ProviderLink Self-Service User Guide

An America's JobLink User Guide
for Self-Service Training Providers

Table of Contents

Overview

WHAT IS PROVIDERLINK?

ProviderLink provides functionality for training providers to apply for inclusion on the statewide Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider (ETP) List. By creating an account, training providers can enter and edit information about their training institution and the programs they offer. Providers apply online, and Local Area and State ETP Administrators review and approve ETP applications online.

Providers display to the public on America's JobLink (AJL) following review and approval by State Administrators. Each provider's programs are reviewed first by Local Area ETP Administrators to determine if the training supports high-demand occupations within their geographic area. State ETP Administrators then review the Local Admin's approval and determine whether the program should be included on the state's WIOA-approved list. To maintain WIOA eligibility, providers must regularly provide performance data for their programs. Typically this information is entered once or twice a year. Training programs are reviewed by Admins every 1 or 2 years, depending on your state's policy.

Registered Apprenticeship (RA) Sponsors can also create self-service accounts so that their apprenticeship programs display on the state-approved training list. The State ETP Admin must review the RA sponsor and program prior to allowing the information to show to the public.

The purpose of this guide is to assist self-service ProviderLink users. For information on WIOA ETP eligibility and the application process, contact your Local Area ETP Admin. For information on Registered Apprenticeship, contact the Local or State ETP Admin.

My Account

CREATE PROVIDER ACCOUNT

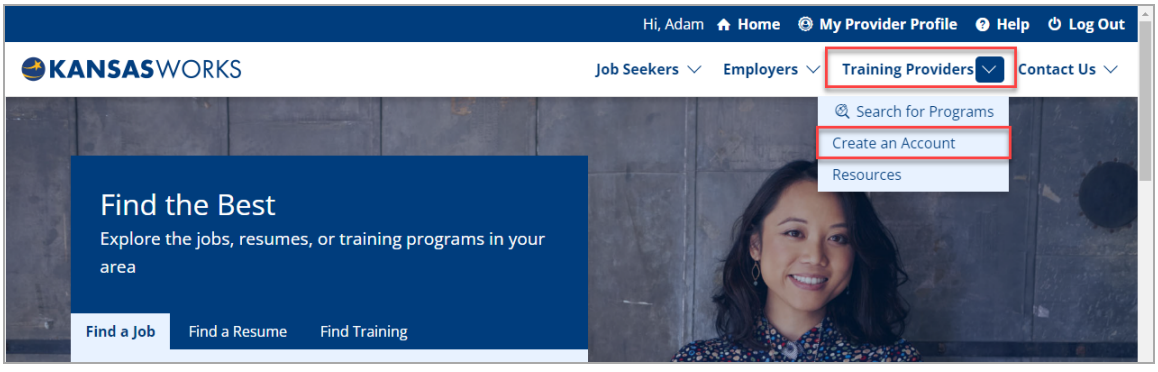
To create a new account, you must be associated with a training provider or registered apprenticeship sponsor. Thus, the path to creating an account is different for users who have an existing training provider record in ProviderLink, those who need to create a new training provider, and those who need to create registered apprenticeship sponsor accounts.

- Locate and have available the training institution's FEIN, basic identifying information, contact person and his/her basic identifying information, and details about at least one training program.

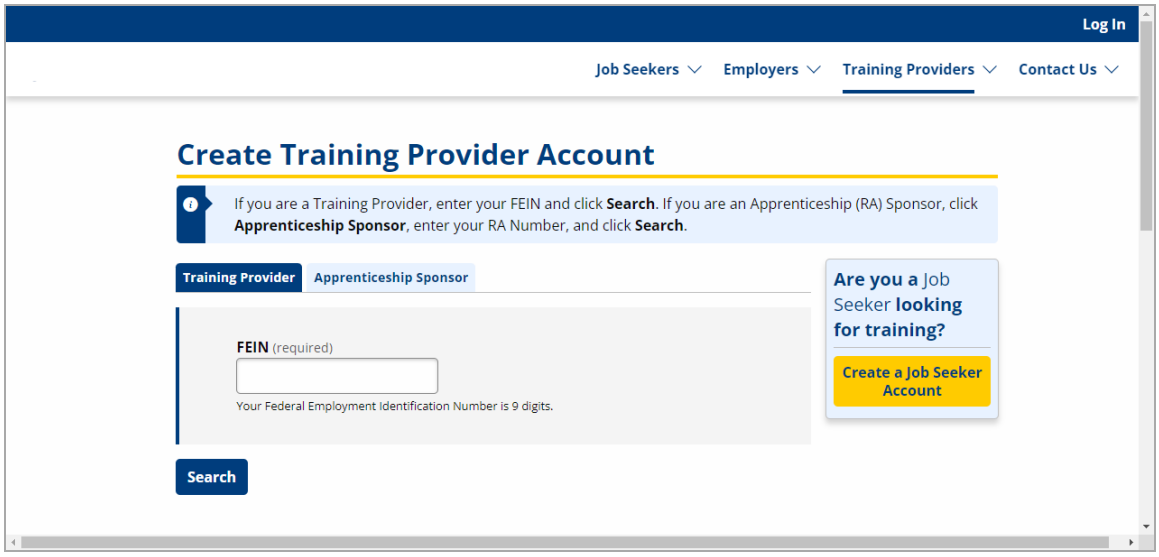
Create a New Account for an Existing Training Provider

Your user account must be associated with a training provider. If your training provider has a record in ProviderLink, and you would like to add or update information, follow these steps:

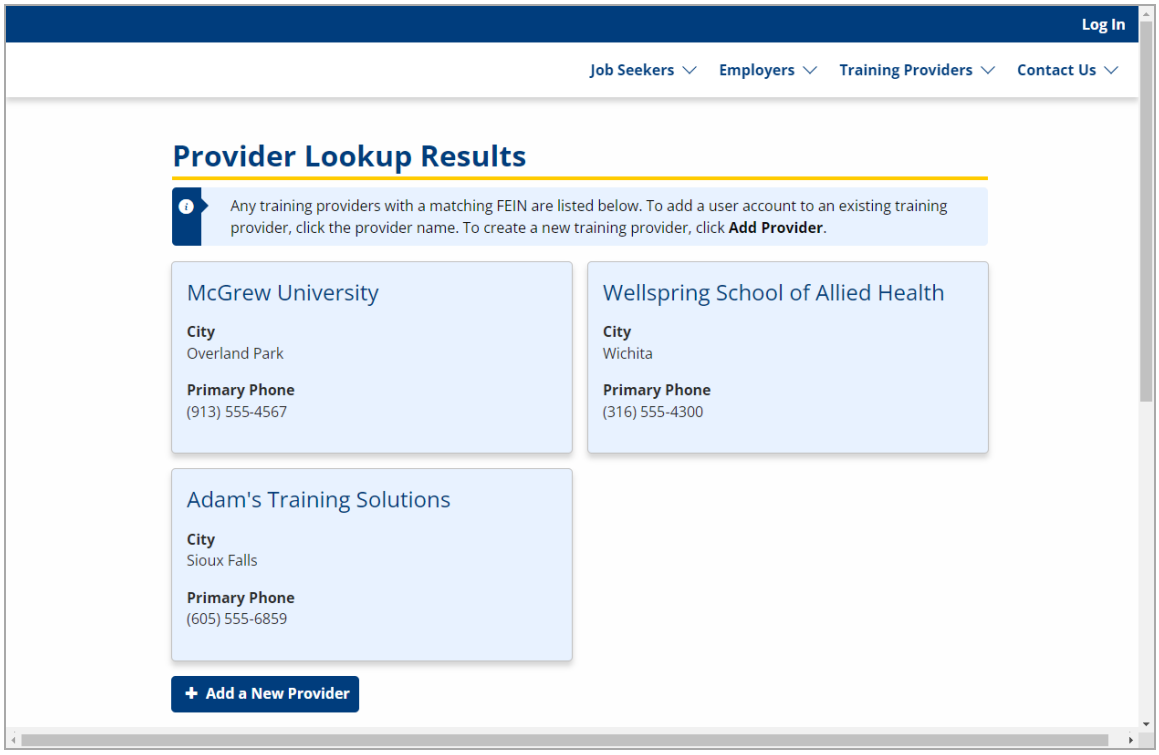
1. Locate and have available your training institution's Federal Employer Identification Number (FEIN).
2. Go to America's JobLink. At the top of the home page, click **Training Providers** > **Create an Account**. The Create Training Provider Account page displays.



3. Enter your FEIN and click **Search**.



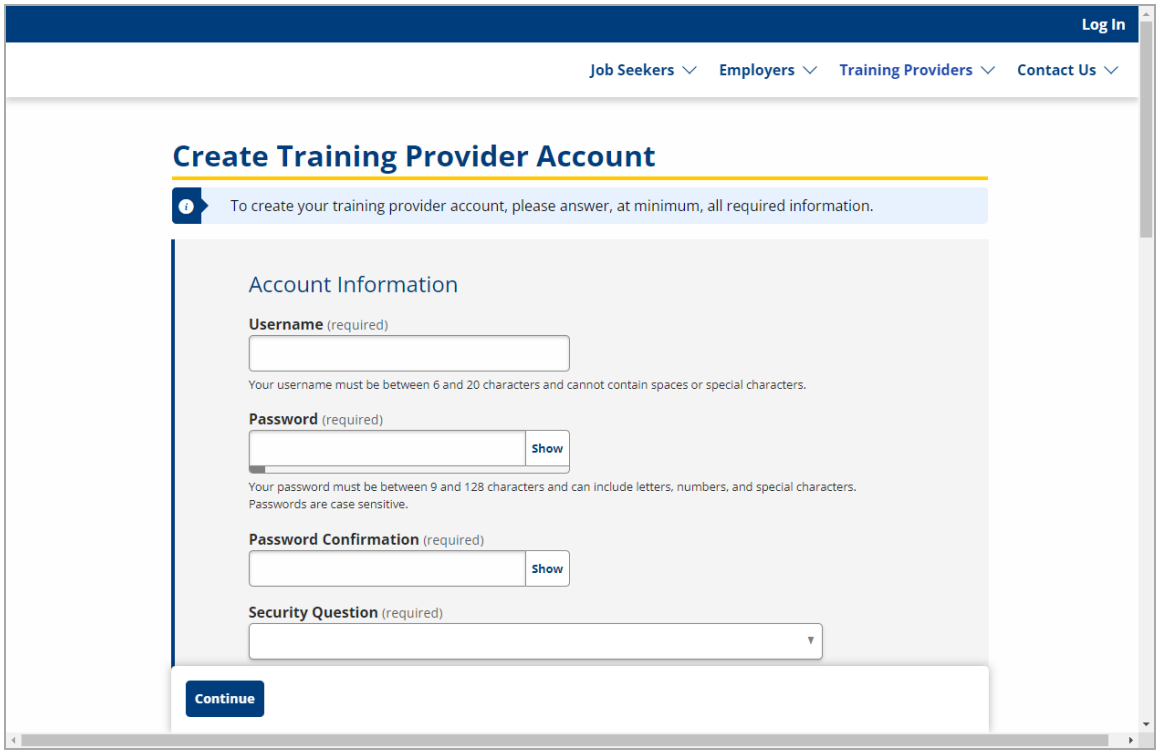
4. If the FEIN matches an existing training provider, a link will display beneath the FEIN search with the name, ID number, city, and phone number of the training provider.



5. Click the link of the correct training provider. The Eligible Training Provider Assurances page displays.
6. Review the information on the Eligible Training Provider- Assurances page. If the training institution assures compliance, select **Accept** to continue.

- If the training institution cannot assure compliance, click **Decline** to terminate the application process and return to the AJL Home page. Compliance is required.

7. Complete the Training Provider Registration page.



Training Provider Registration Fields and Descriptions

Training Provider Registration	
Field	**Description**
Username	(Text) Enter a username that is between 6 and 20 characters and does not contain spaces or special characters.

Password	(Text) Enter a password. • Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."
Password Confirmation	(Text) Re-enter the password.
Security Question	(Drop-down) Select a security question to which you will remember the answer.
Security Question Answer	(Text) Enter the answer to your security question.
First Name	(Text) Enter your first name.
Middle Initial	(Text) Enter your middle initial or name.
Last Name	(Text) Enter your last name.

Phone	(Digits) Enter your primary phone number, including extension if available.
Fax	(Digits) Enter your fax number.
Email	(Text) Enter your email address. • Providing an email address is required. If you provide an email address, you will receive an email with confirmation instructions. If you provide an email that has already been confirmed, you will receive a validation message: "This email address has already been confirmed. If you think you have an account with this email, go to **Forgot Username or Password**. Otherwise, provide a different email address. If you think this message is in error, contact <your state's help desk>."
Email Confirmation	(Text) Re-enter your email address.

