Client Appointments

Client Appointments

To access client appointments you need to log-into the system as an agency.

- Go to **freshstartfurniturebank.org**
- Select **For Agencies** from the menu bar
- Scroll down to Hudson in the city list
- Select **FSFB**
- Select your name
- Log in

To schedule or cancel an appointment

- Scroll down to the icons at the bottom of the page.
- Click on **Schedule Appointment or Cancel an Appointment.**
  - It will bring you to the **Main Menu** where all open referrals are listed.

Use the button(s) in the Action column to schedule or cancel an appointment.

Client	Appointment	Action
AA, AA		Schedule Appointment
Abel, Melissa		Schedule Appointment
Alladawi, Heba	Sat, 12 Aug 9:30	Cancel Appointment
Alverez, Angelica		Schedule Appointment
Anderson, Stewart	Tue, 15 Aug 9:15	Cancel Appointment
Antonowicz, Thomas		Schedule Appointment
Bafaya, Fabrice	Tue, 15 Aug 9:15	Cancel Appointment
Barbosa, Maria		Schedule Appointment
Batesgross, Shakiyah	Sat, 12 Aug 9:30	Cancel Appointment
Berrabah, Nassim	Tue, 15 Aug 9:15	Cancel Appointment
Bilorio, Audrey	Sat, 5 Aug 9:30 (Visited)	

To cancel an appointment

Image not found or type unknown
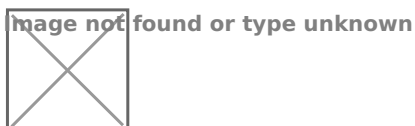
- Select the **Cancel Appointment** button.

To schedule an appointment:

- Click on **Schedule Appointment** button
- A list of available appointment dates will be shown
  - If no dates appear, the referral will close before an appointment is available.
- Select the desired appointment date
- Select the appointment time
- Click the **Schedule Appointment** button.

Schedule Appointment for AA AA

Step 1: Select the date that AA AA will come in to pick up their furniture:
Select an appointment date
- Select an appointment date
- Thursday, 10-August
- Saturday, 19-August
- Tuesday, 22-August
- Thursday, 24-August
- Saturday, 26-August
- Tuesday, 29-August
- Thursday, 31-August

Main Menu

- Once the appointment is scheduled, you will go back to the Main Menu.
- Below you can see that an appointment for AA AA was scheduled for August 31st at 9:15.

Client Appointments

Use the button(s) in the Action column to schedule or cancel an appointment

Client	Appointment	Action
,		Schedule Appointment
AA, AA	Thu, 31 Aug 9:15	Cancel Appointment

- If you click on the client's name, it will bring you to the Client Detail page.

Extending a referral

If you need to extend a referral:

- Open the client's referral
- Press the **Extend Referral** button,
  - This will extend the referral by 15 days one time.
  - If you need to extend the referral longer, edit the "Expire on" field and **Update** the referral.
- Go back to the main menu and refresh the page.
- You should now be able to make an appointment.