Fellowship One

Fellowship One Check-in
User's Guide

Maximize Ministry, Minimize Administration

CONTENTS

QUICK START

Before we jump into the detailed explanation of Fellowship One®, let's take a look at the steps to check participants into activities. This section of the guide will show you how easy it is to learn to use Check-in very quickly. First things first though, there are two modes you can use when checking people into activities—Assisted and Self. We will explore the steps for each method separately.

It may seem silly to mention, but the following bears repeating: no matter which mode of Check-in you are using, ensure that you always greet your participants and make them feel welcome. When you are busy watching the technology, it is easy to forget that you are one of the first people visitors see when they come to the church. This makes it especially important to always have a nice word to welcome people.

QUICK START - ASSISTED MODE

Assisted mode means that there is a volunteer operating the kiosk to check the participants into activities. This is the mode that you will most often use at registration areas for first time visitors or for special activities that may require assistance to locate rooms or to complete registration.

The steps you will take to check people into activities using assisted mode are:

1. Greet people as they arrive at your station.

> **Tip!** New visitors should be directed to complete a visitor registration card. You will need to collect dates of birth for children checking into activities as well as special needs information such as allergies.

2. Ask for the last 4 digits of the phone number (Check-in will look at both Home and Cell phone numbers when searching).
3. Use the touch screen to enter the last 4 digits of the number. Touch **Search**.
4. Select individuals to check in and then select the correct rooms/locations.
5. Optionally, print name tags, parent receipts, and item tags.

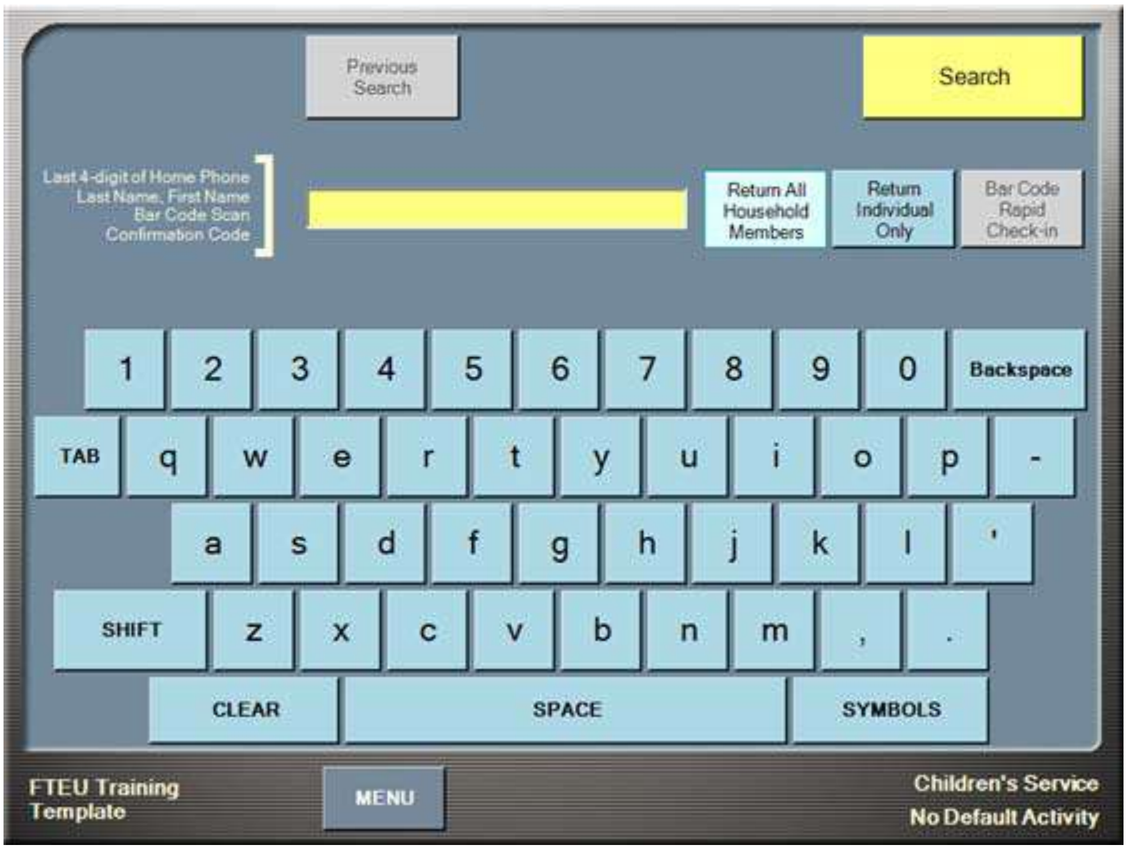
Ok, let's break each of these steps down. **Step 1** is pretty obvious, but remember, it's easy to get distracted by technology and forget that one of the main reasons people come to church is to connect with the community. So smile, greet, and make people feel welcome.

Step 2—Ask for what? Why the last 4 digits? The short answer is that it's easier to hear numbers than name pronunciations in crowded hallways. Also, searching by phone numbers is a focused search guaranteed to bring back fewer search results than typing in common last names such as "Smith". That being said, if the person cannot remember his phone number, you can always use a last name, first name search.

Note: All pictures in this section display Check-in with its default color theme. Your church has the ability to configure custom themes and these themes can be applied to each activity separately. Your screen may have completely different colors than those shown below.

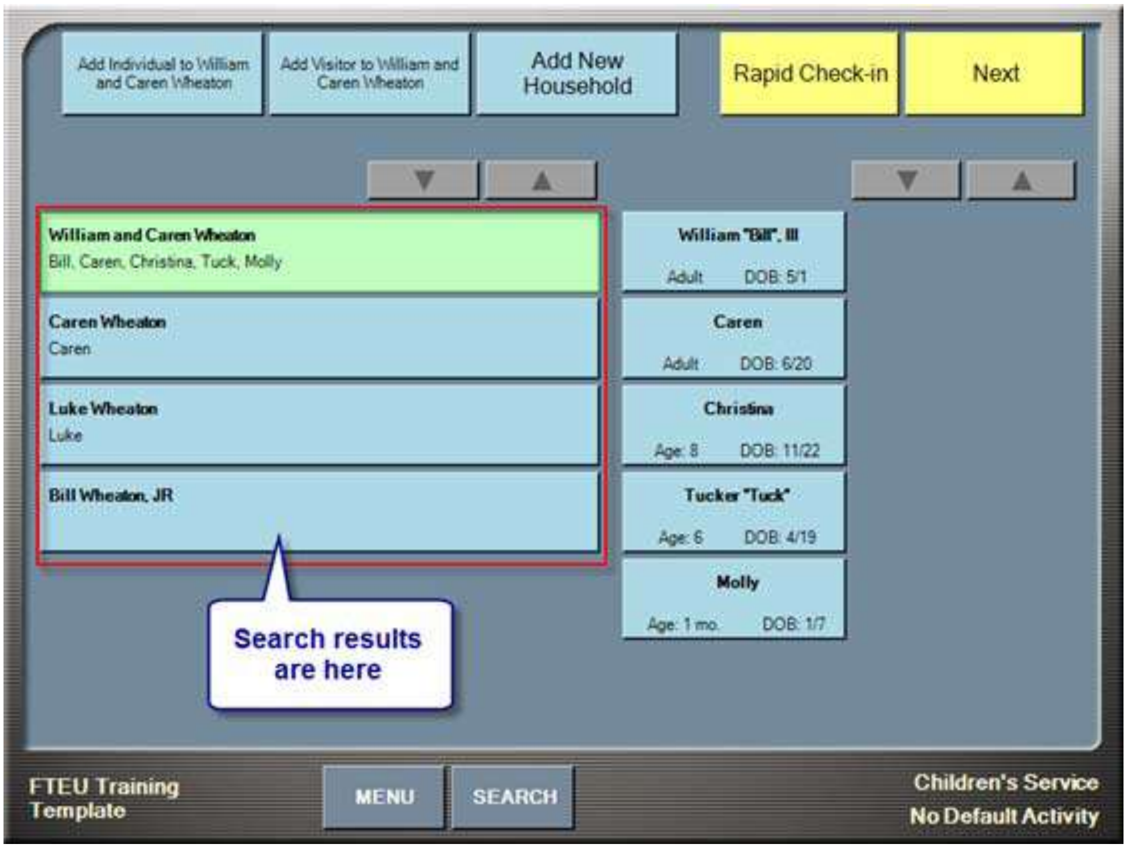
Don't' be alarmed! All screens will still have the same buttons, they may just be in different colors.

Step 3—finding the person. You will be presented with the search screen as shown below after you complete every check-in.

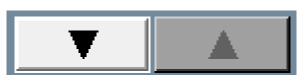


You will probably have questions as you read through this quick start section. There are many settings and buttons available to you when using Check-in. Don't worry about these now, as they will be covered in later sections of this guide.

Simply use the touch pad to enter the numbers and then touch Search. You will see a list of matching search results as shown below.

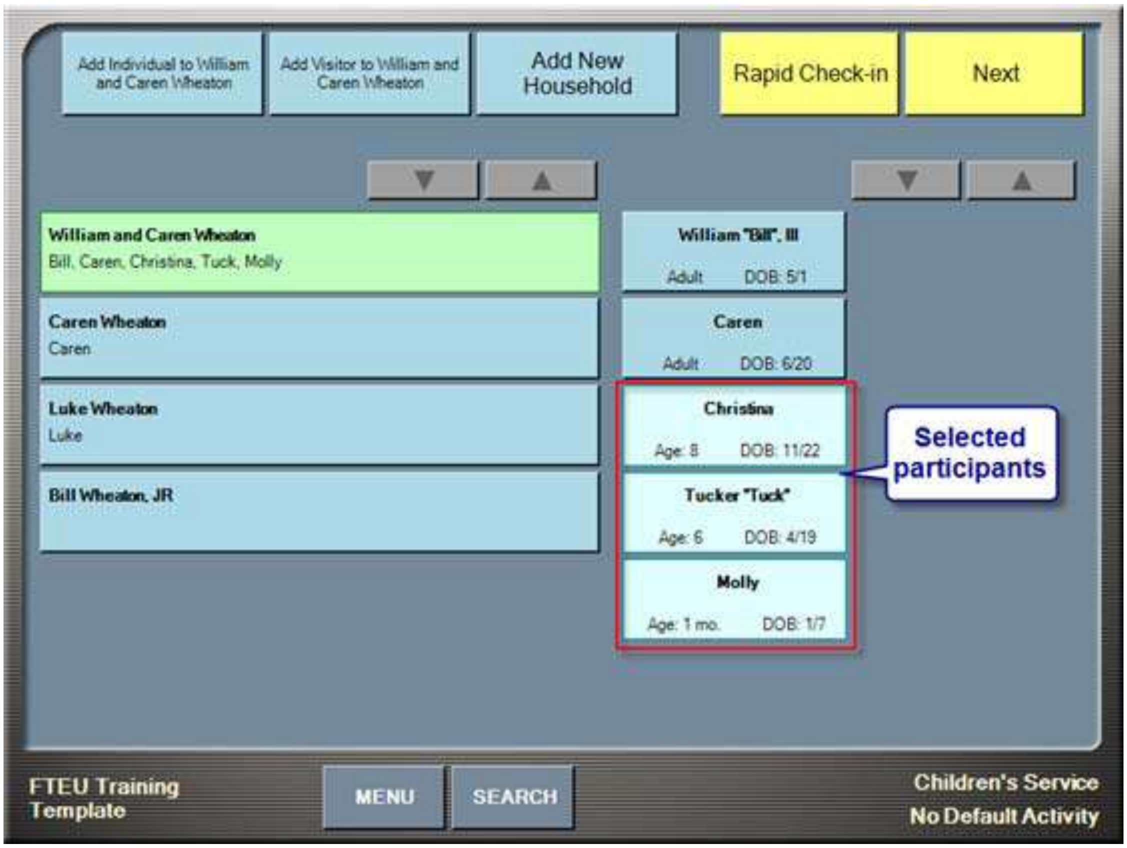


The first household in the listing is selected by default, but you can always change this by touching the household that contains the participants you want to check in. If you searched for a common name like "Smith", you may have more results than you can see on one page. If this is the case, the paging arrows at the top of the list will activate.



Touch the downward facing arrow to view the next set of households.

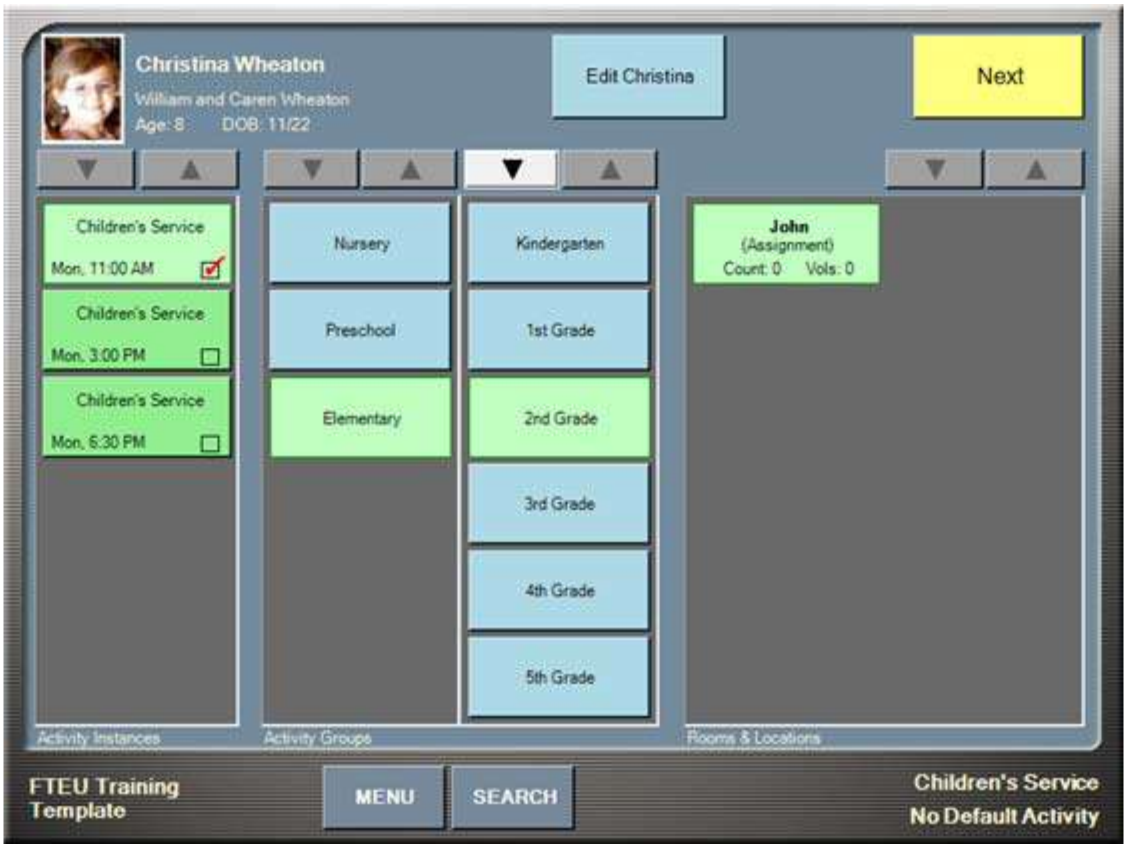
The next thing to do is to select all individuals in the household wishing to check in. Do this by touching the box with the person's name in it. Notice that selected items change color. If you accidentally touch the wrong name, simply touch it again to de-select it.



Tip! Repeat the names back to the family while you are touching them to confirm the individuals checking in. For example, "Are you checking in Christina, Tuck, and Molly today?"

Step 4—You are now ready to check the selected individuals into the correct locations. Do this by touching the Next button (upper-right corner of the screen). The first selected individual appears with the correct assignment/best age fit room selected by default.

As shown in the image below, Christina will be checked into the **11:00 AM** schedule into the **John** room. You know this because there is a check mark in the 11:00 AM schedule box and the buttons to the John room are all selected.



If you need to make changes, simply select the correct location by touching the appropriate buttons.

Adding additional schedules is common for people who attend multiple activities such as both a Bible study and the worship service or for volunteers who serve during one schedule and then attend during another schedule. If this is the case, simply touch an additional schedule in the left most column and make sure the correct location is selected in the right column.

Tip! If you are working an early check-in schedule for an activity with multiple schedules (such as worship or children's services) ask families how many services they will be attending. For example, if you are working the 9:00 AM schedule and there are also 10:15 and 11:30 AM schedules available, ask participants if they would also like to check into a later schedule as well.

Touch **Next** and complete this procedure for every participant in the household. The last time you touch Next a review screen appears as shown below:

Note: Double-check your entries on this screen. Touch the Edit button beside any participant who has an incorrect assignment to make changes.

From this screen, you can do any of the following:

- **Edit Household Phone—**if you could not locate the household using the number provided, it's a good idea to change it while you have the family standing in front of you. Touch this button and enter the new number.
- **Print Tags—**if the activity has been configured to print tags, this button will activate the printer and all tags will print.
- **Complete—**if you do not want to print tags, you can touch this button to complete the check-in.
- **Pager—**if your church uses pagers for nursery children, you can assign a pager number to the children in the household. Touch this button beside each baby's name and then touch Assign Pager Number.
- **Print Item Tag—**prints and extra name tag that will be used to mark personal belongings such as diaper bags, teddy bears, Bibles, and so on.

When you are happy with your choices touch **Print Tags** and then **Complete** to return to the search screen.

QUICK START - SELF MODE

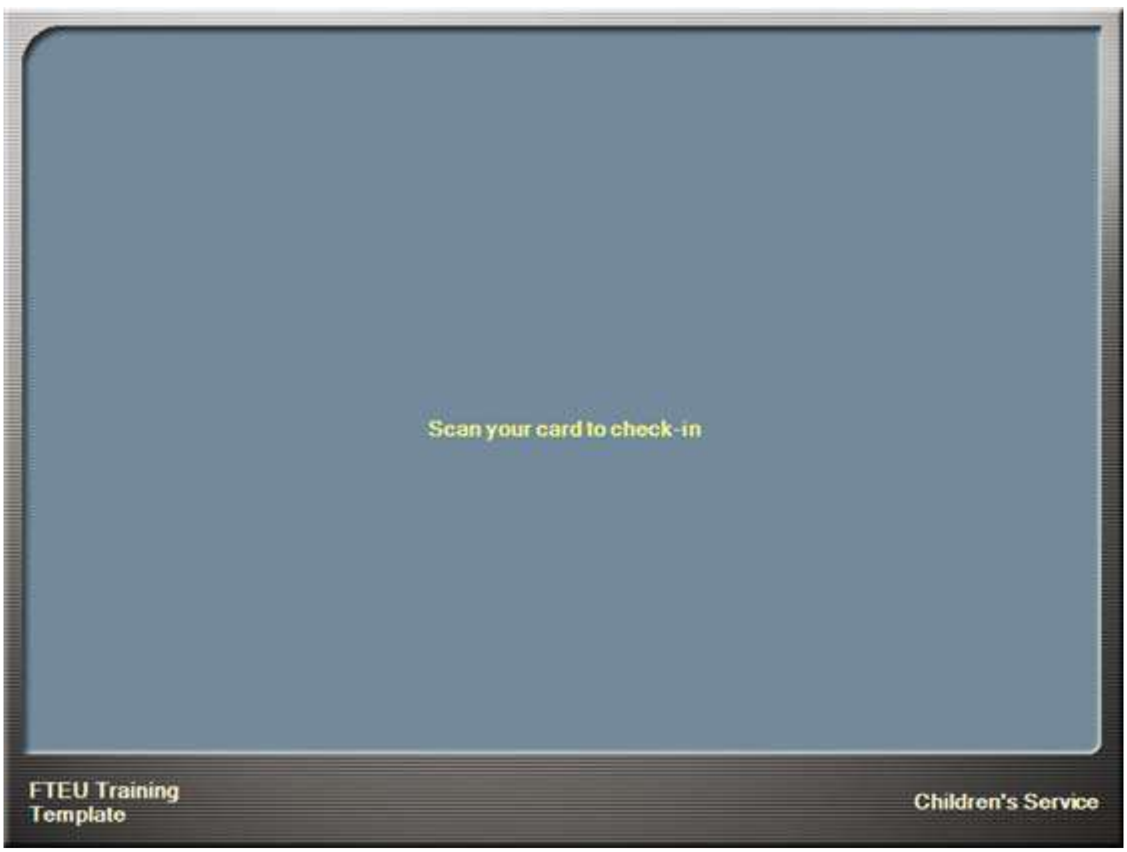
Running Check-in in Self mode is intended for frequent attenders who have been assigned a barcode number for the express purpose of using self check-in. Although a volunteer is not needed to run the kiosk, it's important to have one nearby in case there are questions or errors.

The steps for self check-in are as follows:

To use Check-in, in Self mode:

1. A person will scan a barcode. This may be all that is required (depending upon the activity the individual(s) are attending).
2. He will then touch the schedules to check into.
3. The final step will be to touch Check-in to complete the process.

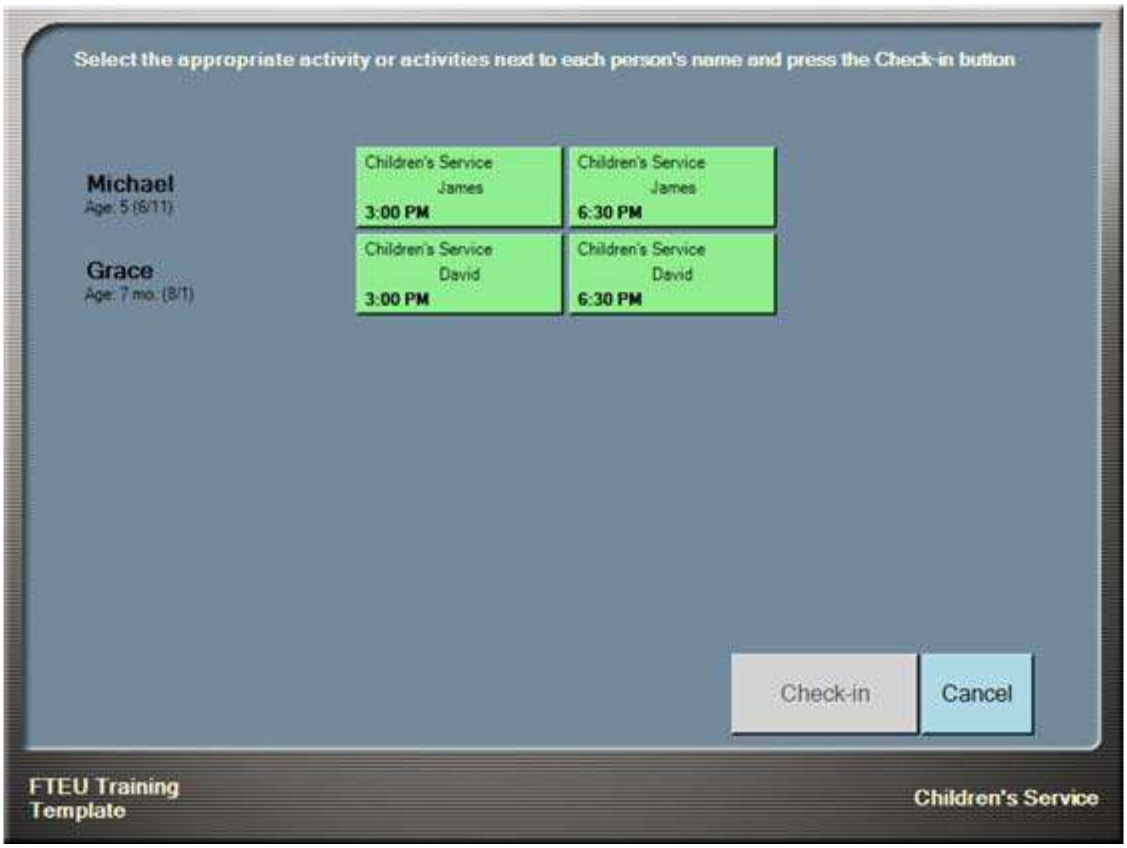
Let's break the steps down. **Step 1**—the family will walk up to the kiosk as shown below:



Note: Participants must scan a barcode to use the self check-in kiosk. If they have forgotten their barcode tag or receive an error message when scanning, they will need to proceed to a check-in station that is running in Assisted mode.

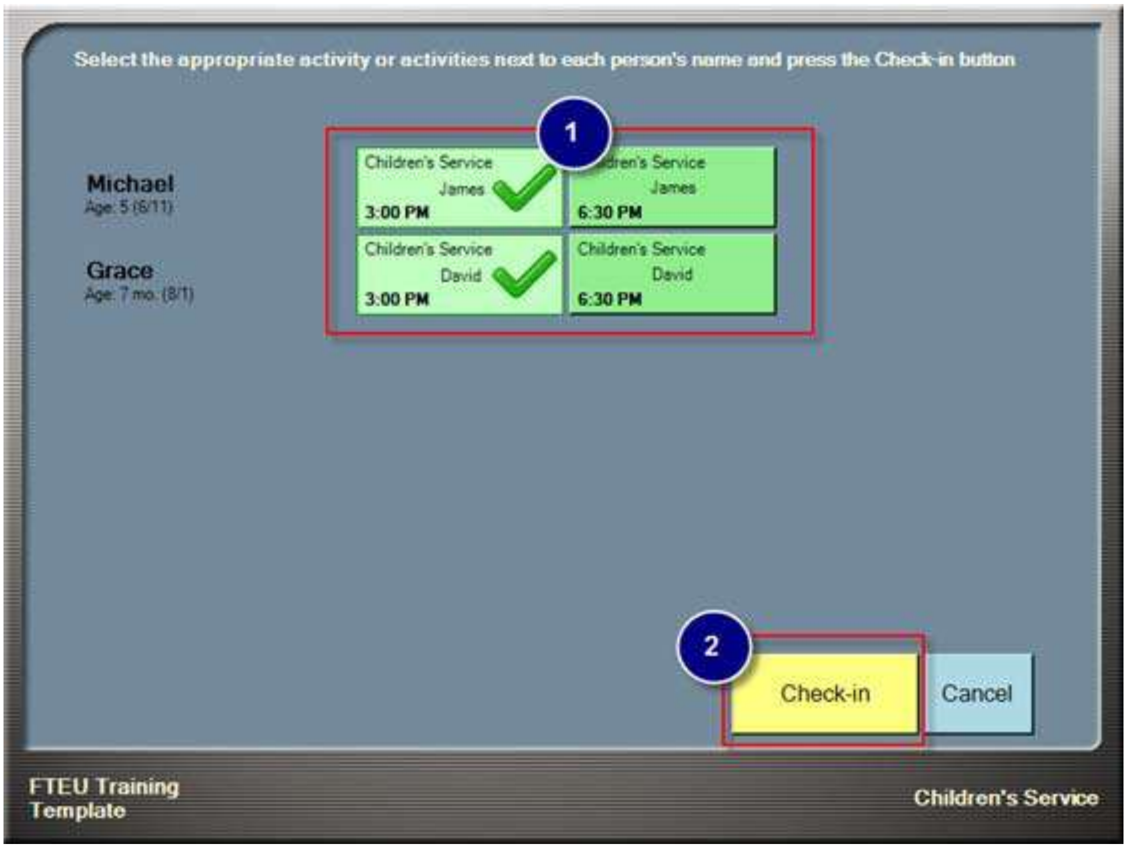
One of two things will happen:

- If one person is checking into an activity with only one available schedule, Check-in will automatically complete the procedure and display a message that the individual has been checked in.
- If multiple household members are able to attend the activity (or if there are multiple schedule choices), the household information appears as shown below. In the image below, there are two available schedules for the activity. One or both schedules can be selected.

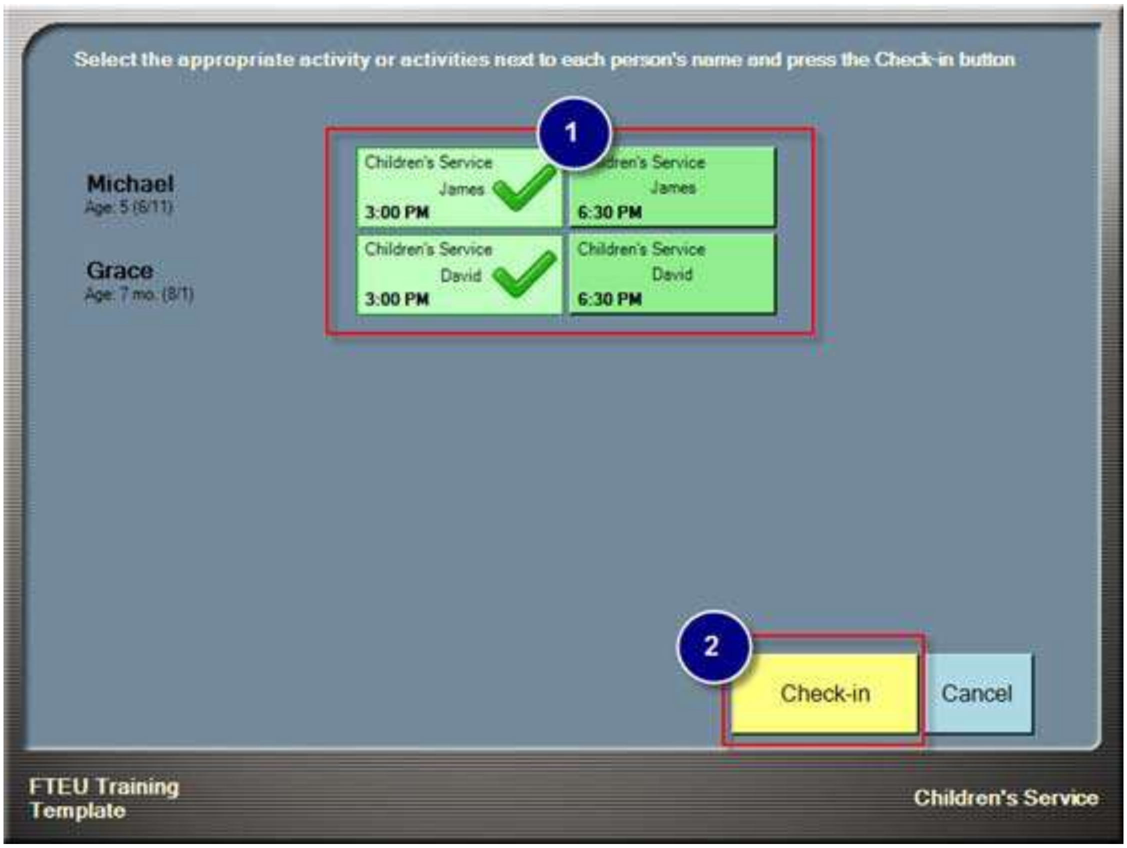


Note: Remember that volunteers are important at self check-in stations as well. They are able to help people select schedules and troubleshoot any printer issues or assignment issues. Don't forget to greet!

Step 2—Person touches the schedules to attend (marked 1 in the picture below):



Step 3—Person touches **Check-in** (marked 2 in the picture above).



And that's all there is to it! Check-in is really a simple process of finding people, selecting the correct schedules/locations, and finalizing check-in. After a couple of minutes of practice you will be a pro!

HOW CAN I PRACTICE?

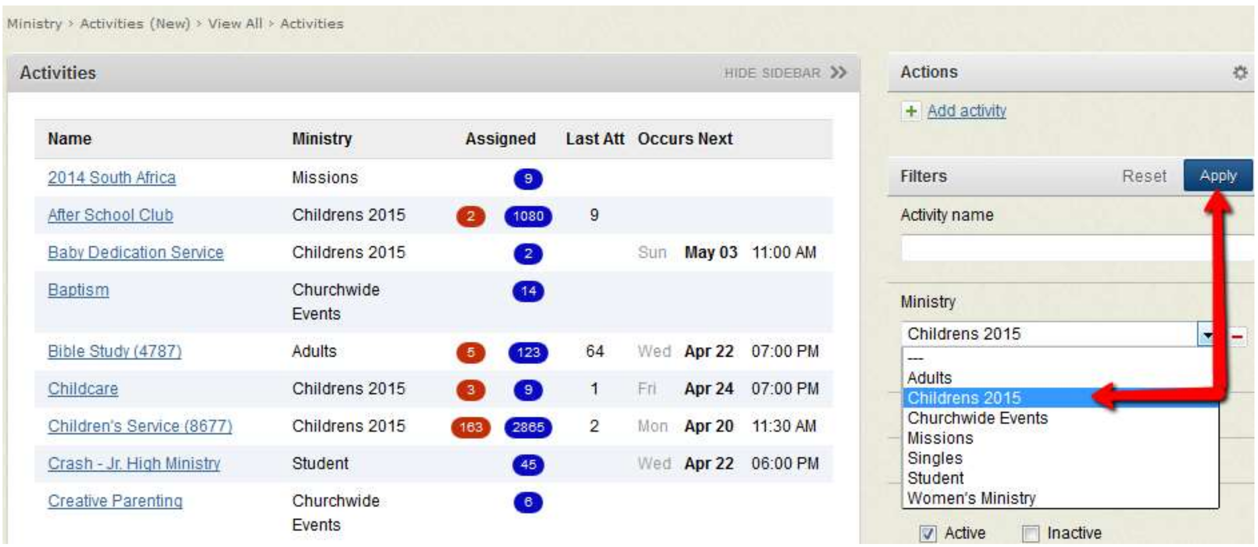
We suggest you practice a few days before your activity. This will allow you to become comfortable with the process well before your first participants appear. Before you can practice, you must create a working practice environment. Your activity schedules are configured for the dates and times of your activity and this is most likely not when you want to be training your volunteers!

To set up a practice time period, we suggest you edit one of your activity schedules and add a recurrence. You will do this in FellowshipOne.com. Use the following steps to help you set up a practice recurrence.

WARNING: This procedure will work for Check-in in *Assisted* mode. *Self* mode strictly obeys the start and end times configured for the activity schedule. If you want to practice with Self mode, you will need to create a brand new schedule with the correct time period. Ensure that your practice recurrence date range does not coincide with the real activity schedule. End the schedule a few days prior to the activity occurrence. Practicing with this schedule will record attendance.

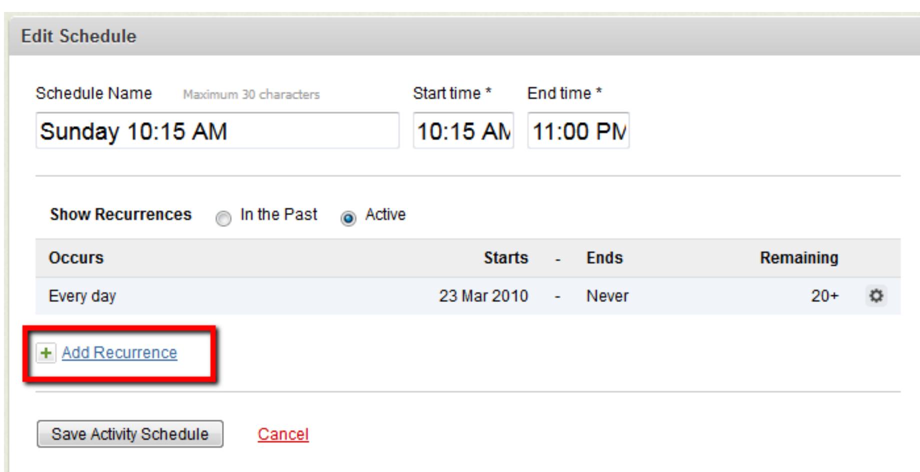
To setup a practice recurrence:

1. Log into FellowshipOne
2. Click **Ministry > Activities (New)> View All**. A list of activities will appear
3. Click on the name of the desired activity.
   - You can limit the view of activities to those associated with a specific ministry. Under **Filters**, on the right-hand side of the page, select the correct Ministry from the drop down list and click **Apply**.

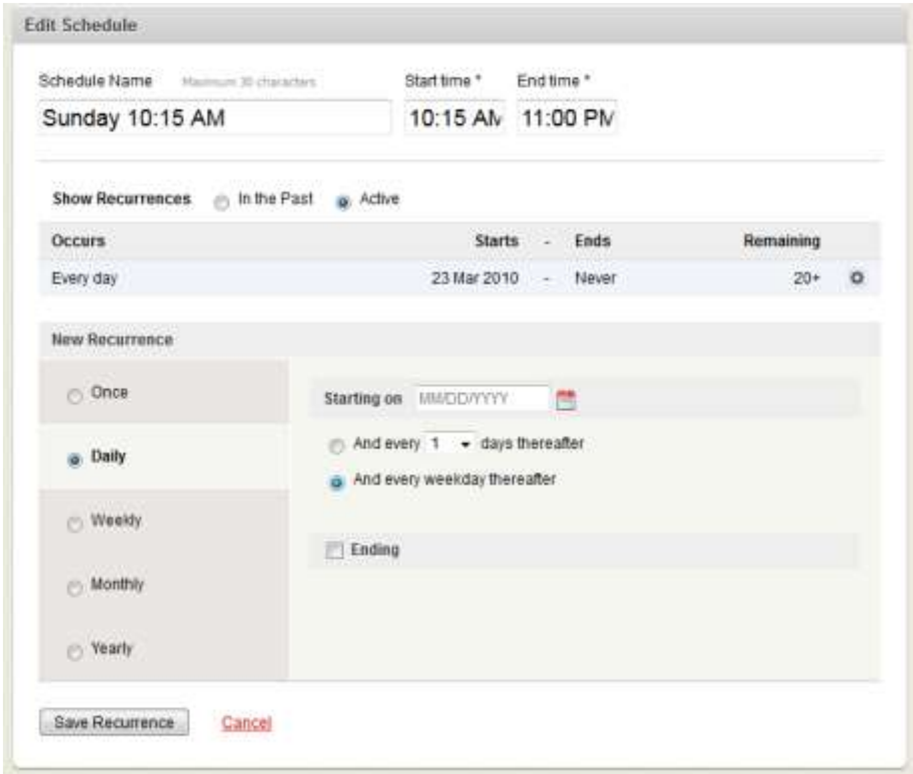


You will now be on the Schedules tab for the selected activity

4. Click the **Edit** gear beside any existing schedule. The schedule's details appear in the form.
5. Click the **Add Recurrence** button.



6. Select the **Daily** and **Every 1 day(s)** option. For a daily training schedule, you can also choose, **Every weekday thereafter**. Make sure the recurrence does not overlap an existing recurrence. Next to **Starting on**, enter a start date (type "t" for today). If you want to set a date to end the recurrence, put a check next to **Ending** and enter a date to stop the recurrence.



7. Click **Save Recurrence**, then click **Save Activity Schedule**. The recurrence appears with your original schedule.

UNDER THE HOOD

Now that you have been introduced to the basics of how Check-in works, let's take a step back and look under the hood at what Check-in is and what it does. This section will focus on what exactly is happening when you are checking people in and how Check-in can act as a security monitor at your church.

WHAT IS FELLOWSHIP ONE CHECK-IN?

The long definition: Fellowship One Check-in allows the church to record real-time attendance for all attendees while enforcing child security, safety and registration requirements for any event or activity. In summary, it's a tool the church can use to record who is no longer attending an activity and to provide a secure way for adults to claim children after an activity.

During popular activities there are often many unfamiliar faces in the church and we want to ensure our children are safe at all times during these busy periods. Check-in has built in functionality that can help with this.

Check-in and Ministry

Check-in helps your church shepherd by not letting any opportunity to minister pass by. In the shepherd role, your ministry leaders need to see who isn't attending just as importantly as who is. Someone who was once a regular attendee who has been absent for several weeks may need additional care. It's critical for your ministry leadership to be able to access this information.

Real-time attendance means that ministry leadership can run reports to see who they need to follow-up with. They can even do this while an activity is still in progress. In essence, real-time attendance means that leadership has immediate access to the data that is being entered via Check-in.

Check-in and Security

Children's activities can be configured to print a parent/guardian security receipt. The receipt prints with the name tags as kids check into an activity. Here's why receipts are important:

- Receipt codes are randomly generated at the time of Check-in.
- Receipts will only print one time for a single activity schedule. People cannot trick the system into printing a second receipt for the same schedule.
- Receipts do not list identifying information. If the parent accidentally drops the receipt and it is picked up by another person, it cannot be used to locate a child without help from a volunteer.
- Parents must display a receipt to collect children from activities. This receipt must match the code printed on the child's name tag. If they have lost the receipt, measures

should be put in place to check identity. Check with your Fellowship Technologies implementation manager for ideas on how this can be accomplished at your church.

HOW DOES CHECK-IN WORK?

Your church's management system is Fellowship One. Within Fellowship One, activities are created so that they have the following:

- Settings specific to Check-in
- Schedules with recurrence patterns
- Roster Folders (Holds a list of rosters)
- Rosters with settings specific to Check-in
- Optionally, breakout groups
- Optionally, a graphical theme to display at the Check-in station

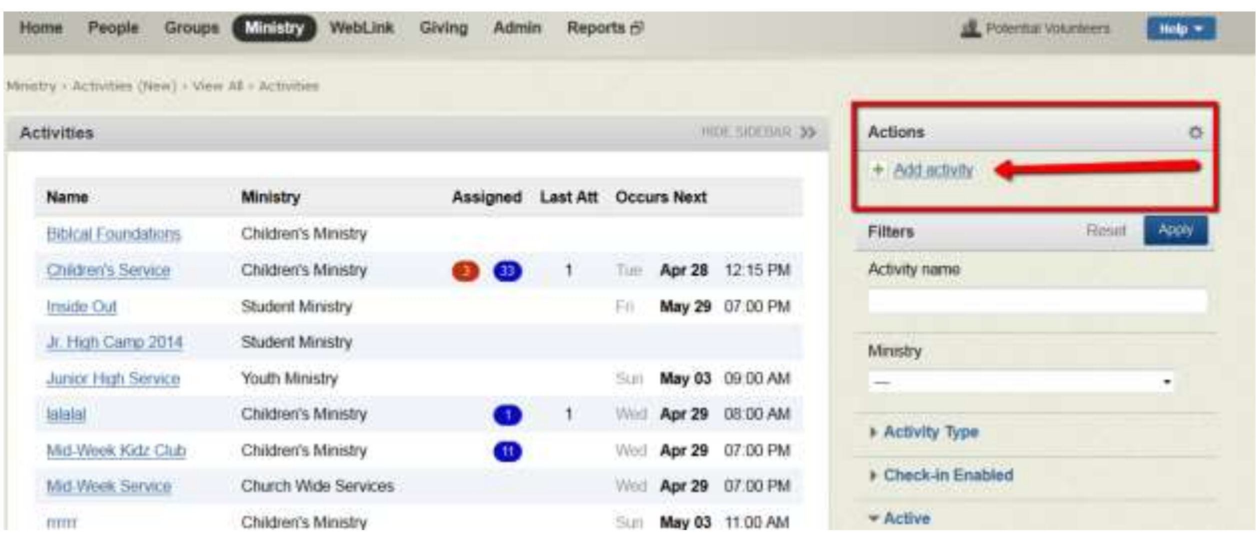
Activities are created to track involvement in church events. One of the ways to track involvement is to take attendance and this can easily be accomplished using Check-in.

