



# Career Connect WIOA Pre-Application Instructions

## Overview

To access employment and training workforce services in Career Connect you will be contacted by a workforce professional with instructions on completing a Workforce Innovation and Opportunity Act (WIOA) pre-application.

You can complete the Pre-Application on a computer, phone, or tablet. There is no “App” to download; you will need to open a web browser such as Chrome or Safari on whichever device you use.

As part of the process, you will be asked to securely upload documents to verify certain information such as:

- Social security number
- Date of birth
- Authorization to Work in the United States
- Income
- Unemployment status
- Educational attainment
- Selective Service Registration (if applicable)

Only authorized staff will have access to view these documents. You may want to have copies of these documents handy before you begin.

Job seekers who complete the process can expect a response regarding their WIOA pre-application within 2 or 3 business days. Please note that completing the Pre-Application does not guarantee your eligibility for WIOA. All information must be verified by a workforce professional.

If you are going to the Pre-Application directly after completing your registration, skip to the “WIOA Pre-Application” section on page 4 below.

## Logging in to Career Connect

- Go to [www.chicagolandcareerconnect.org](http://www.chicagolandcareerconnect.org)
- Log in with the **Username and Password** you created or that you were provided by your workforce professional.
- **If you received your username and password from your workforce professional:**
  - As a security measure, you will be asked to verify your date of birth and social security number the first time you log in. You will then be required to reset your password.
  - If you did not already sign a Career Connect User Consent, the consent will appear on the screen. Please review and click “I Agree”.
  - If you have any issues logging on, please contact the workforce professional that referred you to the site.
- **Note:** If you forget your username or password, click on “*Forgot Username/Password?*” You will need to verify your Social Security Number and Date of Birth to verify your identity and retrieve your login information.



# Career Connect

USERNAME

PASSWORD

Sign In

[Not Registered? Learn How and Why](#)

[Forgot Username/Password?](#)

[Screen Reader Theme](#)

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This site is best viewed using these [recommended settings](#) for your system and software.

