

Overview

The Groups tab allows users to access customers assigned to a grantee. Customers may be added to the group by adding basic information and then completing the program application in Illinois workNet.

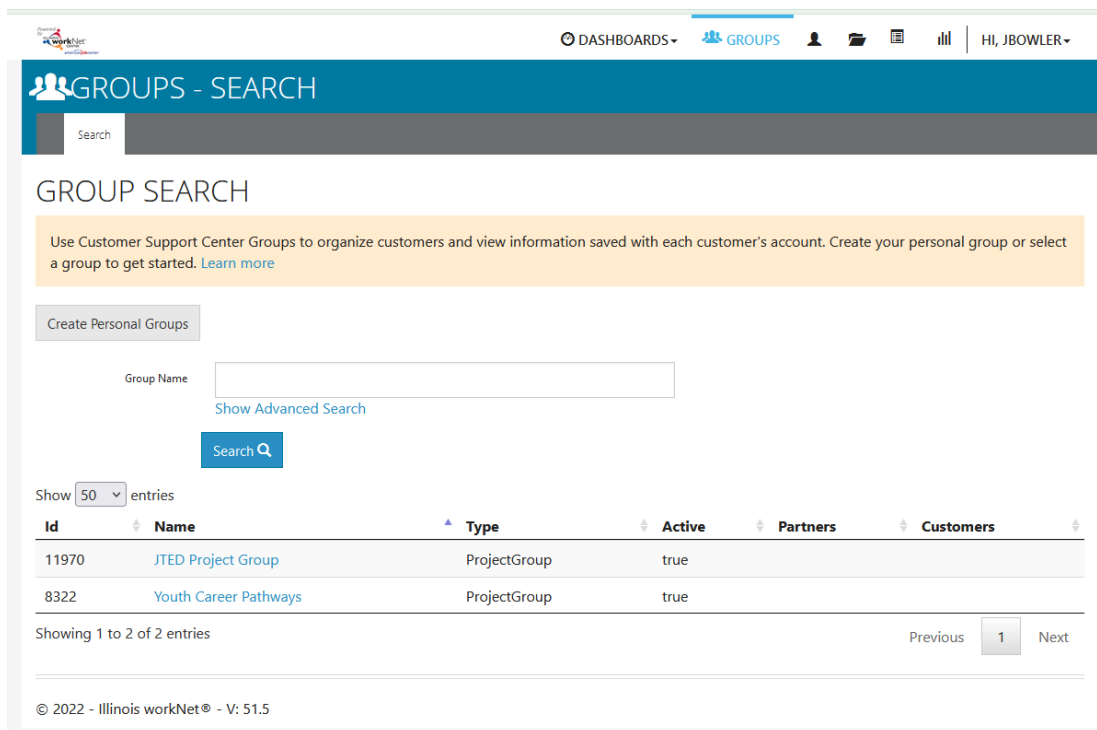
Who Enters/Maintains Data

Grantee staff associated with an agency/program in the Illinois workNet system can view, add, and edit customers.

Commerce grant managers can view, add, and edit all customers.

Access Customer Group

1. Log in to www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Customer Support Center/IWIS** and in the Partner Tools section.
4. Select **Groups** in the top menu.
5. Select **JTED Project Group**.

