Using the Cornell ID Scan application

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Create an ID Scan Event

1. Go to http://idscan.sas.cornell.edu and login with your netid.
2. In the Events section, click on the “Add an Event” at the top of the page.

3. Fill out the four necessary fields about the ID Scan event. Click “Add” when finished.
   a. Give the event an appropriate Title.
   b. Select the appropriate project type if more than one.
   c. Give the event an appropriate start date and time (the event will not appear in the application until the start time of the event, make your event an hour early to allow for setup and testing).
   d. Give the event an equally appropriate end date and time.

4. After the event is created, click on that event to view the details and to grant permission for those users that will need to use the scanners.
   a. Click on “Events” in the menu bar
   b. Locate your event and click on the title
   c. On the right side you will see who has permission to use the scanners for this event in the Scanner Access Section.
   d. To add more users, fill in their netid in the Add User section and click the “Add” button. If successful, you will see the new user in the Scanner Access Section. To remove a user, click on the “Revoke” link corresponding to that users name.
Using the Card Scanners

Make sure the iPod has sufficient charge and access to a wifi network at the event location.

1. Launch the Cornell ID app (install the app by opening safari on the device and go to idscan.sas.cornell.edu/install and click on the install icon)

2. Plug in your scanner if not already until the "Scanner not found" message disappears, indicating a valid scanning device has been properly plugged in.

3. Click on “Event” and “Login” using your netid credentials.

4. Select the appropriate event from the list to begin scanning for that event.
5. Scan the ID Card or enter manually if one is not registering or not present.
6. Go back to the event tab and log out when finished.
Review Attendance Reports

1. Go to http://idscan.sas.cornell.edu and login with your netid.
2. Go to the My Reports section.
3. Execute the desired report (You number of report types may vary depending on permissions).
4. Choose to save the report to your downloads or desktop folder.
5. Navigate to that folder, right click and open the file with Excel.
   a. Your computer may not open a csv in excel by default. To change this follow these instructions listed in the trouble shooting section below.
6. View the data and confirm your event is listed (Sorting and Filtering may be necessary for large reports)

Sorting and Filtering a Report

1. Open your downloaded csv report using your installed version of Excel.
2. Select the first row of cells, which should contain the titles for all the columns, you can do so by clicking on the number 1.
3. Now click on the “Data” tab at the top and then click on the funnel like icon, which may be labeled as filter depending on your version of office/OS. (The exact location of this option may vary depending on your operating system/version of Excel.)
4. At this point, all the columns should have a drop down arrow to the right of their text. This will allow you to filter and sort all contents of the report, based off of that column
5. Click on the arrow and uncheck the list of options and then select the specific one(s) you would like to see the data for.

6. You can then change the sort order if desired.

These sort and filter steps, if done properly, can be used on any of the columns of data allowing you to show a specific event, a specific person, a specific time or any other column of information seen in your report.
Troubleshooting:
Below are some common solutions for some common errors seen while using the ID Scan system. Not all suggestions are guaranteed to be the correct solution to solve your problem. Attempt these solutions first and if an issue still persists, submit in a support ticket.

Scanner not connecting
- If an error is displayed in the application about the scanner not being recognized, you may have to re-connect the scanner or could possibly have a broken scanner and/or device. Remove the scanner and attempt to re-attach. Make sure you are using the proper cradle specific to your device. The cradle assures the device is supported and that the connector pin is not supporting the weight of the card scanner and risk bending/breaking.

App will not login
- Make sure there is a wifi connection that the device is connected to. Open up the Safari browser app and test that you are connected. Sometimes the device will need to be connected to a wifi access point if it has never been done so before.
- Check the “About” tab on the ID scan application and make sure that your version of the application is displaying “(current)” in the version number. If it is out of date you can click on the link to update it or perform a re-install. Download the most current version at https://idscan.sas.cornell.edu/prod/install

- Once a year devices need to be re-authenticated on the Cornell network. This is the same process that is completed when you bring a new device to use on the Cornell network. Open up the Safari browser app and go to cornell.edu. You will then be prompted to enter in the credentials and device name and reboot to provision the device on the network.

Event not appearing
- Make sure you are logging into the ID Scan application after the event has been set to start. Adjust the start time of the event if necessary.
App will not work
  ▪ Check the device for a wifi connection and does not need to be re-authenticated or provisioned on the Cornell network. You can test this by going to the Safari browser app and try loading a website.
  ▪ Make sure the device has the most current version of the application by going to the “About” tab in the app and looking next to the version number.

App needs updating
  ▪ If the application requires an update and you are still within the update window, you will see an icon on the about tab. If you miss the yearly update window, you will need to do an app re-install. Proceed to the next section titled “App needs re-install.
    o Launch the app
    o Go to the about tab
    o Click on the okay button for the update message and then click on the “Install Required Update” text to update the app
**App needs re-install**

- Sometimes you miss the update window. You will have to un-install and then re-install the app.
  - Hold your finger down on the idscan app until the app appears with a small “X” at the top N of the app.
  - Tap that “X” icon to uninstall the app completely.
  - Now open the safari browser and go to idscan.cornell.edu/install
  - Log in with your netid
  - Tap on the idscan icon to install the app.
  - Click on the home button to return to the home screen and you should see the application installing.
  - Note: You may need to follow the “App says ‘Untrusted Enterprise Developer’” steps listed below when you first launch the app after a re-install.

**App says “Untrusted Enterprise Developer”**

- If the app gives an untrusted enterprise developer error message, complete the steps below.

  - In iOS 9.1 and lower, go to Settings - General - Profiles - tap on the Cornell University, CIT/ATA profile - tap on Trust “Cornell University, CIT/ATA” button text and confirm when prompted.
  - In iOS 9.2+, go to Settings - General - Device Management - tap on the Cornell University, CIT/ATA profile - tap on ‘Trust “Cornell University, CIT/ATA”’ button text and confirm when prompted.
**Report will not open**

- The report downloads as a csv (Comma separated value) file type. Sometimes computers are not configured correctly to open a csv file with Excel by default. If your report does not automatically open with Excel when you double-click on it, you can address this issue in several ways.
  1. You can right-click on the downloaded report and select the “Open-with” option and then select Excel.
  2. You can launch Excel and then go to “File” > “Open” and navigate to the downloaded report to select it to open.
  3. You can set your default program for the csv file type to be Excel by following the steps listed [here](#).

**Card will not scan**

- Sometimes cards become worn out and the mag strip fails to properly register in the scanner. You can manually enter the id number displayed on the bottom right of the front of the card. Click on the “Manual” tab in the ID Scan app and tap in the entry box to type in the number.