

# Using the Online Financial Aid Application

## CUSTOMERS

The purpose of this document is to help you navigate through the new online financial aid application. If you need assistance, please contact your closest Workforce Solutions office. You can see a list of offices by visiting <https://www.wrksolutions.com/find-a-location>.

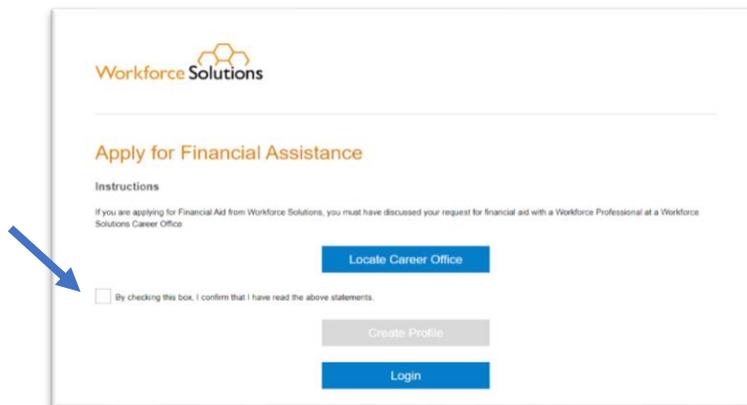
To apply for financial aid, you must complete the following steps:

**A. Agree to speak with a Workforce Solutions Professional about your request for financial aid.**

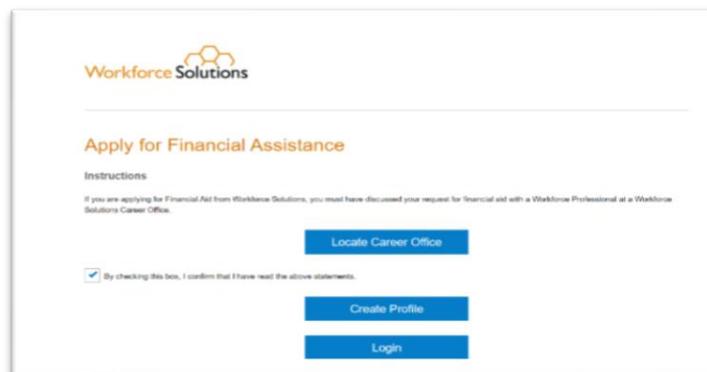
Customers applying for scholarships are required to complete an assessment with a Workforce Solutions professional. This assessment will help to identify your goals and build a plan to meet your educational needs.

1. Go to <https://www.wrksolutions.com/instructions>

The **Apply for Financial Assistance** screen displays.



