

MAGFest Registration Manual

Last updated: 08/12/2021

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Volunteer Guide

What We're About

Welcome to MAGFest Registration! We're so glad you decided to volunteer with us and we look forward to working with you! MAGFest Registration runs from noon Wednesday to mid Sunday afternoon. (At-door stations open at 10:00 AM on Thursday.)

As the first representatives of MAGFest that attendees will see, you will help shape their first impressions of the event, which can have a huge impact on their overall experience. For that reason, we have the following golden rule:

Whenever You Can, Be Awesome!

We have a lot of rules and policies to help things run smoothly and to make the event safe for everyone, and in general we *do* want you to adhere to them. But if there's a situation where one of our policies is causing a problem, **let your manager know** - we're here to solve attendees' problems not create them!

In addition to the golden rule, these secondary guidelines will help your shift go smoothly:

1. **Take your time to do it right** - it may be tempting to cut corners when you feel rushed, but being methodical helps everything go faster in the long run.
2. **If you don't know, ask** - we know you're creative and smart, but our attendees' check-in experience is better when everyone's on the same page. Check with your manager before inventing your own solution to a unique situation - it may not be as unique as you think!
3. **Don't make assumptions based on previous years** - we know many of our registration workers are repeat volunteers, and might have learned a procedure for something not specifically mentioned in the manual. Realize that the registration system or procedures change from year to year, so always verify with a manager before doing anything not specifically mentioned in the manual.
4. **Take care of yourself** - if you're stressed, tired, or haven't eaten enough, attendees will notice your bad mood and you *will* make mistakes. Tell your manager if you need a break - we need you at your best!

In addition to reading this manual, please review the FAQs at <https://super.magfest.org/faq/> as most of them deal with registration policies. Also, you may want to join the [#registration](#) channel on Slack.

Get to Know Your Fellow Volunteers

Most likely if you're reading this you are one of our staffers that will have the most, and possibly the first, interaction with our attendees. You'll either be working in the **pre-registration, VIP, or at-door** sections or as a **line wrangler**. Pre-registration handles the majority of the attendee and provides badges to most people who have purchased a badge to MAGFest. VIPs, which is an internal lingo only and should not be used when referring to attendees directly (as MAGFest has no VIPs), are those individuals who require something beyond an attendee or minor badge, such as a guest badge or one of our control access ribbons. The at-door stations are for those individuals who show up at MAGfest without purchasing a badge. Attendees will be able to purchase a badge and pick it from the same area, without having to wait in two different long lines. Line wranglers are very important, especially during our busy times, as they will direct all attendees to the appropriate lines they should be in. Successful wrangling is essential to ensuring that attendees have the quickest badge pickup experience possible.

During your shift, you will be reporting to a **registration manager**. Managers are there to help you learn the system, solve attendee problems, and handle any issues that may arise. Your managers for this MAGFest are:

- Kacey Collins
- Veronica Gregory
- Marshall Etzler
- Katharine (Katie) Bischoff
- Javier Rosa-Lozada
- Elyse Krumbein

Managers in turn report to **department heads**. Department heads are there to help managers make decisions about how to handle attendee problems and other issues. If you're working a quiet shift, you might report directly to the department head instead of a manager. Your department heads for this MAGFest are:

- Joel Attanasio
- Chris Attia
- Alex Mobasher
- Sean Pearson

Any department head has absolute final say on registration policy.

Contact Information: Individual contract information is below, you may also reach us as a group by using registration@magfest.org.

Name	Phone	Slack Handle	Pronouns
Joel Attanasio	804-852-7306	@strgzrrshawano	
Chris Attia	571-229-0122	@Lyonsmew	

Kacey Collins	703-789-0283	@kittymagyk	
Veronica Gregory	757-477-1525	@dubystateeffmate	
Elyse Krumbein	703-560-8282 ¹	@silvershoelaces	
Alex Mobasher	650-868-9581	@mobius	
Sean Pearson	703-772-9761	@iollan	he/him

MAGFest has a **Board of Directors**. The board doesn't normally dictate registration policy, but they are pre-authorized to comp badges and ask for other special exceptions. The board members are:

- Carrie Snyder
- Jason Williams
- Cody Wilson
- Christina Ralls
- Eric Poch

Much like the board of directors, **MAGFest employees** may request special exceptions and comp badges. The employees are:

- Debra Lenik (also on **BoD**)
- Emily Hickman
- DAC / David Croach
- Matt Beale
- Faith Savill
- Jasmin Stevens
- Satchel Kornfeld
- Colette Fozard (contractor)

Other department heads may visit to ask for special exceptions or other help with our registration process - please direct them to a department head. Even if a director or employee requests an exception, a manager or head should be notified so they know what's going on. This helps everyone stay on the same page.

¹Won't reply between about 17:00 Friday & 18:00 Saturday due to Shabbat.

How MAGFest Registration Works

This is a short guide to get you familiarized with our registration system.

Check in / Check Out & Breaks

When you come for your shift at Registration, please check in with a Manager at the Help Desk. They will walk you through any training if needed and will assign you to a station. Upon the end of your shift a Manager will also take your name to ensure that you are signed off on your shift. If you haven't given your name, make sure to grab a manager before you leave.

You're expected to stay at your station during your entire shift, however should you need to take a quick break, such as visiting the bathroom, please notify a manager before leaving your station. Similarly our shifts are staggered so that you are able grab a bite to eat before/after your shift. However, if you need to eat while on shift, please check with a Manager regarding the policy for ordering food.

Lay of the Land

MAGFest Registration is organized into the following sections:

- **At-Door Registration** is where attendees who are not pre-registered *must* go first.
 - Attendees fill out their information at unmanned **public registration laptops**, which also serve as self-service credit-card payment stations.
 - If an attendee doesn't wish to use self-service pay, they pay at our **At-Door Badge Sales** section. Attendees will also receive their badges here.
 - **Note:** The At-Door Registration Area will be used for Staff badge pickup on Wednesday night. We will be working with Staff Ops to have a one stop location for badges, t-shirts, schedules, and maps. This will go on until 12:30 AM Thursday, after which Staff badges will be moved to VIP, T-Shirts to Merch, and the rest to Stops.
- **Badge Pickup** is where pre-paid attendees go to check in and pick up their badges.
 - **Standard Badge Pickup** is where the majority of attendees will go to check in.
 - **VIP Badge Pickup** is for Bands, Guests, Dealers, Indie Developers, Panelists, Staff, and Volunteers.
 - Attendees with disabilities may also use this line - if necessary, please escort them to the front of the line.
- The **Registration Help-Desk** is used by registration Heads and/or Managers to handle special-case situations, such as on-site badge transfers and minors without parental consent forms. You should also report here at the beginning and end of your shift so we can correctly mark your hours.

Please note: The area behind the registration is a secure area, due to the number of controlled items such as badges, ribbons, and computers. Please do not use that area as a social area. Anyone who is not a Registration worker will be asked to leave if found behind the front line of computers. Additionally no one who is not on that specific shift should be at the at-door stations.

Badges

Every attendee has one, and *only one* badge. In the very rare case that an attendee qualifies for a second badge, we ask that they pick up their spare badge after 2pm on Sunday.

