LaMPSS Organization Funding Agreements

Getting Started

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INTRODUCTION/CONTACT US

Labour Market Programs Support System (LaMPSS) is a common system and set of business processes developed to focus on the administration of labour market programs and services for four provincial partners:

1. Department of Community Services (DCS) which include the following divisions:
   - Employment Support Services Division (ESS)
   - Disability Support Program (DSP)
2. Nova Scotia Office of Immigration (NSOI)
3. Nova Scotia Apprenticeship Agency (NSAA)
4. Labour and Advanced Education (Skills and Learning Branch) which includes the following divisions:
   - Employment Nova Scotia (ENS)
   - Workplace Initiatives (WI)
   - Adult Education (AE)
   - Youth Initiatives (YI)

LaMPSS is a bilingual, online web-based system that will provide you with the ability to:

- Submit applications on-line for Labour Market Program funding
- Submit activity and financial reports online
- View current and past funding agreements and payment history
- Update your own organization information in LaMPSS
- Identify your government contact person for information on your agreement(s)
- Organization's Primary LaMPSS user can add additional users for their organization
- Receive ongoing user/technical support

CONTACT US

If you are experiencing issues with

- ➢ Logging into LaMPSS
- ➢ Downloading your LaMPSS Program Funding Application
- ➢ Submitting your Application
- ➢ Adding New LaMPSS Users for your Organization
- ➢ Your Computer Compatibility
- ➢ Help with the functionality of LaMPSS

Contact LaMPSS Operations Support by

Phone (Metro):   902-424-1075,
Toll Free: 1-877-404-7074 or
Email: lampss@novascotia.ca

1   LAMPSS EXTERNAL ACCESS

The first step to apply for funding with the Province of Nova Scotia for Labour Market Programs is to request your LaMPSS access. This is a one-time process, completed the first time you want to apply for funding using LaMPSS. Once your LaMPSS access is entered into LaMPSS, your information will then be stored and shared by departments managing labour market funding agreements within LaMPSS.

If you have not completed the "LaMPSS External Access" form, contact the program area that you have been communicating with and they can supply you with the LaMPSS External Access and Direct Deposit forms or the forms are available on the LAE Internet site at http://novascotia.ca/lae/LaMPSS/LaMPSS.asp. Below is program area contact information;

PROGRAM AREA CONTACT INFORMATION	
1. Department of Community Services (DCS) ➢ Employment Support Services Division (ESS) ➢ Disability Support Program (DSP)	1-877-404-7074 (LaMPSS Operations Support)
2. Nova Scotia Office of Immigration (NSOI)	(902)-424-5230
3. Nova Scotia Apprenticeship Agency (NSAA)	1-(800)-494-5651
4. Labour and Advanced Education which includes the following divisions:	
➢ Employment Nova Scotia (ENS)	1-(877)-223-0888
➢ Workplace Initiatives (WI)	1-(866)-562-0100
➢ Adult Education (AE)	1-(877)-466-7725
➢ Youth Initiatives (YI)	1-800-424-5418

Once your LaMPSS access has been created, the primary contact (identified on your access form) will receive an email from lampss@novascotia.ca containing your LaMPSS Organization ID, User ID, password and link to the LaMPSS website. The primary contact can also create additional LaMPSS User ID's for your organization.

2   LAMPSS COMPUTER REQUIREMENTS

LaMPSS is a web-based system and a computer with a Windows based Operating System or a Macintosh computer are required to access LaMPSS. You will not be able to utilize all the functionality of LaMPSS using a cell phone or tablet.

2.1   Web Browsers

The following are the browsers that are supported by LaMPSS. The recommended browser for using LaMPSS is Microsoft Internet Explorer.

- Internet Explorer
- Chrome
- Edge
- Firefox
- Safari

2.2   Adobe Reader

To download or submit a LaMPSS application on-line, you must have a minimum version of **Adobe Reader 9.3.** on your computer and selected as the default reader.

If you do not have the minimum required Adobe Reader version, there is a link on the LaMPSS homepage to download the newest version of Adobe.
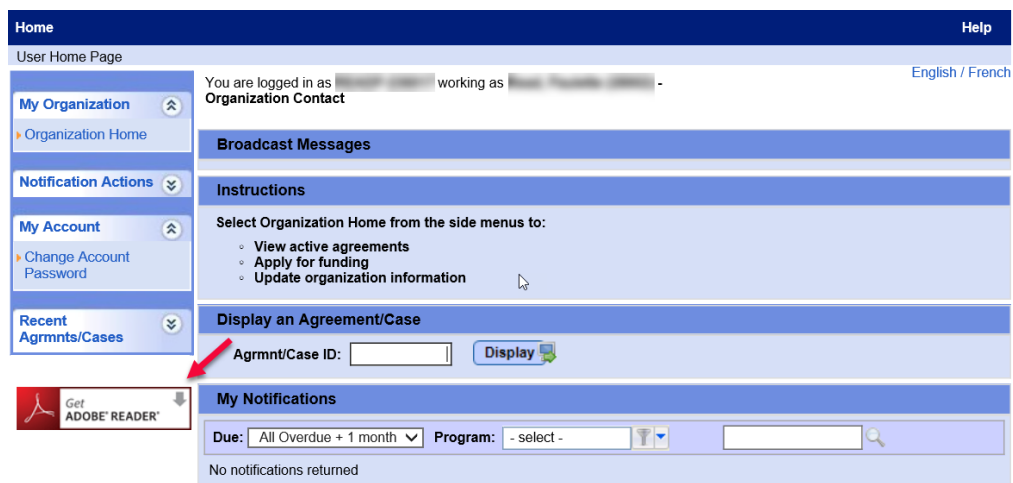
3   LAMPSS LOGIN

Once your LaMPSS External Access request is completed, your next step is to Login to LaMPSS. Below outlines the steps to log into LaMPSS and some trouble shooting tips.

