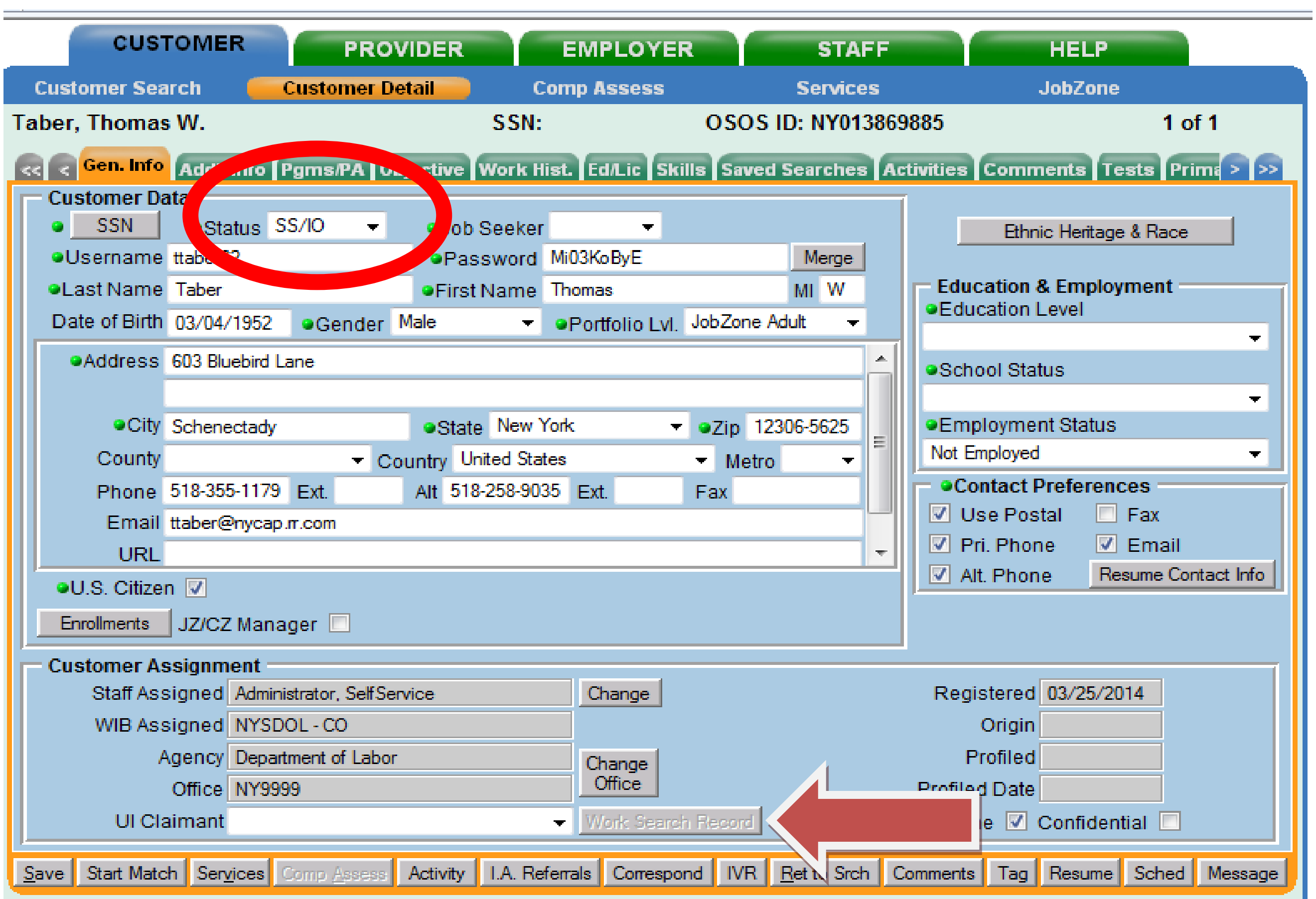
Troubleshooting Guide for

NY.Gov, JobZone and Work Search Records

On July 30th 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.

