Commonwealth of Massachusetts
Executive Office of Labor and Workforce Development

JobQuest

Guide for Job Seekers

April 2017

Department of Career Services

MASSACHUSETTS ONE-STOP CAREER CENTERS
A proud partner of the americanjobcenter network

JobQuest Website

Guide for Job Seekers

Part 1 – Job Seeker Registration on JobQuest **Page 3**

Part 2 – Complete My JobQuest Profile **Page 9**

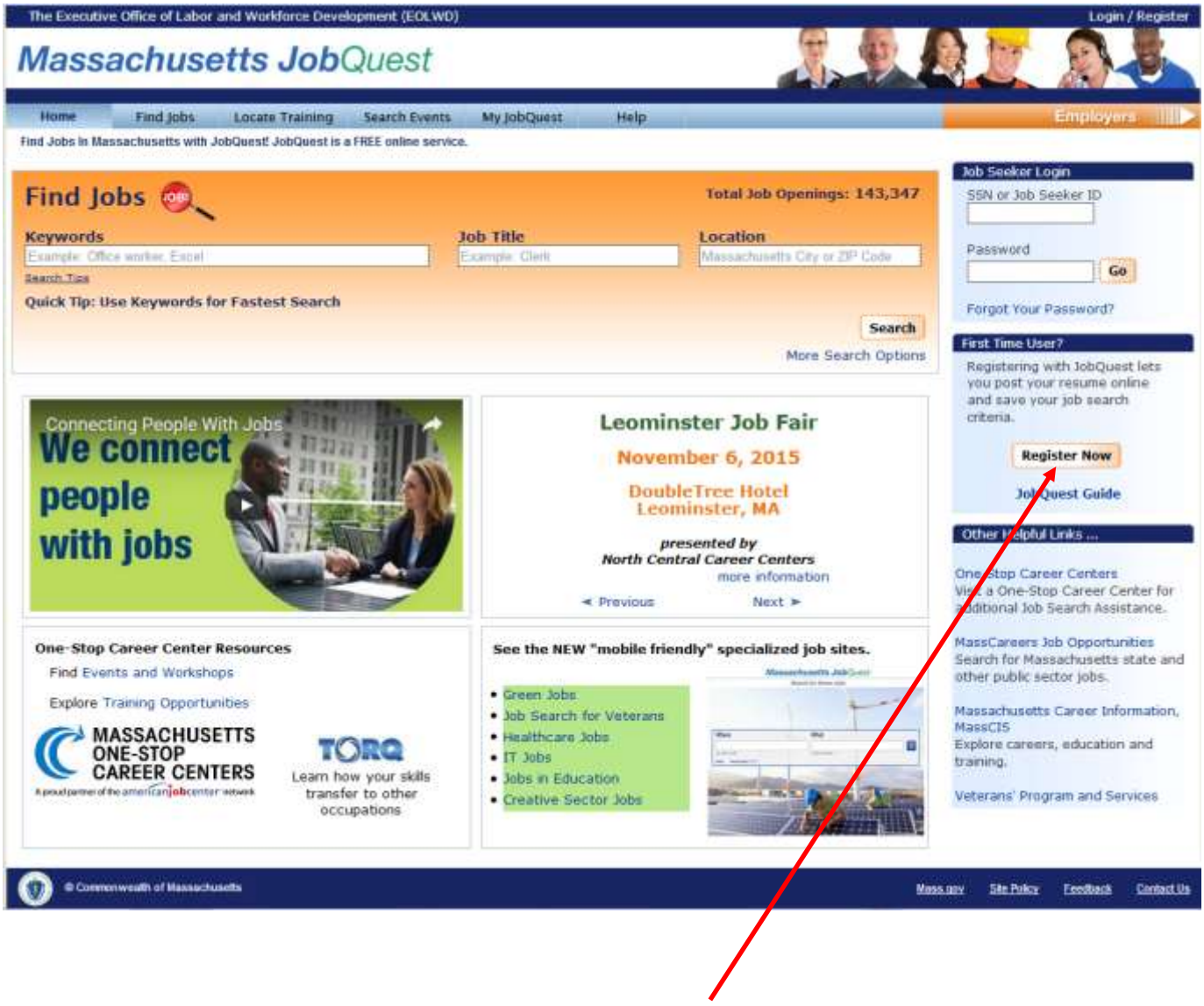
Part 3 - Create a Job Match Profile **Page 14**

Part 4 – Upload a Resume **Page 20**

Part 5 – Login and Logout **Page 23**

Part 1 – Register on JobQuest to Look for Jobs

1. Type **www.mass.gov/jobquest** into your computer browser to display the JobQuest home page, illustrated below.

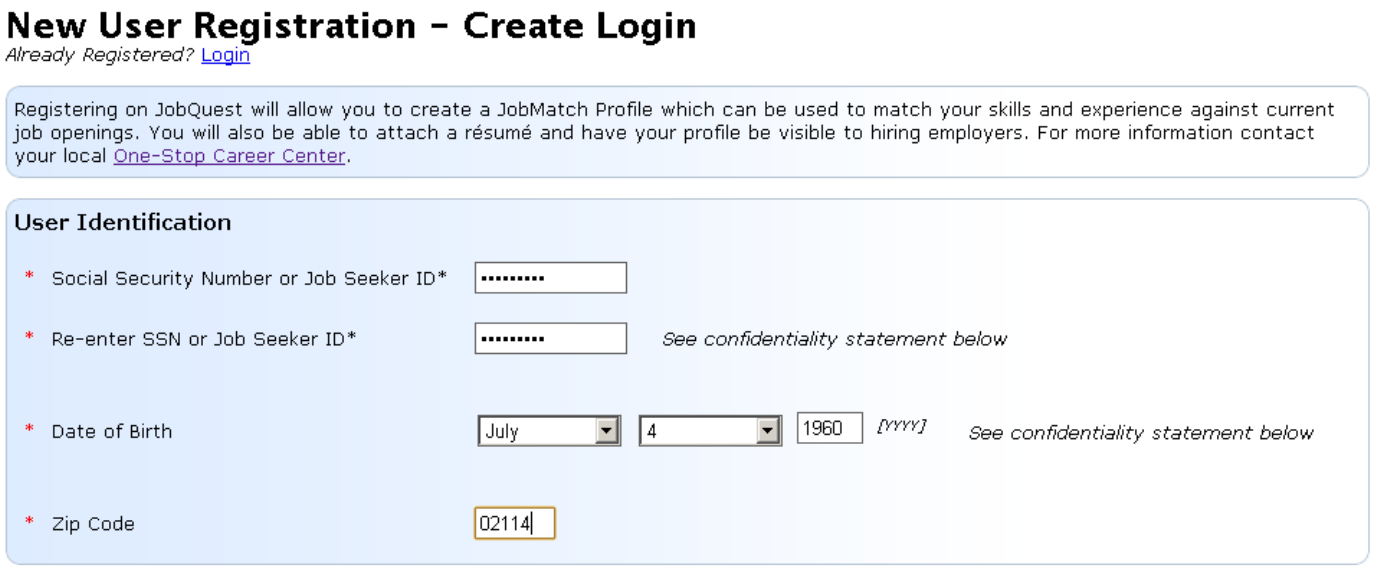


2. If visiting the website for the first time, click the "Register Now" button in the section below the login. This will open a **New User Registration – Create Login** form which is shown on the next page.

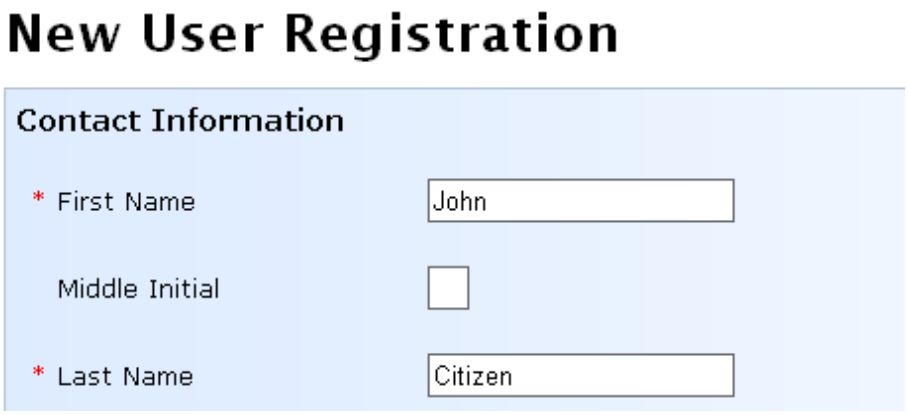
   On the following pages we will use John Citizen, a fictional customer, to explain and illustrate the steps you must complete to register.

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.

