

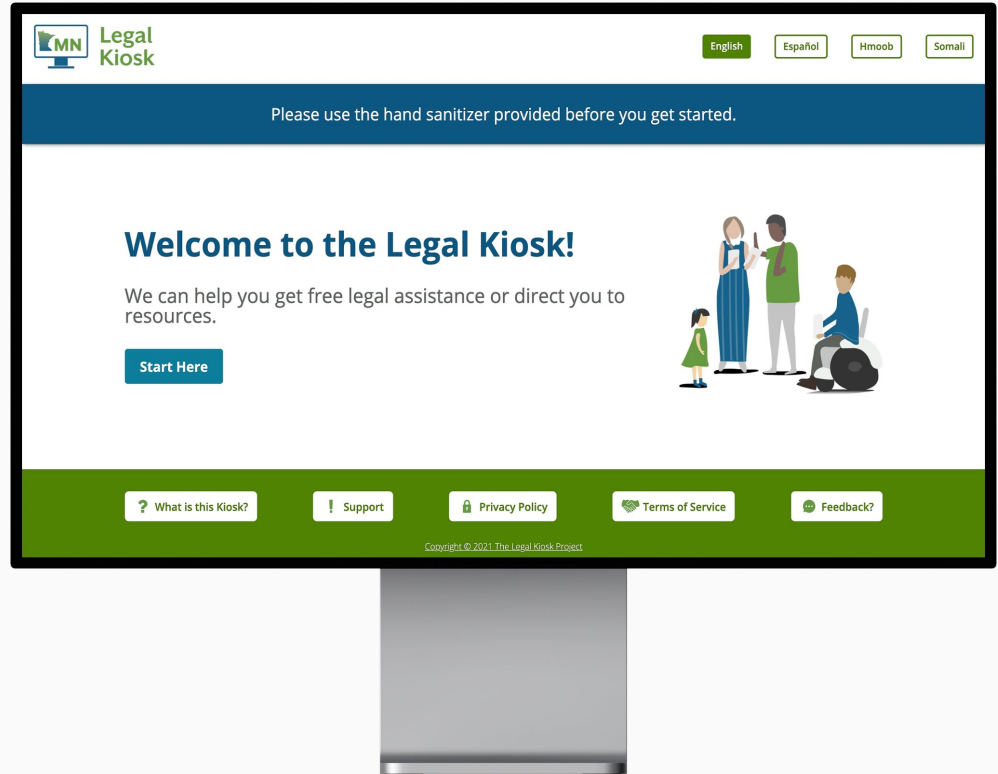
Legal Kiosk Training

March 30, 2022 12:00 pm CT



Contents

1. Introductions
2. Legal Kiosk Overview
3. Using a Legal Kiosk
4. Finding (& Reserving)
a Legal Kiosk
5. Getting Support
6. Feedback
7. Q&A



Introductions



Introductions

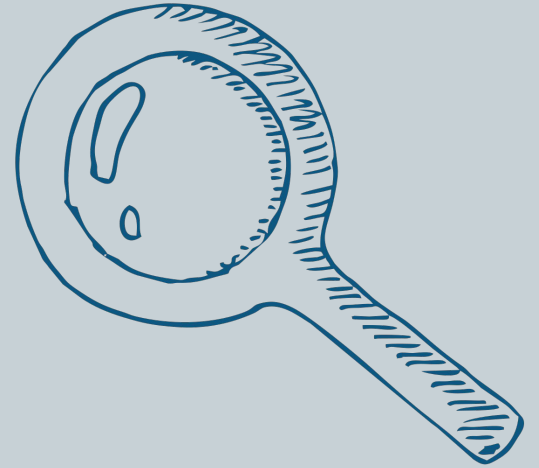
Dori Streit - Executive Director, *Legal Aid Service of Northeastern Minnesota*

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Legal Kiosk Overview



Legal Kiosk Overview

- What is a legal kiosk?
- Why are they needed?
- Where are they located?
- What can you do on a kiosk?

Legal Kiosk Overview

- What is a legal kiosk?
 - Locked down Windows desktop computer
 - Browser window for the kiosk experience
 - With access to legal aid information, services, and virtual meetings



Legal Kiosk Overview

- Why are they needed?
 - The COVID-19 pandemic moved the legal system virtual
 - Digital divide disproportionately impacts communities served by legal aid

Legal Kiosk Overview

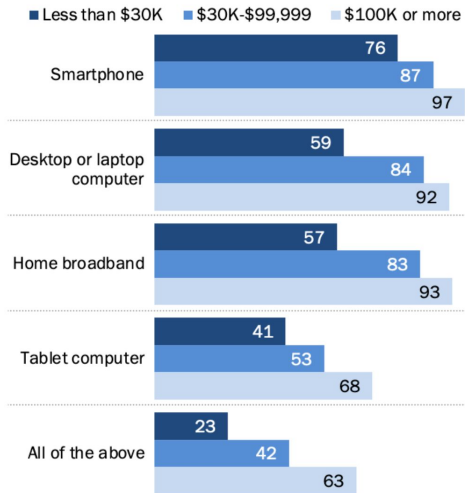
Some stats on the digital divide:

- Adults with lower incomes (< \$30,000/year)
- 43% don't have home broadband services
- 41% don't have a desktop or laptop computer
- 24% don't own a smartphone

Legal Kiosk Overview

Americans with lower incomes have lower levels of technology adoption

% of U.S. adults who say they have each of the following, by household income

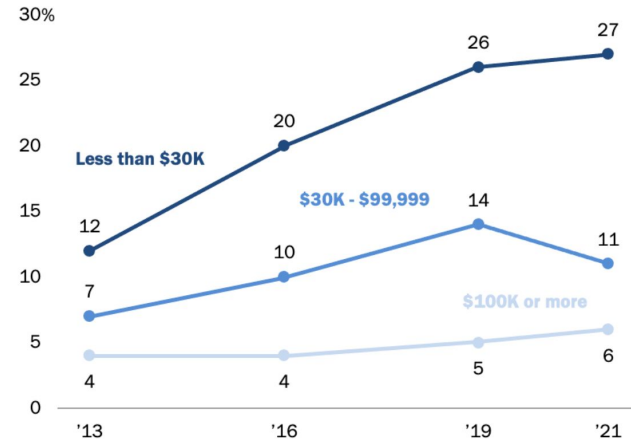


Note: Respondents who did not give an answer are not shown.
Source: Survey of U.S. adults conducted Jan. 25-Feb. 8, 2021.

