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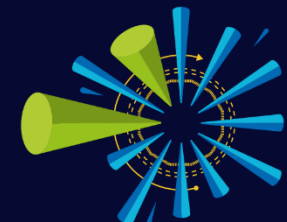
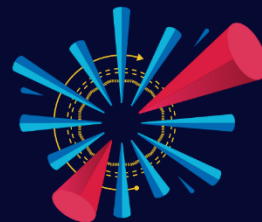
14 - 15 / 09 / 2019

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Volunteers – Check-In and Gate Agents

François Briard

OD2019 Work Package 3.2 – Volunteers



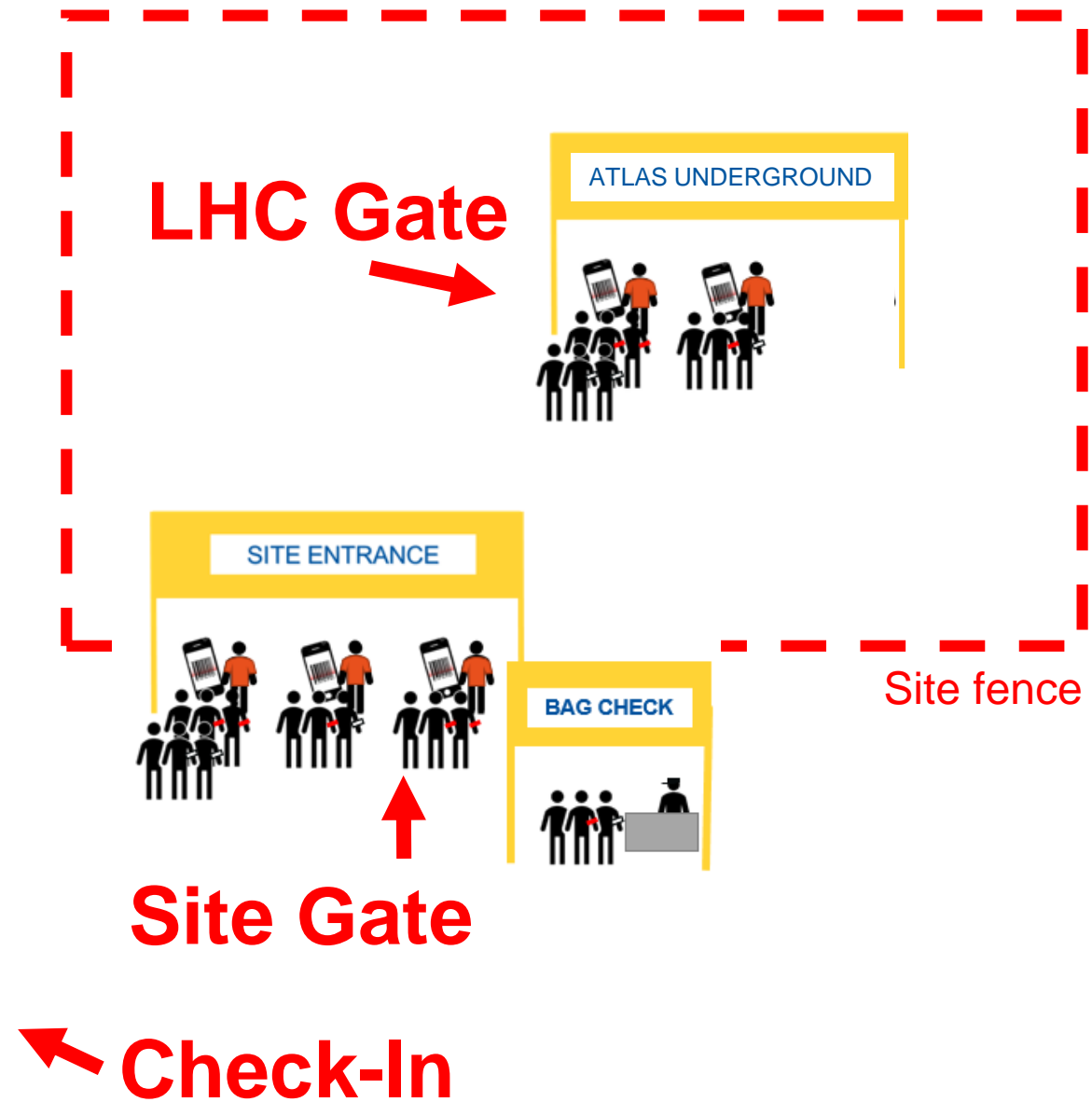
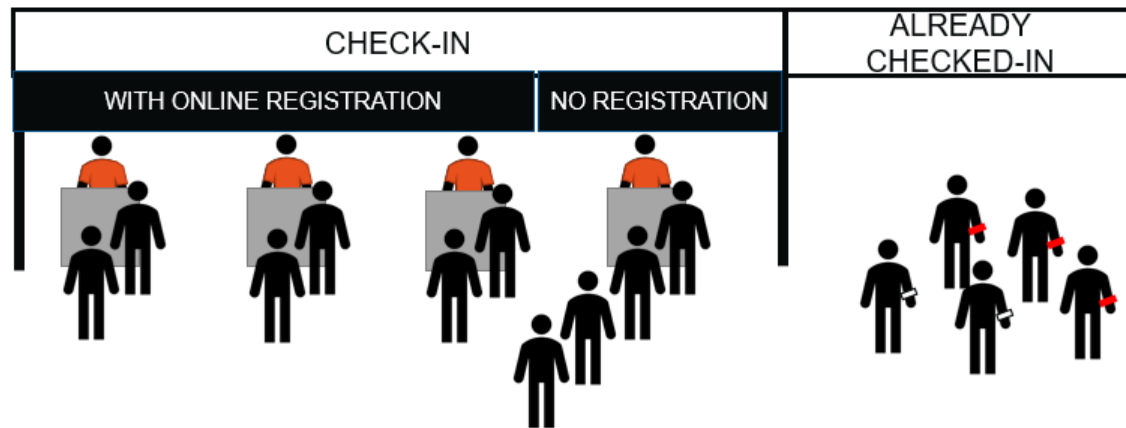
Visitors - Registration

