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# RaceDay CheckIn App: Quick Hits

July 13, 2024



RACEDAY  
CheckIn





# Today's Agenda

- **Best Practices Refresher**
- **New "Complete Check In" Screen**
- **Additional Waivers/Changed Waivers**
- **Collecting Missing Information**
- **Use/Admin Configurations**
- **Quick CheckIn Flow**
- **Un-checking In via RDS**
- **Driving Data Actions**





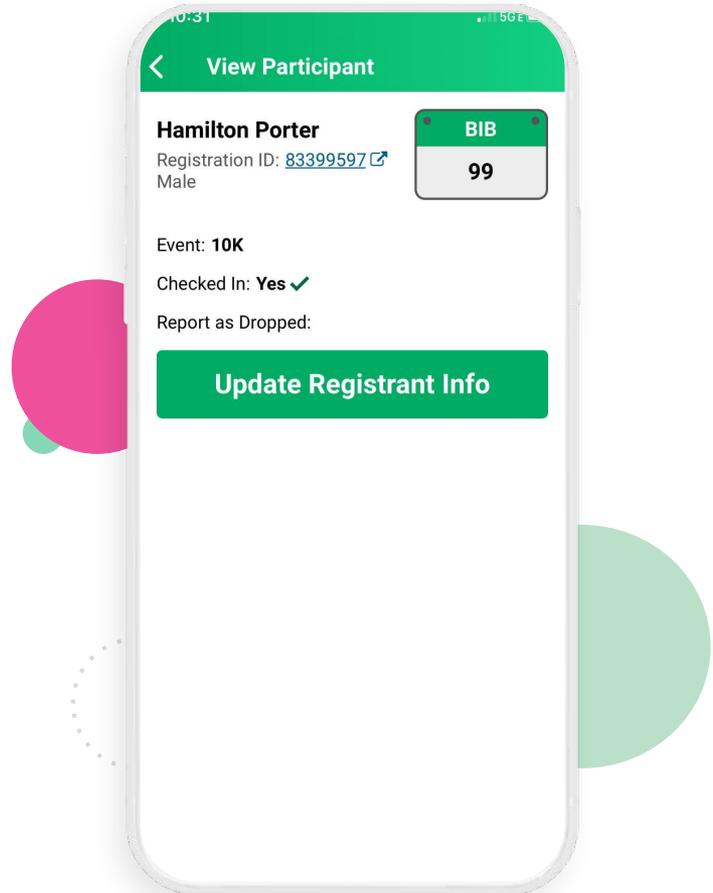
# Best Practices



# Best Practices

## *Quickly capturing accurate information*

- QR Codes for Participant check-in
  - Faster than manual look up and avoids mistakes with potential incorrect name spelling, etc.
  - Include “QR Code” in email subject line so participants can quickly find.
- QR Codes on bibs themselves
- Have a plan for a Lead/Admin to address changes
  - Keeps participants moving
  - More focused training for volunteers
- Notate name on back of bib
- Include Giveaway Shirt Size on Detail and Confirmation Page
- Include Registration ID for quick link for features not currently supported in the app



# MORE Best Practices

*Quickly capturing accurate information...continued*

- Set up Bib Validation in RunSignup
- Have a “Use” and “Admin” preset and configuration
  - One Admin per shift to keep participants flowing
- Do a real check in before Packet Pickup opens!
  - Volunteer who is participating
  - Have one of the Earlybirds check in early
- Have a separate Preset for Relays/Teams
- Watch your volunteers through their first couple repetitions
- **Make sure your check in period is open**
  - Does not reset when race is renewed
- When in doubt - ask your timer!

The screenshot shows the 'Bib Validation' configuration screen. It is divided into two sections: '5K' and '10K'. Each section has a table with 'STARTING BIB' and 'ENDING BIB' columns. For the 5K race, the starting bib is '1' and the ending bib is '1000'. For the 10K race, the starting bib is '1001' and the ending bib is '2000'. Below the tables is a blue button labeled 'Save Bib Validation'.

The screenshot shows the 'Assign Bib #' screen. The title is 'Assign Bib #'. Below the title, it says 'Assign Bib Number - Hamilton Porter (10K)'. There is a text input field containing '2005'. Below the input field, it says 'T-Shirt: Large'. At the bottom, there is a white error message box with the text: 'Error This bib number does not conform to this race's bib validation rules.' and an 'OK' button.



# Interface Update

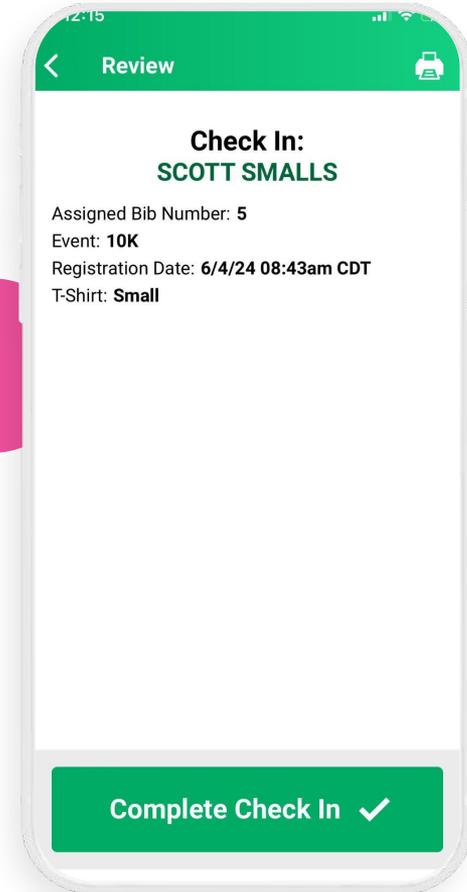
Making cleaner data easier



# New Complete Check In Screen

Helps make sure volunteers and staff **Complete the check in rather than back out**

- Replaces the two buttons on the bottom screen (Formerly “Go Back” and “Save & Continue”)
- Volunteers can still return to the previous screen using the “Review” button in the upper left
- Displays all data fields set in Preset on Final Confirmation Page (as seen on previous search detail page)





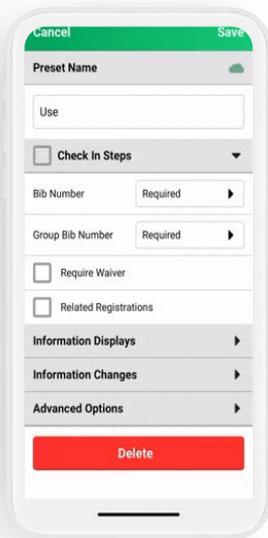
# Collecting Waivers



# Collecting Waivers

*Additional or changed waivers can be signed as part of the Check In flow*

- Add the new waiver in RunSignup
- Check “Require Waiver” in Presets
- Waivers signed in the app are viewable in the platform!
- **Making any changes to the existing waiver will require participants sign again if Waivers are Required at Check In (though we will have documentation of the previously signed waiver)**



REGISTRATION ID	WAIVER ID	WAIVER SIGNED DATE	SIGNED ONLINE?	APP CONF
#83399205	#234434	07/03/2024 2:06am EDT	Yes	
#83399209	#234402	07/03/2024 1:15pm EDT	Yes	
#83399206	#234402	07/03/2024 11:34am EDT	Yes	
#83402256	#227329	06/04/2024 10:17am EDT	No	
#83399203	#227329	06/04/2024 9:46am EDT	No	
#83399202	#227329	06/04/2024 9:46am EDT	No	
#83399208	#227329	06/04/2024 9:46am EDT	No	
#83399205	#227329	06/04/2024 9:46am EDT	No	
#83399204	#227329	06/04/2024 9:46am EDT	No	
#83399202	#227329	06/04/2024 9:46am EDT	No	
#83399650	#227329	06/04/2024 9:44am EDT	No	
#83399649	#227329	06/04/2024 9:44am EDT	No	

runsignup.com



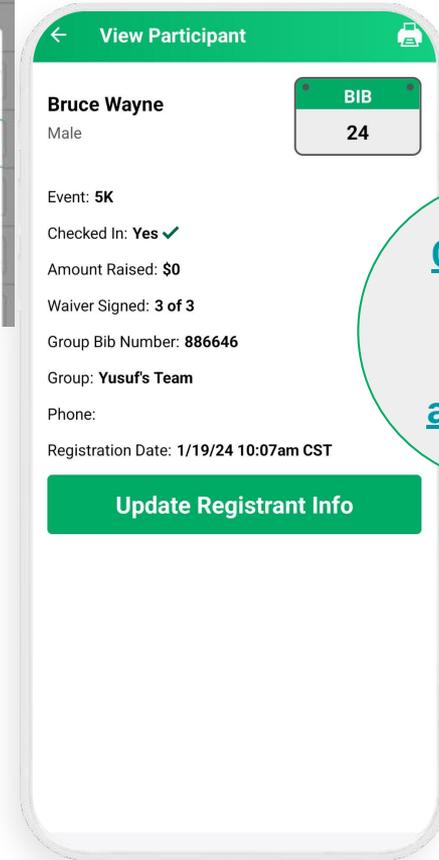
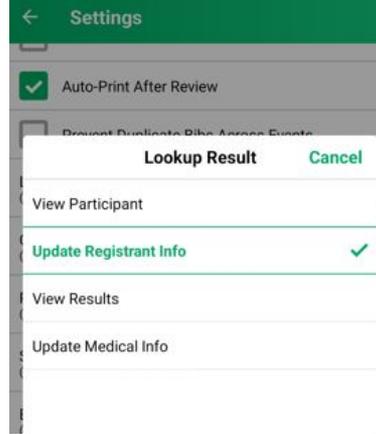
# Collecting Missing Information

