

## **Navigate: Staff Home Appointment Queues**

The Staff Home **Appointment Queues** tab shows queues of students checked in for appointments and lets you take action to manage these appointments.

Staff Home is the home page for users with the standard *Staff* user type. Users can also open Staff Home by clicking the **Home** icon. Click **Appointment Queues** to open the tab. This feature is for staff.

### **Appointment Queues Tab**

The **Appointment Queues** tab shows a list of students checked in for their appointments (including virtual check-ins), students in your queue, and students in other queues.

This tab is helpful when managing drop-in appointments or monitoring appointment progress. You also set how you want to be notified when a student checks in on the platform. By default, **Ding** is selected, but if either **Email** or **Text Message** are checked, the option offers user-level customization that would make it so that a virtual check-in for a drop-in appointment could also flag the staff user via email/text.

## Staff Home ▾

Students Appointments My Availability **Appointment Queues**

Notification Methods:  Ding  E-mail  Text Message

### Students Checked In For Appointments <sup>1</sup>

Actions ▾

SELECT	NAME	SERVICE	APPOINTMENT TIME	COMMENT	MEETING TYPE	URL/PHONE NUMBER	CHECKED IN AT	WAIT DURATION
--------	------	---------	------------------	---------	--------------	------------------	---------------	---------------

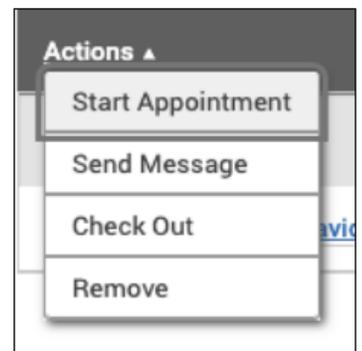
There are not any student appointments checked in

### **Students Checked In For Appointments**

Students will appear in this queue if the Staff user has a scheduled appointment and the Student has checked in for that appointment.

#### **Actions in this queue:**

- **Start Appointment:** Opens an Appointment Summary and moves the Student to the 'In-Progress Visits' queue. **You should send a message to a student when you start the appointment if it is a remote/virtual appointment.**
- **Send Message:** Sends a message to the Student.
- **Check out:** Checks the Student out.
- **Remove:** Removes check in and data from check in time.



## Students Checked In For Drop-Ins With Me ⓘ

Actions ▾							
SELECT	NAME	SERVICE	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
You do not have any students currently waiting							

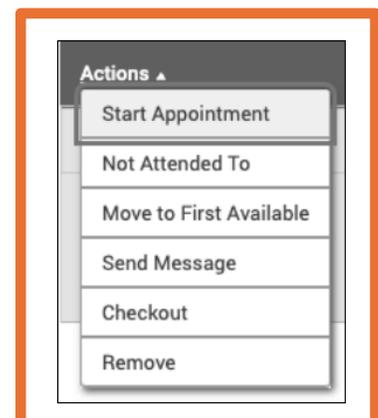
### **Students Checked In For Drop-Ins With Me**

Students appear in this queue if you have drop-in availability and the student has checked in to visit with either **First Available** or **with you specifically for a drop-in** visit. **Please Note:** Students will only appear in this queue if they checked in for a drop-in that matches the Care Unit, Location, and Service of your drop-in availability.

**YES** or **NO** in the **First Available** column indicates if the drop-in is for you specifically or the first available staff member.

### **Actions in this queue:**

- **Start Appointment:** Opens an Appointment Summary and moves the Student to the 'In-Progress Visits' queue.
- **Not Attended To:** Removes the Student from the queue but holds the check in time (i.e., Student left or Staff ran out of time).
- **Move to First Available:** Moves the Student from the Staff-specific queue to the First Available Queue and notifies other Staff users that the Student has been added to their queue.
- **Send Message:** Sends a message to the Student.
- **Check out:** Checks the Student out.
- **Remove:** Removes check in and data from check in time.



## In-Progress Visits 🔔

Actions ▾						
SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE
You do not have any students currently waiting						

### **In-Progress Visits**

Students will appear in this queue when an appointment is started from either the **'Students Checked for Appointments'** or **'Students Checked for Drop-Ins With Me'** queues.