8. Click **Continue**. A message will display: "For security reasons, your account must be approved before you are allowed to update provider information. This validation is usually accomplished within 24 hours; however, please wait for 72 hours before making inquiries. If you provided an e-mail address, you will receive an e-mail notification that your account has been approved."

    - After your account has been approved, you can log in using the username and password established when you created your account. You will have access to the provider and program information for the associated training provider.

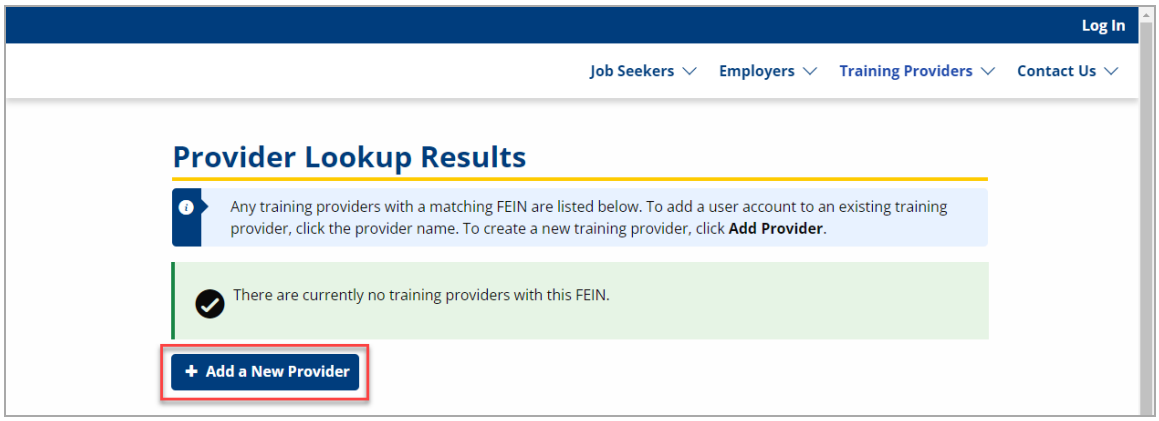
Create a New Account and New Program for a New Training Provider

If after searching for your training provider using the Provider Lookup described above, you find they do not have a record in ProviderLink, you will need to add the provider. The steps to create an account, add a new provider, and add a program are designed as one flow. After you create your account, ProviderLink will immediately prompt you to add your provider information. After you add the provider information, ProviderLink will then prompt you to add a program.

- After adding a program, you can make no further changes or additions until your account is approved. The initial approval of your account is NOT approval for the WIOA ETP List; it is approval for access to the system. This validation is usually accomplished within 24 hours; however, please wait 72 hours before making inquiries. If you provide an e-mail address, you will receive an e-mail notification that your account has been approved. After your account is approved, you can add additional programs and make edits as needed.

Add New Account

1. When no FEIN match is found, or if the correct training provider is not listed, click **+ Add a New Provider**.



2. Carefully review the information on the Eligible Training Provider - Assurances page. If the training institution assures compliance, select **Accept** to continue. The Create Training Provider Account page displays.

- If the training institution cannot assure compliance, click **Decline** to terminate the application process and return to the AJL Home page. Compliance is required.

3. Enter information for the training provider. Required fields are marked.

Training Provider Registration Fields and Descriptions

Training Provider Registration	
Field	**Description**
Username	(Text) Enter a username that is between 6 and 20 characters and does not contain spaces or special characters.
Password	(Text) Enter a password. • Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."
Confirm Password	(Text) Re-enter the password.
Security Question	(Drop-down) Select a security question to which you will remember the answer.

Security Question Answer	(Text) Enter the answer to your security question.
User Information	
First Name	(Text) Enter your first name.
Middle Initial	(Text) Enter your middle initial.
Last Name	(Text) Enter your last name.
Phone	(Digits) Enter your primary phone number, including extension if available. Check the box below this field to opt-in to text messages.
Fax	(Digits) Enter your fax number.

Email Address	(Text) Enter your email address. • Providing an email address is required. If you provide an email address, you will receive an email with confirmation instructions. If you provide an email that has already been confirmed, you will receive a validation message: "This email address has already been confirmed. If you think you have an account with this email, go to **Forgot Username or Password**. Otherwise, provide a different email address. If you think this message is in error, contact <your state's help desk>."
Confirm Email Address	(Text) Re-enter your email address.

Provider Information

Provider Name	(Text) Enter the name of the training provider. • Although this is not desirable, an institution can (and often will) have more than one record in ProviderLink. For example, if the name is Hamilton Area Community College, one record may read Hamilton ACC, another may read HACC, and another Hamilton Area Community College. Take care to use the name consistently.
Description	(Text) Describe the training provider's business and provide any other relevant information. (500 characters max.)
Address	(Text) Enter the street address for the provider. • This address is used by the public to map the location and get directions. Avoid providing a P.O. box, because these cannot be mapped.
ZIP Code	(Digits) Enter the ZIP or postal code of the institution. The City and State are automatically populated once a suggested ZIP is selected or if you tab/click away from this field.
City	(Text) Enter the city where the institution is located.

State	(Drop-down) Select the state where the institution is located.
County	(Drop-down) Select the county where the institution is located.
Country	(Drop-down) If outside of the United States, select the country in which the training provider is located.
International Locality	(Text) If applicable, enter the international state, province, or county in which the training provider is located.
Phone	(Digits) Enter the telephone number for the training provider, including extension if available..
Fax	(Digits) Enter the fax number for the training provider.
Email Address	(Text) Enter an email address to which the public can address general information inquiries.
Website	(Text) Enter the URL for the training provider's website.
FEIN	(Display Only) The FEIN entered in Provider Lookup displays. The FEIN can only be edited by ProviderLink staff.

Training Institution Type	(Drop-down) Select an option to indicate the type of institution: • Higher Ed: Associate's Degree • Higher Ed: Baccalaureate or Higher • Higher Ed: Certificate of Completion • National Apprenticeship • Private Non-Profit • Private For Profit • Public • Other
Are reasonable accommodations available upon request for people with disabilities?	(Button) Select Yes or No.
Are you in any partnership with any business?	(Button) Select Yes or No. If you select Yes, a separate Business Partnership Description text box displays.
Business Partnership Description	(Text) Describe any business partnerships.
Do you provide access to training for individuals who are employed?	(Button) Select Yes or No.

Do you provide access to training for individuals with barriers to employment?	(Button) Select Yes or No.

Primary Contact Information

Name	(Text) Enter the full name of the contact person for the training provider.
Title	(Text) Enter the title of contact person for the training provider.
Address	(Text) Enter the full address of the contact person or select the **Use same address as above** check box.
County	(Drop-down) Select the training provider's county.
Country	(Drop-down) If the contact person is located in a country other than the United States, select that country.
International Locality	(Text) If applicable, enter the international state, province, or county in which the contact person is located.
Phone	(Digits) Enter the telephone number for the contact person.

Fax	(Digits) Enter the fax number for the contact person.
Email Address	(Text) Enter an email address for the contact person.

4. Click **Continue**.
5. Complete the **Supplementary Documents** section. Provide any supplementary documents (e.g., proof of accreditation, licensing, disability accommodations, etc.). The following file types are accepted: PDF, JPEG, PNG, or GIF. The files cannot be larger than 10 MB.
    a. Click **File** to select the document from your computer, and then click **Upload**.
    b. If no documents to upload at this time, click **Continue**.
6. Complete the **Credentials** section. Answer questions related to the type of training provider and credentials offered, and then click **Save** to continue.
7. Complete the **Debarment** section. Has your institution been debarred?
    - **Yes**. Enter the **Name of Debarment List** and **Date of Inclusion**, and then click **Add** for any additional debarment or **Save** to continue.
    - **No**, click **Save** to continue.
8. Complete the **Accreditation & Financial Aid** section, and then click **Save** to continue.

- The Provider Status is *Pending Approval* at this stage of the account creation process.

9. Complete the **Manage Programs** section. You may add *one* program when adding a new provider, and it is part of the user registration flow. Once the user account is approved, you can add additional programs. Program information that is required during account creation includes the following:
    - Program Information
    - Program Cost Items
    - Curriculum
    - Occupations
10. Click **Save**. The new provider record is complete. You are now ready to add performance. After your user account is approved, you can return to the programs page and add more programs. See **Add Provider Programs** for more information.

CREATE RA SPONSOR ACCOUNT

About Registered Apprenticeship Sponsors

Registered apprenticeship (RA) sponsors can join their state's Eligible Training Provider (ETP) list and remain on the list as long as their programs are registered with the USDOL. By creating an account in ProviderLink, an RA sponsor gains more marketing of their program to job seekers and may receive funds to support apprenticeship training. More information about becoming an RA sponsor is available from the **USDOL**.

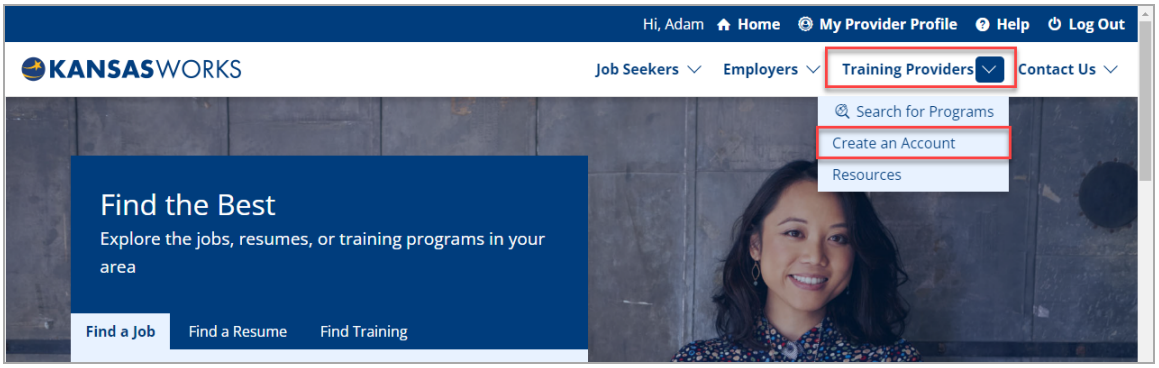
Once you have been registered and approved as an RA Sponsor by the USDOL, you can create a self-service account in ProviderLink. You have three options:

- **Create a new account.** Use this option if you want to be listed on your state's ETP list as an RA sponsor, you do not have an existing RA account, and you are not affiliated with an existing training provider.
- **Create an account that is associated with an existing training provider.** Use this option if you rely on a training provider to provide one or more programs to your apprentices.
- **Create an account that is associated with an existing RA sponsor.** Use this option if you need to assist in managing an existing RA sponsor account.

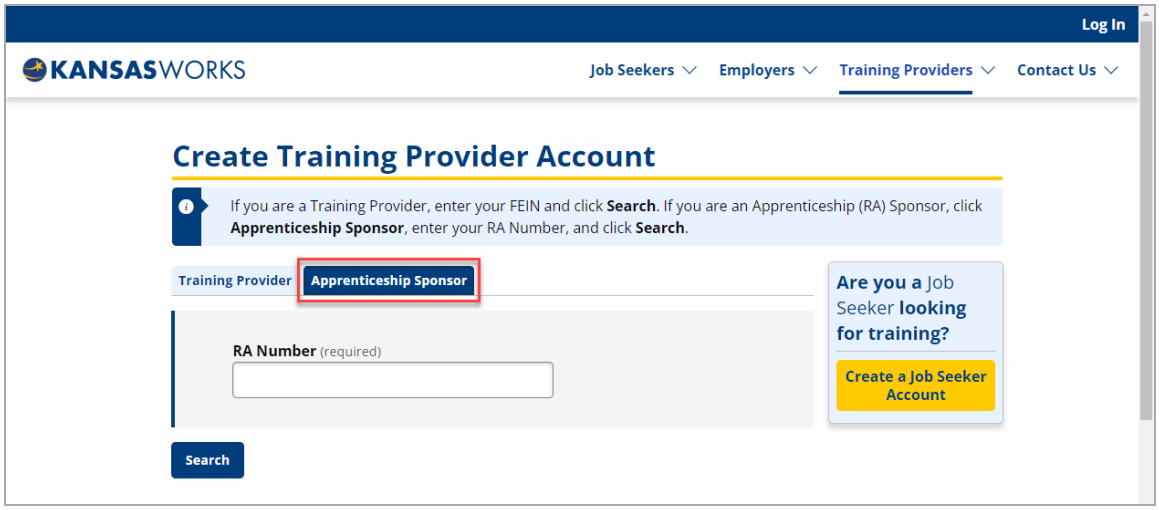
- Locate your RA Sponsor number and have it and your basic identifying information, contact person and their basic identifying information, and details about at least one training program available.

Add New RA Sponsor Account

1. Go to America's JobLink. At the top of the home page, click **Training Providers** > **Create an Account**. The Create Training Provider Account page displays.

