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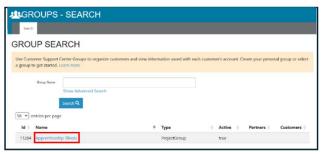
Purpose

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 (OII) 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
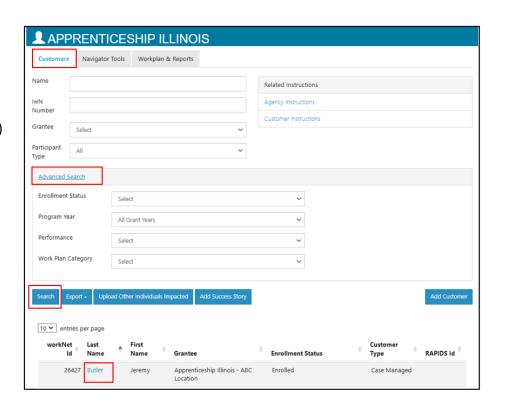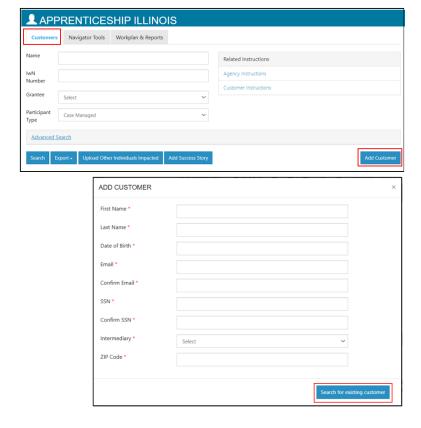5. Select Apprenticeship Illinois from the Group Search page

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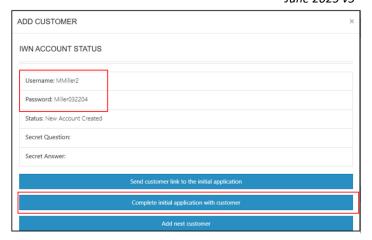3. Select search for an existing Apprentice.
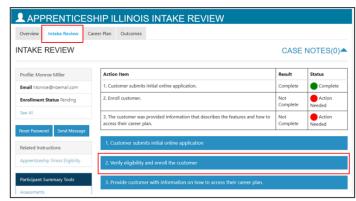
4. Review results. Select an option:
   - Send Apprentice link to the initial application
   - Complete initial application with Apprentice
   - Add next Apprentice
5. After the apprentice has been added, write down the username and password for the Illinois workNet account. The apprentice will need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

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.