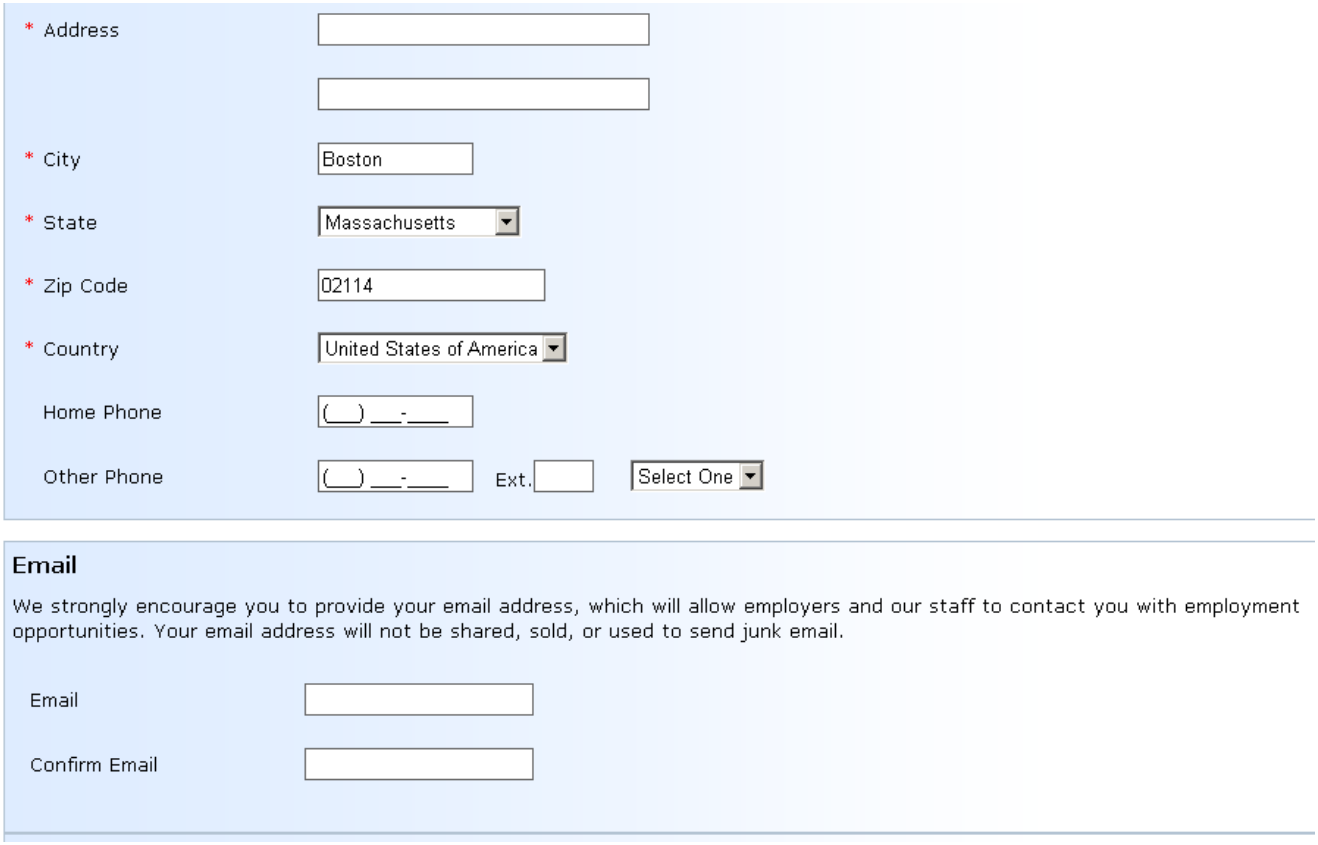
   You must populate all the fields marked with red asterisks.



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

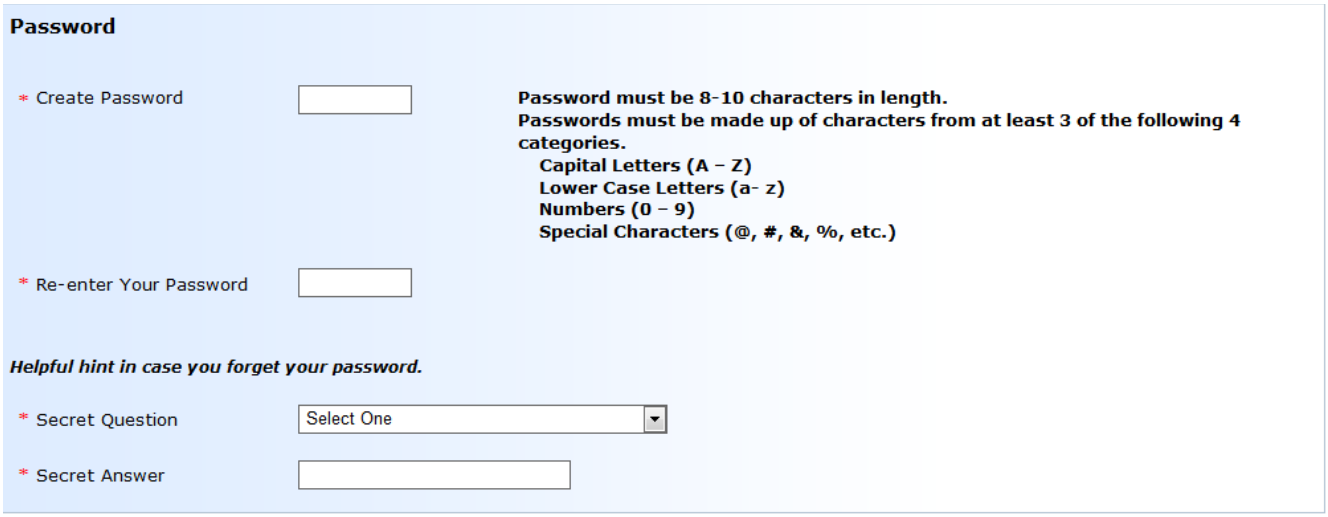


5. Complete the Address, Telephone and Email fields.

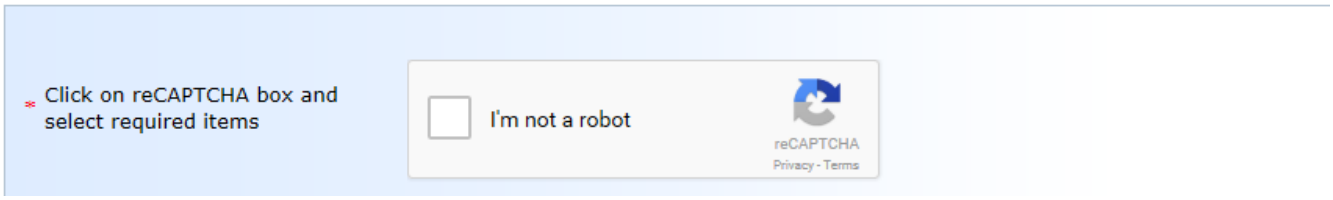


6. Create a secure **Password** that you will use to access this account. Note that it must be 8-10 characters in length, and contain 3 of the following 4: Capital Letters, Lower Case Letters, Numbers, Special Characters (@, #, &, %, etc.).

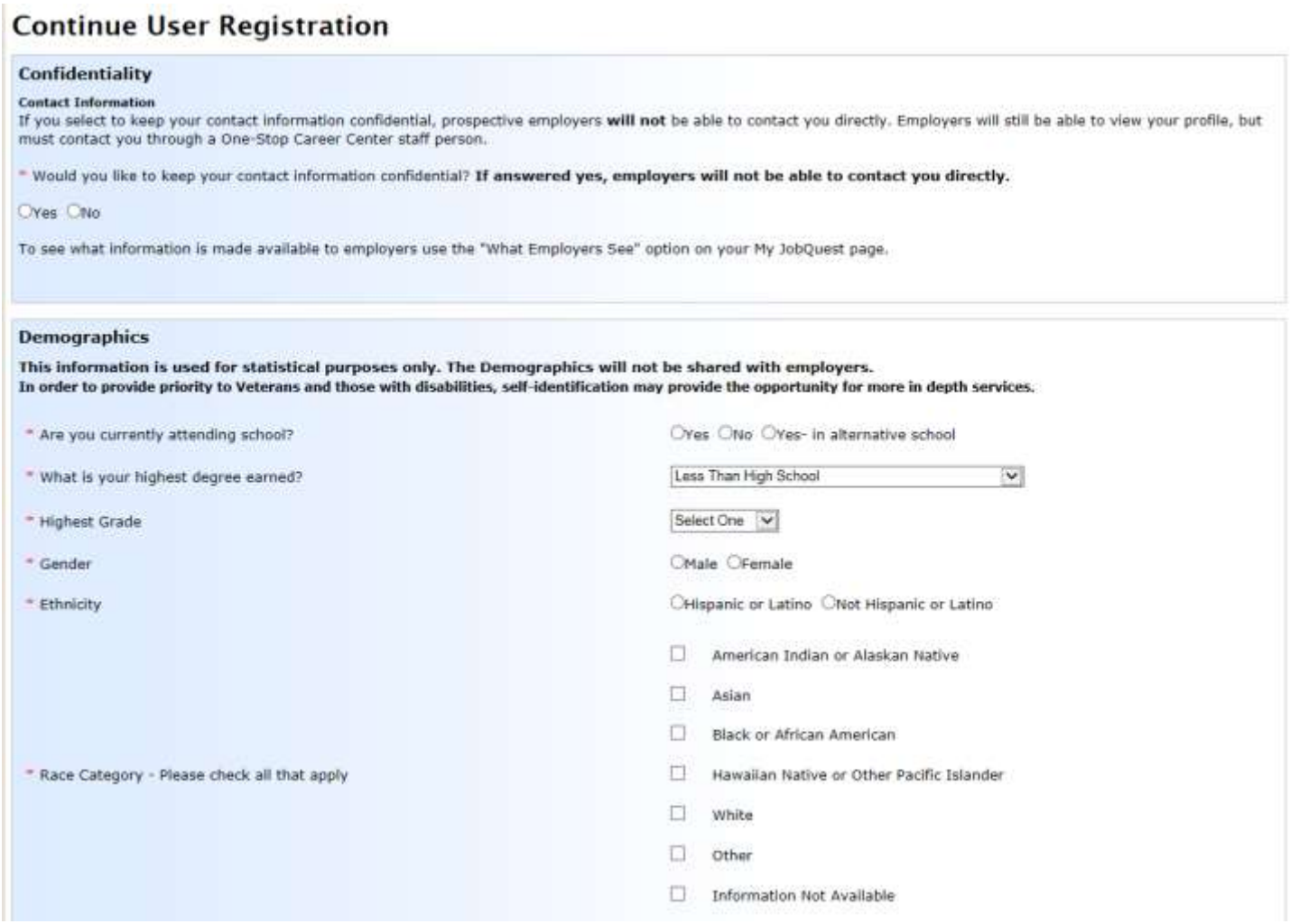
   Select a password security question and type the answer to that question in the space provided. If you forget your password, answering your security question will enable you to reset it and regain access to your account.

