



RaceDay CheckIn App: Participant Mode

Matt Avery: April 16, 2024



RACEDAY
CheckIn



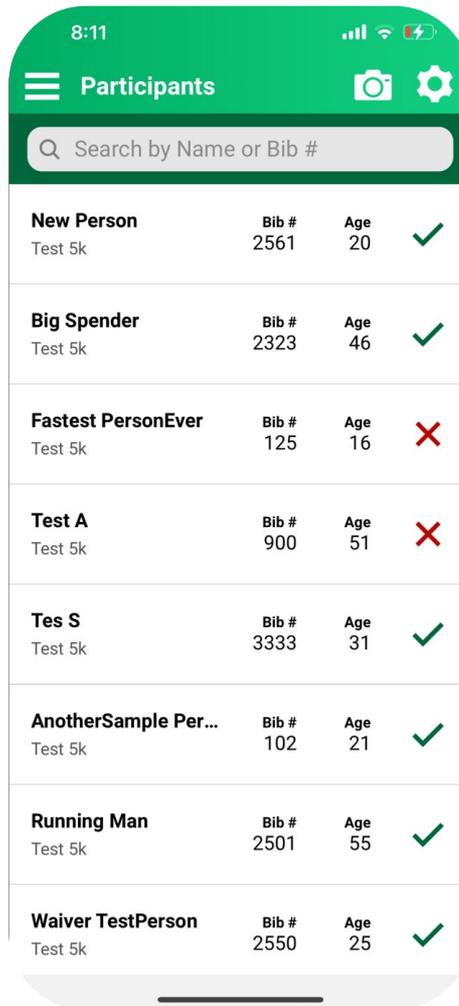
RaceDay CheckIn Participant Mode

What is it used for?

The Participant Mode of RaceDay CheckIn works with RunSignup's Registration Platform, which allows you to see live data for registrants of your race.

This mode will pull in any Participants that have registered for the Race AND participants that you have imported, and allow you to marked them as checked in, see giveaway items and any other custom questions you may have asked.

The system live syncs to RunSignup's registration to give all athletes the same race/check-in experience regardless of when they registered.



The screenshot shows a mobile application interface for 'Participants'. At the top, there is a search bar with the text 'Search by Name or Bib #'. Below the search bar is a list of participants, each with a name, a sub-name 'Test 5k', a bib number, an age, and a status icon (green checkmark or red X).

Name	Bib #	Age	Status
New Person Test 5k	2561	20	✓
Big Spender Test 5k	2323	46	✓
Fastest PersonEver Test 5k	125	16	✗
Test A Test 5k	900	51	✗
Tes S Test 5k	3333	31	✓
AnotherSample Per... Test 5k	102	21	✓
Running Man Test 5k	2501	55	✓
Waiver TestPerson Test 5k	2550	25	✓



RaceDay Check In App

Setup and Explanation



RaceDay Check In App

- Settings in RunSignup
- Setting up in the RaceDay Check In App
- Locating your Race
- Creating & Editing Presets
- Creating and Editing Configurations
- Label Printer Setup
- Checking in Participants
- QR Code Recommendations



Set Up: RunSignup

*Setting up the Check In App
in RunSignup*

RaceDay Tools

- RaceDay CheckIn
 - Mobile App

The screenshot shows the RunSignup interface for a race named "The Race". The top navigation bar includes the race name, date (April 21, 2024), location (Fremont, PA 49412), and race status (1,846 signups). The left sidebar contains a menu with categories like "What's New", "Dashboard", "Race", "RaceDay Tools", "RaceDay CheckIn", "Results", "Virtual/Challenge Results", "Participants", and "Reports". The "RaceDay Tools" section is highlighted with a red box and contains three main options: "Mobile App" (described as the fastest way to check people in, available for iOS and Android), "Web CheckIn" (described as the traditional method for laptop screens), and "CheckIn Stats" (for charts and downloads). Below these is a "Bulk CheckIn" section with a brief description.

Set Up: RunSignup

Setting up the Check In App in RunSignup

- Set password and dates to allow your Race to show up in the CheckIn App.
 - Create a unique password

CheckIn App

Authentication Settings

The RunSignup RaceDay CheckIn App allows you to check participants in and push your changes to RunSignup whenever Internet connectivity is established.
In order to begin using the application, fill in the below fields and click *Save Settings*.

Shared Password *

Password Hint (optional)
Use a strong password with at least 8 characters, and at least one uppercase letter, lowercase letter, number, and symbol (~!@#%*&').

Enable CheckIn At: * AM

Disable CheckIn At: * AM

Save Settings

Helpful Tips

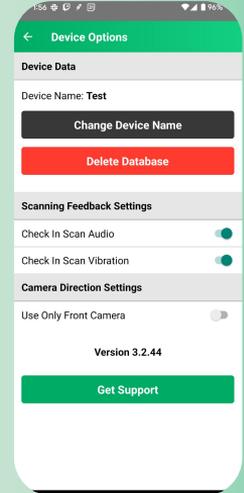
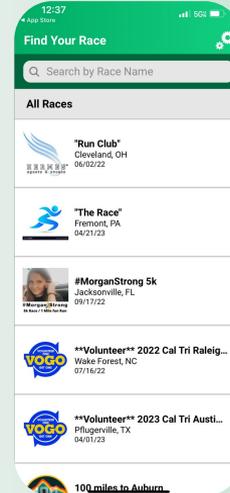
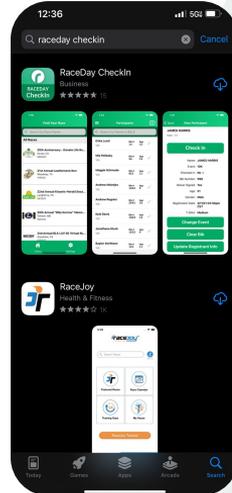
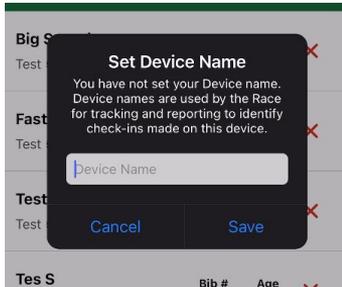
Set your password hint as your actual password to make it easier to remember. Only people with RunSignup dashboard access will be able to see the hint.

You can only see your race in the app within the enabled date period. If you need to test, set the enable date to today.

Set Up: RaceDay Check In App

Setting up the app in your device

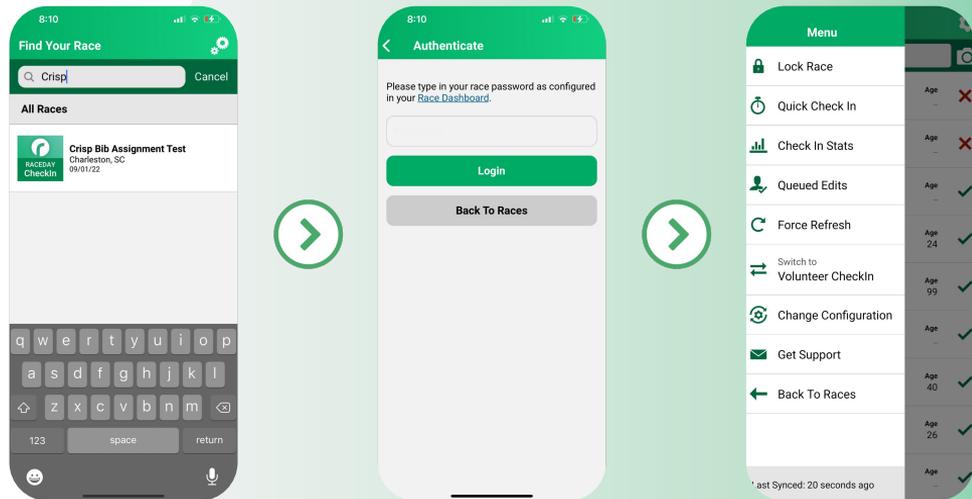
- Download the app
- Click the gear icon in the top right corner
- Select “Change Device Name”
- Name your device a unique identified as this will be how reports are generated for each device



Set Up: RaceDay Check In App

Locating your race

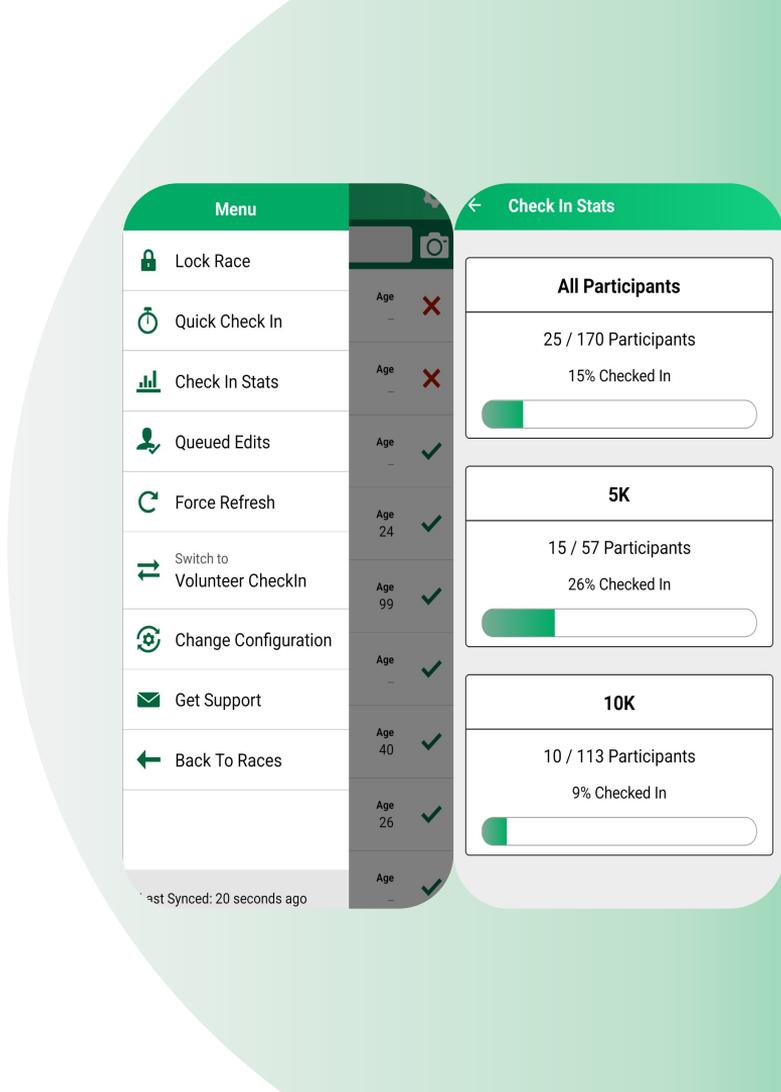
- Search for your race
 - Enter your assigned password
 - You're automatically set to check in participants, but if you would like to switch to volunteer check in you can select the three lines in the top right and click the line labeled **Volunteer Check In**