PEW RESEARCH CENTER

The share of Americans with lower incomes who rely on their smartphones for going online has roughly doubled since 2013

% of U.S. adults who say they have a smartphone but no broadband at home, by household income

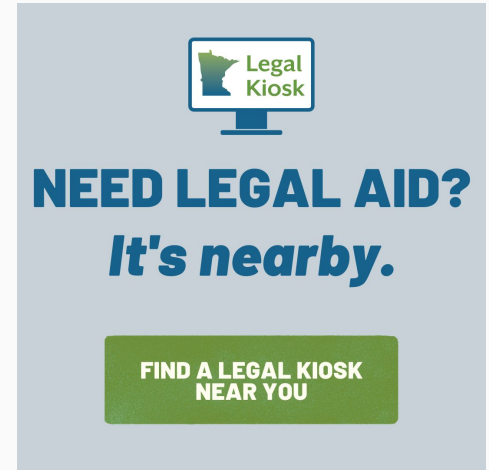


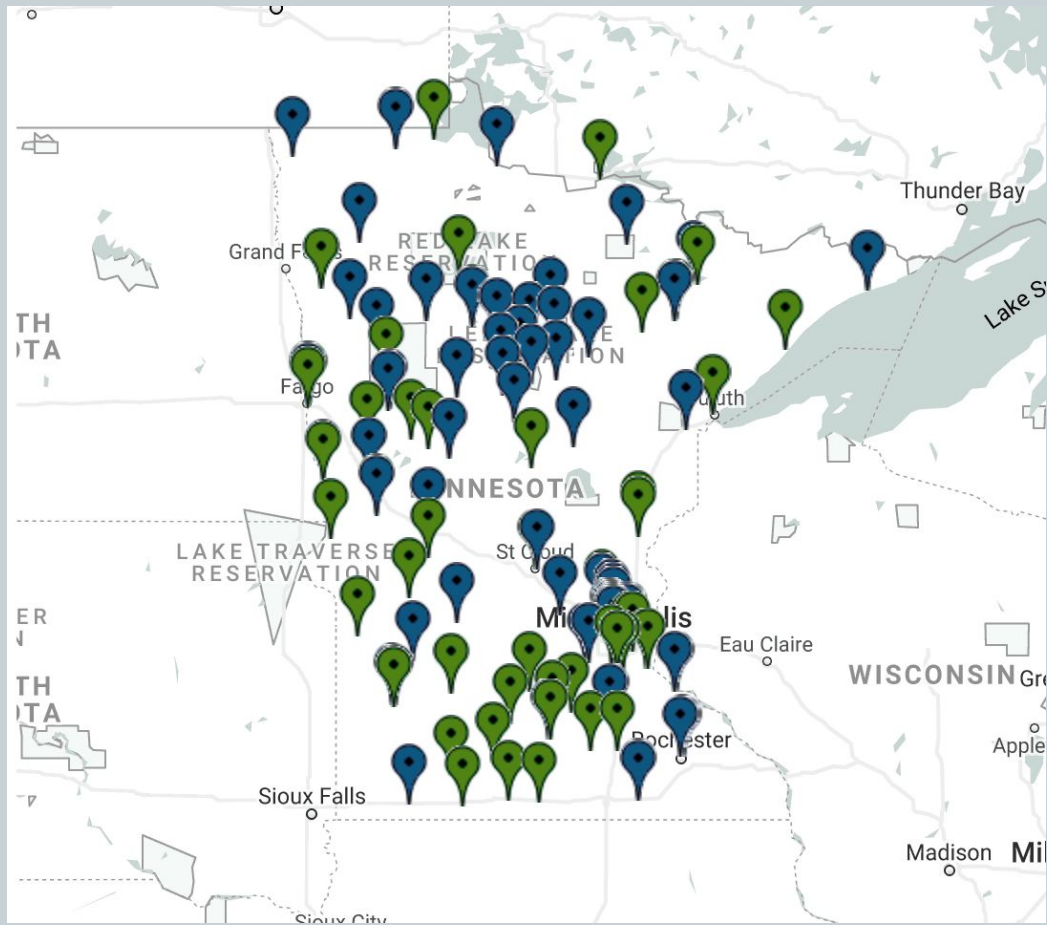
Note: Respondents who did not give an answer are not shown.
Source: Survey of U.S. adults conducted Jan. 25-Feb. 8, 2021.

PEW RESEARCH CENTER

Legal Kiosk Overview

- Where are they located?
 - In a variety of court, agency, non-profit, and other community locations.
 - In 69 out of 87 counties across the state
 - **Model A:** public spaces, lobbies, etc.
 - **Model B:** private spaces, rooms





legalkiosk.org/locations

Legal Kiosk Overview

- What can you do on a legal kiosk?
 - **Model A:** access LawHelpMN, apply for legal aid, internet access
 - **Model B:** all of the above + Zoom meetings, printing, and scanning
 - The difference: furniture, privacy, and printers/scanners



Find answers about these topics and more:

- HOUSING
- IMMIGRATION
- MONEY & DEBT
- FAMILY
- PUBLIC BENEFITS
- DISABILITY

LEGAL KIOSK
LOCATED HERE

FREE legal help:

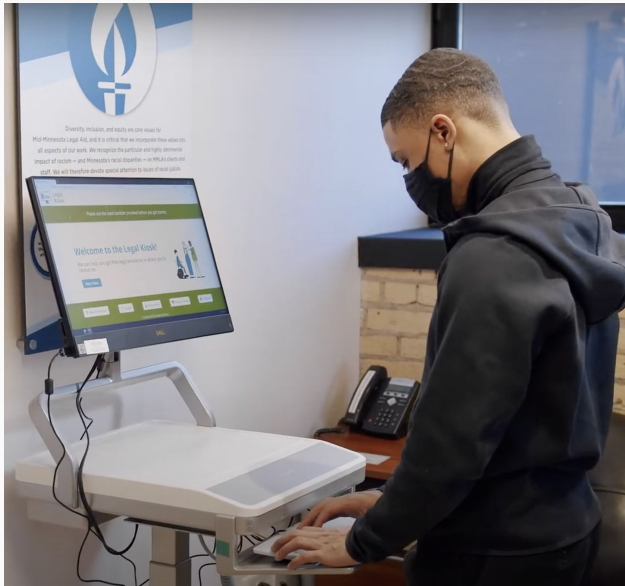
- ✓ Find information about your legal problem
- ✓ Apply for a free lawyer
- ✓ Learn about your rights

