



TECHNICAL ASSISTANCE MEMO #31

DATE: DECEMBER 11, 2020 **REVISION DATE:** JANUARY 14, 2021
TO: WORKFORCE SYSTEM PARTNERS
FROM: AMY GIMLIN, WSW CHIEF OPERATING OFFICER
RE: LAUNCHPAD, DOCUSIGN, OR OTHER PLATFORM REQUESTS

Workforce Southwest Washington (WSW) currently administers *Launchpad* and *DocuSign* for the Southwest Washington Workforce Development Area. If more platforms are added, this same procedure will apply.

Access to Launchpad is limited to individuals whose currently assigned job duties justify a business need for access and those with access to Launchpad data must only share private and confidential information as specified in the [Launchpad user guidelines](#). For specific information on data privacy and security see [WSW Data Security Requirements Policy](#).

Access to DocuSign is limited to those with a business need to serve job seekers in a virtual environment while following compliance and confidentiality rules.

To streamline and remain in compliance, all requests for access or support will go through WSW's Quality Assurance Team. For general questions or inquiries please email QATeam@workforcesw.org.

The following common requests must be submitted, and the Quality Assurance team will respond within 5 business days with next steps.

- To request a new user be given access, [a request form](#) must be submitted.
- To request refresher training for a current user, [a training request form](#) must be submitted.
- To request specific data or report from Launchpad, [a data request form](#) must be submitted.
- To deactivate a user, [a deactivation request](#) must be submitted.

Starting January 2021, all partners must track training dates and attendance for all platforms for their users. This can be incorporated into an already existing tracking log for staff professional development or compliance trainings. This log will be monitored annually for compliance with required training.

For Launchpad specifically, 2021 quarterly user trainings (new or refresher) will occur during the following date and times. For 2022, trainings will convert to train the trainer. More information to come on the process.

2021 Dates and Times, agendas will be provided prior start of training (agenda will depend on staff signed up by using the above Training Request Form):

- January 20th at 2:30pm

- April 22nd at 1:30pm
- July 28th at 8:30am
- October 20th at 8:30am

DocuSign training is provided on a as needed basis. Complete the Training Request Form when training is needed.

Guidance will be adjusted as new platforms are added to the WSW Administration. For questions or comments email agimlin@workforcesw.org.