

Pre-App: Customer JG Flow



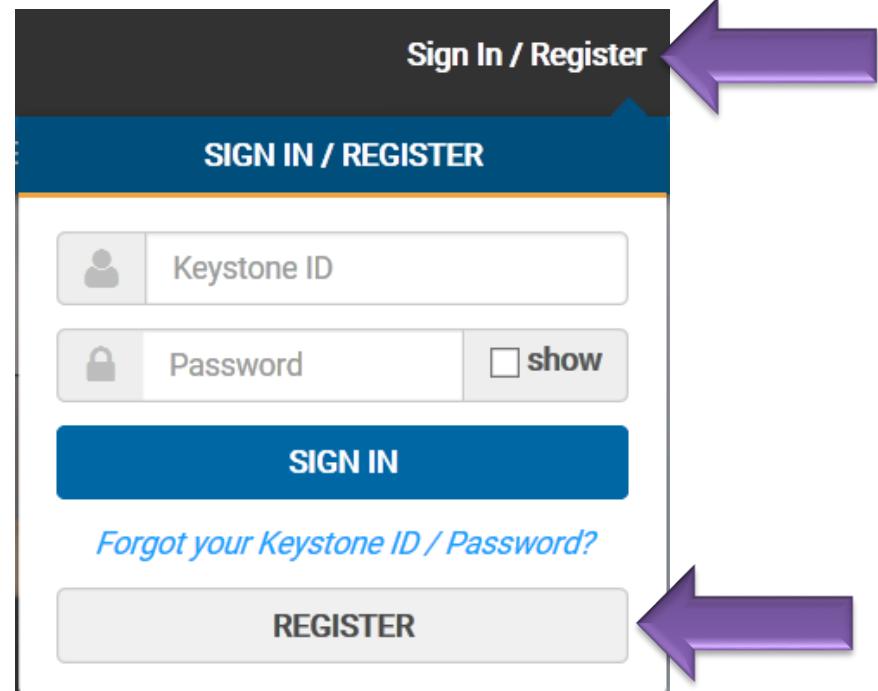
The individual will access the pre-application through PA's **JobGateway website** at www.jobgateway.pa.gov

The individual must register in JobGateway prior to accessing the pre-application.

“Sign In/Register” → “Register”

Or the individual can sign in if they already registered and have a JobGateway/Keystone ID and password.

The individual must be registered/signed in regardless of having a closed case with OVR or a PID through CWDS.



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Scenario A: Has not applied for or is not receiving any Workforce services

The screenshot shows the "Job Seeker Registration" page on the JobGateway website. The page has fields for "FIRST NAME" and "LAST NAME". Below these is a "DATE OF BIRTH" field with a calendar icon. A large red arrow points to the question "HAVE YOU APPLIED FOR, OR ARE YOU RECEIVING BENEFITS OR SERVICES?". To the right of this question is a callout box with a list of benefits and services. At the bottom right of the page is a "CONTINUE" button.

JobSeeker Registration

Welcome to the JobGateway®. Please provide the information requested and click the "Continue" buttons to step through each screen of the process.

Already have a Keystone ID from another PA site? [Sign in here](#).

FIRST NAME (required)

LAST NAME (required)

DATE OF BIRTH (required)

HAVE YOU APPLIED FOR, OR ARE YOU RECEIVING BENEFITS OR SERVICES? (required)

Benefits and Services Include:

- Unemployment Compensation Benefits
- Office of Vocational Rehabilitation Services
- Veteran
- Trade
- Human Services
- Temporary Assistance for Needy Families
- Supplemental Nutrition Assistance Program
- and Workforce Investment Act

View list of benefits and services (pdf)

View our privacy policy

CONTINUE

Screen 1 contains Name, DOB, and a question asking if the individual has applied for or is currently receiving benefits. If they hover over the help text icon (?) a list of programs this question applies to will appear. OVR is one of them. If "no" is chosen, they are taken to the second registration screen.

Scenario B: : Applied for or is receiving Workforce services

If “yes” is chosen, two conditional questions appear:

- 1) Unemployment Compensation Question – if yes, SSN is required
- 2) OVR question - the potential customer should always answer “Yes”

After both questions are answered they are taken to the second registration screen.

