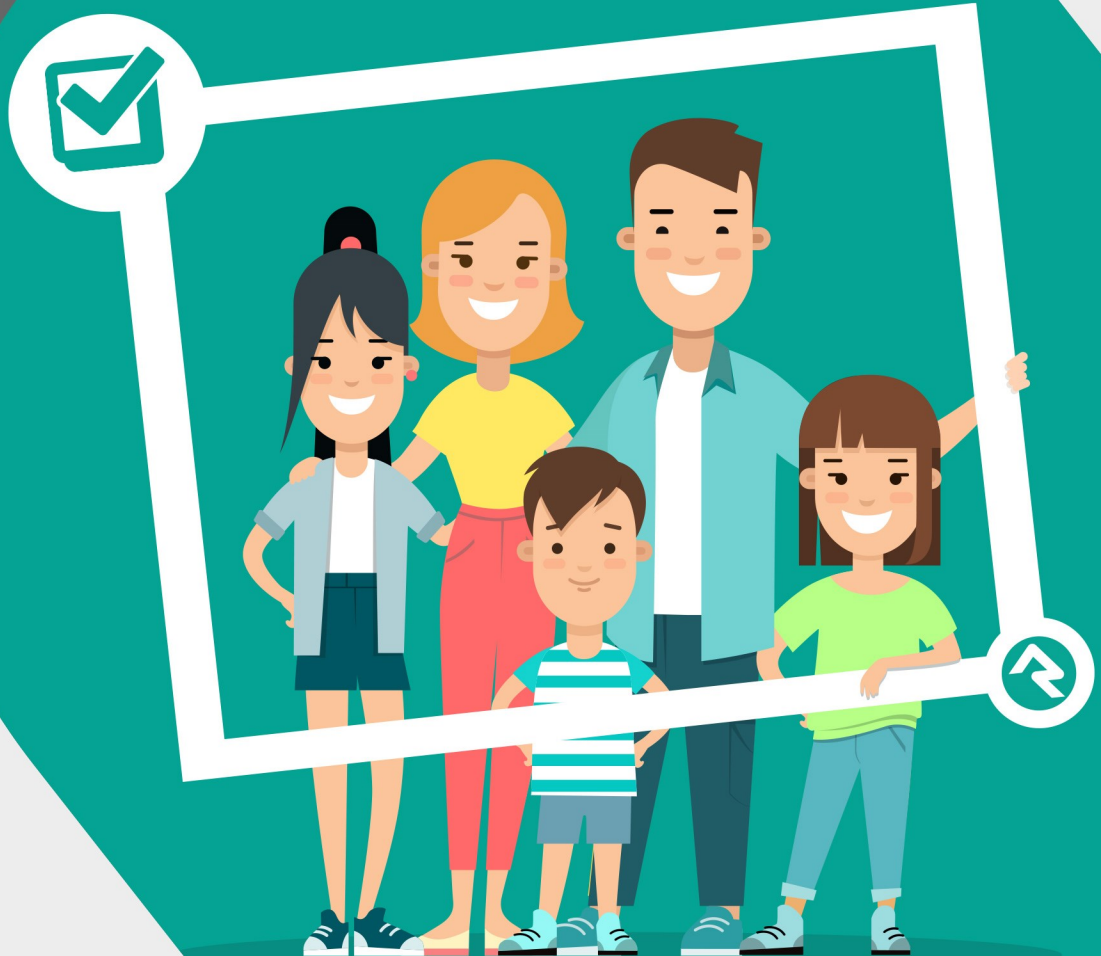


# Checking-Out **CHECK-IN**



# Welcome

Attendance data is the backbone of any organization's information strategy. Not only can it provide safety and security to the children who attend your events it also provides a window into each person's ongoing relationship with your organization.

As you read through this guide and start to think about configuring check-in for your organization, you'll realize the system has a ton of flexibility. Keep in mind that the downside of flexibility is complexity. To keep it simple, consider using the out-of-the-box configuration as much as possible, renaming locations, groups and service times as needed. As you get more comfortable with Rock, you can dive deeper into some of the more complex configurations.

# Check-In Systems

Before we get into the details of Rock's check-in system, let's start with a broad overview of what check-in is and how it works.

In general terms, check-in involves a person attending a group at a location at a specific time. Each of these elements ties to a component in Rock. A person. A group or area. A location. A time (schedule). The check-in system consists of a series of screens that allow a guest to identify each of these elements and capture them in an electronic record. In many check-in systems, the process ends with some kind of identification label being printed.

## Types of Digital Check-In Systems

Digital check-in systems have been in use for over a decade. Over the years these systems have developed into three basic categories:

- Centralized self-service check-in
- Decentralized check-in
- Centralized attended check-in

There are pros and cons to each system. Let's take a look at each.

## Centralized Self-Service Check-In

With the centralized self-service model, attendees check themselves in at a main kiosk that serves multiple areas and rooms.

### **Pros:**

- Once people are familiar with the system, they become comfortable and efficient with the check-in process
- Does not require as many volunteers
- Families with multiple kids can check-in all of their kids at the same time

### **Cons:**

- Can be somewhat intimidating for first-time guests

## Decentralized Check-In

Decentralized check-in places a kiosk in every room where check-in is required.

### **Pros:**

- Attendees get to observe the room (considering the teacher and students in the

room) before checking in

- Can be fast since you don't need to select the location and there are smaller lines due to the greater number of kiosks

**Cons:**

- Higher equipment costs due to the number of kiosks and printers needed
- Families with multiple kids of different ages need to go through the check-in process more than once
- Increased support costs due to the number of kiosks required

## Centralized Attended Check-In

In this model, attendees walk up to a kiosk that is manned by a volunteer who performs the check-in process for the guest.

**Pros:**

- Good experience for first-time guests

**Cons:**

- After the first check-in many people may prefer to do the process themselves
- Must have a volunteer for each kiosk
- Can be slower since there is an added communication layer

### Check Out The Rock Shop:

While Rock does not have an attended check-in solution configured out-of-the-box, there is a third-party plug-in available from Kingdom First Solutions Inc (KFS) in the Rock Shop, that will enable this form of check-in.



# Check-In Configurations Available in Rock

Rock provides two different types of check-in configurations: family and individual.

Family check-in allows a family to check in multiple children at once. This system is best suited for situations when a family walks up to a central kiosk and checks in all of their children at the same time. Once the children are checked in, the parents take the children to their individual rooms.

The check-in process is similar for both systems. Rock defaults to the Family check-in configuration, but you can easily change this when configuring your check-in process. More on that in a bit.

While individual check-in is typically used for decentralized scenarios and family is typically used for centralized, there is no requirement that you stick to this pattern. You could choose to use the family check-in configuration with a decentralized system, letting families check-in all of their children at the first location, then taking the kids to individual rooms without needing to check them in again. The system is designed to be flexible.

# Learning the Lingo

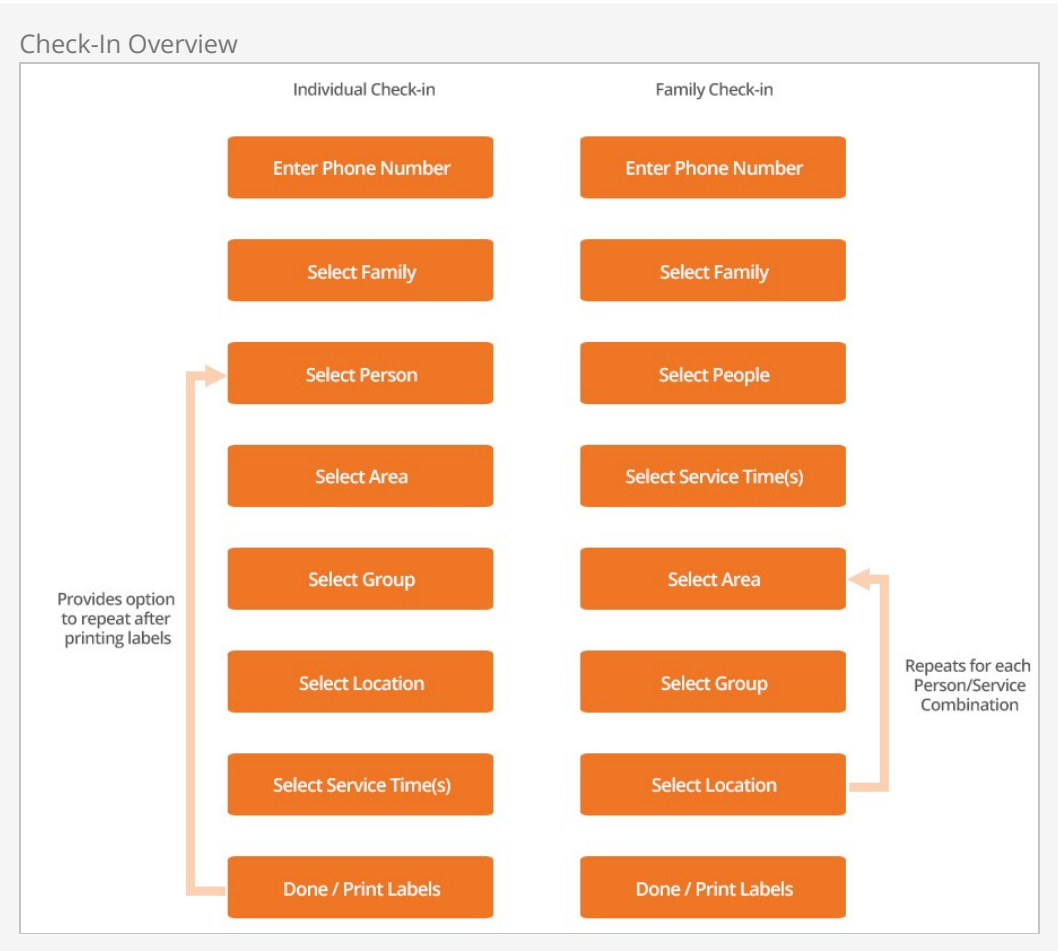
Let's talk about vocabulary. Feel free to revisit this section as you go through the manual to clarify the meanings of these terms.

Term	Definition
Check-in Configurations	A check-in configuration is what you start with when configuring check-in. All the settings are associated with a particular configuration. When you start a check-in kiosk, one of the first things you'll be asked is which check-in configuration to use. Examples of check-in configurations include Volunteer Check-In and Weekly Service Check-In (for kids).
Areas	This is a high-level collection of related check-in groups. Typically, these will match your organizational structure. Within an area, you'll probably have several groups that individuals can check into. Areas allow you to organize your groups into collections of similar groups. Example areas in the default configuration include: Nursery/Preschool, Elementary, Jr High and High School. For those who like to know how things work under the hood, areas are simply Rock group types. For everyone else, it's ok... just keep the hood closed.
Sub-Areas	If needed you can create sub-areas, which act as a hierarchy of areas. Even though Rock allows it, we strongly encourage you to keep your structure simple. (Some of the largest organizations using Rock do so without the need for sub-areas.)
Group	<p>This is the classification unit that a person checks into. A newborn would be checked into the <i>Infants</i> group while a second-grader would be checked into the <i>Grades 2-3</i> group. Note that these are just examples. You can easily customize your groups.</p> <p>Deeper Knowledge: while classification units are called groups, and they are actual Rock groups under the hood, individuals are not added as group members when they check in, since their relationship with the group is not permanent.</p>
Locations	If a group is <i>what</i> someone checks into, the location is <i>where</i> . In most cases this will be a room. Specifying locations makes sense for larger organizations that might have multiple rooms for each group.
Service Schedule	Groups tell us <i>what</i> , locations tell us <i>where</i> , and the schedule tells us <i>when</i> . Starting to understand the structure? Again, this makes

Term	Definition
	sense if you consider that most churches have multiple services.
Labels	In most check-in scenarios, you'll want to print out some form of label or tag. These might be used for a nametag or a check-in/check-out token. Rock allows you to print as many (or few) labels as you want. It's also easy to customize these labels to your liking.
Kiosk	A kiosk is the device that is used to process the check-in.
Printer	The printer is what prints the labels. Rock allows you to configure where and how these labels get printed. More on that later...

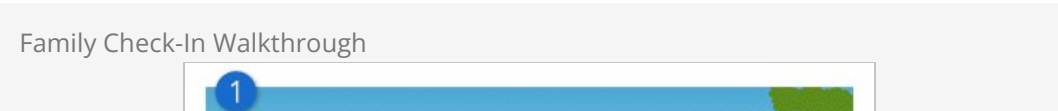
# Individual and Family Check-In in Rock

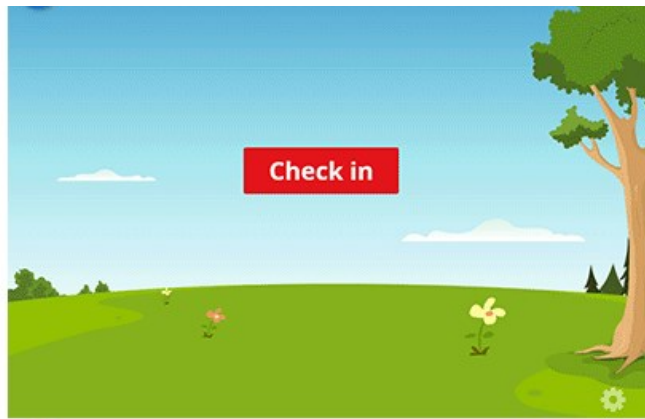
Before we get into the more technical aspects of configuration, let's step back and take a general look at how individual and family check-in works in Rock.



The specific screens the guest will be guided through are based on whether they're checking in an individual or a family, as well as the check-in system settings set up by the administrator. But as you can see, the process is similar for both.

Now let's take a more specific look at the family check-in process. Here, Ted and Cindy Decker are checking in their children, Noah and Alex.





2

### Search By Phone

Phone Number

3322

1	2	3
4	5	6
7	8	9
Back	0	Clear

Search

Back

3

### Families

Select Your Family

Decker Family | Ted, Cindy, Noah, Alex

Back Cancel

4

### Decker Family

Select People

☒ Noah Decker

☒ Alex Decker

Back Cancel Next

5

### Decker Family

Select Time(s)

☒ 4:30 ☐ 6:00

Next

Back Cancel

6

Noah Decker

Select Area

Nursery/Preschool Area

Elementary Area

Back Cancel

7

Alex Decker

Elementary Area

Select Group

Grades K-1

Grades 2-3

Back Cancel

8

Noah Decker

Test Group

Select Location

Bunnies Room Count: 0

Puppies Room Count: 0

Back Cancel

**1 Welcome**

The Welcome screen is the waiting screen your guests will see when they walk up to the kiosk to check in. If no check-in locations are currently active, the guest will see a countdown for the opening time.

**2 Search**

The Search By Phone screen allows guests to enter their phone number to begin the check-in process. By default, only four digits are required to perform the search, but like most check-in features, this is configurable. Since entering the last four digits reduces check-in time, you may want to share this tip with your guests.

**3 Results from search**

The Families screen lists the families that match the phone number entered.

**4 List of Check-in people**

Rock displays a list of family members who are able to check in to any of the areas that have valid areas and groups. (More on that when we get to the Administration screen.) From here the guest can select all of the family members who are checking in.

**5 Select Times**

The Select Time screen allows the guest to pick the times they are checking into, either a single time or more than one. If only one time is available, this screen will be skipped.

**6 Area for Person 1**

The Area Selection screen lists the check-in areas that are available for the current time and individual. This screen will only display if the child's age spans the group in multiple areas.

**7 Area for Person 2**

The Group Selection screen lists the check-in groups that are valid for the current time and individual. If only one group is valid, this screen will be skipped.

**8 Room Location**

The Location Selection screen will list all open locations for the group selected on the previous screen. If only one location is available, this screen will be skipped.

There is also an optional Ability Level screen that is displayed if any areas or groups selected have an ability level requirement (e.g., crawling, walking, potty-trained, etc.). This screen is used to filter the available areas and/or groups. You can learn more about it in the [Ability Levels](#) chapter below.

#### Previous Check-Ins:

By default, when accessing the Family Selection screen, family members who have previously checked in within the last 10 days will already be selected. If 10 days is too short (or too long) a timespan, you can change this value in the Check-in Configuration area. See the [Setting It all Up](#) chapter below for more information.

The process described above is practically the same for an individual, but the process is only done once rather than cycled through multiple family members.

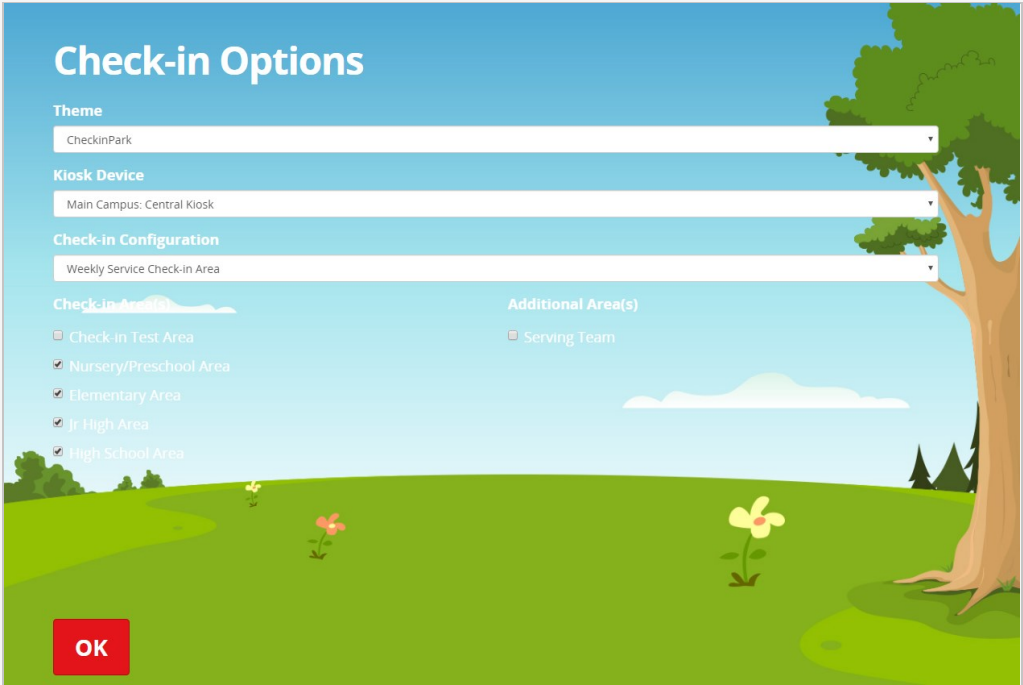
As you can see, many of the screens will be skipped over if there is only one selection. This means if a family only has one teen, for example, they will only have to enter the phone number and select their family. The rest of the screens will be skipped and their label(s) will print. This makes check-in very quick and simple.



# The Administration Screen

OK, ready to get a little more technical? Let's take a look at the Administration Screen.

The Administration screen is where you choose your check-in options for the kiosk device you're starting.



The screenshot displays the 'Check-in Administration Screen' with a title bar. The main content area has a blue header with the title 'Check-in Options'. Below this, there are four sections: 'Theme' with a dropdown menu showing 'CheckinPark'; 'Kiosk Device' with a dropdown menu showing 'Main Campus: Central Kiosk'; 'Check-in Configuration' with a dropdown menu showing 'Weekly Service Check-in Area'; and 'Check-in Area(s)' with a list of checkboxes. The 'Check-in Area(s)' list includes 'Check-in Test Area' (unchecked), 'Nursery/Preschool Area' (checked), 'Elementary Area' (checked), 'Jr High Area' (checked), and 'High School Area' (checked). To the right of this list is an 'Additional Area(s)' section with a checkbox for 'Serving Team' (unchecked). The background of the screen is a colorful illustration of a park with a large tree, a path, and flowers. A red 'OK' button is located at the bottom left of the screen.

The Administration screen is the first screen you come to when you launch the check-in system. From this screen you can configure the check-in session by selecting:

- Check-in Theme
- Kiosk Device
- Check-in Configuration
- Areas

The Check-in Theme field is where you select which look and feel you want to use for the check-in screens at that kiosk. You can learn more about the themes that ship with Rock in the Themes chapter below.

The Kiosk Device field is where you choose which kiosk device to set this kiosk to. Among other things, this sets the location for the kiosk, determining which location-

matching groups can check in here.

The Check-in Configuration field allows you to select which check-in configuration you want to use for the kiosk.

The Area(s) and Additional Area(s) checkboxes are where you identify which check-in areas you want to enable for the kiosk. Rock's check-in system will allow checking into any area from any number of configurations at the same time, but it can only use one type of configuration settings at a time. Area(s) are all of the areas in the selected configuration that are allowed to check in based on their location matching the location setting of the kiosk device. Additional Area(s) are any other areas also configured to use the selected kiosk device but from different check-in configurations.

The selections you make on this screen will be remembered for future sessions.

**Tip:**

You can byass this screen by entering URL Parameters in the previous printer configuration screen.

Let's ramp this up another notch and look at the types of customization you can do with Rock's check-in system. Then we'll dive into planning and configuring the check-in system for *your* organization.

# Types of Customization

We've mentioned several times that Rock lets you customize the check-in process in powerful ways. Here are some details on the different ways you can customize the system and the level of effort needed for each.

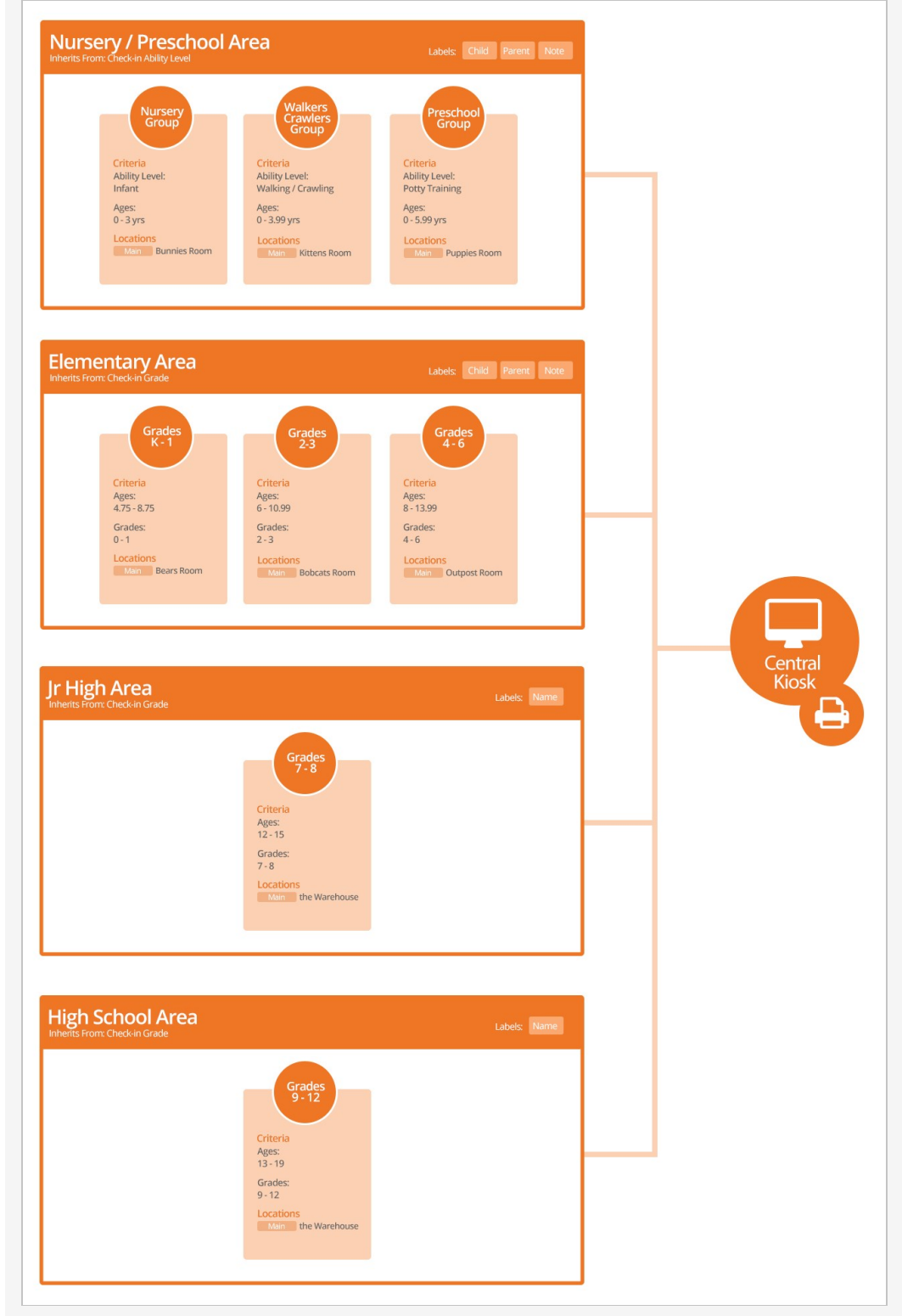
Type	Level of Effort	Description
Area, Group and Schedule Structure	Easy	In all likelihood no two organizations will have the same areas, groups and schedules for their check-in. Rock's check-in configuration tools make these changes a simple process.
Labels	Easy/Moderate	Depending on the type of customization required, labels can be easy or a bit tricky. Most of this depends on the level of graphics required for your labels. Read <a href="#">below</a> for a deeper discussion about how to modify the labels.
Look and Feel	Moderate	While Rock ships with several different check-in themes, you can add your own with some basic knowledge of HTML/CSS and Less.
Workflow Process	Difficult (but possible)	<p>Rock's check-in process runs on top of the workflow engine. The check-in workflow handles actions such as selecting families from the entered phone number and selecting rooms that match the chosen family member. Each step of the check-in process is controlled by a workflow activity or action. You can customize workflows to do certain tasks, such as checking room balance based on last name or family address. These types of changes do require deep knowledge of the workflow engine (and possibly of writing custom code).</p> <p>The out-of-the-box workflow is based on over 30 years of check-in experience through first-hand work with lots of organizations. It should fit the needs of all but a few. If you feel that you are one that needs something different, you might confirm that the reasoning is based on strategy, not preference. If it's strategic in nature, you might consider engaging a Rock consultant to assist you with the configuration and custom coding.</p>

# Sample Configurations

Before we get much further, let's stop and take a look at two different check-in configurations. The first is for our fictitious *Rock Solid Church*. It's also the default check-in configuration that ships with Rock. The second is a sample configuration for a larger church, *Boulder Solid Church*, that has two campuses. This second option will give you some ideas about how things can be modified to meet an organization's needs.

## Rock Solid Church Configuration

## Default Configuration



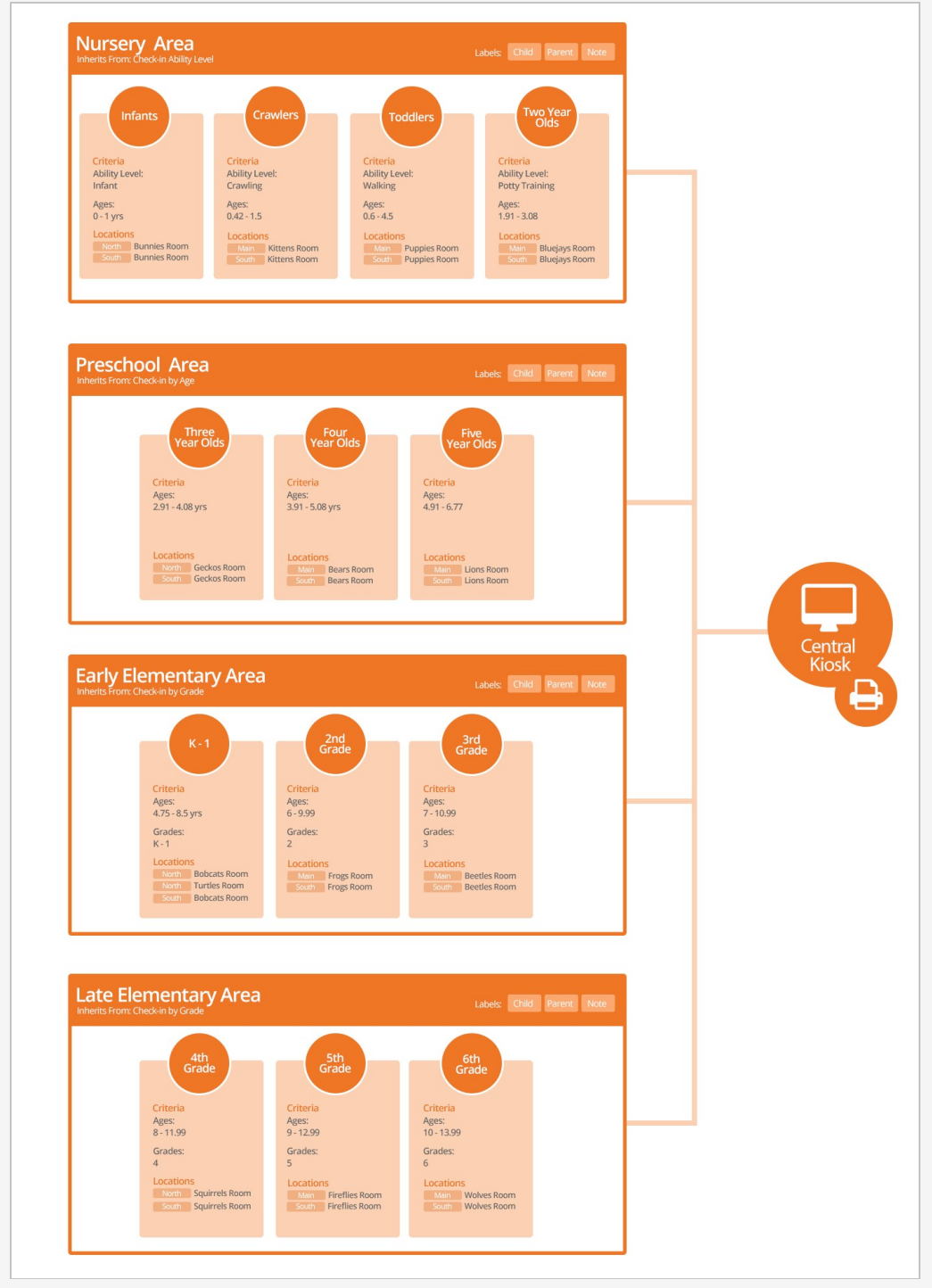
### Points of Interest

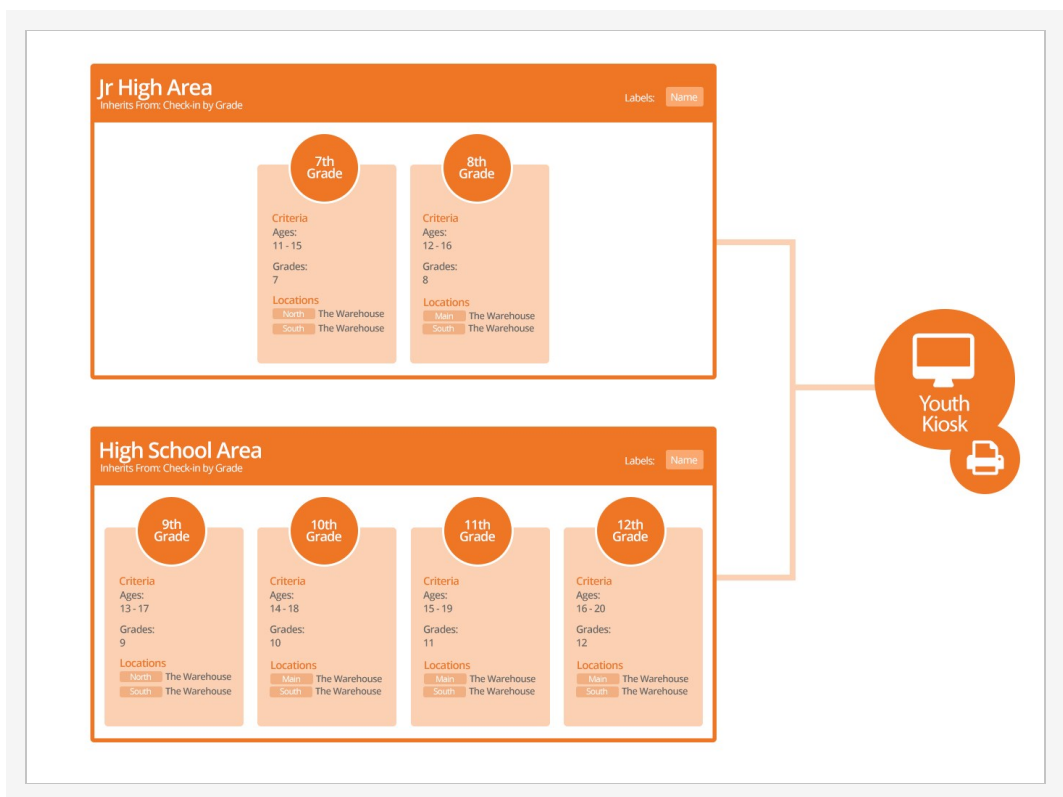
1. Note how Jr High and High School have their own areas with only a single check-in group in each one. This is a preference. You could combine them into a single *Youth Area* and put both groups in it. In this case *Rock Solid Church* has broken them out for reporting reasons.