*Backfilling questions and collecting scoring data*



# No age? No problem

- RaceDay CheckIn can be used to collect question responses that were not asked for all registrants
- This is a great way to correct for databases from external sources that are lacking essential information like Age
- Can use a Configuration to go directly to updating information
  - **Configuration -> General -> Lookup Results -> Update Registrant Info**

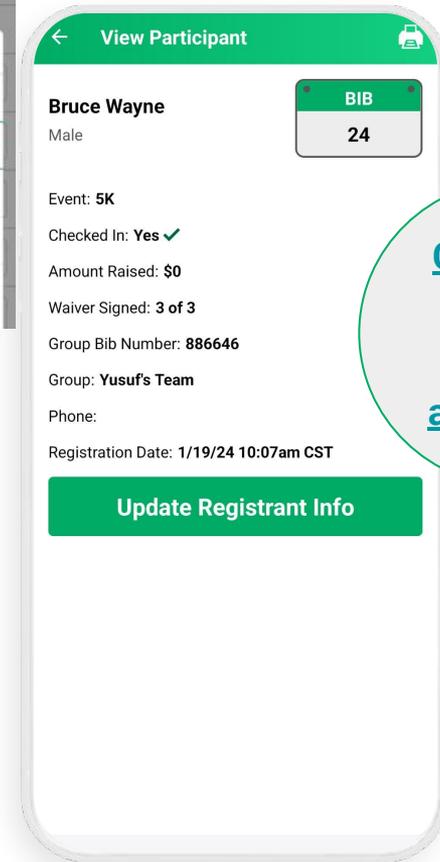
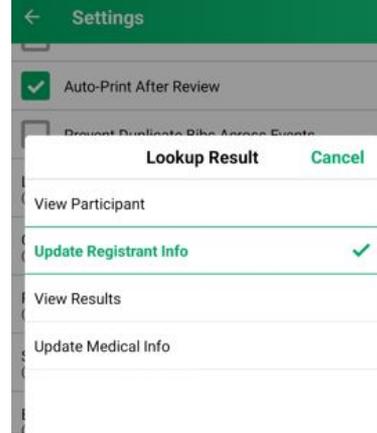


[Check out the Case Study about this!](#)

# Updating Information Continued

It's important to understand the workflow here - if you are going straight to the Update Registrant Info in your configuration you would need a separate step to assign bibs

- **Have a clear and tested plan** that gets the desired outcome and can be easily explained
- **Tell the organizers** that you are able to handle this issue with the tools you provide
- **Edit your Presets and configurations** to allow for this question to display and be updated for participants
- **Train your team** to include updating this information as part of their workflow



[Check out the Case Study about this!](#)



# Volunteer/Admin Configurations

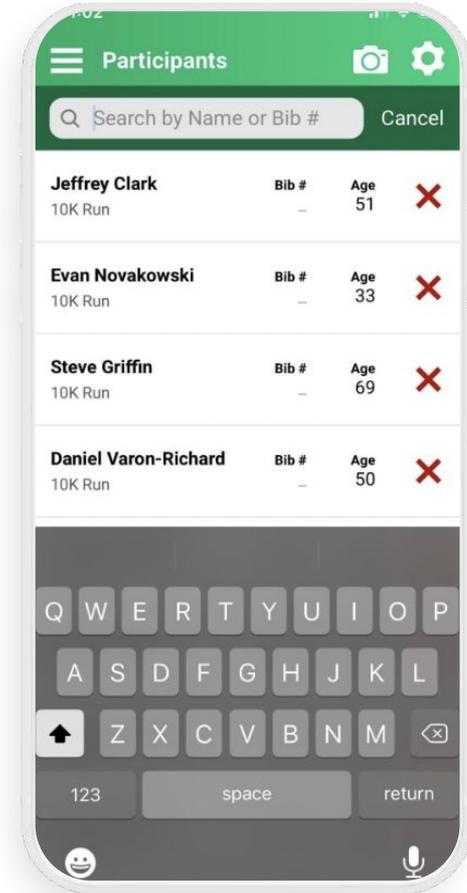
*Managing participant changes more efficiently*



# Different Jobs

## Different Configurations

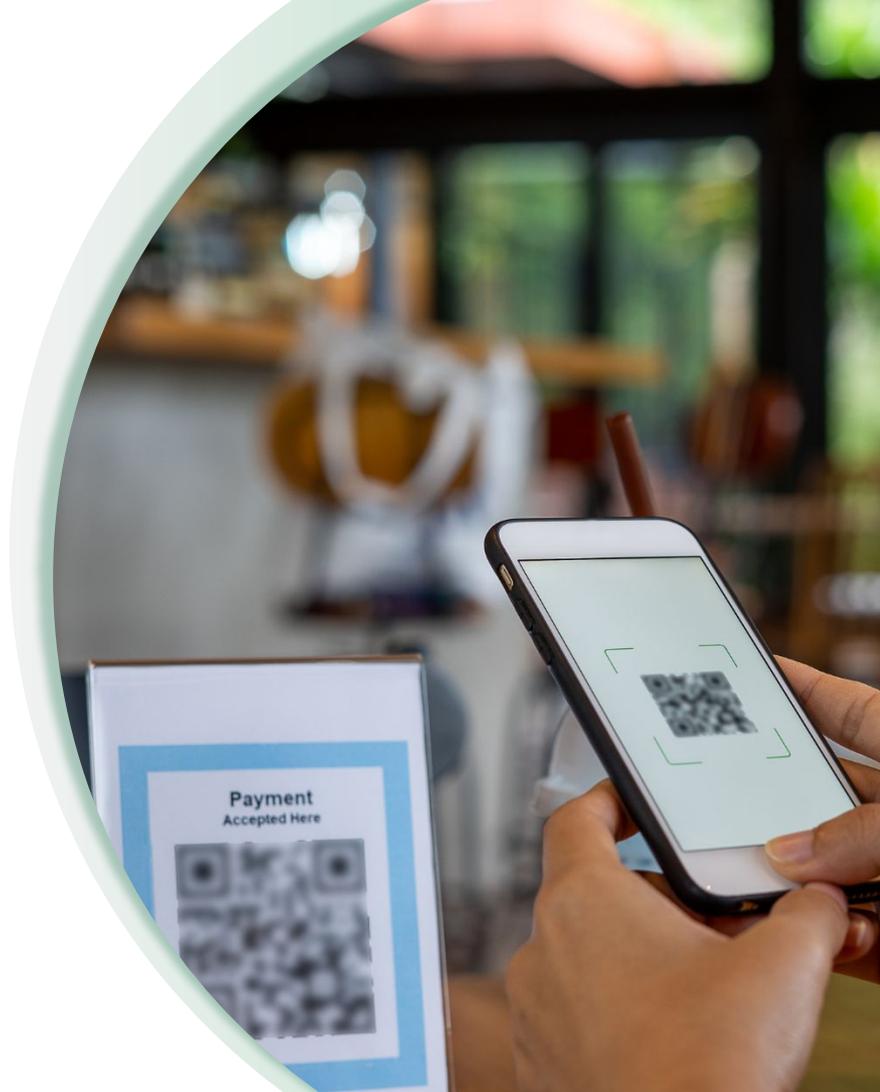
- Create a set of “Use” or general volunteer presets that can only take simple actions
- Create set of “Admin” presets that allow for info changes, transfers (if applicable to your Race) and other updates
- **Admins** would be paid staff, timers, or experienced/skilled Volunteer Leads
  - Less training time
  - Takes a participant to the person most able to help them
  - Allows for faster line movement





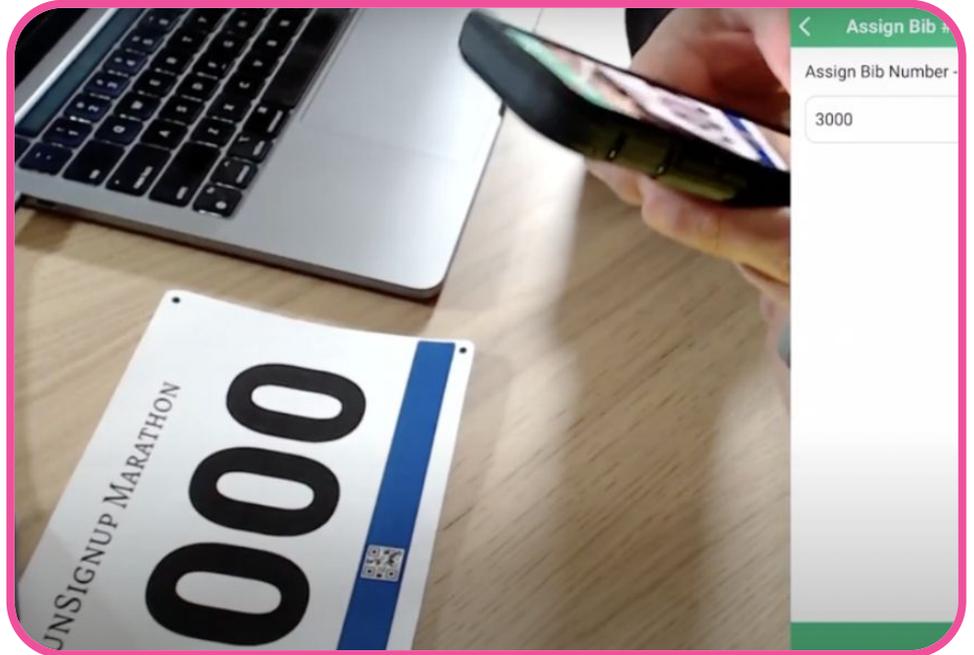
# RaceDay Rapid Check-Ins

*QR Codes, Dynamic Bib Assignments*



# RaceDay Check In App & Dynamic Bib Assignment

- Uses the device's camera to reduce typing errors
- Offers the ability to AutoSave after a user-selected period of time
- Offer Rapid Fast Check-Ins
  - Process participants in 6 seconds!
  - QR Code participant lookup + Quick scan of bib = Done!
- The largest of events are adopting this approach.





