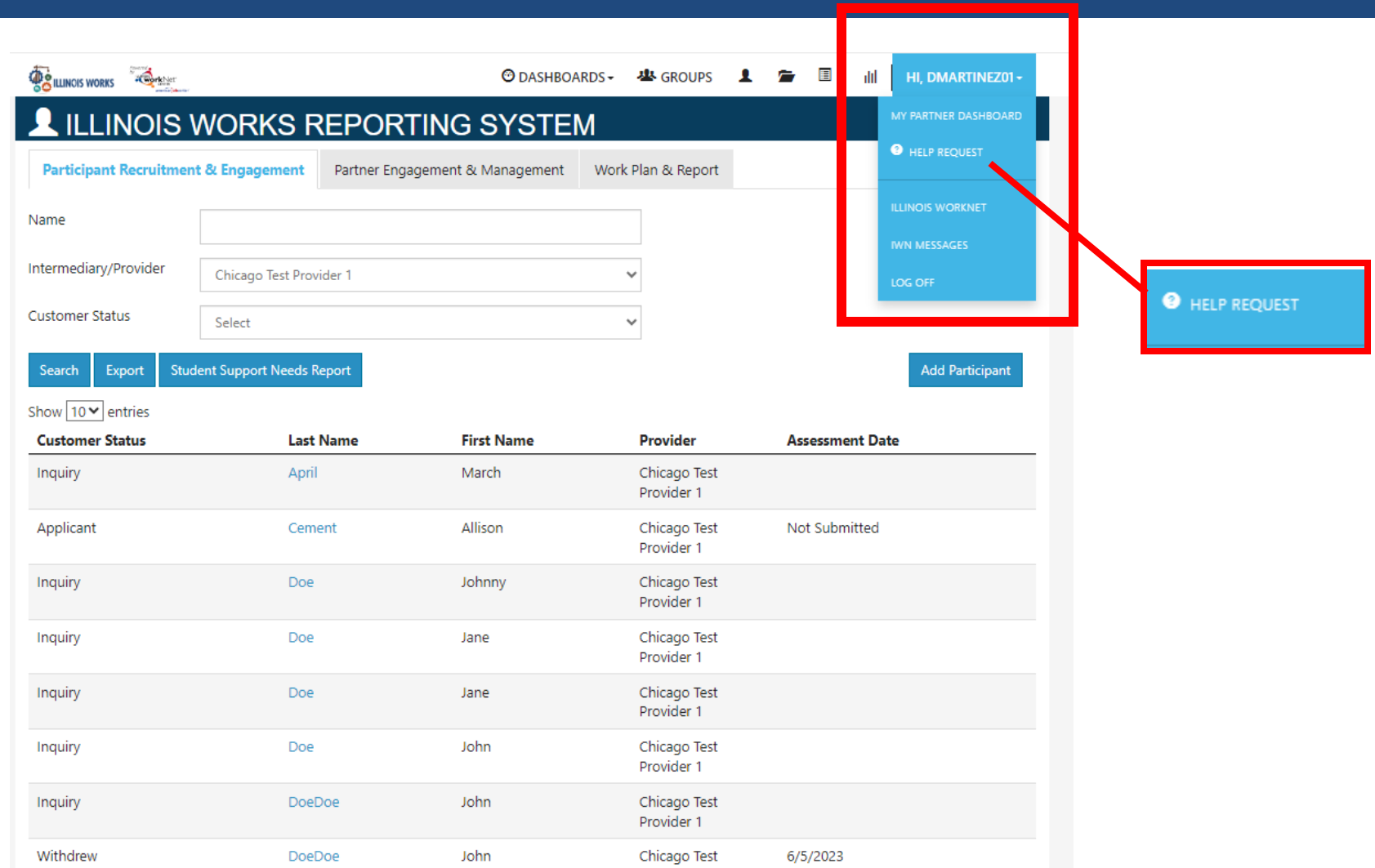




# Help Desk: Help Request

ILLINOIS WORKS REPORTING SYSTEM

Participant Recruitment & Engagement | Partner Engagement & Management | Work Plan & Report

Name:

Intermediary/Provider:

Customer Status:

