EZQUEUE · KIOSK

Kiosk – Getting a Ticket Manual

For students and visitors using the ticket kiosk.

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1 Start at the kiosk

Tell the kiosk who you are, so it asks only what it needs.

What this is for

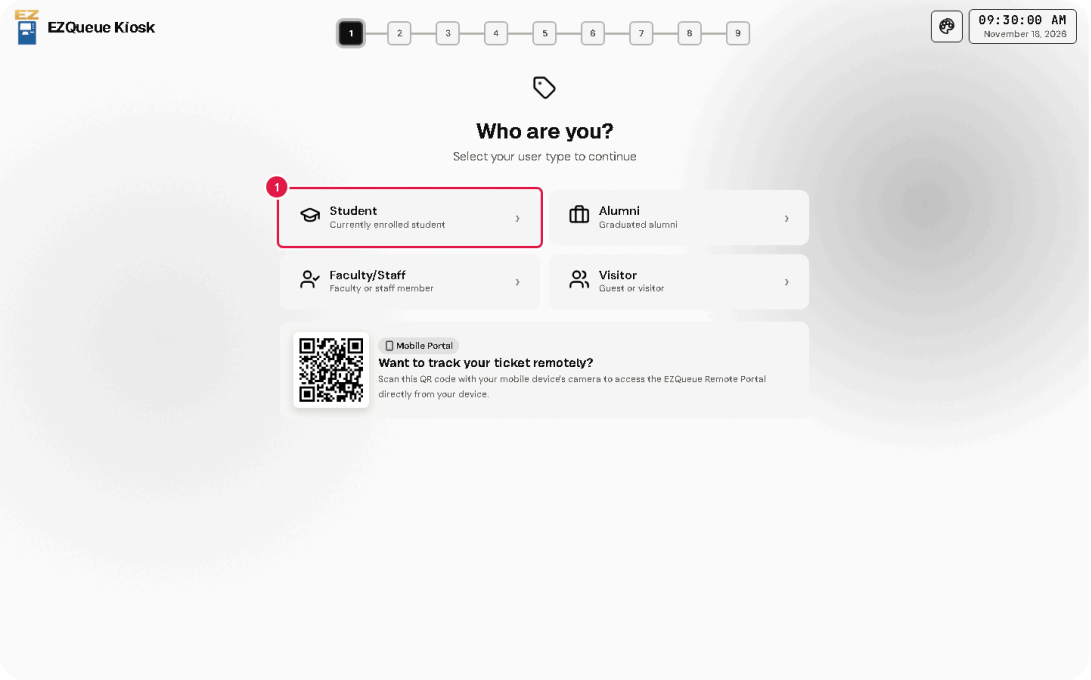
The kiosk gives you a ticket number for an office. First, it asks what kind of client you are.

Before you start

- Students and alumni: have your ID number ready.
- Faculty and staff: have your employee ID ready.

Steps

1. Tap the box that fits you: **Student**, **Alumni**, **Faculty/Staff** or **Visitor**.



2. The next screen asks for your name and details. See **Type your details**.

> **Tip** Want to wait away from the office? Scan the QR code under **Want to track your ticket remotely?** with your phone camera.

If something goes wrong

- **You tapped the wrong box**: tap **Back** on the next screen.
- **The kiosk shows a message that it is closed**: the office is not giving tickets right now. Ask the staff at the counter.

2 Type your details

Enter your name and ID, and a phone number or email if you want to.

What this is for

The kiosk asks who you are. Then it asks how to reach you, which you can skip.

