

The Commonwealth of Kentucky

  
**kynect**  
ability

Together for a better Kentucky

**kynect Appointments Module**

**Quick Reference Guide for E&T  
Office Appointment Location Setup**





**This Quick Reference Guide is designed to help Kentucky Employment and Training (E&T) Provider Supervisors complete the necessary steps to set up an E&T Office Appointment Location in kynect ability.**

## **Table of Contents**

<b>E&amp;T Office Appointment Location Setup.....</b>	<b>3</b>
<b>Steps to Access the kynect ability Home screen.....</b>	<b>3</b>
<b>Steps to Set Up an Appointment Location .....</b>	<b>5</b>
<b>Steps to Set up a New Appointment Channel.....</b>	<b>8</b>
<b>Steps to Edit an Appointment Channel .....</b>	<b>9</b>
<b>Steps to Set Up an Appointment Location’s Capacity.....</b>	<b>10</b>
<b>Steps to Edit an Appointment Location’s Capacity .....</b>	<b>13</b>
<b>Steps to Create an Appointment Override Record .....</b>	<b>14</b>
<b>Steps to Edit an Appointment Override Record.....</b>	<b>16</b>



## E&T Office Appointment Location Setup

E&T Supervisors have access to set up and manage the E&T Office's Appointment Location to accept appointments through kynect ability. E&T Supervisors complete E&T Appointment Location setup from the kynect ability **Home** screen.

Through the kynect **Home** screen, E&T Supervisors access the **E&T Office** screen to set up and manage E&T Office's **Appointment Capacity**, **Appointment Channels**, and **Appointment Capacity Override**. This impacts what appointments E&T Participants can schedule from kynect benefits.

Follow the steps below to set up an E&T Office Appointment Location.

### Steps to Access the kynect ability Home screen

1. Access the **KOG Dashboard** by logging into KOG through the **Citizen (or) Business Partner Sign In** with the correct **Username** or **Email Address** and the correct **Password**.

MYKY  
MyKentucky.gov

### 🔒 Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account. **1**

**Email Address**  
Enter Email Address

**Password** [Forgot/Reset Password?](#)  
Enter Password

[Resend Account Verification Email](#)

**SIGN IN**

2. Click on the **Office** tab at the top of the **kynect ability** Home screen.

My Appointments Show Today's Past Due

START TIME	DURATION	INDIVIDUAL	APPOINTMENT TYPE	APPOINTMENT CHANNEL	STATUS	ASSIGNED ACTION
No results to display.						

Unassigned Appointments Filter Appointments

START TIME	DURATION	INDIVIDUAL	APPOINTMENT TYPE	APPOINTMENT CHANNEL	ASSIGNED TO	STATUS	ACTION
09:00 AM EST	1 hour	KING SHARMA	SNAP E&T Program - General Appointment	Telephone	UNASSIGNED	Scheduled	Assign
09:00 AM EST	1 hour	BECKHAM ALFARO	SNAP E&T Assessment	Video	UNASSIGNED	Scheduled	Assign

3. Click **My Offices** from the Office dropdown.

4. Select the **E&T Office** record from the My Offices.

Office **Recently Viewed**

4 items • Updated a minute ago

Office Name	Business Hours	Supervisor	Phone	Fax
1 ETP Office	CT W 1300 1600	ETP Supervisor	(989) 898-9898	
2 etp<a> <a>	CT W 1300 1600	ETP Supervisor	(345) 666-7777	
3 ETP Office Alternate	CT W 1300 1600	Emily Xander	1234567890	
4 ETP Test Office	ET M-F 0800 1630	Emily Xander	(502) 229-9415	

