



Overview

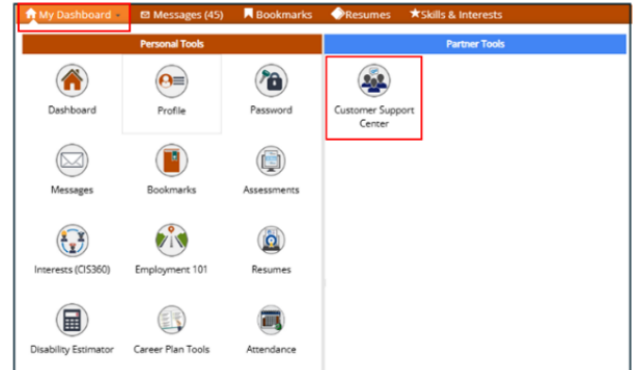
The customer profile tracks the customer's progress throughout the program.

Who Enters/Maintains Data

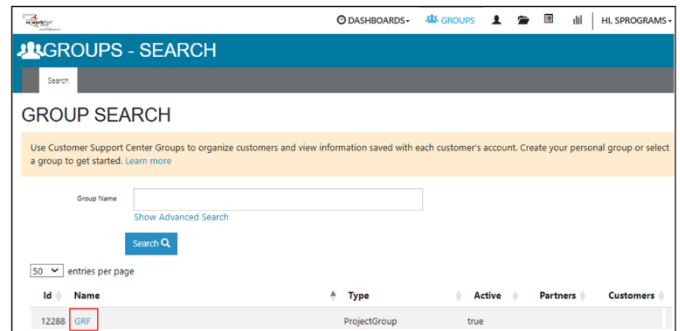
Grantee staff associated with an agency/program in the Illinois workNet system can view, add, and edit customers.

Access Customer Group

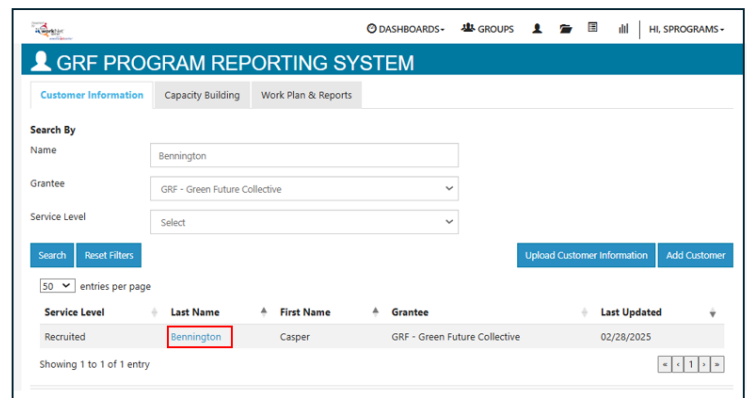
1. Log in to www.illinoisworknet.com
2. Select **My Dashboard**.
3. Select **Customer Support Center** in the Partner Tools.



5. Select **GRF** on the Group Search.



6. Search for the customer's last name on the Customer Information tab. Click on the **customer's last name** to open the customer progress page.

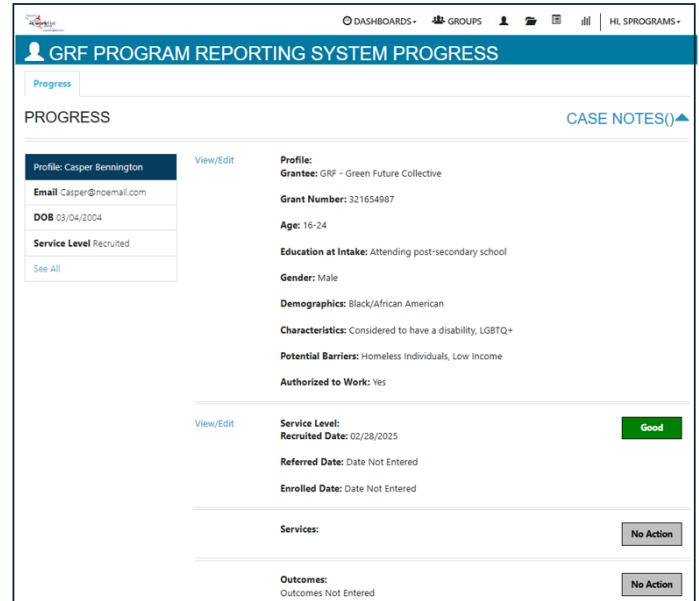


The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 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.



