

Philcon Registration Desk Staff Instructions

For many con attendees, we at Registration are the only Philcon Staff they directly interact with. We are the first face they see, and we set the tone for the weekend. Please always remember to be polite, *especially* when the person you're speaking to isn't. However, if you feel like the attendee you are speaking to is becoming abusive, you can hand them over to someone else. *Any* time you're feeling like you've got an issue bigger than you can handle, bump it up the chain. That's what we're here for.

Job Description: Greet people as they arrive at the convention. Check their photo ID, look up/create memberships in our database, update any contact information, and then, as appropriate: collect payment, print out and assemble their badge(s). Registration Staff need to be comfortable at a computer, decent typists, and able to converse comfortably with attendees, and comfortable with handling money.

The Registration Desk Layout: At the desk you will find:

- Chromebook: Your Point of Sale (POS) Terminal to access the Philcon Registration Atcon system.
- Badge Printer: A Dymo LabelWriter with the 'name' of the printer on a label on its side. This printer will be shared across one or more POS terminals.
- Credit Card Payment Device: A Square Terminal that will accept credit and debit cards as well as print credit card receipts. Depending on the shift, there may be one or two Square Terminals shared across the registration desk.

Log in with your Badge Number and password.

1. If the Chromebook POS terminal does not show the Philcon 2025 Registration Atcon screen
 - a. Access the site using the URL: <https://atcon.philcon.org>
2. If the POS terminal shows someone else logged in to your station, log them out by selecting the "Logout" menu item.



3. Log into the POS terminal

Philcon 2025 Atcon Login

User Badge Id:	21388
Password:	*****
Badge Printer:	rafferty0:Label_Printer_1
Receipt Printer:	None
Square Terminal:	Reg
Login	

- Use your badge number and password.
- Select the name of the Badge Printer closest to you. (look on the side of the printer for its name)
- Leave the receipt printer as ‘None’ if the line displays. You will be using the Square terminal printer to print receipts if necessary.
- Select the name of the Square terminal nearest you. (There is normally only one Square terminal shared for the entire desk. Its name is also on the side of the terminal.)

4. Once logged, in select the “Reg Cashier” menu option from the menu bar

Philcon 2025 Atcon Login

Reg Cashier Change Password Logout

User: Michele (21388)
 Badge: rafferty0:Label_Printer_1 Chg
 Receipt: None
 General: None
 Terminal: Reg

- If you ever need to change your printer or terminal selection, you can access the printer select screen using the “Chg” gray box in the upper right next to the Badge printer’s name.
- When you are done, you logout using the “Logout” menu item.

The POS Reg Cashier Screen

The Reg Cashier screen is divided into two main areas:

Philcon 2025 Point of Sale (cashier)				User: Michele (21388) Badge: rafferty0:Label_Printer_1 Chg Receipt: None General: None Terminal: Reg			
Reg Cashier Change Password Logout							
Find	Add/Edit	Review Data	Payment	Print Badges	Member	Price	Paid
Find record for person				Total: \$0.00 \$0.00			
Search for: Name/Portion of Name, Person (Badge) ID or Transl <input type="button" value="Find Unpaid Transactions"/> <input type="button" value="Find Record"/> Search Results							

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- The left side is the data entry side. It is used for:
 - Searching for people in the database

- Viewing search results and selecting the customer from those search results
 - Adding new people to the database
 - Reviewing and updating people's data
 - Paying for memberships
 - Printing badges
- b. The right side is the current cart. It shows people and their memberships in this transaction. It also shows the payments made against this transaction.

The screen should look like the one above before starting with a new customer. If it still shows the prior customer, click "Start Over" to abandon the prior customer, or "Next Customer" if shown to move on to this new customer.

Customer Check-in/Purchases

1. Ask the member for their photo ID. In the "Search for:" field, type a portion of the name (ex: for Flappy Flapowitz, try typing "fl flap" - note that the letters picked do NOT have to be full words) and press enter or click "Find Record". You can also search by badge number for people who are upgrading and already have a printed badge with the badge number on it.

