

Worksystems New User Guide WOMIS/iMatchSkills for Career Boost/STEP & WIOA

(Updated April 2025)

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Worksystems Training Overview

- This guide was created to support Career Boost/STEP providers, however providers who only need WOMIS/iMS for WIOA can still use this process.
- WSI does not have access to iMS or Workday accounts. WSI cannot offer tech support for iMS or Workday accounts.
- The total process of getting your Workday Learning account set up, completing all required training, and getting iMS access can take a few weeks from start to finish.
- For Career Coaches working on STEP programs only, an Extended Enterprise Learner (EEL) account is sufficient. For those working on both WIOA and STEP projects, a Contingent Worker (CW) account is required. There is more substantial training required for CW accounts. Please contact your WSI contracting manager if you are not sure what access is needed.

Acronyms

Acronym:	Term:
ABAWD	Able-Bodied Adult without Dependents
CW	Contingent Worker
EEL	Extended Enterprise Learner
E&T	Employment & Training
iMS	iMatchSkills
ODHS	Oregon Department of Human Services
OED	Oregon Employment Department
SNAP	Supplemental Nutrition Assistance Program
STEP	SNAP Training and Employment Program
WDL	Workday Learning
WIOA	Workforce Innovation and Opportunity Act

Getting Started

In order to provide Career Boost services, providers must access three primary systems:

1. **Workday Learning** – Workday Learning is the state’s learning management system. It helps users and organizations offer, manage, and keep track of training activities in one place. This is the first step to gaining access to SNAP E&T required trainings including those necessary for iMatchSkills.
2. **iMatchSkills (iMS)** – iMatchSkills™ (iMS) is the system of record for the SNAP E&T program. Use of iMS is a requirement for all SNAP E&T providers. iMS is the Oregon Employment Department’s (OED) labor exchange system. As part of the SNAP E&T Program, ODHS’ OregONEligibility (ONE) system provides a nightly data transfer to iMS. This data transfer includes SNAP participant eligibility information. As a result, SNAP E&T providers use iMS for a variety of reasons.

Providers must use iMS for the following:

- Confirmation of STEP or ABAWD program eligibility.
- SNAP E&T service components provided.
- Review tracking notes.

iMS can also be used to:

- Locate contact information for other providers working with shared participants.
 - Review provider and/or STEP Navigator assessment(s) and/or case plan information.
3. **I-Trac** – I-Trac is the compliance-based case management and reporting system managed by Worksystems’ I-Trac System Administrators. Worksystems contracts with the other eight local workforce boards in Oregon, as well as other Community-Based Organizations who use our systems for direct grant reporting. This database reports the Department of Labor WIOA Title I for all local boards and a variety of other Federal, State and Local grants.

Signing up for a Workday Learning Account

Worksystems providers are responsible for requesting a Workday Learning account for new staff hired to deliver iMS STEP services.

- If you are a Career Boost/STEP provider delivering services through WSPM Gresham, WSPM SE, or WSPM BH/Tigard:
 - It is the responsibility of the new hire’s supervisor to contact the OED center manager to request a Workday Learning Account.
 - Once you have Workday access, please email CareerBoost_SNAP@worksystems.org and Cc your WSI Contract Manager to request next steps for gaining their iMS access.
 - These staff will have Contingent Worker access and be assigned the appropriate trainings to complete in Workday Learning.
- If you are a Career Boost/STEP provider delivering services through WSPM N/NE or any other partners:
 - Please email CareerBoost_SNAP@worksystems.org and Cc your WSI Contract Manager with the “Information Required” section below. This process replaces the old WDL Request Form.
 - Depending on the functions, staff will either have Contingent Worker (CW) or Extended Enterprise Learner (EEL) access.

Information Required for email to [CareerBoost SNAP@worksystems.org](mailto:CareerBoost_SNAP@worksystems.org) and your WSI Contract Manager:

1. Full Name (Please include Middle Initial if applicable)
2. Trainee Start Date
3. Work Email
4. Phone Number
5. What is the training needed for?
 - a. New access to iMatchSkills for Career Boost Data Entry and SNAP Verification
 - b. New access to WOMIS for WSO Registration and Welcome/WIOA
 - c. Both options listed above
 - d. I do not need iMS access for data entry, but I have responsibility for a Career Boost program and need to complete the annual compliance trainings
6. Agency name
7. WSI Program/Contract Name(s)
8. Do you have recent or existing access to iMS/WOMIS? If so, please list your CESN ID/RACF ID (also known as your User ID): _____

This is the name you enter into the User ID section when logging in to iMatchSkills. It usually begins with the letters "HE" and is followed by a series of numbers/letters. FYI: If you don't know your RACF ID/User ID, you can request it from OED:

oed_wso_training_team@employ.oregon.gov. OED requires three pieces of identifying information which match the records of your current profile (full name, phone number, email address, agency) before providing the information.

