

# IGX Frequently Asked Questions

Welcome to the IGX Frequently Asked Questions (FAQ) guide that the New Jersey Department of Labor and Workforce Development-New Jersey Office of Information and Research has put together to ensure that you enjoy a simple and rewarding experience while using the platform. Below you will find a collection of situation-specific walk-thru to help you to support your work. Should you have any questions, comments, requests, or concerns, please contact us at [IGXHelp@dol.nj.gov](mailto:IGXHelp@dol.nj.gov).

## LOGIN INTO THE PLATFORM

### *Why have I been locked out of IGX?*

- IGX uses a security measure to prevent false attempts at getting to provider data. If you enter the wrong information three times, you will be locked out for 15 minutes. Please note that the password is case sensitive. Agate will add a message to inform you about this.

## REGISTERING INTO THE PLATFORM

### *What are the roles and responsibilities of different user types?*

- An AUTHORIZED OFFICIAL is the primary signatory for your organization. Only AUTHORIZED OFFICIALS can add users.
- An AUTHORIZED ADMINISTRATOR is the primary user who can do work in IGX, including making status changes. AUTHORIZED ADMINISTRATORS can't sign forms on behalf of the organization.

### *If all of the data were migrated, why isn't my organization in the IGX system?*

- If you were in suspended status when IGX was launched in April 2023, your organization's data was not migrated. As soon as your status is changed to approved, NJDOL will work with IGX to migrate your data.

### *Where did my profile go?*

- If you have trouble registering, please contact us and don't try to register multiple times.
- If you do, Agate will need to purge the duplicates and you might lose your profile information. The same goes for submitting multiple applications.

## GENERAL QUESTIONS

### *Can I bypass IGX and do my applications and reporting the old way?*

- IGX is the new system of record for the State of New Jersey. If you are having difficulty using the new system, please go to the COEI web page where you can find more FAQs, written instructions, training videos, and many other useful resources. If you still need help, please write to [IGXHelp@dol.nj.gov](mailto:IGXHelp@dol.nj.gov).

### *Will I have a specialist assigned to me with whom I can work and communicate?*

- As soon as you start an application or modification, you will be assigned to a specialist. Once you have submitted the application/modification for review, a specialist will be in

# IGX Frequently Asked Questions

touch with you within days. The specialist will primarily communicate with you through the IGX system.

## ***Do I need to work with the Department of Education differently than I used to?***

- The NJ Department of Education uses IGX, too. All of their reviews and approvals will be done in the new system.

## **DASHBOARD EXPERIENCE**

### ***What is the difference between an OPPORTUNITY and a TASK?***

- OPPORTUNITIES are where you go to create new applications; TASKS include any activities that you have already started.

## **PROGRAM AND PROVIDER INFORMATION EXPERIENCE**

### ***How do I edit the program or provider information?***

- To edit existing data in IGX, users should choose STATUS > CHANGE REQUEST or MODIFICATION. When you are able to edit, a SAVE button will appear on the screen.

## **MAKING MODIFICATIONS**

### ***Where are my Section J and K forms?***

- They are no longer called Section J and K. Section J information is now in PROGRAM INFORMATION. Section K is now called the PROGRAM RENEWAL FORM.

### ***When should I make a program modification?***

- Program modifications are used to modify an existing approved program.

Examples of Program Modifications:

- Cost of tuition has increased or decreased
- Financial Aid amount has increased or decreased
- Train route has been modified
- New instructor(s) have joined the program
- Clock hours have increased or decreased
- Staff member(s) phone number has changed
- Co-Director email address requires updating

## **CHANGE REQUEST**

### ***When should I make a change request?***

- Change requests are used when there are changes that have NOT been approved by the NJ Department of Labor and Workforce Development and require review for a program to be approved.

# IGX Frequently Asked Questions

## Examples of Changes:

- Change in School Name (ETPL & PCS)
- Change in School Location (ETPL & PCS)
- Adding New Programs (ETPL & PCS)
- Other (ETPL & PCS)
- Change in Ownership (PCS Only)
- Change in School Director (PCS Only)
- Additional Classroom Space (PCS Only)

## ***Do I need to create a separate application for each location?***

- Yes, providers must have a separate registration for each location.

## **QUARTERLY REPORTING**

### ***I used to enter my students into the system as they enrolled. Can I still do that?***

- Yes, you can enter students as they enroll if you are hand-entering the data in IGX. If you are using uploads, please wait until you are finished uploading the final file. Otherwise, all new uploads will replace the previous one.

### ***What should I do if I can't find my report on IGX?***

- Do NOT start a new report, as this may result in a data loss. If you clicked the 'save' button before exiting the page, your report should be saved. If you are not sure, please contact [IGXhelp@dol.nj.gov](mailto:IGXhelp@dol.nj.gov) and include "Can't find my report" in the subject line. An IGX site administrator will follow up as soon as they can.

### ***Where is my student data?***

- Your student data did not migrate to IGX. NJDOL and Agate are considering a later migration.
- Until then, you will need to enter or upload your student data from scratch.

### ***Why do I get an error message when I submit my quarterly report?***

You will receive an error message if you missed a step in trying to submit your report.

### ***How will NJ DOL ensure data confidentiality for all participants in the new IGX training provider platform?***

- All data will be used in aggregate form only and significant efforts are made to ensure the data displayed or reported cannot be traced to any individual.
- Understanding acquisition and use of a student records containing the student's SSN is sensitive information, it will be governed by the provisions of the Social Security Act, 42 U.S.C. §406, Privacy Act, 5 U.S.C. §522a, and the Family Educational Rights and Privacy Act, 20 U.S.C. §1232g. Federal law does not prohibit a State or local agency from

## IGX Frequently Asked Questions

requesting voluntary disclosure by an individual to provide his/her SSN as long as the requests for disclosure are made in accordance with the Privacy Act.

### ***Is there an option to replace a social security number with a unique identifier or a created?***

- Providers are required to submit student social security numbers as part of the quarterly report. If you are unable to submit student social security numbers, please reach out to the NJDOL Office of Research and Information-Center for Occupational Employment Information for guidance. [Trainingevaluationunit@dol.nj.gov](mailto:Trainingevaluationunit@dol.nj.gov)

### **TRAINING SEARCH**

**Where can I go to see my program online like I used to?**

- The new training search site is NJ TRAINING EXPLORER a <https://training.nicareers.org>.

### **IGX CONTACT INFORMATION**

***If you do not find the answer to your question here, please email:*** [IGXhelp@dol.nj.gov](mailto:IGXhelp@dol.nj.gov)