Creating an Activity for Check-in

FellowshipOne is configured to take you step-by step through the process of creating a new activity. To begin the process:

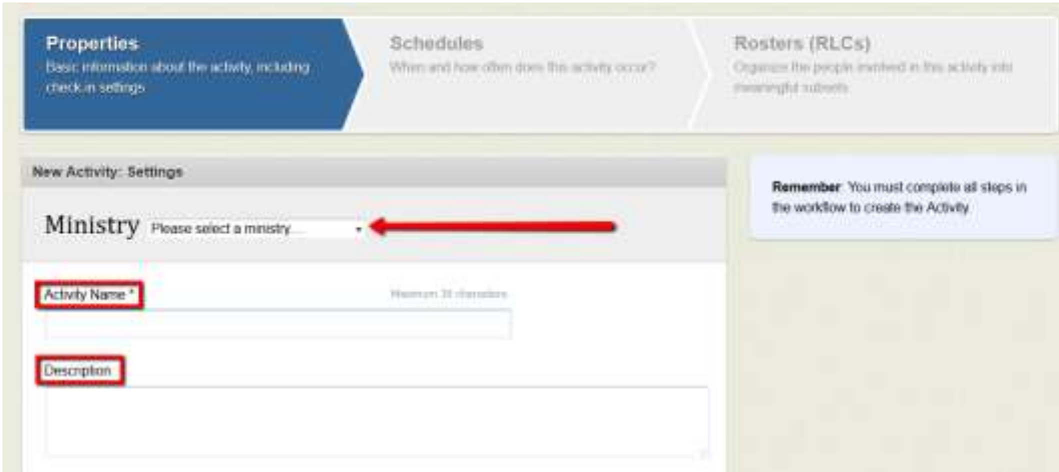
1. Click on **Ministry** > **Activities (New)** > **View All**

2. Click **Add Activity**



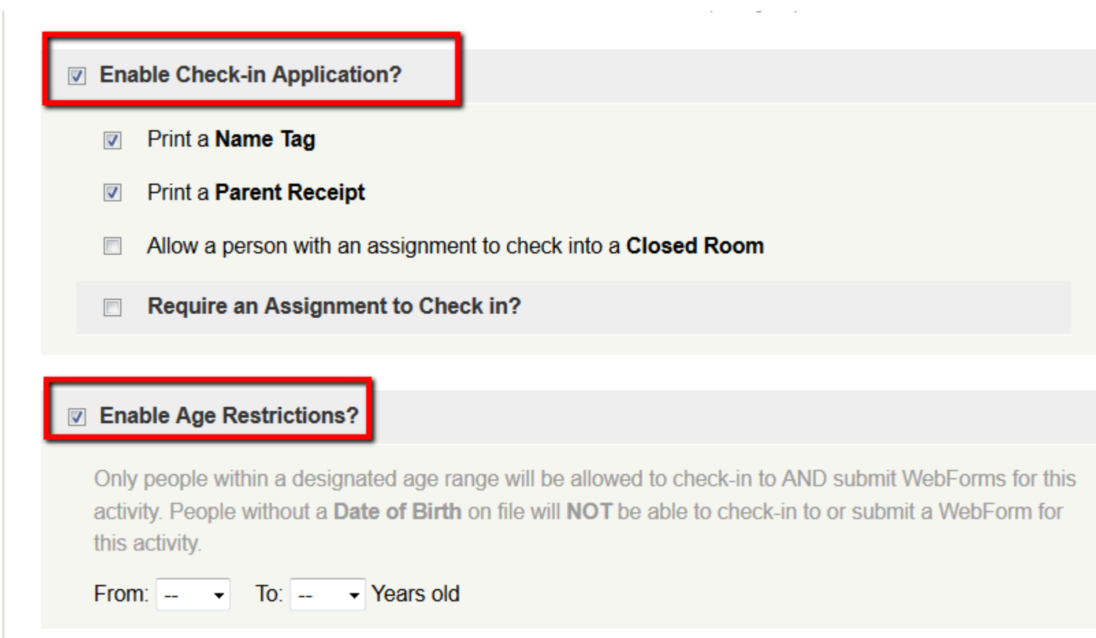
3. **Select the Ministry** the new activity should be under

4. **Name the Activity** and if desired, add a **Description**



5. **Enable for Check-in** and choose check-in properties

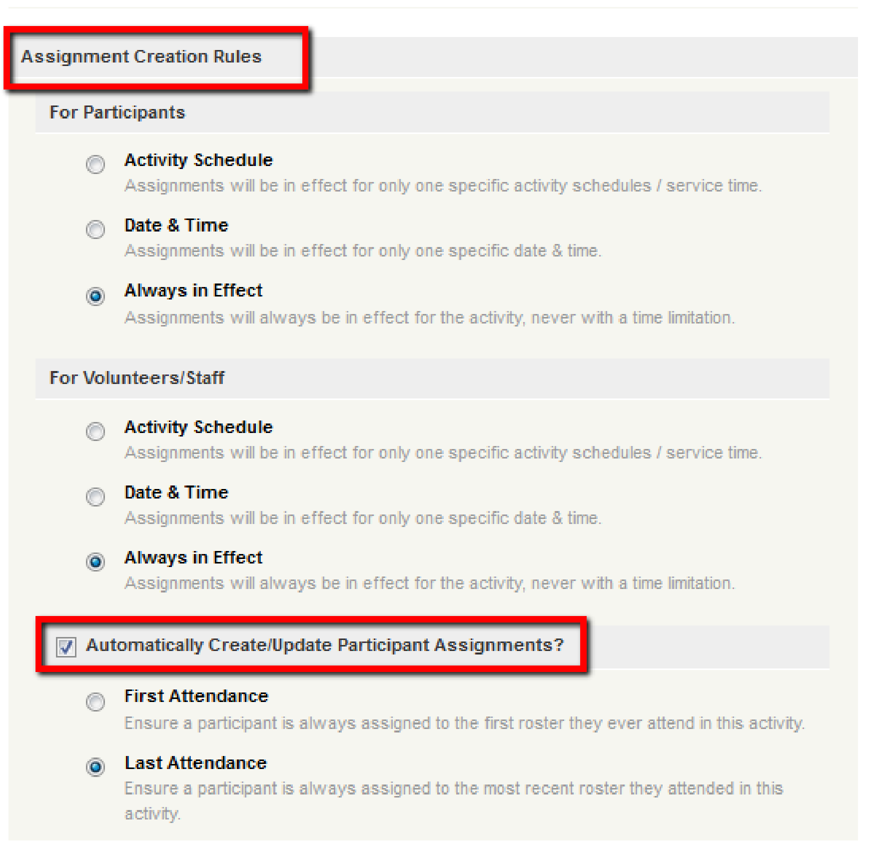
- **Check-in Enabled—**select if you want to use Check-in for this activity.
- **Print a name tag—**select if you want to print name tags for most rosters associated with this activity.
- **Print a receipt—**select if you want to print parent receipts for most rosters associated with this activity
- **Enable Age Restrictions**- This field allows you to restrict the age range of participants in an activity.



6. **Assignment Creation Rules** tell check-in when to honor an assignment. You can choose to set these rules up differently for participants and volunteers. Options for both are:
    - **Activity Schedule**- Assignments will only be in effect for specific Activity Schedule/ service time
    - **Activity Date and Time**- Assignments will only be in effect for one specific date/ time
    - **Always in Effect**- Assignments will remain in effect for every activity schedule with no date/time limitations

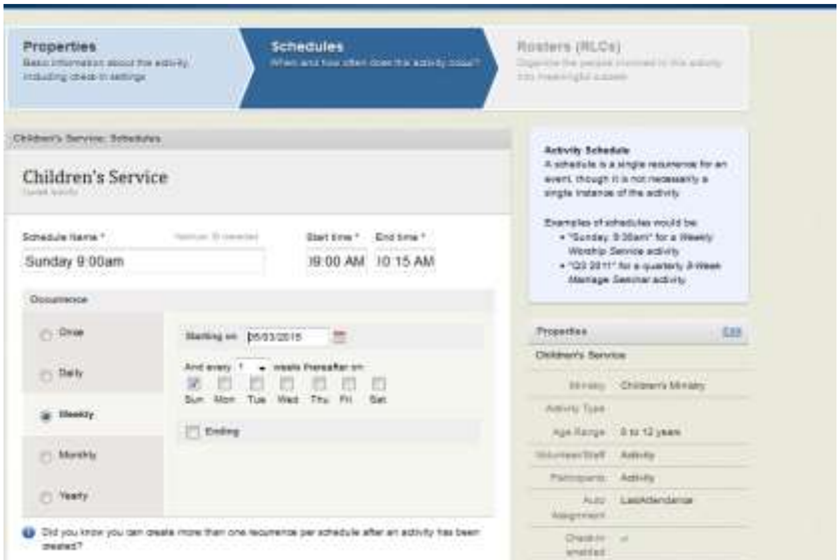
7. **Automatically Create/ Update Participant Assignments**

    - **None—**do not automatically create an assignment
    - **First Attendance—**creates an assignment based on the first time attendance is recorded. It tells Fellowship One not to change this assignment even if the participant goes to a different location on future occasions.
    - **Most Recent Attendance—**creates an assignment based on the most recent time attendance is recorded. This selection allows assignments to be updated every time a participant attends the activity.



8. **Create Activity Schedule** and **Recurrence**

    - Enter the Activity Schedule Name
    - Enter the Start Time and End Time
    - Set up a Recurrence (When and how often the activity occurs)



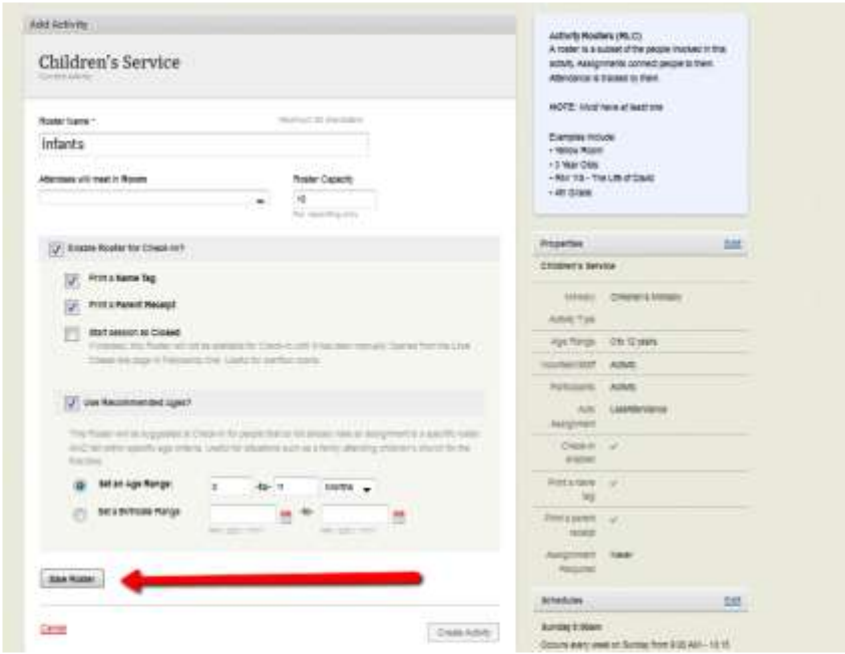
9. **Add Rosters** (Room, Location, Classes)

    Every activity must have at least one Roster to work in Check-in. The Roster is where attendance is recorded. Depending upon your activity, you may only need one roster or you may need many. Children tend to have many rosters to separate participants by age or learning level.

    Configuring a Roster includes the following:

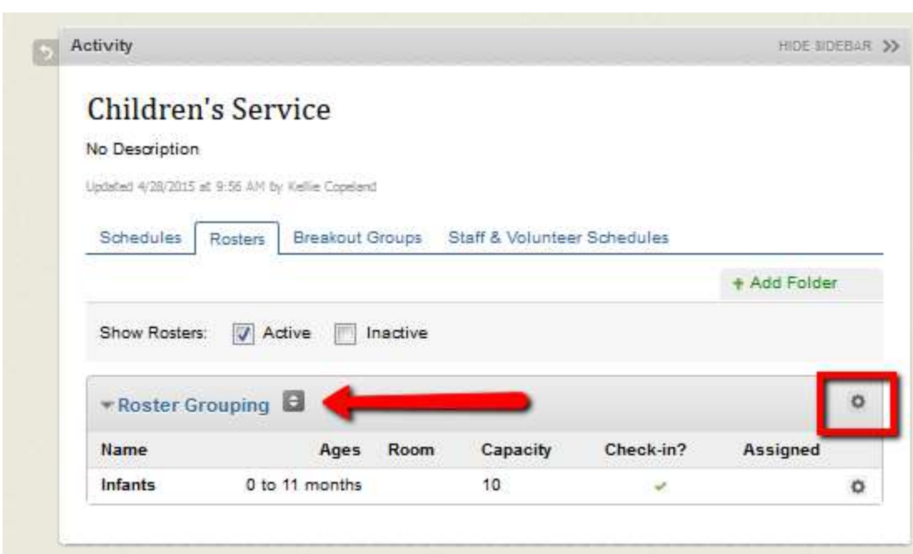
    - **Roster Name—**this can be completely different from the physical room where the group of participants will meet. For example, physical room 225 may be the "2nd Grade" room for a Children's Service activity on Sunday and "Kindergarten" room for a Wednesday night Bible study.
    - **Check-in settings—**each Roster has the opportunity to override the activity's settings with respect to Check-in. The option to override is very helpful when you have Rosters that do not need name tags or parent receipts within your activity.
    - **Use Recommended Ages—**set a recommended age range for the roster. This allows the check-in application to automatically choose a roster based on the best fit for children who do not already have an assignment. Please note that the age range is only a recommendation and does not prevent those who do not fall within the roster's age range from checking into that roster.

As shown in the following image, the **Infants roster** can have its own recommended age and Check-in settings that differ from those configured for the activity.

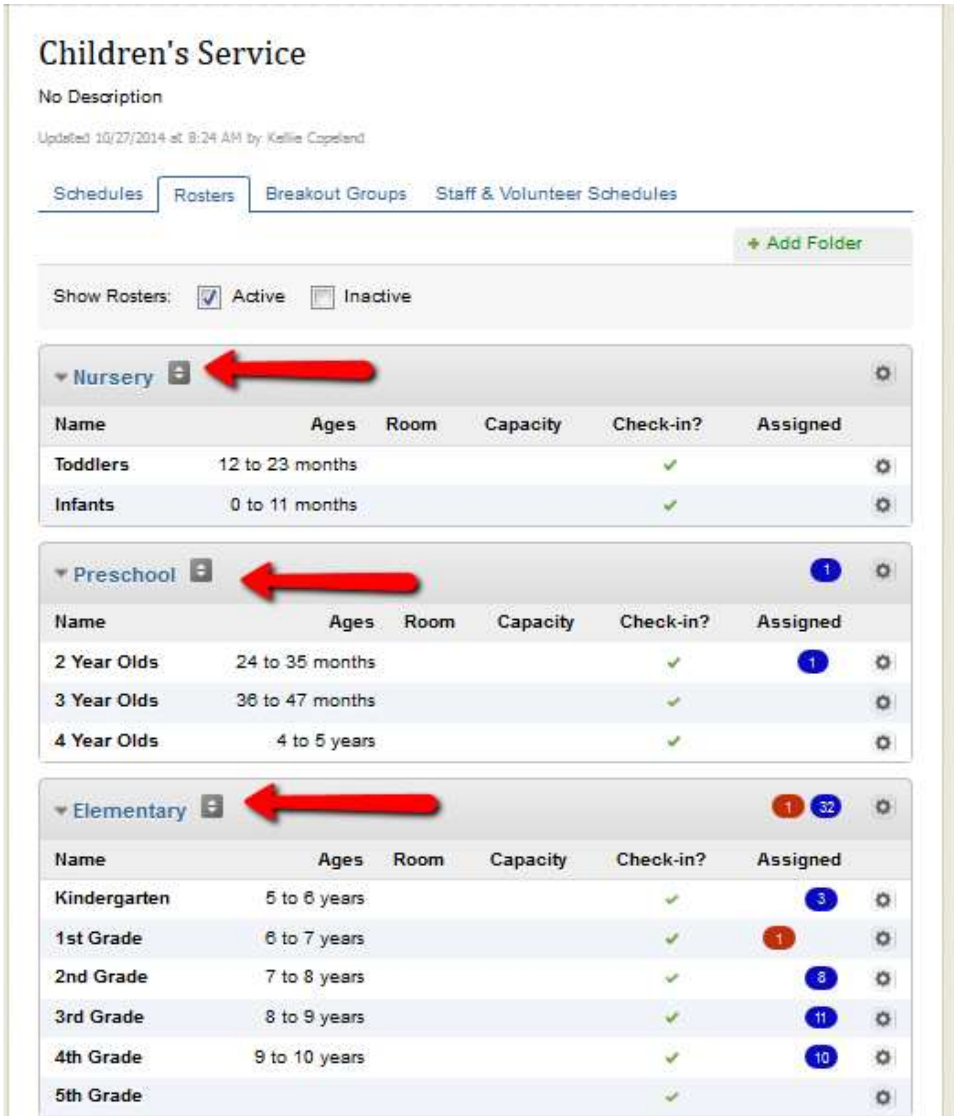


Click **Save Roster**. You can choose to create additional rosters now, or add more at a later date. Click **Create Activity** to complete the setup process.

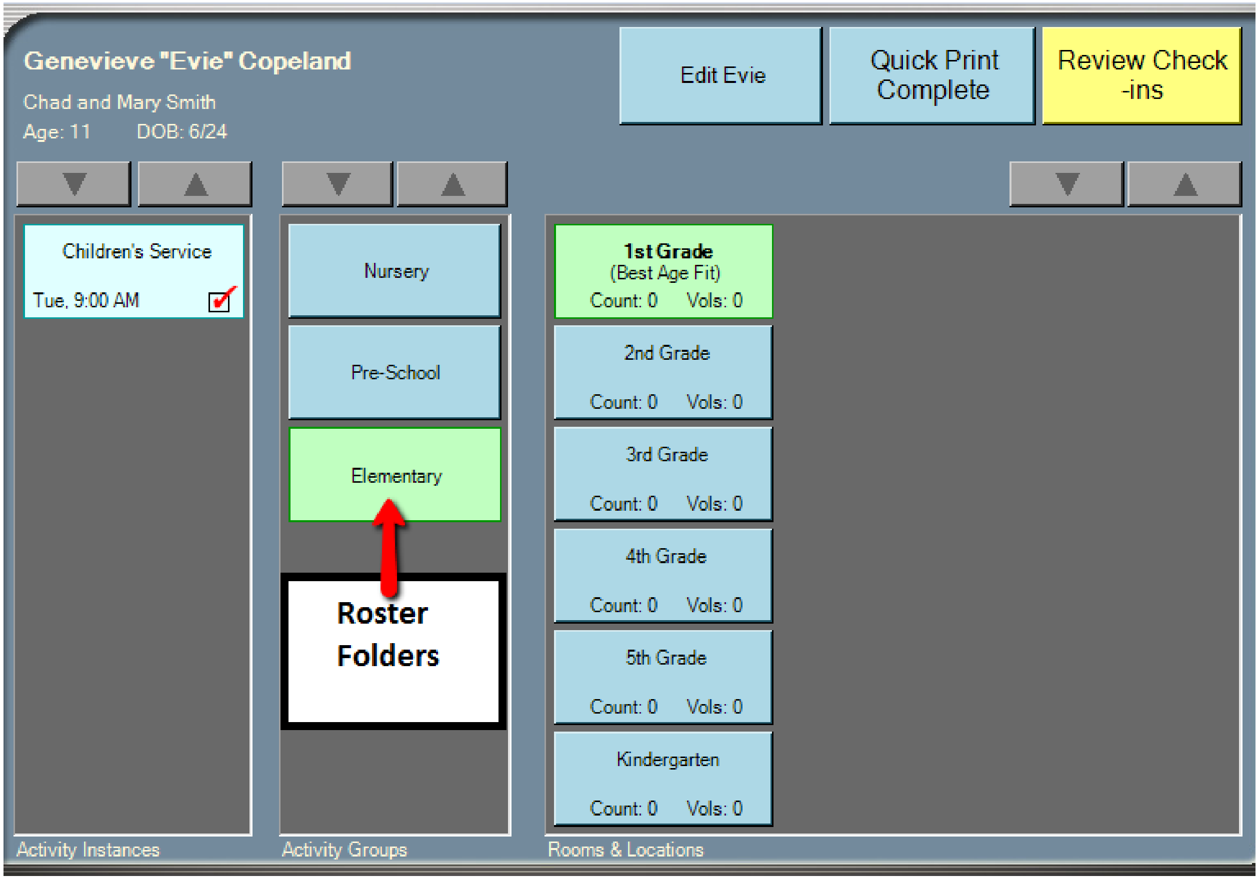
10. **Roster Folders** (Activity Groups) are a way to organize the locations participants check into in a way that makes them easy to find in Check-in (and in reports). As seen in the image below, one roster folder, named **Roster Grouping**, is automatically created for you during the set-up of the activity. Click on the Action Gear to the right of Roster Grouping to edit the name to something that makes sense for your church.



In this example, we chose to edit the name of the roster folder to Nursery and add additional roster folders named Pre-School and Elementary.



This structure displays in Check-in as shown below:



Check-in will first look for an assignment for the person checking in. If an assignment is not found, it will use age range to determine where the participant should go. If necessary, you can change this default selection by touching the Roster Folder and then roster.

Note: You can always change the selection Check-in makes for the participant. If it is incorrect, simply touch the correct path to change it. Remember that Check-in will not remember your change unless the activity has been configured to allow Check-in to update assignments based on Most Recent Attendance. See Check-in Settings above for more information.

Breakout Groups

Breakout Groups[1] are a mechanism used within the activity structure to organize participants outside of roster folders. This option is helpful when you have an activity where you want to break participants into other groups independent from the roster a person has checked into (e.g., small groups, table groups, boys/girls, schools, and so on).

[1] An organizational mechanism used within the activity structure to organize participants outside of rooms/locations. This option is particularly helpful when you have an activity where you want to break up participants into other groups independent of the rooms/locations they have checked into. (i.e., small groups, table groups, boys and girls, schools, etc.)

Breakout groups display as a code in the upper-right corner of the name tag. The code can be one or many letters (font size scales down as you add more letters). Here are some examples:

- Children's activity—area schools, neighborhoods, boys/girls, table groups, and so on.
- Adult activity—marital statuses, membership statuses, small groups, and so on.
- Worship arts activity—vocal part or instrument.

Breakout groups must be assigned prior to checking in. You cannot assign a breakout group at the Check-in station; it can only be assigned via a participant assignment created through Fellowship One.

Tip! Keep a sheet of paper beside the Check-in stations and instruct volunteers to print an extra name tag or item tag for any new attendees who have not previously been assigned to a breakout group. Stick the extra name tag on the sheet of paper and make updates at a later time.

SECURITY CODE

Every participant checking into an activity that requires a receipt will receive a randomly generated security code that will print on both the name tag and the receipt. This code is used to match children with their parent/guardian after an event has concluded.

Note: The same code is applied to all children checking in within a single family. For example, if a family checks three children into an activity, three name tags and a single parent receipt will print. The security code listed on the parent receipt will appear on each of the three name tags.

Parent receipts and name tags print only if the activity and/or room/location have been configured to print name tags and print a receipt. See How does Check-in Work? for more information.

A parental / guardian receipt contains the activity date and matching security code, just enough information to match the child to the proper parent or guardian. The child's name, room or location is not available in case the receipt is accidentally dropped. The receipt can never be reprinted so that no one (such as a non-custodial parent) can attempt to trick the system and try to pick up the child.

SECURITY PRACTICES

The Check-in system provides the means to securely match children to parents; however, it is the responsibility of children's volunteers to ensure all parents have a security tag when picking up children after an event. In addition, the volunteer must ensure the code on the receipt matches the code on the child's name tag.

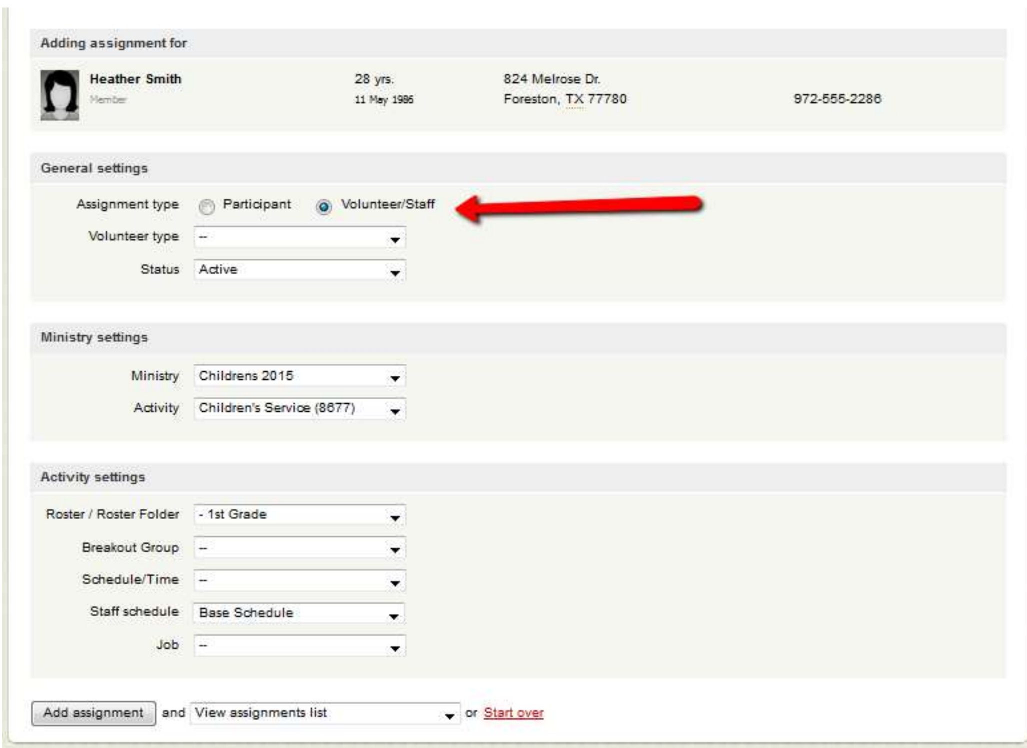
If the parent loses the tag, the recommendation is to locate a person in authority who also has access to Fellowship One. This individual should sign into Fellowship One and verify that the person is authorized to pick up children. This topic will be covered more fully in a later topic.

STAFF CHECK-IN

In addition to taking participant attendance, Check-in can also record staff attendance. Staff, in this case, refers to anyone who is working in any capacity during the activity. This could be staff members of the church, volunteers, paid workers, interns, and so on. You can define custom staffing types within Fellowship One and any staff type can be used when assigning people to work during activities.

To provide additional security, all people working an event should be assigned using the Volunteer/ Staff Assignment option in Fellowship One.

To add a Staff Assignment, go to: **Ministry** > **Assignments (New)** > **Add Assignment**. Search for the person you want to add an assignment for and then click **Select**. Choose the radio button **for Volunteer/ Staff**. Next, choose the Volunteer type and the correct Ministry and Activity settings for this particular volunteer.



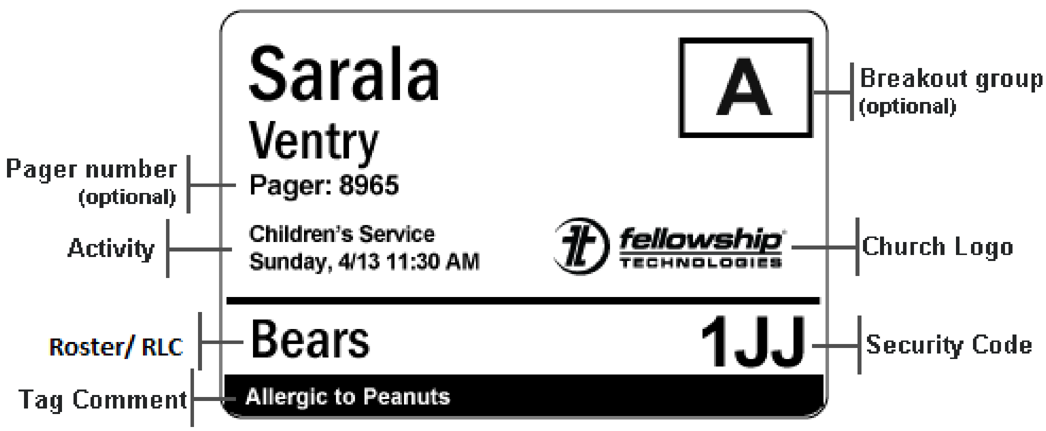
Note: The Activity Schedule, Breakout Group, and Job settings are dependent upon activity configurations. You must configure the activity to record staffing assignments to the Activity Schedule to enable the schedule drop-down list. The same is true for Breakout Group and Job; breakout groups and jobs must be configured for the activity before you can choose these selections.

In a later topic, we will explore how checking staff/volunteers in differs from checking participants into an activity.

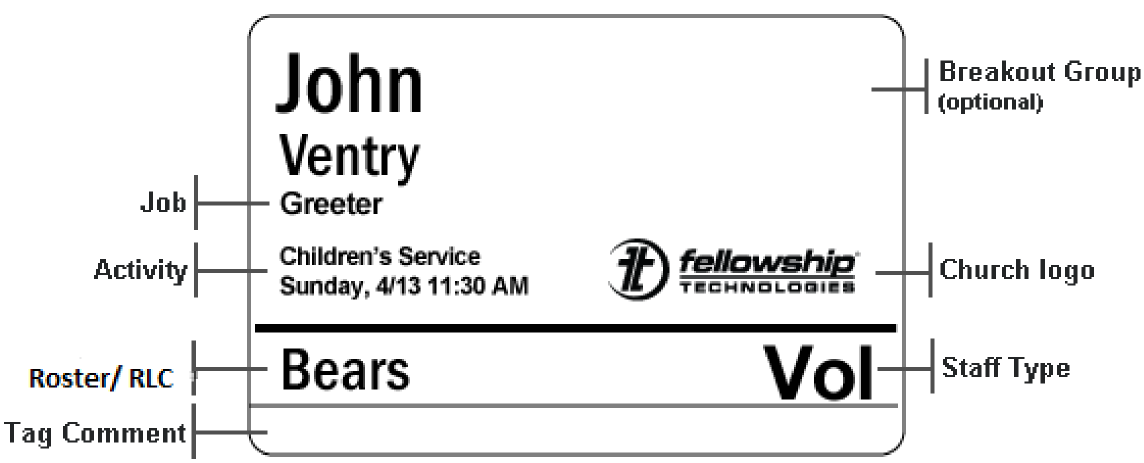
PUTTING IT ALL TOGETHER

All the options covered in this section work together to create name tags and parent receipts. As shown in the following image, the name tag includes all details about the activity. In addition, when a participant checks into an activity, you may add a tag comment and a pager number if needed. These scenarios will be covered later in this guide.

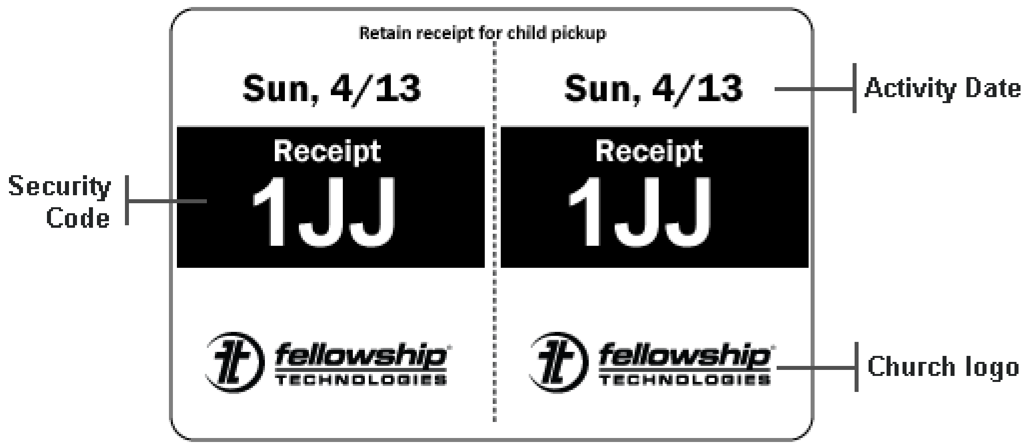
Participant Name Tag



Volunteer Name Tag



Parent Receipt



SUPER CHECK-IN

A **Super Check-in**[2] is a way to combine several activities together into a single activity code that can be used to start Check-in. Using a Super Check-in enables families to check into different activities from the same Check-in kiosk. Creating a Super Check-in allows Check-in to access several activities at the same time even if they exist in separate ministries.

Another great use for Super Check-in is to isolate activity schedules. Isolating schedules prevents people from accidentally checking into a previous service. See Create Children's Super Check-ins for an example of how this works.

To create a Super Check-in:

1. Click **Ministry >** *Check-in* **> Super Check-ins**. The Add/Edit Super Check-in form appears. Any Super Check-in that has been previously created will appear in the list.
2. Click the add new plus button. The Super Check-in form appears.
3. Type the **Super Check-in name**.
4. Select the **Ministry** and **Activity** from the drop-down lists. All schedules for the selected activity appear in the box on the left side of the page.

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[2]The ability to combine multiple activities into a single Check-in activity code. When the super Check-in code is used, participants can check into all of the activities at one time.

5. Select the schedule you want to add to the Super Check-in and click **Add**. The schedule moves to the box on the right side of the page.
6. Continue adding schedules until you have added all activities and all schedules to the super check-in.
7. Click **Save changes**.

All Activities Super Check-in Example

A good use of Super Check-in is to combine all available activity choices together in a single Super Check-in code. This will allow an entire family to check-in at the same station no matter what activity they are attending.

For example, if you have adult Bible studies, youth and children's services, and worship service all going on at the same time, you can combine all of these activities together in a single Super Check-in.

Note: You must have Write access to all of these ministries to create the Super Check-in. Alternatively, you can create the Super Check-in, add your own activities and then request other ministries to add their own activities to the Super Check-in.

Super Check-in and Self Check-in

Self Check-in is meant to be a very fast way for people to check into an activity. It works very well with Super Check-ins, with one exception. If a person has never attended the activity before there are some considerations. If you have an activity that has several RLC choices the person can make, only the first choice that fits will display in Self Check-in.

Let's look at an example. On Sunday mornings, Dynamic Church has four Bible study classes available. Two of the four studies are for young adults ages 18 - 30 and two are for more mature adults ages 31 - 100. Jane Smith, a 24-year old frequent attendee, has never attended a Bible study before but wants to today. She scans her Self Check-in barcode and receives only one choice - the first room available in the 18-30 year-old range.

This happens because Self Check-in is trying to quickly get Jane into the correct room. She can always go to an Assisted Check-in station to have her room changed.

CHECK-IN THEMES

Check-in Theme[3]s are available to dress up Check-in. Several themes are available to choose from and you can easily create your own themes.

Note: To see and apply Check-in themes, you will need the *Check-in Theme Manager* security access right.

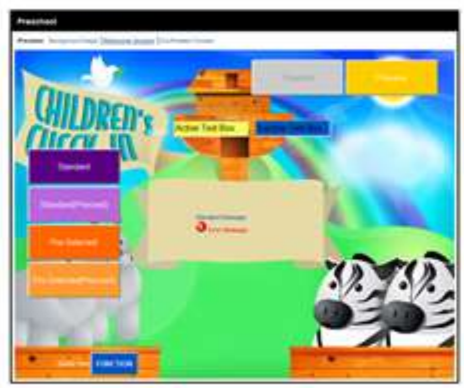
[3]The ability to brand the Fellowship One Check-in application by activity or super check-in. Several default themes are available and you may create your own.

Some examples of themes

Elementary 1

Elementary 2

Jr. High



Preschool

Sr. High

Assigning a Theme

From the Theme Manager, you can apply any available theme to an activity or to a Super Check-in.

> Note: You can only apply themes to activities to which you have security rights (i.e., you will need Ministry Write access to the ministry in which the activity exists).

To assign a theme

1. Click **Ministry >** *Check-in* **> Theme Manager**. The Theme List appears. Click **Preview** beside any theme to see a sample (you can click through all three images to see if you like the theme).
2. Click on the name of the theme you want to use. The Manage Assignments form appears.
3. Click one of the following:
    - Apply to an activity—this selection allows you to select individual activities to which you want to apply the theme. Select the check box beside each activity and click **Apply theme** to save your changes.
    - Apply to a super check-in—this selection allows you to select any available Super Check-in to which you want to apply the theme. The theme will only display when you enter the Super Check-in code when starting Check-in. Select the check box beside the Super Check-in to change and then click **Apply theme** to save your changes.

> Note: If Check-in is already running, you will need to re-enter the Activity Code or Super Check-in Code to see your theme changes.

Creating a Custom Theme

Now comes the fun part! You can create your own custom Check-in themes. This section explains how to do it.

Size Limitations and Graphic Specifications

When creating your graphics to use for your custom theme, keep the following in mind:

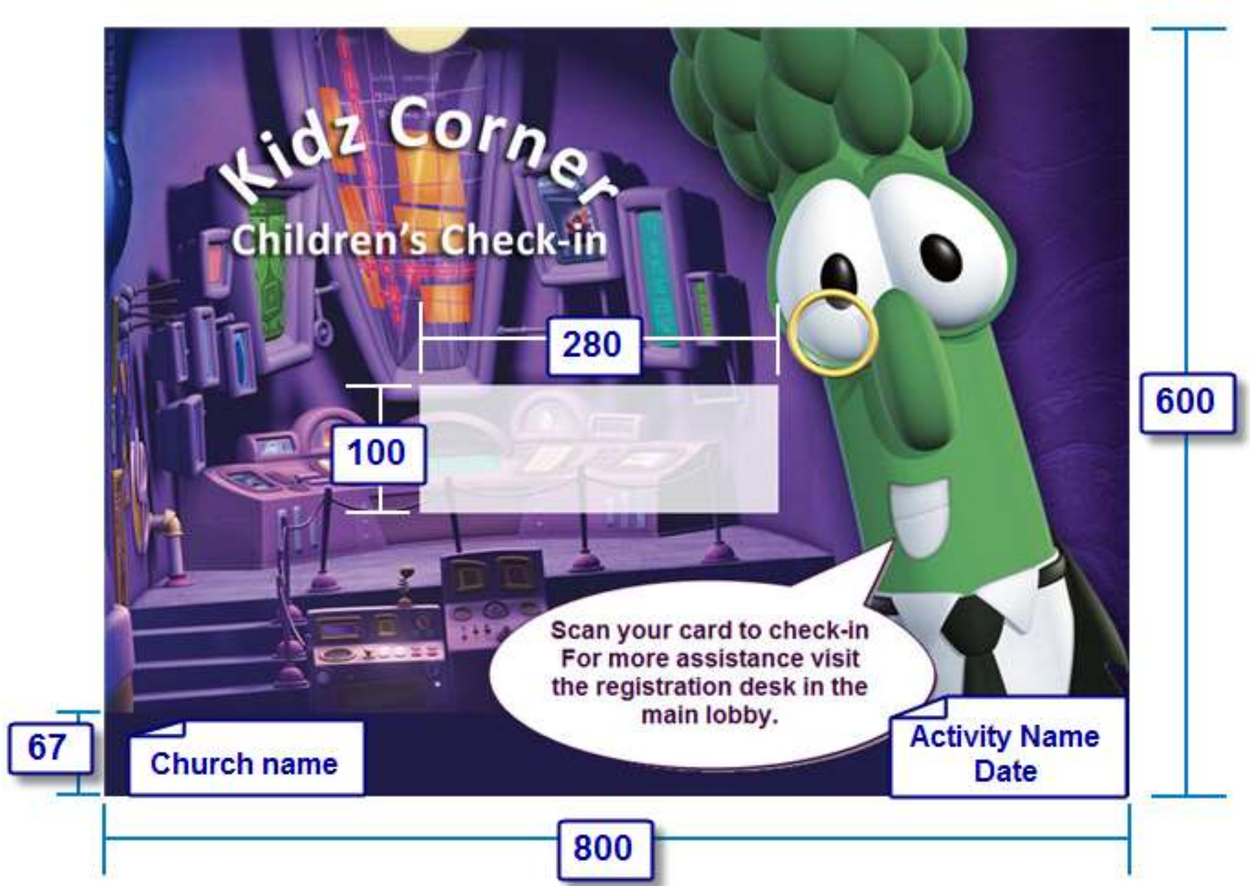
- You can have three different images—a Background image, a Welcome image, and a Confirmation image.
- Images should be in the JPG format.
- Image size for all three screens is 800 pixels x 600 pixels.
- The file size for each image must be less than 500KB.
- Specific color schemes are available for button colors and messaging. These may not be changed.

Designing your Theme

When planning your theme design layout, there are a few measurements that need to be considered. Check-in displays all messaging, buttons, activity information, and date/time in the exact same place.

