

November 2019

WORKFORCE INTEGRATED PERFORMANCE SYSTEM

Monthly Newsletter

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1. WIPS Technical Assistance Deadline
2. WIPS Login Password Reset Instructions

WIPS Technical Assistance Deadline

Effective **November 15th, 2019** all inquiries sent directly to the WIOA.Feedback@dol.gov inbox will **NOT** be responded to.

Since June 2019, two different WIPS Technical Assistance Request forms have been created and implemented. Depending on the type of inquiry, users can find the WIPS Technical Assistance Request Form on either the Performance page under Resources on Doleta.gov, found [here](#), or within the WIPS interface.

For WIPS users requesting an account creation, account modification, account deactivation, or an account password reset, please utilize the request form located on Performance page under Resources on Doleta.gov.

For all other WIPS related inquiries, please utilize the request form located within the WIPS interface.

Inquiries sent directly to WIOA.Feedback@dol.gov only create additional steps for the WIPS team and often result in an elongating of the technical assistance response process.

WIPS Login Password Reset Instructions

The WIPS technical assistance help desk has been receiving an influx of password reset inquiries. Please note that instructions

Announcements

- We ask that, beginning immediately, all help desk inquiries are submitted through the WIPS Technical Assistance Request Forms.
- Starting November 15th, all inquiries sent directly to the WIOA.Feedback@dol.gov inbox will **NOT** be responded to.

Dates of Interest

- **Monday, November 11th**
Veteran's Day - Government Holiday, Federal Offices Closed
- **Thursday, November 14th**
PY19 Q1 Reporting Period Ends
- **Thursday, November 28th**
Thanksgiving Day - Government Holiday, Federal Offices Closed

on how to reset your WIPS password can always be found within the WIPS newsletter along the right side bar.

Please follow these instructions BEFORE submitting a help desk inquiry requesting a password reset.

1. Please make sure your WIPS username is in all LOWERCASE letters when attempting to login. This could be the reason why WIPS will not approve your login attempt.
2. If you still need to reset your password, please select "**Forgot your password?**". This can be found under the username/password fields on the login page, please see below.
3. From here, you will enter the email address associated with your active WIPS account and then select **SEND EMAIL**.
4. Instructions on resetting your password will be sent to the email linked to your WIPS account. Please note, the email providing you with a temporary password will say, "**BPMS – U.S. Department of Labor Password Change**" and will be sent from admin@appiancloud.com, not WIPS.

If you do not see an email sent to your inbox please check your spam folder BEFORE submitting a technical assistance inquiry. It is important to note that the password reset email expires. The temporary password provided in the email will expire and you will have to request another password reset if this occurs.

If this process proves unsuccessful than please submit an inquiry using the WIPS Technical Assistance Request Form found on the Performance page under Resources on Doleta.gov, or [here](#). Please select "Password Reset" from the "Issue Classification" drop down menu before submitting.



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 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 in your inbox. The email will be sent from "BPMS – U.S. Department of Labor Password Change". Please note, the temporary password provided in the email will expire.

Questions?

If there are any questions or concerns about the information provided, please submit an inquiry through the WIPS Technical Assistance Request Form found within the WIPS interface.



U.S. Department of Labor