3.1   LaMPSS Login

You should have received an email from lampss@novascotia.ca with your login credentials; Organization ID, User ID and Password.

In the email there is a link to the LaMPSS Login Page https://lampss.gov.ns.ca ; click on the link or you can also type the address in the Browser URL and select enter. This will take you to the following page,

1. Enter your login credentials from your email

    Organization ID: is a 6-digit number
    User ID: maximum 20 characters, usually your last name and your first initial
    Password: shall be between 8 and 20 characters and
                          shall contain characters from at least **three** of the following:
    - Upper case letter
    - Lower case letter
    - Number
    - Non-alphanumeric character e.g., `,~!@#$%^&*()_+-={}|:;'?./

    Angled brackets < > are not accepted as non-numeric characters for passwords.

    The password is case sensitive and must be entered exactly the way it is shown in the email.

2. Review the "Terms of Use" and enter a check mark in the box indicating that you have "Agreed to the Terms of Use".

3. Then select **"Login".**

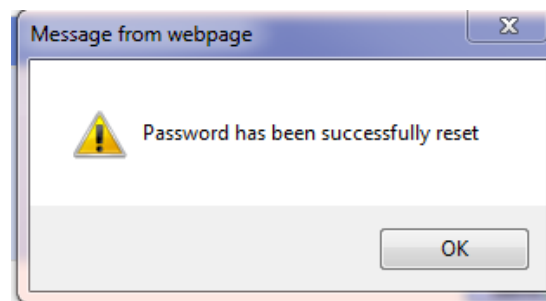## 3.2   Change Account Password

1. Once you are logged into LaMPSS, you can change your password as you wish.

2. Select "Change Account Password" on the left navigation bar.
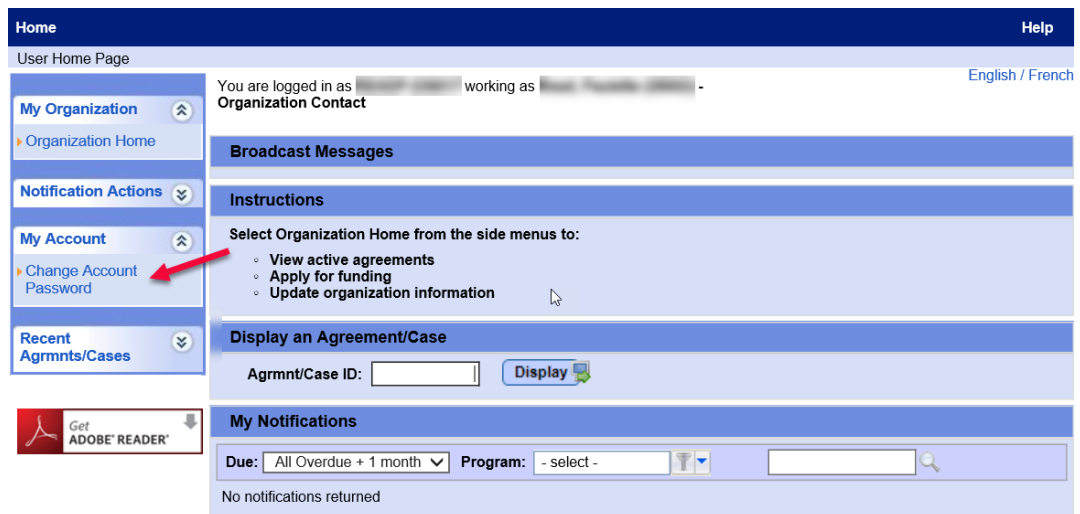
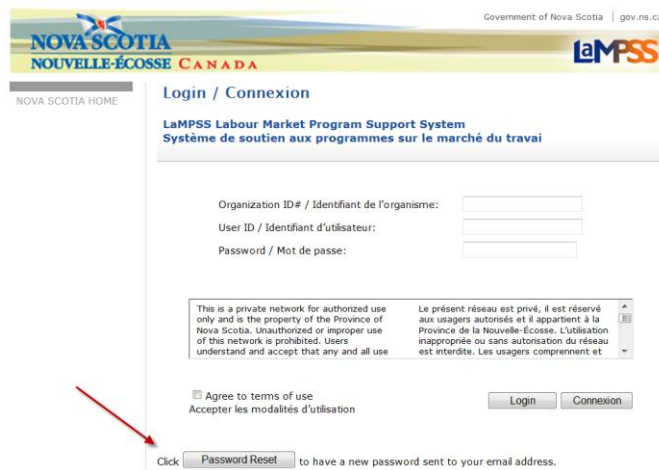3. Enter your current password, new password and confirm new password and select "SAVE".
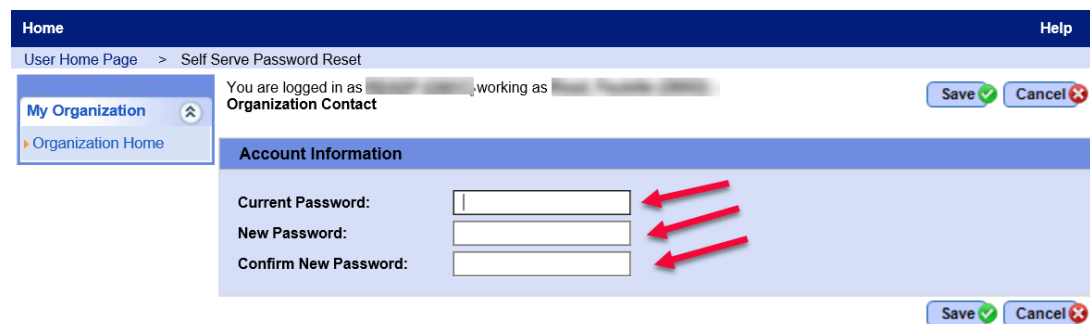
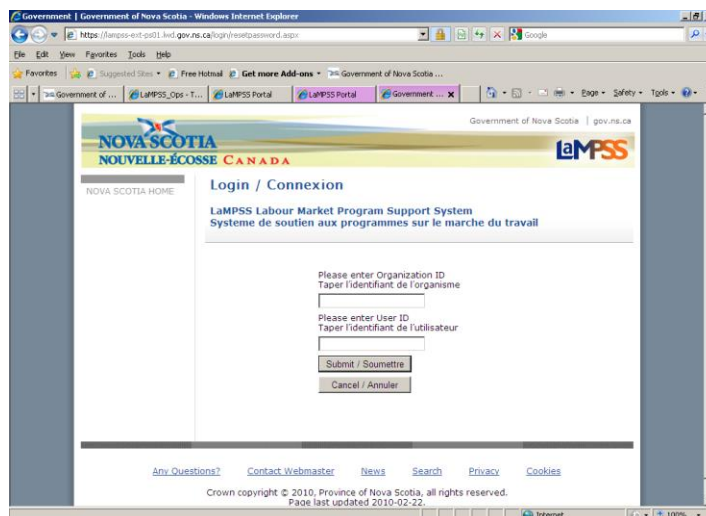4. You will receive a message that your password was successfully reset.

