MassHire JobQuest
Guide for Job Seekers
Updated as of September 29, 2022

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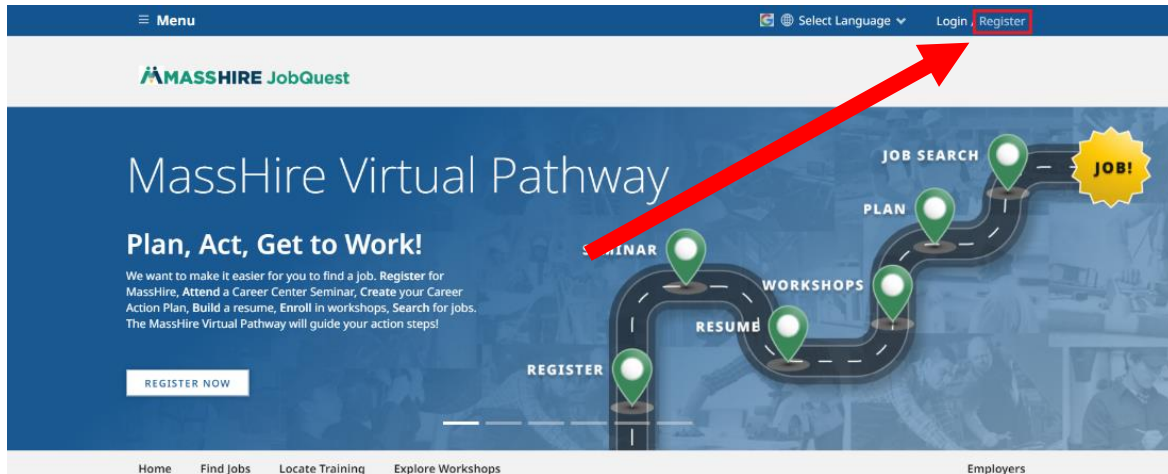**Table of Contents**

Register for MassHire JobQuest

1. Click the "Register" link in the upper-right. This will open a New User Registration form.

2. Enter your Social Security Number (SSN) into both the "Social Security Number" and "Confirm SSN" fields, date of birth, and your last name. These are used to check the database for a match.

3. Read and check "I Agree" to the confidentiality statement; you must check "I Agree" for the remainder for the form to become active

4. Enter your email address into both the "Email" and "Confirm Email" fields and create a password for your account. Enter the SAME password into both the "Create Password" and "Confirm Password" fields. Password must be 8-10 characters in length. Passwords must be made up of characters from at least 3 of the following 4 categories:
   a. Capital Letters (A-Z)
   b. Lower Case Letters (a-z)
   c. Numbers (0-9)
   d. Special Characters (@, #, &, %, etc.)

5. Select a Secret Question from the drop-down menu and enter your answer in the "Secret Answer" field. This question and answer will be used to help recover your account in case you forget your password.

6. Click the "I'm not a robot" CAPTCHA checkbox and complete any puzzle you might be presented with

7. Click "Continue to Next Section" in the bottom-right

CONTINUE TO NEXT SECTION
Personal Information >

1 ACCOUNT SETUP ⸻ 2 PERSONAL INFO ⸻ 3 DEMOGRAPHICS

8. Enter your first name, phone number, address, and ZIP/postal code – city, state, and country will automatically populate based on the ZIP code you enter

* ZIP Code
01301

* City
Greenfield

* State
Massachusetts ∨

* Country
United States of America ∨

9. Click "Continue to Next Section – Demographics"

CONTINUE TO NEXT SECTION
Demographics >

1 ACCOUNT SETUP ⸻ 2 PERSONAL INFO ⸻ 3 DEMOGRAPHICS

10. Answer the required questions on the Demographics section to the best of your ability; demographics are used to determine eligibility for various grant-funded programs and opportunities.

This information is used for statistical purposes only. The demographics will not be shared with employers. In order to provide priority to Veterans and those with disabilities, self-identification may provide the opportunity for more in depth services.

