



VERMONT JOBLINK DESK GUIDE FOR ICAN & REACHUP PARTNERS

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Logging in to VJL for the First Time (Staff)

You should have received an email from LABOR – VJL with the subject line containing “New VJL Account - what to expect and actions you must take today”.

- Please follow the instructions in that email to complete your setup by confirming your email and creating a password.
- If you were unable to complete your setup on the day the email was sent to you, contact your [support desk](#) as they will need to reactivate your account before you can complete the instructions.

If you forget your password and you’ve been in the system within the last 30 days, you can self-serve to change your password. Contact your [support desk](#) if it has been more than 30 calendar days since you logged in.

Enter your username on the next screen and click submit. Next, click on the Email tile.

Forgot Password

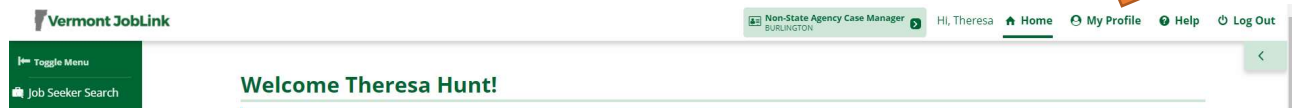
Go to your email and click on the link to set your password.

Upon your first log in, you’ll be prompted to review the IT Agreement page. Enter your username and password, click accept. There’s no need to print this out.

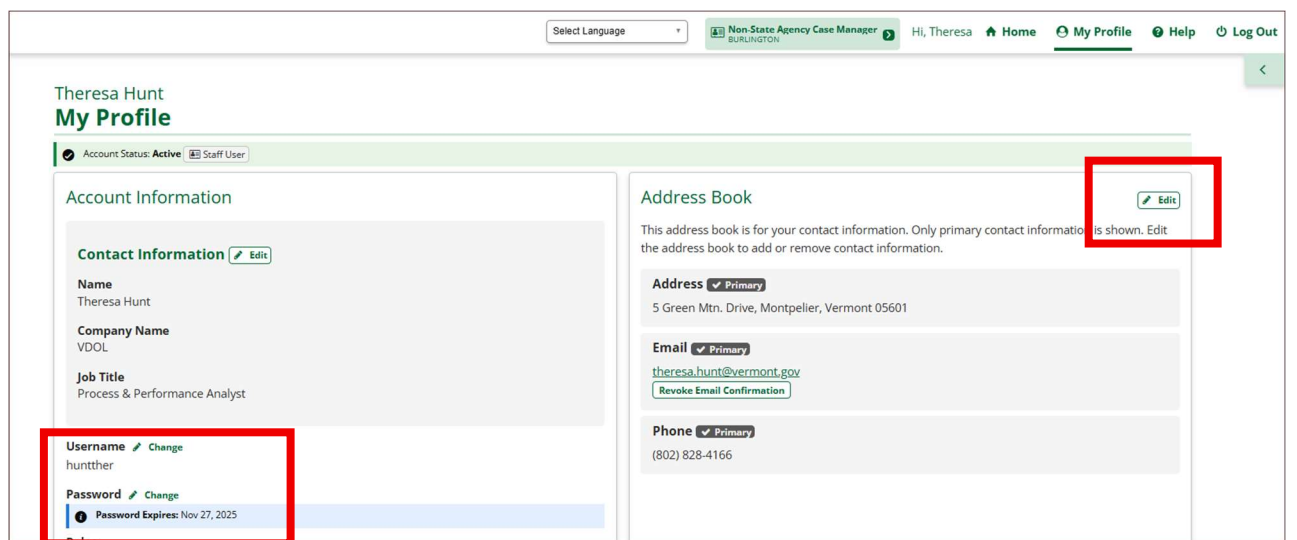
Read the Data Confidentiality Notice, click Continue.

You are now directed to your home page.

