KIOSK Guidance and Administration in MavCONNECT V5 (3-27-24)

General Overview:

Kiosks enable self-service student check-ins for appointments, drop-in advising, or other activities. In order for your kiosk to work, certain configurations must be turned on and configured by MavCONNECT staff. If you are not sure if your Kiosk is set-up, email mavconnect@mnsu.edu.

To open your Kiosk

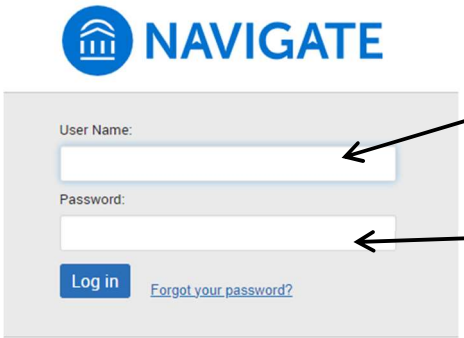
Using an **INCOGNITO** web browser and the special *Kiosk Admin* credentials* below, follow this link to log into the MavCONNECT staff site:

https://mnsu.campus.eab.com/session/new?prevent_redirect=true

- User name: **-----* (email mavconnect@mnsu.edu)*
- Password: **-----* (email mavconnect@mnsu.edu)*

The site link above will NOT require authentication, so it's important to use this link when logging in with the Kiosk Admin user and not the direct link from the MavCONNECT website, which will require authentication.

*Logging in and opening your kiosk with via the Kiosk Admin user will help safeguard student data.

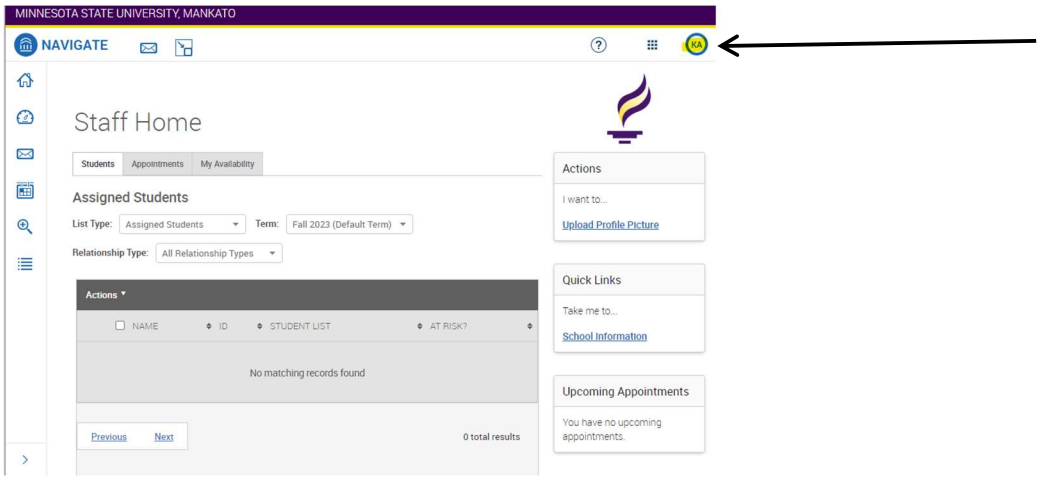


Put user name here

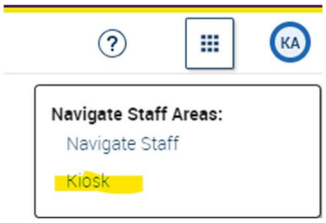
Put password here

Contact mavconnect@mnsu.edu to request the user name and

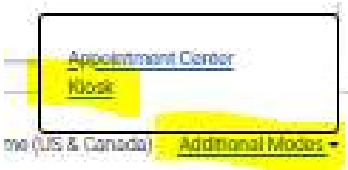
You will come to a 'home screen' with initials as KA (Kiosk Admin).