- All visitors must have registered to guarantee access to the event
- Registration is
 - For an specified arrival point
 - For an specified arrival time
 - For a specified number of visitors (maximum 6)
- Registration is NOT
 - For a specific activity (including LHC visit)
 - Subject to modifications (but we are flexible)
- Once arrived, visitors can go on any site.



Check-In and Gates

- Check-In is for visitors arriving at the event with no bracelets
- Site gates are at the entry of fenced site for counting visitor on each side
- LHC gates are at the entrance of LHC Underground visits



ODScan

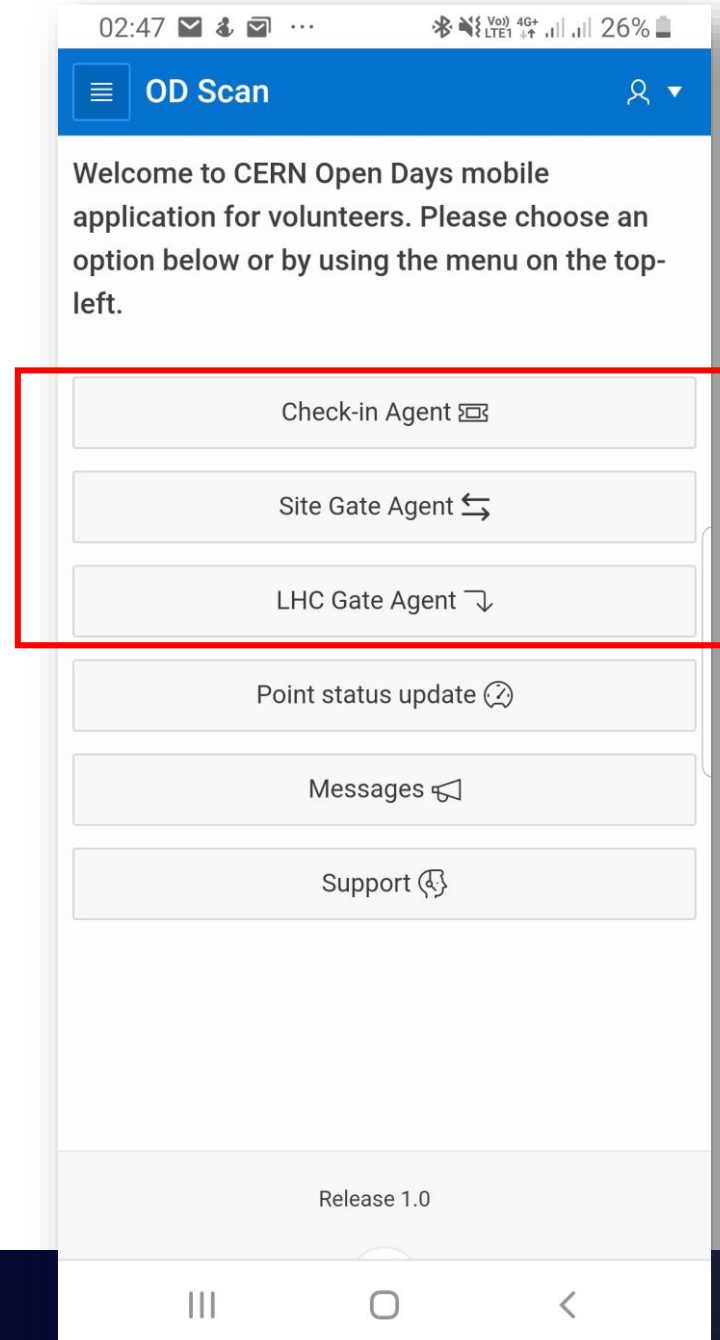
cern.ch/odscan with your CERN login