Here are examples for determining how to respond to question 5 above:

- Are there WIOA funds in your contract? If so, you need a CW account. For staff doing Career Boost, this would be option 5(c) shown below.
- Are you non-Career Boost staff that needs access to WOMIS for the welcome process or to help customers reset their iMS passwords? If so, you would select option 5(b) shown below.
- Are you Career Boost only staff with no WIOA funds in your contract, no need to do the welcome process or help customers reset their iMS passwords? If so, option 5(a) would be best for you.
- Are you a supervisor, program manager, or other Career Boost staff that does not need iMS access? You still need Workday access to complete the annual compliance trainings to be in compliance with your contract, please select option 5(d).

Depending on how people answer Question #5 “What is the training needed for?”, WSI staff will guide staff through the following steps to set up their WDL account:

If 5(a) “New access to iMatchSkills for Career Boost Data Entry and SNAP Verification” is selected:

- This person would have EEL access.
- Staff can follow [this link](#) and sign up for their WDL account:
 - *Directions for Creating an EEL WDL Account below.*
- Once staff have their EEL WDL access, email CareerBoost_SNAP@worksystems.org and Cc your WSI Contract Manager. WSI needs to keep track of who has WDL accounts. This is also when staff can request next steps for gaining their iMS access.

If 5(b) “New access to WOMIS for WSO Registration and Welcome/WIOA” is selected:

- This person would have CW access.
- For staff at WSPM N/NE and all other partners, **WSI staff** would work with OED to set up their CW WDL account.
 - *Reminder: For staff at WSPM Gresham, WSPM SE, or WSPM BH/Tigard It is the responsibility of the new hire’s supervisor to contact the OED center manager to request a Workday Learning Account.*

If 5(c) “Both Career Boost and Welcome/WIOA options listed above” is selected:

- This person would have CW access.
- For staff at WSPM N/NE and all other partners, **WSI staff** would work with OED to set up their CW WDL account.
 - *Reminder: For staff at WSPM Gresham, WSPM SE, or WSPM BH/Tigard It is the responsibility of the new hire’s supervisor to contact the OED center manager to request a Workday Learning Account.*

If 5(d) “I do not need iMS access for data entry, but I have responsibility for a Career Boost program and need to complete the annual compliance trainings” is selected:

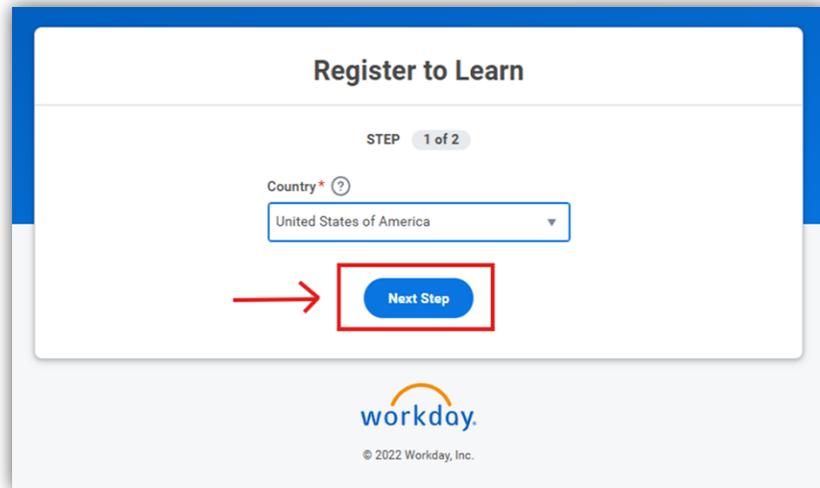
- This person would have EEL access.
- Staff can follow [this link](#) and sign up for their WDL account:
 - *Directions for Creating an EEL WDL Account below.*
- Once staff have their EEL WDL access, email CareerBoost_SNAP@worksystems.org and Cc your WSI Contract Manager. WSI needs to keep track of who has WDL accounts.

Directions for Creating an EEL WDL Account

Follow these steps if **ONLY** 5(a): “New access to iMatchSkills for Career Boost Data Entry and SNAP Verification” or 5(d): “I do not need iMS access for data entry, but I have responsibility for a Career Boost program and need to complete the annual compliance trainings” is selected:

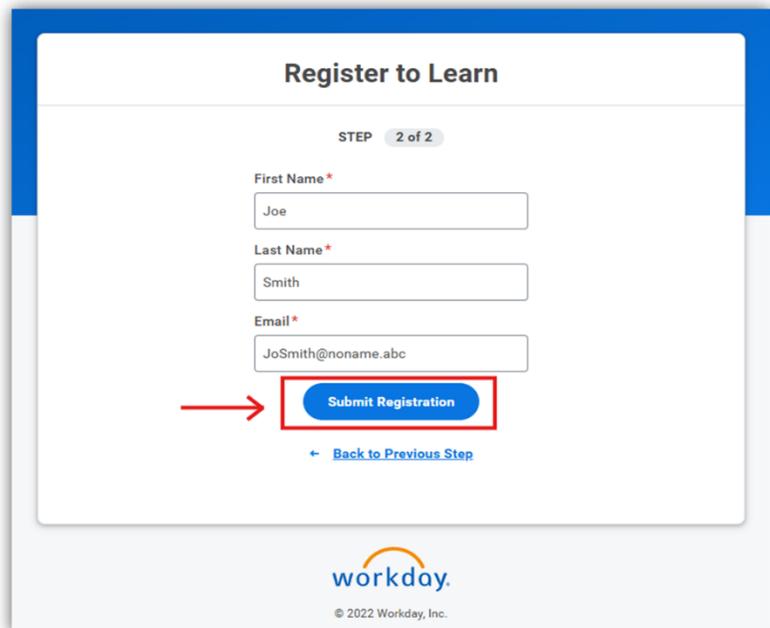
Register for your EEL Workday Account [HERE](#)

1. When creating a Workday account, the first step will be to select the country you live in. Select the United States and click the Next Step button.



