

# ScanAttend

---

## Results at Hand Software

The goal of our ScanAttend application is to provide quick and easy tracking for your in-person conferences. Our scanning app works with your attendees' badges allowing you to scan and track their session credits.



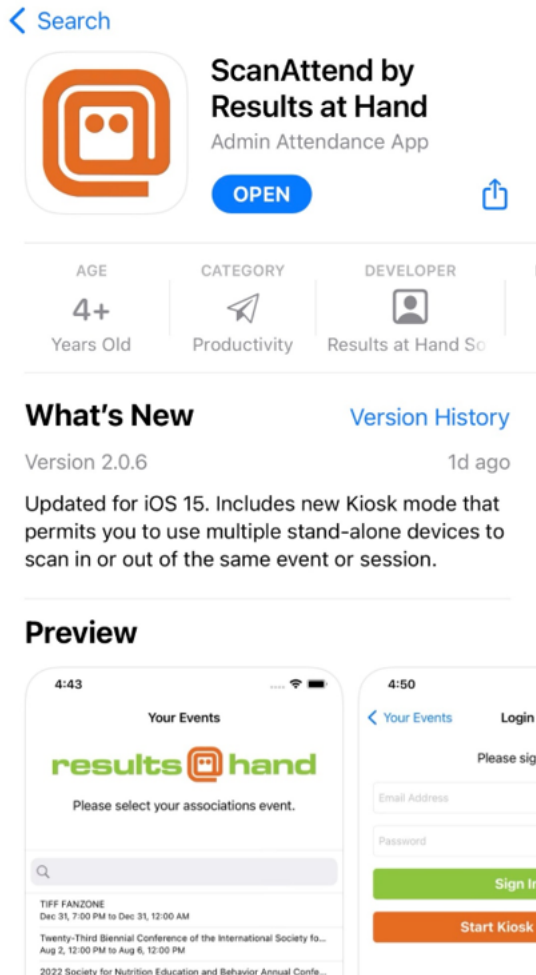
ScanAttend Instructional Video: <https://youtu.be/tMutiBWMluE>

Below we will walk through how the app functions so that you can effectively use it at your next event. We will cover:

- App Installation
- Using the App
  - Login
  - Attendance
  - Kiosk Mode
  - Group Kiosk Mode
  - Attendance Scanner Section in the Admin. Portal
  - Troubleshooting

# Installation – App Store

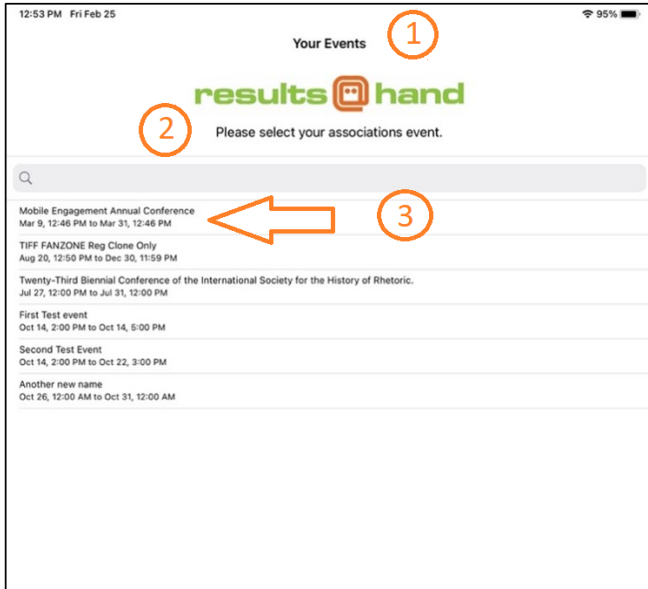
Let's begin with downloading the ScanAttend App by Results at Hand. From the Apple Appstore search for "ScanAttend". [LINK TO APP](#)