Web application (no installation needed)

Internet required



Does not run on Safari (MacOSX, iOS)
Try an alternative browser (Chrome etc)



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Smartphones

- If you have your own smartphone
 - Either make sure it is registered on CERN Network *network.cern.ch > register device*
 - Or that you have free 4G cover on your spot
 - Take your charger
 - Install an alternative browser (not Safari) on iOS
- Don't incur any roaming costs as we won't be in position to reimburse them
- Otherwise we will provide rented smartphones with cover on both Wi-Fi and 4G



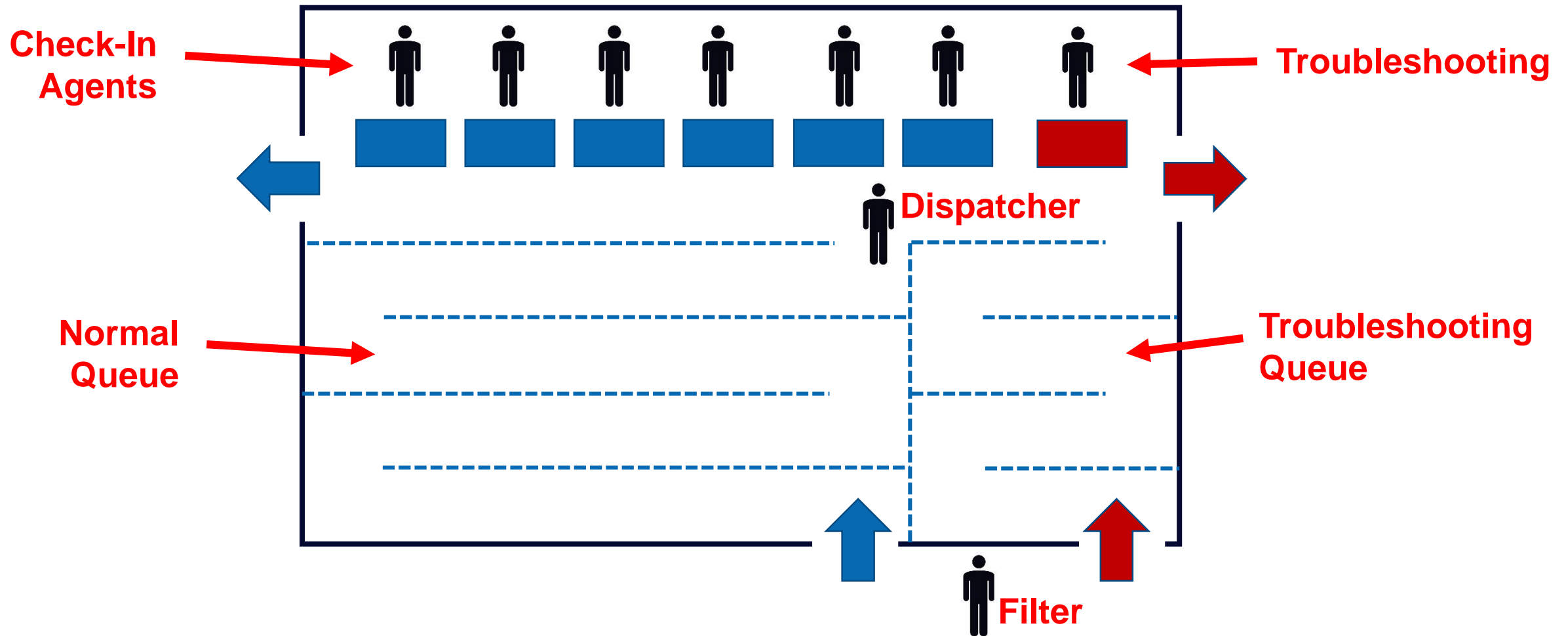
Check-In

Coordinator: François Briard (IR)