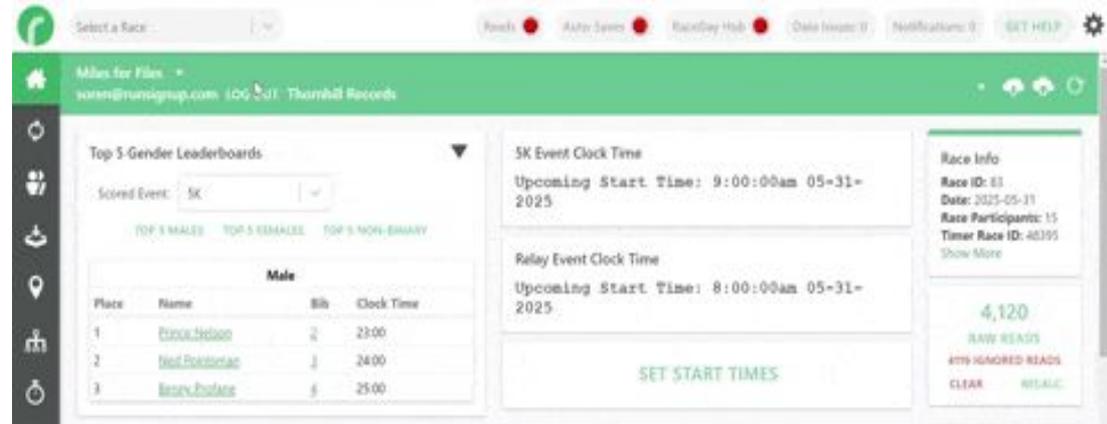
# Bulk Un-Check Ins Via RDS



# Update Checked In Status

Great for tracking the status of participants across a multi-date series of Events

- Requires two columns:
  - Registration ID
  - Checked In
- Input **No** or **0** in the “Checked In” column for each participant
- Upload into RDS
- Bidirectional sync with RunSignup and the CheckIn app also gets update automatically

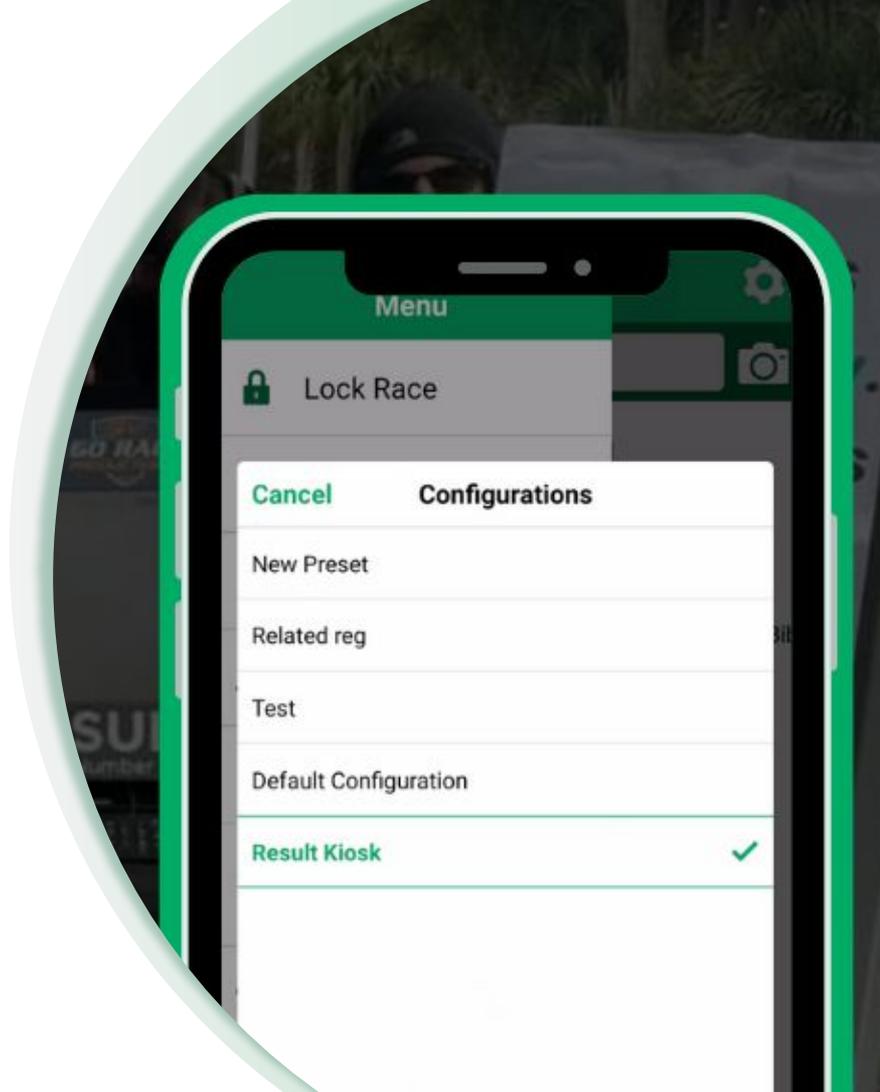


C1	A	B	C	D
1	Registration ID	Event	Checked In	
2	84057030	Both	No	
3	83399707	5K	No	
4	83399706	5K	No	
5	83399705	5K	No	
6	83399704	5K	No	
7	83399599	10K	No	
8	83399598	10K	No	
9	83399597	10K	No	
10	83399596	10K	No	
11	83399595	10K	No	
12	83399594	10K	No	
13	84057030	Both	No	
14	83399707	5K	No	
15	83399706	5K	No	
16	83399705	5K	No	
17	83399704	5K	No	
18	83399599	10K	No	
19	83399598	10K	No	
20	83399597	10K	No	
21	83399596	10K	No	
22	83399595	10K	No	



# Driving Data Actions

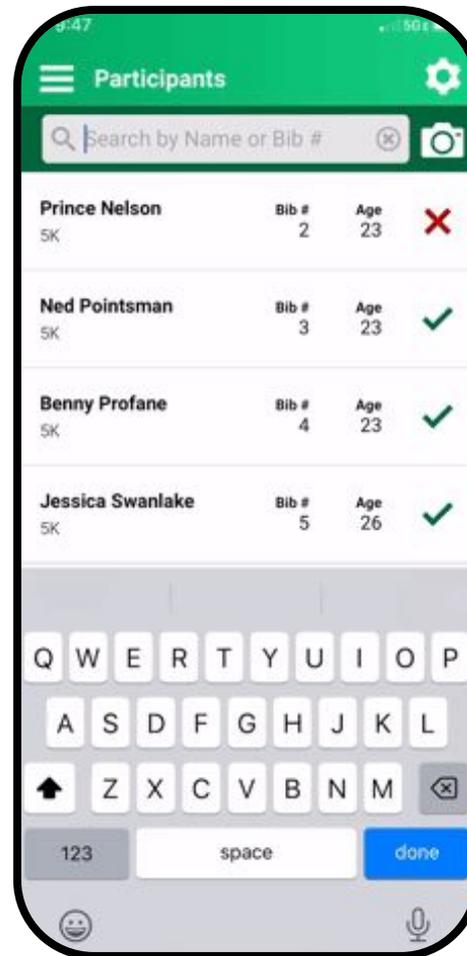
*Using the CheckIn App to support scoring*



# Tracking Drop Outs Using RaceDay CheckIn

Having course volunteers report participant Drops via the CheckIn app is a great way to drive a Data Action in RaceDay Scoring

- **Create an Internal Question** on the RunSignup platform that would indicate a dropout (*remember that you cannot use checkbox questions to score*)
- **Create a Preset/Configuration** in the CheckIn App that only updates the Internal Question
- **Train your Team** make sure your volunteers on course know what you expect of them for reporting Drops



# Create Data Actions

## Create Data Actions to change participant status to/from Drop

- **Action Trigger** should be set as a “Participant” and Issue Subtype as “Edit”
- Set the **Participant Data Filter** field as the Internal Question with the operator indicating the response
- Set the **Data to Change** so that Participant Status for Drop is True
- **Set a second action to reverse this**

*This can be used for Donut Bike Challenges, beer events, push-up intervals, and other non-timed actions too!*

The screenshot shows the 'RaceDay Scoring' application interface. At the top, there's a navigation bar with a 'Select a Race' dropdown and several status indicators: 'Reads', 'Auto-Saves', 'RaceDay Hub', 'Data Issues: 10', 'Notifications: 0', and a 'GET HELP' button. A vertical sidebar on the left contains icons for home, user, location, group, timer, mail, trophy, settings, and layers. The main content area is divided into two sections. The top section, 'Action Trigger', has 'Issue Type' set to 'Participant' and 'Issue Subtype' set to 'Edit'. Below this is the 'Participant Data Filters' section, which contains a table with one filter: 'Report as Dropped' (Field) using the '== (Is)' (Operation) operator with the value 'Yes'. A green button labeled 'ADD PARTICIPANT INFORMATION FILTER' is positioned below the filter table. The bottom section, 'Data to Change', has 'Type of Entity' set to 'Participant' and 'Field to assign to' set to 'Drop'. The 'Value to assign' field has a yellow circle icon selected. At the bottom of the form are 'SAVE' and 'CANCEL' buttons.