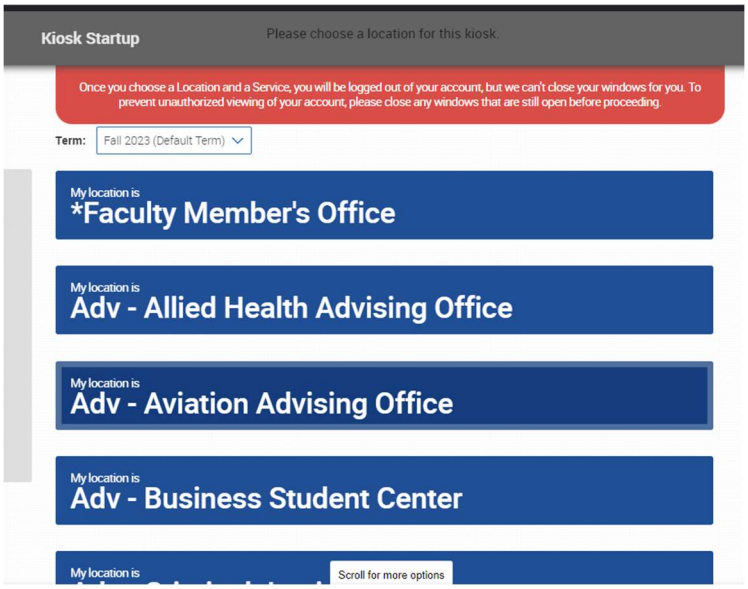
From here, click on the nine squares and choose “Kiosk”:



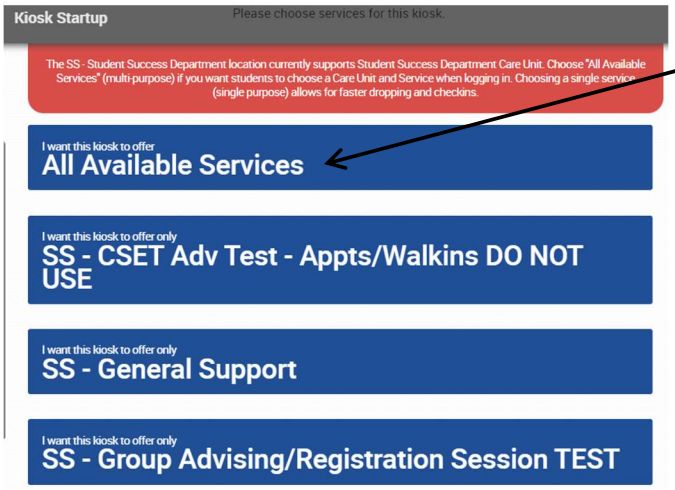
IPAD View: If you are using an **IPAD**, elements on the screen may display differently and you may need to open the Kiosk using the “**Additional Modes**” link in the bottom right of the screen:



After clicking on Kiosk, you should see the Kiosk Startup screen:



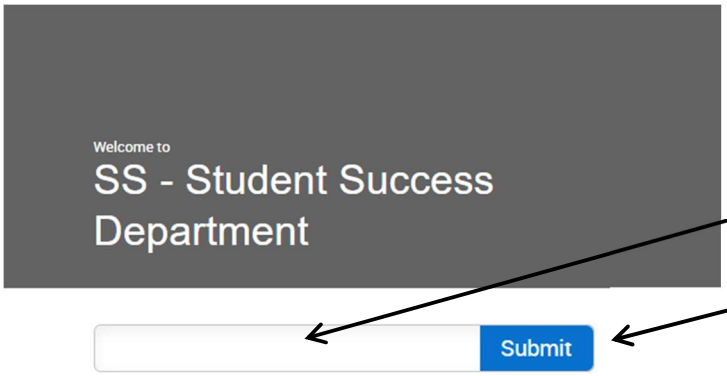
From here, open your Kiosk by scrolling / choosing your **LOCATION**, and then choose “**All Available Services**” **or the specific single service** (you can choose all services or just one service) you wish to be able to support with the Kiosk for that day/session:



You then will see your **Kiosk check-in 'home page'**, and are ready for student check-ins.

STUDENT VIEW - Student Actions – Checking into a Kiosk

NOTE: students can sign in with EITHER their **starid** or **techid** (this is different than old MavCONNECT!)

