Massachusetts Workforce Training Fund

Technical Tips for Using the Online Application to the General Program

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How to Register to Submit an Online Application

To register your organization to submit an application to the Workforce Training Fund over the internet you will need your organization's DUA employer identification number, which is the number associated with Unemployment Insurance payments. It was previously known as the DET employer identification number. To register, follow the steps below.

1. Go to the Workforce Training Fund web site: http://www.mass.gov/wtf
2. Click on "General Program".
3. Click on "How to Apply".
4. Click on "Register with the Workforce Training Fund".
5. Click on the "**Sign-Up**" button under "First Time User ?", which is on the right hand side of the page.
6. Enter your "**DUA ID**" number in the data window at the bottom of the page and also in the "**Confirm DUA ID**" window.
7. Click on the "**Submit**" button to the right.
8. Register by filling out the form. All fields are mandatory.
9. Also select any services you would like to access online. Selecting more services during registration will keep you from having to request access to services later. At a minimum, you should check the Workforce Training Fund option.
10. You may click on the "**Print**" button at the bottom of the screen if you wish to save a copy of your registration.
11. Click on "**Submit**", which is also at the bottom of the screen.
12. Once the registration has been completed you may immediately start to use the online application and do not need to wait for a letter confirming the other features you may have elected. Other features you elected will not be immediately accessible.

How to Develop an Online Application

Logging In to the Online Application

To start an application or to gain access to your online application, log on to the web site using the Username and Password that you created during registration. Proceed as follows.

13. Go to the Workforce Training Fund web site: http://www.mass.gov/wtf
14. Click on "General Program".
15. Click on "How to Apply".
16. Click on "Register with the Workforce Training Fund".
17. Enter your **Username** and **Password** in the Login window, which is on the right side of the page. Then click on **GO**.

Starting a New Online Application

The online application process allows you to start a new application, save your work as you develop the application, check your application for completeness, review your application, and submit the application when you are finished. The system also allows you to cancel an application and to copy a previous application that you submitted.

1. To begin a new application, click on, "**Submit a General Program Training Grant Application Online**."
2. Under the heading, "**Start a new online application**", you will need to confirm that you have read the General Program guidelines before beginning your application. To do so, click on the check box or the text to its right.

   Then click on, "**General Program Training Grant Application**" to open a new application.
3. The top of the newly opened page will show your company's name in the "Application Name:" and it will show the number of the application you have started in the "Application ID:".

   The name and status of each section of your application is shown on the lower left side of the page. The name of each section is a hyperlink that will open that section. Click on a section name to open that section of the application. You may also navigate through the application by clicking on the section names in the title bar at the top of each page.

Opening an Existing Online Application

Once you have started an online application you may return to it later to continue your work. To open an existing application, complete the login procedure (outlined above) then click on, "Access your General Program Training Grant applications which have not yet been submitted." In actuality, you may click on any of the hyperlinks under the second paragraph heading. Each will bring you to the same web page and will provide you with the opportunity to reopen an existing application.

Attaching Documents

You may include up to 10 pages of attachments with your online application. Files to be attached must be in Word format or pdf format. To attach a file to your application, scroll to the bottom of the "Application Progress" page and click on "**Attach/Remove Documents**".

Follow steps 1 – 4 on the newly opened page to attach a file to your application or click on "**Return to Application Progress**".

<u>Financial documents</u> that are required with the application should be sent separately and <u>should not be attached</u> to the online application. However, you may attach the Certificate of Good Standing to the online application or send it with the financial documents.

Saving Your Work

The online application has a timer and will close the application after 30 minutes of inactivity without saving any changes since the last save. We recommend that you save your application frequently to avoid losing any work due to timeout or connectivity problems.

There are three options for saving your work at the bottom of each page, not including the “Application Progress” page. We recommend that you use the “**Save Partial Data**” option until you are ready to check a section for completeness.

Save Partial Data:

This option will save the current contents of the open section of the application and will return you to the “Application Progress” page.

Cancel:

This option will return you to the “Application Progress” page without saving any changes to the section since the last time the application was saved.

Check and Save:

This option will verify that all required data fields have been answered before saving the application and returning you to the “Application Progress” page. If you select this option and then decide to leave the application without answering all required questions, you may scroll to the bottom of the page and select the Save Partial Data or Cancel options.

