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.

3

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."

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".

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.


STATE OF NEW JERSEY
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Create account

Important: 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.

Select a security question…

Security Answer

Select a security question…

Security Answer

Please verify your answers before clicking the Save button and be sure to remember your exact answers.

SAVE

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.

7
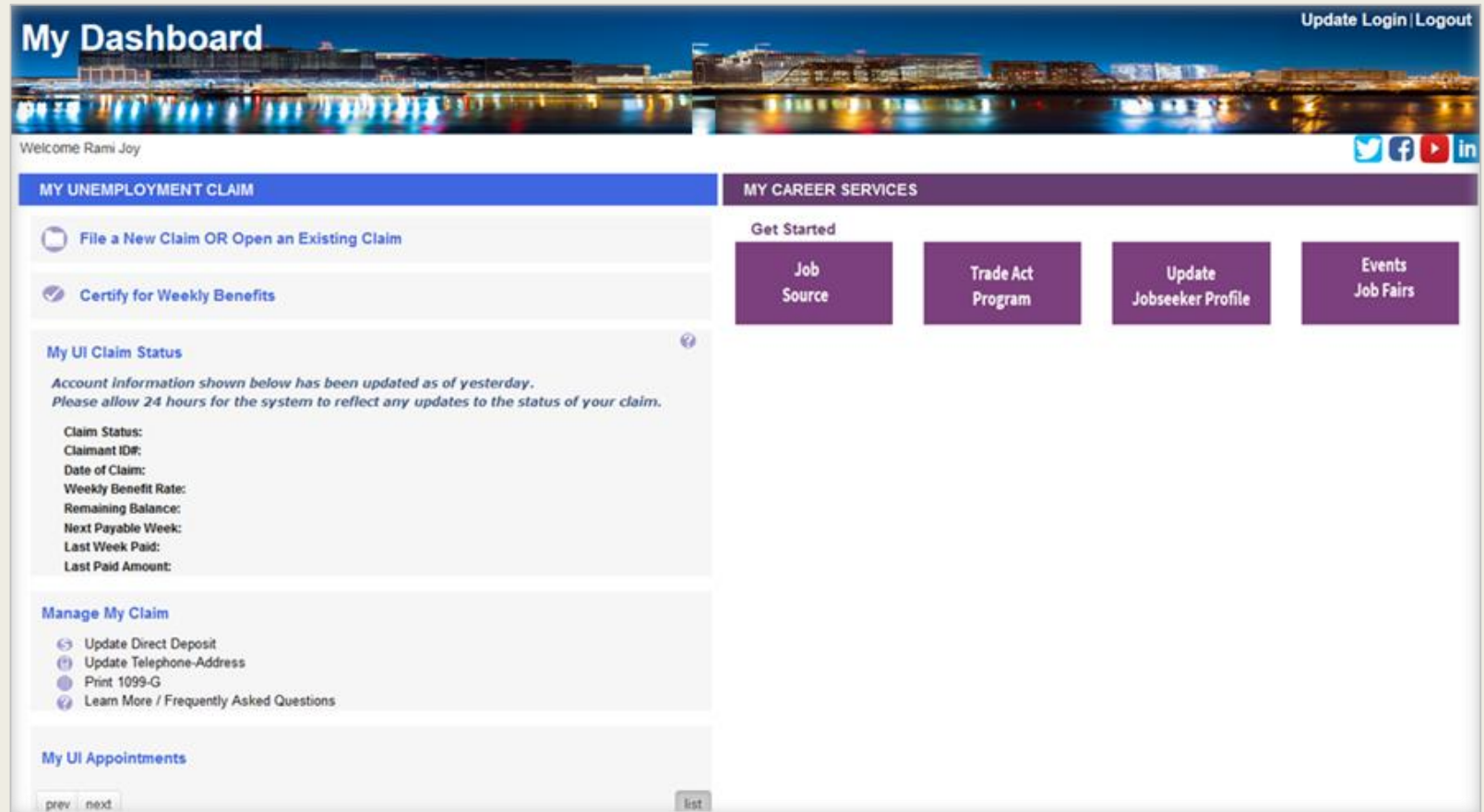
SSO - My Career Services

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.