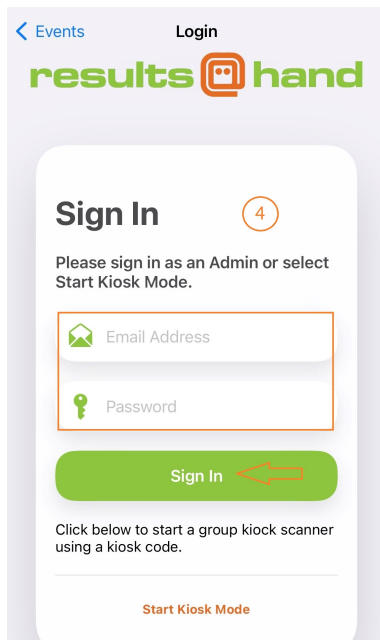
**REQUIRES VERSION iOS15+ to install.**

# Using the App

1. Your first time opening ScanAttend, you will be greeted with a request to send your device notifications. This is for app functionality that happens behind the scenes. You will NOT receive a bunch of pop-up notifications. *MUST ACCEPT NOTIFICATIONS to use the app.*
2. Upon accepting, you will see a list of active events.
3. Here, you would select the event you are attending and move to the login screen.



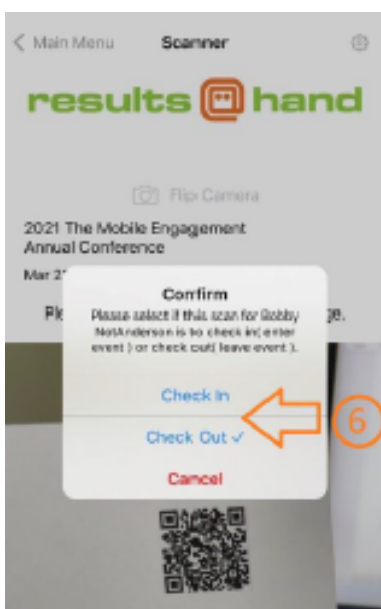
4. From the login screen, you have the option to sign in as an event admin or select "Start Kiosk Mode". We will get into what kiosk mode is in a bit.



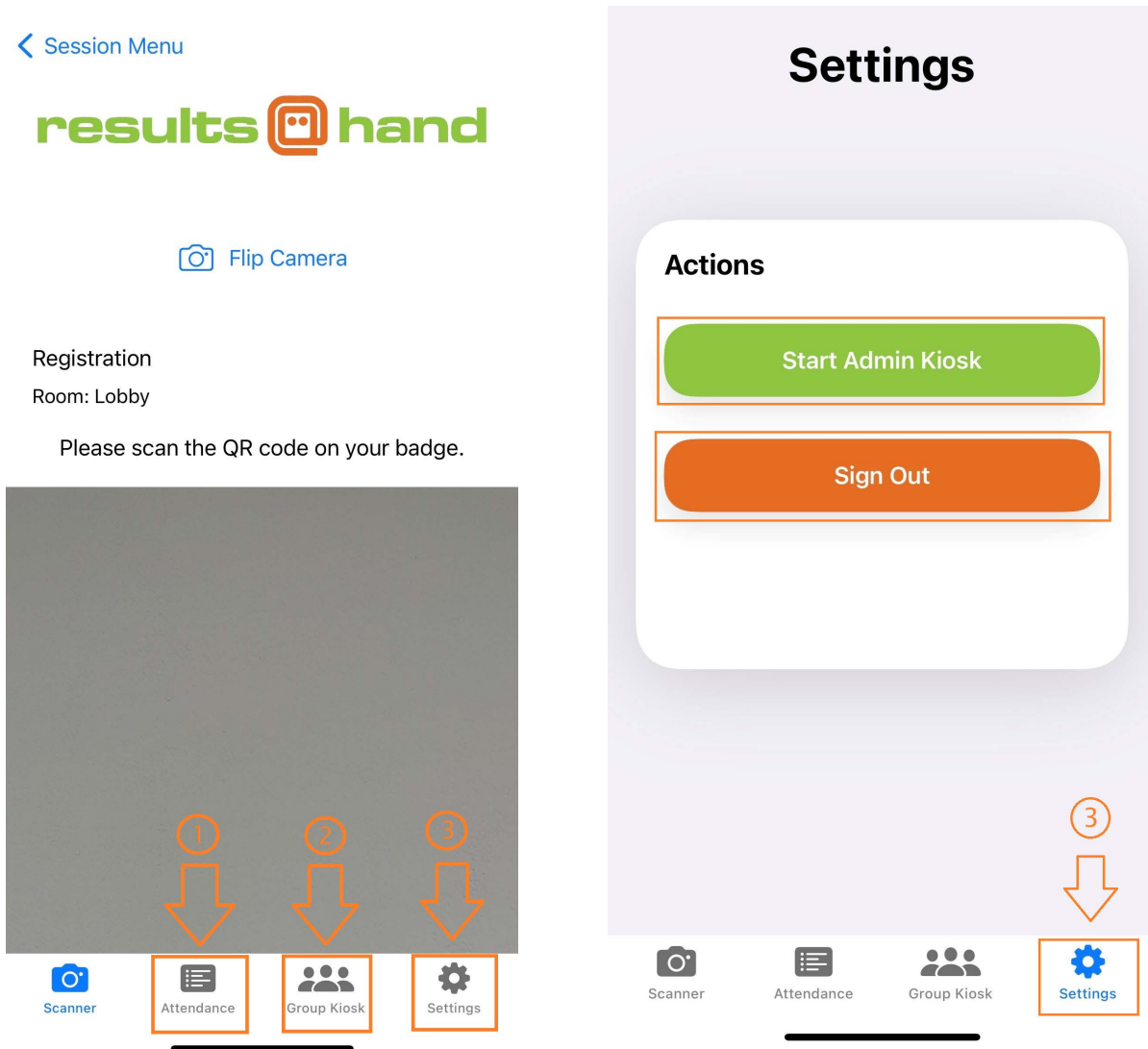
5. Log in using your admin portal email and password. Once you sign in, you will have the option to scan for your event or select a specific session for scanning. Or join a Kiosk Group.



