RaceDay Checkin

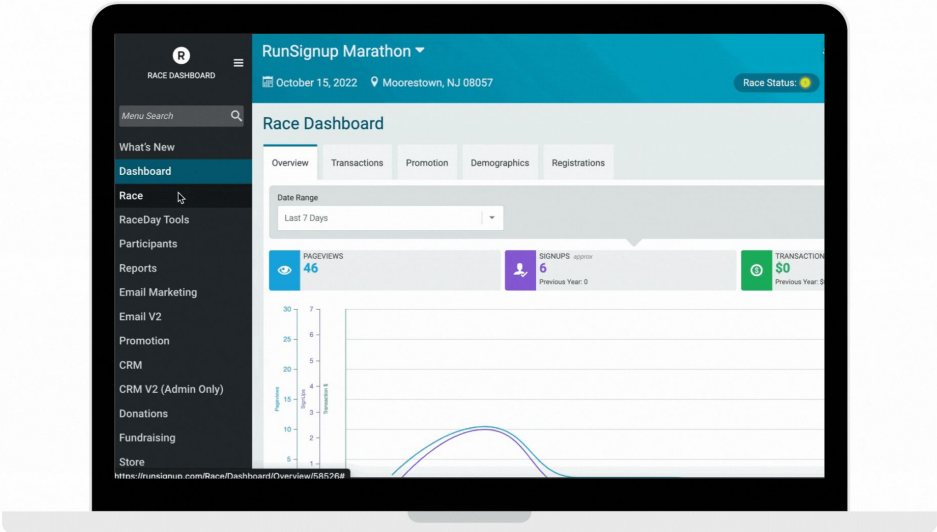
Troubleshooting & Common Questions

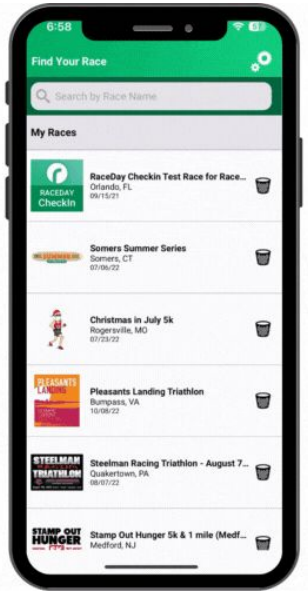
RaceDay RunSignup

Checkin App Troubleshooting

Race Not Showing in App

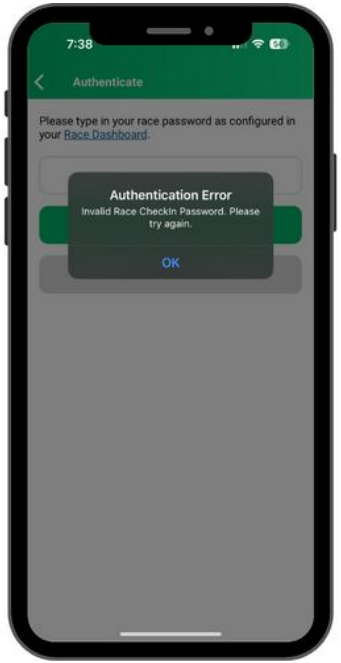
RaceDay Tools > RaceDay Checkin > Mobile App

