Kiosks

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 students use Kiosks.

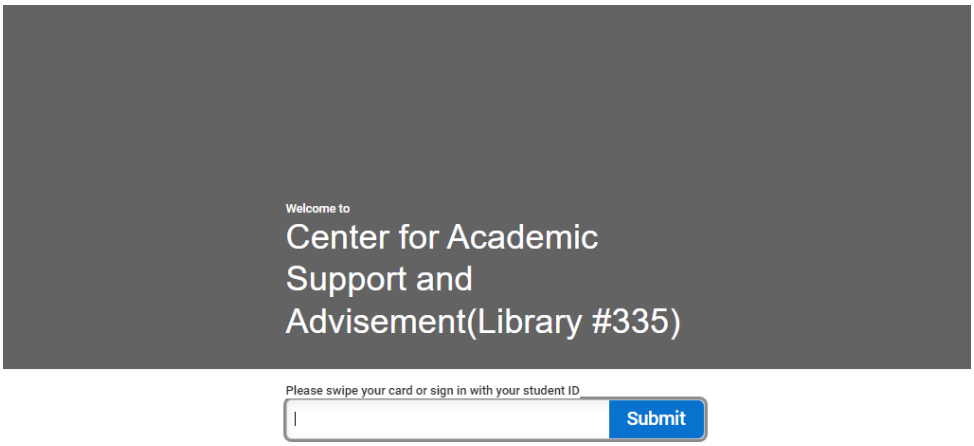
1. As a way to record a visit.
2. As a way to track time for study hall or any other appointment where time needs to be tracked.
3. As a way to make a drop-in appointment with either a specific staff member OR the first available staff member.

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

Logging In

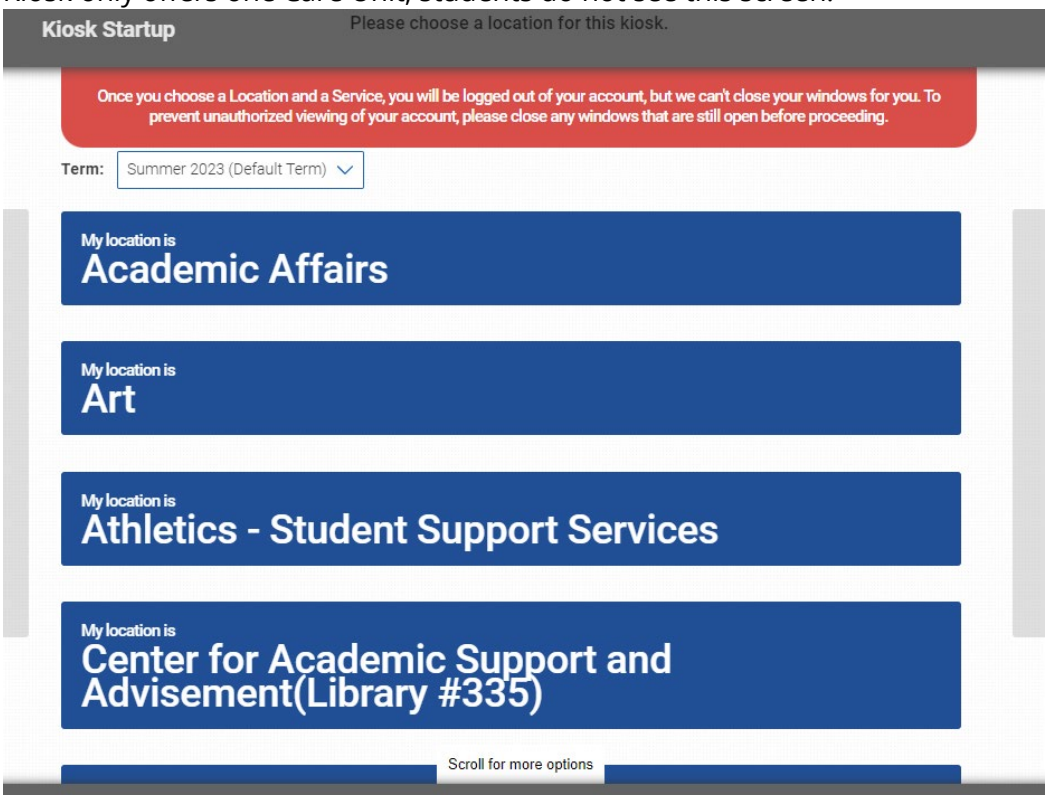
As mentioned above, there are three modes of Kiosk usage for students. Logging in to the Kiosk is the same for all types of Kiosk usage.

