

# Checkpoint Guidelines

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## Pre-Service Tasks (Saturday & 9 a.m.)

45 minutes prior to service on Saturday and 9 a.m. Sunday (Team Leader)

### I. Self Service Kiosk set up procedure

1. For each kiosk, unlock the kiosk base
2. Turn on computer and make sure monitor and labeler are on
3. Open each labeler to check how many labels are left and note which printers are low on labels (labels are kept at the main registration desk)
4. Log in to Checkpoint
  - a. If necessary, click in the Username text box
  - b. Enter user name
  - c. Enter password and press Enter
5. Lock the kiosk base
6. On the Express Check In/Out screen, touch today's date
7. Touch the Select button for the Default printer
8. Touch the Select button for the session (Saturday, 9 a.m., 11 a.m.)
9. Touch Start

### II. Guest Services set up procedure

1. Open each labeler to check how many labels are left and note which printers are low on labels (labels are kept at the main registration desk)
2. For each guest services machine, make sure the monitor and labeler are on
3. Log in to the network
  - a. Press Ctrl –Alt–Delete
  - b. Enter username
  - c. Enter password
  - d. Click OK or press Enter
4. Login to Checkpoint
  - a. If necessary, click in the Username text box
  - b. Enter Username
  - c. Enter password and press Enter
  - d. Click OK
5. Make sure the Checkpoint tab is selected
6. Click the Check In/Out button
7. Confirm selected printer is default
8. Select Session
9. Confirm the date in the upper right hand corner matches the selected posting date (today)
10. Click OK

## Post Service Tasks (9 a.m.)

45 minutes after service starts 9 a.m. Sunday (Team Leader)

### I. Print report

1. At the main registration desk, in the Check In/Out window, click the Close button
2. Enter the password and press Enter
3. Click the Reports button
4. Select the Report Type of Statistics
5. Click the Setup tab
6. Under Session, select the 9 a.m. Discoveryland and make sure the date is today
7. Click Print; Select the Supply Central printer and click OK
8. Click Close; Click Check In/Out
9. Select 9 a.m. session (for late comers; 11 a.m. team leader will change guest services session)
10. Click OK; Pick up report off printer in Supply Central

### II. Disable Kiosks

1. At the kiosks, touch Exit
2. Unlock the kiosk base
3. Type the password and press Enter
4. Double click the icon Checkpoint Kiosk
5. Log back in to Checkpoint
  - a. Enter User name
  - b. Enter password and press Enter
6. Relock the kiosk base
7. Touch today's date
8. Touch the Select button for the Default printer
9. Touch the Select button for the 11 a.m.
10. Touch Start
11. Affix sign that self service is closed
12. Turn off monitor

## Pre Service tasks (11 a.m.)

30-45 minutes before service begins (Team Leader)

For the Kiosks

1. Remove sign from self service kiosks and turn on monitor
2. Confirm upper right hand corner says Selected Session 11 a.m. Discoveryland
3. Check label printers have enough labels; note any that are low

For Guest Services

1. Click Close
2. Type the password and press Enter
3. Click Check In/Out
4. Confirm selected printer is default
5. Select 11 a.m. Discoveryland session and confirm the date is today
6. Click OK
7. Check the label printer for labels
8. Clean the temporary pager sheets

## Post Service Tasks (Saturday and 11 a.m.)

45 minutes after service begins (Team Leader)

### I. Print Reports

1. At the main registration desk, in the Check In/Out window, click the Close button
2. Enter the password and press Enter
3. Click the Reports button
4. Select the Report Type of Statistics
5. Click the Setup tab
6. Under Session, select either Saturday Discoveryland or 11 a.m. Discoveryland and make sure the date is today
7. Click Print
8. Select the Supply Central printer and click OK
9. Click Close
10. Pick up report off printer in Supply Central

### II. End Session and Shut Down

1. Self Service Kiosks
  - a. Touch Exit
  - b. Unlock the kiosk base, type the password and press Enter
  - c. Click Exit
  - d. Click the Start button
  - e. Click Shut Down
  - f. Click OK
  - g. Turn off monitor and labeler
  - h. Lock kiosk base
2. Guest Services PCs
  - a. Click Exit
  - b. Click Start and Log Off
  - c. Click Yes
  - d. Turn off monitor and labeler
  - e. Clean laminated pager number sheet

Timothy  
02/20/2009 - Saturday Discoveryland  
Fourth Grade  
R

## Express Check-in

Initially for training during April and May,

Express Check-in is for families who have preregistered for Discoveryland Checkpoint with a parent's finger scan. All situations that are outside the scope of a pre-registered family will be served at a Guest Services desk.

