Self Check-In App Staff Guide

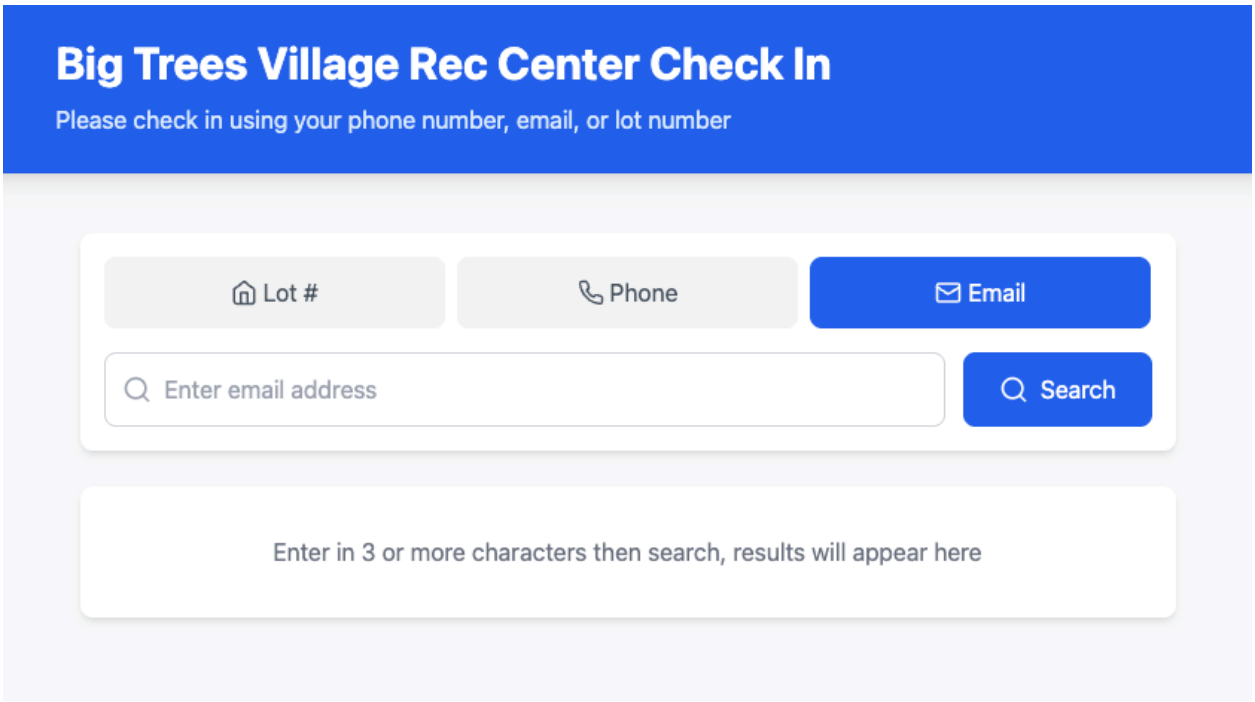


Figure 0: Home page of the Self Check-In App

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

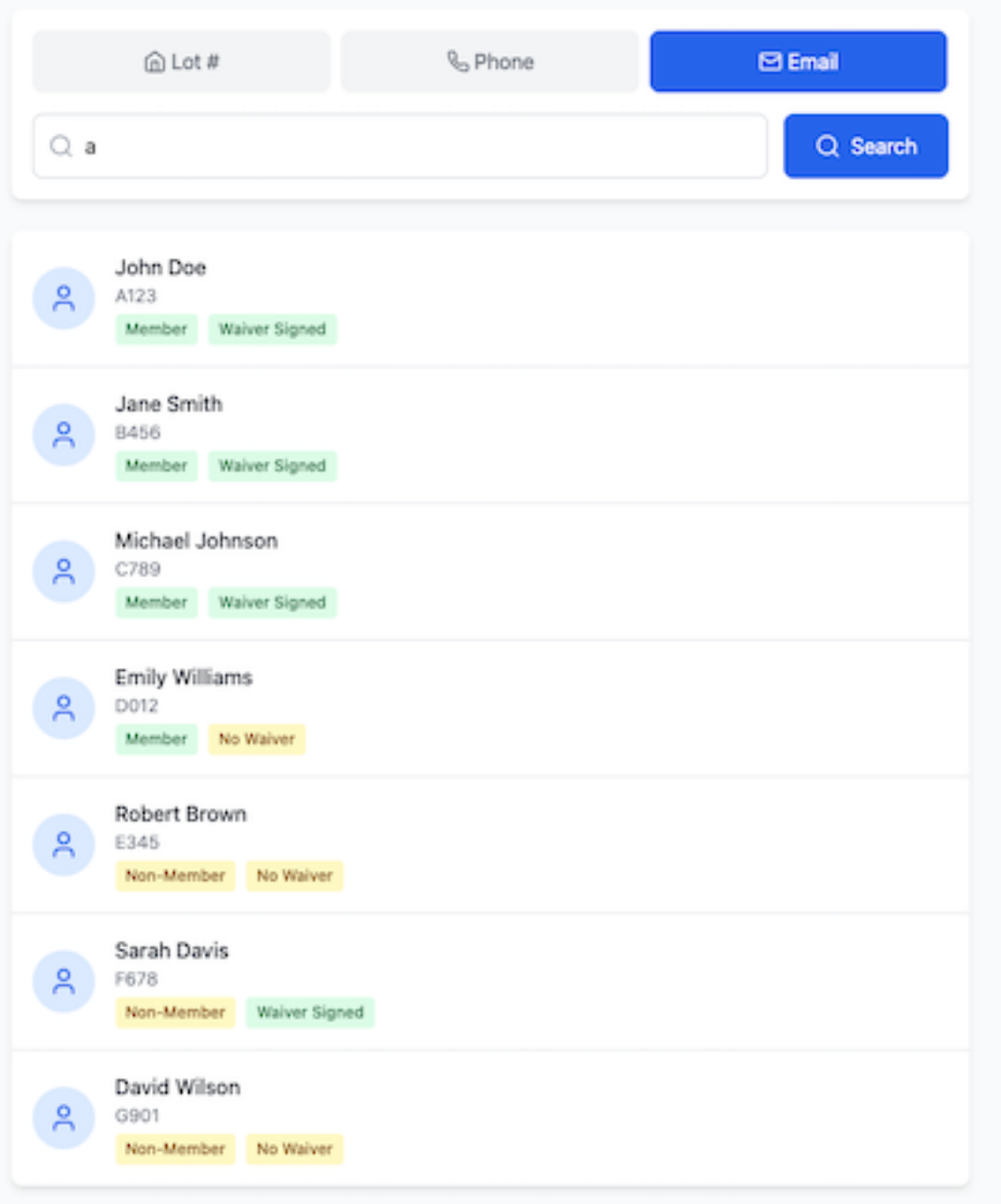


Figure 1: Main Search Interface

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:

