

# SCHEDULER INSTRUCTIONS

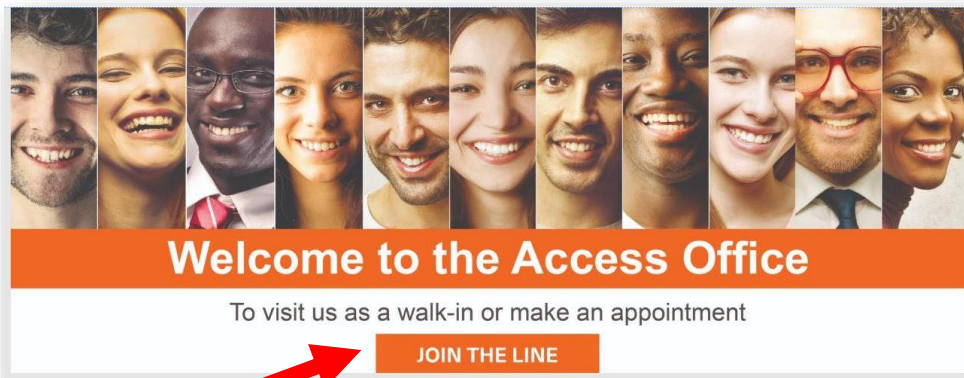
*Don't wait around Access DFW.  
JOIN THE LINE...  
by appointment,  
or as a walk-in*

# TO SCHEDULE AN APPOINTMENT

(You can schedule an appointment up to 60 days in advance.)

Appointments can be made at the kiosks located in the *Access DFW* lobby, Terminal B, gate 17, or via the Internet following the instructions below.

Step 1: Visit [www.dfwairport.com/accessdfw](http://www.dfwairport.com/accessdfw) on a tablet, home or work computer.  
Click the “Join the Line” button.



Step 2: Enter names and cell phone number.  
Click “Next.”

A screenshot of a registration form titled "ACCESS DFW" in the top left corner. In the top right corner is the "QLESS" logo. The main heading is "Please tell us about yourself." Below this are three input fields: "First name:", "Last name:", and "Cell Phone:". At the bottom of the form, there is a small line of text: "Standard text messaging rates will apply." At the very bottom, there are two buttons: "Back" on the left and "Next" on the right.

Step 3: Enter your Social Security number and Employer (this is optional).  
Click “Next.”

The screenshot shows the 'ACCESS DFW' interface with the 'QLESS' logo in the top right. The title 'Information' is centered. There are two text input fields: 'Last four of SSN# (optional)' and 'Employer Name for badge requested (optional)'. Below these is a checkbox labeled 'This information will not be displayed publicly.' At the bottom, there are 'Back' and 'Next' navigation buttons.

ACCESS DFW

QLESS

Information

Last four of SSN# (optional)

Employer Name for badge requested (optional)

☐ This information will not be displayed publicly.

Back Next

Step 4: Choose what you’re coming in for.

The screenshot shows the 'ACCESS DFW' interface with the 'QLESS' logo in the top right. The screen displays seven selection cards arranged in two rows. The first row contains three cards: 'WALK-INS - Fingerprint/STA and Badges', 'APPOINTMENTS - Fingerprint/STA and Badges Appointments only', and 'WALK-INS - Training'. The second row contains three cards: 'APPOINTMENTS - Training Appointments only', 'AOA, Keys, Portals, Public Safety', and 'New Company, Authorized Signatory Appointments only'. A fourth card, 'Additional Assistance Appointments only', is positioned below the second card of the second row. At the bottom, there are 'Back' and 'Next' navigation buttons.

