



A Customer Guide to Applying for the WIOA Program Online

Thank you for your interest in the American Job Center!

During these unprecedented times, we at the American Job Center are focused on the health and safety of our customers, our families and our community. All of our employees are practicing the Governors "Stay Safe, Stay Home" Executive order and during this time our staff have been working remotely.

In order to continue to deliver high quality customer service we have gone live with our new virtual intake and enrollment module in CTHires (www.CTHires.com)!

If you are still interested in applying for the WIOA program, you will need to register for a CTHires account at link below, and **click** "Individual".

<https://www.cthires.com/vosnet/loginintro.aspx>

Option 1 - Already Registered

User Name:


Password:

[Sign In](#)

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password](#).






Option 2 - Try Us Out

If you would like to view CTHires as a visitor to see what services are available, please click [Guest Access](#).


Choose your language  English Español

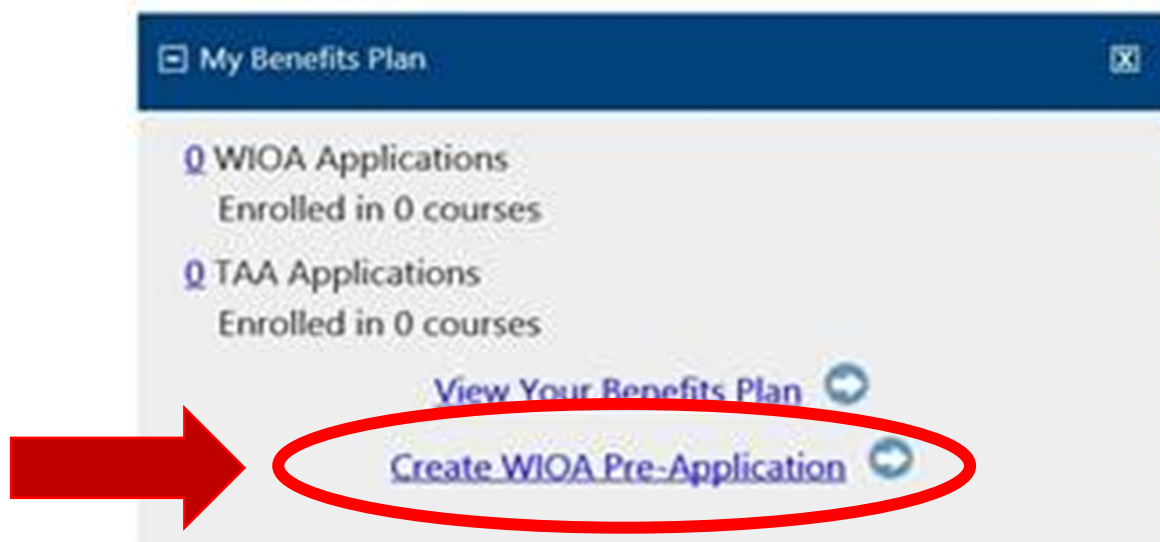
Option 3 - Create a User Account


If you would like to become a fully registered user with CTHires and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the benefits of registering on page: [Why Register?](#)

