ISAAC Quick Start User Guide for Company Users

Funded by the Pennsylvania Department of Community & Economic Development, WEDnetPA provides funding to qualified employers to train their employees.

View our Company Guidelines for current program eligibility requirements.

This Quick Start User Guide will assist you in accessing and using the *Information Sharing, Administration & Analysis Center* (ISAAC) portal. ISAAC manages all data aspects of the WEDnetPA program. Beginning in December 2024, ISAAC will be housed on a Salesforce platform.

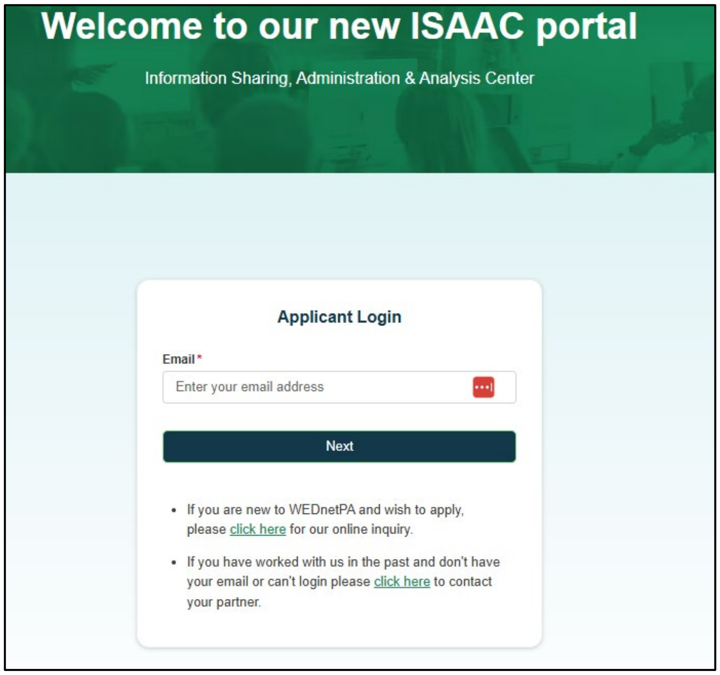
For additional information or assistance, please reach out to one of our 22 WEDnetPA partners: https://wednetpa.com/our-partners/

Contents

Log in

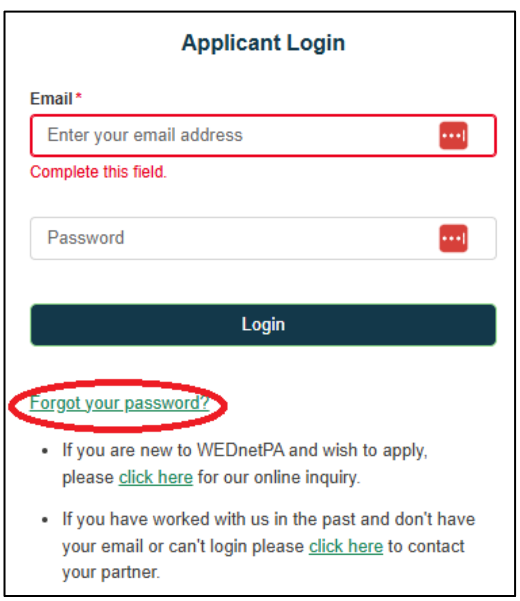
How do I log in?

You can log in at the following URL: https://wednetpa.my.site.com/company using your email and password. You will be required to login using multi-factor authentication. If you forget your password, you can click the link at the bottom of the page.



How do I recover my password?

On the log in page, a user can click on "Forgot your password" link. The user will receive an email to reset their password.



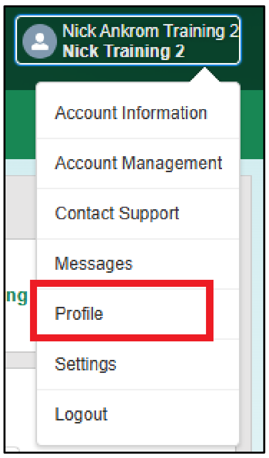
Do I need to use Multi-Factor Authentication (MFA)?