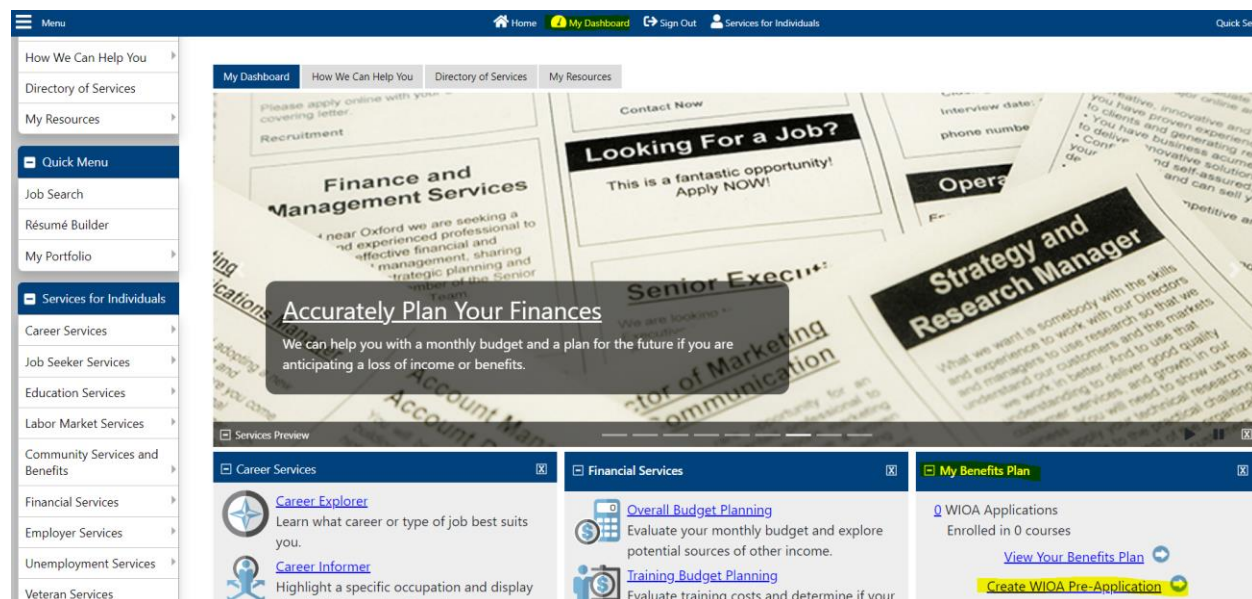
## Finding the WIOA Pre-Application

- After logging in you will be on your “Dashboard”. (If not, click the “My Dashboard” link at the top of the screen.)

**NOTE:** that while you are welcome to explore other features and services in Career Connect, ***only the WIOA Pre-Application is currently fully functional and supported.*** Your workforce professional/coach will let you know when other features become available.

- To access the WIOA Pre-Application, scroll down and look for the dashboard box (widget) titled “My Benefits Plan”. From there, click on the “Create WIOA Pre Application” link in the box. (Note that the “My Benefits Plan” box may be in a different spot on your Dashboard than in the picture below.)

**NOTE:** If you cannot find the “My Benefits Plan” box, see Appendix A at the end of these instructions for another way to access the Pre-Application. Or contact the workforce professional that asked you to complete the Pre-Application.




## WIOA Pre-Application

The Workforce Innovation and Opportunity Act (WIOA) Program is available to adults, dislocated (laid off) workers, and youth who face obstacles to employment. If you are interested in having staff contact you to find out more about program services and your eligibility, please complete the short WIOA questionnaire that follows. **Please note that completing the pre-application does not make you eligible for WIOA, but it helps speed up the eligibility review process.**

### Step 1: Starting the WIOA Pre-Application

The following sections must be completed: **Education & Work, Disabled & Veteran, Assist & Barriers, Docs and Summary**

The screenshot shows the Career Connect website's WIOA Pre-Application page. On the left is a navigation menu with sections: 'My Individual Workspace' (containing My Dashboard, How We Can Help You, Directory of Services, My Resources), 'Quick Menu' (containing Job Search, Résumé Builder, My Portfolio), and 'Services for Individuals' (containing Career Services, Job Seeker Services). The main content area features the Career Connect logo and a heading: 'Please review the summary of the WIOA program and the purpose for the Pre-Application.' Below this is a paragraph explaining the program and a 'Next' button. A progress bar titled 'WIOA Pre-Application' shows five steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The 'Start' step is currently active. Below the progress bar, there are two informational sections: 'What is WIOA?' and 'What is the WIOA Pre-Application?'. The 'What is WIOA?' section describes the program as a no-cost employment support and training program. The 'What is the WIOA Pre-Application?' section explains that it provides a way to determine eligibility for WIOA services.

- Answer all questions
- Any information you entered previously in your profile you will see in the WIOA Pre-application. If anything is incorrect, please correct it in the Pre-Application.
- You can click the Information icon  on any screen for definitions of terms. If you are not exactly sure how to answer a question, contact the workforce professional that asked you to complete the Pre-Application.
- As you finish each section you will see a check mark to show you are done with that section.
- At the end, you will be asked to securely upload documents to support your answers to some of the questions. Uploading documents from your computer, phone, or tablet will speed up your application review process.

Once you are ready to begin, click “Next” on the bottom of the Start Screen.

The screen shots below are just an example. Answer the questions based on your specific situation.

## Step 2: Education & Work

The screenshot shows the 'Your Education' section of the Career Connect WIOA Pre-Application. At the top, a progress bar indicates the steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The 'Education & Work' step is currently active. Below the progress bar, the section title 'Your Education' is displayed. A yellow highlighted box contains the text: 'Previously you had stated that the highest level education you achieved was:'. Below this, the text 'Attained GED or Equivalent' is shown. A question asks 'What is your current school status?' with a dropdown menu set to 'Not Attending School'. The left sidebar contains a 'Menu' with categories: 'My Individual Workspace', 'Quick Menu', and 'Services for Individuals'.

