



Consumers will receive an appointment reminder email prior to their appointment with instructions to click the "I'm Here" button when they arrive at the kiosk. Clicking the "I'm Here" button opens the mobile check-in site for the kiosk.

Complete the following steps to check in with an appointment.

- 1. On the mobile check-in site, confirm the consumer's information.
 - a. If the information correct, tap Yes, It Is.
 - b. If the information is incorrect, tap **No, It Is Not**.
 - Verify the correct phone number and email address are entered. Choose the preferred contact method and tap Proceed.
- 2. After tapping Yes, It Is, enter the vehicle's **mileage** and tap **Proceed**.
 - a. If the appointment does not have a vehicle, enter the vehicle information.
 - i. Year
 - ii. Make
 - iii. Model
 - iv. Trim
 - v. Style
 - b. Tap Proceed.
 - c. Enter the vehicle's **mileage** and **VIN**, if available. Tap **Proceed**.
- 3. An information page displays with the current services on the appointment. Tap **Proceed**.
- 4. Select the Transportation Type and tap Proceed.
- 5. Verify the consumer information is correct and tap **Yes**, **It Is**.
- 6. Verify the **mileage** is correct and tap **Proceed**.
- 7. On the **Appointment Summary** page, verify the **consumer information**, **vehicle information**, and **Services Requested**.
- 8. **Scroll** down to the bottom of the screen.
- Have the consumer sign their name to accept service. Tap Complete Check-In.
 - a. The check-in details are saved.



Hi, Jennifer!

Thanks for letting us know you're here. Let's complete your check-in while your service advisor is notified. Can you first confirm if the information we have for you is correct?





Please review and confirm the information below. If a section needs changes, use the menu navigation to return to that screen. Otherwise, sign in the space below and select Complete Check-In.

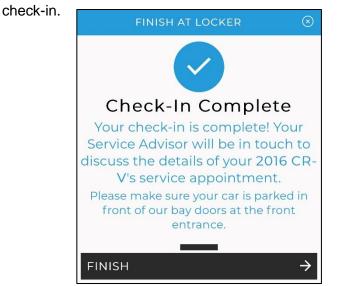
Appointment Information

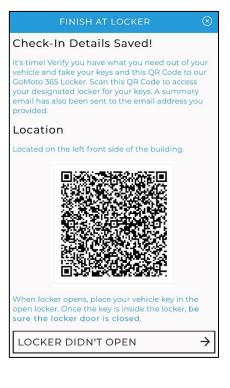
Caldare, Jennifer 1235552872 jj*********re@gmail.com	70,000 Miles
Wednesday, Octobe Dan Bissen Dropping off	er 19, 2022 10:55 AM
Services Request	ed
Air Filter Replacement	\$22.95 🛇
Minir	num Est. Cost: \$22.95
I hereby authorize the rep	air work above to be done
Sign Below To Ac	cept Service
	Clear
COMPLETE CHECK	<-in →



MOBILE CHECK-IN

- 10. A **QR code** displays. Use either QR scanner at the kiosk to **scan** the QR code.
 - a. The kiosk will direct the consumer to place their key in a specific locker, and the locker door will open.
- 11. Place the key in the locker and close the door.
 - a. The screen on the mobile device will change.
- 12. Answer the two remaining questions to complete the





- 13. Tap **Resend Email** if the Check-In Confirmed email is not sent to the specified email address.
- 14. Tap Finish to return to the main screen.