

# LAMPSS USER GUIDE

Labour Market Program Support System (LaMPSS)

**Immigration, Population Growth and Skills** 





# **Table of Contents**

Introduction	3
How to Log into LaMPSS	5
How to Start a Funding Application	8
Manage Form Access	22
Form Search	24
How to Re-Submit an Application	26
How to Complete and Submit Financial and Activity Reports	31
Organization Management	49
Contact	54

# la MPSS

## LaMPSS User Guide

#### Introduction

LaMPSS is an acronym for the Labour Market Programs Support System. LaMPSS is an online IT solution that is used by the Department of Immigration, Population Growth and Skills (IPGS), and also by our service providers, for the delivery of labour market programs. It has been designed as a comprehensive support system that will enable increased efficiency and effectiveness in government's role in managing the labour market in Newfoundland and Labrador.

The first phase of LaMPSS was implemented in November 2013. This release introduced a new tool for use in the administration of funding agreements. The second phase of LaMPSS implementation introduced additional self-serve functionality.

The Government of Newfoundland and Labrador, through IPGS, has embarked on an initiative to improve how organizations apply for funding and manage agreements using a new online portal. This portal will allow LaMPSS to continue to be available for organizations to view their agreements, update their organization information, and complete their service registration.

#### What's New?

- Interactive Forms LaMPSS Online uses the latest technology to support the interactive forms used by organizations (e.g., application forms, activity reports and financial reports).
- **Features** of the new forms:
  - No longer requires Adobe Reader,
  - Interactive, integrated and saved within LaMPSS (no need to download forms),
  - User-friendly,
  - o Responsive design (adapts to different devices),
  - More ways to quickly start a form,
  - Sends e-mail notifications when starting a form or gaining access to a form, and
  - o Enables multi-users to complete a form.
- **View In-Progress Forms –** LaMPSS Online has a screen for organizations to view and access their in-progress forms.
- Form Access LaMPSS Online has a screen for organizations to manage access to their forms.

# la MPSS

## LaMPSS User Guide

LaMPSS Online will support the delivery of the following programs:

- Apprenticeship Wage Subsidy
- Canada-NL Job Grant
- Employment Assistance Services
- Employment Enhancement Program
- Job Creation Partnerships
- Jobs NL 28
- Jobs NL 42
- Labour Market Integration for Newcomers
- Labour Market Partnerships
- School to Work Transitions
- Self-Employment Assistance
- Service Agreements for Youth and Students
- Student Summer Employment High School
- Student Summer Employment Post Secondary
- Supported Employment
- Transitional Support Program
- Community Partnerships
- Wage Subsidy Community Coordinator

#### **How to Log into LaMPSS**

To access LAMPSS Organization Self-Serve for the first time users will require a User-ID. User-IDs are able to be obtained by completing an online form at the following link Employer Registration Form or sending an on-line fillable LaMPSS Organization Registration Form and emailing it to extorghelp@gov.nl.ca. Once processed the user will receive an email with login credentials, which includes User-ID, password and Organization ID.

Once the user receives login credentials, click the following link: LaMPSS Login. LaMPSS Self-Serve login page will open in a new tab. Using the primary contact login information users received from LaMPSS Support they will enter their login information on this page.

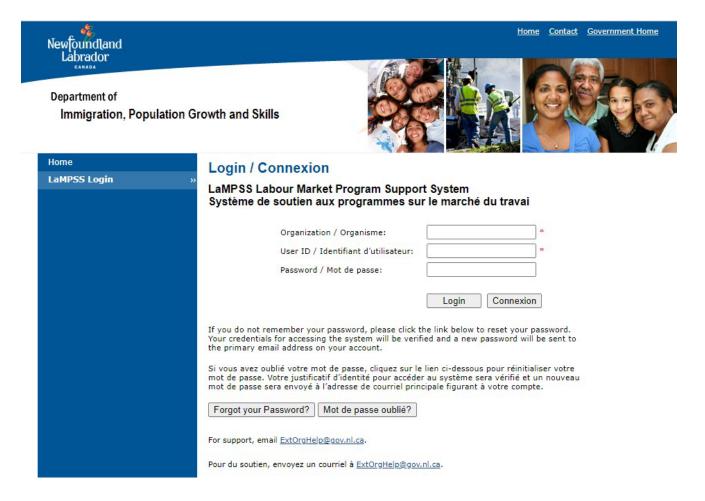
#### Enter the:

- Organization ID
- User ID
- Password

Once this information has been entered, click the login button to continue. Each organization is identified by a unique, six-digit ID. All the organization contacts who use LaMPSS will also be associated with that organization ID. The User ID for each organization contact will be a unique combination of letters from their first name and last name. LaMPSS will suggest a User ID but the primary contact can customize the



appearance of the User ID if desired. LaMPSS will initially assign each user a temporary password which can be changed at any time after the first login.



#### **Password Reset**

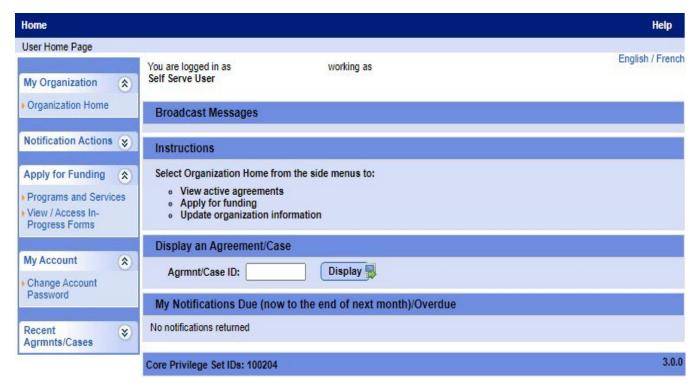
If the password has been forgotten, it can be reset by clicking **Forgot your password?** on the LaMPSS login page. After five failed attempts, the account will be locked. To have the account unlocked, contact LAMPSS Support at <a href="mailto:ExtOrgHelp@gov.nl.ca">ExtOrgHelp@gov.nl.ca</a> or 1-844-252-6777.

Only the most recent login credentials are valid. Once the new log in credentials are received, please dispose of any previous log in information. There is also an option to change passwords under **My Account** select change account password.





Once logged in, users are taken to their User Homepage. Everyone with access to LaMPSS has an individual User Homepage. Each Organization also has an Organization Homepage. All self-serve users for an organization have access to the Organization Homepage.

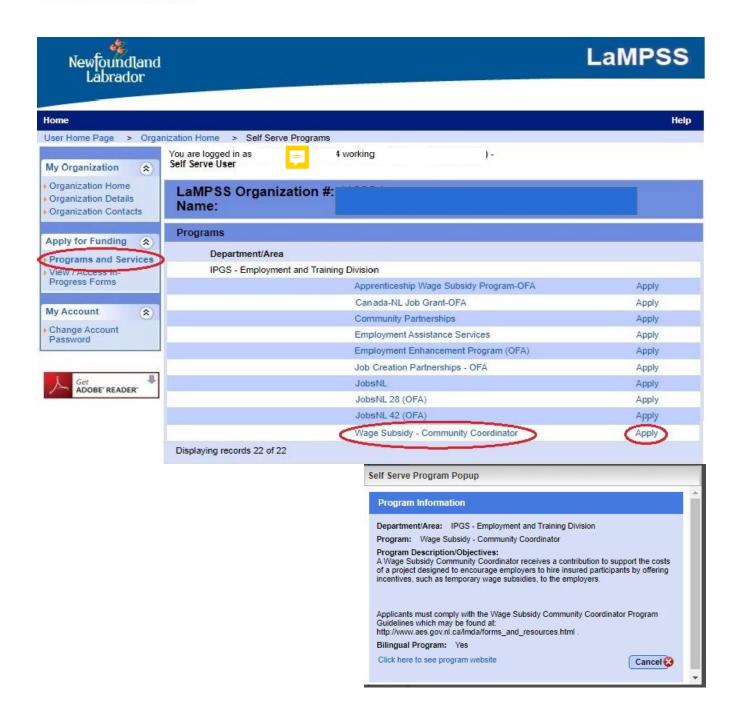


#### **How to Start a Funding Application**

To view a list of all the programs and services available via the self-serve option, click on **Programs and Services** under the Apply for Funding section in the left navigation menu of LaMPSS. To begin an application for funding, click on **Apply** to the right of the program name, to be directed to LaMPSS Online.

