

Training Provider User Access: Configuring and Validating Training Provider access to IWDS 2.0

Purpose: Maintaining accurate, current, and complete Training Provider Contact information is essential for meeting WIOA ETPL objectives.

This document provides instructions for ETPL Coordinators to ensure that Training Provider Contacts (Users) can access IWDS 2.0. Note that this process is different than for other contacts seeking User Access such as for service providers, employers, or customers. Please do not guide these other contacts to the ETPL process for User Access and ensure all training provider contacts are using only this process for this level of Access.

The following process will assist and guide a Local ETPL Coordinator through the process of adding a Contact to a Training Provider or allowing them appropriate User Access by updating vital information.

Before You Begin

Before completing these steps, confirm that you have the Provider Management role in IWDS. This role is required to:

- Add or update Training Provider Contacts.
- Designate a Contact as an ITA Training Provider User.

To verify your role:

1. Log into IWDS 2.0. ([Link](#))
2. Navigate to Management Tools > Security Management > Users.
3. Search for your user account.
4. Select your name and review the Roles assigned to your account.
5. Confirm that Provider Management is listed.

If you do not have the Provider Management role, you will not be able to complete the steps in this guide. Contact your LWIA Account Manager to request appropriate access.

Verifying Training Provider Contacts

Complete the following steps for each Training Provider requiring access to IWDS 2.0.

1. Identify the Training Provider (Entity) and the individual who requires access.
2. Navigate to Management Tools > Entity Management.
3. Search for and select the appropriate Entity.
4. Scroll to the Contacts section on the Entity Detail page.
5. Verify that the individual is listed as a Contact and is associated with the correct Location.

Note: If the individual is not listed as a Contact, complete the steps in Add a New Contact before continuing.

Verify the Contact

- Navigate to Management Tools > Entity Management
- Search for and select the appropriate Entity X

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- Scroll to Contacts (bottom of page) to see the summary listing of all contacts and you can also see which **Location** the contact is assigned.

The screenshot shows the IWDS 2.0 web application interface. The top navigation bar includes links for Home, Customers, Dashboard, Reports, and Management Tools. The main content area displays a list of training providers. The 'Contacts' section is highlighted with a red box, showing a table of contacts for '160 Driving Academy' and '160 Driving Academy - Chicago'. The table has columns for Last Name, First Name, Location, Email, and Phone. The list includes contacts like Anna Banas, Karolina Wielgosz, Marsha Williams, Crystal Cole, Karolina Wielgosz, Shareese Johnson, Nicole Cali, Kathy Blomberg, Renee Rau, and Renee Rau.

Last Name	First Name	Location	Email	Phone
Banas	Anna	160 Driving Academy	abanas@160drivingacademy.com	(630) 238-0330
Wielgosz	Karolina	160 Driving Academy	kwielgosz@160drivingacademy.com	(708) 754-0160
Williams	Marsha	160 Driving Academy	mwilliams@160drivingacademy.com	(630) 238-0330
Cole	Crystal	160 Driving Academy - Chicago	ccole@160drivingacademy.com	(224) 307-0739
Wielgosz	Karolina	160 Driving Academy - Chicago	kwielgosz@160drivingacademy.com	(773) 440-3749
Johnson	Shareese	160 Driving Academy - Chicago Heights	shjohnson@160drivingacademy.com	(708) 754-0160
Cali	Nicole	160 Driving Academy - Crest Hill	ncali@160drivingacademy.com	(815) 741-0160
Blomberg	Kathy	160 Driving Academy - Highland Community College	kblomberg@160drivingacademy.com	(815) 599-3418
Rau	Renee	160 Driving Academy - Kaskaskia College	rrau@160drivingacademy.com	(618) 234-0160
Rau	Renee	160 Driving Academy - Kaskaskia College	rrau@fakemail.com	(618) 431-0215

- If the training provider user does **NOT** appear on this list, then they will need to be set up as a contact for one or more locations under this entity.
 - If they are not found in the summary list, it means either they do not have a user account, or they have not been assigned to a location under this entity. Contacts are added to locations, not to the entity itself.
 - There is no user search available under an entity or location, so you will have to manually search the lists under the entity or the individual locations.
 - If searching in the general Entity Contact list of all contacts, be sure to expand search to view entire list, up to 50 entries per page. This will ensure an existing contact is not missed.