2. Pay close attention to the age ranges in the groups. Notice how they are fairly wide. Wider ranges tend to work better because they give you some leeway in unique family edge cases. Also note that the age ranges overlap. It's important that there are no gaps in the age ranges.
3. This church has decided to use a centralized kiosk for check-in. They have also defined a printer device for this kiosk.
4. For simplicity's sake, we are not showing the mapping of the check-in schedule (service times) to the various locations (rooms). Keep in mind that each location can determine which service times it's available for.

## **Boulder Solid Church Configuration**

## Default Configuration





### Points of Interest

1. Notice that Boulder Solid Church has two campuses, *North* and *South*. These two campuses can share the same check-in group, with each location (campus > room) being attached to the group. This is true even if the two campuses have different service times.
2. Note how the *North* campus has two rooms (Bobcats & Turtles) for their K-1 group. By using schedules they can configure check-in to use the Turtle room for only their most popular services.
3. This church has configured a second kiosk in Rock that is dedicated to their youth ministry.
4. You might be questioning the strategy of a church this size only using two check-in kiosks for the whole church. You'll learn later that a kiosk, as defined in Rock, is a device configuration template that can be used by multiple physical machines.
5. You've probably noticed that this configuration has more areas and groups. In some cases, like the kids' area, this configuration is the best fit for the structure of the buildings. In the teen area, it's more for reporting reasons since the youth are all in the same large room.



# Planning Your Configuration

Before jumping into the configuration of the check-in system, it's important to take a step back and do some planning. No matter how well you know your organization's structure in your head, it's critical that you put it all down on paper. This will help you get the configuration done right the first time and reduce the chance for error. Be sure to consider the following:

- What groups will you be checking into?
- Are they broken down by age, ability, gender or grade?
- How are these groups organized into areas?
- What rooms/locations are used for each group?
- Do these locations vary by:
  - Day of the week (e.g., Saturday vs. Sunday)
  - Service times
- Will you have special events (think Christmas, Easter, etc.) that will impact your normal configuration? If so briefly write out how these will differ.
- If you have multiple campuses, how does this change by campus?

## Consistent Configuration:

We strongly encourage multi-site organizations to select just one area/group configuration as a standard. This will greatly simplify the attendance reporting and configuration. Of course, locations and schedules will need to be specific to the campus, but do try to keep the groups and areas consistent.

We've provided a [Check-in Configuration Worksheet](#) to help you plan your configuration. Use your answers above to complete the form.

# Setting It All Up

With your configuration all documented (you did document it, right?), let's jump in and start configuring check-in for your organization.

## Simple Sample:

Keep in mind that sample configurations are already present at installation. Feel free to modify these settings, adding new items as needed.

## Service Times

Let's start with something simple by configuring our service times (schedules). You'll use the values on this list later in the check-in configuration. They are used to help determine which services are active (allow check-in) at any given time.

## Editing A Schedule

The screenshot shows the 'Editing A Schedule' interface. On the left is a sidebar menu with 'Schedules' selected. The main content area is titled 'Edit Schedule'. It contains the following fields and controls:

- Name:** A text input field with the value 'Saturday 4:30pm'.
- Description:** A text area.
- Enable Check-in:** A dropdown menu with the value '30' and a label 'Mins Before Start'.
- Close Check-in:** A dropdown menu with the value '30' and a label 'Mins After Start'.
- Category:** A dropdown menu with the value 'Service Times'.
- Schedule:** A dropdown menu with the value 'Edit Schedule'.
- Active:** A checkbox that is checked.
- Save/Cancel:** Two buttons at the bottom.

Numbered callouts 1 through 5 highlight specific elements: 1 points to the 'Schedules' menu item, 2 points to the 'Name' field, 3 points to the 'Description' field, 4 points to the 'Enable Check-in' field, and 5 points to the 'Edit Schedule' button.

### 1 Schedule Menu Tree

Shows hierarchical list of schedules defined in Rock.

### 2 Schedule Name

The name to use for the schedule item.

### 3 Description

A brief description of what the schedule refers to and how it will be used.

### 4 Check-in Start/End Times

The times check-in will start (before the scheduled time) and end (after the scheduled time).

### 5 Edit Schedule

Click to edit the start date and time, event duration, and recurrence pattern.

1. Configure your weekend service schedules at `Admin Tools > Check-in > Schedules`.
2. Modify, and if needed, add additional services times to the Service Times category. If you have multiple campuses with different service times, add each unique start time to this list. If two campuses share the same start time, you should only add it once. Our suggestion is to put *all* campus weekend service times in this one category, Service Times.
3. Be sure to set the correct check-in start and end times. The built-in example values start check-in 30 minutes before each service begins and end 30 minutes *after the start*. Adjust these values to fit the needs of your organization.
4. Schedules that overlap will present the person checking in with a choice during

that overlap period.

5. Click [Edit Schedule](#) to set the day, time and recurrence settings.

Schedule Builder

Schedule Builder

Start Date / Time

Duration

hrs

mins

☐ One Time ☒ Recurring

Recurrence

Occurrence Pattern

☐ Specific Dates ☐ Daily ☒ Weekly ☐ Monthly

Every

week(s)

on

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Continue Until

☒ No End

☐ End by

☐ End after

occurrences

Exclusions

+ Add Date Range

OK

Cancel

## Taking Exception

Of course there will be times when your regularly-scheduled programming is interrupted by special events or holidays. For example, let's say there are no Saturday services on Easter weekend. You can tell Rock to ignore your regular schedule for that date. This is called an exclusion, and there are two ways to set it up. Let's check them out.



The screenshot shows a 'Schedule Builder' window with the following sections:

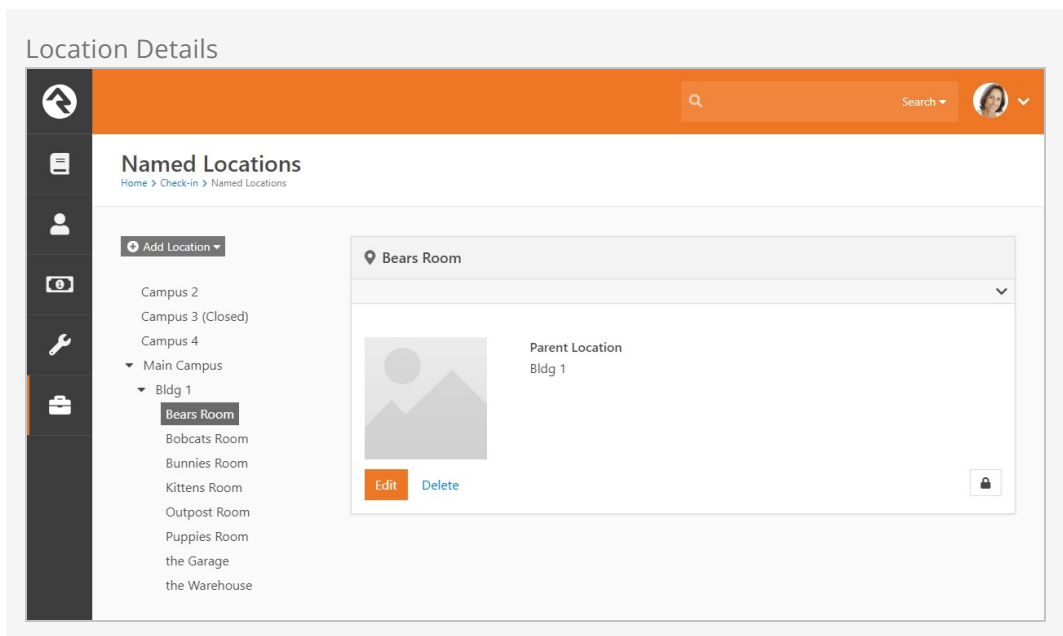
- Start Date / Time:** Two input fields with calendar and clock icons.
- Duration:** Two input fields labeled 'hrs' and 'mins'.
- One Time / Recurring:** Radio buttons, with 'Recurring' selected.
- Recurrence:**
  - Occurrence Pattern:** Radio buttons for 'Specific Dates', 'Daily', 'Weekly' (selected), and 'Monthly'.
  - Weekly Pattern:** 'Every' [input] 'week(s)' on [input] days. Below are checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- Continue Until:**
  - No End:** Selected radio button.
  - End by:** Radio button with a date input field.
  - End after:** Radio button with an input field and the text 'occurrences'.
- Exclusions:** A button labeled '+ Add Date Range'.

At the bottom right are 'OK' and 'Cancel' buttons.

The second way to set up an exclusion is at the schedule event (or child) level. From the Schedules page, drill down in the tree navigation to the specific event you want to create an exclusion for. Click the `Edit` button to display the schedule details for the event, then click `Edit Schedule`. In the Exclusions section of the Schedule Builder page, click `Add Date Range` to specify the exclusion parameters.

## Locations







Next, let's configure the locations where our children meet.





1. Navigate to `Admin Tools > Check-in Configuration > Named Locations`.
2. Start by renaming the top-level campus.
3. Next enter each building on your campus.
4. Finally, add locations (or modify the existing ones) for each room that will need to be set up for check-in.

## Areas and Groups

Rock comes with several pre-configured check-in types. Most organizations should be able to simply tweak what is already there using the following steps.










## Check-in Configuration

[Home](#) > [Check-in](#) > [Check-in Configuration](#)

☒ Check-in Configurations 

 Volunteer Check-in Area

 Weekly Service Check-in Area


### Weekly Service Check-in Area

Scheduled Times  
4:30 (test), 6:00 (test), Saturday 4:30pm, Saturday 6:00pm, Sunday 10:30am, Sunday 12:00pm, Sunday 9:00am

Check-in Type  
Individual

Search Type  
Phone Number  
Phone Number Compare  
Ends With

Edit Delete

 Schedule

Areas and Groups ☐ Show Inactive Groups

Check-in Test Area

- Nursery/Preschool Area
  - Nursery
  - Crawlers/Walkers
  - Preschool
- Test Group

Elementary Area


- Grades K-1
- Grades 2-3
- Grades 4-6

Jr High Area


- Grades 7-8

High School Area


- Grades 9-12




### Nursery/Preschool Area




Check-in Area Name 

Inherit from

Check-in Rule 


Print To 

### Check-in Labels

Name	
Child Label (Text)	
Note Label	
Parent Label	

Save

 Delete



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- Last Updated: 7/11/2022

completed in the section above, modify the check-in areas to meet your organization's structure. Note that area headings are blue, with their associated groups indented below in green. If your structure is vastly different, you may want to check with other Rock organizations to ensure that you're on the right track.

4. Once you have your areas configured, move down to the groups under each area. You'll notice that groups have a green top border. For each area, configure the groups that are needed for your organization. For each group, consider and configure each of these items:
  - a. **Age Ranges:** These are the ages of the kids who should be allowed to check in to a group. You can use 0 to 3 to specify kids who are anywhere from 0 to 3 years of age (inclusive). Another way of saying it would be, "kids who are anywhere from 0 to less than 4 years of age". When a person checks in, Rock reads the age in their profile and compares it to the group's configured age range. For the first number in the range, Rock looks for a "greater than or equal to" condition. For the second number in the range, Rock looks for ages "less than or equal to" numbers *starting with* the second number. So a child of age 3.9 would still match your "0 to 3" age group, since their age starts with a number less than or equal to the upper range you've configured ("3"). You can get creative with decimals if you want to be really specific, such as specifying half ages. For instance, one group configured with ages 2 to 2.4 and another group configured with ages 2.5 to 2.9 would put children who've already had their second birthday, but who are not yet 2 1/2 into the first group, and children older than that but who are not yet 3 into the second group.
  - b. **Grades:** For groups that are based on grades, enter the valid grades for the group.
  - c. **Gender:** Groups may be configured by gender. If a gender is selected, only individuals of that gender will be able to check in to that group.
  - d. **Locations:** Select all of the locations where this group will meet. For multi-site organizations, you can use a single group to cover all campuses by adding the appropriate locations for each campus.
5. Next, go back to each area and select the labels you want to print for the groups in these areas. More information on configuring labels can be found below.

### No Labels

If for some reason you do not want labels, just delete them from the Area. It's that simple.

## Settings

There are several settings that can be configured for the check-in type that control the behavior of check-in. While the default values are probably sufficient for most installations, you can change any of them to suit your particular needs. These are updated by selecting the Edit button on the Check-in Type. You get there from Admin Tools > Check-In > Check-in Configuration.



**1 Name/Description**

Be sure to add a detailed description. Your future self will thank you.

**2 Check-in Type**

This is where you select Individual vs. Family. As described in the sections above, this controls the screen flow when a family checks in. Using the Family check-in type allows a family to check-in multiple family members at one time.

**3 Security Code Length**

When Rock creates new security codes for labels, it will create the codes using the number of characters you specify in these fields. It will show the alpha-numeric characters first, then alpha characters, and then numeric characters. Typically you would configure just alpha-numeric characters or a combination of alpha and numeric (typically, you wouldn't use all three). We would recommend using codes that contain at least 3 characters, as you would be limiting the number of available codes with anything less than that.

**4 Random Numeric Values**

When using numeric values as part of the security code, should those numbers be randomly generated? If not, they will be generated in numeric order starting with 1 every day.

**5 Enable Manager Option**

By default the Welcome screen in check-in displays a gear that can be used by a manager to close/open rooms, override age limits, etc. If you don't want this to be available, unselect this option.

**6 Enable Override**

If the manager option is enabled, you can still turn off the ability to override age and grade constraints by unselecting this option.

**7 Prevent Inactive People**

Select this option if you do not want people who have an inactive record status to be able to check in.

**8 Search Type**

Select how you'd like your families to search for their family (Phone Number, Name, Name & Phone, or Family Id). Remember, using anything besides Phone Number will require that a keyboard is available at each check-in kiosk. Also keep in mind that barcode scanning, RFID check-in and any other keyboard wedge technology is ready to use from the Welcome screen regardless of which option you choose here.

**9 Maximum Number of Results**

When searching for a family, this is the maximum number of families that will be returned.

**10 Minimum Phone Number Length**

Individual will be required to enter this many digits of their phone number

before being able to search.

**11 Maximum Phone Number Length**

Individual won't be able to enter any more than this number of digits when searching.

**12 Phone Search Type**

When searching for families with a matching phone number, you can elect for Rock to search for phone numbers that end with the digits that were entered, or search for any phone numbers that contains those digits (anywhere in the number). The best choice probably depends on the size of your database. If you are a large organization with tens of thousands of phone numbers, you probably want to use the "ends with" option. This will require that your families know they need to enter the last digits of their phone number.

**13 Display Settings**

New in v8.5, this is an advanced setting that will give you control of the output on certain steps of the check-in process.

**14 Registration Settings**

New in v8.5, this is an advanced setting that is explained in the Check-in Registration section.

**15 Regular Expression Filter**

This is an advanced setting that can be used to remove any special characters from the search string before using it to search the database. This would only be needed if your kiosks have a keyboard that can be used to enter special characters.

**16 Refresh Interval**

The frequency (in seconds) that the kiosks should check for any updated configurations (i.e., closing a room).

**17 Age is Required**

If a family member doesn't have a birthdate entered in Rock (i.e., age) should they still be able to check-in to group types and groups that have an age restriction?

**18 Grade is Required**

If a family member doesn't have a graduation date (i.e., grade) should they still be able to check in to group types and groups that have a grade restriction?

**19 Display Location Count**

When the Location Selection screen is displayed for families to choose a location to check a family member into, should that location listing display the current count of people already checked into that location?

The General Settings have a few extra options if the Check-In type is selected as Family. Below we have descriptions for those settings that only apply if you are using the Family Check-In type.

Editing Family Settings

The screenshot shows the 'General Settings' section of the Rockwell Software interface. The 'Check-in Type' is set to 'Family'. The 'Label Security Code Length' section has 'Alpha-Numeric' set to 3, 'Alpha' set to 0, and 'Numeric' set to 0. The 'Random Numeric Values' checkbox is checked. The 'Allow Checkout' checkbox is unchecked. The 'Enable Manager Option' checkbox is checked. The 'Enable Override' checkbox is checked. The 'Auto Select Days Back' is set to 10. The 'Auto Select Options' is set to 'People Only'. The 'Use Same Code for Family' checkbox is unchecked. The 'Use Same Service Options' checkbox is checked. The 'Hide Photos' checkbox is unchecked. The 'Prevent Inactive People' checkbox is unchecked. The 'Prevent Duplicate Check-in' checkbox is unchecked.

### 1 Auto Select Days Back

This is the number of days back that Rock will look for a previous check-in when deciding whether a family member should be selected by default when using the Family check-in type.

### 2 Auto Select Options

You can choose to auto select people only, or people and the location they are being checked into based on their previous check-in data. See the Auto Check-In section below for more details.

### 3 Use Same Code for Family

When using the Family check-in type, you can optionally have each family member's labels print with the same code by selecting this option.

### 4 Use Same Service Options

When using the Family check-in type users will be asked to select the area, group, location for each person and each service time they selected. If you would like families to only have to select these options once for each person (i.e. not for each service), select this option. When selected, Rock will automatically select the same area, group, and location for the other service times assuming the same options are available.

### 5 Hide Photos

By default the Family check-in type will display a person's photo next to their name. Select this option if you do not want any photos displayed.

### 7 Prevent Inactive People

Select this option if you do not want people who have an inactive record status to be able to check in.

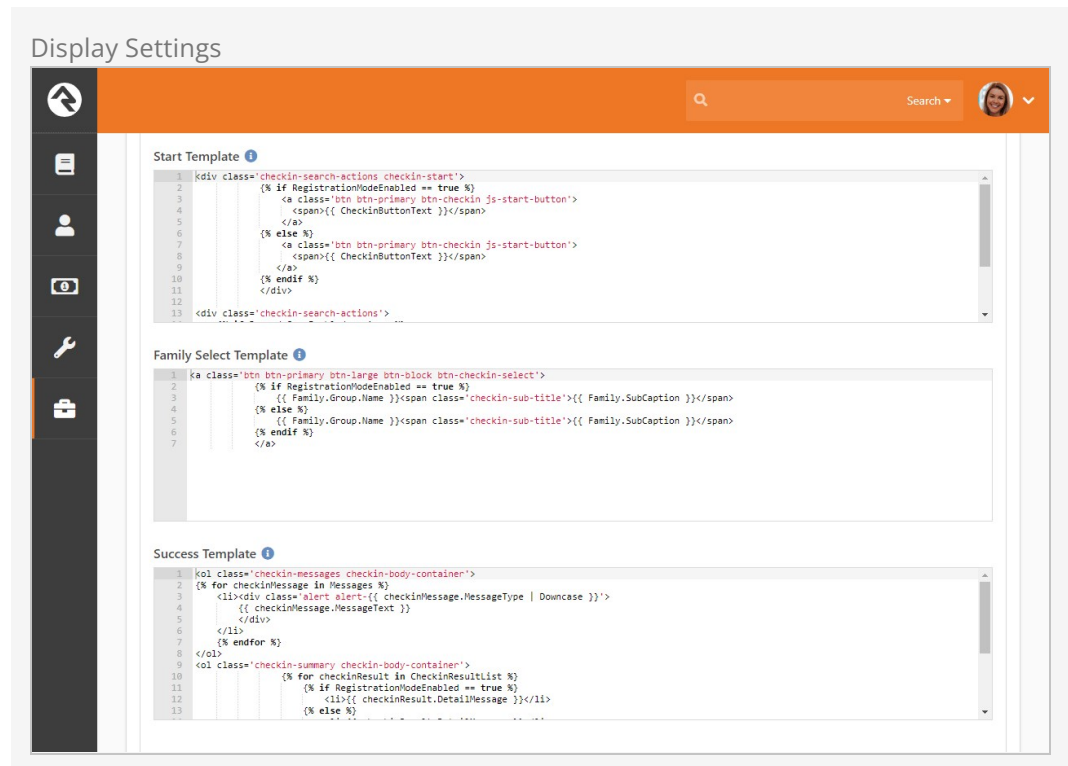
### 6 Prevent Duplicate Check-in

Selecting this option will result in people not being allowed to check in

during a particular service time if they have already checked into any group/location already for that same time.

### Check-in Display Settings

You can also control the content of the start page, the family select list results, and what is shown when someone successfully checks in. Three new templates are inside the *Display Settings* section when editing a check-in configuration.



### Location Schedules

Now that we have many of the details covered, we can schedule the locations and their availability. This allows you to configure check-in to only allow certain rooms to be used at specific times.


1. First head to **Admin Tools > Check-in > Check-in Configuration**.
2. Select the **Schedule** button in the lower right corner of the check-in configuration screen.
3. Now you'll see a large grid. Each combination of location/group will have a row, while each possible schedule time will have a column. To make configuration easier, you may wish to filter the locations by a specific campus or building, and/or schedules to a specific schedule category.
4. Check the check box for each schedule time when you wish to allow check-in for the specific location/group.
5. Don't forget to click the **Save** button at the bottom of the screen.

# All About Labels

Out-of-the-box, Rock comes with a standard set of labels for use with check-in. There are two different types of labels: plain-text and icon-based. The icon-based labels, while more attractive, require that you install a specific font on each of your printers. This really isn't hard (we walk you through it below), but some organizations may want to keep it simple and stick with the plain-text labels. Each of these labels is discussed below, with some notes on their usage.

Label Description	Sample
<b>Child Label (Plain Text):</b> This is the label that will be placed on the child. This is a plain-text version that does not require installing the rockcheckin.ttf font on each printer.	
<b>Child Label (Icons):</b> This is an icon version of the child check-in label.	
<b>Note Label:</b> This label highlights any allergy or legal notes as well as providing a place for writing custom notes.	
<b>Parent Label:</b> This is the label that will be handed to the parents at check-in to be used as a token for checking the child out.	



Label Description	Sample
<b>Name Tag:</b> This label can be used as a name tag for volunteer or event check-in.	

#### A Note On First Visit

The first visit check-in flag will display if it's the child's first time checking into a group of any type. The flag does not look at the 'First Visit' person attribute, instead it solely uses group attendance data.

## Label Settings

There are a few things you can configure for labels. The default values are probably sufficient for most installations, but you can change any of them to suit your particular needs. You get there from [Admin Tools > Check-In > Check-in Labels](#) and then select the label you would like to edit.

Editing Settings

**Check-in Label**  
Home > Check-in > Check-in Labels > Check-in Label

**Edit Check-in Label**

**File Name** 1  
Child Label (Icon)

**Description** 2  
Icon label for attaching to the child.

**Upload New File** 3  
Child Label (Icon) Upload

**Mime Type**  
text/plain

**Merge Codes** 4

WWW	Security Code	✗
5	Nick Name	✗
6	Last Name	✗
B	Birthday Icon	✗
F	First-time Icon	✗
4	Birthday Day o	✗
9	Person Locatio	✗
7	Allergy Icon	✗
8	Legal Icon	✗

**Print For Each** 5  
Person

**Edit Label Contents** 6 **Reload Merge Fields** 7

Save Cancel

Crafted by the Spark Development Network / License

- 1 **Name**  
A unique name for the label.
- 2 **Description**  
A description of the label.
- 3 **File/Mime Type**  
This is where you would upload a new label file. The Creating Custom Labels section below gives an overview of how to create these files.
- 4 **Merge Codes**  
The merge codes are used to map fields on the label to data retrieved from Rock. Again, the Creating Custom Labels section below describes how to set up merge codes for your labels.
- 5 **Print For Each**  
When using the Family check-in mode, multiple family members can be checked in at the same time and each family member could be checking into a different location for each service time. Because of this, labels can be configured to print once per family, person or location. A 'Family' label will print once per family, a 'Person' label will print once per person, and a 'Location' label will print once for each location that a person checks into.
- 6 **Edit Label Contents**  
This button allows you to edit the contents of the label. This is for

advanced individuals who are able to edit the label in its native ZPL format. If you're just getting started you may want to use the ZebraDesigner program to modify your labels. We'll show this editor in the next section.

#### **7 Reload Merge Fields**

Pressing this button will reparse your label, looking for updated merge fields.

## **Label Editor**

The label editor is for advanced users who are able to edit the label in its native ZPL format. If you're just getting started you may want to use the ZebraDesigner program to modify your labels.

The contents editor shows the raw ZPL of your label. If you're comfortable with the ZPL language you can edit the file and save it back to the database.

This section of the editor allows you to print the label to the selected printer device (if your server is on the same network as your printer).

The label viewer allows you to see what your label will look like using the Labelary website. Note that this is not an exact representation of how it will print, so do a final print before you're done.

# Kiosks

Kiosks are the hardware devices used to check-in. Setting up kiosks allows you to specify the check-in configuration for a specific device or set of devices. This is helpful if, for example, you have a set of kiosks in your youth area and only want them used for the services in that area.

The two main configuration points for the kiosk are:

1. **Locations:** Kiosks are assigned to allow check-in for selected locations.
2. **Printing:** Kiosks also help manage how and where printing takes place. See the [Printing](#) section for more options for label printing.

## Configuring Kiosks

You can manage your check-in kiosks under [Admin Tools > Check-in Configuration > Devices](#). Keep in mind that Rock supports multiple types of devices. Check-in kiosks are just one type. (Printers are also configured here.)

When the check-in system starts up, it lists the kiosk devices so the attendant can select which kiosk configuration to use.

It's also helpful to know that when you define a check-in kiosk configuration, it can be used on multiple physical machines at the same time. This means that when you define a check-in kiosk for use in your youth building, that definition can be used for each check-in computer in that area. Think of these configuration definitions as kiosk templates, not physical machines.

Whether you are adding a new kiosk or editing an existing one, you'll use the screen below to manage the configuration.

Kiosk Configuration

- 1 Name**  
 The name is used at check-in startup to select the kiosk device to use for that session.
- 2 Description**  
 A brief description documents the details of the configuration.
- 3 IP Address**  
 Provide an IP address here if you want that address to be available for identification purposes. The *Check-In Admin* block checks for devices configured with the same IP address as the device being used for check-in. If it finds one, it automatically selects that device and all of the group types associated with it. Because this process is automatic, in this scenario the attendant would be taken directly to the *Welcome* screen, bypassing the *Check-In Admin* screen. On a related note, the *Enable Kiosk Match By Name* field in the *Check-In Admin* block settings searches for devices based on both IP address and hostname when looking for a matching kiosk.

#### 4 Point/Geo-fence

This allows you to define the latitude/longitude and geo-fence of the kiosk device. This is currently not used by the kiosk device type but will be used in the future to support applications such as cellphone based check-in.

#### 5 Print Settings

These three settings define how printing will work. Be sure to read more in the Printing section.

- a. **Print Using:** Tells the kiosk how to determine which printer to use.
  - i. **Device Printer:** Uses the printer defined in the Printer setting below
  - ii. **Location Printer:** Uses the printer defined for the location
  - iii. **Group Type:** Uses the print logic defined by the group type
- b. **Printer:** If you selected *Device Printer* above, you will need to select a printer to print to.
- c. **Print From:** While the previous two settings helped define where to print *to*, this setting determines where to print *from*.
  - i. **Client:** This is the best option, but it assumes that you will be using the iPad application or Windows application. If you are running check-in inside a web-browser you won't be able to print from the client.
  - ii. **Server:** With this option, the printing will be done from the web server. This requires the web server to be on the same network as the printer. If you are hosting Rock on an external webhost, printing from the server will not be an option.