* Are You Currently Attending School?
○ Yes   ○ No
○ Yes - in alternative school

* Gender
○ Male   ○ Female   ○ Non - Binary
○ Choose not to answer

* Employment Status
Select One ∨

* Ethnicity
○ Hispanic Or Latin   ○ Not Hispanic Or Latino

* What is your highest degree earned?
Select One ∨

* Race
☐ American Indian/Alaskan Native
☐ Asian
☐ Black/African American
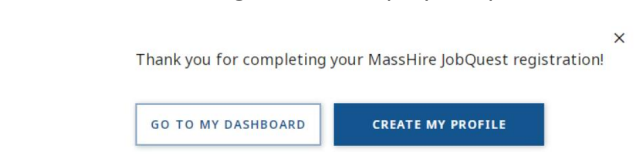☐ Hawaiian Native/Other Pacific Islander
☐ White

* Primary Language
Select One ∨

11. Click "Complete Registration" in the bottom-right corner – if it is not clickable, check to make sure you have answered ALL required questions (marked with a red star*)

COMPLETE REGISTRATION

12. This message will be displayed upon successful registration:

Please note that if you navigate away from the website or leave your computer/device inactive for an extended period before seeing this "Thank you for completing your MassHire JobQuest registration!" message, your account will not be created, and you will need to start a new registration over from the beginning.

Login & Logout

To log in to MassHire JobQuest, click Login / Register in the top-right corner of the screen in the blue banner. This will appear on every page of the MassHire JobQuest website if you are not currently logged in.


You will be asked for your 8-digit Job Seeker ID number as your username. If you do not know it, you can also use your social security number in place of a username.

Enter your JobQuest password and click the blue Login button to finish logging in. You will be brought to your job seeker Dashboard.

To log out, click Logout in the top-right corner of the screen in the blue banner. This will appear on every page of the MassHire JobQuest website when you are logged in.
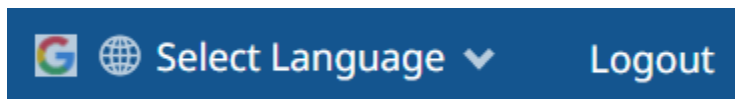

Complete My MassHire JobQuest Profile

Your JobQuest profile is used to generate your standardized JobQuest Resume, which you can choose to show to employers, and is used to generate Job Match results that you can run any time you desire, and/or to send you regular Job Match emails. The more complete your profile is, the more accurately JobQuest can provide you with jobs which might be a good fit for you.

1. If you just completed registration, click the blue "Create My Profile" button on the pop-up message:

Thank you for completing your MassHire JobQuest registration!

GO TO MY DASHBOARD   **CREATE MY PROFILE**
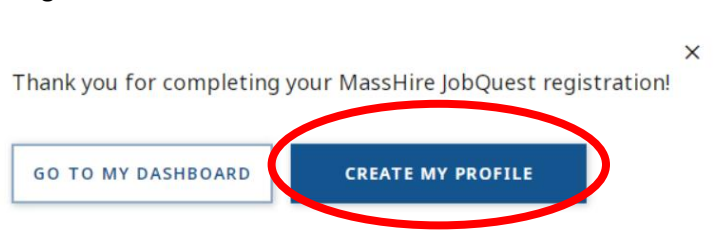
2. Or, at any point, you can go to your Job Seeker Dashboard and click the blue "Create Your Profile" button on the right-hand column:

Welcome,

JOB SEEKER ID

CREATE YOUR PROFILE
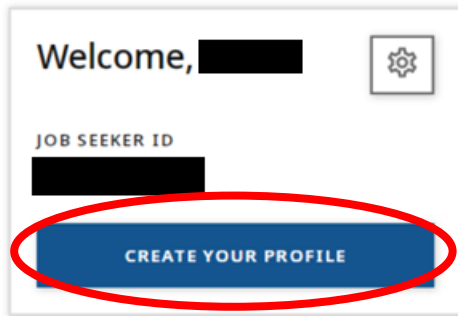
You now have 2 choices to start creating your JobQuest Profile: you can Upload a Resume to have JobQuest automatically parse your resume information into your profile or Build Your Profile to start typing in information manually.

Upload a Resume

If you already have a resume, upload it here to pre-fill profile sections and allow potential employers to view it online.