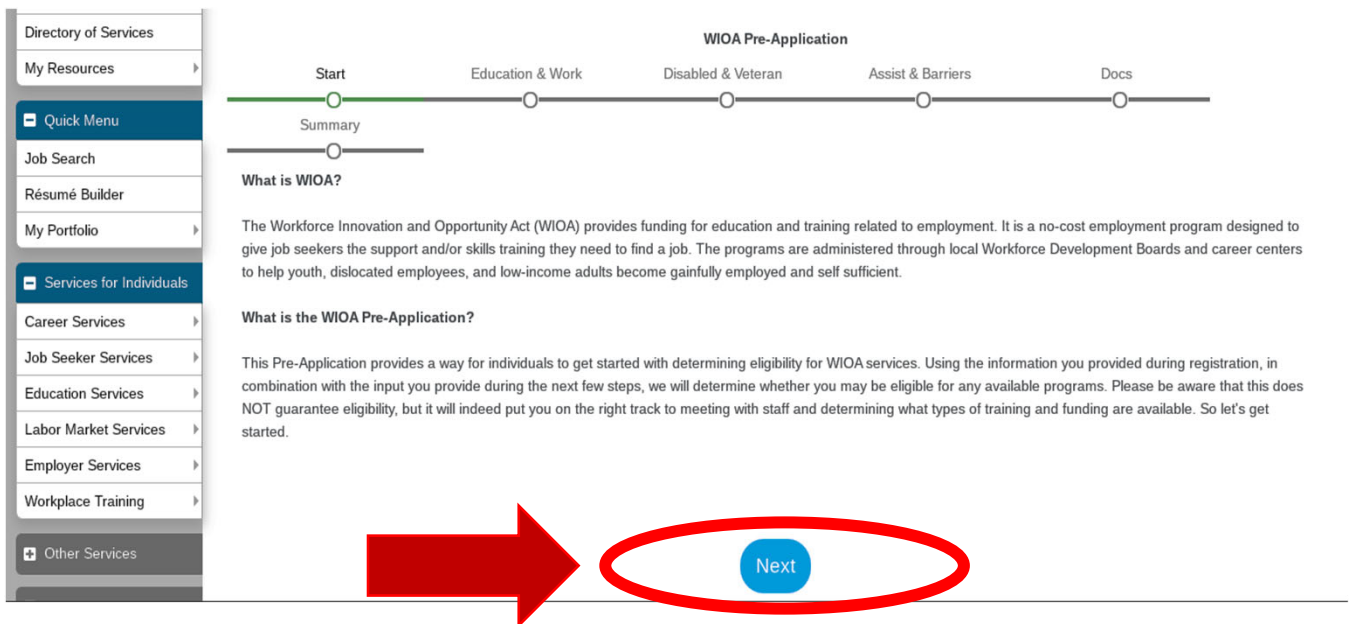
		 Individual 15 min(s) estimated	 Employers and Agents 22 min(s) estimated	 Provider 10 min(s) estimated
Click "Individual"		type if you are an arch for the latest job	If you are looking for industry information, labor market information, job applicants for your	Register as this account type if you are a training provider who wishes to enter or update your


Once registered and your account is created, you will see your personalized Dashboard.

1. *Navigate* to the center of your Dashboard and find **My Benefits Plan** section and *click*  **Create WIOA Pre-application**

