

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic design.

QLess Appointments

Signatory Training for Badge Office & Badge Class Appointments

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What is Changing

- ▶ QLess is an appointment system implemented to reduce the amount of time spent waiting in line for Badge Office services or the Badge Classroom training
- ▶ An appointment is now required for all Airport Security Badging Services
- ▶ Signatories are required to make appointments for their:
 - ▶ New hires that need fingerprinting
 - ▶ Employees who require Badge Classes (SIDA/Ramp)
- ▶ Renewal appointments can be made by either the badge holder or the signatory.

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The Process

► Badge Application

- All applicants need to visit the Badge Office with a signed and stamped application with proper ID for fingerprinting and background checks
- Signatories are now required to make an appointment for this visit
- Once the background check is complete, the Signatory is notified as usual. Signatories are then required to make an appointment for the Badge class for their employee. Be sure to select appropriate training (SIDA, Ramp or Both).

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What it Looks Like

- ▶ Signs at both offices describe the process for making an appointment and monitors show the “line”
- ▶ When someone is summoned for their turn the monitor displays their name. For Badge Office, the station number they are expected at is displayed on the monitor.



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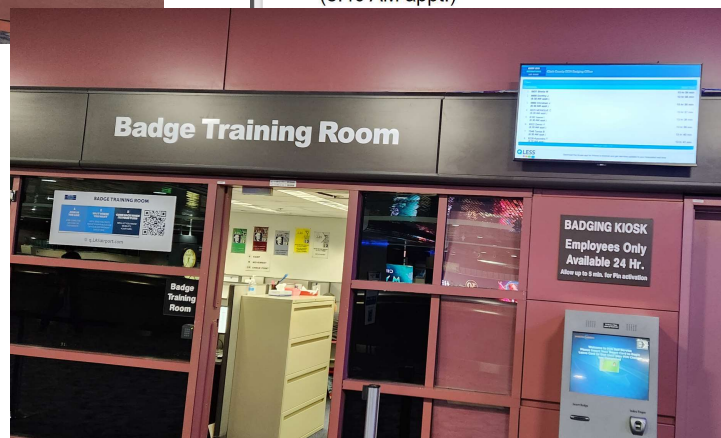
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Clark County DOA Badging Office

Badging Services

Customers	Wait Time
1. 0458 Khemara K (8:00 AM appt.)	6 min
2. 7814 (8:20 AM appt.)	11 min
3. 7876 Kyle v (8:20 AM appt.)	16 min
4. 0015 Shiloh A (8:40 AM appt.)	21 min
5. 6138 Arlene S (8:40 AM appt.)	26 min
	31 min
	35 min
	40 min

Waiting Room



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How to Make an Appointment

Make an Appointment:

- ▶ Online using any browser: q.lasairport.com
- ▶ Scanning the QR code:



A link to make an appointment is also on the Airport website:
<https://www.harryreidairport.com/Business/Aviation/Badging>

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Please tell us about yourself.

First name:

Step 1

Last name:

Step 1

Cell Phone:

Standard text messaging rates will apply.

Back

Next

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Clark County DOA Badging Office

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What would you like to get in line for?

Badging Services
2 hr, 49 min, 36 people in line.

Badge Class
Appointments only

Step 2

Back

Next

Step 3

Which type of service may we help you with?

Badge Renewal

New Employee

Other

Which type of service may we help you with?

Badge Class - 90 minutes

Ramp Class - 90 minutes

Both SIDA and Ramp - 3 hours

Making the Appointment

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Additional Information - New Employee

Company/Employer

Step 4

The current wait to be seen as soon as possible for this service is 2 hr, 11 min. Which would you like to do?

Join Now

2 hr, 11 min

Schedule Appointment

Step 5

Please select the day & time at which you would like to be seen.

< Wednesday June 7, 2023 >

6:20 AM

6:40 AM

7:40 AM

1:40 PM

2:20 PM

2:40 PM

3:00 PM

3:20 PM

3:40 PM

4:00 PM

Step 6

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Appointment Notifications

- ▶ Once an appointment is made, the following notifications are sent:
 - ▶ Instant: Appointment Confirmation
 - ▶ 24hrs before the appointment: Reminder
 - ▶ 1-2hrs before the appointment: Reminder
 - ▶ 15 minutes before the appointment: Reminder
 - ▶ When the person is ready to be seen

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Sample Texts:

Thanks! Your confirmation code is DPRH9X9XCNN3G and your appointment is 6/7/23 at 3:30 PM PDT. If you need to cancel, reply with "C".

Please ensure your badge application is signed by your signatory, you have gone to metro to receive a stamp, and have 2 valid IDs.

Thanks! Your est. wait is now 260 min. We'll let you know when you reach the front. Commands you can send: "S" - Status update, "L" - Leave, "H" - Help

Tips & FAQs

- ▶ Q. What are the other services offered by the Badge Office? Do I need an appointment?
- ▶ A. Yes. An appointment is needed for all Badge Office services. Other services include: Badge Returns, Reactivating a lost badge, adding Ramp, adding a CBP seal, damaged badge replacement and document updates.

How to Make this Easy!

- ▶ Signatories need to add this process to the new employee onboarding
- ▶ Be sure you make an appointment for the right office and the right service
- ▶ Make sure the appointment is made with the name and cellphone number of the person for whom the appointment is for. Please use name on badge (no nicknames)
- ▶ Proper Identification and the Metro stamp is still required
- ▶ Plan Ahead! Appointments make the best use of everyone's time. Walk up appointments are accepted, but the wait time will be long.

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Questions?



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Booking the Appointment

- ▶ Enter the first name, last name and cellphone# of the person who the appointment is being made for
- ▶ Select the appropriate office to visit (Badging Services / Class). This is very important!
- ▶ Select the reason for the visit (e.g. New Employee, SIDA Training)
- ▶ Enter the Company name
- ▶ Select “Schedule Appointment”
- ▶ Pick the desire date & time
- ▶ A notification is sent to the phone number entered:
 - ▶ Instant: Appointment Confirmation
 - ▶ 24hrs before the appointment: Reminder
 - ▶ 1-2hrs before the appointment: Reminder
 - ▶ 15 minutes before the appointment: Reminder
 - ▶ When the person is ready to be seen

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