IGX FREQUENTLY ASKED QUESTIONS (FAQ)

Logging In

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.

Registration

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.

Dashboard

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

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.

Why don't my programs appear?

When you first entered IGX, you may have selected a grant opportunity from your OPPORTUNITIES menu. If you are a PRIVATE CAREER SCHOOL, you should select PCS_ETPL. If you are not a PRIVATE CAREER SCHOOK, you should select ETPL.

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.

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.

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 can't I submit my quarterly report?

The QUARTERLY REPORT function still is not operational. NJDOL expects to have a final upload format and data entry page by the week ending May 26.

ALL PROVIDERS HAVE AN EXTENSION FOR SUBMITTING THEIR FIRST QUARTER 2023 STUDENT REPORTS UNTIL JUNE 15, 2023.

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.njcareers.org.

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.

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 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.