ACCESS DFW

DFW

# SCHEDULER INSTRUCTIONS

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

**Walk In Hours*:**
Monday – Friday: 7:00am – 3:00pm

The 2nd Friday of every month:
7:00am – 10:00am
*Our walk-in line will close when we reach capacity.

**Appointments:**
Monday – Friday: 7:00am – 4:40pm

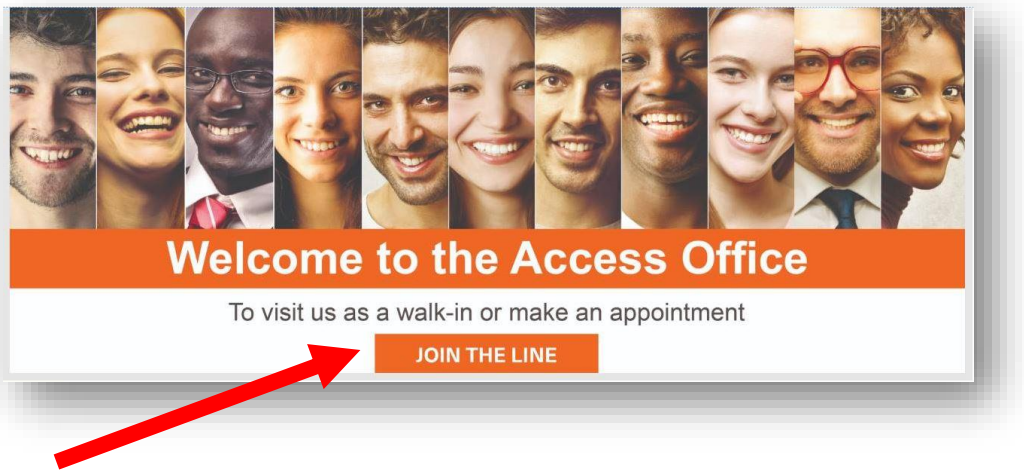
The 2nd Friday of every month:
7:00am – 11:40am

# TO SCHEDULE AN APPOINTMENT

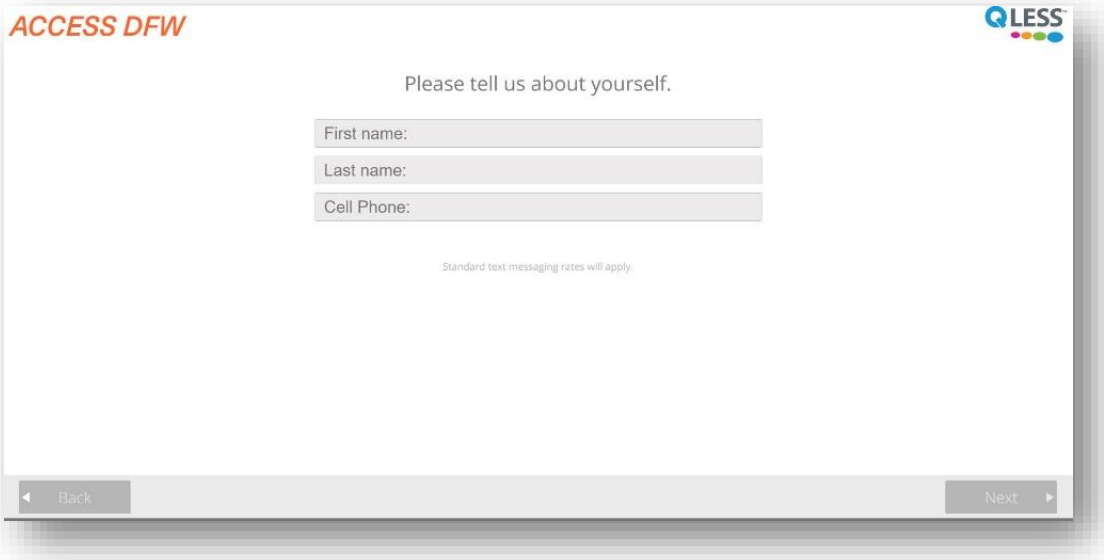
(You can schedule an appointment up to 60 days in advance.)

Appointments can be made at the kiosks located in the *Access DFW* lobby, Terminal D, gate 22, or via the Internet following the instructions below.

