# 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!

## Overview

1. Installation on the Club Speed Server
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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:

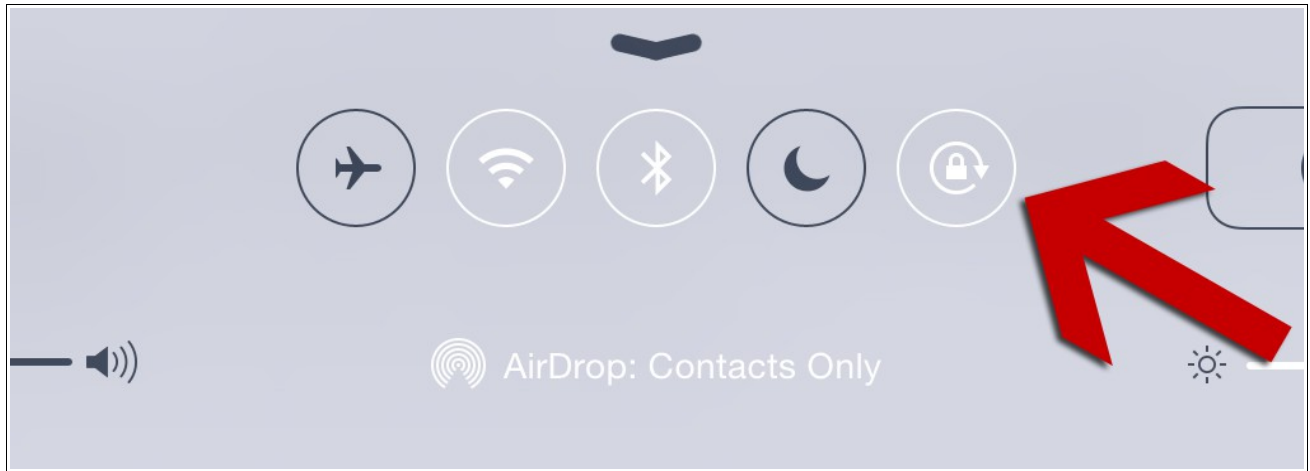> http://<your_server_ip_address>/cs-registration

**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

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!
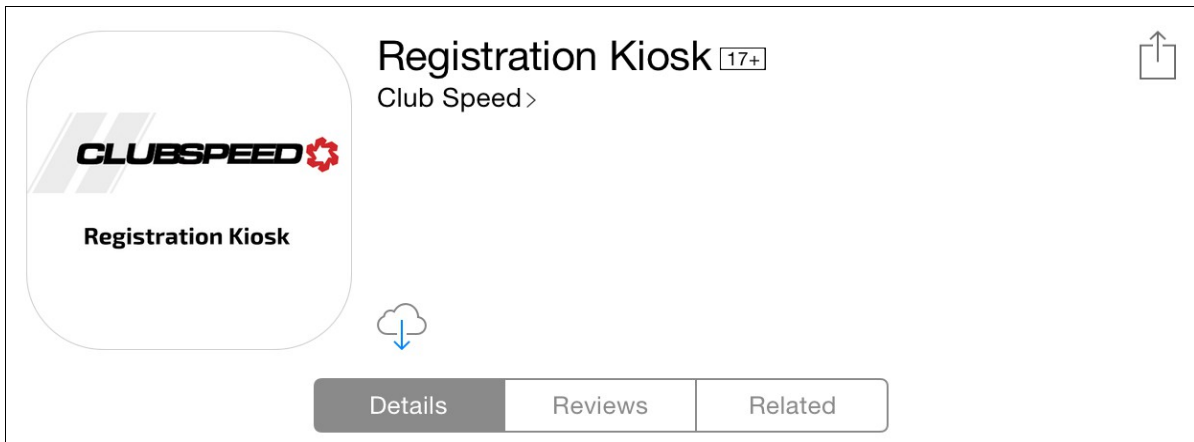


*Illustration 1: Lock Rotation Button in iPad's Control Panel*

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 *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 default screen:
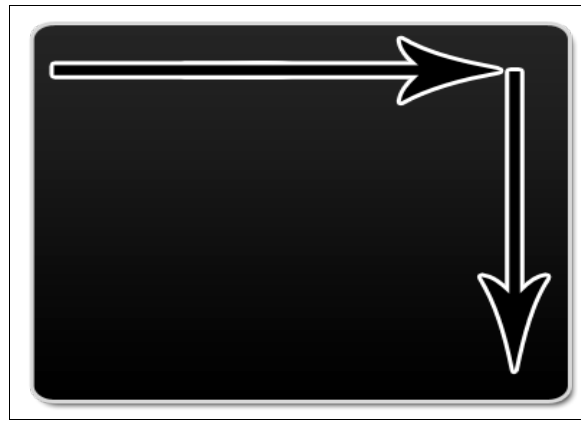


*Illustration 3: Default start screen for Registration Kiosk app*

This is just an example page running a Registration Kiosk. **This is not your registration!** You'll need to put in the URL of your track's registration page.

**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*

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.

You will then arrive at the Settings screen. **Click the empty input box** to the right of **Configure Website**, 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 name! Don't forget the dash in cs-registration! The "http://" in the front is also important!**

| Settings | | Done |
|---|---|---|
| Configure Website | | http://mytrack.clubspeedtiming.com/cs-registrat |
| | | |

*Illustration 5: Setting your cs-registration URL in the Settings page*

**Press "Done"** on the top-right of the page 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.



*Illustration 6: 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"** 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.



| 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 7: 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](mailto: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](mailto: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](mailto:support@clubspeed.com), or via telephone at 877-751-3200.