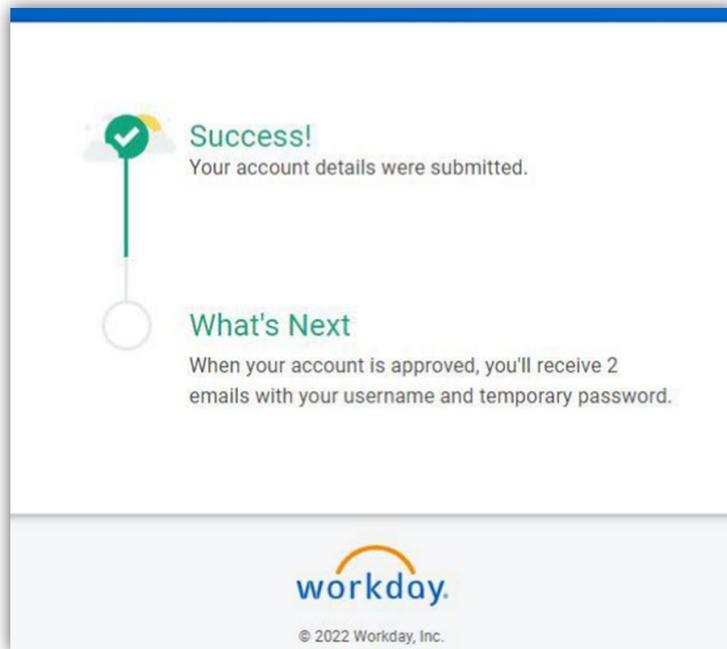
The screenshot shows the 'Register to Learn' interface at Step 1 of 2. The title 'Register to Learn' is centered at the top. Below it, 'STEP 1 of 2' is displayed. A 'Country *' dropdown menu is shown with 'United States of America' selected. A red arrow points to the 'Next Step' button, which is highlighted with a red box. The Workday logo and copyright notice '© 2022 Workday, Inc.' are at the bottom.

2. On the STEP 2 of 2 screen, enter your first name (given name), last name (surname), and email address you want associated with this account. In the future, you will need to access this email account to reset your password. Click the Submit Registration button to complete your request for a new account.



The screenshot shows the 'Register to Learn' interface at Step 2 of 2. The title 'Register to Learn' is centered at the top. Below it, 'STEP 2 of 2' is displayed. There are three input fields: 'First Name *' with 'Joe', 'Last Name *' with 'Smith', and 'Email *' with 'JoSmith@noname.abc'. A red arrow points to the 'Submit Registration' button, which is highlighted with a red box. Below the button is a link for '← Back to Previous Step'. The Workday logo and copyright notice '© 2022 Workday, Inc.' are at the bottom.

3. The last screen lets you know you've successfully completed the account request, and your request needs to be approved. New account approvals can take up to 3-5 business days to process – though most are approved in less than 24 hours.



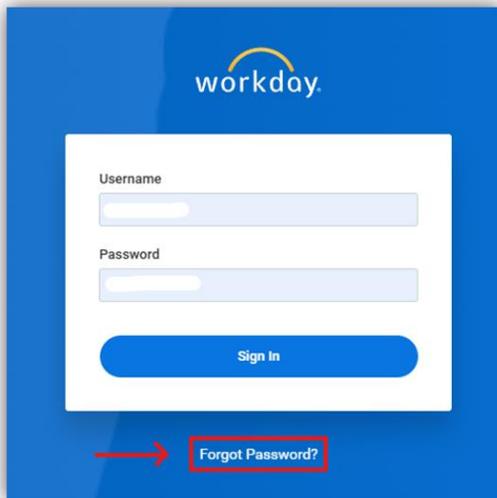
4. Once your account is approved you will receive two emails.
 - a. One will contain your Username. You are encouraged to save this email in case you forget your Username.
 - b. The other email will contain your temporary password.
5. Log in to Workday Learning and update your password and create your challenge questions.
 - a. ***Please note:** While it is not the most secure, Workday Learning will accept the same answer for all the Challenge Questions. This can help with remembering the specific answers later. For example, you could say your favorite musical group is bike, your favorite dessert is bike, and the person you most admire is bike. Again, while not the best for security purposes, if it's easier for the Learner to have the same word for all answers, that's acceptable for Workday.*
6. You are ready to start accessing your trainings!

Accessing your Workday Learning Account– Password Support & CW Workday Multifactor Authentication

It is important for people to save their passwords to Workday Learning as we do not have access to Workday Learning to reset anything.

