



Feature Overview

Kiosks enable self-service check-in to scheduled and drop-in appointments, the ability to check into and out of study hall, and any other student services for which the kiosk functionalities are active. There are three main ways kiosks interact with students:

- As a way to record a visit
- As a way to track time (e.g. for study hall or any other appointment where time needs to be tracked)
- As a way to make a drop-in appointment with either a specific staff member OR the first available staff member

Any laptop or desktop with USB functionality can be used as a kiosk when a user with the correct permissions logs into the Platform and selects **"Kiosk"** from the **"Additional Modes"** menu.

Accessing

Start the kiosk by logging-in and scrolling to the bottom right-hand corner of the staff homepage.

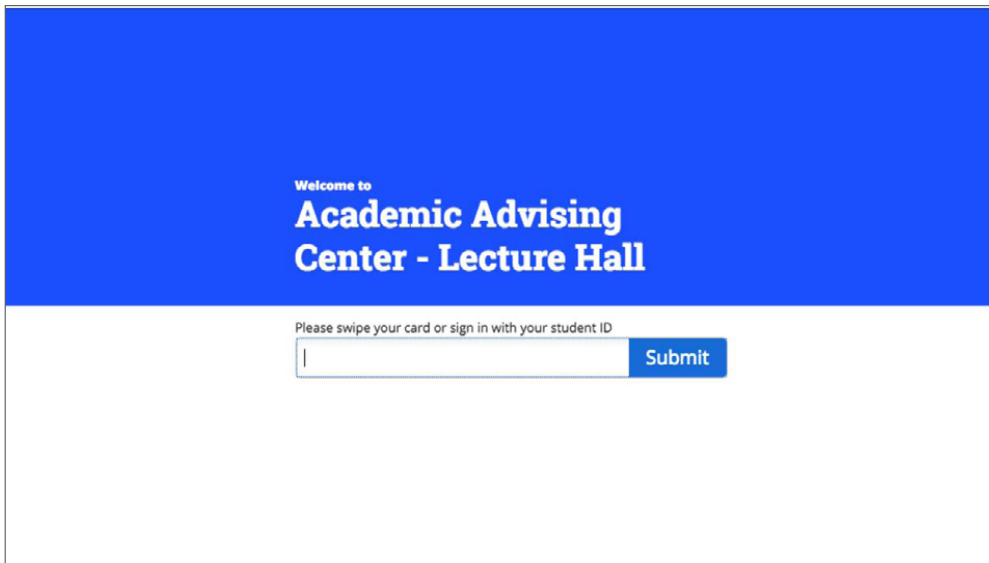
The screenshot shows a staff homepage interface. At the top, there is a grey box labeled "User Impersonation" with a light blue button below it labeled "Impersonate User". In the bottom right corner, there is a white box with a black border containing the text "Appointment Center" and "Kiosk" in blue. Below this box, the text "Page last refreshed at 4:31pm" and "All times listed are in Pacific Time (US & Canada)" is visible, followed by a blue link "Additional Modes" with a downward arrow.

Logging In

As mentioned above, there are three "modes" of kiosk usage for students. We will cover each mode below. However, logging in to the kiosk is the same for all types of kiosk usage.

1 Log in

Students either swipe an ID card or enter their student ID on the screen below.



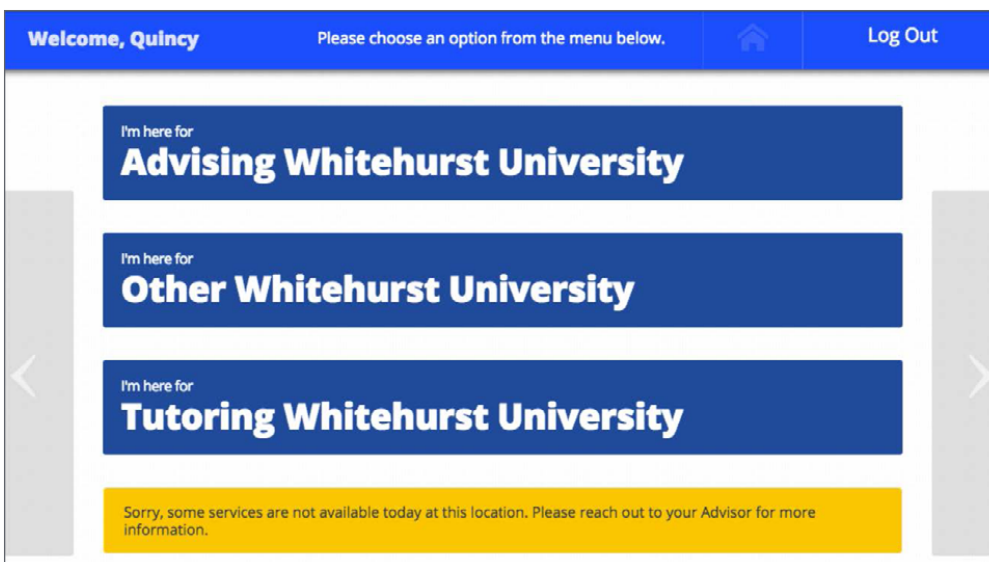
Welcome to
**Academic Advising
Center - Lecture Hall**

