



Carrier Logistics Portal

Access, Registration & Login Guide

Version 1.34



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Important Access Links

Portal URL

<https://www.ms-campuslogistics.com>





About the Appointments and Scheduling concept

The BoH Appointments and Scheduling concept has three components:

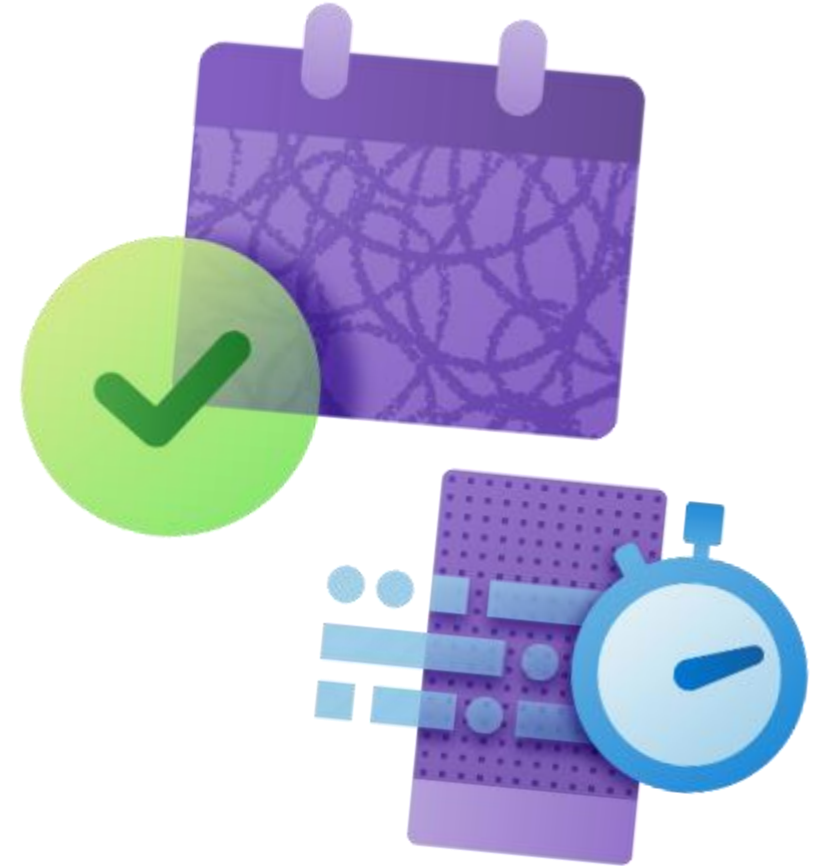
The [Carrier Appointments portal](#), used by external carriers. Carriers must be invited to create an account and must also create a user profile before signing into the portal for the first time. After registration and sign in, Carriers can create, edit, and cancel appointments.

The [Carrier Appointments mobile site](#) allows Carriers to view and schedule appointments using a mobile device.

Note: this is a mobile view of the Carrier Appointments portal.

The [BoH Appointment Scheduling D365 module](#) is used by Dock Management and other Dock personnel. They can approve or reject appointment requests made by unmanaged and managed carriers. Dock personnel also have access to a schedule board, where they can create, edit, and cancel singular and recurrent appointments. From the schedule board, Dock Personnel can also configure docks and schedules.

The [BoH Appointment Scheduling D365 mobile app](#) is the mobile version of D365, and is used by Dock Management, Dock Team Lead, and Dock Personnel. The mobile app is primarily used for appointment check-in and check-out features.

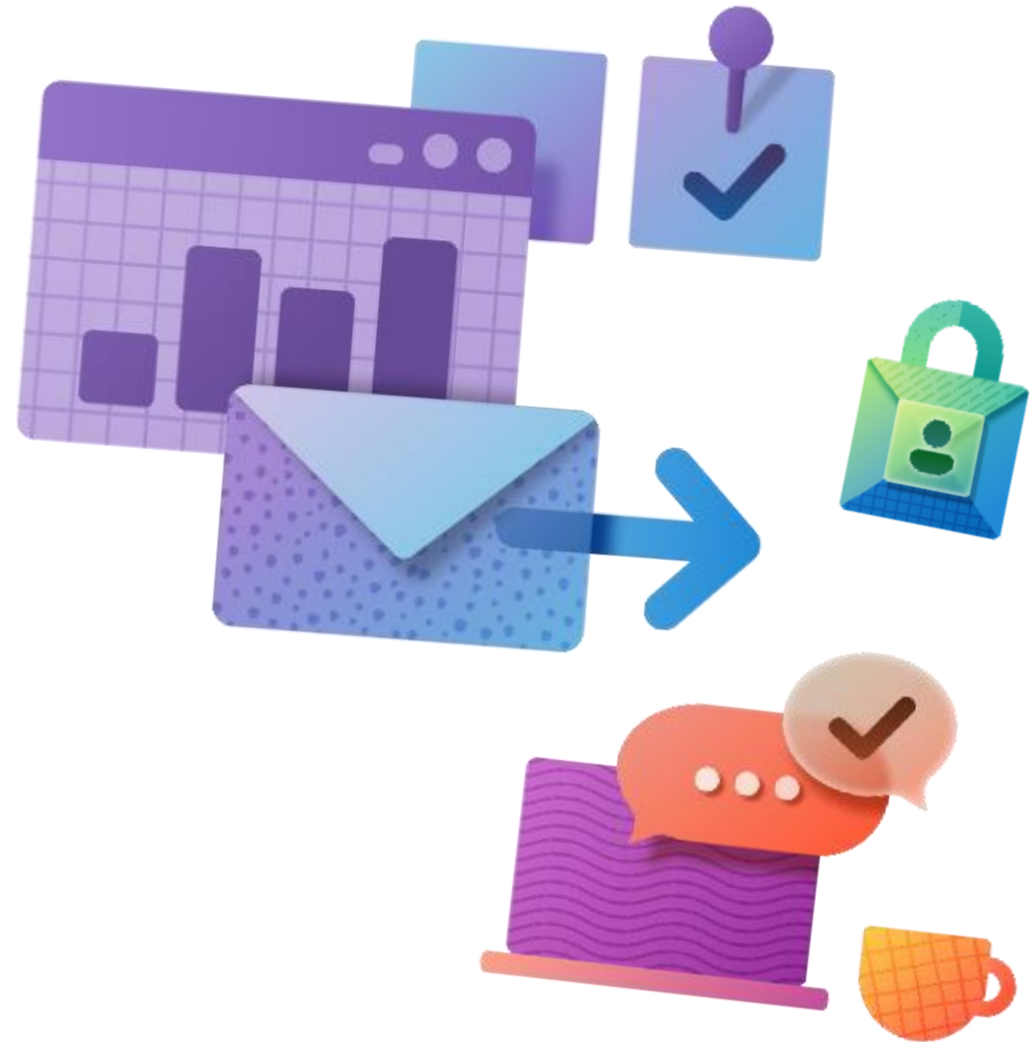




Accepting the Invitation

To create an account for the Appointments and Scheduling portal, you must first receive an invitation email from Microsoft. Before accepting your account, install the Microsoft Authenticator app on your mobile device.

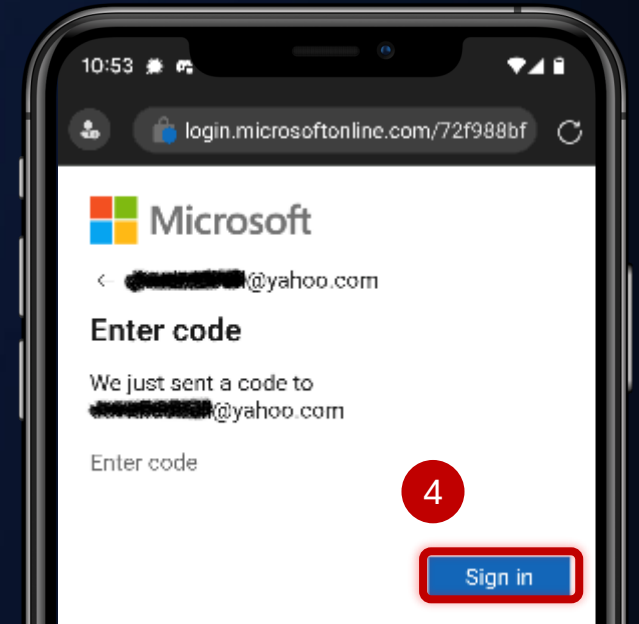
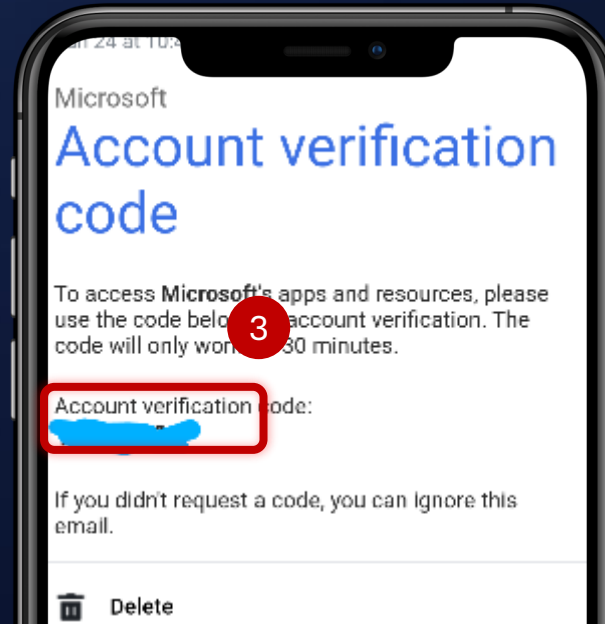
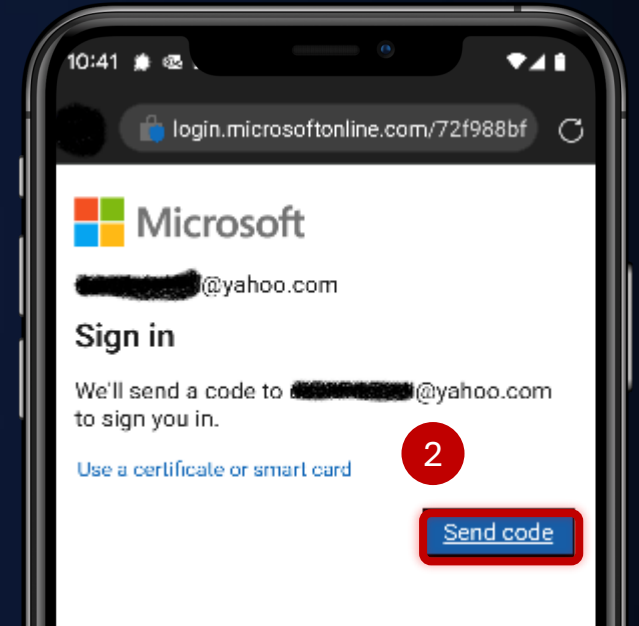
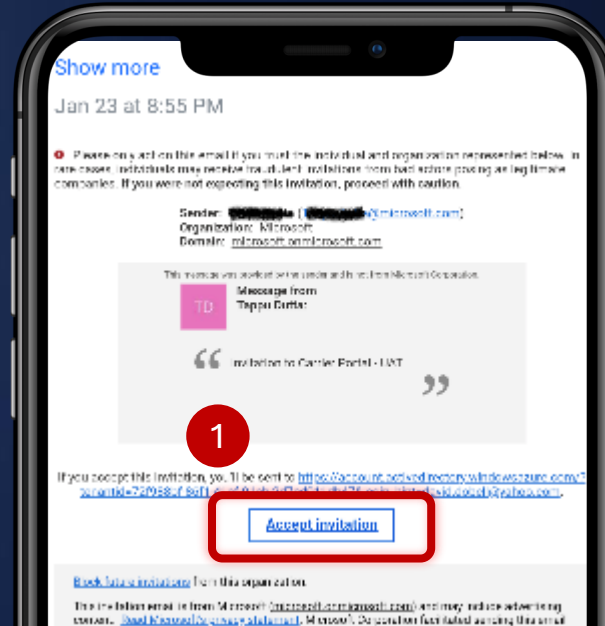
This example in next screen shows the process for creating an account using a Yahoo account on Android; some steps may differ depending on your email account provider.





Accepting an Invitation using an Android Device

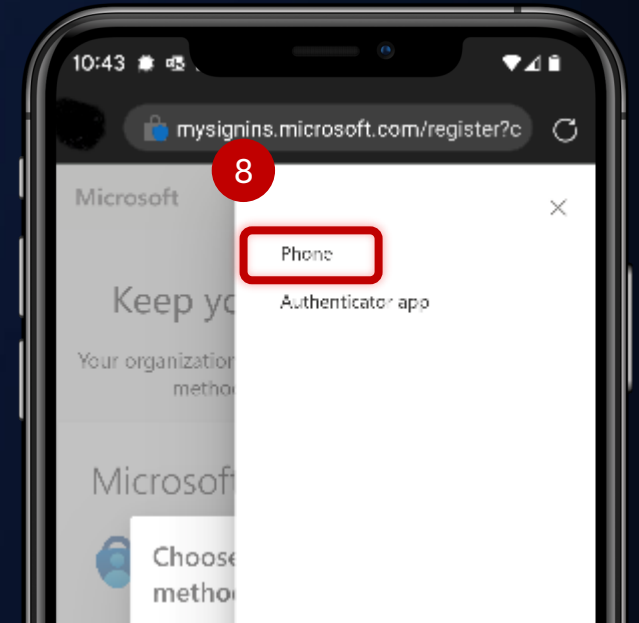
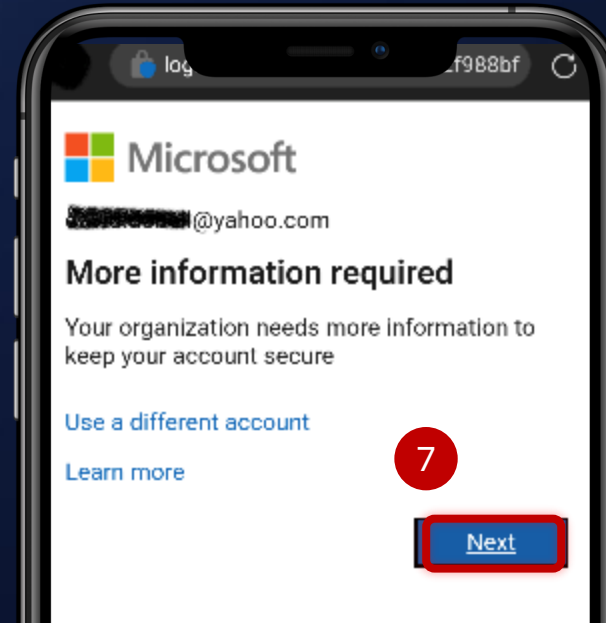
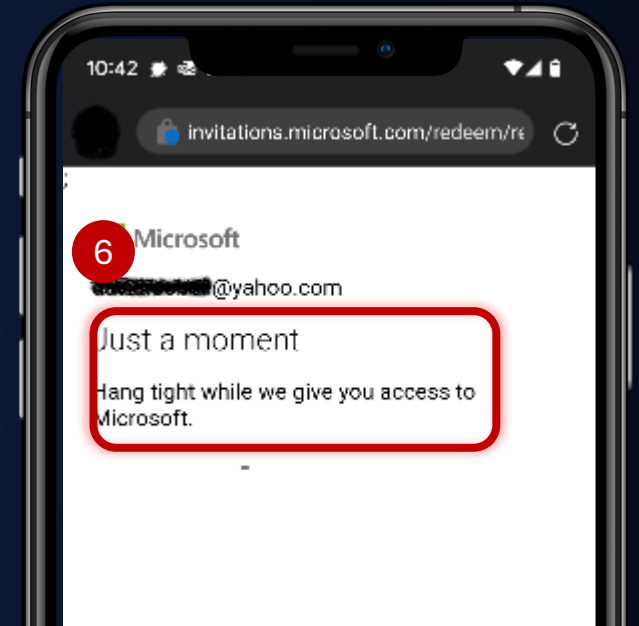
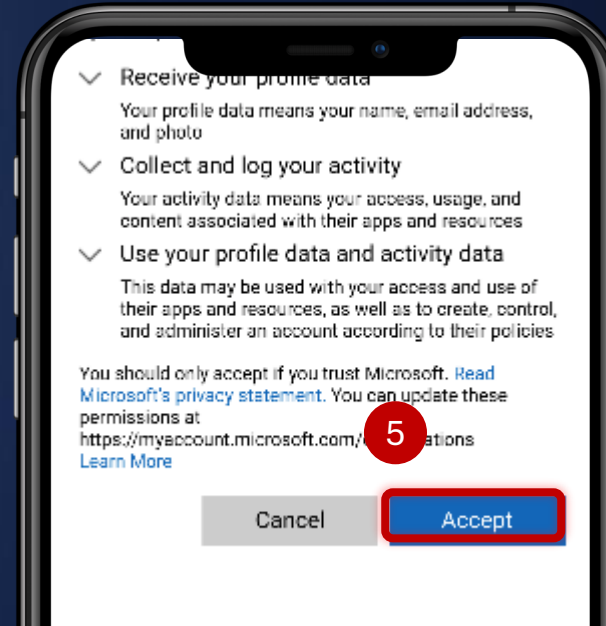
1. Open the email invitation and select **Accept Invitation**. A new browser window will appear.
2. Within the browser window, select **Send code**. An email with a verification code will be sent to your email account.
3. Open the verification code email and enter the code into the correct field in the browser window.
4. Select **Sign in**.





Accepting an Invitation using an Android Device

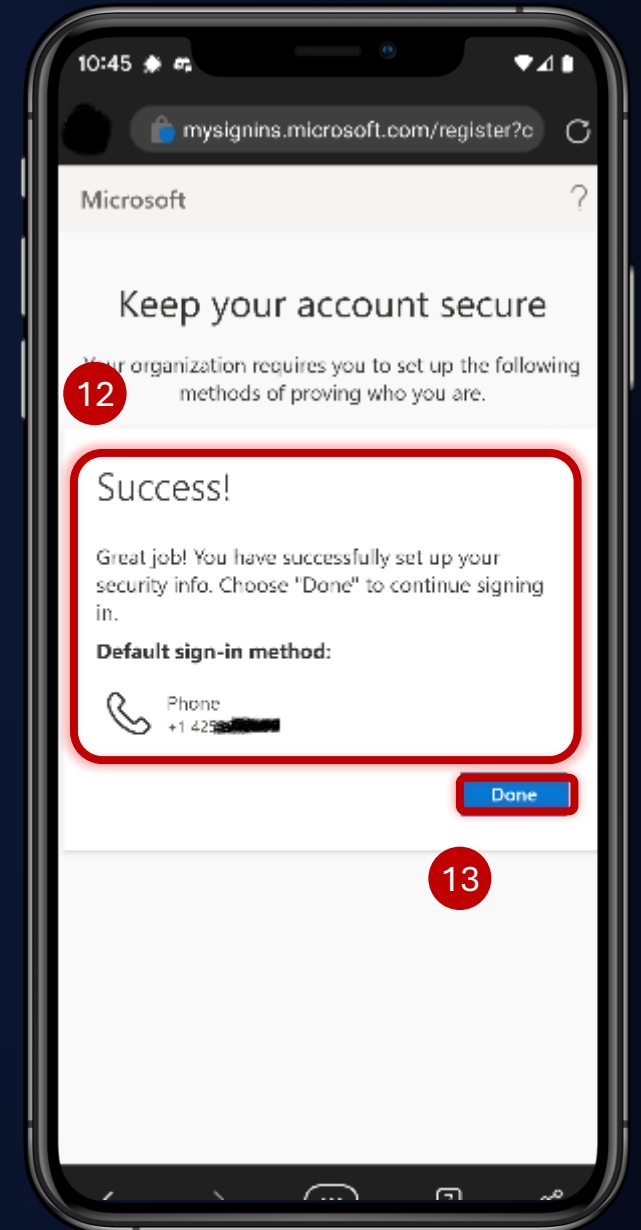
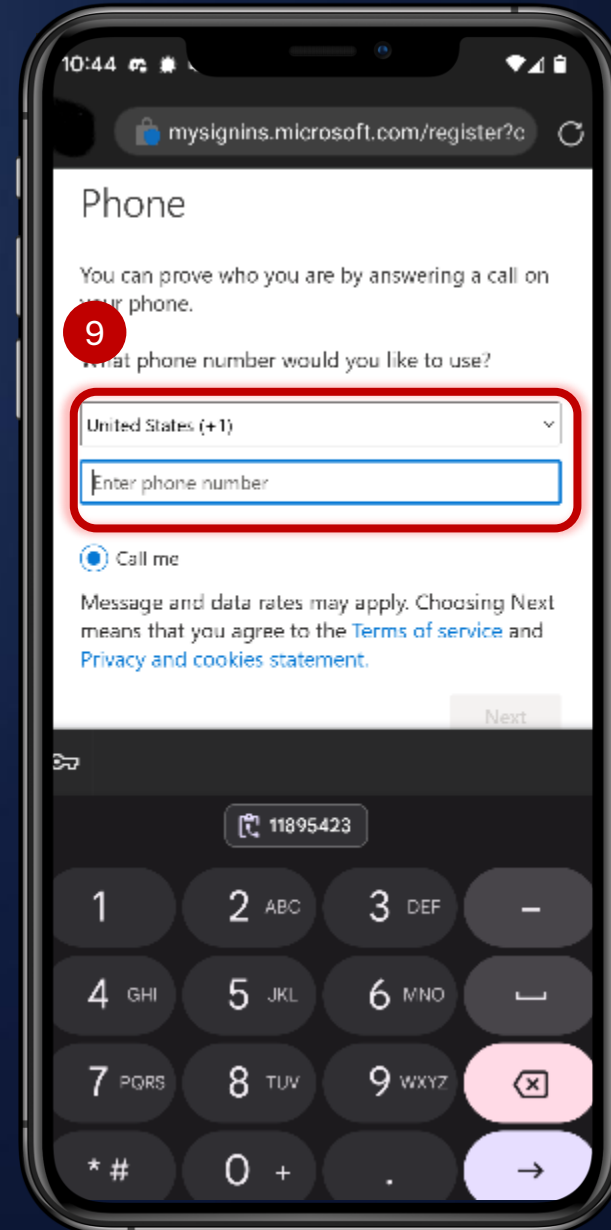
5. Review the terms and select **Accept**.
6. A loading screen appears.
7. A notification appears, advising additional information is needed. Select **Next**.
8. Select an authentication method; for example, **Phone**.





Accepting an Invitation using an Android Device

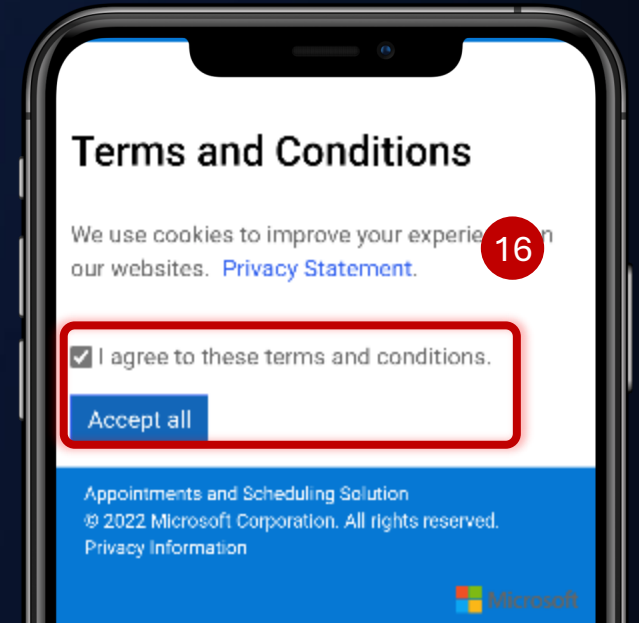
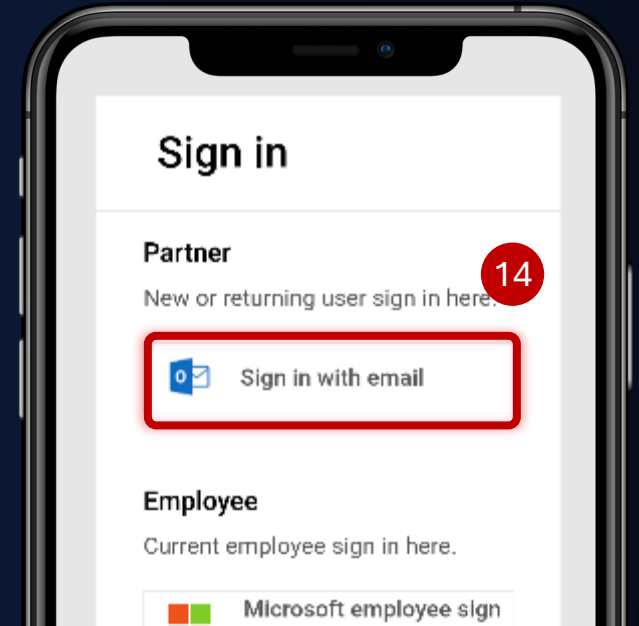
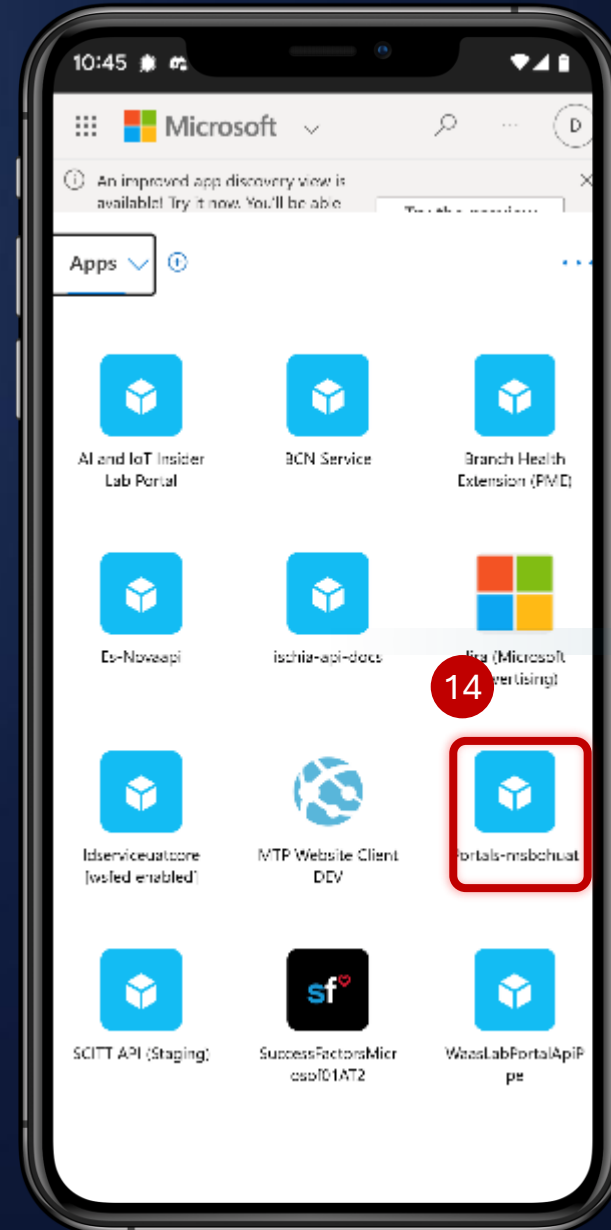
9. Enter your telephone number. Be sure to select the correct country code.
10. You will then receive an automated phone call that gives you a verification code.
11. Enter the verification code into the appropriate field on your browser window.
12. After you have correctly entered the verification code, the browser window will display a confirmation message.
13. Select **Done** to complete the confirmation process.