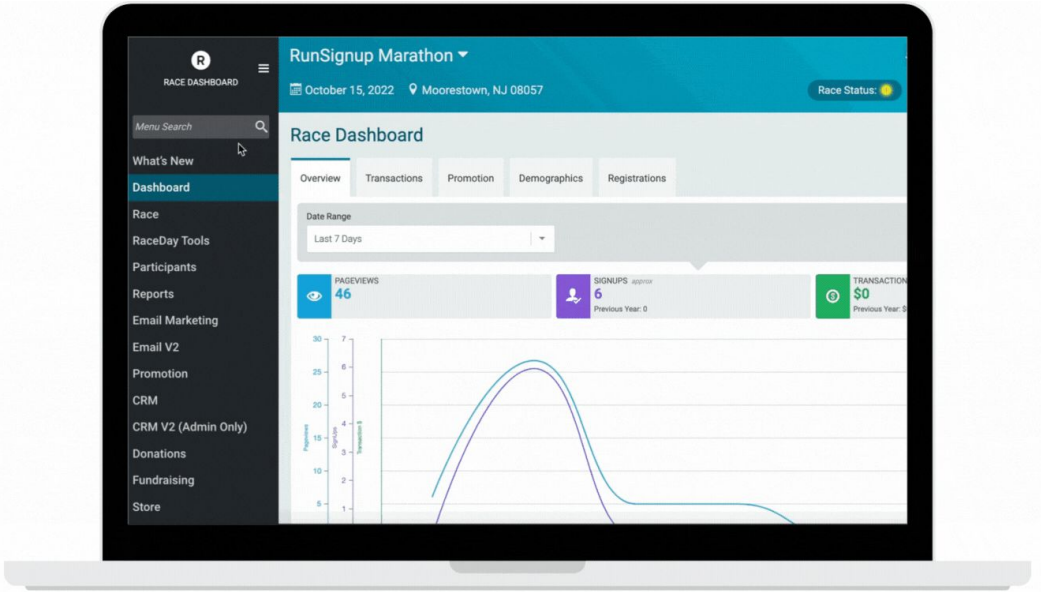




Checkin App Troubleshooting
Invalid Password

RaceDay Tools > RaceDay Checkin > Mobile App

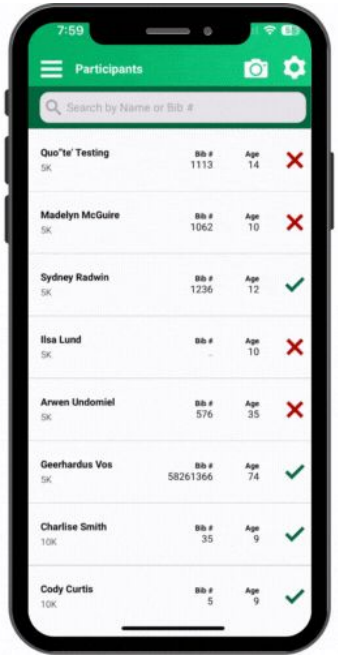




Checkin App Common Questions

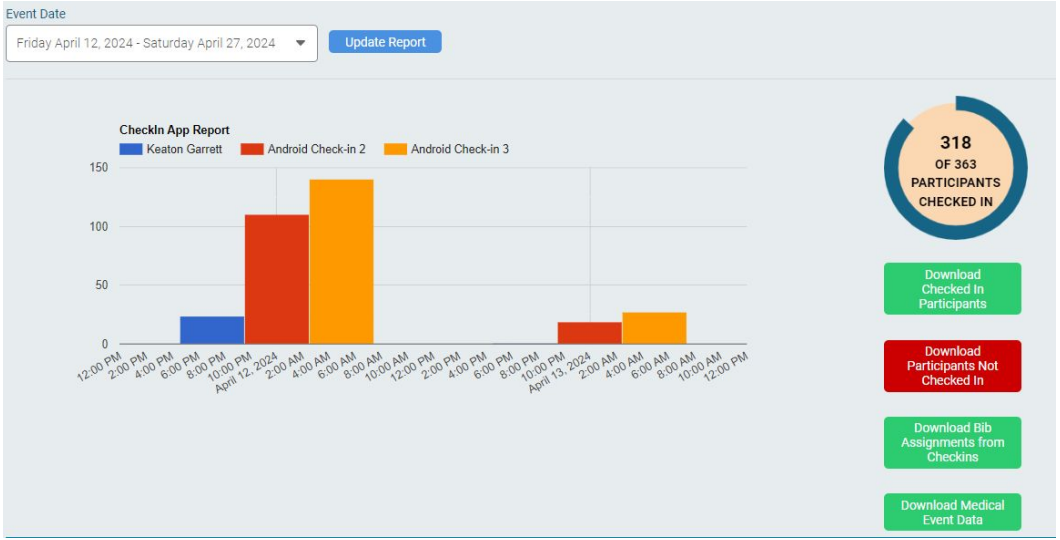
Do You Have Statistics for Checkin?