Before you start

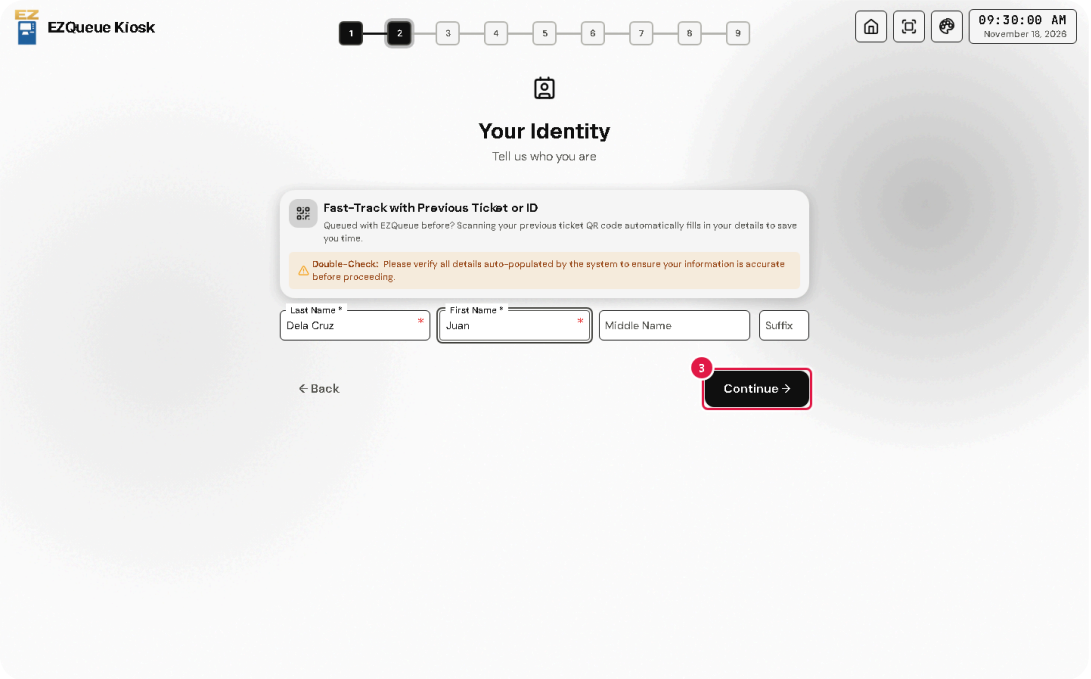
- You chose who you are on the first screen.

Steps

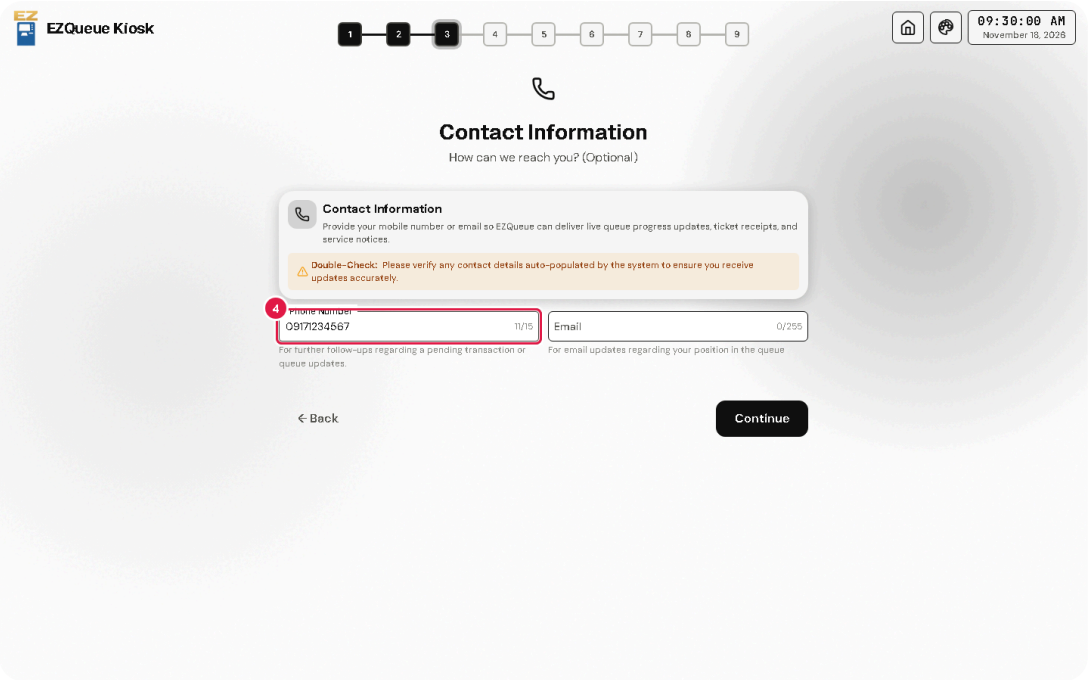
1. Students, alumni, faculty and staff: type your ID number. If you have an ID with a QR code, you can tap **Scan QR** instead.

