



NJ DEPARTMENT OF  
**LABOR**

**JOB**  **SOURCE**



# Using the SSO (Single Sign-On)

Workforce Information Systems  
& Evaluation Support Team  
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# Why SSO?

Using the SSO allows customers to have a *single login credential* that gives them one-stop access to all their New Jersey DOL applications, including:

- **UI Claims** (My Unemployment Claim)
- **Job Source**
- **Trade Act**

## *Benefits:*

- All of the customer's applications are in *one* convenient portal (My Dashboard) which expedites access (Users log in once and get a one-click access to all their resources).
- Minimizes the amount of *time needed* to manage multiple account credentials.
- Improved security (No need to write down multiple passwords).
- Streamlines account management for DIT (No need to manage *multiple* credentialing, fewer password reset requests, etc.).



# Job Source & SSO

In order to access Job Source features not available in “Guest” mode, a customer would need to login to their account.

If the customer does not have login credentials, they will be required to create an account by clicking on the “Create an Account” or “Create a Free Account” link.

If the customer has already created an SSO (“My Dashboard” account), they can simply click on “Login” to get access. Once logged in, click on the “Job Source” button to start using Job Source as a registered user.

See slide 8.



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# JOB SOURCE

Translate

Looking for work during COVID?

At [Job Source](#) you will find all you need to get started on your next career opportunity. Open an account to create and store all your job search information in one, convenient place. [Best of all - it's free!](#)

Welcome Guest  
[Create an Account](#) [Login](#)

## GET STARTED

- [Create A Free Account](#)
- [Login](#)
- [Forgot Username](#)
- [Forgot Password](#)
- [Why Register](#)
- [Enter ZIP Code To Get Local Career-Related Information](#)

## TOOLS

- [Job Search](#)
- [Take First Steps / See Tips](#)
- [Write A Resume](#)
- [Create A Cover Letter and More](#)
- [Create A Reference List](#)
- [Compile A Work Search Record](#)
- [Create A Job Application Worksheet](#)
- [Upload And Manage Attachments](#)
- [View Work Portfolio Items](#)
- [Maintain a Journal](#)
- [New Jersey Cost of Living](#)

# Creating an SSO Account

As mentioned earlier, a customer without an SSO account will need to create one.

Clicking on the “Create an Account” link takes the customer to the SSO account creation page.

Here they will be prompted to provide an email address in order to receive a secure account creation link. They’ll have 60 minutes to register and account with the link received in their email.

After the customer clicks SEND, they will receive a message:

*“An email with a registration link has been sent to the address you entered. Please note, this link will remain active for 60 minutes.”*



The screenshot shows a web browser window with the URL <https://securest.dol.state.nj.us/sso/XUI/?realm=njcc#register/>. The page header features the State of New Jersey Department of Labor and Workforce Development logo and name. Below the header, the text "Create account" is displayed. A prompt asks the user to "Enter your email address and click SEND to proceed." A text input field contains the email address "ramijoy@mailinator.com". Below the input field, a smaller text prompt says "Enter email address e.g. example@mail.com." A large blue button labeled "SEND" is positioned below the input field. At the bottom of the form, there is a link that says "Return to Login Page".

# SSO “Create an Account” Page

- Once the email link is clicked, the customer will be taken to the Single Sign-On account creation page.
- All fields, except “Middle Initial”, are required to be filled out
- If there are any errors or if a required field is not filled out with data, the information box for that field will be outlined in red.
- The customer should fill everything out and then “SAVE”.

STATE OF NEW JERSEY  
DEPARTMENT OF LABOR  
AND WORKFORCE DEVELOPMENT

Create account

**important:** The information you provide will be used to verify your identity. Providing false information will result in a failure to validate your identity and trigger additional verification procedures which will delay your benefit payments.

Disclaimer: Our application works best using Google Chrome or Firefox browsers.

\* Indicates required fields.

\* First Name:

First Name

Only alphabets, single quote, space, period and hyphen allowed.

Middle Initial:

Middle Initial

Only 1 letter allowed.

\* Last Name:

Last Name

Only alphabets, single quote, space, period and hyphen allowed.

\* Date of Birth:

Enter date as mm/dd/yyyy e.g. 03/21/1978

Enter date as mm/dd/yyyy e.g. 03/21/1978.

