



Edit Customer Information

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document is intended to explain how to edit customer information in a customer profile in IWDS 2.0. The customer information section of the customer profile should be maintained with current and up to date information for the customer.



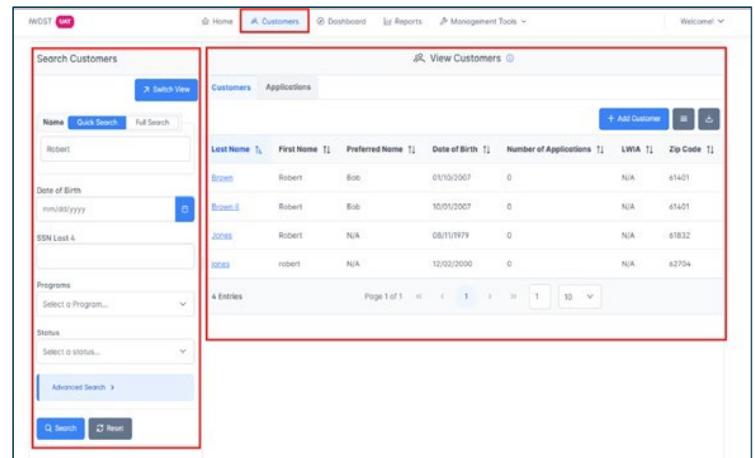
Audience

This document is designed to guide both trainers and end users through the process of editing current customer information in the IWDS 2.0 system.



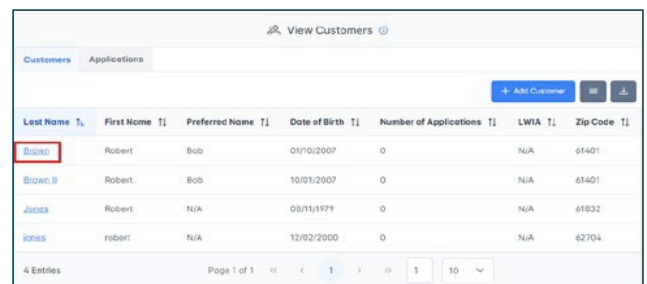
Navigate to Customers

- Log into IWDS 2.0. ([Link](#))
- Select **Customers**.
- The View Customers Page is displayed.
- The View Customers page is a two-panel page with the **Search Filter** on the left and the **List View** on the right.



View/Edit Customers Information

- Select the Customer you want to **edit to access the Customer Profile**.
- The customer profile page will appear



IWDS 2.0 Site



Edit Customer Information

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



View/Edit Customer Profile

- The Customer Profile page will appear, and you will now be able to edit customer information.
- On the right side of the screen, click the **Edit** button.
- After clicking the **Edit** button, you can make the needed changes or additions to the Customer Information.
- Once finished with editing the customer information, you can click **Save** at the bottom of the page.

Customer Profile: Frank T Adams

| | | | |
|---|------------------------------|---|---------------------------------------|
| Customer Information | Customer Information | | |
| Intake Summary | | | |
| Profile Information | First Name Frank | Middle Initial T | Last Name Adams |
| Participant Summary Tools | Preferred Name Frank | Primary Phone Number (309) 375-6259 | Address ONEIDA, 61467 |
| Case Notes | Pronouns N/A | Primary Phone Receives Text Messages N/A | Email fadams@fakemail.com |
| Self Services & Information Only Services | Date of Birth 12/16/1969 | Secondary Phone Number N/A | Preferred Communication Method N/A |
| Referrals | Age 56 years, 13 days old | Secondary Phone Receives Text Messages N/A | LWIA N/A |
| Assessments | IwN ID 37540 | IwN Username FAdams1 | |

Edit Customer Information

First Name*
Frank

Middle Initial
T

Last Name*
Adams

Preferred Name
Frank

Pronouns
Select a Pronoun

Street Address
Street Address

City
ONEIDA

State
Select a State

Zip Code*
61467

Email Address*
fadams@fakemail.com

Primary Phone Number
(309) 375-6259

Phone Receives Text Messages
Select an option...

Secondary Phone Number
() _ - _

Secondary Phone Receives Text Messages
Select an option...

Preferred Communication Method
Select a Preferred Communication Method

Date of Birth*
12/16/1969

Save X Cancel

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.

IWDS 2.0 Site



Helpdesk.illinoisw
orknet.com



www.illinoisworknet.com