

Child Check In Frequently Asked Questions

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Does 'Child Check In' print to label printers (like Dymo?)

Yes. The 'Child Check In' program prints temporary badges on adhesive labels (2 1/8 X 4") to label printers such as the Dymo 450.

'Child Check In' also prints permanent badges using a color printer on regular paper. The badge can then be folded in half and placed inside a protective, plastic name badge sleeve and re-used each week. (For safety, we recommend using the kind of badge holders that clip on to the children's clothing). Also, multiple badges can be printed at one time on the same sheet of paper. We try to produce the badges as economically as we can to help our customers save money.



When the badges are folded on the 'fold line' they fit perfectly into the plastic name badge sleeves, which allow both sides to be viewed.

These are sold in most office supply stores.

Does 'Child Check In' also print badges for the workers?

Yes, Child Check In prints badges for the workers on adhesive badges using a label printer or on regular paper using a color printer, which can be reused each week. A worker's badge has the worker's name and photo, class name and can also have the organization's logo on it.

How are the badges worn?

For safety, we recommend that the badges be placed in the clip-on type of badge holder (shown above) rather than any holder that is worn as a

necklace since the necklace type could pose a strangulation hazard, especially on playground equipment. (The kind with sharp pins could also injure the children or damage their clothing.)

How are the badges reused?

Most of our customers print the guardians' and children's badges, put them into badge holders and then store them for use each week. You may want to store them in several containers (or small baskets) that allow you to sort the badges alphabetically by last name (i.e. A-G, H-N ...) so you can easily locate a family's set of badges when they arrive. It also helps to clip a family's badges together.

By reusing the badges each week, you will save a lot of time and money. --- The 'visitor' badges are designed to print on adhesive labels and most of our customers use these for new families for 2 or 3 weeks before creating a permanent photo badge. (There is a 'Missing Photo' report that you can run to help identify the families that have attended X number of times so you can take their picture and print badges.)

Why doesn't the child's age and grade print on the permanent badges?

The child's age and grade print on the temporary badges but the child's date of birth is printed on the permanent badges. This is so the permanent badges can be used for multiple years without reprinting them each year.

Can I Customize the Badges?

No, the format and contents of the badges cannot be changed. The parent's photo is printed on the badges as an extra layer of security, allowing your check in workers to visually verify that the person picking up the child is the one in the photo. Also we've made the child's name print as largely as possible, within the space available. When designing the badges, we used real life data from a church (which helps us test our products before they are released).

What is a typical check in/out procedure?

Here is a process that works for a lot of our customers... when the family arrives, locate their badges and clip the badges onto the children. Hand the guardian badge to the parent. Select the family in the list on the main screen of the application and check the boxes beside each child's name. The best match for the child's class will automatically be selected by the Child Check In program based on the child's age and gender. To make check ins even faster, you can optionally print bar codes on the badges and automate the check ins by scanning one badge in the family.

When it is time for the children to be picked up, the parent must produce the guardian's badge. This allows the check in desk workers to visually verify that the person in the picture on the badge is the person picking up the children. If a grandparent or other person may be picking up the children and has been given the badge by the parent, we recommend that their names be listed in the 'Authorized Adults' section of the badge and that the workers verify their identification.

Is there a way to 'check out' children through the software?

Yes, you can optionally record when a child is checked out and who picked up the child. By scanning the bar code on the badges, check outs are as fast as the check ins.

Can I Install the Software on a Second Computer?

No. To comply with our licensing you cannot install the software on more than one computer without purchasing a copy for each computer. Child Check In is designed to allow multiple check in stations to share a single database (there are detailed steps showing how to configure this in the help file), however, each check in station must have its own licensed copy.

Is the family number computer generated?

Yes, the family number is automatically generated by the Child Check In program. However, this number can be changed for compatibility with other systems like preprinted key tags.

Does the software work with my pager or other notification system?

Yes, the ID number of the pager or other notification device given to the guardians can be easily entered during the check in process so you can quickly retrieve the number if you need to summon a parent before the normal check out time.

Can the data be shared between multiple computers?

Yes, one computer with the 'Child Check In' program installed can be set up to store the data while additional computers can connect to this central database. We have detailed steps for setting up the shared database in the help file. However, to comply with the licensing agreement, you must purchase a copy of the Child Check In application for each computer you install it on.