RaceDay Tools > RaceDay Checkin > Checkin Stats



Leveraging Your **CheckIn Statistics**

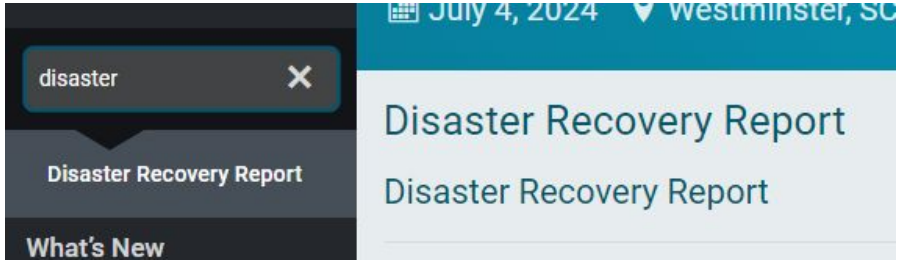
- See percentage of no shows per event
- Reassess and change volunteer coverage during packet pickup
- Alter packet pickup schedule hours based on checkin volume
- At a quick glance see that current status and volume of checked in participants

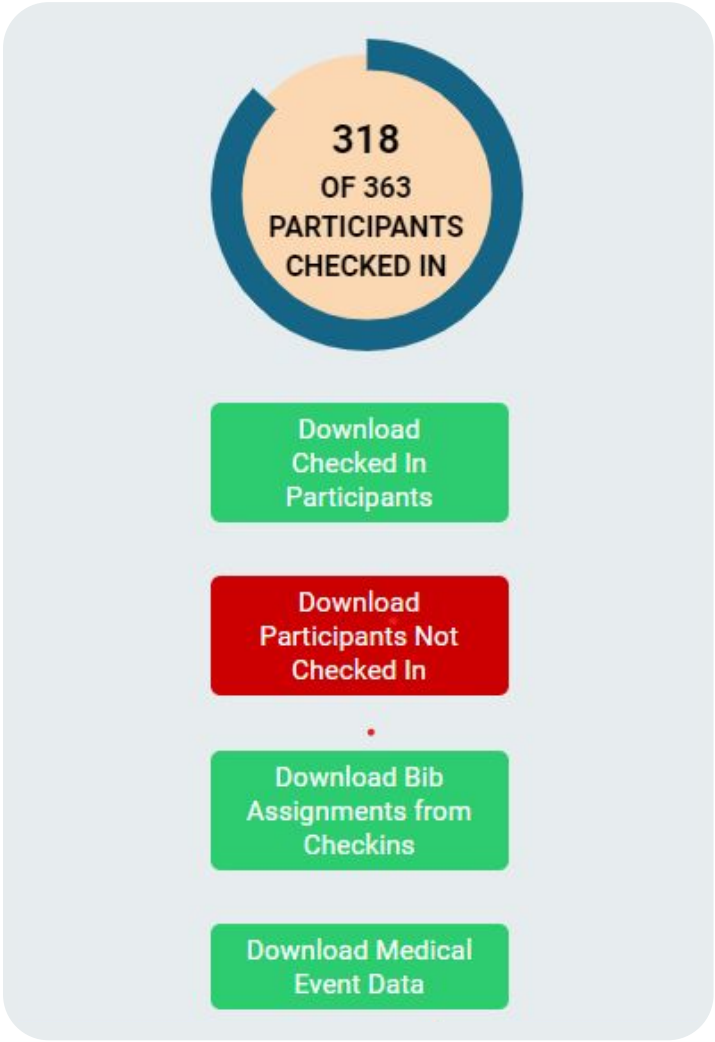


Reports & **Recovery**

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 Snaphot… this should only be done if working with Support!!

