

Club Speed iPad Registration Kiosk App

Setup & Troubleshooting Guide

This guide will walk you through how to install and operate Club Speed's new *iPad Registration Kiosk* using our new *Registration Kiosk* iOS 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!

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Installation on the Club Speed Server

After your request for the new *iPad Registration Kiosk* site 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

Supported hardware: Any iPad with a front-facing camera.

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!
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.)

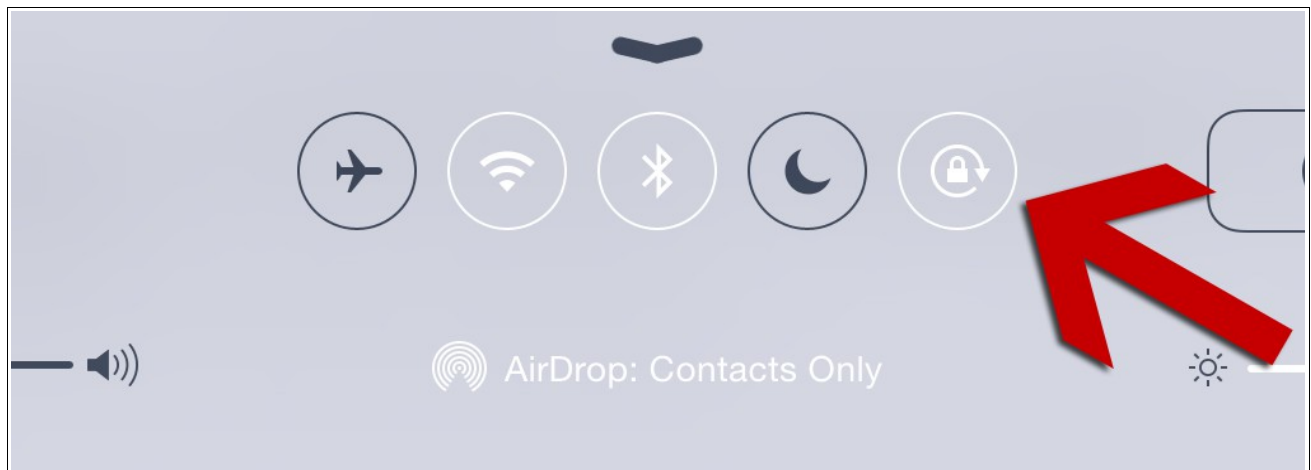


Illustration 1: Lock Rotation Button in iPad's Control Panel

Get the *Registration Kiosk* app for the iPad

Open up the App Store, and download the *Registration Kiosk* application made by Club Speed. It's free! Once installation is complete, open the app.

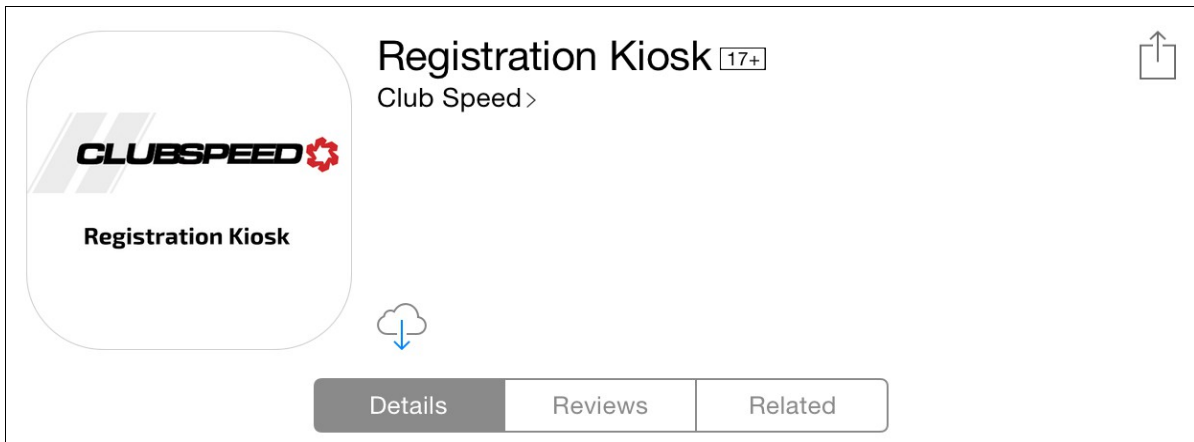


Illustration 2: Registration Kiosk app in the App Store

Configure the *Registration Kiosk* app

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

A screenshot of the 'Registration Kiosk' app's configuration screen. It contains the following elements:

- Club Speed Domain Name URL:** A text field showing 'http://<YOUR_TRACK_URL>.clubspeedtiming.com/cs-registration/'.
- Advanced Mode:** A toggle switch currently turned off.
- Password:** A text field containing the word 'test'.
- Action Buttons:** Three buttons at the bottom: 'Cancel' (grey), 'Save' (green), and 'Clear All Cached Data' (red).
- Versions:** Text indicating 'iOS: 10.1.1; Registration App: 1.3'.
- Addresses:** Text showing 'IPv4: 192.168.111.215' and 'IPv6: fe80::1e00:0:0:0'.

Illustration 3: Default options screen for Registration Kiosk app

Warning: When you first install the *Registration Kiosk* app, it will not be configured for your track. You need to enter your track's URL first by following the directions below.

Click the empty input box below the *Club Speed Domain Name URL* label, and enter your track's cs-registration URL.

It'll be something like `http://mytrack.clubspeedtiming.com/cs-registration/`.

Be sure to replace mytrack with your actual track subdomain!

Press *Save* when you are finished.

You're all set! Your actual cs-registration page should load, and you can press *Home* to return to the main page at any time.

To access this menu in the future, **swipe across the top edge**, from left to right, in one smooth motion.

You will be **prompted for a password**. The starting default password is **test**. You can change this password at any time once you log in.



Illustration 4: The iPad registration web app, ready to go! Please contact us if you'd like to customize your header and background.

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"** (or the equivalent for your track) after they are added to Club Speed via the iPad App.

If you're on the newest Admin Panel:

1. Log into the new Admin Panel.
2. Proceed to Registrations → Settings.
3. Edit Customer Status Changes (Regular) and Customer Status Changes (Event).
4. Click Save Changes.

If you're on an older version:

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.

Advanced Settings

Choose

Advanced Settings

Automatic Change Status Rules

Choose

Automatic Change Status Rules









| 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 Succesfull | Do Nothing | Do Nothing | Auto Bill Succesfull | Do Nothing |  |
| Auto Bill Failed | Do Nothing | Do Nothing | Auto Bill Failed | Do Nothing |  |

Illustration 5: The highlighted cell contains the correct, necessary setting.

Waivers and Localization

To edit adult and child waivers, or any other verbiage on the application in multiple languages, log in to the new Admin Panel, and proceed to Online Bookings → Translations.

Advanced Customization

If you'd like to add customized CSS, please send us (support@clubspeed.com) a file named **custom-styles.css** with your CSS styles.

If you'd like to customize images other than the header and background (which can be edited in the Admin Panel), please send us (support@clubspeed.com) those images with their original file names.

Here are their file names, suggested sizes, and descriptions:

- check_in.png – 200x200 (Red helmet with check symbol)
- facebook_connect.png – 200x200 (Facebook logo with plus symbol)
- new_account.png – 200x200 (Red helmet with plus symbol)
- complete_registration.png – 200x200 (Red helmet with check symbol)
- redhelmet_disconnect.png – 200x200 (Red helmet with X error symbol)

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.