Features & Usage

RaceDay Check In App

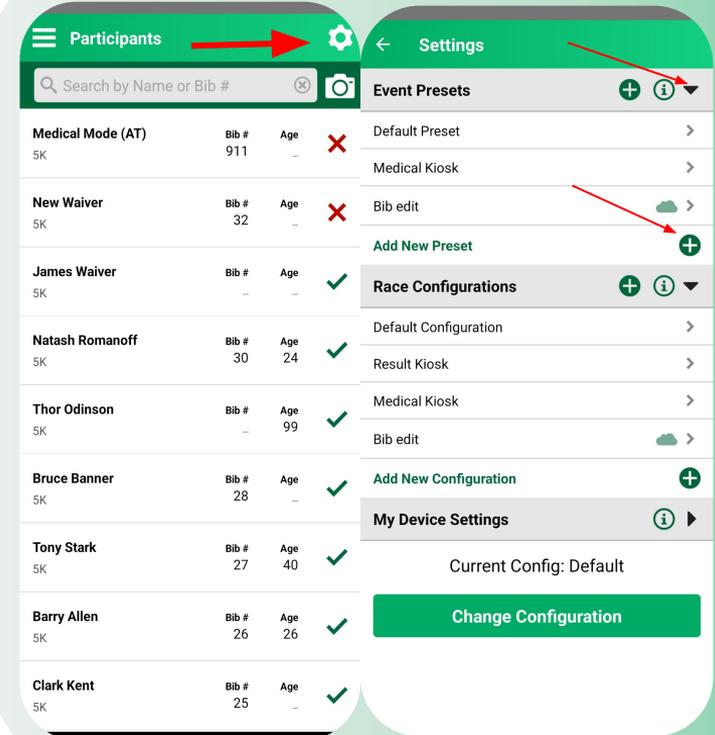
- Click the three white lines in the top left corner to see additional settings
 - **Lock Race:** Limits the ability of setting changes on a specific device
 - **Quick Check In:** Simple, quick CheckIn mode where you only use the camera to scan a registration ID and then a bib QR code that automatically confirms a checkin, going back to scan the next person.
 - **Check In Stats:** Show you the stats by race, event, and device ID
 - **Queued Edits:** Changes that have been made on the device but haven't synced to RunSignup yet
 - **Force Refresh:** Updates Race Information (only used if something about the Race Changes)
 - **Volunteer CheckIn:** Easily switch between participant and volunteer check in
 - **Change Configuration:** Quickly change the configuration of this device.
 - **Get Support:** Sends a help ticket to info@runsignup.com, which is monitored 7 days per week
 - **Back to Races:** Allows you to select a different race



Setup: RaceDay Check In App

Configure the App

- Once you're in the race, your participants will sync
- At this time you can configure your presets and configurations
 - Click on the gear icon in the top right to access your presets and configurations
 - Presets will allow to customize the check in app for an a specific event
 - Configurations are a grouping of presets for each of your events, as well as other customizations for usage.



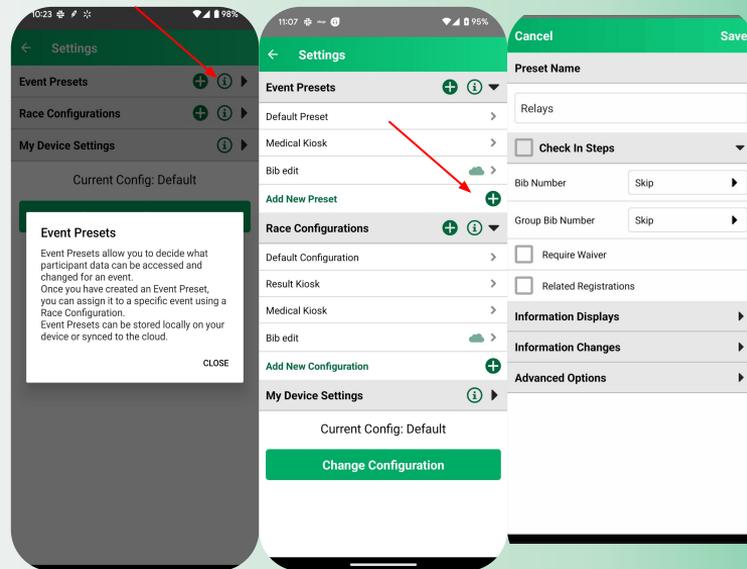
Setup: RaceDay Check In App

Presets/Configurations/My Device Settings

Presets let you change what data is shown, what can be changed, and the required steps to take while checking participants in.

Presets are **assigned to Events in a Configuration**, so you can use different Presets for each Event to customize the checkin experience for participants in different events.

For example, you may want to **show Group/Team Name** and **require Group/Team Bib Assignment** only for your **Relay Events**. To do this, you would create a Preset that is customized to your liking, then **create a Configuration that uses that Preset for each of your Relay events in this Race**.



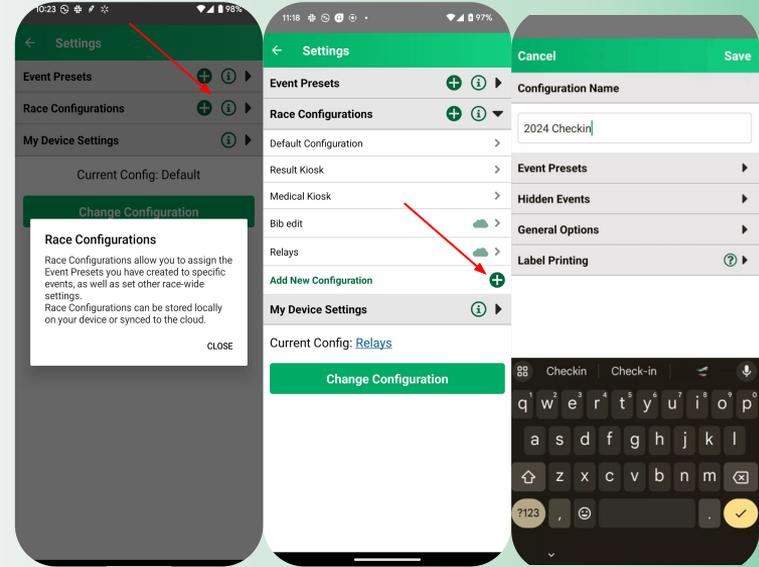
Setup: RaceDay Check In App

Presets/Configurations/My Device Settings

Configurations can be thought of as a custom “Mode” of the app for your checkin users to select.

Configurations are where you **assign your Presets to Events**, along with other **race-wide customizations**, like **hiding certain events**, the **way the search field works**, whether you’d like to **auto-show camera** when looking up participants, **prevent duplicate bibs**, what **data is displayed in the participant list**, etc...

Users will be able to quickly and easily switch between configurations as needed from the Race Menu.

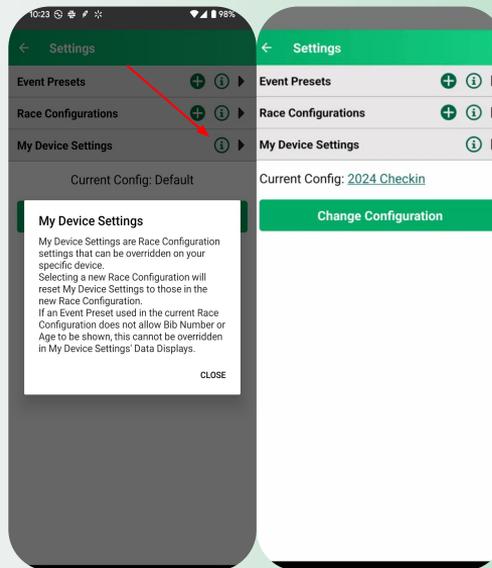


Setup: RaceDay Check In App

Presets/Configurations/My Device Settings

My Device Settings are overrides to Configuration settings that will only apply to this one device.

Because Configuration are synced to the cloud, you may want to use My Device Settings if you need to make a quick one-off change to the way your device works without updating everyone else's settings.