# Q&A



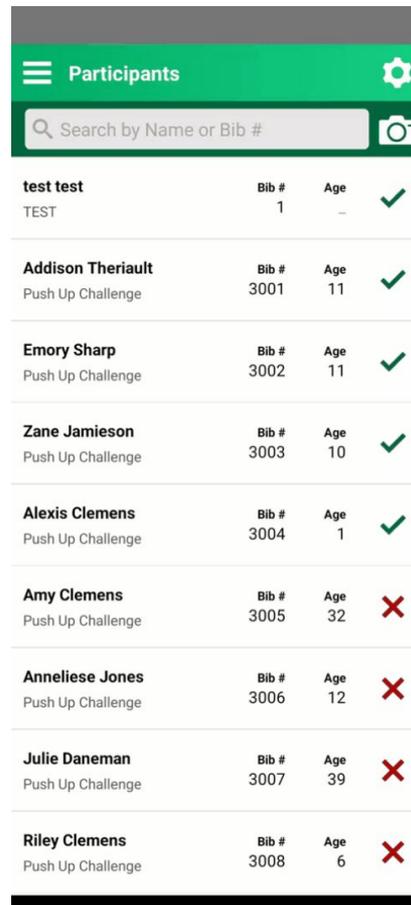
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# Thank You For Joining Us Today



# Sign Waivers Within CheckIn App

Option to have participants sign waivers within the app during packet pickup.

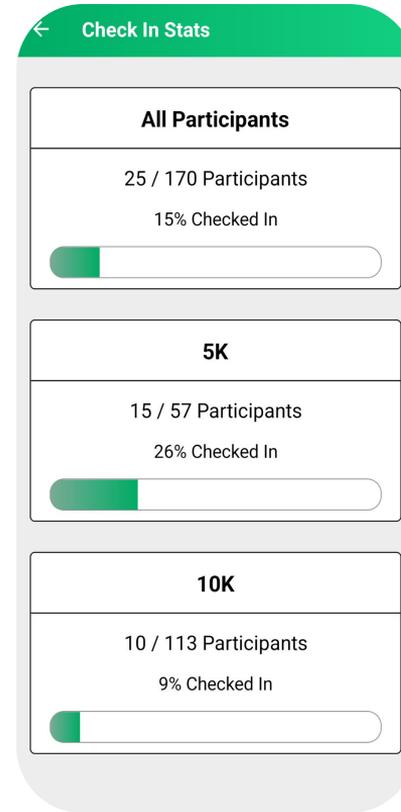


The screenshot shows the 'Participants' screen in the CheckIn app. At the top, there is a green header with a menu icon, the title 'Participants', and a settings gear icon. Below the header is a search bar with the placeholder text 'Search by Name or Bib #' and a camera icon. The main content is a list of participants, each with their name, bib number, age, and a status icon (green checkmark or red X).

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

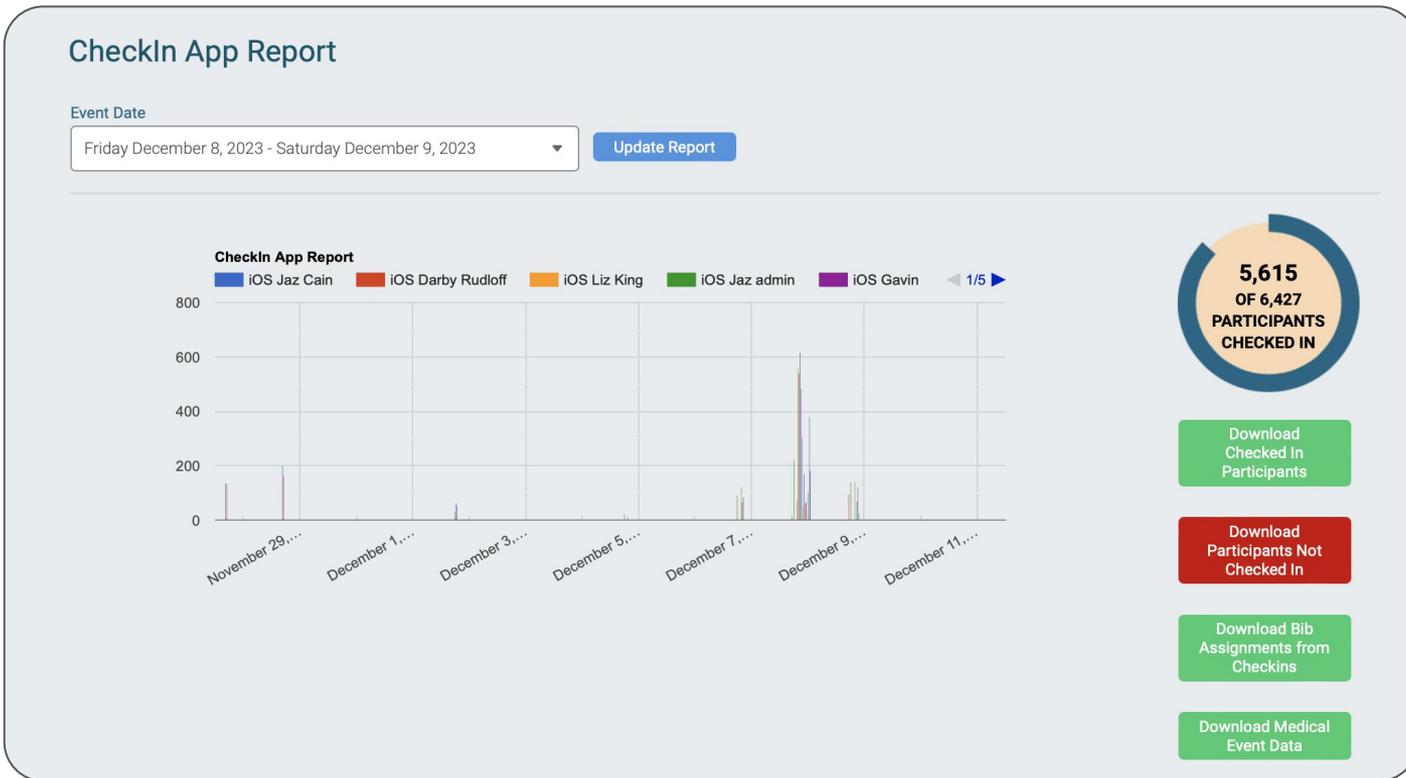
# Check-Ins Reporting

- Assess status of check-ins
- Track peak times to manage staffing



Snapshot views in the app.

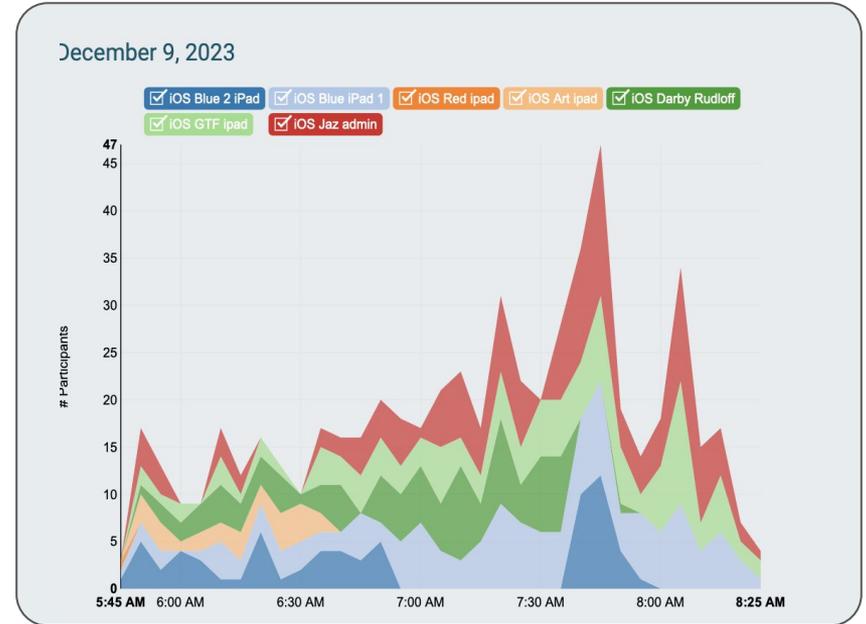
# RaceDay CheckIn App Reporting on Race Dashboard



# RaceDay CheckIn App Reporting on Race Dashboard

EVENT	NO. CHECKED IN	NO. PARTICIPANTS	PERCENT
Kiawah Island Marathon	1,389	1,603	86.7%
Kiawah Island Half-Marathon	3,614	4,059	89%
Glow In the Dark Color Run 5K	186	231	80.5%
Glow In the Dark Color Run- 1 Mile Fun Run	237	288	82.3%
High Performance Corral Half	101	110	91.8%
High Performance Corral Full	87	92	94.6%
Kiawah Island Virtual Marathon	0	11	0%
Kiawah Island Virtual Half-Marathon	0	31	0%
Test Event	1	2	50%

Check-ins by event



Activity levels based on time and device.



