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## **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 an online marketplace connecting Michigan's job seekers and employers, serving as a central hub linking all public and private stakeholders who support Michigan's workforce.

### **Q: How do I use this site?**

A: Written user guides and video tutorials are available to help you navigate Pure Michigan Talent Connect; assist in the process of creating an account and utilizing all of the available features. You can access these tutorials by selecting "Tutorials" under the "About Us" section at the bottom right of any page on [www.mitalent.org](http://www.mitalent.org) or by visiting [www.mitalent.org/tutorials/](http://www.mitalent.org/tutorials/)

### **Q: I had a previous account on the Michigan Talent Bank (MTB). How do I access my account?**

A: If you had an account on the Michigan Talent Bank system, your information has been transferred. For Job Seekers, enter your email address and password (4 digit pin) you used for that system. For Employers, use the email address that was on your MTB account and the password you used for that system. At first sign in, you must change your password and activate your new account in Talent Connect.

1. Select "Sign-In" from the top menu bar
2. Enter your email address and password or 4 digit pin
3. Click the Sign In button and follow the prompts to reset your password

If you didn't have an email attached to your Michigan Talent Bank account your information wasn't transferred, you must create a new account.

### **Q: Why is email address required to create an account on Pure Michigan Talent Connect?**

A: The use of email address as login ID has become a common standard. It allows for better communication and enhanced security features. It also allows you to use the Lost Password and Reset Password. The email address used on an account must be unique. The system will notify you if you attempt to use an email that is already registered on Pure Michigan Talent Connect.

### **Q: What if I don't 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](http://email.about.com/cs/freemailreviews/tp/free_email.htm) to access the top free email providers.

**Q: How do I create an account on Pure Michigan Talent Connect?**

A: Both job seekers and employers can create accounts using the “Create Account” link on the top menu on [www.mitalent.org](http://www.mitalent.org). After selecting the type of account they wish to create (Job Seeker or Employer), users will be guided through the account creation process. Once all required information is entered and submitted, the user will be sent an email with a validation link to activate their account. Employer accounts must also then be validated by the State of Michigan, Workforce Development Agency before full system functionality can be accessed.

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

If you know the email address you used on your account, you can use the “Lost Password?” link on the Sign-In page of [www.mitalent.org](http://www.mitalent.org). Select “Sign-In” from the top menu bar. Click on the “Lost Password” link next to the Password field and enter in your email address. You will be emailed instructions on how to reset your password.

If you have incorrectly entered your password five (5) times, your account will be locked. In order to unlock your account you will be required to enter your email address and answer one of the three security questions you selected when you created your account. If the security question is answered correctly, you will be able to reset your password.

If you do not know your email address, please contact your local MWA! office. Call 1-800-285-9675 to locate a Service Center or visit [www.michiganworks.org](http://www.michiganworks.org). Or you can reach the Pure Michigan Customer Contact Center M-F between 8 a.m. - 5 p.m. Eastern Time at 1-888-522-0103.

**Q: What is the difference between Pure Michigan Talent Connect and Michigan Works Service Centers/Association?**

A: Pure Michigan Talent Connect is a State of Michigan, Workforce Development Agency web site and job exchange portal that services Michigan companies and job-seekers. The Michigan Works! Association is a public/private partnership with the state to provide workforce and talent services to Michigan residents and companies. The Michigan Works! Association works closely with the State of Michigan

**Q: What is the Sign Out option and when do I need to use it?**

A: If you are logged into Pure Michigan Talent Connect from a public site (library, employment service center, etc.), you should select “Sign Out” on the top right of the screen when you finish using the website. For added protection, you should also close the browser.

**Q: What are Career Categories and Career Types?**

A: Career Types are broad groupings of occupations and careers that utilize similar skills sets and educational backgrounds. By organizing occupations by career types, this helps the workforce system more accurately assess skill supply and demand in order to better plan workforce programs. Use the Career Category to narrow down the list of Career Types available. Job seekers should choose Career Types that reflect the types of positions they desire and are qualified for.

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**JOB SEEKERS**

**Q: I am interested in creating an account on Pure Michigan Talent Connect. Are there any safeguards in the system to protect my privacy?**

A: Job seekers control the amount of personal contact information they want made available to employers who access their resume. All information entered into the system is stored in a secure environment.