RaceDay Check In App

Preset Setup and Settings Overview

Save

Preset Name

Preset Name

Check In Steps ▾

Bib Number Optional ▾

Group Bib Number Skip ▾

Require Waiver

Related Registrations

Same Transaction

Same Team

Same Corporate Team

Same Fundraiser Team

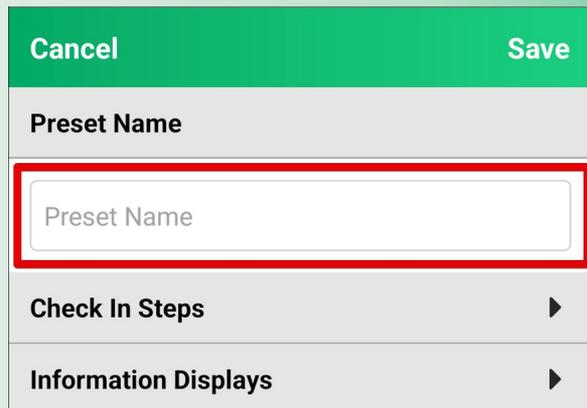
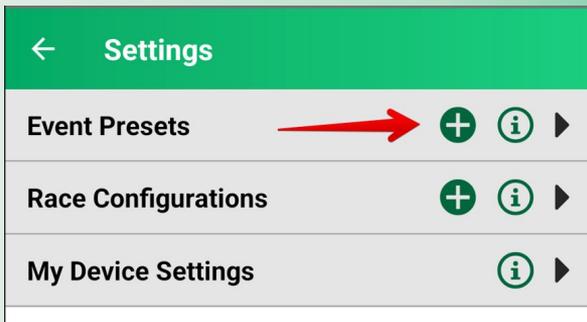
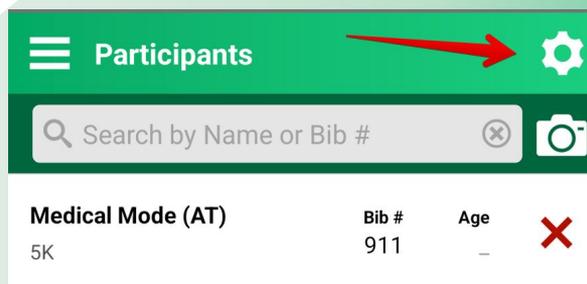
Information Displays ▾

Information Changes ▾

Setup: RaceDay Check In App

Adding a Preset

- From the Lookup List View, select the **gear icon** in the top right corner.
- Click the **plus button** in the “Event Presets” row.
- Add a **Preset Name** explaining what this Preset does.
 - Remember, this can be used in one or many Events.
 - It may be something like “Require Waiver Signing”, “Skip Bib Assignment”, or “Show Fundraiser Info”.



Setup: RaceDay Check In App

Customize Preset: Check In Steps

Now, look through the settings to see what you may want to change.

- **Check In Steps:** When checking in a Participant, what steps will be included in the process?
 - **Bib Number Assignment**
 - Require, Skip, Optional
 - **Group Bib Assignment**
 - Require, Skip, Optional
 - **Waiver Signing**
 - Will show a step for users to sign any unsigned waivers.
 - **Checkin Related Registrations**
 - Will add a step at the end of checkin with suggested related registrations to checkin after this one.
 - Same transaction, same Team, same Corporate Team, same Fundraising Team.

Cancel Save

Preset Name

Preset Name

Check In Steps

Bib Number Optional

Group Bib Number Skip

Require Waiver

Related Registrations

Same Transaction

Same Team

Same Corporate Team

Same Fundraiser Team

Information Displays

Information Changes

Advanced Options

Setup: RaceDay Check In App

Customize Preset: Check In Steps

Waiver Signing CheckIn Step

- If enabled, this will show after the bib assignment CheckIn Step and will allow the participant to sign off on any waivers that they have not already signed online during the registration path.
- Multiple waivers are supported.
- A PDF of the signature is available on RunSignup.

Participants			
Search by Name or Bib #			
test test TEST	Bib # 1	Age -	✓
Addison Theriault Push Up Challenge	Bib # 3001	Age 11	✓
Emory Sharp Push Up Challenge	Bib # 3002	Age 11	✓
Zane Jamieson Push Up Challenge	Bib # 3003	Age 10	✓
Alexis Clemens Push Up Challenge	Bib # 3004	Age 1	✓
Amy Clemens Push Up Challenge	Bib # 3005	Age 32	✗
Anneliese Jones Push Up Challenge	Bib # 3006	Age 12	✗
Julie Daneman Push Up Challenge	Bib # 3007	Age 39	✗
Riley Clemens Push Up Challenge	Bib # 3008	Age 6	✗

Silver Surfer

Message Registration

Profile

Events

Notes (0)

Write a note about this participant

Save Note

Event: Test 10K

Registrant: Silver Surfer Profile

Event Date: 02/01/2021

Loyalty: Hasn't run this race yet

US

Bib #: 2222

Gender: Male

Date of Birth: 01/01/1910

Age at Time of Race: 111

Registration Date: 03/09/2020 12:29pm EDT

Registration Status: Active

Give-Away Option: Small

Race Waiver:

Signed at 04/13/2021 12:36pm from 24.236.71.228 View Waiver

Checked In: Yes

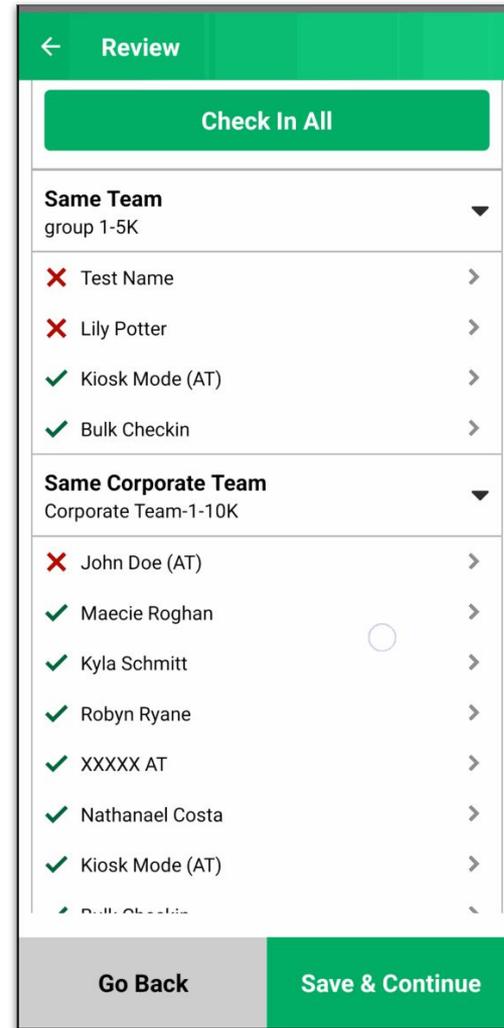
Total Amount Paid: \$0.00

Silver Surfer

Setup: RaceDay Check In App

Customize Preset: Check In Steps

- If you enabled the **Related Registrations Feature** you can use the “CheckIn All” button after confirming a checkin.
- This function allows you to check in all related registrations for a participant that have not checked in yet. The app guides you through all the necessary check-in steps for each related registration.
- This will make it much easier to manage situations where you may have many related registrations to process at once, like a large Team where you are prepping a bag of shirts and bibs or a family that all registered together.



Setup: RaceDay Check In App

Customize Preset: Information Displays

Information Displays: What data will show up when looking at a Participant in an Event that is using this Preset?

Cancel Save

Preset Name

All

Check In Steps ▶

Information Displays ▼

- Name
- Event
- Corral
- Checked In Status
- Bib Number
- Chip Number
- Fundraiser Details
- Payment Details
- Waiver Signed
- Membership Info
- USAT Waiver

Setup: RaceDay Check In App

Customize Preset: Information Changes

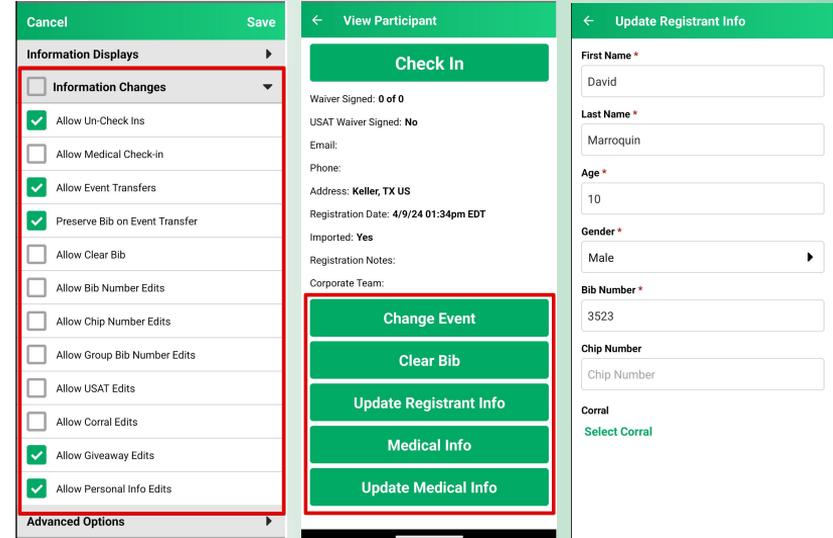
Information Changes have two main functions:

1). What actions can a user take on Participants in Events using this Participant?

- Can they change their Event? Uncheck them in?

2). What fields will show up in the “Edit Participant Info” screen after looking up a Participant in an Event that is using this Preset, then tapping the “**Update Registrant Info**” button?

- Can they change their Corral assignment? Giveaway selection?