1. **Log in.** Students either swipe an ID card in a card reader or enter their student ID.

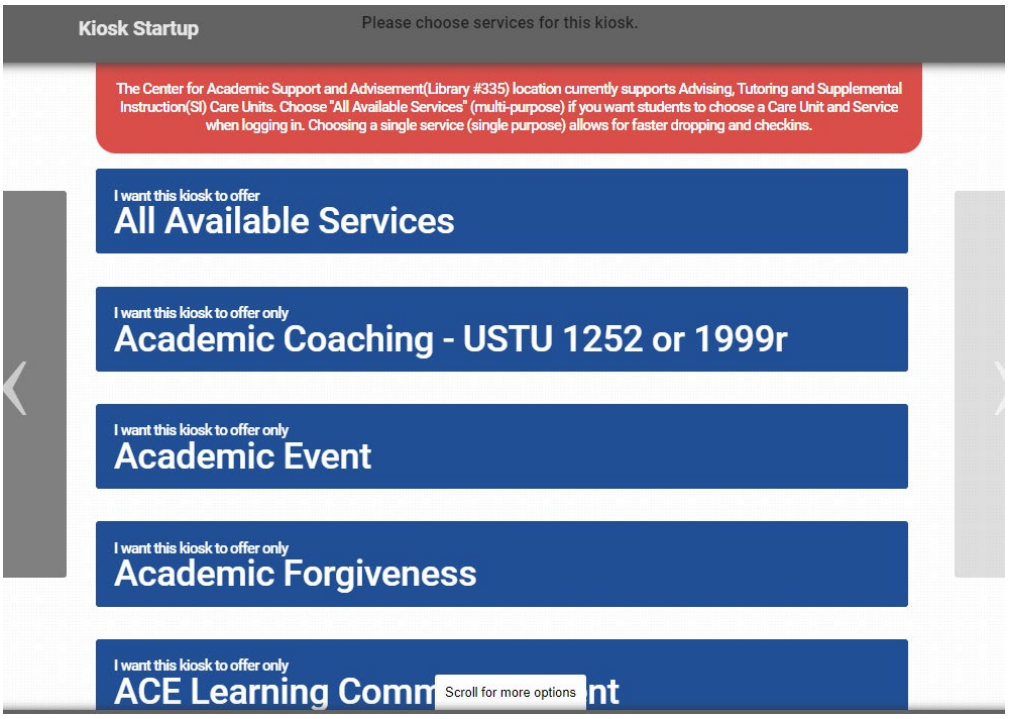


2. **Select a Care Unit.** If the Kiosk offers multiple Care Units' services (e.g. advising and tutoring at the same location), the student will be asked what type of service they are there for. If a

Kiosk only offers one Care Unit, students do not see this screen.



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.

