


## 111.02530 - Updating Front of House (FoH) Ticket Kiosk queue options

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### 111.02530 Updating Front of House (FoH) Ticket Kiosk queue options - Overview


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This procedure explains how to select Queue and Service Category options on ticket kiosks relevant to the Service Centre in which the kiosk is located.

Ticket kiosks are located in Medicare or co-located sites.

There are default Queue and Service Category options on the ticket kiosk. If any of these options are not relevant for the Service Centre, they will need to be changed. The ticket kiosk will need to be reset to enable the relevant options to be selected.

 [Extra](#) contains a link to an attachment that explains how to change the ticket machine time and time zone.

#### Other related links

 [Front of House \(FoH\)](#)

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Procedure last issued 2014/06/30, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.


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### 111.02531 Updating Front of House (FoH) Ticket Kiosk queue options - Workflow [Feedback](#)

[Open the ticket kiosk cabinet.](#)



[Reboot the ticket kiosk.](#)



Tap the **start FoH services selection** button.



Select [Queue and Service Category options.](#)



Tap the **start FoH Ticketer with selected configuration** button.



Carry out [Day 1 Health Checks.](#)

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### 111.02532 Updating Front of House (FoH) Ticket Kiosk queue options - Detail

Step	Action
1	<p>Check the default <b>Queue</b> and <b>Service Category</b> options on the ticket kiosk.</p> <p>Are the options displaying all relevant to the Service Centre?</p> <ul style="list-style-type: none"> <li>If <b>yes</b>, no further action is required. Procedure <a href="#">ends here</a>.</li> </ul>
2	<p><b>Open the ticket kiosk cabinet</b></p> <p>Each Medicare or co-located site has a key to open their ticket kiosk cabinet.</p> <p>Using the key, open the cabinet and remove the keyboard.</p> <p><b>Note:</b> The ticket kiosk is a touch screen and the required actions can be undertaken by touching the screen. If this proves difficult, use the <b>[arrow]</b> keys on the keyboard to navigate between</p>
3	<p><b>Reboot the ticket kiosk</b></p> <p>Use a pen to press the reset button. The reset button is located under the bottom right hand corner of the screen.</p> <p>The ticket kiosk will reboot and the options</p>
4	<p>Tap the <b>start FoH services selection</b> button.</p>
5	<p><b>Select options</b></p> <p>Ticket kiosk options can be selected from the list presented.</p> <ul style="list-style-type: none"> <li>Tier 1 (Queue) options are listed in bold print.</li> <li>Tier 2 (Service Category) options are listed below their relevant Queue.</li> </ul>

	<ul style="list-style-type: none"><li>• Tier 1 (Queue) options are listed in bold print.</li><li>• Tier 2 (Service Category) options are listed below their relevant Queue.</li></ul> <p>When a box is ticked it enables that category to be displayed on the ticket kiosk.</p> <p>Remove the tick for any options not relevant to the Service Centre.</p>
6	Tap the <b>start FoH Ticketer with selected configuration</b> button.
7	<p>Carry out <b>Health Checks</b> to:</p> <ul style="list-style-type: none"><li>• print and check tickets</li><li>• check tickets are showing in the Virtual Wait Room (VWR), and</li><li>• ensure that the call board is working.</li></ul> <p>The ticket kiosk will be presented with new options, depending on what has been selected.</p>

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### 111.02533 Updating Front of House (FoH) Ticket Kiosk queue options - Extra

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This page contains a link to an attachment that explains how to change the ticket machine time and time zone.

 [CF FoH: Ticket Machine - Change Time and Time Zone](#)

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