

2014

Flash Appointments

Online Scheduler for the Fingerprinting Program



City and County of San Francisco

Department of Human Resources

CSO

Table of Contents

Overview.....	Page 3
Getting Started/Welcome Screen	Page 4
Scheduling an Appointment	Page 5
Required Departmental Information.....	Page 6
Appointment Confirmation	Page 7
To Re-schedule an Appointment	Page 7
To Cancel an Appointment.....	Page 8

Flash Appointments

Overview:

Flash Appointments is an online scheduler that allows departments to book their candidates for fingerprinting appointments with ease.

Confidentiality:

Departmental representatives with access to Confidential Information are responsible for preserving and safeguarding the confidentiality of that information at all times, and may not knowingly or willfully disclose or allow access to Confidential Information to anyone except those individuals specifically authorized to access that information who have a legitimate business need to know that information. Such authorized members include: staff members of the Civil Service Commission, attorneys representing the City/department, or staff directly engaged in departmental hiring and selection processes.

Violation of this Policy—including the misuse of, inappropriate access to, or disclosure of or failure to safeguard Confidential Information—may result in disciplinary action, up to and including termination.

System Requirements:

Access to: Internet

To gain access, please contact your IT department.

Software Required: Web browser

To gain access, please contact your IT department.

For Inquiries, please contact:

CCSF Department of Human Resources
1 South Van Ness, Fourth Floor
San Francisco, CA 94103
(415) 557-4800

Welcome to Flash Appointments!

To get started, click on the link below:

<https://www.flashappointments.com/client/lgn/launch.cfm?busId=9491>

Welcome screen:

The screen below shows the various services offered, dates and timeslots available and allows you to review your selections before you move on to entering your candidate's information and eventually, confirming your appointment... all in one page!

The screenshot displays the 'San Francisco - Department of Human Resources - Appointment Scheduler' interface. It is divided into several sections:

- 1. Select a service:** A list with 'Fingerprinting' and 'Workshops'.
- 2. Select a date:** A calendar for June 2014 with the 16th selected.
- Review appointment settings:** Fields for Date (Jun 18 2014), Time (PST), Service, and Staff.
- 4. Enter Candidate Info.:** Fields for Candidate First, Last, Email, Phone, and Current Employee (a dropdown menu).
- 5. Press confirm:** A 'Confirm' button.
- 3. Select an opening:** A time slot grid (8:00 to 4:00 Pacific Time) with a message: 'Select a date and service to see available openings.'

At the bottom, it says 'Powered by Flash Appointments' and 'Copyright 2010 | Privacy Policy | Terms and Conditions'.

Scheduling an Appointment:

Follow the steps below to begin booking an appointment:

#1 - Select Fingerprinting

#2 - Select the date

#3 - Select an opening or timeslot (30 minute increments).

- Make sure to review your appointment settings for accuracy

#4 - Enter Candidate Info.

- All 5 fields in this section are required. Please make sure to complete the information. The appointment cannot be confirmed without data in the required fields.

#5 – Click CONFIRM.

San Francisco - Department of Human Resources - Appointment Scheduler

[Review Appointments](#)

1. Select a service

- ▼ Fingerprinting ←
- ✓ 30min
- ▶ Workshops

2. Select a date

September 2014

Su	Mo	Tu	We	Th	Fr	Sa
	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				

3. Select an opening: Sep 29 - Fingerprinting 30min

	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00
Livescan 1		▶	▶	▶	▶	▶	▶	▶	▶
Livescan 2		▶	▶	▶	▶		▶	▶	▶

4. Enter Candidate Info.

Candidate First:

Candidate Last:

Candidate Email:

Candidate Phone:

Current Employee:

5. Press confirm

Review appointment settings

Date: Sep 28 2014
Time: 1:00pm-1:30pm(PST)
Service: Fingerprinting
Staff: Livescan 1

CCSF Pre-employment Process

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Departmental Information:

Follow the steps below to begin entering departmental information:

- Job Code
- Job Title
- Empl. Class
- Department
- ESR Confirmation Number (For CCD & FIR only: Enter "Exempt")
- Department Contact
- Department Contact Phone
- Department Contact Email
- Re-submission due to fingerprint rejection?
 - If 'yes', please enter Original ATI #
- Review entries and click 'OK' when ready to submit

(All fields in this section are required. Please make sure to complete the information)

Review Appointments

San Francisco - Department of Human Resources - Appointment Scheduler

1. Select a service

- Fingerprinting
- 30min
- Workshops

2. Select a date

September 2014

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6

Review appointment settings

Date: Sep 29 2014
Time: 1:00pm-1:30pm(PST)
Service: Fingerprinting
Staff: Livescan 1

Job Info.

Job Code: 1822
Job Title: Administrative Analyst
Empl Class: PCS
Department: HRD-Human Resources Department
ESR Confirmation Number: aAa123ABcd4EFg5h67IJ
Dept. Contact: Jane Smith
Dept. Contact Phone: 415-557-4800
Dept. Contact Email: Jane.Smith@sfgov.org
Re-submission due to fingerprint rejection: Yes
OATI#: A123BCD456

Cancel OK

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Appointment Confirmation:

After submitting the department and position information, an “Appointment Confirmed” pop up window will appear. Please review the date and time of the scheduled appointment for accuracy. This window also provides a unique confirmation number that should be used to cancel and reschedule appointments.

