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Overview

When a Career Planner sends an assessment to a customer, the system sends an **automated email invitation**. This email provides the customer with a clear explanation of why the assessment is being requested, what to expect, and how to access it.

The purpose of the email is to:

- Let the customer know an assessment is ready for them to complete
- Explain how the assessment will help support their career goals
- Provide a direct link to the assessment
- Reduce confusion and support successful completion

The email content is driven by the **assessment selected** and uses system data to personalize key elements for the customer.

Standard Email Template

The following template is used when a customer is invited to complete an assessment. Some fields are automatically populated by the system based on the assessment and customer record.

Email Subject

Action Needed: Complete Your Assessment

Email Body

Your career planner, {Career Planner Name}, invited you to complete an assessment. This will help us learn more about your strengths and goals, so we can support your next steps.

Please use the link below to start {Assessment Name}.

You will sign in using your Illinois workNet username: {Customer Illinois workNet Username}.

Link to Assessment:

{Assessment URL}

{Purpose Text}

{Additional Text in Email}

If you need help, we are here for you.

How Email Content Is Auto-Populated

When an assessment is sent to a customer, the system automatically fills in specific fields in the email based on the assessment selected and the customer's record.

Automatically Populated Fields:

- **Career Planner Name**
Pulled from the staff user sending the assessment
- **Assessment Name**
Matches the assessment selected in IWDS 2.0
- **Customer Illinois workNet Username**
Pulled from the customer's Illinois workNet account

- **Assessment URL**
Populated based on the assessment tool selected
- **Purpose Text**
Standardized messaging tied to each assessment to explain why the customer is being asked to complete it
- **Additional Text in Email**
Optional, assessment-specific content such as links to resources or guides

This approach ensures customers receive consistent, clear messaging while still providing assessment-specific context.

Assessment-Specific Email Content Reference

The table below outlines the assessment tools available to send, along with the content that is automatically inserted into the email based on the selected assessment.

Employment 101

- **Tool URL**
<https://apps.illinoisworknet.com/lwnProfiles/employment101>
 - **Purpose Text**
This assessment helps you learn about careers, job skills, and planning for work, so you can take the next steps toward your training and job goals.
 - **Additional Text in Email**
For more information on Employment 101, you can read this article:
<https://www.illinoisworknet.com/explore/Pages/Employment-Step-Guides.aspx>
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Your Essential Skills Evaluation

- **Tool URL**
<https://www.illinoisworknet.com/worksiteresults>
- **Purpose Text**
This assessment helps you look at your own workplace skills so you can see what you do well and what you may want to practice as you work toward your job goals.

- **Additional Text in Email**

For more information on the Essential Skills Evaluation, you can read this guide:

https://www.illinoisworknet.com/DownloadPrint/Self-Evaluation%20Essential%20Employability%20Skills%20-%20customer_FINAL.pdf

Illinois workNet Interest Profiler

- **Tool URL**

<https://testapps.illinoisworknet.com/lwnProfiles/interest-profiler>

- **Purpose Text**

This assessment helps you discover your work-related interests and explore career options that are a good fit for you.

- **Additional Text in Email**

(None)