General Revenue Funds (GRF)

Powered by Illinois workNet Center americanjobcenter

Customer Support Center User Management Tool

March 2025 v1

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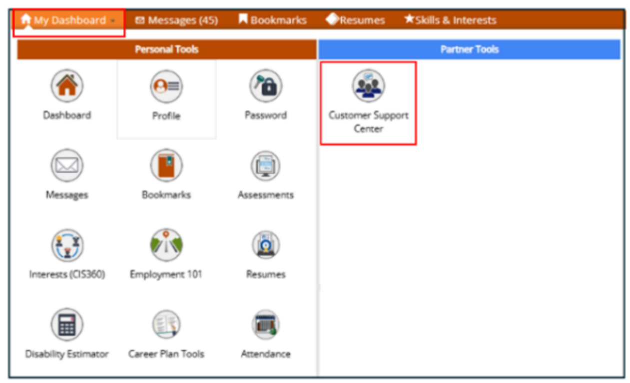
Purpose

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

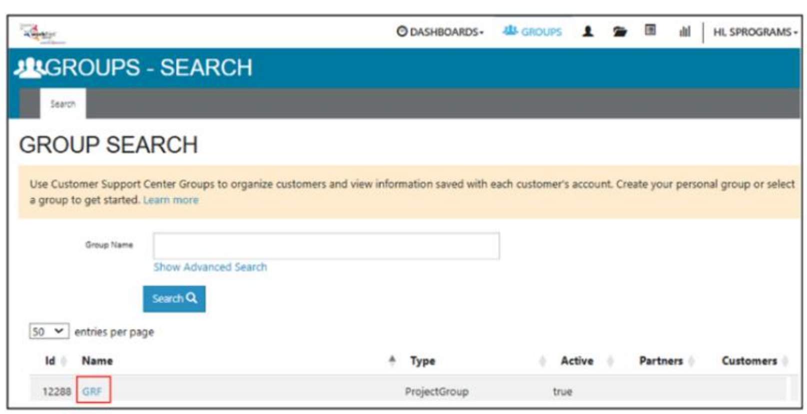
- Manage access to Customer Support Center tools for staff and/or other partner accounts.
- Access reports associated with their organization/site(s) and/or special projects.

Accessing the Customer Support Center (CSC) / User Management

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

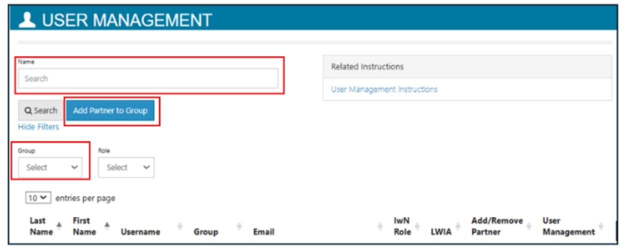


1. On the Group Search page, select User Management from the toolbar at the top.

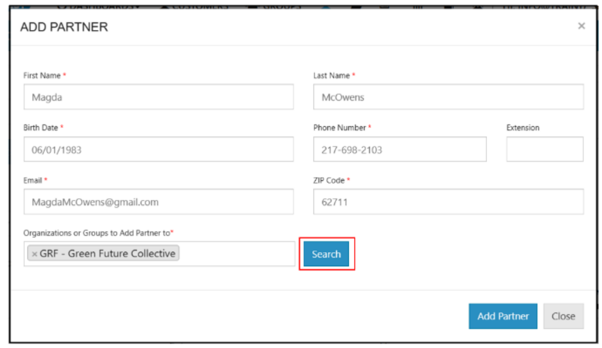


Adding access to a user without an Illinois workNet account

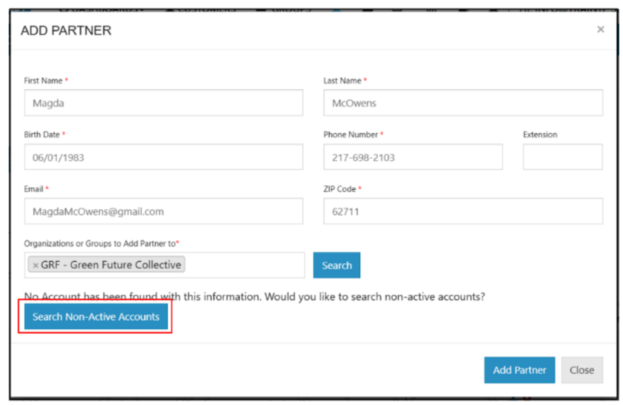
1. Search the customer's name to check if the user exists in the system.
2. *OR* Select a Group from the dropdown list to check if the user displays in the search results.
3. Click Search to see who is on the list.
4. If the user is not found, select the Add Partner to Group blue button.



