



RaceDay CheckIn App Q&A

October 9, 2025





Today's Agenda

- Introduction
- A note about enabling the CheckIn App
- Q&A about the CheckIn App
- Resources





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



RaceDay Tools



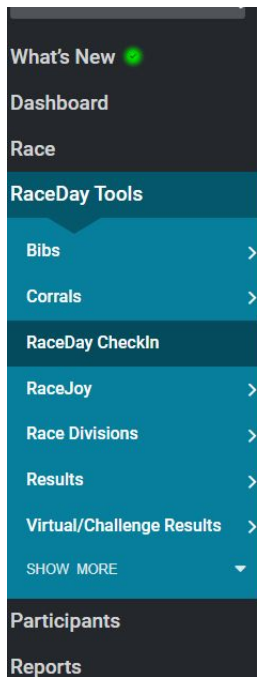
RaceDay CheckIn



Mobile App

Key Settings

- Password must be set - do **NOT** use your RunSignup password for this
- It is best to have your Hint be the same as the password - only someone able to log into this dashboard will see this
- The date range set determines if the race will be seen in the RaceDay CheckIn App or not
- Do not disable before right at the start time of the race, leave a grace period



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: *

America/New_York

Disable CheckIn At: *

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

CHECK IN



RaceDay

CHECK IN

Webinars

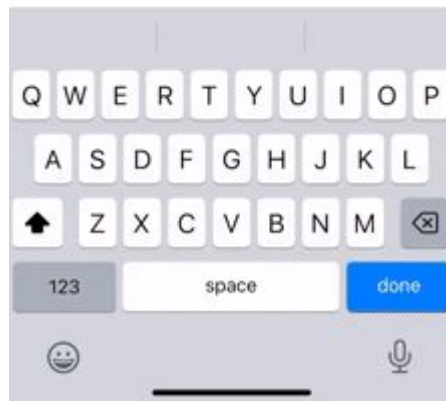
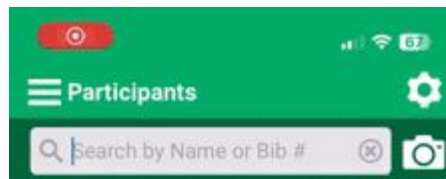
- [CheckIn App: Overview & How-To](#)
- [CheckIn App Label Printing](#)

YouTube Shorts

- [Why you should be using the CheckIn App](#)
- [How the CheckIn App can speed up Packet Pickup](#)
- [CheckIn App Basics for Volunteers](#)
- [Un-CheckIn in the CheckIn App](#)
- [Lock and Unlock the CheckIn App](#)

Support

- info@runsignup.com
- Support directly from the app via Menu -> Get Support



...

Thank You For Joining Us Today



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



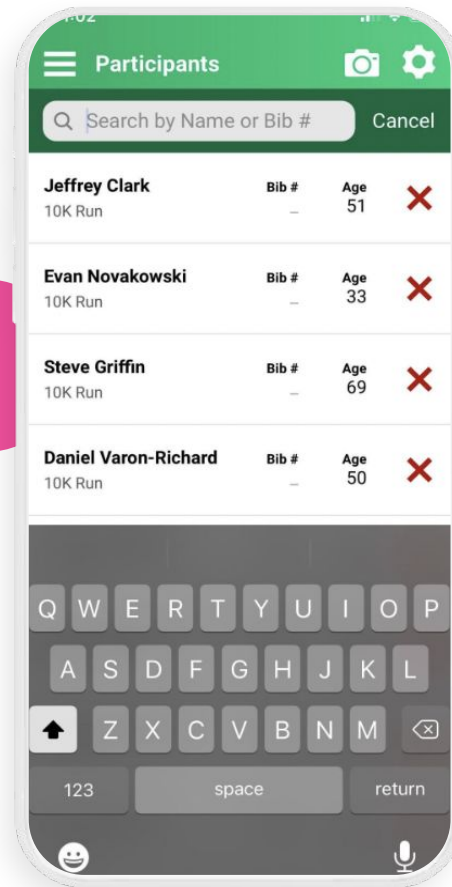
Key Settings

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

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Shared Password *

.....

Password Hint (optional)

P1

Use a strong password with at least 8 characters, and at least one uppercase letter, lowercase letter, number, and symbol (~!@#\$%^&*).

