

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

Last Modified on 06/18/2024 3:29 pm EDT

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, a laptop, or a desktop computer; it's mobile-friendly and supports physical and virtual keypads.

When you use Self Check-in and have a class with no students checked in, the absences must be recorded separately. The **Incomplete Portal Attendance** alert on the Executive Dashboard will indicate entries for the previous day's classes that require attention.

**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.

<p>User ID Permissions</p>	<p>The Self Check-in feature is controlled by two User Permissions:</p> <ul style="list-style-type: none"> ● Self Check-in Settings (<i>Tools</i> category) - The User can view and manage Self Check-in settings. <ul style="list-style-type: none"> ○ This permission defaults on for Owner and Manager/Director User roles only. Users without this permission will not see the <i>Self Check-in Settings</i> option in the <i>General Settings</i>. ● View/Manage Staff PINs (<i>Staff</i> category) - The User can view and manage Staff PINs used to open Self Check-in. <ul style="list-style-type: none"> ○ This permission defaults on for Owner and Manager/Director User roles only. Without this permission, Users will see a message under the <i>Staff PIN</i> field advising them they do not have the necessary permissions. <p>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).</p> <p style="text-align: center;">Learn more about Permissions for Jackrabbit Users</p>
<p>Family & Class Requirements</p>	<p>Class Record</p> <ul style="list-style-type: none"> ● Days (<i>Summary</i> 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 (<i>Summary</i> tab) - Classes 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. <p>Family Record</p> <ul style="list-style-type: none"> ● Primary Phone Number (<i>Summary</i> tab) - Families will check students in using the <i>Primary Phone Number</i> on the <i>Summary</i> tab of their <i>Family</i> record.



<p>Create Staff PINs</p>	<p>In order 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.</p> <p>Go to a <i>Staff</i> record > <i>Summary</i> tab and select the Email PIN Setup Link button. The staff member will be emailed with instructions on creating their 6-digit PIN.</p> <p>Once the staff member has created their PIN, it's visible (but not editable) on the <i>Summary</i> tab of their <i>Staff</i> record.</p>
<p>Internet Browser Autofill</p>	<p>We highly recommended disabling the Autofill/Auto-Complete browser settings on the device used for Self Check-in.</p> <p>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.</p> <p style="text-align: center;">Learn how to enable and disable autofill in a browser</p> <p>Note: Check to be sure you have the most recent version browser version on the device you use for check-in.</p>

Now that you've ensured the correct User ID Permissions are set confirmed the Class and Family records have what they need, created Staff PINs, and taken the precaution of disabling autofill on the browser to be used for Self Check-in, you're ready to adjust the **Self Check-in Settings** that control how it will behave.

Go to the **Gear** icon > **Settings** > **General** > **Self Check-in** (left menu). Links on the right menu allow you to navigate quickly to any section of these settings.

After any change to these settings, all devices used for Self Check-in must be refreshed (reauthenticated with a Staff PIN) before their effect will be seen.

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 **Copy Link** . The **Go To Self Check-in** link will take you directly to the Self Check-in Startup page .

General Information

Select an Accent Color	Customize your Self Check-in to reflect your brand. This color is used on the Welcome screen and as an accent throughout. The default color is blue.
-------------------------------	--

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 <i>Public Nickname</i> (<i>Staff record > Summary</i> 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 will be able to

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.

Within Self Check-in time updates in real-time.

Example

A student's class starts at 11:00 am. It is currently 10:43 am, and the early check-in window is 15 minutes. When they start to check in, the 11:00 am 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 am, 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 launch Self Check-in and have a staff member with a **Staff PIN** authenticate and

open the Self Check-in Startup window.

Go to the Self Check-in Settings page (*Gear icon > Settings > General > Self Check-in left menu*) and click 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. Or click the blue **Go To Self Check-in** link to open the Self Check-in Startup page in a new tab.

- 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.
- For the best results make the browser window full-screen on the device you are using.

Self Check-in Startup Page

Once the link copied above is pasted into a browser on the device(s) you are using for Self Check-in, enter the staff member's unique six-digit PIN, and that's it! Self Check-in is ready for use.

- Any staff member with a Staff PIN can open the startup page.
- Use the link on as many devices as you need.

The Self Check-in Workflow

The *Welcome* screen is where the parent/student will enter their **Primary Phone Number**, select the student or students, and start 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/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 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/student.

What Happens Next?

Here's where all the magic happens!

When a student's check-in is complete:

- When the first student is checked in, they are marked *Present*. Additional students will be marked *Present* as they check in. Any student who doesn't check in to a class will automatically be marked *Absent*.
- Attendance is recorded in the *Class* record in real-time and is immediately reflected in the Staff Portal and the Parent Portal.
- Classes that have been checked into will no longer appear on the Self Check-in screen. This also includes a student already marked Present in Jackrabbit or in 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.

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!

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**.

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 that 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. Yes. If families are using 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.

Check the *All Families > Primary Phone* column to see if any families don't have a Primary Phone Number and message them directly from the All Families page. We recommend you email or text your families when you start using the Self Check-in, and encourage them to check or add a Primary Phone Number in their Parent Portal (*Account > Settings > Family Details > Address & Primary Phone*).
