



Adding Self and Information Only Services

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document is intended to explain how to view and add Self and Information only Services to customers in the IWDS 2.0 System.

Audience

This document is designed to guide both trainers and end users through the process of view and add Self and Information only Services to customers in the IWDS 2.0



View Self Services & Information Only Services

- Log into IWDS 2.0. ([Link](#))
- Navigate to a customer from the Customer's tab and select the last name to open the customer profile.
- In the Customer Profile, select the Self Services & Information Only Services tab.

Customer Profile: Angel A A 3418569 >

Program Summary

Open Items Closed Items

Application Overview

An application is in progress for this customer.

The overview below highlights action items for the selected application and defaults to the most recent one.

Select any section to view specific action items and open the case management tools for that area to continue working.

[Access Case Management Tools](#)

Application

Submit Date: 03/31/2026 - WIOA - Dislocated Worker (1D)

Intake >

Career Plan >

Outcomes >

Transition >

Follow-Up >

IWDS 2.0 Site



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Add a Self Service or Information Only Record

- In the screen, any past instances of a Self or Information only services can be seen in the table. Use the search functionality to filter this information.
- Select **Add Self Service**, a modal will open.
- Select one or more Self & Information Only Services provided and select a Date Completed. This is a Same Day Service therefore the Completion Status will be defaulted to Successful Completion.
 - Note** – Utilize the drop-down if needing to tie a service to a specific step on the Career Plan, but this is not required.
- Select **Save** to close the modal and update the Self & Information Only Services record.

Self Services & Information Only Services: Angel A A 3418569

Search Self Services and Information Only Services

Service Provided: Select an Option

Entered By: Select an Option

Date Range Start: mm/dd/yyyy

Date Range End: mm/dd/yyyy

Search Search Reset

Self Services & Information Only Services

+ Add Self Services

Service Provided	Date Completed	Date Entered	Completion Status	Entered By
Resource Room	06/15/2026 12:00 AM	06/15/2026 10:12 PM	Successful Completion	N/A

Add Self Service & Information Only Services

Self Service & Information Only Service Provided*

☐ Resource Room ☐ Job Skills Necessary to Fill Vacancies

☐ Job Search Assistance (self-directed) incl. Job Clubs/Group Workshops ☐ Job Vacancies

☐ In-demand Jobs, Wages, Skills, and Outlook ☐ In-demand Industries (including nontraditional)

☐ Outreach, Intake, Orientation ☐ Local Job Trends and Data (LMI)

☐ Eligibility Determination ☐ Eligible Training Provider List (ETPL)

☐ Availability of Supportive Services or Assistance ☐ Local Performance

Date Completed* 06/15/2026

Completion Status Successful Completion

What step is this Self Service & Information Only Service tied to?

Save Cancel

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The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration.

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