UPLOAD A RESUME

File format must be PDF. Maximum File Size is 5MB

Build Your Profile

If you don't have a resume, we can help you build one. Start by creating your profile to build a resume that you can share.

START CREATING MY PROFILE

Your uploaded resume will NOT be visible or displayed on JobQuest – it is ONLY used to build your JobQuest standardized profile. You can download the resume that JobQuest generates for you using your profile information when you finish building your profile.

Uploaded resume must be a PDF less than 5MB in size.

To create a PDF, go to File > Save As in Microsoft Word and change the File Type to PDF. If you're using Google Docs/Drive, go to File > Download > PDF.

↑   📁 Documents

MyResume

PDF (*.pdf)   🖫 Save

More options...

Section 1 - Experience

Create Your Profile

Building your profile could take you a minute—and that's okay. Being thorough helps with better job matching.

1 EXPERIENCE — **2** EDUCATION — **3** CERTIFICATIONS — **4** TARGETED OCCUPATION — **5** SKILLS — **6** LOCATION — **7** PREFERENCES — **8** PROFILE SUMMARY

One job at a time, enter your work experience. You must include the Company Name, City, Occupation Title (start typing the general job title of your duties and JobQuest will recommend options for you)

* Occupation Title

Q cashier

Cashiers
Gaming Change Persons and Booth Cashiers

Job Title, Start Date, and Hours worked per week. Once these required fields are filled out, click "Save to Profile". Verify that the job now appears on the right-hand column. Add other jobs as needed.

YOUR RESUME   +

YOUR EXPERIENCE   –

Cashier ✏ 🗑
Manny's Appliances
01/2010 - Current Job

Click "Continue to Next Section – Education" when ready

CONTINUE TO NEXT SECTION
Education ❯

Section 2 - Education

1 EXPERIENCE — **2** EDUCATION — **3** CERTIFICATIONS — **4** TARGETED — **5** SKILLS — **6** LOCATION — **7** PREFERENCES — **8** PROFILE SUMMARY

One at a time, enter any formal education you have experienced. You must enter the School Name, Degree (from a drop-down list of options), and Degree status. Once these required fields are filled out, click "Add to Profile".

Verify that your education appears on the right-hand column.

If you have any vocational or other training experience, click the plus (+) sign on "Add Vocational & Other Training" and fill out the Institutional Name, Course Title, and Status. Then click "Save to Profile".

If you would like to skip this section, check the "Skip this section" checkbox to proceed.

☑ Skip this section (please note: skipping this section reduces job match accuracy)

CONTINUE TO NEXT SECTION
Certifications ❯

Click "Continue to Next Section – Certifications"

Section 3 - Certifications

Add License, Certification & Registration

If you have any licenses or certifications, fill out the required fields indicated by a red asterisk (*).

When done, click "Add to Profile"

If you would like to skip this section, check the "Skip this section" checkbox to proceed.

☑ Skip this section (please note: skipping this section reduces job match accuracy)

Click "Continue to Next Section – Targeted Occupation"

CONTINUE TO NEXT SECTION
Targeted Occupation >

Section 4 - Targeted Occupation

Type in the description of the type of job you are looking for, which can be different than the occupations in your work history. The occupation descriptions shown match the Bureau of Labor & Statistics' Standard Occupation Codes (SOC codes) – if you cannot find the job you are looking for, try a similar word or phrase, or look it up on O*NET Online.

JobQuest will ask you to type in the number of months/years of experience you have in this targeted occupation. Type in 0 if you have none. Click "Save to Profile" and verify that the information shows up in the right-hand column.

You can enter multiple targeted occupations.

Click "Continue to Next Section – Skills"

CONTINUE TO NEXT SECTION
Skills >

Section 5 - Skills

This next section is broken into 5 categories: Occupation Skills, Computer Skills, Language Skills, Driver's License, and Additional Skills.

Expand each section with the plus sign (+) button to see the list of skills available under each section. Click the plus sign (+) next to each skill to mark it as a skill you have. Click "Save to Profile" to save these skills to your profile.

