

APRIL 2019

WORKFORCE INTEGRATED PERFORMANCE SYSTEM

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1. WIPS Technical Assistance Request Form
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WIPS Technical Assistance Request Form

The WIPS Technical Assistance Request Form is fully implemented for use! In an effort to perfect the help desk process, a request form has been employed to ensure every technical assistance inquiry includes all necessary information. This interactive form includes all required fields for both internal and external users to ensure accurate submission of help desk tickets. Depending on the type of inquiry, users can find the WIPS Technical Assistance Request Form on either the WIPS Resource Page or within the WIPS interface. All tickets submitted through the request form will be sent directly to WIOA. Feedback for review and escalation.

The new and improved process users must follow to submit any help desk ticket is listed below.

1. **To request system, program, or reporting-specific assistance**, simply log into your WIPS account as you normally would. Please make sure your email address (i.e. your username) is entered in all lowercase letters. From here, you will see a link near the top of the screen that reads "Request WIPS Assistance". Please click on this link in order to be directed to the WIPS Assistance Request page.
2. Fill out all required fields (denoted with an asterisk) with all necessary information that pertains to your inquiry. Please note that the more details you are able to provide, the more accurately and efficiently WIOA. Feedback can address your issue and provide a resolution.

Announcements

- We ask that, beginning immediately, all help desk inquiries are submitted through WIPS rather than sending inquiries to WIOA. Feedback directly.
- We are expecting the next WIPS release to be deployed in early May.

Dates of Interest

- **Monday, April 1st**
PY18 Q3 reporting period begins
- **Wednesday, May 15th**
PY18 Q3 reporting period ends

3. Once all fields pertinent to your inquiry are populated, press submit! The submit button can be found at the bottom of the WIPS Assistance Request form.
4. Upon submission, an email will be sent to WIOA.Feedback with your inquiry and provided information. If additional correspondence is necessary, WIOA.Feedback will reach out to the email provided in the WIPS Assistance Request form.
5. Once a ticket has been formally entered into the system, you will receive a notification from WIOA.Feedback indicating ticket creation and providing an Incident Reference Number (for your records and future follow up, if needed)

Please note, this is the **only** way users should contact WIOA.Feedback for technical assistance. From this point on, only requests sent through the WIPS Technical Assistance Form will be accepted for review.

ETP Reporting in WIPS

States are required to begin reporting on Eligible Training Provider (ETP) Performance this year during the upcoming annual reporting period, with the PY 2018 ETP Reports **due on October 1, 2019**. The reporting functionality for these reports has already been built into WIPS and is live, so states that would like to test out the submission process in advance of the reporting period **are encouraged to do so right now** and provide any feedback that they have to WIOA.Feedback@dol.gov.

For questions on submitting these reports, please refer first to the following ETP reporting resources:

1. WIPS-ETP Report Submission Guide:
<https://performancereporting.workforcegps.org/resources/2018/12/04/14/27/WIPS-ETP-Report-Submission-Guide>
2. ETP Resource Page on WorkforceGPS:
<https://performancereporting.workforcegps.org/resources/2018/09/11/14/58/Eligible-Training-Provider-ETP-Resource-Page>
3. The "WIPS-ETP Release Notes and Edit Checks" section of the WIPS resource library at: <https://doleta.gov/performance/wips/>.

If the answer to your question(s) cannot be found in these locations, please send questions that relate to WIPS to WIOA.Feedback@dol.gov and questions that relate to performance requirements to ETAPerforms@dol.gov.

- **Monday, May 27th**
Memorial Day
- Government
Holiday,
Federal
Offices
Closed

Resetting Your Password

First, make sure your WIPS username is in all **LOWERCASE** letters when attempting to login. If you still need to reset your password after verifying your username is in all lowercase letters, select **Forgot your password?** on the WIPS login page. From here you will enter in your email address and select **SEND EMAIL**.

Please make sure to check your spam folder if you don't see an email with the subject Password Reset in your inbox. Please note, the email will be sent from Appian.

Questions?

If there are any questions or concerns about the information provided, please contact the WIPS Help Desk at WIOA.Feedback@dol.gov



U.S. Department of Labor

Employment & Training Administration
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