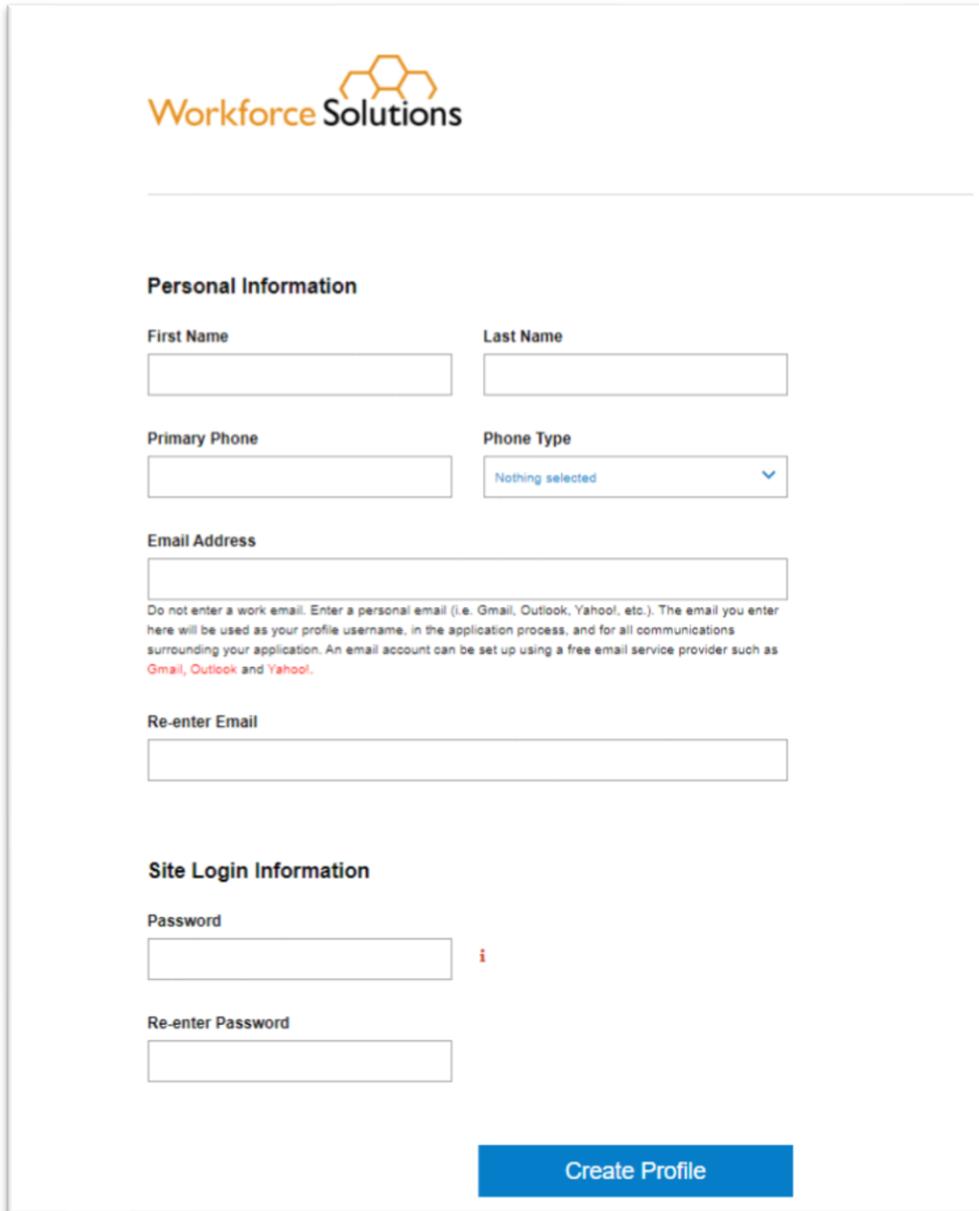
2. Check the box agreeing to discuss your request with a workforce professional at a Workforce Solutions office. This will activate the "Create Profile" button. Click on **Create Profile**.





## B. Create a Profile

The Profile screen displays.



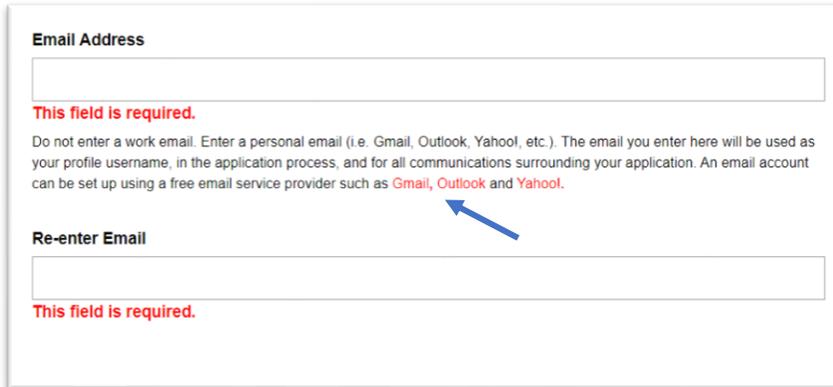
The screenshot shows the 'Create Profile' form on the Workforce Solutions website. At the top left is the Workforce Solutions logo. Below it is a horizontal line. The form is divided into two main sections: 'Personal Information' and 'Site Login Information'.  
**Personal Information:**  
- 'First Name' and 'Last Name' are text input fields.  
- 'Primary Phone' is a text input field.  
- 'Phone Type' is a dropdown menu with 'Nothing selected' and a downward arrow.  
- 'Email Address' is a text input field with a note below it: 'Do not enter a work email. Enter a personal email (i.e. Gmail, Outlook, Yahoo!, etc.). The email you enter here will be used as your profile username, in the application process, and for all communications surrounding your application. An email account can be set up using a free email service provider such as Gmail, Outlook and Yahoo!.'  
- 'Re-enter Email' is a text input field.  
**Site Login Information:**  
- 'Password' is a text input field with an information icon (i) to its right.  
- 'Re-enter Password' is a text input field.  
At the bottom right of the form is a blue button labeled 'Create Profile'.

