



TECHNICAL ASSISTANCE MEMO #31

DATE: DECEMBER 11, 2020 **REVISION DATE:** JULY 29, 2021
TO: WORKFORCE SYSTEM PARTNERS
FROM: TAMARA TOLES, DATA AND COMPLIANCE COORDINATOR,
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, or for specific needs such as a password reset, 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, user trainings will be available in a pre-recorded format beginning September 2021 as a train the trainer model. Open Business Hours to provide refresher training, technical assistance, will occur during the following during the following dates and times.

[Schedule of Open Business Hours](#)

Agendas will be provided prior start of training (agenda will depend on staff signed up by using the above Training Request Form):

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 ttoles@workforcesw.org.