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# RaceDay Checkin

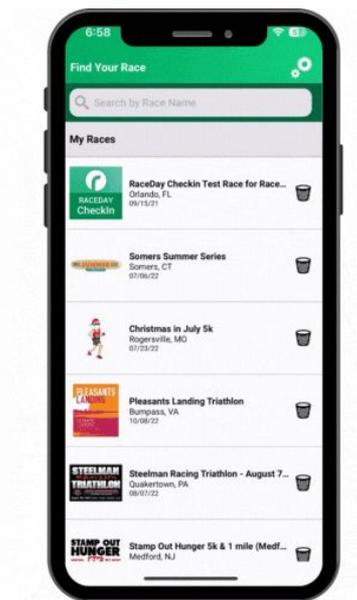
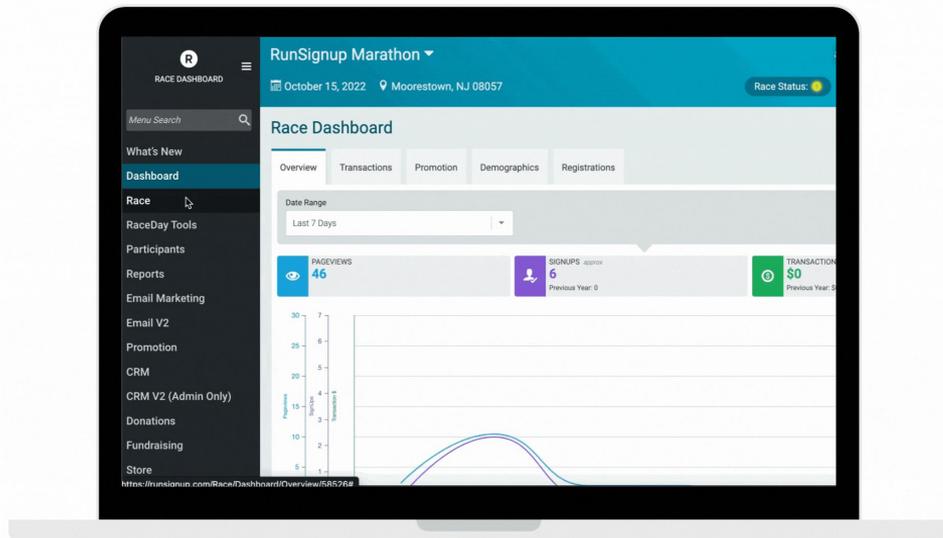
## Troubleshooting & Common Questions



# Checkin App Troubleshooting

## Race Not Showing in App

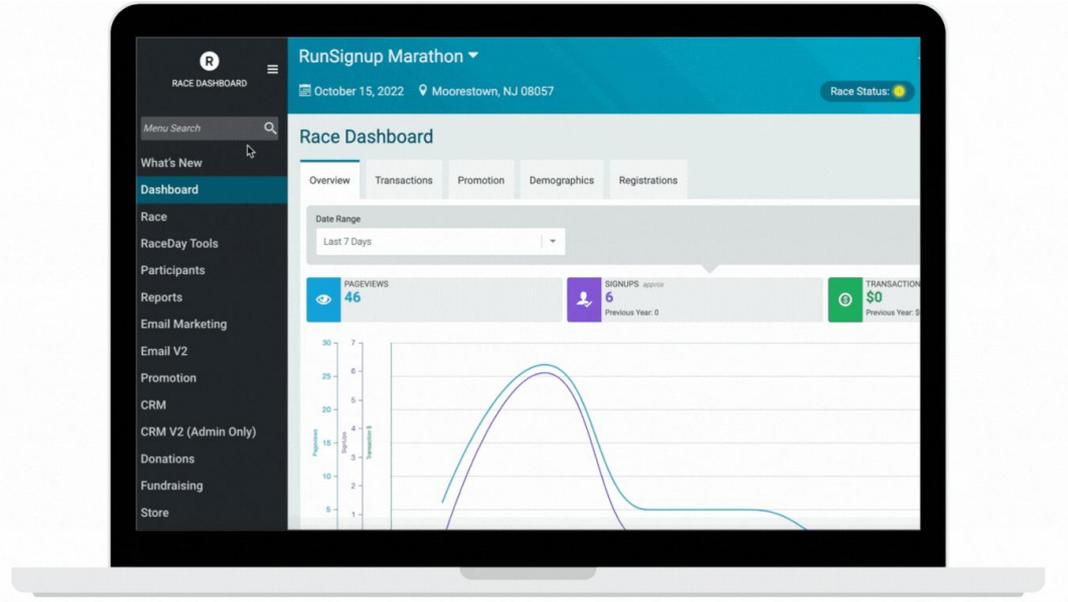
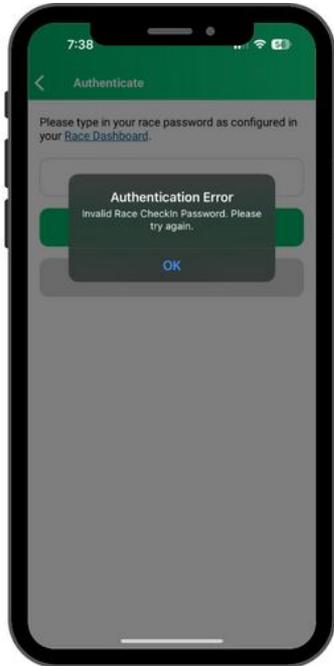
RaceDay Tools > RaceDay Checkin > Mobile App