6. Selecting "Scan Event" or "Scan Session" will take you to our scanner view. This is where your admin will go to begin scanning attendees' badges. Every scan asks you to confirm that you are scanning the correct user, along with selecting check in, check out (if check out is turned on in Continuing Education), or cancel scan. Checking In sends data to our servers to know this user has arrived at this event/session. We capture the time of this check in to make sure they are attending the session for the required amount of time to receive the credit. Check Out must be selected any time the attendee leaves the event/session, or once the event/session is over. The check mark will automatically populate depending on if the time is closer to the start or end of the event/session. To turn off check in/check out confirmation, see the "Attendance Scanner Section in the Admin Portal" below.



From the scanner view, along the bottom are three additional options, for Attendance, Group Kiosk and Settings



1. Attendance – This is where you can view all the current scans for this event/session.
2. Group Kiosk – Group Kiosk Mode is a self-service option where the admin can control multiple devices from a single device and allow for self scanning of multiple devices. This button will show your Kiosk Groups, when in Group Kiosk Mode and allow you to change sessions for a Kiosk Group (see instructions below).
3. Settings – Allows you to switch to Kiosk Mode which is a special “Locked out” scanner mode. This is used when you want to set the device at a designated area and have attendees scan themselves in. All features are locked out and an admin’s login and passwords are required to exit this mode. Kiosk mode is a self-service option. You can also sign out from the setting screen.

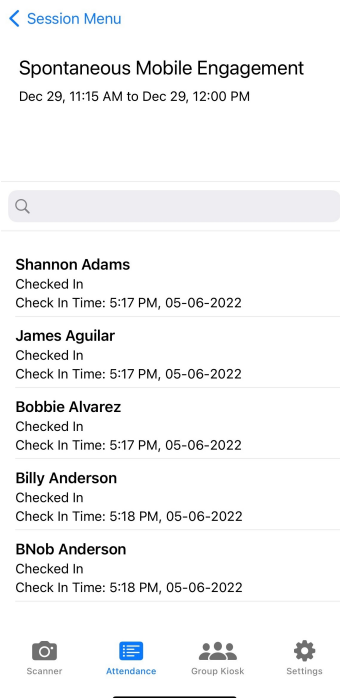
Every scan is sent directly to our servers. If for some reason the scanning device cannot connect to our server, you will receive a small notice stating that a manual sync is required. You are able to continue scanning without issue. The scans can be synced next time the device is connected to an internet network by

- clicking the attendance option. Here you will see a count of un-synced scans
- then the settings option on the bottom menu, along with a Manual Synchronize button.
- Signing out will also sync the devices scans with our servers if you are connected to an internet network.

## Attendance

The attendance view is where you can view the current scans. Each scan will note whether it was for check in/check out as well as display the time of the scan. We also display a few extra tags when the scan came from a kiosk device. We will get more into that in the kiosk section. To refresh the list, swipe your finger down the screen starting at the first scan listed.