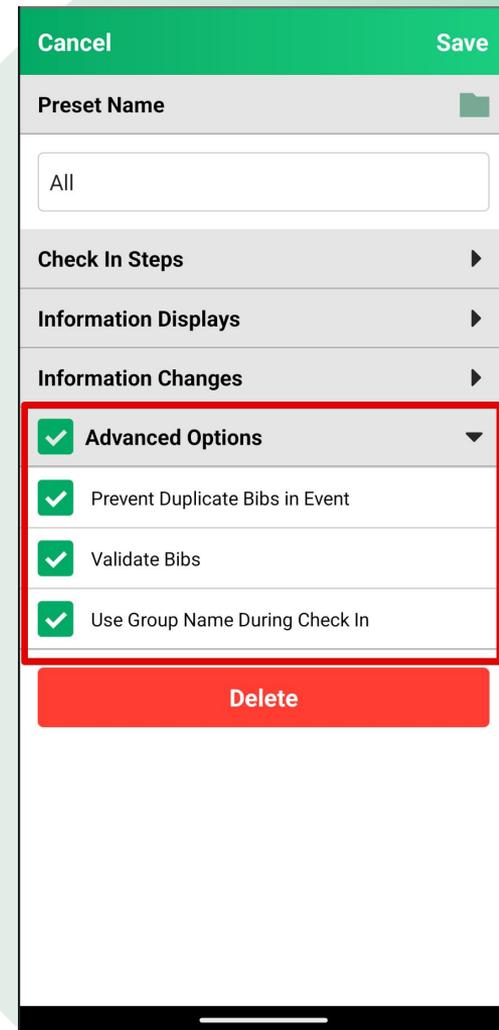


Setup: RaceDay Check In App

Customize Preset: *Advanced Options*

Advanced Options

- **Prevent Duplicate Bibs in Event** - Do not allow the app user to assign the same bib number to more than one person within the same event, but allow assigning the same bib to people in two different events.
- **Validate Bibs** - If [Bib Validation](#) is enabled at RunSignup, do not allow the app user to assign bib numbers that are outside of the range of valid bibs for this event.
- **Use Group Name During CheckIn** - Show the RunSignup Group/Team Name during CheckIn.

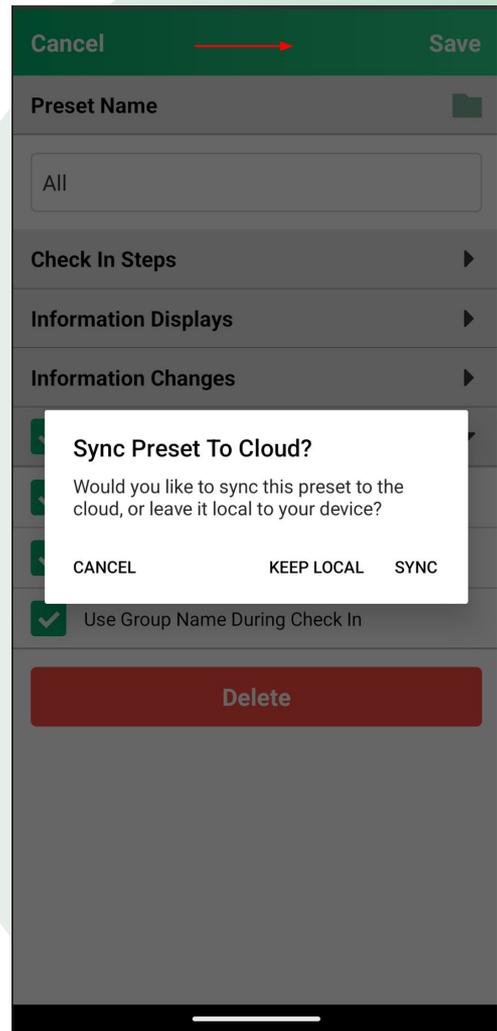


Setup: RaceDay Check In App

Customize Preset: Preset Sync

When you save a Preset, you will be asked whether you'd like this Preset to be synced to the cloud.

- **Keep Local** should be used if you don't want your Preset Customizations to apply to other devices using Configurations that use this Preset.
- **Sync** should be used if you want your Preset Customizations to apply to other devices using a Configuration that uses this Preset.

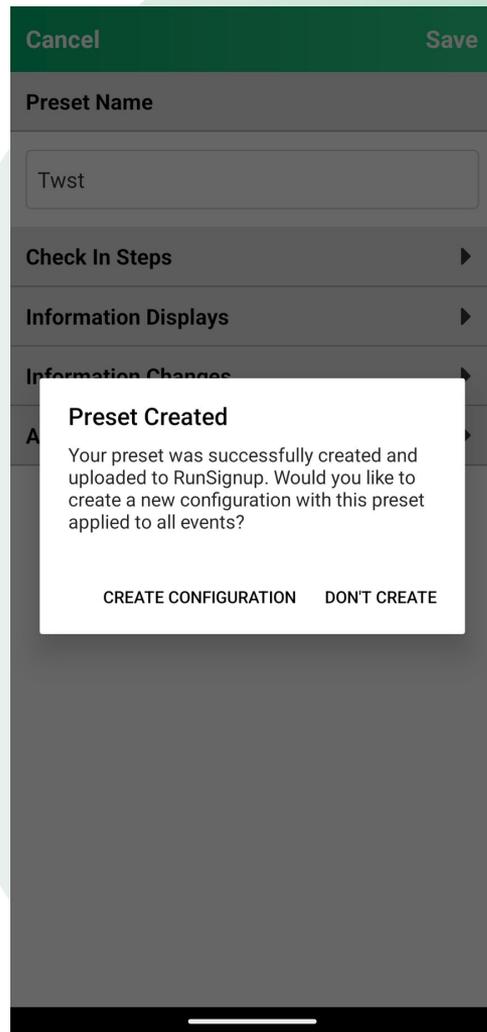


Setup: RaceDay Check In App

Customize Preset: Create new Configuration?

When you finish adding a Preset, the app will ask if you'd like to create a new Configuration with this Preset applied to all Events in this Race.

If you select "Don't Create", you will need to manually add or edit a Configuration and apply this Preset to one or many Events in that Configuration.



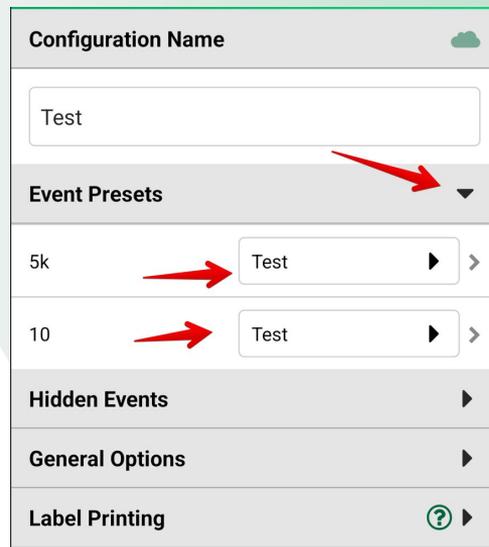
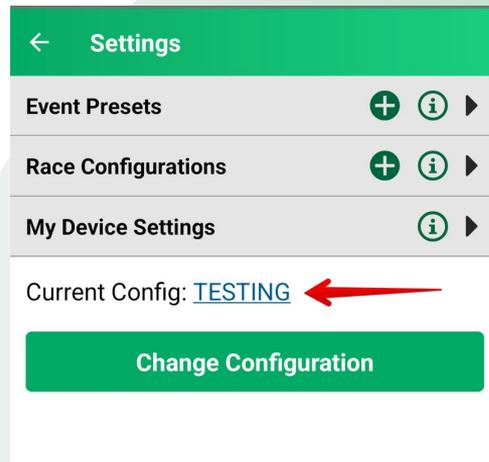
Setup: RaceDay Check In App

Customize Preset: Create new Configuration?

If you select “Create Configuration”, the app will create a new Configuration that has the same name as your Preset, with that Preset applied to each Event within that Race.

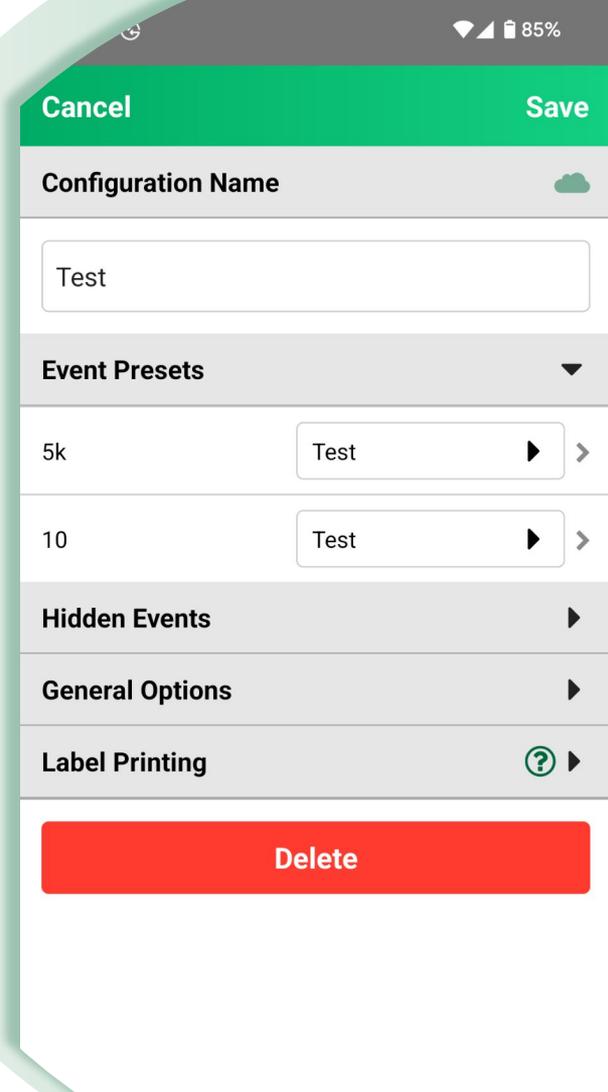
Tap the Current Config name link, then open up the **Event Presets** area to see that your Preset has been applied to all Events.