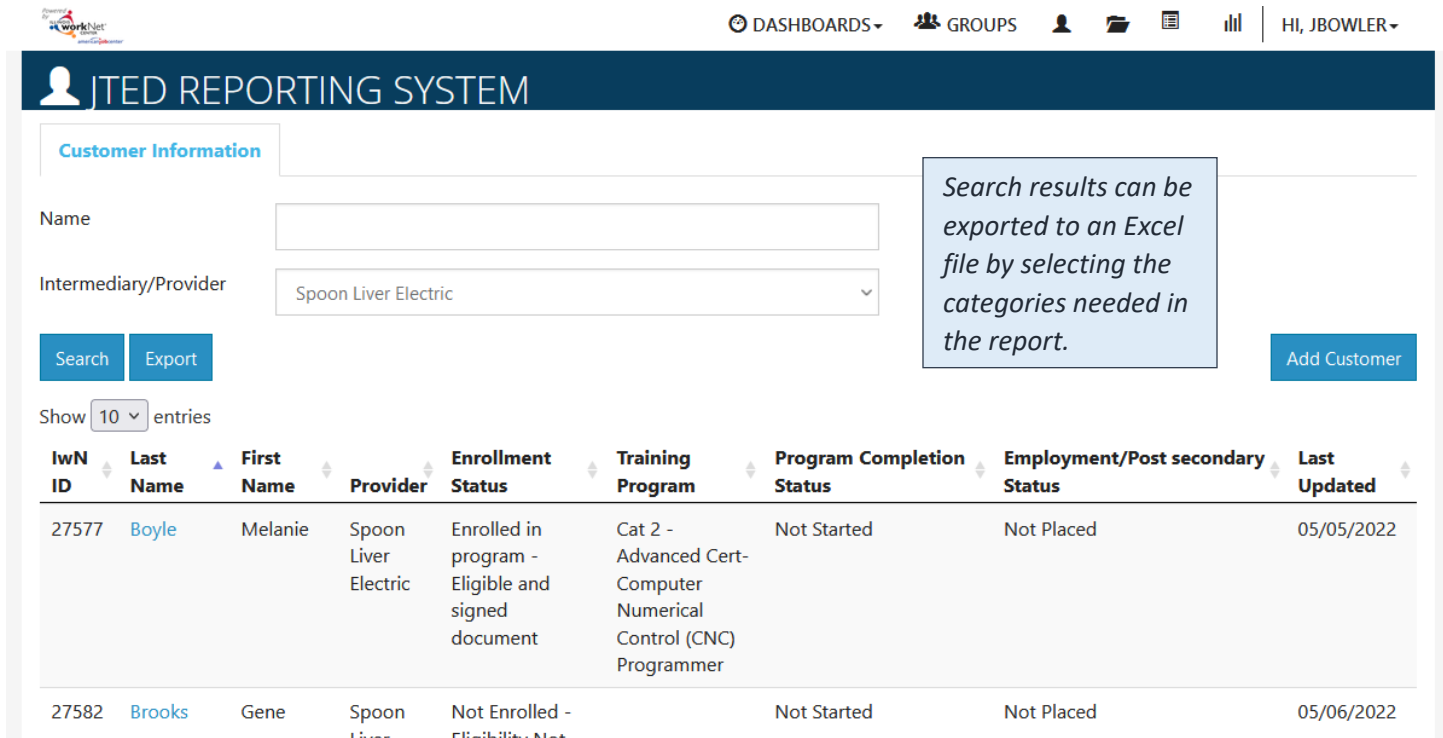


The screenshot shows the 'GROUPS - SEARCH' interface. At the top, there is a navigation bar with 'DASHBOARDS', 'GROUPS', and a user profile 'HI, JBOWLER'. Below the navigation bar is a search input field with the placeholder text 'Search'. The main content area is titled 'GROUP SEARCH' and includes a helpful message: '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](#)'. There is a 'Create Personal Groups' button and a 'Group Name' input field with a 'Show Advanced Search' link and a 'Search' button. Below the search area, there is a 'Show 50 entries' dropdown. A table displays the search results:

Id	Name	Type	Active	Partners	Customers
11970	JTED Project Group	ProjectGroup	true		
8322	Youth Career Pathways	ProjectGroup	true		

At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and includes 'Previous' and 'Next' navigation buttons. The footer of the page reads '© 2022 - Illinois workNet® - V: 51.5'.

6. Search for a customer by entering:
 - a. Name
 - b. Intermediary/Provider if user has access to multiple agencies
7. If customer is found, click customer last name to open file.



JTED REPORTING SYSTEM

Customer Information

Name:

Intermediary/Provider:

Show 10 entries

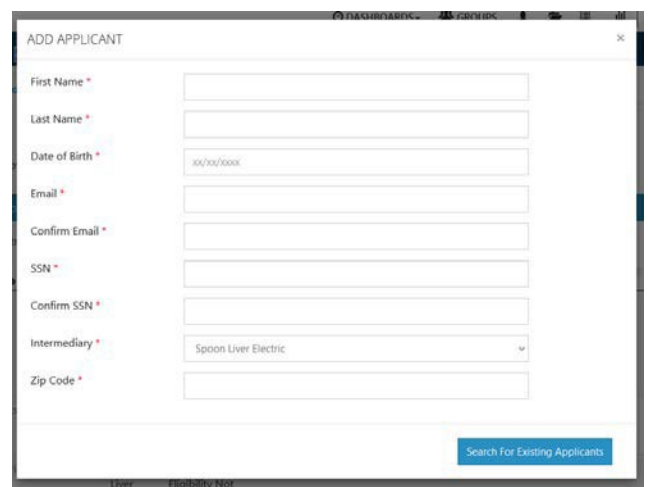
IwN ID	Last Name	First Name	Provider	Enrollment Status	Training Program	Program Completion Status	Employment/Post secondary Status	Last Updated
27577	Boyle	Melanie	Spoon Liver Electric	Enrolled in program - Eligible and signed document	Cat 2 - Advanced Cert-Computer Numerical Control (CNC) Programmer	Not Started	Not Placed	05/05/2022
27582	Brooks	Gene	Spoon Liver	Not Enrolled - Eligibility Not		Not Started	Not Placed	05/06/2022

Search results can be exported to an Excel file by selecting the categories needed in the report.

Add Customers

Add case managed customers to the customer group.

1. Click **Add Customer** button.
 - a. Enter:
 - i. First Name
 - ii. Last Name
 - iii. Date of Birth
 - iv. Email / Confirm
 - v. Social Security Number (SSN) / Confirm
 - vi. Zip Code
 - b. Select **Search for existing customer**. The system will check to see if the customer has an existing Illinois workNet account based on their name, email address, and SSN.



ADD APPLICANT

First Name *

Last Name *

Date of Birth *

Email *

Confirm Email *

SSN *

Confirm SSN *

Intermediary *

Zip Code *

Liver Eligibility Not

- i. If there is a match, the system will provide the user name. Make sure the customer uses this account for the JTED program.
 - ii. If there is one or more potential matches but not an exact match, the system will prompt the user to contact the Illinois workNet team to resolve the issue.
 - iii. If there is no match, the system will create a new Illinois workNet account. Note the new account username and password. Provide the customer with their login credentials. When they log in, they will be prompted to update their password.
- c. Select an option:
- i. Send a link to the application to the customer.
 - ii. Complete initial application with customer.
 - iii. Add next customer.