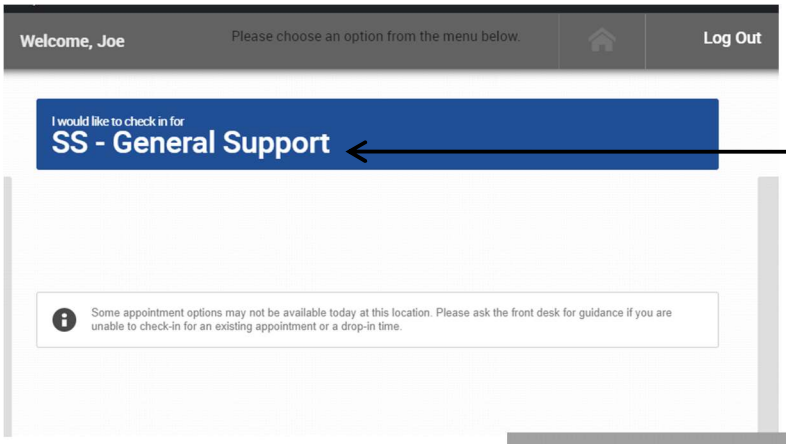


They enter they TechID or StarID here.

And then click the blue **Submit** button.

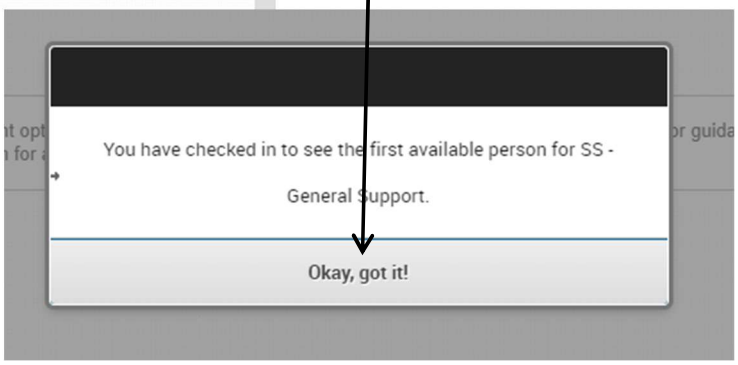
Once a student enters their StarID or TechID, they will see a list of services available for walk-in (if there are any) or they will be queued into an existing appointment if they have one scheduled.

STUDENT VIEW – Checking in for a Drop-in Service



If a student is checking in for a Drop-in service, they will input their starID or techId and then choose a **service**.

They should click on the desired service, and then they may also need to click the "**Okay, got it**" message to complete their check-in process.



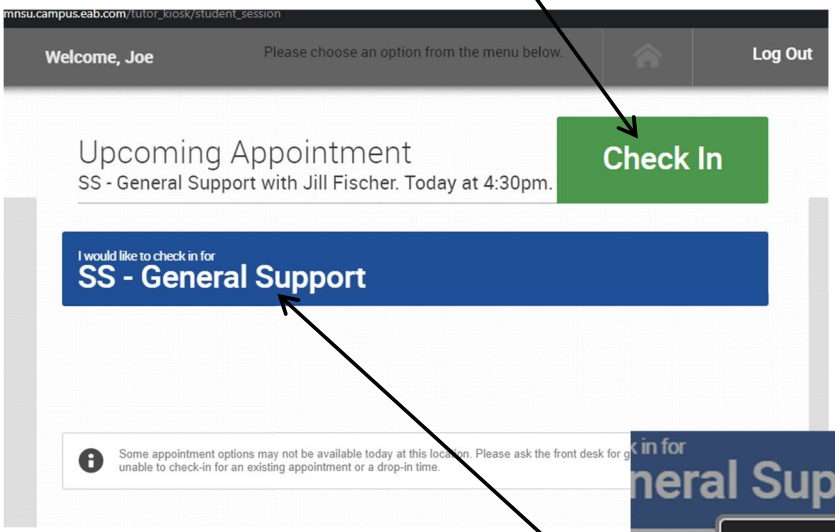
After a student checks-in, they can take a seat and wait to be called into a scheduled or drop-in appointment.

If a student has checked into a **non-appointment-based service** like a computer lab, etc., they can go about their business in the space.

