



**Australian Government**



**jobactive**

# Job seeker mobile app

**User guide and answers to questions you asked**

**UPDATED 7 FEBRUARY 2020**

We have added and upgraded a number of functions in our mobile app to make it easier for you to use.

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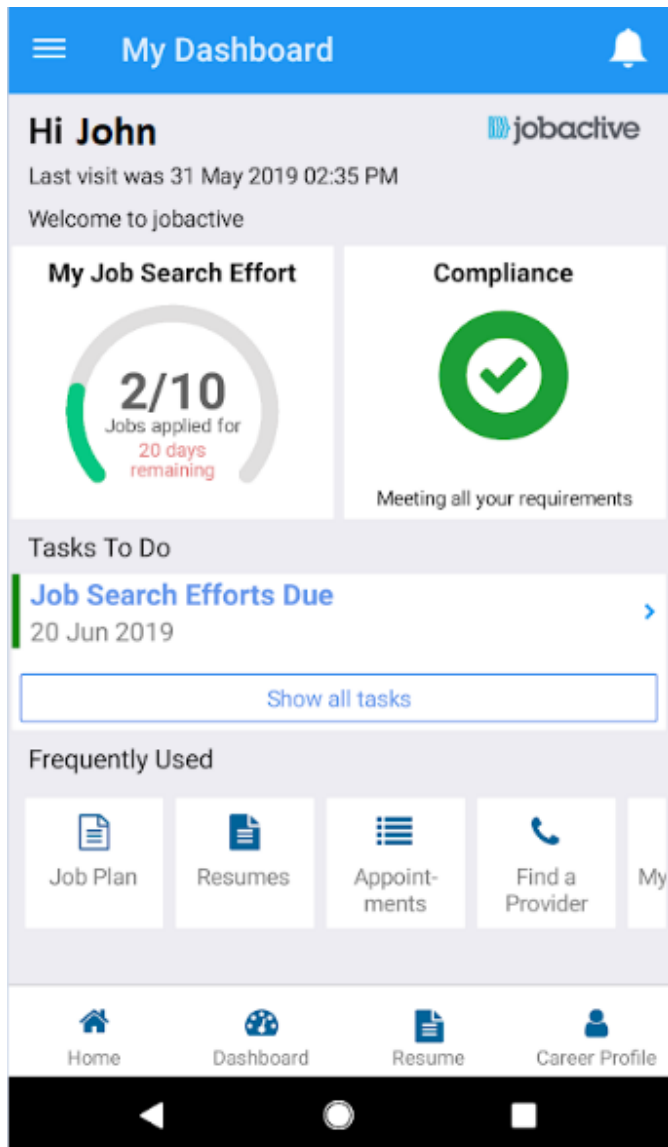
## My Dashboard

We've redesigned your dashboard so you can see the most important information.

You'll see your **Job Search Effort**, **Tasks to Do** and **Compliance**.

The **Frequently Used** section shows the pages you use most.

The bar at the bottom of your screen has buttons to **Home**, **Dashboard**, **Resume** and **Career Profile**.



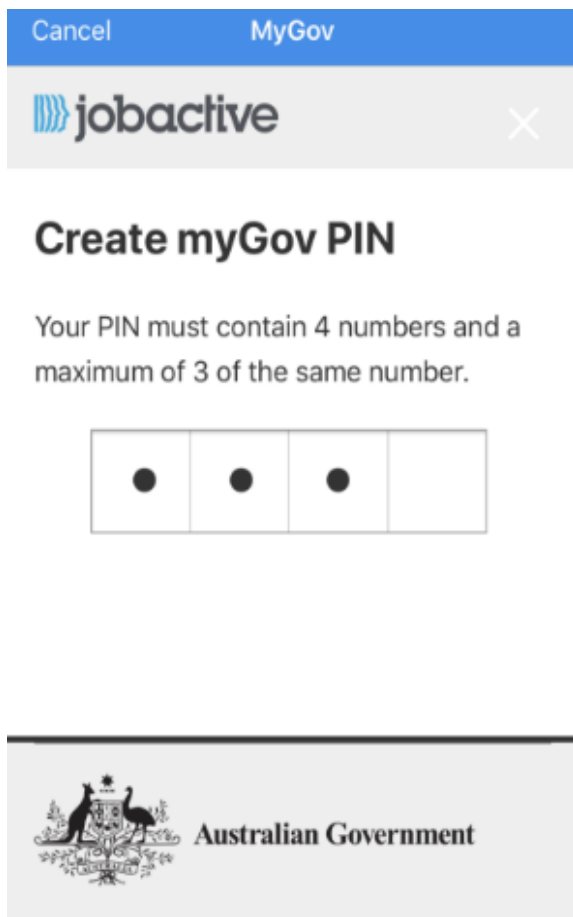
## MyGov PIN

You can create a 4 digit MyGov PIN to log in to the app instead of your username and password.

When you log in to the app using your MyGov credentials you'll be asked to create a MyGov PIN.

Sign in using that PIN for all your logins, unless someone else uses the same app on your phone.

If this happens, you'll be asked for your username and password again.