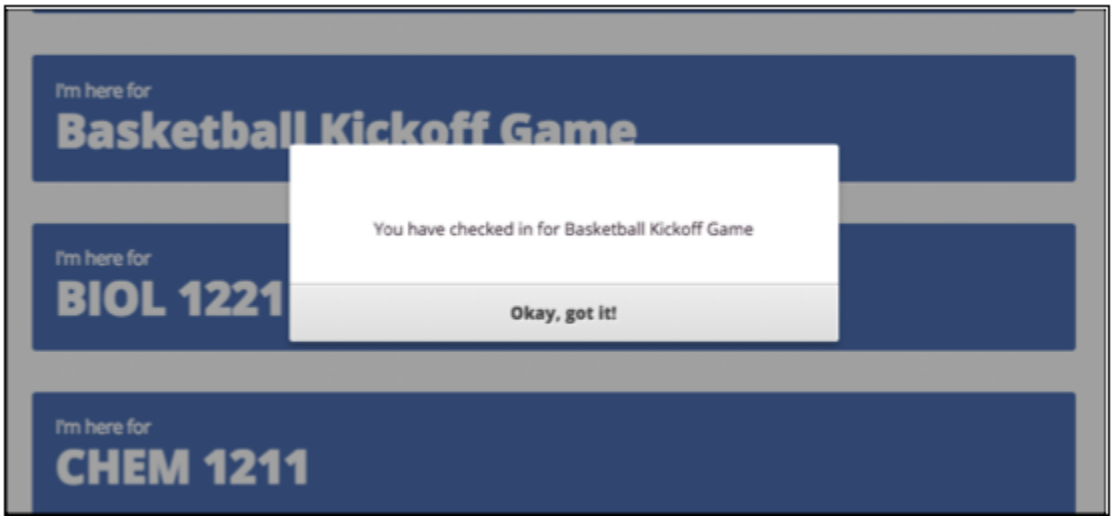


What students see and do next depends on Student Service selected. Click a link to go to that section.

- **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.

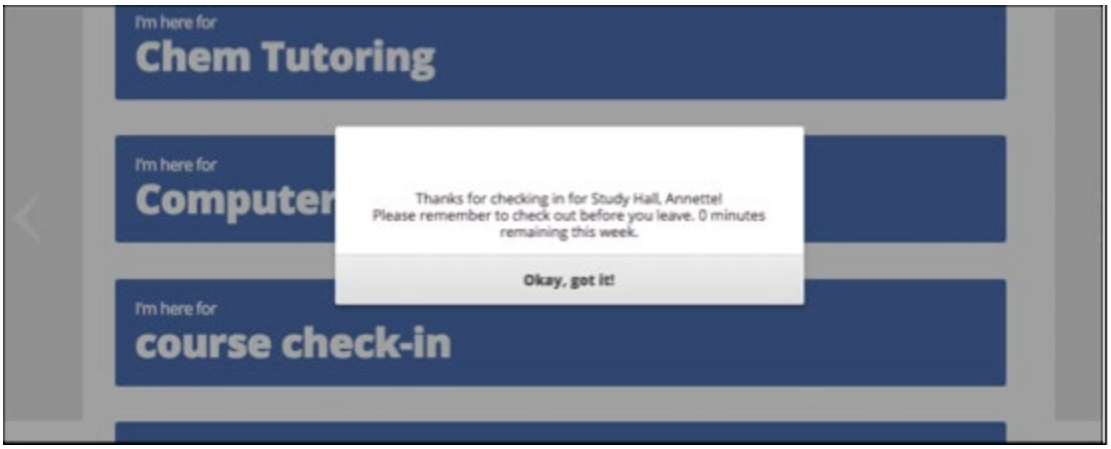


If the student does not click the **Okay, got it!** button, the Kiosk still resets automatically for the next service.

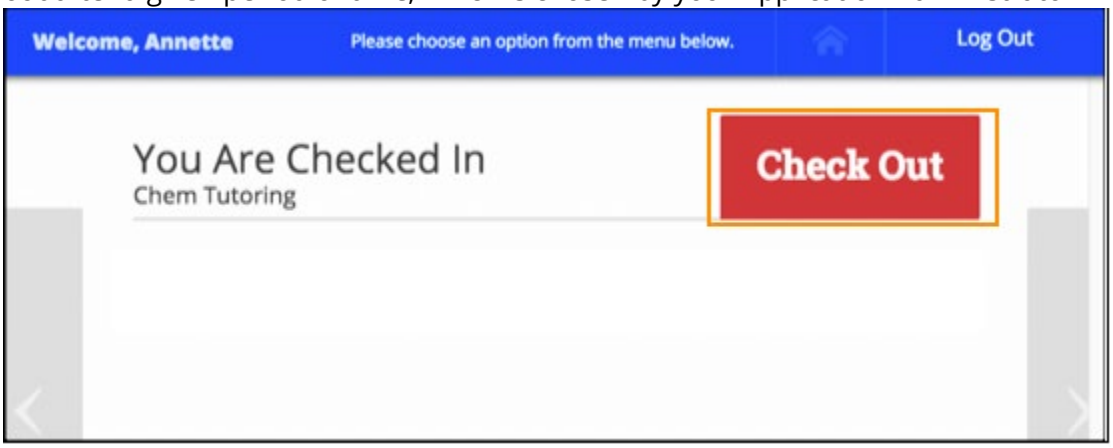
Track Time

This workflow covers Student Services that track time. The most common example is Study Hall.

