

January 2025 v7

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Purpose

The Customer Support Center (CSC) / User Management tool provides partners who have been granted access the ability to:

- Manage access to Customer Support Center tools for staff and/or other partner accounts.
- Access reports associated with their organization/site(s) and/or special projects.

Accessing the Customer Support Center (CSC) / User Management

- 1. Log into <u>Https://www.illinoisworknet.com</u>.
- 2. Select My Dashboard.
- 3. Select Customer Support Center from the Partner Tools.



4. On the Group Search page, select User Management from the tool bar at the top.

CROUPS - SEARCH Sant GROUP SEARCH Use Customer Support Center Groups to organize customers and view information: a group to get started. Learn more Stow Advanced Search	saved with each cust	tomer's account	. Create your p	ersonal group or select
GROUP SEARCH Use Customer Support Center Groups to organize customers and view information a group to get started. Learn more	saved with each cust	tomet's account	L Create your p	ersonal group or select
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Show Advanced Search				
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Id 🕴 Name 🔶 Type		Active	Partners	Customers
11284 Apprenticeship Illinois Project				





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Adding access to a user without an Illinois workNet account

- 1. Search the customer's name to check if the user exists in the system.
- 2. *OR* Select a Group from the dropdown list to check if the user displays in the search results.
- 3. Click Search to see who is on the list.
- 4. If the user is not found, select the Add Partner to Group blue button.
- 5. On the Add Partners modal, enter the required information in the boxes provided.
- 6. Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- Find the organization the partner should be assigned to. Hover to highlight the agency name and then click to select it.
- 8. When all organizations have been selected, click Search.
- 9. If an active account is not found, the system will display, No Account has been found with this information. Would you like to search non-active accounts? Click Search Non-Active Accounts.



ADD PARTNER		>
First Name *	Last Name *	
Sirth Date *	Phone Number *	Extension
Email •	ZIP Code *	
Organizations or Groups to Add Partner to*	Search	
	Search	Add Partner Close
Career Pathways - Youth Build McLean Coun		
CYEP - Austin Peoples Action Center		
CYEP - Austin Peoples Action Center Oswego East High School		
CYEP - Austin Peoples Action Center		

irst Name *	Last Name *	
Mandy	McCray	
inth Date *	Phone Number *	Extension
09/01/1972	2178529634	
nal *	ZIP Code *	
Mandy.McCray@goog.com	62568	
Ingenizations or Groups to Add Perfore to [*] × Apprenticeship Illinois - ABC Locatic to Account has been found with this informati Search Non-Active Accounts		ounts?

- 10. If no active or non-active account is found, the following message displays, *No Account has been found with this information Would you like to create one?* Click Yes.
- 11. Select Add Partner. This button will not work until you have selected yes to create an account.

irst Name *	Last Name *	
Mandy	McCray	
linth Date *	Phone Number*	Extension
09/01/1972	2178529634	
Email *	ZIP Code "	
MandyMcCray@google.com	62568	
Organizations or Groups to Add Partner to*		
× Apprenticeship Illinois - ABC Location	Search	
No Account has been found with this information. V	Vould you like to create one?	
Yes 🔿 No 🔿		



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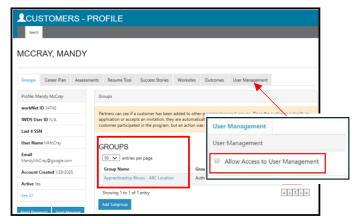
- 12. If the user manager is creating a new account, at the bottom of the modal, the User Name and Password will appear. Save this information for the user. A new Illinois workNet account has been created for the user. They will get an email notification to the email address that was entered if a new account was created.
- 13. Close the modal window by clicking Close.

Rist Name *	Last Name *	
Mandy	McCray	
Birth Date *	Phone Number *	Extension
09/01/1972	2178529634	
fmail*	ZIP Code *	
MandyMcCray@google.com	62568	
Organizations or Groups to Add Partner to*		
× Apprenticeship Illinois - ABC Location	Search	
A new account has been created for you. Please write	e down the account information below.	
User Name: MMcCray		
Password: McCray060172		

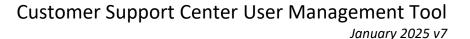
14. From the list of accounts for the Group, click on the user's last name.

		Related Inst			
Search					
		User Manag	ement Instructions		
Q Search Add Partner to Group					
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Apprentis V					
10 🗸 entries per page					
Last 🔶 First 🔶 Name Name Username	Group	Email	lwN ≬ Role LWIA [≬]	Add/Remove Partner	User Management
	Apprenticeship	MandyMcCray@google.com	Public 20	+ ×	No

15. On the user's profile, click on the Groups tab to check the agencies to which the user has access. Once the account is established, the account can manage other users by checking the box under the User Management tab in their profile. For example: If you are currently the primary person to add new partners to your agency, you may select another user from your group, and click on their last name, when the User Management tab shows, mark the box. This is only for staff members who would manage other staff members not participants.







Adding access to a user with an Illinois workNet account

- 1. Select Add Partner from the User Management tool.
- 2. On the Add Partner modal, enter the required information in the boxes provided.
- Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- 4. When all organizations have been selected, click Search.

First Name *	Last Name *	
Mandy	McFluff	
Birth Date *	Phone Number *	Extension
06/25/1978	3123123112	
Email *	ZIP Code *	
MandyMcFluff@gmail.com	62568	
Organizations or Groups to Add Partner to*		
× Apprenticeship Illinois - ABC Location	Search	

- 5. After clicking the Search button, if the user already has an account, verify that the account is correct.
- 6. IwN returns matches based on the search process:
 - a. 1^{st} by email, 2^{nd} by name and DOB, 3^{rd} by active accounts.
 - b. If no match is found in active accounts, the system will ask to Search Non-Active Accounts.
 - c. If an exact match is available, select Yes. Clicking NO closes the account.
 - d. If an exact match is not present, verify the information for the user that was returned.
 - e. If updates are needed submit a Help Request from the dropdown menu by your login name.
- 7. Verify if this is the correct account.
- 8. Select Add Partner.
- 9. If the user already exists in the group, a message will pop up that reads "Partner Already Exists in this Group", if not, the user will be added to the new group.

