

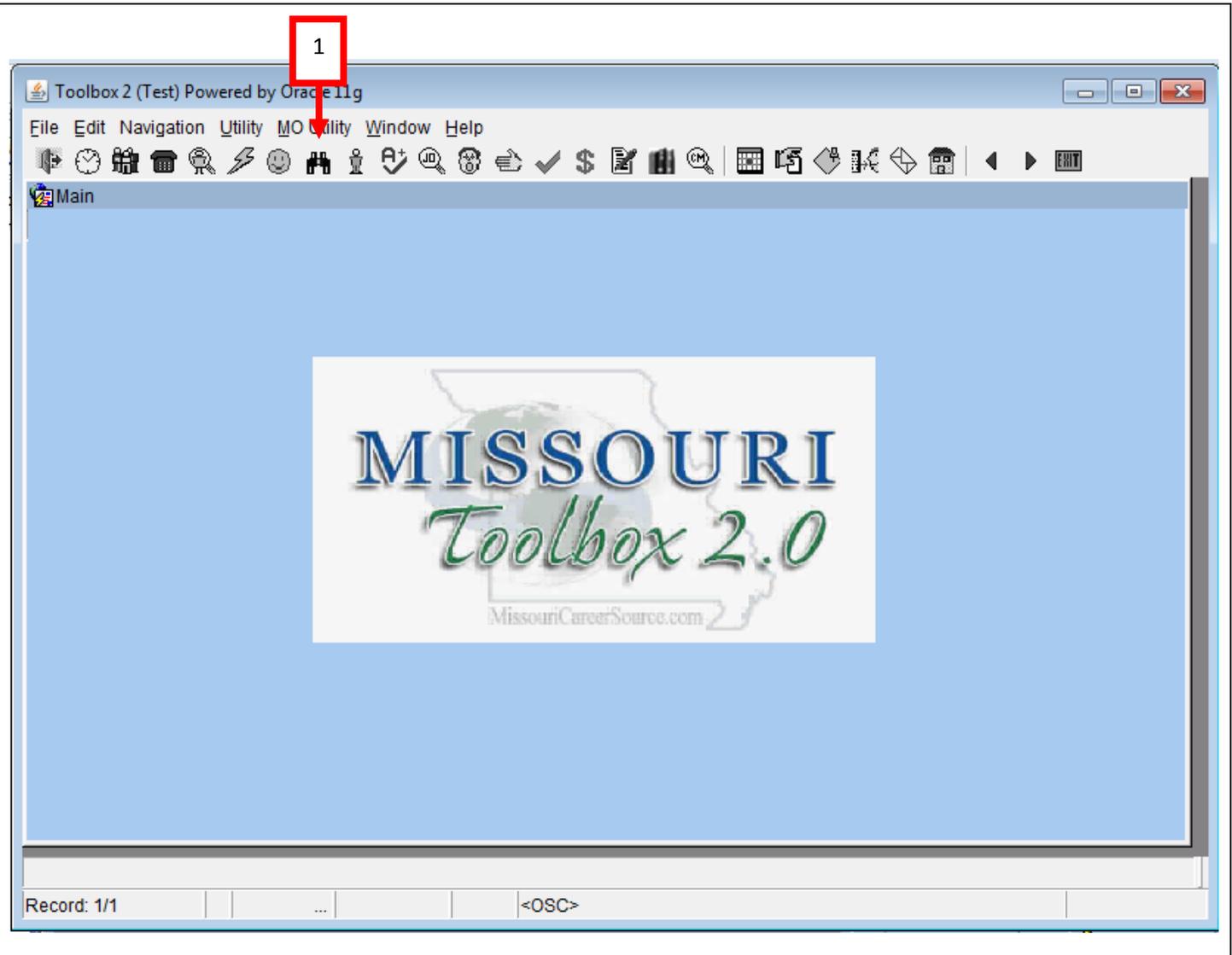


# Assist Jobs.mo.gov Job Seeker Account Holder with Login

**NOTE: Selecting a field then clicking the F1 Key on your computer keyboard will display field help.**

This desk aid will cover how to assist a Job Seeker Jobs.mo.gov user with logging into their account.