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



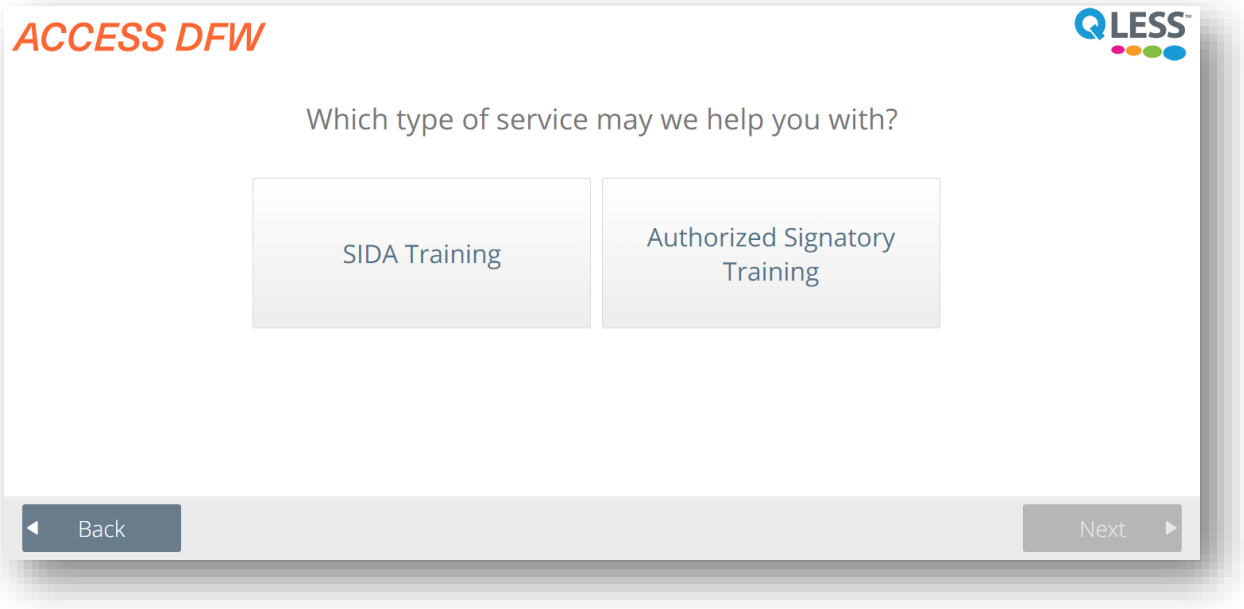

Step 2: Enter names and cell phone number.
Click “Next.”



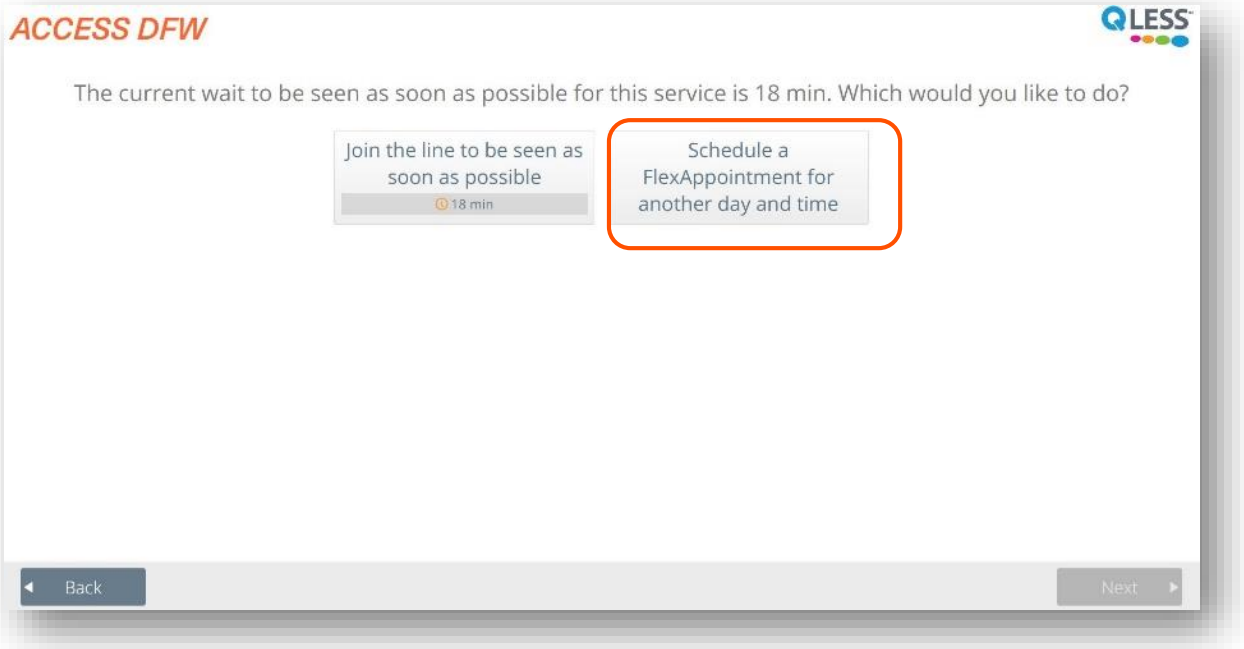
Step 3: Enter your Social Security number and Employer (this is optional). Click “Next.”

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

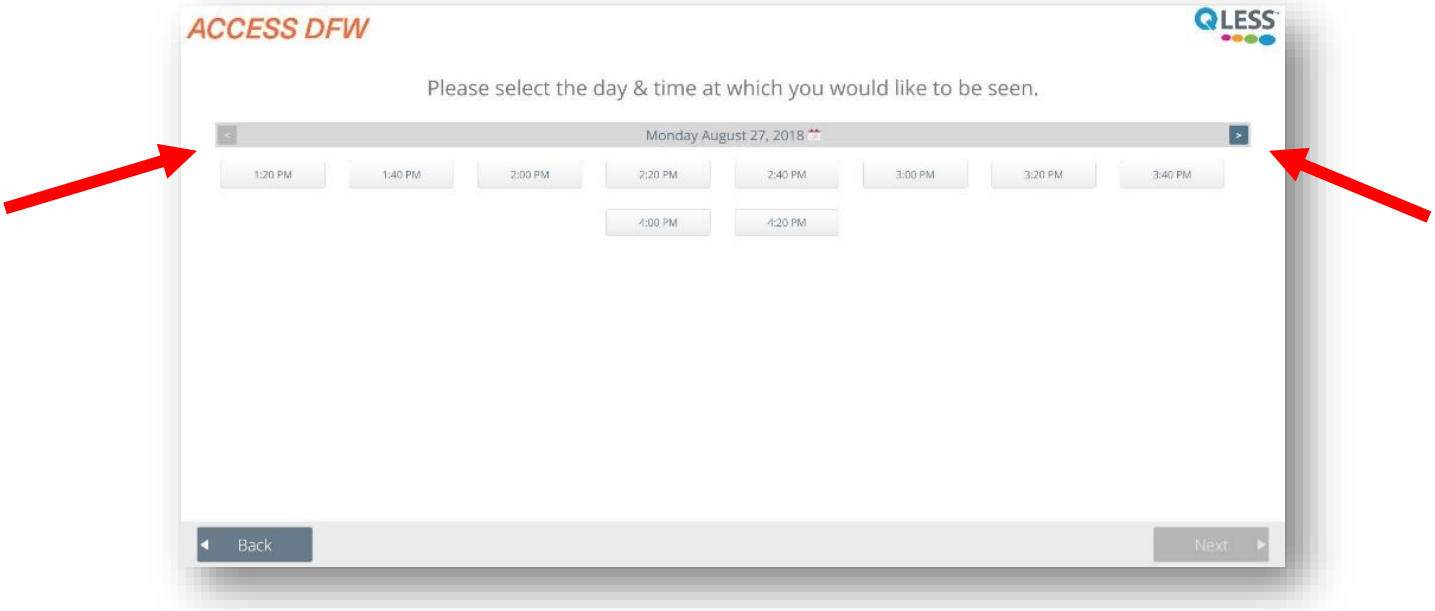
Step 5: If requested, choose a more specific reason for your visit.
(Some queues may not have screens in steps 5 and 6.)