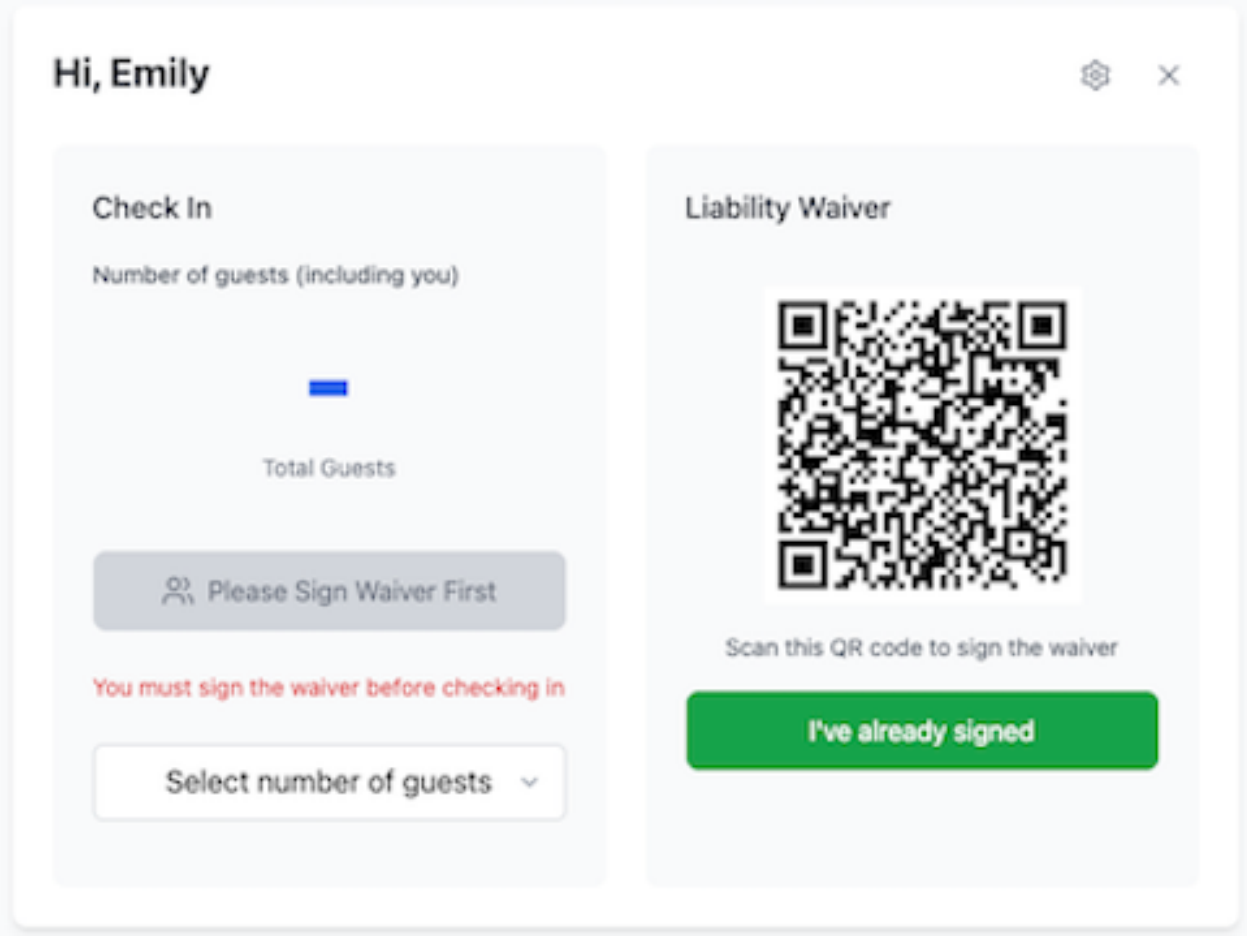


Figure 2a: Sign the waiver by scanning the QR code

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:

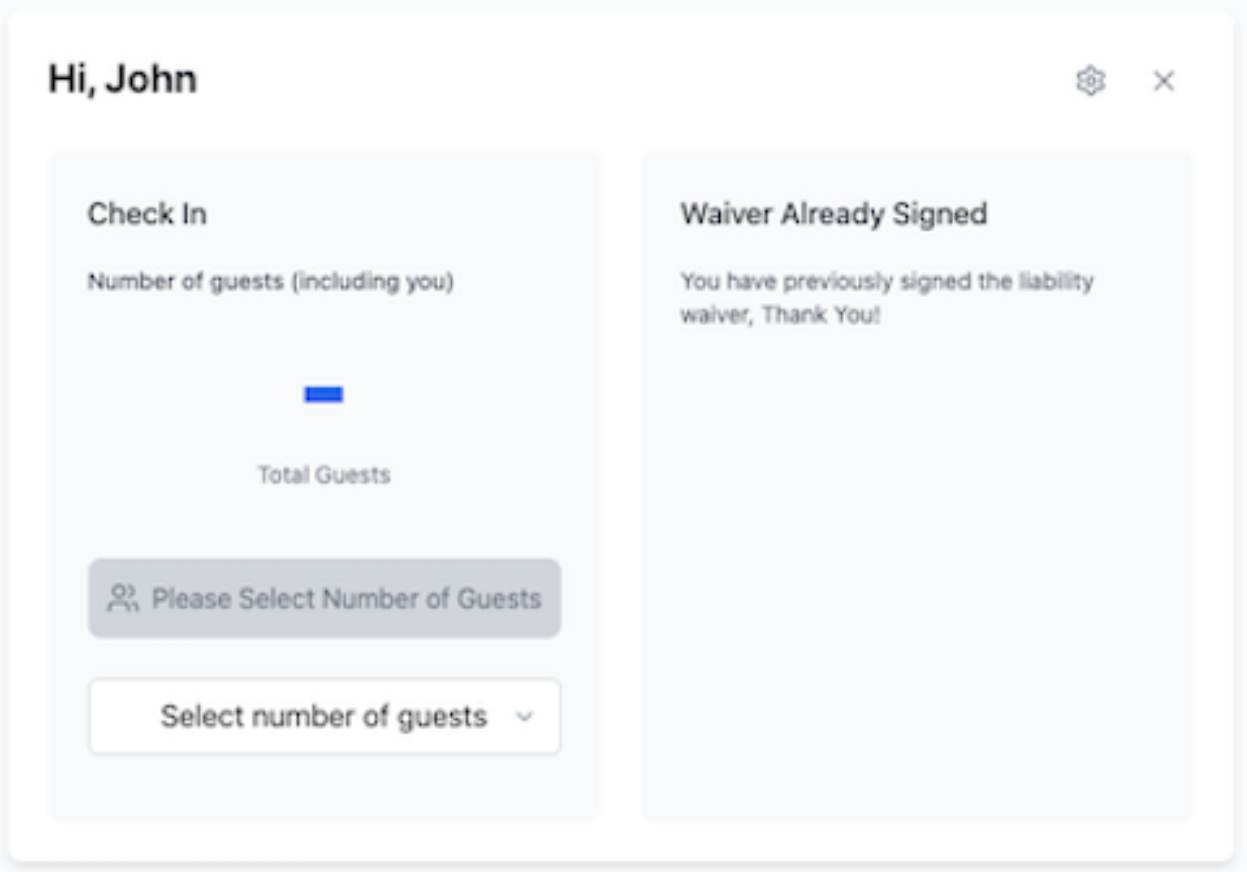
