

WORKFORCE ONE

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About Workforce One

Launched originally in 2004 and again in 2014 with an overhauled system for many of the programs, Workforce One (WF1) is a web-based client management application used by 2,000 state, city, county, and non-profit employees to track employment and training services to more than 100,000 customers across Minnesota's counties and One Stop network. WF1 was created through a partnership of two Minnesota state agencies – the Department of Human Services (DHS) and the Department of Employment and Economic Development (DEED). The following programs track their customers in WF1:

Adult (State Grants and WIA)	Migrant and Seasonal Farmworker
Dislocated Worker Program (WIA, State, and NEG)	Senior Services
Displaced Homemaker	State Services for the Blind
Diversions Work Program	Supplemental Nutrition Assistance Program
Minnesota FastTRAC Adult Career Pathways	Trade Adjustment Assistance
Heading Home	Veterans Program
Independent Living	Vocational Rehabilitation Services
Local Programs	Youth Programs (MN, WIA, and ARRA)
Minnesota Family Investment Program	

About This Document

Independent Living, Senior Services, State Services for Blind, and Vocational Rehabilitation Services programs are currently undergoing their rewrite of WF1. The information below pertains to the all the other programs listed. New Independent Living, Senior Services, State Services for Blind, and Vocational Rehabilitation Services users should continue to use the access forms found on the WF1 page on DEED's website (www.mn.gov/deed/wf1) until the launch of the rewrite for those programs.

Getting Access to the WF1 Rewrite

If your job requires you to enter case management information into WF1 or to review the information entered by others, you need to obtain access by filling out the WF1 Access Form. Please use the information in the section that applies to you below.

New Users (Go to page six if you are an existing user)

If you are a new WF1 user, go to www.mnworkforceone.com and click on the Forms link at the bottom of the login page.



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System Alerts

Releases 5.1 and 5.1.1 are now live in Workforce One. We emailed the release notes to users and them on the top menu and WF1 News.

If you are a Vocational Rehabilitation Services or State Services for the Blind user, please go to [http://www.mn.gov/deed/wf1](#) to access legacy WF1.

If you work for DHS or WDD programs and are therefore a rewrite user, you were emailed your username. You need to log in to legacy on August 29, 2014. **If you do not know your password, click on [Forgot Username/Password in your secret question to reset your password](#).** You do not need to call the Helpdesk or submit a service desk ticket for a password.

WF1 5.1 Sprint 4 Review Meeting – On November 25th, the WF1 team presented a review of the 5.1 Sprint 4 to the WebEx recording from the meeting, visit: <https://mndeed.webex.com/mndeed/lr.php?RCID=05afcb37f1>. You will need to install the WebEx Recording Player in order to view and listen to the recordings.

Confidentiality Agreement

This application is only for specifically authorized use by employment and training program providers and program administrators. Users are required to agree to safeguard the information contained within it. The use of the information in this system is subject to review, monitoring, and reporting without notice or permission. Unauthorized access or use may be subject to prosecution.

Compatibility Statement

Workforce One (WF1) functions optimally with a screen resolution of at least 1024 x 768 using the most recent or the version prior to that. Workforce One may function with other browsers, reports will not generate results with Chrome or Safari.

Workforce One Forms

Click the following link to access forms related to Workforce One: [Forms](#)



On the Forms page, click the Access Form link.



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Forms

Form Name	Form Description
Access Form 	Submit this form to request access, or refine existing access in Workforce One.
Service Desk Ticket	Submit this form to report a bug or request a data fix in Workforce One.
School Addition Request	Submit this form to request that a new school be added to the Workforce One system.
DEED Service Desk & Security Admin (SA) Responsibilities	This document provides an overview of the security administrator role in Workforce One.
Agency and Agency Location Addition	Submit this form to request a new agency or agency location in Workforce One.
Change Request Form (Instructions)	Submit this form to request a new feature, or a change to an existing feature in Workforce One.

©2015 MN DEED For login issues, call 651-355-0500. For all other WF1 issues, submit a service desk ticket: <https://apps.deed.state.mn.us/survey/ticket.shtml>

Most future users will need to indicate that they manage or monitor cases. The security administrator option listed second is only for users who will be working with other user accounts in WF1. This option does not provide a higher level of access to change customer data.

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Security Access Form

***I am requesting new (or revised) access to:**

- Manage or monitor cases (most common) 
- Manage user accounts (security administrator)

***Access Group**

- I know the access group that I want to request.
- I want help determining which access group to request.

