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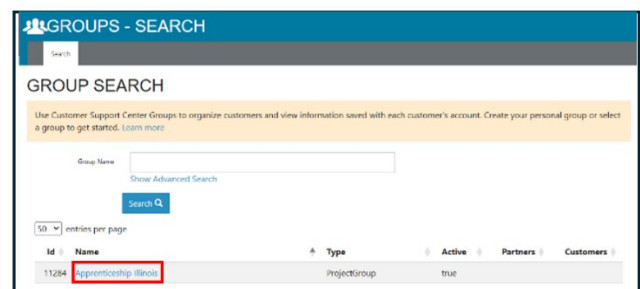
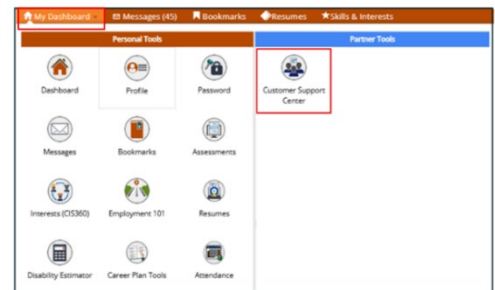
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Purpose

The **Customer** (Apprentices) tab in Illinois workNet allows users to track all case-managed apprentices assigned to a group. Apprentices may be added to the group by adding basic information and then completing the program application in Illinois workNet. Other Impacted Individuals (OI) are entered by a different method and location. You may direct potential participants to the [public Apprenticeship Illinois program page](#) for more information about apprenticeships.

Accessing the Apprentice Group

1. Log in to www.illinoisworknet.com
2. Select **My Dashboard**
3. Select **Partner Tools**
4. Select **Apprentice Support Center**
5. Select **Apprenticeship Illinois** from the Group Search page





Searching for an Apprentice

1. On the **Apprentices** tab, search for an apprentice by providing the following information:

- Name
- Illinois workNet (IwN) identification number (six digits)
- Grantee name
- Participant Type
- **Advanced Search** items:
 - Enrollment Status
 - Program Year
 - Performance
 - Work Plan Category

- Click **Search**.

6. If the apprentice is found, click the **last name** to open the file.

Adding an Apprentice

1. On the **Apprentices** tab, select **Add Apprentice**.
2. On the **Add Apprentice modal**, complete the required(*) fields.
3. Select **search for an existing Apprentice**.



4. Review results. Select an option:
 - Send Apprentice link to the initial application
 - Complete initial application with Apprentice
 - Add next Apprentice
5. After the apprentice has been added, write down the **username** and **password for the Illinois workNet account**. The apprentice will need this information to log in.

Select an option from the bottom

6. Selecting **Complete Initial Application with Apprentice** opens the Application.
7. The apprentice needs to complete the **agreement box** for Terms of use and Privacy Policy.
8. Select **Start New Application**.
9. Follow the prompts and pages to complete all requested information. Submit the application.
10. After the Apprentice completes the application, follow the directions for **verifying eligibility** on the **Intake Review** tab.

ADD CUSTOMER

IWN ACCOUNT STATUS

Username: MMiller2
Password: Miller032204
Status: New Account Created
Secret Question:
Secret Answer:

Send customer link to the initial application

Complete initial application with customer

Add next customer

APPRENTICESHIP ILLINOIS INTAKE REVIEW

Overview Intake Review Career Plan Outcomes

CASE NOTES(0)

INTAKE REVIEW

Profile: Monroe Miller

Email: Monroe@noemail.com

Enrollment Status: Pending

See All

Reset Password

Send Message

Related Instructions

Apprenticeship Illinois Eligibility

Participant Summary Tools

Assessments

Action Item	Result	Status
1. Customer submits initial online application.	Complete	Complete
2. Enroll customer.	Not Complete	Action Needed
3. The customer was provided information that describes the features and how to access their career plan.	Not Complete	Action Needed

1. Customer submits initial online application

2. Verify eligibility and enroll the customer

3. Provide customer with information on how to access their career plan.

11. If more than one Apprentice was added at a time, complete the initial application with the apprentice:

- Search the apprentice's name from the group.
- Select the apprentice's last name
- From the Intake Review tab, select the **Apprentice submits initial online assessment** section
- Select **Complete Initial Application with Apprentice** OR if the Apprentice has not yet completed the application, **send Apprentice Link to Initial Application** to resend the link.

APPRENTICESHIP ILLINOIS INTAKE REVIEW

Overview Intake Review Career Plan Outcomes

CASE NOTES(0)

INTAKE REVIEW

Profile: Bea Arthur

Email: barthur@noemail.com

Enrollment Status: N/A

See All

Reset Password

Send Message

Related Instructions

Apprenticeship Illinois Eligibility

Participant Summary Tools

Assessments

Action Item	Result	Status
1. Customer submits initial online application.	Not Complete	Action Needed
2. Enroll customer.	Not Complete	Action Needed
3. The customer was provided information that describes the features and how to access their career plan.	Not Complete	Action Needed

1. Customer submits initial online application

Complete Initial Application with Customer

To resend the customer a link to the application, forward the email previously sent from info@illinoisworknet.com or click to copy the application URL.