Password Support:

First try to reset your password using the WDL self-service tool: [Forgot Password?](#)



If the WDL self-service tool does not work and you have an EEL account, you need help retrieving a Login ID, or need other assistance with Workday Learning, please email:

SNAP.EmploymentandTraining@odhsoha.oregon.gov

If the WDL self-service tool does not work and you have a CW account, please contact

oad_wso_training_team@employ.oregon.gov for support.

Workday Multifactor Authentication (MFA):

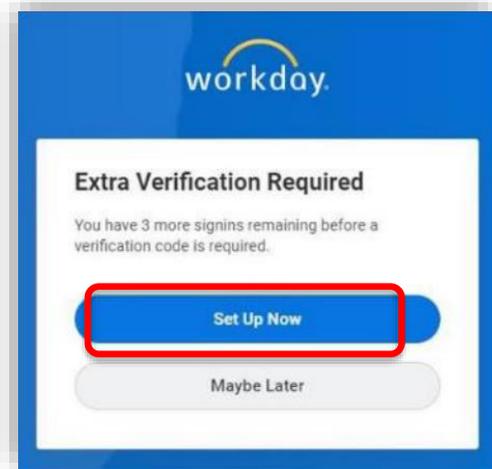
Those with **CW WDL** accounts need to set up an **authenticator app** in order to login to WDL. Once you set up your authenticator app and connect it to WDL, it will generate a security code for you to enter on the WDL login page.

If you have too many failed attempts or don't have access to the original authenticator app you signed up with and you are locked out, please email oad_wso_training_team@employ.oregon.gov. They will need to jump on a video call with you to do identification verification and then request an MFA reset.

How to Setup an MFA:

You must know your username and password to Workday, have your smart device nearby (and know your pin login) with an authentication application installed on it. **The recommended option is Microsoft Authenticator.** If you already had MFA setup and receive a new device, you will need to contact your Security Partner(s) to reset your MFA.

You are limited to 3 opportunities to use the QR code. If you do not successfully setup MFA after your 3rd attempt, you will be locked out of the system and can try again after 20 minutes from your last attempt. Contact your HR Office for assistance with an MFA reset or login problems.



Step 1: Log into Workday using your username and password. At the “Extra Verification Required” prompt, click on **Set Up Now**

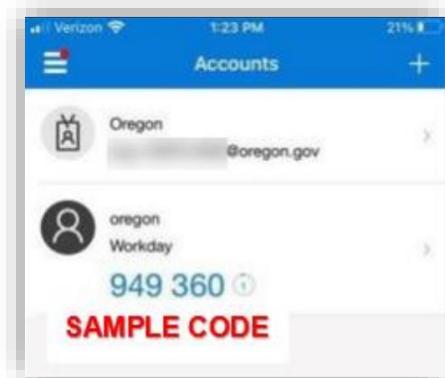


Step 2: You will see the “Set Up Authenticator App” prompt. Pause here and pick up your smart device.

Step 3: On your smart device:

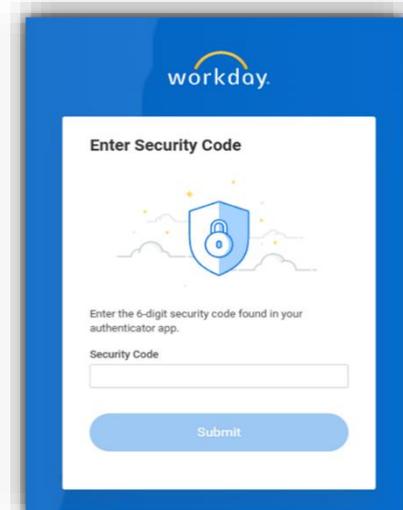
1. Open the authenticator app
2. Click on the “+” button in the top right corner
3. Add a Work Account
4. Your camera lens should open. You need to point your camera to the QR Code displayed on the Workday screen. The authenticator will take the picture when it is ready.
5. Immediately, you are presented with a 6-digit passcode. Enter this code in Workday.

Your app should look like this when done:



Step 4: Test It Out

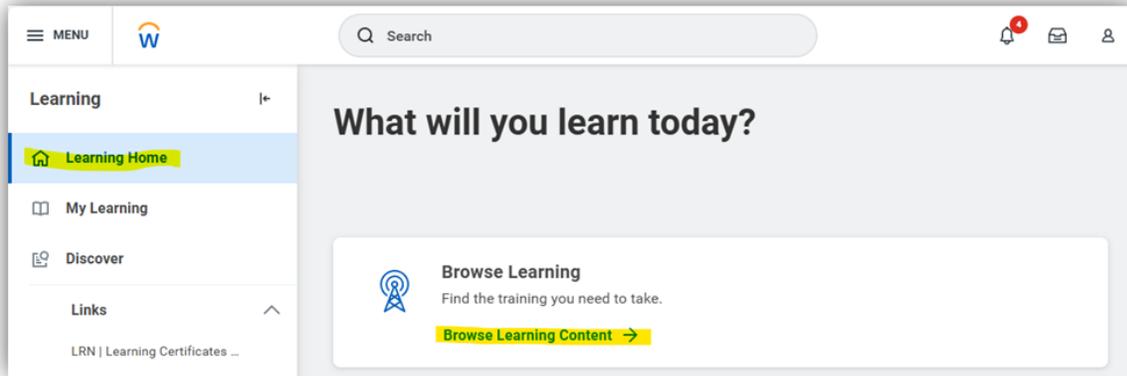
1. Logout of Workday.
2. Select Sign in with Workday. Login to Workday using your Username and Password. On the next screen, you are presented with a multi-factor security code input. Open your authenticator app, look at the code that is presented in the app and type it into the Workday prompt. The code will be valid for 30 seconds, at which time a new code will be given