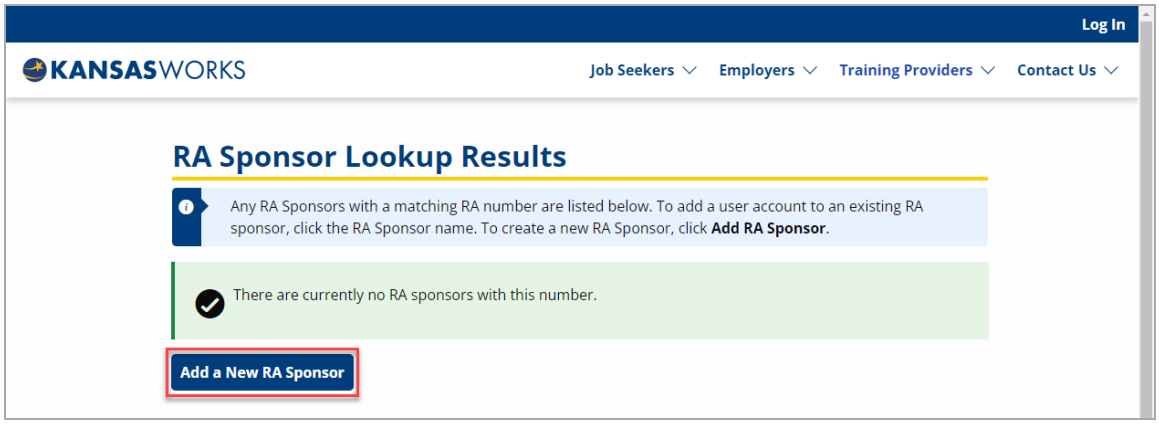


2. Click the **Apprenticeship Sponsor** tab.

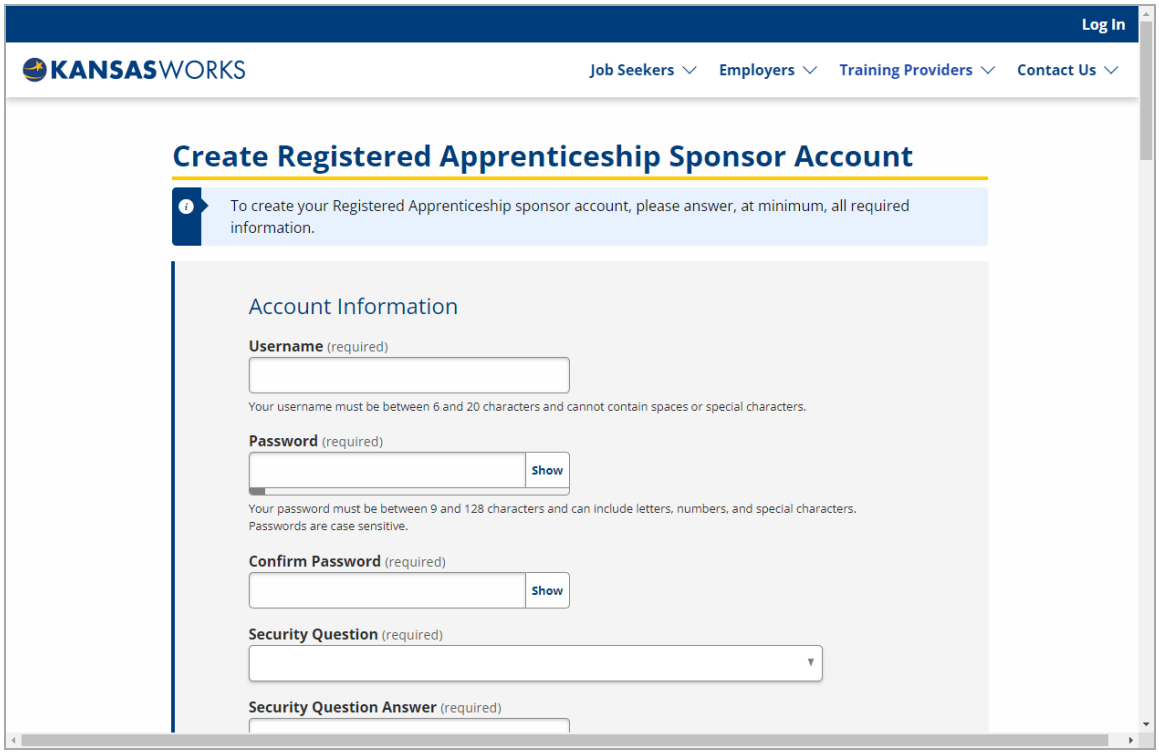


3. Enter your RA sponsor number, then click **Search**.

4. If no match is found, or if the correct sponsor is not listed, click **Add a New RA Sponsor**. The Registered Apprenticeship Sponsor Information page displays.



5. Complete the Registered Apprenticeship Sponsor Account page.



Registered Apprenticeship Sponsor Information fields and descriptions

Registered Apprenticeship Sponsor Information	
Field	**Description**
Username	(Text) Enter a username that is between 6 and 20 characters and does not contain spaces or special characters.
Confirm Username	(Text) Re-enter the username.

Password	(Text) Enter a password. • Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."
Confirm Password	(Text) Re-enter the password.
Security Question	(Drop-down) Select a security question to which you will remember the answer.
Security Answer	(Text) Enter the answer to your security question.
Profile Information	
First Name	(Text) Enter your first name.
Middle Initial	(Text) Enter your middle initial or name.
Last Name	(Text) Enter your last name.

Phone	(Digits) Enter your primary phone number, including extension if available.
Cell Phone	(Digits) Enter your cell phone number. • If your state has enabled text messaging, this number will be used to send you password reset notifications.
Fax	(Digits) Enter your fax number.
Email Address	(Text) Enter your email address. • Providing an email address is required. If you provide an email address, you will receive an email with confirmation instructions. If you provide an email that has already been confirmed, you will receive a validation message: "This email address has already been confirmed. If you think you have an account with this email, go to **Forgot Username or Password**. Otherwise, provide a different email address. If you think this message is in error, contact <your state's help desk>."
Confirm Email Address	(Text) Re-enter your email address.
RA Sponsor Information	

Provider Name	(Text) Enter the name of the apprenticeship sponsor.
RA Number	(Text) Prefilled with the number you entered in the RA Sponsor Search.
NAICS Code	(Text) Enter a keyword or 6-digit NAICS code for your industry.
Address	(Text) Enter the street address for the provider. • This address is used by the public to map the location and get directions. Avoid providing a P.O. box, because these cannot be mapped.
Address 2	(Text) Enter the apartment number, building number, or other supplemental address information for the provider.
ZIP Code	(Digits) Enter the ZIP or postal code of the institution. The City and State are automatically populated once a suggested ZIP is selected or if you tab/click away from this field.
City	(Text) Enter the city where the institution is located.
State	(Drop-down) Select the state where the institution is located.
County	(Drop-down) Select the training provider's county.
Primary Contact	

Name	(Text) Type the full name of the contact person for the RA sponsor.
Contact Title	(Text) Type the title of contact person for the training provider.
Phone	(Digits) Type the telephone number for the contact person.
Email Address	(Text) Type an email address for the contact person.
County	(Scrolling List) Select the county the training location is located in.

6. Click **Continue**. You must add one program in order for the RA Sponsor account to be approved.
7. Click **Add Program**. See **Add a New RA Program** to continue the process.

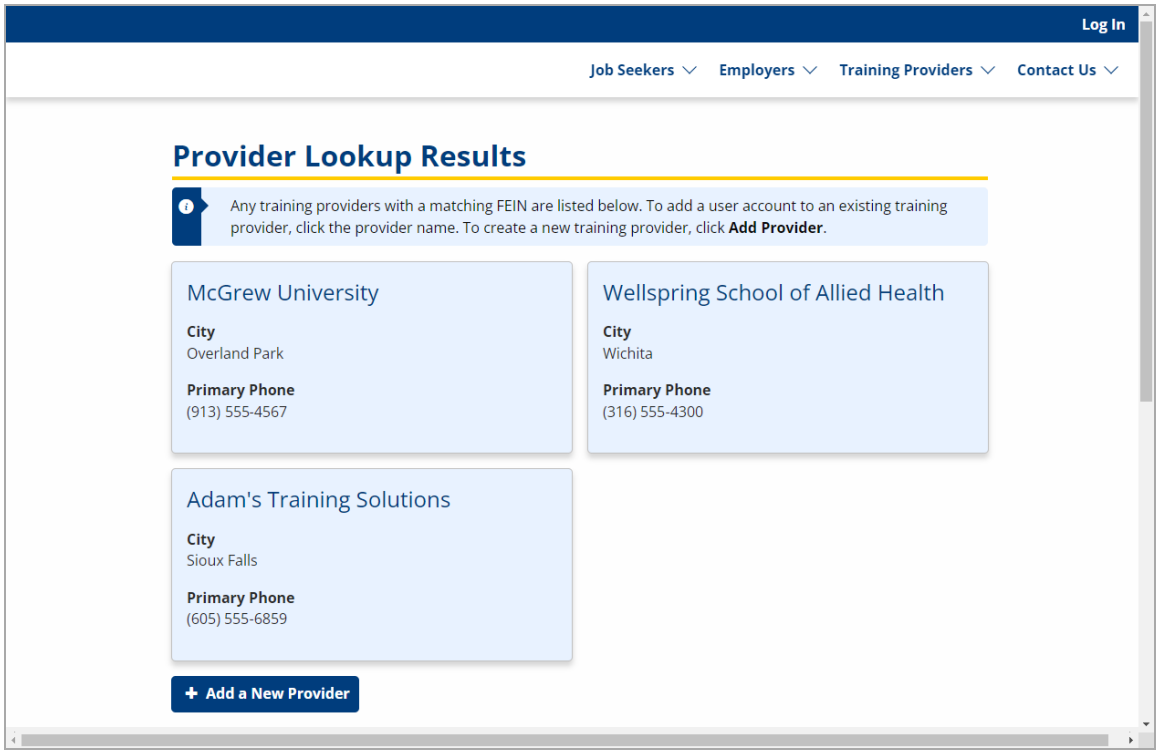
> • After your account has been approved, you can log in using the username and password established when you created your account. You will have access to your sponsor and program information.

Associate a New Account to an Existing Training Provider

If you would like to associate your RA Sponsor user account with a training provider, follow these steps:

1. Locate and have available the training institution's Federal Employer Identification Number (FEIN).
2. Go to America's JobLink. At the top of the home page, click **Training Providers**.
3. Enter the provider's FEIN number, and then click **Search**.

4. If the FEIN number matches an existing training provider, a link will display beneath the search with the name, ID number, city, and phone number of the training provider.



5. Click the link of the correct training provider. The Assurances page displays.
6. Click **Accept** to proceed.

7. Complete the Create Training Provider page.

Create Training Provider fields and descriptions

Create Training Provider Account	
Field	**Description**
Username	(Text) Enter a username that is between 6 and 20 characters and does not contain spaces or special characters.
Password	(Text) Enter a password. • Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."
Confirm Password	(Text) Re-enter the password.
Security Question	(Drop-down) Select a security question to which you will remember the answer.

Security Answer	(Text) Enter the answer to your security question.
User Information	
First Name	(Text) Enter your first name.
Middle Initial	(Text) Enter your middle initial or name.
Last Name	(Text) Enter your last name.
Phone	(Digits) Enter your primary phone number, including extension if available.
Cell Phone	(Digits) Enter your cell phone number. • If your state has enabled text messaging, this number will be used to send you password reset notifications.
Fax	(Digits) Enter your fax number.

Email Address	(Text) Enter your email address. • Providing an email address is required. If you provide an email address, you will receive an email with confirmation instructions. If you provide an email that has already been confirmed, you will receive a validation message: "This email address has already been confirmed. If you think you have an account with this email, go to **Forgot Username or Password**. Otherwise, provide a different email address. If you think this message is in error, contact <your state's help desk>."
Confirm Email Address	(Text) Re-enter your email address.

Provider Information

The existing provider account that this account will be linked to is listed.

8. Click **Continue**. A message will display: "For security reasons, your account must be approved before you are allowed to update provider information. This validation is usually accomplished within 24 hours; however, please wait for 72 hours before making inquiries. If you provided an e-mail address, you will receive an e-mail notification that your account has been approved."

   • After your account has been approved, you can log in using the username and password established when you created your account. You will have access to the provider and program information for the associated training provider.

Create a New Account and New Program for a New RA Sponsor

If after searching for your RA sponsor number using the Apprenticeship Lookup described above, you do not find a matching record in ProviderLink, you will need to add the sponsor. The steps to create an account, add a new sponsor, and add a program are designed as one flow.

