

# Mass Workforce Issuance

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**Workforce Issuance No. 14-112**

☐ Policy   ☒ Information

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**To:** Chief Elected Officials  
Workforce Investment Board Chairs  
Workforce Investment Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** December 30, 2014

**Subject:** **TORQ Updates Related to MOSES Job Seeker (Applicant/MOSES) ID**

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**Purpose:** To provide Local Workforce Investment Boards, One-Stop Career Center Operators, and other local workforce investment partners with information regarding updates to TORQ.

**Background:** TORQ allows career center staff to help job seekers evaluate transferability of job skills based on an analysis of previous work history. The software enables job seekers to move between occupations efficiently and to identify potential new employment options based on the transferability of their knowledge, skills, and abilities. The analysis provides a fit to compatible jobs based on O\*NET skill sets and allows real-time matches to several internet job search engines using Massachusetts-specific labor market information (LMI).

The recent implementation of the interface between TORQ and MOSES is complete. This allows job seekers to develop and access their TORQ profile through the JobQuest website. This also means that career center staff can now search for a job seeker's profile by entering a MOSES Job Seeker ID (Applicant/MOSES ID) into TORQ.

## Action

**Required:** Please ensure that all staff are made aware of TORQ's new search feature that allows staff to find a customer using a Job Seeker ID (MOSES ID). Also, please inform staff that job seekers are able to create and access their TORQ profile via JobQuest. This means that TORQ profiles that are created by the job seeker through JobQuest are owned by the job seeker rather than by a staff member.

Please refer to the instructions that are found at the end of this document that illustrate how to use these new features.

A webinar training on these developments will be provided on a future date (to be determined) by the LMI team. The webinar information will be distributed via a separate workforce issuance once the dates are determined.

**Inquiries:** Please contact Juliet Nelson at [jnelson@detma.org](mailto:jnelson@detma.org) or 617-626-5287.

## Description of Updates to TORQ

### Job Seeker Access to TORQ via Job Quest

1. Once a job seeker has created a JobQuest account they will be able to access TORQ by selecting the *TORQ Login* button.

The screenshot displays the Massachusetts JobQuest website. At the top, the header includes the text "The Executive Office of Labor and Workforce Development (EOLWD)" and a "Logout" link. Below this is the "Massachusetts JobQuest" logo and a navigation bar with links: Home, Find Jobs, Locate Training, Search Events, My JobQuest, and Help. A secondary navigation bar says "Search and Find Jobs in Massachusetts with JobQuest » My JobQuest".

The main content area is divided into several sections:

- Welcome SURLY TEST** (Job Seeker Id: 11565705)
- Inbox**: Contains a "Review Matched Jobs" link, a message about 37 events at the closest Career Center, and a "New TORQ Tool Available to JobQuest Users" announcement. The announcement includes a "Learn about TORQ" button and a "TORQ Login" button (highlighted with a green box).
- My Résumé**: Includes a "Security Alert" and instructions on how employers can view the profile. It features buttons for "View", "Replace", "Copy & Paste", and "Edit".
- My JobQuest Profile**: Includes a "Change Password or Secret Answer" link and sections for "Personal Information" (Contact Information, Demographics) and "Career Information" (Career Objective, Work History). A "Review your information:" link is also present.
- Job Match Profile**: Includes instructions to complete the profile to allow employers to find the user. It features a list of profile sections: Job Occupations & Job Titles, Skills Profile, Additional Skills & Preferences, and Location. A "Match Jobs" button is visible.

The bottom of the page shows the "Job Match Profile Status: Active" and a link to "Inactivate" the profile.

2. Selecting *TORQ Login* will take them to the *TORQ Login Screen* (as seen below). When they see this screen select *Continue to TORQ*, which will take them to the TORQ's *Basic Screen*.

Search and Find Jobs in Massachusetts with JobQuest » My JobQuest » TORQ Login

## TORQ Login

**Thank you for using JobQuest. You will now be redirected to TORQ.**

**Note:** When you go to TORQ for the first time, your contact information (Name, Email, JobQuest ID and Zip Code) is sent to set up your TORQ account.

If you wish to exit JobQuest and go to TORQ, press the "Continue to TORQ" button.

[Back to JobQuest](#) [Continue to TORQ](#)

TORQ is a free standalone service provided via JobQuest. Anything you change in TORQ will not change in JobQuest.

