

Club Speed iPad Registration Kiosk

Setup & Troubleshooting Guide – MokiTouch 2 App

This guide will walk you through how to install and operate Club Speed's new *iPad Registration Kiosk* application using the MokiTouch 2 iPad App, which allows racers to quickly get through registration (either from scratch or via snappy Facebook integration) in order to hurry on over to the track!

Overview

1. Installation on the Club Speed Server
2. iPad Hardware Configuration
3. Get the MokiTouch 2 app for the iPad
4. Configure the MokiTouch 2 app
5. Check your Club Speed waiver settings
6. Troubleshooting

Installation on the Club Speed Server

After your request for the new *iPad Registration Kiosk* application is processed and installation by Club Speed is complete, you'll be able to find it at:

http://<your_track_url>.clubspeedtiming.com/cs-registration

Additionally, if you're browsing from the same network as your Club Speed server, you'll be able to reach the site at:

http://<your_server_ip_address>/cs-registration

The Club Speed Timing URL is preferred, although the Server IP Address URL can be used as a fallback if Internet access is down.

Warning: Do not use the Server IP Address URL if your track uses Facebook integration. Facebook integration requires the use of the clubspeedtiming URL for security reasons.

The site, while designed for use on an iPad, is functional on desktop computers, with a minimum required resolution of 1024x768. Google Chrome is recommended for desktop testing. Give it a few test runs on a PC before proceeding!

iPad Hardware Configuration

1. Ensure that the iPad has the latest version of iOS. This can be verified by going to Settings → General → Software Update.
2. Lock the iPad's auto-rotation so it remains in Landscape. This setting can be reached by swiping upward from the bottom of the iPad, which reveals the Control Panel. Then, press the lock rotation button, which is on the far right of the row of buttons. Make sure you do this when the iPad is in Landscape orientation!

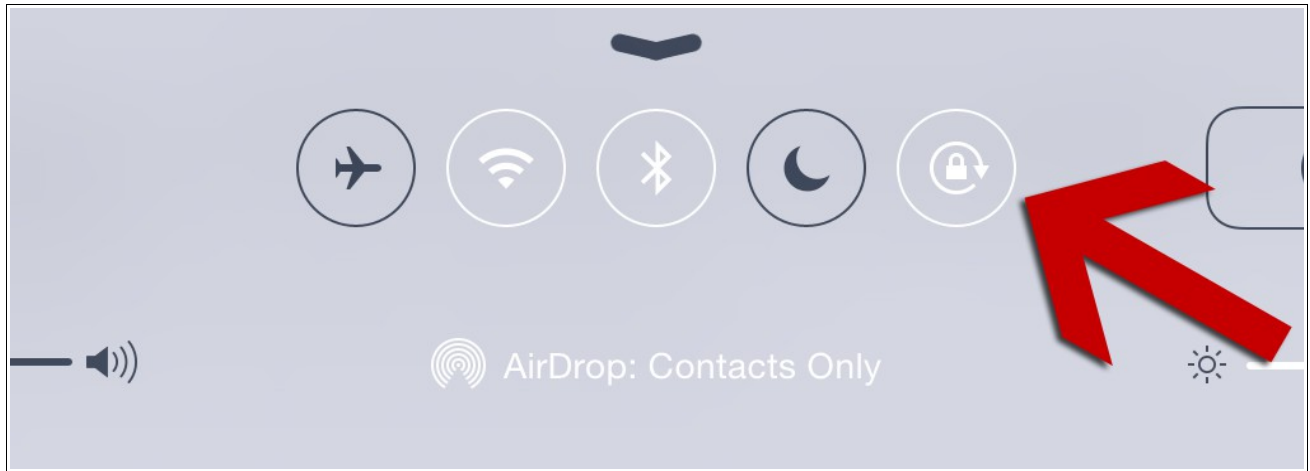


Illustration 1: Lock Rotation Button in iPad's Control Panel

3. Secure the iPad physically in a Landscape orientation, ensuring that customers do not have access to the Home button. It cannot be disabled via software. (You'll still want access to it yourself so you can close and open the app as necessary.)

Get the MokiTouch 2 app for the iPad

Open up the App Store, and download the *MokiTouch 2* application. It's free! Once installation is complete, open the app.

