



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

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***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.

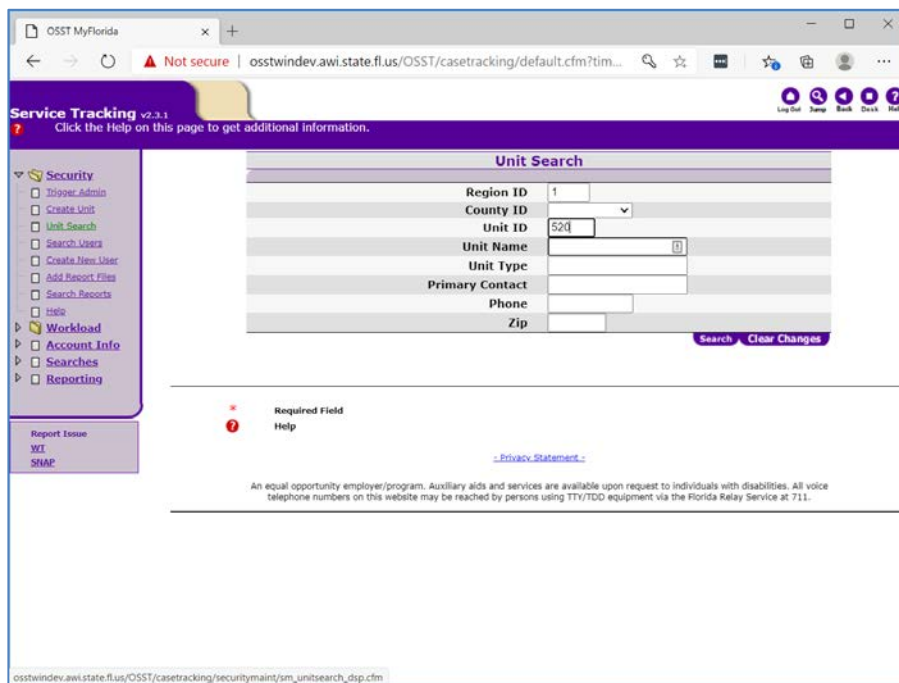
## USER INTERFACE/LINKS TO ENVIRONMENTS

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**:



The screenshot shows a web browser window with the URL [osstwindev.awi.state.fl.us/OSST/casetracking/default.cfm?tim...](https://osstwindev.awi.state.fl.us/OSST/casetracking/default.cfm?tim...). The page title is "Service Tracking v2.3.1" and it includes a "Click the Help on this page to get additional information." message. On the left is a navigation menu with "Security" expanded, showing options like "Disposer Admin", "Create Unit", "Unit Search", "Search Users", "Create New User", "Add Report Files", "Search Reports", "Help", "Workload", "Account Info", "Searches", and "Reporting". The main content area is titled "Unit Search" and contains a form with the following fields: Region ID (value: 1), County ID (dropdown), Unit ID (value: 520), Unit Name (text input), Unit Type (text input), Primary Contact (text input), Phone (text input), and Zip (text input). There are "Search" and "Clear Changes" buttons at the bottom right of the form. Below the form is a legend for "Required Field" (marked with a red asterisk) and "Help" (marked with a red question mark). A link for "Privacy Statement" is also present. At the bottom of the page, there is a disclaimer: "An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711."

- 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.

## Unit Summary

<b>Region ID:</b>	1
<b>District ID:</b>	1
<b>County ID:</b>	17
<b>Unit ID:</b>	520
<b>Unit Name:</b>	Escambia Snap
<b>Unit Description:</b>	
<b>Unit Type:</b>	Fset
<b>Unit Location:</b>	Pensacola

[Edit Unit Details](#)
[Manage Appt Calendar](#)
[Cancel](#)

- Available appointments are listed just as the public/clients would see, down to the current number of seats left in each appointment.

