FIRST Robotics Competition 2009
Registration System Supervisor
Field Reference Manual

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NOTICE: All screen shots of the Volunteer Registration System database are based on the latest version available at the time this document was created. Any future changes to the database may result in changes to the appearance of some of these screens. Any major changes to this document due to changes in screen appearance will be communicated through the FIRST forums at http://forums.usfirst.org

Before Your Event

Before you arrive at the event on Wednesday, it is recommended that you do the following:

I.   Contact the Volunteer Coordinator(VC) for your event and get the name(s) of the person or persons who are assigned as Registration System Assistants for your event. These are the people that you will be working closest with throughout the entire event. It is recommended that you contact them to at least introduce yourself and get them a copy of this document (e-mail works best, as it can all be done at once.) This way, you are somewhat familiar with each other when you all show up at the event.

II. Discuss with your VC the logistics of getting the updated database to you each day. The system is designed in such a way that an updated database can be downloaded from VIMS each day. However, only the VC for your event has access to this information in VIMS. Recommended options include:

   a. Having the VC download the database at home each day (Wednesday – Saturday) of the event, and bring the new copy of the database to you. (i.e. USB flash drive, CD-R, external hard drive)

   b. Using the internet connection at the scoring table to download the new version each morning. Note that this will need to be coordinated with the Scorekeeper and Field Manager, as they have testing that needs to be done each day. This is also something that could be done the night before if desired.

III. Familiarize yourself with the information included in this document. This provides all of the information that you will need related to the registration system. Being familiar with the document ahead of time will help you know where to turn to find the necessary information.

IV. Take part in all announced training conference calls, as well as your post-event follow up calls. The post-event calls are particularly important, as they will be used to gather feedback from each event, in order to make things easier for the later events.

V.   Submit any questions you may have to the Registration System Supervisor discussion forum at http://forums.usfirst.org. This forum, in addition to e-mail, will be used to post reminders of upcoming calls, as well as any other pertinent information.

Initial System Setup & Inventory

Upon arrival at the event on Wednesday, you should have the following waiting for you at your designated setup location:

- One (1) laptop computer (exact specifications may vary by event)
- One (1) Dymo Label Printer with USB cable
- One (1) USB barcode reader

In addition, your printer should be stocked with a roll of labels, along with any extra labels that were either shipped from FIRST or purchased at a previous event. If you have no labels, or there is a concern that you will not have enough for your event, please let your volunteer coordinator know as soon as possible so arrangements can be made to pick some up. If anything is missing, and you have verified that they are not somewhere else at your event (i.e. delivered to the wrong station), contact Ron Rioux at FIRST ASAP so that the missing

components can be tracked down. See *Support Contacts* at the end of this document for Ron's contact information.

Setup of the entire system is quite simple, and should take only a few minutes. If you do not have available power at your work station, please contact the VC or Event Manager ASAP to get power set up at your location. Once you have power, do the following:

I. Unpack everything and set it up on your table. Arrange things in such a way that the barcode reader is accessible to those walking up to the table, as that is how volunteers will check in.

II. Hook the barcode reader and Dymo label printer to the computer. Also make sure all power cords are plugged in.

III. Turn on the computer and wait for Windows to finish loading.

IV. Copy the latest version of the database for your event to the desktop of the computer. As mentioned above, your VC should have a copy of the database ready for you on either a CD or flash drive, unless you have worked out another way to retrieve the data from VIMS.

V. Double-click on the database copy **on the desktop** to open Filemaker and the database. Log in with the information provided for your event.

If you receive any errors during this process, please contact Nate or Ron with the exact information given in the error message.

Registration System Operations

Once the system is running, you will need to log in with a user name and password specific to your individual event. In the event that you are volunteering at multiple events, it is VERY important that the correct user name and password is used for each event. It is this login information that determines which event the registration system will allow you to work with. This information will be distributed as soon as it becomes available. If you have any problems logging in, consult with your VC to make sure the correct user name and password is being used. If you continue to have problems, contact Nate or Ron for further troubleshooting.

Due to the limitations of Filemaker, you need to set up the settings for the Dymo label printer each time you start Filemaker. See *Printer Setup*, below, for more information on how to do this.

After you are logged in, you will see a screen similar to the one below. Note that updates to the database in the future may change the appearance of this and other screens in the database. The most common features of this menu are highlighted below.

Check In
(New Volunteers)

"View Counts"
aka Statistics

VOLUNTEER REGISTRATION

To **backup** this FileMaker file push the backup button below on the host. Note a timestamped backup and clone are saved to the desktop when closing the file.

