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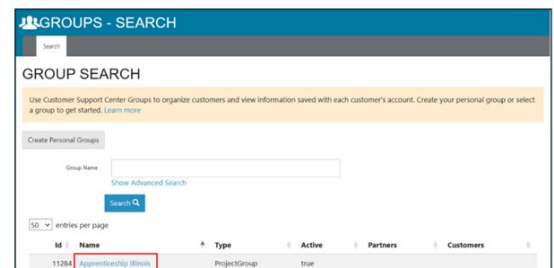
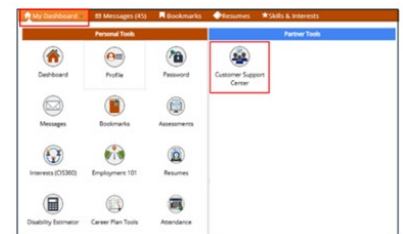
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Overview Tab

The first tab of the apprentice's profile is the **Overview tab**. It displays the status of the apprentice's progress throughout the program.

Accessing the Overview Tab

1. Log in to www.illinoisworknet.com.
2. Select **My Dashboard**
3. Select **Partner Tools**
4. Select **Customer Support Center**
5. Select **Apprenticeship Illinois** from the Group Search page.





6. On the Customers tab, select the **last name** of an apprentice to open the profile.

workNet Id	Last Name	First Name	Grantee	Enrollment Status	Customer Type	RAPIDS Id
25477	Adams	Sophia	Apprenticeship Illinois - ABC Location	Enrolled	Case Managed	IL23-123456

7. Click on the **Overview** tab at the top of the profile.

Action Item	Result	Status
1. Customer submits initial online application.	Complete	Complete
2. Verify eligibility and enroll customer.	Enrolled	Complete
3. The customer was provided information that describes the benefits and how to access their career plan.	Not Completed	Not Complete

Profile Information

The **Profile Information** provides the following:

- First and Last Name (Profile)
- Email Address
- Enrollment Status
- Phone Number
- **Address** – clicking Update Contact Info allows to update the phone number, address, city, state, zip code, email address, and provide a reason for the change.
- Illinois workNet User Name
- Last 4 digits of the Social Security Number (SSN)
- Illinois workNet ID
- Date of Birth (DOB)
- Initial Assessment Submit Date
- Intermediary Name
- Training Program Name
- Most Recent Credential
- Most Recent Work Experience
- Permanent Placement



- Co-Enrolled in IWDS

System Tools

On the left-hand side of each tab, the following system tools are available:

- **Reset Password** – Click to reset the apprentice's password.
- **Send Message** – Click to send a message to the apprentice's IWN account.

Reset Password	Send Message
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Related Instructions

These are the instructions for the Overview tab.

Participant Summary Tools

The participant summary tools include links to:

- Assessments – links to the Assessments modal
- Case Notes – links to the case notes modal
- Resumes – links to the resume tool
- Uploads – links to the uploaded documents modal
- Worksites – links to worksite placement

Participant Summary Tools
Assessments
Case Notes
Resumes
Uploads
Worksites

Services Integration Resource Team

- Click the dropdown arrow to **add a team member** from the list of active partners in the grantee group.
- Click **View Partners** to see an existing list of partners assigned access to this customer file.
- Status Colors:
 - Yellow indicates the item is **not completed**.
 - Green indicates the item is **complete**.

SERVICE INTEGRATION RESOURCE TEAM		
Action Item	Result	Status
Add Resource Team Contacts <input type="text" value="Select"/>	View Partners	● Complete
Save		

Intake Review

This is a review of the apprentice's status in the program.

- Status Colors:
 - Yellow indicates the item is **not completed**.
 - Green indicates the item is **complete**.

INTAKE REVIEW		
Action Item	Result	Status
1. Customer submits initial online application.	Complete	● Complete
2. Verify eligibility and enroll customer.	Enrolled	● Complete
3. The customer was provided information that describes the features and how to access their career plan.	Not Completed	● Not Complete



Career Plan & Documented Services

This is a review of the items required by the grant.

- Status Colors:
 - Yellow indicates the item is **not completed**.
 - Green indicates the item is **complete**.

Outcome Status

This is a review of the measurable outcomes for the grant.

- Status Colors:
 - Yellow indicates the item is **not completed**.
 - Green indicates the item is **complete**.

CAREER PLAN & DOCUMENTED SERVICES		
Action Item	Result	Status
1. Set goals and at least one step/service.	At least 1 service.	● Complete
2. The customer has agreed to the initial career plan (IEP/ISS).	Completed	● Complete
3. Has worksite placement/experience in Illinois workNet.	Not Completed	● Not Complete
4. Has an On the Job Training Service.	Not Completed	● Not Complete
5. Has a Related Training and Instruction Service.	Complete	● Complete
6. Has a support service.	Complete	● Complete

OUTCOME STATUS		
Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Not Completed	● Not Complete
2. Measureable Skill Gains (MSG) have been entered.	Not Completed	● Not Complete
3. Industry recognized credentials have been entered.	At least 1 credential entered.	● Complete
4. Customer is exited.	Not Completed	● Not Complete
5. Follow-up is complete.	Complete	● Complete



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