- After adding a program, you can make no further changes or additions until your account is approved. This validation is usually accomplished within 24 hours; however, please wait 72 hours before making inquiries. If you provide an email address, you will receive an email notification that your account has been approved. After your account is approved, you can add additional programs and make edits as needed.

MANAGE PROVIDER ACCOUNT

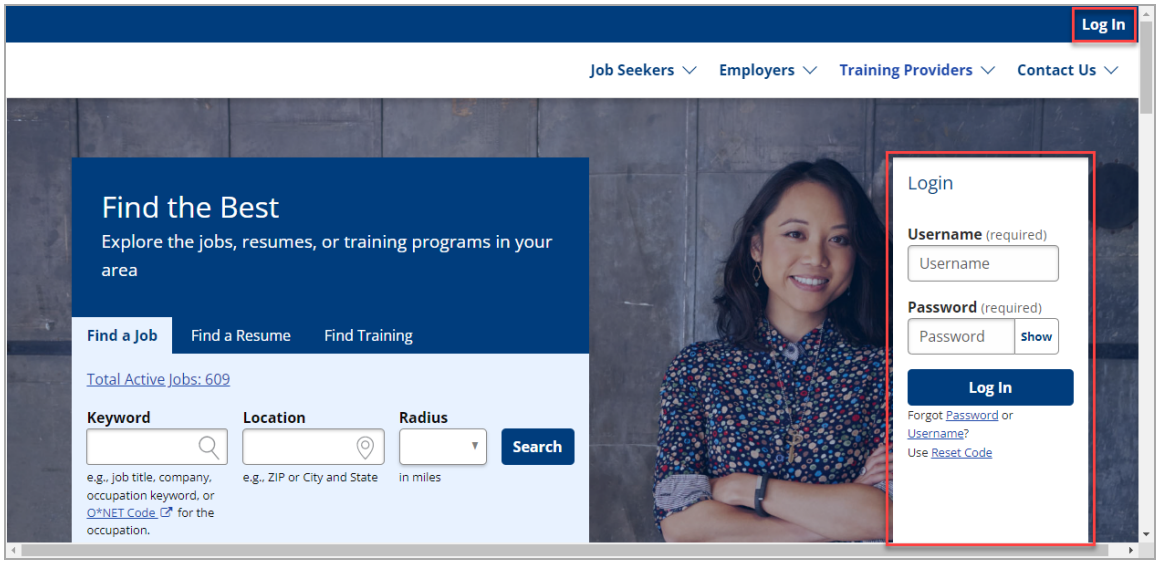
Navigation

ProviderLink uses a navigation menu and the Provider Menu home page for navigation and access to functions. The Provider Menu is in the desktop format: a page with links for each option, as follows:

1. **Provider Update:** Displays the first page of the provider record, editable. Use this menu option to update the provider information.
2. **Manage Programs:** Displays a list of programs with columns for Program Name, WIOA (Yes or No), and Date (Approval Date). Use this menu option to monitor eligibility expiration dates.
3. **Programs:** Displays a list programs with Edit and Delete links. Use this menu option to update program information, add new programs, or delete programs.
4. **My Account:** Displays the My Account page, editable. Use this menu option to keep your account information up to date.

Account Login

1. Navigate to your state's AJL website and locate the Login section. You may also click **Log In** at the top right of the AJL home page.



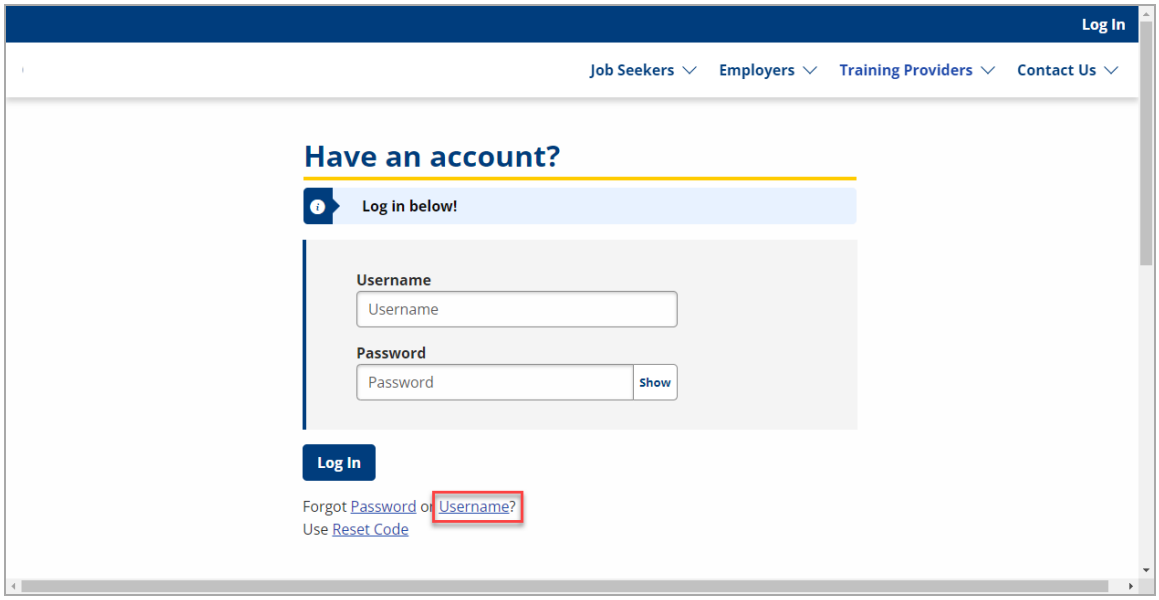
2. Type your username and password and click **Log In**.
    a. If you have not entered an email into your account or have not taken the opportunity to confirm your email address, an Email Confirmation page will display upon login. You have the option to enter your email address and to click **Submit** to confirm your email address. If you choose to verify your email address, you will receive an email message with a confirmation link that is active for 24 hours. Upon clicking the link, you will return to the AJL login. If the email address you have entered has already been confirmed, you will receive a validation message asking you to submit a different email address for confirmation. You may choose to continue to your account without entering another email address.

        - A confirmed email address ensures greater security for your account.

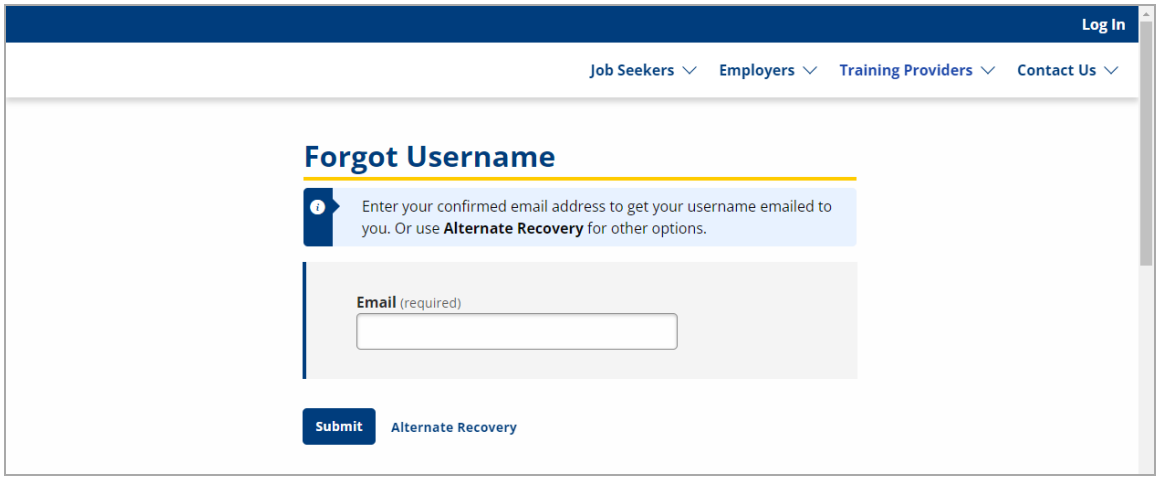
    b. If you repeatedly fail to log in successfully, you will be locked out of your account for a designated amount of time (varies by state).

Forgot Username

1. At the top right of the AJL home page, click Log In and then click the **Forgot Username** link.

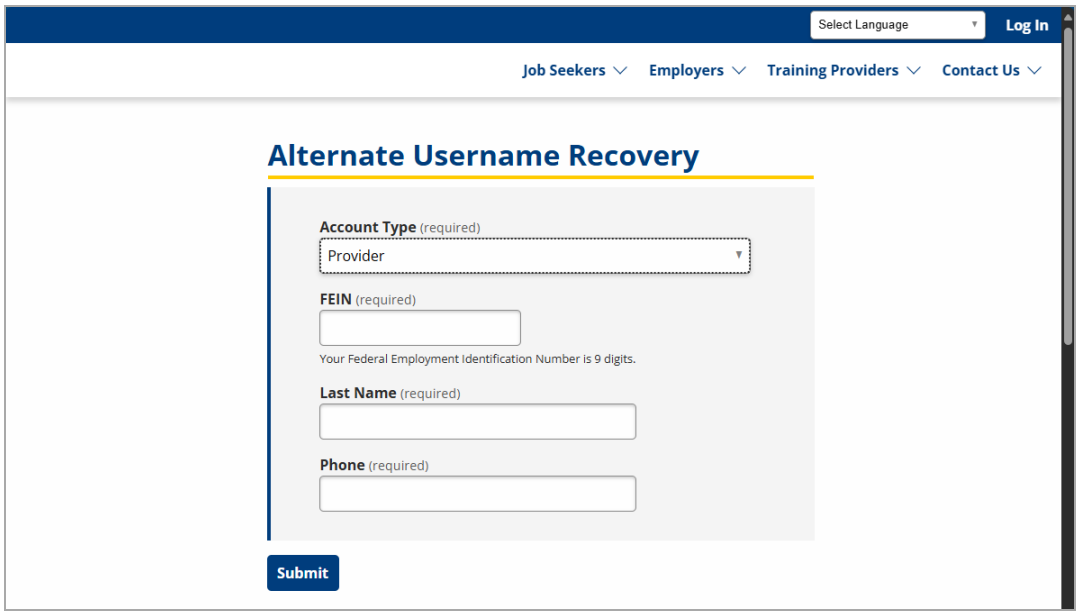


2. On the Forgot Username page, type your email address and click **Submit**.



   a. If you have not provided an email address or have not confirmed your email address, a validation message will display that reads: "JobLink cannot verify the email address. If you have not provided or confirmed your email address, please click Alternate Recovery."
   b. If you have a confirmed email, an email is automatically sent to you. The page refreshes to the AJL splash page and a notification reads: "An email has been sent to <email>." You will receive an email with your username.

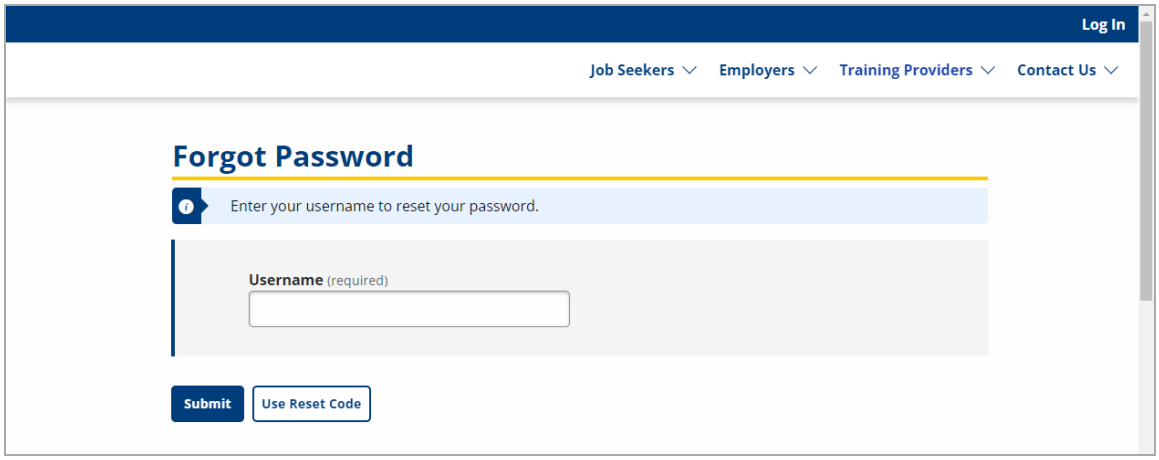
3. If you cannot retrieve your username via email, you can click the **Alternate Recovery** link. The Alternate Username Recovery page displays.
    a. Select "Provider" for account type and enter your FEIN, last name, and phone number.



    b. If you enter incorrect information, a confirmation message displays: "JobLink cannot verify the information provided. Please contact your local American Job Center for assistance. If you cannot enter the correct information after several attempts, a validation message displays: "You have reached the maximum number of attempts to retrieve your username. Please contact your local American Job Center for assistance."
    c. If you provide the correct information, a notification will display your username.

