



Front Line Support Role in IWDS 2.0

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document explains the permissions available to an IWDS 2.0 user with the Front Line Support role.



Audience

This document is designed to inform IWDS users about user roles.



How Access Works

Access is based on two simple things: where you work (Location) and what you're allowed to do (Role).



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Location defines where a user can do something — statewide, an LWIA, or a single office.

Role defines what a user can do — the functions and records they can reach.

The Front Line Support role is a limited case management role that can intake customers into Title I programs.

- They can:
 - Add a customer to IWDS 2.0
 - Edit the customer's profile
 - Send pre-screen links to the customer
 - Start the pre-screen and application with the customer
 - Create referrals before enrollment
 - Create case notes
 - View non-confidential case notes

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- Upload documents on behalf of the customer, like resumes, work history, and application documentation
- Add self-service and information-only services
- They cannot: enroll customers, start the getting started assessment, create career plans, manage customer services, enter outcomes



Permissions Granted

View/create users, basic customer information, intake, and information-only services. Cannot enroll customers or view confidential information, such as service details or confidential case notes.

Permission	Description	Scope
APPLICATION MANAGEMENT		
List applications <i>application-browse</i>	Allows a user to read application records.	LwiaWithOfficeNarrowing
Certify application <i>application-certify</i>	Allows a user to certify an application.	LwiaWithOfficeNarrowing
Create application <i>application-create</i>	Allows a user to create an application.	None
Application Intake <i>application-intake</i>	Start Intake button on Program Summary Open Items tab; modal Confirm gated on same key.	None
Reopen application <i>application-reopen</i>	Allows a user to reopen an application.	None
Update application <i>application-update</i>	Allows a user to update application data.	LwiaWithOfficeNarrowing
ASSESSMENT		
Create assessment <i>assessment-create</i>	Allows a user to create an assessment.	LwiaWithOfficeNarrowing
CAREER PLAN		
View career plan <i>career-plan-browse</i>	Allows a user to read a career plan.	LwiaWithOfficeNarrowing
CASE NOTES		
List case notes <i>case-notes-browse</i>	Allows a user to see the case notes link under Participant summary tools in the customer profile.	None
Create case note <i>case-notes-create</i>	Allows a user to create case notes.	None

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Permission	Description	Scope
CUSTOMER MANAGEMENT		
List customers <i>customer-browse</i>	Allows a user to access and search the customer list, set columns, and open a customer's profile.	LwiaWithOfficeNarrowing
Create customer <i>customer-create</i>	Allows a user to create a customer.	Lwia
Update customer <i>customer-update</i>	Allows a user to update customer details.	LwiaWithOfficeNarrowing
Assign customer <i>customer-assign</i>	Allows a user to assign a customer.	None
PRE-RECORD INTAKE		
List pre-record intakes <i>pre-record-intake-browse</i>	Allows a user to access and search the pre-record-intake list under Customers.	None
REFERRALS		
Create referral <i>referral-create</i>	Allows a user to create a referral.	LwiaWithOfficeNarrowing
Update referral <i>referral-update</i>	Allows a user to update a referral.	LwiaWithOfficeNarrowing
RESUMES		
List resumes <i>resume-browse</i>	Allows a user to view the Resumes link and search the Resumes page.	LwiaWithOfficeNarrowing
Upload resume <i>resume-create</i>	Allows a user to add a file to the Resumes page.	LwiaWithOfficeNarrowing
SELF-SERVICE		
List self-services <i>self-service-browse</i>	Allows a user to see and search self-services.	None
Create self-service <i>self-service-create</i>	Allows a user to create self-services and information-only services.	None
UPLOADS		
List uploads <i>upload-browse</i>	Allows a user to view and search the Uploads page.	LwiaWithOfficeNarrowing
Upload file <i>upload-create</i>	Allows a user to add a file to the Uploads page.	LwiaWithOfficeNarrowing



Granting Role Access

Account managers can grant and remove access to users.
Connect with the Account Manager at your location for this access.

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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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