Volunteer should

1. Check label printer to see if labels are low
  - a. Labels are kept at main registration desk
2. Stand by the Self Service Kiosk and be available for questions until about 15 minutes after service begins, then be available in the area
  - a. We don't keep pictures of finger print – it's a number
  - b. I need to add/remove a child? – direct to guest services
  - c. My badge ripped – if it is unusable, direct to guest services
  - d. My finger won't scan – could it be a different finger? - direct to guest services
  - e. My child is in the wrong class – direct to guest services
  - f. My family situation has changed – direct to guest services
3. Remind parents to not lose their badge
4. Remind parents to double check notes, the class child is in, etc.
5. Respond to questions about moving to next room (puddles mainly)
6. If a child checks in, but doesn't stay in the room, you can either direct the parent to stop back by a guest services desk to check out, or you can ask the name and let guest services know yourself, or, just let it go.
7. Direct to guest services if not basic

## Assisted check in

For one time guests, for adding a new family or additional family members, for adding notes to child's record, for moving classes, for updating address information, family information, for folks who don't/won't/can't scan.

### I. To add a One-Time guest(s)

1. Click the **One-time Visitor** button (bottom left corner of screen)
2. Enter child's First Name and Last Name
3. Using the laminated temporary number grid, select the next available temporary number and enter it in the Pager Number box. Cross off that number so it doesn't get used again.

NOTE: You can use the same temporary number for guests in the same family, but you can't use the pager number of the family that brought the guest.

4. Add any notes – **R** for Release (Green Dot) or **A** for Allergy)
5. Select the class the child will be in and click the red right arrow (or double click the class)
6. Click OK
7. Select the Session (make sure the green check mark appears)
8. Click OK
9. Badges print automatically; remind guardian not to lose security badge, tell family about pager number.

### II. To look up a family already in the database

1. Enter the last name comma first name of someone in the family (mom or dad or child) and click Find or press Enter. TIP - Enter the first 4 or 5 letters of the last name, then a comma, then a few letters of the first name.
2. Confirm the family that appears is correct
  - a. Read family name, address - If there are changes, on the *Registration* form check the *Change address / Phone / Email* box and have the person complete the form
  - b. Read children's names – If there are changes, on the *Registration* form, check the *Add or Remove Child Family Member* box and have the person complete the form
3. Check that there is a pager number assigned
  - a. If not, leave a note for Discoveryland

### III. To check in children already in the database

1. Look up the family
2. Ask who is being checked in and click the boxes for those children. (Only Birth through 5<sup>th</sup> grade are using Checkpoint – older children will appear but are not checked in)
  - a. If "Add to Group" window appears, make sure child is in Birth-5<sup>th</sup>. If not in Birth-5<sup>th</sup>, Cancel. Otherwise, select the correct class for the child. Then on a *Registration* form, check the box for *Change Child's Classroom* and fill in the family's name and address, child's name and what class he/she should be in.
3. Read the class that appears for each child.
  - a. If a child is in the wrong class (usually an infant through 2 years), see section on changing child's class.
4. Read any notes that exist for each child who is being checked in:
  - a. R – for Self Release

- b. A – for Allergy
  - c. Allergy tags will still be done at the door
5. Add /remove notes if necessary by clicking the note area to change or add.
6. Click Next
7. Click Print All (If parent wants two badge, first click *Security Badges* by Parent badge once, then click Print All)
8. Click Finish
9. Present badges to parent(s) and remind parent not to lose the security badge

#### **IV. To add/change/remove a note for a child**

1. Look up the family
2. Confirm the family that appears is correct
3. For the appropriate child, click the note area to add, change, or remove a note

#### **V. To add a child family member to existing family**

1. On the registration form, check the box for add/remove child family member, circle add, and have the parent start filling out the form
2. Look up the family
3. Confirm family name and address
4. Click the Add Family Member button
5. Enter Child's first name and if necessary change last name
6. Add date of birth
7. Click Save

#### **VI. To reprint a torn/unusable badge**

1. If a badge is torn, ask for pieces to confirm identity
  - a. If identity confirmed, enter last name comma first name
  - b. Note the child should be already checked in.
  - c. Click next
  - d. Print the appropriate badge
  - e. Click Finish
2. If child badge was lost, reprint as above and compare numbers with the parent badge
3. If a parent badge was lost, contact Discoveryland staff to confirm identity

#### **VII. To check a child out who never made it into the classroom**

1. On the right side of the screen, enter the last name, first name
2. Check the box next to the session name for the appropriate child
3. Click Finish

NOTE: Visitor can't be checked out

#### **VIII. To view statistics**

1. Click the View Statistics button
2. Double click any class to see details