ACCESS DFW

QLESS

WALK-INS - Fingerprint/STA and Badges

APPOINTMENTS - Fingerprint/STA and Badges Appointments only

WALK-INS - Training

APPOINTMENTS - Training Appointments only

AOA, Keys, Portals, Public Safety

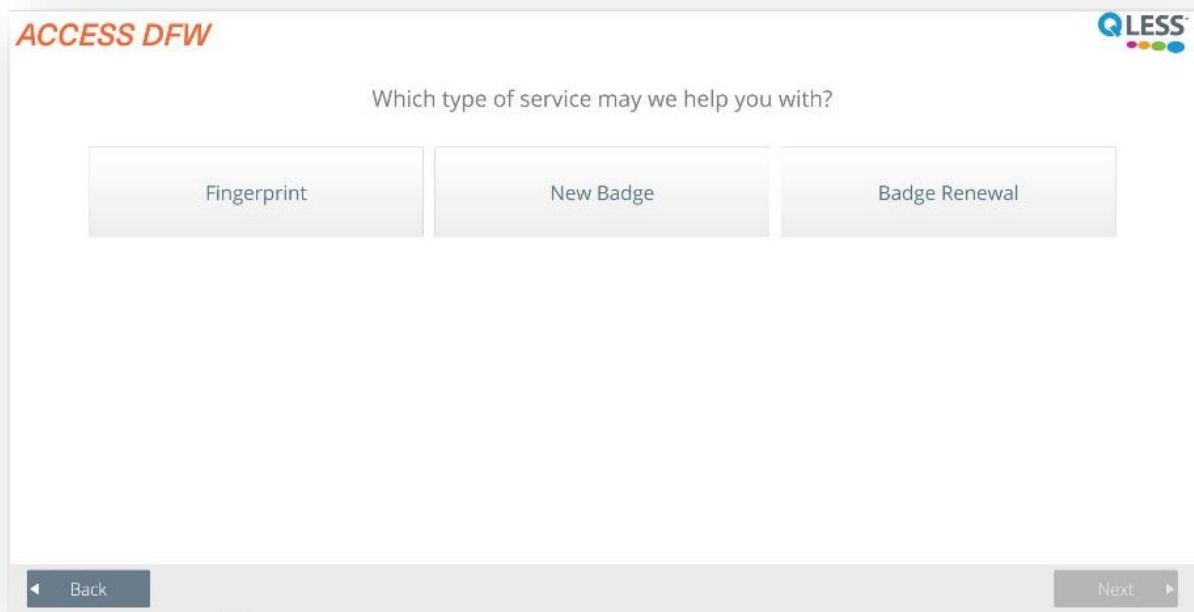
ACCESS DFW DFW

New Company, Authorized Signatory Appointments only

Additional Assistance Appointments only

Back Next

Step 5: If requested, choose a more specific reason for your visit.  
(Some queues may not have this screen.)



ACCESS DFW

QLESS

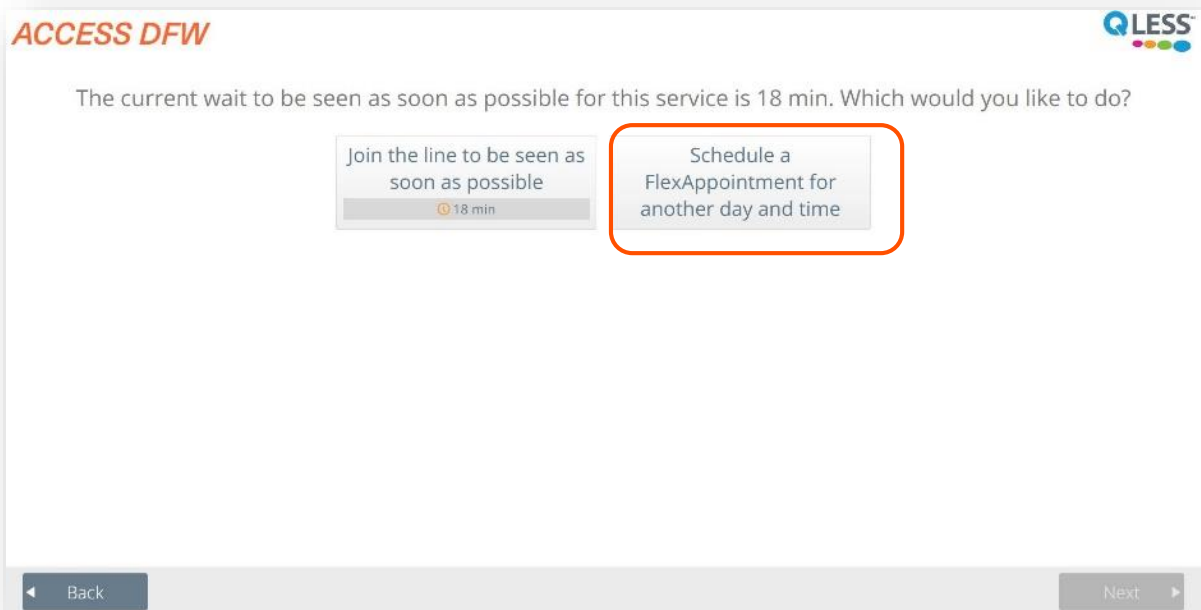
Which type of service may we help you with?

