TEPS Registration Core

Administrator Guide — Setup, Configuration & Operations

App version 26.0.0 (Build 1) · Written September 22, 2026 · macOS

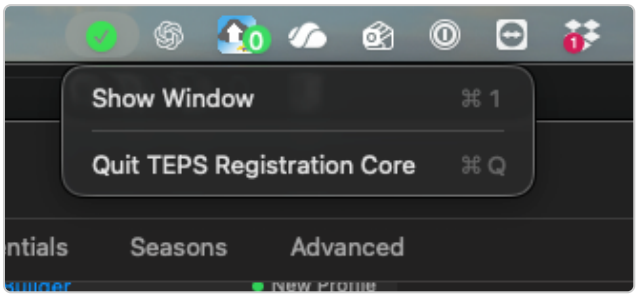
TEPS Registration Core turns a Mac into the local server that runs an entire photo-event customer flow — from check-in to checkout. The Mac hosts everything; iPads and browsers on the same network open station pages and become the Host, Camera, Preview, and Checkout stations. This guide covers every administrative surface in the order you'll use it — and, for each setting, what it actually does, why you'd change it, and what to watch out for.

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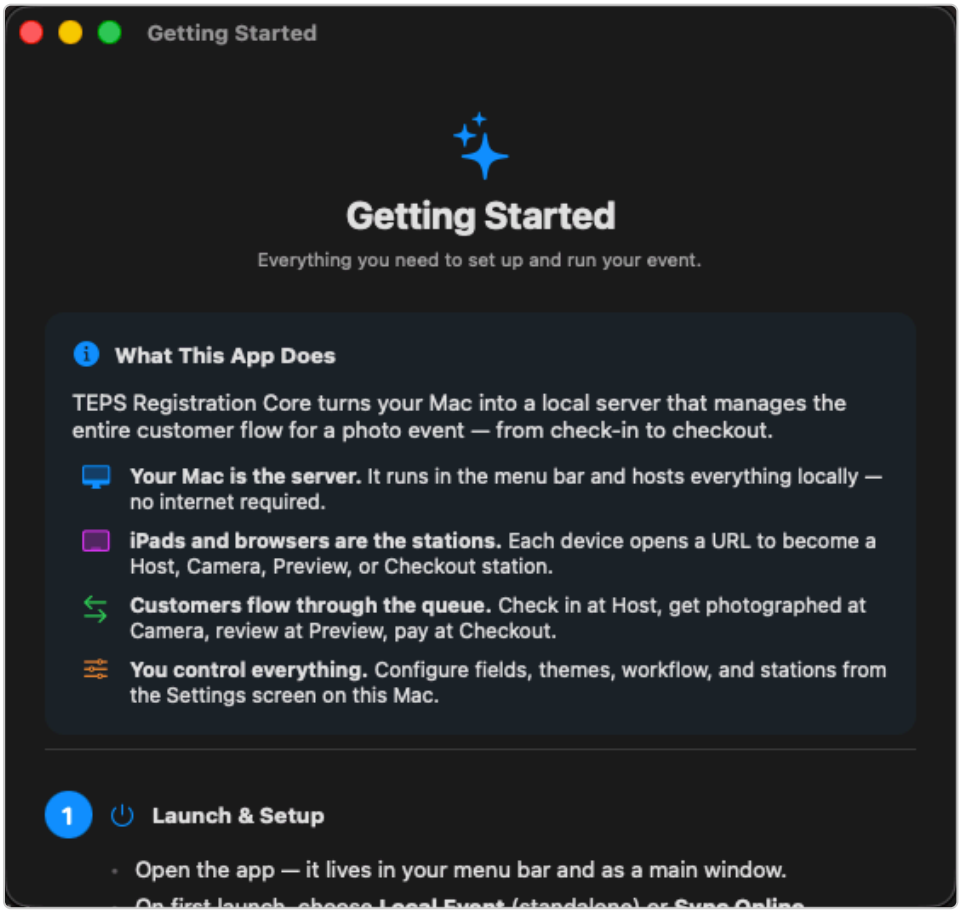
1. The App at a Glance

The app lives in the macOS menu bar. The status icon is a live health indicator — a green checkmark means the server and every background service are running; orange means something needs attention; red means the server is stopped. The dropdown opens the main window (⌘1) or quits the app.

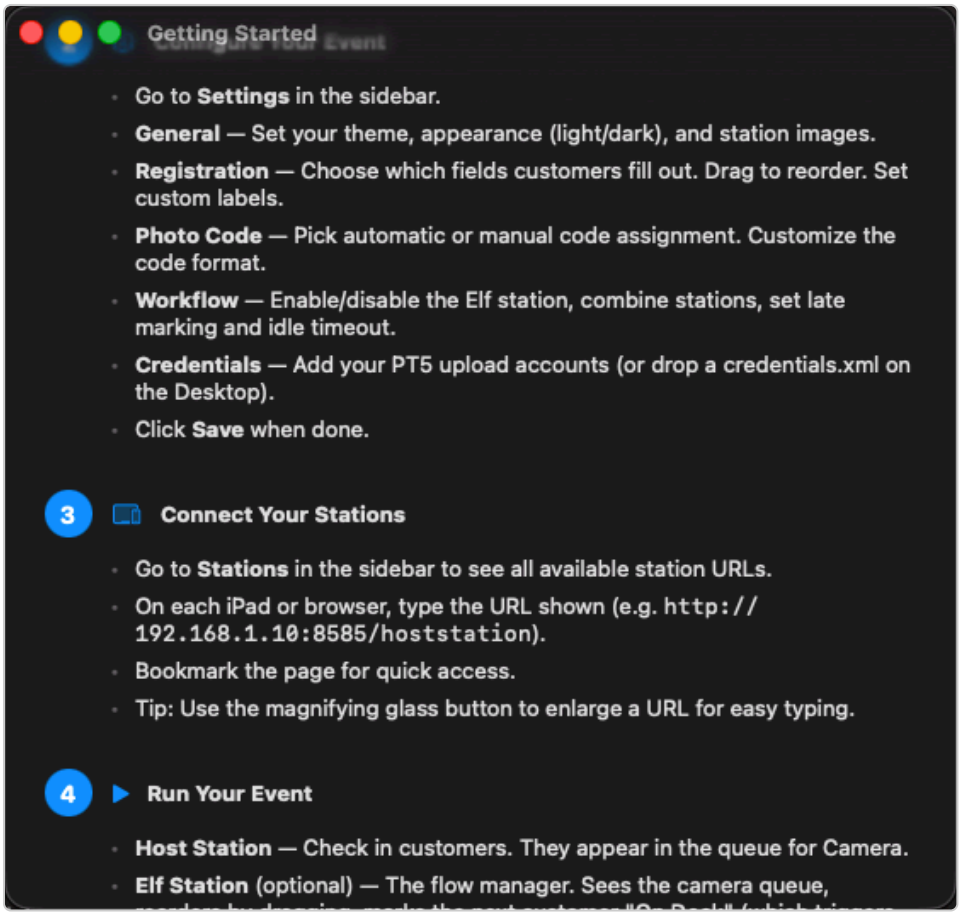


The menu bar dropdown. Quitting from here is a "clean quit" — the Keep Alive watchdog will not relaunch the app.

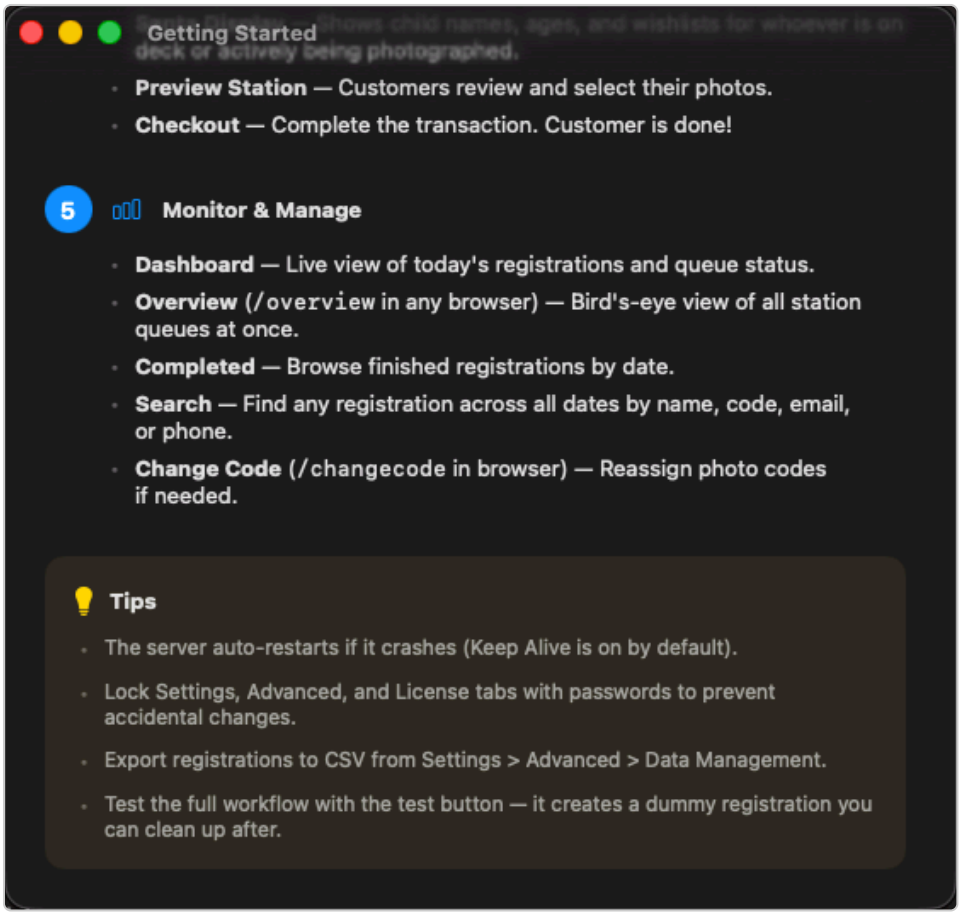
The big idea: **this Mac is the server**. Station devices are just browsers pointed at it, so anything you change in Settings reaches every station automatically — pages notice a config change and reload themselves within a few seconds of you clicking Save.



Getting Started (Help menu, and shown on first launch) — the four-step model: launch, configure, connect stations, run the event.

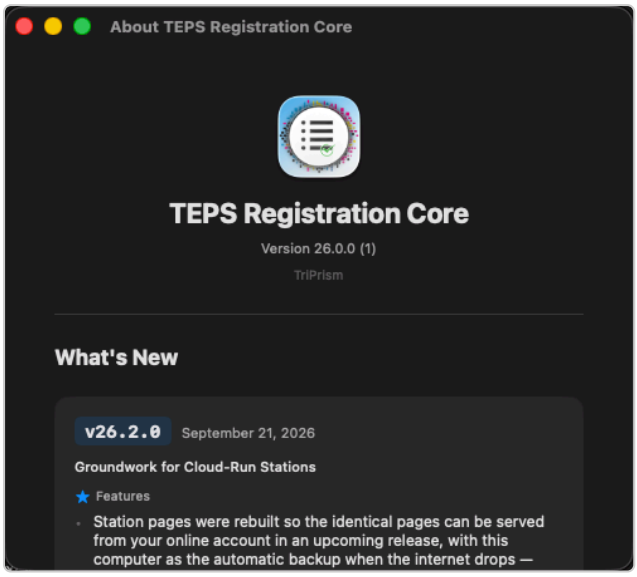


The configure and connect steps — each Settings tab in one line, and how to point a device at a station URL.



Running the event: check in at Host, photograph at Camera, review at Preview, pay at Checkout.

The About window (Help > What's New) carries the release-by-release changelog, written in plain language.

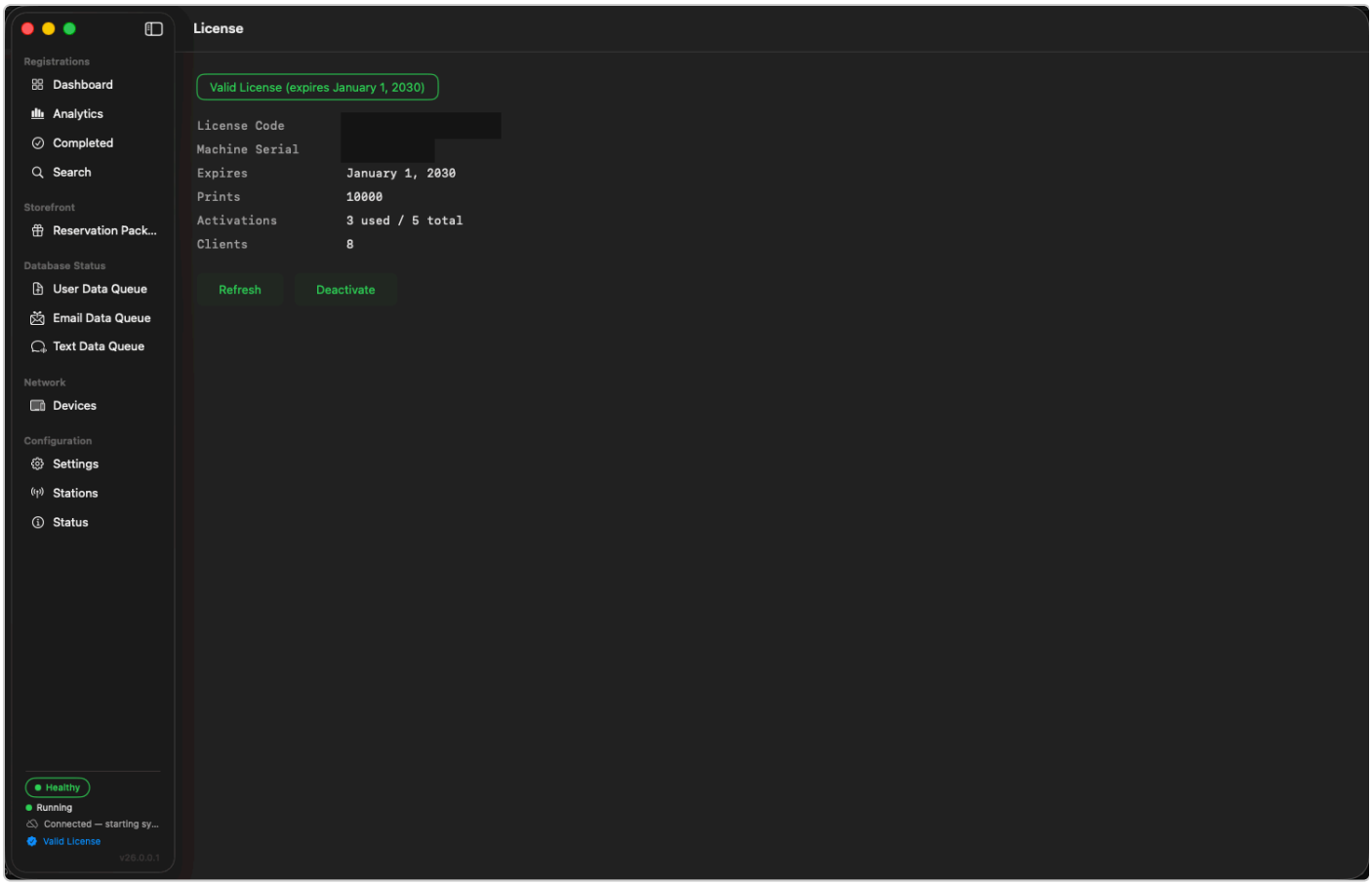


About / What's New.

2. First Launch, License & Health

License

The app is license-gated: until a license is validated, the main window shows only the license screen. After that, the license state lives at the bottom of the sidebar — click **Valid License** to open the License panel.

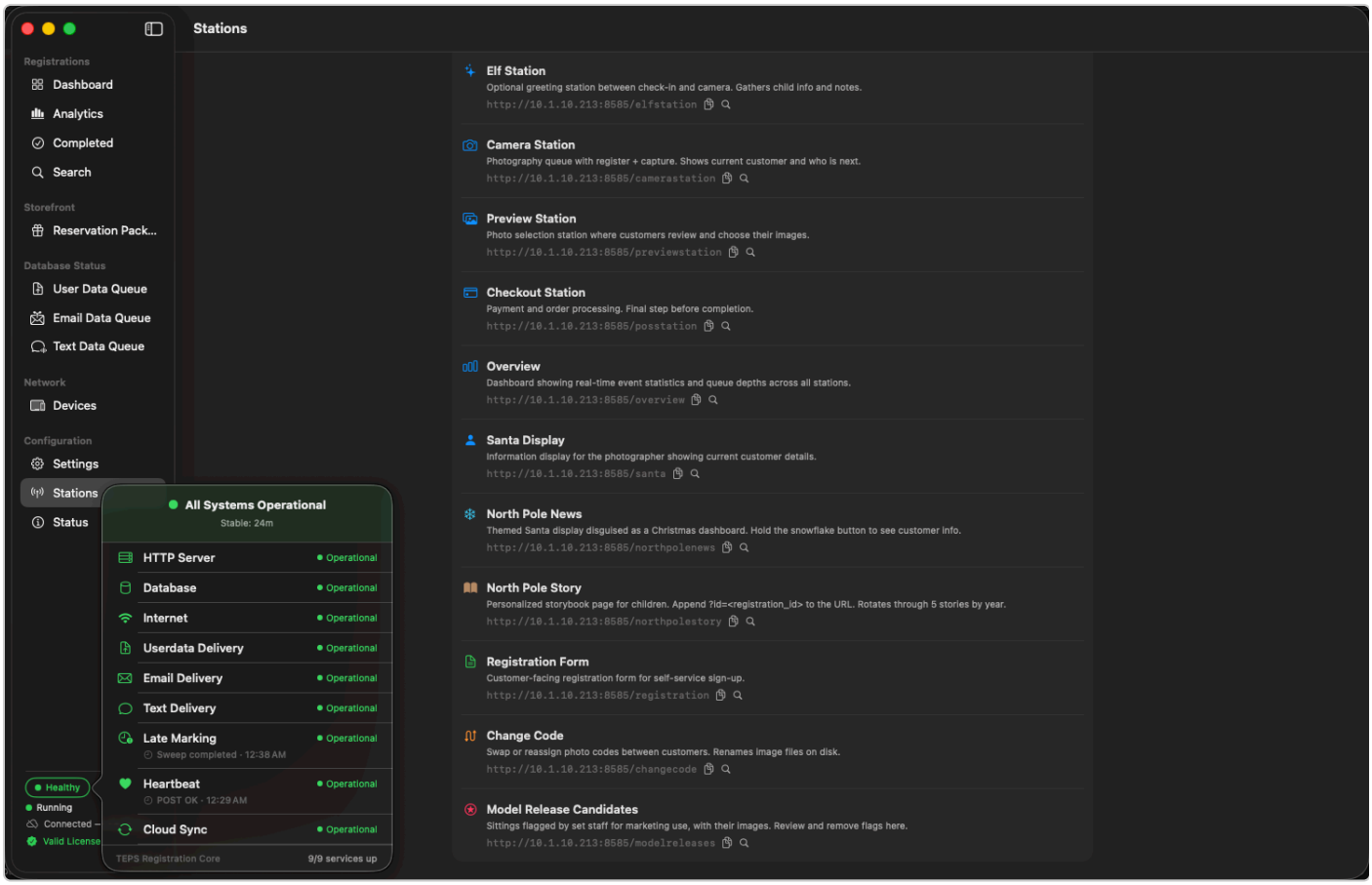


The License panel (codes redacted here). Refresh re-checks the license server; Deactivate frees one of your activations to move the license to another Mac.

- **Prints / Activations / Clients** — what the license allows: the print allowance, how many Macs may activate it, and how many station devices may connect.
- If activation fails on a fresh Mac, use Refresh once the internet is confirmed up — activation is retried automatically on launch as well.

The health pill

Click the **Healthy** pill at the bottom of the sidebar for a service-by-service status board. Each row shows the last error, the last activity time, and — when something is down — a one-click restart button for just that service.

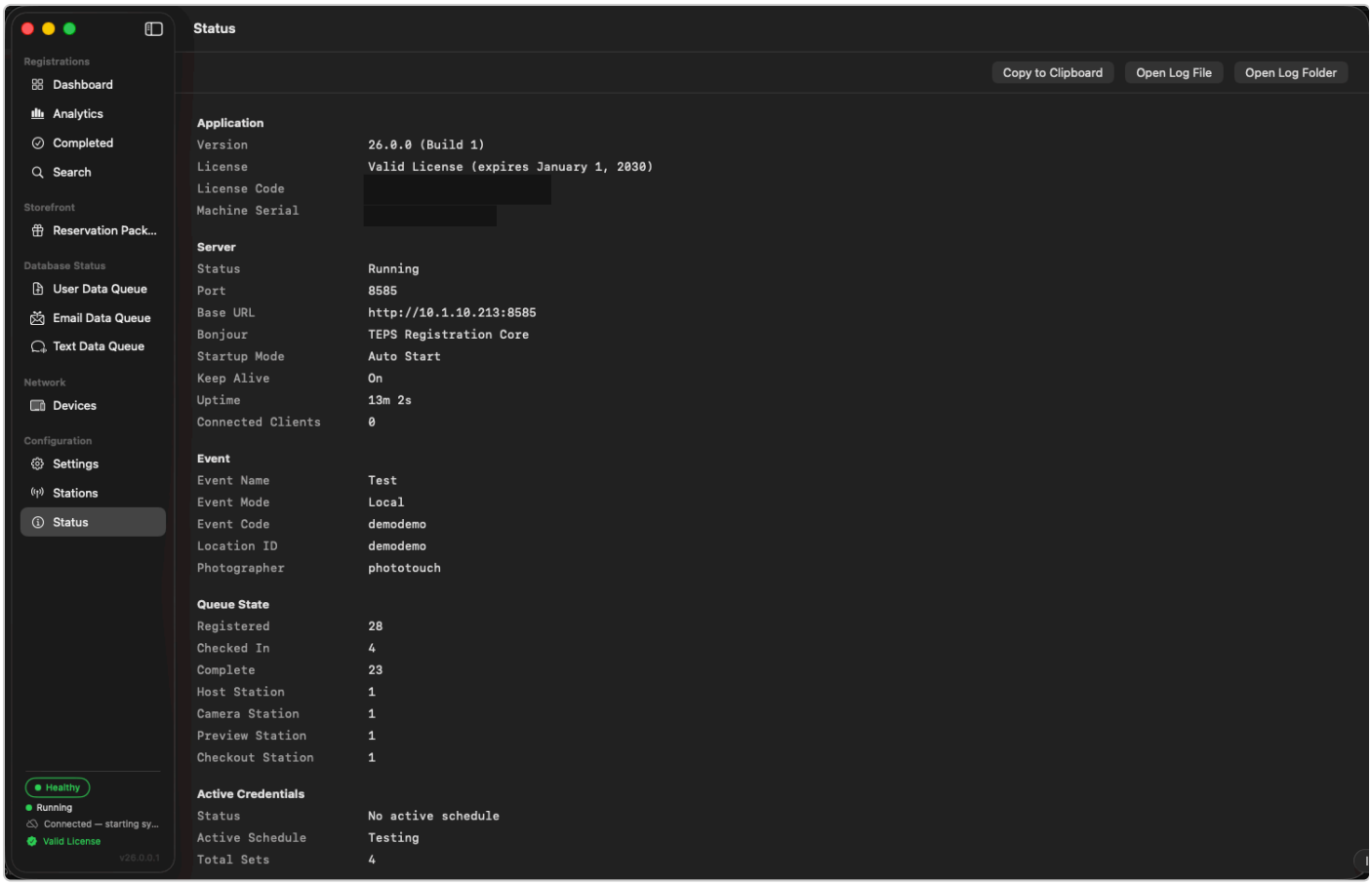


The health popover. Every background service reports independently; recovery buttons restart one service without touching the rest.