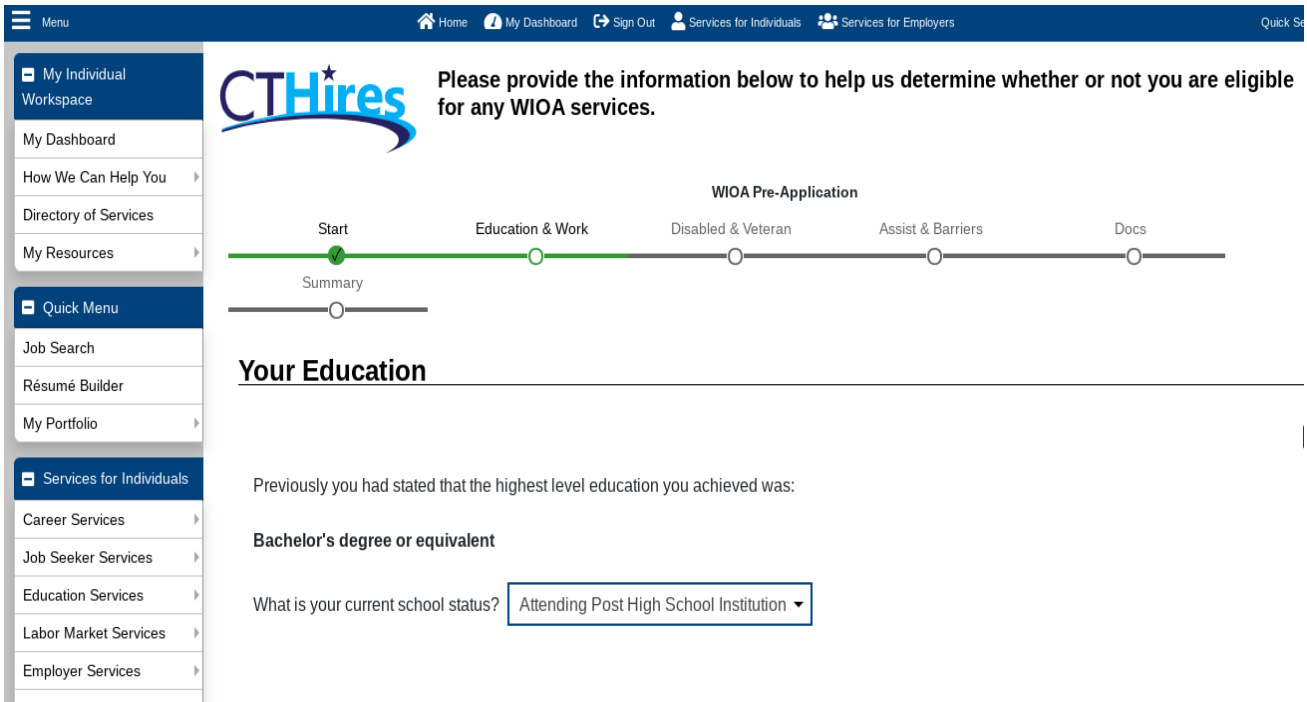


2. **Review** the *What is WIOA?* and *What is the WIOA Pre-application?* sections on the screen. select  **NEXT**




3. **Complete** Your Education & Work History questions and *click*  **NEXT**

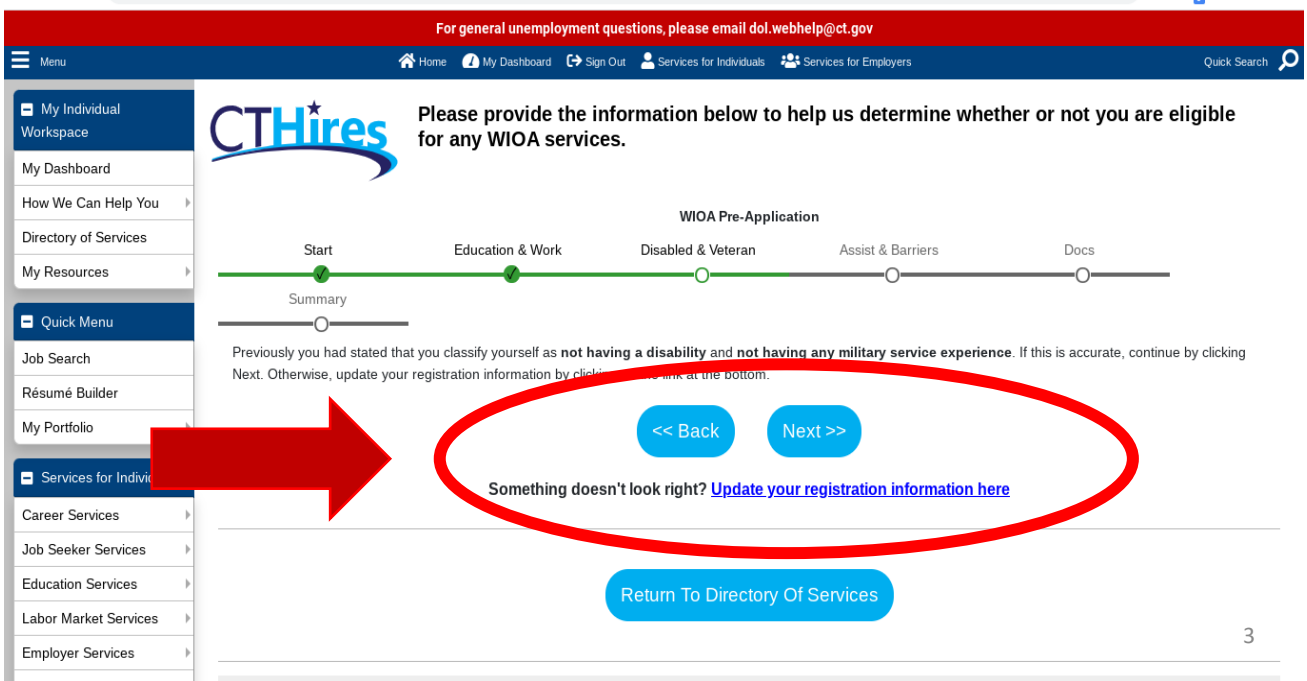
NOTE: You will notice that as you complete each section, the green progression bar will mark your progress.