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Check-In Tent *(layout may differ depending on point)*



Filter

- Welcome visitors and ask them to show their registration
- Check that registration is valid, otherwise send to other point or troubleshooting queue
- No need to have all visitors of a group queueing, one with the registration is sufficient, but don't stop visitors if they all want to queue
- Distribute Open Days Passports for kids

Be flexible, nice and diplomatic !



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Dispatcher

- Stops visitors at the end of the queue
- Direct visitors to the Check-In Agent desk once free

Be flexible, nice and diplomatic !



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Check-In Agent (OD Scan)

- Select your check-in site
- Then for each visitor
- Scan visitor's registration
 - If all OK
 - Validate the number of bracelets
 - Distribute the bracelets (no more Fast Track!)
 - Validate Check-In, add comments if needed
 - In case of problems direct to troubleshooting

The screenshot shows the 'OD Scan' mobile application interface. At the top, the status bar displays the time 03:59, signal strength, and 14% battery. The app header is blue with a menu icon, the title 'OD Scan', and a user profile icon. The main content area is titled 'Check-In Agent' and includes a dropdown menu for 'Site' set to 'Meyrin + P1-ATLAS'. Below this is the number '10154' and a green checkmark next to 'Meyrin + P1-ATLAS'. A red 'X' icon is next to 'Sun 15 12:00 (16321 min in advance)'. There are two input fields for bracelet counts: '6' for 'Standard Bracelets' and '0' for 'Fast Track Bracelets'. The email 'francois.briard@cern.ch' and age range '16 - 57 years old' are displayed. A wheelchair accessibility icon is present. A 'Comments' text box is at the bottom, followed by a blue 'Check-In' button with a right-pointing arrow. The bottom of the screen shows the standard Android navigation bar with back, home, and recent apps icons.

Troubleshooting table

Web app on laptop

<http://cern.ch/odcheckin>

- Search all registrations
- Create new registration and check it in

Be flexible, nice and diplomatic !



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Troubleshooting guide (1/2)

General principle:

Registration with imposed arrival site and time was implemented to fulfill Host States' request that we avoid huge traffic jams, public transport congestion and risky situation in terms of safety...

...but if we are not overloaded, we should be flexible and accept as many visitors as possible.



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Troubleshooting guide (2/2)

- Invalid day / no registration Search by e-mail and allow entry unless instructed
 - Invalid arrival site Try to redirect to correct site Allow entry unless instructed
 - Invalid arrival time Allow entry unless instructed
 - More visitors Correct on OD Scan and allow entry unless instructed
- No more Fast Track!**



Check-in activity projection

Point	Friday		Saturday		Sunday	
	Volunteers	Reg/hour	Volunteers	Reg/hour	Volunteers	Reg/hour
Esplanade des Particules	11	60	19	1200	19	900+
Prévessin	-	-	11	400	11	350+
P2 – ALICE	5	70	4	100	4	100
P4 – LHC	5	40	4	70	4	70
P5 – CMS	8	80	7	180	7	180
P6 – LHC	5	60	4	80	4	80
P8 - LHCb	-	-	4	50	4	50



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Your exact role...

- There are various roles assigned to the Check-In point:
 - Check-In agent Should scan or manage queue
 - Deputy manager Should coordinate the point
 - Info agent Welcome visitors and give info
 - Work well feel well Replace during breaks, logistics

But please feel free to test various roles during your shift !
Just discuss and agree between yourselves.



Equipment at each Check-In

- Tables + Benches
- 1 laptop for troubleshooting (2 for Meyrin and Prévessin)
- Smartphones + chargers
- Electric cords and strips
- Bracelets (make sure to distribute the correct ones)
 - V = Vendredi = Friday Blue = Standard
 - S = Samedi = Saturday Yellow = Fast Track LHC (few)
 - D = Dimanche = Sunday
- CERN Wi-Fi (please refrain to connect for other activity)



What if...