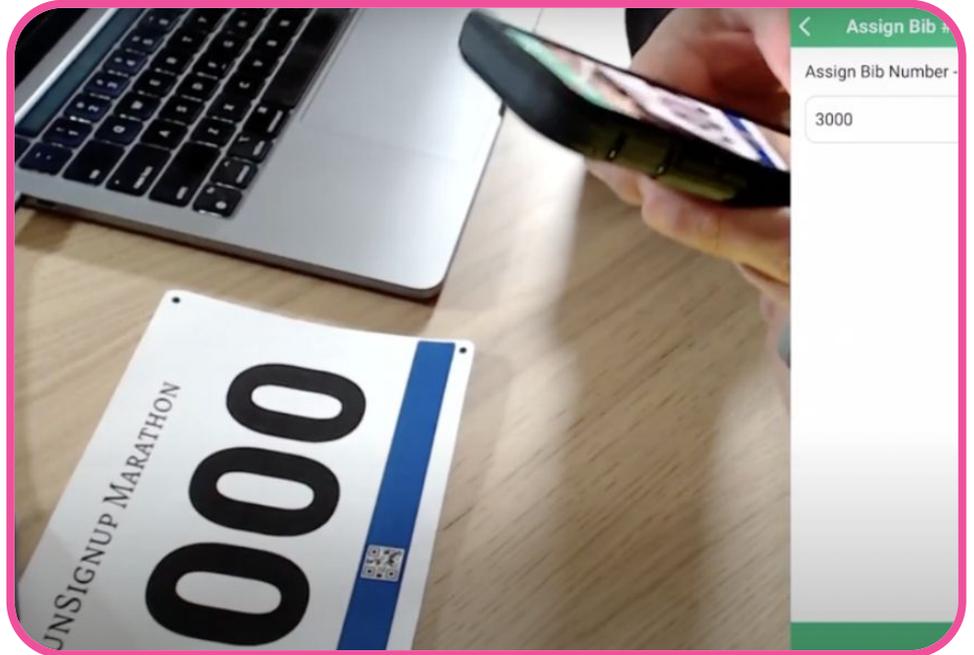
# RaceDay Rapid Check-Ins

*QR Codes, Dynamic Bib Assignments*



# RaceDay Check In App & Dynamic Bib Assignment

- Reduces cost and waste with no show participants.
- Offer Rapid Fast Check-Ins
  - Process participants in 6 seconds!
  - QR Code participant lookup + Quick scan of bib = Done!
- The largest of events are adopting this approach.

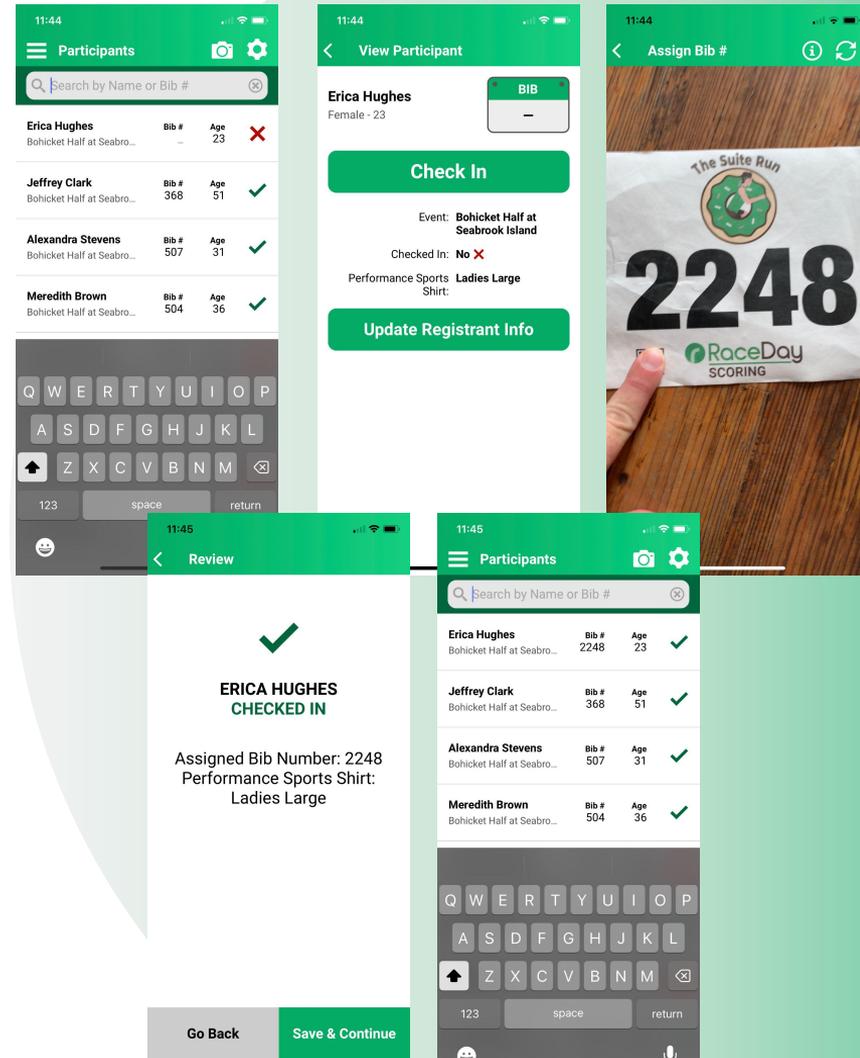


# Using QR Codes & CheckIn App

- **Look Up a Participant** by scanning a QR code that has their **RunSignup Registration ID embedded into it.**
- **Assign a Bib Number** to a Participant by scanning a bib that has a QR code with a **bib number embedded into it.**
- **QR code on poster pointing to registration online**  
-instead of taking paper reg, have runners register on their phones

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.



# Standard How-To For Smaller Events

*Quick set-up tips*

- Use default settings
- Turn off fields you don't need for Packet Pickup
- Have your volunteers download the app ahead of time



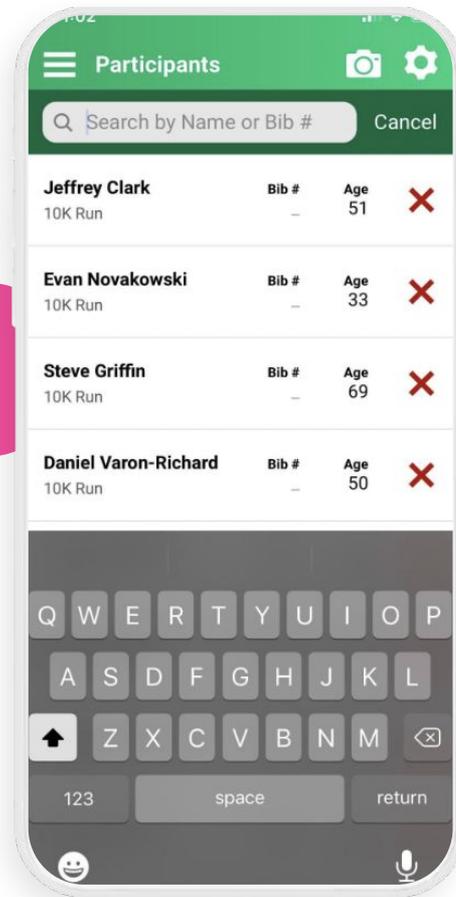
# Key Settings

## Examples:

- Require Bib
- Auto-Show Camera on Bib Assignment
- Giveaway
- Allow Un-Check Ins
- Prevent Duplicate Bibs
- Validate Bibs

**Additional settings (like waivers and event transfers depend on the specifics of your event)**

- Video Guide: [What is the Deal with Presets and Configurations? - YouTube](#)



# Key Settings

**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: \*

Disable CheckIn At: \*

America/New\_York America/New\_York

[Save Settings](#)

**You MUST enable the CheckIn App in RunSignup before it appears in the app.**



**RaceDay Tools**



**RaceDay CheckIn**



**Mobile App**



# RaceDay CheckIn Volunteer Mode

*CheckIn and manage your Volunteers on site*



# RaceDay CheckIn APP

## Volunteer Mode

- Ideal for mid to large events or longer events relying on volunteers.
- Offers an organized approach to managing volunteer staff
- Reporting helps to understand any gaps

Volunteers	
Search by Name	
<b>Willow Joy</b> CheckIn	✓
<b>James Harris</b> Registration	✗
<b>Michael Chisolm</b> Registration	✓
<b>Brendon Lyra</b> Medical Review	✗
<b>James Harris</b> Medical Review	✓
<b>Nathanael Costa</b> Medical Review	✗
<b>XXXXX AT</b> Medical Review	✓

# Integrates with RunSignup's Volunteer Solution

- The Volunteer Mode of RaceDay CheckIn works with RunSignup's Volunteer Platform
- Will pull in any roles and volunteers that have registered or were imported for volunteering

Ask your account manager for assistance with setting up your volunteer signup and management system.