For information on individual programs, click on the program name and a display window will open with a brief description. From this window users are able to view the program information and navigate to the program website.







After an application form is launched, an email is automatically generated with a link to the newly created form. Users can click this link to return to the form without navigating through LaMPSS. Users will need to log in to LaMPSS Online.





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LaiviPSS Login			
Labour Market Program Support Syst	tem		
Already have an account?			
Organization ID #			
Username			
Continue			
Don't have an account or having	trouble logging in?		
If you require a LaMPSS losin, please visit <u>LaMPSS Public</u> or cor	ntact the program area that you have been communicating with.		
LaMPSS Support Contact Information  J 1-844-252-6777  ExtOrgHelp@gov.nl.ca			
	<b></b>		Français
	Newfoundland Labrador	Search gov.nl.ca	Q
	CANADA		
	LaMPSS Login		
	Labour Market Program Support System		
	Enter Password		
	Password Forgot Password?		



The first page of a LaMPSS Online application is the landing page for that program and will display key information, including:

- Before you Begin which contains information and instructions regarding the application form and program requirements;
- Required Documents listing any documents that are required as part of the application;
- Important Links including the program website and other relevant websites or resources;
- The application deadline for the program (if applicable); the example below has no deadline which means applications are accepted on a continuous basis; and,
- If available, the average application completion time.



#### Canada-NL Job Grant-OFA

Org Program Application Form



Employment and Training Division

Immigration, Population Growth and Skills





Applications are accepted on a continuous basis.

#### Before You Begin

Please visit the program's home page and download the Program Guidelines document. Review the Guidelines document carefully and prepare or gather any supplementary documents required to submit along with the application.

#### Required Documents

· Detailed Project Description

#### Important Links

Program Website



At the top of the landing page there is an option to exit LaMPSS Online and return to LaMPSS. To start the application, click **Start Now** at the bottom of the page.



#### **Completing the Application Form**

At the top of the page, there are options including **Important Links**, **Manage Access**, **Return to Overview** and **Exit to LaMPSS**. The **Important links** will list the same links that were on the landing page, so users are able to reference documents while completing their application. To return to the LaMPSS Online landing page select **Return to Overview**, and to exit the application and move directly to LaMPSS, click on **Exit to LaMPSS**.

To provide access to other users see the **Manage Form Access** guide.



## Canada-NL Job Grant-OFA

Org Program Application Form



Employment and Training Division

Immigration, Population Growth and Skills

The following sections of this form can be completed in the order listed or any section can be selected from the list below. Sections can be skipped and completed at a later date. All sections will be available to review before the completed form is submitted. Select the Summary and Submission section to submit your form.



The form name for an application is automatically generated, a generic name. Users are able to keep that name or update it with a unique name. A unique name is useful when looking for specific applications under **View/Access In-Progress Forms**, especially if the organization has applied, or plans to apply, for multiple programs in LaMPSS. Once the form name is updated, select **Save and Continue** to save the update.

The start of the application lists all form sections required to be completed for the specific application requested. While some sections are able to be skipped and be completed later, others must be completed before the user can proceed further. To skip a section, click on the **Skip for Now** button at the bottom of the page. If a form section requires that a previous section be completed, a message will be displayed.

All form sections must be completed to submit the application.



#### Form Name

You can enter a unique name here for this form that can help you find it again later.

CNLJG Org Program Application Form

	Form Section	Last Updated	Last Updated By	Status
1	Agreement Detail			
2	Contact Information			
3	Location			
4	<u>Participants</u>			
5	Activities			
6	<u>Project Budget</u>			
7	Project Cash Flow			
8	Legal Signing Officers			
9	<u>Supporting Documents</u>			
10	Summary and Submission			

Save and Continue

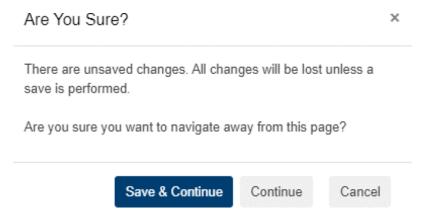
The title of each form section provides a link to that section. To begin the application process, click on **Save and Continue** at the bottom of the page or use the **Return to Section List** at the top of the page to jump directly to a specific screen. Users are able to navigate around the steps of the application by selecting the drop-down menu on the step count, and also select another form section to complete.





## Canada-NL Job Grant-OFA Org Program Application Form ■ Return to Section List Ø Important Links ▼ Exit to LaMPSS Status In Progress Step 3 of 10 Location Identify the location(s) where the Program, Activities or Work will take place. If the default information loaded is correct, please click the Save and Continue button. Location Description Edit + Add Location Save and Continue Skip for Now

If a user started to answer the fields on a specific page and navigated away from that page without saving, they will receive the following pop-up to notify that any unsaved changes will be lost.

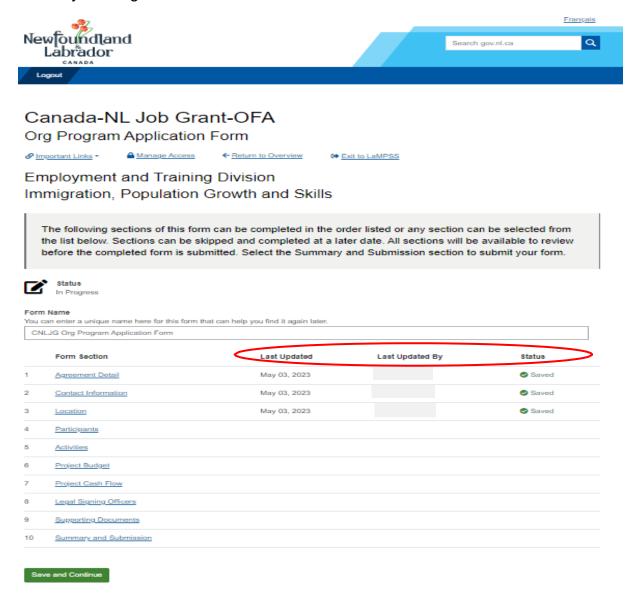




There is a 40-minute timeout on each section of the form. If the user pauses for more than 40 minutes within a section of the form, any information entered will be lost.

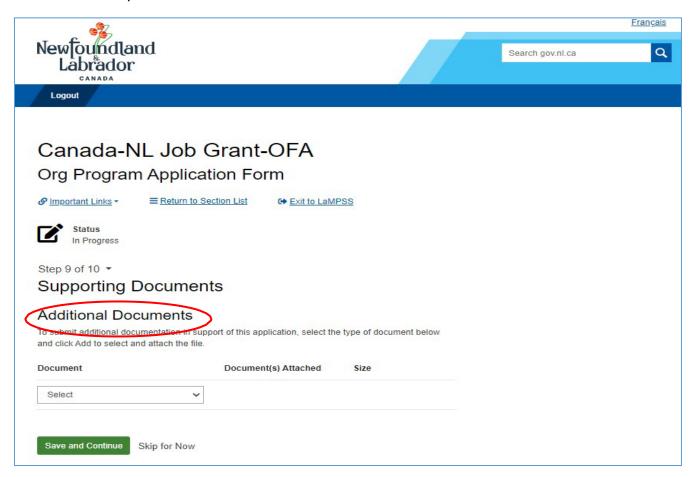
Once a section has been saved the information will not be lost.