The screenshot shows the Philcon 2025 Registration Atcon POS (cashier) interface. At the top, there is a blue header bar with the title "Philcon 2025 Registration Atcon POS (cashier)" and user information: "User: Michele (21388)", "Badge: rafferty0:Label_Printer_1 [Chg]", "Receipt: None", "General: None", and "Terminal: regtest". Below the header, there is a navigation menu with buttons for "Reg Cashier", "Change Password", and "Logout". The main area has tabs for "Find", "Add/Edit", "Review Data", "Payment", and "Print Badges". A search bar contains the text "fl flap". Below the search bar, there are buttons for "Find record for person", "Find Unpaid Transactions", and "Find Record". A "Search Results" section displays a single match with the following details:

	Member	Price	Paid
Total:	\$0.00	\$0.00	

Add to Cart

Person ID: 23278
 Badge Name: Flappy Flapowitz
 Name: Flappy Testuser Flapowitz
 Pronouns:
 Legal Name: Flappy Testuser Flapowitz
 Address: 123 Chestnut St
 Philadelphia, PA 19103
 Email Address: flappy@unknown.domain
 Phone:
 Policies: Active: Y conduct: Y marketing: Y
 Membership Type: General [Adult [18+ years old]]

1 members found

- a. In the Search Results, if only one person matches and it is the right person, click the green "Add to Cart" button.

- b. If more than one match is found, look for the correct person on one of the rows.

The screenshot shows a web-based registration system for Philcon 2025. At the top, there's a blue header bar with the title "Philcon 2025 Registration Atcon POS (cashier)". Below the header, there are navigation links: "Reg Cashier", "Change Password", and "Logout". On the right side of the header, user information is displayed: "User: Michele (21388)", "Badge: rafferty0:Label_Printer_1 Chg", "Receipt: None", "General: None", and "Terminal: regtest".

The main area is a search interface. At the top left, there are buttons for "Find", "Add/Edit", "Review Data", "Payment", and "Print Badges". Below these is a search bar with the placeholder "Find record for person" containing the text "fl flap". To the right of the search bar, there are buttons for "Member", "Price", and "Paid". Further right, it shows "Total: \$0.00" and "Paid: \$0.00".

Below the search bar is a "Search for:" input field with the value "fl flap". Underneath are two buttons: "Find Unpaid Transactions" and "Find Record".

The central part of the screen is titled "Search Results". It features a table with columns: Cart, Full Name, Badge Name, Zip, Email Address, Reg, and Nt. There are two rows of search results:

Cart	Full Name	Badge Name	Zip	Email Address	Reg	Nt
Add	Flappy Testuser Flapowitz	Flappy Flapowitz	19103	flappy@unknown.do...	General [A...]	
Add	Flippy Testuser Flapowitz	Flapowitz	19103	flippy@unknown.dom...	No Primary...	

At the bottom of the search results area, a green bar indicates "2 members found".

- c. If you need to refine the search results further, use the search boxes in the results columns.
- d. When you find the correct, row click the green “Add” button to select that person.
2. If no entry shows up, please be SURE that they aren't in our system. Ask if they have pre-registered or attended Philcon before, and if they have, try alternate names or alternate spellings/misspellings/typos/middle name/etc. Our database goes back several years, so if they say they haven't attended in a while, they still might be in our system!

3. If you are completely certain they have not attended before, click "Add/Edit". Fill out the information and click "Add to Cart"

Philcon 2025 Registration Atcon POS (cashier)

Reg Cashier Change Password Logout

Find **Add/Edit** Review Data Payment Print Badges

Add New Person and Membership

★First Name Middle Name Last Name Suffix

Legal Name: for checking against your ID. It will only be visible to registration staff.

Badge Name (optional)

Pronouns

★Address

Company/2nd Address line

Country

★City ★State: U.S./CAN 2-letter abv. ★Zip/Postal Code

Phone

★Email ★Confirm Email

★I agree to the convention's code of conduct as listed at [Philcon Policies](#) 

Please send me convention announcements. If you uncheck this box, you will receive only essential communications such as receipts and attendance information. 

