

Login Issues & Navigating the Site

Q. Does my web browser have to accept cookies?

A. If you are logging into JobGatewaySM, then your web browser must accept cookies. If you are an anonymous user accessing the system, then cookies are not required. Follow the instructions below in order to ensure your system can accept cookies.

If you use Internet Explorer:

1. Click “Tools” on the menu bar.
2. Click “Internet Options.”
3. Click on the “Privacy” tab. Make sure the vertical sliding bar on the left side of the pop-up window is set to “Medium.” If it is not set to “Medium”, then click on the horizontal bar and drag it to the “Medium” setting.

If you use Firefox:

1. Click “Tools” on the menu bar.
2. Click “Options.”
3. Click on the “Privacy” tab. Make sure “Remember History” is selected from the History drop down list.

Q. What is JavaScript?

A. JavaScript is used in the creation of web sites to create drop down menus, validate forms or fields, add background effects to the screen, change images as the cursor moves over them, and enable calendar applets. For using several features of JobGatewaySM, your JavaScript option must be enabled. Follow the instructions below to enable JavaScript for your Web browser.

If you use Internet Explorer:

1. Click “Tools” on the menu bar.
2. Click “Internet Options.”
3. Click on the “Security” tab.
4. Click “Custom Level.”
5. Scroll down to the “Scripting” section (near the bottom). Make sure “Active scripting”, “Allow paste operations via script” and “Scripting of Java applets” are all set to “Enable”. If they are not set to “Enable”, then click on the circle beside each to set them to “Enable.”

If you use Firefox:

1. Click “Tools” on the menu bar.
2. Click “Options.”
3. Click on the “Content” tab. Make sure that “Enable JavaScript” is checked. If it is not checked, then click on the box to check it.

Q. What are “Cookies?”

A. Some websites store information in a small text file, called a “cookie,” on your hard disk. These cookies contain information about you and your preferences. For example, if you inquire about a flight schedule at an airline's website, the site might create a cookie that contains your itinerary. Or it might only contain a record of which pages within the site you visited, to help the site customize the view for you when you visit it the next time. Sometimes, this cookie file may expire or get corrupted.

If you use Internet Explorer:

1. Click “Tools” on the menu bar.
2. Click “Internet Options” from the drop down list.
3. Click the “Settings” button under Browsing History in the center of this pop-up window.
4. Click the “View Files” button, which will open the “Temporary Internet” folder.
5. Click “Edit” on the menu bar.
6. Select “Select All” from the “Edit” drop down list. This will highlight all the files in the “Temporary Internet” folder.
7. Click the “Delete” button on the keyboard, which will give the alert stating “Are you sure you want to delete the selected cookies.” Click “Yes” to delete the cookies, which will delete all the files including the JobGatewaySM cookie file.
8. Close the “Temporary Internet Folder” and then click “Ok” in the “Settings” dialog box and in the “Internet Options” dialog box.

Now you may refresh the page either by clicking the “Refresh” button or entering the JobGatewaySM site address once again.

If you use Firefox:

1. Click “Tools” on the menu bar.
2. Under Tools, click “Clear Recent History.”
3. In the “Clear All History” dialog box, you will get the following check boxes: “Browsing and Download History,” “Form and Search History,” “Cookies,” “Cache,” “Active Logins,” “Offsite Website Data” and “Site Preferences.” Select “Cookies” and click the “Clear Now” button.

Now you may refresh the page either by clicking the “Refresh” button or entering the JobGatewaySM site address once again.

Q. I forgot my Keystone Id (username). How can I retrieve it?

A. Use the Forgot Keystone ID link on the sign-in page, where you will be asked to identify yourself as a participant. If you remember your Participant ID number, you will be taken to the page, Forgot Keystone ID User Information, where you provide identifying information. If the information you provide agrees with information in your profile, the Keystone ID will appear on the screen. If the check box to e-mail Keystone ID is chosen, an e-mail copy of the Keystone ID will also be e-mailed to you at the e-mail address provided in your profile.

If you do not remember your Participant ID number, you will be taken to a page where the user provides identifying information including your e-mail address. Note: the system will perform a

check to compare the e-mail provided with the e-mail address in your profile in JobGatewaySM. If the two e-mail addresses don't agree, the Keystone ID will not be displayed on the screen.