To finish setting up your account, click on the **My Profile** link:



This is where you can change your password at any time in the future. Note: VJL requires a password reset every 90 days.



Update your name if necessary.

Do not change the Company Name and Job Title – these are specific to the role you fill for the ICAN/RU teams and are designed to support their reporting needs.

Review your address book information. To add or edit any info, click on the Edit button.

If you have a cell phone and want to list that in the phone section, you will be able to reset your password via text message. You must check the box below and then click Save Phone.

[My Profile](#) [Address Book](#)

Edit Phone

Label

 e.g., Home, Work, etc.

Phone (required) **Extension**

☒ Select if you wish to receive text messages for password reset functionality. All standard data messaging rates apply.

Save Phone **Cancel**

Important additional notes:

1. For security purposes, VJL staff roles **are disabled after 30 days with no successful log ins.**
2. Reminder: passwords must be reset every 90 days.

If your account is disabled due to inactivity, send an email to AHS.DCFESDICAN@vermont.gov (for all ICAN partners except Reach Up) or AHS.DCFESDICANRU@vermont.gov (for Reach Up staff only) to request your account be reactivated.

VJL Jobseeker Search and Account Set Up

To see if a client already has a VJL account, select the Job Seeker Search link located on the left-hand side of the screen:

Vermont JobLink

Non-State Agency Case Manager BURLINGTON Hi, Theresa [Home](#) [My Profile](#) [Help](#)

Toggle Menu

- Theresa Account Case Details
- Job Seeker Search**
- Select Language
- What is this?

Welcome Theresa Hunt!

Search Users

Who **Search**

System Info

Active Jobs	Active Resumes
14,735	375

My Office: BURLINGTON

There are a couple of ways to search for individuals. You can search for someone by entering the last 4 of their SSN, by last and first name, by phone number, and by Participant ID number.

Job Seeker Search

Specifying a full Participant ID will cause all other values to be ignored when performing the search. You must include one of the following: First Name, Last Name, Phone Number, Email Address, Participant ID, Last Four of SSN, or Username.

Participant ID

Last Four of SSN

Last Name

Account

First Name

Theresa

☐ Partial Name Match

Date of Birth

Search Clear Form

What is a Participant ID number?

The Participant ID (or Part ID) number is the unique ID number assigned to this person automatically by VJL when the person created their account. **The Part ID is the preferred method when referencing a specific account in VJL, as many people share the same first and last name.** Best practice to protect personally identifiable information is never to use full or partial SSNs in any email communication to identify a participant.

The search results will be displayed in a new screen. If there is more than one result, you'll need to identify the right person.

Job Seeker Search

Search Results

Your Search Results: 1 - 1 of 1 matches

Per page: 10

Job Seeker Search Results

Job Seeker Name	Participant ID	SSN	Veteran Status	Birth Date	City
Theresa Account	352530	***-**-3333	Not a Veteran	Sep 01, 2000	Montpelier

New Job Seeker Search

Add Job Seeker

To go to the individuals' record in VJL click on the hyperlink for the person's name.

What happens when you can't locate the person in VJL?

Occasionally you may come across someone who does not yet have a VJL account. You'll know this when the Job Seeker Search produces no results.

Job Seeker Search Search Results

Job Seeker Search Results

Job Seeker Name	Participant ID	SSN	Veteran Status	Birth Date	City
New Job Seeker Search Add Job Seeker					

Your next steps in this case are:

1. Instruct the individual to create his/her VJL account on their own by going to <https://www.vermontjoblink.com>. Click on the Job Seeker link -

And then the yellow button under Need an Account?

NOTE: this is the preferred method. The individual will be creating their own username and password and answering the demographic questions themselves. They will also be reviewing the Privacy Policy and other important statements that users need to be aware of and accept as a condition of registering with VJL. He/she will be prompted to enter their username and password - this is their electronic acknowledgement of the terms and conditions.

