

Checkpoint 201

*Launching Checkpoint Successfully in your Church
ACS Technologies National Convention 2009*

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Linda Cleveland – Systems Coordinator and Trainer

Northwoods Community Church
Peoria, Illinois

**EXPRESS
CHECK-IN**

NWCC Checkpoint Launch Team

Information Technology

- Linda Cleveland
- Jeremie Kilgore
- Jason Lee

Communications

- Kirt Manuel

Discoveryland

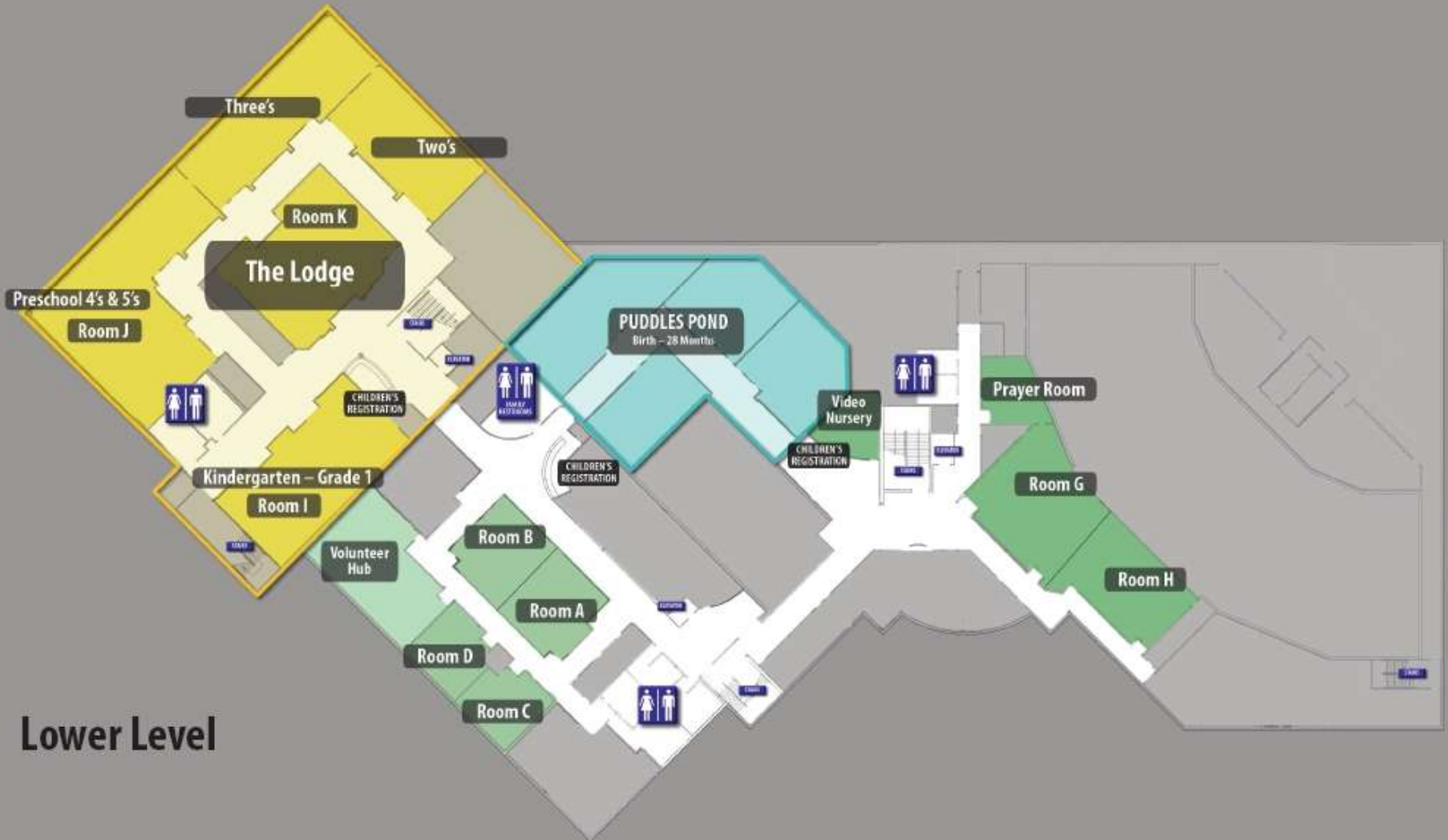
- Lori Allen
- Cassie Maloof
- Gary Webb