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The screenshot shows the IWDS 2.0 Home dashboard. The 'Management Tools' dropdown menu is open, and 'Manage Provider Relationships' is highlighted with a red box. The dashboard includes a sidebar with navigation links like Home, Customers, Dashboard, and Favorites. The main area displays various metrics and a 'Recent Updates' section.

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3. Search for the Entity by Name or Location *(We will use 160 Driving Academy as an example)*

The screenshot shows the 'Manage Entities' page in IWDS 2.0. The 'Search Entities' sidebar on the left has a search bar with '160 Driving' entered, highlighted by a red box. The main table lists entities, and the row for '160 Driving Academy' is highlighted with a red box. The table columns are Name, Entity Type, Locations, and Identification.

Name	Entity Type	Locations	Identification
+ Moultrie Technical College	Old Public/Private University/College	1	13-2524352
11th Street Printing	Employer	1	36-4377114
14th Avenue Waffle Shop, Inc.	Employer	1	20-3622882
159 LIMITED PARTNERSHIP	Employer	1	36-3590084
160 Driving Academy	Other School	24	26-2148548

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4. Find the appropriate Entity and select it. You want to be on the “Details” tab.

The screenshot shows the IWDS 2.0 interface for the '160 Driving Academy' entity. The 'Details' tab is selected, and the 'General Information' section is visible. The entity name is '160 Driving Academy', and it is associated with '15 Career Link/LWIA 15'. The 'Details' tab is highlighted with a red box.

160 Driving Academy

15 Career Link/LWIA 15

Details Training Programs Training Program Performance Documents

← Back to Entity List

General Information

Name
160 Driving Academy

Doing Business As (DBA)
160 Driving Academy

Owning LWIA
Career Link/LWIA 15

FEIN
26-2148548

Entity Type

5. Scroll down to Contacts and search for the individual seeking Access. You can change the number of results displayed to 10, 20, 30, 40 or 50 per page.

The screenshot shows the IWDS 2.0 interface for the 'Contacts' section. A table of contacts is displayed, with the first row highlighted by a red box. The table columns are Last Name, First Name, Location, Email, and Phone.

Last Name	First Name	Location	Email	Phone
Banas	Anna	160 Driving Academy	abanas@160drivingacademy.com	(630) 238-0330
Blomberg	Kathy	160 Driving Academy - Highland Community College	kblomberg@160drivingacademy.com	(815) 599-3418
Brown	Michelle	160 Driving Academy - Rockford (2)	workforceprograms@160drivingacademy.com	(815) 205-1773
Cali	Nicole	160 Driving Academy - Crest Hill	ncali@160drivingacademy.com	(815) 741-0160
Cali	Nicole	160 Driving Academy - Rockford	ncali@160drivingacademy.com	(815) 741-0160
Carollo	Amanda	160 Driving Academy - Waukegan	acarollo@160drivingacademy.com	(847) 662-0160
Cole	Crystal	160 Driving Academy - Chicago	ccole@160drivingacademy.com	(224) 307-0739
Janik	Ewa	160 Driving Academy - Prospect Heights	ejanik@160drivingacademy.com	(708) 469-6053
Johnson	Shareese	160 Driving Academy - Chicago Heights	shjohnson@160drivingacademy.com	(708) 754-0160
Johnson	Shareese	160 Driving Academy - Kaskaskia College	shjohnson@160drivingacademy.com	(708) 267-8418

29 Entries

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6. If the User has User Access, jump to Step 12 for the next steps. If they do NOT have User Access, follow the next steps 8 - 11 to Add a Contact and set up User Access.

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7. To Add a Contact, you will need to Select one of the Locations for the Entity where the contact needs to be associated.

The screenshot shows the 'Providers' page for the '160 Driving Academy' entity (ID 5867). The 'Locations' tab is active, displaying a table of locations. The '160 driving Academy - Belleville' location is highlighted with a red box.