2. Type your **Last Name** and **First Name**. Students, alumni, faculty and staff also choose their course or college.

3. Tap **Continue**.



4 The **Contact Information** screen is optional. You can type your **Phone Number** and **Email**, or leave them empty.



5 Tap **Continue**.

> **Tip** The kiosk gives regular tickets only. Senior citizen, PWD or pregnant? Ask the staff at the counter first. Offices that use the **Priority Lane** can register you there.

If something goes wrong

- **Continue is grey**: a box with a star (*) is still empty. Fill it in.
- **"Active Queue Detected"**: you already have an active ticket in the office it names. Use that ticket, or ask the staff at the counter.

3 Choose the office and service

Pick where you need to go and what you need there.

What this is for

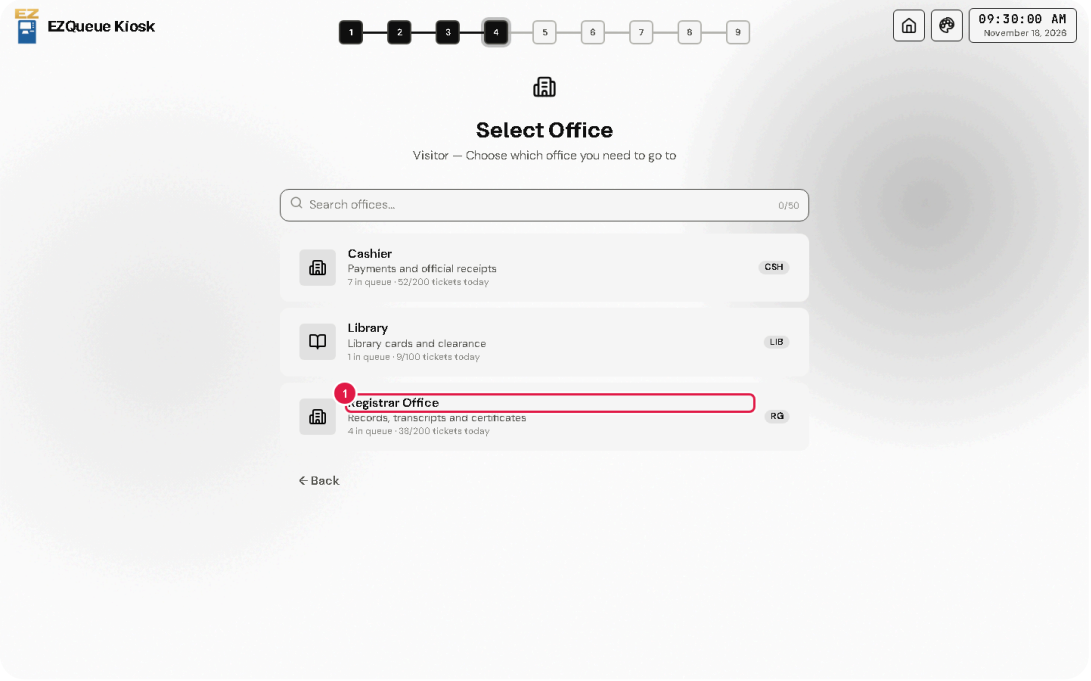
Each office has its own line. Choosing the right office and service puts you in the right line.

Before you start

- You typed your details.