3.3   Password Expired

1. Your password expires every 120 days. If you attempt to login and your password has expired, you
    will receive the following message; "Your password has expired, Use the "Reset Password" button to
    request a new one".

2. Select the "Password Reset" button.

3. Enter your Organization ID and User ID and select "Submit".

4. You will receive a message indicating your credentials have been verified and a new password has
    been sent to your email account.

3.4   LaMPSS Login – Troubleshooting

Following are some possible reasons that you are experiencing issues logging into LaMPSS:

- ➢ Must be using one of the following browsers: Internet Explorer, Chrome, Edge, Firefox or Safari.

- ➢ Passwords are case sensitive.

- ➢ You can receive a message that you have entered invalid credentials if the user's password has expired or is about to expire. The password automatically expires after 120 days. The user is required to change their password and try to log in again. To reset your password

  - • Go to the LaMPSS site at https://lampss.gov.ns.ca

  - • Click on the "PASSWORD RESET" button

  - • Enter your Organization ID and User ID and Select

  - • A new password will be sent to your email address on your account.

- ➢ The user has insufficient rights. Email LaMPSS Operations Support at lampss@novascotia.ca to verify that you have the correct security to access LaMPSS.
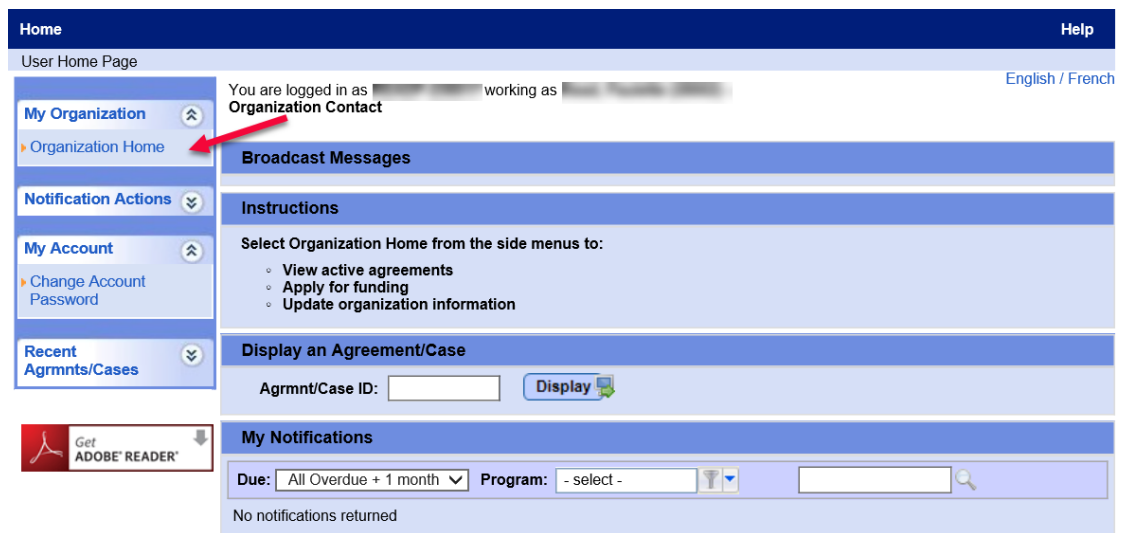
4   LAMPSS APPLICATION DOWNLOAD/SUBMISSION

Now that you are logged into LaMPSS you can download and submit your application for program funding. Below outlines the steps to download and submit an application and some trouble shooting tips.