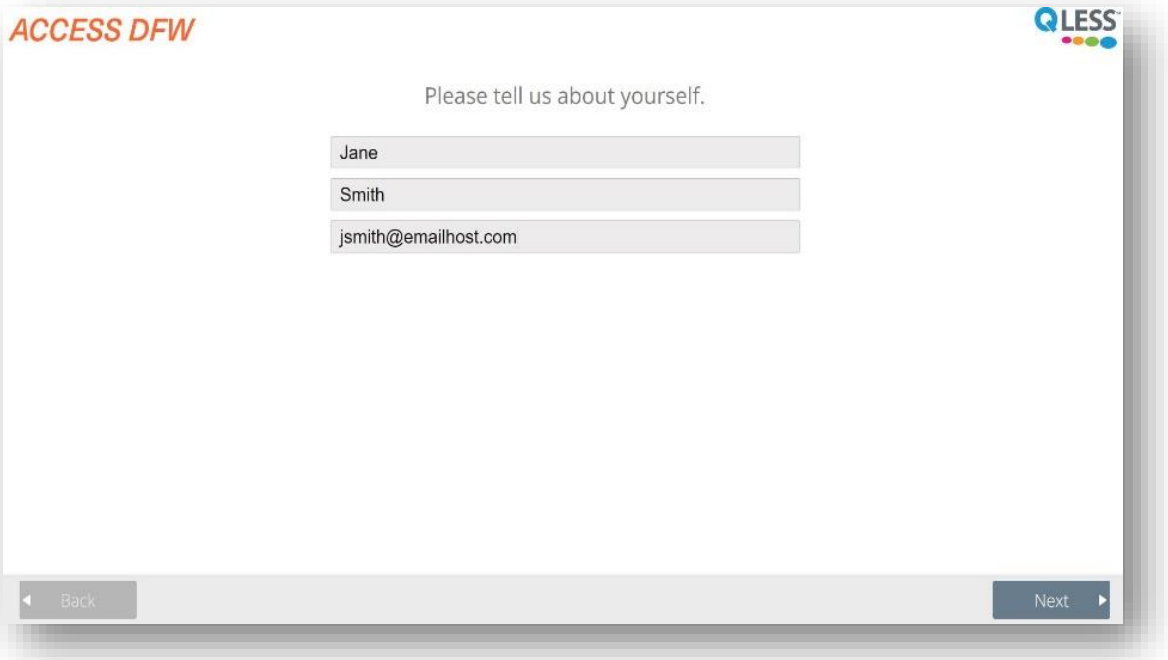

Step 6: Choose the box on the right.
(If you want to join the line as a walk-in, skip to page 7.)



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




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



## Step 9: Click “Done.”
## That’s it, we’ll see you soon!

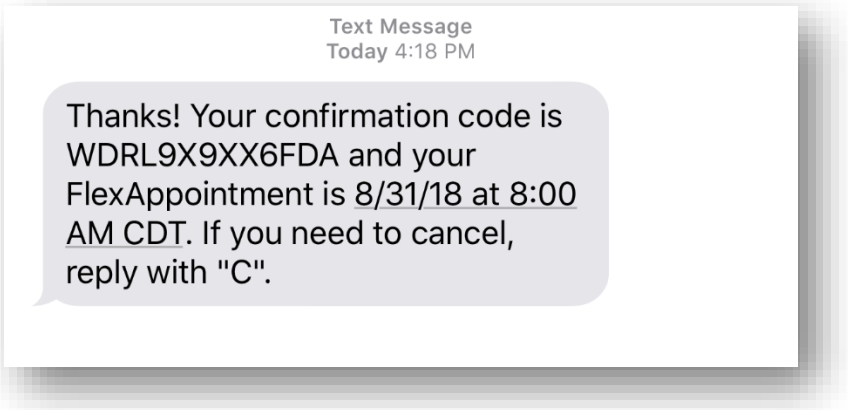
ACCESS DFW

QLESS

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.

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.



