



Commonwealth of Massachusetts  
Executive Office of Labor and  
Workforce Development

# **JobQuest**

## **Guide for Job Seekers**

**April 2017**

Department of Career Services



# **JobQuest Website**

## **Guide for Job Seekers**

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# Part 1 – Register on JobQuest to Look for Jobs

1. Type [www.mass.gov/jobquest](http://www.mass.gov/jobquest) into your computer browser to display the JobQuest home page, illustrated below.

The screenshot shows the Massachusetts JobQuest website. At the top, there's a header with the text 'The Executive Office of Labor and Workforce Development (EOLWD)' and a 'Login / Register' link. Below this is the 'Massachusetts JobQuest' logo. A navigation bar contains links: Home, Find Jobs, Locate Training, Search Events, My JobQuest, Help, and Employers. A banner below the navigation bar states 'Find Jobs in Massachusetts with JobQuest! JobQuest is a FREE online service.' The main content area is divided into several sections. On the left, there's a 'Find Jobs' section with a search bar for 'Keywords' (example: Office worker, Excel), 'Job Title' (example: Clerk), and 'Location' (Massachusetts City or ZIP Code). A 'Search' button is at the bottom right of this section. To the right of the search bar, it says 'Total Job Openings: 143,347'. Below the search bar, there's a 'Quick Tip: Use Keywords for Fastest Search' and a link to 'More Search Options'. In the center, there's a 'Leominster Job Fair' announcement for November 6, 2015, at the DoubleTree Hotel in Leominster, MA, presented by North Central Career Centers. On the right, there's a 'Job Seeker Login' section with fields for 'SSN or Job Seeker ID' and 'Password', a 'Go' button, and links for 'Forgot Your Password?' and 'First Time User?'. Below the login section, there's a 'Register Now' button highlighted by a red arrow, and a 'Job Quest Guide' link. At the bottom, there's a 'One-Stop Career Center Resources' section with links for 'Find Events and Workshops' and 'Explore Training Opportunities', and a 'See the NEW "mobile friendly" specialized job sites.' section with links for 'Green Jobs', 'Job Search for Veterans', 'Healthcare Jobs', 'IT Jobs', 'Jobs in Education', and 'Creative Sector Jobs'. The footer contains the 'Commonwealth of Massachusetts' logo and links for 'Mass.gov', 'Site Policy', 'Feedback', and 'Contact Us'.

2. If visiting the website for the first time, click the “Register Now” button in the section below the login. This will open a **New User Registration – Create Login** form which is shown on the next page.

On the following pages we will use John Citizen, a fictional customer, to explain and illustrate the steps you must complete to register.

3. Enter your **Social Security Number (SSN)**, **Date of Birth** and **Zip Code** in the New User Registration form. Your SSN is needed for federal and state reporting requirements. Existing One-Stop Career Center customers can register using their Job Seeker ID (found on their membership card) instead of their SSN.

You must populate all the fields marked with red asterisks.

## New User Registration – Create Login

Already Registered? [Login](#)

Registering on JobQuest will allow you to create a JobMatch Profile which can be used to match your skills and experience against current job openings. You will also be able to attach a résumé and have your profile be visible to hiring employers. For more information contact your local [One-Stop Career Center](#).

### User Identification

* Social Security Number or Job Seeker ID*	<input type="text" value="....."/>	
* Re-enter SSN or Job Seeker ID*	<input type="text" value="....."/>	<i>See confidentiality statement below</i>
* Date of Birth	<input type="text" value="July"/> <input type="text" value="4"/> <input type="text" value="1960"/> [YYYY]	<i>See confidentiality statement below</i>
* Zip Code	<input type="text" value="02114"/>	

4. Click **Next** to move to the next section of the form which is shown below and on the following pages.

## New User Registration

### Contact Information

* First Name	<input type="text" value="John"/>
Middle Initial	<input type="text"/>
* Last Name	<input type="text" value="Citizen"/>

5. Complete the Address, Telephone and Email fields.

* Address	<input type="text"/>
	<input type="text"/>
* City	<input type="text" value="Boston"/>
* State	<input type="text" value="Massachusetts"/>
* Zip Code	<input type="text" value="02114"/>
* Country	<input type="text" value="United States of America"/>
Home Phone	<input type="text" value="( ) - -"/>
Other Phone	<input type="text" value="( ) - -"/> Ext. <input type="text"/>
	<input type="text" value="Select One"/>

---

**Email**

We strongly encourage you to provide your email address, which will allow employers and our staff to contact you with employment opportunities. Your email address will not be shared, sold, or used to send junk email.