Fingerprint      New Badge      Badge Renewal

Back      Next

This screenshot shows a web interface for 'ACCESS DFW' with the 'QLESS' logo. The main heading asks 'Which type of service may we help you with?'. Below this, there are three rectangular buttons: 'Fingerprint', 'New Badge', and 'Badge Renewal'. At the bottom of the screen, there are two navigation buttons: 'Back' on the left and 'Next' on the right.

Step 6: Choose the box on the right.  
(If you want to join the line as a walk-in, skip to page 7.)



ACCESS DFW

QLESS

The current wait to be seen as soon as possible for this service is 18 min. Which would you like to do?

Join the line to be seen as soon as possible  
18 min

Schedule a FlexAppointment for another day and time

Back      Next

This screenshot shows a web interface for 'ACCESS DFW' with the 'QLESS' logo. The main heading states 'The current wait to be seen as soon as possible for this service is 18 min. Which would you like to do?'. Below this, there are two rectangular buttons. The left button is labeled 'Join the line to be seen as soon as possible' and has a small clock icon with '18 min' below it. The right button is labeled 'Schedule a FlexAppointment for another day and time' and is highlighted with a red rectangular border. At the bottom of the screen, there are two navigation buttons: 'Back' on the left and 'Next' on the right.

Step 7: Choose an appointment day and time. You can choose different days by clicking on the dark gray arrows in the gray bar.

ACCESS DFW

QLESS

Please select the day & time at which you would like to be seen.

Monday August 27, 2018

1:20 PM 1:40 PM 2:00 PM 2:20 PM 2:40 PM 3:00 PM 3:20 PM 3:40 PM 4:00 PM 4:20 PM

Back Next

Step 8: Enter your email (your name will be auto-populated).  
Click "Next."

ACCESS DFW

QLESS

Please tell us about yourself.

Jane

Smith

jsmith@emailhost.com

Back Next

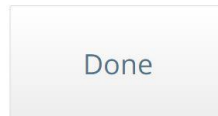
## Step 9: Click “Done.”

That’s it, we’ll see you soon!

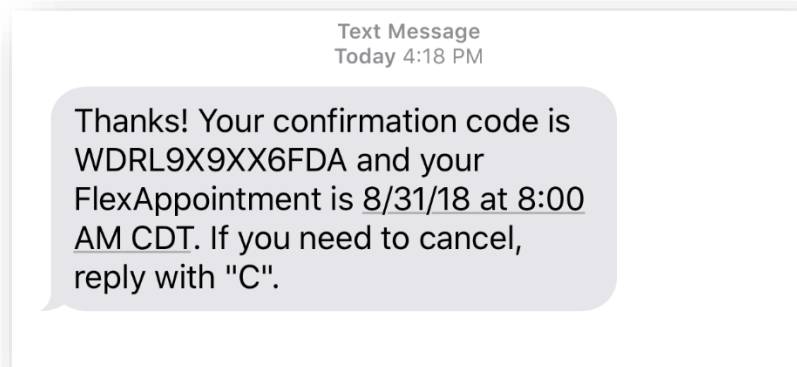
**ACCESS DFW**



Thanks! Your FlexAppointment has been booked. Your confirmation code is 6JUK9X9XX6AG4. You will receive a text message confirmation shortly with that same code. As your FlexAppointment time nears, we will place you into our virtual queue, and you will receive SMS updates.



You will receive a text message like this one.  
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.



