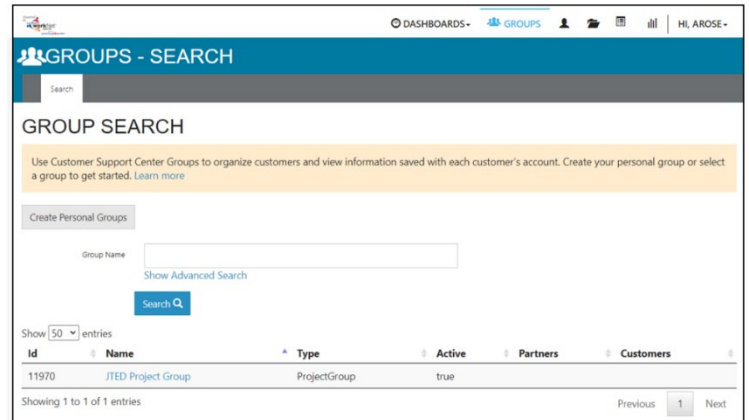## Overview
The Groups tab allows users to search and filter, sort, and add customers.

Access Customer Group
1. Log into www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Customer Support Center/IWIS in the partner tools section.
4. Select Groups from the top menu.
5. Select JTED Project Group.

Search and Filter Customers

To search for a customer, provide the basic search information:
- Type in the customer's first or last name
- Select Program
- Select Intermediary/Provider
- Click Search
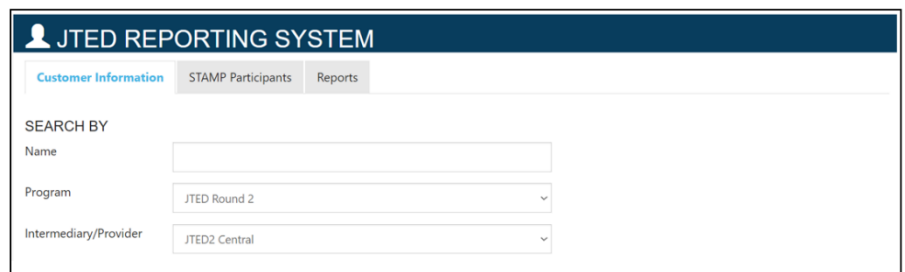
If more information is needed to search for a customer, use **Advanced Search**.

Click Advanced Search to open the filters:
- Select Calendar Report Year
- Select Reporting Month/Quarter
- Select Enrollment Type
- Select Customer Type
- Select Service Name
- Select Credential Earned
- Select Performance
- Select Completion Reason
- Click Search
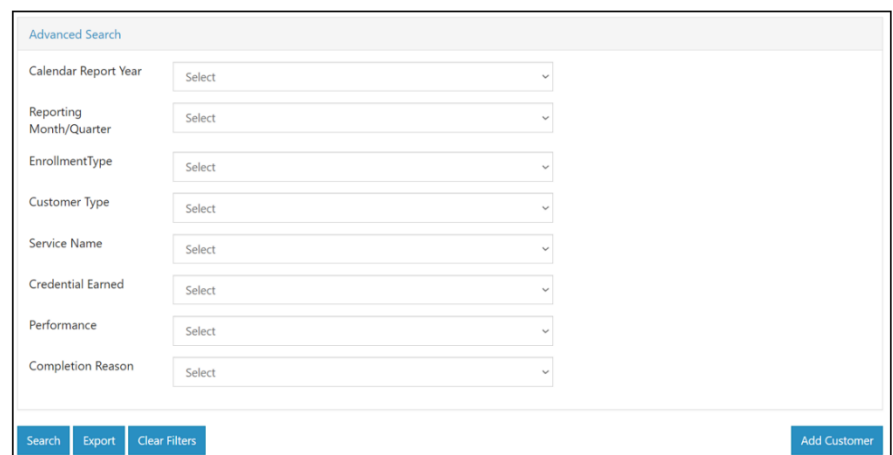
- If the customer is found, click the customer's last name to open the file.
- If a new search is needed, click Clear Filters.
- Search results can be exported to an Excel file by clicking the Export button and selecting the categories needed in the report.

Sort Customers

To sort customers, click the arrows at the top of each column.

- IwN ID
- Last Name
- First Name
- Program
- Enrollment Customer Status
- Employment/Post Secondary Status
- Last Updated

IwN ID	Last Name	First Name	Program	Training Program	Enrollment Customer Status	Employment/Post secondary Status	Last Updated
32127	Algebra	David	JTED Round 2	N/A	Complete	Not Placed	09/23/2024

Add a Customer

To add a customer, click the Add Customer button.

The following information is needed to be completed:

- *First Name
- *Last Name
- *Date of Birth
- *Email
- *Confirm Email
- SSN
- Confirm SSN
- Intermediary
- *Program
- *Zip Code
- Click Search For Existing Applicants

The system will check to see if the customer has an existing Illinois workNet account based on their name, email address, and SSN.

If there is one or more potential matches but not an exact match, the system will prompt the user to contact the Illinois workNet team to resolve the issue.

If there is no match, the system will create a new Illinois workNet account. Note the new account username and password. Provide the customer with their login credentials. When they log in, they will be prompted to update their password.

Select an option:
- Send a link to the application to the customer.
- Complete initial application with customer.
- Add next customer.

ADD APPLICANT ×

IWN ACCOUNT STATUS

Username: EMatarin

Password: Matarin090205

Status: New Account Created

Send Initial Application to Applicant

Complete Initial Application With Applicant

Add Next Applicant