# Checkin App Troubleshooting

## Invalid Password

RaceDay Tools > RaceDay Checkin > Mobile App



# Checkin App Common Questions

## Do You Have Statistics for Checkin?

RaceDay Tools > RaceDay Checkin > Checkin Stats



Participants			
Search by Name or Bib #			
Quo'la' Testing	Bib # 1113	Age 14	✗
Madelyn McGuire	Bib # 1062	Age 10	✗
Sydney Radwin	Bib # 1236	Age 12	✓
Isa Lund	Bib # -	Age 10	✗
Arwen Undomiel	Bib # 576	Age 35	✗
Geerhardus Vos	Bib # 58261366	Age 74	✓
Charlise Smith	Bib # 35	Age 9	✓
Cody Curtis	Bib # 5	Age 9	✓



# Leveraging Your CheckIn Statistics

- See percentage of no shows per event
- Reassess and change volunteer coverage during packet pickup
- Alter packet pickup schedule hours based on checkin volume
- At a quick glance see that current status and volume of checked in participants

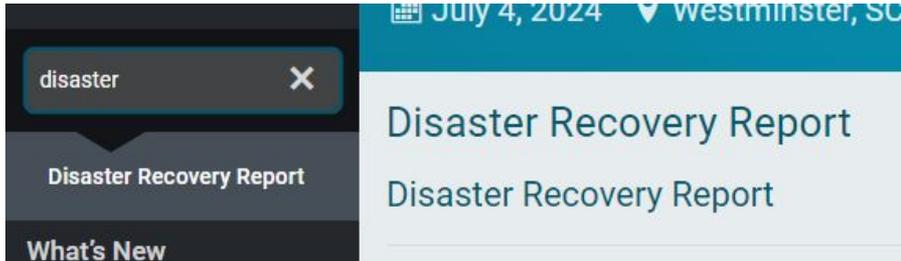




# Reports & Recovery

## Activity log reports for:

- Participants Checked In or Not
- Recording of when a BIB assignment was made to a given registration\_id
- Medical Checkins and Checkouts per registration\_id
- Final Resort.. Revert to a Recovery Snapshot... this should only be done if working with Support!!



Download  
Checked In  
Participants

Download  
Participants Not  
Checked In

Download Bib  
Assignments from  
Checkins

Download Medical  
Event Data



# Checkin App Common Questions

*What happens when I lose internet or checkins are stuck on device?*

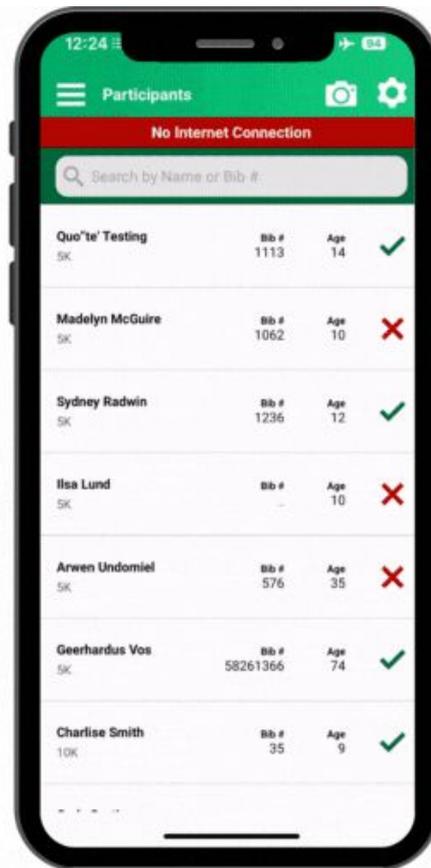
- Checkins done when a device loses internet will be stored under Queued Edits
- Once the device comes back online, Queued Edits automatically get pushed up to RunSignup
- Download Queued Edits
  - Recovery is always possible for a stuck edits that may have a failure with updating RSU