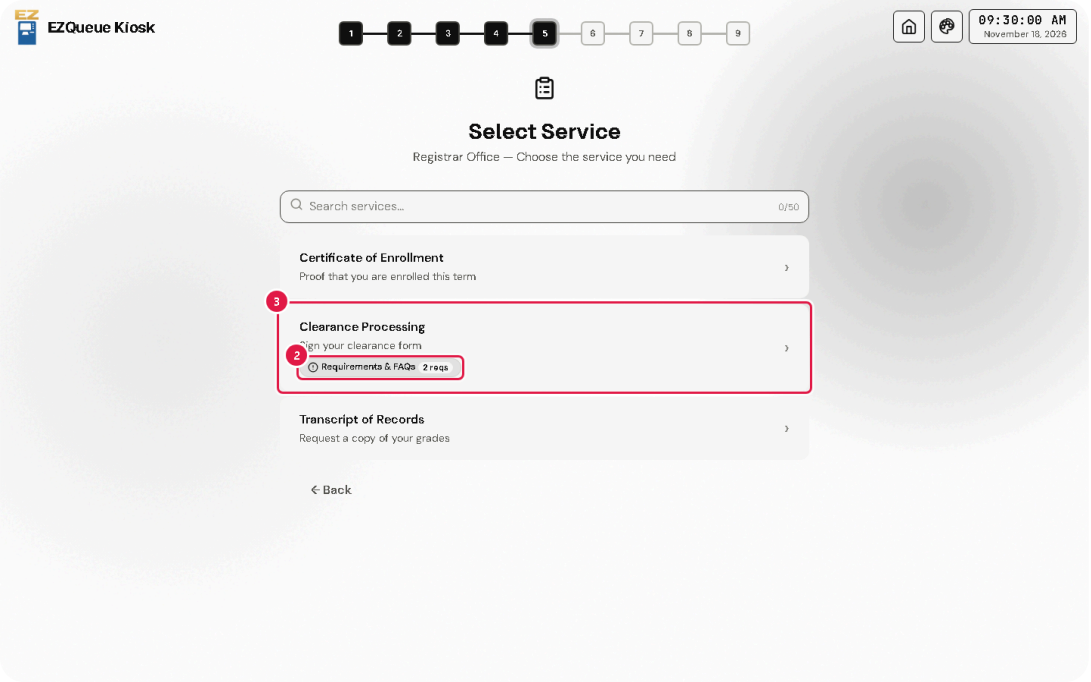
Steps

1 Tap the office you need, for example **Registrar Office**. You can type its name in **Search offices...** to find it fast.



2 To see what to bring, tap **Requirements & FAQs** under a service.

3 Tap the service you need.



4 Some offices let you choose more than one service. Then tick each one and tap **Proceed**.

If something goes wrong

- **Your office is grey or says it is closed**: it is not giving tickets right now. Ask the staff nearby.
- **You do not see the service you need**: ask the staff at that office's counter.

4 Check your request and get the ticket

Add a note if needed, check everything, then confirm.

What this is for

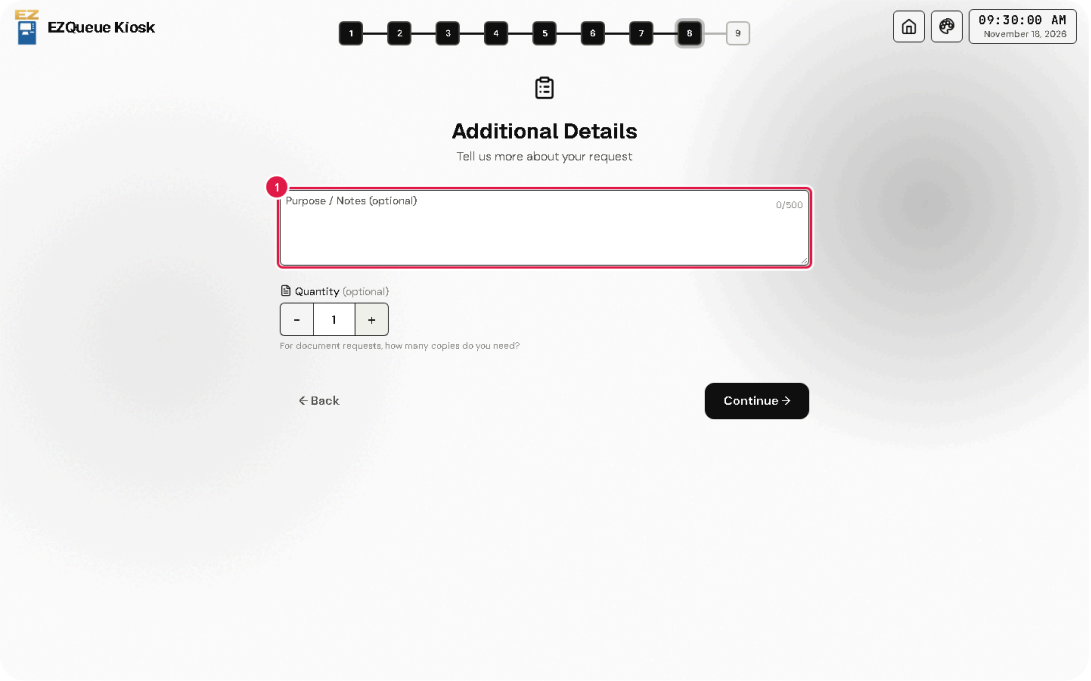
Before the kiosk makes your ticket, you can add a short note and check that everything is right.