Click "Continue to Next Section – Location"

CONTINUE TO NEXT SECTION

Section 6 – Location

The map is for visual reference only.

Select which regions (counties/workforce areas in Massachusetts) you are willing to work in by clicking the plus sign button next to each region.

REGIONS
- Boston
- Bristol
- Brockton
- Cape & Islands
- Greater Lowell

If you are willing to work in neighboring states, scroll down to the "States" section and click the plus sign next to those states.

Click the blue "Save to Profile" button when done.

CLEAR ALL   SAVE TO PROFILE

Click "Continue to Next Section – Preferences"

CONTINUE TO NEXT SECTION
Preferences >

Section 7 – Preferences

If you require a minimum amount of pay, enter the amount and unit under the Salary section.

If you are only looking for remote or non-remote work, check off the appropriate radio button in the Remote Work section.

Click the blue "Save to Profile" button when done. This is unnecessary if you do not enter a Salary or change the default Remote Work preference.

CLEAR FORM   SAVE TO PROFILE

Click "Continue to Next Section – Profile Summary"

CONTINUE TO NEXT SECTION
Profile Summary >

Section 8 - Profile Summary

Review your JobQuest generated resume. All JobQuest resumes follow the same format and are standardized for screen readers and applicant tracking systems, as well as for simplicity and readability.

There is not a way to replace your JobQuest resume with a custom resume, you can only change the information in it by updating your Profile information.

If you uploaded a resume to populate your Profile, you will only be able to download the new JobQuest-formatted version of your resume, generated from your Profile information.

You can download your JobQuest generated resume as a PDF or Microsoft Word document using the Export to PDF and Export to Word buttons. Once downloaded, you can make revisions to the document.

You can choose whether to allow employers with MassHire JobQuest Employer accounts to view your resume and/or contact information by checking or un-checking "Allow employers to view my contact information" and "Allow employers to view my JQ resume" respectively.

You can receive Job Matches based on your Profile if you check off "Allow Job Matches based off this resume", and you can receive the top 10 best job matches emailed directly to you weekly by checking off "Yes, I would like to receive email notifications when jobs match my profile".

PREFERENCES

☑ Allow employers to view my
contact information

☐ Allow employers to view
my JQ resume

☑ Allow Job Matches based off
this resume

☐ Yes, I would like to receive
email notifications when jobs
match my profile

See *Chapter 7 - Job Match* for more information on Job Match, or click here if you are viewing the digital PDF version of this document.

Click the blue "Save Completed Profile" button in the upper-right corner of the webpage when done.
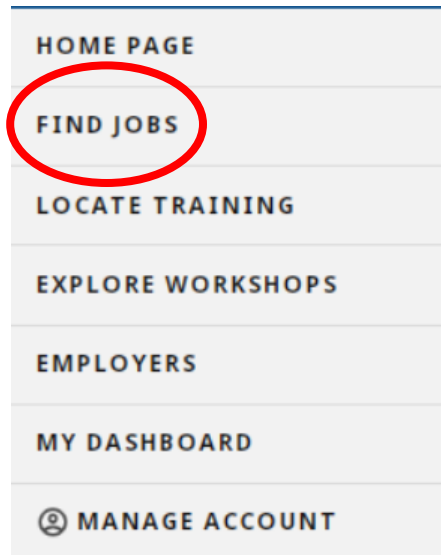
SAVE COMPLETED
PROFILE
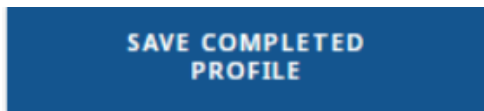
Search for Jobs

You can perform a job search whether you are logged in to MassHire JobQuest or not. Job search results will be tailored to your Profile if you are logged in with a completed Profile.

Jobs are added to MassHire JobQuest directly my MassHire staff, employer representatives, and by an AI-powered database system. You may see a logo at the bottom of some job postings, indicating that the job was added automatically by a third-party software. These jobs may have less detail than the jobs posted directly by MassHire staff or employers.

Click the navigation Menu button in the top-left of any MassHire JobQuest page.

≡ Menu

ⅯⅯASSHIRE JobQuest

Click "Find Jobs", the second option down from the top of the list.