Cancel MyGov

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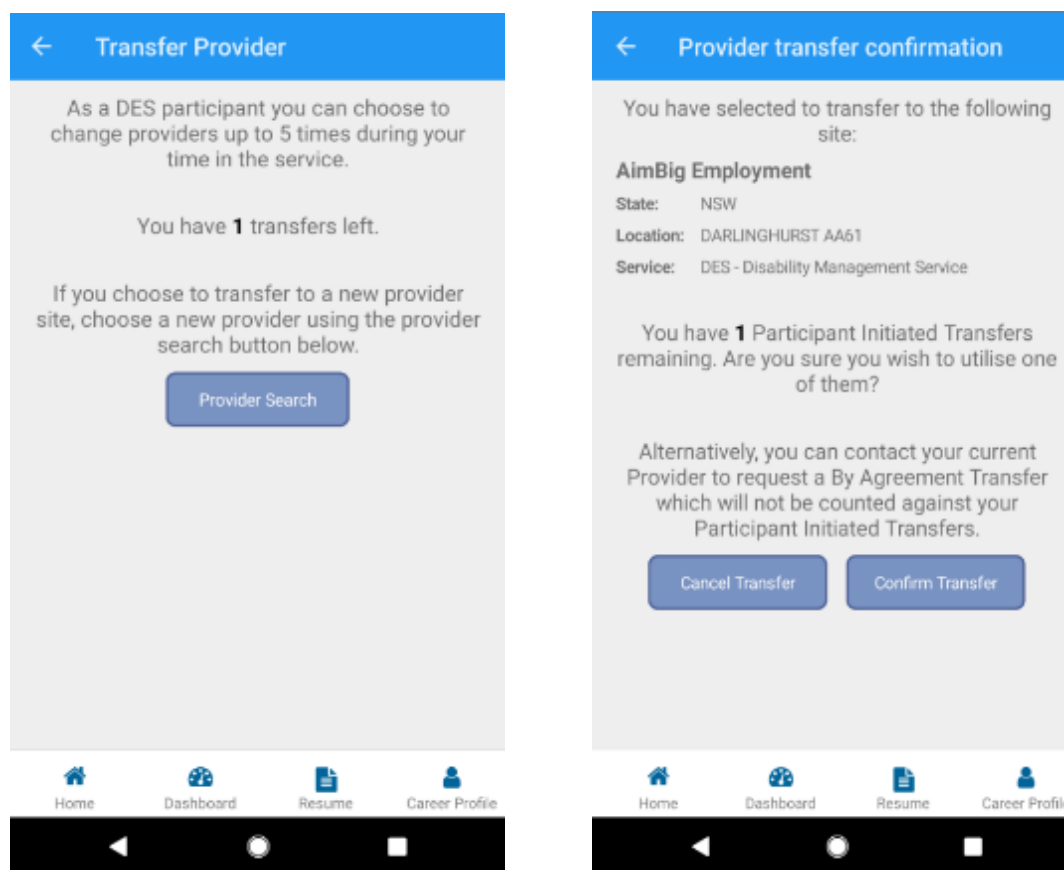
### Create myGov PIN

Your PIN must contain 4 numbers and a maximum of 3 of the same number.

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## Changing providers for Disability Employment Services (DES)



Eligible DES users can complete their own **Participant Initiated Transfer**.

The **Transfer Provider** page will show if you are eligible to transfer and how many transfers you have.

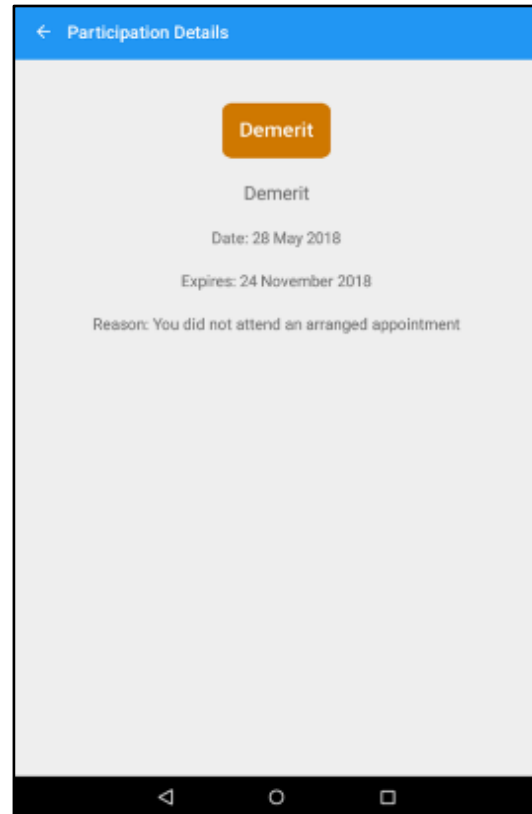
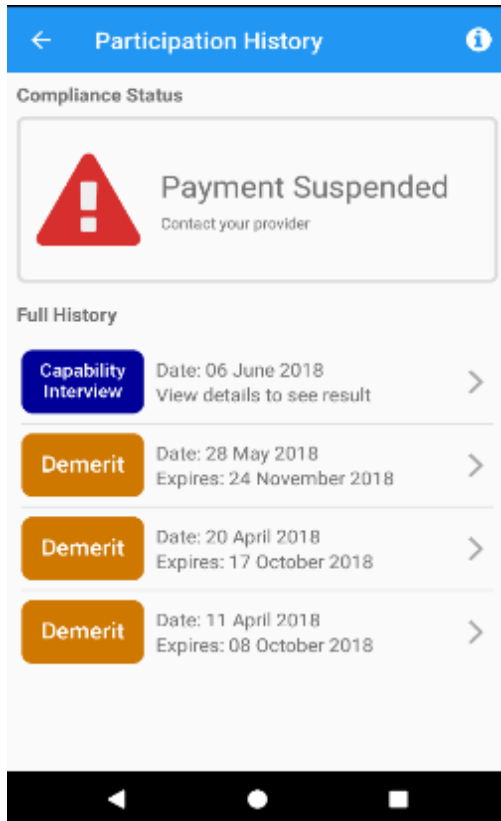
Select **Provider Search** to see the list of providers in your area.

