

APPRENTISCOPE FREQUENTLY ASKED QUESTIONS FROM JMAP: 2

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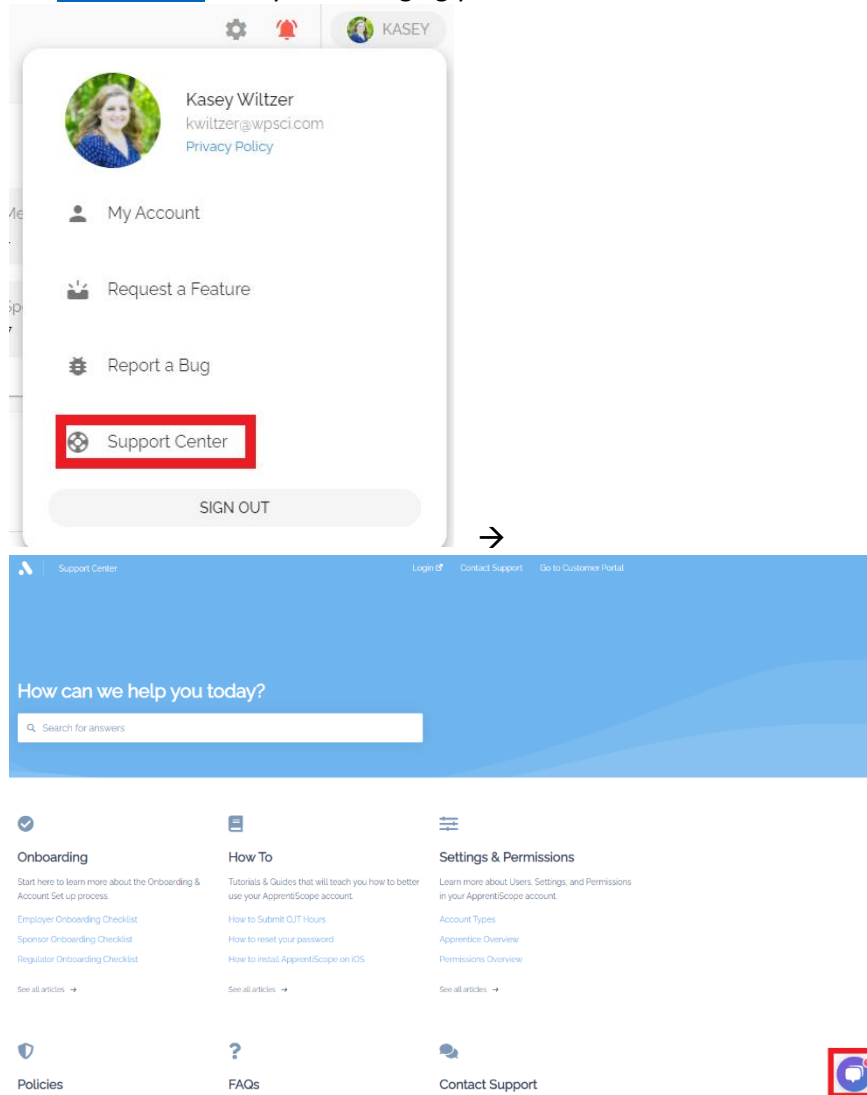
ApprentiScope Frequently Asked Questions from JMAP:

What if I have not received an email to create an account?

- a. Please reach out to me!

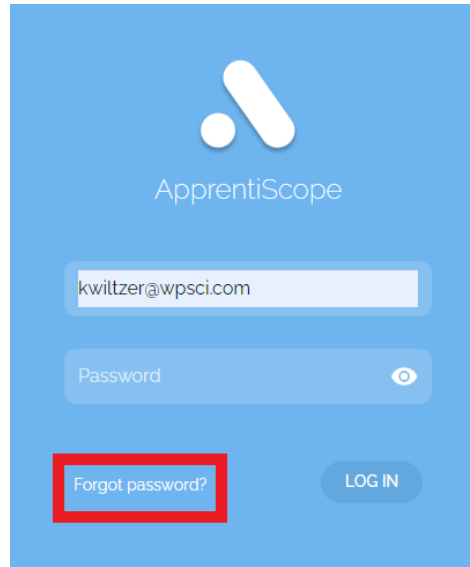
How do I access ApprentiScope Support Center/chat?

