



8/11/2014

Hello Workforce One Users and Stakeholders,

I hope you are doing well and enjoying summer. This message includes several important items **so please read all items that pertain to you.**

**For all Workforce One (WF1) Users**

As you hopefully know, the WF1 Rewrite version 5.0 will launch in two short weeks during Labor Day weekend. This is the culmination of a 3.5 year, multi-million dollar project to create a new, streamlined case management system. In order to convert the data currently in legacy WF1 into the new WF1, **we will need to shut down legacy WF1 at 4:30 p.m. on Friday, August 29th.** Therefore, please plan to save your work prior to that time.

We will work over the weekend to bring up the new WF1 for users who work with the Department of Human Services (DHS) programs (MFIP, DWP, SNAP ET, Heading Home, and Custom Programs) and Workforce Development Division (WDD) programs (Adult, Custom Programs, Dislocated Worker, Displaced Homemaker, FastTRAC, Migrant Seasonal Farmworker, Trade Adjustment Assistance, Veterans, and Youth). The new WF1 will be available for users working with those programs at the current website address of [www.mnworkforceone.com](http://www.mnworkforceone.com) by Tuesday, September 2nd unless we inform you otherwise. Users working with the Vocational Rehabilitation Services and State Service for the Blind programs will access legacy WF1 after launch at a new address which is <http://wwwt4.mnworkforceone.com>. The project to rewrite WF1 for those programs begins in December. See bottom of this message for a final piece pertaining to all users.

**For DHS and WDD WF1 Users (Program List in Paragraph Above)**

To help you prepare for the upcoming launch of the new system, **we recommend going into our Sandbox website** and playing around by entering fake customers or

accepting fake referrals and case managing them. The Sandbox is found at <http://mnwf1sandbox.deed.state.mn.us/Default.aspx>. Your username is most likely the shortest username you have for legacy WF1 and your password is password#1 unless you changed it since mid-May. If you cannot get in, click on the Forgot/Username password link in the right corner. To reset your password, type in your username in the top part of the page and the answer to your secret question. Your secret question is set to the last six digits of your SSN or the identifier you gave on your access form unless you went in previously and changed it. If you are unsure of your username, type in your email address in the bottom part of the screen. If you are still unable to get in, email [workforceone.deed@state.mn.us](mailto:workforceone.deed@state.mn.us) and indicate that you are having trouble accessing the Sandbox.

Likewise, you should email [workforceone.deed@state.mn.us](mailto:workforceone.deed@state.mn.us) with any questions about how the new WF1 functions or with suggestions about changes to the new WF1. Suggestions for changes to the new WF1 will be addressed after launch. Questions about the new WF1 will be prioritized lower than bugs that impact the launch version, training support, and conversion issues.

**Attending training** is also a good idea to learn about the new WF1. I sent previous messages explaining how to sign up for training. If you need that information again, please email me at [annie.tietema@state.mn.us](mailto:annie.tietema@state.mn.us).

We have received questions about **which browsers we will support and any other requirements for the new WF1**. We will officially support the current and most recent previous version of Internet Explorer which at this time is IE 11 and IE 10. If you have IE 8 or 9, the new WF1 will function. In fact, the WF1 Team had these versions of IE for several years of the project. If you prefer to use a browser other than Internet Explorer, the WF1 application will not prevent it. However, it is important to note that report results will not display if you are using Google Chrome. Interestingly, you will be able to run reports, but the results will not show. You will also need Adobe Reader and Microsoft Excel to use the PDF and CSV export options that are present on all view pages and in reports and advanced search.

Because we are nearing launch and the team is engaged in training, final testing, help content editing, and supporting users who are training, you may notice that we are slower to respond to your questions, change requests, and service desk tickets. We ask for your patience as we address the items that are related to launch first. **For service desk tickets, we will be using the following prioritization**, listed highest first:

1. User cannot access the correct records. This includes a user needing access to WF1 for the first time or a user needing to change her/his access. Keep in mind that if your agency has a security administrator, she/he can also assist with these requests.
2. User is unable to take a required action on a person record. For example, the user cannot accept a referral or complete an enrollment.
3. Data fixes related to official performance calculation. This includes service desk tickets related to Trade Adjustment Assistance.

If you are unable to get into legacy WF1 found at [www.mnworkforceone.com](http://www.mnworkforceone.com), please call the MN.IT @ DEED Helpdesk at 651-355-0500. Please do not call this number for other WF1-related issues as those should be submitted via service desk ticket (<https://apps.deed.state.mn.us/survey/ticket.shtml>). If you have questions about how legacy WF1 functions, please approach someone at your agency before submitting a ticket.

**For all Workforce One (WF1) Users**

If you have questions about anything in this message, please send me an email at [annie.tietema@state.mn.us](mailto:annie.tietema@state.mn.us). Please use the other contact information listed above for the other issues specifically listed. Please do not reply to this email address listed on this message.

Thanks for your continued partnership!

Annie

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