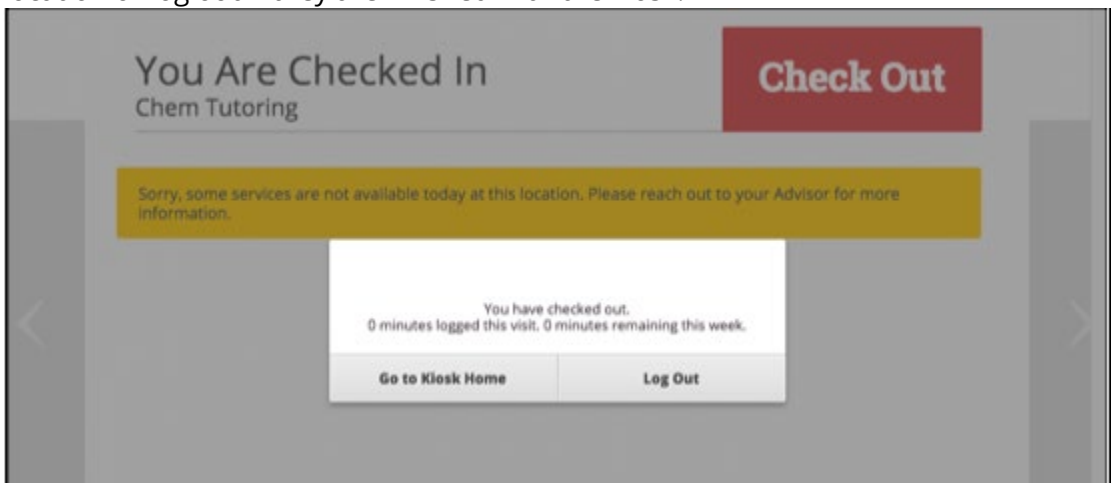
1. **Check In:** The student chooses the service from the list. If it is a track time service, the student sees the message below. The Kiosk records when a student checks into a given service and checks out



2. **Leave the Kiosk(if activated):** After the student finishes a Track Time service, they log back in to the Kiosk. They see the message below. Clicking the **Check Out** button checks the student out of the track time Student Service. Alternately, the Kiosk can check them out after a given period of time, which is chosen by your Application Administrator

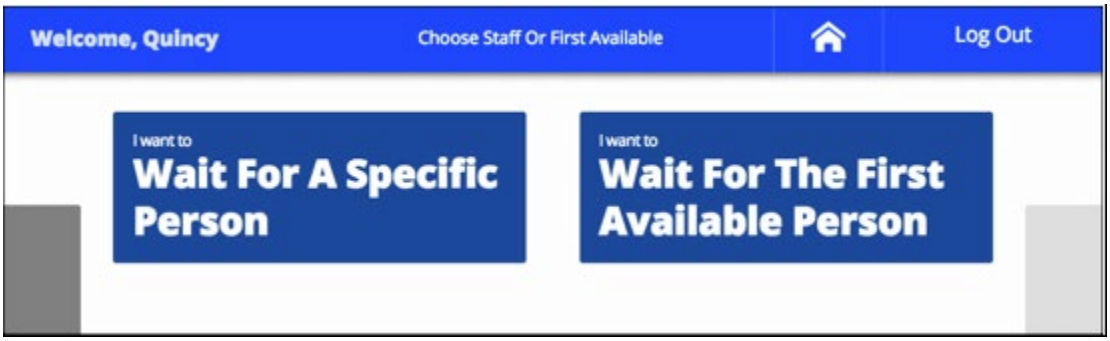


3. **Check Out Confirmation:** The Kiosk confirms the student has checked out of the service. The student can then go to Kiosk Home if they need to use other services at the location or log out if they are finished with the kiosk.

