

The background of the page is a stylized American flag with a dark blue eagle silhouette in flight on the right side. The text is overlaid on the flag's stars and stripes.

Appointment Scheduler

ADMIN Manual -- Administrative Module

DMDC Help Desk
1-800-372-7437

CNIC CAC PMO
NAS Pensacola
(850) 452-7645
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March 9, 2011



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Appointment Scheduler

This guide will take you through the website and give you step by step easy instructions.

Getting Started

The Administrative Appointment Scheduler is accessed over the Internet via a web browser. To request access, the URL to the website is <https://admin.appointments.cac.navy.mil/>. You can access the site to perform a myriad of administrative functions.

First Time Access Request

We use the Common Access Card (CAC) for access to the Administrative Appointment Scheduler. You only have to complete this step one time and you never have to remember a username or password. First time users should:

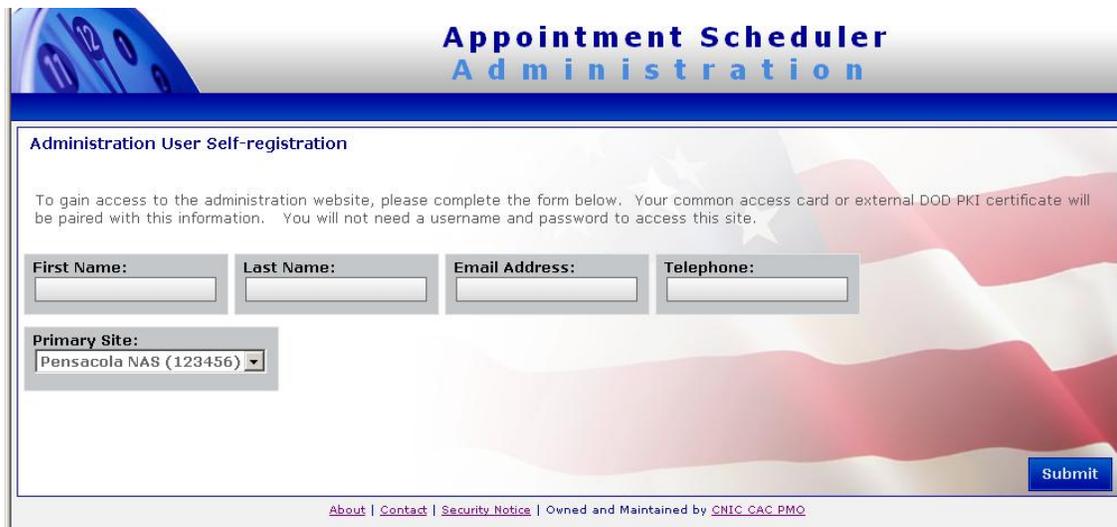
Insert your CAC into your computer.

Access your internet web browser and go to <https://admin.appointments.cac.navy.mil/>

Click on the **I agree** button on the Consent Banner screen.

Complete the form for access to the website, be sure to choose your site from the dropdown list, and click on the **Submit** button.

Note: You cannot register other admin users. The information entered on the form is verified with your CAC information.



The screenshot shows the 'Appointment Scheduler Administration' website interface. At the top, there is a header with the title 'Appointment Scheduler Administration' and a decorative graphic of a computer keyboard. Below the header is a section titled 'Administration User Self-registration'. This section contains a paragraph of instructions: 'To gain access to the administration website, please complete the form below. Your common access card or external DOD PKI certificate will be paired with this information. You will not need a username and password to access this site.' Below the instructions are four input fields: 'First Name:', 'Last Name:', 'Email Address:', and 'Telephone:'. Below these is a 'Primary Site:' dropdown menu with 'Pensacola NAS (123456)' selected. A blue 'Submit' button is located at the bottom right of the form. At the very bottom of the page, there are links for 'About', 'Contact', and 'Security Notice', followed by the text 'Owned and Maintained by CNIC CAC PMO'.

After completing the User Self Registration successfully, and clicking the **Submit** button, the *Request Added* screen is displayed to let you know your request has been received.

You will receive an email at the email address you provided when your request has been processed.



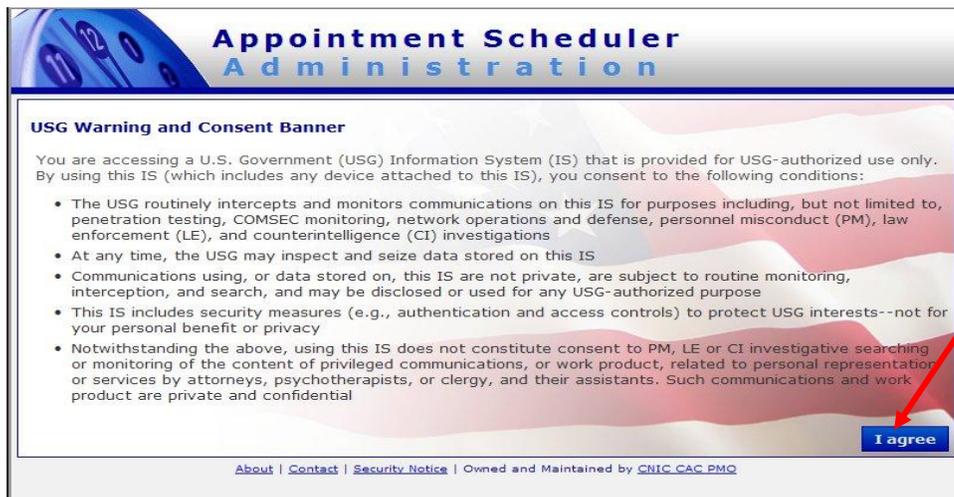
Returning Admin Users

Once your access has been granted, there is no username or password to remember. All access is granted based on your Common Access Card (CAC) PKI information. All you need to do is:

Insert your CAC into your computer.

Use your internet browser to access the <https://admin.appointments.cac.navy.mil/> website.

Click the **I agree** button on the bottom right of the Consent Banner screen.



Note:

Before we begin a step by step description of all the administrative functions of this website, it is important that you understand that you may *not* have access to all the functions described in this manual.

Although some of the steps to accomplish a task may sound tedious, once sites, buildings, and appointment blocks are set up, there are few changes to be made.

Menu Bar

The Menu Bar lists all possible functions available to administrative users.

The Welcome message contains a hyperlink to online tutorials, a description of new features, and lists other recent updates.

At the bottom of the screen are the *About*, *Contact*, *Security Notice* and *CNIC CAC PMO* hyperlinks with telephone numbers and links to the Project Management Office.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Welcome to the new Appointment Scheduler!

New users may want to view the online [tutorials](#).

New!

Users that have access to the Day View report now have a new report option, Day View with Contact Number. This report is like the Day View report but now includes the contact telephone number if it was provided when the appointment was made. You can view the report in the Reports module.

