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 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” link above. 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.

**New User Registration – Create 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**
- **Date of Birth**
- **Zip Code**

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**
- **Middle Initial**
- **Last Name**

02114
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 **Password** that you will always use to access this account.

Password

- * Create Password: •••••••• Must be 4-10 characters (letters and numbers).
  To make a stronger password, use 8-10 characters
- * Re-enter Your Password: ••••••••
7. 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.

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

<table>
<thead>
<tr>
<th>* Secret Question</th>
<th>What is your favorite past time?</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Secret Answer</td>
<td>Reading</td>
</tr>
</tbody>
</table>

8. Click **Next** at the bottom of this page and the website will display an eight-digit Job Seeker ID number. You may use this ID # or your SSN when logging into your account.

**Your Job Seeker ID**

The Job Seeker ID assigned to you can be used to login in place of your Social Security Number.

| Job Seeker ID  | 10049924 |

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

10. You are now logged in to the JobQuest application under the My JobQuest tab.
11. Scrolling down the My JobQuest page shows that the account is organized into four parts: 
Job Inbox, My Resume, My JobQuest Profile and Job Match Profile. Green checkmarks 
indicate sections that John Citizen has completed and red Xs parts that he should complete.

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 John Citizen’s "Welcome" page contains My JobQuest Profile. The mix of green checkmarks and red Xs indicates sections that are complete and areas where additional information must be entered and saved. (See next page.)
12. 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

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.

13. 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**
- **Job Occupation Title**
- **Salary**
- **Start Date**
- **End Date**
- **Job Details**

Below, John Citizen answers “Yes” to the question: Do you want a prospective employer to view this information? This will make most of the information he enters in the Work History section of his account 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.

### Work History

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

<table>
<thead>
<tr>
<th>Company</th>
<th>Job Title</th>
<th>Start Date</th>
<th>End Date</th>
<th>Viewable to Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Financial Services</td>
<td>Senior Accountant</td>
<td>5/10/2000</td>
<td>11/15/2009</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Add Work History

14. 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](#)
15. Click **Education** and complete that section.

Below, the Education section before information is entered. The second screen shot shows how the completed section looks.

### Education, Degree Details

This information will be displayed on your online profile.

- **School Name**
- **Start Date**
- **End Date**
- **Major**
- **Degree**
- **Degree Status**

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.

<table>
<thead>
<tr>
<th>School Name</th>
<th>Degree</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>UMass Boston</td>
<td>Master Degree</td>
<td>Complete</td>
</tr>
<tr>
<td>Salem State College</td>
<td>Bachelor Degree</td>
<td>Complete</td>
</tr>
<tr>
<td>Boston Latin High School</td>
<td>High School Diploma</td>
<td>Complete</td>
</tr>
</tbody>
</table>

[Add Education]

16. 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

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

18. Scroll down the Job Occupations and Titles screen to view the **Select Job Occupation Categories** section.

**Job Occupations and Titles**

Create your standardized O*Net skills list. Your skills list will be used for finding jobs that Employers have creating using this same list of skills.

There are three steps in this process:

1. Select one or more Job Occupation Categories from the list below and add them to My Job Occupation List by clicking the "Add >>" button.
2. Select your Job Occupation Titles one at a time and click "Add Job Title" button.
3. For each Job Occupation Title indicate how many months of experience you have and if you are certified (not required but helps the matching process).
19. Highlight the appropriate **Job Occupation Category** in the left column and click the **Add** button to move it to the **My Job Occupation List** column. Below, John Citizen selected **Business and Financial Operations Occupations** on the left side of the screen and moved it to the right.

Select only the categories that match your work skills and experience.

20. Select an appropriate **Job Occupation Title** from the list below and click the **Add Job Title** button to save your selection. You may select multiple titles, one at a time.
Below, John Citizen selected three Job Occupation Titles, **Accountants, Accountants and Auditors** and **Budget Analysts**, and indicated that he is a Certified Accountant with 192 months experience.

**3. 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. You can also indicate the Months of Experience you have for each occupation title. Clicking the X will delete the job occupation title from the list.

<table>
<thead>
<tr>
<th>Job Occupation Title</th>
<th>Certified</th>
<th>Months of Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountants</td>
<td>✔</td>
<td>192</td>
</tr>
<tr>
<td>Accountants and Auditors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Budget Analysts</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>

**21. Click Next.** The **Add Skills** section will appear. (See below.) 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.

**22. 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**.
John Citizen’s completed Job Skills section.

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

23. 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.

24. 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

<table>
<thead>
<tr>
<th>Additional Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some jobs may require a driver’s license or typing skills. Enter the appropriate answers below.</td>
</tr>
</tbody>
</table>

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.
25. 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**

<table>
<thead>
<tr>
<th>No townships selected.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clicking on the region name or map will allow you to select the cities &amp; towns where you would like to work. At least one location is required.</td>
</tr>
</tbody>
</table>

- Berkshire County (Pittsfield, Na. Adams)
- 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, Wareham
- Hampden (Springfield, Holyoke)
- Lower Merrimack (Lawrence, Haverhill)
- Metro North (Cambridge, Everett, Woburn)
- Metro South/West (Marlborough, Newton, Norwood)
- North Central (Gardner, Leominster)
- North Shore (Gloucester, Lynn, Salem)

In our sample account John Citizen clicks **Boston** and this presents a list of all Boston neighborhoods. He then selects East Boston, Central Boston and West Boston and clicks **Save**.

After selecting various locations click the **Done** button to move to the next section of your profile.
26. 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](image_url)

**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 create a resume with the information you entered into My JobQuest Profile (described in Part 2 of this guide).

27. 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

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

Copy-and-Paste Résumé
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.

Adding your résumé or skills list below will allow potential employers to find you through a keyword search.
28. 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 button](image)

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 button](image)

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

![Attach File & Cancel buttons](image)

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

![Choose file dialog box](image)
30. 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.

H:\Mark\JobQuest Test\Resumes\John Citizen.doc

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

[Attach File] [Cancel]

A “processing” message will appear on your screen for approximately 30 to 60 seconds. The screen will then blink and display a PDF file that is now attached to your account. JobQuest converts Word files to PDF files. *(See the example on the next page.)*

Below, the message that appears on John Citizen’s JobQuest account after he uploads his resume. Although a converted PDF file is displayed immediately to you after uploading, employers may not view your resume until the following day.

![Attached File Details](image)

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

31. 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](image)

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

![Welcome John Citizen](image)

32. 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.