- a. Once you are logged in, click on your name in the upper right hand corner → Support Center. If you are not logged in, you can also visit the [ApprentiScope Support Center/Chat](#) at any time bringing you to the same location.



What if I forget my password?

- a. Visit <https://www.apprentiscope.com/login>



As a supervisor, when should I approve OJL hours?

- a. OJL hours should be approved after the end of each week/pay period once your apprentice has submitted. Once the supervisor has approved those hours, apprentices are no longer able to edit and can only be updated by their supervisor or an admin.

What about OJL hours imported into ApprentiScope from the old JMAP Manager System?

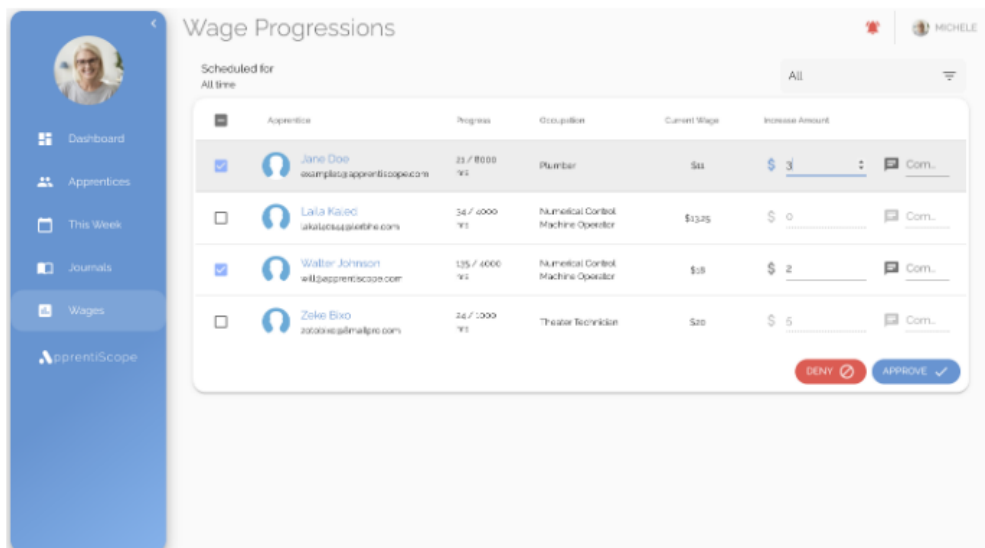
- a. Supervisors/administrators – please review all prior submissions and approve. Reach out if there are any discrepancies in any monthly submission. For further instruction, please visit - [How to approve submissions](#).

Time Submissions	Start Date	End Date	APPROVE ALL
1. OJL - May 25th, 2022 Competency: Substation - Maintenance & rebuild & 1 more Hours: 10	2022-05-01	2022-05-26	<input checked="" type="checkbox"/>
2. OJL - May 24th, 2022 Competency: Substation - Maintenance & rebuild & 1 more Hours: 10			<input checked="" type="checkbox"/>
3. OJL - May 23rd, 2022 Competency: Misc - Shop Work & 1 more Hours: 10			<input checked="" type="checkbox"/>
4. OJL - May 18th, 2022 Competency: Substation - Maintenance & rebuild & 1 more Hours: 10			<input checked="" type="checkbox"/>
5. OJL - May 17th, 2022 Competency: Substation - Maintenance & rebuild			<input checked="" type="checkbox"/>

When can I expect to receive promotional letters?

