



Adding Recommended Services to the Career Plan



Purpose

This document is intended to explain how to add recommended goals, steps and services on a customer career plan in IWDS 2.0.

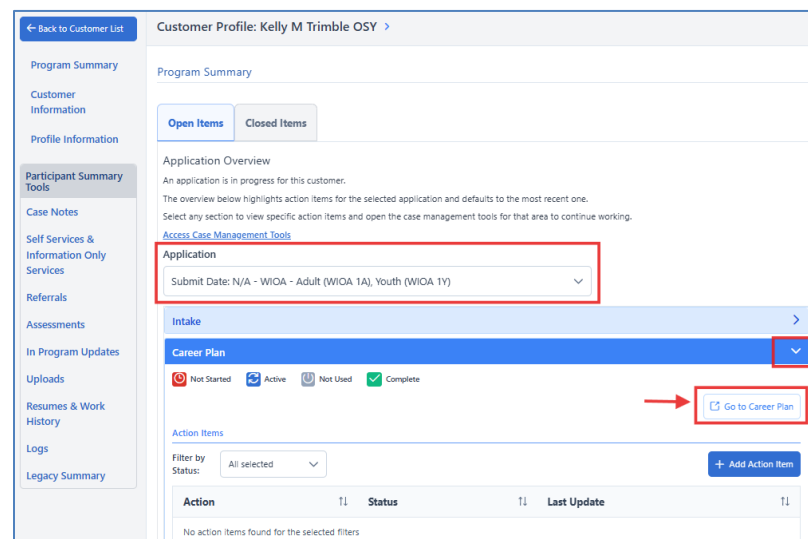
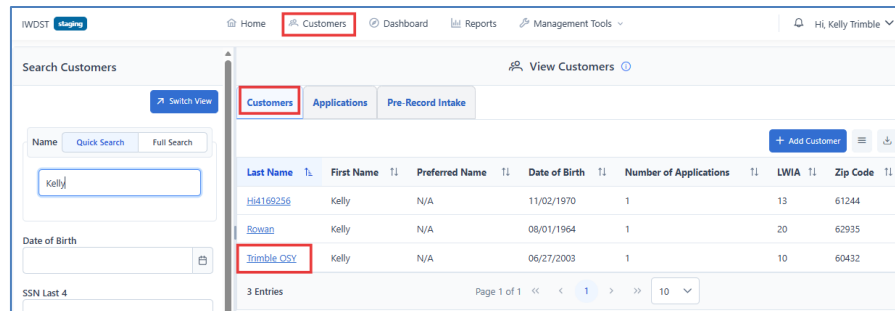
Audience

This document is designed to guide both trainers and end users through the process of adding recommended goals, steps and services on a customer career plan in the IWDS 2.0 system.



Navigate to Customer Career Plan

- Log into IWDS 2.0. ([Link](#))
- Select the Customers Tab
- The View Customers page is a two-panel page with the **Search Filter** on the left and the **List View** on the right.
- Select the customer **Last Name** with an application.
- The Program Summary and Application Summary will appear. Expand the Career



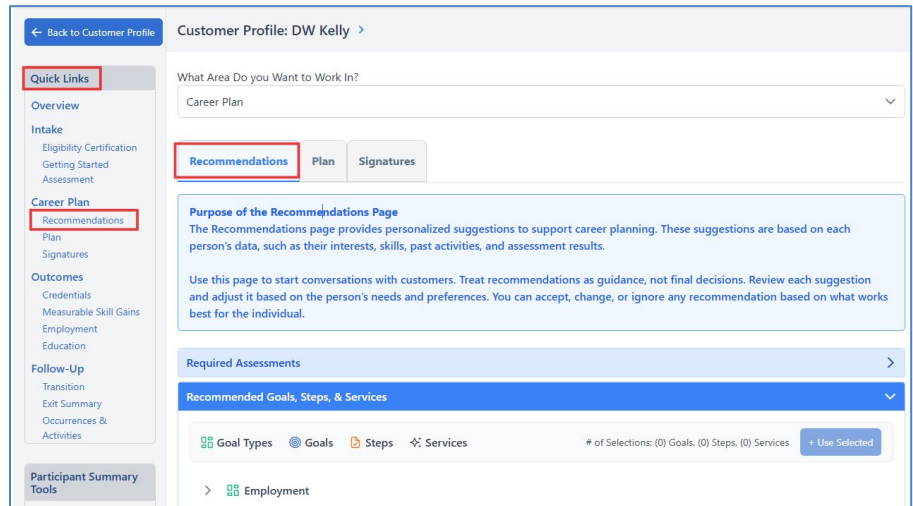
IWDS 2.0 Site



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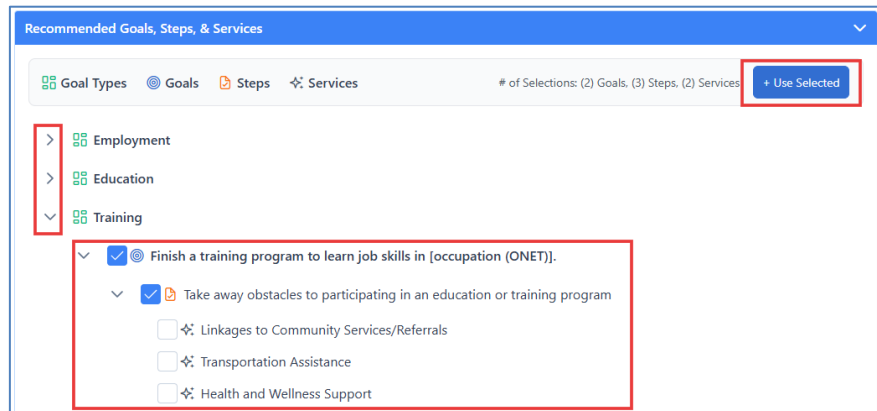
Plan tab and select **Go to Career Plan.**

- The Career Plan is divided into 3 tabs – Select the **Recommendations** tab or **quick link.**
- **Note** – you can also utilize the quick links on the left to access the Career Plan



View the Career Plan Recommendations

- The Career Plan consists of Goals, Steps and Services that have been added to a Customer by the system or Career Planner.
- Under the Recommendations tab, recommendations will show based on the customer's answers to intake.
 - **Note** – Utilize the arrows to expand each goal and step type to select services.
- After selecting the appropriate goals, steps and services, click **Use Selected** button to add them to the Career Plan. These will then display on the Plan Tab
 - **Note** – Return to the Recommendations tab at any point to add additional recommendations to the career plan.



IWDS 2.0 Site



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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.

[IWDS 2.0 Site](#)



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