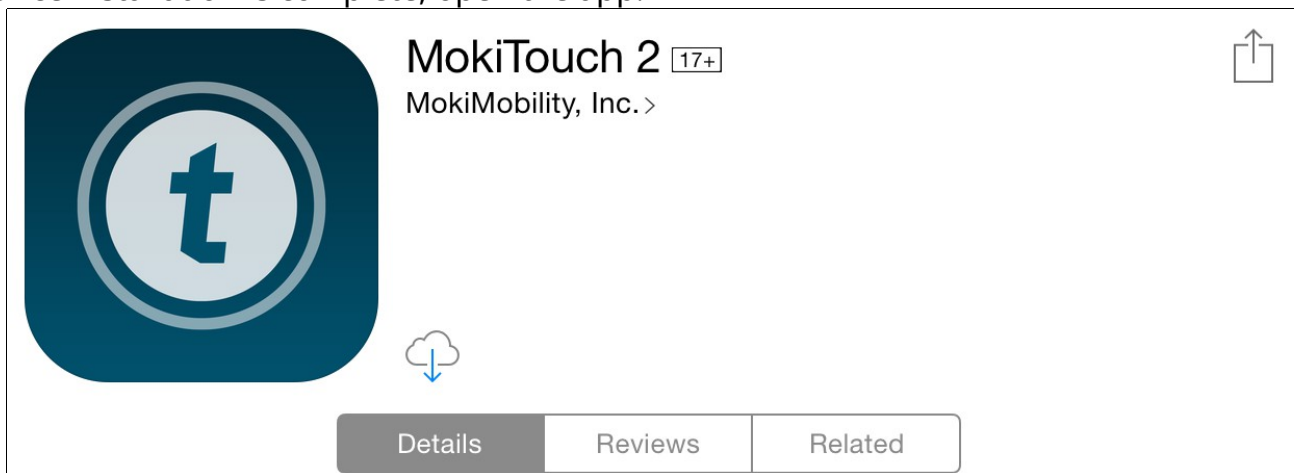


Illustration 2: MokiTouch 2 app in the App Store

Configure the MokiTouch 2 app

Once the application is open, you should see the following default screen:

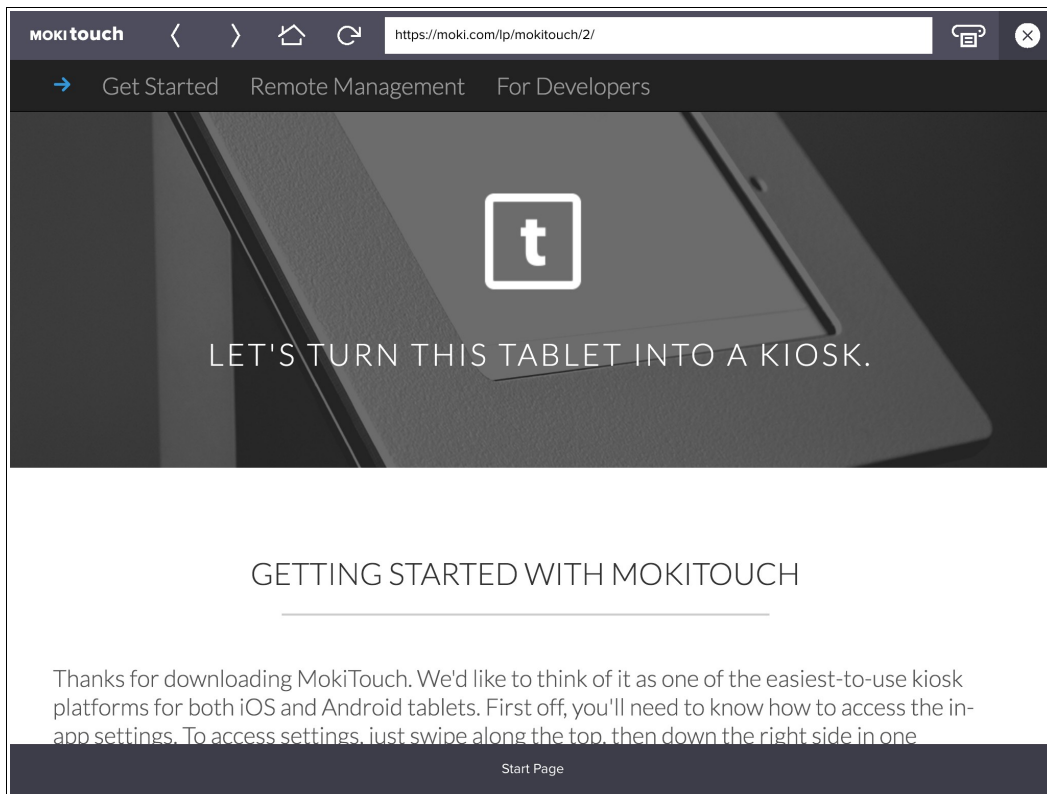


Illustration 3: Default start screen for MokiTouch 2 app

This is the default web page for the app that has some useful documentation. We need to change this to instead point to the registration page, and also change some settings.

First, access the menu by swiping across the top edge, from left to right, and then **swiping down the right edge**, from top to bottom, in one smooth motion.

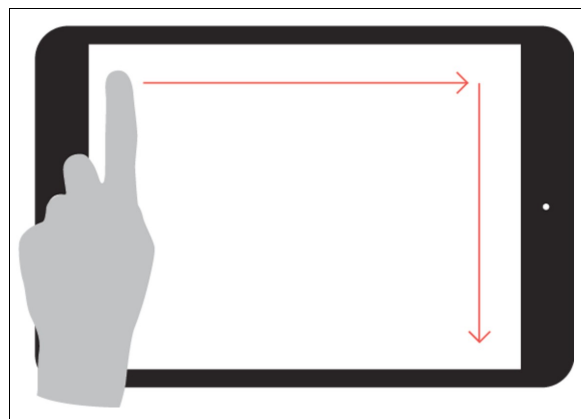


Illustration 4: How to access the administrative menu

Go to the General Settings tab and set your Admin Password. This will prevent users from being able to access the menu you're in. **Press Done when you've finished.**