From here, you can change Presets for each Event, or use the arrow on the right side of the row to edit this Preset.



RaceDay Check In App

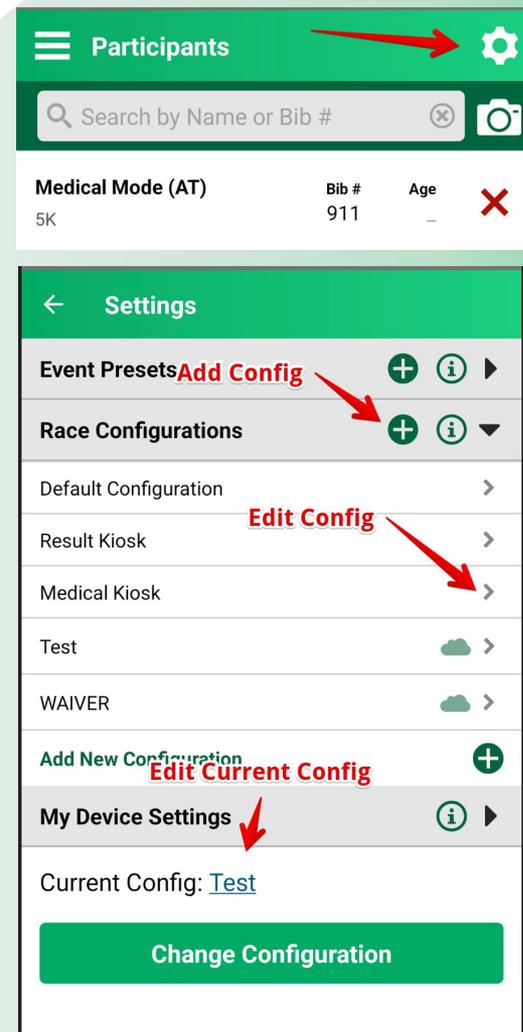
Configuration Setup and Settings Overview



Setup: RaceDay Check In App

Adding/Editing a Configuration

- From the Lookup List View, select the **gear icon** in the top right corner.
- Click the **plus button** in the “Race Configurations” row to add a new Configuration, or open up the panel and **tap an existing Configuration to edit it**, or use the **blue link at the bottom to edit the current Configuration**.



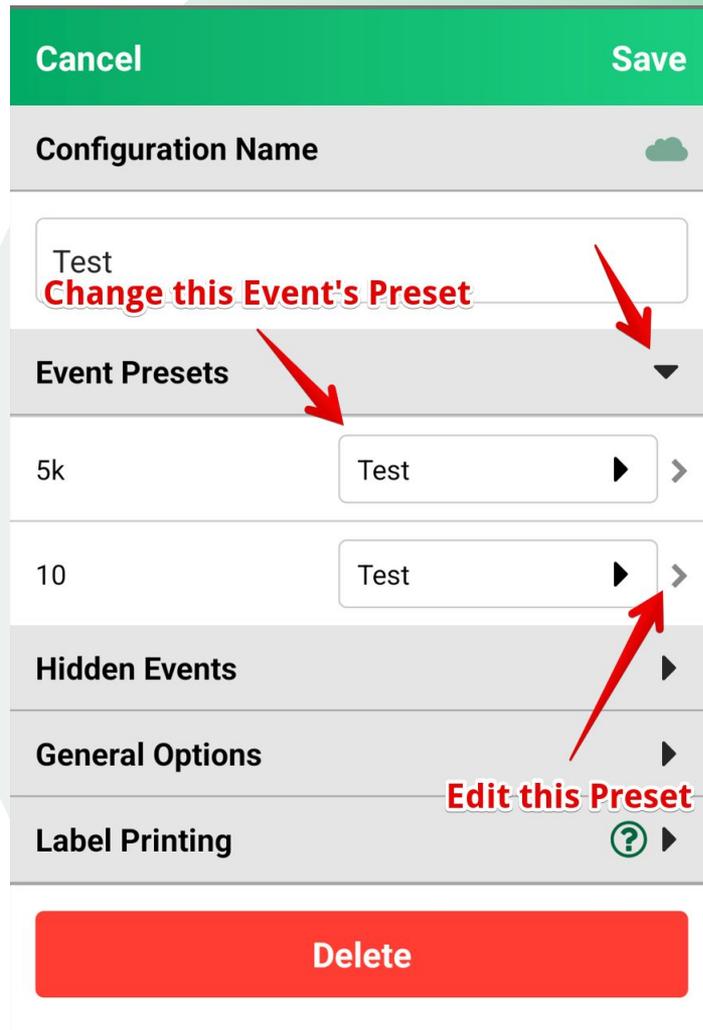
Setup: RaceDay Check In App

Customize Config: Select Event Presets

Once you have opened up a Configuration, the first thing you want to do is update the **Event Presets**.

This will allow you to customize how the app works when viewing/checking in participants based on the Event that they are registered for.

- Use the dropdown to change the Preset used for Participants in each Event.
- Use the chevron on the right hand side to edit the currently selected Preset for this Event.



Setup: RaceDay Check In App

Customize Config: Hidden Events

Here you can hide all Participants from any number of Events within this Race.

This may be useful if you have a lot of virtual participants that you don't want to see in your checkin process, or if you have separate checkin stations for each Event in your Race.

Cancel **Save**

Configuration Name 

Test

Event Presets 

Hidden Events 

5k

10

General Options 

Label Printing  

Setup: RaceDay Check In App

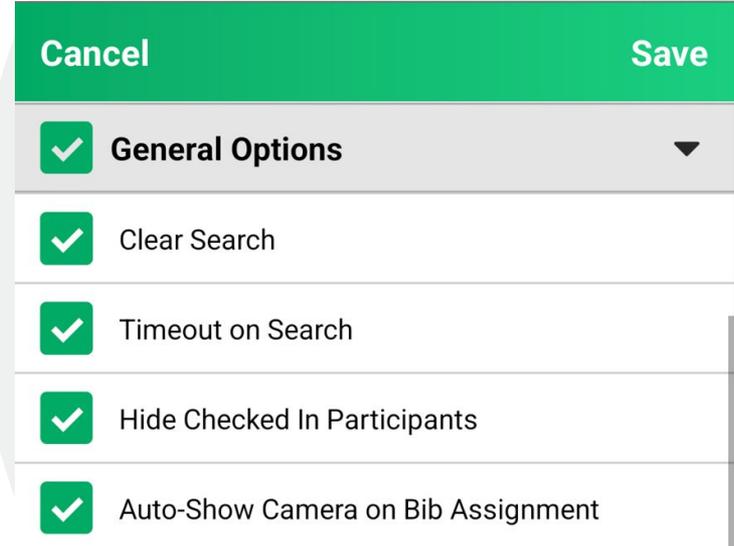
Customize Config: General Options

Clear Search: Search terms are retained after navigating away from the search by default. You can make the system clear the search term with this.

Timeout on Search: If enabled, will automatically reset the search after 5 seconds if no results were found after searching.

Hide Checked In Participants: The app will only show participants who have not yet been checked in if enabled.

Auto-Show Camera on Bib Assignment: When entering into the Bib Assignment steps in the CheckIn Flow, should the camera come up automatically, so a user scanning a bib number can quickly assign it to them?



Setup: RaceDay Check In App

Customize Config: General Options

Auto-Show Camera in Kiosk Mode: In the Kiosk Mode Lookup Method, should the Camera come up automatically, so a Participant can quickly scan their bib to get their results?

Auto-Print After Review: In the Confirmation Step of the CheckIn Flow, should the app automatically print out a label?

Prevent Duplicate Bibs Across Events: Should the app prevent duplicate bibs from being assigned across all Events within this Race?

Prevent Checkins After X Queued Edits: Should the App “lock down” and prevent users from changing any more information or checking Participants in after some number of failed syncs?

Auto-Show Camera on Bib Assignment

Auto-Show Camera in Kiosk Mode

Auto-Print After Review

Prevent Duplicate Bibs Across Events

Prevent Checkins After X Queued Edits

Setup: RaceDay Check In App

Customize Config: General Options

Data Display: Customizes the data that is shown in the Participant List.

- Options are Nothing, Checked in Status, Bib Number, Age, or Giveaway.
- Show Team Name will display the Group/Team Name under the Participant Name if available.

Left Data Display (on participant list)	Bib Number ▶
Center Data Display (on participant list)	Age ▶
Right Data Display (on participant list)	Check In Status ▶
Show Team Name (on participant list)	None ▶

Chris Colby 5k	Bib # 4116	Age 51	✓
Johnson Aranda 10	Bib # 3897	Age 41	✓
David Marroquin 10	Bib # 3523	Age 10	✗

Setup: RaceDay Check In App

Customize Config: General Options

Exact Match Lookup: Determines how quickly the app will go to a result when it finds an exact match.

- Some users find the app goes faster than they are able to type, causing the system to bring up the result before they're done typing.
- Can be set to Fast/Medium/Slow or Off if you never want the app to automatically bring up a result.

Exact Match Lookup (opening speed)	Fast	▶
Lookup Method (participant list or kiosk mode)	Standard	▶
Lookup Result (after a tap or scan)	View Participant	▶
Quick Checkin Auto-Confirm (auto-confirm speed)	5 Seconds	▶

Setup: RaceDay Check In App

Customize Config: General Options

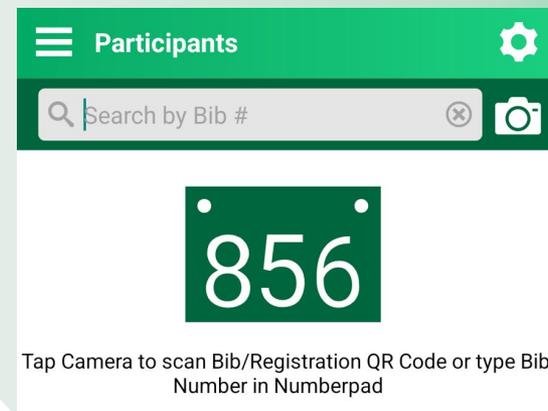
Lookup Method: Determines how the Participant List looks to a user.

