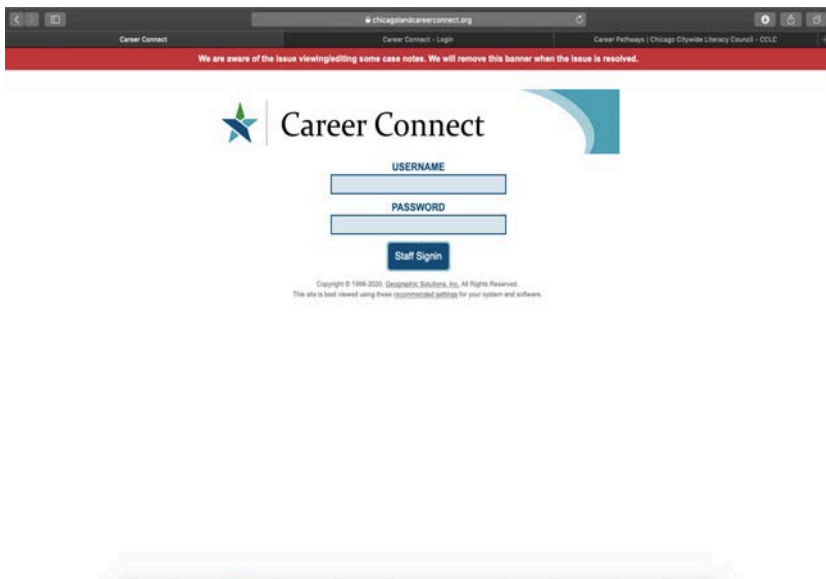
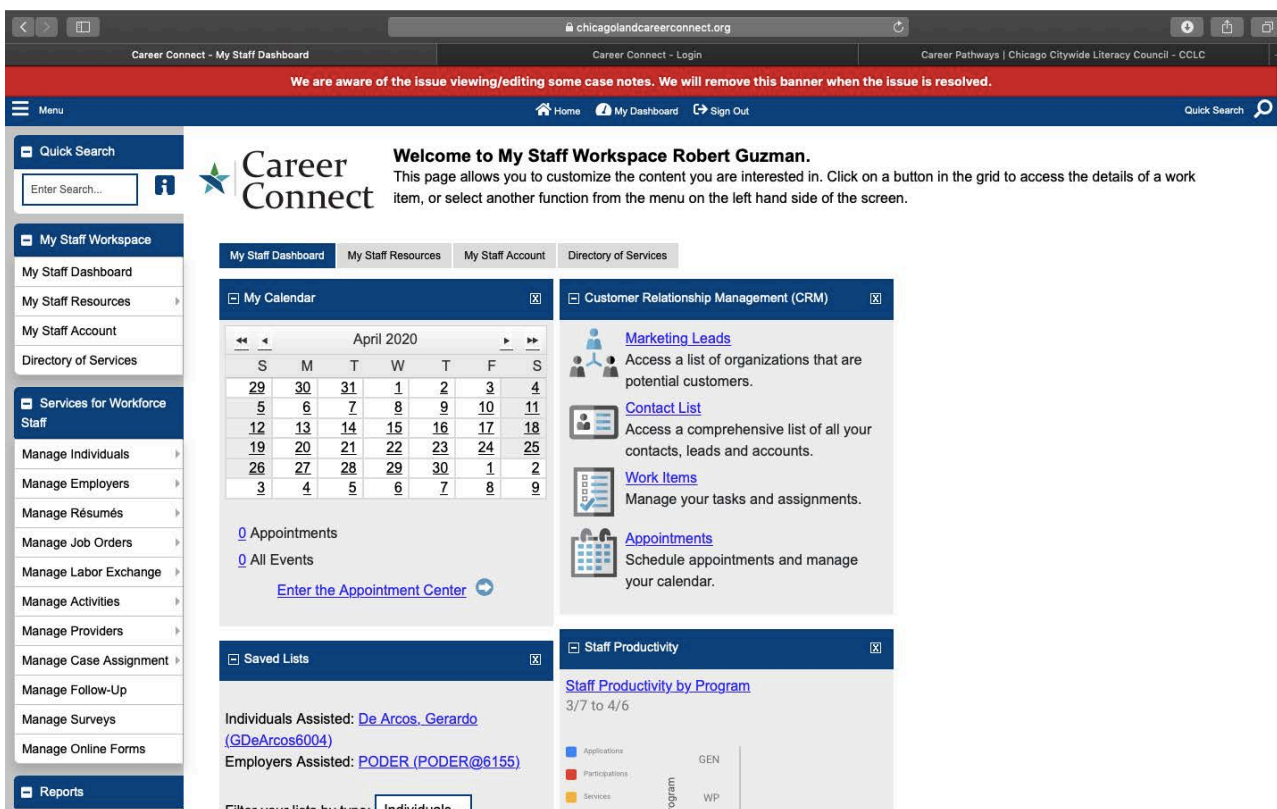


