



## WORKREADY FREQUENTLY ASKED QUESTIONS

### I am having trouble with Naviance. What should I do?

- WorkReady's Naviance login site: [student.naviance.com/philyouthnet](https://student.naviance.com/philyouthnet)
  - **No code is required to register.** If you are asked to fill out with a registration code visit the above link and complete forgot password prompts.
- To log in, please enter the youth email address as the username and click the "forgot your password" button to set up new credentials.
  - Make sure that you are using the **same email address** you used to complete the online application. If you used your parent's email address or an email address to which you no longer have access, let your provider staff know right away. **The username is NOT [communications@pyninc.org](mailto:communications@pyninc.org).**
- If you land on the "**Which school would you like to log in to?**" page, enter The Philadelphia Youth Network.
- Click "**My Planner**" in the top right and then click "**Tasks**" to access all the work assigned to you by your provider.
- Use the "Naviance College, Career and Life Readiness Curriculum" at the bottom of your home page to access resources that will help you to complete your tasks.
- Reach out to a staff person at your provider organization for help navigating the Naviance platform.

### I am having payroll/ debit card issues. Who do I contact for help?

- If you have received a card and lost it or had it stolen, you are required to contact the card company at 1-866-578-0068.
- If you have not received a debit card or pay, please email [youthpayroll@pyninc.org](mailto:youthpayroll@pyninc.org) with your details.

### How to Activate

Two major identification items needed to activate your card:

1. Social Security Number
  2. Phone number listed on your WorkReady application. Do not remember what number you listed? Log back into your application to double check at [phila.workready.org](http://phila.workready.org)
- Online at [www.paychekplus.com](http://www.paychekplus.com) – **recommended so that you can set up an online account**
  - By Phone: 1-866-578-0068
    - *Note: call with the number on your WorkReady application to avoid additional steps. If you do not have access to that phone number, follow the necessary prompts or ask to speak to a representative (aka a real person) to activate your account.*

### I didn't opt out of the visa debit card in time, can I have an extension?

- Due to the scheduling of programs, no.
- If the participant is 13-24 and in a digital experience (90% of youth are) then they will be defaulted to debit card, with no exceptions.
- All 12-year olds will be paid through a check. **All forms of payment will be mailed directly to your home.**
  - Checks will be mailed out on pay date. Allow for checks to arrive up to 10 business days after the pay date.

### What is the status of my application?



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- **Applying to WorkReady does not guarantee a summer job placement.** We encourage you to reach out to one of our program partners operating WorkReady Summer programs. A list can be found at [workready.org/providers](https://workready.org/providers). At this point in the process, the online application has closed; however, you may continue your WorkReady application at [phila.workready.org](https://phila.workready.org) with a WorkReady program partner referral code.
- If you have received an invite to enroll email, then you have been selected to move onto the next step of the application process.
- This year WorkReady is operating on a rolling start. If you have already enrolled and received an email that you are connected to a program partner, contact them to find out when your specific program starts.

### **I tried to change the referral code on my application, but the submit button is grayed out. What should I do?**

- Once you have been invited to enroll you will not be able to change your referral code. If you are having issues, reach out to the provider you would like to work with to request the change. Work with your provider to submit the request for a program change.

### **I am not sure how to complete the enrollment process?**

- Read the "You're invited to enroll" email carefully. You can find a **Youth Enrollment Tutorial** in the email for guidance.
- Visit [workready.org/enroll](https://workready.org/enroll) for additional information about the enrollment process.

### **I didn't receive an enrollment packet/ ShareFile email, can you please send me another?**

- If you were selected to move to step 2 (enroll) in the process, you should have received three separate emails. You can search in your email for key words that can help you find the following three emails. Don't forget to check your spam/junk folder.
  1. From WorkReady with all the information about the enrollment process - **"You have been invited to enroll"**
  2. From ShareFile with your login info - **here is where you will upload all personal documents and the enrollment packet. "WorkReady Summer Step 2- Complete Enrollment"**.
  3. From [enrollment@pyninc.org](mailto:enrollment@pyninc.org) or [EchoSign@ecosign.com](mailto:EchoSign@ecosign.com) with the enrollment packet, once you fill out the packet you will receive another email with a copy of the Enrollment Packet (agreement). Download that agreement and upload it to your ShareFile account.
- You should expect the ShareFile and EchoSign emails a day or two after receiving the "You have been invited to enroll" email.

### **Can you confirm that you received my document through ShareFile?**

- ShareFile will NOT send a confirmation once your documents are uploaded. Please contact your WorkReady partner organization to confirm documents have been successfully added. **Tip: log out**



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then log back into your ShareFile account to double check the documents have been uploaded.

- Cannot log into ShareFile? Click the "Forgot Password" prompts at [pyninc.sharefile.org](https://pyninc.sharefile.org).

### What do I do with the Adobe Packet? I made a mistake on the Income Verification Form.

- The Adobe pack will be sent from [echosign@echosign.com](mailto:echosign@echosign.com). Check your spam and junk folders.
- After you have completed this packet you will not be able to go back and make edits. We will need to send you a new packet if you made an error on the PYN Release Signature and Statement of Receipt. ***If you made a mistake on the Income Verification form, your provider can send you a separate participant Income Verification form that you can complete and upload to ShareFile.*** Please email [youth@pyninc.org](mailto:youth@pyninc.org) to request a new packet.
- **You must UPLOAD the completed enrollment packet into your ShareFile folder.** Completing the Adobe Enrollment packet does not automatically upload into ShareFile and this does not mean you are done with the enrollment process.

### When will the program start? How do I know if I have been selected?

- If you have been selected for the third step in the process, a WorkReady program partner will reach out. Start dates are determined by the WorkReady Program Partner. You can email them to find out details about your program, including start dates.

### How do I change my provider code?

- If you have not already been connected to a WorkReady partner organization and invited to enroll, you can log in and change it. Work with your provider to submit the request for a program change. If you have been selected and want to change partner organizations, you can email [youth@pyninc.org](mailto:youth@pyninc.org).