The screenshot shows the 'Your Employment' section of the Career Connect WIOA Pre-Application. The section title 'Your Employment' is at the top. Below it, four questions are listed with corresponding input fields or radio buttons: 'What is your current employment status?' (dropdown set to 'Not Employed'), 'What is your most current hourly rate of pay?' (text box with '17.50'), 'Have you received a layoff notice?' (radio buttons, 'No' selected), and 'Are you receiving Unemployment Compensation?' (radio buttons, 'Yes' selected). At the bottom, there are 'Back' and 'Next' buttons. A yellow highlighted box at the bottom contains the text: 'Something doesn't look right? [Update your registration information here](#)'. The left sidebar contains a 'Menu' with categories: 'Community Services and Benefits', 'Other Services', and 'Appointment Center'.

- Click **Next>>** to move forward or **<<Back** to go back to a previous section. This is available after each section is completed. **Do not use the back button on your browser, you may lose information.**
- **Note:** Click the “*Update your registration information here*” link to change a previous answer on your profile. Once you make the change and save, you will be brought back to the WIOA Pre-Application to continue.

### Step 3: Disabled & Veteran Section

The screenshot shows the 'WIOA Pre-Application' progress bar with five steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The 'Disabled & Veteran' step is currently active. Below the progress bar, a text prompt states: 'Previously you had stated that you classify yourself as **not having a disability** and **not having any military service experience**. If this is accurate, continue by clicking Next. Otherwise, update your registration information by clicking on the link at the bottom.'

- If you did not identify as having a disability or military service, no information will display.
- If you did indicate a disability and/or military service, your previous responses will display and you will be asked additional questions.

### Step 4: Assist & Barriers Section

The screenshot shows the 'WIOA Pre-Application' progress bar with five steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The 'Assist & Barriers' step is currently active. The page title is 'Your Income'. Below the title, there are two questions:

- \*What is the size of your family (including yourself)?
- \*What was your family income for the last 12 months?

Below these questions is a section titled 'Public Assistance'. It asks: 'Are you receiving (or do any of the below apply to you)?' and lists several options with checkboxes:

- ☒ TANF (Temporary Assistance for Needy Families)
- ☐ SSI (Supplemental Security Income)
- ☐ SSDI (Social Security Disability Insurance Income)
- ☐ RCA (Refugee Cash Assistance)
- ☐ GA (General Assistance)
- ☒ Food Stamps
- ☐ Public Supported Foster Child

- The list of barriers that you see may be different, depending on your answers to previous questions.

Menu
Home
My Dashboard
Sign Out
Services for Individuals
Quick Search

Learning Center
Customer Satisfaction Survey

## Individual Barriers

Please check all that apply to you:

- ☐ You are a displaced homemaker.
- ☐ You, or one of your family members, have difficulties understanding English.
- ☐ You have been arrested or convicted of a crime.
- ☒ You are a single parent.
- ☐ You are a runaway.
- ☐ You are a pregnant or parenting youth.
- ☐ You are a foster care youth.

## Step 5: Uploading Documents

- **Tips for uploading documents:**
  - You can upload the following photo/file types/formats: JPG, BMP, PNG or PDFs.
  - Make sure the file name makes it easy to determine which document you're uploading. For example, name a photo or scan of your driver's license "Driver's License".
  - If you are using the same document for multiple items (for example your Driver's License for both Date of Birth and Address), you only need to upload it once.
  - **Note:** If you are using an "Applicant Statement" or "Signed and Dated WIOA Application" as documentation do not upload anything at this time. Staff will follow up with you to get these items.

To Start Uploading, click the “*Upload*” link next to the document you want to upload.

Menu

My Individual Workspace

My Dashboard

How We Can Help You

Directory of Services

My Resources

Quick Menu

Job Search

Résumé Builder

My Portfolio

Services for Individuals

Career Services

Career Connect

Please review the list of required documentation below.  
Select a category to bring up another window where you can upload a file.

