

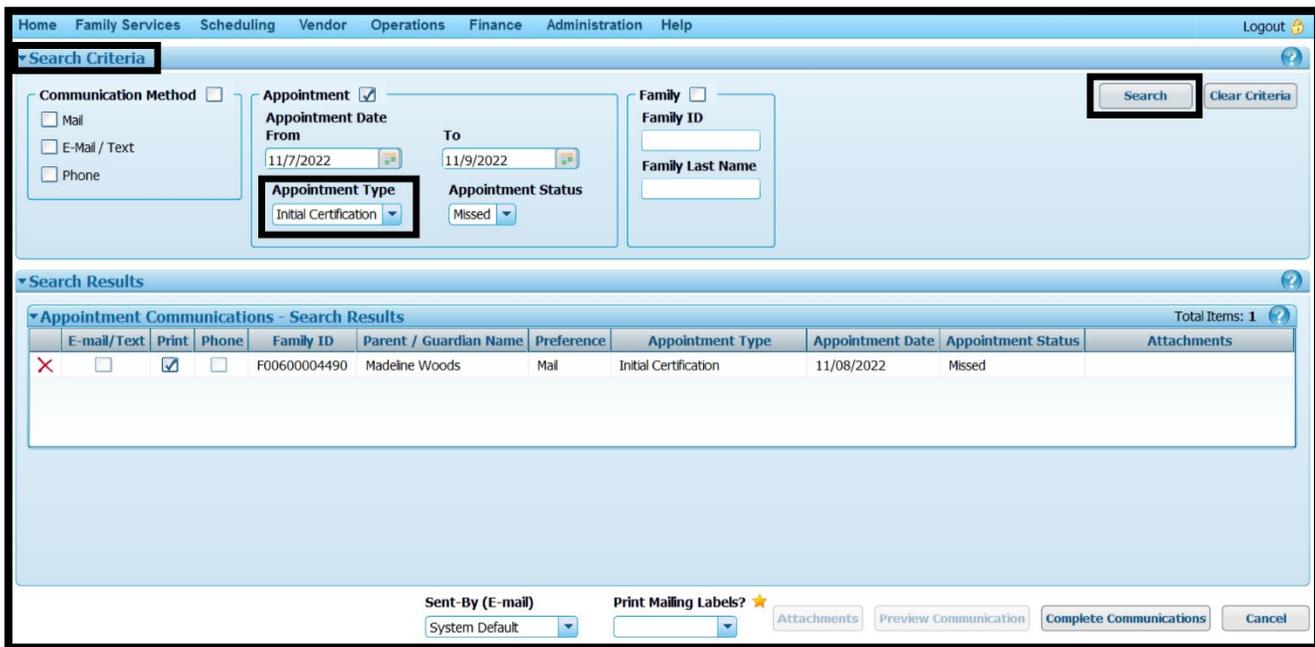
# Printing Missed Appointment Notifications

1. From the Home Screen, go to **Operations**, then select **Notifications**



2. Under Search Criteria, select one or more options and click **Search**.  
The screen refreshes and displays the results in the Search Results grid.

**Example 1:** Searching for **Missed Initial Certification** appointments between the dates of 11/7/22 and 11/9/22.



# Printing Missed Appointment Notifications

**Example 2:** Searching for **Missed Subsequent Certification** appointments during the same date range.

**Search Criteria**

Communication Method:  Mail,  E-Mail / Text,  Phone

Appointment:  Appointment Date: From 11/7/2022 To 11/9/2022

Appointment Type: Subsequent Certification Appointment Status: Missed

Family:  Family ID: Family Last Name:

**Search Results**

Appointment Communications - Search Results (Total Items: 4)

	E-mail/Text	Print	Phone	Family ID	Parent / Guardian Name	Preference	Appointment Type	Appointment Date	Appointment Status	Attachments
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00200003931	Straw Berry	Mail	Subsequent Certification	11/07/2022	Missed	
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004416	Green Marker	Mail	Subsequent Certification	11/08/2022	Missed	
X	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	
X	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	

Sent-By (E-mail): System Default Print Mailing Labels?  Attachments Preview Communication Complete Communications Cancel

3. To generate a list of ALL missed appointments during that date range, leave the Appointment Type field blank:

**Search Criteria**

Communication Method:  Mail,  E-Mail / Text,  Phone

Appointment:  Appointment Date: From 11/7/2022 To 11/9/2022

Appointment Type: [Dropdown Menu Open]

Appointment Status: Missed

Family:  Family ID: Family Last Name:

**Search Results**

Appointment Communications (Total Items: 7)

	E-mail/Text	Print	Phone	Family ID	Parent / Guardian Name	Preference	Appointment Type	Appointment Date	Appointment Status	Attachments
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00200003931	Straw Berry	Mail	Subsequent Certification	11/07/2022	Missed	
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004490	Madeline Woods	Mail	Initial Certification	11/08/2022	Missed	
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004416	Green Marker	Mail	Subsequent Certification	11/08/2022	Missed	
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
X	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
X	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	
X	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	

Sent-By (E-mail): System Default Print Mailing Labels?  Attachments Preview Communication Complete Communications Cancel

## Printing Missed Appointment Notifications

- To print missed appointment notifications, make sure a check mark is in each **print box** under **Appointment Communications-Search Results**.