Here is a sample of our Attendance screen.



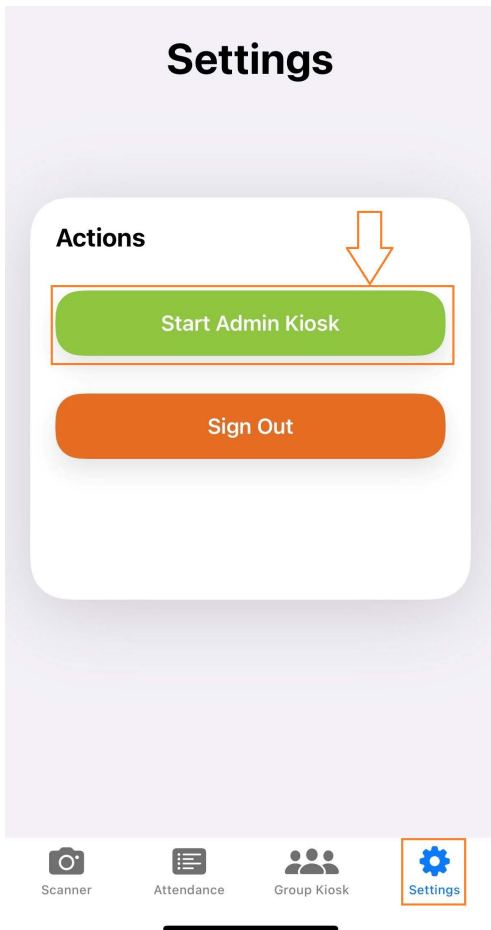
Users are allowed to check in and out multiple times.

# Kiosk Mode

Kiosk Mode is a self-service mode that allows users to scan their own badges without accessing other important settings. In kiosk mode all additional functionality is locked out until you, the admin, log in to unlock the device from kiosk mode. The device/s can be left open for Attendees to scan their badges during event or session check in or check out.

The only feature accessible while in Kiosk mode is the camera to allow badges to be scanned. The camera will automatically open with the forward-facing camera to allow for self-scanning while the device is on a table or stand.

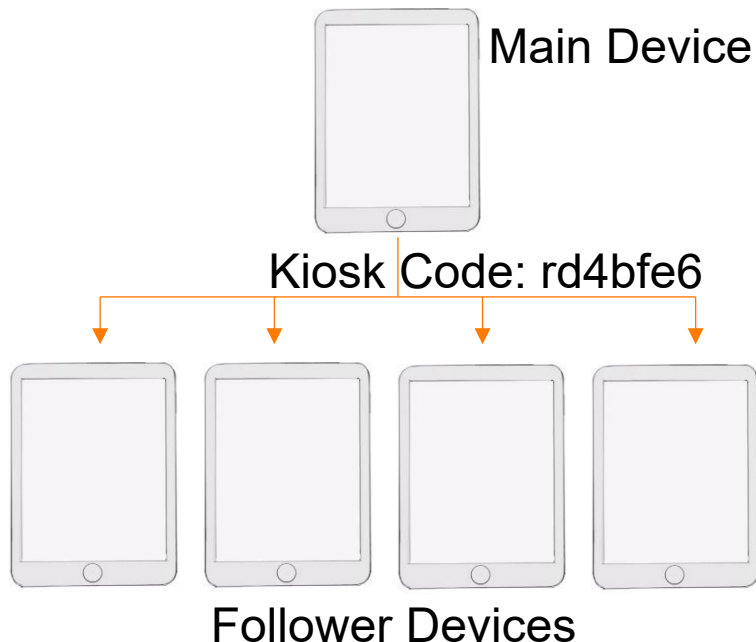
To launch kiosk mode, Log in using your admin portal email and password. Once logged in, select your event or session and select the Settings button (cogs) at the bottom of the screen (image below) and then select "Start Admin Kiosk".



The device will remain in kiosk mode until you (the admin.) logs in to exit kiosk mode.

# Group Kiosk Mode

With Group Kiosk Mode, the admin will be able to enter a Kiosk Code found on the main device into multiple follower devices for self-service check in and check out without having to hold the devices. The main (parent) device will manage all of the follower (child) devices in group kiosk mode.

