Online FAQ's

Q: The system says my **information does not match** what is in Social Security. But I know I am putting in the correct information. Why won't the system let me continue?
A: When you receive this message and are absolutely positive that you are putting in the correct information, then we have an error on our side. If you call us at our toll free phone number, 1-888-920-9675, Monday through Friday from 8 am to 5 pm MT, and tell the person that answers the message you are getting, they can assist you and correct your information. Once your information is corrected inside our system you will be able to create a user name and password and continue into our online system.

Q: The system says I **already have a user name** and will not allow me to continue and log into your online system.
A: You will need to take the user name that the system gives you in the message and go to our main log in page at https://jobs.utah.gov/jsp/utahjobs/doLogin.doYou can click on the "job seeker Forgot Password" link located there, reset the password for your account and get into our online system.

Q: The system says that **I don't qualify** for this job but I do qualify (Why can't I get information on how to apply?).
A: You will need to click on the "Why don't I qualify" button located at the bottom of the page inside the system where it says you do not qualify. When you click on this button the system will give you a list of the items that do not match between your online record and what the job requires. You can add the information that you are missing to your record by updating all of your information in each of the Tabs in your online record. If after updating all of your qualifications you still cannot get the information on how to apply, please call 1-888-920-9675 Monday through Friday 8 am to 5 pm MT for further assistance.

Q: How do I **add my experience** so I qualify for this job?
A: You can add your experience by going to the "Employment" Tab and add both your Employment Histories and your Desired Occupations. Experience levels to qualify for jobs come from the "Desired Occupations" section and the month's experience you put there. It is important to update your "Employment Histories" section also so when employers view your information they can see your qualifications.

Q: What do I need to do to **fully register** inside your system? Unemployment Insurance has told me I need to do that to receive benefits.
A: You can edit and add all of your information if you go to each of the Tabs inside your online record. "Seeker Info, Employment, Education and Skills/Equipment" You will need to fill out all information inside all of the Tabs to fully register inside our system.

Q: How do I **Activate/Inactivate my record** so employers can/not see my information?
A: After you have logged into our online system at jobs.utah.gov you can click on the "Home" tab. At the bottom left of this page there is a "Active" or a "Inactive" selection.

You can either activate or inactivate your record with jobs.utah.gov by making your selection there.
If you are Case managed or have drawn Unemployment benefits this option is not available to you.

Q: I found a job on AJB (America's Job Bank) but can not find the job now on jobs.utah.gov How do I find it at jobs.utah.gov ?
A: You should have a Utah number from the job you found on America's Job Bank (Example: UT 8141234). Take that number and go to the "Home" or "Job Search" tab, then you can type in the job number you have in the Keyword field (Example 8141234. Please note: Do not put the UT in front of the number or it will not work). Once you have entered the job number, click on the "Next" button. This will then take you to that specific job inside our system.

Q: Where do I find a **305 general application** for employment?
A: You can find the 305 general application for employment by clicking on the "Forms" link in the left menu, or go directly to this page. http://jobs.utah.gov/jobseeker/305.pdf

Q: How do I send **my resume** from your system?
A: There is no way to e-mail your resume from our system. You are only able to send a resume that you have created yourself outside of our online system.

Q: How do I **upload my resume** into your online system?
A: There is no way to load an already existing resume into our system. You can use the resume you created outside our system when you apply for jobs. But you will need to fill out our online information by going to all of the tabs inside your online record to receive information on how to apply for the jobs inside our system.