QLess: Office Hour Queue Management System

Location: Course Office Hours @PennEngineering

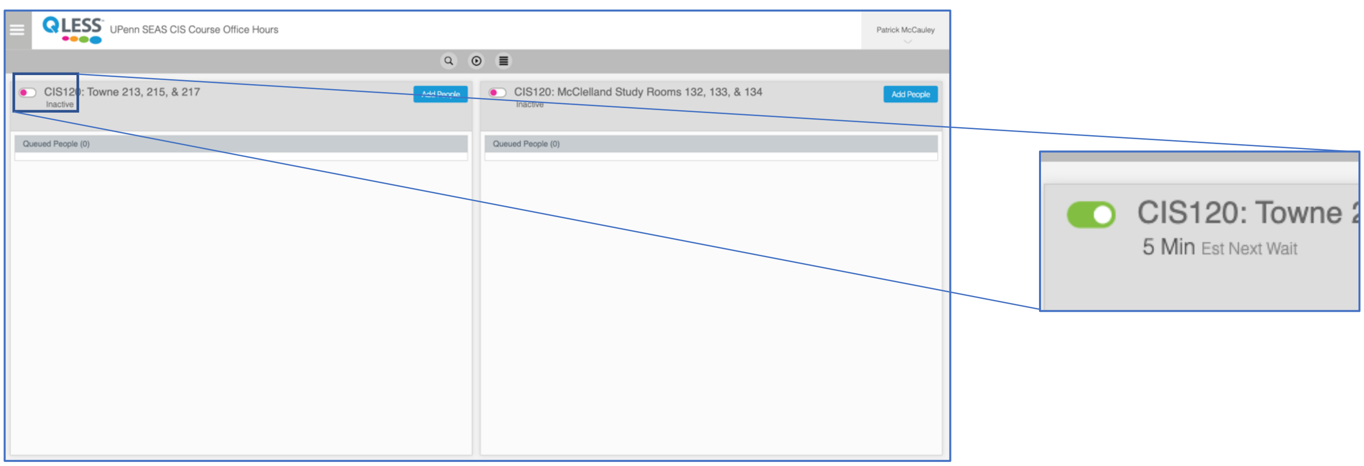
Links

Student Signup Portal: https://kiosk.na4.qless.com/kiosk/app/home/143
SSO TA Authentication: https://www.seas.upenn.edu/qless
Android Application: https://play.google.com/store/apps/details?id=com.qless.consumer.app&hl=en_US
iOS Application: https://apps.apple.com/us/app/qless/id1033286225

General Operation

Opening up office hours

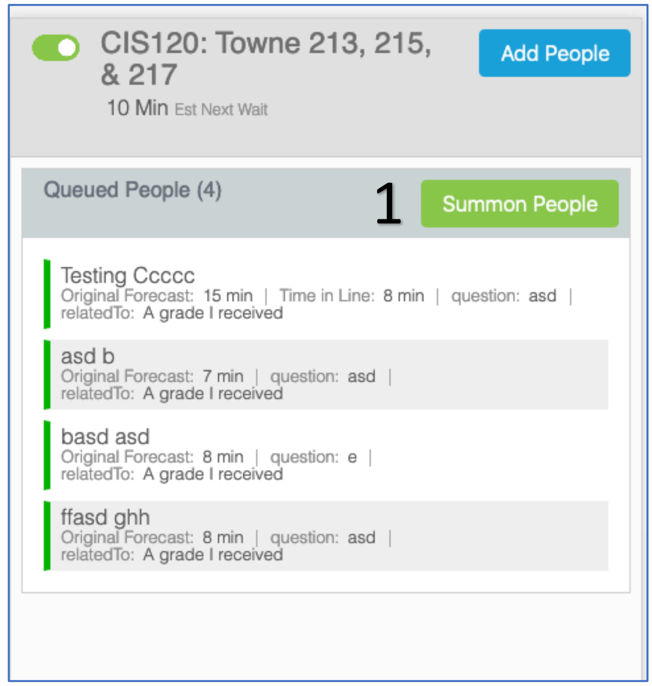
To open up office hours for beginning to service the queue, login to the back end using the SSO TA Authentication. At this screen, you should see whichever queues you have permission to view.



The toggle switch in the top left of the queue that you're attempting to activate should be pressed to activate the queue. Once the queue is active, students will be able to sign up via the Kiosk (or app).

Note that you can toggle between a List view and the view shown above by pressing the list icon located in the gray banner along the middle of the top of the screen. If you're in list mode, however, you won't be able to activate/deactivate queues.

Summoning Students



To summon students, you can either summon the student at the top of the list by pressing the 'Summon People' button (labeled 1 in picture), or you can select individual students from within the queue to summon. **You may summon multiple students at once**, so a likely course will be summoning the top person, then choosing others with similar questions to triage as a group.

Once a student has been summoned, they will be listed as 'Now serving' and will show as 'Summoned People' in your queue. Summoning a student will send them a text message alerting them to this if they've signed up with their phone number. Once they arrive, click on the 'Arrived' button. If a student doesn't arrive within five minutes, they will be considered expired and have the opportunity to rejoin the queue.

