

## IMPORTANT INSTRUCTIONS FOR SCHEDULING AN EXAM-RELATED CUSTOMER SERVICE APPOINTMENT

Please Read Carefully

**Please be advised: This is NOT an examination. You DO NOT have to pay a fee to schedule an appointment.** This document serves as an information guide on what you need to know about scheduling an in-person exam-related customer service appointment at a DCAS site.

The use of our scheduling system within the Online Application System (OASys) will help limit the number of people at our DCAS locations. Our goal is to maintain the safest environment possible within current COVID-19 guidelines.

### **Reasons to Make In-person Appointments:**

- Use dedicated computer terminals to apply for civil service examinations
- Drop off exam application fee payment or fee waiver materials
- Eligible list and appeal-related inquiries
- Obtain copies of exam result notifications
- Other exam-related or eligible list-related inquiries

**Note: Exam #1889 should be used to schedule eligible list-related or examination-related inquiries only.**

### **Alternatives to In-person Appointments:**

- 24/7 Automated info on exams and eligible lists: (212) 669 – 1357
- Appeal-related inquiries: [LMAAppealsUnit@dcas.nyc.gov](mailto:LMAAppealsUnit@dcas.nyc.gov)
- Eligible list and status inquiries: [LMACustomerService@dcas.nyc.gov](mailto:LMACustomerService@dcas.nyc.gov)
- Eligibility, performance, and seniority inquiries: [EligibilityandSeniorityUnit@dcas.nyc.gov](mailto:EligibilityandSeniorityUnit@dcas.nyc.gov)
- Special military list inquiries: [SpecialMilitary@dcas.nyc.gov](mailto:SpecialMilitary@dcas.nyc.gov)
- Exam applications, payments, and fee waiver inquiries: [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov)
- Make-up/alternate event date inquiries: [TestingAccommodations@dcas.nyc.gov](mailto:TestingAccommodations@dcas.nyc.gov)

**HOW TO BEGIN:** You will need to use OASys to schedule an appointment with DCAS at one of our sites that provide in-person assistance. The system we are using is the same system we use to process exam applications. The appointment process will leverage the technology we use for our exams and it will mirror our application process. However, you are not applying for an exam. Instead, you will be using the system to schedule an appointment with DCAS.

**COVID-19 REQUIREMENTS:** Upon entrance to a DCAS site, **All customers must wear a face covering that fits snugly against the sides of the face and fully covers the nose and mouth without slipping.** It is strongly recommended that this face covering either (a) is made of two or three layers of tightly woven, breathable cloth material, or (b) consists of a cloth face covering worn over a disposable mask. Personal Protective Equipment (PPE) will not be provided to customers. Customers will be required to wear their face covering for the entire time they are in a DCAS site. Customers not wearing a face covering or not wearing it properly during the appointment, will not be permitted to remain on the premises.

Additional resources and detailed information about Exam-related Customer Service Appointments can be found within our Frequently Asked Questions (FAQs) within the Online Application System at <https://a856-exams.nyc.gov/OASysWeb/Home/FAQ>.