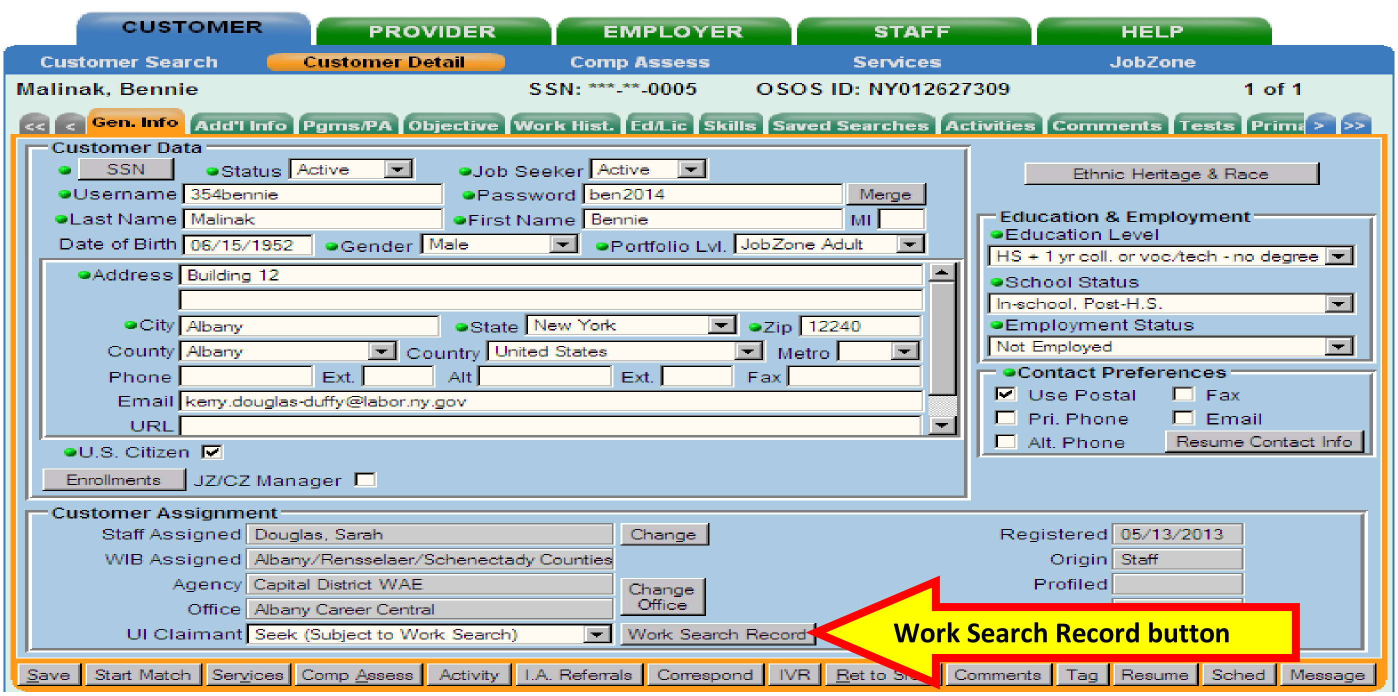
When customers log into JobZone for the first time via the NY.Gov portal, they will (in most cases) automatically merge with the account that was auto-created and associated with a valid SSN#... not the customer generated self-service account. Customers may be concerned that they lost their work search 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.