- **Attendee badges** are the standard, regular badges that are valid for the duration of the entire event. They are the most common badge type.
- **Guest badges** denote an attendee's status as an invited guest and give them access to most restricted event areas and any food provided by the Staff Suite.
- **Minor badges** denote attendees who are under 18.
 - *Wristbands:* Those who are 12 and under will also be given a wristband that indicates they must be escorted by an adult with a paid badge. This is indicated in the Badge Ribbons column in Uber, but it is an actual wristband.
- **Staff badges** are worn by volunteers in good standing who worked at least 18 weighted hours at a previous MAGFest. Staff badges grant access to restricted areas, such as the Tea Room and the Staff Suite.
- **Single-day badges:** Continuing the practice from previous years, we will not be offering one day badges at SuperMAGFest. Please see [this FAQ](#) for more details.

Lost Badges: If an attendee loses a badge, they must buy a new one as if they were a new attendee, for the current rolling badge price. They can turn in their new badge and show their old badge before 3 PM Sunday for full refund. **Exception:** Children 12 and under are allowed one free comped lost badge. Make sure a note is included in the lost and replacement badge that this comped badge has been used.

If a lost badge is found at Registration, place a note in the individual's uber record (see Recording a Lost Badge below), store it in a box at the Help-Desk, and regularly send a trusted individual to security with them. The Head should update the Trello log with a description of the items being sent to Security and when.



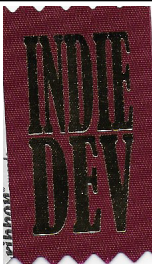



Upgrading Minor Badges: Minor badges can be upgraded to an Attendee badge on the attendee's 18th birthday. See Upgrading a Minor Badge below. Ensure that the Minor badge is obtained and destroyed before providing the individual with the upgraded badge.


Unassigned Group Badges: In some cases, attendees sometimes attempt to claim badges from groups that have not yet been assigned to them. The group leader **must be present** to verify that the attendee is authorized to claim the unassigned badge.

Vendor Badges: Anyone in a dealer group may add badges to their table at \$50 per badge at any time. They should be taken to the At-Door payment desk to complete this process.

Ribbons

Ribbons are often added to badges to denote extra access levels.


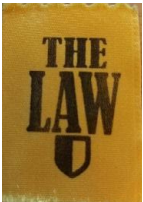
	<p>Volunteer - (Rainbow gradient variety of colors, not all the same) ribbons are for first-year volunteers and allow access to restricted areas. After working enough hours, a hero ribbon is punched with a special hole-punch at Staff Operations (Staff Ops) to allow access to the Staff Suite. Anyone getting a Volunteer ribbon should also be directed to Staff Ops to get their printed shift schedule. (Changed to Volunteer in 2020, image is old.)</p>
	<p>Department Head - (Pink) ribbons indicate that the wearer runs a critical part of MAGFest.</p>
	<p>Indie Dev - (Dark Red/Maroon with gold letters) ribbons allow access for our Indie Video Game and Indie Tabletop guests into their spaces to man and set-up their booths.</p>
	<p>Panelist - (Red with silver lettering) ribbons allow access to panel rooms for panel setup.</p>
	<p>Rock Star - (Black with Silver lettering) ribbons allow attendees backstage to help set up during concerts and allow for backstage access.</p>
	<p>Shopkeep - (Indigo-opalescent with Silver lettering) ribbons allow the wearer access behind the vendor tables in the Marketplace.</p>


	<p>Manager - (White) ribbons are not given out by Registration staffers, but you will see some staffers at Registration wearing them. Registration Managers are there to help you learn the system, solve attendee problems, and handle any issues that may arise. (If someone who is not working in Registration needs a Manager ribbon direct them to either their Department Head or STOPs.)</p>
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Other: There are other ribbons as well, some of which include:

Not Pictured:	<p>Pronoun - (White with silver lettering) Indicates a person's pronoun(s.) Available at Registration. No special entry privileges.</p>
Not Pictured:	<p>Pronoun - (Blank) Available at Registration. No special entry privileges. These must be asked for, not placed out with the rest</p>

Be cool about pronoun ribbons. Attendees taking multiple types of Pronoun ribbon is fine. In fact, if they want ribbons for their friends, that's okay too! Don't insist on writing for them if they request a blank ribbon, let them do it. If you or another attendee perceive a situation as abusing them - call for a Head and explain privately, *do not* accuse someone of abusing them. There are also several ribbons that are handled by **their** respective departments. If you are asked about a ribbon not listed above, instruct the attendee to talk to the relevant Department Head or check with Staff Ops, but for reference here are a few of the types that exist.

	<p>Arcade Tech – (Brown with gold text) Given out to those in arcade who need to repair machines. Allowed to enter exits at the arcade.</p>
	<p>Security – (Says “the law” in gold lettering orange flag) Normally on a staff badge - Only handed out to security. On duty security will be wearing Red Vests.</p>

	Supporter/Donations - (White with oil slick letting) The I Love Magfest Ribbon – No special privileges
Not Pictured:	Peace Bond - (Black with Rainbow text, Peace symbol with the word bond) Means they have peace bonded a prop with security. The prop still must have the correct Tyvek Ribbon. No special entry privileges.

Kick-In Levels

Any attendee who pre-registers for MAGFest can pre-pay for extra swag. These "kick-in levels" can be seen during check-in. Each kick-in level includes the levels below it.

The majority of kick-in levels are simply extra swag. The **Supporter Package** comes with personalized swag, plus an entire bag of other special swag. The swag is different each year and it's always a surprise. Anyone asking about Staff or Supporter swag should be directed to the MAGFest Merch booth once they have a badge, as the personalized swag is not handled by Registration.

If anyone asks if it is possible to upgrade their supporter package, the answer is no as inventory is ordered based on orders placed during preregistration. Any further questions should be directed to the MAGFest Merch booth. Do **not** make any promises on merch availability.

Line Wranglers

The line wranglers will likely be the first MAGFest staffers attendees see when they enter the Registration area. They should attempt to greet each individual courteously and direct them into the appropriate line based on their registration type: At-Door, VIP, and Pre-Registration. (VIP Badge Pickup is for Bands, Guests, Dealers, Indie Developers, Panelists, Staff, and Volunteers.) During times of rush there will be line wranglers in the front of the lines. These wranglers should keep watch on the registration stations and direct attendees to each station when they finish with attendees to ensure a smooth and quick line progression.

Please report to the Help Desk when coming into and leaving your shift. You will then report to the Security staffer, wearing a red vest, assigned to Registration. If you have any issues please report to them and they will work with Registration management to resolve these issues.

Occasionally an attendee will require special assistance or have a medical reason that prevents them from waiting in line for their badge. If you receive a request to bypass the line, please escort them to the front of the VIP line. Do not ask them for the specific reason for this request; all requests of this type should be honored.

MAGFest Registration Procedures

Step-by-step guides for all our common procedures.