OSST MyFlorida | Not secure | osstwdev.awi.state.fl.us/OSST/casetracking/default.cfm

**Service Tracking** v2.3.1  
Click the Help on this page to get additional information.

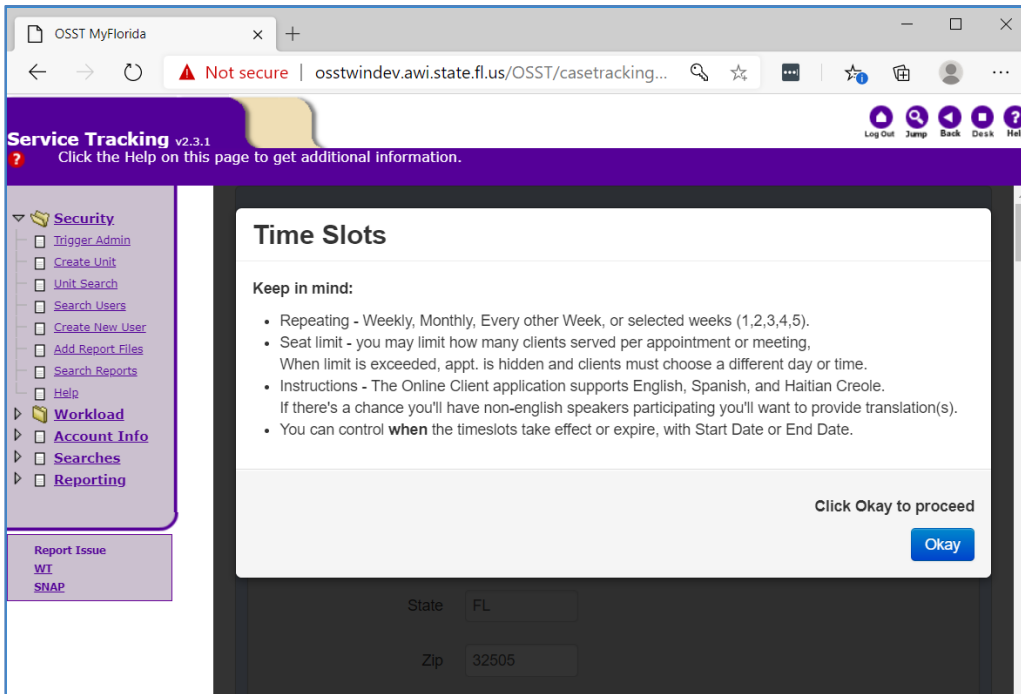
**Appointments summary, choose to find time slot record.**  
Here are unit's current appointments, according to time slot data:

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/19/20-10/23/20	No appointments	1:00 PM - 3:00 PM (5) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

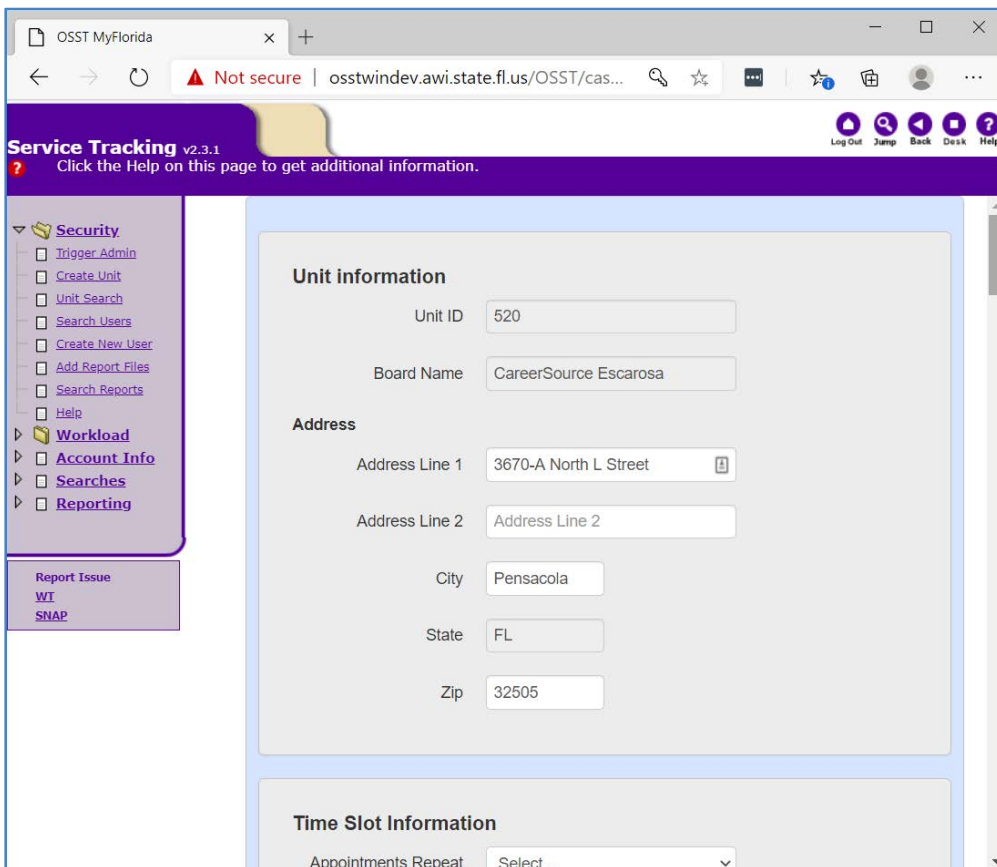
[Add Time Slot](#)

