

KIOSK OVERVIEW

LOGIN - Enter your airport badge number at the beginning of your shift. If two volunteers are on duty a second volunteer can be added using the "add volunteer" tab on the second screen.

Along the bottom of the screen you will see the following functions:

MAPS – Airport maps are both pre and post security. You can use your finger to draw on the map to help passengers better see locations.

Purple button: Touch and open a wayfinding program for within the airport similar to Google Maps. Once in wayfinding, the system will automatically generate a QR code on the passenger side only.

Blue button: Use this to create a QR code for a map you need to make available to a passenger.

Green button: This is a Home button that will return you to the main page.

ASSISTANCE – Touch the "microphone" icon and when it starts 'pulsing' record your short assistance story (and include punctuation saying "comma", "period."). Just tap "submit" when you're done. You will also see a little keyboard icon on this screen that gives you the option to type in your story.

FLIGHTS – Touch the microphone icon at the top right. When it pulses, say flight number or city or airline. A box with flight information will open. Touch the empty box at the top left of the flight box and the flight information will appear on the passenger side of the kiosk. The QR code will automatically appear on the passenger side. There is a "typewriter" icon on this screen too if you choose to use that to search. The "trashcan" icon will clear your search. "Swipe" the boxes if you want to see flight information without using a search.

METRO – Metro map and "next train" information. You can use your finger to draw on the map to help with directions then tap the **blue** button to create a QR code so passengers can retrieve the map on their phone.

TALLY – Record the count of passenger assists and face masks handed out by shift. These categories may change so good practice to check this at the beginning of your shift. At the end of your shift make sure to "Save" your assist numbers! Until we go "live" with the system we'll still need you to connect with the staff member on duty to provide your shift count.

LOGOUT – At the end of your shift just touch Logout.