#### 6 Has Camera

This option must be enabled to use an iPad's built-in camera for scanning barcodes or QR codes. For more details, see the iPad Application section below. This feature is only available to iPads.

#### 7 Camera Barcode Configuration

Select the camera configuration setting that applies best to how the *Device* will be used. See the iPad Application section for a description of each Camera Barcode Configuration option. This setting only applies to iPads.

#### 8 Registration Mode

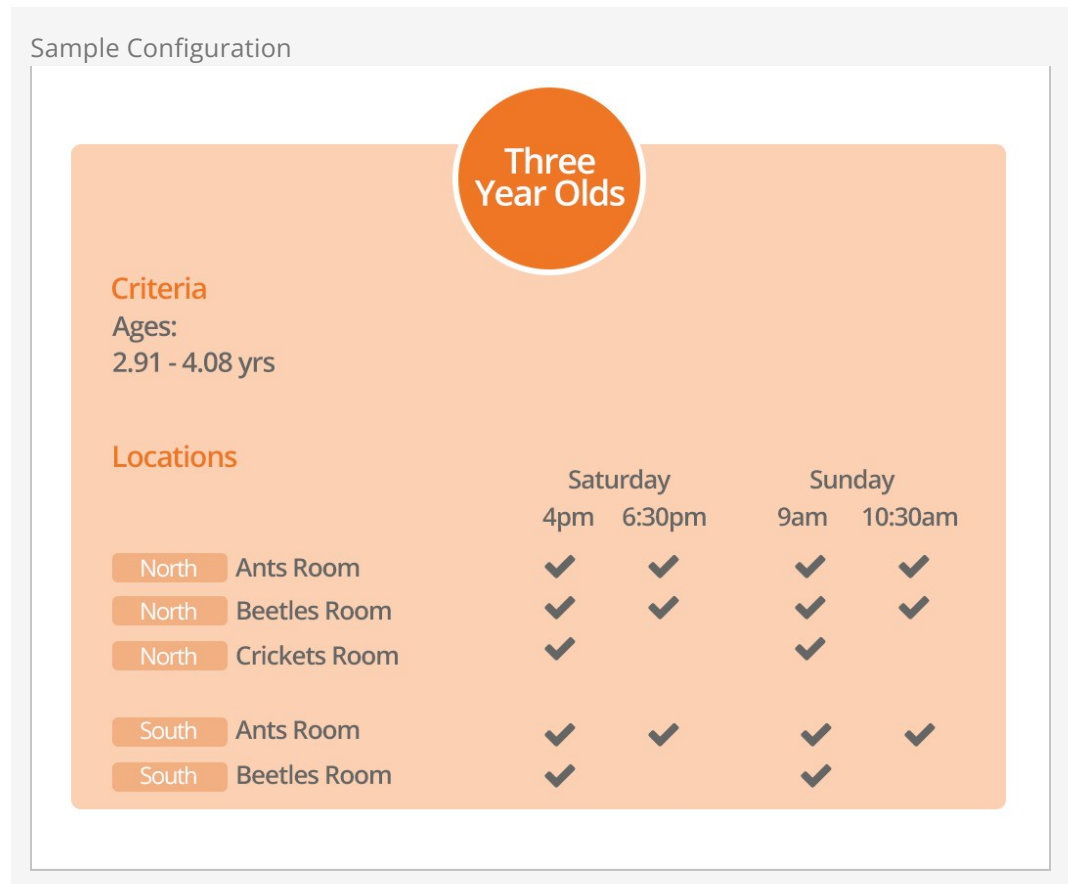
This setting allows you to turn the kiosk into a volunteer assisted, walk-up registration station where your volunteer can quickly add a person or guest to an existing family. See the chapter on Check-in Registration below for details.

#### 9 Locations

This setting allows you to define which locations the kiosk is serving. This will limit the location options that are displayed to the guest. For centralized check-in you will want to enable all locations. Since locations are hierarchical in nature (they have parent and child locations), you can select a parent location and all of its children will also be automatically selected.

# Locations

Locations configure where individuals can check in. Think of them like buildings or rooms for your check-in. Locations are tied to check-in groups and enabled through schedules. Let's take a look at an example to see how they work.



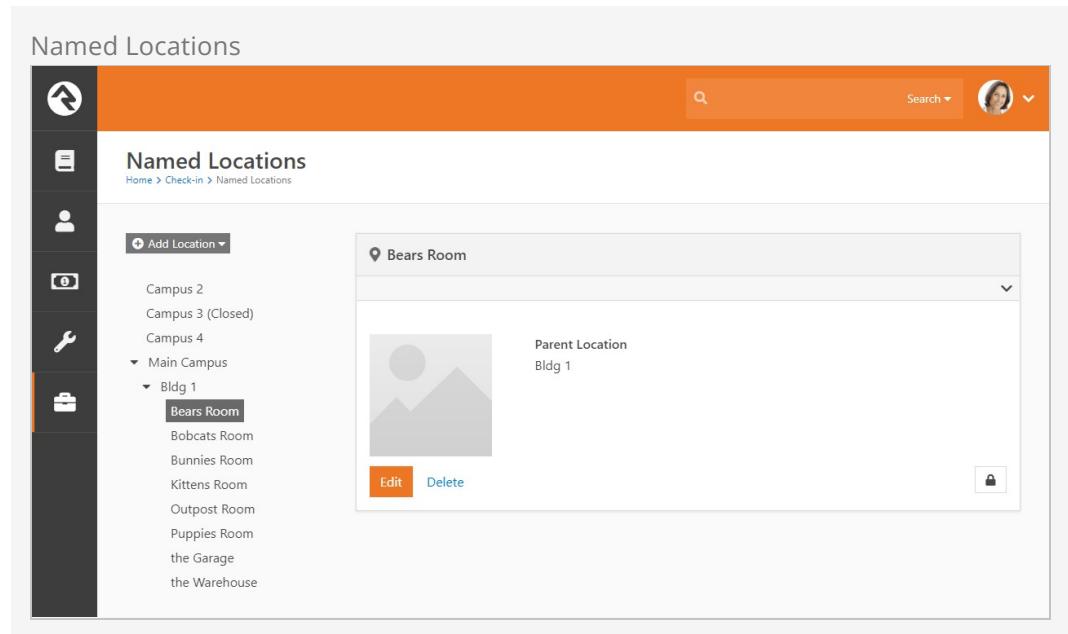
The diagram above shows a configuration for a large church's *Three Year Olds* check-in group. As you can see, the church has two campuses it calls *North* and *South* and each of these campuses has multiple locations (aka, rooms) for their three-year-olds. Based on attendance patterns, all of these rooms are not needed during all services. In this configuration, the *Crickets Room* is not set up to be used during the second service of the day.

## Editing Locations

Locations are edited under [Admin Tools > Check-in Configuration > Named Locations](#).



Locations are hierarchical in nature, so build them out to match the structure of your buildings. A configuration from the diagram above is shown below.



## Scheduling Locations

Group/Location pairs are matched to schedules at [Admin Tools > Check-in > Check-in Configuration](#) (click the [Schedule](#) button.)

## Opening / Closing Locations

We've seen how you can enable or disable a location based on a schedule. Each location also has an open/closed state. Say for instance you want the *Bears Room* to be used for your 9:00 am service, but need to be able to close it if it reaches capacity. Once it reaches capacity, you can close the room from the *Check-in Manager* (more info on this below) and it will no longer be available as an option for check-in.

## Location Thresholds

In addition to simply opening and closing rooms manually, you can also configure locations to have threshold limits for the number of people that can be checked into the location at once. These limits are evaluated during check-in and once they are reached, the location will automatically stop being available as an option for people to check into.

1. **Threshold:** If this number is reached, check-in will not allow people to check into the location unless an attendant overrides the threshold.
2. **Threshold (Absolute):** Once this number is reached, check-in will absolutely not allow people to check in to the location at all, ever... even if an attendant attempts to override the threshold.

# Printing

As we mentioned in the Welcome section, Rock's check-in is very flexible. This is especially true when it comes to printing. What printer you print to and where the printing takes place (client or server) is completely customizable. While this is very powerful, it can be a bit confusing. To help get you started, we have outlined a simple approach that should work for most organizations. We'll also dive a little deeper for those who want more options.

## A Simple Approach to Printing

The recommended approach to printing is to always print from the client using the printer defined on the client. While this is a simple approach, it should meet the needs of most organizations.

- We recommend that you use either the iPad or Windows client application for running check-in.
- On your check-in kiosk device configuration set the *Print Using* setting to *Device*, leave the *Printer* setting blank and choose *Client* for the *Print From* setting. See the *Kiosk* section for more on these settings.
- Configure the iPad/Windows application to print to a specific printer.

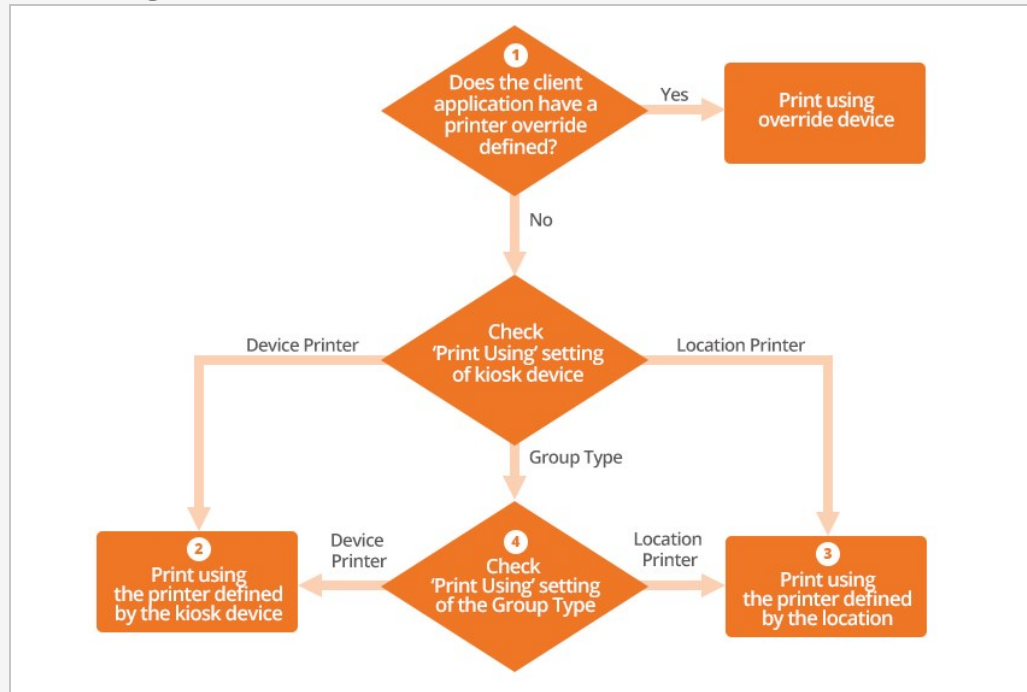
## Diving Deeper Into Printing

Ok, so the simple approach doesn't work. Never fear, we have many more options for you. When we break down the printing process, there are two bits of information that need to be determined: where to print and how to print. Let's look at each in detail.

### Where to Print

The flowchart below breaks down the logic of how Rock determines where to print the check-in labels.

## Determining Where To Print



### 1 Override

If using the iPad or Windows application, you can set a printer override that diverts all printing to the printer you define on the client.

### 2 Devices

If the kiosk device's *Print Using* is set to *Device Printer*, the printer defined by the kiosk device will be used. These settings can be found under `Admin Tools > Check-in Configuration > Devices`.

### 3 Location

If the *Print Using* is set to *Location*, then the printer defined by the group's location will be used. The location's printer is defined under `Admin Tools > Check-in Configuration > Named Locations`.

### 4 Group Type

Finally, if the *Print Using* is set to *Group Type*, then the *Print Using* setting of the Group Type will be considered. This setting can be configured to get the print device from the Location or the Kiosk Device. This is set under `Admin Tools > General Settings > Group Types`.

### Quick Shortcut:

This may seem a bit complex. You might be wondering why all this is needed. If you want to get creative, these features will allow you to customize label printing so that some groups print at the device and other groups print inside the actual room. Remember to keep it simple. You can define the printer on the kiosk and forget the chart above. It'll be there when you need it.

## How to Print

Determining *how* to print is much easier than figuring out *where* to print. You can print either from the server or the client. This is determined on the kiosk configuration under `Admin Tools > Check-in Configuration > Devices`. But wait, there are a couple of considerations for each of these options:

- **Client:** To be able to print from the client you must use either the iPad or Windows applications. This is the method you will use when your Rock server is hosted externally.
- **Server:** To print from the server you must be sure that the server is on the same network as the printers (or more accurately, the server must be able to route IP to the printers). If you are hosting Rock externally, you won't be able to print from the server unless you do something crazy like a VPN between your hosted server and local printers. And you're not crazy.

### Label Size?

Before you get too far into printing labels, we should probably mention that the *size* of the default labels that ship with Rock is 4 x 2 inches. If you plan on using the built-in labels, this is the size you should purchase.

You can of course create your own labels to work on any size stock you choose (as often happens when switching from another system and you already have a bunch of, say, 3 x 2 stock) but more about that in the [Creating Custom Labels](#) section.

## Reprinting

We've all worked with that one volunteer or staff member whose ability to tear off the labels from the printer might not be, shall we say, their calling in life. Okay, maybe it's you...so you have a torn name tag, and we can come up with many reasons why that is an issue. Possibly you can't read a child's name, or the security pick up code is not legible. Either way, you need a solution, and we have just the thing. That's right: label reprinting.

There are two ways to reprint labels. One is through the check-in kiosk device manager (accessed by clicking the gear on the check-in Welcome page), and the other is in Check-in Manager. We will walk through both and how to enable this option.

### Note:

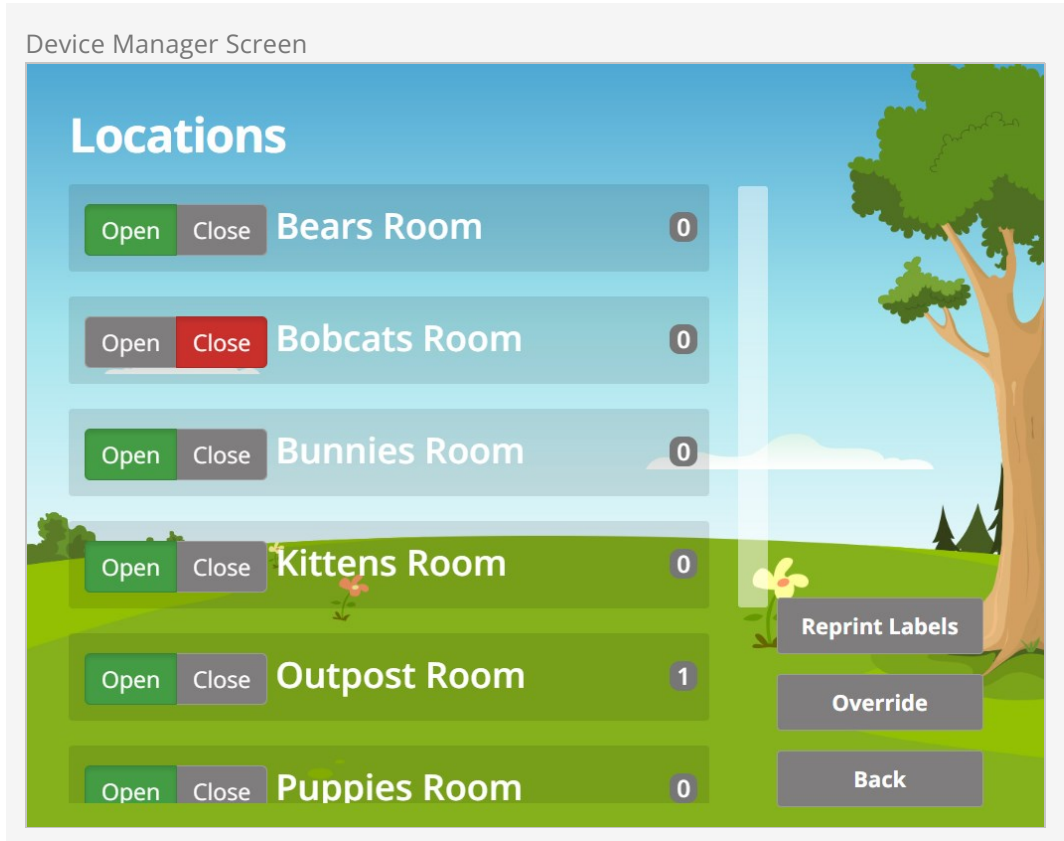
Due to web browser restrictions, Check-in Manager reprinting only works with server printing, while Kiosk Device reprinting works with either server or device printing.

## Check-In Kiosk Device Manager

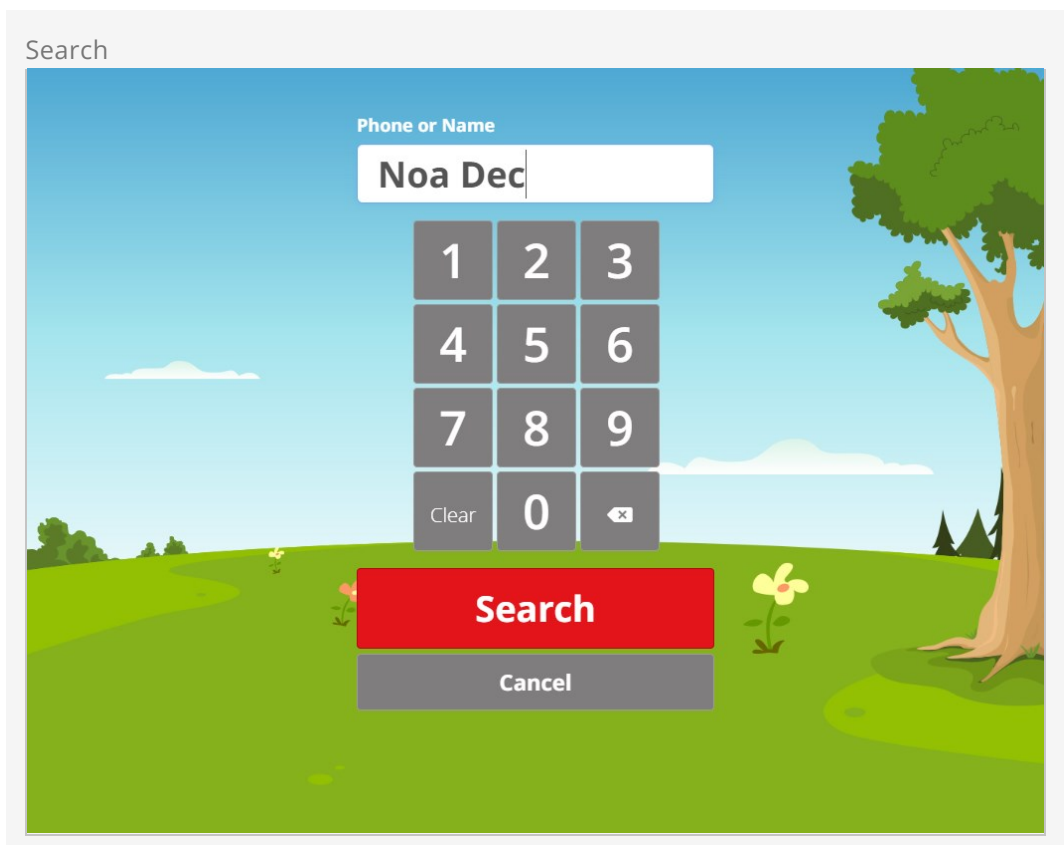
The very first thing you'll want to do is ensure *Allow Label Reprinting* is enabled, through a block setting on the internal page in Rock. Go to [CMS Configuration > Pages > Check-In | Welcome](#), and edit the block settings on the Welcome block to enable or disable reprinting. It should be enabled by default, but you won't get very far if it's been disabled so it's a good idea to confirm.

The screenshot shows the 'Enable Reprinting' configuration page. On the left, there is a sidebar with a search bar and a list of pages: 'Next Page', 'Family Select Page', 'Scheduled Locations Page', 'iPad Camera Barcode Configuration', and 'Manager Settings'. The 'Manager Settings' section is expanded, showing 'Allow Opening and Closing Rooms' set to 'Yes' and 'Allow Label Reprinting' set to 'Yes'. Below these, there are sections for 'Text' with 'Not Active Title' and 'Not Active Caption' fields. The 'Not Active Title' field contains 'Check-in Is Not Active' and the 'Not Active Caption' field contains 'There are no current or future schedules for this kiosk today!'.

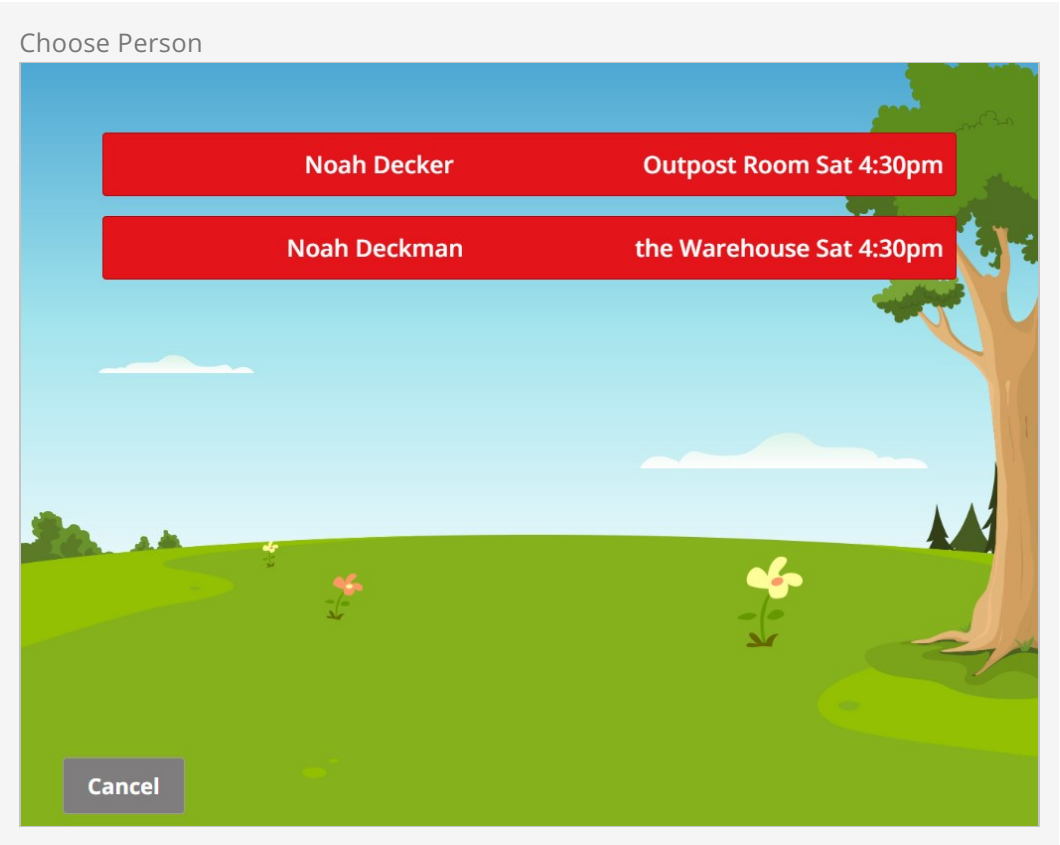
After logging into the Check-In Kiosk Device Manager with a PIN, you'll see a *Reprint Labels* button.



Clicking on *Reprint Labels* takes you to the Check-In screen to type in the person's name or their phone number.



In some cases you might get more than one result. Simply click on the desired name to reprint. On the next screen, choose which tags to reprint.



Multiple Services

If someone is checked into more than one service, say the 4:30 and 6:00 Saturday service, and a reprint is performed, it will print out two of each tag. This is because Rock has no way of knowing if there is something different between the two service labels.

Tags

Select Tags to Reprint

<input checked="" type="checkbox"/>	Parent Label
<input checked="" type="checkbox"/>	Child Label (Text)
<input type="checkbox"/>	Note Label

Cancel Print

After selecting the labels to reprint, hit the *Print* button and the confirmation screen will appear indicating that the labels have been printed.

Check out the [Device Manager](#) section of this guide for additional kiosk device manager information.

## Check-In Manager

Now let's take a look at using Rock's convenient and oh-so-mobile-friendly Check-in Manager option.

Reprinting is not enabled by default for the Check-In Manager. You'll need to enable *Allow Label Reprinting* from the Check-In Manager Person Profile page, Person Profile block setting, located at [CMS Configuration > Pages > Check-In Type > Check-in Manager > Person Profile.](#) After enabling, you'll see a reprint button on the Check-In Manager person profile screen.



## Person Profile Block Setting

**Person Profile**
Check-in > Manager / Id: 481

Basic Settings
Advanced Settings

**Name \***

**Manager Page**   

  
(1 route exists)

**Show Related People**

**Send SMS From**

**Child Attribute Category**

**Adult Attribute Category**

**Manager Settings**  
**Allow Label Reprinting**

5/10/2019

Sat 6:00pm

Outpost Room

Test Group

GSC

## Check-In Manager Page

**Person Profile**
Check-in Type > Check-in Manager > Person Profile

Main Campus

**Noah Decker**  

Main Campus  
Male  
11 yrs old (3/10/2008)  
5th Grade

Allergy  
Candy

**Family**  

Ted Decker (Parent)
 Cindy Decker (Parent)
 Alex Decker (Sibling)

**Check-in History**

When	Where	Code	
5/14/2019 Sat 4:30pm	Outpost Room Test Group	Current FZS	
5/13/2019 Sat 4:30pm	Outpost Room Test Group	XX7	
5/10/2019 Sat 6:00pm	Outpost Room Test Group	GSC	
5/9/2019	Outpost Room		

A secondary window will display, asking which labels you'd like to reprint, and to which printer to send the new tag.




Check out the Check-in Manager section of this guide for additional Check-in Manager information.

# Allergies and Legal Notes

Watching over someone else's child is a big responsibility and knowing specific details about a child's allergies or legal situations is especially important. Rock lets you easily store these details in a child's record and have them displayed at check-in. Here's how.

## Setting Allergy and Legal Notes

To set an allergy or legal note on a child's record, first bring up their *Person Profile* page in Rock and click on the *Extended Attributes* tab. There you will see a section of attributes labeled *Childhood Information*. Click the  icon to edit the values for allergies and legal attributes.

### Note To Self:

The text you enter for these attributes will print on the child's note label (see below), so keep the message short and appropriate for volunteers to view. If you get carried away, Rock will automatically truncate it to a reasonable length when printed.

## Viewing Notes at Check-In

The notes you enter above will be printed at check-in in two ways.

On the *Child Label* you'll see a notation that the child has an allergy or legal note in the system. Depending on the label used, the notation will be in the form of a letter ("A" for Allergy or "L" for Legal) or an icon. This label will be worn by the child and does not show the details of the allergy or legal note, for privacy reasons.

<div>BF</div> <div>Fri</div>		<div>GSF</div>	
<div>Noah</div>			
<div>Decker</div>			
<div>Bears</div>	<div>4:30</div>	<div>A</div>	<div>L</div>

The note label will print the complete note entered above for the benefit of the volunteer assisting with child check-in.

<div>GSF</div>		
<div>Noah Decker</div>	<div>Bears</div>	<div>4:30</div>
<div>A Allergy note...</div>	<div>Notes:</div> <div>_____</div> <div>_____</div> <div>_____</div> <div>_____</div> <div>_____</div>	
<div>L Legal note...</div>		

# Ability Levels

We've already seen that you can filter groups by age ranges and grades. There's one more criterion you can use: ability levels. It's common for infants and preschoolers to stay in certain rooms until they achieve a special milestone activity such as crawling or potty-training. Rock can help you track and select these levels within the check-in process. Let's see how it works.

Ability Level Walkthrough

**Mitchell McCutchen**

Select Ability Level

Infant

Crawling or Walking

Potty Trained

Back Cancel

**Mitchell McCutchen**

Childhood Information

Ability Level Crawling or Walking

**Mitchell McCutchen**

Select Ability Level

Infant

☒ Crawling or Walking

Potty Trained

Back Cancel

### 1 Initial Level Set

The first time a child who matches the age range of ability levels checks in they will be asked which ability-level they meet.

### 2 Ability Level Set

When the parent selects the ability level for their child it will be stored in the *Ability Level* person attribute on their *Person Profile*. Feel free to

update their level here if needed in the future.

### 3 Subsequent Check-Ins

Future check-ins will display their current ability and fade out previous levels. Parents can update the setting at any time. They can even select from the previous levels if needed.

## How Ability Levels Are Stored

Ability levels are simply a person attribute that can be used as a filter to select a check-in group. If you go to the *Extended Attributes* tab of a *Person Profile* page, you'll see the *Ability Level* attribute in the *Childhood Information* section. This is the attribute that will be considered when filtering groups. Rock comes with three ability levels configured: Infant, Crawling or Walking and Potty-Trained. You saw in the walkthrough above that an individual, or more likely their parents, could update this ability level during each check-in. You can also change the ability level behind the scenes on the *Person Profile* page.

## Configuring Ability Levels

Not all check-in groups care about ability levels. Once you leave the preschool area they aren't that useful. (Imagine the responses you'd get if you asked high school students if they were potty-trained!) To enable ability levels, first you need to set your check-in area (the default configuration is *Nursery*) to inherit from *Check-in by Ability Level* under

`Admin Tools > Check-in > Check-in Configuration > Areas and Groups`. This will tell all the

groups in this area that they can define an ability level.

A key to ability levels is that you need to configure groups with overlapping age ranges. A child will only be able to check into the groups whose age criterion she meets, even though the parent will be presented with a list of all ability levels.



[Home](#) > [Check-in](#) > [Check-in Configuration](#)



Weekly Service Check-in



4:30 (test), 6:00 (test), Saturday 4:30pm, Saturday 6:00pm, Sunday 10:30am, Sunday 12:00pm, Sunday 9:00am

**Search Type**  
Phone Number

**Phone Number Compare**  
Ends With

 Schedule☐ Show Inactive Groups

Save Delete

Last Updated: 7/11/2022

Once an area has been configured to inherit from *Check-in by Ability Level* you'll see that the groups assigned to that area now have an *Ability Level* setting. This will be the filter that is used to present options to the individual during check-in.