- From the Unit Appointments list, select **Add Time Slot** and see resulting form hints.

# OSST Appointment Timeslots Guide



- Click **Okay** to proceed to the time slot form.



- The fields on this form are prepopulated with Unit information from OSST.

## OSST Appointment Timeslots Guide

- 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.

The screenshot shows a web browser window with the URL `osstwindev.awi.state.fl.us/OSST/casetracking/defau...`. The page title is "Service Tracking v2.3.1" and it includes a "Not secure" warning. The navigation menu on the left includes "Security" (with sub-items: Trigger Admin, Create Unit, Unit Search, Search Users, Create New User, Add Report Files, Search Reports, Help), "Workload", "Account Info", "Searches", and "Reporting". A "Report Issue" button with sub-items "WT" and "SNAP" is also visible. The main content area is divided into two sections:

**Address**

Address Line 1	<input type="text" value="8120 North Century Blvd"/>
Address Line 2	<input type="text" value="Address Line 2"/>
City	<input type="text" value="Century"/>
State	<input type="text" value="FL"/>
Zip	<input type="text" value="32535"/>

**Time Slot Information**

Appointments Repeat	<input type="text" value="Weekly"/>
Day Of Week	<input type="text" value="Monday"/>
Start Time	<input type="text" value="13:00"/>
End Time	<input type="text" value="15:00"/>
Seat Capacity / Limit	<input type="text" value="2"/>
Start Date	<input type="text" value="10/12/2020"/>

- 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.

**Service Tracking v2.3.1**  
Click the Help on this page to get additional information.

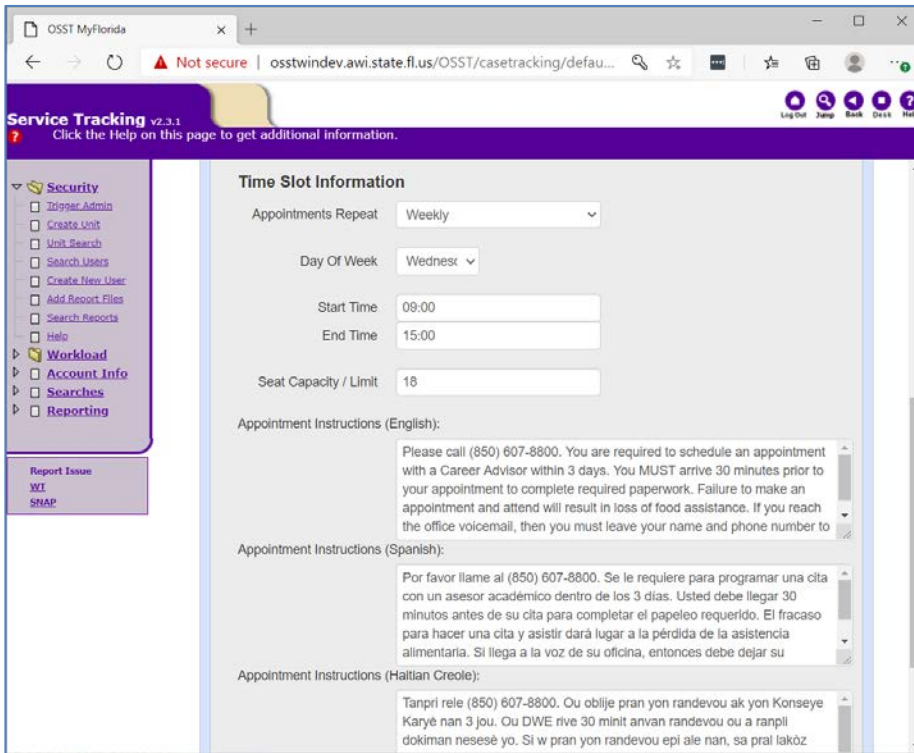
**Appointments summary, choose to find time slot record.**  
**Here are unit's current appointments, according to time slot data:**