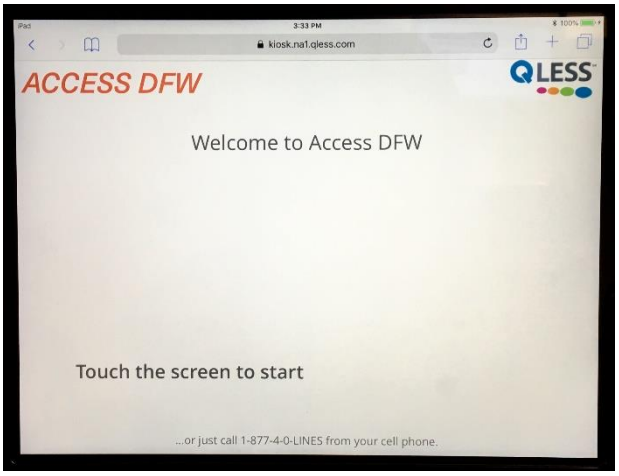
# TO VISIT US AS A WALK-IN

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

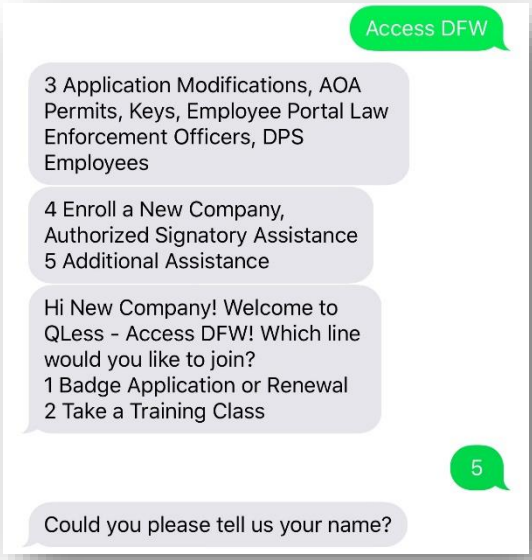
1. Use the kiosks located in the *Access DFW* lobby, Terminal D, gate 22.
2. Via our website: [www.dfwairport.com/badge](www.dfwairport.com/badge)
3. Text **Access DFW** to 972-945-3656 (please note that you must put a space between “Access” and “DFW”)