Use the Find a Job form to search for jobs that meet the criteria you enter.

Click the blue "Search" button to see the list of currently open jobs that meet your criteria.

You can save jobs to find them again later from your Dashboard by clicking the Save button in the upper-right of each job card.
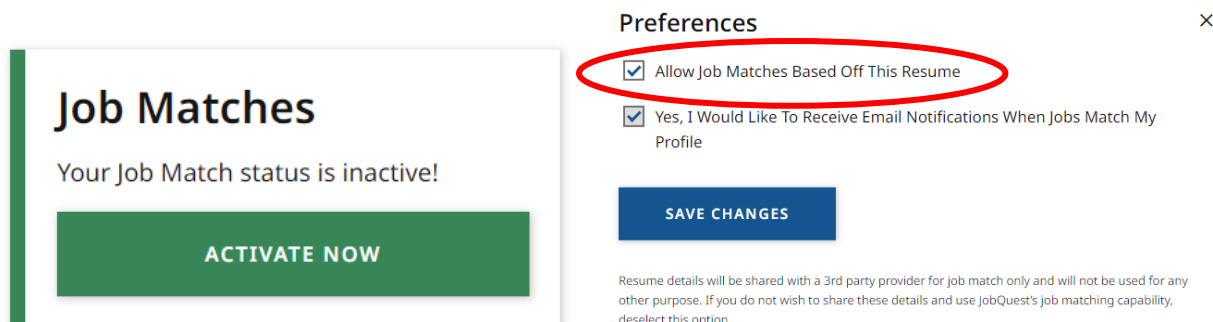
You can also hide a job from your future searches by clicking the drop-down arrow next to the Save button and then the "Not interested in this job". The job will not appear again in your future searches or job matches if you click this option.
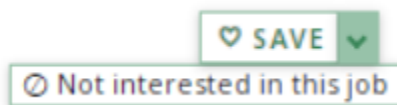
Run a Job Match & Receive Weekly Job Match Emails

Job match allows JobQuest to look for jobs that might meet your skills and needs based on the information in your Profile. Job Match can be turned on or off at any time without affecting your JobQuest Profile.

To activate Job Match, click the green "Activate Now" button on your Dashboard. You can also View/Edit your profile and check off the "Allow Job Matches Based Off This Resume" in section 8 (Profile Summary).

Once Job Match is active, you can click the green "View my Job Matches" button on your Dashboard to see a tailored list of jobs that JobQuest thinks you might be interested in, based on your Profile information.

Job Matches ⚙

Check out your Job Matches based on your experience and skills.

VIEW MY JOB MATCHES

You can also receive weekly emails with the top jobs that match with your Profile. Check off the "Yes I Would Like to Receive Email Notifications When Jobs Match My Profile" on the final section of your Profile.

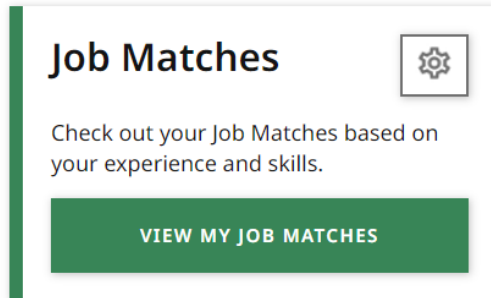## Preferences   ✕

☑ Allow Job Matches Based Off This Resume

☑ Yes, I Would Like To Receive Email Notifications When Jobs Match My Profile

SAVE CHANGES

Resume details will be shared with a 3rd party provider for job match only and will not be used for any other purpose. If you do not wish to share these details and use JobQuest's job matching capability, deselect this option.

Remember to click the blue "Save Changes" button when done.

