

# FREQUENTLY ASKED QUESTIONS



## Q: When can I use QLess?

QLess is available for use beginning April 26, 2021. You can use QLess from a computer, your mobile or other personal device or from a check-in station, located at the reception desk of the McLeod County Government Center.

## Q: What is QLess?

QLess is a virtual check-in and appointment service which allows you to check-in and/or monitor current wait times for various services provided at the McLeod County Government Center. Wait in a virtual line rather than a physical line!

## Q: How does QLess work?

QLess can be utilized in two ways: For select services, you can either schedule an appointment in advance or you can join the line by checking in. To schedule an appointment or to join the line, you may do either of these actions using your personal device, computer or a check-in station located at the McLeod County Government Center reception desk. Estimated wait times and your place in the line can be observed on a monitor posted in the lobby of the McLeod County Government Center or from your personal device. If you are using a mobile device, you may also receive text updates on your place in the queue or your upcoming appointment.

## Q: What services are available through QLess?

QLess is available to schedule appointments in advance for the following services: License Center, Assessor's Office and Veteran Services. Joining the line is available for the following services, including: License Center, Assessor's Office, Auditor-Treasurer's Office, Recorder's Office and Passports.

## Q: What is the difference between making an appointment and joining the line?

Joining the line is an option available to most services provided through QLess. This feature allows you to check wait times and monitor your place in a virtual line. Waiting in a physical line at the McLeod County Government Center is no longer required. Scheduling an appointment is an option available for some services provided through QLess and allows you to schedule an appointment in advance for a later date and time.

## Q: How can I use QLess?

You can use QLess from the McLeod County Website, from your mobile or personal device, or by checking in, in person, at the reception desk at the McLeod County Government Center. QLess is available in the app store: just search for "QLess". Additionally, you may text the word "mcleod county" or "mcleodcounty" to 320.207.4911.

## Q: Are walk-ins still available?

Yes, walk-ins are still available for many services. In order to accurately and efficiently manage schedules and wait times, you will need to check-in upon arrival at the Government Center to join the line.

## Q: Who can I call for help using QLess?

You may call 320.864.5551 for help or questions regarding QLess during regular business hours. Regular business hours are Monday through Friday from 8:00 a.m. until 4:30 p.m.

## Q: Can I still call to schedule an appointment with the License Center?

You will need to utilize QLess for services provided through the License Center. You may do this either from your computer or personal device or from the check-in station at the Government Center reception desk. If you need assistance, please call 320.864.5551.

## Q: I don't have a mobile phone or personal device, how do I join the queue or schedule an appointment?

You can still access these services by using the check-in station at the Government Center reception desk. An employee will help you join the line or schedule an appointment. You may also call 320.864.5551 for assistance during regular business hours (Monday through Friday from 8:00 a.m. until 4:30 p.m. Estimated wait times and your place in the line can be observed on a monitor posted in the lobby of the McLeod County Government Center.



**WAIT IN VIRTUAL LINES RATHER THAN PHYSICAL LINES**