- The smartphone application or network fails
 - **Move to *degraded* mode**
 - Check the printed version of the registration
 - Note the time and the changes in the number of visitor on the registration sheet or on a piece of paper
 - Keep the registration sheet



Site Gates

Coordinator: Hubert Montane (SMB)



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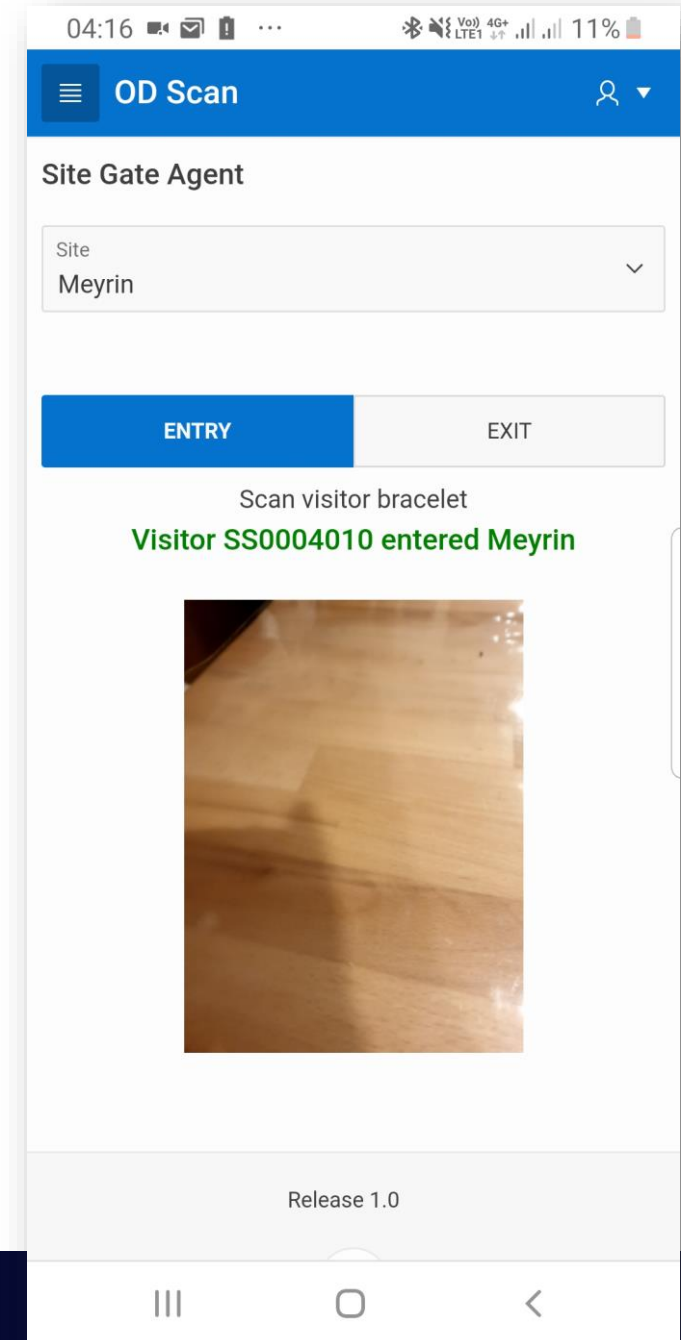
Site Gate Agent (OD Scan)

- Select your Gate site
- Select if you count entries or exits

Then for each visitor

- Scan visitor's bracelet

Should an error be displayed, check the bracelet. Send to Check-In if needed.



Site Gate activity projection

Minimum activity based on new arrivals. There will be multiple entries, and re-entries by visitors from other sites

Point	Friday		Saturday + Sunday	
	Volunteers	Entries/h	Volunteers	Entries/h
Meyrin + P1-ATLAS	5 (P1 only)	160 (P1 only)	16	2625
Prévessin	-	-	7	1750
P2 – ALICE	5	168	5	228
P4 – LHC	5	96	5	160
P5 – CMS	5	240	5	394
P6 – LHC	5	128	5	170
P8 – LHCb	-	-	5	105
SM18	-	-	3	??



Equipment at each Site Gate

- Smartphones + chargers
- Electric cords and strips
- CERN Wi-Fi (please refrain to connect for other activity)



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What if...