- **Standard:** A list of names is shown to the user for quick reference. Recommended mode if the user of the app is a staff member or volunteer.
- **Kiosk Mode:** Names are not shown in a list to the user. Recommended mode if the user of the app is a participant or spectator.
 - **Pro Tip:** If using Kiosk Mode, consider the **Auto-Show Camera in Kiosk Mode** setting to use as a walk-up results kiosk or Chip Check station.

Standard Lookup Method



Kiosk Mode Lookup Method



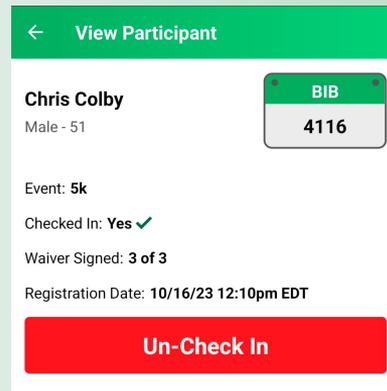
Setup: RaceDay Check In App

Customize Config: General Options

Lookup Result: Determines what screen you land on after you look someone up.

- **View Participant:** The standard Participant View where you can see information and take actions on a Participant.
- **Update Registrant Info:** A screen where you can update information about a Participant, like Giveaway selection, Corral Assignment, etc...
- **View Results:** A screen showing the race results at RunSignup for the user you are looking up.
- **Update Medical Info:** A screen where you can Check In/Out someone using the Medical CheckIn Feature.

“View Participant” Lookup Result



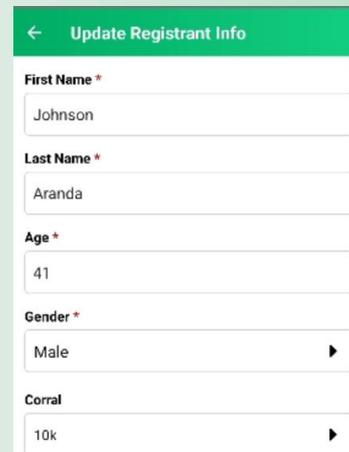
← View Participant

Chris Colby BIB
Male - 51 4116

Event: 5k
Checked In: Yes ✓
Waiver Signed: 3 of 3
Registration Date: 10/16/23 12:10pm EDT

Un-Check In

“Update Registrant Info” Lookup Result



← Update Registrant Info

First Name *
Johnson

Last Name *
Aranda

Age *
41

Gender *
Male ▶

Corral
10k ▶



RaceDay Check In App

Label Printing - Will resume at 1:10 PM EST

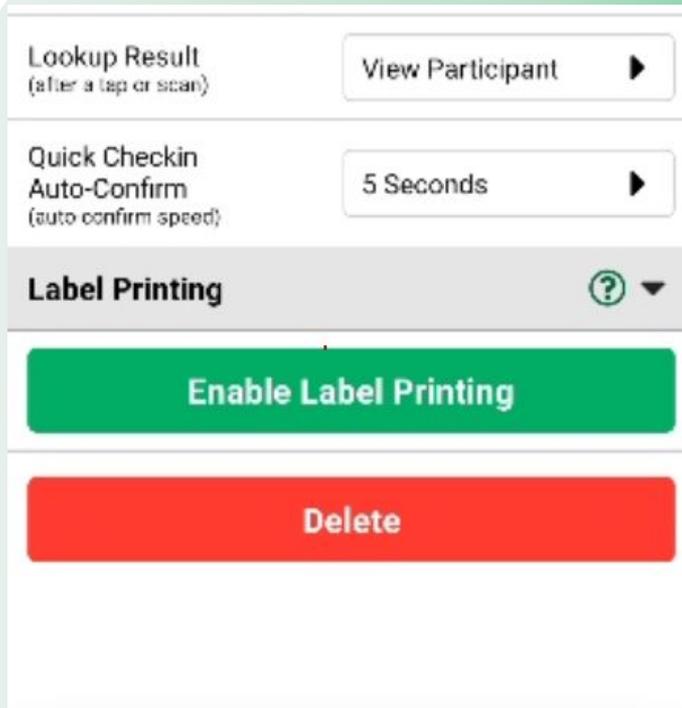


Setup: RaceDay Check In App

Customize Config: Label Printing

Label Printing: If you are planning on using a Label Printer with the CheckIn App, you must first enable Label Printing on a Configuration that will be used for printing.

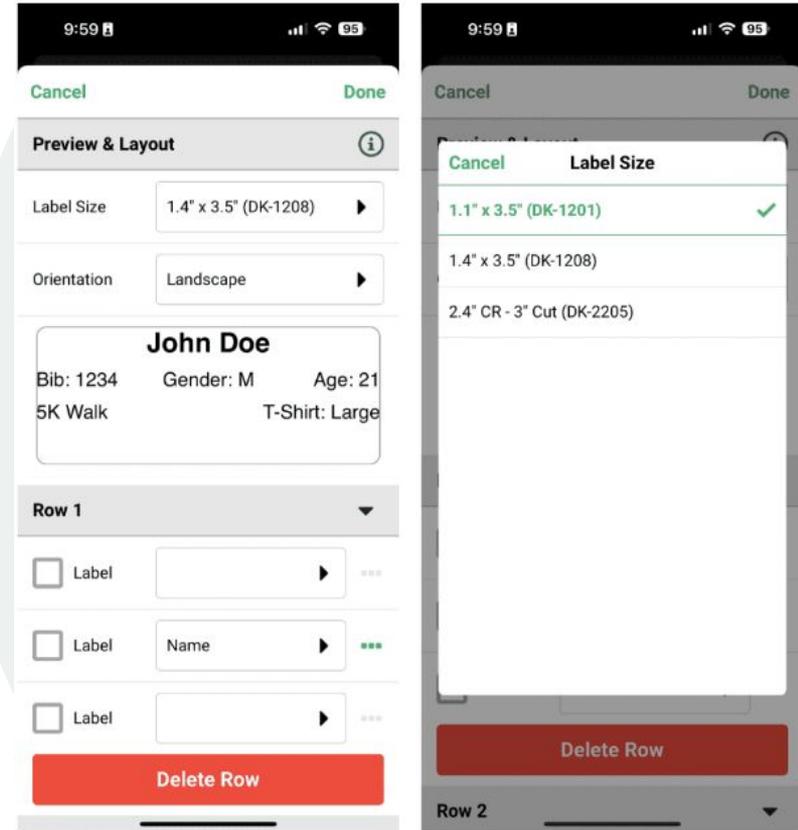
To get started, select “Enable Label Printing” in a Configuration.



Setup: RaceDay Check In App

Customize Config: Label Printing

1. Set up the format for your label, including the label size. The correct setting for the label size is required. If you have the incorrect setting here, the printing will not work. Android devices also have the extra step to select the paper size which is equally as important.
2. Under this same area, scroll down to Select Default Printer to select your label printer.
3. Adjust device settings to your preferences. These include things like Auto Print After Review to further streamline the check-in process.



Setup: RaceDay Check In App

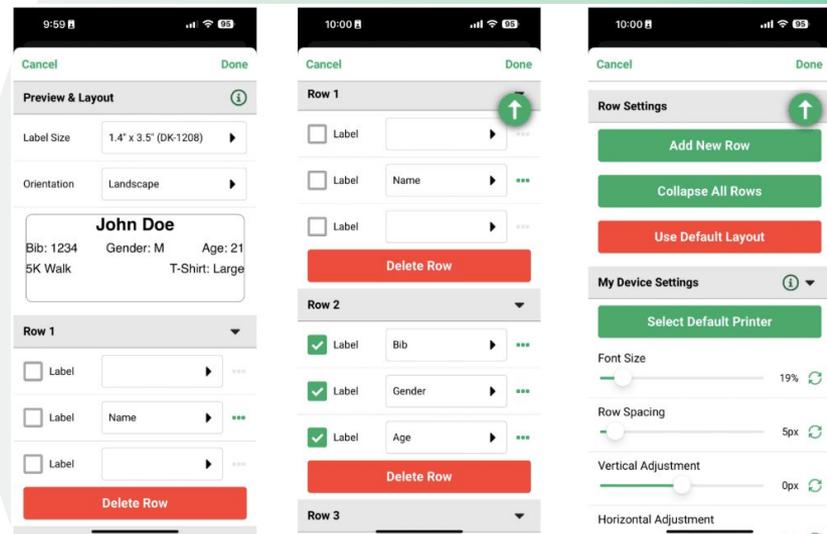
Customize Config: General Options

You have various label printing options to customize the content and appearance of the printed labels.

You can adjust font size, style, and alignment.

You can add and subtract rows and labels depending on the content you want printed.

All customizations will be previewed in the label designer.