Please swipe your card or sign in with your student ID

Submit

2 Select a Care Unit

If the kiosk offers multiple Care Units' services (e.g. advising and tutoring at the same location), the student will be asked what type of service they are there for, as shown below. If a kiosk only offers one Care Unit, students will not see this screen.



Welcome, Quincy Please choose an option from the menu below. Home Log Out

I'm here for
Advising Whitehurst University

I'm here for
Other Whitehurst University

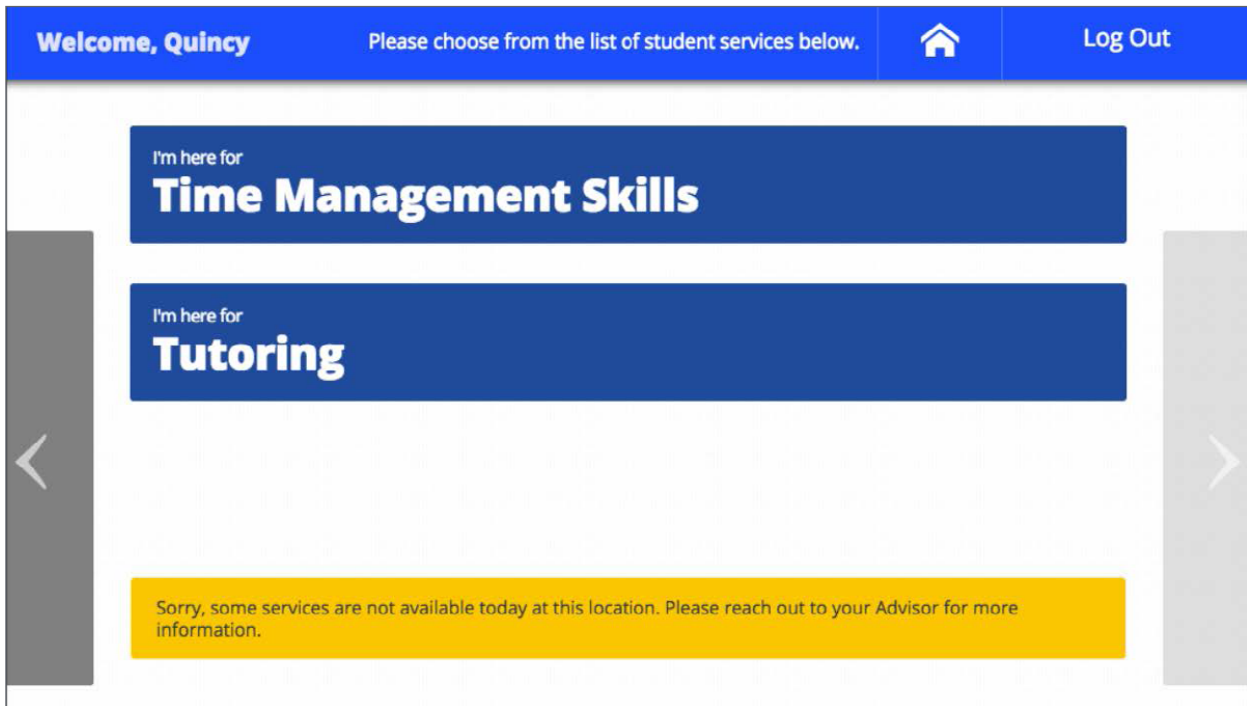
I'm here for
Tutoring Whitehurst University

Sorry, some services are not available today at this location. Please reach out to your Advisor for more information.

Logging In – Continued

3 Choose a Service

Students choose the student service for which they need help. If a kiosk is only offering one student service, students may skip this step.

