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.
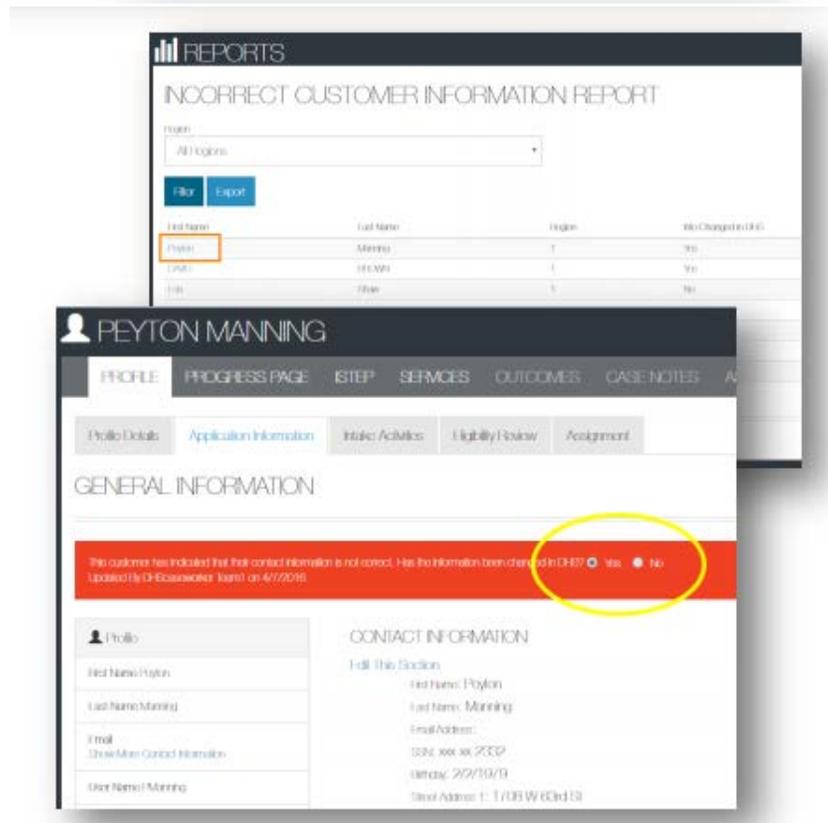
Profile Details

1. Navigate to a customer's profile.
2. Click Profile Tab.
3. The left column shows the basic customer information.
4. 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.
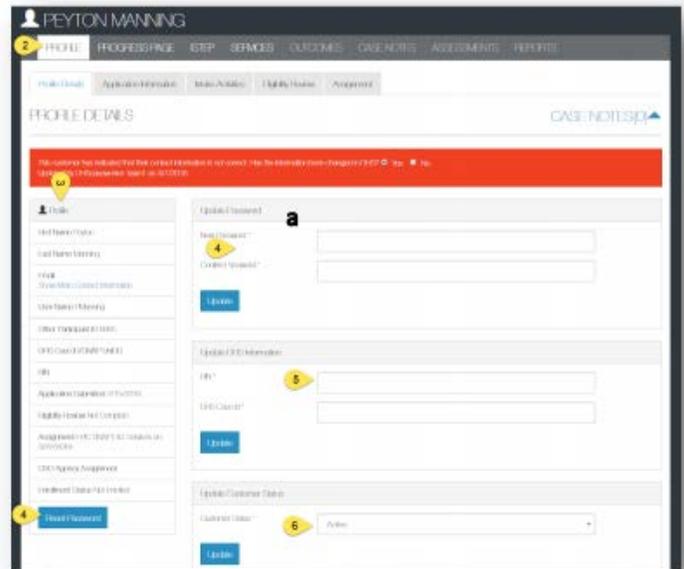
5. Update customer RIN and DHS Case. Click the Update Button.
6. Update Status of customer – Active, Suspended, or Declined to Participate. *Note: the Decline to Participate button will automatically change if certain items are clicked in other parts of the person's profile.*

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.*
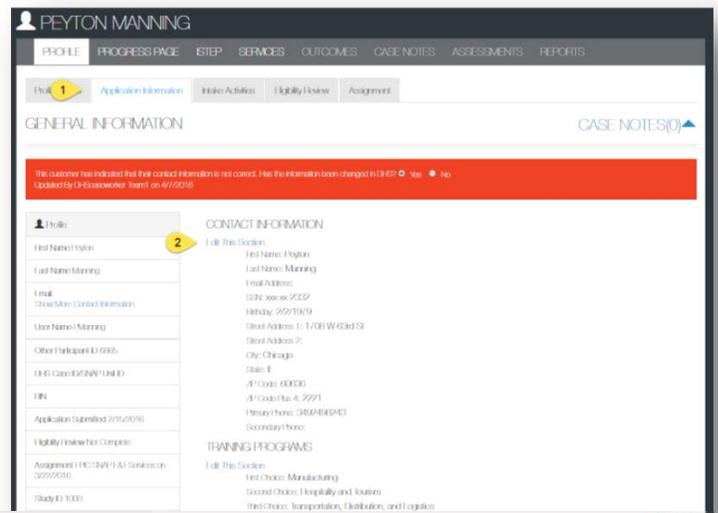
THE APPLICATION CAN NO LONGER BE UPDATED BECAUSE THE ELIGIBILITY REVIEW HAS BEEN STARTED.