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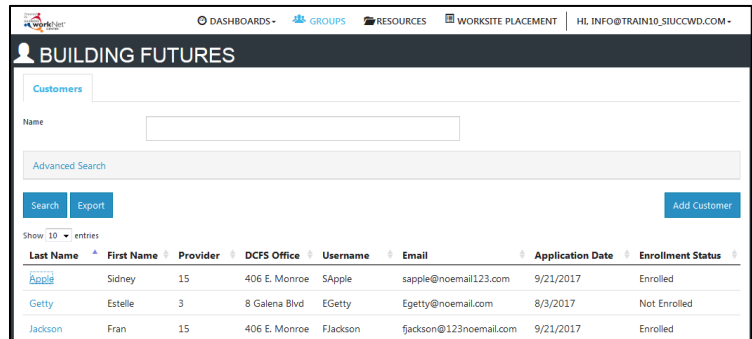
1. Log into www.illinoisworknet.com.
2. Select My Dashboard then select Dashboard/Partner Tools.
3. Select Customer Support Center.
4. Select the Building Futures group.
5. Select the customer to view their Progress page. This will open in a new tab/window.

Progress Page Before Enrollment

Basic components on customer information pages:

- Use the Profile to easily identify the customer and access basic contact and account information.
- Use Reset Password to enter a new password for the customer. The customer's username is located in the profile.
- Use Send Message or Case Notes to send a message to the customer. Case Note is the preferred method for sending a message because it creates a Case Note at the same time it sends a message/email to the customer.
- Case Notes can be added by partners with an LWIA role. DCFS staff are not able to add Case Notes since they can only add case notes into their system per DCFS policy. DCFS can view and receive Case Notes submitted by LWIA staff. Email message sent from the Case Notes are sent once a day as a summary so partners do not receive multiple emails.
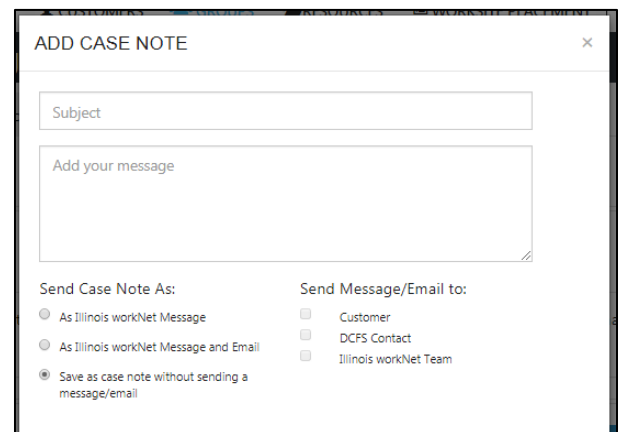
1. Update the contact information as needed. Only partners that have access to the Building Futures tools and are associated with the particular office/agency can be set as a contact for the customer.
   a. Select the partner and select the Update button.
   b. Select View DCFS/LWIA Contacts to view the contact information. Multiple contacts can be selected for each person.
2. Use the contact information in the Profile to reach out to the customer.
3. Update the To-Do Checklist Before Enrollment.
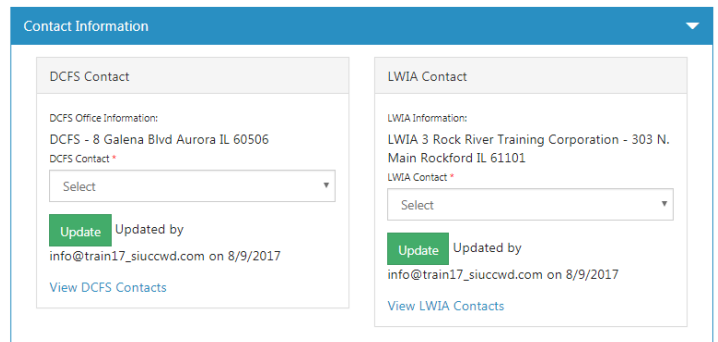
a. If you cannot reach the customer:
    i. Update the Enrollment Status field to indicate No Contact.
b. If the customer is not interested in participating or is not eligible to participate:
    i. Update the Enrollment Status field to indicate non-interest to participate or not eligible.
c. If the customer is interested in participating:
    i. Setup a time to meet with the customer to complete the online application or have them complete it prior to your meeting.
        1. The customer receives a message in their Illinois workNet account when they are added to the system. This message has a link to the application. The customer will need their username, password, and instuctions for accessing the application message/link to the online application.
            a. Go to www.illinoisworknet.com and login with your username and password
            b. Select the Messages link located in the orange bar under the webiste header.
            c. Go to the Building Futures Message for a link to the application.
            d. Complete and save the application.
        2. Staff can complete/update the application by selecting the Complete Application link. An update status is saved next to the link.
        3. The apppication collects basic information to assist with identifying support services and training.
        4. The application will populate IWDS with the basic information to minimize duplicate data entry for completing/certifying the WIOA application.
    ii. Identify the customer type. For customers that have a certified application in IWDS, the customer type will be determined by the funding source identified in IWDS.
    iii. Update the Enrollment Status to Enrolled.

Progress Page After Enrollment

Once the customer is enrolled and the page has refreshed, the following additional fields are available.

To-Do Checklist After Enrollment includes:

- Employment 101 Pre/Post-Assessment Completion Status.
- Link to Employment 101 Guide Plans.
- Interest Survey Status/ Saved Results Link.
- Services (See Adding Services instruction for details).
- Work Experience/Worksite Placement Summary with a button to add a worksite placement (See Worksite Placement instruction for details).
- Program Completion Information (See Program Completion instruction for details).

Payroll Upload Records includes:

Payroll uploads that have were uploaded using the worksite placement tools (See Worksite Placement instruction for details).

Uploaded Document includes:

- Documents that are uploaded for the customer such as assessment documentation, accomplishments, credentials, signed documents related to the program, etc.
- Standard document formats such as Word, Excel, PPT, and PDF.