ARE YOU REGISTERING TO COMPLY WITH THE UC REQUIREMENT TO REGISTER
FOR EMPLOYMENT SEARCH SERVICES? (required)

Yes
 No

SSN (required) 

CONFIRM SSN (required)

ARE YOU A PERSON WITH A DISABILITY SEEKING OVR SERVICES? 

Yes
 No

The Pennsylvania Office of Vocational Rehabilitation, or OVR, works with individuals with disabilities who want to work but face difficulties getting, keeping, or advancing in employment. Services are provided on an individualized basis to eligible individuals. OVR contains a bureau dedicated to assisting individuals who are blind or visually impaired gain the skills necessary to live and work independently in their communities, including specialized services for children and adult independent living skills.

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Contact Information

Please provide contact information and your preference for receiving communications from JobGateway®.

Contact Information

CORRESPONDENCE PREFERENCE (required)

Email Mail

EMAIL (required)

testuser@gmail.com

CONFIRM EMAIL (required)

testuser@gmail.com

Location Address

ADDRESS LINE 1 (required)

4600 Darlington RD

CITY (required)

York

ZIP CODE (required)

17408

ADDRESS LINE 2

STATE (required)

Pennsylvania

COUNTY (required)

York

Mailing Address is the same as above Location Address

BACK

CONTINUE

Regardless of the customer picking “no” or “yes” to **“Have you applied for, or are you currently receiving benefits or services?”** they will be taken to the 2nd registration screen to provide their email and address.

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Create User Account

Account Information

KEYSTONE ID / USER NAME (required)
testuser25
 Keystone Id currently available

PASSWORD (required)

 One lowercase character
 One uppercase character
 One number
 One special character
 8 character minimum
 Show

Security Questions & Answers

SECURITY QUESTION 1 (required)
Select
Security question 1 cannot be blank

SECURITY QUESTION 2 (required)
Select

SECURITY QUESTION 3 (required)
Select

I HAVE READ AND UNDERSTOOD THE CIVIL RIGHTS STATEMENT (required)

CANCEL **CONTINUE**

The 3rd and final registration screen is where the individual creates their Keystone ID, Password, and Security Questions.

They also must check they read and understood the civil rights statement

Click “Continue”

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RA-LI-CWDS-webmaster@pa.gov Okon, Tara

Pennsylvania JobGateway - User Account Information

Action Items

Thank you for creating an account on the Pennsylvania JobGateway® website.

- Your Keystone ID is assistedPA. Your Keystone ID is your username when you log into the website.
- Your Participant Identification Number is 4899911. Your Participant Identification Number is used to identify you if you forget your username or password.

This information is confidential and should be kept in a secure location.

Important Notice for Unemployment Compensation (UC) Claimants:

This e-mail is NOT confirmation that you have met your work registration requirement.

Depending on how you answered various registration questions, your account may or may not be complete for UC purposes.

Please refer to the UC registration compliance indicator on your JobGateway® dashboard. If you cannot locate the indicator on your dashboard, please contact your local [PA Careerlink®](#).

www.jobgateway.pa.gov

The potential customer is automatically emailed their Keystone ID and PID

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Registration Confirmation

Basic Account Confirmation

You have created a basic JobGateway® account. Your Keystone ID (jozyjozy2) and Participant ID (4867244) have been sent to your email address. Once you have built your resume (start below), you will be ready to search for and apply to jobs.

IMPORTANT NOTICE FOR UNEMPLOYMENT COMPENSATION (UC) CLAIMANTS: If you are registering on JobGateway® to be eligible for Unemployment Compensation (UC), this basic account is NOT sufficient. Please [click here](#) for instructions on converting your basic account to a UC-comppliant account.

Staff Assisted Services and Programs

Click on the button below to learn more about and/or refer yourself to our current staff-assisted services and programs, including Education and Training (WIA), Job Search Assistance (BWDP), Veterans Programs, Trade Adjustment Assistance (TAA), and the Office of Vocational Rehabilitation (OVR).

[REQUEST STAFF-ASSISTED SERVICE](#)

Create Resume Options

Use our JobGateway Resume Builder to create your resume in an easy to follow, step-by-step process



[BUILD A NEW RESUME](#)

Upload an existing resume and JobGateway will use it to populate your resume for you



[START WITH AN EXISTING RESUME](#)

Add your resume at a later time



[GO TO MY DASHBOARD](#)

The potential customer is automatically taken to the registration confirmation page.
They are to click **“Request Staff Assisted Service”**.

