

APRIL 2019

WORKFORCE INTEGRATED PERFORMANCE SYSTEM

Monthly Newsletter

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Featured Articles

1. New WIPS Technical Assistance Request Form
2. Updated Certification Process - Discretionary Grants

New WIPS Technical Assistance Request Form

In an effort to streamline the help desk process, a new method for requesting technical assistance has been initiated with the latest WIPS release. Easy and efficient, users will now be directed to submit their technical assistance inquiries through a template accessible within WIPS. Upon completion, all technical assistance template submissions are sent directly to the WIPS help desk. This process will ensure every technical assistance inquiry includes all necessary information, allowing the help desk to address each issue as quickly and efficiently as possible. The process users must follow to submit a help desk ticket within WIPS is listed below.

1. 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.
2. 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.
3. 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

- WIPS 11.0 was released Tuesday, April 2nd. Release notes detailing the system update and its contents can be found attached to this newsletter.
- We ask that, beginning immediately, all help desk inquiries are submitted through WIPS rather than sending inquiries to WIOA.Feedback directly.

Dates of Interest

- **Monday, April 1st**
PY18 Q3 reporting period begins
- **Tuesday, April 2nd**
WIPS 11.0 released
- **Wednesday, May 15th**
PY18 Q3 reporting period ends

Resetting Your Password

First, you must enter your WIPS username in LOWERCASE at

4. 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.
5. 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.
6. 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).

It is important to note that, for the time being, users will still need to contact WIOA.Feedback directly if requesting an account creation, account reactivation/deactivation, or password reset. We are working to develop a template that will accommodate these requests in the near future. An announcement will be made once this feature is available.

Updated Certification Process - Discretionary Grants

The certification process for the grant-related Discretionary Programs has been updated to follow the current H-1B certification process, including when the programs are using the WIOA QPR template. The current WIOA QPR standard certification process only allows one QPR to be certified for a specific grantee, Quarter End Date and Program combination. The grant-related Discretionary Program certification process has been updated to allow only one QPR to be certified for a specific grantee, Quarter End Date, Program and **Grant Number**. So, these grantee may certify multiple grant-related QPRs for the same Quarter End Date and Program, so long as each QPR is associated to a different grant number. And the grant number is determined by the grant number selected at file upload.

Grant-Related Discretionary Programs:

1. H-1B
2. NFJP
3. REO Adult
4. REO Youth
5. SCSEP
6. YouthBuild

login. If you need to reset your password, select **Forgot your password?** on the WIPS login page. Enter your email address and select **SEND EMAIL**.

Check your spam folder if you don't see an email with Password Reset in the subject.

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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