MY CAREER SERVICES

Get Started

| Job Source | Trade Act Program | Update Job Seeker Profile | Events Job Fairs |

Please complete the Update Job Seeker Profile to use the Job Source.

OK   Cancel
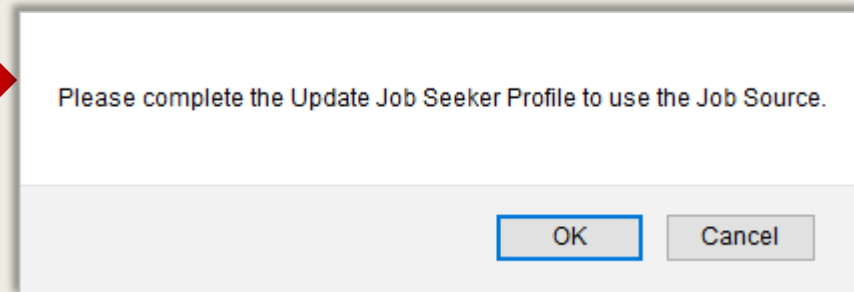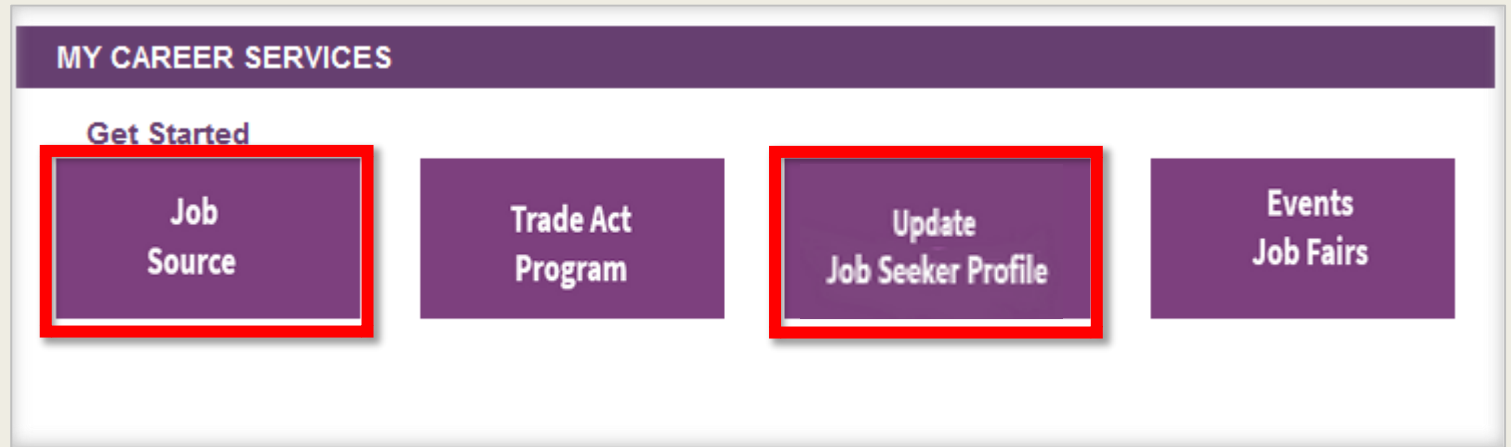
Updating Job Seeker Profile

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.

<u>NOTE:</u> 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.

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".

10

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.

My Dashboard

Update Login|Logout

*What are your employment objectives?

Characters left: 4000

*Work Related Skills:

Characters left: 4000

* 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.

Add Job Title

Title

Select To Delete

Delete

* Geographic Availability:
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.

*Zip: within Select of zip
within Select of zip
within Select of zip

Or
*Job State: Select
Select
Select

Previous Save Cancel

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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.

12

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.

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.

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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 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
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

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. **