Purpose and Introduction
This document describes three main workflows associated with the Starfish Kiosk and Waiting Room Management feature and walks through the steps for each workflow. For the purpose of this material, we will refer to the Service as an Advising Center, and the members of the service as Advisors. Please note, this feature set may be used for any campus service and is not limited to advising only.

This feature is part of Starfish CONNECT and assumes a physical location where students come to sign in for an appointment. The admin steps required to make the kiosk available are covered in Kiosk-AdminDocumentation.pdf on the Implementation Resource Corner available to tenant admin users of Starfish.

Workflows included
1. Front Desk Personnel start the kiosk and manage the waiting room
2. Students sign in to the Kiosk at the Center and wait to be seen
3. Service members select and meet with students in the waiting room

Prerequisites for using Kiosk and Waiting Room

In Starfish
• Relationships must exist in Starfish between students and advisors.
• Both front desk personnel and advisors should be added as members of the Advising Center service in Starfish Admin in order to see the Waiting Room queue.
• Service members who will be working in the Center should have a ‘Walk-in’ meeting block or a “Scheduled and Walk-ins” meeting block established for the time while they will be working with students from the waiting room.

At the kiosk/waiting room location
• Dedicated computer available for the Kiosk with Internet Explorer Browser (Version 9 or higher).

To use swipe card functionality (optional)
• Swipe Card reader
• The Starfish Kiosk currently integrates with the MAGTEK USB HID SureSwipe (Product #: 21040140). This card reader is widely available and can be purchased from a number of online retailers, including Amazon.
When using the Kiosk with the MAGTEK USB HID SureSwipe Card Reader, the dedicated Kiosk computer must be running Windows XP or higher versions of the Windows OS, and have a USB port.

You must notify your Implementation Manager of your intention to use a swipe card reader so the proper configurations can be set ahead of time.

Steps for setting up the Swipe Card reader are included in the section below titled “Optional step: setup swipe card reader”.

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**Optional Step: Setup Swipe Card Reader**

**Walk Through Instructions for Three Main Workflows**

- **Front Desk Personnel start the kiosk and manage the waiting room**
- **Students sign in to the Kiosk at the Center and wait to be seen**
- **Service members select and meet with students in the waiting room**

**Additional Tips and Considerations**

**Document Version History**
Optional Step: Setup Swipe Card Reader

Connecting your MAGTEK USB HID SureSwipe Card Reader to the dedicated Kiosk computer is the first step. If you are not using the swipe card reader, please skip ahead to Part 2.

1. Connect the card reader to the computer via an open USB port.

2. A message should appear indicating that a new device is being installed. Allow this installation to complete.

3. Once the controller is installed, open your Internet Explorer browser (version 9 or higher) and enter the Kiosk URL provided to you by your Starfish Administrator.

4. Login to the kiosk for the service using the password given to you by your Starfish Admin. A message should appear at the bottom of the browser indicating that an ActiveX controller is trying to be installed. Select the option to allow the installation.

5. Once the installation is done, swipe cards can be used to login to the service via the card reader.
At the beginning of each day, plan to launch the kiosk on the dedicated computer your center is using for students to check in. You do not need to be a Starfish Administrator to launch the kiosk.

1. Open your Internet Explorer browser (version 9 or higher) and enter the Kiosk URL provided to you by your Starfish Administrator.

2. Select the Kiosk you plan to launch from the drop down menu, and enter the password given to you by your Starfish Admin.

3. You will see your center’s Kiosk sign-in page.

4. Students will see this page, enter the necessary information, and click the Next button to be entered into the Waiting Room queue.

>> Tip! Customize your Kiosk sign-in page by linking to an image or logo. Contact your Starfish Admin about this option.
As students log into the Kiosk, the Waiting Room queue will populate. Both front desk personnel and advisors can view the Waiting Room queue.

5. Login to Starfish on your own computer (not on the computer dedicated to the kiosk sign-in page).
6. Locate the My Services channel on your homepage and click the Waiting Room for a given service.

If you have access to view more than one Waiting Room, you will see a drop down menu. You may view more than one queue at the same time by checking off multiple boxes from this menu.

