Purpose:

The scheduling tool is available to those Youth Apprenticeship and Career Pathway grantees who do not have access to IWDS. Since all participants must be WIOA enrolled, a LWIA career planner must complete customer WIOA eligibility and application in IWDS. The scheduling tool is a communication tool that allows the grantee to schedule the customer with the LWIA to complete eligibility and complete WIOA enrollment.

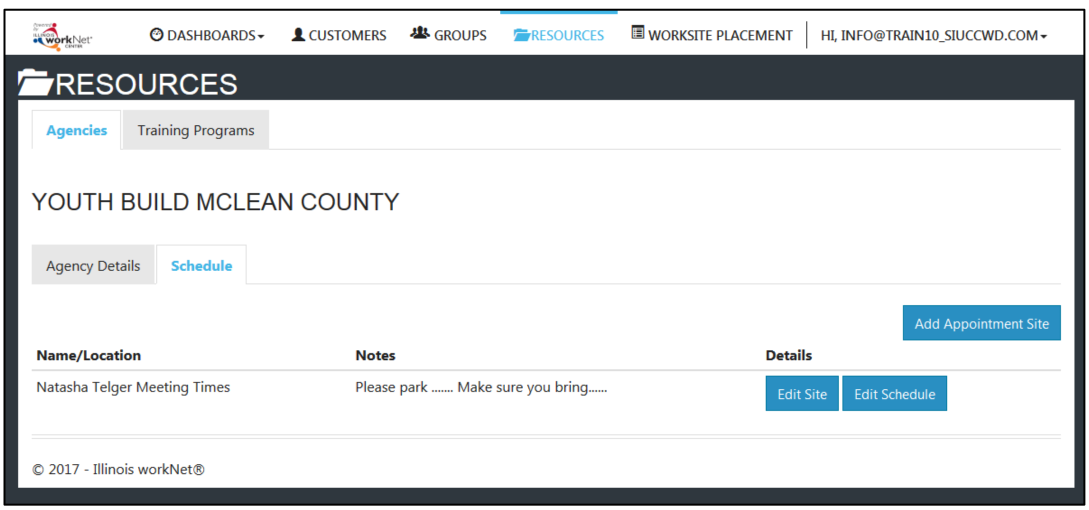
Who Enters/Maintains Data:

There are two components.

- LWIA staff enter their available appointment sites and times into the Illinois workNet system.
- Grantee/Provider staff selects an appointment time that has been entered in by the LWIA staff that works for each customer.

How to Access Youth Apprenticeship Customer Support Center and Scheulding Tools (LWIA Staff):

1. Log into www.illinoisworknet.com.
2. Select My Dashboard then select Dashboard/Partner Tools.
3. Select Customer Support Center.
4. Select Provider Info in the top menu.
5. Select the Provider tab. Note: If you have been provided with access to more than one agency/program, select the appropriate agency/program.
6. Select Schedule to add or update appointment sites and times.



Add Appointment Sites

1. Select Add Appointment Site.
2. Enter the name or location of the appointment site. An appointment "site" could be the set-up for each specific career planner or it could be set-up for the location in general. (i.e., Natasha Telger appointment site vs LWIA 20 appointment site)
3. Add details or instructions. Think about what you would want to know before you go to an appointment. This to consider including:
    a. Location/office information.

   b. Parking instructions.
   c. If you need to reschedule.
   d. Basic documents to bring.
4. Save your information.

Add Appointment Times/Dates for Each Site

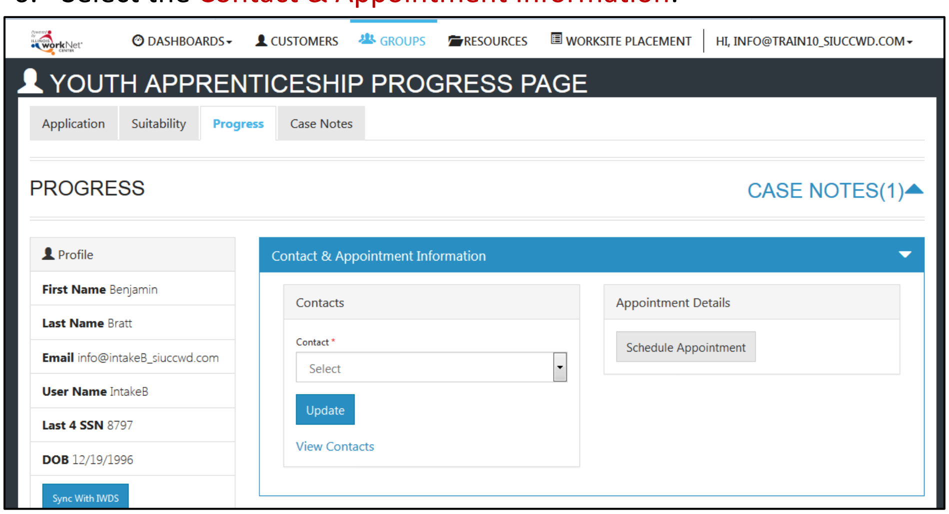
1. Select Edit Schedule
2. Select Add Appointment
3. Enter Appointment Date and Start Time and Appointment End Time
4. Select the Number of Openings available during that time slot
5. Select Add Appointment

View Appointment Details

1. Select Details to see the:
   a. Date.
   b. Time.
   c. Number of openings.
   d. Who created the appointment?
   e. When it was created.
   f. Who is scheduled during that time slot?

How to Access Youth Apprenticeship Customer Support Center and Appointment Scheduling Tools (Grantee/Provider Staff):

1. Log into www.illinoisworknet.com.
2. Select My Dashboard then select Dashboard/Partner Tools.
3. Select Customer Support Center.
4. Select the Youth Apprenticeship and Career Pathway to access your list of customers.
5. Select a customer then select their Progress page.
6. Select the Contact & Appointment Information.



7. Select Schedule Appointment.
8. Select Set Appointment.