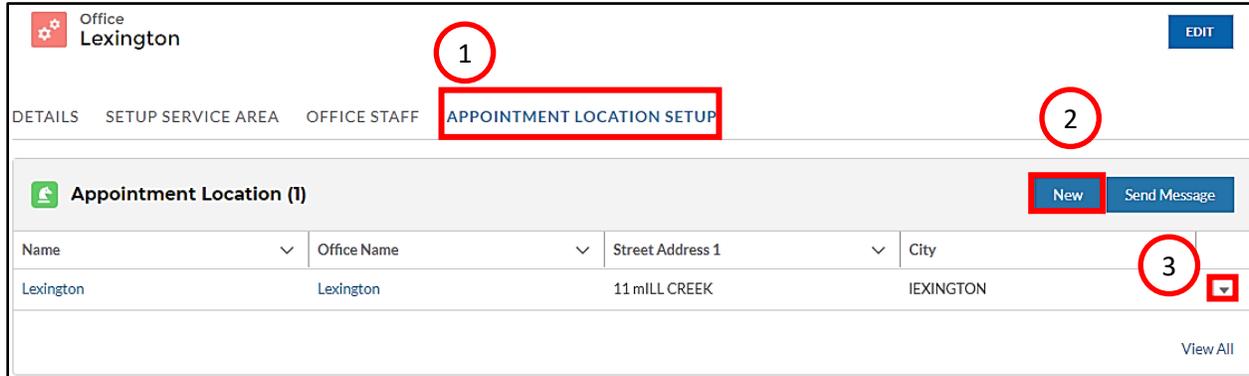
Office **My Offices**

2 items • Sorted by Office Name • Filtered by All office - Visibility, IsStaff • Updated 6 minutes ago

Office Name	Supervisor	Business Hours	Phone	Fax
1 ETP Office Alternate	Emily Xander	CT W 1300 1600	1234567890	
2 ETP Office	Emily Xander	ET M-F 0800 1630	(502) 229-9415	

## Steps to Set Up an Appointment Location

1. Click on the **Appointment Location** tab. This tab allows Supervisors the ability to set up and manage the E&T Office's Appointment Location.
2. Click **New** to set up an E&T Office Appointment Location.
3. View the details of an existing Appointment Location by clicking **View** from the drop-down icon.
4. Click **New** to be taken to the **Appointment Location Setup** screen.



The screenshot shows the 'Appointment Location Setup' interface for the 'Office Lexington'. The 'APPOINTMENT LOCATION SETUP' tab is selected and highlighted with a red box (2). A red circle (1) highlights the 'New' button. Below the header, there is a table with columns: Name, Office Name, Street Address 1, and City. The table contains one entry: Lexington, Lexington, 11 mILL CREEK, IEXINGTON. A red circle (3) highlights the 'View' icon (a small square with a downward arrow) at the end of the row. A 'Send Message' button is also visible next to the 'New' button.



**Please Note:** Only one Appointment Location can be set up per E&T Office. Clicking **New** when an Appointment Location already exists displays an error that says "Please update the existing setup if required. New Appointment Location cannot be created".

5. Enter the E&T Office's time zone in the **Timezone** field.
6. Enter the E&T Office opening and closing times in the **Start Time** and **End Time** fields for **Monday** through **Saturday**. Each field is optional.
7. Click **Save**.

Appointment Location Hours

• Timezone 5

EST 6

Monday Start Time	Monday End Time
--None--	--None--
Tuesday Start Time	Tuesday End Time
--None--	--None--
Wednesday Start Time	Wednesday End Time
--None--	--None--
Thursday Start Time	Thursday End Time
--None--	--None--
Friday Start Time	Friday End Time
--None--	--None--
Saturday Start Time	Saturday End Time
--None--	--None--

7

Cancel Save



**Please Note:** Enter the E&T Office opening and closing times in the **Start Time** and the **End Time** fields for the days, from Monday through Saturday, that the E&T Office is open.

8. Click the **Appointments Configuration** tab once you have entered the appointment details for the E&T Office's Appointment Location.
9. Each record displays the appointment channel's **Name**, **Appointment Location**, **Appointment Type**, and the **Appointment Channel**.

DETAILS **APPOINTMENT CONFIGURATION** 8

9 New

8 Appointment Channel (2)

Name	Appointment Location	Appointment Type	Appointment Channel
Lexington-Channel	Lexington	SNAP E&T Assessment	In-Person;Telephone;Video
Lexington-Channel	Lexington	SNAP E&T Program - General Appointment	In-Person;Telephone;Video

[View All](#)

## Steps to Set up a New Appointment Channel

Appointment channels are how appointments are scheduled with Residents, whether In-Person, Telephone, or Video.