Career Connect Steps. WORK ITEM SEARCH

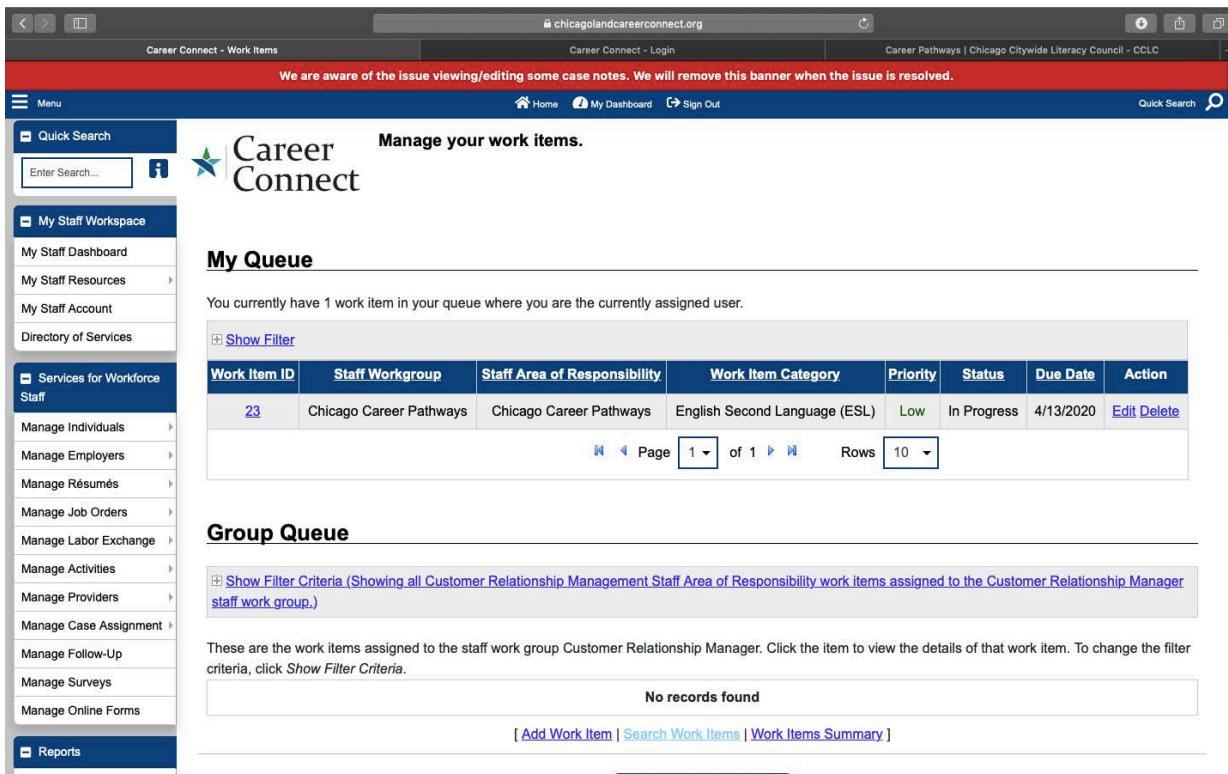


Step 1: Log into your account at www.chicagolandcareerconnect.com . If you need to reset your password contact Robert@chicagocitywideliteracy.org



Step 2: After successfully log into your account, the Staff Workplace will appear. Under the “Customer Relationship Management (CRM) widget, click on the Work Items link.

