

# 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

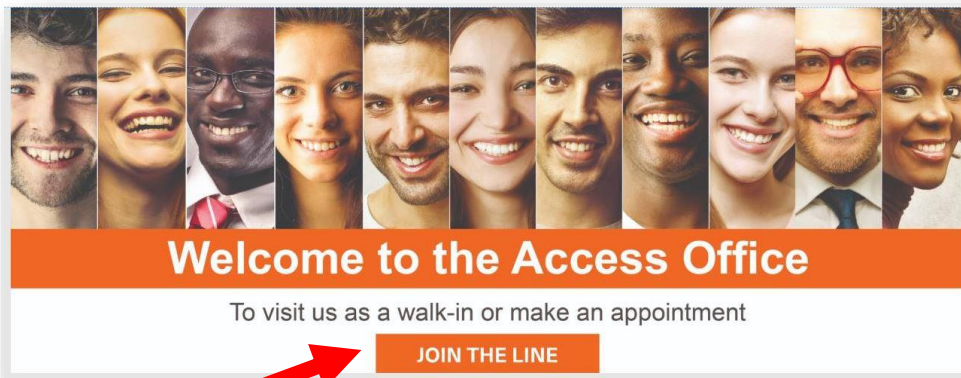
The 2<sup>nd</sup> Friday of every month:  
7:00am – 11:40am

# 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.”

A screenshot of a registration form titled "ACCESS DFW" in the top left corner and the "QLESS" logo in the top right corner. The form asks the user to "Please tell us about yourself." and contains three input fields: "First name:", "Last name:", and "Cell Phone:". Below the fields, there is a small note: "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.

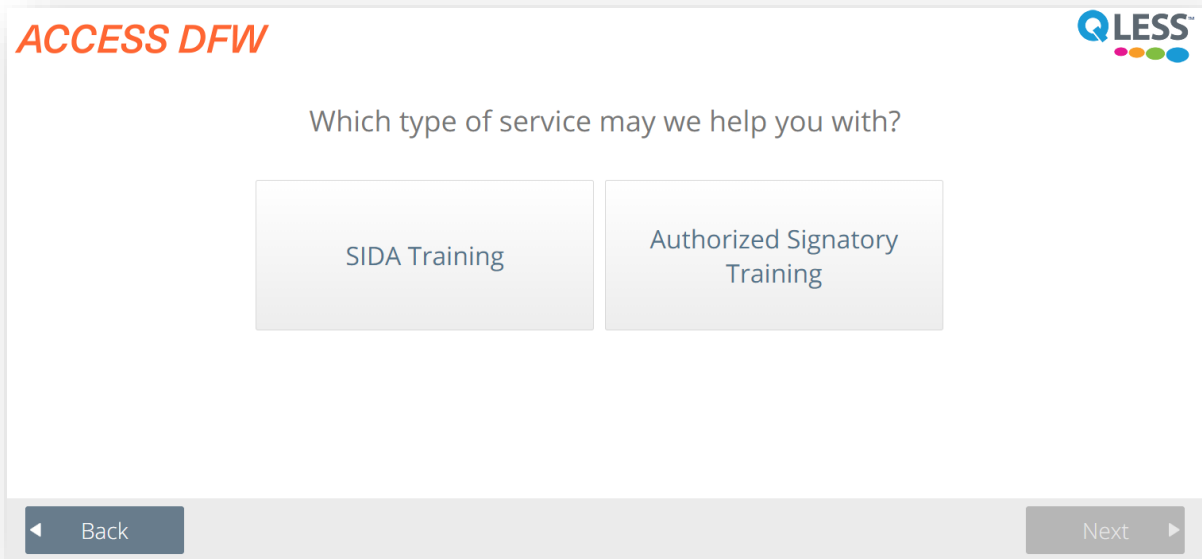
Step 3: Enter your Social Security number and Employer (this is optional).  
Click "Next."

