



Super User 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 Career Planner 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 Super User role provides full-lifecycle case management permissions and includes additional access to manage some sensitive customer items in IWDS 2.0. They also have access to grant management and provider management. This permission is best suited for career planner supervisors and site directors.

- They can:
 - Add a customer to IWDS 2.0
 - Edit the customer's profile
 - Send pre-screen links to the customer
 - Complete the pre-screen and application with the customer
 - Reopen and unlock applications

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- Create referrals before and after enrollment
 - Create and delete case notes
 - View confidential and non-confidential case notes
 - Upload documents on behalf of the customer, like resumes, work history, and application documentation
 - Add and delete self-service and information-only services
 - Enroll customers other than 5% youth customers
 - Add assessments, including the getting started assessment
 - Create and delete career plans and manage customer services, including system-generated career plan items
 - Enter MSGs, employment, and outcomes
 - Force exit customers
 - Access grant management
 - Manage provider relationships
 - Upload and export negotiated goals
 - View the list of available system roles
- They cannot: enroll 5% of youth customers, assign roles and permissions, view customer SSNs, create or update grants, delete applications, update ETPL applications, update training programs.



Permissions Granted

Broad operational access across functions and complex cases. Create, edit, run all reports, and access most tools. Has case management access and can assign customers.

Permission	Description	Scope
APPLICATION MANAGEMENT		

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Permission	Description	Scope
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
Close application <i>application-close</i>	Allows a user to close an application.	None
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
Unlock certified application <i>application-unlock-certified</i>	Allows a user to unlock a certified application.	None
Update application <i>application-update</i>	Allows a user to update application data.	LwiaWithOfficeNarrowing
ASSESSMENT		
View assessment <i>assessment-browse</i>	Allows a user to read an assessment.	LwiaWithOfficeNarrowing
Create assessment <i>assessment-create</i>	Allows a user to create an assessment.	LwiaWithOfficeNarrowing
Delete assessment <i>assessment-delete</i>	Allows a user to delete assessment records.	LwiaWithOfficeNarrowing
Update assessment <i>assessment-update</i>	Allows a user to update an assessment.	LwiaWithOfficeNarrowing
TRAINING & EDUCATION (TEA) ASSESSMENT		
View TEA assessment <i>teaassessment-browse</i>	Allows a user to view Training and Education Assessments.	LwiaWithOfficeNarrowing
Create TEA assessment <i>teaassessment-create</i>	Allows a user to create Training and Education Assessments.	LwiaWithOfficeNarrowing
Update TEA assessment <i>teaassessment-update</i>	Allows a user to update Training and Education Assessments.	LwiaWithOfficeNarrowing
Delete TEA assessment <i>teaassessment-delete</i>	Allows a user to delete Training and Education Assessments.	LwiaWithOfficeNarrowing
CAREER PLAN		
View career plan <i>career-plan-browse</i>	Allows a user to read a career plan.	LwiaWithOfficeNarrowing
Create career plan <i>career-plan-create</i>	Allows a user to create a career plan.	None
Delete career plan <i>career-plan-delete</i>	Allows a user to delete a career plan.	None
Update career plan	Allows a user to update a career plan.	LwiaWithOfficeNarrowing

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Permission	Description	Scope
<i>career-plan-update</i>		
Edit system-generated career plan items <i>career-plan-system-generated-edit</i>	Allows editing of system-generated career plan items.	None
Override ITA review status <i>career-plan-ita-review-override</i>	Allows setting ITA Approved or ITA Denied on a service episode without waiting for the ISTS export. Intended for Data Steward correction of go-live gap ITA records.	None
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
View all case notes <i>case-notes-browse-confidential</i>	Allows a user to view confidential case notes.	None
Create case note <i>case-notes-create</i>	Allows a user to create case notes.	None
Delete case note <i>case-notes-delete</i>	Allows a user to delete case notes.	None
Update case note <i>case-notes-update</i>	Allows a user to update case notes.	None
CASE NOTE ATTACHMENTS		
View case note attachment <i>case-note-attachment-view</i>	Allows a user to preview an attached file on a case note in an in-browser modal.	None
Download case note attachment <i>case-note-attachment-download</i>	Allows a user to download attached files on a case note.	None
Update case note attachment <i>case-note-attachment-update</i>	Allows a user to replace or edit an attached file on a case note.	None
Delete case note attachment <i>case-note-attachment-delete</i>	Allows a user to delete an attached file on a case note.	None
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
Update customer characteristics <i>customer-characteristic-update</i>	Allows a user (typically a Career Planner) to update Customer Characteristic cards on the In-Program Updates page.	LwiaWithOfficeNarrowing
List customer logs <i>customer-log-browse</i>	Allows a user to view the Logs link and search the Logs page.	LwiaWithOfficeNarrowing
PRE-RECORD INTAKE		

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Permission	Description	Scope
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		
List referrals <i>referral-browse</i>	Allows a user to see the referrals link and search the referrals page.	LwiaWithOfficeNarrowing
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
Update self-service <i>self-service-update</i>	Allows a user to update self-services and information-only services.	None
Delete self-service <i>self-service-delete</i>	Allows a user to delete self-services and information-only services.	None
SERVICE COLLECTIONS		
Create service <i>service-collection-create</i>	Allows a user to create a service.	None
Update service <i>service-collection-update</i>	Allows a user to update a service.	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
View upload <i>upload-view</i>	Allows a user to preview an uploaded document in an in-browser modal.	LwiaWithOfficeNarrowing
Download upload <i>upload-download</i>	Allows a user to download documents on the Uploads page.	LwiaWithOfficeNarrowing
Update upload <i>upload-update</i>	Allows a user to modify an uploaded document.	LwiaWithOfficeNarrowing
Delete upload <i>upload-delete</i>	Allows a user to delete an uploaded document.	LwiaWithOfficeNarrowing

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Permission	Description	Scope
NEGOTIATED GOALS		
View goal <i>goal-read</i>	Allows a user to access the negotiated goals screen.	Lwia
Update goal <i>goal-update</i>	Allows a user to upload and export negotiated goals.	Lwia
GRANT MANAGEMENT		
Grant management tools <i>grant-management-browse</i>	Allows a user to access the Grant Management section under Management Tools.	Lwia
ENTITY & PROVIDER MANAGEMENT		
Manage provider relationships <i>provider-relationship-browse</i>	Allows a user to access the Manage Provider Relationships section under Management Tools.	Lwia
REPORTS		
View reports <i>report-browse</i>	Allows a user to access the reports section.	Lwia
Edit reports <i>report-update</i>	Allows a user to use reports functionality.	Lwia
SECURITY & USER ADMINISTRATION		
View user <i>security-admin-user-read</i>	Allows a user to read the list of available system users.	SecurityAdmin
IT & SYSTEM TOOLS		
Force-exit customers <i>force-exit-tools</i>	Development Team, IT Support, and Super User only; non-production environments.	None



Granting Role Access

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

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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