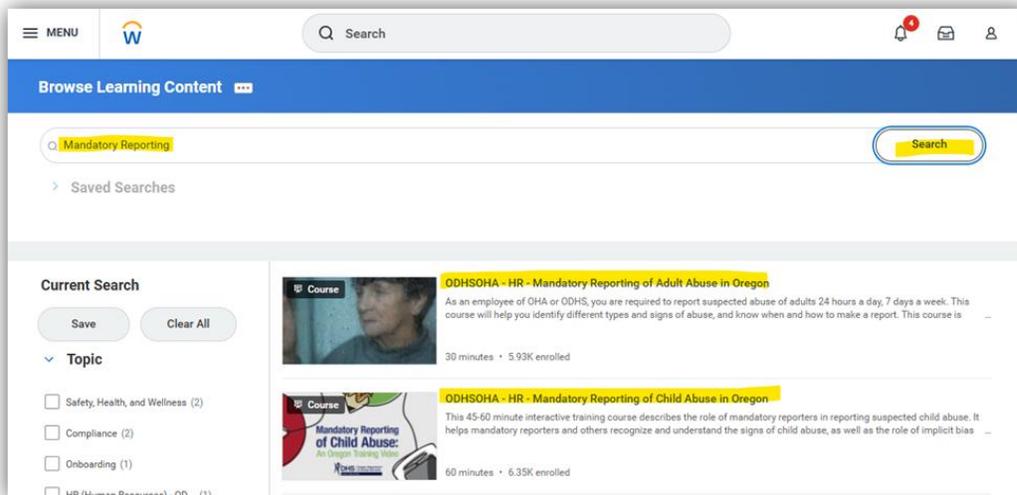
This exact Workday MFA process can be found here as well. Please feel free to share [this link](#) if a CW is needing guidance on the authentication process.

Identifying and Accessing Required Trainings

To find trainings, go to Workday Learning by clicking “Browse Learning Content”:



Then, using the Browse Learning Content search bar (highlighted below), search keywords that are in the training title, rather than searching the full training title. *Example: If you are looking for this training: “ODHSOHA – HR – Mandatory Reporting of Adult Abuse in Oregon”, try searching for “Mandatory Reporting”.*



Make sure you are accessing the most recent versions of each training. These trainings are updated annually.

If you are unable to find the training you are looking for, please reach out to the Career Boost team at CareerBoost_SNAP@worksystems.org.

As an Extended Enterprise Learner, *ONLY* for iMS for SNAP, you will be asked to complete the following trainings:

1. OED - Confidentiality: The Basics
2. OED - Policy - Acceptable Use of State Information Assets
3. iMatchSkills Essentials for STEP Providers
4. WOMIS Essentials for STEP Providers
5. iMatchSkills Optional Features for STEP Providers
6. iMatchSkills Job Retention Services for STEP Providers
7. WOMIS: DHS Registration
8. ODHSOHA - HR - Mandatory Reporting of Child Abuse in Oregon
9. ODHSOHA - HR - Mandatory Reporting of Adult Abuse in Oregon
10. ODHSOHA - OEP LET - SNAP Civil Rights 202X (most recent year)
11. ODHS/OHA - ISPO – 202X Information Security and Privacy Awareness Course for Partners/Providers (most recent year)
 - a. If you cannot access this training, please complete this course instead: DAS - EIS – 202X Information Security Training: Foundations (most recent year)

Please note: The OED, WOMIS, and iMatchSkills trainings are in the 7-session training series “OED - WSO - SNAP: Contract Provider Training”. They are listed separately above. Your transcript may only reflect the overall course name, or it may reflect all 7 trainings.

As a Contingent Worker, for WIOA and SNAP, you will be asked to complete the following trainings:

1. iMatchSkills Essentials for STEP Providers
2. WOMIS Essentials for STEP Providers
3. iMatchSkills Job Retention Services for STEP Providers
4. WOMIS: DHS Registration
5. ODHSOHA - HR - Mandatory Reporting of Child Abuse in Oregon
6. ODHSOHA - HR - Mandatory Reporting of Adult Abuse in Oregon
7. ODHSOHA - OEP LET - SNAP Civil Rights 202X (most recent year)
8. ODHS/OHA - ISPO – 202X Information Security and Privacy Awareness Course for Partners/Providers (most recent year)
 - a. If you cannot access this training, please complete this course instead: DAS - EIS – 202X Information Security Training: Foundations (most recent year)

You will also be asked to complete additional OED Trainings. Please work with the OED Manager responsible for your WDL account to ensure you are completing the correct trainings. OED often preloads trainings in WDL.