You have reached the maximum number of allowed Queued Edits

The maximum number is: 3

Use the button below to visit the edit queue and address these edits

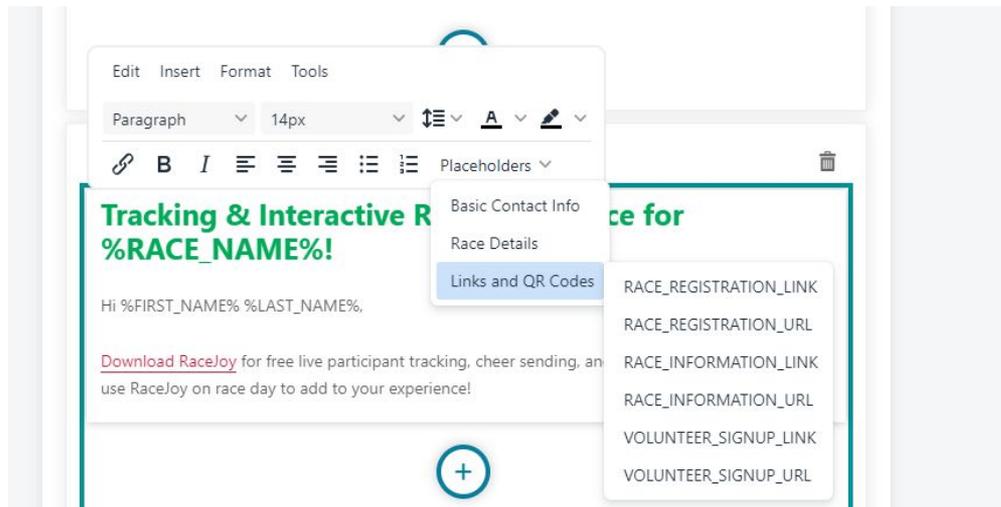
[Go To Queue](#)



# Checkin App Common Questions/Issues

## QR Codes

- What is the QR code used for in the Checkin app?
- How can I generate the QR code?





# Barcodes / QR

- Old Style Barcode Issues with latest camera technology
- QR codes are your friend!

Barcode format perfectly mirrored

BarCode Testing	IOS	Android
Code 128 (FORMAT_CODE_128)	no issues	no issues
Code 39 (FORMAT_CODE_39)	no issues	weird, incorrect reads
Code 93 (FORMAT_CODE_93)	no issues	no issues
Codabar (FORMAT_CODABAR)	no issues	did not read
EAN-13 (FORMAT_EAN_13)	no issues	no issues
EAN-8 (FORMAT_EAN_8)	did not read	completely incorrect read
ITF (FORMAT_ITF)	no issues	no issues
UPC-A (FORMAT_UPC_A)	no issues	no issues
UPC-E (FORMAT_UPC_E)	no issues	no issues
QR Code (FORMAT_QR_CODE)	no issues	no issues
PDF417 (FORMAT_PDF417)	no issues	no issues
Aztec (FORMAT_AZTEC)	no issues	no issues
Data Matrix (FORMAT_DATA_MATRIX)	no issues	no issues

Bar code format	Android	iOS
aztec	✓	✓
codabar	✓	✓
code39	✓	✓*
code93	✓	✓
code128	✓	✓
code39mod43	✗	✓
datamatrix	✓	✓
ean13	✓	✓
ean8	✓	✓
interleaved2of5	use itf14	✓
itf14	✓	✓*
maxicode	✓	✗
pdf417	✓	✓*
rss14	✓	✗
rssexpanded	✓	✗
upc_a	✓	✗
upc_e	✓	✓
upc_ean	✓	✗
qr	✓	✓



# Checkin App Common Questions/Issues

## Bib Management

- Lots of settings to control things like:
  - Number Range Validation
  - Duplicates
    - Per Event
    - Across Event
  - BIB Required

## PRESET LEVEL – RECALL PER EVENT

**Advanced Options** ▼

Prevent Duplicate Bibs in Event

Validate Bibs

## CONFIGURATION LEVEL – RECALL ACROSS EVENTS

Auto-Print After Review

Prevent Duplicate Bibs Across Events

Prevent Checkins After X Queued Edits

Max Queued Edits (Minimum 3)



# Checkin App Common Questions/Issues

- What controls the Display of data whether on a Kiosk view or a checkin step view ?
  - Custom Questions
  - Giveaways
- How can quickly will new participants appear in the app?



# Checkin App Common Questions/Issues

- Printers...the timer's bane
  - Really need to watch this training.. With detailed troubleshooting on networking and working with these printers



RaceDay CheckIn App: Print Function

136 views · 1 month ago

●●● RunSignup, TicketSignup, and GiveSignup

Register your next race with RunSignup: <https://runsignup.com/> Use TicketSignup for your ticketed events: <https://ticketsignup.io> ...

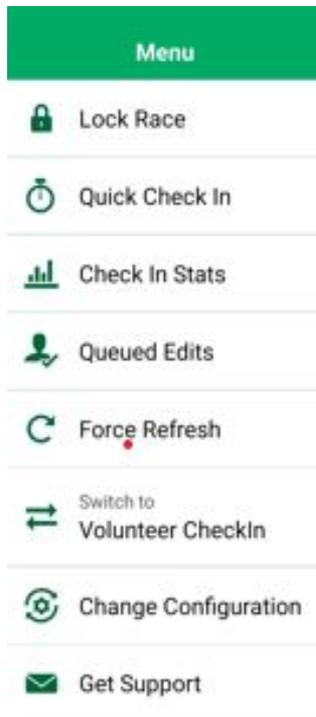




# Support from the App

## Use the Support Action in the App

- Gives us quicker access to the information we need to assist you



Our support team is available to answer your questions. Please describe your issue in detail to assist our team.

If you have a general question, or are having issues with Queued Edits, please use email:



SMS Text is available for quick questions:



# Any Questions?

*Email: [info@runsignup.com](mailto:info@runsignup.com)  
Include your event name!*

