

## FFT™ Digital Navigation Service Entry

(Required elements are underlined.)

**Client Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Start time:** \_\_\_\_\_

**Duration (in minutes):** \_\_\_\_\_

**Staff Person:** \_\_\_\_\_

**Contact Location/Method:**     In person     By phone     By email     By fax     By mail  
     By text message     By video conference     By social media     Other

**Did you reach the person you attempted to contact?**     Yes     No

**Contact with:**     Client     Employer     Service Provider     Other

Story	Name of Entity	Status / Topics Discussed	Details
<b>Digital Navigation</b>		<input type="checkbox"/> Digital Skills Training <input type="checkbox"/> Getting a computer <input type="checkbox"/> Getting internet at home <input type="checkbox"/> Getting internet on my phone <input type="checkbox"/> Setting up or troubleshooting my home internet service/using a hotspot <input type="checkbox"/> Troubleshooting my internet-connected phone <input type="checkbox"/> Paying for a computer <input type="checkbox"/> Paying for a smartphone plan <input type="checkbox"/> Other	Other topics discussed: _____
<b>Exam</b>		<input type="checkbox"/> Discussed pros/cons <input type="checkbox"/> Referred to provider(s) <input type="checkbox"/> Applied (or re-applied) <input type="checkbox"/> Approved (or re-approved) <input type="checkbox"/> Registered for exam <input type="checkbox"/> Took (or retook) exam	<b>Type of exam:</b> <input type="checkbox"/> GED <input type="checkbox"/> HiSet <input type="checkbox"/> TASC <input type="checkbox"/> License <input type="checkbox"/> Other degree/certificate

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		<input type="checkbox"/> Passed exam <input type="checkbox"/> Passed part of exam <input type="checkbox"/> Failed exam <input type="checkbox"/> Obtained degree/certificate/license (create Degree/Certificate/License Record) <input type="checkbox"/> Application denied <input type="checkbox"/> Decided not to pursue <input type="checkbox"/> Other	<p><b>If other degree/certificate, specify:</b></p> <hr/> <p><b>Modules:</b></p> <input type="checkbox"/> Basic Computer Skills <input type="checkbox"/> Internet Basics <input type="checkbox"/> Using Email <input type="checkbox"/> Windows 10 <input type="checkbox"/> MacOS <input type="checkbox"/> MS Word Office 2016 <input type="checkbox"/> MS Excel Office 2016 <input type="checkbox"/> MS PowerPoint Office 2016 <input type="checkbox"/> Google Docs <input type="checkbox"/> Social Media <input type="checkbox"/> Information Literacy <input type="checkbox"/> Career Search Skills <input type="checkbox"/> Your Digital Footprint <input type="checkbox"/> K12 Distance Learning <input type="checkbox"/> Telehealth <p><b>Number of Attempts?</b> _____</p>
<b>Obtained a Device</b>			<p><b>Device was:</b></p> <input type="checkbox"/> Gifted to user <input type="checkbox"/> Loaned to user <p><b>Device Type:</b></p> <input type="checkbox"/> Laptop – Windows PC <input type="checkbox"/> Laptop – Google Chromebook <input type="checkbox"/> Desktop <input type="checkbox"/> Tablet <input type="checkbox"/> Smart Phone <p><b>Amount of Benefit / Subsidy:</b> _____</p>

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			<b>Device Details:</b> <hr/>
<b>Obtained Internet Connection</b>			<b>Type of Internet Access:</b> <input type="checkbox"/> Smart Phone <input type="checkbox"/> Home Wifi <input type="checkbox"/> Hotspot  <b>Internet Subsidy:</b> <input type="checkbox"/> Affordable Connectivity Program (ACP) <input type="checkbox"/> Lifeline <input type="checkbox"/> Both ACP and Lifeline <input type="checkbox"/> Other discount  <b>Other Subsidy:</b> <hr/>

**Notes:**

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