Email	<input type="text"/>
Confirm Email	<input type="text"/>

---

6. Create a secure **Password** that you will use to access this account. Note that it must be 8-10 characters in length, and contain 3 of the following 4: Capital Letters, Lower Case Letters, Numbers, Special Characters (@, #, &, %, etc.).

Select a password security question and type the answer to that question in the space provided. If you forget your password, answering your security question will enable you to reset it and regain access to your account.

**Password**

* Create Password	<input type="text"/>	<b>Password must be 8-10 characters in length.</b> <b>Passwords must be made up of characters from at least 3 of the following 4 categories.</b> <b>Capital Letters (A - Z)</b> <b>Lower Case Letters (a- z)</b> <b>Numbers (0 - 9)</b> <b>Special Characters (@, #, &amp;, %, etc.)</b>
* Re-enter Your Password	<input type="text"/>	


**Helpful hint in case you forget your password.**

* Secret Question	<input type="text" value="Select One"/>
* Secret Answer	<input type="text"/>

7. Check the CAPTCHA box and answer the question related to the pictures that will be presented.

Click on reCAPTCHA box and select required items

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

8. Complete the Confidentiality and Demographics sections of the form and click **Next** at the bottom of the screen.

### Continue User Registration

#### Confidentiality

**Contact Information**  
If you select to keep your contact information confidential, prospective employers **will not** be able to contact you directly. Employers will still be able to view your profile, but must contact you through a One-Stop Career Center staff person.

\* Would you like to keep your contact information confidential? **If answered yes, employers will not be able to contact you directly.**

☐ Yes ☐ No

To see what information is made available to employers use the "What Employers See" option on your My JobQuest page.

#### Demographics

**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

\* What is your highest degree earned?

\* Highest Grade

\* Gender ☐ Male ☐ Female

\* Ethnicity ☐ Hispanic or Latino ☐ Not Hispanic or Latino

\* Race Category - Please check all that apply

☐ American Indian or Alaskan Native  
☐ Asian  
☐ Black or African American  
☐ Hawaiian Native or Other Pacific Islander  
☐ White  
☐ Other  
☐ Information Not Available

\* What is your family size?

Primary Language

\* Employment Status

\* In the previous 12 months have you been unemployed for 27 or more weeks (6 months)? ☐ Yes ☐ No

\* Do you have a disability? ☒ Yes ☐ No ☐ Choose not to answer

Type of Disability:
 ☐ Hearing
 ☐ Vision
 ☐ Mental
 ☐ Mobility
 ☐ Cognitive
 ☐ Learning Disability
 ☐ Chronic Health Condition

\* Is the total income of all the family members living in your household for the last six months below  ☐ Yes ☐ No

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**Military**  
 In order to provide priority to Veterans and those with disabilities, self-identification may provide the opportunity for more in depth services.

\* Have you served in the military? ☒ Yes ☐ No

\* Which branch did you serve?

\* Start Date    [mm]

\* Release Date    [mm]

\* What type of discharge did you receive?

\* Did you participate in a foreign conflict? ☐ Yes ☐ No

\* Is your disability service connected? ☐ Yes ☐ No

\* Are you homeless or at risk of being homeless? ☐ Yes ☐ No ☐ Choose not to answer

\* Are you an Offender who has ever been incarcerated? ☐ Yes ☐ No ☐ Choose not to answer

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**Farm Workers**

\* Have you worked in agriculture or food processing in the last 12 months? ☐ Yes ☐ No

- You are now logged in to the JobQuest application under the My JobQuest tab. This top bar will display you Job Seeker ID. This can be used when logging onto JobQuest in the future.

Welcome John Citizen

Job Seeker Id: 11565705



10. Scrolling down the My JobQuest page shows that the account is organized into sections: **Job Inbox**, **Schedule Career Center Seminar** (will only appear if you haven't recently attended a seminar), **My Resume**, **My JobQuest Profile** and **Job Match Profile**. Green checkmarks indicate sections that you have completed and red **X**s are sections you have not completed.

