

Youhere.org: What to expect on the first day of use

Here is some guidance on what to expect as you use Youhere check-ins for the first time. It is meant for those who will be using Youhere for check-ins in a (large) group where everyone is gathering for example, in a classroom, lecture hall or practice field.

Thoughts

First off, remember that you are deciding to adopt new technology with a bunch of people. This is always a novel experience for everyone. Maybe go easy on required check-ins until everyone settles down.

This may also be the only gathering your people are required to check-in for. People won't be "used to it" versus their other gatherings. (Example: A student may be taking 4 classes and this is the only one they need to check-in for.)

Prior to the first meeting

It is helpful if you contact your group prior to the first meeting and:

1. Ask them to download and install the app on their phone (<https://youhere.org/app>).
2. Run the app, and enroll in your event (using the event code you set).
3. Even try a check-in by tapping the "check me in" button. (They will likely not have a *successful* check-in, as they are will not be within the correct location or time window.) This will however make sure all of "the plumbing" is working with their phone.

When the first meeting arrives

Bring a sign-in sheet and a pen or pencil. We know, we know. Youhere is supposed to obviate the need for such a thing. Please bring one anyway.

Do what you need to do to instruct your group to use the app to check-in. Some will raise their hand or chime in that it isn't working for them. Some will be a bit panicky about this (see new technology adoption note above).

Please very quickly reassure them that they are not doing anything wrong and as a first-fix, to simply try again in a minute or so. Reassure them to simply come up to you at the end of the session to sign-in using your sign-in sheet, so you can manually check them in. (Note: You can do so on your youhere.org administrative account, by clicking on the pencil icon next to a person's name and select the 'manual' function.)

Get on with your normal business as quickly as possible. Most will check-in just fine, but a few will come up to you to sign-in using your sign-in sheet. That's that.

Moving on

We'd continuing bringing the "don't panic" sign-in sheet for a while. Realize that you *are taking attendance of your group*, even if you have 3-4 who need to jot their name down on your sign-in sheet. For large groups, having them come up at the end may even be a way to get to know some of your group. But do try and help them diagnose why their check-ins aren't working. Usually it's because the location setting for the Youhere app on their phone isn't allowing the app to function properly.