Resource Room Tracking Instructions

Local Workforce Innovation Areas (LWIAs) must choose to either utilize an IWDS resource room tracking system (such as a "swipe card" system) or a third-party tracking system that posts to IWDS to track the participants.

1. IWDS Swipe Card Data Entry

    For those LWIAs choosing to use the IWDS based "swipe card" system, the following data entry procedures should be followed:

    a. To add a Resource room participant to IWDS:

        1) Select **Search Customers** from the **Staff Menu**.

        2) Enter the participant's SSN when provided OR the **Last Name** and a few characters of the **First Name** before clicking the **Search** button.

        3) Check the resulting **List Customer** screen to see if the participant has been previously added to IWDS.

            i.   If so, click the **View** button on the matching participant line to display that **Customer's Menu** screen.
            ii. If not, click the **Add Customer** button which will display the **Create Customer** screen. Complete the information as provided by the participant and click the **Save** button. Clicking **Next** on the participant user screen will display the **Customer's Menu** screen.

        4) Click on the **Generate Swipe Card** link to print the bar code for use in recording Resource room activities. A swipe card can be re-printed at anytime by following this same procedure.

    b. **To record Resource Room activities in IWDS:**

        1) Click the **Add Local Services by Card** link on the **Staff Menu.** The **Add Local Service** screen will be displayed.

        2) Check each activity that the participant will be using and then pass the swipe card through the reader. The Resource Room activities are then saved. Please note that "Illinois workNet" has been added as an activity where implemented (currently 13 local areas).

3) Note that Resource Room activity can also be added for participants by selecting the **Add Local Services** link on the left rail of the **Customer Menu** and **Application Menu** screens or by the process described above.

4) Currently, IWDS also provides a process for creating participants and recording Resource room activity from third party systems using the **Load External Local** Services link on the **Staff Menu**. See the attached XML schema and instructions found in Attachment B.