1. Click **Find Seeker** icon



2. Enter **Search Criteria**
3. Click **Search** button

4. If more than one job seeker is returned identify the correct seeker record then double-click on the correct site.

The screenshot shows a software window titled 'Toolbox 2 (Test) Powered by Oracle 11g - Seeker'. The window contains a search interface for job seekers. The search criteria include fields for SSN, Phone, Name (Last: EXAMPLE, First: I AM, Middle:), Date of Birth, App ID, DCN, Web User Id, and Email. There are 'Search' and 'Partial Entry' buttons. A 'Default Screen' section has radio buttons for various options like 'Seeker Info', 'Referral History', 'Assessment', etc. Below the search criteria is a table with the following data:

Seeker Name	Status	Type	Address	City/State/Zip	DOB
EXAMPLE II, I AM A	I	S	123 MAIN	JEFFERSON CITY, MO 65101	12/01/1969
EXAMPLE III, I AM A	A	SC	123 MAIN	JEFFERSON CITY, MO 65101	12/01/1995
EXAMPLE IV, I AM A	A	SC	12345 MAIN	JEFFERSON CITY, MO 65101	09/01/1994

A red box with the number '4' and an arrow points to the third row of the table (EXAMPLE IV, I AM A). At the bottom of the window, there is a status bar with 'Record: 1/1' and '<OSC>'.

5. Click **Web Info** button

**NOTE: If there is no Web Info button then the job seeker does not have a web account for jobs.mo.gov. The job seeker will need to go to jobs.mo.gov to create one.**

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - I AM A EXAMPLE III(###-##-3144) | EDWARD GREENSLIT (573)522-3017

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Core Enroll | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information: I AM A EXAMPLE III, 123 MAIN, JEFFERSON CITY, MO 65101

Phone Numbers: Home, Cell, Work, Other

Personal Information: Date of Birth: 12/01/1995, Age: 18, Gender: M, Searchable, Deceased, Share resume

Veteran Information: Vet Status: N - None, Transition: Retirement, Served From: 08/06/1987, Served To: 05/02/2014

Seeker Status: Emp Exchange: Active, Date: 05/07/14, Last Update: 05/07/14, Case Management: Active, UI Ben Year Beg Dt: Inactive, Dislocated Date: EB

Services Provided:

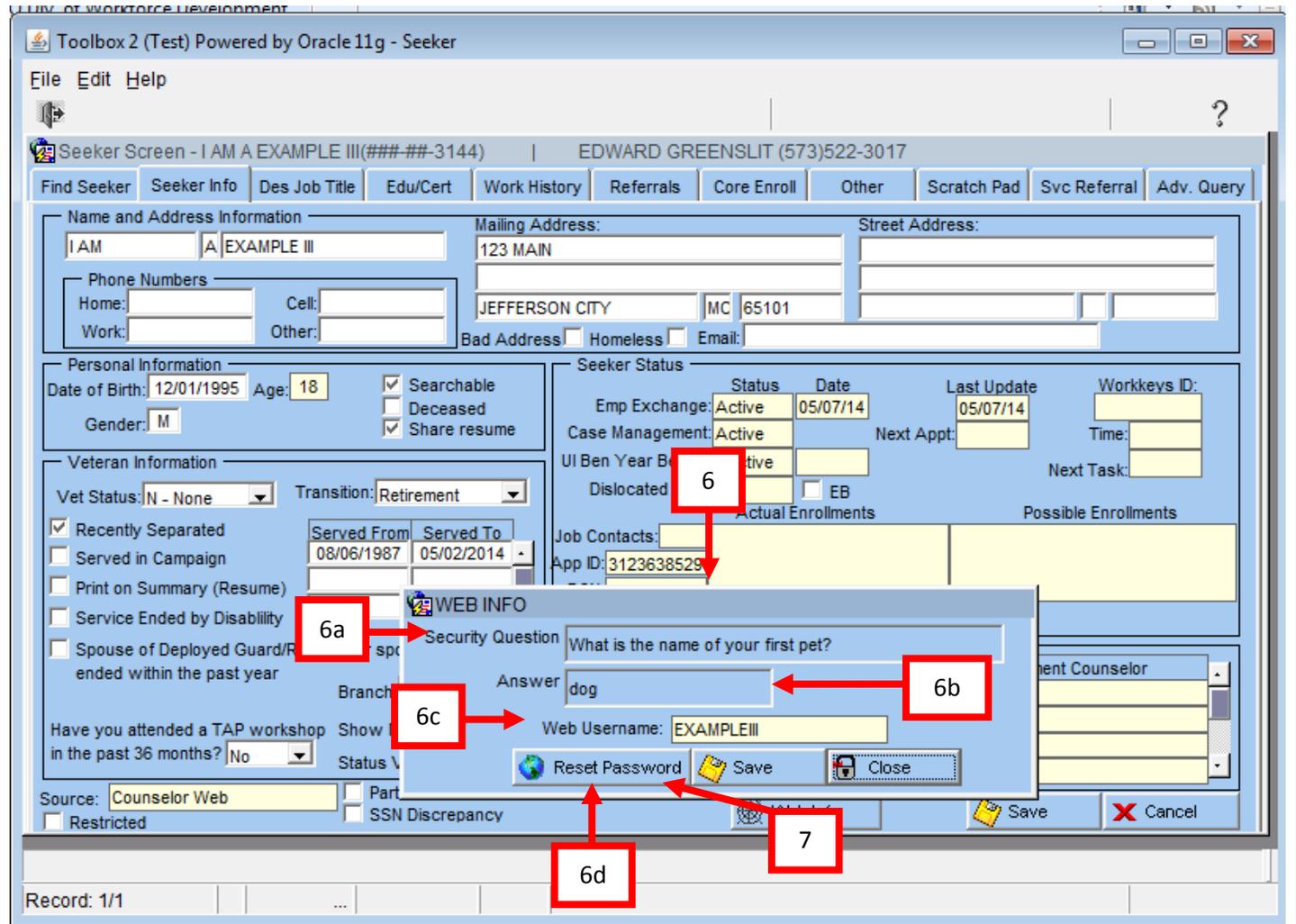
Date	Type	Employment Counselor
05/07/14	JobsMoGov Search	Counselor Web
05/07/14	Job Referral	Counselor Web
05/07/14	Job Referral	Counselor Web
05/06/14	JobsMoGov Self Job Search	Counselor Web

