The Self Check-In Feature - Take Attendance & Increase Parent Engagement

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Streamline operations, reduce admin time and cost, and increase parent engagement. Sound good?

With the Self Check-in feature, parents and students can bypass the front desk and check in independently. The student's attendance will be automatically recorded in Jackrabbit, eliminating the need for paper class rolls or the use of mobile devices on a slippery pool deck to take attendance.

No special equipment is required. For Self Check-in, you only need a dedicated device (e.g., tablet or phone), a laptop, or a desktop computer; it's mobile-friendly and supports physical and virtual keypads.

Select a heading to expand the section and learn more.

Expand/Collapse All

Set Up Self Check-in

In addition to selecting the directly related Self Check-in Settings, there are a few other things to look at before Self Check-in can be launched.

User Permissions	Two User Permissions control the Self Check-in feature:
	
	- *Self Check-in Settings* (Tools category) - The User can view and manage Self Check-in Settings.
	  - This permission defaults on for Owner and Manager/Director **User roles** only. Users without this permission will not see the Self Check-in Settings option in the General Settings.
	- *View/Manage Staff PINs* (Staff category) - The User can view and manage Staff PINs used to open Self Check-in.
	  - This permission defaults on for Owner and Manager/Director User roles only. Without this permission, Users will see a message under the Staff PIN field advising them that they do not have the necessary permissions.
	
	To edit User Permissions, go to the **Gear** icon > **Settings** > **User IDs** (left menu). Select a **User ID** and then select **User Permissions** (left menu).
	
	 Click here to learn more about Permissions for Jackrabbit Users

Requirements for Classes and Families	**Class Record** - *Days* (Summary tab) - A class must have at least one day of the week selected in order to be available in Self Check-in. - *Start Time* and *End Time* (Summary tab) - A class should have a start and end time entered. Without the times, Self Check-in sees that the class is on that day but can't determine that it has ended. Parents/students could check in to classes that have already finished. - *Display in Portal Student Schedule* (Summary tab) - A class must have this set to Yes (default) for it to appear as an option during Self Check-in. **Family Record** - *Primary Phone* (Summary tab) - Families will check students in using the *Primary Phone* number listed on the Summary tab of their Family record.

Staff PINs	To authenticate and open Self Check-in for use, a staff member must enter a unique 6-digit PIN that opens the Parent Welcome page. Decide which staff members will have a PIN. Note: The PIN does not provide access to your Jackrabbit data; Self Check-in operates outside Jackrabbit. Go to a **Staff** record > **Summary** tab and select the **Email PIN Setup Link** button. The staff member will be emailed with instructions on creating their 6-digit PIN. Once the staff member has created their PIN, it's visible (but not editable) on the Summary tab of their Staff record and on the Active Staff page (Staff > Active Staff).
Internet Browser Autofill	We highly recommended disabling the Autofill/Auto-Complete browser settings on the device used for Self Check-in. Autofill is a feature used in several browsers to help prevent you from filling out fields over and over again. This could cause an issue while using Self Check-in due to autofill filling out unintended fields. **Click here to learn how to enable and disable autofill in a browser** Note: Check to be sure you have the most up-to-date browser on the device you use for check-in.

With User Permissions set, Class and Family records confirmed, Staff PINs created, and browser autofill disabled for Self Check-in, you're now ready to fine-tune the Self Check-in Settings to control its behavior.

Go to the **Gear** icon > **Settings** > **General** > **Self Check-in** (left menu). On the Self Check-in Settings page, links on the right menu allow you to navigate quickly to any settings section.

After changing these settings, refresh all Self Check-in devices by re-entering a Staff PIN to apply the updates.

Select a heading below to expand the section and learn more.

Self Check-in Link

This section displays the URL (link) used to launch the Self Check-in Startup page, where a staff person enters their PIN and opens Self Check-in. Easily copy this link to send to other devices using the **Copy Link** button. The **Go To Self Check-in** link will take you directly to the Self Check-in Startup page.

Attendance Options

Choose your preferred Attendance Option for managing attendance when a student does not check in for a class.

Automatically Mark Students Absent	When a student does not check in for class, they are automatically marked absent, and the absence is noted with the UserID "Self Check-in." This can be changed by a Jackrabbit User or in the Staff Portal if a student comes in late, for example. Attendance is completed automatically with this option. Note: If your Makeup Scheduling rules don't require lead time and you restrict makeups from exceeding class size limits, you may want to disable automatic absence reporting. This prevents last-minute makeups from being scheduled into an absence before the original student checks in.
Do NOT Mark Students Absent	Students who don't check in for class are not automatically marked absent. Attendance for the class is considered incomplete in both the Staff Portal and the **Incomplete Portal Attendance** alert on the Executive Dashboard until an absence is entered manually by a staff person to complete attendance.

