

The Commonwealth of Kentucky

  
**kynect**

**benefits**

Together for a better Kentucky

**kynect benefits**  
**Appointments Module**  
**Frequently Asked Questions**



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## Scheduling Appointments

### Q1. How do Residents and kynect benefits users schedule an In-Person or Telephone appointment through kynect benefits?

Residents can schedule an appointment with kynect benefits by following the below steps:

1. Log into kynect benefits with the Resident's username and password, which takes them to the **Resident Dashboard**.
2. Click the **Appointments** tab on the left-hand side of the screen. Clicking this tab takes Residents to the **Appointments Summary** screen that displays their upcoming and past appointments.
3. Click the **Schedule Appointment** button to begin scheduling appointments.
4. The Resident selects the appropriate case number, selects the appropriate member(s)/authorized representative(s), selects the appointment reason, views the appointment address which prepopulates with their county's office, selects their date and timeslot, and selects their appointment channel.
5. The Resident is prompted to confirm the appointment.

**Please Note:** Residents can also schedule an appointment at the end of Food, Assistance, Cash Assistance, and Child Care Assistance applications. Residents cannot schedule an appointment to apply for FAST from kynect benefits. If a Resident wants to apply for FAST, they should contact their local DCBS office to schedule an appointment.

kynect benefits users such as kynectors, Agents, and Authorized Representatives can also schedule appointments in kynect benefits. Follow the below steps to set up an appointment for a Resident.

1. Log into kynect benefits.
2. Search for the Resident using the **Resident Search Tool**.
3. After searching for the Resident, if the Resident exists in the system, schedule the appointment by going to their **Resident Dashboard**.
4. Click the **Appointment** tab in the left-hand navigation menu.
5. Click **Schedule Appointment** on the **Appointments Summary** screen.
6. If the Resident does not exist in the system, schedule the appointment by clicking the **Schedule Appointment** link in the "I want to..." section from the bottom of the **Home Dashboard**. This leads to the **Appointments Summary** screen, where users can click **Schedule Appointment** to begin entering the Resident's information and setting up their appointment.

**Please Note:** kynectors, Agents, and Authorized Representatives cannot schedule an appointment for FAST applications from kynect benefits. If an Authorized Representative wants to schedule an appointment for a Resident, they should contact their local DCBS office to schedule an appointment.

## Q2. How do Residents and kynect benefits users schedule a Video Appointment through kynect benefits?

Residents can schedule an appointment with kynect benefits by following the below steps:

1. Log into kynect benefits with the Resident's username and password, which takes them to the **Resident Dashboard**.
2. Click the **Appointments** tab on the left-hand side of the screen. Clicking this tab takes Residents to the **Appointments Summary** screen that displays their upcoming and past appointments.
3. Click the **Schedule Appointment** button to begin scheduling appointments.
4. Select the appropriate case number, the appropriate member(s)/authorized representative(s), the appointment reason, view the appointment address which prepopulates with the county's office, select the preferred date and timeslot, and select **Video** as the appointment channel. A meeting message displays informing the Resident that the "Link will be available once the appointment is confirmed" under the **Video** Appointment channel because this link can only be generated after confirmation.
5. Click **Confirm Appointment**. Once **Confirm Appointment** is clicked, the message is replaced by a **Join Meeting** hyperlink to the **Microsoft Teams** meeting link.

**Please Note:** Residents cannot schedule a Video Appointment if they do not have a current case in the kynect benefits system.

Additional kynect benefits users can schedule Video Appointments for Residents through kynect benefits as well by following the below steps:

1. Log into kynect benefits.
2. Search for the Resident using the **Resident Search Tool**.
3. After searching for the Resident, if the Resident is in the system, click on the Resident's name to be taken to the **Resident Dashboard**.
4. Click the **Appointments** tab in the left-hand navigation menu to be taken to the **Appointment Summary** screen to view upcoming and past Appointments.
5. Click the **Schedule Appointment** button to begin scheduling appointments.
6. Select the appropriate case number, the appropriate member(s)/authorized representative(s), the appointment reason, view the appointment address that prepopulates with the county's office, select the preferred date and timeslot, and select Video the appropriate appointment channel.
7. Click **Confirm Appointment**. Once **Confirm Appointment** is clicked, the message is replaced by a Join Meeting hyperlink to the Microsoft Teams meeting link.

**Please Note:** Additional kynect benefits users can not schedule a Video Appointment for Residents that are not actively in the kynect benefits system.