Enable CheckIn At: *

09/23/2022

08 : 00 AM

America/New_York

Disable CheckIn At: *

11/29/2022

08 : 45 AM

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

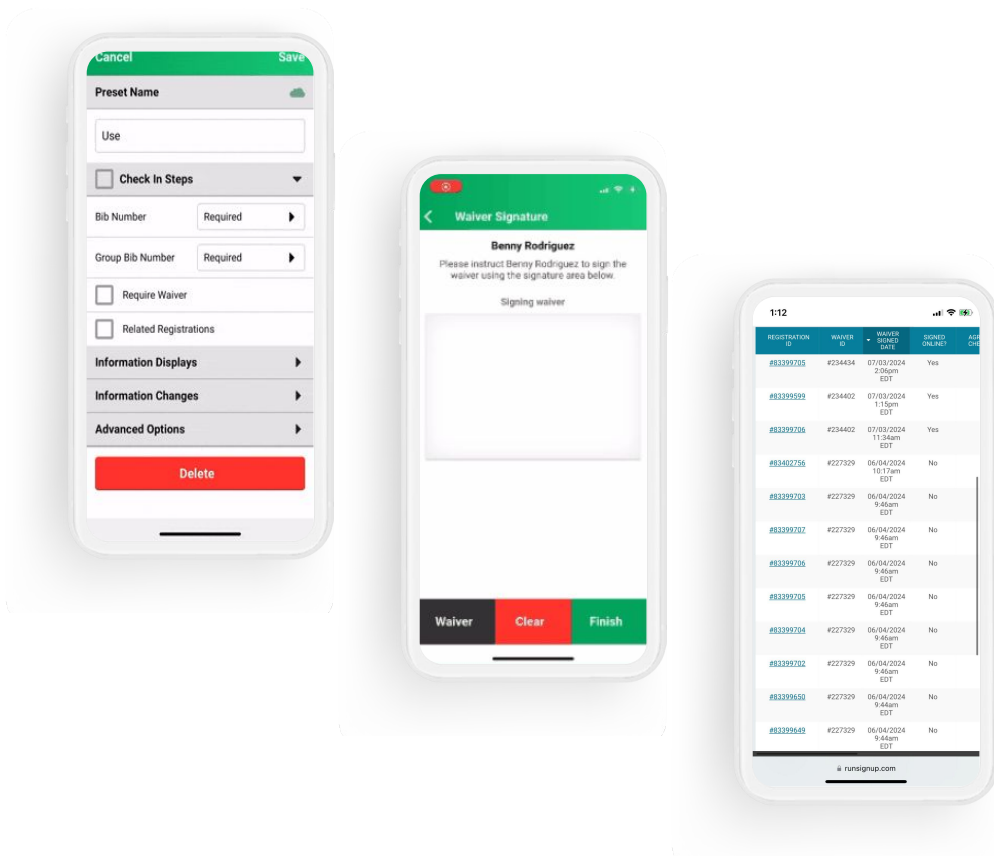
Collecting Waivers



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)**



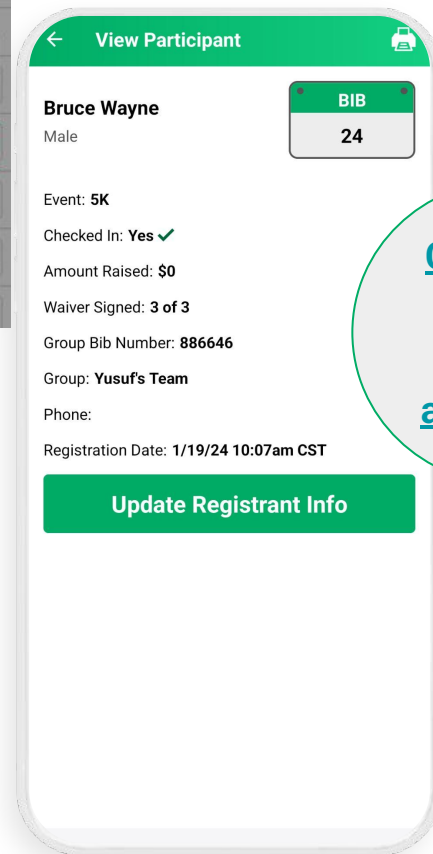
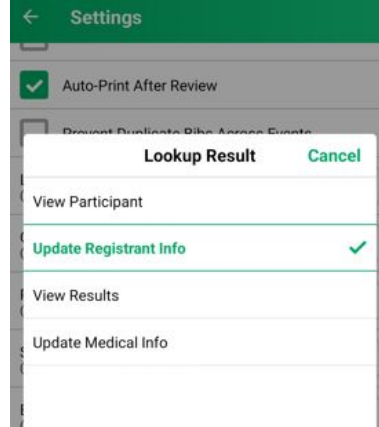
Collecting Missing Information