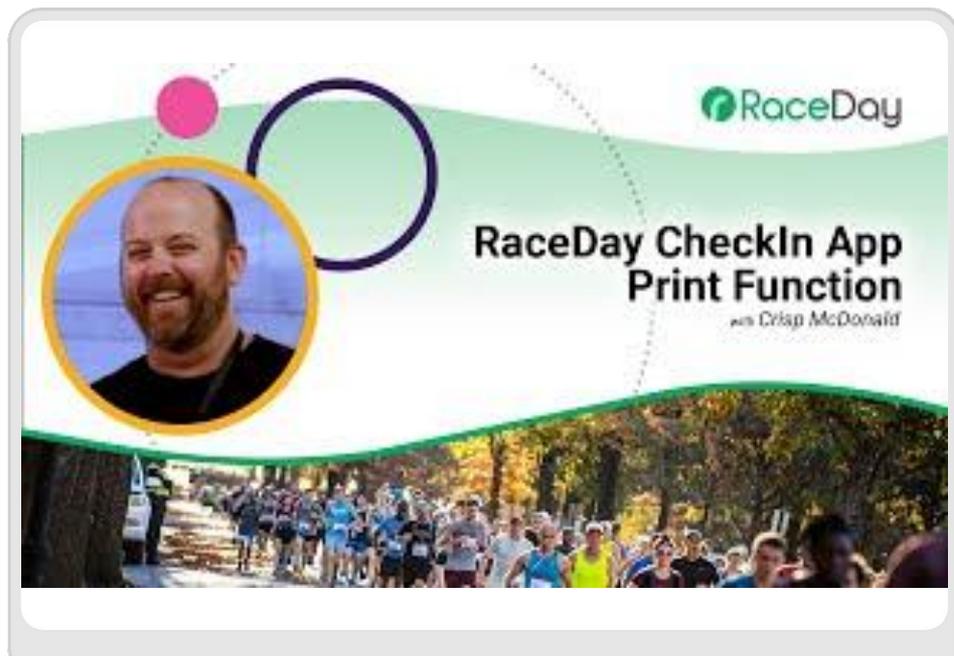


Setup: RaceDay Check In App

Customize Config: Label Printer Setup

Printer Setup: We support Brother QL Label printers, and recommend the latest QI 820 NWB model.

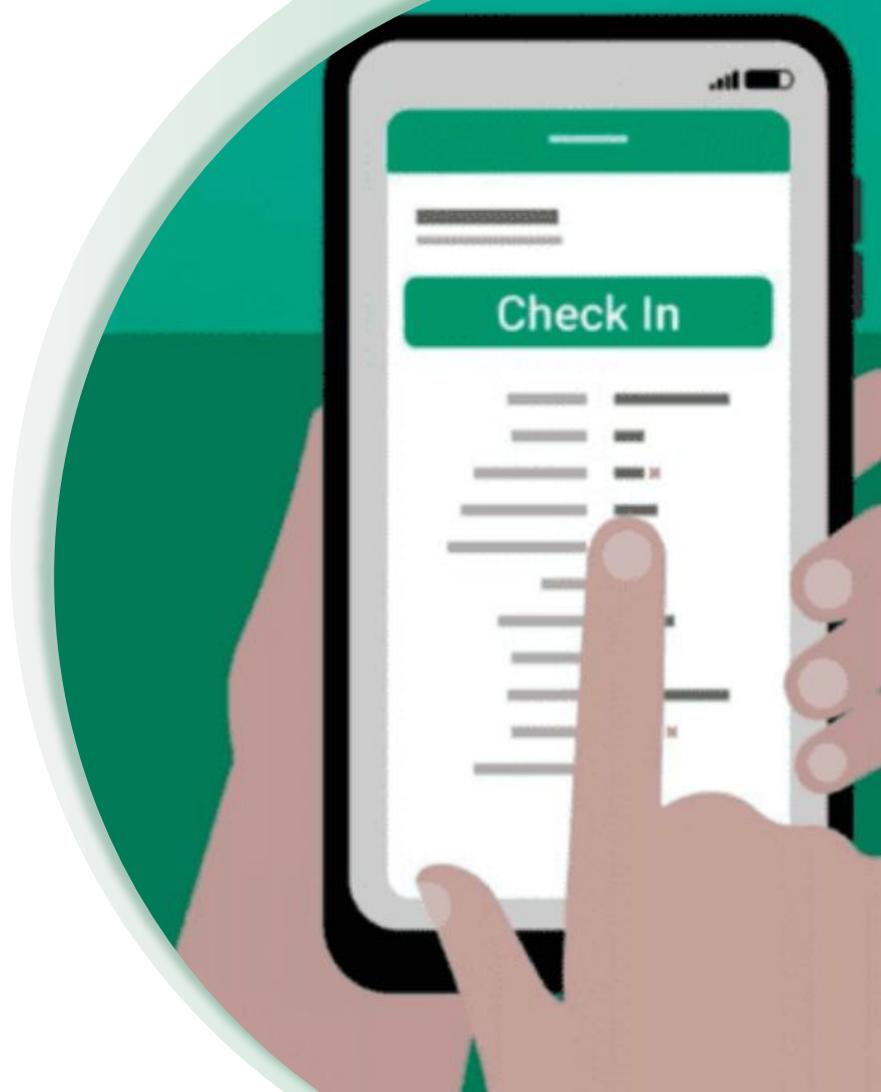
If interested in learning more about the specific hardware configuration of Brother Printers, see this guide and webinar: [RaceDay Check-In App Label Printing - RunSignup](#)





RaceDay Check In App

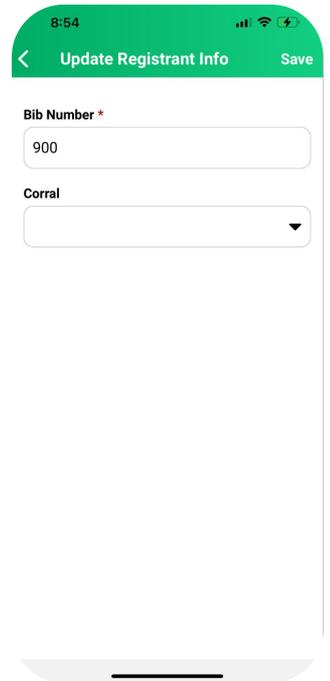
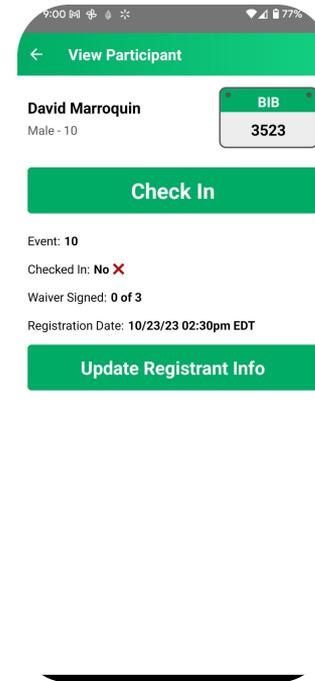
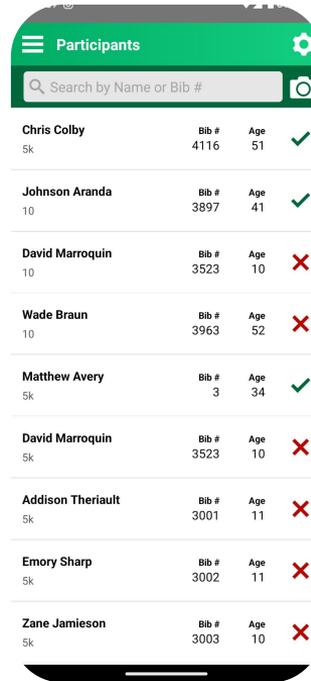
Usage



Using RaceDay Check In App

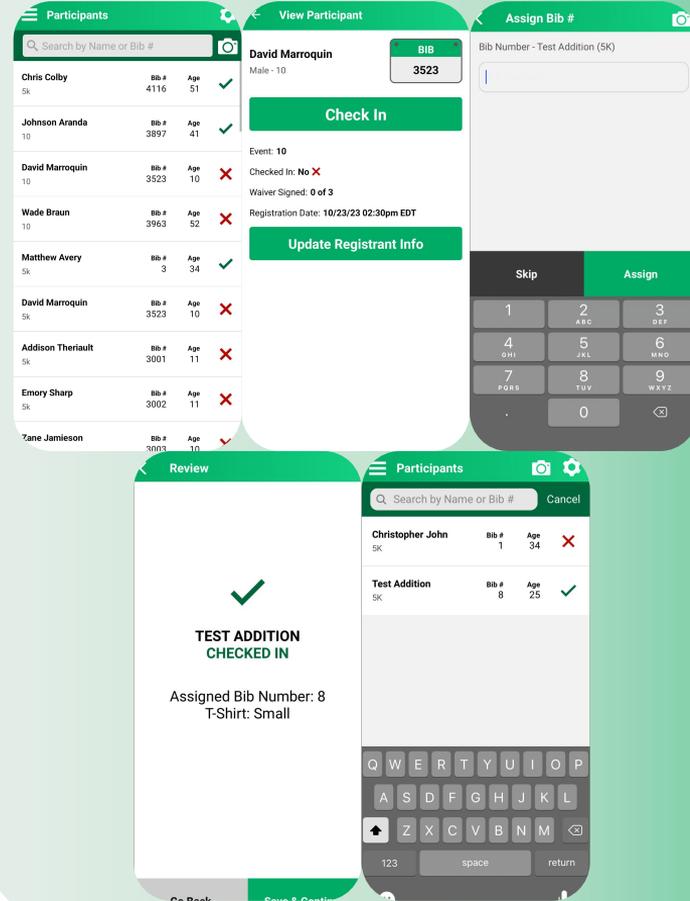
Now that you have your presets/configurations complete you can focus on RaceDay

- In the app you can type in a person's name and then click on them
- Depending on how you have your preset setup, and which event the participant is registered for, you can update the registrant info or just check them in.
 - With this preset you can see that you can edit the participant's corral



Using RaceDay Check In App

- Now is a good time to use dynamic bib assignment. If a participant doesn't yet have a bib assignment, you will be prompted to assign them one.
- Select their name
 - Click Check In
 - Assign their bib number and click Assign
 - Click Save & Continue
 - Alternatively, tap the camera icon in the top right corner to scan a QR code on the next available bib to assign this participant that bib number.





