

### Login

1. Go to [www.IllinoisworkNet.com](http://www.IllinoisworkNet.com) and log into your partner account.
2. Go to My Dashboard.
3. Select the IWIS icon (formerly Customer Support Center) in the Partner Tools section.
4. Select JTED Project Group.

### Step 1 – Add Customers to Illinois workNet

1. Go to the customer list and select Add Customer.
2. Enter the required fields:
  - a. Name
  - b. Date of Birth
  - c. Email
  - d. Social Security Number (SSN)
  - e. Zip Code
3. This will search for an existing account or create an Illinois workNet account for the participant. If the customer does not have an existing Illinois workNet account, an account will be created. Share the Username and Password with the customer.

Detailed Instructions: [Add Customer \(PDF\)](#)

### Step 2 – Complete the Application

1. Complete the Demographic and Contact Information.
2. Automatic eligibility check. If the customer is eligible, complete the application.
3. Complete the Education section.
4. Complete the Skills & Interests section.
5. Add Work History.

Detailed Instructions: [Complete the JTED Application \(PDF\)](#) & [Send Application Link to Customers \(Video\)](#)

### Step 3 – Complete Intake and Make Referrals

1. Review the completed application.
2. Enter Enrollment Status.
3. Complete the Service Needs Assessment.
4. Make Referrals as needed.
5. Provide the customer with information on how to access their Career Plan.

Detailed Instructions: Complete [JTED Intake \(PDF\)](#) & [Add Referrals \(PDF\)](#)

### Step 4 – Complete a Career Plan and Enter/Update Service Information

1. **Review Assessments** – Enter relevant assessments to the Career Plan and write a summary of Assessment Results.
2. **Set Goals** – Discuss customer goals and add goals to the Career Plan. Categorize goals as short/long-term, identify the type of goal, and set the status. Goals with a status of “Not Started” will automatically update to “Started” when the related service has started.

3. **Add Services** related to each goal. Select the appropriate service and complete the required information.
  - a. **All Services** include the related goal, status, start date, weekly hours, and notes. A completion date is required if the status is complete.
    - i. **Work Experience Services** require worksite information to be entered into Worksite Placement. The additional fields are related to the worksite placement, attendance, and credentials earned.
    - ii. **Support & Barrier Reduction Services** include fields that collect support type and related cost information.
    - iii. **Career & Training Services** include service provider information, attendance, and credentials earned while completing the service.
    - iv. **Apprenticeship Services** require SOC Code, RAPIDS ID, provider information, attendance, and credentials earned while completing the service.
4. Review the plan every 30-days and update progress or changes as needed, such as:
  - a. Update Service Status
  - b. Update Service Dates
  - c. Enter Earned Credentials

Materials: [Career Plan Rubric \(PDF\)](#), [Create a Career Plan \(PDF\)](#), [Worksite Placement \(PDF\)](#), & [Service Cost Report \(PDF\)](#)

### Step 5 – Enter Program Completion/Follow-Up Information

1. Add/Edit the Completion Status for customers.
  2. Add employment, post-secondary, or apprenticeship.
  3. Add post-exit case notes.
- Detailed Instructions: [Program Completion/Follow-Up \(PDF\)](#)

### Step 6 – Use Dashboards, Reports, and Summary Tools to View/Export Information

1. **Dashboards** Detailed Instructions: [JTED Customer Overview Tab & JTED Dashboard \(PDF\)](#)
  - a. The Overview tab is a customer-level Dashboard with sections coded as good, needs attention, or red flag.
  - b. The JTED Dashboard shows real-time data of where customers are in their intake/eligibility process, all the way up through program completion. Use the Dashboard data to access filtered lists of customers for easy access to customer program information.
2. **Reports** Detailed Instructions: [Service Cost Report \(PDF\)](#) & [Treasury Report\(PDF\)](#)
  - a. The Service Report is a status view of specific services to drill down a list of customers with specific services in their Career Plan.
  - b. The Service Cost Report provides an itemized list of service costs that can be filtered by project, provider, service, and customer name.
  - c. The Treasury Report provides quarterly report numbers and drills down to a specific list of customers.
3. **Summary Tools** Detailed Instructions: [Case Notes Tool \(PDF\)](#) & [Uploading Files \(PDF\)](#)

- a. The case note area is a communication tool to document Case Notes and send Illinois workNet Dashboard Messages/emails to customers and partners; filter and export via the Summary tool.
- b. Upload the customer-level documentation related to their intake, training program information, employers, worksite information, placements, and follow-up.
- c. Worksite's view is a summary of worksites, payroll, and stipends that are entered into the system.

### Need Assistance?

- Watch videos in [JTED Quick Start Guides](#).
- Visit the [JTED Partner Guide](#) to access the procedures manual, instructions/resources, and system update notices.
- Submit a Help Desk Ticket at <https://helpdesk.illinoisworknet.com/>