For staff doing Career Boost/SNAP, please also review the following training materials on [Knowledge Base](#):

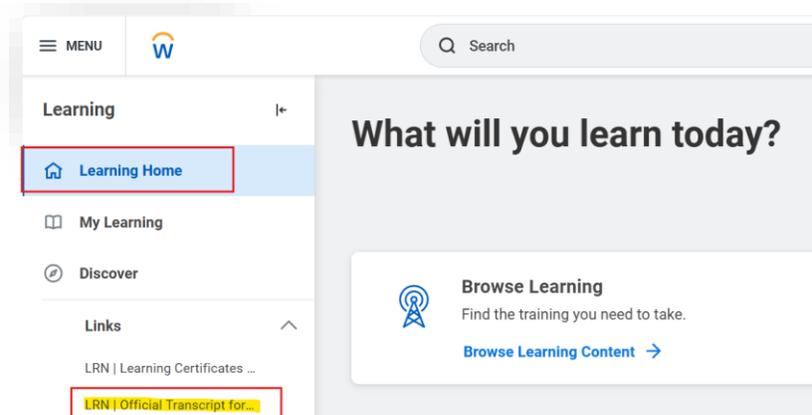
- Regional Program Standards and annual training
- Data Entry Guide
- ODHS 103b Form

Getting Career Boost I-Trac Access

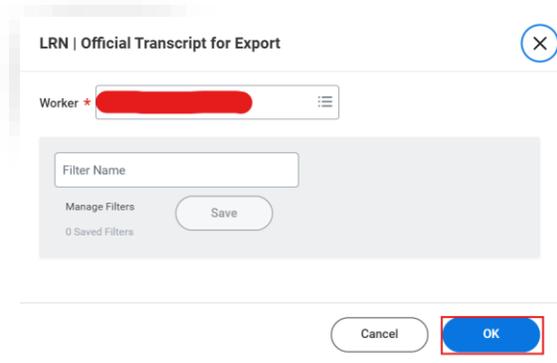
Once you have completed the WDL required trainings and reviewed the Career Boost materials on Knowledge Base you can request your I-Trac Career Boost access by emailing CareerBoost_SNAP@worksystems.org.

Submitting Training Transcripts to WSI

To download your transcript in Workday Learning, following the link to “LRN | Official Transcript for Export”:



Once you do that, make sure your name is where the red line is, and select “OK” to view your transcript:



When you are viewing your transcript, you can export it to Excel by clicking on the icon highlighted below (this will be on the top right of your screen when viewing your transcript):



Once staff have completed the required training in WDL, they need to submit their transcripts to CareerBoost_SNAP@worksystems.org and Cc their WSI Contract Manager.

After we review your transcript, Worksystems will fill out an ODHS iMS Access Form based on the trainings you've completed and send it back for your signature. Once we send that signed iMS Access Form to ODHS, it can take at least 5 business days for iMS access to be granted.

Emails you can expect from OED after iMS access has been requested:

Email #1:

The link to iMS/WOMIS for Partners is: <https://www9.emp.state.or.us/bes-partners>

(The green link is a direct link to iMatchSkills)

CESN ID: _____ (RACF ID)

Temporary password should be created after log in: temp1234

Email #2:

RE: Service Request "Add Partner iMatchSkills Access" has been COMPLETED
Ticket=SR-xxxxx; ItemType=5xxx; WS=5xxx

Hello,

Service Request SR-xxxxx has been completed.

- Short Description: Add Partner iMatchSkills Access
 - Service Type: Account Access Requests
 - Service Category: Add Access
- Network ID:
- *Temporary Password:*
- **CESN ID: _____ (RACF ID)**
- *Temporary Password:* temp1234
- Email Address:
- Recent Description: Please add iMatchSkills for this partner.

Please note: (Regarding your **CESN ID:**)

Your RACF ID, also known as your User ID, is the name you enter into the User ID section when logging in to iMatchSkills. It usually begins with the letters "HE" and is followed by a series of numbers/letters.

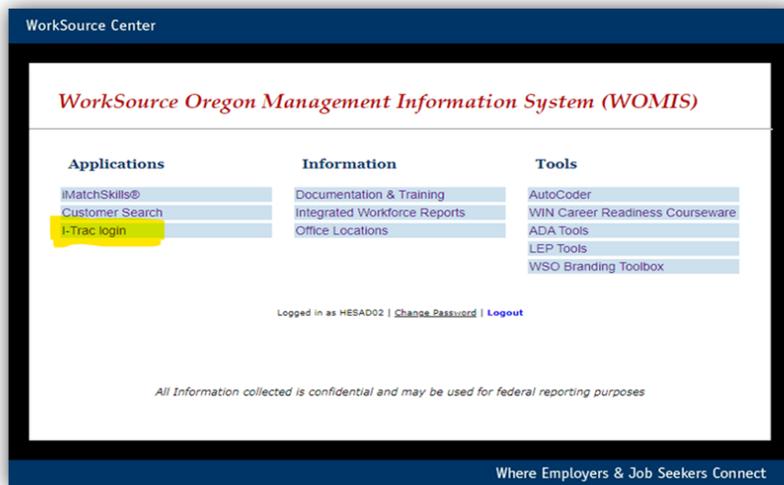
FYI: If you don't know your RACF ID/User ID, you can request it. OED requires three pieces of identifying information which match the records of your current profile (full name, phone number, email address, agency) before providing the information.

