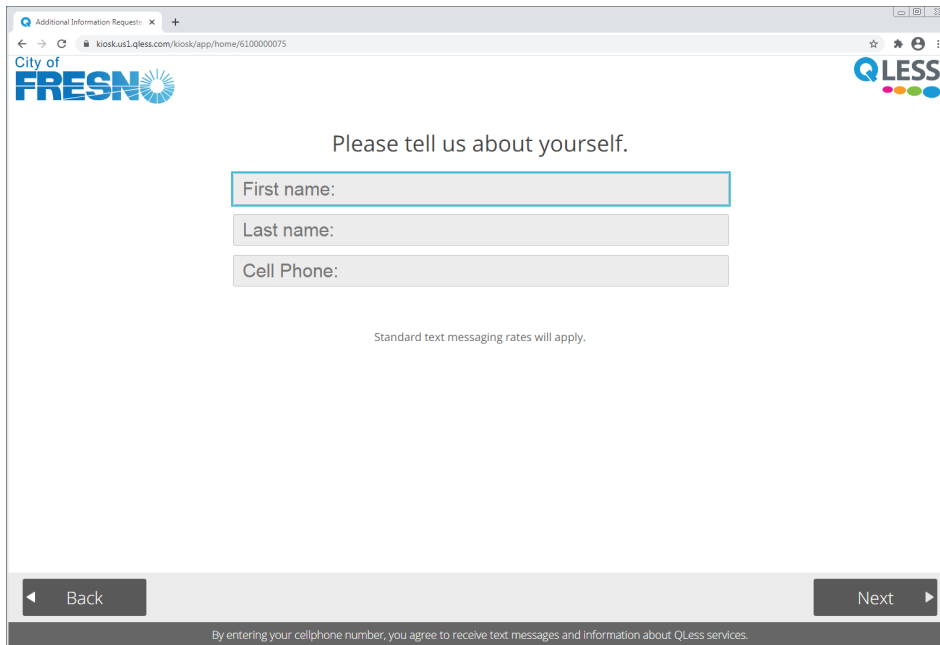


# Using QLess to schedule an appointment with the City of Fresno Planning and Building & Safety Divisions

Follow the URL from the City of Fresno Website or point your browser here:

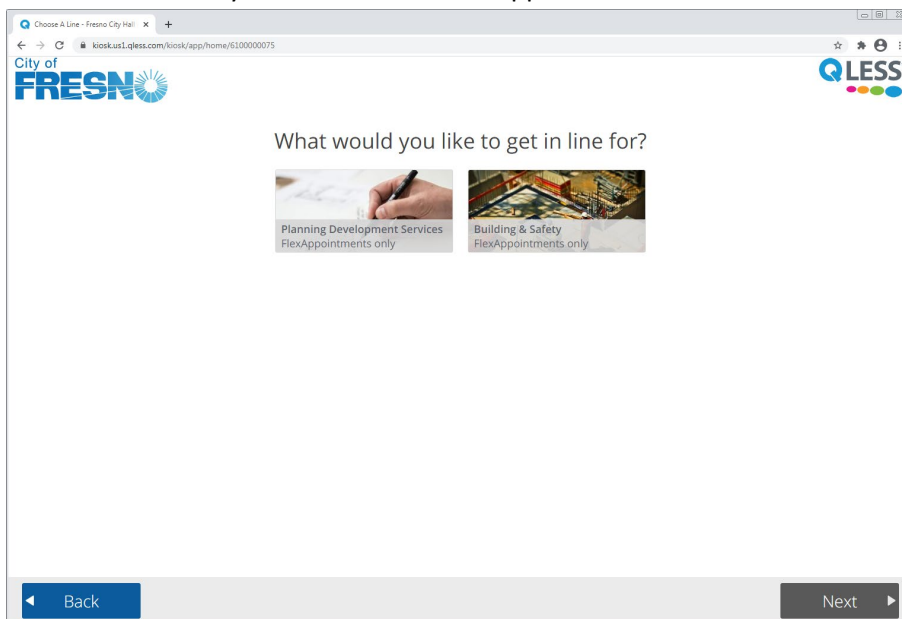
<https://kiosk.us1.qless.com/kiosk/app/home/6100000075>

Please provide your name and cell phone for confirmation messages:



A screenshot of a web browser displaying the QLess registration page. The page features the City of Fresno logo on the left and the QLESS logo on the right. The main heading reads "Please tell us about yourself." Below this, there are three input fields: "First name:", "Last name:", and "Cell Phone:". A note below the fields states "Standard text messaging rates will apply." At the bottom of the form, there are "Back" and "Next" navigation buttons. A footer at the very bottom reads "By entering your cellphone number, you agree to receive text messages and information about QLess services."