Forgot Password

1. Click the **Forgot Password** link on the AJL splash page in the Log In/Register drop-down. The Forgot Password/Forgot Username page displays.



2. Type your username and click **Submit**.
3. Reset your password with one of the following four options (click to view drop-downs):

Email Confirmation

1. If you have a confirmed email, the Reset Password by Email page displays, with a masked email address.
2. To generate the password reset email, click **Submit**.
3. An email is sent to your confirmed email address. The page refreshes to the AJL splash page and a notification reads: "Email has been sent to <partially masked email>."
4. Open the email and click the **Reset Password** link. The Reset Password page displays.

- Password reset links and codes are only active for 24 hours.

5. Type and confirm your new password.

Text Message Notifications

To receive a text message password reset code, your state must have text messaging enabled, and you must have a number entered in the Cell Phone field of the Contact Information of your account.

1. If you do not have a confirmed email, or you click the **Try Another Way** link, you will see the Password Reset by Phone page.
2. Click **Submit** to receive the reset code by text message. The Reset Password by Code page displays, with a notification message that reads: "A text message with a reset code has been sent to <partially masked phone number>."
3. You will receive a reset code via text and can enter the reset code.
    a. If you navigate away from the Password Reset pages, you can return to the Forgot Password pages, type your username, and click the **Use reset code** link to directly enter your reset code.
4. After entering the reset code, the Reset Password page displays.

Security Questions

If you do not have a confirmed email and you cannot receive text message notifications, you can reset your password by answering the security question.

1. If you do not have a confirmed email or you click the **Try Another Way** link, the Password Reset by Security Question page displays.
2. If you correctly answer the security question, the Reset Password page displays.
    a. If you answer the security question incorrectly, a validation message reads: "Incorrect answer. Try again."
    b. If you answer the security question incorrectly five times, the page refreshes to the AJL splash page and a validation message reads: "<Environment> cannot verify the information provided. You reached the maximum number of security question attempts. Please contact your local American Job Center for assistance."

Password Reset Code

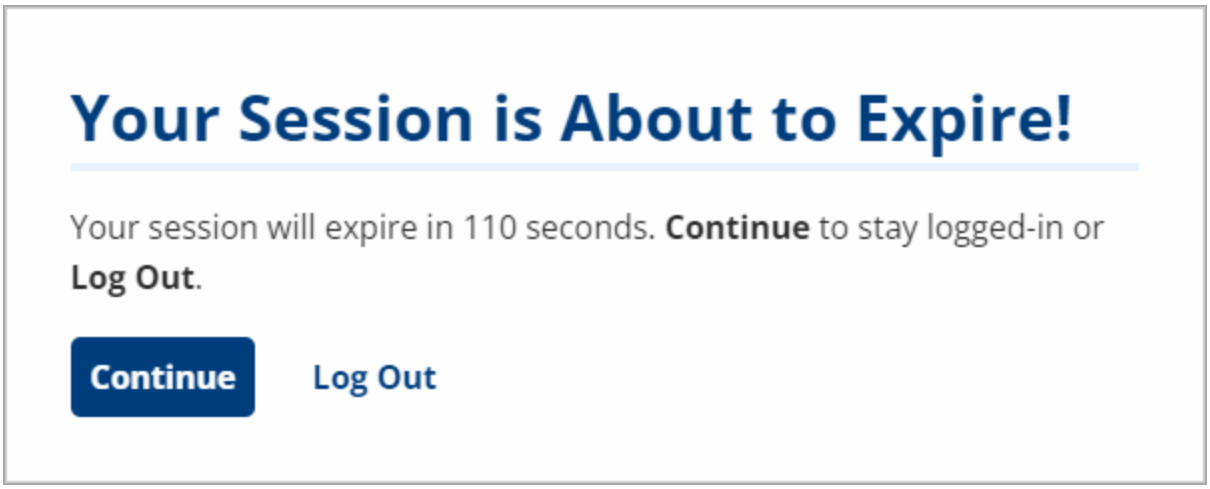
If you do not have a confirmed email address, cannot receive text message notifications, and do not know the answer to your security question, you can reset your password by requesting a password reset code from American Job Center staff.

1. If you cannot reset your password using previous methods, or if you continue to click **Try Another Way**, the Reset Password by Code page displays.
2. Contact AJC staff to request a password reset code.
    - If you navigate away from the Password Reset pages, you can return to the Forgot Password page, type your username, and click the **Use Reset Code** link to directly enter your reset code.
3. Enter the reset code that has been provided to you by AJC staff. The Reset Password page displays.

- Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."

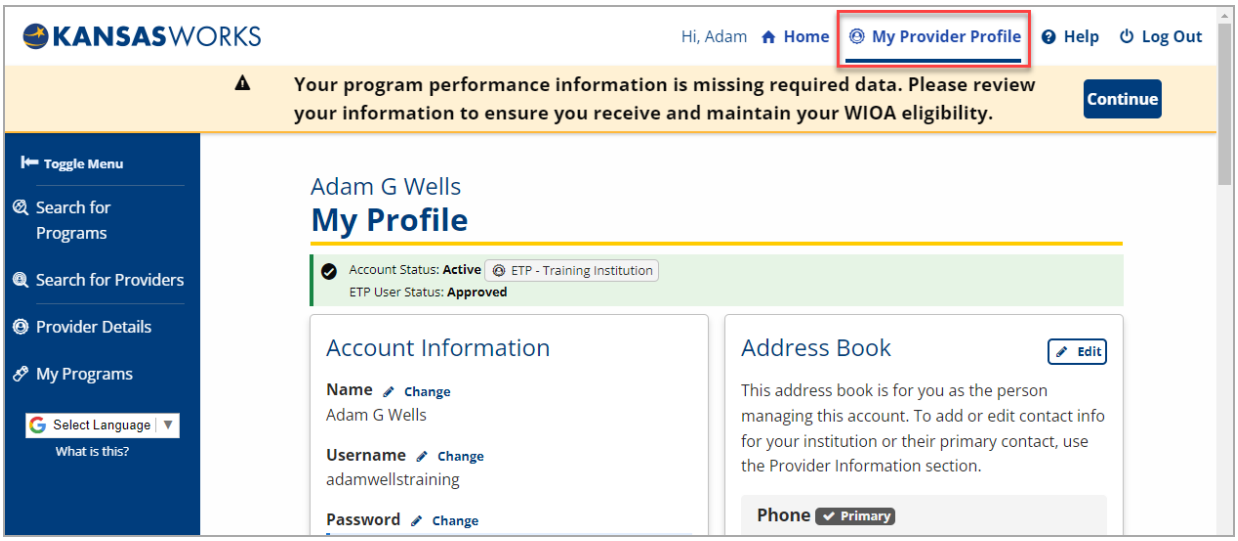
Session Timeout

After a period of inactivity in your account, a session timeout warning will display. You have the option to continue your session or to log out. If you do not make a selection within 60 seconds, you will be logged out.



My Profile

To manage your account information, including name, phone number, and email address, click **My Provider Profile** in the main toolbar.



Account Information

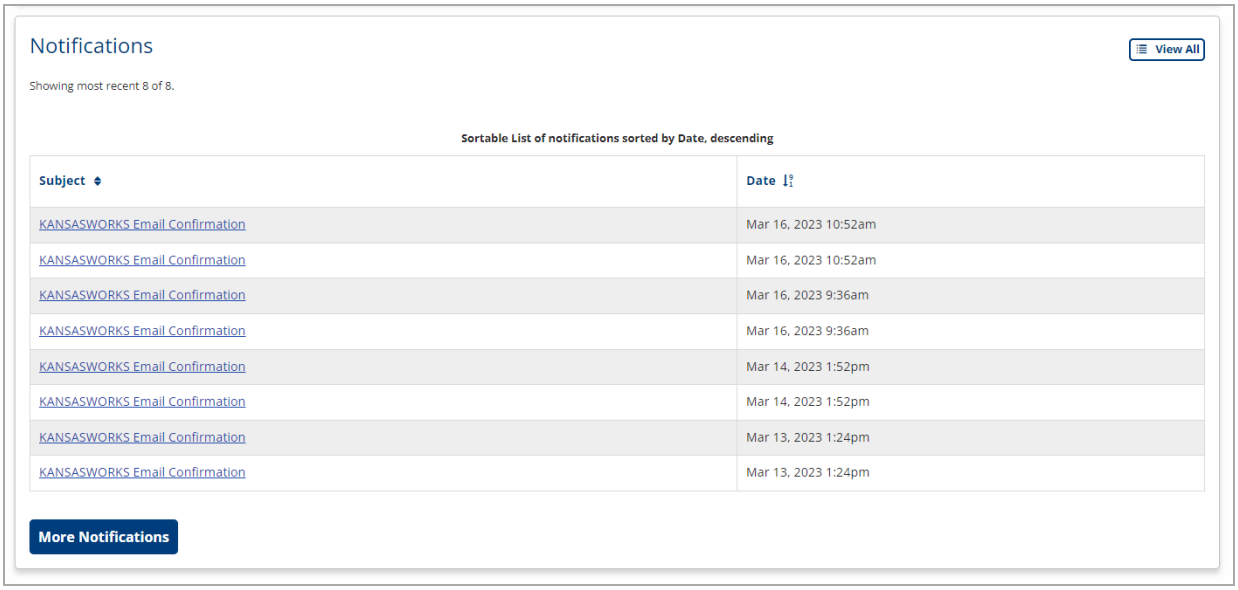
From the Account Information section, you can view or change your username, password, security question, or security question answer. Click the appropriate link to change the corresponding information. You will need to verify your current password to change any of this information.

Address Book

From the Address Book section, you can update the contact information you provided when you created your account, or you can provide additional information (such as an email address or cell phone number). Edit or provide the desired information by clicking the **Edit** link.

Notifications

To view a list of any notifications sent to you from AJL, scroll to the **Notifications** section. A list of notifications displays, with the date sent. Click on the title of a notification to view the content. To display all notifications, click **View All**.



MANAGE RA SPONSOR ACCOUNT

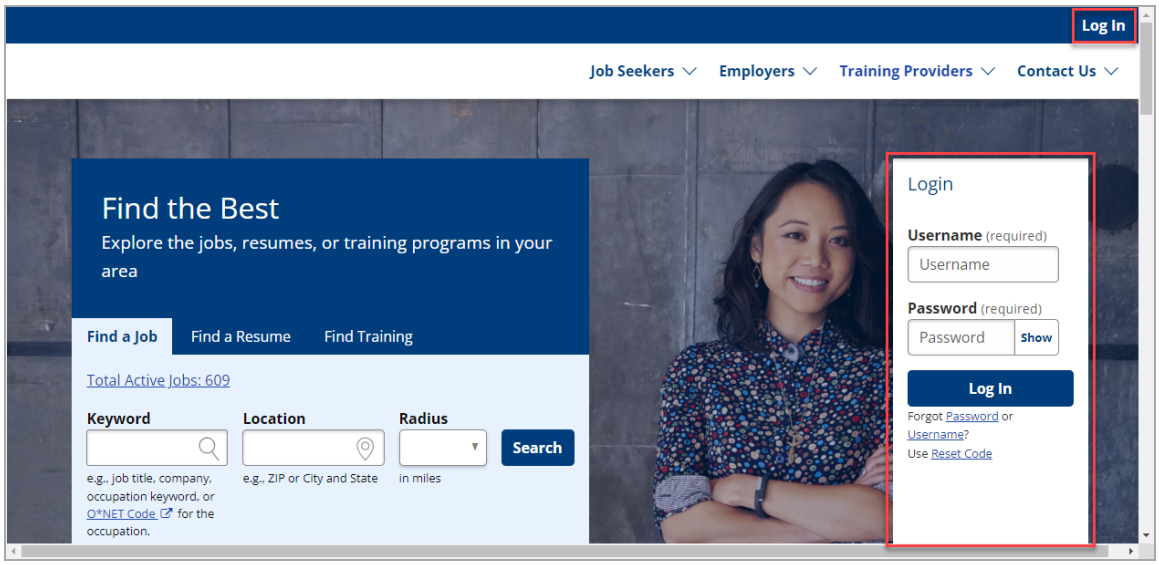
Navigation

ProviderLink uses a navigation menu and the ETP Apprenticeship Sponsor Menu home page for navigation and access to functions. The ETP Apprenticeship Sponsor Menu is in the desktop format: a page with links for each option, as follows:

1. **My Sponsor Profile:** Displays General Apprenticeship Sponsor Information. Use this menu option to keep your account and sponsor information up to date.
2. **My Sponsor Details / My Programs:** Displays a list programs with Edit and Delete links. Use this menu option to update program information, add new programs, or delete programs.