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

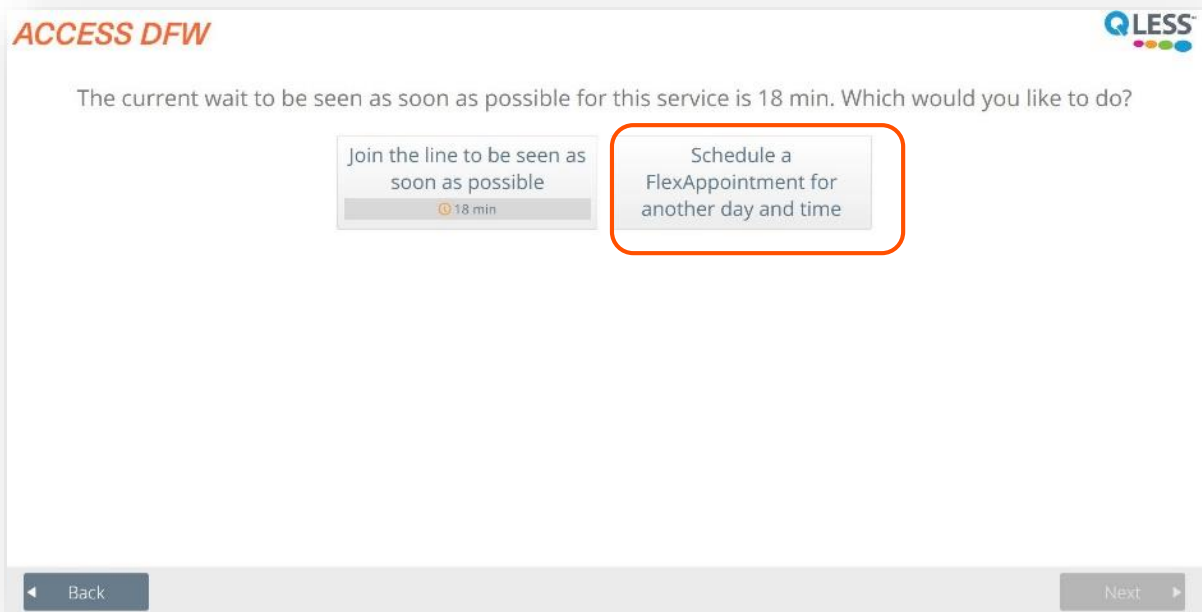
Step 4: Choose what you're coming in for.

The screenshot shows the 'ACCESS DFW' logo in the top left and the 'QLESS' logo in the top right. The main heading is 'What would you like to get in line for?'. Below the heading are six selection cards, each with an orange header bar and a grey body: 'APPOINTMENTS - Fingerprint/STA and Badges Appointments only', 'Training', 'AOA, Keys, Portals, Public Safety', 'New Company, Authorized Signatory Appointments only', 'Additional Assistance', and 'WALK INS - Fingerprints and Badges'. At the bottom, there are 'Back' and 'Next' navigation buttons.

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.

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

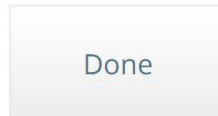
## Step 9: Click “Done.”

That’s it, we’ll see you soon!

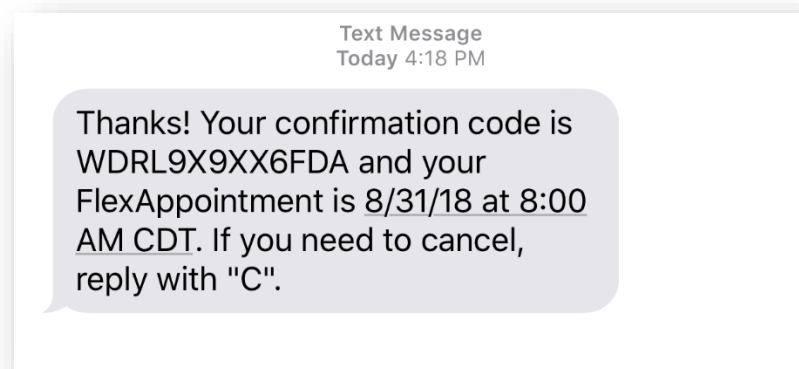
**ACCESS DFW**



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.



