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Purpose

The User Management tool provides partners who have been granted access the ability to:

- Manage access to Customer Support Center tools for staff and/or other partner accounts.
- Access reports associated with their organization/site(s) and/or special projects.

Accessing User Management

- 1. Log into <u>Https://www.illinoisworknet.com</u>.
- 2. Select My Dashboard.
- 3. Select Customer Support Center from the Partner Tools.



4. On the Group Search page, select User Management from the tool bar at the top.

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A GROUPS	- SEARCH							
Search								
GROUP SEA	ARCH							
Use Customer Support a group to get started.	Center Groups to organize o Learn more	customers and view inform	nation saved with o	each customer's	account.	Create your	persona	l group or select
Group Name								
	Show Advanced Search							
	Search Q							
50 👻 entries per pag	je							
Id 🔶 Name		+	Туре	+ A	ctive 💧	Partne	rs (+	Customers
11284 Apprentices	nip Illinois		ProjectGroup	tr	ue			





Adding access to a

user without an Illinois workNet account

- 1. Search the user's name to check if the user exists in the system.
- 2. *OR* Select a Group from the dropdown list to check if the user displays in the search results.
- 3. Click Search to see who is on the list.
- 4. If the user is not found, select the Add Partner to Group blue button.
- 5. On the Add Partners modal, enter the required information in the boxes provided.
- Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- Find the organization the partner should be assigned to. Hover to highlight the agency name and then click to select it.
- 8. When all organizations have been selected, click Search.
- 9. If an active account is not found, the system will display, No Account has been found with this information. Would you like to search non-active accounts? Click Search Non-Active Accounts.

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 Search

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 User Management Individors

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 Search

 Search

ADD PARTNER		>
First Name *	Last Name *	
Birth Date *	Phone Number *	Extension
Email *	ZIP Code *	
Organizations or Groups to Add Partner to*		
Organizations or Groups to Add Partner to*	Search	
Organizations or Groups to Add Permer to*	10°	Add Partner Close
	to* Search	Add Partner Close
Circurications or Groups to Add Partner	to" Search	Add Partner Close
Croanications or Groups to Add Partner Carcer Pathways - Yourh Build McC CYCP - Austin Peoples Action Cent Oswego East High School	to" Search	Add Partner Close
Career Pathways - Youth Build McC CYEP - Austin Peoples Action Cent	con County a	Add Partner Close

irst Name *	Last Name *	
Mandy	McCray	
inth Date *	Phone Number *	Extension
09/01/1972	2178529634	
mai *	ZIP Code *	
Mandy.McCray@goog.com	62568	
branizations or Groups to Add Partner to* × Apprenticeship Illinois - ABC Locatio to Account has been found with this informatic Search Non-Active Accounts		ounts?

- 10. If no active or non-active account is found, the following message displays, *No Account has been found with this information Would you like to create one?* Click Yes.
- 11. Select Add Partner. This button will not work until you have selected yes to create an account.

irst Name *	Last Name *	
Mandy	McCray	
inth Date *	Phone Number *	Extension
09/01/1972	2178529634	
Email *	ZIP Code *	
MandyMcCray@google.com	62568	
Organizations or Groups to Add Partner to*		
× Apprenticeship Illinois - ABC Location	Search	
No Account has been found with this information. W Ves No	fould you like to create one?	



- 12. If the user manager is creating a new account, at the bottom of the modal, the User Name and Password will appear. Save this information for the user. A new Illinois workNet account has been created for the user. They will get an email notification to the email address that was entered if a new account was created.
- 13. Close the modal window by clicking Close.

Customer Support Center	User	Management Tool
		May 2025 v7

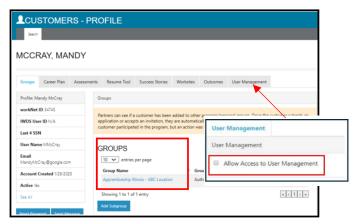
First Name *	Last Name *	
Mandy	McCray	
Birth Date *	Phone Number *	Extension
09/01/1972	2178529634	
Email*	ZIP Code *	
MandyMcCray@google.com	62568	
Organizations or Groups to Add Partner to*		
× Apprenticeship Illinois - ABC Location	Search	
A new account has been created for you. Please writ	e down the account information below.	1
User Name: MMcCray		
Password: McCray060172		

					Related Inst	ructions			
Search					User Manag	and lasts			
					User Manag	ernen: instru	autorarini		
	Add Partner to G	iroup							
Hide Filters									
lanup	Role								
Apprenti V	Select	~							
- approximate +									
10 🗸 entri	ies per page								
Last 🔺	First + Name	Username	Group	Email	0	lwN Role	LWIA	Add/Remove Partner	User Management
Name	Name	Opermanne							
Name McCray	Mandy	MMcCray	Apprenticeship Illinois - ABC	MandyMcCray(₽google.com	Public	20	+ ×	No

user's last name.

14. From the list of accounts for the Group, click on the

15. On the user's profile, click on the Groups tab to check the agencies to which the user has access. Once the account is established, the account can manage other users by checking the box under the User Management tab in their profile. For example: If you are currently the primary person to add new partners to your agency, you may select another user from your group, and click on their last name, when the User Management tab shows, mark the box. This is only for staff members who would manage other staff members not participants.