Home Family Services Scheduling Vendor Operations Finance Administration Help Logout

Search Criteria

Communication Method  Mail  E-Mail / Text  Phone

Appointment  Appointment Date From 11/7/2022 To 11/9/2022 Appointment Type Appointment Status Missed

Family  Family ID Family Last Name

Search Clear Criteria

Search Results

Appointment Communications - Search Results Total Items: 7

E-mail/Text	Print	Phone	Family ID	Parent / Guardian Name	Preference	Appointment Type	Appointment Date	Appointment Status	Attachments
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00200003931	Straw Berry	Mail	Subsequent Certification	11/07/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004490	Madeline Woods	Mail	Initial Certification	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004416	Green Marker	Mail	Subsequent Certification	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	

Sent-By (E-mail) System Default Print Mailing Labels? Attachments Preview Communication Complete Communications Cancel

- If you want to preview notifications before you print them, click on **Preview Communications**. When you Preview the Communication, it will give you an option to print.

IMPORTANT: Do **NOT** print at this time. If you do, the notification will be printed but it will not be documented in the Journal of Transactions. After reviewing the notification, click **Cancel**.

Search Criteria

Communication Method  Mail  E-Mail / Text  Phone

Appointment  Appointment Date From 11/7/2022 To 11/9/2022 Appointment Type Appointment Status Missed