2. Assist the job seeker with creating his/her own VJL account, using the same steps above. At the end of the account set up process, the individual should enter their username and password themselves to accept the terms and conditions.

3. As a *last option* - if the individual is not able to create an account for themselves, the ICAN counselor **must** take these actions:

- The counselor and/or individual must fill out the paper VJL Registration Information form with the individual present.
- **Both** the counselor and the individual must sign and date the bottom of the paper registration.
- **Both** the counselor and the individual must sign and date the Terms and Conditions form for VJL account set up.
- Both sets of paper forms must be kept in a secured file/location at the ICAN counselor's office and available for any future monitoring visits and/or audits.

Once the paper documents have been completed and signed, the ICAN counselor may then create a Staff-Assisted VJL account for the individual.

Steps to create a Staff-Assisted Account

- Do a Job Seeker Search as indicated in the instructions above.
- If no results are found, click on the [Add Job Seeker](#) link.
- You are then taken to the following page. Insert the information provided by the individual on the paper forms.

Create Staff-Assisted Job Seeker Account

Fill out your information below to create an account in Vermont JobLink. Need help? Review our [user guide](#) or [contact a career specialist](#).

Social Security Information

Why we ask for your Social Security number

Social Security Number

e.g. 999-99-9999

Confirm Social Security Number

☐ I do not wish to provide my Social Security number.

Date of Birth (required)

Account Information

Username (required)

Your username must be between 6 and 20 characters and cannot contain spaces or special characters.

Please note that there are triggers within demographics for an individual in VJL to be marked as “Eligible” (see Creating an ICAN enrollment for more info).

After the account has been set up, the individual will now be in the system with an auto-generated Participant ID number.

Case Details

Theresa Account

Click on the appropriate link to add, view, or edit the information. You will be restricted to information based on your privilege level.

Universal Information Consolidated Service & Training Consolidated Expenditure Report Uploaded Documentation

Contact Information

Address
Theresa Account
5 Green Mountain Drive, VDOL
Montpelier, Vermont 05601

Phone
(802) 828-4166

Email
theresa.hunt@fake.gov

Alternate Contacts
There is 1 Alternate Contact entered.

[Address Book](#) [User Profile](#)

Demographic Info

Participant ID:
352530

SSN:
***-**-3333

Gender:
Female

Race:
Prefer not to answer

Ethnic Hispanic/Latino:
No

Education Status:
Not Attending School: Earned High School Diploma, Ged, Or Higher

[Edit](#)

ICAN Enrollments and Eligibility

ENROLLMENT NAME CHANGES AS OF OCTOBER 1, 2025

As of October 1, 2025, the following enrollment name changes will be in Vermont JobLink:

ABAWD – is now Time Limited

Non ABAWD – is now Non Time Limited

ReachUp-3SQVT – has not changed.

When it is appropriate to create an ICAN enrollment for an individual you are working with, there are some steps that need to be taken first.

ICAN ELIGIBILITY TRIGGERS IN DEMOGRAPHICS

FIRST: The individual's demographics must be updated in the Demographics Information section on the Case Details page as of the date you reviewed eligibility with the individual.

SECOND: ICAN eligibility has been set up in VJL where specific questions must be answered in a specific way for staff to be able to create a new ICAN enrollment.

From the Case Details page, click on the link for [Demographic Information](#).

Case Details

Theresa Account

Click on the appropriate link to add, view, or edit the information. You will be restricted to information based on your privilege level.

Universal Information Consolidated Service & Training Consolidated Expenditure Report Uploaded Documentation

Contact Information

Address
Theresa Account
5 Green Mountain Drive, VDOL
Montpelier, Vermont 05601

Phone
(802) 828-4166

Email
theresa.hunt@fake.gov

Demographic Info

Participant ID:
352530

SSN:
***-**-3333

Gender:
Female

Race:
Prefer not to answer

[Edit](#)

Work Wanted
Paramedics
29-2043.00

Resumes
[View All](#)

Showing most recent 2 of 2.
[Test Resume](#)
[Search Jobs](#)

☒ Expired
☐ Unpublished

Set the Eligibility Date to the correct date. This date field can be back dated up to, but no more than 45 days in the past.