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If you know what access group you need to perform your job duties, you can indicate that by selecting the first option under that question. To determine the appropriate access group, you could talk with your supervisor or other existing WF1 users at your employer who have similar jobs. If you are unsure



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which access group you need, it is best to answer this question with the second option, that you need help determining it. Click on the “Next” button after you have answered the question.

Since you are a new user, you will need to enter your contact information on the next page. Please be sure that you enter things accurately so your access is set up correctly, including your email address. If you do not enter your valid email address, you will not receive important emails about your access to WF1 once it is set up and messages about system availability and changes.

Most future users will need access to Agency level data and will need to select their agency from the drop-down. If you are a state program administrator or monitor, you will need to select the appropriate state access. The Contract or Federal Funding Recipient (COFFR) level is for users who need to work with all of the agencies under a funder, or COFFR. Future users should only seek this access with the permission of the COFFR in question.

If you selected that you know the access group you would like to select, your page will look like the screen shot below. If you indicated that you need help determining your access group, please be specific about your job duties and what you need to do in WF1 as that will help your local security administrator or us determine what access group is appropriate.



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*Username:
*Password:
Forgot Username

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Security Access Form

*Last Name *First Name MI Please carefully fill this out.

*E-mail

Job Title

*Last Six Digits of Your SSN

*Phone	Ext.	*Phone Type	If other, please specify:	TTY	Video
<input type="text"/>	<input type="text"/>	None Selected	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	None Selected	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

*I need access to:

- Agency level data (most common) 
- COFFR level data
- State level data (non-Trade Adjustment Assistance)
- State level data (Trade Adjustment Assistance)

Agency (provider)
If you do not see your agency in this list, ask your manager to submit a new WF1 Agency and Agency Location Addition form.

COFFR
Not needed for access level requested.

*Access Group This field does not appear if you requested help in identifying your access group.

*Caseload

- I manage a caseload.
- I do not manage a caseload.

Job Duties
Describe your job duties as they relate to Workforce One. If your access should mirror that of another user, include that in your description.

Please be as specific as possible about your job duties and how you will need to use WF1.

Comments

When all fields have been completed, click the Next button to continue.

Once you have entered the required fields and double-checked everything, click on the "Next" button. This will generate the form that you need to print. To print the form, click on the disc icon on the menu bar and select "PDF". A window will pop up at the bottom of the screen. Click on open or save the file and open it in the area in which you saved it.

Once in Adobe Reader, click on File and Print. You will need to fill out the rest of the form by hand.



