



Quick Look at **Turning Off incoming Referrals**

Use this Quick Look Guide to learn how to turn off incoming referrals to an organization



kynect resources sends organizations an email to notify them when a referral has been sent to the organization's inbox.

Due to the high volume of residents an organization serves, some find it necessary to **turn off** referral alerts.

The inbox volume may also become unmanageable due to the high number of referrals being made for a resource compared to staff available to respond and close referrals in the organization inbox.

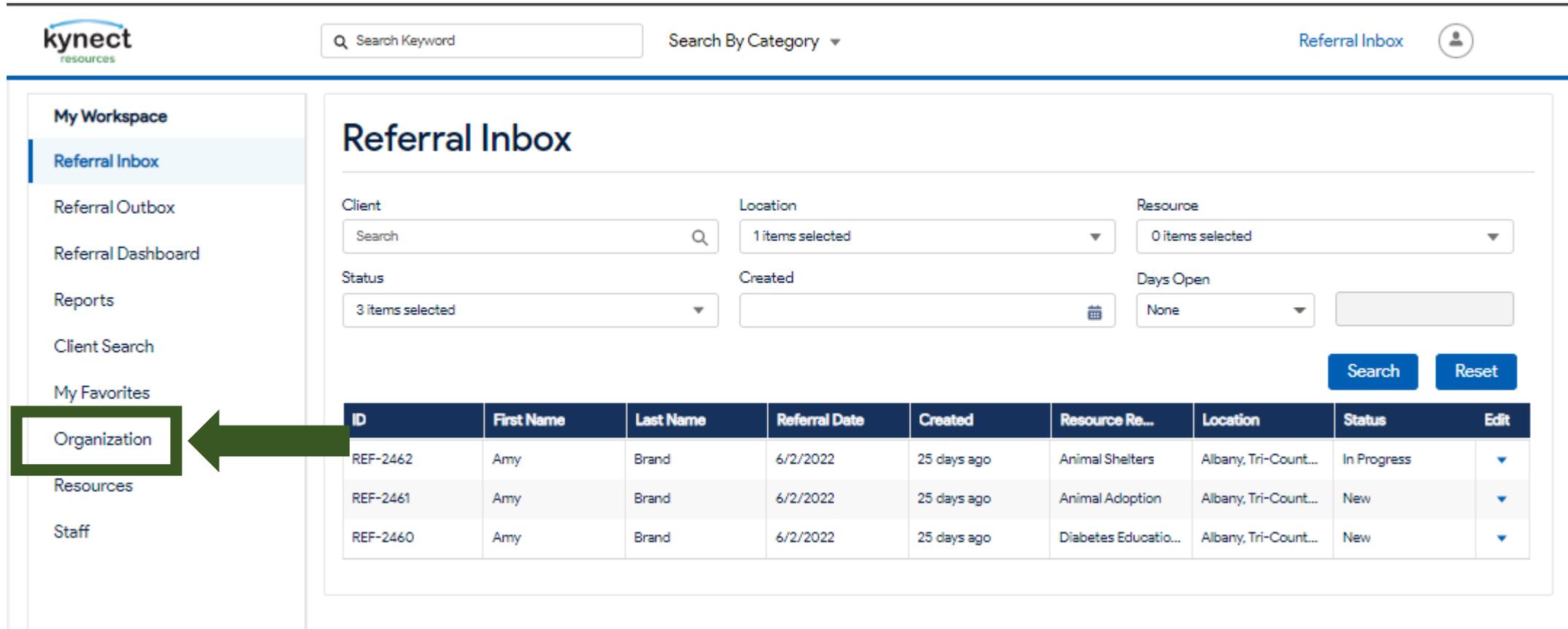
When an organization is not onboarded or has turned off incoming referrals, users see a banner message to contact the organization directly for their services.

The kynect resources team strongly encourages organizations to keep alerts active when possible.

The following pages provide the steps to turn off referral alerts.



Log into kynect resources and click on the **Organization** link from the **Workspace** column.



The screenshot shows the 'Referral Inbox' page in the kynect resources application. The left sidebar contains a 'My Workspace' menu with the following items: Referral Inbox, Referral Outbox, Referral Dashboard, Reports, Client Search, My Favorites, **Organization** (highlighted with a green box and arrow), Resources, and Staff. The main content area features a search bar and filters for Client, Location, Resource, Status, Created, and Days Open. Below the filters is a table with the following data:

ID	First Name	Last Name	Referral Date	Created	Resource Re...	Location	Status	Edit
REF-2462	Amy	Brand	6/2/2022	25 days ago	Animal Shelters	Albany, Tri-Count...	In Progress	▼
REF-2461	Amy	Brand	6/2/2022	25 days ago	Animal Adoption	Albany, Tri-Count...	New	▼
REF-2460	Amy	Brand	6/2/2022	25 days ago	Diabetes Educatio...	Albany, Tri-Count...	New	▼



**Navigate to the Status field and select Do Not Allow Referrals.
Next click Save.
Referrals may be made active again at any time.**

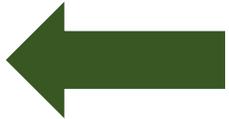
kynect resources Search Keyword Search By Category Referral Inbox

My Workspace
Referral Inbox
Referral Outbox
Referral Dashboard
Reports
Client Search
My Favorites
Organization
Resources
Staff

Organization

Contact Information	Physical Address	Lead Point of Contact
* Legal Name Albany, Tri-County Animal Shelter	Street 1990 Kentucky 90	Name Jamie Scott-Cross
Commonly Used Name 	City Albany	Email Address trioanimalshelter@outlook.com
Website https://www.facebook.com/friendsoftriocountyalba	State Kentucky	Phone (606) 387-0943
Phone Number (606) 387-0943	Zip 42602	Phone Extension
Email Address 	* Status Active - Do not allow referrals	
Tax ID None		
<input checked="" type="checkbox"/> Resources Provided Statewide?		

Save





Thank you

For additional support, please use the Help section in kynect resources or email kynectresources@ky.gov