



## Quick Look at the **WalkMe Tutorial Guide**

Use this Quick Look Guide to learn how the WalkMe feature functions.



## Quick Look At The WalkMe Feature



The new “WalkMe” feature has been recently added to **kynect resources** to assist with navigating the website! This new addition will walk users step-by-step through functions available to Residents.

To access, simply click the blue “?” (support button) at the bottom right of the screen and select from the options provided.

The screenshot displays the 'My Plan' page on the kynect resources website. The page header includes the kynect resources logo, search bars for Organization and Resources, and a 'Search By Category' dropdown. The main content area shows 'My Plan' with a message: 'There are no resources in your plan. Explore Resource Packages on the Homepage to learn more about available resources.' A sidebar on the left lists 'My Resources', 'Completed Resources', 'Suggested for Me', 'Privacy settings', and 'Needs Assessment', along with 'Email My Plan' and 'Print My Plan' buttons. A blue question mark icon is highlighted in the bottom right corner of the page. A callout box shows a larger view of this icon. To the right, a 'How can we help you?' support menu is open, listing various options under the 'Residents' category:

- My Plan
- Rate a Resource
- How to Connect to a Resource
- Needs Assessment
- How to search for resources
- My Plan
- Resident Basic Navigation

The footer of the website contains the text: 'The expanded kynect is working to keep every Kentuckian safe, healthy and happy. Go to kynect.ky.gov to see all your options.' The 'walkme' logo is visible in the bottom right corner of the screenshot.



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The following slides show an example of the WalkMe feature being used to access the “How to Connect to a Resource” option:

