One-Stop Service Tracking (OSST) System
Appointment Timeslots Overview

User Guide
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OVERVIEW

The purpose of this application enhancement to the One-Stop Service Tracking (OSST) system is to facilitate delegation of timeslot management to Local Workforce Development Boards (LWDBs) for the Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) program. This change is intended to allow for more fluid and responsive schedule management at the local level for LWDBs that elect to allow SNAP E&T participants to self-schedule their initial appointment.

The enhancement allows for scheduling repeating appointments (weekly, monthly, every other week, or selected weeks [1,2,3,4,5] of each month). Additionally, the enhancement allows for designating seating limits per appointment slot. English, Spanish, and Haitian Creole languages are supported.

USER INTERFACE/LINKS TO ENVIRONMENTS

Production site link: https://osst.deo.myflorida.com/OSST/casetracking/default.cfm

STANDARD REQUEST

Add Appointment

- In OSST, go to Security Maintenance / Search Units and enter the Region ID and Unit ID you will setup, then click Search:

  ![Screen Shot](image)

  - Click on the numeric link toward left of the Unit Directory list entry for your unit. See the new button Manage Appt Calendar underneath the Unit Summary table:
  - Click Manage Appt Calendar to see the new view of Unit Appointments.
• Available appointments are listed just as the public/clients would see, down to the current number of seats left in each appointment.

• From the Unit Appointments list, select **Add Time Slot** and see resulting form hints.
• **Click Okay** to proceed to the time slot form.

• **The fields on this form are prepopulated with Unit information from OSST.**
If appointment meetings are to be held offsite, you may wish to enter alternate location and phone information. It is saved separately from OSST Unit Details, with the time slots.

In this example, address fields are updated to match existing ones from this unit.

Complete the form and click **Submit**. The page refreshes with updated unit appointment list (new appointments on Monday afternoons). In both OSST Client and OSST, today’s appointments are not shown (because the notice is too short to be practical).

Observe that the schedule is now updated.
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Service Tracking v2.3.1
Click the Help on this page to get additional information.

Appointments summary, choose to find time slot record.
Here are unit’s current appointments, according to time slot data:

<table>
<thead>
<tr>
<th>Week of</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/12/20-10/16/20</td>
<td>No appointments</td>
<td>No appointments</td>
<td>9:00 AM - 3:00 PM (18)</td>
<td>No appointments</td>
<td>9:00 AM - 3:00 PM (18)</td>
</tr>
<tr>
<td>10/19/20-10/23/20</td>
<td>1:00 PM - 3:00 PM (2)</td>
<td>No appointments</td>
<td>9:00 AM - 3:00 PM (18)</td>
<td>9:00 AM - 3:00 PM (18)</td>
<td>9:00 AM - 3:00 PM (18)</td>
</tr>
<tr>
<td>10/26/20-10/30/20</td>
<td>9:00 AM - 3:00 PM (18)</td>
<td>No appointments</td>
<td>No appointments</td>
<td>No appointments</td>
<td>No appointments</td>
</tr>
</tbody>
</table>

Add Time Slot
**Edit Appointment**

- From the unit appointment list, choose one to edit. In the below screenshot, Wednesday 09:00-15:00 (9:00AM-3:00PM), was chosen. After the details are shown below, choose **Edit Time Slot** and the hints for the Time Slot form are shown. Click **Okay** to continue to the form:

  ![Time Slot Information](image1)

  - In the below screenshot, the time fields and seat capacity was updated to two (2) and matching the afternoon-only times (13:00) shown on Monday and Wed-Fri in this unit. Submit saves your changes and refreshes the appointment list:

  ![Appointments summary](image2)
• Now, Wednesday’s appointments are in the afternoon compared to Thursday’s all-day appts. And they have a limit of two (2) clients per appointment.

Delete Appointment
• From the unit appointment list, choose one to delete.

• Select appointment/timeslot to delete. The buttons for that day will all collapse as the appointment details and further controls are shown.

• The example timeslot chosen is 1:00-3:00PM on Tuesdays (it repeats weekly). Now the “Delete Time Slot” button is shown. Click it, and you are prompted to enter the date you want the timeslot removed. By default it is today’s date. Click OK to accept today’s date (Note: from this screen, you may also select Cancel/Reset this Form if you no longer wish to delete or edit appointments, or add a new office closure).
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- The timeslot (series of appointments) is deleted, and the page refreshes. Observe that Tuesday (1:00-3:00 PM) is removed for both weeks, and into the future.
Add Office Closure

- Choose an appointment / day of office closure. In the screenshot below, an appointment on a day with two appointments showing – the Friday of the first displayed week – was chosen. The afternoon series on Friday to match Wednesday was added:
• In this example, the morning / 9:00AM-3:00PM appointment was chosen.

• See how all appointments on that day are hidden now and replaced with an orange placeholder.
• Add Appointment button is replaced with new controls, the orange button below will set a new office closure on the selected day, and the appointments for that day will no longer show in the calendar.
• Choose ‘New Office Closure’ - closure is created, and the page refreshes to indicate the change:
LIMITATIONS

- Only Security Officers are able to view or make changes to these schedules.

- The calendar displays for staff only *as the client would see it currently* (the current week and the next two weeks). You cannot see three or more weeks into the future, or select a future date to view the calendar as of that future date. Notice if you enter new timeslot with weekly repeat and the current date, a new appointment appears not only in the current week but in all weeks you see.

- Doing an office closure is intended to cancel all appointments on a given day. It does not affect later repetitions of a time slot on other days.

- If you *do not yet* have any appointment time slots saved, no calendar is shown. Instead, you are prompted to *add* a time slot. After the first time slot is added, the view refreshes to show the current calendar.

- When entering or editing time slot start time and end time, you must use 24-hour clock notation (08:00 = 8AM, 13:00 = 1PM). The calendars show AM/PM, but the data entry does not.