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Welcome

Welcome to the WRP Website User Guide for Students.

The Workforce Recruitment Program (WRP) is a recruitment and referral program that connects federal and select private-sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to demonstrate their abilities in the workplace through summer or permanent jobs. We are glad you are interested in participating this year.

Please note that there are different WRP Website User Guides for different audiences. In addition to Students, these include School Coordinators, Recruiters, and Employers. It is important to use the correct user guide for you.

Please Note

- Students registering for the WRP must work through a participating school in order to apply. You can check to see if your school is participating by going to the List of WRP Participating Schools on the Public Resources page.
  - Please note that the list of schools on the WRP website’s User Registration Request form is NOT a list of all schools participating in the WRP. Rather, it is a list of most U.S. Department of Education accredited colleges and universities.
  - Please make sure that your school is participating before you register for the WRP. If it is between April and July, you can encourage your school to participate by contacting the career or disability services office and asking them to register your school. They can do this by going to the WRP website’s School Coordinator registration page or contacting wrp@dol.gov.
  - If your school is not participating, the WRP will try to associate you with a participating school but cannot guarantee your registration will be approved.
- The WRP website is only supported on Chrome and Firefox web browsers on desktop devices. The website is not fully compatible with Internet Explorer or mobile devices.
- You must register for an account and submit a new application on the WRP website each year, even if you have taken part in the program before. Your application and account will only remain active to employers for one year. To participate the following year, you must meet the WRP eligibility requirements and reapply for the program.
Registering as a Student

Please be aware that registering for an account on the WRP website is NOT the same thing as submitting an application to the WRP. Rather, it is only a request to create an account on the website. Once you have been approved to create an account by your School Coordinator, you will be able to submit an application.

1. To start, go to the wrp.gov home page.
2. Begin your registration by clicking on “Student Registration Now Open!” or the Students tab in the navigation bar at the top of the page.

3. On the next page, click “Students Register Now!” If student registration is not currently available, this button will indicate when it will be open.
4. You will then be directed to a page listing **WRP Rules of Behavior**. You must read through this page. When you have finished reading, scroll to the bottom of the page and click the **I Accept** button to certify that you have read, acknowledge receipt of, and understand your responsibilities and will comply with the rules of behavior for the WRP.gov website. You will be unable to proceed with your registration if you do not do this.

![Figure 3: WRP Rules of Behavior Page](image)

5. You will then be directed to **WRP Applicant Referral Agreement** page. On this page, you must certify that you have read and understood its information and meet the requirements of the WRP. This is done by checking the boxes next to those statements. Please read all these statements carefully. If you are unsure or do not meet the requirements, do not complete this form. Instead, contact your School Coordinator or email wrp@dol.gov if you do not have a School Coordinator. You will be unable to proceed if you do not check these boxes.

6. Click the **Continue** button.

![Figure 4: WRP Applicant Referral Agreement Page](image)
7. Next, fill out the User Registration Request form. **You cannot complete your registration if you do not fill out all of the required fields, which are indicated with a red asterisk (*) or “(required)” after the field name.** As part of this, you will need to select the college or university that you attend or recently graduated from.
   a. If your school is not on the list, select “My school is not listed” and an additional field will appear allowing you to enter your school name. In this case, submit your registration following the instructions below and then email wrp@dol.gov for assistance. In order to participate, your school or alma mater must be a postsecondary institution that is accredited by the U.S. Department of Education.

8. Click the **Submit** button to complete your registration.

![Figure 5: WRP User Registration Request Page](image)

9. Next, a School Coordinator from your school will need to approve your registration request. If you are applying from a school without a WRP School Coordinator, a WRP Program Manager may contact you directly to determine if you can be placed with a participating WRP school. WRP Program Managers do their best to place candidates from nonparticipating schools, but your account approval cannot be guaranteed.

