

Isolation Queue

Exposure-free queue management

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The purpose of IsoQueue is first and foremost to limit the public exposure to the Covid-19 virus from waiting in queues outside stores, voting locations, etc. I certainly hope this is also important to you. Voting and public interest facilities are always no cost to use this system.

Definitions:

- Facility – this could be replaced with location, company, voting location, etc. as best describes your use.
- Customer – this could be replaced with Voter if appropriate for your use. This also refers to all people in a group, like family members who will also enter the facility together, who will have reserved space in line for all people in their group. For pricing, this means that one person may cost the facility \$0.03, but also a family of six using the system is also the same \$0.03.
- Employee – someone employed by the facility, or a part of the staff of the facility as appropriate for your use.
- Employee Interface – the IsoQueue system used by an employee via an internet enabled iPad or Android cell phone or device. They will use this to check in/out customers, or to just increment/decrement the current count (when there is no wait).

An Easy – No Risk live test or getting comfortable process

You will do the below process, however, still have your voters line up in your normal queue, this way you can get comfortable with the staff interface, and see that all voters can scan the QR's, etc. What will happen is that as they approach the front of your normal line, they will get their "It's your turn" text message. Once you have confirmed that everything is working well, you can allow people to return to their cars, and have new people just scan the QR's and stay in their cars. *ZERO risk since if you did have any problems, everyone is still/already in the normal line.*

Launching a new location/facility

It's a simple process to launch a new location.

1. Log into your admin page:
<https://IsoQueue.com/a/>
2. If your new location will have many of the same settings as an existing facility you have added, choose the option to "COPY TO NEW". Here you can add up to 50 new facilities at one time using the existing location as the template.

Once copied, edit the location details as necessary.

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If your new location will have mostly new details, you can use the "Add New" button by the "Facility" column header.

Be sure your days of the week & open/close times are correct.

You can set a Start & End date if appropriate for your use. Using no Start/End means it is basically operational every day (other than days of the week you set to Closed)

At the top row of buttons on the admin page, there is a "Edit Verbiage in Texts" button. The default text is for voting – if you need different text, click that button and probably change just the few places where you see the word "vote" or "voting" to "shopping", etc.

You can have different text on a per-facility basis if needed, please request support setup the language file for each facility which needs different text.

3. The system will be completely setup within 2 minutes, you will receive an email with a link to the QR's for this new Facility. After 2 minutes you can also click the "Reload Facilities" button, and see your new facility listed. You can click the "GET QR's" button to get a link to print the QR's for this facility (same link as in the email).
4. Print the QR's. You will need to post the QR's as appropriate for your use:
 1. The "Wait" QR is static – it will never change. You can publish this to your website, newspapers, etc. When used, it will send the user the current wait time. If used during a closed day &/or time, it will respond with info on when you are open next.
 2. The "Employee Interface" QR is used by your staff to launch your devices used at the entrance & exit so that they can check people in and out. This QR does change daily (unless you disable changing QR's), so on later dates, you will need to print this (or pull up on your screen) to initiate your devices daily.
 3. The QR's for the number of people – you will need to post these where your customers can scan them to join the queue. Depending on your setup, this might be at a station where they drive into the parking lot so that they don't have to get out of their vehicle, at multiple places in the parking lot, and always a set near the entrance in case they somehow missed any others. Your entry person will be checking the numbers when it's someone's turn, and so they will also need to direct walk-ups to use those to join the queue (or tell people they don't need to if there is no wait). We have provided QR's for up to 12 people per customer group. Only print numbers for the largest group/family size you would expect. For voting, there could be say 4 voters in one vehicle, and you can let them all join the queue as a group vs. making each one use their phone to join the queue.
5. If you have not tested the system before now on other facilities, please do so now. By default your system was setup in "Minions Mode" to make this easier and more realistic. Meaning you will see users entering and exiting your facility in the employee interface. In Minions mode, set the # people

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allows to 20 or higher. With a number lower than 20, Minions testing mode may not work very well.

1. It's suggested you use the # people QR's to test - scan the QR: before opening, after opening, after closing, on closed days. You could adjust your time on the day of the week in the admin area so that you can do all of those tests within a few minutes of each other.
Also try the "wait" QR, before opening (1+ hours before and < 1 hour before), then during the open hours, and after closing hours.
2. Use the Employee Interface to check in & out of your facility users. For checking out, minions have an * by the number (like -2*). Any human testers appear in the checking out section without the * like "-2".
6. Get your employee interface devices together – iPhones/Pads or Android devices, less than 5 years old will be able to scan the QR daily. Your volunteers/staff could use their own cell phone for this if desired. The system sends a very small amount of data when in use. The Employee Interface sends no text messages, and requires no "app". It's basically a web page that is interactive. Make sure the devices are charged for each day, and if you are open enough hours, be prepared to have backup devices if the current one's run out of charge. You will need at minimum one person at the entrance, and one at the exit. If this is the same doorway, one person could do both (but not likely at a larger facility with large numbers coming and going at the same time). You can have any number of entrances/exits as long as you have a person there to check people in/out. All employee interfaces will share the same data set, and update concurrently.
7. Print the next set of paper numbers – these are for voters who don't have cell phones or are unable to send/receive text messages. We have provided a excel file and word doc for you to use. It's suggested you always start printing where you left off so that someone doesn't keep their B23 number from today, and try to use it again tomorrow. Even if you don't use the paper numbers in a day, keep them for the next day as the Employee Interface is setup to start with any number from the set each day.
The people you assign a paper number to, will line up in a designated area. If voters in in cars, have a designated parking area for them, so that your staff can easily find them to wave them in.
8. Go live – be sure to return to your admin area, and turn OFF Minions Mode. If you have set a Start date, then Minions Mode is automatically turned off that day in case you have forgotten to do so.

Launching Mid-Day

You can start using the IsoQueue system mid-day if you were not expecting to need the system, but find that you do.

1. Setup the system as above.
2. Have 2 people using the Employee Interface. Start at the exit, one person

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will remain there, while the other will begin walking through the facility, using the "basic counter" feature, clicking +1 for each customer, making their way to the entrance. The exit posted person will be marking people with -1 as a customer departs.

3. Once at the entrance

- if you are lower than your max capacity, continue using the +1 for persons in line until you reach the capacity number as indicated on the Employee Interface. (and then those should enter the facility)
- If you are at/higher than your max capacity, start having those in line scan the QR code in the order that they are in line. You can let them know they can return to their vehicles (or other areas), and that they will get a text message when it's their turn.

Please feel free to contact support at any time if you have any questions. Asking questions not only helps you, but helps me improve this software/system.

Info@IsoQueue.com or (808) 982-4174

Disclaimer

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