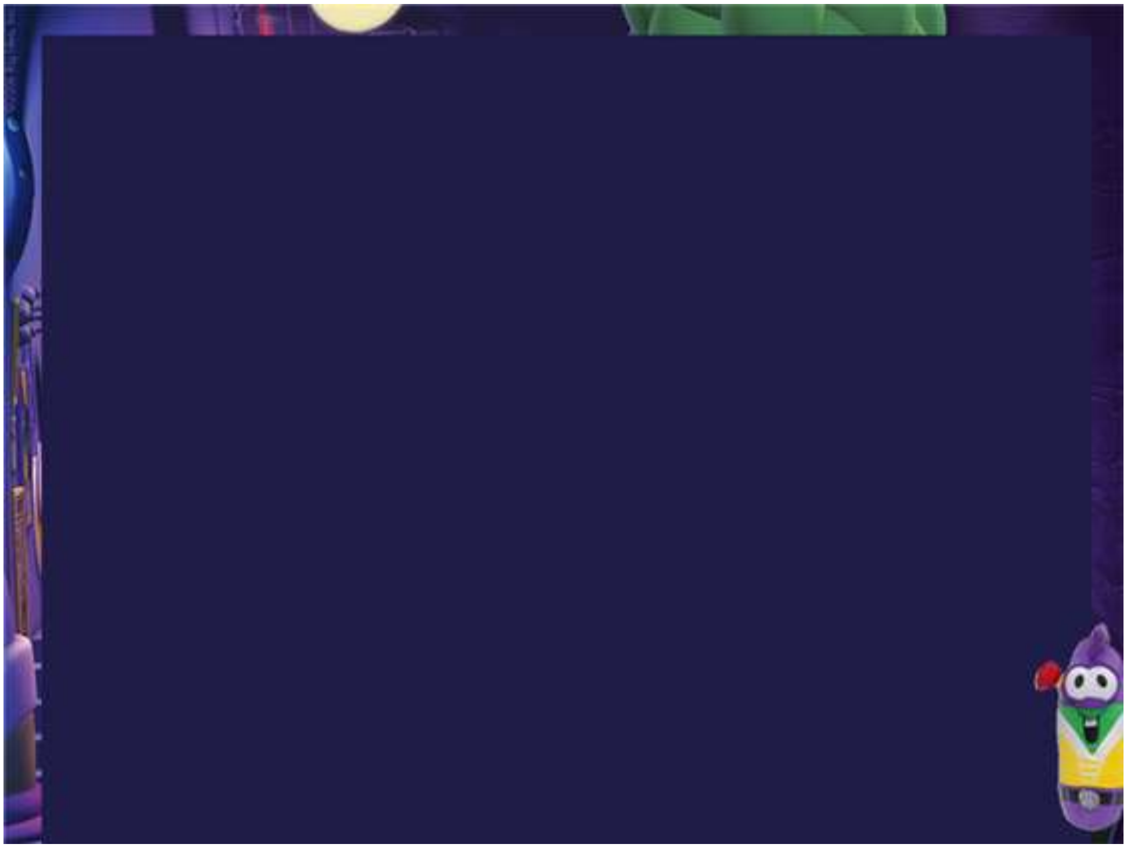
As shown below, standard messaging displays in the center of the screen. You will need to account for text that displays in the footer area (67 pixels high and the font is typically white in nearly ever Color Scheme available).

Image measurements



For the background image, you should plan on allowing for most of the screen to be a solid color. As the buttons and search results display on this screen, it's better if it's not busy.

Background Image



Creating a New Theme

When you are ready to test your theme, you will need to upload your images into Fellowship One. As a reminder, themes can only be created and modified by Fellowship One users with the *Check-in Theme Manager* security access right.

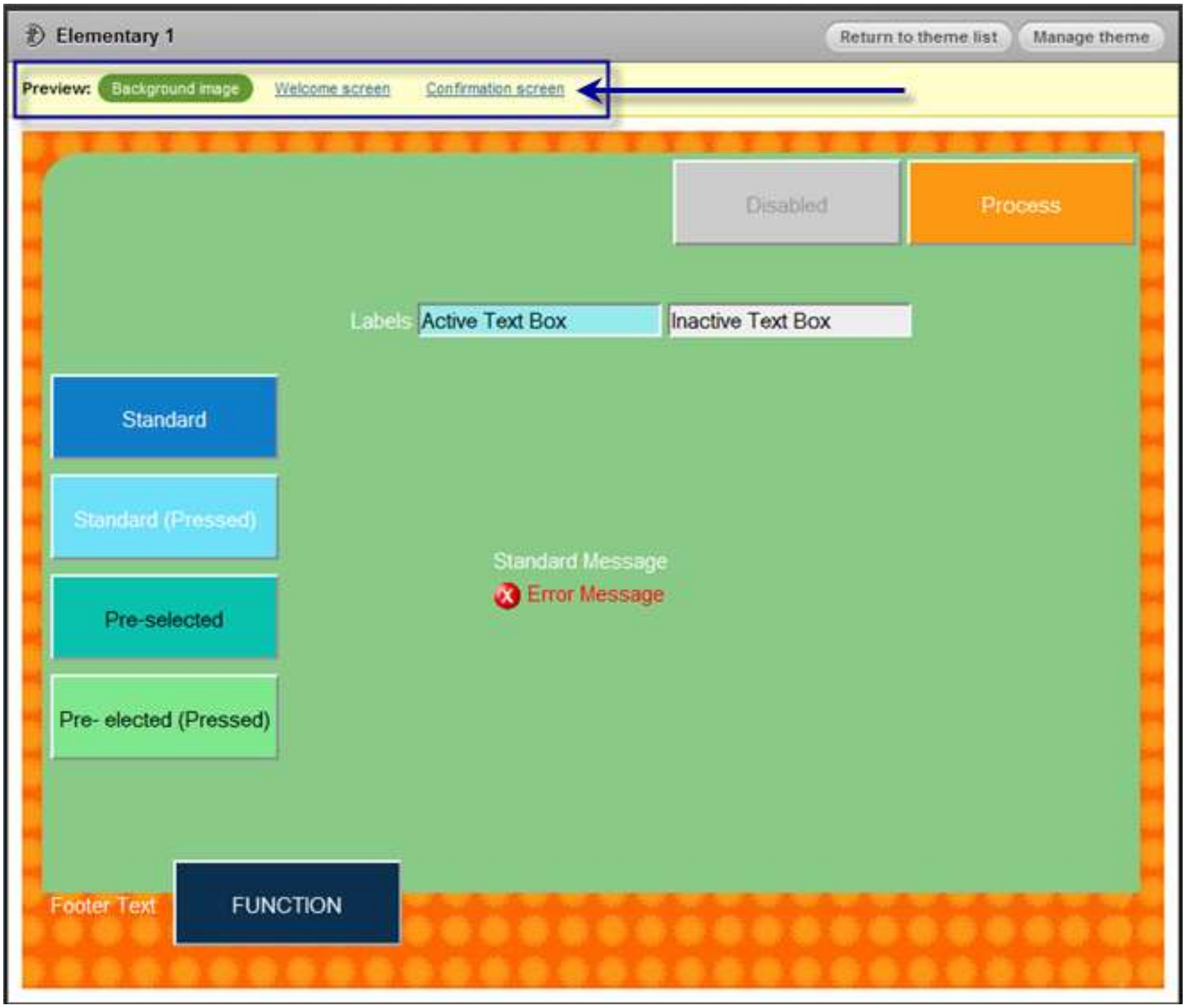
To create a new theme:

1. Click **Ministry >** *Check-in* **> Theme Manager**. The Theme List appears.
2. Click the add new plus icon at the top of the Theme List. The Theme Overview form appears.
3. Type a name for your theme in the **Theme name** field.
4. Upload your screen images by clicking the **Browse** button and navigating to the file on your computer. Upload a *Background*, *Welcome* and *Confirmation* image.
5. Choose the color scheme for the buttons. If you hover your mouse over the color swatches details about where the color is used appear.
6. Click **Preview and save** to immediately see your new theme or click **Save theme** to return to the theme list.

Previewing the Theme

When your theme has been created it will appear in the Theme List (click **Ministry >** *Check-in* **> Theme Manager**). Click the **Preview** option beside your theme to see all three images.

Preview images



TOUCHSCREEN MONITORS, PRINTERS AND BARCODE SCANNERS

In this section, we will discuss the peripheral equipment that can be used with Check-in. Make sure you consult with your Fellowship Technologies a part of the Active Network implementation manager on the right equipment for your church. He or she will have first-hand knowledge of your project and will be able to make the best recommendations.

See any of the following:

- Touchscreen Monitors
- Printers
- Barcode Scanners

TOUCHSCREEN MONITORS

The concept of a touch screen is not new in today's world. Many service industries, in particular fast food and dine-in restaurants, use touch screens to reduce the amount of time it takes to perform an action. Check-in is no different. The idea is to quickly process people so that they do not have to wait long to attend an activity.

Touchscreens are like a keyboard. Any button you touch on the screen causes Check-in to respond in some fashion. The use of a touchscreen greatly accelerates the check-in process for an activity. With it, you can quickly find people and assign them to the correct location, or you can use Check-in in Self mode and allow your participants to check themselves in!

Note: You do not have to use a touchscreen monitor. Check-in works with keyboard and mouse just as well as with a touchscreen.

Use the touchscreen monitors recommended by your Fellowship Technologies a part of the Active Network implementation manager and follow the directions provided with the monitor when installing. Most touchscreen monitors have proprietary software drivers that must be installed before the monitor will work. You may also need to run a calibration program included with the monitor to ensure the monitor works correctly.

PRINTERS

We recommend two types of label printers for Check-in name tags and receipts:

- Zebra
- Godex

The printers can be directly connected to the computer you are using for Check-in either by a parallel or USB connection.

> **WARNING:** Only very specific models of the Zebra and Godex printers work with Check-in. Be sure to consult the Hardware Guide (click here to view the guide or click the Support link within Fellowship One, then click FT Solutions. Search using the word "Hardware") for exact models.

Thermal printers never require ink because they use heat technology to print words or simple images onto paper labels. Labels for name tags and parent receipts come pre-rolled and are designed to fit into the printer. If you run out of labels, simply lift the cover and replace the roll. Ensure that the labels are coming over the top of the roll.

If the printing is not clear or seems a little messy, you may need to clean the printer head. Check with your network administrator or the printer documentation for instructions on cleaning the printer.

Resetting the Zebra Printer

Occasionally technology does experience glitches. This can happen for a variety of reasons including loss of power or a power surge. If something like this happens, you will notice that the power button on top of the machine will blink or will turn from green to red. If your printer is not working as expected, try resetting it.

> **Note:** Always check the documentation included with your printer for complete directions on troubleshooting printer errors.

To reset the printer hold the power button down until it blinks through a sequence as follows:

- One blink
- Two blinks
- Three blinks
- Four blinks

The printer will now be reset and should begin working again.

Zebra Printer Troubleshooting

If you are still having trouble with the printer, you should refer to the documentation that is specific to your printer for all details on fixing problems. You may also visit www.zebra.com for support information.

Godex Printer Troubleshooting

If you are having trouble with your Godex printer, you should refer to the documentation that is specfic to your printer for details on troubleshooting. Visit http://www.godexintl.com for support information.

BARCODE SCANNERS

Barcode scanners can be used to check people into activities in either Assisted or Self modes. Operating in Self mode requires a barcode scanner. If touchscreen check-in is fast, then barcode scanned check-in is super-sonic!

Participants who will check-in must have a barcode associated with their individual record before they can check-in.

- the barcode must be numbers only, no spaces
- the barcode must be 5, 6 or 8-18 digits
- consider ordering separate cards for your students to allow you to check students in separate from their families using the Individual Only option in when running Check-in in Self mode.

***Note:** Barcodes containing 7 digits CANNOT be used!

Examples of barcodes that will work:

- driver license barcode
- grocery store discount card
- barcodes specially made for your church

The barcode scanner is typically connected to the computer via a USB connection. There is typically no software to install, simply plug in the device and wait for Microsoft Windows to recognize it.

Assisted Mode Barcode Scanning

When using barcode scanning in *Assisted* check-in mode, ensure you are on the Search screen and scan the barcode number. The individual or household associated with the barcode number appears. Simply check the participants into their correct location as normal.

Self Mode Barcode Scanning

Check-in running in *Self* mode requires participants to use a barcode number. Participants will step to the kiosk, scan the barcode and then be presented with all available activity schedules for all household members. Participants simply touch each schedule they wish to check into.

STARTING CHECK-IN

If Check-in is not already started, a shortcut should be available on the desktop of the computer. It should appear similarly to the one shown below.

The first time you launch Check-in on a computer, you need to authenticate with Fellowship One. This procedure needs to be performed one time only. Authentication is the process of ensuring that Check-in can access activities and people data. Once authenticated, the only time you ever need to authenticate again will be if you re-install the application.

Authentication requires you to have a Fellowship One user name and password. No special security rights are required for this account.

Note: Some churches choose to create user accounts specifically for Check-in stations. The user name can be something generic like “Checkin”. This practice allows you to have a user account with no security access rights in Fellowship One.

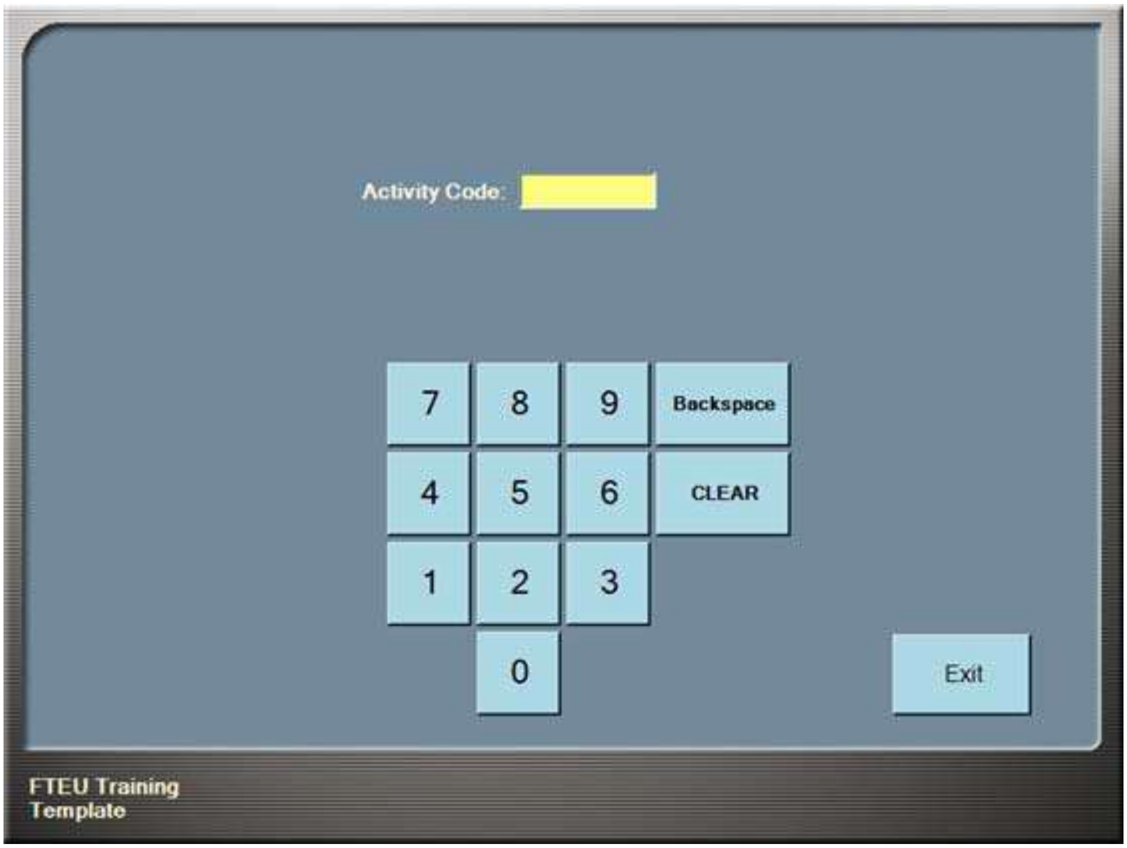
To launch Check-in and authenticate

1. Locate the Check-in shortcut icon on the desktop of your computer. Touch the shortcut icon quickly two times (or use the mouse to double-click the shortcut if there is a mouse attached to the computer).
2. Check-in will start and launch the automatic updater. If an update is found, it is downloaded and installed automatically. The Authenticate Church screen appears with fields that allow you to enter the proper credentials to access Check-in.

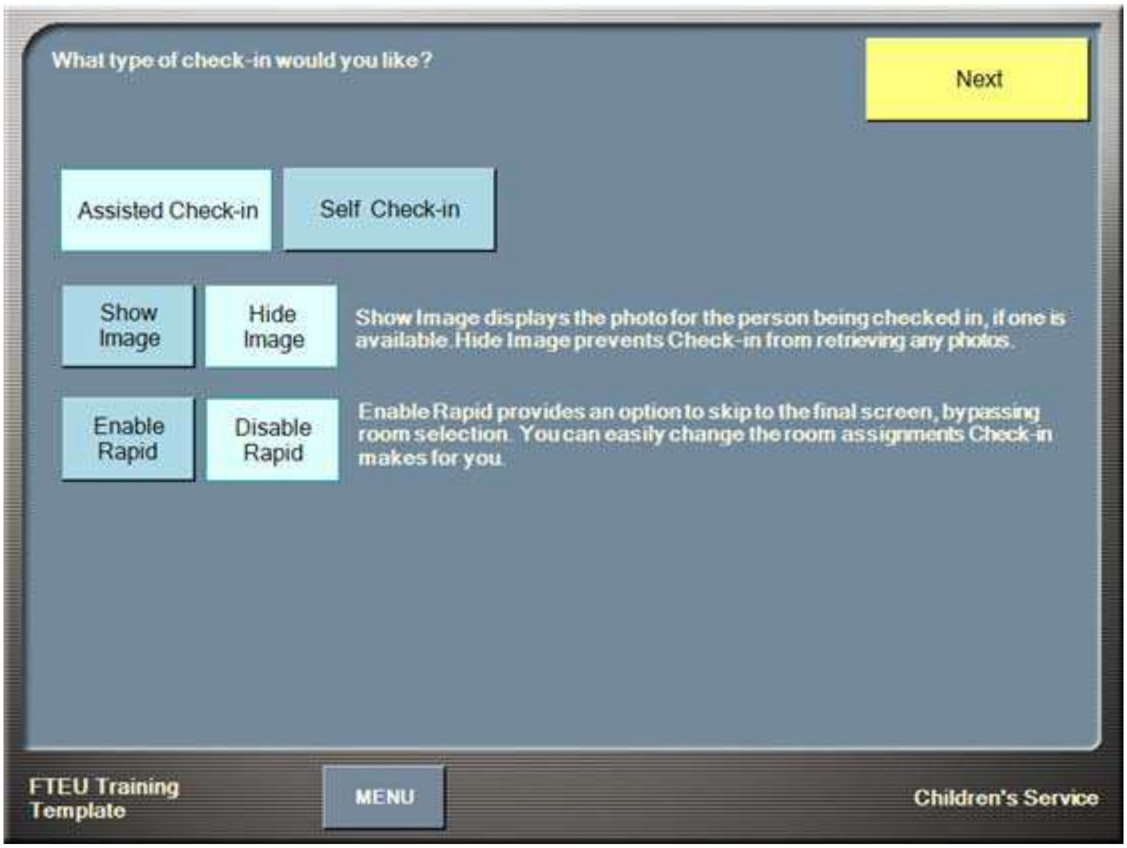
3. Use the touchscreen to enter your **User Name**, **Password** and **Church Code**. Touch the **TAB** button to move from field to field.

Note: Passwords require you to touch the SYMBOLS button to access special characters.

4. Touch **Authenticate Church**. If the information you entered is correct, the Activity Code screen appears. If any of the information is incorrect Check-in displays an error message. Correct any errors and try again. See Activity and Super Check-in Codes for details on locating activity and Super Check-in codes.
5. Enter the activity or Super Check-in code by touching the number pad. When the final number is entered, the Check-in type selection screen appears.



6. Select the mode of Check-in to use (see Check-in Mode Selection for complete descriptions):
   - **Assisted—**this type of Check-in is meant to be used by a volunteer who will be greeting and assisting participants and new visitors.
   - **Self—**this type of Check-in is meant to be used by frequent attendees who have a barcode number assigned.



7. Touch **Next**. Check-in is ready to use.

ACTIVITY AND SUPER CHECK-IN CODES

A four-digit activity or Super Check-in code is required to start Check-in. Both of these codes are automatically generated by Fellowship One when an activity or Super Check-in is created.

Activity Codes

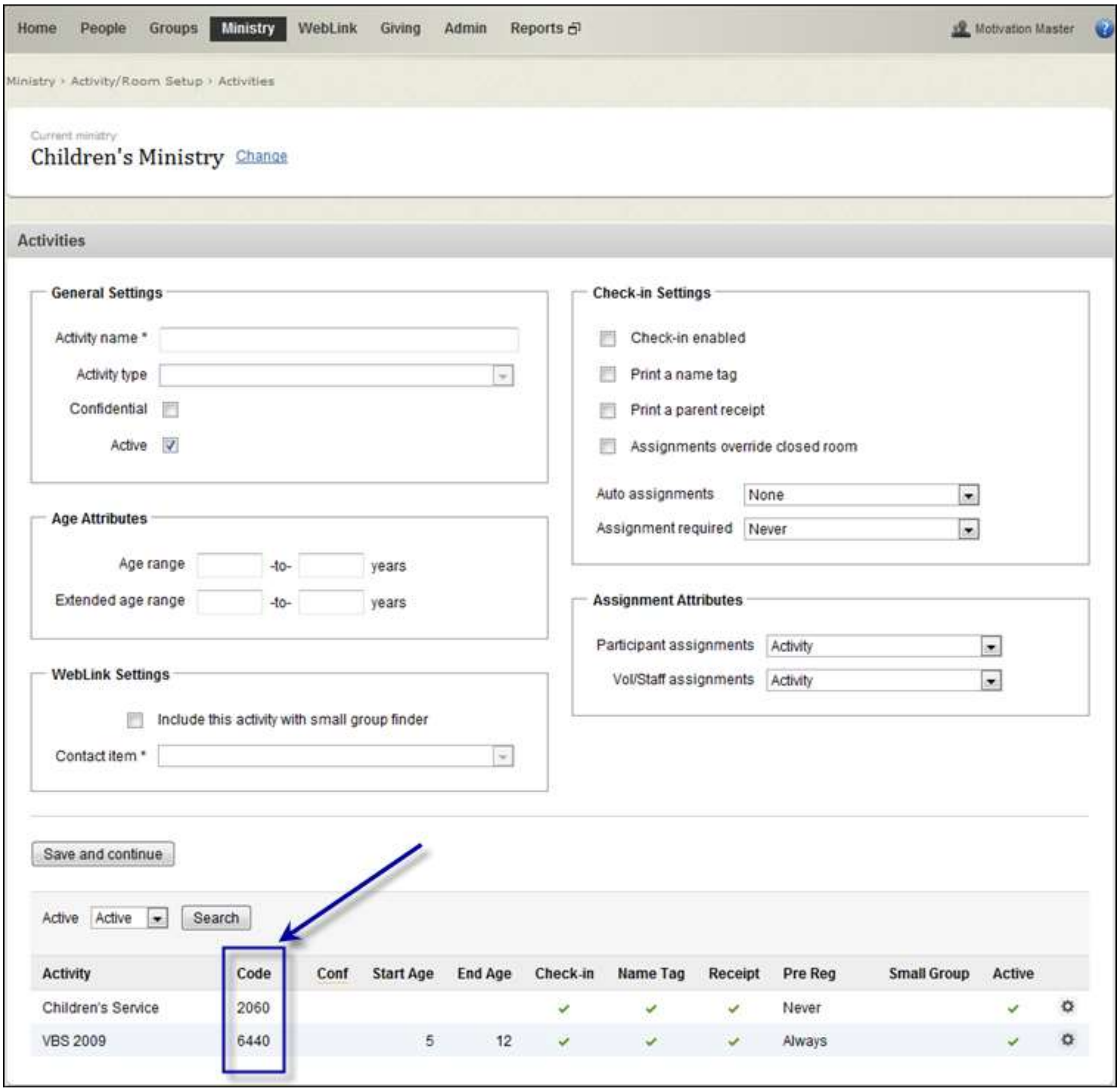
When an activity is created in Fellowship One, a four-digit Check-in code is assigned to it. The code is generated regardless of whether or not you plan to use Check-in for the activity. This code is the link between Fellowship One and Check-in. It provides directions to Check-in as follows:

- Which activity schedules to display
- Whether or not to print a name tag/parent receipt
- Whether or not the activity has a specific age range associated with it
- Whether or not people must have a pre-registration (assignment) to the activity before checking in
- Whether or not an assignment exists

- Whether or not an assignment can override closed room settings

To find the Check-in code, you must access Fellowship One and your user account must have security rights to the ministry you are researching. Log in to Fellowship One in an Internet browser (login.fellowshipone.com). Click the Ministry > Activity/Room Setup > Activities. The Activities form appears. Make sure the correct ministry is displayed in the box at the top of the screen.

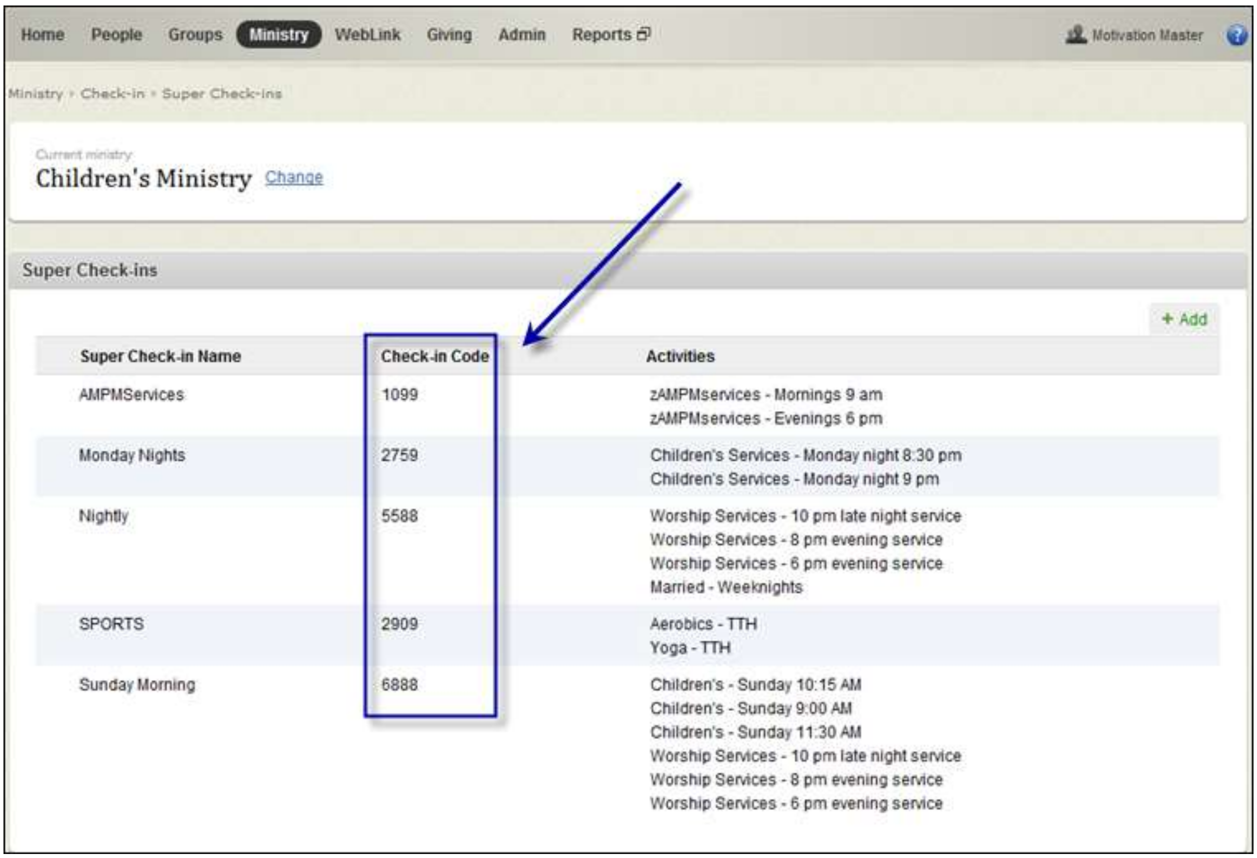
The activity code will display in the **Code** column in the Activities grid as shown in the image below.



Super Check-in Codes

An alternate feature of Check-in, called Super Check-in, is the ability to display multiple activities and schedules during any check-in period. This feature is particularly helpful on days when many activities are occurring at the same time. Activities are combined together into a single code number that can be used to open Check-in for all activities at the same time.

Super Check-in codes are listed in **Ministry >** *Check-in* **> Super Check-ins** menu options. As shown in the image below, the Check-in Code column in the Super Check-ins grid displays the codes for each super check-in period.



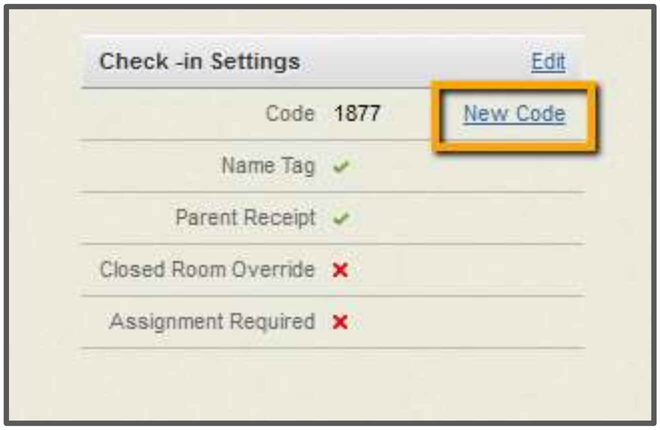
REGENERATING CHECK-IN CODES

If needed, you can regenerate Check-in codes at any time. Typically, this is done when you suspect unauthorized access of the Check-in system.

To regenerate an activity's code

1. Go to **Ministry > Activities > View All**
2. Click on the name of the Activity you wish to work with

3. Under the **Check-in Settings** panel Click **New Code**



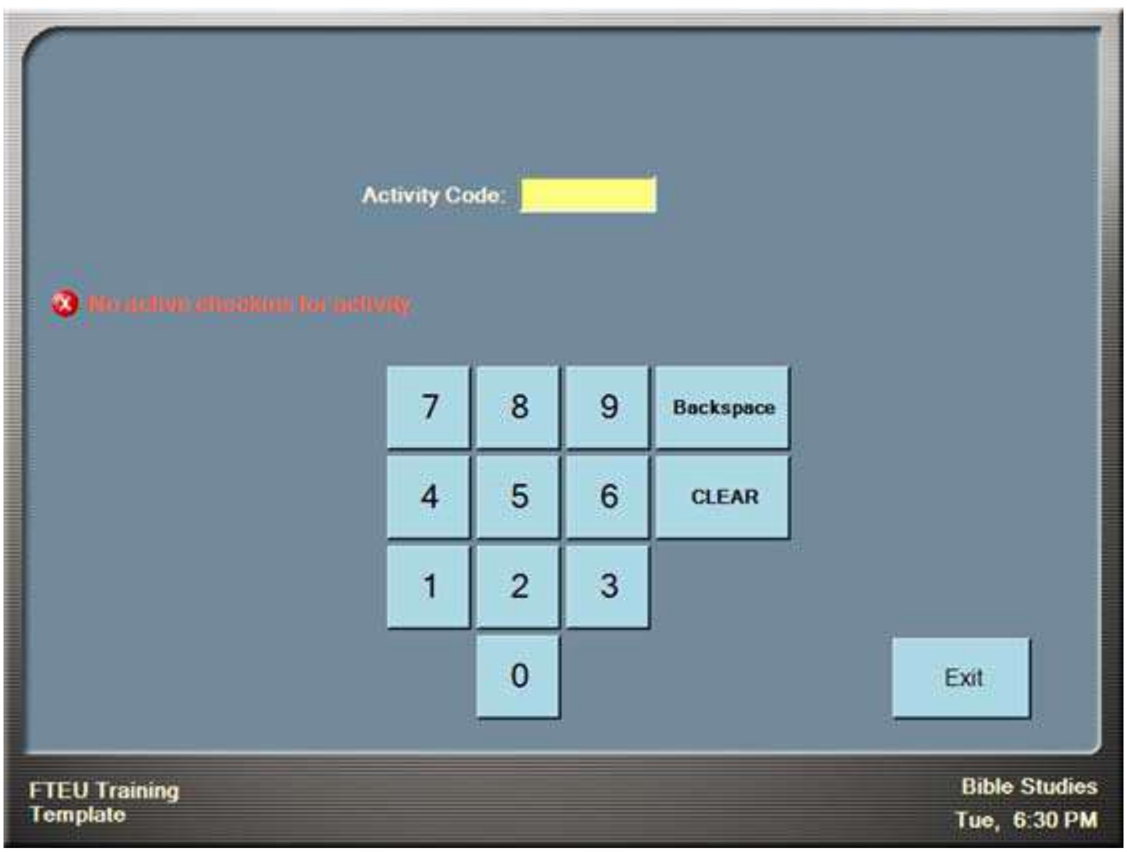
To regenerate a Super Check-in code

1. Click **Ministry >** *Check-in* **> Super Check-ins**. The Super Check-ins grid appears.
2. Click **Edit** beside the Super Check-in to change. The details appear in the Super Check-in form.
3. Click **Generate new code** in the **Check-in code** field.
4. Click **Save changes**. The Super Check-ins grid appears

WARNING: You must click Save Changes to complete this procedure. If you forget this step, the new Super Check-in code will not work.

NO ACTIVE CHECKINS

If the activity code does not have a current schedule available, an error message appears as shown in the image below.



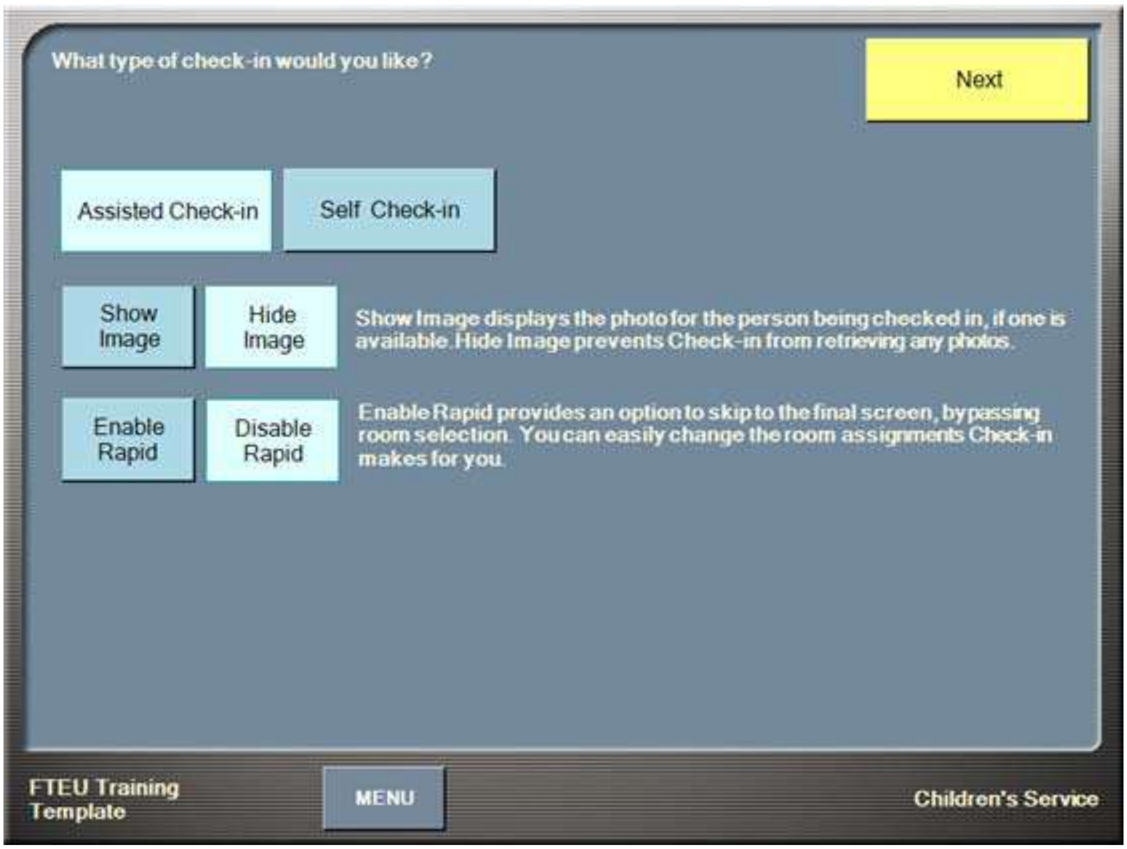
This error means that there are no current schedules for the activity that you entered. For example, Sunday activities cannot be accessed any day of the week except for Sunday.

Note: If you want to test an activity prior to the activity's scheduled date/time, you can add a recurrence to your activity schedule that ends prior to the activity date. See How can I Practice? for details.

CHECK-IN MODE SELECTION

After entering the activity or super check-in code you need to choose what mode of check-in to use. Two modes are available as follows:

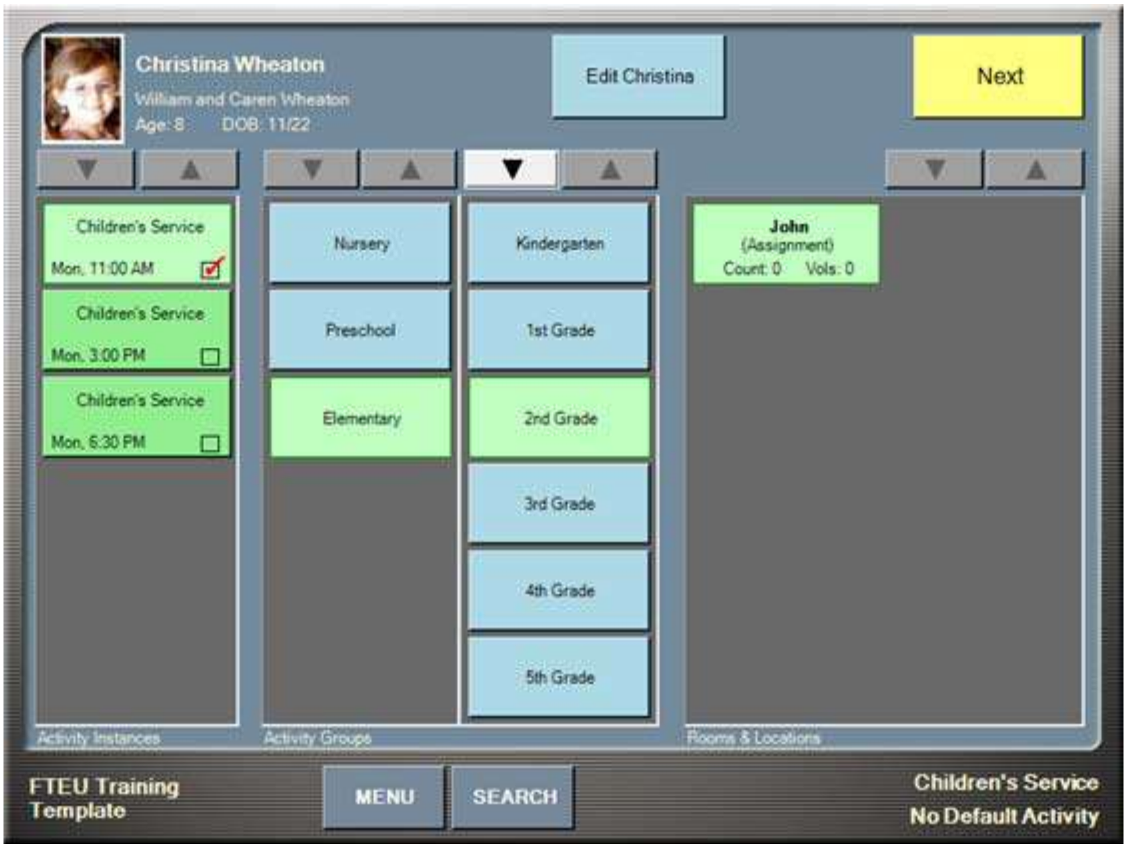
- **Assisted**—this type of check-in is meant to be used by a volunteer who will be greeting and assisting participants and new visitors.
- **Self**—this type of check-in is meant to be used by frequent attenders who have a barcode number assigned. Barcode checkin will be covered in detail in a later section.