General Information

Select an Accent Color	Customize your Self-Check-in to reflect your brand. The default color is blue, which is used on the Welcome screen and as an accent throughout.
Show Family Balance	Select the checkbox to display the family balance on the Self Check-in screens. This setting defaults off (checkbox clear).
Use Instructor's Nickname	When selected, an instructor's *Public Nickname* (Staff record > Summary tab) will display instead of their first and last name. This setting defaults on (checkbox selected).
Allow parents/students to check in if they have not agreed to applicable policies	When selected, parents/students can check in even if they have policies that have not yet been agreed to. Clear the checkbox to prevent them from checking in and direct them to stop by the front desk. This setting defaults on (checkbox selected).
Allow check in for classes where student is scheduled absent for the class	Select this checkbox to allow students to check in to a class for which they have a scheduled absence. This can save staff time/effort if a student is actually able to attend the class that day. This setting defaults off (checkbox clear). Note: This setting is ignored when a student has a makeup class scheduled for the same day as the absence, for example, later in the day. The student will only be able to check in to the makeup class that day; the class with the scheduled absence will display on the Self Check-in screen but will be disabled.

Check-in Windows

Use the Check-in Windows to specify how long before a class's start time a student is allowed to check in (early check-in) and how long after a class has started they are still allowed to check in (late check-in). When no check-in windows are defined (the boxes

are not selected), a student can check in to classes at any time.

- Classes that have not yet reached the early check-in time will display but will not be available for selection, and the class card will display the time until check-in.
  - When a student has multiple classes that day, the class start time of the 2nd class is compared to the class end time of the 1st class. This continues sequentially for the day's classes. If the window is met, check-in is allowed. This prevents students from having to check in over and over when they have back-to-back classes.
- Classes that have already started and are past the late check-in window will display but will be disabled. The class card displays a message that the class is in progress and advises them to see the front desk.

Time updates in real-time within Self Check-in .

Example

A student's class starts at 11:00 a.m. It is currently 10:43 a.m., and the early check-in window is 15 minutes. When they start to check in, the 11:00 a.m. class is disabled, and a message displays 00 hr 2 mins til Check-In. If they are still logged in to check-in at 10:45 a.m., the message disappears, and the class card becomes enabled for check-in.

Confirmation Page

Optionally, add custom messaging to the confirmation page that displays to the parent/student when they have finished checking in. The character limit for the text is 500, with basic text editing abilities. Select the **Add Confirmation Text** checkbox to open the editor.

An expiration date can be set, allowing you to display a message until a specified date.

Student Messaging

Nurture your relationship and provide a personalized experience using the Self Check-in student messaging options.

- The messaging options default to not showing the message. Use the toggle switches to show them.
- If a student's birthdate doesn't fall on a class date, it will display on the first class date after the birthdate (as long as the next login is within 7 days of the birthdate).
- Default graphics are provided, or you can customize and upload your own (ideal size is 400px x 400px).
- Each messaging option allows you to add an additional message (up to 200 characters) to further personalize the experience.
- Preview links allow you to quickly see how your messages will look.

Open Self Check-in

The first step is to open the Self Check-in Startup page.

 From the Self Check-in Settings (Gear icon > Settings > General > Self Check-in), there are two options to open the Startup page:

- Select the gray **Copy Link** button to paste the link into a tab or send the link to a staff member who can launch the Self Check-in for the day.
- Use the blue **Go To Self Check-in** link to open the Self Check-in Startup page in a new tab.

Notes:

- Self Check-in does not time out; it will stay open unless the browser it's opened in is closed or the history is cleared.
- Multiple Self Check-in stations can be open at the same time.

Enable full screen mode to remove toolbars and distractions to prevent users from navigating away from Self-Check-in.

- Select the **Lock URL** icon below the keypad to enable full screen mode.
- Use the **Unlock URL** icon or press the Esc key on your keyboard to display the full browser and exit full screen mode.

    Note: Apple users should update to the latest version of iOS to ensure proper functionality of this setting.

Enter a staff member's unique six-digit **Staff PIN** and select the **Open Self Check-in** button to open the Welcome screen, and Self Check-in is ready for use!

The Self Check-in Workflow

The Welcome screen is where the parent or student enters their Primary Phone Number, selects the student or students, and starts the Self-Check-in process.

- Your organization's logo will appear on the Self Check-in pages if one has been added in your General Settings (under the Gear icon). If no logo has been

uploaded, your organization's name will be displayed.

