

## Self Check-In App Staff Guide

### Big Trees Village Rec Center Check In

Please check in using your phone number, email, or lot number

🏠 Lot #

📞 Phone

✉ Email

🔍 Enter email address

🔍 Search

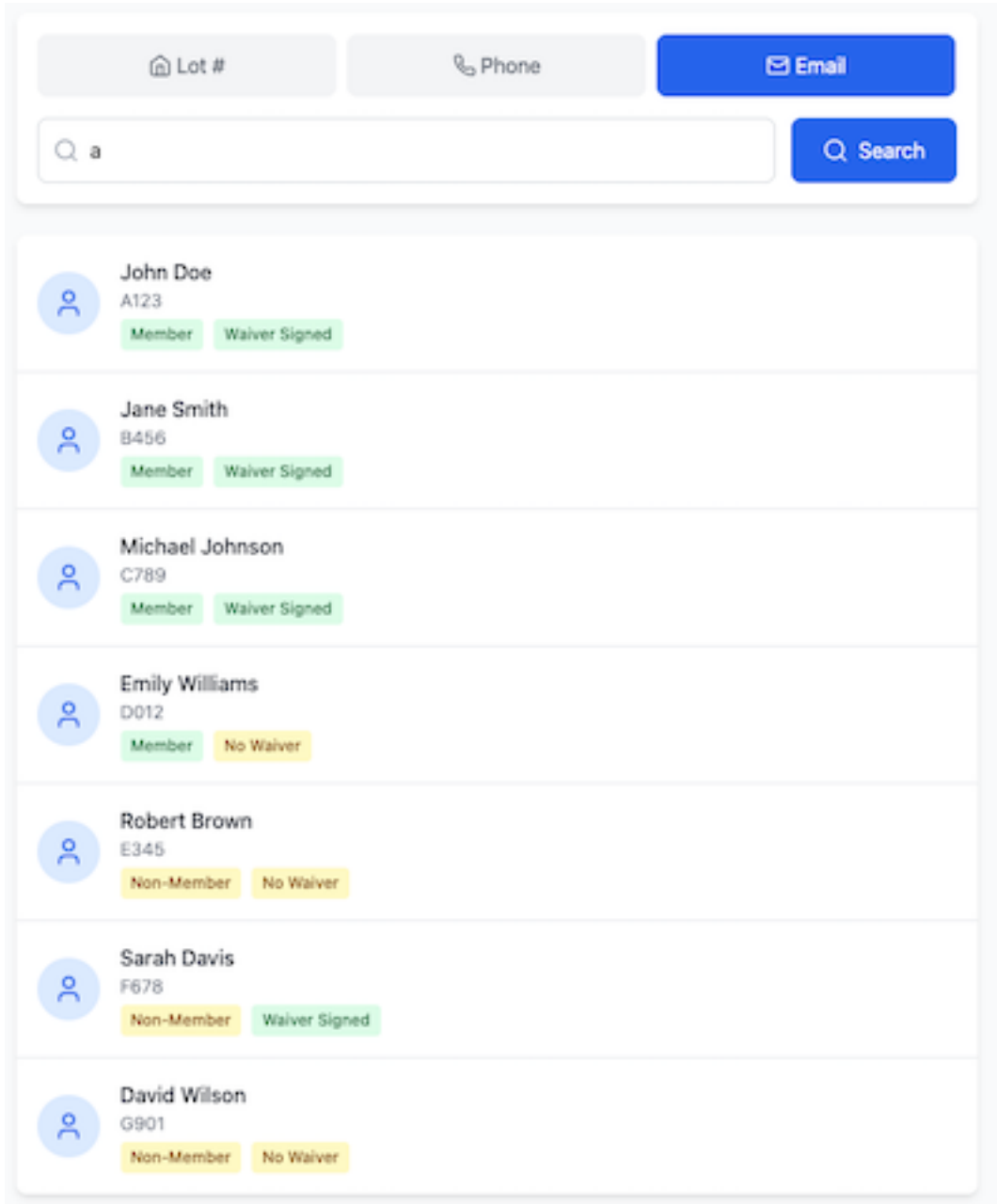
Enter in 3 or more characters then search, results will appear here

Figure 0: Home page of the Self Check-In App

## 1. UI Walkthrough

### Main Search Page

- **Search Options:** Phone, Email, or Lot number search
- **Search Button:** Initiates customer lookup
- **Results List:** Displays matching customers for selection



