

## Purpose:

The customer list view provides summary of customer level action items and progress related to:

- Intake
- IWDS Application Status
- Career Plan Status
- Placement Status

This view provides a link to the customer level information.

## Who Enters/Maintains Data

- **Grantee/Provider staff** access customer level information from the customer list view. The information is populated by the related information that is current in the Illinois workNet system.

## Access Customer List View

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select **Groups** in the top menu.
6. Select **Youth Career Pathways**.

### Shortcut Tip:

Go to [www.illinoisworknet.com/ycppartners](http://www.illinoisworknet.com/ycppartners).

Select the link for **Youth Career Pathways Partner Tools**.

## Search and Export Features

This view offers several different search features.

- The name field uses autofill. Start typing and a list of potential matches appears. Select the appropriate customer or hit enter to see the customers that meet the search criteria.
- Advanced Search uses customer status options that align with the dashboard.
- Advanced search also include a search by customer workNet ID. When communicating with the workNet team about specific customers, please use the workNet ID rather than personally identifiable information (PII).
- Headers include a sort feature select the arrows next to the header to sort by the specific column.
- The last name is the link to the customer level information
- Select the export button for an Excel file that includes contact information, intake, and service delivery status information.



DASHBOARDS

GROUPS

PROVIDER INFO



HI, INFO@TRAIN10\_SIUCCWD.COM

## YOUTH CAREER PATHWAYS

### Customers

Name

Provider

Training Program

Career Pathway

### Advanced Search

Search

Export

Show 10 entries

Worknet Id	Last Name	First Name	Provider	Intake Form Submit Date	Program Name	Eligibility Status	IWDS Status	Career Plan	Placement Status
19195	<a href="#">Boyd</a>	Tasha	Youth Build McLean County	7/5/2018	CNC Machine Operator	Collected Eligibility Documentation - Submit IWDS Application	Inquirant	Started	Not Placed
21369	<a href="#">CYEP</a>	Natasha	Youth Build McLean County	7/5/2018	Forklift Driving	Collected Eligibility Documentation - Submit IWDS Application	Inquirant	Started	Not Placed
23821	<a href="#">Eddie</a>	Fast	Youth Build McLean County	8/20/2018	Forklift Driving	Collected Eligibility Documentation - Submit IWDS Application	Registrant	Started	Not Placed

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.