Select a provider you want to transfer to and **Confirm Transfer**, you can cancel if you're unsure. The transfer is immediate.

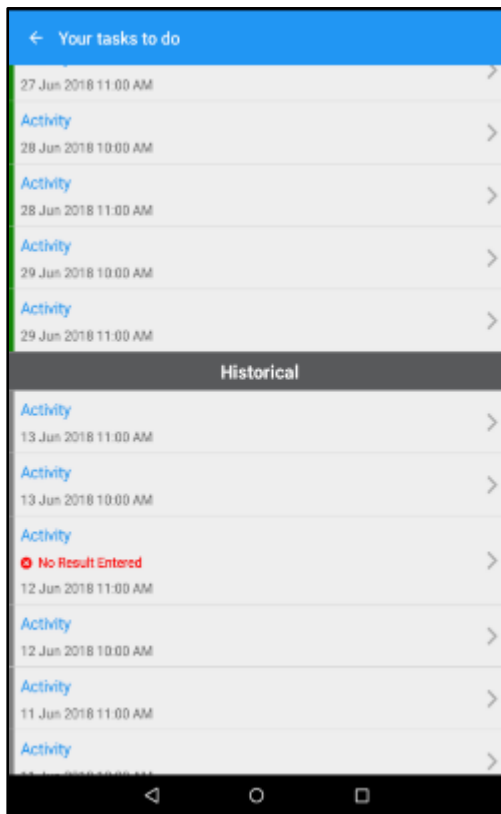
## Participation history

Your **Participation History** has all your compliance information for the last 12 months, including current and expired demerits or capability interviews.

By tapping on an item you will be able to see more details.



## Your tasks to do

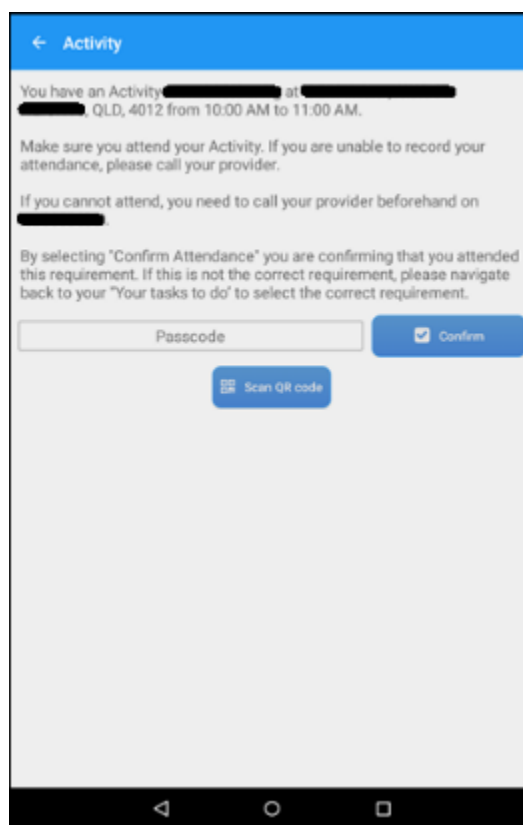
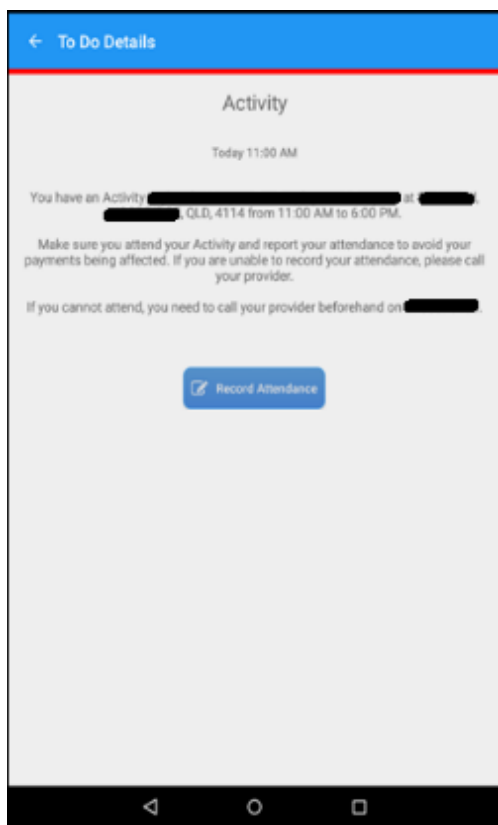


**Your tasks to do** shows a list of all the tasks you'll need to complete and when they are due.

You can view tasks that you have completed in the **Historical** section.