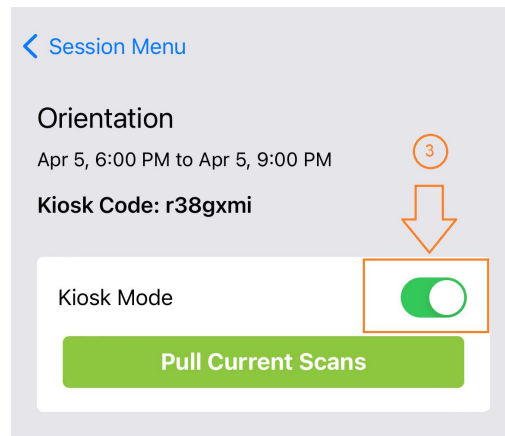
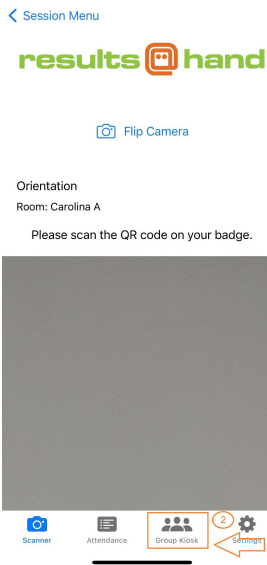


## Kiosk Code:

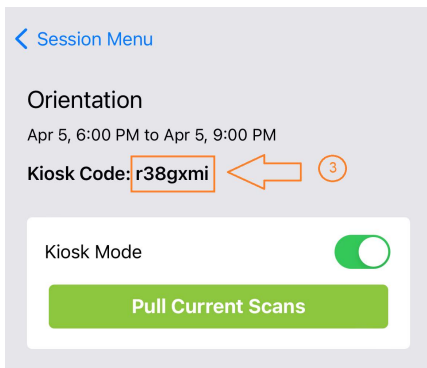
To set follower devices to kiosk mode you must first access the Kiosk Code on the main (parent) device.

1. To find the Kiosk Code you will need to log in as an admin.
2. Select a session or event and Select Group Kiosk from the bottom menu
3. Make sure the Kiosk Mode toggle is on.

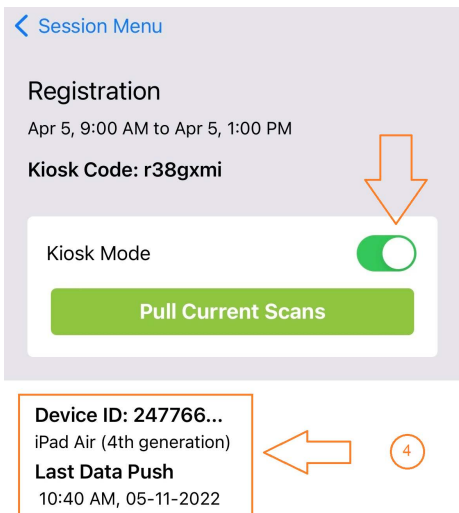




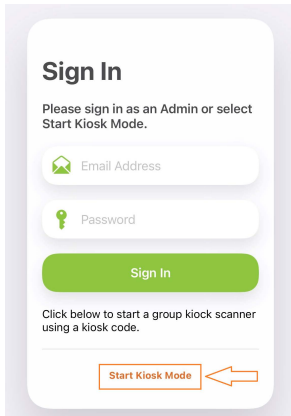
3. The Kiosk code will be listed under the date and time. You will enter this code in the follower devices, instructions below in the Follower device section.



4. Once you have connected the follower devices (see instructions below) you will see all connected devices on the Group Kiosk screen and be able to change sessions for all devices (see instructions below). You can now go back to the session screen to scan.

