

Conference Tracker App - Operator Manual

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Operator Manual

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Operator Manual

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Device Specifications

Conference Tracker can be used to track attendance using an Apple™ iOS operating system, version 10.0 or higher. Android devices with Android 6.0 or higher are also supported. If using an Android device, please ensure that they meet these minimum specifications:

- **2 GB RAM**
- **1.4 GHz processor**
- **5 MP Rear Camera**

Using a device with lower specifications may result in a sub-optimal experience.

About Conference Tracker App

(The App used for Conference Tracker)

Conference Tracker is an app that will convert an Apple or Android device into a portable attendance tracking system. The attendance data is transmitted to the Conference Tracker server on the Amazon Cloud via a Wi-Fi connection where it is used to generate real-time attendance reports. If you are using your own devices, you will need to download Conference Tracker from the **App Store (Apple iOS)** or **Google Play Store (Android)**. If you are leasing the devices, then Conference Tracker will be pre-installed.

How to connect to Wi-Fi on an Apple iOS device:

1. Your device will try to connect to your current Wi-Fi network if available.
2. If not available, your device attempts to connect to any nearby Wi-Fi networks you have

previously used.

3. If there are no previous Wi-Fi networks in range, a list of available Wi-Fi networks appears. You can tap them to join a Wi-Fi network and if necessary enter the password to join it.

Wi-Fi may not be available in all locations, but to locate nearby Wi-Fi networks: Tap Settings > Wi-Fi. Tap on a network name to join it. Depending on the Wi-Fi network, it may be necessary to enter a password.

Networks that require a password have a padlock icon by them.

- When connected to a Wi-Fi network, the Wi-Fi icon in the status bar displays connection strength. The more bars you see, the stronger the signal.

How to connect to Wi-Fi on an Android device:

-Your device will try to connect to your current Wi-Fi network if available.

1. If not available, your device attempts to connect to any nearby Wi-Fi networks you have previously used.
2. If there are no previous Wi-Fi networks in range, a list of available Wi-Fi networks appears. You can tap them to join a Wi-Fi network and if necessary enter the password to join it.

Wi-Fi may not be available in all locations, but to locate nearby Wi-Fi networks: Swipe down from the top edge of your screen to bring down the Status Bar. Go to your settings by tapping on the Gear icon in the top right corner. Tap on Wi-Fi to see available networks.

Tap on any network name to attempt to join it. Secured networks are denoted with a padlock icon and will require a password.

How to log into Conference Tracker App

Enter your conference information provide in the format below:

- **E-mail:** your@email.com
- **Password:** (Password will be provided)

Preparing Device Checklist:

1. Verify time on device is correct (Usually Set Automatically)
2. Verify Wi-Fi is connected
3. Check battery charge
 1. Ensure the battery icon is fully charged.

Using Conference Tracker App during a Workshop/Session:

1. **Launch Conference Tracker App** - Tap the Conference Tracker App icon to launch the app and enter e-mail, and password if prompted. Then wait while device attempts to sync.
2. **Select correct Room** - You should set the device to the Room you are located at for signing in/out attendees so the device can pull the schedule from the conference.
3. **Select correct Session/Workshop (if necessary)** - You may not have to set the correct session because it pulls this information from the schedule. If there is no Session shown or the wrong Session shown, please choose the correct one by:
 1. Tapping the icon in the top left corner, tapping Workshop, and select the correct Session
 2. Select either SCAN or MANUAL.

Signing IN/OUT Attendees:

SCAN mode

1. Ensure that workshop name is correct.
2. Verify the SCAN mode is properly set to IN or OUT by looking at the arrow. Click on the arrow to change from IN to OUT. IMPORTANT: Improper data collection will occur if you have not selected the correct IN or OUT mode.
3. Place badge in front of iPod camera and it will sign in or out attendees.
4. Once all swipes are complete, tap the Done button to exit SCAN mode.

MANUAL entry mode

1. Ensure that workshop name is correct.
2. Verify the SCAN mode is properly set to IN or OUT by looking at the arrow. Click on the arrow to change from IN to OUT. IMPORTANT: Improper data collection will occur if you have not selected the correct IN or OUT mode.
3. Type the card ID of the attendee and hit ok.
4. Once all swipes are complete, tap the Done button to exit MANUAL mode.

Error messages and how to handle them

Early Sign-in or Late Sign-out

You have to decide whether or not to allow this kind of sign-in or sign-out. Answer by tapping Yes or No.

Unassigned Card

Do you want to assign this card to an attendee? Yes or No, if yes add the attendee's First and Last name.

Sync the device ASAP if you have entered an attendee manually so they will be able to swipe into the next workshop.

Card Read Error Just hit OK and scan the card again. Your camera flash may want to activate

depending on the lighting in the area that you are scanning badges in. Turning the flash off will decrease the scanning time by causing fewer glares from the clear plastic badge holders.

Not Registered for Session If you have enabled online session registration and an attendee who has not registered for your session attempts to sign in, you will receive an error stating that this attendee is not registered for your session. You can choose to continue with the check-in, or cancel out. If you continue with the check-in, the system will allow the attendee to check into the session without any issues.

Sending Attendance Data to Server

(In Real-time if Wi-Fi exists)

As long as you are connected to a Wi-Fi hotspot during the conference, the data will automatically sync with Conference Tracker to view scans in real time.

It is recommended that you Sync your device prior to scanning attendees in and after you finish scanning attendees into a certain session. This will ensure your device is up to date with the conference's registration information.

If you don't have a Wi-Fi connection during the conference, don't worry! As soon as you can reconnect to Wi-Fi, the app will allow you to sync by tapping Options and then tapping Sync to allow your conference data to sync with the cloud. No matter what your Wi-Fi conditions are, you never have to worry about losing any data!

Additional Features

Swipes

This option will show you all the swipes collected on the device. You will be able to see the card number that was swiped into a certain session and at what time. You will not be able to make any changes to the swipes, but you can view them.

The swipes displayed are the swipes that have been done on the device that you are viewing them on. Logging on to the same Conference Tracker account on a different device will not display the same swipes.

Info

You will be able to see the conference dates and the conference description here. You can also view additional information such as the weather in the area, directions, conference website, and places of interest by tapping the Plus icon on Android devices or the info icon in the top right corner for Apple iOS devices.

Profile

This section will display the profile information of the current Conference Tracker account. You will be able to edit information such as your address and title but not your email or name.

Website Manual

Operators have access to the Conference Tracker website as well. By visiting **LINK**, they can view and create attendees, check attendees into the conference, and create notifications upon guest arrivals.

Manage Attendees

Check-In

Notifications

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