**Q: Is Pure Michigan Talent Connect only for job seekers searching for work in professional classifications?**

A: No, Pure Michigan Talent Connect was designed for anyone looking for job opportunities in Michigan. Anyone can create an account, regardless of their work history or the type of work they are seeking. Pure Michigan Talent Connect is a way for you to market yourself and your availability for work to employers on a state-wide basis.

**Q: Do I have to be unemployed to use Pure Michigan Talent Connect?**

A: No, any interested job seeker may use the system, whether unemployed and looking for a new job, employed and looking for a better job, or just exploring careers. The job search functionality is available to any user on the site. Job seekers who create an account have access to additional features such as saving job searches, building/uploading resumes, and other documents.

**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 career category/types; or by defining more specific criteria such as location preference and education. It is important that you keep your profile current. Once employers enter their search criteria, the system displays a list of candidates that met the criteria. The list will include the profile information of the job seeker and a link to their primary resume (if available). Please note that an employer cannot search your resume, instead they search for information stored in

your profile. It is important that you keep the information stored in your profile up-to-date and accurate. You can add up to 150 characters in each skill box, outlining keywords that can be searched by prospective employers. We suggest that you create a word document, check spelling, then copy and paste so that each skill box contains no more than 150 characters. These skills should be contained in the resume you provide, so an employer can validate the skills/experience that you offer. Job seekers can choose to have their resume viewable in the candidate search results.

**Q: How can I prevent my current employer from finding my resume?**

A: You may limit the contact information that will be displayed on your resume. Also, employers are not able to search by specific job seekers' names. You can also indicate on your profile that you do not want to be viewable/searchable by employers. This will prevent you from displaying in ANY candidate searches done by ANY employers.

**Q: How many resumes am I able to enter into Pure Michigan Talent Connect?**

A: You can upload and/or build up to three resumes. You must indicate one as your primary resume which is the one that will be displayed when your profile is returned in a search run by an employer. You can change your primary resume at any time. You can also choose to save additional resumes and/or job-related documents under the Documents tab.

**Q: I am trying to Save & Preview my resume in the Resume Builder, but I don't see anything. What can I do?**

The Preview Resume screen will pop up in a new window. Check to make sure the screen did not pop up behind your browser and also check to make sure you allow popups for MiTalent.org

**Q: How long can I keep my account active in Pure Michigan Talent Connect?**

A: Account information is not purged from the system. Your account will remain active indefinitely; however you must log into the system at least once every 90 days to keep your profile searchable by employers. You will receive an email from Pure Michigan Talent Connect notifying you before your profile is removed from searches. To show up in searches done by employers again, you just need to log back into the system.

**Q: An employer who found my information on Pure Michigan Talent Connect is contacting me for reasons other than employment. What should I do?**

A: Select the "Contact Us" link from the top menu on [www.mitalent.org](http://www.mitalent.org) or call our Customer Contact Center M-F between 8 a.m. - 5 p.m. Eastern Time at 1-888-522-0103 to report that employer. Designated staff will investigate your claim and take the appropriate action.

**Q: How do I find the nearest Michigan Works service center?**

A: To locate the Michigan Works! Service Center closest to you, dial 1-800-285-9675 or visit [www.michiganworks.org](http://www.michiganworks.org).

**Q: If I have signed up for unemployment, do I have to go to a Michigan Works center to create my account if I have Internet access at home?**

A: You can create your account and upload/build resume(s) from home, but you must still go to the Michigan Works! Service Center. Staff at the center must verify that your profile is active and notify the Unemployment Agency that you have registered for work.

**Q: What if I have questions about my Unemployment Benefits?**

A: Please call the Unemployment Insurance Claimant Hot Line at 1-866-500-0017. They can answer any question you might have about your unemployment claim.

**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.

**Q: Do I have to have an account on Pure Michigan Talent Connect to be able to search for jobs?**

A: No. You can search for jobs without having an account on the system or having to be logged in. You can search directly from the home page at [www.mitalent.org](http://www.mitalent.org) or from various other places throughout the site.

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## **EMPLOYERS**

**Q: What if I want to use this service but don't have an Internet connection at my place of business?**

A: Contact your local Michigan Works! Service Center to assist you with registering, locating resumes and posting jobs on Pure Michigan Talent Connect. To reach the Service Center nearest you call 1-800-285-9675.

