Kiosks and Appointment Center Guidelines

Instructions on Setting up Navigate Kiosk

Definition of Kiosk in Navigate

In Navigate, any laptop, desktop, or tablet can be used as a Kiosk when a user with the correct permissions logs in to the Platform and selects “Kiosk Mode” from a menu. This allows self-service check in to advising appointments, tutoring appointments, study hall, and any other service locations or facilities for which kiosk has been set up. For example, some institutions use the card readers to track computer usage at the library.

Benefits and Use Cases for Card Readers

Card Readers provide a more efficient way to check students in for advising appointments, tutoring appointments, study hall and any other location the Navigate platform is used in “Kiosk Mode.” Member institutions find these extremely valuable when there is a high volume of appointments or walk-ins, where the card readers are a faster way to check students in compared to students manually entering their ID number.

Feature Overview

Kiosks enable self-service check-in to scheduled and drop-in appointments, the ability to check into and out of study hall, and any other student services for which the kiosk functionalities are active.

There are three main ways kiosks interact with students:

- To record a visit
- To track time (e.g., for study hall or any other appointment where time needs to be tracked)
- To make a drop-in appointment with either a specific staff member OR the first available staff member

Logging In

Login: login with generic account provided by Navigate admin

Setting up a kiosk for student use means starting Kiosk Mode on a designated desktop or laptop computer once you have signed into Navigate Staff.
1. **Paste the redirect URL into a browser on the kiosk:** Get the Redirect URL from an Application Administrator. This lets you log in with either your credentials for Navigate or the kiosk-only user credentials. For security purposes, we recommend the latter. Log in.

   **Navigate bypass login:** (For Kiosk Users and appointment center)
   
   https://csurams.campus.eab.com/session/new?prevent_redirect=true
   
   or
   

2. **Start Kiosk Mode:** Click Additional Modes at the bottom right of the screen and select Kiosk. Be sure to close any other open windows to prevent any unauthorized data being viewed by students.

3. **Select the Location:** Select a kiosk location from the list. Please note that kiosk mode for your account will log you out of other windows where you are signed in to Navigate Staff. To prevent unauthorized access, close any windows that are still open.

   *Select the location of: Assigned Major or minor Advising*

4. **Choose Services for the Kiosk:** The list of available Care Units and Services have been configured for the Kiosk location by your administrator. You can either select All Available Services to open Multi-Purpose Mode, or a single service to open Single-Purpose Mode. *Single*
5. Once this is finished, the student login screen should appear, and your kiosk is ready for student use.

**How Students Check-In to an Event**

This is what it should look like when students check in to the "Event Check-In" service you created in the previous steps of this guide. It assumes there are no other care units or services on the kiosk. If there are other events, make sure the event's name is easy for students to identify from a list of services for best attendance capture.

1. **Log in:** Students either swipe an ID card or enter their student ID on the screen below.
2. Students will simply get a confirmation message and the visit will be logged for later kiosk reporting.

If the student does not click the **Okay, got it!** button, the kiosk will still reset automatically for the next service.

3. **Leave the Kiosk:** After the student finishes the appointment, they can log back into the kiosk. They will see the screen below. Clicking the **Check Out** button will check the student out of the track time Student Service. Alternately, the kiosk can check them out after a given period. (The timeout period is chosen by your application administrator)
**Check Out Confirmation:** The kiosk will confirm the student has checked out of the service. The student can then go to Kiosk Home if they need to use other services at the location or log out if they are finished with the kiosk.

![Check Out Confirmation screenshot](image.png)

**Reporting on Event Attendance**

1. You can use the **Check-Ins** report in Navigate Reports to create a list of attendees for the event.

![Reports menu screenshot](image.png)

2. Select Activity Filters you are seeking
Appointment Center

**What:** The Appointment Center lets staff manage appointments at an individual location.

**Where:** To open Appointment Center, click Additional Modes at the bottom right of the screen and select Appointment Center.

**Who:** This feature is primarily used by staff, especially front-desk workers or others who help to manage appointment scheduling at a specific location.

**Conditions:** Staff members will need to set up their calendar sync and availability to make Appointment Center's features useful. Users need the View the Appointment Queue Tab on the Home Page permission to check students out through Appointment Center.

Feature Overview

The Appointment Center allows staff at an individual location to manage appointments for that location. For example, a front desk worker can manage appointments for a tutoring center using Appointment Center. Actions possible using Appointment Center include managing the scheduling grid, scheduling appointments, editing appointment details, and canceling
appointments. Staff can also view a list of drop-in and scheduled appointments for the day or week. More information about the aspects of the Appointment Center is covered below.

- **Location List**
- **Scheduling Grid**
- **Drop-In Appointment Screen**
- **Scheduled Appointments**

**Location List**

Once you open Appointment Center, select a location from the list.

![Choose Appointment Center Location](image)

**Scheduling Grid**

Choosing a location opens the Scheduling Grid for that location. This grid can be narrowed down by Care Unit, Service, Course, Staff Member and Date/Time.

Staff, Service and Course filters interact in an intuitive way in Appointment Center. Any time you add or remove a selection in one of these three filters, the options available in the other filters will be narrowed or widened based on that selection. For example, if you select staff member Pierre Bezukhov, who only offers math tutoring, the service list shows Tutoring and not “Major Change Advising.”