Name	Address	Hours of Operation	Phone	Type	Active
160 Driving Academy	718 A W. Irving Park Road Bensenville, IL 60106	Operating Hours	(630) 238-0330		☒
160 driving Academy - Belleville	5720 North Belt West #28 Belleville, IL 62226	Operating Hours	(877) 350-0884		☒
160 Driving Academy - Chicago	1741 E. 75th Street, Chicago, IL 60649	Operating Hours	(877) 350-0884		☒
160 Driving Academy - Chicago Heights	191 S Halsted St Chicago Heights, IL 60411	Operating Hours	(877) 350-0884		☒
160 Driving Academy - Crest Hill	21055 Division St Crest Hill, IL 60403	Operating Hours	(877) 350-0884		☒

The screenshot shows the 'Details' page for the '160 driving Academy - Belleville' location (ID 12344). The 'Details' tab is active, displaying the location's information.

160 driving Academy - Belleville
15 Career Link/LWIA 15

[Back to Entity](#) [Edit](#)

General Information

Entity
160 Driving Academy

Location Name
160 driving Academy - Belleville

Address
5720 North Belt West
#28
Belleville, IL 62226

County
Saint Clair

Hours of Operation
Sunday: Closed
Monday: 8:00 am to 5:00 pm
Tuesday: 8:00 am to 5:00 pm
Wednesday: 8:00 am to 5:00 pm

Primary Phone
(877) 350-0884

Fax
N/A

TTD or TTY
N/A

Location Email Address
N/A

Start Date
Nov 4, 2021

End Date
N/A

☒ Active Status

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8. You are now at an **Entity Location** screen. Scroll down to **Contacts** that are specific to this Location, verify the contact is not there, and select + Add Contact.

The screenshot shows the '160 driving Academy - Belleville' page in the IWDS 2.0 system. The left sidebar contains navigation links: General Information, Contacts, Entity Functions, Social Services, Training Programs, and Relationships. The main content area has a 'Notes' section and a 'Contacts' section. The 'Contacts' section is highlighted with a red box and contains a table with the following columns: Last Name, First Name, Title, Email, Phone, and Primary. The table is empty, showing 'No contacts have been added.' and '0 Entries'. A '+ Add Contact' button is located in the top right corner of the contacts section.

9. Add the Contact information, and then check the boxes for Active, Primary Contact, ITA Training Provider User and Receive Notifications in Email, as appropriate. Then select +Add Contact.

The screenshot shows the 'Add Contact' form in the IWDS 2.0 system. The form is titled 'Add Contact' and is for '160 Driving Academy - 160 driving Academy - Belleville'. It contains the following fields: First Name (John), Middle Initial (A), Last Name (Smith), Title (Manager), Email (jasmith@fakemail.com), Address Line 1 (5720 North Belt West), Address Line 2 (#28), City (Belleville), State (IL - Illinois), ZIP Code (62226), ZIP + 4, Primary Phone ((217) 123-4567), and Mobile Phone ((217) 123-4567). The 'Use Location Address' checkbox is checked. The 'Active', 'Primary Contact', 'ITA Training Provider User', and 'Receive Notifications in Email' checkboxes are all checked. A red box highlights the bottom section of the form, including the 'Fax Number' field and the '+ Add Contact' button.

10. Finally, the user will receive an email informing them that they are now a Contact, and they will need to select the Link in the email to set up User Access.

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11. If the User has a User Account, confirm whether the **ITA Training Provider User** access box is switched on for that contact.

- Click on Contact Name > Make sure box ITA Training Provider User is checked

The screenshot shows the user management interface for Anna Banas in the IWDS 2.0 system. The interface includes a navigation bar at the top with links to Home, Customers, Dashboard, Reports, and Management Tools. The user's profile is displayed with various fields and checkboxes.

User Profile:

- Entity:** 160 Driving Academy
- Name:** Anna Banas
- Title:** Branch Manager
- Address:** 718 A W. Irving Park Road, Bensenville, IL 60106
- County:** Dupage
- Location:** 160 Driving Academy
- Email:** abanas@160drivingacademy.com
- Primary Phone:** (630) 238-0330
- Mobile Phone:** N/A
- Fax Number:** N/A
- Active:** ☒
- Receive Notifications In Email:** ☒

IT Training Provider User Access:

- ☒ ITA Training Provider User
- ☐ Provider Administrator

Invitation Sent: Jul 16, 2026

Anna Banas' Associated Locations:

Location	Primary Contact
160 Driving Academy	☒

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- If the box is not checked, then select the Edit button, check it, and then **save** the page.