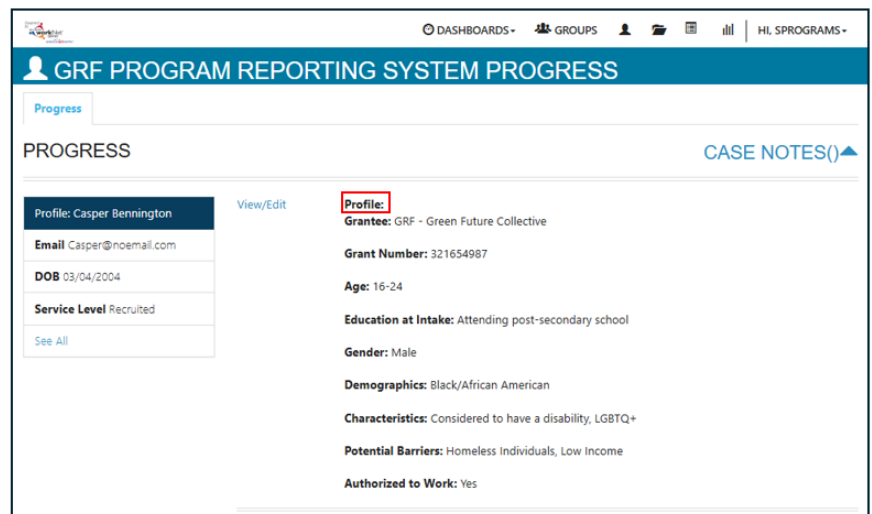
7. The customer profile has the following Progress sections:

- Profile
- Service Level
- Services
- Outcomes



8. The **Profile** section provides the following customer information:

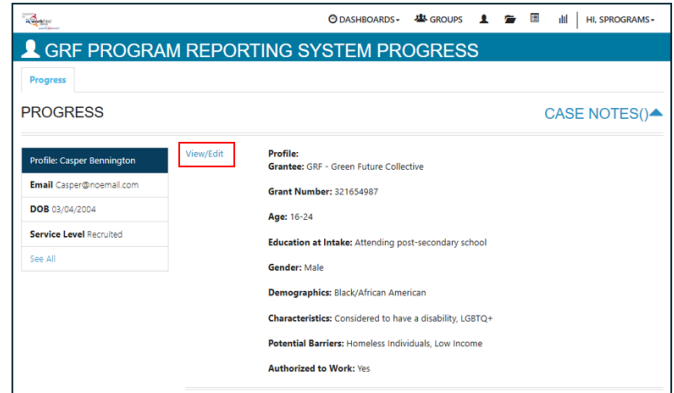
- Grantee name
- Grant Number
- Age
- Education at Intake
- Gender
- Demographics
- Characteristics
- Potential Barriers
- Authorized to Work



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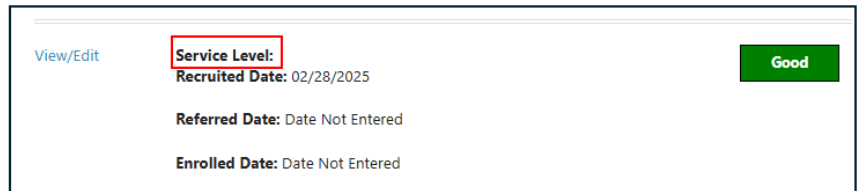


9. To update or edit the customer information, click the **View/Edit** button to open the customer information modal.



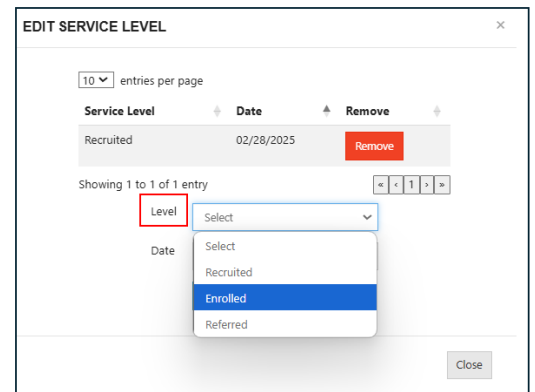
10. The **Service Level** section provides the following customer information:

- Recruited Date
- Referred Date
- Enrolled Date



11. To edit the Service Level, click **View/Edit**.

12. Select the **Level** and the date, and click Save.



13. The changes will be updated in the Service Level section.



14. To edit or Add Services to the Services section, click **View/Edit**.



15. To edit the Services, click **View/Edit**.



16. Select the box next to the service(s) that apply to the customer, enter the start date, and click **Save**.

17. The **services** that were selected will be displayed in the Services section.

18. To edit the Outcomes section, click **View/Edit**.

19. Complete the **Customer Outcomes**:

- End Date
- Employed full-time after program/activity completion
- Obtained a credential
 - If the customer earned a credential, select a credential from the dropdown menu.
- Participated in career exploration activities
- Retained in employment
- Increased Wages
- Promoted within their field
- Completed the program/activity
- Completed customer satisfaction survey for the program activity
 - If the customer completed the survey, select a rating from the dropdown menu.
- Add Notes
- Click Save Outcomes.



20. The **outcomes** that were selected will be displayed in the Outcomes section.

View/Edit	Outcomes: End Date: 03/03/2025	Good
	Employed full-time after program/activity completion	
	Obtained a credential: Certificate	
	Customer Satisfaction Rating: 5 - Very satisfied	