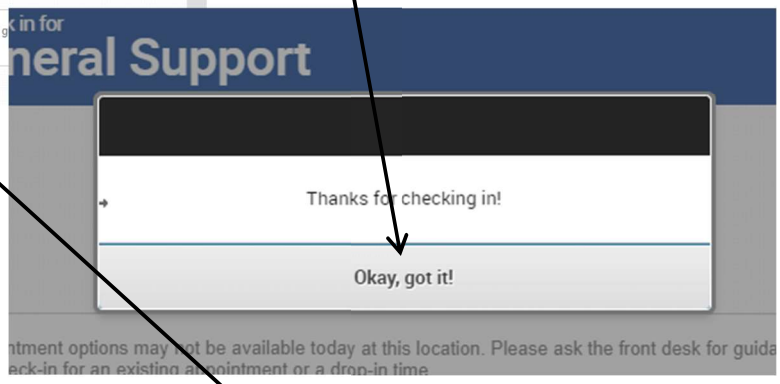
These **non-appointment-based services** can track in/out times or be a single check-in time stamp and need to be built by the MavCONNECT App Admin team. Please reach out to mavconnect@mnsu.edu if you are interested in learning more.

STUDENT VIEW – Checking in for a Scheduled Appointment

If a student has an existing appointment, after they check-in to the kiosk, they will see the following. They should click on "Check In" and then they will see the confirmation below.



Students may still need to click on the "Okay, I got it" message to complete their check-in.



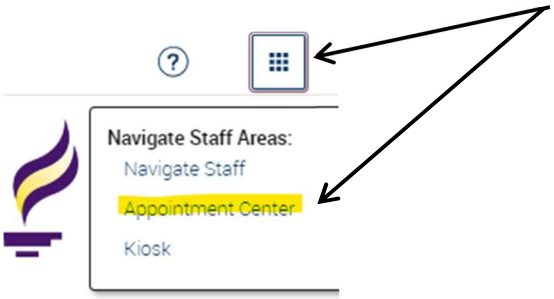
Can students add comments when checking in? Currently, we do not have the capacity to have students add a comment upon Kiosk check-in.

NOTE: Student may ALSO see DROP-IN Services as an option for a check-in as noted here. They should NOT use the drop-in service unless they want a drop-in appointment in addition to their scheduled appointment. But they will see drop-in services options alongside their Appointment Check In option, IF staff have drop-in services available. Checking into the wrong service here may mean the student is adding unnecessary appointments and/or that the originally scheduled appt does not get closed out, or is marked as a 'no show'. This will lead to inaccurate data.

STAFF VIEW - APPOINTMENT CENTER - KIOSK Check-ins (scheduled and drop-ins)

- **Who uses this view**? Front-desk staff who never take appointments/drop-ins and Staff who do take appointments but who do NOT have availability built on this particular day.
- **Functions**? Using the "Actions" area, you can *remove a student from the queue*, *check a student out* (for non-appointment based services), *move a student to the top of the queue*, or *send a message* to a student.