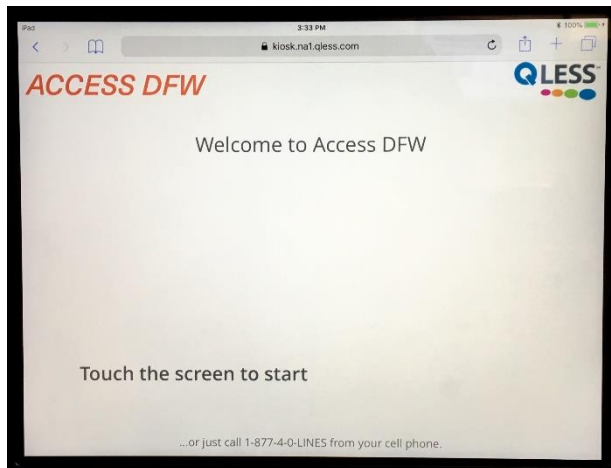
# TO VISIT US AS A WALK-IN

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

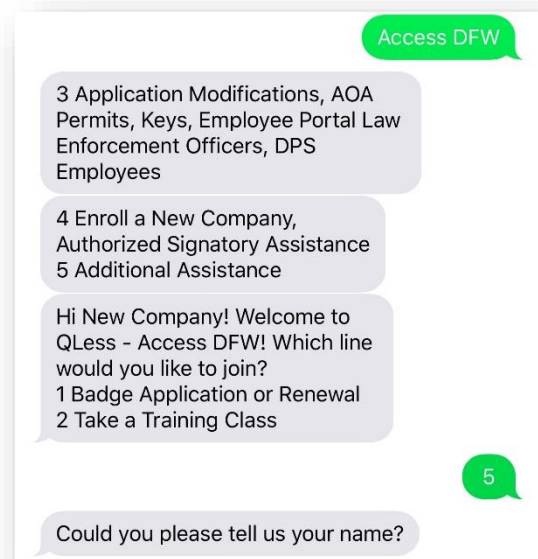
1. Use the kiosks located in the *Access DFW* lobby, Terminal D, gate 22.
2. Via our website: [www.dfwairport.com/badge](http://www.dfwairport.com/badge)
3. Text **Access DFW** to 972-945-3656 (please note that you must put a space between “Access” and “DFW”)

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

## Kiosk:



## Text:

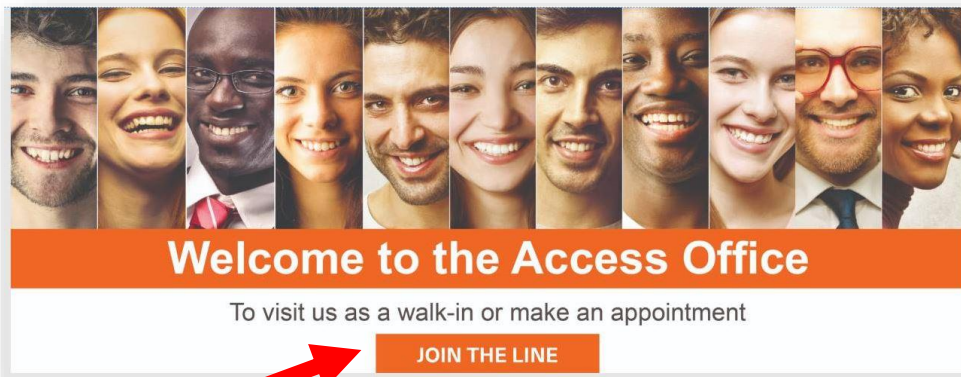


## Website:



# Walk in via the Internet

Step 1: Visit [www.dfwairport.com/badge](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.”

A screenshot of a web form titled "ACCESS DFW" in the top left corner and "QLESS" in the top right corner. The main heading is "Please tell us about yourself." Below this are three input fields: "First name:", "Last name:", and "Cell Phone:". Below the input 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.



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

**ACCESS DFW** QLESS

Information

This information will not be displayed publicly.

