

How To: Add Closure Dates for Appointments in L2F

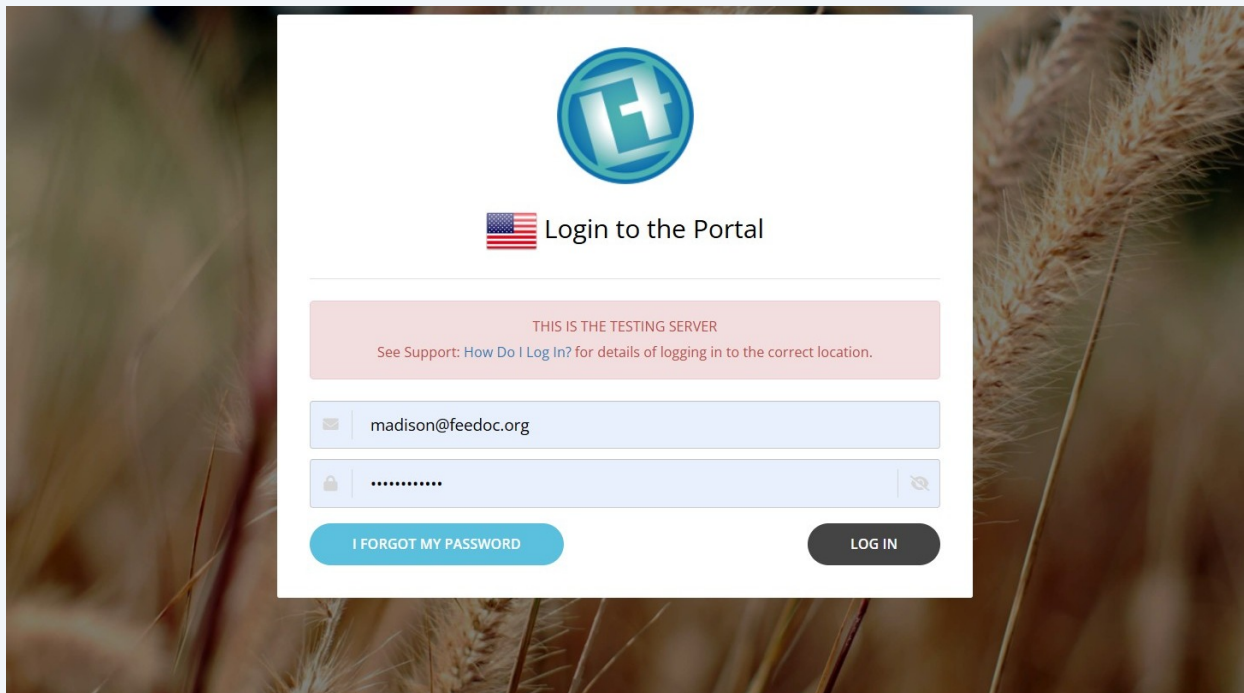
Learn how to add specific closure dates for your agency programs within the Link2Feed platform. This guide will walk you through the necessary steps to ensure accurate scheduling and program availability information.



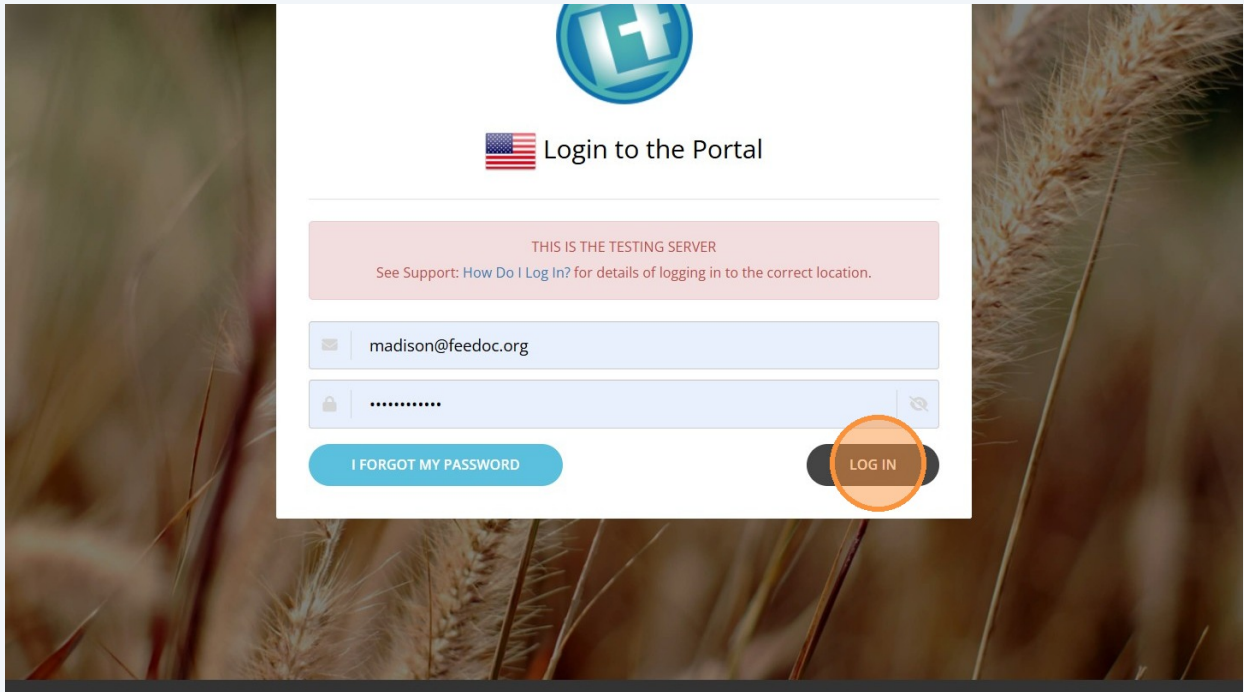
This guide is captured in the TEST Environment in L2F. All Agency Names and client information is not real and just for testing purposes.