Accessing WOMIS/iMatchSkills

Once you have access to iMatchSkills and I-Trac for SNAP, you can access the WOMIS/iMS platform through I-Trac:



There is also a link in WOMIS that will take you directly to I-Trac (screenshot below):



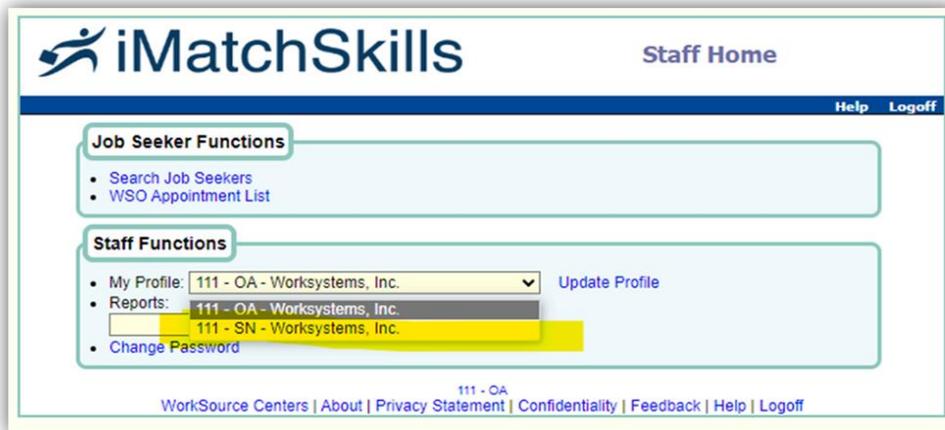
Staff must make sure they are using the correct WOMIS Profile.

Some staff have access to WOMIS/iMS for different reasons and may have multiple profiles in the system. The three digit code at the beginning of each profile refers to the region. WSI STEP providers should be assigned one of 4 possible codes based on their primary location/role:

Field Office Code	Field Office Description	Who does this apply to?
111	Portland Metro N/NE	N/NE Center Staff & All Other WSI Career Boost Providers
103	Portland Metro SE	SE Center Staff
102	Portland Metro Gresham	Gresham Center Staff
280	Portland Metro B/H	B/H Center Staff

The three digits are followed by an “SN” or “WP” that identifies the program type: SN= SNAP, WP= Workforce Partner. If you are a Contingent Worker with iMS access for SNAP and WOMIS access for WIOA/Welcome, you would have a WP and SN iMS profile. If you are an Extended Enterprise Learner with iMS access for SNAP only, you would have a SN iMS profile. If you are a Contingent Worker with iMS access for WIOA/Welcome, and are **not** doing SNAP, you would have a WP profile.

The “**SN - WSI**” identifies the WSI STEP program. When staff are entering Career Boost services in iMS, they must always verify that they are using the correct profile. Career Boost staff must use their “**SN - WSI**” profile in order for those services to be properly coded and reported by iMS to ODHS as Career Boost/SNAP Training & Employment services. If Career Boost services are not recorded properly in iMS, a provider cannot bill associated costs to the Career Boost program. Screenshot of profiles below:



Links to all Relevant Platforms

WOMIS/iMatchSkills:

<https://secure.emp.state.or.us/bes-partners/>

I-Trac:

<https://www3.i-trac.org/GlobalLogin/GlobalLogin.aspx?ReturnUrl=%2fiFrames.aspx?frameid=5>

Workday Learning:

<https://wd5.myworkday.com/wday/authgwy/oregon/login.html>

Worksystems Knowledge Base:

<https://help.worksystems.org/knowledge-base/>

Questions or problems with training, please email:

CareerBoost_SNAP@worksystems.org.

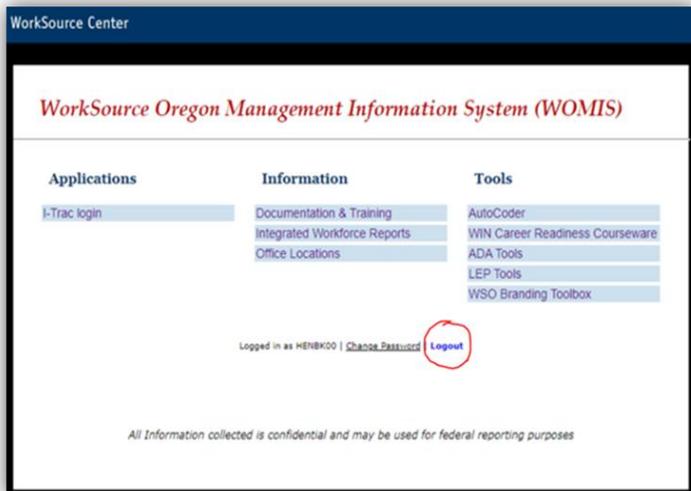
iMatchSkills Access Issues

Occasionally, there might be an error message when you log in to iMS that says “Your login has been **revoked**”.

