Submitting ASSET Staff Requests

ASSET User’s should submit requests for data changes/corrections using the Staff Request menu item in ASSET.

Staff requests should be submitted when
- Data changes or corrections are needed and the field is grayed out and cannot be updated;
- Multiple PINs for the same customer are discovered;
- Exit needs to be removed because an episode soft exited or was closed in error; or
- Information was entered under the wrong PIN.

Further information on when to submit staff requests can be found in WIA Policy 07-04, Change 1.

How to submit a Staff Request

In Asset, select Staff Requests.

- On the Request Summary screen
  1. For Request Type, select Data Change;
  2. For Requested in Past, select One Month, Two Months, or Three Months;
  3. Click on the Submit button; and
  4. On the bottom of the screen, click on the Add Request button

- On the Staff Request Details Screen
  1. Select Data Change for the Request Type;
  2. Enter the Customer PIN;
  3. Select the appropriate program;
  4. If WIA Title 1 staff, select the appropriate name from the drop down list in the “Needs Approval By” field;
  5. Enter a brief summary in the Summary field;
  6. Enter a reason for the request in the Reason field;
  7. Select Pending for the Status;
  8. Enter a detailed description of what change is needed in the description field (make sure to use the same wording as what appears in ASSET); and
  9. Click on the Save button.
Staff Request Tips

- Be specific about what is needed;
- Use the same terminology that is used in ASSET;
- If a field needs to be changed in a service, specify the exact name of the service and the exact name of the field;
- Be sure to provide information for any mandatory fields if the fields are currently blank;
- If data entered on the wrong customer, list both the wrong PIN and the correct PIN; and
- If the status is “More Information Needed”, provide the requested information and change status back to “Pending”.

Multiple Records/PINs for the Same Customer

- If reporting multiple PINs for the same customer, the Customer PIN on the request must be the PIN that will be deleted.
- If reporting multiple PINs for the same customer, a separate request is needed for each PIN that will be deleted.
- List all PINs involved in the description on the request.
- The PIN that contains a Program Assignment/Level of REA or WPRS under the Re-employment Services Section on the Job Center of Wisconsin tab in Manage Customers or a completed JCW Registration and a Job Match Profile/Resume is the record that must be kept. If neither is present, then the PIN with the oldest services is kept.
- For assistance working with multiple records/PINs call or email the contacts listed below.

ASSET Contacts

Direct ASSET technical questions / problems to:
Approving ASSET Staff Requests

Staff requests submitted by WIA Title 1 staff require approval by locally designated staff for their area (known as an Approver).

Approvers should check staff requests weekly to determine if there are any pending requests that require approvals. Alerts or emails are not sent to notify a request is awaiting approval.

The Approver should check the staff request for completeness.

- Did staff clearly convey the change requested?
- Did staff provide all the necessary information for Approvers or System Administrators to accurately complete the request?
The Approver may either Approve or Deny the request, or Request More Information. Some data changes can be completed by the local Approver.

Once approved, staff requests that relate specifically to Performance, Policy, or Program related issues must also be submitted to the Local Program Liaison (LPL) for QA review and approval. The System Administrator will forward the request to the appropriate LPL.

The LPL may either Approve or Deny the request, or Request More Information.

Once the LPL has approved the request, the System Administrator will complete the request and change the status to Completed.