Recent Updates

- OCONUS buildings can now be edited
- Elements of the Building screen now render correctly for Internet Explorer 7
- Admin and end-users can now cancel OCONUS appointments
- Admin users can now group cancel appointments in the Day View by selecting multiple appointment slots and clicking "Cancel Selected"
- The Org. Code/Company field in the public site has been renamed to Sponsoring Command and is no longer required
- International telephone numbers for the end user is now captured and displayed correctly

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Help

To access Help at any time, click on the **Help** menu button. Help items are page specific. This means in the example shown, the Help only pertains to the specific page you are visiting.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Sites

	Site Name	DEERS	Advance Days	Advance Minutes	Active	# of Buildings
Edit	AG JFHQ California (DEP 1)	620410	0	0	<input checked="" type="checkbox"/>	1
Edit	Ft. Sam Houston	101421	1	0	<input checked="" type="checkbox"/>	1
Edit	NAVAL STATION SAN DIEGO (ID CARD LAB)	101452	1	0	<input checked="" type="checkbox"/>	1

Here is a sample Help screen for the Sites menu item. As you can see, all functions and fields are defined.

Help

Site Name
A name that describes a site and a collection of buildings in that site.

DEERS/RAPID Id
The unique identifier assigned by DMDC for each site.

Advance Days
Days customers can schedule an appointment in advance. Zero (0) days means a customer can schedule an appointment on the same day if one is available.

Advance Minutes
Minutes in advance a customer can schedule an appointment. Only significant if the Advance Days is set to 0 (zero). If Advance Days is greater than zero (0), the Advance Minutes will be automatically set to zero (0). If set to 15, the current time is 14:00 and there is an appointment open at 14:15, the customer can set the appointment.

Active
Signifies if the site is currently active. Marking a site inactive will only prevent open slots from being taken by customers.

Adding a New Site
All fields are required. Enter data in each text box and click Submit to create a new record.

Updating a Site
All fields are required. Change the data in each text box and click the Submit button to update the record.

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Click on the **Back** button to return to the previous screen.

To Edit a Help Display

As an admin user you may have permission to edit **Help** items. An **Edit Help Items** button will appear at the bottom of each *Help* screen you have access to edit.

Simply click on the **Select** button for the line of text you want to change and you can edit, or delete as necessary. Click the **Add** button to add more help information to the screen. The *sort order* field allows for line spacing and order of the text information you are adding or editing. Click on the **Done Editing** or **Exit Help** buttons when completed with the editing process.

Edit Help

	Heading	Text	Sort Order
Select	Site Name	A name that describes a site and a collection of buildings in that site.	1
Select	DEERS/RAPID Id	The unique identifier assigned by DMDC for each site.	2
Select	Advance Days	Days customers can schedule an appointment in advance. Zero (0) days means a customer can schedule an appointment on the same day if one is available.	3
Select	Advance Minutes	Minutes in advance a customer can schedule an appointment. Only significant if the Advance Days is set to 0 (zero). If Advance Days is greater than zero (0), the Advance Minutes will be automatically set to zero (0). If set to 15, the current time is 14:00 and there is an appointment open at 14:15, the customer can set the appointment.	3
Select	Active	Signifies if the site is currently active. Marking a site inactive will only prevent open slots from being taken by customers.	4
Select	Adding a New Site	All fields are required. Enter data in each text box and click Submit to create a new record.	5
Select	Updating a Site	All fields are required. Change the data in each text box and click the Submit button to update the record.	6

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Site

To Add, Edit or Hide Inactive Sites, click on the **Sites** button on the Menu Bar.

To Add a Site

Adding a site is a very easy process. From the Menu Bar, click on the **Sites** button and then click on the **Add** button.

Note: Only System Administrators have permissions to Add/Edit a Site. Please contact the helpdesk at 1-800-372-7437, select option 1, and option 3.



The screenshot shows the 'Appointment Scheduler Administration' interface. At the top, there is a navigation menu with buttons for 'Sites', 'Buildings', 'Blocks', 'Appointments', 'Users (14)', 'Reports', 'Help', and 'Logoff'. Below the menu is a form titled 'Site Information'. The form contains five input fields: 'Site Name', 'DEERS/RAPID Id', 'Advance Days', 'Advance Minutes', and 'Active'. The 'Active' field has a checked checkbox. At the bottom right of the form are 'Cancel' and 'Submit' buttons. Below the form, there is a footer with links for 'About', 'Contact', 'Security Notice', and a note that the system is 'Owned and Maintained by CNIC CAC PMO'.

Fill in the fields on the screen and click **Submit**.

Clicking on the **Cancel** button will return you to the previous screen.

To Edit a Site

To Edit existing data, click on the **Edit** button for the site you want to edit.



The screenshot shows the 'Appointment Scheduler Administration' interface with the 'Sites' list. A red arrow points to the 'Edit' button in the first row of the table. The table has columns for 'Site Name', 'DEERS', 'Advance Days', 'Advance Minutes', 'Active', and '# of Buildings'. The first row is 'AG JFHQ California (DEP 1)' with DEERS 620410, Advance Days 0, Advance Minutes 0, Active checked, and 1 building. The second row is 'Ft. Sam Houston' with DEERS 101421, Advance Days 1, Advance Minutes 0, Active checked, and 1 building. The third row is 'NAVAL STATION SAN DIEGO (ID CARD LAB)' with DEERS 101452, Advance Days 1, Advance Minutes 0, Active checked, and 1 building.

	Site Name	DEERS	Advance Days	Advance Minutes	Active	# of Buildings
Edit	AG JFHQ California (DEP 1)	620410	0	0	<input checked="" type="checkbox"/>	1
Edit	Ft. Sam Houston	101421	1	0	<input checked="" type="checkbox"/>	1
Edit	NAVAL STATION SAN DIEGO (ID CARD LAB)	101452	1	0	<input checked="" type="checkbox"/>	1

Remember all field descriptions are defined on the Help screen for each page. Here is a sample of the *Advanced Minutes* description on the Help screen for this page.

Advance Minutes

Minutes in advance a customer can schedule an appointment. Only significant if the Advance Days is set to 0 (zero). If Advance Days is greater than zero (0), the Advance Minutes will be automatically set to zero (0). If set to 15, the current time is 14:00 and there is an appointment open at 14:15, the customer can set the appointment.

Make the changes you wish to make for the *site* you selected and click on the **Submit** button or **Cancel** button to return to the previous screen.

The screenshot shows the 'Appointment Scheduler Administration' interface. At the top, there is a navigation menu with buttons for 'Sites', 'Buildings', 'Blocks', 'Appointments', 'Users (14)', 'Reports', 'Help', and 'Logoff'. Below the menu is the 'Site Information' form. The form contains the following fields: 'Site Name' (text box with 'NAS Pensacola'), 'DEERS/RAPID Id' (text box with '102011'), 'Advance Days' (text box with '1'), 'Advance Minutes' (text box with '0'), and 'Active' (checkbox checked). Below the form are buttons for 'Buildings', 'Details', 'Point of Contact', 'Cancel', and 'Submit'. A red arrow points to the 'Submit' button. At the bottom of the page, there is a footer with links: 'About | Contact | Security Notice | Owned and Maintained by CNIC CAC PMO'.

To Search for a Site

Let's say you have 25 sites and you want to edit one of the sites without paging through a long list. Click on the Sites button on the Menu Bar.

