

# IWDS 2.0 Release Notes

Illinois Workforce Development System | Release Date: October 9, 2026

Below are recent IWDS 2.0 updates. Please share these with the appropriate staff in your local area.

## User Terminology

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- “Support Staff Member” is now called “AJC Staff Member” to ensure consistent terminology across the system.

## Customers Migrated from IWDS 1.0

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- Measurable Skill Gains (MSGs) previously entered in IWDS 1.0 now display for approximately 130 affected customers. No action is needed.
- Missing certified applications and subprograms have been restored for affected customers.
- For migrated customers with more than 1 subprogram, those subprograms now display in the customer’s Eligibility and Program section.
- Customer wage information now matches the information in IWDS 1.0. This impacted the wage records on the Follow-up Exit Summary section. No action is needed.

## Customer Information & Applications

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- Customers with more than one application are now highlighted in the application drop-down. Under the Application Overview, there is highlighted text that indicates if a customer has more than one application that is open. The Career Planner can go to the application drop-down to choose between the open applications.
- Address suggestions are more accurate throughout the system.
- The Trade Adjustment Act (TAA) co-enrollment answer now updates automatically based on whether the customer has an active TAA application.
- A new Employment section under Customer Characteristics displays previously entered employment information. The Migrant/Seasonal Farmworker question has moved to Living & Home Situation.
- The issue causing the “Unable to Create the Prescreen” error has been resolved.
- Staff can now select and save the “Participation Paused Until” date in Customer Settings. The calendar and Save button display correctly.
- Documents with unusual characters in their system-generated filenames can now be edited. This update allows staff to replace the uploaded file and change the document type.
- Employment that began before a customer’s certification date now appears in Work History within the Participant Summary tools.

## Career Plan

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- When staff adds the Subprogram column to the Career Plan, subprogram information now displays for all services.
- Services now appear on the summary, export, and print versions of the Career Plan Signature page.
- Discontinuing and deleting a service, objective, or goal no longer causes errors.
- The Service Collection download has been enhanced only for State Administrators. There are no changes to access for Local Area staff.

## Outcomes

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- When an MSG is entered, the system now determines its program year based on the customer’s services.
- The development team is also in the process of updating the transition reasons to reflect policy.

## Entity Management & User Access

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- Users with the Provider Management role can view all entities. Editing permissions remain by LWIA.
- Account Managers can open Entity Management for LWIA entities to manage contacts and IWDS user access. They have read-only access elsewhere. Managing contacts and users is limited to the Account Manager's assigned LWIA.
- The contact action menu now more clearly identifies the IWDS 2.0 actions available for each contact.
- A tutorial video is available for How to Add New Users (see below).

### **Tutorial video: *How to Add New Users***

[Watch the tutorial video](#)

Learn how to add new users to IWDS and grant existing contacts access through Entity Management. This tutorial guides Account Managers through the steps needed to manage user access and ensures that contacts have the appropriate permissions within the system.

## Training Programs

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- Training programs now display the correct status on the provider's Training Programs tab.
- Approval dates entered for continued eligibility now save correctly.
- Deactivate and Revoke options now display according to the user's role.
- The Eligible Training Program Review now includes:
  - Search by Program ID.
  - Filters for initial continued eligibility reviews.
  - An Active Only option.
  - Program Outcome Type filter.
  - Search tips.
  - Saved search and filter selections.
    - The search selection remains available when returning to the page and signing in again.

## Reports

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- Existing reports have received filter updates, field updates, and other fixes.
- Two new reports are available: *UI Profile* and *Planned vs. Actual Summary*.
- A tutorial video is available for Navigating Reports (see below).

### **Tutorial video: *Navigating Reports***

[Watch the tutorial video](#)

Learn the basics of accessing and navigating reports to become more familiar with the available features and tools.

## Support & Upcoming Technical Assistance

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- **Hypercare:** Hypercare is held on Tuesdays and Thursdays from 1–3 p.m. Career Planners and Directors are welcome to attend for help with IWDS 2.0 questions.
- **ETPL support:** Please direct all ETPL-related questions, including questions about demand occupations, to the OET ETPL team at [CEO.OET.etplcoord@illinois.gov](mailto:CEO.OET.etplcoord@illinois.gov).
- **Automatic exits:** The broader automatic exit feature remains off and is separate from the exit work currently being coordinated by the Reporting Unit for legacy customers. That work supports accurate federal reporting for PY25. Before the automatic exit feature is activated, OET will provide short webinars and written guidance explaining how it works, what staff should review, and how to prepare.

***As a reminder, the release updates will be posted on the [IWDS Transition & Training](#) page in the System Updates chart, located in the bottom-left corner.***