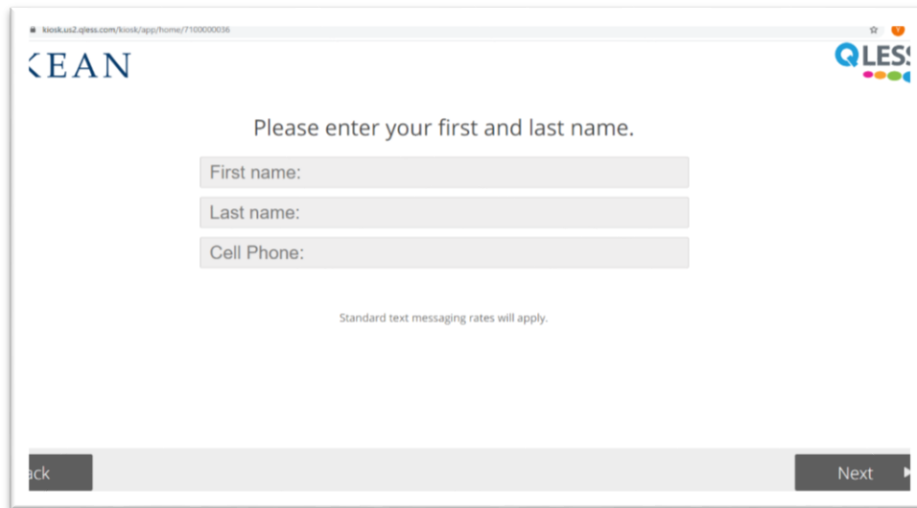


QLess Instructions for Students

There are two different ways to access the University One Stop Service Center virtual line: by **One Stop web link** (for video meet or call back), and **QR Code** (for video meet or call back).

I. One Stop Web link

1. Click the link <https://kiosk.us2.qless.com/kiosk/app/home/7100000036> and enter first, last name, and cell phone number:



CEAN

QLESS

Please enter your first and last name.

First name:

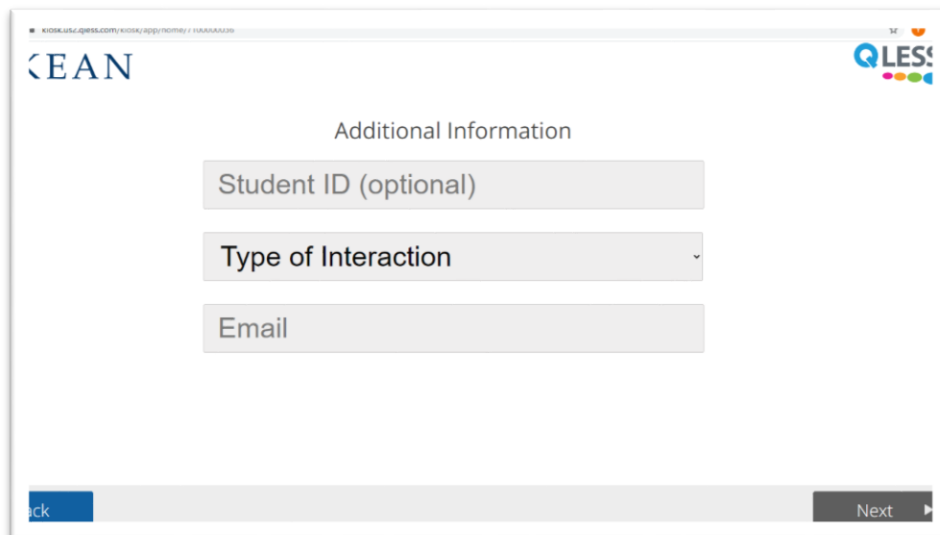
Last name:

Cell Phone:

Standard text messaging rates will apply.

Back Next

2. Click "Next":



CEAN

QLESS

Additional Information

Student ID (optional)

Type of Interaction

Email

Back Next

3. Choose preferred "Type of Interaction" (Call Back or Video Conference) and enter email address:

QLES

Additional Information

Student ID (optional)

Type of Interaction

Type of Interaction

Call Back

Video Conference

ck Next

4. Click "Next" and choose the service type:

QLES

Which type of service may we help you with?