Before you start

- You chose the office and service.

Steps

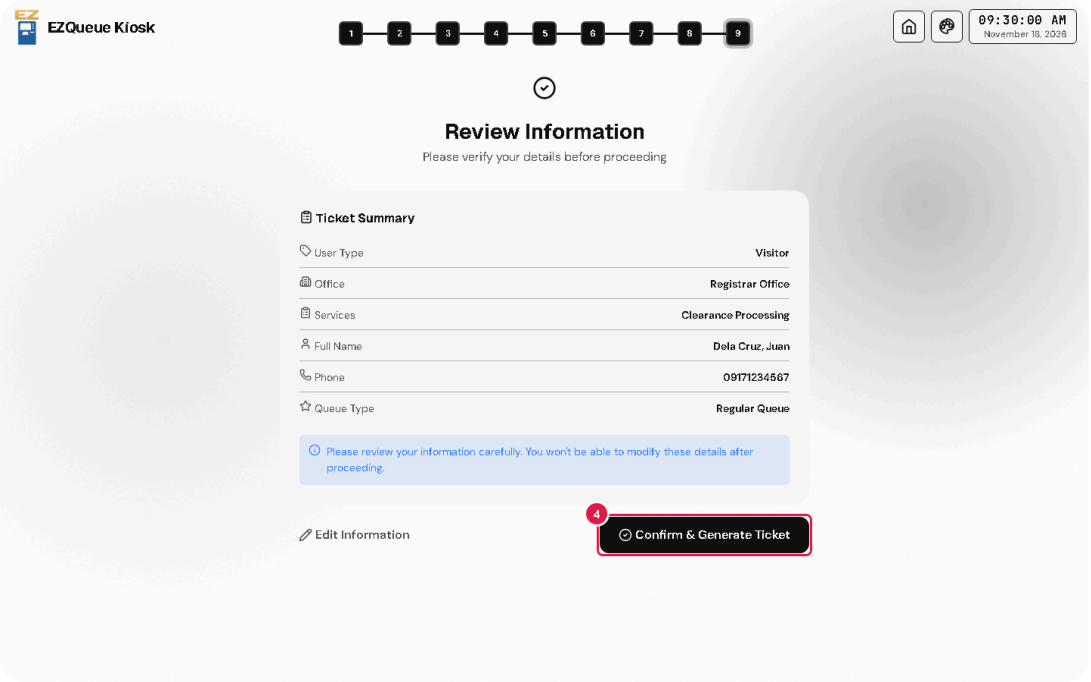
1 On **Additional Details**, type why you need the service in **Purpose / Notes**. This is optional. For documents, set how many copies you need.



2 Tap **Continue**.

3 Read the **Review Information** screen. Check your name, office and service.

4 If everything is right, tap **Confirm & Generate Ticket**.



> **Tip** Some services, like document requests, show a longer form before this screen. Fill in each part, then tap **Continue**.

If something goes wrong

- **Something is wrong on the review screen**: tap **Edit Information** and fix it.