Enter the required contact information:

- Name
- Phone number

- Email address

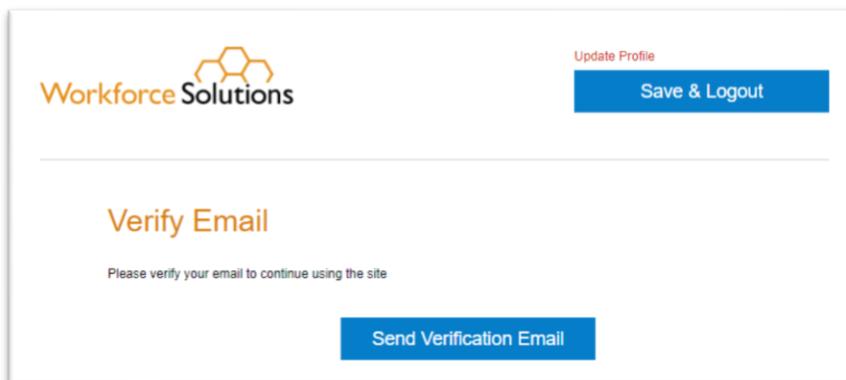
**NOTE:** If you do not have an email address, you can create one by clicking on the link to your preferred email provider below the email address field and completing the setup process for the provider.



A secure password must contain at least:

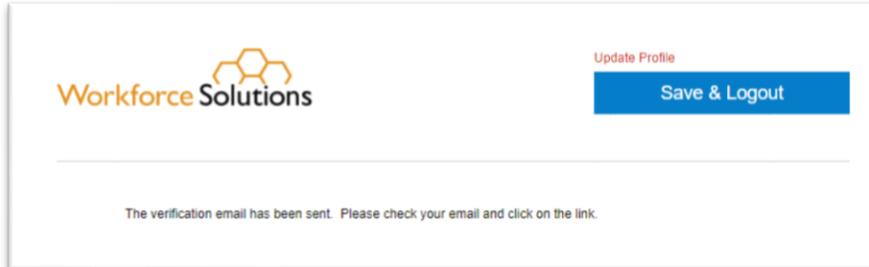
- eight (8) characters
- one uppercase letter
- one lowercase letter
- one number
- one special character (! @ # \$ % ^ & \*)

When all information is entered, click the **Create Profile** button. The **Verify Email Address** screen displays.