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Northwoods' Checkpoint Setup

- ↘ Three weekend services:
Saturday 6 p.m.; Sunday 9 a.m.; Sunday 11 a.m.
- ↘ Approximately 200 children
(Birth- 5th grade) each service
- ↘ Five Express kiosks using Biometric scanning and
touch screens
- ↘ Four Guest Services desktops using standard
keyboard and mouse

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Lower Level

the Lodge

Children – Grade 1

Room I

**CHILDREN'S
REGISTRATION**

STAIRS

ELEVATOR



PUDDLES POND

Birth – 28 Months

**Video
Nursery**

**CHILDREN'S
REGISTRATION**

**CHILDREN'S
REGISTRATION**

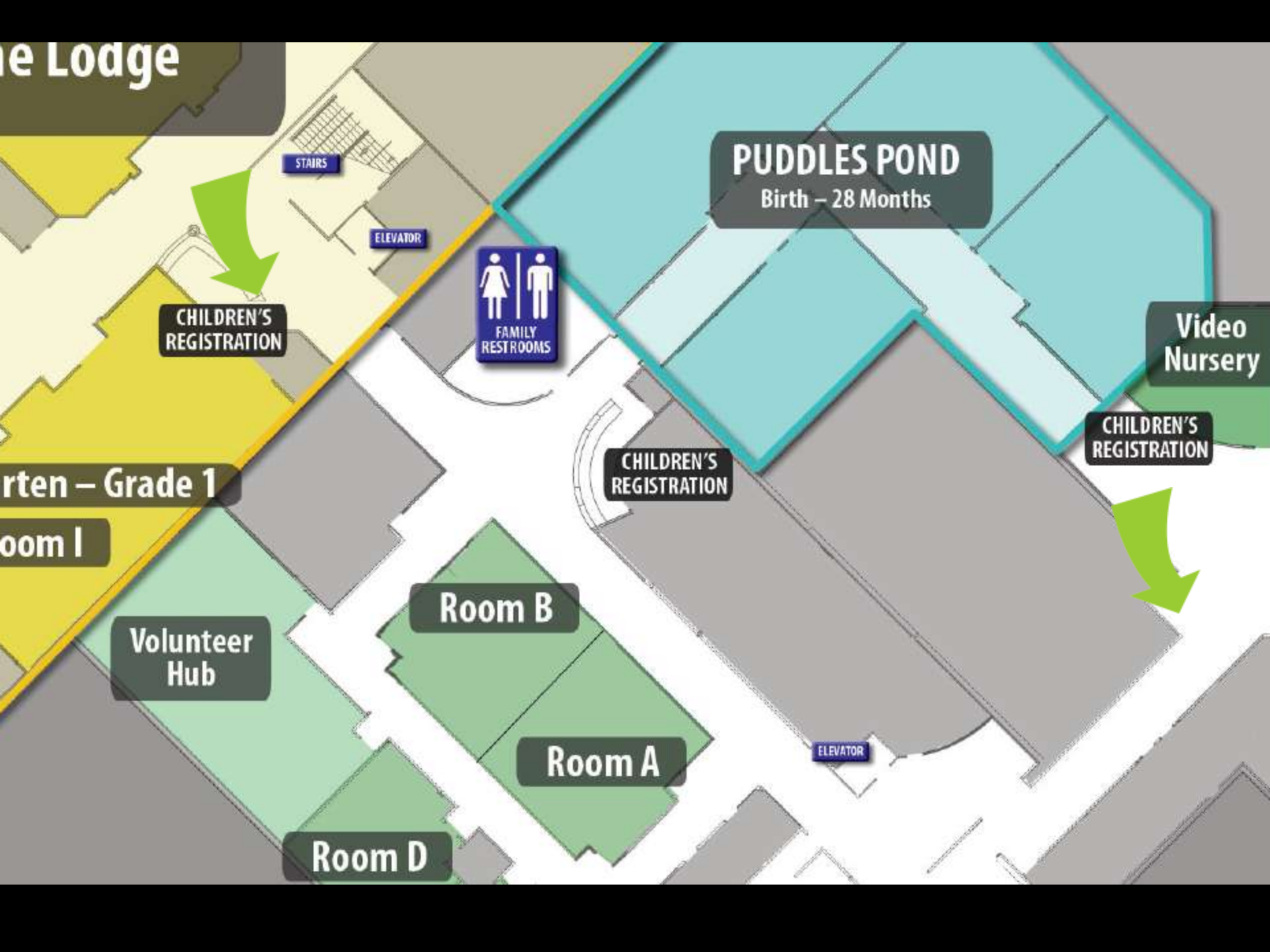
Room B

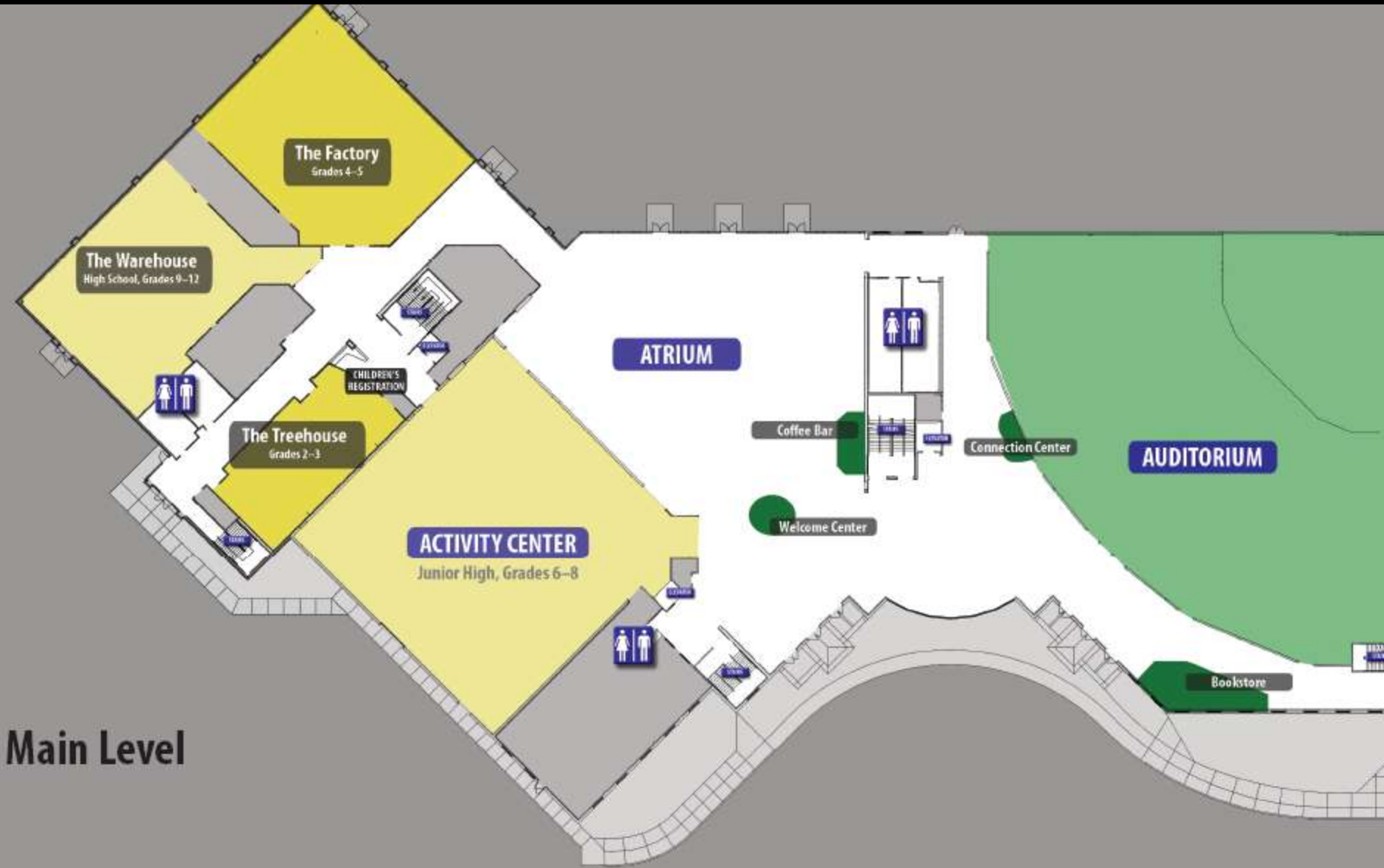
**Volunteer
Hub**

Room A

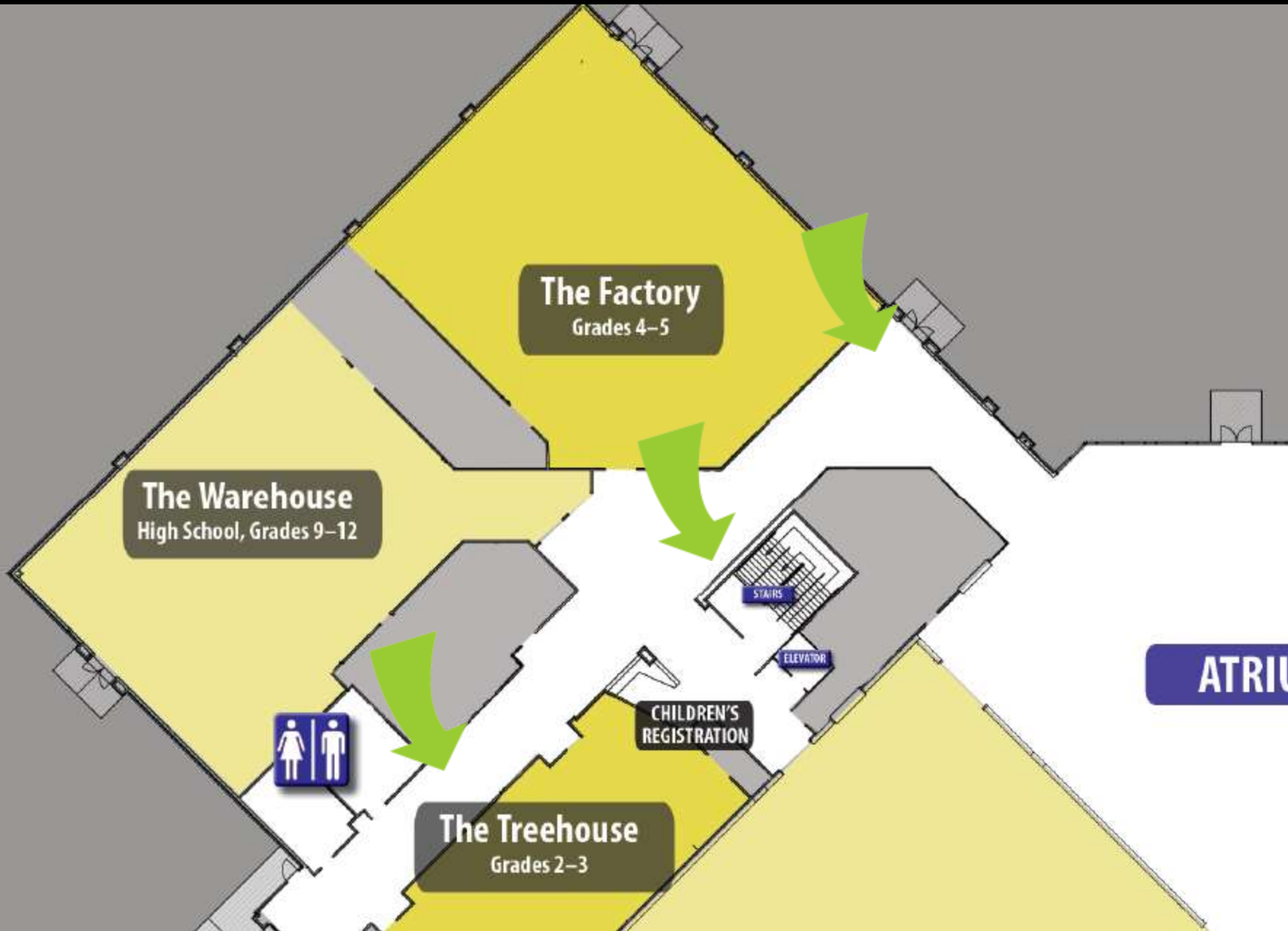
ELEVATOR

Room D





Main Level



The Factory
Grades 4-5

The Warehouse
High School, Grades 9-12

The Treehouse
Grades 2-3

**CHILDREN'S
REGISTRATION**

STAIRS

ELEVATOR

ATRIUM



Choosing a Check In System

Pre May 2008

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Evaluate Current System

- ↘ Is the current system sufficient?
- ↘ What are concerns with current system that need to be addressed?
 - ↘ Need to know how many children in a room; ratio of children to adults
 - ↘ Time spent replacing lost tags
 - ↘ Time spent dispensing temporary tags
 - ↘ Lots of paper to print rosters for three services
 - ↘ Time spent posting attendance manually

