



## Children's Check-In

Check-In lets you secure areas of your for children. Authorized teachers and volunteers are allowed into these areas, but the only other adults permitted are parents and guardians with a security badge coded for the event.

Check-In is typically used for Sunday school classes, evening youth classes, children's church, children's parties, etc. You can also use check-in for adult gatherings, but this guide covers only children's events.

### The Physical Space

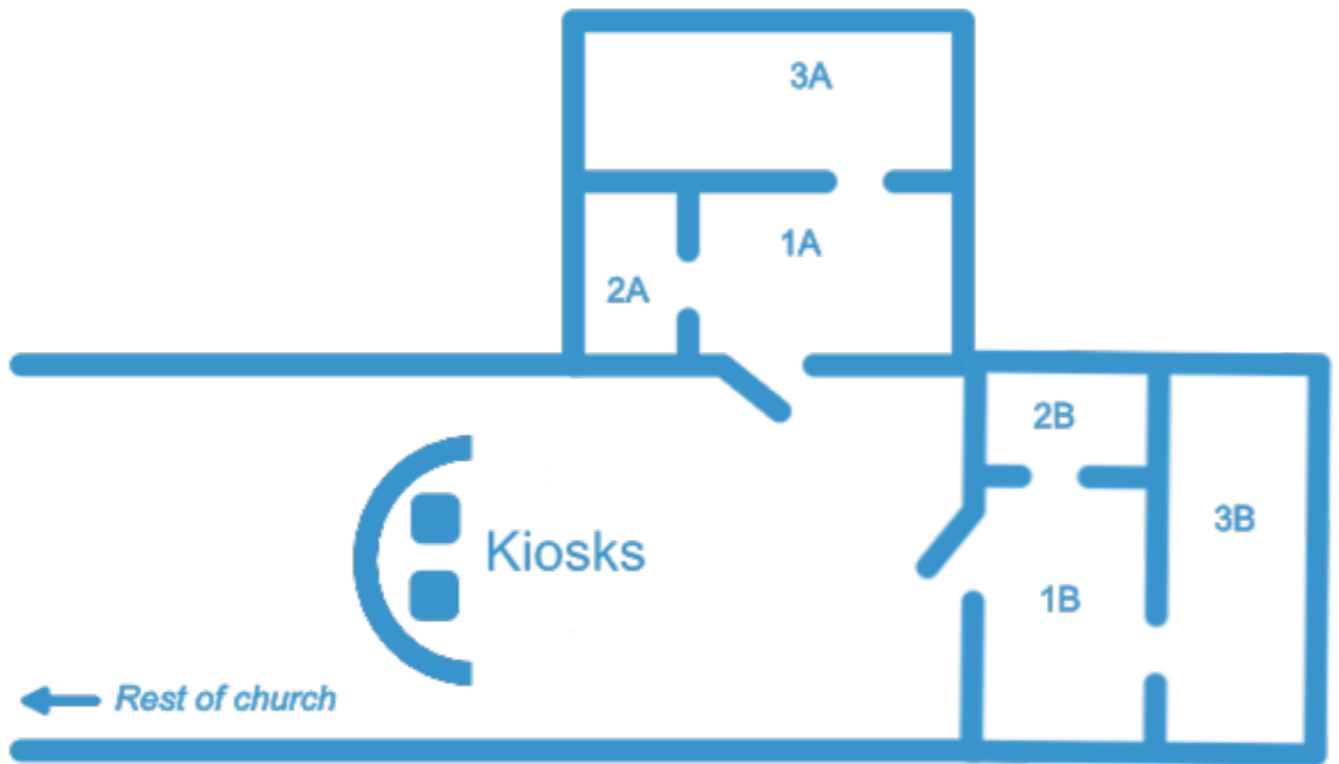
If your already has check-in, you can probably just skip this section. If you're setting it up for the first time, please read on.

Consider the location of your children's area. If there is just one point of entry and exit, you'll only need to secure that location with check-in. There should be no other entries, or, if there are, make sure they are either secured with check-in or barred for access during class time.

Larger with a building dedicated to classrooms can simply secure each open door.

Wherever you set up check-in, plan for the possibility of lines, and make sure they won't interfere with other foot traffic through your building. It's difficult for monitors to watch children if a crowd forms. Parents, of course, will also appreciate a short walk between the parking area and where they drop off their kids.