Buttons: Search, Export, Student Support Needs Report, Add Participant

Show 10 entries

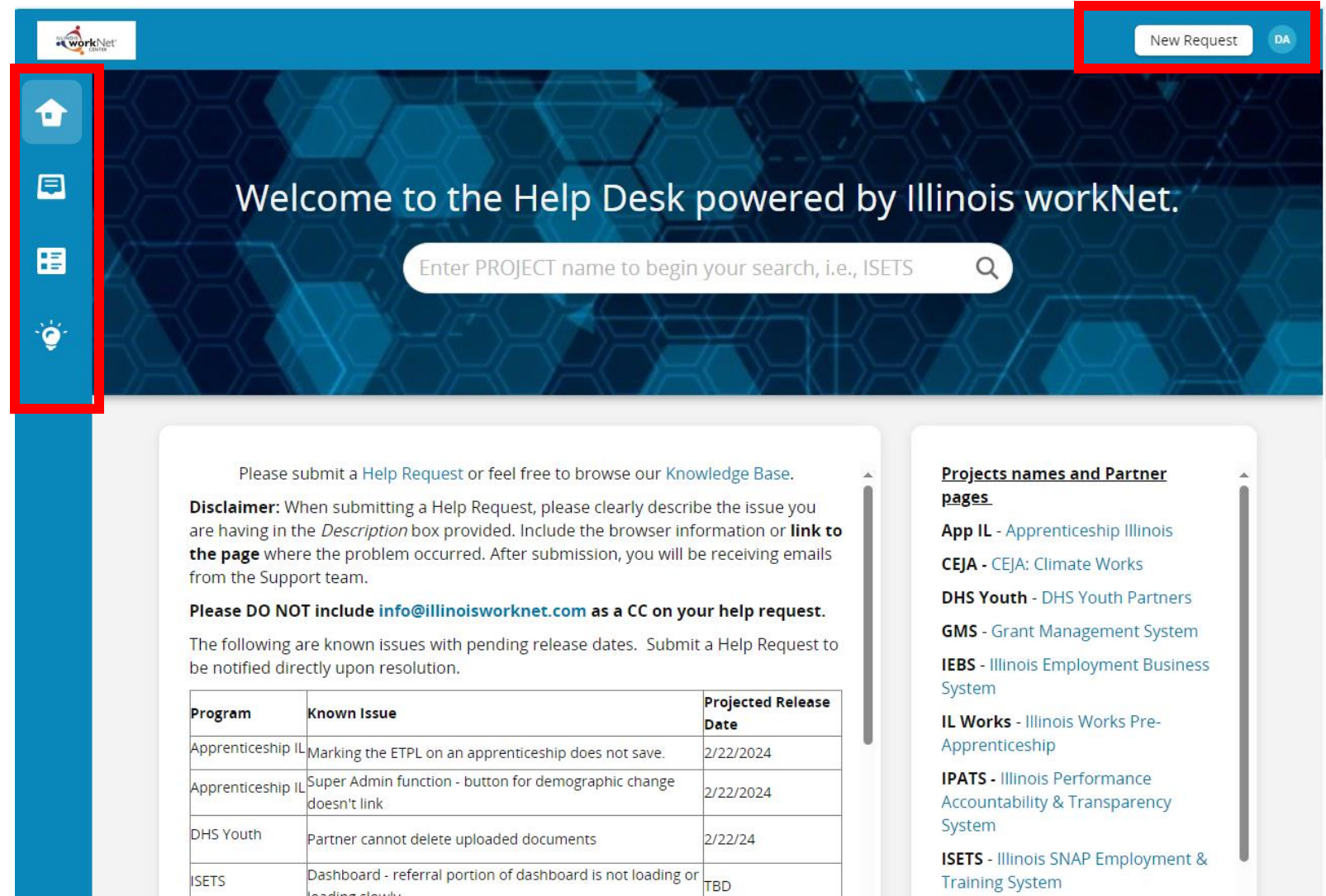
Customer Status	Last Name	First Name	Provider	Assessment Date
Inquiry	April	March	Chicago Test Provider 1	
Applicant	Cement	Allison	Chicago Test Provider 1	Not Submitted
Inquiry	Doe	Johnny	Chicago Test Provider 1	
Inquiry	Doe	Jane	Chicago Test Provider 1	
Inquiry	Doe	Jane	Chicago Test Provider 1	
Inquiry	Doe	John	Chicago Test Provider 1	
Inquiry	DoeDoe	John	Chicago Test Provider 1	
Withdraw	DoeDoe	John	Chicago Test Provider 1	6/5/2023