Tap an **Activity** to see more information about the task and how to complete it.

## How to complete a task



If you need to record attendance select the item on the **To Do List**.

The **To Do Details** will show you options for marking your attendance.

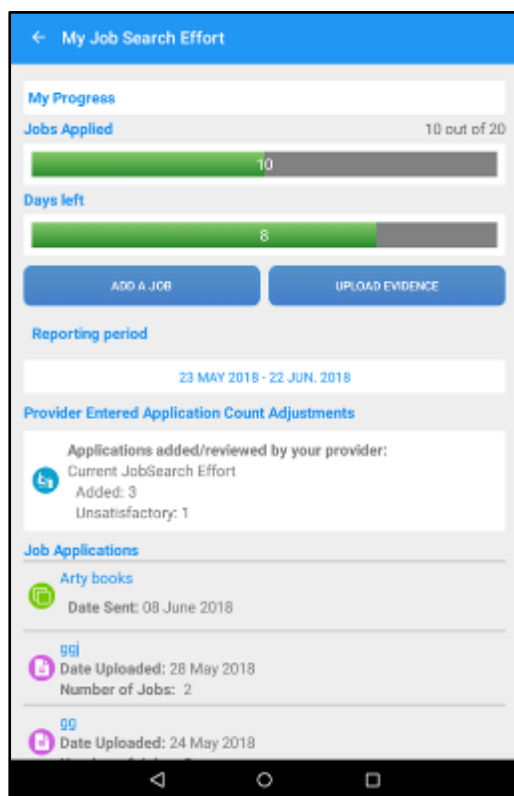
If you need a passcode, ask your activity supervisor for the passcode and enter it in the **Passcode** section, select **Confirm**.

**Scan QR code** is another way to add a passcode. Instead of typing in a code you can use the camera on your phone to scan a code like this:





## My job search effort



**My Job Search Effort** shows your job search requirements, if you have any.

You can **add a job** or **upload evidence** by tapping a button.

Any jobs you enter or upload evidence for will be displayed under **Job Applications**, as well as any jobs you applied for through the Jobactive website or Job Seeker App.

The **Provider Entered Application Count Adjustments** section has information from your provider.

This may include adding jobs you have reported directly, or job applications they have marked as unsatisfactory.

## Adding jobs

← Add External Job

**Job Application Details**

Applied On\* 14/05/2018

Employer\*

Industry Select

Occupation Select

**Employer Contact Details**

Name\* Enter Contact Name

Phone

**Job Details**

Job Title\* Enter Title

Location\* Enter Suburb

Advertiser\* Select

Work Type Select

How did you hear about the vacancy?

Heard By Select

Contact Method\* Select

Save

Use the **Add a Job** button to fill in the details for any job you have applied for outside of Jobactive vacancies.

Add the details and tap **Save**.

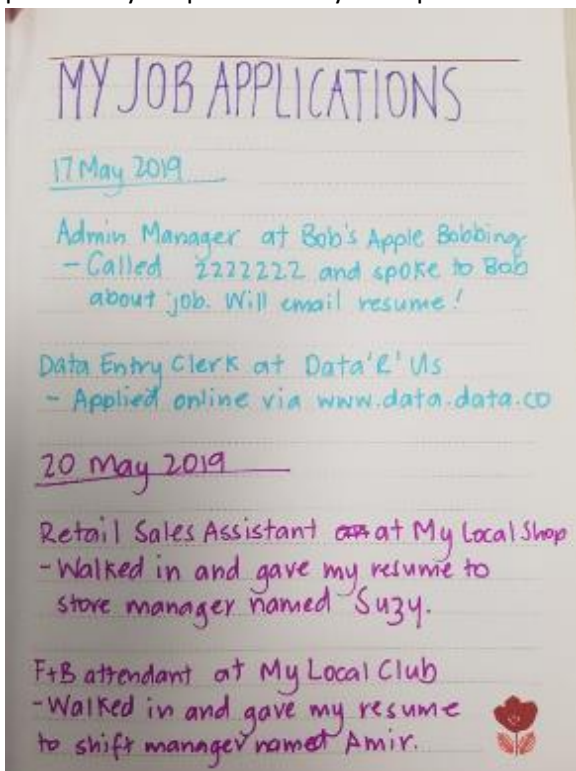
## Uploading pictures

The screenshot shows a mobile application interface titled "Upload Evidence". At the top, there is a blue header with a back arrow and the text "Upload Evidence". Below the header, the form contains the following elements:

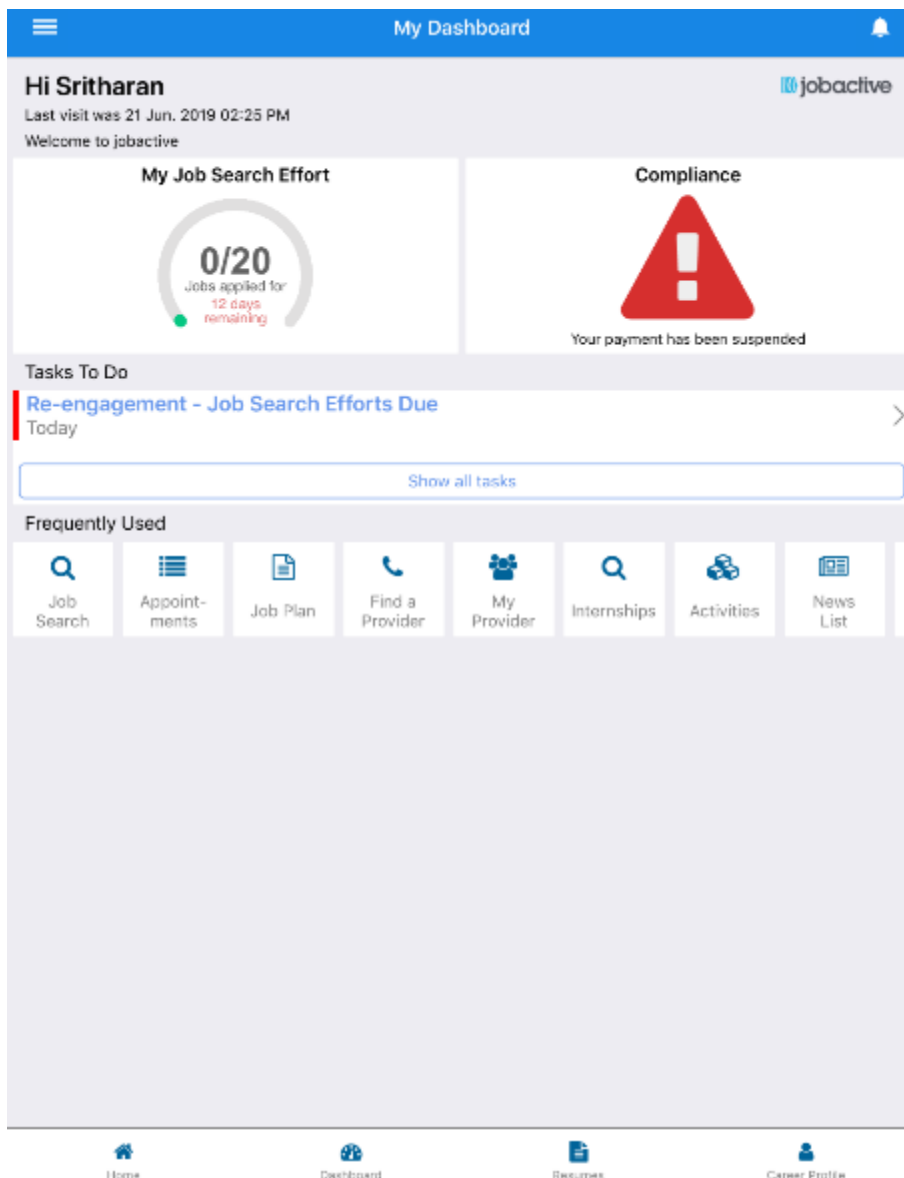
- A label "Upload Evidence" followed by a text input field "Enter number of Jobs".
- Another text input field "Enter document name".
- A blue button labeled "SELECT A FILE".
- A checkbox with the text "By checking this box, I declare that".
- A paragraph of text: "I am uploading true copies of original documents which will, when required be used as evidence that I have met my job search requirement. I understand that giving false, misleading or inappropriate information may result in penalties, including suspension or loss of income support payments."
- A second paragraph: "If I am connected with an employment services provider I understand that this information will be shared with my provider to determine whether I have met my mutual obligation requirements."
- A blue button labeled "UPLOAD" at the bottom of the form.

You can now upload pictures as evidence of your job search effort.

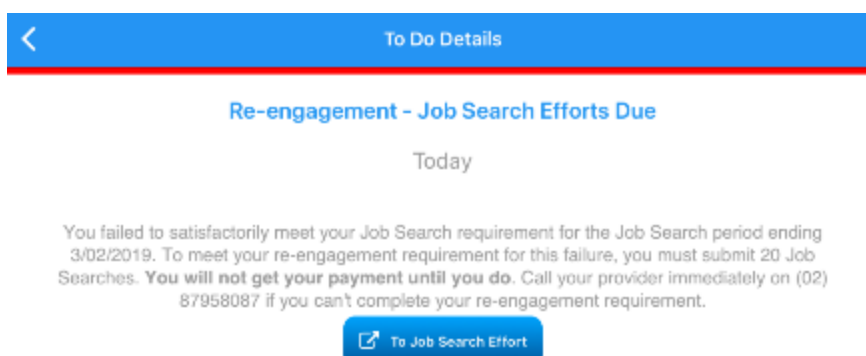
Tap **Select a File** and upload a picture by taking a photo with the camera on your phone or choose a picture in your phone library. One picture can be used for multiple jobs.



# Re-engagement



If you don't meet your requirements and don't contact your provider beforehand your payments may be suspended. This will show on your **Dashboard**, **To Do List** and **Participation History**.



## How to meet your re-engagement requirements

- Talk to your provider to discuss the missed requirement.
- Complete all re-engagement tasks to end the suspension and start your payments again .

If you have a Job Search Re-Engagement Requirement you will need to select **Save to Re-engagement Requirement** when submitting your job application.