Once form sections are complete, the **Form Section List** will be updated stating when the section was last updated, who updated the section, and the status on the specific section. If a section is showing as **Locked**, another organization user is currently working on that section.



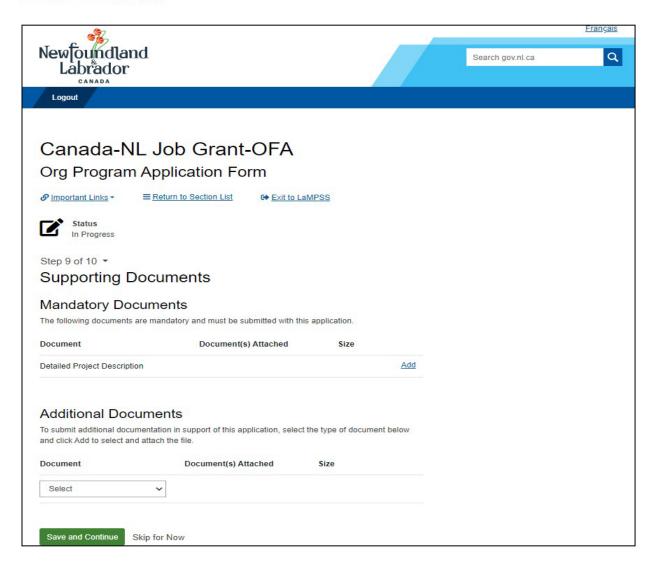


On every application there is a section for supporting documents, even if none are required for the submission of the application. This enables users to provide any documentation in support of the application. If no documents are required, users can submit additional documents under the additional documents section. An **Add** link will appear under the additional document section once the document is selected to be uploaded.



If supporting documentation is mandatory for the submission of the application, this will be listed under Mandatory Documents in the Supporting Documents section. To add documents here, click on the **Add** link that appears to the right of the document name.





Once the **Add** link is clicked, the following pop up will appear. Users can either drag and drop the document in this box or select **Click to Browse** and navigate to the file on their computer.

Each mandatory or additional document must have a unique filename. Individual files cannot exceed 1MB, and will generate an error message as follows:







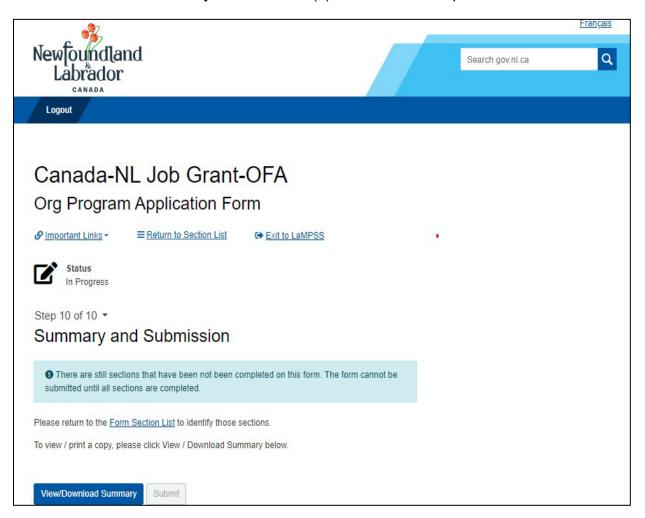
The overall submission, including all attachments, cannot exceed 5MB.

If no documents are required and there are no additional documents, click **Save and Continue** to save this step. If users navigate to the next step to submit, it will notify them that there are sections not completed, but if documents are not required, it will still allow the user to submit the application.

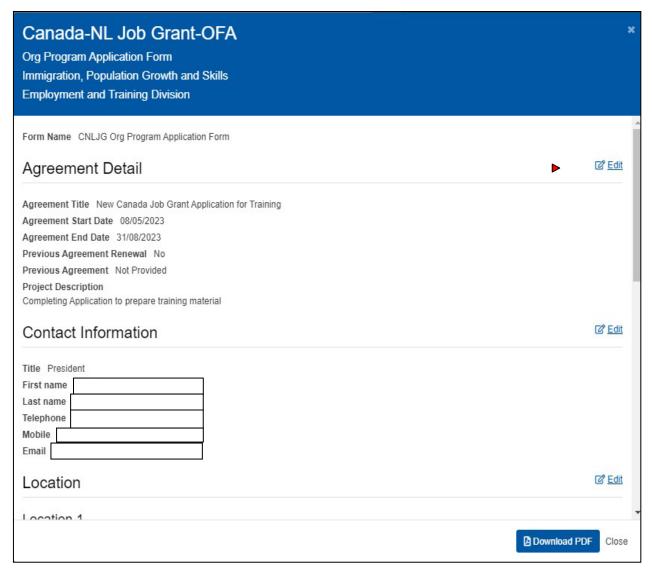
#### **Submitting the Application Form**

The final step on every application is the form summary. Here application summaries can be viewed and downloaded, and applications can be submitted. To view or download an application summary, click the 'View/Download Summary' button at the bottom of the screen.

If all sections have not been completed for the application, a message will appear under the Summary and Submission section, which directs users to return to the Form Section List to identify which section(s) needs to be completed.

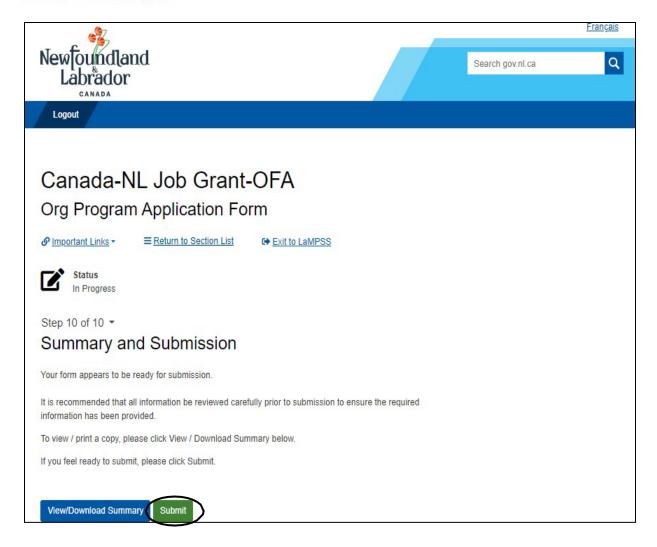






Once all sections have been completed, the **Submit** button will be visible.

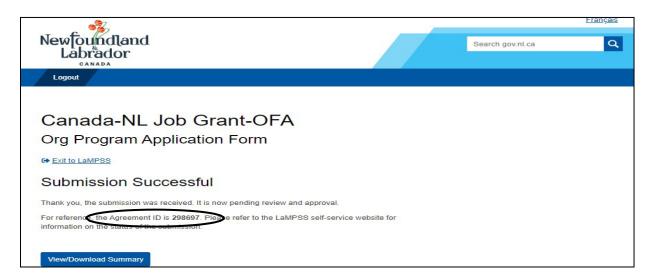




Once the application is successfully submitted, users will receive the following message with a unique agreement number.

Government staff can only view the application once submitted.





#### **Manage Form Access**

When starting an application, form access for the creator of the application will be classified as Owner/Submit. Only the creator can configure access for that specific form. The creator has the authority to add or remove contacts for anyone associated with their organization. Changes to form access will only be applied to forms which are **In Progress** and the form access page will be read only for any forms that are **Submitted**.

