

DEN Badging Office - Digital Queue User Guide

Check-In and Text Messaging

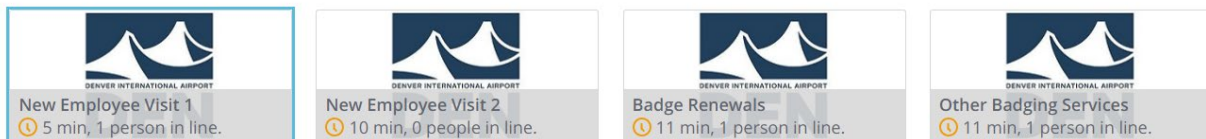
New Features and Procedures

Appointments are no longer required for fingerprinting. Customers may simply join the line from anywhere they choose. They have the option of joining the line immediately to save their place in line while waiting somewhere other than the Badging Office, or they may schedule an appointment to come to the Badging Office at a later date and time. Line check-in and appointment scheduling may take place from any one of the following locations:

- The Badging Office website www.flydenver.com/badging
- DEN Insider app on any mobile device (Current Airport ID Badge holders)
- Kiosk in the Badging Office

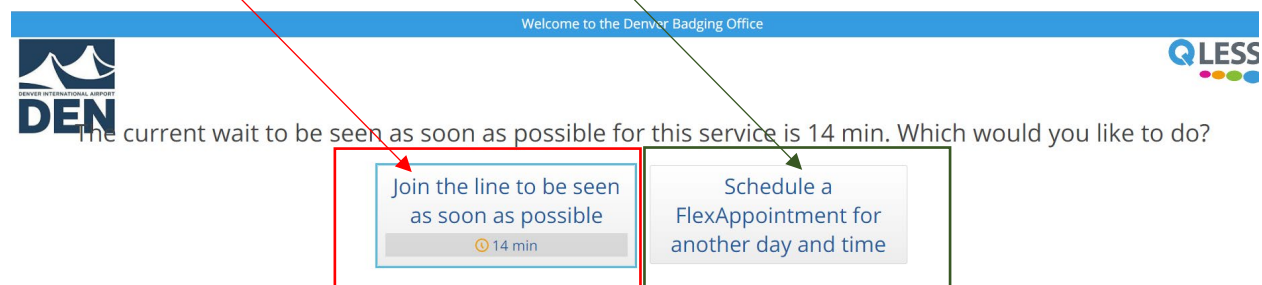
STEP 1 – SELECT A BADGING OFFICE SERVICE

What would you like to get in line for?



STEP 2 – CHOOSE TO JOIN THE QUEUE OR MAKE AN APPOINTMENT

Approximate wait times for each service at both locations will be displayed on the www.flydenver.com/badging website and the DEN Insider application. Customers will be able to immediately **join the line** or choose to schedule an appointment.





Checking-In: Joining the Line

DEN Badging Office customers are able to join the queue by choosing one of the following options:

- Selecting the link on the www.flydenver.com/badging website
- Selecting the link on the DEN Insider Mobile App
- Using the kiosk at either of the Badging Office locations

1. **ENTER CELL PHONE NUMBER** - This is used to communicate via text with each customer to keep them updated on their wait time status (standard text messaging rates apply).



Welcome to the Denver Badging Office



To begin, enter your cell phone number so we can send you a text message when it's your turn.

2. **ENTER FIRST AND LAST NAME**

Welcome to the Denver Badging Office



Please enter your first and last name.

Once a customer joins a line, they will begin receiving text messages. Note: standard text messaging rates will apply

Text Messaging

FIRST TEXT MESSAGE:

New Employee Visit 1: There are 3 people ahead of you. Your estimated wait is 34 min. Need more time than that? Reply with "M".

UPDATE TEXT MESSAGES:

Customers will also periodically receive status updates via text:

Thanks! Your est. wait is now 15 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

When a customer is nearing the front of the line, they will be notified:

You have reached the front of the line! Please go to Window 6. Thanks for waiting!

Customers may interact with the digital queue system at any time with the following commands:

QLess commands you can send at any time:
S - Status update
L - Leave the line
M - need More time
N# - Notify me # min before

Guide to Digital Queue Commands

S - Status Update: provides updated wait time information for the customer's position in line

L - Leave the line: Customer no longer wants to be in line for service at the Badging Office

M - Need More Time - Customer still wants to be in line for service, but will not be ready at the time forecasted by the electronic queue

N# - Notify me # of minutes before - Customer wants a customized notification when their expected wait time reaches a certain amount of time