Enrollment Verification Request

Registration Assistance

Readmit

Non-Matriculating

Graduation / Diploma Inquiries

Address / Personal Info change

Billing / Payment

ck Next

5. Click "Next" and you will receive the following message:

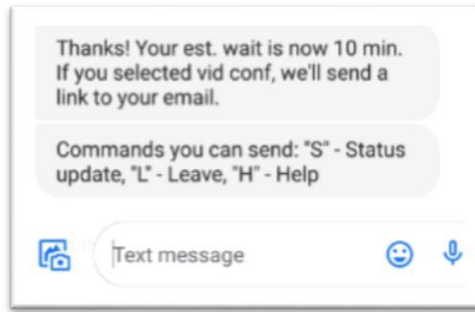
kiiosk.us2.qles.com/kiiosk/app/home/7100000036

QLES

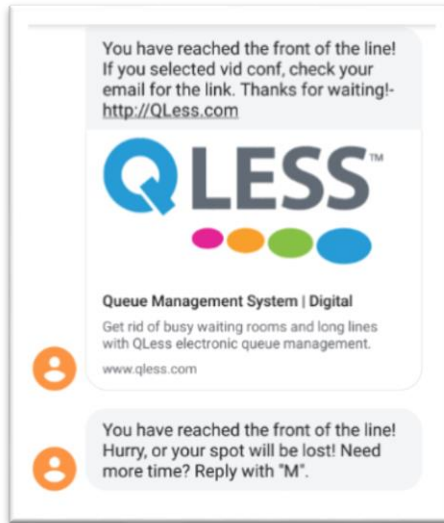
Thanks! We're holding your spot in line. You will receive a text message confirmation shortly. We'll send you updates and let you know when you've reached the front of the line.

Done

6. You will receive a text message on the phone number you entered:



7. Once you reach the front of the line, you will receive the following message:



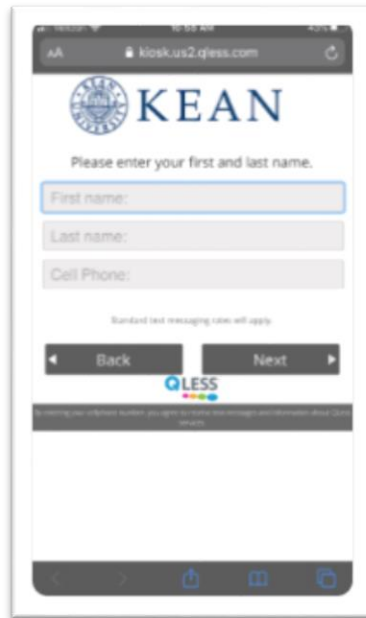
8. Once you receive the above message, get ready for a call from a One Stop representative if you selected "Call Back", or check your email for the link to start a video meet with a One Stop representative if you selected video conference.

II. QR Code

1. Scan the QR Code below:

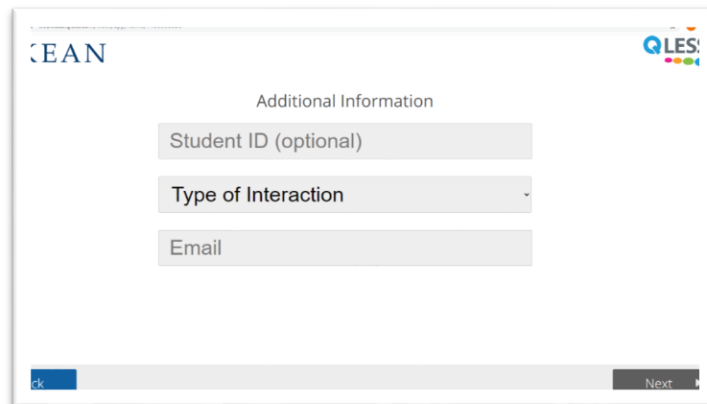


2. Enter your First Name, Last Name, and Cell phone number:



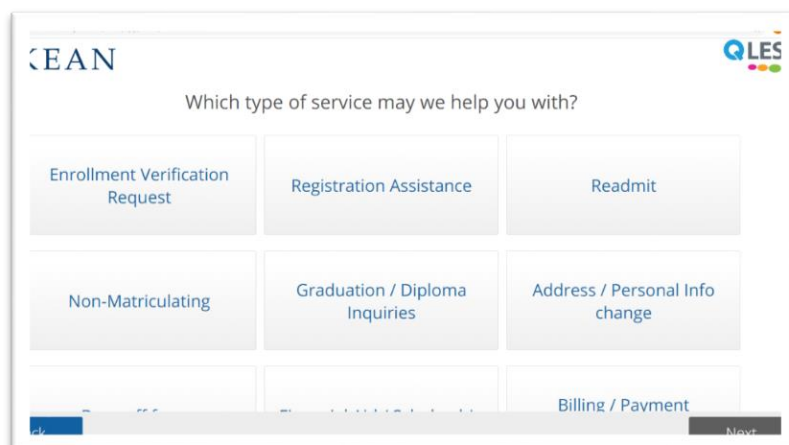
A screenshot of a mobile application interface for Kean University. At the top, the Kean University logo and name are displayed. Below the logo, the text "Please enter your first and last name." is shown. There are three input fields: "First name:", "Last name:", and "Cell Phone:". Below these fields, a small note states "Standard text messaging rates will apply." At the bottom of the form, there are two buttons: "Back" and "Next". The QLES logo is visible at the bottom center of the screen.