The screenshot shows the RunSignup Volunteer Platform interface for the Kiawah Island Marathon. The header includes the event name, date (Sat December 14, 2024), and location (Kiawah Island, SC 29455 US). The navigation menu includes RACE INFO, EVENT INFO, PARTICIPANT TRACKING, RESULTS, STORE, VOLUNTEER, and MORE. The main content area displays two volunteer roles: Packet Pick Up and Course Monitor. Each role includes a title, priority, date, time slots, a 'Volunteer' button, and details about the role and location.

**Kiawah Island Marathon**  
Sat December 14, 2024  
Kiawah Island, SC 29455 US [Directions](#)

**Packet Pick Up** *High Priority* [↑ Back to Top](#)

You must be 13 or older to volunteer for this task.

December 14, 2024

5:30 am EST - 9:00 am EST (At least 10 more needed)

[Volunteer](#)

**Details**  
Volunteers will be handing out runners bibs and shirts. All runners must present a valid driver's license and may only pick up their packet. Some knowledge with computers/tablets may be required for check in. With this position you may be placed outside so please bring warm clothes.

**Location**  
West Beach Conference Center

**Course Monitor** *High Priority* [↑ Back to Top](#)

You must be 13 or older to volunteer for this task.

December 14, 2024

7:00 am EST - 2:00 pm EST (At least 10 more needed)  
 7:00 am EST - 12:00 pm EST (At least 10 more needed)  
 7:00 am EST - 12:30 pm EST (At least 10 more needed)  
 7:30 am EST - 2:00 pm EST (At least 10 more needed)  
 7:45 am EST - 2:00 pm EST (At least 10 more needed)  
 7:45 am EST - 11:30 am EST (At least 9 more needed)  
 8:00 am EST - 2:30 pm EST (At least 10 more needed)

[Volunteer](#)

**Details**  
Course monitors are on the course to keep athletes going in the correct direction, cheer them on, and assist our course crew in identifying any issues on the course with the course or a participant.

**Location**  
A specific post will be assigned to you.

# RaceDay CheckIn Volunteer Mode

Like the Participant Mode, the Volunteer Mode also has Presets and Configurations.

Cancel Save

Preset Name

Volunteer

Volunteer Display ▼

Last Name

Email

Phone Number

Assigned Task

Assignment ID

Please confirm you are available on July 4th (7AM to 12PM). Specific times will be assigned later based on task.

