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Overview

The Provider Information section of the Customer Support Center helps grantees add, track, and follow items related to the grant and the agency. This area does not deal with customers.

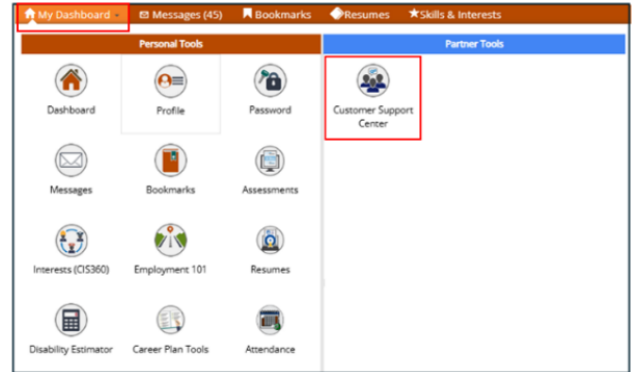
Who Enters/Maintains Data

User access depends on the grant parameters. Check your grant details to see what you have access to view or edit.

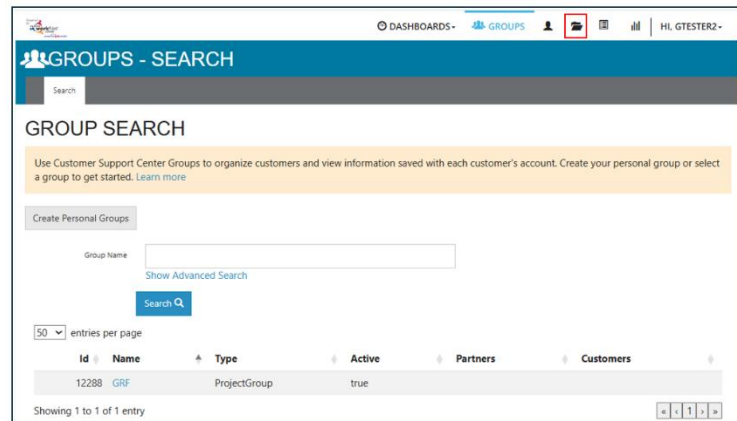


Access Provider Info

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

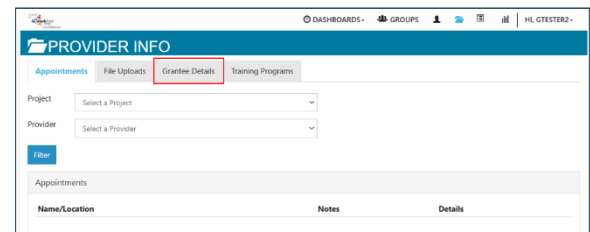


5. On the Group Search page, click the **Provider Info** icon (file folder) at the top.



Provider Info

The grant determines which tabs are visible. Click the **Grantee Details** tab.



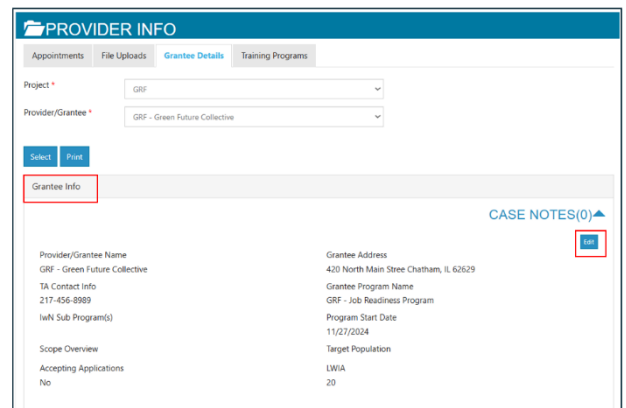
Grantee Details

This tab includes information related to an agency and its grant. All the columns in the tables are filterable by clicking the column header.

Grantee Info – This section includes details about the agency.

Regular partners can **edit**:

- Scope Overview
- Accepting Applications
- Address
- Grantee Program Name
- Program Start Date
- Target Population



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.



