



In Program Updates in Customer Profile

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document is intended to explain how to view and utilize the In Program Updates page within the Customer profile in the IWDS 2.0 System.

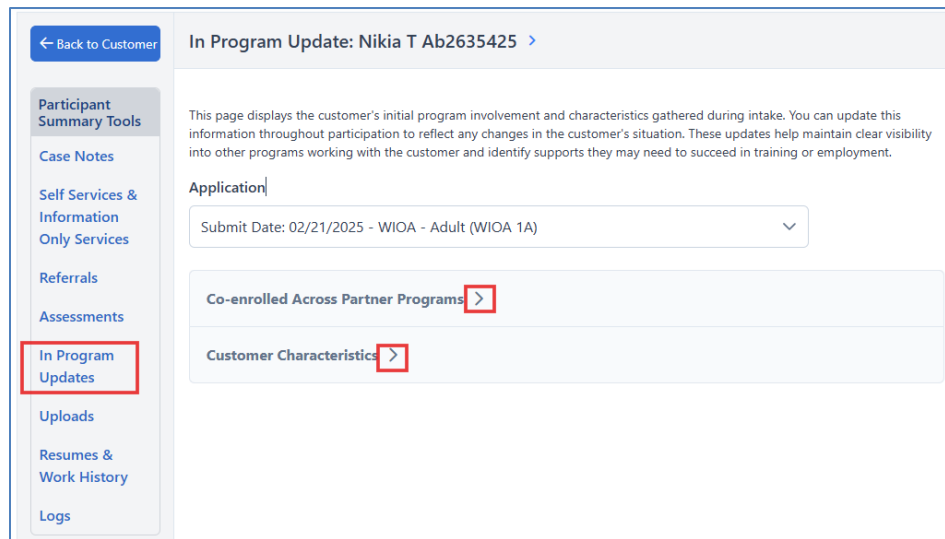
Audience

This document is designed to guide both trainers and end users through the process of viewing and navigating the In Program Updates page in the IWDS 2.0 system.



In Program Updates Overview

- Log into IWDS 2.0. ([Link](#))
- The In Program Updates page allows staff to review and update key information about a customer after enrollment, including program involvement and characteristics that may change overtime.
- This page builds on information collected during Intake (Prescreening, Application and the Getting Started Assessment (GSA)). Data captured during those steps will prepopulate where applicable.
 - **Note** – As the customer participates in the program, staff can update this information to reflect changes in their situation, ensuring the system continues to show an accurate view of their needs, supports, and progress.



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Co-Enrolled Across Partner Programs Section

- Once inside the customer profile, select the In Program Updates tab on the left side of the page. Expand the section by selecting the arrow.
- This page auto updates to show participation in various programs. Much of the information comes from the intake process and Getting Started Assessment. Any co-enrollment in Illinois workNet will auto populate as well.

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Customer Characteristics Section

- The Customer Characteristics section shows various personal information and other information gathered during the Intake process.
- Utilize the search bar to easily find characteristics and the info bubbles for more information about the characteristic.

- **Note** – Some tiles show a Lock Icon. This indicates the characteristic cannot be changed on this page but must be changed on the customer profile.
- Items that were marked “True at Program Entry” cannot be changed or unchecked because they were certified true at program entry with documentation provided.
- If new information is found that affects this page and something was found that was true at program entry, it can be updated by toggling from Yes/No

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and checking the “True at Program Entry” box if applicable.

- For example - The customer shares they are a Single Parent for 3 years now and have been enrolled in the program for 3 months. The Career planner can update to Yes and verify that the characteristic was true at program entry and would be counted in performance measures.

The screenshot shows a modal window titled "Mark as true at program entry" with a close button (X) in the top right corner. The main content area contains a blue box with the following text: "You're marking **Single Parent** as **true at program entry**. This may change how this customer is counted in **federal reporting** and **performance measures**. Please add a brief note explaining the update." Below this is a text input field labeled "Add a brief note (required)" with a placeholder example: "Example: Customer provided documentation confirming status at time of application." To the right of the text field is a character count "0/500". At the bottom left, there is a checkbox labeled "I verify what I am updating is accurate." At the bottom right, there are two buttons: "Cancel" and "Save change".

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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