Next, click on the **Search** button to apply a search filter to the site listing.

The screenshot shows the 'Appointment Scheduler Administration' interface with the 'Sites' menu item selected. The main content area displays a table of sites. The table has the following columns: 'Site Name', 'DEERS/RAPIDS Id', 'Advance Days', 'Advance Minutes', 'Active', and '# of Buildings'. The first row shows 'Pensacola NAS' with a DEERS/RAPIDS Id of '123456', Advance Days of '0', Advance Minutes of '30', and is marked as 'Active' with a checked checkbox. The '# of Buildings' column shows '3'. Below the table, there is a 'Hide Inactive Sites' checkbox (unchecked) and a 'Number of Sites' text box containing '1'. At the bottom right of the table area are 'Add' and 'Search' buttons. The footer at the bottom of the page contains the same links as the previous screenshot: 'About | Contact | Security Notice | Owned and Maintained by CNIC CAC PMO'.

Enter either a DEERS/RAPIDS id number or a portion of the site you are trying to retrieve.

Click on the **Search** button to begin the search or click on the **Cancel** button to return to the previous screen.



Appointment Scheduler Administration

Sites
Buildings
Blocks
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Help
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Search for Sites

Enter your search string. You can search using wildcards and partial sites names. You can also enter a DEERS/RAPIDS identification number.

Search String:

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Here is an example of the Sites screen. In this case, it displays all Sites that contain the word 'Pensacola'.

Click on the **Edit** button beside the record you want to edit.



Appointment Scheduler Administration

Sites
Buildings
Blocks
Appointments
Users (14)
Reports
Help
Logoff

Sites

	Site Name	DEERS	Advance Days	Advance Minutes	Active	# of Buildings
Edit	NAS Pensacola	102011	1	0	<input checked="" type="checkbox"/>	1

Hide Inactive Sites:

Search Filter: "Pensacola"

Number of Sites: 1

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Make all necessary changes to the Site Information screen and click on the **Submit** button to save changes or the **Cancel** button to return to the previous screen.



Appointment Scheduler Administration

Sites
Buildings
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Help
Logoff

Site Information

Site Name:

DEERS/RAPID Id:

Advance Days:

Advance Minutes:

Active:

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Site – Buildings and Details

Buildings

At the bottom of the Site *Edit* screen are more site related functions. Clicking on the **Buildings** button is the same as clicking on **Buildings** on the Menu Bar and we'll come back to the Buildings function in a moment.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Site Information

Site Name: DEERS/RAPID Id: Advance Days: Advance Minutes: Active:

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Details

When a user makes an appointment, there are details specific to the site that can automatically be listed on the *appointment confirmation* page and the *confirmation email* sent to that individual. To add, edit, or change the order of the details for a site, click on the **Details** button and make changes as required. There is a 255 character limit per line item.

Buildings

To Add or Edit Buildings, click on the **Buildings** button on the Menu Bar.

Note: Only System Administrators have permissions to Add/Edit Buildings. Please contact the helpdesk at 1-800-372-7437, select option 1, and option 3.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (1) Reports Help Logoff

Buildings for All Sites

	Building Name	Building #	Address	City	State	Zip Code	Active	Site Name
Edit	SPAWAR Pensacola	603	130 West Avenue	Pensacola	FL	32508	<input checked="" type="checkbox"/>	Pensacola NAS

Hide Inactive Buildings: Number of Buildings:

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To Add a Building

From the Buildings for All Sites screen click on the **Add** button.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users Reports Help Logoff

Buildings for All Sites

	Building Name	Building #	Address	City	State	Zip Code	Active	Site Name
Edit	SPAWAR Pensacola	603	130 West Avenue	Pensacola	FL	32508	<input checked="" type="checkbox"/>	Pensacola NAS

Hide Inactive Buildings: Number of Buildings: 1

[Add](#) [Search](#)

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The field descriptions for the Add Building can be found by clicking on this screen's **Help** button on the Menu Bar.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Add Building: Choose Geographical Location

Is this building located outside of the continental United States (OCONUS)?

Location:
 Yes, OCONUS

[Cancel](#) [Next >>](#)

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Add Building

Site:
NAS Pensacola

Building Name: Building Number: Active:

Time Zone: UTC -5 R Eastern Reply Email Address:

Address (Line 1):

Address (Line 2):

City: State: Alabama Zip Code:

Business Number: Fax Number: Hours of Operation:

To Edit a Building

To Edit existing data, click on the **Edit** button for the building you want to edit.



The screenshot shows the 'Appointment Scheduler Administration' interface. At the top, there is a navigation menu with buttons for 'Sites', 'Buildings', 'Blocks', 'Appointments', 'Users (15)', 'Reports', 'Help', and 'Logoff'. Below the menu is a table titled 'Buildings for All Sites'. The table has columns for 'Building Name', 'Building #', 'Address', 'City', 'State', 'Zip Code', 'Active', and 'Site Name'. Two buildings are listed: 'Personnel Support Detachment' (Building # 789, Jacksonville FL 32212) and 'PSD Pensacola' (Building # 421, Pensacola FL 32508). A red arrow points to the 'Edit' button next to 'PSD Pensacola'. Below the table, there are checkboxes for 'Hide Inactive Buildings' and a 'Number of Buildings' field showing '2'. At the bottom right, there are 'Add' and 'Search' buttons. At the very bottom, there is a footer with links for 'About', 'Contact', 'Security Notice', and a note that the system is 'Owned and Maintained by CNIC, CAC, PMO'.

The Buildings edit screen contains both *building* and *point of contact* information.

Make the changes you wish to make for the building you selected and click on the **Next** or **Cancel** buttons in the lower right of the **Update Building** screen.

Descriptions for each information block of this screen can be found by clicking on the website's **Help** button on the Menu Bar while viewing this screen.

Update Building

Building Name: <input type="text" value="PSD Pensacola"/>	Building Number: <input type="text"/>	Active: <input checked="" type="checkbox"/>
--	--	--

Time Zone: <input type="text" value="UTC -6 S Central"/>	Reply Email Address: <input type="text" value="susan.keefer.ctr@nav"/>
---	---

If you are updating your address and/or phone number, please make sure you also update the Security Online application to ensure the RAPIDS Site Locator has the most current information.

Address (Line 1): <input type="text" value="421 Saufley St"/>
--

Address (Line 2): <input type="text" value="Bldg 680, Suite B"/>

City: <input type="text" value="Pensacola"/>	State: <input type="text" value="Florida"/>	Zip Code: <input type="text" value="32508"/>
---	--	---

Business Number: <input type="text" value="(850) 452-3617"/>	Fax Number: <input type="text" value="(850) 452-4265"/>	Hours of Operation: <input type="text" value="Monday-Friday 0730-1600; Walk-ins 0730-1530 (Hours are dependent upon number of customers currently awaiting service)"/>
---	--	---

Building Point of Contact

First Name: Last Name: Email Address:

Work Location

Address (line 1):

Address (line 2): City:

State: Zip Code:

Commercial Telephone: DSN:

[Appointment Blocks](#) [Email](#) [Delete](#) [Details](#) [Cancel](#) [Next >>](#)

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For descriptions of the **Appointment Blocks**, **Email**, and **Details** buttons, please read the *Buildings – Next, Appointment Blocks, Email and Details* section of this document.