Web Info | Save | Cancel

Query Returned no Rows!

Record: 1/1 | ... | <OSC>

6. The **Web Info** popup provides the job seekers
  - a. **Security Question**
  - b. **Answer**
  - c. **Web Username**
  - d. **Reset Password**
  
7. If the job seeker needs their password reset click the **Reset Password** button



8. Once the **Reset Password** button is pressed Toolbox will popup what the password was reset to. Provide this to the account holder.

9. Click **Ok** button

10. Click **Close** button

The screenshot shows a web application window titled "Toolbox 2 (Test) Powered by Oracle 11g - Seeker". The main content area is a "Seeker Screen" for "I AM A EXAMPLE III(###-##-3144)". The screen is divided into several sections: "Name and Address Information", "Phone Numbers", "Personal Information", "Veteran Information", and "WEB INFO". A "Forms" dialog box is open, displaying "Password reset to SPRING" with an "OK" button. A "WEB INFO" dialog box is also open, showing a security question "What was the name of your first pet?" with the answer "dog". The "WEB INFO" dialog has buttons for "Reset Password", "Save", and "Close". Red boxes and arrows highlight the "OK" button (8), the "Reset Password" button (9), and the "Close" button (10).

- This completes assisting a Jobs.mo.gov Job Seeker account holder.

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - I AM A EXAMPLE III(###-##-3144) | EDWARD GREENSLIT (573)522-3017

Find Seeker | **Seeker Info** | Des Job Title | Edu/Cert | Work History | Referrals | Core Enroll | Other | Scratch Pad | Svc Referral | Adv. Query

**Name and Address Information**

Name: A | EXAMPLE III | Mailing Address: 123 MAIN | Street Address: |  
 City: JEFFERSON CITY | State: MC | Zip: 65101 | Bad Address:  Homeless:  Email: |

**Phone Numbers**

Home: | Cell: | Work: | Other: |

**Personal Information**

Date of Birth: 12/01/1995 | Age: 18 |  Searchable |  Deceased |  Share resume  
 Gender: M

**Seeker Status**

Emp Exchange	Status	Date	Last Update	Workkeys ID:
Active	Active	05/07/14	05/07/14	

Case Management: Active | Next Appt: | Time: |  
 UI Ben Year Beg Dt: Inactive | Dislocated Date: | EB:  | Next Task: |

**Veteran Information**

Vet Status: N - None | Transition: Retirement  
 Recently Separated | Served From: 08/06/1987 | Served To: 05/02/2014  
 Served in Campaign |  Print on Summary (Resume)  
 Service Ended by Disability |  Spouse of Deployed Guard/Reserve or spouse deployment ended within the past year  
 Branch: | Have you attended a TAP workshop in the past 36 months? No | Show Me Hero: N | Status Verified:

**Services Provided**

Date	Type of Service	Employment Counselor
05/07/14	JobsMoGov Self Job search	Counselor Web
05/07/14	Job Referral	Counselor Web
05/07/14	Job Referral	Counselor Web
05/06/14	JobsMoGov Self Job search	Counselor Web

App ID: 3123638529 | DCN: | Trainee ID#: |

Source: Counselor Web |  Partial Seeker |  Restricted |  SSN Discrepancy

Web Info | Save | Cancel

Query Returned no Rows!

Record: 1/1 | <OSC>