Using a Backup File

You can use a separate file, such as a Word document, to compose your responses to detailed questions in the application and also provide a backup of these answers in case of a system timeout or malfunction. Besides providing a backup of detailed answers, another advantage of using a separate file is that it enables spell checking and provides a Thesaurus, which are not available with the online application.

Be aware, however, that the number of character spaces you may use to answer a question is limited in the online application. If you are using a Word document as a backup, you may use the “word count” function, which is available under the Tools menu, to determine the number of character spaces in your response.

1. Create a blank Word document, which will be your backup file, and have this file open as you work on the application.
2. Develop responses to the detailed questions of the application directly in the Word document. When you have finished an answer, copy the text in your Word document and paste it in the application at the correct location. To be certain that the text is actually pasted in the application you should position the cursor at the end of the answer and perform a minor editing function, such as adding a space to the text or pressing the Enter key. Save the application using Save Partial Data or Check and Save. Also save you Word document from time to time so tha toyu have a backup file if needed.

Answering Questions in the Application

You will notice that some of the questions in the application require a narrative response and that the number of characters available to answer these questions is limited. There is a counter at the bottom of each of these questions that indicates the number of characters, including spaces and punctuation marks that are available.

In some situations, the amount of character space may be insufficient to provide a detailed response and it may be appropriate to provide additional information in an attachment, such as a cover letter, course description, or detailed budget.

Specifying A Training Provider

An application to the General Program of the Workforce Training Fund may use a third-party training provider and/or one or more employees to deliver training to your workforce. All third-party training providers that will be involved with the delivery of the training program must be specified in the application and their costs must be identified in the project budget.

1. To specify a training provider, open the Proposal Summary section and scroll to the bottom of the page.

   Click on "**Search/Add a Provider**".

2. Type the name of the training provider you have selected in the window, "**Training Provider Company Name:**" then click on "**Search"**.

3. If the name of the training provider is not recognized, the message will indicate that, "**There was no match using the search criteria supplied**".

   To select this provider, click on the button at the bottom of the page next to the label, "**I am unable to find my provider; therefore I would like to add the following provider to my application:**", then click on "**Select Training Provider**" below and to the right.

4. The Proposal Summary section will reopen with the name of the training provider that you selected shown at the bottom of the page.

   Select one or more reasons under the title, "**How did you choose the provider for this course?"** and answer the question, "**Do you have an existing agreement with the provider?**".

   Repeat this process for each training provider you have selected.

Entering Budget Information

All budget information is entered through the "Training Details" section of the application. The "Project Budget" section of your application is a summary and it will fill in automatically.

The following suggestions will help you avoid errors with the budget details of your application.

1. Enter only whole numbers in the "Funds Requested :" box and in the "Matching Funds :" box. Do not enter dollar signs, commas or decimal points.
2. After you enter an amount in the "Funds Requested :" box or in the "Matching Funds :" do not press the Enter key. Instead, use the mouse pointer or tab key to save the entry or go to the next field.
3. If a particular budget item is not relevant, such as "Equipment" or "Other", leave it blank. Do not enter a hyphen or space in a box that you want to appear as blank. If you make an entry in a box that you want to be blank, simply select the contents of that box and press delete on your keyboard.
4. Each budget line item has two entries, one for "Funds Requested:" and one for "Matching Funds:". It is normal to enter only an amount for a matching expense or only an amount for a grant request in a particular row. As an example, the Salaries row usually has an amount

specified as a matching expense and no entry as a grant request. The opposite is true for training provider expenses.

5. You must select a training provider before you can enter a budget amount for the training provider.

Getting Help with Problems

If you have a problem with the online application you may contact the Workforce Training Fund Info Line for assistance at 1-800-252-1591.

Common problems that can occur are listed below.

Cannot log on.

If you have registered to use the online application but are unable to log on, the issue may be the security setting of the internet browser on the computer you are using. If the security setting is set too high, you will experience the same symptoms as using an incorrect ID or password. Reduce the security setting to medium and try the log in again. If the problem persists, you may be using an incorrect ID or password and you can select the “Forgot Your Password” hypertext on the Log In page.

Cannot save budget entries.

Enter only numbers as amounts in the detailed budget. Do not enter dollar signs, commas, or decimal points. If the problem persists, there may be a system problem and you should contact the help line.

Lose training provider when entering budget amounts.

If you majke an entry in "Funds Requested :" or in "Matching Funds :" and then press the enter key the information in the Training Provider row will be deleted from your screen. If this happens simply click on Cancel at the bottom of the page and enter the information again without using the enter key.