

MAKE AN APPOINTMENT FOR BADGING SERVICES

In an effort to eliminate waiting for badging services, future appointments are now available. Appointments are currently available up to one month in advance. The options for making an appointment are as follows:

ONLINE* mymspconnect.com. Select Employee Toolbox and then Badging. In the middle of the page, you will be able to Join the Queue. Enter your first name, last name and mobile phone number. Select Future Appointments and then choose an available date and time.

IN PERSON Use the kiosk in the Badging Office lobby and enter your first name, last name and mobile phone number. Select Future Appointments and then choose an available date and time.

Note: Future appointments cannot be made via text message. Currently, appointments are booked several days in advance. Be mindful of badge expiration dates and be sure to schedule an appointment in advance of expiration. Remember, the Badging Office is not open on weekends.

Appointments are strongly encouraged for all badging services.

Same day service may be available by logging into the Walk-In Queue. Please be aware that these spots are limited and fill up very quickly. It is recommended you try to log into the queue early in the morning. The walk-in queue opens at 6:45 a.m. Monday, Tuesday, Thursday and Friday; on Wednesday, the queue opens at 5:45 a.m. Wait times are listed on the main page of mymspconnect.com. If same day appointments are full, a message indicating so will appear. It's possible the queue may reopen after it has been closed so you may want to check throughout the day for availability. The options for joining the Walk-In Queue are as follows:

ONLINE* mymspconnect.com/badging (see above for more detailed instructions). Enter your name and mobile phone number.

TEXT* 612-294-7739 (This number is for texting only; direct calls will not be received.) To get in line, text **mspbadging** to 612-294-7739.

For either option above, you will be sent a text with an estimated wait time. **Wait times may fluctuate depending on availability of staff. For instance, your initial wait time may be quoted as one hour; however, if one resource needs to leave the counter for lunch, etc., the time may readjust and be higher than the initial quoted time until the counter is fully staffed again.**

About 15 minutes prior to being served, you will be sent a text summoning you to the Badging Office. (Depending on customer volumes, wait times may be less than 15 minutes.) If you're not present when your mobile number is called, you will need to rejoin the line.

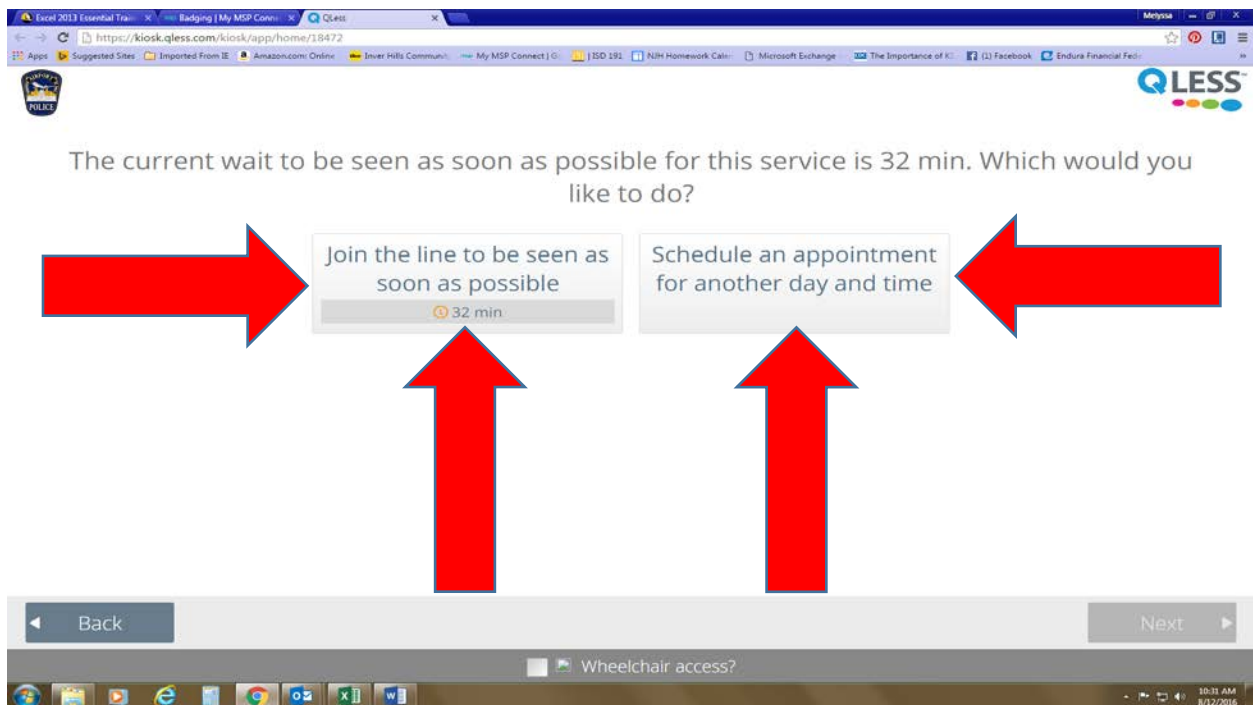
IN PERSON Use the kiosk in the Badging Office lobby. You may enter your mobile phone number and receive a text* alert or you may opt for a paper ticket. Choosing to receive an alert gives you the option to leave if wait times are long. If you choose to remain in the lobby, the last four digits of your mobile phone or ticket number will be called when it's your turn.

*Message and data rates may apply. The calls or texts may not be from a local area code.

An appointment option has now been added to the Badging Queue!

You can now make an appointment for MSP Badging Services:

1. Go to www.myMSPconnect.com
2. Select the Employee Tool Box tab
3. Select the Badging page
4. Click on the blue JOIN THE QUEUE button
5. Enter your name and cell phone number and hit "NEXT"
6. You now have two options to choose from:
 - a. Join the line to be seen as soon as possible **OR**
 - b. Schedule an appointment for a future day and time



Appointments can also be made at the kiosk at the Badging Office