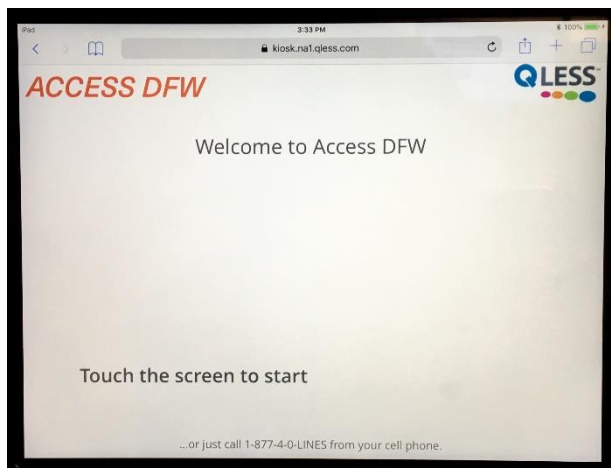
# TO VISIT US AS A WALK-IN

There are 3 ways to visit us as a walk in\*:

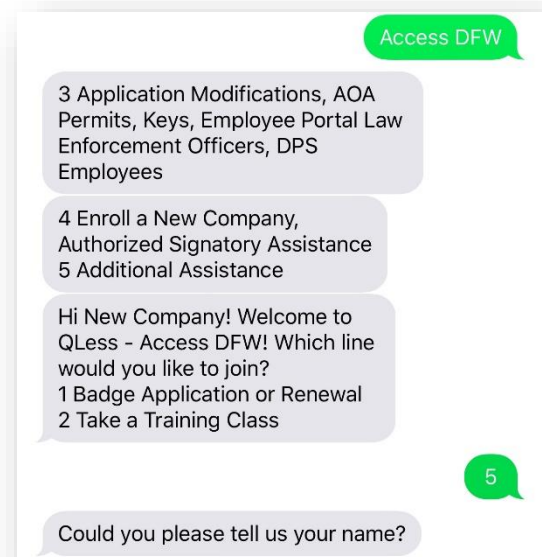
1. Use the kiosks located in the *Access DFW* lobby, Terminal B, gate 17.
2. Via our website: [www.dfwairport.com/accessdfw](http://www.dfwairport.com/accessdfw)
3. Text **Access DFW** to 972-860-1730 (please note that you must put a space between “Access” and “DFW”)

\*Our walk-in line will close when we reach capacity.

## Kiosk:



## Text:

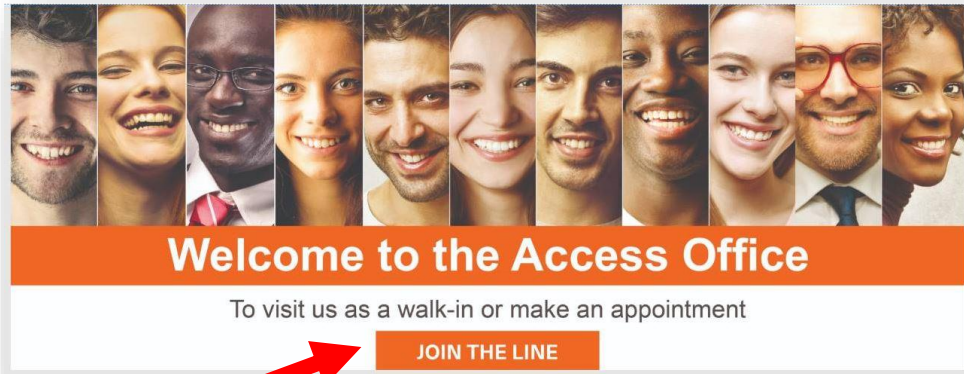


## Website:



# Walk in via the Internet

Step 1: Visit [www.dfwairport.com/accessdfw](http://www.dfwairport.com/accessdfw) on a tablet, home or work computer.  
Click the “Join the Line” button.



Step 2: Enter names and cell phone number.  
Click “Next.”

A screenshot of a web form titled "ACCESS DFW" in the top left corner. In the top right corner is the "QLESS" logo. The main heading of the form is "Please tell us about yourself." Below this heading are three input fields: "First name:", "Last name:", and "Cell Phone:". Below these fields is a small line of text: "Standard text messaging rates will apply." At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right, both with arrows indicating navigation.



