

# PC Check In

## Setup & User Guide

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For the latest version of this document refer to our website

# 1 Software Installation & Setup

## 1.1 Minimum Requirements

- Windows Operating System (Windows 7 or newer)
- 4Gb RAM
- 10gb Hard Drive
- 1024x768 Capable Touch Screen
- Designed for use with no keyboard
- A Network Connection

## 1.2 Components

Check In Software runs using two programs, a front end touch screen program and a backend browser based program.

- **Main program:** The main program controls both the touch screen interface and the back end where staff can monitor customers in a live display.
- **Support Files.** Support files consist of banners, graphics, sound and configuration files. These are the files that can customize the appearance and performance of your system
- **Database.** Your information is stored in a single database file, named 'cico.mdb'. This file should be included in your backup routine.

## 1.3 Software Installation

For best results you should remove any programs that automatically start when Windows boots. This will avoid any programs popping up in front of your check in system and allowing customers to change your system. Software installation is simple but a few things must be done prior.

- Disable User Access Control in Windows and reboot
- Download and install PC Check In Software from our Website ([www.pccheckin.com](http://www.pccheckin.com))

Our software installation will install a shortcut on the desktop and into your startup folder. This is so your software will automatically load upon boot.

### 1.3.1 Windows Installation

When installing our software you must disable Microsoft Windows User Access Control (UAC) first! UAC moves and hides essential files needed for Check In Systems software.

- To disable UAC, go to your control panel under User Accounts. There you will find and edit User Access Control Settings. Drag the slider to the bottom, apply and reboot.
- You may need to disable World Wide Web Publishing Service using services.msc. This is a Microsoft web publisher that conflicts with our web service.

## 1.4 Initial Setup

Set up of the Check In system is as simple as setting up a basic PC. It is a PC with a Windows Operating System and should be treated as such.

The following steps will have your system running in just a few minutes

- Connect the network cable
- Connect the power
- Turn the system on and allow to fully boot
- Access the Main menu
- Program the Choice buttons from a workstation
- Create a shortcut to start the touch screen interface

## 1.5 Accessing the Main Menu

The only configuration required is the programming of the Choice buttons that appear on the touch screen. This is normally done from a workstation computer. After the system has completely booted to the touch screen interface, login from a workstation using a browser such as Internet Explorer. Accessing the main menu is done through the use of a web browser such as Internet Explorer, Safari or Chrome.

1. From any computer on the network, open a browser. In the address bar (not a search bar or search engine) type in the name of the computer and hit enter. (ex. <http://checkin> ). You can also enter the ip address if you know it. Be sure to use the http:// in front of the name or ip address.
2. The main menu and logo should be presented in your browser.

## 1.6 Setup of Choice Buttons on Touch Screen

1. Access the main menu using your browser from any network computer
2. Select from the right side menu – “Configuration”
3. The default password is ‘**mciaadmin**’
4. Type your greeting. This is a text display at the top of the touch screen.
5. Type your choices into the boxes provided.

*Technical Notes:*

- Leaving a choice blank will cause it not to show at all.
- If you do not want to use a button just leave it blank and it will not show on the screen.

## 1.7 Create a shortcut to the Touch Screen Interface

A simple shortcut will need to be created to run the touch screen in full screen mode. To do this we use Internet Explorer in kiosk mode. Make a new shortcut on the desktop of the touch screen to the following link and include the quotes.

```
“c:\program files\internet explorer\iexplore.exe” –k “http://localhost”
```

## 1.8 Customize Touch Screen Announcement Banners

This is the banner at the top and bottom of the touch screen. It is intended to make announcements to your guests as they arrive. The banner is a fully customizable graphic file. You can make your own custom banner and copy it to the folder prior to choosing the banner from the menu. To do so, make a banner of 800 pixels wide by 200 pixels tall using 150-600 dpi. Copy the file into the images folder. (default is c:\program files\checkinsystems\images).

To select a banner;

1. From the main menu choose “Configuration”
2. Type the name of the banner file (top.png)

*The default banners are named ‘top.gif’ and bottom.gif’.*

## 1.9 Security

Your system can have a Master Password. This would require anyone accessing the data on the backend to enter a password. The Master Password can be set in the configuration or in the CICO.ini file. Leave the password blank to bypass this option.

Your system can have a Report Password. This would require anyone accessing the reports on the backend to enter a password. The Report Password can be set in the configuration or in the CICO.ini file. Leave the password blank to bypass this option.

## 2 Using the System

### 2.1 Using the Displays

The Standard and Sidebar displays are available from the main menu. Using these displays users can view, acknowledge and check out patients as they arrive and depart in real time. The displays can show in ascending or descending order.

As a person arrives they will sign in on the touch screen and choose a reason for their visit. Using the displays, you will see the name, reason for visit and the time of arrival. Clicking Acknowledge records the time into the database and who clicked acknowledge. The button now turns to green for Check Out. Clicking the Check Out button will record the time and remove that entry from the displays.

#### **Status Display**

The Status Display is a full screen display typically used in a non interactive mode. There are no buttons to use for acknowledgment or checkout.

#### **Standard Display**

The Standard display is a full screen interactive display. This display is for daily use and shows all entries along with acknowledgement and checkout buttons. Complete information is shown on each entry.

#### **Sidebar Displays**

Sidebar displays are designed to run along side of any other productivity software. This screen can take only 2” of your screen and shows the persons name, reason for visit, time and the acknowledgement or checkout button.

#### **Completed Today**

This is a full screen display typically used in management for historical purposes. The names displayed have been checked out. Complete information is shown.

### 2.2 Reports

There are a number of pre-made reports available from the main menu. First is the Statistics report showing overall averages, counts and basic stats useful to management. You may select a date range or select all statistics. The second report is a daily report. Records of a specific day can be recalled along with wait times and total visit times.

### 2.3 Exporting data to Excel

The most powerful tool of reporting is the ability to export all the data and records to a standard Excel spreadsheet. One click on the button and Excel will open with all the data separated into columns. This does not delete or manipulate the data stored in Check In System.

## **3 Technical Information**

### **3.1 Care & Maintenance**

**Database maintenance** is done with one click from the main menu on “Compact Database”. This can be done at anytime and will only take less than a few seconds. It may not indicate anything on your screen when completed. It is suggested to do this only once per month but will not hurt if done more times.

#### **Backup**

The system has a basic access database that keeps all check in data. The simple way to backup the data is to copy the file to another source. Backup can also be done by exporting the data to an Excel format using the main menu.

The data file contains the only information needed for backup. The data file is named ‘cico.mdb’ and is in the program directory. If there have been any custom screens or banners installed to your system they should be copied to another source also.

#### **Antivirus**

Antivirus is not included with the system and should be considered in installation. When installing any antivirus software **DO NOT** use additional firewalls as this may disable the menus available to the office through the web interface.

### **3.2 Technical Support**

Support for your Check In System is available through our website, email and by phone. We are always happy to help you in any way we can. If you have any questions please feel free to use the following lines of communication to us.

**<http://www.pccheckin.com>**

<b>Voice</b>	<b>727-578-6100</b>
<b>Fax</b>	<b>866-865-9066</b>