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Purpose

The Provider Information section of the Customer Support Center helps grantees add, track, and follow items related to the grant and the agency. This area does not deal with specific customers.
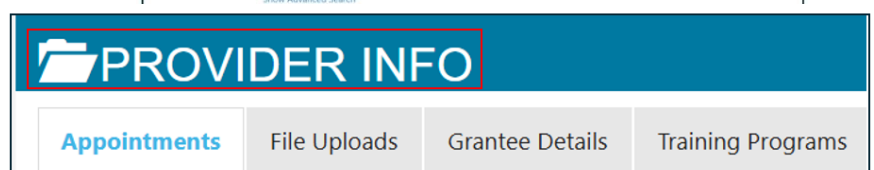
Accessing Provider Information

1. Log in to www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.
5. On the Group Search page, select the Provider Information (partially open folder icon) tab.
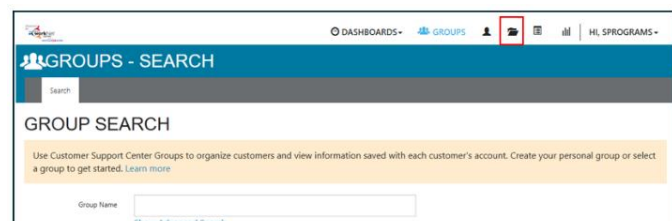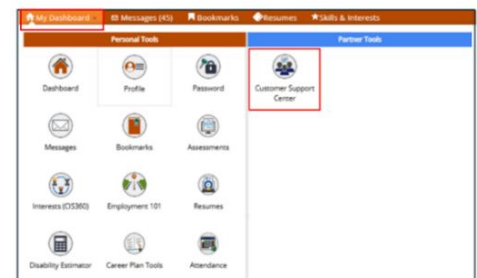
Tabs

The **Provider Info** tab is made up of:
- Appointments
- File Uploads
- Grantee Details
- Training Programs

Appointments

For agencies who require intake appointments:

1. Select the Project and select Provider if you have access to more than one provider. (Otherwise the information will prefill)
2. Filter to see locations for the project/agency.
3. Select Add Appointment Site if a new location is required.
   - Name the location
   - Add instructions for the location i.e., Bring an I.D., bring the referral form
4. Edit Site – make any changes to the Appointment Site information
5. Edit Schedule – add scheduled appointments.
   a. Add Appointment –
      i. Pick a day on the calendar,
      ii. Toggle the time, (hours are automatically given one hour)
      iii. Edit the end time,
      iv. Select the number of openings.
      v. Select Add Appointment

File Uploads

These are typically files that are associated with your agency, grant or staff – NOT individual customers.

1. Select the Project and select Provider if you have access to more than one provider. (Otherwise the information will prefill)
2. Click Upload File
3. Select type of upload category
4. Select a file to upload

5. Add a description of the file so that each file doesn't have to be opened.
6. Click the Upload button.

Reminder there is a 10MB limit to file size for upload.

Grantee Details

This tab includes information about the following categories related to an agency and their grant.

The **Grantee Details tab** consists of the following sections:

- Grantee Info
- Associated Grants
- Staff Completing Required Training
- Training Programs
- Worksites
- Services

Grantee Info – This section includes details about the agency including demographic information.

- The Edit button allows for changes to be made.
- The Add Case Note button allows for a case note to be added pertaining to the Grantee Details.

Associated Grants – This is information about the grants held by the provider.

1. Select Add Grant
2. Enter Grant Number
3. Select Program
4. Enter Start Date
5. Enter End Date
6. Enter Grant Amount

Staff Completing Required Training – This is a spot to record that training has been completed because some grants require that staff have specific training. If documentation is required, upload verification to the File Uploads.
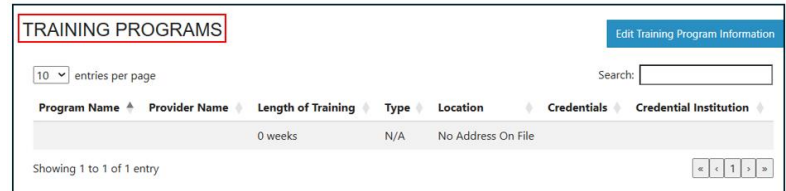
1. Select Add Staff
2. Enter First Name
3. Enter Last Name
4. Enter Completed Date
5. Check Training Skill completed
6. Click Save

Training Programs – These are training programs related to the grant. Selecting Edit Training Program Information will redirect to the Training Programs tab that will be reviewed in an upcoming section.
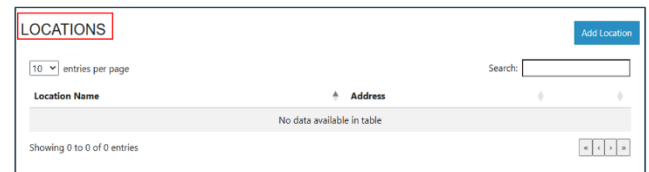
TRAINING PROGRAMS

Program Name	Provider Name	Length of Training	Type	Location	Credentials	Credential Institution
		0 weeks	N/A	No Address On File		

Showing 1 to 1 of 1 entry

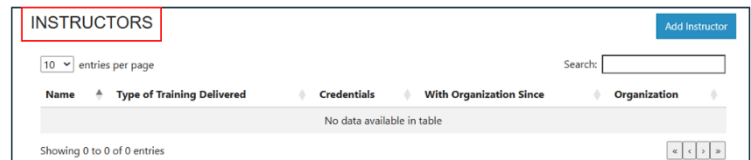**Locations** – These are locations of the training programs. New locations can be created.