Buildings – Next, Appointment Blocks, Email and Details

The bottom of the Building Edit screen contains links to other Building related data.

Click on the **Next** button to continue editing the Building you previously selected.

Next



[Appointment Blocks](#) [Email](#) [Delete](#) [Details](#) [Cancel](#) [Next >>](#)

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The **Next** button takes you to another Building screen that gathers the map that will appear when users are searching for an issuance office.

You can select from three dropdown Map Type choices of *Road Map*, *Mobile* or *Hybrid* views. We recommend the Road Map.

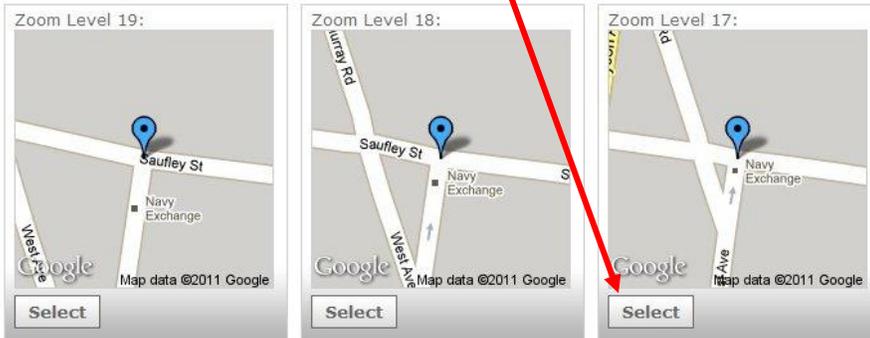
Next, click the **Select** button on the map you think would be most helpful to a user. We've discovered that it is best to choose a map that clearly indicates your building location as well as some cross streets and possibly other nearby land marks.

Click the **Back** button at the bottom right of the page to return to the previous screen.

Building Location for PSD Pensacola

This map will appear when the user is searching for an issuance office. Select the map zoom level and map type that most clearly represents the building location. It may be helpful to the user making the appointment to see cross street names to better locate the issuance office.

Map Type:



Blocks (Appointment Blocks)

You must generate empty Appointment Blocks for your issuance location. Once you finish generating blocks, your customer will be able to reserve (sign up for) appointments. There are two ways to assign appointment blocks to a building. You can click on the **Blocks** button from the Menu Bar:



OR

Click on the **Appointments Blocks** button at the bottom of the Update Buildings screen.



To Add an Appointment Block

After clicking on the **Blocks** button on the menu bar, click on the **Add** button on the Appointment Blocks screen.



The screenshot shows the 'Appointment Scheduler Administration' interface. A red arrow points to the 'Blocks' button in the top navigation menu. Below the menu is a table titled 'Appointment Blocks' with columns for Block Name, Start Date, End Date, Building Name, and Site Name. Two rows are visible, both with 'Edit' links. A second red arrow points to the 'Add' button at the bottom right of the table.

	Block Name	Start Date	End Date	Building Name	Site Name
Edit	Feb	2/1/2011 8:00:00 AM	2/28/2011 3:30:00 PM	PSD Pensacola	NAS Pensacola
Edit	Mar2011	3/1/2011 8:00:00 AM	3/31/2011 3:30:00 PM	PSD Pensacola	NAS Pensacola

[Add](#) [Search](#)

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Select a site from the dropdown list box and click on the **Next** button.



The screenshot shows the 'Appointment Blocks' form. It contains a text prompt: 'To create a new appointment block, select a site:'. Below this is a dropdown menu labeled 'Site:' with 'Pensacola NAS' selected. At the bottom right, there are two buttons: '<< Back' and 'Next >>'. A footer contains links for 'About', 'Contact', and 'Security Notice', and text indicating it is owned and maintained by 'CNIC CAC PMO'.

Select a building from the dropdown list box and click on the **Next** button.

When adding an appointment block, each field is required except lunch start and lunch end. Appointments are created beginning with the start date/time for each Duration multiplied by the Number of Workstations.

For example, creating an appointment block starting 3 January at 08:00 and ending 3 January at 10:00 with two workstations every 30 minutes would create eight appointments (8:00, 8:30, 9:00, 9:30 times 2). Note that the end time is not the start time of the last appointment; it is the *end time* of the last appointment for the day.

Site: NAS Pensacola	Building: PSD Pensacola																																																																																																																	
Appointment Block Name: <input type="text"/>		Number of Workstations: <input type="text"/>	Appointment Duration: <input type="text"/>																																																																																																															
Lunch Start: <input type="text"/>	Lunch End: <input type="text"/>																																																																																																																	
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Appointment Block Name

An arbitrary name given to the appointment block. This field can be searched to locate a specific block.

Number of Workstations

A number of workstations available at this location to issue identification cards. This number is used to determine how many appointments can be made during an appointment time. If you have 4 workstations but only two are taking appointments, put two in this field.

Appointment Duration

A number that represents the duration of the appointment in minutes. Right now, we are recommending 30 minute durations, but you can enter any amount of time that works for your location.

Lunch Start

The time set aside during the day for the beginning of lunch breaks. The required format is military time with a : in the middle (i.e. 11:00)

Lunch End

The time set aside during the day for the end of lunch breaks. The required format is military time with a : in the middle (i.e. 13:00).

Start Date and Time

The date and time the appointment block should begin. **Be sure to click on the date in the calendar.** Otherwise you will receive an error message stating you're not authorized to overlap a block.

End Date and Time

The date and time the appointment block should end. Remember, this is not the start time of the last appointment; it is the *end time* of the last appointment.

Create appointments on

The days of the week where appointments should be created between the start and end date and times. For example, if you only take appointments on Monday, Wednesday, and Friday, you would only check those days of the week.

Click on the **Submit** button to save the data or the **Back** button to return to the previous screen.

Note: Blocks must be set up in Monthly Increments.

To Set up Custom Email

Select Buildings tab on the Menu Bar:
Select the edit hyperlink next to your building:
Scroll to the bottom of the page and select Email:
Select Add:
Select Appointment Confirmation:
Rescheduled
Cancellation
Forced Cancellation

Example:

Dear, |FirstName| |LastName|,

Thank you for choosing the |BuildingName|, |SiteName|. Your appointment is confirmed for |Day|, |AppointmentDate|, at |AppointmentTime|. Your confirmation number is |Pin|.

To view our address, change your appointment, or view other important information for your appointment, visit <http://appointments.cac.navy.mil>.

Note: Copy and Paste will not work. Please use the available fields in the box on the right to add to the body. You may use the top as an example and you may also add additional information. **You will also have to add/select each confirmation and enter body one at a time. Once you have completed the set up you will have a total of 4 custom emails.**

Note: If the custom email is not set up, your customer will not get their appt confirmation!

To Edit an Appointment Block

You may have many appointment blocks and give them names to distinguish one from another.

If you would like to change the sort order of any of the columns on the Appointment Block screen, just click on any column title. For instance, let's say you want to view this screen with the most current Start Date listed first. Just click on the Start Date column heading and the screen will refresh in descending order.