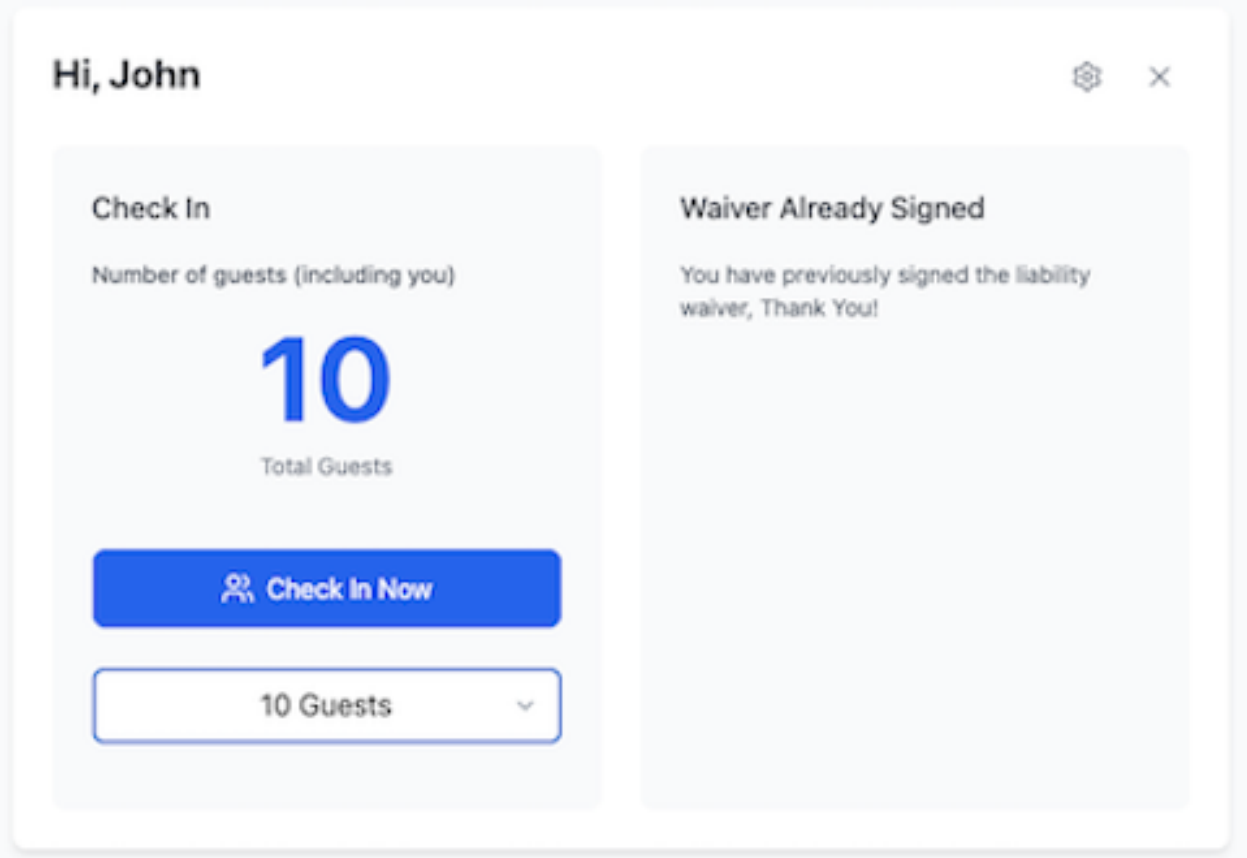