Add to Cart **Clear Add Person Form**

Note: all fields with a ★ in front of them are required. Refused values should have '/r' entered for the value. But please try to get an email address.

4. Add any additional people through the same process, until all members on the transaction appear in the cart on the right-hand side of the screen.

5. If any of the people in the cart are missing a membership (says "Non Member" in cyan), select the Add/Edit Memberships button to add a membership.

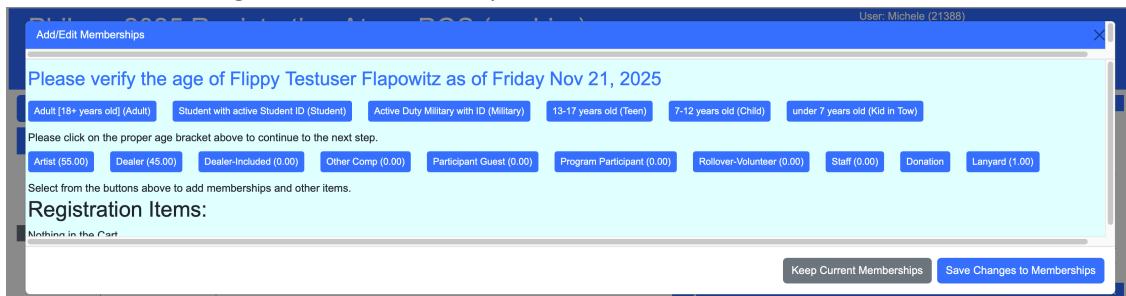
Member	Price	Paid
Member: (23278) Flappy Testuser Flapowitz	Edit	Remove
Badge Name: Flappy Flapowitz		
Add/Edit Memberships		
Pd General [Adult [18+ years old]] Notes:1	70.00	70.00
Non Member: (23279) Flippy Testuser Flapowitz	Edit	Remove
Badge Name: Flapowitz		
Add/Edit Memberships		
Total:	\$70.00	\$70.00

Payment	Code	Amount
prior payments not in this session		70.00
Payment Total:		\$70.00

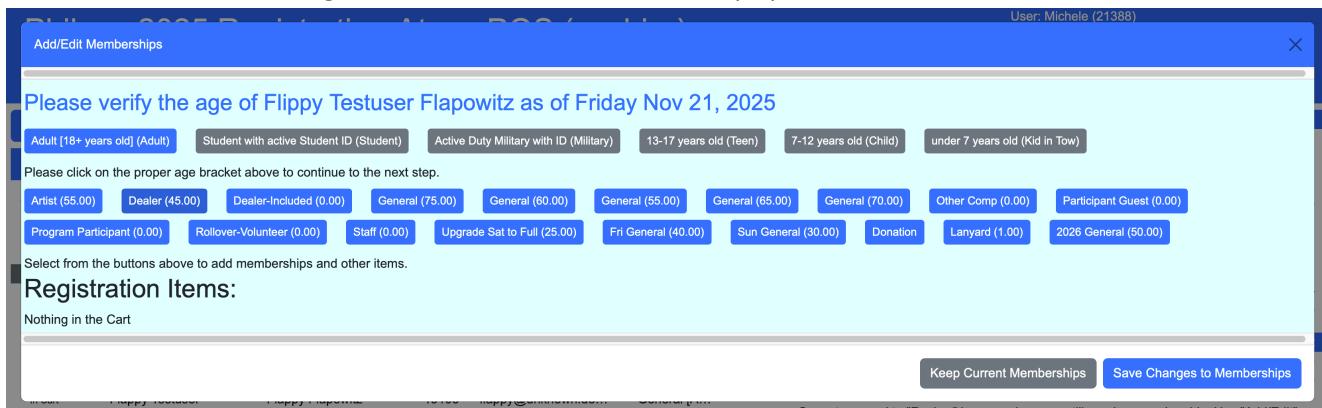
Cannot proceed to "Review" because 1 person still needs a membership. Use "Add/Edit" button to add memberships for them or "Remove" button to take them out of the cart.

