Initial New Worker Training Tips and Tricks

Learning Center

Use the Training Catalog to search for Reference Guides, Desk Aids, and other courses.

Look under Curriculums to find everything you need to complete initial training. Complete courses in the order they are listed.

Always use the controls, such as back and exit buttons, within Computer-Based Trainings (CBTs). This ensures you get credit for completing the course.

Policy

You will access the W-2 Manual frequently. Bookmark it on your computer.

Complete all required reading in the W-2 Manual, Ops Memos, and additional resources for important information.

Operations (Ops) Memos and Administrator's (Admin) Memos are released when policy gets updated. Register now to get notified when this happens.

General

Don't be afraid to ask for help! If you get stuck for more than 10 minutes, reach out for assistance.

Be sure you follow all instructions throughout the courses. At times you will make system entries, send in case numbers/PINs, and more.

Include descriptive subject lines. We assist new workers across Wisconsin. When there are high volumes of emails, we use subject lines to help us prioritize responses.