WIOA Pre-Application

Start

Education & Work

Disabled & Veteran

Assist & Barriers

Docs

Summary

You are missing documentation required for eligibility. Please upload the necessary files listed. If you are unable to upload your documents, you may skip this step and bring them when you meet with staff.

Documentation Required

Uploaded?

Action

[Social Security Documentation](#)

Upload

WIOA Pre-Application

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- You will see a list of the allowable documents for that item.
- Select the type of document you will be using.

### Uploading from Tablet or Phone:

- If you are on a device with a camera such as a phone or tablet, you will have options to upload from a camera, photo file, or other files. (Note that the pictures below are samples, you may have different options/icons on your device.)
- Simply choose the location you have the document stored and click on the document or take a photo of the document and upload it.

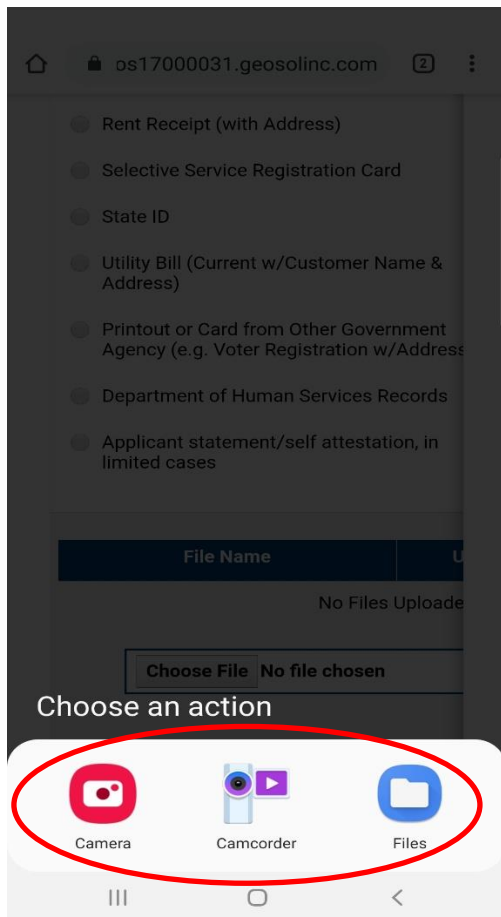


Figure 1 Android screen

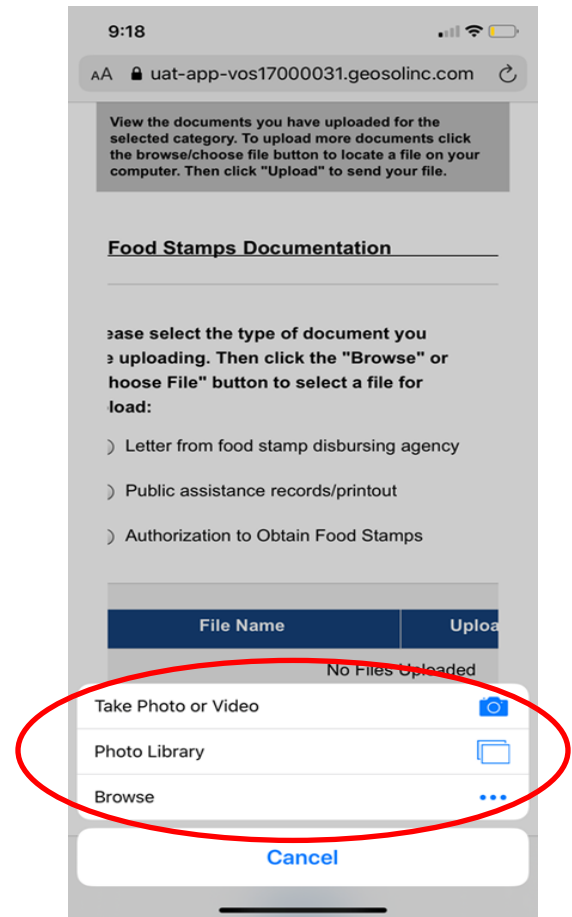


Figure 2 iPhone screen

### Uploading from Computer or Laptop:

- If you are using a computer or laptop, you will only be able to choose files stored on the device.