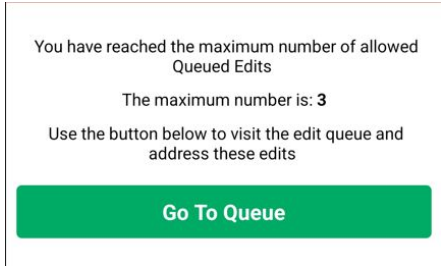


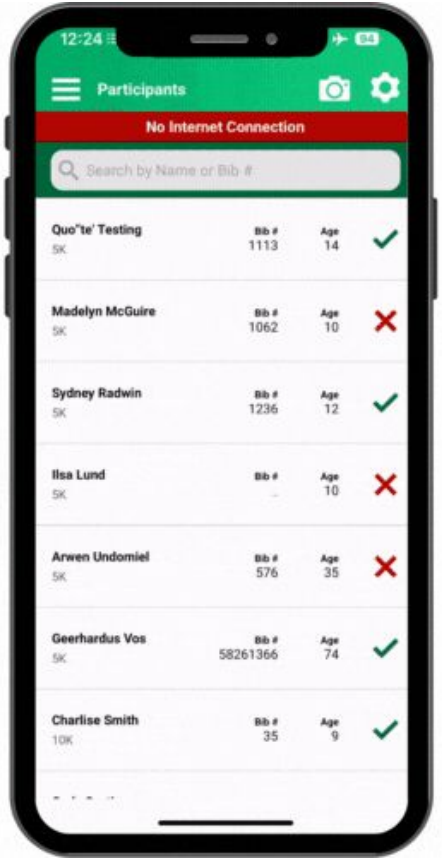


Checkin App Common **Questions**

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

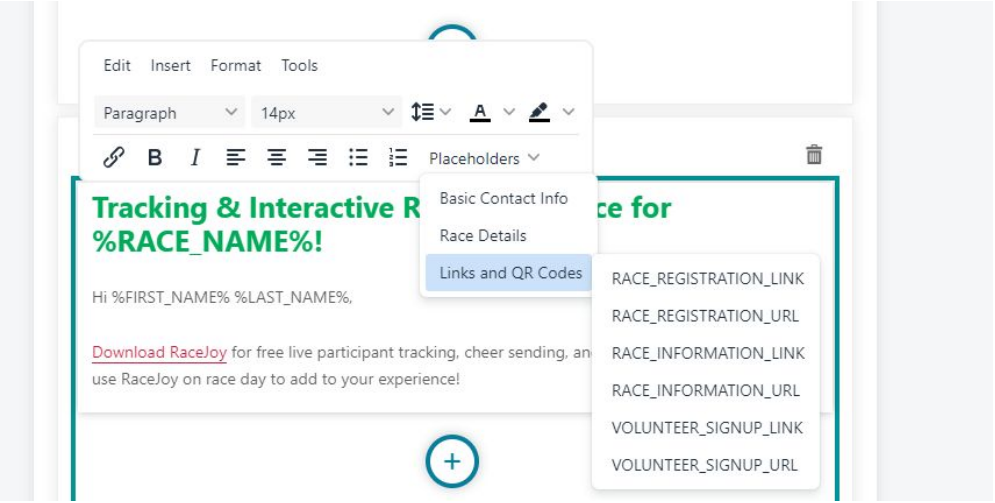




Checkin App Common **Questions/Issues**

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 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

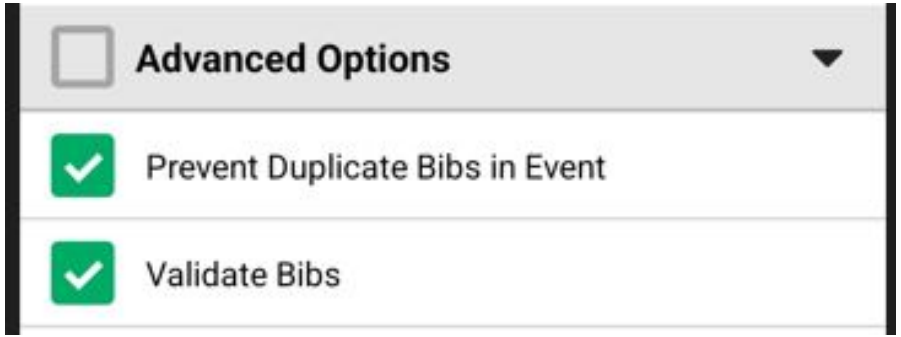
Bar code format	Android	iOS
aztec	✓	✓
codabar	✓	✓
code39	✓	✓*
code93	✓	✓
code128	✓	✓
code39mod43	✗	✓
datamatrix	✓	✓
ean13	✓	✓
ean8	✓	✓
interleaved2of5	use `itf14`	✓
itf14	✓	✓*
maxicode	✓	✗
pdf417	✓	✓*
rss14	✓	✗
rssexpanded	✓	✗
upc_a	✓	✗
upc_e	✓	✓
upc_ean	✓	✗
qr	✓	✓

