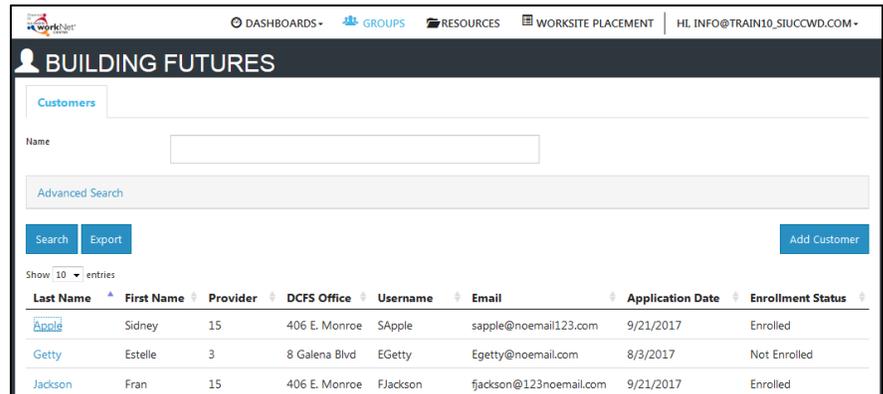


Access Building Future Customers

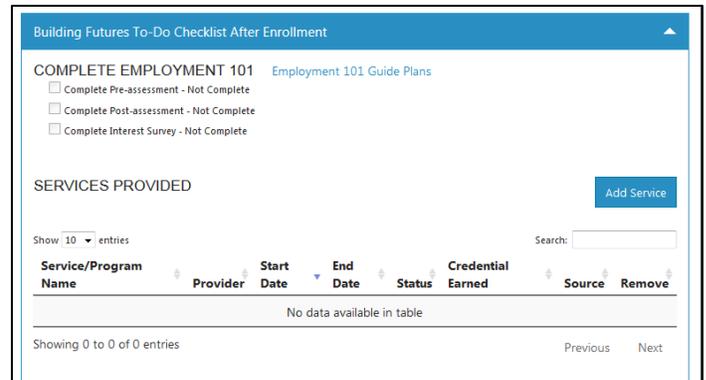
1. Log into www.illinoisworknet.com.
2. Select **My Dashboard** then select **Dashboard/Partner Tools**.
3. Select **Customer Support Center**.
4. Select the **Building Futures** group.
5. Select the **Customer** to view their Progress page. This will open in a new tab/window.



Create a Service Delivery Plan and Add Credentials

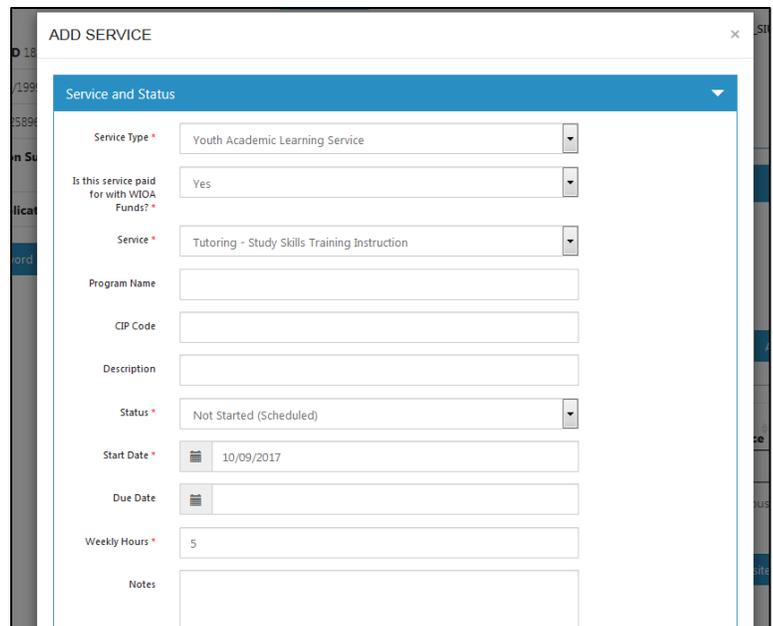
Use the following information as a starting point to discuss and develop the customer's goals, then identify the steps to achieve those goals:

- Application.
- Employment 101 Plans and Assessments.
- Interest Survey Results.



Start entering the Individualized Services, Training, and Employment Plan into the customer's Progress page.

1. Add **Services**.
 - a. Select **Add Service**.
 - b. Complete the **required fields*** in the modal window.
 - i. Add any service to this section; if not started, enter **Start/End Date** and **Notes** to create a plan.
 - ii. Any Non-WIOA funded service can be added to the plan with any status.
 - iii. Self-Services can be added to the plan with any status.
2. Add/update WIOA funded Staff-Assisted **Service Credentials** that have been initiated or completed/earned.



- a. Providers with access to IWDS can add services directly into IWDS.
 - i. The services will be synced with Illinois workNet to populate on this page.

- ii. If the service and start date match the IWDS data, Illinois workNet will be updated with IWDS information.
 - iii. If it can't make a match on the service and start date, the IWDS service will be added to the Progress Page. This may cause a duplicate of the service "not started" in Illinois workNet. If a duplicate service is entered, services with a Non-IWDS source can be deleted. Services from IWDS cannot be deleted.
- b. Providers without access to IWDS can submit a request for the LWIA staff to add **Services** and **Credentials** into IWDS.
- i. Select the **link to update the existing "planned" services, update the service and submit the request.**
 - 1. A midday notice will be sent to the LWIA staff requesting the service in IWDS. They will receive a summary that includes all requests for their assigned customers. In order for LWIA staff to receive the notification, they need to be identified as a primary contact.
 - ii. LWIA staff will update the service in IWDS.
 - iii. That night, the IWDS services will be synced with Illinois workNet and populate on this page.
 - 1. If the service and the start date match the data entered into IWDS, the Illinois workNet service will be updated with IWDS information.
 - 2. If it can't make a match on service and start date, the IWDS service will be added to the Progress Page. This may cause a duplicate of the service "not started" in Illinois workNet. If a duplicate service is entered, services with a Non-IWDS sources can be deleted. Services from IWDS cannot be deleted.

Service/Program Name	Provider	Start Date	End Date	Status	Credential Earned	Source	Remove
Tutoring - Study Skills Training Instruction	N/A	9/14/2017	Not Complete	Started/Open	N/A	IWDS	

Showing 1 to 1 of 1 entries

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