Figure 2b: Waiver is signed, ready for guest selection

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:

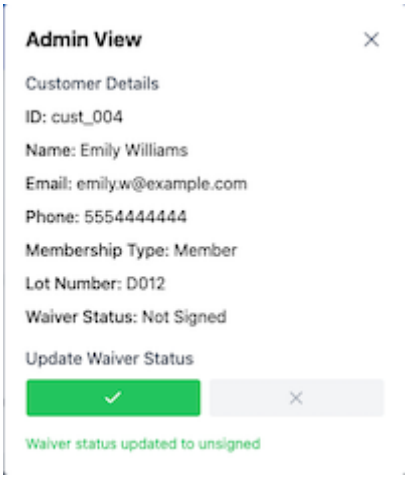


Figure 2: Check Mark Button

- **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:

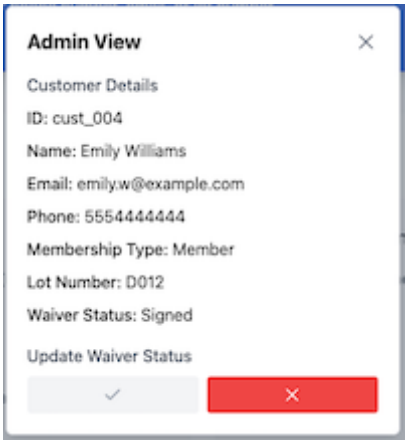


Figure 3: X Button

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]”