The screenshot shows the 'Edit Contact' form for '160 Driving Academy - 160 Driving Academy'. The form contains the following fields and options:

- First Name***: Anna
- Middle Initial**: (empty)
- Last Name***: Banas
- Title**: Branch Manager
- Email***: abanas@160drivingacademy.com
- Use Location Address**: ☐
- Address Line 1***: 718 A W. Irving Park Road
- Address Line 2**: (empty)
- City***: Bensenville
- State***: IL - Illinois
- ZIP Code***: 60106
- ZIP + 4**: (empty)
- Primary Phone***: (630) 238-0330
- Mobile Phone**: () - - X - -
- Fax Number**: () - - X - -
- Active**: ☒
- Primary Contact**: ☒
- ITA Training Provider User**: ☐ (highlighted with a red box)
- Receive Notifications in Email**: ☒
- Save** and **Cancel** buttons (highlighted with a red box)

12. On the Contact screen, check to ensure they have the right email address that matches the correct email address of the user's account.

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Anna Banas TODO: LwiaName

[← Back to Entity](#) [Resend Invitation](#) [Edit](#)

Entity
160 Driving Academy

Name
Anna Banas

Title
Branch Manager

Address
718 A W. Irving Park Road
Bensenville, IL 60106

County
Dupage

☒ ITA Training Provider User
☐ Provider Administrator

Invitation Sent
Jul 16, 2026

Location
160 Driving Academy

Email
abanas@160drivingacademy.com

Primary Phone
(630) 238-0330

Mobile Phone
N/A

Fax Number
N/A

☒ Active
☒ Receive Notifications In Email

Anna Banas' Associated Locations

Location	Primary Contact
160 Driving Academy	☒

13. Go to the User's Page and find the individual. Management Tools > Security Management> Users
14. Type a portion of their name or email in the Keyword search to find the user.
15. Identify the appropriate User by First Name and Last Name
16. Make sure the email associated with the user matches the email used on the contact screen.

Manage User Q ana [Add New User](#)

Email	First Name	Last Name	Status	Action
abanas@160drivingacademy.com	Anna	Banas	Active	View Edit Delete
agranados@il.secohq.com	Ana	Granados	Deactivated	View Edit Delete
ajimenez@parents-alliance.org	Adriana	Jimenez	Active	View Edit Delete

17. If they do not match, update the record with the incorrect email to align it.
18. Select the edit “pen”

Manage User Q ana [Add New User](#)

Email	First Name	Last Name	Status	Action
abanas@160drivingacademy.com	Anna	Banas	Active	View Edit Delete

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19. Correct the email address and select ✓/Update at the bottom of the page.

Edit User

Email *

abanas@160drivingacademy.com

Last Name: Banas First Name: Anna

Status: Active

Assigned Roles: Entity Provider (special)

Assigned LWIAs: ☐ All LWIAs
07 - The Chicago Cook Workforce Partnership

Assigned Offices:

X Cancel ✓ Update

20. Verify that the email address was updated.

Manage User				
Q ana Add New User				
Email	First Name	Last Name	Status	Action
abanas@160drivingacademy.com	Anna	Banas	Active	  

21. Inform the provider's contact that their User Access should now be established, and they should attempt to log into IWDS 2.0.

22. If the contact is not on the user list, they could:

- Be pending access in the Pending Users List. They will need to be assigned the appropriate role and granted access.
- Not have yet requested access. They will need to complete the steps for creating an ILogin account and requesting access. If the contact has not yet requested access, they will need to complete the steps for creating an ILogin account and requesting access. Please refer to the [Quick Start Guide to request access in IWDS 2.0](#).

23. Upon completion of Adding a Contact or Updating information related to a Contact, Log Out of your account, log back to your account, and ensure the Contact record now exists with appropriate information.

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24. If the description process still does not lead to Access, please elevate this to the SIU help team at iwdst.info@illinoisworknet.com.