2014

Flash Appointments

Online Scheduler for the Fingerprinting Program

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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!

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.

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)

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.

To Re-schedule an Appointment:

The online scheduler <u>will not</u> 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.

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"

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.
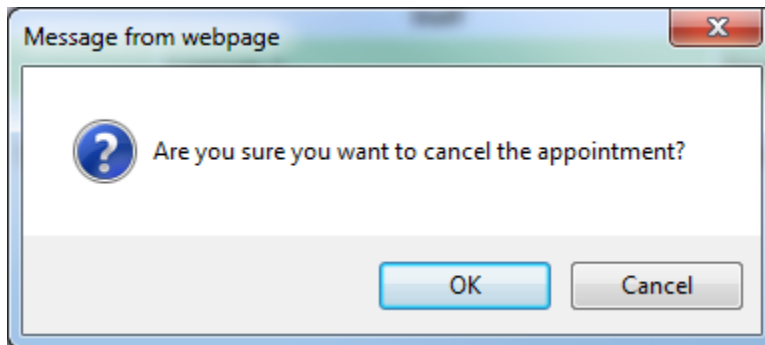

NOTE: You cannot cancel/review a past appointment. The "Review" button will only appear for future appointments.

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

[Cancel Appointment]

5. Click on the "OK" button to finalize:

Message from webpage

Are you sure you want to cancel the appointment?

[OK]   [Cancel]

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

✔ Your appointment has been cancelled - you will **receive an email shortly** confirming your cancellation.