

ALASKAJOBS FREQUENTLY ASKED QUESTIONS

What is changing?

ALEXsys, ICM, and the Adult Education database are outdated and difficult to use. These systems are being replaced with a new comprehensive system, **AlaskaJobs**. The AlaskaJobs system provides:

Features for individuals:

- Thousands of quality, un-duplicated job postings across the Internet
- Career tools to allow job seekers to effectively find jobs that match their skills, values, interests
- Powerful labor exchange tools such as the Resume Builder
- Comprehensive information on education, training programs, and financial aid
- Detailed labor market information

Will my existing resumes and cover letters be available? Yes, all existing resumes and cover letters will be moved from ALEXsys to AlaskaJobs.

Will my Job Search History be saved? Yes, your Job Search history will be moved from ALEXsys to AlaskaJobs.

For Employers:

- Advanced recruiting tools
 - Focused resume searches
 - Job Order Wizard
- Comprehensive information on education, training programs, financial aid
- Detailed labor market information
- Ability to upload and provide documents, such as applications, to potential applicants

Will Job Posting History, Applicant History, and Employer Profile Information be available? Yes, these will all be moved to AlaskaJobs.

For Staff and Grantees:

- A user-friendly system that better serves our customers via increased visibility to programs and services available to them
- Increased knowledge and use of programs supported by the Department of Labor and Workforce Development
- Improved accuracy and ease of reporting

Will my case load and participant information be available? Yes, this information will all be moved from AAE and ICM to AlaskaJobs.

For Training Providers:

- The ability to update training program information and schedules directly in AlaskaJobs
- Supports reporting for the Eligible Training Provider List
- Organized Adult Education student class schedules, attendance, and assessment data

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When is it happening?

ALEXsys, ICM, and Adult Education system will be decommissioned on **Wednesday, 8:00 am, June 24th**
AlaskaJobs will be available for use beginning **Monday, June 29th, 2020.**

How do I access AlaskaJobs?

You will be able to access the AlaskaJobs system from the Department of Labor website <https://jobs.alaska.gov> and from myAlaska <https://my.alaska.gov>.

What do I do if I am having trouble logging in?

- If you are a Job Seeker, please contact the myAlaska helpdesk at <https://my.alaska.gov/Help.aspx> or 1-866-377-0126.
- If you are an Employer, please contact your internal AlaskaJobs Administrator.
- If you are a grantee, contact your program coordinator.

How do I get help using AlaskaJobs?

- Within the AlaskaJobs system, navigate to Other Services, Learning Center for training videos and transcripts on how to use the AlaskaJobs system.
- Within the AlaskaJobs system, navigate to Other Services, Assistance Center, Email a question.
- Contact your local Job Center during regular business hours (M-F 9:00am – 4:30pm) <https://jobs.alaska.gov/offices/index.html>.

How can I provide feedback?

- Within the AlaskaJobs system, navigate to Other Services, Assistance Center, Contact Us.
- Contact your local Job Center during regular business hours (M-F 9:00am – 4:30pm) <https://jobs.alaska.gov/offices/index.html>.