To Edit existing data, click on the **Edit** button for the building you want to edit.

Appointment Blocks

	Block Name	Start Date	End Date	Building Name	Site Name
Edit	Feb	2/1/2011 8:00:00 AM	2/28/2011 3:30:00 PM	PSD Pensacola	NAS Pensacola
Edit	Mar2011	3/1/2011 8:00:00 AM	3/31/2011 3:30:00 PM	PSD Pensacola	NAS Pensacola

[Add](#) [Search](#)

[About](#) | [Contact](#) | [Security Notice](#) | Owned and Maintained by [CNIC_CAC_PMO](#)

Appointment Block

Site: Building:

Appointment Block Name: Number of Workstations: Appointment Duration:

Lunch Start: Lunch End:

Start Date: End Date:
 Start Time: End Time:

Create Appointments On:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

[Delete](#) [<< Back](#) [Submit](#)

As you can see, the only field you can edit is the Appointment Block Name. Since it is possible that people have already reserved appointments in your appointment block, you must delete the block, tell the system what to do with the reserved appointments, and re-create appointment blocks. Click the **Delete** button to delete the appointment block and go through the Deletion screens. You will be given a summary of what is about to happen. In this example, you can see that by deleting the block you are impacting one scheduled appointment.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (1) Reports Help Logout

Appointment Block Deletion

Warning, you are about to delete an appointment block.

Appointment Block Name: Navy CAC Appointments Test	Start Date and Time: 6/21/2010 8:00:00 AM	End Date and Time: 6/21/2010 10:00:00 AM	Scheduled Appointments: 1	Open Appointments: 7
--	---	--	-------------------------------------	--------------------------------

Deletion Behavior:

- Forceably cancel scheduled appointments and remove open time slots
- Keep already scheduled appointments and remove open time slots

[Cancel](#) [Submit](#)

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You can then, forcibly cancel the scheduled appointments, or choose to keep them. If you forcibly cancel the scheduled appointments you will get the following confirmation screen:



To Search for an Appointment Block

Click on the Blocks button on the menu bar. You will probably not use the search option if you only have access to one or two buildings but imagine if you were in charge of twenty-five buildings and needed a quick way to search for just one appointment block. For this reason, the search option was created to assist in the location of a particular appointment block record.

Site

Select one or more sites to narrow your search. Since you are applying "search filters", selecting all filters is equal to selecting none.

To select more than one site, hold the CTRL key and click the site using your mouse.

Building

Select more than one building to narrow your search. Since you are applying 'search filters', selecting all filters is equal to selecting none.

Search Filter

To narrow your search of appointment block names, enter part of the name and click the **Submit** button.



Appointments

To find, reschedule, cancel, or set up an appointment for one of your customers, click on the **Appointments** button on the Menu Bar.

To Search for an Appointment by Name

If a customer calls your office and cannot remember his appointment time you can help him find it using this feature. When you want to search by the user's name, click on the *name* hyperlink.



Enter either the **first name** OR the **last name** of the user you are looking to find and click the **Submit** button.

Note:

Only future appointments for the *name* search are permitted. Expired appointments will not be found in the name search.

Use the *buildings* search option to reschedule users with expired appointments.



Click on the **Select** button to edit the record.



Appointment Scheduler Administration

Sites Buildings Blocks **Appointments** Users Reports Help Logoff

Customer Search Results

	First Name	Last Name	Appointment Time	Building Name	Site Name
Select	Adam	Lambert	7/7/2009 9:00:00 AM	SPAWAR Pensacola	Pensacola NAS

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See the *To Edit an Appointment by Name* section of the User's Manual to learn how to Edit the customer's demographics. See the *To Cancel an Appointment by Name* section of the User's Manual to learn how to Cancel the customer's appointment. See the *To Reschedule an Appointment by Name* section of the User's Manual to learn how to Reschedule the customer's appointment.

To Search for an Appointment by Building

When you want to search for an appointment by building, click on the *building* hyperlink.



Appointment Scheduler Administration

Sites Buildings Blocks **Appointments** Users (14) Reports Help Logoff

Appointments

Search by first or last [name](#) or browse by [building](#).

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First, click on the Site which contains the building you are searching for. You can select sites you have access to from the dropdown list box.

Then, click on the **Next** button. Clicking on the **Back** button will return you to the previous screen.

Next, click on the Building you want to access and then click the **Next** button to advance to the next page or the **Back** button to return to the previous screen.



Appointment Scheduler Administration

Sites Buildings Blocks **Appointments** Users (14) Reports Help Logoff

Appointments

Select a site:

Site:

[<< Back](#) [Next >>](#)

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The appointments screen for the Site and Building you requested is then displayed.

The left side of the Appointments screen shows you by default, all appointments for the current day and month. If this is not the day you want to add, change, or delete an appointment, use the calendar to advance to the day and month you want to use.

To view only Open or Scheduled appointments, click on the appropriate selection on the View dropdown list box.

[Appointments for PSD Pensacola >>](#)

Time	First Name	Last Name	Personnel Type	Branch
<input type="checkbox"/> 08:00	Roger	Corbin	Active Duty	Navy
<input type="checkbox"/> 08:00				
<input type="checkbox"/> 08:30	Robert	Hand	Active Duty	Navy
<input type="checkbox"/> 08:30	Larry	Morris	Civilian	Navy
<input type="checkbox"/> 09:00				
<input type="checkbox"/> 09:00				
<input type="checkbox"/> 09:30				
<input type="checkbox"/> 09:30				
<input type="checkbox"/> 10:00	ledell	williams	Active Duty	Army
<input type="checkbox"/> 10:00				
<input type="checkbox"/> 10:30	Rebecca	Bussey	Dependent	Navy
<input type="checkbox"/> 10:30	CHRISTOPHER	BLESSING	Dependent	Navy
<input type="checkbox"/> 13:00	Patricia	Sidler	Other	Marines
<input type="checkbox"/> 13:00				
<input type="checkbox"/> 13:30	megan	blanton	Dependent	Marines
<input type="checkbox"/> 13:30	Lamont	Earnest	Active Duty	Navy
<input type="checkbox"/> 14:00	Brandon	Johns	Active Duty	Navy

To Reserve an Appointment by Building

To reserve an appointment by building, click on the **Appointments** button on the Menu Bar, select the *building* option in the *name* or *building* search, select a site and building, and date.

To add an appointment on the appointment/building screen, select the time slot you are interested in and click on the time hyperlink.