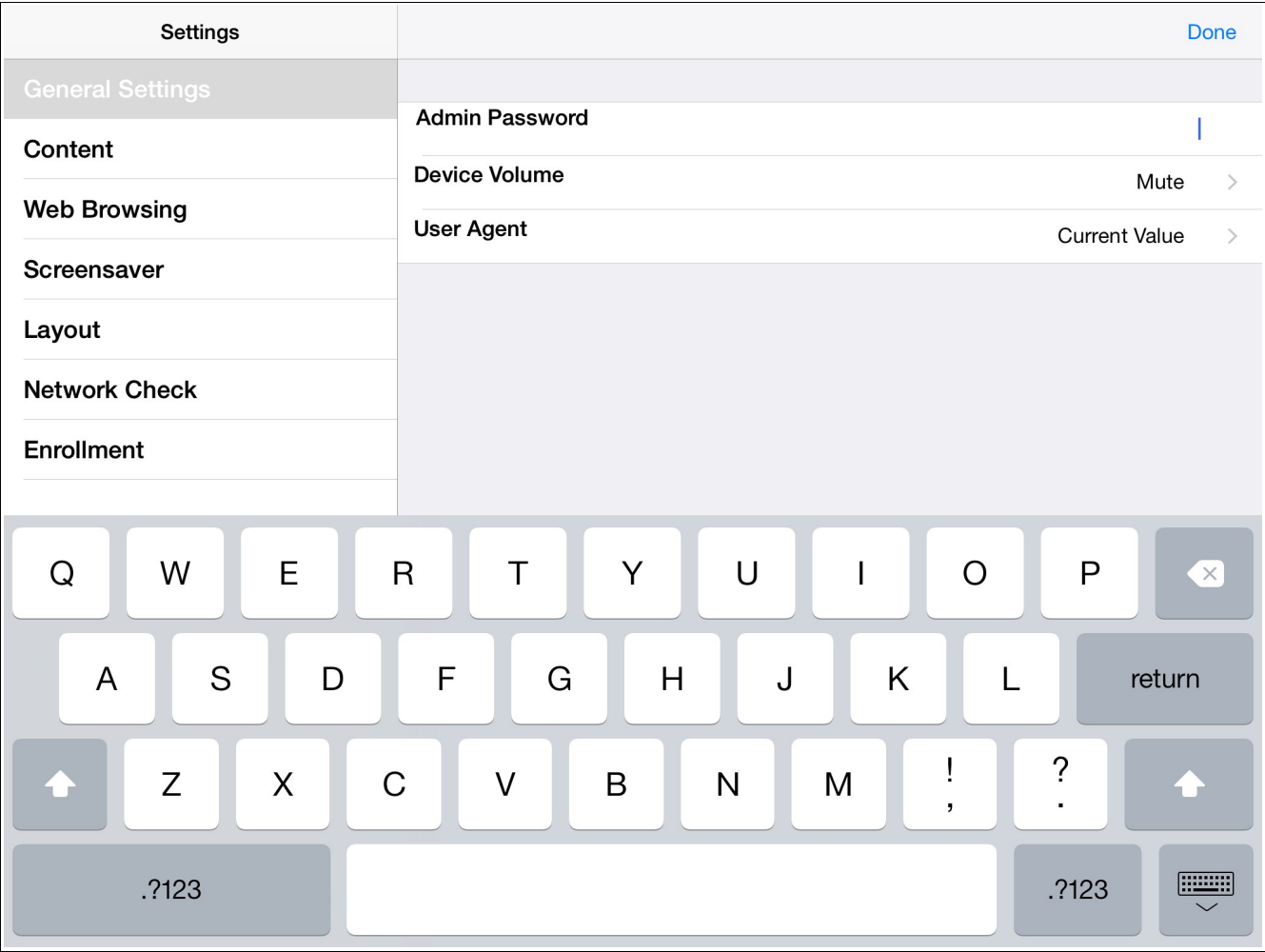


Illustration 5: Setting your Admin Password in the General Settings

Then, **tap the Content tab, and select Content List.**

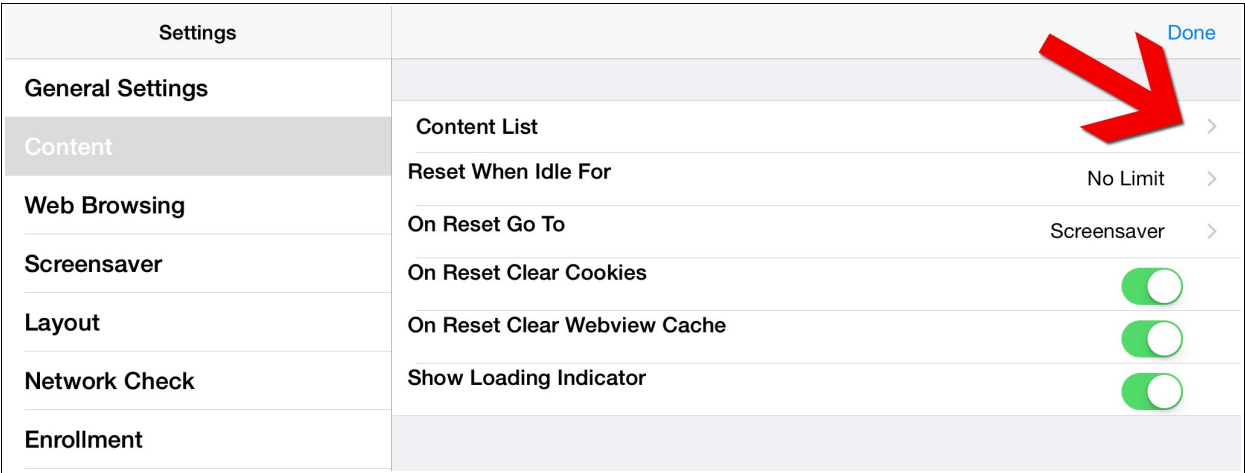


Illustration 6: Selecting the Content List item from the Content tab

Tap the Remove button to delete the default page.