## Check-in Configuration

[Home](#) > [Check-in](#) > [Check-in Configuration](#)

☒ Check-in Configurations

Volunteer Check-in Area

Weekly Service Check-in Area

### Weekly Service Check-in Area

Scheduled Times

4:30 (test), 6:00 (test), Saturday 4:30pm, Saturday 6:00pm, Sunday 10:30am, Sunday 12:00pm, Sunday 9:00am

Check-in Type

Individual

Search Type

Phone Number

Phone Number Compare

Ends With

Edit

Delete

Schedule

### Areas and Groups

☐ Show Inactive Groups

Check-in Test Area

Nursery/Preschool Area

Nursery

Crawlers/Walkers

Preschool

Test Group

Elementary Area

Grades K-1

Grades 2-3

Grades 4-6

Jr High Area

Grades 7-8

High School Area

Grades 9-12

### Nursery

Check-in Group Name \*

Nursery

☒ Active

Check-in

Age Range

0.0 to 3.00

Birthdate Range

to

Gender

Ability Level 1

Infant

Locations

Main Campus > Bldg 1 > Bunnies Room

Save Delete

Crafted by the Spark Development Network / License

- Ability Level**  
 Select the groups ability level.

## When Ability Levels Are Shown

Due to the potential awkwardness of the ability level selection with older children you might be wondering when the selection screen is shown. This screen is only shown when the following criteria are met:

1. The kiosk is configured to check-in for an area that inherits from *Check-in Ability Levels*
2. The individual being checked in matches the age ranges of the groups with ability levels.

## Adding Ability Levels

Adding additional ability levels is a simple process. But you should refrain from adding too many levels because it can confuse your guests. To edit or add levels simply edit the *Ability Level/Defined Type* `Admin Tools > Check-in > Ability Levels`.

### Note:

The order of the levels is very important. The order that they are shown in the Defined Type is the order they will be displayed on the check-in screens.

# First Time Registration

When new people show up for the first time, you'll need to enter them into the system before they can check in. The best way to enter these families is under [People > New Family](#).

The screenshot shows a web application interface for adding a new family. The page title is "New Family". On the left is a dark sidebar with icons for home, list, user, add, tools, and a briefcase. The top navigation bar is orange with a search icon and a user profile icon. The main content area has a breadcrumb "Home > New Family". Below this is a section titled "Add Family" containing a "Family Members" table and several form fields. The table has columns for Role, Title, Name, Suffix, Connection Status, Gender, Birthdate, and Grade. There are radio buttons for "Adult" (selected) and "Child". The "Adult" row has input fields for First Name, Last Name, Suffix, Connection Status (set to "Visitor"), Gender (radio buttons for M and F), Birthdate (with a calendar icon), and Grade (with a red 'x' icon). Below the table are fields for "Campus" (set to "Main Campus"), "Marital Status of Adults" (with an info icon), "Address" (with a text input), "City" (with a text input), "State" (a dropdown set to "Arizona"), and "Zip" (with a text input). A "Next" button is at the bottom left of the form area, and an "Add Person" button is at the top right. A footer note says "Crafted by the Spark Development Network / License".

Role *	Title	Name *	Suffix	Connection Status *	Gender *	Birthdate	Grade
<input checked="" type="radio"/> Adult		First Name		Visitor	<input type="radio"/> M		
<input type="radio"/> Child		Last Name			<input type="radio"/> F		

If you are using a paper registration card and entering the data into the system, keep in mind you don't need to enter all of the data right away. You only need to enter these six key points to get started:

- Parents' names
- Children's names
- Children's birth dates
- Children's grades (if in grade school)
- Phone numbers
- Allergies and legal notes

You can enter other contact information like addresses and emails later. This really

helps speed up the registration process for first time guests.

**Important:**

It's critical that you enter a child's birthdate before the family attempts to check in. Without a birthdate none of the age filters will work. Also, if you've configured your check-in groups to filter on grade, it's highly recommended that you enter those right away. If you don't, it will fall back to using age, but the grade is usually a better (read: narrower) filter.

**Self-Service Coming Soon:**

The *New Family* screen does not allow you to enter phone numbers and allergy/legal notes. This must be done on the *Person Profile* screen. We hope to add specific *registration* screens soon to streamline the entry process and even allow a *self-service* capability. Stay tuned.

## Family Pre-Registration

The *Family Registration* block (available in v7.4 and newer only) can be used by families to pre-register before attending a service for the first time. Registering ahead of time makes the check-in process faster and easier. By default, the *Family Registration* block is included in the external site on the Connect page.

## Family Registration Screen

Rock Solid Church   New Here?   Resources   Connect   Give   Blog   Calendar   Watch   Properties named page   Hello Alisha ▾

### Family Registration

[Home](#) / [Connect](#) / Family Registration

[Children](#)  
[Students](#)  
[Adults](#)  
[Prayer](#)  
[Missions](#)  
[Serve](#)  
[Small Groups](#)  
[Contact Us](#)  
[Subscribe](#)  
[Family Registration](#)  
[T-shirt groups](#)

Visit Information

Campus   
Planned Visit Date

Adult Information

First Adult

First Name   
Last Name   
Gender   
Birthdate

Marital Status   
Email   
Mobile Phone

Second Adult

First Name   
Last Name   
Gender   
Birthdate

Marital Status   
Email   
Mobile Phone

Address

United States   
Address   
City  AZ  Zip

Special Concerns

Children

Powered by: Rock RMS   3120 W Cholla St Phoenix, AZ 85029

You can customize the Family Registration page by changing the block settings on the external site.

## Family Registration Block Settings

Rock Solid Church Demo   Hello Alisha ▾

### Family Pre-Registration

Check-in / Id: 856

[Basic Settings](#)   [Advanced Settings](#)

- Name
- Show Campus
- Default Campus
- Planned Visit Date
- Family Attributes

6 No

7 Auto Match ⓘ  
Yes

8 Connection Status ⓘ  
Visitor

9 Record Status ⓘ  
Active

10 Workflow Types ⓘ  
⚙️

11 Redirect URL ⓘ ⓘ  

```

1 1 /FamilyPreRegistrationSuccess?FamilyId={{ Family.Id }}&Parents={{ ParentIds }}&Children={{ ChildIds }}&When={{ PlannedVisitDate }}

```

Require Campus ⓘ  
Yes

12 Adult Fields

Suffix ⓘ  
Hide

Gender ⓘ  
Required

Birth Date ⓘ  
Optional

Marital Status ⓘ  
Optional

Email ⓘ  
Required

Mobile Phone ⓘ  
Required

Attribute Categories ⓘ  
📁

13 Child Fields

Suffix ⓘ  
Hide

Gender ⓘ  
Required

Birth Date ⓘ  
Required

Grade ⓘ  
Optional

Email ⓘ  
Optional

Mobile Phone ⓘ  
Hide

Attribute Categories ⓘ  
📁

Child Relationship

14 Relationship Types ⓘ  
Child ✕

15 Same Immediate Family Relationships ⓘ  
Child ✕

16 Can Check-in Relationship ⓘ



- 1 Name**  
Name of the registration block
- 2 Show Campus**  
Select 'Yes' to display the *Campus* selection field.
- 3 Default Campus**  
If the *Campus* selection field is displayed, you can designate a default campus to be displayed.
- 4 Planned Visit Date**  
This field determines how the *Planned Visit Date* field will be displayed. Select 'Hide', 'Optional' or 'Required'. The Planned Visit Date value is not saved anywhere. It is only used if launching a workflow, or it can be used in the Lava to redirect the guest after they are done completing the screen. (Note: If both the *Campus* and *Planned Visit Date* fields are hidden, the entire Visit information section will not be displayed.)
- 5 Family Attributes**  
Enter any family attributes you want displayed. The attributes will appear to the right of the *Address* field on the *Family Registration* screen. Any attributes that are configured as 'required' will require the guest to provide a value.
- 6 Allow Updates**  
Select 'Yes' if you want the block to automatically assume the guest who is logged in is updating information for their own family. If 'Yes' is selected, when a guest is logged in, the current names of each family member will not be editable. If 'No' is selected, the block will automatically assume a new family is being entered, regardless of whether a guest is logged in or not.
- 7 Auto Match**  
Select 'Yes' if you want the block to attempt to find a matching person in Rock when a new adult is being added, rather than creating a new person. Rock will identify a match if one (and only one) person with the same first/last name and email address matches the adult being added.
- 8 Connection Status**  
Designate the connection status to use when creating a new person.
- 9 Record Status**  
Designate the record status to use when creating a new person.
- 10 Workflow Types**  
Select any optional workflows you want to launch after the guest has entered the information. For any workflows launched, the block will set the entity for the workflow to the family that is being created. It will also try to set any of the following workflow attribute values if they exist on the workflow type:
  - ParentIds: A comma-delimited list of the person IDs for each adult
  - ChildIds: A comma-delimited list of the person IDs for each child
  - PlannedVisitDate: The value entered in the Planned Visit Date field
- 11 Redirect URL**

Enter the URL you want to redirect the guest to after they are finished entering the family information. This field supports Lava, and the block will pass the following fields (in addition to common fields):

- Family: The family that is being created, including adults and children
- RelatedChildren: A collection of any children that are not included in the primary family
- ParentIds: A comma-delimited list of the person IDs for each adult
- ChildIds: A comma-delimited list of the person IDs for each child
- PlannedVisitDate: The value entered in the Planned Visit Date field

#### **12 Adult Fields**

The fields in this section determine how the fields in the Adult Information section of the *Family Registration* screen will be displayed. Select options according to your organization's preferences.

#### **13 Child Fields**

The fields in this section determine how the fields in the Child section of the *Family Registration* screen will be displayed. Select options according to your organization's preferences.

#### **14 Relationship Types**

Select the known relationship type roles that should be displayed as an option for each child. The value 'Child' will always be included, even if it is not an existing known relationship type.

#### **15 Same Immediate Family Relationships**

Select the known relationship type roles that, if selected, should not actually create the relationship, but rather just add the child to the same family as the adults. In most cases, 'Child' will be the only value included in this list. Any values included in this list that are not in the Known Relationship Types list will be ignored.

#### **16 Can Check-in Relationships**

Select the known relationship type roles that, if selected, should also create an additional 'Can Check-in' relationship. This is only necessary if the role that is selected does not have the 'Allow Check-in' option.

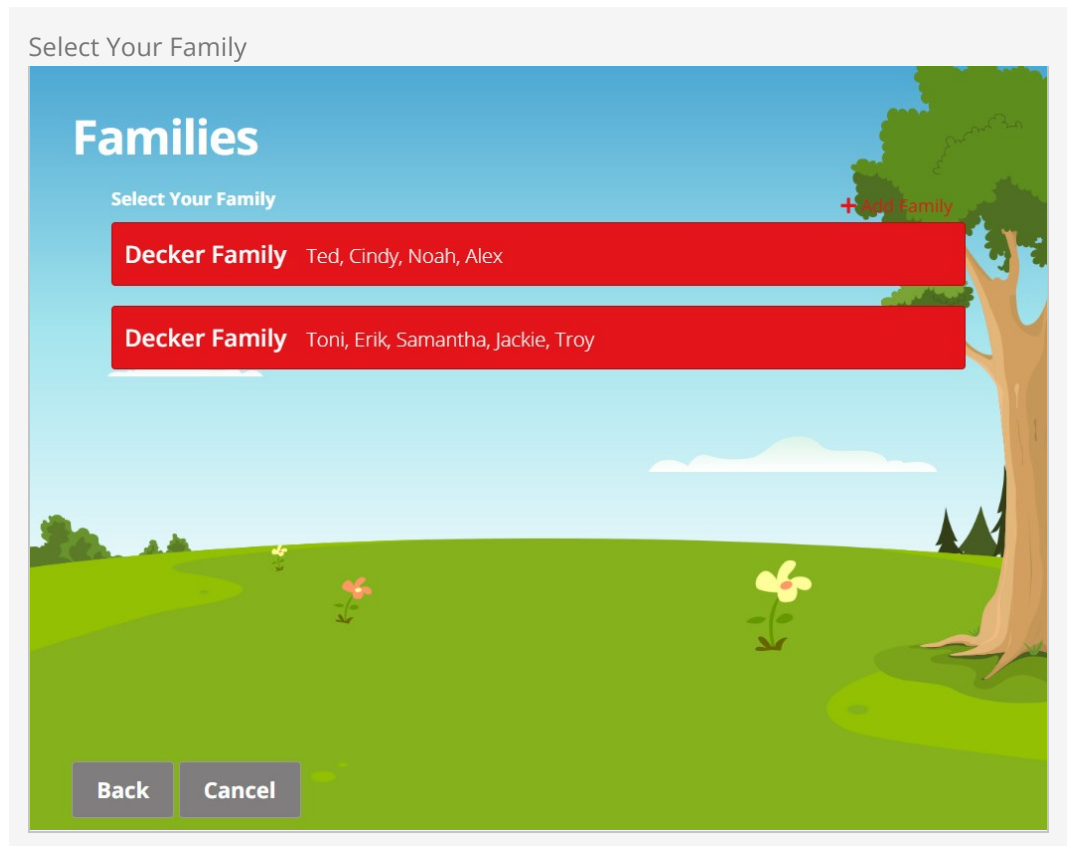
As you can see, there are several ways to get new people into Rock. You can even turn a kiosk into a volunteer assisted, walk-up registration station to help get people registered. Read more about that in the [Check-in Registration](#) chapter.

# Check-in Registration

A check-in kiosk can also be used by a volunteer to register new families or add guests to existing families.

Although the experience is as simple and smooth as can be, it's not intended to be used by your guests. We recommend you pair the kiosk with a friendly volunteer who is good with quick data entry.

On a kiosk with this mode enabled, after searching for a family you will see new Add Family options whether you find a match...



...or not.

The screenshot shows a web application interface for selecting a family. At the top, the text "Select Your Family" is displayed. Below it, the word "Search" is prominently shown. A search input field contains the text "5551212". A red button labeled "Search" is positioned below the input field. A white modal box is centered on the screen, displaying the message: "There were not any families that match the search criteria." Below this message are two buttons: "Try Again" and "Add a New Family". The background of the application features a stylized landscape with a green field, a large tree on the right, and a blue sky with clouds.

To speed up the process, when adding new people you will see only the essential fields - although you can configure what other optional or required fields you want to capture during these steps. Organizations will typically add additional information not essential to check-in at a later point when there is more time.

Add Person

Add Person

Child

Adult

First Name \*

Suffix

Birthdate

Mobile Phone

Done

Cancel

Relationship to Adult

Child

Last Name \*

Male

Female

Grade

## Editing Families

Did Maddie bring her friend Alex to church with her? No problem. Adding guests of a family is a breeze with the 'Can check in' relationship. Just select the new 'Edit Family' button and add Alex with that relationship.

## Jackson Family

Select People

 Edit Family

Maddie Lowe

Back

Cancel

Next

## Adding a Guest

## Add Person



Child

Adult

## Relationship to Adult

Can check in

## First Name \*

Alex

## Last Name \*

Decker

## Suffix

\*

Male

Female

## Birthdate

2/10/2011



## Grade

2nd

## Mobile Phone



## Alternate ID

## Allergy ⓘ

## Legal Notes ⓘ

Done

Cancel

Back

Cancel

Next

Editing Family Members

### Jackson Family

Family Members + Add Person

Mariah Jackson	Adult	Female	37	
Maddie Lowe	Child	Female	8	2nd Grade
Alex Decker	Child Can check in	Female	7	2nd Grade

Save Cancel


Back Cancel Next


We've even enabled some duplicate detection so you're less likely to end up with another Alex Decker in your system.

Select or Edit Family Members

### Jackson Family

Select People Edit Family

☒  Maddie Lowe

☒  Alex Decker

Back Cancel Next

There are a few things to note regarding duplicate detection. When adding multiple 'guest' adults, if one of them matches a person in Rock, the other new adults (and new children) will be added to that person's matching family. Also note, when a matching person is found, only non-blank field values will update the matching person's record. This will prevent accidentally clearing out a person's allergy or legal notes (for example) in the event that they didn't provide the current/correct values.

## Adding Barcodes in Check-In Registration

If your organization uses barcode scanners for rapid check-in, we've also enabled these screens to know where to put the data coming from the scanner. Scanning a barcode on this screen will ensure it will automatically go into the *Alternate ID* field if you have enabled it (as described in the Configuration section below).

The image shows a 'Barcode Scanning' interface with a modal window titled 'Add Person'. The modal has a close button (X) in the top right corner. It contains two tabs: 'Child' (selected) and 'Adult'. The form fields are organized into two columns. The left column includes: 'First Name' (text input), 'Suffix' (dropdown menu), 'Birthdate' (calendar icon), and 'Mobile Phone' (checkbox and text input). The right column includes: 'Relationship to Adult' (dropdown menu), 'Last Name' (text input), 'Gender' (radio buttons for 'Male' and 'Female'), 'Grade' (dropdown menu), and 'Alternate ID' (text input containing '4080163444989525'). At the bottom left of the modal are 'Done' and 'Cancel' buttons. The background of the interface shows a blurred outdoor scene with trees and grass.

### Barcode Scanning with iPads

If you use iPads for check-in, you can use its built-in camera to scan barcodes. See the iPad Application section for details and instructions.

## Check-in Registration Configuration

These registration features are packed with options. To configure these options follow these steps:

1. First, enable a particular device kiosk by setting its Registration Mode to 'Yes'.



2. Then open up the check-in configurator `Admin Tools > Check-in Configuration > Check-in Configuration`.
3. Select the configuration you want to enable registration for and then `Edit`.
4. Change the settings as needed and then `Save`.

## Registration Settings

## Check-in Configuration

[Home](#) > [Check-in](#) > [Check-in Configuration](#)

☒ Check-in Configurations

Volunteer Check-in Area

Weekly Service Check-in Area

### Weekly Service Check-in Area

**Name \***

Weekly Service Check-in Area

**Description**

General Settings

Search Settings

Display Settings

Registration Settings

**Default Person Connection Status** 1

Visitor

**Display Alternate ID Field for Adults** 2

☐

**Display Alternate ID Field for Children** 3

☒

**Enable Check-in After Registration** 4

☐

**Known Relationship Types** 5

Child × Can check in × Grandchild ×

**Same Family Known Relationship Types** 6

Child ×

**Can Check-in Known Relationship Types** 7

Can check in × Grandchild ×

**New Family Workflow Types** 8

**New Person Workflow Types** 9

**Required Attributes for Adults** 10

**Optional Attributes for Adults** 11

Previous Church × Employer × Position ×

**Required Attributes for Children** 12

**Optional Attributes for Children** 13

Allergy × Legal Notes ×

**Required Attributes for Families** 14

**Optional Attributes for Families** 15

Advanced Settings

Save Cancel

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- Default Person Connection Status**  
 This controls which connection status to use when creating new people (children or adults).

- 2 Display Alternate ID Field for Adults**

If checked, a field will be shown on the adult add/edit screen that can store an alternate id (such as a key tag or barcode identifier) for that person. When enabled, scanning a barcode using a reader will capture the code into this field automatically.
- 3 Display Alternate ID Field for Children**

If checked, a field will be shown on the Child add/edit screen that can store an alternate id. When enabled, scanning a barcode using a reader will capture the code into this field automatically.
- 4 Enable Check-in After Registration**

This determines if the family can continue to check-in after being registered, or if they should be directed to visit a regular check-in kiosk to check-in. If unchecked, the kiosk will return back to the search mode after data entry.
- 5 Known Relationship Types**

Select the known relationship types that should be displayed as an option for each child. The value 'Child' will always be included, even if it is not an existing known relationship type.
- 6 Same Family Known Relationship Types**

Select the known relationship types that, if selected, should not actually create the relationship, but rather just add the child to the same family as the adults. In most cases, 'Child' will be the only value included in this list. Any values included in this list that are not in the Known Relationship Types list are ignored.
- 7 Can Check-in Known Relationship Types**

Select the known relationship types that, if selected, should also create an additional 'Can Check-in' relationship. This is only necessary if the role that is selected does not have the 'Allow Check-in' option.
- 8 New Family Workflow Types**

Select any optional workflows you want to launch after a new family is added. For any workflows launched, it will set the Entity for the workflow to the family group that is being created.  
Note: This is only for actual new families and not families that are incidentally created as a result of adding a guest to an existing family.
- 9 New Person Workflow Types**

Select any optional workflows you want to launch after a new individual is added to a family. For any workflows launched, it will set the Entity for the workflow to the person that is being created.
- 10 Required Attributes for Adults**

These are attributes you want to require on the adult records. These attributes will be required regardless of their original configuration on the Person Attributes page.
- 11 Optional Attributes for Adults**

These are attributes you want to show when adding or editing an adult. These attributes will be optional regardless of their original configuration on the Person Attributes page.
- 12 Required Attributes for Children**

These are attributes you want to require on the child records. These attributes will be required regardless of their original configuration on the Person Attributes page.

**13 Optional Attributes for Children**

These are attributes you want to show when adding or editing a child. These attributes will be optional regardless of their original configuration on the Person Attributes page.

**14 Required Attributes for Families**

These are family attributes you want to require on the family record. These attributes will be required regardless of their original configuration on the Group Type.

**15 Optional Attributes for Families**

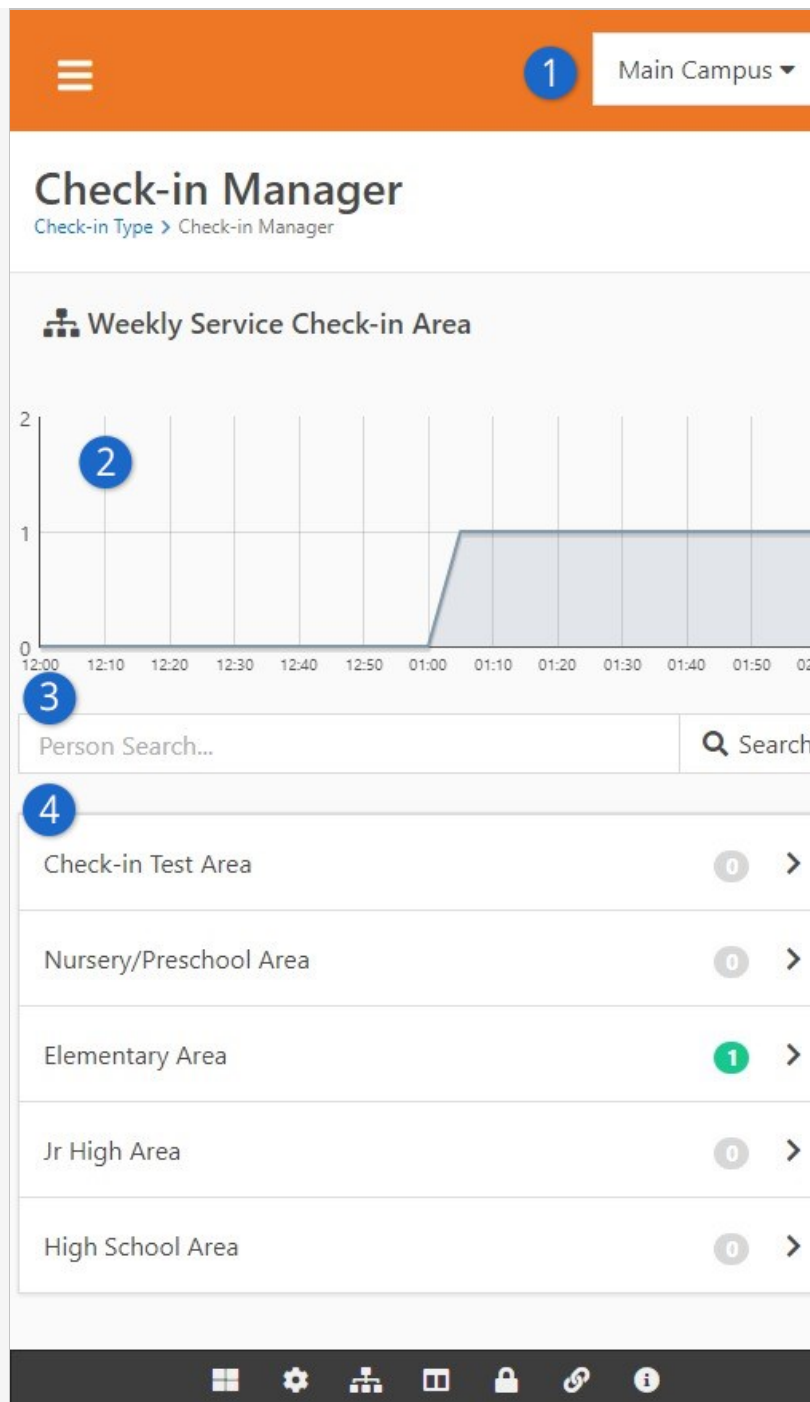
These are family attributes you want to show when adding or editing a family. These attributes will be optional regardless of their original configuration on the Group Type.

# Check-In Manager

It's critical for growing organizations to be able to view check-in data in real-time and react by opening and closing locations in response. Rock provides a check-in management site that gives your staff a dashboard of live check-in data and lets them respond to needs as they occur in real-time.

The check-in manager can be loaded from the address [http://\[your-rock-server\]/checkinmanager](http://[your-rock-server]/checkinmanager). On this initial screen you'll be asked to select a check-in configuration type.

Check-in Manager



### 1 Campus Selector

Selects the campus for the data view.

### 2 Attendance Chart

Shows real-time check-in counts for the last two hours. On the home screen the count is for all of the areas and groups defined for the check-in configuration type selected. As you drill down through the areas and groups, the counts will reflect the area or group selected.

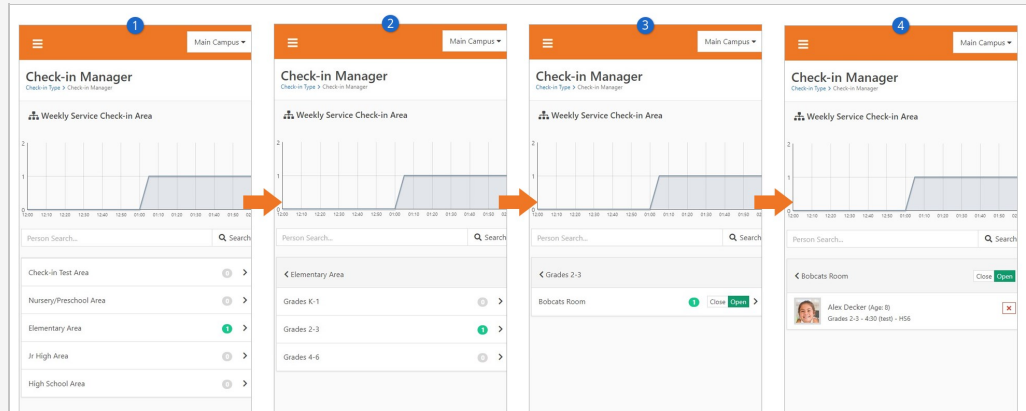
### 3 Person Search

Allows you to search for a specific person and view their recent check-in information.

#### 4 Check-in Areas

A list of check-in areas with counts. Selecting one of these will drill down to show sub-areas and groups.

### Check-in Manager Screen Flow



#### 1 Home Screen

The check-in manager home screen as shown above.

#### 2 Groups

This is where you drill-down to view groups under the Elementary area.

#### 3 Location

This screen lists the locations under the Grades 2-3 group. From here you can open or close the location.

#### 4 Details

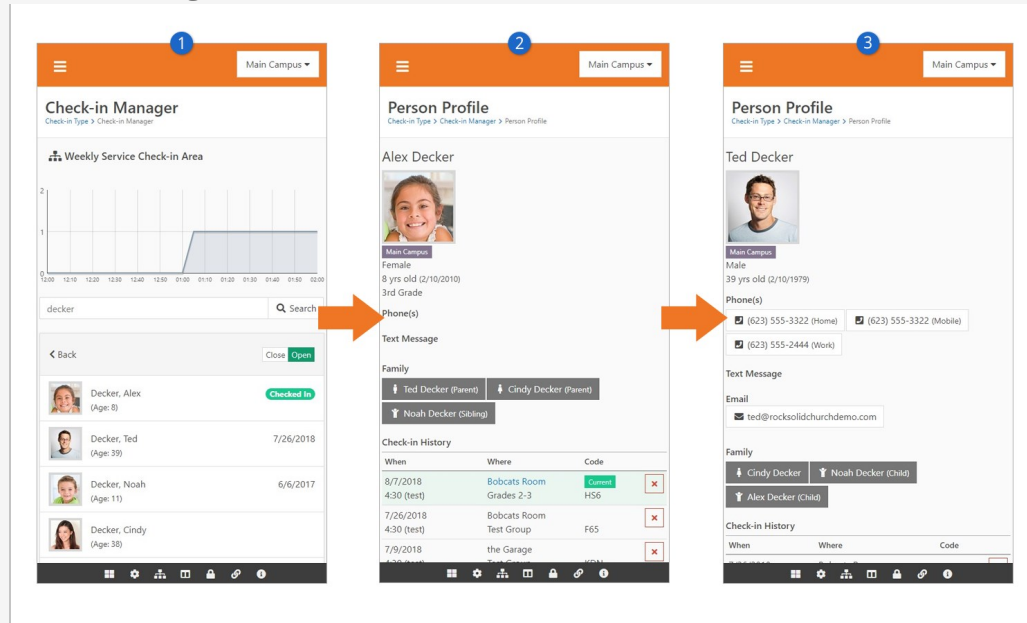
The details of the Bobcats room. From this screen you can also open or close the room and even see all the children checked into the location. You'll also notice a 'Cancel Check-out' button next to each name. This is useful if you need to remove a child from a room.

### Closing a Room:

When you close a room using the check-in manager it can take several seconds for the room to show closed on the kiosks, depending on the Refresh Interval setting of the current check-in configuration. If your kiosks aren't reacting fast enough to room closures, it could be that you have the Refresh Interval set too high.

### Searching for Individuals

## Check-in Manager Search



### 1 Results

Shows a list of matching individual search results. Next to the name is the last time the individual checked into a group in this check-in configuration type.

