INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: PROCEDURES FOR NEW CalJOBS^{SM} SYSTEM ACCESS—PHASE 1A

The purpose of this Information Notice is to outline the procedures for accessing the New CalJOBS^{SM}, part of the California Workforce Services Network (CWSN). This notice addresses the Wagner-Peyser Act (WPA) module. Only the WPA will be available after the Phase 1A implementation.

1.1. Current CalJOBS^{SM} WPA Users—EDD and Partner Staff, Employers and Job Seekers

The Employment Development Department (EDD) and the Local Workforce Investment Area (LWIA) staff with access to the current CalJOBS^{SM} system can use their existing user ID and password and will immediately be prompted to create a new password. The password requirements are as follows: (8 – 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character). Allowable characters are (!),(@),(#),($),(%),(^),(*),(.),(_). If a staff member has difficulty accessing the new system for the first time with their previous CalJOBS^{SM} user ID, they should contact their Division's System Access Single Point of Contact (SPOC) (see Section 1.4)

Employers and job seekers that have difficulty with their existing user ID and password should contact their local One-Stop Career Center for assistance, or call 1-800-758-0398 (English) or 1-855-716-3518 (Spanish). Job seekers and employers can also receive assistance online via the Ask EDD e-mail messaging tool. Please type or copy the following link into your web browser to access the site: https://askedd.edd.ca.gov/asp/frmEDDCOMM.aspx

1.2. First-time New CalJOBS^{SM} WPA Users—EDD and Partner LWIA Staff

On or after March 11, 2013, an EDD field manager must submit a completed CalJOBS^{SM} System Access Request form for first time field and partner LWIA staff users with a business need to access the New CalJOBS^{SM}. The EDD field manager will e-mail the completed form to their Division System Access SPOC with the subject line "New User ID." The System Access SPOC will create a new user ID and password for field staff and has a process for creating a user ID and password for the partner staff.

The System Access SPOC or the CWSN Help Desk will send the New CalJOBS^{SM} user ID and temporary password back to the requesting manager, and the manager will give that information to the staff member. Once the staff member logs in with the new staff user ID and temporary password they will immediately be prompted to create a personal password. Password requirement instructions will appear on the screen for users to follow (see Section 1.1 for requirements).

1.3. First-time New CalJOBS^{SM} WPA Users—Employers and Job Seekers

Employers and job seekers who did not have previous access to CalJOBS^{SM} can access the new system in one of two ways:

- Self-register at www.caljobs.ca.gov and create a unique username and password, or

- Visit a One-Stop Career Center to have a staff member set up their user profile, including a unique username and temporary password. Employers and job seekers will then be prompted to create a new password when they access the new system without the assistance of a staff member. Field Division staff will have the ability to reset employer and job seeker passwords.

1.4. System Access Single Point of Contact (SPOC)

Each EDD field division has designated System Access SPOCs. Southern Division will have Ambassadors as additional resources. System Access SPOCs and Ambassadors can reset passwords for EDD field staff and, until the implementation of Phase 1B, for LWIA/Community Based Organization (CBO) Partner Staff in their designated region who have a valid business need to access CalJOBS^{SM}. The list of System Access SPOCs will be e-mailed to the MIS Administrators shortly after the release of this notice.

Security Notification

Staff should keep their user ID and password confidential at all times. Managers will no longer have the ability to view or retrieve staff's user IDs and passwords in the new CalJOBS^{SM}.

For questions about this notice, contact the CWSN Help Desk at (916) 653-0202 or CalJOBSAdmin@edd.ca.gov. This phone number and e-mail address is for EDD and local partner staff only. If job seekers or employers contact this phone number or e-mail address they will be referred to the toll free numbers listed under 1.1 of this notice.

/S/ MICHAEL EVASHENK, Chief
    Workforce Services Division