



ONLINE APPOINTMENT SYSTEM GUIDE

Hartsfield-Jackson International Airport- ATL
Credentialing





APPOINTMENT WEBSITE

- Visit the appointment wizard at <https://SecurityServices.Atl.com>
- DO NOT distribute the appointment wizard link to employees.
- The Authorized Signatory must schedule appointments for all employees.



Step 1

- Select the appropriate service.
- Only one service can be selected.



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1 Service Type 2 Customer 3 Date and Time 4 Confirmation

Select a Service

Badge Renewal Appointment

BORNNOV Appointment

Fingerprinting Appointment

New Badge Request Appointment

Upgrade or Downgrade Appointment



Step 2

- Fill in the customer fields.
- You must use the employee's information except for the email fields.
- The Authorized Signatory's email address must be used in the email and confirm email fields. Failure to use the Authorized Signatory's email will result in the appointment being automatically cancelled.
- The Authorized Signatory will receive email notifications for appointment confirmations, cancellation, and reminders.
- The employee's phone number must be used to schedule the appointment.

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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	<input type="text" value="Jane"/>
Last Name	<input type="text" value="Doe"/>
Company Name	<input type="text" value="Dept. of Aviation"/>
Email	<input type="text" value="Authorized Signatory Email Address"/>
Confirm Email	<input type="text" value="Authorized Signatory Email Address"/>
Cell / Mobile Number	<input type="text" value="1234567890"/>

Next



Step 3

- Select a date and time.
- We allow an employee to check-in 15 minutes before the appointment.
- Customers who are late, will be required to contact the Authorized Signatory to reschedule the appointment.

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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



Step 4

- Review the request.
- Click the Confirm Appointment button.
- The employee will receive a confirmation text for the appointment.
- A reminder text will be sent 24 hours before the scheduled appointment.
- For same day appointments, the confirmation text and reminder text will arrive concurrently.

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1

Service Type

2

Customer

3

Date and Time

4

Confirmation

Review your Request

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

Confirm Appointment



Services Requiring an Appointment

- STA Enrollment- Fingerprint Appointment Required
- New Badge
- Renewal Badge (renewal process can begin 60 days before badge expiration).
- BORN/NOV
- Upgrade/Downgrade



Walk-In Services

- Lost Badge
- Damaged Badge
- Stolen Badge
- Badge Reactivation
- Vehicle Permit
- Disposition