Eligibility Date (required)

Sep 12, 2025



Next, review **all** demographics and update as necessary. ICAN eligibility triggers will be in two sections within demographics.

Time Limited and Non Time Limited Eligibility Triggers

In the Low-Income Information section:

The following two questions must be answered in the following manner for Time Limited or Non Time Limited participants:

Low Income Information

Are you a foster child?	No
Are you served by local youth programs even though you don't meet the low income eligibility level?	No
Do you qualify for a free or reduced-price lunch?	No
Do you live in a high-poverty area?	No
In the past 6 months, have you or your family received income-based state or local assistance?	Yes
In the past 6 months, have you or your family received food stamps?	Yes 
In the past 6 months, have you or your family received Temporary Assistance for Needy Families (TANF)?	No 
In the past 6 months, have your or your family received Supplemental Security Income (SSI)?	No
In the past 6 months, has your or your family's income stayed beneath the poverty line?	Yes

In the Public Assistance Information section:

Public Assistance Information [Edit](#)

Are you receiving or have you exhausted benefits from Temporary Assistance for Needy Families (TANF)?	No ✓
Are you receiving Refugee Cash Assistance?	No
Are you receiving food stamps?	Yes ✓

ReachUp-3SQVT Eligibility Triggers

In the Low-Income Information section:

Low Income Information [Edit](#)

Are you a foster child?	No
Are you served by local youth programs even though you don't meet the low income eligibility level?	No
Do you qualify for a free or reduced-price lunch?	No
Do you live in a high-poverty area?	No
In the past 6 months, have you or your family received income-based state or local assistance?	Yes
In the past 6 months, have you or your family received food stamps?	Yes ✓
In the past 6 months, have you or your family received Temporary Assistance for Needy Families (TANF)?	Yes ✓
In the past 6 months, have you or your family received Supplemental Security Income (SSI)?	No
In the past 6 months, has your or your family's income stayed beneath the poverty line?	Yes

The food stamps and TANF questions must be set to Yes. Click the Edit button to change those answers if necessary.

In the Public Assistance Information section:

Public Assistance Information

Are you receiving or have you exhausted benefits from Temporary Assistance for Needy Families (TANF)?	Yes 
How many months have you received TANF assistance?	1 
Are you receiving Refugee Cash Assistance?	No
Are you receiving food stamps?	Yes 

These TANF and food stamp questions must also be set to Yes. In addition, the question regarding how many months have you received TANF assistance must be set to '1' or more.

Creating an ICAN Enrollment

Now that the eligibility triggers have been set, the programs for which the individual should be eligible for will show in the Eligibility section on the Case Details page.

Eligibility

-  ICAN ReachUp - 3SQVT
- LE Job Service
- RA 2017 Apprenticeship Expansion Grant
- RA Apprenticeship USA Grant
- RA SAE 2020
- RETAIN RETAIN - Phase 1
- Non-WIOA VYEP
- WIOA Adult (Local Formula)
- WIOA Dislocated Worker (Local Formula)
- WIOA Youth (Out of School)

There will also be an Enroll button in the ICAN Program Registration field on the Case Details page:

Program	Participations
WIOA (Workforce Innovation and Opportunity Act) 1	BARRE Open Feb 20, 2021 Enrollments Adult (Local Formula) Open Mar 04, 2021 - Open Dislocated Worker (Local Formula) Youth
TAA (Trade Act)	Ineligible
LE (Job Service)	Eligible You do not have the necessary privileges to register this job seeker in LE.
ICAN (ICan)	Enroll Eligible
RES (Reemployment Services)	Ineligible

ENROLLMENT CREATION INFO FOR TIME LIMITED AND NON TIME LIMITED ENROLLMENTS ONLY

Before creating the ICAN enrollment in VJL, you must know which program the individual should be enrolled in.