The screenshot shows the CT Hires WIOA Pre-Application interface. At the top, there is a navigation bar with links for Home, My Dashboard, Sign Out, Services for Individuals, and Services for Employers. A sidebar on the left contains a 'My Individual Workspace' menu with options like My Dashboard, How We Can Help You, Directory of Services, and My Resources, as well as a 'Quick Menu' with Job Search, Résumé Builder, and My Portfolio. The main content area features the CT Hires logo and a title: 'Please provide the information below to help us determine whether or not you are eligible for any WIOA services.' Below this is a progress bar for 'WIOA Pre-Application' with five steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The 'Education & Work' step is currently active. The section is titled 'Your Education' and contains the text: 'Previously you had stated that the highest level education you achieved was: Bachelor's degree or equivalent'. Below this is a dropdown menu for 'What is your current school status?' with the selected option 'Attending Post High School Institution'.

4. If applicable, **Complete** the Disabled & Veteran section, *click*  **NEXT**.

If any information has changed since your registration, please click the **Update your registration information here** link to update any demographic info that may be incorrect.

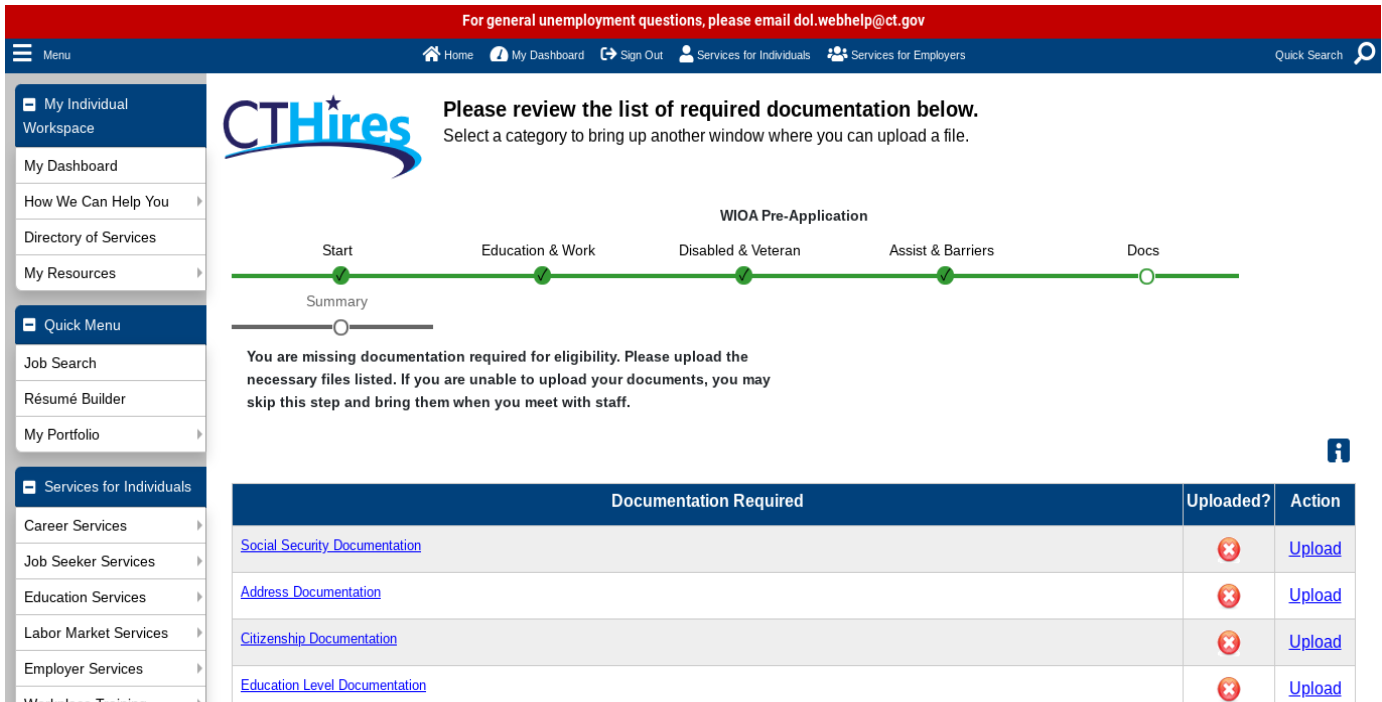


The screenshot shows the CT Hires WIOA Pre-Application interface at the 'Disabled & Veteran' step. The progress bar indicates that 'Education & Work' is completed and 'Disabled & Veteran' is the current step. The text reads: 'Previously you had stated that you classify yourself as **not having a disability** and **not having any military service experience**. If this is accurate, continue by clicking Next. Otherwise, update your registration information by clicking the link at the bottom.' Below this text are two blue buttons: '<< Back' and 'Next >>'. A red oval highlights these buttons and a blue link below them: 'Something doesn't look right? [Update your registration information here](#)'. A large red arrow points from the left sidebar towards the 'Next >>' button. At the bottom of the page, there is a blue button that says 'Return To Directory Of Services' and a page number '3'.

5. To complete the application all documents in this section must be uploaded.

Click  the **Upload** link in the **Action** column to attach your documents to your application.

After completion click  **NEXT**.