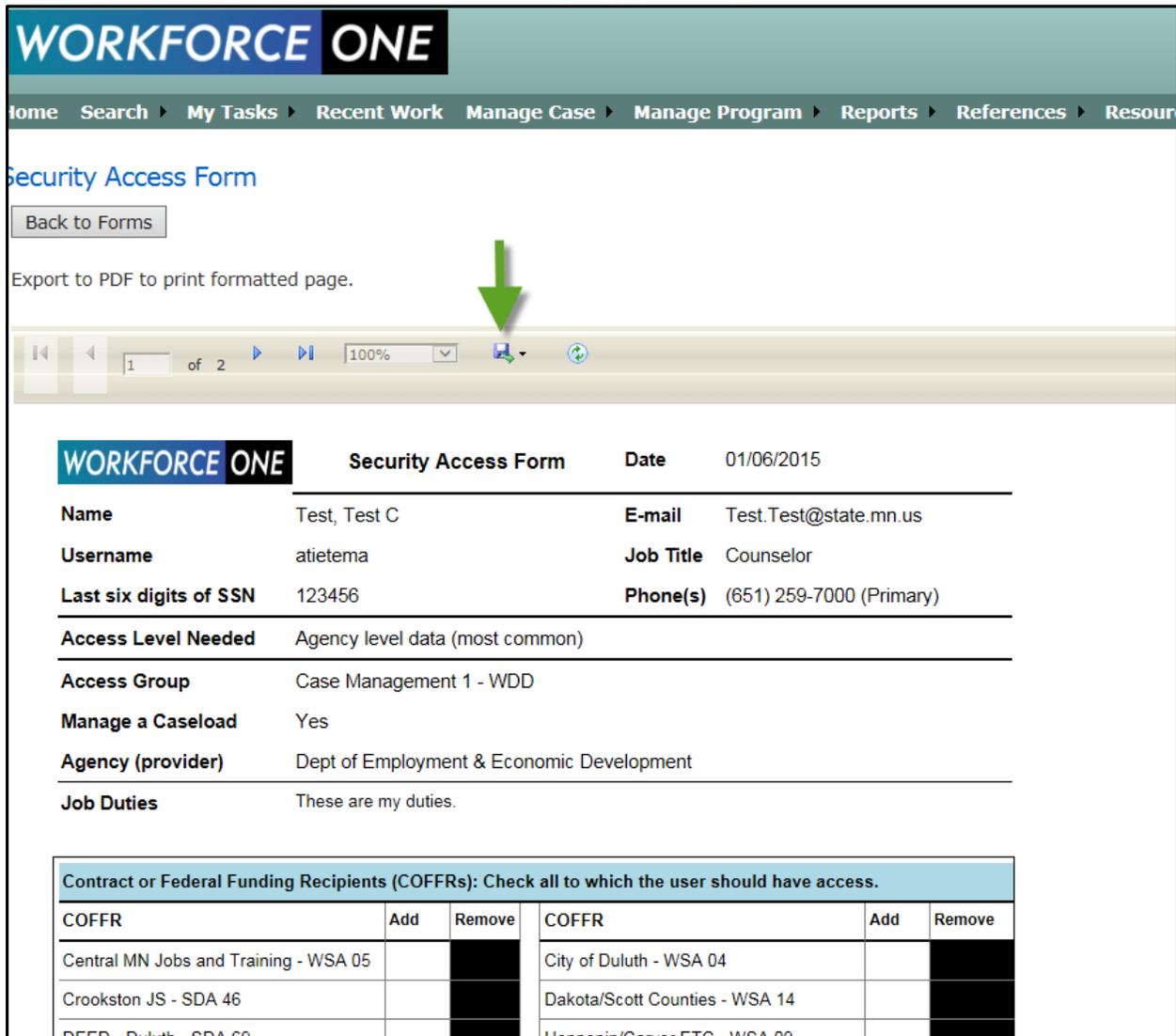
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Home Search ▶ My Tasks ▶ Recent Work Manage Case ▶ Manage Program ▶ Reports ▶ References ▶ Resour

Security Access Form

[Back to Forms](#)

Export to PDF to print formatted page.

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WORKFORCE ONE		Security Access Form	Date	01/06/2015
Name	Test, Test C	E-mail	Test.Test@state.mn.us	
Username	atietema	Job Title	Counselor	
Last six digits of SSN	123456	Phone(s)	(651) 259-7000 (Primary)	
Access Level Needed	Agency level data (most common)			
Access Group	Case Management 1 - WDD			
Manage a Caseload	Yes			
Agency (provider)	Dept of Employment & Economic Development			
Job Duties	These are my duties.			

Contract or Federal Funding Recipients (COFFRs): Check all to which the user should have access.					
COFFR	Add	Remove	COFFR	Add	Remove
Central MN Jobs and Training - WSA 05	<input type="checkbox"/>	<input type="checkbox"/>	City of Duluth - WSA 04	<input type="checkbox"/>	<input type="checkbox"/>
Crookston JS - SDA 46	<input type="checkbox"/>	<input type="checkbox"/>	Dakota/Scott Counties - WSA 14	<input type="checkbox"/>	<input type="checkbox"/>
DEED - Duluth - SDA 68	<input type="checkbox"/>	<input type="checkbox"/>	Hennepin/Casper ETC - WSA 08	<input type="checkbox"/>	<input type="checkbox"/>

Because you are a new user, you should see many white boxes under the Add columns in the sections. You will need to check the box next to the selections that are relevant for your role. Please pay close attention to the programs section and select only those programs for which you are going to be doing entry or review in WF1. Please note that security administrators cannot process forms submitted without COFFR, location, and program information so please be sure to fill those out to avoid delays.

Answer several overall questions at the bottom of the form and pay close attention to the question about Unemployment Insurance data. This access can only be awarded to a DEED employee per regulation.

