

Kiosk Volunteer Operator FAQ

What do I do if I scan the entry's Confirmation E-mail barcode and no athlete shows up?

This often means that the athlete has provided you a barcode that is associated with a registration under a different event. You can always search with the athlete's name as well.

What do I do if I scan the athletes information wrong and it auto navigated away from the athletes page?

You can always enter the athletes page again by scanning the barcode or searching for their name to re-enter the correct information.

What do I do if I'm returned to the search screen after scanning an entry's barcode?

Refresh the kiosk page and try again.

What do I do if the scanner stops working?

Unplug it and plug it back in.

What do I do if the scanner doesn't automatically scan?

Scan this barcode with the scanner that isn't working to configure the auto scan option.



Auto-sense Mode