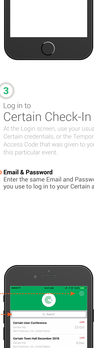
Certain Check-In Quickstart

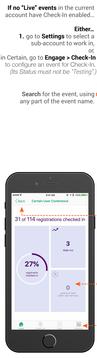
This document is a brief guide to using Certain Check-In, the iOS app you can use on site to check attendees in to your event, or as walk-ins to sessions. It is for use on iPhones and iPads.

1 Launch the
Certain Check-In App
from your Home Screen

2 Enter
Your Domain
Domain
Enter the domain at the beginning of the URL of your Certain Login page from the web.

Examples: app.certain.com, events.yourorganization.com





3 Log in to
Certain Check-In
At the Login screen, use your usual Certain credentials, or the Temporary Access Code that was given to you for this particular event.

Email & Password
Enter the same Email and Password that you use to log in to your Certain account.

4 Select
Your Event
Go to Settings (to change account, or to sign out)

If no "Live" events in the current account have Check-In enabled...

Either...
1. go to **Settings** to select a sub-account to work in,
or,
2. in Certain, go to **Engage > Check-In** to configure an event for Check-In. *(Its Status must not be "Testing".)*

Search for the event, using any part of the event name.

Tap an event to check attendees in.
(The events listed are those in the current account that have Check-In enabled and do not have a status of "Testing".)

5 The Certain Check-In
Home Page
(your Home Screen)

Return to event list

Live statistics

Tap icon to go to page:
- **Home** (this page)
- **Guest List**
- **Scan Badges**
- **Session Check-Ins** (if enabled)

6 Working with the
Guest List
Displaying All attendees

Yet to Check-In
Tap to list only attendees who have not yet checked in.

Add a Guest

Tap a blank page, or swipe left on an **Attendee** to check them in. The badge changes to a check-mark.

(Their registration status will change automatically to the one selected on Engage > Check-In for this event.)

Tap an attendee to view their record.

(**Caution** *You can choose to edit it here. That changes their profile record in Certain, affecting all events for which they've registered.*)

Tap a check-marked badge to revert an attendee's check-in.

(Their registration status will change automatically to the one selected on Engage > Check-In for this event.)

Swipe up
to see fields further down.

7 View an
Attendee's Profile
Tap to edit the attendee's details. (*Caution That changes their Profile record in Certain, affecting all events for which they've registered.*)

Tap to show intake questions for this Event.

Check mark means attendee has checked in.
(A blank badge means they haven't.)

Tap any field to edit it, if you've tapped **Edit** above.

8 Certain Check-In
Questions
If Check-In includes questions for attendees, select their answers on the Questions page.
(Questions are displayed automatically after you check an attendee in, or you can tap the Questions tab when viewing an attendee's Profile.)

Questions

Answers

Tap to select the attendee's answers.

9 Scan Attendee
Badges
Tap Scan and view the barcode *(which must contain the attendee's Registration ID)*.

The barcode is scanned automatically, and the attendee checked in instantly.

10 You can also
Add a Guest
(if enabled in Settings)

To add an attendee to the event:
1. Click **+** on the **Guest List** page
2. Enter their details here
3. Click **Done**

*** Indicates a required field**

11 Check Attendees in to
Sessions
(if enabled)

Tap a session to check an attendee in to it. (*Provided it's been enabled, you can add an attendee as a walk-in if they haven't registered for the session.*)

Session

Location

Track

12 Certain Check-In
Settings
Close page, and return to previous page.

Grey check ● the current account

Select a sub-account to move to. (*Shown only if there are any sub-accounts.*)

Sync to server automatically. *(Set to manual if connection is poor.)*

Returns list Login

Set up printer for on-demand badges.

The **Prerequisites** for you to use **Certain Check-In:**

1. Your Certain bundle must **include the product**

2. Certain, or your administrator, enables Check-In for the account. (**Account Settings > Implementation > Products > Certain Check-In**)

3. Your administrator brands Check-In for the account. (**Account Settings > Implementation > Certain Check-In**)

4. An Event Builder or Administrator enables Check-In for your event. (**Plan > Configure > Options**)

5. You download the Check-In app from the App Store, and install it on your iPhone or iPad.

6. The status of the event must be "Testing", it should be "**Live**".