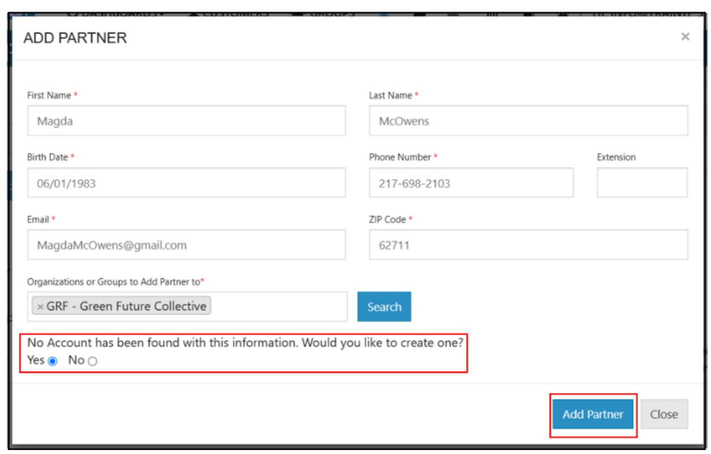
5. On the Add Partners modal, enter the required information in the boxes provided.
6. Click inside the Organizations or Group(s) to Add Partner to the box to populate the list of organizations.
7. Find the organization the partner should be assigned to. Hover to highlight the agency name and then click to select it.
8. When all organizations have been selected, click Search.



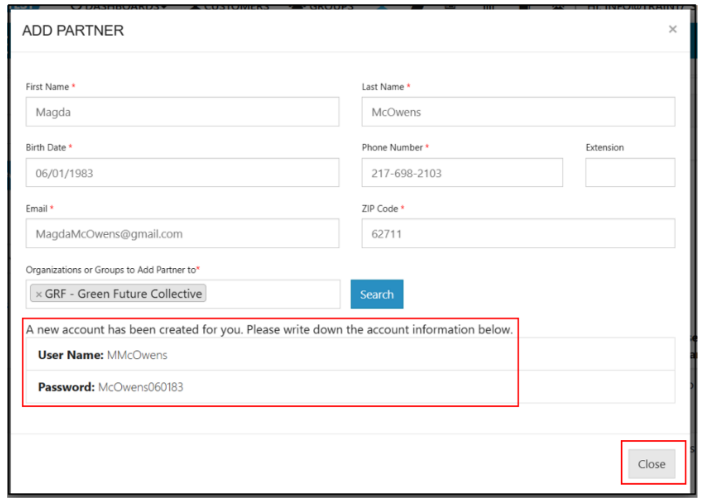
9. If an active account is not found, the system will display, *No Account has been found with this information. Would you like to search non-active accounts?* Click Search Non-Active Accounts.



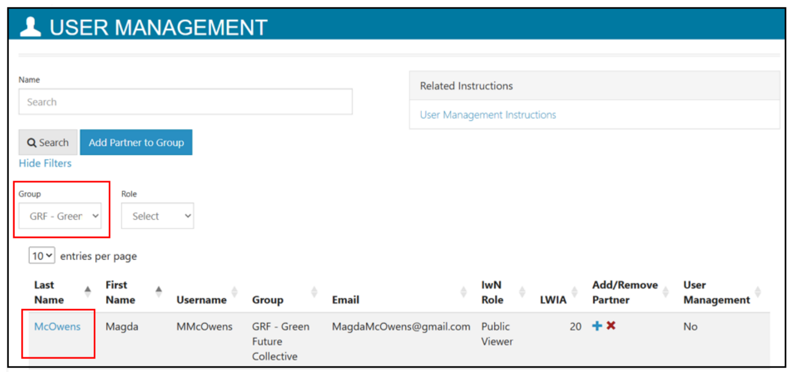
10. If no active or non-active account is found, the following message displays, *No Account has been found with this information Would you like to create one?* Click Yes.
11. Select Add Partner. This button will not work until you have selected yes to create an account.



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.

