

**Purpose:**

In Customer Groups, the agency has access to update and maintain Provider Information. The Appointments tool allows appointment sites and schedules to be added. Appointment can then be selected for customers who need intake appointments.

**Who Enters/Maintains Data**

- **Grantee/Provider Staff** enters local demographic information, training program information, employers, worksite information, placements, and uploads payroll.
- **State Level Staff** enters initial grant number, start and end date, grant amount, technical assistance contact, and projected enrollment.

**Access Services through the Grantee Details**

1. Log into [www.illinoisworknet.com](http://www.illinoisworknet.com).
2. Select **My Dashboard** and select **Customer Support Center**.
3. Select **Provider Info** and then select **Appointments**.

**Adding and Editing Appointments**

For agencies who require intake appointments, follow these instructions:

1. Select the **Project** and select **Provider** if you have access to more than one provider.
2. Filter to see locations for the project/agency.
3. Add **Appointment Site** if a new location is required.
  - a. Name the location
  - b. Add instructions for the location i.e., Bring an I.D., bring referral form
4. **Edit Site** – make any changes to the Appointment Site information
5. **Edit Schedule** – add scheduled appointments.
  - a. Add Appointment –
    - i. Pick a day on the calendar,
    - ii. Toggle the time, (hours are automatically given one hour)
    - iii. Edit the end time,
    - iv. Select the number of openings
    - v. Select **Add Appointment**