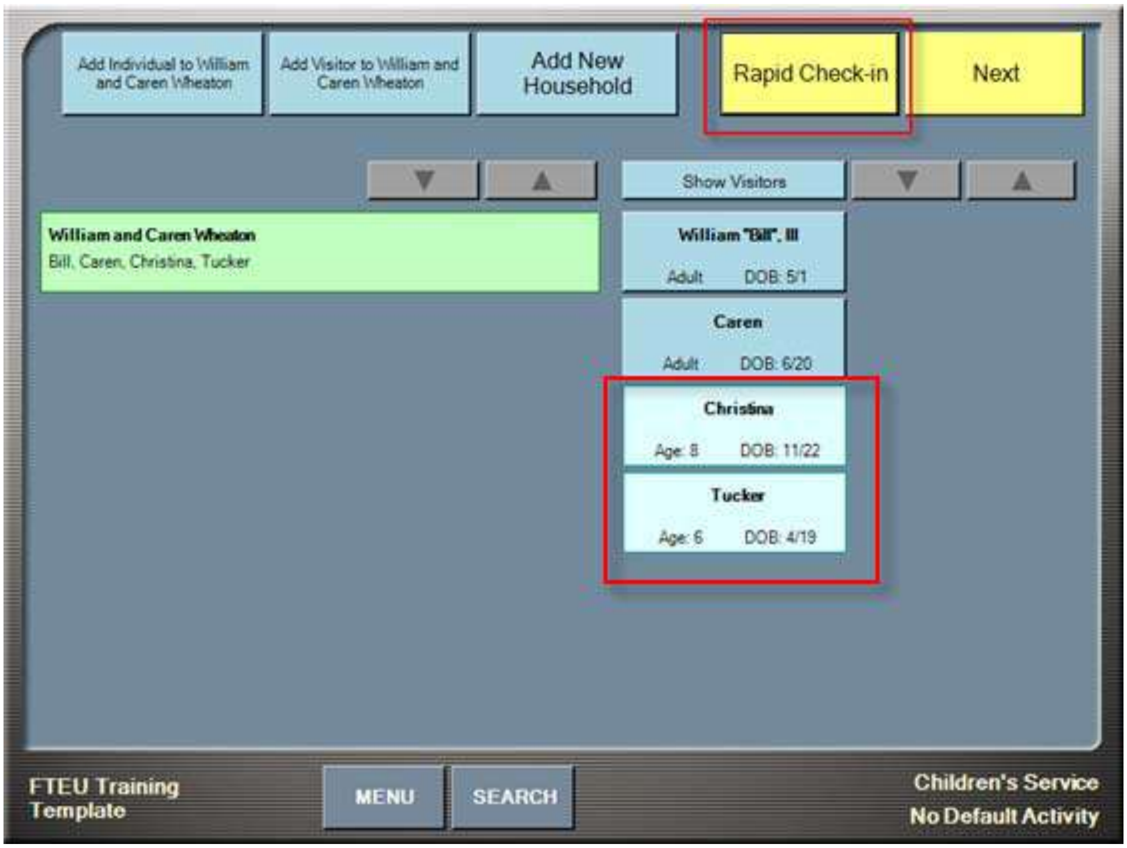
Assisted Check-in Options

As mentioned previously, assisted check-in is meant to be used by volunteers. The following are two options that are available for your volunteers:

- **Show Image**—this option displays the picture associated with an individual's record as shown below. If no image exists, a picture will not display.



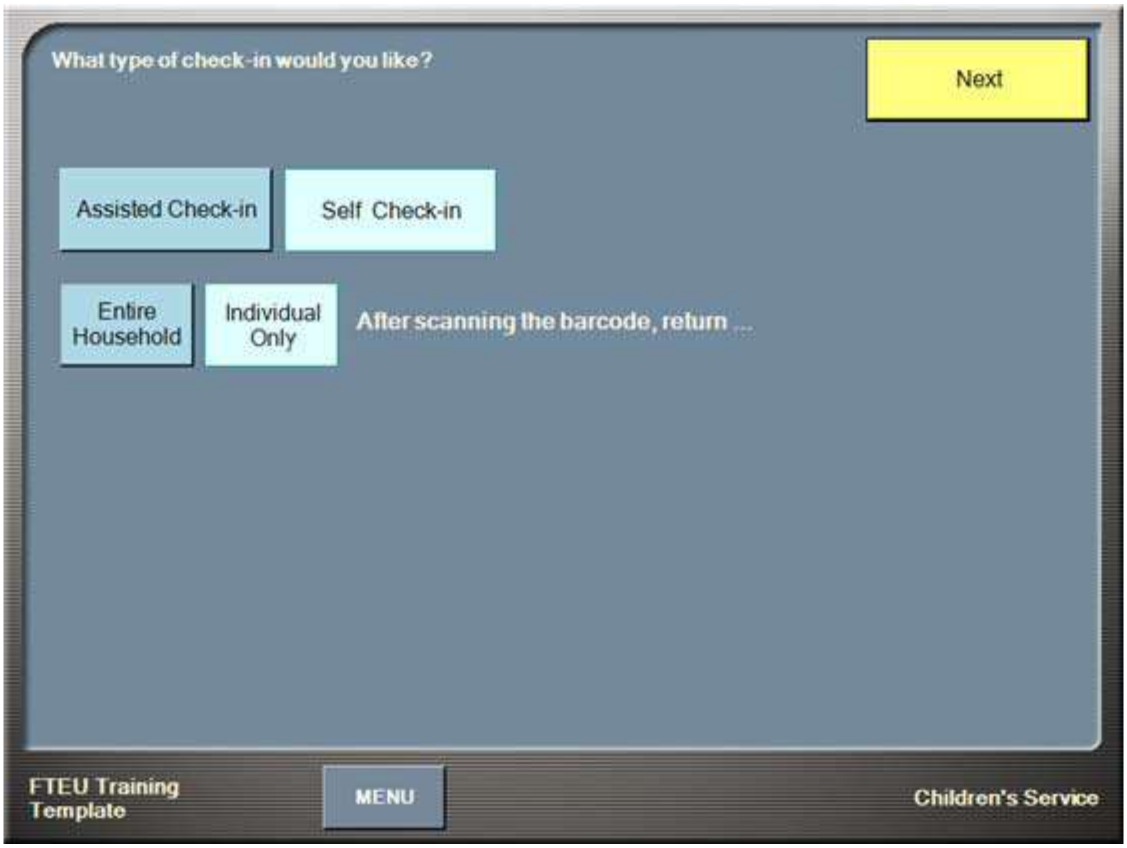
- **Enable Rapid—**this option allows volunteers to skip the room/location selection screens and proceed immediately to the review checkins screen as shown below.



Note: Rapid Check-in is not available when you select No Default for your schedule choice.

Self Check-in Options

Self check-in is meant to be used by frequent attenders who have a barcode number assigned. Depending upon the activity, decide whether or not to return all household members or just the individual as shown below.



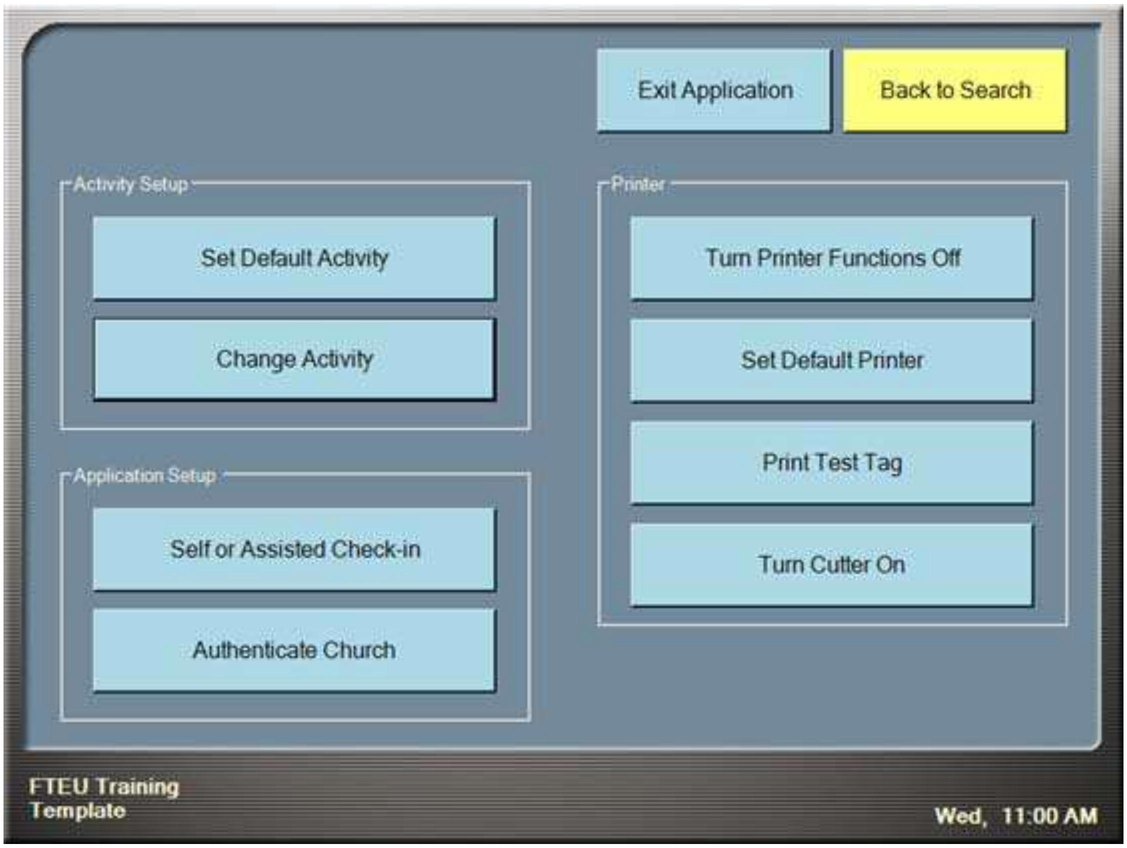
Note: If you select **Individual Only** the barcode number scanned must be associated with the person checking in. This means that a child cannot check into an activity if the barcode number is associated with one of his parents. The most common use for Individual Only is for student (middle school, high school, college) activities where the student has a barcode assignment separate from his parents' barcode number.

MENU OPTIONS

Check-in has several menu options that help you manage functionality. Once you have entered an activity code, the Menu button appears at the bottom of the screen.

Note: The **Menu** button will appear only in **Assisted** Check-in mode.

The following image shows the available menu options.



The available menu options are grouped by category—Activity Setup, Application Setup and Printer. A description of each option is listed in the following table. Simply touch a button to activate the functionality.

Button	Description
Set Default Activity	Touch to change the default activity schedule. All activity schedules for the day are displayed. Touch the appropriate schedule choice.
Change Activity	Touch to enter a new activity or Super Check-in code.
Self or Assisted Check-in	Touch to choose the type of check-in—either volunteer assisted or self Check-in. See Check-in Mode Selection for details.
Authenticate Church	Touch to supply a user name, password and church code to authenticate Check-in with Fellowship One. You need only do this the first time you launch Check-in after installation. The values are saved and reused each time you launch Check-in.
Turn Printer Functions Off/On	Touch to disable printer functions. This is useful when it is not necessary to print a name tag or security receipt for an activity or when you do not have a printer attached to the computer. If you turn printer functions off, the button title changes to *Turn Printer Functions On*.
Set Default Printer	Touch to choose the default Zebra printer to use during Check-in. All printers configured for the computer will display allow you to select the correct printer.
Print Test Tag	Touch to print a test tag to your default printer. Make a habit of printing a

Button	Description
	test tag before participants begin arriving for your activity. This will allow you to troubleshoot any printer errors prior to your check-in session.
Turn Cutter On	If you purchased a Zebra printer with a cutter option, you can turn the cutter on by touching this button. It is turned off by default. If you turn the cutter on, the setting is saved and the cutter will be turned on every time you launch Check-in.
Exit Application	Touch to exit Check-in. The program will close and you will see the computer's desktop.
Search	Touch to exit the menu options and return to Assisted Check-in mode.

TESTING THE PRINTER

Before participants begin to arrive for an activity it's a good idea to test the connection to the printer. This is especially important the first time you use a computer for Check-in purposes.

Ensure that name tags and parent receipts will print by testing the connection. Before beginning, ensure that the printer is connected to the computer and is turned on. Also ensure that the labels and in the printer as directed in the printer's documentation.

To print a test tag

1. Start Check-in. Authenticate to Fellowship One if necessary. See Starting Check-in for more information.
2. Enter the activity code by touching the numbers on the touchscreen keypad.
3. Touch the **Menu** button that appears on the bottom of the screen.
4. Touch the **Print Test Tag** button in the *Printer settings* group. A tag should print on the printer.

If a tag does not print, check the connection of the printer to the computer. The connector should fit tightly into the back of the computer (or into the USB port). Following is a list of some other things to check:

- Check the power connection to the printer. The function button on the top of the printer will light up when the printer has power and is turned on.
- Ensure the printer is turned on. The power switch is in the back of the printer beside the power cord. Consult your printer's documentation for exact location.
- Ensure the labels are in the printer correctly. If there are no labels in the printer or the labels are not feeding correctly, a test tag will not print.

Turn on Printer Functions

Check-in's menu options allow you to control whether or not the printer functions will work with Check-in. You can turn printer functions off if you do not have access to a printer or the activity does not require printing name tags or parent receipts. If you have turned the printer functions off, you must turn them on again to allow Check-in to print tags.

To turn on (or off) printer functions

1. Start Check-in and enter an activity code.
2. Touch the **Menu** button at the bottom of the screen.
3. Touch the **Turn Printer Functions On** button. Note that this button will display Turn Printer Functions Off if the printer functions are already turned on.

Turn Cutter On

If you have purchased a Zebra printer with a cutter, you can select to turn the cutter features on. This option will ensure that the printer cuts when through printing.

Note: Please consult the Hardware Guide prior to purchasing printers with cutters. Only specific printer models work with Check-in (click here or click the **Support** link in Fellowship One and search **FT Solutions** using the word "Hardware") to find the guide.

When you have turned the cutter feature on, the setting is remembered every time you start Check-in on the computer.

To turn cutter on:

1. Start Check-in and enter an activity code.
2. Touch the **Menu** button at the bottom of the screen.
3. Touch **Turn Cutter On**. Note that the button will display Turn Cutter Off if the cutter feature has already been turned on.

ASSISTED MODE CHECK-IN

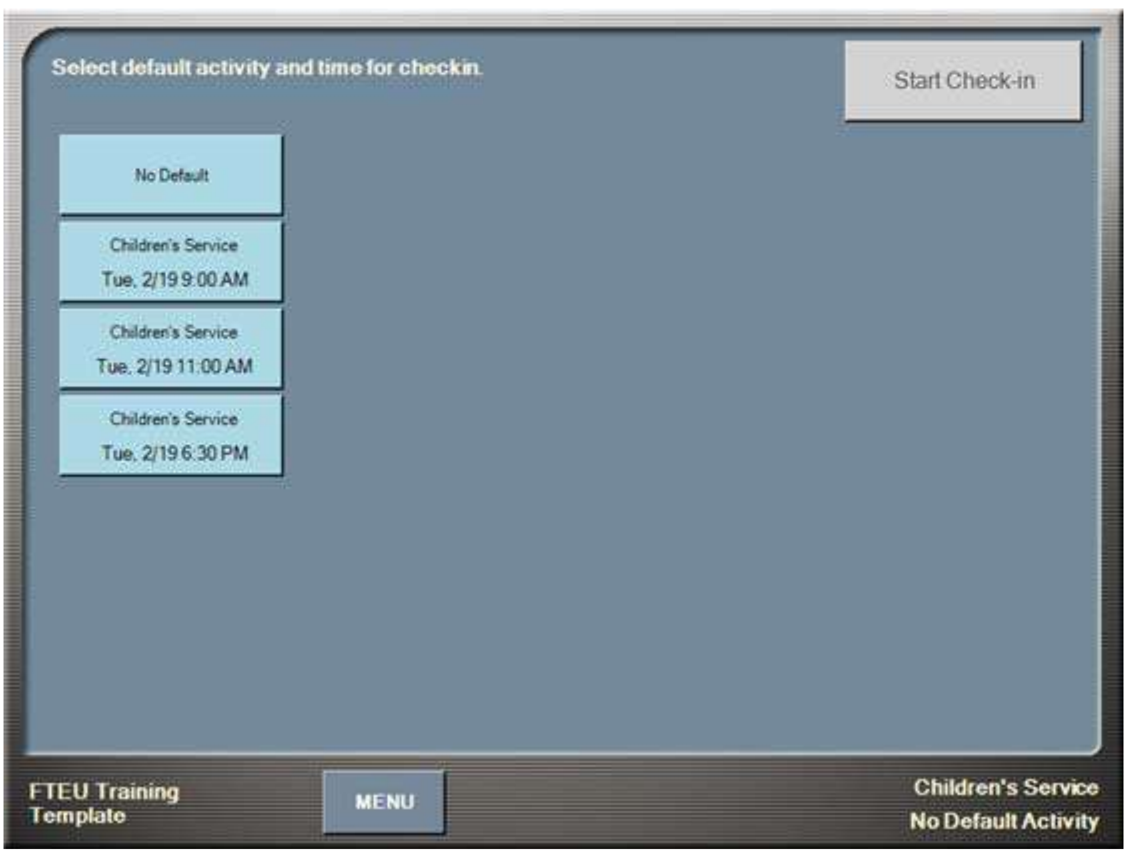
Check-in in Assisted mode is volunteer driven. This means that a volunteer is running the checkin station and assisting participants with class location, greeting visitors, and collecting and entering information.

The volunteer will handle all the details of selecting the correct schedule, group, and room/location for the participant to check into. The volunteer will also ensure that anything that prints is given to the participants and provides direction on how to wear these items.

DEFAULT ACTIVITY SCHEDULES

When using Check-in in Assisted mode for activities with multiple schedules, the first thing you must do is select the default schedule to check into. Selecting the correct schedule will speed up the check-in process.

If an activity has more than one available schedule on any particular day, the schedules appear immediately after you select the Assisted check-in type. As shown below, this example activity has three available schedules.



Note: The activity schedule selection screen appears only when you have entered an activity code for an activity with multiple schedules.

This screen allows you to choose between the following:

- Any available schedule—touch the schedule that corresponds to the current check-in period.
- No Default—this choice may be appropriate in cases where you need to assign a participant to two or more schedules or when using a Super Check-in with many available activities and schedules.

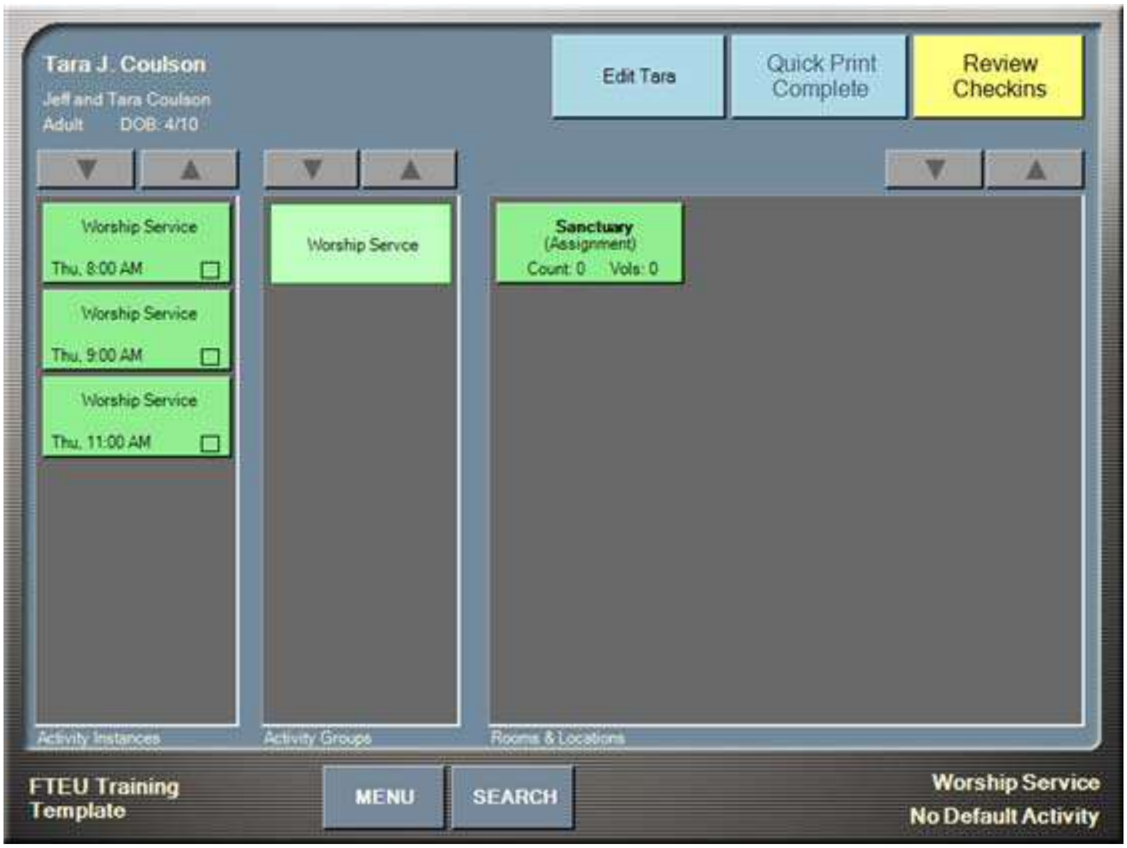
Note: No Default is not available if you have selected to Enable Rapid to enable rapid check-in.

Case study 1: No Default Schedule

If you choose *No Default*, Check-in displays all available choices for the participant. The volunteer must determine which schedule the participant should be checked into.

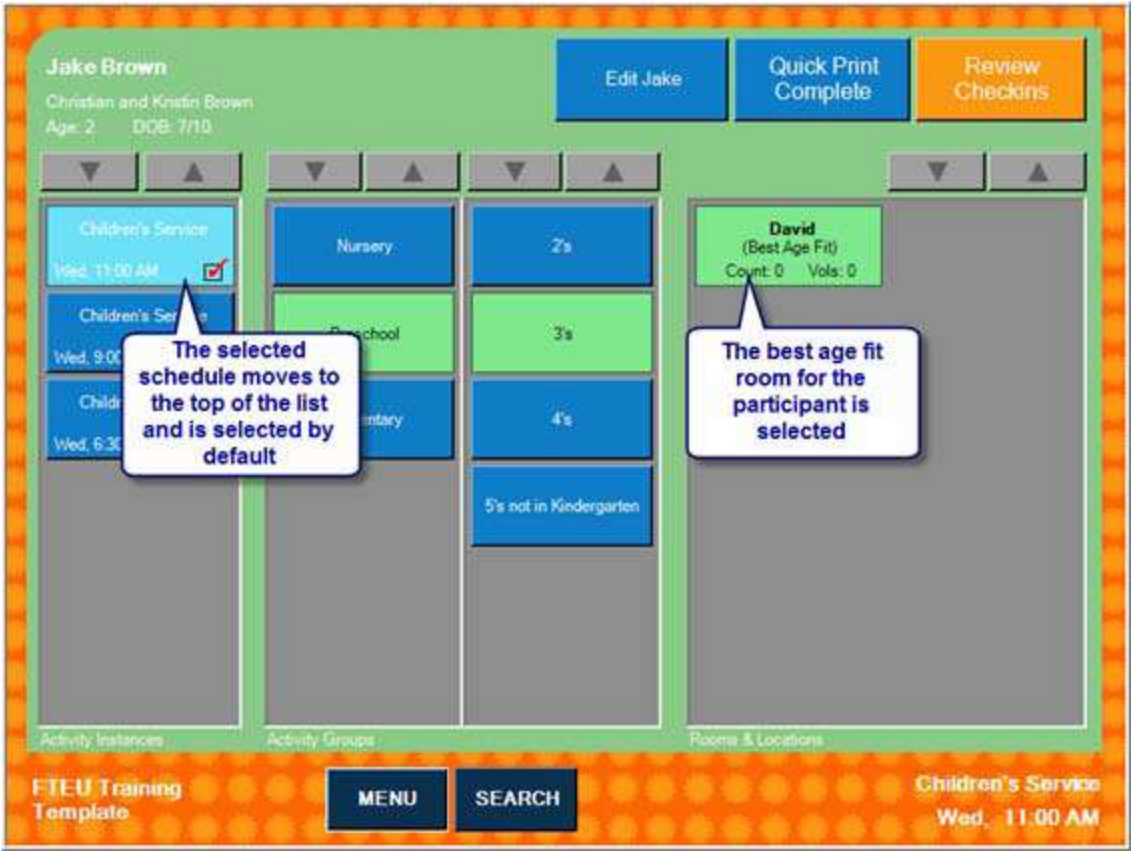
This option is appropriate for activities where the majority of participants check into multiple schedules. For example, a children's service activity where kids stay for two services while parents attend a Bible study and the worship service.

Remember that the volunteer only needs to press one button—touch the appropriate schedule choice and the remaining buttons will select automatically based on the participant's assignment or best age fit.



Case study 2: Selected activity schedule

When you choose a default schedule, the schedule along with it's assignment is selected for you. Simply verify the participant is in the correct room and touch **Next** or **Quick Print Complete**.



Note: Selecting a default activity schedule does not prevent you from assigning a participant to more than one schedule or from changing the assigned schedule. Touch each schedule and ensure the proper room assignment is selected. You will see a check mark in the schedule box when a check-in selection has been made.

Super Check-in and default schedules

A Super Check-in is created in cases where several activities across different ministries are occurring at the same time. It allows an entire family to check-in at one kiosk regardless of the activity each person is attending.

Since Super Check-ins are composed of several different activities (and activity schedules), it may not make sense to choose a default schedule. In these cases, Check-in volunteers will select the appropriate schedule and room depending upon the participant checking in. Typically, the best selection for a Super Check-in is **No Default** unless you want to use Rapid Check-in, in which case, you should select the most popular schedule depending upon the location of the Check-in kiosk.

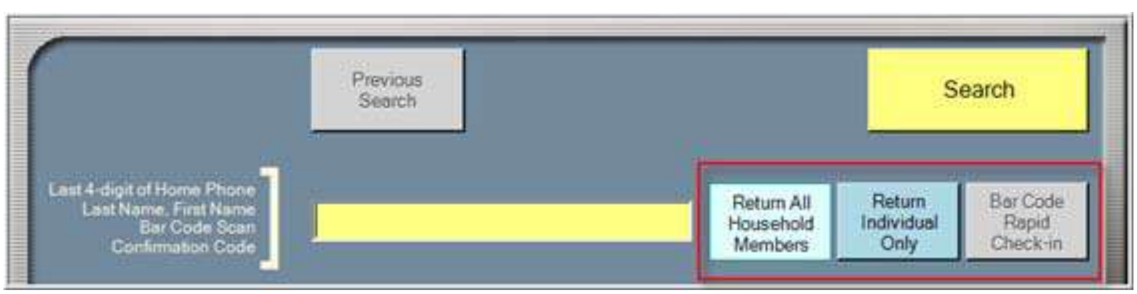
SEARCH METHODS

Check-in allows you to search for participants in many different ways. The most common way is the last four digits of the phone number (can be home or cell/mobile). Typically, it's easier to hear numbers in a crowded hall than to hear how to spell a name. However, phone number may not always work if this information is missing or has changed for a household. The following table describes each of the search methods and what information is required.

Method	Description
Last 4 digits of home or mobile phone number	Touch the numbers on the touch screen that correspond to the last 4 found in the participant's home phone number. For example, a phone number of 469- 442- 0100 touch 0100 on the screen. This option also searches for cell phone numbers that are associated with the household.
Last Name, First Name	Touch the letters that correspond to the letters in the participant's last name. The last name is all that is required, but to speed up your search and return specific households, touch the comma button and type the first name as well. Partial names can be used to make searching faster. For example, for participant John Smith, type **smi, joh**.
Bar Code Scan	Use a barcode scanner attached to the computer where Check- in is running. Scan an item with a barcode number. Any individual associated with that barcode will appear.
Confirmation Code	When using Fellowship One WebLink's Event Registration tool, a confirmation code is assigned to every registrant and is printed on the confirmation message. This code can be entered to locate the participant.

SEARCH PARAMETERS

There are three different parameter buttons to the right of the search field that affect the results returned when you are performing a search. The parameters are described in the following table.



Parameter	Description
Return All Household Members	This is the default selection and the most commonly used selection. The search results display all household members including a button to display one- time visitors.
Return Individual	Search results display only the individuals that match your search criteria. This selection is more appropriate for activities where you are checking

Parameter	Description
Only	one individual in to one activity such as students checking into a youth activity or ladies checking into a women's Bible study.
Bar Code Rapid Check-in	This feature locates the individual associated with the bar code number scanned and immediately checks them into a room. The volunteer will not be required to select a room/location. This selection is appropriate for activities where participant's have been assigned to a room and have a barcode number associated with their record. If the room/activity has been configured to print a name tag and/or receipt, these items will print automatically.*

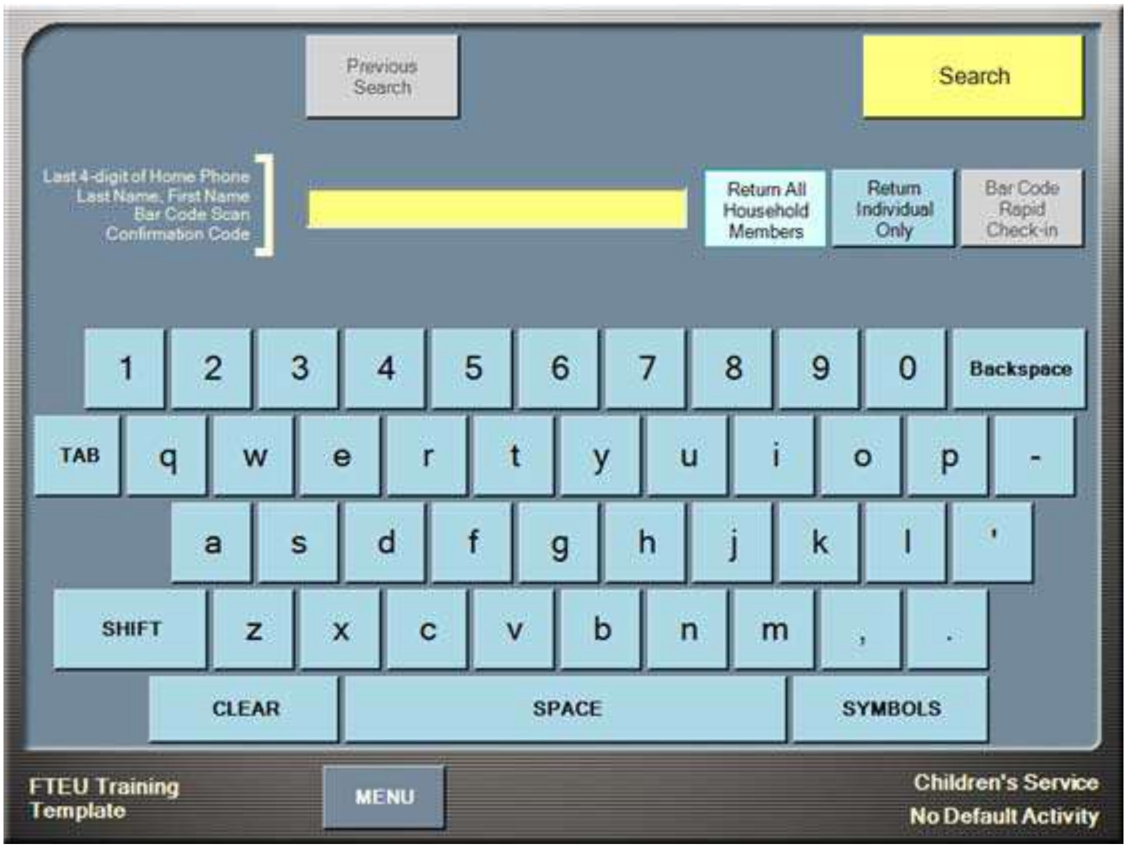
***Note:** Barcode Rapid Check-in requires some setup before it will work automatically.

SEARCHING FOR PARTICIPANTS

To check a participant into an activity, you must first display the participant's information. Use the touchscreen as described below.

To search for a participant

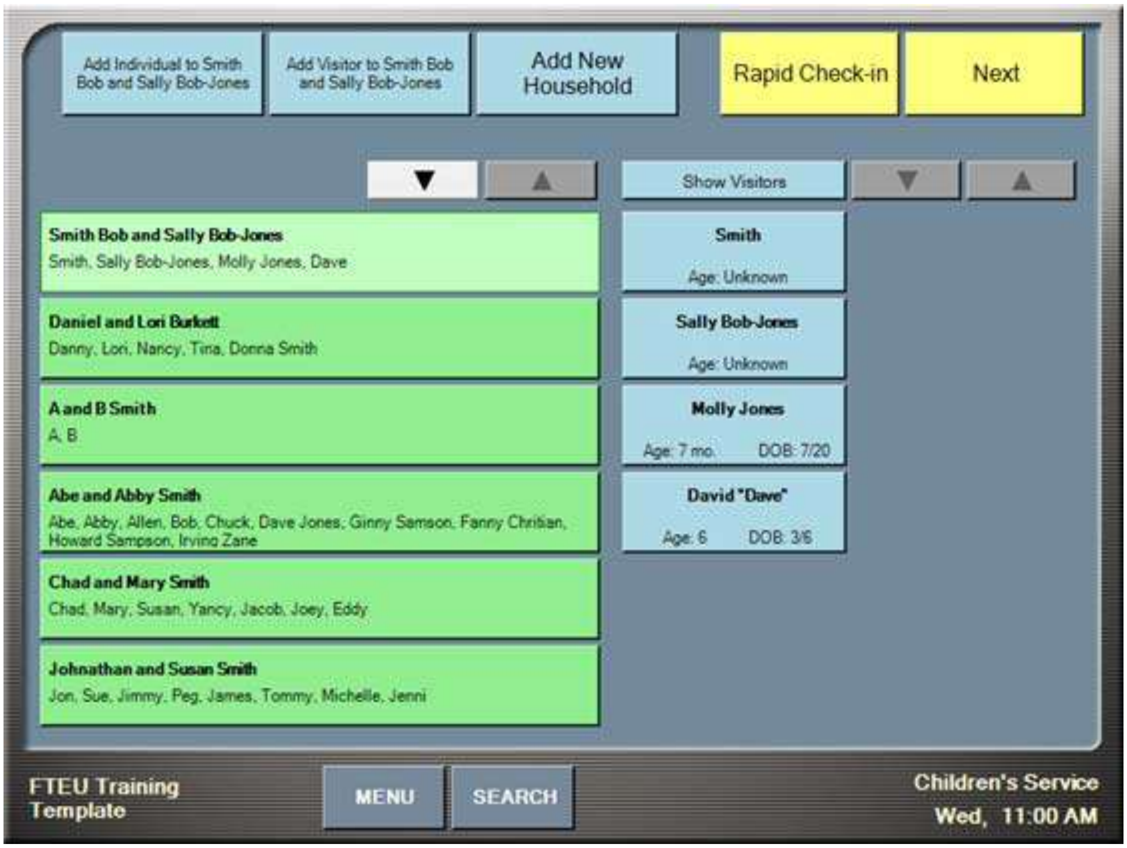
1. If not already started, you will need to start Check-in and enter the correct activity or Super Check-in code.
2. Select the **Assisted** option and optionally, choose to **Show Images** and/or **Enable Rapid**.
3. Touch **Next**.
4. Optionally, select the schedule to check participants into; this screen will display only when there is more than one available schedule. Once the schedule has been selected, the Start Check-in button will activate. You may choose **No Default** if your participants will be checking into multiple schedules.
5. Touch **Start Check-in**. The search screen appears.



6. Type the last 4 digits of a participant's home or mobile phone number into the search field by touching each number.
7. Touch the **Search** button. A list of all households with phone numbers that match your entry appear.

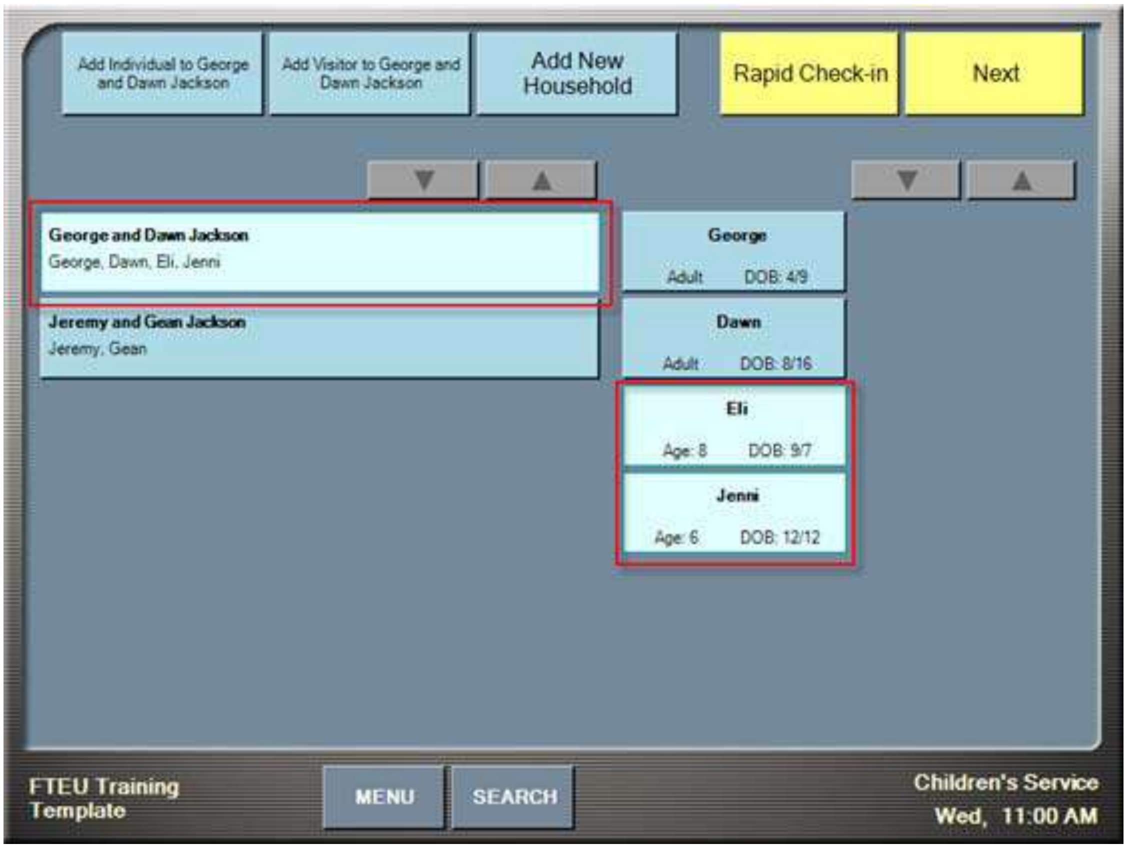
SELECTING A PARTICIPANT

The results of your search display all matching households on the left. If you searched for a common name, you may return more results than can be displayed on a single screen. Notice the up and down arrows at the top of the household listing; these buttons allow you to scroll through all search results. In the image shown below, touching the downward facing arrow will display the next set of search results.



When you find the household you want to use, touch it to display all household members. Simply touch each participant in the family that you want to check into the activity.

If multiple people are checking into the activity, select all participants. As shown below, Eli and Jenni are checking into the activity.



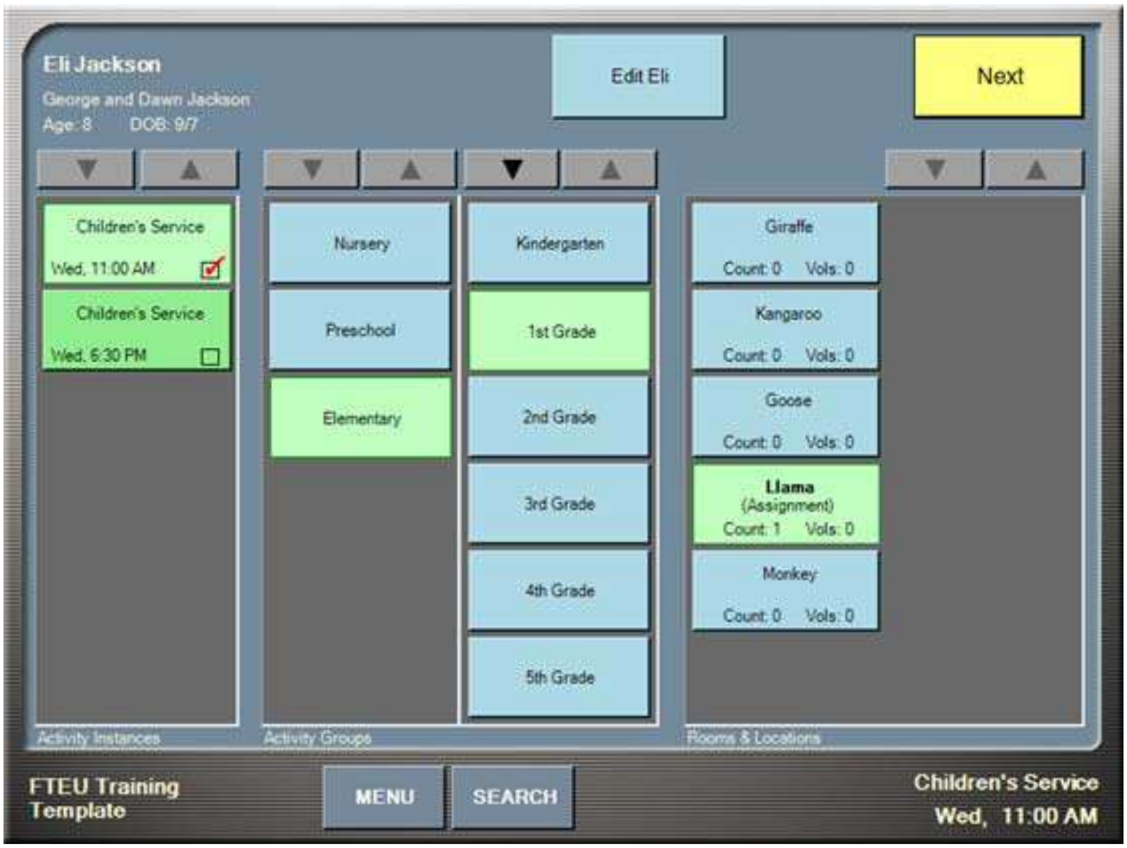
Let's address these two options separately. First, let's touch Rapid Check-in to see what happens (remember that you must Enable Rapid when starting Check-in to display this button). The screen displays the review checkins list.

You can simply verify the schedules and locations and touch Print Tags and then Complete. If there is a mistake in the list, you can touch the Edit button beside the participant to go back and change the room/location or schedule.

The other option is to verify each individual's assignment as you are checking them in. When you have selected the individuals to check-in, you will notice a Next button in the upper right corner of the screen. This button displays the room/location selection screen for the first participant.