Account Login

1. Navigate to your state's AJL website and locate the Login section. You may also click **Log In** at the top right of the AJL home page.



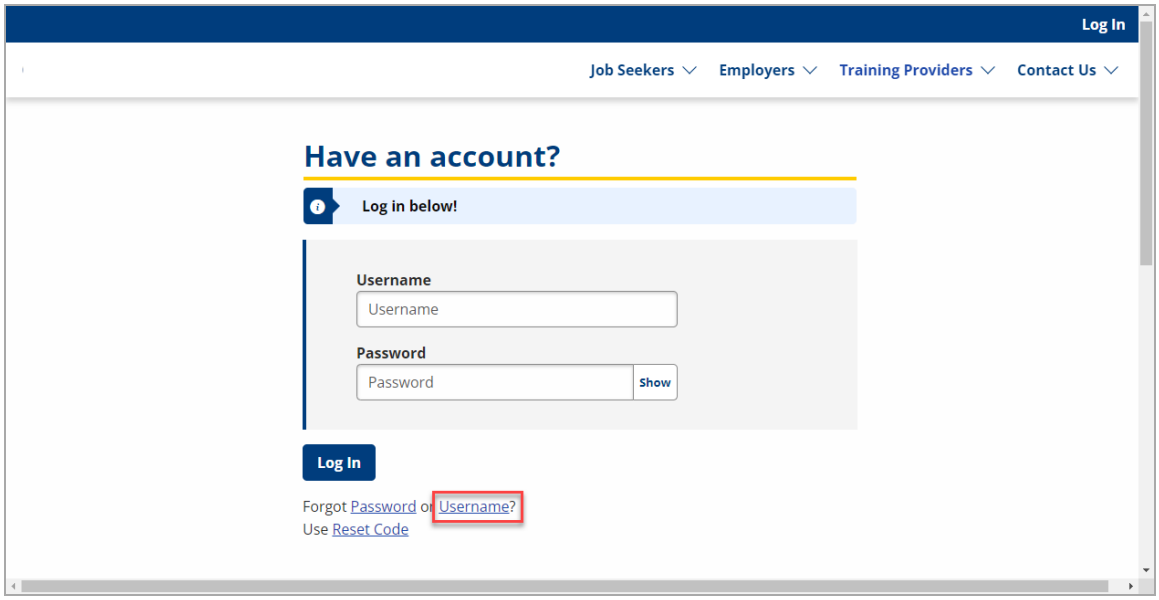
2. Type your username and password and click **Log In**.
    a. If you have not entered an email into your account or have not taken the opportunity to confirm your email address, an Email Confirmation page will display upon login. You have the option to enter your email address and to click **Submit** to confirm your email address. If you choose to verify your email address, you will receive an email message with a confirmation link that is active for 24 hours. Upon clicking the link, you will return to the AJL login. If the email address you have entered has already been confirmed, you will receive a validation message asking you to submit a different email address for confirmation. You may choose to continue to your account without entering another email address.

        - A confirmed email address ensures greater security for your account.

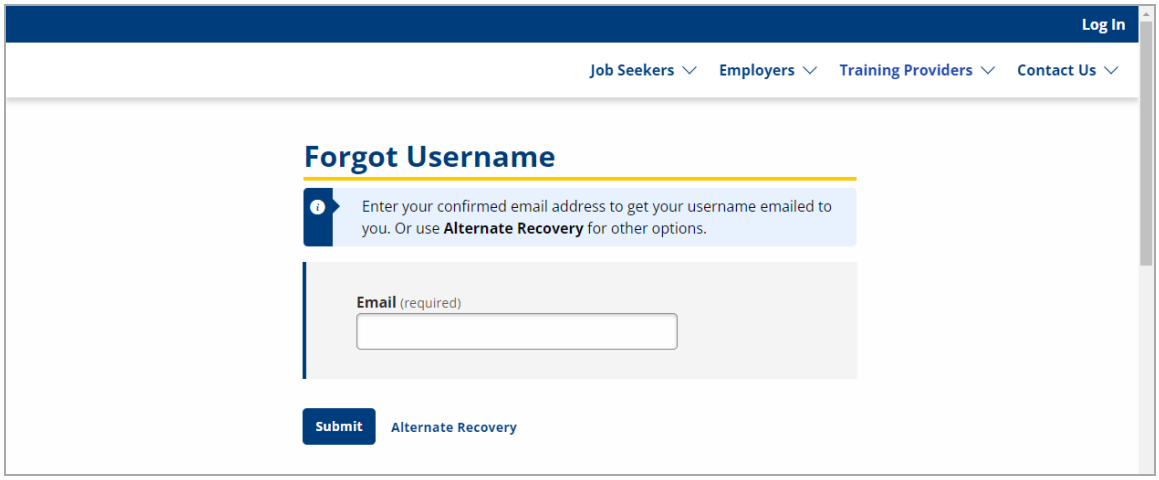
    b. If you repeatedly fail to log in successfully, you will be locked out of your account for a designated amount of time (varies by state).

Forgot Username

1. At the top right of the AJL home page, click Log In and then click the **Forgot Username** link.

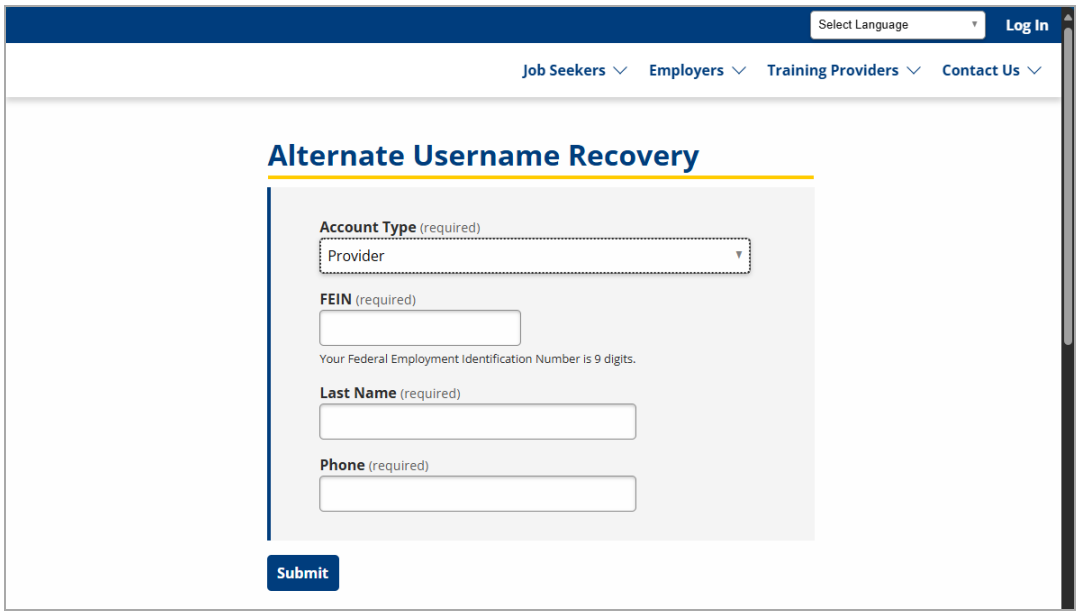


2. On the Forgot Username page, type your email address and click **Submit**.



   a. If you have not provided an email address or have not confirmed your email address, a validation message will display that reads: "JobLink cannot verify the email address. If you have not provided or confirmed your email address, please click Alternate Recovery."
   b. If you have a confirmed email, an email is automatically sent to you. The page refreshes to the AJL splash page and a notification reads: "An email has been sent to <email>." You will receive an email with your username.

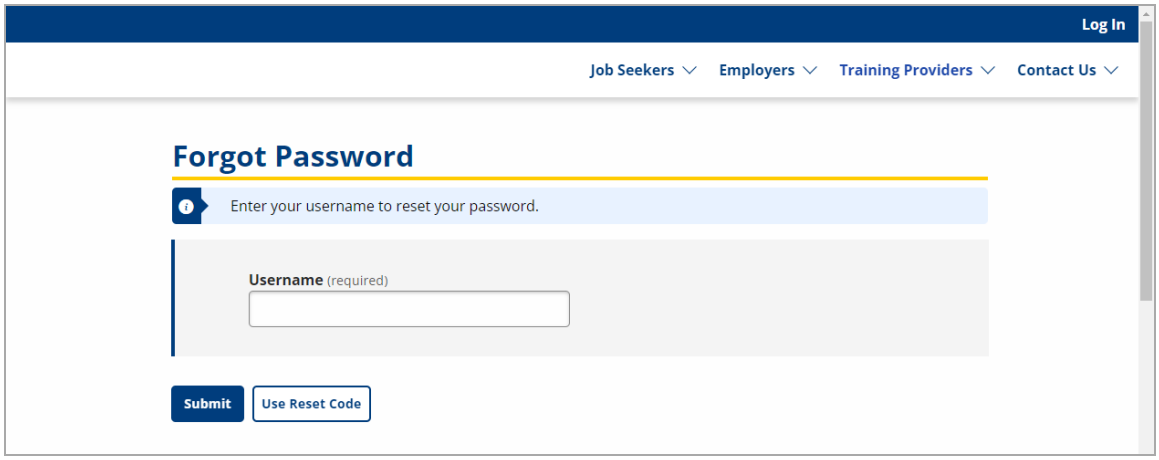
3. If you cannot retrieve your username via email, you can click the **Alternate Recovery** link. The Alternate Username Recovery page displays.
    a. Select "Provider" for account type and enter your associated provider's FEIN, your last name, and phone number.



    b. If you enter incorrect information, a confirmation message displays: "JobLink cannot verify the information provided. Please contact your local American Job Center for assistance. If you cannot enter the correct information after several attempts, a validation message displays: "You have reached the maximum number of attempts to retrieve your username. Please contact your local American Job Center for assistance."
    c. If you provide the correct information, a notification will display your username.

Forgot Password

1. Click the **Forgot Password** link on the AJL splash page in the Log In/Register drop-down. The Forgot Password/Forgot Username page displays.



2. Type your username and click **Submit**.
3. Reset your password with one of the following four options (click to view drop-downs):

Email Confirmation

1. If you have a confirmed email, the Reset Password by Email page displays, with a masked email address.
2. To generate the password reset email, click **Submit**.
3. An email is sent to your confirmed email address. The page refreshes to the AJL splash page and a notification reads: "Email has been sent to <partially masked email>."
4. Open the email and click the **Reset Password** link. The Reset Password page displays.

- Password reset links and codes are only active for 24 hours.

5. Type and confirm your new password.

Text Message Notifications

To receive a text message password reset code, your state must have text messaging enabled, and you must have a number entered in the Cell Phone field of the Contact Information of your account.

1. If you do not have a confirmed email, or you click the **Try Another Way** link, you will see the Password Reset by Phone page.
2. Click **Submit** to receive the reset code by text message. The Reset Password by Code page displays, with a notification message that reads: "A text message with a reset code has been sent to <partially masked phone number>."
3. You will receive a reset code via text and can enter the reset code.
    a. If you navigate away from the Password Reset pages, you can return to the Forgot Password pages, type your username, and click the **Use reset code** link to directly enter your reset code.
4. After entering the reset code, the Reset Password page displays.

Security Questions

If you do not have a confirmed email and you cannot receive text message notifications, you can reset your password by answering the security question.

1. If you do not have a confirmed email or you click the **Try Another Way** link, the Password Reset by Security Question page displays.
2. If you correctly answer the security question, the Reset Password page displays.
    a. If you answer the security question incorrectly, a validation message reads: "Incorrect answer. Try again."
    b. If you answer the security question incorrectly five times, the page refreshes to the AJL splash page and a validation message reads: "<Environment> cannot verify the information provided. You reached the maximum number of security question attempts. Please contact your local American Job Center for assistance."

Password Reset Code

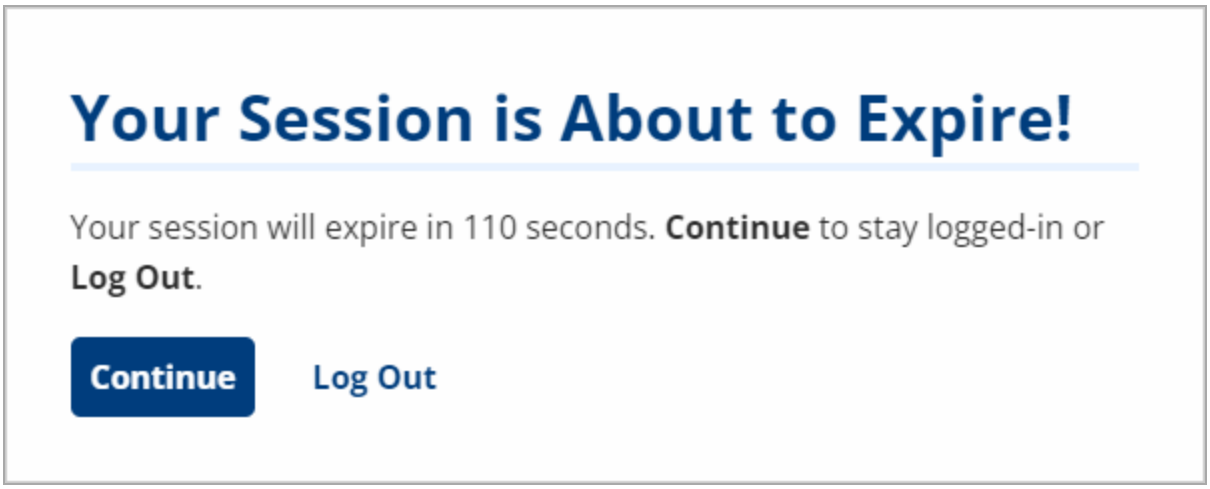
If you do not have a confirmed email address, cannot receive text message notifications, and do not know the answer to your security question, you can reset your password by requesting a password reset code from American Job Center staff.

