

Book Your Virtual Appointment with Qmatic!

Table of Contents

Virtual Appointment Booking	2
Virtual Appointment Confirmation.....	4
Virtual Appointment Rescheduling & Cancellation	6
Virtual Appointment Reminders.....	10
Virtual Video Conference.....	12
Conference Termination for Video and/or Phone Appointment	16
Feedback Survey	17

Table of Figures

Figure 1: Find Appointment Form	8
Figure 2: Reschedule / Cancel Form	9

Virtual Appointment Booking

You can book an appointment for Planning & Building Department services two ways:

- 1) Online using the city website at oaklandca.gov

When you select a service from the webpage, an appointment booking form will appear:

The screenshot shows the QMATIC appointment booking interface. At the top, the QMATIC logo is displayed. Below it, the title "Appointment booking" is centered. The interface is divided into three main sections:

- 1 SELECT SERVICE**: A dropdown menu showing "Building Questions - Virtual".
- 2 SELECT DATE AND TIME**: A section for selecting the date and time. It shows "December 19, 2024 09:00 am". Below this is a calendar for December 2024, with the 19th highlighted. Underneath the calendar, a list of available times for December 19, 2024, is shown: 09:00 AM, 09:30 AM, 10:00 AM, 10:30 AM, 11:00 AM, 11:30 AM, 12:00 PM, 12:30 PM, 01:00 PM, 01:30 PM, 02:00 PM, and 02:30 PM.
- 3 CONTACT DETAILS**: A dropdown menu for entering contact information.

Select a date / time for your appointment and then enter your contact information:

QMATIC

Appointment booking

- 1 SELECT SERVICE**
Building Questions - Virtual
- 2 SELECT DATE AND TIME**
December 19, 2024 09:00 am
- 3 CONTACT DETAILS**


You have chosen:
Building Questions - Virtual
Virtual Branch, 250 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612
December 19, 2024 09:00 am

Please enter your details. We will send you a confirmation once your appointment is booked.
* Fields are mandatory

Last name *

First name *

Email address *


Country Code  +1

Mobile number *

Enter any pertinent info you think will support your appointment

Please enter your "RECORD ID" number. (i.e. BW210001; ZW2100...

Please enter your "RECORD ID" number. (i.e. BW210001; ZW210002)

 CLEAR BOOKING

CREATE APPOINTMENT

2) In-person at our Permit Center

At our Permit Center Greeter Station, a Planning & Building Department Staff Member can book a future virtual appointment for you. Note that you cannot schedule an immediate appointment at the Greeter Station, except for in-person appointments as available during Walk-In Days (see full schedule for details).

Virtual Appointment Confirmation

You will receive a confirmation of your virtual appointment by text message and email.

Here are the notifications you can expect over email and text message:

Text Message Confirmation:

Monday 2:15 PM

Your City of Oakland: Virtual Branch appointment is confirmed for 12/16/2024 at 2:15 PM. This is for a virtual meeting held via Microsoft Teams. To reschedule/cancel your appointment click this link: <https://wb-testcityofoakland.qmatic.cloud/qmaticwebbooking/index.html#/1136341415>. Please check your latest email for additional information.

Email Confirmation:

Dear mike,

Your virtual appointment for Cashier - Virtual has been confirmed for 12/19/2024 at 9:00 AM.

Please review the details of your appointment below:

Appointment Ref#: 1136350900

Service: Cashier - Virtual

Video Conference: Microsoft Teams

Date: 12/19/2024

Time: 9:00 AM

This is a virtual appointment held via Microsoft Teams. Please note, you'll need to check-in within 15 mins of your appointment. The link to access your appointment is here: <https://mt-testcityoakland.qmatic.cloud/appointment?appld=5c1aca63d2996e81b204b7161accab03809bb9cdfc85d4310617759e40735b12>

There will be emails sent to you 24 hours and 1 hour prior to your appointment, which will include instructions and a link to access your virtual appointment.

If you want to reschedule or cancel your appointment, click this link: <https://wb-testcityoakland.qmatic.cloud/qmaticwebbooking/index.html#/1136350900>

If you were to reschedule your appointment, please utilize the most recent email notification.

Best regards,
Oakland Planning and Building Department

Virtual Appointment Rescheduling & Cancellation

Once a virtual appointment has been booked, either you or a Staff Member can reschedule or cancel your appointment. See the options below.