Adding access to a user with an Illinois workNet account

- 1. Select Add Partner from the User Management tool.
- 2. On the Add Partner modal, enter the required information in the boxes provided.
- Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- 4. When all organizations have been selected, click Search.

Mandy McFluff	ff	
Birth Date * Phone Numb	mber* Extension	
06/25/1978 3123123	23112	
Email * ZIP Code *		
MandyMcFluff@gmail.com 62568		

- 5. After clicking the Search button, if the user already has an account, verify that the account is correct.
- 6. IwN returns matches based on the search process:
 - a. 1st by email, 2nd by name and DOB, 3rd by active accounts.
 - b. If no match is found in active accounts, the system will ask to Search Non-Active Accounts.
 - c. If an exact match is available, select Yes. Clicking NO closes the account.
 - d. If an exact match is not present, verify the information for the user that was returned.
 - e. If updates are needed submit a Help Request from the dropdown menu by your login name.
- 7. Verify if this is the correct account.
- 8. Select Add Partner.
- 9. If the user already exists in the group, a message will pop up that reads "Partner Already Exists in this Group", if not, the user will be added to the new group.

First Name *	Last Name *	
Mandy	McFluff	
Birth Date *	Phone Number *	Extension
06/25/1978	3123123112	
Email *	ZIP Code *	
MandyMcFluff@gmail.com	62568	
	search stion provided.	
A match has been found based on the informa User Name: Mandy78		
A match has been found based on the informa User Name: Mandy78 Email: MandyMcFluff@gmail.com		
A match has been found based on the informa User Name: Mandy78 Email: Mandy/AcFuff@gmail.com First Name: Mandy		
A match has been found based on the informa User Name: Mandy78 Email: MandyMcFluff@gmail.com		



User account was found after searching

- 1. Select Add Partner to Group from the User Management tool.
- 2. On the Add Partner modal, complete the required fields.
- Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- 4. When all organizations have been selected, click Search.
- 5. After clicking the Search button, if the user already has an account, verify that the account is correct.
- 6. IwN returns matches based on the search process:
 - a. 1st by email, 2nd by name and DOB, 3rd by active accounts.
 - b. If no match is found in active accounts, the system will ask to Search Non-Active Accounts.
 - c. If an exact match is available, select Yes. Clicking NO closes the account.
 - d. If an exact match is not present, the system will display, *An account has been found with this email address but some information does not match.*
 - e. Verify the account information that was returned for the user. Click Yes if it is the correct account. Clicking No closes the account.
 - f. Click Add Partner.
 - g. If updates are needed to the account, submit a Help Request.

LUSER MANAGEMENT	
Name Search	Related Instructions User Management Instructions
Q. Search Add Partner to Group Hide Filters File Group Role Select Select	

ADD PARTNER		×
First Name *	Last Name *	
Ashley	Wrigly	
Birth Date *	Phone Number *	Extension
11/15/1997	313-414-5555	•
Email *	ZIP Code *	
Ashley@noemail.com	62677	
Organizations or Groups to Add Partner to* x Apprenticeship Illinois - ABC Location An account has been found with this email address but son User Name: AWrigley	Search ne information does not match.	
Email: Ashley@noemail.com		
First Name: Ashley		
Last Name: Wrigley		
Birthday: 11/15/1987		
Is this the correct account? Yes No		
	[Add Partner Close





user access

Adding and removing

1. Click the "x" icon, in the row with the partner's name, to remove a partner from a group.

2. Click the "+" icon, in the row with the partner's name, to add a partner to a group.

Name Ashley Wrigly						Related Instructions User Management Instructions							
_	& Search Add	Partner to Gro	up				User Mana	gement ir	istruc	tions			
	ep ielect v	Role Select	v										
	Last + Name	First Name	Username	Group	÷	Email	+	lwN Role	÷	LWIA	0	Add/Remove Partner	User Management
	Wrigly	Ashley	AWrigley	Apprenticeship Illinois - ABC Location		Ashley@n	oemail.com	Public Viewer			20	+ ×	No
s	howing 1 to 1 o	of 1 entry											« < 1 > »

3. Complete the Add Partner modal. Information from the user's profile will autofill into the modal. Complete the required fields along with any missing information.

4. Click inside the Organizations or Group(s) box to populate the list of organizations. Find the agency the partner should be assigned to. Hover to highlight the agency name and then click to select it.

5. Click Search. The results will show that some information does match if the information is missing from the partner account. If the account is correct, select Yes and continue.
6. Select Add Partner.

7. Verify information was properly added by clicking on the user's hyperlinked Last Name in the list.

First Name *	Last Name *	
Ashley	Wrigly	
Birth Date *	Phone Number*	Extension
11/15/1997	3134145555	
Email *	ZIP Code *	
Ashley@noemail.com	62677	
User Name: AWrigley		
Email: Ashley@noemail.com First Name: Ashley		
Email: Ashley@noemail.com		
Email: Ashley@noemail.com First Name: Ashley		
Email: Ashley@noemail.com First Name: Ashley Last Name: Wrigly		

8. Users who are inactive will
have an info bubble by the
"+" and "x" icons.

nes John JJones4	Apprenticeship johnjones@noemail1234.com Illinois - ABC Location	Public 5 🕂 🗙 🕤 Viewer	No	



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