



TECHNICAL ASSISTANCE MEMO #31

DATE: DECEMBER 11, 2020 **REVISION DATE:** 3/12/2024
TO: WORKFORCE SYSTEM PARTNERS
FROM: TAMARA TOLES, QUALITY AND COMPLIANCE MANAGER
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 are provided as a hands-on training model and will be scheduled on an "as needed" basis. The WSW Launchpad Trainer will be responsible for training all new and existing subcontractor staff. Within 5 days of receipt of the New User request form, a User Agreement will be sent to the new user to sign and return to WSW via DocuSign. Once the User Agreement is completed and documented, training will be scheduled, and the Launchpad login will be activated within 24 hours prior to the scheduled training.

DocuSign training is provided on an 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.