10. After your School Coordinator has approved your registration request, you will receive an email with your User ID (your email) and a temporary password for your account. Once you receive this email, you are ready to log in for the first time.
First-Time Login

1. After being approved for registration by your WRP School Coordinator, you should receive an email from prodwrp@servicenowservices.com with the subject line “WRP Student Registration Approved.” This email will contain your User ID and a temporary password for your account.

2. Go to the WRP home page and click the Students tab in the navigation bar at the top of the page.

3. In the login box in the upper right quadrant of the screen, enter the User ID and temporary password you received by email. Please note that User IDs are not case-sensitive, but passwords are. Click the Login button to continue.

4. You will then be prompted to reset/create a new password.
   a. Enter your current password (the temporary password provided in the email).
   b. Enter a new password of your choice. Make sure your new password meets the requirements below.
      i. Passwords must be at least 8 characters in length.
      ii. Passwords must contain at least:
         1. One lower-case alphabetic character
         2. One upper-case alphabetic character
         3. One numeric character
         4. One of the following special characters: !, @, #, $, %, ^, &, *, (, )
      iii. Passwords cannot contain or be simple keyboard patterns (asdfgh, qwerty, Password, p@ssw0rd1, etc.).
      iv. Passwords cannot be the same as or contain first name, last name, or the User ID.
      v. If you are resetting your password, it cannot be the same as any of your last 12 passwords.
   c. Again, please note that usernames are not case-sensitive, but passwords are.
   d. Confirm your new password by entering it again into the Confirm New Password field.
   e. Click the Submit button.

5. The first time you log into the WRP website using your new password, you will be directed to a page asking you to select security questions.
   a. Select three security questions and enter an answer for each. Choose questions and answers you can easily remember. Answers must be at least four characters and are not case-sensitive.
   b. Click the Submit button.
   c. If you forget your password or security questions, see the Students Main Page and Account Settings section of this guide.

6. Now, you will be able to submit an application to the WRP. Again, it is important to note that registering for an account on the WRP website is NOT the same thing as submitting an application to the WRP. They are two separate steps.
Students Main Page and Account Settings

1. Upon successful login, you will be taken to the Students main page, which has been configured with information relevant to students. You can always access the Students main page by clicking on the Students tab in the navigation bar at the top of the page.

2. On the Students main page, you can submit an application to the WRP, view your School Coordinator information, and report if you have been hired through the WRP. These actions are indicated by three buttons on the right side of the page.
   a. To begin submitting an application, please follow the guidance in the Submitting an Application section of this guide.
   b. To view your School Coordinator information, click “View School Coordinator Contact Information.”
      i. Your WRP School Coordinator(s) will serve as your primary contact person(s) throughout the WRP application and informational interview process. You should contact them with any questions or concerns throughout the process.
   c. To report that you are being or have been hired through WRP, please follow the guidance in the Reporting Hiring section of this guide.

3. If you forgot your password or need to change it, you will need to:
   a. Make sure you have logged in to your account at least once using the instructions under First-Time Login.
   b. Log out of your account if you were logged in.
   c. Go to the Students tab in the navigation bar at the top of the page.
   d. Click “Forgot Password” under the login box.
   e. Enter your User ID, will be the email address you used to sign up for your account, up to 40 characters. Make sure you enter the email that is the User ID for your account. You will then be asked to answer one of your security questions.
f. You will then receive an email with a link to reset your password. You must click the link and create a new password. The link will expire after 12 hours.
g. Please note that you will be prompted to change your password every 60 to 90 days.
h. If you cannot remember your password or security questions, please email wrp@dol.gov to request a password reset. Please note that this may take up to two business days. Also please note that if you request a password reset from the WRP Program Managers, you will be prompted to update your security questions when you log in again for the first time. You should change the questions to ones you will remember in the future so that you can reset your password without assistance.