Accepting an Invitation using an Android Device

14. From the MyApps portal page, select the **BoH portal app**.
15. Select **Sign in with email**.
16. Select (check) the **I agree to these terms and conditions** checkbox, then select **Accept all**.





Accepting an Invitation using an Android Device

17. Complete the following fields:

- A. First Name
- B. Last Name
- C. Company
- D. Business phone
- E. Mobile phone

18. Select **Next**.

19. A **User Registration Status** message appears, advising that your account is in the process of being approved.

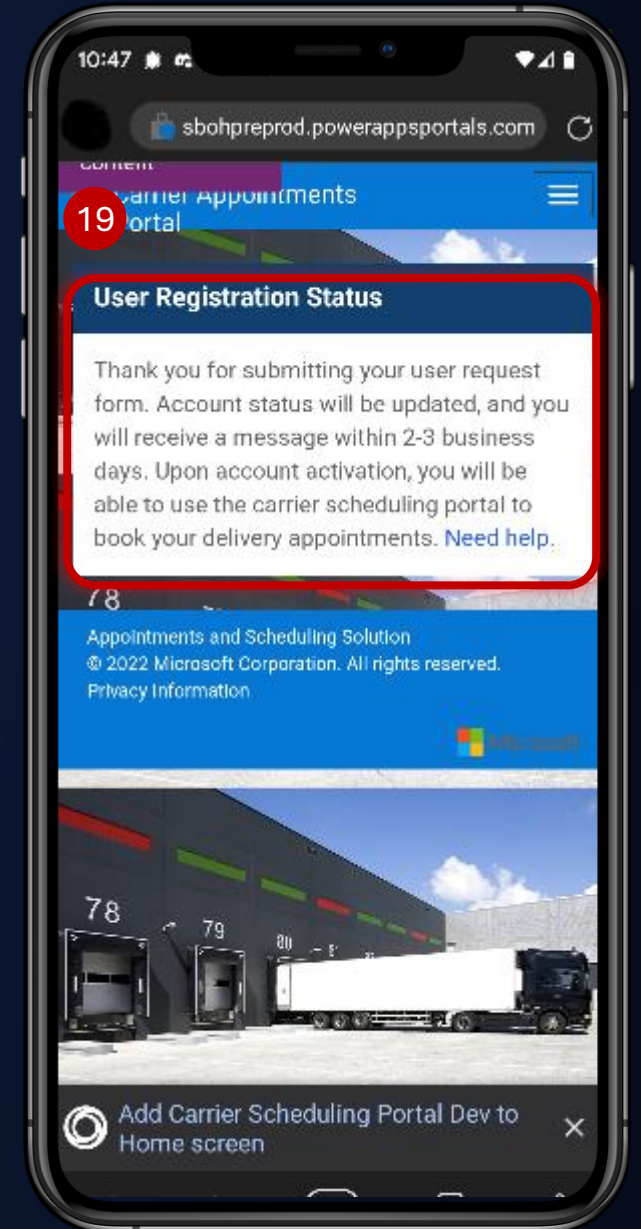
A

B

C

D

E

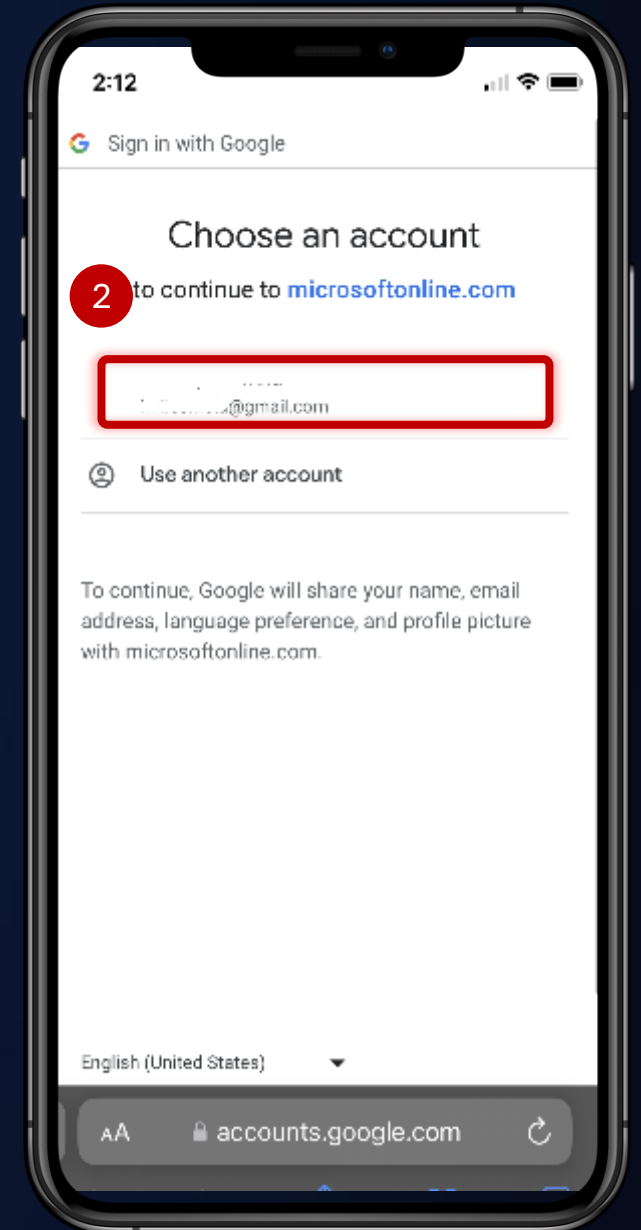
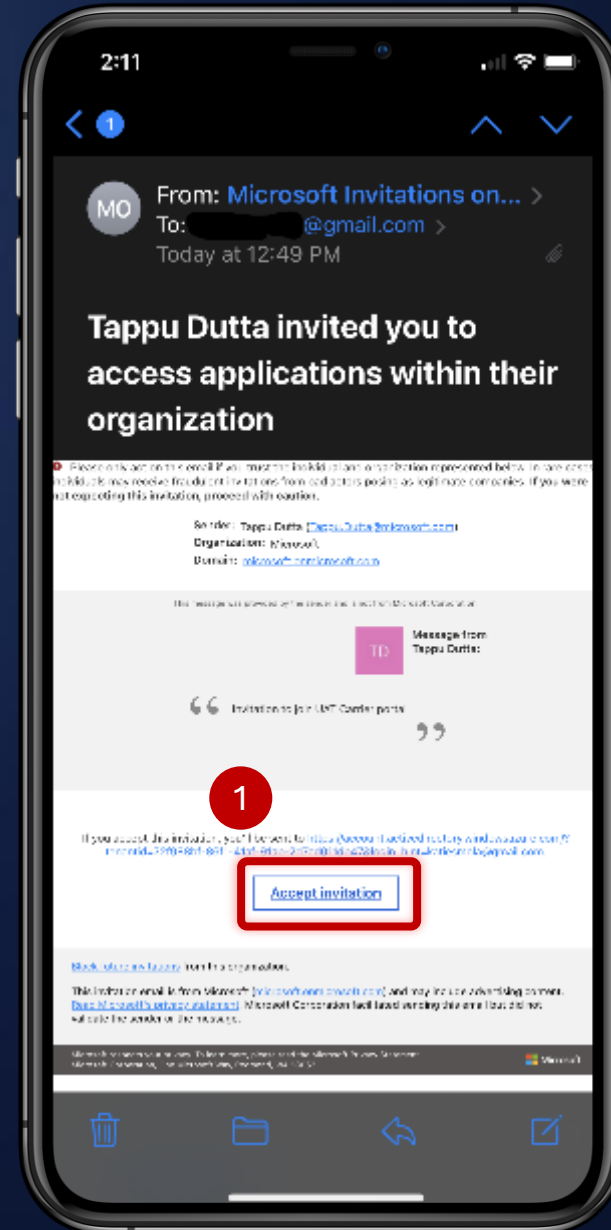




Accepting an Invitation using an iOS Device

This example shows the process for creating an account using a Gmail account on iOS; some steps may differ depending on your email account provider.

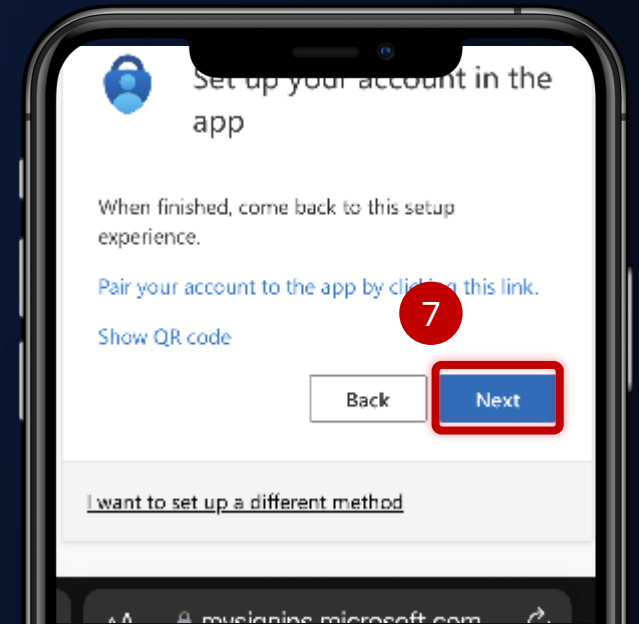
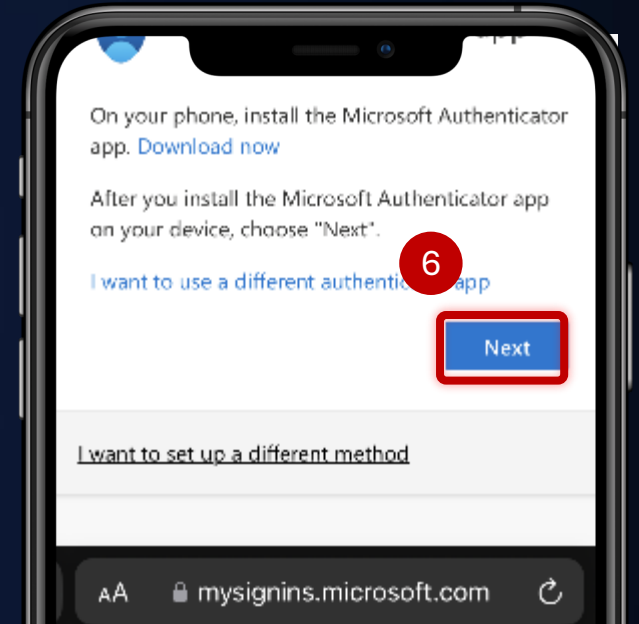
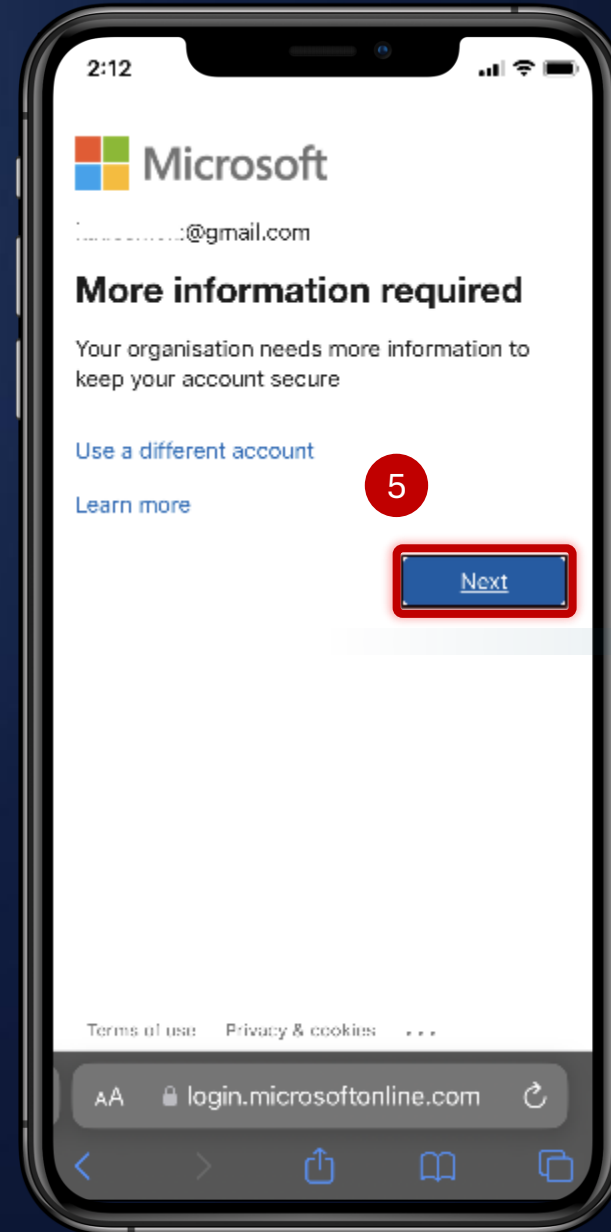
1. Open the email invitation and select **Accept invitation**. A new browser window will appear.
2. Select the account you wish to use to access the application.





Accepting an Invitation using an iOS Device

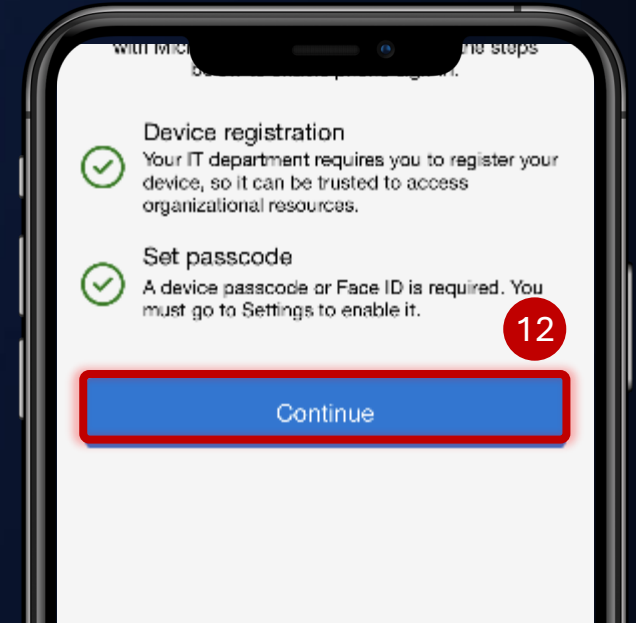
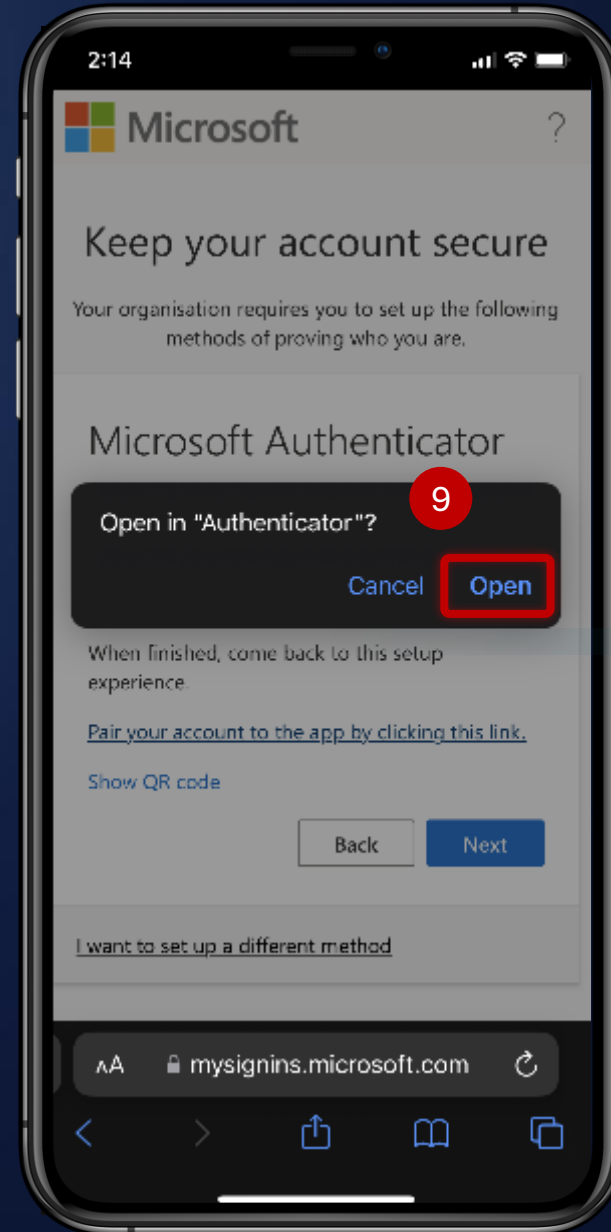
5. A notification appears, advising additional information is needed. Select **Next**.
6. You will be prompted to proceed with authentication using the Microsoft Authenticator app. Select **Next**.
7. After you have installed the app, or if you already have it installed, you will be prompted to set up your account in the Microsoft Authenticator App. Select **Next**.





Accepting an Invitation using an iOS Device

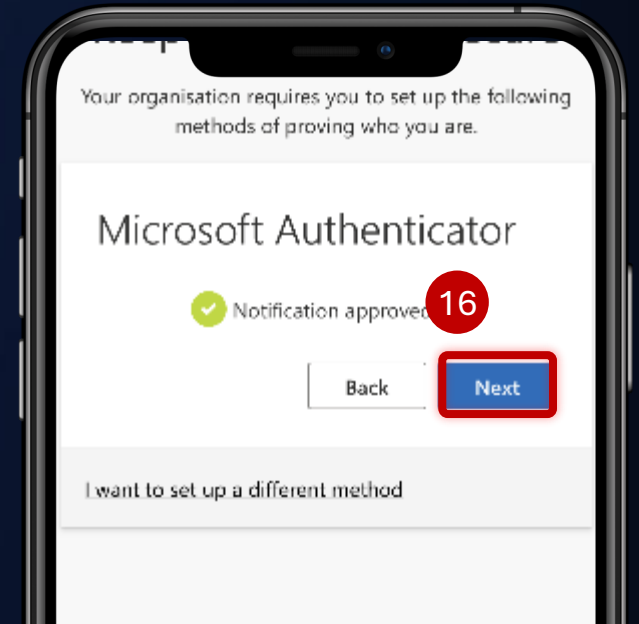
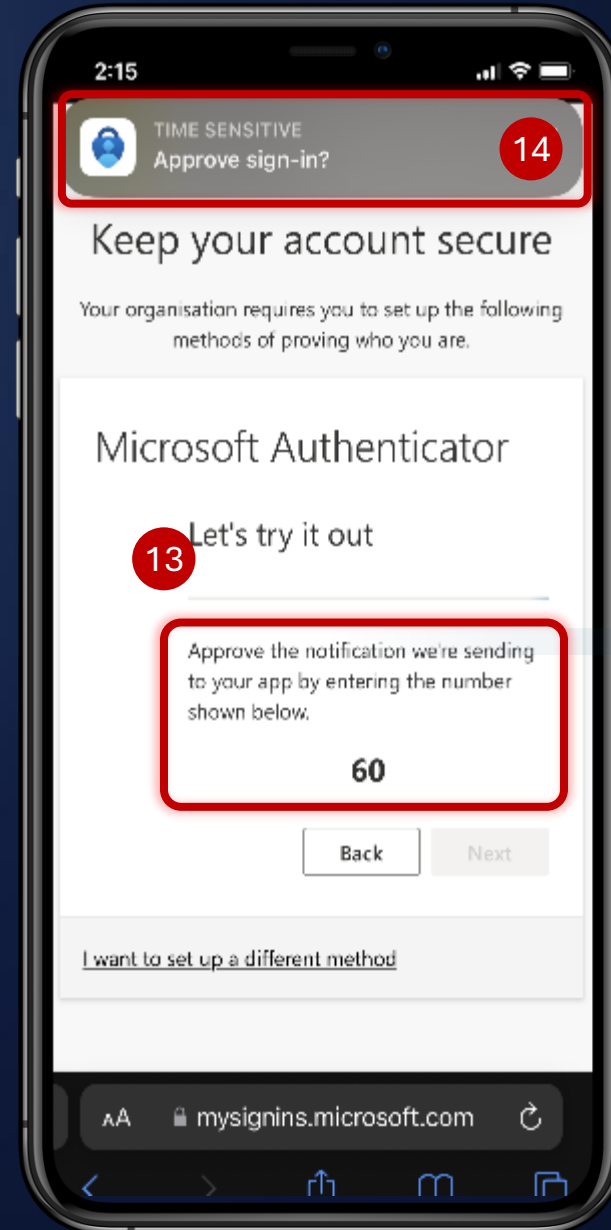
8. A dialog asking “**Open in Authenticator?**” appears.
9. Select **Open**.
10. Within the Microsoft Authenticator app, confirm the correct email account is listed.
11. Select **Enable phone sign-in**; ensure both **Device registration** and **Set passcode** are active.
12. Select **Continue**..





Accepting an Invitation using an iOS Device

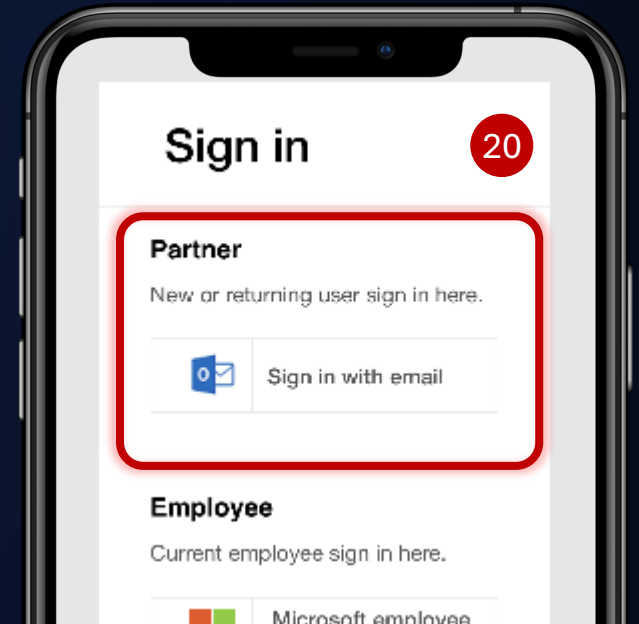
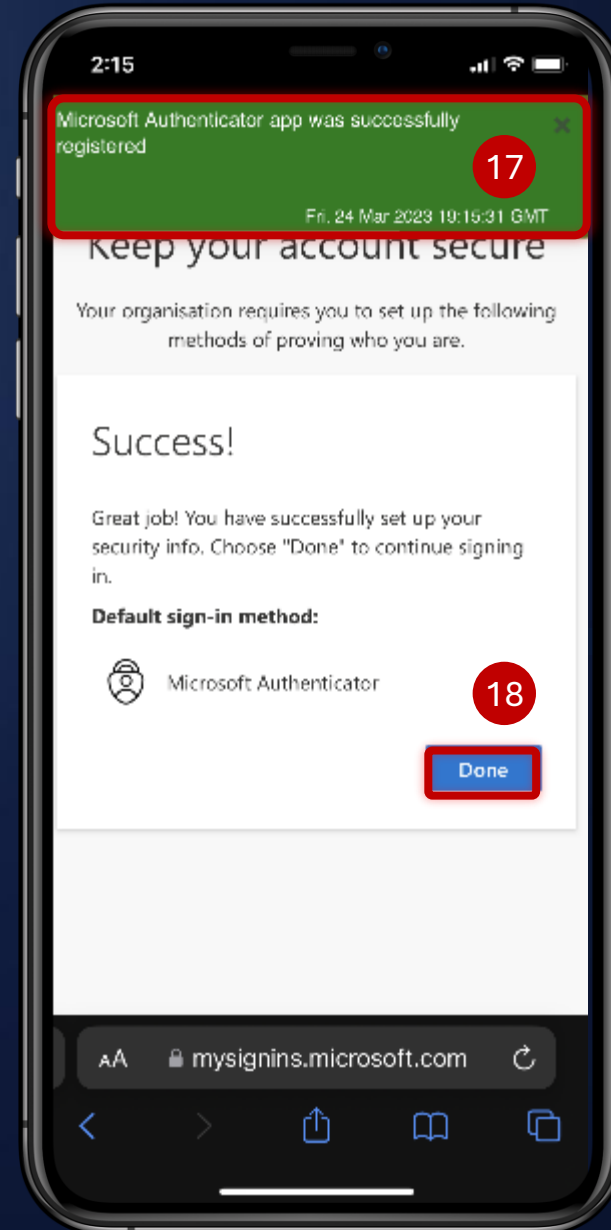
13. Return to your browser screen. The browser will display a unique code. Select **Next**.
14. A banner notification from Microsoft Authenticator appears. Select the **dialog** to approve the sign in.
15. Within the Microsoft Authenticator app, enter the unique code from your browser into the dialog box. Select **Yes**.
16. Once the notification is approved, select **Next**.





Accepting an Invitation using an iOS Device

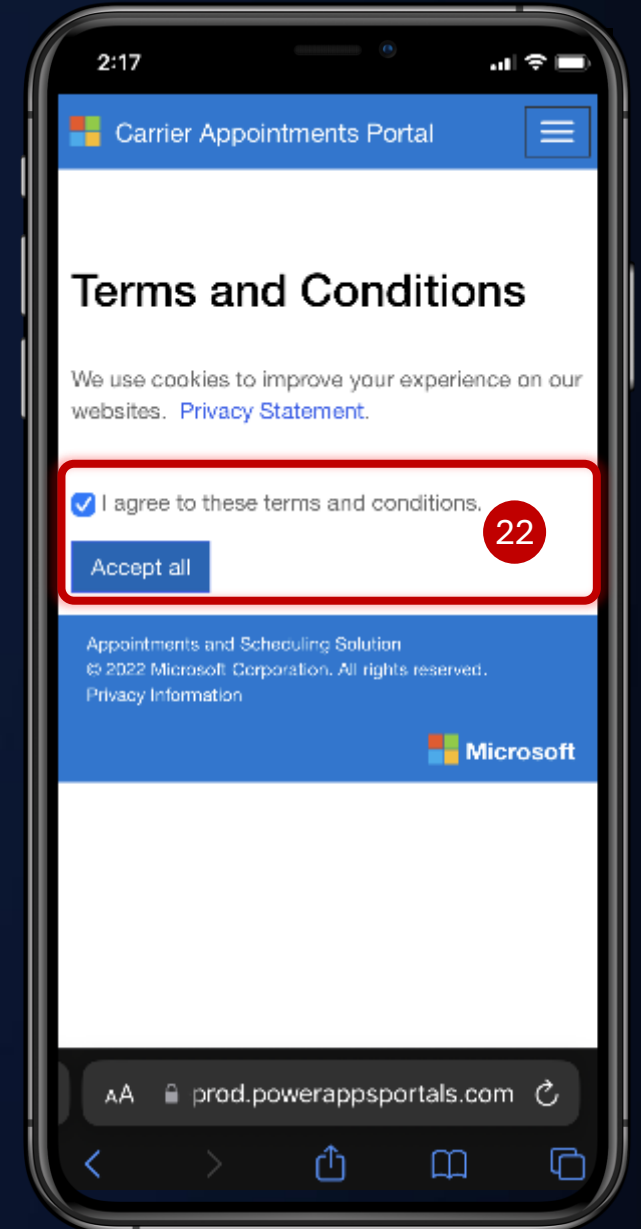
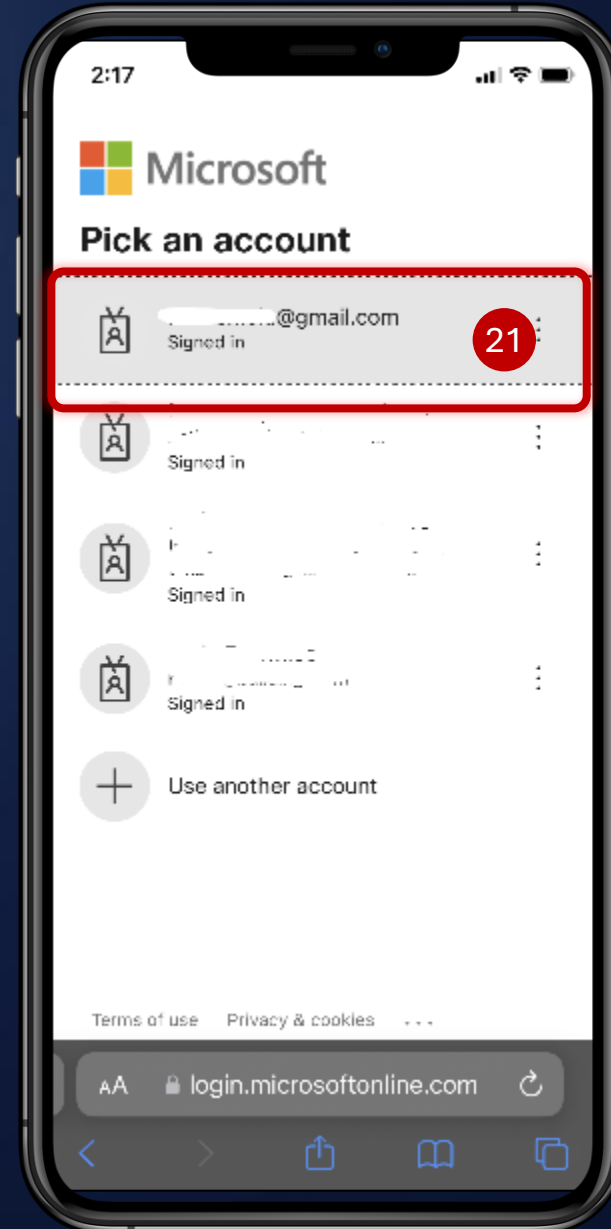
17. A notification will appear stating that the app was successfully registered.
18. Select **Done**.
19. The Apps dashboard appears. Select the **BoH portal app**.
20. Select **Sign in** with email.