Once you've triaged a student or students, click the stop icon to indicate that they are done. Students that have been serviced will be listed in the 'List view' under 'Arrived People'.

If a student shows up and cannot access the kiosk for some reason, you can **manually add people using the 'Add People' button**. If you have nobody in your queue and a student shows up, you can **immediately jump into servicing them by using the 'Begin Service' button** (looks like a play button) in the center of the gray banner along the top, to the left of the list view icon.

Closing the Queue / Not Allowing Additional Signups

You can close the queue while continuing to service existing students in the queue. Simply **toggle the active switch** in the same way that you enabled the queue. Students that have been sitting in the queue will continue to be serviced, but nobody new will be able to join. This can be useful in situations where there is already a long queue and the end of the office hour time slot is nearing.

Existing students will need to either be serviced using the summoning functionality or removed from the line by clicking on their entry and choosing 'Remove from line'

Remote Operation: Recommended Workflow

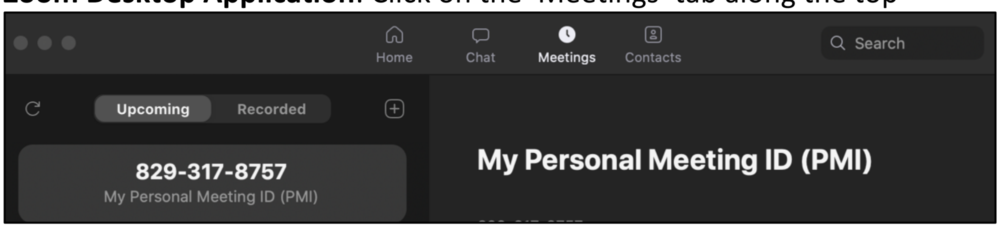
For Use with Zoom

1. Create a Zoom meeting with 'Join Before Host' enabled
   - This meeting will serve as the central meeting location which students can join while waiting to reach the front of the queue. This meeting does not need a host, though it does **need to be created/scheduled by an account that has a license – not a basic, personal account**
   - Make sure that the 'Meeting ID' is set to 'Personal Meeting ID' so that the link remains static for future sessions

2. On the course website, provide a link to both the Zoom meeting created in step 1 and the QLess kiosk for students to join the queue

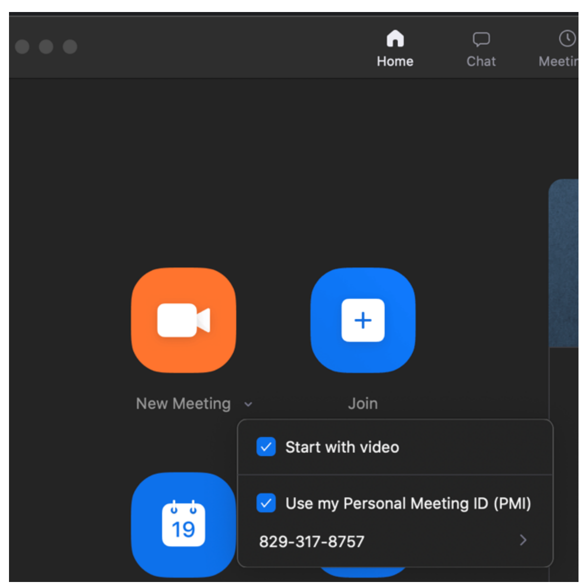
3. As students join the queue and reach the front of the line, the TA who is ready to summon the next student should connect to the central Zoom meeting from step 1

4. Once the TA is connected, they should summon the next student – from here, they will need to provide the student with their Personal Meeting ID via direct message. This can be found in the following ways:
   - **Zoom Desktop Application**: Click on the 'Meetings' tab along the top



   - **Zoom Web Application**: Click on your account (your picture) in the top right – your Personal Meeting ID should be shown just below your profile picture

5. At this point, both the TA and student should leave the central meeting
   - The TA should create a meeting:
     i. **Zoom Desktop Application**: Click on the 'Home tab', then select 'New Meeting' with the option 'Use my personal meeting ID' checked off
     ii. **Zoom Web Application**: Click on 'Host a Meeting' along the top, near your profile picture
   - The student should join the TA's meeting via their ID number that was provided in step 4
     i. **Zoom Desktop Application**: Click on the 'Home tab', then select 'Join Meeting' and enter the Meeting ID
     ii. **Zoom Web Application**: Click on 'Join a Meeting' along the top near your profile picture, then enter the Meeting ID



Troubleshooting

1. If you can’t see the button to activate a queue, check to confirm you’re not on list mode. Click the list icon in the center of the gray banner along the top of the screen to toggle in and out of list view

2. If you can’t see a queue that you believe you are permissioned for, click on the menu icon in the top left. Only those queues that show as selected will be displayed. If you are permissioned for more than one queue, you can select/deselect those that you wish to see by clicking on each

3. If a student has accidentally chosen the wrong queue to sign up for, they can remove themselves if they’ve used their phone number to sign up. Otherwise, you can move them by choosing their entry in your queue and selecting ‘Move’, then choosing the appropriate queue

4. If you’re having an issue summoning students, try using a different browser (this shouldn’t happen)