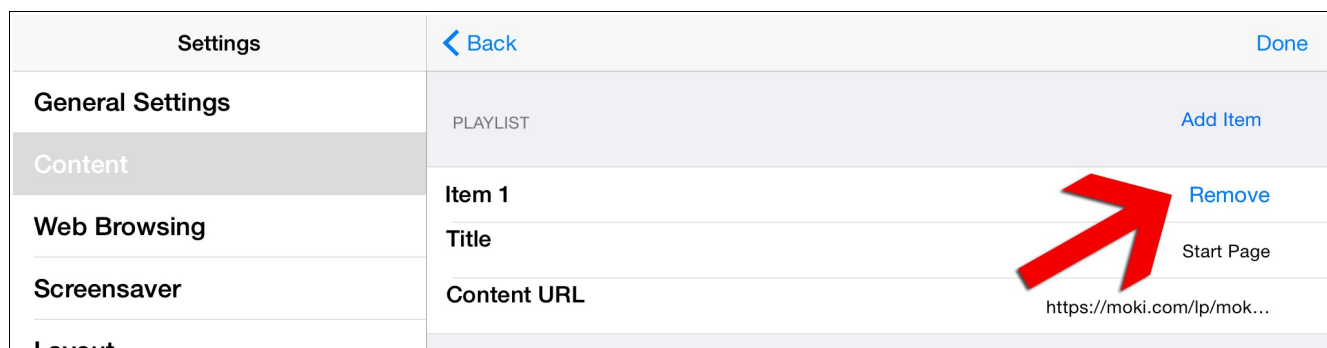


Illustration 7: Removing the default page from the Content tab

Then, **tap the Add Item link**. This will let us specify that we want the registration page to be the main content of the kiosk app.

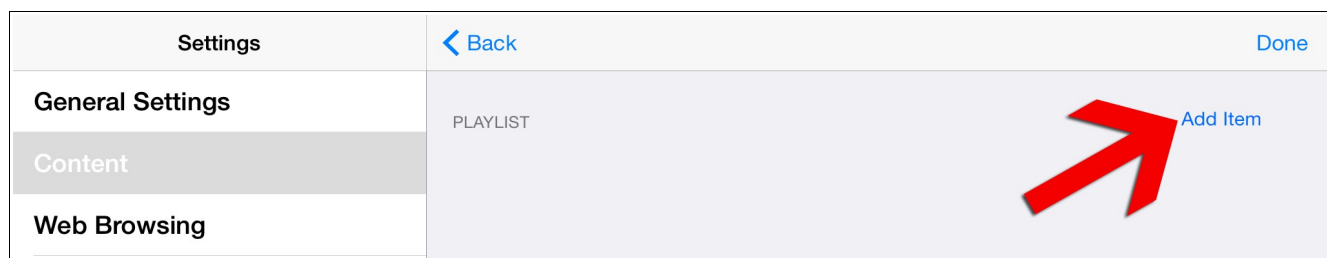


Illustration 8: Adding a new item in the Content tab

Now, **tap the Content URL section** and **enter the URL for your track's registration page**. This should be **http://<your_track_url>.clubspeedtiming.com/cs-registration**. Be sure to substitute <your_track_url> for your track's subdomain! **Press done when finished**.