Yes. All users are required to log in using MFA. Once a user verifies their profile, they will not be required to verify again until 24 hours have passed. The recommended apps for MFA are:

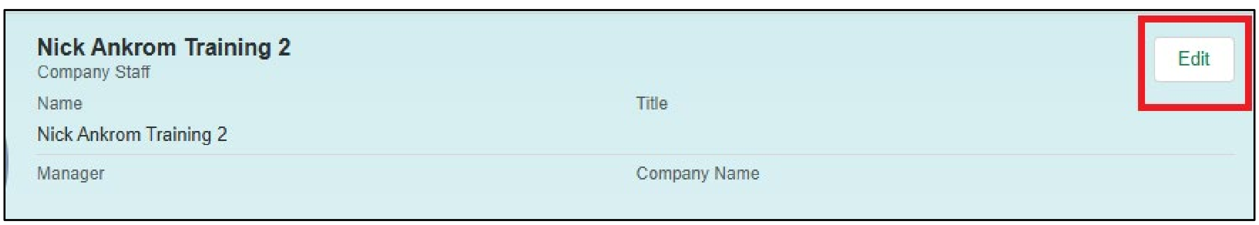
- Salesforce Authenticator
- Google Authenticator
- Microsoft Authenticator

How do I update my profile?

A user can update their profile by selecting their name in the top right corner of the screen and then selecting "Profile".



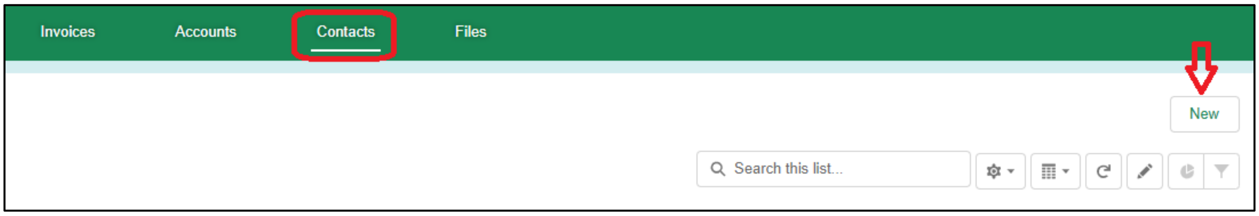
The user can then click on "Edit" to make updates to their profile.



Company Administration

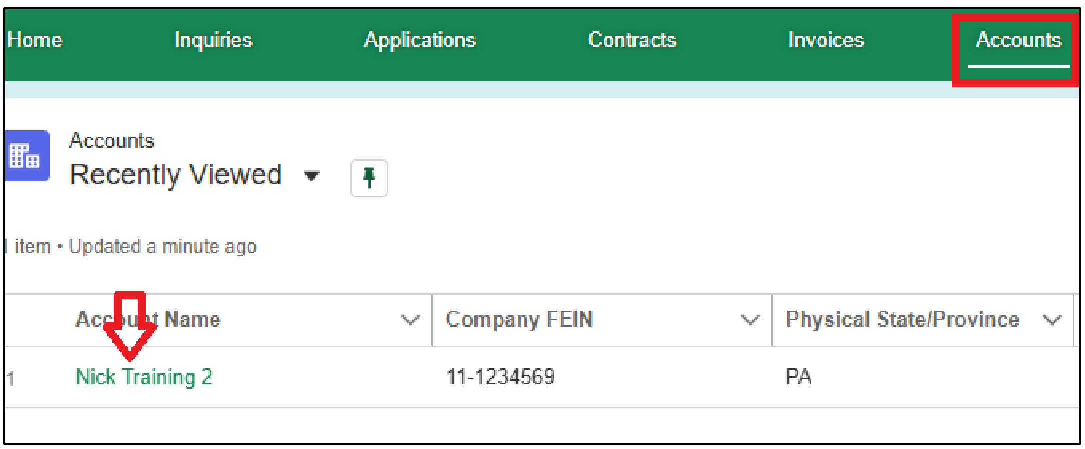
How do I add additional users?

Users who are listed as the **Primary** can add additional company users by selecting the Contacts menu option. Once on the Contacts menu, the user can click on "New" to add additional users.



How do I edit my Company information?

Users who are listed as the **Primary** can edit their company information by first selecting the Accounts menu option. Once on the Accounts menu, the user can click on the name of their organization to view the Account Detail screen.



Once on the Account Details screen, the user can click on "Edit" to make the necessary changes.

Inquiry

How do I submit an inquiry as a new company?