The screenshot displays the My JobQuest account dashboard with the following sections:

- Inbox**: Includes links for [Review Matched Jobs](#), [Explore the activities and workshops offered by your career center.](#), and a notice about the **New TORQ Tool Available to JobQuest Users**. It features buttons for [Learn about TORQ](#) and [TORQ Login](#).
- Schedule Career Center Seminar**: Provides information about Career Center services (CCS) and includes a [Schedule CCS](#) button.
- My Résumé**: Explains how employers can view the profile and includes buttons for [View](#), [Replace](#), [Copy & Paste](#), and [Edit](#).
- My JobQuest Profile**: Contains a [Change Password or Secret Answer](#) link and a **Personal Information** section with a list of items: [Contact Information](#) (checked), [Demographics](#) (checked), [Contact Information: Not viewable to Employers](#), and [Career Information](#). The [Career Information](#) section includes a list of items: [Career Objective](#) (checked), [Work History](#) (checked), [Education](#) (marked with a red X), [Training](#) (checked), and [License, Certification & Registration](#) (checked). It also features a **Review your information:** section with buttons for [Personal Fact Sheet](#) and [What Employers See](#).
- Job Match Profile**: Includes a list of items: [Job Occupations & Job Titles](#) (checked), [Skills Profile](#) (checked), [Additional Skills & Preferences](#) (checked), and [Location](#) (checked). It features a [View matched jobs ...](#) link and a [Match Jobs](#) button. The **Job Match Profile Status** is **Active**, and it includes a link to [Inactivate](#) the profile.

**Part 2** of this guide explains how to complete the **My JobQuest Profile** section of a JobQuest account.



## Part 2 – Complete My JobQuest Profile

The bottom left portion of the “Welcome” page contains **My JobQuest Profile**.

The Contact Information and Demographics contains the information you entered when you registered.

The green checkmarks indicate completed sections and red Xs indicate sections where additional information should be entered and saved.



**My JobQuest Profile** [Change Password or Secret Answer](#)

**Personal Information**

- ✓ [Contact Information](#)
- ✓ [Demographics](#)

**Contact Information:**  
[Viewable to Employers](#)

**Career Information**

The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information.

- ✗ [Career Objective](#)
- ✗ [Work History](#)
- ✗ [Education](#)
- ✗ [Training](#)
- ✗ [License, Certification & Registration](#)

**Review your information:**

[Personal Fact Sheet](#)

[What Employers See](#)

1. Click the **Career Objective** link. This will open a 700 character text box where you may type an objective.

## Career Objectives

Enter your career objective in the text box below and then select save. To view how your career objective will look to an employer, select "View" Personal Fact sheet from the My JobQuest page.

Viewable to Employers? ☐ Yes ☐ No

700 characters left

Save

Cancel

After typing your objective click the **Save** button. The “Welcome” page will reappear. Scroll down and see the green checkmark indicating this section is now complete.

✓	<a href="#">Career Objective</a>
✗	<a href="#">Work History</a>
✗	<a href="#">Education</a>
✗	<a href="#">Training</a>
✗	<a href="#">License, Certification &amp; Registration</a>

2. Click **Work History** to enter information in that section. You must populate all the fields marked with red asterisks.

## Work History

This information will be displayed on your online profile.

\* Company Name

Alpha Financial Services

\* City

Boston

\* State

Massachusetts



Select a Job Category from the **Job Occupation Title** dropdown menu and complete the other fields in this section.

<p>* Job Title</p>   <p>* Job Occupation Title</p>   <p>Salary</p>   <p>* Start Date</p>   <p>* End Date</p>   <p>Job Details</p>	<div style="border: 1px solid black; padding: 2px;">Senior Accountant</div> <p>Select a Job Category to determine the standardized O*Net Job Occupation Title for this job.</p> <div style="border: 1px solid black; padding: 2px;"> <p>Select One</p> <p>Select One</p> <p>Architecture and Engineering Occupations</p> <p>Arts, Design, Entertainment, Sports, and Media Occupations</p> <p>Building and Grounds Cleaning and Maintenance Occupations</p> <p><b>Business and Financial Operations Occupations</b></p> <p>Community and Social Services Occupations</p> <p>Computer and Mathematical Occupations</p> <p>Construction and Extraction Occupations</p> <p>Education, Training, and Library Occupations</p> <p>Farming, Fishing, and Forestry Occupations</p> <p>Food Preparation and Serving Related Occupations</p> <p>Healthcare Practitioner and Technical Occupations</p> <p>Healthcare Support Occupations</p> <p>Installation, Maintenance, and Repair Occupations</p> <p>Legal Occupations</p> <p>Life, Physical, and Social Science Occupations</p> <p>Management Occupations</p> <p>Military Specific Occupations</p> <p>Office and Administrative Support Occupations</p> <p>Personal Care and Service Occupations</p> <p>Production Occupations</p> <p>Protective Service Occupations</p> <p>Sales and Related Occupations</p> <p>Transportation and Material Moving Occupations</p> </div>
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If you click “**Yes**” to the question: Do you want a prospective employer to view this information? This will make this information visible to employers who use JobQuest to search for candidates. Checking “No” for this question will prevent employers from seeing this information.