Sign the form and ask your manager to fill out the section for managers. When the form is complete, follow the instructions at the very bottom of the form that state that you can:



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- Deliver to your Local Security Administrator; or
- Mail to WF1 Service Desk, MN Dept of Employment and Economic Development, 332 Minnesota Street, Suite E200, St. Paul, MN 55101-1351; or
- Fax to 651-282-5150; or
- Scan and e-mail to workforceone.deed@state.mn.us

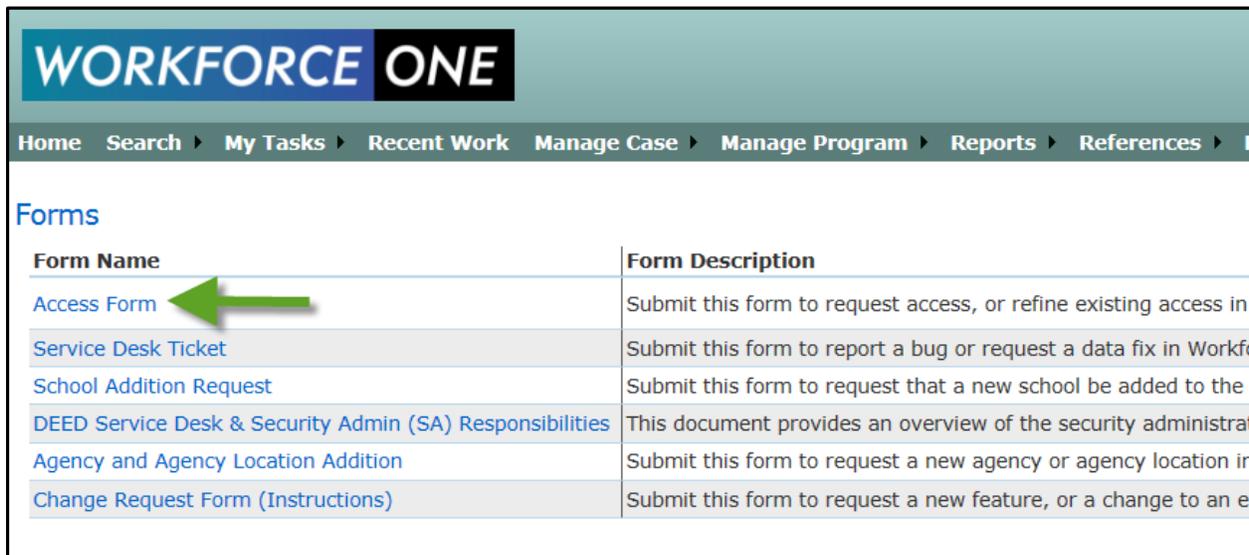
Existing Users

Log into WF1 at www.mnworkforceone.com. Go to Resources on the top menu and click on Forms.



The screenshot shows the Workforce One dashboard. At the top, there is a navigation bar with the following items: Home, Search, My Tasks, Recent Work, Manage Case, Manage Program, Reports, References, Resources, and Help. The 'Resources' item is highlighted with a green arrow pointing upwards. Below the navigation bar, the dashboard content includes a 'Dashboard' section and a 'My Info' section. The 'My Info' section displays: 8 Tickler(s) past due, No Ticklers due today, and No Appointments today.

On the Forms page, click on Access Form.



The screenshot shows the Workforce One Forms page. At the top, there is a navigation bar with the following items: Home, Search, My Tasks, Recent Work, Manage Case, Manage Program, Reports, References, and Help. Below the navigation bar, the 'Forms' section is displayed. It contains a table with the following columns: Form Name and Form Description. The 'Access Form' link is highlighted with a green arrow pointing to it.

Form Name	Form Description
Access Form	Submit this form to request access, or refine existing access in
Service Desk Ticket	Submit this form to report a bug or request a data fix in Workfo
School Addition Request	Submit this form to request that a new school be added to the
DEED Service Desk & Security Admin (SA) Responsibilities	This document provides an overview of the security administrat
Agency and Agency Location Addition	Submit this form to request a new agency or agency location in
Change Request Form (Instructions)	Submit this form to request a new feature, or a change to an e

Most users will need to indicate that they manage or monitor cases. The security administrator option listed second in the screen shot below is only for users who will be working with other user accounts in WF1. This option does not provide a higher level of access to change customer data. Because you are an existing user, you have the option to pre-fill your contact information. If you know what access group



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you need to perform your job duties, you can indicate that by selecting the first option under that question.

To determine the appropriate access group, you could talk with your supervisor or other existing WF1 users at your employer who have similar jobs. If you are unsure which access group you need, it is best to answer this question with the second option, that you need help determining it. Click on the “Next” button after you have answered the question.