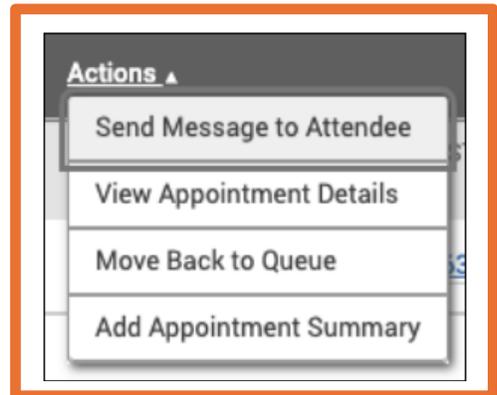
If the Staff user starts an appointment and populates the **Appointment Summary** and then minimizes or closes out the Appointment Summary, the Student will remain in the **'In-Progress Visits'** queue until the Staff user goes back and clicks the 'Add Appointment Summary' to finish the visit.

While a Student is in the **'In Progress'** queue, the student can only be checked out from this queue or the In Progress queue in **Appointment Center**. Or the Staff user can start the Summary and **'Save and Check out.'**

### **Actions in this queue:**

- **Send Message to Attendee:** Sends a message to the Student.
- **View appointment details:** Allows user to see appointment information (only applicable to **scheduled appointments**).
- **Move Back to Queue:** This action will move the Student back to the initial state of the visit (**drop-in** queue for specific Staff, **First Available** queue, or **Checked in for an Appointment** queue).
- **Add Appointment Summary:** This will populate the Appointment Summary to allow the Staff User to fill out the Summary of the Visit started

**Note:** If you start an appointment and populate the **Appointment Summary** and then minimize or close the Appointment Summary report, the student remains in the In-Progress Visits queue until you go back and select Add Appointment Summary to finish the visit.



**Students In Other Staff Queues** ⓘ

Actions ▾

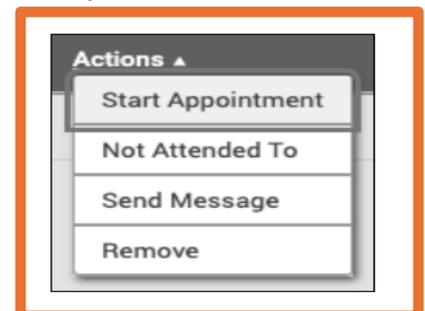
SELECT	NAME	STAFF	SERVICE	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
There are currently no students waiting on other staff							

**Students In Other Staff Queues**

Students will appear in this queue if the Staff user has availability that day at a Location for a Care Unit and a Student has **dropped-in** for another Staff user at that same location. **Please note:** students will appear in this queue regardless of which Service they dropped-in for.

**Actions in this queue:**

- **Start Appointment:** Opens an Appointment Summary and moves the Student to the 'In-Progress Visits' queue.
- **Not Attended To:** Removes the student from the queue but holds the check-in time. This is used if the student left or you ran out of time for drop-ins.
- **Send Message:** Sends a message to the Student.
- **Remove:** Removes check in and data from check in time.



### Students Checked In For Track Time ? ⓘ

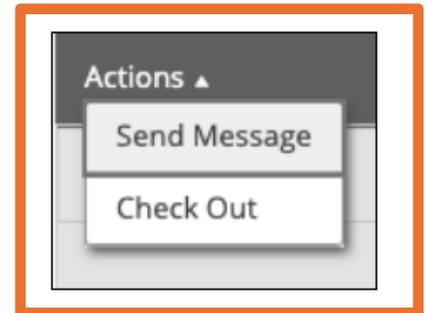
Actions ▾				
SELECT	NAME	SERVICE	COURSE	CHECKED IN AT
There are currently no students checked in without specific staff				

### **Students Checked In For Track Time**

Students will appear in this queue if they have checked in for a service that has been specified for 'Track Time' at a particular location. **No Staff are identified in this queue.**

#### **Actions in this queue:**

- **Send Message:** Sends a message to the Student.
- **Check out:** Checks the Student out.



### **Frequently Asked Questions**

*How soon in advance does the check-in button appear to students and can they check in up until the end of the appointment time?*

Students can check in at the start of the day (12am) of the appointment and until the end time of the appointment.

**Notes:**

- **Staff and First Available Queues:** When students **drop-in** to the **First Available** queue, staff who do not have availability for the service the student has dropped-in for will not see the student in the queue.
- Students Checked in for **Drop-Ins With Me** queue. Students will only appear in this queue if they checked in for a drop-in that matches the Care Unit, Location, and Service of your drop-in availability.
- There is not currently a way to enter comments via the kiosk when a student checks-in for a Drop-In appointment. That field in your screenshot is there in case they are checking-in for a prescheduled appointment that had comments entered for it already.