The Commonwealth of Kentucky
kynect
ability
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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.

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

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

**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**.

**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**.
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.

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.
Steps to Edit an Appointment Channel

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

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

**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.

3. Click the **New** button from the Appointment Location Capacity section.
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.
7. Click the **Configure** links in the **Capacity** fields to configure the capacity for each day.

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

**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.

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

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.

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.
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.

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.
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)](image)

   1. [Click to view details]

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

   ![Edit ETP Office-Capacity Override](image)

   2. [Click to view details]

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