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Accessing the QR Code Application

On the **Customer Information** tab, search for the QR code application that has been rejected.

- Select the **LWIA**
- Select the **Grantee**
- Click **Review QR Code Applications**

Reopening the QR Code Application

1. On the **Review QR Code Applications** modal, click the **Reopen** button next to the rejected application.

2. On the **Request to Reopen Application** modal, complete the information:

- **Requested to be Reopened By**
- **Reason for Request**
- Click **Save**



Reopening a QR Code Application

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3. On the **Review QR Code Applications** modal, the application will display as “reset”. The user can go into their list of QR code applications and approve the application.

REVIEW QR CODE APPLICATIONS

Back to Customer List

Review the submitted applications listed below.

- Click **Review** to view the data on the submitted application. Click the X icon at the top of the application to return to the applications list.
- Click **Approve** to accept the application. Clicking Approve will create an Illinois workNet account for the customer. Be sure to write down the username and password to provide to the customer. Click the X icon at the top of the account information box to return to the application list.
- Click **Reject** to not accept the application.
- Click **Reopen** on a rejected application to put it back for review.

Last Name	First Name	Date of Birth	Grantee	Submitted Date	Status	Action
Silvers	John	08/01/1970	GRF - Training for LWIA 5	09/03/2026	Submitted	Review Approve Reject Requested By: Super Admin Reason for Request: User accidentally clicked Reject instead of Approve Reopened by GRF Tester1 10/04/2026 4:09 PM

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.