ALSO AT SOME LOCATIONS

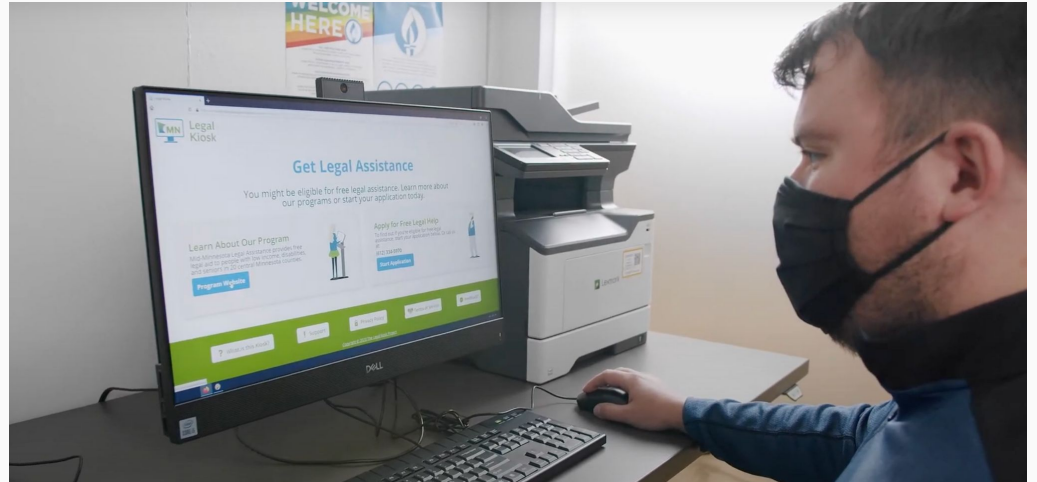
- ✓ Video meeting with your lawyer or court
- ✓ Print and scan documents

reachjustice
MINNESOTA
Need legal aid? It's nearby.
www.legalkiosk.org

Legal Kiosk Overview



Model A



Model B



How Can We Help You Today?

Apply for Legal Help

Think you might need legal help or information? You might be eligible for free legal help. Start your application below or call us at:

(800) 933-1112



[Apply Here](#)

Join a Zoom Meeting

Are you here for a video meeting, court hearing, or legal clinic? Start your Zoom meeting below with the details you were given.



[Launch Zoom](#)

Browse Legal Topics

Do you already know what you're looking for? Browse legal topics by category to see what we can help you with.



[Browse Topics](#)

[? What is this Kiosk?](#)

[! Support](#)

[🔒 Privacy Policy](#)

[🤝 Terms of Service](#)

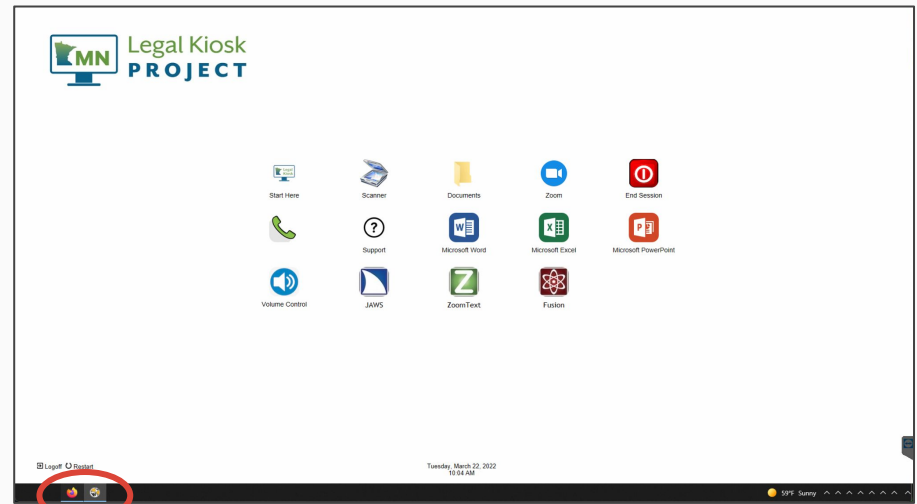
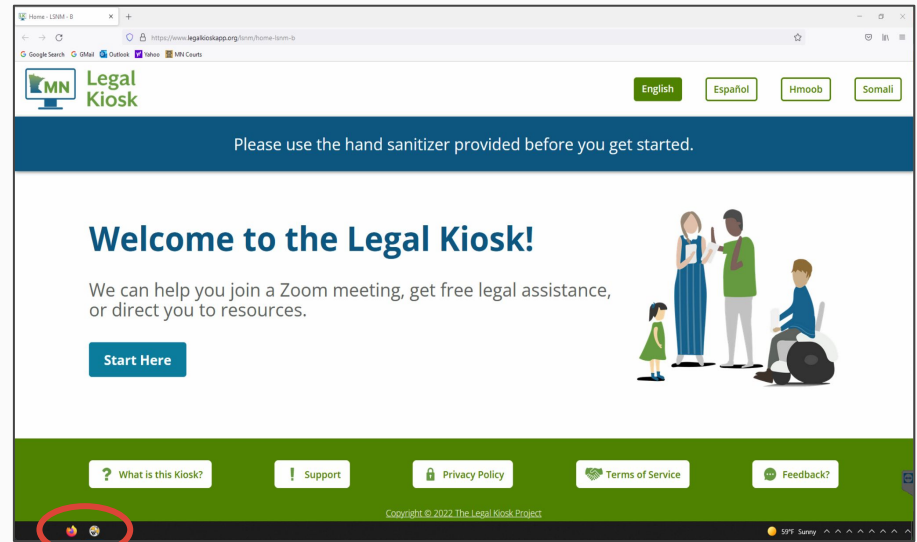
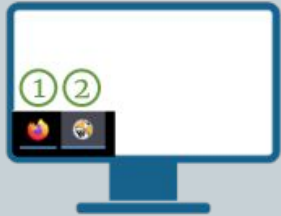
[💬 Feedback?](#)