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Define Criteria for New Check In System

- ↘ A system that wasn't paper
- ↘ Attendance posted automatically
- ↘ Enhanced security
- ↘ Parents couldn't forget it at home
- ↘ Served our Guests/Visitors well

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A Check In System Can't:

- ↘ Make your paging system work
- ↘ Decide when to add a family to the database (when does a guest become an attendee?)
- ↘ Communicate a change in family situation

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Choosing Checkpoint

May 2008

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Why did we choose Checkpoint?

- ↘ It integrated with how we were already doing attendance and would automatically post attendance
- ↘ ACS Sales team came on site to demonstrate and evaluate our needs and how they thought Checkpoint was a solution.
- ↘ **Easy to use; parents couldn't forget their fingers**
- ↘ Previous relationship with vendor
- ↘ Flexibility with Biometric, Bar Code, RFID, Name or Number lookup

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Planning the Project

Fall 2008

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Ok, We Chose Checkpoint - Now what?

- ↘ Choose how to look up family:
 - ↘ Last Name lookup/ Biometric / RFID / Phone Number
 - ↘ **Biometric for quick lookup; you can't forget your fingers;**
only authorized individuals can check in a child at Express
- ↘ Decide how we want to check in
 - ↘ Centralized or decentralized
 - ↘ How many kids need to get checked in?
 - ↘ How many stations will be needed?

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Ok, We Chose Checkpoint - Now what?

- ↘ What is the budget for the project?
 - ↘ Hardware
 - ↘ New or reused?
 - ↘ Where to purchase it
 - ↘ Personnel support time
 - ↘ Software license
 - ↘ Monthly Recurring Costs

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The Timeline

Begins December 2008

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December 2008 (Month 1)

- ↘ Order Hardware
- ↘ Install Checkpoint on Sandbox Server and start testing
- ↘ Start Testing Biometric software
- ↘ Order stands/kiosks
- ↘ Become familiar with processes /procedures of **Children's Ministry**

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January 2009 (Month 2)

- ↘ Installed software on workstations using sandbox environment
- ↘ Ministry sends out “Here’s What’s coming”
- ↘ Ask ACS how to convert user defined “family number” to Checkpoint’s pager number

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January 2009 (Month 2) cont'd

- ↘ Meeting with Discoveryland Staff
 - ↘ Work through logistics/procedures
 - ↘ Defined terms:
 - ↘ Express and Guest Services
 - ↘ Pre-Registration vs. Go Live
 - ↘ Talk through how to do green dot in Checkpoint
 - ↘ Discuss name badges – readability, what was on them
 - ↘ Guest badges should have “Guest” image
 - ↘ Accommodating really long names
 - ↘ The Gap
 - ↘ “What do you mean I have to check in my kid”

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January 2009 (Month 2) cont'd

↳ Meeting with Discoveryland Staff (cont'd)

- ↳ What to do with people who refuse the finger scanning; how will we check them in?
- ↳ **Do children need to “check out”**
- ↳ What happens when badges are lost? Child vs. parent?
- ↳ Other Relationships (grandma/aunt check in child)
- ↳ Let staff express concerns with the workflow of the software

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January 2009 (Month 2) cont'd

- ↘ Go back to ACS and talk through software concerns
- ↘ Meet with communications team
 - ↘ Main stage announcement
 - ↘ Handouts
 - ↘ Program inserts
 - ↘ Website
 - ↘ Branding of Checkpoint look and feel
 - ↘ Branding of Checkpoint signage

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January 2009 (Month 2) cont'd

- ↘ Initial show and tell for volunteers
- ↘ Start working on training documentation
- ↘ ACS converts pager numbers
- ↘ Work with Campus Services to install data drops where kiosk locations will go
 - ↘ Why not wireless?