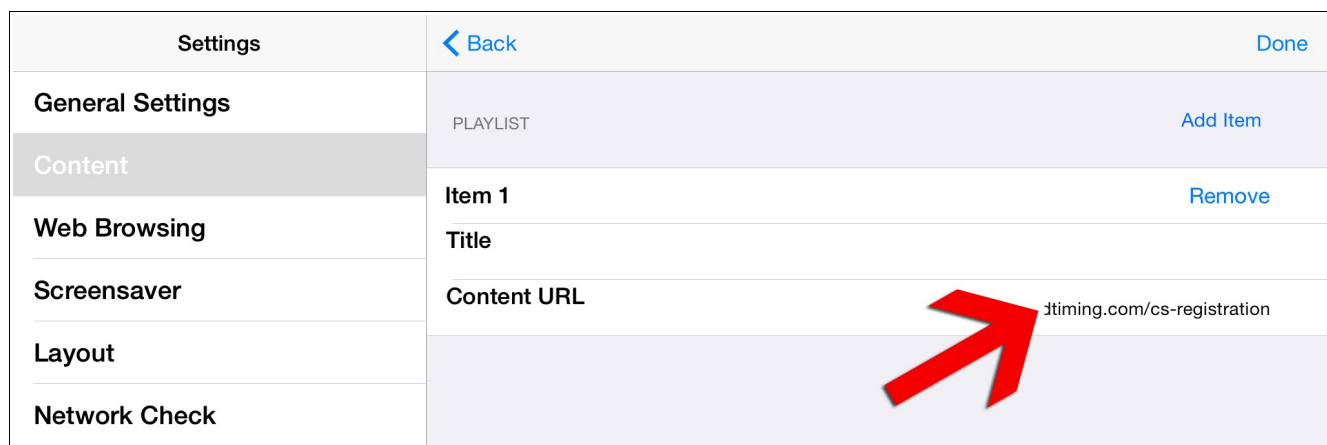


Illustration 9: Adding the URL for your cs-registration page in Content URL

Now, **go back to the main Content tab** and **make sure the settings match the picture below**. You'll want your **Idle Time around 2 minutes** (this is how long it takes for the app to return to the main page after inactivity), and **On Reset Go To** set to **Home**.

| Settings | Done | |
|------------------|------------------------------|-------------------------------------|
| General Settings | | |
| Content | Content List | > |
| | Reset When Idle For | 2 Minutes > |
| Web Browsing | On Reset Go To | Home > |
| Screensaver | On Reset Clear Cookies | <input checked="" type="checkbox"/> |
| Layout | On Reset Clear Webview Cache | <input checked="" type="checkbox"/> |
| Network Check | Show Loading Indicator | <input checked="" type="checkbox"/> |

Illustration 10: The correct settings to have in the Content tab

Almost done with settings! Head to the **Layout tab** and **make sure the settings match the below**. You **only want Show Navigation Buttons enabled**, and everything else off. **Press done** when finished.

| Settings | Done | |
|------------------|---------------------------------------|-------------------------------------|
| General Settings | | |
| Content | Theme Color Hex value | 4d4d5d |
| | Show MokiTouch Logo | <input type="checkbox"/> |
| Web Browsing | Logo Upload Full URL of logo image | |
| Screensaver | Show Navigation Buttons | <input checked="" type="checkbox"/> |
| Layout | Show Print Button | <input type="checkbox"/> |
| Network Check | Show End Session Button | <input type="checkbox"/> |
| Enrollment | Show Address Bar | <input type="checkbox"/> |
| | Show Kiosk Content Bar | <input type="checkbox"/> |

Illustration 11: Correct settings in the Layout tab

Important: Make sure you leave the Show Navigation Buttons setting on, especially if you use Facebook integration. If a user clicked the Facebook button and changed their mind, they'd be trapped there until the application returned to home page!

Now, for the settings to take effect, you need to **force close the application**. To do this, **double-press the Home button** (it looks like a square on the iPad). You should see a list of running applications. Then, **swipe the MokiTouch 2 application upward** until it disappears from the list. (You can also just restart the iPad by holding the lock button and selecting the restart option.)

Finally, **restart MokiTouch 2 by opening it like any other app**. It should automatically open to your new iPad registration page!

