

**Purpose:**

The appointment scheduling tool is available to Returning Citizen partners. 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. It can also be used with other partners as the program continues to develop.

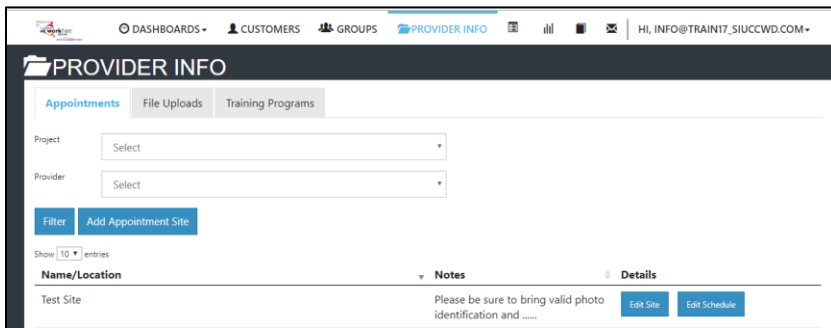
**Who Enters/Maintains Data:**

There are two components.

- **Partner 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 partner staff that works for each customer.

**How to Access Scheduling Tools:**

1. Log into [www.illinoisworknet.com](http://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 customer 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?

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. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at [illinoisworknet.com](http://illinoisworknet.com).