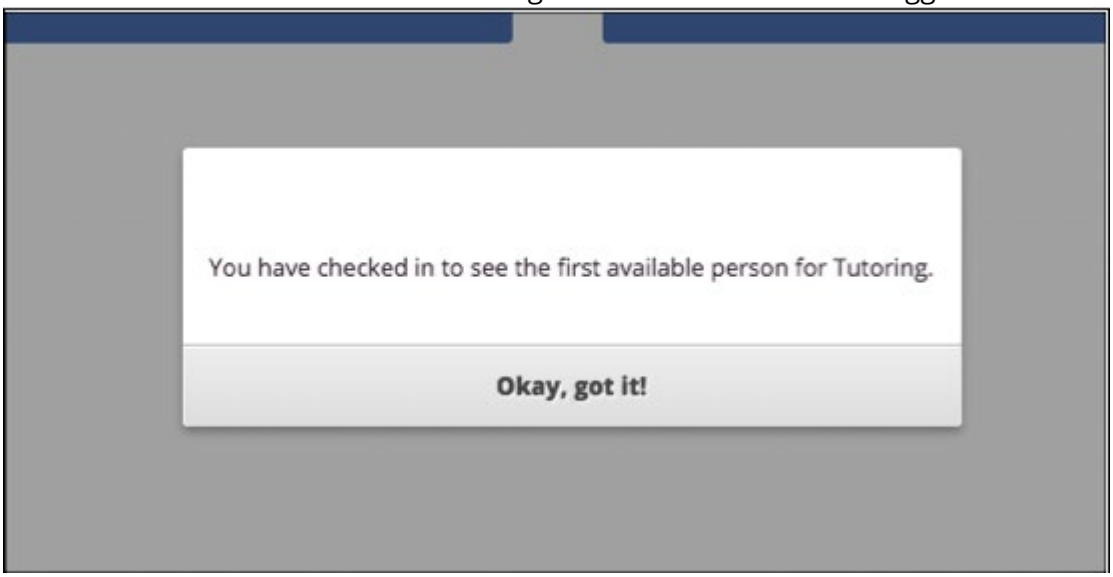


Drop-in Appointments

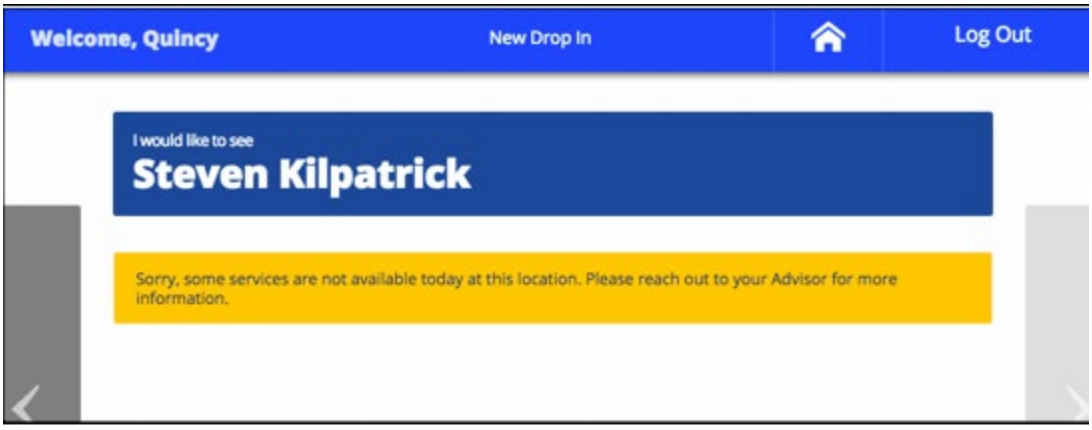
1. **Choose to Wait for Specific Person or First Available.** Some services allow drop-in students to wait for the first available person for an appointment OR to wait for a specific person. Students make their choice on the screen below.