Accepting an Invitation using an iOS Device

21. Select the account you want to use to sign into the application.
22. Select (check) the **I agree to these terms and conditions** checkbox, then select **Accept all**.





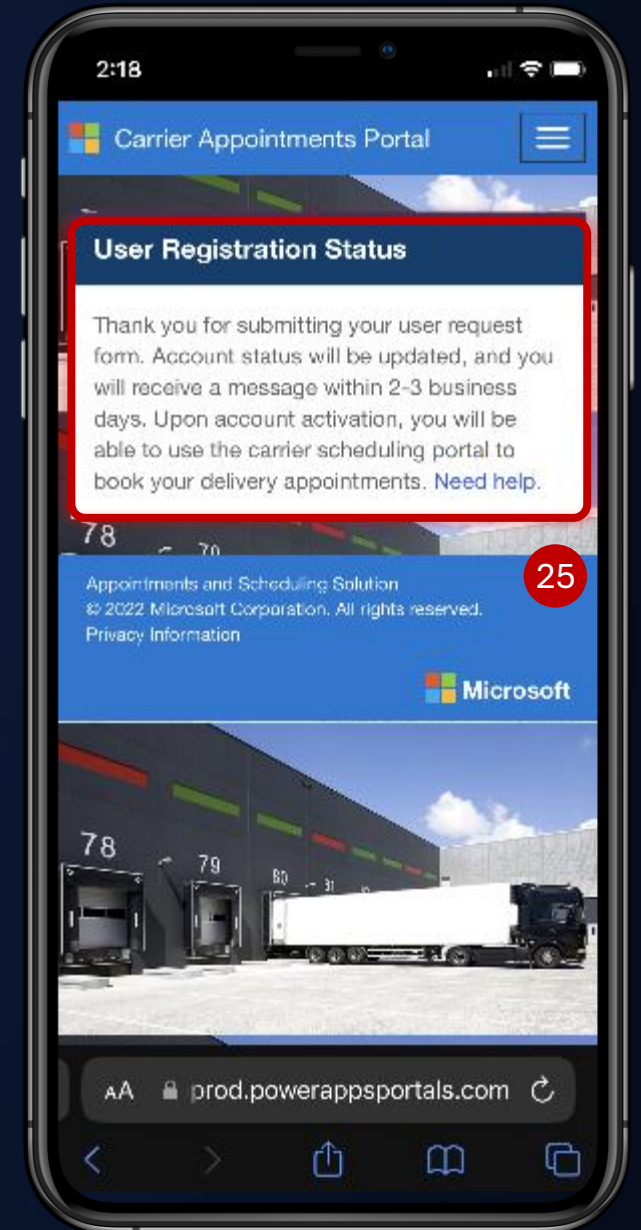
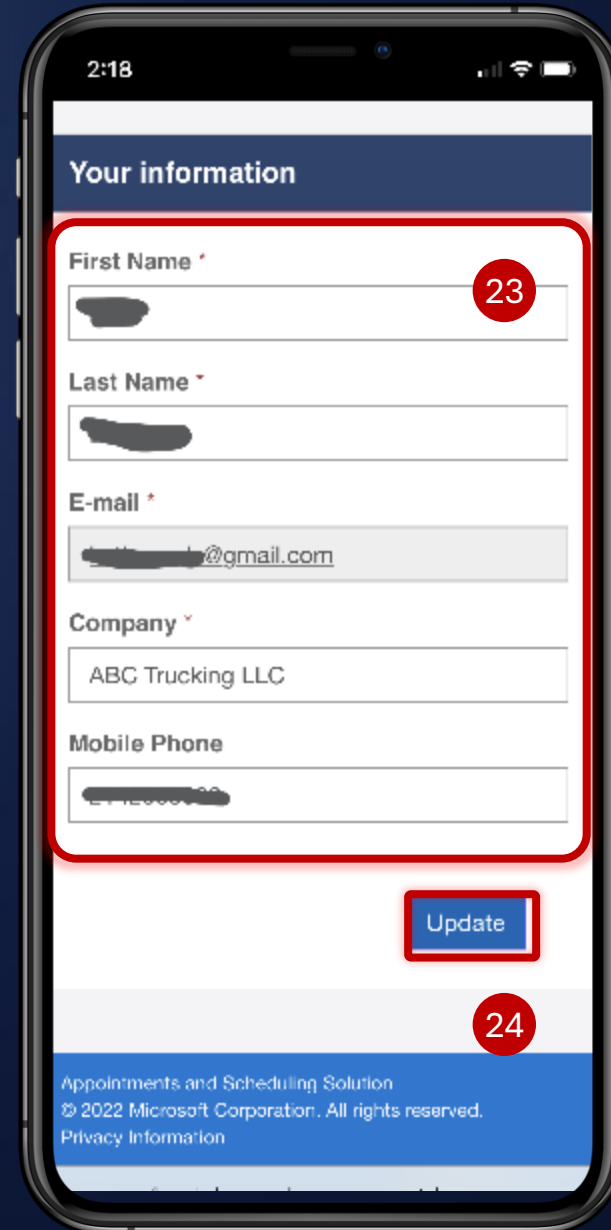
Accepting an Invitation using an iOS Device

23. Complete the following fields:

- A. First Name
- B. Last Name
- C. Email
- D. Company
- E. Mobile Phone

24. Select **Update**.

25. A **User Registration Status** message appears, advising that your account is in the process of being approved.





Log in to the portal after your account has been created

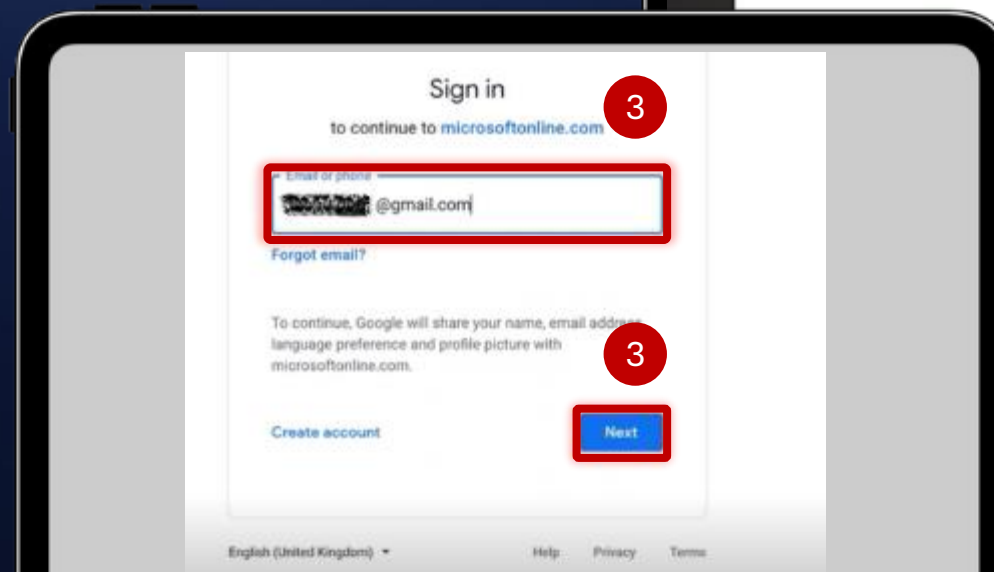
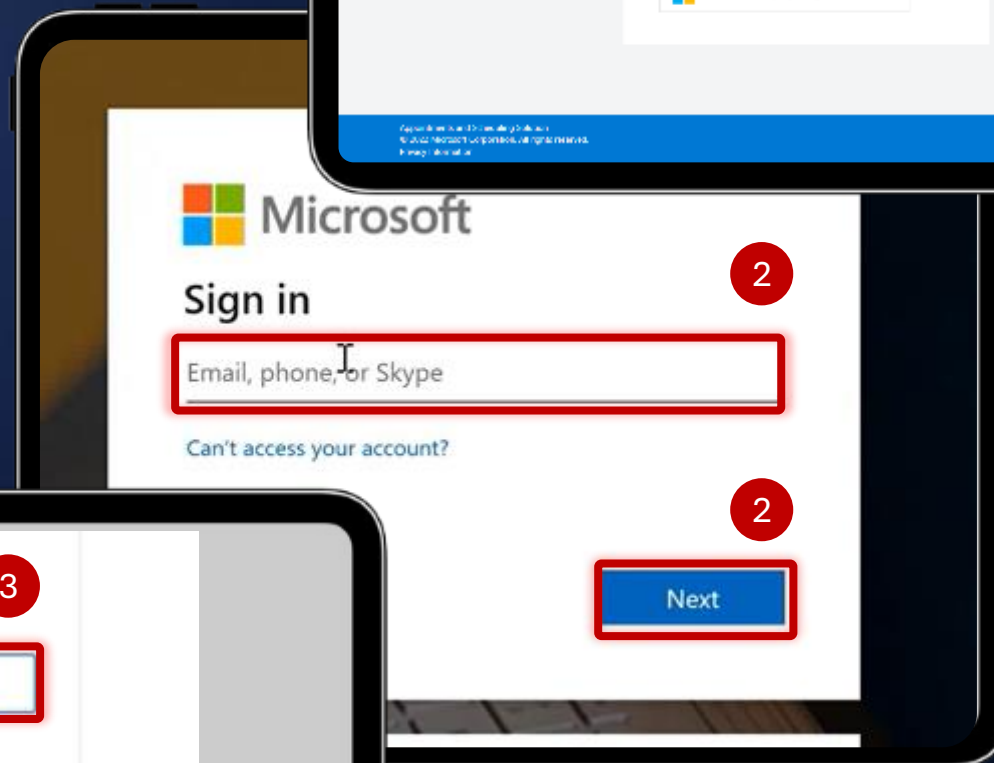
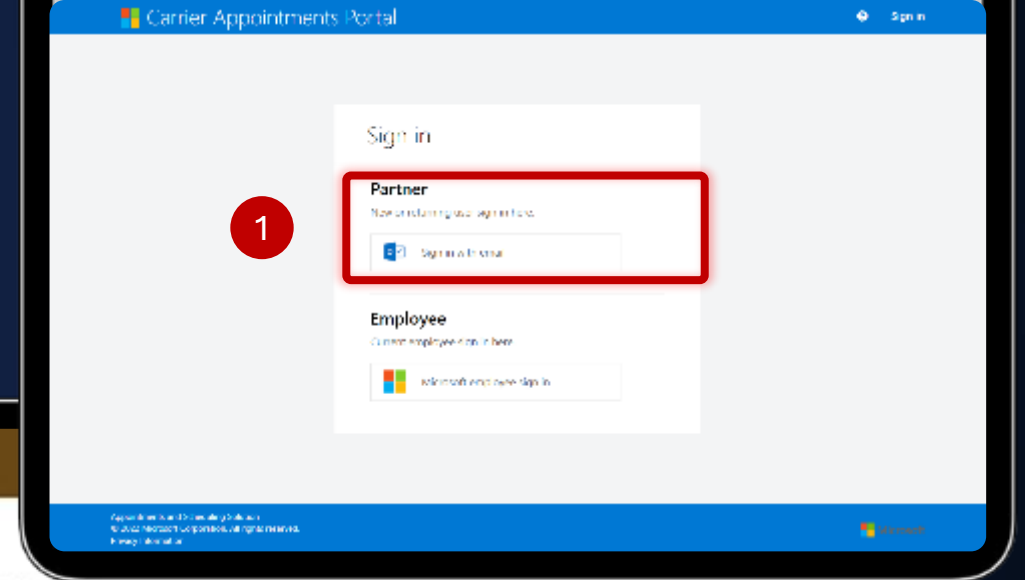
Follow these steps after you have received a new account creation email from Microsoft. Before creating your account, ensure you have installed the Microsoft Authenticator app on your mobile device. Note: this example shows the process for creating an account using a Google account; some steps may differ depending on your email account provider.





Log in to the portal after your account has been created

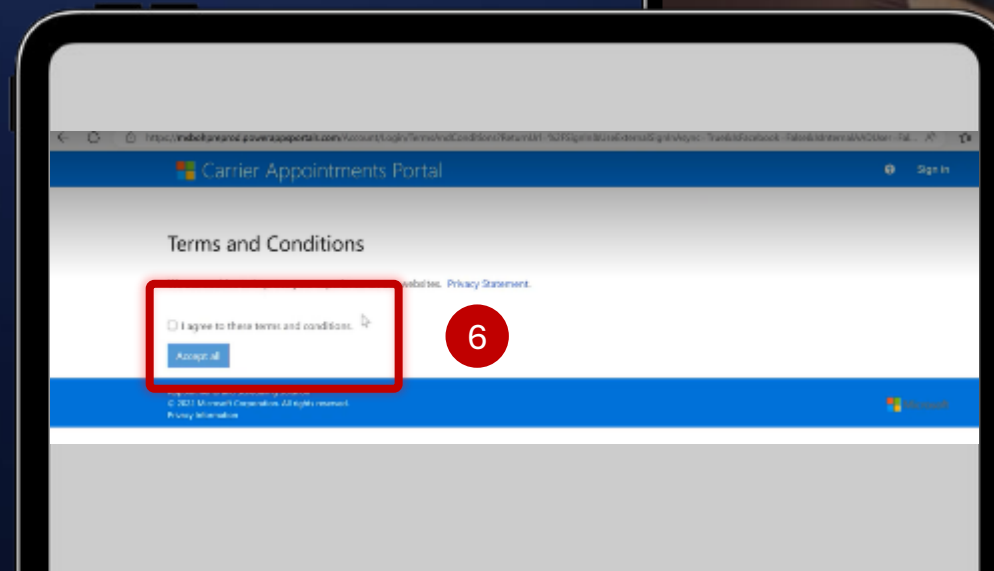
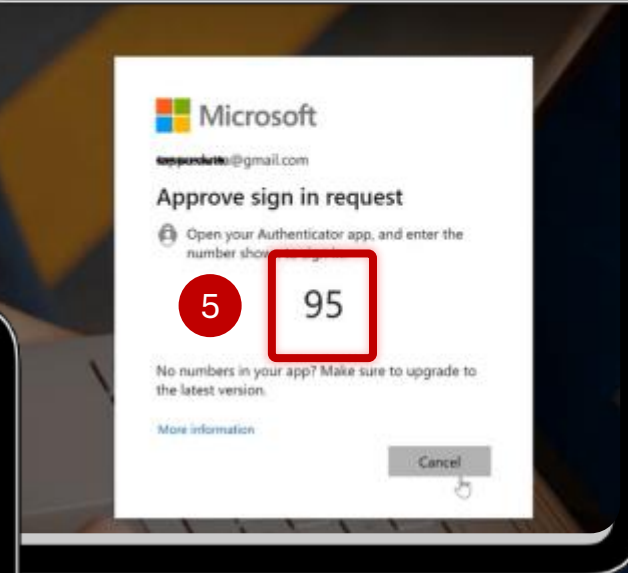
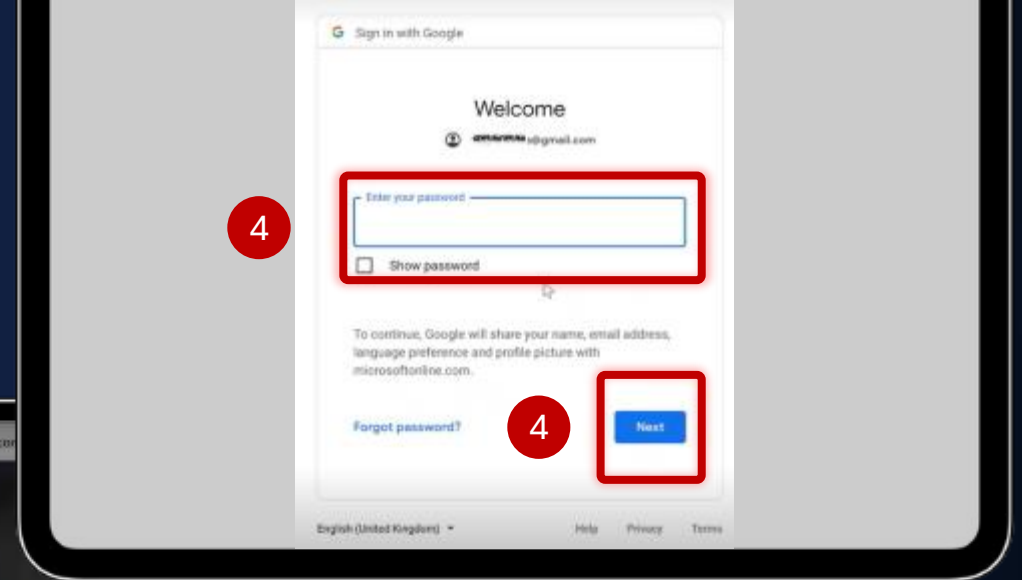
1. Open the portal and select the **Sign in with Email** option.
2. Enter your email address into the **Email, phone, or Skype** field, then select **Next**.
3. Confirm your email address appears correctly in the **Email** field, then select **Next**.





Log in to the portal after your account has been created

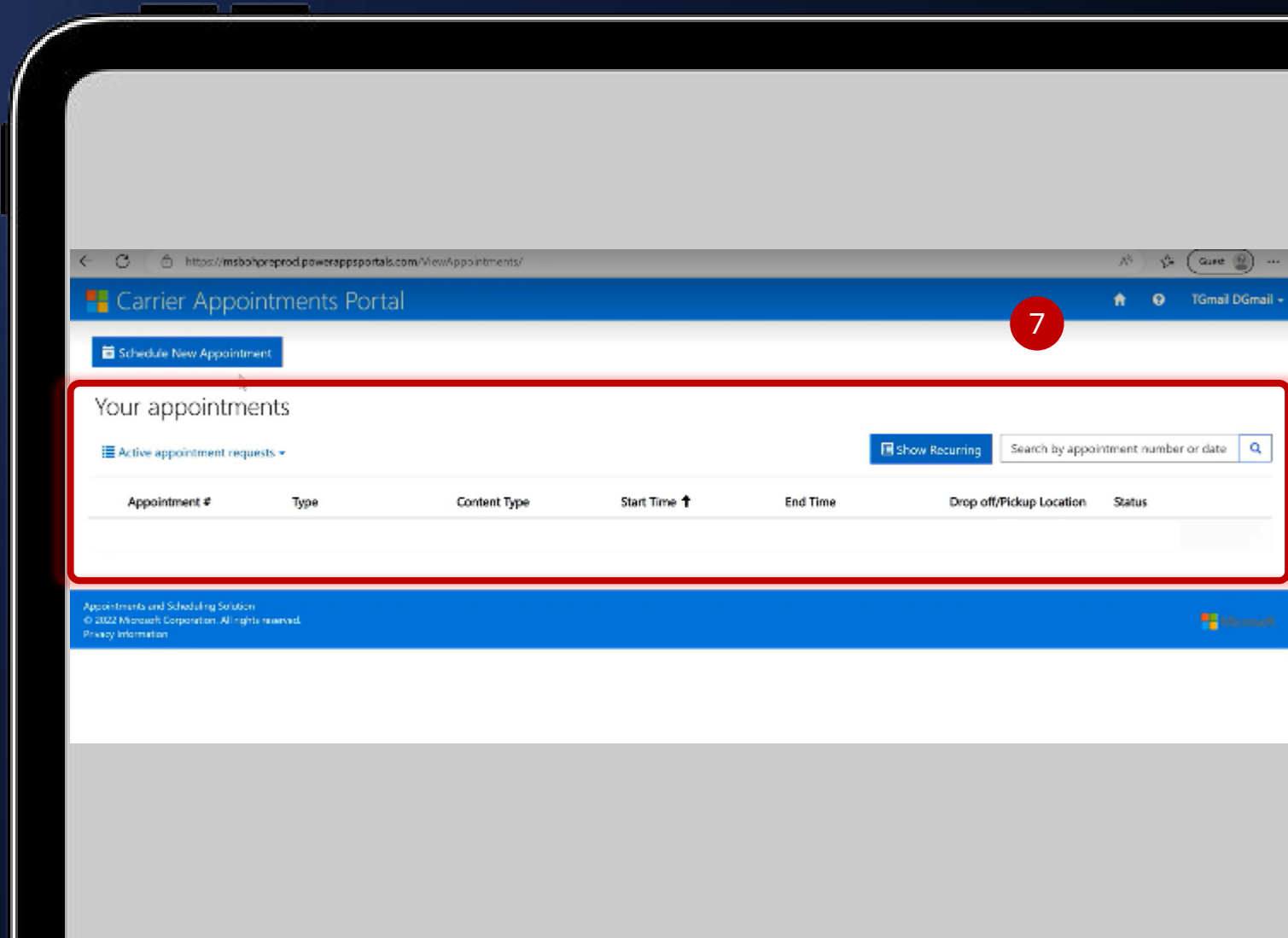
4. Enter your **password** into the Password field, then select **Next**.
5. Open the Microsoft Authenticator app on your mobile device, and enter the code shown on the sign in screen.
6. Select (check) the **I agree** to these terms and conditions checkbox, then select **Accept all**.





The portal will bring you directly to the **Your Appointments** dashboard.

7. The portal will bring you directly to the **Your Appointments** dashboard.





Create an account using Microsoft employee credentials

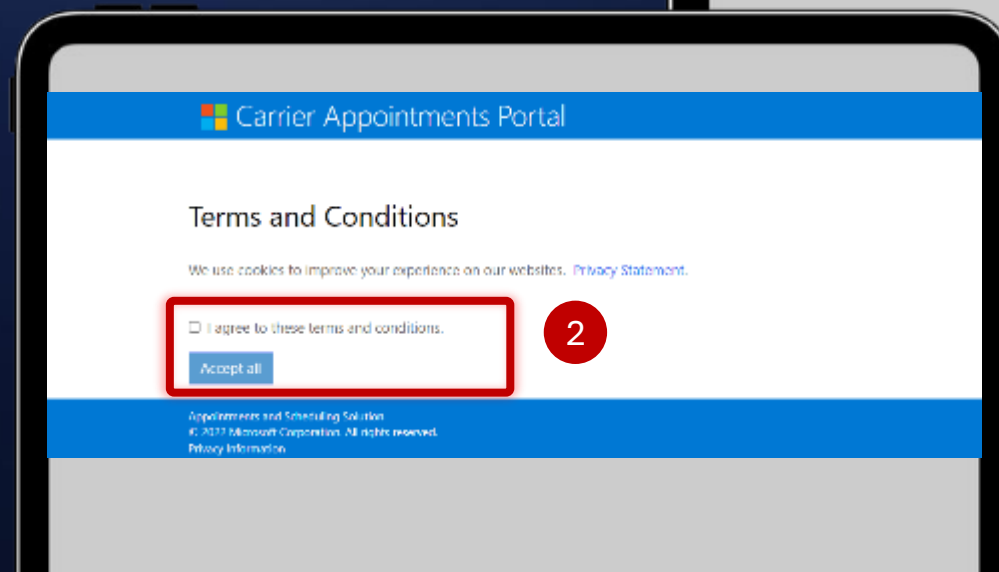
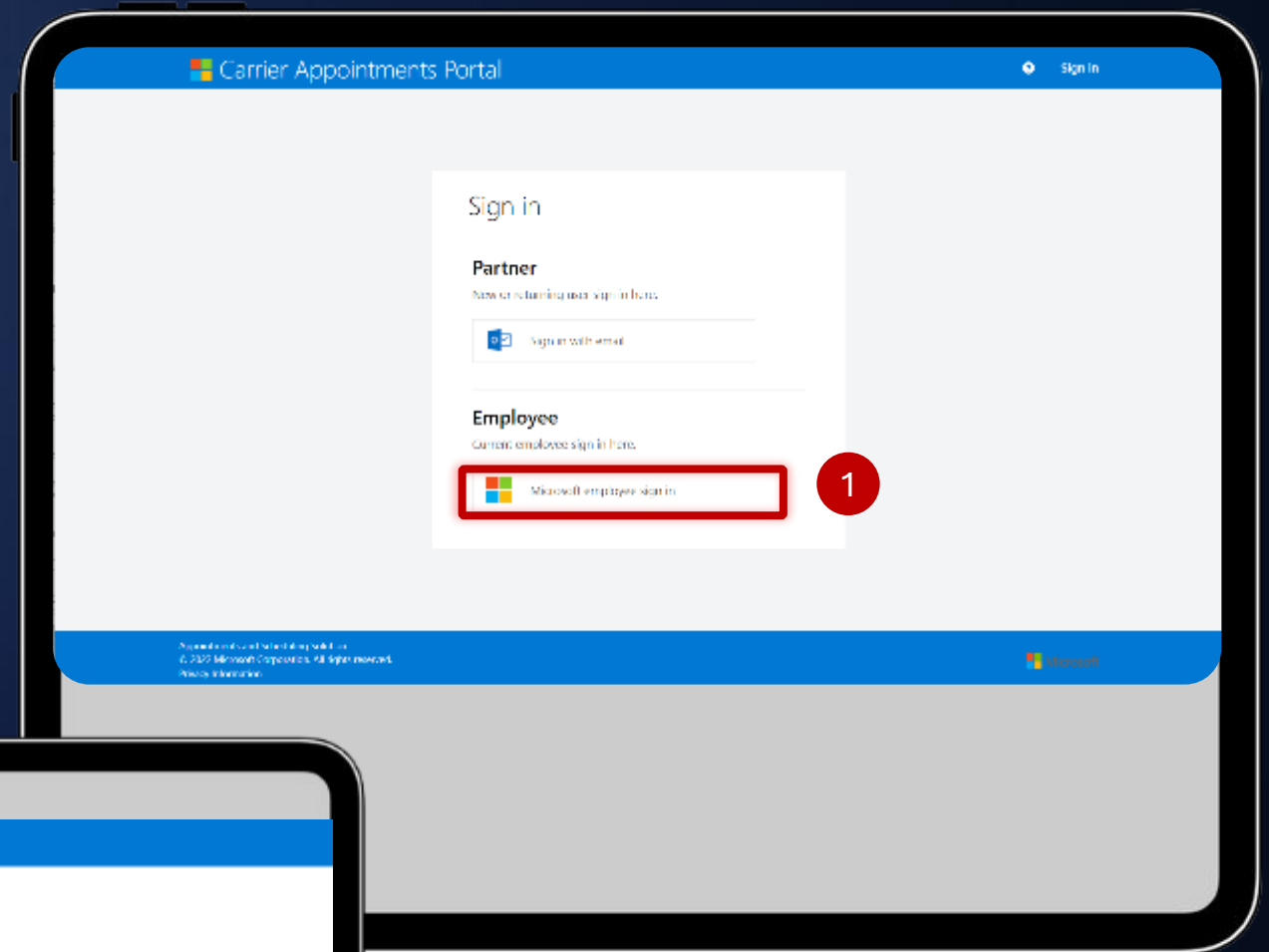
If you have Microsoft employee credentials (you are a Microsoft employee or contingent staff member and have an email address ending in @microsoft), use your credentials to log in to the Carrier Appointments Portal and bypass the user approval process.