Family  Family ID Family Last Name

Search Clear Criteria

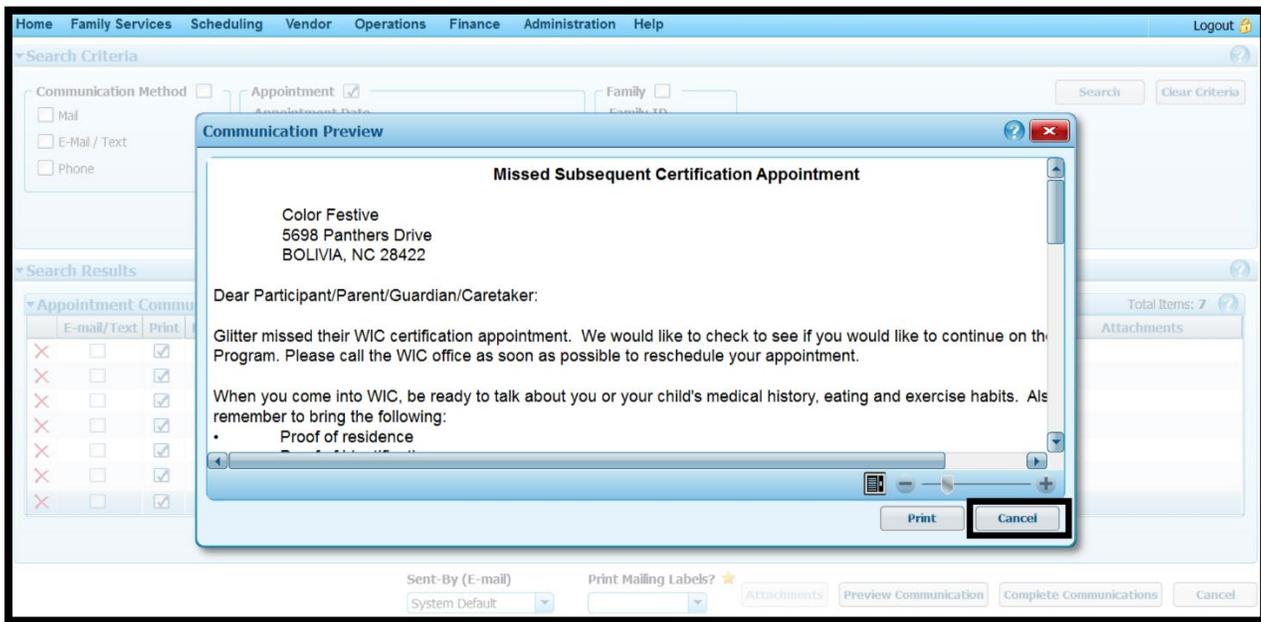
Search Results

Appointment Communications - Search Results Total Items: 7

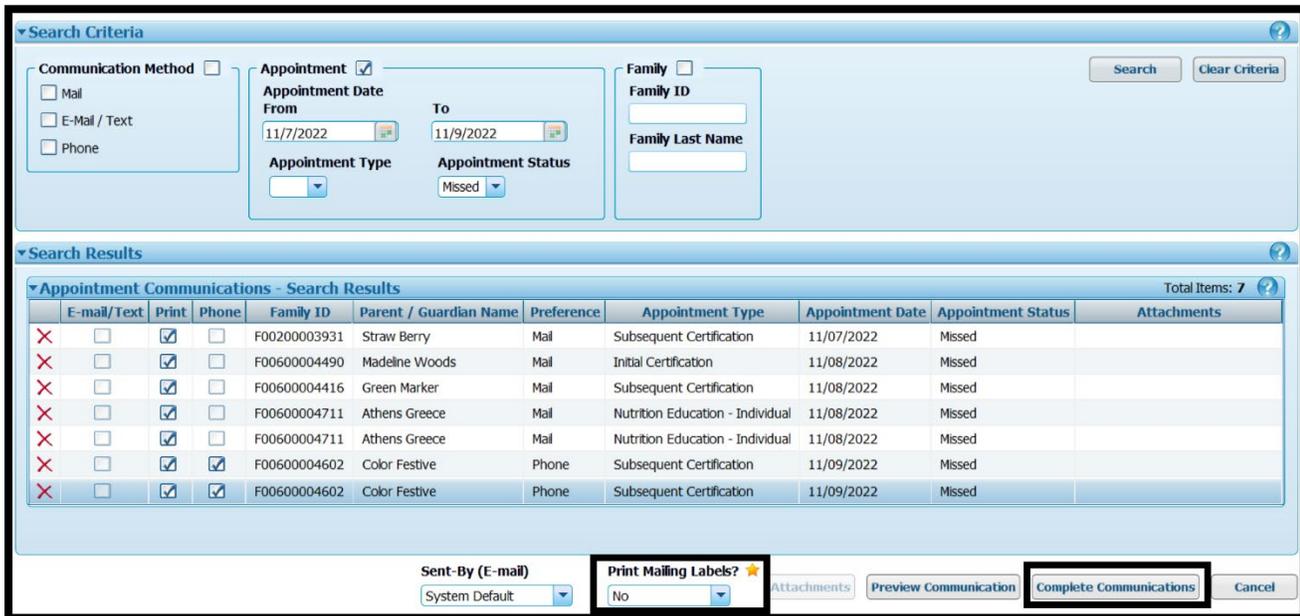
E-mail/Text	Print	Phone	Family ID	Parent / Guardian Name	Preference	Appointment Type	Appointment Date	Appointment Status	Attachments
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00200003931	Straw Berry	Mail	Subsequent Certification	11/07/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004490	Madeline Woods	Mail	Initial Certification	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004416	Green Marker	Mail	Subsequent Certification	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	F00600004711	Athens Greece	Mail	Nutrition Education - Individual	11/08/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	F00600004602	Color Festive	Phone	Subsequent Certification	11/09/2022	Missed	

Sent-By (E-mail) System Default Print Mailing Labels? Attachments **Preview Communication** Complete Communications Cancel

# Printing Missed Appointment Notifications



- To print the notifications, select Yes or No in the **Print Mailing Labels?** field and then click **Complete Communications**. The notifications will be printed AND documented in the **Journal of Transactions**.



# Printing Missed Appointment Notifications

7. Example of clicking Complete Communications and the subsequent **Journal of Transactions**. This example is for one family.

**Quick Links**

- New Family
- Family Search
- Certification
  - Family Demographics
  - Family Assessment
  - Participant Demographics
  - Income Information
  - Certification Signature
  - Anthro / Lab
  - Health Information
  - Eco-Social Assessment
  - Dietary & Health
  - Assigned Risk Factors
  - Certification Summary
  - Issue EBT Card
  - Family Alerts
  - Notes
  - Family Documents
- Care Plan
- Issue Benefits
- Journal of Transactions**
- EBT Activity History
- Subsequent Certification
- Scheduling System
  - Family Appointments
  - Quick Appointments
  - Clinic Master Calendar

**Berry Family**

Family ID: F00200003931  
458 Fruit Way  
STONY POINT, NC 28678

Straw

Blue

**Straw Berry**

Participant ID: 960086833Q  
Age: 24 years and 8 months  
WIC Category: Breastfeeding Woman

**Transaction Criteria**

Select Participant or Family:  Select Activity:  Start Date:  End Date:

**Transaction History** Total Items: 1

Occurrence Date	Activity Description	Participant Name	Staff Name Modified	Staff Name Created
1/27/2023	Communication Printed for Missed Subse	Straw Berry	Cross rossroads	Cross rossroads

**Contact Date** 1/27/2023 **Participant Name** Straw Berry **Activity Description** Communication Printed for Missed Subsequent Certification Appointment Notification

**View Notification** **Notification Sent To** 458 Fruit Way STONY POINT, NC 28678

**Auto Dialer Response Date** **Auto Dialer Response**

**Notifications**

February 7, 2023: Printing Missed Appointment Notifications...Page 5 of 5