LOCATIONS

Location Name	Address		
	No data available in table		

Showing 0 to 0 of 0 entries

Instructors - These are instructors of the training programs.

INSTRUCTORS

Name	Type of Training Delivered	Credentials	With Organization Since	Organization
		No data available in table		

Showing 0 to 0 of 0 entries

Worksites – These are entered on the Worksite Placement tab (bulleted list icon) at the top section of the Customer Support Center.

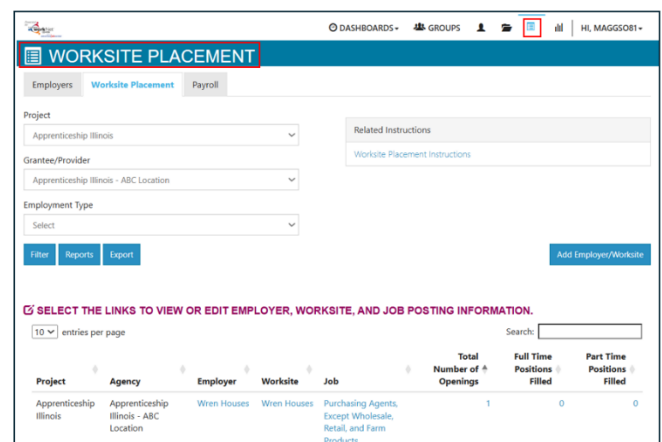- Select Edit Worksite Placement Information to edit the placement information.

WORKSITES

Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled	Length
Bill's Bicycles	Bill's Bicycles	Manufacturing Production Technicians	Apprenticeship	$21.00	10	0	0	104 weeks

WORKSITE PLACEMENT

Employers | Worksite Placement | Payroll

Project
Apprenticeship Illinois

Grantee/Provider
Apprenticeship Illinois - ABC Location

Employment Type
Select

Related Instructions
Worksite Placement Instructions

Filter | Reports | Export | Add Employer/Worksite

SELECT THE LINKS TO VIEW OR EDIT EMPLOYER, WORKSITE, AND JOB POSTING INFORMATION.

Project	Agency	Employer	Worksite	Job	Total Number of Openings	Full Time Positions Filled	Part Time Positions Filled
Apprenticeship Illinois	Apprenticeship Illinois - ABC Location	Wren Houses	Wren Houses	Purchasing Agents, Except Wholesale, Retail, and Farm Products	1	0	0

Services – These are services, steps, activities that may be added to a participant Career Plan, IEP, Case Management. If a grantor has specific activities that must be added to a participants plan, those activities need to be added in this section. All activities associated with a program are added to Illinois workNet.

1. Select Edit Services to Use on Career Plans
2. On the Add Service modal, click the drop-down by Service Type to select a group of services from which to select OR type a keyword in the Search box.
3. Click the See More to read additional details.
4. Click the box in front of the service – your selections will hold until you click save at the bottom of the screen.
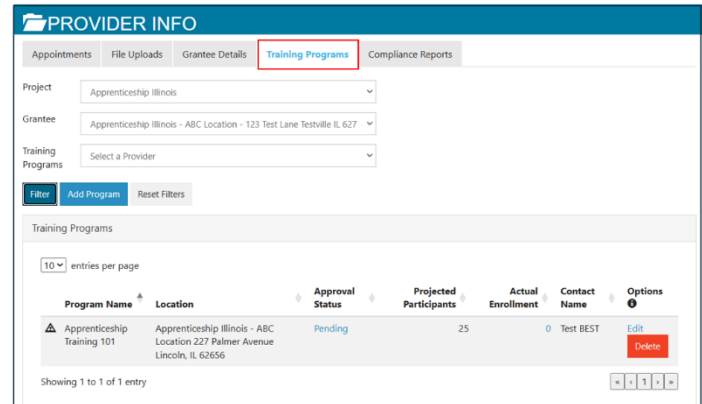5. Click Save – all selected services should be added to the table on the Grantee Details tab.

Some grants prepare a list of services associated with the project. Ensure that all those services are available for staff to select when working on a participant's career plan.

Training Programs

Programs that pay for training may require that those training programs be added into Illinois workNet.

1. Select Project
2. Select Provider
3. Filter
4. Select Add Program OR Edit existing program – Programs may require approval by the grantor before participants may be placed in the program.
5. There are 3 tabs that need to be completed. Complete the required (*) fields.

   - Add Program Information – Select View Instructions Here. There are instructions for specific programs about requirements. Please review before proceeding.
   - Add Baseline Requirements
   - Add Associated Credentials