◀ Back Next ▶

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

**ACCESS DFW** QLESS

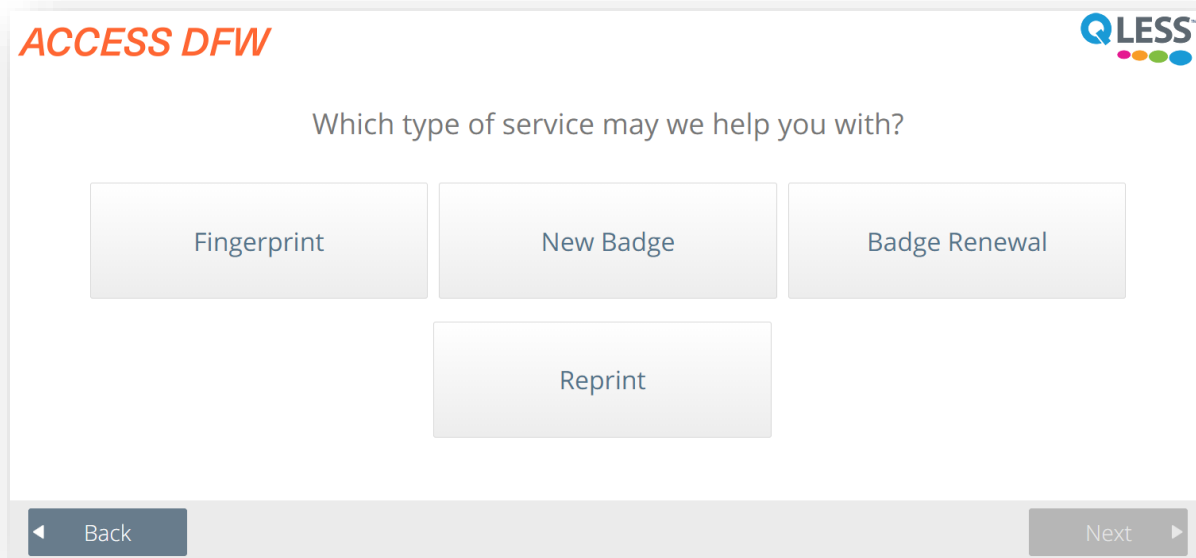
What would you like to get in line for?

<input type="button" value="WALK-INS - Fingerprint/STA and Badges"/>	<input type="button" value="APPOINTMENTS - Fingerprint/STA and Badges Appointments only"/>	<input type="button" value="Training"/>	<input type="button" value="AOA, Keys, Portals, Public Safety"/>	<input type="button" value="New Company, Authorized Signatory Appointments only"/>
<input type="button" value="Additional Assistance"/>				

◀ Back Next ▶

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

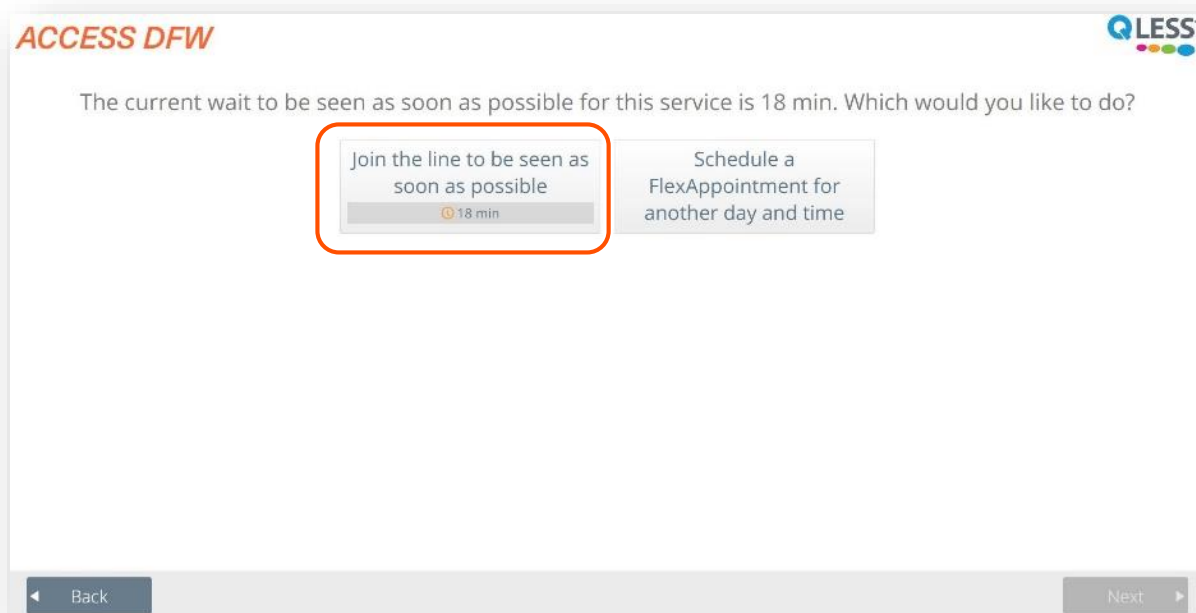
Click “Next.”



