EZQUEUE · REMOTE

Remote – Queue From Your Phone Manual

For clients who get and track a ticket on their phone.

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1 Open the remote portal

Follow a ticket you already have, or get a new one, from your phone.

What this is for

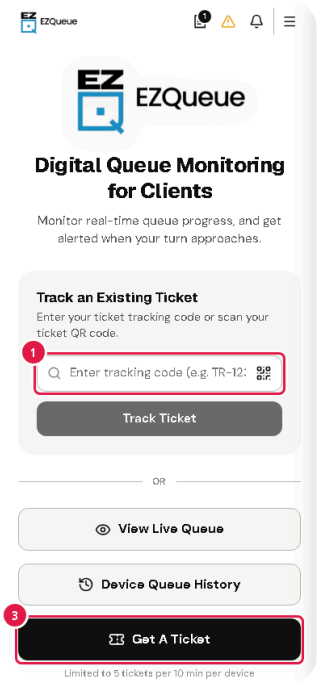
The remote portal lets you watch the line from your phone. You can follow a ticket from the kiosk, or get a ticket without going to the kiosk.

Before you start

- A phone with internet.
- To follow a ticket you already have: its tracking code, or the ticket with its QR code.

Steps

1 To follow a ticket you already have, type its tracking code in **Enter tracking code**. Or tap the QR icon in that box and scan the ticket's QR code.



2 Tap **Track Ticket**. Your place in line opens. See **Follow your place in line**.

3 To get a new ticket, tap **Get A Ticket**. See **Get a ticket on your phone**.

> **Tip** Tap **View Live Queue** to see an office's line, or **Device Queue History** to see tickets made on this phone.

If something goes wrong

- **"Ticket not found. Please verify your tracking code."**: check the code on your ticket and type it again.
- **No Get A Ticket button, or "Remote Queuing Disabled"**: getting tickets by phone is turned off. Get your ticket at the campus kiosk.
- **"System Currently Closed" or "System Under Maintenance"**: the queue system is not taking tickets now. Try again later.

2 Get a ticket on your phone

Say who you are, how to reach you, and where you need to go.

What this is for

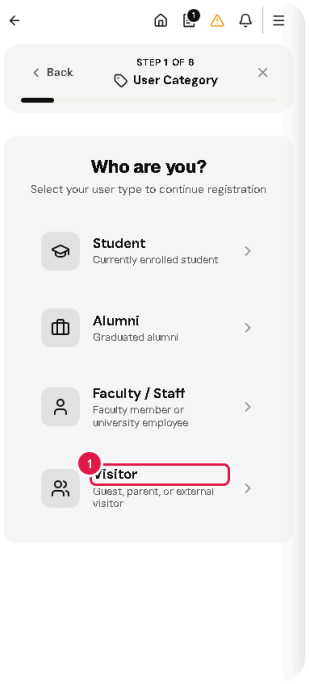
You can join an office's line from your phone, without going to the kiosk.

Before you start

- You tapped **Get A Ticket** on the remote portal.
- Students, alumni, faculty and staff: have your ID number ready.
- An email address and a mobile number. Both are required.

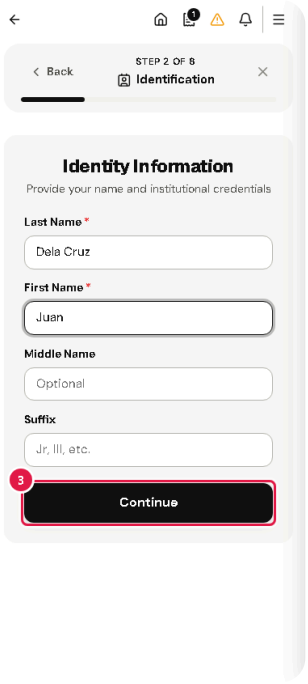
Steps

1 Tap who you are: **Student**, **Alumni**, **Faculty / Staff** or **Visitor**.

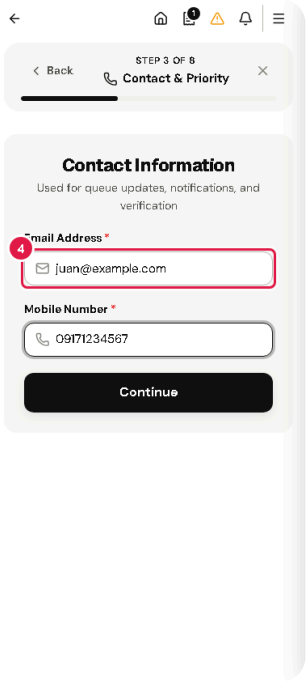


2 Type your ID number if asked, then your **Last Name** and **First Name**. If your ID has a QR code, you can tap **Scan ID QR** instead.

3 Tap **Continue**.



4 Type your **Email Address** and **Mobile Number**. The portal uses them for queue updates, notifications and checking who you are.



5 Tap **Continue**.

6 Tap the office you need, then the service you need. Tap **Continue**.

> **Tip** On the identity step you can tick **Connect my details to this device for faster queuing next time**.

If something goes wrong

- **"Notice: You already have an active ticket in …"**: you already have a ticket there. If you need another service, tap **Continue** again to queue anyway.
- **An office is grey**: its line is closed now.
- **You want to stop**: tap the **X** at the top, then **Discard & Exit**.

3 Confirm and save your ticket

Check your request, get your ticket, and keep its tracking code.

What this is for

Before your ticket is made, you check everything once. Then you can save a copy of the ticket on your phone.