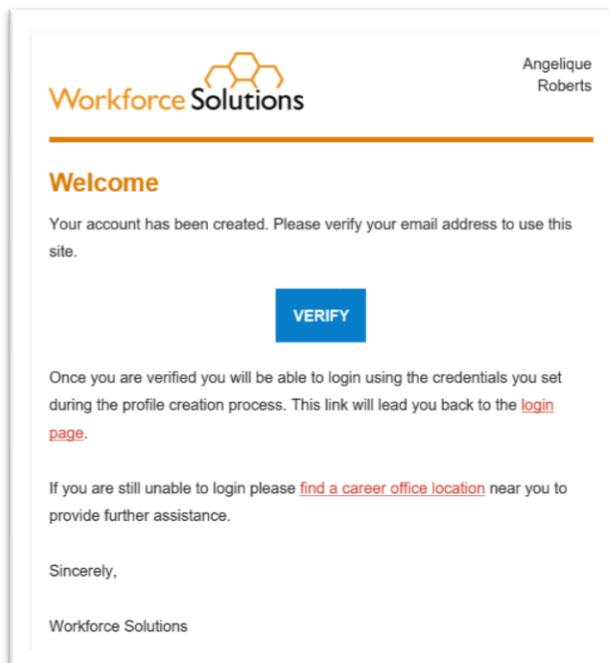


To confirm and verify your email address:

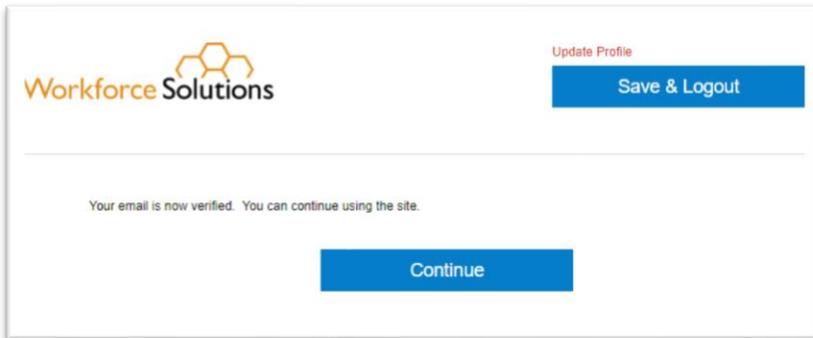
- Click the **Send Verification Email** button. A verification email will be sent to the email address you listed.



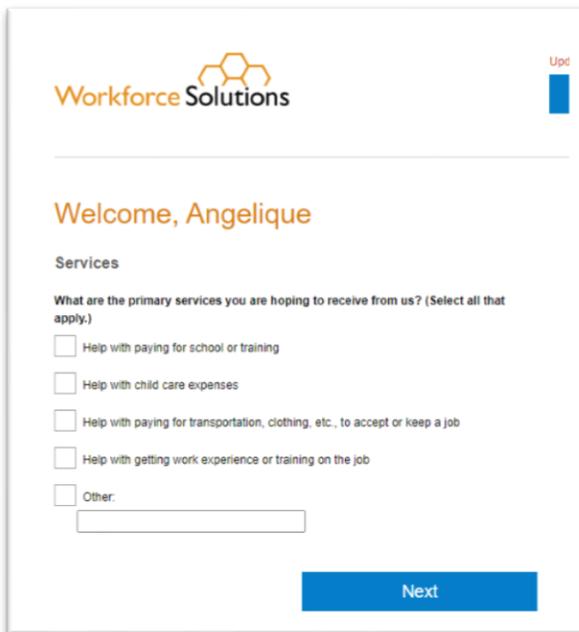
- Login to your email address.
- Retrieve the verification email from [WFSFinancialAid@wrksolutions.com](mailto:WFSFinancialAid@wrksolutions.com).  
Note: If the email is not in your inbox, check your Spam folder.
- Click the **VERIFY** link in the verification email.



- The **Email Verified** screen displays.



- Click the **Continue** button. The **Welcome/Services** page displays.