4.1   LaMPSS Application Download
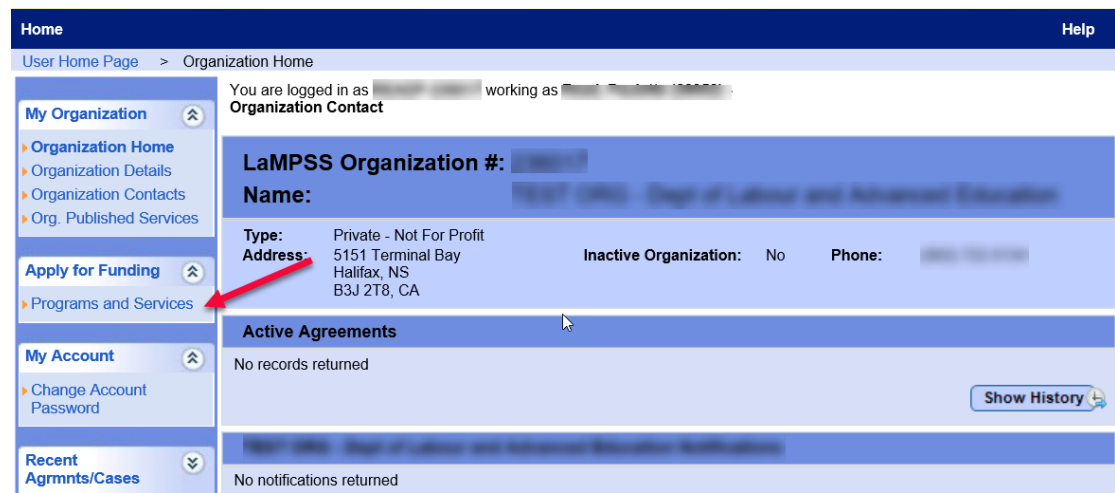
Once you are logged into LaMPSS and you have the minimum version of Adobe Reader on your computer you are ready to download the LaMPSS program application.

1. On the LaMPSS Home Page select "Organization Home" on the left-hand navigation panel.

2. Then select "Programs and Services" on the left-hand navigation panel.

3. From the available list of programs, click on the program name to see a brief description of the program.

4. From the pop-up, you can either navigate to the program website for more information or click "Apply Now" to access the electronic application.

5. When "Apply Now" is selected, LaMPSS will generate an electronic application form for this program which is customized to your organization. Another pop-up window will provide instruction to click on a link to download the application.
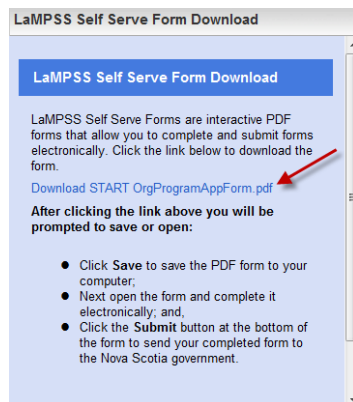
6. When the download is complete you will be prompted to open, save or cancel. We recommend that you always choose "Save" which will allow you to specify both a file name and a location to have the application saved on your computer.
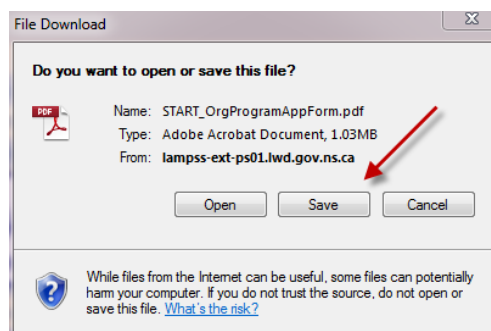
7. Once you save the application to your computer, you no longer need to be logged into LaMPSS to complete your application.

4.2   LaMPSS Application Submission

1.   Complete the application.

⚠️   Note: any areas highlighted with a RED box are required fields and the application will not submit unless they are completed.

⚠️   Ensure that the mandatory attachments are attached with your application and the correct "document type" is selected or the application will not submit successfully.

2.   When you have completed the application, you will need to enter your login information (Organization ID, Username and Password) at the bottom of the form.

3.   Then select "Submit Application".

Submit Application

Enter your LaMPSS Self-Service information below and click the Submit Application button to submit this application for funding. It may take several minutes for the submission to complete. Do not close the form during submission.

Organization ID *

Username *

Password *

Submit Application

4.   When the submit button is selected, the application form automatically uploads into LaMPSS.

5.   You will receive a message that your application was successfully submitted, and the message will indicate your agreement number.