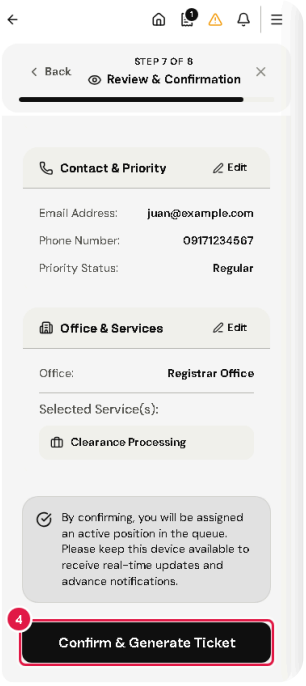
Before you start

- You chose your office and service.

Steps

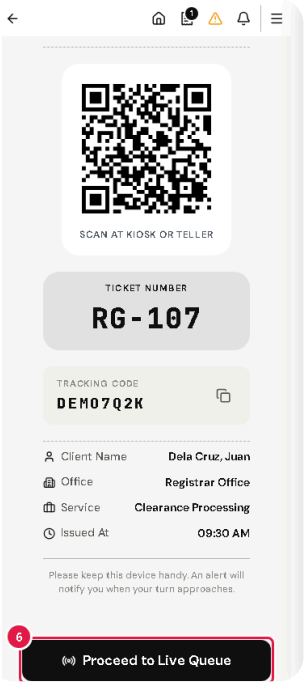
1. On **Transaction Details**, type your purpose if asked. Some services ask for more information first. Tap **Continue to Review**.
2. Read **Review & Confirm**. It shows your details, office and service.
3. To fix something, tap **Edit** on that part.

4 Tap **Confirm & Generate Ticket**. This gives you a place in the line.



5 Your ticket shows its number, a QR code and a **TRACKING CODE**. Tap **Save as Image** to keep a copy on your phone.

6 Tap **Proceed to Live Queue** to watch your place in line.



Tip Under the QR code the ticket says **SCAN AT KIOSK OR TELLER**.

> ⚠ **Warning** The portal asks you to keep this phone handy. An alert tells you when your turn is near.

If something goes wrong

- **"Submission Error"**: read the message, go back with **Edit**, and try again.
- **You need a ticket for another office**: tap **Register Another**.

4 Follow your place in line

See how many people are ahead of you and answer the alert when your turn is near.

What this is for

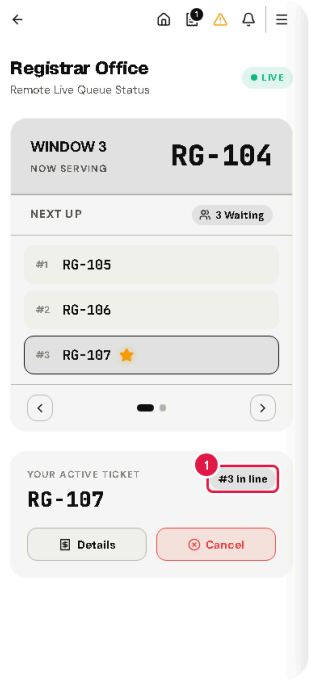
The live queue page shows who is being served now and your place in line. It updates by itself every few seconds.

Before you start

- You tracked a ticket, or tapped **Proceed to Live Queue**.

Steps

1 Find YOUR ACTIVE TICKET. The badge shows your place, for example #3 in line. Your ticket also has a star in the NEXT UP list.



2 At the top, NOW SERVING shows the number each window is serving.

3 When your turn is near, Your Turn is Approaching! pops up. Start walking to the office.

4 Tap **I'm on my way**, or **I need more time** if you need a moment. The staff at the counter see your answer.

5 When the counter calls you, the page shows **NOW SERVING YOUR TICKET!** Go to the counter.

6 After you are served, the page shows **Service Concluded**. You can rate your visit with **Evaluate Service Experience**.

> **Tip** Keep the remote portal open. The alert in step 3 shows on its pages, and EZQueue also emails it to you. The portal also offers an Android app (**Download App**) for push alerts.

If something goes wrong

- **"No Active Ticket Found"**: the ticket is no longer in the line. Tap **Track Another Ticket** to look up another code.

5 See or cancel your tickets

Find all tickets on this phone, and cancel one you no longer need.

What this is for

You can cancel a ticket you no longer need. You can also see every ticket made on this phone.

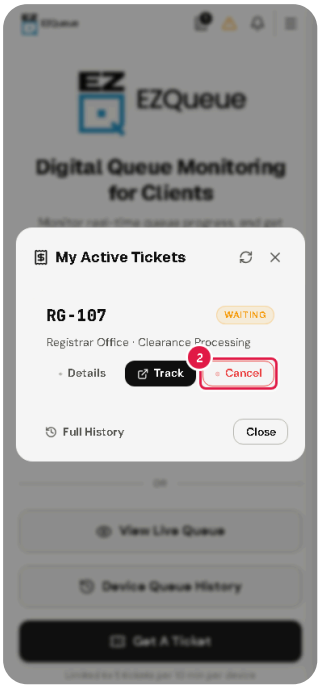
Before you start

- You have a ticket on this phone.

Steps

1. Tap the ticket icon at the top (**My Active Tickets**). It shows how many active tickets you have.

2. Find the ticket and tap **Cancel**.



3. Choose a reason, for example **Wait time is too long**. For **Other reason**, type your reason.

4 Tap **Confirm**. The ticket is cancelled.

> **Tip** **Track** opens the ticket's live queue. **Full History** opens **Device Queue History**, with past and active tickets from this phone.

> **Tip** The bell icon opens **Notifications & Announcements**. Tap **Mark All Read** when you have read them.

If something goes wrong

- **"Failed to cancel ticket. Please try again."**: check your internet, then try again.