1. If you have access to multiple locations, select the location which visitors you wish to serve.

2. Filter the waitlist by selecting the lines which visitors you wish to see. Don’t forget to choose a desk if your location uses TV or SMS notifications.

3. Here is the waitlist. The Waiting section shows all visitors in line, but the Serving section shows only visitors that are currently being served by you.

4. Select a visitor from the waitlist and click "Call visitor" to begin their service.

5. To end service, click "Finish Serving". Alternatively, click "Call Next" to end service AND also call the next visitor in line.

6. Check the visitor’s status to see their wait/service time.

   - Waiting for service: < 7 min
   - Serving now: 5 min

7. Click on any visitor to edit their details.

8. Click on the three dots icon to use additional service commands.

9. The waitlist automatically adds tags when a visitor has been Returned to Queue, Forwarded, or Assigned To.

   - Assigned to: Me
   - Returned to queue
   - Forwarded

   The Total time tag shows the visitor’s total time spent since sign-in (wait + service time).

Contact
Click on the Chat icon to contact Qminder customer support. Your message always gets recorded and we will get back to you as soon as possible. Questions and feedback are most welcome!