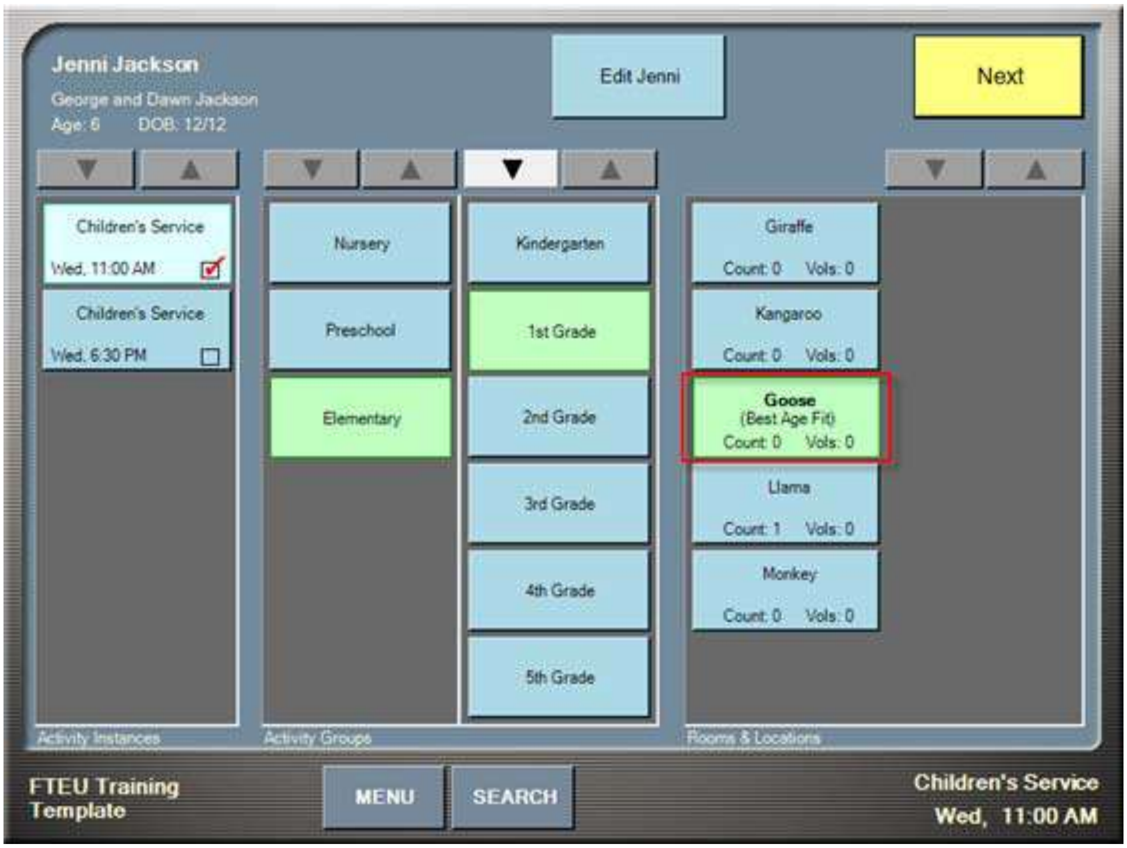
Note: The activity examples shown may look completely different from yours. Imagine your own activity and room names in place of our examples.

As shown in the image below, Eli has an *Assignment* to the Llama room. You know this because the word *Assignment* is printed beneath the Llama room name in the far right column.



Assignment means that Eli has pre-registered for this activity either by previously attending, completing an online event registration form, or manually has been giving an assignment by a Fellowship One user.

If you have a participant that has never attended the activity before, the words *Best Age Fit* will appear beneath the room/location name as shown below.



Best age fit is looking at the age of the participant and comparing it to the age range assigned to the room/location. In this case, Jenni does not have an assignment and she meets the age requirements for the **Goose** room.

For the most part, Fellowship One will choose all the information for you, you simply have to verify what is on the screen. For example, if you notice that the room that is selected is not correct, or the parent tells you their child is in a different grade, you can touch the correct room to change the check-in.

Tip! What you want to ensure on the room selection screen is that the red check mark is displayed in the schedule you want to check the participant into and the correct room/location has been selected.

When you have finished verifying the information, simply touch the Next button to move to the next participant or to proceed to the Review Checkins screen.

Here you will touch **Print Tags** and **Complete** to finish the check-in. If you notice a mistake, you can touch the **Edit** button beside any of the participants and change the selected room/location.

ASSIGNING PAGER NUMBERS

Check-in includes the ability to temporarily assign a pager number for a participant. This can be the actual number to dial to ring the pager, the pager's ID number, or a barcode scan from the pager.

The number you enter for the pager prints on the name tag of the participant associated with the pager. A parent keeps the pager with them and can be paged if needed by a care giver who simply reads the number on the name tag.

Tip! If you do not have a pager system in place, you can enter a parent's cell phone number instead. This number prints on the name tag for easy location by a volunteer if needed.

You can assign a pager number to one or more participants from the Review Checkins screen. This screen is available after you have selected a room/location for the last selected participant. An example of Review Checkins is shown below.

As you can see, the **Assign Pager Number** button in the top left of the screen is disabled. It remains disabled until you touch the **Pager** button beside at least one participant.

Note: Pager number assignments are temporary. The pager assignment only lasts throughout the duration of the selected activity schedule. If a participant needs a pager association for more than one activity schedule, he or she must check into all activity schedules at the same time. If not, a pager number must be assigned again for other schedules. If the pager number was not assigned for a schedule, the number will not print on the name tag.

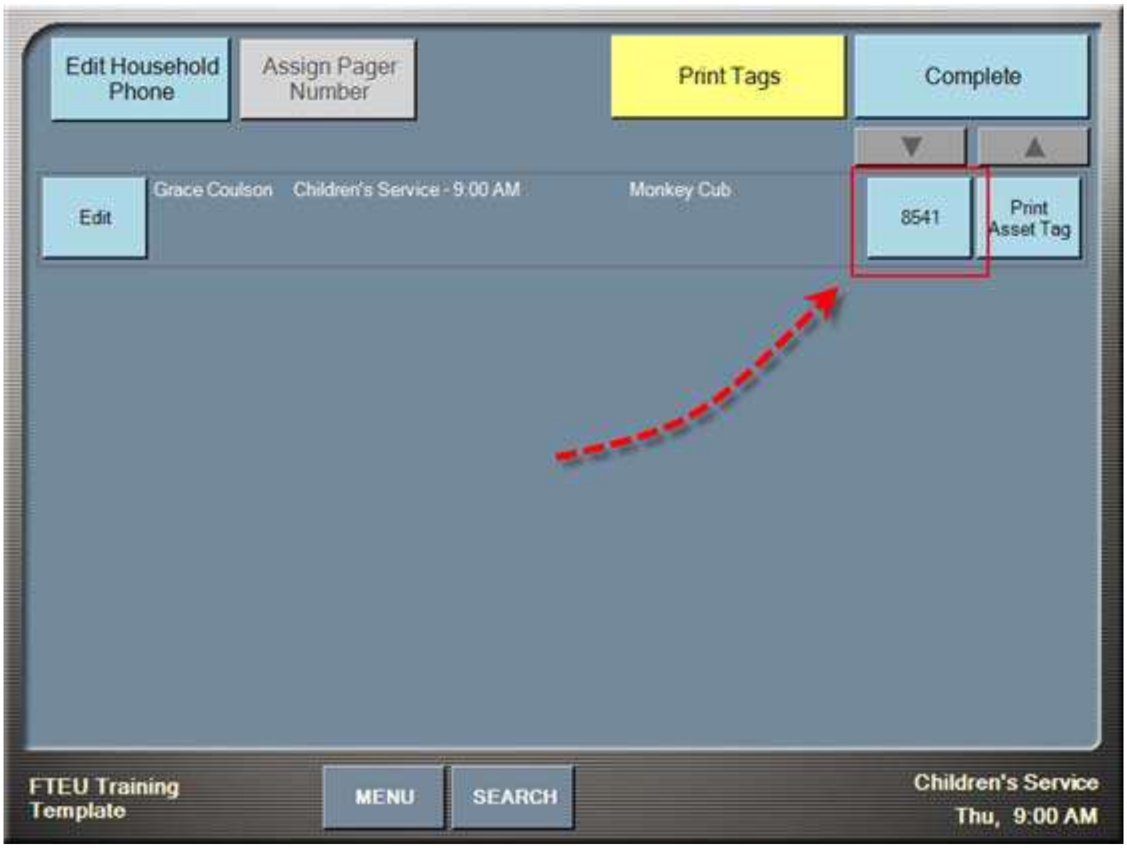
A pager number can be assigned to one or many participants from the same household during check-in. Simply touch the **Pager** button beside each participant to associate with the pager number.

To assign a pager number:

1. Search for and select a participant. Touch **Next** and verify the room/location is correct. Complete this step for each participant if there are more than one. Optionally, you can also bypass the room/location selection by touching **Rapid Checkin**. This button will only be available if you decided to **Enable Rapid** when you started Check-in.

2. Touch **Review Checkins** or touch **Next** if you are checking in more than one participant. Continue touching Next until you see the Review Checkins screen (as show in the image above).
3. Touch **Pager** beside the participant you want to assign a pager to. Touch Pager beside every participant you want to assign this pager number to.
4. Touch Assign Pager Number. The Pager Code screen appears.

5. Type one of the following in the Enter Pager Code field:
   - The number to dial for the pager (or cell phone if you do not have a pager system).
   - The code number used to track the pager.
   - Scan the barcode sticker on the pager—if your pager system uses barcode numbers to track the pager, a sticker is located somewhere on the pager. Simply scan this number.
6. Touch the **Add Pager Code** button. The pager number/code is now associated with the participant(s) you selected in step 3. Notice that the **Pager** button has changed to the number you entered as shown below.



7. Touch **Print Tags** or **Complete** to finish the check-in. If you print tags, the pager number appears on the participant's name tag. The number can then be used to "page" the parents in the event of an emergency or if a care giver has a question.

PRINTING ITEM TAGS

Item tags are available to help volunteers keep track of participant belongings. Diaper bags, backpacks, lunches, and so on can be labeled with an item tag for the participant. Multiple item tags can be printed from the Review Checkins screen. An item tag prints each time you touch the Print Item Tag button.

> **Note:** If the printer functions are turned off, the Print Item Tag button is disabled. Touch the Menu button and then touch Turn Printer Functions On to enable the Print Item Tag buttons.

To print an item tag

1. Search for and select a participant. Touch **Next** and verify the room/location is correct. Complete this step for each participant if there are more than one. Optionally, you can also bypass the room/location selection by touching **Rapid Checkin**. This button will only be available if you decided to **Enable Rapid** when you started Check-in.

2. Touch **Review Checkins** or touch **Next** if you are checking in more than one participant. Continue touching **Next** until you see the Review Checkins screen.

3. Touch **Print Item Tag** beside any of the participant names listed on the Review Checkins screen.
4. Touch **Print Tags** and **Complete** to finish the check-in.

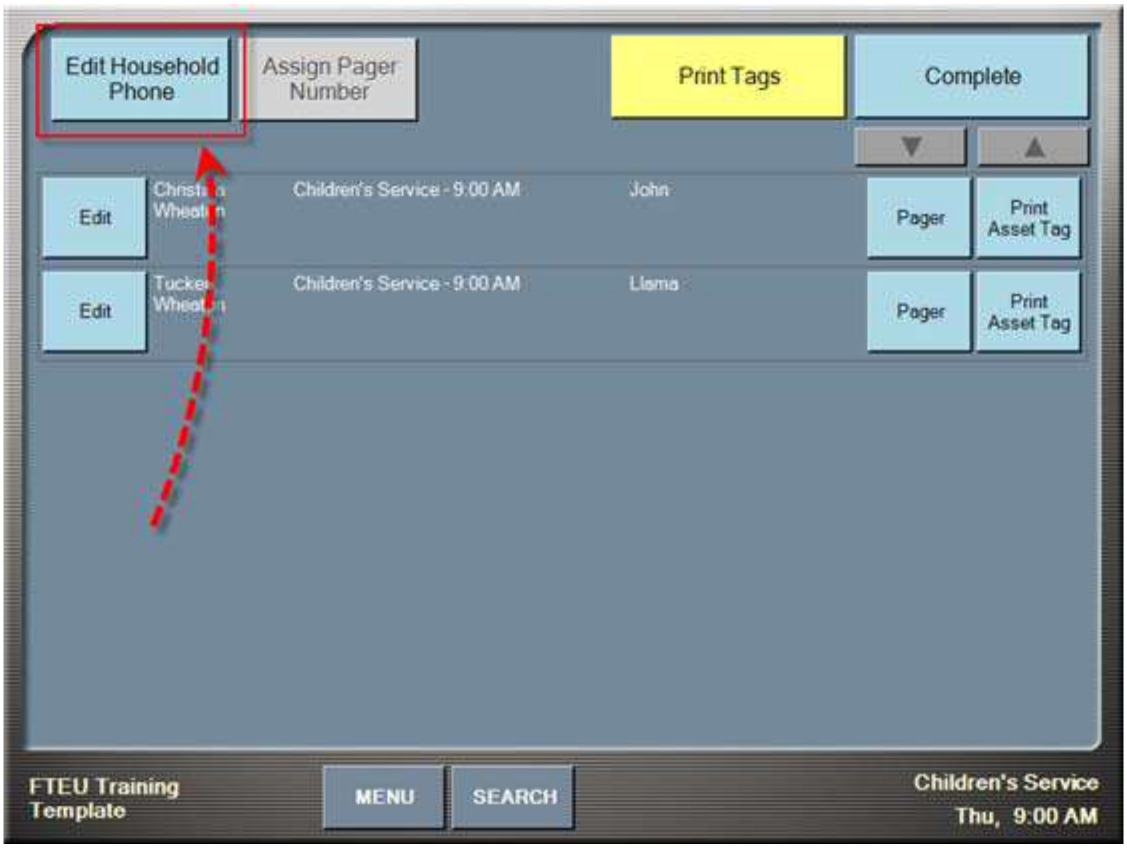
EDITING THE HOUSEHOLD PHONE NUMBER

If you could not find the household by entering the last four digits of the phone number, you should ask for an update and correct the number before you complete the check-in. The phone number can be edited from the Review Checkins screen.

To edit the household phone number:

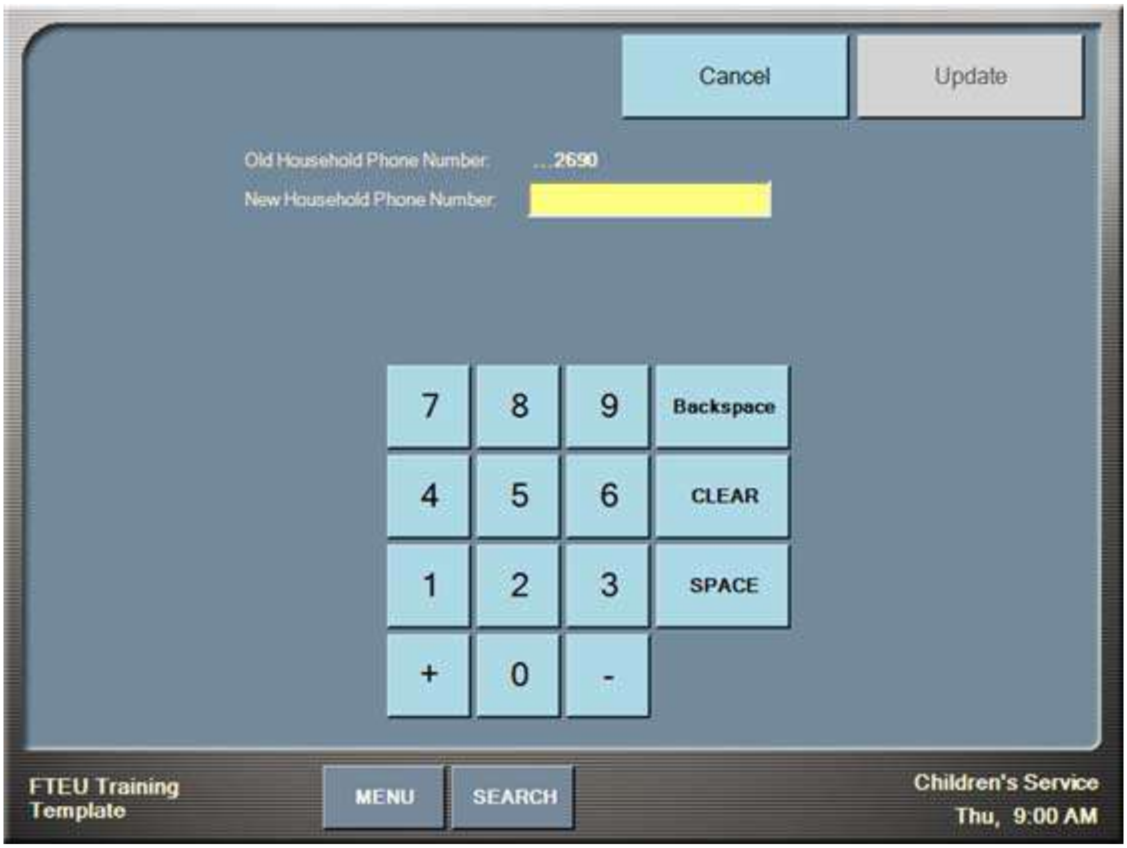
1. Search for and select a participant. Touch **Next** and verify the room/location is correct. Complete this step for each participant if there are more than one. Optionally, you can also bypass the room/location selection by touching **Rapid Checkin**. This button will only be available if you decided to **Enable Rapid** when you started Check-in.

2. Touch **Review Checkins** or touch **Next** if you are checking in more than one participant. Continue touching **Next** until you see the Review Checkins screen.



Note: For security purposes, the current household phone number displays the last four digits only.

3. Type a new phone number using the touch pad.



4. Touch **Update** to save your changes.

EDITING INFORMATION

Several pieces of information can be captured through the Check-in kiosk; these include the following:

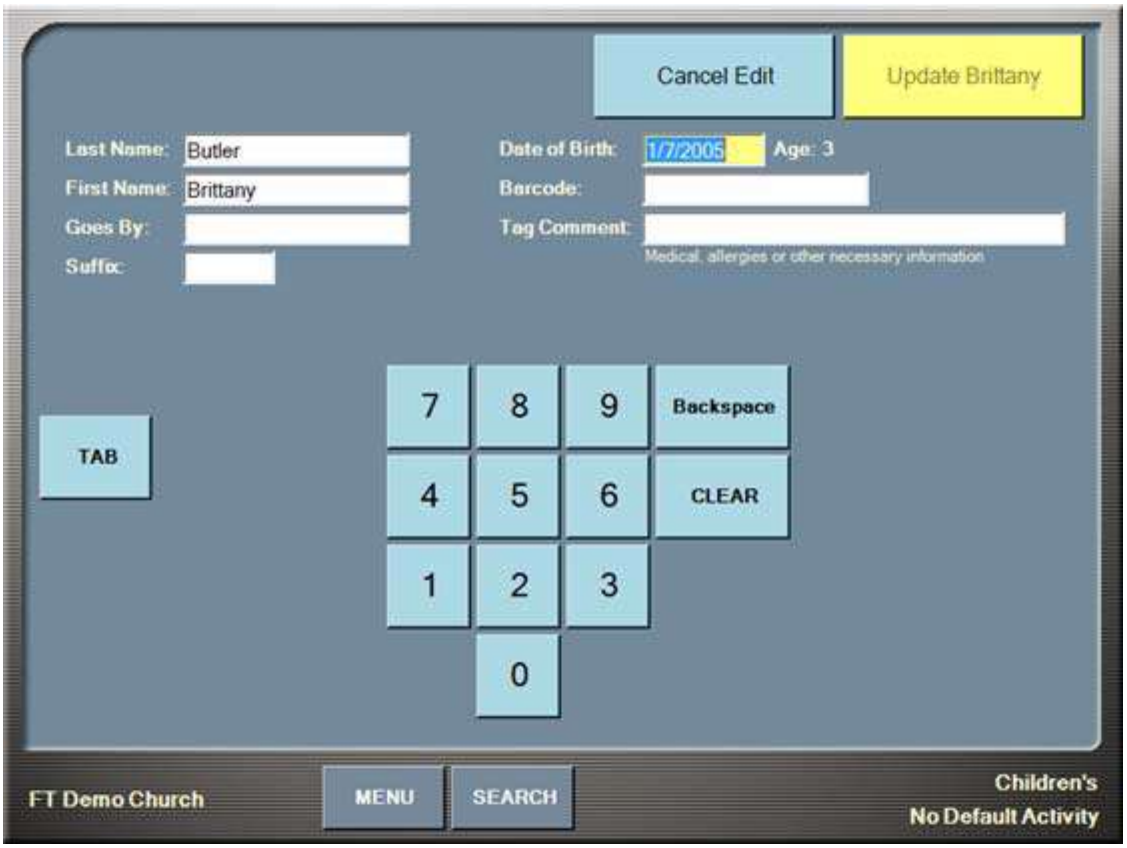
- First and Last Name
- Goes by Name
- Suffix
- Date of Birth
- Barcode
- Tag Comment

Note: If the birth date is missing from an individual's record , the person is prevented from checking into activities where an age range has been defined for either the activity or the room/location (RLC).

You can edit this information at any time during a check-in session. To edit a participant's information:

1. Search for the participant using any of the search methods. Touch the participant's household in the search results.

2. Touch the person's name and touch **Next**.
3. Touch the **Edit Name** (where Name is the name of the individual) button. The participant's information appears.
4. Touch the **TAB** button until you reach the field you need to edit.



5. Edit the information.

Tip! Remember when entering a date that you do not need to include the slashes. Simply type the numbers in MMDDYYYY format. For example, a birth date on September 12, 1999 would be entered as 09121999.

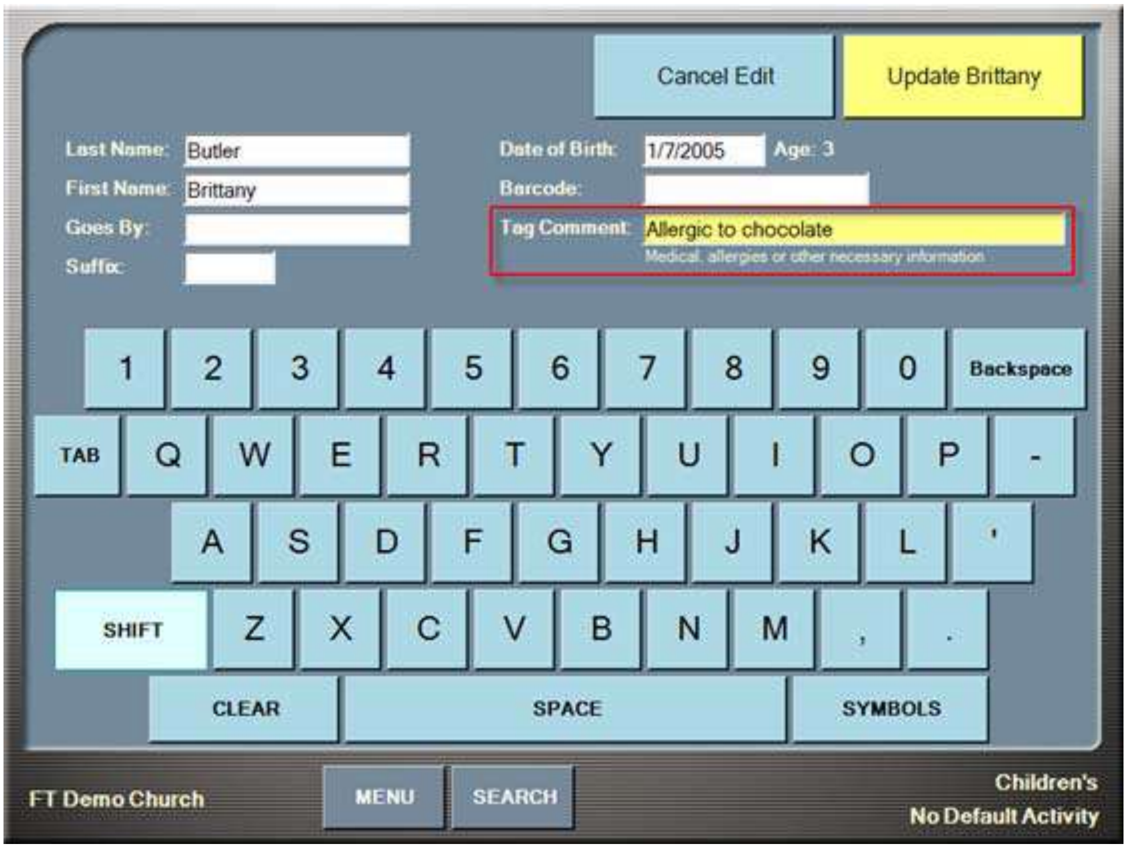
6. Touch **Update Name** (where Name is the name of the individual) to save your changes.

ADDING A TAG COMMENT

A comment line can be added to name tags to provide important information to care givers. For example, if a child has an allergy to certain foods, these can be listed in the comment line. Care givers can read the name tag to see if there is any special information crucial to caring for a child.

To add a tag comment:

1. Search for and select the participant by touching the household and then touching the person's name.
2. Touch the **Next** button.
3. Touch **Edit Name** (where Name is the name of the individual). The participant's information appears.
4. Touch **TAB** until you reach the **Tag Comment** field.



5. Use the touch screen to type the comment in the field.
6. Touch **Update Name** (where Name is the name of the individual when you are finished.
7. Complete the check-in and print the name tag. The comment appears at the bottom of the name tag.

ADDING HOUSEHOLDS

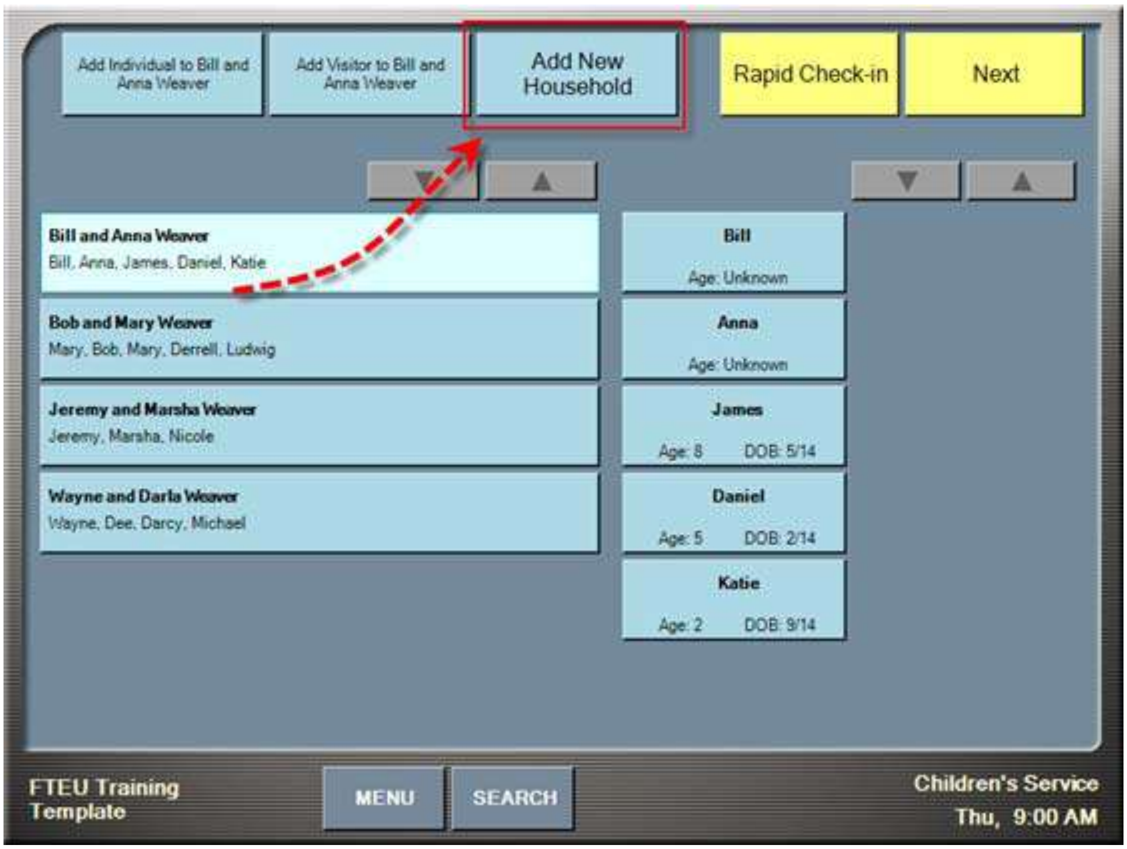
When visitors attend activities, you can enter each family member's information directly into Check-in. Before you enter a household, you must first search for the household to be sure it has not already been entered.

Tip! Always try searching at least two different ways before you enter a new household. This reduces the number of duplicate households. Search by last four digits of home phone number and then try by name. See search methods for more information.

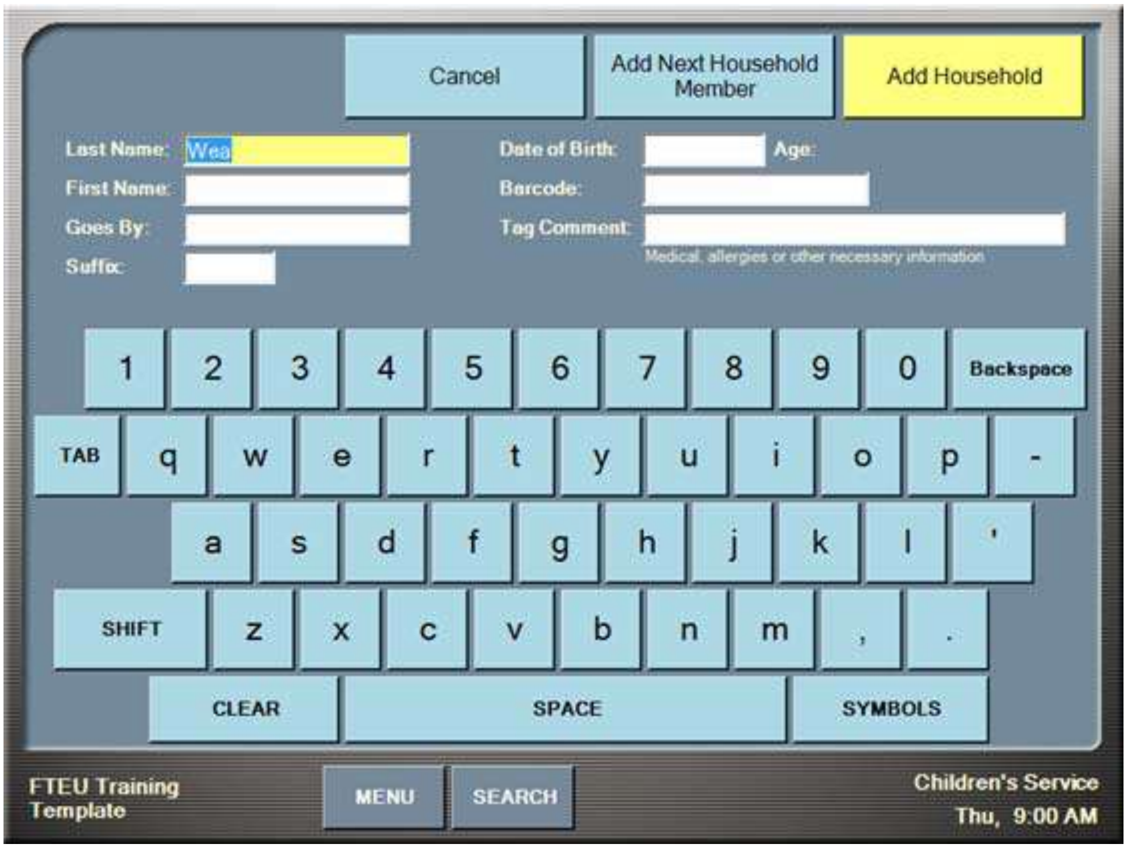
Tip! If check-in is very busy, simply enter the household members checking into the activity. Have someone complete a visitor form so that the remaining family members can be added at a later time through Fellowship One.

To add a new household:

1. Perform a search as usual. You must search at least one time before you can add a new household. If the household is not found, an error message appears (or the household will not be listed in your search results) and then the Add New Household button appears.

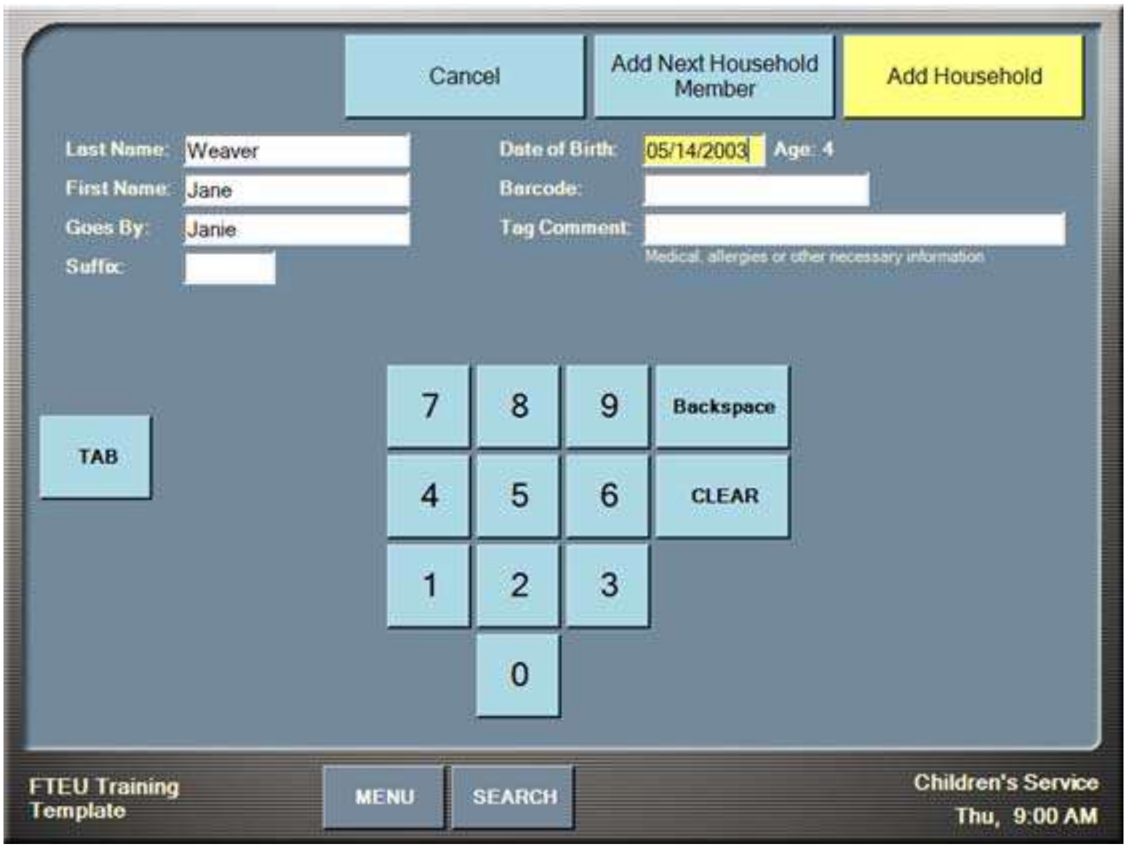


2. Touch **Add New Household**. The Add Household Member screen appears. Notice that the search criteria you used appears in the Last Name field. You can change this or add to it if needed.



3. Type information in each field using the touch screen. Touch TAB to move from field to field or simply touch the field you want to modify to get to it quickly.

Tip! When entering the date of birth, simply touch each number in the format of MMDDYYYY. For example, if the birth date is March 17, 1973 touch 03171973. Do not worry about formatting, Check-in will format the date appropriately.



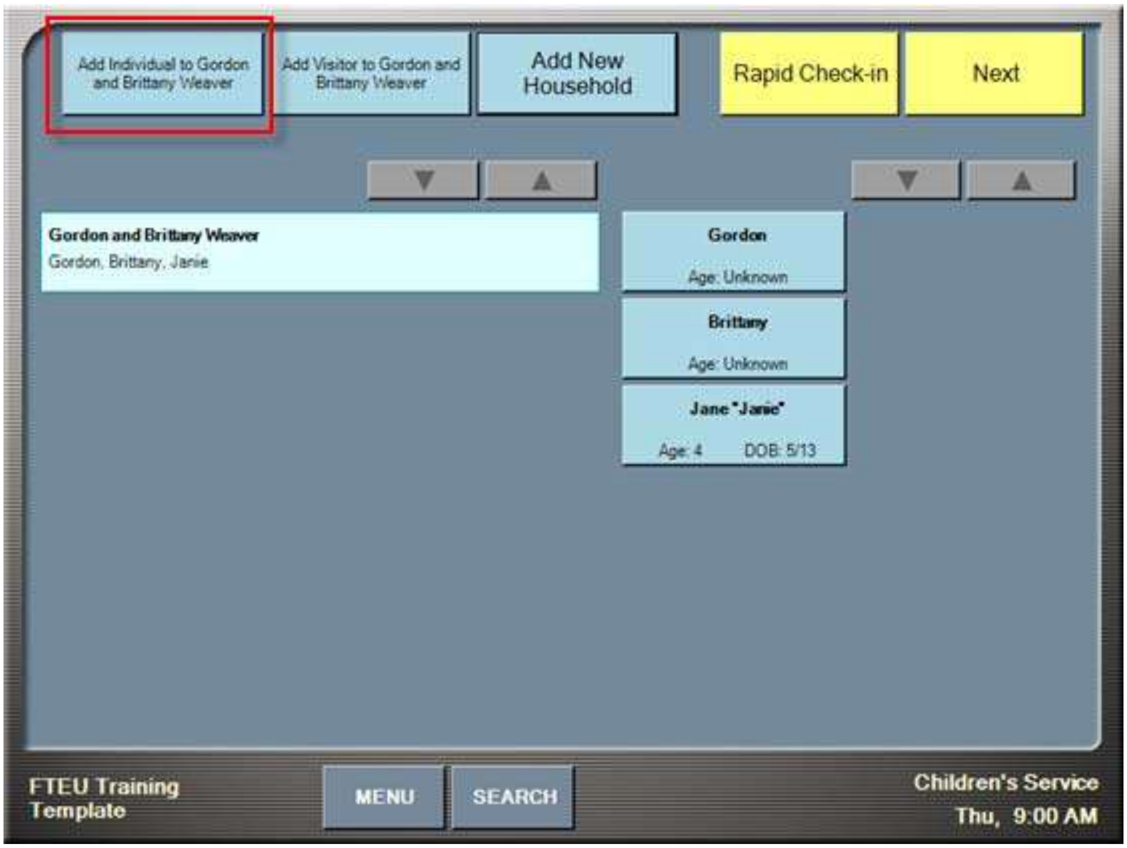
4. Touch **Add Next Household Member**.
5. Repeat steps 3-4 for each household member.
6. Touch **Add Household** when you are finished adding members. The household appears as shown below.

ADDING NEW HOUSEHOLD MEMBERS

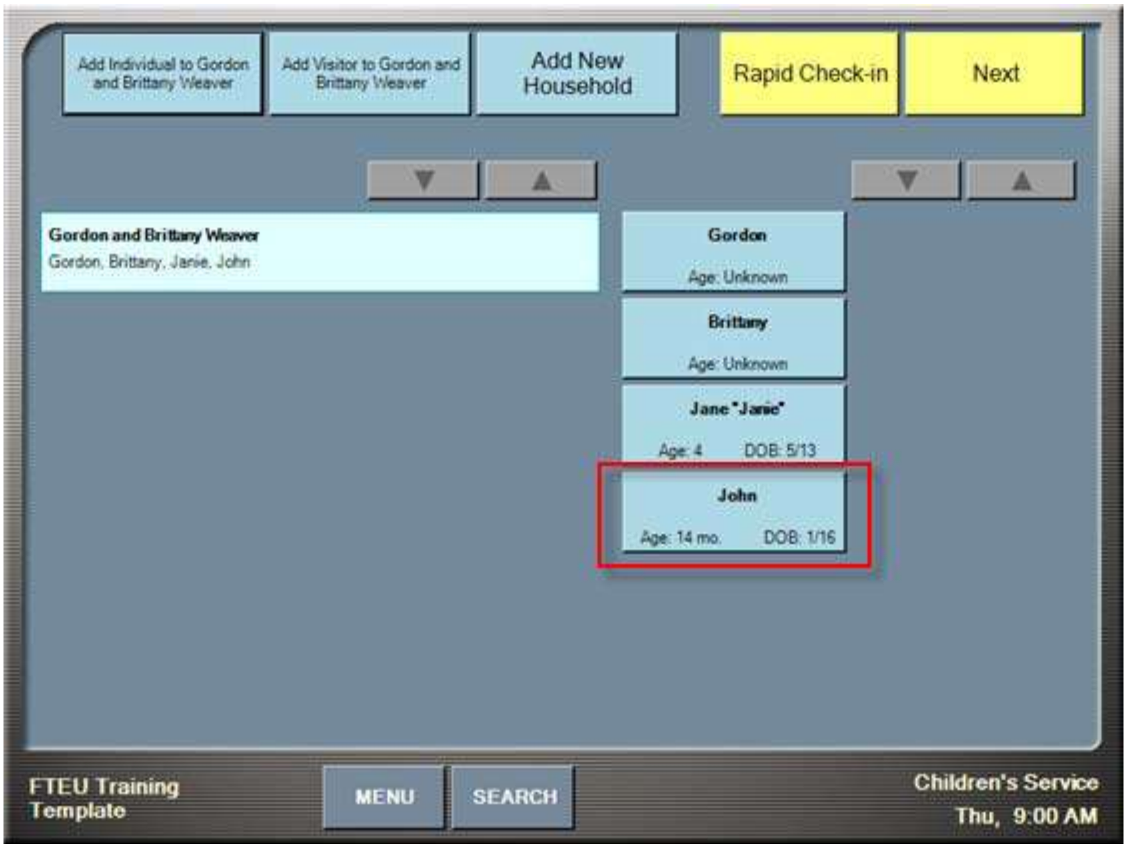
When households have a new family member, it is simple to add the new member to the existing household information in Check-in.