\* Confirm Date of Birth:

Confirm Date of Birth

Enter date as mm/dd/yyyy e.g. 03/21/1978.

\* Social Security:

Enter numbers only. e.g. 123456789. Do not enter dashes.

Enter numbers only. e.g. 123456789. Do not enter dashes.

\* Confirm Social Security:

Confirm SSN

Enter numbers only. e.g. 123456789. Do not enter dashes.

\* Phone:

Enter numbers only. e.g. 6095551212. Do not enter dashes.

Enter numbers only. e.g. 6095551212. Do not enter dashes.

\* Email Address:

Please enter the same email address you used to register.

Please enter the same email address you used to register.

\* Confirm Email Address:

Confirm Email

Please enter the same email address you used to register.

\* Password:

Password

Password must contain at least 8 characters  
a minimum of 1 lower case letter [a-z]  
a minimum of 1 upper case letter [A-Z]  
a minimum of 1 numeric character [0-9]  
a minimum of 1 of the following special characters !@#%&.

\* Confirm Password:

Confirm password

SAVE





# SSO “Create an Account” Page (cont.)

- The final step in the SSO account creation process will be to “Select a security question...” and “Security Answer”.
- SSO account creation is completed once the security questions/answers are provided and the “SAVE” button is clicked.
- After clicking on “SAVE”, the user is then taken into the SSO “My Dashboard” page.

