



# Customer Eligibility Certification

## IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



### Purpose

This document is intended to explain how to view and complete Eligibility Certification of the Application in the IWDS 2.0 System.

### Audience

This document is designed to guide both trainers and end users through the process of viewing and completing the Eligibility Certification in the IWDS 2.0 system.



### Navigate to Customer Profile – Intake Page

- Log into IWDS 2.0. ([Link](#))
- From the Customers page, select the Customer last name. The customer must have an application.
- In the customer profile, expand the Intake section using the arrow and select **Go to Intake**.

Preferred Name	Preferred Communication Method	Primary Phone Number	Email
DW	N/A	(999) 888-7777	DWtest1@fakemail.com

Program(s)	Application Status	Application Date	Est. Exit Date
WIOA - Adult, WIOA - Dislocated Worker	Applicant	N/A	N/A

What Area Do you Want to Work In?

Overview

**Intake** [Dropdown Arrow]

Not Started
  Active
  Not Used
  Complete

[Go to Intake](#)

## IWDS 2.0 Site



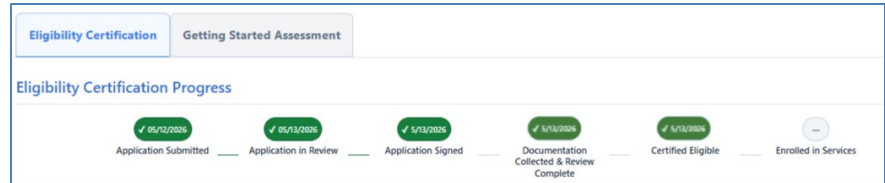
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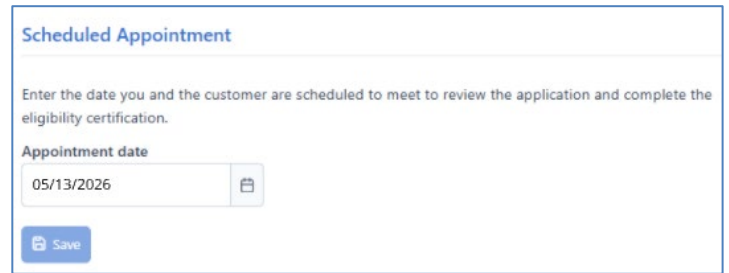
### Eligibility Certification Page

- **Eligibility Certification Progress** shows the steps that need completed to get the customer into enrolling services.

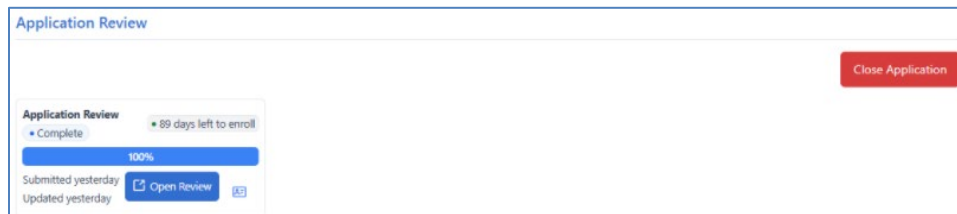


- **Note** – This will look different for youth customers as they can do certification, assessments and initial career planner in a non-linear order.

- **Scheduled Appointment** – If an appointment was scheduled in the application process, this will auto populate here. If unscheduled, the appointment date can be entered here.



- **Application Review** – This is section displays the application review card showing status,



days left to certify or enroll and a progress indicator bar. Select **Open Review** to access the application. Staff members should complete a review of the application prior to the customer meeting.

### [IWDS 2.0 Site](#)



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- **Note** – This section also had functionality to close an application if the customer is unable or chooses not to move forward. The popup modal will require reason and notes for closing the application.



## Eligibility Certification – Verifying Eligibility

- To Certify Eligibility, select the **Eye icons** in the Actions column in the Eligible Programs and Criteria section.
  - **Note** – Certify all programs the customer is eligible for. If needed, use the Power Button to deactivate a specific programs service from displaying on the career plan.

Program	Program Category	Priority	Status	Certification Date	Left to Certify	Left to Enroll	Actions
Adult (WIOA 1A)		Level 2	Not Certified		29		
Dislocated Worker (WIOA 1D)	<a href="#">Facility Closure or Substantial Layoff</a>		Not Certified		29		

- Program Eligibility & Priority of Service Determination page will display. Eligibility criteria requirements display in the table. Use the **Upload button** to add Source Documentation to meeting Eligibility Requirements.
  - **Note** – Use the upload button again to change documentation and download to download a document.



## IWDS 2.0 Site



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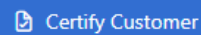
- When Criteria are met, the Certify icon will appear.
- When Program criteria are met, certify the customer for all eligible Program tracks using the Certify Customer button.
- Clicking **Certify Customer** opens a modal to confirm Program Tracks and Certification.

Eligible Programs and Criteria							
Program	Program Category <sup>↑↓</sup>	Service Priority	Status <sup>↑↓</sup>	Certification Date <sup>↑↓</sup>	Left to Certify	Left to	Actions
Adult (WIOA 1A)		First	Not Certified		29	90	
Dislocated Worker (WIOA 1D)	<a href="#">Facility Closure or Substantial Layoff</a>	Priority	Not Certified		29	90	

### Complete Certification

The following Program Tracks are ready to Certify:

- Adult (WIOA 1A)
- Dislocated Worker (WIOA 1D)




### Complete Certification

Confirm Program Tracks to Certify\*



Adult (WIOA 1A)

Dislocated Worker (WIOA 1D)

Certification Date\*

05/13/2026 

I have reviewed the eligibility criteria for these Programs, along with any required documents, and certify that the customer is eligible.

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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