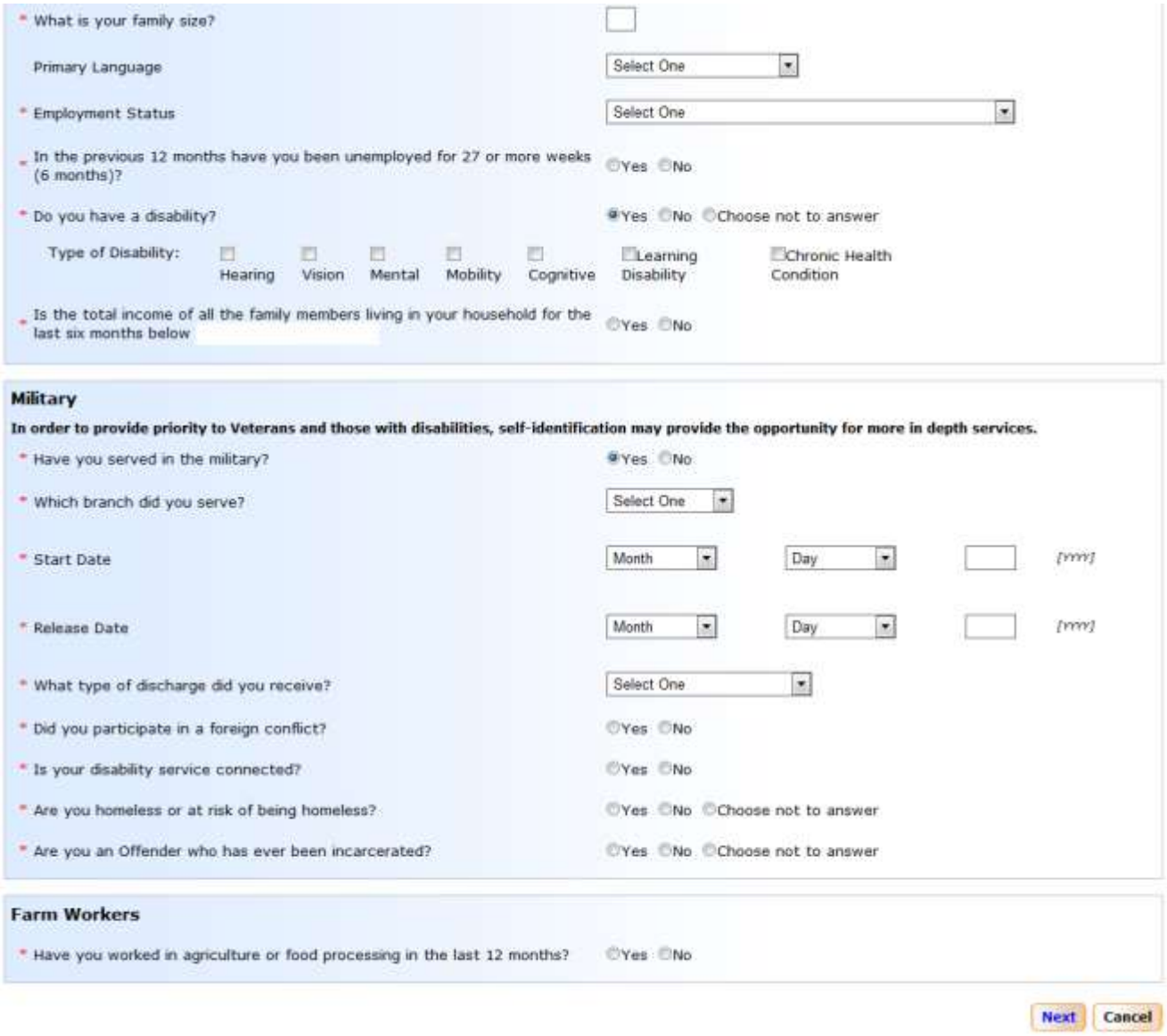


7. Check the CAPTCHA box and answer the question related to the pictures that will be presented.



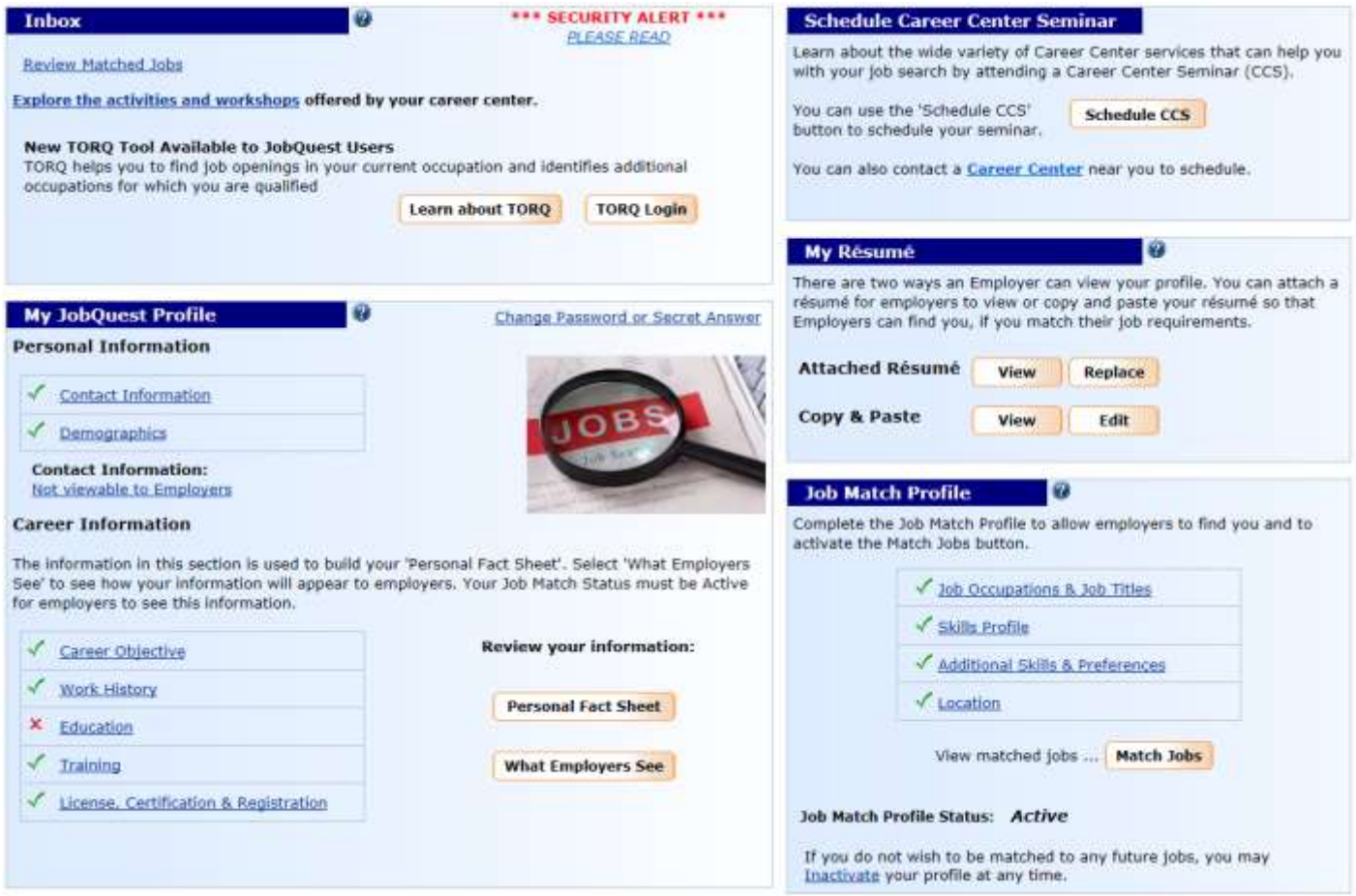
8. Complete the Confidentiality and Demographics sections of the form and click **Next** at the bottom of the screen.





9. 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.

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.