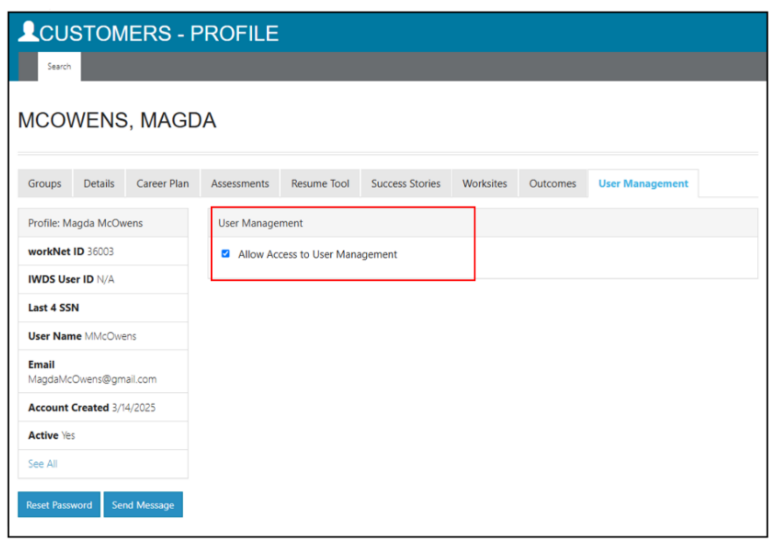


14. From the list of accounts for the Group, click on the user's last name.



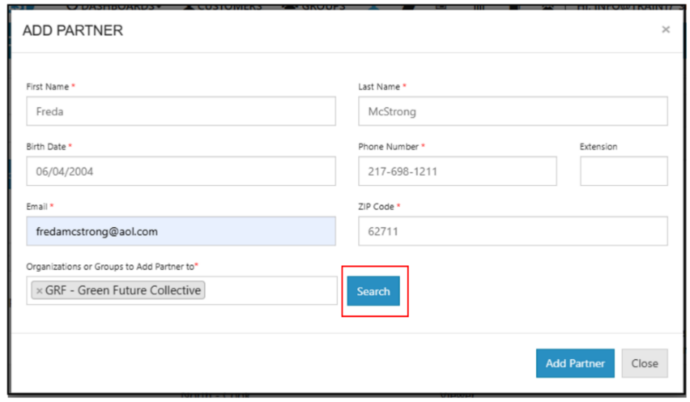
Providing User Management Access

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 holder 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 manage other staff members, not participants.*

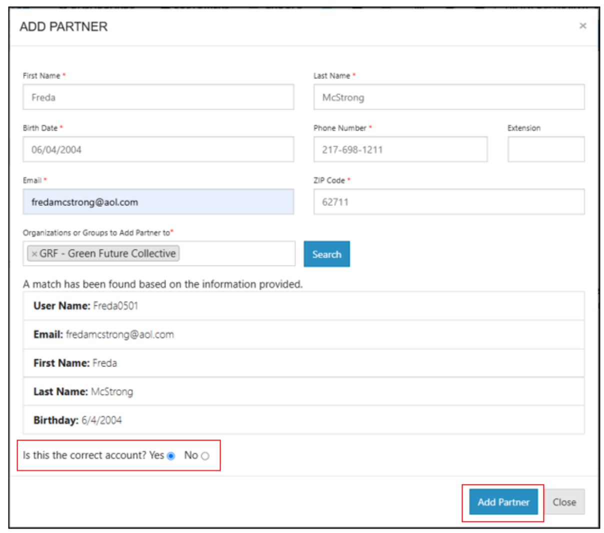


Adding access to a user with an Illinois workNet account

1. Select Add Partner from the User Management tool.
2. On the Add Partner modal, enter the required information in the boxes provided.
3. 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.

