

1. Legal Kiosk Equipment List

Below is a list of packages you should expect to receive:

- 1 package from Technology By Design containing Dell equipment
- 3 large packages from UPLIFT for the desk furniture
- 1 package from Marco containing the HP printer/scanner
- 1 package from Amazon containing a chair
- 1 envelope from Marco containing the USB cord and a sticker for identifying the printer

Please keep boxes closed and stored securely until A2J Tech arrives to handle setup. Be ready to indicate your preferred location for the kiosk.

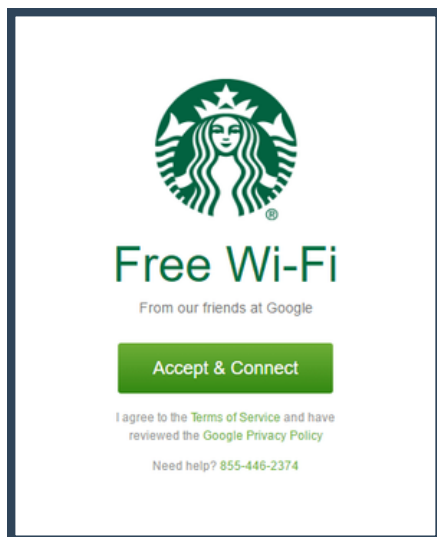
My host site is missing packages! What do I do?

- Check the mailroom to see if the packages are addressed to Joseph Schieffer or another A2J Tech member.
- Contact the A2J Tech project manager to confirm the delivery of furniture and equipment. If items were delivered without a packing slip indicating recipient pickup, the PM should reorder the equipment.
- If there is a packing slip OR a message indicating that the recipient needs to pick up the package at a UPS location, make sure to grab the UPS address and the business card of the recipient. You will need to prove that you can retrieve the package on behalf of the recipient which requires the recipient's name and the address of delivery. Contact the A2J Tech project manager if you need help locating the UPS address

2. Host Site Equipment Requirements

Before the day of installation, it is essential that all host sites have the following equipment in place to ensure proper functionality of the Legal Kiosk:

- Host sites are required to provide connection to power and internet 24/7. This is necessary to ensure that the Legal Kiosk receives the necessary software and security updates.
- Internet connection must be on a stable, unfiltered network WITHOUT a captive portal.



The image to the left is an example of a captive portal. It is a pop up that appears right after you connect to a Wifi network that either asks you to login or click the “agree to the end user agreement” for the WiFi. Legal Kiosks CANNOT be connected to a captive portal.

Have Questions?

Contact the A2J Tech project manager directly via email.

3. Post Kiosk Install Expectations

Once A2J Tech completes the installation, there are [support articles](#) to walk you through how to use the Legal Kiosk and how to address any technical issues.

Depending on your issue, you may need to contact different members of our team, which are listed below:

Kiosk Technology

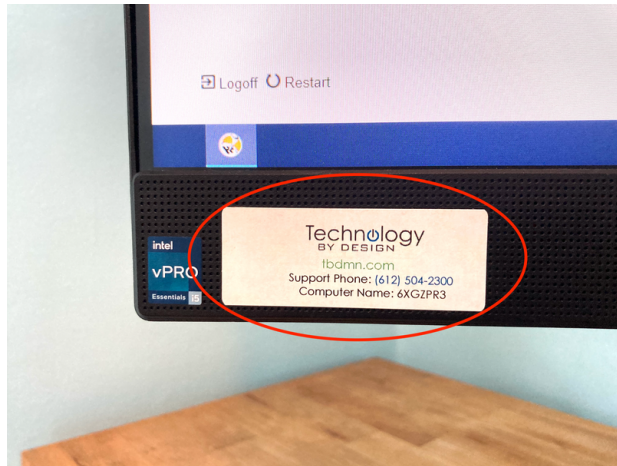
Example problems	Who to contact
<ul style="list-style-type: none">• If the kiosk computer does not start• If your kiosk reboots and does not come back online• If your kiosk is having difficulty connecting to the wifi• If an application (like Zoom or Word) will not load	<p>On the bottom left of the monitor, there is a sticker with Technology By Design's number (612-504-2300)</p>

When you contact Technology by Design, please be sure to provide them with the following information:

1. Your kiosk's serial number. This can be found by clicking on the Computer Help button on the kiosk desktop.

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If you can't access your kiosk's desktop, you can also find your serial number on a sticker to the bottom left of your monitor or under the monitor bezel

2. Your name, your organization, and how best to contact you if you are leaving a message or are disconnected.
3. A detailed description of the problem, its context (what was happening when the problem occurred), and its impact (severity) on your role.
4. The application you were using.
5. Any error messages associated with the issue.

Kiosk Accessibility

Example problems	Who to contact
<ul style="list-style-type: none">• If an application will not load when using hotkeys (like NVDA or Magnifier)• Cannot find an answer to question in Accessibility section of support site	<ul style="list-style-type: none">• Contact Bailey with A2J Tech (bailey@goa2jtech.com)• Please CC the A2J Tech project manager on all correspondence

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Printer Issues

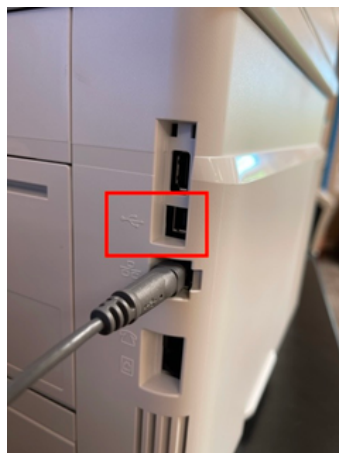
Example problems	Who to contact
<ul style="list-style-type: none">• Your kiosk does print, scan, or copy• Your printer or kiosk is showing errors about printing• Your printer is not connecting to wifi• Your kiosk is not connecting to your kiosk• Your printer is out of ink/toner	<ul style="list-style-type: none">• Please refer to our article on printer issues before making contact with Marco, our designated printer servicer at copierservice@marconet.com

If your printer is out of toner, email supplies@marconet.com.

- You will be asked for your printer's ID number, which is tagged on the printer (see image below).



If you encounter difficulty connecting to the printer, it's advised to check that the cable is connected to the correct port (see image below).



The correct port is highlighted by the red box

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Furniture Questions

Example problems	Who to contact
<ul style="list-style-type: none">• Furniture questions or options• Hand sanitizer• Package and component issues:<ul style="list-style-type: none">◦ Missing pieces◦ Lost packages	<ul style="list-style-type: none">• Contact Laura with A2J Tech (laura@goa2jtech.com)• Please CC the A2J Tech project manager on all correspondence

Host Site Coordination

Example problems	Who to contact
<ul style="list-style-type: none">• Questions about your MOU• Questions about use• Coordinating kiosk reservations	<ul style="list-style-type: none">• Your organization's site coordinator