Resources

1. The Resources tab in the navigation bar at the top of the page leads to a Resources section. This is a repository of helpful articles that can be used to guide you through the WRP process and answer questions about the WRP website.
   a. Articles are sorted by categories. You can also search for articles or keywords by typing in the search bar at the top of the page.
   b. To see articles relevant to students, click “Public Resources” or “Student Information” in the Resources box on the left side of the page. “Public Resources” are available to anyone who visits the WRP website, while “Student Information” is only visible if you are logged in as a student.
   c. To navigate back to the student homepage from the Resources page, click the “Students” button at the top of the page.

Figure 7: WRP Resources Section Page
Submitting an Application

1. To submit an application to the WRP, go to the Students main page and click “New Student Application.”
2. The WRP application has multiple sections, which can be accessed under “Related Links” at the bottom of the page (Identification, Contact Information, Work History, Manage Documents, Academic Information, Job Preferences, Location Preferences, Disability and Demographic Information, and Finalize).

3. You can navigate between the application’s sections by clicking on each in any order you would like, or by clicking on the Next or Previous buttons below “Related Links.” When you click any of these buttons, the information you have input is saved automatically.
4. If you need to navigate away from the application prior to completing it, make sure to save your progress manually by clicking on the Save button at the bottom left of each page.
5. You will need to fill out all required fields in all sections. You cannot complete your application if you do not fill out all of the required fields, which are indicated with a red asterisk (*) or “(required)” after the field name.
6. The Identification and Contact Information sections of the application will ask about information related to your name and contact information.
   a. If you have an address at your college or university, you should provide both your home and school addresses. If you live in one location all year, you can check a box that indicates your home and school addresses are the same.
7. The Work History section has questions related to your history with and interest in Federal Government work.
   a. The Prior/Current Security Clearance question refers to whether you had a Federal Government security clearance currently or in the past. Non-Federal Government security clearances or Public Trust clearances do not count, so you should select “No” in that case.
8. In the **Manage Documents** section you will be prompted to upload a resume and a transcript. **You must provide at least one transcript (official or unofficial) and one resume for your application to be complete. You will not be able to submit your application if you did not upload these two documents.** Other documents that may be submitted include letters of recommendation, cover letters, or writing samples. You can upload a maximum of six documents to the application.
   
   a. The maximum file size allowed (per file) is 1MB. If you upload a file that is larger than that, you will receive an error message. Be sure to read and follow the instructions regarding the allowed types of documents for resumes and other files. Resumes should be Microsoft Word or Rich Text Format documents.
   
   b. You are prohibited from uploading documents that contain social security numbers or copies of identification records (e.g. driver’s license, birth certificate) or any documents that contain medical or federal personnel documentation related to their disability, such as Schedule A eligibility letters, VA disability records, etc. You should not upload your Schedule A letter to the WRP website, but should be prepared to provide it to processing HR officials when it is requested. Guidance on this is provided later in this section of the guide.
   
   c. To upload a document, click the **Paperclip “Add Attachment” icon ( )** in the top right section of the application screen. Select your documents and upload them.
   
   d. You can add or remove uploaded documents by clicking on **“Edit”** next to the Attachments heading at the top of the application screen.
   
   e. Once you have uploaded your documents, you will need to certify that you have uploaded at least one transcript and at least one resume by checking the boxes next to the corresponding statements. Please be sure to respond truthfully and do not check these boxes until after both documents are uploaded.

![Figure 9: WRP Application Page, “Manage Documents” Section](image)

9. The **Academic Information** section covers your academic background and what you are studying.
a. Under “Technical Skills,” be sure to list any computer, technology, or language proficiencies. This would include any programs or technical knowledge that an employer may wish to search for.