<p>Job Details</p>   <p>Reason for Leaving</p>   <p>* Do you want a prospective employer to view this information?</p>	<div style="border: 1px solid black; padding: 5px; min-height: 60px;"> <p>Senior accountant for Financial Services organization. Calculated Cost/Earning ratios of various mutual funds and recommended best performing funds.</p> </div> <div style="border: 1px solid black; padding: 2px; display: flex; align-items: center;"> <div style="border: 1px solid black; width: 40px; text-align: center;">606</div> <div>characters left</div> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Laid Off / No Work</p> </div> <div style="margin-top: 10px;"> <p><input checked="" type="radio"/> Yes   <input type="radio"/> No</p> </div>
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Below is the completed Work History section of John Citizen's account.

## Work History

To edit your work history select the "Job Title". To remove select the "Remove" link.

	Company	Job Title	Start Date	End Date	Viewable to Employer
<a href="#">Remove</a>	Alpha Financial Services	<a href="#">Senior Accountant</a>	5/10/2000	11/15/2009	Yes
<a href="#">Remove</a>	Windsor Investment Group	<a href="#">Accountant</a>	5/4/1990	2/17/2000	Yes
<a href="#">Remove</a>	Draeger Transportation Co.	<a href="#">Cost Analyst</a>	3/17/1983	10/26/1989	Yes

[Add Work History](#)

[Done](#)

[Cancel](#)

3. After entering your work history click the **Done** button. This will return you to the Welcome page. Scrolling down this page you will see a green checkmark next to **Work History** indicating this section is complete. (See below.)

### Career Information

The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information.

✓	<a href="#">Career Objective</a>
✓	<a href="#">Work History</a>
✗	<a href="#">Education</a> ←
✗	<a href="#">Training</a>
✗	<a href="#">License, Certification &amp; Registration</a>

**Review your information:**

[Personal Fact Sheet](#)

[What Employers See](#)

4. Click **Education** and complete this section. The second screen shot shows how the completed section looks.

## Education, Degree Details

This information will be displayed on your online profile.

✖ School Name	<input type="text"/>
✖ Degree	<input type="text" value="Select One"/>
✖ Degree Status	<input type="text" value="Select One"/>
Major	<input type="text"/>
Start Date	<input type="text" value="Month"/> <input type="text"/> [mm]
End Date	<input type="text" value="Month"/> <input type="text"/> [mm]

Dates will not be presented to Employers. This is for informational purposes only.

## Education, Degree Details

To edit your education select the "School Name". To remove, select the "Remove" link.

	School Name	Degree	Status
<a href="#">Remove</a>	<a href="#">UMass Boston</a>	Master Degree	Complete
<a href="#">Remove</a>	<a href="#">Salem State College</a>	Bachelor Degree	Complete
<a href="#">Remove</a>	<a href="#">Boston Latin High School</a>	High School Diploma	Complete

[Add Education](#)

[Done](#) [Cancel](#)

Click **Done** to return to the **My JobQuest** tab. Then, if applicable, complete the **Training** and **License, Certification & Registration** sections of your account.

✓	<a href="#">Education</a>
✗	<a href="#">Training</a>
✗	<a href="#">License, Certification &amp; Registration</a>

## Part 3 – Create a Job Match Profile

On the My JobQuest page click the **Job Match Profile** link. This will display a screen labeled **Job Occupations and Titles**.