Using a Legal Kiosk



Two Views

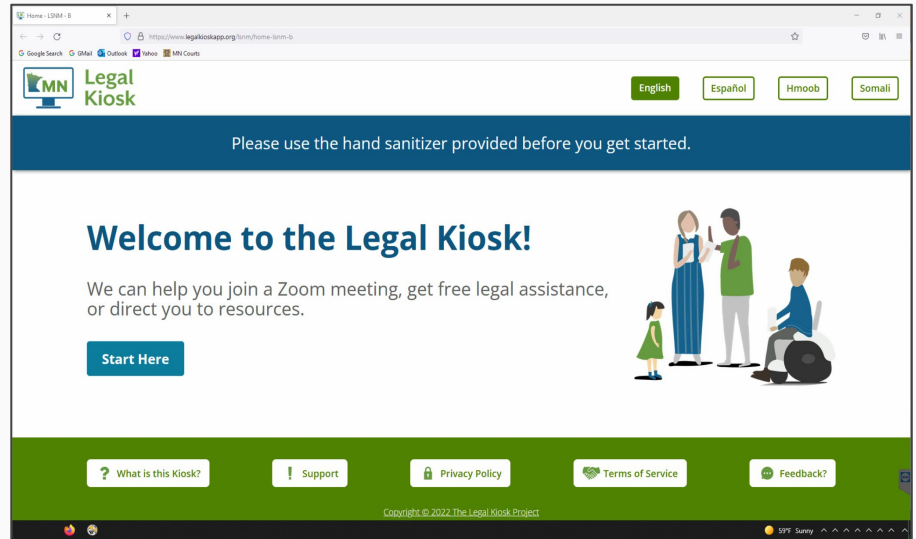
1. Kiosk Website
2. Kiosk Desktop



Using a Legal Kiosk

Homepage


- Hand sanitizer reminder
- 4 languages: English, Spanish, Somali, and Hmong
- What is this kiosk?
- Support
 - 2 min video - *How to Use the Kiosk*
 - Client knowledge base: [support articles](#)
- Privacy Policy
- Terms and Conditions
- Feedback?



Using a Legal Kiosk

Usage Survey

- Quick survey helps our team understand how the kiosks are being used
- Also provides instruction for new users



Welcome to the Legal Kiosk. To help you better, please complete this optional survey. This helps us understand what you need and how to help you best.

What do you plan to use the legal kiosk for?

- Apply for Legal Aid
- Video meeting
- Find legal information
- Printing documents
- Editing documents
- Searching resources
- Checking email
- Other

How did you hear about legal kiosks?

- Legal aid organization
- Courts
- Library
- Staff at this location
- Service provider/community organization
- Other

Have you used a legal kiosk before?


- Yes
- No

[Continue](#)

New to Legal Kiosks?

Welcome to a Legal Kiosk! The easiest way to get started is to watch a short welcome video below. You can also visit the [Support Site](#) at any time and find step-by-step instructions on how to use the kiosk if you need them.

Legal Kiosk Overview Video



To add closed captions or subtitles, click on the "CC" button on the lower right-hand corner of the video.

Using a Legal Kiosk

Options

Apply for Legal Help

- Link to online intake and phone number (specific to Legal Aid partner program)
- Consolidated and unified option to apply for legal aid

Join a Zoom Meeting

- Mostly for Model Bs but can also be used on Model As
- How a user can join a meeting
- Meeting ID & Password

Browse Legal Topics

- LawHelpMN's Self Help Library - by topic for those who already know what they are looking for

The screenshot displays the 'Legal Kiosk' interface. At the top left is the 'MN Legal Kiosk' logo. On the top right, there are language selection buttons for 'English', 'Español', 'Hmoob', and 'Somali'. The main heading is 'How Can We Help You Today?'. Below this, there are three distinct cards:

- Apply for Legal Help:** Includes the text 'Think you might need legal help or information? You might be eligible for free legal help. Start your application below or call us at: (800) 933-1112' and an 'Apply Here' button. An illustration of two people is shown.
- Join a Zoom Meeting:** Includes the text 'Are you here for a video meeting, court hearing, or legal clinic? Start your Zoom meeting below with the details you were given.' and a 'Launch Zoom' button. An illustration of a person at a computer is shown.
- Browse Legal Topics:** Includes the text 'Do you already know what you're looking for? Browse legal topics by category to see what we can help you with.' and a 'Browse Topics' button. An illustration of a person reading is shown.

At the bottom of the interface, there is a green navigation bar with five buttons: 'What is this Kiosk?', 'Support', 'Privacy Policy', 'Terms of Service', and 'Feedback?'. A copyright notice 'Copyright © 2021 The Legal Kiosk Project' is located at the very bottom.

Using a Legal Kiosk

Desktop

General Functions

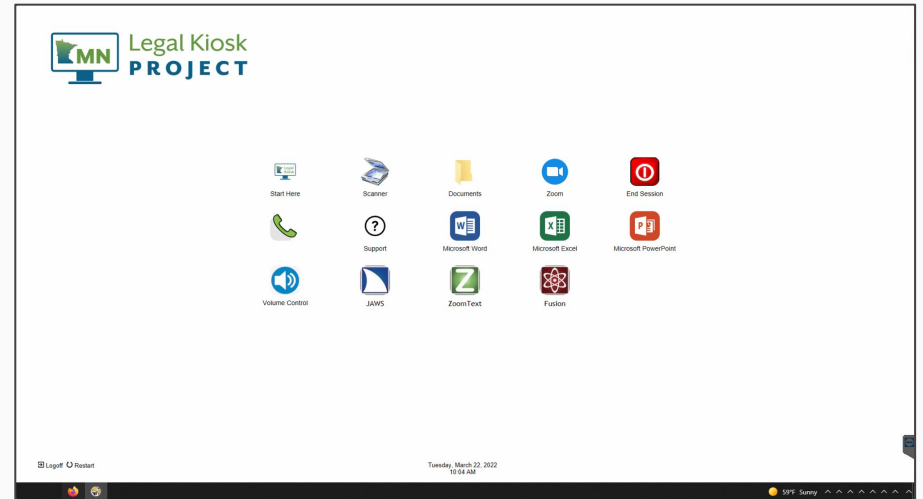
- End a session
- Change the volume
- Get help

Applications

- Microsoft Office
- Adobe PDF
- Zoom
- Coming Soon: Accessibility Software

Printing and Scanning (Model B only)

- Scanner App
- Documents Folder
- Support Articles: [How to Scan](#) & [How to Print](#)



Finding (& Reserving) a Legal Kiosk



Finding (& Reserving) a Legal Kiosk

Find a Legal Kiosk Near You

- Go to legalkiosk.org/locations
- Search by address, zip code, county, etc.
- Filter by model (green vs blue pins)
- Over 270 kiosks!

