Contents

Overview

User Acceptance Test (UAT) Release #11 cycle 1, has been deployed to the SIU UAT environment. Security constraints for this environment will require a login through the State Login Portal. When you follow the link to the UAT environment, the system will route the user to the State of Illinois Login. After a successful login, the user will be returned to the UAT environment where IWDS-2.0 is running.

Purpose

The purpose of Release #11 cycle 1 is to review the application question set. The UAT cycle will be open from February 11th – February 25th, 2026. This provides you with 12 working days (not including days off for holidays) to complete the review. Your participation is appreciated.

UAT Release 11 – Cycle 1 Expectations & Homework

Homework Areas - For this week, your UAT tasks will focus on the following key area listed below. More information on these areas can be found in the next section of this document.

- Application

Due Date

Please complete your testing in these areas and submit your feedback by **February 25th at noon**.

Access to UAT Environment

To access the UAT environment in your browser, follow the link provided here.
https://testapps.illinoisworknet.com/iwdst-Preview

Reporting Issues

Please document any issues, bugs, or enhancement requests you identify in our shared notebook - UAT Notebook Link. The main purpose of using a shared notebook is for collaboration between members of the UAT team and the business analysts. This will cut down on duplicate issues being reported.

- When logging your entries:
    - You should document this information as you are completing your UAT work.
    - The top section in the notebook is labeled Example Issue Reporting. Please refer to that page to get an idea of how you can report an issue.
    - In the notebook you will find a section labeled Release 11 - Application. The section is divided into several pages, each page is specific to a specific page of the application. Ensure that each item is tracked under the correct page you are providing feedback on.
    - Be concise but detailed.
    - If multiple issues arise in one area, log each one separately for clarity.
    - Please provide the name of the customer you are using when you log an issue so we can easily go in and take a look at what is going on to troubleshoot.

  - Log the URL of the page where you ran into an issue.
- **If you have issues accessing the OneNote notebook -** Please contact one of the business analysts (BA) on the team. The business analysts are:
    - Kelly Trimble – Kelly.trimble@siu.edu
    - Olivia Miller - olivia.miller@siu.edu
    - Lynette Tritz - lynette.tritz@siu.edu
    - Al Menke – al.menke@siu.edu

Expectations for UAT

As you test these areas, please keep in mind the following best practices:

- **Test Thoroughly**: Ensure that you navigate through all functions and features within these areas. Pay attention to any discrepancies between expected and actual results.
- **Detail-Oriented**: When reporting issues, provide as much context as possible, including:
  - Steps to reproduce the issue
  - Screenshots or recordings, if possible
  - Browser or device used during testing
  - Expected vs. actual outcomes
- **Feedback Categories**:
- **Bugs** - When the system does not perform as expected, and the system is not performing according to the requirements, then a bug will be reported, tracked, fixed, and retested.
- **Issues** - If the system is performing according to the requirements, but the user feels that the requirement was not captured correctly or now the user feels like the requirement is just not working as expected, then this is recorded as an issue. Issues are tracked and prioritized for change.
- **Enhancements**- Once we are in UAT and the users recognize an area that could be improved, then this will be also logged as an issue and tagged as an enhancement.

Best Practices for Effective UAT

- **Think like the end user**: Approach your testing from the perspective of someone unfamiliar with the system. This will help you identify usability issues and areas for improvement.
- **Be specific and thorough**: The more specific your feedback, the easier it will be to address. Include specific steps, expected outcomes, and actual results.
- **Provide context**: Always give context for your feedback. For instance, explain why an enhancement would improve the user experience or system performance.

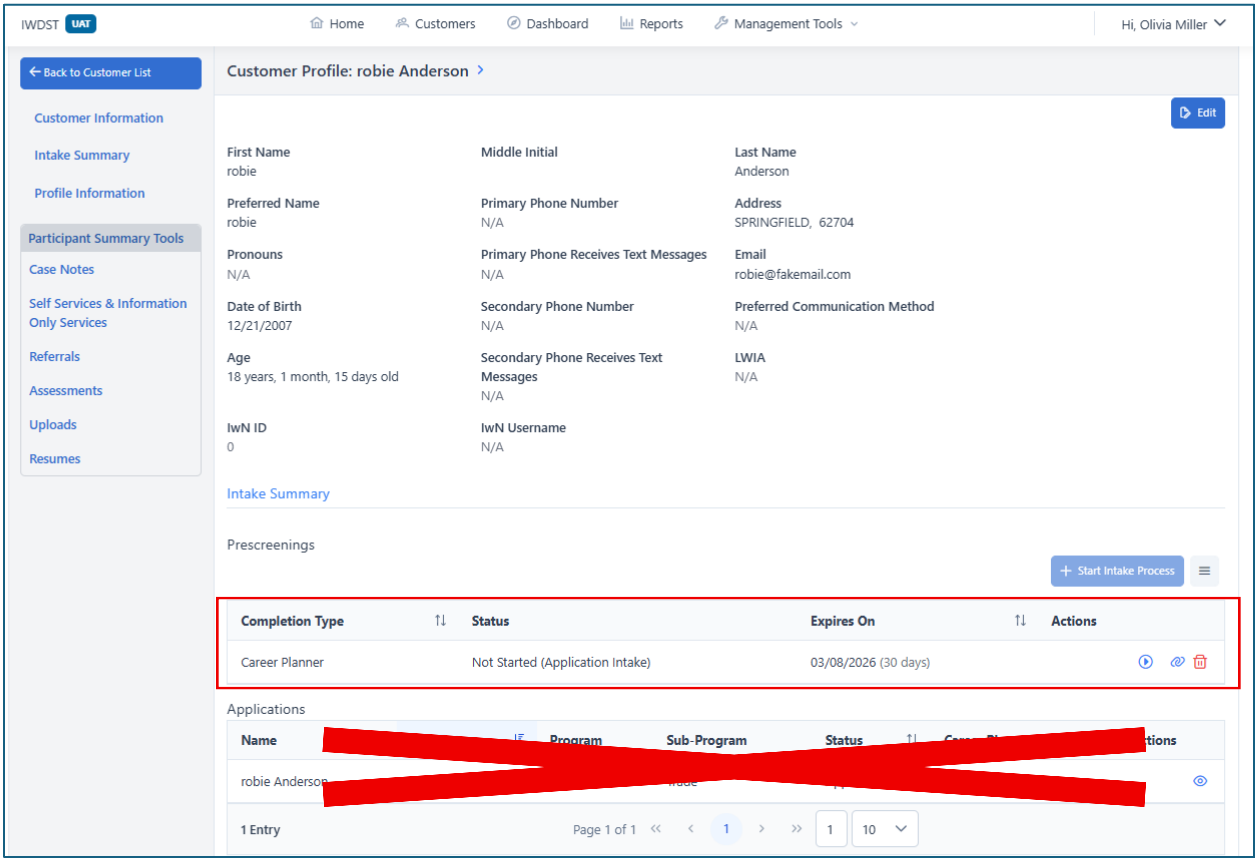
By following these guidelines and providing detailed feedback, you're helping to ensure the final product meets user expectations and performs as intended.