3. Click "next", enter Student ID, choose Type of Interaction and enter Email address:



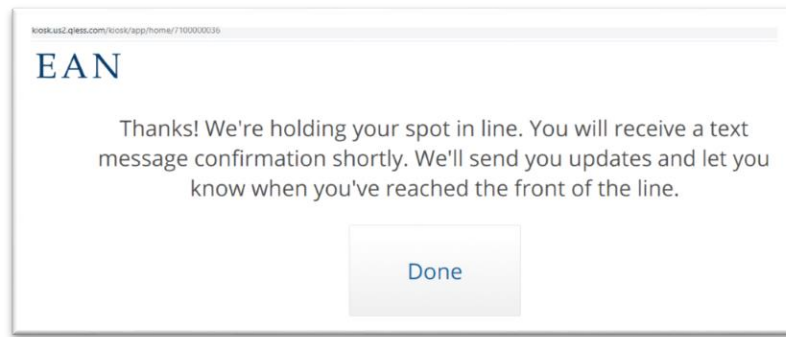
A screenshot of a web browser interface. The Kean University logo is in the top left, and the QLES logo is in the top right. The main heading is "Additional Information". Below this heading, there are three input fields: "Student ID (optional)", "Type of Interaction" (which is a dropdown menu), and "Email". At the bottom right of the form, there is a "Next" button.

4. Click "next" and choose the type of service:

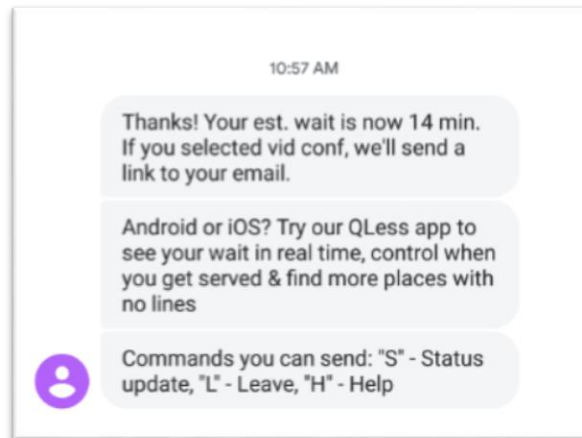


A screenshot of a web browser interface. The Kean University logo is in the top left, and the QLES logo is in the top right. The main heading is "Which type of service may we help you with?". Below this heading, there are six buttons arranged in a 2x3 grid: "Enrollment Verification Request", "Registration Assistance", "Readmit", "Non-Matriculating", "Graduation / Diploma Inquiries", and "Address / Personal Info change". At the bottom right of the form, there is a "Next" button.

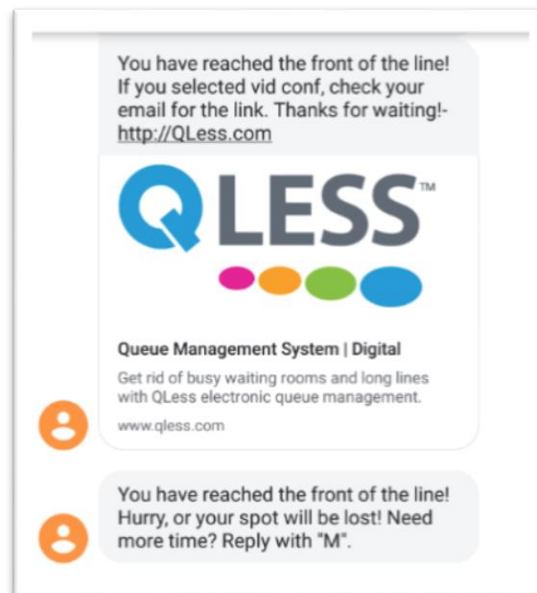
5. Click "next" and you will receive the message below:



6. You will get a text message on the phone number you entered:



7. Once you reach the front of the line, you will get the following message:



8. Depending on the preferred call back method you chose, a One Stop representative will either call you back or check your email for a video conference invitation.