Checkin App Common **Questions/Issues**

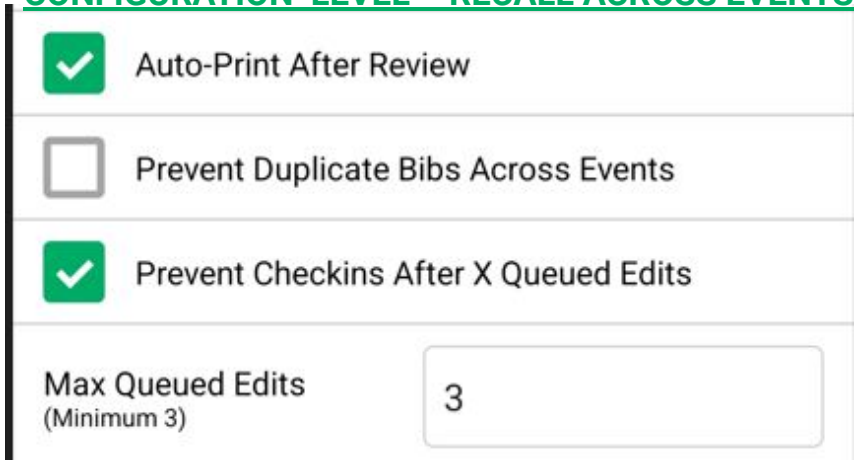
Bib Management

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

PRESET LEVEL – RECALL PER EVENT



CONFIGURATION LEVEL – RECALL ACROSS EVENTS



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

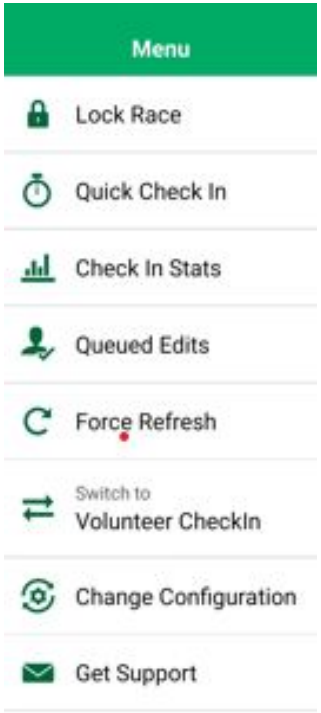
RunSignup, TicketSignup, and GiveSignup

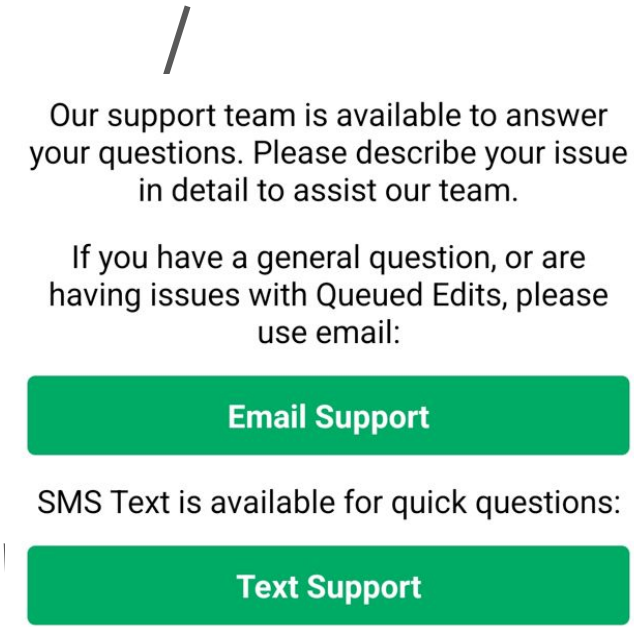
Register your next race with **RunSignup**: https://**runsignup**.com/ Use TicketSignup for your ticketed events: https://ticketsignup.io ...

Support from **the App**

Use the Support Action in the App

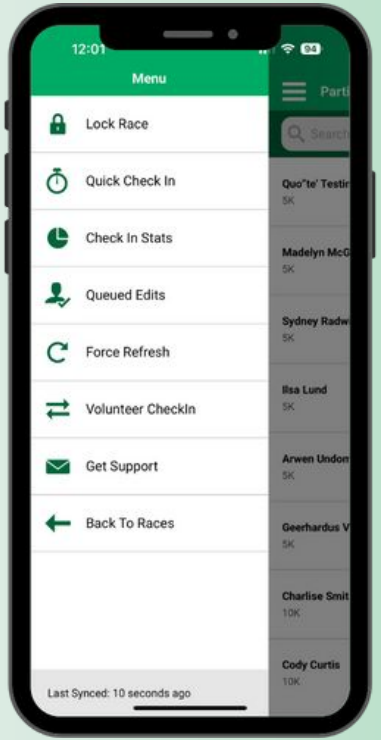
- Gives us quicker access to the information we need to assist you





Any Questions?

Email: info@runsignup.com
Include your event name!



RaceDay RunSignup