

Campus Labs® Event Check-in App Walkthrough

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Information

The **Campus Labs® Event Check-In App** makes tracking attendance easier than ever. No more swiping cards—now you can scan event passes with a smartphone! This user-friendly app is designed to streamline event check-ins and make managing attendance a breeze.

Note: The Campus Labs® Event Check-In App is an add-on feature. For more information, please contact your Campus Consultant.

How It Works

The app simplifies attendance tracking by using smartphones or tablets to scan event passes, removing the need for traditional card-swiping hardware. The process requires two key components:

1. **Event Pass:** Similar to a mobile boarding pass, it's unique to each user and linked to their Engage account. Once mobile check-in is enabled, users can access their Event Pass through the user drawer in your Engage community.
2. **Mobile App:** Event hosts (not attendees) need to download the free Campus Labs® Event Check-In App from the **Google Play Store** or **Apple App Store** to scan the Event Passes.

Setting Up the App

After downloading the app:

1. **Enter the event access code:** This code is provided when you create an event in Engage. Navigate to the event in the Admin view, and the code will be displayed in the bottom right corner.
2. **Start Session:** Enter the access code, log in using your Engage credentials, and you'll be directed to the event's check-in page.
3. **Choose Scan Mode:** You'll now decide whether to use **Online Scan** or **Offline Scan** based on your internet connection.

Online Scan vs. Offline Scan

The Event Check-In App supports two modes: **Online Scan** and **Offline Scan**. Choose the mode that best suits your event's Wi-Fi reliability. A high-level overview of the different capabilities of Online and Offline Scan mode are shown below. For more on ECIA Offline Scan, check out our walkthrough article.

Online Scan	Offline Scan
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Requires a stable internet connection	Works without an internet connection
Syncs attendance data in real-time	Stores attendance locally until synced later
Allows user lookup if they don't have an Event Pass	User lookup not available
Allows check-out of attendees	Check-out feature not available
Real-time visibility of attendee count	Attendee count limited to scans on the local device
Shows attendee details (name, RSVP status, etc.)	Attendee details not shown

Important: In **Offline Scan** mode, you must sync the attendance data at the end of the event for it to be saved in Engage.

Using the App to Scan Event Passes

After selecting the appropriate scan mode:

1. **Grant Camera Access:** The app will need permission to use your camera to scan event passes.
2. **Scan Event Passes:** Position the edges of the scanning box over the attendee's Event Pass. Depending on the scan mode:
 - **Online Scan:** A confirmation screen will show attendee details. Tap "Check In" to confirm and proceed.
 - **Offline Scan:** You'll receive a green confirmation icon and a haptic response, ready for the next scan within two seconds.

Additional Features (Online Scan Only)

1. **Tracking Attendance Without an Event Pass:**
 - If an attendee doesn't have their Event Pass, tap "No Pass?" below the scanning area or select "Lookup" from the bottom menu. You can search by name or email, then tap the correct attendee to check them in.
 - To add a guest, click "Add Guest," enter their email address, and submit.
 - **Event Check-Out:**
 - When attendees leave, they can be checked out by scanning their Event Pass again. The app records each check-in and check-out time, which can be viewed later in the co-locations report.

Final Steps

- **Online Scan:** Once your event is over, your attendance data is automatically saved, and you can simply close the app. If desired, end your session by tapping your profile picture and selecting "End Session."
- **Offline Scan:** Before exiting the app, ensure you click **Sync Attendance Data** to upload the attendance information to Engage. The app will remind you to sync if unsynced data is detected when ending the session.

Feel free to send any questions, comments, or suggestions to our Support Team!

KB Product

Engage

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