To add a new household member

1. Type the last four digits of the household phone number or the last name of the family. Touch the family in the search results to display all family information.
2. Touch the **Add Individual to household** button (where household is the name of the household).



3. Touch the keys to enter the information for the individual. Touch **TAB** to move from field to field.
4. Touch **Add Individual.** The household information appears and you are ready to select the participants to check-in.



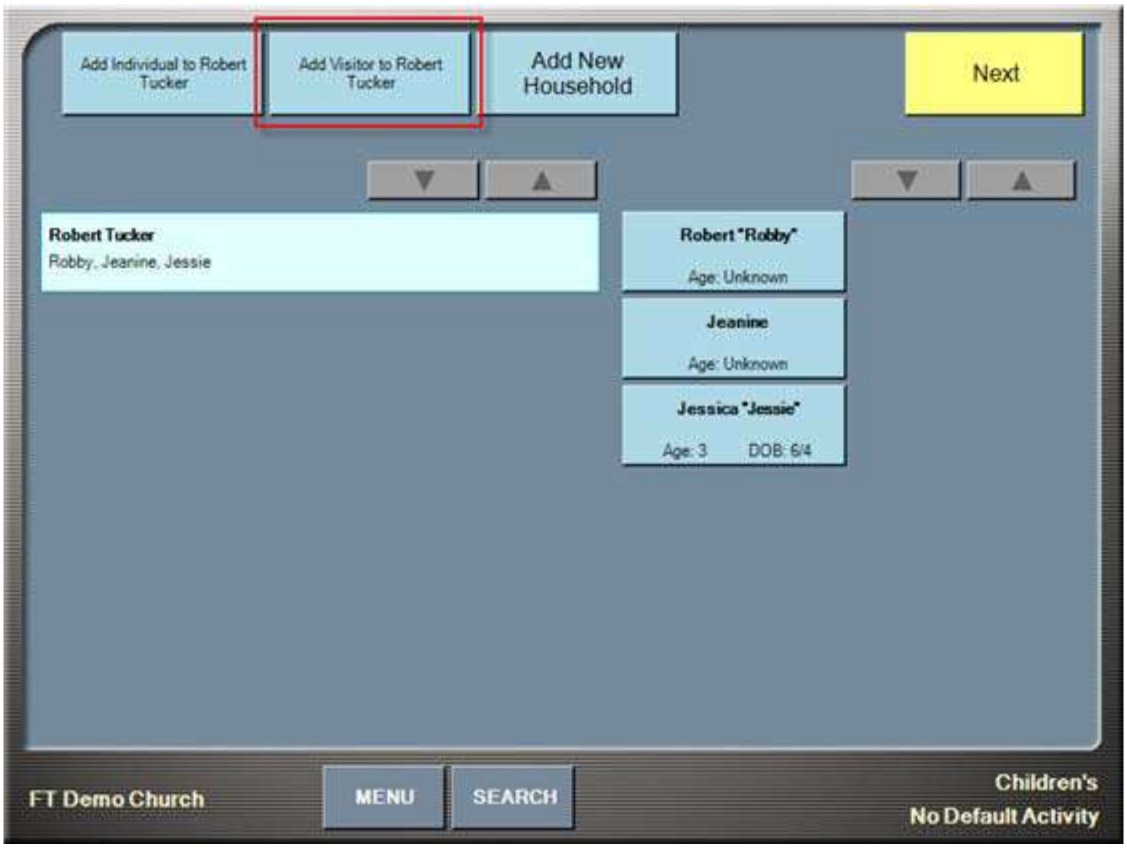
ADDING VISITORS TO HOUSEHOLDS

When visitors such as friends, neighbors, or relatives attend activities with church attendees, you can quickly add the person as a one time visitor in the household he or she is accompanying.

One time visitors remain with the household information but are hidden beneath a **Show One Time Visitors** button.

To add a one time visitor:

1. Search for the household using one of the usual search methods. Touch the correct household to select it.
2. Touch the **Add Visitor to household** (where household is the name of the household) button. The Add Individual screen appears.

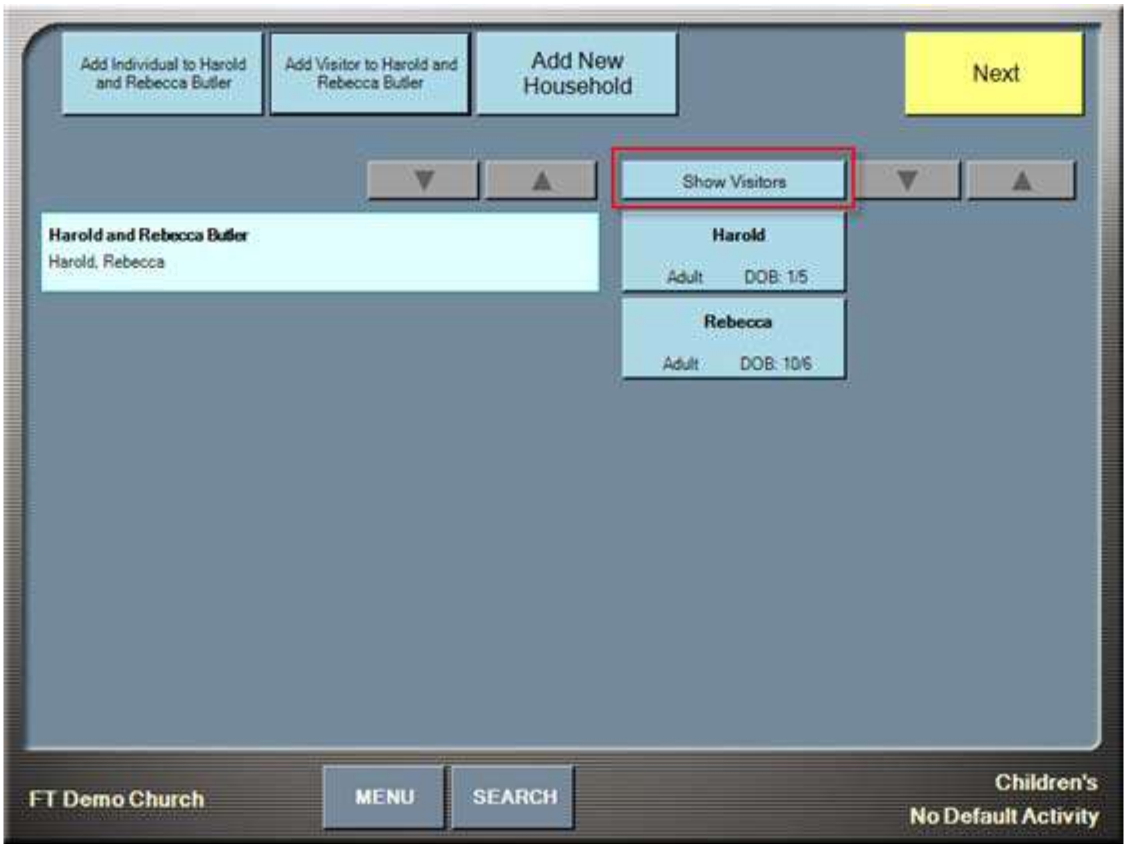


3. Type the individual's information into the fields as appropriate. Touch the **TAB** key to move from field to field.
4. Touch **Add Individual** to add the individual. The household information appears with the **Show Visitors** button selected.
5. Touch each participant checking in and touch **Next** to continue. Check the participants in as usual.

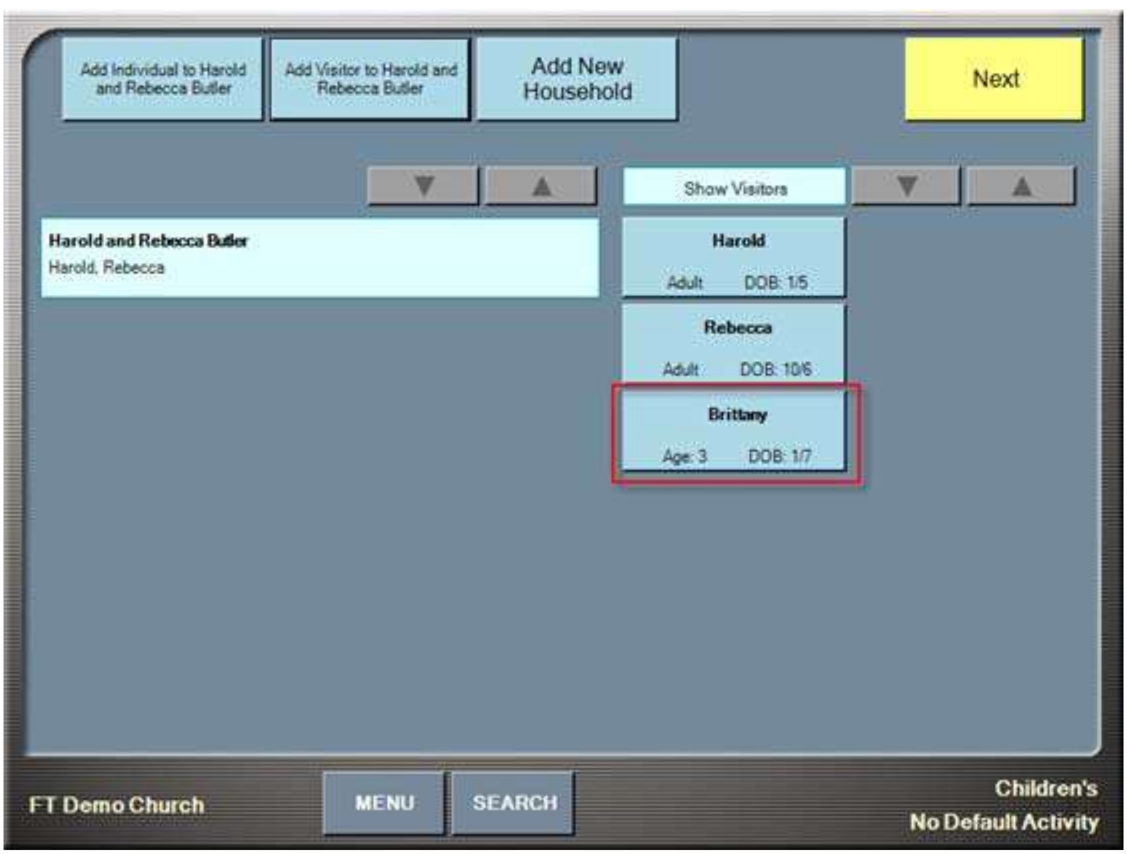
RETURNING VISITORS

Remember that you will see a **Show Visitors** button at the top of the household members list when visitors have previously been added.

Let's look at an example of this. Harold and Rebecca Butler are regular attendees of Dynamic Church. Their granddaughter Brittany comes to stay with them from time-to-time and will attend church with them on Sundays. When they check in for the Children's Service activity, the check-in volunteer must touch the **Show Visitors** button to display Brittany's information.



Add Individual to Harold and Rebecca Butler
Add Visitor to Harold and Rebecca Butler
Add New Household
Next
Show Visitors
Harold and Rebecca Butler
Harold, Rebecca
Harold
Adult DOB: 1/5
Rebecca
Adult DOB: 10/6
FT Demo Church
MENU
SEARCH
Children's
No Default Activity



Add Individual to Harold and Rebecca Butler
Add Visitor to Harold and Rebecca Butler
Add New Household
Next
Show Visitors
Harold and Rebecca Butler
Harold, Rebecca
Harold
Adult DOB: 1/5
Rebecca
Adult DOB: 10/6
Brittany
Age: 3 DOB: 1/7
FT Demo Church
MENU
SEARCH
Children's
No Default Activity

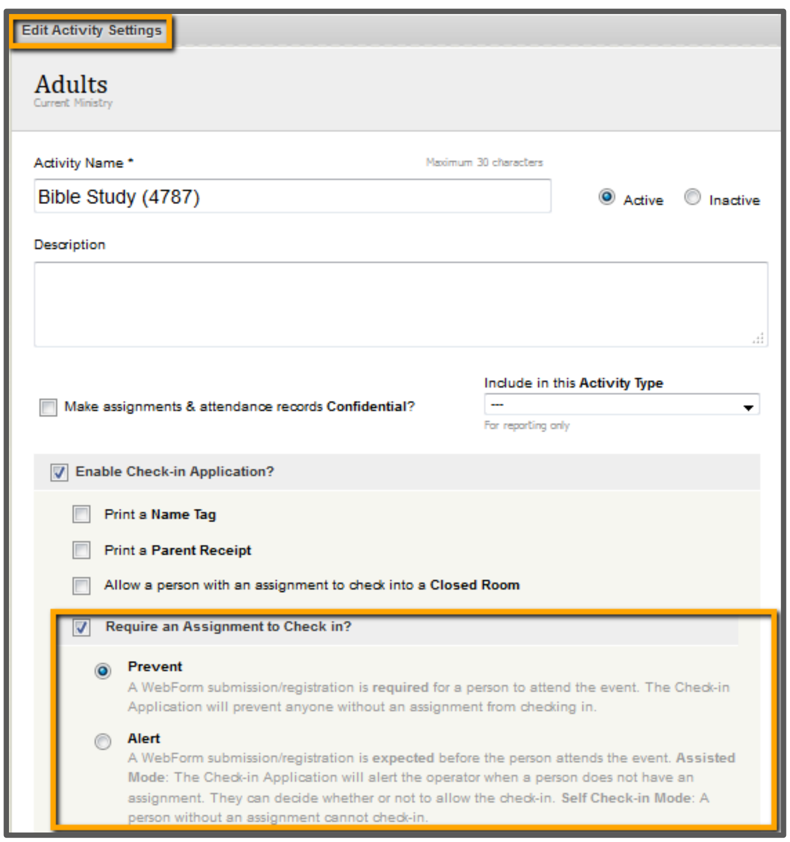
ADDING A REGISTRATION

There are three configuration settings that can be made for activities in regards to whether or not a participant must pre-register before attending; these are as follows:

1. Do not **Require an Assignment to Check-in-** the participant does not need to pre-register or have an assignment to attend the activity/event. This is typical for recurring activities such as Bible studies, children's/student services, etc.

2. **Require an Assignment to Check-in**—this means that the participant does need to pre-register or have an assignment to attend the activity or event. Once you have chosen to Require and Assignment, you are offered two more options"
    a. **Prevent-** Choosing this option prevents anyone who is not pre-registered or does not have an assignment from checking in.
    b. **Alert**- Registration is expected before the person can check-in to the event. Choosing this option prevents a person from checking in via the Self Check-in in mode. In the **Assisted Mode**, the Check-in Application alerts the operator when a person does not have an assignment, but they are given the option to still allow them to check-in to the activity.

As shown in the image below, these settings can be found in the *Edit Properties* area when configuring an activity.

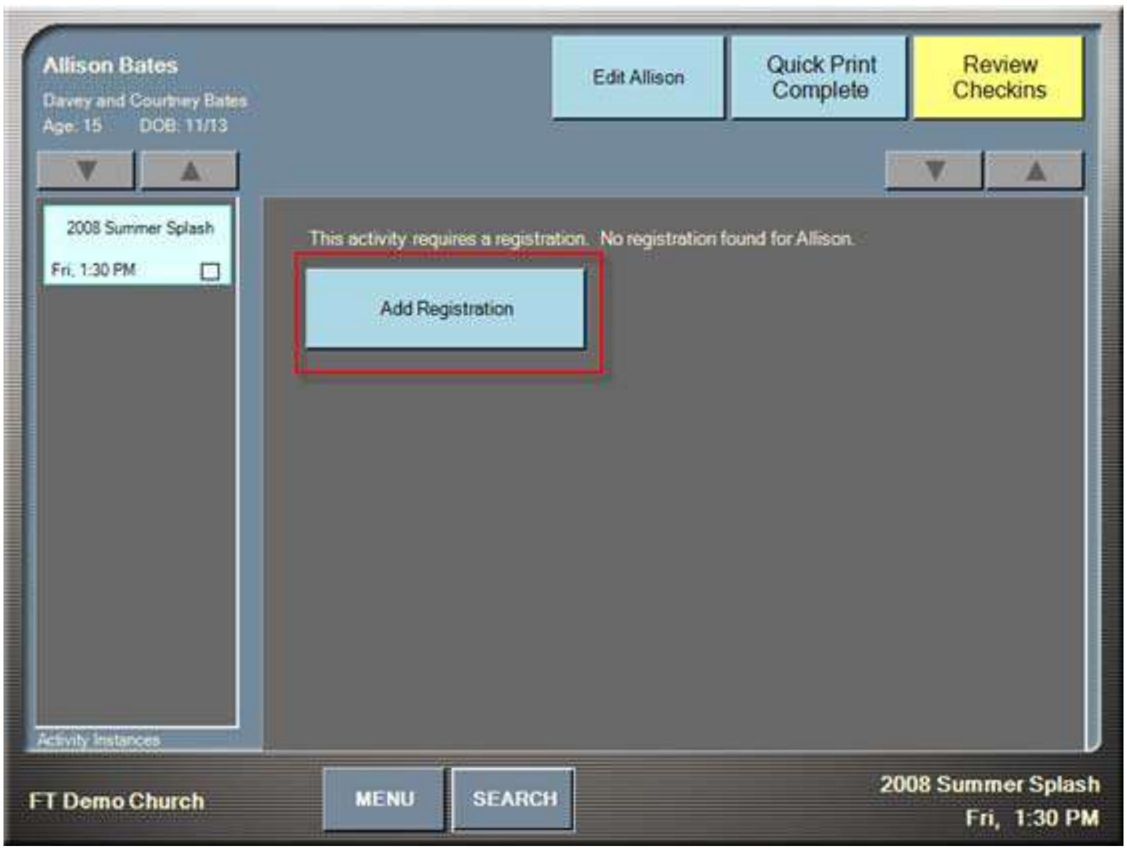


Choosing Prevent or Alert affects check-in in the following ways

Case 1: Alert

Let's look at a case where a Sr. High student activity is occurring during the summer. The activity has been configured to ***Require an Assignment***, but to only ***Alert*** the Check-in volunteer that this person is not registered.. This means that ideally, the student ministry would like to see kids register prior to attending. However, they do not want to prevent students from attending if they did not pre-register.

Allison Bates did not have a chance to pre-register for the activity and consequently, when she arrives at the activity, Check-in displays a new button called **Add Registration**. As shown in the image below, the screen indicates that the activity requires a registration but no registration is found for Allison.



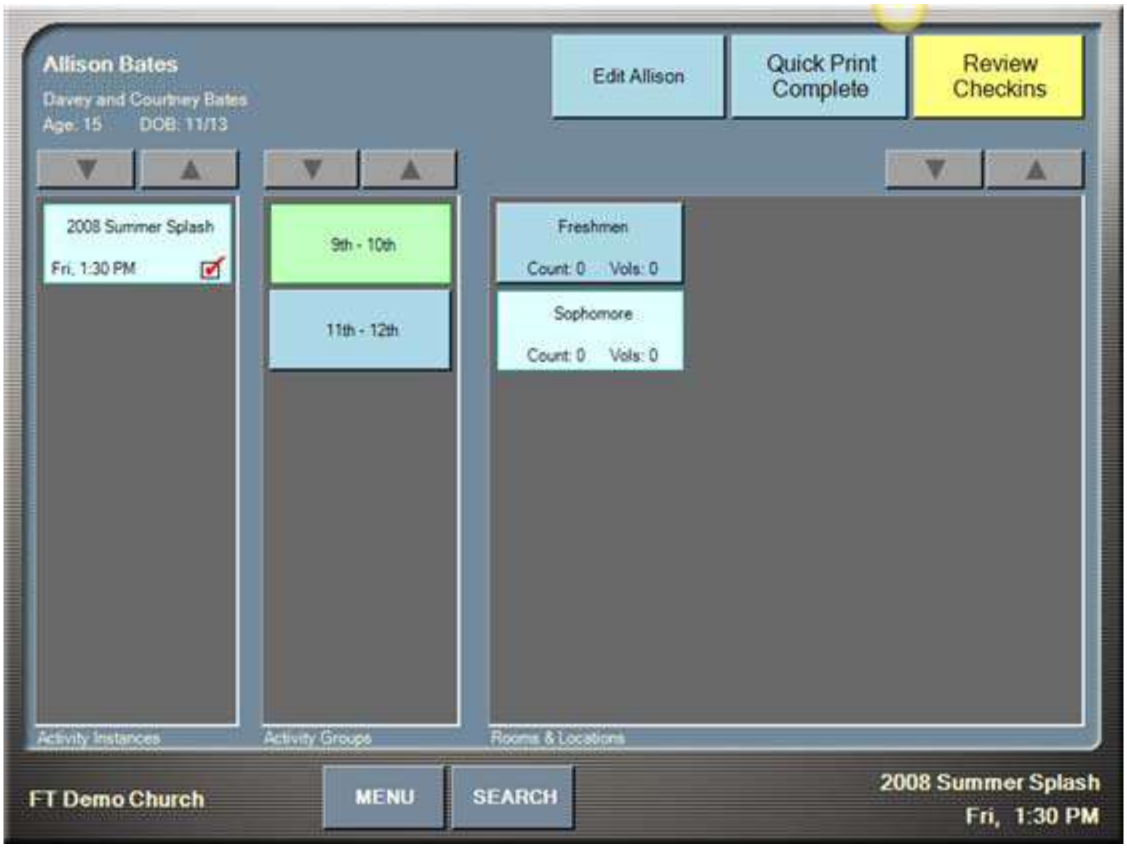
The volunteer now has a choice to make, she can do one of the following:

Require Allison to step out of line and register for the activity. This is a typical choice for activities where a registration fee is required. In that case, your church would have planned to have a table available where students could go to pay this fee and add their registration.

Touch Add Registration. If the volunteer would like to go ahead and allow the participant to attend the event, they can manually register the user directly from the Check-in screen.

To add a registration:

1. Search for the participant in any of the usual ways. Touch the household to display the participant's name.
2. Touch the participant's name and touch **Next**. The Add Registration button will display.
3. Touch **Add Registration**. The available rooms/locations display as shown below.

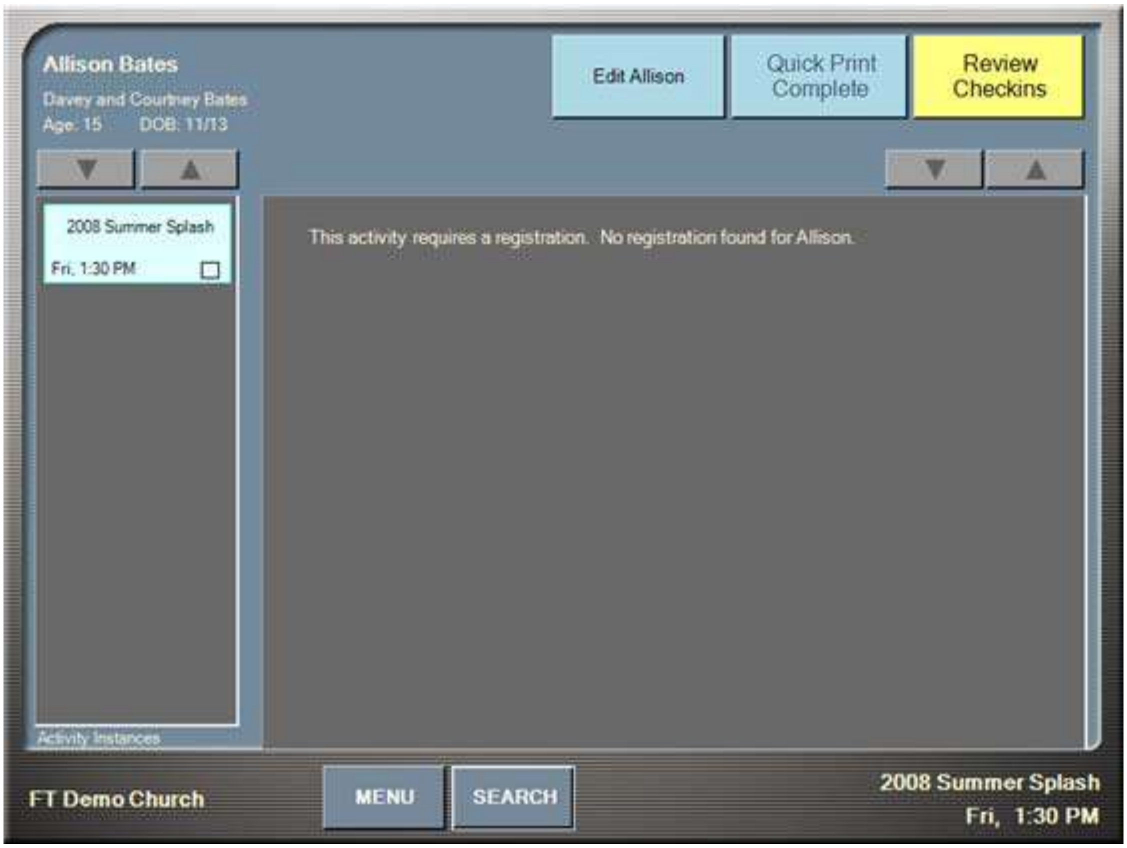


4. Touch the correct location (if not already selected) and complete the check-in.

Case 2: Prevent

For some activities, it's essential that participants register for the event prior to attending. These are typically events for children where a specific number of volunteers are required to help out or for events where a registration fee is required. For these types of activities, the **Prevent** option is selected when setting configurations for the activity within Fellowship One.

Let's revisit our Summer Splash student activity, but this time let's examine what happens if we set the activity to ***Require and Assignment*** and ***Prevent*** the person from checking in. Allison Bates did not have time to pre-register for the Summer Splash activity at her church. When she arrives for the activity, the Check-in volunteer enters her information and sees the following message:



Since this activity required the participant to have a registration prior to attending, there is only one option. Allison must step out of the Check-in line and register for the event. Typically churches will have a table specifically for walk-up registrations. A registration can be made through Fellowship One by manually adding a participant assignment in the **Ministry >** *Participants* **> Assignments** options or through Fellowship OneWebLink's Event Registration forms.

BARCODE ASSISTED CHECK-IN

In Search Methods, we learned that you can actually search for households/ individuals by scanning a barcode number. This section will describe barcodes and how to use them when working in Assisted mode.

Barcode Numbers

Before we get into the details, it's important to understand what kinds of barcodes we can use with Check-in. Generally, any card with a barcode number on it can be used with Check-in. This could include any of the following (and others):

- Church-issued key chain tags or cards
- Grocery store discount key chain tags
- Library cards
- Driver's licenses

- Discount club cards

Barcode numbers are constrained by the following parameters:

- the barcode must be numbers only, no spaces
- the barcode must be 5, 6 or 8-18 digits
- consider ordering separate cards for your students to allow you to check students in separate from their families using the Individual Only option in when running Check-in in Self mode

*Note: Barcodes containing 7 digits CANNOT be used!

- Examples of barcodes that will work:
- driver license barcode
    - grocery store discount card barcode
    - barcode specially made for your church

Associating Barcode Numbers

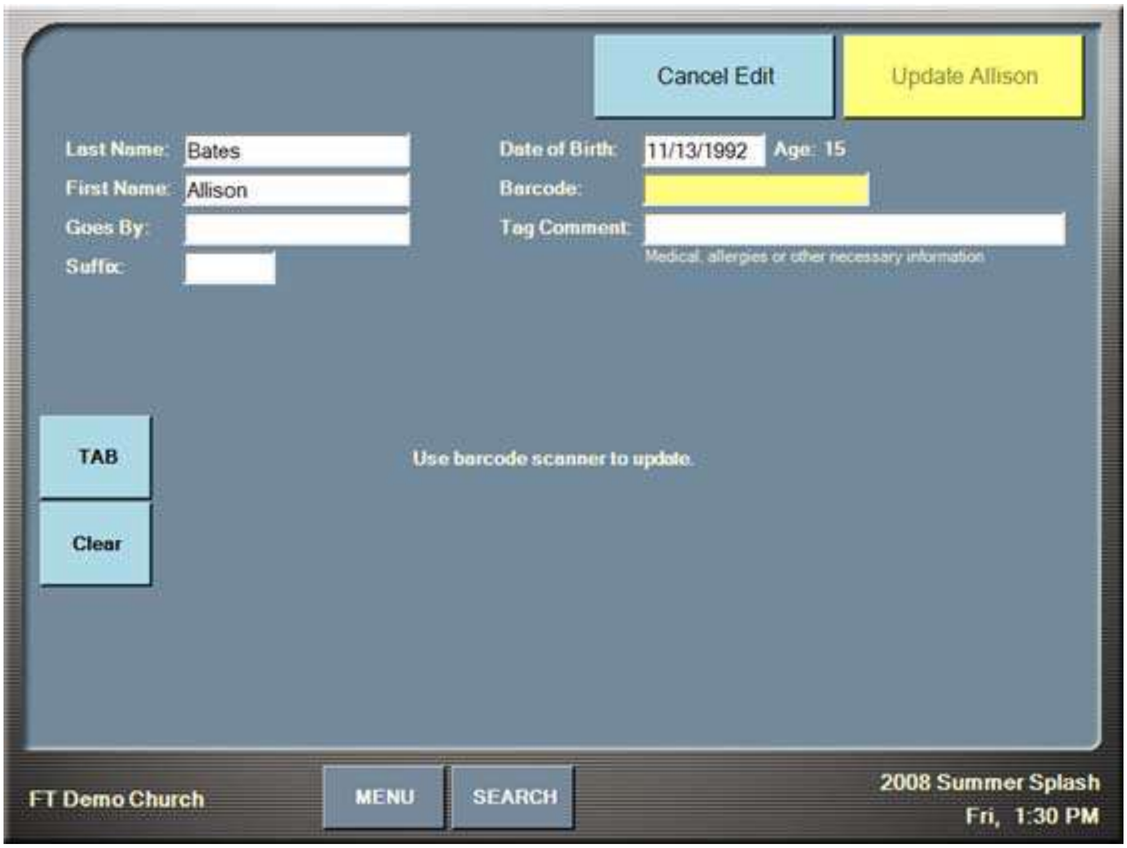
The first step in using a barcode item to check people in is to associate the numbers with participants. Once this has been done, the barcode number can be used anytime the participant or a member of his/her household needs to check into an activity.

Tip! Send out emails and/or mail notifying parents that barcodes will be issued for quick, convenient self check-in. Let everyone know that they should plan on arriving early for services to allow for time to receive their bar code tags.

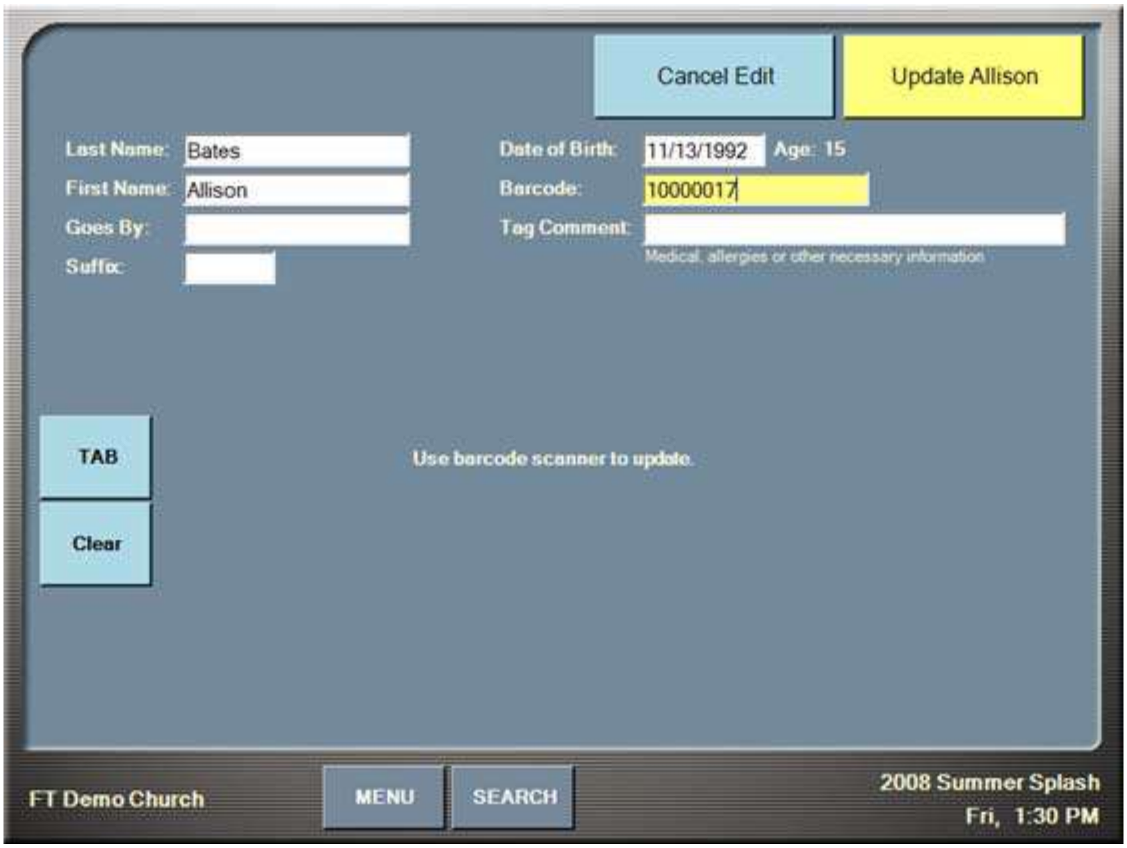
Typically, barcode numbers are associated with the heads of household. However, you may want to plan on giving barcodes to students and other adults in the household as well. See Self Mode Check-in for more information.

To associate a barcode number with an individual:

1. Search for and select the individual by touching the household and then the individual. Touch **Next**.
2. Touch the **Edit Name** (where Name is the name of the person) button. The individual's information appears.
3. Touch the **TAB** button until the cursor is in the **Barcode** field.



4. Scan the barcode number with the scanner.

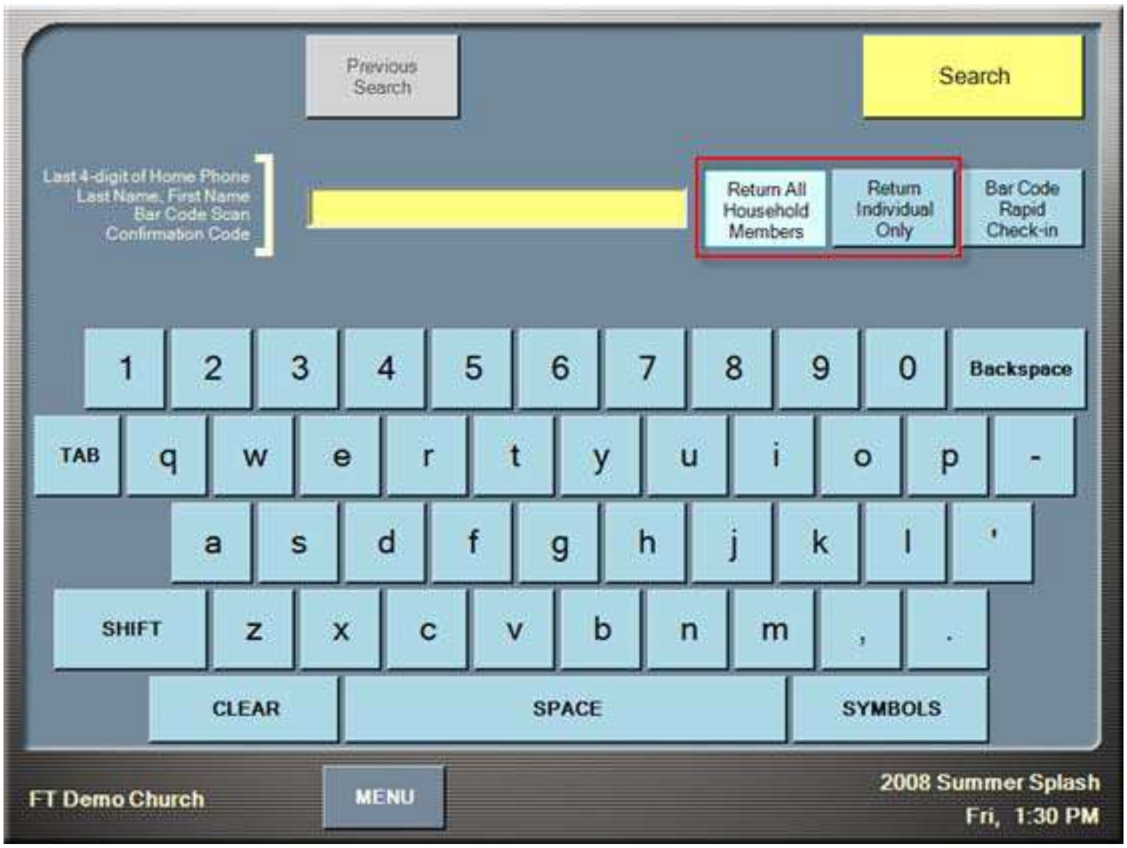


5. Touch **Update Name** (where Name is the name of the person) to save the information.

Checking in Using Barcodes

After you have associated barcode numbers with participants, the numbers can be used to search for participants.

Search parameters are important in barcode scanning situations. If you only associated a barcode number with one member of the family, you need to select the **Return All Household Members** search parameter if you want to see all household members. If you only want to see the individual's information touch the **Return Individual Only** parameter.



To search with a barcode number:

1. Touch **Search** to display the Search screen if not already displayed.
2. Hold the barcode item under the barcode scanner. You may hear a beep when the number is read. If you have selected **Return All Household Members**, the household and all of its members appear. If you have selected **Return Individual Only**, the household and the participant(s) associated with the barcode number appear.
3. Select the individual to check-in (if more than one individual is returned in your search results).
4. Select room assignments as usual and complete check-in by touching **Print Tags** or **Complete**.

Barcode Rapid Check-in

The Bar Code Rapid Check-in search parameter allows a participant to completely bypass the activity selection screen. If the participant has a previously been given a participant assignment for the activity, Check-in simply displays a confirmation, or a name tag and/or parent receipts prints depending upon how the activity was configured.

Barcode Rapid Check-in is a way to use a combination of self check-in and assisted check-in at the same machine. Only those participants that do not have an assignment require a volunteer to intervene and choose the correct location. All other participants are immediately checked in (and a name tag/parent receipt will automatically print if the activity and/or room/location has been configured to do so).

Tip! Bar Code Rapid Check-in is a great feature to use with your middle and high school students who may not want to check-in and wear a name tag. Being able to scan a barcode item such as a key chain tag or card may appeal to students.

Preparing for Barcode Rapid Check-in

To make Bar Code Rapid Check-in work properly, ensure the following conditions are completed:

- The participant can be the only person associated with the barcode number. If there is another person associated with the same barcode number, both names appear in the search results and the Check-in greeter must select the correct participant to complete the check-in.
- The participant must have an assignment for the activity in question. Participant assignments can automatically be created the first time a participant attends an activity if the activity has been configured to allow automatic assignments. Participant assignments can also be entered manually. See the online help in Fellowship One for instructions.

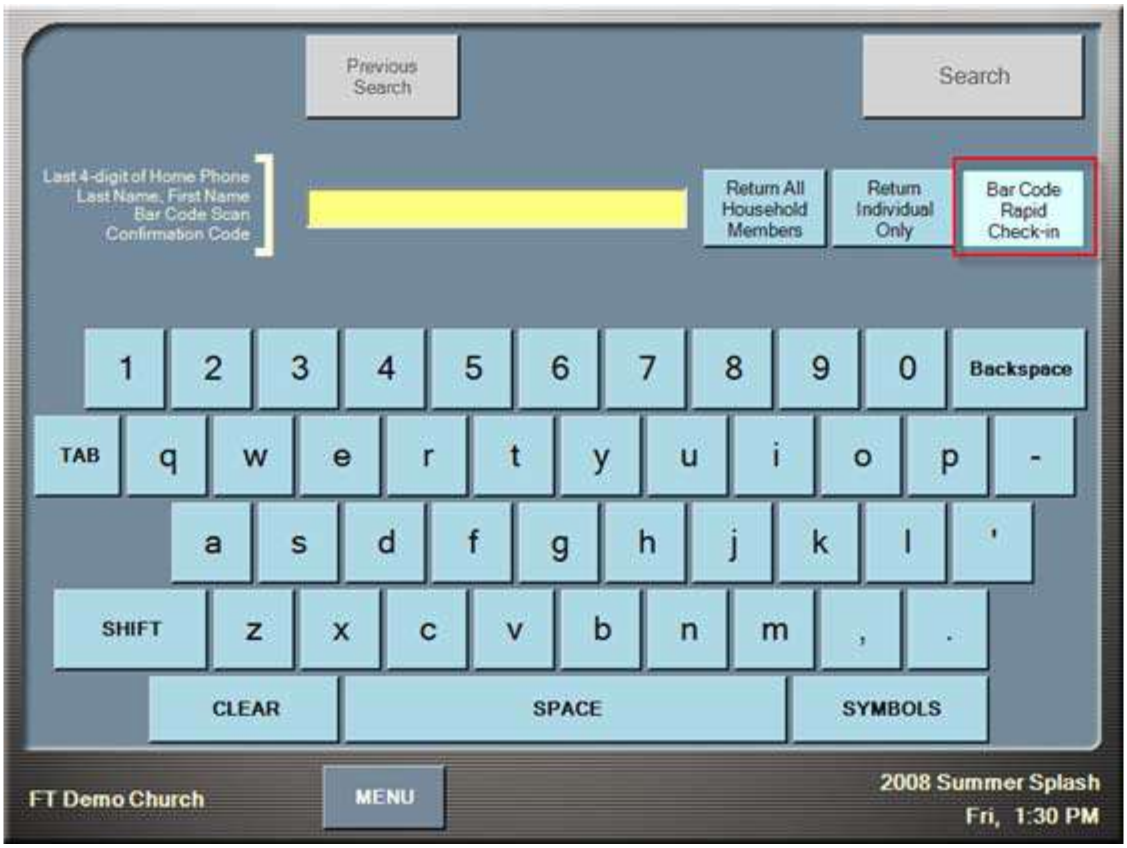
If these conditions are met, once the barcode number is scanned, the check-in is complete and no additional selections need to be made.