**Q3. How do Residents and kynect benefits users view upcoming and past appointments?**

Residents can view their upcoming and past appointments by following the below steps:

1. Log into kynect benefits with the Resident's username and password, which takes them to the **Resident Dashboard**.
2. Click the **Appointments** tab in the left-hand navigational menu to go to the **Appointments Summary** screen. The **Appointments Summary** screen displays both a Resident's upcoming and past appointments.
3. View upcoming appointments by clicking the **Upcoming Appointments** tab, which displays the appointment details such as date and time, appointment channel, and office locations. Links to reschedule and cancel the appointment are available from this tab. The **Past/Cancelled Appointments** tab displays appointment details for appointments in the past and appointment that have been cancelled. This tab does not have links to reschedule or cancel the appointment.

kynect benefits users, such as kynectors, Agents, and Authorized Representatives, can view a Resident's upcoming and past appointments by following the below steps:

1. Log into kynect benefits.
2. Search for the Resident using the **Resident Search Tool**.
3. After searching for the Resident, if the Resident is in the system, click on the Resident's name to be taken to the **Resident Dashboard**.
4. Click the **Appointments** tab in the left-hand navigation menu to be taken to the **Appointment Summary** screen to view upcoming and past Appointments.
5. If the Resident is not in the kynect benefits system, click the **Reschedule/Cancel Appointment** link from the "I want to..." section to be taken to the **Appointments Summary** screen where they can search for a Resident's upcoming by entering the Resident's first name, last name, and email and clicking **Search**.

#### **Q4. How do Residents cancel their appointments?**

Residents can cancel their appointments by following the below steps:

1. Log into kynect benefits with the Resident's username and password, which takes them to the **Resident Dashboard**.
2. Click the **Appointments** tab in the left-hand navigational menu to go to the **Appointment Summary** screen.
3. Click the **Upcoming Appointments** tab from the **Appointments Summary** screen and click the drop-down icon to see the appointment details and the **Reschedule Appointment** and **Cancel Appointment** links.
4. Click the **Cancel Appointment** link.
5. Click the **Confirm** button from the **Appointment Cancellation Confirmation** pop-up screen to complete the cancellation of the appointment.

**Please note:** The Resident may also cancel their appointment by clicking on **Cancel Appointment** button on the **Member Details** screen while rescheduling an appointment. Residents cannot cancel their FAST appointments from kynect benefits. If a resident needs to cancel their FAST appointment, they are required to contact their local DCBS office.

#### **Q5. How do kynect benefits users such as kynectors, Agents, and Authorized Representatives cancel appointment(s)?**

kynect benefits users, such as kynectors, Agents, and Authorized Representatives, can cancel and reschedule by following the below steps:

1. Log into kynect benefits.
2. Search for the Resident using the **Resident Search Tool**.
3. After searching for the Resident, click on the Resident's name.
4. Click on the **Appointments** tab in the left-hand navigation menu of the **Resident Dashboard** to be taken to the **Appointment Summary** screen.
5. Click the **Upcoming Appointments** tab and the drop-down icon to view the details of a Resident's appointment.
6. Click the **Cancel Appointment** link.
7. Click the **Confirm** button from the **Appointment Cancellation Confirmation** pop-up screen to complete the cancellation of the appointment.
8. If the Resident is not in the system, click the **Reschedule/Cancel Appointment** link from the "I want to..." section at the bottom of the kynector/Agent/Authorized **Representative Dashboard** to be taken to the **Appointments Summary** screen to search for and cancel a Resident's upcoming appointments.

**Please Note:** kynectors, Agents, and Authorized Representatives cannot cancel FAST appointments from kynect benefits. If an Authorized Representative wants to cancel a FAST appointment for a Resident, they are required contact their local DCBS office to schedule an appointment.

## Q6. How do Residents reschedule their appointment(s)?

Residents can reschedule their appointments by following the below steps:

1. Log into kynect benefits with the Resident's username and password, which takes them to the **Resident Dashboard**.
2. Click the **Appointments** tab in the left-hand navigational menu to go to the **Appointment Summary** screen.
3. Click the **Upcoming Appointments** tab from the **Appointments Summary** screen and click the drop-down icon to see the appointment details and the **Reschedule Appointment and Cancel Appointment** links.
4. Click the **Reschedule Appointment** link.
5. Complete the **Reschedule Appointment** screens to update the date, timeslot, appointment channel, and special accommodations.

**Please Note:** Video Appointments can only be scheduled for Residents who are actively in the kynect benefits system.

## Q7. How do kynect benefits users such as kynectors, Agents, and Authorized Representatives reschedule appointment(s)?

kynect benefits users such as kynectors, Agents, and Authorized Representatives can reschedule appointments by following these steps:

1. Log into kynect benefits.
2. Search for the Resident using the **Resident Search Tool**.
3. After searching for the Resident, click on the Resident's name.
4. Click on the **Appointments** tab in the left-hand navigation menu of the **Resident Dashboard** to be taken to the **Appointment Summary** screen.
5. Click the **Upcoming Appointments** tab and the drop-down icon to view the details of a Resident's appointment.
6. Click the **Reschedule Appointment** link.
7. Complete the Reschedule Appointment screens to update the date, timeslot, appointment channel, and special accommodations.
8. If the Resident is not in the system, click the **Reschedule/Cancel Appointment** link from the "I want to..." section at the bottom of the **Home Dashboard** to be taken to the **Appointments Summary** screen to search for and reschedule a Resident's upcoming appointments.

