

FEBRUARY 2019

WORKFORCE INTEGRATED PERFORMANCE SYSTEM

Monthly Newsletter

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Featured Articles

1. "Safe Sender" Feature
2. WIPS 10.0 Release Notes (Attached)

"Safe Sender" Feature

At WIOA Feedback we receive quite a few issues from users regarding not getting emails from WIPS, especially for new user account information. The emails are not sent from a dol.gov address, so some email systems either block the emails or send the emails to spam or junk folders.

We are providing the Outlook 2016 procedure to ensure that the email messages from WIPS are received. This may solve the problem for the users that did not receive the email messages for their new WIPS user accounts or other WIPS notification email messages.

How to Add a Sender to the Safe Senders List in Microsoft Outlook 2016:

1. Select **Junk** from the *Delete* group on the Home tab of the Outlook ribbon
2. Select **Junk E-mail Options...** from the drop-down list
3. Select the **Safe Senders** tab
4. Click **Add**
5. Type **@dol.appiancloud.com** in the *Add address or domain* dialog box
6. Click **OK**

If you use another email program instead of Outlook, contact your local system technical support group to assist you with the correct procedure for adding WIPS email messages to your safe sender's list.

If you have followed the steps in the procedure above for Outlook 2016 and still do not receive new WIPS email messages, you will need to contact your local system technical

Announcements

- WIPS 10.0 was deployed Wednesday, February 13th. Release notes are attached for reference.
- The reporting period for Program Year 2018 Quarter 2 ended Thursday, February 14th.

Dates of Interest

- **Late March**
WIPS 11.0 release
- **Monday, April 1st**
PY18 Q3 reporting period begins

Resetting Your Password

First, you must enter your WIPS username in LOWERCASE at 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

support group to verify whether WIPS emails are being blocked from your network.

provided, please contact the WIPS Help Desk at WIOA.Feedback@dol.gov



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