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

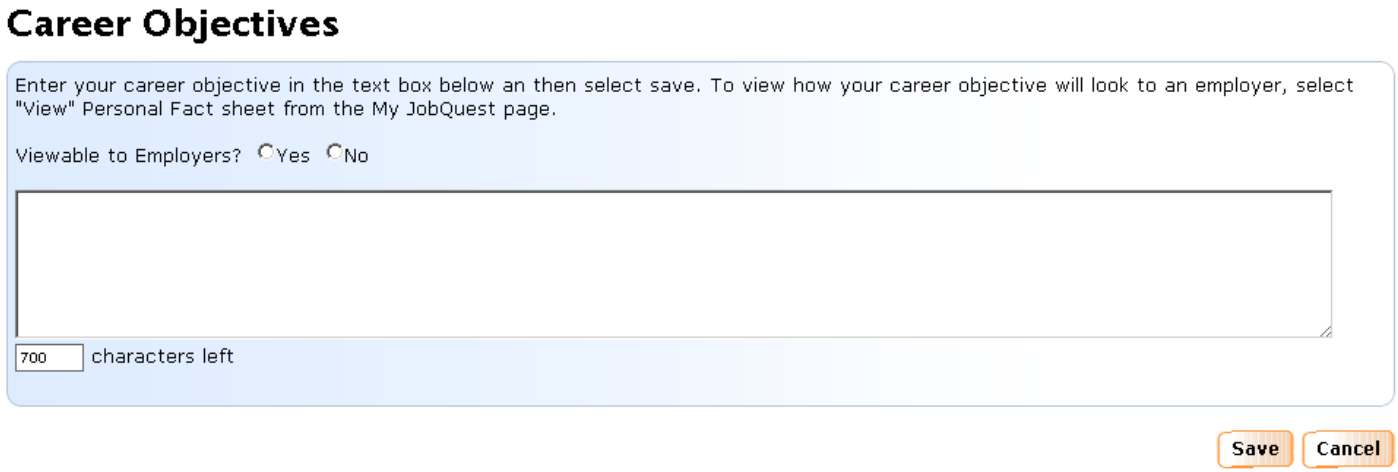
Part 2 – Complete My JobQuest Profile

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.

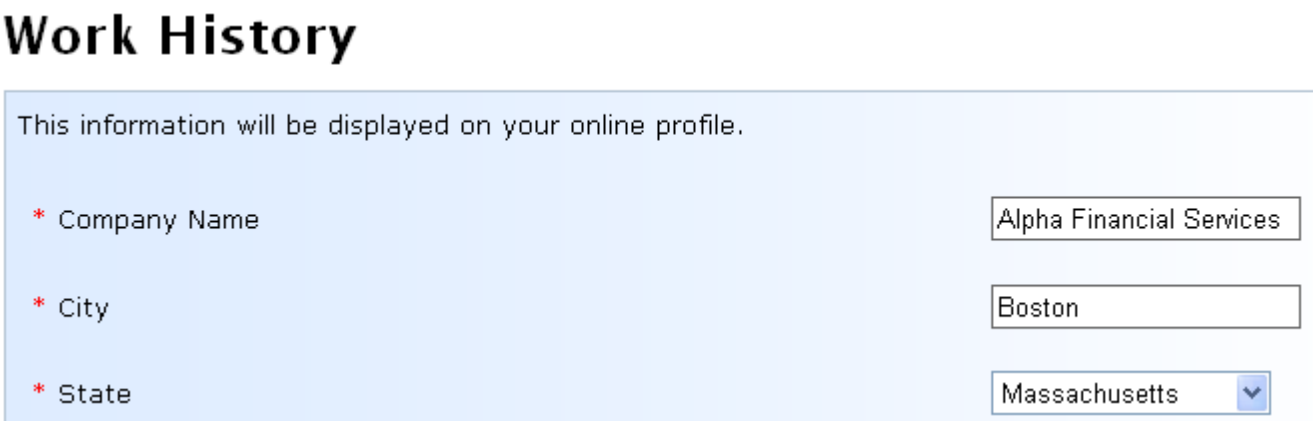
The green checkmarks indicate completed sections and red Xs indicate sections where additional information should be entered and saved.

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

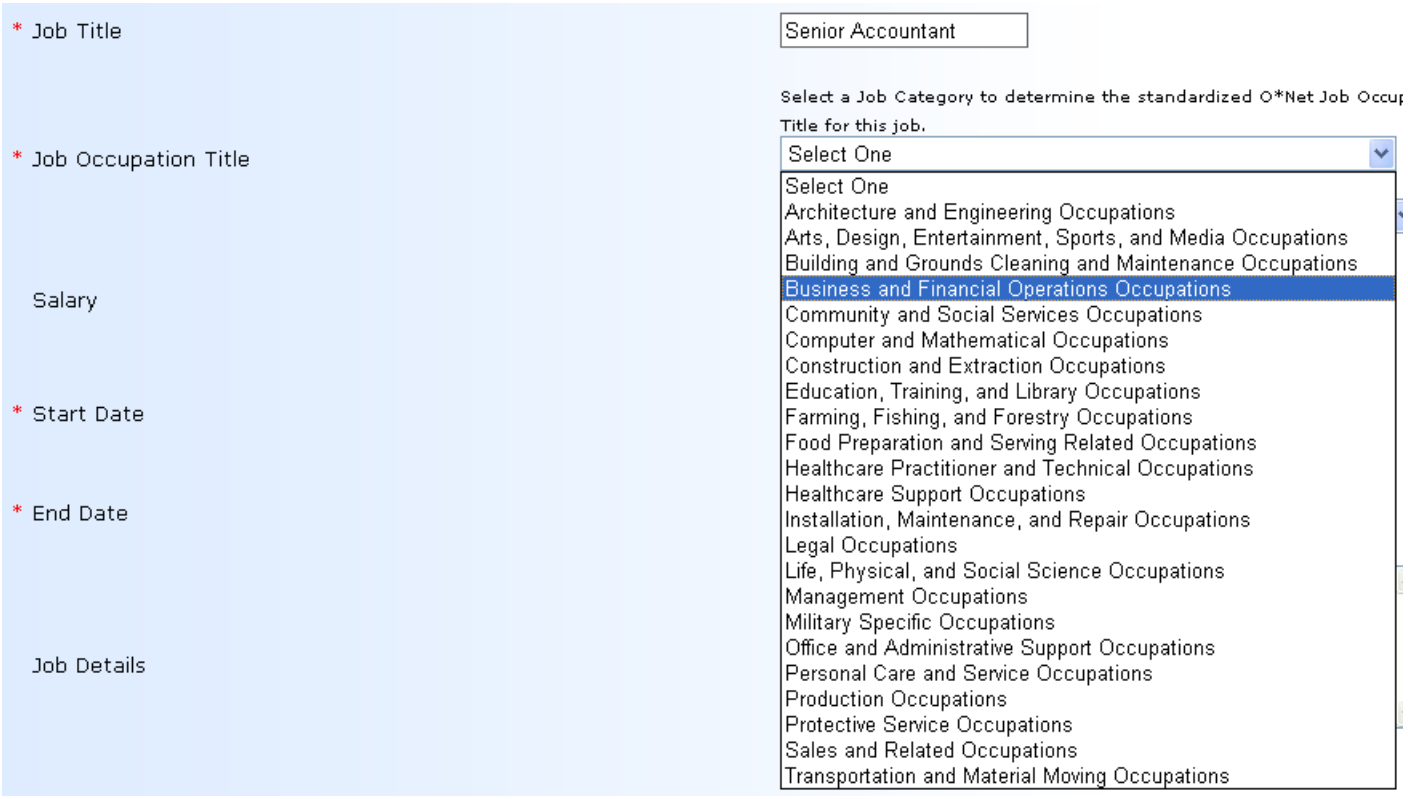


After typing your objective click the **Save** button. The "Welcome" page will reappear. Scroll down and see the green checkmark indicating this section is now complete.

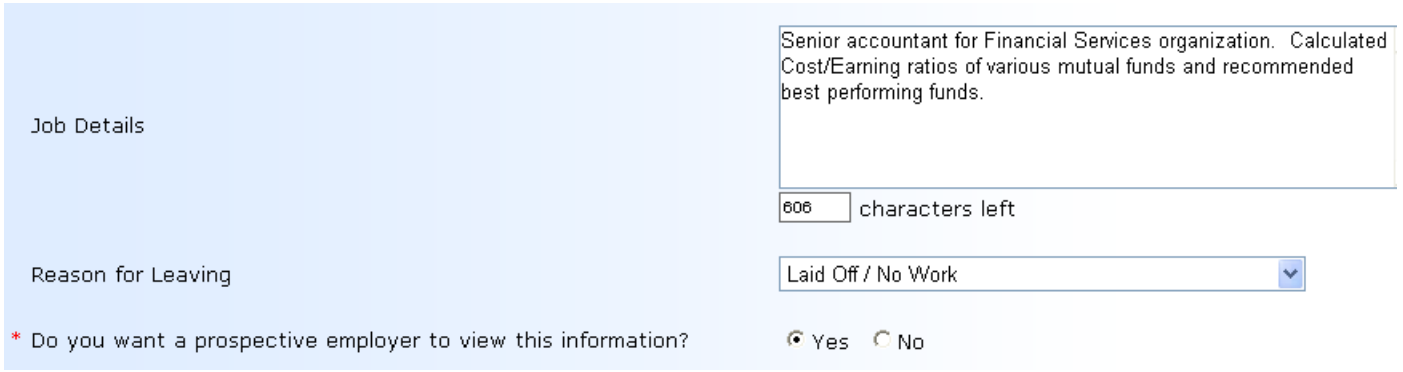
2. Click **Work History** to enter information in that section. You must populate all the fields marked with red asterisks.