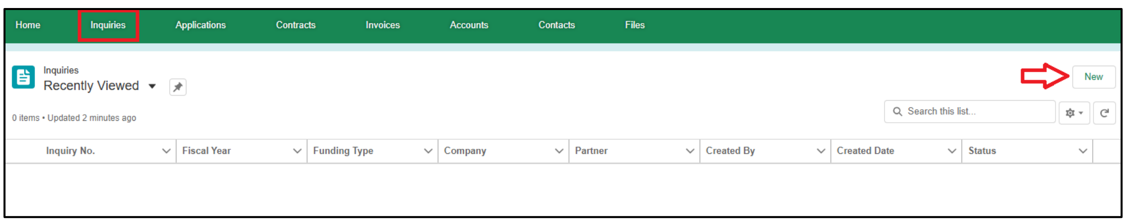
As a new company, a user can visit https://wednetpa.com/apply/ and click on "Apply" and follow the instructions for a new company. The user will be presented with a form to complete as part of the Inquiry process. A few fields to note:

- All fields with a red asterisk are required.
- Please enter the correct NAICS code if available. Users can visit https://www.census.gov/naics/ if they have any questions.
- Zip Codes should be zip +4. If a user does not know their +4, the user can enter 0000 and the +4 will be determined in the address validation screen.
- Please make sure that all information entered for Primary and Executive contacts is accurate as this will be where the new user invite emails will be sent.

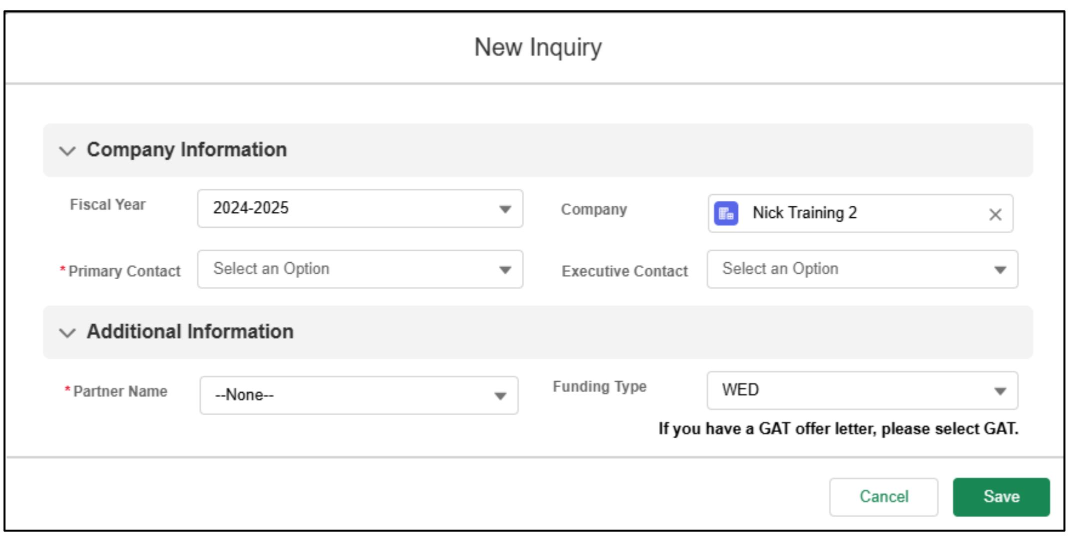
Users will receive a confirmation email that the inquiry was submitted successfully. The user will NOT be able to login until the partner accepts the Inquiry.

How do I submit an inquiry as an existing company?

A user can submit a new inquiry as an existing company by logging in to ISAAC and selecting the Inquiries menu option. Once on the Inquiries screen, the user can select "New" to submit a new Inquiry for the current fiscal year.