There are two ways to navigate to the Form Access page in LaMPSS. If the user has started the process of applying for an application or completing an activity or financial report and requires another member of their organization to complete specific sections, the user must select the **Manage Access** link at the top of the page.



Selecting **Manage Access** will automatically direct users to LaMPSS. This is where users can provide access to another user to assist in the completion of the application or reports.

The dropdown list (located next to **Add Form Access**) will provide all active contacts for the organization. Once an individual is selected, their form access

# la MPSS

#### LaMPSS User Guide

will need to be selected. The following access can be selected:

- Owner/Submit This indicates that the contact is an owner/submitter which
  allows them to delete In Progress forms, manage form security, and view,
  complete, edit, and submit the form. To be granted this access the contact must
  have either a self- serve partial or full security role in LaMPSS. This access
  can be provided to more than one contact within the organization.
- Editor This indicates that the contact is an editor who can view, complete, and edit a form. To be granted this access the contact must have at least one of the external security roles in LaMPSS.
- View Only This indicates that the contact can view a form only. To be granted
  this access the contact must have at least one of the external security roles in
  LaMPSS.
- No Access For individuals who have previously been provided one of the above access options, and they no longer require access of any kind. Users can change their form access to No Access. If required, this access can be changed back.

At least one individual in the organization must have the Owner/Submit authority for the application.



If users attempt to add an individual who does not have access to the LaMPSS system, the following pop-up will be displayed:



The selected person does not currently have access to the LaMPSS system.

To provide them access to the LaMPSS system, the authorized representative from your organization must navigate to the Organization Contact screen and select at least one LaMPSS security role for this person.

Contact LaMPSS Support if you need additional assistance.



Once all individuals are added and saved, each user will receive an automated email advising that they have been provided access to the form or report. The email will provide a direct link to the form.

To return to the current form, click **Edit View Form**. To share the link with others in the organization. Click **Copy Link** button of to copy the form URL. Government staff are unable to view the details of a form or report until it has been submitted through LaMPSS Online.

#### **Form Search**

All applications that are currently **In Progress**, **Submitted** or **Requires More Info** are listed in LaMPSS. To navigate to this page, select **View/Access In-Progress Forms** under the Apply for Funding section on the left navigation menu.



# **IaMPSS**

#### LaMPSS User Guide

By default, the information under the Organization Forms Results section will display the forms that the user is the **Creator/Owner** of. Form status will be listed as either **In Progress** or **Requires More Info**. Users can use the search parameters under the Organization Forms Search section to expand or narrow the results. For example, to search for:

- A specific form, use the Form Type dropdown;
- A specific program associated with a form, use the Program dropdown; or
- The name of the form, enter the text of the form under the 'Name' field.

Once users have selected their desired parameters or entered search criteria, click the **Search** button to update the Organization Forms Results section. To clear the search and start over, click the **Clear** button.

#### **Organization Forms Results Section**

The forms search results will display all forms that match the search criteria. Displayed will be the Name, Type/Program, Form Status/Agreement ID, and Date Updated/Due Date headers.

Application forms will only have an agreement number once the form is successfully submitted. Due dates will be displayed for activity reports, financial reports, and for application forms that have an application deadline.

The results are sorted by form status: In Progress, Requires More Info and/or Submitted.

If a user clicks on a form name in the search results and is not authorized to access the form, a warning message will be sent advising that access is not authorized. The warning message will provide the name of the creator/owner on the form. The creator/owner can be contacted to grant access, if necessary.

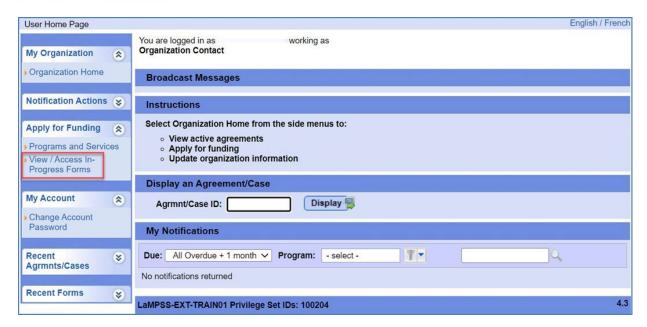
A checkbox will only be displayed to the left of the form name when a form status is showing **In Progress** and the user is the current owner. To delete the form, select the box and click **Delete Form**.

#### **How to Re-Submit an Application**

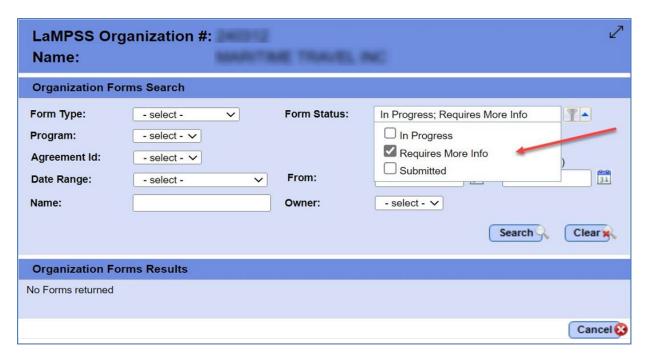
All applications are required to be verified to ensure they are complete. This process is required to advance the application. If additional information is required for the application, users will be contacted to advise what information is missing. Once the information has been resubmitted, the verification process can re-start.

Users are also able to navigate to the form from the user homepage. Select **View/Access In-Progress Forms** under the Apply for Funding section in the left navigation menu.



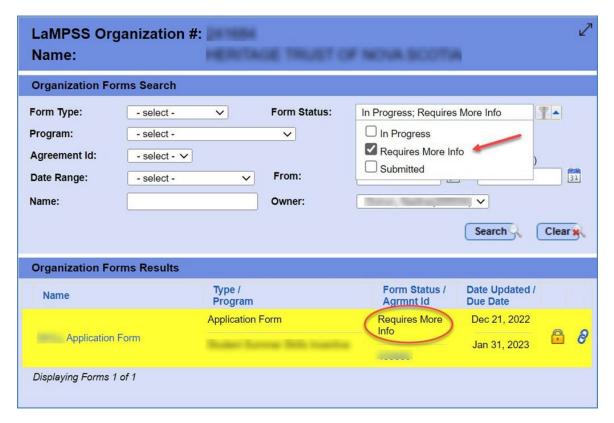


On the organization forms page, select **Requires More Info** under **Form Status** and click the **Search** button.



Under the Organization Forms Results section, all applications that have been submitted and require additional information are listed. Only the user with Owner/Submit form access can resubmit the application for the organization.



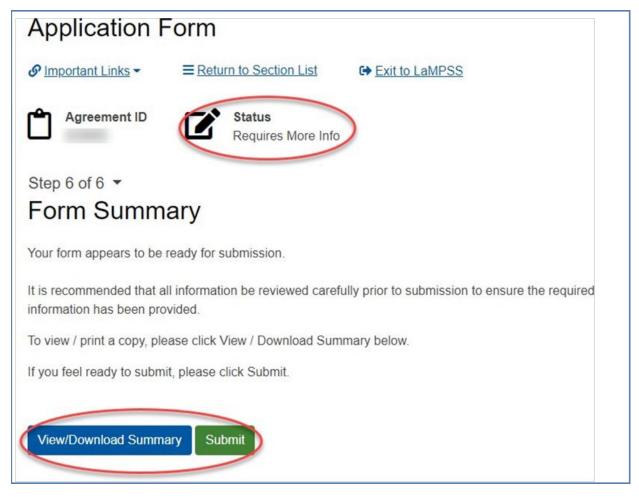


To amend who has access to a particular form, review the **How to Manage Form Access** guide.

Click on the application form to be resubmitted. Users will then be navigated back to LaMPSS Online to make necessary changes.