View the documents you have uploaded for the selected category. To upload more documents click the browse/choose file button to locate a file on your computer. Then click "Upload" to send your file.

### Social Security Documentation

Please select the type of document you are uploading. Then click the "Browse" or "Choose File" button to select a file for upload:

- ☒ Social Security Card (must be signed)
- ☐ Social Security Administration Printout (with full SS#)
- ☐ Any Social Security Administration Document Showing Full SS#

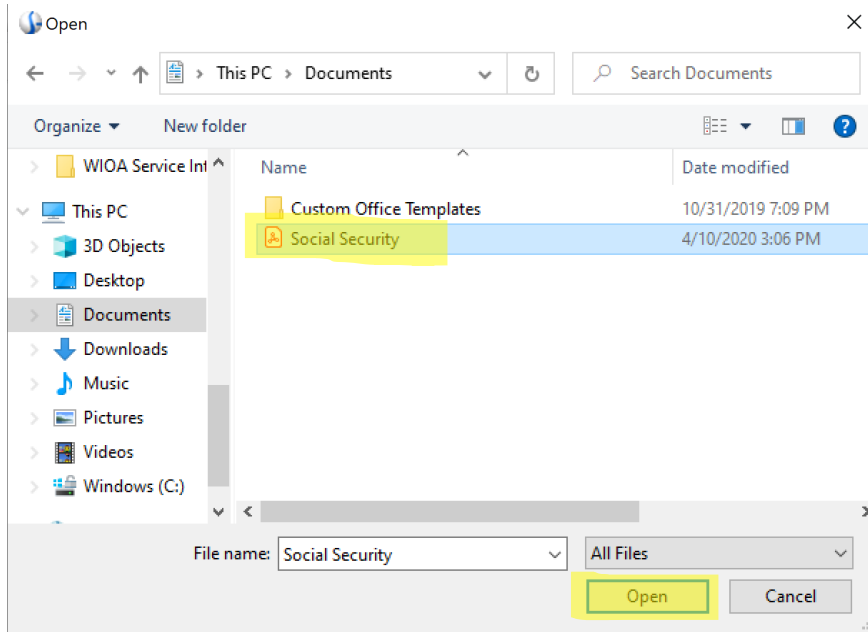
File Name	Upload Date	Action
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No Files Uploaded

**Choose File** No file chosen

Upload  
File

- Make sure you have named your document appropriately and be sure the image or copy is clear.
- Click “Open” on your computer or laptop.



- Then Click the “Upload” File button

View the documents you have uploaded for the selected category. To upload more documents click the browse/choose file button to locate a file on your computer. Then click “Upload” to send your file.

## Social Security Documentation

Please select the type of document you are uploading. Then click the “Browse” or “Choose File” button to select a file for upload:

- ☒ Social Security Card (must be signed)
- ☐ Social Security Administration Printout (with full SS#)
- ☐ Any Social Security Administration Document Showing Full SS#

File Name	Upload Date	Action
<a href="#">Social_Security.pdf</a>	4/12/2020 10:17:25 PM	<a href="#">Delete</a>

No file chosen

- Once the document has uploaded successfully will look like this showing the title of the document you uploaded. If you uploaded a document from a previous time, you will see it stored here.
- **Note:** If you need to delete a document and upload again, just click delete.
- Once you are done uploading the document/s the screen will show green check marks to show all successfully uploaded documents.
- **Note:** If you don't have some documents, you can skip and upload later.