[Appointments for PSD Pensacola >>](#)

Time	First Name	Last Name	Personnel Type	Branch
<input type="checkbox"/> 08:00	Roger	Corbin	Active Duty	Navy
<input type="checkbox"/> 08:00				
<input type="checkbox"/> 08:30	Robert	Hand	Active Duty	Navy
<input type="checkbox"/> 08:30	Larry	Morris	Civilian	Navy
<input type="checkbox"/> 09:00				
<input type="checkbox"/> 09:00				
<input type="checkbox"/> 09:30				
<input type="checkbox"/> 09:30				
<input type="checkbox"/> 10:00	ledell	williams	Active Duty	Army
<input type="checkbox"/> 10:00				
<input type="checkbox"/> 10:30	Rebecca	Bussey	Dependent	Navy
<input type="checkbox"/> 10:30	CHRISTOPHER	BLESSING	Dependent	Navy
<input type="checkbox"/> 13:00	Patricia	Sidler	Other	Marines
<input type="checkbox"/> 13:00				
<input type="checkbox"/> 13:30	megan	blanton	Dependent	Marines
<input type="checkbox"/> 13:30	Lamont	Earnest	Active Duty	Navy
<input type="checkbox"/> 14:00	Brandon	Johns	Active Duty	Navy

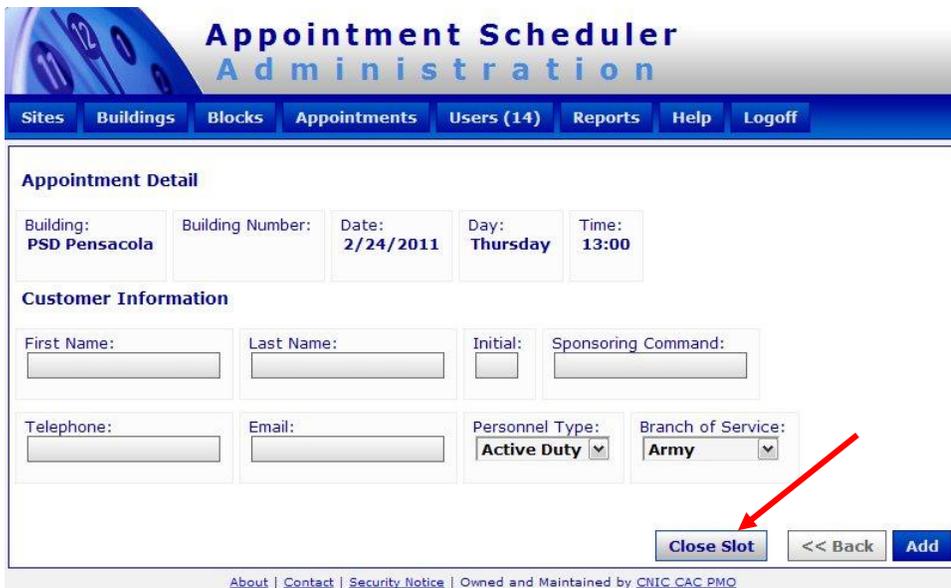
After selecting an appointment time, the next step is to complete the Appointment Detail screen. Complete the user's information and click on the **Add** button. The screen will then return to the Appointments screen and the new appointment is displayed.

To Close an Appointment Slot by Building

To close an appointment slot by building, click on the **Appointments** button on the Menu Bar, select the *building* option in the *name* or *building* search, select a site and building, and date.

On the Appointment Detail screen, click on the **Close Slot** button to completely close the time slot displayed on the Appointment Detail screen. This insures no one can be assigned to this appointment slot.

Note: This Close Slot button deletes the appointment time slot as soon as it is clicked. No confirmation warning is given.



The screenshot displays the 'Appointment Scheduler Administration' interface. At the top, there is a navigation menu with buttons for 'Sites', 'Buildings', 'Blocks', 'Appointments', 'Users (14)', 'Reports', 'Help', and 'Logoff'. The main content area is titled 'Appointment Detail' and contains several input fields: 'Building:' (PSD Pensacola), 'Building Number:', 'Date:' (2/24/2011), 'Day:' (Thursday), and 'Time:' (13:00). Below this is the 'Customer Information' section with fields for 'First Name:', 'Last Name:', 'Initial:', 'Sponsoring Command:', 'Telephone:', 'Email:', 'Personnel Type:' (Active Duty), and 'Branch of Service:' (Army). At the bottom right of the form, there are three buttons: 'Close Slot', '<< Back', and 'Add'. A red arrow points to the 'Close Slot' button. At the very bottom of the page, there is a footer with links for 'About', 'Contact', and 'Security Notice', and a note that the system is 'Owned and Maintained by CNIC CAC PMO'.

To Edit an Appointment by Name

To Edit an appointment by *name*, click on the **Appointments** button on the Menu Bar, select the *name* option.

Then make changes to the record, edit the necessary fields on the Appointment Detail screen and click on the **Update Demographics** button.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Appointment Detail

Building: DEERS/RAPIDS ID Card Facility Building Number: 2638 Date: 2/23/2011 Day: Wednesday Time: 10:50

Customer Information

First Name: ruth Last Name: adams Initial: Sponsoring Command: none

Telephone: 850-222-3333 Email: i.adams@us.army.mil Personnel Type: Reserve Branch of Service: Army

Reschedule Appointment Cancel Appointment << Back Update Demographics

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To Cancel an Appointment by Name or Building

Locate the record you want to cancel and click on the **Cancel Appointment** button.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Appointment Detail

Building: DEERS/RAPIDS ID Card Facility Building Number: 2638 Date: 2/23/2011 Day: Wednesday Time: 10:50

Customer Information

First Name: ruth Last Name: adams Initial: Sponsoring Command: none

Telephone: 850-222-3333 Email: i.adams@us.army.mil Personnel Type: Reserve Branch of Service: Army

Reschedule Appointment Cancel Appointment << Back Update Demographics

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Note: A reminder will appear to confirm you are about to cancel the displayed appointment.

Click on the appropriate blocks at the bottom of the screen to *Close the Slot*, *Send a Cancellation Email*, complete the *Cancellation Reason* and add a *Cancellation Note*.

To complete the process, click on the **Okay** button or click on **Back** to return to the previous screen.

Cancel Appointment

You are about to cancel the following appointment:

Building: DEERS/RAPIDS ID Card Facility	Building Number: 2638	Date: 2/23/2011	Day: Wednesday	Time: 10:50
---	---------------------------------	---------------------------	--------------------------	-----------------------

First Name: ruth	Last Name: adams	Sponsoring Command: none	Telephone: 850-222-3333	Email Address: ruth.adams@us.army.mil
----------------------------	----------------------------	------------------------------------	-----------------------------------	---

Personnel Type: Reserve	Branch of Service: Army
-----------------------------------	-----------------------------------

Close Slot: Send Cancellation Email: Cancellation Reason: **Time Conflict**

Cancellation Note:

[<< Back](#) [Okay](#)

To Reschedule an Appointment by Name or Building

Locate the record you want to reschedule by clicking on the **Appointments** on the Menu Bar, selecting the *name* of the person you want to reschedule and click on the **Reschedule Appointment** button.

Appointment Scheduler Administration

Sites Buildings Blocks **Appointments** Users (14) Reports Help Logoff

Appointment Detail

Building: DEERS/RAPIDS ID Card Facility	Building Number: 2638	Date: 2/23/2011	Day: Wednesday	Time: 10:50
---	---------------------------------	---------------------------	--------------------------	-----------------------

Customer Information

First Name: ruth	Last Name: adams	Initial: <input type="text"/>	Sponsoring Command: none
Telephone: 850-222-3333	Email: r.adams@us.army.mil	Personnel Type: Reserve	Branch of Service: Army

Reschedule Appointment **Cancel Appointment** [<< Back](#) **Update Demographics**

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This rescheduling screen displays a **warning** that you are about to *reschedule* an appointment and gives you directions to either click the **Okay** button to reschedule or the **Cancel** button to cancel the request.

