

# Workforce Integrated Performance System

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RESOURCES

July 2018

## Featured Articles

1. What to Include When Submitting a WIPS Issue
2. Resetting Your WIPS Password

### What to Include When Submitting a WIPS Issue

#### Before Contacting WIOA Feedback...

It's very important that you include specific information when reporting a WIPS issue. The more information that you include in your email to [WIOA.Feedback@dol.gov](mailto:WIOA.Feedback@dol.gov), the easier and faster it will be for us to help you and resolve your issue.

Please include the following information in your email to [WIOA.Feedback@dol.gov](mailto:WIOA.Feedback@dol.gov):

- **Description** – The first thing that we need is a clear and concise description of the problem. It is a good idea to include the name of the page in WIPS, when applicable, where you are having the issue, such as Upload Report or Edit Check Results Overview. For example, if you have a question regarding a specific Logical Rule, then the page to include in your description might be Edit Check Error Details.
- **File ID** – The file identifier number is available from the Edit Check Results tab and on the My Reports tab. This number will allow us to find your data easily. This number is assigned after you submit a file for upload.
- **Screen Shot** – Including an image of the screen may answer a lot of questions that the support team may have before the issue can be resolved. You can use the **PrtScn** button on your keyboard to generate screen shot (use **Alt/PrtScn** if you have multiple monitors). You can also use the Windows Snipping Tool, which allows you to define the area of the screen to copy and allows you to add markups to the image. Either method will allow you to paste the screenshot image into your email message by clicking the right mouse button and selecting Paste or using **Ctrl/C** from your keyboard.

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### Resetting Your WIPS Password

#### Help! I'm having trouble logging into WIPS

The most common login issue with WIPS is entering your username incorrectly. Please be aware that all usernames must be entered using all lowercase letters when logging

into WIPS. If you do not use all lowercase letters for your username, you will get the following error message:

"The username/password entered is invalid. Usernames and passwords are case sensitive"

For example, an error will be received if entering "[WIOA.Feedback@dol.gov](mailto:WIOA.Feedback@dol.gov)" as a username rather than "[wioa.feedback@dol.gov](mailto:wioa.feedback@dol.gov)".

If login difficulties do not stem from username formatting, a password reset might be necessary. Resetting your WIPS password is a quick and easy task when experiencing problems attempting to log into the system or having trouble remembering your WIPS password. All current WIPS users have the ability to reset their individual WIPS passwords. Please be sure to reference the WIPS Quick Reference Guide, accessible at <https://doleta.gov/performance/wips/>, for assistance with resetting your password.

### How do I reset my WIPS password?

To initiate a password reset, follow the process outlined below:

1. Please reference the following link to sign into WIPS: <https://dol.appiancloud.com/suite/>
2. Select "Forgot Your Password?"
3. Enter your WIPS username into the field using all lowercase letters and select "Send Email"
4. An automated email containing a link will then be sent to the email inbox associated with your WIPS user account
  - The email will be sent from "[admin@dol.appiancloud.com](mailto:admin@dol.appiancloud.com)" with Password Reset in the subject.
  - Please note these emails can accidentally be directed to your spam box
  - If you did not receive an email with instructions for resetting your password, your WIPS user account may be deactivated. In this case you must send an email to [Feedback@dol.gov](mailto:Feedback@dol.gov) to request that your WIPS user account be reactivated.
5. Follow the link in the automated email to reset your password
  - This link is only valid for 15 minutes.
6. Enter a new password on the WIPS Change Password page.
  - Your new password must be at least eight (8) characters and have at least one (1) of each of the following:
    - Uppercase letter
    - Lowercase letter
    - Number
    - Special character
  - Reenter your new password in the Confirm New Password box.
7. Select "Submit" to update your password and to log into WIPS.

Note that your WIPS user account will be deactivated if you have not logged into WIPS for 120 days prior to March 15, 2018, or 210 days after that date. To request that your

WIPS user account be reactivated, please email [WIOA.Feedback@dol.gov](mailto:WIOA.Feedback@dol.gov) to request further assistance. Additionally, please be advised a request by the owner of the WIPS account is required to legally reset or update an account's credentials.

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## Questions?

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



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