Register for Events/Workshops

From the main navigation menu, click "Explore Workshops"

✕ **Close**

HOME PAGE

FIND JOBS

LOCATE TRAINING

EXPLORE WORKSHOPS

EMPLOYERS

MY DASHBOARD

ⓐ **MANAGE ACCOUNT**
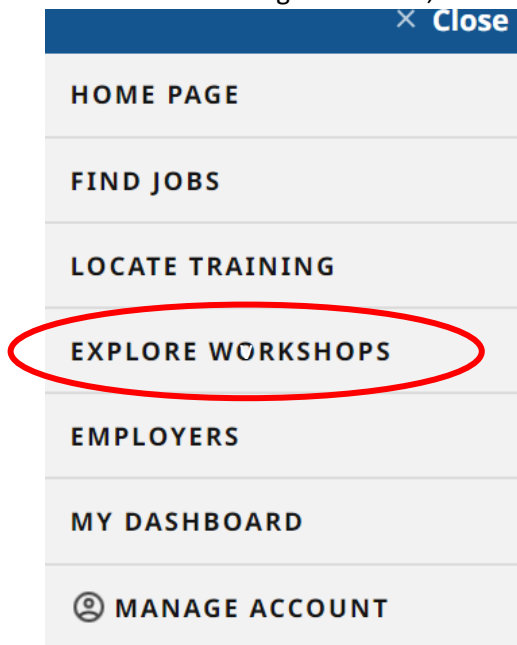
Use the Search Events form to search for jobs that meet the criteria you enter.

Search Events

Click the blue Search button to search for events that match the criteria you enter.

If you select Search by Career Center under the Location drop-down menu, the Career Center drop-down menu will appear, allowing you to select events that are being hosted by the Career Center location you select.

If you select Search by Regions & States, an interactive map will appear, allowing you to select which regions of Massachusetts to search for events in.

Click the green Schedule button next to the event you wish to register for.

You must be logged in to schedule yourself for an event.

Once you are schedule for an event, the Schedule button will be replaced with a Cancel button.

WIOA Pathways to Training

CANCEL

Wednesday, August 17, 2022

10:00 AM - 11:00 AM

Boston Career Center

617-541-1400

Prerequisite: Yes

Click Cancel to cancel your registration for this event.

You can also see all the upcoming events that you are registered for on your Dashboard.

Update your Job Status

Got a job? Congratulations! Reporting to us that you got a job is an important step in the process.

If our records don't show that you've started a job recently, you will see a special section on the right column of your Dashboard, with a button labeled "I Got a Job!"

Update Your Job Status

I GOT A JOB!

Start Date*	Employer Name
mm/dd/yyyy	Enter an Employer Name
Job Title	**Hours Per Week**
Enter a Job Title	Example: 32.5
Wage	**Per**
$	Select One

CANCEL   CONTINUE

Fill out all the required fields (marked with an asterisk*) and as many non-required fields as possible (remember: the more information we have, the better we can help you!) and click the blue Continue button to save the job record to your JobQuest account. MassHire Career Center staff will be able to see the details you entered.

Frequently Asked Questions

How do I see my uploaded resume?

To create an equal playing field for all job seekers, only JobQuest generated resumes are displayed to employers on JobQuest. The JobQuest resume format is intentionally simple and standardized. This

prevents issues like broken graphics or formatting errors. Your uploaded resume is parsed by an algorithm and the data is used to populate your JobQuest Profile, which is then used to generate your JobQuest resume. If you'd like to use your JobQuest resume as a jumping off point, you can download and edit it locally on your own device or send it via email or file upload outside of JobQuest.

How do I edit my JobQuest resume?

You can edit any of the information in your JobQuest profile at any time. Your JobQuest resume contains the same information as your Profile and will be updated as soon as you save changes to your Profile.

Go to your Dashboard and click the dark blue "View Profile" button on the right to view your current Profile. You can use the circle buttons at the top of the page to navigate to different sections of your Profile.

You must click "Save Completed Profile" on Section 8 – Profile Summary to save any changes made to your Profile information/JobQuest resume.

Is there a mobile app for JobQuest?

No, there is not currently a mobile app for JobQuest, but the JobQuest website is fully mobile friendly and responsive and will resize itself appropriately to match your current device's screen size.

Resources & Links

MassHire JobQuest	https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx
Massachusetts Career Information Systems (MassCIS)	https://portal.masscis.intocareers.org/
Mass.gov Official Resource Page	https://www.mass.gov/how-to/find-a-job-with-masshire-jobquest