Finally, it goes without saying that the more kiosks you set up, the shorter your check-in lines will be. As a rule of thumb, it takes one minute for three families to check in at a single kiosk (when everything is running smoothly).



## Before You Start

### Equipment and Software Required

- Connect, Multiply, or Office package. The check-in feature is not included with the Inform package.
- A computer using QZ Tray (<https://qz.io/download/>).

QZ tray is free. You can Install the latest versions of this now, but, if you launch check-in without them, a popup window will also provide a link to the correct download.

Check-In works with both Mac and Windows. If using Windows, make sure to use Windows 8 or newer. Check-in will not work with Windows 7.

If you are scanning QR codes from Mobile Check-In, make sure you have a 2D scanner for this to work properly.

### Supported Label Printers (for Printing Security Badges)

We only support the printers listed below. You will need the software and drivers installed for the printer. The printer will need to be the default printer on your machine. You may have to alter label sizes - [click here for more information on printer setup](#).

Printers we support are:

- The Dymo Labelwriter 550 Turbo printer using authentic Dymo 30256-sized labels. Dymo 450 Labelwriter Turbo will also work, but has been discontinued.
- The Zebra GK420d Label Printer using 30256-sized labels.

- The Brother Wireless Label Printer QL810W, using Brother-Compatible DK-2205 labels.

Recommended for Quick Sign-Ins

A barcode scanner. Most kinds will work if they are of type Code 39 with hard-coded carriage returns, such as those [sold here](#).

For detailed system requirements and links to much of the software listed here, see [Set up Printers for Check-In](#).

Realm Group Setup Required

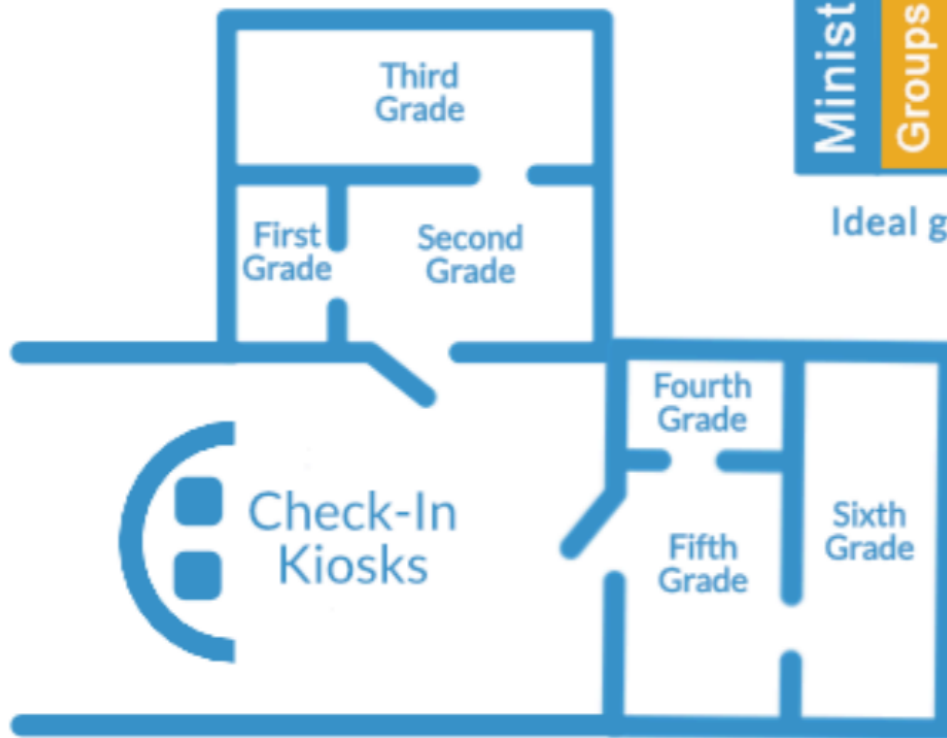
check-in uses children's names from group rosters already set up. You may already have a group structure for your children's ministry set up. If you don't, you'll need to create a ministry area, Children's Ministry for example, with groups under it: Kindergarten, First Grade, etc. Only children on the group roster will be recognized for check in; however, two of the three check-in modes will let you add others as guests. More on that later.

If you haven't set up groups yet, see [Groups](#).