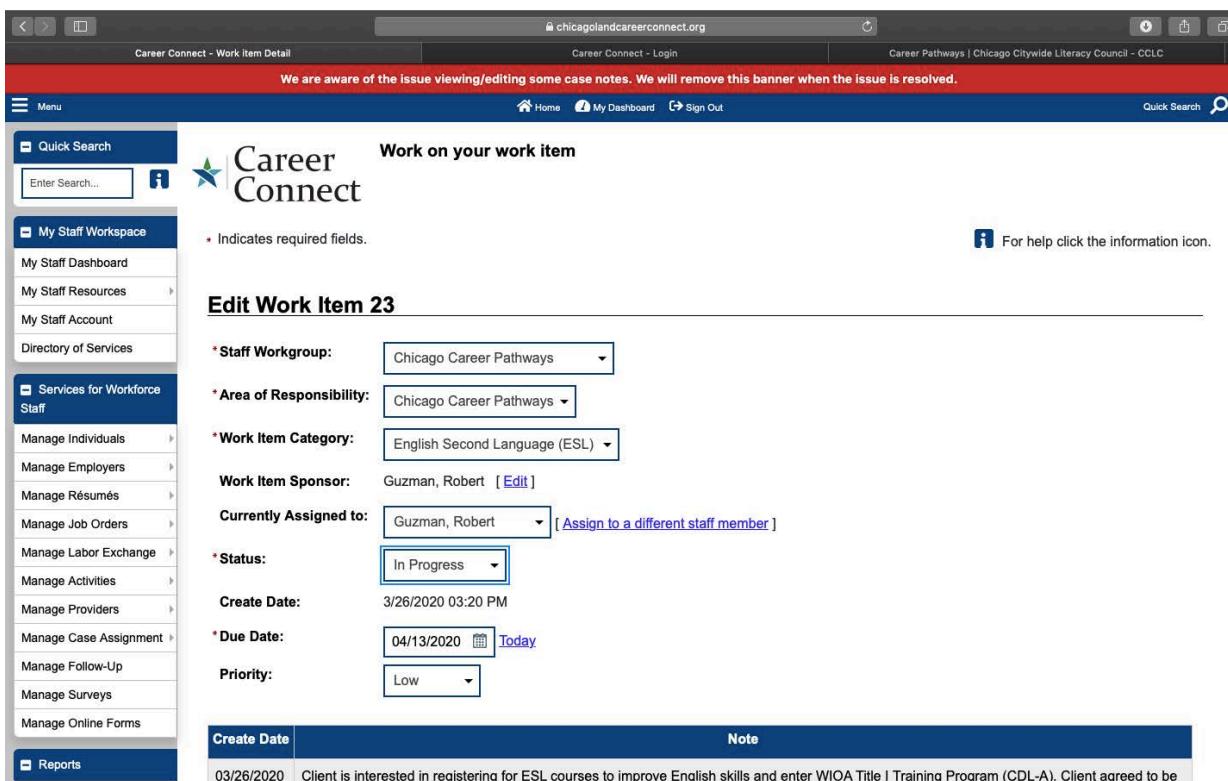
Career Connect Steps: WORK ITEM SEARCH



The screenshot shows the 'My Queue' section of the Career Connect application. At the top, there is a navigation bar with 'Home', 'My Dashboard', and 'Sign Out' options. Below the navigation bar, the 'My Queue' section is titled 'Manage your work items.' and contains a message: 'You currently have 1 work item in your queue where you are the currently assigned user.' A table lists the work items with columns for Work Item ID, Staff Workgroup, Staff Area of Responsibility, Work Item Category, Priority, Status, Due Date, and Action. The first row shows a work item with ID 23, assigned to Chicago Career Pathways, with a status of 'In Progress' and a due date of 4/13/2020. Below the table, there is a 'Group Queue' section with a message: 'These are the work items assigned to the staff work group Customer Relationship Manager. Click the item to view the details of that work item. To change the filter criteria, click Show Filter Criteria.' A message 'No records found' is displayed below this section.