Select the division you need to make the appointment for:



A screenshot of a web browser displaying the QLess division selection page. The page features the City of Fresno logo on the left and the QLESS logo on the right. The main heading reads "What would you like to get in line for?". Below this, there are two selection options, each with a small image and text: "Planning Development Services FlexAppointments only" and "Building & Safety FlexAppointments only". At the bottom of the screen, there are "Back" and "Next" navigation buttons.

Select the service you need the appointment for.

City of FRESNO

QLESS

Which type of service may we help you with?

Property/Zoning Info

Zone Clearance

Permit Plan Check Q&A

Application Submittal

Public Document Review

Back

Next

Select the appointment time that works best for you.

City of FRESNO

QLESS

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

Tuesday April 6, 2021

10:00 AM

10:30 AM

11:00 AM

11:30 AM

1:00 PM

1:30 PM

2:00 PM

2:30 PM

Back

Next

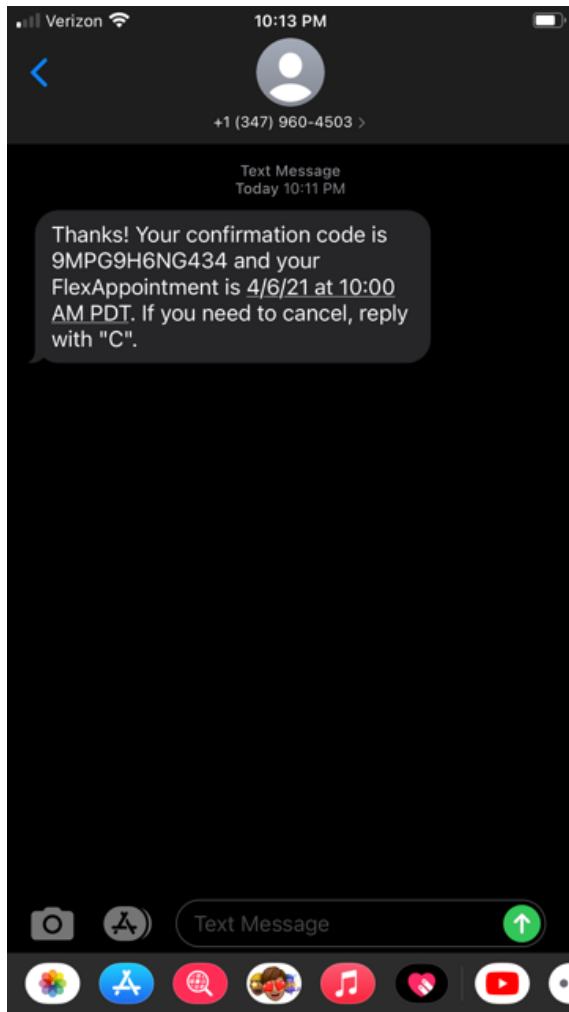
Provide an email address for updates:

A screenshot of a web browser displaying a form titled "Additional Information Request". The page features the "City of FRESNO" logo on the left and the "QLESS" logo on the right. The main heading reads "Please tell us about yourself." Below this, there are three input fields: the first contains the letter "J", the second contains the word "Public", and the third is labeled "E-mail address:". At the bottom of the form, there are two buttons: "Back" on the left and "Next" on the right.

You get your confirmation code and a text message and email message are sent to you:

A screenshot of a web browser displaying a confirmation message. The page features the "City of FRESNO" logo on the left and the "QLESS" logo on the right. The main text reads: "Thanks! Your FlexAppointment has been booked. Your confirmation code is 9MPG9H6NG434. You will receive a text message confirmation shortly with that same code. As your FlexAppointment time nears, we will place you into our virtual queue, and you will receive SMS updates." Below the text is a single button labeled "Done".

You can cancel the appointment from your text message if you need to.



You get an email as well:

Dear J,

Thank you for making an appointment with us.

Your appointment is scheduled for Apr 6, 2021 10:00 AM.  
Your confirmation code is 9MPG9H6NG434.

If you need to cancel your reservation at any time, you can do so by texting "C" to 559-201-7585 from the phone number that you used to make your appointment (559-xxx-xxxx).

Thank you.

If you experience a problem in trying to schedule an appointment, please contact Kristine Longoria in Building and Safety Services at (559) 621-8082 or Nick Caldera in Development Services at (559) 621-8032.