Group Events Required

check-in also uses events already set up. You'll need to create events for each of your check-in service times in the appropriate groups. If you do this from the Ministry Area level, it will be quicker than creating the same event in each individual group. This will allow families to check-in their children to the correct service time.

Consider class location and group structure together.



10 am Sunday school classes

Elementary Ed. ✓	
10 AM EVENT	
Ministry Area	First Grade ✓
	Second Grade ✓
	Third Grade ✓
	Fourth Grade ✓
	Fifth Grade ✓
	Sixth Grade ✓

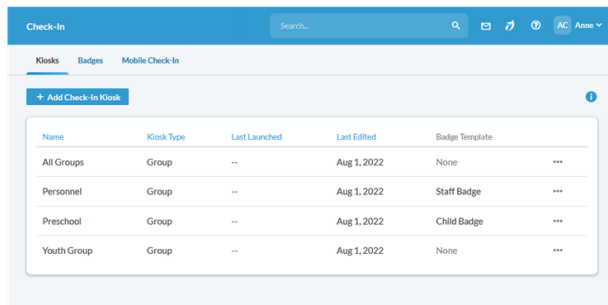
Ideal group configuration

If you've never set up group events, see [Group and Ministry Area Events](#) for details. In an ideal situation, the classes you want to secure with a single kiosk location will have their corresponding groups in the same ministry area, and their class event times will coincide because they were created at the ministry area level. If they do not, you can still include them all in one kiosk (explained below) and, therefore, one physical kiosk. Just add the groups to the kiosk one at a time, adjust event times, or rearrange your group structure to accommodate the physical space. If you have additional classroom areas, be sure to secure them similarly.

# Set Up Your Kiosk

Before we start, make sure you have the permission **Manage Kiosks** set to **Allow** in one of your responsibilities. If not, check with a person who manages at your .

We'll be talking about two kinds of kiosks. The first—a kiosk—is set up only in . It is a virtual kiosk. But you will use it on the computer set up at your physical kiosk—the station where you've probably set up your label printer and where parents come to drop off their kids.



Name	Kiosk Type	Last Launched	Last Edited	Badge Template	
All Groups	Group	--	Aug 1, 2022	None	---
Personnel	Group	--	Aug 1, 2022	Staff Badge	---
Preschool	Group	--	Aug 1, 2022	Child Badge	---
Youth Group	Group	--	Aug 1, 2022	None	---