Is there a limit to the number of families or check ins?

No. There is a 10 GB limit for the database but it would take years and years for you to exceed this limit. If you use the feature that will automatically delete inactive family information and check in records that are older than the timeframe you choose you should be able to use the software without reaching any kind of storage limitations.

Is there a monthly or annual fee to use the software?

No. The purchase price of the software is the only cost. We try to keep our prices low for our non-profit customers so they can use more of their contributions for their ministries. One way we are able to do this is by offering only electronic technical support via e-mail. We generally respond within 24 hours during normal business hours Monday – Friday.

Can I import my data from another vendor?

No. Every software company stores their data in a different format and has different specifications concerning field lengths and data types, etc... Therefore, matching up the info that is the same between both systems is costly and difficult.

Many of our customers use the re-entry of families as an opportunity to ensure that they have the latest information and only active families in their system. There is a 'Family Info Form' that can be printed from the Child Check In app which parents can fill out to facilitate entering the info into our program either prior to starting to use Child Check In or as families come to check in for the first time. We don't have many required fields so the info for a family can be entered quickly.

Do you support keychain FOBs / tags?

Yes. You can change the automatically generated family or worker ID to match the number on the key tag so you can use a key chain tag to check in the children. The bar code must contain the family / worker number preceded and followed by an '*'. For example, if the family's number is '10208' then the bar code should contain '*10208*'.

IMPORTANT: Before you implement a check in/out process using key tags, you should determine how you will maintain security (ensuring that only authorized people are allowed near the children's rooms and that only the right person picks up the children). We've had some churches laminate the permanent badges for allowing the parents to keep them and to facilitate faster check-ins. The parent's photo is printed on the badges that the Child Check In program creates to allow workers to visually identify who is authorized for the check outs. For security reasons, we don't recommend unmanned check in stations.

Why Does the Bar Code Scan Check In All the Children For a Family?

Scanning the bar code on the badges automatically selects the family in the list of names and then checks in/out all of the children. For the majority of our customers it's more common for all of the family's children to be checking in at once, so this is the default behavior. Scanning the bar code is intended to help speed up the check in/out process but if one of the children for the family is not checking in, you can easily uncheck the box beside his or her name with the mouse.

Can I Check In With an iPad or a Tablet?

We currently do not support check ins with Apple or Android tablets at this time. However, have you looked into the 'Microsoft Surface Pro 2' (or greater)? This tablet runs Windows and is fully compatible with Child Check In. Also, many of our customers use laptops for their check in stations so they can be locked up securely when not in use.

Can I Control When Children Change Classes?

Yes. You can set up classes by grade or by age range. The age ranges can be in either months or years and you can specify when the children move to a class, for example: on their birthday, on a specific date (i.e. August 1st) or on a specific day of the year (i.e. the second Sunday in August). This allows a child to be moved to a class as soon as they are the appropriate age or as a group on a specified date.

Is There a Number I Can Call?

No. One of the ways that we keep our products so affordable is by offering only online sales and support. We'd be happy to answer any questions you may have. We try to respond within 24 hours (M-F 8-5 CST).

Online support is usually more efficient anyway since most tech support cases require files to be sent back and forth in order to troubleshoot what is going on. We also offer 'Premium Support' that can be purchased from our web site for customers who would like us to remotely connect to their pc to figure out and correct any issues.

Can I Run the Software on A Mac?

No. Our software is designed for Windows only. There is software like VMWare Fusion which allows running Windows apps on a Mac, however, if you plan to get emulator software like Fusion this is not something we recommend for someone without a lot of technical skills. It would be much easier to just get an inexpensive computer with Windows 7, 8 or 10 already loaded on it.

We do have customers who have successfully used software like Fusion but they have had issues they had to work through to be able to access printers and other hardware attached to the Mac from the Windows emulator. Also, we don't provide support for these types of configuration issues.

Do You Have a Demo Available?

Yes, there is a fully functional, 14-day demo available at CNet here:

http://download.cnet.com/Child-Check-In/3000-20411_4-10922104.html?tag=mncol;3

Click the 'Direct Download Link' to avoid using the CNET Installer and choose to save the file and then launch it after it finishes downloading.