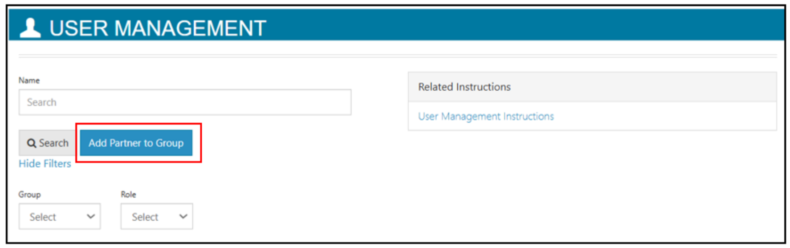


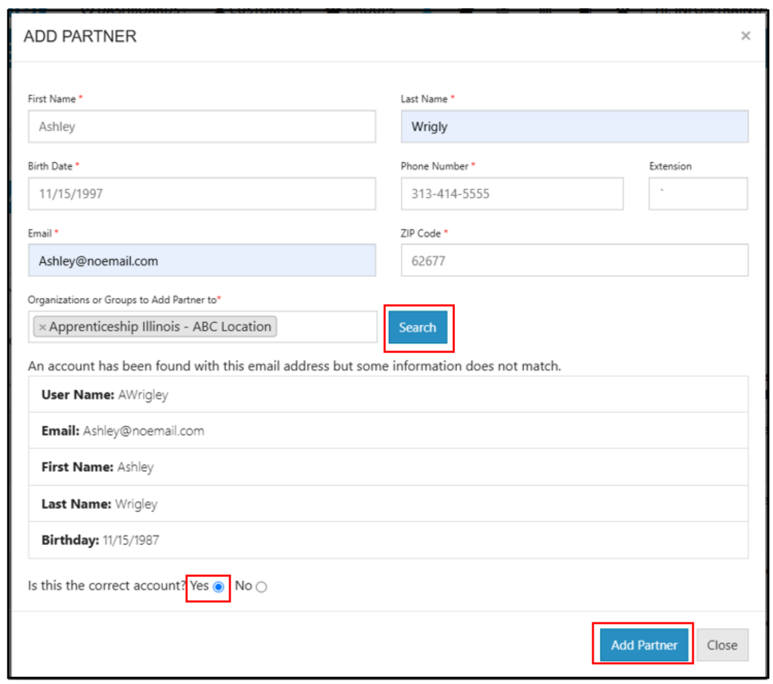
5. After clicking the Search button, if the user already has an account, verify that the account is correct.
6. IwN returns matches based on the search process:
   a. 1st by email, 2nd by name and DOB, 3rd by active accounts.
   b. If no match is found in active accounts, the system will ask to Search 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, 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.



User account was found after searching but some does not match

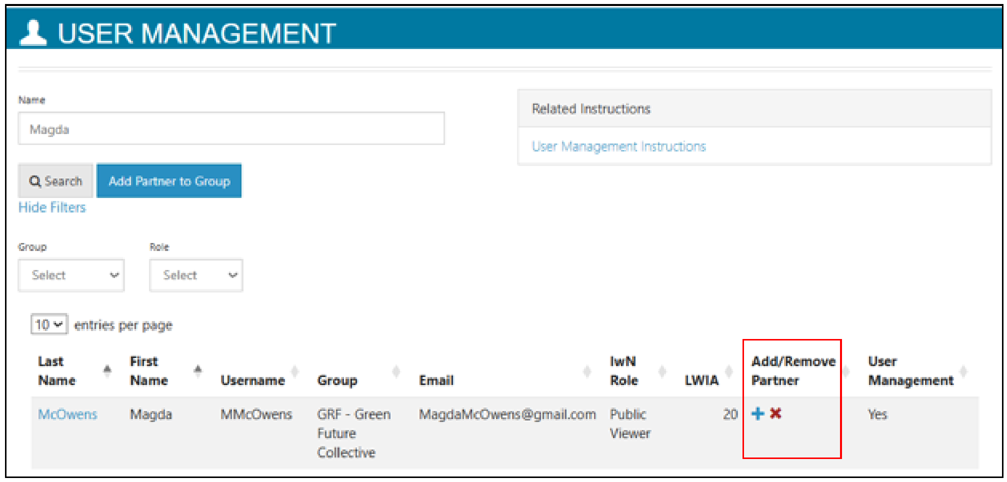
1. Select Add Partner to Group from the User Management tool.
2. On the Add Partner modal, complete the required fields.
3. Click inside the Organizations or Group(s) to Add Partner to box to populate the list of organizations. Find the organization the partner should be assigned to. Hover to highlight 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.



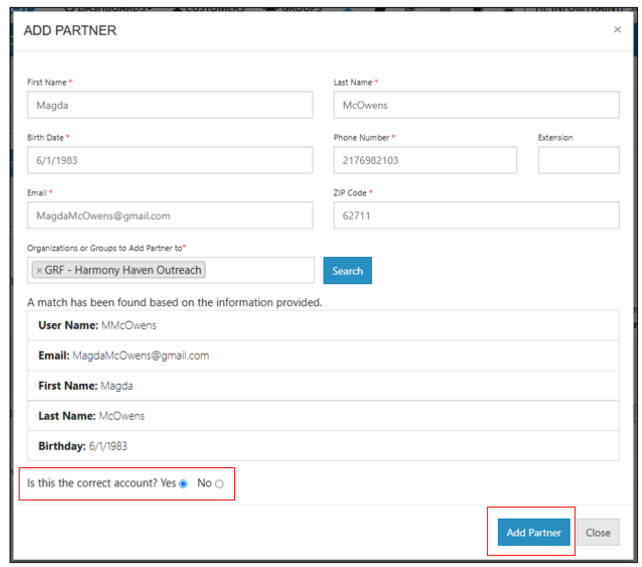


Adding and removing user access

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



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



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