Applications in you enter incorrectly can be changed. Go back into your job application and select **Save to Re-engagement Requirement**.

The screenshot shows a mobile application form titled "Add External Job". The form is divided into several sections:

- Header:** A blue bar with a back arrow on the left and the text "Add External Job" on the right.
- JOB APPLICATION DETAILS:** A light grey header section containing:
  - Applied On\*:** A date field with the value "21 Jun. 2019".
  - Employer\*:** A text input field with the placeholder "Enter Employer's Name".
- EMPLOYER CONTACT DETAILS:** A light grey header section containing:
  - Name\*:** A text input field with the placeholder "Enter Contact's Name".
  - Phone:** A text input field with the placeholder "Enter Phone Number".
  - Email:** A text input field with the placeholder "Enter Email".
- JOB DETAILS:** A light grey header section containing:
  - Job Title\*:** A text input field with the placeholder "Enter Title".
  - Location\*:** A text input field with the placeholder "Enter Suburb".
  - Contact Method\*:** A dropdown menu with the text "Select >".
  - Notes:** A text input field.
- Footer:** A blue bar with two buttons: "Save" and "Save to Re-engagement Requirement".

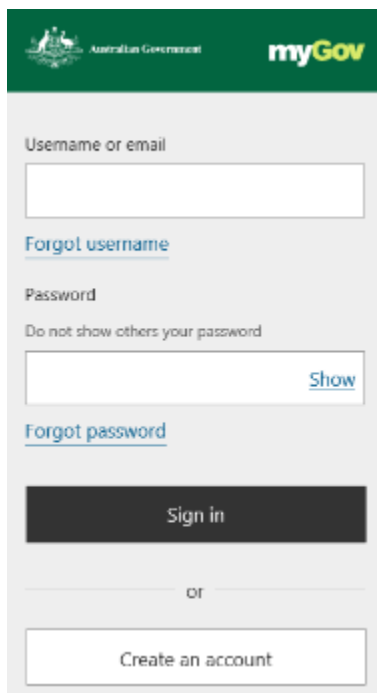
# Answers to questions you asked

## 1. What do I need to run the Job Seeker JobSearch app?

- Android 4.4 and above
- iOS 9.0 and above

## 2. I've forgotten my password. How do I log in?

- go to the myGov login page
- tap **Forgot password** and follow the onscreen prompts
- for more help, call **13 23 07** and select **Option 1**



The image shows a screenshot of the myGov login interface. At the top, there is a green header with the Australian Government logo and the myGov text. Below the header, there is a form with the following elements: a text input field labeled 'Username or email' with a 'Forgot username' link below it; a text input field labeled 'Password' with a 'Do not show others your password' note and a 'Show' link to the right; a 'Forgot password' link below the password field; a dark grey 'Sign in' button; a horizontal line with 'or' in the center; and a white 'Create an account' button at the bottom.

## 3. I've forgotten my username. How do I log in?

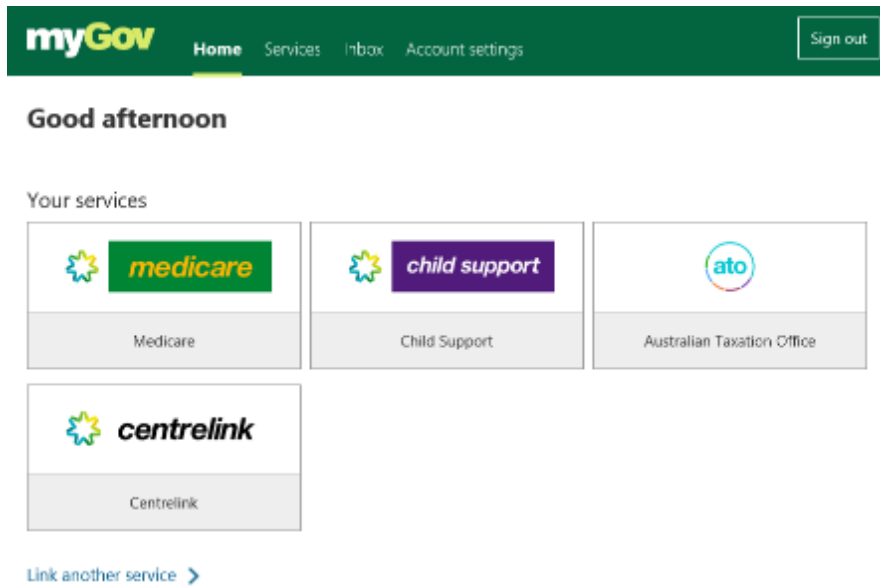
- go to the myGov login page
- tap **Forgot username** and follow the onscreen prompts
- for more help, call **13 23 07** and select **Option 1**