Step 3: Enter your Social Security number and Employer (this is optional).  
Click “Next.”

The screenshot shows the 'ACCESS DFW' interface with the 'LESS' logo in the top right. The title 'Information' is centered. Below it are two text input fields: 'Last four of SSN# (optional)' and 'Employer Name for badge requested (optional)'. A checkbox labeled 'This information will not be displayed publicly.' is below the second field. At the bottom are 'Back' and 'Next' buttons.

ACCESS DFW

LESS

Information

Last four of SSN# (optional)

Employer Name for badge requested (optional)

☐ This information will not be displayed publicly.

Back Next

Step 4: Choose what you're coming in for.

The screenshot shows the 'ACCESS DFW' interface with the 'LESS' logo in the top right. The title 'What would you like to get in line for?' is centered. Below it are five buttons: 'Badge Application or Renewal' (orange), 'Take a Training Class' (dark gray), 'AOA, Keys, Portals, Public Safety' (light gray), 'New Company, Authorized Signatory Appointments only' (dark gray), and 'Additional Assistance' (orange). Below these is a button for 'Audits' with a graphic. At the bottom are 'Back' and 'Next' buttons.

ACCESS DFW

LESS

What would you like to get in line for?

Badge Application or Renewal

Take a Training Class

AOA, Keys, Portals, Public Safety

New Company, Authorized Signatory Appointments only

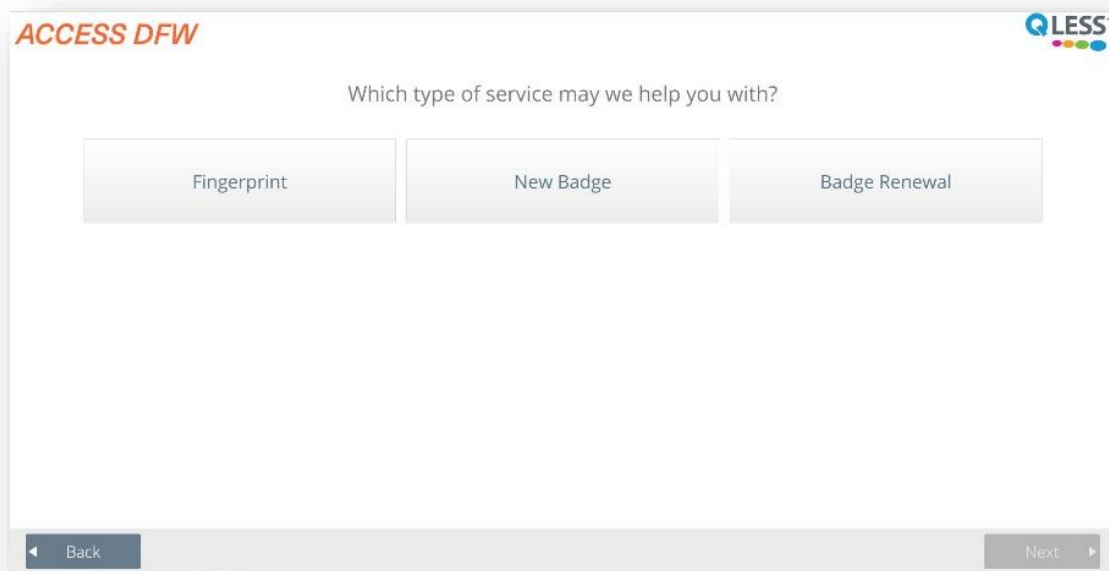
Additional Assistance

Audits

Back Next

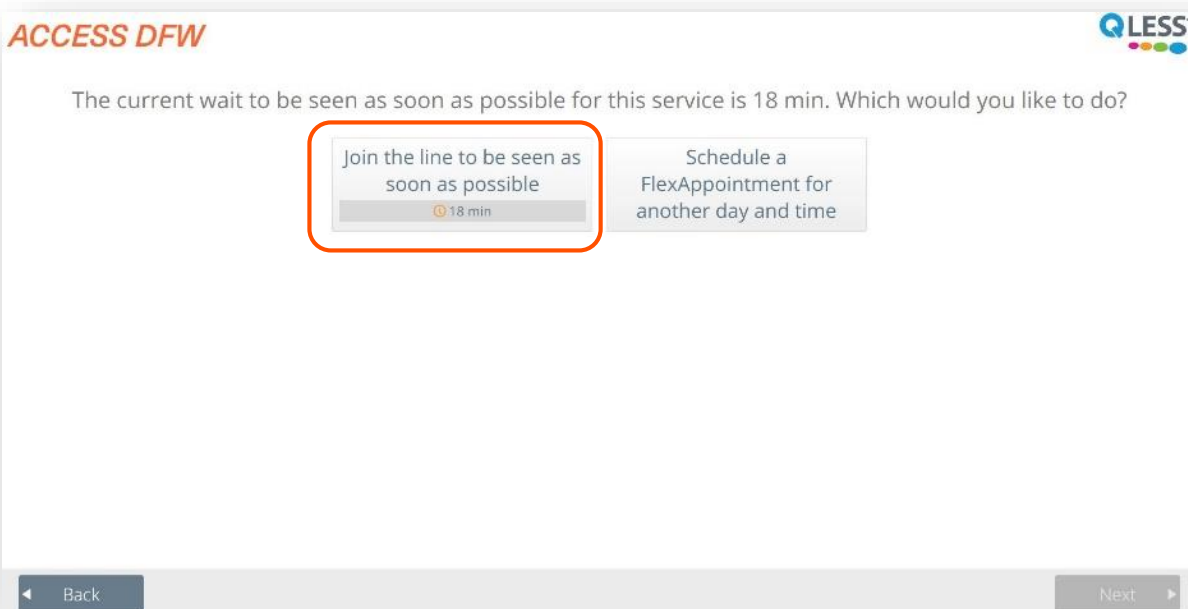
Step 5: If requested, choose a more specific reason for your visit.  
(Some queues may not have this screen.)

Click “Next.”



