

Add, Assign, and Access Customers

August 2017 Final

HI INFO@TRAIN6 SIUCCWD COM

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Access Building Future Customers

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard then select Dashboard/Partner Tools.
- 3. Select Customer Support Center.
- 4. Select the Building Futures group.

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Add Customer

Partners can add customers to the **Building Futures Customer Support** Center.

- 1. Select Add Customer.
- 2. Add name, SSN, office, DCFS contact and ID, date of birth, LWIA and address.
- 3. Once you submit the information, the system will check to make sure there is not a duplicate account in the Illinois workNet

system. If there are one or more accounts that are a match in the system, you will need to identify the correct account to add to the group. If you believe that none of the accounts are a match, contact info@illinoisworkNet.com.

ADD CUSTOMER

SSN

Office

DCES ID

Date of Birth

Address 1

Select Offic

4. The system will display the customer's username and password.

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Last Name

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5. A system generated notification is sent to the LWIA identified as the customer's contact. Case Note messages and system notification are sent, in a summary format, so that partners receive only one message instead of multiple.

Access Customer Information

Use the export button to access a offices and contact names, usern and more.

Select the person's last name from your customer list to access their program information, profile, assessments, worksite placement, and optimal resume information. Additional features and tools will be added as they are developed.

list of the sustamors with their contact information, related LMIA/DCES
a list of the customers with their contact mornation, related LWIA/DCFS
ame, password (if they have not logged into the system for the first time),



August 2017 Final

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