4.3   LaMPSS Application Download/Submission – Troubleshooting

Following are some possible reasons that you are experiencing an issue downloading an application:
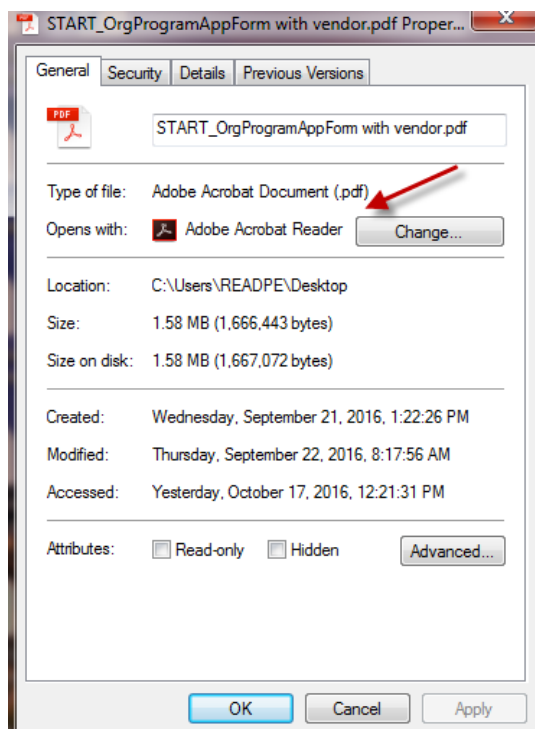
4.3.1 ADOBE READER

Users receive an error when trying to submit an application form; however, the user is able to login to the self-serve LaMPSS site with their credentials.

You need to have Adobe 9.3 or higher installed on the computer and selected as the default reader.

4.3.1.1   ADOBE READER DEFAULT

You can have Adobe Reader on your computer but it must be selected as the default for your application and reports to submit successfully.

1.   Select an Adobe PDF file (.pdf extension).

2.   Right click and select "Properties".

3.   The file properties window will appear. Choose the "General tab".

4.   You'll see a field called "Opens with".

5.   Click the change button (if it does not indicate Adobe Reader) and select Adobe Reader.

4.3.1.2   ADOBE READER - MINIMUM VERSION

To check your minimum version of Adobe

1. Click on the "Start" button in the bottom left of the screen
2. Click on "Programs" in the Start Button menu
3. Click on the "Adobe Reader" program link to launch Adobe Reader
4. From the Adobe Reader window, click on the "Help" option at the top of the screen
5. Select "About Adobe Reader"
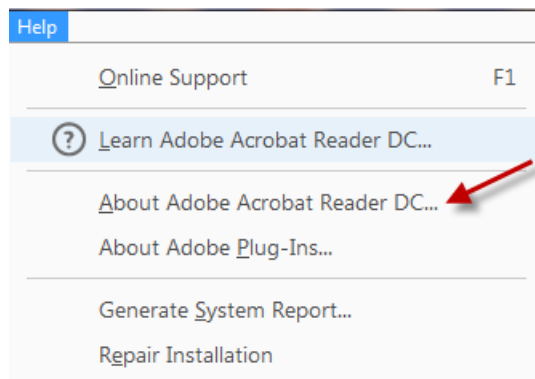
- Note the version indicated in the "About" pop-up window (note DC version is version 10)
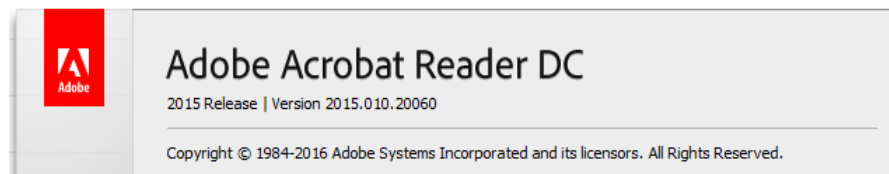
4.3.2   BROWSER

Depending on what browser you are using, the functionality of LaMPSS is different. Below are possible browser related issues that may cause problems with your download and submission of your application.

4.3.2.1   INTERNET EXPLORER

Download Message
When using Internet Explorer, you may receive a message at the top of the screen asking to allow the download. Click at the end of the yellow bar and select "Download".
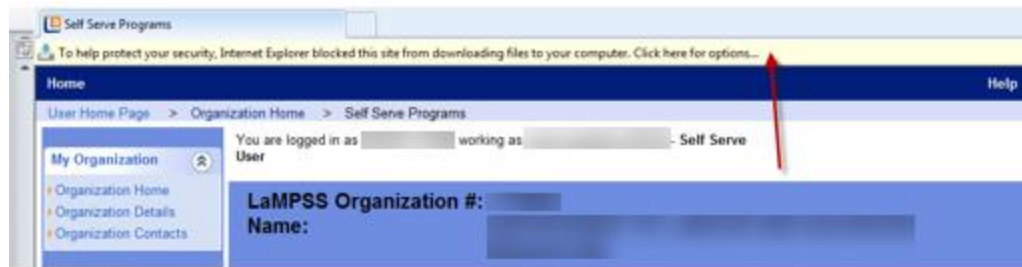
Internet Explorer 11 – Compatibility View Settings

If you have Internet Explorer version 11 on your computer you may need to add the government website "gov.ns.ca" to the compatibility view settings to enable some functionality in LaMPSS e.g., viewing reports.