Work Item ID	Staff Workgroup	Staff Area of Responsibility	Work Item Category	Priority	Status	Due Date	Action
23	Chicago Career Pathways	Chicago Career Pathways	English Second Language (ESL)	Low	In Progress	4/13/2020	Edit Delete

Step 3: Under “My Queue” you should have a list of your work items that have been assigned to your username. Click on the Work Item ID # (23 in this example) to view the full work item details.



The screenshot shows the 'Edit Work Item 23' page in the Career Connect application. The page is titled 'Work on your work item' and contains a message: 'Indicates required fields.' and 'For help click the information icon.' The 'Edit Work Item 23' section contains the following information:

- Staff Workgroup:** Chicago Career Pathways
- Area of Responsibility:** Chicago Career Pathways
- Work Item Category:** English Second Language (ESL)
- Work Item Sponsor:** Guzman, Robert [Edit]
- Currently Assigned to:** Guzman, Robert [Assign to a different staff member]
- Status:** In Progress
- Create Date:** 3/26/2020 03:20 PM
- Due Date:** 04/13/2020 Today
- Priority:** Low

Create Date	Note
03/26/2020	Client is interested in registering for ESL courses to improve English skills and enter WIOA Title I Training Program (CDL-A). Client agreed to be

Step 4: Review the work item details and change status from “New” to “In Progress”. And create case note indicating next steps for registration, testing or details regarding status of client. Click on SAVE to complete updating work item

(Example below of updated work item prior to SAVE).

The screenshot shows the 'Career Connect - Work Item Detail' page. At the top, there is a red banner with the text: 'We are aware of the issue viewing/editing some case notes. We will remove this banner when the issue is resolved.' Below the banner is a navigation bar with 'Home', 'My Dashboard', and 'Sign Out' links, and a 'Quick Search' icon. A left sidebar contains a 'Menu' with various options like 'Manage Labor Exchange', 'Manage Activities', 'Manage Providers', 'Manage Case Assignment', 'Manage Follow-Up', 'Manage Surveys', 'Manage Online Forms', 'Reports', 'Customer Relationship Management', 'Create a Marketing Lead', 'Contacts List', 'Marketing Leads', 'Outreach Campaign(s)', 'Work items', and 'Appointments'. The main content area displays the following form fields:

- * Status:** In Progress (dropdown)
- Create Date:** 3/26/2020 03:20 PM
- * Due Date:** 04/13/2020 (calendar icon) Today
- Priority:** Low (dropdown)

Below the form is a table with the following data:

Create Date	Note
03/26/2020 Robert Guzman	Client is interested in registering for ESL courses to improve English skills and enter WIOA Title I Training Program (CDL-A). Client agreed to be contacted via telephone/email to schedule registration/testing appointment: Froylan Rodriguez 4254 Skokie Rd Skokie IL 60076 (847)553-8690 mcruz.rodriguez78@yahoo.com Hispanic Male U.S. Resident Referred by: WIOA Title I Partner (N.Able)
03/26/2020 Robert Guzman	Career Navigator submitted completed electronic referral form via email to: Oakton Community College located at 7701 Lincoln Ave Skokie IL (847)376-7682 jambropa@oakton.edu

Below the table is an 'Additional Note' field with a text input box and a '+ View canned text' link. At the bottom of the form are three buttons: 'Add', 'Save', and 'Cancel', along with a '[View Audit History]' link.