- 1) Follow the direct links from your text or email confirmation to cancel or reschedule (see Figure 2 below)
- 2) Cancel or reschedule your appointment through our website at oaklandca.gov (see Figure 1 below)
- 3) Call our staff at (510) 238-3891 to assist with rescheduling or cancelling your virtual appointment.

Visit our Oakland Permit Center to have a Planning & Building Department Staff Member assist with rescheduling or cancelling your virtual appointment.

The Appointment Form has a Find Appointment link in the upper-left hand corner. Click this link to search for your booked appointments.

Q MATIC

[FIND APPOINTMENT](#)

Appointment booking

- 1** SELECT SERVICE
General Services Building - Virtual
- 2** SELECT DATE AND TIME
- 3** CONTACT DETAILS

Search Screen Link

Using this form, you can retrieve the specifics for each booked appointment.

QMATIC

Find Appointment

You can search your appointment by entering your phone number and/or email address

Last name
Smith

First name
Mike

Email address
msmith@gmail.com

Country Co...
Mobile number *
5102385674

SEARCH

i If you want to reschedule or cancel one of the appointments, click on the link and the appointment will open in a new tab.

#1 Date and time December 19, 2024 09:00 am Service Cashier - Virtual Office Virtual Branch OPEN	#2 Date and time December 19, 2024 02:00 pm Service Engineer Code Questions - Virtual Office Virtual Branch OPEN	#3 Date and time December 24, 2024 09:00 am Service General Services Building - Virtual Office Virtual Branch OPEN
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[BACK TO START PAGE](#)

Figure 1: Find Appointment Form

Using this form, you can reschedule or cancel any booked appointment.

This form can also be directly accessed from the link in your appointment confirmation text message or email.

Your appointment

If you want to reschedule your appointment, you're only allowed to select a new date and time. If you want to change any other information, you'll have to cancel the appointment and create a new one

Service:	Cashier - Virtual
Office:	Virtual Branch
Date and time:	December 19, 2024 09:00 am
Duration:	30 Minutes
Email address:	m*****@oaklandca.gov
Mobile number:	*****7238

Virtual Branch

Address: 250 Frank H. Ogawa Plaza, 2nd Floor, Oakland, CA 94612

What do you want to do?

I WANT TO RESCHEDULE MY APPOINTMENT

I WANT TO CANCEL MY APPOINTMENT

Figure 2: Reschedule / Cancel Form

Virtual Appointment Reminders

For any booked virtual appointment, you will receive a reminder 24 hours beforehand and one hour prior to the virtual appointment. These reminders will be sent via text and email.

Email Reminder:

City of Oakland Virtual Appointment reminder for 12/17/2024 at 11:00 AM



cityofOakland@qmatic.cloud
To ● Mike



Mon 12/16/2024 11:00 AM

Dear mike,

Your virtual appointment for Building Questions - Virtual has been confirmed for 12/17/2024 at 11:00 AM.

Your video conference meeting will be conducted via the Microsoft Teams application.

Please check in within 15 minutes of your appointment using the [Check-In Link Here](#) and click the "Arrive" button at the bottom of the page. Once you have checked in, you will receive a text and email with the link to join the meeting when the service provider starts the meeting.

Click here to [cancel or reschedule your appointment](#).

Best regards,
Oakland Planning and Building Department

Text Reminder:

Today 10:00 AM

Reminder for your virtual appointment with City of Oakland, Service:Cashier - Virtual for 12/19/2024 at 9:00 AM. Please check in with this link within 15 minutes of your appointment time:

<https://mt-testcityofoakland.qmatic.cloud/appointment?appld=5c1a-ca63d2996e81b204b7161ac-cab03809bb9cd-fc85d4310617759e40735b12>

Virtual Video Conference

The City of Oakland uses the Microsoft Teams Application for online video appointments. Use your web browser to run Microsoft Teams. Microsoft Teams Video Conference Sessions are supported on Windows, Android, Safari, and iOS devices.

In your reminder message, follow the link provided to join your virtual appointment. When you click the Arrival Link button, a Planning & Building Department Staff Member will be notified that you are ready for your Video Conference session.

The Arrival Link button is only active for thirty minutes: fifteen minutes prior and fifteen minutes after the scheduled virtual appointment time.

QMATIC

Your appointment

Branch:	Virtual Branch
Service:	Engineer Code Questions - Virtual
Date:	12/18/2024
Time:	2:00 pm

Arrive Link Button



Once you click on the Arrival link button, a window opens with your ticket number. You will be placed in a virtual queue until your number is called. You can view your place in line or leave the queue at any time.