Provider Information – Setting up Grant Information

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- LWIA

Associated Grants

This is information related to the Grantee provider.

1. Select **Add Grant**
2. Enter **Grant Number**
3. Enter **Start Date**
4. Enter **End Date**
5. Enter **Grant Amount**
6. Click **Save**

Number	Start Date	End Date	Grant Amount	Scheduled Participants	Actual Enrollment	Sub-Program(s) /Categories	Action
321654987	10/1/2024	10/31/2025	\$500,000		0		Remove

Staff Completing Required Training – Not required at this time

Some grants require that staff have specific training. This is a spot to record that training has been completed. If documentation is required, upload verification to the File Uploads.

1. Select **Add Staff**

First Name	Middle Name	Last Name	Completed Date	Skill Name	Training Completed
No Staff Have Been Added					



Provider Information – Setting up Grant Information

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2. Enter **First Name**
3. Enter **Last Name**
4. Enter **Completed Date**
5. Check **Training Skill** completed
6. Click **Save**

Training Programs – Not required at this time

When **Edit Training Program Information** is clicked, the user is redirected to the **Training Programs** tab.

Locations – Not required at this time

These are locations related to the Grantee.

1. Click **Add Location**
2. Click **Add New Location**
3. The user is redirected to the [Illinois workNet Service Finder](#) page
4. Scroll down to the *What can we help you find?* section. **Search for** or click **Add or Edit Location** to get the new location added.

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What can we help you find?

Search for services using City, Zip, Keyword, and more.

Find service locations and referrals near you by searching by city or ZIP Code, keyword of help you need, or name of service.

Choose the type of location:

- Illinois workNet/American Jobs Center
- Illinois workNet/American Jobs Centers & Access Sites
- All WIOA Funded Locations Offering Services
- All Partners
- All Disability Resources (WIPAs)
- Special Programs

Choose how to search:

- City or ZIP Code
- County
- LWIA
- Title Only

City or ZIP:

Radius:

Instructors - *Not required at this time

1. Click **Add Instructor**
2. Enter **Provider Name**
3. Enter **Organization**
4. Enter **Address**
5. Enter **Type of Training**
6. Enter **Credentials**
7. Enter **Date Started with Organization**
8. Click **Save**

INSTRUCTORS

10 entries per page

Search:

Name	Type of Training Delivered	Credentials	With Organization Since	Organization
No data available in table				

Showing 0 to 0 of 0 entries

ADD/EDIT INSTRUCTOR

Provider Name *

Organization *

Address **

City **

State **

Zip *

Type of Training *

Credentials *

Date Started with Organization

Save Close

Worksites - *Not required at this time

These are worksites related to the Grantee program.

WORKSITES

10 entries per page

Search:

Employer	Worksite	Job Title	Job Type	Wages	Total Openings	Full Time Positions Filled	Part Time Positions Filled	Length
No data available in table								

Showing 0 to 0 of 0 entries

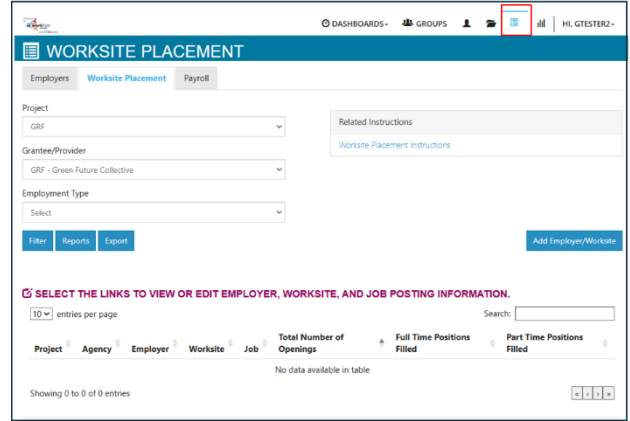
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1. Click Edit **Worksite Placement Information**
2. User is redirected to the **Worksite Placement** page and Worksite Placement tab to Add Employer/Worksite.



Services - *Not required at this time

These are services related to the Grantee program.

Filter through the **Service Types** to edit services.