- **Green (Healthy)** — server running, every service alive.
- **Orange (Warning)** — the server is up and stations still work, but a background service (delivery worker, late marking, heartbeat, sync) has failed. Queued work waits until you restart that service from this popover.
- **Red** — the server is stopped or the database failed. Stations cannot connect. Start the server from the popover or menu bar; if the database failed, relaunch the app.

Status

The Status section is the full text rundown: version and license, server URL, port and Bonjour name, startup mode, uptime, connected clients, the current event, live queue counts, and which credential schedule is active. **Copy to Clipboard** grabs the whole thing for a support email; the log buttons open the live log file and folder.



Status — read this first when something seems off (identifying codes redacted here).

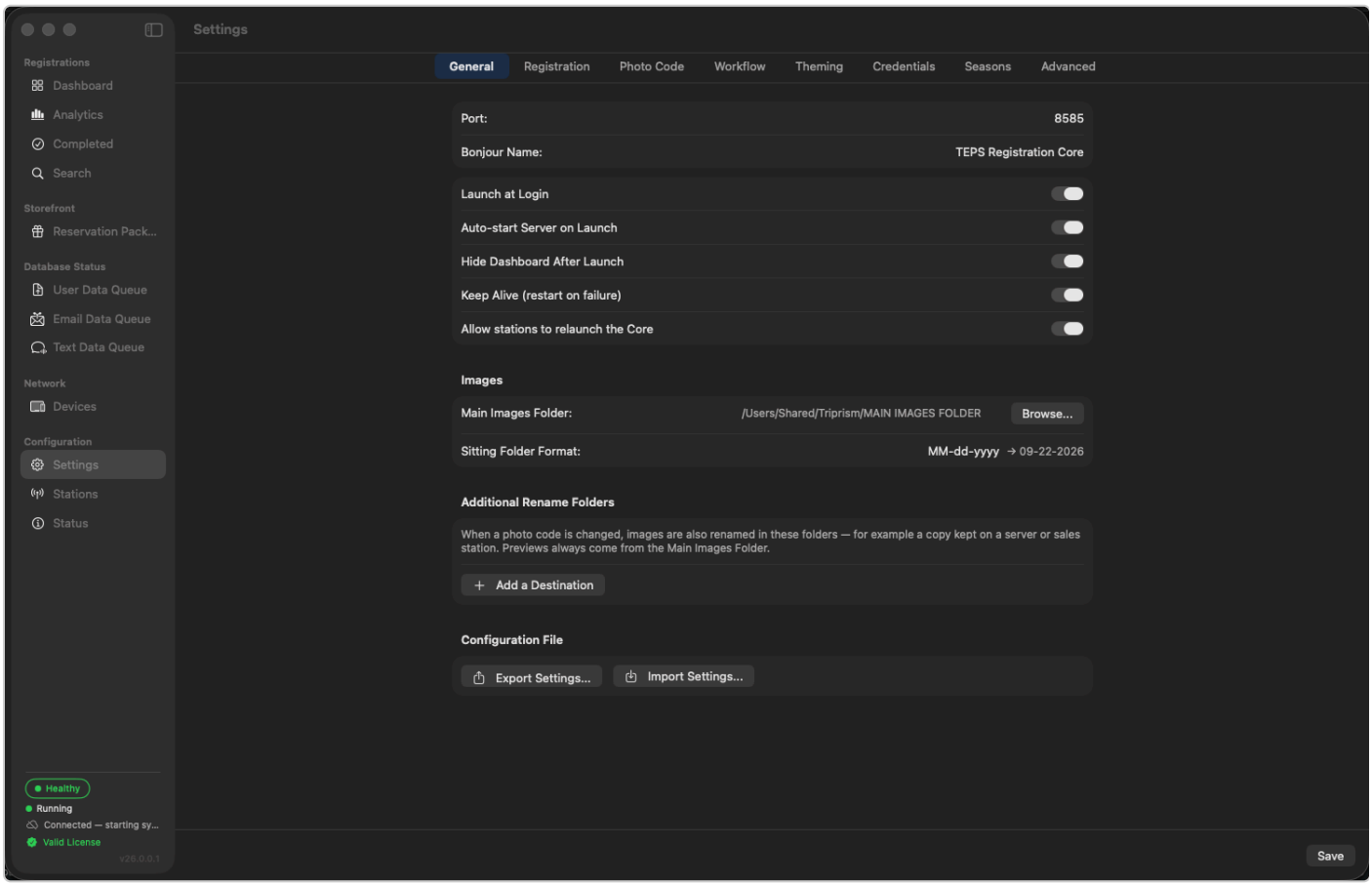
Keep Alive — the watchdog

With **Keep Alive** on (Settings > General), a tiny separate watchdog process relaunches the app within seconds if it ever crashes or is force-quit. Quitting normally from the menu bar leaves a "clean quit" marker, so an intentional quit stays quit. If macOS asks, allow "TEPS Core Watchdog" under System Settings > General > Login Items.

3. Settings — Tab by Tab

> **Save first, then switch.** Nothing in Settings is applied until you click **Save**, and switching tabs discards unsaved edits on the tab you're leaving. Saving bumps a config version that makes every open station page reload itself; the server itself only restarts if you changed the port or HTTPS settings.

General



Settings > General.

- **Port** (default 8585) — where the server listens. Change it only for a port conflict; saving a port change restarts the server, and every station device must be re-pointed at the new URL.
- **Bonjour Name** — the name devices see when browsing the network. Rename to tell two Cores apart (two locations, two events). Manual IP connections are unaffected.
- **Launch at Login** — starts the app when the Mac logs in. Pair it with Auto-start so a power outage recovers to a fully working system by itself.
- **Auto-start Server on Launch** — starts serving stations the moment the app opens. Leave on for production; turn off only when testing a configuration.
- **Hide Dashboard After Launch** — launches to the menu bar only, for a dedicated Mac mini nobody looks at. The window is one ⌘1 away.

- **Keep Alive** — the crash watchdog (section 2).
- **Allow stations to relaunch the Core** — lets a paired station device restart the app remotely if it ever goes down mid-event. Only devices you've already approved can do it. Turn off if policy says restarts must happen at the Mac.

Images

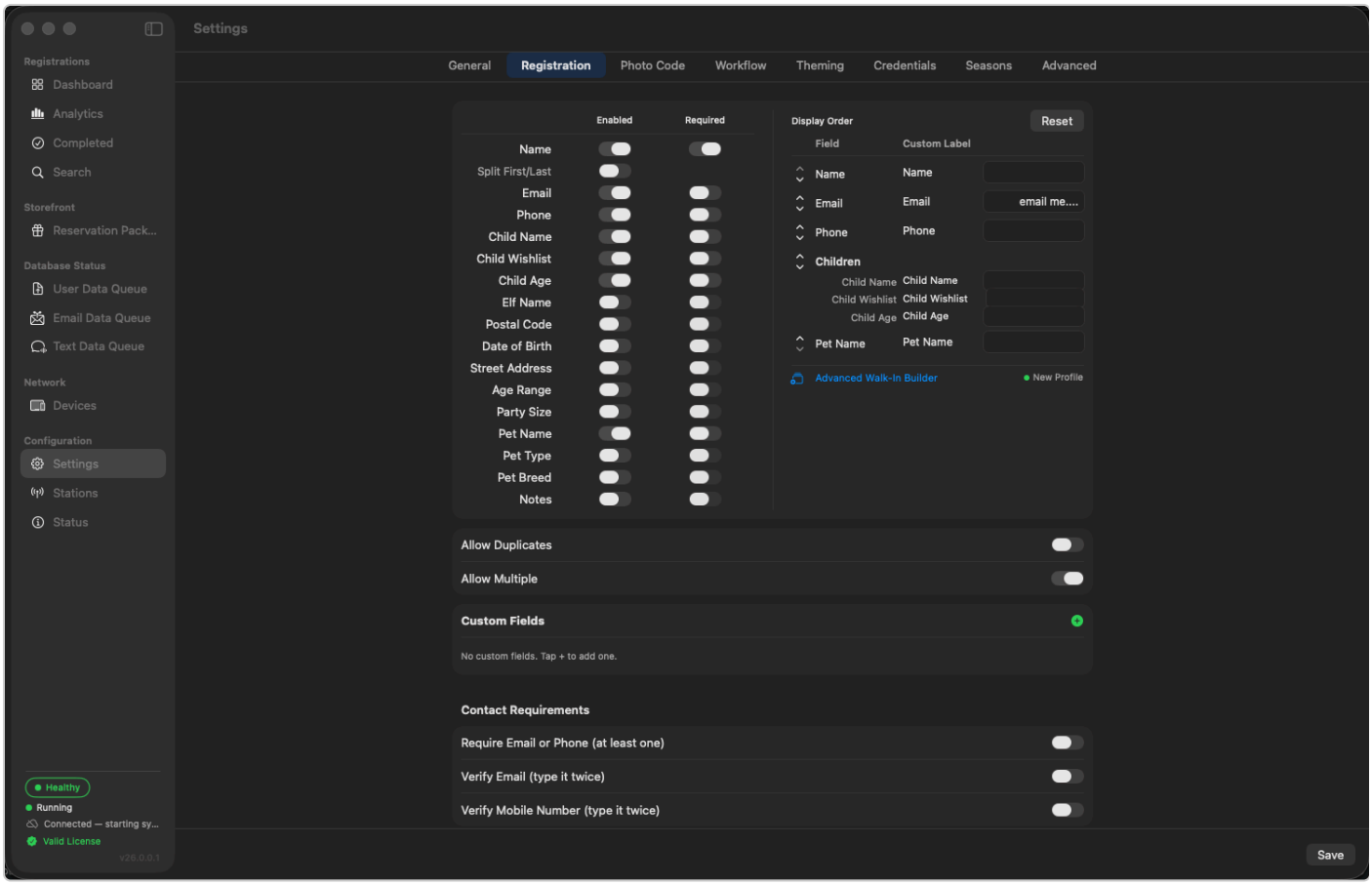
- **Main Images Folder** — the folder your capture software saves into. The app reads it for photo-code operations: when a code is changed or swapped, files named with that code are renamed here. Click Browse to grant access; if a drive was reconnected and renames start failing, Browse to the same folder again to refresh permission.
- **Sitting Folder Format** — the date pattern of your daily folder (e.g. MM-dd-yyyy → 09-22-2026). The app uses it to find *today's* folder first when searching for images by code. It never renames existing folders.
- **Additional Rename Folders** — mirrors for code changes. When a photo code changes, files are renamed in the Main Images Folder first, then the same rename is repeated in each folder listed here (a server copy, a sales-station copy). A mirror that's offline reports an error but never blocks the main rename. Previews always come from the Main Images Folder, never a mirror.

Configuration File

- **Export Settings** — writes a portable JSON of your configuration: field toggles, order and labels, photo-code format, workflow, theming choices, retention settings. **It deliberately excludes** API keys, all passwords, the event code, and folder bookmarks — so the file is safe to email and a new Mac still needs its own credentials.
- **Import Settings** — loads such a file, overwriting matching settings. Use it to clone a known-good setup across venue Macs. Re-open the tabs after import to see the new values, and re-enter credentials separately.

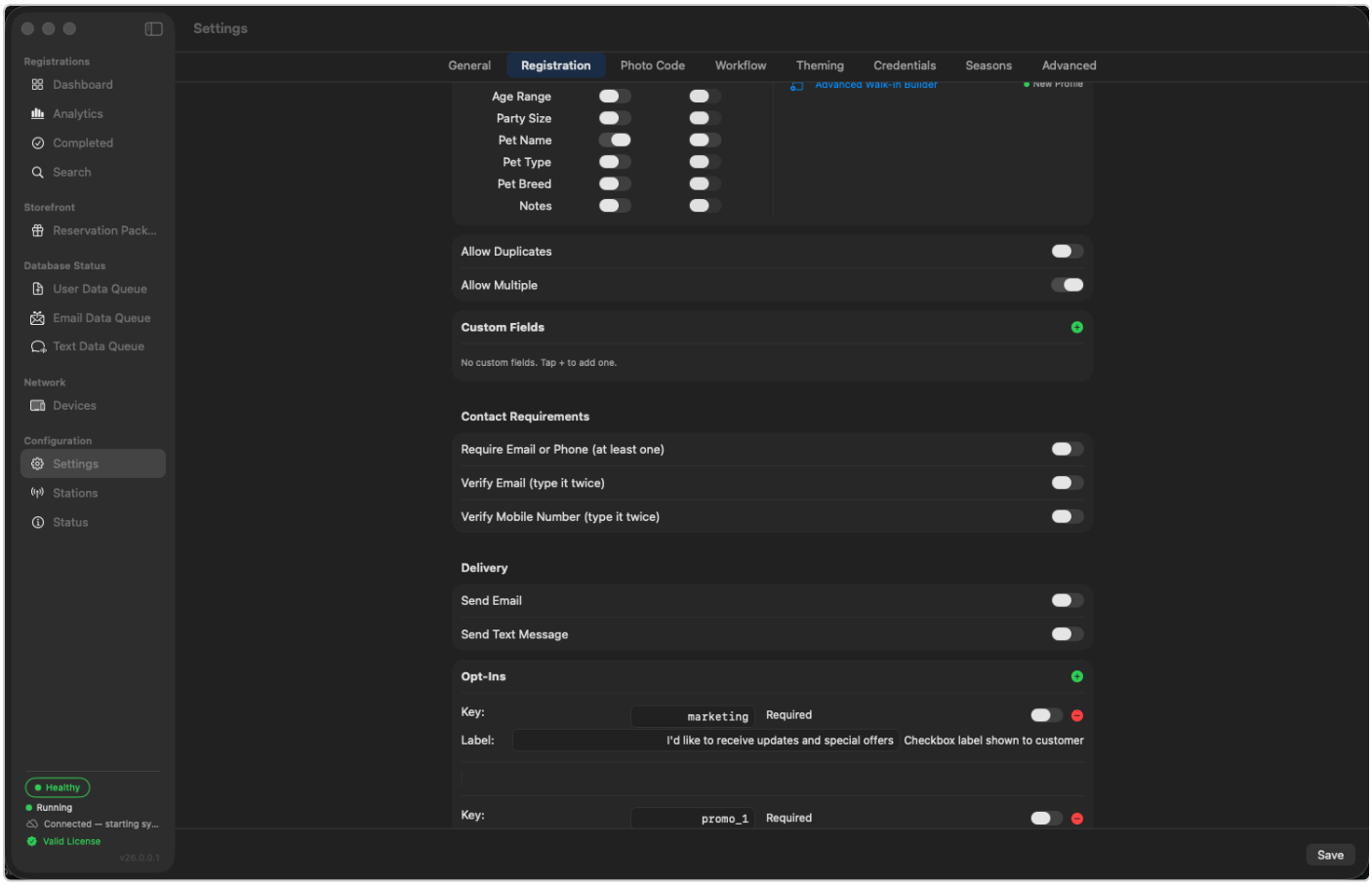
Registration

This tab decides exactly what customers are asked, everywhere sign-up happens: the self-registration web form (/registration), and the walk-in forms staff use on the Host and Camera stations.



Field toggles with display order and custom labels.

- **Enabled** — the field appears on registration forms. Disabled fields vanish everywhere; answers already collected are kept on existing registrations, but new sign-ups simply never ask.
- **Required** — the form won't submit without it (starred label, checked on the server too). Only takes effect while the field is Enabled.
- **Split First/Last** — one "Name" box vs. separate First and Last fields. With a single box, the server splits on the first space.
- **Display Order** (right panel) — the top-to-bottom order on the customer form; the three child fields travel together as one "Children" group. **Custom Label** renames a field on the customer-facing form only — station walk-in forms keep the standard names, so staff instructions stay consistent. Reset restores factory order and clears custom labels (it does not touch your Enabled/Required choices).

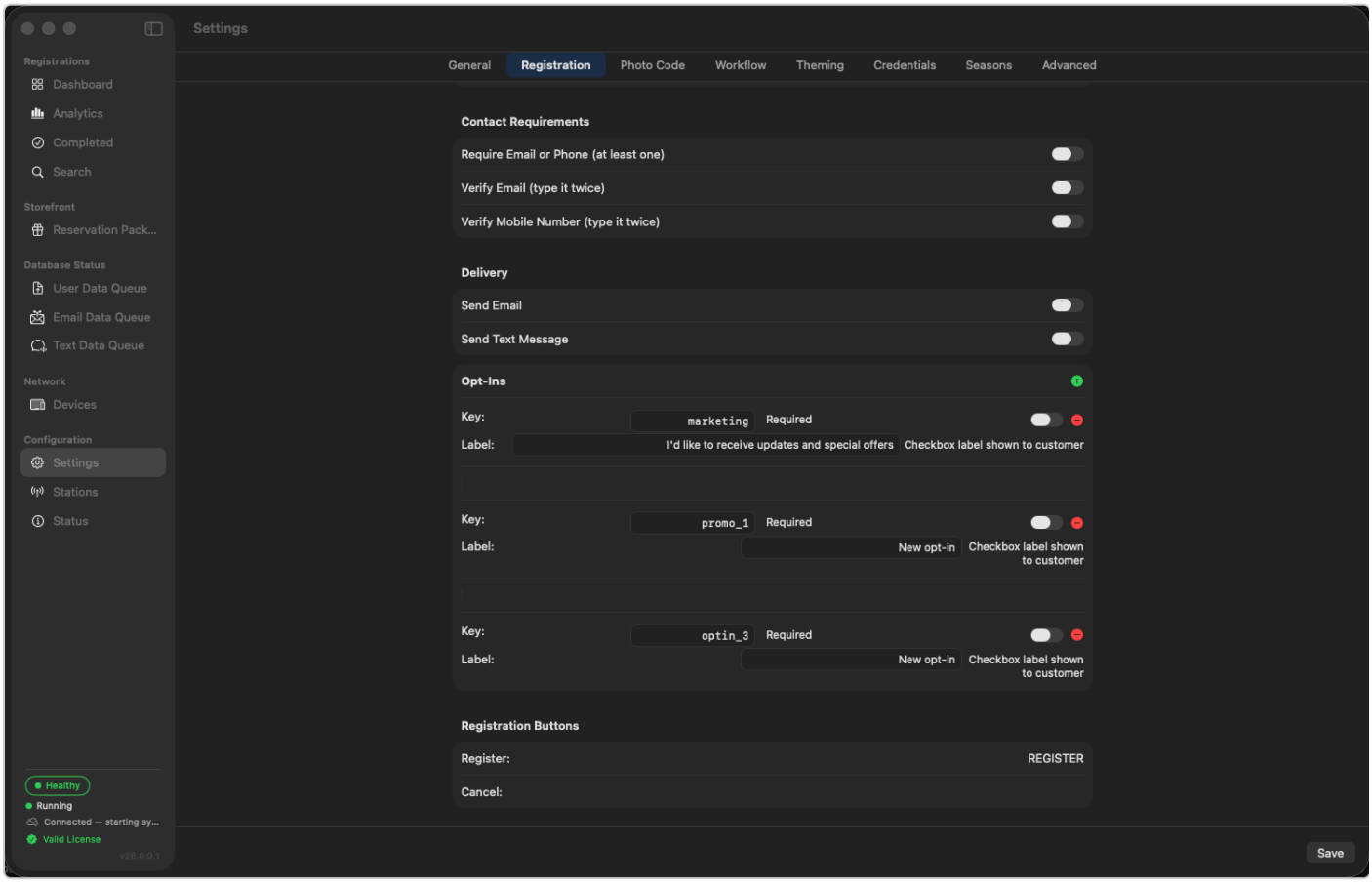


Custom Fields, Contact Requirements, Delivery, and Opt-Ins.

- **Allow Duplicates** — off (the default) blocks a second registration with the same email for this event; the customer sees "a registration with this email already exists." Turn it on when families share one email address. Only email is checked — phone is not.
- **Allow Multiple** — shows the "+" button that lets one registration hold several children (each with name, wishlist, age). Despite sitting next to Allow Duplicates, it's about children, not duplicate emails.
- **Custom Fields** — add your own questions: Text (free entry) or Select (comma-separated choices), each with On and Required toggles. Answers are stored on the registration and included in the user-data upload and CSV export — but they do *not* appear on station queue cards or in the customer's email/text, so use them for data you'll act on later, not for instructions staff must see at a glance.
- **Require Email or Phone (at least one)** — neither field becomes individually required; the pair is. With **Allow Staff Override** on, staff (or a determined customer) can tap "Customer declined to provide" — that stamps the registration *declined*, and declined registrations are permanently excluded from email, text, and user-data delivery. They appear under "Cannot Send" in the queues.
- **Verify Email / Verify Mobile (type it twice)** — adds a confirm box with paste blocked. It catches typos, not identical typos in both boxes. Most valuable when Send Email or Send Text is on — a bad address there costs the customer their photos.
- **Send Email / Send Text Message** — master switches for customer delivery. When on, every registration with a valid address is queued, and a background worker sends once a minute with automatic retries (see section 9). When off, the queues mark everything "off."
- **Opt-Ins** — your own checkboxes (marketing consent, model release…). The **Key** is the internal name — match it to the same opt-in on the admin site so answers line up in reporting; the **Label** is the sentence the

customer reads. Required means the box must be ticked to register. Answers ride with the user-data upload.