1. Click the **New** button to set up a new appointment channel for the E&T Office.

Name	Appointment Location	Appointment Type	Appointment Channel
ETP Office-Channel	ETP Office	SNAP E&T Assessment	In-Person;Telephone;Video
ETP Office-Channel	ETP Office	SNAP E&T Program - General Appointment	In-Person;Telephone;Video

[View All](#)

2. Search for and select the E&T Office's name from the **Appointment Location** field.
3. Search for and select the **Appointment Type** that needs to be set up for the E&T Office from the **Appointment Type** field.
4. Navigate to the **Appointment Channel** field.
5. Use the left and right arrow icon buttons to choose from the appointment channel(s) for the selected appointment type.
6. Click the **Save** button to save the appointment record.

**New Appointment Setup: Appointment Channel**

\* Name  
Appointment Channel (Do Not Update)

**Appointment Channel Details**

\* Appointment Location: ETP Office

\* Appointment Type: SNAP E&T Program - General Appointment

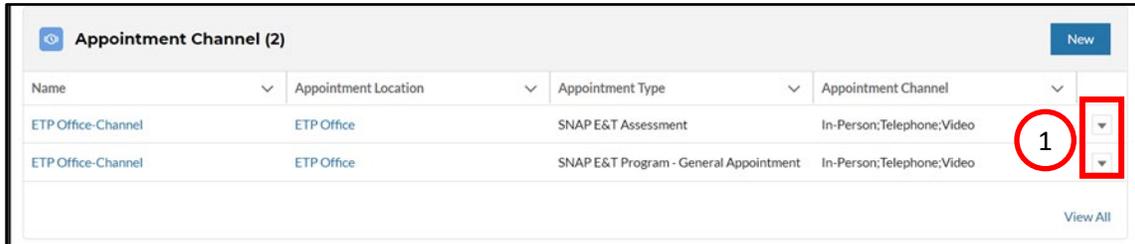
\* Appointment Channel

Available: [Empty list]  
Chosen: Video, In-Person, Telephone

Cancel Save

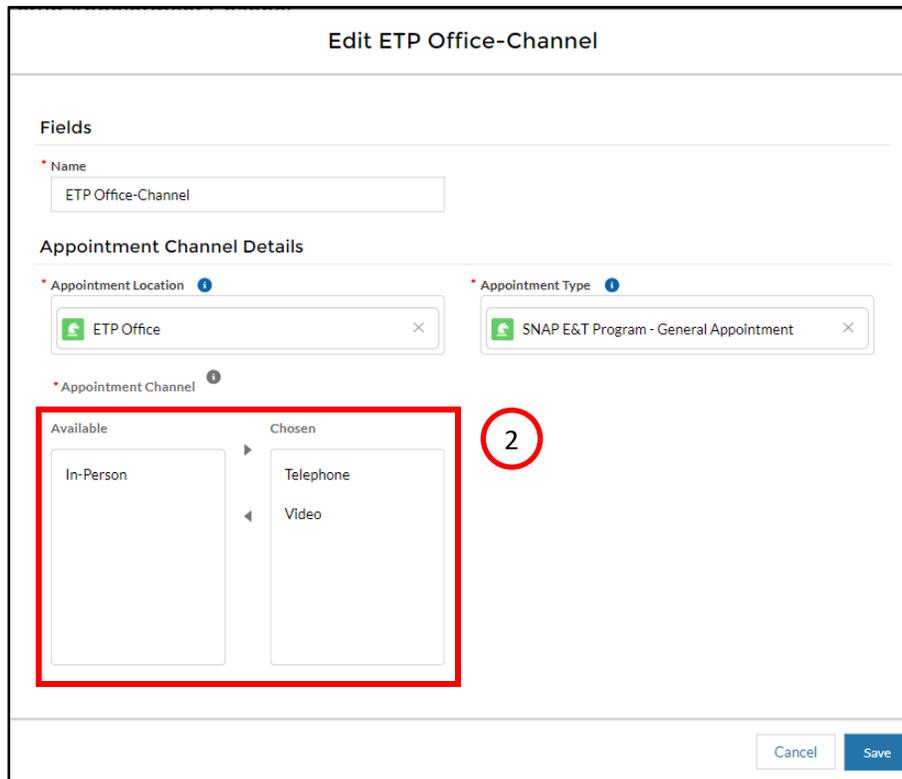
## Steps to Edit an Appointment Channel

1. Click **Edit** from the drop-down icon at the end of the appointment channel record.



Name	Appointment Location	Appointment Type	Appointment Channel	
ETP Office-Channel	ETP Office	SNAP E&T Assessment	In-Person;Telephone;Video	
ETP Office-Channel	ETP Office	SNAP E&T Program - General Appointment	In-Person;Telephone;Video	