- When an apprentice has reached increments of 1000 OJL hours (up to 7000), an admin or supervisor must approve hours before the promotional letter is sent – therefore, suggesting approving weekly.
- ApprentiScope Feature:** [How to create a custom wage schedule](#)

Wage Progressions



Apprentice	Progress	Occupation	Current Wage	Increase Amount
<input checked="" type="checkbox"/> Jane Doe example@apprentiscope.com	23 / 8000 Y1	Plumber	\$41	\$ 3
<input type="checkbox"/> Laila Khaled lailak@apprentiscope.com	34 / 4000 Y1	Numerical Control Machine Operator	\$1375	\$ 0
<input checked="" type="checkbox"/> Walter Johnson willj@apprentiscope.com	135 / 4000 Y1	Numerical Control Machine Operator	\$18	\$ 2
<input type="checkbox"/> Zake Bivo zakeb@apprentiscope.com	24 / 1000 Y1	Theater Technician	\$20	\$ 5

Once your administrator has set up your apprentices' wage schedules, your apprentices will start to show up on the Wage Progressions page. To approve a wage progression, click the check box for the desired apprentice (shown above) and double-check the increase amount. If you want to change the increase amount, go ahead and do it now. When you've decided on the increase amount, simply click the blue Approve button located in the bottom right-hand corner of the screen.

Where should “other” hours be explained?

- Apprentices are instructed to explain “other” hours in their “Journals” tab, please review their explanation before approving.

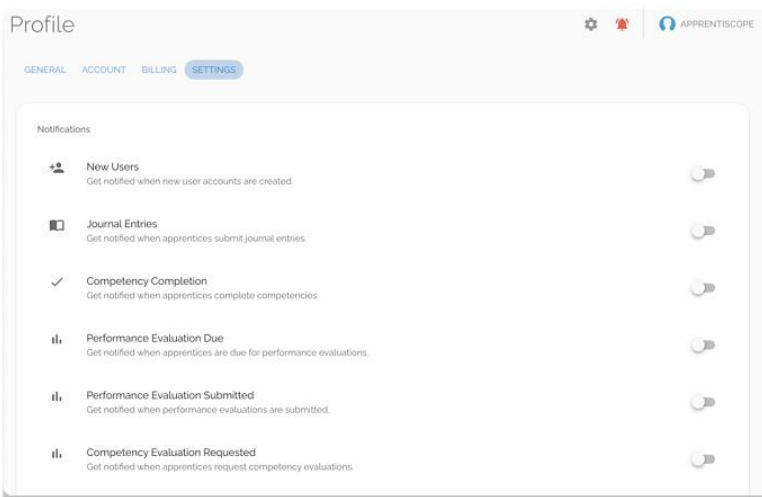
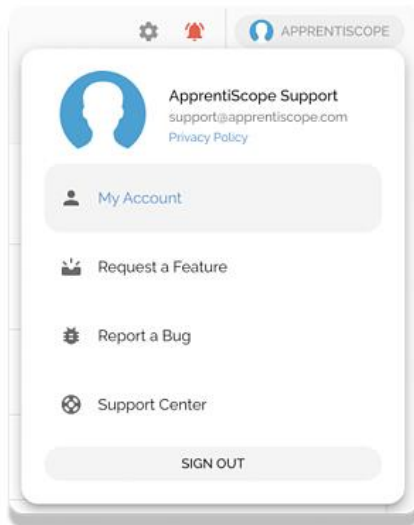
Can I edit/save in progress quarterly evaluations submitted for apprentices?

- Once submitted, an evaluation can no longer be edited. Also, keep in mind that once an evaluation is started, it must be completed, as there is no current option to save in progress. These two requests have been submitted to ApprentiScope for further review. If updates are needed for your apprentice's evaluation, please comment any edits needed in a journal entry and notify me via email to ensure JATC (JMAP Training Committee) is notified of needed edits. For further instruction on submitting evaluations, please visit: [How to submit evaluations](#).

Why am I seeing notifications for all apprentices within my employer, not only the apprentices I supervise?

- a. All supervisor accounts were created with administrator rights; therefore, able to see all apprentices within their employer. We are currently updating user permissions to “supervisor” as requested by some employers. Please reach out if you would like access to specific apprentice(s) that you supervise or have mentor accounts within your employer.

How do I turn off notifications?



- a. For further instruction, please visit [Controlling Notifications](#).

What if there is information in a profile that is incorrect?

- a. Feel free to update accordingly (by clicking the pencil icon) and send me message with edits you have made to ensure I have updated other records appropriately.

What if my question is not listed above?

- a. Reach out to me!
- b. When sending myself or ApprentiScope a support ticket, please include screenshots! We can provide a quicker resolution when troubleshooting together.

Please let me know if you would like further clarification on any of the above.