### 2 Recent Check-In

Selecting an individual will show their most recent check-in dates. It will also show a list of family members and phone numbers tied to the individual.

### 3 Parent Contact

In this case, selecting a parent allows us to get their contact information in a snap. Clicking their phone number will even dial your cell phone for you!

## Searching by Code

You can also search for a person by the check-in code assigned to them by the check-in system. To make this option available, you must first enable it in the Check-in Manager block settings. Select "Yes" in the Search by Code field of the block setting screen. You can then conduct the search in the same way as detailed above, entering the check-in code in the search field rather than the person's name. Remember, check-in codes are only used once per day.



## Person Attribute Settings

Be sure to check out the *Person Profile* Block settings to set the *Child Attribute* and the *Adult Attribute* categories to view on each person's check-in profile page. This may be helpful if you offer a snack during class and need to see which type of allergy a child may have. You can link the child attribute category directly with the childhood information on their main profile page.

# Texting Parents from Checkin Manager

We've all been there—there's always that poor child in the nursery that just really *really* needs Mom or Dad. It's easy enough, using Check-in Manager, for a volunteer to look up the parent's information, but then what? Do they have to use their personal cell phone to text them? Well, not any more.

Starting in v8.1, there is a new configuration option for this block that lets you specify a Twilio number to send texts from. Once that's configured, your volunteers who have access to Check-in Manager will have a text input box they can use to send the parent a message. Easy!

The screenshot shows a web interface titled "Texting from Check-in Manager". At the top right is a "Select Campus" dropdown. The main content area is titled "Person Profile" with a breadcrumb trail: "Check-in Type > Check-in Manager > Person Profile". Below this is a profile for "Ted Decker", including a photo, a "Main Campus" tag, and details: "Male", "38 yrs old (2/10/1980)". Under "Phone(s)", there are three checked options: "(623) 555-3322 (Home)", "(623) 555-3322 (Mobile)", and "(623) 555-2444 (Work)". A "Text Message" section contains a text input box with the placeholder "Your message here..." and "Send" and "Cancel" buttons. Below that is an "Email" section with a text input box containing "ted@rocksolidchurchdemo.com". At the bottom, a "Family" section shows a list of family members: "Cindy Decker", "Noah Decker (Child)", and "Alex Decker (Child)".

Here's what you need to make sure is set up in order for that box to show up:

- The SMS Communication Medium needs to be enabled and configured with an enabled SMS Transport (see SMS: Twilio in the [Communicating with Rock manual](#))
- As noted in the above link, you need to add at least one *SMS From Value* to your *Defined Values*

- You need to select the SMS number which will be used to send messages from Check-in Manager. To do this, go to [yourrockserver].com/checkinmanager and search for someone in your database. Click on their row to load the Check-In Manager Person Profile (the page in the above screenshot). The block settings for the block on this page include an option where you can choose one of your SMS numbers. Select one and click "Save".
- Finally, the person whose profile you're viewing needs to have a phone number with SMS enabled. If they don't, you'll see their phone numbers listed and linked for calling, but you won't see the option to send them an SMS message.

Check-In Manager Profile Block Settings

Person Profile

Check-in > Manager / Id: 481

Basic Settings

Advanced Settings

Name \*

Person Profile

Manager Page ⓘ \*

Check-in Manager

(1 route exists)

Show Related People ⓘ

No

Send SMS From ⓘ

Child Attribute Category ⓘ

Check-in Manage...

Adult Attribute Category ⓘ

Check-in Manage...

Manager Settings

Allow Label Reprinting ⓘ

Yes

Save

Cancel

5/10/2019

Sat 6:00pm

Outpost Room

Test Group

G5C

# Device Manager

While you can manage many aspects of a kiosk device from the *Check-in Manager* you can also manage the device from the actual kiosk. Below we'll discuss the various capabilities of these features.

## Logging In

To access the Device Kiosk simply press the gear icon at the bottom right of the main check-in screen. This will bring up the screen below.

The screenshot shows the 'Device Manager Authentication' screen. It features a 'Manager Login' section with a PIN input field and a numeric keypad (0-9, Back, Clear). A red 'Login' button is positioned below the keypad. To the right, under 'Current Counts', is a list of rooms with their respective counts, all currently at 0. The background is a colorful illustration of a landscape with a tree, a path, and a flower.

Current Counts	
Bears Room:	0
Bobcats Room:	0
Bunnies Room:	0
Kittens Room:	0
Outpost Room:	0
Puppies Room:	0
the Garage:	0
the Warehouse:	0

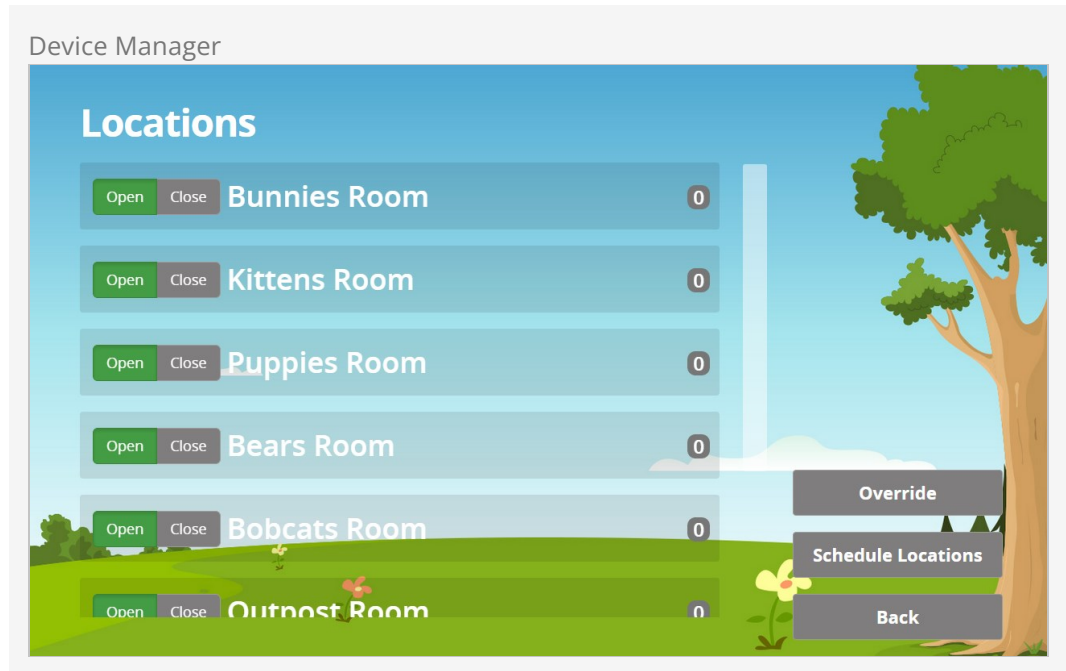
From this screen you can get a quick view of the counts for rooms configured to this kiosk. You can also enter your PIN to access the device manager.

### Setting a PIN

To set a PIN, go to the *Security* tab on a person's Profile and add a new User Account. Choose *PIN Authentication* for the Authentication Provider, and enter the desired PIN as the User Name.

## Device Manager

Once you're in the device manager you will see the screen below. This screen allows you to open/close rooms that have been configured for this kiosk. It also allows you to *Override* a child. This simply means that you can check-in a child to a room without considering the room's age or grade ranges. When you select the *Override* button you will see the standard *Search* screen. Everything will operate the same, but the room's configured age and grade ranges will be ignored.



## Schedule Locations

From the main screen above you can also choose the *Schedule Locations* button. This screen allows you to alter the room schedules. This is normally done in the Rock Admin screens ( [Admin Tools > Check-in > Check-in Configuration > Schedules](#) ) but you can also enable/disable the schedules for the kiosk's configured rooms here too.

### Scheduled Locations

Group	Location	Daily 12:01 AM	Daily 12:01 AM	Saturday 4:30 PM	Saturday 6:00 PM	Sunday 10:30 AM	Sunday 12:00 PM	Sunday 9:00 AM
Test Group	Bears Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	Bobcats Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	Bunnies Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	Kittens Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	Outpost Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	Puppies Room Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	the Garage Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test Group	the Warehouse Main Campus > Bldg 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

Cancel

# Attendance Analytics

While there are a number of ways to access attendance data using Data Views and SQL reports, Rock also provides powerful analytics capabilities that you can access from

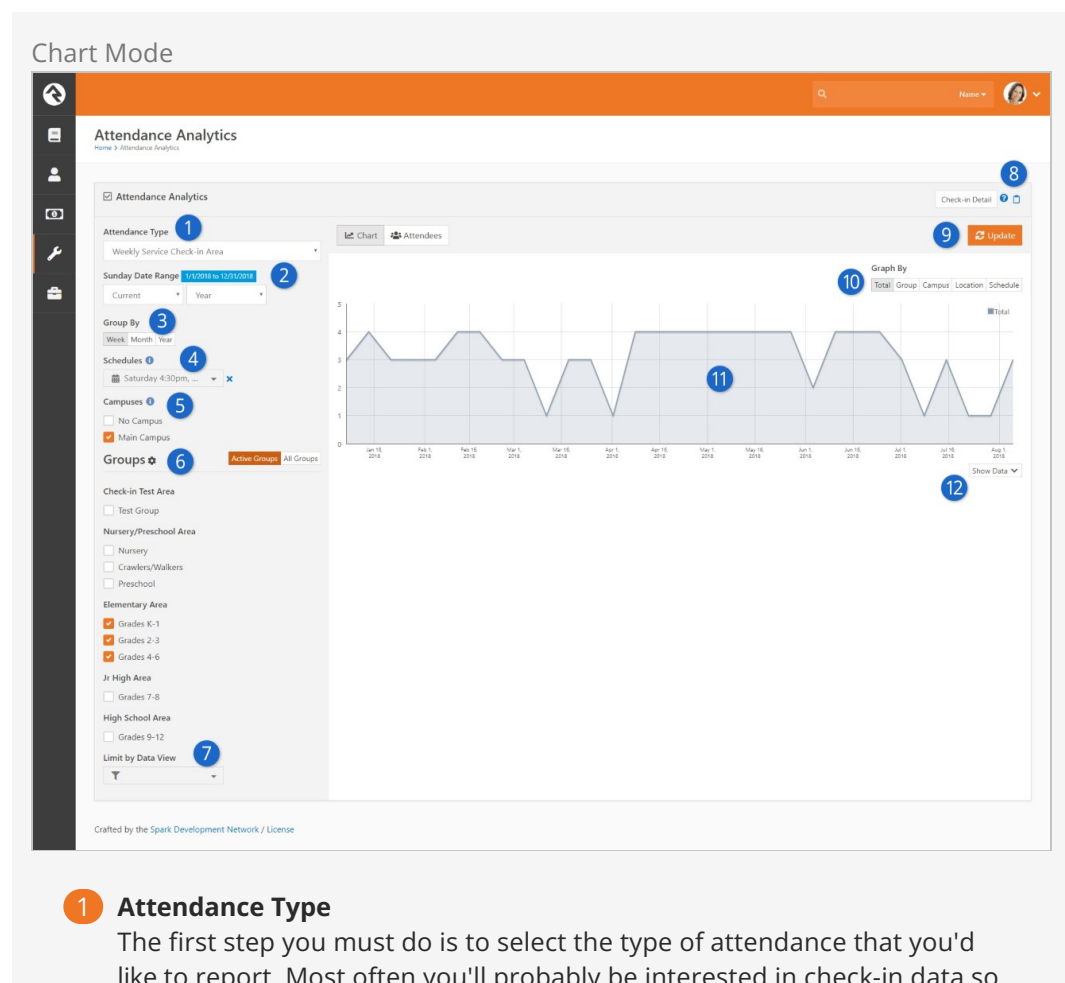
[Tools > Reporting > Attendance Analytics](#). This powerful tool should be able to answer

any question you throw at it. Let's see what's possible.

This block operates in two modes: *Chart* and *Attendees*.

## Chart Mode

When in chart mode, the analytics block will report back the count of the attendees who match the criteria you've provided. This is great when you're looking for numbers for a specific weekend or viewing attendance over time.



select *Weekly Service Check-in Area*.

## 2 Date Range

The most important criteria you will provide is the date range. This date range picker is very powerful and allows you to select many different types of date ranges. To help reduce confusion, the label above it shows the exact dates that are currently being used for the filter.

## 3 Group By Setting

This determines how the attendance data should be grouped for the graph. Typically, this will be by week, but you may want to get a monthly or yearly graph too.

## 3 Schedules

Use this dropdown menu if you want to filter by specific schedules, such as only Sunday morning services. Select multiple times or events by clicking on them. Leave it blank if you don't want schedules to be included in your filter.

## 5 Campuses

If your church has multiple campuses, you can select the one you're currently interested in.

## 6 Groups

Next you can filter which check-in groups (usually age ranges) you'd like to view in your analysis. If your organization has a lot of groups, you can change the block settings to display your groups as a dropdown menu, which makes finding and selecting groups easier. To learn how to change this display, see [Configuring Attendance Reporting Block Settings](#) below.

## 7 Limit By Data View

This is an advanced setting that allows you to apply even more filter options to your criteria. For instance, let's say you only want to report on *girls*. You could easily make a data view with this gender filter and use it here to only show girls.

## 8 Copy Link

Did you configure the attendance analytics block to provide the perfect snapshot of your attendance? Want to share that with a colleague? The *Copy Link* button lets you do exactly that.

## 9 Update

Since the block has to crunch through a ton of data to show its results, the graph will only refresh when you click the `Update` button.

## 10 Graph By

Sometimes you may want to only see one series on your graph (the *Total* option) but other times you'd like to see multiple series. This setting allows you to configure what types of series you'd like displayed.

## 11 Graph

Yep...this is the graph.

## 12 Show Data

Sometimes you want a pretty picture, other times you need raw data. The good news is that you can have both!

## Attendee Mode

Now that you see how you can see how to get numbers, let's look at how you can see the individuals who make up those numbers. Clicking the **Attendees** button will hide the graph and show you the individuals behind the data.

Much of the block works in the same way as the graph mode, but here are a few of the differences.

### Attendee Mode

Attendance Analytics

Attendance Analytics

Attendance Type

Weekly Service Check-in Area

Sunday Date Range

10/20/18 to 10/27/2018

Current

Year

Group By

Week

Month

Year

Schedules

Saturday 4:30pm, ...

Campuses

No Campus

Main Campus

Groups

Active Groups

All Groups

Check-in Test Area

Test Group

Nursery/Preschool Area

Nursery

Crawlers/Walkers

Preschool

Elementary Area

Grades K-1

Grades 2-3

Grades 4-6

Jr High Area

Grades 7-8

High School Area

Grades 9-12

Limit by Data View

Chart

Attendees

Filter

All Attendees

By Visit

Pattern

Attendees

Parents of Attendees

Children of Attendees

Update

Name	Connection Status	First Visit	Second Visit	Last Visit	Campus	Service Time	Check in Area	Location	Home Address	Phone Numbers	Count	Weekly Attendance %	1/7/2018	1
Alex Decker	Attendee	12/25/2012	1/1/2013	7/31/2018	Main Campus	Sunday at 9:00 AM	Grades K-1	Bears Room	11624 N 31st Dr Phoenix, AZ 85029		25	80.65 %	✓	
Noah Decker	Attendee	12/25/2012	1/1/2013	7/31/2018	Main Campus	Sunday at 9:00 AM	Grades 2-3	Bobcats Room	11624 N 31st Dr Phoenix, AZ 85029		25	80.65 %	✓	
Brian Jones	Member	10/22/2012	11/5/2012	8/3/2018	Main Campus	Sunday at 10:30 AM	Grades K-1	Bears Room	10601 N 32nd Dr Phoenix, AZ 85029		27	87.10 %	✓	
Maddie Lowe	Member	9/25/2013	10/2/2013	7/18/2018	Main Campus	Sunday at 10:30 AM	Grades K-1	Bears Room	4931 E White Gates Dr Phoenix, AZ 85018		19	61.29 %		

50 500 5,000 4 Attendees

1

Filter

The filter allows you to show all the attendees or special attendees. We discuss these filters in detail below.

2

Return Type

Sometimes you want the attendees (usually children) but other times you want to convert the list to the parents (or children) of the attendees.

3

Columns

If you look carefully, you'll notice that the number and types of columns change based on your criteria. Normally you'll see a column for each week in the date range with a checkmark if they attended that week. If you select to *Group By* month or year however, it will show a column for that period type instead.

### Filters

Version: 1.10.0

91 of 158

Last Updated: 7/11/2022



## By Visit

Many times you'll want to filter out only the first-time visitors. That's easy! Just use the *By Visit* filter. You can select from the first to fifth visits.

**Filter By Visit**

Filter: ☐ All Attendees ☒ By Visit

Attendees Parents of Attendees Children of Attendees

1st 2nd 3rd 4th 5th No Decker

	First Visit	Second Visit	Last Visit	Campus	Service Time	Check-in Area	Location	Home Address	Phone Numbers	Count	Weekly Attendance %	1/7/2018
Alex Decker	12/25/2012	1/1/2013	7/31/2018	Main Campus	Sunday at 9:00 AM	Grades K-1	Bears Room	11624 N 31st Dr Phoenix, AZ 85029		25	80.65 %	✓

Note that the date range is important to this filter. It will show anyone who has had a first visit during the provided range.

You'll also notice a *No* visit option at the end. This will show members of the selected groups that did not attend at all during the selected date range. Keep in mind though that children are not members of most weekend service groups. This option is more for small groups or service groups that children are members of.

### Ministry Idea:

Hopefully you're already seeing that this filter provides an easy way to send emails or letters to parents of first-time visitors.

## Pattern

Perhaps you want to find kids who have stopped coming or maybe who come often. The pattern filter can help with either case.

**Filter By Pattern**

Filter: ☐ All Attendees ☐ By Visit ☒ Pattern

Attendees Parents of Attendees Children of Attendees

Attended at least  weeks for the selected date range

☐ and missed at least  weeks between

to

	Connection Status	First Visit	Second Visit	Last Visit	Campus	Service Time	Check-in Area	Location	Home Address	Phone Numbers	Count	Weekly Attendance %	1/7/2018
Alex Decker	Attendee	12/25/2012	1/1/2013	7/31/2018	Main Campus	Sunday at 9:00	Grades K-1	Bears Room	11624 N 31st Dr Phoenix, AZ 85029		25	80.65 %	✓

As you can see, you can filter by certain attendance and non-attendance patterns.

## Configuring Attendance Reporting Block Settings

You can configure the Attendance Reporting block to service other type of check-in scenarios, such as volunteer or serving team check-in. In the Group Types section, select which group types you want to use for your analytics. Ensure that the group type you select is a top-level type that contains the groups you wish to report on.

Attendance Reporting block settings is also where you can choose whether to display all of the groups in your organization as a list on the screen, or to use a group dropdown menu instead. If you want to use a dropdown menu, select No in the Show All Groups field.

**Attendance Analytics Block Settings**

**Block Properties** Id: 475

**Basic Settings** **Advanced Settings**

**Name \***

Attendance Reporting

**Group Types**

<input type="checkbox"/> Application Group	<input type="checkbox"/> Check In	<input type="checkbox"/> Check in by Ability Level	<input type="checkbox"/> Check in by Age
<input type="checkbox"/> Check in by Grade	<input type="checkbox"/> Check-in Test Area	<input type="checkbox"/> Communication List	<input type="checkbox"/> Elementary Area
<input type="checkbox"/> Family	<input type="checkbox"/> Fundraising Opportunity	<input type="checkbox"/> General Group	<input type="checkbox"/> High School Area
<input type="checkbox"/> Jr High Area	<input type="checkbox"/> Known Relationship	<input type="checkbox"/> Nursery/Preschool Area	<input type="checkbox"/> Organization Unit
<input type="checkbox"/> Peer Network	<input type="checkbox"/> Security Role	<input type="checkbox"/> Serving Team	<input type="checkbox"/> Small Group
<input type="checkbox"/> Small Group Section	<input type="checkbox"/> Volunteer Check-in Area	<input type="checkbox"/> Weekly Service Check-in Area	

**Include Inactive Campuses**

No

**Show All Groups**

Yes

**Show Group Ancestry**

Yes

**Detail Page**

**Chart Style \***

Rock

**Check-in Detail Page**

Check-in Details

**Data View Category(s)**

**Group Specific**

No

**Show Schedule Filter**

Yes

**Show Campus Filter**

Yes

**Show View By Option**

Yes

**Show Bulk Update Option**

Yes

**Save** **Cancel**

### Group Specific Attendance Analytics

There are additional *Attendance Reporting* block settings that allow you to filter data by

a specific group ID, as well as additional display options. This option is intended for group leaders to use as part of their Group Leader toolbox.

Additional Attendance Reporting Block Settings

Group Specific ⓘ  
No

Show Schedule Filter ⓘ  
Yes

Show Campus Filter ⓘ  
Yes

Show View By Option ⓘ  
Yes

Show Bulk Update Option ⓘ  
Yes

Save Cancel

Selecting a specific group in the *Group Specific* field will tell the block to only display attendance for that group. When a group ID is used, the *Merge People*, *Bulk Update*, and *Merge Document* options on the *Attendance Analytics* screen will be hidden.

The *Show Schedule Filter*, *Show Campus Filter*, and *Show View By Option* settings give you control over whether or not these options are displayed on the *Attendance Analytics* screen.

## Final Pieces

We have a couple of final items to mention, both of which can be found at the top of the Attendance Analytics screen.

### Check-In Detail

This button will take you to the attendance data that drives the analytics. This allows you to edit the data.

### Help

We've provided a lot of built-in help to this block to assist you in remembering all of these details. When in doubt, open this panel up.

## Printers

Rock's check-in requires the use of specific Zebra printers. Since most models have many SKUs/options, you'll want to be careful when ordering to specify the exact model number that includes the features you need. Working with a vendor that specializes in Zebra printers is often better than "going it alone" and Googling for the cheapest price. Rock has been tested on the following models:

1. **ZD420d/620d** - These are the replacement for the now-discontinued GK/GX series, and look to be capable successors. The cutter module (which we highly recommend) is purchased separately and is user-installable (as is the ethernet port), unlike earlier models. Make sure you purchase the *d*, not *t*—very few (if any) churches need thermal-transfer capability. These models are available with very good dual-band wifi.
2. **ZD500** - This model is more expensive than the others as it can do direct thermal *and* thermal transfer, and also comes with Ethernet and dual band 802.11n wifi. It can be ordered with or without a cutter, but the cutter is not user-installable after the fact. This is a large model as it needs to accomodate the thermal transer roll mechanism, but is proving to be a workhorse in many organizations.
3. **GX420d / GK420d** - Now discontinued, these are de facto standard desktop printers used in countless check-in systems. While they were available with (now) horrible 802.11g Wifi, we do not recommend using that mode with Rock due to the lack of stability with 802.11b/g. That said, if you have them they still work great via USB (only supported by the Windows check-in client) and Ethernet.
4. **QLn series** - These are battery powered mobile printers for specialized applications (read: you need to walk around with it).
5. **LP2844-Z** - These oldies but goodies have been replaced with newer models, but if

you still have them, they should work (although this model does not support extended-character printing). Oh, and the 'Z' in the name is really important, as a plain-old LP2844 doesn't talk ZPL, which is necessary for Rock.

While it's highly likely that other Zebra models could work (technically any printer that supports ZPL should work) we've only tested with the models above.

We recommend that when purchasing these Zebra printers, you get ones with built-in Ethernet ports and/or Wifi. This allows more flexibility such as printing from the server (when self hosting) or the iPad app. If you currently have models that do not have Ethernet or WiFi, you will need to use the Windows client to enable printing via USB. Some models also support Bluetooth LE, which Rock supports *only* via the iPad app. Bluetooth is a good option if you want to use iPad clients *and* your printers are not networked via Ethernet or Wifi (or the local network does not allow wifi clients to talk to each other.)

We also *highly* recommend printers with cutters, as this eliminates 99% of the jamming problems you get when visitors have to manually tear-off labels. However, we **do not** recommend trying to mix cutter and non-cutter printers within the same system. It's technically possible to do so, but you have to do some hacky things to make such a system stable.

### Can't Get Your Labels to Cut?

If you've just installed your shiny new cutter-model printer and find that you can't **get** it to cut, it's likely due to a simple label issue. If you go to `Admin Tools > Check-in Configuration > Check-In Labels` then click on the label you want to modify and choose `Edit Label Contents` you will likely see a `^MMT` command. Simply change this to `^MMC`, save the label, and your labels should cut!

Note that this will cause it to cut *between each label*. If you'd prefer to have it cut after all labels have printed, check out the *Check-in Label Batch Cutting* plugin available in the Rock Shop.

### Resolution Matters!

It's important to know that several Zebra models are available as different SKUs in 203dpi or 300dpi resolution. These are not like laser printers that can print at 1200, 600, or 300dpi and look great... it is the literal *physical* resolution of the print head.

It might be tempting to assume 300 is better than 203 and you should automatically go with that, but realize that the labels that ship with Rock are designed at 203dpi and if you try to print them on a 300dpi model, they will look too small. There is no way to fix this other than to re-design the label at 300dpi in ZebraDesigner. Thus, **our recommendation is to stick with 203dpi models** (which cost less, anyway) and only go 300dpi if you plan on creating your own labels **and** want the extra resolution for things like printing photos on the labels (though photos look decent at 203, too).

We'll also mention that because of the way labels are designed for a specific resolution, it is not practical to mix 203dpi and 300dpi printers in the same system. Whatever you do, pick a resolution and stick with it for every printer in your system. Your future sanity will thank you.

### Other Printer Vendors:

While we may add support for other print vendors in the future, we currently support only Zebras. Based on our long experience with check-in systems, we feel that they are the best option. While purchase price can be more expensive than other makes, you'll find that their total cost of ownership will be less over time. Zebras are built to last for many years and their labels can be purchased for much less than other vendors. (The difference in labels alone can make up for the difference in printer price in less than one year.)

## Defining Printers in Rock

### For Simplified Printing:







If you are using the simplified printer setup where you are printing from the client and specifying the printer in the iPad or Windows application, you do not need to define the printers in Rock.

To add printers in Rock for selection when configuring locations, group-types or kiosks, follow the steps below:

1. Navigate to the Devices page under `Admin Tools > Check-in Configuration > Devices`.
2. Select a printer device to edit or add a new printer.
3. From the device details screen:
  - a. Give your printer a name.

- b. Provide the IP address for your printer.
- c. Select the device type of Printer.

Printer Details



Device Detail  
[Home](#) > [Check-in](#) > [Devices](#) > [Device Detail](#)

Edit Device

Name \*

Check-in Label Printer

Description

IPAddress / Hostname ⓘ

10.1.20.200

Device Type ⓘ \*

Printer ▼

Point

▼

Geo-fence

▼

Locations

Name

No Locations Found

Save

Cancel

Crafted by the [Spark Development Network](#) / [License](#)

Now that your printers are defined, you can configure them to be used on either locations [Admin Settings > Check-in Configuration > Named Locations](#) or kiosks [Admin Settings > Check-in Configuration > Devices](#).

# Check-In Relationships

There will be times when you'll want to allow individuals outside of a family to check in children. To make this easy, Rock allows you to add relationships between individuals.

## Known Relationships

From a *Person Profile* page, you can define *Known Relationships*. The *Allow Check In* relationship allows you to grant check-in rights to a person outside of a child's immediate family.

To add a known relationship to an individual, complete the following steps:

1. Go to the *Person Profile* page for the child.
2. Click the **[+]** button on the *Known Relationship* block.
3. Select the *Relationship Type* of *Allow Check-in by*.
4. Select the person who should be allowed to check the child in.
5. Click the **Save** button.

After following these steps, anyone in the family of the person you selected will be allowed to check in the child. You may notice that the inverse relationship (can check in) is automatically added to the adult.

## Adding Check-In Abilities to Other Known Relationships

Rock ships with several other *Known Relationships* such as grandparent, step-parent, etc. Out-of-the-box these relationships do not have check-in rights applied to them. You can easily change that behavior by following the steps below:

1. Navigate to **Admin Tools > General Settings > Group Types > Known Relationships**.
2. Select the role you would like (under **Roles**) to add check-in capabilities to.
3. Select **Yes** under **Can Check-in**.
4. Click the **Save** button on the role dialog and then **Save** again on the *Group Type* screen.



# Check-In Kiosk Options

The easiest way to run Rock's check-in system is to simply open a web browser on a desktop or tablet and navigate to [http://\[yourserver\]/checkin](http://[yourserver]/checkin). Rock also provides a native iPad application and a Windows application. Let's explore the different strengths of these three platforms.

Platform	Print From Server	Local Network Printing	Local USB Printing	Bluetooth printing	Notes
Browser-Based	X				The easiest method for running check-in, but all printing must be done from the server. (This will only work if your server is on the same network as the printers.)
iPad Application	X	X		X	This application is available for free from the <a href="#">Apple App Store</a> . The application provides a simple tablet interface to the Rock check-in system. It also allows you to print directly from the iPad to a networked printer, allowing the server to be hosted remotely.
Windows Application	X	X	X		The Windows check-in application can be downloaded from <a href="#">Admin Tools &gt; Power Tools &gt; External Applications</a> . This application allows you to print to a USB-connected printer as well as network-based printers.

## Externally Hosted Servers:

If your Rock server is hosted outside your organization, you will need to use either the iPad application or Windows application to enable local printing.