The screenshot displays the 'San Francisco - Department of Human Resources - Appointment Scheduler' interface. The main page is divided into three sections: '1. Select a service', '2. Select a date', and 'Review appointment settings'. A pop-up window titled 'Appointment Confirmed' is overlaid on the interface, providing the following details:

Appointment Confirmed

Your appointment has been confirmed! Shortly, you will receive a confirmation email containing the appointment details.

Date: Monday, September 29, 2014
Time: 1:00pm-1:30pm
Location: Department of Human Resources - SF Department of Human Resources
1 South Van Ness Avenue, 4th Floor
San Francisco, CA, 94103
Service: Fingerprinting
Staff: Livescan 1
Confirmation Number: 7906414J667FAC

Thank you for booking your appointment online!

Buttons: Schedule Another Appointment, Close

The background interface shows '1. Select a service' with 'Fingerprinting' selected, '2. Select a date' with a calendar for September 2014, and 'Review appointment settings' with 'Date: Sep 29 2014', 'Time: 1:00pm-1:30pm(PST)', 'Service: Fingerprinting', and 'Staff: Livescan 1'. A 'Confirm' button is visible at the bottom right of the main interface.

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To Re-schedule an Appointment:

The online scheduler will not automatically cancel your original appointment when re-scheduling a new appointment. Please be aware that re-scheduling an appointment consists of the following two (2) steps:

1. Cancel original/initial appointment first.
2. Book candidate a new appointment.

To Cancel an Appointment:

The following are steps to cancel an appointment:

1. Click on “Review Appointments” on the top right of screen.

San Francisco - Department of Human Resources - Appointment Scheduler

[Review Appointments](#)

1. Select a service

- ▶ Fingerprinting
- ▶ Workshops

2. Select a date

September 2014

Su	Mo	Tu	We	Th	Fr	Sa
	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				

Review appointment settings

Date: Sep 29 2014
Time: (PST)
Service:
Staff:

4. Enter Candidate Info.

Candidate First:
Candidate Last:
Candidate Email:
Candidate Phone:
Current Employee: ▼

5. Press confirm

3. Select an opening: Sep 29 Pacific Time

8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00
Select a date and service to see available openings.								

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2. After clicking Review Appointments, the following window will appear. Complete the following steps:

- Enter Email Address (The department contact’s email address used to book the original appointment)
- Enter Confirmation Number (Refer to original email confirmation)
- Click “Log In”

The screenshot shows a web form titled "Your Appointments". It features two input fields: "Email: *" and "Confirmation Number: *", both with red asterisks indicating required fields. A red rectangular box highlights these two fields. To the left of the fields is a "Clear" button, and to the right is a "Log In" button. Below the fields, there is a link: "Forgot your Confirmation Number? [Click here to request it.](#)". At the bottom left, there is another link: "[Email to request help.](#)".

3. The “Review Appointments” window will appear. This will list all appointments associated with the department contact’s email address entered. Click on “Review” for the appointment you would like to cancel.

The screenshot shows a table titled "Review Appointments:" under the heading "Department of Human Resources: Schedule an Appointment". The table has five columns: Date, Time, Staff, Service, and a "Review" button. There are two rows of data. The second row's "Review" button is highlighted with a red box.

Date	Time	Staff	Service	Review
Mon Sep 29, 2014	1:30 PDT	Livescan 1	Fingerprinting	Review
Mon Sep 29, 2014	1:00 PDT	Livescan 1	Fingerprinting	Review

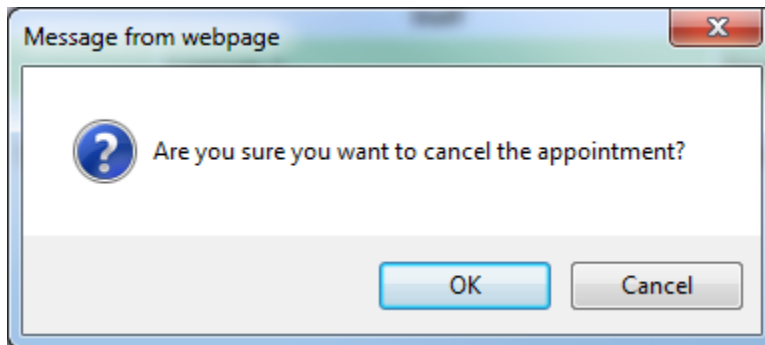
NOTE: You cannot cancel/review a past appointment. The “Review” button will only appear for future appointments.

4. The appointment information window for the booking selected will appear. Confirm the information is for the appointment to be canceled, and then click on the “Cancel Appointment” button.

Appointment for John:

Business: Department of Human Resources
Address: 1 South Van Ness Avenue, 4th Floor, San Francisco, CA 94103
Date: Monday, September 29, 2014
Time: 1:00 PM PDT
Service: Fingerprinting
Staff: Livescan 1
Confirmation Number: 7906414J667FAC

5. Click on the “OK” button to finalize:



6. This last message will appear confirming the appointment cancellation.