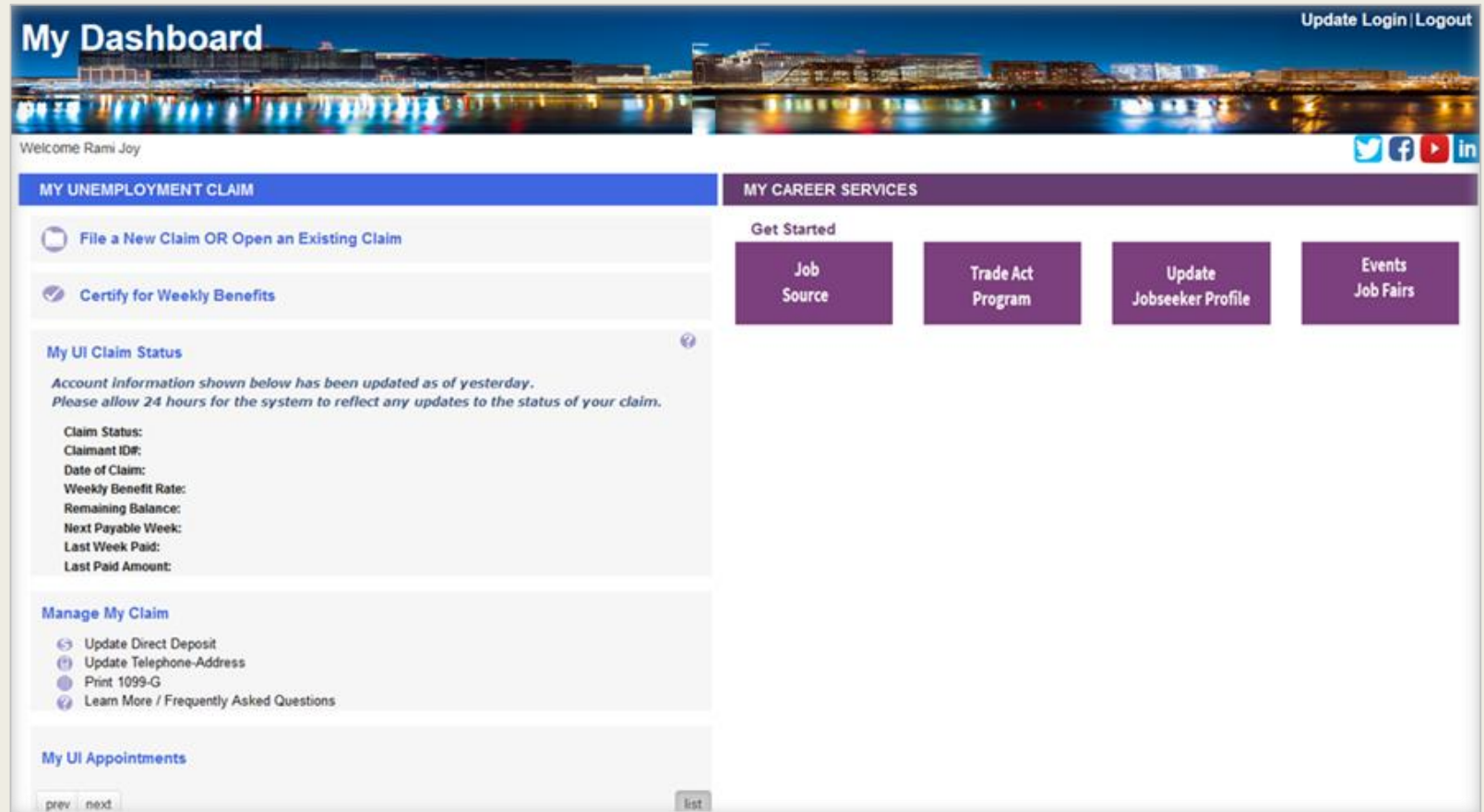


The screenshot shows the 'Create account' page. At the top is the State of New Jersey Department of Labor and Workforce Development logo. Below the logo is a blue bar with the text 'Create account'. A red 'Important' notice states: 'Please answer the following security questions. Be sure to remember your exact answers. These questions will help us verify your identity if you forget your password.' There are two identical sets of input fields. Each set consists of a dropdown menu labeled 'Select a security question...' and a text input field labeled 'Security Answer'. At the bottom, there is a large blue 'SAVE' button and a link that says 'Return to Login Page'.

# SSO Portal (*My Dashboard*)

The “My Dashboard” page is divided into two sections:

- **MY UNEMPLOYMENT CLAIM**  
Which gives access to UI related information.
- **MY CAREER SERVICES** -  
Provides links to Job Source, Trade Act, Update Jobseeker Profile and Events/Job Fairs.

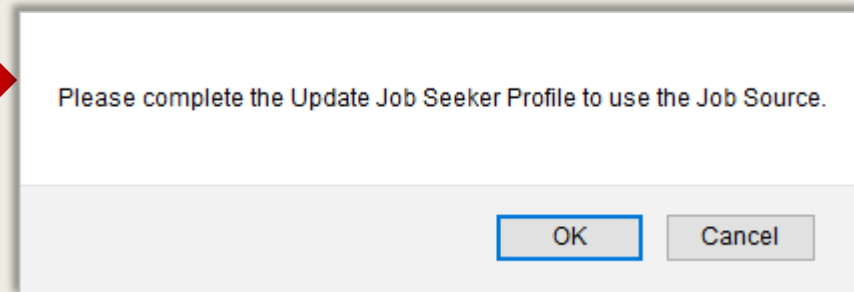
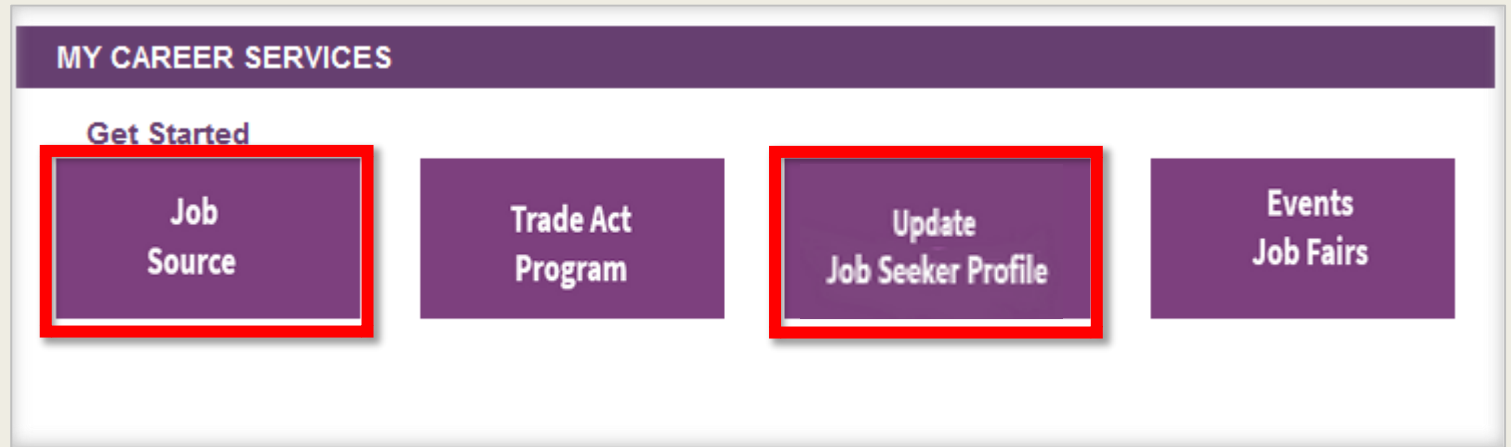


