

Returning Citizens Customer List View

August 2019 v1 Draft

Purpose:

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

- Intake
- IWDS Application Status
- Career Plan Status
- Mandatory Supervised Release (MSR) Date, LWIA, and LWIA Appointment Date

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 program related information that is in the Illinois workNet system.

Access Customer List View

- 1. Log into 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 Returning Citizens.

Shortcut Tip:

Go to Returning Citizens Partner Guide.

Select the link for Returning Citizens Partner Tools.

Search and Export Features

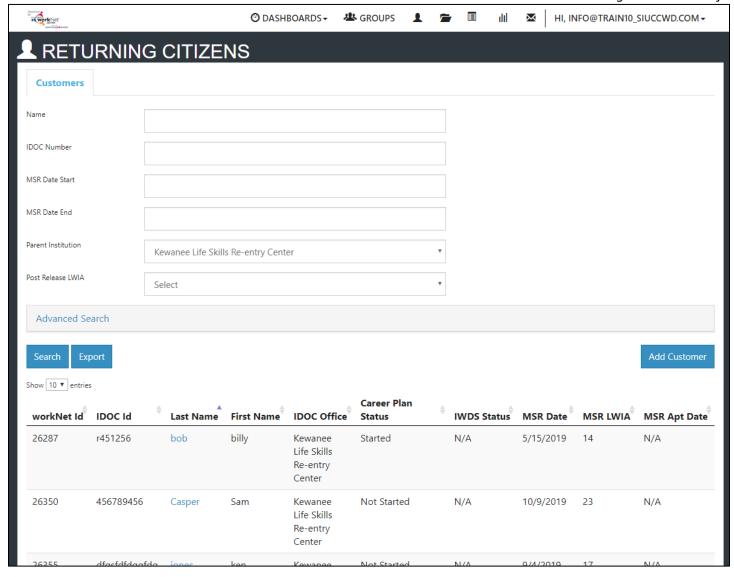
This view offers several different search features.

- 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 includes 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 the items checked for export.



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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.