

About Customer Support Center

Customer Support Center tools allow a team of Illinois workNet partner staff to provide guidance to help customers reach their career, training, and employment goals.

Types of Access to Customer Groups/Lists

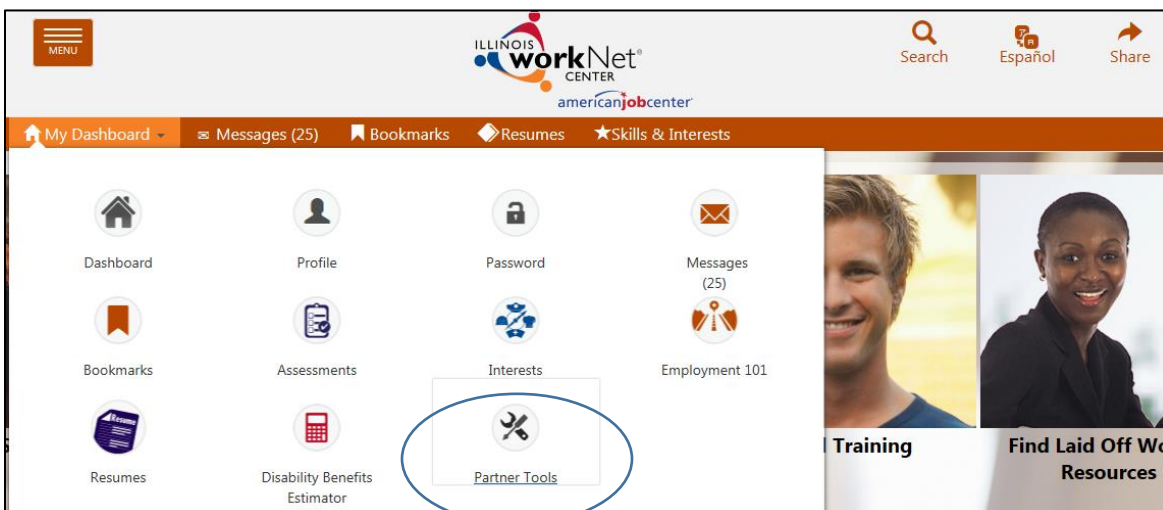
- General/Invitation/Personal – Available to all Illinois workNet partners. Use the invitation process to add customers and partners to this group.
- IWDS Access – Only available to Local Workforce Innovation Area (LWIA) staff who have access to IWDS. Customers and partners are automatically added to this group based on the IWDS status and IWDS role.
- Special Programs – Available to approved Illinois workNet partners who are working on the special program. Customers typically complete an application or are added to the system by program staff. Partners are added to these groups by state level Illinois workNet staff.

Features Include:

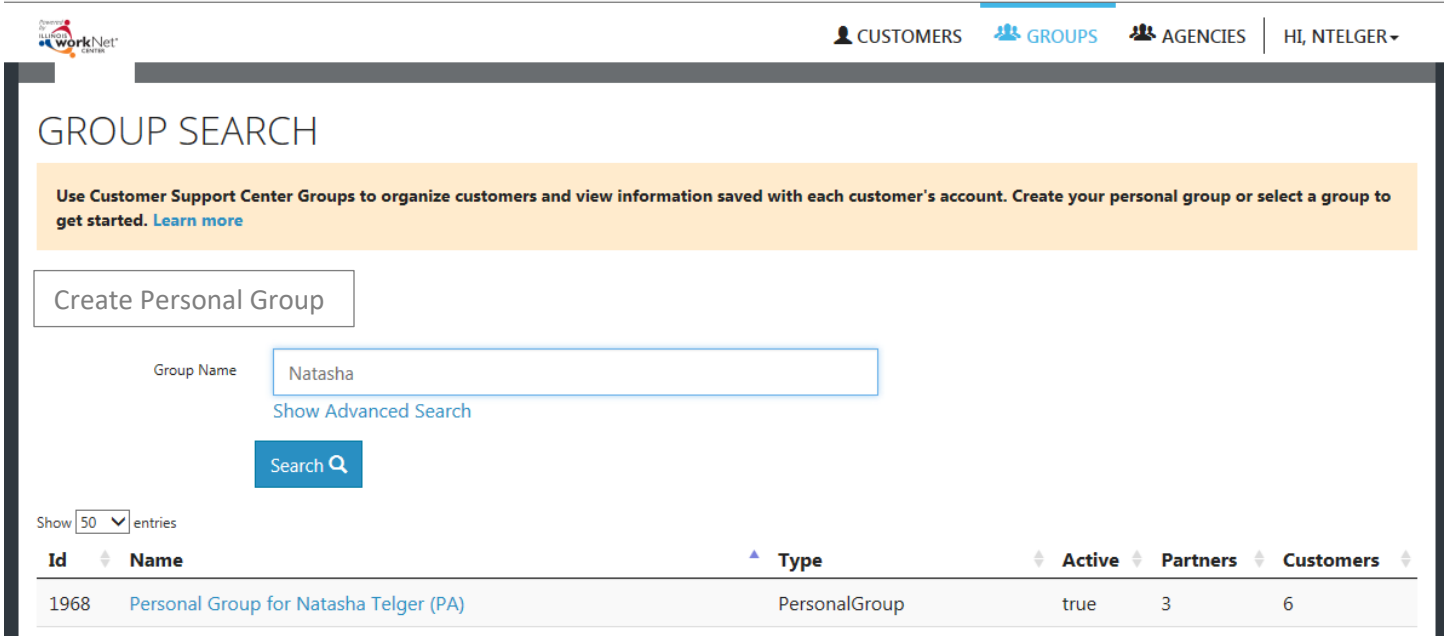
- Your Customers Populate Your Assessment Dashboard
- Customer Assessment Results and Certificates
- Complete/Enter Customer Assessments
- Employment 101 Assessment Scores and Plans
- Password Recovery/Update
- Saved Optimal Resume Items (Resumes, Letters, Portfolios, Assessments, and more)
- Message Tool to Communicate Directly with Customers
- Note: Special Programs Have Additional Program Specific Features (Scheduling Tools, Worksite Placement, Intake/Enrolled Dashboards, Special Reports, Plans, etc.)