## iPad Application

While the normal check-in screens run really well in mobile Safari, we have created a

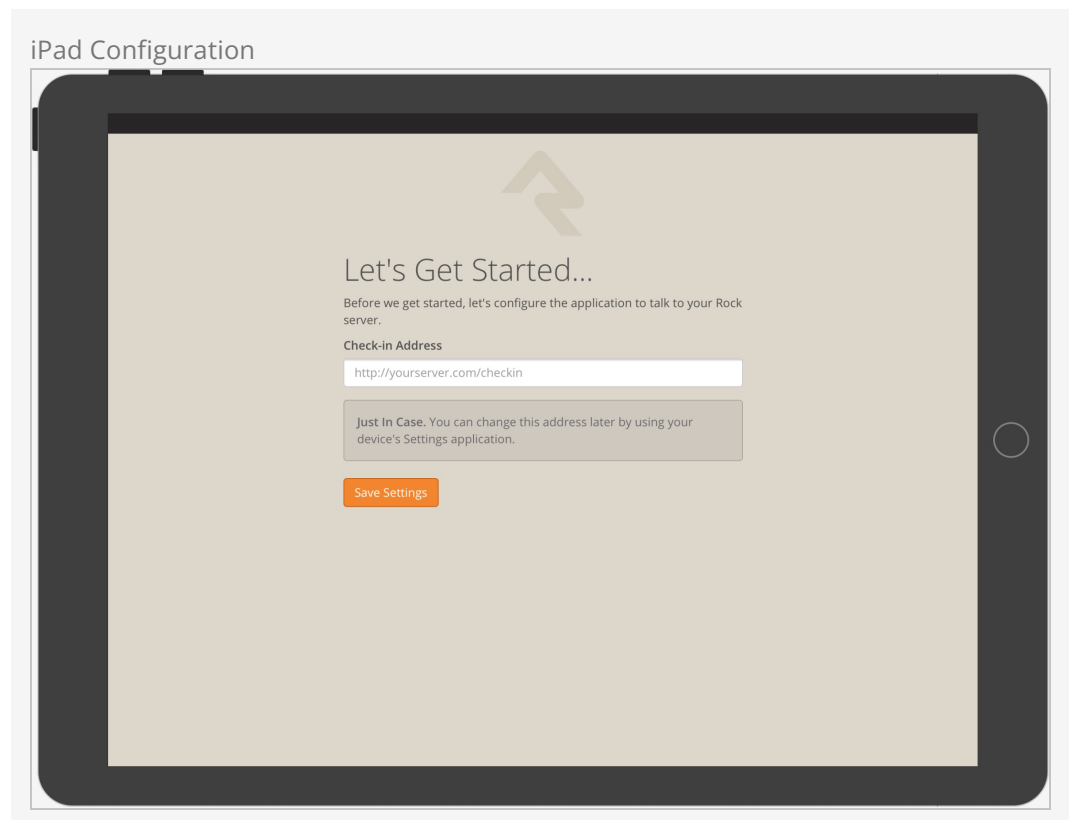
native iPad application to host the check-in experience. This application can be downloaded for free from the Apple App Store. The application displays the same Rock check-in screens as the browser but also adds the ability to print straight from the iPad to your network-connected printers. The application can also cache the labels, which increases check-in performance.

#### NOTE:

As of Rock v9, the iPad app only runs on **iOS 10** or newer, which means very old hardware like the iPad 2/3 and original iPad Mini will no longer work.

#### Configuration

After installing the application from the App Store and running it for the first time, you'll be prompted to enter the address of the check-in start page you want to use for the application. For most organizations this address will be `http://[your-rock-server]/checkin`.

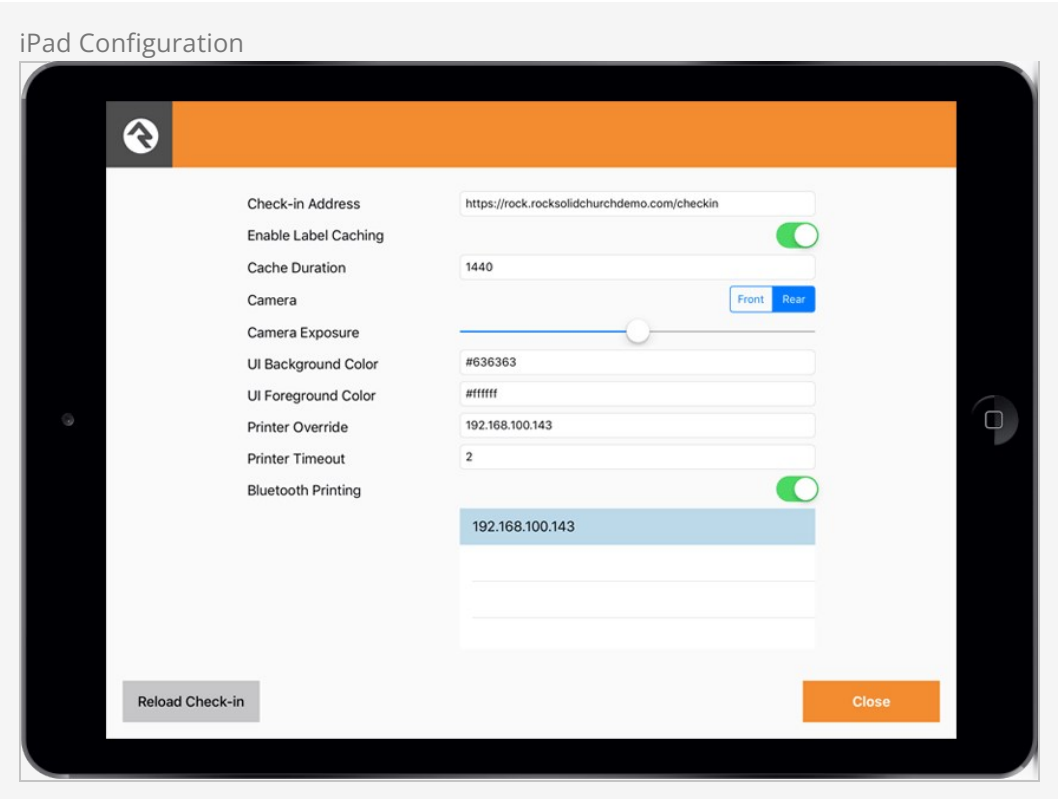


#### Navigating Complex Configurations:

Organizations with multiple check-in configurations might want to point to a simple navigation page that allows the individual to select the check-in configuration on load.

Once you provide this address, all subsequent launches will load this address on

startup. If you want to modify this address later, or access advanced configuration settings, you can select **Settings** on your iPad and scroll down to the **Rock Check-in** application settings. From there you can adjust the following settings.



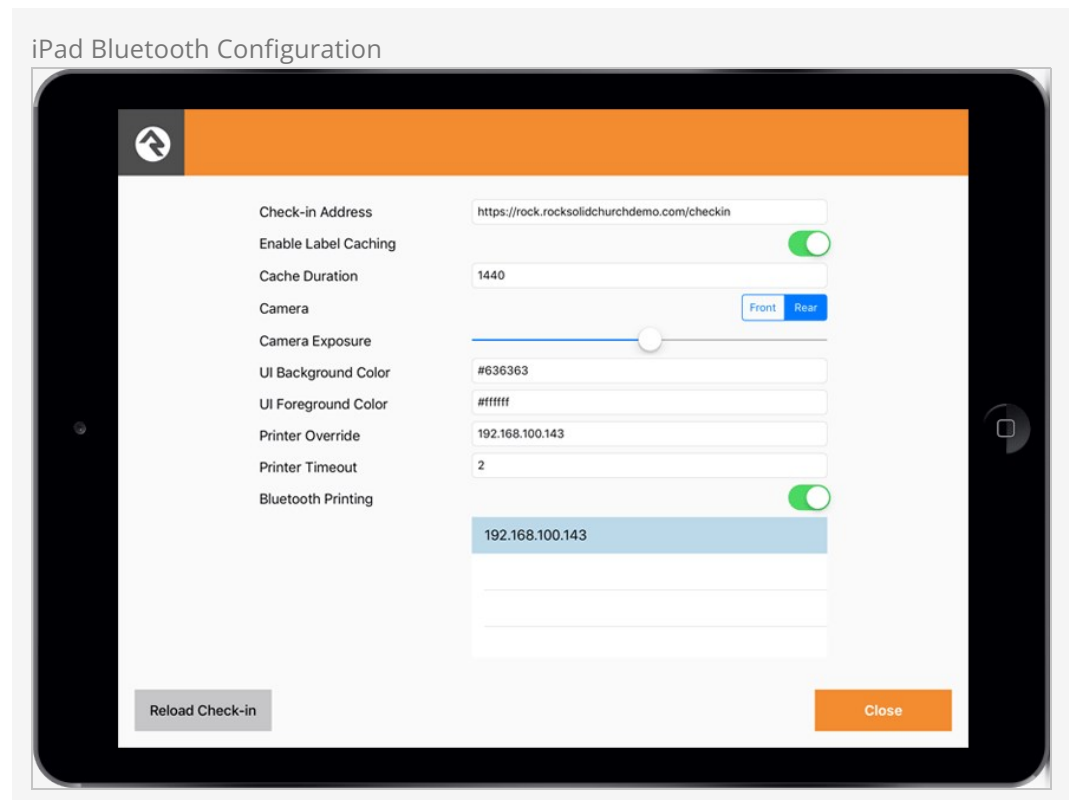
Setting	Description
Check-in Address	This is the initial page that will load when the application launches.
Enable Label Caching	This setting will cache the loading of check-in labels, which keeps them from being downloaded on each check-in.
Cache Duration	This determines how often the labels will be re-downloaded. The cache can also be expired by stopping the application and restarting.
Camera	Select whether the iPad should use the front or the rear camera for scanning barcodes. See the iPad Barcode Scanning section below for details on enabling this feature.
Camera Exposure	Adjust the exposure as needed to ensure the image is not too bright or too dark.
UI Colors	You can easily customize the background and foreground colors of the camera feature by adjusting these settings.
Printer Override	This setting has the effect of always printing from the iPad to the printer IP address you provide.
Bluetooth	Determines if the Printer Override setting contains a Bluetooth printer

Setting	Description
Printing	name or an IP address for WiFi printing.
Enable in Application Settings	Enables or disables the 5-finger long press gesture to get to the in-app settings screen.

### Bluetooth Printing

The iPad Application supports Bluetooth Low Energy printing to supported Zebra printers. As of this writing, these are the ZQ300, ZQ500, ZD400, ZD600 and ZT600 series printers. Zebra also has some older “Bluetooth Classic” printers, but these are not supported. If you are thinking of buying bluetooth printers, try just one first to make sure everything works before you buy them all. To configure the use of a Bluetooth printer you need to use the in-app settings screen.

While you are in the Rock Check-in app, press 5 fingers on the screen for 2 seconds. When you enable Bluetooth Printing a list will appear that contains nearby Bluetooth devices. Select the name of the Bluetooth printer and it will auto-fill the Printer Override setting for you.



#### Note About iPad Restrictions:

It's not uncommon when using iPad kiosks to "lock down" the iPad as much as possible via the use of iPad Restrictions, to prevent individuals from changing the configuration or using it in a way that wasn't intended. We have discovered a minor issue in iOS 10 where restricting the use of Safari Browser prevents the Rock check-in app from working properly. (Check-in worked fine in iOS 9 and earlier.) So be aware that you won't be able to disable the use of Safari when running iOS 10 or newer if you want the Rock app to function.

#### iPad Barcode Scanning

You can use an iPad's built-in camera to scan barcodes or QR codes for check-in. This speedy option is easy to set up and comes with a variety of customization options.

To start, make sure that you have at least one *Device* set up with the camera feature enabled as shown below. See the [Configuring Kiosks](#) section for full details on setting up a *Device*. Remember, a single *Device* configuration can be used on multiple physical machines at the same time.

Device Camera Setup

## Device Detail

[Home](#) > [Check-in](#) > [Devices](#) > [Device Detail](#)

### Add Device

**Name** \*

☒ Active

**Description**

**IPAddress / Hostname** ⓘ

**Device Type** ⓘ \*

**Point**

**Has Camera** ⓘ **1**

☒

**Camera Barcode Configuration** ⓘ

 **2**

### 1 Has Camera

This option must be enabled to use a camera for scanning barcodes or QR codes with the selected *Device*.

### 2 Camera Barcode Configuration

Select the camera configuration setting that applies best to how it will be used:

- **Off:** If selected, the camera will be off and can't be used for check-in.
- **Available:** This will add a button to the *Welcome* screen, allowing the person to choose between scanning a code or providing a phone number to proceed with check-in.
- **Always On:** Select this option to require scanning for every check-in. The camera feature will activate immediately when the *Welcome* screen is accessed.
- **Passive:** With this setting the camera is always on, but the camera view isn't shown on the screen. In this case, the individual will have to know to place the barcode into the camera's field of view.

If a *Camera Barcode Configuration* option is not chosen in the *Device* settings, then the Welcome block's settings will be used by default. Those settings can be changed by navigating to `Admin Tools > CMS Configuration > Pages > Check-In > Welcome` and editing the Welcome block.

Welcome Block Settings

Next Page  
Search  
(1 route exists)

Family Select Page  
Family Select  
(1 route exists)

Scheduled Locations Page  
Scheduled Locations  
(1 route exists)

iPad Camera Barcode Configuration ⓘ ⚙️  
☐ Off ☒ Available ☐ Always On ☐ Passive

Manager Settings

Allow Opening and Closing Rooms ⓘ  
Yes

Allow Label Reprinting ⓘ  
No

Text

Not Active Title ⓘ  
Check-in Is Not Active

Not Active Caption ⓘ  
There are no current or future schedules for this kiosk today!

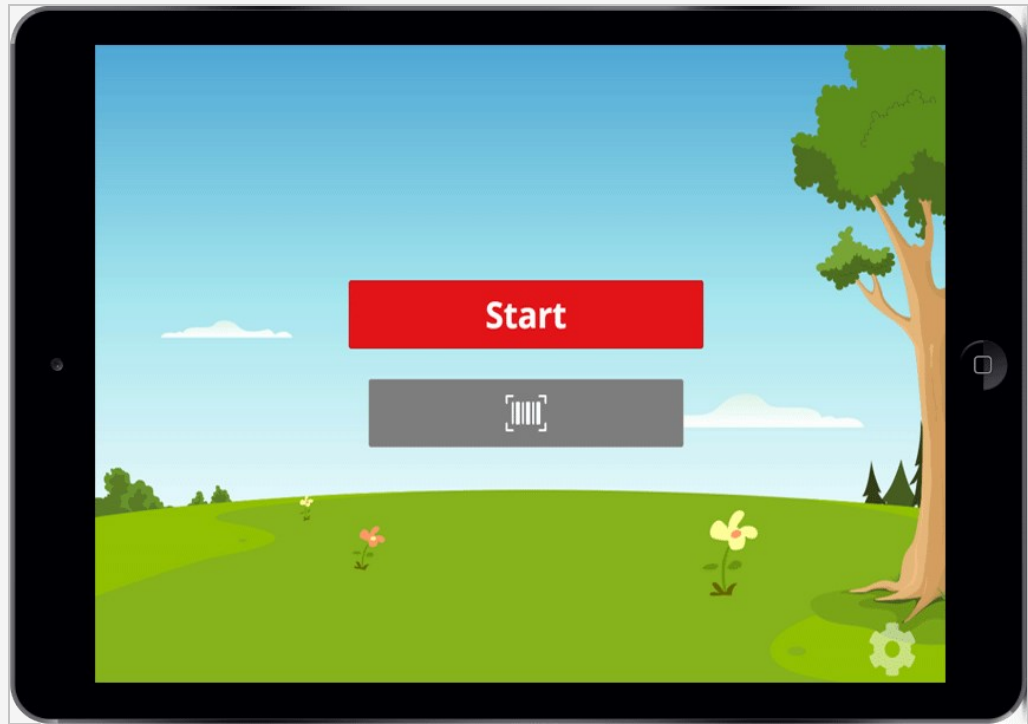
### In-App Camera Settings

There are more camera options you can set within the iPad application itself. See the Configuration section above for details.

Now that Rock knows about your camera, you're ready to start using it.

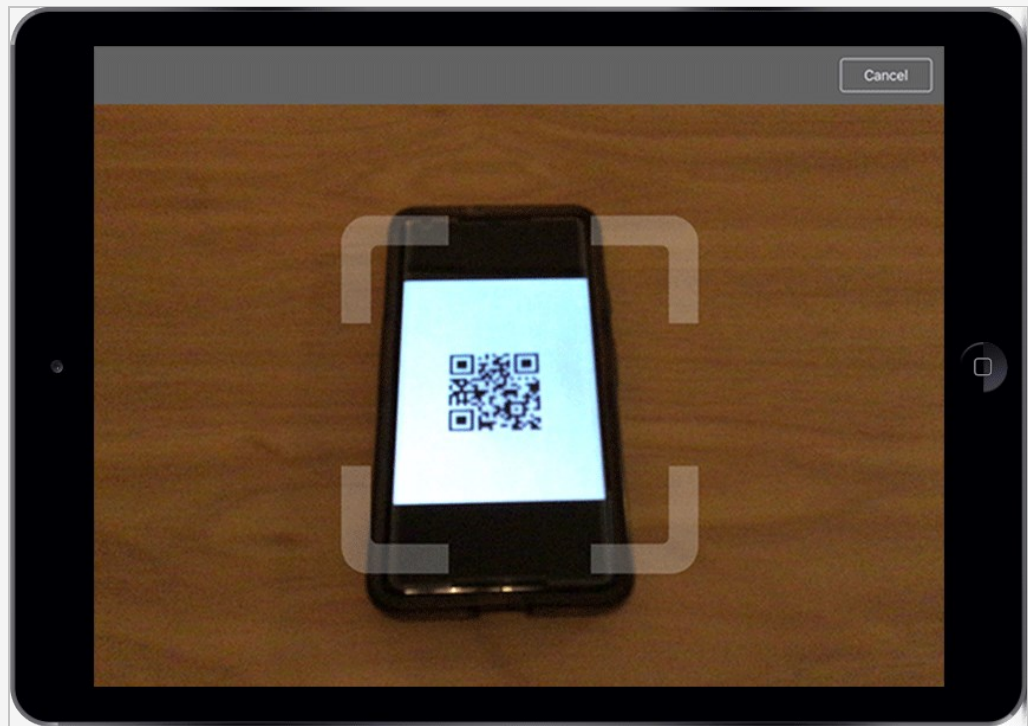
If a camera-enabled device is selected in the Administration Screen, the configuration settings described above will impact what you see next. We'll start with the **Available** option, which adds a button to the *Welcome* screen as pictured below.

#### Welcome Screen with Barcode Button



When the barcode button is tapped in **Available** mode, the camera will activate and look for a code to scan.

#### Camera View



If **Always On** has been selected, you'll be taken directly to the camera view pictured above immediately after moving past the *Administration* screen.



The code being scanned should be placed within the semi-transparent brackets to be read properly.

If the **Passive** setting is used then the barcode button will still appear on the *Welcome* screen as a reminder that scanning is available, but tapping it will not take you to the camera view page pictured above. The person scanning the code will need to know where to position it.

### Changing the Barcode Button

The barcode button can be customized in the application's Configuration, or by modifying the Check-in Display Settings.

When the **Off** setting is used, the process will be the same as if the camera were disabled. The barcode button will not appear, and the camera will not activate.

After a valid code has been scanned, the check-in process will continue according to your overall setup.

## Windows Client

If you're planning on running the check-in kiosk on a PC platform, the Windows Client provides a simple and powerful hosting experience. The client application can be downloaded from your Rock install under `Admin Tools > Power Tools > External`

`Applications`.

### Configuration

After running the setup application, you'll have a Rock Check-in icon in your Start Menu and on your desktop. When you launch the application you'll see the settings screen. Unlike the iPad application you'll see this screen on every launch, but the settings you select will be remembered for you. Below is a summary of these settings.

First	Middle Initial
Check-in Address	This is the initial page that will load when the application launches.
Enabling Label Caching	This setting will cache the loading of check-in labels, which keeps them from being downloaded on each check-in.
Cache Duration	This determines how often the labels will be re-downloaded. The cache can also be expired by stopping the application and restarting.
Printer Override	This setting has the effect of always printing from the iPad to the printer IP address entered here.
Printer List	Under the <i>Printer Override</i> setting you will see a list of local printers configured in Windows. This allows you to print directly to a USB printer.

## Closing the Windows Client

After pressing the `Start` button, the check-in application will load the initial check-in screen. When you are ready to exit, simply tap or click in the upper left corner of the screen six times in three seconds to close the application.

## URL Parameters

By specifying additional parameters in the URL of the check-in site it's possible to pass additional information or override the default behavior of check-in. For example, if your check-in url is `examplechurch.com/checkin`, you could use the url `examplechurch.com/checkin/2/14/18,19` to load the kiosk with the id of 2, use the check-in configuration with an id of 14, and the group types with the id of 18 and 19. This is really useful if you have specific devices that only ever load the same configuration. It's also possible to override the theme by appending a `?theme` parameter to the end of your address, for example `examplechurch.com/checkin?theme=CheckinBlueCrystal`. These parameters are configured using Routes, which you can learn more about in the `Designing and Building Websites Using Rock` guide.

# Going Deeper With Areas

We've already spent some time on areas in the earlier configuration but let's dig a little deeper. By now you know that areas are a way of categorizing your check-in groups. They also help to:

- Define which tags will be printed when checking into any of the groups assigned to the area.
- Provide configuration templates by setting the group type for the check-in groups. (More on this in a minute.)
- Structure attendance reporting.

## How Areas Assist With Configuration

The check-in system is a rich pairing of Rock's workflow engine and groups system. Under the hood, *Areas* are really just *Group Types* while check-in groups are, well, *Groups*. Before continuing on with this section we highly recommend you stop and read the [Rock Your Groups](#) guide to get a solid background on Rock's group capabilities, paying special attention to the *Group Types* section. Don't worry, we'll wait...

Now that you have a good understanding of groups and group types let's continue. Since check-in areas determine the group types for their groups, you can configure attributes for the groups by modifying the area group type. That's a mouthful, but it will make more sense when you look at the group types under [Admin Tools > General Settings > Group Types](#). Here you'll see each of the areas you've defined using the check-in configuration screens. If you click on them you'll see some familiar attributes like *Age Range* and *Grade Range*. The check-in configuration screens are really a simplified group type and group editor especially designed for check-in. You could do all of the configuration using the normal group type editor and group viewer, but it would be much more difficult.

## Using Group Type Inheritance

Imagine what a pain it would be to have to add attributes like *Age Range* to every new check-in group you create. Make one typo and your check-in might break. That's where group type inheritance comes to your aid.

You'll notice that there are some pre-configured group types called *Check-in by Age*, *Check-in by Grade* and *Check-in by Ability Level*. You can probably guess by their names what each one does. If you're sharp (and we know that you are) you may have also noticed that these group types have a purpose defined as *Check-in Filter*. A group type's

*Purpose* is really just a way of telling you what it's used for. In this case, giving a group type the purpose of *Check-in Filter* helps Rock know when to show it on certain screens. Nothing magic, we promise.

Now you can start to see how check-in is knitted together behind the scenes. You might be asking, "I get the inheritance but what if I need a group to inherit from more than one group type?" Brilliant! We have that same problem, too. You might notice that groups like *Jr High* have a need for both the *Age Range* attribute AND the *Grade Range* attribute. But a group type can inherit from only one group type.

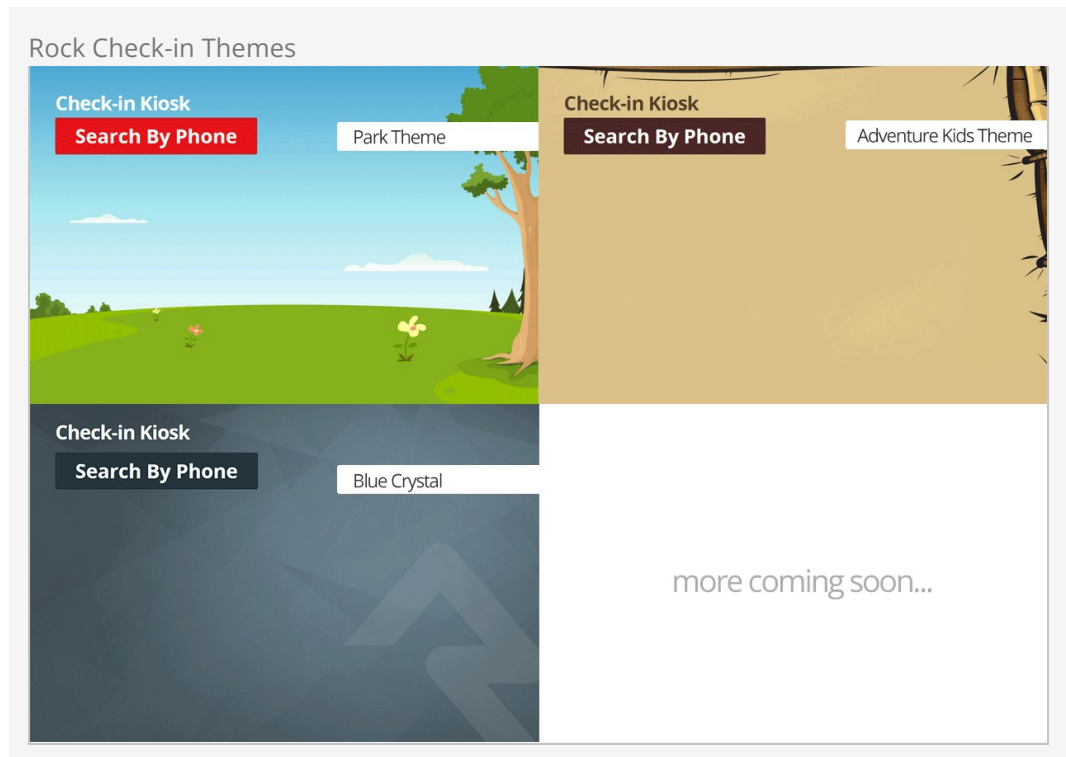
From your reading in the [Rock Your Groups](#) guide, you may remember the concept of group type hierarchies. In this case, both the *Check-in by Grade* and *Check-in by Ability Level* inherit from *Check-in by Age*. So areas that inherit from them get the attributes from both. This complicated behind-the-scenes concept really serves to keep things simple for you.

## Check-In Test Area

You may have noticed an area called *Check-in Test Area*. This area is used to help you test your kiosk configuration and label printing. Since most areas and groups are only configured to allow check-in during certain schedules, they aren't that helpful for testing. The *Check-in Test Area* is configured to be available all the time.

# Themes

Rock ships with three different check-in themes: one that has an outdoors/park feel, one that has an adventure look, and a blue-colored theme which can be used more for adult check-in types such as volunteer check-in.



## Change That Logo

The Rock logo on the Blue Crystal theme isn't there to promote Rock. It's there as a placeholder, giving you the option to add your own logo with one simple file change.

There are two ways to activate a theme:

1. You can select the theme to use during each check-in session on the check-in admin page that is displayed when you first start the check-in process at [http://\[your-rock-server\]/checkin](http://[your-rock-server]/checkin).
2. You can temporarily change the theme by appending '?theme=' in the address of

your browser on a check-in page. This is a good solution when you'd like to support multiple check-in themes with a simple configuration.

## Creating New Themes

While standard themes might work for many organizations, some may wish to create a custom theme. This is pretty simple if you have some web design experience. Follow the steps below:

1. Download our Photoshop PSD check-in theme design template from:  
[http://storage.rockrms.com/resources/Check-in-Template-v1\\_0\\_0.psd](http://storage.rockrms.com/resources/Check-in-Template-v1_0_0.psd)
2. Edit this template by:
  - a. Changing the background to an image of your choosing. It should be a retina-sized image (2696 x 2048).
  - b. Changing the colors on the assets (buttons, headers, etc.) to suit your needs and compliment your background colors.
  - c. Hiding the assets layer and saving the background to your desktop as background@2x.jpg.
  - d. Re-sizing the file to 50% and saving this to your desktop as background.jpg.
3. Go to the RockWeb\Themes\ folder on your server (or better yet - development environment) and make the following edits:
  - a. Make a copy of the existing CheckinPark\ theme folder (along with its subfolders).
  - b. Overwrite the two background images in the \Assets\Images\ folder with the ones you created earlier. We recommend giving the images new names to avoid caching conflicts with previous themes. Make sure the new file names are correctly specified in the theme settings at `Admin Tools > CMS Configuration > Themes`.
  - c. Edit the \CSS\checkin-theme.less and change the fonts and colors of the named assets (the things you modified in the PSD) found in the *Variables* section of the file.
  - d. If you need additional styling, put your changes in the *Custom Overrides* section of the file.
  - e. Compile your Less into CSS.
4. Test your theme by appending '?theme=' to the address of one of your check-in pages.

# Installing the Rock Icon Font On Zebra Printers

Rock has created an icon font just for check-in labels. This font applies specific FontAwesome icons to the same merge fields used by the plain-text labels. You can download this font from: <https://storage.rockrms.com/resources/rockcheckin.ttf>.

If you plan on creating custom labels using ZebraDesigner, you will want to begin by installing the font on your Windows computer: open *Fonts* in the Windows Control Panel and drag your downloaded rockcheckin.ttf into it.

You can install the icon font on all your printers by simply "printing" a label containing the font and the command to install it. Rock comes with such a label; all you need to do is temporarily add that label to a check-in area (you can also print the label to your printers in the Rock label editor by choosing a printer and clicking on the Print button under *Test Print to Device*, assuming that you can print from your server to each printer).

v8.5

Here's how:

1. If you're curious, you can check out the label (and the magic code that installs the font) at Admin Tools > Check-in > Check-in Labels.
2. Click on the *Install Icon Font on Printer* label and read the notes in the label description.
3. To add this label to a check-in area, go to Admin Tools > Check-in > Check-in Configuration, and click on Weekly Service Check-in Area.
4. Click on the Check-in Test Area. In the right-hand column, you'll see other Check-in Labels listed. Click the [+] to add a new one, then select *Install Icon Font on Printer*, then Add. This adds the font installation label to this area.
5. Run Check-in, selecting the *Weekly Service Check-in Area* configuration, and the *Check-in Test Area* check box.
6. Check a person in, and watch what prints. Out of the box, a name tag and a child label will print, followed by a directory label listing all the files in the E: memory space of the printer (where all custom fonts and graphics are stored), followed by a label that prints the "A, B, F and L" characters from the Rock icon font (these will be the associated icons if you've succeeded). The directory label will list the *ROC000.FNT* icon font, showing that it actually has been successfully installed on the printer.
7. Now all you have to do is check a person in on all your other kiosks, instantly



installing the icon font on each one in turn. Easy!

8. Make sure you remove the special label from the area on which you installed it; imagine the surprise when a parent checks her child in and is rewarded with these "special" demonstration labels (not to mention it would slow check-in significantly if the font were to be re-installed with every check-in).

You can create a similar font file for your custom needs at: <https://icomoon.io>. If you're curious, we've tried Fontello, but the fonts it creates don't work correctly with Zebra printers.