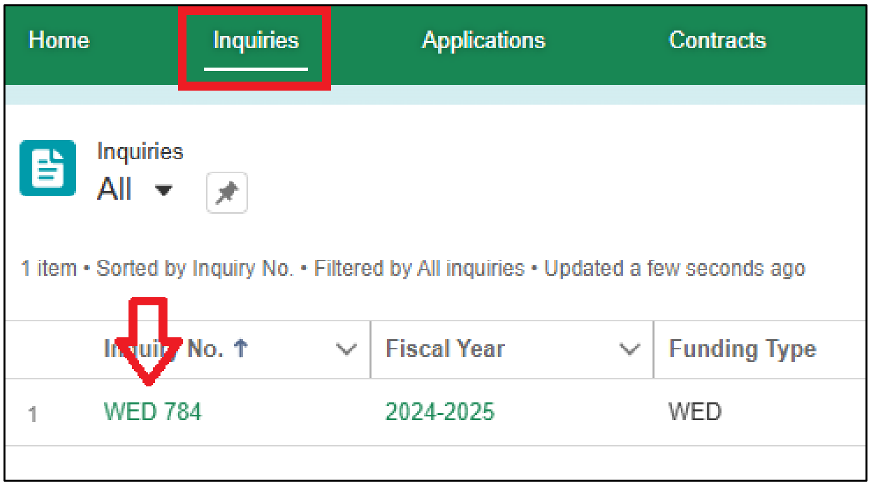


The user will be presented with a New Inquiry form to complete.



How do I view my Inquiry Information?

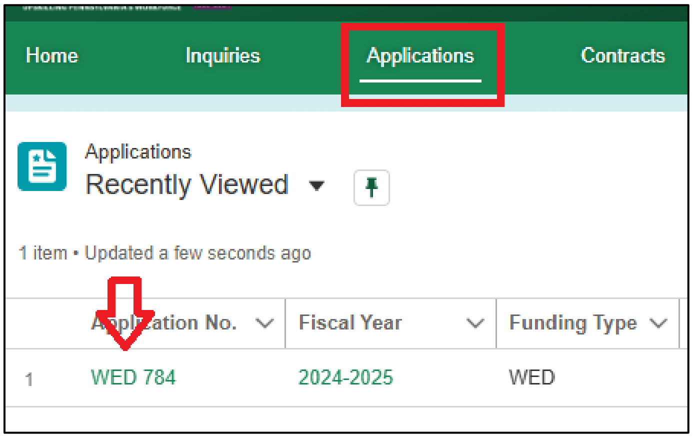
Users can view information related to their inquiry by selecting the Inquiries menu option. Once on the Inquiries screen, the user can click on the inquiry they would like to view.



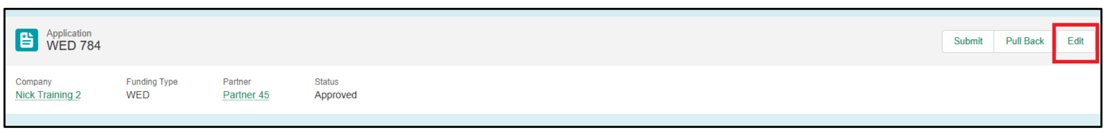
Applications

How do I view or edit my application information?

Users can view information related to their application by selecting the Applications menu option. Once on the Application screen, the user can click on the Application they would like to view.

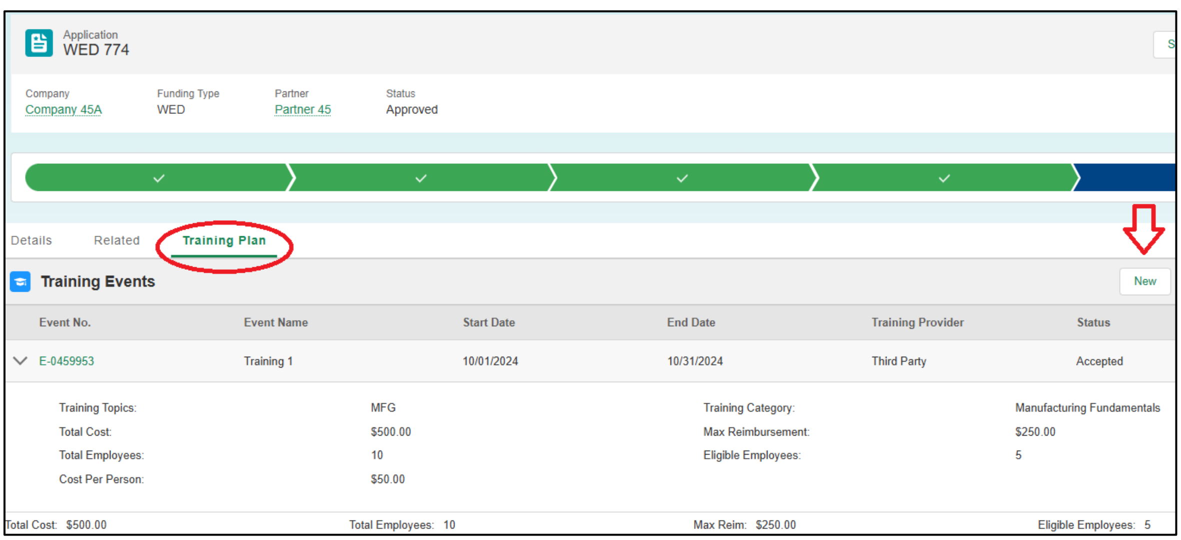


Users can edit their application by then clicking "Edit" from the Application details screen.