Create an account using Microsoft employee credentials

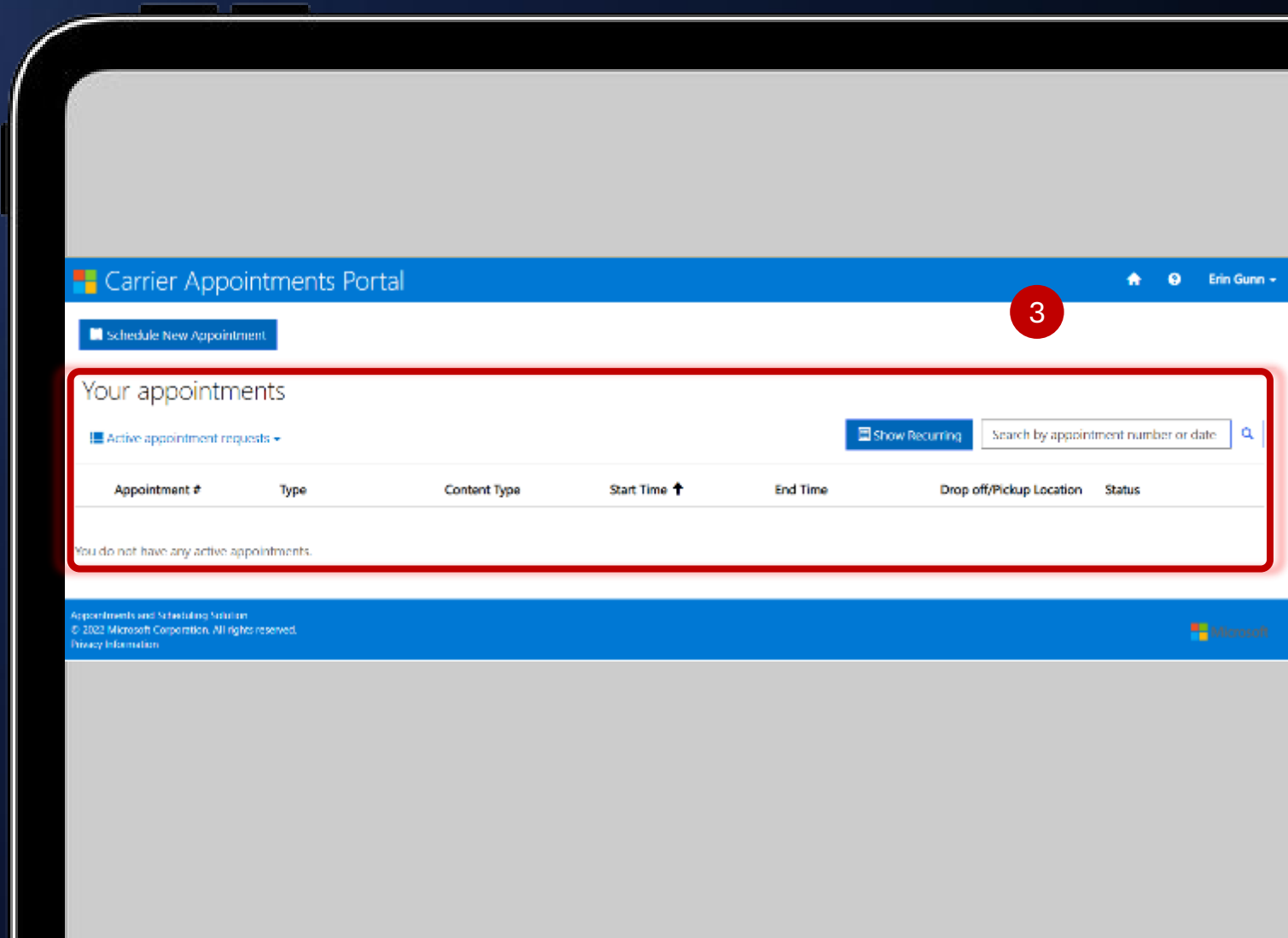
1. Select the **Microsoft employee sign in** option.
2. Select (check) the **I agree to these terms and conditions** checkbox, then select **Accept all**.





Create an account using Microsoft employee credentials

3. The portal will bring you directly to the **Your Appointments** dashboard. **Note:** using your Microsoft employee credentials allows you to bypass the standard user approval process. You can start creating appointments immediately.





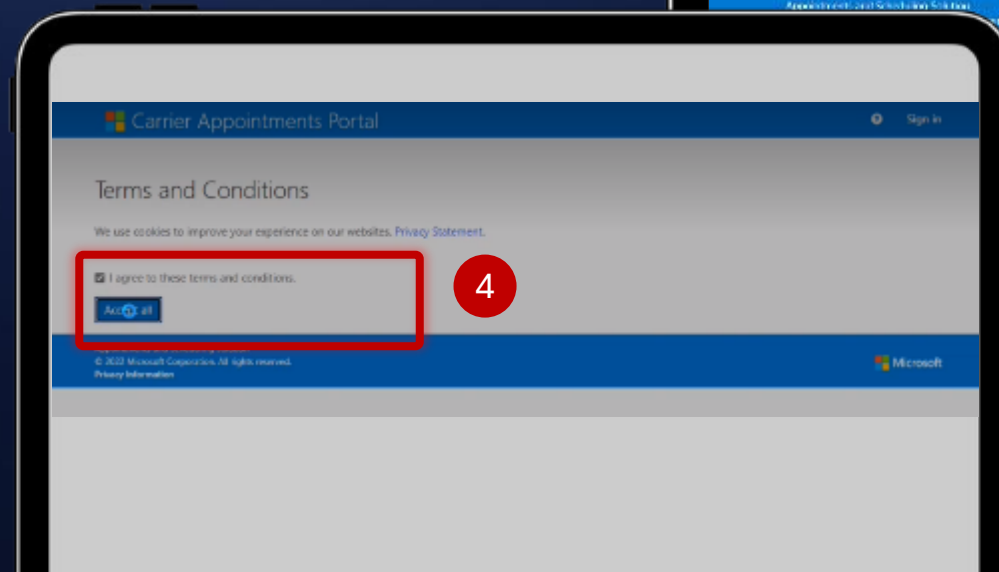
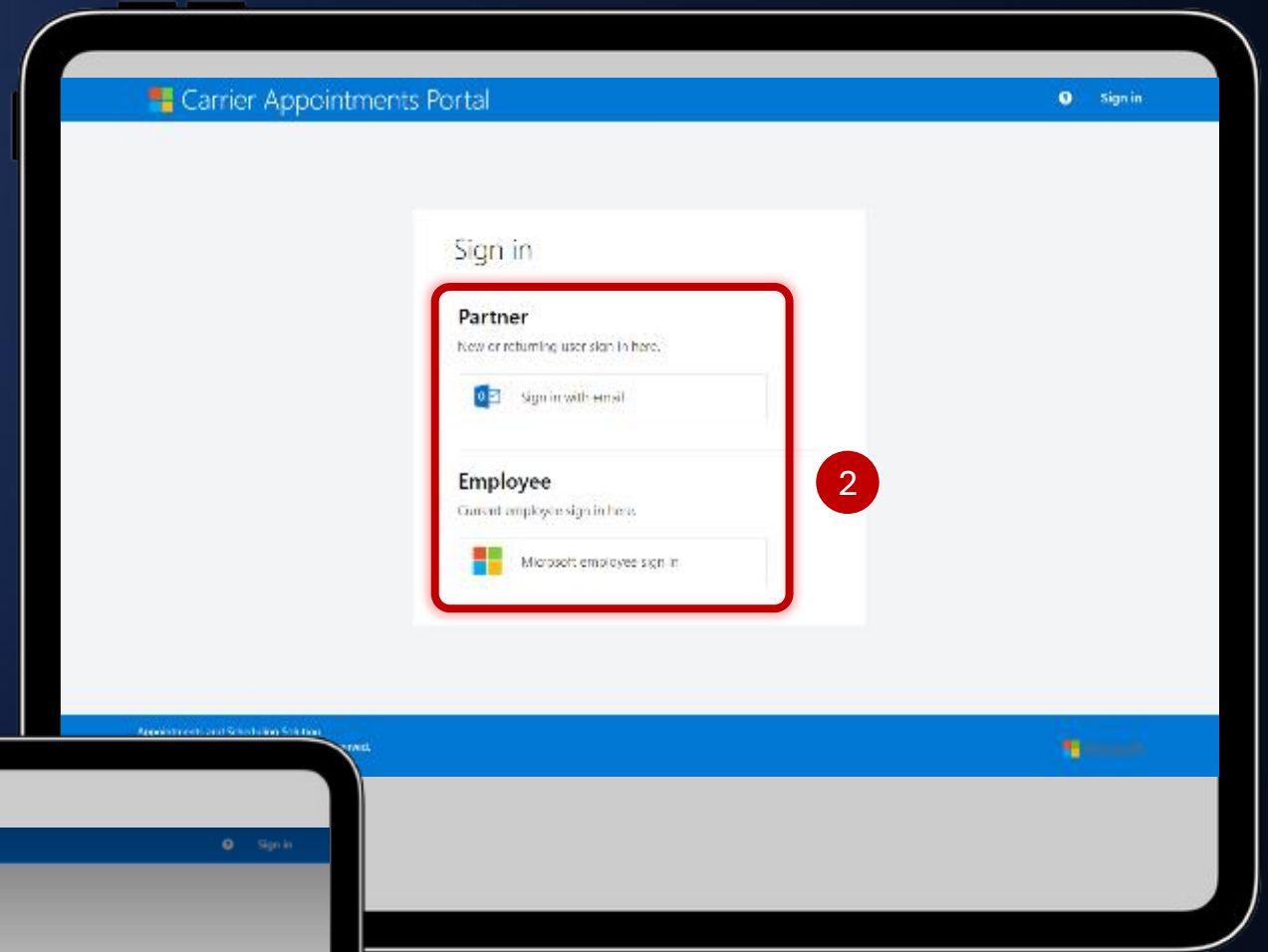
Log in and configure your account





Log in for the first time

1. Open the **Carrier Appointments portal**.
2. Select your sign in method.
3. If a **Sign in** prompt appears, enter or confirm your email address and password, then select Sign in.
4. If prompted to accept terms and conditions, select the checkbox and then select **Accept all**.

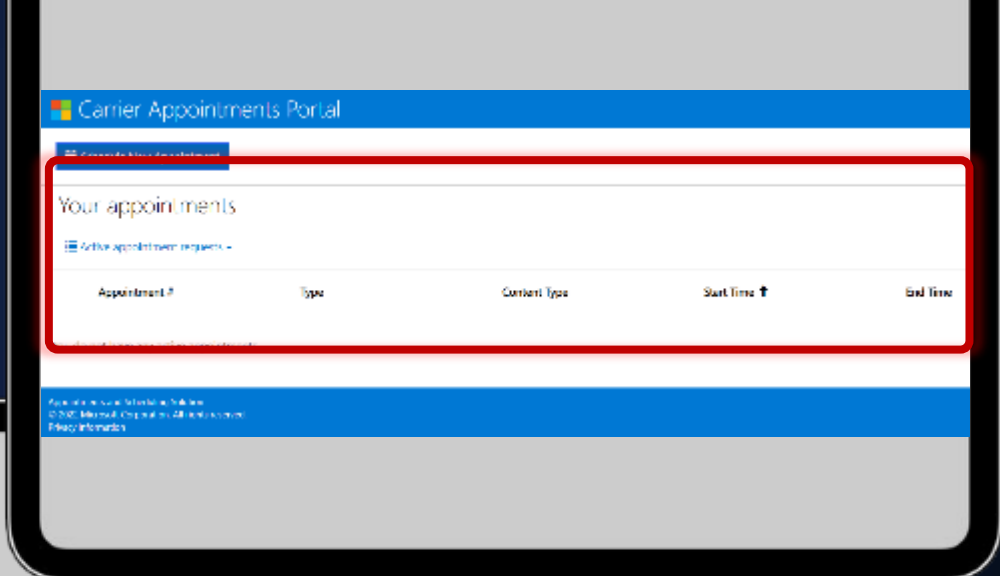




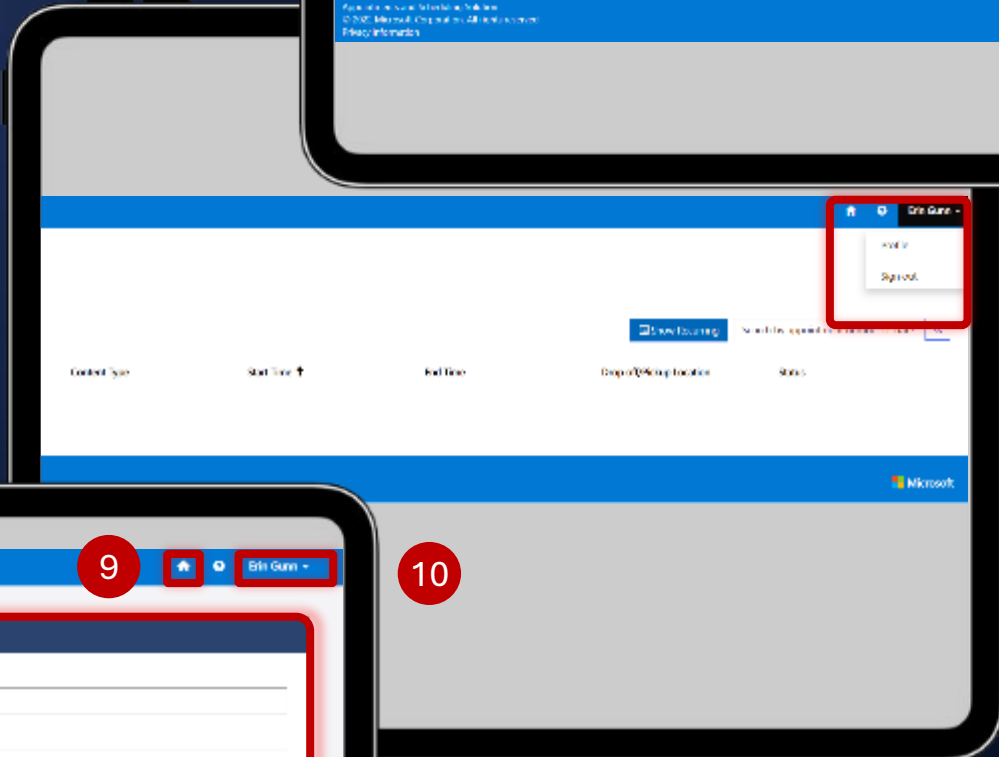
Log in for the first time

- Once logged in, you will see the **Your appointments** dashboard.
- To view your profile, select **your user name**, then select Profile from the drop-down menu.
- The **Profile** page will appear. You can make changes to your account information here.
- Select **Update** to save any changes you have made. A banner notification will appear, confirming that you have successfully updated your profile.
- Select **Home** (house icon) to return to the Your appointments dashboard.
- Select your name **to sign out**.

5

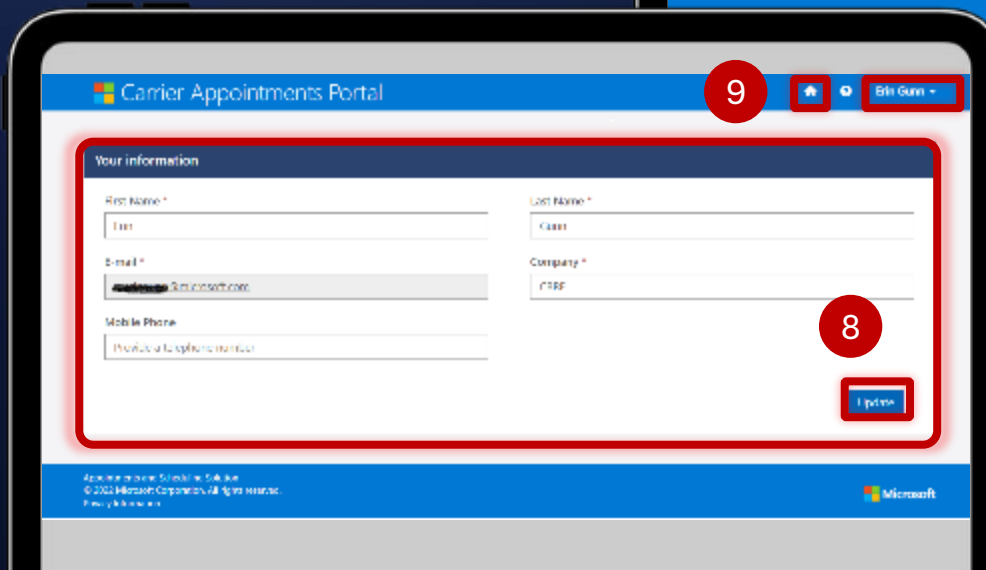


6



10

9

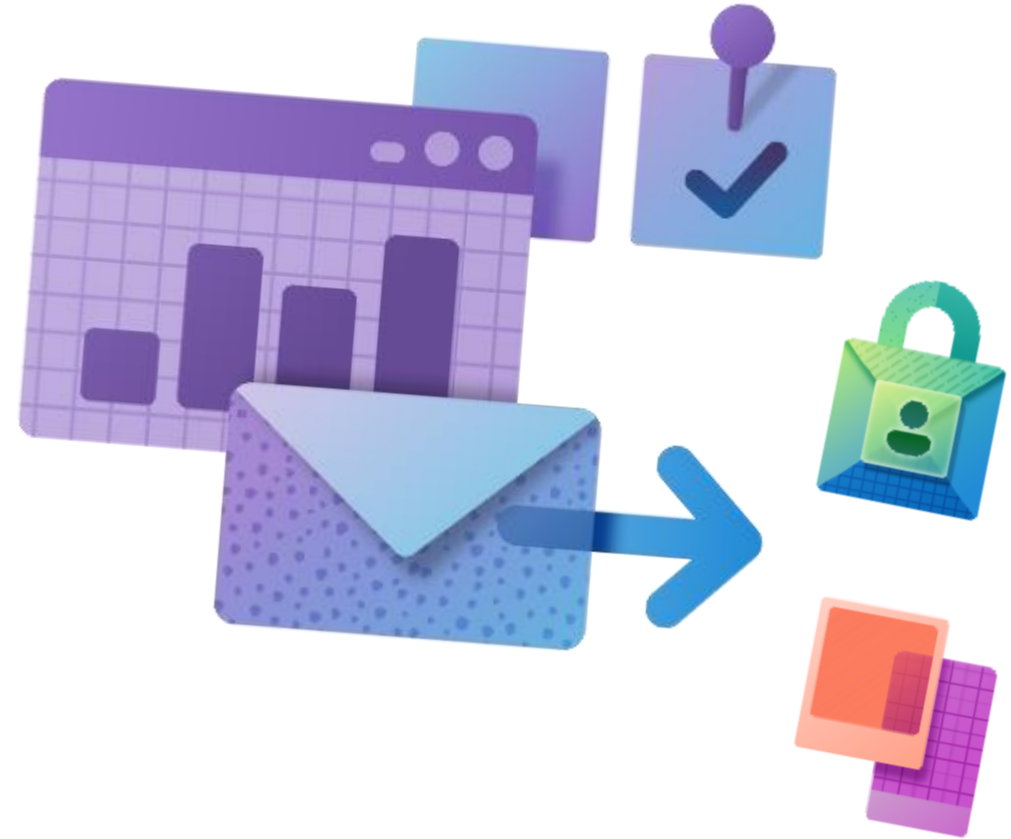


8

7



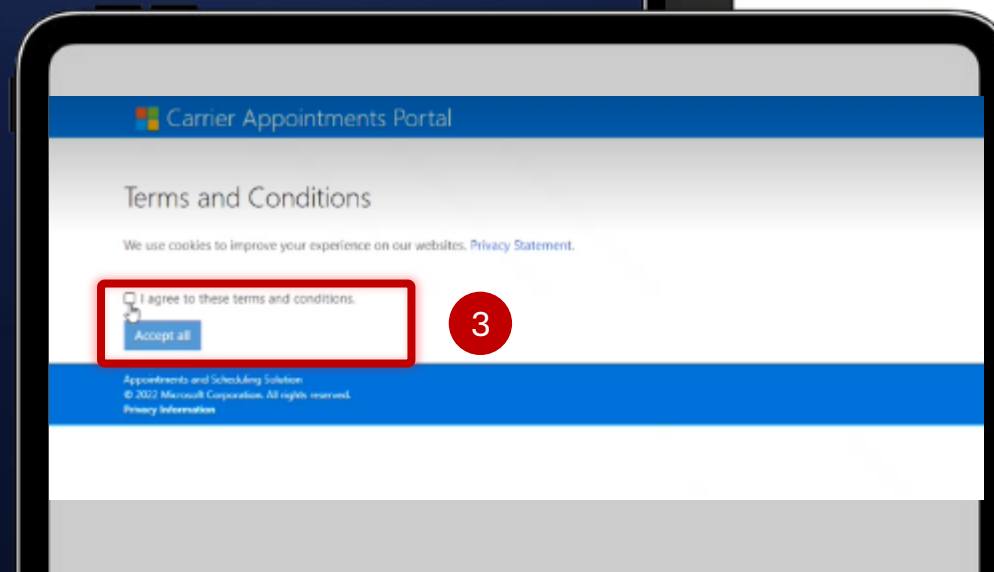
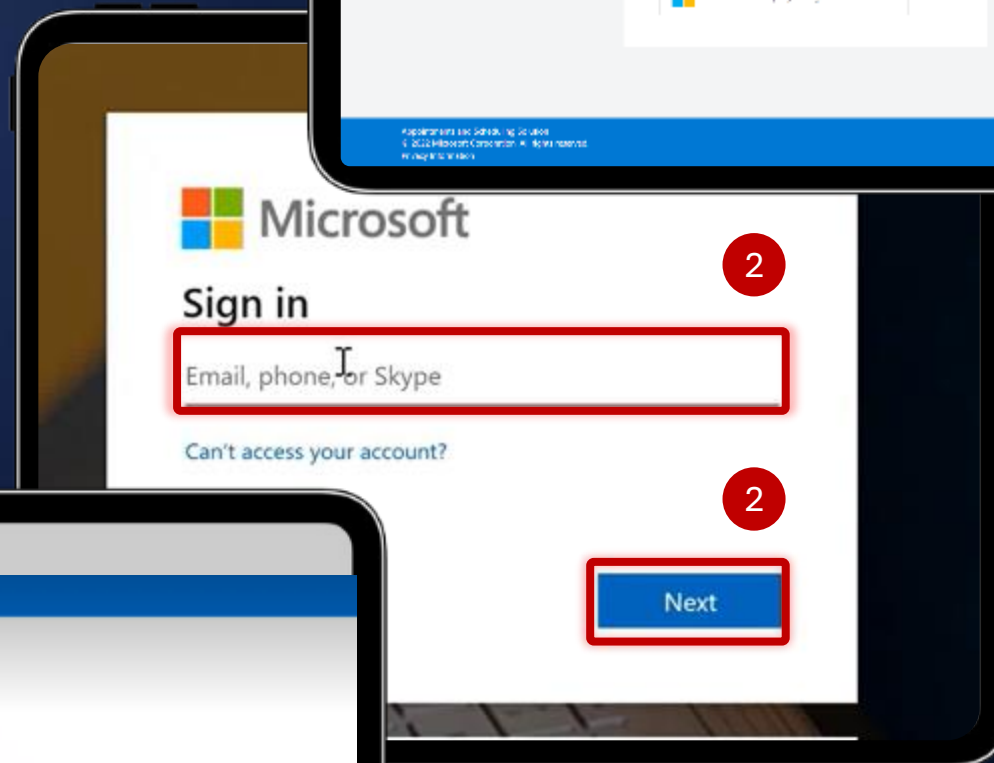
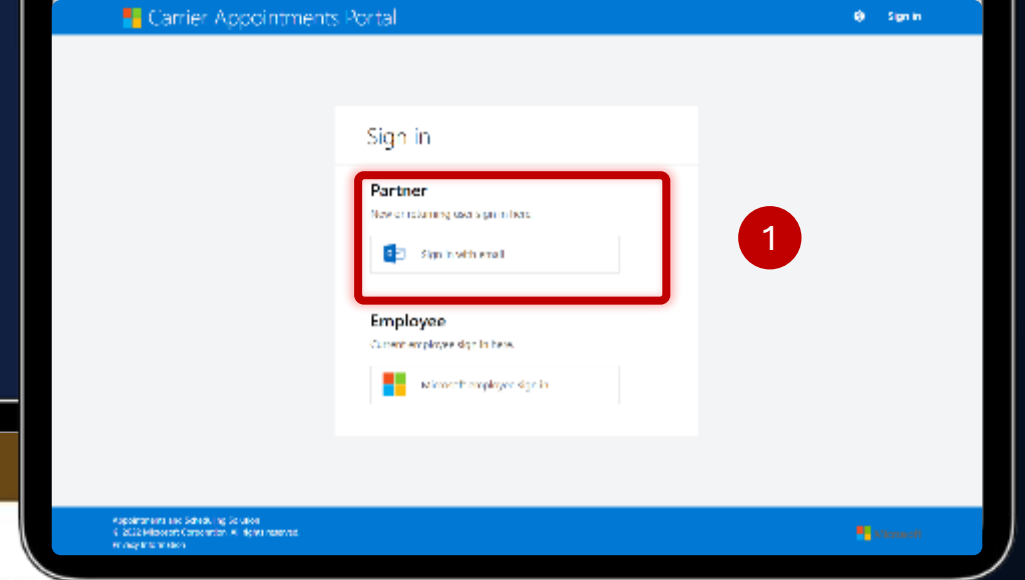
Create a recurring appointment request





Create an Appointment Request

1. From the Carrier Appointments portal, select a **sign in** option. This example uses **the Sign in with Email** option.
2. Verify or enter your login information, then select Sign in.
3. Select (check) the **I agree to these terms and conditions** checkbox.





Create an Appointment Request

7. Set the **Is Recurring** radio button to Yes. Once you set this to Yes, the Appointment End Date and Repeat fields appear.
8. Select the **calendar** next to the Appointment Start Date field to select a specific date.
9. Select the calendar next to the Appointment End Date field to select a specific date.
10. Choose an option within the **Repeat** field. If you select Weekly, the Days of occurrence option appears.
11. Within the Days of occurrence option, select (click) the **date abbreviations** to choose specific days.
12. If applicable, complete the **Number of Packages** and **Total Weight** fields. If the deliveries will vary, leave these fields blank.
13. Select **Next**.

