely incorrect. If the job seeker calls a career center to request a staff person manually register them for that event, this is an opportunity to update their email address on-file.

Effective: Immediately

Inquiries: Please email questions to moses@detma.org. Please reference this MassWorkforce Issuance number in your inquiry.