Andre Dickens
Mayor

Ricky Smith
Airport General Manager

MEMORANDUM

TO: All Authorized Signatories

FROM: Tanna Kaminski, MS, CM, ASC
            Airport Security Assistant Director

DATE: June 10, 2025

SUBJECT: **IMPORTANT UPDATE: DELAYED UNTIL FURTHER NOTICE** Changes to Appointment Wizard & Customer Identification

We have encountered some transition issues during the deployment of the recent changes to the Appointment Wizard and the Customer Unique ID system. As a result, the implementation has been delayed until further notice.

This memo outlines the upcoming changes to both the Appointment Wizard and the Customer Unique Identification process. These changes will affect how employees schedule appointments and how customers are identified during check-in. Please review the details below to understand what to expect once implementation resumes.

What's Changing?

We are transitioning from using mobile phone numbers to using email addresses as the primary method for both booking and identifying appointments. This change is aimed at reducing no-shows for more efficient use of resources and to streamline the customer check-in experience.

Key Updates:

- **Self-Service Booking:**
  Employees will be able to book their own fingerprinting or badging appointments directly through the Appointment Wizard. This self-service functionality aligns with the goal of reducing no-shows.

- **Email-Based Identification:**
  Appointments will require confirmation via the employee's personal email address. A reminder text and email notification will be sent to the applicant, prompting them to either confirm or reschedule their appointment.

- **New Cancellation Policy:**
  A cancellation feature will be added to improve scheduling efficiency. Employees will be required to confirm their attendance ensuring individual accountability and improved communication. If an appointment is not confirmed within the specified timeframe in the rubric below, it will be automatically canceled and released back into the system for others to book. The applicant must use their **personal email address** to confirm their appointment by the deadline.

Appointment Confirmation Rubric

Appointments Booked Within the Established Timeframe	Reminder Text Notification Sent	Confirmation Deadline
More than 48 hours	48 hours prior	Confirm within 24 hours
24–48 hours	Immediately	Confirm within 24 hours
1–24 hours	Immediately	Confirm within 1 hour
Within 1 hour	Immediately	*No confirmation required*

To **avoid cancellation**, the applicant will need to follow the confirmation instructions sent to the email used for booking.

Action Required:

To schedule an appointment, applicants will need to visit the Appointment Wizard:
🔗 **https://securityservices.atl.com/en/WizardAppt/Services?groupBy=0**

Transitional Period

A **90-day transitional period** will be in place once a date is determined. Any appointments booked **before the transition date**, will still allow check-in using a **phone number** to ensure a smooth transition without disruption to existing bookings. Appointments booked **on or after the transition date,** will use their **personal email address** to check-in for appointments when visiting the Credentialing Office.

We appreciate your patience and will provide an update as soon as we have a revised timeline. If you have any questions, please don't hesitate to contact us at **SecurityID@atl.com**.