You may indicate when a student has left by clicking ‘Student Left’ next to a student’s name.
Once you have launched the Kiosk, a student will enter your center and sign in at the dedicated Kiosk computer.

1. Depending on your configurations, a student might be able to swipe in using a card reader and his/her student ID card. With this option, the student ID and last name should pre populate, and the student can simply click ‘Next’ to advance to the next screen.

2. If a swipe card reader is not being used, the student will enter his/her student ID and last name, and then click ‘Next.’

The following screen allows the student to select a reason why he/she is here, and optionally whether it is related to a course.

3. First the student should check either ‘I want to meet with someone individually’ or if group sessions are available, ‘I am here for a group session.’

4. The student then selects the reason for the visit from the drop down menu.

5. Next, the student has the option of selecting a course to relate to this visit. If a course is not applicable, the student can choose ‘No Course.’ (If the reason/appointment type is not course related, ‘No Course’ will be the only option).

6. Once these options are selected, the student clicks ‘Sign In.’
Kiosk and Waiting Room Management

Workflow 3: Service members select/ meet with students from waiting room

As students log into the Kiosk, the Waiting Room queue will populate. Both front desk personnel and advisors can view the Waiting Room queue by clicking on the Service from their Starfish homepage.

1. Login to Starfish on your own computer (not on the computer dedicated to the kiosk sign-in page).
2. Locate the My Services channel on your homepage and click the Waiting Room for a given service.

As a member of the service and one with relationships to students signing in to the Kiosk, you will be able to take certain actions.

3. Click on the hyperlink of a student’s name to view their student folder.
4. Click ‘Start Meeting’ to remove the student from queue and begin a meeting. Starting in Starfish 4.4, if you do not have a meeting block established, Starfish will create a walk-in block for the meeting. If you have a ‘scheduled appointments only’ block set, you will not be able to save the meeting without changing the time of the meeting, or the appointment types allowed.
5. Select ‘Student Left’ if the student left before meeting with anyone.

6. If you have access to multiple Waiting Rooms, a drop down menu will list them. To view more than one queue at the same time, check the desired boxes from the list.
7. On the right side of the Waiting Room you will see a list of today’s appointments. When a student who has an appointment with you today signs into the Kiosk, you will see an indicator that the student is now waiting to be seen.

8. Click ‘Start Appointment’ to remove the student from queue and begin your meeting.

9. When you click to start a meeting, an Add Appointment pop-up will overlay the Waiting Room on your screen.

10. Go to the Outcomes tab to document your meeting.

11. The ‘Actual Start Time’ will populate based on the time you clicked to start the meeting. Make sure to enter the ‘Actual End Time’ before you submit this pop-up.

12. You have the option to add free-text Comments on the Outcomes Tab, and/or to send a copy of your comments to the student.

13. Click the SpeedNotes tab to quickly document the outcomes of your meeting if applicable. Then click ‘Submit.’

14. If you click ‘Never Mind,’ you will be prompted to confirm that you do not want to save what you have entered and understand that this student will be sent back to the queue. Choose Yes or No.

15. After clicking ‘Submit’ you will see the Waiting Room queue and are ready to start your next meeting.
Additional Tips and Considerations

- Customize your Kiosk sign-in page by linking to an image or logo (see screenshots above). Contact your Starfish Admin about this option.
- SpeedNotes are an optional configuration choice made by Starfish Admins. If you do not see SpeedNotes, please contact your Starfish Administrator.
- Starfish Admins can run a Service Report to view the meetings documented through the Kiosk in Excel. The report will contain all of the student and provider information, as well as wait time, scheduled start and end time, actual start and end time, reasons, and more.
- Beginning with Starfish release 4.4, you can set an office hour block to be “Scheduled and Walk-ins”, allowing both scheduled appointments and walk-in appointments during the same set of office hours. Use the “Office Hour Type” drop down box and select “Scheduled and Walk-ins” to allow both types of meetings in your office hours. New office hour blocks will default to allowing both types.
## Document Version History

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<tr>
<th>Version</th>
<th>Description of updates</th>
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<tr>
<td>1.0</td>
<td>Published when Kiosk feature was introduced</td>
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