The screenshot shows a digital queueing interface for ACCESS DFW. At the top left is the text "ACCESS DFW" in orange, and at the top right is the "QLESS" logo. The main heading asks, "Which type of service may we help you with?". Below this are three rectangular buttons: "Fingerprint", "New Badge", and "Badge Renewal". At the bottom of the screen are two navigation buttons: "Back" on the left and "Next" on the right.

Step 6: Choose the box on the left.  
(If you want to make an appointment, go to page 2.)



The screenshot shows a digital queueing interface for ACCESS DFW. At the top left is the text "ACCESS DFW" in orange, and at the top right is the "QLESS" logo. The main heading asks, "The current wait to be seen as soon as possible for this service is 18 min. Which would you like to do?". Below this are two rectangular buttons. The left button, which is highlighted with an orange border, says "Join the line to be seen as soon as possible" and includes a clock icon with "18 min" below it. The right button says "Schedule a FlexAppointment for another day and time". At the bottom of the screen are two navigation buttons: "Back" on the left and "Next" on the right.

## Step 9: Click “Done.”

That’s it, we’ll see you soon!

**ACCESS DFW**



Thanks! We're holding your spot in line. You will receive a text message confirmation shortly. We'll send you updates and let you know when you've reached the front of the line.

Done

You will receive a text message like this one.  
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.

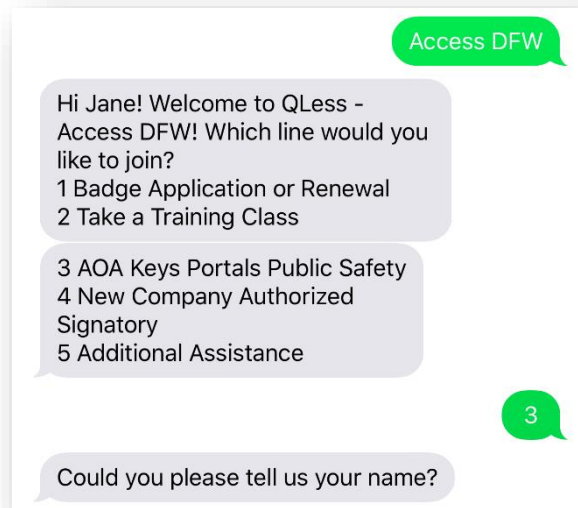
Text Message  
Today 9:51 AM

Thanks! Your est. wait is now 11 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

