

BCA Kids Check-In – Quick Guide (F1Go) for the Web

A simple guide to help you check families in and troubleshoot common issues.

Login Information

Windows Computers

Username: **Available at check-in station**

Password: **Available at check-in station**

iPads

Passcode: **Available at check-in station**

Check-In App Login

Church Code: **Available at check-in station**

Username: **Available at check-in station**

Password: **Available at check-in station**

Getting Started

1. Open the **F1Go Check-In app**
 2. Enter login credentials
 3. Click **Start**
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How Check-In Works

Search family → Select household → Select children → Print labels

Labels

- **1 child label + 1 guardian label**
 - **Volunteer labels** print only for assigned (background-checked) volunteers
 - New volunteers can be printed **from Windows stations only**
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Stations & Devices

- Stations are **pre-assigned**
 - If a class or station looks incorrect, contact a team leader
 - Windows computers automatically open the Check-In app at login
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Important Tips

iPads

- When starting (after the app has been closed), select **station + printer once**
- Do **not** select the printer again after checking in a child
→ this will cause duplicate labels

Windows Stations

- If duplicate labels print:
 - Hover over the Check-In icon
 - Close extra app windows
 - Leave only **one** instance open

Security Pickup Tags

- May only print **once** on some machines
 - This is intentional for child safety
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Troubleshooting

If something isn't working:

1. Restart the app
2. Confirm login credentials
3. Check the correct printer is selected

If the issue continues, contact a team leader and make note of the problem or check:

<https://www.chmshelpdesk.com/hc/en-us/articles/17830057281179-Check-In-Overview>