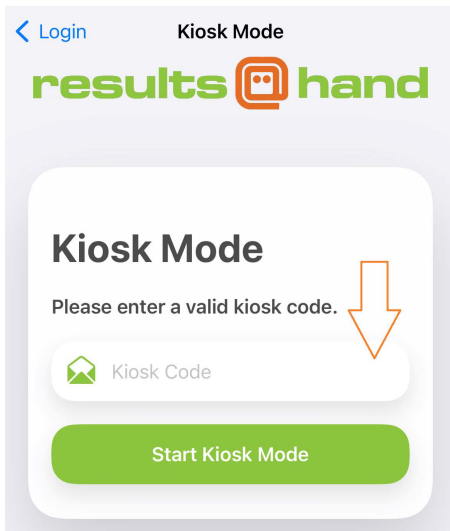


## Set to Kiosk Mode in the Follower (child) devices:

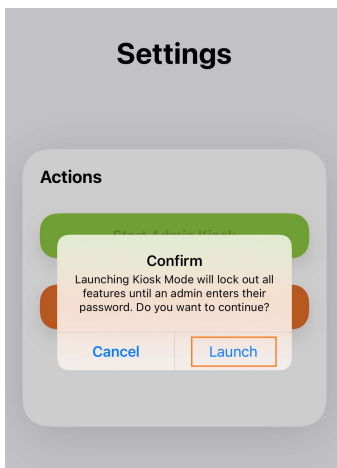


On each of the follower devices, complete the below steps:

1. On the login screen, select Start Kiosk Mode. You will be asked to enter a Kiosk Code you collected from the main (parent) device. In the example above the main device's kiosk code was r38gxmi

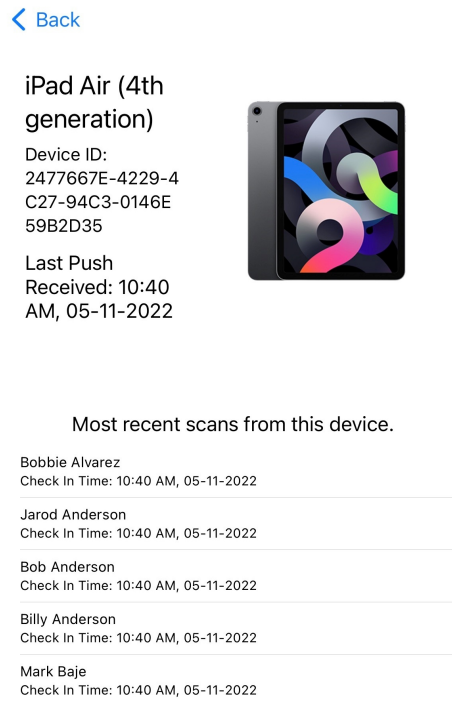
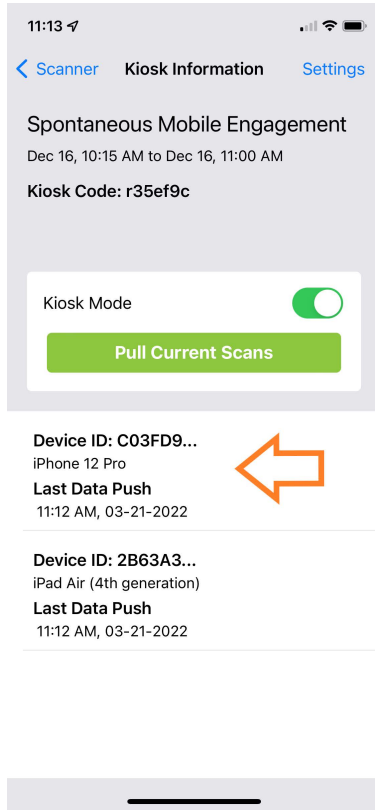


Once entered, the device is locked down for kiosk mode. You will need to login with admin credentials to exit kiosk mode. You will receive a confirmation message. You will need to select Launch to continue.



## Manage Follower Devices from Main Device:

From the Main device you can track scans from the follower devices. From the group kiosk screen, select the device to see scans. See screen capture below from the group kiosk section of the main app. Click on the device to see the scans captured from that device, see second image.



## Change Agenda Session on Follower Devices from Main Device:

Agenda sessions can be changed from the main device, which will force the change on the follower devices.

1. From the Main Device Main Menu, click on Kiosk Groups
2. Click on the Kiosk Group you would like to force the session change, see image above.
3. Click on the Change Devices Kiosk Group button, see image below.
4. Select the new session and click submit change, see image below.

< Back

## Kiosk Group

Registration

Room Name: Lobby

Kiosk Code: r38gxmi

### Actions

Change Devices Kiosk Group

### Devices in this Group

iPad Air (4th generation)  
2477667E-4229-4C27-94C3-0146E59B2D35

## Change Kiosk Group

Select a session below to be the new kiosk group for the selected devices.