1. If you cannot reset your password using previous methods, or if you continue to click **Try Another Way**, the Reset Password by Code page displays.
2. Contact AJC staff to request a password reset code.
    - If you navigate away from the Password Reset pages, you can return to the Forgot Password page, type your username, and click the **Use reset code** link to directly enter your reset code.
3. Enter the reset code that has been provided to you by AJC staff. The Reset Password page displays.

- Passwords must be between 8 and 20 characters and must pass a strength test. A password that contains dictionary words or patterns that are easy to identify is considered weak. “Dictionary” words include first names, surnames, proper nouns, years, etc. The use of characters to replace common letters, like “3” for “E” or “@” for “a”—is also often considered weak. An example of a weak password is "December_2017" while a much stronger password would be "Decembrr12" or "ItIs20Dec17."

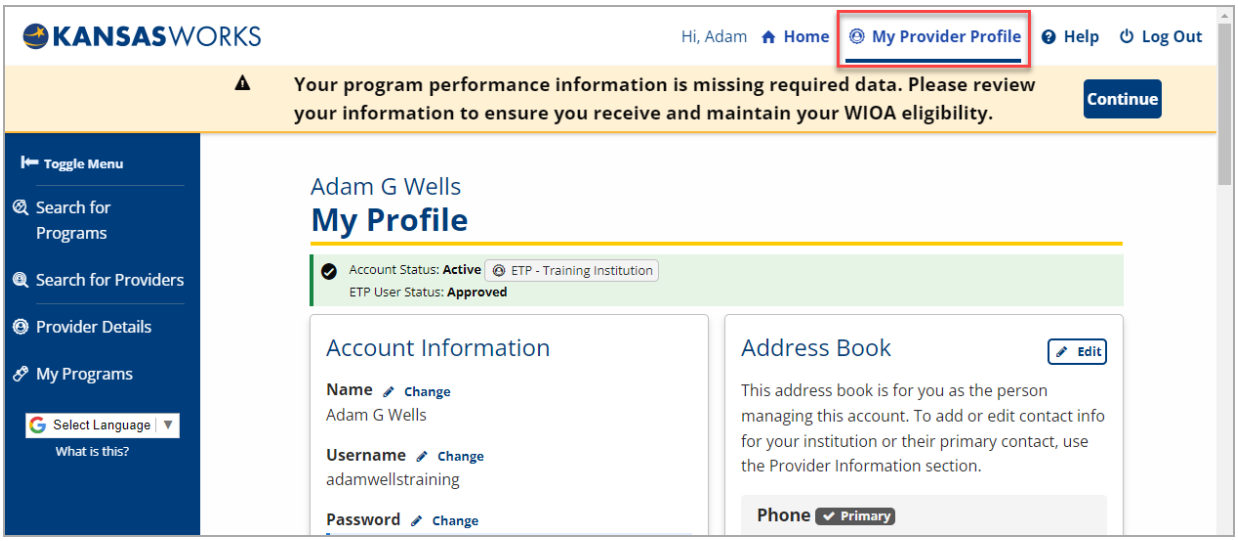
Session Timeout

After a period of inactivity in your account, a session timeout warning will display. You have the option to continue your session or to log out. If you do not make a selection within 60 seconds, you will be logged out.



My Profile

To manage your account information, including name, phone number, and email address, on the left-hand navigation menu, click **My Profile**.



Account Information

From the Account Information section, you can view or change your username, password, security question, or security question answer. Click the appropriate **Change** link to change the corresponding information. You will need to verify your current password to change any of this information.

Address Book

From the Address Book section, you can update the contact information you provided when you created your account, or you can provide additional information (such as an email address or cell phone number). Edit or provide the desired information by clicking the **Edit** link and click **Add** or **Save**.

Sponsor Information

From the Sponsor Information section, you can update the sponsor contact information provided when the account was created. Click **Edit** to open the Edit Apprenticeship Sponsor Details page, make your edits and then click **Save**.

Notifications

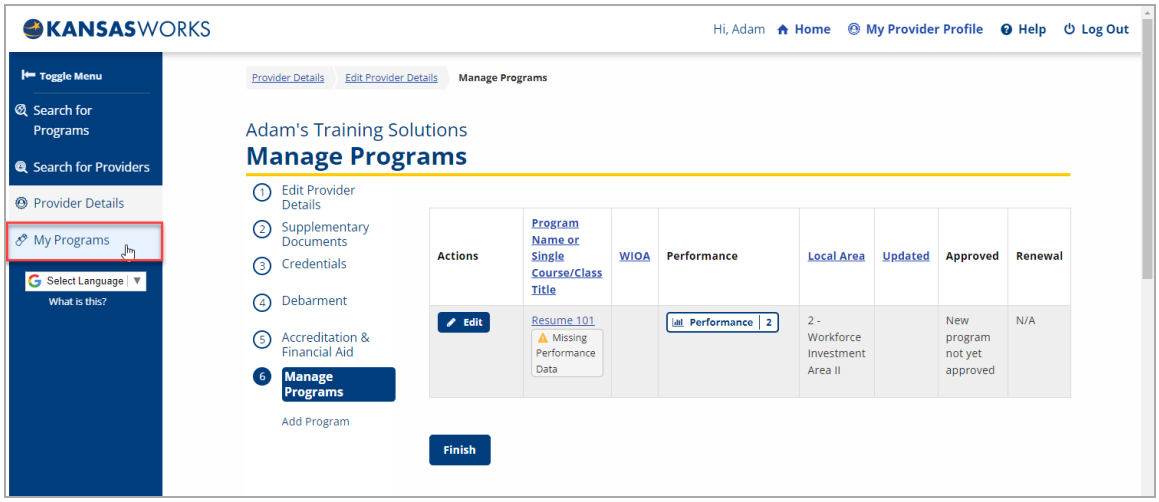
To view a list of any notifications sent to you from AJL, click **Notifications**. A list of notifications displays, with the date sent. Click on the title of a notification to view the content. To display all notifications, click **View All**.

My Programs

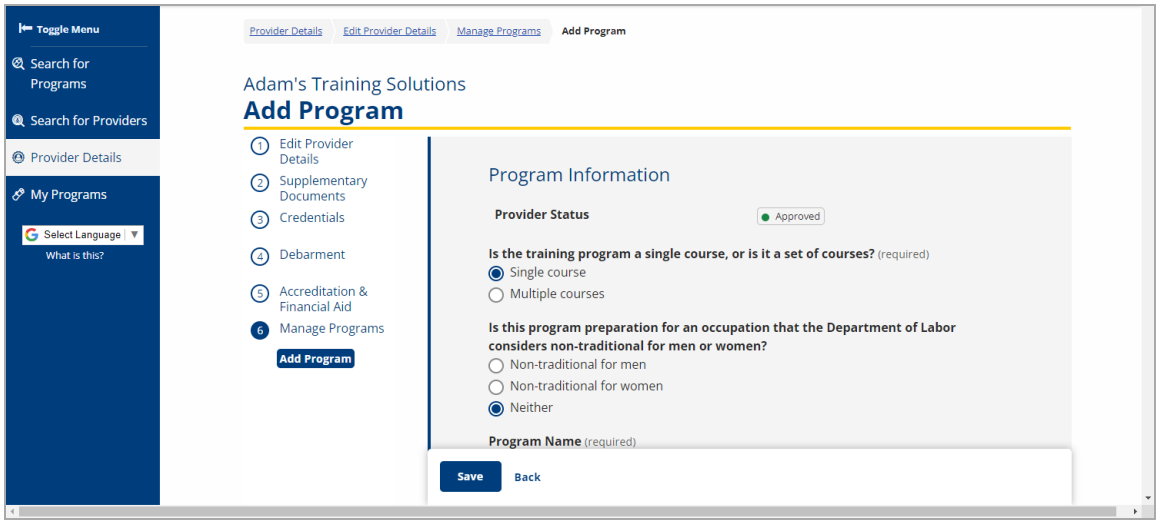
ADD A PROVIDER PROGRAM

You may add *one* program when you add a new provider, and it is part of the user registration flow. Once the user account is approved, you can add additional programs. To add additional programs:

1. On the left menu, click **My Programs**. The Manage Programs page displays.



2. Click **Add Program**. The Add Program page displays.



3. Complete the fields on the Add Program page (See table for fields and descriptions), then click **Save**. The program is added and the Provider Programs page displays. See **Add Program Performance** for more information on adding performance numbers to the completed program

Add Program fields and descriptions

Program Description	
Field	**Description**
Provider Status	(Display Only) Displays the status of the program.
Local Area	(Display Only) Displays after the page is saved. The Local Area number is generated from the ZIP code of the program.
Is the training program a single course, or is it a set of courses?	(Option buttons) Select the appropriate option: • Single course • Multiple courses
Is this program preparation for an occupation that the Department of Labor considers non-traditional for men or women?	(Option buttons) Select the appropriate option: • Non-traditional for men • Non-traditional for women • Neither
Last Updated	(Display Only) Displays date of last update to the program, not the status. The date of state administrator approval displays on the Provider Programs page. Displays after the page is saved.
Program Name	(Text) Enter the name of the program or course.

Program Synopsis	(Text) Enter a brief description of the program. (5,000 character max.)
Method of Delivery	(Option buttons) Select the appropriate option: • Online, e-learning, or distance learning • In Person • Hybrid or blended
Training Schedule	(Check boxes) Check all that apply: • Daytime Hours • Evening Hours • Weekends • Other
Curriculum Competency Based	(Text) If the curriculum is competency-based, describe the competencies.
Prerequisite	(Option buttons) Select the prerequisite for the training course.
How many credit hours are needed to complete this program of study?	(Text) Enter the number of credit or curriculum hours.
On average, how many hours per week would a student be involved in instructional activities (this includes lectures, labs, clinicals, or general training)?	(Text) Enter the number of hours for instructional activities.

Total Number of Training Weeks	(Text) Enter the number of weeks needed to complete the program / course.
Apprenticeship sponsors using this program	(List) Select the Registered Apprenticeship Sponsor using this program. (Select multiple entries from the list by holding down the Ctrl Key and clicking multiple selections.)
Training Location	(Text) Enter the street address of the training location.
ZIP	(Text) Enter the ZIP code where the training is located.
County	(Drop-down) Select the county where the training is located.
Website	(Text) Enter the website for this training program.

Program Length	(Option buttons) Select the applicable program length: • Quarter • Semester • Trimester • Other The program length indicates the type of periods for the training. For example, if the training is offered by the semester, but takes two semesters to complete, select Semester. The total length of the training is indicated by Total Credit/Curriculum Hours and/or Total Number of Training Weeks.
Type of Credential	(Check boxes) Select the resulting credential(s) achieved by completing the program: • Industry certification • Apprenticeship certification • Government license • Associate's degree • Bachelor's degree and above • IHE Certificate of Completion • Secondary school diploma • Employment • Measurable Skills Gain Leading to a Credential • Measurable Skills Gain Leading to Employment

Name of Credential	(Text) Enter the name of the credential received when the course is completed. This field is required if any of the following Type of Credentials is selected: Industry certification, Apprenticeship certification, Government license, Associate's degree, Bachelor's degree and above, IHE Certificate of Completion.
Type of Financial Aid Offered	(Text) Enter the type of financial aid for which this program is eligible.
Refund Policy	(Text) Enter a description of the provider's refund policy for this program.
Program Cost Items	
In-State/District Tuition	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If district, name the district.
Out-of-State/District Tuition	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If district, name the district.
Registration Fee	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If the fee is due for each semester and the program is more than one semester, describe.
Books (Estimated)	(Text) Enter the cost.(Text) Enter the cost.