When making several requests and you want to skip the warning screen, click on the *Do not show me this warning again* block.



The screenshot shows the 'Appointment Scheduler Administration' interface. At the top, there is a navigation menu with buttons for 'Sites', 'Buildings', 'Blocks', 'Appointments', 'Users (14)', 'Reports', 'Help', and 'Logoff'. The main content area is titled 'Rescheduling' and contains a warning message: 'You have requested to reschedule this appointment.' Below this, there are two bullet points: 'Click the Okay button to enter the Rescheduling Mode or' and 'Click the Cancel button to cancel this rescheduling request'. A checkbox labeled 'Do not show me this warning again:' is present, with a red arrow pointing to it. At the bottom right of the main content area, there are 'Cancel' and 'Okay' buttons. The footer contains links for 'About', 'Contact', 'Security Notice', and a note that the system is 'Owned and Maintained by CNIC CAC PMO'.

This rescheduling screen displays the current appointment information to validate what you are changing from. Click on the **Next** button to continue to the next page.



This screenshot shows the 'Appointment Scheduler Administration' interface with appointment details. The navigation menu is the same as in the previous screenshot. The 'Rescheduling' section now displays the message: 'You are rescheduling the following appointment:'. Below this, there are three input fields: 'Customer: Adam Lambert', 'Current Appointment: Thursday, 7/9/2009 at 8:45', and 'Site: Pensacola NAS' (with a dropdown arrow). A 'Next >>' button is located at the bottom right of the main content area. The footer is identical to the previous screenshot, including the 'About', 'Contact', 'Security Notice' links and the 'Owned and Maintained by CNIC CAC PMO' note.

This screen shows what appointments are available. Just click on the time hyperlink where you want to reschedule the customer.

Appointments for SPAWAR Pensacola

July 2009						
Su	Mo	Tu	We	Th	Fr	Sa
28	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	
2	3	4	5	6	7	8

Total Appointments: 56

Scheduled: 2

Open: 54

View:

<input type="checkbox"/>	Time	First Name	Last Name	Personnel Type	Branch
<input type="checkbox"/>	08:00				
<input type="checkbox"/>	08:00				
<input type="checkbox"/>	08:15				
<input type="checkbox"/>	08:15				
<input type="checkbox"/>	08:30				
<input type="checkbox"/>	08:30				
<input type="checkbox"/>	08:45	Adam	Lambert	Active Duty	Navy
<input type="checkbox"/>	08:45				
<input type="checkbox"/>	09:00				
<input type="checkbox"/>	09:00				
<input type="checkbox"/>	09:15				
<input type="checkbox"/>	09:15				
<input type="checkbox"/>	09:30				
<input type="checkbox"/>	09:30				
<input type="checkbox"/>	09:45				

The reschedule confirmation screen displays the customer's old appointment and new appointment and gives options to completely close the old appointment slot and send a confirmation email of the change to the customer.

Click on the **Okay** button to complete all changes and return to the Appointments screen where you can view the **change has been completed**.

Click on the **Back** button to return to the previous screen to **change the appointment time for the selected customer**.

Click on the **Abandon Changes** button to return to the Appointments screen with the **customer in the original time slot and no customer is selected**.

Appointment Scheduler Administration

Sites Buildings Blocks **Appointments** Users Reports Help Logoff

Reschedule Confirmation

You are about to reschedule an appointment.

Customer: Adam Lambert Old Appointment: Thursday, 7/9/2009 at 8:45 New Appointment: Thursday, 7/9/2009 at 9:30 Close Old Appointment Slot:

Notify Customer by Email:

Abandon Changes << Back Okay

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To Cancel Appointment Slots

Locate the record(s) you want to cancel by clicking on the **Appointments** button on the Menu Bar.

Click on the *name* or *building* hyperlink to proceed to the next screen.

Locate the date and times(s) to cancel.

Check the record boxes on the left side of the time(s).

Click on the **Cancel Selected** button. Click the **Back** button to return to the previous screen.

[14:00](#)

[14:30](#)

[14:30](#)

[15:00](#) Billy Thompson Contractor Navy

[15:00](#) Jorge Velez Contractor Marines

Cancel Selected << Back

This *Group Appointment Cancellation* screen warns you that you are about to cancel appointment slots and gives you options to confirm by clicking on the **Okay** button.

Read the options on the screen and decide how you want to complete the group cancellation process.

Click on the *Notify Customer by Email* box to notify customers about the change.

Make sure that you have set up your custom email before you cancel any appointments. Otherwise your customer will still show at the time of their appointment.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments **Users (14)** Reports Help Logoff

Group Appointment Cancellation

You are about to cancel appointments.

- Click the Cancel button to cancel this group appointment cancellation request. All the appointment slots you selected will be unselected.
- Click the Back button to go back to the day view. The appointments you selected will remain selected.
- Click the Okay button to cancel these appointments. If you choose to close these slots, the appointment times will no longer be available.

Total Appointment Slots: **2** Scheduled Appointment Slots: **2** Open Appointment Slots: **0**

Close Open Appointment Slots: Notify Customer by Email:

Cancel << Back Okay

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Users

The **Users** button is used to:

- Grant permissions
- Assign Sites and Buildings
- Edit, Update or Delete existing users

To access the Users option, click on the **Users** button on the Menu Bar.

The **Users** button displays the number of *new* users waiting for permissions to use the website.

Appointment Scheduler Administration

Sites Buildings Blocks Appointments **Users (14)** Reports Help Logoff

User Search

User's First or Last Name:

Pending Requests Submit

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To display all users you have access to edit or change, leave the **User's Name** block blank and click on the **Submit** button.

Next, click on the **Select** button for the record you want to update.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments **Users (14)** Reports Help Logoff

User List

	FirstName	LastName	EmailAddress
Select	Edward	Tisdale	edward.tisdale@navy.mil

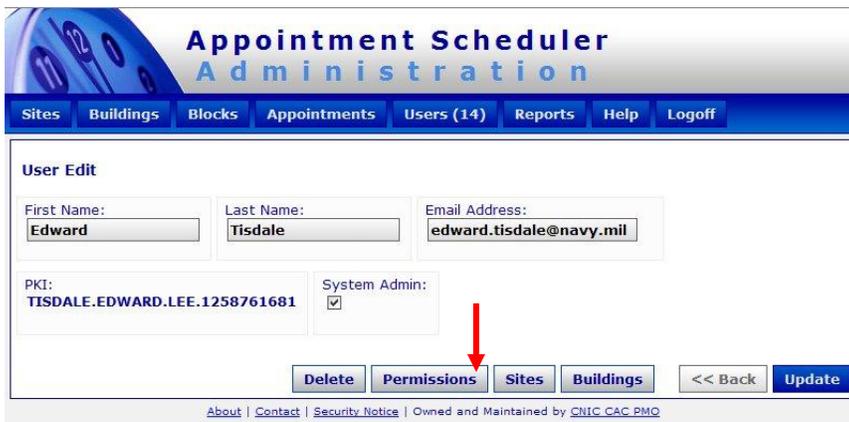
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Delete

To **Delete** a User or make changes to a User's **Permissions, Sites, or Buildings**, click on the appropriate button at the bottom of the User Edit screen.