To view or download a summary of the application, to ensure all updates have been completed, navigate to the form summary section of the form and click the **View/Download Summary** button. To submit the application, click **Submit**.



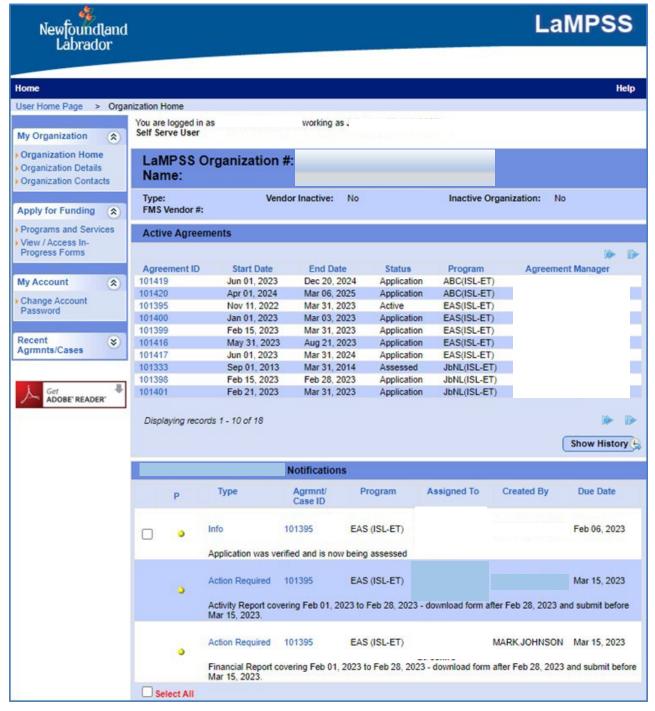


Once the application has been submitted, the user will receive a message that the submission was successful.

#### **How to Complete and Submit Financial and Activity Reports**

Notifications for Due and Overdue Financial and Activity reports are displayed on the Organization Homepage upon login to LAMPSS.



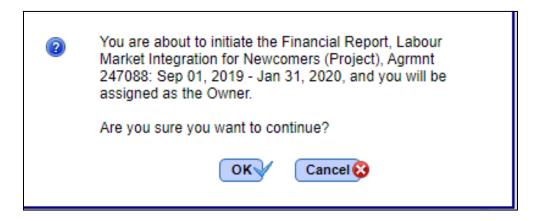


To initiate an Activity or Financial report, click on the **Action Required** link in the notifications. The link will launch LaMPSS Online and the overview page for the selected form type.



The notification will automatically be cleared after the form is submitted.

LaMPSS will prompt with the following confirmation once a new report is initiated:



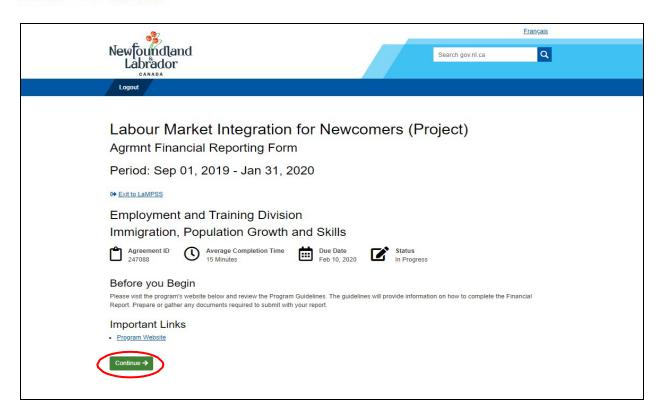
After selecting the user will be redirected to LaMPSS Online. An email will be sent to the user with a link to the form that has been initiated for future reference.

The first page of a LaMPSS Online form is the landing page for the Activity or Financial Report. It will display key information about the form being completed:

- Before you Begin section which contains information and instructions regarding the Activity or Financial report and form requirements.
- Links to the program website and any other relevant websites or resources.
- The estimated average time to complete the application may also be displayed if there is one provided

At the top of landing page there is an option to exit LaMPSS Online and return to LaMPSS. To start the form, click the continue > button.



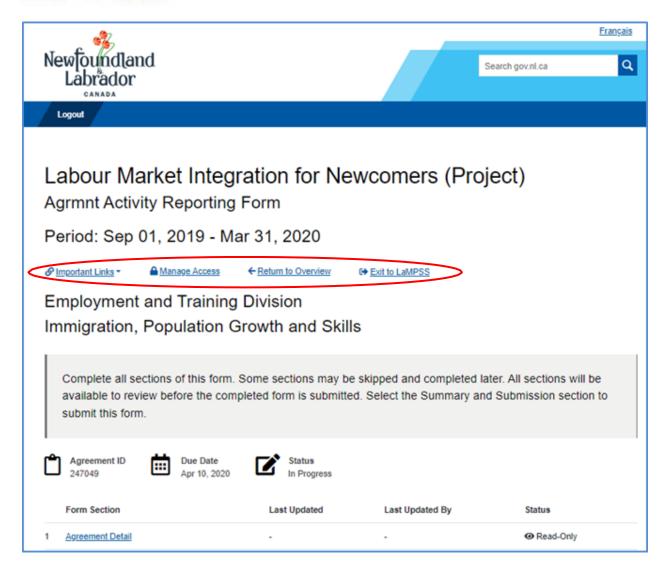


### **Completing the Activity or Financial Report**

When the user clicks on the button they are navigated to the start of the form. At the top of the page, the following information will be displayed, **Important Links**, **Manage Access**, **Return to Overview** and **Exit to LaMPSS**. The Important links are the same links that were on the landing page, so users can reference the documents to complete their form.

To provide access to other users see the Manage Form Access guide.





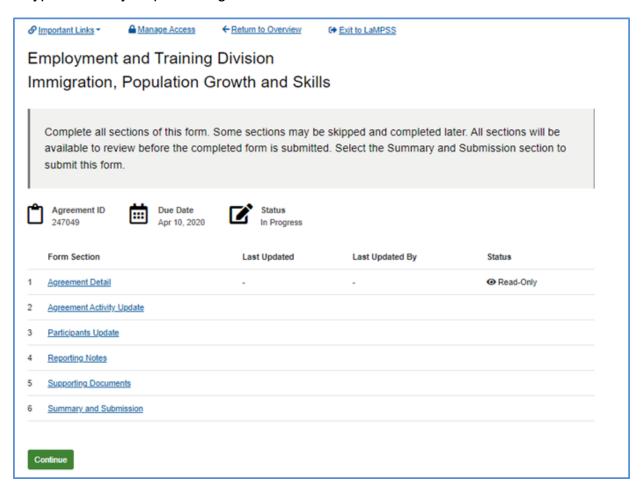
The start of the form will list all form sections required to be completed. These sections can be completed in the order provided or they can be skipped and be completed later. Some sections must be completed in a specific order, if users navigate to a form section that requires a previous section be completed, a message will be displayed.

All form sections must be completed to submit the application.



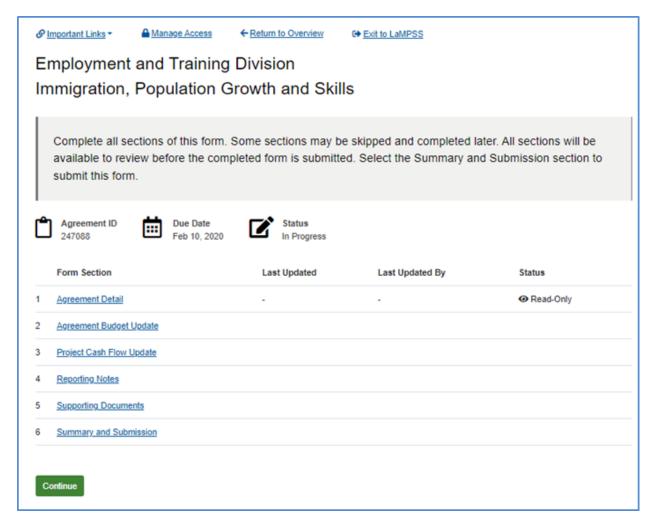
The title of each form section provides a link to that section. Once the user selects any one of the form sections or 'Save and Continue', they will be directed to a step. Each step will list all questions under that specific section.

