TAP TO CHECK-IN | NFC | FIRST WEEKS

Volunteer quick check

App installed and updated?

No app? Point them to the QR code or the volunteer station.

Signed in?

Check-in needs to know which family is checking in.

NFC turned on?

Android: turn on NFC in Settings. iPhone XS or newer reads tags automatically.

Phone unlocked and close?

Hold the top of an iPhone, or the center back of most Androids, to the tag.

Web page opened instead?

Common on Android. Open check-in in the app or use the volunteer station.

PROXIMITY CHECK-IN | BEACON | FIRST WEEKS

Volunteer quick check

App updated and signed in?

Check-in is tied to the signed-in person. Android 14+ needs Rock Mobile 19.1+.

Beacon Monitoring started?

They opt in once from the app.

Location set to Always?

iOS: Always. Android: Allow all the time. "While using the app" won't work.

Precise location on?

Required on both iPhone and Android.

Bluetooth allowed?

iPhone: Bluetooth on for the app. Android: Nearby devices allowed.

Background App Refresh on?

iPhone only. If it was off, turn it on and start monitoring again.

Battery saver limiting it?

Android: exclude the app from battery optimization.