[Description]	(Text) Enter a description of the cost. If the cost for books is for one semester, and the program is more than one semester, describe.
Supplies/Materials/Hand Tools (not included in tuition)	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. List the supplies, materials, and hand tools required and the student's estimated cost. If the cost is for one semester, and the program is more than one semester, describe. Include all costs: art supplies for art classes, fuel charges for truck driving, etc.
Testing/Exam Fees	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. Indicate when the testing fees are due: before or after the training, and to whom they are paid. For example, network administrator certification exams are administered by a third party and the student is required to pay the third party to take the exam.
Graduation Fees	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost, for example, a diploma fee.
Other Fees	(Text) Enter the cost.

[Description]	(Text) Enter a description of the cost. List and describe any other costs. If the cost for books is for one semester, and the program is more than one semester, describe.
In-State Total Cost	(Text) Displays the total in-state cost (In-State/District Tuition + Registration Fee + Books + Supplies/Materials/Hand Tools + Testing/Exam Fees + Graduation Fees + Other Fees).
Out-Of-State Total Cost	(Text) Displays the total out-of-state cost (Out-Of-State/District Tuition + Registration Fee + Books + Supplies/Materials/Hand Tools + Testing/Exam Fees + Graduation Fees + Other Fees).
Curriculum	
Has a Certified Curriculum	(Toggle) Select **Yes** or **No**. If the curriculum is certified by an accrediting entity or national standardization program, select Yes.
Authorizing Entity	(Text) Required if "Has a Certified Curriculum" is set to Yes. Enter the name and/or description of the entity.
Occupations	
Program Type	(Text) Click **CIP Lookup** to search for and select the Classification of Instructional Programs. The CIP should be provided by the training provider.

Occupation Title (O*NET Code)	(Text) Click **Search for O*NET Codes** to search for and select an occupation for which this program prepares the student.
Hourly Wage	(Text) Enter the hourly wage for an entry-level employee in this occupation.
Required Certification	(Text) Enter a description of any certifications required to enter employment in this occupation.
Add	(Button) Click **Add** to add an additional occupation.

Add Program Performance

If the program has already been administered, go to the Program Performance page and complete the Program Performance For All Students using raw numbers (See table for fields and descriptions). The WIOA Participant Performance section is (Display Only) and is completed by Local Area Staff.

- Any program that is covered by Higher Education Act (HEA) or is a registered apprenticeship program is not required to complete the Program Performance page for initial eligibility; however, it is encouraged. All programs must complete the Program Performance page to be considered for renewal (subsequent eligibility). If you do not wish to complete the Program Performance page at this time, click **Save** on the Program Description page.

1. After completing the Manage Programs section, click **Add Performance**. The Add Program Performance page displays.

- If you are no longer on the Program Description page, click **Programs** on the Provider Menu, then click **Edit** beside the program to which you are adding Program Performance information. The Program Description page displays. Follow the directions, beginning with Step 1.

2. Complete the fields on the Program Performance page. (See table for fields and descriptions).

Program Performance fields and descriptions

Program Performance	
Field	**Description**
Performance Type	(Option buttons) Select **Annual** or **Continued**.
Performance year	(Drop-down) If Annual is selected as the Performance Type, select the performance year. Options include the current program year and the previous four years.
Begin Date	(Text) Enter the program begin date in mm/dd/yyyy format or click the calendar icon and select the date.
End Date	(Text) Enter the program end date in mm/dd/yyyy format or click the calendar icon and select the date.
Number Served	(Text) Enter the number of students enrolled in the program during the reporting period.
Number Exited	(Text) Enter the number of students who left the program at the end of the course, but did not earn a credential.
Number Completed	(Text) Enter the number of students who completed the program.

Numerator Employed in 2nd Quarter After Exit	(Text) Enter the number of students who were employed in the 2nd quarter after leaving the program.
Denominator for Employed in 2nd Quarter After Exit	(Text) Enter the total number of all students who were in their 2nd quarter after exit during the reporting period.
Numerator Employed in 4th Quarter After Exit	(Text) Enter the number of students who were employed in the 4th quarter after leaving the program.
Denominator for Employed in 4th Quarter After Exit	(Text) Enter the total number of all students who were in their 4th quarter after exit during the reporting period.
Numerator Who Attained Credential	(Text) Enter the number of students who earned credentials upon completion of the program.
Denominator Who Attained Credential	(Text) Enter the total number of students who exited the program and obtained a credential associated with the program within one year after exiting.
Median Earnings in 2nd Quarter After Exit	(Text) Enter the median hourly wage students earned in the 2nd quarter after leaving the program.
Average Earnings in 2nd Quarter After Exit	(Text) Enter the average hourly wage students earned in the 2nd quarter after leaving the program.

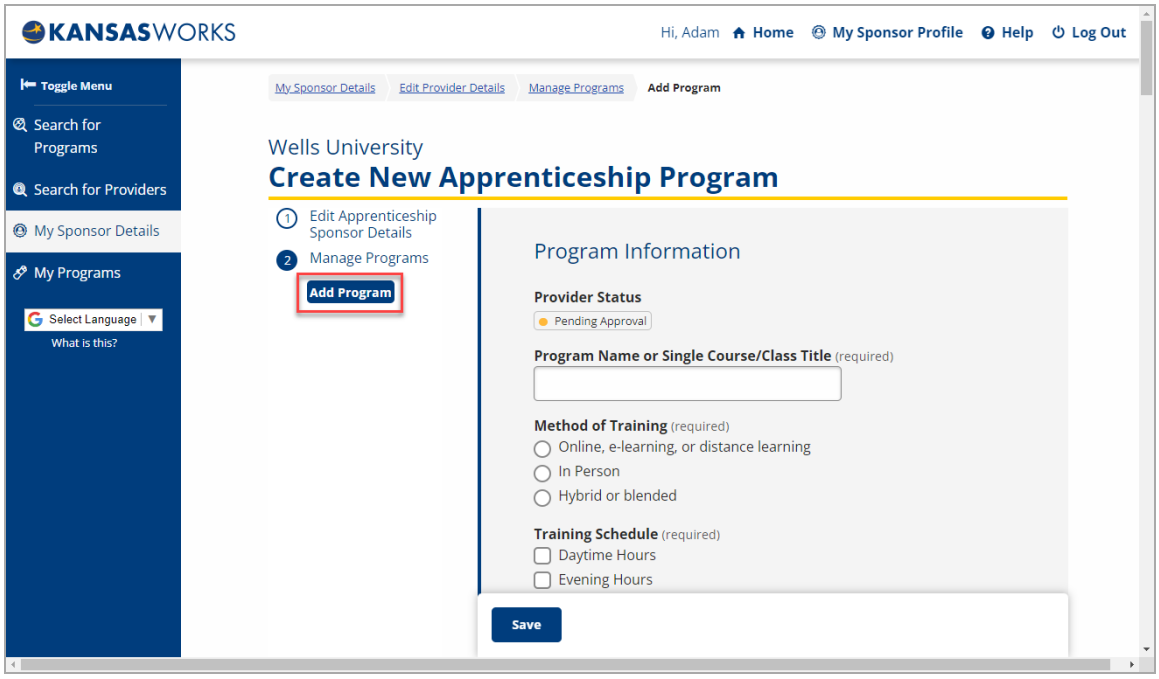
Average Earnings in 4th Quarter After Exit	(Text) Enter the average hourly wage students earned in the 4th quarter after leaving the program.

3. Click **Save**, and then click **Finish**. The training status is still *Pending Approval*.

ADD AN RA PROGRAM

You may add *one* program when you add a new sponsor, and it is part of the user registration flow. Once the user account is approved, you can add additional programs. To add additional programs:

1. Click **My Programs** in the left menu. The Manage Programs page displays.
2. Click **Add Program**. The Create New Apprenticeship Program form displays.



3. Complete the fields on the Create New Apprenticeship Program page (See table for fields and descriptions).

[RA Sponsor] Program Description fields and descriptions

Program Description	
Field	**Description**
Last Updated	(Display Only) Displays date of last update to the program (not the status). The date of state administrator approval displays on the Provider Programs page. Displays after the page is saved.
Local WIB	(Display Only) Displays after the page is saved. The Local WIB number is generated from the ZIP code of the program.
Program Approval Status	(Display Only) Displays the status of the program.
Program Name or Single Course/Class Title	(Text) Enter the name of the program or course.
Method of Training:	(Option buttons) Select one: • Online, e-learning, or distance learning • In Person • Hybrid or blended

Training Schedule	(Option buttons) Select the applicable option: • Daytime hours • Evening hours • Weekends • Other (enter the other training schedule description)
Date of Registration	(Text/Calendar) Select the date the apprenticeship program was approved by USDOL.
Registration Status	(Button) Select **Registered** or **Canceled**.
Number of Apprentices	(Digits) Type the number of apprentices currently in the program, if known.
Measure of Competency	(Buttons) Select the type of competency that will be used.

Who provides related technical instruction?	(Buttons) Select the type of provider who will be delivering the program. • Sponsor: If this option is selected, enter the **Training Location**, **ZIP**, and **County** of the training location (check **Use Sponsor Address** to automatically populate the Training Location and ZIP from the address on your RA Sponsor account). • Third-party training provider: If this option is selected, enter the **Name**, **Location description**, **ZIP**, and **County** of the third-party provider. If an additional third-party provider needs to be entered, click **Add Provider** and enter their information.

Program Cost Items	
In-State/District Tuition	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If district, name the district.
Out-of-State/District Tuition	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If district, name the district.

Registration Fee	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If the fee is due for each semester and the program is more than one semester, describe.
Books (Estimated)	(Text) Enter the cost.(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. If the cost for books is for one semester, and the program is more than one semester, describe.
Supplies/Materials/Hand Tools (Not Included in Tuition)	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. List the supplies, materials, and hand tools required and the student's estimated cost. If the cost is for one semester, and the program is more than one semester, describe. Include all costs: art supplies for art classes, fuel charges for truck driving, etc.
Testing/Exam Fees	(Text) Enter the cost.

[Description]	(Text) Enter a description of the cost. Indicate when the testing fees are due: before or after the training, and to whom they are paid. For example, network administrator certification exams are administered by a third party and the student is required to pay the third party to take the exam.
Graduation Fees	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost, for example, a diploma fee.
Other	(Text) Enter the cost.
[Description]	(Text) Enter a description of the cost. List and describe any other costs. If the cost for books is for one semester, and the program is more than one semester, describe.
Associated Organizations	
Sponsor Relationship	(Button) Select the type of sponsor relationship this will be, and then enter the additional information required.
Related Occupations	

Occupation Title (O*NET Code)	(Text) Click **Search for O*NET Codes** to look-up and select an occupation for which this program prepares the student.
RAPIDS Occupation	(Text) Enter the occupation name to select from the RAPIDS Occupation titles. Displays the RAPIDS Occupation title after it is selected.
Occupational Term Length	(Text) Enter the number of hours required for apprenticeship training in this occupation.
State Specific Occupational Title	(Text) Enter the occupational title that is specific to your state.
Add Occupation	(Button) Click this button to add an additional occupation.

4. Click **Save**.

MANAGE PROGRAMS

WIOA Status

The Manage Programs menu option provides functionality for you to manage the status of your programs for the WIOA Eligible Training Provider List. The Manage Programs page has three columns: Program Name, WIOA, and Updated (Date). The column headings are sortable and reverse-sortable by clicking the column heading. The arrow next to the column heading indicates how programs are sorted and the sort direction. To sort by another column, click the column heading.

1. An individual program's WIOA status is listed on the program's Program Description page. Click **My Programs** in the left menu. The Manage Programs page for that program displays. The approval status of the program is listed in the WIOA column.
    - If the program is listed as **Pending** in the WIOA column and there is not a date listed in the Updated column, the program is new and has not been reviewed for WIOA eligibility.
    - If the program is listed as **No** in the WIOA column and there is a date in the Updated column, the program has been Denied or Removed.
        - If the program has been Denied, the local and state ETP administrators determined that it did not meet the minimum eligibility requirements.
        - If the program has been Removed, the local and state ETP administrators removed the program from the ETP list because its eligibility expired.

            - The date in the Updated column is the date the status changed; it is the date the program was denied or removed by the local and state ETP administrators.

- If the program is listed as **Yes** in the WIOA column and there is a date in the Updated column, the program is approved. The date listed is the date the program was approved. Eligibility expires one year from the approval date.

2. Click **Yes**, **No**, or **Pending** to go to the editable Program Description page. The WIOA Approved status at the top of the page lists the specific approval status and this status is non-editable.

View/Edit Programs

1. To manage your program information, add a program, or delete a program, click **My Programs** on the left menu. The Provider Programs page displays. Each program displays with **Edit** links.
2. Click **Edit** to display the editable Program Description page. Edit the information as needed.
3. Click **Save**. The program is updated and the Provider Programs page displays.
    a. See **Add Program Performance** for more information on adding a program performance once the program has been administered.

- Programs can only be deleted by an administrator.