Reports/Setup | Assignment Attendance | All positions | View Counts | Notes

Scan Badge
aka "Time Clock"

Meal Time
Information

Set Meal Times

Breakfast	7 am	—	9:30 am
Lunch	12:30 pm	—	2 pm
Snack	2 am	—	5 pm

Check In   Scan Badge

Meal Count   Scan

Backup   Exit File

View Reports

Find No Shows | Wed | Thu | Fri | Sat

Daily Assignment Report[s]   ○FRC ○FLL ○FVC

Sort by Last Name Assignments

Positions Assigned Counts

Scan
for Fast Pass

Count Meals
Given Out

file_location   file_size   2,002,944
file:/C:/Users/Jeanette
Smith/Downloads/2009_volunteer_registration_FRC_NH.fp7

FileMaker Quirks

Find

Layout:
Fast Pass

Request:
1

Total:
1
Omit
Symbols

Script:
Continue

Cancel
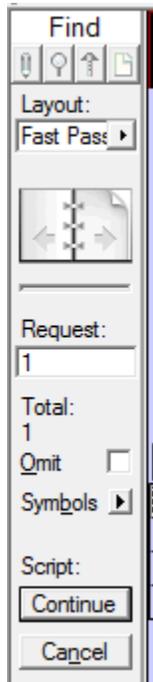
While you are in FileMaker, you will see a bar similar to the one to the left on every screen. For the most part, you can ignore this bar entirely. The only exception is when browsing through multiple volunteers in some of the various screens. In that case, you can use the "page" buttons to move through the list of information.

There may also be times where you see the Script Continue and Cancel buttons, as you see in the picture to the left. Unless you are specifically told to by any of the support contacts, do NOT click on these buttons under any circumstances. The system has been designed in such a way that the database occasionally pauses (for example, when waiting for a barcode to be scanned). Once the proper information is provided to the system, it will automatically move on. If you cannot get past a particular situation, and these buttons are showing on the screen, be sure to provide that information when you contact us for support. This will allow us to determine exactly where you are in the program, and will help us to determine the root cause of your issues.
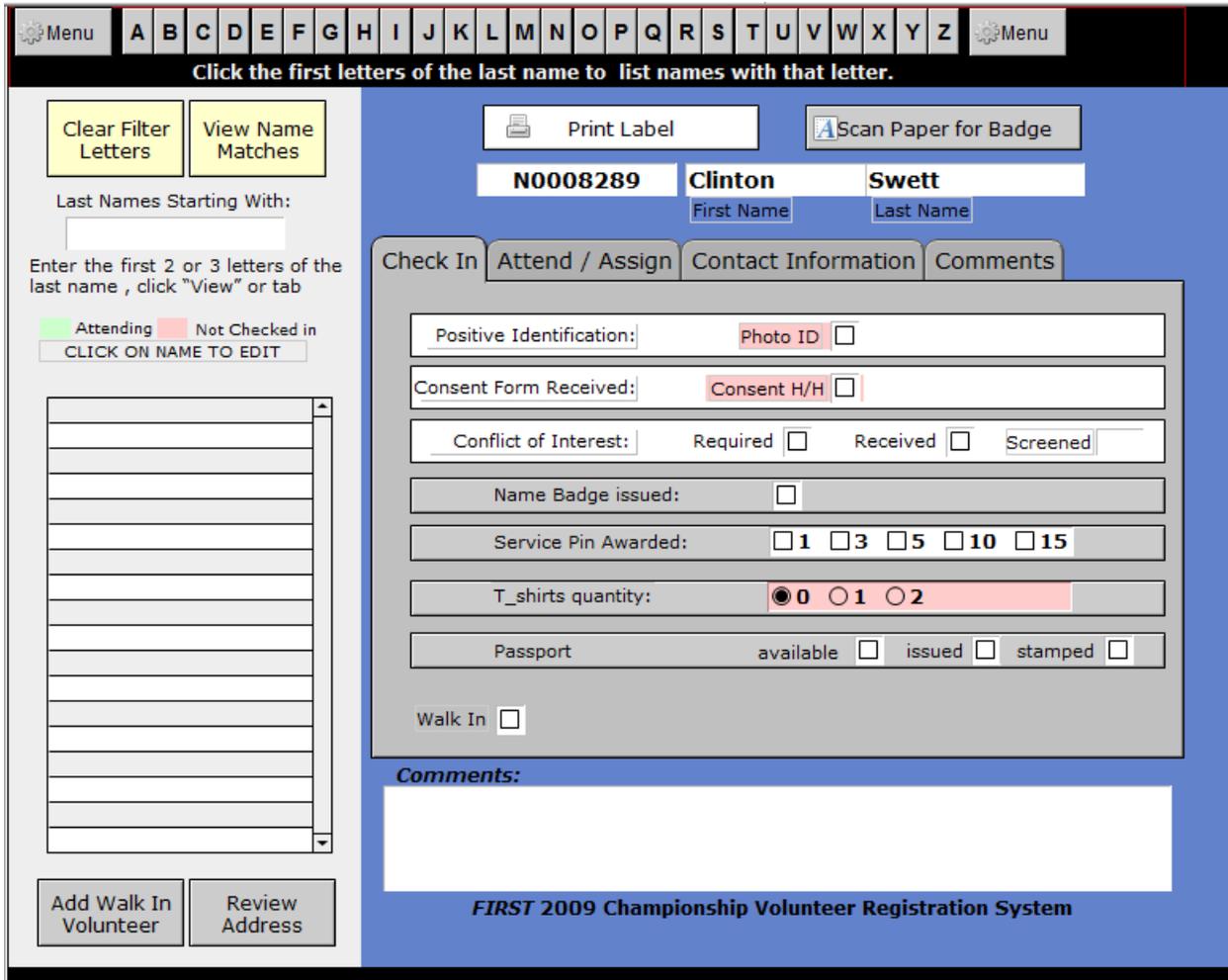
Scan Badge