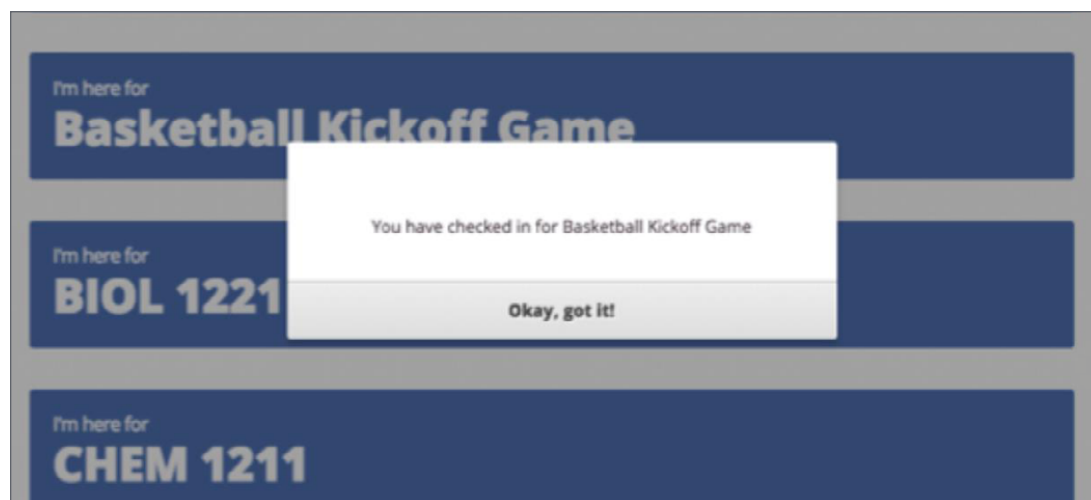


The next screens will depend on the type of student service selected. **Click a link to go to that section.**

- **Record a Visit** [↗](#) Services that require tracking a student's attendance for a particular reason.
- **Track Time** [↗](#) Services used to track a student's time (both check-in and checkout).
- **Drop-In Appointments** [↗](#) Services that allow students to add themselves to the waiting list of any available advisor.

Record a Visit

Some student services do not require an appointment nor time tracking. For services like these, students will simply get a confirmation message and the visit will be logged for later kiosk reporting.



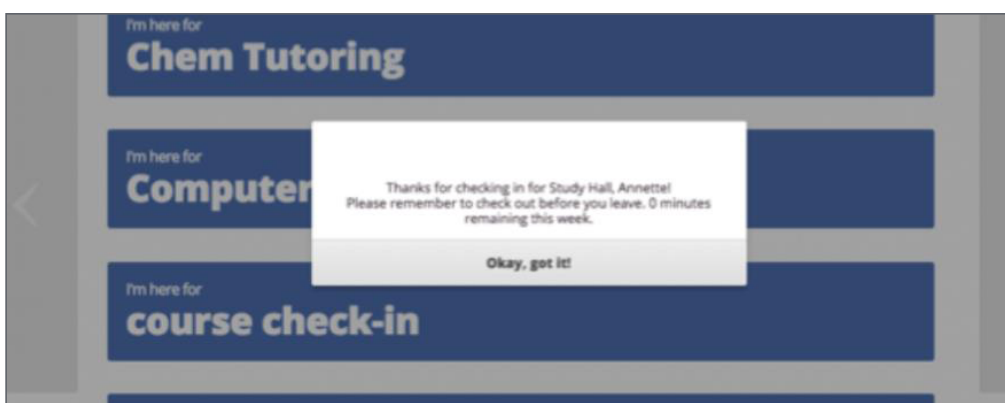
If the student does not click the **Okay, got it!** button, the kiosk will still reset automatically for the next service.

Track Time

Students will follow this flow if they are using a Student Service that tracks time like Study Hall.