Welcome John Citizen

Job Seeker Id: 12561917

**Inbox**

[Review Matched Jobs](#)  
[Explore the activities and workshops](#) offered by your career center.  
**New TORQ Tool Available to JobQuest Users**  
TORQ helps you to find job openings in your current occupation and identifies additional occupations for which you are qualified  
[Learn about TORQ](#) [TORQ Login](#)

**My JobQuest Profile**

[Change Password or Secret Answer](#)  
**Personal Information**  

✓ [Contact Information](#)

✓ [Demographics](#)

**Contact Information:**  
[Viewable to Employers](#)

  
**Career Information**  
The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information.  


✗ [Career Objective](#)

✓ [Work History](#)

✓ [Education](#)

✓ [Training](#)

✓ [License, Certification & Registration](#)

  
**Review your information:**  
[Personal Fact Sheet](#)  
[What Employers See](#)

**Schedule Career Center Seminar**

Learn about the wide variety of Career Center services that can help you with your job search by attending a Career Center Seminar (CCS).  
You can use the 'Schedule CCS' button to schedule your seminar. [Schedule CCS](#)  
You can also contact a [Career Center](#) near you to schedule.

**My Résumé**

There are two ways an Employer can view your profile. You can attach a résumé for employers to view or copy and paste your résumé so that Employers can find you, if you match their job requirements.  
**Attached Résumé** [Upload](#)  
**Copy & Paste** [Add](#)

**Job Match Profile**

Complete the Job Match Profile to allow employers to find you and to activate the Match Jobs button.  

✗ [Job Match Profile](#)

  
**Job Match Profile Status:** *Incomplete*

Scroll down the Job Occupations and Titles screen to view the **Select Job Occupation Categories** section and select the appropriate category

### Job Occupations and Titles

#### Selected Occupations: Indicate Your Experience & Certifications (optional)

Below is a list of Job Occupation Title(s) you have added to your profile. If you have any certifications, check the "Certified" check box below. Adding the Months of Experience you have for each occupation title will also increase your match potential.

#### Select Job Occupation Category

Business and Financial Operations Occupations

Select appropriate **Job Occupation Title** from the list below and click the **Add JobTitle** button to save your selection. You can select more than one Job Title.

2. Select Job Occupation Titles

To add a Job Occupation Title to your Job Match Profile, select a Job Occupation Title and click the "Add Job Title" button for each job. The Job Titles will be listed below.

Accountants

Accountants and Auditors

Agents and Business Managers of Artists, Performers, and Athletes

Appraisers and Assessors of Real Estate

Appraisers, Real Estate

Assessors

Auditors

Budget Analysts

Business Operations Specialists, All Other

Claims Adjusters, Examiners, and Investigators

Claims Examiners, Property and Casualty Insurance

Compensation, Benefits, and Job Analysis Specialists

Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation

Construction and Building Inspectors

Coroners

Cost Estimators

Credit Analysts

Emergency Management Specialists

Add Job Title

Below, John Citizen selected two Job Occupation Titles, **Accountants and Auditors** and **Budget Analysts**, and indicated that he is a Certified Accountant with 192 months experience.

Selected Occupations: Indicate Your Experience & Certifications (optional)

Below is a list of Job Occupation Title(s) you have added to your profile. If you have any certifications, check the "Certified" check box below. Adding the Months of Experience you have for each occupation title will also increase your match potential.

Job Occupation Title	Certified	Months of Experience
<div>Remove</div> Budget Analysts	<input type="checkbox"/>	<input type="text"/>
<div>Remove</div> Accountants and Auditors	<input type="checkbox"/>	<input type="text" value="192"/>



Click **Next**. The **Add Skills** section will appear. Skills are grouped into three categories: **Job Skills**, **Computer Skills** and **Language Skills**. The faint lettering on the Job Skills button indicates that this is the section we are viewing below.

## Add Skills

The following is the list of skills associated with the Job Occupation Title(s) you selected. You can also add general computer skills and languages that you can speak. To add skills, highlight the skills and click appropriate skill level. To remove skills, highlight the skills and click the Remove button.

Job Skills Computer Skills Language Skills

**Job Skills**

- Advise Clients
- Analyze Budgets
- Analyze/Interpret Data/Budgets
- Apply Budgeting Principles
- Apply Business Management Concepts
- Apply Cost Analysis Theory
- Apply Financial Management Principles & Theories
- Apply Math Principles To Pensions
- Apply Mathematics To Actuarial Modeling
- Apply Principles Of Business Law
- Apply Research Methodology To Manufacturing & Commerce
- Apply Tax Laws/Regulations
- Apply Time Management Theory
- Compute Taxes
- Compute/Record Fiscal Data
- Conduct Investigations/Research
- Develop/Maintain Accounting & Budgeting Data Bases
- Evaluate Advertising Promotions

**Add >>**

**<< Remove**

**My Skills List**

Select a skill by highlighting it and clicking **Add** to move it to the **My Skills List** box on the right side of the screen. Or, select several skills by holding the **Ctrl** key down while clicking on the skills you want. Then click **Add** to move those skills to **My Skills List**.