This is the part of the system that you will be using the most during your event. The majority of your volunteers will already have name badges created by the VC through a label template available to them in VIMS.

DRAFT – NOT FOR DISTRIBUTION
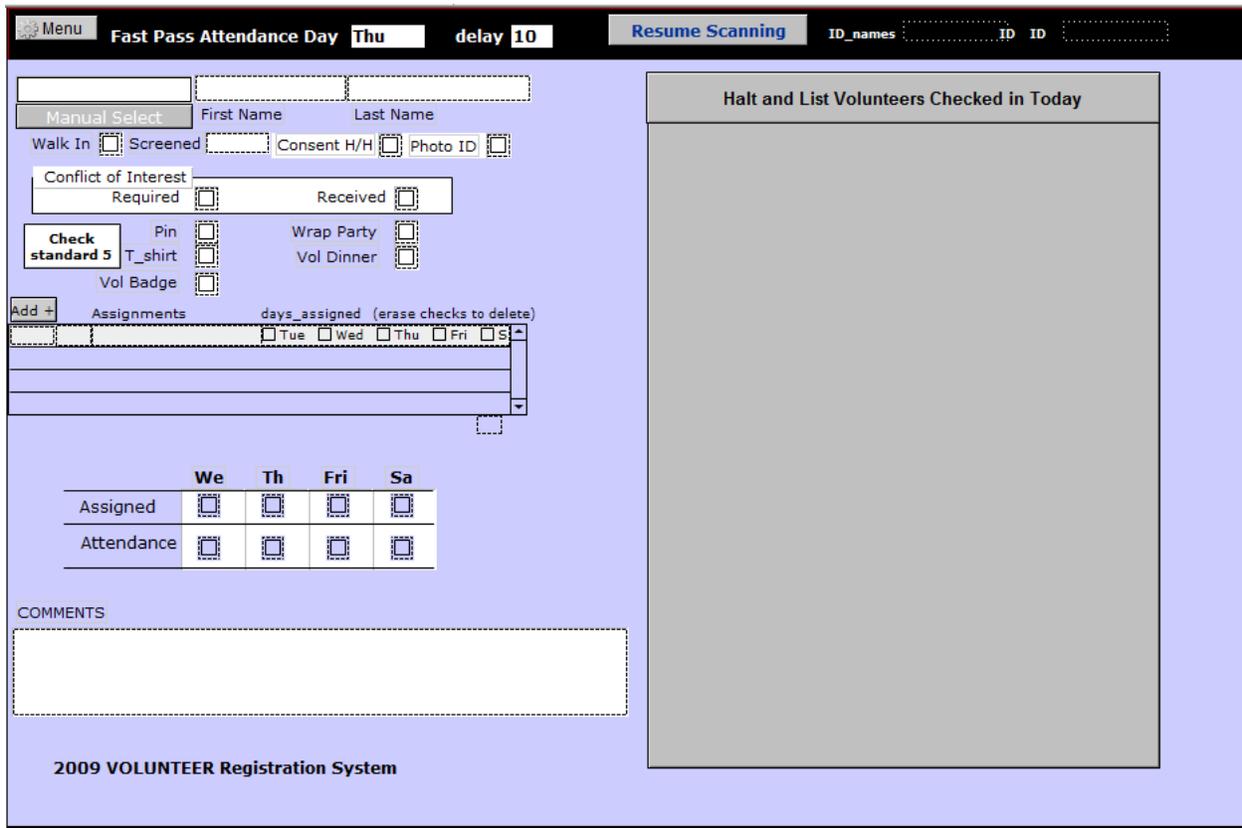
When you open this screen, it will automatically be placed into "scanning mode," which allows volunteers to walk up and scan their badge to check in or out from the event. If you need to stop scanning for whatever reason (for example, to enter a walk-in volunteer to the system,) use the "Halt and List Volunteers Checked In Today" button on this screen. Then return to the Main menu to complete whatever tasks you need to do. If you click the Halt and List button, and then want to restart scanning without closing this screen, click the "Resume Scanning" button at the top of the screen. It is important that if you have to leave the station for whatever reason, that you make sure the system is in scanning mode. Also, ensure that one of your assistants is going to be at the station for the time you are gone to address any issues that may arise.