First Name *	Last Name *	
Mandy	McFluff	
Birth Date *	Phone Number *	Extension
06/25/1978	3123123112	
Email *	ZIP Code *	
MandyMcFluff@gmail.com	62568	
× Apprenticeship Illinois - ABC Location A match has been found based on the informatio User Name: Mandy78	n provided.	
A match has been found based on the informatio		
A match has been found based on the information User Name: Mandy78		
A match has been found based on the informatio User Name: Mandy78 Email: MandyMcFluff@gmail.com		
A match has been found based on the informatio User Name: Mandy78 Email: MandyMcFluff@gmail.com First Name: Mandy		





User account was found after searching

- 1. Select Add Partner to Group from the User Management tool.
- 2. On the Add Partner modal, complete the required fields.
- Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight the organization name and then click to select it.
- 4. When all organizations have been selected, click Search.
- 5. After clicking the Search button, if the user already has an account, verify that the account is correct.
- 6. IwN returns matches based on the search process:
 - a. 1st by email, 2nd by name and DOB, 3rd by active accounts.
 - b. If no match is found in active accounts, the system will ask to Search Non-Active Accounts.
 - c. If an exact match is available, select Yes. Clicking NO closes the account.
 - d. If an exact match is not present, the system will display, *An account has been found with this email address but some information does not match.*
 - e. Verify the account information that was returned for the user. Click Yes if it is the correct account. Clicking No closes the account.
 - f. Click Add Partner.
 - g. If updates are needed to the account, submit a Help Request.

ame			
Search		Related Instructions	
Jouren		User Management Instructions	
Q Search Add	Partner to Group		
lide Filters	runer to oroup		

ADD PARTNER		×
First Name *	Last Name *	
Ashley	Wrigly	
Birth Date *	Phone Number *	Extension
11/15/1997	313-414-5555	•
Email *	ZIP Code *	
Ashley@noemail.com	62677	
An account has been found with this email address but son User Name: AWrigley Email: Ashley@noemail.com	ne information does not match.	
First Name: Ashley		
Last Name: Wrigley		
Birthday: 11/15/1987		
Is this the correct account? Yes \bigcirc No \bigcirc		
	P	Add Partner Close



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Adding and removing user access

 Click the "x" icon, in the row with the partner's name, to remove a partner from a group.
 Click the "+" icon, in the row with the partner's name, to add a partner to a group.

💄 USER MANAGEMENT					
Name Ashley Wrigly Q. Search Hide Filters		Related Instructions			
Group Role Select V Select V 10 V entries per page		IwN		Add/Remove	User
Name Name Username O	Group Email			Partner	Management
	Apprenticeship Ashley Illinois - ABC Location	y@noemail.com Public Viewer	20	· ^	NO
Showing 1 to 1 of 1 entry					ж < 1 > »

3. Complete the Add Partner modal. Information from the user's profile will autofill into the modal. Complete the required fields along with any missing information.

4. Click inside the Organizations or Group(s) box to populate the list of organizations. Find the agency the partner should be assigned to. Hover to highlight the agency name and then click to select it.

5. Click Search. The results will show that some information does match if the information is missing from the partner account. If the account is correct, select Yes and continue.
6. Select Add Partner.

7. Verify information was properly added by clicking on the user's hyperlinked Last Name in the list.

11/15/1997 3134145555	First Name *	Last Name *	
11/15/1997 3134145555	Ashley	Wrigly	
11/15/1997 31/91/45055 tenal* 29 Code * Astiley@noemail.com 62677 Organizations or Groups to Add Partner to* Sourch M match has been found based on the information provided. Sourch User Name: Athley Remail: Ashley@noemail.com First Name: Ashley Last Name: Wrigly Birthday: 11/15/1997 Sourch	Birth Date *	Phone Number *	Extension
Athley@noemail.com 62677 Cryanitations or Groups to Add Petror to* Apprenticeship Illinois - Lakeland College Found A match has been found based on the information provided. User Name: AWrigley Email: Athley@noemail.com First Name: Ashley Last Name: Wrigly Birthday: 11/15/1997	11/15/1997	3134145555	
Cryanitations or Groups to Add Petror to" Apprenticeship Illinois - Lakeland College A match has been found based on the information provided. User Name: AWrigley Email: Ashley@noemail.com First Name: Ashley Last Name: Wrigly Birthday: 11/15/1997	Email *	ZIP Code *	
Image: Apprenticeship Illinois - Lakeland College Sourch A match has been found based on the information provided. User Name: AWrigley Email: Ashley@noemail.com First Name: Ashley Last Name: Wrigly Birthday: 11/15/1997	Ashley@noemail.com	62677	
Last Name: Wrigly		ion provided.	
Birthday: 11/15/1997	User Name: AWrigley	ion provided.	
	User Name: AWrigley Email: Ashley@noemail.com	ion provided.	
is this the correct account? Yes ● No ○	User Name: AWrigley Email: Ashley@noemail.com First Name: Ashley	ion provided.	
	User Name: AWrigley Email: Ashley@noemail.com First Name: Ashley Last Name: Wrigly	ion provided.	

8. Users who are inactive will have an info bubble by the "+" and "x" icons.

Jones John JJones4 Apprenticeship johnjones@noema Illinois - ABC Location	1234.com Public 5 🕂 🗙 No Viewer
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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.