A typical Activity Report listing list looks like this:





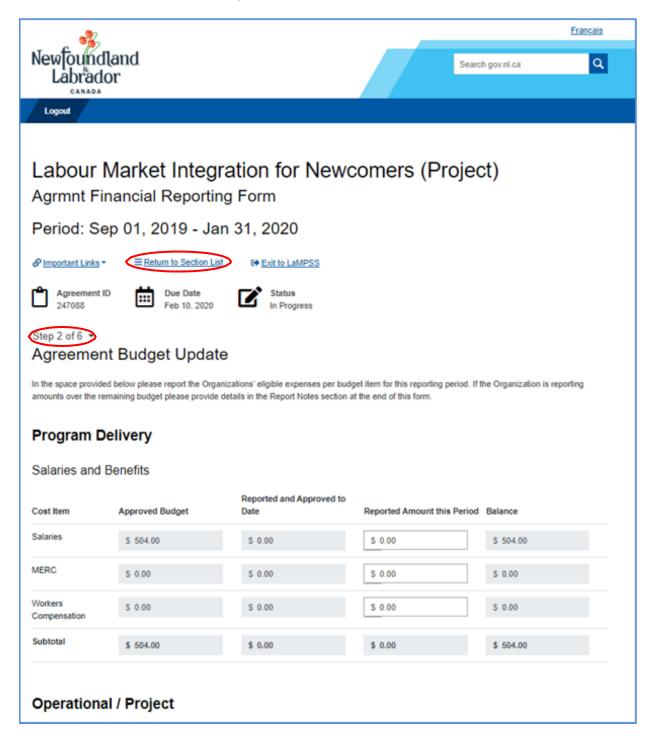
A typical Financial Report listing looks like this:



To skip a section, click on the **Skip for Now** button at the bottom of the page. If answers have been provided to all questions, select **Save and Continue** to save the answers.

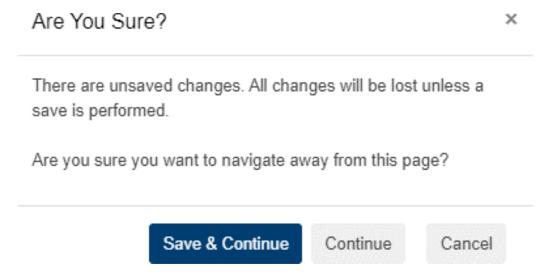


To navigate to another section, return to the list of sections, by clicking on 'Return to Section List' at the top of the page. Users are able to navigate around the steps of the form by selecting the drop-down menu on the step count, and, also select another form section to be completed.





If answers are provided in the fields on a specific page and the user attempts to navigate away from the page, the following pop-up will be displayed to notify the user that any unsaved changes will be lost.



There is a 40-minute timeout on each section of the form. If the user pauses for more than 40 minutes within a section of the form, any information entered will be lost.

Once a section has been saved the information will not be lost.





## Labour Market Integration for Newcomers (Project)

Agrmnt Financial Reporting Form

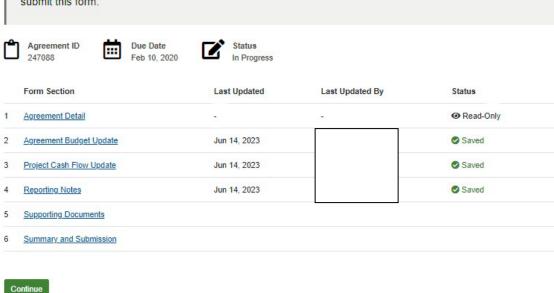
Period: Sep 01, 2019 - Jan 31, 2020

	Manage Access	← Return to Overview	€ Exit to LaMPSS
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**Employment and Training Division** 

Immigration, Population Growth and Skills

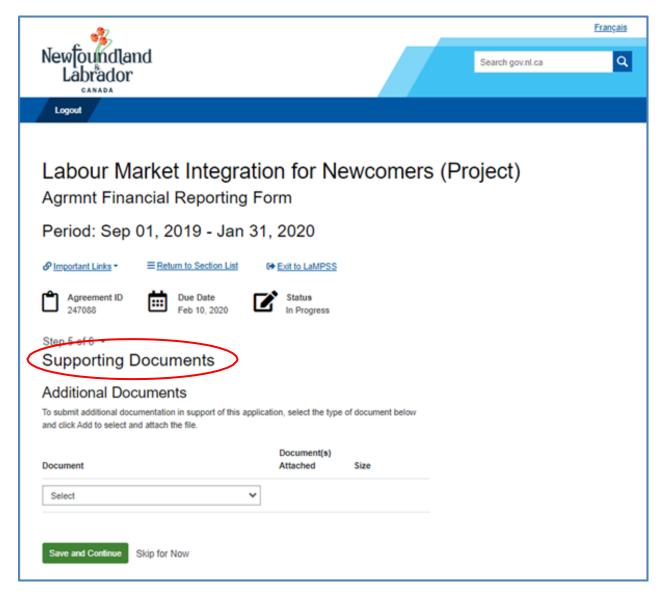
Complete all sections of this form. Some sections may be skipped and completed later. All sections will be available to review before the completed form is submitted. Select the Summary and Submission section to submit this form.



Once the form sections is completed, click 'Return to Section List' to see the updated form sections stating when the section was last updated, who updated the section and the status on the specific section. If a section is showing 'Locked', that means another organization contact that has access, is currently working on that section.



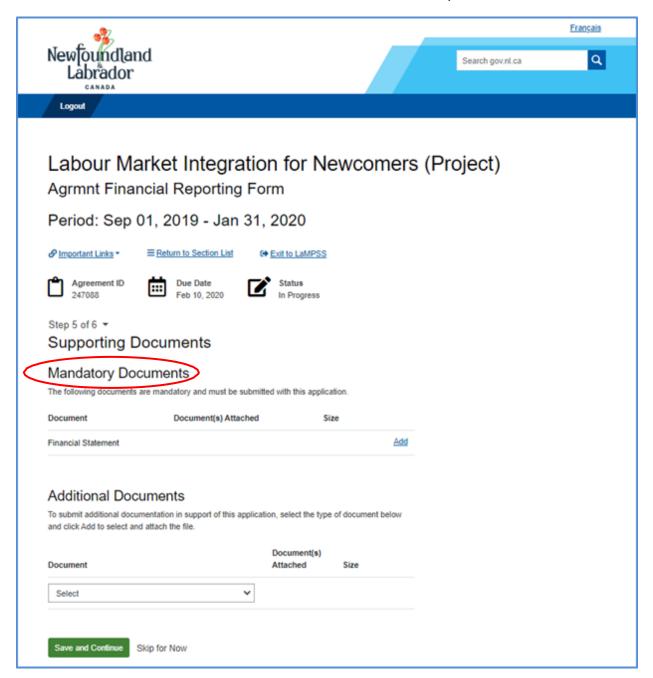
On every Activity or Financial Report there is a section for Supporting Documents, even if none are required for the submission of the form. This provides organizations the opportunity to provide any documentation in support of the report. If no documents are required, the section Additional Documents is able to be used to provide the documentation.



