



Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Purpose

The purpose of this guide is to provide users technical training instructions to add a referral or partner site to Service Finder and assign a Primary Contact. This information will be populated in the Referral System to ensure that referrals can be accurately directed to the appropriate partner or referral organization.



Audience

This guide is intended for partners, program staff and organizations to add and update information for their organization in the Service Finder.



Add a Site and Primary Contact to Service Finder

- Log into service finder: [\[LINK\]](#)
- Go to "My Sites" Tab to add a new Site.
- Select "Add a New Site."
- The system will prompt you to do a duplicate search. **Note** – if the site is not in the system, click the "I don't see my site here" button to add it.
- Check the box to Agree to the Terms of Service.
- Click "Next."

Add a Site

So, you want to add a new site. Let's first check to see if your site already exists. Type a name (or part of a name) and/or a city in the boxes below and search to see if your site already exists within Illinois workNet.

If it's already in our system, it doesn't need added and you can have your account updated to associate you with your organization. To do so, email info@illinoisworknet.com with your request. If you're a contact for this location, you will see an "Edit" button if you need to make updates to it.

If it's not already in our system, click the "I don't see my site here" button to get started adding it.

Sorry, no results were found for your search.

[I don't see my site here.](#)

Service Finder Link



Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Adding New Site Information – Physical Location

- After agreeing to the Terms of Service, you will be directed to identify the “Type of Location you are entering.”
- Type of Location Options:

- Work Support Referral
- Illinois workNet Partner

Referral Information

Please identify the type of location you are entering:

- **Work Support Referrals** help people in need of specialized assistance and support. Referrals are an essential component of assistance and complement the Illinois workNet System Network, without being an Illinois workNet partner. With the Illinois workNet portal, these are identified within the following categories:
 - Child Care
 - Assistance for Persons with Disabilities
 - Financial Assistance
 - Food/Nutrition
 - Health Care
 - Housing/Shelter
 - Immigrant Assistance
 - Re-Entry (of formerly incarcerated individuals into the workforce)
 - Transportation
 - Veterans
- **Illinois workNet Partners** - These are locations that offer in-person assistance to help individuals and employers achieve their training and employment goals. Illinois workNet Partners may also provide and/or receive work support referrals, but are not required to do so.

Identify the type of site*: ☐ Work Support Referral ☐ Illinois workNet Partner

Save and Continue

- After indicating the Location Type, fill out the “Physical Location Information.”
- Note – All Required fields are denoted with a red asterisk.

- Site Active Status
- Services Available to
- Organization Name
- State
- County

- **Note** – Red Information bubbles will give you additional information or direction for filling out a field.

Physical Location Information

When entering a referral, you must enter either:
1. Complete Street Address (including Street Address 1, City, State, and Zip Code + 4) and County,
OR
2. State, County, and Website.
You may enter fields from both 1 and 2 above, but must enter all the fields from either 1 or 2.

Is this site active? ☒ Yes ☐ No

Services are available to*: ☐ General Public ☐ Enrolled/Eligible Customers Only ☐ Admin Office Only

Eligibility Criteria Description: Add any additional eligibility information for users to see on the Service Finder or you can direct users to visit your website for eligibility criteria.

500 characters remaining of 500 characters

Organization Name*:

Street Address 1:

Street Address 2:

State*:

Service Finder Link



Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Adding New Site Information – Primary Contact

- After completing “Physical Location Information”, scroll down the page to find “Primary Contact Information”.

- Enter email and click “Search” (This searches for duplicate information).

- Enter the following:
 - Email
 - First Name
 - Last Name
 - Show this Name to Public
 - Birth Date
 - Zip Code
 - Phone Number

- Click “Save and Continue.”

- Click on the “Contacts” tab.

- Select “Service Finder – Primary/Secondary” or Referral System – Admin, Receive/Send, Send Only” from the drop-down menu.

Note – A user needs to be a referral contact to connect with the Referral System. If a user has access to IWDS 2.0, they do not need to be added to the contact list unless they have been identified as a contact to receive referrals or need an admin role.

- Click “Next”.

Primary Contact Information

Email*: Search Clear/Cancel

First Name*:

Last Name*:

Show this Name to Public*: ☐ Yes ☒ No

Birth Date*:

Zip Code*:

Phone (Format: ###-###-####)*: Ext: ☐ Show Phone Number to Public

Alt. Phone: Ext: ☐ Show Alt. Phone Number to Public

Save and Continue

Physical Location Info saved successfully.

Return to My Sites

Referral Information WIOA Information Physical Location Information **Contacts**

LWIA: 7
ID: 5769
Operation Blessing of Southwest Chicagoland Food Pantry
4901 W 128th Pl
Alsip IL 60803-3011

Created: 09/08/2025 09:46:14
Last Updated: 09/08/2025 09:46:17

Contacts

A minimum of one contact is required.

Last Name	First Name	Phone	Extension	Email	Contact Type	Remove	Save
Trimble	Kelly	999-999-9999		kelly.trimble@siu.edu	Referral - Primary		

Add Contact Refresh Contact List

Next

Service Finder Link



Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Adding New Site Information – Social Media

- Select the “Social Media” tab.
- Select “Add URL” to add a URL for the organization’s site.
- Enter URL in the box and select “Save” or “Save and Add Another” if there are multiple.
- **Note** – There is a “Test URL” button to test the connection to the social media site.