Checking In

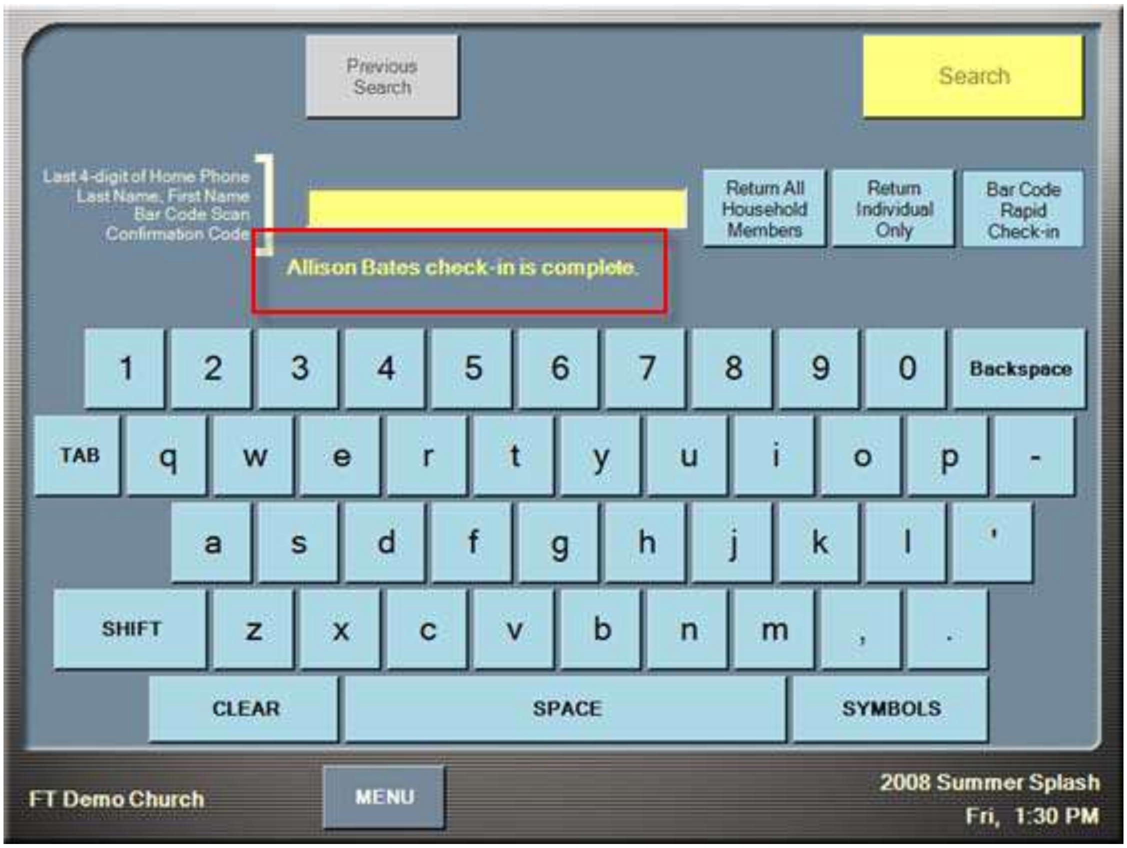
When the participant attends an activity/event, he/she can check in using the BarCode Rapid Check-in feature.

To check in

1. Ensure that you have associated a barcode number with an individual. Also ensure that the participant you are using has a participant assignment for the activity. Participant assignments are entered in Fellowship One (portal.fellowshipone.com). See Participant Assignments for instructions on creating a participant assignment.
2. Touch **Search** to display the Search screen if it is not already displayed.
3. Touch the **Bar Code Rapid Check-in** button.



4. Scan the barcode. The screen displays the number in the search field.
5. Once the number has been verified, a confirmation appears as shown in the image below. If the activity has been configured to print name tags and/or a parent tag, those will print.

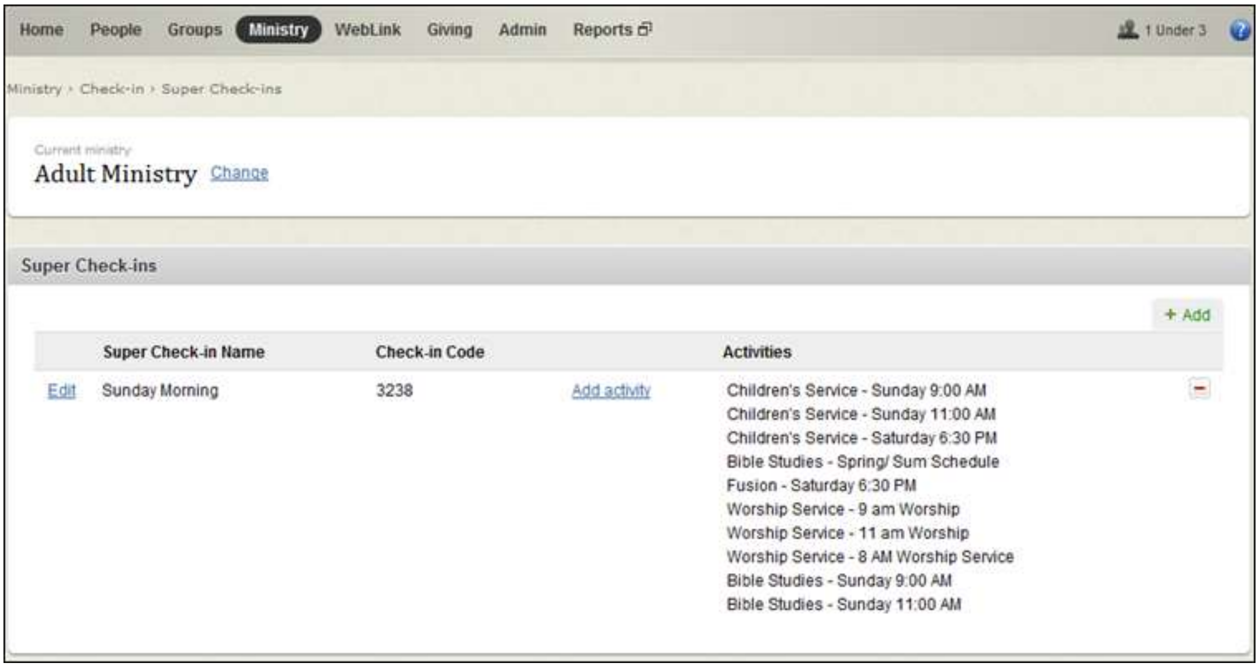

Previous Search
Search
Last 4-digit of Home Phone
Last Name, First Name
Bar Code Scan
Confirmation Code
Return All Household Members
Return Individual Only
Bar Code Rapid Check-in
Allison Bates check-in is complete.
1 2 3 4 5 6 7 8 9 0 Backspace
TAB q w e r t y u i o p -
a s d f g h j k l '
SHIFT z x c v b n m , .
CLEAR
SPACE
SYMBOLS
FT Demo Church
MENU
2008 Summer Splash
Fri, 1:30 PM

SELF CHECK-IN WITH NO ASSIGNMENT

People without assignments may check in using self check-in but they will be limited to the first room/location available within an activity.

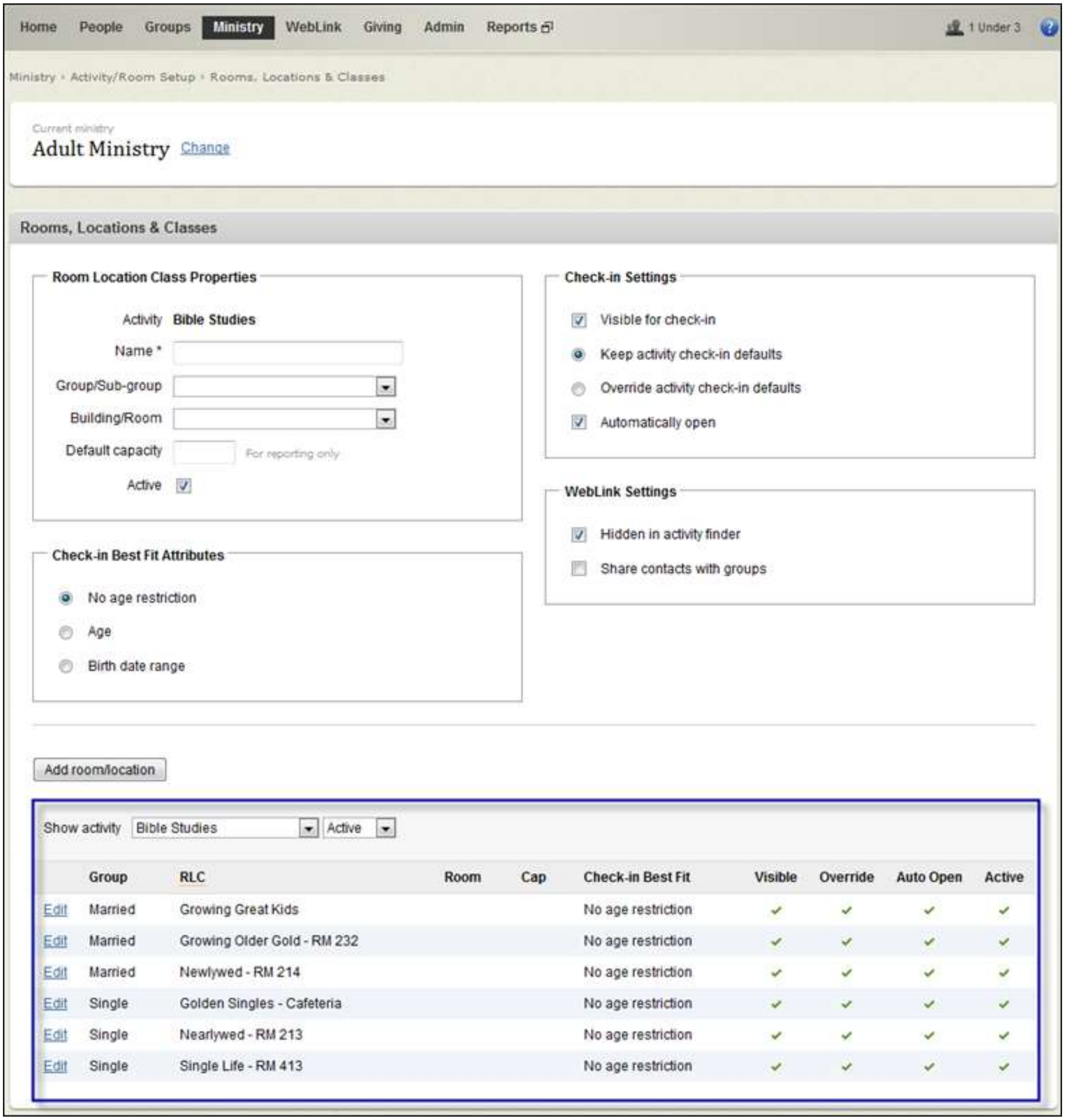
CHECK-IN (SELF MODE) CASE STUDY

Dynamic Church has several activities planned for Sunday mornings. A super check-in code has been generated holding all activities and activity schedules as shown in the image below.

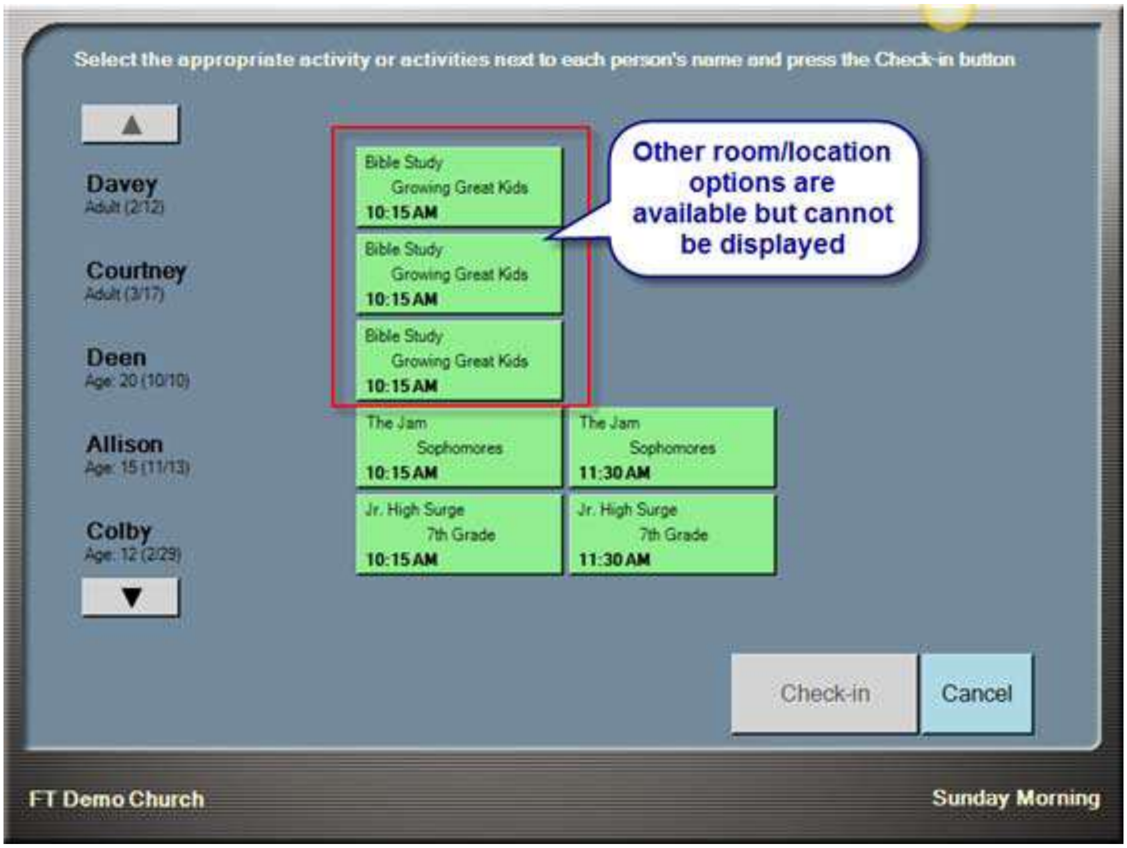


Each of the activities has several rooms available for Check-in. In the children's service, and student activities, all rooms/locations have age or date ranges configured, which will limit choices for kids checking in. The Adult Bible Study activity is different, however.

There are several room/locations and none are set to check for age range. This type of situation should only be presented to frequent attendees.



As shown in the image below, the three adults in this household are only shown the first available room/location.



Tip! Encourage participants to check into activities using a volunteer assisted kiosk the first time they attend an activity if you have a scenario similar to this.

ROOM SELECTION

How does Self mode Check-in determine the room selection? The selection process is actually a set of business rules that are implemented in Check-in. The rules are as follows:

- Assignment verification
- Pre-registration requirement verification
- Birth date verification
- Available schedule verification
- Available room verification

In other words, Check-in will look at the participant's record to determine whether or not there is an assignment first and will do the following:

Assignment exists

- Verification to ensure there are available activity schedules

- Verification to ensure the room/location is not closed (if closed a second check is done to determine if the setting "Assignments override closed rooms" has been selected, if so, the participant can still check in).

No Assignment

- Verification to determine if the activity has a pre-registration requirement. If there is a requirement, show a message indicating that the participant is not registered for today's activities.
- Verification to determine if the activity has age requirements. If so, the participant must have a birth date in her record. If the birth date exists but is outside the range of the activity the participant may not check in.
- Verification to ensure there are available activity schedules
- Verification to ensure there is a room/location available that is "Open" and fits the birth date range if one exists.

ASSOCIATING BARCODE NUMBERS

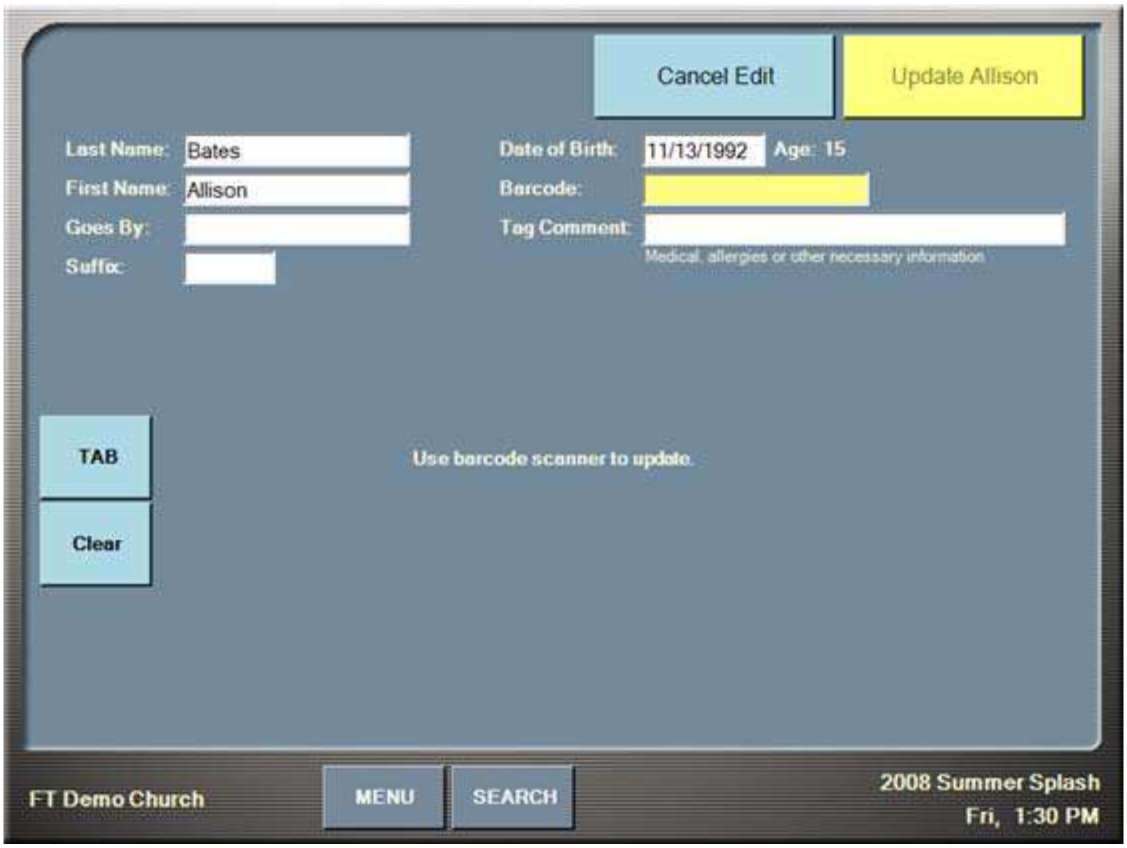
The first step in using a barcode item to check people in is to associate the numbers with participants. Once this has been done, the barcode number can be used anytime the participant or a member of his/her household needs to check into an activity.

> Tip! Send out emails and/or mail notifying parents that barcodes will be issued for quick, convenient self check-in. Let everyone know that they should plan on arriving early for services to allow for time to receive their bar code tags.

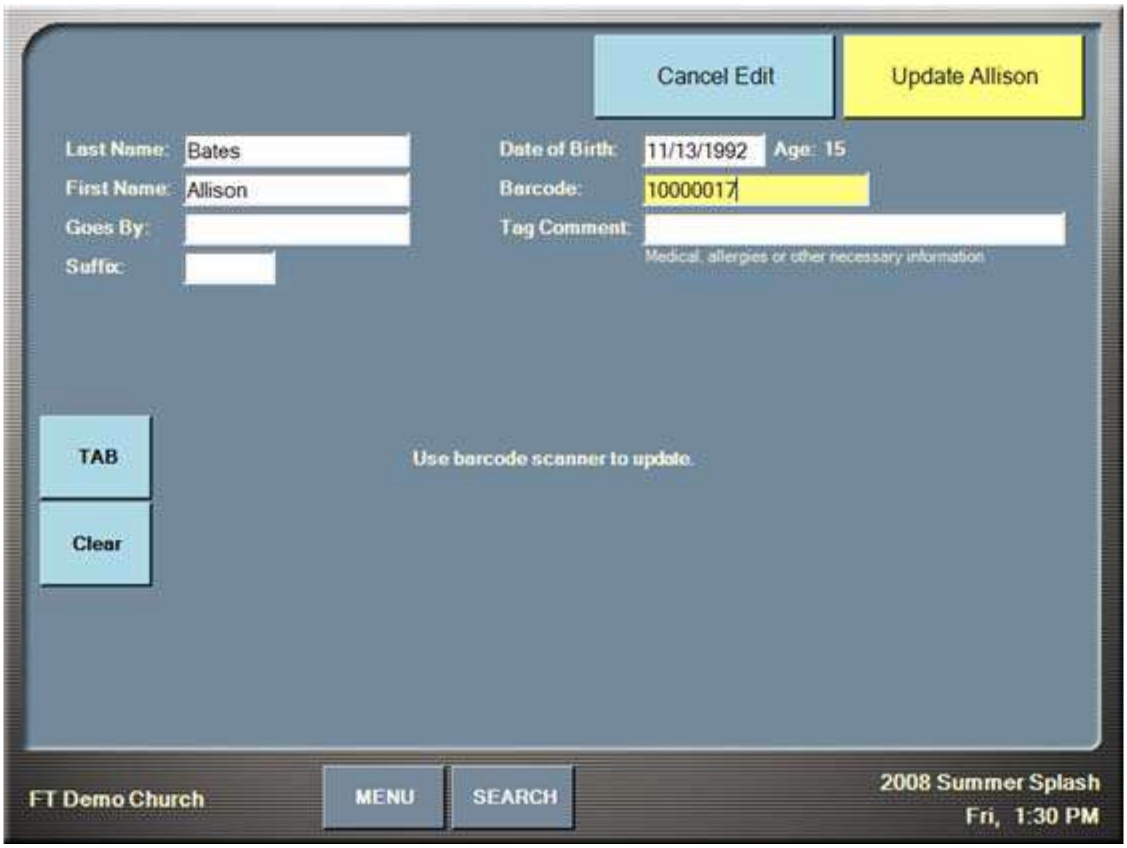
Typically, barcode numbers are associated with the heads of household. However, you may want to plan on giving barcodes to students and other adults in the household as well. See Self Mode Check-in for more information.

To associate a barcode number with an individual:

1. Search for and select the individual by touching the household and then the individual. Touch **Next**.
2. Touch the **Edit Name** (where Name is the name of the person) button. The individual's information appears.
3. Touch the **TAB** button until the cursor is in the **Barcode** field.



4. Scan the barcode number with the scanner.

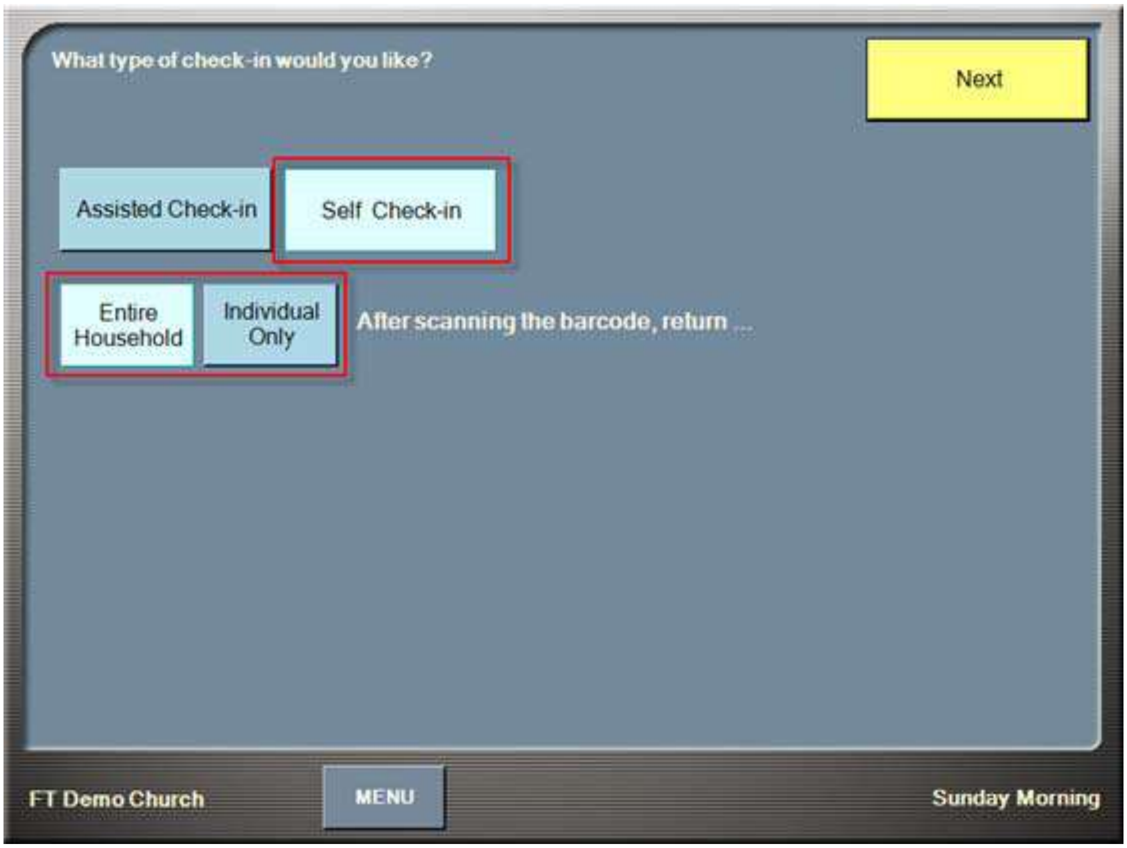


5. Touch **Update Name** (where Name is the name of the person) to save the information.

STARTING SELF CHECK-IN

When you start Check-in (after you enter the activity or Super Check-in code) you will be asked to select the mode for Check-in. When you want to allow participants to check themselves into activities, you will select the **Self Check-in** option. There are two additional Self Check-in options you can select from as follows:

- Entire Household—this option will return all individuals in the household of the individual associated with the barcode. This option is typically selected for Check-in kiosks that are in public areas accessed by many different people attending different activities. Typically these kiosks are located at main entrances and near the area designated for children's activities.
- Individual Only—this option returns options for the individual that is associated with the barcode. This choice is appropriate for dedicated kiosks or for activities where only one person is an household is expected (adult events, student events, and so on).



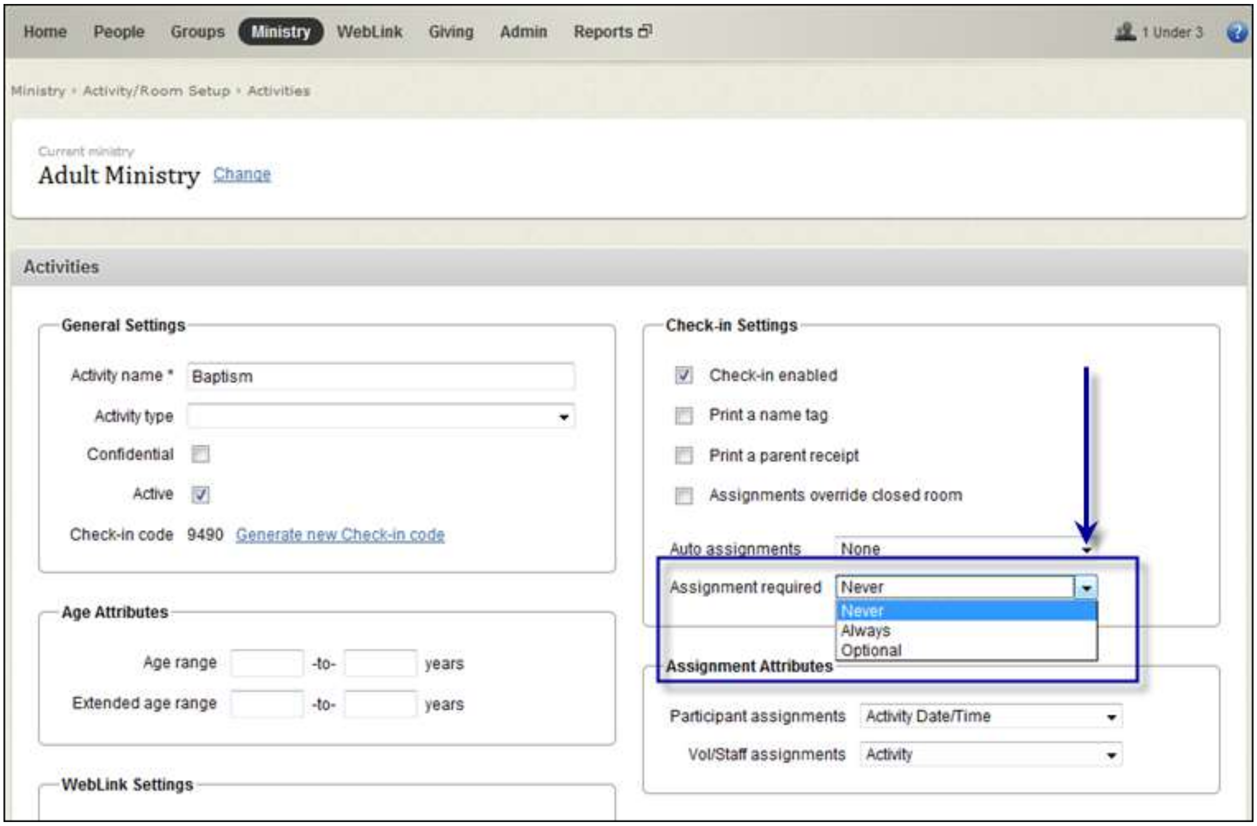
When you are finished making selections, touch **Next** and the kiosk is now ready for participants to use to check-in.

USING SELF CHECK-IN

Participants can check into activities anytime before the start of the activity and through the end time of the activity schedule. For example, an activity set to begin at 10:30 AM and end at 11:30 AM can be checked into from 12:00 AM until 11:30 AM. If a participant tries to check into the activity prior to or after this time frame a message will appear informing the user that the activity can no longer be checked into.

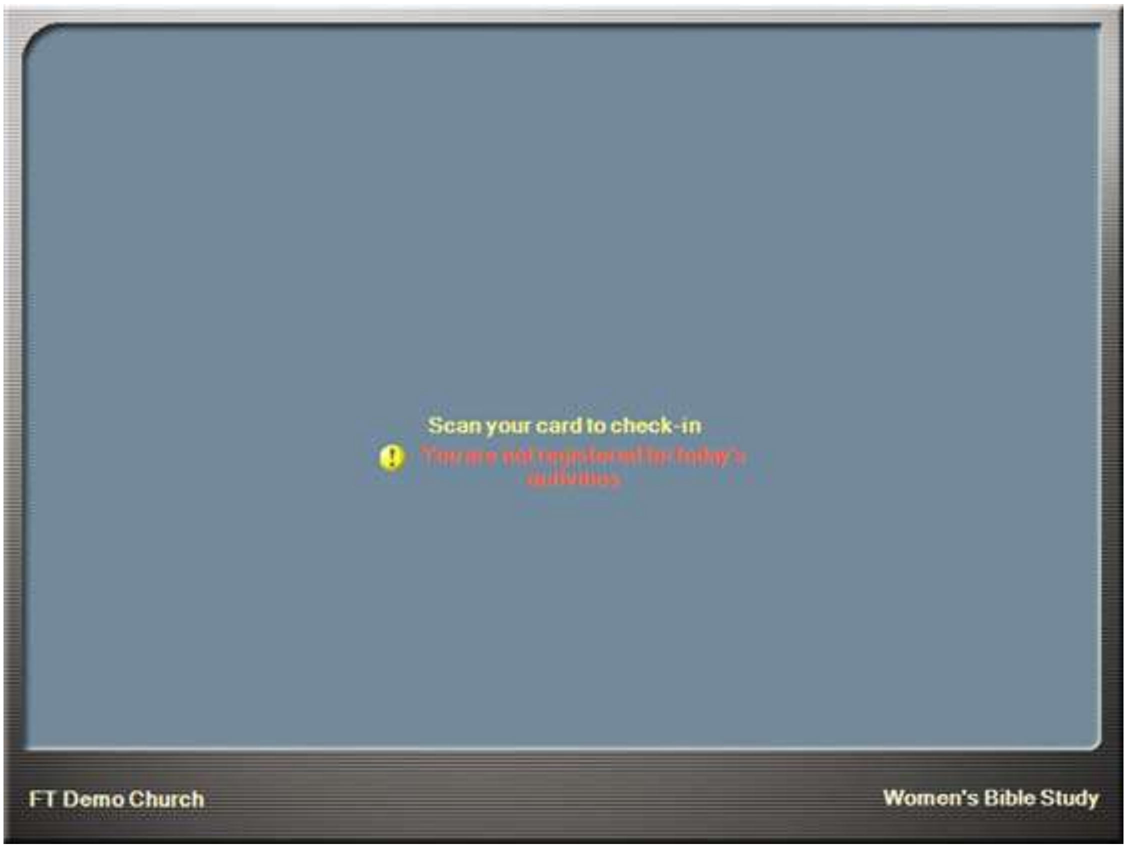
Activities that Require Pre-Registration

In some cases you may have activities that require the participant to register before attending, such as an even that requires a registration fee. These activities have either *Always* or *Optional* selected in the **Assignment required** drop-down list when you configure the activity. As shown in the image below, the drop-down list contains three choices. *Always* or *Optional* affect self Check-in.



Self mode Check-in treats Optional and Always specially. Every person who tries to check into activities with one of these two settings using self Check-in must have an assignment. Assignments can be created via an event registration form (WebLink) or manually by clicking **Ministry >***Participants* **> Assignments** (make sure you select the correct ministry to work with).

If a participant does not have an assignment to the activity, the message "You are not registered for today's activities" will appear as shown below.



If you select the **Never** option in the **Assignment required** drop-down list when you are configuring your activity, all participants who meet the age requirements for the activity can check-in.

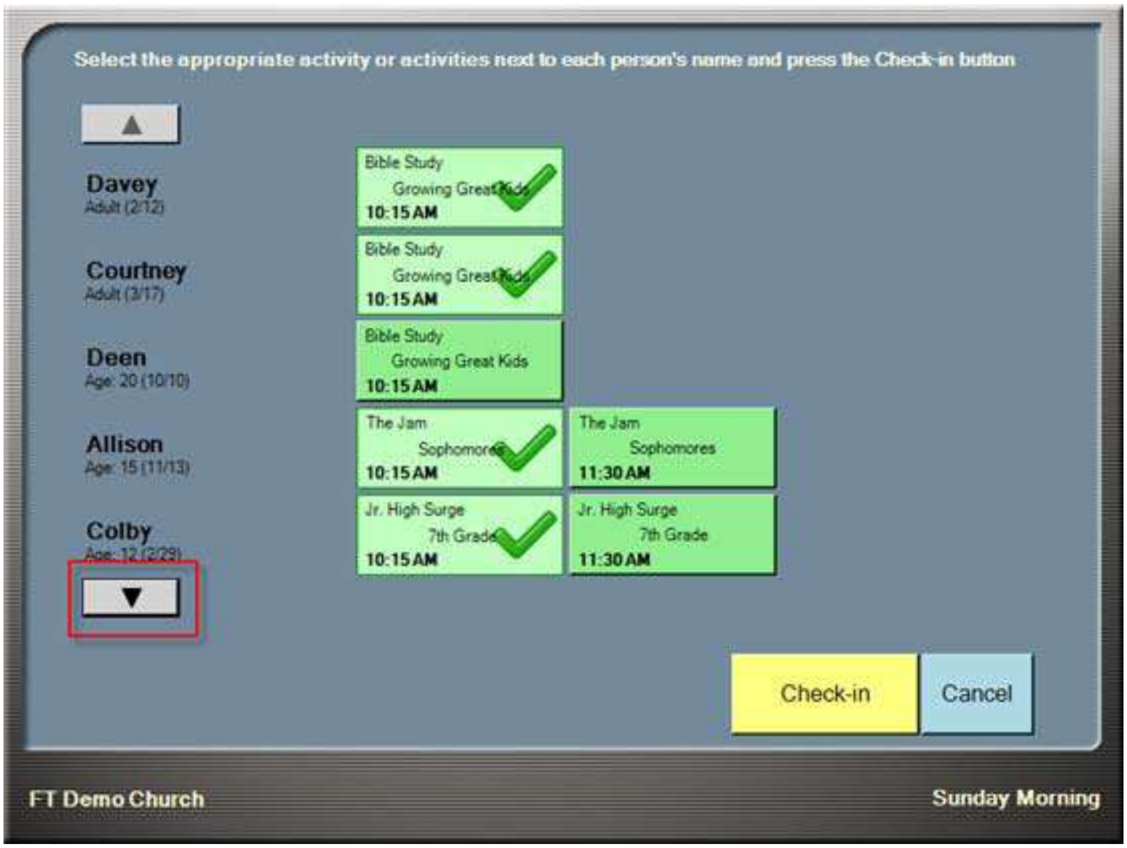
SELECTING SCHEDULES

When checking in, multiple schedules will display in the following two instances:

- If there is more than one available schedule (for instance on Sunday morning when activities happen multiple times).
- If there is more than one person checking in.

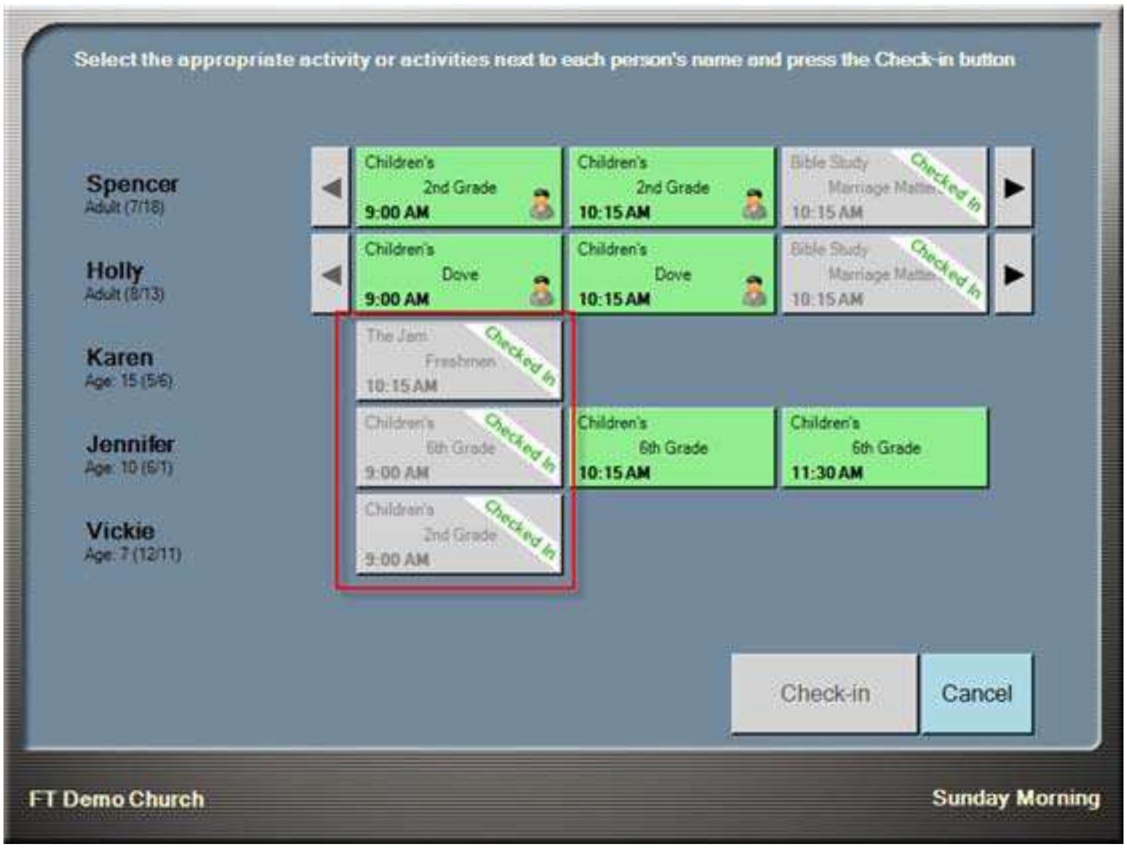
As shown in the image below, the Bates family is checking in together to activities that occur at 10:15 AM. Once the selections have been made they can touch the Check-in button to check all family members in at the same time. Notice that The Jam activity has two available schedules to choose from. This is very convenient for families that check into more than one schedule.

This is a large family and Check-in cannot display everyone on the same screen. Notice the downward facing arrow at the bottom of the household members list. Touching this arrow displays a new page with additional household members.



CHECKING IN AGAIN

Check-in in Self mode has the same security features that are available in *Assisted* mode. The security receipt can only be generated one time for a schedule. If a parent tries to use self Checkin to generate the receipt again, he will see the following:



Notice that the words Checked In appear across a schedule. This cannot be changed from the self check-in kiosk. However, additional schedules may be checked into.

Note: If additional schedules are checked into, a new security receipt will be generated if the activity has been configured to print receipts.

VOLUNTEER CHECK-IN

Checking volunteers into activities is similar to checking in participants. The process is essentially the same:

1. Search for the volunteer.
2. Select the volunteer's name from the household list and touch Next.
3. Verify the schedule and room/location selection (these can be changed if needed).
4. Complete the check-in.

Volunteer check-in does offer some options that you may want to consider. We will cover all aspects of volunteer check-in in the sections that follow.

VOLUNTEER ASSIGNMENTS

Two of the features that make Fellowship One Check-in a security asset is that volunteer check-in requires an assignment and volunteer name tags are different from participant name tags. As shown below, volunteer John Ventry has an assignment to work during the Children's Service activity as a Greeter in the Bears room.

Two things on this tag should immediately stand out to you: one is that the job title appears just below the volunteer's name and the other is that the staff type appears in the place normally reserved for security codes.

Note: When creating an assignment, the Job field is not required. You can create a volunteer assignment without a job title. The name tag will simply omit the title beneath the name.