Finding an Attendee

Several of the procedures below require finding an attendee in the system. The following is best-practice for doing so:

1. Take a valid photo ID from the attendee.
2. In the **Search** box, type the attendee's **last name** and press **Enter**.
 - a. If the attendee's last name is too generic, try using their first and last name separated by a space.
 - b. If there are no results for the search:
 - i. Ensure you typed their name correctly.
 - ii. Ask the attendee if they registered using a different name.
 - iii. Ask if the attendee is part of a group, and if so, who the Group Leader is. Search for the Group Leader, and click on the name of the group. Scroll down to the list of attendee names. If you found the attendee, great! The Group Leader might have misspelled the attendee's name. If the group has *Unassigned Attendee* badges and the attendee's name is not there, they must get the promo code from the group leader and register online before getting a badge. (For non-attendee groups such as Bands and Marketplace, contact a manager.)
 - c. If their badge is shown in red, then something happened to their registration. Ask a manager for help.
 - d. If you still cannot find them, ask a manager for help.
3. The results will display in a table. You can review some of the attendees' basic information using this table. Use that to find the correct attendee.
 - a. If you need more details, click the Check In button to view further information about the attendee. **You should not be clicking their name and changing information without a manager present.**
 - b. If the attendee is in a group, the group's name will display beside the attendee's name. You can click the group's name to go to the Group Form page, if you need to.

Badge Pickup

1. Use your dry erase sign to get the attention of the next person in line. (Feel free to change the design on your sign when you come on shift, but make sure to use the *dry-erase* markers, not the Sharpies.)
2. Take the attendee's photo ID, confirm the person in front of you matches the ID, and find their name in the system.
 - a. If there are multiple names that match the ID, you can narrow it down by the type of badge they have, their date of birth, or simply by asking them what first name they registered as (Jonathan vs John, etc). You can also ask them for their email address or other information to make sure it's the right match. (Click Check In to view this information.)

- b. *At Door Only*: If someone used a kiosk to claim an unassigned group badge, the registration will appear on the Recent At-the-Door screen with the text *check in group badges here*. Click here and the following will appear.

Group Name	Full Name	Name on ID	Badge Name	Membership Type	Badge #	Badge Ribbons	Upgrade	Paid	Age	Checked In
asdf	Smith, John			Attendee	None			paid by group	21 or older	<input type="button" value="Check In"/>

- i. Click Check In.
 - ii. Check in using the procedure below, assigning them to the correct group that you were told by the manager, using the "**Group**" dropdown list to select from.
3. Click the "**Check In**" button. A window will pop up with more information about the attendee - this can help you ensure you've picked the correct name.
4. Check the attendee's date of birth against their photo ID.
 - a. If the date of birth is significantly different from what they registered with, they may have been charged the wrong amount-flag down a manager if one or both of the dates of birth puts them under 18.
 - b. Attendees who are under 18 will need a **Parental Consent Form**, which should be either notarized or signed by the parent or legal guardian in your presence. Place the form in the boxes set out for this purpose. If they have no form and are without a legal guardian, call over a manager.
 - c. If the attendee does not have a date of birth on their ID, we assume anyone with a high school ID is under 18 and anyone with a college ID is 18+. Otherwise, contact a manager.
5. **Regular Badge Pickup:**
 - a. Pick up an **Attendee** badge and enter the badge number into the text box.
 - b. Check if the attendee has any ribbon, noted in the Badge Ribbons column. If so, retrieve the correct ribbon(s) and give the ribbon(s) to the attendee with the badge. **The ribbon must be adhered to the badge by the attendee before leaving the Registration station.**

Note: If the person is 12 or under, it will be indicated by a *12 & Under* ribbon. Instead attach a 12 & Under wristband to their arm. You may let the adult escort do this, but it must be done before they leave the counter, do not just hand them the wristband.
 - c. If the attendee is actually not an Attendee, but a Guest or Staffer, follow the VIP Badge Pickup procedure and retrieve the correct items from the VIP station. Do **not** make the VIP get back in the line again.
6. **VIP Badge Pickup:**
 - a. If the attendee has a **Guest, Minor, or Attendee** badge, pick a blank badge off the top of the stack and enter its number into the text box.
 - b. If the attendee has a **Staff** badge, note the badge number on the screen and find their badge in the back.
 - c. Check if the attendee has any ribbons, noted in the Badge Ribbons column. give the ribbon(s) to the VIP with the badge. **The ribbon must be adhered to the badge by the attendee before leaving the Registration station.**
 - i. If the person is 12 or under, it will be indicated by *12 & Under* in the ribbon column. Instead attach a 12 & Under wristband to their arm. You may let the

adult escort do this, but it must be done before they leave the counter, do not just hand them the wristband.

- ii. Individuals picking up badges may need or ask for more ribbons than are listed in the Badge Ribbon column. Please check either the Admin Notes or Special Regdesk Instructions before honoring their requests. If the extra ribbon is not noted, please ask a manager for assistance. As ribbons are controlled items, do not just give them an additional ribbon, beyond what is marked.
7. Click **"Save & Check In."**
 - a. If there is an error, verify that you are giving the attendee the correct badge type. Sometimes attendees end up in the wrong line.
 - b. If correct, check the blue notification on the top right to make sure you entered the right badge number, hand the attendee their badge, ID, and ribbons and make sure the correct ribbons are adhered to the attendee's badge.
 8. Direct them to the lanyard table.

At Door Stations: Taking Payment

Anyone working an at-door shift must have a signed copy of the [Cash Handling Policy](#) on file before their first shift. Please email reg-heads@magfest.org if you have not already submitted one.

1. Use your dry erase sign to get the attention of the next person in line. (Feel free to change the design on your sign when you come on shift, but make sure to use the *dry-erase* markers, not the Sharpies.)
2. Take a valid Photo ID from the attendee, confirm the person in front of you matches the ID, and find their name in the system. Search for their last name - if the list is long, use Ctrl+F and type in their last name.
3. Inform them of the price for their badge.
 - a. Badges are \$95 on Thursday, \$90 on Friday, \$70 on Saturday, and \$25 on Sunday.
 - b. All minors 6 through 12 get a half-price discount off the current badge price. Badges for minors 5 and under are free.
4. Check the attendee's date of birth against their photo ID.
 - a. If the date of birth is significantly different from what they registered with, they may have been charged the wrong amount-flag down a manager.
 - b. Attendees who are under 18 will need a **Parental Consent Form**, which should be either notarized or signed by the parent or legal guardian in your presence. Place the form in the boxes set out for this purpose. If they have no form and are without a legal guardian, call over a manager.
 - c. If the attendee does not have a date of birth on their ID, we assume anyone with a high school ID is under 18 and anyone with a college ID is 18+. Otherwise, contact a manager.
 - d. If the person is 12 or under, it will be indicated by *12 & Under* in the ribbon column. Instead attach a 12 & Under wristband to their arm. You may let the adult

escort do this, but it must be done before they leave the counter, do not just hand them the wristband.

5. Note the payment method pre-selected in the dropdown box. If there isn't one, ask the attendee how they'd like to pay.