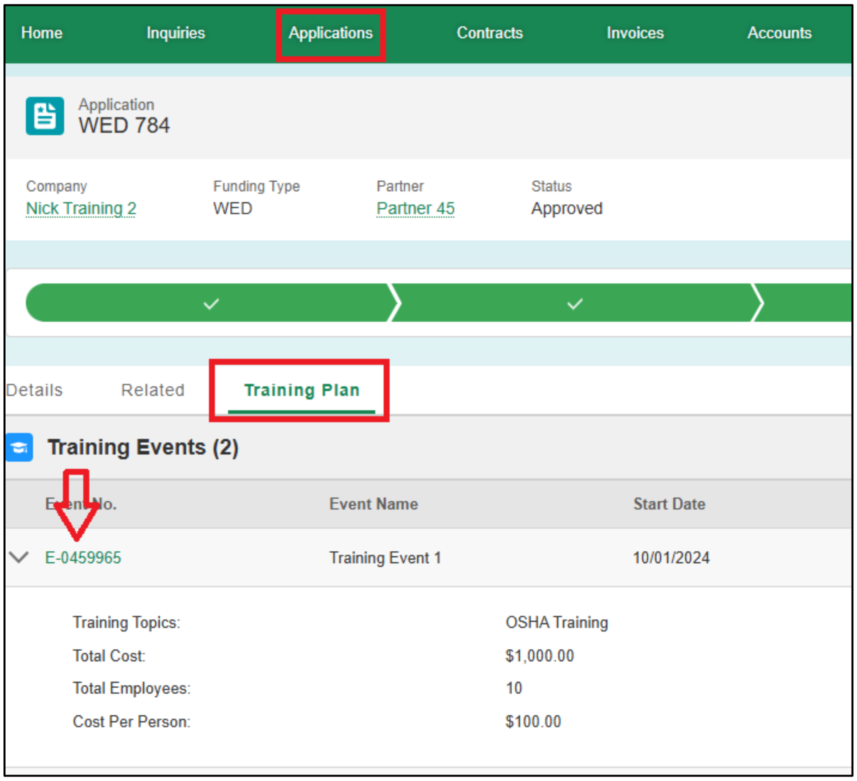
How do I create a Training event?

Users can add a training event by clicking on an application. This will open the details screen for their application. Once in the Application screen, the user can click on the Training Plan tab and add training events associated with their Training Plan by clicking "New".



How can I edit a Training event?

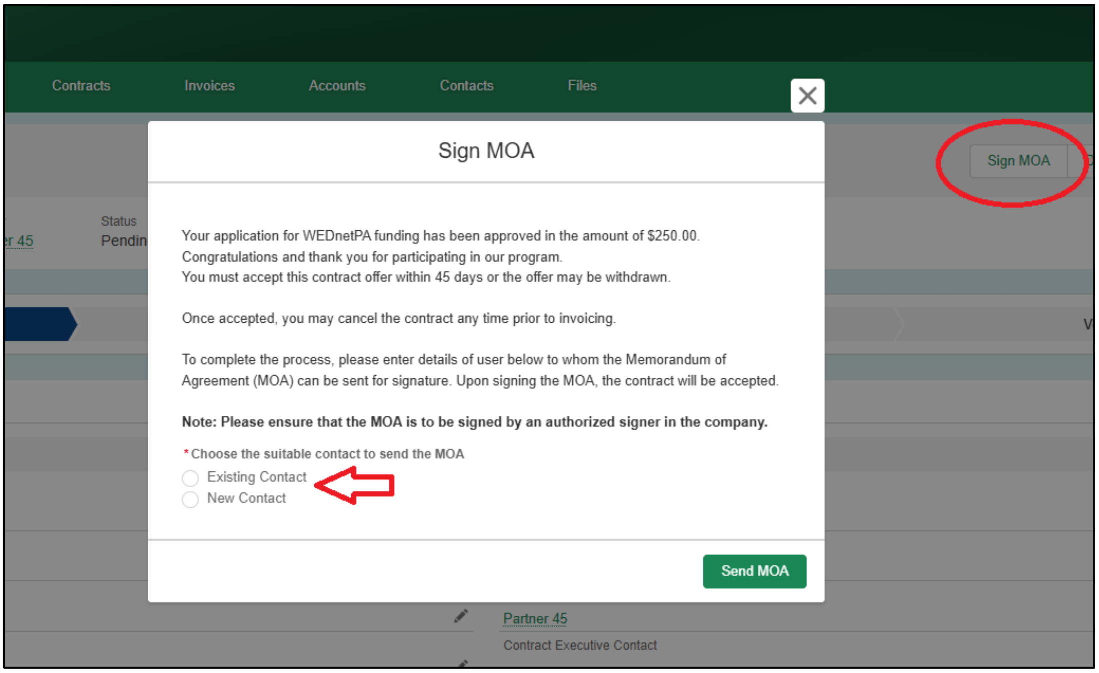
Users can edit a training event by clicking on an application. This will open the details screen for their application. Once in the Application screen, the user can click on the Training Plan tab and edit training events associated with their Training Plan by clicking on the Training Event they wish to edit.