In Rock version 8.4 and earlier, to use custom fonts or icons instead of plain text on your labels, you'll need to install the necessary font files on each printer used for check-in. This will require connecting each printer, one at a time, to your PC. To get started, you'll need to install the ZebraDesigner software. This is a free program that will help you manage your Zebra printers and create custom labels. See the *Creating Custom Labels* chapter for more information on installing this software.

After installing the ZebraDesigner software, follow the steps outlined in the video *Downloading fonts to the printer* found at:

<https://www.zebra.com/content/dam/zebra/videos/en-us/software-tutorials/zd-pro/zd2-font-downloader-en.mp4/jcr:content/renditions/original>

This tutorial will walk you through the process step by step. Be sure to pause the video as you go.

Here are some helpful notes (with time references) to go with the video tutorial. They'll help guide you through the process.

1. At 0:14, select "Memory card slot: Flash" as in the video.
2. At 0:43, the size of the card doesn't really matter—it just needs to be large enough to hold the font(s) you're working with. 1024 KB works fine on a GX420d printer.
3. At 1:08, make sure you choose the same settings as in the video (substituting the name of your memory card file, of course).
4. At 1:44, choose "Download all characters". Then skip the next few steps in the video (resuming at 2:40).

Whew! Now that you've installed your font on your printer, you're ready to print awesome icons on your labels.

# Creating Custom Labels

You can create your own labels for check-in with the free ZebraDesigner software. Once you've created the labels, you can upload them to Rock and apply them to various check-in areas. Let's walk through that process step-by-step.

## About System Labels

Rather than modifying the built-in labels that come with Rock, you'll want to create your own new ones. If you want to start with an existing one and "tweak" it, we'd suggest copying the code into a newly-created label. Rock updates can overwrite system labels that you've modified.

## Installing ZebraDesigner

ZebraDesigner is a WYSIWYG design tool for designing ZPL-formatted labels. While Zebra has several different versions of the software the free ZebraDesigner has everything you'll need to make labels.

## Don't Go Pro:

The 'Pro' version doesn't have any additional features necessary for creating check-in labels. It only adds capabilities such as embedding RFID codes.

To install Zebra Designer, follow these steps:

1. Download the ZebraDesigner Software.
2. Run the setup, selecting all of the defaults.
3. Launch the application. The first time it's run, it will ask you to install a ZDesigner print driver. Select the `Add Printer` button to add this driver.
4. Walk through the wizard steps until you reach the Select Printer screen. Here, select the printer model you'll be working with.
5. Next, you'll need to pick the port where the printer is attached. While it's easier to select a printer connected through USB, connecting to one via IP would allow it to also be used from Rock. To connect it via IP, first get the IP address of the printer (press and hold the feed button until it flashes once, then release. A network configuration label should be printed that lists the printer's IP.) Next, press the `Add Port...` button and type in the IP address in both the *Port Name* and *IP*

*Address Field*. Finally, press **OK**. Select this new port and click **Next**.

6. Double check that the *Launch installation of Zebra Font Downloader Setup Wizard* is checked and click **Next**.
7. Walk through the setup wizard.
8. Congratulations! ZebraDesigner is now installed. You should now be able to open the program, select a default label and print it to the printer you configured.

For more information, read the ZebraDesigner User Guide (note: this guide covers both the basic *and* pro versions).

### What's a Zero Font?

Before we dive into creating a label, we should talk about fonts. Zebra printers come with a plethora of built-in fonts, named A, B, C, Zero (0), T...wait. Zero? Interesting! The 0 font is unique, in that it's the only pre-installed font that is scalable, i.e. resizable. All the other fonts are fixed in size (well, they can be doubled, tripled, etc., but that doesn't sound like a useful plan). You'll want to use the 0 font for all normal text fields, since it can easily be scrunched (or blown up) to fit a text field (and yes, those are technical terms used in the font world.)

## Creating Your First Basic Label

Follow the steps below to create a simple check-in label. We'll talk about more advanced features in just a bit:

1. Open ZebraDesigner.
2. Choose to **Create a new label** (or create a new blank label by selecting **File > New** from the menu).
  - a. You can skip the *Select Stock* screen (this option is to select the type of sticker you are using, such as selecting a paper weight/finish for a regular printer.)
  - b. On the *Page Size* screen, enter the size of your labels (often 4x2).
  - c. Select the print orientation of your label on the *Label Layout* screen. (It might seem counter-intuitive, but you need to select the portrait orientation. Trust us, we went through stacks of labels figuring this out.)
  - d. Make sure you *uncheck* **Rotated** or the labels will print upside down.
  - e. Finally, enter your label canvas height and width (4x2) and click **Finish**.You should now have a blank label.
3. Add a text field to the label:
  - a. Click the **Text** button on the left side of the screen, and click on the blank label in the approximate place you'd like to place the text object you're creating.
  - b. A text wizard pops up; choose **Fixed text**.
  - c. Enter your church name in the box.
  - d. Make sure the font is set to **Zebra 0** and sized to 18pt.
  - e. Click **Finish** and your brand-new text object is placed on the label. You can move it around or resize it (a word to the wise: it's best to define the font size

when you create the object&mdash;resizing after you place the object can lead to undesirable effects later when you use the label in Rock).

4. Add an additional text field to the label with "NickName" as the text, set to 24 pt. and again, using the zero font.
5. Print your label to the printer to see the result.
6. Save your label as a .lbl (ZebraDesigner) file for future edits.
7. When you're satisfied with your creation, create the ZPL file (which will export with the extension of .prn) for the label by printing again, but choosing *Print to File* on the print screen. When you click [Print](#), the save dialog will be displayed. Save the file, remembering the name you gave it (and where you put it).

## Add Your Label to Rock

Now we'll add our new label to Rock. Open the Rock *Check-in Label* page under [Admin](#)

[Tools](#) > [Check-in Configuration](#) > [Check-in Labels](#).

Click [\[+\]](#) to add a new check-in label. Once you upload the ZPL file (.prn) you should see the merge field list open, showing the text fields you created. Link the *NickName* merge code from your label to the *Nick Name* merge field in Rock. Delete the field that contains your church's name (since it's just text, and not a merge field).

Your simple label is now ready to be used in Rock. To use it, follow these steps:

1. Open up the check-in configurator [Admin Tools > Check-in Configuration > Check-in Configuration](#).
2. Determine the check-in configuration type you want to add it to (e.g., *Weekly Service Check-in Area*) and click on the check-in area you want to add the label to.
3. Add the label to the list of labels on the right side by clicking the [\[+\]](#) button and choosing your new label from the drop-down list. Click [Add](#).
4. Click the [Save](#) button to complete the configuration.

Your new label should now print with every check-in to that area.

## Merge Fields

You might be wondering where that merge field came from and what others are available for your use. We like the way you think! Merge fields are created as Defined Values under [Admin Tools > Check-in > Label Merge Fields](#). There you will see all of the merge fields currently set up. Pretty much everything you see on the built-in labels is a merge field. You'll also see that merge fields are simple fragments of Lava matched to a keyword.

For instance the *Birthday Icon* merge field is simply:

```
{% if Person.DaysToBirthday <= 7 %}B{% endif %}
```

This Lava looks at the birthdate of the person checking in and if it's within seven days it prints the letter 'B' (or a birthday present icon) if the Rock icon font is installed on the printer).

You can see a list of all of the fields available for you to use in your Lava by pressing the

Show/Hide Merge Fields button of the defined type. Impressive, isn't it?

## Adding a Person Photo

If you need a photo in your nametag, you can use your newly-acquired custom label knowledge to make it happen. Just follow the steps below:

1. As described in the last section, add a new Label Merge Field (Defined Type) with a value of *Person Photo* and a MergeField containing the Lava "`{{ Person | ZebraPhoto }}`".
2. Photos are always printed as squares; you can adjust the size by adding the length of one side as a parameter in the merge field Lava: `{{ Person | ZebraPhoto:'203' }}`. This would print a photo one inch by one inch on a 203-dpi printer. Coming soon: the ability to rotate your photos.
3. While editing your custom label's ZPL file (.prn), add two new lines exactly like in this snippet (anywhere between the ^LL and ^XZ commands):

```
^LL812
...
^FDPhoto^FS
^F025,68^XGR:LOGO.PNG^FS
...
^XZ
```

4. The first line performs the magic of downloading and storing the photo in the printer's memory, and the second recalls it from memory and places it on the label. (25,68) is the coordinate of the upper left corner of the printed image (you can adjust this to place the image where you want it on the label).
5. Lastly, when you upload your new check-in label's ZPL file (.prn) into Rock, link the *Photo* on the label to the *Person Photo* merge field.

The photo of the person checking in should now appear on the label when they check in. You can find more details on the ZebraPhoto Lava filter in the Person section of the Lava documentation.

## Best Practices and Lessons Learned

Creating labels is easy using the ZebraDesigner software. Below are a few best practices to help you create the highest quality labels:

- When you're working with images, be sure to make the image the exact size you want on the label (do not stretch or shrink it.) The best way to achieve this is to create the label first in Photoshop. Set your Photoshop file to be the same size in inches as your label with a DPI of 203. If you adjust the image size in the Zebra Designer you'll get a bad case of the jaggies (a pixelated look).
- Only use embedded printer fonts. These fonts are noted with a small printer icon in the ZebraDesigner font picker. If you would like to use a different font be sure to upload it to the printer. (Note: You'll need to do this to each printer that will be used in the check-in process.) For instructions on how to do this, see the section *Installing Fonts on Zebra Printers*.
- If you create some truly custom labels, you will likely run into issues with things like

centered or justified text. There is a bug in ZebraDesigner where the size of a field on the rendered (.prn file) label is incorrect (even though it looks perfect in the Designer app), and you end up with a jumble of text printed over itself when trying to print the label. If you run into this issue, you can edit the label's ZPL directly via the [Edit Label Content](#) button after uploading your label into Rock under [Admin Tools > Check-in Configuration > Check-In Labels](#). This lets you play with the field's coordinates and length and see your changes in real time until you get it right.

**Important:**

If you are manually updating the contents of your label file, make sure that you do not end up with line breaks in your label merge code (between the ^FD and ^FS). The check-in application will be looking for the codes in the label, and if you add line-breaks the pattern may not match.

Equally important, if you create your own Merge Fields in Rock for your custom labels, do not add line breaks to your Lava to make it pretty. Line breaks can cause the wrong icons to print.

# Beyond Children's Check-In

While much of this document has focused on using check-in for childcare activities, Rock is capable of much more. Below we'll discuss a few ideas on how to extend check-in:

## Serving Groups



Serving groups are one of the pre-configured group types in Rock. There are many benefits to having people check in when they serve. To help you gather that data, we've configured the serving groups to allow check-in. All you need to do is provide two settings for each group to help Rock know where and when to allow check-in. Let's take a look at how to do this.

## Configuring Serving Groups For Checkin

### 1 Navigate

Edit the group from `People > Group Viewer`.

### 2 Open The Details

Expand the *Meeting Details* panel and click the  button if no location has been set, or the  button if one has.

### 3 Location

Select a *Location* for the meeting spot. This will be used to help determine which kiosk device should handle the check-in. It's best to choose a broad location (like a campus instead of a specific room), because this allows your group to be visible to the check-in kiosk without a lot of extra configuration. See how we're saving you all this time?

### 4 Schedule

Select a *Schedule* to determine when the check-in should be active.

Voila! Your serving group is now ready for checking in.

### Double Check:


Make sure that the check-in kiosk you are using is configured for the location you chose for the group.


## Configuring New Group Types for Check-in





Now that you've seen the power of the dark-side how serving groups can check in, we bet you're wondering how to configure other group types for check-in. Just follow these steps.


# Configuring A New Group Type For Check-In















## Group Type Detail

[Home](#) > [General Settings](#) > [Group Types](#) > [New Group Type](#)



Add Group Type

Name <sup>1</sup>

Description

General

Purpose <sup>1</sup>

Child Group Types <sup>1</sup>

No Group Types Found

Inherited Group Type <sup>1</sup>

Group Capacity Rule <sup>1</sup>

None

Groups Require a Campus <sup>1</sup>

☐

Location Selection Modes <sup>1</sup>

☐ Named

☐ Address

☐ Point

☐ Geo-fence

☐ Group Member Address

Location Types <sup>1</sup> <sup>4</sup>

No Location Types Found

Multiple Locations <sup>1</sup>

☐ Allow

Enable Location Schedules <sup>1</sup>

☐ Yes

Don't Inactivate Members <sup>1</sup>

☐

- 1 Name**  
Edit your group type under `Admin Tools > General Settings > Group Types`.
- 2 Location Selection**  
Configure the *Location Selection Modes* to use *Named Locations*.
- 3 Location Schedules**  
Make sure *Enable Location Schedules* is enabled.
- 4 Location Type**  
Add the *Location Type* of *Meeting Location*.

Once enabled, you'll still need to add the meeting details just like we illustrated in the *Serving Groups* section above.

Well done. You are now a check-in whiz. You can properly configure check-in for any group type.

### Got Labels?

Do you have a group of a type that doesn't usually print labels that needs labels printed? Rock has you covered. There is an advanced option that allows you to print labels for group types that don't typically print labels at check-in. To learn more about this feature, see the [Appendix - Advanced Options](#) section below.

# Rapid Attendance Entry

The *Rapid Attendance Entry* block allows you to record attendance for lots of people very quickly. This could come in handy for certain situations, such as checking a lot of people in for a worship service and wanting to do so as fast as possible. *Rapid Attendance Entry* can also be very useful outside of attendance. It's great for entering communication cards, prayer cards or other information you might collect in large volumes. The *Rapid Attendance Entry* block makes these tasks quick and simple. Let's look at how it works.

To start, navigate to `People > Rapid Attendance Entry`. You'll begin the process by selecting the group for which you want to record attendance. The group's settings and attributes determine which options will be available on the screen.

## Rapid Attendance Entry Screen

**Rapid Attendance Entry**  
[Home](#) > [Rapid Attendance Entry](#)

**Contact Entry**

- 1 **Group**  
Group \*
- 2 **Location**  
Location \*
- 3 **Schedule**  
Schedule \*
- 4 **Attendance Date**  
Attendance Date \*

[Start](#)

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### 1 **Group**

Select the group for which you want to enter attendance. The group's configuration will determine what other fields appear on this page. In some cases, *Group* and *Attendance Date* will be the only fields you see.

### 2 **Location**

If the group has multiple locations, select the one you need for attendance.

### 3 **Schedule**

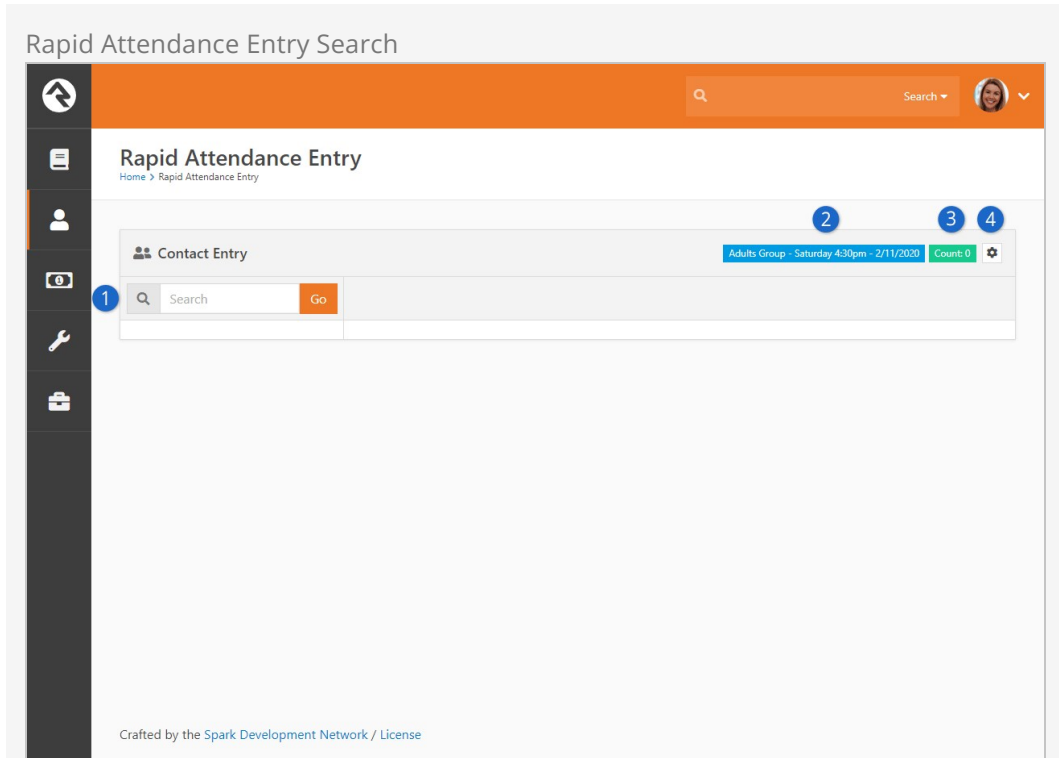
You'll be prompted to select a schedule only if there are multiple schedules for the chosen *Location*. Otherwise, this field will not appear.

### 4 **Attendance Date**

Provide the date for which you want to record attendance. You can either choose a date from the calendar or enter a date manually.

After filling out the required fields as described above, click the [Start](#) button to proceed to the page pictured below.

Your page may look slightly different depending on how your organization has configured the block settings.



### 1 Search

Provide a person or family name and click the **Go** button to proceed with recording attendance. As always, we recommend doing a thorough search before adding a new person or family.

### 2 Attendance Details

The group, schedule, and attendance date selections from the prior page are displayed here for reference.

### 3 Current Attendance Count

This count will increase as each person's attendance is recorded. Block settings can be used to turn this into a link to an attendance page, allowing you to easily access the list of recorded attendees.

### 4 Settings

Click the **Settings** button to go back to the first screen. This is how you'll change the group, location, schedule or attendance date.

After entering a name and clicking **Go**, you're ready to start recording attendance.

Again, keep in mind that there are many block settings to tailor this page to your organization's needs. The example pictured below highlights some useful features, but they aren't required and may not be visible when you access the page in your system.

Attendance and Contact Entry

The screenshot shows the 'Rapid Attendance Entry' web application. At the top, there's a navigation bar with a home icon, a search bar, and a user profile. The main content area is titled 'Rapid Attendance Entry' and includes a breadcrumb 'Home > Rapid Attendance Entry'. Below this is a 'Contact Entry' section for the 'Decker Family' at '11624 N 31st Dr Phoenix, AZ 85029'. On the left, a list of family members is shown: Alex Decker 9, Cindy Decker 38, Noah Decker 11, and Ted Decker 40. The right side of the interface contains several sections: 'Attendance' with checkboxes for Ted (40), Cindy (38), Noah (11), and Alex (9); a 'Save Attendance' button; a 'Note' section with a text area; a 'Prayer Request' section with a text area; and a 'Prayer Category' dropdown set to 'All Church'. There are also checkboxes for 'Urgent' and 'Public' (checked). Numbered callouts (1-10) highlight specific UI elements: 1 points to the search field, 2 to the family address, 3 to the attendance checkboxes, 4 to the 'Save Attendance' button, 5 to the family member selection icons, 6 to the contact details (age, email, phone), 7 to the 'I'm interested in' checkboxes, 8 to the 'Note' text area, 9 to the 'Prayer Request' text area, and 10 to the 'Save Contact Items' button.

### 1 Person List

The panel along the left will provide you with individuals who match the search criteria you provided. The first person is automatically selected. In this example, we've manually selected Ted Decker.

### 2 Family Information

Family information for the selected person is displayed near the top of the block. You can edit the family's address without leaving the page by clicking the icon. Add individuals to the family by clicking the icon.

### 3 Attendance Selection

Select the available boxes for anyone who should have attendance recorded. In this example, we can't select Noah or Alex because they are too young. Administrators can change this age restriction in the block settings.

### 4 Save Attendance


If all you want to do is record attendance, then simply click the **Save Attendance** button after selecting the desired individuals. Then you can go back to the *Search* field to pull up the next person or family.

### 5 Select Person

Click a person to view information like their age, email or phone number.

Depending on your block settings, there are other actions you can perform, which we'll describe in the following points.

**6 Person Details**

The details for the selected person are displayed in this area. This information can be edited directly from this page by clicking the  icon.

**7 Select Workflow**

If enabled in the block settings, workflows can be launched from this page after saving. The title (e.g. "I'm interested in") and the available workflows can be changed from the block settings.

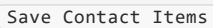
**8 Note**

This block's settings can be configured to enable person note entries directly from the page. The block settings also let you specify which *Note Types* can be used. If multiple *Note Types* are allowed, then the person entering attendance can choose which one to use.

**9 Prayer Request**

Prayer requests can be entered if allowed by the block settings. There are several block settings related to prayer requests. In the example pictured above, we used the block settings to enable the *Urgent*, *Public* and *Prayer Category* fields.

**10 Save Contact Items**

Click the  button to save the selections and entries described above.

Workflows launched from this block will be passed the person as the workflow's entity. If they exist, the block will also fill in any of the workflow attributes listed below:

- **Group** - The group for which the attendance is being entered. The attribute should be of type group.
- **Location** - The selected location for which attendance is being entered.
- **Schedule** - The schedule selected for entering the attendance.
- **Date** - The *Attendance Date* of the attendance being entered.

## Rapid Attendance Entry Block Settings

It's easy to see that there's a lot more to *Rapid Attendance Entry* than entering attendance. But to truly understand all your options for this feature, we'll need to dive into the block settings. There are a lot of settings to cover, so we'll break it down into a few parts.

### 1 General Settings

Here you can update the name of the block. You can also change the pages that individuals will be taken to when attempting to add a new family or view attendance list data.

### 2 Enable Attendance

Because there's so much that can be done on this page, you might choose to disable the attendance feature entirely. This could be useful if you're adding this block to a custom page that should only be used for entering contact cards or prayer requests.

### 3 Current Parent Group

You can limit which groups are available for attendance entry by designating a parent group. Only groups that are listed under the selected parent group will be selectable.

### 4 Attendance Group

By selecting a group here, you can limit the block to only allow attendance entry for the selected group.

### 5 Show Can Check-In Relationships

If enabled, individuals who have a "Can check in" *Known Relationship* to the selected person will be available for attendance entry.

### 6 Attendance Age Limit


Individuals younger than the age provided here cannot be marked as having attended. This can be left as zero to allow attendance for individuals of any age.




## Block Settings - Family and Individual

Family

1


Family Attributes 

2

Header Lava Template 


```
1 <h4 class="margin-t:none">{{ Family.Name }}</h4>
2
3 {% if Family.GroupLocations != null %}
4   {% assign groupLocations = Family.GroupLocations %}
5   {% assign locationCount = groupLocations | Size %}
6   {% if locationCount > 0 %}
7     {% for groupLocation in groupLocations %}
8       {% if groupLocation.GroupLocationTypeValue == 'Home' and groupLocation.Location.FormattedHtmlAddress != null and groupLocation.Location
9         .FormattedHtmlAddress != '' %}
10        {{ groupLocation.Location.FormattedHtmlAddress }}
11      {% endif %}
12    {% endfor %}
13  {% endif %}
```

3


Adult Phone Types 

☐ Mobile ☐ Home ☐ Work

4


Adult Person Attributes 

5

Show Communication Preference(Adults) 


Yes

6


Child Phone Types 

☐ Mobile ☐ Home ☐ Work

7

Child Person Attributes 

8

Child Allow Email Edit 

Yes

### 1 Family Attributes

If you have any family attributes set up, you can choose what should appear when editing family information. Those attribute values can be changed while editing the family.

### 2 Family and Individual Header Lava Templates

You can edit this Lava to change what information about a person or family is displayed, or to change how the information is displayed. You probably won't need to update this, but it's an option if you're familiar with

[Lava](#).

### 3 Adult Phone Types

The phone types you select here will be made available for view or edit when editing an adult individual's information.

### 4 Adult Person Attributes

The selected attributes will be available when editing an adult's person information.

### 5 Show Communication Preferences (Adults)

If this is set to "Yes" then the communication preference for adult individuals can be seen and changed when editing the individual's information.

### 6 Child Phone Types

The phone types you select here will be made available for view or edit when editing a child's person information. Always use caution when

adding phone numbers for children, and be sure you're familiar with Children's Online Privacy Protection Act (COPPA) compliance standards.

### 7 Child Person Attributes

The selected attributes will be available when editing a child's person information.

### 8 Child Allow Email Edit

If enabled, a child's email address will be available for display and edit. Always use caution when adding email addresses for children, and be sure you're familiar with Children's Online Privacy Protection Act (COPPA) compliance standards.

## Block Settings - Notes, Prayers and Workflows

**Notes**

1 **Note Types** ⓘ

☐ Communication Note ☐ Personal Note ☐ Test Note

☐ Event Registration ☐ Phone Note

**Prayer**

2 **Enable Prayer Request Entry** ⓘ

Yes

3 **Enabled Urgent Flag** ⓘ

Yes

4 **Show Public Flag** ⓘ

Yes

5 **Expires After (Days)** ⓘ \*

14

6 **Default Category** ⓘ

📁

7 **Display To Public** ⓘ

Yes

8 **Default Allow Comments** ⓘ

No

9 **Enable Category Selection** ⓘ

Yes

**Workflow**

10 **Workflow List Title** ⓘ

I'm interested in

11 **Workflow Types** ⓘ

⚙️ External Inquiry

### 1 Note Types

Select which types of notes can be used. If multiple types are allowed, then the person entering attendance will choose which one to use. If nothing is selected then the page cannot be used to enter notes.

### 2 Enable Prayer Request Entry

You can choose to enable or disable prayer request entries on the page by changing this setting.

### 3 Enabled Urgent Flag

Set whether the "Urgent" flag can be selected.

### 4 Show Public Flag

Set whether the request can be marked as “Public” from the page.

**5 Expires After (Days)**

Set the number of days before the request is expired.

**6 Default Category**

You can optionally provide a default prayer category into which the request will be grouped. If category selection is not enabled (see below) then this will be the category into which all requests from this page will be grouped.

**7 Display to Public**

If enabled, all requests will be set to “Public” by default. This can be changed for individual requests if the public flag is configured to be shown.

**8 Default Allow Comments**

Set whether or not prayer requests entered here should allow comments.

**9 Enable Category Selection**

This controls whether the person entering the prayer request can choose a category, or change the default category if one has been configured.

**10 Workflow List Title**

This allows you to create a custom title that appears above the available workflow types. You can change this to match the wording on a contact card.

**11 Workflow Types**

Select one or more workflows that can be launched from the page. See details above.

# Attendance Self Entry

With the advancement of online services, getting accurate engagement data can be a challenge. To address this need, Rock lets attendees report their own attendance from your external site. All a person needs to do is check a few boxes to indicate who's watching the service with them.

Attendance Self Entry

Rock Solid Church Demo

New Here?

Resources

Connect

Give

Blog

Calendar

Watch

Hello Ted ▾

Attendance Self Entry

[Home](#) / [Attendance Self Entry](#)

Great to see you Ted!

We'd love to know who is watching with you today.

☒

Ted Decker

☒

Cindy Decker

☐

Noah Decker

☒

Alex Decker

☒

James Simmons  
Online Watcher

☒

Sarah Simmons  
Online Watcher

[Adjust Remembered Watchers](#)

Check-in

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Pictured above, Ted is watching the service at home with Cindy and Alex. Noah is at grandma's house this weekend, so isn't selected. Below the family you can see Jim and Sarah Simmons are over at the Deckers' house watching the service too.

With everyone in the room accounted for, all Ted needs to do now is click the [Check-in](#) button near the bottom of the page to have their attendance recorded.

Version: 1.10.0

135 of 158

Last Updated: 7/11/2022

### Using with Moments

The Attendance Self Entry feature pairs very nicely with Church Online Platform's "Moments" feature. Check out the details [here](#) to learn more.

## Attendance Self Entry In Detail

In the above example, Ted was logged in to the external website. That's how Rock was able to find him and his family. There's a little more to the process if Rock doesn't know who the person is.

In this section, we'll walk through the full attendance self-entry process for Alisha. Alisha is new to the organization and is watching an online service with her family for the first time. Rock can't track attendance for someone who's not in the system, so we'll ask her for some basic information to get started.

## Attendance Self Entry - Person Information

Rock Solid Church Demo

New Here?ResourcesConnectGiveBlogCalendarWatchLogin

### Attendance Self Entry

Home / Attendance Self Entry

#### Tell Us a Little About You...

We love to learn a little about you so that we can best serve you and your family.

1

**First Name \***  
Alisha

**Last Name \***  
Marble

**Email**  
alisha.marble@rocksolidchurchdemo.com

**Birthday**  
May / 29 / 1970

**Mobile Phone**  
(623) 555-2444

☒ May we message you on occasion

**Address**  
3002 W Lupine Ave  
Phoenix AZ 85029

2

Already have an account on our website?  
Login instead.  
Login

3

Next

Powered by: [Rock RMS](#)

3120 W Cholla St Phoenix, AZ 85029

### 1 Person Information

At a minimum, the person is required to provide their first and last name. The remaining fields are optional by default, but you can make them required in the block settings.

### 2 Login

This area provides an opportunity for the person to log in. Logging in lets the person skip to the last step of the process and helps ensure attendance is being added for the right people.

### 3 Next

After clicking **Next**, Alisha's information is compared to person records in the system. If a match is found, then Rock will automatically add the person's family on the next page (see screenshot below). If a match isn't found, then a new record will be created for Alisha using the information she provided.

On the next page, Alisha is asked to provide similar information for anyone who's joining her. Because Alisha is new to the church and doesn't have a record in Rock, she'll need to add each of her family members manually. Ted Decker is joining the Marble family for this service, so Alisha will need to add him too.

Pictured below, Alisha is adding Ted Decker as an 'Online Watcher' to indicate that Ted is watching with her and her family. For those who are curious, 'Online Watcher' is a *Known Relationship* in Rock and is used to connect these individuals to each other.

As many watchers as needed can be added by clicking the [Add Additional Individual](#) button. Each new person is added to the list on the right, where we can see Alisha has already added Bill and Matthew.

