

Agency *for* WORKFORCE INNOVATION



AWI TIPS AND INFORMATION

January 23, 2009

EFM TIP

A job seeker who requests their user ID and password from their local one-stop center can be inadvertently provided with information for an account other than their own when the job seeker's last name and the last four digits of their social security number are the same as another job seeker who is registered in EFM. To ensure that this does not happen, one-stop staff need to take additional steps (such as obtaining an e-mail address or telephone number) to confirm the identify of the job seeker when more than one job seeker's account is displayed as a result of the search criteria entered in EFM. Staff should not reset the password nor provide information on the account to the job seeker until they have confirmed that the identity of the job seeker seeking the information matches the account information.

Thank you.

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