

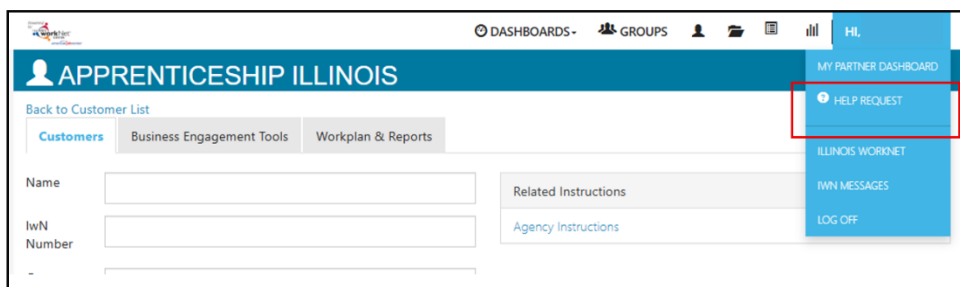


Table of Contents

Access the Help Desk	1
Help Desk Resources.....	1
Submitting a Help Request	3
Notification Emails.....	6
Viewing Ticket Status in the Help Desk Portal	6

Access the Help Desk

1. Click **Help Request** from the dropdown menu in the Customer Support Center to access the Help Desk.



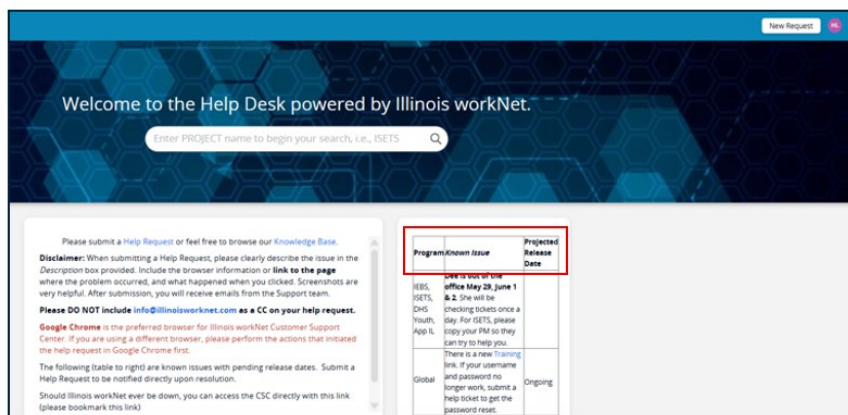
Help Desk Resources

Before submitting a help request, please review and utilize the available sections within the Help Desk, as many common questions and issues can be resolved using these resources.

1. The **first section to view** is the **Known Issues**. This section can be found on the right under the search box.

This section is organized by:

- **Program**
 - The program name to look for is **App IL**.
- **Known Issue**
 - **Check to see if the issue you're reporting is already listed.**
- **Projected Release Date**
 - **Look to see if a date is showing for when the issue is going to be fixed.**