Delete

← Configuration

Configuration Name

Name and Task

**Task Presets**

CheckIn Name and Task ▼ >

Registration Name and Task ▼ >

Medical Review Default Preset ▼ >

**Hidden Tasks**

CheckIn

Registration

Medical Review

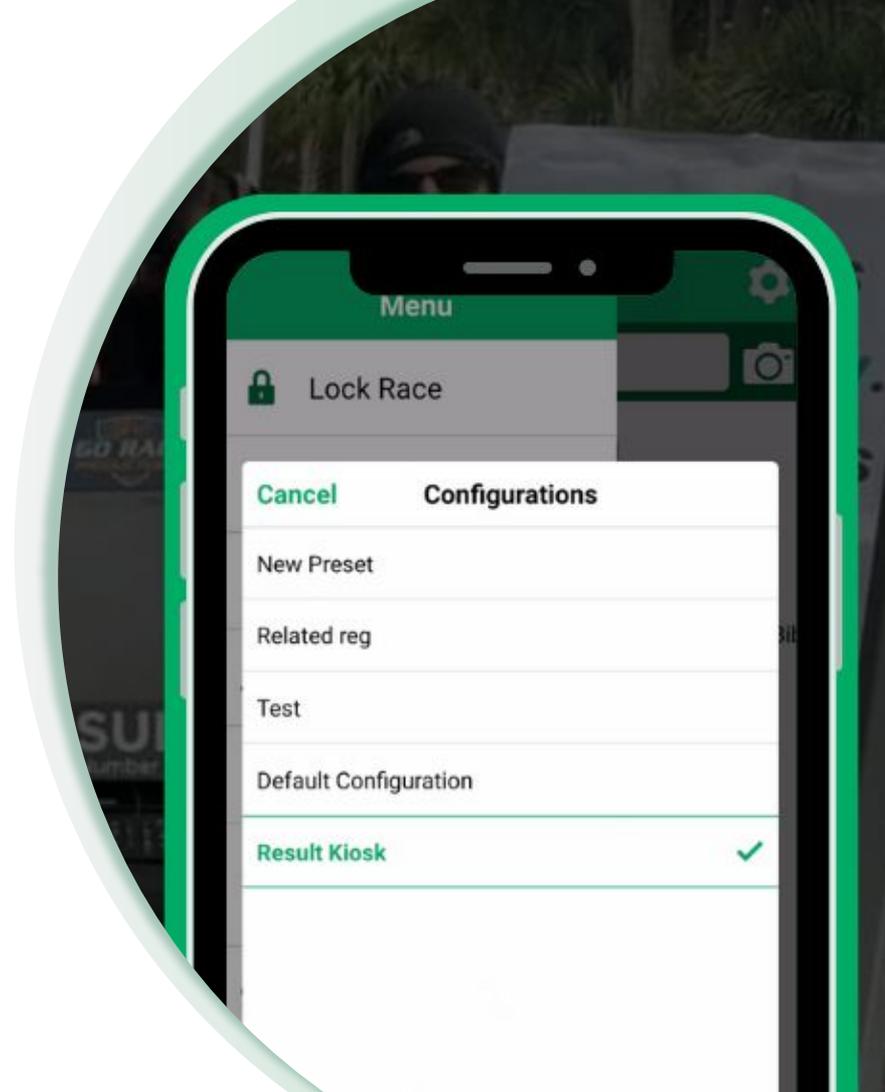
**General Options**

Clear Search

Exact Match Lookup (opening speed) Fast ▼



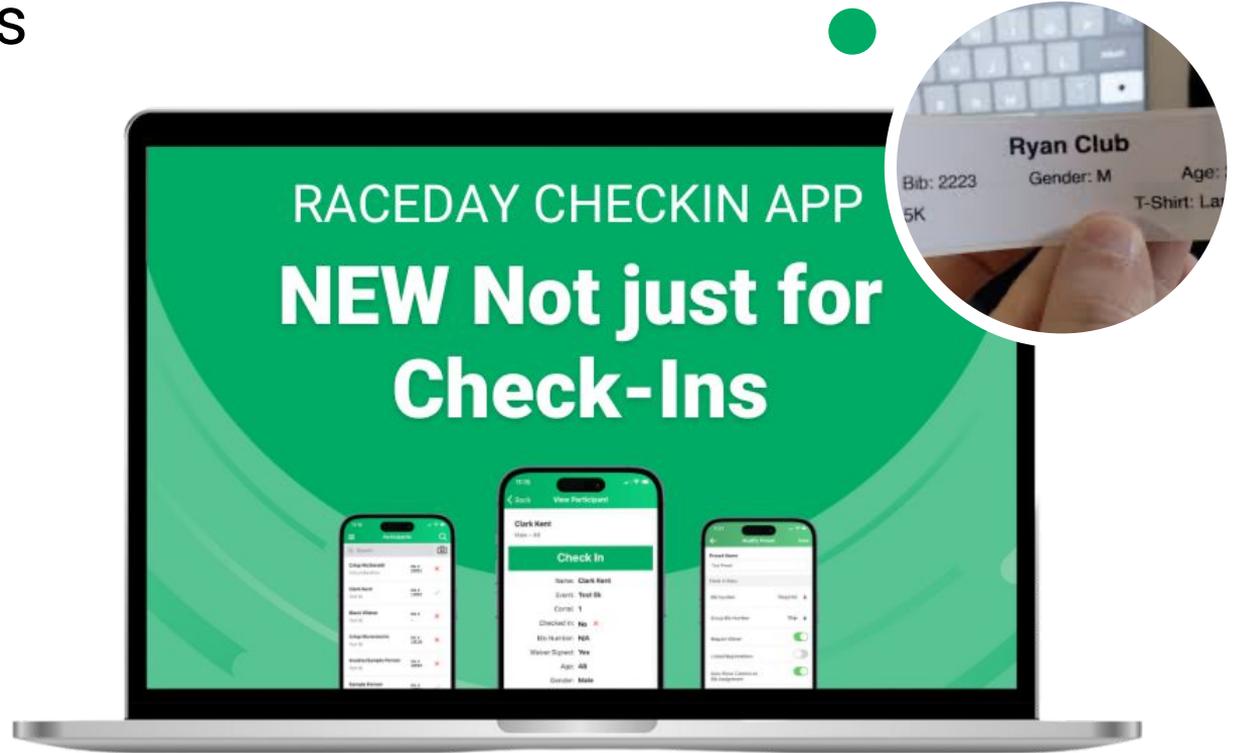
# RaceDay CheckIn Other Functions



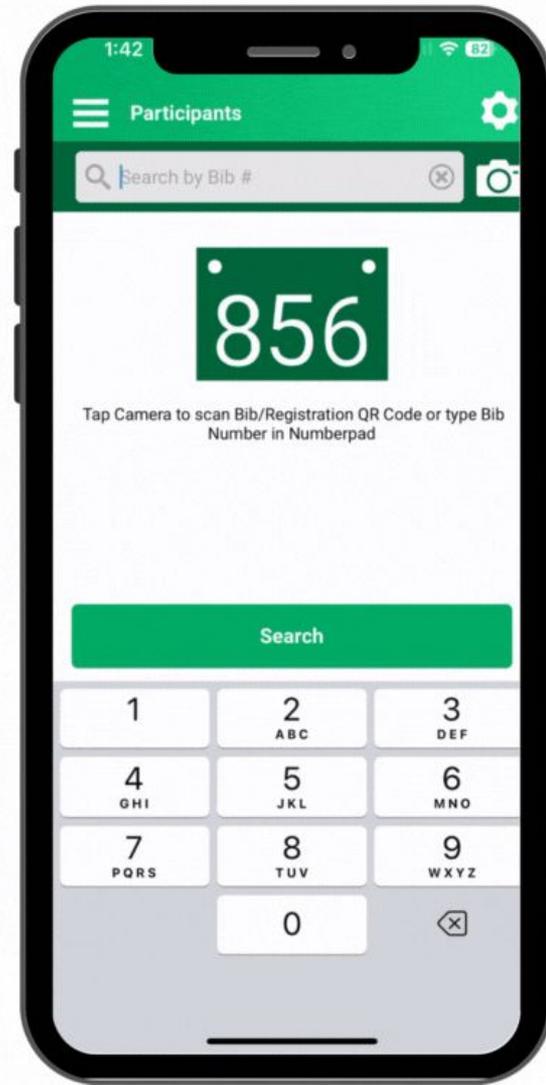
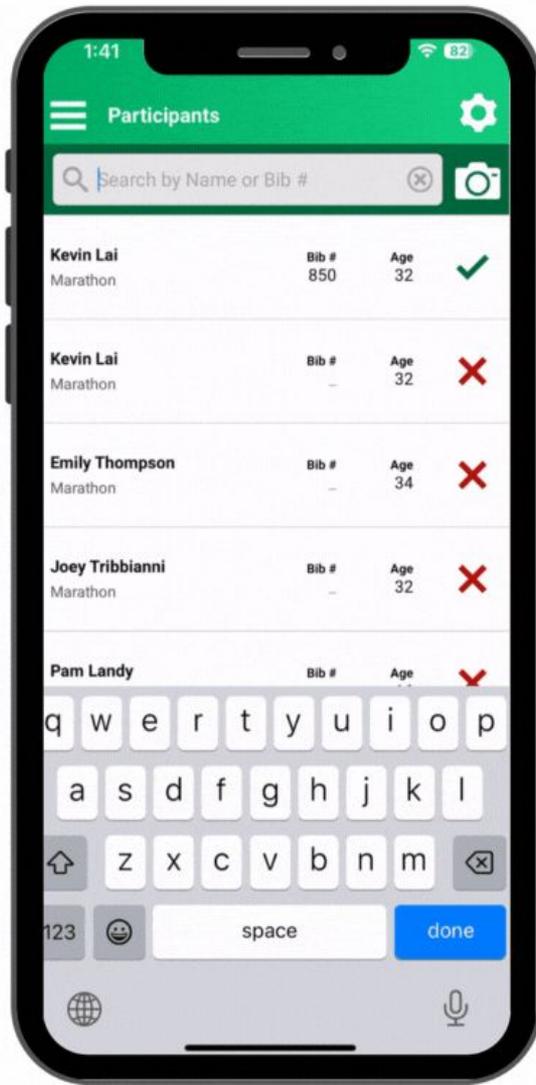
# Expanded Functions

## Examples of Kiosk Mode and More

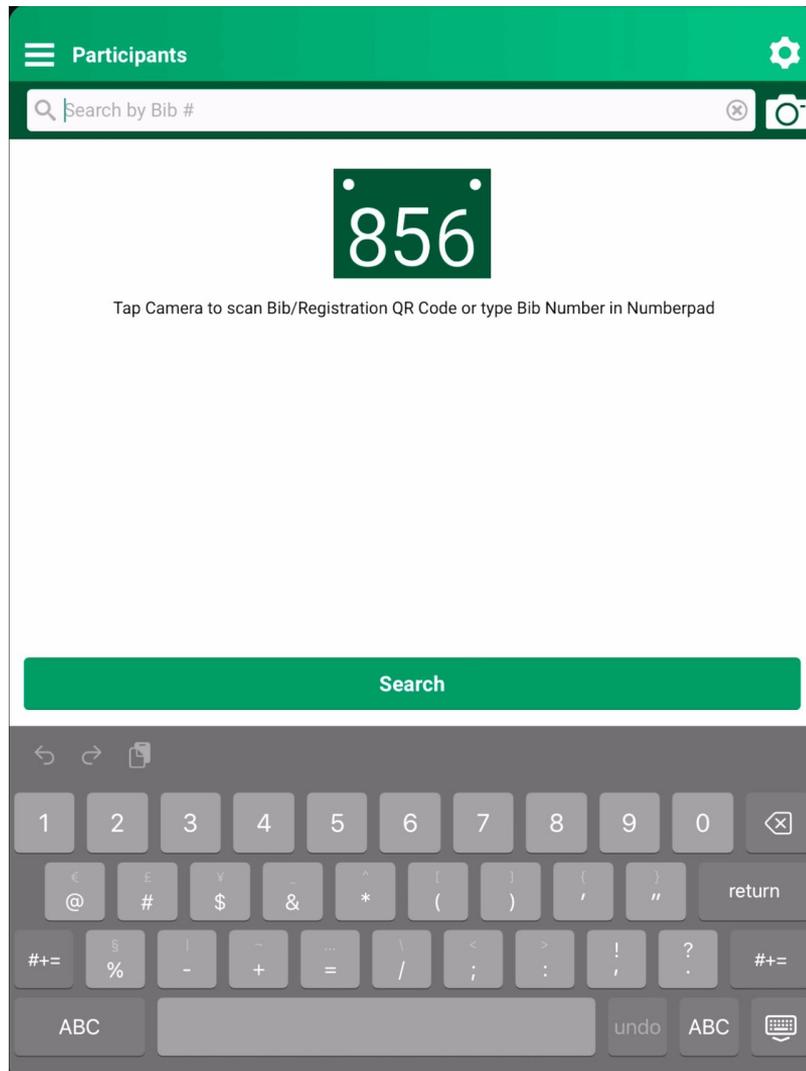
- Results Kiosk
- Medical
- Competitions
- Bib Look Up
- Label Printing



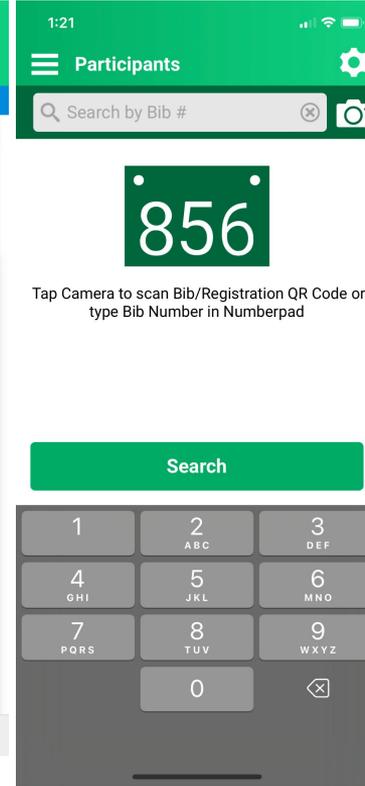
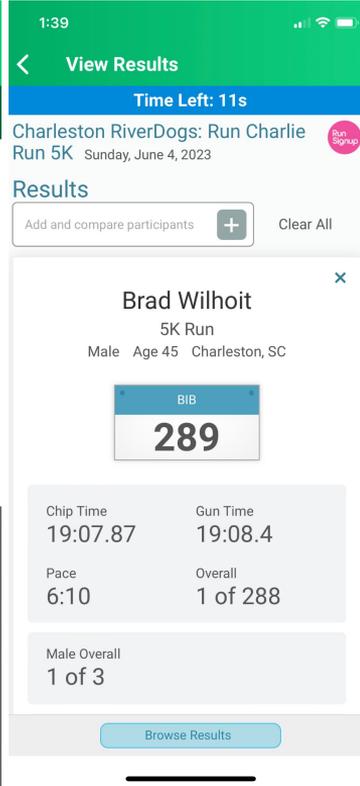
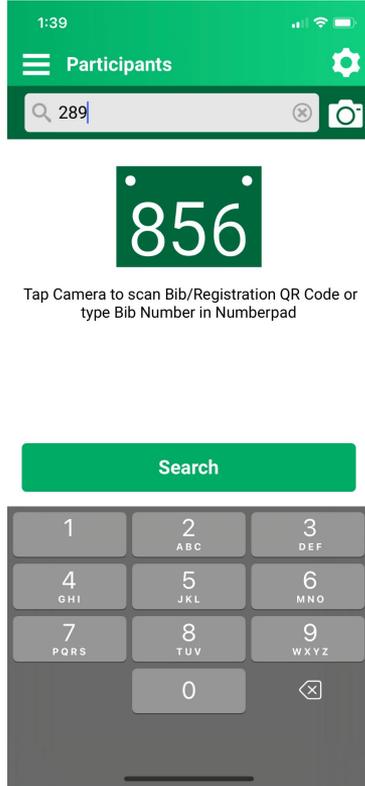
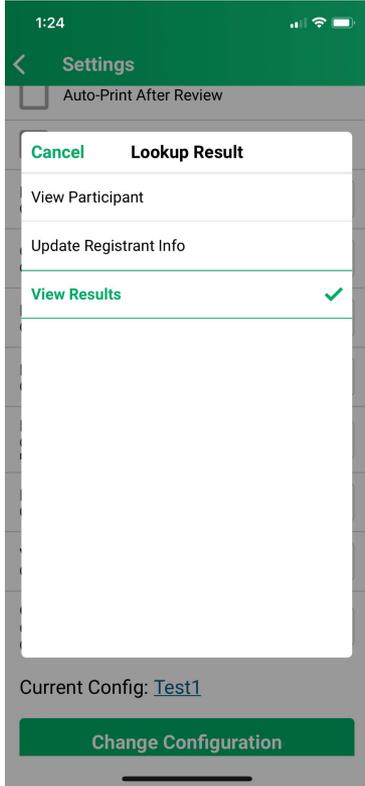
# Results Kiosk