Legal Kiosk Locations


Over 250 kiosks located across the state of Minnesota provide access to legal aid services to individuals without access to wifi or technology. These kiosks are stationed in a variety of community locations, offering the public the ability to apply for civil legal aid services, access legal resources, and, in some cases, attend online meetings and remote court hearings in privacy. [Learn about our two kiosk models.](#)


English español Somali Hmong

Find a legal kiosk near you

Enter address

All


 In public areas and can be used to access legal aid services and information.

 In locations that have privacy, which allows users to participate in a court hearing or video meeting in addition to accessing legal aid services and information. They will also have printers and scanners attached.

360 Communities Burnsville Family Resource Center
501 State Hwy 13 #112, Burnsville, MN 55337, USA

360 Communities Rosemount Family Resource Center
14521 Cimarron Ave, West Rosemount, Minnesota, 55068

African Community Services
1305 East 24th Street, Minneapolis.



Finding (& Reserving) a Legal Kiosk



In public areas and can be used to access legal aid services and information.

[Remove Filter](#)



In locations that have privacy, which allows users to participate in a court hearing or video meeting in addition to accessing legal aid services and information. They will also have printers and scanners attached.

[Show Only These](#)

360 Communities Burnsville Family Resource Center
501 State Hwy 13 #112, Burnsville, MN 55337, USA

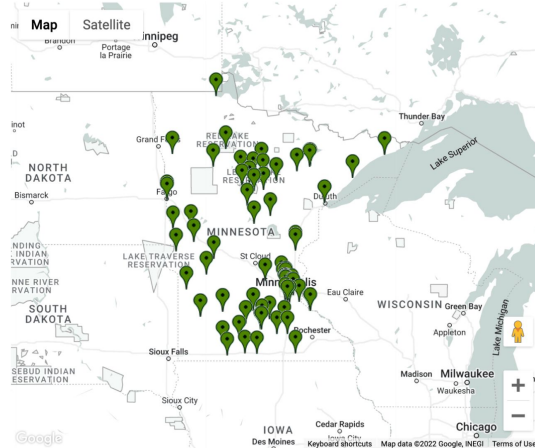
[More Info](#)

360 Communities Rosemount Family Resource Center
14521 Cimarron Ave, West Rosemount, Minnesota, 55068

[More Info](#)

African Development Center
1931 S 5th St, Minneapolis, MN 55454, USA

[More Info](#)



In public areas and can be used to access legal aid services and information.

[Show Only These](#)



In locations that have privacy, which allows users to participate in a court hearing or video meeting in addition to accessing legal aid services and information. They will also have printers and scanners attached.

[Remove Filter](#)

African Community Services
1305 East 24th Street, Minneapolis, Minnesota, 55404

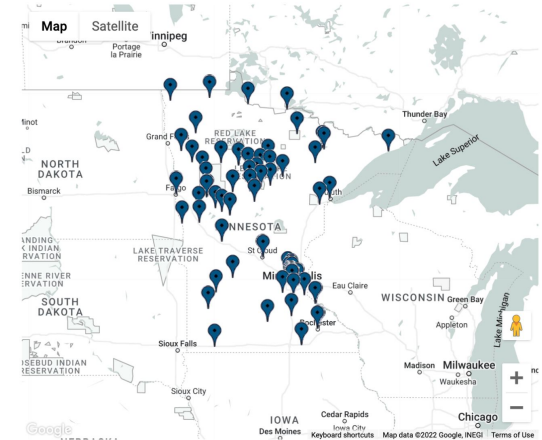
[Call to Reserve](#)

African Immigrants Community
1433 E Franklin Ave #13B, Minneapolis, MN 55404, USA

[Call to Reserve](#)

Alexandra House
10065 3rd St NE, Blaine, MN 55434, USA

[Call to Reserve](#)



Finding (& Reserving) a Legal Kiosk

Find a Legal Kiosk Near You

- Pull up address, phone number, and hours for each location

The screenshot displays a list of three 360 Communities Rosemount Family Resource Centers on the left and a map of Minnesota on the right. The map features several location pins, with a detailed information popup for the center at 14521 Cimarron Ave, West Rosemount, Minnesota.

360 Communities Rosemount Family Resource Center
14521 Cimarron Ave, West Rosemount, Minnesota, 55068
[More Info](#)

African Community Services
1305 East 24th Street, Minneapolis, Minnesota, 55404
[Call to Reserve](#)

African Development Center
1931 S 5th St, Minneapolis, MN 55454, USA
[More Info](#)

360 Communities Rosemount Family Resource Center
14521 Cimarron Ave, West Rosemount, Minnesota, 55068
Hours: By appointment only: Monday, Wednesday and Thursday 8am - 4pm, Tuesdays 8am - 4pm and 5pm - 7pm.
Phone #: [651179223119](tel:651179223119)

Finding (& Reserving) a Legal Kiosk

Reserve a Kiosk

- All Model Bs are reservable!
- Managed by host site so most require a call
- Some are reservable online
- Look for the “Reserve” button

Aitkin County CARE, Inc.
20 Third Street NE, Aitkin, Minnesota, 56431

Reserve

Alexandra House
10065 3rd St NE, Blaine, MN 55434, USA

Call to Reserve

All Square
4047 Minnehaha, Minneapolis, Minnesota, 55406

Call to Reserve



Finding (& Reserving) a Legal Kiosk

Reserve a Kiosk

← Back English español Somali Hindi

Wednesday, March 23, 2022 today < >

Aitkin County CARE, Inc.

all-day
8am <small>Already Booked</small>
9am
10am
11am
12pm
1pm <small>1:00 - 3:00</small>
2pm
3pm

← Back English español Somali Hindi

Confirm Reservation
You are reserving a kiosk at Aitkin County CARE, Inc. on Wednesday, March 23, 2022 1:00 PM

Reservation Duration
2 hours ▾

Wednesday, March 23, 2022 today < >

Aitkin County CARE, Inc.

all-day
8am <small>Already Booked</small>
9am
10am
11am
12pm
1pm <small>1:00 - 3:00</small>
2pm
3pm

← Back English español Somali Hindi

Confirm

Kiosk reservation at Aitkin County CARE, Inc. on Wednesday, March 23, 2022 from 1:00 PM to 3:00 PM.
Location: Aitkin County CARE, Inc.

