

Purpose:

The appointment scheduling tool is available to those Youth 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.

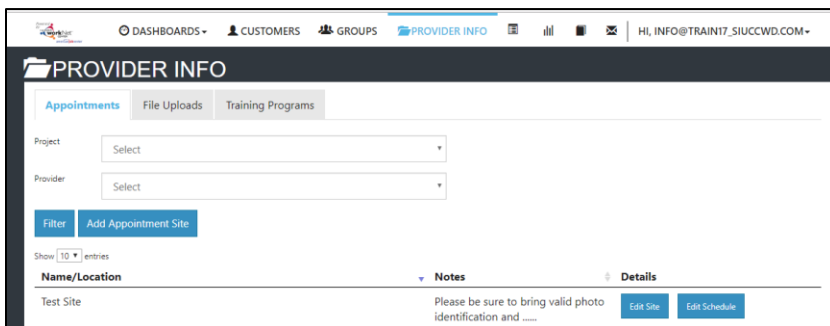
Who Enters/Maintains Data:

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 Scheduling 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 **Appointments** tab. Note: If you have been provided with access to more than one agency/program, select the appropriate agency/program.



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 Career Pathways Partner Tools 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 Career Pathway** to access your list of customers.
5. Select a **customer** then select their **Overview page**.
6. Go to the **Integrated Resource Team Contacts** section.

Overview
Intake Form
Intake Review
Career Plan
Case Notes
Outcomes
Assessments
Optimal Resume
Uploads
Worksites

Profile: Pam Pop

Email ppop123@noemail123.com

User Name ppop123

Last 4 SSN 3698

[See All](#)

Reset Password
Send Message

INTAKE FORM

Action Item	Result	Status
1. Customer submits intake form for grantee review.	Submitted	● Complete

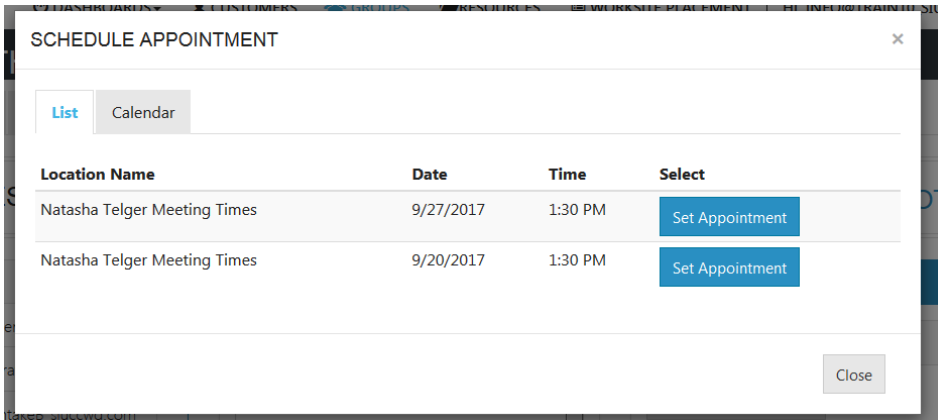
INTAKE REVIEW

Action Item	Result	Status
1. Suitability: Review goals and training program information with customer. Select a training program based on the review.	Not Complete	● Action Needed
2. Eligibility: Review eligibility and collect the required documentation. Update the eligibility status and schedule LWIA appointment if eligible.	Not Complete	● Action Needed
3. Eligibility: IWDS application is certified	Not Completed	● Action Needed

INTEGRATED RESOURCE TEAM CONTACTS

Action Item	Result	Status
1. Add Integrated Resource Team Contacts <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0;"> <input type="text" value="Select"/> </div> <div style="margin-top: 5px;">Save</div>	View	● Action Needed
2. Schedule an LWIA Appointment	Schedule	● Action Needed

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



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.

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