



User Roles in IWDS 2.0

IWDS 2.0 TECHNICAL TRAINING DOCUMENTS



Purpose

This document explains user roles and access in IWDS 2.0.



Audience

This document is designed to guide IWDS Account Managers to choose the correct access for system users.



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.

- Most users will need one role and one location to perform their job functions.
- Users with multiple functions may layer access to align with their job functions
 - Example: if you work with customers and providers, grant Career Planner and Provider Management roles
 - Example: Site leaders who need to be able to manage user permissions, grant Super User and Account Manager
- Users who work for multiple LWIAs or Offices can add multiple locations.

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Locations

- Location keeps your access focused on the right area, so you don't have to sort through information from places outside your work. Your location will be:
 - Statewide – all LWIAs (state staff only)
 - Local Areas – All locations for an LWIA
 - Office – some of the offices under an LWIA



Local Role Types

Nine roles are typically used at the local level. They can be layered based on job function

- Service & Support Roles – these roles are best suited to team members with direct access to customers
 - Front line support – View/create users, basic customer information, intake, and information-only services. They cannot enroll customers or view confidential information, such as service details or confidential case notes.
 - Career Planner – Full case management access. They can create profiles, applications, assessments, enrollments, case notes, career plans, services and outcomes.
- Provider & Grant Roles – these roles are best suited for team members who do not have direct customer access
 - Grant Administration – full access to Grant records, funding sources, and grant-level administration
 - Provider Management – full access to provider records,

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relationships, and ETPL – profiles, certifications, program affiliations.

- Reports & Monitoring Roles – these roles provide limited access for special functions
 - Auditor – Full read-only visibility – customer, application, service, grant, and provider data, plus uploads and logs. This role is best suited for compliance and monitoring personnel.
 - Reports only – Read-only dashboards and reporting data. No access to individual records. Allows a user to see the home page, dashboard, and report links only.
- Local Administration – these roles are the highest permission roles within a location and are best suited for supervisors, directors, and Title I administrators
 - Super User – Broad operational access across functions and complex cases. Create, edit, run all reports, and access most tools. This role has case management access and can assign
 - Data Steward – edit restricted/sensitive fields, corrects historical and post-exit data, resolves data quality issues. This is the highest security level for maintaining and correcting case management data within a location.
 - Account Manager – this role is often paired with Super User or Data Steward roles. It provides the ability to approve new user registration to IWDS, assign and update roles, and manage user security for the site.



Specialized Role Types

These roles are not generally granted at the local level.

- State Administration – Supports statewide administration functions,

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including managing LLSIL (Low Income Level) data, supporting federal reporting tasks, and maintaining service collections. This role is intended for state-level program administrators.

- Provider roles – Contacts from each provider will have access to view and edit their entity listing, apply to be on the ETPL, add training programs for review, and update certification. These roles are granted automatically within the system and do not generally require provider management or account manager roles to maintain these accounts.



Granting Role Access

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

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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