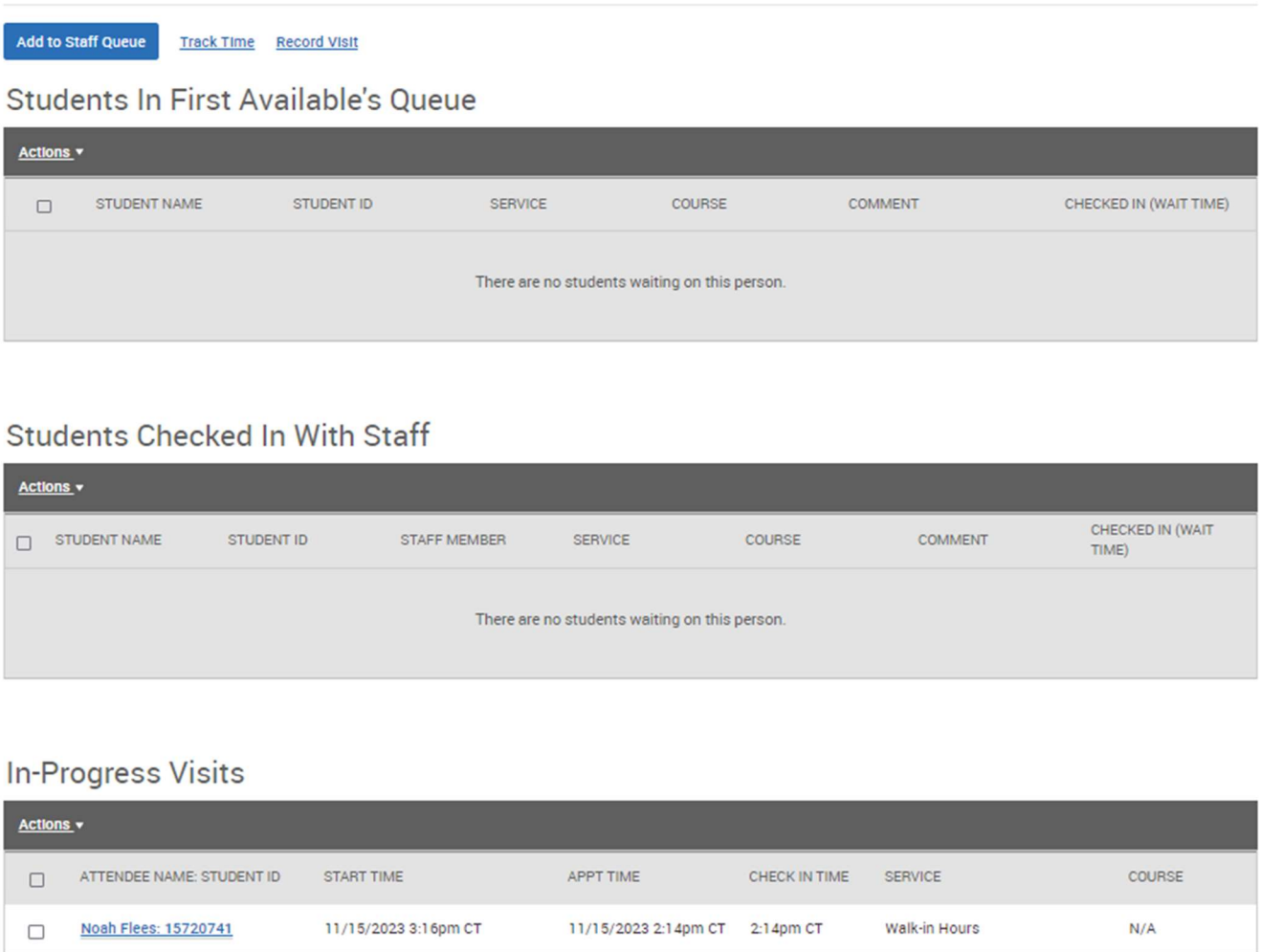
To get to this view to track check-ins and kiosk usage, go to the Appointment Center for your area:



Once there, change the view from "Scheduling Grid" TO "**Drop-in Appointments**" or "**Scheduling Appointments**".

> *If you are offering check-ins for both scheduled appointment and drop-in times, consider toggling between these two functions or open each area in its own tab to see a full slate of checked-in students.*

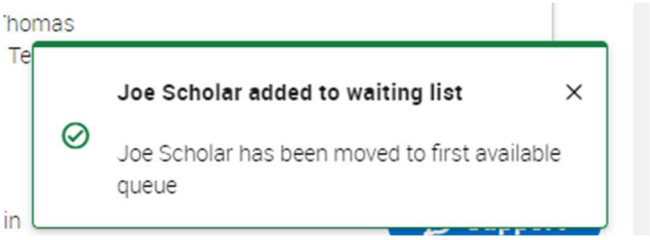
From here you will be able to monitor students who have checked in