Name	Badge Type	Age	Cost	Paid	Badge #
John Smith	Attendee	05 / 19 / 1994	\$55	<div>Cash</div> <div>OR</div> <div>Pay with Card</div>	<div>Mark as Paid</div> <div>Check In</div>

- a. **Cash** payments are done using your designated cash box. If your cash box is getting low on change, please let a manager or department head know.
 - i. **Do not mix cash between cash boxes.**
 - ii. Each cash box should have a counterfeit pen in them. Use these pens on \$50 bills and higher by drawing a line on the bill. If the line shows up black, the bill may be counterfeit and you should summon a manager.
 - b. To use Stripe, make sure "**Stripe**" is selected and click "**Mark as Paid**" - this will take you to a Stripe form. Click "**Pay with Card**," enter the CC details manually and click "**Pay**."
 - c. For Square payments, use a phone or tablet with a Square reader. **Always** use the chip reader for cards that have chips. If this is not done, MAGFest is liable for any fees and penalties that may occur.
 - d. Do not use "**Stripe Error Override**" unless instructed by a manager.
6. Click "**Mark As Paid**" if you did not already do so.
 7. Pick up an **Attendee** or **Minor** badge and enter the badge number into the text box.
 8. Click "**Save & Check In**."
 - a. If there is an error, verify that you are giving the attendee the correct badge type. Sometimes attendees end up in the wrong line.
 - b. If correct, check the blue notification on the top right to make sure you entered the right badge number, hand the attendee their badge, ID, and ribbons and make sure the correct ribbons are adhered to the attendee's badge.
 9. Direct them to the lanyard table.

Upgrading a Minor Badge

To upgrade a Minor badge:

1. Find the attendee's badge in the system and click their name to open their Details page.
2. Select "**Attendee**" from the Badge Type dropdown box. Enter the number of the next Attendee badge on the stack and click "**Update**."
3. Click "Save & Return to Search" at the bottom.
4. Take the attendee's Minor badge and destroy it before handing them the Attendee badge.

Recording a Lost Badge

Lost badges should be recorded anytime an attendee buys a replacement badge. Lost badges may also be recorded by other departments, like Security Ops. To mark a badge as lost, simply:

1. Search for the attendee's name in the system.

2. Click the **"Report Lost Badge"** button below the check-in time or at the bottom of their Details page.
 - a. This adds an automated message to the attendee's **Notes for Later Review** and changes their Paid field to **"lost badge."**
 - b. If a lost badge is found at Registration, mark as stated above, store it in a box at the Registration Help-Desk, and regularly send a trusted individual to security with them. The Head should update the Trello log with a description of the items being sent to Security and when.

MAGFest Registration Policies

One Badge Per Attendee

One of our most important paradigms for badges is our *one badge per attendee* rule. For the security and safety of MAGFest attendees, we need to know exactly who is carrying any particular badge.

For this reason, attendees **cannot**:

- Buy two badges and simply give one to their friend (see **Transfers** for the alternative).
- Pick up a badge on behalf of their friend, spouse, or anyone else.
 - Department heads *sometimes* get an exception to this, because we know they aren't going to go around carrying 20 badges that belong to their volunteers. However, a department head in the Registration department must still authorize this.
 - Occasionally parents of very small children (2 and under) can also get an exception to this as well, but it must go through a manager. The parent should be instructed to immediately attach both the wristband and badge to the child and/or its stroller.
- Pick up a second badge of a different type, even if it rightfully belongs to them.
 - Most attendees are understanding if you ask them to come back after 2 PM on Sunday to pick up whichever badge type is less important. (*Staff > Guest*)

Required Attendee Information

Along with the one badge per attendee rule, we require all badges to have correct attendee information. The idea behind this information is to help our Security staff look up attendees by their badge number or find their badge by the name on their photo ID.

In particular, we need:

- The attendee's *current legal name*—for our purposes, this is whatever appears on their photo ID.
 - If an attendee isn't comfortable with using their legal name, reassure them that it doesn't get put on their badge and we chiefly use it to find them in the case of an emergency. Enter their preferred name in the name field if it is not already there and then uncheck the box that says “**The above name is exactly what appears on my ID**”. Enter their legal name in the “Name on ID” field.
 - *Always* call attendees by their preferred name, regardless of their legal name.
- A valid emergency contact number. This would be used, e.g. if they get in an accident or require medical treatment.
- The correct date of birth.
- A valid email is not strictly required, but is our main point of contact before and after the event, so we greatly prefer having one.

Watch List

(Partial explanation for front line staff. Manager explanation in that section.)

A badge with the 'On Hold' status has a name or e-mail of someone on the watch list. Escalate all such badges to the Dorsai so they can confirm or remove the association with the watch list entry. Unless 100% certain the person is not the one on the watchlist, the Head should call Security to speak with the person.

The Registration Department Heads, event leadership, and Security all have access to the watch list. Only Security should be editing the Watchlist without BoD approval. Uber is set to notify us via email if someone on the watch list registers for MAGFest so most of these instances are taken care before the event occurs. However, should someone with a possibly matching name or e-mail attempt to register on-site there will be a Supportbee notification and the badge will be set to the 'On Hold' status. If a staffer notices a badge set to 'On Hold', escort that individual to the manager's area.

Note: At times, an attendee has a "Deferred" badge when they expect to have a current year badge. If there isn't a specific admin note explaining why the badge is deferred, please summon Security and follow the procedure above.

Refunds

MAGFest Inc's official policy is that we don't give refunds. This is to help us better predict our budget and to encourage attendees to transfer or re-sell their badges. We make an exception to this rule:

- When an attendee can't attend because of extremely extenuating circumstances.
- When an attendee was charged by mistake or otherwise we suspect a system error caused a problem for them.
- When an attendee bought two or more badges by mistake within a period of three days.

When we do give a refund to attendees, we can either:

- Refund them through Stripe, or through Square, depending on which one they paid with. The credit card must be the same card used for the initial purchase. If they paid via Square, we must have the last four digits of their credit card to refund their payment.
- Give them a cash refund **only if they paid by cash.**
 - This is dictated by Payment Card Industry compliance standards. We agree to these rules whenever we take a credit card payment, and we need to strictly adhere to them. *Never* give a cash refund to someone who paid by credit card.

In the case of an attendee whose card has expired, Stripe is usually capable of refunding to the new card or directly to the attendee's bank account (see: [Stripe FAQ](#)). We **cannot** refund a different card ourselves, due to PCI compliance standards.

Transfers

Attendees are free to transfer their badges or re-sell them up to the price they paid for them. An attendee cannot transfer a badge if they:

- have a comped badge of any kind (payment status is "**doesn't need to**").
- have already been refunded (payment status is "**paid and refunded**").
 - Note that this is sometimes a partial refund, and so the attendee may still qualify to transfer their badge. This is left up to the discretion of managers, but must be done by an admin if approved.
- have a Guest badge type.
- have a Staff badge type.
- have a Minor badge type.
- have checked in at the fest.
- has been assigned to a role in any department, such as trusted.
- are a placeholder badge.
- have not paid.
- have an admin account.

Deferments

STOPs should be the only ones setting the deferred badge type, and usually they only do this for Staff.

Discounts

Our official discounts are based on age; however, sometimes attendees ask about discounts that are common but that we don't officially support (e.g., veteran discounts, bulk discounts). Heads are free - encouraged, in fact - to grant \$10 discounts at their discretion using the [Discount Page](#) or by editing the badge price in the attendee's **Details** page.

Note: All minors 6 through 12 get a half-price discount off the current badge price. Minors 5 and under are free. The system will automatically discount badges based on the attendee's date of birth.