# SSO - My Career Services

Once in the dashboard, Job Source can be launched by clicking on the button entitled “Job Source”.

However, if the “Update Job Seeker Profile” has never been completed, the customer will receive a popup message - “Please complete the Update Job Seeker Profile to use Job Source”.

The customer must complete the “Update Job Seeker Profile” section before they will be able to access their Job Source account.





# Updating Job Seeker Profile

To update their jobseeker profile, Job Source users will have to click the button “Update Jobseeker Profile” and then proceed to fill out and “SAVE” 3 pages of data that, on completion, will update their AOSOS record.

The first page is broken down into 4 sections which collect:

[Top] The customer’s Residential and Mailing Address information respectively. Note: City, County and Country populate once “enter” is used after adding the zip code.

[Bottom left] “Personal Identification Information” - Mother’s Maiden Name, Gender, Citizenship, Ethnic Heritage and Race.

[Bottom right] Customer educational levels, school status, current employment status, as well as their preferred method of contact.

**NOTE:** The directions at the top state what is required for UI (i.e.: driver’s license and DD214). More information will be provided in the related section.

**My Dashboard** Update Login | Logout

All fields with an asterisk \* are required.  
In order to complete your profile, you will need the following:  
- Your driver's license  
- If you are not a citizen, you will need your Alien Registration Documentation issued by the U.S. Citizenship and Immigration Services (USCIS). This includes your alien registration type and number, country of origin, and your Employment Authorization Card or Permanent Resident Card, if authorized to work in the United States.  
- If you are now, or were previously a member of the military, a copy of your DD214.

First Name: RAMI Last Name: JOY DOB: 12/13/1990 Email: ramjoy2@mailinator.com Phone: 6095555559 SSN: \*\*\*-\*\*-2007

<b>Residential Address</b> *Residential Address 1: <input type="text"/> Address 2: <input type="text"/> *City: <input type="text"/> *State: <input type="text" value="New Jersey"/> *County: <input type="text" value="Select"/> *Zip: <input type="text"/> *Country: <input type="text" value="United States"/>	<b>Mailing Address</b> Mailing Address Same as Residence: <input type="checkbox"/> *Mailing Address 1: <input type="text"/> Address 2: <input type="text"/> *City: <input type="text"/> *State: <input type="text" value="New Jersey"/> *Zip: <input type="text"/>
<b>Personal Identification Information</b> Mother's Maiden Name: <input type="text"/> *Gender: <input type="text" value="Select"/> *US Citizen: <input type="text" value="Select"/> *Ethnic Heritage: <input type="text" value="Select"/> *Race (select all that apply): Asian or American Indian <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Choose not to answer <input type="checkbox"/>	*Highest Level of School Completed: <input type="text" value="Select"/> *School Status: <input type="text" value="Select"/> *Employment Status: <input type="text" value="Select"/> *How may we contact you? (select all that apply): Primary Phone Number <input type="checkbox"/> Email <input type="checkbox"/> Postal <input type="checkbox"/> Alternate Phone Number <input type="checkbox"/>

Save Cancel

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# Updating Job Seeker Profile (cont.)

The second page is broken down into 4 sections:

- Disability Info
- Driver's License Info
- Migrant Info
- Military Service Info

**NOTE:** Depending on the value selected for each field, each section expands and additional information may be required.

**NOTE:** Though not required for AOSOS, the Driver's License Info will be required for a UI Claim. If the customer does not want to enter their driver's license number and does not intend to file for UI, they can select "No".