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February 2009 (Month 3)

- ↘ Training for volunteers at Guest Services
- ↘ Training for Kiosk Hosts
- ↘ Troubleshooting
- ↘ Discuss how to handle changes discovered during preregistration
- ↘ **Update Discoveryland's registration form**
- ↘ Discuss reporting that will need to be done every Monday
- ↘ Transition from Sandbox to Production
- ↘ Dump all existing finger scans

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March 2009 (Month 4)

- ↘ Preregistration begins (confirm name, address, phone, email, and family members)
 - ↘ ACS Implementation Services visits first weekend
 - ↘ 2-3 weeks of just capturing scans
- ↘ We found a surprising number of changes in family situations that had to be corrected

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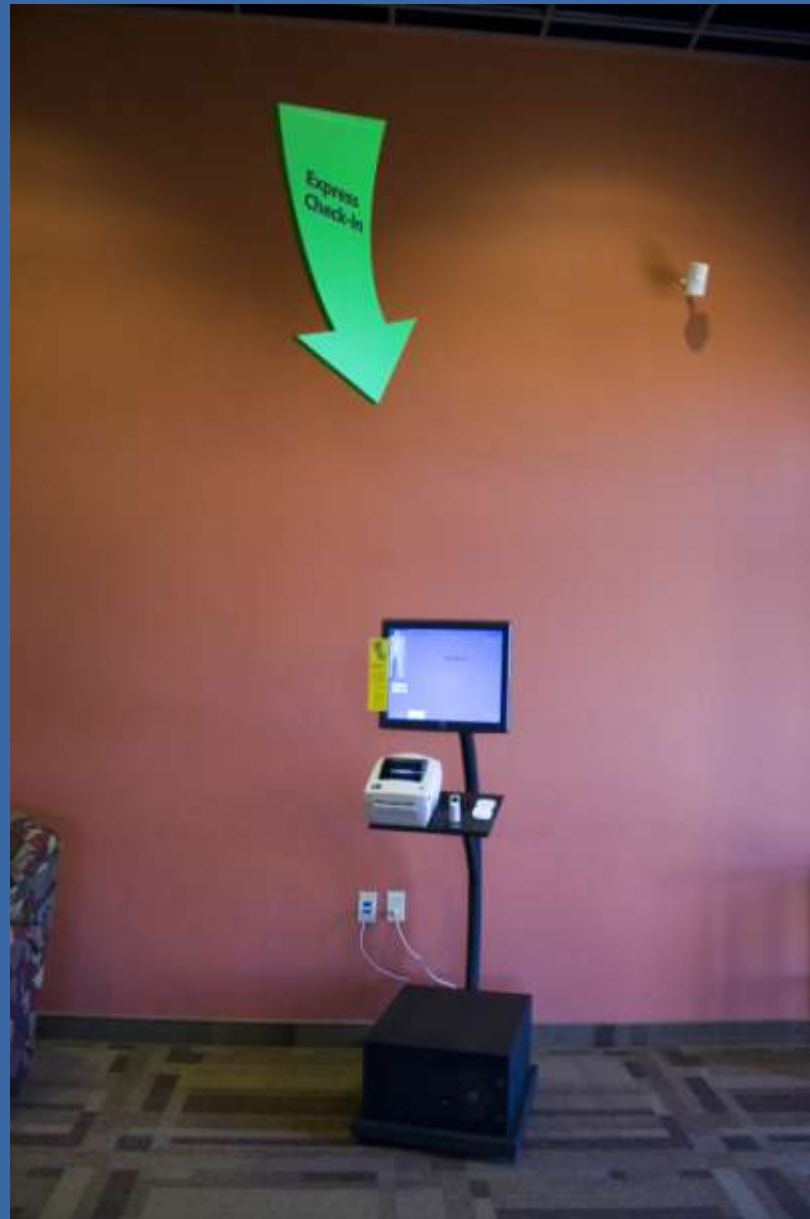


Go Live!