Lost or Stolen Badges

Due to a high occurrence of badge fraud, we unfortunately require any attendee with a lost or stolen badge to buy a new badge. Heads can make exceptions to this, but please be careful we have definitely been defrauded in the past. **Exception:** Children 12 and under are allowed one free comped lost badge. Make sure a note is included in the lost and replacement badge that this comped badge has been used.

The exception to this is attendees who have a comped badge, like a Staff or Guest badge. They are usually given a free replacement badge.

If an attendee reports a lost or stolen badge, it must be marked as lost. When the badge is found again and both are brought to the Registration desk during the Fest, attendees can turn their new badge in and show their old one for a **full refund on the replacement badge cost**.

If a lost badge is found at Registration, place a note in the individual's uber record (see Recording a Lost Badge above), store it in a box at the Registration Help-Desk, and regularly send a trusted individual to security with them. The Head should update the Trello log with a description of the items being sent to Security and when.

Comping Badges

Comping an attendee's badge can be done at the discretion of the Head. We ask that you do this sparingly and only in order to solve serious customer problems. A good rule of thumb is that the more likely the situation can be considered a fault in our process or system, the faster you should offer to comp the attendee's badge.

A good alternative to comping badges is giving **significant discounts** - an attendee will still be very happy to get a badge at a large discount, and most attendees *do* arrive expecting to pay for a badge.

Of course, there are some situations where badges are always comped or refunded:

- An attendee is accepted as a Panelist or invited as a Guest - most of these refunds are done before the fest, but sometimes people slip through the cracks.
- An attendee works enough volunteer hours to get a badge refund.
 - We do not handle these refunds - please send the attendee to Staffing Ops.
- An attendee is authorized a comped badge by another Department Head - this is usually part of a special program, like giving free badges to hotel staff in the surrounding area.
Note: If someone is claiming that they are supposed to have a comped badge but it is not in the system, do not take their word for it, **the person who was supposed to comp the badge must be there in person to authorize this comp.**

Hotel Comped Badges

Gaylord employees are entitled to one comped badge for themselves, an additional comped Attendee badge for an accompanying adult, and up to five comped Minor badges. Each minor must still provide a signed parental consent form, which must be notarized if their legal guardian is not there. Please ensure that each comped badge has a note in the Admin Notes field explaining why the badge is comped. You may ask a manager for assistance.

The Gaylord employee can only pick the comp Attendee badge for themselves; they cannot pick up the comped badge for the additional adult as this is against MAGFest policy. It is to the manager's discretion on whether they can pick up the Minor badges for minors that ***they*** are the parent/legal guardian for. They must complete a parental consent form for each Minor badge they pick up. (If they planned ahead and have a notarized consent form for the additional minors they are not the guardian for, then and only then can they pick up those badges.)

While their Gaylord pin or uniform allows the employee access to MAGFest areas, it does not for any of their guests. Additionally, the employee is encouraged, but not required, to have a badge so that we may have their information for emergency purposes.

Blank Staff Badges

We have a small allotment of blank **Staff** badge. These badges are reserved for rare cases when a volunteer should have gotten a Staff badge, but didn't. They are not available for attendees to upgrade to.

Blank Staff badges are given to volunteers at the discretion of the volunteer's department head or a Staff Ops department head. There's no real difference between a volunteer and someone with a Staff badge, but this happens anyway. Priority goes to returning staffers over first-time volunteers when determining who is eligible for these badges.

Missing Photo ID

In order to verify attendees' identity, we ask that they provide a current government-issued ID that has their photograph and date of birth on it. In some cases, we will alternatively accept an expired ID or an ID issued by a non-government entity (e.g. high school, college, work).

A manager should be called over for most other cases. At the manager's discretion, as a last resort, they can check in using a print-out of their registration confirmation e-mail or by showing the manager the email on their phone.

Photo ID Without Date of Birth

Some kinds of photo ID do not include a date of birth. These cases should be escalated to a manager, but in general, attendees with high school IDs require a signed (and notarized if the legal guardian is not there) parental consent form, whereas attendees with college IDs can check in without a parental consent form.

Please note that military photo IDs should have the date of birth on them - look for it carefully on the back, as it will often be in very small print.

Badges for Young Minors

All minors 12 and under will need to be accompanied by an adult with a paid badge, and need to wear a 12 and under wristband at all times.