- **Registration Buttons** — the submit button text ("REGISTER" by default) everywhere, and an optional cancel-button label for the customer form (empty = no cancel button).



Opt-in rows and registration button text.

Photo Code

The photo code is the thread that ties a customer's database record to their image files: your capture software names files with the code, the app finds and renames files by it, and deliveries and sales match on it.

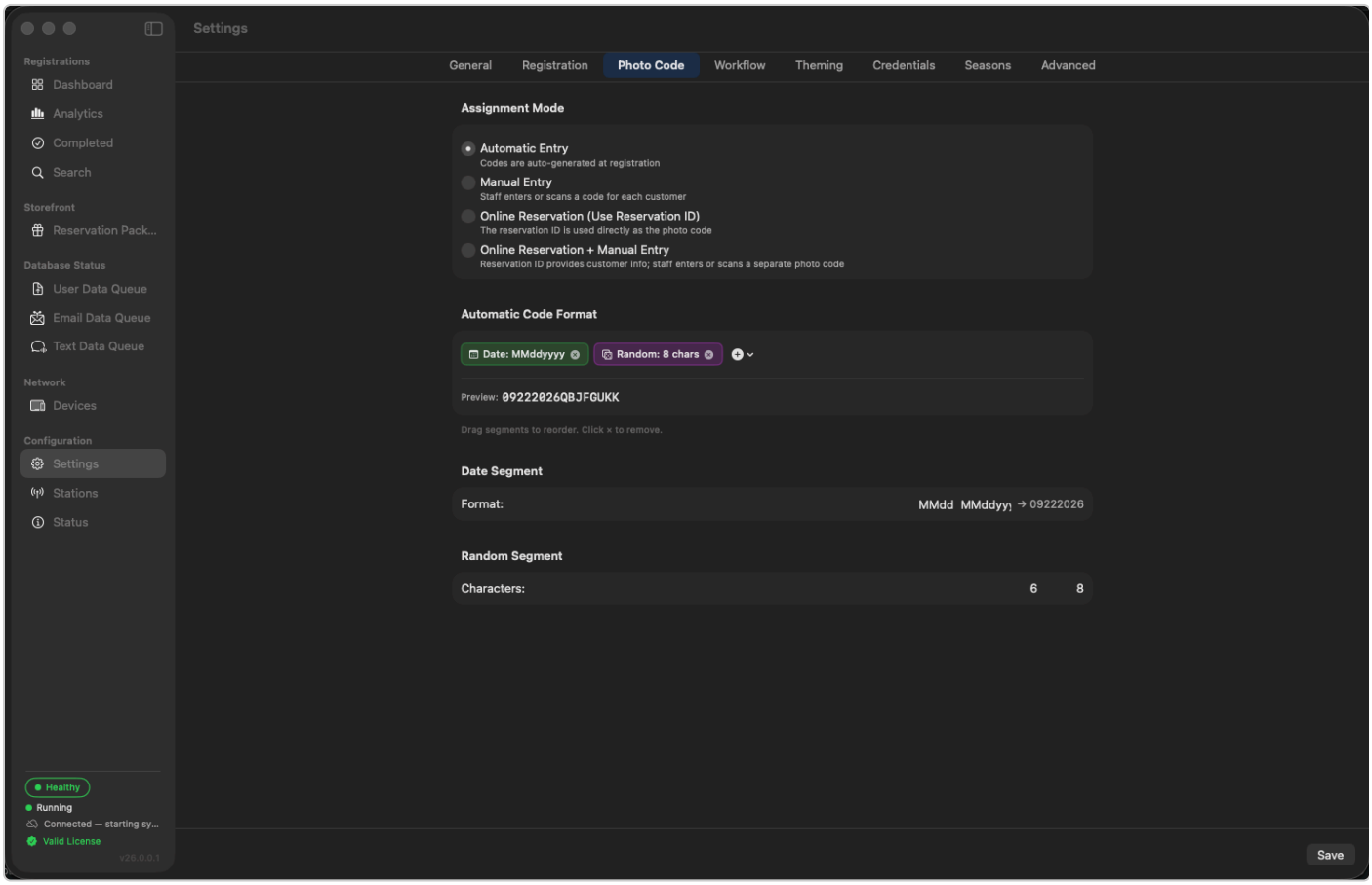
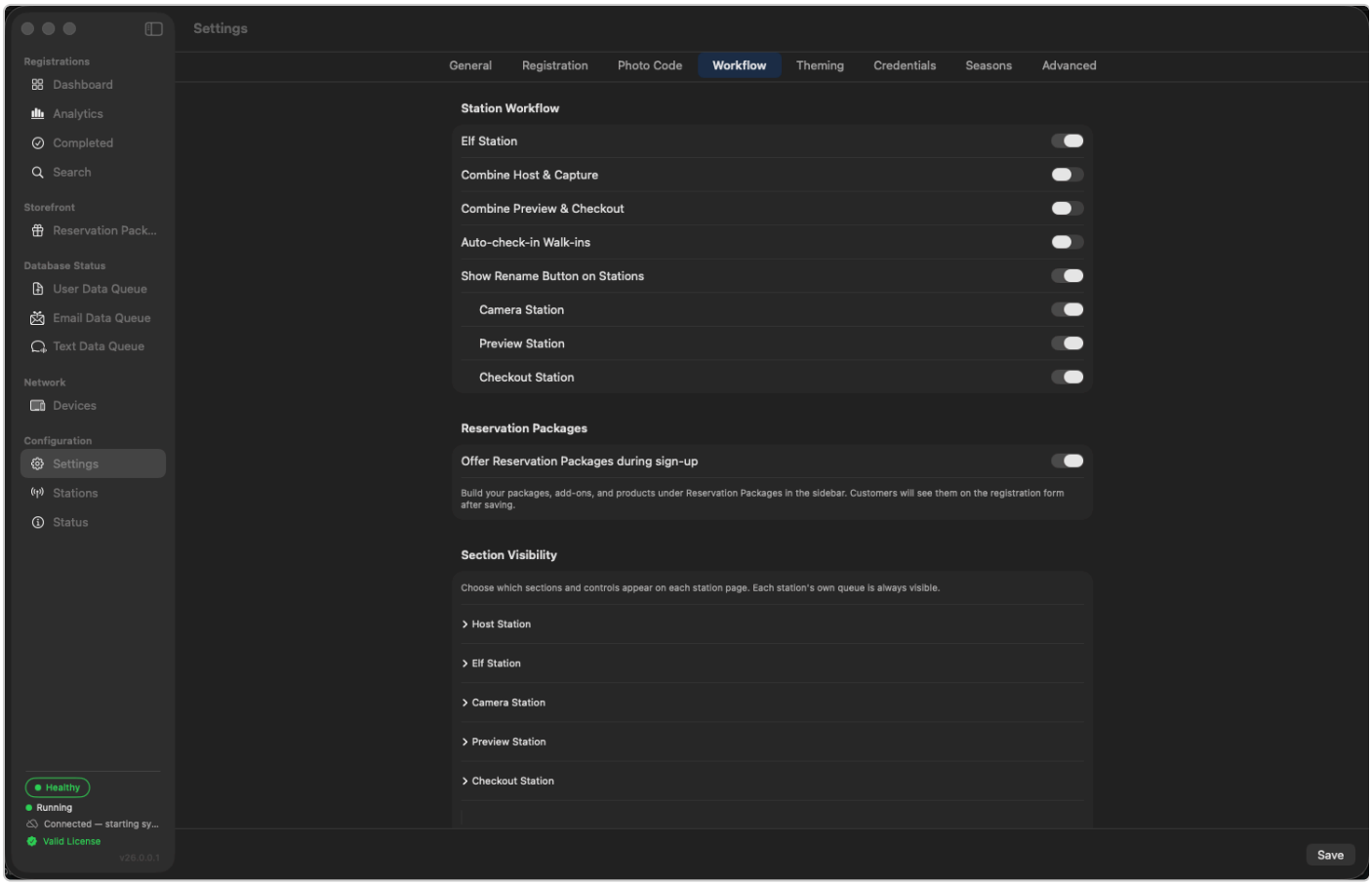


Photo Code — assignment mode and the automatic format with live preview.

- **Automatic Entry** — the app generates a code at registration from your format segments. Fastest, zero typing, no collisions. The right choice unless an outside system owns codes.
- **Manual Entry** — staff type or scan a code (pre-printed ticket, wristband). Use when codes come from outside; a code already in use is rejected.
- **Online Reservation (Use Reservation ID)** — the reservation ID *is* the photo code, so the customer sees one number everywhere. Requires cloud sync; walk-ins still get generated codes.
- **Online Reservation + Manual Entry** — the reservation identifies the customer, but staff scan a separate code for the photos. Choose this when the studio's code system is independent of booking.
- **Automatic Code Format** — build the code from segments: fixed text, a date (MMdd…), random characters (from a set that omits 0/O/1/I so codes read unambiguously), a sequential counter, or separators. Drag to reorder; the preview shows a real example. Keep a date segment — it guarantees today's codes can't collide with yesterday's and makes any code's event date readable at a glance.

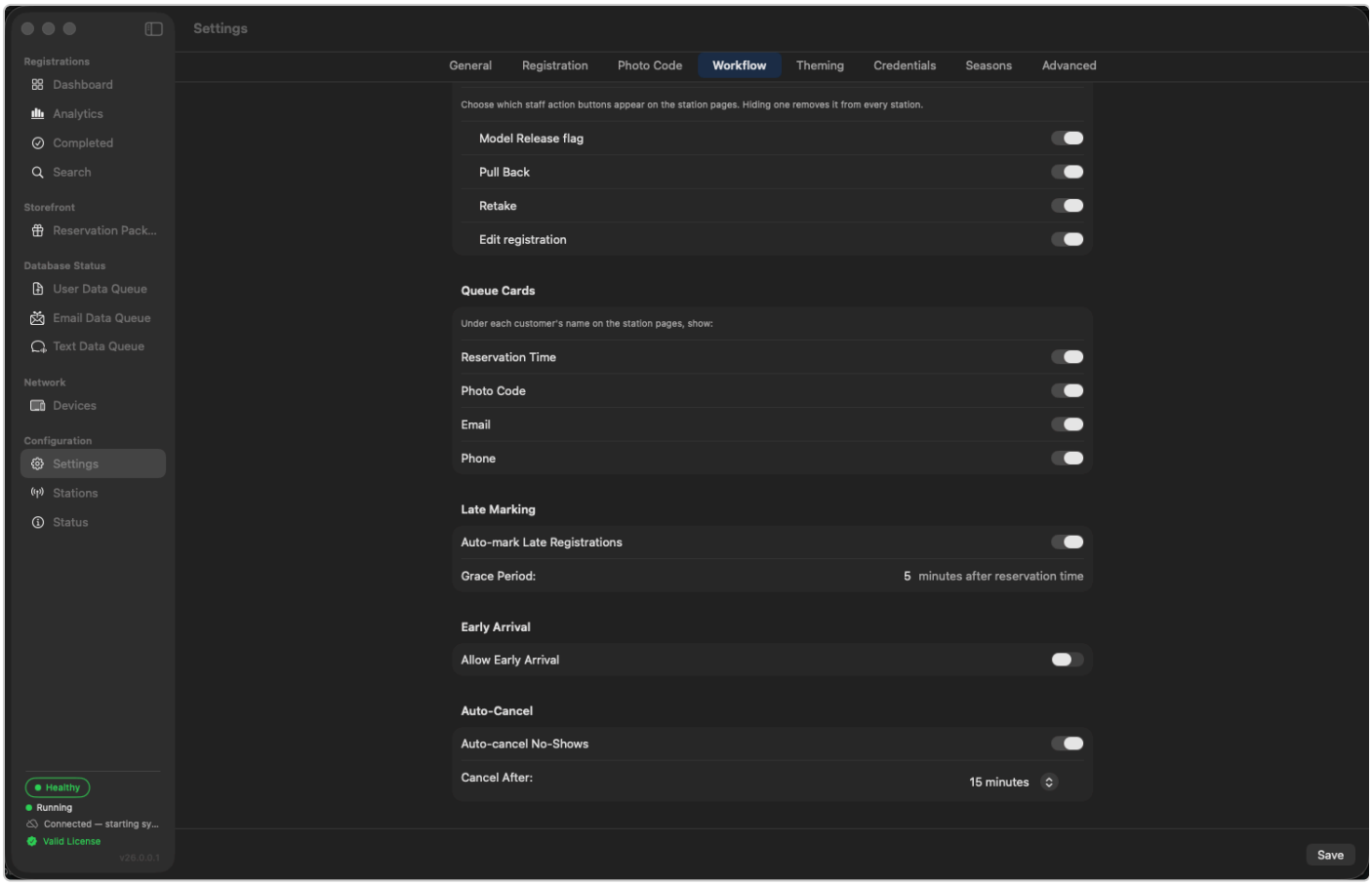
Workflow

This tab shapes the station pipeline itself and what each station page shows.

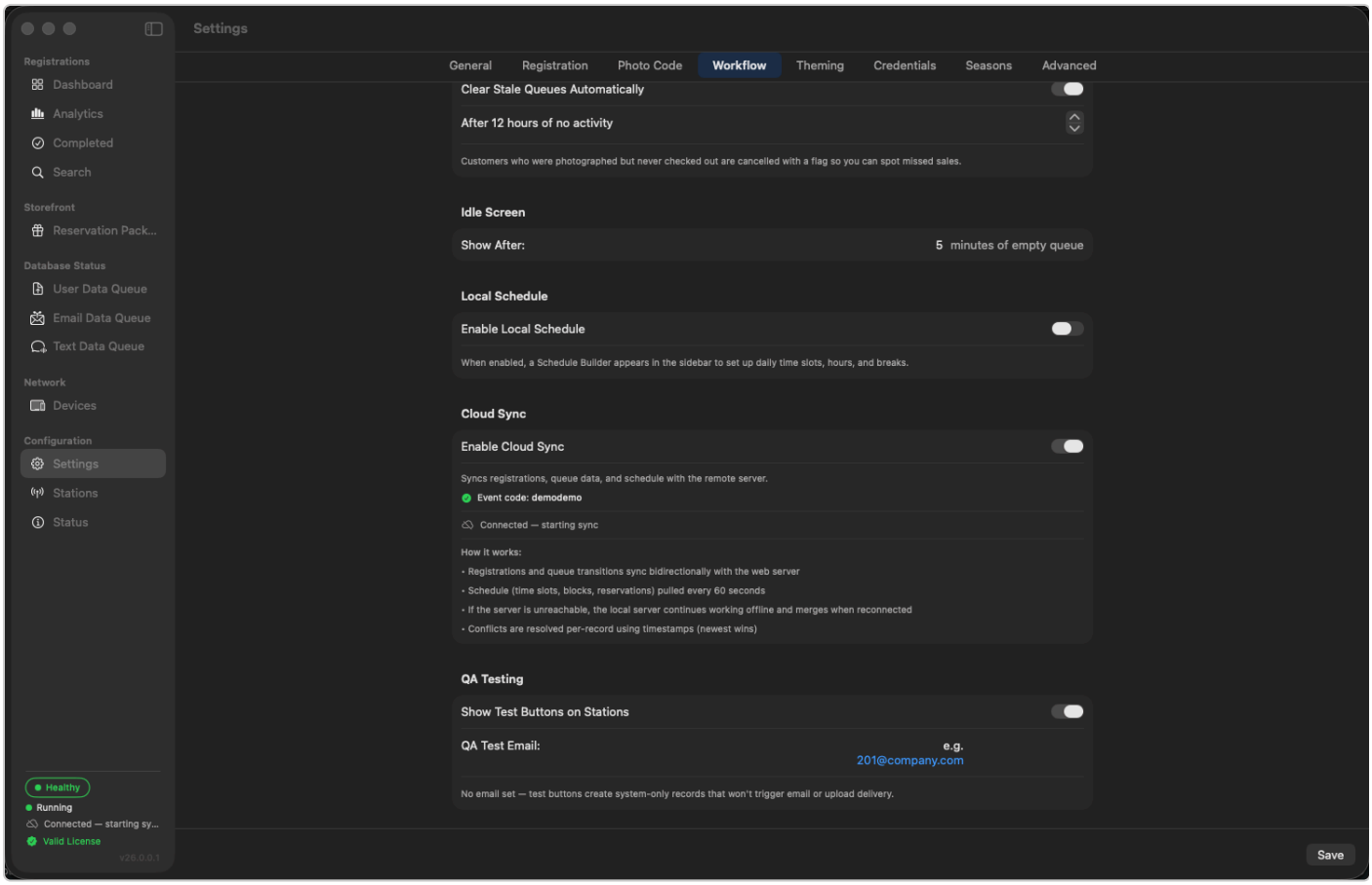


Station Workflow toggles and per-station Section Visibility.

- **Elf Station** — inserts an optional greeting station between check-in and camera. An elf gathers child names and wishlists and can mark who's "On Deck" so the photographer sees who's next. It never blocks the flow — customers can pass straight through.
- **Combine Host & Capture** — one-operator mode: the check-in controls move onto the Camera page so a single person checks in and photographs. The separate Host page isn't used.
- **Combine Preview & Checkout** — merges photo review and payment onto one page for venues where the same person handles both.
- **Auto-check-in Walk-ins** — a staff-created walk-in skips the Pending list and lands directly in the Camera queue. Use at high-volume events with no separate check-in desk.
- **Show Rename Button on Stations** — puts a "Change Code" link on the station pages you select (see section 8 for what Change Code does). Off by default; leave it off on screens customers can see.
- **Offer Reservation Packages during sign-up** — shows your catalog (section 5) to customers as part of registration.
- **Section Visibility** — per station, hide the neighboring-queue panels and individual staff buttons (Retake, Pull Back, Edit, Model Release) to simplify screens for guest operators or customer-facing displays.



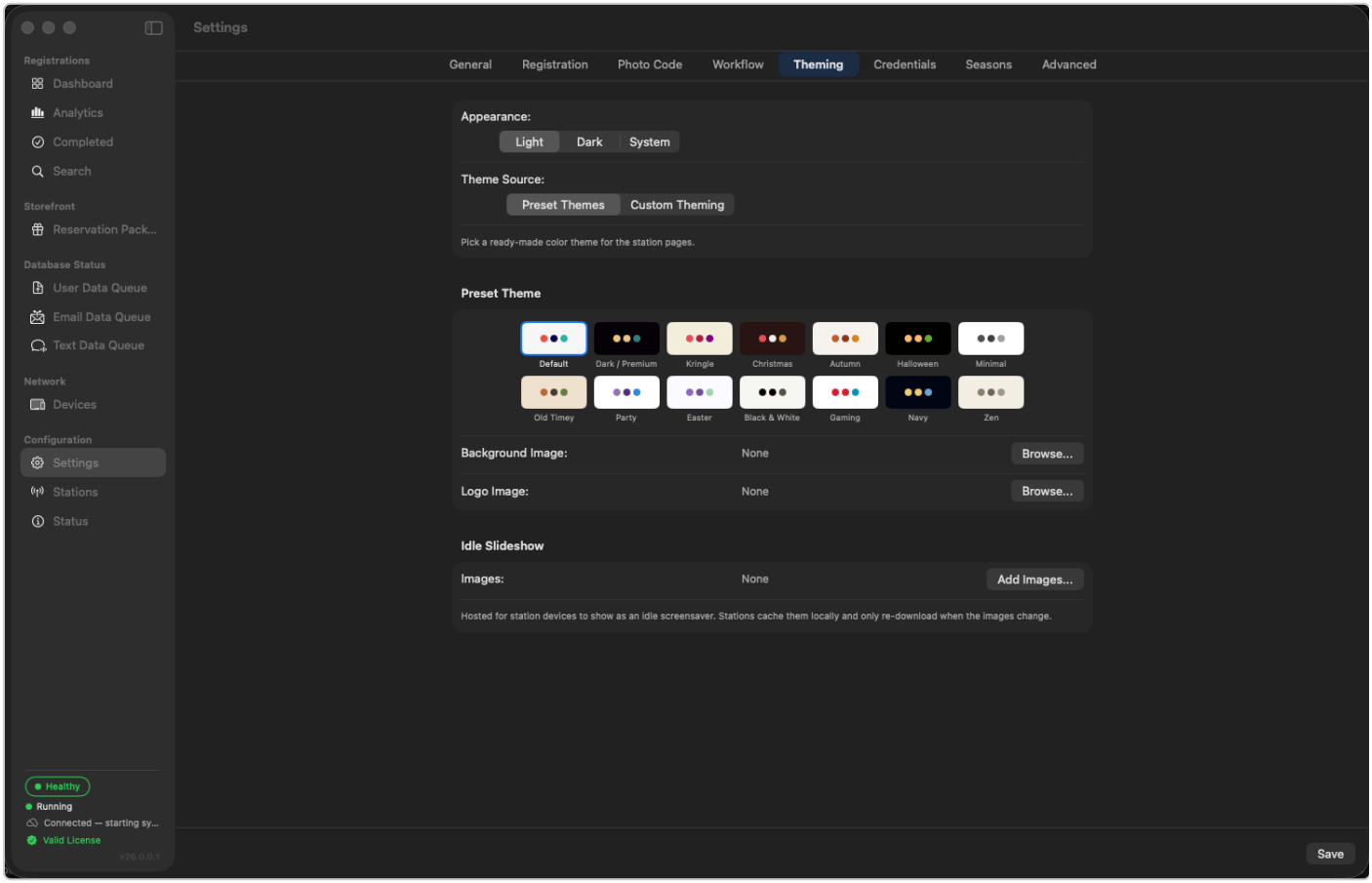
Expanded per-station visibility controls.



Timing controls live at the bottom of the tab.

- **Auto-mark Late Registrations + grace period** — anyone past their reservation time plus the grace period gets a red LATE badge. It's a flag for staff and reporting only — late customers can still check in normally, and nothing is cancelled.
- **Auto-cancel No-Shows** — separately, reservations that never check in within the window you set are cancelled with reason "no-show." The record is kept, not deleted, and can be found later in Search.
- **Stale queue cleanup** — clears customers who've sat in a queue untouched for N hours. Never-photographed ones close as no-shows; **photographed-but-never-checked-out ones are flagged separately** so you can spot missed sales the next morning.
- **Idle screen timeout** — after this many minutes with nothing happening, station pages switch to the idle screen / slideshow (section on Theming). Any tap brings the page back.