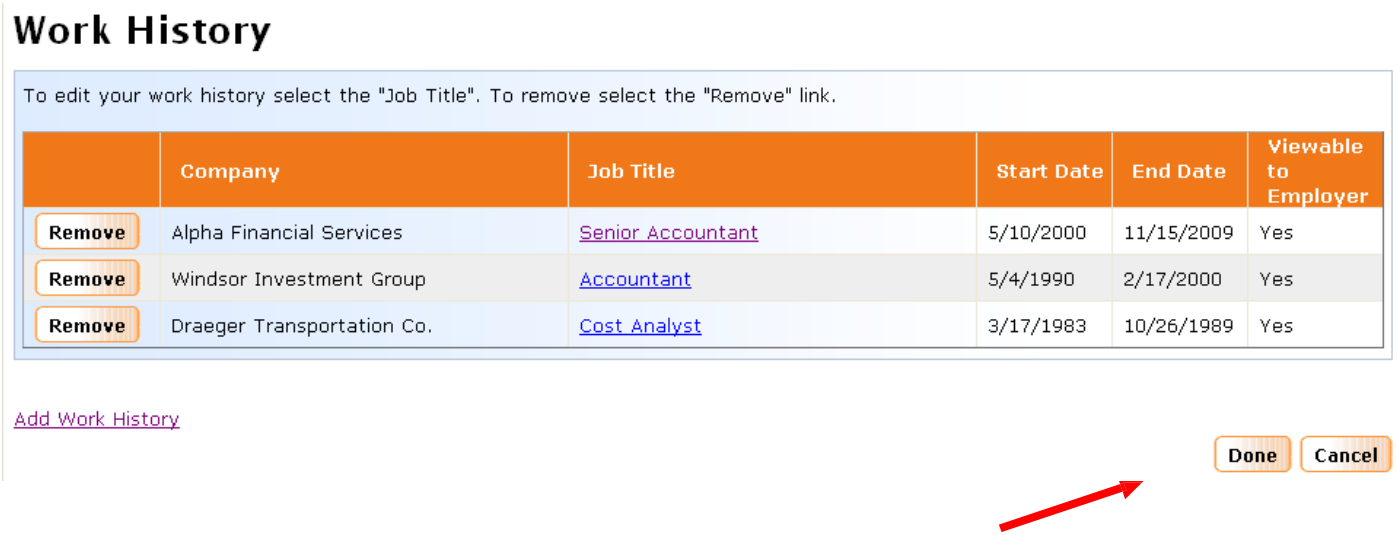
Select a Job Category from the **Job Occupation Title** dropdown menu and complete the other fields in this section.



If you click "**Yes**" to the question: <u>Do you want a prospective employer to</u> <u>view this information?</u> 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.

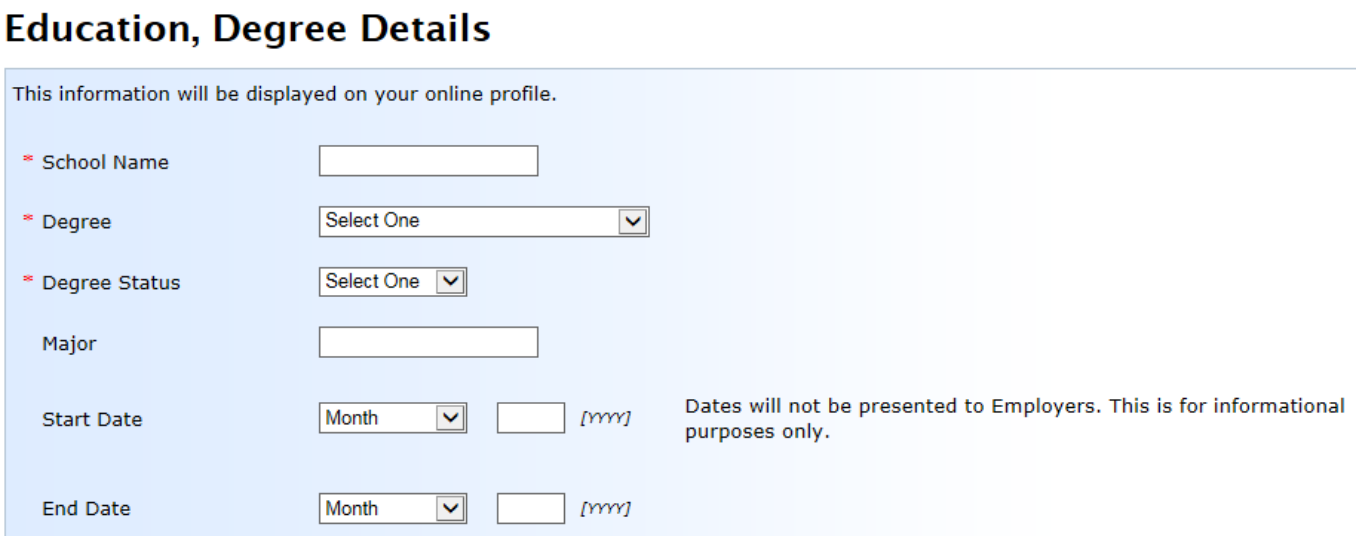


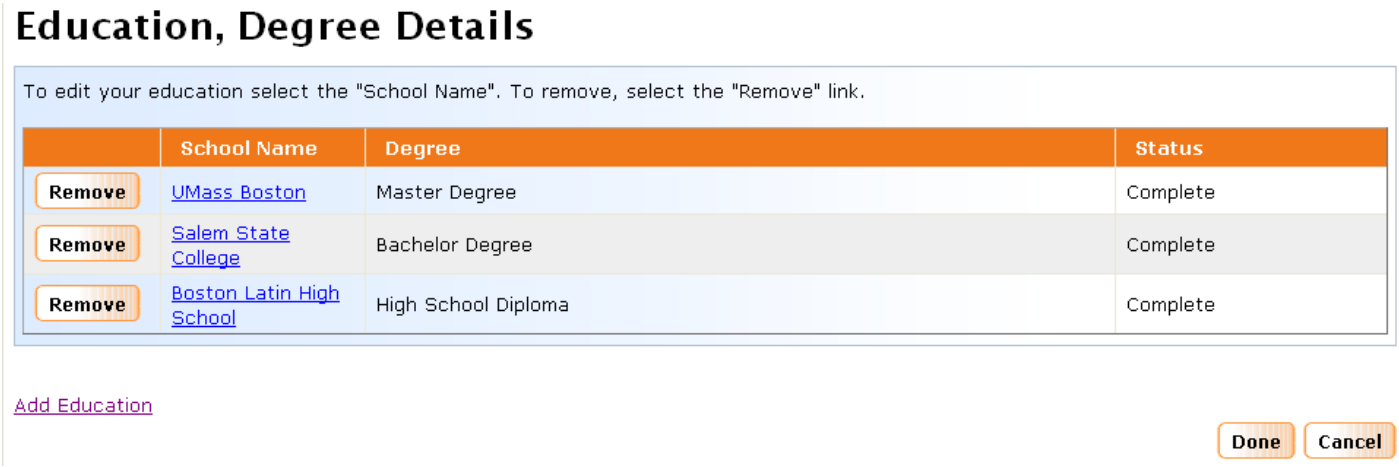
Below is the completed Work History section of John Citizen's account.



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.)