3. On the TORQ *Basic Info* screen they will see that much of the information is already pre-populated. This is because TORQ now receives information from their JobQuest profile (as illustrated below).

**cTORQ**  
SURLY TEST  
Massachusetts - Boston WIA

Help · Sign Out

SURLY TEST

Basic Info Work Experience Short List Job Postings Gap Analysis Training Report

**Basic Info** [Help Video](#)

Enter your information to personalize your employment plan. Information marked with an "\*" is required.

\* First Name:

\* Last Name:

? Email:

? Re-type Email:

? \* Zip Code:

Current/Most Recent Annual Wage:

\* Highest Education Attained:

Next ➡

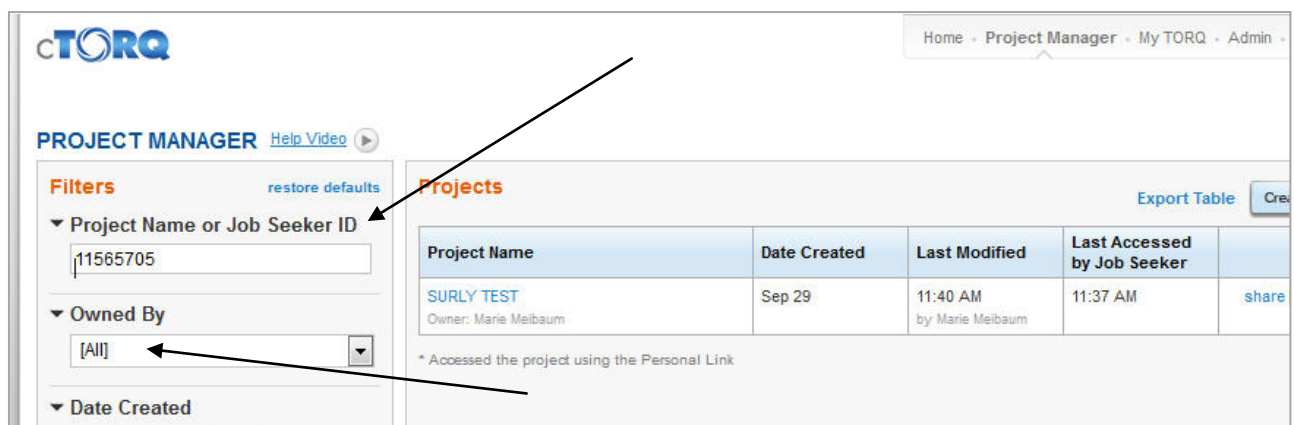
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## Staff Access: Search Job Seeker TORQ Project by Job Seeker ID

1. After logging into TORQ go to the *Home* screen and select *Open Project*. This will take you to the *Project Manager* screen.



2. Once on the *Project Manager* screen enter either a Project Name or Job Seeker ID into the first filter box. Then select *All* in the *Owned By* drop down filter. This will allow you to search for a project using these identifiers.



3. On the TORQ *Basic Info* screen you will see that much of the information is already pre-populated. This is because TORQ receives information from a JobQuest profile including the *Job Seeker ID* (as illustrated below). Please note that if the TORQ project was created prior to the implementation of TORQ/MOSES interface, then the *Job Seeker ID* may not show up on the *Basic Info* screen.

The screenshot displays the 'Basic Info' tab of a web application. The interface includes a navigation bar with tabs: Basic Info, Work Experience, Short List, Job Postings, Gap Analysis, Training, and Report. A 'Share Project' button is located in the top right corner. Below the navigation bar, a message states: 'Enter your information to personalize your employment plan. Information marked with an \* is required.' The form contains several input fields: 'First Name' (SURLY), 'Last Name' (TEST), 'Email' (surlytest@test.com), 'Re-type Email' (surlytest@test.com), 'Job Seeker ID' (11565705), and 'Zip Code' (02114). There are also fields for 'Current/Most Recent Annual Wage' and 'Highest Education Attained' (High School Diploma). A 'Next' button with a right arrow is positioned at the bottom right of the form.

Basic Info [Help Video](#)

Share Project

Enter your information to personalize your employment plan. Information marked with an \* is required.

\* First Name: SURLY

\* Last Name: TEST

? Email: surlytest@test.com

? Re-type Email: surlytest@test.com

? Job Seeker ID: 11565705

? \* Zip Code: 02114

Current/Most Recent Annual Wage:

\* Highest Education Attained: High School Diploma

Next