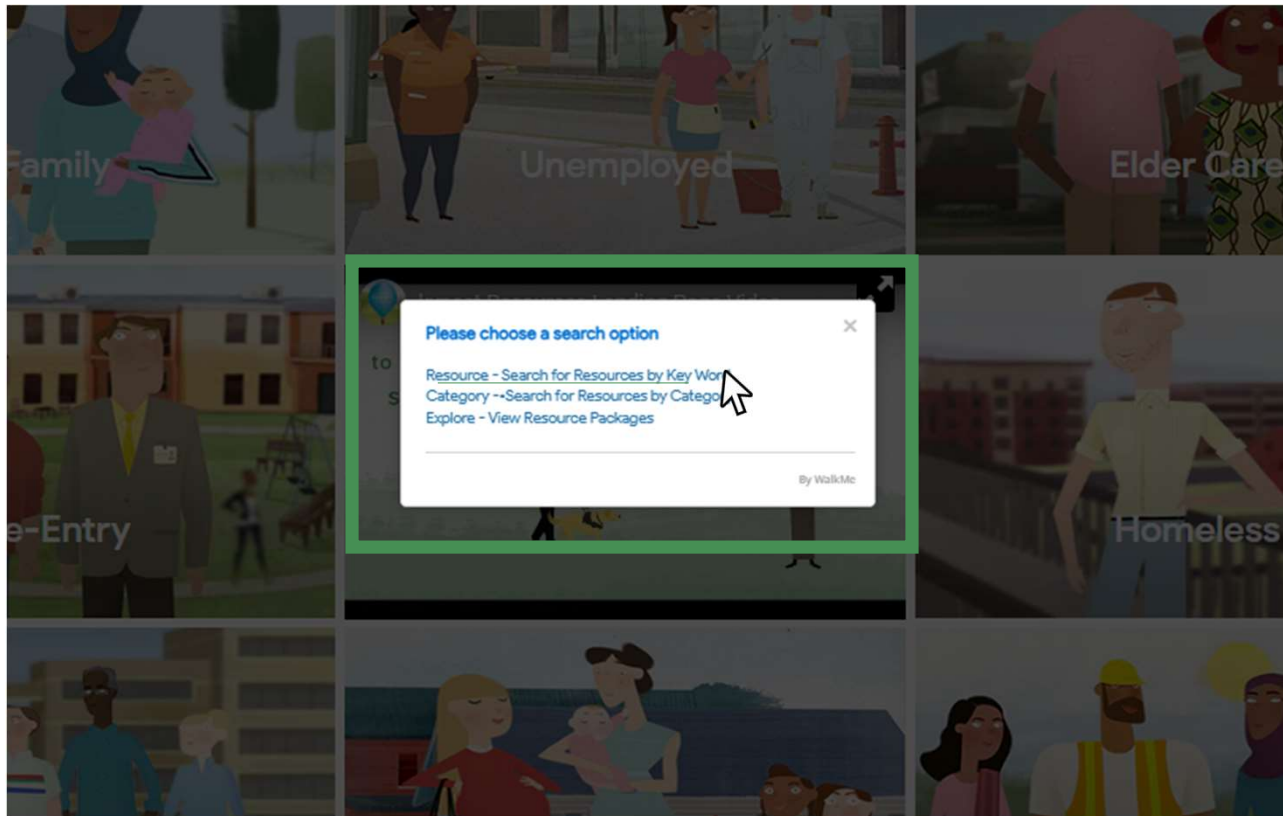


The screenshot shows the 'My Plan' page on the Kynect Resources website. The page header includes the Kynect Resources logo, search bars for 'Organization' and 'Resources', and a 'Search By Category' dropdown. The main content area displays 'My Plan' with a message: 'There are no resources in your plan. Explore Resource Packages on the Homepage to learn more about available resources.' A sidebar on the left contains navigation options: 'My Resources', 'Completed Resources' (1), 'Suggested for Me', 'Privacy settings', and 'Needs Assessment'. Below these are buttons for 'Email My Plan' and 'Print My Plan'. A WalkMe tooltip is overlaid on the right side of the page, titled 'How can we help you?'. It contains a search bar and a list of options under the heading 'Residents'. The option 'How to Connect to a Resource' is highlighted with a green box and a mouse cursor, indicating the feature being demonstrated.



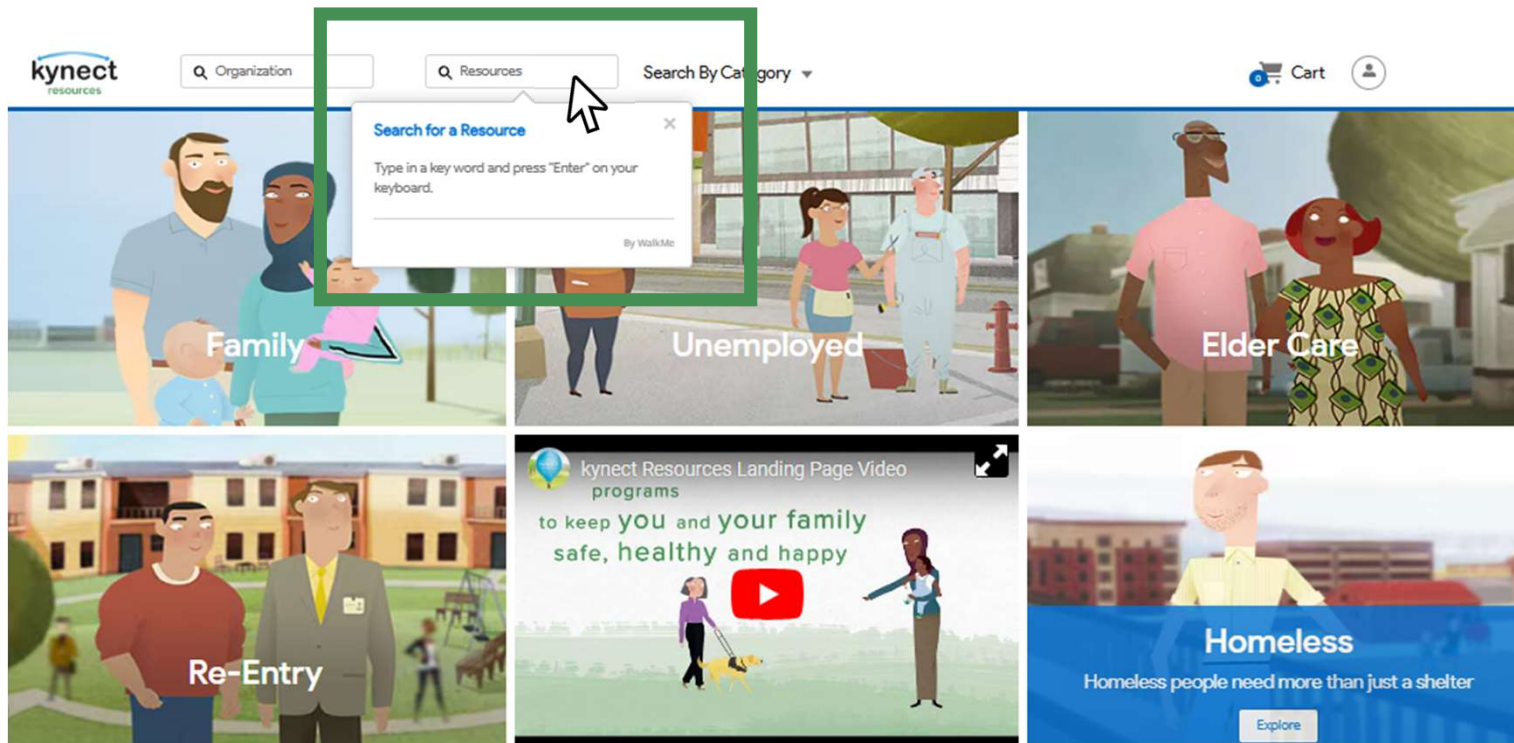
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Continuing from the previous slide, “How to Connect to a Resource,” the selected option was “Resource - search by Key Word.” Continue to follow the instructions:



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The next prompt asks the user to use the Search box and type the resource they are interested in. For the example, we will search for “Rent Help.” Continue to follow the instructions:



The screenshot displays the kynect resources website interface. At the top, there are search boxes for "Organization" and "Resources", along with a "Search By Category" dropdown menu. A "Cart" icon and a user profile icon are visible in the top right corner. A central search prompt box, titled "Search for a Resource", is overlaid on the page. The prompt contains the text: "Type in a key word and press 'Enter' on your keyboard." Below the text is a search input field and a "By WalkMe" attribution. The background of the website is divided into several category tiles, each with an illustration and a label: "Family" (a family of four), "Unemployed" (a person with a suitcase), "Elder Care" (an elderly couple), "Re-Entry" (two men in a park), "Homeless" (a man in a yellow shirt), and a video tile titled "kynect Resources Landing Page Video programs" with the text "to keep YOU and your family safe, healthy and happy".



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The results list will show the available options. To add the resource to the My Plan, select the best fit and select **Connect**. Continue to follow the instructions:

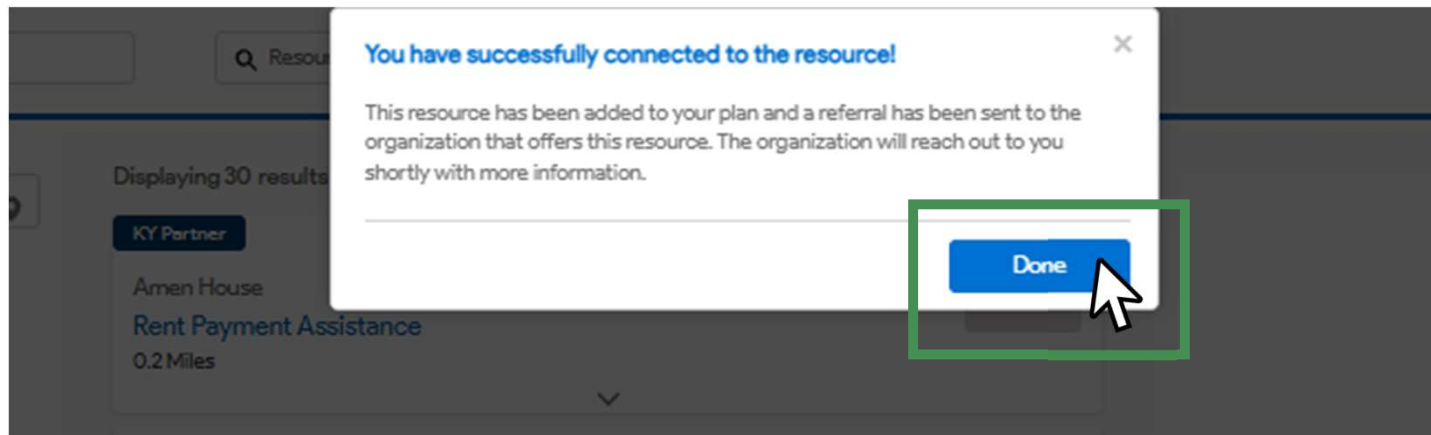


The screenshot displays the kynect resources website interface. At the top left is the kynect resources logo. Below it is a search bar with 'Georgetown, KY 40324, USA' entered. To the right of the search bar are filters for 'Organization' and 'Resource'. A notification box at the top right says 'View search results below and click "Connect" for the desired resource when ready.' Below the search bar, there are filters for 'Display By Category' (Housing, Food, Employment, Transportation, Health, Financial, Education, Mental & Addiction, Legal, Consumer) and 'Hours' (Open Today, Open Weekends). The main content area shows 'Displaying 30 results' and a list of resources. The first resource is 'Amen House Rent Payment Assistance' (0.2 Miles) with a 'Connect' button highlighted by a green box and a mouse cursor. Other resources include 'Transform Scott County Rent Payment Assistance' (0.6 Miles), 'Georgetown, Salvation Army Rent Payment Assistance' (1.4 Miles), and 'Opportunity for Work and Learning Center Comprehensive Job Assistance Centers' (10.1 Miles). A 'Cart' icon and a user profile icon are visible in the top right corner.



## Quick Look At The WalkMe Feature

Once completed the user will be notified the selected resource(s) have been added to their plan. Use the WalkMe tutorials and videos in the “?” support button to learn more about all the features in **kynect resources!**





## Thank you

For additional support, please use the Help section in **kynect resources** or email [kynectresources@ky.gov](mailto:kynectresources@ky.gov)