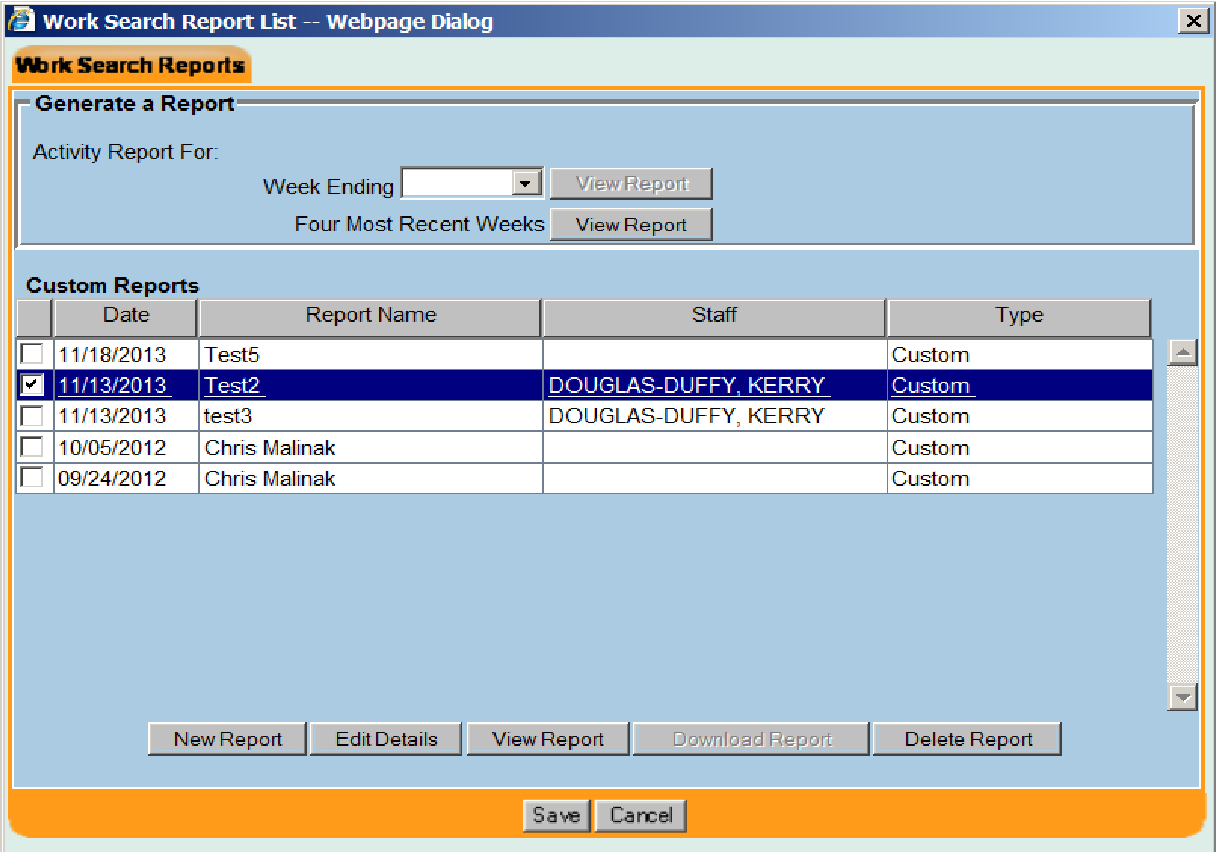


To find the customer's SS/IO record in OSOS and recover their JobZone Work Search record:

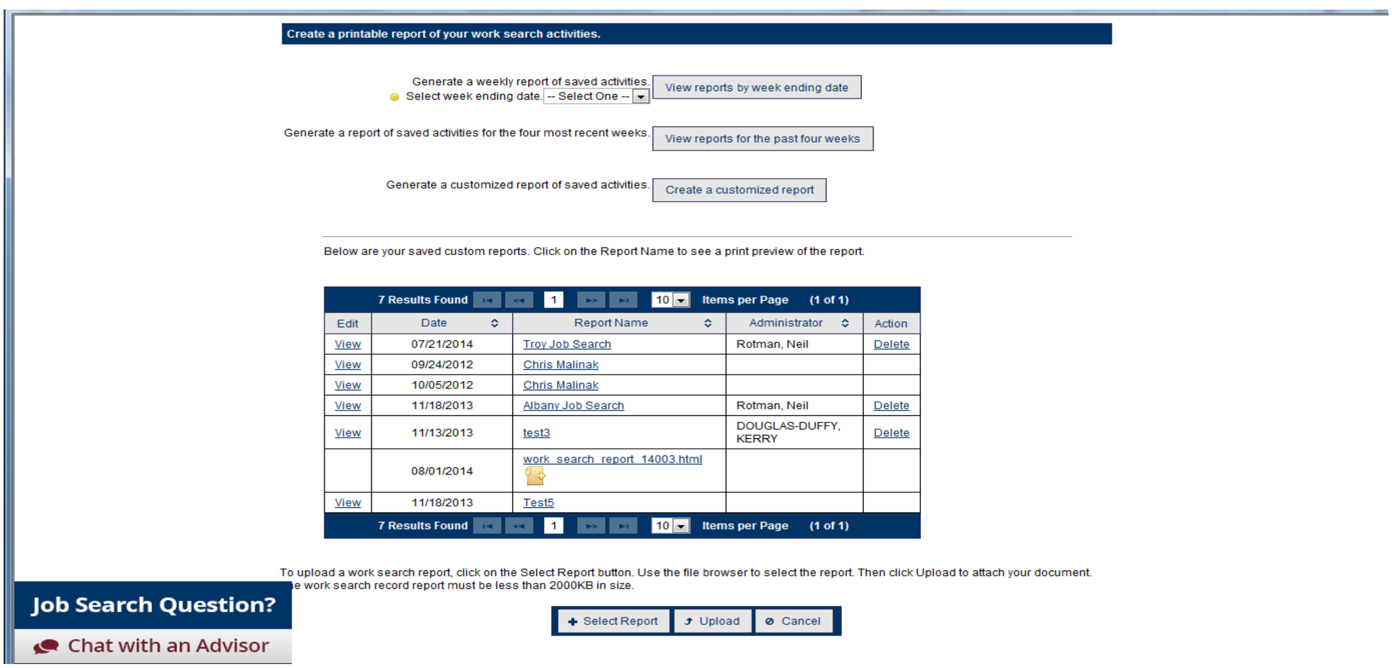
- Search for the customer in OSOS by first and last name and location
- View customer records to determine which OSOS records belong to the customer you are serving
- Select the customer's record that is in SS/IO status and select detail
- On the customer general information tab, select UI claimant; "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.



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



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.



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.