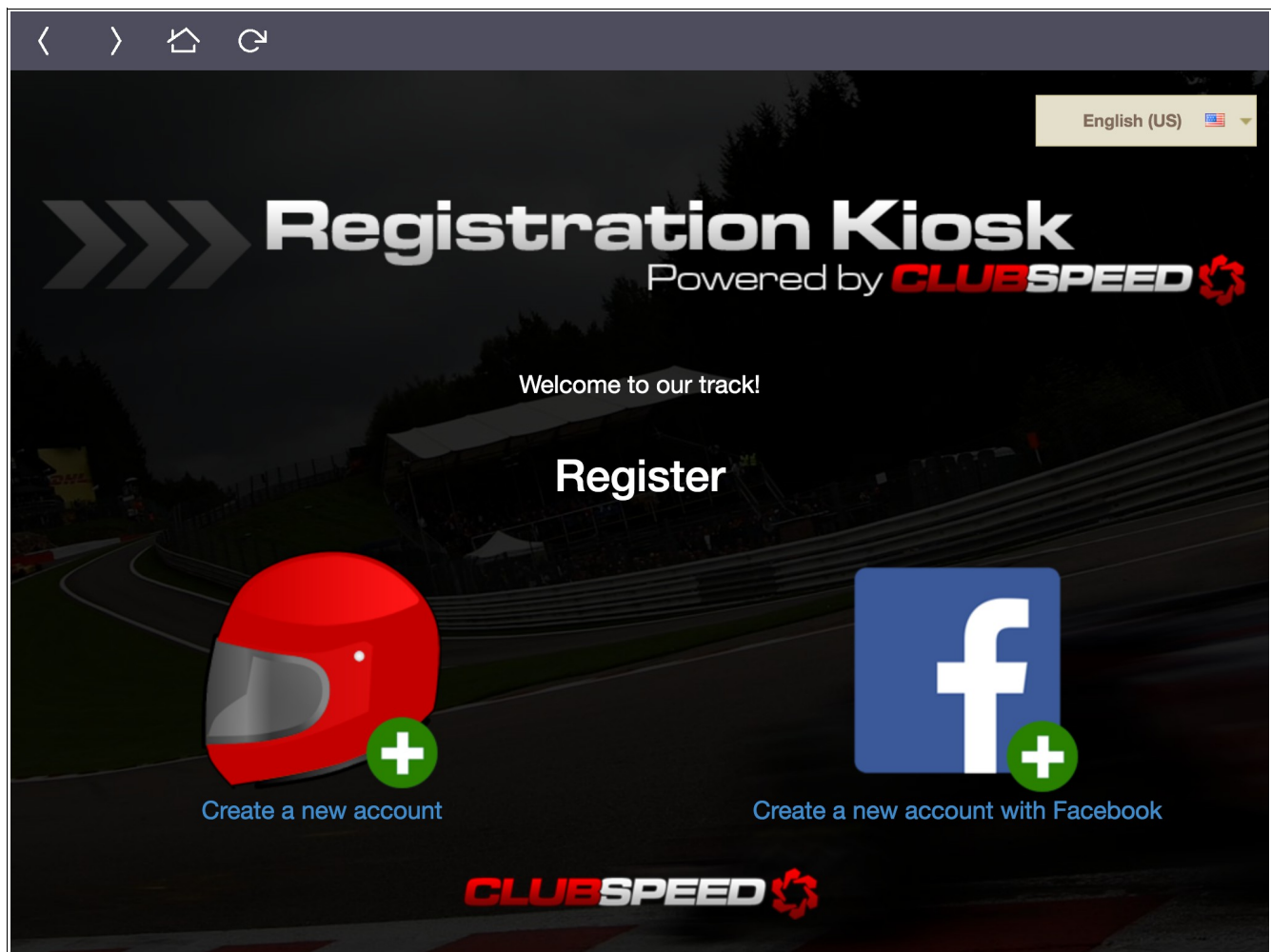


Illustration 12: The iPad registration web app, ready to go!