The screenshot shows the 'Carrier Appointments Portal' interface. The form is titled 'Appointment Information' and contains several fields. Red boxes and numbers 7 through 13 highlight specific areas: 7 points to the 'Appointment Type' dropdown (set to 'Delivery'); 8 points to the 'Destination Address' dropdown (set to 'Microsoft - Building 123'); 9 points to the 'Content Type' dropdown (set to 'Mail and Small parcel'); 10 points to the 'Destination Team' dropdown (set to 'Mailing Logistics'); 11 points to the 'Drop off/Pickup Location' dropdown (set to 'Puget Sound - Building 123'); 12 points to the 'Vehicle Type/Size' dropdown (set to 'L<=32ft, W<=9ft, H<=12ft'); 13 points to the 'Next' button. On the right side, the 'Is Recurring' field is set to 'Yes'. Below it, the 'Appointment Start Date' is '02/01/2021', the 'Appointment End Date' is '02/14/2023', and the 'Repeat' field is set to 'Weekly'. The 'Days of occurrence' field shows 'Su M T W Th F S' with 'M', 'W', and 'F' selected. The 'Number of Packages' and 'Total Weight (in lbs.)' fields are empty. The 'Oversized Shipment' field is set to 'No'.

Carrier Appointments Portal

Erin Gunn

Appointment Information

Appointment Type * **7**
Delivery

Destination Address **8**
Microsoft - Building 123

Content Type * **9**
Mail and Small parcel

Destination Team **10**
Mailing Logistics

Drop off/Pickup Location * **11**
Puget Sound - Building 123

Vehicle Type/Size * **12**
L<=32ft, W<=9ft, H<=12ft
[Click here if you have a question or need additional support](#)

Is Temperature Sensitive
 No Yes

Is Recurring
 No Yes

Appointment Start Date * **8**
02/01/2021

Appointment End Date * **9**
02/14/2023

Repeat **10**
Weekly

Days of occurrence * **11**
Su **M** T **W** Th **F** S

Number of Packages **12**

Total Weight (in lbs.) **12**

Oversized Shipment
 No Yes

13 Next



Create an Appointment Request

14. The screen will display the **Appointment Time** section.
15. Select a dock within the **Available Dock** field.
16. Select a time slot from the **Available slots** list. You may select multiple consecutive (back-to-back) time slots if needed.
17. The **Start Time** and **End Time** fields will automatically populate.
18. Complete the **PO Reference #**, **BOL Reference #**, **Driver Name**, and **Driver Contact No#** fields.
19. Select **Attach Manifest** to attach the manifest file.
20. Select **Book Appointment** to submit the appointment request.

The screenshot shows a mobile application interface for creating an appointment request. The form is titled "Appointment Information" and has a sub-section "Appointment Time".

- 14:** The "Appointment Time" section header.
- 15:** The "Available Dock *" dropdown menu, currently showing "123-N Bay#1".
- 16:** The "Available slots" grid, which is a table of time slots. A red box highlights the entire grid.
- 17:** The "Start Time" and "End Time" input fields, which are automatically populated with values from the selected slot.
- 18:** The "PO Reference#", "BOL Reference#", "Driver Name", and "Driver Contact No#" input fields.
- 19:** The "Attach Manifest File" section, which includes an "Attach Manifest" button and a note: "Supported files: image, pdf, word, excel. Less than 5 MB.".
- 20:** The "Book Appointment" button at the bottom right.

06:30-06:45	06:45-07:00	07:00-07:15	07:15-07:30	07:30-07:45
07:45-08:00	08:30-08:45	08:45-09:00	09:00-09:15	09:15-09:30
09:30-09:45	09:45-10:00	10:00-10:15	10:15-10:30	10:30-10:45
10:45-11:00	11:00-11:15	11:15-11:30	11:30-11:45	11:45-12:00
12:00-12:15	12:15-12:30	12:30-12:45	12:45-13:00	13:00-13:15
13:15-13:30	13:30-13:45	13:45-14:00	14:00-14:15	14:15-14:30
14:30-14:45	14:45-15:00	15:00-15:15	15:15-15:30	15:30-15:45
15:45-16:00				



Create an Appointment Request

21. An **Appointment Confirmation** page will appear, displaying the details of the appointment. Note that an **Appointment Request Number** and **Delivery Instructions** appear on this page.
22. Select **View Appointments** to return to the Your appointments dashboard.

21

Carrier Appointments Portal

Erin Gunn

Appointment Request Created Successfully

Appointment Confirmation

Appointment Request Number AR-Y2F0F-71244	Selected Dock 123-N Bay#1
Start Time 02/01/2023 10:15 AM	End Time 02/14/2023 10:30 AM
Drop off/Pickup Location Puget Sound - Building 123	Address 4200 150th Ave NE, Redmond, WA 98052, United States

Delivery Instructions
From WA-520

- Take NE 40th Street Exit, head Westbound
- Turn right on 150th Street

Building 123 - Package Delivery
4200 150th Ave NE

- Go past the building and turn right, drive around back side of building
- Back into dock

[View Appointments](#)

Appointments and Scheduling Solution
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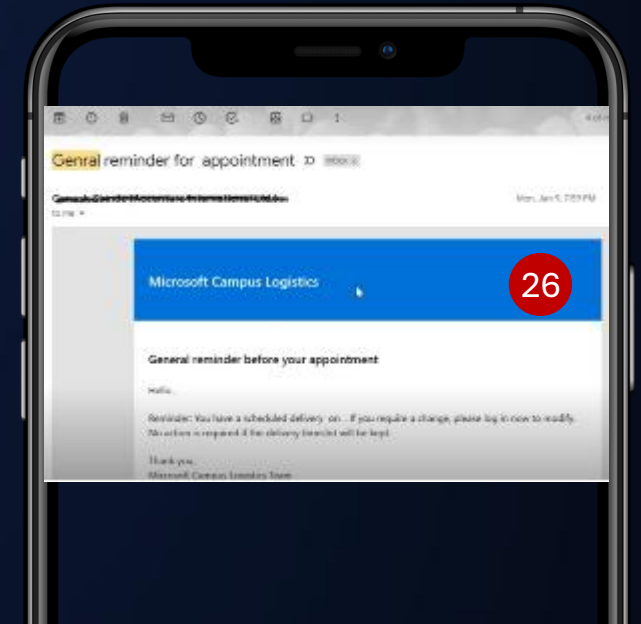
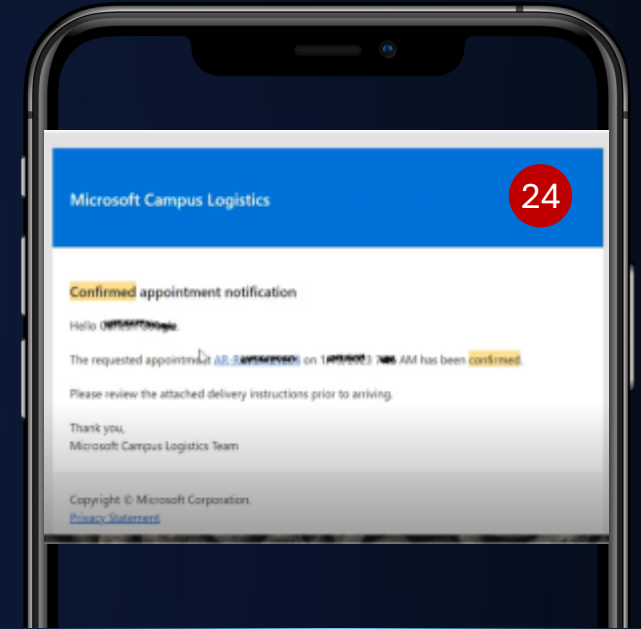
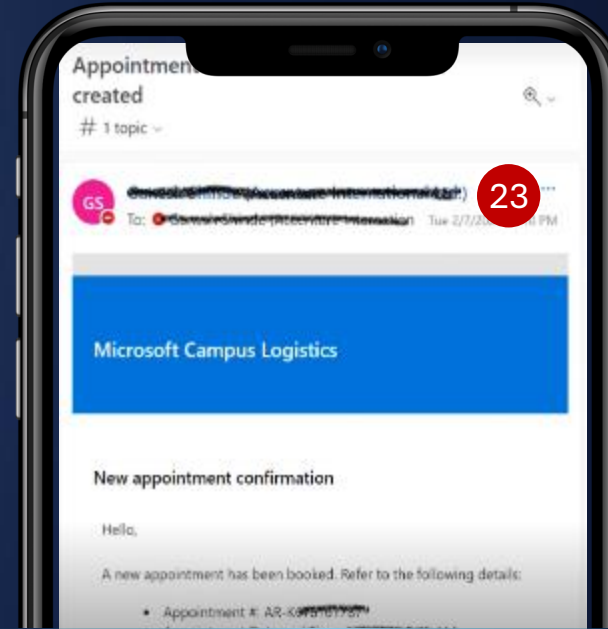
Microsoft

22



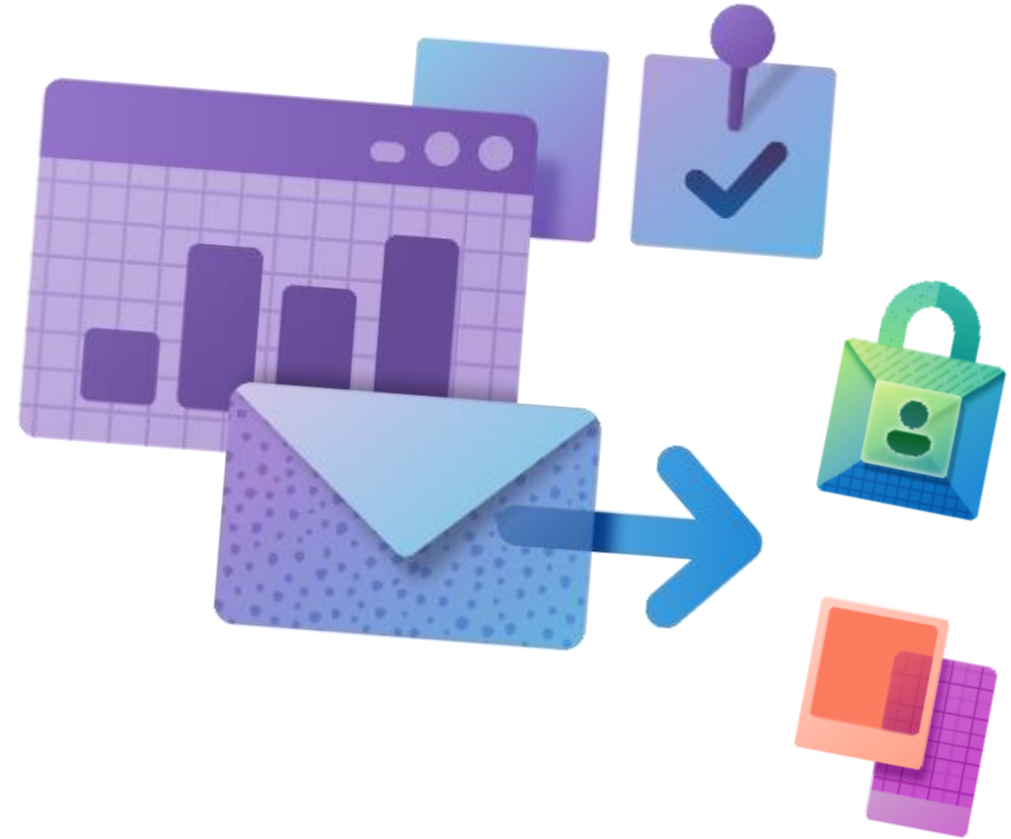
Create an Appointment Request

23. You will receive a notification email after creating your appointment.
24. If you are a managed carrier, you will receive an email after your appointment request is approved by Dock Management.
25. If you submit a recurring appointment request with missing information, you may receive a reminder email to update the appointment request with the necessary information.
26. You will receive a general reminder email before your appointment (usually 12 hours before your appointment time).





Create a non-recurring appointment request

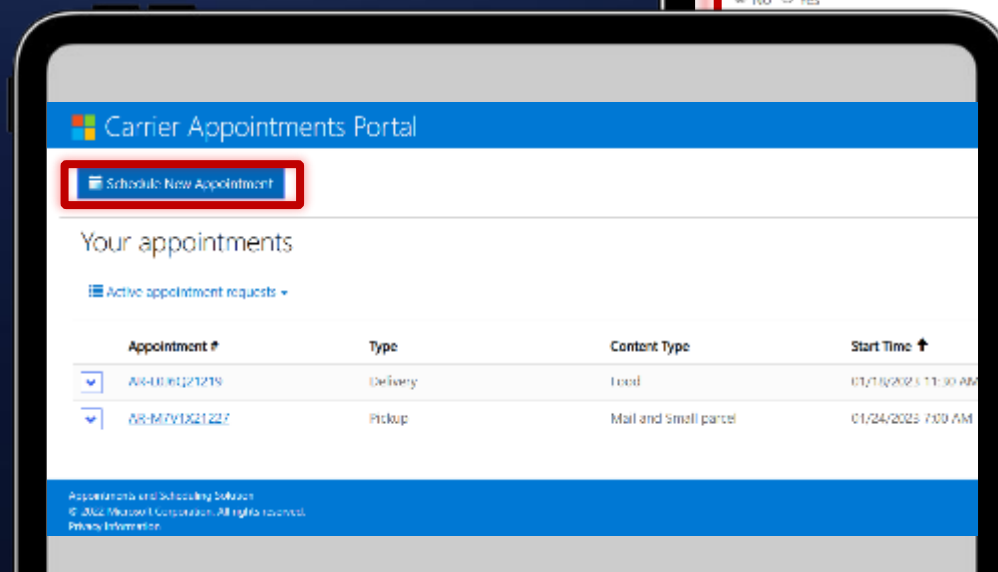




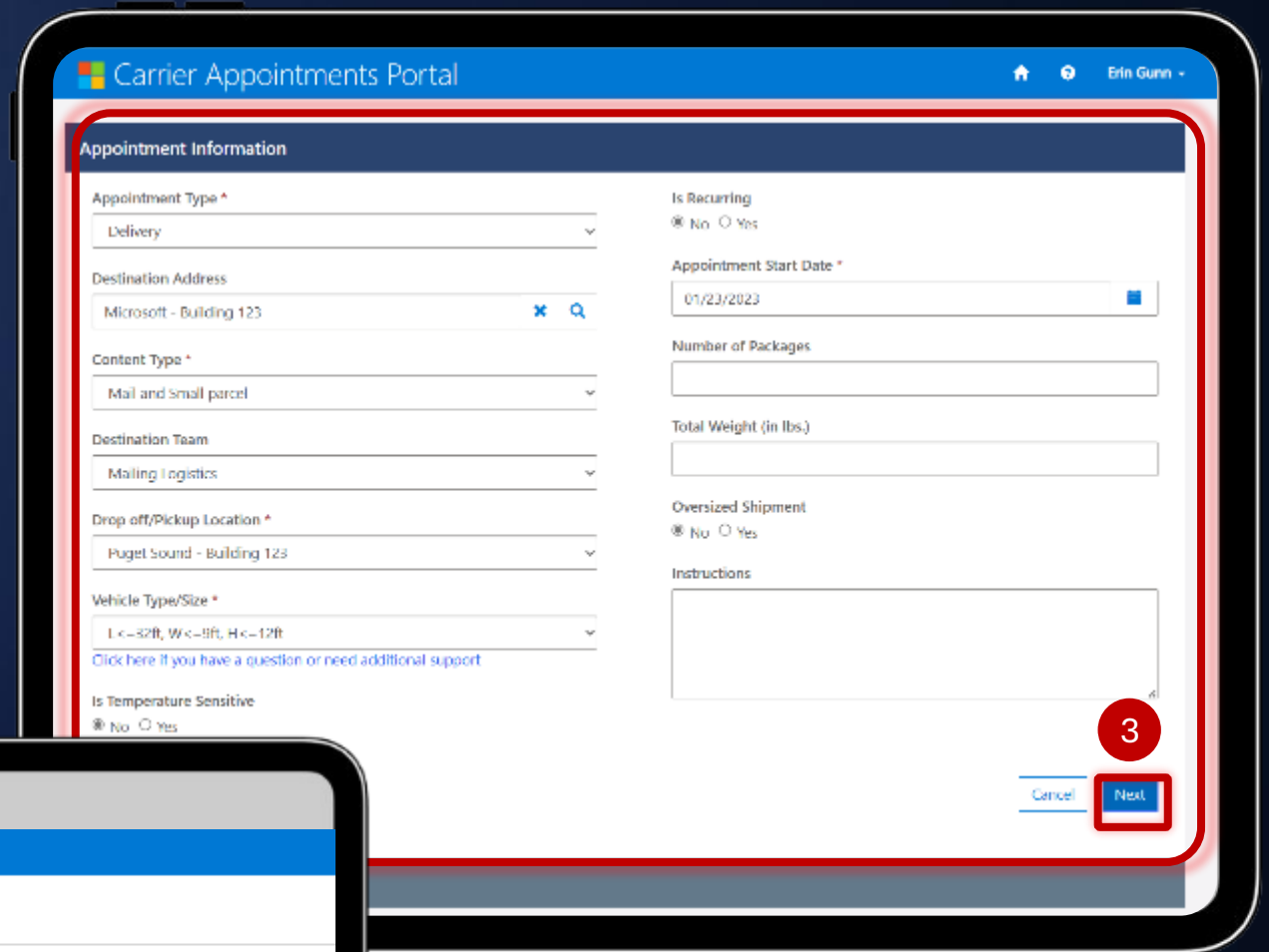
Create a non-recurring appointment request

1. Select **Schedule New Appointment**.
2. Complete all required fields. Ensure the **Is Recurring** radio button is set to No.
3. Select **Next**.

1



2



3



Create a non-recurring appointment request

4. Complete all fields. Be sure to select an available time slot.
5. Select **Booking Appointment**.
6. An **Appointment Confirmation** page will appear, displaying the details of the appointment. Note that an Appointment Request Number and Delivery Instructions appear on this page.
7. Select **View Appointments** to return to the Your appointments dashboard.

4

Carrier Appointments Portal

Appointment Information

Appointment Time

Available Dock *
123 N Bay#1

Available slots * Please select time slots for 01/23/2023

06:00-06:15	07:00-07:15	07:15-07:30	07:30-07:45	07:45-08:00
08:00-08:15	08:15-08:30	08:30-08:45	08:45-09:00	09:00-09:15
09:15-09:30	09:30-09:45	09:45-10:00	10:00-10:15	10:15-10:30
10:30-10:45	10:45-11:00	11:00-11:15	11:15-11:30	11:30-11:45
11:45-12:00	12:00-12:15	12:15-12:30	12:30-12:45	12:45-13:00
13:00-13:15	13:15-13:30	13:30-13:45	13:45-14:00	14:00-14:15
14:15-14:30	14:30-14:45	14:45-15:00	15:00-15:15	15:15-15:30
15:30-15:45	15:45-16:00			

Start Time
8:15 AM

PO Reference#

BDL Reference#

Driver Name

Driver Contact No#

Attach Manifest File

[Attach Manifest](#)
Supported files: image, pdf, word, excel. Less than 5 MB.

Back Book Appointment

5

6

Carrier Appointments Portal

Appointment Request Created Successfully

Appointment Confirmation

Appointment Request Number A1123456789	Assigned Dock 123 N Bay#1
Start Time 01/23/2023 8:15 AM	End Time 01/23/2023 09:00 AM
Drop off/Pickup Location Pallet Street - Bay #123	Address 8901 1234 Ave NE, Redmond, WA 98072, United States

Delivery Instructions

- From dock #123
- Take RL400 Street Unit, back WA-bound
- Turn right on 1st Street
- Following 725 Package Delivery
- 4200 15th Ave NE
- Go past the building and turn right, drive around backside of building
- Back into dock

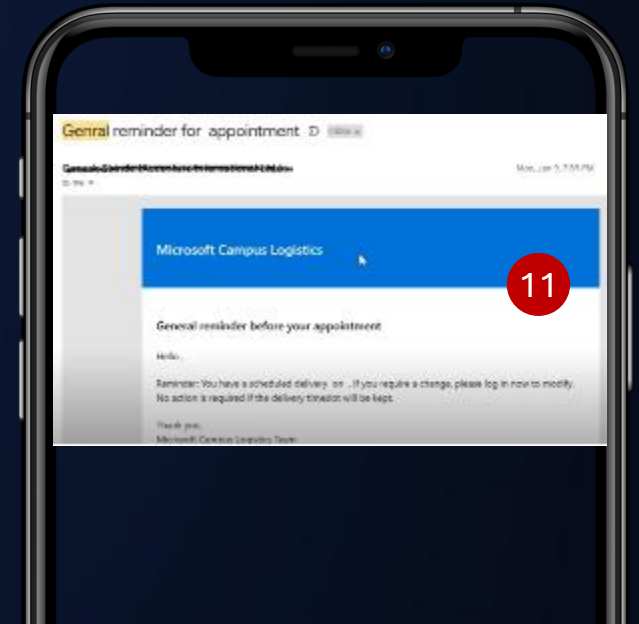
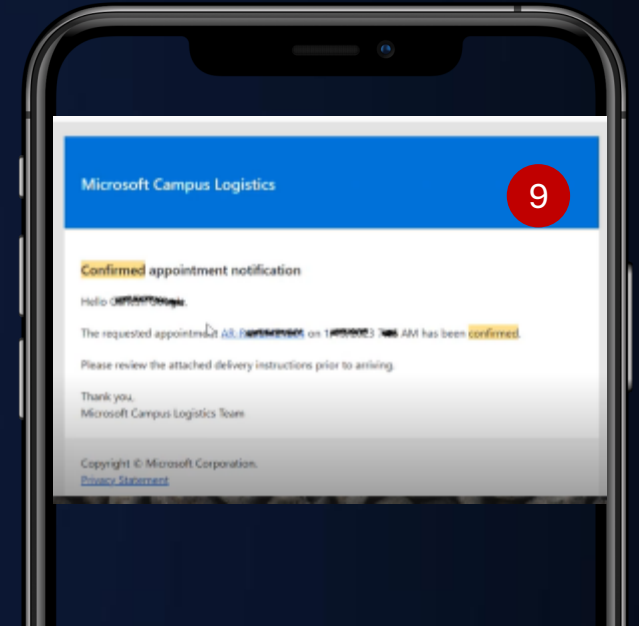
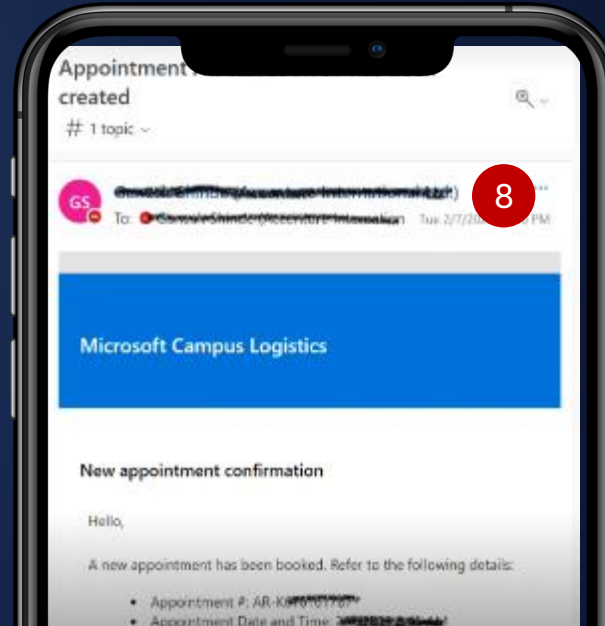
View Appointments

7



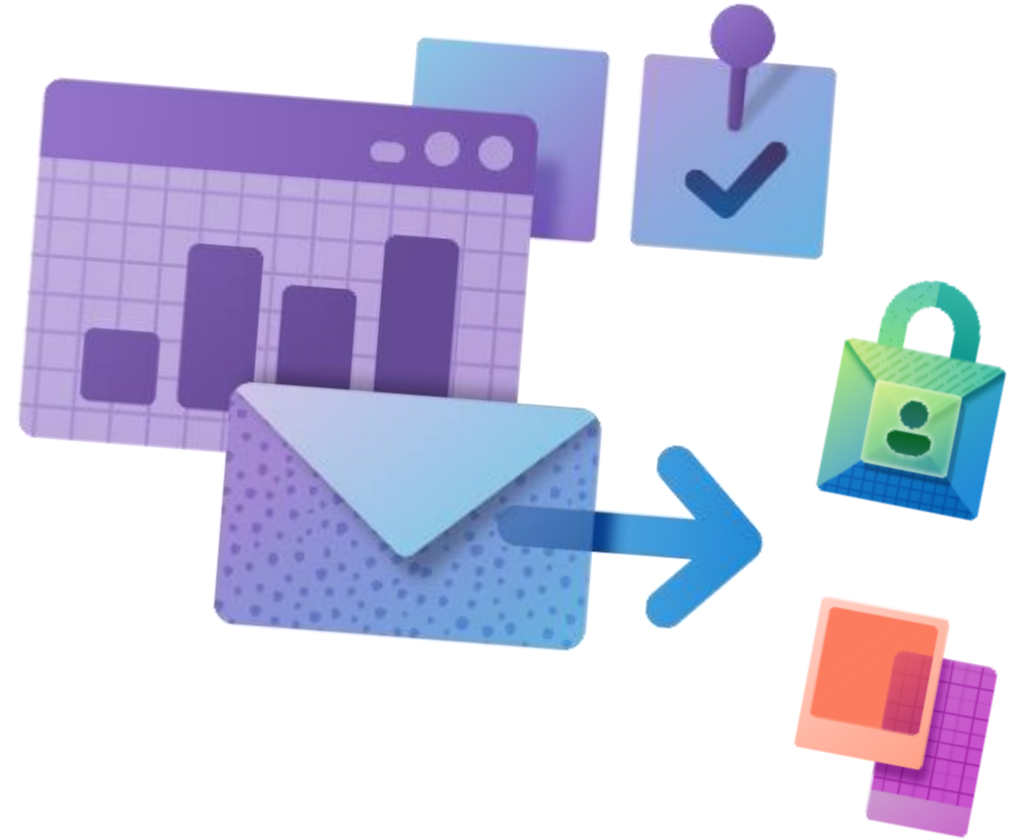
Create a non-recurring appointment request

8. You will receive a notification email after creating your appointment.
9. If you are a managed carrier, you will receive an email after your appointment request is approved by Dock Management.
10. If you submit an appointment request with missing information, you may receive a reminder email to update the appointment request with the necessary information.
11. You will receive a general reminder email before your appointment (usually 12 hours before your appointment time).