How to Get to Your Customer Support Center

1. Login to your Illinois workNet account. Select My Dashboard and select Partner Tools.



2. Select the Customer Support Center. You will see a list of groups that you have been given access to.
3. Select a group. If you do not have a group, or you have not started your personal group, you will see a button to **Create Personal Group**. Once you create your personal group, that button will go away.



GROUP SEARCH

Use Customer Support Center Groups to organize customers and view information saved with each customer's account. Create your personal group or select a group to get started. [Learn more](#)

Create Personal Group

Group Name:

[Show Advanced Search](#)

Show entries

Id	Name	Type	Active	Partners	Customers
1968	Personal Group for Natasha Telger (PA)	PersonalGroup	true	3	6

Add Customers to Personal Groups

1. Select the appropriate personal group and select the **Invitation** tab.



2. Select the **Invitation** tab. The group invitation will default to open. This is the recommended approach, if you are going to invite multiple people in a short time period.
3. Create the group invitation.
 - a. Enter your pass code.
 - i. The pass code must be 5-25 characters long.
 - ii. It is not case sensitive, but it must be unique.
 - iii. It is active for seven days. After seven days it cannot be used again.
 - b. Enter a title for your group invitation. Customers will see the description when they are asked to accept or deny the invitation. You can add to the description, but do not edit the main content.
 - c. Select **Create Invitation** button.
4. Select the option (bottom of page) to print the business card handout with your passcode and access instructions.
 - a. Pass them out to your customers during your workshop / class.

- b. Email the instructions to a group of customers.

Join A Customer Group

1. Go to <https://www.illinoisworknet.com/Invite>
2. Log in or set up an account
Username: _____
Password: _____
3. Enter Passcode: **Chelsea Jones Group**
4. Accept the invitation

Illinois workNet Centers are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.
Sponsored by the Illinois Department of Commerce and Economic Opportunity.

Only adding a couple of people and you know their email addresses? Use the individual invitation.

1. Select the **Invitation** tab.
2. Select **Customer Invitation**.
3. Enter the customer's email address and submit. An email will be sent to the customer. Note: You cannot customize the message.
4. Repeat for each customer.

Email Invitation Sent to Customers/Partners.



**Please accept this invitation to join my Illinois workNet®
Customer Group**

Member Benefits for this FREE Service

Join the group and **Illinois workNet Partner Career Advisors** can provide feedback on your:

- Illinois workNet assessments
- Career/job search plans
- Next steps to help you meet your employment goals

Protecting Your Information Is Important

This is a free service offered by Illinois workNet partners and your information is protected. View the Illinois workNet [privacy policy](#) and [terms and conditions](#) for full details. Learn more about Illinois workNet by going to [about us](#).