Theming

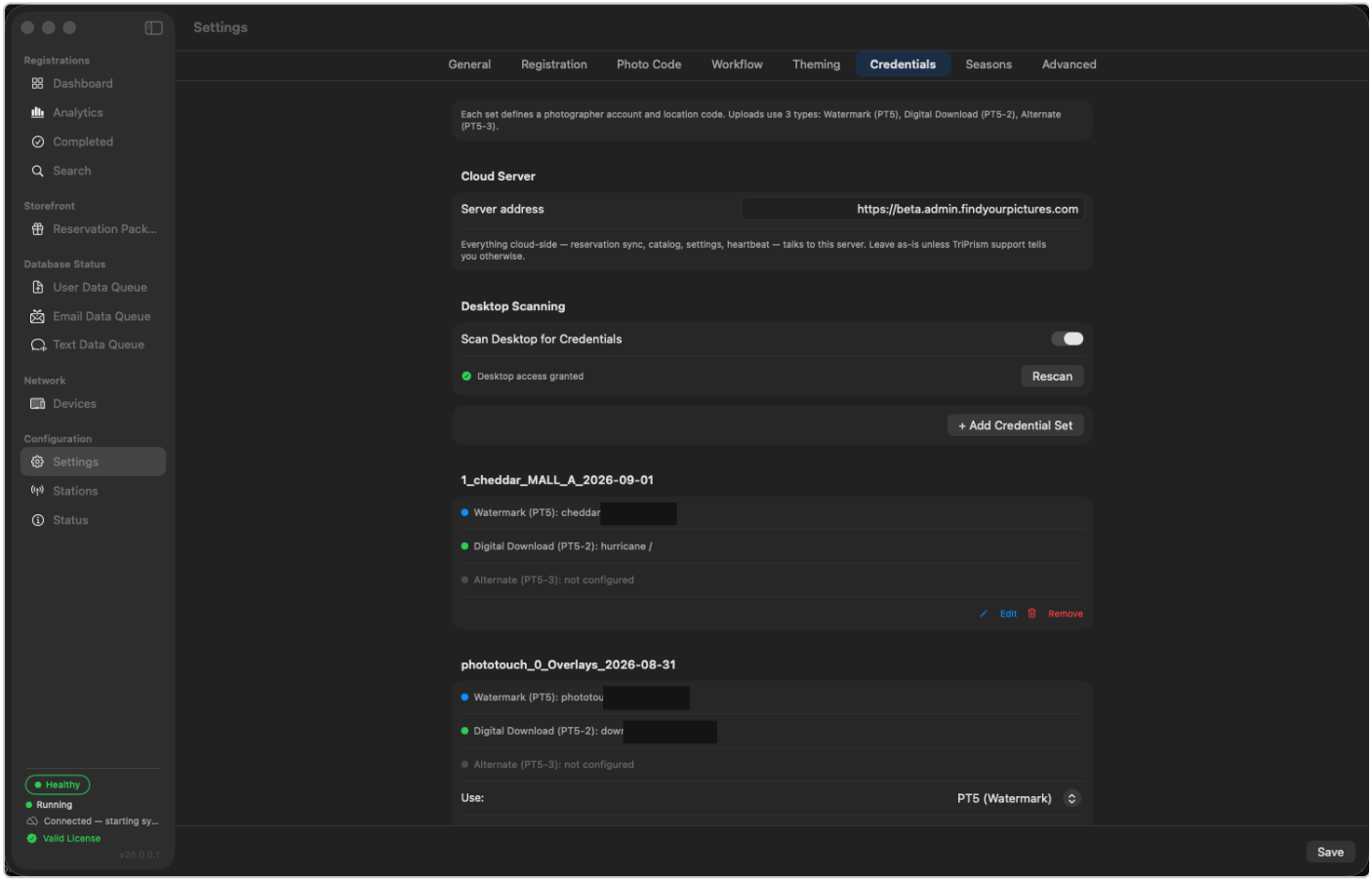


Theming — preset palettes, appearance, background/logo, idle slideshow.

- **Appearance** — Light, Dark, or follow the system. It restyles both the app and every station page. A few themes (Christmas, Halloween, Navy, Dark/Premium) are always dark by design.
- **Preset Themes** — fourteen ready-made palettes applied to all station pages, plus an optional global background image and logo.
- **Custom Theming** — switches to your own art: a background, logo, and full-screen idle slides *per station page*, with an "All Stations" set as the fallback for any page you don't customize. The registration form is themable like any station.
- **Image requirements** — backgrounds and slides need at least 1920×1080 (PNG, JPEG, GIF, or WebP). Station devices download theme images once and cache them, re-downloading only when you change the set.
- **Idle Slideshow** — the images stations rotate through (8-second fades) once the idle timeout hits. Great for pricing boards or ambience between customers.
- **Panel Opacity** (custom mode) — how solid the cards are over your background: lower is prettier, higher is more readable.

Credentials

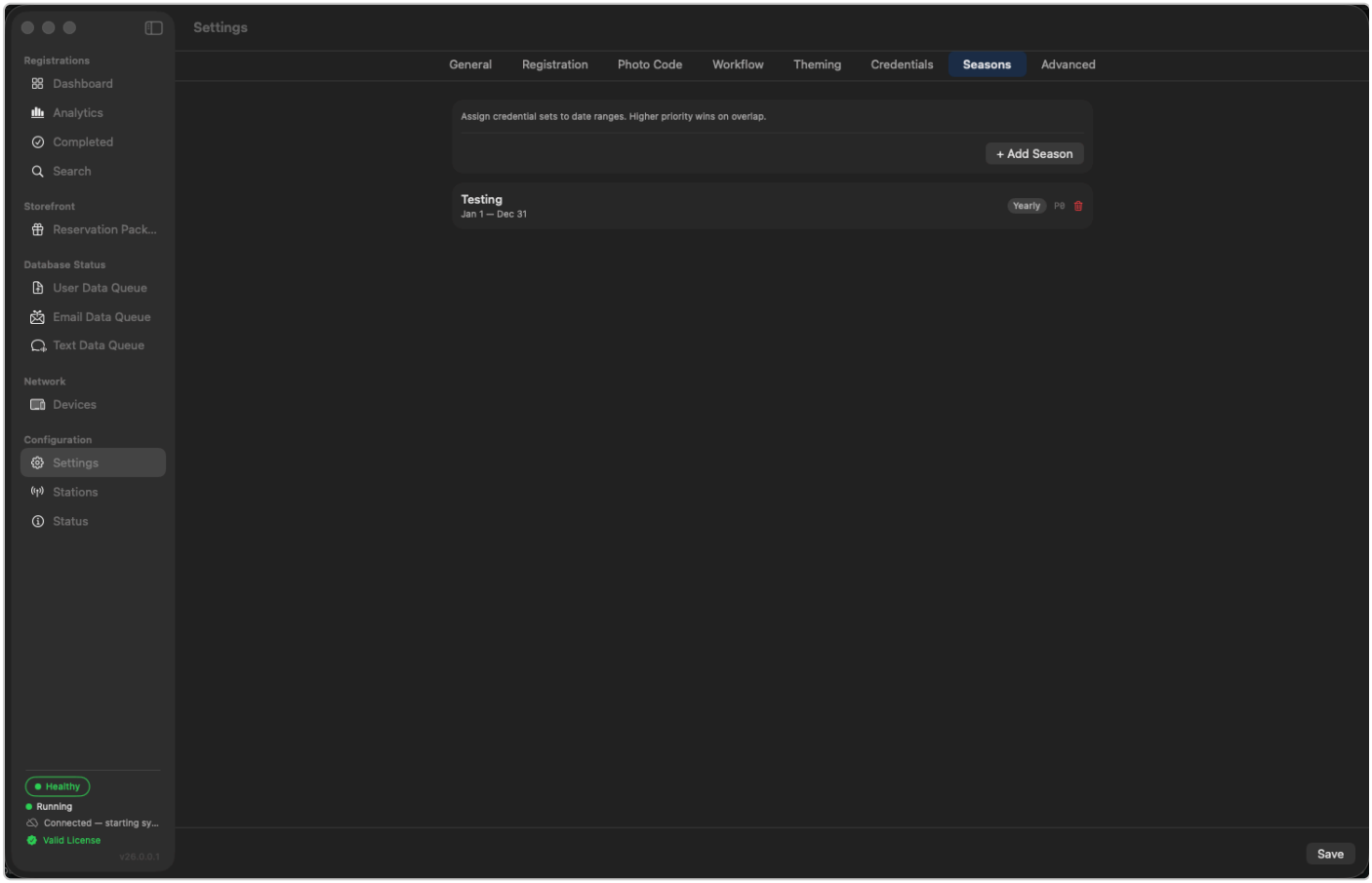
A credential set is a photographer account plus location code — the identity the app uploads under. Sets exist so you can switch accounts by season or program without retyping anything.



Credentials — cloud server, desktop scanning, and credential sets (location codes redacted here).

- **Cloud Server** — the single address all cloud features talk to (sync, catalog, settings, heartbeat). Leave it alone unless TriPrism support says otherwise.
- **Scan Desktop for Credentials** — with this on, dropping a TriPrism credentials file on the Desktop imports it automatically; Rescan checks immediately.
- **Each set** holds up to three account/location pairs: **Watermark (PT5)** for watermarked uploads, **Digital Download (PT5-2)** for clean customer files, and **Alternate (PT5-3)** for a third pipeline if your workflow uses one. The **Use** picker chooses which pipeline this set uploads through right now.
- The editor's **Test** button validates an account and location code against the cloud before you rely on it.
- With no usable credentials, uploads don't fail — they queue and go out once credentials become available.

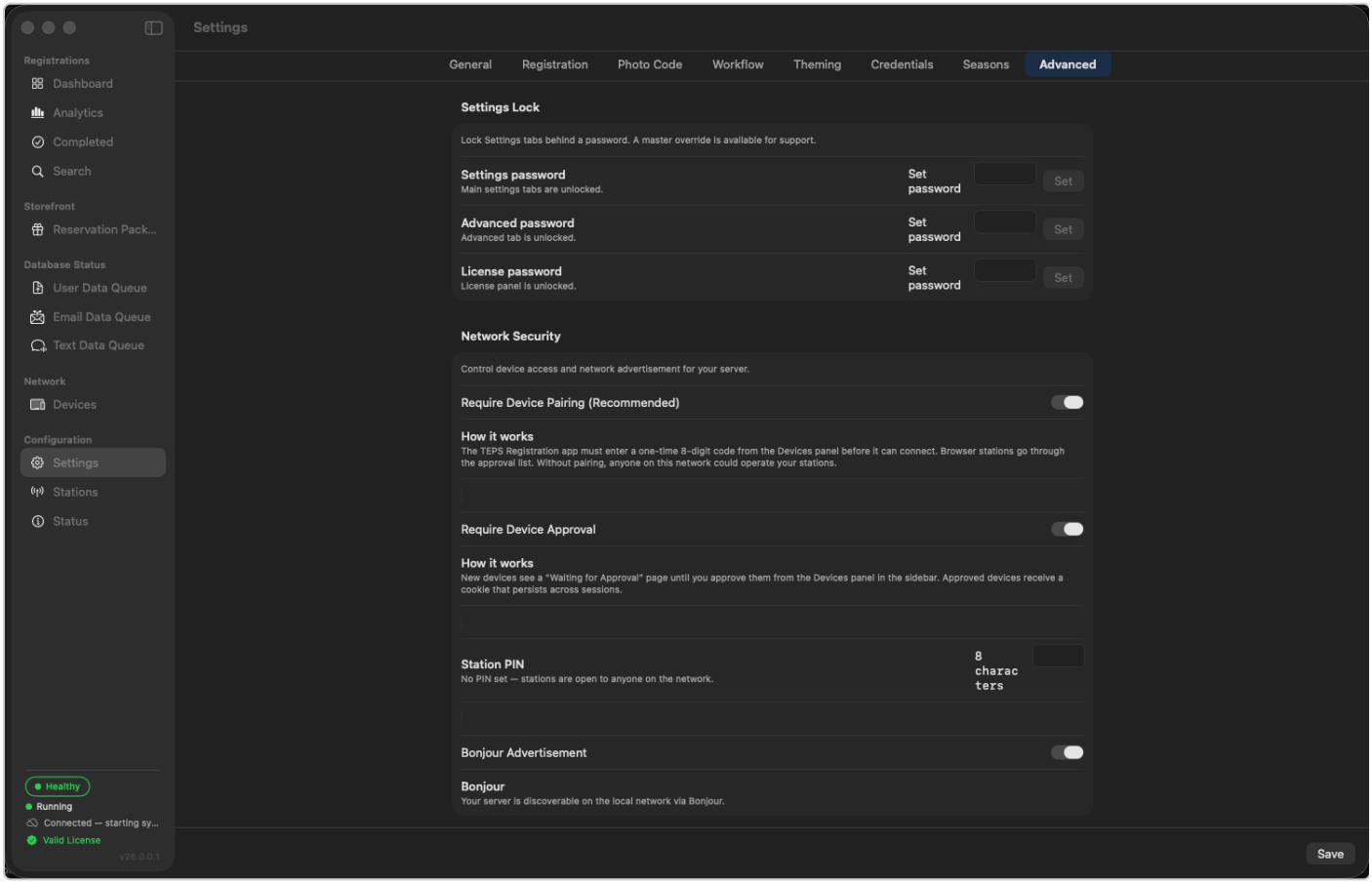
Seasons



Seasons — date ranges pick the active credential set automatically.

- Give each season a date range and a credential set; the app switches sets by the calendar (e.g. "Spring" account March–April, "Santa" account November–December).
- **Priority** breaks ties when ranges overlap — the higher number wins.
- **Yearly** repeats the range every year, so a permanent installation never needs re-setup.
- Status (section 2) always shows which schedule and set are active right now.

Advanced



Advanced — Settings Lock and Network Security.

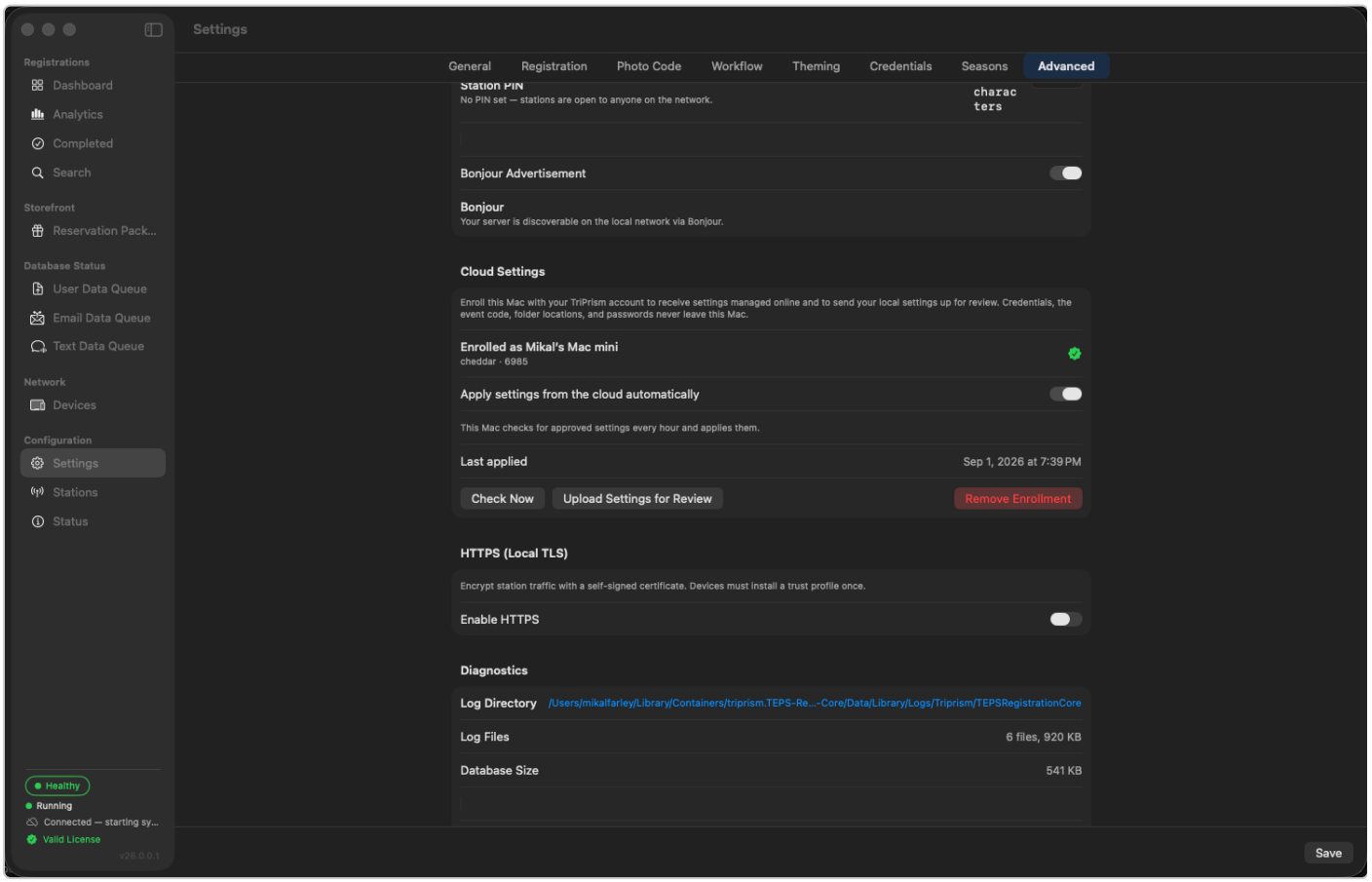
Settings Lock

- Three independent passwords gate **Settings** (all tabs), the **Advanced** tab alone, and the **License** panel. Use them to keep event-day staff out of configuration.
- An unlock lasts until the app restarts — relaunching re-locks everything.
- Forgot a password? TriPrism support can generate a one-day override from your machine serial (shown in Status), so you're never permanently locked out.

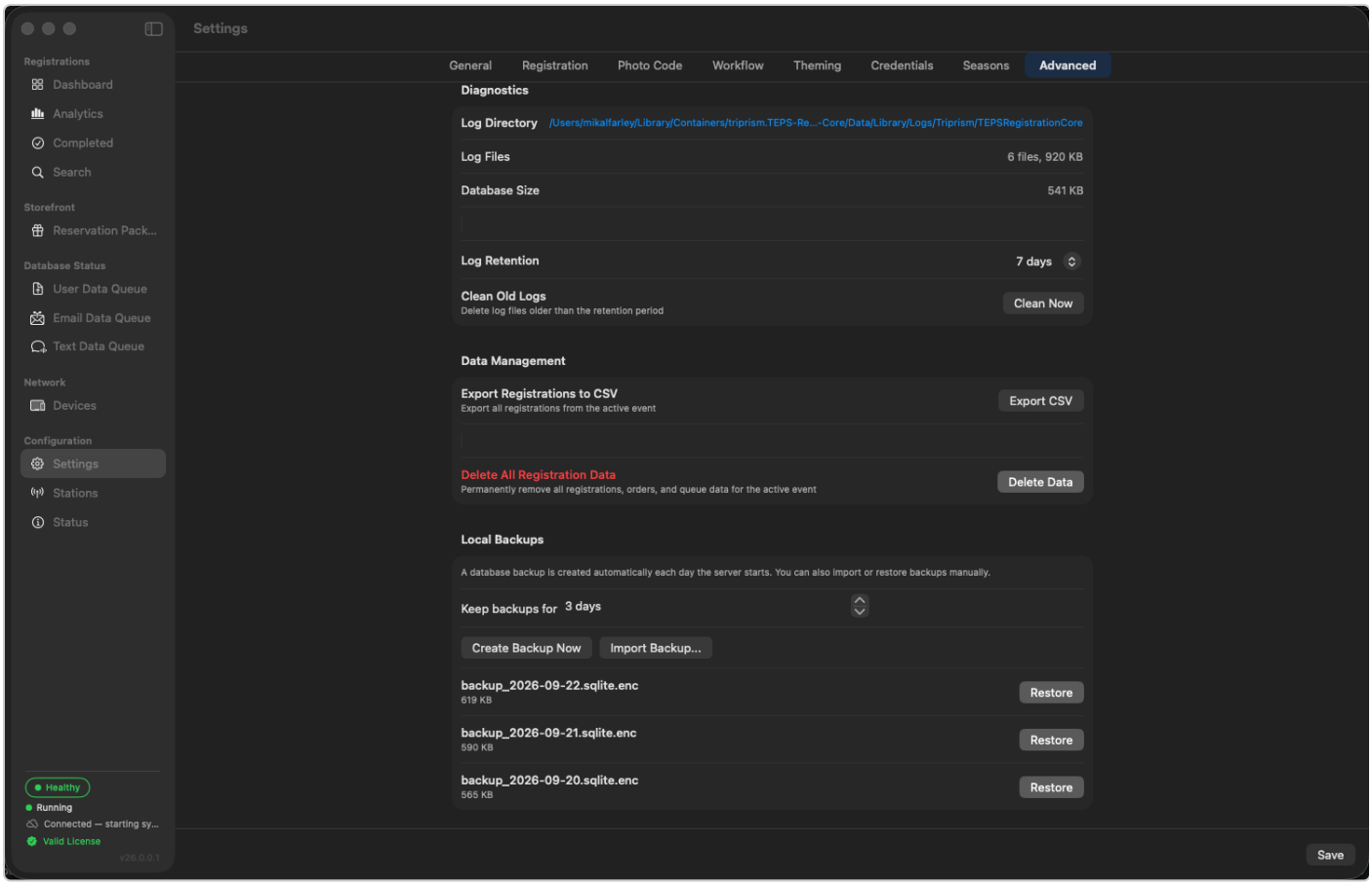
Network Security — three separate gates

Gate	Who it affects	How it works
Require Device Pairing	The TEPS Registration app (iPads/tablets)	Device must enter a one-time 8-digit code from the Devices panel. Codes are single-use, expire in 5 minutes, and lock after 5 wrong tries. Recommended on.
Require Device Approval	Browsers opening station pages	New browsers wait on a "Waiting for Approval" page until you click Approve in Devices. Approval sticks for a year per browser — revoke it any time from the Devices panel.

Station PIN	Any browser, per session	A simple shared PIN typed once per browser; lasts 12 hours. Lighter-weight than approval — note that changing the PIN doesn't kick out sessions that already entered the old one (they expire on their own).



