

# Save time and no waiting in line!

Use the DUK located at the Corcoran and Hanford

Human Services Agency lobby!

What is a DUK and how can it help you?

## Document Upload Kiosk (DUK)

Purpose: Customers can scan in their own documents and get a receipt instead of waiting in line, and check-in for their appointment.



- Customer can use their EBT or BIC card, or type in their case number.
- The kiosk prompts them to choose from a menu of options.
  - Submit Documents
  - Appointment Check-In
  - Speak with Health Care Options
  - Speak with a worker
- If customer elects to submit documents, the kiosk will prompt them to insert each page of their document, preview the document, and then upload it to their automated case.
- If the document has a barcode on it, it will be automatically marked as received and a receipt that contains the date/time, case number and document type is printed for the customer.