Start Over

6. The Add/Edit Memberships popup window will guide you through adding the memberships. Choose the Age by clicking on one of the blue age buttons on the top row. If they already have a membership, this might be pre-selected with the age of that membership.



Then select one or more of the membership buttons shown on the bottom row(s). As you select a membership the available buttons will change based on additional memberships you can select for them.



If you make a mistake, the remove button will take that one out of the card and let you choose other ones.

The screenshot shows a modal window titled "Add/Edit Memberships". At the top right is the text "User: Michele (21388)". The main content area displays a message: "Please verify the age of Flippy Testuser Flapowitz as of Friday Nov 21, 2025". Below this are several buttons for age categories: "Adult [18+ years old] (Adult)", "Student with active Student ID (Student)", "Active Duty Military with ID (Military)", "13-17 years old (Teen)", "7-12 years old (Child)", and "under 7 years old (Kid in Tow)". A note says "Please click on the proper age bracket above to continue to the next step." Below these are buttons for "Upgrade Sat to Full (25.00)", "Donation", "Lanyard (1.00)", and "2026 General (50.00)". A section titled "Registration Items:" lists a single item: "Actions" (Remove), "Status" (in-cart), "Price" (75.00), "Paid" (0), and "Membership" (General Adult [18+ years old]). At the bottom are buttons for "Keep Current Memberships" and "Save Changes to Memberships".

7. Then offer them next year's memberships or any add-ons such as lanyards or a donation. Donations are a variable priced item, so ask them how much. Fill in the amount and select "Set Amount". If the amount is below the donation limit it will prompt you to fix that issue.

The screenshot shows a modal window titled "How Much?". It contains a text input field with the placeholder "How much for Donation? | How Much?". At the top right is the text "User: Michele (21388)". Below the input field are buttons for "Cancel" and "Set Amount". The background of the modal shows the same "Add/Edit Memberships" interface as the previous screenshot, including the age verification message and the "Registration Items:" table.

8. Then click "Save Changed to Memberships" to return to the cart.

The screenshot shows the "Add/Edit Memberships" dialog box again. The "How Much?" dialog has been closed. The "Membership" row now includes a "Donation" entry with a price of 20.00. The "Actions" column for this row shows "Remove" and "Remove". The "Status" is "in-cart", "Price" is 75.00, and "Paid" is 0. The "Membership" is "General Adult [18+ years old]" and "Donation". The bottom buttons are "Keep Current Memberships" and "Save Changes to Memberships".

9. When you have completed adding items to the card and are ready to proceed, then click "Review Data"

Philcon 2025 Registration Atcon POS (cashier)

User: Michele (21388)
Badge: rafferty0:Label_Printer_1 Chg
Receipt: None
General: None
Terminal: regtest

Find	Add/Edit	Review Data	Payment	Print Badges	Member	Price	Paid
Find record for person					Member: (23278) Flappy Testuser Flapowitz	Edit	Remove
Search for: flap					Badge Name: Flappy Flapowitz		
					Add/Edit Memberships		
					Pd General [Adult [18+ years old]] Notes:1	70.00	70.00
					Member: (23279) Flippy Testuser Flapowitz	Edit	Remove
					Badge Name: Flapowitz		
					Add/Edit Memberships		
					Upd General Add Note	75.00	0.00
					Upd Donation Add Note	20.00	0.00
					Total:	\$165.00	\$70.00
					Payment	Code	Amount
					prior payments not in this session		70.00
						Payment Total:	\$70.00
					Review Data	Start Over	
Cart	Full Name	Badge Name	Zip	Email Address	Reg	Nt	
In Cart	Flappy Testuser Flapowitz	Flappy Flapowitz	19103	flappy@unknown.d...	General [A...]		
In Cart	Flippy Testuser Flapowitz	Flapowitz	19103	flippy@unknown.dom...	No Primary...		

10. Turn the screen around and confirm with the member(s) that all contact information is correct and update as needed. Please check all information, especially **Badge Name**, a **Phone Number** that will be on site in case of emergencies, and a valid **Email Address**. Empty fields show the purpose of that field in light text. If they do not wish to provide information for a field, enter '/r'. Once you've made any corrections, click "Update All". If there are no corrections to make, click "No Changes".

