

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 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 **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.

The screenshot shows the 'RESOURCES' section of the Illinois workNet system. The 'Agencies' tab is selected, and the 'Training Programs' sub-tab is active. The main heading is 'YOUTH BUILD MCLEAN COUNTY'. Below this, the 'Schedule' tab is selected, showing a table with one entry: 'Natasha Telger Meeting Times' with notes 'Please park Make sure you bring.....'. There are buttons for 'Add Appointment Site', 'Edit Site', and 'Edit Schedule'. The footer shows '© 2017 - Illinois workNet®'.

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.

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- 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**.

The screenshot displays the 'YOUTH APPRENTICESHIP PROGRESS PAGE' interface. At the top, there is a navigation bar with links for DASHBOARDS, CUSTOMERS, GROUPS, RESOURCES, and WORKSITE PLACEMENT. The main header includes the user's name 'HI, INFO@TRAIN10_SIUCCWD.COM'. Below this, the page title 'YOUTH APPRENTICESHIP PROGRESS PAGE' is shown, followed by tabs for 'Application', 'Suitability', 'Progress', and 'Case Notes'. The 'Progress' tab is selected. The page content is divided into a 'PROGRESS' section and a 'CASE NOTES(1)' section. A 'Profile' sidebar on the left lists user information: First Name (Benjamin), Last Name (Bratt), Email (info@intakeB_siuccwd.com), User Name (IntakeB), Last 4 SSN (8797), and DOB (12/19/1996). The main content area is titled 'Contact & Appointment Information' and contains two panels: 'Contacts' with a dropdown menu and an 'Update' button, and 'Appointment Details' with a 'Schedule Appointment' button.

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