1 Check In

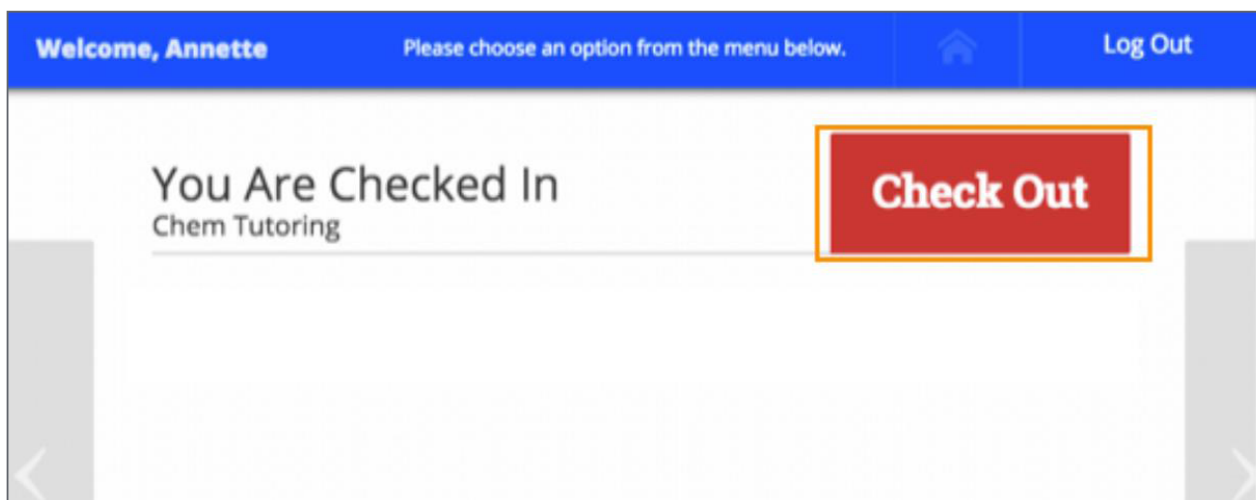
The student will choose the service from the list. If it is a track time service, the student will see the message below. The kiosk then records when a student checks into a given service and checks out.



Track Time – Continued

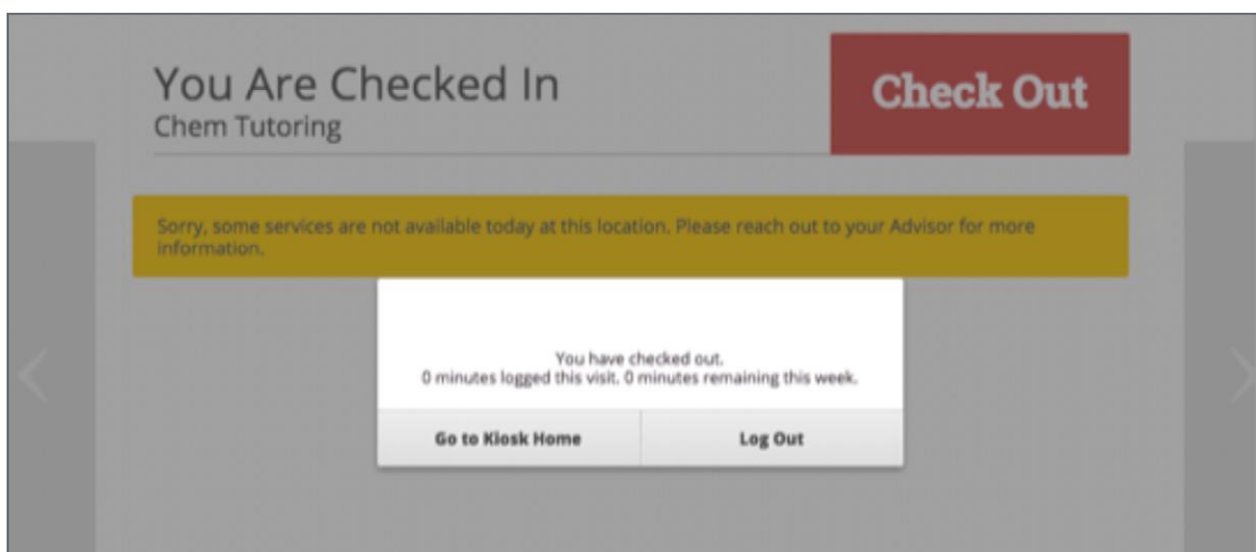
2 Leave the Kiosk

After the student finishes the appointment, they can log back in to the kiosk. They will see the screen below. Clicking the **Check Out** button will check the student out of the track time Student Service. Alternately, the kiosk can check them out after a given period of time. (The timeout period is chosen by your application administrator.)