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

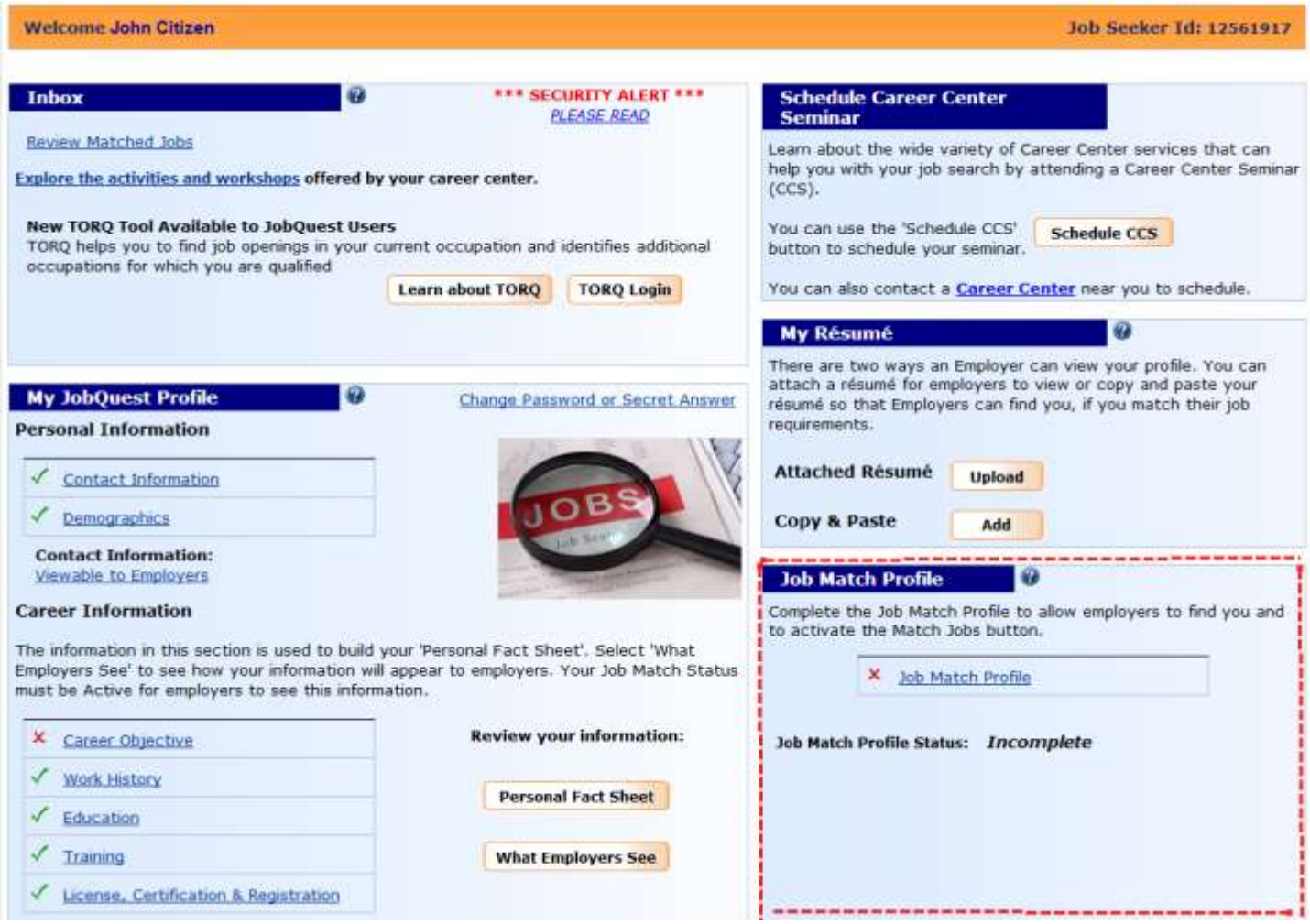




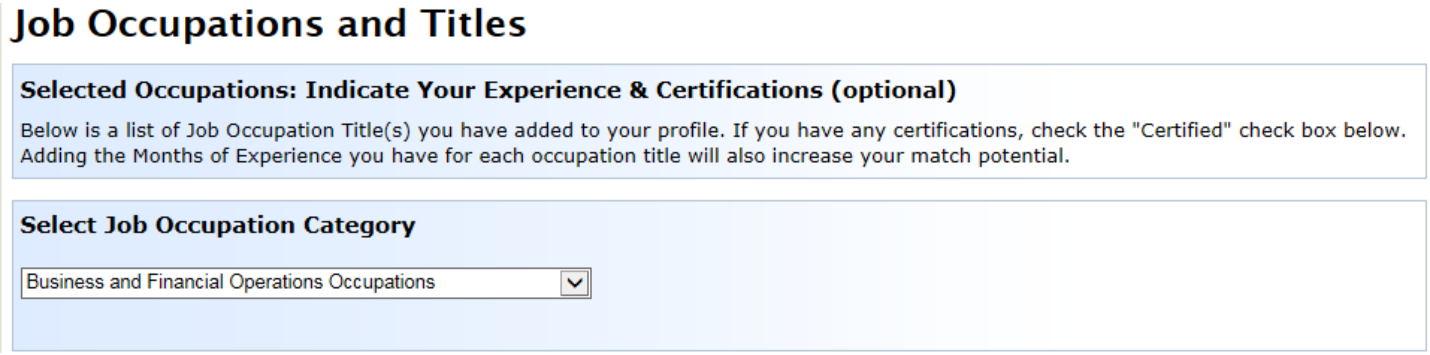
Click **Done** to return to the **My JobQuest** tab. Then, if applicable, complete the **Training** and **License, Certification & Registration** sections of your account.

Part 3 – Create a Job Match Profile

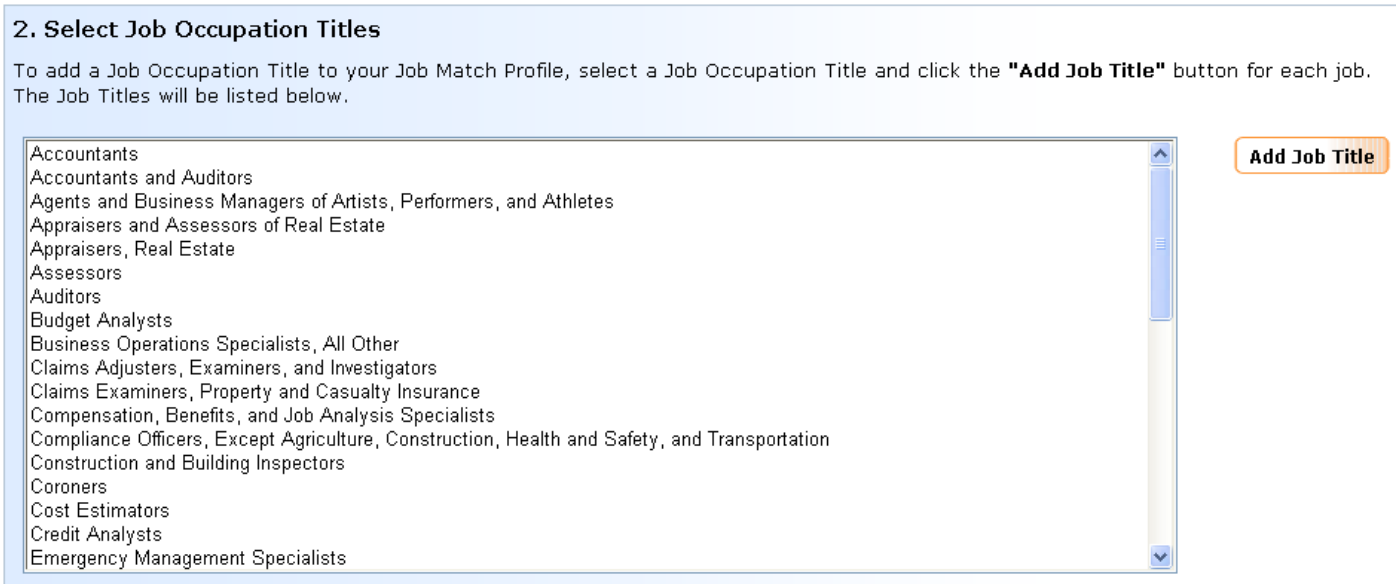
On the My JobQuest page click the **Job Match Profile** link. This will display a screen labeled **Job Occupations and Titles**.



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

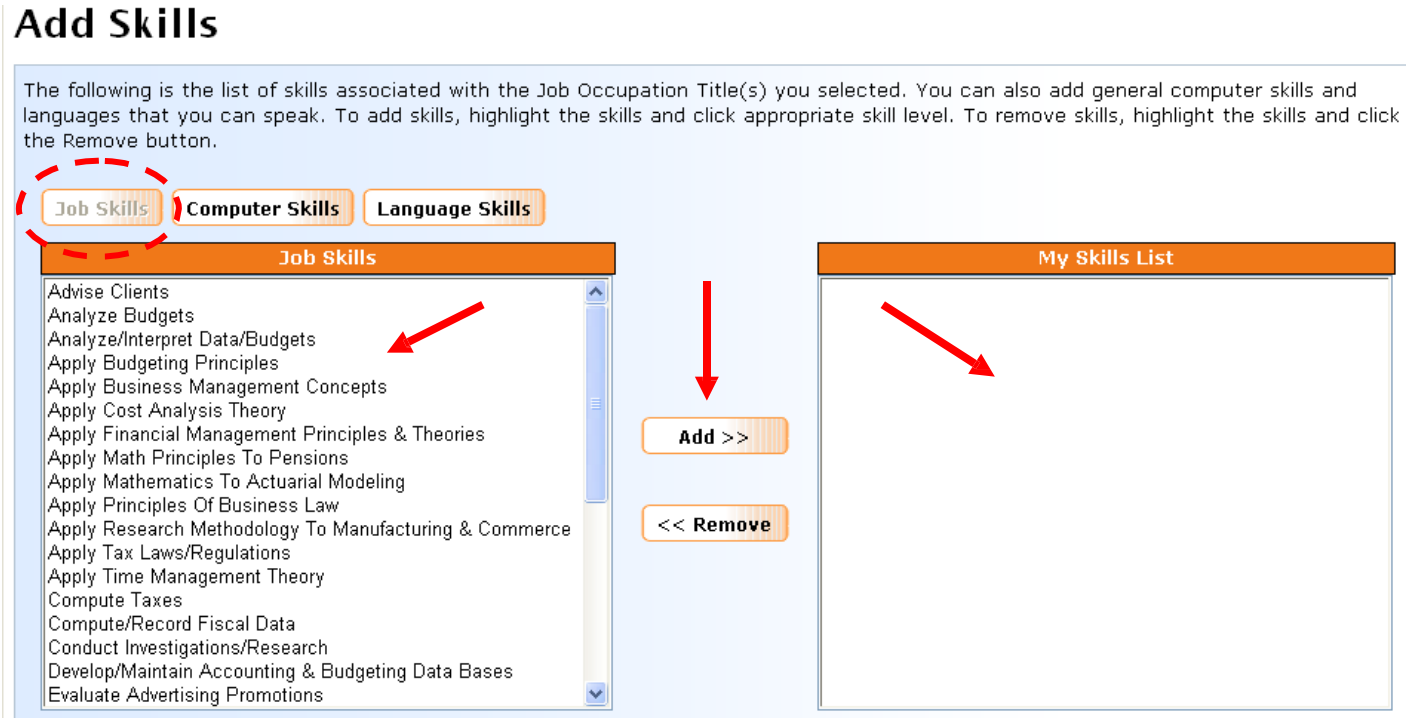


Select appropriate **Job Occupation Title** from the list below and click the **Add JobTitle** button to save your selection. You can select more than one Job Title.



