

Frequently Asked Questions (FAQs)

General

Q: What is Pure Michigan Talent Connect?

A: Pure Michigan Talent Connect is your launch pad for new jobs, careers and talent. It is a tool connecting Michigan's job seekers and employers and serves as a central hub linking all public and private stakeholders who support Michigan's workforce. Pure Michigan Talent Connect serves as the state's labor exchange system.

For more information on Pure Michigan Talent Connect, call the Customer Contact Center Monday – Friday 8 a.m. – 12 p.m. and 1 p.m. – 5 p.m. EST at 888-522-0103.

Q: What is Michigan Works!?

A: Michigan Works! is the first unified workforce development system in the U.S. and is an integral partner in developing Michigan's economic future. The system is demand driven, locally responsive and ready to meet the needs of each community. Every year, the Michigan Works! system serves nearly four million customers.

For information on Michigan Works! programs and services, call 1-800-285-WORKS (9675) to be connected to your nearest One-Stop Service Center or visit www.michiganworks.org/michigan-works-network.

Q: What is Unemployment Insurance?

A: Michigan's Unemployment Insurance Agency (UIA) manages the unemployment insurance program which provides temporary income to workers who have lost their job through no fault of their own. The program is funded through unemployment taxes paid by employers. UIA offers an array of convenient online services to unemployed workers and to employers at www.michigan.gov/uia.

Contact UIA by phone Monday – Friday 8:00 a.m. to 5:00 p.m.:

Claimants: Call 1-866-500-0017

Employers: Call 1-855-484-2636

Q: I forgot my password. What do I do?

A: Job Seekers can reset their password at <https://milogin.michigan.gov/> and select "forgot your password?"

Employers can reset their password at <https://www.mitalent.org/> by selecting sign in, entering their email address, and selecting forgot password.

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JOB SEEKERS

Q: How will my privacy be protected?

A: All information entered into the system is stored in a secure environment. More information on the Privacy Policy is provided in the Terms and Conditions at <https://www.mitalent.org/terms-and-conditions>.

Job seekers control the amount of personal contact information they want made available to employers who access their resume.

Q: What if I do not have an email address?

A: To find a free email provider, use one of the many internet search engines (Google, Yahoo, etc.) and type in "free email." The results will show a wide variety of free email providers to choose from. Or, go to http://email.about.com/cs/freemailreviews/tp/free_email.htm to access the top free email providers.

Q: How does a prospective employer find my profile?

A: Employers can search for candidates in many ways: by entering keywords; selecting from a list of O*NET occupations; or by defining more specific criteria such as location preference and education. Once employers enter their search criteria, the system displays the profile information of the job seeker and a link to the primary resume (if available). It is important to keep the information stored in the job seeker profile up-to-date and accurate.

Q: How can I prevent an employer from viewing my profile?

A: When you are signed into your account, navigate under the Employer Search Preference on the My Account page on the Profile Information tab and select the checkbox for "I don't want my information given above to be viewable or searchable by employers."

Q: How do I find the nearest Michigan Works! Service Center?

A: Call 1-800-285-WORKS (9675) to be connected to your nearest One-Stop Service Center or visit www.michiganworks.org.

Q: How can I apply for a position listed on Pure Michigan Talent Connect?

A: Select the "How to Apply" button on the Job Detail screen for a posting. Information will be displayed indicating how an employer would like candidates to apply.

Employers do have the option to request job seekers apply to job postings through Pure Michigan Talent Connect; to do so, job seekers must have an active PMTC account.

Q: The question I have is not located in this FAQ document.

A: Please check out the [Pure Michigan Talent Connect-Job Seeker User Guide \(mitalent.org\)](http://www.mitalent.org) for additional information and instruction.

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EMPLOYER

Q: I'm not getting enough resumes that meet my job requirements. What can I do?

A: Your local Michigan Works! office can help. They have Business Solutions Professionals that may be able to help you reach your talent acquisition goals. To find out more, please visit <https://www.michiganworks.org/business-solutions-professionals>.

Q: I do not have a FEIN (Federal Employment Identification Number). Can I still use Pure Michigan Talent Connect to post jobs and/or search for candidates?

A: A FEIN is required. Michigan Department of Labor and Economic Opportunity staff will match your FEIN information with the Michigan Unemployment Insurance Agency records for validation. The Internal Revenue Service (IRS) assigns the FEIN to your business. According to the IRS, all businesses employing one or more employees must have a nine-digit FEIN (visit www.irs.gov for complete rules). The FEIN, along with other data, is used to approve your business registration.

Federal and state laws governing Pure Michigan Talent Connect specifically prohibit business opportunities from being posted on the system. They do not meet the standards for the work test for those receiving unemployment benefits. In addition, they do not come under the requirements or the protection of state and federal labor laws, such as those dealing with non-payment of wages, hours worked, employing minors, discrimination, harassment and so forth.

Q: When I register an account on Pure Michigan Talent Connect, will I immediately be able to search resumes and enter job openings?

A: No. Once activated, you can update your account information. You will not be able to post jobs or search for candidates until your account is validated. This process may take up to 3 business days. You will receive an email acknowledging validation.

Q: Can we have multiple employees use the same FEIN?

A: Yes. It is recommended each user have a separate account due to privacy issues that can occur when User IDs and passwords are shared. Additionally, a user's email address is used as the User ID for the system, so it must be unique.

Q: Why can't I see the job I posted when I search for it?

A: A job is not visible to all job seekers because Veterans will have the first opportunity for referral to job openings due to the federally mandated Veterans' Preference requirement. Veterans' representatives and local service providers will only refer Veterans to these jobs while they are in the 24-Hour Hold period, and only job seekers who have indicated an affirmative Veteran's status on their account will be able to view jobs during the first 24 hours they are posted. After 24-hours, the general public can find the job posting.

Q: Although I am an out-of-state employer, I have a job opening in Michigan. May I use Pure Michigan Talent Connect?

A: Out-of-state employers who are relocating or opening a new business in Michigan, or who have an existing business location in Michigan, may use Pure Michigan Talent Connect if they follow the standard registration process. Additional information may be needed to validate the account, as we may not be able to match your FEIN with the Michigan Unemployment Insurance Agency. Michigan Department of Labor and Economic Opportunity staff may send you an email requiring you to fax proof of your FEIN. These employers may search resumes and post job orders.

Out-of-state employers who are relocating or opening a new business in Michigan, or who have an existing business location in Michigan, may use Pure Michigan Talent Connect if they follow the standard registration process. These employers may search resumes and post jobs once their account has been validated. Out-of-state employers who are recruiting Michigan workers for a job in another state may not use Pure Michigan Talent Connect unless federally mandated or the job is in a contiguous labor market area. Contiguous labor market areas include locations within a 100-mile radius of the Michigan borders in Indiana, Ohio, Wisconsin and Ontario, Canada.

Q: How can I modify my employer profile?

A: Reference the Employer User Guide at [Employer User Guide5.3023-2.pdf \(mitalent.org\)](#)

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