Middle of the Advanced tab.

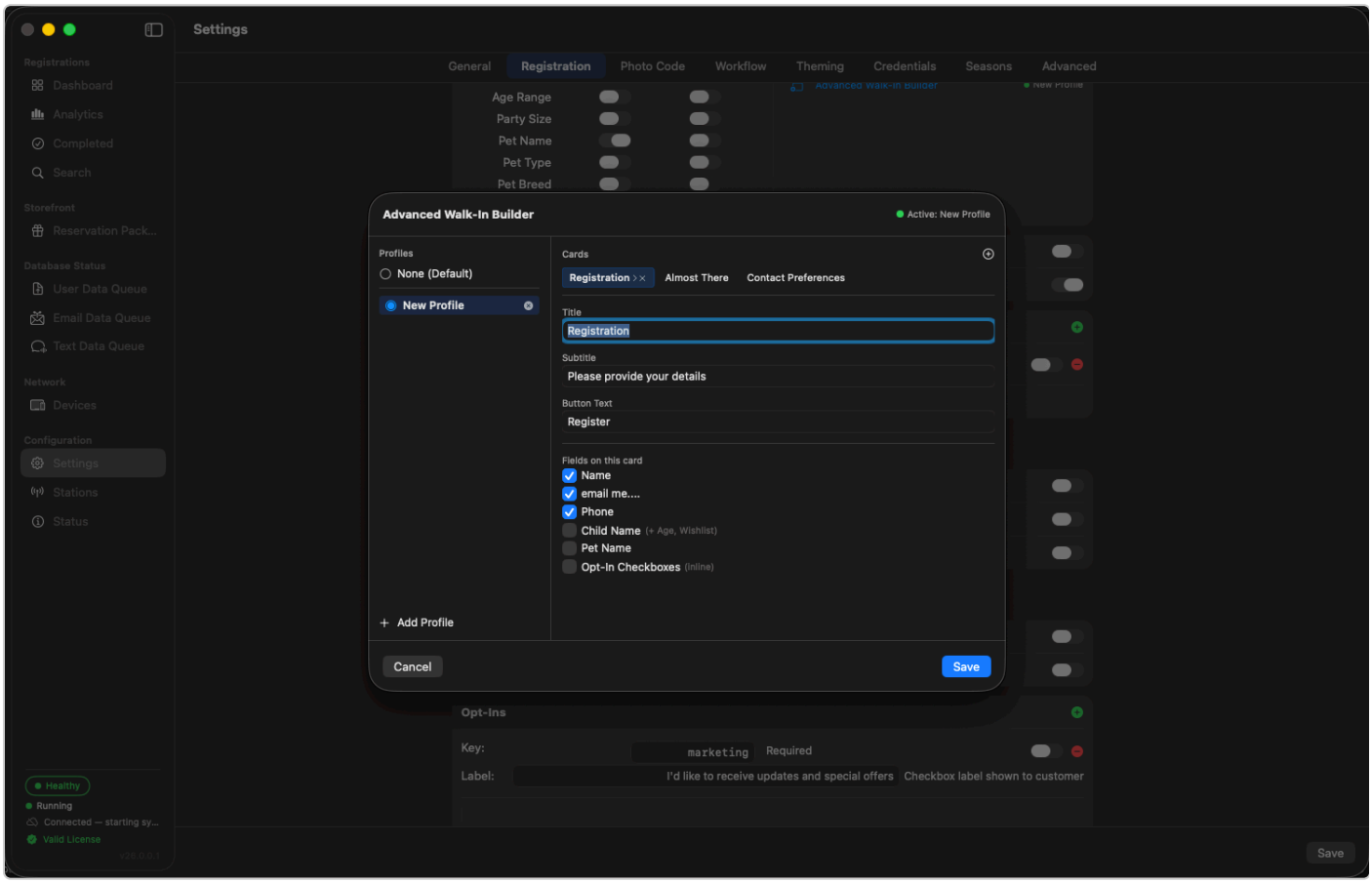


Bottom of the Advanced tab.

- **Bonjour Advertisement** — turn off to hide the server from network browsing; devices then connect by typed address only.
- **HTTPS** — optional encrypted mode with a self-signed certificate. Devices install a one-tap trust profile from /setup-https; regenerate the certificate if the Mac's IP changes, then reinstall the profile on devices. Use on networks you don't control.
- **Backups** — an encrypted database backup is created automatically each day the server starts, kept for the retention period you set. Restore replaces the current database (server stops, restores, restarts). You can also import a backup file from another Mac.
- **Export Registrations (CSV)** — dumps the active event's registrations for reporting or another system.
- **Delete All Event Data** — wipes every registration and order for the active event after you type DELETE. Settings, credentials, photos, and backups are untouched. There is no undo except restoring a backup.
- **Log retention** — how long log files are kept; Clean Old Logs prunes immediately.

4. Custom Registration Workflow Screens

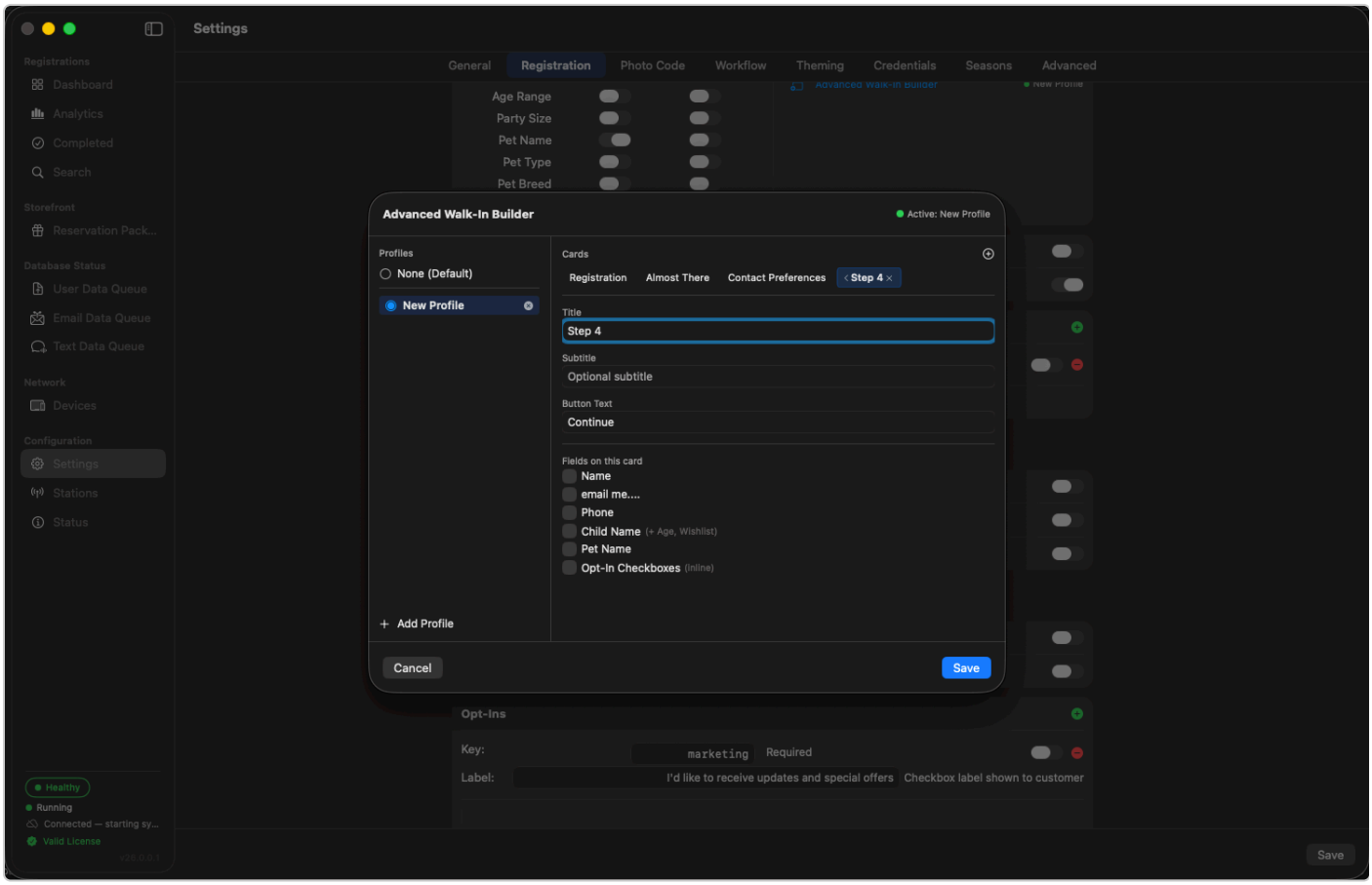
The **Advanced Walk-In Builder** (Settings > Registration, top right) designs multi-screen sign-up flows for the **station walk-in forms** — the forms staff or customers use at Host and Camera. (The public /registration web form always shows a single page of all enabled fields, in your display order.)



The builder: profiles on the left, the card strip on top, the selected card's title, subtitle, button text, and fields below.

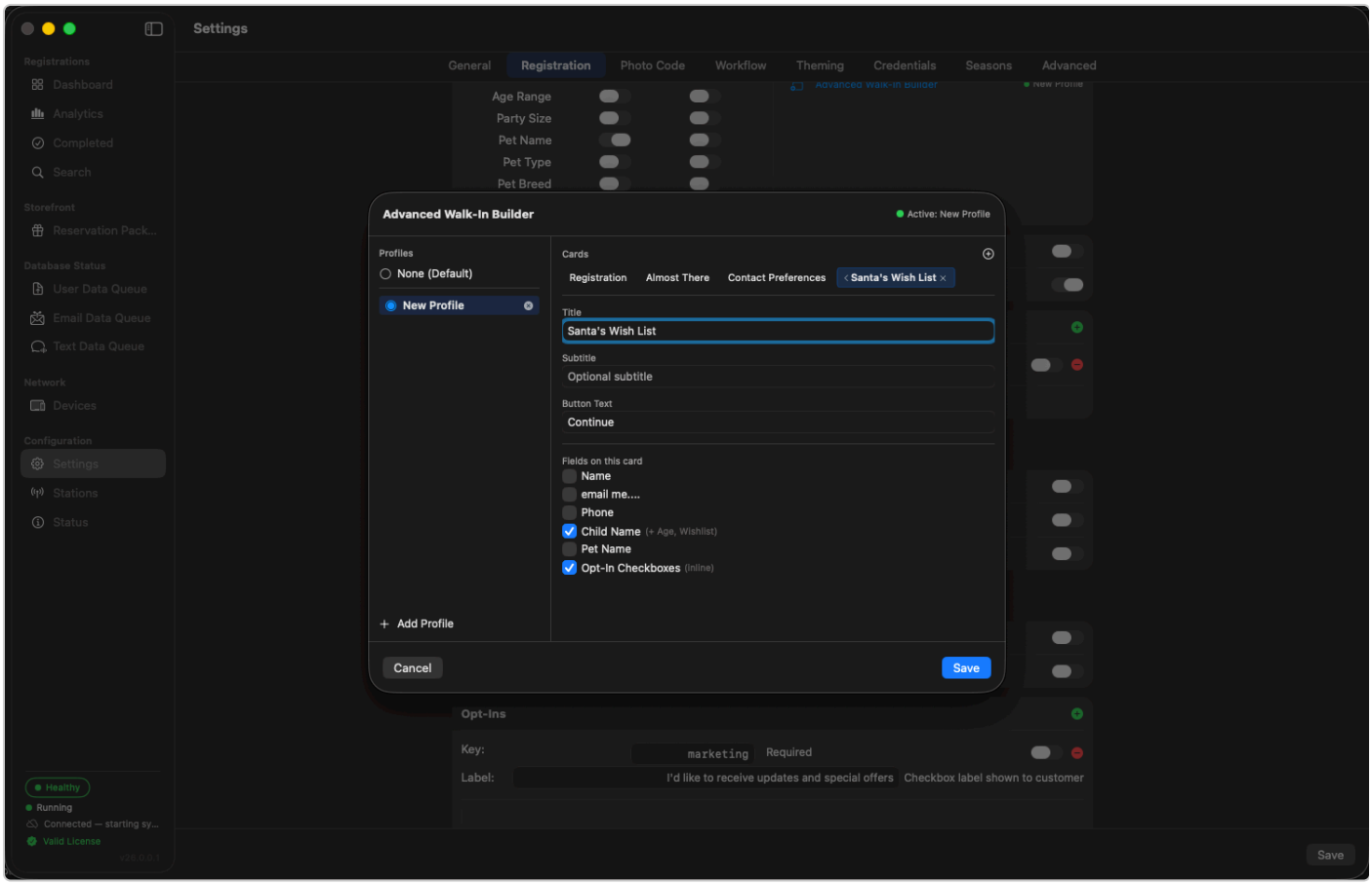
- **Profiles** — a profile is a complete walk-in flow. Exactly one is active (radio button); **None (Default)** means walk-ins get one page with every enabled field.
- **Cards** — each card is one screen the customer steps through, with its own title, subtitle, and button text ("Continue" between cards, your closing text on the last).
- **Fields on this card** — tick which questions live on this screen. A field must be Enabled on the Registration tab to be available here, and Required fields are enforced before the customer can advance to the next card. **An enabled field that isn't on any card won't be asked at all** in this profile — which is exactly how you build a short express flow.
- The "Opt-In Checkboxes" entry drops all your configured opt-ins onto whichever card you choose — a natural fit for a final "Contact Preferences" screen.

To add a screen, click the **+** at the top right of the Cards strip — a new card appears with sensible defaults:



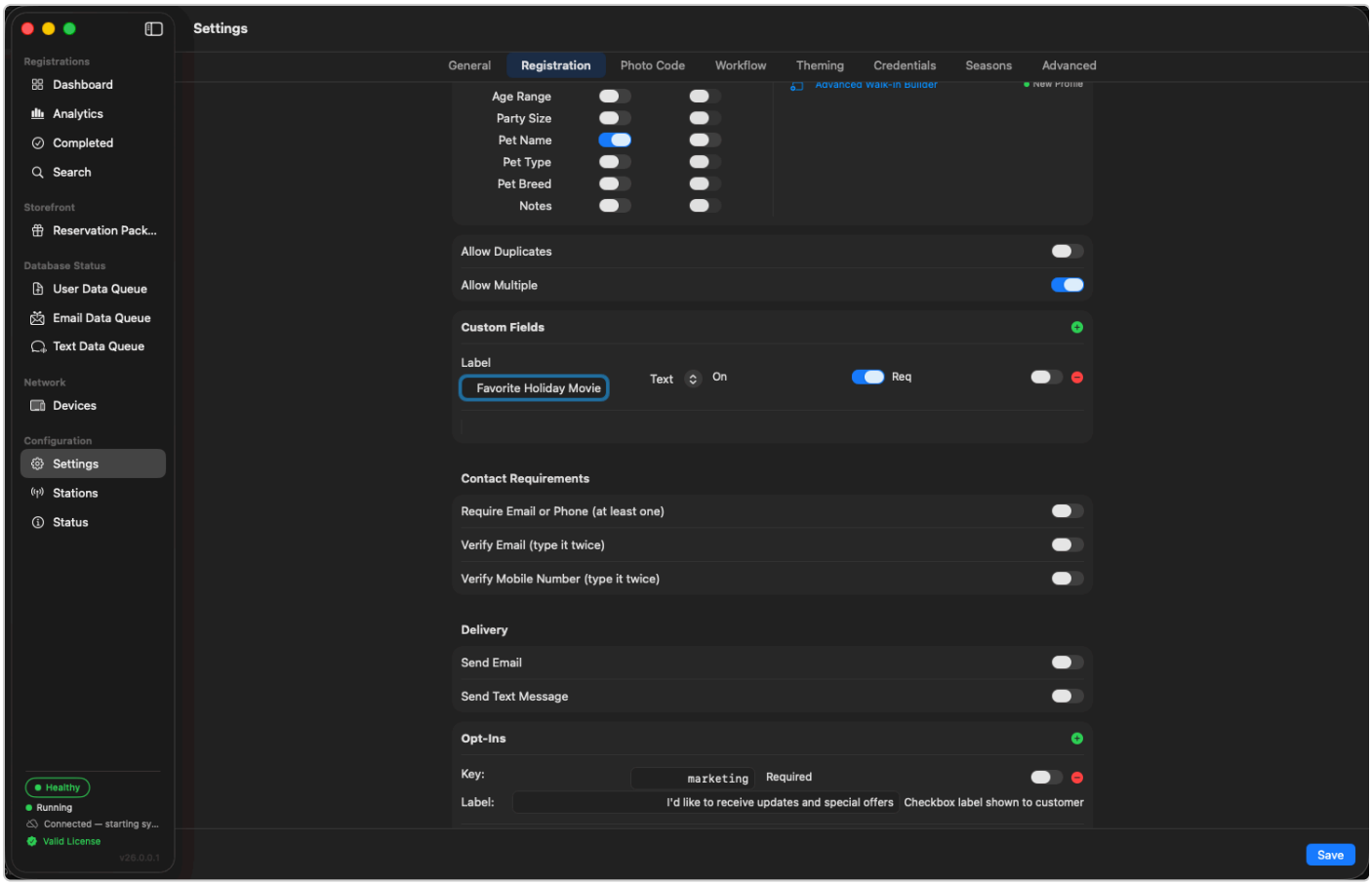
A freshly added card ("Step 4").

Rename it and pick its fields — here a "Santa's Wish List" screen collecting child details and the opt-ins. **Save** publishes the profile to the stations; **Cancel** discards the whole draft.



A custom screen: title, subtitle, button text, and its own fields.

For a one-off question that doesn't need its own screen, add a **Custom Field** instead (same tab): label, Text or Select type, On/Required toggles. Custom-field answers are saved with the registration and included in user-data uploads and CSV exports — they don't show on station queue cards, so keep operational notes in Notes instead.

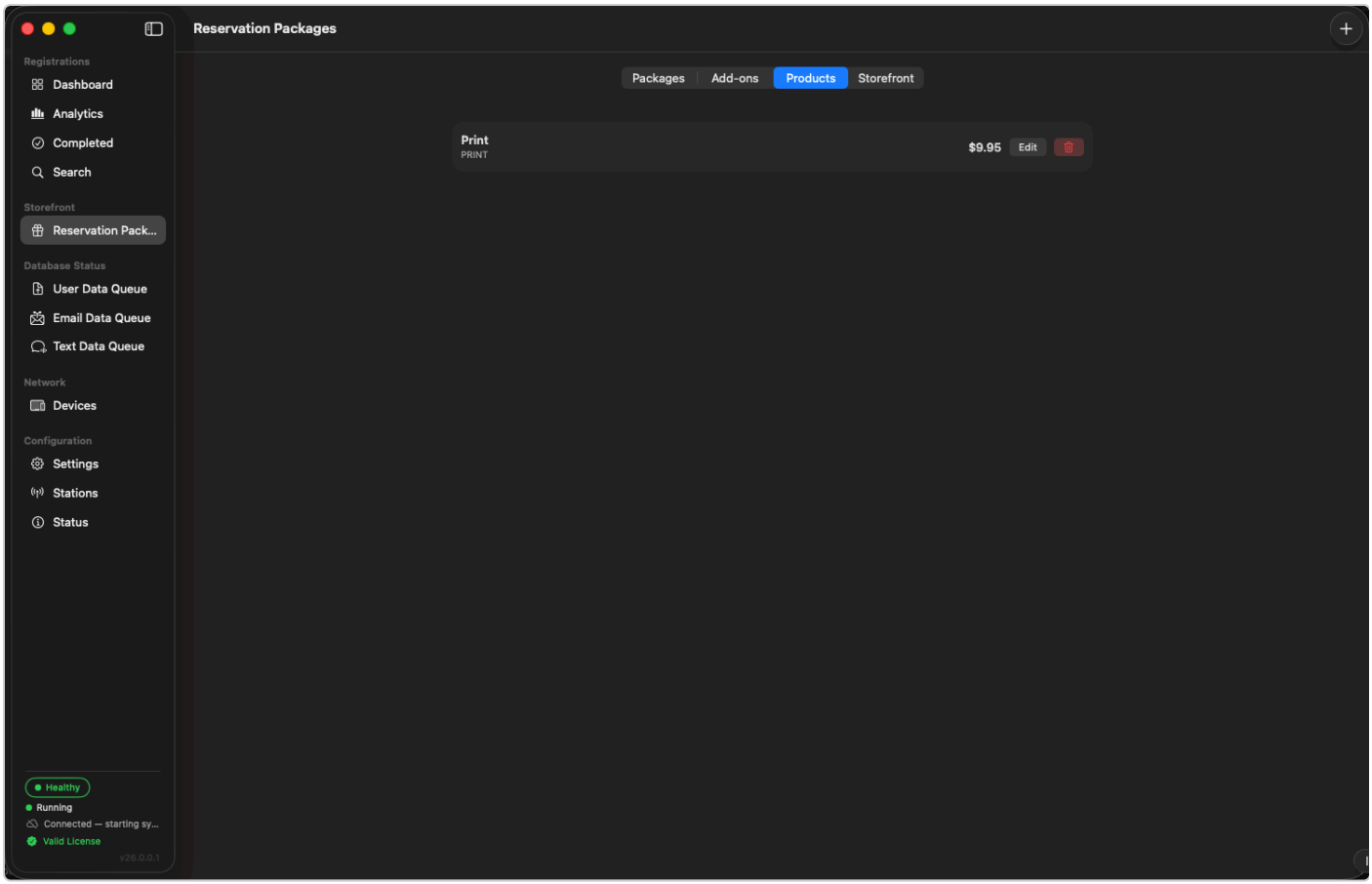


A Custom Field — the lightweight alternative to a whole builder screen.

5. Storefront — Setting Up Reservation Packages

The Storefront section (sidebar) is your pre-sell catalog. Build it bottom-up: products first, then packages built from them, then add-ons, then the presentation.