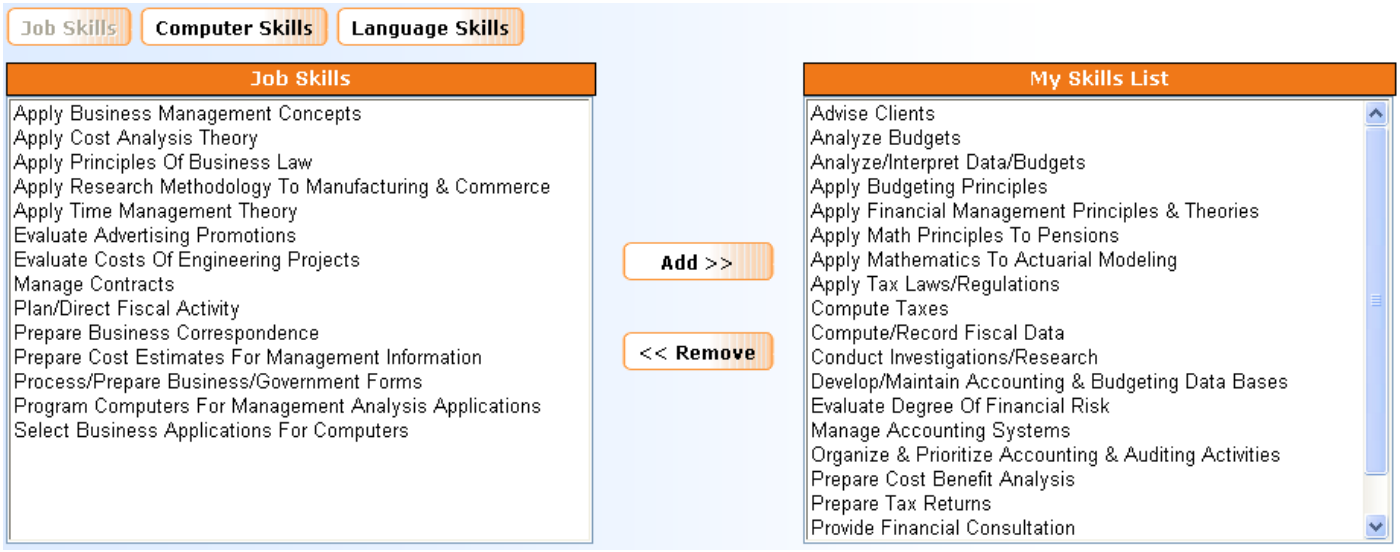
Below, John Citizen selected two Job Occupation Titles, **Accountants and Auditors** and **Budget Analysts**, and indicated that he is a Certified Accountant with 192 months experience.

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.



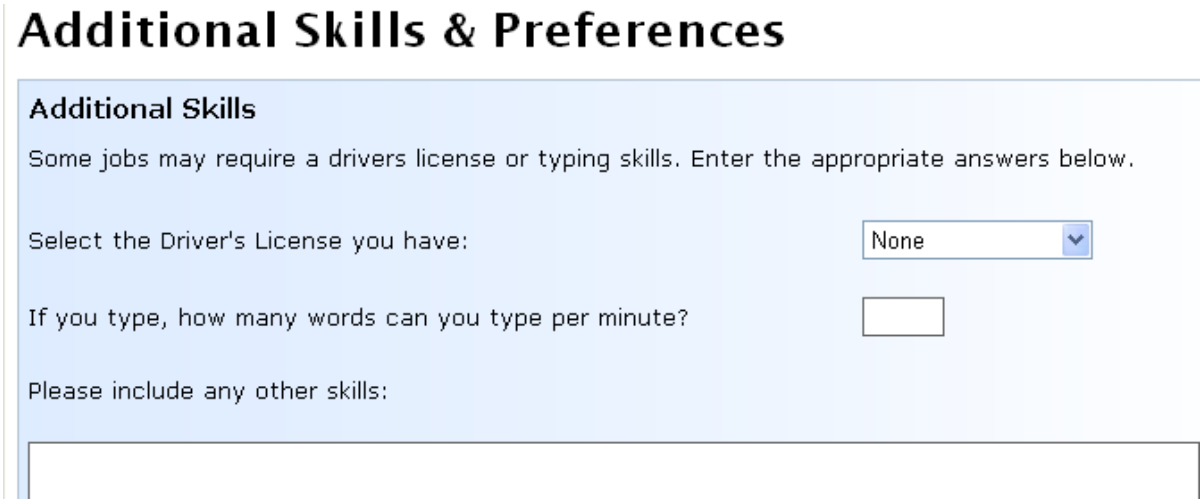
Select a skill by highlighting it and clicking **Add** to move it to the **My Skills List** box on the right side of the screen. Or, select several skills by holding the **Ctrl** key down while clicking on the skills you want. Then click **Add** to move those skills to **My Skills List.**

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



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.



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

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**

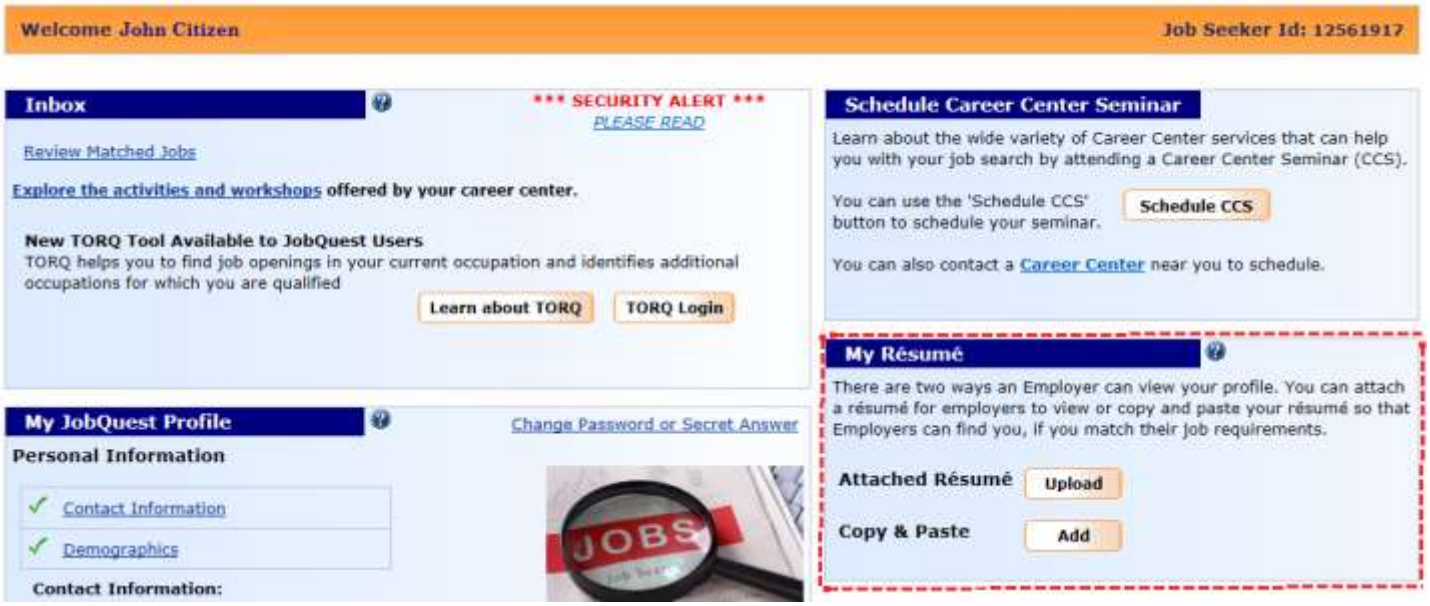
After selecting various locations click the **Done** button to return to the Welcome screen.

"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.

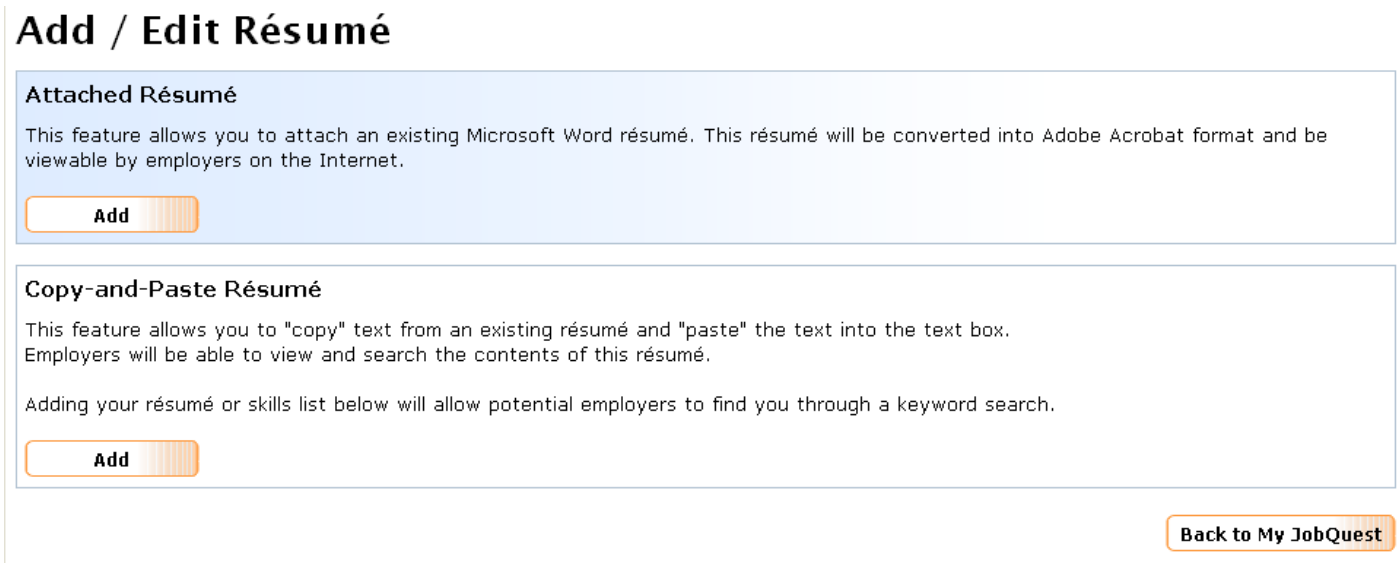
Part 4 – Upload a Resume

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.