Your Contact Information

First Name* Last Name*

Email Phone #

Use* Remind By Email Remind By Text

Video Meeting

Getting Support



Getting Support

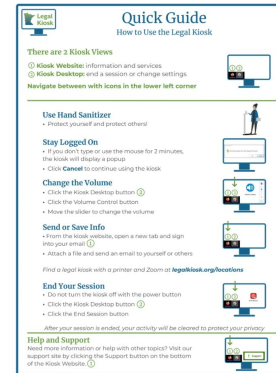
Quick Guides

- Host sites can print these out and place them next to the kiosk
- Helps users understand basic functionality
- Download from legalkiosk.org/quick-guides

Download Our Quick Guides

We have designed quick reference guides to help users navigate the kiosk and perform basic functions. We will be providing plastic protectors for the guides so you can mount them next to the kiosks. In the meantime, you can download the PDFs from our website, print in color or greyscale, and post the guides near the kiosk to aid users.

Model A Guide



Quick Guide
How to Use the Legal Kiosk

There are 2 Kiosk Views

- 📄 **Kiosk Website:** Information and services.
- 📄 **Kiosk Desktop:** Start a session or change settings.

Navigate between views with icons in the lower left corner

Use Hand Sanitizer

- Protect yourself and protect others!

Stay Logged On

- If you don't type or use the mouse for 2 minutes, the kiosk will display a popup.
- Click **Cancel** to continue using the kiosk.

Change the Volume

- Click the Kiosk Desktop button (🖱️)
- Click the Volume Control button (🔊)
- Move the slider to change the volume.

Send or Save Info

- From the kiosk website, open a new tab and sign into your email (📧)
- Attach a file and send an email to yourself or others.

Find a legal kiosk with a printer and Zoom at legalkiosk.org/locations

End Your Session

- Do not turn the kiosk off with the power button.
- Click the Kiosk Desktop button (🖱️)
- Click the End Session button (🛑)

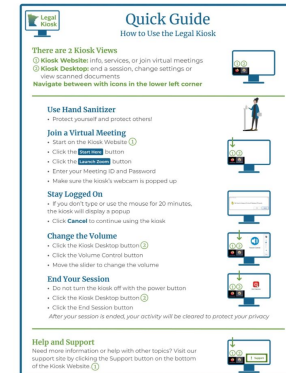
After your session is ended, your activity will be cleared to protect your privacy.

Help and Support

Need more information or help with other topics? Visit our support site by clicking the Support button on the bottom of the Kiosk Website (🆘)

Download PDF

Model B Guide



Quick Guide
How to Use the Legal Kiosk

There are 3 Kiosk Views

- 📄 **Kiosk Website:** Info, services, or join virtual meetings.
- 📄 **Kiosk Desktop:** Start a session, change settings or view calendar documents.
- 📄 **Kiosk Webcam:** Start a virtual meeting.

Navigate between views with icons in the lower left corner

Use Hand Sanitizer

- Protect yourself and protect others!

Join a Virtual Meeting

- Start on the Kiosk Website.
- Click the **Join Meeting** button (👤)
- Enter your Meeting ID and Passcode.
- Make sure the kiosk's webcam is popped up.

Stay Logged On

- If you don't type or use the mouse for 20 minutes, the kiosk will display a popup.
- Click **Cancel** to continue using the kiosk.

Change the Volume

- Click the Kiosk Desktop button (🖱️)
- Click the Volume Control button (🔊)
- Move the slider to change the volume.

End Your Session

- Do not turn the kiosk off with the power button.
- Click the Kiosk Desktop button (🖱️)
- Click the End Session button (🛑)

After your session is ended, your activity will be cleared to protect your privacy.

Help and Support

Need more information or help with other topics? Visit our support site by clicking the Support button on the bottom of the Kiosk Website (🆘)

Download PDF

Please keep in mind that these may change as the kiosks are updated. You may have to print the most recent version.

Last updated: June 14, 2021.

Getting Support

Media Assets



- Share about the Legal Kiosk Project with your network
- Download images and reuse our sample blurb

Media Assets

Please feel free to download and share our media materials

Announcement Blurb:

"We are excited to partner with the Legal Kiosk Project to offer the ability to apply for civil legal aid services, access legal resources, and, in some cases, attend online meetings and remote court hearings in privacy. To learn more about visiting a Legal Kiosk at our location visit <https://www.legalkiosk.org/locations>."



[Download Logo](#) [Download Image](#)

Social Media Assets

Images are configured to the appropriate size for each platform

Instagram

Download



FREE LEGAL HELP IS HERE

Get a legal problem or question?

Facebook

Download



At a Legal Kiosk you can:

- Find information about your legal problems
- Apply for a free lawyer
- Learn about your rights

Also at some locations:

- Video meeting with your lawyer or court
- Print and scan documents

Twitter

Download



NEED LEGAL AID? It's nearby.

FIND A LEGAL KIOSK NEAR YOU


Getting Support

1 - Pager

- Download and share with partner agencies
- Help others understand what Legal Kiosks are and how they can help
- Download at legalkiosk.org/about


Minnesota's Legal Kiosk Project

What is a Legal Kiosk?
Legal kiosks are computers located across the state of Minnesota. They provide access to legal aid services to individuals without access to wifi or technology. With a Legal Kiosk, community members can apply for civil legal aid services, access legal resources, print documents and, in some cases, attend online meetings and remote court hearings in privacy.



Who can use them?
Anyone can use a legal kiosk! Community members can use it to find out if they have any legal needs, access information and services, or contact a legal aid provider.


Where are they located?
We have a network of over 270 Legal Kiosks stationed in a variety of court, agency, non-profit, and other community locations statewide. Find a legal kiosk near you at legalkiosk.org/locations.




Do you know of an organization that would be a great host for a legal kiosk? Let us know by filling out our *Host Site Interest Form* at legalkiosk.org/about.

What are the different types of Legal Kiosks?
There are two types of legal kiosks. Their physical location and furniture configuration differs, although both models have the same functionality and can be used standing or seated.

Model A
Model A kiosks are mounted to rolling carts. They are located in lobbies and other well-trafficked areas.



Model B
Model B kiosks are mounted to a desk and come with a printer and scanner. These kiosks are located in rooms that have the ability to create a confidential space while the kiosk is in use.