Review your appointments



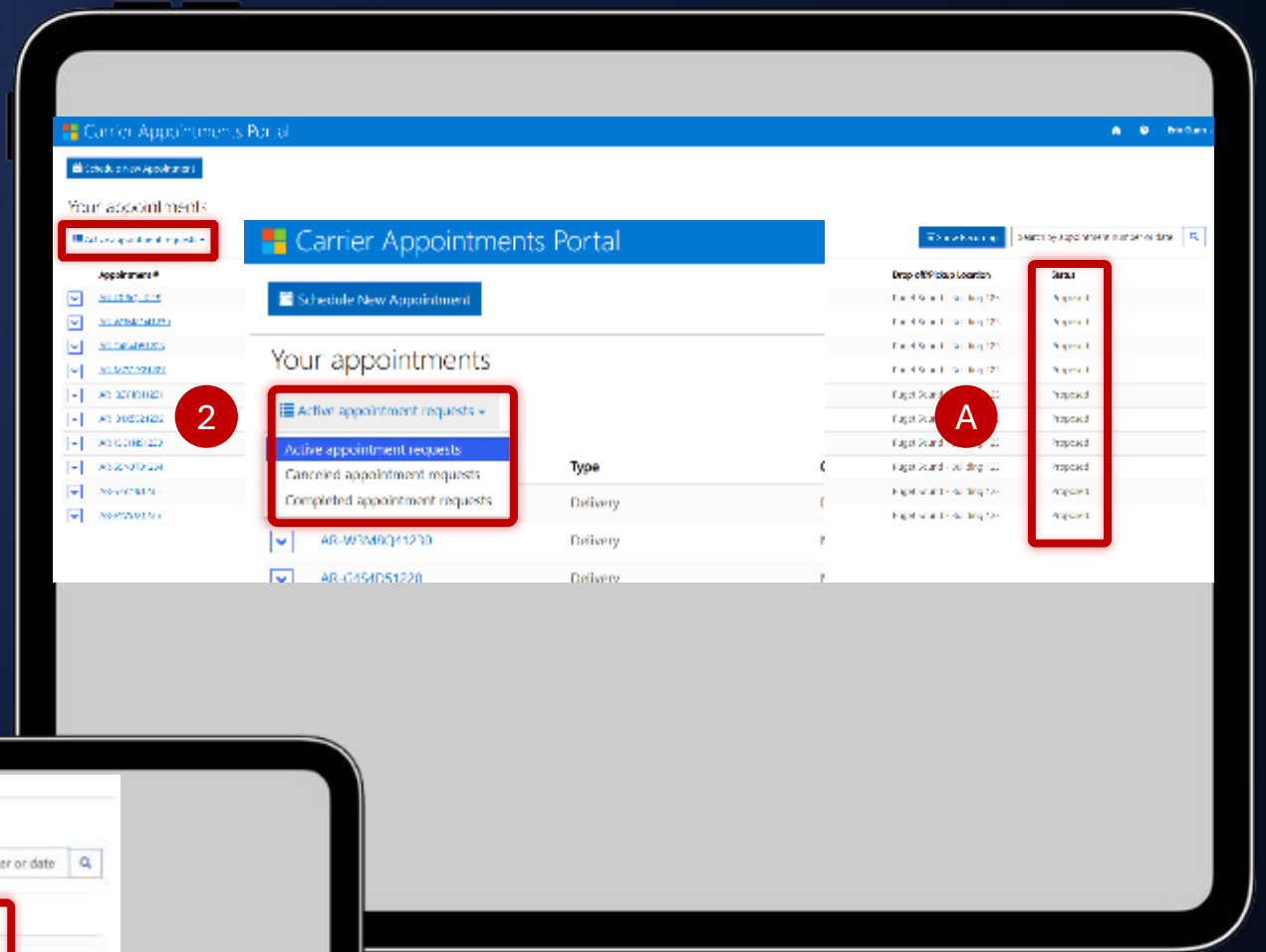


Review your appointments

1. By default, the **Your appointments** dashboard shows a list of all active appointment requests in chronological order.
2. Select **Active appointment** requests to change the view. Other options include **Canceled appointment** requests and **Completed** appointment requests.

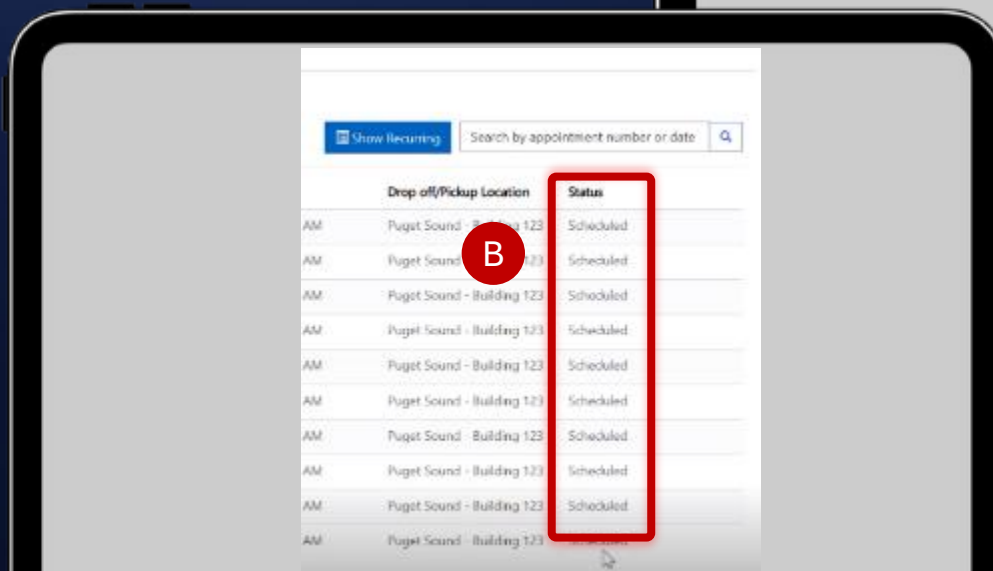
Note: if you are a managed carrier, all appointments you create will have a status of Proposed (A). Once the Dock Team Lead or Dock Management approves them, the status will change to Scheduled (B).

2



2

A



B



View your appointments

1. By default, the **Your appointments** dashboard shows all appointments.
2. To view recurring appointments, select **Show Recurring**; all recurring appointments will appear in a list.

Carrier Appointments Portal

Schedule New Appointment

Your appointments

Active appointment requests

Show Recurring

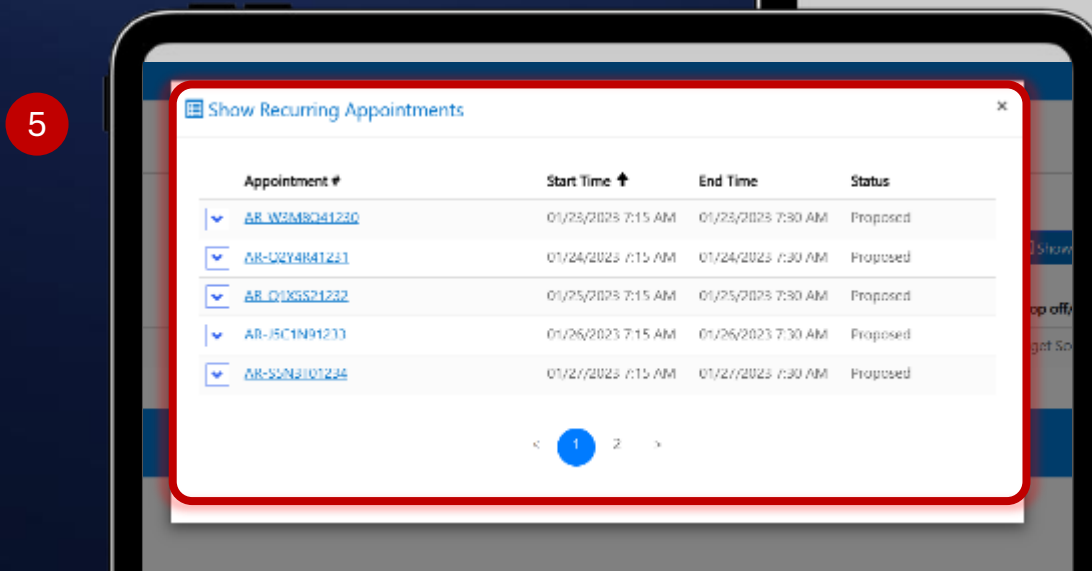
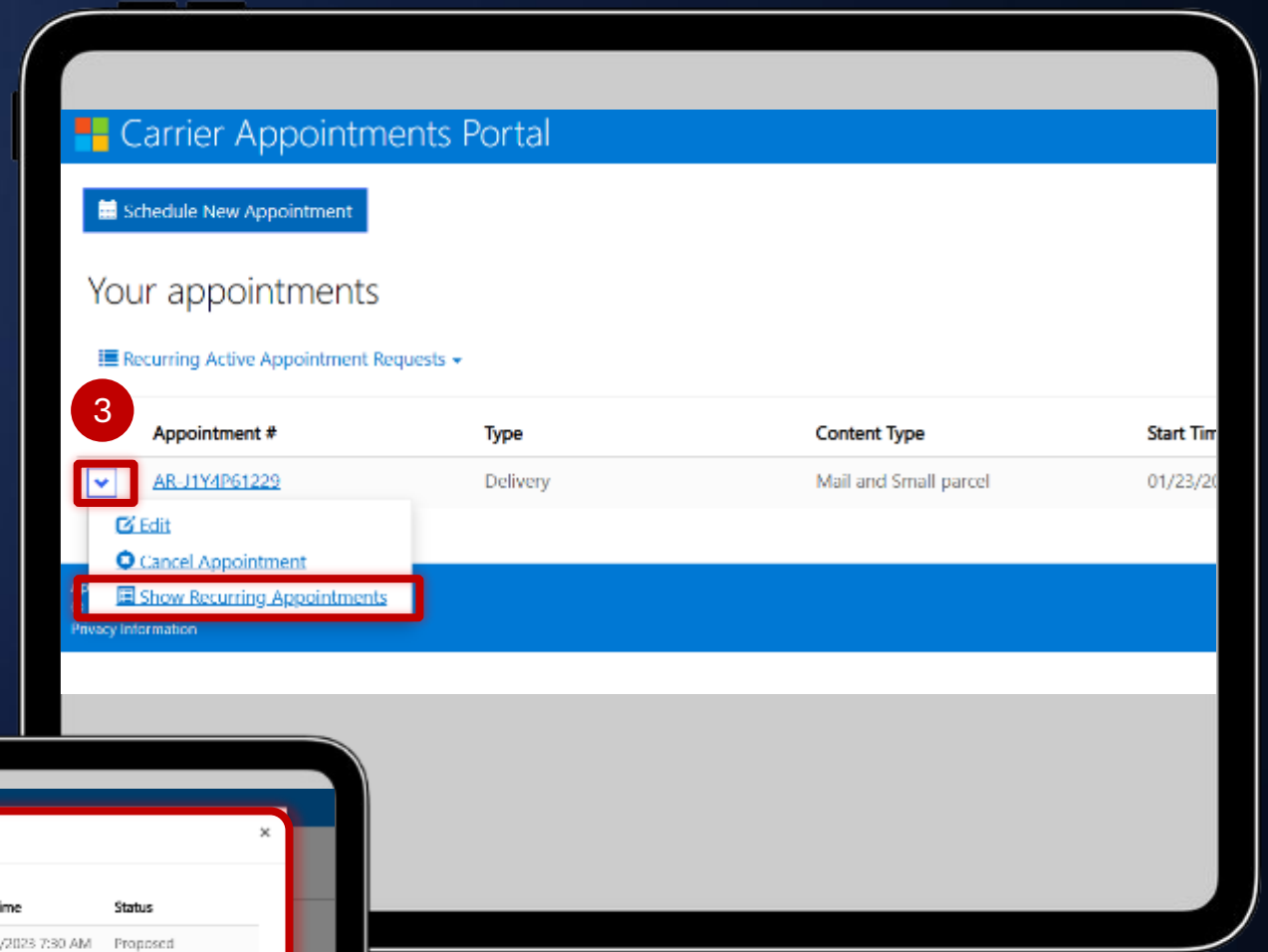
Appointment #	Type	Content Type	Start Time ↑	End Time	Drop off/Pickup Location	Site
AR-10K031219	Delivery	Lead	01/18/2023 11:30 AM	01/18/2023 11:45 AM	Puget Sound - Building 123	Pro
AR-6854051228	Delivery	Mail and Small parcel	01/23/2023 8:11 AM	01/23/2023 8:30 AM	Puget Sound - Building 123	Pro
AR-M7V1X21227	Pickup	Mail and Small parcel	01/24/2023 7:00 AM	01/24/2023 7:15 AM	Puget Sound - Building 123	Pro

Appointment and Scheduling Solution
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View your appointments

3. Select the drop-down arrow next to an appointment.
4. Select **Show Recurring Appointments**.
5. A list of all associated appointments will appear in a new **Show Recurring Appointments** window.





View your appointments

6. Select the **drop-down arrow** next to an appointment.
7. Select **View Details** to see more information, or select **Cancel Appointment**.
8. Select X to close the **Show Recurring Appointments** window.

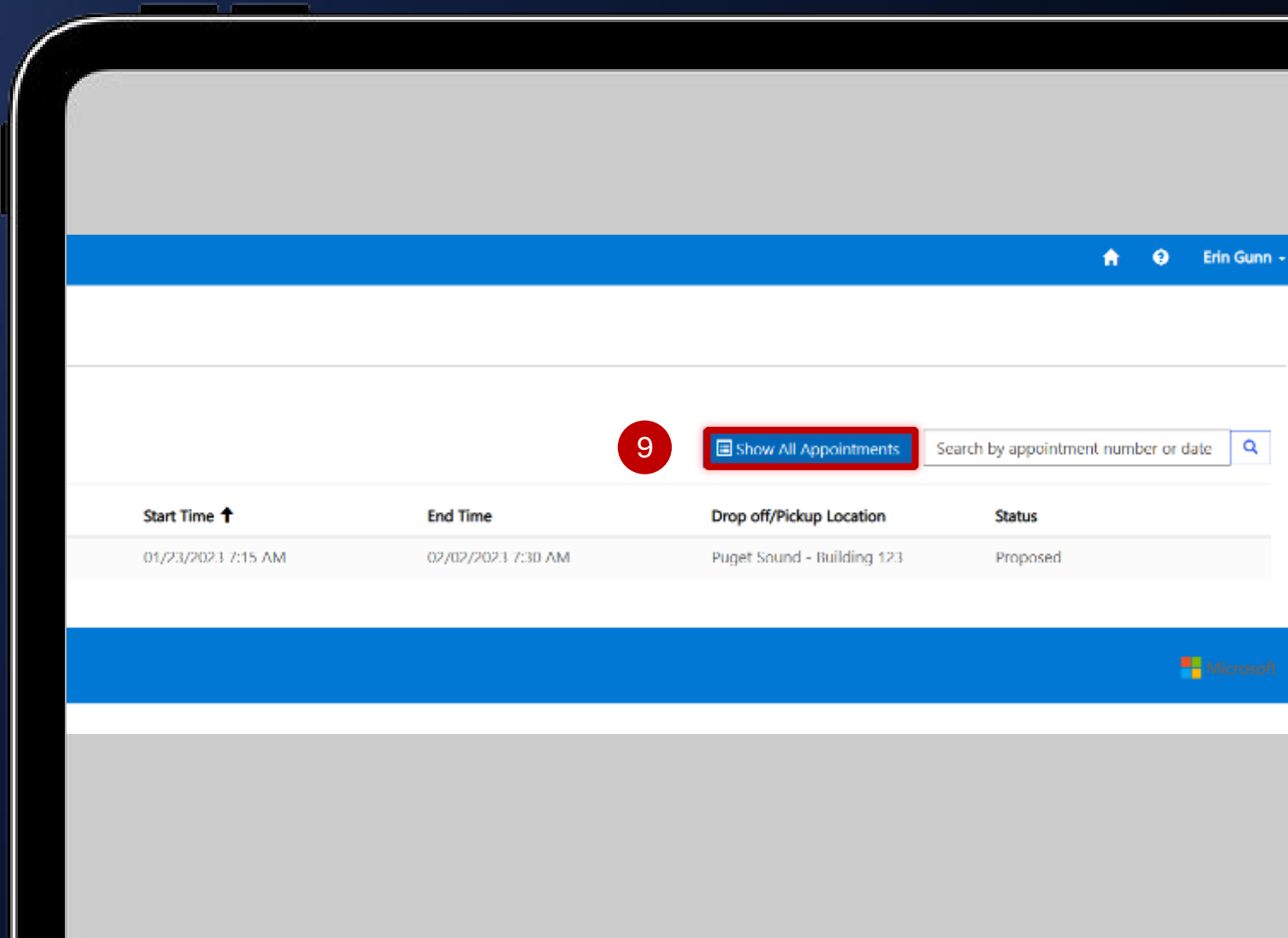
Appointment #	Start Time ↑	End Time	Status
<input checked="" type="checkbox"/> AR-W3M8Q41230	01/23/2023 7:15 AM	01/23/2023 7:30 AM	Proposed
View Details Cancel Appointment	01/24/2023 7:15 AM	01/24/2023 7:30 AM	Proposed
<input type="checkbox"/> AR-J5C1N91233	01/25/2023 7:15 AM	01/25/2023 7:30 AM	Proposed
<input type="checkbox"/> AR-S5N3T01234	01/26/2023 7:15 AM	01/26/2023 7:30 AM	Proposed
<input type="checkbox"/> AR-S5N3T01234	01/27/2023 7:15 AM	01/27/2023 7:30 AM	Proposed

< 1 2 >



View your appointments

9. Select **Show All Appointments** to return to the default view.

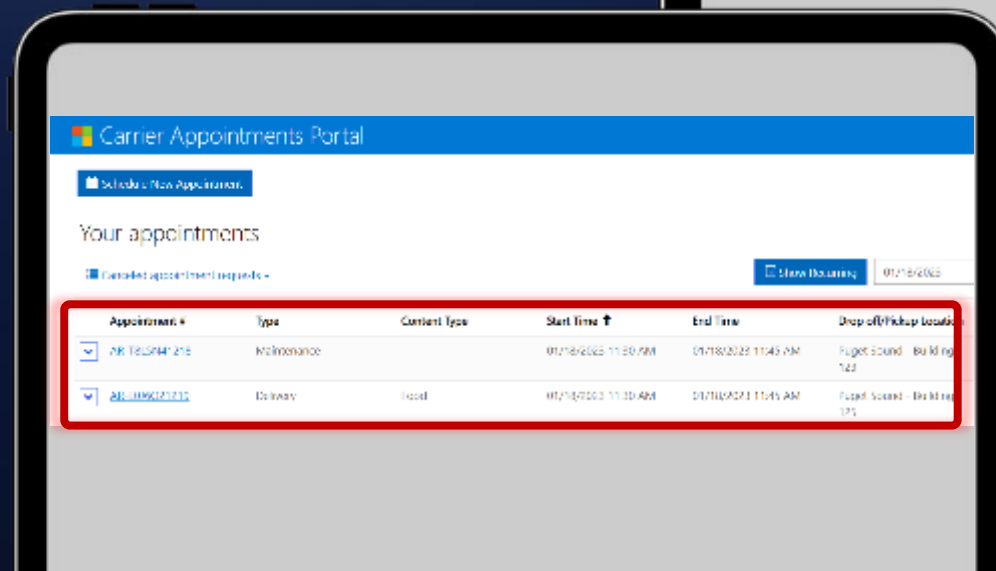
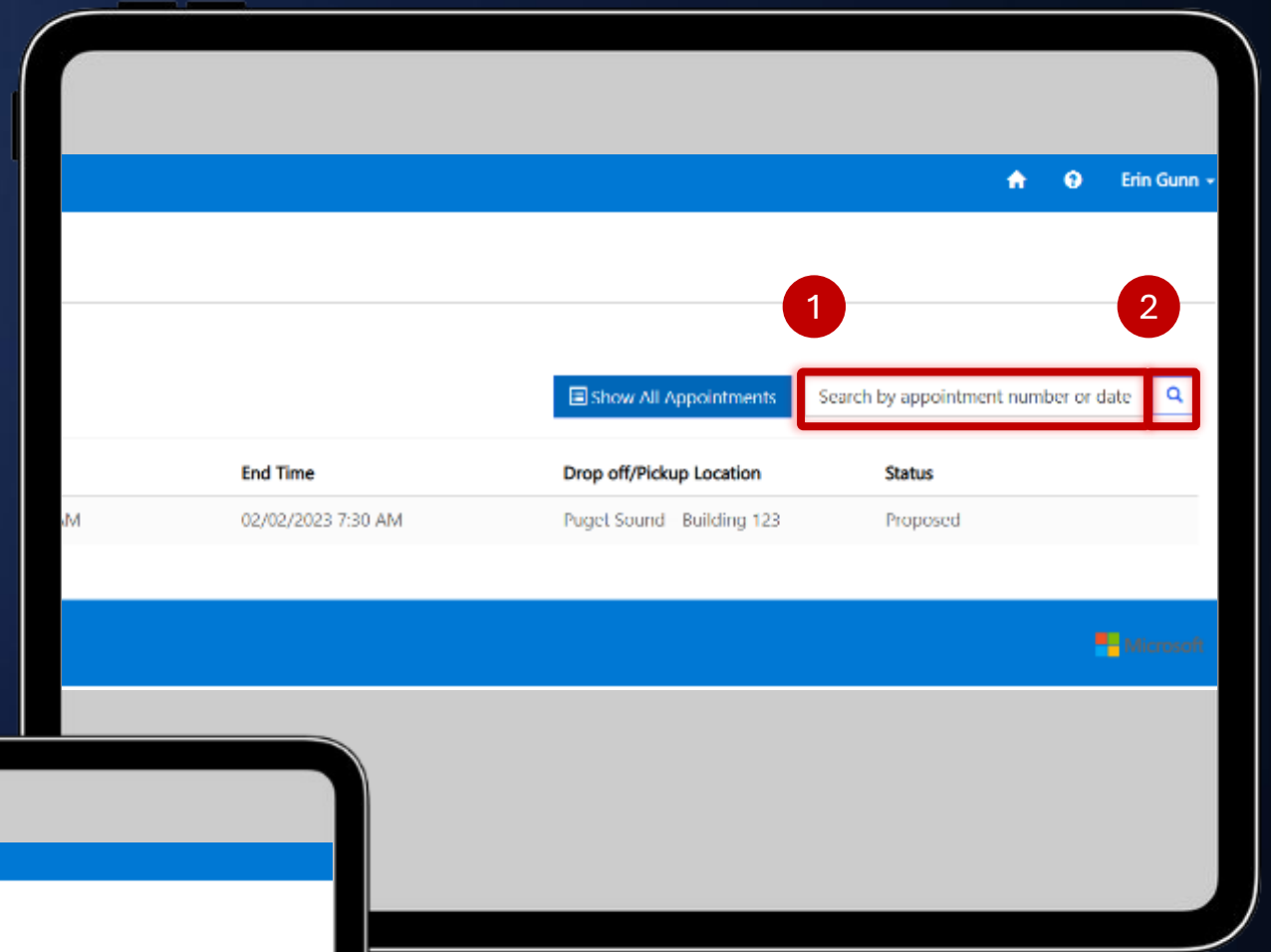




Using the Search Field

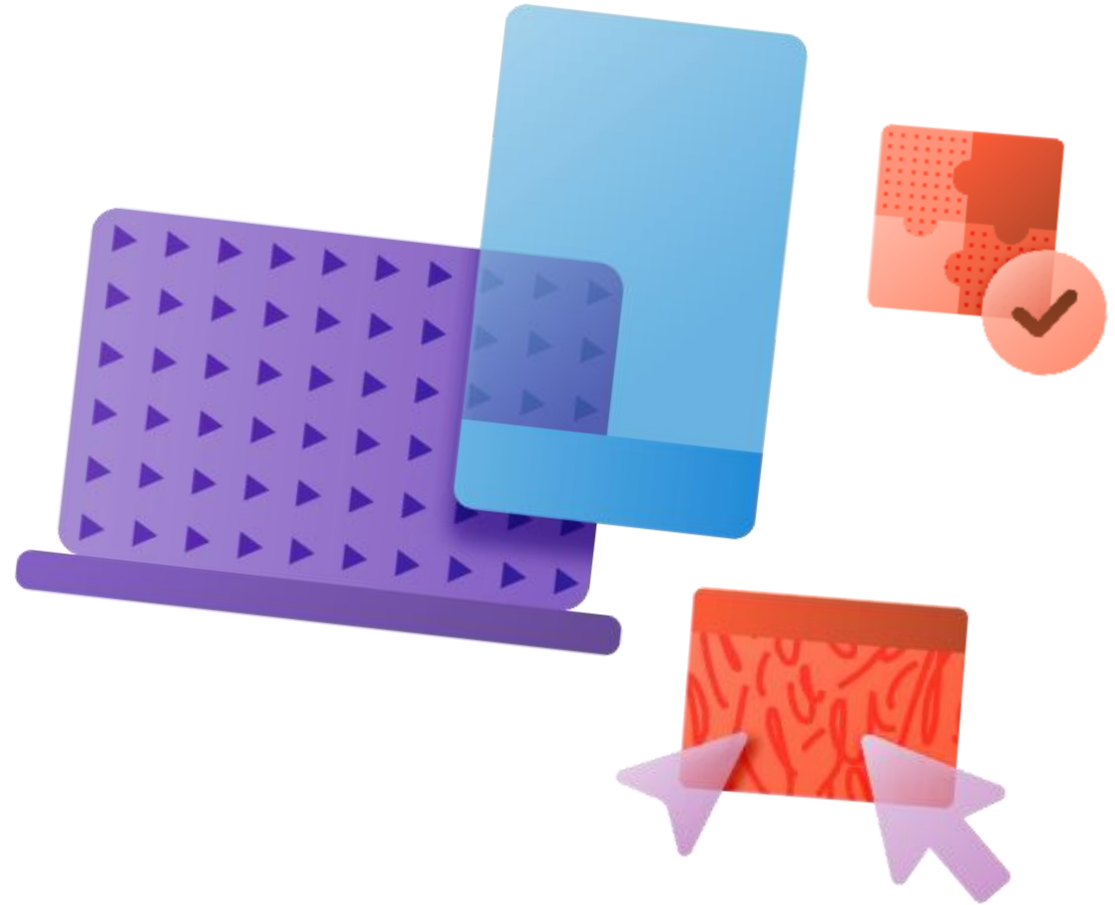
Use the **search field** to find an appointment using a specific appointment number or date.

1. Enter an appointment number or date into the search field. **Note:** be sure to enter the date in MM/DD/YYYY format; for example, 01/25/2023.
2. Select the **magnifying glass**.
3. Search results appear in a list below.





Cancel an appointment





Cancel an appointment

1. Select the drop-down arrow next to an appointment request.
2. Select **Cancel Appointment**.
3. A confirmation window will appear. Verify the list of appointments you want to cancel, then select a reason from the drop-down menu under "**Why are you canceling these appointments?**"
4. Select **Submit** to cancel the appointment.
5. You will receive a notification email upon canceling your appointment. **Note:** if you cancel an initial (parent) appointment, you won't receive cancellation emails for each cancelled recurring (child) appointment. If you reschedule the initial (parent) appointment, you will receive reschedule notification emails for the initial (parent) appointment.

Note: if Dock Management does not approve the proposed appointment on time, the system will cancel the appointment and make the timeslot available for future appointments. You will receive a cancellation email from the scheduling system if this occurs. An email will be sent to subscribed members (such as the Compass team for food delivery).

Carrier Appointments Portal

Schedule New Appointment

Your appointments

Active appointment requests

Appointment #	Type	Content Type	Start Time ↑
AR-L0J6Q21219	Delivery	Food	01/18/2023 11:30 AM
AR-W3M8Q41230	Delivery	Mail and Small parcel	01/23/2023 7:15 AM
AR-W3M8Q41230	Delivery	Mail and Small parcel	01/23/2023 11:15 AM
AR-W3M8Q41230	Pickup	Mail and Small parcel	01/24/2023 7:00 AM
AR-Q254B01231	Delivery	Mail and Small parcel	01/24/2023 7:15 AM
AR-Q1X521232	Delivery	Mail and Small parcel	01/25/2023 7:15 AM

Cancel Appointment

Are you sure you want to cancel the appointment?
AR-W3M8Q41230

Why are you cancelling this appointment? *

Submit

Appointment AR-W3M8Q41230 has been cancelled

1 topic

Microsoft Campus Logistics

Cancelled appointment confirmation

Hello **Cameras@Mtl.ca**,

The appointment **AR-W3M8Q41230** change requested is confirmed. The appointment on **2023-01-23 11:15 AM** has been cancelled.