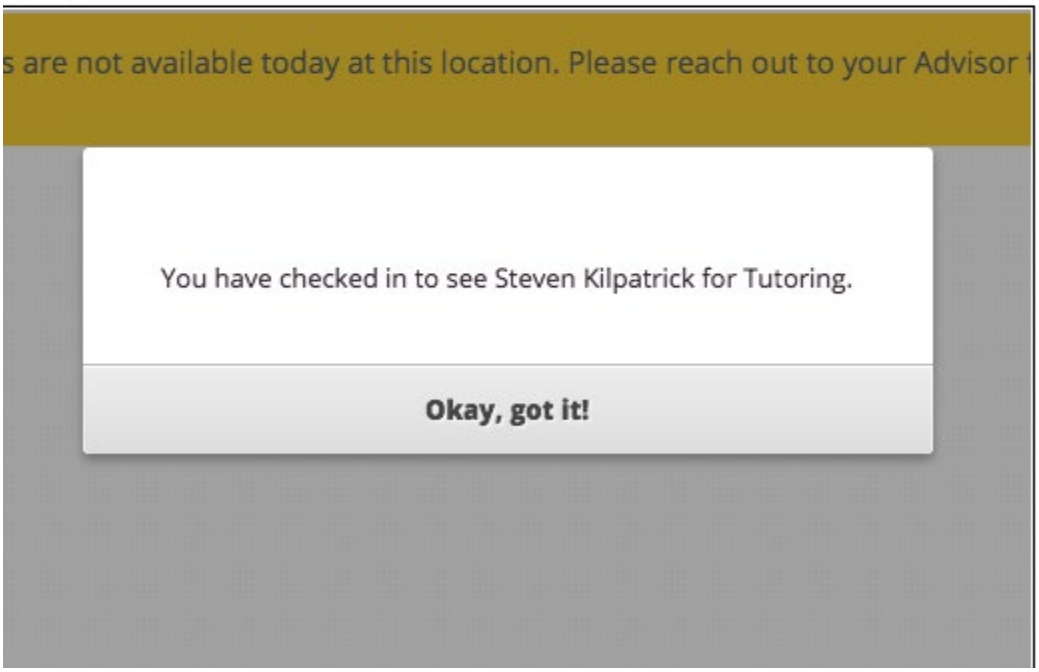


2. **If student chooses First Available:** Students get a confirmation and are logged out of the Kiosk.

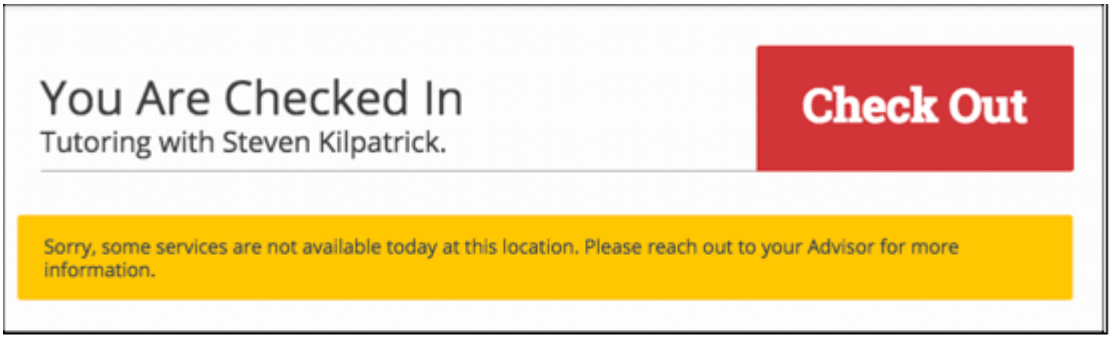


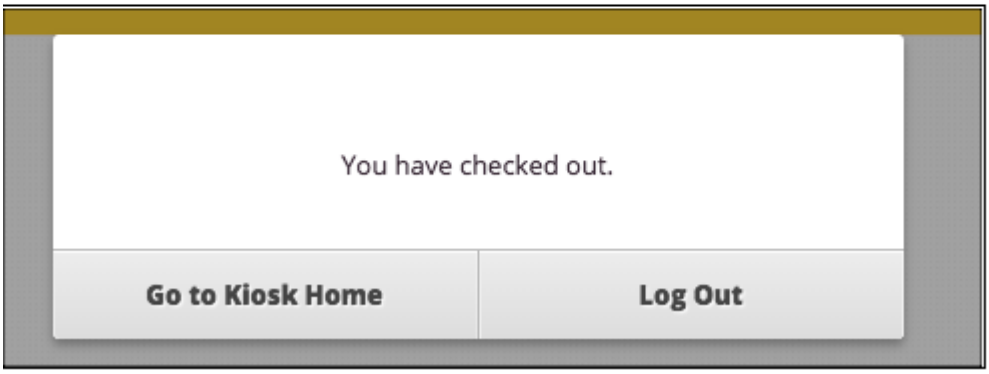
   They are put into the Appointment Queue for the first available staff user at the location.
3. **If student wants to meet with a specific person:** After clicking they want to wait for a specific person, a screen that shows a list of people available at the location for that service will appear. If the 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.





4. **Leave the Kiosk(if activated):** 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)


You Are Checked In
Tutoring with Steven Kilpatrick.
Check Out
Sorry, some services are not available today at this location. Please reach out to your Advisor for more information.


You have checked out.
Go to Kiosk Home
Log Out