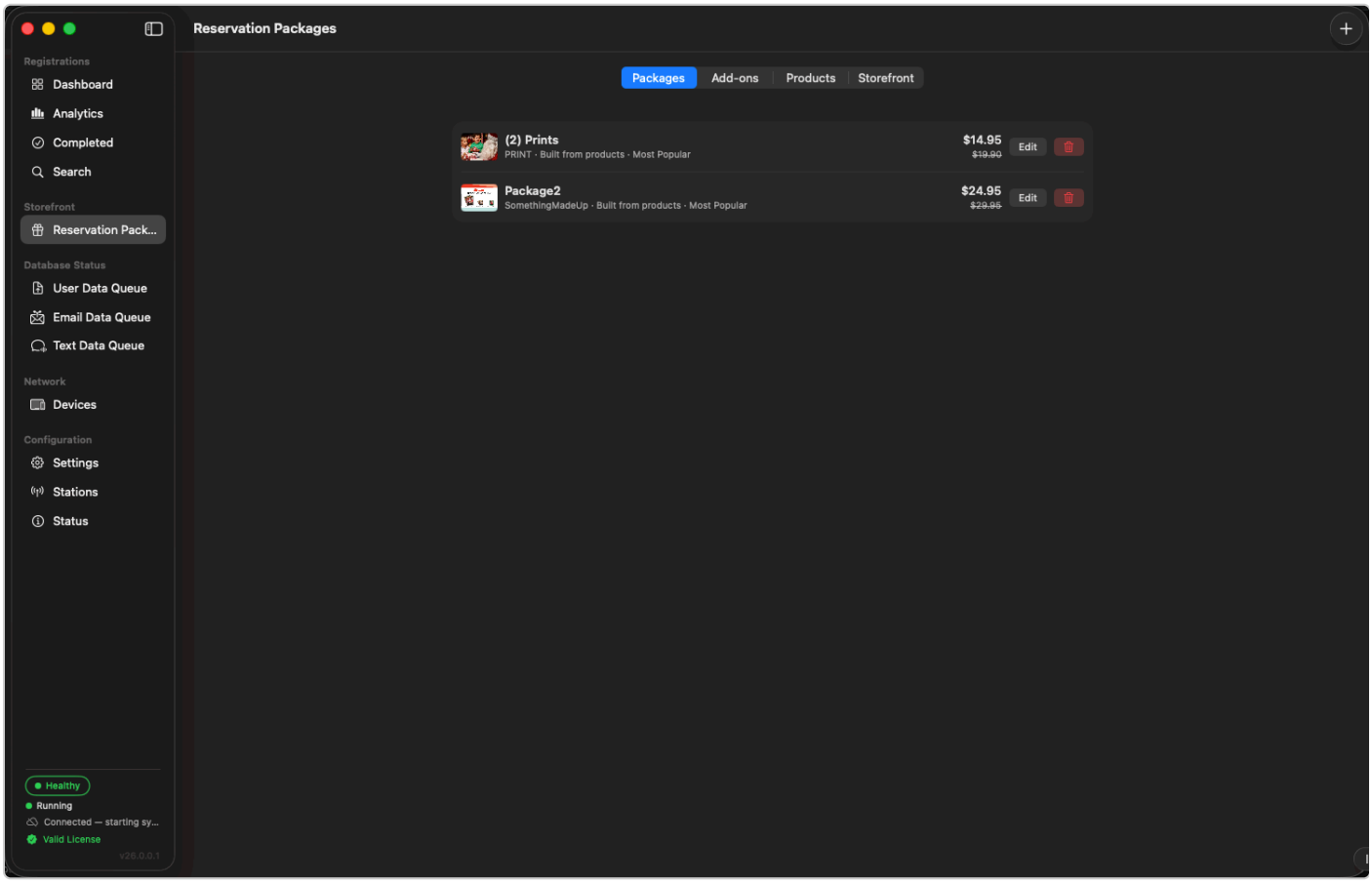
Step 1 — Products (the building blocks)



Products — unit items like a print, a digital download, an ornament.

- A product is a single sellable unit: name, type (print / digital / physical), price, optional compare-at price, optional SKU and image.
- Products don't appear to customers by themselves — packages and add-ons are built from them ("Built from products"), or can carry a simple flat price with no components.

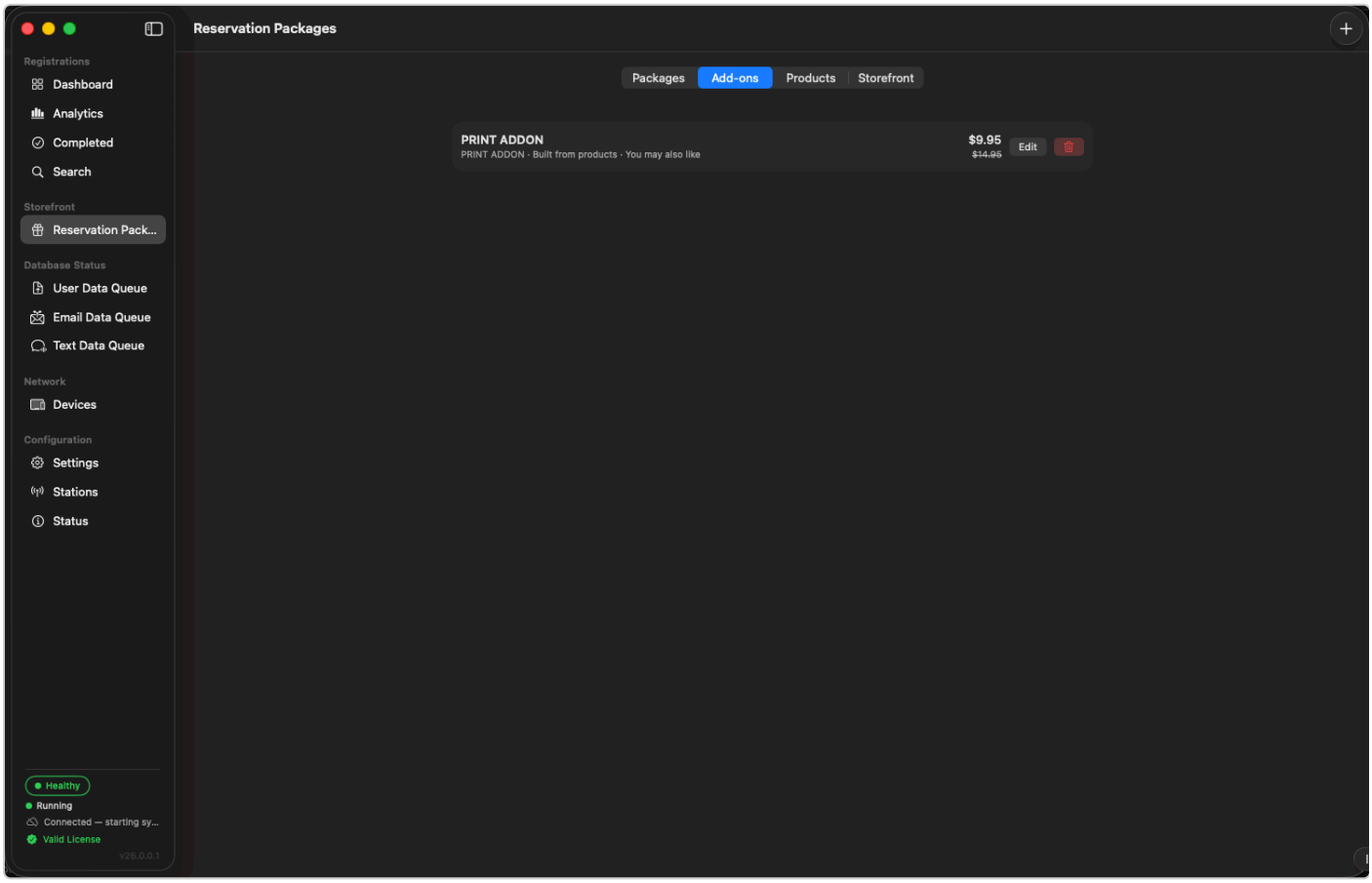
Step 2 — Packages (what customers choose)



Packages — artwork, pricing, and strikethrough compare-at prices.

- Click **+** to create one. Give it a customer-facing name, an optional description and "what's included" text, and either a flat price or components picked from your products with quantities.
- **Compare-at price** renders as a strikethrough "was" price next to the real one.
- **Feature this package** pins a badge on the card — the badge text defaults to "Most Popular" if you leave it blank.
- **Image**: at least 1920×1080 (PNG/JPEG/GIF/WebP) so it stays sharp on kiosk screens.
- In the package editor, tick which add-ons to **suggest** after this package is chosen.
- Deleting or editing a package never touches orders already placed — customers keep the name and price from the moment they bought.

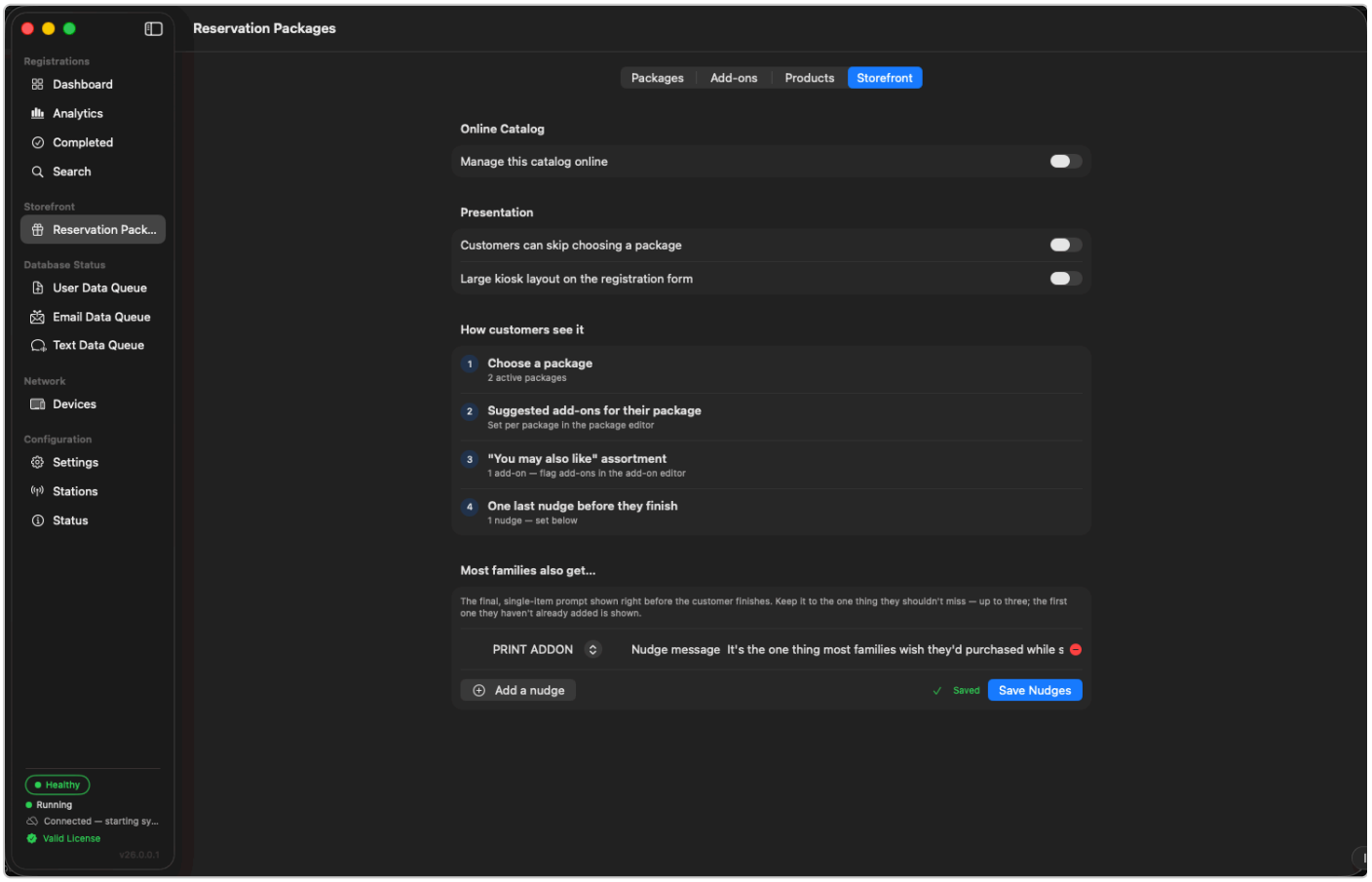
Step 3 — Add-ons (the extras)



Add-ons — offered after the package choice.

- Same editor as packages. An add-on reaches customers three ways: as a **suggested add-on** for specific packages (set in each package's editor), in the **"You may also like"** assortment (its own toggle), or as the final **nudge** (below).
- An add-on with none of those hooks exists but is never shown — the usual reason "my new add-on doesn't appear."

Step 4 — Storefront presentation



Storefront — presentation rules, the four-step flow, and the nudge.

- **Manage this catalog online** — hands the catalog to your online account: it syncs down automatically and the local editors go read-only. Leave off to manage everything on this Mac.
- **Customers can skip choosing a package** — adds a "no package today" path. Off forces a choice before finishing.
- **Large kiosk layout** — full-screen card layout for customer-facing tablets.
- **How customers see it** — the four steps in order: choose a package → that package's suggested add-ons → the "you may also like" assortment → one last nudge.
- **Most families also get…** — the nudge: one final single-item offer with your own message (up to three configured; the first one not already in the cart is shown). Click **Save Nudges** after editing.

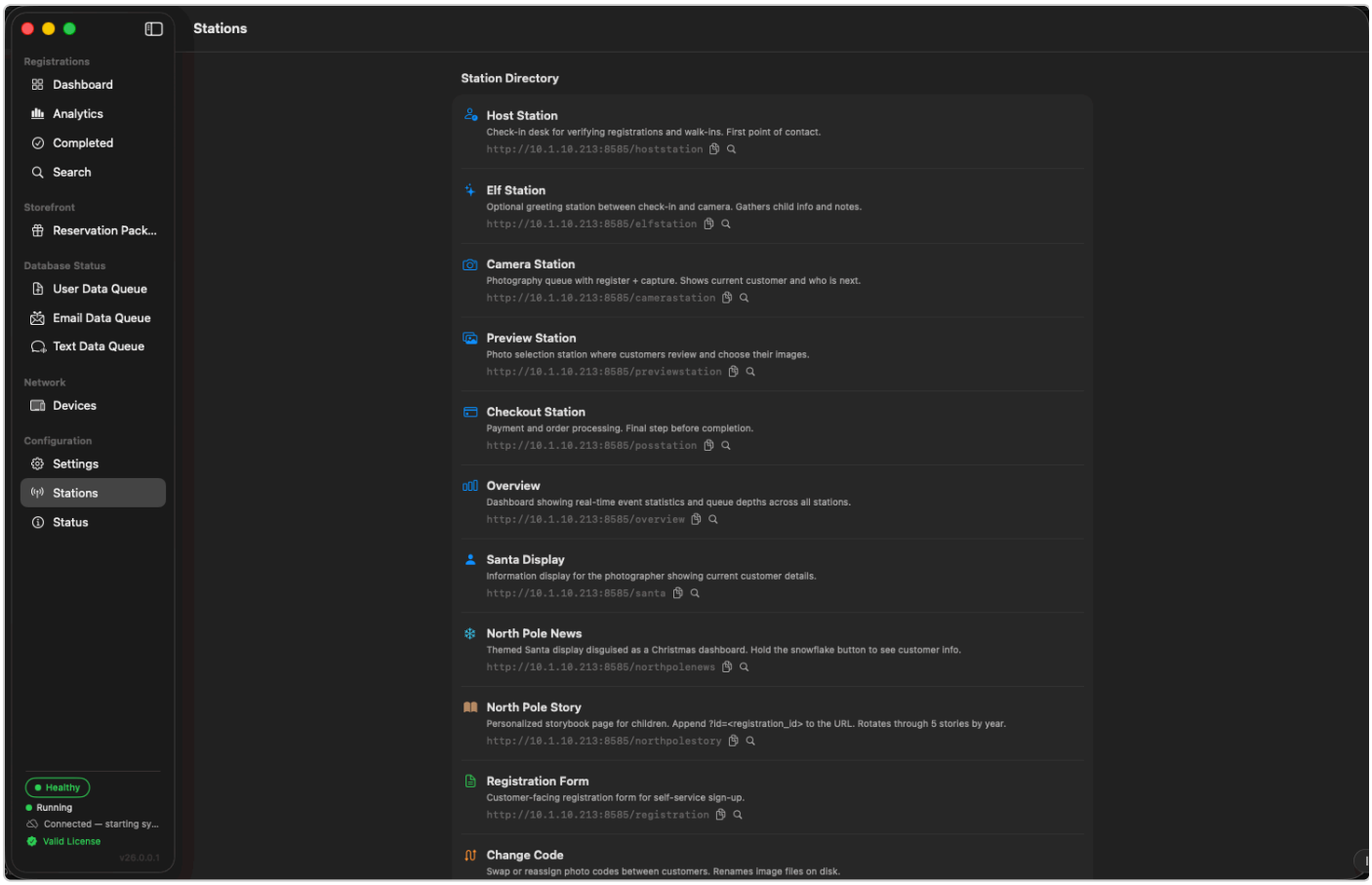
Where it all appears: during self-registration sign-up (when "Offer Reservation Packages during sign-up" is on in Workflow), on the /packageselect kiosk page for walk-ins, and in the check-in detail view where staff can still change a pre-booked package — until the order is rung at Checkout, which locks it.

> Discounts built on the admin site apply here automatically: percent off, amount off, or fixed price, either auto-applied or unlocked by a code typed at the till. They're evaluated on this Mac from the last synced catalog, so they keep working with no internet, and every redemption is reported back on the next sync.

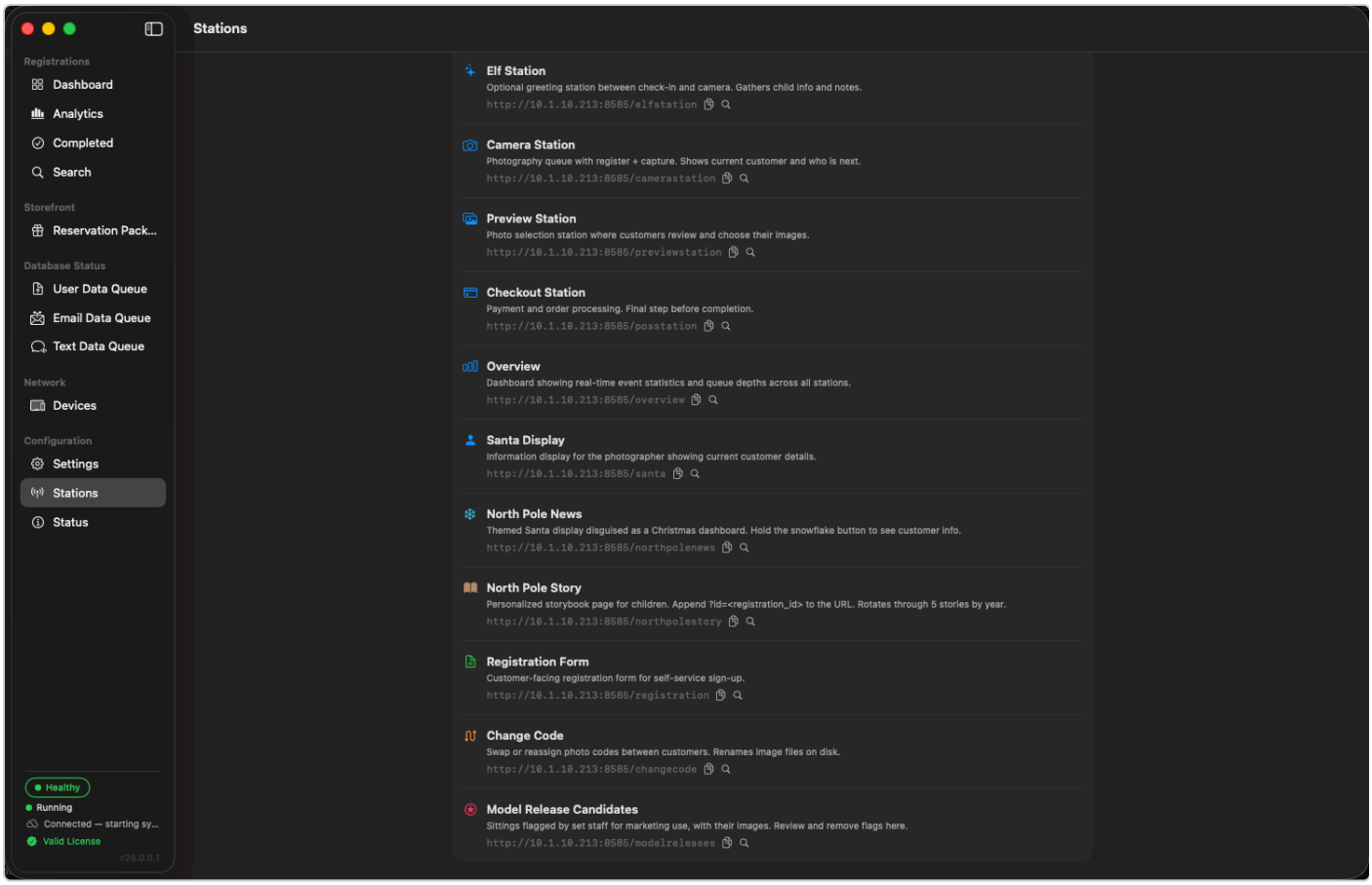
6. Connecting Stations & Device Security

The Station Directory

Sidebar > Stations lists every page the server offers with its exact URL, a QR button (scan with the iPad camera to open the page instantly), and a magnifier that blows the URL up for typing across the room.