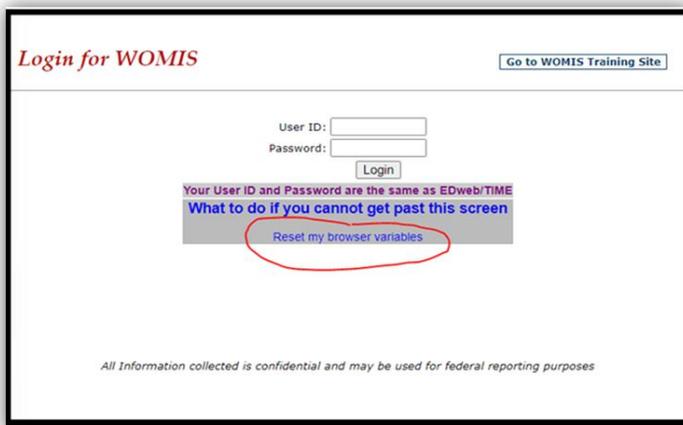
Please follow the instructions below before reaching out for assistance:

You are going to want to try resetting your browser variables by clicking on the red circled links and following any prompts that may occur. See parts 1 and 2 below. If part 1 does not show, proceed to part two. Let me know if clicking on the red circled links and following any prompts allows you to log in as normal. If it doesn't you may need a password reset.

Part 1 (If this screen or a similar is not available to you, please go to part two)



Part 2:



If part 1 and 2 did not work, email OED (OED_STEP@employ.oregon.gov) and ask for support in resetting your password. Please include your iMS Username.

If you are not seeing the error message saying your access has been revoked, but you are still having issues logging into iMS, please also email OED (OED_STEP@employ.oregon.gov) and ask for support in resetting your password. Please include your iMS Username.

OED instructions should look similar to the following:

A password reset request has now been submitted for you. Please reply to this email if you do not receive a temporary password from OED Help desk. You will need your RACF ID (iMatch username), which begins with the letters 'HE'. If you did not make this request, please respond to this email.

Since this is a password reset request, please make sure that your password doesn't autofill with a previous password. Check your spam and junk folder if you have not received an email from OED Helpdesk.

**Password reset email should come from OED Service Desk
(OED_IT_Incident@employ.oregon.gov)**

Instructions to reset your password should look something like this:

*LISK Kyle L has copied you on Incident INC-***** for (Your Name) that was recently submitted or updated:*

- *Short Description: WOMIS Reset*
 - *Incident Type: Account Access Issues*
 - *Incident Category: WOMIS/iMatchSkills/TAAMIS*
 - *Incident Sub Category:*
- *Recent Description:*

Hello, I have reset your CESN password to: temp1234

Please log out of all applications that use your CESN. Then open Edge and go to your regular CESN-related login page.

If you see the Old Password field highlighted blue when changing your password, please clear it out and re-enter temp1234 – otherwise it will autofill with your old password and fail out when trying to make a new one.

The password requirements are: • Exactly 8 characters. • At least 1 number and letter. • Not the same as previous passwords.

Log in with your CESN ID and the temp password that we provide to you. If you still have a problem, please feel free to give us a call.

ODHS Annual Compliance Trainings

If you have any issues locating the trainings, please reference the section above: Identifying and Accessing Required Trainings.

The following are ODHS Required Trainings that must be completed by anyone who provides Career Boost/SNAP E&T services or whose position is funded in any part by Career Boost/SNAP E&T funding:

- ODHS – OEP LET – SNAP Civil Rights 202X (Required annually).
- Information Security and Privacy Awareness (Required annually).
 - ODHS/OHA – ISPO – 202X Information Security and Privacy Awareness Course for Partners/Providers
 - Please complete this training if you cannot access the training above:
DAS - EIS – 202X Information Security Training: Foundations
- Mandatory Reporter Trainings (These are required to be taken at least once. If you already completed these versions last year, no need to take them again.)
 - ODHSOHA – HR –Mandatory Reporting of Child Abuse in Oregon
 - ODHSOHA – HR – 24/7 Mandatory Reporting of Adult Abuse in Oregon

Annual Compliance Trainings are required every year. If you do not complete the most recent trainings every year to meet the compliance requirement, you are at risk of losing your iMatchSkills access, I-Trac access, and not being in compliance with your contract.

OED Annual Compliance Trainings

Anyone with CW access, will also be required to take OED trainings on an annual basis. Please check email account for reminders in summer/fall each year.

Sample Email:

*You are receiving this email as **our records show you have not yet completed the OED – 2024 Annual Compliance Training & Policy Review (CW-External Associate) program in Workday; the deadline for completion is September 30, 2024.** This year the assignment takes approximately two and a half hours to complete.*

Once logged into Workday, click on the Learning app to find the assigned program under Required for You. Use Chrome or Firefox when accessing Workday as it is not compatible with Internet Explorer.

If you need assistance with logging into Workday, please first try using the Forgot Password link near the bottom of the log-in page. If you need additional help please contact the Contingent

Worker Coordinator (<https://www.oregon.gov/employ/Agency/Documents/NEWP/CW-CWCoordinators.pdf>) for your area.

For questions about the policies or content of the required modules, please contact your manager or your HR Business Partner.

Please note, you will continue to receive these reminder messages weekly until you complete all modules in the program.