Getting Started with LobbyCentral

How it Works

1. A customer can check in at a Kiosk or through employee assistance for personal sign-in.
2. The customer's name, time in, and reason for visit is visible with a list of other waiting customers to employees monitoring the queue.
3. When an employee takes the next customer from the queue, the display automatically refreshes to show the customer is no longer waiting.
4. Once the service has been completed, the employee closes the request.

How does the Customer Check In?

There are two ways a customer check in with LobbyCentral: Kiosk or Employee Assisted. We'll review both of these methods.

Method 1: Customer Kiosk Check-In

A kiosk is a computer or mobile device that allows the customer to sign in without employee assistance.

Apple iPad (all generations)

1. Download the **LobbyCentral Mobile** app from the app store.
2. Start the app, and go to the Settings screen.
3. Under **LobbyCentral Online**, enter your **Company ID**. Leave all other fields empty.
4. Tap **Save**.
5. Enter your LobbyCentral username and password.
6. Tap **Location** to select the location for the kiosk.
7. Tap **Kiosk Mode** to switch it to **On**.
8. Tap **Sign In**.

To **exit kiosk mode**, tap on the lower right-corner of the screen.

Android Mobile Tablets & Desktop Browsers

1. Download **Google Chrome** for Android.
2. Go to https://portal.lobbycentral.com/apps/kiosk.aspx
3. Enter your Company ID.
4. Enter your username and password.
5. Select the location for the kiosk.
6. Click **Login**.

Method 2: Employee Assisted

An employee can check in a customer using the web portal if you prefer to keep the check-in experience personal or if you have a receptionist.

To check in a customer:

1. Log in to the web portal at https://portal.lobbycentral.com
2. On the Service Request screen, click **New Request**.
3. Type in the customer's full or partial name, phone number, or account ID.
4. Select the existing customer or click **New Customer**.
5. If creating a new customer, enter the customer's first and last name. *Note: It is advised to also enter the customer's middle initial and account ID to reduce the number of duplicate matches in LobbyCentral.*
6. Select the **Service Queue** which represents a department or unit.
7. Select the **Service** or reason for visit. If the service is not shown, select Other to enter a custom description.
8. Enter **Customer Comments** (optional).
9. Select the **Requested User** if the customer is asking for a specific employee.
10. Click **Submit** to create the request.

To check in a customer using LobbyCentral Mobile App:

1. Log into the LobbyCentral Mobile iPad app.
2. Leave **Kiosk Mode** OFF.
3. Tap the "plus" button located at the top-right of the screen.
4. Type in the customer's full or partial name and tap **Search**.
5. Select the customer from the list or tap New in the upper-right corner of the screen.
6. If creating a new customer, enter the customer's first and last name. *Note: It is advised to also enter the customer's middle initial and account ID to reduce the number of duplicate matches in LobbyCentral.*
7. Tap **Queue** to select the department or unit.
8. Tap **Service** to select the reason for visit.
9. Enter **Customer Comments** (optional).
10. Tap **Save**.

Handling Customer Requests

Now that we know how to create customer check-in requests, we'll walk through the process of taking and closing a request.

Note: When preparing to assist a customer, it is advised that you first take the customer from the wait queue and then meet the customer. This provides a more accurate time for length of wait and it notifies other employees that the customer is no longer waiting.

To take a customer using the Web Portal:

1. Log into the web portal.

2. If you are managing more than one service queue, select a queue by clicking the name shown under **Lobby Queues**. You can also select **All** to view all pending customers.
3. Take the customer from queue by clicking the customer's name. *Note: If the administrator has turned on First-In First Out, you must take the next waiting customer which is the first name in the list.*

If the administrator has configured LobbyCentral to allow **Multi-request Handling**, the **Work Record** will not be shown. To access the Work Record, click the customer's name from the **In-Service List**. Otherwise, the Work Record screen is immediately displayed.

Multi-request Handling is used in situations where the employee is moving the customer from the waiting area to another room. For example, in a doctor's office the patient is called by the nurse and taken to an exam room.

Completing the Service

Once the service has been completed, it is time to close the customer's request to record **Time Out**.

To close the request:

If the Work Record is visible:

1. Enter any closing comments.
2. Click the **Complete** button.
3. Verify that you want to close the request.

If the Work Record IS NOT visible:

1. Click the customer's name in the **In Service List**.
2. Enter any closing comments.
3. Click the **Complete** button.
4. Verify that you want to close the request.

Getting Assistance

Please contact support@lobbycentral.com if you have any questions.

You can also find a link to download the complete User Manual by logging into the web portal and selecting LobbyCentral User Guide from the Help menu.