The screenshot shows a web interface titled "My Dashboard" with a city skyline background. In the top right corner, there are links for "Update", "Login", and "Logout". The form is divided into four sections, each with a title and a dropdown menu:

- Disability Info:** \*Select Disability Status: [Select]
- Driver's License Info:** \* Do you have a Driver's License? [Select]
- Migrant Info:** \*Migrant/Seasonal Worker: [Select]
- Military Service Info:** \*Did you register for Selective Service?: [Select]  
\* Service Veteran: [Select]

At the bottom right of the form, there are three buttons: "Previous" (blue), "Save" (green), and "Cancel" (blue). A footer at the bottom of the page reads: "© New Jersey Department of Labor and Workforce Development. All Rights Reserved."

# Updating Job Seeker Profile (cont.)

The third and final page collects the customer's job search and occupational information. It is divided into 3 sections to collect the customer's:

[First] Employment objectives and work related skills.

[Second] Occupational title(s). The customer would need to click on "Add Job Title" to start this process.

[Third] Geographic availability for work. They can select up to 3 different zip codes by radius OR up to 3 different states.

The screenshot shows a web interface titled "My Dashboard" with a navigation bar containing "Update Login | Logout". The main content area is divided into three sections:

- Employment Objectives:** A text input field with a character count of 4000.
- Work Related Skills:** A text input field with a character count of 4000.
- Job Title Selection:** A section titled "\* Please enter at least one job title by first selecting 'Add Job Title' button, then selecting the 'Select Job Title' button. Select your desired title from the pop up list." It includes an "Add Job Title" button, a table with a "Title" column, and a "Delete" button.

Below these sections is a section for **Geographic Availability** with the instruction: "Choose one method to describe where you wish to work. You can select up to three ZIP code/radius options or up to three states where you are available to work."

The "Geographic Availability" section has two options:

- \* Zip:** Three rows, each with a "within" label, a "Select" dropdown, and an "of zip" label with a text input field.
- Or**
- \* Job State:** Three rows, each with a "Select" dropdown.

At the bottom right, there are "Previous", "Save", and "Cancel" buttons. The footer contains the text: "© New Jersey Department of Labor and Workforce Development. All Rights Reserved."



# Updating SSO Login Credentials

Users can update their Job Source credentials by clicking “Update Login”.

Doing so opens a new web page tab with the “User profile” that allows the customer to update their SSO profile.

**NOTE:** At this time, only the “Password” and “Security Questions” can be updated. Once a change is made, the user will need to click on “Update” to save a change or “Clear” to cancel a change.

The screenshots illustrate the process of updating SSO login credentials. The first screenshot shows the 'My Dashboard' with the 'Update Login | Logout' link in the top right. The second screenshot shows the 'User profile' section with the 'Basic Info' tab selected. The third screenshot shows the 'Password' tab selected, with fields for 'New password' and 'Confirm new password', and a requirement for at least 8 characters. The fourth screenshot shows the 'Security Questions' tab selected, with two questions and their corresponding answers. The 'Update' button is visible at the bottom right of the final screen.





# Launching Job Source

Once “Update Jobseeker Profile” is completed and saved, the customer is now ready to access Job Source.

Clicking on the “Job Source” button launches the Job Source application on a new web page tab.

**My Dashboard** Update Login | Logout

Welcome Rami Joy

**MY UNEMPLOYMENT CLAIM**

- [File a New Claim OR Open an Existing Claim](#)
- [Certify for Weekly Benefits](#)

**My UI Claim Status**

Account information shown below has been updated as of yesterday.  
Please allow 24 hours for the system to reflect any updates to the status of your claim.

Claim Status:  
Claimant ID#:  
Date of Claim:  
Weekly Benefit Rate:  
Remaining Balance:  
Next Payable Week:  
Last Week Paid:  
Last Paid Amount:

**Manage My Claim**

- [Update Direct Deposit](#)
- [Update Telephone-Address](#)
- [Print 1099-G](#)
- [Learn More / Frequently Asked Questions](#)

**MY CAREER SERVICES**

Get Started

- [Job Source](#)
- [Trade Act Program](#)
- [Update Jobseeker Profile](#)
- [Events Job Fairs](#)

**My UI Appointments**

prev next list





# Job Source Page (Logged in)

The new page displays the Job Source application.