Thank you,
Microsoft Campus Logistics Team

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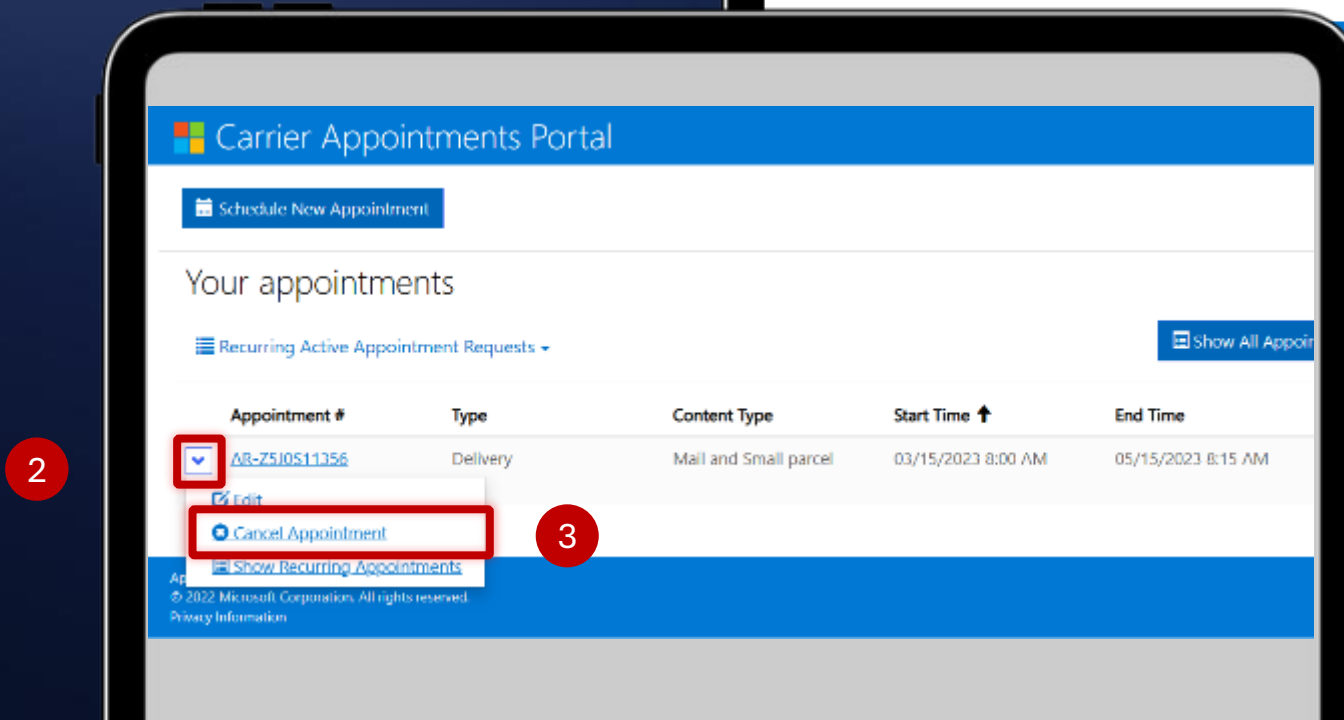
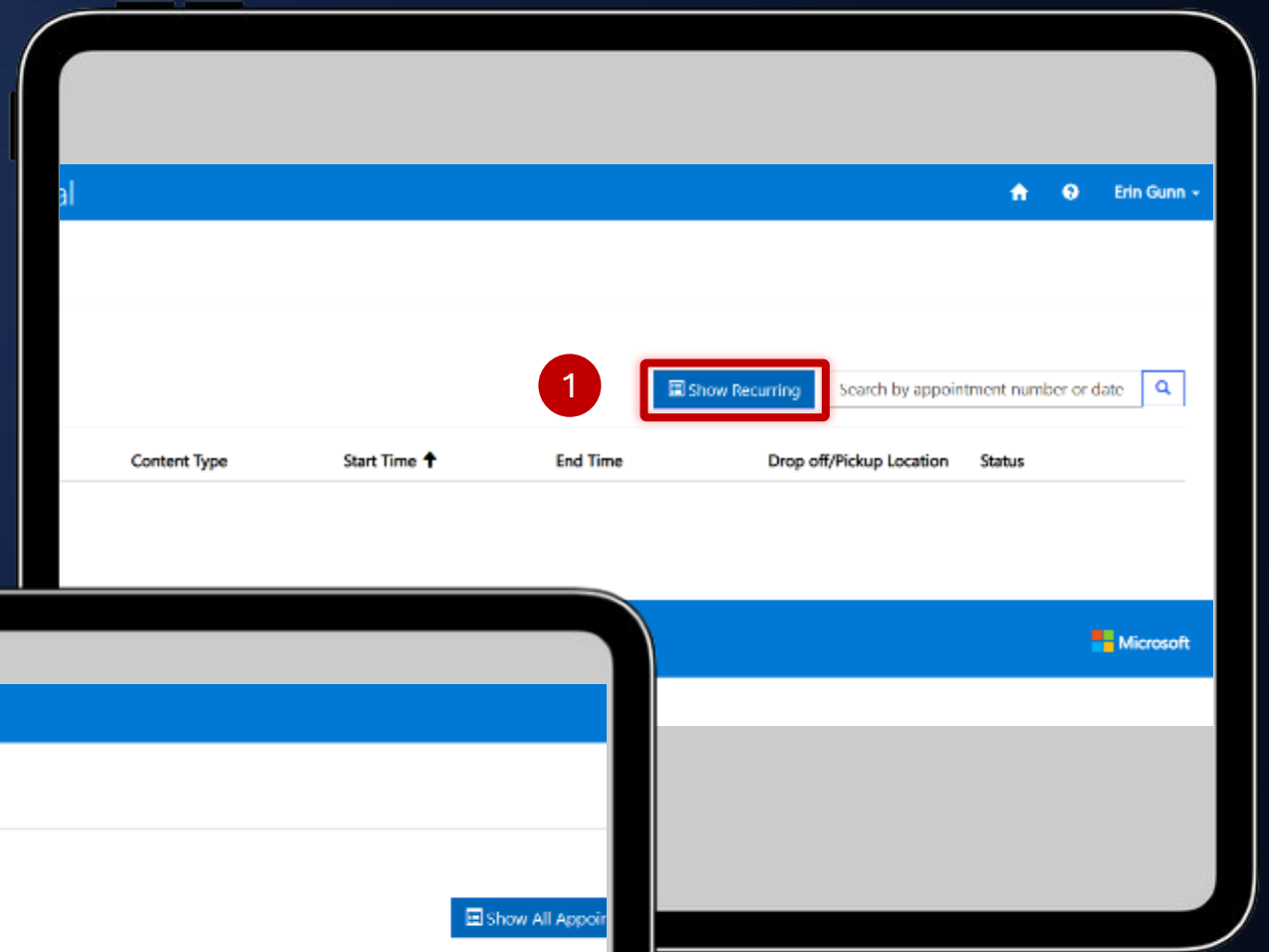
Microsoft



Cancel a Child appointment

Use this process when you wish to cancel a single appointment that is part of a series of appointments.

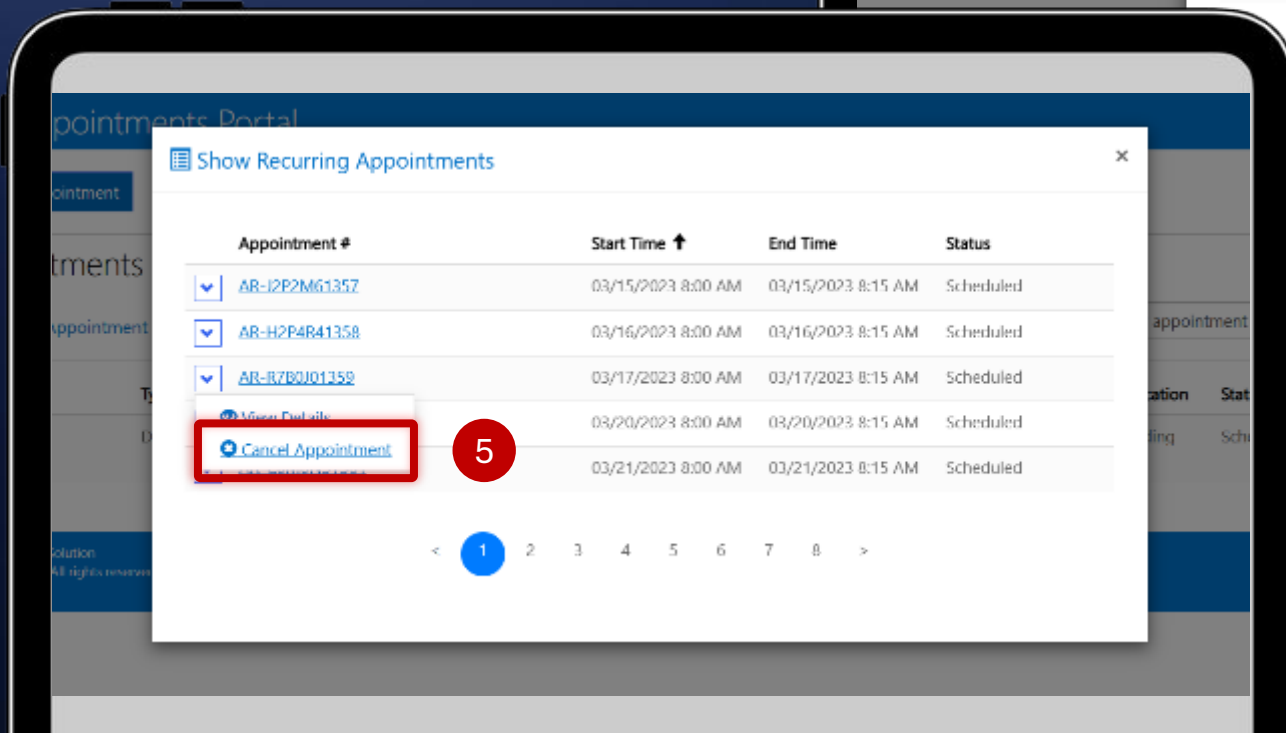
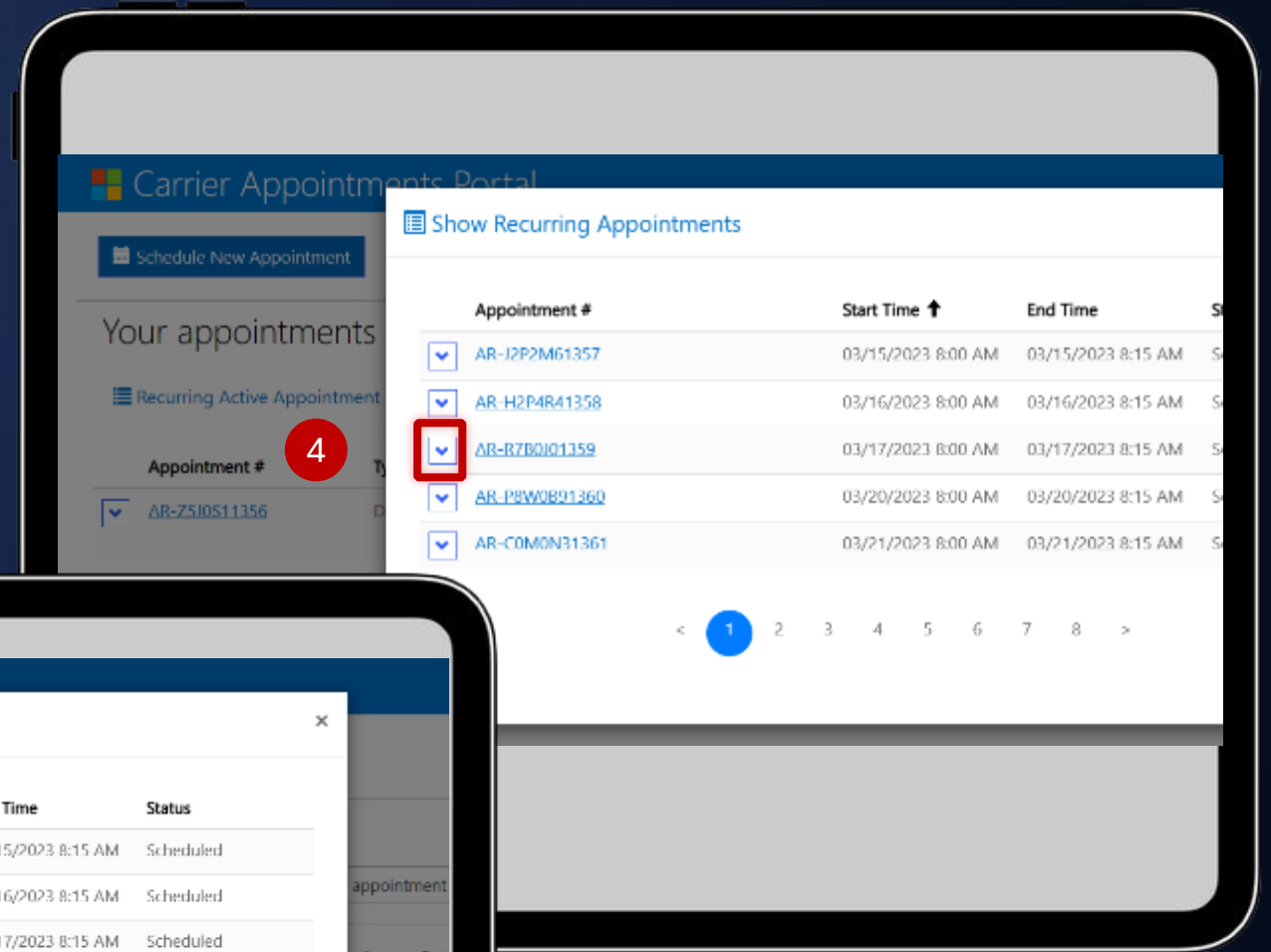
1. Select the Show Recurring button.
2. Select the drop-down arrow next to the appointment you wish to cancel.
3. Select **Show Recurring Appointments**.





Cancel a Child appointment

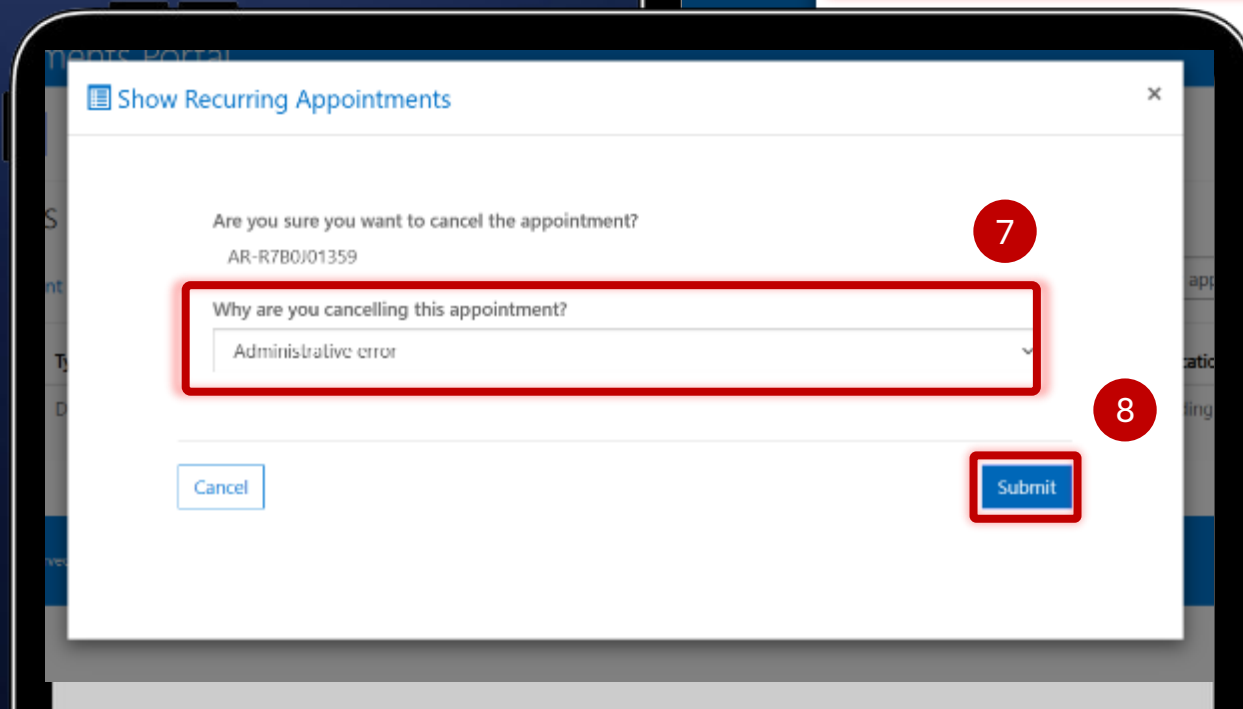
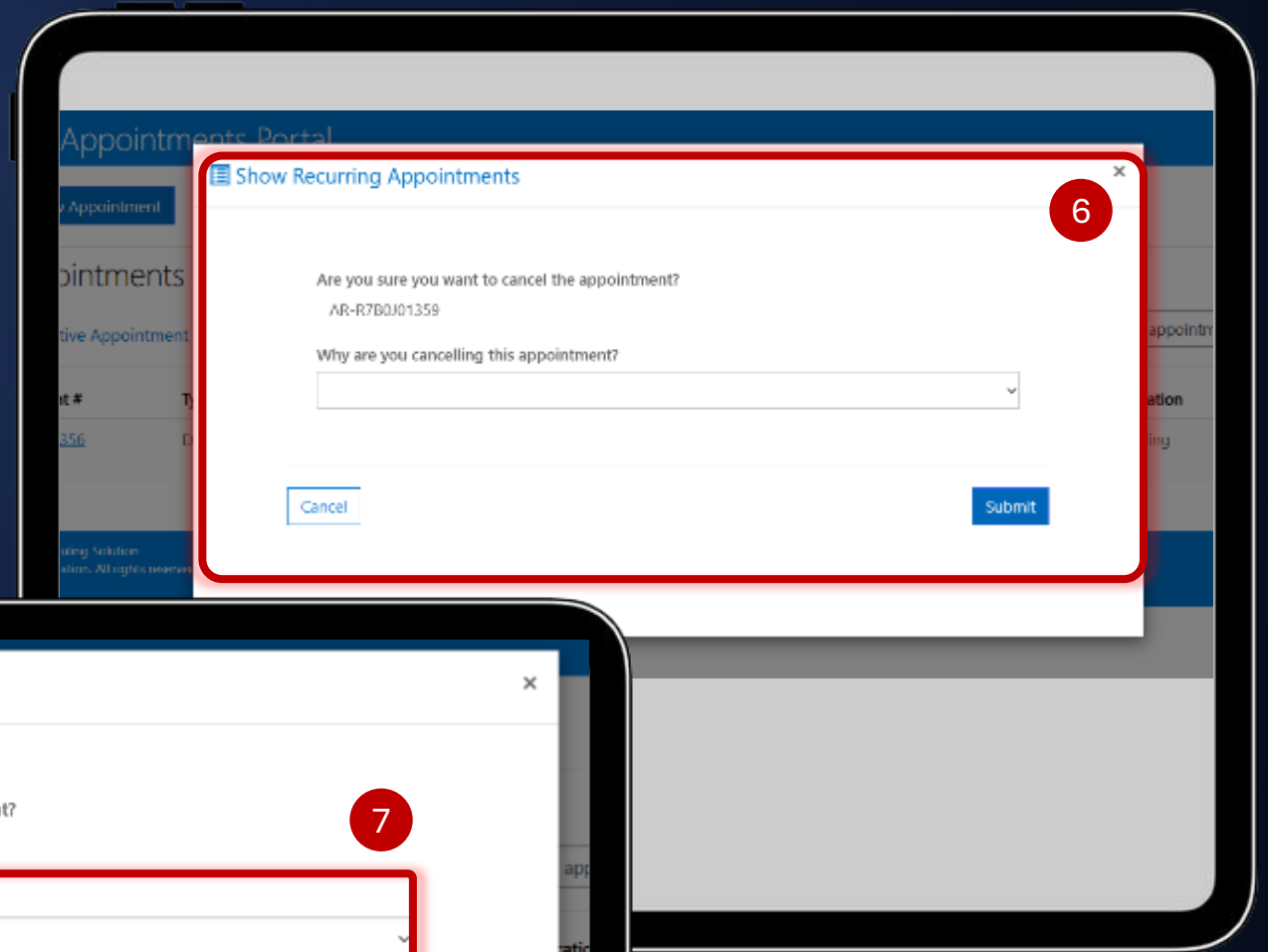
4. Select the drop-down arrow next to the child appointment you wish to cancel. **Note:** you are not canceling the entire series, just one appointment.
5. Select **Cancel Appointment**.





Cancel a Child appointment

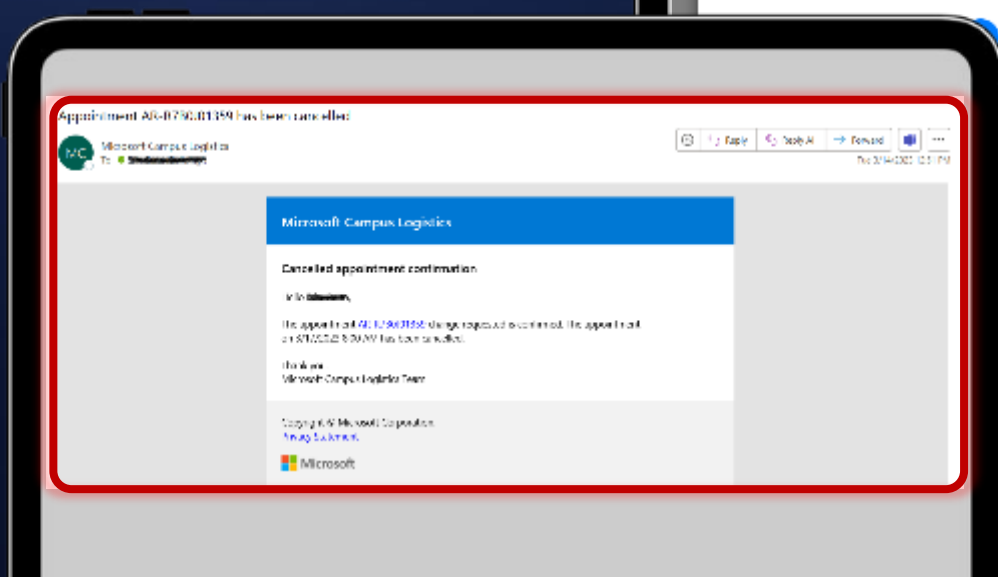
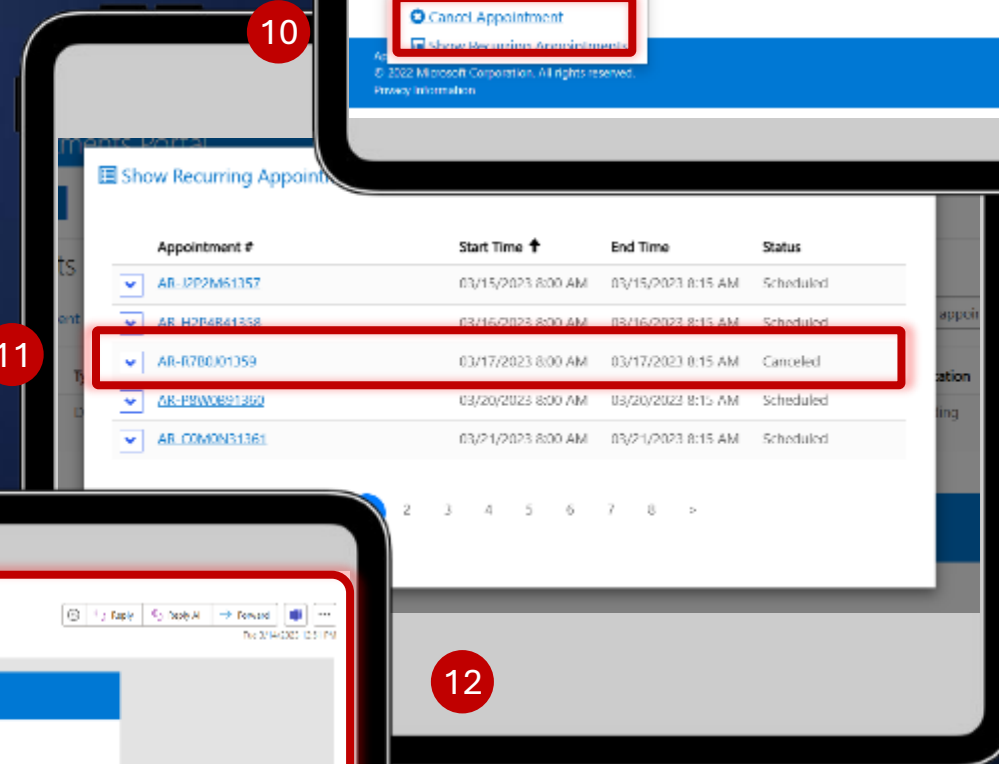
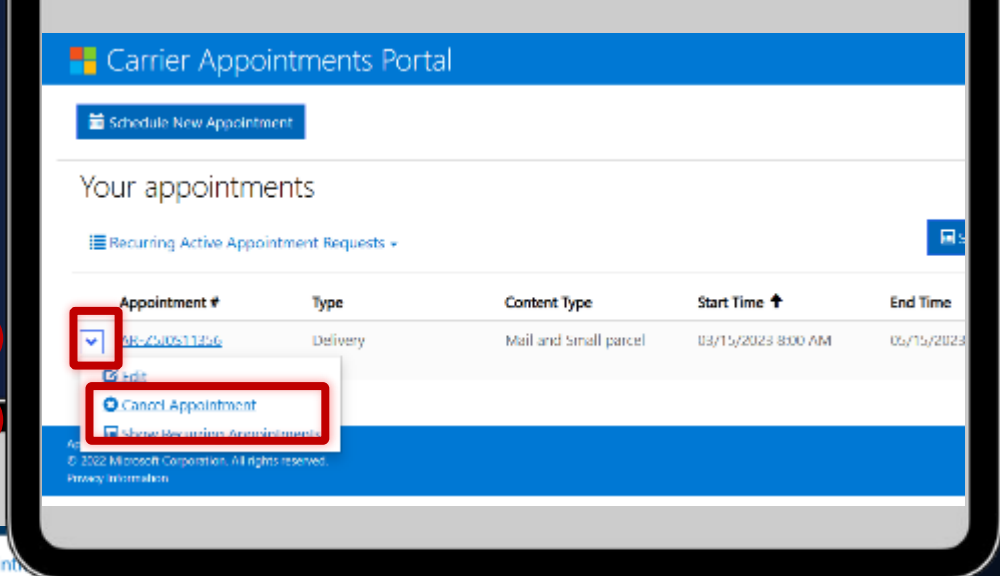
6. A confirmation message will appear.
7. Select a reason for the cancellation from the drop-down menu.
8. Select **Submit** to submit the cancellation.