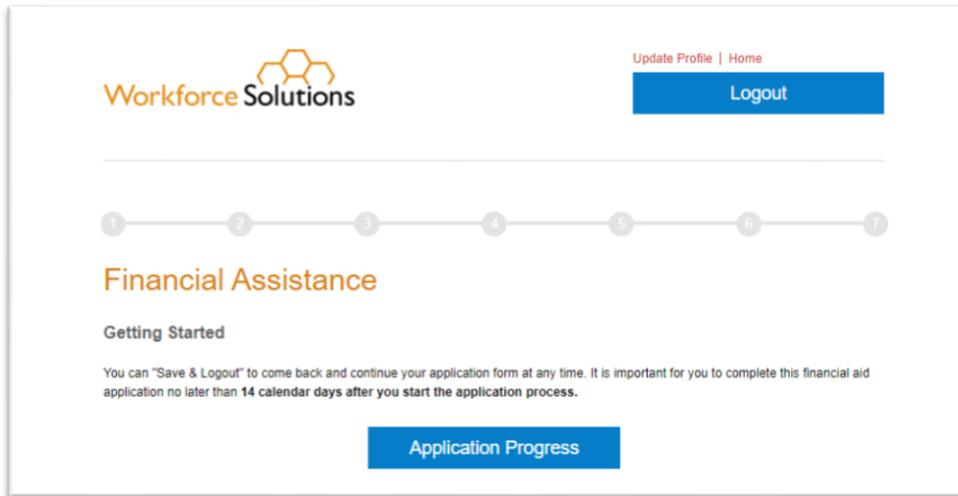


To continue the application profile:

- Check the applicable box(es) to identify the services you are requesting.
- Agree to an assessment within 14 days by clicking, I Agree.
- Answer the questions on the Financial Assistance page and click **Next**.

### C. Complete the application and upload supporting documents.

The **Financial Assistance – Getting Started** page displays.



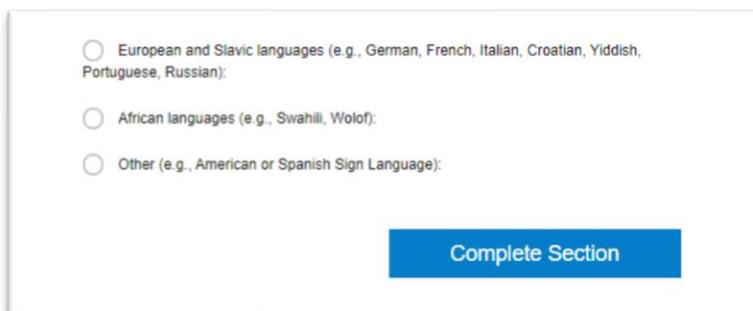
At this point, you may choose to logout and return to complete the application at a later time.

**IMPORTANT NOTE: If an application is not submitted within 14 days, you will have to reenter your application information in your profile.**

To continue, click **Application Progress**. The Application Progress screen displays seven steps to complete. For each step, you must answer a series of questions and click **Next** at the end of each page. Once you complete a section, the **Complete Section** button displays. At this point, you can click on the **Save & Logout** button, save what you’ve done, and return to complete the application at a later date.

**Note:** If a step has been completed, a link to **‘Edit’** the information displays in place of the **Start** button.

Once all sections have been completed, click the **Complete Section** button to save the information.



**NOTE:** If you are a Veteran, you must complete the Veteran Addendum.

The **Family Information** screen displays. You can choose to logout and return to the application at a later time by clicking the **Save & Logout** button at the top of the screen. **Family Information**

You must provide information about your household members and your own and family members' employment, income, and public assistance.

If a family member requires childcare, the **Addendum for Childcare Assistance** page displays for you to enter your selected child care provider information. If you haven't chosen a provider, you have the option to click **Next** to continue.

The **Addendum for Child Care Assistance** (Parent Agreement) displays.

The Parent Agreement is made up of two pages. For each page, you must read and agree to each statement by clicking the check box next to **"I Agree"** and clicking the **I Accept** button at the bottom of each page.

The **Documentation** page displays.



Workforce Solutions Update Profile | Home Save & Logout

1 2 3 4 5 6 7

### Documentation

**Uploading Documents**

Your application requires documents. You may upload multiple files for each document by clicking the "Add File" link. PDF and JPG files are preferred. Microsoft Word files are not accepted.  
A list of acceptable sources for proof of documentation is available for download [here](#).

Your changes have been saved, but you are still missing some required documents. Please upload at least one document to each document request below to proceed.

