JobQuest

Guide for Job Seekers

April 2017

JobQuest Website

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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.

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*   ·········

*   Re-enter SSN or Job Seeker ID*   ·········   *See confidentiality statement below*

*   Date of Birth   July ▼ 4 ▼ 1960 *[YYYY]*   *See confidentiality statement below*

*   Zip Code   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   John

Middle Initial

* Last Name   Citizen

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5. Complete the Address, Telephone and Email fields.

* Address

* City   Boston

* State   Massachusetts ▼

* Zip Code   02114

* Country   United States of America ▼

Home Phone   (___) ___-____

Other Phone   (___) ___-____   Ext. ____   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

Confirm Email

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   **Password must be 8-10 characters in length.**
Passwords must be made up of characters from at least 3 of the following 4 categories.
    Capital Letters (A – Z)
    Lower Case Letters (a- z)
    Numbers (0 – 9)
    Special Characters (@, #, &, %, etc.)

* Re-enter Your Password

Helpful hint in case you forget your password.

* Secret Question   Select One ▼

* Secret Answer

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.

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?	Less Than High School ▾
* Highest Grade	Select One ▾
* Gender	○ Male ○ Female
* Ethnicity	○ Hispanic or Latino ○ Not Hispanic or Latino
	☐ American Indian or Alaskan Native
	☐ Asian
	☐ Black or African American
* Race Category - Please check all that apply	☐ Hawaiian Native or Other Pacific Islander
	☐ White
	☐ Other
	☐ Information Not Available

* What is your family size?

Primary Language   Select One ▼

* Employment Status   Select One ▼

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

- Is the total income of all the family members living in your household for the last six months below   ○Yes ○No

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?   Select One ▼

* Start Date   Month ▼   Day ▼   [yyyy]

* Release Date   Month ▼   Day ▼   [yyyy]

* What type of discharge did you receive?   Select One ▼

* 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

Farm Workers

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

Next   **Cancel**

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.

Welcome John Citizen   **Job Seeker Id: 11565705**

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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.

Career Objectives

Enter your career objective in the text box below an 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.

✓	Career Objective
✗	Work History
✗	Education
✗	Training
✗	License, Certification & Registration

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.

* Job Title	Senior Accountant
* Job Occupation Title	Select a Job Category to determine the standardized O*Net Job Occu Title for this job.
	Select One
	Select One
	Architecture and Engineering Occupations
	Arts, Design, Entertainment, Sports, and Media Occupations
	Building and Grounds Cleaning and Maintenance Occupations
	Business and Financial Operations Occupations
	Community and Social Services Occupations
	Computer and Mathematical Occupations
	Construction and Extraction Occupations
	Education, Training, and Library Occupations
	Farming, Fishing, and Forestry Occupations
	Food Preparation and Serving Related Occupations
	Healthcare Practitioner and Technical Occupations
	Healthcare Support Occupations
	Installation, Maintenance, and Repair Occupations
	Legal Occupations
	Life, Physical, and Social Science Occupations
	Management Occupations
	Military Specific Occupations
	Office and Administrative Support Occupations
	Personal Care and Service Occupations
	Production Occupations
	Protective Service Occupations
	Sales and Related Occupations
	Transportation and Material Moving Occupations

* Salary

* Start Date

* End Date

Job Details

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.

Job Details	Senior accountant for Financial Services organization. Calculated Cost/Earning ratios of various mutual funds and recommended best performing funds.
	606 characters left
Reason for Leaving	Laid Off / No Work
* Do you want a prospective employer to view this information?	⦿ Yes ○ No

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
Remove	Alpha Financial Services	Senior Accountant	5/10/2000	11/15/2009	Yes
Remove	Windsor Investment Group	Accountant	5/4/1990	2/17/2000	Yes
Remove	Draeger Transportation Co.	Cost Analyst	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.

✓ Career Objective

✓ Work History

✗ Education

✗ Training

✗ License, Certification & Registration

Review your information:

Personal Fact Sheet

What Employers See

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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	[ ]
* Degree	Select One ▾
* Degree Status	Select One ▾
Major	[ ]
Start Date	Month ▾ [ ] [YYYY] Dates will not be presented to Employers. This is for informational purposes only.
End Date	Month ▾ [ ] [YYYY]

Education, Degree Details

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

	School Name	Degree	Status
Remove	UMass Boston	Master Degree	Complete
Remove	Salem State College	Bachelor Degree	Complete
Remove	Boston Latin High School	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.