Philcon 2025 Registration Atcon POS (cashier)

User: Michele (21388)
Badge: rafferty0:Label_Printer_1 Chg
Receipt: None
General: None
Terminal: regtest

Find	Add/Edit	Review Data	Payment	Print Badges	Member	Price	Paid
Membership: General [Adult [18+ years old]]					Member: (23278) Flappy Testuser Flapowitz		
Flappy	Testuser	Flapowitz	Suffix		Badge Name: Flappy Flapowitz		
Flappy Testuser Flapowitz					Pd General [Adult [18+ years old]]	70.00	70.00
Flappy Flapowitz					Member: (23279) Flippy Testuser Flapowitz		
Pronouns					Badge Name: Flapowitz		
flappy@unknown.domain					Upd General	75.00	0.00
123 Chestnut St					Upd Donation	20.00	0.00
2nd line of Address (if needed, such as company)					Total:	\$165.00	\$70.00
Philadelphia	PA	19103	United States		Payment	Code	Amount
conduct: <input checked="" type="checkbox"/>	marketing: <input checked="" type="checkbox"/>				prior payments not in this session		70.00
						Payment Total:	\$70.00
Membership: General							
Flippy	Testuser	Flapowitz	Suffix				
Legal Name: defaults to first middle last suffix							
Flapowitz							
Pronouns							
flippy@unknown.domain							
123 Chestnut St							
2nd line of Address (if needed, such as company)							
Philadelphia	PA	19103	United States				
conduct: <input checked="" type="checkbox"/>	marketing: <input checked="" type="checkbox"/>						
					Update All	No Changes	

11. If payment is required, you will be presented with the payment screen. For any transaction we can accept cash or checks. For transactions over \$15.00 we can accept credit cards. (IE: if they only added on lanyards, they need to pay cash for the lanyards.

Philcon 2025 Registration Atcon POS (cashier)

User: Michele (21388)
 Badge: rafferty0:Label_Printer_1 Chg
 Receipt: None
 General: None
 Terminal: regtest

Member	Price	Paid
Member: (23278) Flappy Testuser Flapowitz		
Badge Name: Flappy Flapowitz		
Pd General [Adult [18+ years old]]	70.00	70.00
Member: (23279) Flippy Testuser Flapowitz		
Badge Name: Flapowitz		
Upd General [Adult [18+ years old]]	75.00	0.00
Upd Donation [All Ages]	20.00	0.00
Total:	\$165.00	\$70.00
Payment	Code	Amount
prior payments not in this session		70.00
Payment Total:		\$70.00
Void		

Find Add/Edit Review Data Payment Print Badges

New Payment Transaction ID: 3450

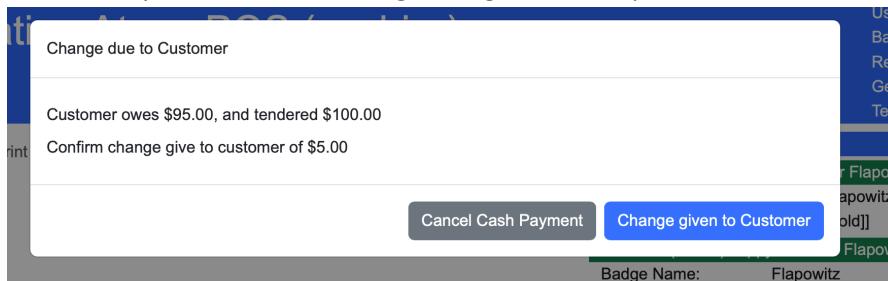
Order Total: \$95.00
 NJ Sales Tax: \$0.00
 Amount Due: \$95.00
 Payment Type: Credit Card Terminal Check Cash
 Description:
 Select Payor: Flappy Testuser Flapowitz 
 Payor Email: flappy@unknown.domain
 Payor Phone: Enter payor's phone number

Confirm Pay **Void**

Order #s9gNVw1Rm2fTA7x3mTAcxCBSL5RZY created.

a. Select the type of payment:

