

# ONLINE APPOINTMENT SYSTEM GUIDE

Security Division – Credentialing Section

# APPOINTMENT WEBSITE

- Visit website [securityservices.atl.com](https://securityservices.atl.com).
- **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.



[Home](#) [Make an Appointment](#) [Find, Cancel or Reschedule](#)

1  
Service Type

2  
Customer

3  
Date and Time

4  
Confirmation

## Select a Service

Authorized Signatory Appointment

Badge Renewal Appointment

BORN/NOV Appointment

Disposition Appointment

Fingerprinting Appointment

New Badge Request Appointment

Training Appointment

Upgrade or Downgrade Appointment

# APPOINTMENT WEBSITE – TAB 2

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

Home   Make an Appointment   Find, Cancel or Reschedule

1 Service Type   2 Customer   3 Date and Time   4 Confirmation

### Customer Information

*If you have scheduled a service online before, please use the same 10 digit phone number.  
Your mobile number will be verified when you arrive at the location.*

First Name

Last Name

Company Name

Email

Confirm Email

Cell / Mobile Number

Next

# 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.

Home   Make an Appointment   Find, Cancel or Reschedule

1 Service Type   2 Customer   3 Date and Time   4 Confirmation

## Customer Information

### Badge Renewal Appointment

*If you have scheduled a service online before, please use the same 10 digit phone number.  
Your mobile number will be verified when you arrive at the location.*

First Name

Last Name

Company Name

Authorized Signatory Email

Confirm Authorized Signatory Email

Cell / Mobile Number

Next

# 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.

[Home](#) [Make an Appointment](#) [Find, Cancel or Reschedule](#)

1  
Service Type

2  
Customer

3  
Date and Time

4  
Confirmation

Select a Date and Time.

Date

Choose a day (mm/dd/yyyy)

Time

« October 2019 »						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Choose a day (mm/dd/yyyy)

Next

# 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.

Home Make an Appointment Find, Cancel or Reschedule

1 Service Type 2 Customer 3 Date and Time 4 Confirmation

## Review your Request

Customer Information	Appointment Info
<b>Name</b> Jane Doe	<b>Office</b> Badging
<b>Cell / Mobile Phone</b> 4045306667	<b>Date</b> 1/31/2020
<b>Email</b> SecurityID@Atl.com	<b>Time</b> 10:10 AM

Confirm Appointment

# 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: [SecurityID@Atl.com](mailto:SecurityID@Atl.com)
- Phone Number: (404) 530-6667
- Physical Address: 6000 N. Terminal Pkwy, Suite 314, Atlanta, GA 30320
- Location/Directions: The security office is on the 3<sup>rd</sup> 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.