2. Edit the appointment channel and use the left and right arrow icons buttons to update the appointment channel record.



**Edit ETP Office-Channel**

Fields

\* Name  
ETP Office-Channel

Appointment Channel Details

\* Appointment Location   
ETP Office

\* Appointment Type   
SNAP E&T Program - General Appointment

\* Appointment Channel 

Available: In-Person

Chosen: Telephone, Video

Cancel Save



**Please Note:** Only the **Appointment Channel** field can be updated when editing the appointment channel record.

## Steps to Set Up an Appointment Location's Capacity

Appointment Location Capacity is the DCBS Office's availability to accept appointments based on the number of E&T Providers available.

1. Set up an Appointment Location's capacity from the **Appointment Location Capacity** section.
2. The **Appointment Location Capacity** section displays the Office's capacity records and displays the record's **Name, Effective Start Date, End Date, and the Capacity Configuration**.

2

Appointment Location Capacity (2) <span style="float: right; border: 1px solid blue; padding: 2px 5px;">New</span>				
Name	Effective Start Date	End Date	Capacity Configured? ↑	
ETP Office-Capacity	Jan 31, 2022	Feb 7, 2022	Completed	▼
ETP Office-Capacity	Feb 8, 2022		Completed	▼

[View All](#)

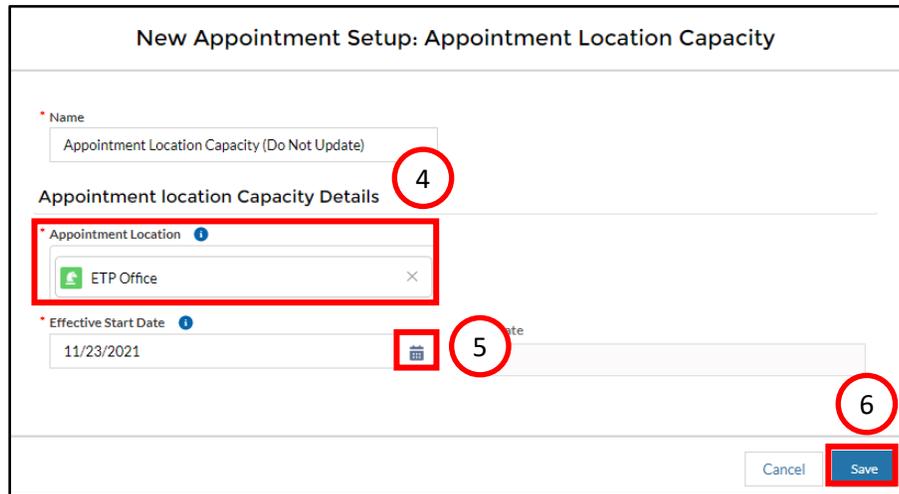
3. Click the **New** button from the Appointment Location Capacity section.

3

Appointment Location Capacity (2) <span style="float: right; border: 1px solid red; padding: 2px 5px;">New</span>				
Name	Effective Start Date	End Date	Capacity Configured? ↑	
ETP Office-Capacity	Jan 31, 2022	Feb 7, 2022	Completed	▼
ETP Office-Capacity	Feb 8, 2022		Completed	▼

[View All](#)

4. Search and select the E&T Office's name from the **Appointment Location** field.
5. Use the **Calendar** icon to select a start date from the **Effective Start Date** field. The start date should be a future date after the latest **Capacity Record's** start date.
6. Click the **Save** to be taken to the **Appointment Location Capacity Details** screen.



**Please Note:** The **End Date** field is read-only and is populated by the system when a capacity record replaces the current Appointment Location's capacity. This would occur when an E&T Office's capacity permanently changes and is replaced by new record.

- Click the **Configure** links in the **Capacity** fields to configure the capacity for each day.

Appointment Setup  
ETP Office-Capacity

Name  
ETP Office-Capacity

Appointment location Capacity Details

Appointment Location  
ETP Office

Effective Start Date  
11/23/2021

End Date

Capacity Configuration

Monday Configure	Tuesday Configure
Wednesday Configure	Thursday Configure
Friday Configure	Saturday Configure

- Enter the number of E&T Provider Staff available for each 30-minute time slot.
- Click **Save** to save the availability and return to the **Appointment Location Capacity Setup** screen.