Job Source will display the “Welcome (user’s name)” in lieu of “Welcome Guest” if the login was successful.

If login is successful, customers will now be able to access features that are reserved for only logged-in users. Note that features requiring logging in will no longer be greyed out.



The screenshot shows the NJ Department of Labor Job Source homepage. The header features the NJ Department of Labor logo and the 'JOB SOURCE' title with a map of New Jersey. Below the header is a banner image of three smiling people. A navigation bar contains a 'Translate' link, a 'Welcome RAMI' message (highlighted with a red box), a 'Job Source User' label, an 'Update My Account' link, and a 'Logout' link. Below the navigation bar, there are two main sections: 'GET STARTED' and 'TOOLS'. The 'GET STARTED' section includes links for 'Logout' and 'Messages (0 new)'. The 'TOOLS' section lists various job search and application tools, including 'Job Search', 'Take First Steps / See Tips', 'Write A Resume', 'Create A Cover Letter and More', 'Create A Reference List', 'Compile A Work Search Record', 'Create A Job Application Worksheet', 'Upload And Manage Attachments', 'View Work Portfolio Items', 'Maintain a Journal', and 'New Jersey Cost of Living'.

NJ DEPARTMENT OF  
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Translate

Looking for work during COVID?

At [Job Source](#) you will find all you need to get started on your next career opportunity. Open an account to create and store all your job search information in one, convenient place. [Best of all - it's free!](#)

Welcome RAMI

Job Source User

[Update My Account](#)

[Logout](#)

**GET STARTED**

[Logout](#)

[Messages \(0 new\)](#)

**TOOLS**

[Job Search](#)

[Take First Steps / See Tips](#)

[Write A Resume](#)

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[Compile A Work Search Record](#)

[Create A Job Application Worksheet](#)

[Upload And Manage Attachments](#)

[View Work Portfolio Items](#)

[Maintain a Journal](#)

[New Jersey Cost of Living](#)

# SSO Registration Caveats

## Some Things to Know:

- Customers **cannot** create a new SSO account if an account exists with the same SSN or Email address. In the past, customers have shared their email address with family. This is not allowed.
- SSO matches on SSN, DOB, Last Name and First Name. If a customer does not match exactly on all 4 items, the creation will not go through automatically. It will direct them to contact staff for assistance.
- SSO does not look at AOSOS while creating an account but does later on in the process when connecting the new SSO with AOSOS. The AOSOS ID will be stored in the system to keep the connection.
- Passwords in SSO are encrypted and do not pass over into AOSOS.
- **Any updates to the customer's account (once created) must be made by staff in AOSOS. Updated preferences in zip/radius and salary will change the default for My Employability.**
- In AOSOS, you can tell if an account has been created in SSO because the username will not only be an email address in full capitals but will be followed with ^REG. **Staff are to NEVER type the email address in the user name field. Any customer requests regarding changes to email address will require DIT intervention.**



# SSO Registration Errors & Resolution


1. All accounts are matched by three items; Name, SSN, and DOB. If there is an SSN match but there is a discrepancy; e.g. First Name/Last Names are transposed, or there were clerical errors during data entry related to names or DOB; the customer will receive an error message asking them to contact New Jersey DOL staff for resolution. This error will also occur if multiple accounts are found that match some of the three items but not all. The error looks like this:



To resolve this issue, elicit from the customer what the correct information is, and then update AOSOS accordingly. Once AOSOS is updated, customer should now be able to complete the "Update Jobseeker Profile" and gain access to the Job Source application.



# SSO Registration Errors & Resolution Continued

2. In certain circumstances a “logged in” user may notice that the Job Source home page appears to display in “guest mode” with certain features that should be available to logged in users greyed out. This may occur after a customer clicks the (  ) icon.

Clicking on the browser back button and then using the “Home” button at the bottom on the page usually resolves this issue.

3. If a customer needs to update their “profile” but has had no “dashboard activity” for 10 minutes, (even though the customer is working in Job Source) the SSO application will log out automatically, even though the original tab still shows the dashboard.

In this situation, the customer will need to login again if they wish to update the information on the dashboard. Clicking the login link in Job Source will reopen another SSO tab to login and view/make changes.

**\*\* Review the FAQ section of Job Source for more resolutions. \*\***