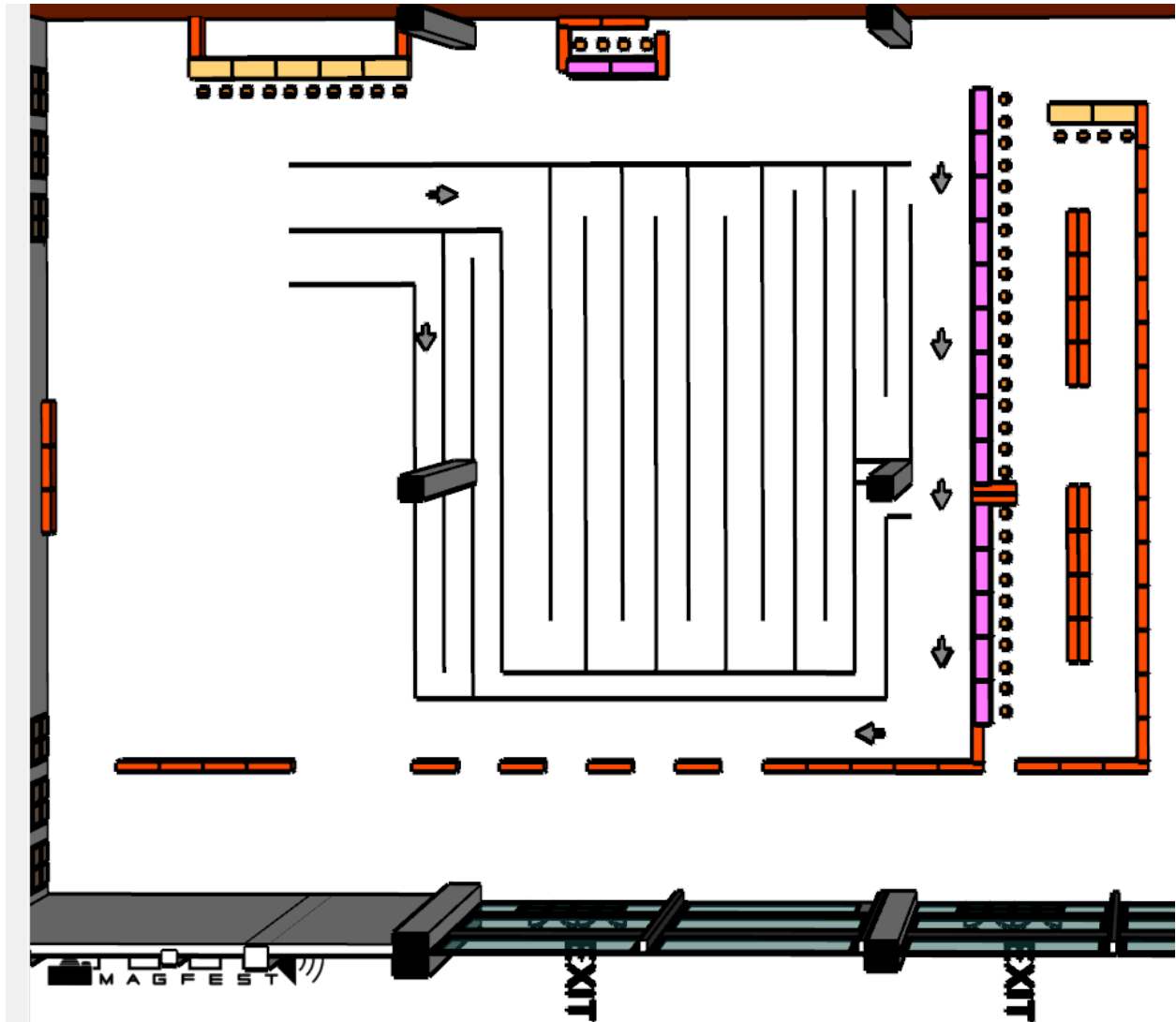
Placeholder Badges

Placeholder badges are badges in the system with just a name and email. We use placeholder badges to help guests and staff register, but in some cases they never fill out their information.

In the unlikely event that someone with a placeholder badge tries to check in, a manager can lead them through filling out their information. This is done to avoid delays in the badge pickup line.

Registration Setup Checklist

This section describes how stations should be set up. Before going through this, please go through the supplies checklist to make sure we aren't missing anything. Note: For double decker tables, each milk crate must be gaffed to the top table for stability.



Badge Pickup Stations

1. Regular Badge Pickup:

Note: First table for pre-reg near manager desk should not be double decker for accessibility.

- a. Make sure each station has stacks of **Attendee Badges**, **Minor Badges**, and **Wristbands**.

- b. Use a paper stand to place the **Regular Badge Pickup Reference** sheet between each two stations. The Today's Date strips should also be loaded at the bottom of each paper stand.
 - c. Add a **short blue bin** next to each station and put small stacks of Volunteer and blank pronoun ribbons in each.
2. VIP Badge Pickup:
 - a. Make sure each station has stacks of **Guest Badges, Attendee Badges, Minor Badges** and **Wristbands**.
 - b. Use a paper stand to place the **VIP Badge Pickup Reference** sheet between each two stations. The Today's Date strips should also be loaded at the bottom of each paper stand.
 - c. Add a **short blue bin** next to each station and put a small stacks of Dept Head, Indie Developer, Panelist, Shopkeep, Volunteer, Rock Star and blank pronouns **ribbons** in it.
3. Add a **"Come Here" sign** behind each laptop so that it's visible to the staffer.
4. Make sure each laptop has a **working mouse** attached to it.
5. On the top part of the desks, add a **bottle of hand sanitizer** for attendees. Additionally, add a pronoun ribbon holder between each pair of stations, and place he, she, and they ribbons on them. Tape the sign about the blank pronoun ribbons behind the holder.
6. Alternate a **"Please have your photo ID ready" sign** and a **Guidebook flyer** sign between stations. These should be placed in the paper stands holding the above mentioned reference sheets, but facing the attendee side of the desk.

At-Door Kiosks

1. Set up a cardboard privacy carousel around each laptop.
2. Use a **sticky note** to label each laptop with a number, starting from 1. This is for Tech Ops calls.
3. Alternate a **Did You Know? sign** and a **Badge Prices** sign between the laptops, where they'll be visible to people waiting in line.
4. Make sure each laptop has a **working mouse** attached to it.

At-Door Payment Stations

1. Make sure **each station has its own cash box**. Stations should *never* share cash boxes.
2. Use a **sticky note** to label each laptop with a number, starting from 1. Label each corresponding cash box with the same number. This is for tracking cash transactions.
3. In the cashbox labeled 1, **add the Admin Transaction Log**. This is the only cashbox that should be used for cash that is taken outside of the normal at-door process.
4. Make sure each station has stacks of **Attendee Badges, Minor Badges, and Wristbands**.
5. Use a paper stand to place the **At-Door Badge Sales Reference** sheet between each two stations. The Today's Date strips should also be loaded at the bottom of each paper stand.
6. Add a **short blue bin** next to each station.

7. Make sure each station has or shares a tablet, that the tablet is **connected to ethernet** via a special cord, and that each tablet has Square installed and a Square chip reader.
8. Add a **"Come Here" sign** behind each laptop so that it's visible to the staffer.
9. Make sure each laptop has a **working mouse** attached to it.
10. On the top part of the desks, add a **bottle of hand sanitizer** for attendees.
11. Alternate a **"Please have your photo ID ready" sign** and a **Badge Prices** sign between stations. These should be placed in the paper stands holding the above mentioned reference sheet, but facing the attendee side of the desk..

Badge Personalization Table

1. Make sure there are tablecloths on the tables.
2. Place **one long blue bin for each color of lanyard** on the table.
3. Fill each blue bin with **unwrapped, untied lanyards**.
4. Place about 10 sharpies into the "Please Don't Take Sharpies" plastic cylinder containers and place them on the table, after the lanyards.
 - a. Leave plenty of blank space around the containers.
5. Add a few **Guidebook flyer** signs to the table, using the paper stands.
6. Put the rest of the lanyards (or however many will fit) into a **tote under the table**. Keep the lanyards wrapped and tied so they're easy to grab and refill.

Printouts

All small Registration signs can be found [here](#).

Print as an appendix to the manual: [ADA Service Animal Information](#) and [related FAQ](#).

Manager Guide

Reminder:

Take your time to do it right

If you don't know, ask

Don't make assumptions based on previous years

Take care of yourself!

"There will be a huge line in front of you. You will be the only manager/lead/DH on shift when this happens. You will want to work quickly and care too much about the attendee's experience and try to resolve things as fast as possible. *Don't*. They will have a much better experience if you don't care so much, go slower, and are more relaxed."

Onsite Training

A large part of the manager's job is to help train new volunteers when they come on shift. If a lot of volunteers come on shift at once, take a handful that are more experienced and train them. Ask them to then train their fellow volunteers while you train the next batch. Remember to check up on volunteers you didn't train yourself to make sure they've been trained correctly.

1. Always make sure the station you are putting the volunteer on has been logged out. This is extra important for at-door stations.
2. Go through the step-by-step process of [Regular Badge Pickup](#) with the volunteer a few times, first showing them and then allowing them to complete the check-in.
3. Experienced volunteers or volunteers who quickly get the hang of check-ins can be sent to and trained on the [VIP Badge Pickup](#) line.
4. Don't forget to also review the payment process with volunteers on the [At-Door Badge Sales](#) section.
 - a. Only volunteers with the at-door role should be assigned to the At-Door Badge Sales section. Please remember this if you are moving volunteers around.