Contracts

How do I sign my Memorandum of Agreement (MOA)?

Users must first select “Sign MOA” from the contract details page. A user will then be presented with a popup that will allow them to send the MOA to an existing user within the application or to a user that is outside of the system to electronically sign the MOA.

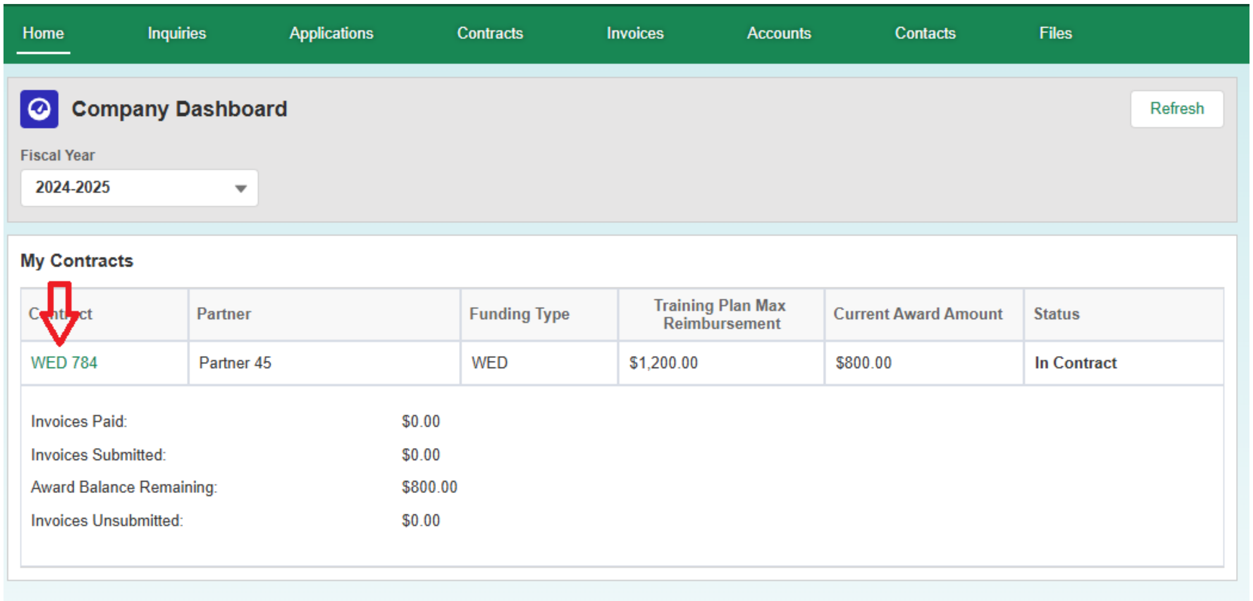


Can I send the MOA to someone other than myself?

Yes. Users must first select “Sign MOA” from the contract details page. The user will then be presented with a popup that will allow them to send the MOA to a user that is outside of the system to electronically sign the MOA by selecting “New Contact” and then entering the signer’s email address.

How can I view information about my contract?

Once an application is approved, users will see the active contract on their dashboard. High-level information will be available from the dashboard. A user can click on the Contract number to see the contract details.



How can I see previous years' information?

Users can view previous years' information using the Fiscal Year Dropdown on the Dashboard.