**Q: I only want job seekers to contact me by phone or fax. Can I do that?**

A: Yes. When you enter in your job posting, there will be a “How to Apply” section where you can specify exactly how you want candidates to contact you. You also have the option to show details about your organizations on each job posting.

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

A: You can edit your job posting at any time. The more specific the description of the job and criteria you select on the job posting, the greater the chance of getting qualified candidates. You can also search by keywords, either as a specific phrase or individual keywords that are applicable to the position you are looking to fill.

**Q: How long will my job posting be active?**

A: Job postings must be active for at least two days and can remain posted for up to 30 days.

**Q: I am still getting calls and resumes although my job has been filled. What can I do?**

A: Make sure that the job posting was deactivated. To inactivate a job order, log in to Pure Michigan Talent Connect and select the appropriate posting from the Active tab in the Manage Job Postings section on your Dashboard. Select "Deactivate" from the drop down action item listing and select "Submit". If available, provide feedback about qualified candidates and/or positions filled. A job posting will automatically be deactivated once it reaches the expiration date, but can be manually deactivated as described at any time.

**Q: Can I search for resumes by the name of a Job Seeker?**

A: No, employers cannot search for candidates by name. There are a variety of other search criteria that can be used including keywords, education level and location preference to name a few options.

**Q: I'm getting too many results when I do a candidate search. What can I do to modify my search criteria?**

A: You can use the "Refine Search" options on the right hand side of the candidate results screen to further narrow down your criteria.

**Q: Is the information in the job seeker profiles and resumes verified?**

A: No. Information entered on Pure Michigan Talent Connect is not screened and the information on the resumes is not validated for accuracy. As an employer, you need to verify the information on the resumes as you would resumes sent from other sources.

**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: If we cannot verify the FEIN (Federal Employer Identification Number) through the Michigan Department of Treasury or documents you provide you cannot have an employer account on Pure Michigan Talent Connect. 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](http://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. If you have any questions, you may contact us by selecting the "[Contact Us](#)" link from the top menu on [www.mitalent.org](http://www.mitalent.org) or calling our Customer Contact Center M-F between 8 a.m. - 5 p.m. Eastern Time at 1-888-522-0103.

**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. You will not be able to search resumes or post jobs until your FEIN has been validated. You can access your account and update any of your profile information. The validation process may take up to 48 hours, except on weekends or State holidays. You will receive an email acknowledging validation.

**Q: I have more than one employee in my work area. Should each one apply for a separate account?**

A: It is recommended that 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 login ID for the system, so it must be unique.

**Q: Are all of the job seekers in Pure Michigan Talent Connect legally entitled to work in the United States?**

A: Job seekers are not screened prior to their account creation; therefore, some of the candidates may not have the necessary papers to legally work in the U.S. As an employer, you are responsible for verifying the job seeker's status prior to hiring.

**Q: How will I know that a job seeker has seen my job opening?**

A: Job seekers will contact you directly using the method you indicate on your job posting in the "How to Apply" section. U.S. military 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 and only job seekers who have indicated their 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. Additionally, from your Employer Dashboard you will be able to see the number of Views, Clicks and Saves for each of your job postings. The number of views indicates the number of times job seekers have viewed the job posting, the number of clicks indicates the number of times job seekers have clicked on the "how to apply" button on your job posting and saves indicates the number of times your job posting has been saved to job seekers' workspaces.

**Q: Although I am an out-of-state employer, I have a job opening in Michigan. May I use the 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. We may need additional information from you to validate your account if we cannot match your FEIN with the Michigan Department of Treasury records. Workforce Development Agency, State of Michigan 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 recruiting Michigan workers for a job in another state may not register to use Pure Michigan Talent Connect unless the job is in a contiguous labor market area. Contiguous labor market areas include Michigan counties that border Indiana, Ohio, and Wisconsin. These out-of-state employers post their jobs using the nearest city in Michigan as the job location. In the first line of the job description, the job order must also state the out-of-state work location.

**Q: Can staffing agencies and recruiting companies register on Pure Michigan Talent Connect?**

A: Yes, staffing agencies and recruiting companies can register and post jobs on the system as well as search for candidates.

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