March 6-7, 2009

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CHECK-IN**

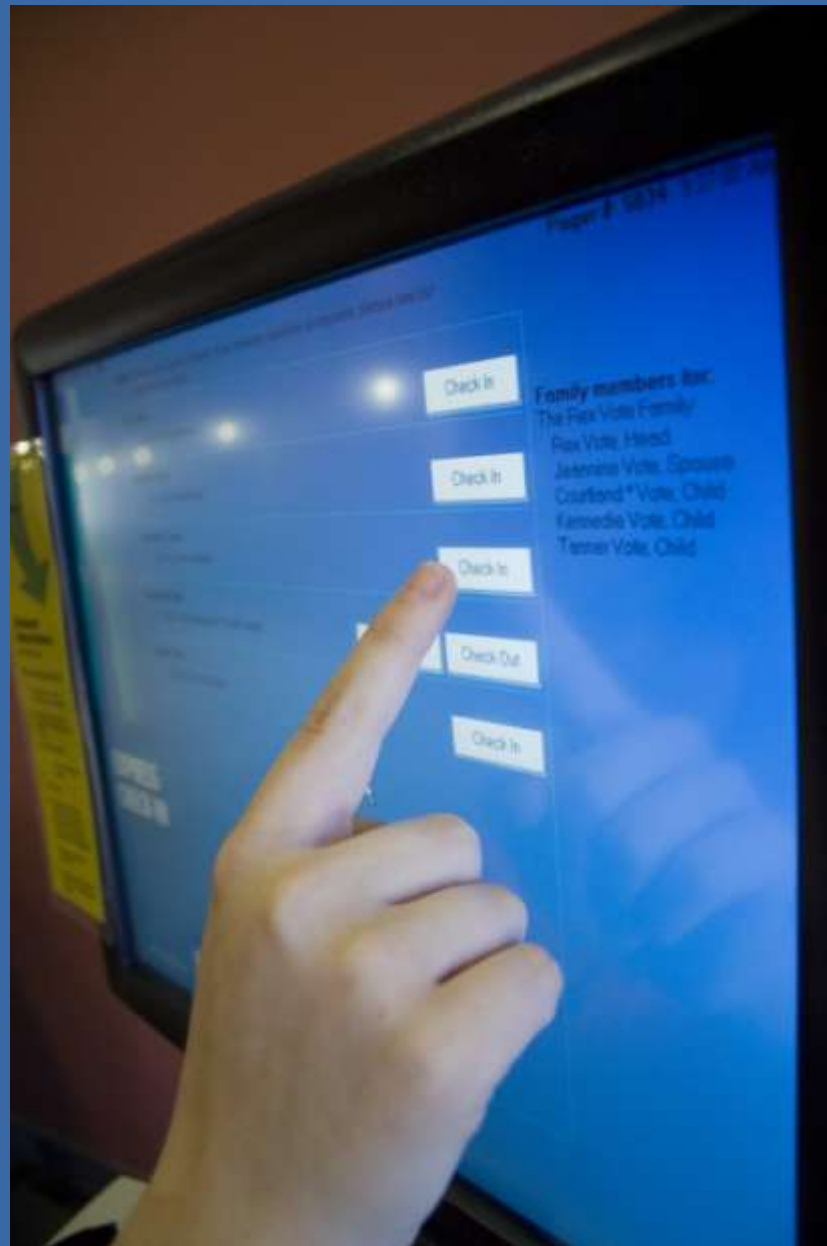
EXPRESS CHECK-IN

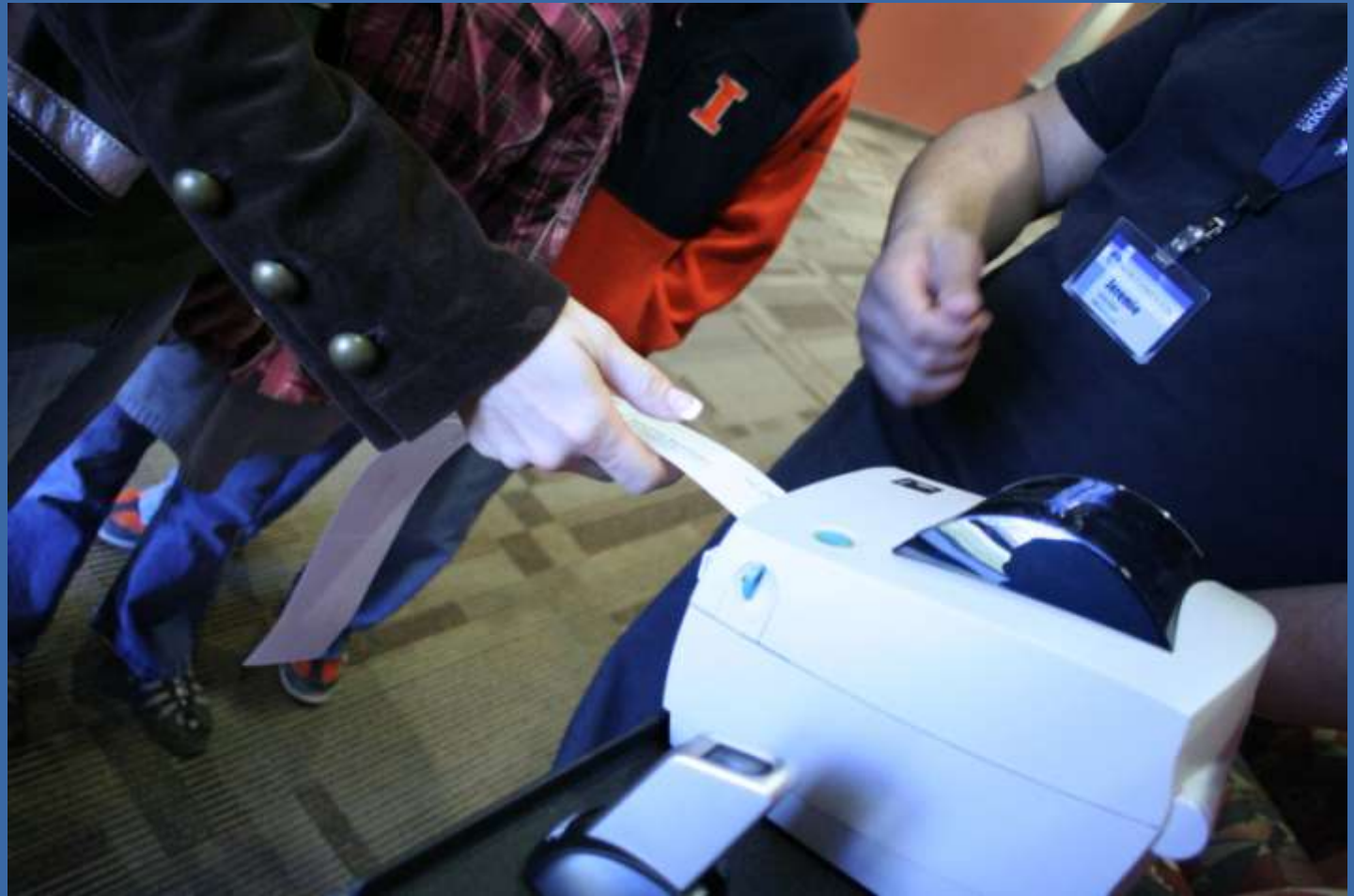


EXPRESS CHECK-IN



EXPRESS CHECK-IN





EXPRESS CHECK-IN

Go Live is Done, Now What?

- ↘ How did we rank on our Grade?
- ↘ Evaluate locations and traffic patterns
- ↘ Evaluate why the system didn't print labels for some families

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Tweaks after Go Live

- ↘ Touch screen kiosk signage

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CHECK-IN**

EXPRESS CHECK-IN



Instructions

Checkpoint Express Check-in

Infants through 5th grade

How to use Express Check-in

- 1) Place your finger on the scanner to display your family information
- 2) Touch "Check In" for each child that is attending today then touch "Next."
- 3) Note any special alerts:

R = self release (green dot)
A = allergy
- 5) Touch "Next"
- 6) *If you want two parent badges:*
First, touch the button to print a single parent badge. Then, touch "Print All" to get another parent badge along with your child badges.

If you want one parent badge:
Touch "Print All."

- 7) Collect your badges. Affix your child's badge and put the parent badge in a safe place.

Checkpoint
Express Check-in



Instructions

1

Scan your finger

2

Check in children

Infants through 5th grade

3

Touch "Print All"

Tweaks after Go Live

- ↘ Touch screen kiosk signage
- ↘ Learning how to capture better finger scans
- ↘ Helping people know what to do – “**Do I check myself in?**”
- ↘ Pushing the stupid finish button
- ↘ Training volunteers to predict possible problems

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EXPRESS CHECK-IN



What we would do differently

- ↘ Send something home
- ↘ More Publicity from Main Stage
- ↘ Have more training times

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Q & A

↘ You have questions... we might have answers.

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Download Samples

- ↘ Download Content from www.jasonmlee.net
 - Registration form
 - Program Insert
 - Website FAQs
 - Training Documents
 - Touch Screen “How to”

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