# Walk in via text

## Step 1: Text **Access DFW** to 972-860-1730

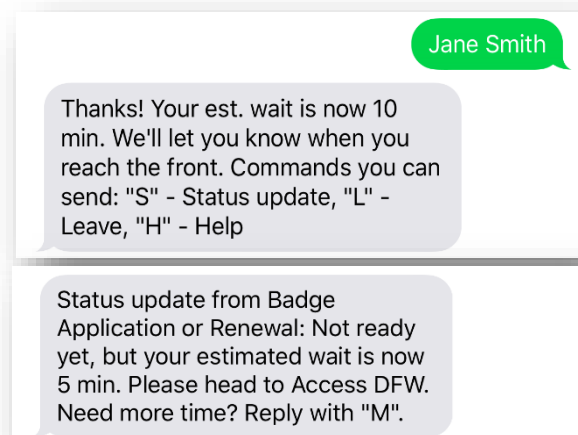
(Please note that you must put a space between “access” and “DFW”)



You will receive text messages like these.

(You may receive the text messages out of order.)

The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.

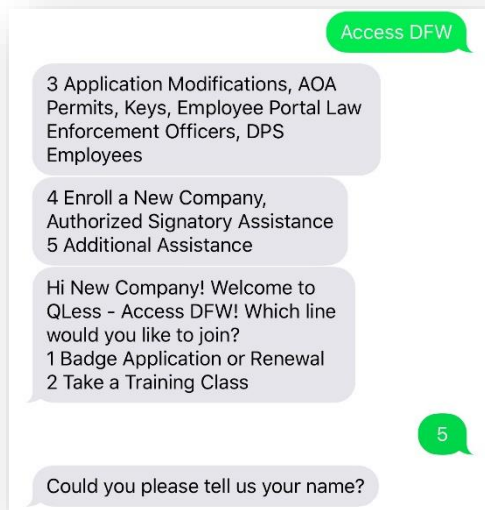


# TEXT COMMANDS

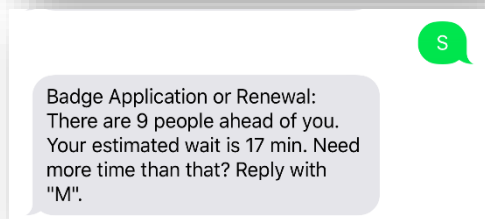
No matter how you join, you will receive status updates via text 24 hours, 1 hour, and 15 minutes in advance.

## “Access DFW”

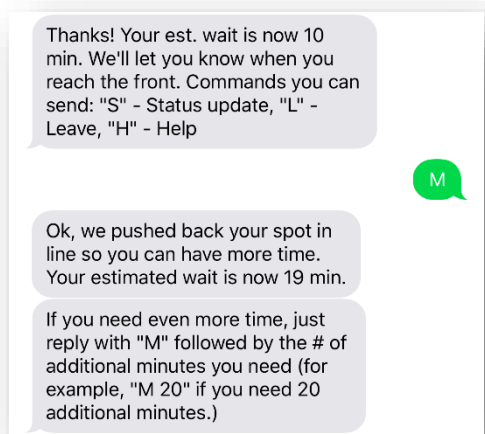
(there must be a space between “access” and “DFW”)



## “S”



## “M”



(actual text messages may differ)

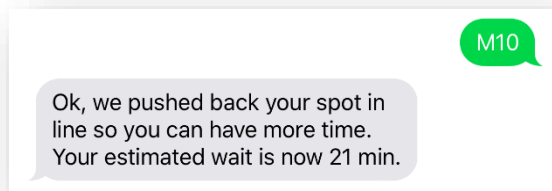
Applicants can use the following text commands to interact with our scheduler:

- **S:** Request a Status update
- **M:** Request additional time
- **M#:** Request a specific amount of additional time (for example, 'M20' if you need 20 additional minutes)
- **N#:** Request a reminder at a specified time before your appointment time or when we are ready to see you (For example, "N30" if you would like a reminder text 30 minutes before)
- **On my way:** If you need 5 more minutes to get to our office
- **C/L/Leave All:** Leave the line
- **J:** To rejoin the line if you missed your spot when we called you (you have 10 minutes to use this option)
- **H:** Request Help
- **W:** switch to receiving your updates with a phone call

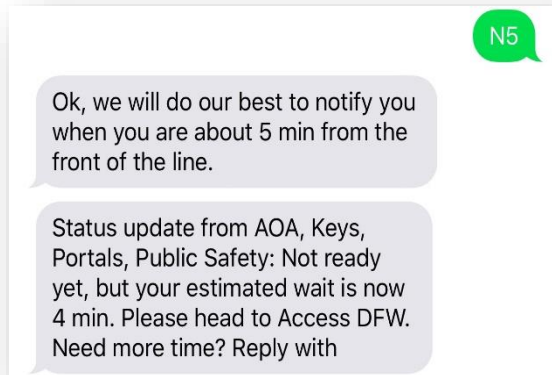
**Have questions or need help?**  
Please call us at (972) 973 5100 or email [accessdfw@dfwairport.com](mailto:accessdfw@dfwairport.com)



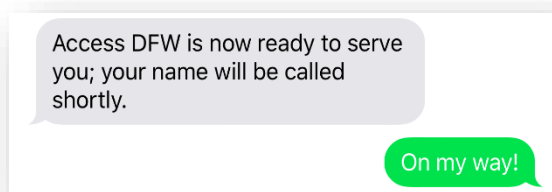
"M#"
"M20"



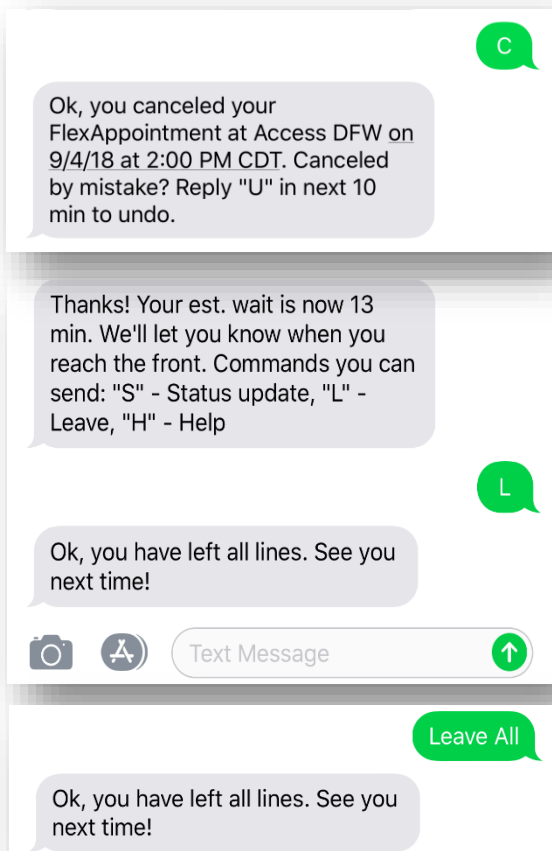
"N#"
"N20"



On My Way!



"C"
"L"
"Leave all"



“J”

Access DFW is now ready to serve you; your name will be called shortly.

Sorry, we still haven't heard back from you, so we had to give your spot to someone else. You have 5 min to rejoin the front of the line - reply with "J".

J

Thanks! Your est. wait is now 7 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

Status update from Additional Assistance: Not ready yet, but your estimated wait is now 7 min. Please head to Access DFW. Need more time? Reply with "M".

“H”

QLess commands you can send at any time:

S - Status update  
L - Leave the line  
M - need More time  
W - sWitch to voice call updates  
N# - Notify me # min before

H

“W”

Ok, we will now call you with QLess status updates instead of sending you text messages. If you want to switch back to text messages, just reply with "W".

W

Ok, we will now send you QLess status updates as text messages instead of calling you. If you want to switch back to voice calls, just reply with "W".

W