**Please Note:** Additional kynect benefits users can only schedule Video Appointments for Residents who are actively in the kynect benefits system.

### **Q8. Can I complete an appointment by Telephone?**

Yes, Residents can complete a scheduled appointment by Phone, Video, or In-Person. Residents and kynect benefits users can choose whether to complete an appointment by Phone, Video, or In-Person from the kynect benefits **Appointment Channel/Special Accommodations** screen while scheduling or rescheduling their appointments. The **Appointment Channel/Special Accommodations** screen allows Residents and kynect benefits users to select their appointment channel and any special accommodations needed for their appointment.

**Please note:** The Appointment Channels that appear on Appointment Channel screen is dependent on the appointment location's availability.

### **Q9. Can I complete an appointment by Video?**

Yes, Residents can complete a scheduled appointment by Phone, Video, or In-Person. Residents and kynect benefits users can choose to complete an appointment via Video from the kynect benefits **Appointment Channel/Special Accommodations** screen while scheduling an appointment.

**Please note:** Residents who are not already in the kynect benefits system would not be able to schedule a Video Appointment or have one scheduled for them.

For Residents actively in the kynect benefits system, complete a Video Appointment by following these steps:

1. Navigate to the Resident's **Appointment Summary** screen by clicking the **Appointments** tab on their **Resident Dashboard**.
2. Click on the **Upcoming Appointments** tab at the top of the screen.
3. Navigate to the applicable **Appointment Record**.
4. Click the **Join Meeting** hyperlink under the **Conference Link** section to begin.

Clicking the **Join Meeting** link allows Residents to join the meeting. The **Join Meeting** hyperlink is only active up to one (1) hour before and one hour after the scheduled appointment start time. Clicking the **Join Meeting** hyperlink redirects the user to the Microsoft Teams meeting lobby. The user must wait to be admitted into the appointment by a caseworker once the appointment starts.

**Please note:** If the Resident tries accessing the **Join Meeting** hyperlink prior to the active window, upon clicking the hyperlink, Residents stay on the Microsoft Teams conference page where the following message displays:

"This Teams meeting link is not active yet. Please come back within one hour before your scheduled Video Appointment."

If the Resident tries to access the **Join Meeting** hyperlink after the active window, upon clicking the hyperlink, the Resident stays on the Microsoft Teams conference page where one of the following message displays:

**E&T Appointments:** "This Teams meeting link has expired. Please call your E&T office at <Phone Number of E&T office associated with Resident's zip



code>, visit your local E&T office, or log into kynect benefits to schedule another appointment.”

**All other appointments:** “This Teams meeting link has expired. Please call DCBS at 1-855-306-8959, visit your local DCBS Office, or log into kynect benefits to schedule another appointment.”

#### **Q10. What type of appointment(s) can I schedule through kynect benefits?**

The type of appointments Residents and kynect benefits users can schedule through kynect benefits include the topics below:

- Applying for benefits including health, food, household expenses, and childcare
- Renewing benefits they are already receiving
- Meeting with an Employment and Training (E&T) Provider to complete a SNAP E&T Assessment
- Meeting with an E&T Provider for general SNAP E&T questions

**Please Note:** If a Resident schedules an appointment at the end of the benefits application, selecting an **Appointment Reason** is not necessary.

#### **Q11. Who can schedule an appointment through kynect benefits?**

The following groups can schedule an appointment through kynect benefits:

- Residents can schedule appointments from their **Resident Dashboard**
- kynect benefits users such as kynectors, Agents, and Authorized Representatives can schedule appointments by using the **Resident Search** feature to find a Resident and accessing their **Resident Dashboard**. kynect benefits users can schedule appointments for users not in the system by clicking on the “**Schedule Appointment**” link in the “**I want to...**” section at the bottom of their screen.

## **Q12. What can I do if a person does not show up for a Video Appointment?**

If a Resident does not show up for their Video Appointment, Resident, kynectors, Agents, and Authorized Representatives can reschedule their missed Video Appointment by:

1. Navigating to the Resident's Dashboard.
2. Clicking the Appointments tab in the left-hand navigational menu to go to the Appointment Summary screen.
3. Clicking the Upcoming Appointments tab from the Appointments Summary screen and click the drop-down icon to see the appointment details and the Reschedule Appointment links.
4. Clicking the Reschedule Appointment link.
5. Completing the Reschedule Appointment process flow.

If an Authorized Representative does not show up for their Video Appointment, Residents may call the Department of Community Based Services (DCBS) Service line or visit kynect benefits to reschedule the missed Video Appointment.

## **Q13. What do I do if the audio does not work for the Video Appointment?**

If a DCBS Staff member or additional kynect benefit user experiences audio problems during a Video Appointment, they can:

- Call the Resident at their designated phone number to complete the appointment.
- End the Video Appointment and reschedule the appointment if the Resident is unable to do a telephone appointment.