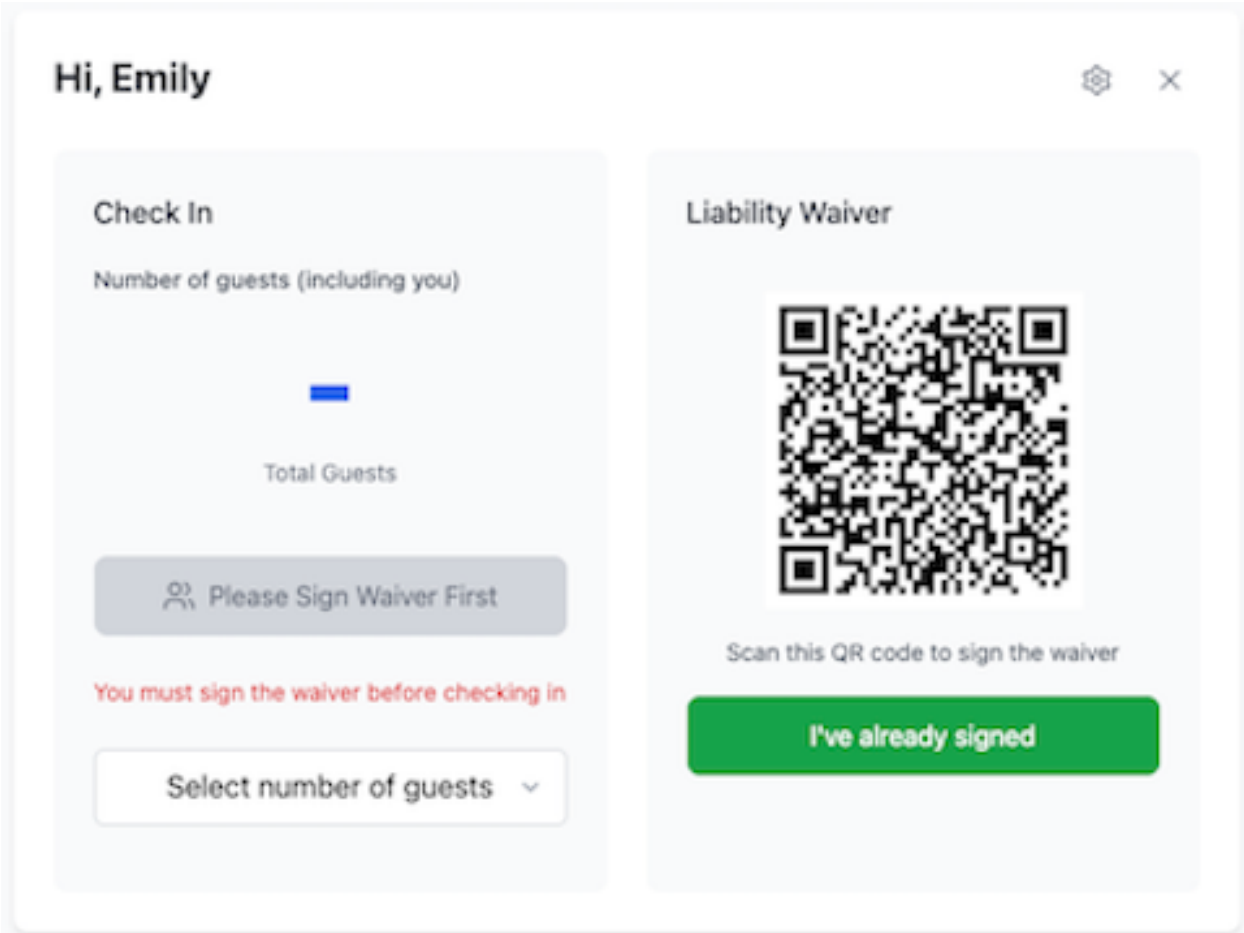
The image shows a web interface for searching customers. At the top, there are three tabs: 'Lot #' (selected), 'Phone', and 'Email'. Below the tabs is a search input field containing the letter 'a' and a magnifying glass icon. To the right of the input field is a blue 'Search' button with a magnifying glass icon. Below the search bar is a list of seven customer results, each with a profile icon, name, ID, and status tags.

Name	ID	Member Status	Waiver Status
John Doe	A123	Member	Waiver Signed
Jane Smith	B456	Member	Waiver Signed
Michael Johnson	C789	Member	Waiver Signed
Emily Williams	D012	Member	No Waiver
Robert Brown	E345	Non-Member	No Waiver
Sarah Davis	F678	Non-Member	Waiver Signed
David Wilson	G901	Non-Member	No Waiver

Figure 1: Main Search Interface

## Check-In Page

**Waiver Signing** If the customer hasn't signed the waiver yet, they'll see this screen with a QR code to scan and sign. Once they have signed it, click the "I've already signed" button to proceed:



The screenshot shows a mobile application interface for a check-in process. At the top, it says "Hi, Emily" with a settings gear icon and a close "X" icon. The main content is divided into two panels. The left panel, titled "Check In", contains a label "Number of guests (including you)", a blue progress bar, the text "Total Guests", a grey button with a person icon and the text "Please Sign Waiver First", a red error message "You must sign the waiver before checking in", and a dropdown menu labeled "Select number of guests". The right panel, titled "Liability Waiver", features a large QR code, the instruction "Scan this QR code to sign the waiver", and a prominent green button labeled "I've already signed".