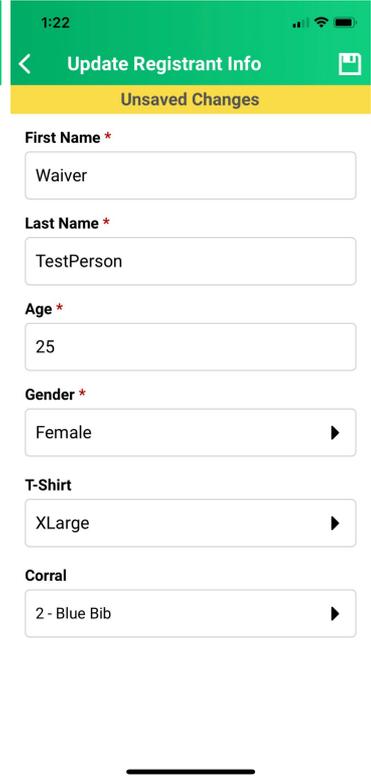
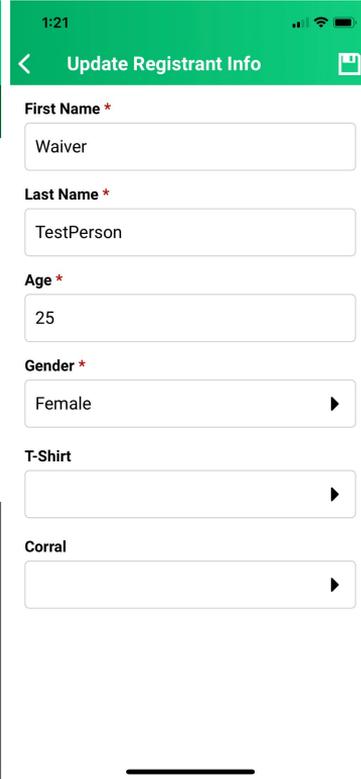
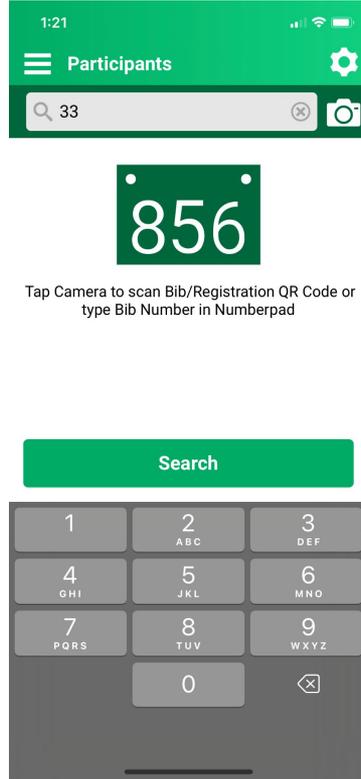
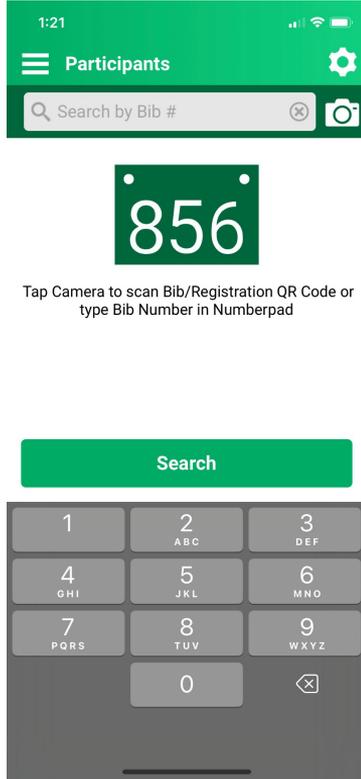
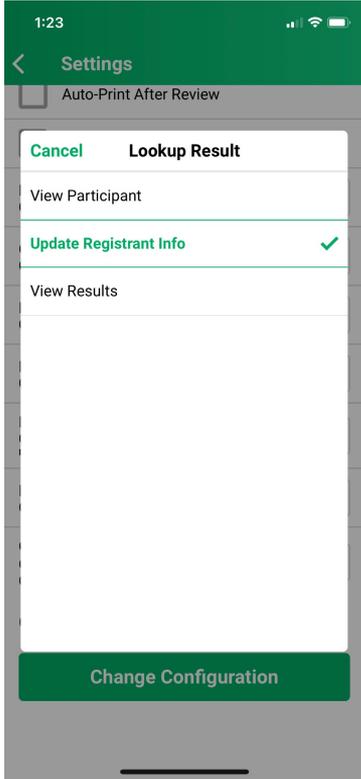
# Results Kiosk



# Results Kiosk

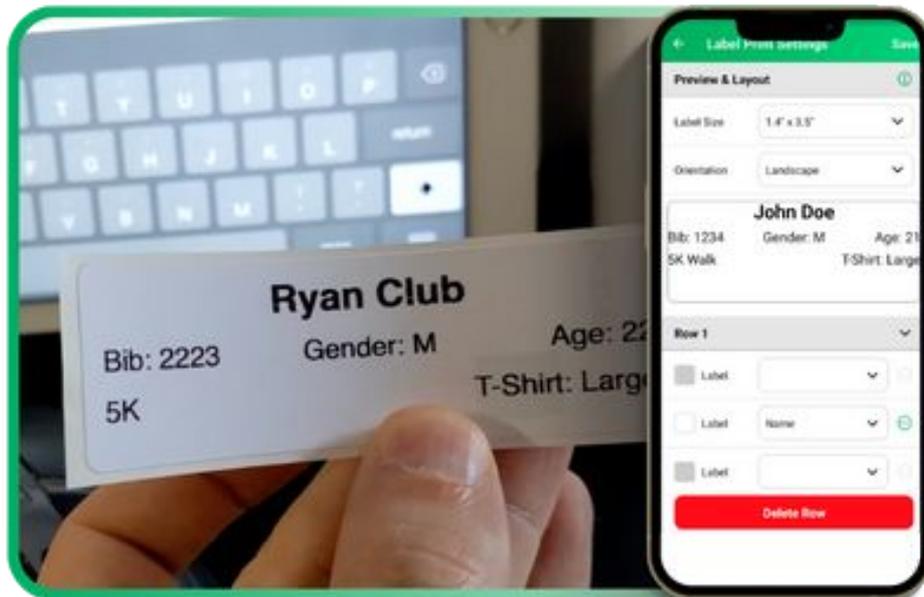


# Medical Tent



# About Label Printing Option

- Certain race needs served by printing labels
- Can configure information to be included on label
- Some very large RunSignup races have used this very successfully in the last year.





# Bulk Un-Check Ins Via RDS



# Screenshot Photography

*Use these devices to  
create your own layout(s)*



# Consult Your Timer



## Find a Timer

Location

--- Select State ---

Timer Name

RaceDay Scoring Certified

Yes

RaceJoy Certified

Yes

RunSignup Certified

Yes

RaceDay CheckIn Certified

Yes

Search

# RaceDay Suite: Integration Between Technologies

- Registration
- Participant Changes (selected course, name, age, etc)
- **Check-In, Packet Pickup**
- Bib Assignments/Changes (timer's tracking of participant's time)
- Progress Alerts (text, email)
- Participant Tracking
- **Scoring Software**
- Results
- Online Photos

Highly Recommend Your Timers Use RunSignup's RaceDay Scoring for Full Integration with RunSignup technology.





# Q&A



...

# Thank You For Joining Us Today

