

ONLINE APPOINTMENT SYSTEM GUIDE

Hartsfield-Jackson International Airport- ATL Credentialing





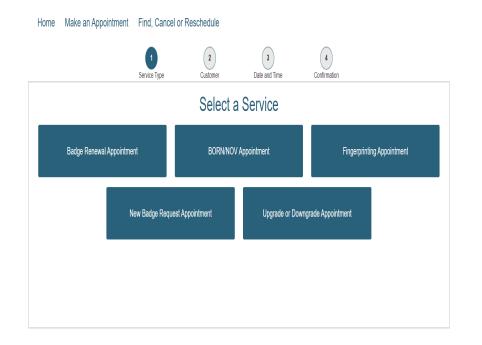
APPOINTMENT WEBSITE

- 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.



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





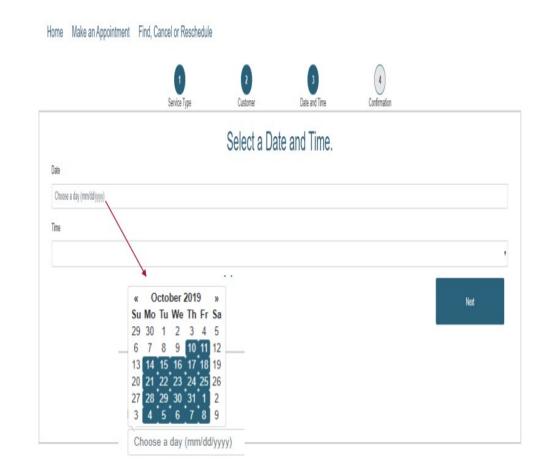


- Fill in the customer fields.
- You must use the employee's information except for the email fields.
- The Authorized Signatory's email address must be used in the email and confirm email fields. Failure to use the Authorized Signatory's email will result in the appointment being automatically cancelled.
- 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.

	Service Type	2 Customer	3 Date and Time	4 Confirmation	
		Customer	Information		
First Name	ll you t		ore, please use the same 10 digit phone infied when you arrive at the location.	number.	
Jane					
Last Name					
Doe					
Company Name					
Dept. of Aviation					
Email					
Authorized Signatory Email Address					
Confirm Email					
Authorized Signatory Email Address					
Cell / Mobile Number					
1234567890					

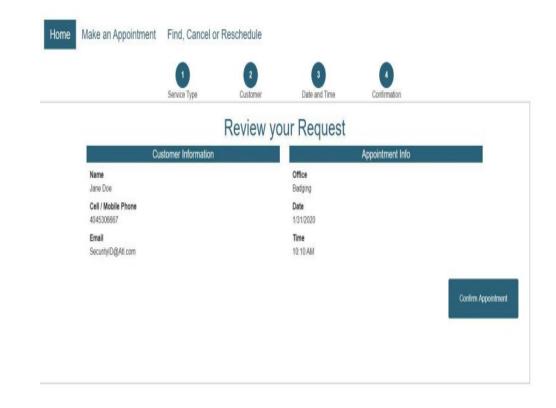


- Select a date and time.
- We allow an employee to check-in
 15 minutes before the appointment.
- Customers who are late, will be required to contact the Authorized Signatory to reschedule the appointment.





- 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.





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