✓	Education
✗	Training
✗	License, Certification & Registration

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)
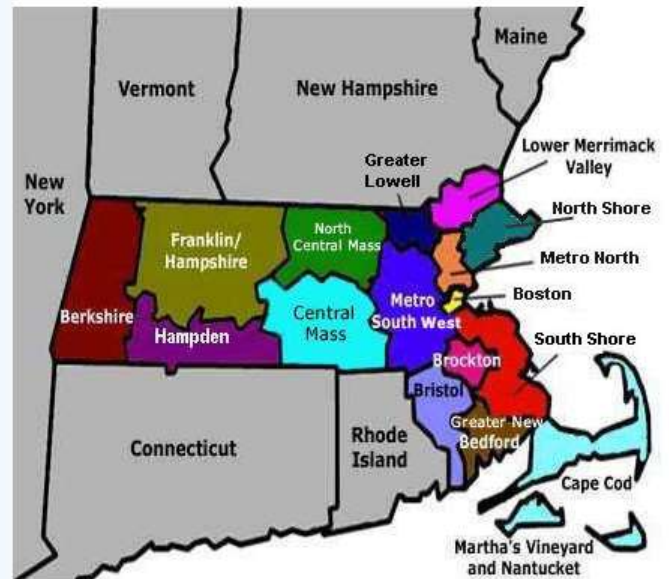Hampden (Springfield, Holyoke)
Lower Merrimack (Lawrence, Haverhill)
Metro North (Cambridge, Chelsea, Woburn)
Metro South/West (Framingham, Norwood)
North Central (Gardner, Leominster)
North Shore (Gloucester, Lynn, Salem)
South Shore (Plymouth, Quincy)

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.

Job Match Profile ?

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

✓ Job Occupations & Job Titles

✓ Skills Profile

✓ Additional Skills & Preferences

✓ Location

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.

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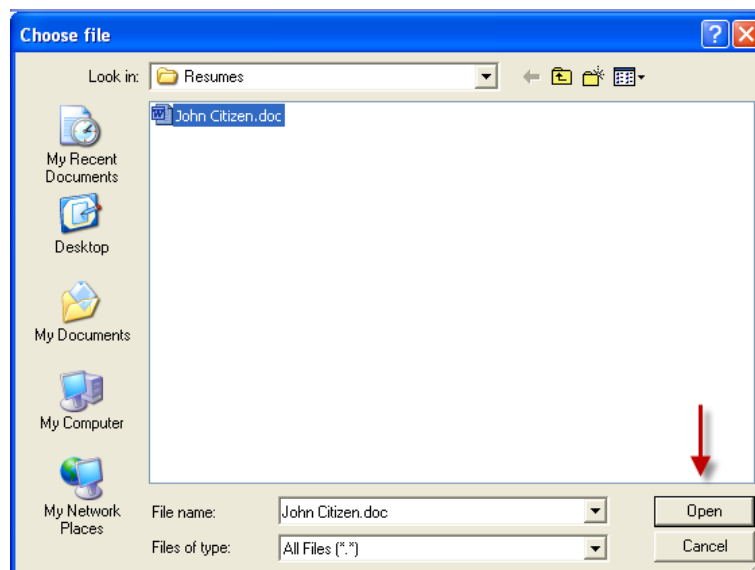
When the location and name of the file appear in the **Browse** slot click the **Attach File** button.

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.
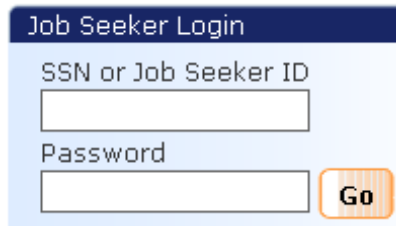
Part 5 – Login and Logout

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**.

Job Seeker Login

SSN or Job Seeker ID

Password

Go

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

Welcome John Citizen   **Job Seeker Id: 11565705**

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.