How will you know which enrollment you should create?

Time limited or Non TIME LIMITED status is determined by ESD.

On the individual's Case Details page in VJL, scroll down until you see the heading for **Time limited & Non TIME LIMITED**. If the individual's SSN and DOB in VJL matches the info in ACCESS (ESD's eligibility platform), this information below will be updated every Wednesday morning in VJL:

Time Limited & Non Time Limited

PersonID	391095
RUFA Status	
RUFA Status Date	
3 SVT Status	Active
3 SVT Date	2025-04-01
Work Registration Code	Physically or mentally unfit for employment
Time Limited Code	Non Time Limited

As you can see, this individual is showing as a Non Time Limited eligible ICAN participant.

If the person's SSN and/or DOB in VJL do not match the info in ACCESS, you will see this message:

Time Limited & Non Time Limited

Data is not available. Data will come from newly created table.

In this case, you will need to contact ESD to get the person's correct status. Send an email to: AHS.DCFESDICAN@vermont.gov.

Otherwise, if you have any questions or are uncertain as to which ICAN enrollment you should be creating in VJL, please email AHS.DCFESDICAN@vermont.gov prior to creating a new enrollment.

Proceed to Creating the Enrollment for Time Limited, Non Time Limited or ReachUp-3SQVT

On the Case Details page, click the Enroll button next to the ICAN Program:

ICAN (ICan)	Enroll ☒ Eligible
RES (Reemployment Services)	☐ Ineligible

The first screen will be to accept or change the Enrollment Start Date.

If you need to back date the Enrollment Start date, you can do so here on the next page:

Theresa Account
Add Non Time Limited Enrollment

Enrollment Start date (required)
Sep 27, 2025

Enroll **Cancel**

Note: The Eligibility Date must be on or before the Enrollment Start date. If you get an error message on this page, it is likely due to a mismatch between the Eligibility and Enrollment dates.

Theresa Account
Add Non Time Limited Enrollment

! There were some problems with your input:

- Enrollment Start date cannot be earlier than the eligibility check date. If you need to enter a date prior to 2025-09-12, please change the eligibility date in demographics first.

Enrollment Start date (required) **!**
Aug 20, 2025

cannot be earlier than the eligibility check date. If you need to enter a date prior to 2025-09-12, please change the eligibility date in demographics first.

Enroll **Cancel**

The fix is to return to the demographics section on the Case Details page and change the Eligibility Date.

On the next page, Equal Opportunity Agreement, click Agree at the bottom.

The following next page will display the demographic information copied from the Case Details page.

Review the information. If anything needs to be changed, you can do so by clicking the Edit Information button at the bottom of the screen.

Demographic Information Verification

☒ Documentation was provided by the participant to verify all information and self-attestation is therefore not required, unless otherwise noted below.

☐ Theresa Account certifies that the information provided is true to the best of my knowledge and there is no intent to commit fraud. I am also aware that the information I have provided is subject to review and verification, and that I may be required to document its accuracy. I am subject to immediate termination if I am found ineligible after enrollment and may be prosecuted for fraud and/or perjury.

Enter the username and password of the job seeker.

Job Seeker Username

Job Seeker Password
 [Show](#)

☐ Parent Attestation for a child under 18

Parent Name

Notes

Case Manager
 Theresa Hunt

[Submit](#) [Edit Information](#)

If everything is accurate, check the first box “Documentation was provided by the participant....”. Then click Submit.

Once the enrollment has been created, the enrollment is automatically approved, and you are assigned as the Primary Case Manager.

The Service & Training (S & T) Plan

The Service & Training plan is where you will record the services provided to the participant. To navigate to the S & T plan, go to the individual’s Case Details page. Scroll down to the Programs section. In the tile marked ICAN, click on the button for S & T Plan.