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Home Search ▶ My Tasks ▶ Recent Work Manage Case ▶ Manage Program ▶ Reports ▶ Refere

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***I am requesting new (or revised) access to:**

- Manage or monitor cases (most common)
- Manage user accounts (security administrator)

***Pre-fill name and contact fields with my information** Yes No

***Access Group**

- I know the access group that I want to request.
- I want help determining which access group to request.

Next

If you selected that you want to pre-fill your information, you will not need to do anything but verify that section on the next page. Please be sure that your email address is correct, as it is how we communicate with you about your access to WF1 once it is set up, and messages about system availability and changes.

Most users will need access to Agency level data and will need to select their agency from the drop-down. If you are a state program administrator or monitor, you will need to select the appropriate state access. The Contract or Federal Funding Recipient (COFFR) level is for users who need to work with all of the agencies under a funder, or COFFR. Future users should only seek this access with the permission of the COFFR in question.

If you selected that you know the access group you would like to select, your page will look like the screen shot below.

If you indicated that you need help determining your access group, please be specific about your job duties and what you need to do in WF1 as that will help your local security administrator or us determine what access group is appropriate.



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Security Access Form

Change Request Type

*Last Name [Redacted] *First Name [Redacted] MI [Redacted]

*E-mail [Redacted]

Job Title [Redacted]

*Last Six Digits of Your SSN [Redacted]

*Phone	Ext.	*Phone Type	If other, please specify:	TTY	Video
[Redacted]		Primary		<input type="checkbox"/>	<input type="checkbox"/>
		None Selected		<input type="checkbox"/>	<input type="checkbox"/>

*I need access to:

- Agency level data (most common)
- COFFR level data
- State level data (non-Trade Adjustment Assistance)
- State level data (Trade Adjustment Assistance)

Agency (provider) Dept of Employment & Economic Development
If you do not see your agency in this list, ask your manager to submit a new WF1 Agency and Agency Location Addition form.

COFFR Not needed for access level requested.

*Access Group Agency System Mgmt 2 - WDD
This field only appears if you selected that you know your access group.

*Caseload

- I manage a caseload.
- I do not manage a caseload.

Job Duties
Describe your job duties as they relate to Workforce One. If your access should mirror that of another user, include that in your description.

I am a DVOP or LVER who needs to track services to Veterans in WF1. I also need the ability to edit eligibility and enrollment pages in WF1.

Please be as specific as possible about your job duties and how you need to use WF1 for your job.

Comments

Next

When all fields have been completed, click the Next button to continue.

Once you have entered the required fields and double-checked everything, click on the "Next" button. This will generate the form that you need to print. To print the form, click on the disc icon on the menu bar and select "PDF". A window will pop up at the bottom of the screen. Click on open or save the file and open it in the area in which you saved it.

Once in Adobe Reader, click on File and Print. You will need to fill out the rest of the form by hand.



