



Workforce Issuance

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☐ Policy ☒ Information

To: 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: April 11, 2024

Subject: **MOSES/JobQuest Help Desk Instructions**

Purpose: To notify Local MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of instructions for MOSES Staff View users to send MOSES help requests. All MOSES requests should be sent to the MOSES Help Desk.

Background: We have been notified that MOSES Staff View users have been sending assistance requests to the EOTSS ServiceNow Help Desk for MOSES related issues. All MOSES related issues should be sent to the appropriate User Group using the emails below.

User Group	Help Request Email
MOSES Staff View	moses@detma.org
JobQuest Job Seeker	jobquest@mass.gov
JobQuest Employer	employerjq@mass.gov

Action

Required: Local MassHire Workforce Boards, MassHire Career Center Operators, and workforce partners should ensure that all staff do not contact EOTTS ServiceNow. They should contact the MOSES Help Desk at MOSES@detma.org for all MOSES Staff View related issues including but not limited to:

- Create MOSES Staff View account
- Reset password
- Unlock locked account
- Reactivate and/or Deactivate account
- Update account security level
- Make updates to account

Career Center staff should inform JobQuest users (either Job Seekers or Employers) to send MOSES related requests to jobquest@mass.gov or employerjq@mass.gov for assistance for any of the following issues:

- How to use the application
- How to create account
- How to reset password
- How to update account information

The Help Desk is staffed Monday through Friday from 8:30 AM to 5:00 PM Eastern Standard Time (closed on Holidays).

Effective: Immediately.

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