- A visitor bypass scanning when entering or exiting ?
 - **Don't care**
 - The system will not block you. It is quite resilient.
- The smartphone application or network fails
 - **Move to *degraded mode***
 - Simply check visually the bracelets
 - For counting: we have a backup system: counting carpets
 - We will just miss useful stats on visits duration, etc



LHC Gates

Coordinators: LHC Underground Point Managers



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Underground visit queues

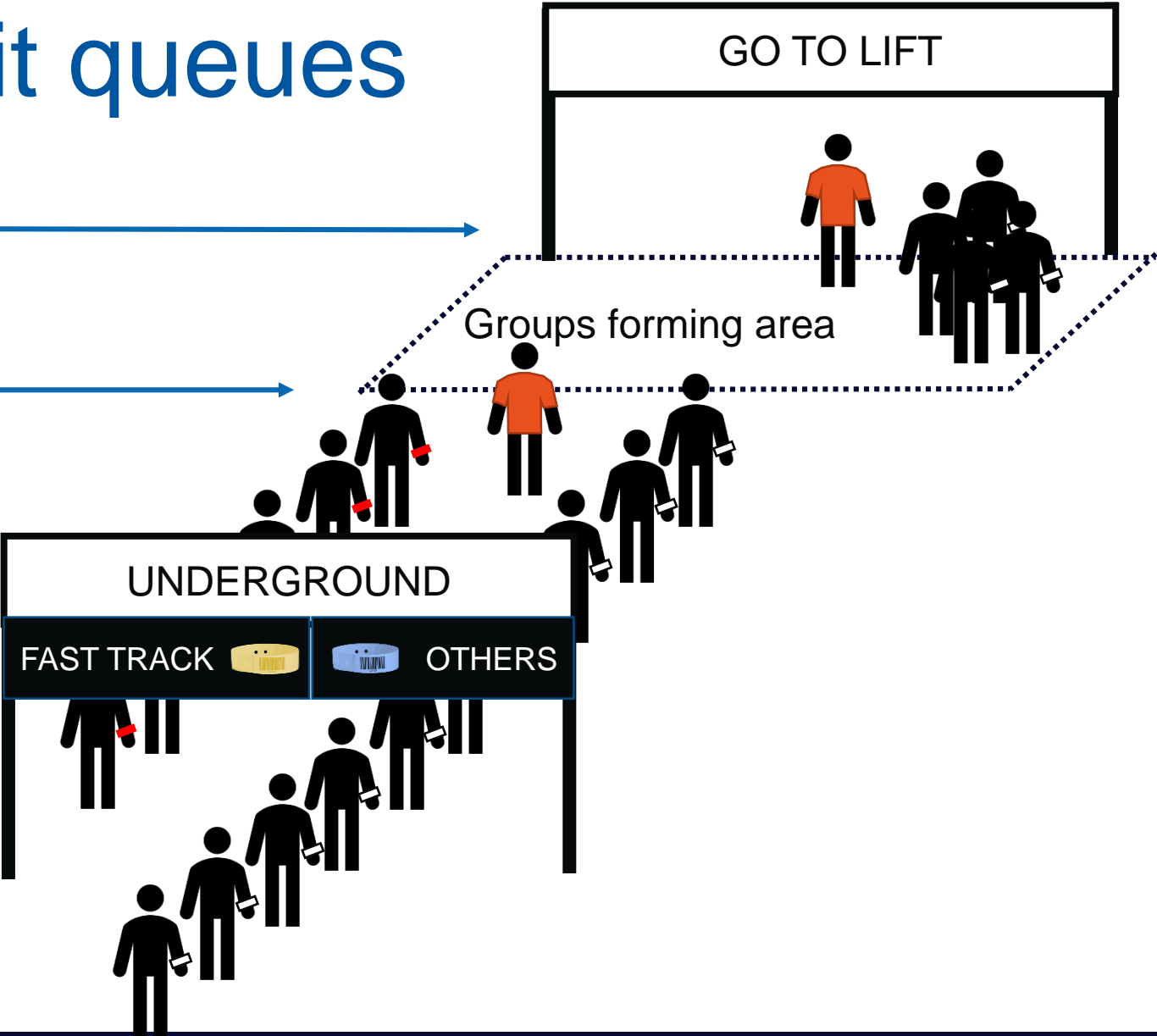
Volunteer to form group and hand over to guide