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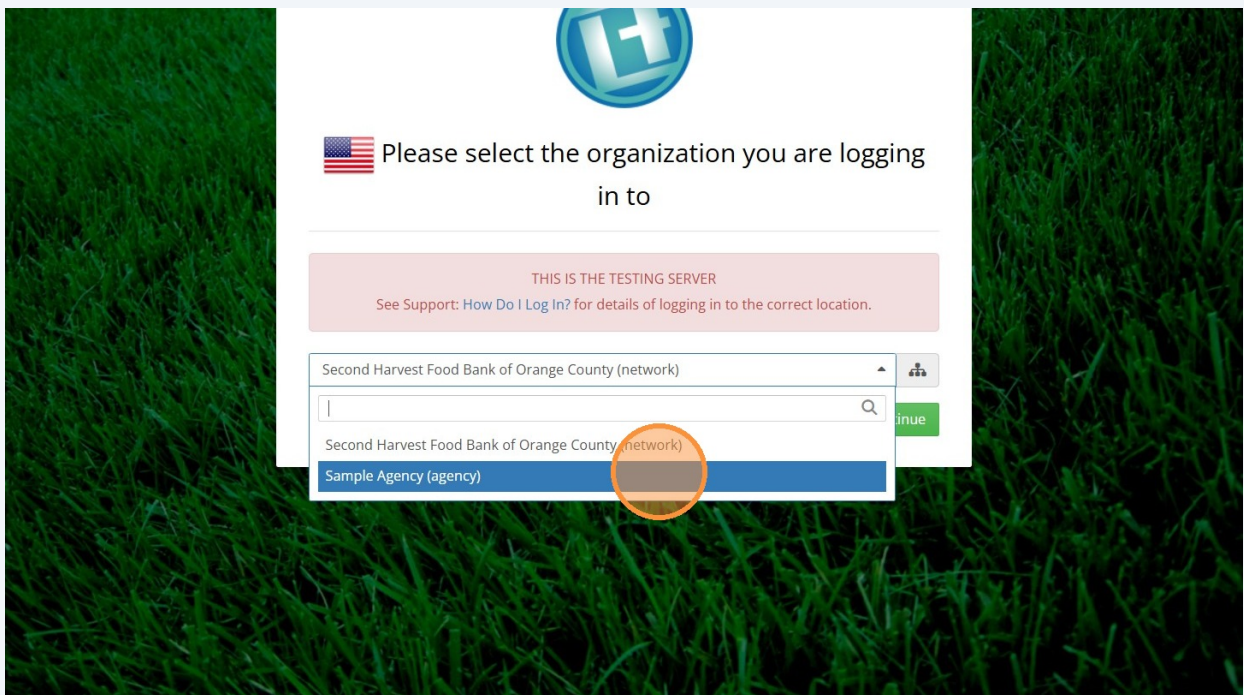
Navigate to https://accounts.link2feed.com/users/sign_in



2 Click "Log In"



3 Select which Agency you are signing into (if applicable) and click "Continue"



4 Click "Open" under Case Management

Monday, March 14th

Search

Dashboard

Messages

Administration

My Applications

Case Management

- ✓ Create client profiles and record services
- ✓ Manage client cases and outcomes
- ✓ Report on demographics and usage patterns