10. On the Job Preferences page, you will be asked to complete fields related to your employment interests.
   a. “Employment Type” indicates the type of employment you are seeking. Summer indicates you are interested in receiving an internship or temporary position, while permanent indicates you are interested in full-time, long-term positions. If you will not be seeking full-time employment in the coming year, you should select “Summer Only.” If you are able to consider summer and permanent paid employment, please indicate both by selecting “Summer or Permanent.”
   b. “Job Preference 1” and “Job Preference 2” ask you to select from a drop-down of job category options. Unless you are set on only one type of career, WRP recommends that applicants complete both fields, since that will help you be considered by employers for a wider selection of opportunities. To view a list and more information about all the job preference options, applicants can click the link at the top of the Job Preferences page or go to the WRP Job Preference Descriptions List in your Knowledge section.
   c. “Job Accommodations” is an optional field, and you are not required to disclose accommodation needs if you do not wish to do so. You can use this field to indicate what electronic and/or equipment accommodations you may need to perform a job successfully if you wish to do so. Please be aware that all registered employers will be able to see this field and its contents. You will still need to go through official agency processes to request a reasonable accommodation if you receive a job offer or interview opportunity with an employer.

11. In the Location Preferences section, you should indicate all states, territories, or overseas armed forces locations where you would be willing to work. You should make sure to list all locations of interest to you, but should be realistic about where you are willing and able to work given that you are responsible for your own housing, travel, and living expenses, but WRP primarily provides paid opportunities.
   a. In the “Location Description” field, applicants can list more details about the parts of states they are willing to work in or other restrictions, such as a need to work in a location with access to public transportation.

12. The Disability and Demographic Information section is only visible to WRP staff and is used for statistical purposes only. These fields are not visible to employers.
   a. The “Disability Categories” field is required, but you can choose to select “I choose not to disclose my disability” if you would prefer not to share this information with WRP.
   b. Please note that you can choose more than one option for the “Disability Categories” and “Racial Categories” fields.

13. If you would like to print a copy of your application before or after you submit it, click the Print Preview button at the bottom of the page. This will bring up your full application on one page. Then, go to the Additional Actions menu (≡) (also referred to as a Hamburger menu) at the top of the application and click “Export to PDF.” This will download a PDF of the application that you can print.
a. Please note that you cannot upload, edit, or delete attachments in Print Preview view. This view will not allow you to see or download your attached documents. To download those, click on them from your Manage Documents page.

b. To return to a regular view of the application, click any of the Related Links pages.

c. In Print Preview view, you will see an “Informational Interview Record” heading at the bottom of the application. This section is for a WRP Recruiter to complete and is not visible to the student.

14. Once you have completed all sections of the application, click “Finalize” under “Related Links.”

15. Click the Submit Application button. If you receive a message on the page that indicates you are missing required fields or documents on your application, you will need to return to the appropriate page of the application to complete those fields. If you have completed all required parts of the application, you will receive a pop-up message asking you to confirm that you are ready to submit your application. Click OK in the pop-up window to submit your application. Once you submit your application, it will be included in the WRP database and will be available for WRP employers to search and view for one year beginning in December.

16. You will then be directed to a screen confirming that your application has been finalized. You will also receive an email confirmation.

   a. Applicants are responsible for updating their application information, particularly their contact information and resume, throughout the year. Please note that you can return to your application to update fields or attached documents even after you have submitted it.

   b. If you want to withdraw your application and do not want it to be available to employers in December, you will need to contact your School Coordinator or email wrp@dol.gov to request that your application be archived.
17. After submitting your application, you should go to your Resources and read the articles related to the Schedule A Hiring Authority. It is critical for WRP applicants to understand how the Schedule A Hiring Authority works in conjunction with the WRP process. You should work to acquire a Schedule A letter as soon as your application is submitted, since you will need it in order to be hired by a federal agency through the WRP. You should not upload your Schedule A letter to the WRP website, but should be prepared to provide it to processing human resources officials when it is requested. If you have questions about Schedule A letters, please contact your WRP School Coordinator.

