Workforce Integrated Performance System
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Tips for Efficiently Contacting the WIPS Help Desk

To efficiently and effectively contact the WIPS Help Desk (WIOA.Feedback@dol.gov), specific details and information concerning the experienced issue are necessary. Following the provided guidance below will help to ensure that your inquiry will be escalated appropriately and resolved quicker and more efficiently.

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Please be sure to include the following information in your email to WIOA.Feeback@dol.gov:

1. **Program**: Please list the program that your issue is pertaining to. When requesting the creation of a WIPS account, it is important to list any and all programs you will be reporting for. Providing the corresponding program when referencing a reporting issue allows the help desk to better understand your inquiry and escalate and resolve it more efficiently.
2. **File ID**: The file identifier number is extremely important. This number enables our development team locate and reference the exact file you are referring to, helping to resolve your issue more efficiently. This number is found on the Edit Check Results Overview page and on the My Reports tab. On the Edit Check Results Overview page, the file ID is the first column listed and is before the 'File Name' column.
3. **Description of Issue**: Writing a succinct description of your issue helps the problem be understood and therefore quickly and easily resolved. It is helpful to include descriptive and specific language when describing the issue at hand, i.e. receiving an error, QPR not generating, password not working. It is also important to give as many details as possible, i.e. the PIRL data element you are referencing, the exact username you are using to access WIPS/report for, etc.
4. **Supporting Documentation**: Make sure to attach a screenshot or document of the problem you are having (when appropriate) so that our team can make sure to see specifically what is going on through your end of the system. This helps identify the

exact problem and can also help identify and resolve issues experienced wide-spread.

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Provided below is an example of a complete and concise help desk inquiry:

Good Morning,

My name is WIPS User and I am reporting for WIOA Adult. Unfortunately, I keep receiving an edit check error stating 'Invalid Column #' when running my report. The corresponding file ID number is 12345. Please find the generated error report attached to help define what exactly is going wrong.

Thanks,
WIPS User

Questions?

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

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