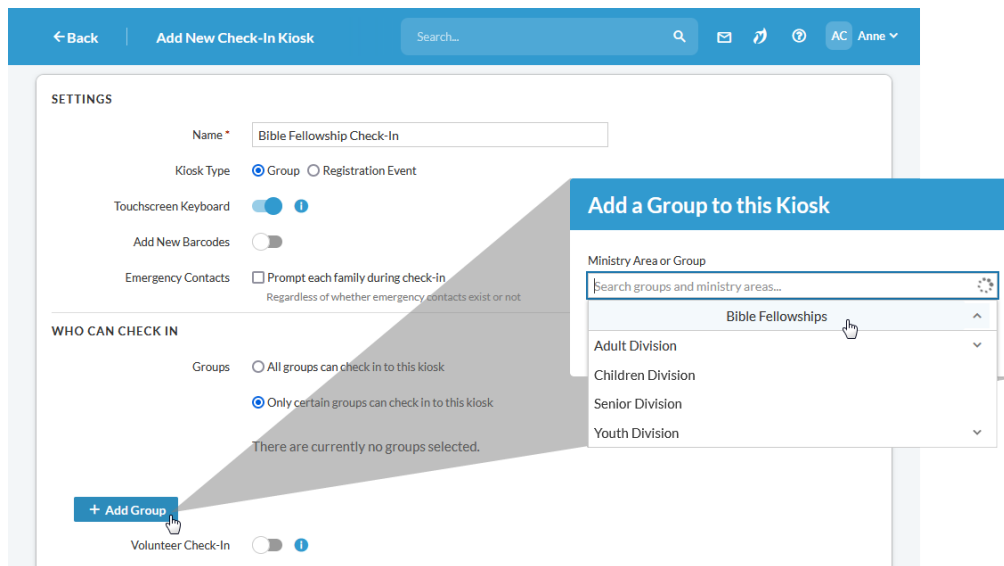
Realm Kiosks



Physical Kiosks

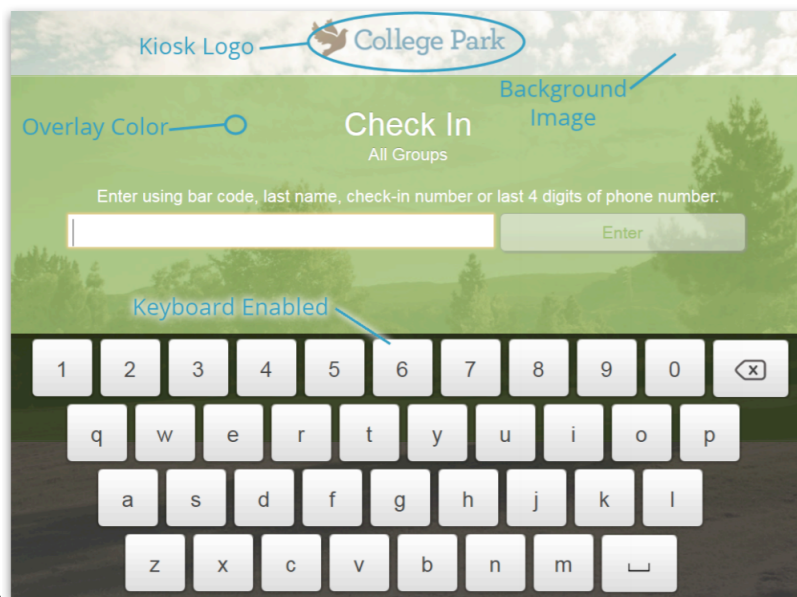
Let's set up your kiosks.

1. In the top-left corner, click your ministry hub then **Realm**. Then click **Check-In**.
2. Click **Add Check-In Kiosk**.
3. Enter a Name such as "Kids' Sunday School" or "Sunday Night Youth". You will be able to use this kiosk again and again—whenever the groups associated with it have events scheduled.
4. For **Kiosk Type**, select **Group**.
5. Select **Only certain groups can check in to this kiosk**. You can also use **All groups...** It will make setup easier, but it will not be as secure.
6. If you selected **Only certain groups**, click **Add Group**, then select a group or ministry area you want covered by this kiosk. Think about all the classes or events you want to secure with the physical kiosk that will be at this location. If grades 1-6 will be secured by a single physical kiosk, you should create a kiosk that includes all those groups. More than one physical kiosk can use a single kiosk, but a single physical kiosk computer cannot use more than one kiosk at a time.



Choosing a ministry area means you can check in all the groups associated with it using this Realm kiosk. You can also click the expand arrow # next to a ministry area and choose individual groups.

7. Click the drop-down list under **Badge Template**, and select **Add New Badge Template**.
8. Give your template a name, like "K-5 Check-In Badge".
9. Select the information you want to appear on each badge. If you want to include a security ID that must be matched between parents and children at pickup time, be sure to select **Security ID**. The Security Badge section at the bottom is what will appear on the badge given to parents. The image(s) on the right side let you see how much info will fit on your badges.
10. If using badges, and you're connected to a running badge printer, click **Print test badge** to see if your forms are lined up.
11. Click **Save**.
12. Make any other selections you want to, then click **Save**



again.

The **Appearance** tab lets you customize the look of your kiosk screen.