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**

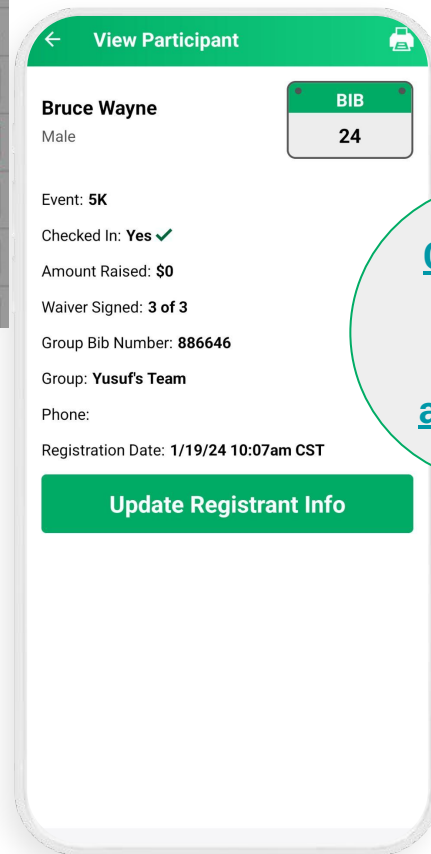
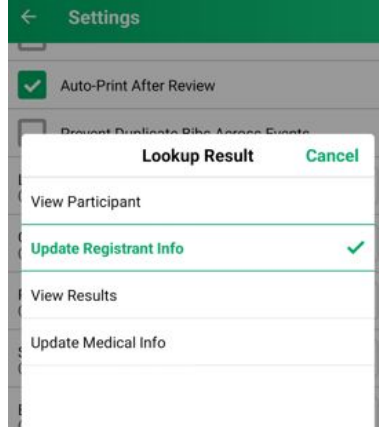


[Check out
the Case
Study
about this!](#)

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

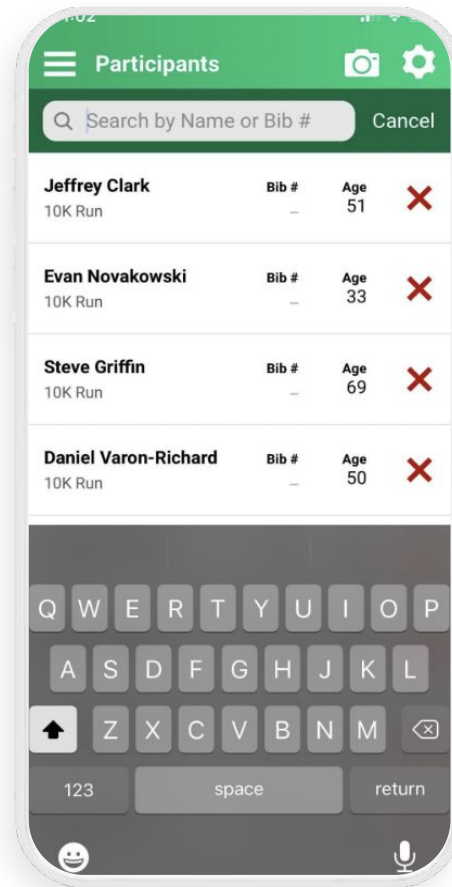
Managing participant changes more efficiently