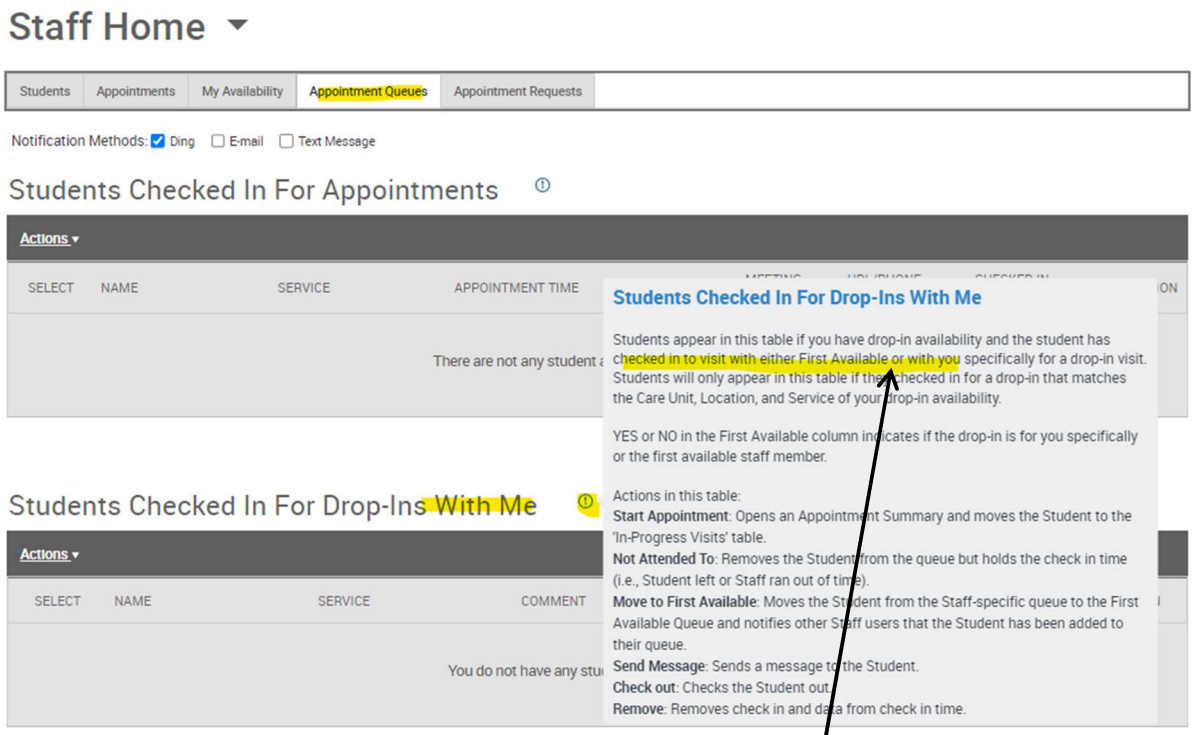
STAFF VIEW - APPOINTMENT QUEUE - KIOSK Check-ins (scheduled and drop-ins)

- **Who uses this view**? Staff who **do** take appointments and who **do** have availability built for appointments and/or drop-ins on this particular day.
- **Functions**? Using the "Actions" area, you can "*start an appointment*", mark a student as "*not attended to*", *move a student to first available*, *send a message* to a students, or *remove a student from the queue*. (See screenshot below)

Once a student has checked into the Kiosk, staff will then get a notification resembling the following letting them know that there is a student waiting in the **Appointment Queue**:



They can see the entire queue from their MavCONNECT Staff Home page, "**Appointment Queue**" tab. Staff will see an area for students checked in for Appointments and students checked in for Drop-ins:



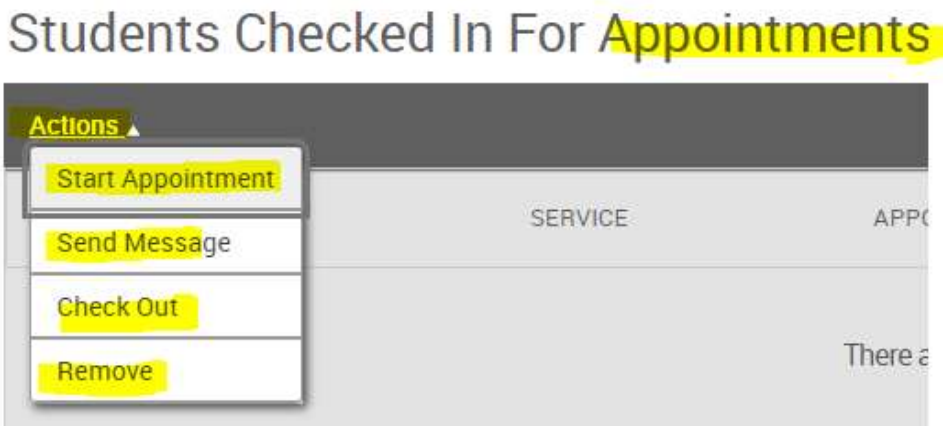
NOTE: "Student Checked in for Drop-Ins With Me" special information here.