**Documents required for Angelique Roberts**

Proof of authorization to work	 test document.pdf	<span>ADD FILE</span>
Proof of residency in the thirteen counties		<span>ADD FILE</span>
Proof of Unemployment Insurance		<span>ADD FILE</span>
Proof of employment (wages / salary) for John's drilling; dates ranging from 01/05/2020 to 04/24/2020		<span>ADD FILE</span>
Additional Supporting Documents		<span>ADD FILE</span>

**Documents required for Spencer Patrick**

Proof of citizenship and age		<span>ADD FILE</span>
------------------------------	--	-----------------------

Next

### 1. Documentation

Based on the services you are requesting, you must upload documentation which support the information you've provided in the application. A list of required documents displays on the page.

**Note:** Only .pdf and .jpg versions of documents can be uploaded. If you have difficulty uploading your documents, please contact a Workforce Solutions professional for assistance.

#### To add a file:

Click **Add File** next to the document type. The file navigator pop-up window displays, allowing you to locate the document on the computer. Select the document by double-clicking on it or clicking the **Open** button. The document is uploaded and displays to the right of the document type. You will need to complete the steps to add files over until you have uploaded all required documents. When all documents are uploaded, click **Next** to continue the application.

**NOTE:** To continue the application, required documentation must be uploaded. You may click the **Save & Logout** button to stop the application, gather the documents, and return later. To see a list of acceptable documents for child care, click [here](#). To see a list of acceptable documents for scholarship, click [here](#).

The **Orientation to Discrimination Complaint Procedures** page displays.

### 2. Orientation to Discrimination Complaint Procedures

The **Orientation to Discrimination Complaint Procedures** form addresses discrimination complaint procedures for the programs and services Workforce Solutions offers, including:

- Workforce Innovation and Opportunity Act (WIOA)
- Temporary Assistance for Needy Families (TANF)/CHOICES
- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
- Child Care Services (CC)
- Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)

Click **I Accept** to acknowledge you have read and agree to the information in the document. The **Disclaimers** page displays.

### 3. Disclaimer

You must read and agree to the disclaimers on the page by clicking the box next to each statement and choosing the current date. Statements include:

- I understand that providing false information or failing to disclose information in order to appear eligible for financial aid is considered fraud. A person, who obtains, or attempts to obtain by fraudulent means, services to which the person is not entitled, may be prevented

from receiving future financial aid from Workforce Solutions, must pay back financial aid received, and may be prosecuted under applicable state and federal laws.