Please enter capacity for all slots. If staffs are not available for any slot, please enter 0.

7:00 AM - 7:30 AM	1
7:30 AM - 8:00 AM	1
8:00 AM - 8:30 AM	1
8:30 AM - 9:00 AM	1

Cancel Save



**Please Note:** Scheduled appointments are at least one hour in length. The **Appointment Capacity** must be set up for consecutive half-hour timeslots for **Appointment Timeslots** to appear in kynect ability and kynect benefits.

## Steps to Edit an Appointment Location's Capacity

1. Click the drop-down at the end of the capacity record.
2. Click **View** to be taken to the Appointment Location Capacity Details screen to edit a capacity record.

Appointment Location Capacity (2) <span style="float: right;">New</span>			
Name	Effective Start Date	End Date	Capacity Configured? <span style="float: right;">2</span>
ETP Office-Capacity	Jan 31, 2022	Feb 7, 2022	Completed <span style="float: right;">▼</span>
ETP Office-Capacity	Feb 8, 2022		Completed <span style="float: right;">▼</span>

View All

3. Click the **Configure** link from the capacity fields to update the E&T Office's capacity for a specific day moving forward.

▼ Appointment Location Capacity Details

Appointment Location 1  
DCBS Fayette Office

Effective Start Date 1  
9/20/2021

End Date

▼ Capacity Configuration 3

Monday Tuesday  
[Configure](#) [Configure](#)

Wednesday Thursday  
[Configure](#) [Configure](#)

Friday Saturday  
[Configure](#) [Configure](#)



**Please Note:** The **Capacity Record** may not be updated after the **Effective Start Date**. Once the **Effective Start Date** has passed, a new **Capacity Record** or **Override Record** must be created.

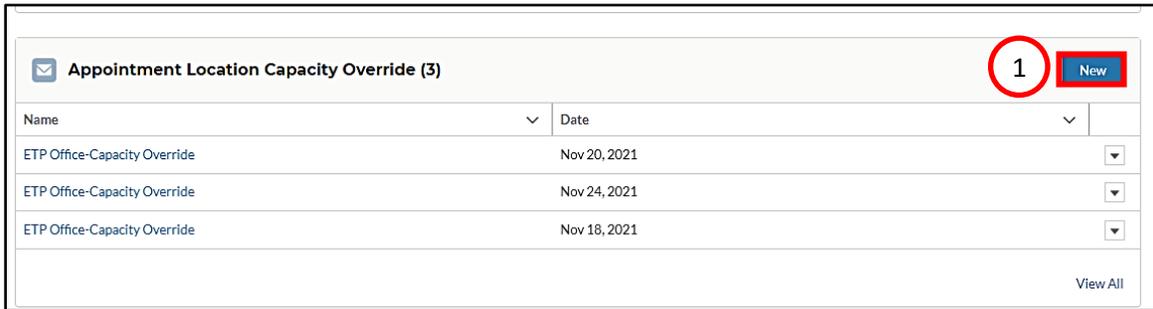


**Please Note:** A **Capacity Record** should not be created before an existing **Capacity Record** and should only be made after an existing **Capacity Record** has a **Completed** status under **Capacity Configuration**. The **Completed** status appears after the **Appointment Location Capacity** has been saved for each required day of the week.

## Steps to Create an Appointment Override Record

Override records are available to update a DCBS Office's Appointment Location Capacity for a specific date without changing the DCBS's Office's long-term Appointment Location Capacity.