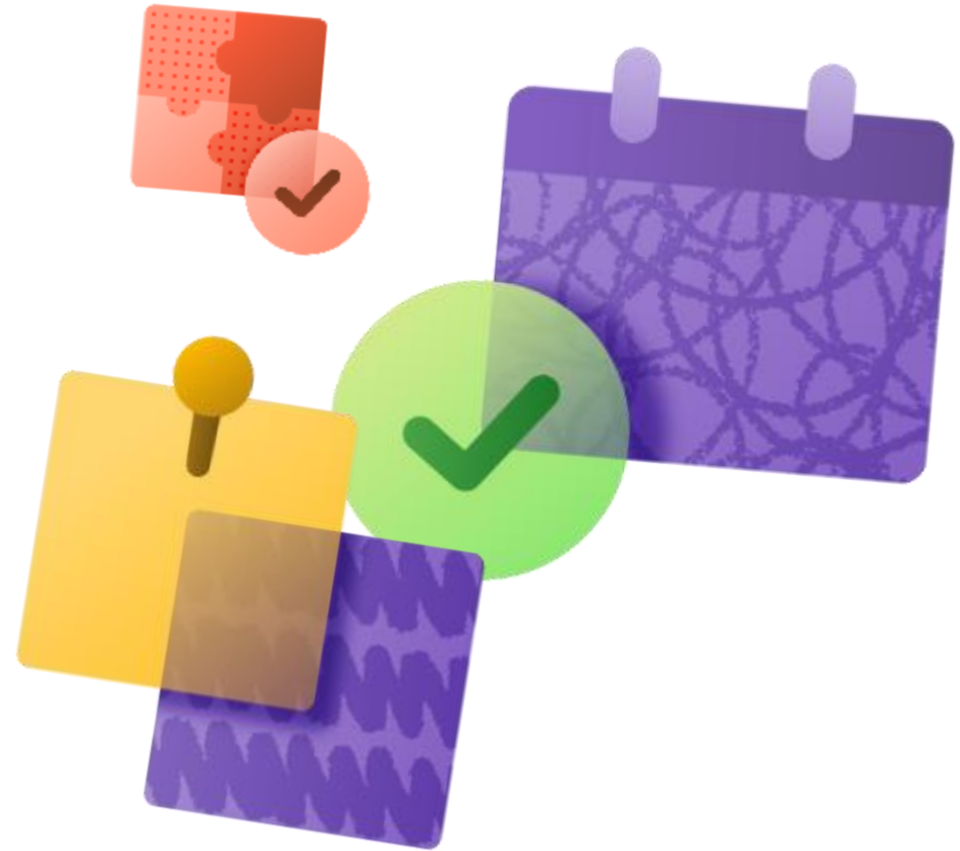
Cancel a Child appointment

9. The appointment will be cancelled. **Note:** the system may take a few moments to process the request; this is normal behavior.
10. To verify that the appointment was cancelled, select the drop-down arrow next to the appointment, then select **Show Recurring Appointments**.
11. The **cancelled appointment** still appears in the series, but the Status is now set to **Canceled**.
12. You will receive a notification email upon canceling the child appointment.





Edit an appointment





Edit an appointment

1. Select the **Appointment #**.
2. The **Appointment Information** section of the form will appear.
3. Edit any fields, including **Appointment Type**, **Destination Address**, **Content Type**, **Drop off/Pickup Location**, and **Appointment Start Date**. **Note:** if needed, you can make changes to an individual recurring (child) appointment. If you need to change the entire series of recurring appointments, be sure to edit the parent (initial) appointment; this cancels the previously created recurring (child) appointments and creates a new series of recurring appointments.
4. Select **Next** to move to the Appointment Time section.

Active appointment requests -

Appointment #	Type	Content Type
AR-1016021210	Delivery	Food
AR-W3M8041230	Delivery	Mail and Small parcel
AR-5454051228	Delivery	Mail and Small parcel

Carrier Appointments Portal

Erin Gunn

Appointment Information

Appointment Type *
Delivery

Destination Address
Microsoft - Building 125 Catering Kitchen

Content Type *
Food

Destination Team
Compass Catering

Drop off/Pickup Location *
Puget Sound - Building 125

Vehicle Type/Size *
L<=32ft, W<=8ft, H<=12ft

Is Recurring
 No Yes

Appointment Start Date *
01/19/2023

Number of Packages
20

Total Weight (in lbs.)
300

Oversized Shipment
 No Yes

Instructions
Practice appointment.

Is Temperature Sensitive
 No Yes

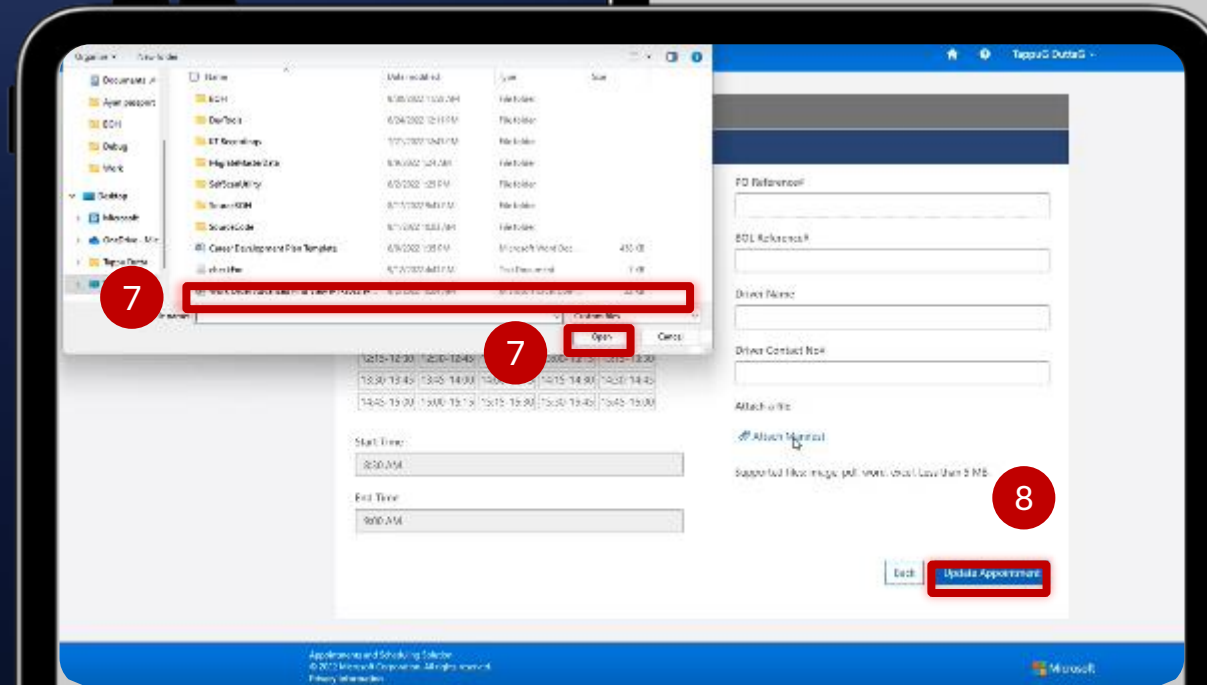
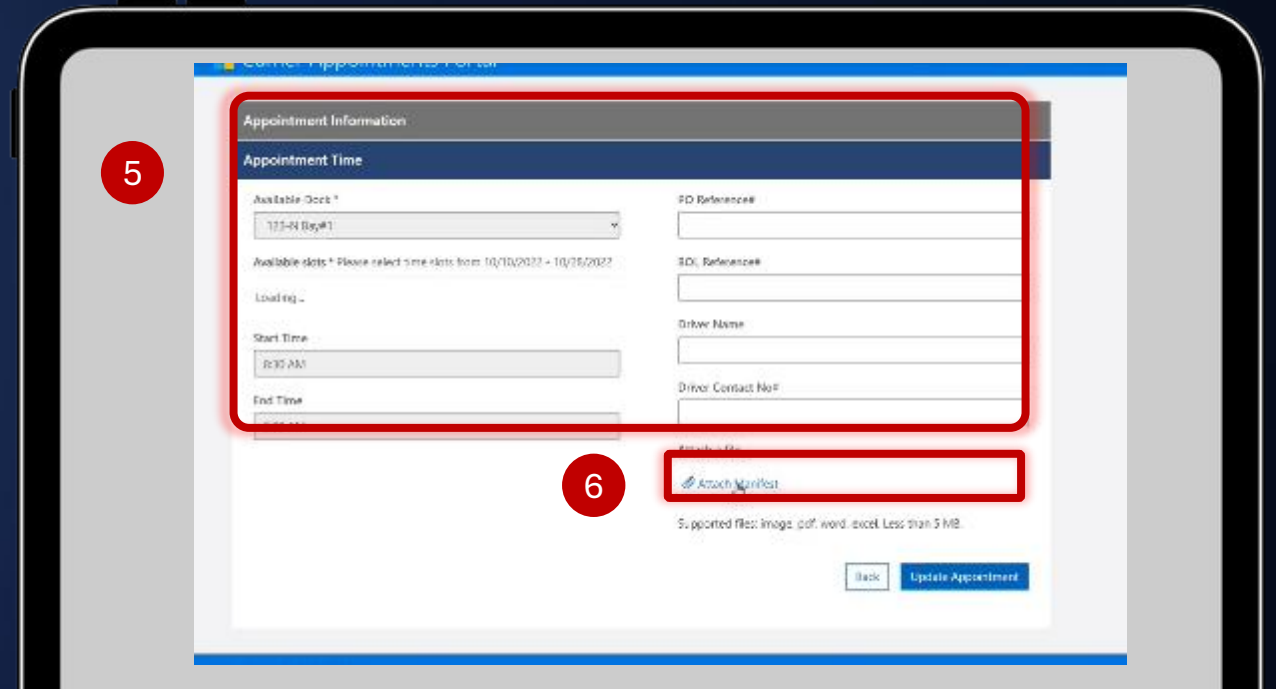
Cancel Next

Appointment Time



Edit an appointment

5. Make any additional edits to the remaining fields, including **Available Dock, Start Time, and End Time**.
6. If needed, select **Attach Manifest** to attach a manifest file. Note: you may attach a manifest to a single (non-recurring) appointment. If you attach a manifest file to a recurring appointment, it will only attach to the initial (parent) appointment; the attachment will not be copied to the recurring (child) appointments.
7. Select the file you wish to attach, then select **Open**. Note: you may add multiple attachments.
8. Select **Update Appointment**.

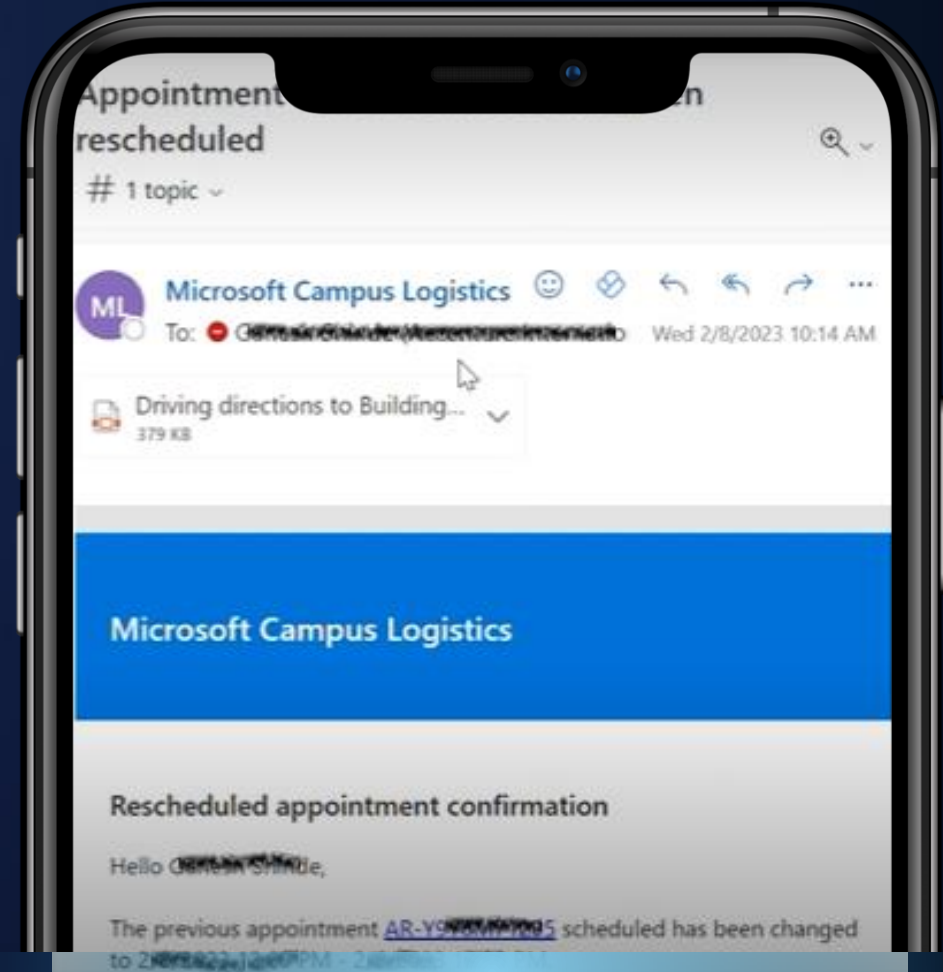




Edit an appointment

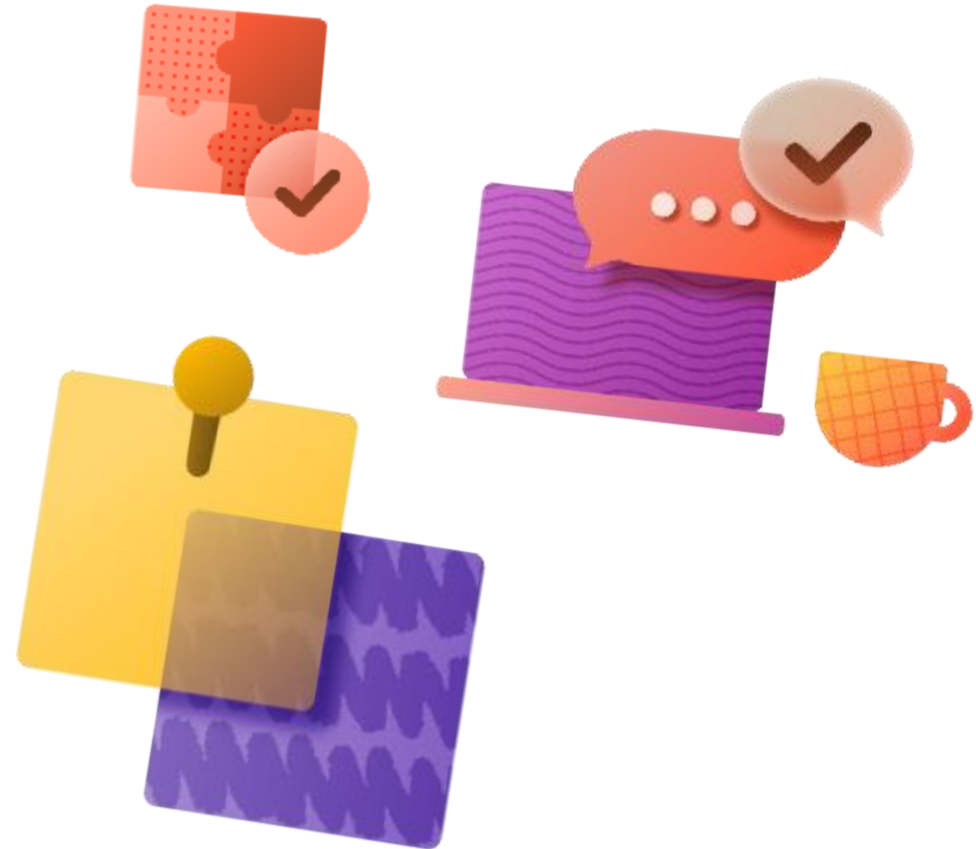
9. You will receive a notification email when you edit an appointment.

9





Get help scheduling appointments

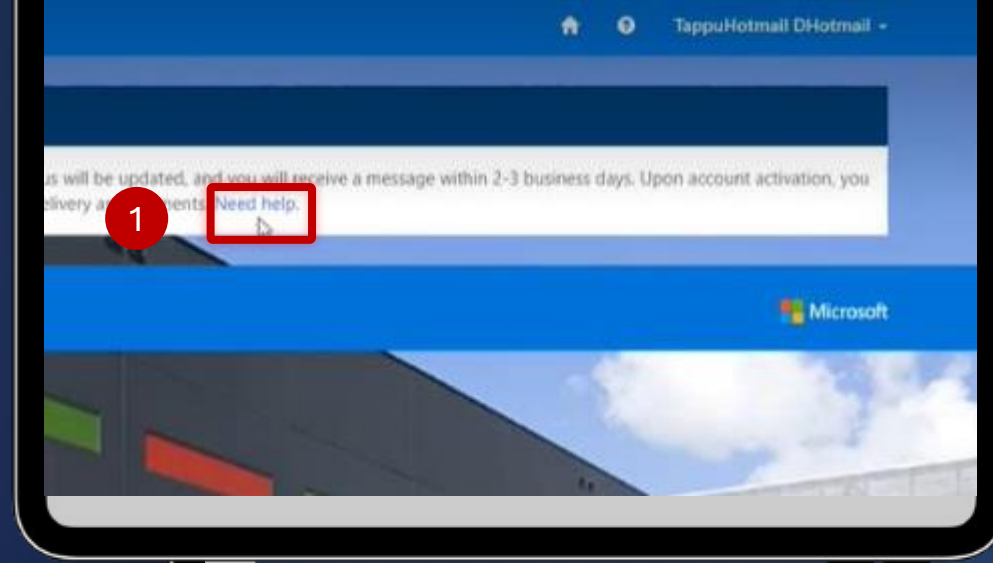




Get help scheduling appointments without approved credentials

Use this feature if you need help scheduling an appointment and your credentials have not yet been approved (for example, if you need to make an urgent appointment).

1. From the **Carrier Appointments portal**, select **Need help**. The Support Request window will appear.
2. Select an option from the drop-down menus within the **Problem Class** and **Problem Type** fields.
3. Enter a **Case Title**.
4. Complete the **Description** field.
5. Enter the code from the image into the corresponding field. You may also generate a new image or play an audio code.
6. Select **Submit**. Your request will be sent to Dock Management for follow-up.



This screenshot shows the "Support Request" form. The form fields are highlighted with red boxes and numbered circles:

- 2**: "Problem Class" dropdown menu with "Delivery Appointment" selected.
- 2**: "Problem Type" dropdown menu with "Account not approved" selected.
- 3**: "Case Title" text input field.
- 4**: "Description" text area.
- 5**: Image verification field showing a CAPTCHA image with the code "YNNt hSJ". Below the image are links for "generate a new image" and "play the audio code", and a text input field with the placeholder "Enter the code from the image".
- 6**: "Submit" button.

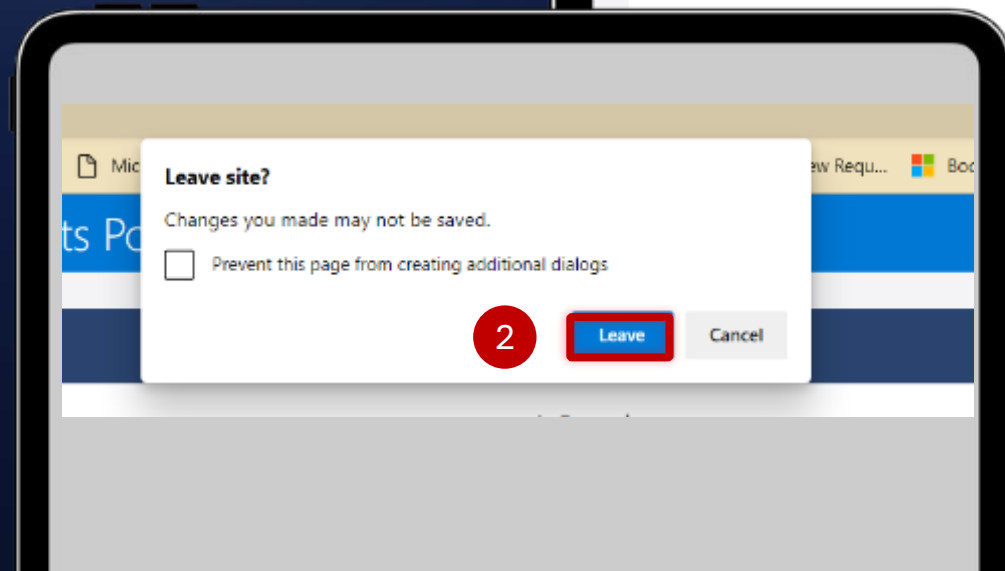
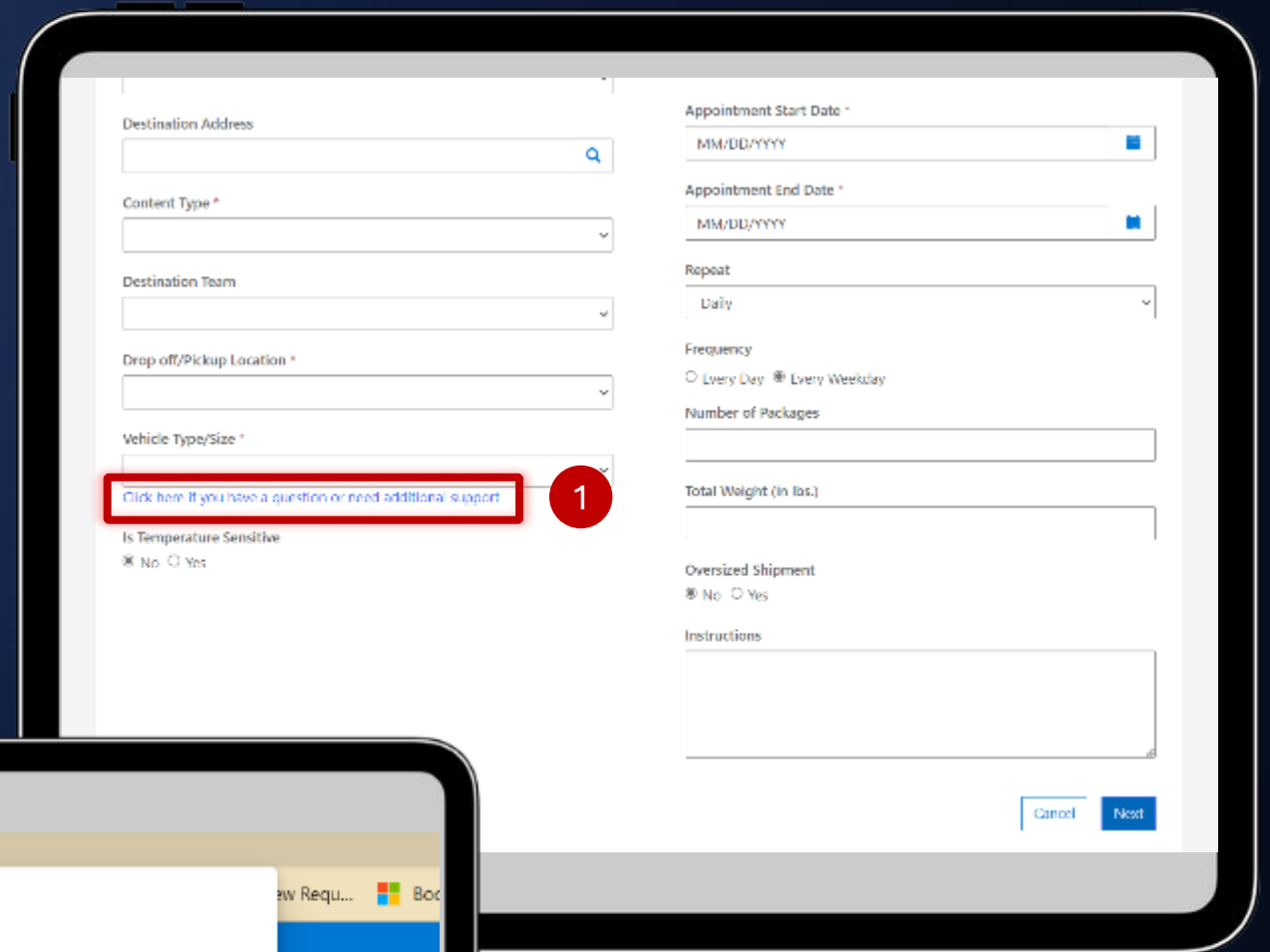
At the bottom of the form, there is a footer with the text: "Appointments and Scheduling Solution © 2022 Microsoft Corporation. All rights reserved. Privacy Information" and the Microsoft logo.



Get help scheduling appointments from the appointment creation screen

Use this feature if you need help scheduling an appointment from the appointment creation screen. From the open appointment:

1. Within the **Appointment Information section**, select **Click here if you have a question or need additional support**.
2. From the Leave site? prompt, select **Leave**.





Get help scheduling appointments from the appointment creation screen

3. Complete the **Problem Class, Problem Type, Case Title, and Description fields.**
4. Enter the code from the image into the corresponding field. You may also generate a new image or play an audio code.
5. Select **Submit**. Your request will be sent to Dock Management for follow-up.

Carrier Appointments Portal

Support Request

Problem Class *

Delivery Appointment

Problem Type *

My truck size is not listed

Case Title *

Description

5xx9nsQ

[Generate a new image](#)

[Play the audio code](#)

Enter the code from the image

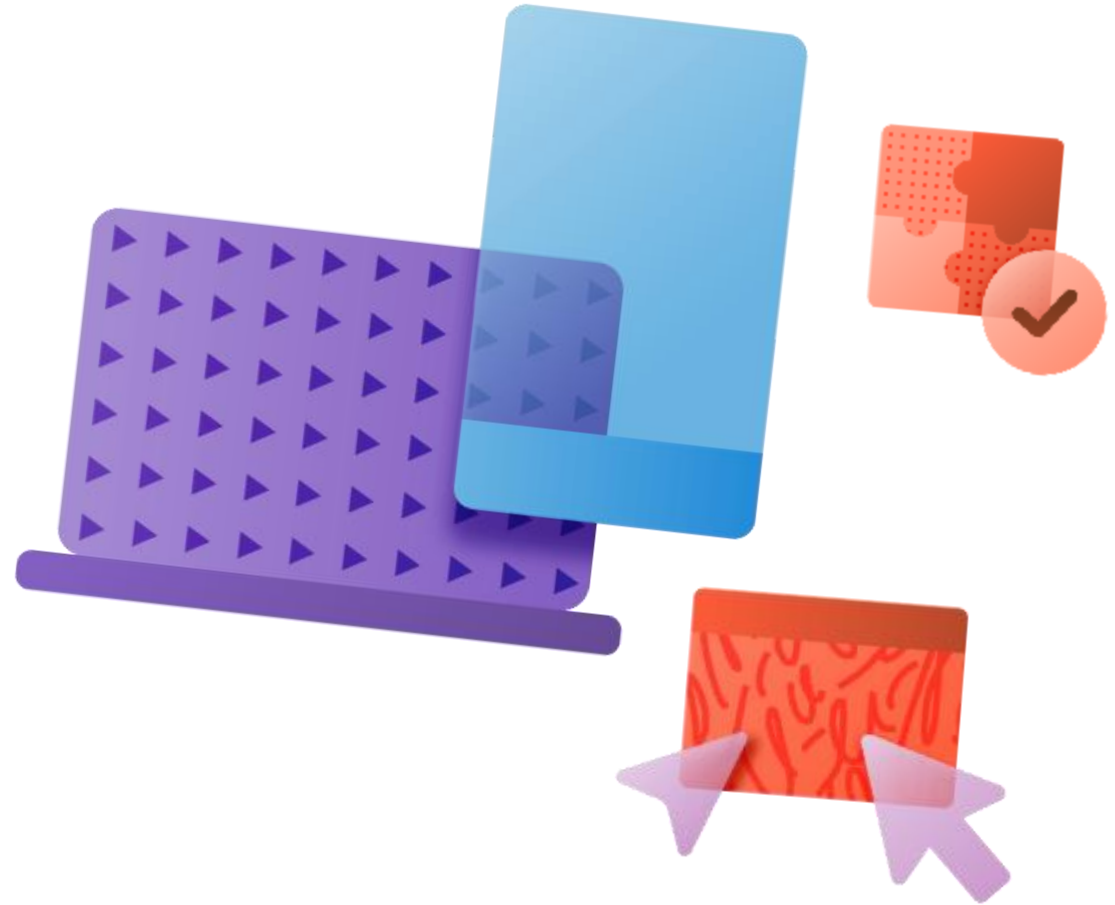
Cancel Submit

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Microsoft



Carrier Appointments mobile site





Carrier Appointments Portal mobile site

You may also view Carrier Appointments Portal on your mobile device. Note that this is not a different app, just a way to access the portal when you are away from your computer.

1. Using your mobile device, log in to the Carrier Appointments Portal.
2. The screen displays appointment after appointment in a single column.
3. To edit or cancel a particular appointment, select the arrow above the **Appointment # field**.

Note: the site navigation may look different on your mobile device. This is normal behavior.

