

Purpose:

The customer list view provides a summary of customer level action items and progress related to:

- Intake
- IWDS Application Status
- Career Plan Status
- Mandatory Supervised Release (MSR) Date, LWIA, and LWIA Appointment Date

This view provides a link to the customer level information.

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**.

Search and Export Features

This view offers several different search features.

- The name field uses autofill. Start typing and a list of potential matches appears. Select the appropriate customer or hit enter to see the customers that meet the search criteria.
- Advanced Search uses customer status options that align with the dashboard.
- Advanced search also includes a search by customer workNet ID. When communicating with the workNet team about specific customers, please use the workNet ID rather than personally identifiable information (PII).
- Headers include a sort feature. Select the arrows next to the header to sort by the specific column.
- The last name is the link to the customer level information.
- Select the export button for an Excel file that includes the items checked for export.

DASHBOARDS ▾
 GROUPS

HI, INFO@TRAIN10_SIUCCWD.COM ▾

RETURNING CITIZENS

Customers

Name

IDOC Number

MSR Date Start

MSR Date End

Parent Institution

Kewanee Life Skills Re-entry Center
▾

Post Release LWIA

Select
▾

Advanced Search

Search
Export

Add Customer

Show entries

workNet Id	IDOC Id	Last Name	First Name	IDOC Office	Career Plan Status	IWDS Status	MSR Date	MSR LWIA	MSR Apt Date
26287	r451256	bob	billy	Kewanee Life Skills Re-entry Center	Started	N/A	5/15/2019	14	N/A
26350	456789456	Casper	Sam	Kewanee Life Skills Re-entry Center	Not Started	N/A	10/9/2019	23	N/A
26255	dfacfdafda	jones	ken	Kewanee	Not Started	N/A	9/4/2019	17	N/A

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. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.