- i. Credit Card Terminal for use of a credit card. Make sure the terminal is not in use before you click "confirm pay". If another user is using the terminal, ask the person to wait for them to complete. Once the terminal is free, you can place it in front of the user so they can see it, and this will also make it obvious to other registration stations that it will be in use shortly. An available Square terminal will display the Philcon 2025 splash screen when it is idle and available.
- ii. Check: The user is going to present you with a personal check. The system will prompt you for the check number. Make sure the name printed on the check matches one of the people being registered (or at least their guardian if it's a teenager)
- iii. Cash: The system will prompt you for the amount of the cash tendered ("Amt Tendered"). It will then make you confirm the change was given to the person if the cash is not exactly what is due.



b. Press "Confirm Pay" to start the payment transaction.

- i. Cash and Check payments will go to the receipt screen once confirmed by the system.

- ii. Credit Card Payments will display the card on the terminal and the screen will show:

[Find](#) [Add/Edit](#) [Review Data](#) **Payment** [Print Badges](#)

New Payment Transaction ID: 3450

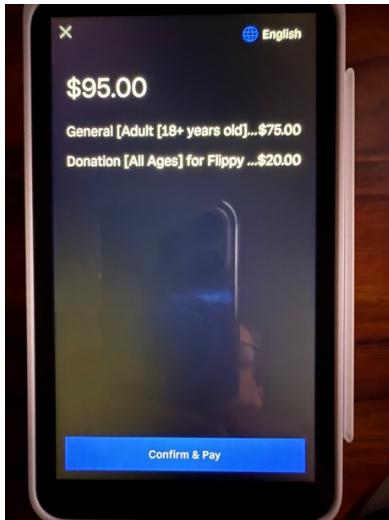
Order Total:	\$95.00
NJ Sales Tax:	\$0.00
Amount Due:	\$95.00
Payment Type:	<input checked="" type="radio"/> Credit Card Terminal <input type="radio"/> Check <input type="radio"/> Cash
Description:	<input type="text"/>
Select Payor:	Flappy Testuser Flapowitz <input type="button" value=""/>
Payor Email:	flappy@unknown.domain
Payor Phone:	<input type="text"/> Enter payor's phone number

[Confirm Pay](#)

[Payment Complete](#) [Cancel Payment](#)

Payment request sent to terminal regtest,
click "Payment Complete" when payment has been made or "Cancel Payment" to cancel the request.

- The terminal will display the transaction



- And your screen will display:

New Payment Transaction ID: 3450

Order Total:	\$95.00
NJ Sales Tax:	\$0.00
Amount Due:	\$95.00
Payment Type:	<input checked="" type="radio"/> Credit Card Terminal <input type="radio"/> Check <input type="radio"/> Cash
Description:	<input type="text"/>
Select Payor:	Flappy Testuser Flapowitz <input type="button" value=""/>
Payor Email:	flappy@unknown.domain
Payor Phone:	<input type="text"/> Enter payor's phone number

[Confirm Pay](#)

[Payment Complete](#) [Cancel Payment](#)

Payment request sent to terminal regtest,
click "Payment Complete" when payment has been made or "Cancel Payment" to cancel the request.

Hand the terminal to the user and have them process click “Confirm & Pay” and then follow the prompts to insert or tap their credit card. Once the transaction is complete, they can select to email or print a receipt. Once they have completed their payment have them hand the terminal back to you. At that point the terminal once again should be idle and display the splash screen.

If they make a mistake have them hit cancel, and you can reprocess the payment.

You have 5 minutes for them to complete the payment before it times out. You can always retry the payment if there are issues.

Once the payment is complete press the “Payment Complete” button to proceed to the receipt screen. If that returns a red error screen such as:

New Payment Transaction ID: 3450

Order Total:	\$95.00
NJ Sales Tax:	\$0.00
Amount Due:	\$95.00
Payment Type:	<input checked="" type="radio"/> Credit Card Terminal <input type="radio"/> Check <input type="radio"/> Cash
Description:	<input type="text"/>
Select Payor:	Flappy Testuser Flapowitz <input type="button" value="▼"/>
Payor Email:	<input type="text"/> flappy@unknown.domain
Payor Phone:	<input type="text"/> Enter payor's phone number
<input type="button" value="Confirm Pay"/>	

The terminal cancelled the payment due to TIMED_OUT
If the customer still wishes to pay for the transaction, please click pay again to start a new payment session with the terminal

you can always try “Confirm Pay” again or ask for assistance.