The screenshot shows the 'ACCESS DFW' interface with the 'QLESS' logo in the top right. The main heading asks, 'Which type of service may we help you with?'. Below this, there are four buttons: 'Fingerprint', 'New Badge', 'Badge Renewal', and 'Reprint'. At the bottom of the screen, there are 'Back' and 'Next' navigation buttons.

Step 6: Choose the box on the left.

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



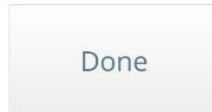
The screenshot shows the 'ACCESS DFW' interface with the 'QLESS' logo in the top right. The main heading asks, 'The current wait to be seen as soon as possible for this service is 18 min. Which would you like to do?'. Below this, there are two buttons: 'Join the line to be seen as soon as possible' (which is highlighted with a red box and includes a clock icon and '18 min' text) and 'Schedule a FlexAppointment for another day and time'. At the bottom of the screen, there are 'Back' and 'Next' navigation buttons.

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

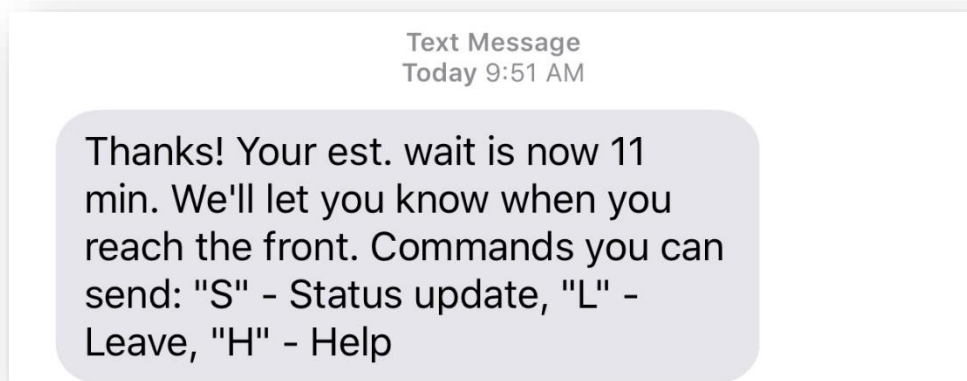
**ACCESS DFW**



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.



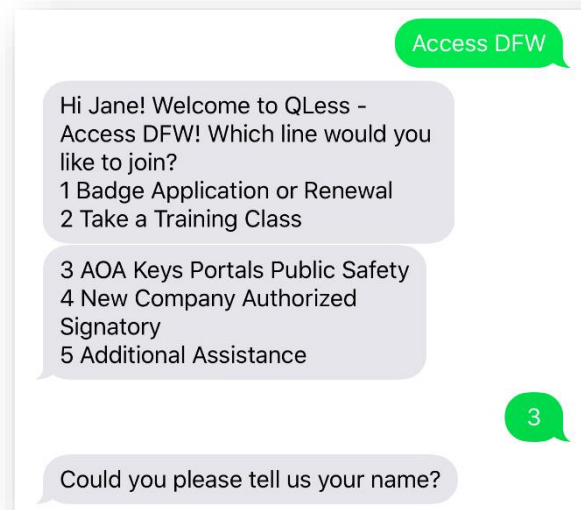
You will receive a text message like this one. The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.



# Walk in via text

Step 1: Text **Access DFW** to 972-945-3656

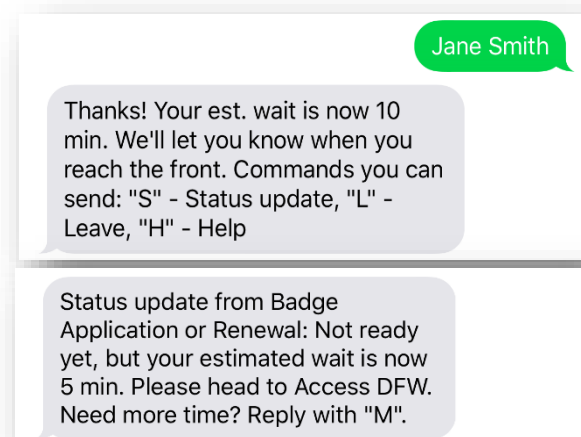
(Please note that you must put a space between “access” and “DFW”)



You will receive text messages like these.