ICAN (ICan) 1

BURLINGTON Open Sep 19, 2025

Enrollments

Non Time Limited Open

Sep 19, 2025 - Open

[S&T Plan](#)

There are two options for entering a service:

Option 1: If the service provided concludes on the same day, click on **Services Quick Entry**. (Preferred Method)

Option 2: To enter a service that will last for more than one day, select the **Add Service** button. *(Rarely used for ICAN)*

SERVICES QUICK ENTRY

Select the service type from the drop-down list and enter the date completed.

You can back date services going back no further than the date of the enrollment.

Click the Add Service link to add more services.

When you're finished entering services, click Save.

The screenshot shows the 'Services Quick Entry' form for 'ICAN Non Time Limited'. At the top, a green banner contains the title and a note: 'Enter only completed services performed by your office on this page. The services entered here will appear on Service & Training.' Below this is a form with three main fields: 'Service Type' (a dropdown menu), 'Date Completed' (a date picker showing 'Sep 27, 2025' with a 'Today' button), and 'Staff Name' (a dropdown menu showing 'Theresa Hunt - Non-State Agency Case Manager (BURLINGTON)'). To the right of the form is a red 'X' icon. Below the form is a green 'Add Service' button. At the bottom are 'Save' and 'Cancel' buttons.

If you have any questions regarding services, when they should be closed, etc., please send an email with the person's name, Part ID # and a brief description of the situation to: AHS.DCFESDICAN@vermont.gov (for all ICAN partners except Reach Up) or AHS.DCFESDICANRU@vermont.gov (for Reach Up staff only) for guidance.

Add a Service

The screenshot shows the 'Theresa Account Non Time Limited Service and Training' page. At the top right, it says 'Sep 19, 2025 - Open' with a green 'Open' button. Below this is a green banner with instructions: 'To add a new service or training, click Add Service. To add a new completed service, click Services Quick Entry. To view/edit details for existing services, click the desired Service Type below.' Below the banner are two tabs: 'Enrollment Details' and 'Service & Training' (which is selected and has a circled '0'). Below the tabs, it says 'No services have been entered for this enrollment.' Below this text are three buttons: 'Add Service' (with a red arrow pointing to it), 'Services Quick Entry', and 'Return to Enrollment Details'.

You will only need the fields marked required. You can skip over all those that are not required.

At the top of the page, click on Pre-Fill My Office Info. You will never need to click on Search for Training Programs.

Select the service provided from the Service Type drop down field.

Set the Status of the service. In-Progress means the service will carry over for more than one day. Other options are Completed, Exited without Completing, Failed to Report, etc.

Dates are required at the bottom of the page –

VERMONT JOBLINK DESK GUIDE FOR ICAN & REACHUP PARTNERS

Est. Start Date (required) Today

Est. End Date (required) Today

Actual Start Date (required) Today

Actual End Date Today

Start Time

End Time

Hours Planned

Save Cancel

- Estimated Start Date is the date the service is estimated to begin
- Estimated End Date is the date that the service is estimated to end
- Actual Start Date is the date that the service began
- Actual End Date is the date the service was completed
- All 4 dates could be the same depending on the service

Closing out services

It is up to the case manager who created the service to track the progress and close out the service when appropriate.