5 Get your ticket and wait for your turn

Take your printed ticket, follow it on your phone, and wait for your number.

What this is for

Your ticket number is your place in line. The TV screen shows it, and a voice reads it out when it is your turn.

Before you start

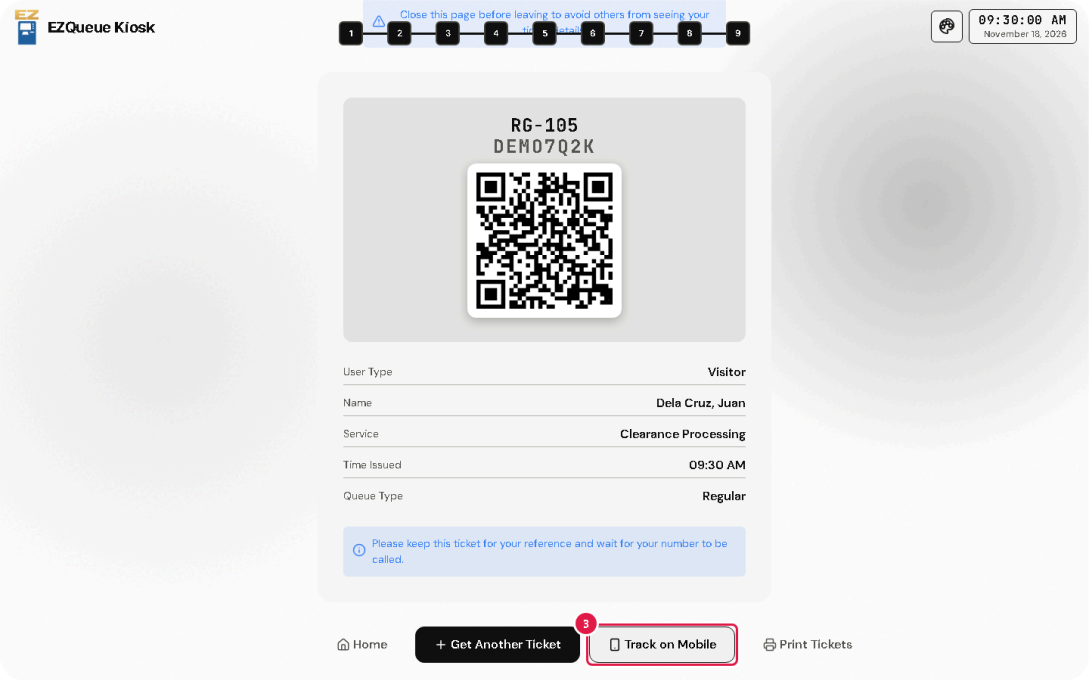
- You tapped **Confirm & Generate Ticket**.

Steps

1. The kiosk shows **Ticket Issued Successfully!** with your number, for example **RG-105**. The printer gives you a paper ticket.

2. No paper came out? Tap **Print Tickets**.

3. To follow your ticket on your phone, tap **Track on Mobile** and scan the QR code.



4. Tap **Home** when you are done. The screen asks you to close this page so others cannot see your ticket details. A window with the **Remote Portal** QR code opens first; tap **Back to Home**.

5. Wait for your number. The TV screen shows it and reads it out with the counter to go to.

> ⚠ **Warning** Keep your ticket for your reference, as the screen asks.

If something goes wrong

- **The printer is out of paper**: tell the staff, and write down your ticket number from the screen.
- **You need a ticket for another office**: tap **Get Another Ticket**.

6 If the kiosk asks "Are You Still There?"

Keep your progress when the kiosk thinks you left.

What this is for

If nobody touches the kiosk for a while, it asks if you are still there. If no one answers before the countdown ends, it starts over.

Before you start

- You see a message that says **Are You Still There?** with a countdown.

Steps

1. To keep going, tap **I'm Still Here (Continue)** before the countdown ends.
2. To start again from the first screen, tap **Start Over**.

If something goes wrong

- **The kiosk went back to the first screen**: the countdown ended. Start again from **Who are you?**