18. You can view your application by clicking on the Students tab in the navigation bar at the top of the page and then “View Student Application.” Please note that you can return to your application to update fields or attached documents any time until July of the following year. To view, add, or edit your documents, click on your application and return to the Manage Documents page.
Informational Interview with a WRP Recruiter and Interview Accommodations

1. After you have submitted your application, you will have the option to receive an informational interview with a WRP Recruiter, who is a Federal Government employee. You will work together with your School Coordinator and the WRP Recruiter assigned to your school to schedule the informational interview. Interviews take place from late October through mid-November and will be scheduled once the application period closes. **If you do not have an interview scheduled by early November and have not heard from your School Coordinator, you should contact them.** The informational interview will be conducted by the WRP Recruiter. You will only have one interview for WRP. All informational interviews take place remotely and do not occur in-person. **Please note that this interview is **NOT a job interview or an interview for a specific position; rather it is an opportunity for you to receive career advice and guidance from a federal employee.**
   a. If you require accommodations for the WRP remote informational interview, you must communicate this to your School Coordinator before or by the application deadline. Your School Coordinator will then need to fill out a Student Accommodation form on the WRP website. This form needs to be completed by shortly after the Student application deadline. WRP Recruiters will not be able to see the form or have access to the information on it, although the accommodation may be shared with the Recruiter by the School Coordinator or a WRP Program Manager if the Recruiter needs to be aware of it in order to conduct the interview. Common types of accommodation requests that WRP receives for interviews include having an American Sign Language (ASL) fluent Recruiter or captioning services.
   b. Your School Coordinator can submit a Student Accommodation form for you before you submit your application to the WRP. In other words, you do not need to have an application submitted to request an accommodation for your WRP interview, but the informational interview will only be granted if the application is completed by the deadline.

2. Your School Coordinator has the option of using a calendar function within the WRP website to create an appointment notification for your interview. If your School Coordinator chooses to use the calendar function, you will receive an email notifying you when an interview appointment is created, if the details of the appointment are changed, or if the appointment is cancelled.

3. You can view the details of the appointment by going to the Students tab and then clicking on the “View Interview Appointments” button on the right side of the screen. You must be signed in to your account to view this information. **Please note that if your School Coordinator chooses to use a different scheduling mechanism, the appointment may not be visible on the website, so please be sure to read all communications from your School Coordinator carefully to determine how he or she plans to schedule and inform you of your interview.**
4. During the informational interview, the WRP Recruiter will give you advice regarding your resume, application, and career. If the Recruiter suggests that you revise your resume or review your documents with career services, the writing center, or your School Coordinator, please take the time to do so and then update your documents before your resume and application is made available to federal employers in December. As a reminder, you can make changes and updates to your application and resume through July of the following year.
   a. Your WRP Recruiter should also provide feedback to your School Coordinator following the interview period. School Coordinators may then share any relevant information with students.
5. Your WRP application will be available to WRP employers for one year from December to the following December. Your account will remain active until July, so you can make updates to your application or documents until then. To participate the following year and have your application in the database again, you must meet the WRP eligibility requirements and reapply for the program.

**Reporting Hiring**

1. If you accept a job offer or have accepted an offer in the past (whether for a full-time position or an internship) from an employer who found you through the WRP, you are highly encouraged to report being hired. *Please do NOT report a hiring if you were hired by an employer who did not use the WRP to connect with you, however.*
2. To report a hire, log into your WRP account and click the **Students** tab in the top navigation bar at the top of the page to go to the **Students** main page.
3. Click “**Report Hiring**” on the right side of the screen.
4. You will be directed to a Student Hiring Report form. Fill out all of the required fields. Please be aware that a WRP Program Manager may contact your supervisor to confirm your hire.

5. Click the Save button. This submits the form to WRP Program Managers. If you want to report an additional hiring, click “Create New Report Hiring” and complete steps 4 and 5 again.

Thank you for participating in the WRP this year! If you have any questions about this guide or other aspects of WRP, please refer to the website’s Resources section or contact your School Coordinator.