Purpose:

The Add Customer feature allows partner staff to enter offenders into the Illinois workNet system without requiring an email. The partner enters the required information into the system. That information is used to:

- Search for existing Illinois accounts. If an existing account is available, that account can be selected.
- Create a new account with a temporary password. If an existing account is not available, a username and temporary password will be created.
- Connect the customer to the appropriate Returning Citizen parent institution and partner staff.

The Add Customer button is available on the Returning Citizen Customer List.

Who Enters/Maintains Data

- Grantee/Provider staff access customer level information from the customer list view. The information is populated by the program related information that is in the Illinois workNet system.

Access Customer List View

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 Returning Citizens.

> **Shortcut Tip:**
>
> Go to Returning Citizens Partner Guide.
>
> Select the link for Returning Citizens Partner Tools.

Add Customers

1. Select the Add Customer button from the customer list..
2. Enter the required information.
   a) Parent Institution
   b) IDOC number
   c) Name
   d) Social Security Number - Not required at this point, but it is helpful in making a positive match in the system.
   e) Date of Birth
   f) Count of Commitment – You can select more than one county.
   g) Mandatory Supervised Release (MSR) Date
   h) County of MSR.
   i) Offenses – You can select more than one offense.
   j) Enrollment Date -
   NOTE - Use the offender search at the top of the screen if you are unsure about some offender information.
3. Select the Add Customer button. The system will check to see if it can match to an existing account.
   a) If the system matches and exiting account, select the account is it is an accurate match.
   b) If it is not an accurate match, have the system create a new account.

c) If there is no match, the system will create a new account.

4. Write down the username and password for the customer. When you or the customer logs in with this account, they will be prompted to update the password. NOTE – If you are logging in as the customer because they are not able to access the internet, make sure that you open the account in a different browser. Otherwise the system will get confused on who you are trying to log in as.

Offender Search: https://www2.illinois.gov/idoc/Offender/Pages/InmateSearch.aspx

Parent Institution *

    Kewanee Life Skills Re-entry Center   ▼

IDOC Number *

Confirm IDOC Number *

First Name *

Last Name *

Social Security Number (Format: XXX-XX-XXXX)

Social Security Number (Format: XXX-XX-XXXX)

Date of Birth *

County of Commitment *

Mandatory Supervised Release Date *

County of MSR

    Select   ▼

Offenses

Enrollment Date *

                                                        Add Customer   Close