Current Session: Registration

Q

Orientation  
Apr 5, 6:00 PM

Breakfast  
Apr 5, 10:00 AM

Lunch  
Dec 29, 12:00 PM

Breakfast  
Dec 29, 7:00 AM

Lunch  
Apr 5, 12:00 PM

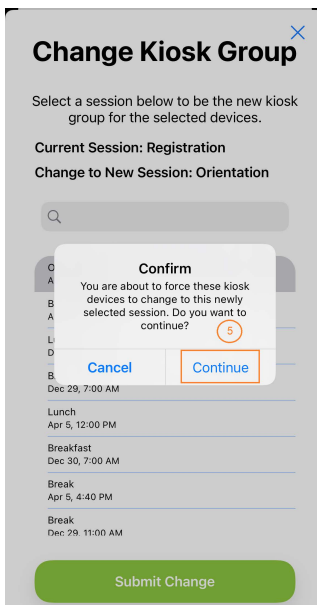
Breakfast  
Dec 30, 7:00 AM

Break  
Apr 5, 4:40 PM

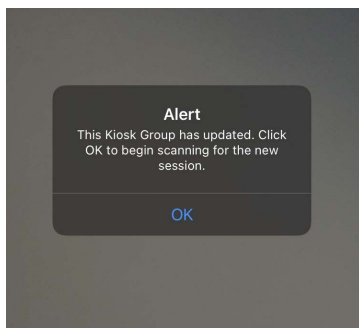
Break  
Dec 29, 11:00 AM

Submit Change

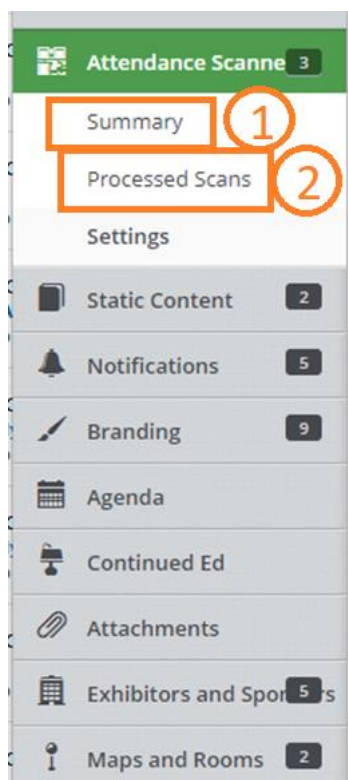
5. Once the change is submitted a message will pop up asking you to confirm the change. Click continue.



6. An alert will pop up on the follower device that the session has changed. Click ok to continue scanning for the new session.



# Attendance Scanner Section in Admin. Portal



From the navigation side bar under Attendance Scanner, you can access:

1. Summary to see a Summary of Attendance, those who have checked into a session or event. This is an aggregate report of scans for each attendee.
2. Processed scans allow you to see every scan from the event.
3. Settings: reviewed in detail below.

Dashboard Basic Settings Registration Navigation Users and Teams Directory Badges **Attendance Scanner** Static Content Notifications Branding

Chat Room Social Audience Polling Games Tests Flashcards Surveys Ratings Evaluations Form Center Zoom Integration Support Requests

Summary Processed Scans **Settings** ①

## Settings

You can change the setting below to have the system automatically process records received from ScanAttend into check-in/check-out records, or set it to "No" to manually process *main app*. This will ensure only scanned submissions are processed for session check-in. *NOTE: as an admin, you can process check-ins in the Cont. Ed. section of this portal.*

Automatically process scanner submissions?\*  No ②  Yes

Disable attendee check-in via main app?\*  No ③  Yes

Include confirmation alert for each scan?\*  No ④  Yes

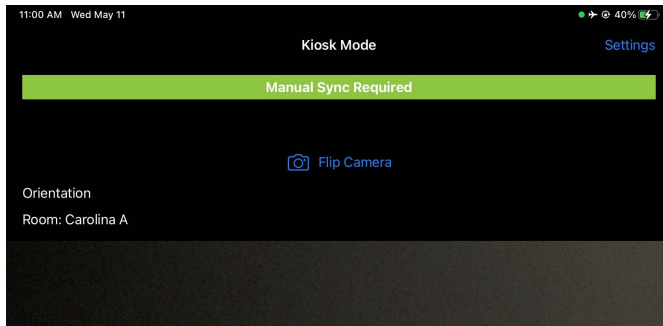
[Update Settings](#)