User Menu (highlighted): HI, DMARTINEZ01, MY PARTNER DASHBOARD, HELP REQUEST, ILLINOIS WORKNET, IWN MESSAGES, LOG OFF

External Button (highlighted): HELP REQUEST



# Help Desk powered by Illinois workNet

workNet logo

New Request DA

## Welcome to the Help Desk powered by Illinois workNet.

Enter PROJECT name to begin your search, i.e., ISETS

Please submit a [Help Request](#) or feel free to browse our [Knowledge Base](#).

**Disclaimer:** When submitting a Help Request, please clearly describe the issue you are having in the *Description* box provided. Include the browser information or **link to the page** where the problem occurred. After submission, you will be receiving emails from the Support team.

**Please DO NOT include [info@illinoisworknet.com](mailto:info@illinoisworknet.com) as a CC on your help request.**

The following are known issues with pending release dates. Submit a Help Request to be notified directly upon resolution.

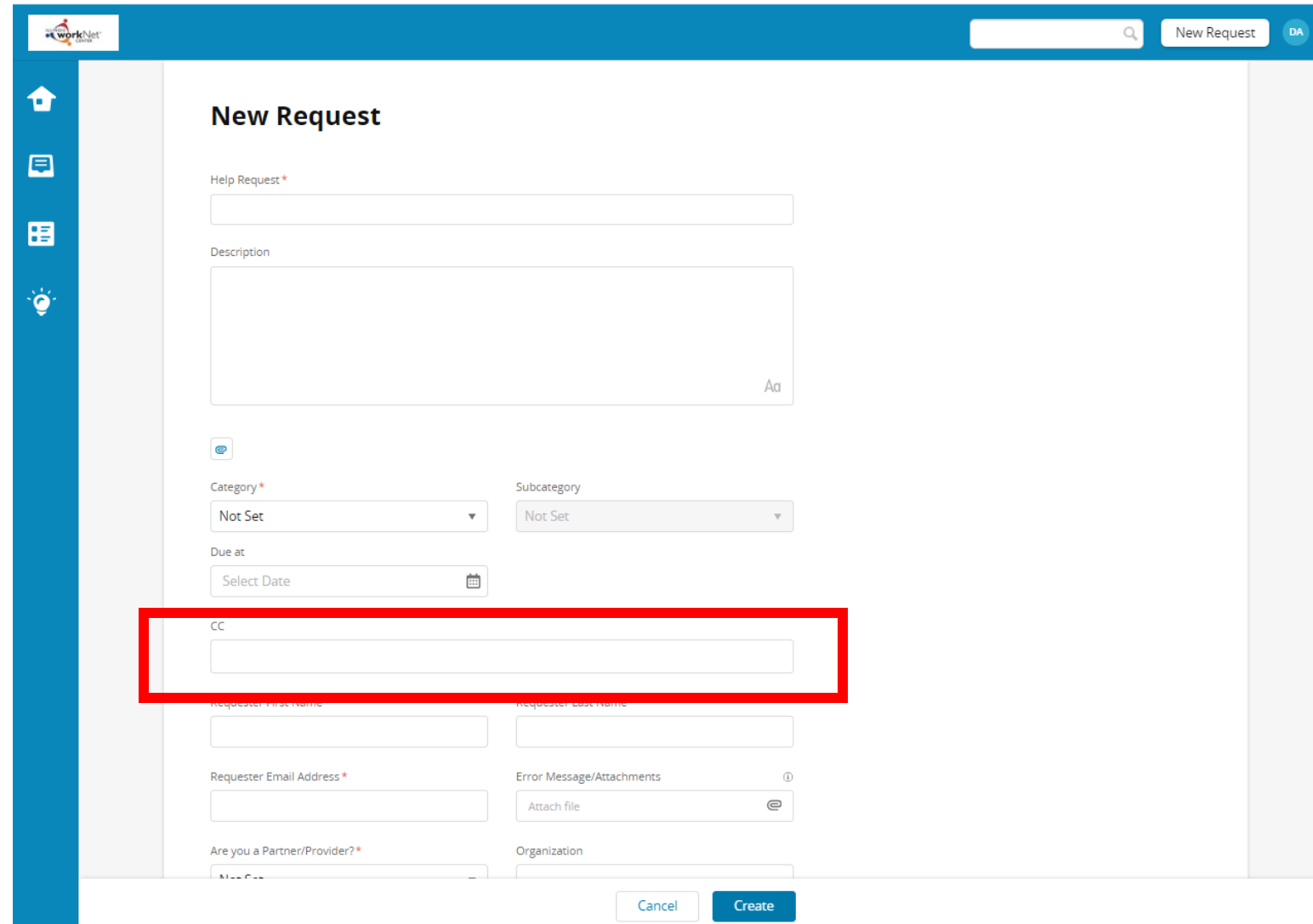
Program	Known Issue	Projected Release Date
Apprenticeship IL	Marking the ETPL on an apprenticeship does not save.	2/22/2024
Apprenticeship IL	Super Admin function - button for demographic change doesn't link	2/22/2024
DHS Youth	Partner cannot delete uploaded documents	2/22/24
ISETS	Dashboard - referral portion of dashboard is not loading or loading slowly	TBD

