WORKREADY FREQUENTLY ASKED QUESTIONS

What is the status of my application?

- **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. At this point in the process, the online application has closed; however, you may continue your WorkReady application at philaworkready.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.

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 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 or 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.
- If you cannot find the enrollment packet, please fill out this form for a resend: surveymonkey.com/r/9VSR68T.

Can you confirm that you received my document through ShareFile?
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- 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 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](http://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. 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 fill out this form to request a new packet: [surveymonkey.com/r/9VSR68T](http://surveymonkey.com/r/9VSR68T).
- **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. If you are have been selected and want to change partner organizations, you can email youth@pyninc.org.

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.**