



Frequently Asked Questions for Job Seekers and Employers

Q1: What is MoJobs?

A1: MoJobs is the new labor exchange and job matching system available to you at no cost through the Missouri Division of Workforce Development. *(You may have used one of our previous job matching systems over the years: jobs.mo.gov, MissouriCareerSource, GreatHires, or MissouriWorks.)*

Q2: How do I access MoJobs?

A2: Go to the DWD website, jobs.mo.gov, and click on links provided in the header and footer to access MoJobs.

Q3: Do I use my existing job matching user name and password to log in to MoJobs?

A3: If your previous job seeker user id meets the requirements for MoJobs log in, you will have the same user id (username). Upon that first login you will be prompted to enter a new password for MoJobs. Employers need to email DWD Technical Support staff at dwdsupport@ded.mo.gov or call 866-506-0251 for assistance.

Q4: What are the user name and password requirements for MoJobs?

A4: User name requirements: Unique user name; 3 to 20 characters; no spaces; must include characters, letters or numbers. Allowable characters: + @ . _

Password requirements: 8 to 16 characters; must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters:

@ \$ % ^ . ! * _ +

Q5: What if my existing user name doesn't meet the requirements of MoJobs?

A5a: Job seekers can enter the first 2 letters of your first name, your full last name, and the last four digits of your SSN as your user id. (example for John Doe: jodoe4567)

A5b: Employers can either contact staff at a Missouri Job Center (<http://jobs.mo.gov/findcenter>) or email DWD Technical Support at dwdsupport@ded.mo.gov for assistance logging in to MoJobs for the first time.

Q6: I used a pseudo SSN in my previous job seeker account and don't know the number. How can I retrieve my username or reset my password in MoJobs?

A6: If you used a pseudo SSN number in your account you need to email DWD Technical Support staff at dwdsupport@ded.mo.gov or call 866-506-0251 for assistance.



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri TTY users can call (800) 735-2966 or Missouri Relay 711.





Q7: How do I reset my MoJobs password if I forget it?

A7: On the MoJobs homepage, there are three (3) options for username/password retrieval in MoJobs when you click on the “Forgot Username/Password” button.

Option 1 – Forgot Password

Users will click on a **Retrieve Password** link and be prompted to enter information about their account. They will be required to enter their username, first name, last name, date of birth, and Social Security number. Upon successful entry of information, users will then be prompted to enter a new password.

Option 2 – Forgot Username

Users will click on a **retrieve User Name** link and be prompted to enter information about their account. They will be required to enter their first name, last name, date of birth, Social Security number and zip code. Upon successful entry of information, users will be provided their username and also prompted to consider changing their password.

Option 3 – Forgot User name and Password

Users will click on a **retrieve both** link and be prompted to enter information about their account. They will be required to enter their first name, last name, date of birth, Social Security number and zip code. Upon successful entry of information, users will be provided their username and also required to enter a new password.

Q8: What should I do if I cannot retrieve my user name or reset my password?

A8: Email DWD Technical Support staff at dwdsupport@ded.mo.gov or call 866-506-0251 for assistance. Staff in [Missouri Job Centers](#) can also assist you.

Q9: Will I have to choose a new password in MoJobs?

A9: Yes. All users will be prompted to reset their password on their first log in to access MoJobs.

Q10: Will my demographic information from jobs.mo.gov be available in my MoJobs account?

A10: Yes. All information has been converted and is available in MoJobs accounts.

Q11: Will my job seeker resume be complete when I log in to MoJobs the first time?

A11: No. When you log in to your job seeker MoJobs account for the first time you will have an incomplete resume. It is important that you complete your MoJobs resume so you will get the maximum benefit of the matching functionality and employers will have the information they need to match their job with your resume. If your resume is not complete, employers will not be able to find you.



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri TTY users can call (800) 735-2966 or Missouri Relay 711.





Q12: Will employers match to incomplete job seeker resumes in MoJobs?

A12: No. Job seekers must update and complete their MoJobs resumes before employers can find them in a job match. We appreciate your patience while job seekers complete their MoJobs resumes.

Q13: Is there a pseudo SSN option for customers creating a new MoJobs account?

A13: Yes. When you create a new account in MoJobs you can choose the pseudo SSN option.

Q14: Why does MoJobs require more information to create a customer account for job matching?

A14: MoJobs provides a robust automated job matching function. This requires more information to be entered so the system will have more to base matches on. Additionally, MoJobs is a vendor product that is built around the federal [Workforce Innovation and Opportunity \(WIOA\) Act](#). WIOA law requires more detailed customer information to be gathered than was previously required. The demographics and data reported annually is still aggregated and reported in a manner that keeps you personally unidentifiable.

Q15: Is the jobs.mo.gov website going away?

A15: No. DWD's website, jobs.mo.gov remains intact and will continue to offer information about "all things jobs related" offered by the workforce system at no cost to you.

Q16: Does MoJobs help me build a resume?

A16: MoJobs offers a [Resume Builder](#) for job seekers. You can attach an existing Word or PDF resume, copy/paste from an existing resume, or build your own resume from scratch. You can even save up to 10 customized resumes in your account!

Q17: How can I quickly learn to find my way around in MoJobs?

A17: MoJobs offers [Quick Reference Cards](#) to help you learn your way around the new MoJobs interface.

Q18: Are tutorials available to help me use MoJobs?

A18: Yes. Online reference materials are available on MoJobs in the Assistance Center and [Learning Center](#). Videos provide audio and visual tutorials and are available 24/7 to help you learn more about what MoJobs can do for you!

Q19: Will I have to conduct a job match every time I log in on MoJobs?

A19: No. The MoJobs [Virtual Recruiter](#) allows you to set criteria for automated job searches and notification alerts.



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri TTY users can call (800) 735-2966 or Missouri Relay 711.