VJL SERVICE NAMES AS OF OCTOBER 1, 2025 FOR ICAN

Participant Team Meeting
 Provider PR
 Referred to EAP
 Referred to partner agency or community service
 VABIR appointment
 VR Appointment
 Work Experience - WBD - On-the-job Training
 Work Experience - WBL - Internship
 Work Experience - WBL - Other
 Work Experience - WBL - Pre Apprenticeship
 Work Experience - Work Activity
 Working Fields Enrollment in ICAN
 Working Fields Survey

Component - Job Retention
 Component - Job Search Training
 Component - Self Employment Training
 Component - Supervised Job Search
 Component - Work Experience
 EAP Appointment
 EAP Assessment
 EAP - Case Closure
 EAP Enrollment in ICAN
 Education - Basic Ed and/or Foundational Skills
 Education - Career and/or Tech Educ Programs
 Education - English Language acquisition
 Education - Integrated Education and Training/Bridge programs
 Education - Work Readiness Training
 ICAN Case Management
 ICAN - Employment Plan
 ICAN Orientation
 Job Start/Career Advancement
 Participant Reimbursement Request

ReachUp (non-duals) Enrollment Service Names

The service names for the ReachUp enrollment (non-duals) are not changing. They remain as:

Component - Education
Component - Job Retention
Component - Job Search Training
Component - Self Employment Training
Component - Supervised Job Search
Component - Work Experience
EAP Appointment
Post Secondary Education
Referred to EAP
Referred to other
Referred to VABIR
Referred to VDOL
Referred to Voc Rehab

Program Notes (does not apply to Reach Up staff)

For Time Limited and Non Time Limited enrollments, every service entered in the participant's S & T plan **must** have a program note to correspond with it.

Per the program managers, ReachUp-3SQVT staff will only be adding services in VJL and will **not** be required to add program notes. ReachUp-3SQVT staff will enter notes in their other case management system.

To locate Program Notes from the Case Details Page, click on the link for the office.



Click on Program Notes in the upper right-hand corner of the screen or the View All button.

Theresa Account
ICAN Details

Sep 19, 2025
Open

Click on the appropriate link to add, view, or edit the information. You will be restricted to information based on your privilege level.

Details Outcomes

Mailing Address

This address may be different from the address on Enrollment or Case Details.

Address
Theresa Test Account
5 Green Mountain Drive
VDOL
Montpelier, VT 05601

Phone
(802) 279-8769

Email
theresahunt78@gmail.com

Change Address

Program Details

Enrollment/Eligibility Date List
View the enrollment and eligibility dates.

Program Notes
Showing most recent 1 of 1.
Sep 27, 2025 2:36pm
New enrollment
Theresa Hunt
Add Note

View All

Program ID 937881

1 Program Notes

Current Office
BURLINGTON

Click on Expand All to see the details of all Program Notes. Or you can click on an individual note.

Theresa Account
ICAN Program Notes

Sort By
Date Created Descending

Sort

Collapse All Expand All

	Reference Date	Date Created
> New enrollment	Sep 19, 2025	Sep 27, 2025

Print

Add Note Print All Notes Return to Program Details

Adding a note

The reference date is a required field. It can be back dated to document the correct date the service took place.

You can use the Recontact Date section if you'd like to receive an email reminder in the future to re-connect or follow up with the individual.

Add Notes for Theresa Account

Date	2025-09-27
Staff Name	Theresa Hunt
Agency	VDOL

Reference Date (required)
 Today

Recontact Date
 Today

Subject (required)

Contact Type (required)

Notes (required)

B I [List Icon] [List Icon] [Undo] [Redo] [Link]

Save

Add to Other Programs/Enrollments

Cancel

Return to Program Details

Note: You are not able to edit or delete saved notes. If you entered a note in error, send an email to AHS.DCFESDICAN@vermont.gov (for all ICAN partners except Reach Up) or AHS.DCFESDICANRU@vermont.gov (for Reach Up staff only) with a screen shot of the note to be deleted.

VJL Technical Assistance

If you have any questions regarding VJL functionality, need technical assistance or clarification on program data entry, please email: AHS.DCFESDICAN@vermont.gov (for all ICAN partners except Reach Up) or AHS.DCFESDICANRU@vermont.gov (for Reach Up staff only).

Provide the participant ID #, a short description of the problem or question, copy the url of the page you are working on, and any screen shots that will better help identify the issue.