- Volunteer to
- Decide which queue to pick from
 - Decide next group language
 - Identify visitors languages
 - Invite visitors in groups forming area

Clearly separated queue for Fast Track

Reminder of rules at entrance of queue

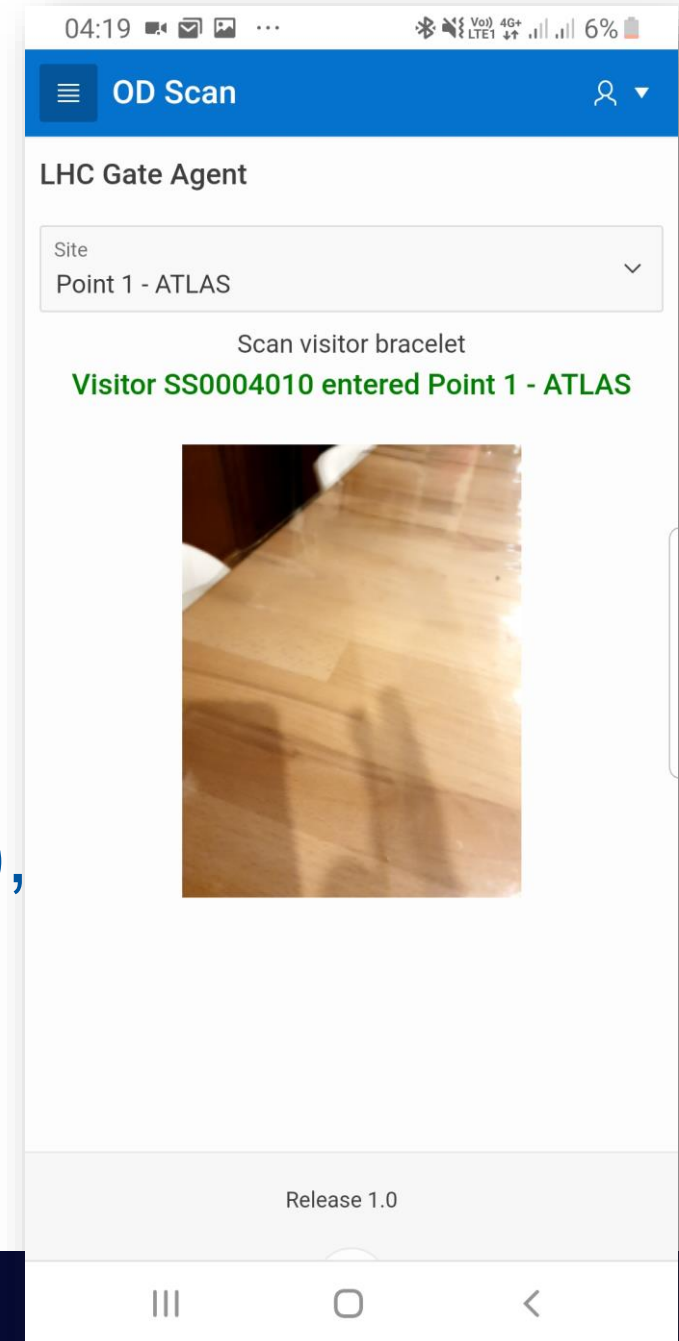
RULES !
Max 2 visits / day
Min 12 years old



LHC Gate Agent (OD Scan)

- Select your LHC point
- Then for each visitor
- Scan visitor's bracelet

If no other visit left (max 2 per person per day), inform the visitor the he/she won't be allowed for another LHC visit that day.



LHC Gate activity projection

Average activity based on Underground visits capacity by site and quota applied to first and last hours
Volunteers also form groups.

Point	Friday		Saturday + Sunday	
	Volunteers	Entries/h	Volunteers	Entries/h
P1-ATLAS	4	160	4	140
P2 – ALICE	4	170	4	200
P4 – LHC	5	100	5	140
P5 – CMS	4	240	4	300
P6 – LHC	3	128	3	150
P8 – LHCb	-	-	4	120



Equipment at LHC Gate

- Smartphones + chargers
- CERN Wi-Fi (please refrain to connect for other activity)
- Use 4G if Wi-Fi not strong enough (with no roaming cost)



What if...

- The smartphone application or network fails
 - **Move to *degraded* mode**
 - Ask the person how many visit in the LHC they have already made... and trust them ;-)
 - Count the number of visitors manually and note on a piece of paper

Questions?



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