## 4. How do I change my password?

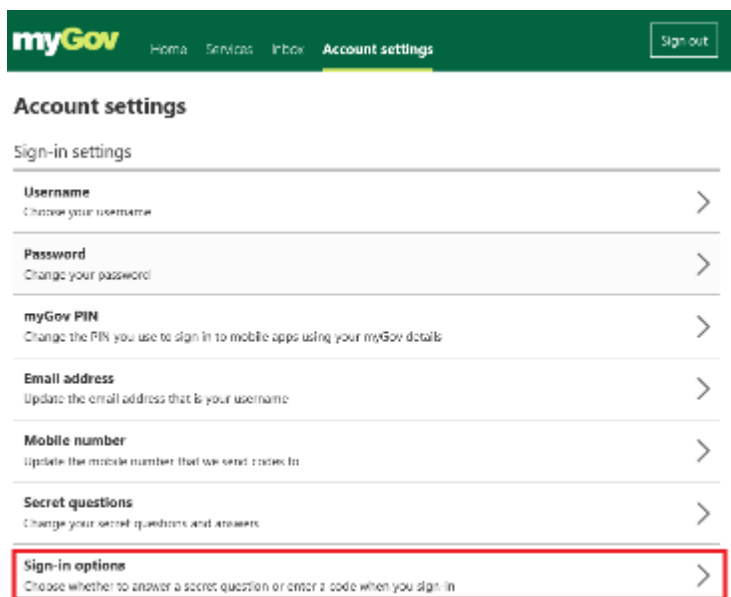
- go to the myGov home page
- tap **Account Settings**
- tap **Password** to change your password.

## 5. How can I avoid or switch-off the SMS pass code for each login?

Go to the myGov login page and tap **Account Settings**.



Tap **Sign in Options**.



Choose the sign-in option you would like to use.

### Sign-in options

Choose how to sign-in by turning the following options ON or OFF.

| Options   |   |
|---|---|
| myGov Access app<br><b>OFF</b>                          | > |
| Receive a code by SMS<br><b>ON</b> , Sent to [REDACTED] | > |
| Answer a secret question<br><b>OFF</b>                  | > |

### 6. How can I send a job to a friend?

On the **Job Details** screen:

- tap **Share** at the top of the screen to view a list of apps that you can use to share a job
- you can share via SMS, facebook, email, twitter etc.

#### iOS Share button



#### Android Share button



### 7. Why isn't salary information available for all jobs?

- an employer can choose if they wish to show salary information for a vacancy
- we've made updates to make it easier for employers to give information about the job salary

### 8. How can I get more information about a job posting?

Some jobs have:

- the link **View more detail/apply**
- contact details in the job posting
- check the company's website link

### 9. Do I need to be registered to use this app?

- no, you can browse jobs, providers and harvest labour information
- you can use many more features of the app if you register yourself on [www.jobsearch.gov.au](http://www.jobsearch.gov.au) website

### 10. Do I need to be registered to apply for jobs?

- for some jobs you will need to be registered to be able to apply, or email the employer

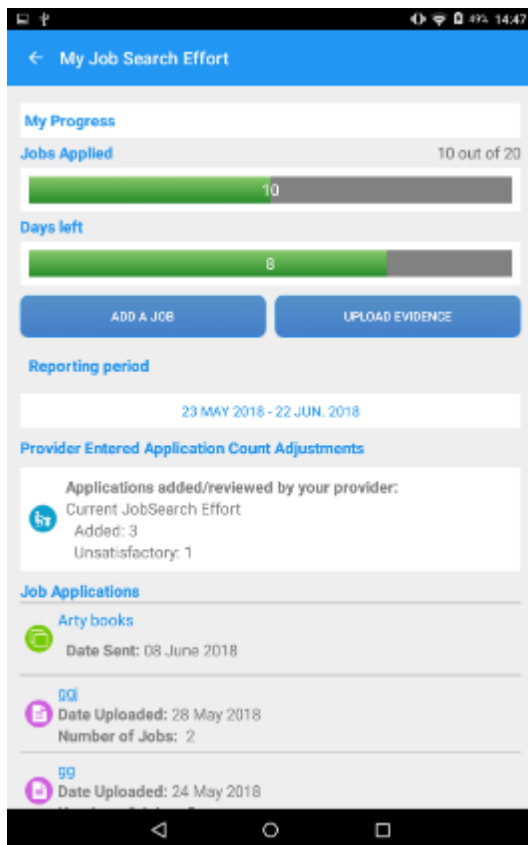


### 11. Do I need a resume and a cover letter to apply to a job posting?

- only for the jobs requiring you to be a registered user
- resume is mandatory and cover letter is optional

### 12. How do I record the jobs that I have applied for outside of JobSearch job posting?

- you need to be a registered user
- sign in and access **My Dashboard**
- tap **My JobSearch Effort**
- you can add jobs using either the **Add a Job** or **Upload Evidence**
- your provider can also add jobs for you using ESSWeb.



### 13. How can I track the jobs that I've applied for?

- you need to be a registered user
- sign in and access **My Dashboard**
- tap **My JobSearch Effort** to view the jobs you've applied for
- you can also add external jobs or upload evidence of jobs from here

### 14. Can I apply for the same job more than once?

- yes, for example, if you forget to attach your cover letter or resume
- jobs applied for more than once on JobSearch will only be counted once per reporting period

## 15. Can I view any additional information on an occupation for a job such as earnings, duties etc.?

Yes you can.

- tap **Job Details** and go to the bottom of the screen to see the link **Job Prospects**
- tap to show the details of the occupation, like:
  - job description
  - statistics of how many people are employed in this occupation
  - average earnings
  - job openings statistics
  - level of education needed

## 16. How do I upload a resume?

You have two options.