Open

5 Click "Administration"

Monday, March 16th

Search

Dashboard

Clients

Reports

Messages

Administration

Support

Dashboard

Unread Announcements

You have no unread Announcements

All Announcements

Households Served Today

0

Individuals Served Today

0

Households Served Over Last 6 Months

Households Served (Unique) Households Served (Duplicated)

Month	Households Served (Unique)	Households Served (Duplicated)
September	0	0
October	0	0
November	1	1
December	0	0
January	5	8
February	0	0

Individuals Served Over Last 6 Months

Individuals Served (Unique) Individuals Served (Duplicated)

Month	Individuals Served (Unique)	Individuals Served (Duplicated)
September	0	0
October	0	0
November	2	2
December	0	0
January	7	11
February	0	0

Quick Click Programs

Select All De-select All ON

OFF EFAP ON Regular Food Pantry Visit - No Appointments

6 Click "Agency Programs"

The screenshot shows the Link2Feed dashboard. On the left is a dark sidebar menu with the following items: Search, Dashboard, Clients, Reports, Messages, Administration (expanded), Organizations, Users, Settings, Fields, Lists, Agency Programs (circled in orange), Exports, Import Tools, and Support. The main content area has a top navigation bar with 'Unread Announcements' (0), 'Households Served Today' (0), and 'Individuals Served Today' (0). Below this are two line charts: 'Households Served Over Last 6 Months' and 'Individuals Served Over Last 6 Months', both showing data from September to February. The 'Households Served' chart shows a peak in January with approximately 8 unique and 10 duplicated households. The 'Individuals Served' chart shows a peak in January with approximately 7 unique and 11 duplicated individuals. Below the charts is a 'Quick Click Programs' section with a 'Select All' button, a 'De-select All' button, and a toggle switch. The 'EFAP' program is turned OFF, and the 'Regular Food Pantry Visit - No Appointments' program is turned ON. At the bottom is a search bar for clients with filters for Client ID, Date of Birth, Name, Address, and Phone. A notification badge with the number '29' is visible in the bottom right corner.

7 Here you can select whichever Program has the Appointments you need to add closure dates for - You will press this file button under Actions

The screenshot shows the 'Agency Programs' settings page. The top navigation bar includes 'DETAILS', 'PROGRAMS SETTINGS' (selected), 'C MGMT SETTINGS', 'C MGMT FIELDS', and 'ORGANIZATIONS & PROGRAMS'. Below the navigation is a message: 'Interested in adding new programs? Please reach out to your Link2Feed Account Manager for assistance.' The main content area is a table of programs with the following columns: Name, Active, Type, and Actions. The table contains three entries: 'EFAP' (Managed at the Network, Active, TEFAP), 'Food Pantry Visit - Appointments' (Exceptions at this Agency :: Regular Food Pantry Visit, Active, Pantry), and 'Regular Food Pantry Visit -- No Appointments' (Managed at the Network, Active, Pantry). The 'Actions' column for each row contains icons for edit, delete, and add. An orange circle highlights the 'Actions' column. Below the table is a pagination control showing 'Showing 1 to 3 of 3 entries' and buttons for 'Previous', '1', and 'Next'. At the bottom are three buttons: 'Save & Previous', 'Save Changes', and 'Save & Next'.

8 Click "Appointment Options"

Search

- Dashboard
- Clients
- Reports
- Messages
- Administration
- Support

Food Bank Standard

* Name
Food Pantry Visit - Appointments

Summary

Type
Pantry

Visit Options

Appointment Options

Food and Items Provided

Disclaimer

I understand that that by saving these program settings that these changes could affect the client intake process for users.

I take full responsibility for the changes

Cancel Save

9 Here you will see your Appointments and be able to Click "Add Closures"

Search

- Dashboard
- Clients
- Reports
- Messages
- Administration
- Support

Scheduling Mode

Scheduling Mode
Caseloads

Enforce Caseload

Availability

Days	Start Time	End Time	Start Date	End Date	Caseload
Weekdays	8:45 AM	2:30 PM	03-31-2025	<input type="checkbox"/>	17 Visits every 15 minutes

+ Add Availability

+ Add Closures

Closure Dates

Do Not Allow CNCT Appointments

Do Not Allow API Appointments

Food and Items Provided

10 Scroll to find the dates you need to add

The screenshot shows the 'Appointment Options' form in a web application. The form includes sections for 'Visit Options', 'Appointment Options', and 'Availability'. The 'Appointment Options' section has a 'Scheduling Mode' dropdown set to 'Caseloads' and a checked 'Enforce Caseload' checkbox. The 'Availability' section has a 'Days' dropdown set to 'Weekdays', a 'Start Time' of '8:45 AM', and an 'End Time' of '2:30 PM'. A calendar overlay for 'March 2026' is open, showing dates from 22 to 28. A red circle highlights the right arrow of the calendar navigation, indicating the user should scroll to find the dates they need to add. Below the calendar is a '+ Add Closures' button. The left sidebar shows navigation options like 'Dashboard', 'Clients', 'Reports', 'Messages', 'Administration', and 'Support'.