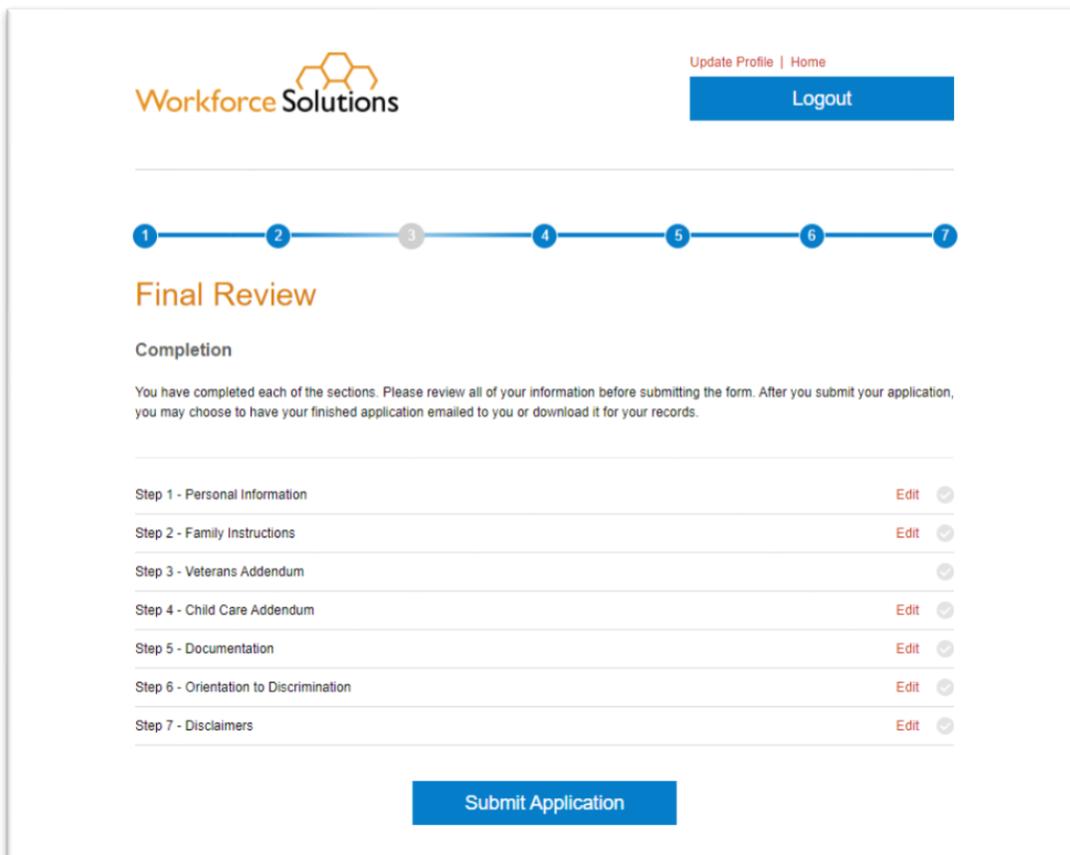
- I give permission to Workforce Solutions to contact third parties to verify information pertaining to my application for financial aid.
- I certify that my answers are true and complete to the best of my knowledge.
- I read and signed the Orientation to Discrimination Complaint Procedures form.

By selecting the "I Accept" button, you are signing the Agreement electronically. You agree your electronic signature is the legal equivalent of your manual signature on this Agreement.

Click the **I Accept** button to continue.

### ***D. Submit application for approval.***

The **Final Review** page displays.



The screenshot shows the 'Final Review' page in the Workforce Solutions application. At the top left is the Workforce Solutions logo. At the top right are links for 'Update Profile | Home' and a blue 'Logout' button. Below the header is a progress bar with seven numbered steps: 1, 2, 3, 4, 5, 6, and 7. Steps 1, 2, 4, 5, 6, and 7 are highlighted in blue, while step 3 is greyed out. Below the progress bar is the heading 'Final Review' and a sub-heading 'Completion'. A paragraph of text states: 'You have completed each of the sections. Please review all of your information before submitting the form. After you submit your application, you may choose to have your finished application emailed to you or download it for your records.' Below this is a list of seven steps, each with an 'Edit' link and a checkmark icon: 'Step 1 - Personal Information', 'Step 2 - Family Instructions', 'Step 3 - Veterans Addendum', 'Step 4 - Child Care Addendum', 'Step 5 - Documentation', 'Step 6 - Orientation to Discrimination', and 'Step 7 - Disclaimers'. At the bottom center is a large blue 'Submit Application' button.

You have the option to review all the information entered by clicking the **Edit** link next to each step. When you are satisfied all information is complete, click the **Submit Application** button. The **Social Security Number** pop-up displays.



Social Security Number  
(SSN) (optional)

 Hide SSN

SUBMIT

SKIP

Providing a Social Security Number (SSN) is optional. You can enter your SSN and click **Submit** or click on **Skip**.

The **Application Submitted** page displays, informing you the application has been submitted. You may choose to download a copy of the application or have it emailed for your records.

Update Profile | Home  
[Logout](#)

---

## Thank you, Angelique

Your financial aid application has been submitted.

Please allow at least 10 days for us to process your application. If additional information is needed from you, or when we make an eligibility decision for your application, a Workforce Solutions professional will contact you.

[Email Application](#)

[Download Application](#)