



## Frequently Asked Questions

### **Q: How Does It Work?**

**A:** It is simple! Once registered the first time, it will take less than 30 seconds per family to check in and out at our express kiosks. You will find check-in stations conveniently located in both Renton and Kent. These stations are designed to help you quickly and easily check-in your children. The monitors are “touch screens” so you will not be required to use a keyboard or mouse, simply touch the monitor.

### **Check-In**

1. Hold finger on finger scanner. (Your family will appear on the screen.)
2. Select child(ren) being checked in and select “Next.”
3. Select “Finish.” Check-in slip(s) and nametag (s) will print. (Bag tags will print for nursery age children automatically.)
4. Place child’s nametag on child.

Take the check-in slip with the child to his/her room. If a pager is required, we will handle this at the appropriate classroom. A child may not be dropped off without a check-in slip. Parents have the option for children grade 3 and above to check themselves in using the system.

### **Check-Out**

1. Hold finger on finger scanner. (Your family will appear on the screen.)
2. Select child(ren) being checked out, select “Next.”
3. Check-Out slip(s) will print.

Take your check-out slip(s) to pick up your child (ren). A child grade 2 and under may NOT be picked up without a Check-Out slip. Children grade 3 and above may be dismissed and check themselves out. A check out slip will not be printed.

### **Q: Is this use of the computer impersonal?**

**A:** While at first you may fear that using computers to check in children may be a cold, impersonal process, you will soon experience that our check in process truly enables our team members and teachers to focus more effectively on your children’s needs and experiences.

### **Q: I don’t have any computer skills. Will I be able to learn how to do this?**

**A:** Yes. Touch screen monitors decrease user anxiety for people without basic computer skills, while at the same time, increasing user speed. In addition, a trained team member is standing by to help you if needed.

### **Q: How much longer will this system take for me to check in my child?**

**A:** Once you have your photos taken, you can check in your children in as quickly as 30 seconds.

### **Q: Will guests use the new system?**

**A:** We will give them the option of using the system and being assisted by one of our greeters or doing a manual check in.

### **Q: What if I forget to check out my children at a kiosk?**

**A:** Our team members or staff will direct you to the nearest kiosk to check out your child and bring back a check-out slip.

### **Q: What if I’m staying for two services?**

**A:** If you are staying for two services, the system has the ability to automatically move your child to the second service if he/she is not picked up after the first service.

### **Q: If I have a problem, who will be available to help me?**

**A:** A trained team member or greeter will be at the check-in area to assist you.

### **Q: What happens if the system goes down during a service hour?**

**A:** We will use a manual check-in/check-out system.

### **Q: How do I add other authorized individuals to the system?**

**A:** Please go to a check-in station with that authorized individual to add him/her to check in/ pick up your child(ren). Our trained team members will be able to take a picture and add the information to the system.

### **Q: I hear that we need to be fingerprinted to use this system. Isn’t that a little extreme?**

**A:** We ask that each guardian scan prints into the system. This system takes your finger and translates it into a random unique code. This code is not extractable from the system, nor can we reproduce your fingerprint. The main purpose of this is for you to quickly access your household’s information without having to carry a proximity card. Each of the check-in/out stations is equipped with a finger ID scanner. It’s a fast, safe, inexpensive, and a reliable way to know that you’re the right person to sign in/out your children.

### **Q: How do I check in a child (friend of son/ daughter) who is visiting without a parent?**

**A:** Please go to one of the check-in stations, where a greeter or team member will add the visiting child to the system with the “host” parent (s) as guardians or give them a guest check in pass.

### **Q: Can my older children drop off and pick up my kids?**

**A:** Parents may divide the children and take them to different classrooms to help speed up the process or older siblings (12 years and older) may also take children to the actual classrooms, as long as they are authorized and their photo is on the check-in/out slip.