Figure 2a: Sign the waiver by scanning the QR code

**Guest Selection** If the customer has already signed the waiver, they'll see this screen and can select the number of guests they are bringing from the "Select Number of Guests" dropdown list:

Hi, John

Check In

Number of guests (including you)

Total Guests

Please Select Number of Guests

Select number of guests

Waiver Already Signed

You have previously signed the liability waiver, Thank You!

Figure 2b: Waiver is signed, ready for guest selection

The screen will update to show their selection, and can click Check In Now to complete the process:

Hi, John



### Check In

Number of guests (including you)

10

Total Guests

 Check In Now

10 Guests



### Waiver Already Signed

You have previously signed the liability waiver, Thank You!

### 3. Troubleshooting

#### Common Issues

##### Customer Marked as Non-Member

- Verify customer is in “Membership 2025” Square segment by visiting: Square Customer Directory - Membership 2025
- If customer should be a member, contact management to update the customer in Square

##### Waiver Status Issues

- **Not Showing as Signed:**
  - If waiver was signed but not showing as such:
    1. Search for the customer manually
    2. Click the gear icon to open Admin Panel
    3. Review customer information from Square
    4. Click the check mark (☑) button to set waiver as signed:

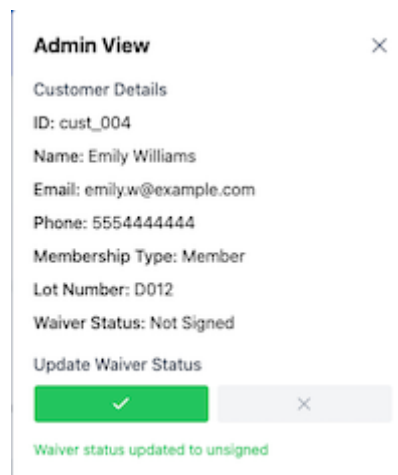


Figure 2: Check Mark Button

- **Incorrectly Showing as Signed:**
  - Verify customer identity
  - To reset waiver status:
    1. Search for the customer manually
    2. Click the gear icon to open Admin Panel
    3. Review customer information from Square
    4. Click the X button to clear waiver status:

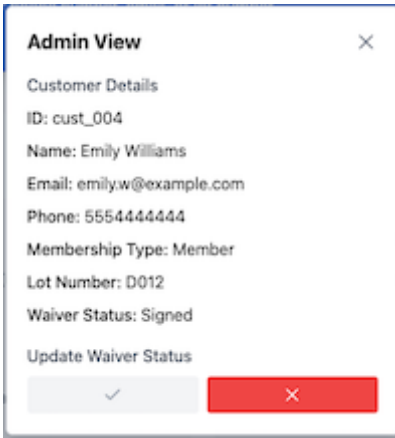


Figure 3: X Button

## 4. Activity Logs

### Accessing Logs

Logs can be accessed in several ways depending on the environment:

#### 1. Windows Application

- Open Windows Event Viewer
- Navigate to: Windows Logs > Application
- Filter for events from “Rec Center Check-in” application
- Logs are also visible in the application’s console window if running in windowed mode

### Log Types

The application logs the following types of events: - Search events - Check-in events - Waiver status changes  
- Error messages and exceptions - Square API interactions

### Example Log Lines

#### Customer Search

```
2024-03-15T14:30:22.123Z [ SEARCH ] Type: phone, Query: 5551234567
2024-03-15T14:30:22.234Z [ SEARCH RESULT ] Found 2 customers
```

#### Check-In Events

```
2024-03-15T14:35:00.456Z [ CHECK-IN ] Customer ID: ABC123, Guest Count: 2, First Name: John, Last N
```

#### Error Messages

```
2024-03-15T14:36:00.789Z [ ERROR ] Failed to search customers: Network error
2024-03-15T14:37:00.123Z [ ERROR ] Failed to update waiver status: Invalid customer ID
```

### Log Pattern Guide

- Timestamp format: YYYY-MM-DDTHH:mm:ss.sssZ
- Action types in brackets: [ ACTION ]
- Customer IDs are alphanumeric
- Error messages include specific error details

## **Troubleshooting**

- For application errors, check Windows Event Viewer first
- For Square API issues, look for logs containing “[ ERROR ]” or “Square API”
- For check-in issues, search for logs containing “[ CHECK-IN ]”