1. Open Internet Explorer 11 browser and login to LaMPSS
2. Select the **"Tools"** on the menu bar
3. Select **"Compatibility View Settings"**
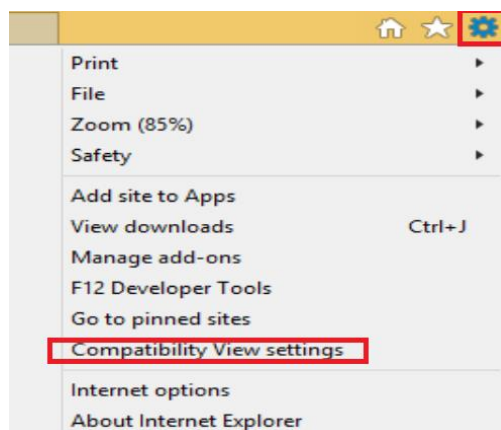
4. **"gov.ns.ca"** should be already in the "Add this Website" window – if not type gov.ns.ca in the "Add this Website" window
5. Select "**Add**"
6. Then close the window

Trusted Site Setup with Internet Explorer

Setting up the LaMPSS site as a "trusted" site will improve the user experience with LaMPSS. Without the trusted site setup, the user will experience warning messages when downloading forms, and other similar issues.

1. Launch Internet Explorer and go to the website (e.g. - https://lampss.gov.ns.ca)

2. In Internet Explorer, go to Tools >> **Internet Options**

3. In Internet Options, select the **Security tab** and click on **Trusted Sites**
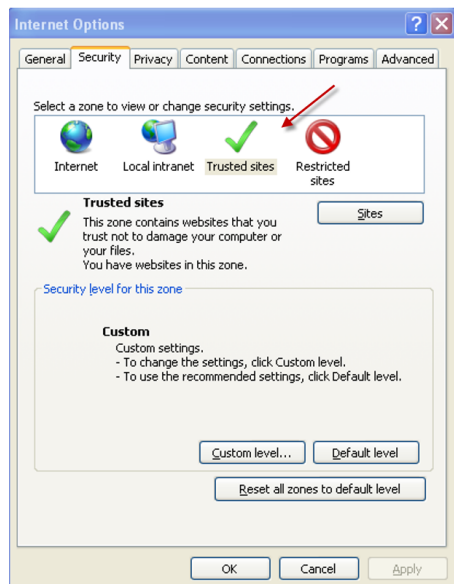
4. Click on Sites

5. The primary URL for the current site (if it is not already a trusted site) will be defaulted into the "Add this website to the zone" field

6. Now click the "Add" button with the primary URL for the current site in the "Add this website to the zone" field and then click the "Close" button

Turning off Pop-Up Blockers
If Internet Explorer Pop-up Blocker is turned on it could prevent you from downloading the LaMPSS application and financial/activity reports

To turn Pop-up Blocker off:

1. Open Internet Explorer

2. Select "**Tools**" menu bar

3. Scroll down to "**Pop-up Blocker**"

4. If you see "Turn On Pop-up Blocker" that means that you already have your Pop-up Blocker turned off

5. If you see "Turn Off Pop-up Blocker" that means that it is on and you want to select "Turn Off Pop-up Blocker" – now the Pop-up Blocker is turned off.

4.3.2.2 EDGE

When using Edge as your browser the application will download and show up at the bottom of your screen.
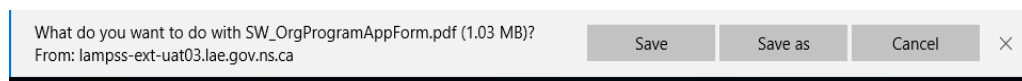
The options that are available are "SAVE" or "SAVE AS". When you select "Save" you have the option of Open, View Download or Open Folder.
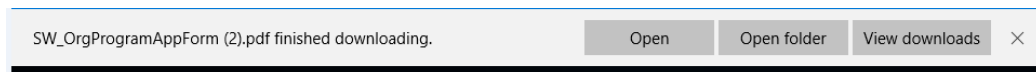
⚠️ If you do not have Adobe set as your default and you select "Open" you will receive the following message
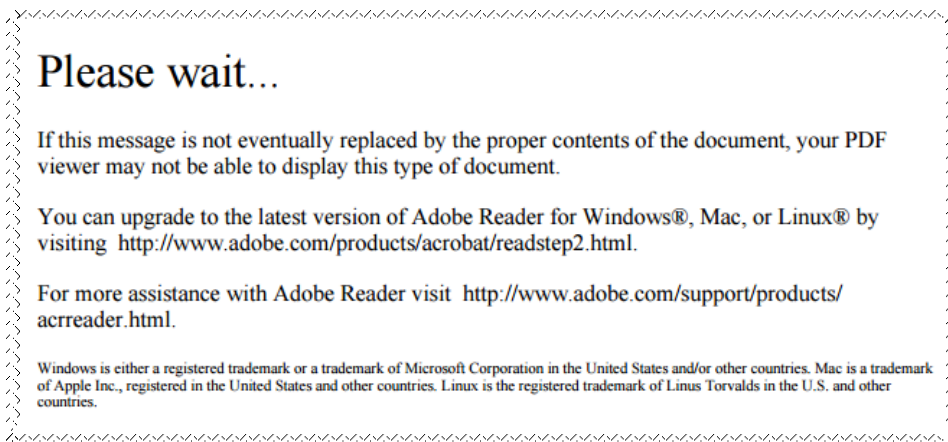
The LaMPSS application is trying to open in the Edge browser instead of Adobe. So, make a selection other than "Open" and you will be successful with downloading your application OR make Adobe your default and the application will open successfully.