Minors Without Notarized Parental Consent Forms

Many minors who come to sign up at the door don't know that we require either the presence of a parent/guardian, or a notarized consent form. If this happens, please follow the steps below as closely as possible:

1. Bring the attendee to the Registration Help-Desk. Retrieve a copy of the "[Minor Without Consent Form](#)" form.
2. Ask for the minor's phone; explain to them that you will call their parent and that it must be you that finds the contact.
 - a. If the minor does not have a phone, you'll have to call the emergency contact number listed on their registration. Please add a note on the form if you do this.
3. Find a contact that looks like a parent or legal guardian. If there's more than one, ask the minor which you'd be more likely to reach at this time.
4. Call the contact and ask them questions as directed on the consent form. Not all of these are strictly necessary (they may not remember what the minor is wearing, for example)

but the more the better. The important thing is that they understand what MAGFest is; they know the minor is there, and they're OK with it.

5. Finish filling out the form, sign it, and walk the minor to an appropriate registration station to be checked in.
6. File the form in the appropriate bin.

Placeholder Badges

Placeholder badges are used before the fest to reserve badges for attendees when we don't have all their information. To handle these situations, simply:

1. Look up the attendee's Details page and lead them through entering their information.
2. Sternly lecture them about filling out their badge before the fest. (*optional*)
3. Bring them to the front of the badge pickup line to complete the check-in process.

Volunteer Admin Accounts

To help track who did what, each volunteer will have their own admin account in the system. Most volunteers have had admin accounts made before the fest, but if you need to make one, simply:

- Click Admin and then Admin Accounts in the main navigation menu.
- Select the attendee's name from the dropdown list.
- Have them enter their password in the "password" field.
- Check them as "**Registration At-Con.**"
- Click "Create Account."

Refunds and Transferring Badges

People will sometimes be looking for refunds at the very last minute. As a rule, we do not provide refunds. If you think someone should get a refund, please escalate the situation to the department head. However, we do allow people to transfer badges and even resell badges for up to the price they paid for them before the badge is checked in.

Follow this process to transfer a badge:

1. Bring the badge owner (and person the badge is being transferred to if present) to the Registration Help-Desk.
2. Find the registration to be transferred. Click the "**Confirm/Transfer**" link near the top of the page.
3. At the bottom of the attendee's public-facing preregistration page, there will be a button labeled "Transfer my Badge." Click this button.
4. The information for the person the badge is being transferred to can now be entered.
5. If the new owner is at the Registration Help Desk, the Head there will check them in as normal.

Claiming Unassigned Badges

Occasionally group leaders, of non-attendee groups, will not assign all their badges before the event. If you are called over to a station about an unclaimed badge please

1. Ensure that it is a non-attendee group, such as Marketplace and Bands. Individuals from attendee groups should contact their group leader for the promo code and register themselves.
2. Ensure that the group leader is present. They will be listed in bold as the Leader in the group information page. Confirm the group leader's identity by checking their ID.
 - a. If the group leader is not there, the individual trying to claim the badge must return with the group leader.
3. Click the 'unassigned attendee' link from the Group badges page.
4. Enter all info for the attendee.
5. Save, return to standard group registration procedure since they are now in the system.

Running Out of Badges

Although we do our best to order enough badges of every type, in some rare cases we can start running dangerously low - or even completely run out of - a certain type of badge. If you think we're getting low on one or more badge types, please **notify a Department Head immediately**. Handling this situation often takes coordination with multiple departments (particularly Security and Staff Suite) and requires buy-in from the board, and it can be hard to think of every complication while you are also trying to work your shift.

Lost and Found

All lost items should be collected in a drawer in the lockable cabinets. Periodically - at least once per shift - the manager should send a volunteer to security with all lost items that have been turned in, including lost badges. If there are personal items such as driver's licenses or credit cards, special trips can be made to take all the lost items. The Head should update the Trello log with a description of the items being sent to Security and when.

Lanyard Table

The lanyard table will need to be checked periodically to ensure that enough lanyards, schedules, and sharpies are available to our attendees. Please send a front line staffer to check the table from time to time. Extra lanyards and schedules will be stored under the table while Sharpies are stored in the metal Registration cabinet.

Emergencies

In the event of an emergency, such as a fire alarm, please ensure that all staff and attendees are escorted to the closest exit - either the front of the main hall or the side exits to the outside - and then assist the Department Heads with securing items such as badges, ribbons, and other items.

Staff Review

As you have the most direct contact with our non-management level staffers, we rely heavily on your recommendations when it comes to promotions, both on who is interested and who would be good to promote. Please do not promise a promotion to anyone as there are a limited number of needed slots in each level. Additionally, in the unfortunate event that we need to discipline one of our staffers we would rely on any information you may have.

Non-Event Responsibilities

While this may change in the future, managers are not expected to do any work in between the events. However, we will have both conference calls both pre and post-event. The pre event call will cover any needed policy changes, while post event call will serve as a post-mortem and a discussion for possible promotions.

Tools for General Problem Solving

There are several tools to help you sort out general attendee problems and questions.

- The [Feed of Database Changes](#) is a feed of most changes made to uber - this is especially useful for trying to find out if a badge was deleted by the system for some reason. You can also look up an attendee and use the "History" tab on their page for the same purpose.
 - **unpaid preregistration** and **edit_unpaid_prereg** refer to badges that *don't actually exist*. They are a record of the attendee uploading or changing their info during preregistration - the badge is not created until the attendee pays for it.
 - All other actions refer to changes in the database.
 - Don't forget to check the **Who** column if something seems strange-it's helpful to know which admin made the change!
- Each attendee's **History Page** shows the database feed for that badge, *plus* a list of emails that Uber has sent to that attendee's email address.
- [MAGFest Slack](#) is our chat hub for coordinating before, during, and after the fest.

Department Head Guide

Reminder:

Take your time to do it right

If you don't know, ask

Don't make assumptions based on previous years

Take care of yourself!

"There will be a huge line in front of you. You will be the only manager/lead/DH on shift when this happens. You will want to work quickly and care too much about the attendee's experience and try to resolve things as fast as possible. *Don't*. They will have a much better experience if you don't care so much, go slower, and are more relaxed."

Year Round Tasks

Correcting Bounced Emails

Responding to SupportBee Tickets

Dealing with Duplicate Badges

Processing Refunds

Volunteer Sign-In and Sign-Off

Part of the department head's job is to make sure volunteers get correctly counted for their hours. Ideally, signing off will be done directly in the system so we make sure volunteers' hours get counted. This should be done at the **end** of their shift.

1. Find their registration using the Attendees page.
2. Click the "Shifts" link at the top.
3. Select the worked status.
4. Select a rating and leave comments if necessary.
 - a. If someone shows up late, add that to Admin Notes and if they stayed late to cover what they missed. Alternatively, mark them with the frowny face and add "lateness" when it asks why.

If a volunteer worked but doesn't have a shift, you can either:

- Use <https://super2020.reggie.magfest.org/jobs/signups> to assign them to a shift after-the-fact, then mark that as worked.
- Add "Non-shift hours" to their shifts page using the box in the upper right. These are cumulative, so if they already have non-shift hours, please *add* to them, explain these hours in the Admin Notes, and click "Update."

Otherwise, please make sure to mark on a volunteer's sheet their arrival time when they report to you for training and assignment, and sign off on their time when they come to you at the end of their shift. If the time on their sheet is different from their actual worked time, write it down and add your initials.

Meals

Departments are responsible for meal pickups. If you or any volunteers are working shift times that do not allow you to pick up food from Staff Suite, please arrange for a runner to go up to the Staff Suite to pick up food after ordering by whatever means is currently used — they may need a handcart or a helper.