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

**Kiosk:**



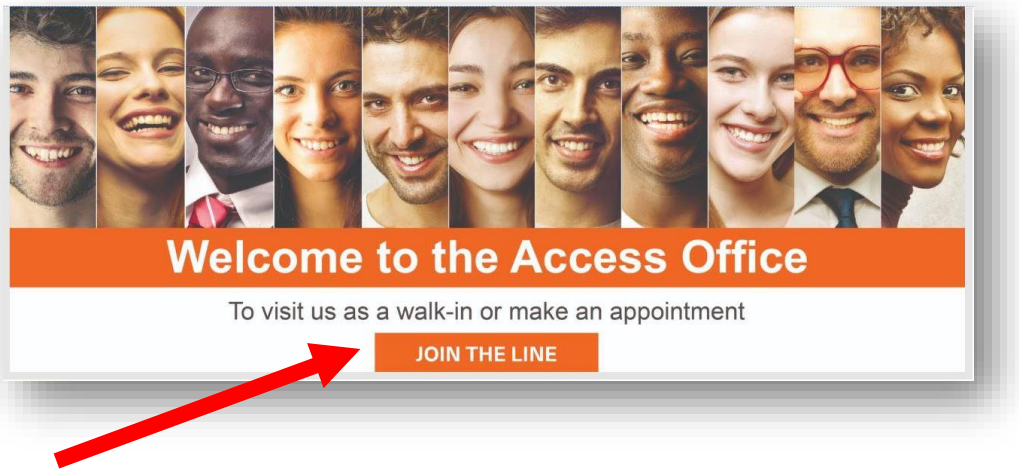

**Text:**



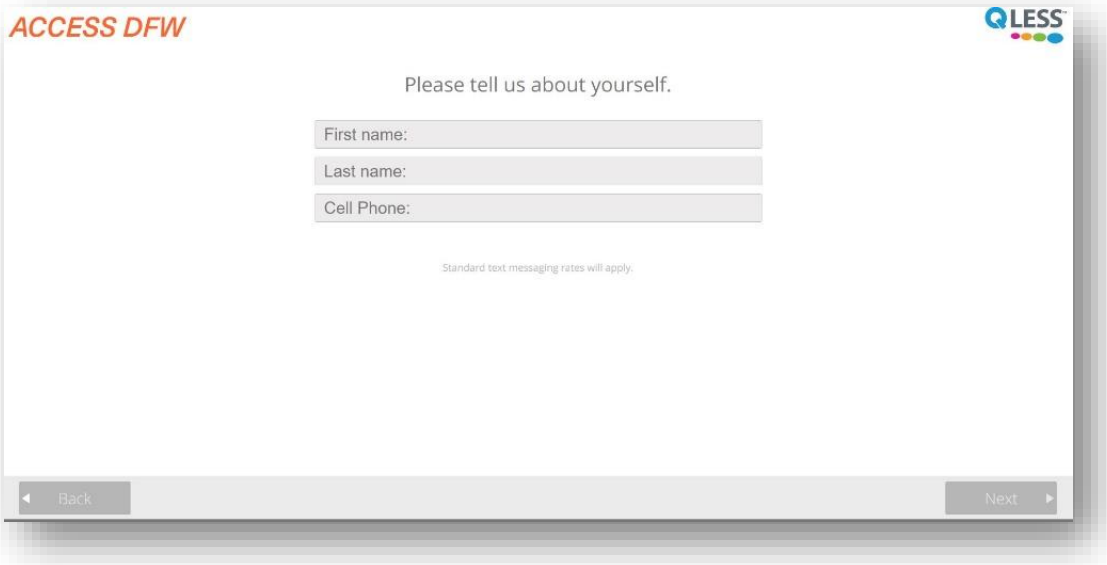

**Website:**

# Walk in via the Internet

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

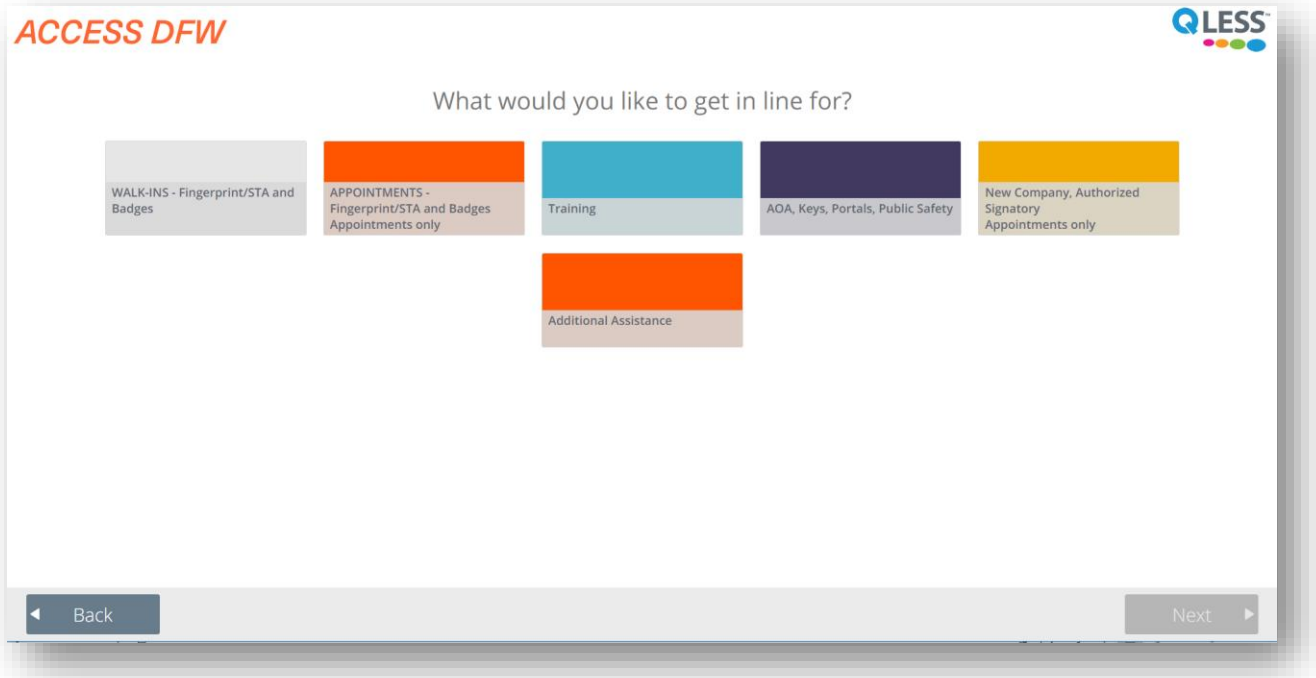



Step 2: Enter names and cell phone number.
Click “Next.”



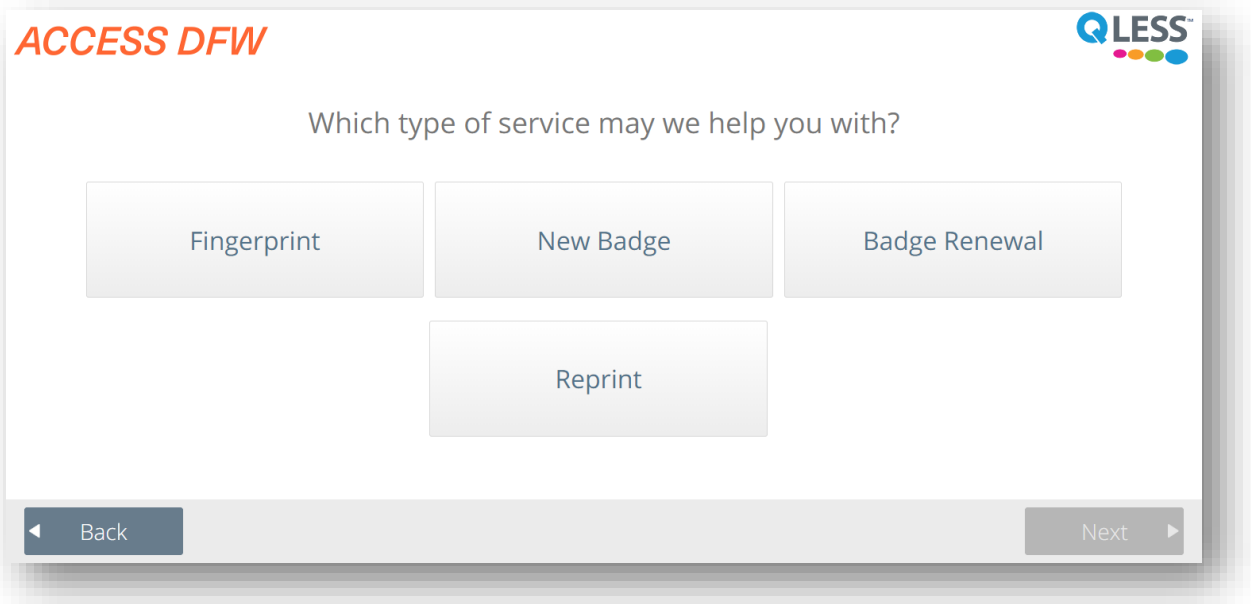
Step 3: Enter your Social Security number and Employer (this is optional). Click “Next.”