3 Check Out Confirmation

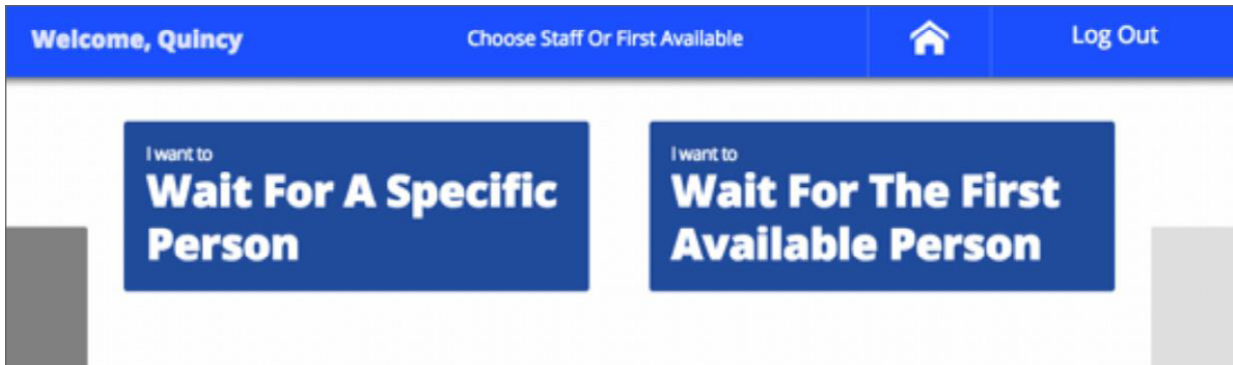
The kiosk will confirm the student has checked out of the service. The student can then **Go to Kiosk Home** if they need to use other services at the location or log out if they are finished with the kiosk.



Drop-in for Appointments

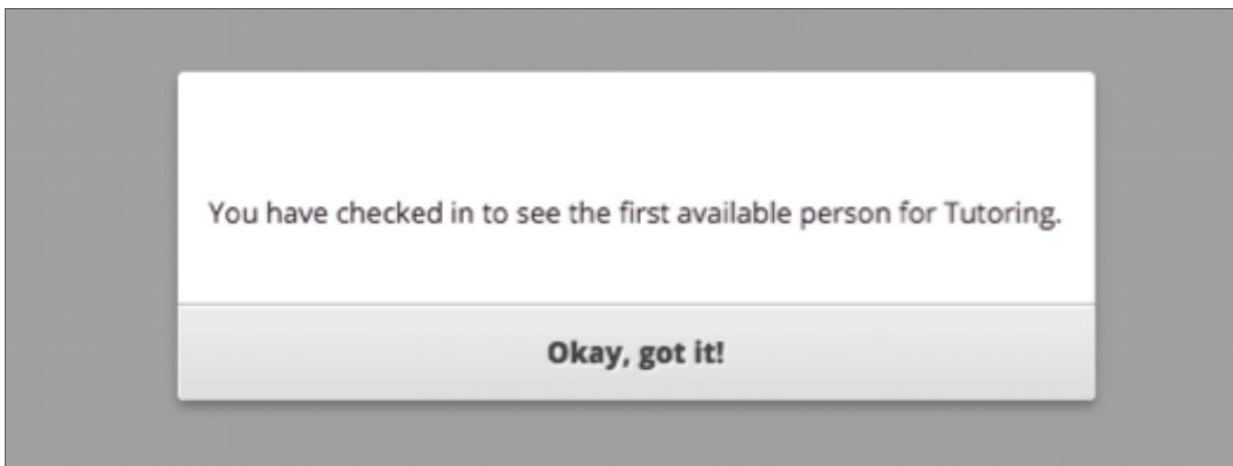
1 Choose to Wait for Specific Person or First Available

Some services allow drop-in students to wait for the first available person for an appointment OR to wait for a specific person. Students make their choice on the screen below.