If documentation is mandatory to be provided for the submission of the application, the documents required will be listed under Mandatory Documents and there will also be a section to provide additional documents.

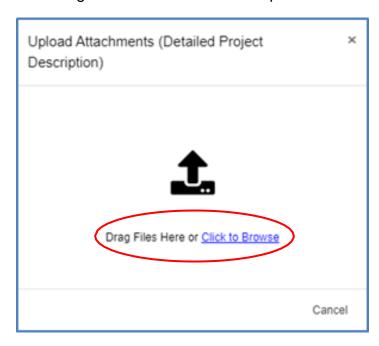


To add a document under mandatory documents, click on the **Add** link that appears to the right of the document name. An **Add** link will appear under the additional document section once the document has been selected to upload.

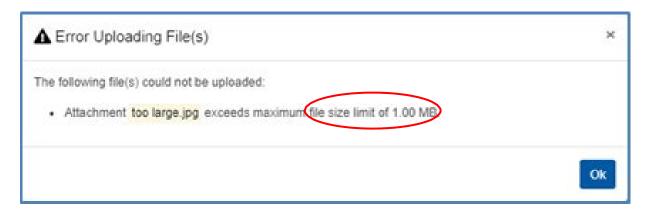




When the user clicks on the 'Add' link the following pop up will appear. Documents can either be dragged and dropped in this box or 'Click to Browse' and navigate to the file on their computer.



Each mandatory or additional document must have a unique filename. Individual files cannot exceed 1MB, and will generate an error message as follows:



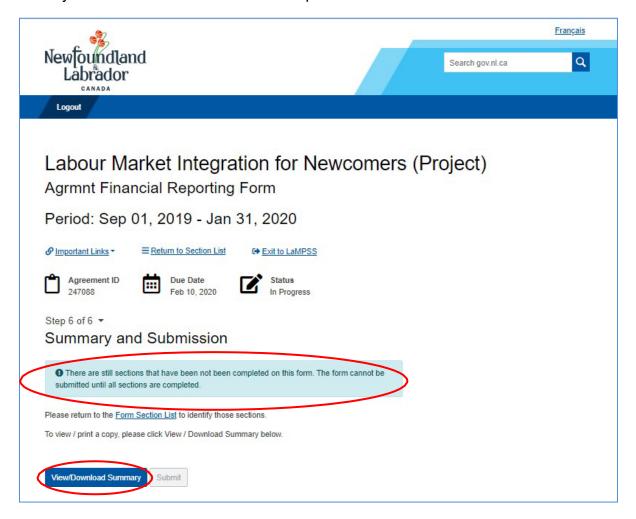
The overall submission, including all attachments, cannot exceed 5MB.



#### **Submission of an Activity or Financial Report**

The final step on every submission is the form summary. This is where summaries can be viewed and downloaded, and forms can be submitted. To view or download a form, click **View/Download Summary** button at the bottom of the screen.

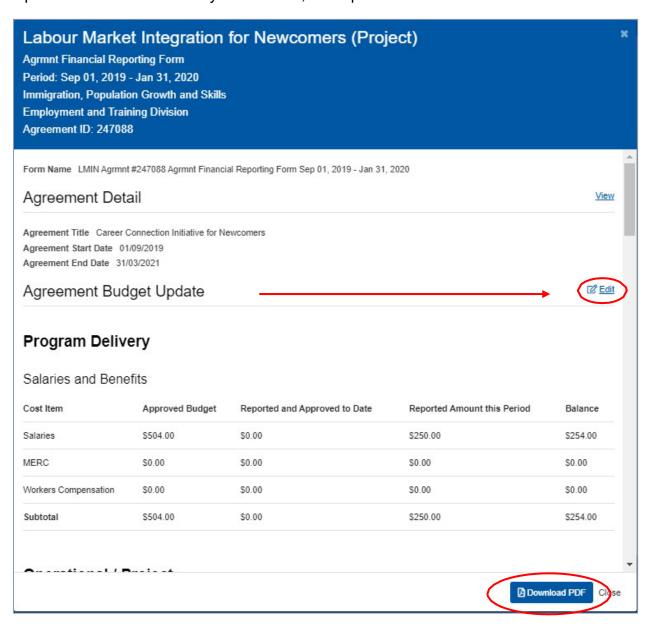
If all sections have not been completed for the form, under the Summary and Submission section, users will be directed to return to the Form Section List to identify the sections that need to be completed.





After clicking the **View/Download Summary** button, a new window appears that has a **Download PDF**, this will generate a PDF summary. Users are able to navigate to any section that may need to be updated by selecting the **Edit** link to the right of the form section name. Clicking on the 'Edit' link will take users to that section of the form.

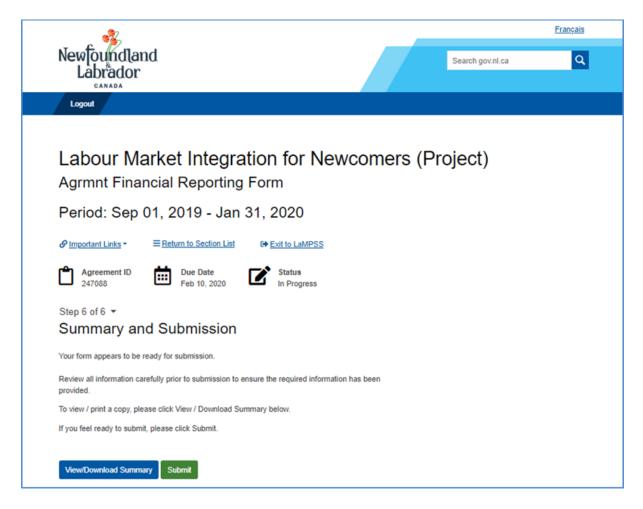
Updates can be made to any information, as required.





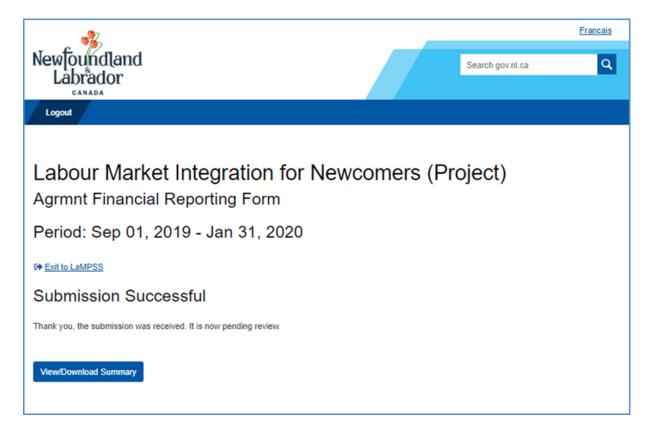


Once all sections have been completed, the **Submit** button will be visible to submit the form.





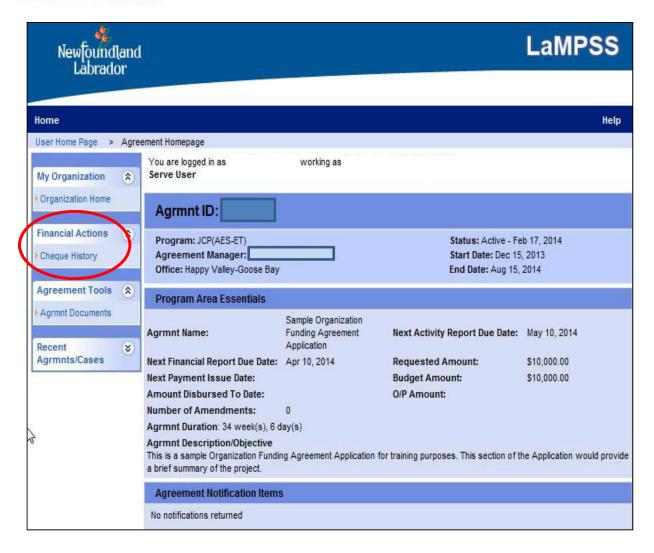
Once the form is successfully submitted, users will receive the following message.