Meal times for MAGFest are:

Breakfast: 8 AM-11 AM

Lunch: 12 PM-3 PM

Dinner: 6 PM-8 PM

Current Staff Suite information can be found at:

<https://www.notion.so/magfest/Staff-Suite-Info-ecefb963dca4b3282503642b9bfa9ae>

Radios

Each department lead should have their own radio to carry around with them while they're on-shift, along with their preferred style of earpiece (earbud vs over-the-ear). Registration has requested 4 radios, so we'll have plenty.

- To sign out a radio, go to Tech Ops and give them your name and badge number.
- Please drop your radio off at Tech Ops when you're done with it.

In the case where someone forgets to pick up a radio before their shift, we can transfer radios directly between department leads by radioing in badge numbers and department.

Adding Dealer Badges

Dealers (or anyone in a dealer group) may add badges for a price of \$50 per badge. These should be processed by a manager or lead.

1. Find the Dealer group by searching in Groups.
2. Adjust the number of badges to add however many badges the dealer wants to add.
3. Make sure the group price is updated accordingly - you may have to edit it by hand if it's not automatically calculated.
4. Walk the new attendees through entering their information for the new badges.
5. Click "Link for group leader" and let the attendee pay via Stripe.
 - a. If the attendee wants to pay via cash, use the cash box at the #1 at-door volunteer station. Write down the transaction on [the paper log](#) that should be included with that station's cash box.

Adding Guest +1s

Guests are often allowed one or more free "+1" badges. Most of these should be pre-registered, but if an attendee with a guest badge asks to add a "+1" badge, check with our Guest Liaison Heather Fennessy for approval. Her Slack name is @Heather

Approving Refunds

Refunds should always be routed through department heads so we know that they're being done, if a manager thinks someone should get a refund, they will escalate the situation to the department head.

Never tell an attendee we can give them a cash refund for a credit card purchase. If the attendee cannot accept a refund on the original payment method they used, we **must** cut them a check. Doing anything else is credit card fraud.

1. Check that the attendee paid via Stripe—that is, by entering their credit card number during pre-reg or at the kiosk.
 - a. If they paid via cash or Square, a department Head needs to process the refund. For Square refunds, they will need the credit card they paid with.
2. **For Square/Stripe refunds:** Simply add a card to the "To Be Resolved" list on our [Trello board](#) with the attendee's full name, the amount to refund them, and a quick explanation of why you approved the refund. We will need the last four digits of the person's credit card number if they paid with Square.
3. **For refunds by check:** Send an email to office@magfest.org with the attendee's first and last name, their street address, the amount to refund them, and a brief description of what the refund is for.
 - a. If the attendee needs a check refund immediately for some reason, Emily Hickman will have checks on-site. Her Slack name is @pizzawarlock.

Refunding a Replacement Badge

When an attendee wants to turn in their replacement badge for a refund:

1. Check that the attendee actually possesses both their old badge and their new one.
2. Find the attendee's lost badge in the system and open their Details page.
3. Note the payment type described in the attendee's **Notes for Later Review**.

Notes for Later Review:

Automated message: Badge reported lost on 01/20, 05:27.
Previous payment type: yes.

4. Change the payment type from "**lost badge**" to the option described in the notes.
5. Add a note with your initials indicating that they reported their badge as found.
6. Find the attendee's new badge, as a note in Notes for Later Review that it was found and needs a refund, and set it as "Invalid" status. Let a department head know to add a note to Trello to refund the badge.
7. Take the replacement badge, mark it VOID with your initials, cut it in half, and discard it.

Watch List

(Full explanation)

A badge with the 'On Hold' status has a name or e-mail of someone on the watch list. Escalate all such badges to a Head so they can confirm association with the watch list entry. The Head should call Security.

The Registration Department Heads and event leadership all have access to the watch list. Only Security should be editing the Watchlist without BoD approval. Uber is set to notify us via email if someone on the watch list registers for MAGFest so most of these instances are taken care before the event occurs. However, should someone with a possibly matching name or e-mail attempt to register on-site there will be a Supportbee notification and the badge will be set to the 'On Hold' status. If a staffer reports that they get the notification, have them escort the individual to the Registration Help-Desk.

Under the 'People' drop down menu, you will find Watchlist. Find the person's name in the list and check the person's ID confirming the birth date. If they match, notify Security to come talk to the individual.

In some cases Security just wants to talk to the individual and in some cases the individual is banned from MAGFest. Security may need to log in to the registration station—when they're finished talking to the attendee, be sure to log them back out. **Do not attempt to handle an individual on the watchlist on your own. Always loop in Security.**

Note: At times, an attendee has a "Deferred" badge when they expect to have a current year badge. If there isn't a specific admin note explaining why the badge is deferred, please summon the Registration Sergeant and follow the procedure above.

Mid-Event Teardown

Our last rush should be finished early Saturday afternoon. At this time, we can start tearing down some stations. Leaving maybe half up in each section, shut down any computers from each station that isn't being used. Collect the badges, ribbons, signs, and other materials for these stations and move them into the back area for inventory on Sunday. Lastly, contact Tech Ops via Slack and let them know which computers they can pick up. They may not be able to come right away, but this gives them a chance if they have down time.

Once the stations are closed down, please take some time to clean up and consolidate any stations that are still being used. Collect trash, used parental consent forms, and combine and refill any ribbons, badges, etc as needed.

SupportBee/Admin/Refund Shifts

There needs to be some time devoted to tasks such as maintaining the SupportBee account and processing refunds. While this could in theory be done at the Registration Help-Desk, the person should be focusing on these tasks and not regularly interacting with attendees so it's preferable that this work be done from elsewhere, such as a hotel room. Using 'non-shift hours'

or creating a non-weighted shift both work, (Slack should be used to mention it before/after/during doing this.)

Stripe Error Override

In some rare cases, attendees use a self-service pay station but the system doesn't record their payment. After you've checked that the payment went through on Stripe, instruct the volunteer to use the "**Stripe Override**" payment option on the at-door registration page. This will mark the attendee as paid and log the error in their Notes for Later Review.

Cash Handling (See Below)

Periodically, representatives from Resource Management will come down to check on the status of the cash boxes. Should you need to switch out a cash box they will ask you to initial a form to confirm pick up. Managers and upwards are authorized to complete this form.

Additionally there is a private channel in Slack that you should be added to prior to the event by BlueHat Dave. This should be used to call for unscheduled pick-ups. If you haven't been added, contact @BlueHatDave on Slack.

General Resources

- MAGFest [Cash Handling Policy](#) for anyone touching money at the event.
- The [Discount Page](#) allows you to create a discounted badge using someone's name and (optionally) their email.
- The [Arbitrary Charge Form](#) lets you create arbitrary charges in Stripe in case Square goes down and you need to take someone's money via CC.
- The [Registration Trello](#) is for updates on policy, to jot down notes on situations, or add feedback for later years.
- [SupportBee](#) is a ticketing system used to interact with attendee issues or questions before, during, and after the event. You may find links in the Admin Notes section of an individual's record that could provide more information to a request that was made. Also, you might need to search by an individual's name for further information.