# Launch Kiosks and Test Equipment

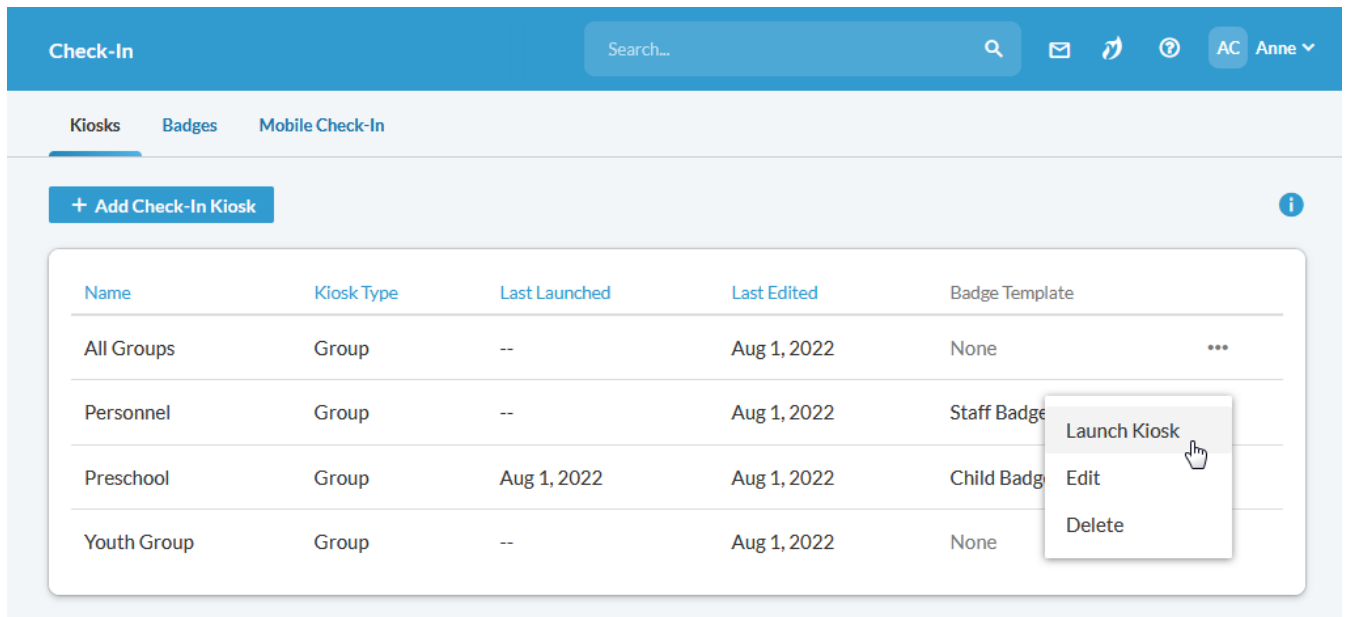
You'll want to test everything out and run through some practice check-ins before your first launch.

Set up your physical kiosk with any computers (make sure they have all the software described in Before you Start), label printers, and scanners.

To launch kiosks, you'll need either the **Manage Kiosks** or the **Launch Check-In Kiosks** permission among your responsibilities. If not, check with a person who manages at your .

With that said, let's give your check-in kiosks a try.

1. Start up your computers and label printers.
2. Open on the computers you'll be using.
3. If there is not an event scheduled for one of the groups covered by your kiosk, create one temporarily—for the current day and time—by going to the group's Event tab. Also, note the names of one or two members on the group Roster tab.
4. Click **Check-In**.
5. Point to the kiosk you set up in the previous section.
6. Click **...** that appears to the right. Note that you can launch, edit, and delete kiosks from here.
7. Select **Launch Kiosk**.



The screenshot shows the 'Check-In' interface. At the top, there is a search bar and user information 'AC Anne'. Below the search bar are tabs for 'Kiosks', 'Badges', and 'Mobile Check-In'. A '+ Add Check-In Kiosk' button is visible. The main content is a table with the following columns: Name, Kiosk Type, Last Launched, Last Edited, and Badge Template. The table contains four rows: 'All Groups', 'Personnel', 'Preschool', and 'Youth Group'. A context menu is open over the 'Personnel' row, showing options: 'Launch Kiosk', 'Edit', and 'Delete'.

Name	Kiosk Type	Last Launched	Last Edited	Badge Template
All Groups	Group	--	Aug 1, 2022	None
Personnel	Group	--	Aug 1, 2022	Staff Badge
Preschool	Group	Aug 1, 2022	Aug 1, 2022	Child Badge
Youth Group	Group	--	Aug 1, 2022	None


1. Select a check-in mode:

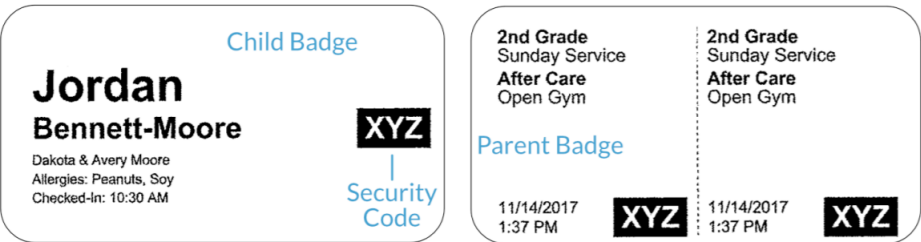
Check-In-Only. Parents and children will be able to check themselves in. Guests (attendees not on the roster of the event group) will not be allowed to check in.