CREATING AN ASSIGNMENT

Volunteer assignments can be created in several ways that require manual work by a Fellowship One user with specific security rights. The two ways to create a volunteer assignment are as follows:

1. Directly:
    - **Ministry** > **Assignments** > **Add Assignment**
    - **From the individual record**
    - **Through the roster**

2. **Volunteer pipeline—**a six-stage process built into Fellowship One that allows volunteers to submit their interest via a form on your website (through Fellowship One WebLink's Volunteer Application). Next, volunteer coordinators and ministry staff review the application and ensure all job requirements (such as background checks, interviews, etc.) are completed before an assignment is made.

At the Check-in station, it does not matter which method was used to create the assignment. All volunteers will check in the same way.

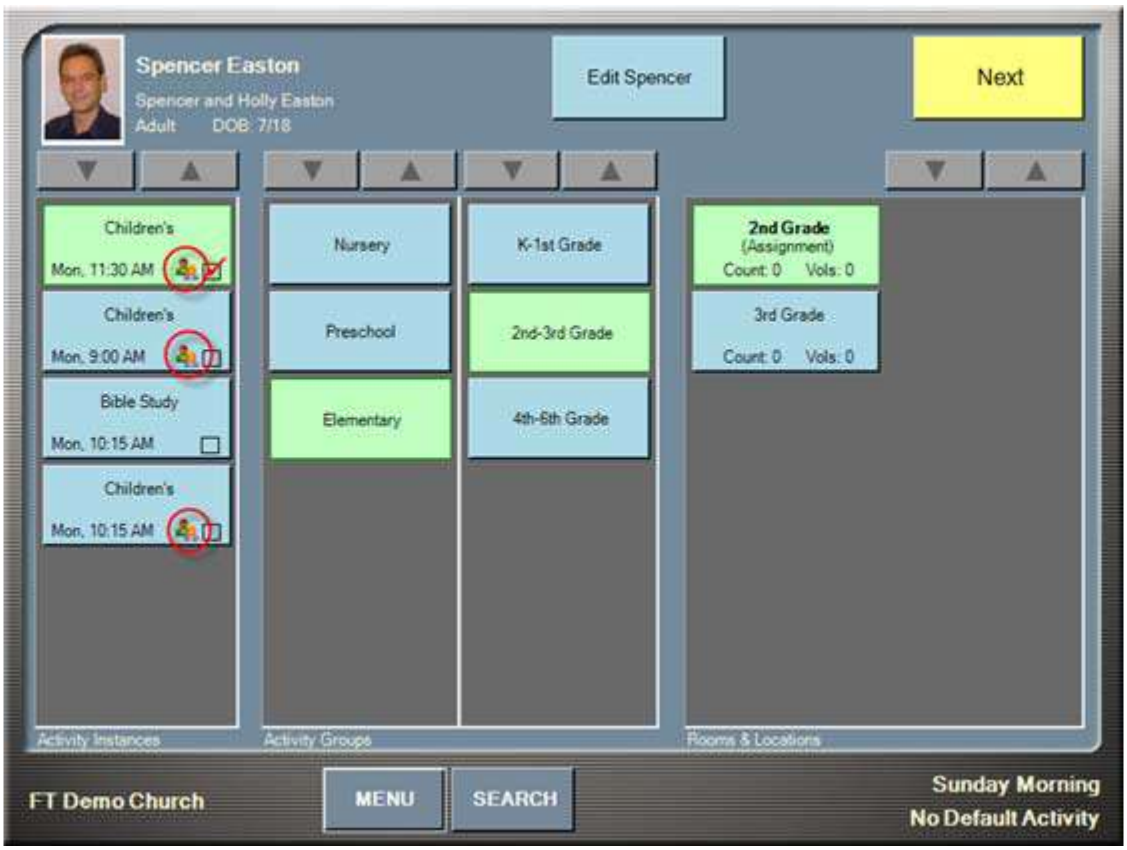
SECURITY AND VOLUNTEER ASSIGNMENTS

When volunteer assignments are made, the Status of the assignment is marked **Active**. This allows the volunteer to check in anytime the activity is available. For your more sensitive ministries, such as those that require a background check, you may want to consider deleting or de-activating assignments as volunteers stop volunteering.

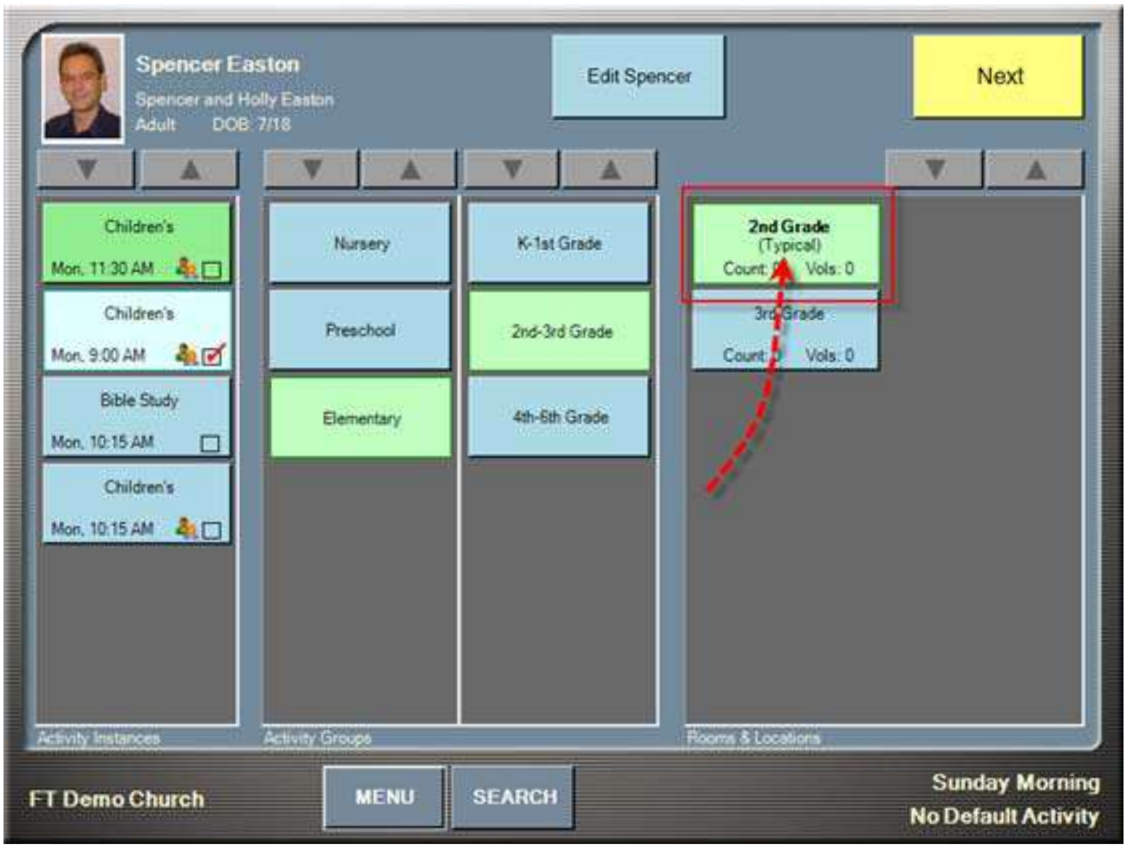
CHECKING IN VOLUNTEERS

As you can see in the image below, there is a difference in Check-in when volunteers use Check-in. Notice that the schedules on the left side of the screen display a new icon. The "people icon" represents a volunteer check-in.

Notice that Spencer's Assignment is for the 11:30 AM schedule and he will be serving in the 2nd Grade room.



What happens if we select another schedule? As shown below, when we touch the 9:00 AM schedule, the word *Assignment* changes to *Typical*.



Why does this happen? The notation of *Typical* is a feature to let you know that Spencer has an assignment to the *2nd Grade* room, but not for the selected schedule. This feature is very handy for those times when your volunteers want to switch schedules or when extra volunteers are needed for a particular schedule.

Note: If Spencer checks into the 9:00 AM schedule, his assignment will not be updated. He will still have a staffing assignment for the 11:30 AM schedule.

CHECKING IN TO MULTIPLE LOCATION

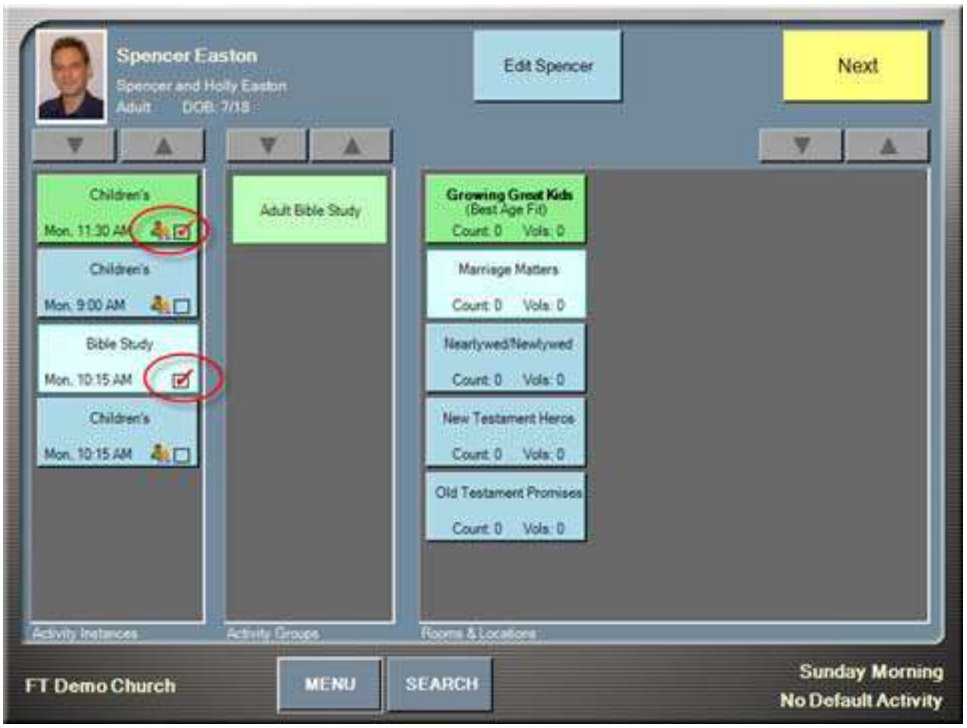
It is not uncommon for volunteers to check into multiple locations. For example, our volunteer Spencer Easton is assigned to work the 11:30 AM schedule, but he wants to attend the 10:15 AM schedule activities as a participant. Let's look at how we can do this.

Note: The following procedure assumes you are using a super check-in code that is combining many activities (and schedules) together.

To check a volunteer into multiple locations

1. Search for the volunteer using any of the preferred methods.
2. Touch the volunteer's name within the household listing and then touch **Next**. All available schedules appear. The volunteer assignment schedule is selected by default.

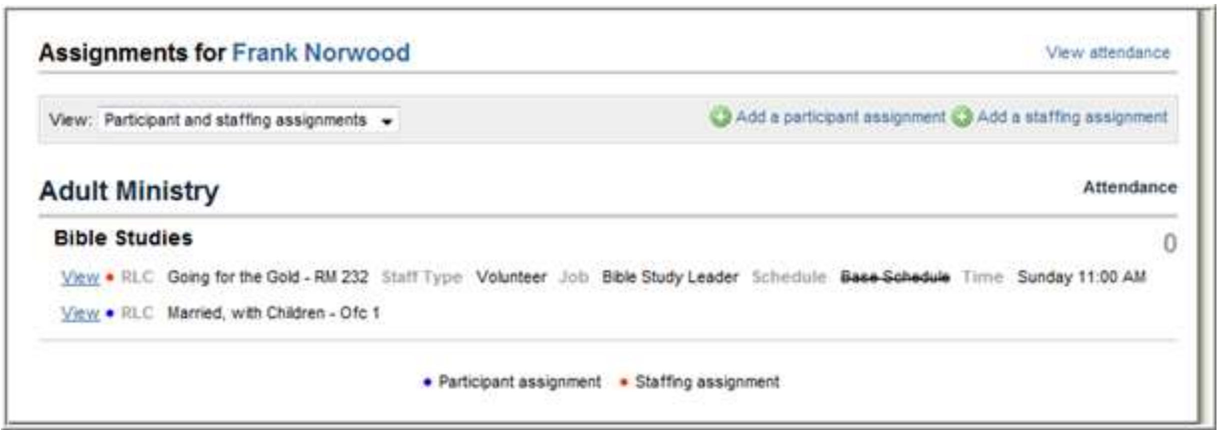
3. Touch the second schedule to check into and touch the correct room/location. Notice how both the 11:30 AM and the 10:15 AM schedules have a red check mark. This indicates that room selection is made and the volunteer/participant will be checked into these rooms.



4. Complete the check-in as usual.

VOLUNTEER VS. PARTICIPANT ASSIGNMENTS

It is quite common for volunteers to have both volunteer and participant assignments. The challenge comes when a person has both a participant and volunteer assignment to the same activity. As shown in the image below, Frank Norwood has a volunteer assignment to the Bible Studies activities in the Going for the Gold group. He also has a participant assignment to the same activity, but to a different location (Married, with Children).

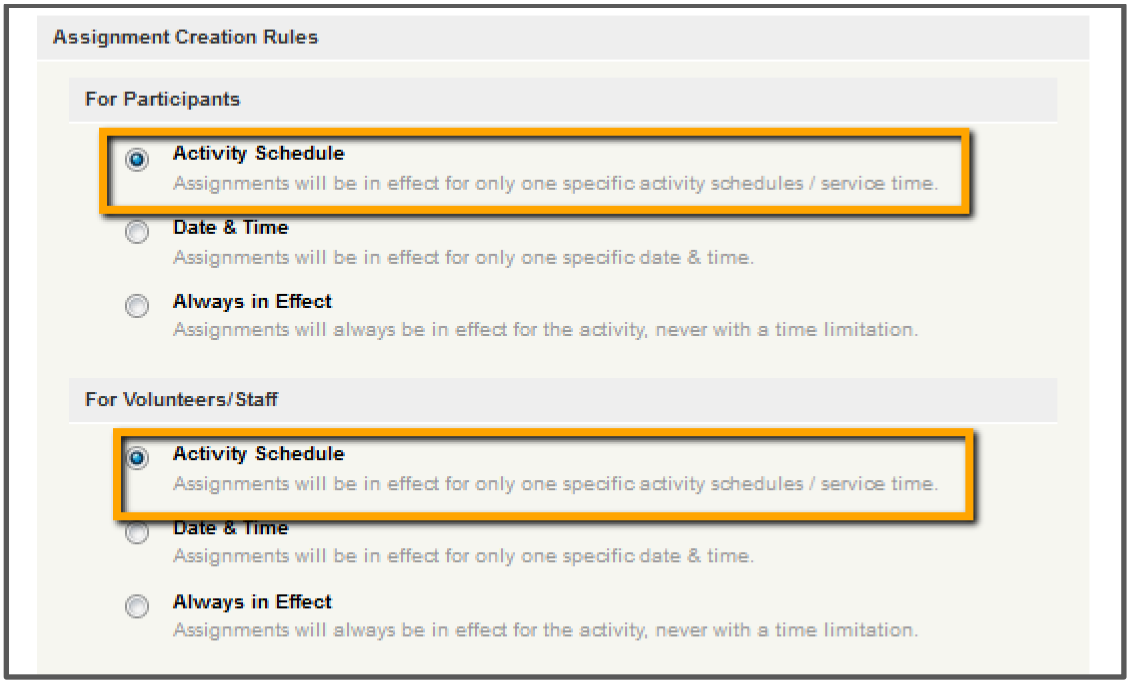


Check-in will always default to the participant assignment rather than the staffing assignment. When Frank checks in, he is only presented with the Old Testament Promises participant assignment. There is no ability to switch over to the staffing assignment. What can you do if you have a situation like this? One thing you can do is create separate schedules for the activity. One schedule is specifically for participants while the other is meant for volunteers.

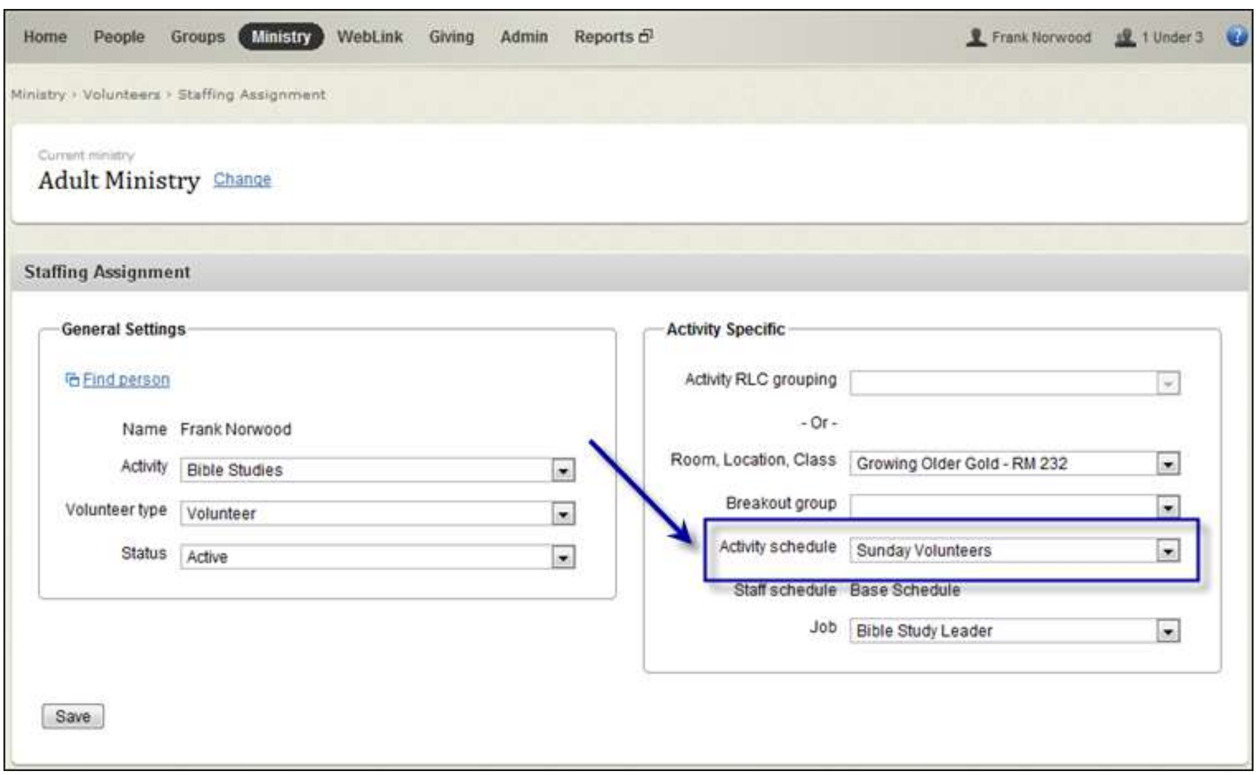
Let's use the Adult Bible Study activity example. This activity occurs only at 11:00 AM on Sundays. However, we need to check both participants and volunteers interchangeably into this activity. We can create a separate schedule for this activity just offset from the original schedule (10:50 AM instead of 11:00 AM) specifically for volunteers.

Tip! If you're using a Super Check-in code, make sure you add this new schedule to the Super Check-in before trying to use it.

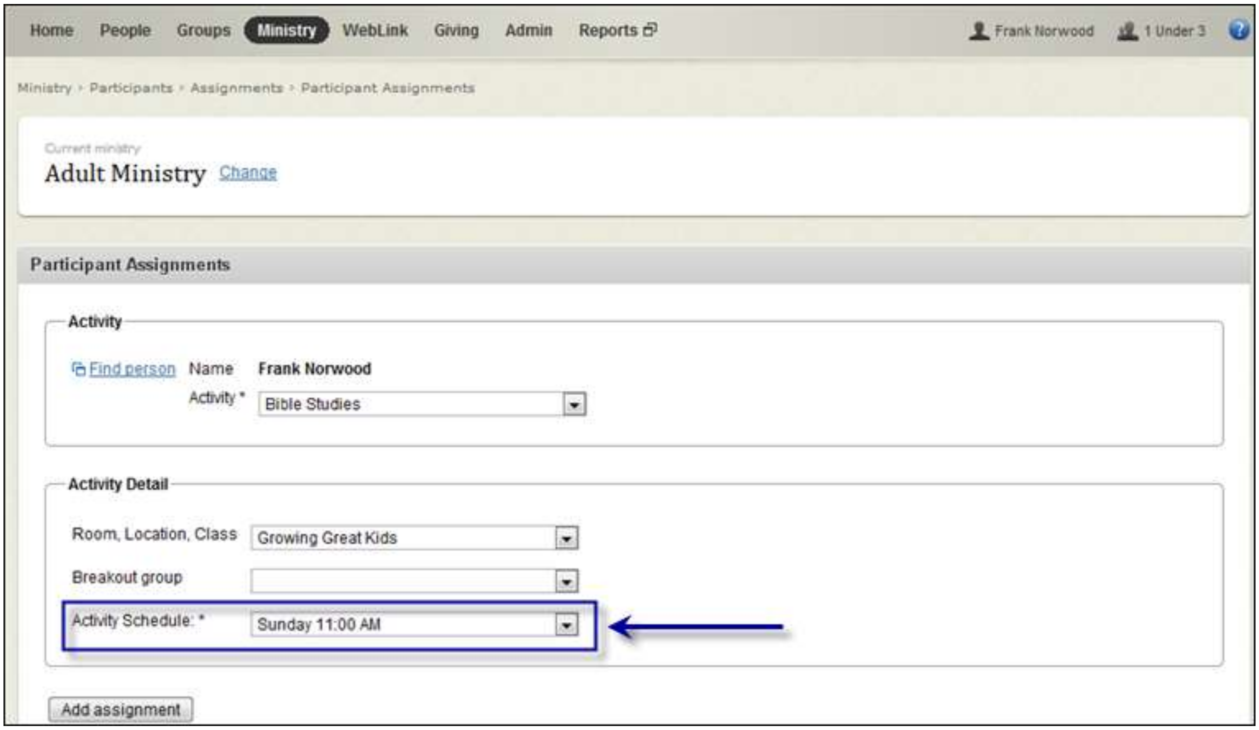
There is one other thing we need to do to make sure this will work. We must edit the assignment settings captured when we configured our activity. Remember, activities are configured in the Ministry > Activity/Room Setup > Activities (select the correct ministry to work with). As shown in the image below, we have configured both the Participant Assignments and Vol/Staff Assignments drop-down selections to Activity Schedule.



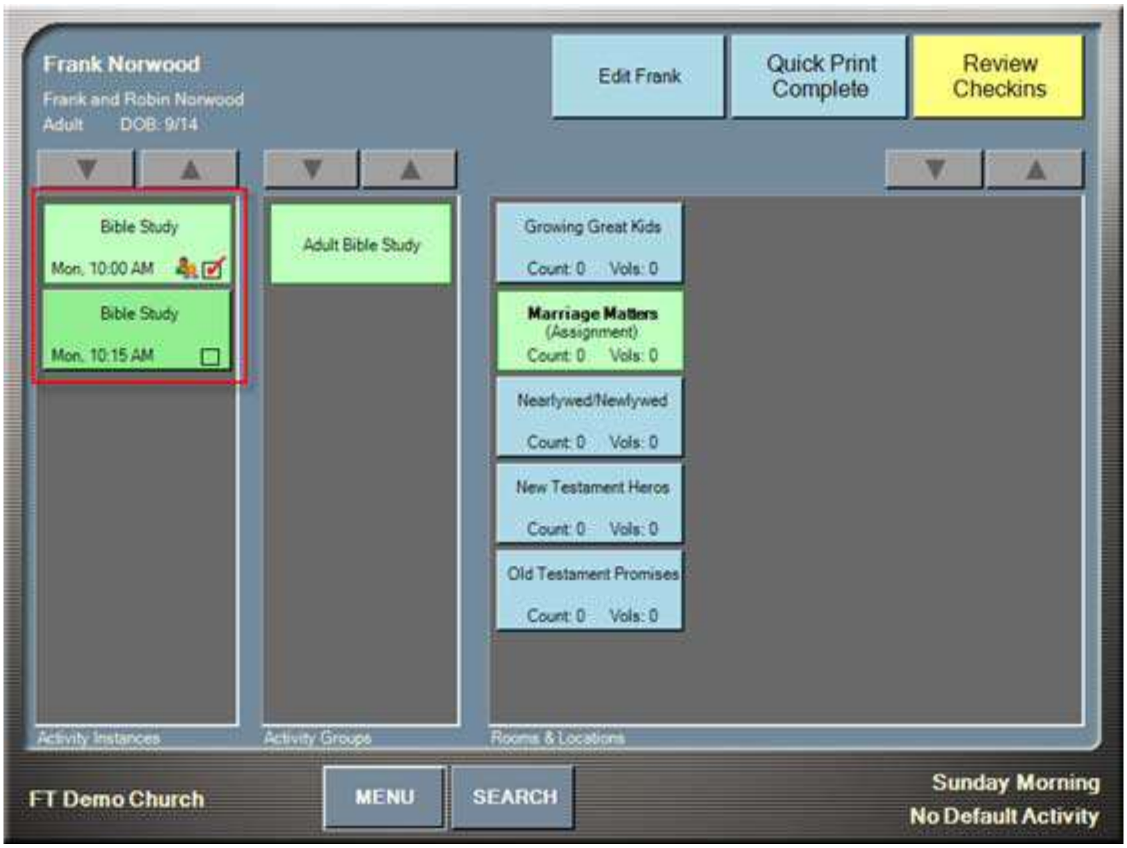
Doing this will force the **Activity Schedule** drop-down list to appear when creating both volunteer and participant assignments. Now we can modify Frank's volunteer assignment so that he is scheduled to teach only within the Sunday volunteer's schedule.



We can also modify his participant assignment so that it is scheduled in the participant's schedule.



Now when Frank checks in, there will be two schedule choices. As shown below, one schedule displays the volunteer/staffing icon and the other does not. The earlier of the two schedules is selected by default.



Note: The take away from this example is that a person cannot have a volunteer and participant assignment to the same activity for the same schedule. Check-in will always default to the participant assignment.

Multiple Schedule Caution

If you need to use the option listed above, you will need to thoroughly test and train on it prior to the activity. The following two things can cause some issues with your attendance tracking:

1. Check-in does not understand that one schedule is for volunteers only and will default to this schedule for any new participants. Caution Check-in volunteers to double-check the selected schedule prior to completing the check-in.
2. The room counts will be off. There will be different counts for the volunteer schedule vs. the participant schedule.

MONITORING CHECK-IN

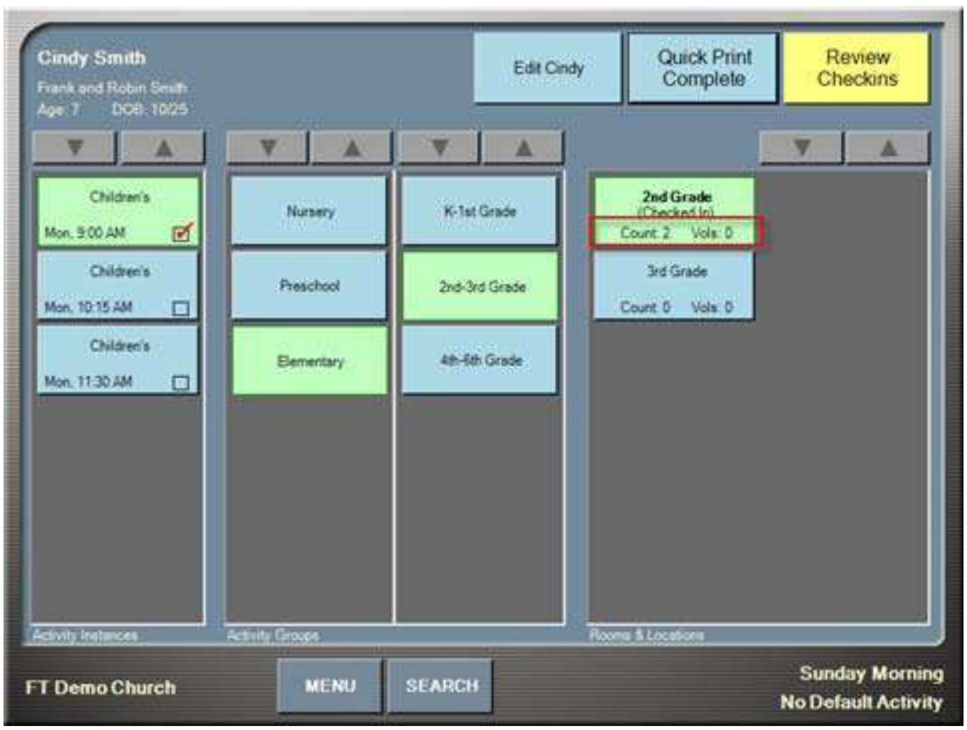
There are two ways to monitor check-in numbers as follows:

- Looking at room counts displayed on each room/location button.
- Looking at the Live Check-ins dashboard within Fellowship One.

The numbers displayed allows you to determine whether or not you need to open more rooms, assign more volunteers, close rooms that have reached capacity, move volunteers between rooms and so on.

ROOM COUNTS

When checking people in you will notice that each room/location displays the count of participants and volunteers checked into the room. As shown in the image below, the 2nd Grade room has 2 participants checked in and 0 volunteers.



This could be a red flag to your volunteers. In fact, you could train volunteers to check participants in but to direct them to another class where a volunteer has already checked in. This is something that you will want to discuss with your Fellowship Technologies delivery manager who will be able to help you define a good process for your church.

LIVE CHECK-INS

Ministry staff or check-in coordinators have a great monitoring tool within Fellowship One called Live Check-ins. This feature allows you to see (at a high level) all participants and volunteers checked into activities.

Live Check-ins is available any time during the day an activity is scheduled. Users must have *Ministry Read* or *Ministry Write* security access to the correct ministries to see Live Check-ins.

Note: Live Check-ins is only available for activities that have at least one Activity RLC Group in the activity structure.

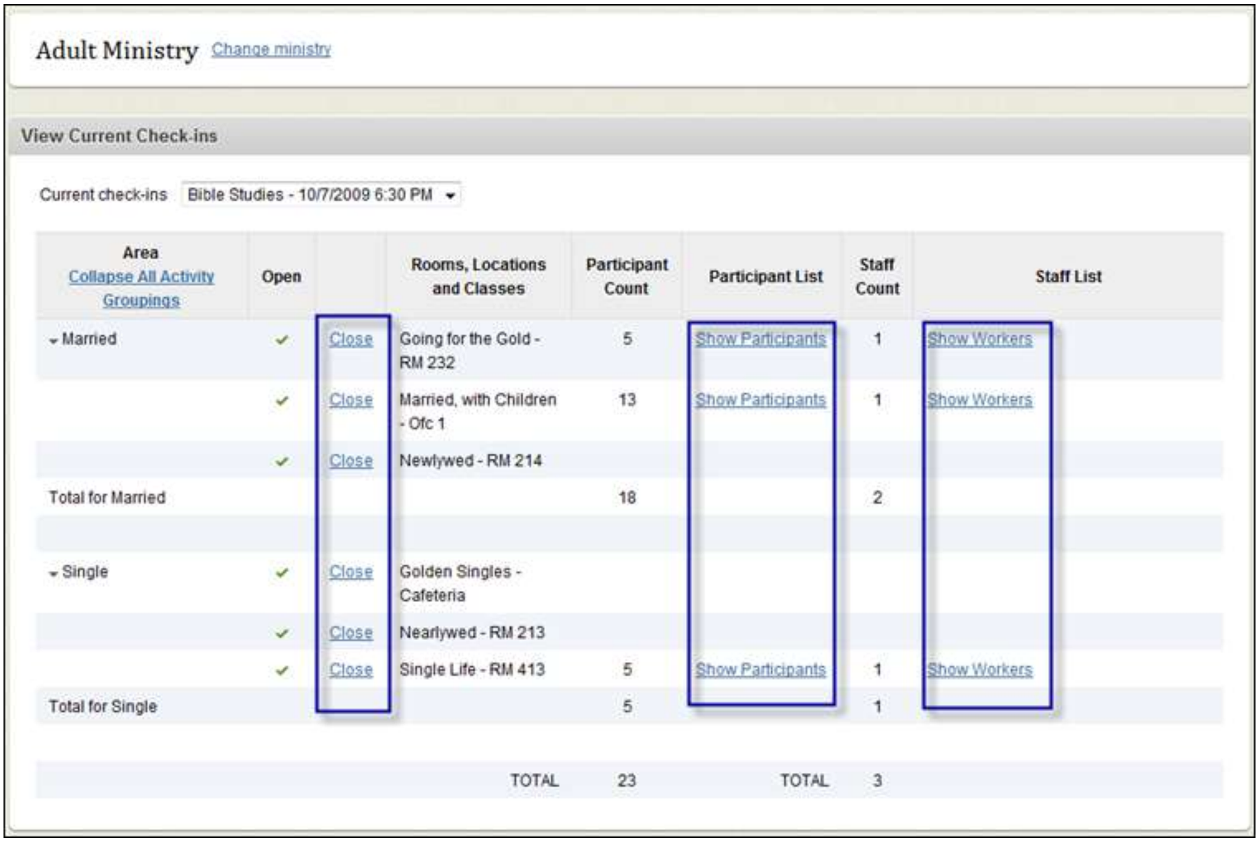
To access live check-ins:

1. Click **Ministry >** *Check-in* **> Live Check-ins**. The View Current Check-ins listing appears. Ensure the correct ministry is displayed in the ministry box at the top of the list.
2. Select the schedule to view from the Current check-ins drop-down list. This list will contain every activity schedule available for today for the selected ministry.

What can you do with Live Check-ins?

There are three functions that you can access from the Live Check-ins listing: Close rooms, Show Participants, and Show Workers (you can also move workers).

View Current Check-Ins



Closing Rooms

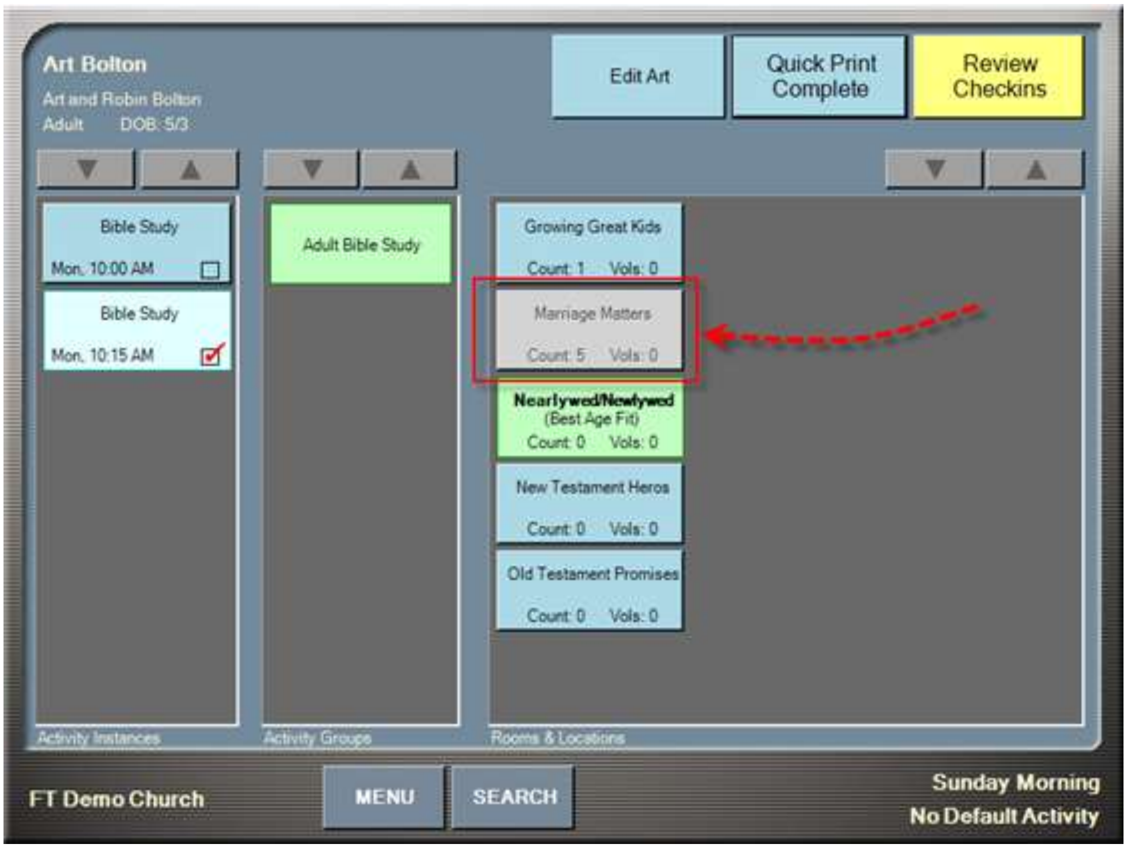
One of the nicest features of Check-in is its ability to be controlled so closely. When you created your activity, you were able to define whether or not it would be available for Check-in and whether or not specific rooms/locations (RLCs) are available as well. Even if you have enabled an activity to appear in Check-in and an RLC to Auto Open in Check-in, you still have the ability to close a room at any time.

To close a room, simply display the Live Check-ins listing as described above and click the **Close** button beside the room you want to close. You will notice that the word *Close* immediately changes to *Open*.

Closed RLC

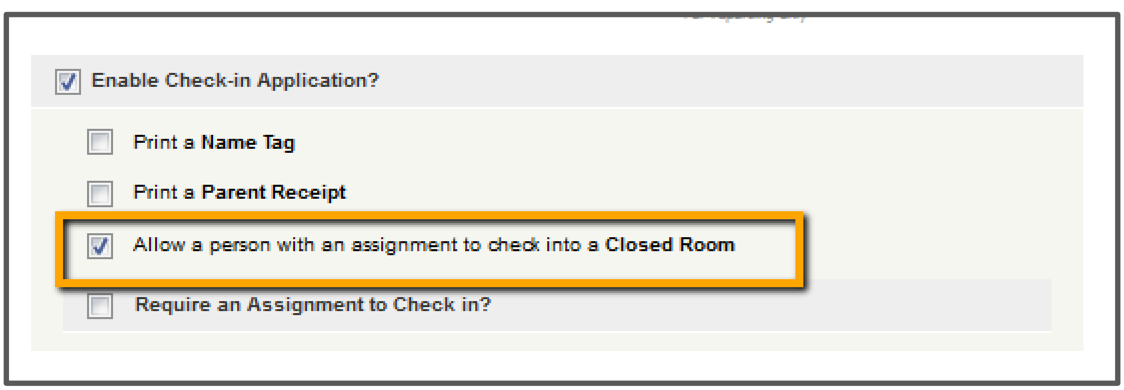
When you have closed a room, it will appear differently in Check-in. The room will still appear in the RLC listing, but will be disabled and cannot be selected.

Closed RLC in Check-in



Note: There is an activity setting that allows participants who have assignments to override closed rooms. If you have closed a room and people are still able to check into it, this setting has probably been activated.

Assignments override closed rooms



Show Participants

You can view a list of all participants who have checked into each RLC directly from the Live Check-ins listing. Each name is linked so that you can access the person's individual record quickly. Simply click Show Participants to see the list of people checked into the RLC.

Show Workers

The Show Workers option not only allows you to see all the workers checked into an RLC, it also allows you to move workers from RLC to RLC. This is particularly helpful in busy activities such as those geared toward children.

Show Workers

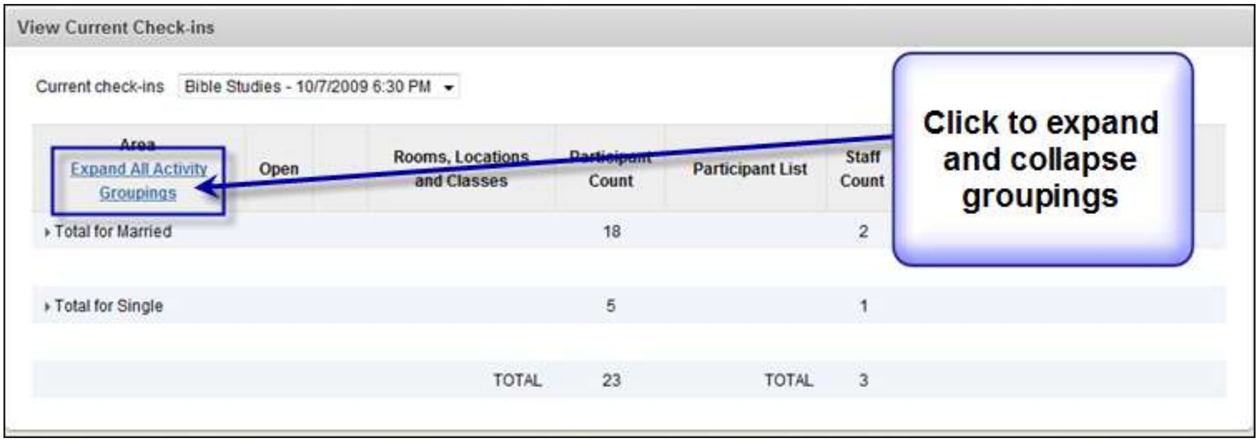
Once you have elected to show workers you will notice the Move option beside each worker's name. This feature allows you to move a worker from the current RLC to any other RLC in the activity. Attendance is updated accordingly.

Move Workers

Viewing Check-in Totals

If you want to see totals only, you can click the Collapse All Activity Groupings link. This will collapse all activity groups so that you can see totals only.

Collapse Groupings


View Current Check-ins
Current check-ins
Bible Studies - 10/7/2009 6:30 PM
Area
Expand All Activity Groupings
Open
Rooms, Locations and Classes
Participant Count
Participant List
Staff Count
Click to expand and collapse groupings
Total for Married
18
2
Total for Single
5
1
TOTAL
23
TOTAL
3