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



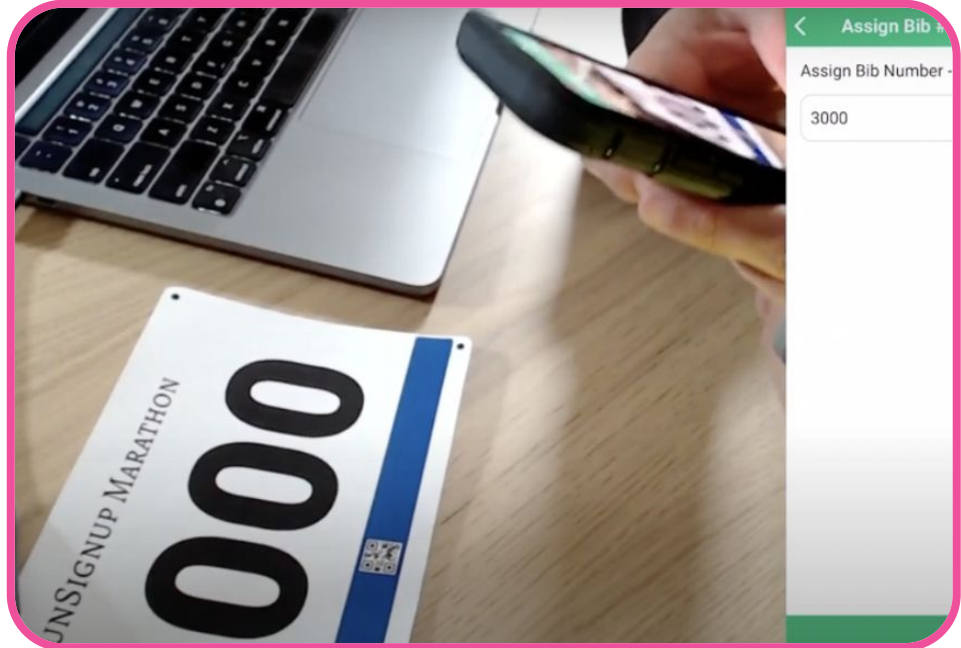
RaceDay Rapid Check-Ins

QR Codes, Dynamic Bib Assignments



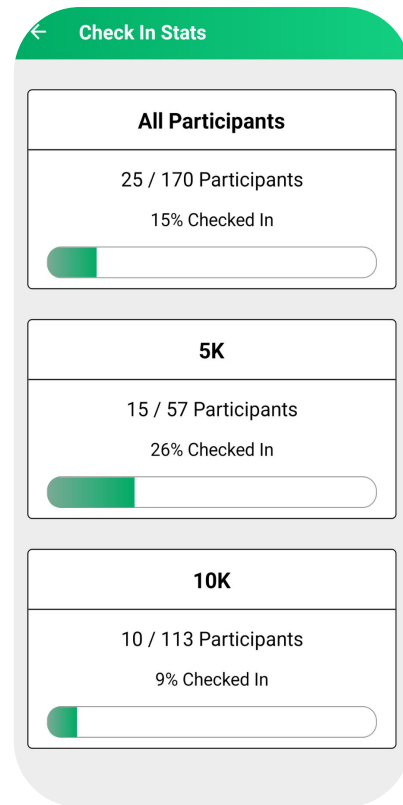
RaceDay Check In App & Dynamic Bib Assignment

- 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.



Check-Ins Reporting

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



Snapshot views in the app.



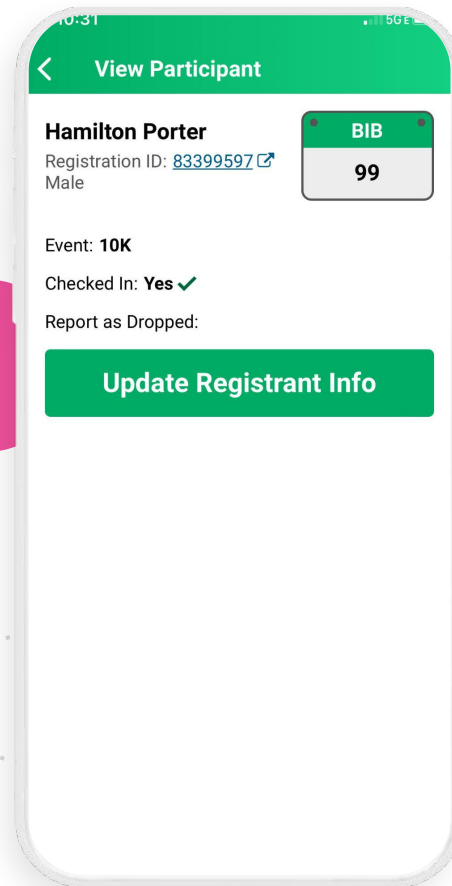
Best Practices



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 has two sections: '5K' and '10K'. Each section contains a table with 'STARTING BIB' and 'ENDING BIB' columns. In the 5K section, the starting bib is '1' and the ending bib is '1000'. In the 10K section, the starting bib is '1001' and the ending bib is '2000'. There are empty input fields below each table. At the bottom, there is a blue button labeled 'Save Bib Validation'.

STARTING BIB	ENDING BIB
1	1000

STARTING BIB	ENDING BIB
1001	2000

Save Bib Validation

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

9:24

< Assign Bib #

Assign Bib Number - Hamilton Porter (10K)

2005

T-Shirt: Large

Error
This bib number does not conform to this race's bib validation rules.

OK