Check-In & Sign-Up. Parents and children will be able to check themselves in. Guests will be allowed to check in.

Assisted Check-In & Dashboard. Staff or volunteers should monitor these kiosks. They will be able to check-in attendees and guests. They can also edit the information on an individual's check-in profile and assign check-in numbers.

Which mode(s) you choose depends on your preferences. Some only allow assisted check-in, others set up both types. That way, if attendees have trouble with self-check-in, they can visit an assisted kiosk for help.

2. Enter the group member's last or full name and click **Enter**.
3. At this point, you can also associate a barcode with this family. Click  **Family Barcode** and follow the onscreen instructions. Once scanned, the barcode can be used to speed up future check-ins for this family.
4. Select a specific attendee, if asked, and then select an event.
5. Click **Check In (number of) people**.
6. A confirmation message lets you know if the person has been checked in. A badge prints automatically at this time.

7. 

Information

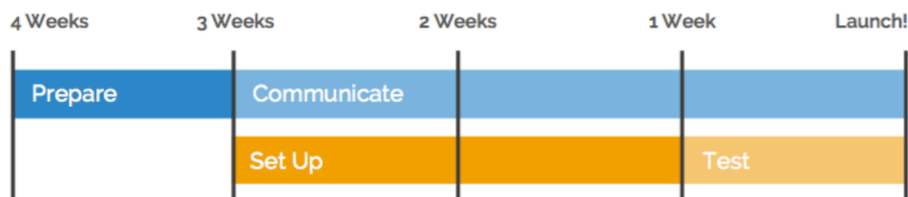
printed on the badge is selected during the kiosk setup. If needed, edit a kiosk to make changes to these and other selections.

8. Attach the first badge to the child and give the second to the parent or guardian. Be sure to match the security codes on each badge when adults arrive to pick up the kids.

Tips:

- 1—Some rely on BOTH security badges and a list of all children in a class or area. As each child is picked up, they are signed out to a guardian with a matching badge, and checked off the list.
- 2—Many customers recommend placing badges on children's backs where they can't easily remove them. For older children, some also use badge holders with lanyards.

## Timeline





# Checklist

4 Weeks Out	3 Weeks Out	2 Weeks Out	1 Week Out
_ Read the Implementation Guide	_ If it doesn't exist, create children's ministry group structure, along with the group events you'll use on check-in day	_ Install and test kiosk hardware	_ Verify the dates and times Realm lists for check-in events for all groups
_ Order all kiosk hardware	_ Configure kiosk settings	_ Create a test group event and try checking in some people	_ Conduct dress rehearsal with representative sample of families
	_ Announce transition to ministry staff and volunteers	_ Train staff and volunteers on test event	_ Send reminder communication to parents
	_ Invite staff and volunteers to appropriate groups and assign leader roles	_ Send reminder communication to parents	_ Post signs in the children's ministry area and hand out fliers to parents
	_ Announce transition to parents	_ Post signs in the children's ministry area and hand out fliers to parents	
	_ Post signs in the children's ministry area and hand out fliers to parents		

# Troubleshooting

Problem	Possible Cause
Can't check in attendee. "You are not scheduled for an event..." message.	<ul style="list-style-type: none"> <li>• There are no events scheduled at this time for the attendee's group.</li> <li>• The attendee is not a member of the group whose event is schedule.</li> </ul>
Badges won't print.	<ul style="list-style-type: none"> <li>• The printer or label maker you want to use is not specified as the default browser printer.</li> <li>• You have not downloaded and installed QZ Tray.</li> <li>• The check-in kiosk you are using is not set up to print badges. Edit the kiosk to make this change.</li> <li>• One of the windows used by Realm when printing badges is being suppressed by your browser's popup blocker. To fix this, add "onrealm.org" to the list of popups allowed by your browser.</li> <li>• QZ Tray is not turned on.</li> </ul>
Barcodes won't scan correctly.	<ul style="list-style-type: none"> <li>• Make sure the drivers for your scanner are installed.</li> <li>• Scanners automatically enter numbers into your computer very quickly. If your system is old or slow, it might not be able to keep up with the speed of the input.</li> </ul>

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If you have any questions or would like to speak with one of our experts, please give us a call at 1-800-669-2509.

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