

# Troubleshooting Guide for NY.Gov, JobZone and Work Search Records

On July 30<sup>th</sup> the JobZone and Unemployment systems merged so they share one login (NY.GOV). When Job Seekers filed for Unemployment Insurance (or attended an appointment or visited a NYS Career Center), a JobZone account was automatically created for them. In some cases Job Seekers went into JobZone and created another account when they filed for Unemployment Insurance, and then subsequently added work search activities, not aware that they already had an account.

When customers log into JobZone for the first time via the NY.Gov portal, they will (in most cases) automatically merge with the account that was auto-created and associated with a valid SSN#... not the customer generated self-service account. Customers may be concerned that they lost their work search records as a result and will not be aware that they now have two JobZone accounts. (Only one can be linked to the NY.Gov account)

Work Search activities and records are still preserved in the account the job seeker created. Unfortunately we cannot link both accounts and work search activities. Staff can however access both accounts through our OSOS Case management system. In situations like this, you will most likely find two OSOS/JobZone accounts for the customer, one that has an Active Status and one that has SS/IO status on the OSOS record.

The screenshot displays the JobZone system interface for a customer named Thomas W. Taber. The interface includes a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, there are tabs for Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The customer's name, SSN, and OSOS ID are displayed at the top. A secondary navigation bar includes tabs for Gen. Info, Address, Pgms/PA, Unemployment, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, and Profile. The main content area is divided into several sections: Customer Data, Education & Employment, and Customer Assignment. The Customer Data section includes fields for SSN, Status (circled in red and set to SS/IO), Job Seeker, Username, Password, Last Name, First Name, Date of Birth, Gender, Portfolio Lvl., Address, City, State, Zip, County, Country, Metro, Phone, Email, and URL. The Education & Employment section includes fields for Education Level, School Status, and Employment Status. The Customer Assignment section includes fields for Staff Assigned, WIB Assigned, Agency, Office, UI Claimant, Registered date, Origin, Profiled, Profiled Date, and Confidentiality. A red arrow points to the 'Work Search Record' button at the bottom of the form.

To find the customer's SS/IO record in OSOS and recover their JobZone Work Search record:

- Search for the customer in OSOS by first and last name and location
- View customer records to determine which OSOS records belong to the customer you are serving
- Select the customer's record that is in SS/IO status and select detail
- On the customer general information tab, select UI claimant; "seek( subject to work search)" status
- On the Objective tab enter an O\*Net title if one is not entered (you can use the same O\*Net title listed on the customer's active account.)
- On the Skills tab add "To be updated" if no skills are entered
- Save the record changes
- Now the Work Search button located at the bottom of the general information tab will be active in OSOS
- Select the button- wait a second for the work search history to load
- Now you can create a customized record and select all of the activities for the customer
- Select New Report.
- Give the report a name such as Merging JobZone Accounts
- Select All Activities using the box in the column header and click ADD ACTIVITY, which will unselect the activities.
- Select all the activities a second time using the box in the column header and click the SAVE button
- The new report will now be saved
- Select the newly created report and click the View Report button.
- Scroll to the bottom of the report and click the Download the report button in HTML format
- The report will appear in the browser window.
- Click the Send Page by E-Mail in the FILE menu.
- Send to the customer with instructions to upload into the new JobZone account.

The screenshot displays the 'Customer Detail' form for Bennie Malinak. The form is organized into several sections:

- Customer Data:** Includes fields for SSN, Status (Active), Job Seeker (Active), Username (354bennie), Password (ben2014), Last Name (Malinak), First Name (Bennie), Date of Birth (06/15/1952), Gender (Male), Portfolio Lvl (JobZone Adult), Address (Building 12), City (Albany), State (New York), Zip (12240), County (Albany), Country (United States), Metro, Phone, Ext., Alt., Fax, Email (keny.douglas-duffy@labor.ny.gov), and URL.
- Education & Employment:** Includes Education Level (HS + 1 yr coll. or voc/tech - no degree), School Status (In-school, Post-H.S.), and Employment Status (Not Employed).
- Contact Preferences:** Includes checkboxes for Use Postal, Fax, Pri. Phone, Email, and Alt. Phone, along with a Resume Contact Info button.
- Customer Assignment:** Includes Staff Assigned (Douglas, Sarah), WIB Assigned (Albany/Rensselaer/Schenectady Counties), Agency (Capital District WAE), Office (Albany Career Central), UI Claimant (Seek (Subject to Work Search)), and Work Search Record button.

A red arrow points to the 'Work Search Record' button at the bottom of the form.

Customer must have the UI Claimant set to "seek" in order to access the records.

**Work Search Report List -- Webpage Dialog**

**Work Search Reports**

**Generate a Report**

Activity Report For:

Week Ending

Four Most Recent Weeks

**Custom Reports**

	Date	Report Name	Staff	Type
<input type="checkbox"/>	11/18/2013	Test5		Custom
<input checked="" type="checkbox"/>	11/13/2013	Test2	DOUGLAS-DUFFY, KERRY	Custom
<input type="checkbox"/>	11/13/2013	test3	DOUGLAS-DUFFY, KERRY	Custom
<input type="checkbox"/>	10/05/2012	Chris Malinak		Custom
<input type="checkbox"/>	09/24/2012	Chris Malinak		Custom

Options: You can print the entire record for the customer or you can upload the new customized record and email it to the customer. The customer can then upload the old JobZone work search record into their NY.Gov associated with their active OSOS/JobZone account.

**Create a printable report of your work search activities.**

Generate a weekly report of saved activities.

Select week ending date. -- Select One --

Generate a report of saved activities for the four most recent weeks.

Generate a customized report of saved activities.

Below are your saved custom reports. Click on the Report Name to see a print preview of the report.

7 Results Found				
Edit	Date	Report Name	Administrator	Action
<a href="#">View</a>	07/21/2014	<a href="#">Troy Job Search</a>	Rotman, Neil	<a href="#">Delete</a>
<a href="#">View</a>	09/24/2012	<a href="#">Chris Malinak</a>		
<a href="#">View</a>	10/05/2012	<a href="#">Chris Malinak</a>		
<a href="#">View</a>	11/18/2013	<a href="#">Albany Job Search</a>	Rotman, Neil	<a href="#">Delete</a>
<a href="#">View</a>	11/13/2013	<a href="#">test3</a>	DOUGLAS-DUFFY, KERRY	<a href="#">Delete</a>
	08/01/2014	<a href="#">work_search_report_14003.html</a>		
<a href="#">View</a>	11/18/2013	<a href="#">Test5</a>		

**7 Results Found**   Items per Page (1 of 1)

To upload a work search report, click on the Select Report button. Use the file browser to select the report. Then click Upload to attach your document. The work search record report must be less than 2000KB in size.

**Job Search Question?**

[Chat with an Advisor](#)

To upload a report the customer will need to login to their NY.Gov account, select the JobZone button, and then select the Work Search Record link and then the Reports Tab. In the Reports tab the customer has the option to upload a document from their desktop or files. To upload a document the customer must first hit the Select Report button, find the report on their PC and then select the Upload button.