Learn more at legalkiosk.org and reachjustice.org

Getting Support

Project Websites

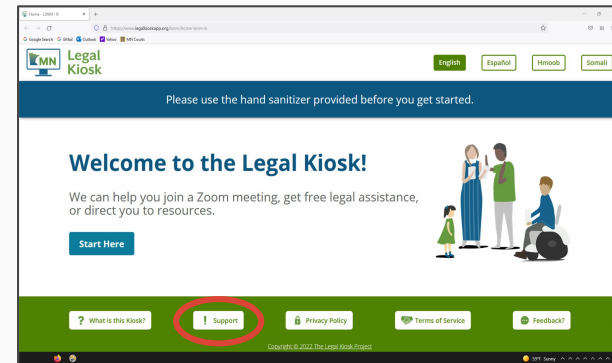
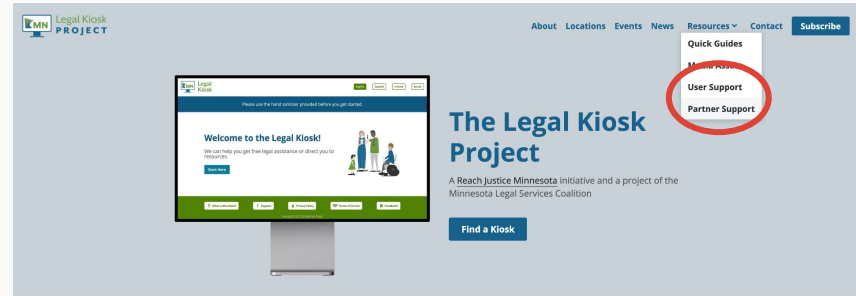
- The Project Website
- Our Parent Initiative: Reach Justice
- Support Sites



Getting Support

Support Sites

- For Partners
 - Accessible through legalkiosk.org
- For Users
 - Accessible from the kiosk
 - Accessible through legalkiosk.org



Getting Support

User Support

- [How to Use a Kiosk](#)
 - [Changing the Volume](#)
 - [COVID-19 Safety Protocol](#)
 - [Starting and Ending a Kiosk Session](#)
 - [Adjusting the Height of the Kiosk Cart](#)
 - [Adjusting the Height of the Kiosk Desk](#)
 - [How to Print](#)
 - [How to Scan](#)
 - [Saving and Sharing a File](#)
 - [a File](#)
- [Video Meetings](#)
 - [Joining a Video Meeting](#)
 - [Changing Your Name in a Video Meeting](#)
 - [Sharing Your Screen in a Video Meeting](#)
 - [Giving Remote Control Access During a Video Meeting](#)
 - [Using the Document Camera](#)
- [About the Kiosks](#)
 - [Kiosk Models - Model A vs. Model B](#)
 - [Privacy Policy](#)
 - [Terms and Conditions](#)
 - [Find a Legal Kiosk Near You](#)
- [Troubleshooting](#)
 - [Kiosk Issues](#)

The screenshot shows the 'Legal Kiosk' website's user support page. The header is green with the 'Legal Kiosk' logo on the left and a 'Contact' button on the right. A search bar with the placeholder text 'What do you need help with?' is centered in the header. Below the search bar, there are 'TOP ARTICLES' and a list of links: 'Kiosk Models - Model A vs. Model B', 'How to Print', and 'Changing the Volume'. The main content area has a white background and a green sidebar on the left. The sidebar contains a list of categories: 'How to Use a Kiosk', 'Video Meetings', 'About the Kiosks', and 'Troubleshooting'. The 'Video Meetings' category is expanded, showing sub-links: 'Joining a Video Meeting', 'Changing Your Name in a Video Meeting', 'Sharing Your Screen in a Video Meeting', 'Giving Remote Control Access During a Video Meeting', and 'Using the Document Camera'. The main content area features three large white boxes with icons and text. The first box is titled 'How to Use a Kiosk' and includes an icon of a kiosk. The second box is titled 'Video Meetings' and includes an icon of a video camera. The third box is titled 'About the Kiosks' and includes an icon of a document. Below these, there is a fourth box titled 'Troubleshooting' with an icon of a first aid kit. The text in the 'How to Use a Kiosk' box reads: 'The kiosks can help you join a virtual meeting, get free legal assistance, or direct you to resources. Learn how to start and end your session, use the printers, adjust the height of the kiosk, and navigate all the available features.' The text in the 'Video Meetings' box reads: 'Use the kiosk to join a video meeting on Zoom with your attorney, attend your court hearing, or a virtual clinic.' The text in the 'About the Kiosks' box reads: 'Learn more about the Legal Kiosk Project, the different types of kiosks, and our policies and terms of service.' The text in the 'Troubleshooting' box reads: 'Is something broken? Things aren't working as expected? Peruse common issues or submit a help ticket so we can get you back online.'

Getting Support

Partner Support

- [Setting up a Kiosk](#)
 - [Model A vs Model B](#)
 - [Packages and Components](#)
 - [Setting Up the Hand Sanitizer Stand](#)
 - [Setting Up a Model A Kiosk](#)
 - [Setting Up a Model B Kiosk](#)
 - [Setting Up a Document Camera](#)
- [Using a Kiosk](#)
 - [Adjusting the Height of a Model A Cart](#)
 - [Adjusting the Height of a Model B Desk](#)
 - [Starting and Ending a Session](#)
 - [How to Print](#)
 - [How to Scan](#)
 - [Hosting a Virtual Meeting](#)
 - [Sharing a Screen in a Virtual Meeting](#)
 - [Remote Controlling a Kiosk During a Virtual Meeting](#)
 - [Using a Document Camera](#)
 - [COVID-19 Safety Protocol](#)
 - [Privacy Policy](#)
 - [Terms and Conditions](#)
- [Troubleshooting](#)
 - [Kiosk Computer Issues](#)
 - [Hand Sanitizer Issues](#)
 - [Printer Issues](#)

Lexipol Kiosk For Partners

Help me with...

