

# Apprentice Work Record Website Troubleshooting

## Problem:

I am unable to get into the work record site.

## Solution:

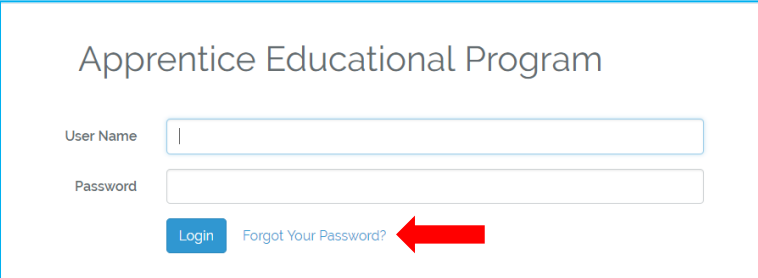
If you have the site saved or bookmarked, you will need to delete or update it. The website address is [www.apprenticeworkrecord.com](http://www.apprenticeworkrecord.com) (be sure there are no slashes or additional text behind the “.com”).

## Problem:

I can't remember my password.

## Solution:

Enter your User Name, then click on the “Forgot Your Password?” link. An email will be sent to the email address on file. We will no longer keep this information on file.



Apprentice Educational Program

User Name

Password

[Forgot Your Password?](#)

## Problem:

I clicked the “Forgot Your Password?” link, but I didn't get an email.

## Solution:

Check your spam/junk mail. It is most likely there.

## Problem:

I forgot my User Name.

## Solution:

Call the Apprenticeship Office at (920) 734-3148. Gail, Kelly, or Veronica can help you.

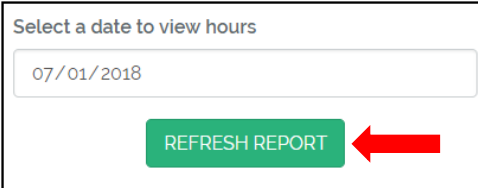
## Problem:

I am unable to enter hours.

## Solution:

Are you past the due date? If so, you will need to submit them via the work record form for your area. If you don't have a copy of the form, you will need to contact the Apprenticeship Office.


If you are not late with your records, to enter your hours, select the date and click REFRESH REPORT.



Select a date to view hours

Then enter your hours into each category for that day. Be sure to click SAVE HOURS when you are done. Move on to the next day by selecting the date and clicking REFRESH REPORT. Note that you are now able to see a running total of your hours for the month in each category. (NOTE: Your categories may be different from those shown below.)

Sunday 1st of July 2018			DELETE RECORD
Hours	Category	Monthly Totals	
SEWER WORK	<input type="text" value="0"/>	0 hours	
VERTICAL STACKS	<input type="text" value="0"/>	0 hours	
WATER SUPPLY SYSTEMS	<input type="text" value="0"/>	0 hours	
SET AND CONNECT FIXTURES	<input type="text" value="0"/>	0 hours	
PLBG LAYOUT & SERVICE	<input type="text" value="0"/>	0 hours	
SITE UTILITIES	<input type="text" value="0"/>	0 hours	
DAY SCHOOL	<input type="text" value="0"/>	0 hours	
MISC	<input type="text" value="0"/>	0 hours	
AIR, GAS, MED GAS	<input type="text" value="0"/>	0 hours	
NIGHT SCHOOL	<input type="text" value="0"/>	0 hours	
Totals For All Categories	0 hours	0 hours	



Do not enter records into the new month until you have submitted the previous month.

**After the last day of the month**, you will submit your records. Once you submit your record, you will not be able to edit the hours yourself. If you need to update your hours, contact the Apprenticeship Office.

If you are still having difficulties entering your hours, you will need to call the Apprenticeship Office. Because the due dates sometimes end up being outside of our normal operating hours, **do not wait until the last minute to enter your hours!!**