- Once a parent or student has started the check-in process, it will reset to the Welcome screen after 90 seconds of no activity.

The next screen allows the parent/student to select which classes are being checked into. If you have chosen to use birthday/first day/level-up messages, they will appear here before classes are selected.

1 The Balance Due display is controlled by a **Self Check-in setting**.

2 You have three options for class selection: select all classes for all students, select all classes for one student, or select individual classes.

3 Badges display helpful information.

4 A **Self Check-in setting** determines whether a class is available for check-in if the student has a scheduled absence. A badge displays an alert that there is a scheduled absence, and if not permitted to check in, the badge will include instructions to stop by the front desk.

5 A class passed its start time will display but will not be active for Self Check-in.

6 When a substitute has been assigned to a class, their name will be displayed to let the student know their regular instructor is away.

A confirmation screen will display when the parent/student selects the Check In button.

1 The confirmation text is controlled by a **Self Check-in Setting**.

2 When I'm Finished is selected, Self Check-in returns to the Welcome page, ready for the next parent or student.

What Happens Next?

Here's where all the magic happens!

When a student's check-in is complete:

- The student is marked as present. Attendance is recorded in the Class record in real-time and immediately reflected in the Staff and Parent Portals.
- Classes that have been checked into will no longer appear on the Self Check-in screen. This also applies to any students who are already marked present in Jackrabbit or the Staff Portal. If that was the only class for the student that day, a message on the Welcome page will advise that the student has already been checked in.

- Student sign-in has been expedited, and your office staff has been freed up to do what they do best - be there for whatever families need!

Introduce Self Check-in to Your Families

We have created a short video tutorial and an email template to help you announce the Self Check-in feature to your families.

Watch the video

Share this link:
https://sproutvideo.com/playlists/ec9ddfb9121d61

The email template can be found under Families > Email Families or Families > All Families > Send Message > Email. It includes a link to the video tutorial.

Replace your information in the highlighted areas, and you are good to go!

After you have notified families of the new Self Check-in, review the All Families > Primary Phone column to identify families missing their Primary Phone number (Family record > Summary tab). Message these families directly from the All Families page.

Tracking and Reporting for Self Check-in

Organizations that track Absences

Whenever an absence is created with Self Check-in, it is stamped with the UserID "Self Check-in" in the Absences tab of the Student record, the Class Absence History, and the **Absences-Makeups report**. The **Student Attendance report** properly reflects attendance/absences.

Organizations that track Attendance

When attendance is recorded with Self Check-in, it is stamped with the UserID "Self Check-in" and properly documented in the **Attendance report**, the Attendance tab of the Class record and the Student record, and the **Student Attendance report**.

Click here to learn more about Reporting on Your Student's Attendance

User Activity Report

All activity with Self Check-in is recorded and accessible using the **User Activity report**. Active links in the report for the Student and Class columns provide additional details.

Frequently Asked Questions

Q. *Does every staff member need a PIN?*

   A. No. It's only necessary that staff members who will authenticate and open Self Check-in have a PIN.

Q. *What's the benefit of having a unique PIN for staff members who will open Self Check-in?*

   A. While it isn't a requirement, having a unique PIN makes it easy to track who authenticated the Self Check-in in your organization's activity.

Q. *Can I just have one PIN that we all share to open Self Check-in?*

   A. Yes. If you prefer to only have one 'global' PIN to open Self Check-in, consider having one staff member create the PIN and share it.

   Another option is to create a staff member specifically for the PIN. *First Name*: SelfCheckIn / *Last Name*: PIN. Make sure the Self Check-in PIN staff member has an email address you have access to so you can set up the PIN via email. Once you've created the 6-digit PIN, you can give it to any staff member who will open your Self Check-in.

Q. *Can I have more than one Self Check-in open for use at the same time?*

   A. More than one Self Check-in can be open and in use at the same time, so if you have 3 tablets in your lobby, they can all be used simultaneously for check-in.

Q. *Can a parent or student change their class check-in status once they've checked in?*

   A. Once a parent/student has marked themselves as checked in (present) for a class, they can't change the student's status in that class to absent. In this instance, a Jackrabbit User (within Jackrabbit) or a staff member (via the Staff Portal) would need to make the change for the parent/student.

Q. *If someone doesn't check in using the Self Check-in are they considered absent?*

   A. This is based on your Self Check-in Settings. If *Automatically Mark Students Absent* is chosen and families use Self Check-in, the absence of a 'check-in' assumes the student is absent. This can be changed using the Staff Portal or by a Jackrabbit User.

If *Do NOT Mark Students Absent* is selected, and a student does not check in using the Self Check-in, attendance for the class is considered incomplete until an absence is entered manually.