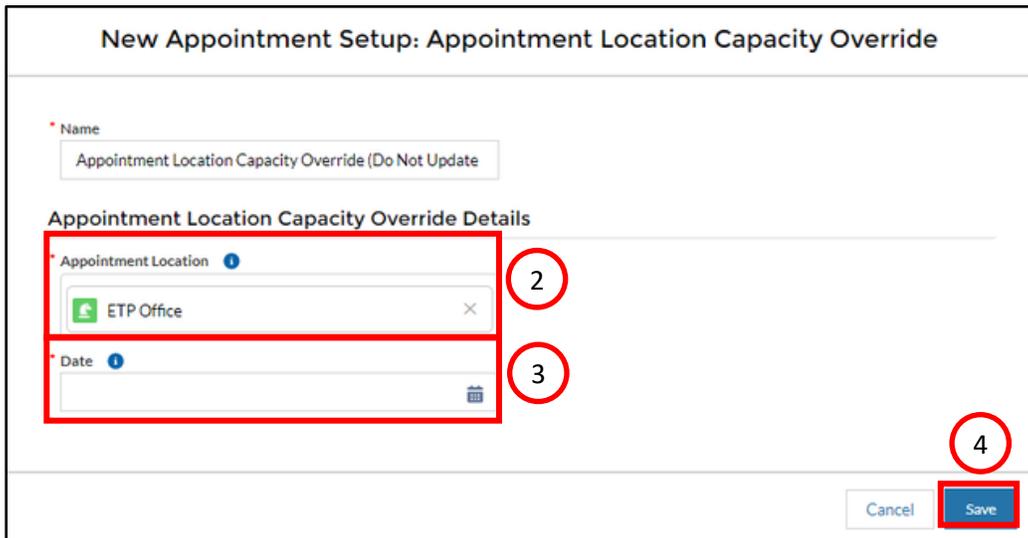
1. Click **New** to begin creating a new override record.



A screenshot of a web application interface showing a list of 'Appointment Location Capacity Override' records. The list has columns for 'Name' and 'Date'. Three records are visible, all with the name 'ETP Office-Capacity Override' and dates of 'Nov 20, 2021', 'Nov 24, 2021', and 'Nov 18, 2021'. A 'New' button is highlighted with a red circle and the number '1'.

Name	Date
ETP Office-Capacity Override	Nov 20, 2021
ETP Office-Capacity Override	Nov 24, 2021
ETP Office-Capacity Override	Nov 18, 2021

2. Search and select the E&T Office's name from the **Appointment Location** field.
3. Enter the date for which the E&T Office's capacity must be updated in the **Override Date** field.
4. Click **Save** to save the override record.



A screenshot of the 'New Appointment Setup: Appointment Location Capacity Override' form. The form has a 'Name' field with the value 'Appointment Location Capacity Override (Do Not Update)'. Below it is the 'Appointment Location Capacity Override Details' section, which contains an 'Appointment Location' dropdown menu (with 'ETP Office' selected) and a 'Date' field. The 'Appointment Location' dropdown and the 'Date' field are both highlighted with red boxes and circled with the numbers '2' and '3' respectively. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with a red box and circled with the number '4'.

5. Search and select the E&T Office's name from the **Appointment Location** field.
6. Enter the date for which the E&T Office's capacity must be updated in the **Override Date** field.

Appointment Setup  
ETP Office-Capacity Override

Name  
ETP Office-Capacity Override

▼ Appointment Location Capacity Override Details

Appointment Location ⓘ  
ETP Office 5

Date ⓘ  
12/22/2021 6

▼ Capacity Configuration

Configure  
Configure

7. Enter the updated **E&T Provider availability** in the time slots for each. If no Providers are available for a time slot, enter a zero.
8. Click **Save**.

**Capacity Configuration**

7 Please enter capacity for all slots. If staffs are not available for any slot, Please enter 0

7:00 AM - 7:30 AM	1
7:30 AM - 8:00 AM	1
8:00 AM - 8:30 AM	1
8:30 AM - 9:00 AM	1

Cancel Save 8

## Steps to Edit an Appointment Override Record

1. Click **View** from the drop-down icon at the end of the capacity override record.

Appointment Location Capacity Override (3)		New
Name	Date	
ETP Office-Capacity Override	Nov 20, 2021	▼
ETP Office-Capacity Override	Nov 24, 2021	▼
ETP Office-Capacity Override	Nov 18, 2021	▼

2. Click the **Configure** link from the **Capacity Configuration** field to update the E&T Provider availability.

### Edit ETP Office-Capacity Override

Name  
ETP Office-Capacity Override

Appointment Location Capacity Override Details

Appointment Location  
ETP Office

Date  
11/20/2021

Capacity Configuration

Configure  
Configure

Cancel Save



**Please Note:** The override record can be edited up to the **Override Date**. However, after the override date the override record cannot be edited.