

Youth, JobZone, CareerZone and OSOS Frequently Asked Questions

JobZone Account cannot be Switched to CareerZone:

We planned to use CareerZone but OSOS shows the youth already has a JobZone account. Can we change it so the youth can use CareerZone instead?

No. Once a youth has a JobZone listed in One-Stop Operating System (OSOS), top right corner, they must continue to use JobZone. A youth will automatically be assigned to JobZone (not CareerZone) if they are 18 years old or if they have collected Unemployment Insurance benefits. Any attempt to convert JobZone to CareerZone will corrupt the account, making it unusable without assistance from the OSOS Help Desk. If not already signed in, the youth must login through NY.Gov and complete career exploration activities in JobZone.

Can a youth complete CareerZone required activities in JobZone?

Yes. There is little difference between the two web portals, any disparity is due to customization designed to better serve the target populations (CareerZone is for youth in grades 6 to 12 while JobZone is for older youth and adults). JobZone is better for job seeking youth, who are ready to assess their skills for occupations. Youth will be able to complete planned CareerZone workforce exploration activities within JobZone except some modules listed below in the crosswalk.

CareerZone Module	JobZone Equivalent Module
Interest Profiler	→ Career Interests
Saved Occupations	→ Occupations
Combined Assessment	→ Report
Work Importance Profiler	→ Work Values
Budgeting (Dollars and \$ense)	→ Budget
Keyword-based job search with Job Scout	→ Keyword & resume-based job search with Job Scout
Job Readiness Skills, Abilities, Future Goals and Dreams, Career Plan	→ <i>No equivalent modules</i>
<i>No equivalent modules</i>	→ Skills Survey, Career Advisor, Ability Profiler, My Employability Score

Can I change a youth's Portfolio Level in OSOS?

No. Never change a customer's portfolio level in OSOS. This can corrupt the JobZone account which makes login impossible without assistance from the OSOS Help Desk. Changes to Portfolio Level must be made inside CareerZone directly, not in OSOS.

JobZone Account Access for Youth:

Can I change the account username and password in OSOS, JobZone Account Settings, or through Management Mode?

No. Username and passwords of JobZone Accounts must not be changed in OSOS, JobZone Account Settings, or through Management Mode. Users access JobZone through their NY.Gov account. Changing the username or password in OSOS or in JobZone will not update the youth's NY.Gov account username or password.

How can I help a youth participant reset their username and/or password for JobZone?

If a youth knows and can access the email address they signed up for JobZone with, they can use the "Forgot Username or Password" link in NY.Gov. This will email the new username or password to the youth. If the youth cannot recover the username or password using the "Forgot Username or Password" feature, contact the OSOS Help Desk by phone, (518) 457-6586. They will connect your youth directly with the NYSDOL Contact Center to reset their login credentials.

CareerZone Account Access for Youth:

How can I help a youth participant reset their username and/or password for CareerZone?

If youth used an email to create their CareerZone account, they can have a reset password email sent to them by clicking "Forgot your Password" on the login page. Otherwise, providers can change a youth's CareerZone username and/or password in CareerZone "Account Settings" through Management Mode or directly in OSOS. The OSOS Help Desk, (518) 457-6586, can help reset a youth's password also.

How do I get a youth's CareerZone account unlocked?

Youth CareerZone accounts can be unlocked in CareerZone "Account Settings" through Management Mode.