## Attendance Self Entry - Other Watchers

Rock Solid Church DemoNew Here?ResourcesConnectGiveBlogCalendarWatchLogin

### Attendance Self Entry

Home / Attendance Self Entry

#### Who Else Is Joining You?

We'd love to know more about others watching with you.

1

Relation

Online Watcher

First Name \*

Ted

Last Name \*

Decker

Email

ted@rocksolidchurchdemo.com

Birthday

Feb / 10 / 1980

Mobile Phone

(623) 555-3322

☒ May we message you on occasion

Add Additional Individual

Currently Listed

2

Bill Marble Spouse

Matthew Marble Child

3

Next

Powered by: [Rock RMS](#)

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### 1 Adding Other Watchers

The person filling out the form can select a *Spouse*, *Child* or *Online Watcher* to add to the list of attendees. The next section below explains how to change these options. An individual can only have one *Spouse*, but as many other types of watchers as needed.

### 2 Currently Listed

The people listed here will be available for check-in on the next page. It's important to note that this list isn't meant to actively track who is watching an individual service on a given day. For instance, if someone is hosting a watch group then all of the planned participants should be added here, regardless of that day's attendance.

### 3 Remove Remembered Watchers

Watchers that the person has added can be removed by hovering over the person's name and clicking the "X" icon that appears. Family members (Spouse or Child) can't be removed from this list.

After everyone has been added to the list, the person clicks [Next](#) to proceed. Because she's new, Alisha is prompted to create an account so she can log in next time and save

herself a few steps.

The screenshot shows a web page titled "Attendance Self Entry - Create Account". At the top, there is a dark navigation bar with links: "Rock Solid Church Demo", "New Here?", "Resources", "Connect", "Give", "Blog", "Calendar", "Watch", and "Login". Below the navigation bar, the page has a breadcrumb trail: "Home / Attendance Self Entry". The main heading is "Attendance Self Entry". Below this, a sub-heading asks "Would You Like to Create An Account?" with a note: "Creating an account will help you to connect on our website." There are two input fields: "Username" and "Password". The "Password" field has a "Show Password" link to its right. A blue "Next" button is located at the bottom right of the form. At the very bottom, there is a footer with "Powered by: Rock RMS" on the left and "3120 W Cholla St Phoenix, AZ 85029" on the right.

Account creation is optional, but should be encouraged. Whether or not the person creates an account, they can proceed by clicking the [Next](#) button.

### Do I Have To Do This Every Week?

A person only needs to provide their information once, even if they never log in. That's because Rock will place a cookie on their device to identify them for future services. So, *identified* individuals will have the same experience as *authenticated* individuals. But remember, being identified isn't the same as being authenticated. Individuals must log in to access other areas of the site that require authentication.

The last step, pictured below, is where Alisha will indicate who is watching the current service. Rock assumes that everyone who was added in the prior step is still watching, so everyone from her list is selected. Individuals can be de-selected here if they're no longer watching.

This is the last step in the process for Alisha, but you might recall from the start of the chapter that it was the first step for Ted. Any identified or authenticated person will always start on this page.



## Attendance Self Entry - Current Watchers

[Rock Solid Church Demo](#)[New Here?](#)[Resources](#)[Connect](#)[Give](#)[Blog](#)[Calendar](#)[Watch](#)[Login](#)

### Attendance Self Entry

[Home](#) / [Attendance Self Entry](#)

Great to see you Alisha!

We'd love to know who is watching with you today.

- Alisha Marble

Bill Marble

Matthew Marble

Ted Decker  
Online Watcher
- [Adjust Remembered Watchers](#)
- [Check-in](#)

Powered by: [Rock RMS](#)

3120 W Cholla St Phoenix, AZ 85029

### 1 Attendee Selection

Everyone from Alisha's list is watching the current service, so everyone is selected. Any person can be deselected by clicking inside the blue box, indicating that they aren't watching this service.

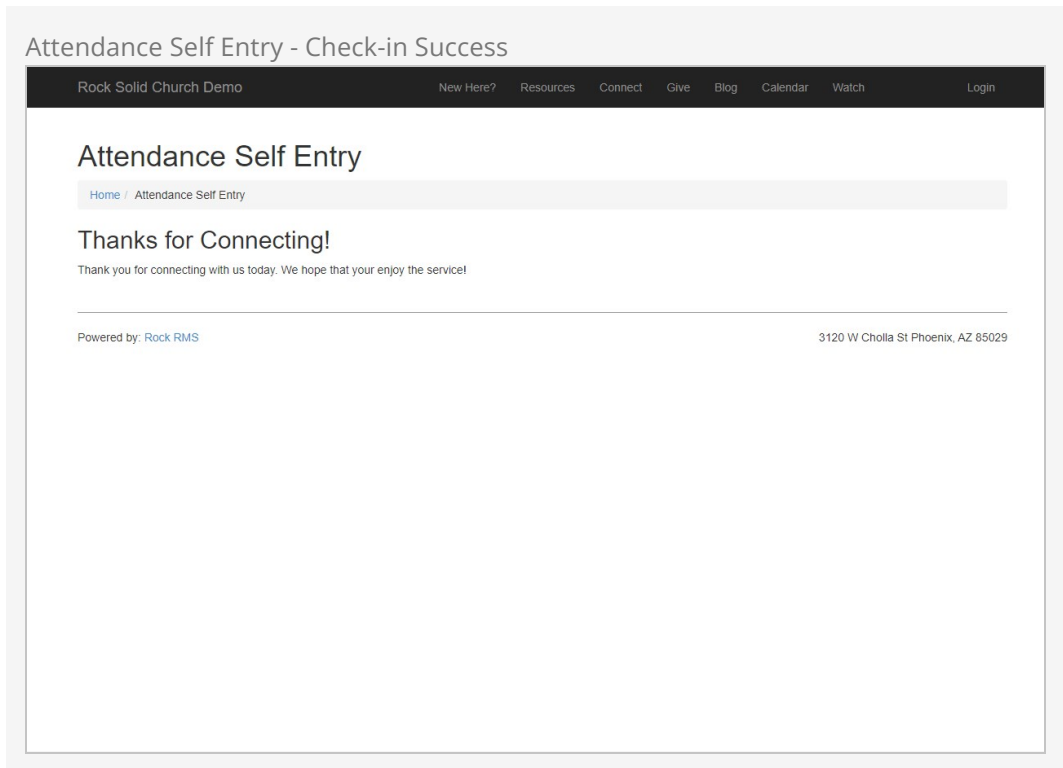
### 2 Adjust Remembered Watchers

Rock remembers the people who have watched a service with you, and will keep your list from one service to the next. Alisha can remove Ted from the list, or add new people, by clicking this link. This takes the person to the same page described above.

### 3 Check-in

After the current service's participants have been selected, the [Check-in](#) button is used to add their attendance for the service.

After Alisha clicks [Check-in](#), the below page confirms that the attendance has been successfully submitted.



It's important to note that this process has created person and family records in Rock for Alisha and her family. Ted already had a record, otherwise one would have been created for him too. This is required because a person needs to be in Rock for their attendance to be added.

### What About In-Person Attendance?

*Attendance Self Entry* works the same way for any type of service. The same pages and processes can be used to track attendance for services that are in-person, online or a combination of both.

## The Attendance Self Entry Block

Now that you're familiar with the process, let's take a closer look at the *Attendance Self Entry* block itself. This block handles the entire process from start to finish, so there are a lot of configuration options to cover. We'll break down the block's settings into pieces below.

First, there's some terminology you should know. The block's settings refer to a *Primary Person*, who is the person that's filling out the form. In the prior section, Alisha Marble was the *Primary Person*. There are also settings for *Other Person*, which apply to anyone other than the *Primary Person*.

## Attendance Self Entry - Block Settings 1

**Basic Settings** [Advanced Settings](#)

**Name \***

Attendance Self Entry

**1 Check-in Configuration** ⓘ

Service Attendance

**2 Primary Person Birthday Shown** ⓘ

Yes

**Primary Person Birthday Required** ⓘ

No

**Primary Person Address Shown** ⓘ

Yes

**Primary Person Address Required** ⓘ

No

**Primary Person Mobile Phone Shown** ⓘ

Yes

**Primary Person Mobile Phone Required** ⓘ

No

**3 Other Person Birthday Shown** ⓘ

Yes

**Other Person Birthday Required** ⓘ

No

**Other Person Mobile Phone Shown** ⓘ

Yes

**Other Person Mobile Phone Required** ⓘ

No

### 1 Check-in Configuration

You may have noticed in the prior section that Alisha never provided information about the service she was attending. The block uses the check-in configuration selected here to know where to add attendance automatically. See below for more details.

### 2 Primary Person Options

This set of options lets you customize what information you can collect from the primary person. The primary person is always required to provide their first and last name at a minimum, so there aren't settings for those fields.

### 3 Other Person Options

These options apply to the information gathered for people other than the primary person. Like the primary person, a first and last name must be provided. The *Email* and *Mobile Phone* fields are not shown when a *Child* is being added.

As noted above, Rock uses the *Check-in Configuration* setting to know where to add attendance. There's some complex logic behind how this works, which we won't get into here. In short, the block looks for the appropriate service by comparing the selected check-in configuration to the time when the person is checking in. For instance, Rock will

automatically determine that the person checking in at 9:55am is watching the configured 10:00am service.

#### Additional Logic for Adding Attendance

If the block can't find an appropriate schedule with respect to the person's check-in time, then the attendance will be added to the first group that's found without a location or schedule. If no such group exists, then the attendance can't be recorded.

Pictured below are the next set of configuration options for the *Attendance Self Entry* block.

## Attendance Self Entry - Block Settings 2

### 1 Known Relationship Types

The *Known Relationship* types you add here will appear as options in the *Relation* field described in the prior section. Also, the people with whom the primary person has these relationships will automatically be added to their list of watchers. For instance, if we added “Sibling” then Alisha’s brothers and sisters would automatically be added to Alisha’s list.


### 2 Redirect URL

At the end of the process, when the primary person clicks the `Check-in` button, you can optionally direct them to a different page by providing a URL here. If this is blank, the confirmation page shown in the prior section is displayed.

### 3 Check-in Button Text

The `Check-in` button can be assigned a different name by changing it here.

### 4 Workflow

You can optionally launch a workflow when the person finishes the check-in process. The primary person will be passed to the workflow, along with information about the group and schedule. For full details, see the help text (the  icon) for this setting in Rock.

### 5 Hide Individuals

You can place age or grade restrictions on the people who appear in the list of attendees. For instance, you can prevent anyone under the age of 18 from being selected for attendance in the service.

The last set of configuration options lets you change the text that’s shown near the top of each attendance entry panel. As pictured below, you can edit the *Title* and *Text* for each panel described in the prior sections.

## Attendance Self Entry - Block Settings 3

## Messages

1

Unknown Individual Panel 1 Title ⓘ

Tell Us a Little About You...

Unknown Individual Panel 1 Intro Text ⓘ

ⓘ We love to learn a little about you so that we can best serve you and your family.

2

Unknown Individual Panel 2 Title ⓘ

Who Else Is Joining You?

Unknown Individual Panel 2 Intro Text ⓘ

ⓘ We'd love to know more about others watching with you.

3

Unknown Individual Panel 3 Title ⓘ

Would You Like to Create An Account?

Unknown Individual Panel 3 Intro Text ⓘ

ⓘ Creating an account will help you to connect on our website.

4

Known Individual Panel 1 Title ⓘ

Great to see you {{ CurrentPerson.NickName }}!

Known Individual Panel 1 Intro Text ⓘ

ⓘ We'd love to know who is watching with you today.

5

Known Individual Panel 2 Title ⓘ

Thanks for Connecting!

Known Individual Panel 2 Intro Text ⓘ

ⓘ Thank you for connecting with us today. We hope that you enjoy the service!

Save

Cancel

### 1 Unknown Individual Panel 1

This is the first panel someone sees if they're not identified or authenticated. It's helpful to indicate why the information is being collected, so people are less concerned about sharing their personal information.

### 2 Unknown Individual Panel 2

This panel is where the primary person can add or remove other watchers. Both new and returning individuals can access this panel, so avoid phrases like "Welcome Back!" that don't apply to everyone.

### 3 Unknown Individual Panel 3

The title and text of the account creation panel can be changed here. This panel won't appear for people who are logged in, so only applies to new attendees.

**4 Known Individual Panel 1**

This is the panel where the current service's attendees are selected. In many cases, this will be the only panel a returning person sees.

**5 Known Individual Panel 2**

After clicking the `Check-in` button, this is the confirmation panel that displays. This configuration doesn't apply if you've also configured a *Redirect URL* as described above.

You might have noticed the `Lava` in the title for *Known Individual Panel 1*. That's right, you can personalize the experience by adding `Lava` to any panel's *Title* or *Text* content. Remember, not all the panels will know who the person is.

# Additional Check-In Options

While Rock ships with the check-in configurations we've found to be best practice for most organizations, there may be times when you need a different check-in procedure, such as checking in groups by birthdates or manually checking individuals out of events. Let's look at the additional check-in options available.

## Configuring by Birthdate (Version 6.2)

Configuring check-in by age range means less work for you when it comes to managing groups. Students simply move up into the next age group or grade without you having to update group names. There may be situations, though, where you want to check in groups by birthdate range, such as when you want to keep a group of children together as they get older. While this configuration allows groups to move together, it will require the group names to be continually updated as the grade level of the group changes.

**Birthdate Range**

**Check-in Test Area**

- Test Group

**Nursery/Preschool Area**

- Nursery
- Crawlers/Walkers
- Preschool

**Elementary Area**

- Grades K-1**
- Grades 2-3
- Grades 4-6

**Jr High Area**

- Grades 7-8

**High School Area**

- Grades 9-12

**Grades K-1**

Check-in Group Name \*

Grades K-1

☒ Active

Check-in

Age Range 4.75 to 8.75

Birthdate Range to

Gender

Grade Range Kindergarten to 1st Grade

Locations

Main Campus > Bldg 1 > Bears Room

Save Delete

To configure check-in groups by birthdate range, follow these steps:

1. Go to [Admin Tools > Check-in > Check-in Configuration](#)



2. Select the configuration you want to modify.
3. In the Areas and Groups section, click the Area of the group you want to modify. Rock displays the check-in options for that area.
4. From the Inherit from dropdown menu, select either Check in by Age or Check in by Grade. Either option will display the birthdate range option in the group.
5. Click Save.
6. In the Areas and Groups section, click the group you're modifying. The birthdate range option will now be displayed in the Check-In section.
7. Select the beginning and ending birthdates from the calendars in each field to set the range.
8. Click Save.

## Manual Check-Out

Out of the box, Rock automatically “checks out” individuals when an event end time has passed. However, you can configure Rock to allow individuals to manually check out, and set it up to print a check-out label.

Allow Checkout

General Settings

Check-in Type ⓘ  
Individual

Prevent Inactive People ⓘ  
☐ Yes

Label Security Code Length ⓘ

Alpha-Numeric	Alpha	Numeric
3	0	0

☒ Random Numeric Values ⓘ

Allow Checkout ⓘ  
☐ Yes

Enable Manager Option ⓘ  
☒ Yes

Enable Override ⓘ  
☒ Yes

Search Settings

Advanced Settings

To configure manual check-out, follow these steps:

1. Go to `Admin Tools > Check-in > Check-in Configuration`
2. Select the configuration you want to modify.
3. In the General Settings section, check Allow Checkout.
4. Click Save.

Check-Out Labels

Check-in Label  
[Home](#) > [Check-in](#) > [Check-in Labels](#) > [Check-in Label](#)

Add Check-in Label

File Name \*

Description

Upload New File

Mime Type \*

Save Cancel

Merge Codes ⓘ


Print For Each ⓘ

Check-Out

Reload Merge Fields

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To print a label at check-out, follow these steps:

1. Go to [Admin Tools](#) > [Check-in](#) > [Check-in Labels](#)
2. Click  to create a new check-in label, or select an existing label to modify from the File List.
3. Select Check-Out in the Print for Each dropdown menu.
4. Click Save.

## Auto Check-In

Automatic check-in is an option that works with family check-in and creates a speedier check-in process. With this configuration, when a family checks in, Rock pulls information from their previous check-in based on a certain number of days back. For example, if you have a weekly service, you can set up auto check-in to search a family check-in record ten days back and pull the same options as their check-in for the previous week. This saves them time when checking in. If there is no check-in record within the designated number of days, Rock automatically selects the first eligible option for the family based on age, grade and room availability.

## Auto Check-In

General Settings

Check-in Type ⓘ

Family

Label Security Code Length ⓘ

Alpha-Numeric

Alpha

Numeric

3

0

0

☒ Random Numeric Values ⓘ

Auto Select Days Back ⓘ

10

Auto Select Options ⓘ

People Only

Use Same Code for Family ⓘ

☐ Yes

Use Same Service Options ⓘ

☐ Yes

Allow Checkout ⓘ

☐ Yes

Enable Manager Option ⓘ

☒ Yes

Enable Override ⓘ

☒ Yes

Hide Photos ⓘ

☐ Yes

Prevent Inactive People ⓘ

☐ Yes

Prevent Duplicate Check-in ⓘ

☐ Yes

Search Settings

Advanced Settings

To set up auto check-in, follow these steps:





1. Go to `Admin Tools > Check-in > Check-in Configuration`
2. Select the check-in you want to modify.
3. Click Edit.
4. In the Check-in Type field, select Family.
5. In the Auto Select Days Back field in the General Settings section, type in the number of days back you want Rock to search.
6. Click Save.

With the above settings in place, the screen pictured below will appear right away for the Decker family based on their prior check-in information.

Auto-Selected Family and Locations

## Decker Family

Select People

<input type="checkbox"/>		<b>Ted Decker</b>	Current Selection 4:30 (test) - Test Group - the Garage	Change
<input type="checkbox"/>		<b>Cindy Decker</b>	Current Selection 4:30 (test) - Test Group - Outpost Room	Change
<input checked="" type="checkbox"/>		<b>Noah Decker</b>	Current Selection 4:30 (test) - Test Group - Bunnies Room	Change
<input checked="" type="checkbox"/>		<b>Alex Decker</b>	Current Selection 4:30 (test) - Test Group - Bunnies Room	Change

You'll notice the  button for each family member in the screen above. Clicking that button will bring you to the page pictured below, where you can change the auto-selected location.

Change Location for Individual

## Ted Decker

Please select the options that Ted would like to attend.

Select People

<input checked="" type="checkbox"/>	4:30 (test) - Test Group - Bunnies Room
<input type="checkbox"/>	4:30 (test) - Test Group - Kittens Room
<input type="checkbox"/>	4:30 (test) - Test Group - Puppies Room
<input type="checkbox"/>	4:30 (test) - Test Group - Bears Room
<input type="checkbox"/>	4:30 (test) - Test Group - Bobcats Room


## Barcode Check-In

You can use barcode scanners in addition to your standard check-in methods as long

as the barcode scanner you use supports keyboard wedge. You don't need to direct Rock to search for barcodes, though. Once installed, the scanner waits at the Welcome screen, ready to check people in by barcode key. You do, however, need to match up barcodes with person records in Rock, but this process is easy. See the steps below. When a person's barcode is scanned, Rock automatically identifies their family and checks them in. This system can be used for check-out as well.


### Barcode Scanner Settings

Rock expects a carriage return at the end of the scanned data, which must be automatically added by the scanner. To configure your Zebra/Motorola device, follow the instructions [here](#). Consult the manufacturer's instructions for other brands.

1. Go to a person's profile page.
2. Click the edit icon at the top right of their person profile page. (In past versions, alternate identifiers were stored on a family rather than an individual—please don't be confused! We're editing the person record itself now, not the family).
3. Click  to add an Alternate Identifier in the section shown above.
4. Click in the Alternate Id field in the pop-up dialog to set its focus.
5. Scan the barcode using the barcode reader. The barcode number will be captured in the Check-in Identifier field.
6. Click Save on the pop-up dialog, and then be sure to also click Save on the Edit

Person page. It will return you to their profile, and the check-in barcode should work for their family now.

### Barcodes and the Welcome Screen

Barcodes can be scanned at the Welcome screen. One way to make this option clear to members approaching a check-in kiosk is to modify the button on the Welcome screen to indicate barcode scanning is an option. For example, you could customize the button to read "Scan or Search by Name". To customize the button on the Welcome screen, locate the Welcome page in [CMS Configuration > Pages](#). Click the  button to view the page's block properties, then change the text in the *Check-in Button Text* field to whatever you'd like the button to say. Click [Save](#) to save your changes.

## Barcode Readers

Scanning a barcode printed on paper is easy. Reading a code presented on a mobile device screen is a different story. You'll want to make sure that the reader you purchase is able to read a code from a device screen. These types of readers typically use cameras for the task instead of the old school laser.

While there are numerous readers on the market that will work, we have found the Zebra DS457 fixed mount scanners to work very well. You'll often find this exact model from Motorola. In 2014 Zebra purchased Motorola's scanning business. You'll also sometimes see the same model from Symbol. Turns out Motorola owned Symbol...

Either way the scanner works well and can be flush mounted to a surface, or you can purchase a moveable arm stand (Symbol part 20-60136-02R) or a wall bracket (Zebra KT-145344-01).

### Buyers Tip

Often these readers do not come with a cable. Be sure to read carefully to see if it's included. If not, you'll most likely want to purchase Zebra part CBL-58926-04 USB Cable Assembly, 9-Pin Female Straight Scanner Connector, Straight Cable, 6' Length.

The built-in cameras on recent iPad models can read codes very well. If you're using an iPad for check-in you won't need to purchase a separate reader. You might want a reader even if you have an iPad, to support different types of check-in. A reader might be better for weekly services, while an iPad is definitely more practical for checking kids onto a bus.

## RFID Check-In

You can also use RFID readers during check-in. Setting up RFID is the same process as setting up a barcode; you're just using a different input type. To work with Rock, your

RFID reader must support keyboard wedge. If your device doesn't support keyboard wedge, the free Smartlux 232 Key utility can be used to emulate this functionality. Once the RFID is associated with a family, there is no need for further configuration. 232 Key captures information for whichever screen has focus. For example, a member can scan their RFID card from the welcome screen, and Rock will take them through the check-in process.

## Check-In Titles

You can now customize the titles on your check-in screens to fit with your organization branding. This is an advanced setting in the Page Map configuration.

Check-In Titles

Pages  
Home > CMS Configuration > Pages

Add Page

- Check-in Type
  - Check-in Manager
    - Person Profile**
      - Login
      - Self-Service Kiosk Homepage
      - Captive Portal
      - Internal Homepage
      - External Homepage
      - Check-in

Edit Page

Site: Rock Check-in Manager

Basic Settings Display Settings Advanced Settings

Parent Page

- Check-in Manager (1 route exists)

Internal Name

- Person Profile

Page Title

- Person Profile

Browser Title

- Person Profile

Description

Site

- Rock Check-in Manager

Layout

- Full Width

Show Icon

- Yes

Icon CSS Class

Save Cancel

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To create unique check-in titles, follow these steps:

1. Go to **Admin Tools > CMS Settings > Page Map**
2. Drill down in the navigation tree to the page you want to modify.
3. Click Edit.
4. Type the custom title in the Page Title field. You can also specify a title for internal use in the Internal Name field, and a browser title in the Browser Title field.
5. Click Save.



# Appendix - Advanced Options

This chapter is intended only for those who need to configure some of the advanced options that are not enabled out-of-the-box in Rock.

## Prevent Duplicate Check-in

By default, when you enable the Prevent Duplicate Check-in option for a check-in *Area*, it affects all groups under that area. If you find yourself in a situation where you really only wanted one specific group type to be affected, don't check this option under the check-in area. Instead you can add an Boolean attribute with a key of


"**PreventDuplicateCheckin**" to the group type under `Admin Tools > General Settings > Group Types`. You can even add it to a group type that is inherited by other group types.

The underlying *Filter By Previous Checkin* workflow action used by the check-in system always checks for this specific attribute and value if the Prevent Duplicate Check-in option is not already checked. The end result is that you can control which check-in areas do not allow re-checking-in instead of using the "all or nothing" option within Check-in Configuration.

An example of this might be you wanting to prevent duplicate check-in for kids/youth (to prevent label reprinting shenanigans), but allowing it for Classes/Events where duplicate check-in is a great way to reprint a name tag for an adult if the printer ate it or similar.

## Label Field Type in Group Attributes

The *Label* field type is an advanced option for group attributes that you may find helpful in specific situations. For example, you could run into a scenario where you have a group that needs labels printed, but is of a group type that doesn't print labels. Rather than create a new group type, you can create a group attribute with the field type *Label* that the groups of that type can use. If a group selects a Label value, Rock will print that label at check-in.

To add the Label attribute, go to the *Group Attributes* section of the group type's detail screen, and click  to add a new attribute. For the *Field Type*, select "Label" and click `Save`. Now that the group attribute is available, individual groups can choose the type of label they want printed in the *Edit* screen of the *Group Viewer*.

### In Addition...

Note: This label prints *in addition to* the labels printed for the area, or group type.

## Check-in Room Threshold

Although Rock examines room capacity when starting the check-in process to avoid displaying over-capacity rooms during check-in, there is another feature that will double-check the capacity again before allowing a person to check-in. This feature will add a bit more strain on your system, so you should consider wisely before enabling it on your system.

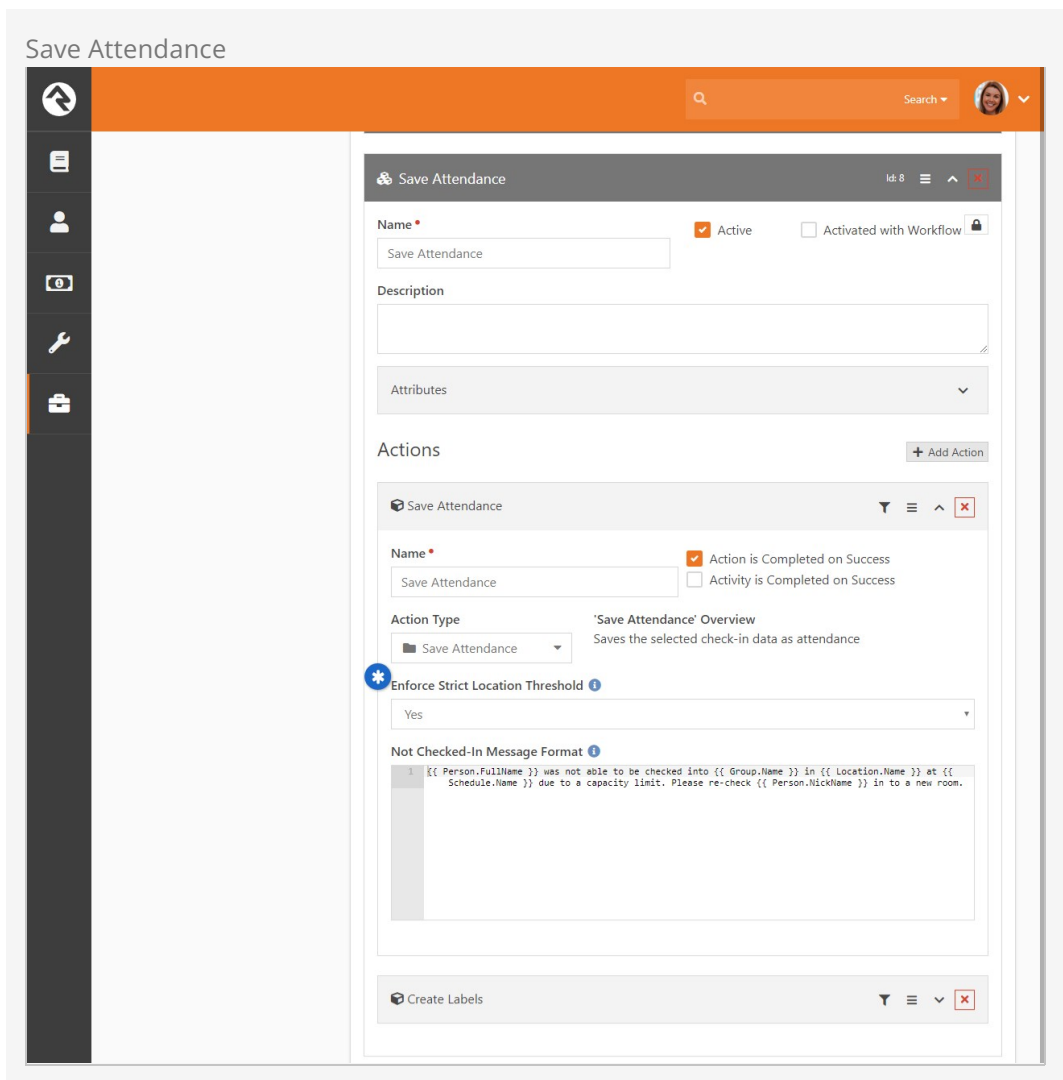
### Absolute threshold

When attempting to check-in a child using the manager override, please note that even your manager cannot bypass the location's "absolute" threshold... and that makes your local fire department happy too.

## Enabling the Threshold

First, you will need to have each rooms threshold set.

Now let's go to `Admin Tools > General Settings > Workflow Configuration`, edit the workflow called "Unattended Check-in", Expand the *Save Attendance* activity and expand the *Save Attendance* action. You will see *Enforce Strict Location Threshold* to enable simply change the response from no to yes. Once you are done be sure to hit save before exiting the page.



Save Attendance

Id: 8

Name \*

Save Attendance

☒ Active ☐ Activated with Workflow

Description

Attributes

Actions

+ Add Action

Save Attendance

Name \*

Save Attendance

☒ Action is Completed on Success ☐ Activity is Completed on Success

Action Type

'Save Attendance' Overview

Saves the selected check-in data as attendance

Save Attendance

Enforce Strict Location Threshold

Yes

Not Checked-In Message Format

```

1 {{ Person.FullName }} was not able to be checked into {{ Group.Name }} in {{ Location.Name }} at {{
Schedule.Name }} due to a capacity limit. Please re-check {{ Person.NickName }} in to a new room.

```

Create Labels

Just before the attendance record is saved, the action verifies the room count again. If a room is at capacity, a warning message is created for people trying to check in.

### Absolute threshold

NOTE: The formatting and layout of the check-in 'warning' messages can be seen in the check-in area's "Success Template" under [Admin Tools > Check-in](#)