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



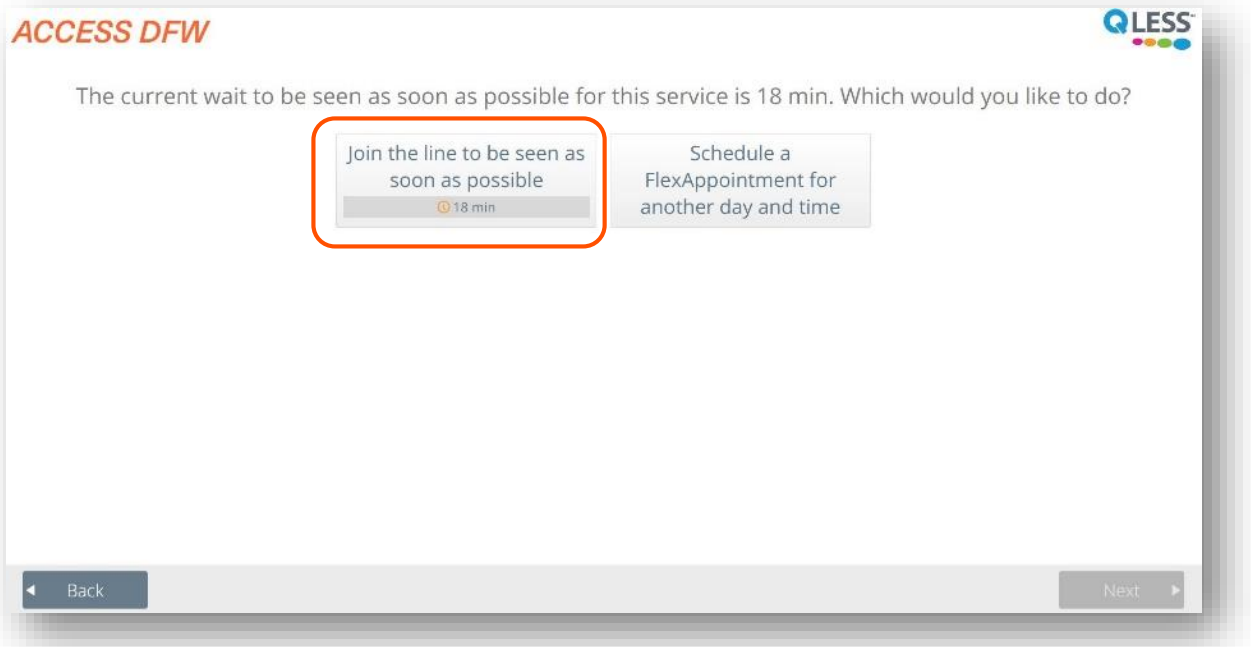
Step 5: If requested, choose a more specific reason for your visit. (Some queues may not have this screen.)

Click “Next.”

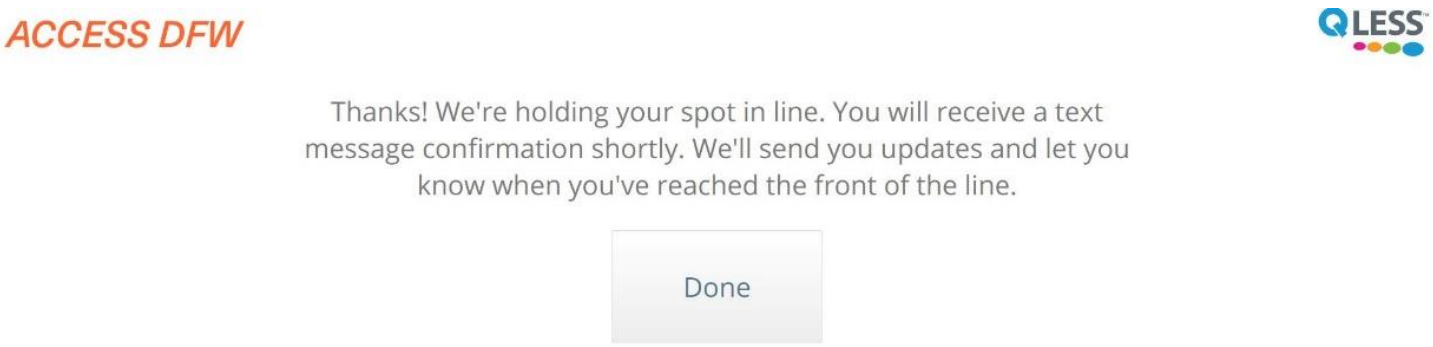



Step 6: Choose the box on the left.