To edit a user's name or email address go to the User Edit screen make changes, and click the **Update** button.



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User Edit

First Name: Last Name: Email Address:

PKI: System Admin:

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Permissions

Click on the **Permissions** button to *edit* or *change* a user's access to system functions.

System: <input type="checkbox"/> Administrator <input type="checkbox"/> Add Help <input type="checkbox"/> Edit Help <input type="checkbox"/> Delete Help	Sites: <input checked="" type="checkbox"/> Add Site <input checked="" type="checkbox"/> Edit Site <input checked="" type="checkbox"/> Delete Site <input checked="" type="checkbox"/> Add Site Details <input checked="" type="checkbox"/> Edit Site Details <input checked="" type="checkbox"/> Delete Site Details	Buildings: <input checked="" type="checkbox"/> Add Building <input checked="" type="checkbox"/> Edit Building <input checked="" type="checkbox"/> Delete Building <input checked="" type="checkbox"/> Add Custom Email <input checked="" type="checkbox"/> Edit Custom Email <input checked="" type="checkbox"/> Delete Custom Email <input checked="" type="checkbox"/> Add Details <input checked="" type="checkbox"/> Edit Details <input checked="" type="checkbox"/> Delete Details	Appointments: <input checked="" type="checkbox"/> Add Appointment <input checked="" type="checkbox"/> Edit Demographics <input checked="" type="checkbox"/> Cancel Appointment <input checked="" type="checkbox"/> Reschedule Appointment <input checked="" type="checkbox"/> Group Cancel <input checked="" type="checkbox"/> Add Blocks <input checked="" type="checkbox"/> Add Overlapping Blocks <input checked="" type="checkbox"/> Edit Blocks <input checked="" type="checkbox"/> Delete Blocks <input checked="" type="checkbox"/> Close Slots
Users: <input checked="" type="checkbox"/> Add Users <input checked="" type="checkbox"/> Edit Users <input checked="" type="checkbox"/> Delete Users <input checked="" type="checkbox"/> Delete Requests	Permissions: <input type="checkbox"/> Edit System <input checked="" type="checkbox"/> Edit Site <input checked="" type="checkbox"/> Edit Building <input checked="" type="checkbox"/> Edit Appointments <input checked="" type="checkbox"/> Edit Users <input checked="" type="checkbox"/> Edit Reports <input checked="" type="checkbox"/> Edit Permissions	Reports: <input checked="" type="checkbox"/> View Reports <hr/> <input checked="" type="checkbox"/> Appointment History <input checked="" type="checkbox"/> Day View <input checked="" type="checkbox"/> Day View Range <input checked="" type="checkbox"/> Day View with Contact Number	

The User Permissions screen displays only those functions you can access.

Click on the **Submit** button when completed adding or editing this screen.

Note: This user has access to all functions. You cannot give yourself access; you can only take access away from your personal Permissions.

When granting new users permissions, you can only give access for those functions for which you have access.

Sites

Click on the **Sites** button to *edit* or *change* a user's access to sites.



As a system administrator, you have access to ALL sites whether you created the sites or they were created by another administrator.

If you choose to view all sites in screen dropdowns you should select all sites by clicking and holding the Shift key and clicking all sites and clicking the **Submit** button.

Since having all sites displayed on your screen on a day to day occurrence may become cumbersome, you may want to revisit the Sites option and only turn on those sites you have interest in using.



Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

User Sites

User: Edward Tisdale

Sites:

- 315th AW Charleston AFB
- 439th AW Westover ARB
- AG JFHQ California (DEP 1)
- Baumholder, Germany

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Buildings

Click on the **Buildings** button to *edit* or *change* a user's access to buildings.



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Since buildings are directly 'tied' to sites, the list of buildings in the list have the corresponding site listed in parentheses next to the building.



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Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

User Buildings

User: Edward Tisdale

Buildings:

- JFHQ DEERS & ID Office (AG JFHQ California (DEP 1))
- One Stop/Welcome Center (Ft. Sam Houston)
- PSD Naval Base ID Lab (NAVAL STATION SAN DIEGO (ID CARD LAB))
- NNMC Bldg (National NMC Bethesda)

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Reports

To access Reports, click on the Reports button on the Menu Bar.

The Reports screen lists all reports you have access to view. The User Permissions screen assigns access to a user's list of reports.

Click on the View hyperlink for the report you want to access.

Report	Description
View Appointment History	Usage statistics by building and date range
View Day View	A day view report by building and a specific day
View Day View Range	A day view report by building with date range which allows the roster to be viewed/printed for multiple days
View Day View with Contact Number	A day view report by building and a specific day; includes the customer contact number

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Select a *Building* from the dropdown list and a *date* and click on the **View Report** button.

Building: PSD Pensacola (dropdown menu open showing: <Select a Value>, Personnel Support Detachment, PSD Pensacola)

Day: []

View Report

Here is a sample report

Appointment Scheduler Administration

Sites Buildings Blocks Appointments Users (14) Reports Help Logoff

Building PSD Pensacola Day 2/15/2011 View Report

1 of 1 100% Find | Next

Select a format Export

Appointment Scheduler: Day View Page 1 of 1
February 15, 2011 PSD Pensacola

Time	Name	Email Address	Personnel Type	Branch
08:00	WILLIAM PICKRELL	william.pickrell@med.navy.mil	Contractor	Navy
08:00	rochelle jennings	rochelle.jennings@navy.mil	Contractor	Navy
08:30	LIEN MAI	lien_mai@nexweb.org	Civilian	Other DOD
08:30	Johnmark Centeno	andre.a.thompson@navy.mil	Active Duty	Navy
09:00	mark lewellyn	mark.v.lewellyn@navy.mil	Civilian	Navy
09:00	Kathleen Hallenbeck	khallenbeck@telecomsys.com	Active Duty	Navy
09:30	Christopher Balderas	chris.balderas.ctr@navy.mil	Contractor	Navy
09:30	Charles Kenyon	Charles.Kenyon@navy.mil	Contractor	Other DOD
10:00	TANYETTA MCKOY	tanyettam@gmail.com	Dependent	Marines

Formatting Reports

To change the format of a report to Excel, PDF or other common formats, click on the **Select a format** dropdown list box, highlight the format you want to select, click on the **Export** hyperlink and either **Open or Save** the reformatted report for viewing or printing.

Logoff

The system will automatically Log you off after 20 minutes of inactivity or you may click on the **Logoff** button on the Menu Bar.

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The Logoff screen validates that you have been Logged out of the Appointment Scheduler.

Clicking on the **Okay** button will return you to the Consent Banner screen where you can reenter the website if you so desire.



Appointment Scheduler
Administration

Logoff

You have been logged out of Appointment Scheduler.

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Okay