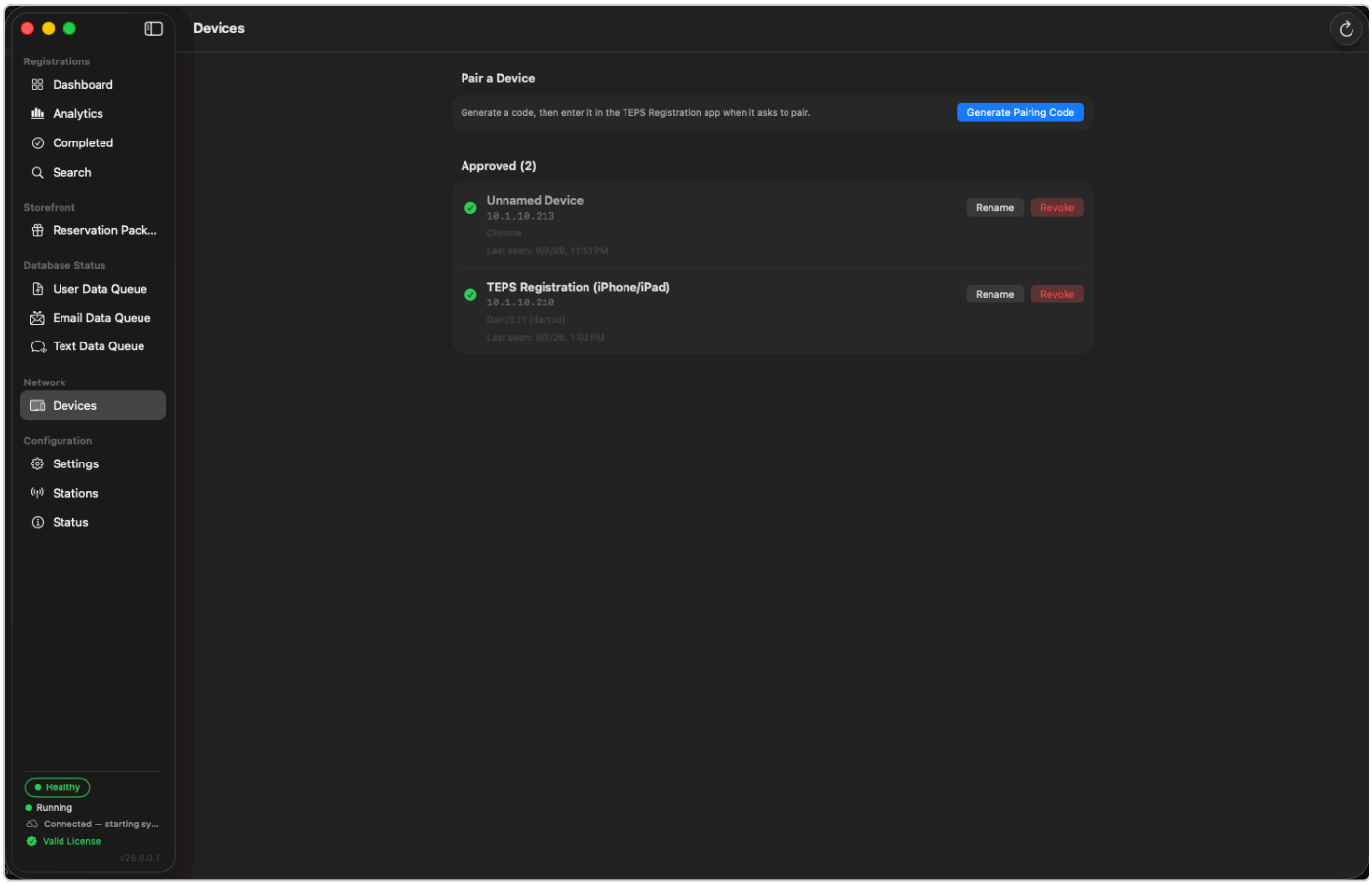
Host, Elf, Camera, Preview, Checkout, Overview, and Santa Display.



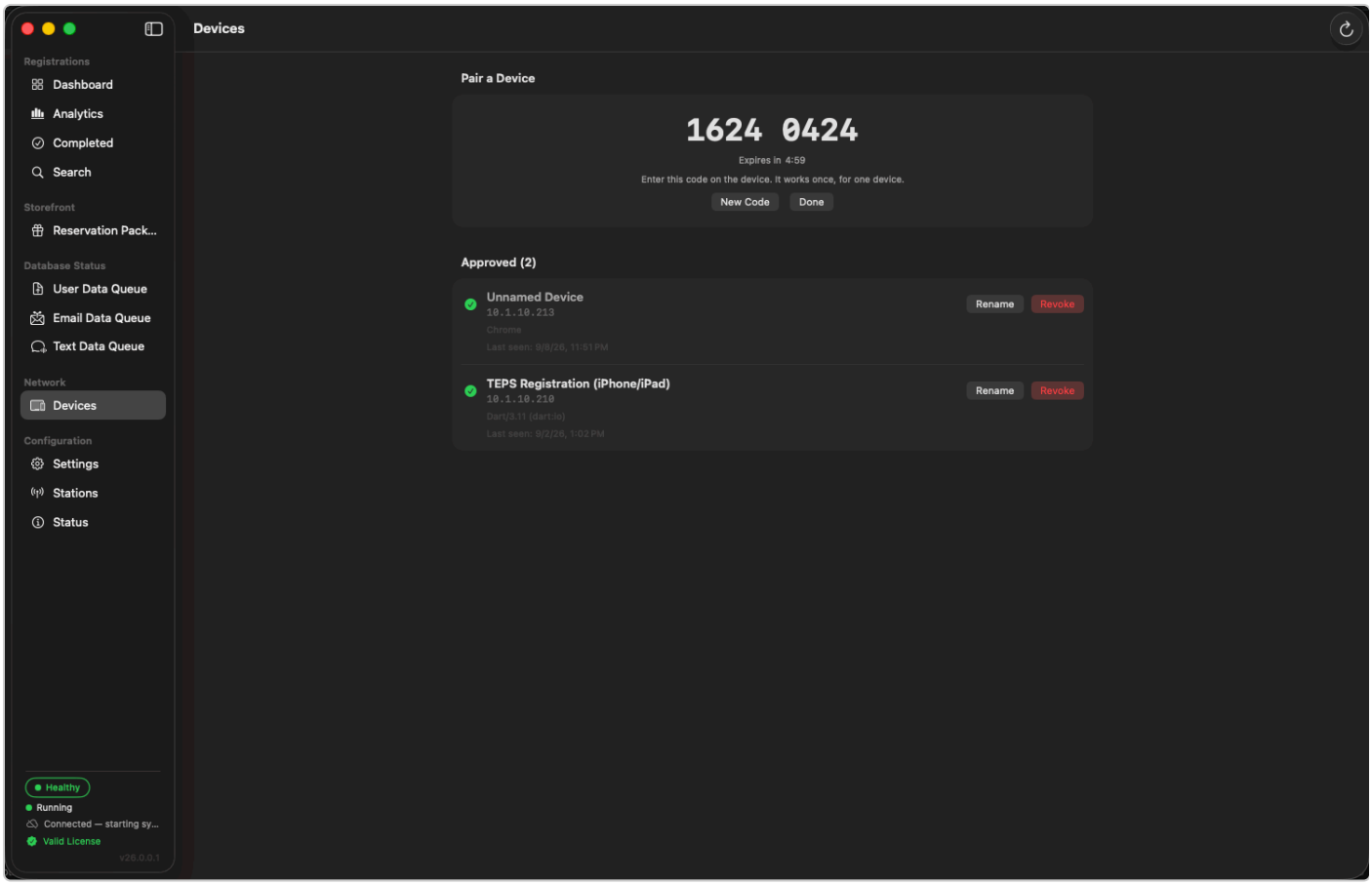
North Pole News and Story, the Registration Form, Change Code, and Model Release Candidates.

Pairing the TEPS Registration app

With pairing required (Settings > Advanced), the tablet app must present a code before it can talk to the Core: click **Generate Pairing Code** in the Devices panel and type the 8-digit code on the device. Codes work once, expire after five minutes, and lock after five wrong attempts — generate a fresh one per device.



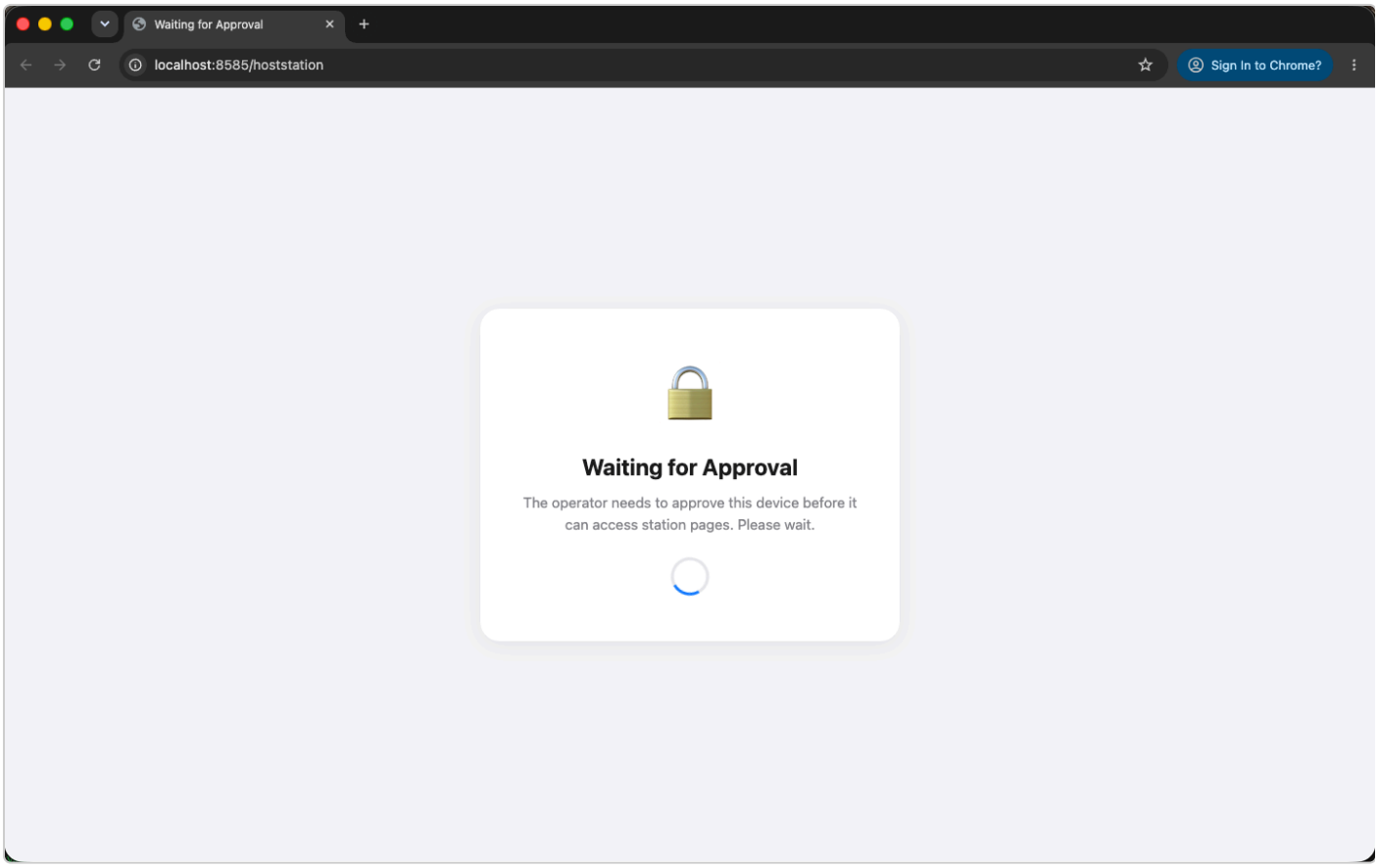
Devices — the pairing generator and the approved list (name, IP, client, last seen), each with Rename and Revoke.



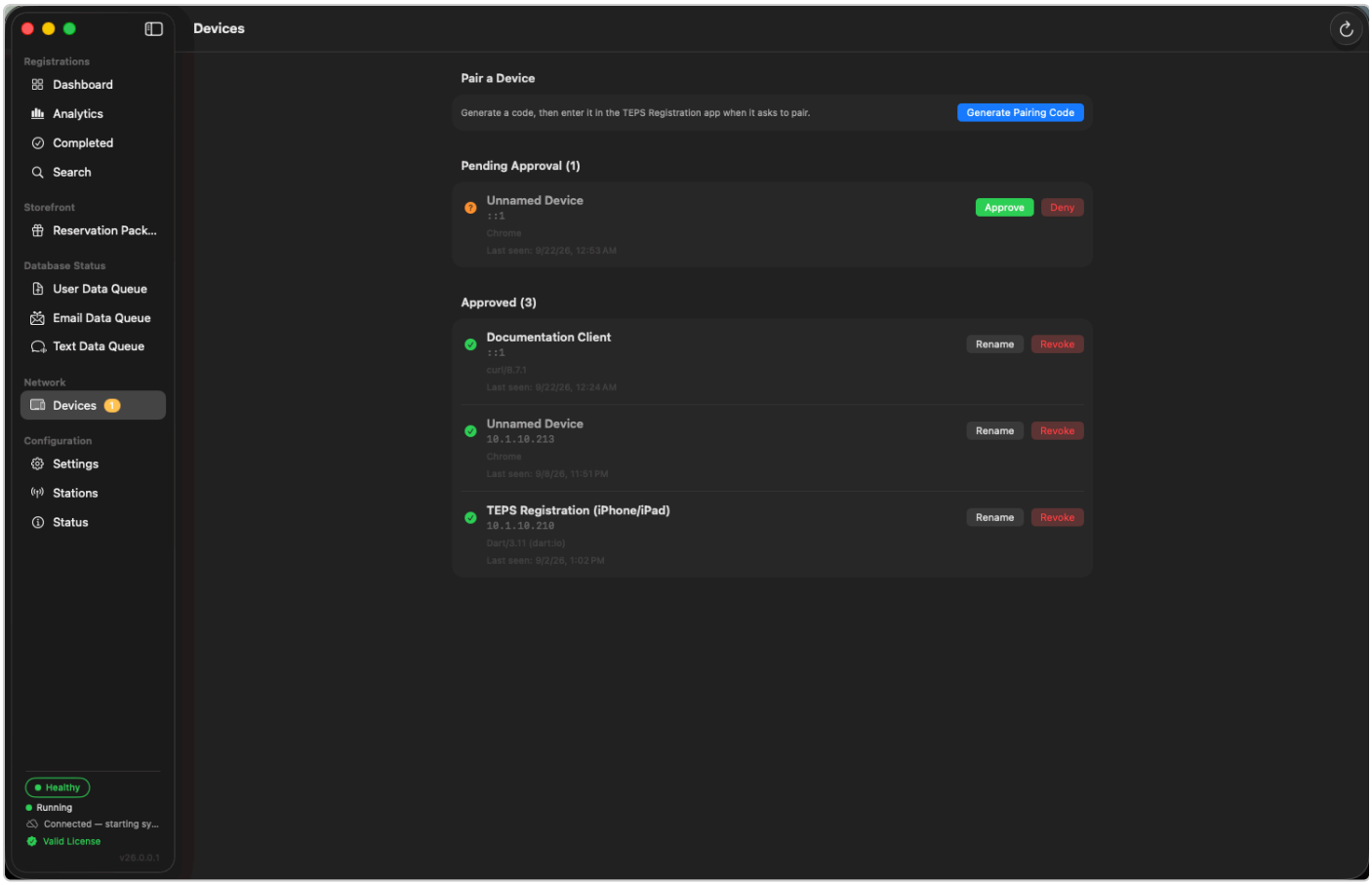
A live pairing code with its countdown.

Approving browsers

Browsers opening station pages go through approval instead: the page holds at "Waiting for Approval" while the device appears in the panel with an orange badge on the sidebar. One click on Approve and the page loads by itself within a few seconds — the browser then stays approved for a year unless you revoke it.



What a new browser sees…

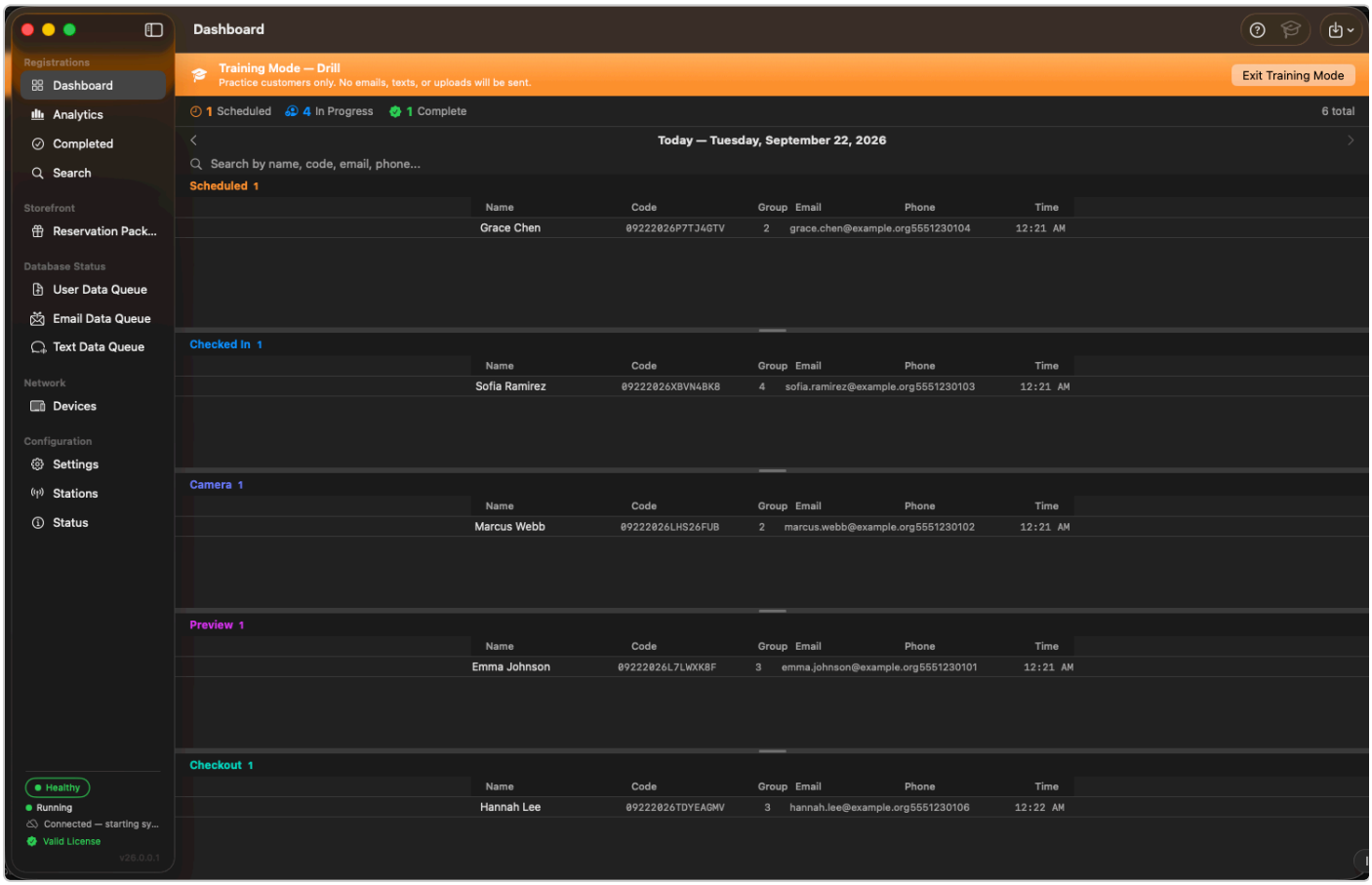


…and the same moment on the Core: Approve or Deny.

- **Rename** devices to something meaningful ("Camera iPad") the moment you approve them — future-you will thank you.
- **Revoke** cuts a device off immediately; it must re-pair or be re-approved.
- The optional **Station PIN** (Advanced) is a lighter shared-secret gate; see the table in section 3.

7. Running the Event

The Dashboard

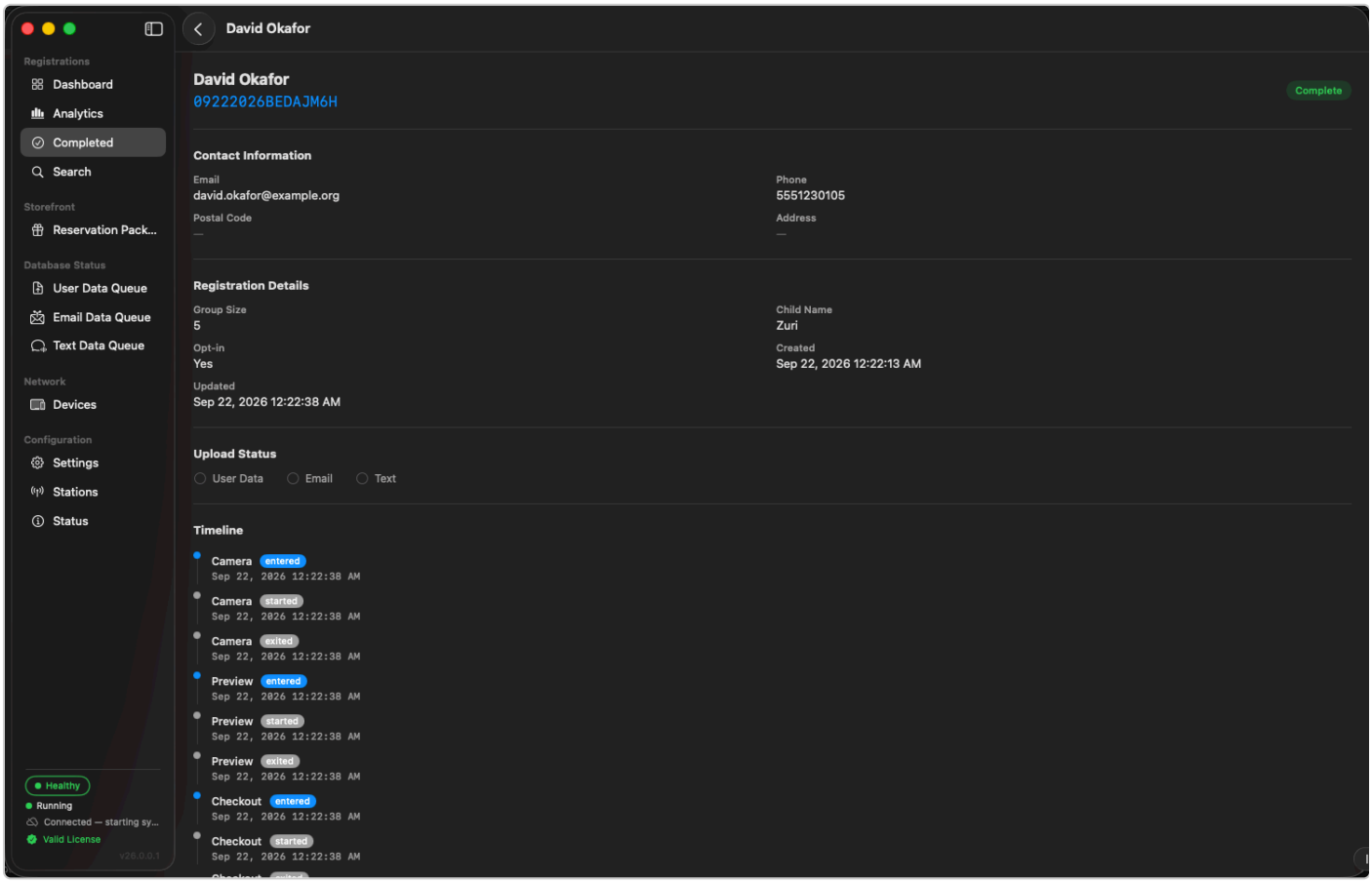


The Dashboard mid-event — one customer at every stage, with the Training Mode banner up top.