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Request Services

If you are interested in obtaining more information about our staff-assisted services and programs, select the program(s) below, then click the "Request Services" button and the appropriate staff will contact you.

Referral Details

REFERRAL DATE

6/9/2017

COMMENTS

Please enter high school name or referral source here

The potential customer must choose OVR - BVRS

Click "Request Services"

Programs (select at least one)

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- Education and Training Assistance (Workforce Investment Act)
- Job Search Assistance (Labor Exchange)
- Veteran Programs
- Foreign trade Affected Job Loss (Trade)
- Office of Vocational Rehabilitation - Bureau of Vocational Rehabilitation Services
- Office of Vocational Rehabilitation - Bureau of Blindness and Visual Services

Department of Human Services (DHS)

To receive Employment and Training services through DHS Programs, please contact your local County Assistance Office. DHS Programs include Cash, Food Stamps and Medical Assistance.

CANCEL



REQUEST SERVICES

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A screenshot of a web-based application. At the top, a blue header bar contains the text 'Referral for OVR/BVRS'. Below this, the main content area has a white background. A large paragraph of text explains the purpose of OVR/BVRS and the consequences of selecting 'Yes' or 'No'. Below the text is a question in blue capital letters: 'I WANT TO WORK AND HAVE A DISABILITY THAT CURRENTLY CREATES DIFFICULTIES FOR ME IN TERMS OF GETTING, KEEPING, OR ADVANCING IN EMPLOYMENT. (required)'. Underneath the question are two radio buttons: one for 'Yes' and one for 'No'. At the bottom left is a 'CANCEL' button, and at the bottom right is a 'CONTINUE' button. A thick purple arrow points from the text area towards the 'CONTINUE' button.

A pop up appears with general eligibility information to help individuals know if they are referring themselves to the correct program.

Yes → Individual is taken to OVR's pre-application for services.

No → Individual is taken to the previous page to refer themselves to a more appropriate program.

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CWDS

Application Sections

- 1 Personal Information [START](#)
- 2 Education Information [START](#)
- 3 Disability and Employment Information [START](#)
- 4 Household Information [START](#)
- 5 Waiver Services and Other Agency Involvement [START](#)
- 6 Medical Information [START](#)

[SAVE + FINISH LATER](#) [SUBMIT APPLICATION](#)

The customer version of the pre-application has 6 sections.

Customers can complete or partially complete sections in any order.

They can save their incomplete pre-app to finish it later.

Incomplete pre-apps are not sent to District Offices and automatically become “inactive” after 90 days.

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A screenshot of a web application titled "Pre-App: Customer JG Flow". The page is titled "Application Sections" and shows a list of six sections: "Personal Information", "Education Information", "Disability and Employment Information", "Household Information", "Waiver Services and Other Agency Involvement", and "Medical Information". Each section has a circular icon with a checkmark to its left. The "Personal Information" and "Education Information" sections have green checkmarks. The "Disability and Employment Information" section has an orange warning icon and the text "Missing Required Fields". The "Household Information", "Waiver Services and Other Agency Involvement", and "Medical Information" sections have blue "START" buttons. At the bottom of the page are two buttons: "SAVE + FINISH LATER" and "SUBMIT APPLICATION".

Personal Information Required Fields Complete UPDATE

Education Information Required Fields Complete UPDATE

Disability and Employment Information Missing Required Fields REVIEW

Household Information START

Waiver Services and Other Agency Involvement START

Medical Information START

SAVE + FINISH LATER SUBMIT APPLICATION

Customers are notified if a section is missing required information via the “Missing Required Fields” label and “Review” button

Customers must complete all sections in full (as indicated by green checks) before being able to submit their pre-application

Application Successfully Submitted



Your OVR Pre-Application has been successfully submitted. An OVR representative will contact you within 15 days to discuss next steps.

You can view your submitted pre-application by clicking on the icon below.



[My OVR Pre-Application](#)

[GO TO MY DASHBOARD](#)

After the “submit application” button is pressed they will receive an automated notification.