

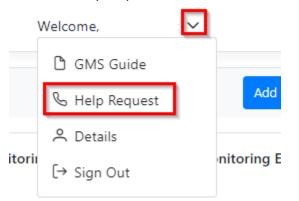


Requesting Support Assistance

Submitting a Help Request

To submit a Help Request:

1. In the upper right corner of the application, click on the down arrow next to Welcome [Your Name] and choose Help Request.



- 2. The Help Request link will take you to the Help Desk.
- 3. Search the knowledge base for information regarding the issue you are having.

- Cort		New Request
	Return to Illinois workNet	×
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	Welcome to the Help Desk powered by Illinois workNet.	
÷ġ.	Enter PROJECT name to begin your search, i.e., ISETS Q	
N	2570259752525252525252525	
	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 as a CC on your help request. EBS - Illinois Employment Business System IL Works - Illinois Works Pre-Apprenticeship	
2	IPATS - Illinois Performance Accountability & Transparency System How does my Organization become a WIOA Certified Provider? ISETS - Illinois SNAP Employment & Training System	
	© 9 ∰ 0 @ 0 INTS - Incumbent Worker Tracking	

TIP: Typing GMS in the search box will provide a list of current support documents.

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program.

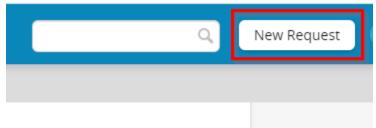
Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

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.



4. If there is not a search document for the issue, click on <u>New Request in the top right corner.</u>



5. A New Request window will open.

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		New Request	
Ē		Help Request *	
Ç.		Description	_
2			
			Aa
		•	
		Category* Not Set	Subcategory Not Set
		Due at Select Date	
		cc	
		Requester First Name *	Requester Last Name *
			Cancel

- 6. Fill out the following fields:
 - a. Help Request a quick summary of the issue.
 - b. Description (optional) further details regarding the issues and troubleshooting attempts.
 - c. Paperclip Choose a file to add to your request from computer or Dropbox

e
Choose from Computer
Choose from Dropbox
Colort Date

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ategory* Not Set	•
Not Set	A
Apprenticeship Illinois	
DHS Youth	
GMS - Grant Monitoring System	
IEBS - Illinois Employment Business	Syst 💂

d. Category – Choose GMS – Grant Monitoring System

e. Subcategory – choose the closest topic to match the issue

Not Set	*
Not Set	
Admin Tool	
Complete Event	
Managing Access	
Participant Dashboard	-
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- f. Due at (optional) select a date expected for resolution of the help request.
- g. CC (optional) add additional people other than the requestor to receive notifications regarding the status of the help request.
- h. Requestor First Name
- i. Requestor Last Name
- j. Requestor Email Address
- k. Error Message/Attachments (optional) Add additional images to the request.
- I. Are you a Partner/Provider?
- m. Organization (optional)
- n. Extension number (optional)
- o. Phone number (optional)
- p. Browser(optional)

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- q. Is this issue keeping you from moving forward? check box if issue is causing progress to be made until request is resolved.
- 7. Once completed, click Create

Cancel

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