ONLINE APPOINTMENT SYSTEM GUIDE

Security Division – Credentialing Section



APPOINTMENT WEBSITE

Visit website <u>securityservices.atl.com</u>.

DO NOT distribute the appointment link to employees.

 The Authorized Signatory must schedule appointments for all employees.



APPOINTMENT WEBSITE – TAB 1

Select the appropriate service.

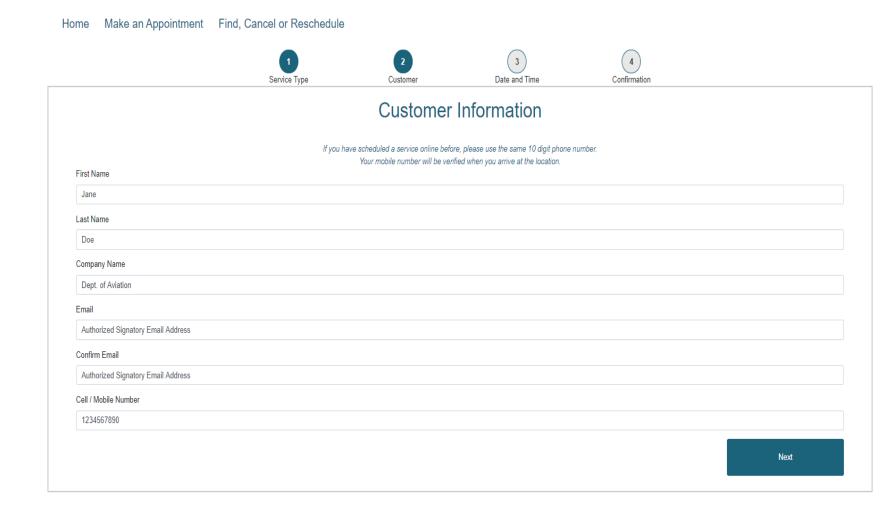






APPOINTMENT WEBSITE - TAB 2

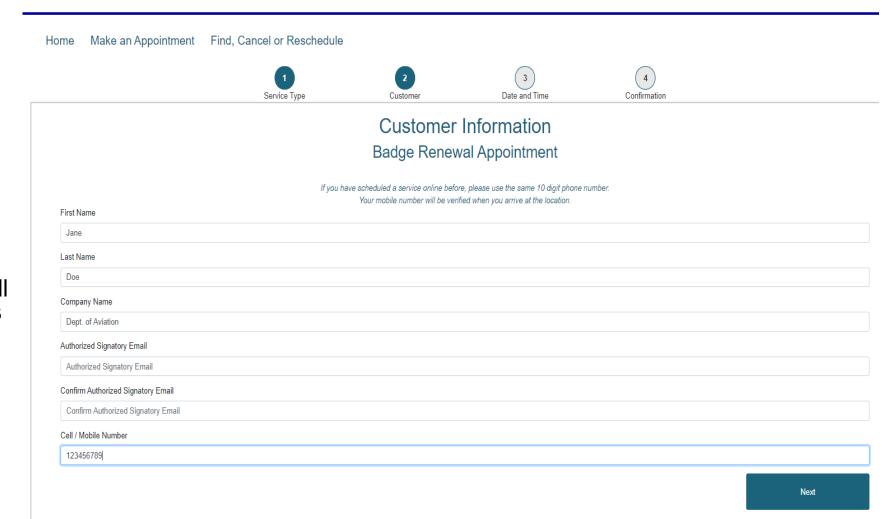
Fill in the
 Customer
 Information fields
 using the
 employee's
 information, with
 exception to the
 email address.





APPOINTMENT WEBSITE - TAB 2

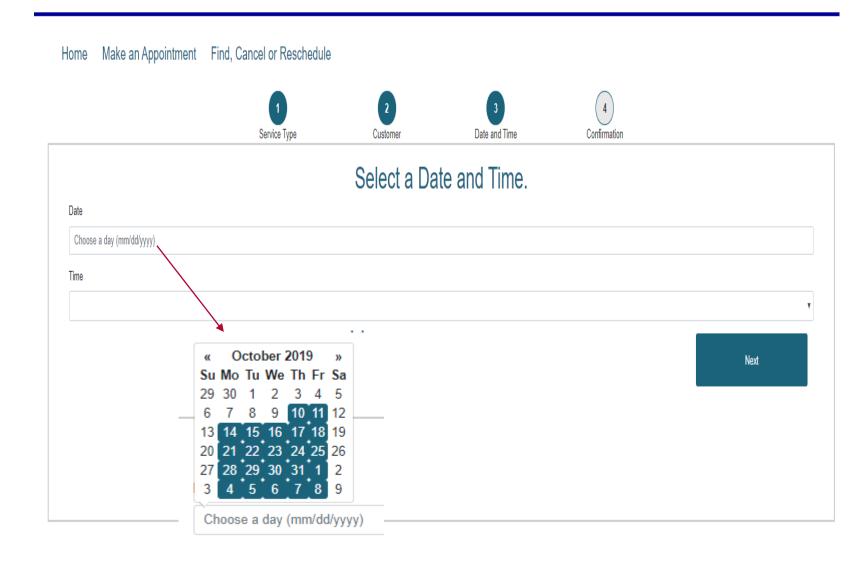
- The Authorized Signatory must provide their email address, not the employee's. Any appointment scheduled without using the A.S. email address will automatically be cancelled.
- Authorized Signatories will receive email notifications for the following appointments:
 Confirmation,
 Cancellation, and Reminder.





APPOINTMENT WEBSITE – TAB 3

- Select a date and time for the employee's appointment.
- The appointment calendar will provide 90 days from the current date to schedule appointments.
- Employees can only check-in 15 minutes early for an appointment and no more than 5 minutes late.
- Employee's that are late for their appointment must reach out to the Authorized Signatory to reschedule.





APPOINTMENT WEBSITE – TAB 4

- Click the Confirm
 Appointment button to complete scheduling for the selected appointment.
- The employee will receive a confirmation text for the appointment date and time.
- A reminder text will be sent to the employee 24 hours in advance of their appointment. For same day appointments, the confirmation text and reminder text will arrive concurrently.





APPOINTMENT REQUIRED SERVICES

Effective February 1, 2020 the Credentialing office will require appointments for the following services:

- Fingerprinting
- New Badge
- Renewal Badge (Employee can renew starting 60 days prior to expiration date)
- Upgrade/Downgrade Badge Request
- Breach of Rule Notice (BORN)
- Notice of Violation (NOV)
- Disposition Review
- Training (SIDA, Non-SIDA, and Authorized Signatory Training)



WALK-IN SERVICES

Walk-in services are available for the following:

- Damaged Badges
- Lost/Stolen Badges
- Reactivatee Badge (e.g. 60 day badge deactivation)
- No Beep Badges (badges that malfunction and will no longer beep when swiped)
- Security Threat Assessment (STA) Pickup



CREDENTIALING INFORMATION

Website: http://tinyurl.com/atlsecurityservices

Email: <u>SecurityID@Atl.com</u>

Phone Number: (404) 530-6667

Physical Address: 6000 N. Terminal Pkwy, Suite 314, Atlanta, GA 30320

Location/Directions: The security office is on the 3rd floor of the North Terminal (Blue Side). As you enter
the Airport's north terminal, head toward the American Airlines ticket counter. Across from the ticket
counter is an alcove with a blue and white sign that reads "Aviation Security Division." Enter the alcove
and take the elevator to the third floor. As you exit the elevator, the security office will be in front of you.

