

QLess

Appointment Booking and Queuing System

IMPORTANT – This appointment system is based on each person’s personal cell phone number. Each person booking an appointment is required to use their personal cell phone number when scheduling their appointment. If the cell phone number is incorrect, that person may not be able to check in for their appointment and may have to reschedule their appointment.

How do I book an appointment with this new QLess Appointment System?

- Open the link below from your phone or computer
 - Sort URL: <https://bit.ly/3hvaow7> or Full URL: <https://kiosk.us1.qless.com/kiosk/app/home/6100000059>
Enter your first name, last name, and cell phone number (remember, all communication will be through text messages.)

SFO

QLESS™

Please tell us about yourself.

First name:

Last name:

Cell Phone:

Standard text messaging rates will apply.

Back Next

By entering your cellphone number, you agree to receive text messages from SFO

- Click Next
- Click on the type of Appointment needed

What would you like to get in line for?

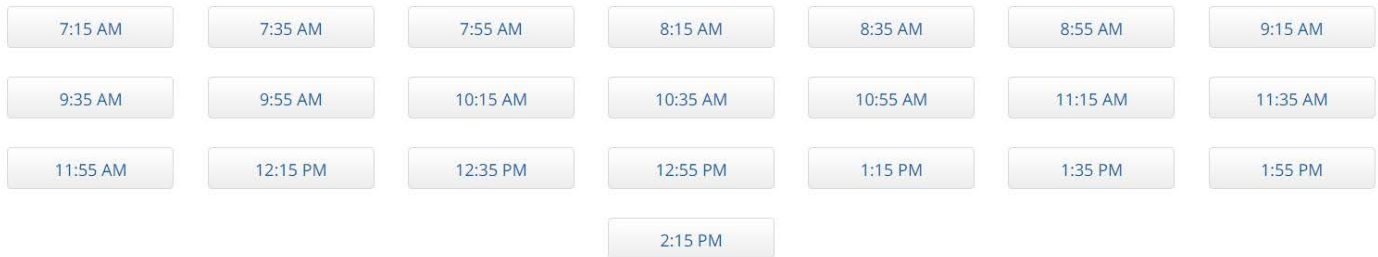
 Fingerprint Appointments only	 Badge Appointments only	 Security Training Appointments only	 Support Services Walk-in 🕒 10 min, 0 people in line.	 Customs Seal Support Walk-in 🕒 51 min, 5 people in line.
 Movement Area Training Appointments only	 Corrective Drivers Class Appointments only	 Permits/Keys/Fees Walk-in 🕒 10 min, 0 people in line.	 T-Badge Walk-in 🕒 10 min, 0 people in line.	 Customs Seal LEO Form Walk-in Closed

- **Fingerprinting** – This appointment is needed to start the badging process
 - Click on “Fingerprint Appointments only”
 - Enter the Company Name
 - Click Next
 - Select the date using the blue arrows to the right and left of the data bar.

Please select the day & time at which you would like to be seen.



- Select an appointment time
- Note that the time can vary due to hours of the SAO. If the time is not listed, then the time slot is not available.



- Your name will auto-populate. Then enter your email address where the appointment confirmation will be sent.

Please tell us about yourself.

First name:

Last name:

E-mail address:

- Click Next
- Click Done

- **Badge Appointment** – For new badges, renewals, reprints or adding/switching an employer(s)
 - Click on “Badge Appointments only”
 - Select New, Renewal or Reprint
 - NOTE – Reprint Badge applies to adding a privilege, Customs Seal, Contract Extension for Construction Companies, adding/removing an employer, updating I-94 or EAC
 - Enter the UPID and Company Name
 - NOTE - The UPID is located on the back of the badge at the bottom.
 - Select the Date
 - Select the time
 - Your name will auto-populate. Then enter your email address where the appointment confirmation will be sent.
 - Click Next
 - Click Done
- **Security Training** – Security Training/Computer Based Training Appointments (excluding MAO)
 - NOTE - Security Training is required for all SFO Employees for new badges, renewals, adding privileges besides the Customs Seal
 - NOTE - New badge holders can take CBT only when their SAO Background has cleared.

- NOTE – The Customs Seal does not need to be approved prior to taking CBT, but the Customs Seal MUST be approved prior to the printing of the badge.
- NOTE - If the Customer has MAO, please refer to SFO Connect for the steps required.
 - <https://sfoconnect.com/about/news/airfield-operations-suspending-person-training-classes>
 - Click on “Security Training Appointments only”
 - Enter the UPID and Company Name
 - NOTE - The UPID is located on the back of the badge at the bottom.
 - Select the Date
 - Select the time
 - Your name will auto-populate. Then enter your email address where the appointment confirmation will be sent.
 - Click Next
 - Click Done
- **Support Services** – This is a walk-in service covering various services:
 - Click on “Support Services Walk-in”
 - Click “Document Updates” to provide updated Driver’s Licenses, I-94, Employment Authorization Cards, Permanent Residence Cards, Citizenship Documents, Interim Driver’s Licenses, Out of State Driving Records, Driving Waivers, etc.
 - Click “Lost/Stolen/Damaged Badge” if your badge was lost, stolen, or damaged and you need a new one printed.
 - Click “Access Problems” if you have an access problem and require assistance.
- **T-Badge** – This is a walk-in service for Temporary Badges.
 - NOTE – Used to get a pink 24-hour T-Badge
 - NOTE – Used to pick up a blue 30-day that was processed and confirmed ready for pick up.
 - Click on “T-Badge Walk-in”
 - Enter the Company Name
 - Click Next
 - Click Done
- **Customs Seal Walk-in Services**
 - NOTE - This service is ONLY for submitting the LOST Badge Customs Seal Memo or to provide additional documents requested by Customs Border Patrol.
 - eBadge is launched and all companies will submit Customs Applications Online with the following attachments:
 - <https://sfoconnect.com/customs-and-border-protection-office-cbp>
 - Two forms of valid, government issued of ID (*NOTE - SSN Card not accepted*) in one PDF.
 - Introduction Letter for All New Customs Seal Applications
 - Customs Seal Application and Disqualifying Crimes Documents in PDF

How do I check in for an appointment?

- No need to check in for appointments!
 - You will be automatically added to the queue when your appointment time is approaching and you will receive a text message.
 - As you reach the top of the queue, you will receive a text message asking you to head to the SAO for your appointment.
 - When it is your turn, you will receive a text message with a station number where you will be serviced. There will be a monitor in the lobby that will display your name, the last 4 digits of your phone number, and the station number where you will be serviced. There will also be an audio announcement in the lobby with the last 4 digits of your phone number and the station number where you will be serviced.