#### **Payment / Cheque History**

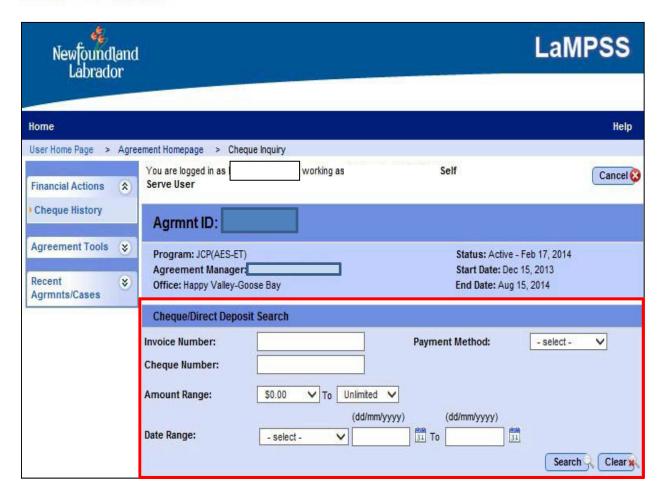
In the left navigation menu, users will have access to the Agreement and Cheque History. Users are able to navigate to the Agreement Homepage for each of their organization's funding agreements and the Cheque History screen for their organization's cheque (payment) history for their agreements.





After selecting the Cheque History section, users will see payments that have been processed as well as be able to search for a specific payment based on certain key fields.





#### **Organization Management**

#### **Organization Details**

From the left navigation menu of the Organization Homepage users have access to a section called Organization Details. This section includes the organization's website, preferred communication method and accounting details.





Self-serve users with update privileges have the ability to maintain some of their own organization details, while other fields can only be maintained by LaMPSS Support. With the exception of the greyed out fields, users can update organization information as required.

In the Addresses section, one or multiple organization addresses may be listed. While users will not be able to update the default address for the organization, they can add a civic or alternate address on this page and update phone numbers.





If one of the non-editable fields requires an update, the information to be updated would need to be emailed to LaMPSS Support. LaMPSS Support will advise of required steps or documentation required to change LaMPSS registration information. LaMPSS Support can be contacted at <a href="mailto:extorghelp@gov.nl.ca">extorghelp@gov.nl.ca</a> or 1-844-252-6777.

#### Note:

To change pay site address, organizational email address or banking information please contact LaMPSS Support.

Once the information is updated, click the 'Save' button. Once the information is saved, the screen will return to Organization Homepage.

#### **User Management**

When adding a new Self-Serve User, consider what kind of access that user will require and the functions that will be required. LaMPSS offers three (3) Self-Serve user access profiles:

- Self-Serve Full Update
- Self-Serve Partial Update
- Self-Serve View Only

# **IaMPSS**

## LaMPSS User Guide

Please note, the **Self Serve Full Update** user profile can only be assigned by the LaMPSS Operations Support team. This profile will not be available to assign to users. Please contact LaMPSS Support to change the Self Serve Full Update user. This type of user profile should be assigned to those individuals with the knowledge and responsibility for managing who can do what in the organization.

The **Self Serve Partial Update** user profile should be assigned to those individuals responsible for submitting electronic applications for funding and scheduled financial and activity reports. This would be the user who interact with the department during the agreement management lifecycle.

The **Self Serve View Only** user profile can be used for users in the organization that needs to be aware of the agreements but is not responsible for any of the actions required for those agreements.

From the Organization Homepage navigate to the Organization Contacts page in the left navigation menu to maintain self-serve users for the organization. Users must have the Self-Serve Full Update role to be able to make these changes. There is no limit to the number of users that can be created.

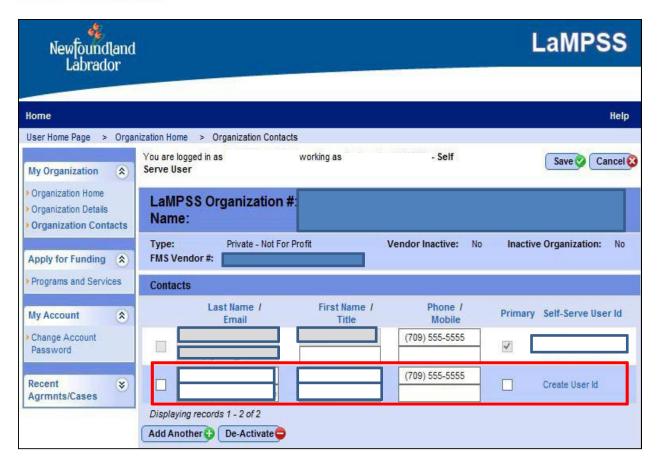
The only constraint is that only one user can be identified as the primary contact. If a new user is identified as the primary contact, the previous primary contact will be replaced. In this case, the previous primary contact would still be a valid LaMPSS user; but no longer the primary contact.

The Organization Contacts screen also allows the de-activation of User IDs. If an individual leaves the organization the primary user should use this page to remove their LaMPSS access.

To setup a new self-serve user ID, click the **Add Another** button. This will create a new, blank row of information. Enter the basic details of the user being added including Last Name, First Name, Phone, Email, Title and Mobile.

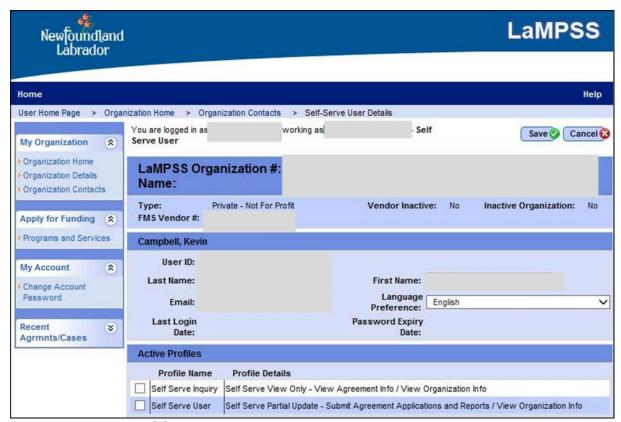
After completing this information (only Last Name, First Name and Email are required) and saving the changes users will see a new **Create User ID** link next to the newly created user. Follow this link to complete the process of creating the self-serveuser.



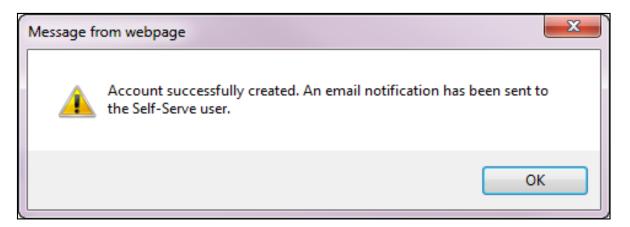


The Self-Serve User Details page allows the selection of the appropriate security profile (Active Profile) for the new user. The profiles listed here are Self-Serve Inquiry and Self-Serve User – Partial Update. Additionally, changes can be made to the user's first or last name, email, language preference and User ID from this page.





When saved, LaMPSS will display a message to advise that the account has been created successfully and an email notification has been sent to the self-serve user.



The email contains the user's login credentials and a temporary password that they will use to access LaMPSS for the first time. It is recommended that users change their temporary password when they first login to LaMPSS.

#### Contact

LaMPSS Support

Email address: extorghelp@gov.nl.ca

Telephone #: 1-844-252-6777