

Contents

Overview	1
Purpose	1
Who Enters/Maintains Data	1
Access Customer Group	1
Add Customers.....	2

Overview

Purpose

The Groups tab in Illinois workNet allows users to track all case managed customers assigned to a group. Customers may be added to the group by adding basic information and then completing the program application in Illinois workNet. Other Impacted Individuals are entered by a different method and location.

Who Enters/Maintains Data

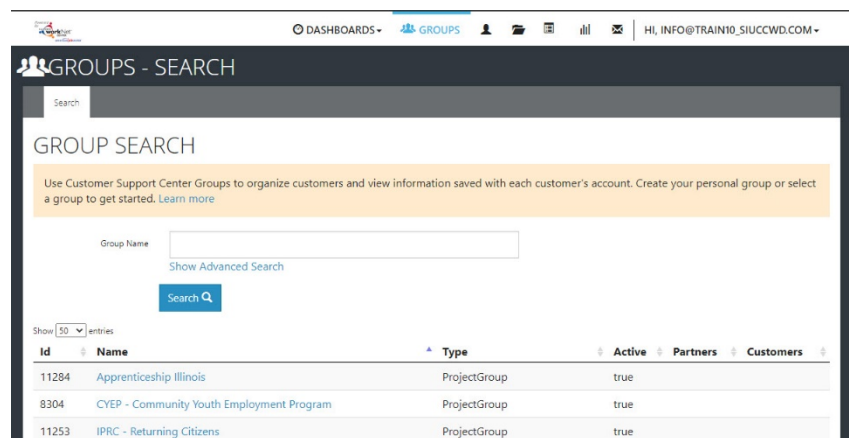
All Illinois workNet partners with access to Apprenticeship Illinois can view group members, provide customers the link to the application by adding customers in advance to the group.

You may direct potential participants to the public Apprenticeship Illinois program page for more information about apprenticeships. Link located here:

<https://www.illinoisworknet.com/ApprenticeshipIL/Pages/Apprentices.aspx>

Access Customer Group

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard**.
3. Select **Partner Tools**.
4. Select **Customer Support Center**.
5. Select **Groups** in the top menu.
6. Select **a group. Apprenticeship Illinois**



7. Search for a customer by entering:
 - a. Name
 - b. Illinois workNet Identification number (six digits)
 - c. Intermediary agency if user has access to multiple agencies
 - d. Program name
 - e. Advanced Search items:
 - i. Application Status
 - ii. Eligibility Determination Date
 - iii. Enrollment Status
 - iv. Customer Type
 - v. Co-Enrolled in IWDS
 - vi. 1st Career Plan Agreement Date
 - vii. Services
 - viii. Completion Status
 - ix. Placement Status
 - x. MSG Earned
 - xi. Credential Earned
 - xii. 30-day Review
 - xiii. Integrated Resource Team Contact

Search results can be exported to an Excel file by selecting the categories needed in the report.

workNet Id	Last Name	First Name	Intermediary	Eligibility Determination Date	Enrollment Status	Customer	1st Career Plan Agreement	Placement
14903	Futures	Building	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Placed
14935	Green	Dexter	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Not Placed
14946	Dumpty	Humpty	LWIA 15 Career Link	N/A	N/A	N/A	N/A	Not Placed
14917	Black	Jack	LWIA 15	N/A	N/A	N/A	N/A	Placed

8. If customer is found, click customer last name to open file.

Add Customers

Add case managed customers to the customer group by:

1. Log into Illinois workNet, select Customer Support Center from Partner Tools. Groups is the default landing page. Select Apprenticeship Illinois group.
2. Click **Add Customer** button.
 - a. Enter:
 - i. First Name
 - ii. Last Name
 - iii. Date of Birth
 - iv. Email / Confirm
 - v. Social Security Number (SSN) / Confirm
 - vi. Zip Code
 - b. Select **Search for existing customer**.

Search for existing customer

- c. Review results. Select an option:
 - i. Send customer link to the initial application.
 - ii. Complete initial application with customer.
 - iii. Add next customer.
- d. If Intermediary added more than one customer, to complete initial application with customer follow these steps:
 - i. Search **customer** from group.
 - ii. Select **Last Name**.
 - iii. From **Intake Review** tab (default landing), select **1. Customer submits initial online assessment**.
 - iv. Select **Complete Initial Application with Customer** OR if the customer has not yet completed the application **Send Customer Link to Initial Application** to resend the link.

Action Item	Result	Status
1. Customer submits initial online application.	Not Complete	Action Needed
2. Verify eligibility and enroll customer.	Not Complete	Action Needed
3. The customer was provided information that describes the features and how to access their career plan.	Not Complete	Action Needed

Selecting **Complete Initial Application with Customer** opens the Application. Follow the prompts and pages to complete all requested information. Submit the application.

After the customer completes the application, follow the directions for verifying eligibility.

Directions for customer to complete application without assistance.

<https://www.illinoisworknet.com/DownloadPrint/application%20guide%20App%20IL.pdf>