

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 <u>www.dfwairport.com/badge</u> on a tablet, home or work computer. Click the "Join the Line" button.



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

Please tell us about yourself.	
First name:	
Last name:	
Cell Phone:	
Standard text messaging rates will apply.	

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



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

CCESS DFW					
	What v	vould you like to get ir	n line for?		
APPCINTMENTS - Fingerprint/STA and Badges Appointments only	Training	AOA, Keys, Portals, Public Safety	New Company, Authorized Signatory Appointments only	Additional Assistance	
		WALK INS - Fingerprints and Badges			
Back					Novt

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.)

The current wait to	be seen as soon as possible for	this service is 18 min. Which would	ou like to do?
	Join the line to be seen as soon as possible @18 min	Schedule a FlexAppointment for another day and time	

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

3:40 PM
- 1

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

CCESS DFW		QLESS
	Please tell us about yourself.	
	Jane	
	Smith	
	jsmith@emailhost.com	

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.

	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.

Thanks! Your WDRL9X9XX FlexAppointn AM CDT. If vo	confirmation code i GFDA and your nent is <u>8/31/18 at 8:0</u> ou need to cancel.	s <u>20</u>
reply with "C		

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
- 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:



Walk in via the Internet

Step 1: Visit <u>www.dfwairport.com/badge</u> on a tablet, home or work computer. Click the "Join the Line" button.



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

CCESS DFW		QLESS
	Please tell us about yourself.	
	First name:	
	Last name:	
	Cell Phone:	
	Standard text messaging rates will apply.	

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."

ACCESS DFW		QLES	S
Which typ	e of service may we help	you with?	
Fingerprint	New Badge	Badge Renewal	
	Reprint		
 ■ Back 		Next	

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

The current wait to	be seen as soon as possible for	this service is 18 min. Whicl	n 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	

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 972-860-1730

(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.



(actual text messages may differ)

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







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 DEW N

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

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"

