

## FAQ: Get an L&I in-person appointment

The Department of Licenses and Inspection is providing an automated appointment system for its MSB concourse customers to be seen by L&I customer service representatives. This will allow customers the ability to schedule appointments from their phones and/or computers.

### How do I access the automated appointment system?

Customers can access the automated appointment system from their computers, their phone or contacting 311.

- To access from your computer and schedule an appointment, complete the [Get an L&I appointment](#) form. Refer to [Make an appointment with the Permit and License Center](#) for more information.
- To access from your phone, download the App on your smartphone. Select 'QLESS' from your App store. Once the App is downloaded, search and select 'Dept. of License and Inspections'.
- Call 311 (215-686-8686).

**Once your appointment is scheduled, QLESS will allow customers to: Cancel an appointment, request more time if you're running late, or allow you to leave the queue line and/or rejoin the queue line.**

### What is the window for booking appointments?

Appointments are only available within a 14 - day window. The earliest you can book an appointment is 24 hours and the latest you can book an appointment is 14 days.

### Can I book multiple appointments?

If you want to submit both permit filings and licenses, you must book separate appointments.

Customers are limited to:

- One (1) Permit filing appointment and one (1) License filing appointment per day.
  - The permit appointment is limited to three (3) permit filings.
    - There is no limit to the number of permit pickups.
  - The license appointment is limited to three (3) license filings.
- If you have 4+ applications to be submitted – you can submit online via [eCLIPSE](#) or book alternate appointment dates.

### What if I booked the wrong type of appointment?

If you booked the incorrect type of appointment, you will have to cancel your appointment and reschedule for another day. You can cancel by text message or through the QLESS App.

### **How will I be notified my appointment is confirmed/scheduled?**

Once you submit the appointment request, you will receive an automatic email notification. A reminder notification will also be sent within 24 hours of your scheduled appointment via text message or in the QLESS App.

Further instructions will be provided via text message or in the QLESS App.

### **What if I can't make my appointment?**

If you are unable to make your scheduled appointment, you must send a text message or cancel using the QLESS App. Customers can cancel their appointment any time after the appointment is confirmed.

### **What if I am running late and need more time?**

You must plan to arrive 15 minutes before your scheduled appointment. However, if you are running late, you must send a text message or use the Qless App to request more time. Your appointment will remain in queue.

### **What do I need to bring to my appointment?**

Customers must bring the following to their scheduled appointment:

- Photo Identification.
- Confirmation of appointment.
- Application forms (to be completed beforehand).
- Copy of the permit invoice to pay for or pick up permits with paper plans (if applicable).

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**Questions?** Call 311 or (215) 686-8686 (if outside Philadelphia) or submit an online form via <http://www.phila.gov/li/get-help>.

**Disclaimer:** This interpretation, policy or code application is intended to provide guidance to staff for consistency of review and is subject to change without notice. Application of this interpretation, policy or code application to specific projects may vary. There may be other ways to comply with the Code. If so, you are not required to use this method. You may want to investigate other options or consult with a professional identifying an equally code compliant solution.