- c. Once paid, offer the customer a receipt, either by email or printed. The print Receipt for terminal mode will print the receipt on the credit card terminal.

Philcon 2025 Registration Atcon POS (cashier)

Reg Cashier Change Password Logout

Find Add/Edit Review Data **Payment** Print Badges

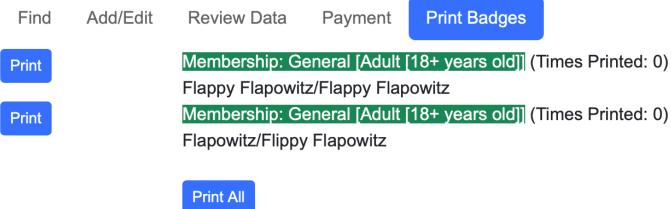
Email receipt to:
 flappy@unknown.domain
 flappy@unknown.domain

Email Receipt **Print Receipt**

User: Michele (21388) Badge: rafferty0:Label_Printer_1 Chg Receipt: None General: None Terminal: regtest	Member	Price	Paid
	Member: (23278) Flappy Testuser Flapowitz Badge Name: Flappy Flapowitz Pd General [Adult [18+ years old]]	70.00	70.00
	Member: (23279) Flippy Testuser Flapowitz Badge Name: Flapowitz Pd General [Adult [18+ years old]] Pd Donation [All Ages]	75.00 20.00	75.00 20.00
	Total:	\$165.00	\$165.00
	Payment	Code	Amount
	prior payments not in this session		70.00
	cash		95.00
		Payment Total:	\$165.00
		Next Customer	

1 payment added.

12. Once paid click “Print Badges”. If the badges were already paid for, and no payment was necessary, the payment screens are skipped, and you are taken directly to “Print Badges”.



Select “Print All” to send the badges to the printer you selected. It may take a short bit for the badges to print, so do not click it again, especially if it says that the badges printed. Seek assistance for a printer not functioning correctly.

13. Assemble any printed badges, hand them to the member, and direct them to the table with Registration materials (Program book, schedule grid, and other goodies).

14. Click “Next Customer” to be ready for the next member.

Notes:

- If they want to pick up someone else’s badge that has already been paid for, they may do so **ONLY** if they have a photo ID of the person whose badge they want to pick up. Enter the person picking up badges **FIRST**. Please confirm that they have a valid cell phone number in their contact information so that we can contact them if there are any problems. Anyone wanting an exception **MUST** see the Help Desk.
- For **CHILD** and **KID-IN-TOW** badges: Make sure we have a parent’s phone number in our database in case of emergencies!
- If someone does not want to provide a piece of contact info, enter as “/”.
- If there are ANY problems, concerns, unhappy members, or weirdness, direct the member to the Help Desk or grab one of the Registration Staff.

Upgrades and Year Ahead Memberships:

When can Year Ahead memberships be purchased? How?

Right now! On the check-in screen, look up the member’s name (or badge number if they already have their badge) and click “Add”. On the right hand menu, click the “Add/Edit Memberships” button for that person and click on the next years membership button. Complete the transaction and enter the payment information. Of course, you cannot print year-ahead badges.

Can I upgrade my one-day badge to a full weekend? Can I upgrade my Friday only to a Saturday only?

One day badges can easily be upgraded to a full weekend membership! Look up the member's name or badge number and click "Add". Then use the "Add/Edit Memberships" button to add an Upgrade Membership. Then complete the transaction and print the new badge label. Paste the new label on top of their old label.

One day badges CANNOT be upgraded into another one day badge. They can purchase separate one day badges, but the cost works out that they pay the same or save money by upgrading to Full Weekend membership.