

## **Division of Employment & Training Frequently Asked Questions (FAQs)**

### **Q. My Delaware JobLink (DJL) account is disabled. Can you help me?**

A. Please contact the nearest American Job Centers (AJCs) and one of our trained staff will assist you. Please click on this link <https://joblink.delaware.gov/ada/r/contact> to access contact details of our Job Centers.

### **Q. Can you give me a password reset code for me to access my account in Delaware JobLink (DJL)?**

A. Please contact the nearest American Job Centers (AJCs) and one of our trained staff will assist you. Please click on this link <https://joblink.delaware.gov/ada/r/contact> to access contact details of our Job Centers. If you cannot log into Delaware JobLink (DJL) using the reset code, then please visit your local American Job Center and present a state issued photo ID.

### **Q. How do I access your services?**

A. You can access our services by clicking on <https://joblink.delaware.gov> or by visiting your local American Job Center. Here are the contact details of our American Job Centers (AJC) <https://joblink.delaware.gov/ada/r/contact>

### **Q. I don't know my username or password for Delaware JobLink (DJL). Can you give me this information?**

A. You will need to use the Forgot Username or Password feature in Delaware Joblink under the Log In/Register tab. If that does not work, please visit your nearest local American Job Center. Please click on this link for contact details <https://joblink.delaware.gov/ada/r/contact>

### **Q. Can you review if my Delaware JobLink (DJL) account registration is complete?**

A. Please contact your nearest American Job Center (AJC) and a staff member will assist you. Please click on this link for contact details <https://joblink.delaware.gov/ada/r/contact> .

### **Q. How can I get a work permit for my child?**

A. You can visit your local American Job Center (AJC) and request a blank work permit form or you can use the following link - <https://dia.delawareworks.com/labor-law/child-labor.php> and click on work permit at bottom of that page.

### **Q. Does my child have to be with me when I bring in the work permit application?**

A. Yes, and the work permit must be thoroughly completed and original documentation bearing proof of age presented such as: Birth Certificate; Baptismal Certificate; Passport; School Record; Valid Driver's License.

### **Q. How do access funding for training, certifications or schooling?**

A. Contact or visit your nearest local American Job Center (AJC) and let the Employment Services Specialist know you are interested in training funds. Please click on this link for contact details <https://joblink.delaware.gov/ada/r/contact>

**Q. I'm an employer and I can't access my Delaware Joblink account, can you help me with this?**

A. Please contact your local American Job Center (AJC) and ask for the Business Services Representative (BSR). Please click on this link for AJC contact details <https://joblink.delaware.gov/ada/r/contact>

**Q. How long does it take to register in Delaware JobLink (DJL) and what is the best time to register?**

A. The registration process is 45 minutes to 1 hour. DJL registration can be done online at <https://joblink.delaware.gov/ada/r/> or you can visit your local American Job Center (AJC). AJCs are open Monday – Friday 8AM and 4:30PM. Please arrive by 3pm to complete your registration. Please click on this link for AJC contact details <https://joblink.delaware.gov/ada/r/contact>

**Q. Where are you located?**

A. We have American Job Centers (AJCs) locations in Wilmington, Newark, Dover, and Georgetown.

Here are the AJC contact details:

Wilmington- 4425 North Market St. (Fox Valley Shops), Wilmington, Delaware 19802  
Telephone: 302-761-8085

Newark – 252 Chapman Rd. Suite 210 - 2<sup>nd</sup> Floor Christiana Bldg. (University Office Plaza), Newark, Delaware 19702  
Telephone: 302-368-6622

Dover - Blue Hen Corporate Center across from DMV at 655 S. Bay Rd. Dover, Delaware 19901  
Telephone: 302-739-5473

Georgetown – 8 Georgetown Plaza, Suite 2 (Georgetown Plaza Shopping Center), Georgetown, Delaware 19947  
Telephone: 302-856-5230

Please click on this link to access our contact details: <https://joblink.delaware.gov/ada/r/contact>