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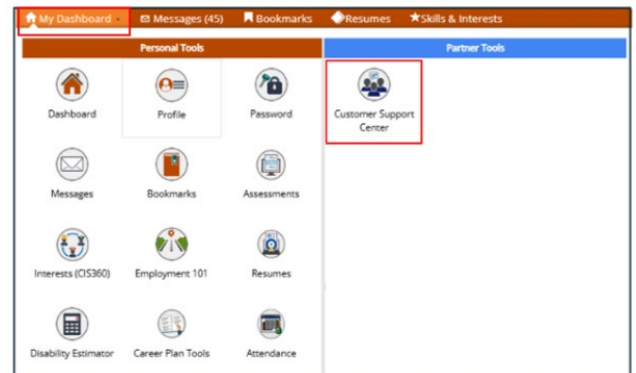
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Overview

The customer profile tracks the customer’s progress throughout the program. It serves as a centralized record that allows users to monitor participation, identify areas where additional support may be needed, and record outcomes.

Access Customer Group

1. Log in to www.illinoisworknet.com
2. Select **My Dashboard**
3. Select **Customer Support Center** in the Partner Tools.





4. Select **GRF** on the Group Search.

Id	Name	Type	Active	Partners	Customers
12288	GRF	ProjectGroup	true		

5. On the **Customer Information** tab, click on the **customer's last name** to open the customer progress page.

Service Level	Program Year	LWIA #	Last Name	First Name	Grantee	Last Updated
Not Entered	PY 25: 07/01/25 - 06/30/26	5	Abnerson	Chester	GRF - Training for LWIA 5	05/12/2026



Progress Tab

The Progress tab has the following sections:

- Profile
- Service Level
- Services
- Outcomes

Profile

The **Profile** section provides the following customer information:

- Grantee name
- Grant Number
- Age
- Education at Intake
- Gender
- Demographics
- Characteristics
- Potential Barriers
- Authorized to Work

To update or edit the customer information, click the **View/Edit** button to open the customer information modal.



Service Level

The **Service Level** section provides the following customer information:

- Recruited Date
- Referred Date
- Enrolled Date
- Closed Date

View/Edit **Service Level:** Attention

Recruited Date: Date Not Entered

Referred Date: Date Not Entered

Enrolled Date: Date Not Entered

Closed Date: Date Not Entered

To edit the Service Level, click **View/Edit**.

Select the **Level**, enter the **date**, and click **Save**.

EDIT SERVICE LEVEL

10 entries per page

Service Level Date Remove

No data available in table

Showing 0 to 0 of 0 entries

Level: Select

Date: Select

- Recruited
- Enrolled
- Referred
- Closed

Close

The changes will be updated in the Service Level section.

View/Edit **Service Level:** Good

Recruited Date: Date Not Entered

Referred Date: Date Not Entered

Enrolled Date: 05/01/2026

Closed Date: Date Not Entered

Services

To edit or Add Services to the Services section, click **View/Edit**.

View/Edit **Services:** Attention



Select the box(es) next to the service(s) that apply to the customer, enter the start date, and click **Save**.

EDIT SERVICES
Select service(s) and enter the Start Date.
 Work Based: On the Job Training 03/03/2025
 Work Based: Customized Training 03/03/2025
 Work Based: Work Experience / Internships xx/xx/xxxx
 Work Based: Transitional Jobs xx/xx/xxxx
 Work Based: Incumbent Worker Training xx/xx/xxxx
 Direct Training: Occupational Training - Other xx/xx/xxxx
 Direct Training: Occupational Training - ITAs xx/xx/xxxx
 Direct Training: Remedial/Prevocational Training xx/xx/xxxx
 Supportive Services/Barrier Reduction 03/03/2025
 Pre-Apprenticeship Training xx/xx/xxxx
 Apprenticeship Training 03/03/2025
 Other (Describe in case note) xx/xx/xxxx

Close Save

The selected **services** will be displayed in the Services section.

[View/Edit](#) **Services:**
Work Based: On the Job Training 05/01/2026 **Good**

Outcomes

To edit the Outcomes section, click **View/Edit**.

[View/Edit](#) **Outcomes:**
Outcomes Not Entered **Attention**



Complete the **Customer Outcomes**:

- End Date
- Did not complete program/activity
- Employed full-time after program/activity completion
- Obtained a credential
 - If the customer earned a credential, select a credential from the dropdown menu.
 - Note: More than one credential can be selected.
- Participated in career exploration activities
- Completed skill development training
- Retained in employment
- Increased Wages
- Promoted within their field
- Completed the program/activity
- Completed customer satisfaction survey for the program activity
 - If the customer completes the survey, select a rating from the dropdown menu.
- Add Notes
- Click **Save Outcomes**

EDIT CUSTOMER OUTCOMES

End Date *

Did not complete program/activity

Employed full-time after program/activity completion

Obtained a credential

Participated in career exploration activities

Completed skill development training

Retained in employment

Increased Wages

Promoted within their field

Completed the program/activity

Completed customer satisfaction survey for the program/activity ⓘ

Select a rating

Notes

The **selected outcomes** will be displayed in the Outcomes section.

[View/Edit](#) **Outcomes:** Good

End Date: 05/12/2026

Obtained a credential: Certificate, Other

Customer Satisfaction Rating: 4 - Satisfied

Use the [Closing Out a Customer](#) instructions when a customer finishes the program.



Customer Progress Page

May 2026 v2

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. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com.