



**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 4, 2026

**SUBJECT:** **IMPORTANT UPDATE:** Changes to Appointment Wizard & Customer Identification Process Effective June 6, 2026

Signed by:  
*Tanna Kaminski*  
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This memo is to inform you of upcoming changes to the Appointment Wizard and Customer Unique Identification process that will affect how employees schedule appointments and how customers are identified at check-in.

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**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.

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**Key Updates:**

- **Self-Service Booking:**  
Employees will be able to book their own fingerprinting or badging appointments directly through the Appointment Wizard starting on June 6, 2026. This self-service functionality aligns with the goal of reducing no-shows.
- **Email-Based Identification:**  
Appointments will now 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 has been added to improve scheduling efficiency. Employees will now 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.

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### Appointment Confirmation Rubric

Appointments Booked	Reminder Text	Confirmation Deadline
<b>Within the Established Timeframe</b>	<b>Notification Sent</b>	Confirm Within 24 hours
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	<i>No confirmation required</i>

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

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### Action Required:

To schedule an appointment, applicants will need to visit the Appointment Wizard:

[ATLAccess.cxmflow.com](http://ATLAccess.cxmflow.com)

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### Transitional Period

A **15-day transitional period** will be in place. We can still service any appointments booked before June 6, 2026; you would just have to check-in at the front desk because the system will only recognize the customer email. Appointments booked on or after June 6, 2026, will use their **personal email address** to check-in for appointments when visiting the Credentialing Office.

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Thank you for your attention to this matter. If you have any questions or need support during this change, please don't hesitate to contact us at [SecurityID@atl.com](mailto:SecurityID@atl.com).