To remove a skill from My Skills List, highlight it and click the **Remove** button.

Job Skills Computer Skills Language Skills

**Job Skills**

- Apply Business Management Concepts
- Apply Cost Analysis Theory
- Apply Principles Of Business Law
- Apply Research Methodology To Manufacturing & Commerce
- Apply Time Management Theory
- Evaluate Advertising Promotions
- Evaluate Costs Of Engineering Projects
- Manage Contracts
- Plan/Direct Fiscal Activity
- Prepare Business Correspondence
- Prepare Cost Estimates For Management Information
- Process/Prepare Business/Government Forms
- Program Computers For Management Analysis Applications
- Select Business Applications For Computers

**Add >>**

**<< Remove**

**My Skills List**

- Advise Clients
- Analyze Budgets
- Analyze/Interpret Data/Budgets
- Apply Budgeting Principles
- Apply Financial Management Principles & Theories
- Apply Math Principles To Pensions
- Apply Mathematics To Actuarial Modeling
- Apply Tax Laws/Regulations
- Compute Taxes
- Compute/Record Fiscal Data
- Conduct Investigations/Research
- Develop/Maintain Accounting & Budgeting Data Bases
- Evaluate Degree Of Financial Risk
- Manage Accounting Systems
- Organize & Prioritize Accounting & Auditing Activities
- Prepare Cost Benefit Analysis
- Prepare Tax Returns
- Provide Financial Consultation

Click the **Computer Skills** button above the **Job Skills** box to display this group of skills. Select Computer Skills and then Language Skills the same way you selected Job Skills, by highlighting specific skills and clicking **Add** to move them to My Skills List on the right.

Click **Next** to move beyond the Job Skills, Computer Skills and Language Skills section of your profile. An **Additional Skills & Preferences** section will appear. (See below.) Select the type of Driver's License you have and, if applicable, describe any other skills you have in the text box.

## Additional Skills & Preferences

### Additional Skills

Some jobs may require a drivers license or typing skills. Enter the appropriate answers below.

Select the Driver's License you have:

None 

If you type, how many words can you type per minute?

Please include any other skills:

Scroll down below the text box and select **Pay**, **Shift** and **Work Week** preferences. Save your preferences by clicking **Next**.

### Preferences

#### Pay

\$  Per

#### \* Shift

Select all the apply

- ☒ First
- ☒ Second
- ☐ Third
- ☐ Rotating
- ☐ Split

#### Work Week

Select all the apply

- ☐ Full-Time, 1 - 3 Days
- ☒ Full-Time, 4 - 150 Days
- ☒ Full-Time, over 150 Days
- ☐ Part-Time, 1 - 3 Days
- ☐ Part-Time, 4 - 150 Days
- ☐ Part-Time, over 150 Days

**Back**

**Next**

**Cancel**

Select at least one location in the **Location** section of your profile. Either click on a region in the list on the left, or click on a section of the map of Massachusetts.

## Location

Billerica, Chelmsford, Dracut, Westford, Lowell, Tewksbury, Tyngsboro, Dunstable.

Clicking on the region name or map will allow you to select the cities & towns where you would like to work. At least one location is required.

[Berkshire County \(Pittsfield\)](#)

[Boston](#)

[Bristol \(Attleboro, Fall River, Taunton\)](#)

[Brockton](#)

[Cape Cod, Vineyard, Nantucket](#)

[Central Mass \(Southbridge, Milford, Worcester\)](#)

[Franklin/Hampshire \(Greenfield, Northampton\)](#)

[Greater Lowell](#)

[Greater New Bedford \(New Bedford, Wareham\)](#)

[Hampden \(Springfield, Holyoke\)](#)

[Lower Merrimack \(Lawrence, Haverhill\)](#)

