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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.



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

Address .	🛇 DASHBOARDS- 🥼 GROUPS 💄 🖀 💷 III   HL SPROGRA
GROUPS - SEARCH	4
Search	
GROUP SEARCH	
Use Customer Support Center Groups to org a group to get started. Learn more	anize customers and view information saved with each customer's account. Create your personal group or se
Group Name Show Advanced Se Search Q	arch
50 💙 entries per page	
50 v entries per page	* Type  Active  Partners Customers

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.





#### Customer Support Center User Management Tool March 2025 v1

## 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.
- 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.

ane	Related Instructions
Search	User Management Instructions
Q Search Add Partner to Group	
Select V	

First Name *	Last Name *	
Magda	McOwens	
Birth Date *	Phone Number *	Extension
06/01/1983	217-698-2103	
Email *	ZIP Code *	
MagdaMcOwens@gmail.com	62711	
Organizations or Groups to Add Partner to*		
× GRF - Green Future Collective	Search	

Magda	McOwens	
Birth Date *	Phone Number *	Extension
06/01/1983	217-698-2103	
Email *	ZIP Code *	
MagdaMcOwens@gmail.com	62711	
Organizations or Groups to Add Partner to*		
× GRF - Green Future Collective	Search	
Irganizations or Groups to Add Partner to*	Search	

ADD PARTNER		×
First Name *	Last Name *	
Magda	McOwens	
Birth Date *	Phone Number *	Extension
06/01/1983	217-698-2103	
Email *	ZIP Code *	
MagdaMcOwens@gmail.com	62711	
Organizations or Groups to Add Partner to*		
× GRF - Green Future Collective	Search	
No Account has been found with this information Yes $\ensuremath{\mathfrak{S}}$ No $\bigcirc$	on. Would you like to create one?	
		Add Partner Close

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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.

First Name *	Last Name *	
Magda	McOwens	
Birth Date *	Phone Number *	Extension
06/01/1983	217-698-2103	
Email *	ZIP Code *	
MagdaMcOwens@gmail.com	62711	
Organizations or Groups to Add Partner to*		
$\times{\rm GRF}$ - Green Future Collective	Search	
A new account has been created for you. Please	write down the account information below.	
User Name: MMcOwens		
Password: McOwens060183		

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

lame	Rel	ated Instructions			
Search	Use	r Management Inst	ructions		
Q Search Add Partner to Group					
ide Filters					
GRF - Greer V Role Select V					
10 v entries per page					
Last First A Name Name Username Group	¢ Email	≬ lwN Role	LWIA	Add/Remove Partner	User Management
McOwens Magda MMcOwens GRF - Gree Future	en MagdaMcOwens@gn	ail.com Public Viewer	20	+ ×	No

#### **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.

LCU	STOM	ERS - F	ROFILE						
Search	,								
MCO	WENS,	MAGD	A						
Groups	Details	Career Plan	Assessments	Resume Tool	Success Stories	Worksites	Outcomes	User Management	
Profile: N	lagda McOwe	ns	User Manage	ment					
workNet	ID 36003		Allow Acc	ess to User Mana	agement				
IWDS Us	er ID N/A								
Last 4 SS	5N								
User Nar	me MMcOwen	s							
Email MagdaMo	:Owens@gmai	il.com							
Account	Created 3/14/	/2025							
Active Ye	HS .								
See All									
Reset Pass	sword Send	l Message							

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.



## 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.

ADD PARTNER		×
First Name * Freda	Last Name * McStrong	
Birth Date * 06/04/2004	Phone Number * 217-698-1211	Extension
Email * fredamcstrong@aol.com	ZIP Code * 62711	
Organizations or Groups to Add Partner to*	Search	
		Add Partner Close

- 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<sup>st</sup> by email, 2<sup>nd</sup> by name and DOB, 3<sup>rd</sup> 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.

	Last Name *	
Freda	McStrong	
Sirth Date *	Phone Number *	Extension
06/04/2004	217-698-1211	
imail *	ZIP Code *	
fredamcstrong@aol.com	62711	
User Name: Freda0501		
Oser Name. Fredadson		
Email: regaricstrong@au.com		
First Name: Freda		
Last Name: McStrong		
Last Name: McStrong Birthday: 6/4/2004		





## 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.
- 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. 1<sup>st</sup> by email, 2<sup>nd</sup> by name and DOB, 3<sup>rd</sup> 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.

me		Related Instructions	
Search		User Management Instructions	
Q Search Add Partner to Group	p		
ide Filters			

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 sor User Name: AWrigley	ne information does not match.	
Email: Ashley@noemail.com		
First Name: Ashley		
Last Name: Wrigley		
Birthday: 11/15/1987		
Is this the correct account? Yes $\odot$ No $\bigcirc$		
		Add Partner Close





## 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.

LUSER MANAGEMENT	
Name	Related Instructions
	User Management Instructions
Q Search Add Partner to Group Hide Filters	
Group Role Select V Select V	
10 v entries per page	
Last First Auron Email	IwN Add/Remove User Role LWIA Partner Management
McOwens Magda MMcOwens GRF - Green MagdaMcOwe Future Collective	ns@gmail.com Public 20 + × Yes Viewer

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.

ADD PARTNER		
First Name *	Last Name *	
Magda	McOwens	
Birth Date *	Phone Number *	Extension
6/1/1983	2176982103	
Email *	ZIP Code *	
MagdaMcOwens@gmail.com	62711	
User Name: MMcOwens		
Email: MagdaMcOwens@gmail.com		
Last Name: McOwens		
Birthday: 6/1/1983		
Is this the correct account? Yes  No		

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

McOwens Magda MMcOwens	GRF - Green MagdaMcOwens@gmail.com Future Collective	Public 20 + X 🕄 Yes Viewer
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