11 Click on the date you need to add the Closure for

The screenshot shows the 'Appointment Options' form with a calendar overlay for 'April 2026'. The 'Availability' section is the same as in the previous screenshot. The calendar overlay shows dates from 29 to 9. A red circle highlights the date '7', indicating the user should click on this date to add a closure. Below the calendar is a '+ Add Closures' button. The left sidebar is the same as in the previous screenshot. A red circle with the number '29' is visible in the bottom right corner of the form area.

12 The Closure date will appear here under Closure Dates

The screenshot displays a scheduling configuration page. On the left is a dark sidebar with navigation options: Search, Dashboard, Clients, Reports, Messages, Administration, and Support. The main content area is titled '* Scheduling Mode' and includes a dropdown menu set to 'Caseloads' and a checked checkbox for 'Enforce Caseload'. Below this is the 'Availability' section, which contains a table with columns for Days, Start Time, End Time, Start Date, End Date, and Caseload. The table has one row with the following values: Days: Weekdays, Start Time: 8:45 AM, End Time: 2:30 PM, Start Date: 03-31-2025, End Date: (empty), and Caseload: 17. To the right of the Caseload value is a trash icon. Below the table are buttons for '+ Add Availability' and '+ Add Closures'. At the bottom, there is a 'Closure Dates' section with a date '04-08-2026' highlighted by an orange circle and a red 'x' icon next to it. Below this are two unchecked checkboxes: 'Do Not Allow CNCT Appointments' and 'Do Not Allow API Appointments'. A notification badge with the number '29' is visible in the bottom right corner.

13 You can also Click "x" to remove a closure date and allow appointments to be booked for that date again

This screenshot is identical to the one above, showing the same scheduling configuration page. The 'Closure Dates' section now shows the date '04-0' instead of '04-08-2026', with a red 'x' icon next to it, indicating that the closure date has been removed. The rest of the interface, including the sidebar, availability table, and other controls, remains the same.

14 Click "I take full responsibility for the changes"

Search

- Dashboard
- Clients
- Reports
- Messages
- Administration
- Support

+ Add Availability

Closure Dates ⓘ

- Do Not Allow CNCT Appointments ⓘ
- Do Not Allow API Appointments ⓘ

+ Add Closures

Food and Items Provided ⓘ

Disclaimer

I understand that that by saving these program settings that these changes could affect the client intake process for users.

I take full responsibility for the changes

Cancel Save

Agency Exceptions List ⓘ

Program Options Change History ⓘ

29 ⓘ

15 Click "Save"

Search

- Dashboard
- Clients
- Reports
- Messages
- Administration
- Support

+ Add Availability

Closure Dates ⓘ

- Do Not Allow CNCT Appointments ⓘ
- Do Not Allow API Appointments ⓘ

+ Add Closures

Food and Items Provided ⓘ

Disclaimer

I understand that that by saving these program settings that these changes could affect the client intake process for users.

I take full responsibility for the changes

Cancel Save

Agency Exceptions List ⓘ

Program Options Change History ⓘ

29 ⓘ

16 Click "Dashboard"

The screenshot shows a dashboard for 'Sample Agency' with the following components:

- Header:** LINK2FEED, Sample Agency, Pro, Search, and user name 'Madison'.
- Left Sidebar:** Navigation menu with 'Dashboard' highlighted, and other options: Clients, Reports, Messages, Administration, and Support.
- Dashboard Content:**
 - Unread Announcements:** 'You have no unread Announcements' with a link to 'All Announcements'.
 - Households Served Today:** 0 households.
 - Individuals Served Today:** 0 individuals.
 - Households Served Over Last 6 Months:** Line chart showing 'Households Served (Unique)' (blue) and 'Households Served (Duplicated)' (green) from September to February. The y-axis ranges from 0 to 8. Both lines show a peak in January.
 - Individuals Served Over Last 6 Months:** Line chart showing 'Individuals Served (Unique)' (blue) and 'Individuals Served (Duplicated)' (green) from September to February. The y-axis ranges from 0 to 12. Both lines show a peak in January.
 - Quick Click Programs:** A green bar with 'Select All', 'De-select All', and 'OFF' buttons.

An orange circle highlights the 'Dashboard' link in the sidebar.



You have now successfully added your closure dates!