Services for Individuals	Documentation Required	Uploaded?	Action
Career Services	<a href="#">Social Security Documentation</a>		<a href="#">Upload</a>
Job Seeker Services	<a href="#">Address Documentation</a>		<a href="#">Upload</a>
Education Services	<a href="#">Citizenship Documentation</a>		<a href="#">Upload</a>
Labor Market Services	<a href="#">Education Level Documentation</a>		<a href="#">Upload</a>
Community Services and Benefits	<a href="#">Education Status Documentation</a>		<a href="#">Upload</a>
Financial Services	<a href="#">Food Stamps Documentation</a>		<a href="#">Upload</a>
Employer Services	<a href="#">Unemployment Compensation Documentation</a>		<a href="#">Upload</a>
Unemployment Services	<a href="#">Youth Parent Documentation</a>		<a href="#">Upload</a>
Veteran Services	<a href="#">Temporary Assistance for Needy Families (TANF) Documentation</a>		<a href="#">Upload</a>
Youth Services	<a href="#">Date of Birth Documentation</a>		<a href="#">Upload</a>
Senior Services			

**Note:** After submitting your pre-application, delete photos or copies of your documents from your device for security purposes.

## Step 6: Summary & Completing the Pre-Application

- This section tells you what you may be eligible for and what are the next steps to accessing workforce services.
- You will also get the addresses and contact information for the nearest American Job Center. This may or may not be the center that you are working with. You may disregard.
- To view a summary of your Pre-Application, click on the “View Summary Report”. To view the list of documents, click on “View Document List”. Both open in pop-up window. You can print or save as a pdf from the window.
- Click “*Finish*” and you will be directed to your personalized page **My Individual Workspace**.

The screenshot shows the 'Summary' page of the Career Connect application. The top navigation bar includes links for Home, My Dashboard, Sign Out, and Services for Individuals. A left sidebar contains a 'Quick Menu' with links to Job Search, Résumé Builder, and My Portfolio, as well as a 'Services for Individuals' section with links to Career Services, Job Seeker Services, Education Services, Labor Market Services, Community Services and Benefits, and Financial Services. The main content area is titled 'Summary' and features a progress indicator. Below this, the section 'Your Eligibility' states: 'Thank you for filling out the WIOA Pre-Application. Based on the information provided, we have found that you may be eligible for the following services: • Adult Services • Youth Services'. The next section, 'What's Next?', provides instructions on printing documents and bringing them to a meeting. At the bottom, there are two prominent buttons: 'View Summary Report' and 'View Document List'.

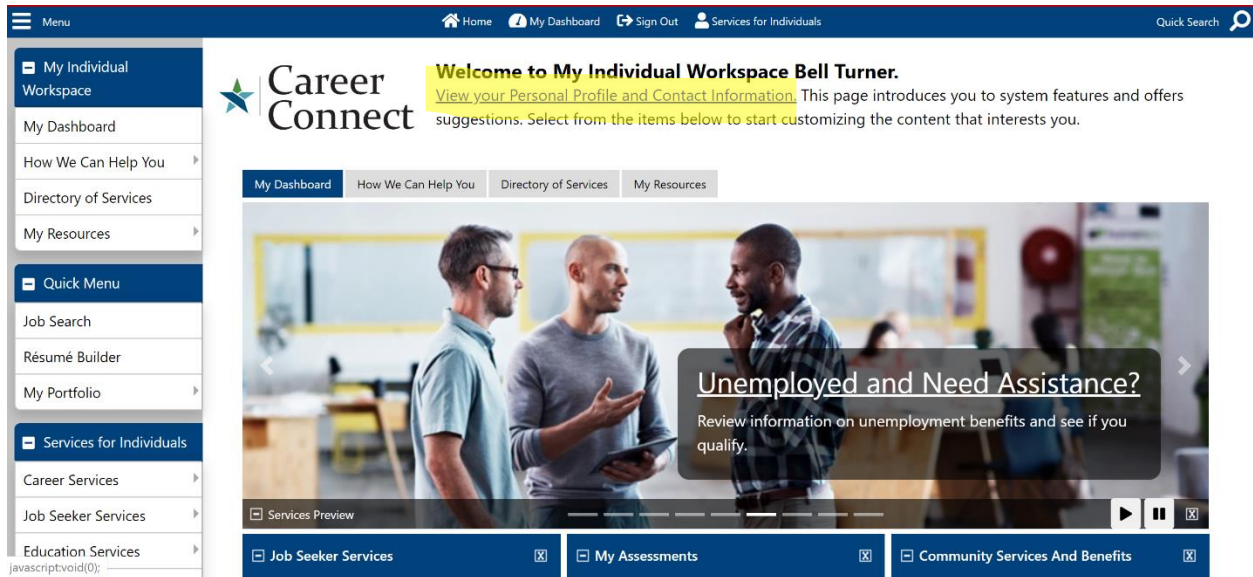
**Step 7: Email your workforce professional!** To speed up the process, please email the workforce professional that asked you to complete the Pre-Application to let him/her know that you have completed it and it is ready for review.