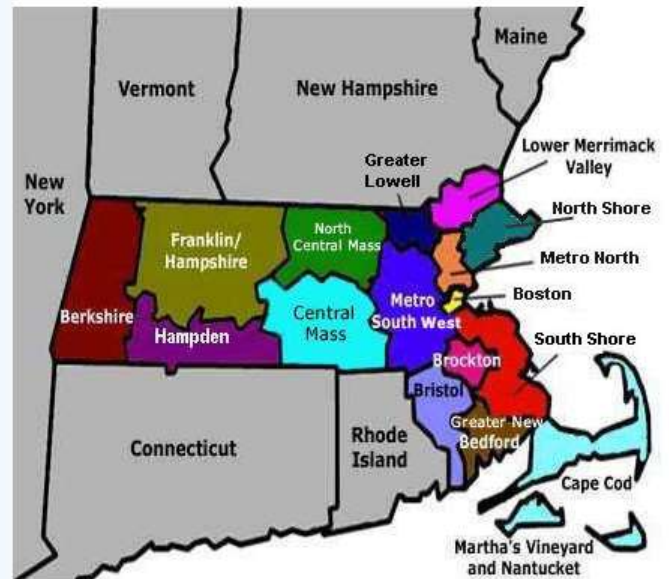
[Metro North \(Cambridge, Chelsea, Woburn\)](#)

[Metro South/West \(Framingham, Norwood\)](#)

[North Central \(Gardner, Leominster\)](#)

[North Shore \(Gloucester, Lynn, Salem\)](#)

[South Shore \(Plymouth, Quincy\)](#)



In our sample account John Citizen clicked **Greater Lowell**

After selecting various locations click the **Done** button to return to the Welcome screen.

“When the Welcome page reappears, look at the bottom right portion of the screen. Four green checkmarks indicate that the Job Occupations & Job Titles, Skills Profile, Additional Skills & Preferences and Location sections of your account are complete. Also, Job Match Profile Status is Active.

**Job Match Profile** 

Complete the Job Match Profile to allow employers to find you and to activate the Match Jobs button.

✓ <a href="#">Job Occupations &amp; Job Titles</a>
✓ <a href="#">Skills Profile</a>
✓ <a href="#">Additional Skills &amp; Preferences</a>
✓ <a href="#">Location</a>

View matched jobs ... **Match Jobs**

**Job Match Profile Status: *Active***

If you do not wish to be matched to any future jobs, you may [Inactivate](#) your profile at any time.

## Part 4 – Upload a Resume

Use the **My Resume** feature to attach a resume to your JobQuest account. This will enable employers who are searching for job candidates to view your work experience and skills and possibly contact you to schedule job interviews.

You have two resume options: (1) **Attach** a resume composed in Microsoft Word **or** (2) use the **Copy & Paste** function to copy and paste information from your resume.

The screenshot shows the JobQuest user interface. At the top, there is a navigation bar with 'Welcome John Citizen' on the left and 'Job Seeker Id: 12561917' on the right. Below this, the main content area is divided into several sections. On the left, there is an 'Inbox' section with links to 'Review Matched Jobs', 'Explore the activities and workshops offered by your career center.', and a 'New TORQ Tool Available to JobQuest Users' announcement. Below the inbox is the 'My JobQuest Profile' section, which includes 'Personal Information' with checkboxes for 'Contact Information' and 'Demographics'. On the right, there is a 'Schedule Career Center Seminar' section with a 'Schedule CCS' button. The 'My Résumé' section is highlighted with a red dashed border and contains two options: 'Attached Résumé' with an 'Upload' button and 'Copy & Paste' with an 'Add' button. A 'Security Alert' banner is visible at the top of the main content area.

To attach a resume composed in Word, click the **Upload** button shown above. The **Add/Edit Resume** screen will appear (see below).

### Add / Edit Résumé

The screenshot shows the 'Add / Edit Résumé' screen. It has a light blue header with the title 'Add / Edit Résumé'. Below the header, there are two main sections. The first section is titled 'Attached Résumé' and contains a description: 'This feature allows you to attach an existing Microsoft Word résumé. This résumé will be converted into Adobe Acrobat format and be viewable by employers on the Internet.' Below this description is an 'Add' button. The second section is titled 'Copy-and-Paste Résumé' and contains a description: 'This feature allows you to "copy" text from an existing résumé and "paste" the text into the text box. Employers will be able to view and search the contents of this résumé.' Below this description is another 'Add' button. At the bottom right of the screen, there is a 'Back to My JobQuest' button.

Click the **Add** button in the Attached Resume option.

## Add / Edit Résumé

### Attached Résumé

This feature allows you to attach an existing Microsoft Word résumé. This résumé will be converted into Adobe Acrobat format and be viewable by employers on the Internet.

**Add**

The screen below will appear.