Let Me Know If You Want To Join

Click on the following link to navigate to a page on Illinois workNet to accept or deny this invitation:

[Click here to login to your Illinois workNet account and navigate to the invitation page.](#)

Or copy all of the following address and paste it into the address line of your internet browser:

<https://www2.illinoisworknet.com/Invite?Guid=55bb6e57-4ceb-4857-96c2-5df82cb4af12>

My Contact Information

(your name)

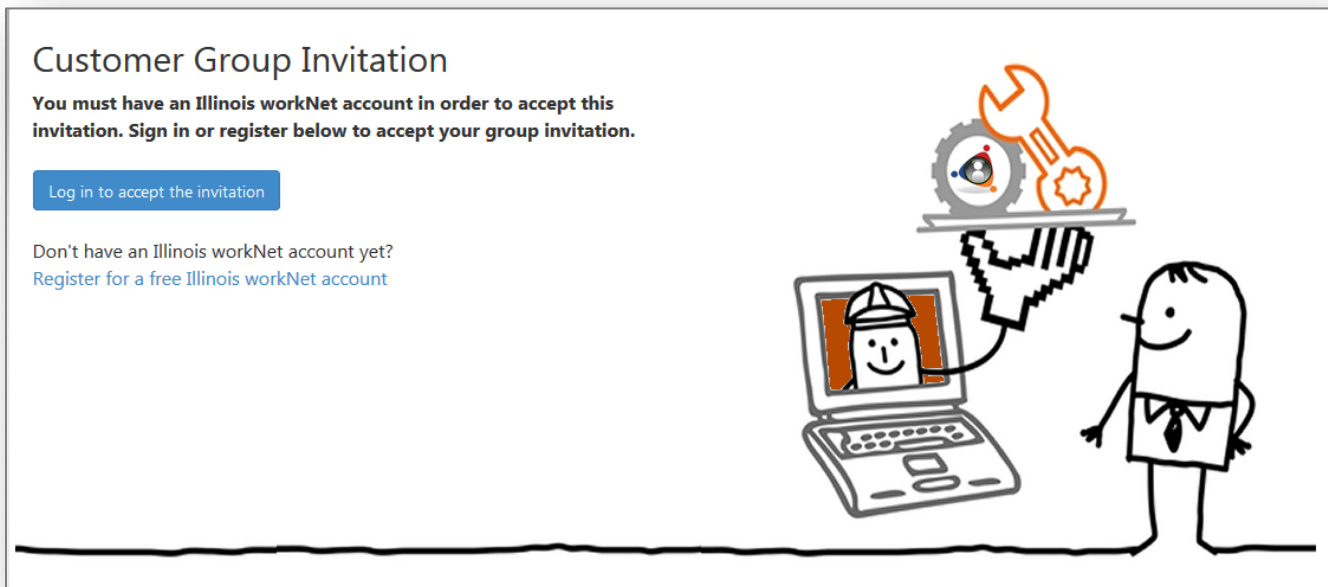
(your organization)

Phone: (your phone number)

E-mail: (your email)


(your name) sent this e-mail using the Illinois workNet system. Please reply to (your name) (E-mail: your email) instead of this email.

When the customer selects the link from the email, and if they are not logged into Illinois workNet, they see this:



Once the customer logs in, they are prompted to either accept or deny the invitation.

MENU
Login
Sign Up



Search
Español
Share

Group Invitation

Please accept this invitation to join my Illinois workNet® Customer Group

Member Benefits for this FREE Service

Joining the group will allow a team of Illinois workNet partner career advisors to provide feedback on your:

- Illinois workNet assessments,
- Career/job search plans, and
- Offer next steps to help you meet your career, training, and employment goals.

Protecting Your Information Is Important

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Invitation Request From:

Natasha Telger (PA)
 LWIA 027-Admin (Parent)
 Phone:
 E-mail:

Accept Invitation
Deny Invitation

Access Customers and Partners

- Once you have selected a group, select the **Customers** tab to view customers. Select the customer's link to view the customer information.
- Select the **Partners** tab to view the list of partners that have access to this group.

Details

Customers

Partners

Sub Groups

Invitation

Customers are added to:

- Personal groups by accepting an invitation (see invitation tab) to join.
- Subgroups by selecting the Add Customer button. They have to be in the parent group first.
- Special program groups by completing an application for that program.

[Learn more](#)

View Search Options

Name

First and/or Last Name

Search

Show 50 entries

Last Name	First Name	LWIA	User Name	Email	Created	Is Active	
Account	Sample	20	customer41	info@33_illinoisworknet.com	6/12/2009	true	Remove

Use Subgroups to Organize Customers

1. Select **Add Subgroup**. Create subgroups that align with your workflow (i.e. program, customer type, etc.).
 - Enter a meaningful title.
 - Enter a description that is brief, but accurately describes the customers who are in the subgroup.
2. Select the subgroup to start adding customers to that subgroup.
 - a. Select the **Add Customer** button. You will only be able to search for customers that have been added to the parent group (the group level higher than the subgroup).
 - b. Partners that have access to the parent group automatically have access to the subgroups.
3. Select the details page to view/edit the group name or description.

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