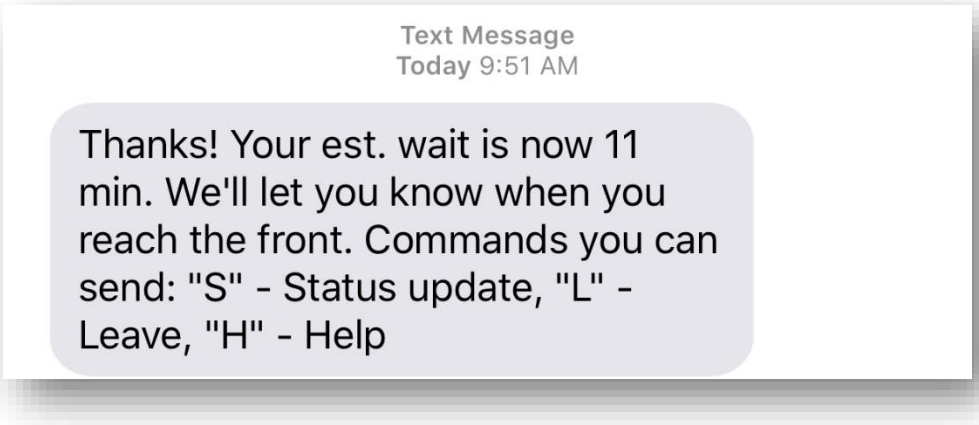
(If you want to make an appointment, go to page 2.)



Step 9: Click “Done.”
That’s it, we’ll see you soon!

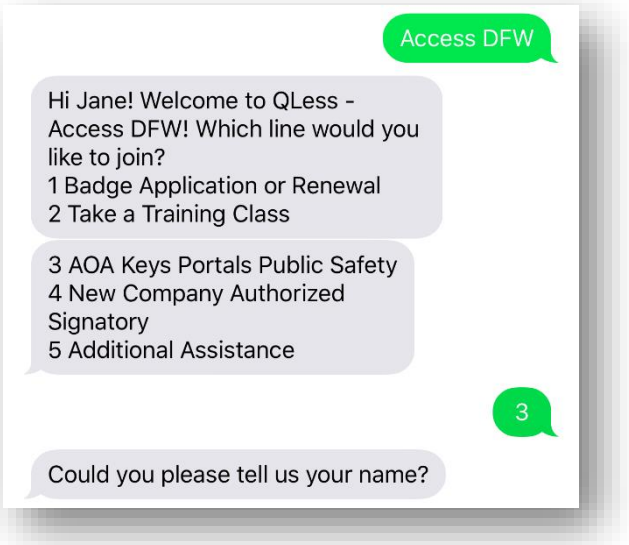



You will receive a text message like this one.
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.

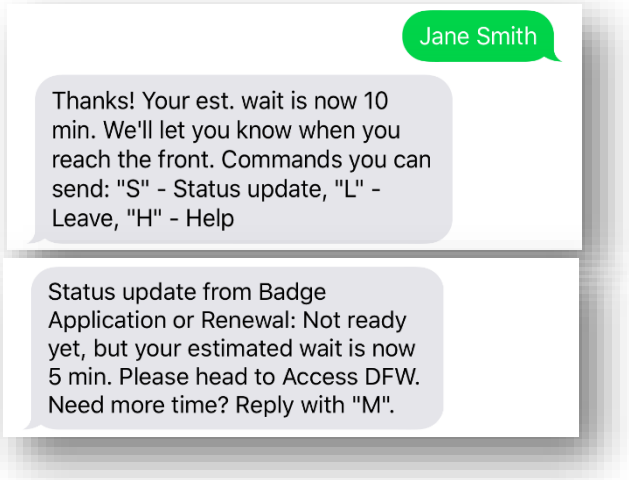


# Walk in via text

Step 1: Text **Access DFW** to 972-945-3656
(Please note that you must put a space between “access” and “DFW”)



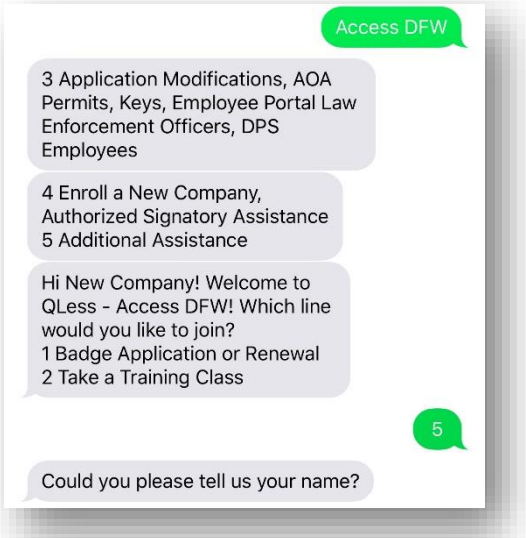

You will receive text messages like these.
(You may receive the text messages out of order.)
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.



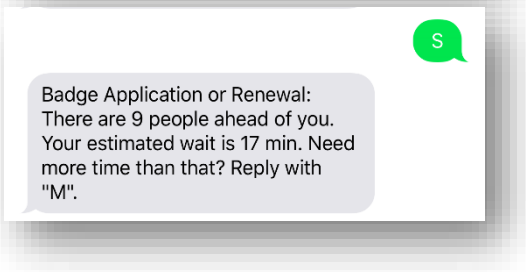
# TEXT COMMANDS

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

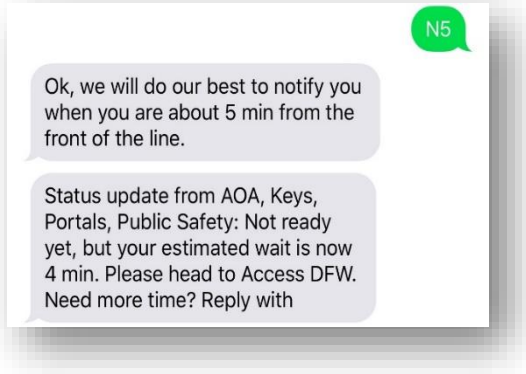
**“Access DFW”**
**(there must be a space between “access” and “DFW”)**