4.3.2.3 CHROME

When using Chrome as your browser the LaMPSS application will download and will show up at the bottom of your screen
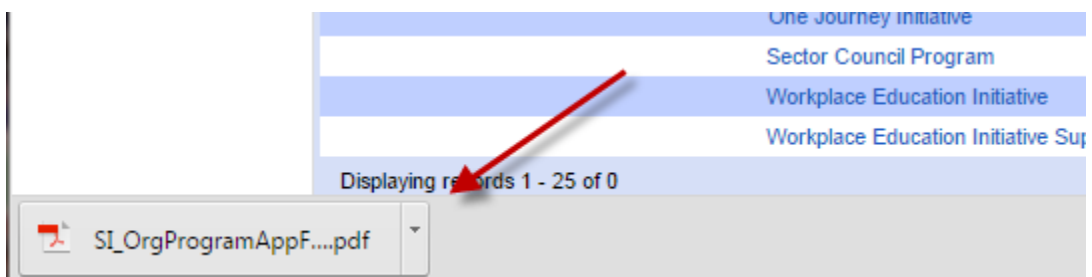
Click on the arrow and select "Always open in Adobe Reader", "Open with system view" or "Show in folder" and you will be able to access your application.
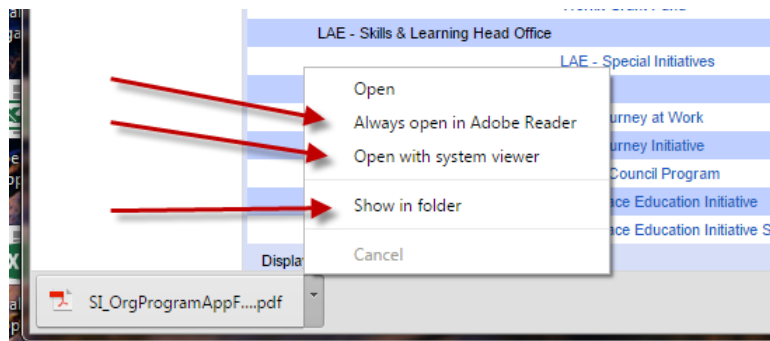
⚠️ If you select "Open" you will receive the following message
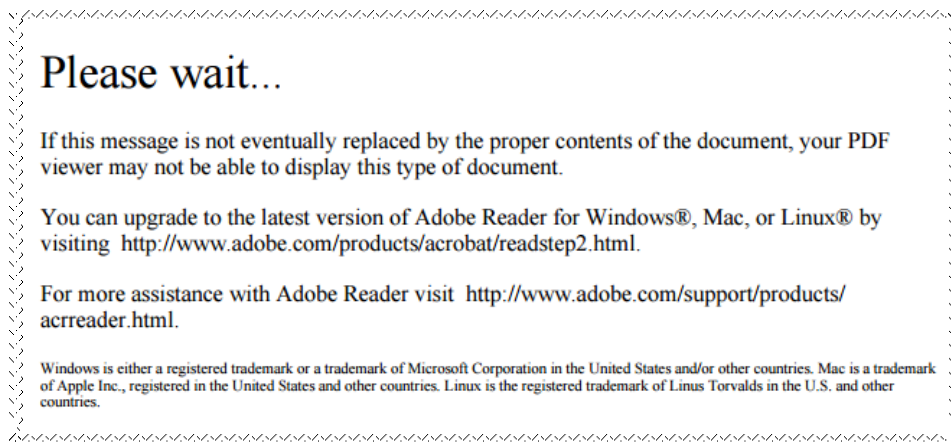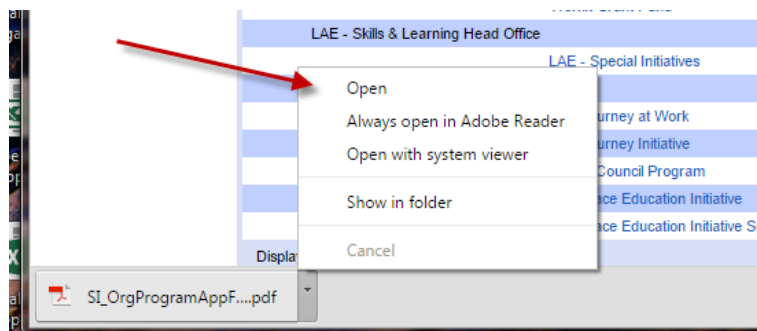
The LaMPSS application is trying to open in the Chrome browser instead of Adobe. So, make one of the selections above and you will be successful with downloading your application OR make Adobe your default and the application will open successfully.

4.3.2.4 FIREFOX

When using Firefox as your browser on Microsoft Windows and a Macintosh computer the LaMPSS application automatically downloads to your download folder. Go to your download folder and you can open the application.

4.3.2.5 SAFARI

When using Safari as your browser on a Macintosh computer the LaMPSS application automatically downloads to your download folder. Go to your download folder and you can open the application.

4.3.3 LaMPSS APPLICATION

Following are possible reasons that you are experiencing an issue downloading a LaMPSS application:

- Mandatory boxes (highlighted in Red) not completed.
- Activity dates entered incorrectly (must be todays date or in the future).
- Budget cash flow not completed (if required).
- Less cash and "in kind" contributions not entered (if required).
- Form has expired (application forms expire after 180 days from the day it was downloaded).
- Password entered incorrectly.
- Document Attachments
  - Total size of all file attachments per application is 5 MB.
  - Each file cannot be larger than 1MB.
  - Attachment types selected incorrectly or are not the required document.
  - Make sure the attached documents in the application form are **CLOSED** on your computer before trying to submit.

5   MANAGING YOUR ORGANIZATIONS LAMPSS USERS

Once you have received your login credentials; the primary contact can create additional LaMPSS users to manage your funding agreements.

