

FREQUENTLY ASKED QUESTIONS

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# REGISTRATION

## If I was a member on Workforce3One, do I still need to register on WorkforceGPS?

Yes. WorkforceGPS is still a committed community of public workforce system stakeholders; it’s still a place to find resources and take advantage of online learning opportunities. However, it is an entirely separate website that expands upon the capabilities of Workforce3One. The new streamlined website has a consistent look and feel. It’s designed to make the user experience easy and uncomplicated across all devices, so that system professionals can spend less time trying to find the right tools and more time using them.

## Do I need to sign up for an account and create a profile in order to use WorkforceGPS?

Absolutely not. However becoming a registered member has its perks. Once registered, with just the click of a mouse you can save all your favorite resources for easy retrieval on My WorkforceGPS. Additionally, all webinars that you attend are automatically saved to your user profile under My Events.

To sign up for a free WorkforceGPS account and create a profile, click [here](https://www.workforcegps.org/register).

## How do I register on WorkforceGPS?

On the homepage, simply click [Join WorkforceGPS](https://www.workforcegps.org/register) or click [Sign Up Now!](https://www.workforcegps.org/register) near the login fields.

**PASSWORDS**

## I have forgotten my password or been locked out of my account. What do I do?

WorkforceGPS users can reset their own password and unlock their account by accessing the [Reset Password and Unlock Account page](https://www.workforcegps.org/reset-password).

The Self-Service Reset Password feature will send a temporary password to the email address that you used to register for WorkforceGPS and simultaneously unlock any locked account. In the event you do not receive a temporary password in 15 minutes, please check your junk mail/clutter folder, and also ensure that donotreply@workforcegps.org is added to your safe sender’s list. If you have never logged into WorkforceGPS before, you can sign up for a free account [here](https://www.workforcegps.org/register).

If you encounter any problems in resetting your password, please send a message to support@workforcegps.org.

To reset your password, enter the email address you use to log in.

# COMMUNICATIONS

## What is the difference between a WorkforceGPS Notification, the WorkforceGPS Newsletter, and Community or Collection Weekly Digests?

WorkforceGPS notifications are plain text alerts that notify you of technical changes to the website (e.g., WorkforceGPS is down for a limited time, etc.).

The WorkforceGPS Newsletter is a monthly publication that highlights important news and updates, as well as featured resources.

A Community or Collection Weekly digest is a summary of the latest happenings in a specific community or collection during the past week.

Subscribing to any or all of these features can be done in the My Memberships & Notifications tab when you are logged in to My WorkforceGPS; by default, all users are subscribed to the WorkforceGPS Newsletter when they create an account on WorkforceGPS.

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# COMMUNITIES & COLLECTIONS

## How do I join a certain community or collection?

You can join a Community or Collection by becoming a registered user on WorkforceGPS, logging in, and visiting the My Memberships & Notifications tab on My WorkforceGPS. You can simply check which communities and/or collections you would like to become a part of; please note that some communities and collections require approval for membership.

## What’s the difference between an announcement, blog, and discussion topic?

An announcement and blog are both ways that a Community and/or Collection can provide members with updates (i.e., Announcements) or more information about a specific topic (i.e., Blog Post).

A discussion topic and thread allow users to interact with their peers and Community and/or Collection moderators on a certain topic or pose specific questions in an effort to find a solution or solicit feedback. Both blogs and discussion comments make use of the comment feature.

## How can I submit a comment?

You may submit comments on things like blog posts and resources by simply entering text in the Comments box and confirming your submission. Please note you must be logged in to submit a comment.

## How can I participate in a Discussion Topic?

There are two ways to participate in a Discussion Topic thread. You may click the Subscribe to Topic button to receive updates on what is posted and commented on via email. Or you can click Add New Post and submit a question/issue for others to comment on by entering a title and the body of your question/issue; when finished, you simply click Submit and confirm.

# EVENTS

## How do I register to attend an event?

To attend an event, you must first register for a free WorkforceGPS account and log in; to sign up for a free WorkforceGPS account and create a profile, click [here](https://www.workforcegps.org/register).

Once you have registered, you must locate the event on WorkforceGPS by searching for it or by accessing via the link you received via email. Once you access the event page, you will see the Reserve a Seat button located under the webinar icon on the left-hand side. Simply click and confirm, and you will notice the button changes to read Seat Reserved!.

On the day over the event, you will be able to join with a direct link received via email or via the event page where you registered. Thirty minutes prior to the event, the button will change to green and allow you to enter the webinar room.

## How do I access my saved resources or events?

Saved resources can be accessed under the My Content tab of My WorkforceGPS.

The My Events tab contains access to events that you are registered to attend or have previously attended.

You must be a registered My WorkforceGPS user to make use of these features.

To sign up for a free WorkforceGPS account and create a profile, click [here](https://www.workforcegps.org/register).

# TRAINING VIDEOS

The WorkforceGPS team has put together the following short training videos to assist you in the usage and navigation of the platform. Please click on the video buttons below to be directed to the webpage for each video.

**Introduction to WorkforceGPS**

**How to create a WorkforceGPS account**

**How to register for a WorkforceGPS webinar**

**How to share WorkforceGPS content**

**How to navigate the WorkforceGPS Member Directory**

Please let us know via email if you feel like there is anything that was not covered in the FAQs and videos above or if you think you would benefit from a more formal training session.