**“S”**




**“N#”**
**“N20”**



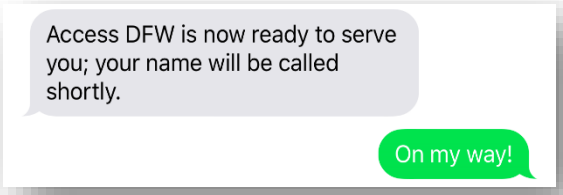

(actual text messages may differ)

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

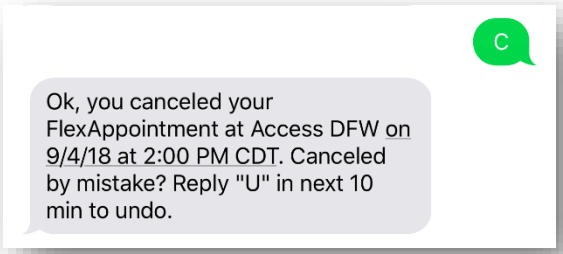
- **S:** Request a Status update
- **N#:** Request a reminder at a specified time before your appointment time or when we are ready to see you (For example, “N30” if you would like a reminder text 30 minutes before)
- **On my way:** If you need 5 more minutes to get to our office
- **C/L/Leave All:** Leave the line
- **H:** Request Help
- **W:** switch to receiving your updates with a phone call

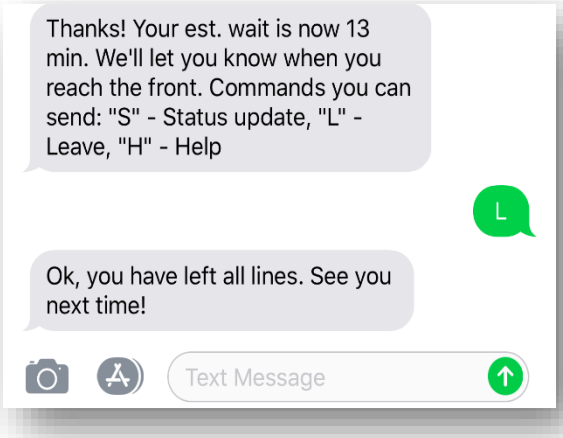
***Have questions or need help?***
*Please call us at **(972) 973 5100** or email **aco@dfwairport.com***

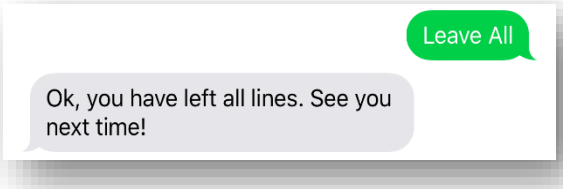
## On My Way!



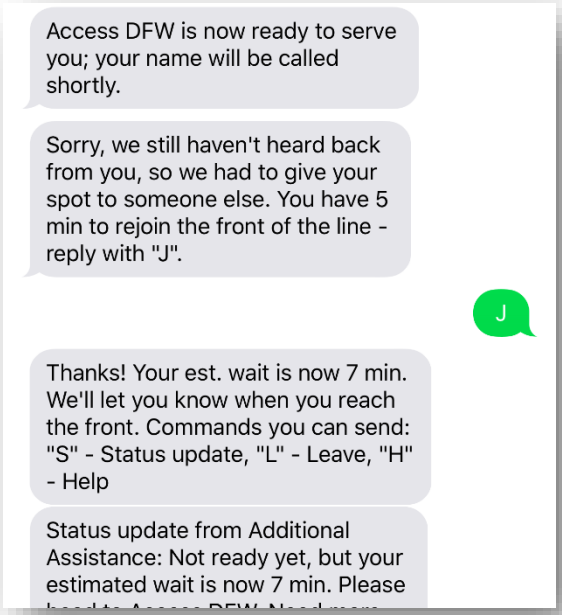

## “C”
## “L”
## “Leave all”



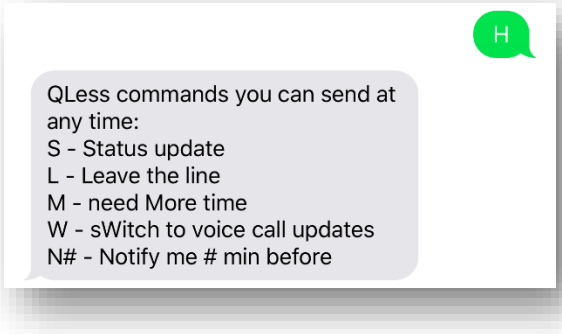



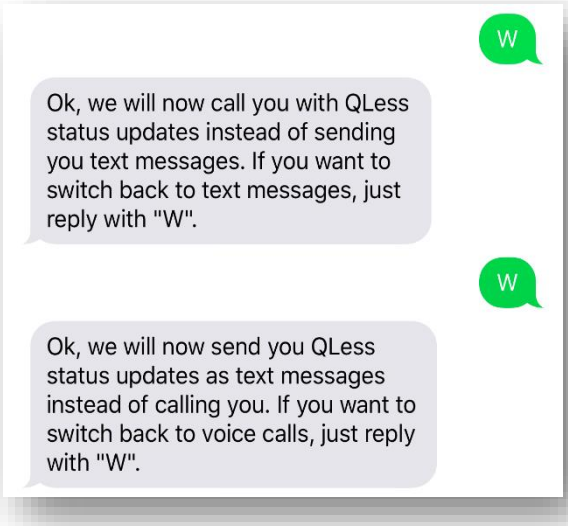
“J”


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

“H”


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

“W”


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".