2 If student chooses First Available

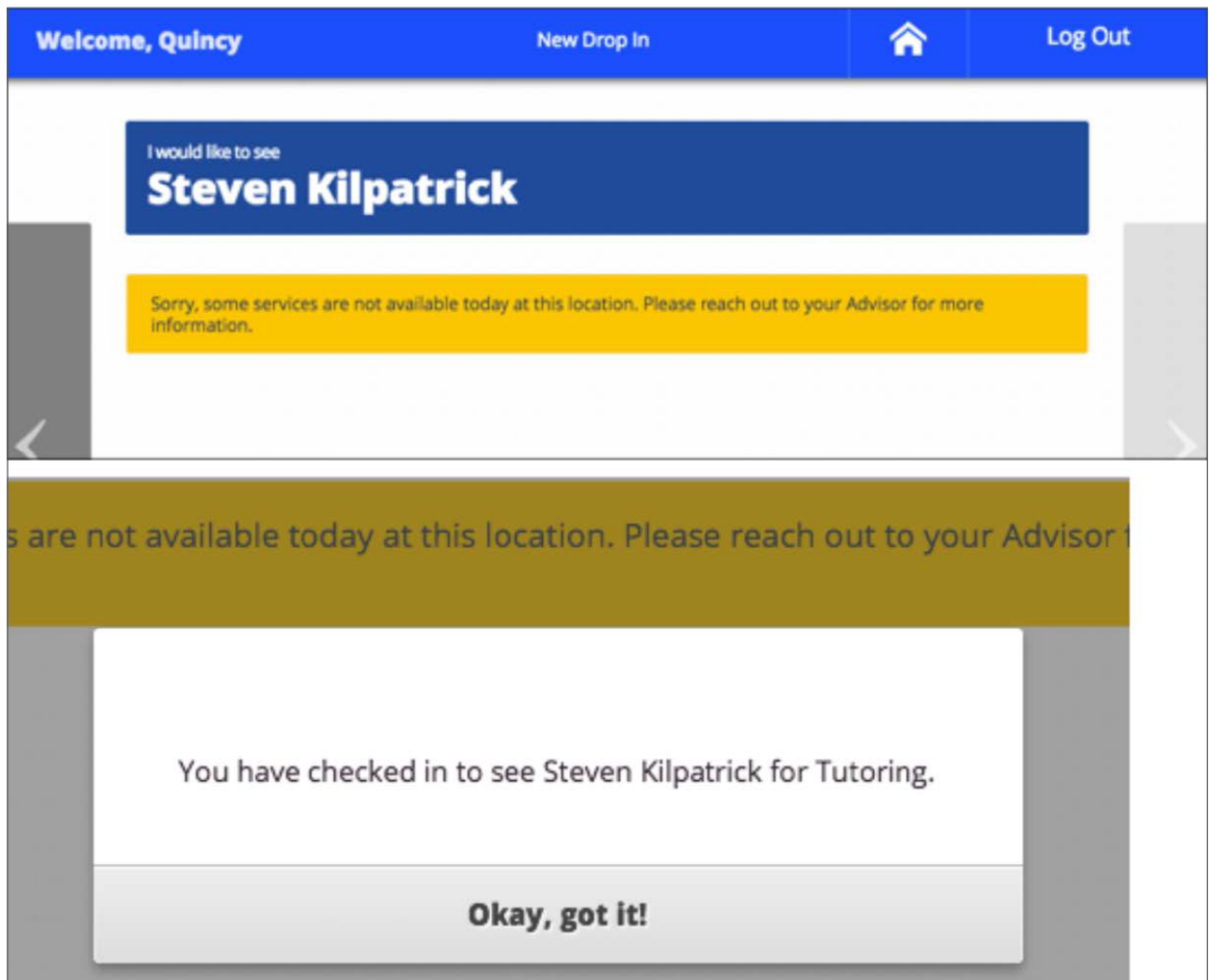
Students will get a confirmation and be logged out of the Kiosk. They will then be put into the Appointment Queue for First Available staff user for the staff available at the location.



Drop-in for Appointments – Continued

3 If student wants to meet with a specific person

After clicking they want to wait for a specific person, a screen that shows a list of people available at the location for that service will appear. If the people available have a relationship with the student, this will show under the staff member's name. The student clicks on the person they want to wait for. Student will then get a confirmation message and be logged out of the kiosk. They will be added to the Appointment Queue for the chosen staff member.



Drop-in for Appointments – Continued

4 Leave the Kiosk

After the student finishes the appointment, they can log back in to the kiosk. They will see the screen below. Clicking the **Check Out** button will check the student out of the appointment and record the time for the Appointment Summary report. Alternately, the kiosk can check them out after a given period of time. (The timeout period is chosen by your application administrator.)

The screenshot shows a kiosk interface with the following elements:

- Header:** "You Are Checked In" in large black font, followed by "Tutoring with Steven Kilpatrick." in smaller black font.
- Check Out Button:** A prominent red button with the text "Check Out" in white, bold font.
- Message Bar:** A yellow horizontal bar containing the text: "Sorry, some services are not available today at this location. Please reach out to your Advisor for more information."
- Confirmation Area:** A large white rectangular area with the text "You have checked out." centered in black font.
- Navigation Buttons:** Two grey buttons at the bottom: "Go to Kiosk Home" on the left and "Log Out" on the right.