

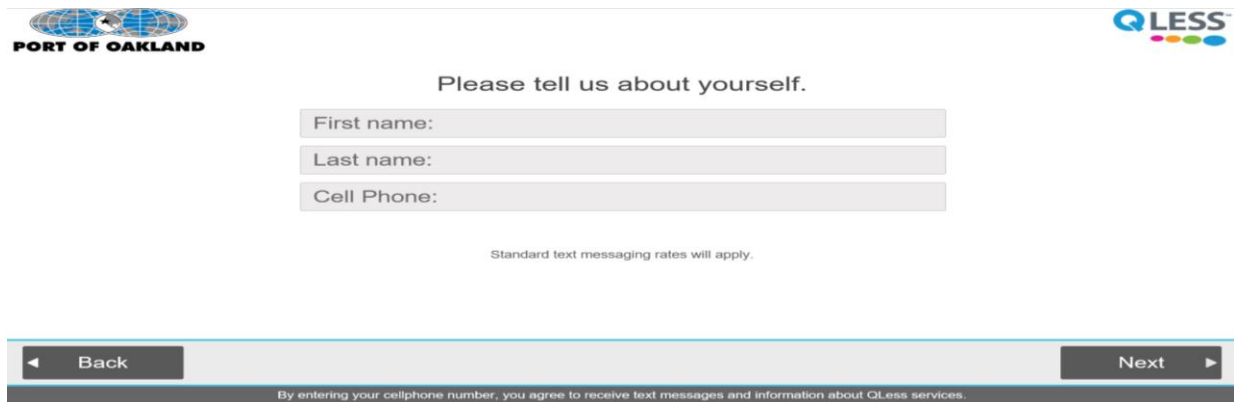
Oakland International Airport's Appointment and Queuing System

QLess User Guide

Please note – This appointment system is based on each person's personal cell phone number. Each person booking an appointment is required to use their personal cell phone number when scheduling their appointment. If the cell phone number is incorrect, that person may not be able to check in for their appointment and may have to reschedule their appointment.

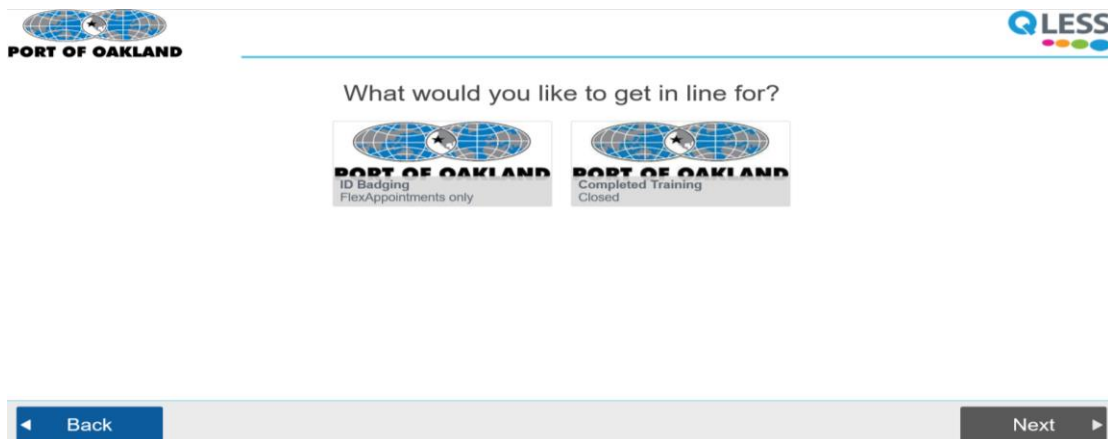
How do I book an appointment with this new Appointment System?

- Open the link below from your phone or computer
 - o Short URL: [OAK APPOINTMENT & QUEUEING SYSTEM](#)
 - o Full URL: <https://kiosk.na4.qless.com/kiosk/app/home/222>



The screenshot shows the QLess user interface. At the top left is the Port of Oakland logo, and at the top right is the QLess logo. The main heading reads "Please tell us about yourself." Below this are three input fields: "First name:", "Last name:", and "Cell Phone:". A small note below the fields states "Standard text messaging rates will apply." At the bottom of the form are two buttons: "Back" on the left and "Next" on the right. A footer bar contains the text: "By entering your cellphone number, you agree to receive text messages and information about QLess services."

- Enter your first name, last name, and cell phone number (remember, all communication will be through text messages)
- Click "Next"



The screenshot shows the QLess user interface for selecting a service. At the top left is the Port of Oakland logo, and at the top right is the QLess logo. The main heading reads "What would you like to get in line for?". Below this are two buttons: "PORT OF OAKLAND ID Badging FlexAppointments only" and "PORT OF OAKLAND Completed Training Closed". At the bottom of the form are two buttons: "Back" on the left and "Next" on the right.

- Select "**ID Badging Flex Appointments only**"



Which type of service may we help you with?

Fingerprinting	Training (1 class)	Training (2 classes)
Training (3 classes)	Training (4 classes)	Key Request
Custom Seal	Lost / Stolen / Damaged Badge	Other Issue

Back

Next

- Click on the type of service needed
- For Training Appointments please see the chart below to determine how many courses you will need to take. If you are unsure, please contact the ID Badging Office at (510) 563-2867 or at oakidbadging@portoakland.com

Training Class	Sterile Area Only	SIDA	Non-Movement Driver	Movement Driver	Authorized Signer
Frequency Required (Typically)	Every 2 Years (Every Other Year)	Every 2 Years (Every Other Year)	Every 2 Years (Every Other Year)	Every Year (Annually)	Every Year (Annually)
Training (1 Class Only)					
	X	X		X	X
Training (2 Classes)					
		X	X		
		X			X
	X				X
				X	X
Training (3 Classes)					
		X	X	X	
		X	X		X
Training (4 Classes)					
		X	X	X	X

- Authorized Signer's **MUST** assist applicants (e.g., when they sign the application) in determining the number of courses to sign up for in QLess. Applicants will **ONLY** be allowed to take the number of courses for which they sign-up for. If an applicant needs 3 courses but only signs up for 2, they will only be allowed to take 2 courses (not 3) and will have to schedule another appointment to complete the last course, if computer time is not otherwise available. We will accommodate when we can, but in all likelihood, the applicant will need to be rescheduled for classes beyond which they are signed up for.

- The appointment system will open to the first available slot. If you require a date in the future, please click the right arrow adjacent to the displayed date
- Click on the desired time
- You will instantly receive a text message confirmation and an additional information screen will appear

- Your name will auto-populate
- Then enter your email address where the appointment confirmation will be sent (i.e. Your Authorized Signer, Manager, Scheduler, etc...)
- Click “Next”



Thanks! Your FlexAppointment has been booked. Your confirmation code is APNP4CCRA. 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

- Click “Done”

Completion of Training

Upon Completion of Training, how do I check back into the queue using the *new Appointment System*?

- Open the link below or use the app from your phone
 - o Short URL: [OAK APPOINTMENT & QUEUEING SYSTEM](#)
 - o Full URL: <https://kiosk.na4.qless.com/kiosk/app/home/222>

Please tell us about yourself.

First name:

Last name:

Cell Phone:

Standard text messaging rates will apply.

◀ Back

Next ▶

By entering your cellphone number, you agree to receive text messages and information about QLess services.

- Enter your first name, last name, and cell phone number (remember, all communication will be through text messages)
- Click “Next”

What would you like to get in line for?



◀ Back

Next ▶

- Select “Completed Training”
- Then click “Next”



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.

Done

- Then click **“Done”**
- You will instantly receive a text message and will be added to the queue