

Updating Customer Information

Customers may indicate that their information in the EPIC application is incorrect; they have the ability to make changes during the application process. A report is generated to allow IDHS staff to correct the information in the IDHS system.

How it works -

- 1. When a customer completes their application, they are asked if the information is correct. If it is not correct, the customer will need to provide updated information. The account needs to be flagged to identify their contact information needs to be updated in the IDHS system.
- 2. IDHS staff can use this report to get a filtered list of customers and export the corrections provided by the customer.
- 3. IDHS staff will update the information in the IDHS system.
- 4. Once the information is updated in the IDHS system, the IDHS staff member will indicate that the information has been corrected.



Getting Started - Log in to the EPIC dashboard.

- 1. Go to Reports in the top menu.
- 2. Navigate to the Incorrect Customer Information Report.
- 3. Click on the name of the person to access their profile.
- 4. In the participant's profile, find the information that you need to change in the IDHS system, make the changes and mark the flag as updated.

Alfagen	ngen Affesjon		
Filor Espot			
Land Name	Fuel Namo	Degate-	No Charged In D.F.
Post-	Merny		
DMD LINE	1817WH	+	100
EYTON MANNI	NG		
NAME AND ADDRESS			1
st Jodalis Application Inform	olasi Itala: Adalasi Figli	Bylisskay Autyment	
Application Information	nation Hales Activities Flight	By Fishen Acagomeri	-
Application Morris	alaan inteles Activities I tigds DN	Byliskaw Jeskymuri	
Application informs	alicen Tribles Activities Flight DN Hormation Is not connect. Have the information 216	lly (Soskaw) Acceptorer/ teen control (1867 O via	• 10
Application Memory NERAL INFORMATIC southern her Handed hel hele on high southern her handed hele her high	alion Inteles Activities Flight DN Normalies is not conect. His the Homelion We CONTACT INFORM	Bylisskow Acceptocal teorioteopoliiD+27 Q Ha WHON	• 10
Application inform	alion Index AdMiles Eligits DN Monation is not convol. Fair the Homedon DN CONTACT INFORM High Taxa Taxan Inter Taxan Inter Tax	Bylissian Zestgmer teorateren (1870 vis WHON	• 14
Application Home VERAL INFORMATIC Information Home Contact in Information Home Contact in Information Home Contact in Information Home Contact in Name Manual	alion Inteles Addeles Flight DN CONSERVICE And Conect, Her homelion of CONSTACT, INFORM Hell Trais Section Hell Trais Section Hell Trais Section Hell Trais Section	By Fissican Peckymon toon oran ochi DH27 Q Has WI KON Ann renks	• 10
Application Prices	alion Index AdMiles Flight DN Constant is not conect. Her ho momentum off CONSTACT INFORM Hell This Existion Heal Marker FM Heal Marker FM Heal Marker FM	By Fissican Peckymon tom own which the Q Hay WINON Ann reing	• 12
Application Home REPAL INFORMATIO suddener Hesendicated Helitok contact re suddener Hesendicated Helitok contact re hostic hostic Name Manney A ender Castad Helitomation	alion Index AdMiles Flight DN CONTACT INFORM Indi Triat Section Indi Indi Triat Section Indi Triat Section I	By Fission Peckymon tom own which to Q Hay WHON Ann reing 1970	• 12



Updating Customer Information July 2016 V3

Profile Details

- 1. Navigate to a customer's profile.
- 2. Click Profile Tab.
- 3. The left column shows the basic customer information.
- Customers may already have an existing Illinois workNet account, if they are unable to log in password reset options include:
 - a. Update the password from the Update Password area and click Update.
 - *b.* Provide password reset instructions from the Reset Password button.

Note: Customers with existing Illinois workNet accounts are not required to change their password in the EPIC application.

- 5. Update customer RIN and DHS Case. Click the Update Button.
- 6. Update Status of customer Active, Suspended, or Declined to Participate. *Note: the Decline to Participate button will automatically change if certain items are clicked in other parts of the person's profile.*

Application Information

- 1. Click on the Application Information tab.
- 2. The information shown is the information that was entered on the customer's application.
- 3. Until the time that the process of recommendation for assignment begins, you have the ability to change information from the initial application. After that point you will see the green message. *Note: This indicates you can no longer make updates.*

PROFILE PROGRESS PAGE	ISTEP SERMORES OUTCOMES CASE NOTES /	ASSESSMENTS REPORTS		
And 1 Anderstee Education	Interior Artholice Hardwood Designer Arrightment			
	annersenante i stradisenante i configurate			
ENERAL INFORMATION		CASE NOTES(0)		
the sectors of the sectors of the these resident in	instruction is and control. Like the information boom absences in 12,122 🖉 stars.			
pdaled By Di-Scasoworker Yourn1 on 4/7/20	18			
Prolin	CONTACT INFORMATION			
ed Name Peders 2	Falt this Section			
at hime Manin	Fini Name: Poyton Last Name: Marraina			
and set of the set of	Linual Adultosis:			
mail how More Cantact Information	ISBN: abox sox (KEB)			
for Name I Married	Fambula, 272713739 Sanot Address 1: 17/08 W (Card St.			
	(Steel Address 9:			
ADGE FSITICIDADE DE COSCO	City: Chicago			
HS Gaze D/SNWP Unit ID	/12 Code: 60/036			
N	/1º Codo Hus 4: 2221			
ppication Submitted 2/15/2016	19/nury19/cmc: 3/402/4082/43			
ligibility Review Not Complete	TRAINING PROGRAMS			
asignment FPC SIMP1-81 Services on	Left This Society			
/22/2016	First Choker: Manufacturing			
Budy ID 1000	Second Obders: Hampitality and Tourism Unit-Obders: Transmontation, Distribution, and Logistics			
	contract of a second contract of the second se			
23C) Agency Assignment	HARSON INTERACTION INTERACTIONI INTERACTICO I			

e application can no longer be updated because the eligibility pevew has been started.







Bepartment of Comme Original Comments of Comments Of Comments of Comments



Funding for research provided by United States Department of Agriculture (USDA). USDA is an equal opportunity employer and provider.

Pollo Dotals Application Harmation	Inter-Activities Eligibility Devices Assignment	
POFILE DEWLS		CASE NOTES(0)
This customer has indicated that their contract in Colors on Difficuscy worker Taunit on APT270	enalise is esti queed. Plus The International and angles (Fri (1967) 🗘 Yay 🔎 Mgs. 6	
L Poin	Update-Parsword	
Hist Namo Poston	New the word *	
ad Name Marring	•	
mat Prove Mass Cantact Internation	CONTROL SYSTEM -	
tor Name Manning	Update	
Other Parkspani ID 6965		
HE Gate D/DWPONED	Update DFIS Hormation	
ini	10° X	
polication Salamilled 2015-2016	·	
ligibilly Fissikae Not Complete	DECISE.	
adgment FIC INVESTIGATION on	Update	
20-Agency Assignment		
Indexed Status Not I maked	Updale Gasterner Status	
D-1D-10-1		