

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.

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 7:00 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: If you know the email address you used on your account, you can use the "Forgot Password?" link on the Sign In page of www.mitalent.org. Select "Sign In" from the top menu bar. Enter your email address and you will be emailed instructions on how to reset your 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: If I have signed up for unemployment, do I have to go to a Michigan Works! 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 go to Michigan Works! Service Center. Staff must verify that your job seeker profile is active and notify the Unemployment Insurance Agency that you have registered for work.

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.

EMPLOYER

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

A: Contact your local Michigan Works! 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-WORKS (9675) or visit www.michiganworks.org.

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. The FEIN will be verified through the Michigan Department of Treasury or through documents provided. 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. You will not be able to search resumes or post jobs until your account has been validated. You can access your account and update any of your profile information. The validation process may take up to three business days, except on weekends or State holidays. You will receive an email acknowledging validation.

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

A: Yes. 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 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 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. 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. 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.

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