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/19/20-10/23/20	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) 1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

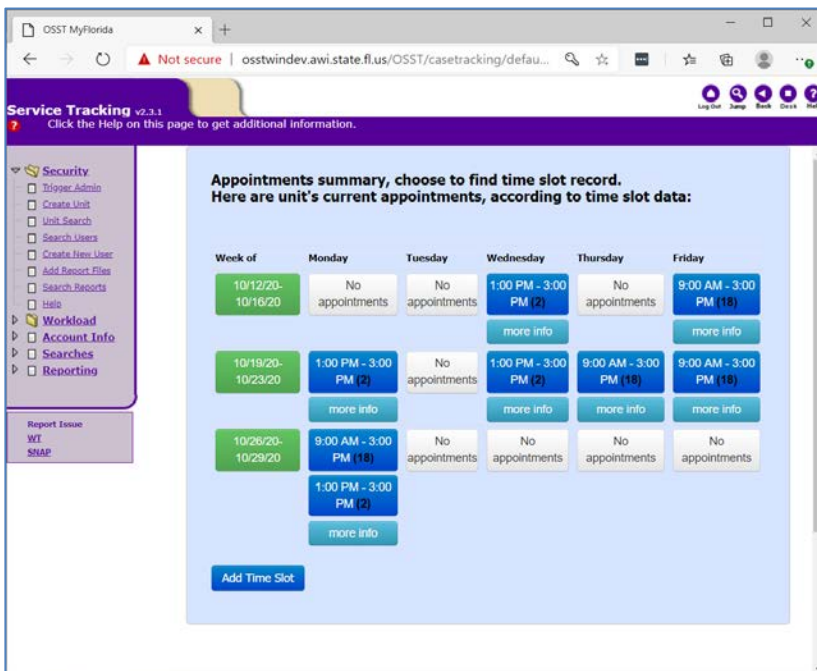
[Add Time Slot](#)

## 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:



- 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:

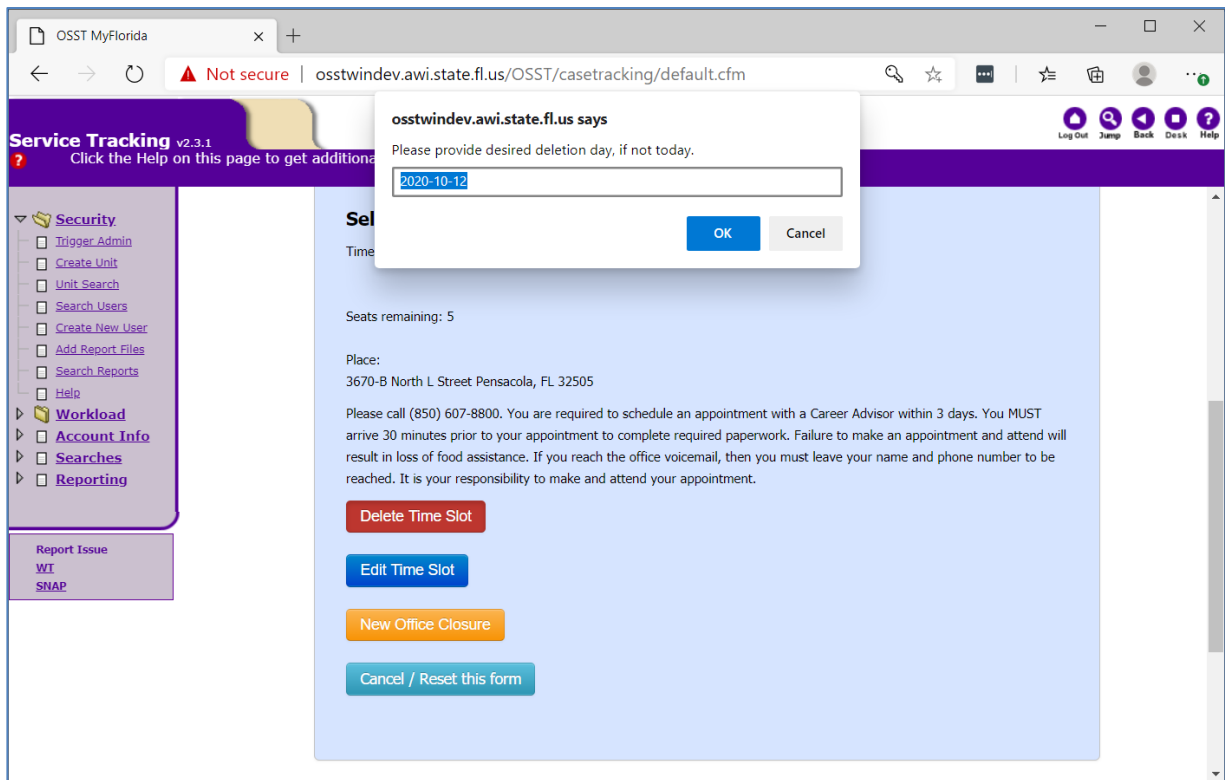




- Now, Wednesday’s appointments are in the afternoon compared to Thursday’s all-day appts. And they have a limit of two (2) clients per appointment.

## 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).



## OSST Appointment Timeslots Guide

- 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.

**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:**

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/19/20-10/23/20	No appointments	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

[Add Time Slot](#)

## 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:

The screenshot shows the OSST MyFlorida Service Tracking v2.3.1 interface. The browser address bar shows the URL: osstwindev.awi.state.fl.us/OSST/casetracking/default.c... The page title is "Service Tracking v2.3.1" and it includes a "Not secure" warning. The main content area displays a table of appointments for three weeks, with columns for Monday, Tuesday, Wednesday, Thursday, and Friday. The first week (10/12/20-10/16/20) shows appointments on Wednesday (1:00 PM - 3:00 PM (2)) and Friday (9:00 AM - 3:00 PM (18)). The second week (10/19/20-10/23/20) shows appointments on Monday (1:00 PM - 3:00 PM (2)), Wednesday (1:00 PM - 3:00 PM (2)), Thursday (9:00 AM - 3:00 PM (18)), and Friday (9:00 AM - 3:00 PM (18)). The third week (10/26/20-10/29/20) shows appointments on Monday (9:00 AM - 3:00 PM (18)) and Tuesday (1:00 PM - 3:00 PM (2)). A "more info" button is highlighted for the Friday appointment of the first week. The left sidebar contains a navigation menu with categories like Security, Workload, Account Info, Searches, and Reporting. The bottom of the main content area has an "Add Time Slot" button.

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/19/20-10/23/20	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

## OSST Appointment Timeslots Guide

- In this example, the morning / 9:00AM-3:00PM appointment was chosen.

The screenshot shows the OSST MyFlorida web application interface. The browser address bar indicates the URL is `osstwindev.awi.state.fl.us/OSST/casetracking/default.c...`. The page title is "Service Tracking v2.3.1" with a sub-header "Click the Help on this page to get additional information." A navigation menu on the left includes sections for Security, Workload, Account Info, Searches, and Reporting. The main content area displays "Appointments summary, choose to find time slot record. Here are unit's current appointments, according to time slot data:" followed by a calendar grid. The grid shows appointments for the week of 10/12/20-10/16/20, 10/19/20-10/23/20, and 10/26/20-10/29/20. The appointment for Friday, 10/16/20, from 9:00 AM - 3:00 PM is highlighted in orange and marked as "Selected Appointment".