**Projects names and Partner pages**

- App IL - Apprenticeship Illinois
- CEJA - CEJA: Climate Works
- DHS Youth - DHS Youth Partners
- GMS - Grant Management System
- IEBS - Illinois Employment Business System
- IL Works - Illinois Works Pre-Apprenticeship
- IPATS - Illinois Performance Accountability & Transparency System
- ISETS - Illinois SNAP Employment & Training System



# Help Desk: New Requests



**workNet**

### New Request

Help Request \*

Description

Category \*  Subcategory

Due at

**CC**

Requester First Name  Requester Last Name

Requester Email Address \*  Error Message/Attachments

Are you a Partner/Provider? \*  Organization



# Help Desk: Existing Requests



workNet							
						New Request <span>DA</span>	
2005	Resolved	Verification radio buttons do not match export report	Illinois Works Pre-Apprenticeship	Program Completion/Follow-Up	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
2004	Resolved	Completion Verification not displaying on Export	Illinois Works Pre-Apprenticeship	Program Completion/Follow-Up	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
1979	Resolved	Add Active Tracking unavailable unless transition document is uploaded	Illinois Works Pre-Apprenticeship	Program Completion/Follow-Up	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
1978	Resolved	Delete first interview entry	Illinois Works Pre-Apprenticeship	Data Correction	<span>DG</span> David Garvey	<span>LI</span>	
1974	Resolved	Verification displaying on report without being triggered	Illinois Works Pre-Apprenticeship	Program Completion/Follow-Up	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
1970	Resolved	Wrap-Around Service Assessment changes	Illinois Works Pre-Apprenticeship	Intake (Application/Interview Sheets or Scores, Wrap-around assessment, Career Assessment)	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
1945	Resolved		Illinois Works Pre-Apprenticeship	Program Completion/Follow-Up	<span>DG</span> David Garvey	<span>DI</span>	
1916	Awaiting Programmer Input	Allow multiple Wrap-around service assessment submissions	Illinois Works Pre-Apprenticeship	Intake (Application/Interview Sheets or Scores, Wrap-around assessment, Career Assessment)	<span>DG</span> David Garvey	<span>CH</span> christine.flynn@illinois...	
1851	Resolved	no longer complete	Illinois Works Pre-Apprenticeship	Intake (Application/Interview Sheets or Scores, Wrap-around assessment, Career Assessment)	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	
1844	Resolved	Cohort 3 training contains a non-training service.	Illinois Works Pre-Apprenticeship	Provider Info (Grantee Details/Training Programs/Services)	<span>DG</span> David Garvey	<span>DA</span> dan.j.martinez@illinois...	