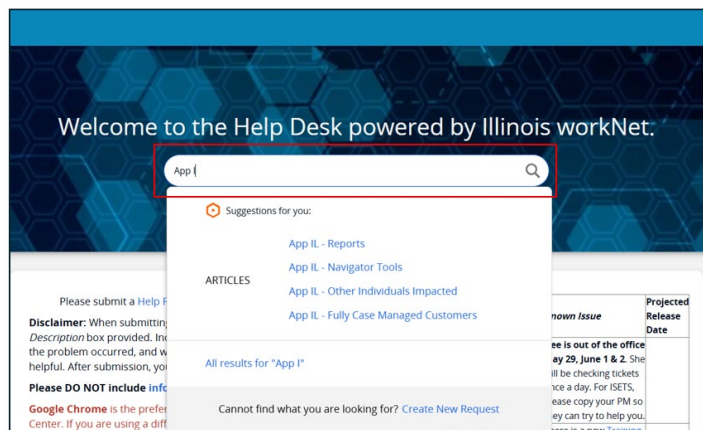




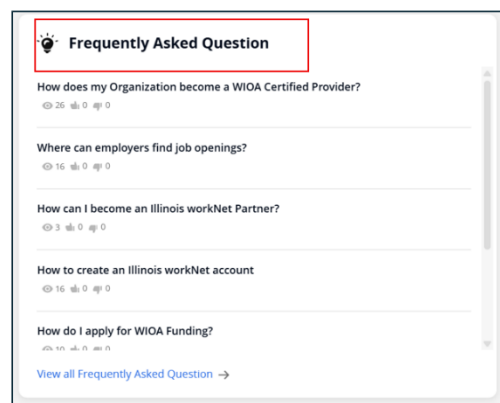
Submitting a Help Request June 2026 v7

2. The **knowledge base** has a **search box** to view resources that apply to Apprenticeship Illinois.

Type **App** in the search box, and the App IL resources will be listed.



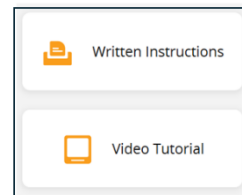
3. The **frequently asked questions** provide answers to questions that are often asked. Click on the question to open the answer.



4. The **program names and Partner pages** section provides a link to the [Apprenticeship Illinois Grantee Reporting Guide](#).



5. The **written instructions** and **video tutorial** provide general instructions for the Help Desk.

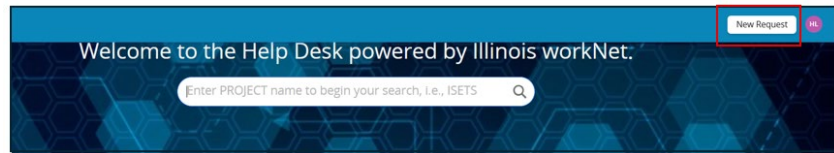




Submitting a Help Request

Complete the required* fields.

1. On the Home screen, submit a new request by clicking **Help Request** at the top right of the page.



2. Complete the **Help Request** field.
The Help Request field is a summary of the issue.

For example, *I cannot enter information into the search field on the Outcomes page.*

New Request

Help Request*

I cannot enter information into the search field on the Outcomes page.

Description

I cannot enter information into the search field on the Outcomes page. I click on the box to enter information, but I cannot enter any information.

B

I

U

A

14px

3. Complete the **Description** field.

The Description field is for:

- providing more details or describing the issue
- including links to the page where the issue is occurring
- screenshots of error messages

A description example might be, *I cannot enter information into the search field on the Outcomes page. I click on the box to enter information, but I cannot enter any information.*

The Description box has the following features to assist with submitting the help request:

- Attach documents using the paperclip feature under the box
- Insert pictures
- Insert videos
- Insert links

To redisplay features and font abilities click the this icon



Submitting a Help Request June 2026 v7

2. Select **Apprenticeship Illinois** from the Category dropdown menu.

3. Select a **Subcategory** (type of issue):

- Access Request
- Application
- Assessments
- Close/Out Discharge
- Customer Profile
- DHS Policy
- IEP/Activities/Career Plan
- Outcomes
- Payroll
- Worksite Placement
- Other

4. The Due at field is not a required field.

5. The CC field is not required, but this field allows you to include a co-worker's email address only.

6. The **Requester First Name** and **Requester Last Name** are for the person submitting the request.

7. The **Requester Email Address** is for the person submitting the request.

8. Are you a **Partner/Provider** is a required field. Select Yes or No.

9. The **Organization** field is not required for individual users. The **Organization** field is required for Partner/Providers.

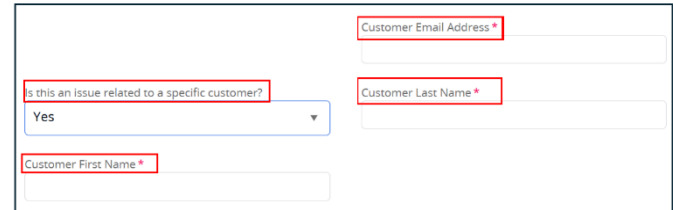
10. The **Phone number** field is required for **Partner/Providers**. Add an Extension Number if applicable.