Q. I forgot my password and don't remember my hint questions and answers. What do I do?

A. You can use your identifying information (name, Social Security Number and birth date) to reset your password. You will also need to know your Participant Identification Number (Participant ID). If you do not know your Participant ID number, the local PA CareerLink® Office will mail it to you.

Q. How do I create my Keystone ID?

A. Choose the "Register as a New User" link on the Home Page. It will lead you through the process.

Q. What is a Keystone ID?

A. Keystone ID is another name for the user name for your JobGatewaySM account.

Q. How do I change my password?

A. After you log in, click on "My Account" at the top of the page and choose "Password and Security."

Q. I forgot my password. What can I do to find it?

A. Use the "Forgot Password?" link on the sign-in page. After providing identifying information, you will be prompted to change your password.

Q. I attempted to log in to JobGatewaySM and received Message #24. What do I do?

A. Wait 30 minutes and then use the "Forgot Your Password" link on the Home Page to reset your password. After providing identifying information, you will be prompted to change your password. Depending on the options you choose, you may be asked to create new Hint Questions and Answers.

Q. I attempted to log in to JobGatewaySM and received Message #25. What do I do?

A. Please use the "Forgot Password?" link on the sign-in page to reset your password. Depending on the options you choose during this process, you may be asked to create new Hint Questions and Answers too.

Q. I attempted to log in to JobGatewaySM and received Message #7. What do I do?

A. Contact the local PA CareerLink® office and tell the person you received Message #7. To find the office nearest you, click on the "PA CareerLink® Offices" link at the bottom of the

page.

Q. What is a PID?

A. Participant ID number. It is a unique number assigned to an individual who registers on the Commonwealth Workforce Development System.

Q. What should I do if I don't know my Participant ID?

A. Contact your local PA CareerLink ® Office to have it mailed to you.

Q. What should I do with my pop-up blocker?

A. You may need to turn off your pop-up blocker in order to use JobGatewaySM. Follow the instructions below to turn off your pop-up blocker for your Web browser.

If you use Internet Explorer:

1. Click "Tools" on the menu bar.
2. Click "Internet Options."
3. Click on the "Privacy" tab. At the bottom of the pop-up window make sure "Turn on Pop-up Blocker" is unchecked. If it is checked, then click on the box to uncheck it.

If you use Firefox:

1. Click "Tools" on the menu bar.
2. Click "Options."
3. Click on the "Content" tab. Make sure the "Block pop-up windows" option is un-checked. If it is checked, then click on the box to uncheck it.

Q. Can I make the text on my screen larger?

A. To enlarge the screen without interrupting the system, do any of the following:

- To make text **Larger** – CTRL + plus sign
- To make text **Smaller** – CTRL + minus sign
- To **return to original** size – CTRL+ 0 (zero)

Q. I received the error message "Page Cannot Be Displayed/Server Not Found" after typing the URL. What should I do?

A. Check that you have entered the correct web address. It is www.jobgateway.pa.gov . If the URL is entered correctly, then you may need to clear your PC's cache memory.

If you use Internet Explorer:

1. Click "Tools" on the menu bar.
2. Click "Internet Options."
3. On the General Tab, click "Delete" under Browsing History.

4. Select “Temporary Internet Files” and press the Delete button.
5. Click the “OK” button to exit.

If your browser is Firefox:

1. Click “Tools” on the menu bar.
2. Click “Clear Recent History.” In the “Clear All History” dialog box, you will get the following check boxes: “Browsing and Download History,” “Form and Search History,” “Cookies,” “Cache,” “Active Logins,” “Offsite Website Data” and “Site Preferences.”
3. Select “Cache” and click the “Clear Now” button.

Q. I received an error message after clicking the “Sign in” Button. Why did this happen?

A. This error occurs when your browser's version is less than the recommended standard for viewing the website. This problem can be resolved by following these steps.

If you use Internet Explorer:

1. Click “Help” on the menu bar.
2. Click “About Internet Explorer.”
3. Check the version number of the browser. Check the cipher and strength of the browser. If the version is less than 6.0, or the strength is less than 128 bit, then you will need to go to the Microsoft website and download the latest version of Internet Explorer.

If you use Firefox:

1. Click “Help” on the menu bar.
2. Click “About Firefox.”
3. Check the “Version Number” of the browser. If the version is less than 1.5, you will need to click the “Check for Updates” option under the “Help” menu which will automatically update your browser. Otherwise, go to <http://www.mozilla.com/en-US/firefox/>.