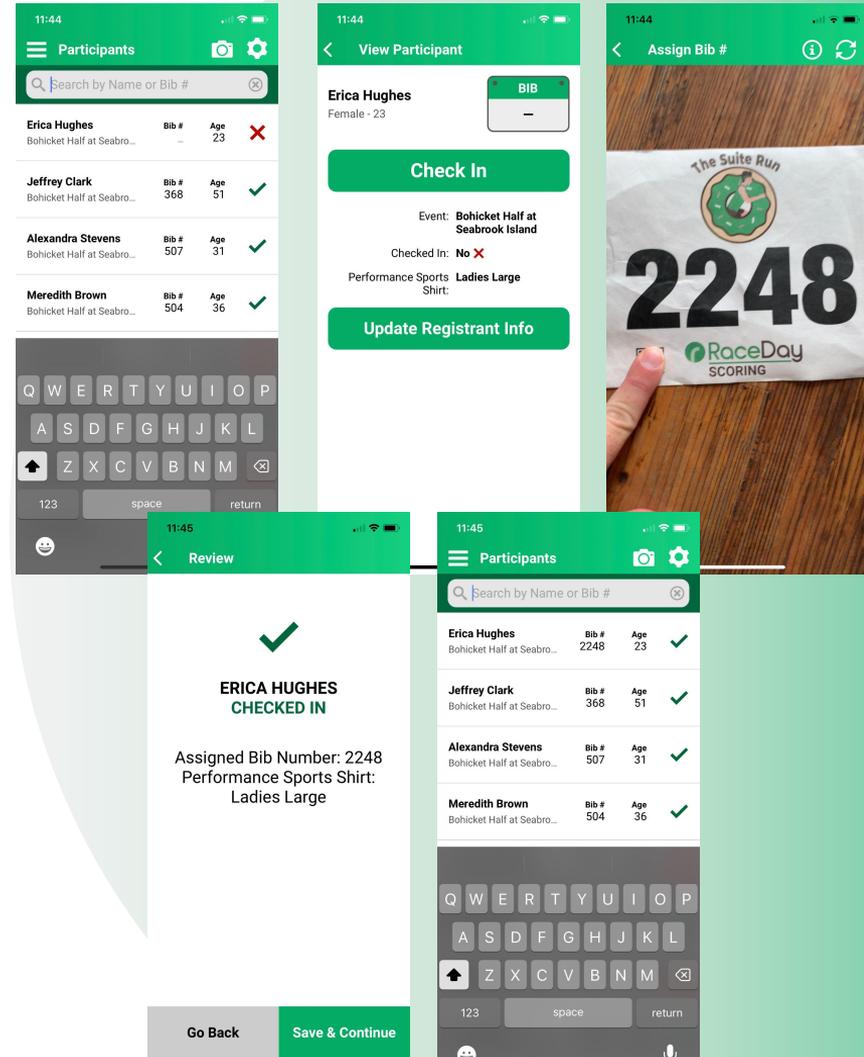
RaceDay Check In App

Best Practices for QR Codes



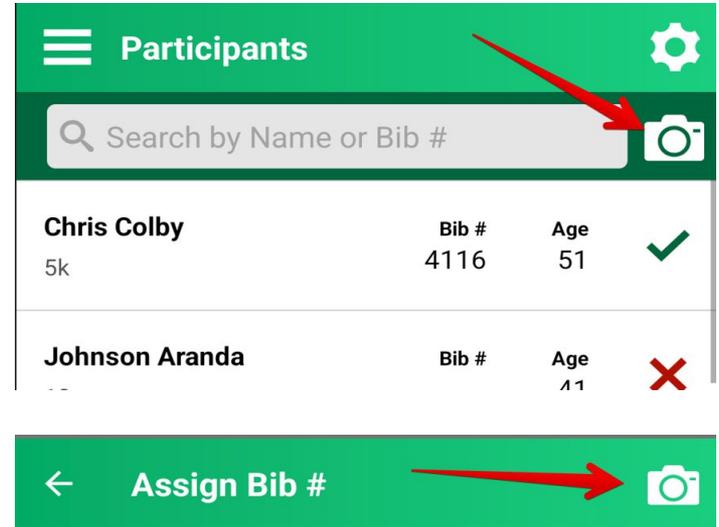
Using QR Codes & Check In App

- QR codes can be used in two different ways with the Check In App
 - **Looking up a Participant** by scanning a QR code that has their **RunSignup Registration ID embedded into it.**
 - **Assigning a Bib Number** to a Participant by scanning a bib that has a QR code with a **bib number embedded into it.**
- The standard flow is:
 - **Scan a registration QR code** to look up a participant.
 - Then **scan a bib number QR code** to assign them a bib.



Using QR Codes & Check In App

- Camera scanning can be enabled manually on the **Participant List** to look up a Participant by their registration ID, or from the **CheckIn Step** to assign this participant a bib number by it's QR Code.
- It can also be access automatically if the **Auto-Show Camera in Bib Assignment** setting or the **Auto-Show Camera in Kiosk Mode** setting is enabled in Configuration Settings > General Options.
- Alternatively, **Quick CheckIn Mode** can be used to only use the camera to both look up participants and assign bib numbers at the same time.



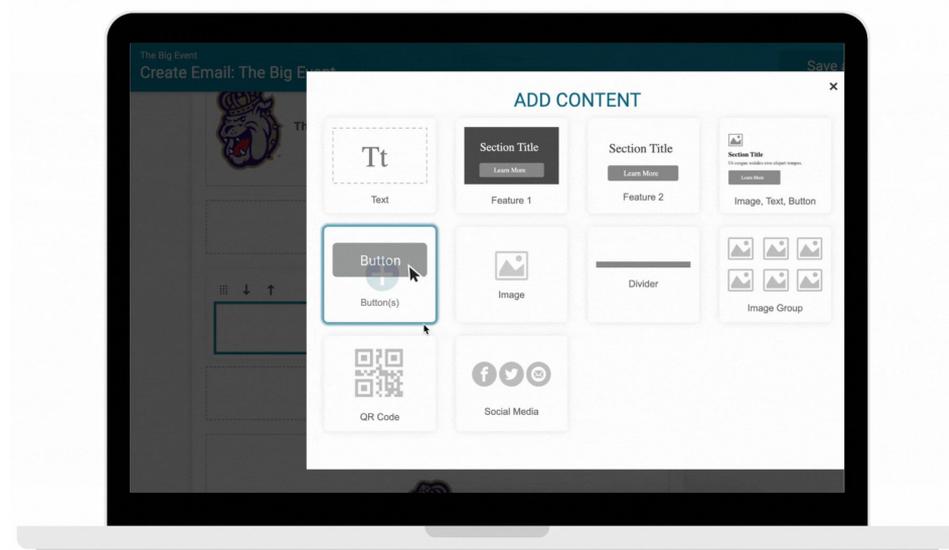
Assign Bib Number - Johnson Aranda (10)

Bib Number

Using QR Codes & Check In App

RunSignup will include a registration ID QR code in their default registration confirmation emails, but we also recommend sending out a pre-race email with instructions for packet pickup that includes a registration ID QR code within it using the %registration_id% placeholder.

See this guide for details: [Email V2: QR Code Component for Email - RunSignup](#)



RaceDay CheckIn

Result Kiosk QR Code Support

- The app now recognizes any URL that ends in “#123” where 123 is the bib number of a participant and is treated as if it were just the bib number.
- This means that you can print one QR code onto your bibs that is **dual purpose** - it can be scanned during packet pickup to **assign the bib** number for Dynamic Bib Assignment, as well as after the race by participants to **find their results**.
- The best URL to use would be the “Result Kiosk” URL found under RaceDay Tools > Setup Result Kiosks and Links, but any URL will work if it ends with #bib
- <https://runsignup.com/Kiosk/158965/Results#3001>





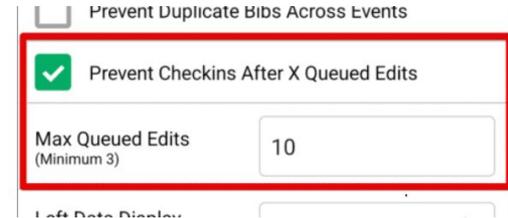
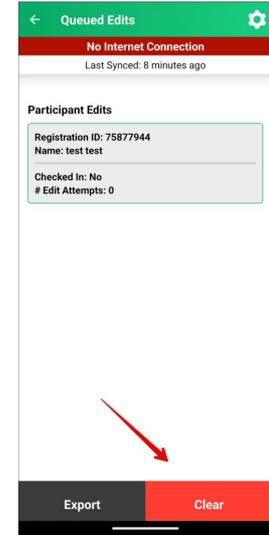
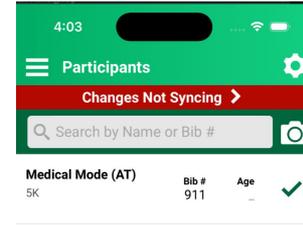
RaceDay Check In App

Queued Edits



Queued Edits

- **What are queued edits?**
 - If changes are not syncing on a device, the changes will be queued and will try to push when connection is available again.
 - Some changes will never push because they are invalid.
- **How to handle queued edits?**
 - You can export queued edits or clear them, and retry them if they have failed.
- **Locking device with queued edits.**
 - New feature coming soon to allow you to lock down devices that are not syncing to prevent situations where you lose a batch of changes from one device.



Any Questions?

Email: info@runsignup.com