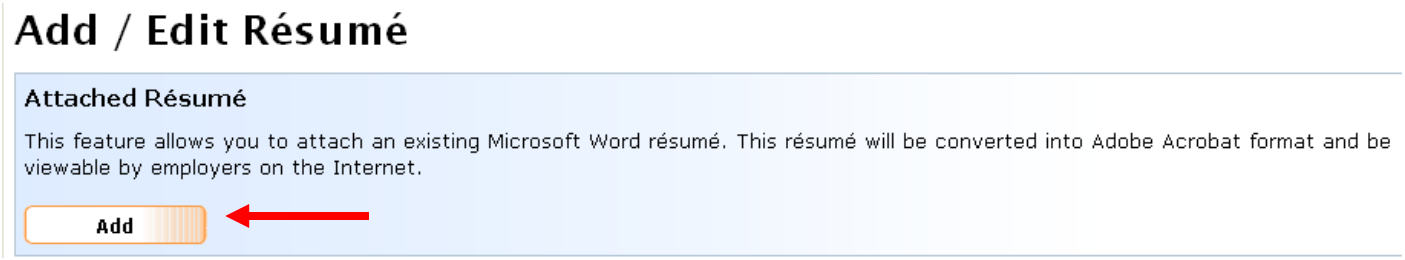
You have two resume options: (**1**) **Attach** a resume composed in Microsoft Word **or** (**2**) use the **Copy & Paste** function to copy and paste information from your resume.



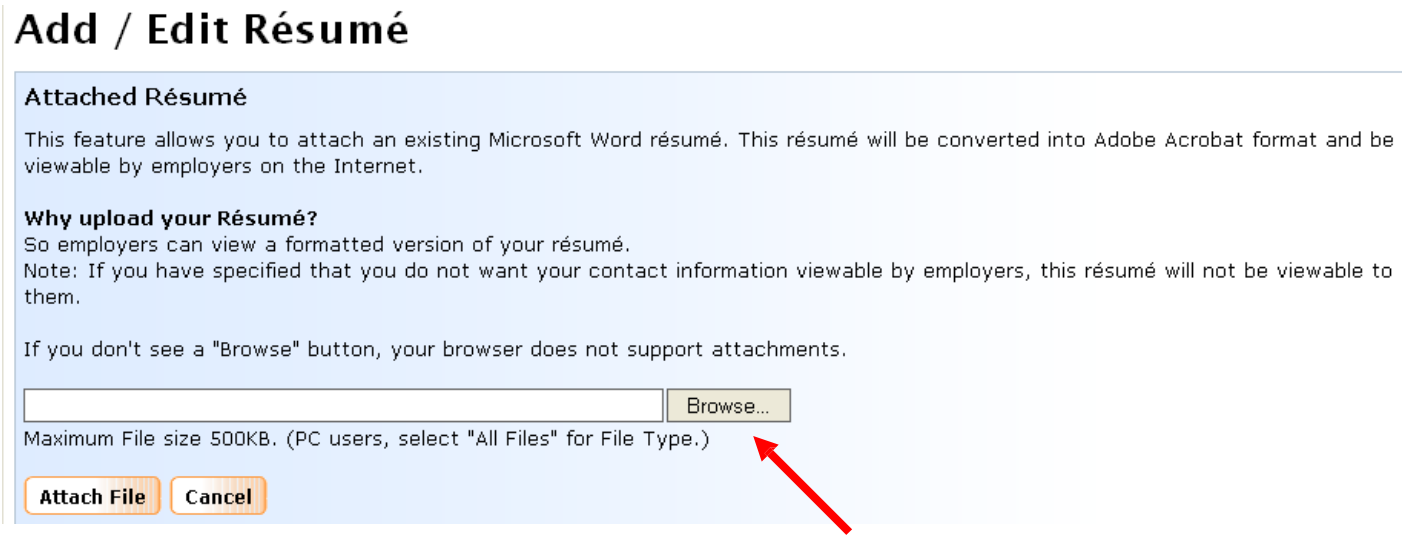
To attach a resume composed in Word, click the **Upload** button shown above. The **Add/Edit Resume** screen will appear (see below).



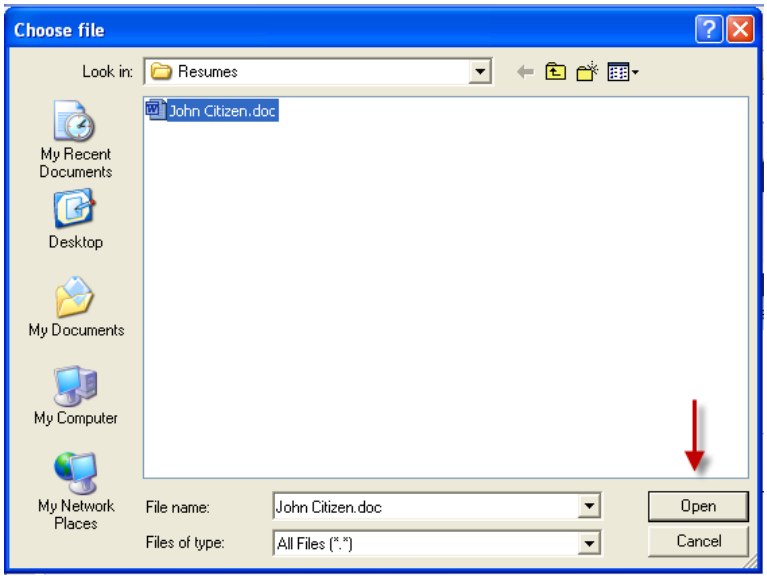
Click the **Add** button in the Attached Resume option.



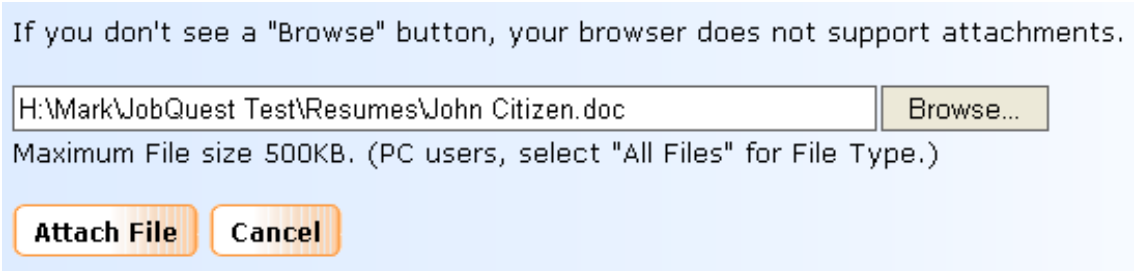
The screen below will appear.



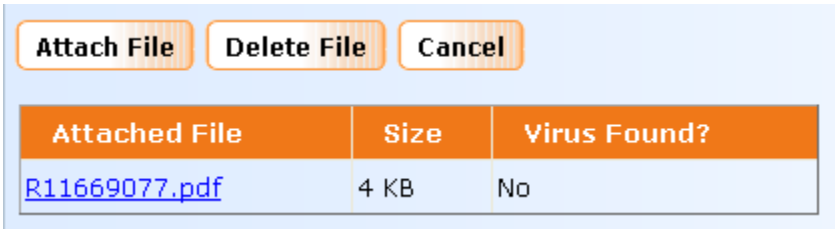
Click **Browse** to find the Word file containing your resume. Highlight that file as illustrated on the next page and click the **Open** button.



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



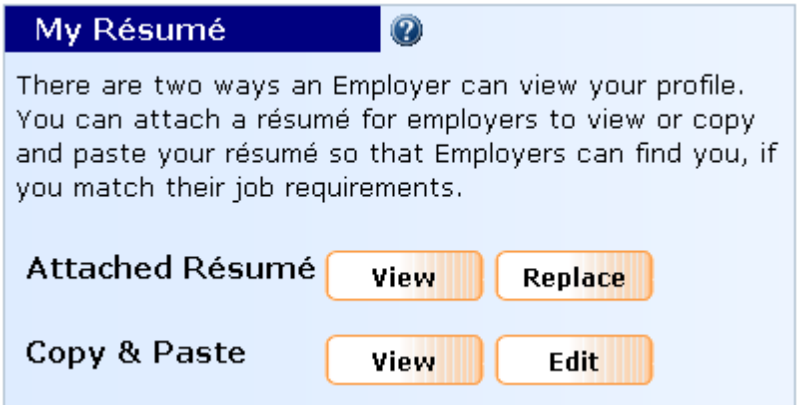
A "processing" message will appear on your screen. The screen will then display a PDF file that is now attached to your account. JobQuest converts Word files to PDF files. (*See the example below.*)



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.

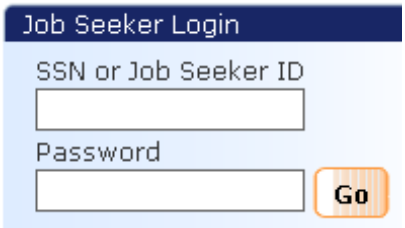
If you click the Back to My JobQuest button you will notice the My Resume section of your account now has **View** and **Replace** buttons. Click View to see the resume you uploaded and click Replace to upload a newer version of your resume.

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



Part 5 – Login and Logout

To login to your account type 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 Welcome message appears at the top of the screen and you will be on the My JobQuest tab.

Click the 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.