1. In the admin portal, go to Attendance Scanner > Settings
2. The settings allow you to select if you want the scans to process automatically or upload from the devices at a later time. We recommend Automatically, which is the default value.
3. You can disable the ability for users to check in on the ConferenceBeat app and only allow scanning for check in. We recommend disabling the in-app check-in capabilities. Disabled is the default permission.
4. You can turn off the confirmation function for each scan by changing the Include confirmation alert to no. This will allow you to scan attendees without confirming each one. If settings are updated in the portal, you will need to go back to the main menu and then back to your session to refresh the settings.

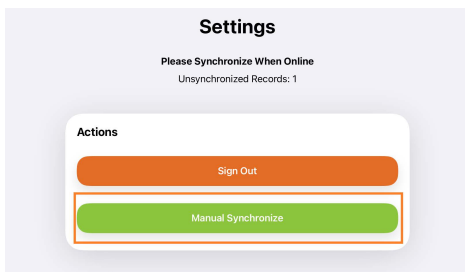
For more information regarding the scanner app or tracking CEUs, please search for scanner or CEU in the admin portal's HELP section.

# Troubleshooting in the ScanAttend App:

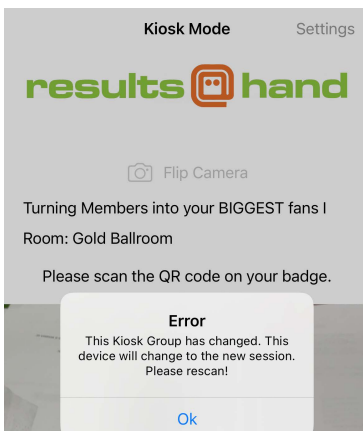
1. **My scans are not showing in the admin portal:** This is most likely due to internet connection. The scans will be synced next time the device is connected to an internet network. If they are not syncing, check the WiFi or internet connection. If in Group Kiosk, a Manual Sync Required will pop up on the follower device, see image below.

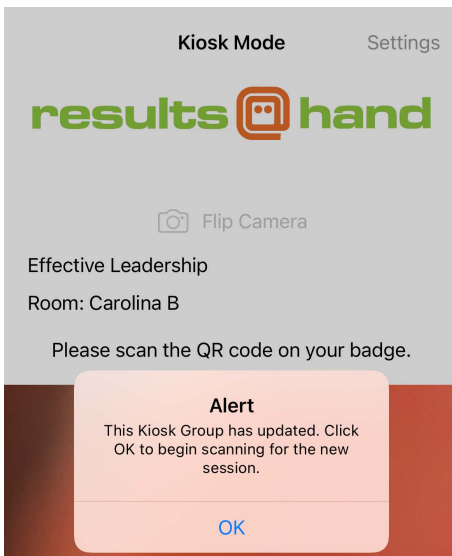


Manually sync your scans by clicking the settings button. Here you will see a count of un-synced scans along with a button to manually sync them, see image. Signing out will also sync the devices scans with our servers.



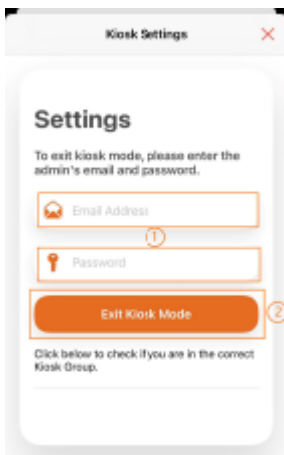
2. **Follower Devices haven't changed sessions** even though changes were made in the Main Device: As soon as the follower device performs a scan in the "old" session an error message will pop up, click ok.





You should then receive an alert that your session has been changed, click ok

**3. How do I exit Kiosk Mode:** Logging out is required to exit Kiosk Mode. Click on Settings, 1) enter your email address and password and 2) select Exit Kiosk Mode in the image below.



**4. ScanAttend is unresponsive or has a white screen:** If this happens do the following:

1. Log out and log back in  
If this doesn't work or you can't access the logout screen, then you will need to
2. Delete the app from your phone
3. Reload from the app store

*Note: you must delete the app complete and not remove the app from the Home Screen.*