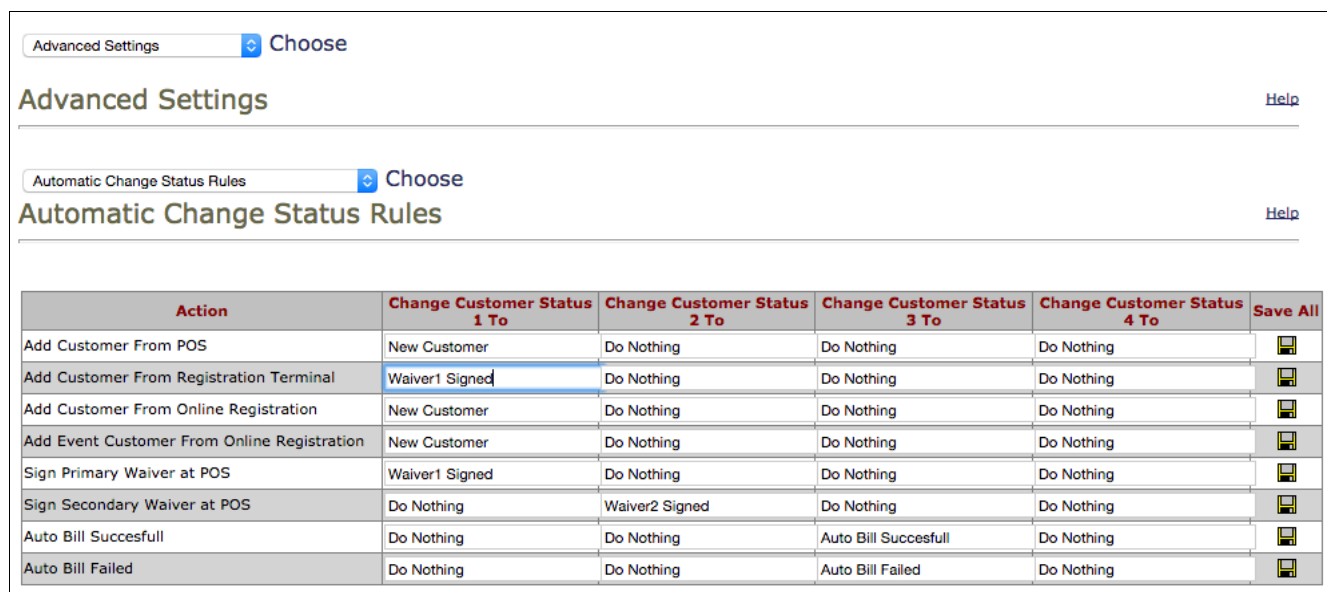
Users can use the top navigation button to navigate around the app.

If you ever need to leave the application, just press the Home button on the iPad physically.

Check your Club Speed waiver settings

If this is your track's first installation of any registration terminal, you may need to update the **Automatic Change Status Rules** setting to trigger **setting the Customer Status to "Waiver1 Signed"** after they are added to Club Speed via the iPad App.

1. Log into your sp_admin portal.
2. Go to Settings → Advanced Settings → Automatic Change Status Rules.
3. For Action "Add Customer From Registration Terminal", make sure that the value of the column "Change Customer Status 1 To" is set to "Waiver1 Signed". If it isn't, change it to "Waiver1 Signed" and click the "Save All" icon.
 - Note: The setting will not appear to change until the next time the server is restarted, but the change will take effect immediately.



The screenshot shows the 'Advanced Settings' page with a sub-section for 'Automatic Change Status Rules'. Below this is a table with the following data:









| Action | Change Customer Status 1 To | Change Customer Status 2 To | Change Customer Status 3 To | Change Customer Status 4 To | Save All |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---|
| Add Customer From POS | New Customer | Do Nothing | Do Nothing | Do Nothing |  |
| Add Customer From Registration Terminal | Waiver1 Signed | Do Nothing | Do Nothing | Do Nothing |  |
| Add Customer From Online Registration | New Customer | Do Nothing | Do Nothing | Do Nothing |  |
| Add Event Customer From Online Registration | New Customer | Do Nothing | Do Nothing | Do Nothing |  |
| Sign Primary Waiver at POS | Waiver1 Signed | Do Nothing | Do Nothing | Do Nothing |  |
| Sign Secondary Waiver at POS | Do Nothing | Waiver2 Signed | Do Nothing | Do Nothing |  |
| Auto Bill Successfull | Do Nothing | Do Nothing | Auto Bill Successfull | Do Nothing |  |
| Auto Bill Failed | Do Nothing | Do Nothing | Auto Bill Failed | Do Nothing |  |

Illustration 13: The highlighted cell contains the correct, necessary setting.

Troubleshooting

I'm Getting a "404 – File or directory not found" page!

Double-check the URL for any typos. Make sure you substituted <your_track_url> for your track's subdomain!

If the problem persists, please contact support at support@clubspeed.com, or via

telephone at 877-751-3200.

I've reached a "Disconnected" page!

You may have experienced a temporary Internet connection hiccup. Try returning to the home page.

If the problem persists, please contact support at support@clubspeed.com, or via telephone at 877-751-3200.

I'm having another problem not described here!

First, double-check that the URL for your cs-registration page is free of typos.

If the problem persists, please contact support at support@clubspeed.com, or via telephone at 877-751-3200.