



Illinois SNAP Employment & Training System



ISETS User Assistance for DoIT Staff

Instructions for submitting trouble tickets

1. Helping users request access to the system

Users must request access to ISETS and be approved by their supervisor and the ISETS Project Manager. To **request access**, users will do the following:

Here is a link to the system requirements for Illinois workNet

<https://www.illinoisworknet.com/Pages/SystemRequirements.aspx>

For an agency new to the program:

1. Go to <https://www.illinoisworknet.com/partners/Pages/becomingapartner.aspx>
2. Create an Illinois workNet account. - From the top of this page, or any page in Illinois workNet click, select "Sign Up". Fill out the required fields and accept the terms and conditions, then save your information. Check your email for the link you need to click to verify your account.
3. Add your organization to the Illinois workNet Service Finder. - Before you can officially become a partner, your organization must be listed in the Illinois workNet Service Finder. You must log into your account and submit your organization to be approved as a partner location. For more information about how to do this, see the Service Finder article.
4. Send your request. - Finally, you're ready to formally request! Once you are sure step 2 is completed, send an email to info@illinoisworknet.com. Include the following information:
 - A reason for the email; for example, "I would like to request an Illinois workNet partner account."
 - Your name as it appears in your Illinois workNet account.
 - The name of your organization as it appears in the Service Finder.
 - Your organization's address and work phone number.
 - The name of the primary agency/office contact.
5. Agency/Office administrator will be granted access to add additional staff.

For a new user to an existing partner agency

1. Contact your Agency/Office administrator.
2. They will add you into IwN through the User Management tool.

2. How to respond when a user is having trouble accessing the system

First, users should attempt to **reset their password** by doing the following:

If a user is still having trouble, you can **contact ISETS Tech Support** by emailing info@illinoisworknet.com or the user can send the email directly.

1. Go here - <https://www.illinoisworknet.com/isetspartners>
2. Do this – Send an email to info@illinoisworknet.com
 - a. Include the customer name and email address or other identifying number (not SSN).
 - b. Include your name, email address and phone number
 - c. Include a description of the issue/problem
 - d. Include a screen shot if possible
 - e. Include a link to the page on which the issue/problem occurred.

3. How to respond when a user is having trouble within the ISETS system

First, users should refer to the **FAQ** located here:

If a user doesn't find what they are looking for in the FAQ they can **submit a trouble ticket** from inside ISETS by doing the following:

1. Go here - <https://www.illinoisworknet.com/isetspartners>
2. Do this – Send an email to info@illinoisworknet.com
 - a. Include the customer name and email address or other identifying number (not SSN).
 - b. Include your name, email address and phone number
 - c. Include a description of the issue/problem
 - d. Include a screen shot if possible
 - e. Include a link to the page on which the issue/problem occurred.

If a user is still having trouble, you can **contact ISETS Tech Support** by emailing info@illinoisworknet.com or the user can send the email directly.

You may also call 217-303-5866 and speak directly to Natasha Telger, ISETS Project Manager at SIU if you absolutely need direct support immediately.

4. How to respond when the ISETS team submits a ticket to DoIT

If a user has already gone through the ISETS technical assistance process and the ISETS team determines that the problem is not within the ISETS system, it may be determined that the user has an issue with their **hardware**, their **internet connection/firewall**, or **another issue** that should be handled by DoIT. When this happens the ISETS technical support team will do the following:

Direct the user to the following DoIT resources

- <https://ilgov.sharepoint.com/sites/doitsupport> - DoIT Customer Support – Self Service Tools and Resources
- <https://www2.illinois.gov/sites/doit/support/Pages/ReportAProblem.aspx> - DoIT 'Report a Problem'



Can't Find the Answer Here?

Connect With Us...

Springfield: 217-524-3648

Chicago: 312-814-3648

TTY: 866-277-5669

Email: DoIT.HelpDesk@illinois.gov

Online: [Report Problems](#)

Standard Support Service Hours

Mon - Fri 8:00 a.m. to 5:00 p.m.