APPOINTMENT QUEUE "Action" options – Staff taking Appointments

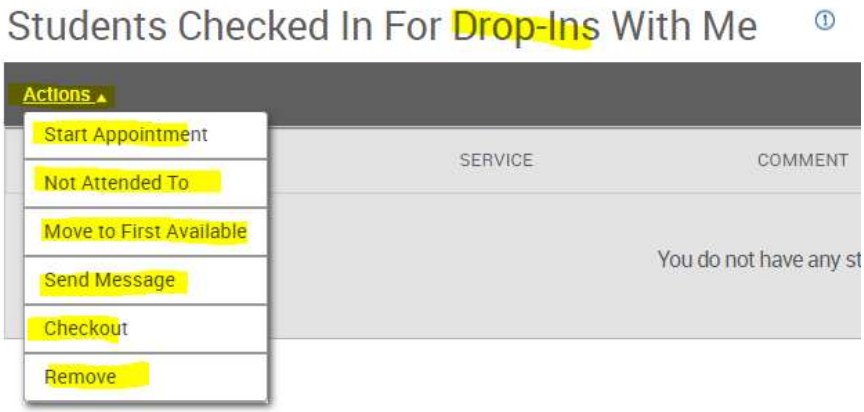
From here you can *Start the Appointment* or select other actions.

Checked in Students will stay in their Queue until they check themselves out or a staff member executes an action on their status via the Appointment Queue tab or Appointment Center area.

For Students who have checked in for an Appointment, you will see the following:



For Students who have checked in for a Drop-In, you will see the following:



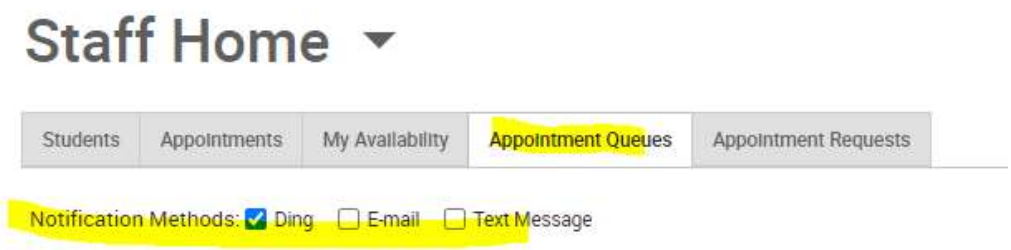
For Students who have checked in for a Track Time event (such as computer lab usage, etc. – see note above), you will see the following:

NOTE: if you choose to "Start Appointment" from the Appointment Queue for a **Drop-In Appointment or Scheduled Appointment**, you will no longer need to do the "Report on Appointment" function. Starting a drop-in appointment from the Appointment Queue will create an appointment and appointment summary at the same time (in the same way Report on Appointment does when executed from a student profile.)

Choosing "Start Appointment" from the **Appointment Queue** tab is the preferred method of creating an appointment summary because it will also **close out the scheduled or drop-in appointment from the Appointment Queue.**

APPOINTMENT QUEUE - Kiosk Notification options:

Staff can also choose to customize the **Appointment Queue notification settings** from the Appointment Queue page. You can choose to be notified via a 'ding' sound, an email, and/or text message:



Drop-In Advising and Availability Configurations – IMPORTANT!

In order for Kiosks to work for Drop-In advising, staff must have *Availability* built for the time with the Drop-In modality highlighted.

Staff can create availability with both Appointments and Drop-ins highlighted. How you configure your availability should be determined by your department's needs. If you need to keep time available only for drop-in advising, then do not click on "Appointments" for that availability block.

Questions? Let us know at mavconnect@mnsu.edu, ext 1548.