- go to [www.jobsearch.gov.au](http://www.jobsearch.gov.au)
- sign in to your profile
- tap **Career Profile**

### 1. tap **Upload Resume**

### 2. use the **Career Profile tool** to create one

- **Career Profile** lets you to add the full record of your work history, education and skills.
- fill out your details and tap **Export as Resume**.

## 17. Who will see my Career Profile?

- if you set your privacy to Visible, all employers can see your Career Profile. (This doesn't include your personal contact details.)
- if you set your privacy to Private, you and your provider are the only ones who can view your career profile. You can set your privacy on the Jobactive website

## 18. Who will see my resume?

- only by those you submit applications to and your employment services provider

## 19. How can I confirm that my resume and cover letter have been submitted in the app?

- you will receive a notification that your application has been submitted successfully

## 20. Do my saved Jobs / Providers / Searches transfer over if I log into a new device?

*This functionality is not yet available.*

## 21. Can I see my saved Jobs / Providers / Searches in mobile through AJS and vice versa?

*This functionality is not yet available.*

## 22. What are the conditions of use of this app?

View the conditions of use at <https://jobsearch.gov.au/privacy-and-conditions>

## 23. How can I be sure that my details are kept Private?

Check your privacy details at <https://jobsearch.gov.au/privacy-and-conditions>

## 24. Can I search for Harvest Labour Jobs and Providers?

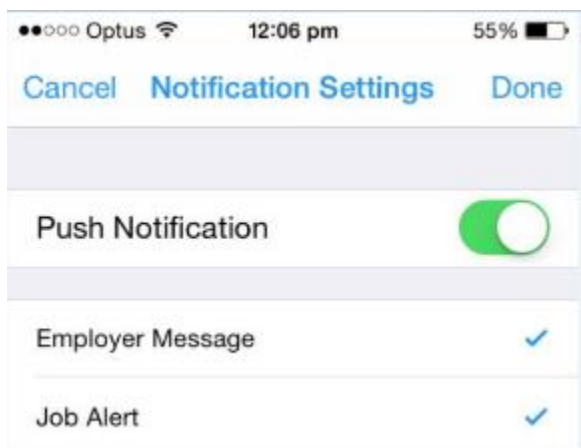
- tap Harvest Labour from your Home page
- tap Find a Harvest Job to view Harvest Jobs
- tap Find a Harvest Provider> to find Harvest Providers
- view which crops are grown in which states/towns by tapping on Harvest Guide

For more information:

- tap Contact to call or email the National Harvest Telephone Information Service
- tap Resources for information about:
  - Working in Australian Government
  - Workplace rights
  - Tax information
  - Biosecurity for travelling farm workers

## 25. How can I get notifications?

- tap Sign in and log in with your credentials
- from your dashboard, tap Settings
- tap Push Notification
- turn push notifications on or off and select what type of notifications you want



**NOTE:** For iOS users.

To ensure notifications are sent to you, change your phone settings.

In the **Notifications Centre** of your iOS device settings you can **enable notifications from JobSearch**.

## 26. Can I see my notifications even if my phone is switched off?

No, you can't receive notifications when your phone is off. You will receive them when you turn it on.

**27. Can someone else use my phone or tablet to access their account? How will it impact my account and settings?**

- yes, they need to use their own user id and password
- you will not receive any notifications during that time
- login with your user id and password before you can get notifications again on your phone or tablet

**28. How can I synchronise appointments?**

- tap Sign in and log in
- tap Appointments
- tap Synchronise on the top right of the screen

If you have multiple calendars on your mobile device then the app will ask you to choose one calendar:

- your appointments for JobSearch will be synced to that device calendar
- any new appointments will be synced automatically when you come to this screen again

**NOTE:** For Apple, you may have to have a default calendar set in the calendar settings.

**Synchronize button**



**29. Why can't I change my appointment times or dates?**

You can only change the personal appointments you create. To make changes to all other appointments you need to contact your provider.

**30. Why I can't I see my synchronised appointments on my mobile device calendar?**

If you have no appointments, then nothing will be synced to your device calendar.

If you have multiple calendars on your mobile device then your appointments will only be synchronised in one.

**31. Am I able to view my Job Plan with this app?**

- you need to be a registered user
- login and access **My Dashboard**
- tap **Job Plan**
- you can view your pending or most recently accepted **Job Plan**
- you can also read, agree to and forward your Job Plan from your mobile
- Trial job seekers can only view their approved plan on the app

### 32. Can I share my success story from finding a job?

- from your dashboard, tap **Share My Story**
- tap **Share Now!**
- fill in the form with your details or request to be anonymous, and then fill out the message of your success story
- you can add a photo too
- agree to the **Privacy Statement**
- tap **Submit**
- your story will be published on the jobactive website

### 33. Can I contact my Provider?

- tap **Contact My Provider** from your dashboard
- select a contact reason (you can only choose one)
- tap **Send**

**NOTE:** You can only use this function once a day.

### 34. What do I need to do before I call the support hotline?

- make sure that the issue can be replicated more than once
- check the system information screen from the menu
- for more app and operating system information, contact us: [jobsearch.gov.au/contact-us](https://jobsearch.gov.au/contact-us)