5.1   Primary Contact

The primary contact for your organization has a security level that enables them to create, modify and deactivate LaMPSS users for your organization.

⚠️   It is the responsibility of the primary contact to ensure the user ID's are deactivated/maintained when an employee leaves the employment of the organization.

➢   There can only be one primary contact for your organization.

➢   The user that is the primary contact can assign the primary contact role to another user in their organization by selecting the check box beside the user contact information.

5.2   Changing the Primary Contact

If you want to change the primary contact for your organization, e.g., the primary contact identified for your organization has left your organization and they cannot reassign the role;

➢   complete the "LaMPSS External Access" form and select "Update Access"

> ➢ email the forms to lampss@novascotia.ca
>
> ➢ If the new primary contact is a new user, they will receive their log in credentials via the email provided on the form.

5.3   Create a New LaMPSS User

1.   Click on "Organization Home" from the left navigation bar.

2.   Select "Organization Contacts" from the left navigation bar.

3. Select "Add Another". Additional boxes are generated to add the new user's information.

4. Input users "Last Name", "First Name" and "Phone Number into the first line. Then add their "Email Address", "Title" and "Mobile Phone Number" on the second line.

    Once the data fields are completed – Select "SAVE".

5. When you select save, you are returned to the "Organization Home" Page. Select the "Organization Contacts" again.
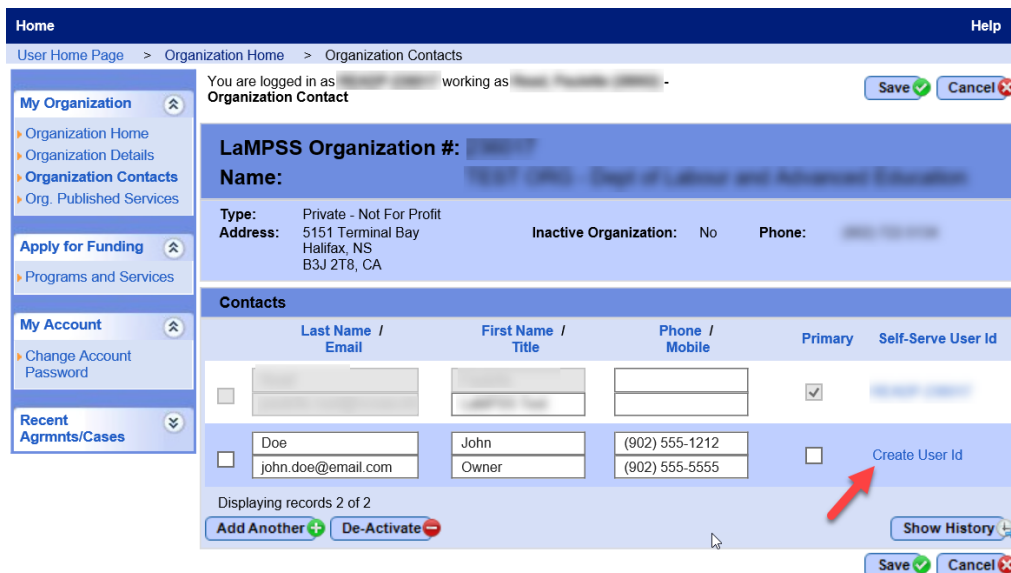
6. Select "Create User ID" for the person that you just created.

7. Now select the Active Profiles (or security you want the new user to have).

> ➢ Self-Serve Inquiry – View Only Information/View Organization Info.

> ➢ Self-Serve Update – Full Update – Submit Agreement Applications and Reports/Update Organization Information.

> ➢ Self- Serve Partial Update – Submit Agreement Applications and Reports/View Organization Information.

8. Select "SAVE".

Once you select SAVE you will get a message that the account was successfully created. An email has been sent to the Self-Serve user.
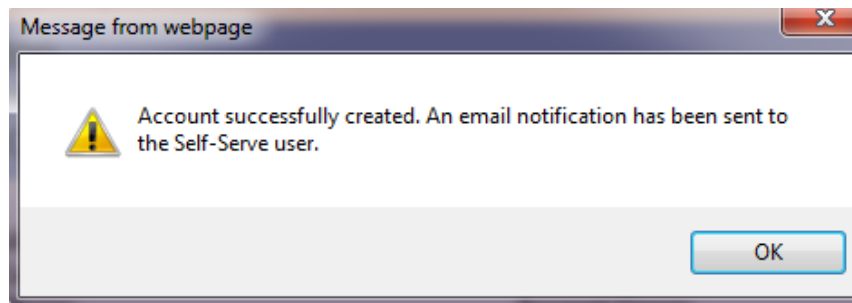
5.4   Modify a LaMPSS User

If you want to update information on a User's Profile you go the "Organization Home" and then "Organization Contacts".

1. Select the Self- Serve User ID that you want to update.

2. Make any updates to the

    ➢ Last Name

    ➢ First Name

    ➢ Email Address

    ➢ Security Access

3. Then select "SAVE".

5.5   Deactivate a LaMPSS User

If you want to deactivate a User's Profile you go the "Organization Home" and then "Organization Contacts".

1. Select the "Check Box" beside the user you want to de-activate.

2.   Then Select "De-Activate".

3.   The user's profile will disappear from your contacts list.

4.   Select Show History and you can view your deactivated users.