TOP ARTICLES
Setting Up a Model A Kiosk | Packages and Components | Starting and Ending a Kiosk Session

Setting Up a Kiosk

- Kiosk Models - Model A vs. Model B
- Packages and Components
- Setting Up the Hand Sanitizer Stand
- Setting Up a Model A Kiosk
- Setting Up a Model B Kiosk
- Setting Up a Document Camera
- Setting Up Printer Accessibility Features
- Update Your Public Information (Hours)

Using a Kiosk

- Adjusting the Height of a Model A Cart
- Adjusting the Height of a Model B Desk
- Starting and Ending a Session
- How to Print
- How to Scan
- Hosting a Virtual Meeting
- Sharing a Screen in a Virtual Meeting
- Remote Controlling a Kiosk During a Virtual Meeting
- Using a Document Camera
- COVID-19 Safety Protocol
- Privacy Policy
- Terms and Conditions

Setting Up a Kiosk

Setting Up a Kiosk

You've got the parts, what's next? These articles will help you understand what's in those boxes and walk you through putting the pieces together to get your kiosk up and running.

Using a Kiosk

The kiosks can help you join a virtual meeting, get free legal assistance, or direct you to resources. Learn how to start and end a session, use the printers, adjust the height of the kiosk, and navigate all the available features.

Video Meetings

Users can join a video meeting on a Model B Legal Kiosk to attend a court hearing, meet with their attorney, or participate in a virtual clinic.

Reservations

Model B kiosks allow users to attend video meetings, including court hearings. Host sites should allow users the ability to make reservations, ensuring they will have access to a legal kiosk when they need one. We are pleased to provide a software solution for managing your kiosk's reservations online. We have partnered with Flexbooker to allow you to manage your regular hours, closures, and reservations easily with your

Troubleshooting

Is something broken? Things aren't working as expected? Peruse common issues or submit a help ticket so we can get you back online.

Contact

Getting Support

Legal Kiosk Events

- Register for upcoming trainings and demos
- Watch recordings from previous sessions
- Go to legalkiosk.org/events

Upcoming Events

Legal Kiosk Training

March 30th, 2022, 12:00 pm CT

This session is sponsored by Legal Services State Support and available for CLE credits.

[Register](#)

Previous Events

Legal Kiosk Demo

June 2nd, 2021 - 12:00 pm CT

The demo will cover key functionalities, how to help members of the public use the kiosk, and how to troubleshoot.

[Watch Recording](#)

Model B Reservations Demo

April 23rd, 2021 - 1:00 pm CT

Platform Demo: how you can manage your reservations, update your hours, and change your settings.

[Watch Recording](#)

Model B Reservations Meeting

March 30th, 2021 - 3:30 pm CT

Software demo and reservation system Q&A.

[Watch Recording](#)

Host Site Demo and Training Session

March 2nd, 2021 - 3:30 pm CT

Kiosk demo for host sites.

[Watch Recording](#)

Legal Aid Partner Demo and Testing Items

February 16th, 2021 - 3:30 pm CT

Kiosk demo for legal aid partners and items that need to be tested.

[Watch Recording](#)

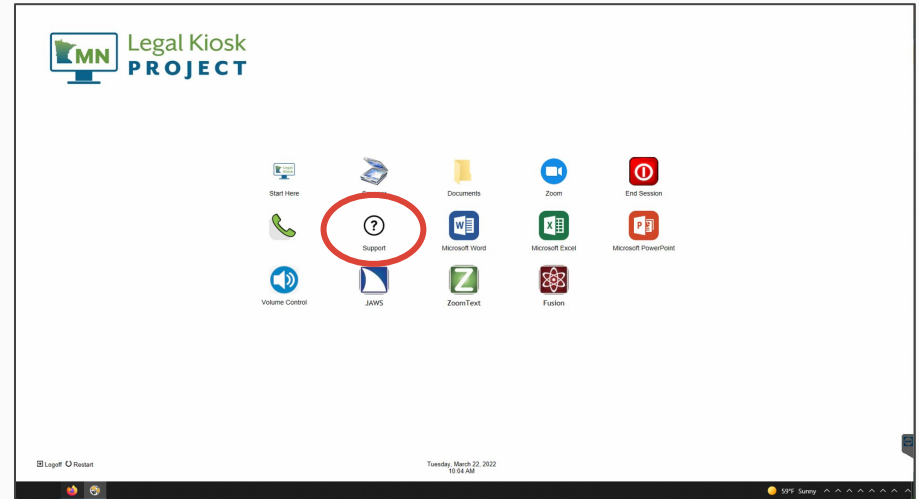
Getting Support

How to Get Help

Contact our technology provider, Technology by Design:

- Phone: 612-504-2300
- Email: support@tbdmn.com
- Submit a support ticket [here](#)

When you contact Technology by Design, make sure you tell them the kiosk's serial number. You can find the serial number by clicking on the Computer Support button on the kiosk desktop.

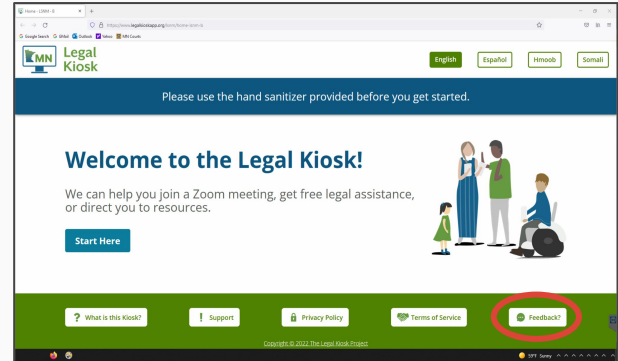


Feedback



Feedback

- **Kiosk Users**
 - Submit feedback directly from the kiosk →
- **Attorneys, Advocates, and Service Providers**
 - Yes, we want to hear from you too!
 - Submit feedback on the kiosk
 - If submitting feedback on the kiosk, *please let us know who you are* so we do not think you are a kiosk user.
 - Submit feedback on legalkiosk.org
 - Email us directly: triana@goa2jtech.org



Feedback

User Research

- We are always looking to speak with clients, *even if they have not used a kiosk yet.*
- It helps us understand their needs and improve the kiosk usability.
- Please pass along an invitation to participate in a **paid** research session.
- We will ask some open ended questions and complete a few activities,
- People can [sign up here](#)
- We will reach out when we are ready to schedule sessions to see if they are still interested.

Sign Up to Participate in a Paid Research Session

We'd like to invite you to participate in a paid research session with our team. We would love to let you see what we're working on to get your feedback. We want to make sure our project is as helpful as possible.

Sign up to get on our list and we will reach out as soon as we are ready to schedule a session.

First Name *

Last Name *

Phone *

Email *

Date of Birth *

Gender

- Male
- Female
- Non Binary

Questions?



Learn more at legalkiosk.org