QMATIC

 You are first in line — get ready!



A6569
Engineer Code Questions - Virtual

Virtual Branch

 Leave the line

Once a staff member calls your ticket number, your screen updates to let you know that it's your turn. Click the "Enter meeting" button to open Microsoft Teams in your browser to start the video conference session. Make sure your browser settings are configured to allow Microsoft Teams application permission to access audio and video on your device.

QMATIC

It's your turn!

DOT is ready to serve you



Enter meeting

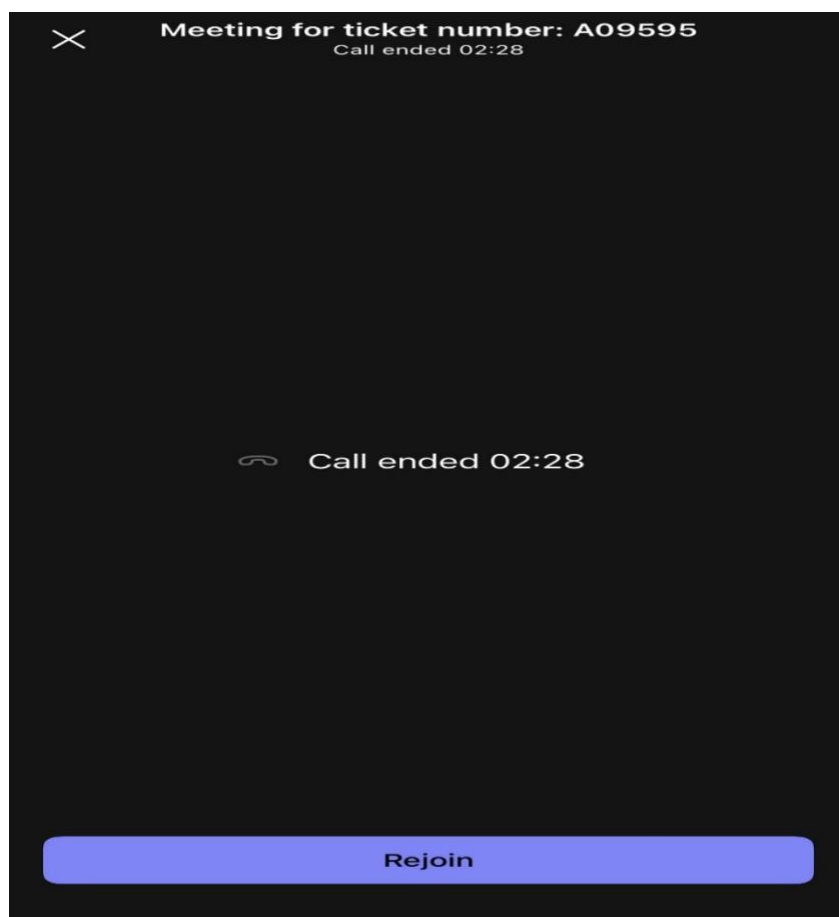


Microsoft Teams interface showing a video call in progress. The main video feed displays a man with glasses and a beard wearing a blue shirt. A smaller video feed in the bottom right corner shows another participant with a background of a bridge. The interface includes a top navigation bar with a search box (Search (Cmd+Opt+E)), a left sidebar with navigation icons (Activity, Chat, Teams, Calendar, Calls, OneDrive, Shifts, Apps), and a bottom control bar with playback controls (02:17 / 02:42) and a 'Leave' button.



Conference Termination for Video and/or Phone Appointment

After the virtual appointment is complete, you must manually terminate your Microsoft Teams session.



Feedback Survey

Once the session ends, you will be sent a feedback survey link via email and text. Please complete the survey so we may improve our services. Thank you!

Email:

City of Oakland Survey



cityofOakland@qmatic.cloud
To Mike

This sender cityofOakland@qmatic.cloud is from outside your organization.

Start your reply all with:

[This link does not work.](#)

[Completed.](#)

[I completed it.](#)

Feedback



Mon 11/4/2024 11:40 AM

Thank you for visiting us. Please use this link to provide feedback: [City of Oakland Survey](#)

Text:

Thank you for visiting us. Please use this link to provide feedback:
<https://cf-testcityofOakland.qmatic.cloud/index.html?b=6&v=416>

