



Table of Contents

Overview	1
Access the Customer Information Tab	1
Access the Customer	2
Access the Upload Tool	2
Progress Tab	2

Overview

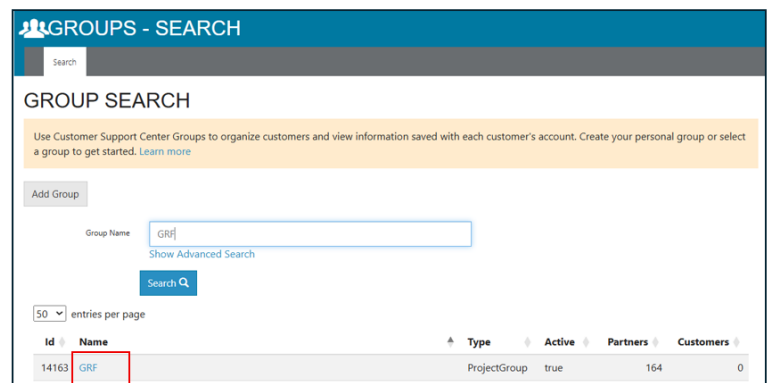
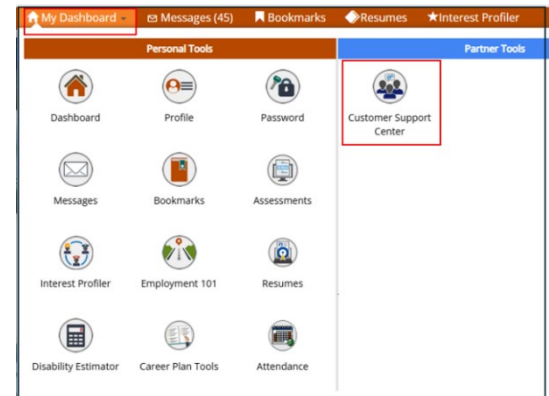
The **Upload Tool** allows for the ability to upload any supporting documents regarding the customer. Any documents that would be kept in a paper file can be uploaded to the customer's profile using the upload tool.

Do not upload any documents with Personal Identifying Information (PII), i.e. social security numbers.

If you need to upload a document with that information, black out the information, and then upload the document.

Access the Customer Information Tab

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.





Access the Customer

1. On the **Customer Information** tab, type the customer's First Name, Last Name, or both in the **Name** field.
2. Click **Search**
3. Click the **customer's last name** to open the Progress page.

GRF PROGRAM REPORTING SYSTEM

Back to Customer List

Customer Information | Capacity Building | Work Plan & Reports | Planned vs. Actual GRF | Glossary

Search By

Program Year PY 26: 07/01/26 - 06/30/27

Name Sloan

Unit LWIA 5

Grantee GRF - Training for LWIA 5

Service Level Select

Search Export Reset Filters

Upload Customer Information Add Customer

50 entries per page

Service Level	Program Year	LWIA #	Last Name	First Name	Grantee	Last Updated	Delete
Referred	PY 26: 07/01/26 - 06/30/27	5	Sloan	Sandy	GRF - Training for LWIA 5	07/28/2026	

Showing 1 to 1 of 1 entry

Access the Upload Tool

The **Upload Tool** can be accessed from the **Progress** tab or the **Uploads** tab.

GRF PROGRAM REPORTING SYSTEM - PROGRESS

Back to Customer List

Progress | Case Notes | Uploads

CASE NOTES(0)

Profile: Sandy Sloan

View/Edit

Email: Sandy.Sloan@noemail.com

DOB: 07/22/2006

Service Level: Referred

Reset Password

Uploads

Participant Summary Tools

Case Notes

Profile:

Grantee: GRF - Training for LWIA 5

Grant Number: 012726

Program Year: PY 26: 07/01/26 - 06/30/27

Age: Enrolled service level not entered

Education at Intake: High school diploma

Gender: Female

Demographics: Asian, Black/African American

Characteristics: Youth

Progress Tab

1. On the **Progress** tab, click **Uploads**. It will take you to the Uploads tab.
2. Click **Upload File**

GRF PROGRAM REPORTING SYSTEM - UPLOADS

Back to Customer List

Progress | Case Notes | Uploads

UPLOADED DOCUMENTS

Profile: Sandy Sloan

Upload File

10 entries per page

Search:

File name	Description	Category	Tied To	Uploaded By	Upload Date	Remove Upload
No data available in table						

Showing 0 to 0 of 0 entries



Upload Tool August 2026

3. On the **Upload File** modal, complete the required(*) fields:

- **Category** – This will prefill to General.
- **Tied To** – Select the section of the Profile that the upload applies to.
- **Choose File** – Select the file from your computer.
- **Description** – Provide a detailed description of what the upload is.
- Click **Upload**

4. The **uploaded information** will be displayed in the table.

5. If the upload was added in error, click **Remove** to delete the upload.