Check In
In the event that you have a walk-in volunteer, or someone needs a replacement name badge, this is where the necessary tasks will be completed.

Scan

Despite what you might think, this is not the same as the "Scan Badge" button previously discussed. Some volunteers may come to you with a printed "fast pass" that contains their volunteer information and a barcode on it. If you have someone who does this, you can scan the barcode on this screen to bring up their volunteer record and print a label for their name badge, if necessary. You will notice that this looks very similar to the "Check In" option. Because of this, you are able to make any necessary changes to a volunteer's record at this time.

Meal Counts

Some events will be keeping track of how many volunteers are eating each available meal at the event site. To do this, you will temporarily move the computer and barcode reader to the meal area. Once the meal counts screen is open, volunteers will simply scan their badge as they enter the food service line. You will not need to specify which meal they are scanning for, as the correct meal is automatically selected based on the current time on the computer and the settings for meal times on the main menu. If your event is one of the ones tracking meal

counts, you may want to consult with your VC to determine if the times preset in the system for meals need to be adjusted for your specific event.

Statistics
Various statistical information is available through the tabs on the main menu. Normally, you will not need to do anything with this information, but it is available in case someone such as your VC requests some of this information.

Backup
As the name suggests, this option allows you to create a backup of the database to prevent against data loss. The system will also prompt you to do this when you click on the "Exit File" button at the end of the day. It is recommended that you perform multiple backups (using either method just described) over the course of the event to ensure that a large amount of data is not lost in the event of a system failure.

Printer Setup
[INSERT PRINTER SETUP DOCUMENTATION FROM RON HERE]

Support Contacts
If you need any support with this system, find your specific issue in the list below, and contact the appropriate person. Whenever possible, use the online resources (e-mail, FIRST Forums) to get questions answered prior to the event. Due to our scheduled presence at some of the regional events this season, we cannot guarantee that e-mail or forum posts sent *during* an event will be answered before the end of that event.   We also ask that in all communications, especially anything written (e-mail, forums), you specify which event you are volunteering at.

Pre- or Post-Event Support
- Pre-season Training Conference Call
    - o Thursday, February 12, 2009 @ 7:00pm
    - o Call (800) 503-2899, Access Code is 3874415#
    - o Press *6 during the call to mute, *7 to unmute
- FIRST Forums
    - o Forum specific for this position at http://forums.usfirst.org/forumdisplay.php?f=1088
- Post-Event Follow-Up Calls
    - o Day and time TBD, watch the forum for more information
    - o Login information for these calls should be the same as the training call above
- E-Mail
    - o Nate: nsmith@usfirst.org
    - o Ron: rrioux@usfirst.org
    - o When appropriate, content from e-mails that may be of assistance to other events will be posted to the forums as well.

Priority Support (During an Event)

- For missing hardware(laptop, barcode reader, Dymo printer, or any cables):
    - Contact Ron Rioux at FIRST, (800) 871-8326 x448
- For low/missing consumables(Dymo labels):
    - Notify your VC so they can make arrangements to purchase more labels from a local supplier such as Staples.
- For general setup or use troubleshooting:
    - First, contact Nate Smith at (207) 416-2898. If you have a BlackBerry, you can also reach me through BlackBerry Messenger by sending a message to PIN 31A5E2D4
    - If necessary, contact Ron Rioux at FIRST (contact info listed above)