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

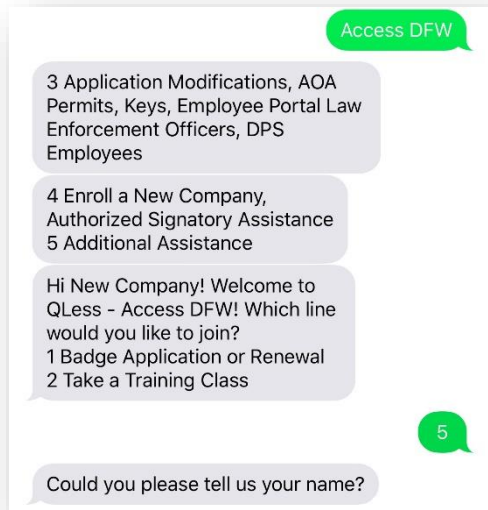
The text messages are interactive. For a full list of commands you can use to interact with our scheduler, see the section entitled “Text Commands” on page 13.



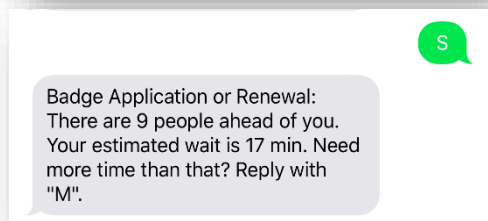
# TEXT COMMANDS

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

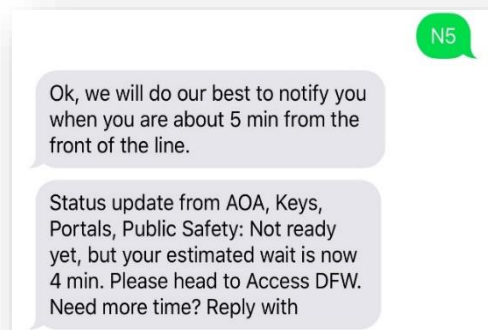
**“Access DFW”**  
(there must be a space between “access” and “DFW”)



**“S”**



**“N#”**  
**“N20”**



(actual text messages may differ)

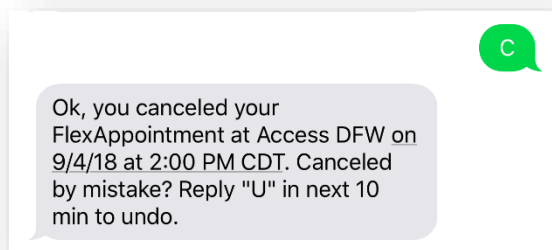
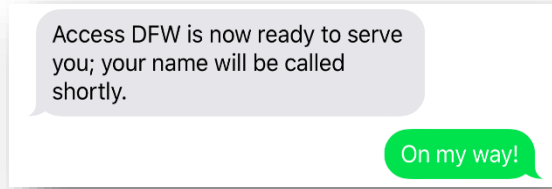
Applicants can use the following text commands to interact with our scheduler:

- **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

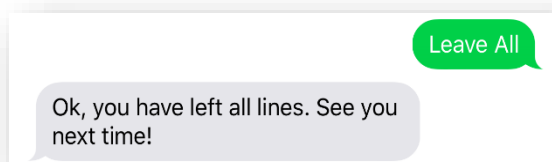
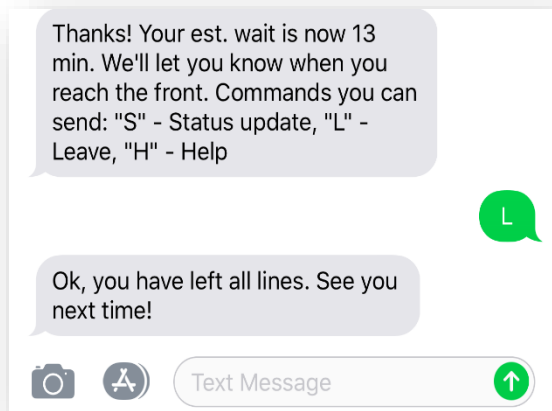
**Have questions or need help?**  
Please call us at (972) 973 5100 or email [aco@dfwairport.com](mailto:aco@dfwairport.com)



## 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".

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

**J**

“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".

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**

**W**