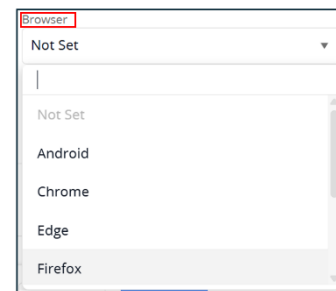
11. The LWIA field is required for **some programs*. If it is not required for your program, choose LWIA #0.

12. Is this an issue related to a specific customer is a required field. If it is related to a specific customer, then the following information is required:

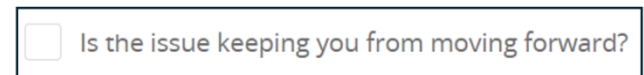
- Customer First Name
- Customer Last Name
- Customer Email Address



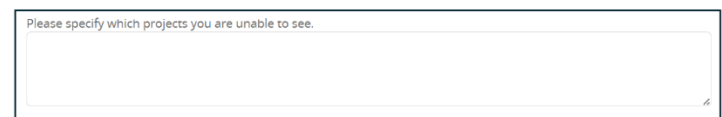
13. The browser helps to provide more details about the issue. This is not a required field.



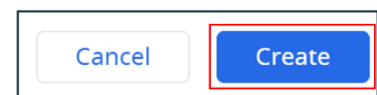
14. Click the box next to the question if the issue is *keeping you from moving forward*. This is not a required field.



15. **Some programs* require the project number to provide specific details about the issue. This is not a required field.



16. After reviewing the information entered, click **Create** at the bottom of the page to submit the Help Request.

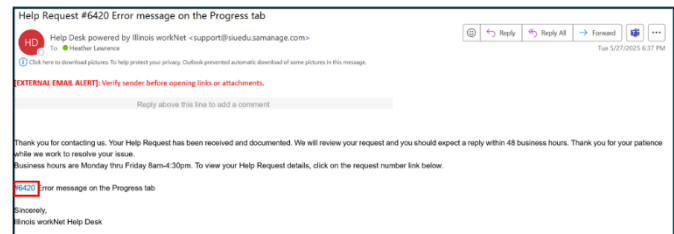




Notification Emails

1. A **notification email** is sent (within minutes) following submission of the Help Request. Check spam folder for emails from the *Help Desk powered by Illinois workNet*.

Clicking on the highlighted request number will take you to the **My Tickets** section of the Help Desk.



2. **Additional email notifications** will arrive with follow-up comments and questions when necessary. *Reply quickly to email messages or the help request will be closed.*

3. A **final email notification** is sent when requests are Resolved.

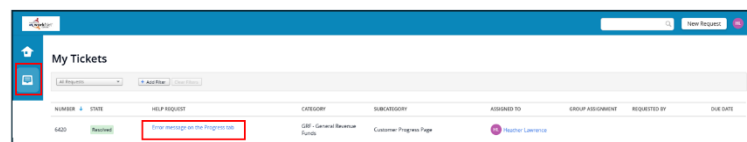
Viewing Ticket Status in the Help Desk Portal

There are two ways to check the status and communicate regarding your Help Request.

Option 1: You will receive the email notifications mentioned above. You can reply to these emails with comments or additional questions.

Option 2: You can click the **My Tickets icon** on the left side of the screen in the portal to check the status of Help Requests. When you click the icon, it will show all the requests you have submitted, been cc'd, or mentioned on.

Click the **highlighted request** to see details.



You will see the ticket status, comments, and other details about the request.

To respond to the comments or questions, click inside the open box at the bottom, type answers or details, and click **Post**.

To return to the portal, click the **house** icon on the top left.

To view the knowledge base, click the **lightbulb** icon.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites, and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.