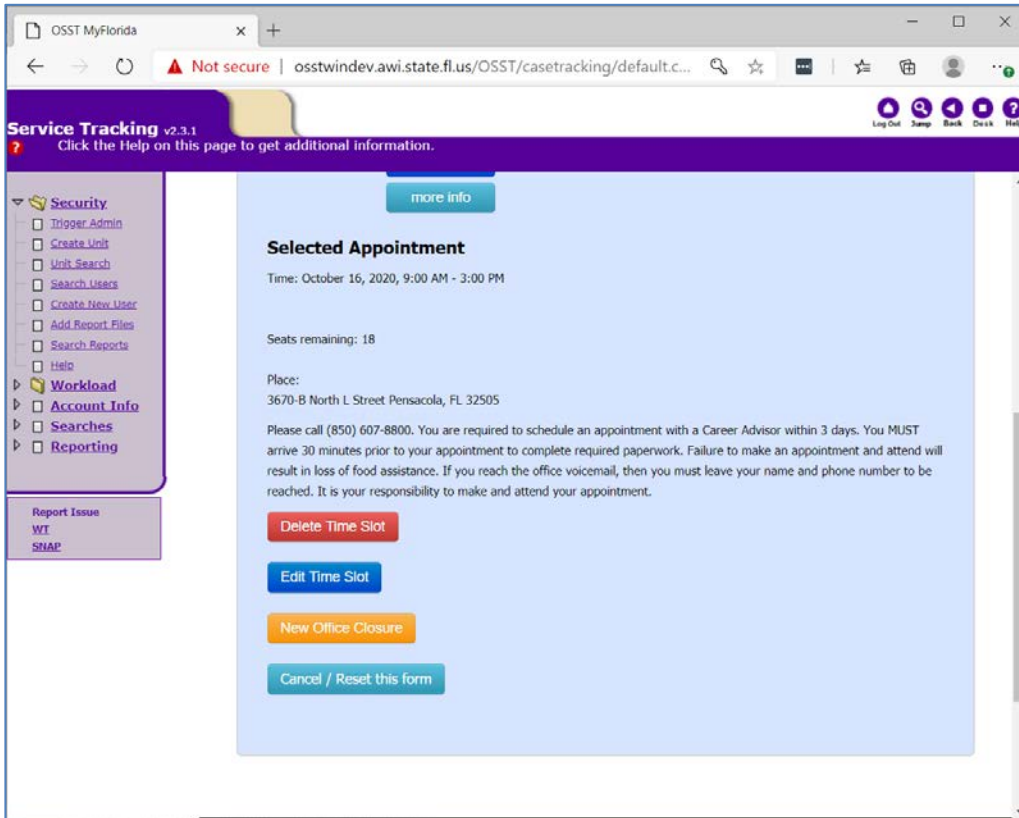
Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	*****
10/19/20-10/23/20	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a> 1:00 PM - 3:00 PM (2) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) <a href="#">more info</a> 1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

**Selected Appointment**  
Time: October 16, 2020, 9:00 AM - 3:00 PM

- See how all appointments on that day are hidden now and replaced with an orange placeholder.

## OSST Appointment Timeslots Guide

- 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.



## OSST Appointment Timeslots Guide

- Choose 'New Office Closure' - closure is created, and the page refreshes to indicate the change:

The screenshot shows a web browser window with the URL `osstwindev.awi.state.fl.us/OSST/casetracking/default.c...`. The page title is "Service Tracking v2.3.1" and it includes a "Not secure" warning. The interface features a purple header with navigation icons (Log Out, Jump, Back, Desk, Help) and a sidebar menu with categories like Security, Workload, Account Info, Searches, and Reporting. The main content area displays an "Appointments summary" table with columns for days of the week and rows for weekly appointment periods.

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

Week of	Monday	Tuesday	Wednesday	Thursday	Friday
10/12/20-10/16/20	No appointments	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	No appointments
10/19/20-10/23/20	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	No appointments	1:00 PM - 3:00 PM (2) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	9:00 AM - 3:00 PM (18) <a href="#">more info</a>
10/26/20-10/29/20	9:00 AM - 3:00 PM (18) <a href="#">more info</a>	No appointments	No appointments	No appointments	No appointments

[Add Time Slot](#)

## 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.