Overview for Completing Application Testing

This section provides an overview of how to access and complete **Application testing** during User Acceptance Testing (UAT). Detailed, step-by-step instructions are available in the linked **Quick Start Guides** referenced throughout this section.

Important System Rules to Keep in Mind

- All customers **must complete Prescreening before an Application** record can be created.
- A customer may have **only one Prescreening/Application record open at a time**.
- **Data identified when a customer's profile is created will be pulled into the prescreening and application** to help pre-populate responses (e.g., date of birth, sex, disability status, and other demographic information).
- To get back to a started Prescreening or Application you can find it **Prescreening table** in the **Intake Summary** section of the **Customer Profile**. Click the **play icon** to get back into the record. Please note that the Applications table is used for other purposes at this time and will be replaced with updated UI when we finalize creating a full application record.



Test Data Prep (Pick One Path)

A. Career Planner Path (via IWDS profile)

Use the IWDS Profile entry point to simulate initiating the prescreening as a career planner. There are a few options for how you can get into a customer to engage in prescreening this way.

1. Use a customer from the **UAT Notebook "New Customers"** list (no Prescreen started).
   - Put your name next to the selected customer to "claim" it.
   - Use the associated persona to help complete the intake
     - https://www.illinoisworknet.com/partners/Documents/IWDS%20and%20Monitoring/Personal%20List_Intake.pdf
2. Selecting an **existing customer** from the customer list.
   - In the customer's profile, confirm no open records in the Prescreening table in the Intake Summary section.

3. Or **add a new customer** to the customer list. It is recommended you use your first name and the type of customer you plan to trigger as the last name Example: Olivia Youth or Olivia ADW

For more information on accessing the Prescreening through the IWDS Profile you can access the quick start guide here: Accessing the Prescreening – Career Planner

B. Self-Service Path

Use the **self-service** entry point to simulate the customer initiating their own Prescreen.

For more information on accessing the Prescreening through the IWDS Profile you can access the quick start guide here: Accessing the Prescreening – Self-Service

Completing the Prescreening

After accessing Prescreening through either method, users must **complete all required Prescreening pages**. Customers must be identified by the system as **Potentially Eligible** to advance to the Application. Prescreening is a **dynamic process**, and the sequence of pages and questions will vary based on responses provided.

For more information on completing the Prescreening you can access the quick start guide here: Completing the Prescreening

Transitioning from Prescreening to Application

After Prescreening is completed, the system will evaluate eligibility. If the customer is determined to be potentially eligible, the user will be prompted to proceed to the Application.

Users should **navigate into the Application** to complete UAT testing of the Application process.

For more information on completing the Application you can access the quick start guide here: Completing the Application

UAT Reminder

The goal of Application testing is to ensure users can successfully navigate, complete, the Application pages. Users should focus on validating system behavior, workflow transitions, and data capture. The priority is **how the system behaves**, not whether the test data looks perfect.

Link to Persona List:

https://www.illinoisworknet.com/partners/Documents/IWDS%20and%20Monitoring/Personal%20List_Intake.pdf

General Navigation and Information

Side Panel

The side panel shows all prescreening and application pages and highlights your current page. You can use it to navigate back to previous pages at any time.

Responsive Questions

Questions adapt based on your responses. Additional questions may appear, or unnecessary ones may be skipped, creating a dynamic and intuitive experience.

Customer-Centered Design

The application uses customer-centered, asset-based language at a 5th–6th grade reading level to ensure clarity and accessibility for all users.

- **Customer-Centered**: Focuses on clarity, respect, and ease of understanding.
- **Asset-Based**: Highlights strengths and opportunities rather than deficits.