## Add / Edit Résumé

### Attached Résumé

This feature allows you to attach an existing Microsoft Word résumé. This résumé will be converted into Adobe Acrobat format and be viewable by employers on the Internet.

#### Why upload your Résumé?

So employers can view a formatted version of your résumé.

Note: If you have specified that you do not want your contact information viewable by employers, this résumé will not be viewable to them.

If you don't see a "Browse" button, your browser does not support attachments.

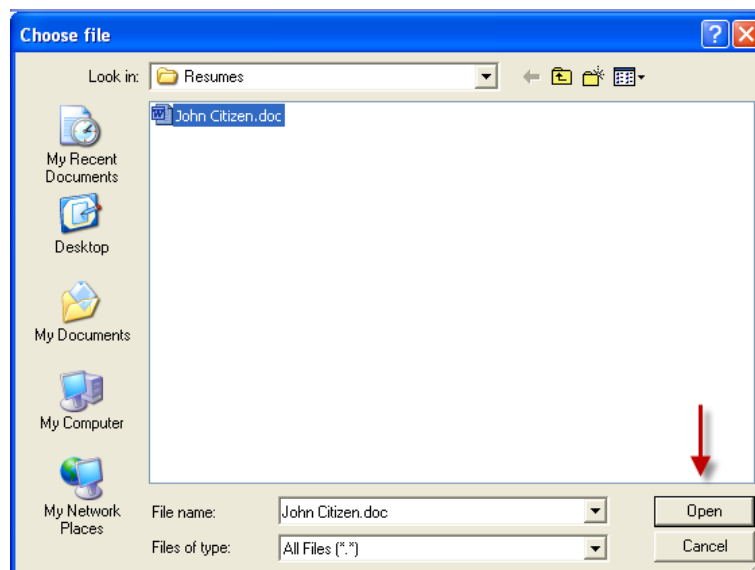
Browse...

Maximum File size 500KB. (PC users, select "All Files" for File Type.)

**Attach File**

**Cancel**


Click **Browse** to find the Word file containing your resume. Highlight that file as illustrated on the next page and click the **Open** button.



When the location and name of the file appear in the **Browse** slot click the **Attach File** button.

If you don't see a "Browse" button, your browser does not support attachments.

Maximum File size 500KB. (PC users, select "All Files" for File Type.)



A “processing” message will appear on your screen. The screen will then display a PDF file that is now attached to your account. JobQuest converts Word files to PDF files. (*See the example below.*)

Attached File	Size	Virus Found?
<a href="#">R11669077.pdf</a>	4 KB	No

After uploading your resume a **Delete File** option becomes available to enable you to replace this resume with an updated one at some point in the future.

If you click the Back to My JobQuest button you will notice the My Resume section of your account now has **View** and **Replace** buttons. Click View to see the resume you uploaded and click Replace to upload a newer version of your resume.

Below, the **My Resume** section of a JobQuest account after uploading a resume.

My Résumé ?

There are two ways an Employer can view your profile. You can attach a résumé for employers to view or copy and paste your résumé so that Employers can find you, if you match their job requirements.

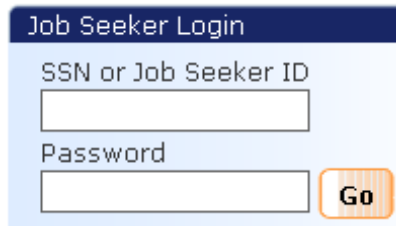
Attached Résumé

Copy & Paste



## Part 5 – Login and Logout

To login to your account type [www.mass.gov/jobquest](http://www.mass.gov/jobquest) into your browser. When the home page appears, type your **Job Seeker ID** and **Password** into the fields in the upper right corner and click **Go**.

A screenshot of the 'Job Seeker Login' form. It has a dark blue header with the text 'Job Seeker Login'. Below the header, there are two input fields: 'SSN or Job Seeker ID' and 'Password'. To the right of the 'Password' field is an orange button with the text 'Go'.

A Welcome message appears at the top of the screen and you will be on the My JobQuest tab.

A screenshot of a welcome banner. It is an orange horizontal bar. On the left, it says 'Welcome John Citizen' in dark blue. On the right, it says 'Job Seeker Id: 11565705' in dark blue.

Click the [Logout](#) link in the upper right corner of your screen to exit your JobQuest account.

If you have questions about using the JobQuest website, please call (617) 626-6571.