Referral Information WIOA Information Physical Location Information Contacts **Social Media** Programs Organization Type & Funding Audience and Services Preview Timeline

LWIA: 7
ID: 5765
Operation Blessing Of Southwest Chicagoland

Created: 08/29/2025 15:10:13
Last Updated: 08/29/2025 15:10:13

Social Media URLs
Provide users with direct access to all of your social media pages like Facebook, Twitter, Instagram, and more! Click Add URL, paste your full URL below and click Save or Save and Add Another.

URL*:
Test URL **Save and Add Another** **Save** Cancel



Adding New Site Information – Program Information

- Select the “Programs” tab.
- Click “Add Program.”
- Enter the required information
- Select the Counties to be included in the “Selected Counties” column.
- Click “Save” or “Save and Add Another” if multiple programs apply.
- **Note** – Your site needs to be marked “Accepting Referrals” as “Yes” and a “Program” to appear in the Referral system.

Referral Information WIOA Information Physical Location Information Contacts Social Media **Programs** Organization Type & Funding Audience and Services Preview Timeline

LWIA: 7
ID: 5765
Operation Blessing Of Southwest Chicagoland

Created: 08/29/2025 15:10:13
Last Updated: 08/29/2025 15:10:13

Special Programs
If you are participating in a special state-funded program, for example EPIC or Apprenticeship PLUS, click the “Add Program” button below. You can add as many special programs as you need to. If you are not participating in a state-funded special program, you can click Next to continue.

Program Name*:

Are Referrals Being Accepted*: ☐ Yes ☐ No

Is This Location Actively Participating in the Program?: ☒ Yes ☐ No

Contact Name*:

Contact Phone*:

Contact Email*:

Select All Counties Served by this Program*:
Available Counties:
Selected Counties:

Save and Add Another **Save** Cancel

Service Finder Link



Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Adding New Site Information – Organization Type & Funding

- Select “Organization Type & Funding” Tab.
- Select “Organization Type” from the drop-down menu.
- Indicate your funding source(s) – Select all that apply.

Referral Information WIOA Information Physical Location Information Contacts Social Media Programs **Organization Type & Funding** Audience and Services Preview Timeline

LWIA: 7
ID: 5765
Operation Blessing Of Southwest Chicagoland

Created: 08/29/2025 15:10:13
Last Updated: 09/05/2025 13:44:19

Organization Type and Funding Sources

Organization Type*:

Funding Sources (check all that apply)*:

- ☐ Community Service Block Grant
- ☐ Digital Divide
- ☐ Perkins K-12
- ☐ Perkins Post-Secondary
- ☐ WIOA
- ☐ WIOA Youth
- ☐ Workforce Innovation
- ☐ Other

Save and Continue



Adding New Site Information – Audience and Services

- Select “Audience and Services” Tab.
- Select all that apply to indicate the customer types served.
 - Note – Selecting Youth will require a Min. Age and Max Age.
- Select all that apply to indicate the specialized programs for the listed populations.
- Click on “Add Services.”

Referral Information WIOA Information Physical Location Information Contacts Social Media Programs Organization Type & Funding **Audience and Services** Preview Timeline

LWIA: 7
ID: 5765
Operation Blessing Of Southwest Chicagoland

Created: 08/29/2025 15:10:13
Last Updated: 09/05/2025 13:44:19

This Location Serves:

Select all customer types that apply:

- ☐ Select/Deselect All
- ☐ General Public
- ☐ Adult
- ☐ Youth

This location offers specialized programs for these populations.

- ☐ Domestic Violence Victim
- ☐ Employer
- ☐ English Language Learner
- ☐ Individual Experiencing Homelessness
- ☐ Immigrant
- ☐ Individual with a Disability
- ☐ Laid Off Worker
- ☐ LGBTQ+
- ☐ Mature Worker
- ☐ Re-Entry Person
- ☐ Seasonal Worker
- ☐ Sexual Assault Victim
- ☐ Veteran

Services

Click "Add Services" to add additional services, or choose a service to edit or delete.

Add Services

Service Finder Link



SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



- ## Add Services
- Select the services you would like to add, then choose the counties which those services are offered in by your organization. Finally, click "Save." To add services that are offered in different counties, instead of clicking "Save", click "Save and add More" and the county list will be reset for your next set of services).
- ### Services for Individuals
- Childcare & Family Services

☐ Child Protective Services (CPS) & Family Intervention

☐ Daycare centers

☐ Parenting support

☐ Childcare subsidies

☐ Foster care and adoption services
- Digital & Language Support
- Disability Services
- Education & Workforce Training



- ## Services

Click "Add Services" to add additional services, or choose a service to edit or delete.

Add Services

Services for Individuals

Childcare & Family Services

After-school programs  

Service Finder Link





Adding a New Site and Primary Contact to Service Finder

v2 6/2026

SERVICE FINDER TECHNICAL TRAINING DOCUMENTS



Adding New Site Information – Preview and Edit

- Click the “Preview” tab.
- Click “Edit” under the appropriate section if an edit needs to be made.
- Select “Submit” at the bottom of the page after reviewing all information.
- **Note** – The site cannot be approved if all fields are not completed. Before submitting, review the “Preview” page to ensure all fields are completed.
- **Note** – After completing all tabs and selecting “Submit,” the user is redirected to the “My Sites” page, where the entered site will show as “Submitted.” Users can edit information or add a new site to enter additional sites. After submission, it goes to the Illinois Worknet Team to review approve the site.

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.

[Service Finder Link](#)