**Sign-out:** Make sure to click the words “*Sign Out*” which can be found either on the top or bottom of your screen to end your session.

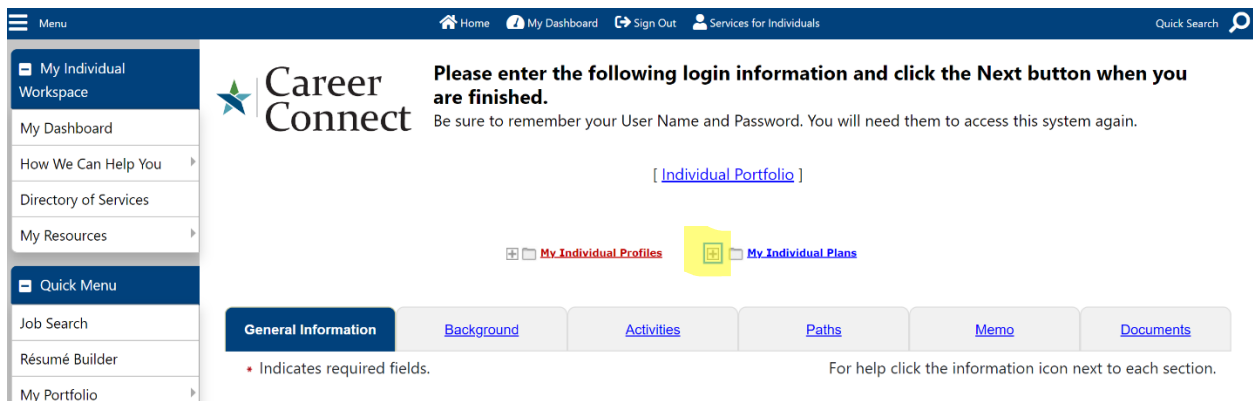
The screenshot shows the 'My Individual Workspace' page for Molly Ringwald. The top navigation bar includes links for Home, My Dashboard, Sign Out, and Services for Individuals. The left sidebar shows 'My Individual Workspace' as the active section, with sub-links for My Dashboard, How We Can Help You, and Directory of Services. The main content area features the Career Connect logo and a welcome message: 'Welcome to My Individual Workspace Molly Ringwald. View your Personal Profile and Contact Information. This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.' Below this, there are several tabs: My Dashboard, How We Can Help You, Directory of Services, and My Resources. A secondary navigation bar includes links for Services, Portfolio, Site Map, Site Search, Page Preferences, Feedback, and Assistance. At the bottom, there is a footer with links to Privacy Statement, Disclaimer, Terms of Use, Accessibility, Recommended Settings, EEO, Protect Yourself, About this Site, and Contact Us. A 'Sign Out' button is highlighted in yellow at the bottom center.

## Appendix A – Accessing WIOA Pre-App through Personal Profile

- Another way to access the My Benefits Plan bar is to go directly into your profile. Click “*View Your Personal Profile and Contact Information*” at the top of your Dashboard.



- Expand **My Individual Plans** on the top section of the screen by clicking the (+) sign



- Next select **Workforce Innovation and Opportunity Act (WIOA)**

- The link to create the WIOA Pre-Application is at the bottom of the Workforce Innovation and Opportunity Act (WIOA) tab.