The screenshot shows the CT Hires application interface. At the top, there is a red banner with the text "For general unemployment questions, please email dol.webhelp@ct.gov". Below this is a blue navigation bar with links for Home, My Dashboard, Sign Out, Services for Individuals, and Services for Employers. The main content area features the CT Hires logo and a message: "Please review the list of required documentation below. Select a category to bring up another window where you can upload a file." A progress bar titled "WIOA Pre-Application" shows five steps: Start, Education & Work, Disabled & Veteran, Assist & Barriers, and Docs. The "Docs" step is currently active. Below the progress bar, a message states: "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." A table titled "Documentation Required" lists four categories of documentation, each with a red 'x' in the "Uploaded?" column and an "Upload" link in the "Action" column.

Documentation Required	Uploaded?	Action
Social Security Documentation	✘	Upload
Address Documentation	✘	Upload
Citizenship Documentation	✘	Upload
Education Level Documentation	✘	Upload

Documents Required to prove eligibility:

NOTE: when uploading, please name each file after its corresponding document title.

1. Social Security Card/ Documentation
2. Birth Certificate
3. *Selective Service Documentation
4. Proof of Address
5. Citizenship
6. *Education level
7. *Education status

* Males born on or after January 1, 1960 must prove that they have registered for Selective Service. To obtain documentation of registration, please visit: www.sss.gov/RegVer/wfVerification.aspx

* If you do not have proof of Education Status or Education Level, please complete the Self Certification form attachment, with a personal statement explaining your educational background.

Once you have completed your WIOA Pre-application you will reach the Eligibility section. At this time you may review the Summary Report or the Document List.

The screenshot shows a web portal interface. At the top, a red banner contains the text "For general unemployment questions, please email dol.webhelp@ct.gov". Below this is a blue navigation bar with links for Home, My Dashboard, Sign Out, Services for Individuals, and Services for Employers. A search bar is located on the right. On the left, a sidebar menu includes sections for "Quick Menu" (Job Search, Résumé Builder, My Portfolio), "Services for Individuals" (Career Services, Job Seeker Services, Education Services, Labor Market Services, Employer Services, Workplace Training), "Other Services", and "Document Management". The main content area is titled "Summary" and "Your Eligibility". It contains a thank-you message and a list of services: "Adult Services". Below this is a "What's Next?" section with a message from staff and two blue buttons: "View Summary Report" and "View Document List". At the bottom, contact information for the Hartford American Job Center is provided.

CONGRATULATIONS, YOU DID IT!

Once submitted, our Intake specialists will be reaching out and will assist you in finishing the pre-application process and inform you of your next steps.

We have an amazing team of individuals that are here for you and are committed to being your partner as you move forward in your career.

Please contact our call center with any questions 860- 406-3374.