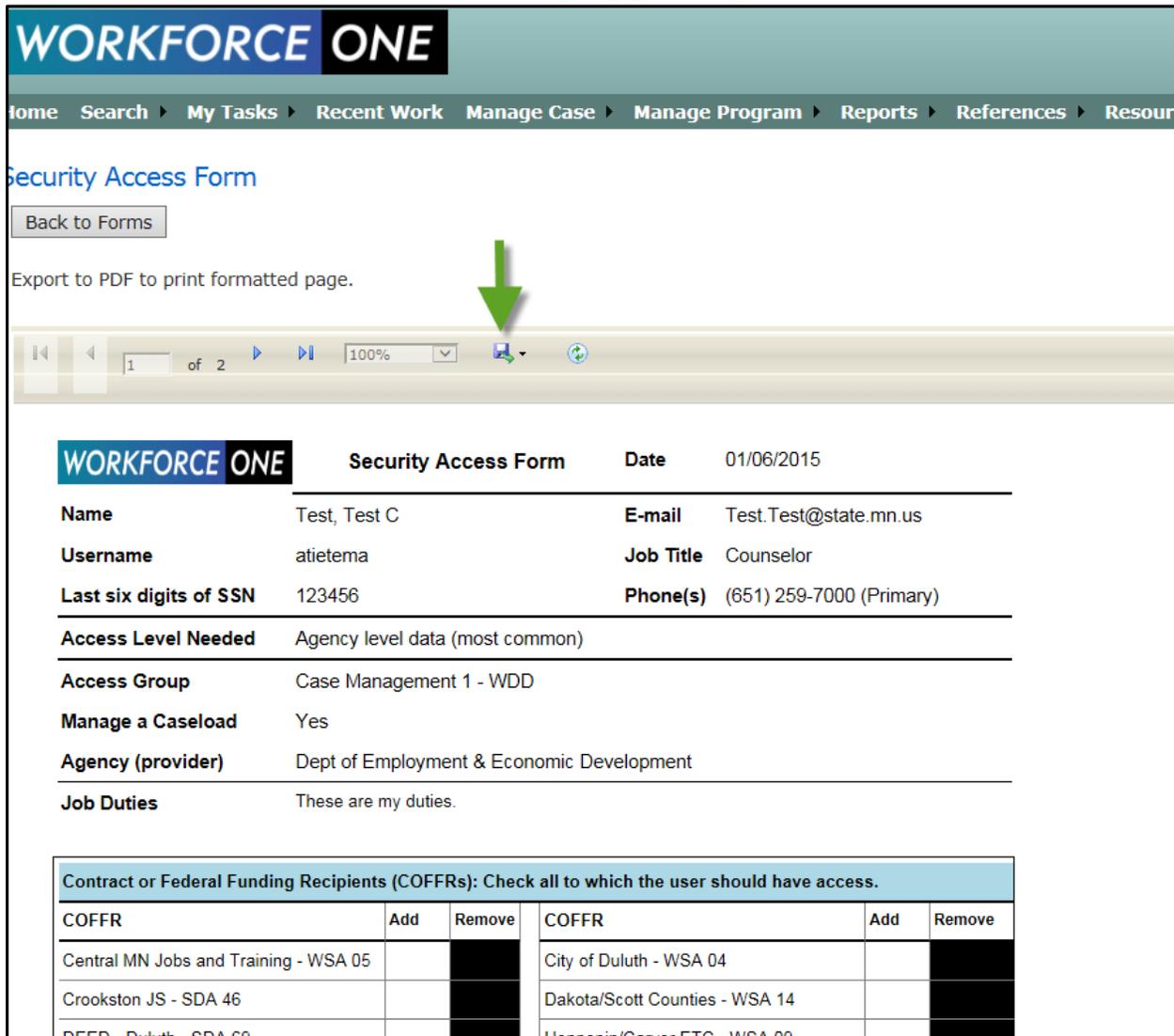
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WORKFORCE ONE		Security Access Form	Date	01/06/2015
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Username	atietema	Job Title	Counselor	
Last six digits of SSN	123456	Phone(s)	(651) 259-7000 (Primary)	
Access Level Needed	Agency level data (most common)			
Access Group	Case Management 1 - WDD			
Manage a Caseload	Yes			
Agency (provider)	Dept of Employment & Economic Development			
Job Duties	These are my duties.			

Contract or Federal Funding Recipients (COFFRs): Check all to which the user should have access.					
COFFR	Add	Remove	COFFR	Add	Remove
Central MN Jobs and Training - WSA 05	<input type="checkbox"/>	<input checked="" type="checkbox"/>	City of Duluth - WSA 04	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crookston JS - SDA 46	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Dakota/Scott Counties - WSA 14	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DEED - Duluth - SDA 68	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hennepin/Career ETC - WSA 08	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Because you are an existing user, your form will reflect your current access in WF1 in the “Add” and “Remove” columns (if you have it already, the remove box will be white and if you do not, it will be black and vice versa for the Add column). You will need to check the box next to the selections on the printed form that are relevant for your role. Please pay close attention to the programs section and select only those programs for which you are going to be doing entry or review in WF1. Please note that security administrators cannot process forms submitted without COFFR, location, and program information so please be sure to fill those out to avoid delays.

Answer several overall questions at the bottom of the form and pay close attention to the question about Unemployment Insurance data. This access can only be awarded to a DEED employee per regulation.



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Sign the form and ask your manager to fill out the section for managers. When the form is complete, follow the instructions at the very bottom of the form that state that you can:

- Deliver to your Local Security Administrator; or
- Mail to WF1 Service Desk, MN Dept of Employment and Economic Development, 332 Minnesota Street, Suite E200, St. Paul, MN 55101-1351; or
- Fax to 651-282-5150; or
- Scan and e-mail to workforceone.deed@state.mn.us



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