- Totals and a date navigator across the top; search by name, code, email, or phone; one panel per stage (Scheduled, Checked In, Camera, Preview, Checkout). It refreshes itself every few seconds.
- **The two-phase queue**, everywhere in this system: customers *enter* a station as waiting, and the operator presses **Start** to make them active. "Next" lists show a footprints icon for walk-ins and a clock for reservations.
- **Import (toolbar)** — bulk-load registrations from a CSV; download the sample file first and match its columns. Rows import one by one and errors are reported per row. There's no duplicate check on import — importing the same file twice creates doubles.
- **Training Mode (graduation cap)** — fills the queues with practice customers so the crew can rehearse. While the orange banner shows, nothing leaves the machine: no emails, no texts, no uploads. Exit Training deletes every practice customer and restores the real event exactly as it was.

A customer's normal day

- **Register** — self-service on the registration form, imported from a booking, or staff "+ Walk-In" at Host/Camera.
- **Check In** at Host — verifies details, assigns the code (in automatic mode), and drops them in the Camera queue.
- **Camera** — photographer presses Start, shoots under the customer's code, advances them.
- **Preview** — customer reviews with staff; **Checkout** — pays; **Complete**.
- Every step is stamped in the registration's timeline (entered / started / exited per station) — open any customer from Completed or Search to see it.



The registration detail: contact info, details, upload status, and the full station timeline.

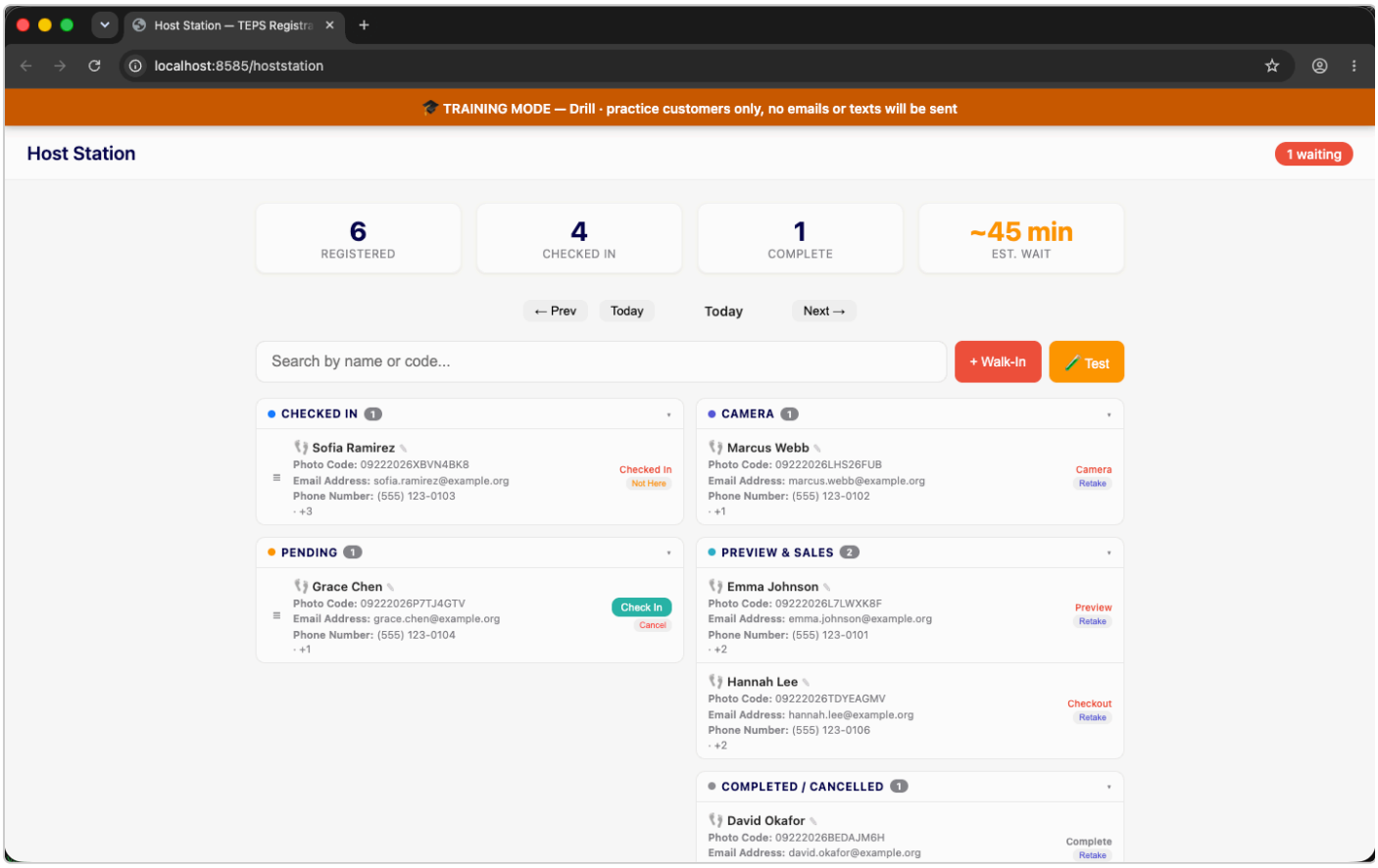
Fixing things mid-event — the recipes

- **Wrong station?** Use **Pull Back (←)** on the customer's card — it returns them one station (Checkout → Preview → Camera → Host). Nothing is lost; only their place changes.
- **Photos need a re-shoot? Retake** from Preview or Checkout sends them to the *front* of the Camera queue, marked as a retake. Same code — new images land alongside the old.
- **Bad email or phone?** Every queue card has an **Edit** (pencil) — fix contact info, children, notes. If their email/text already went out to the bad address, also see the resend recipe in section 9.
- **Customer leaves? Cancel** removes them from the queues but keeps the record — find them later in Search. Auto-cancelled no-shows look the same with reason "no-show."

- **Wrong photos under a code?** Use **Change Code** (section 8) — swap two customers' codes entirely, or move individual files between two codes.
- **Late arrival?** Just check them in — the LATE badge is informational and blocks nothing.

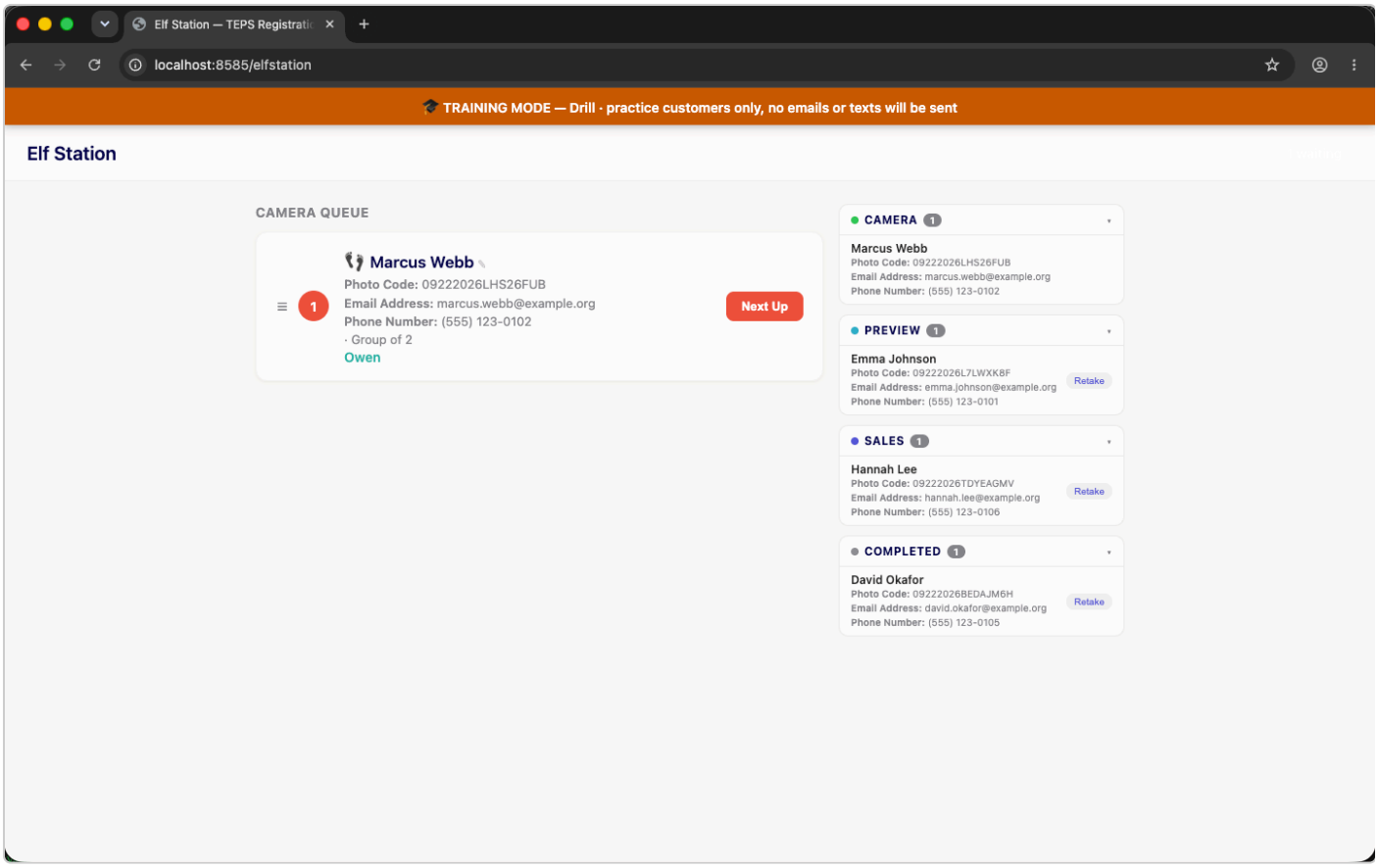
8. The Station Pages

Each station is a themed web page served by this Mac. All of them share the pattern: a "next up" queue, a Start button to make a customer active, and side panels showing the neighboring queues (which Section Visibility can hide per station).

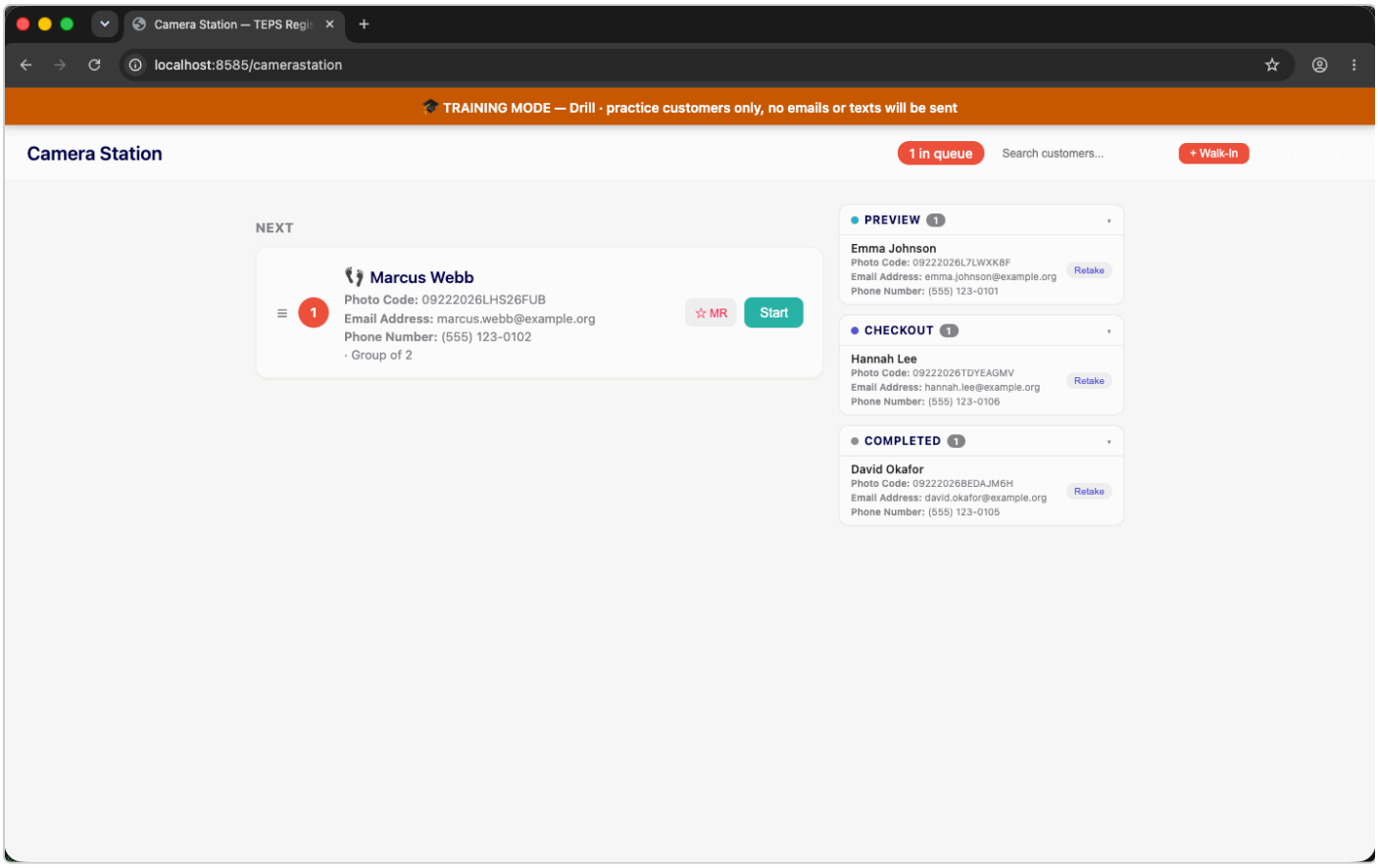


Host Station — the check-in desk: live stats with estimated wait, search, walk-in entry, and the Pending / Checked-In / downstream panels.

- **Check In** confirms a pending customer into the Camera queue; **Cancel** handles abandons. **+ Walk-In** registers someone on the spot (auto-checked-in if the Workflow toggle is on). The **Test** button (if enabled in Workflow's QA controls) creates a practice registration so you can rehearse the pipeline.

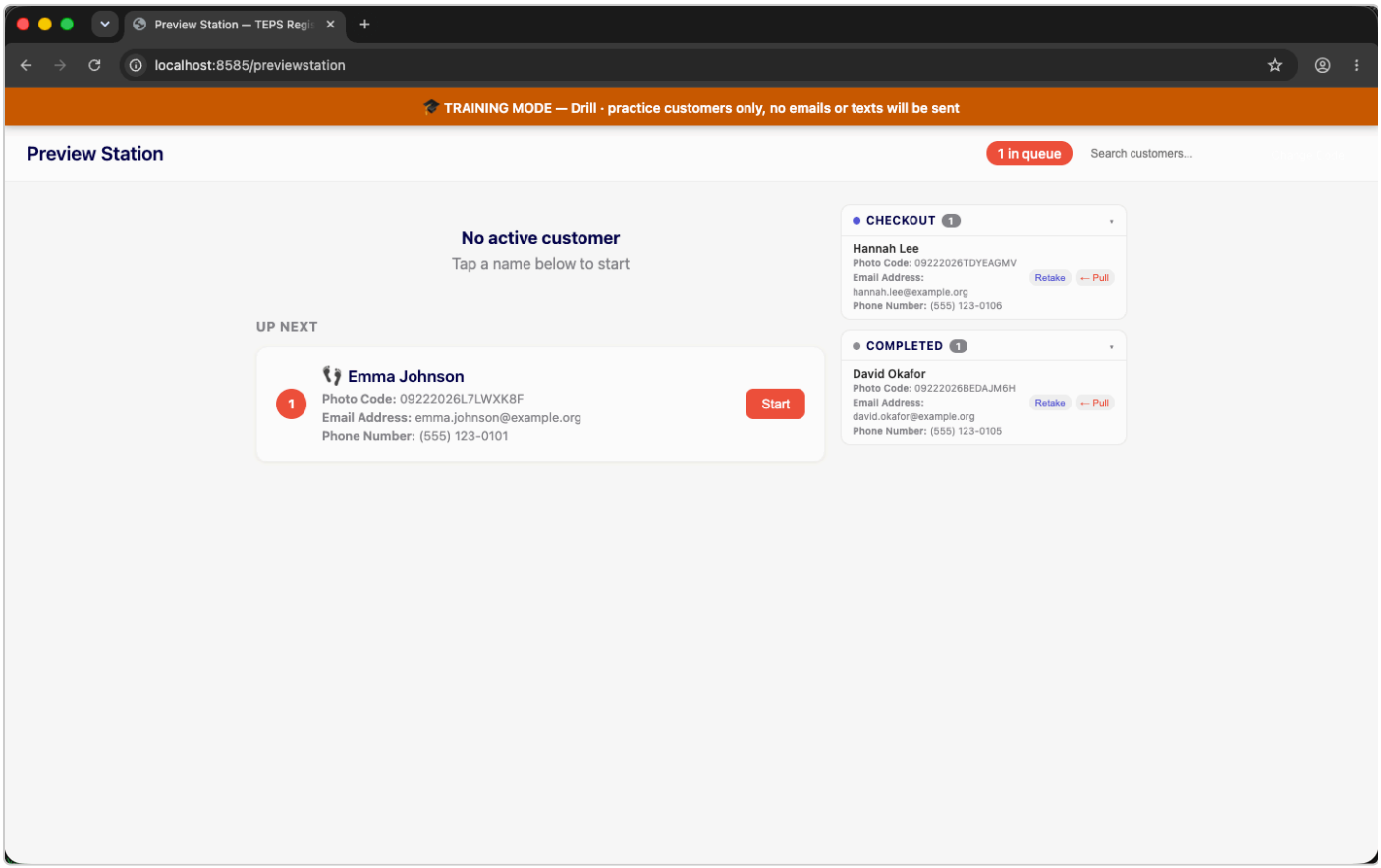


Elf Station — gathers child info between check-in and camera; "Next Up" promotes a family and shows the photographer who's on deck.

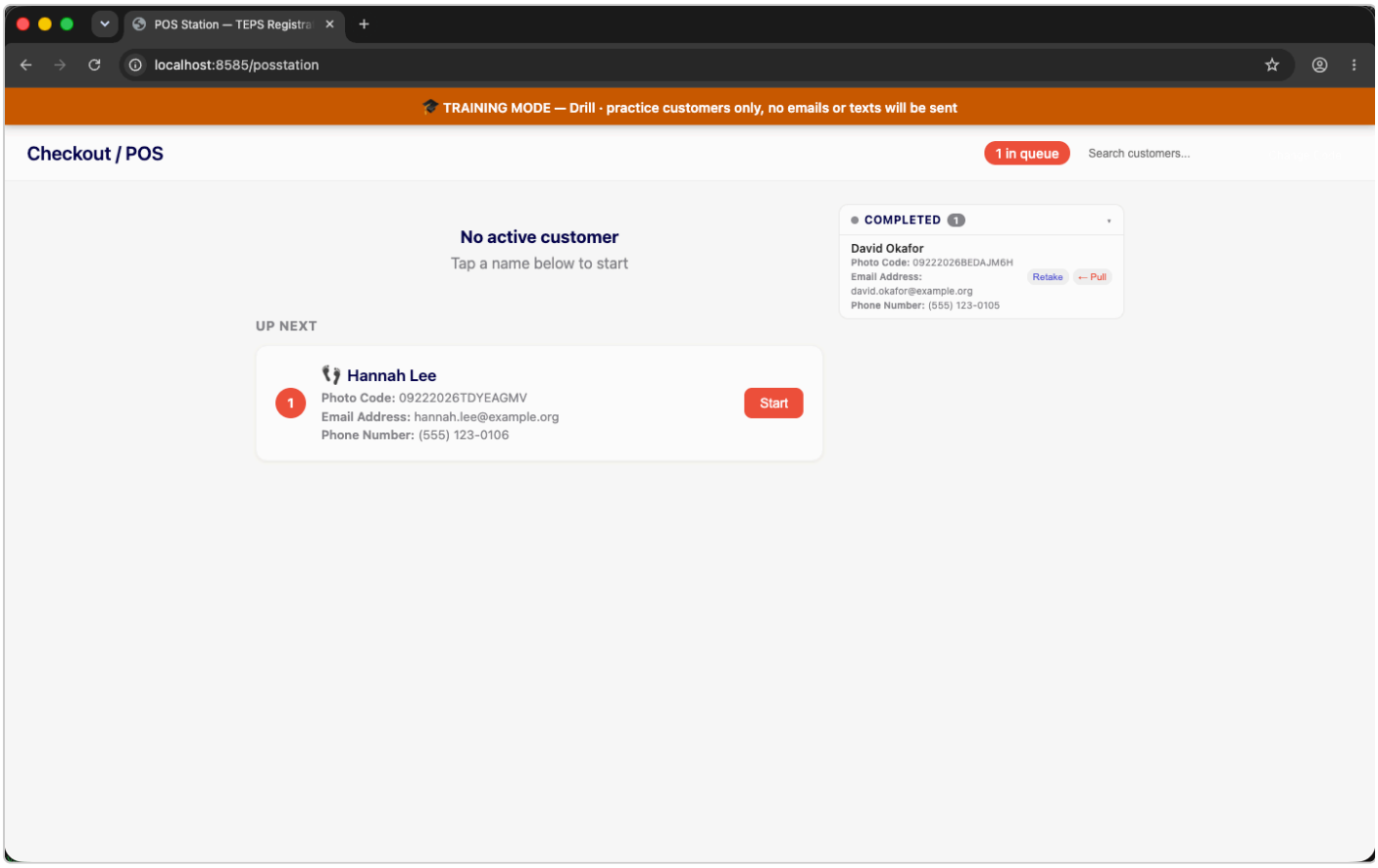


Camera Station — Start activates the customer and hands their name, code, email, packages, and notes to your capture software; the MR button flags a sitting as a model-release candidate.

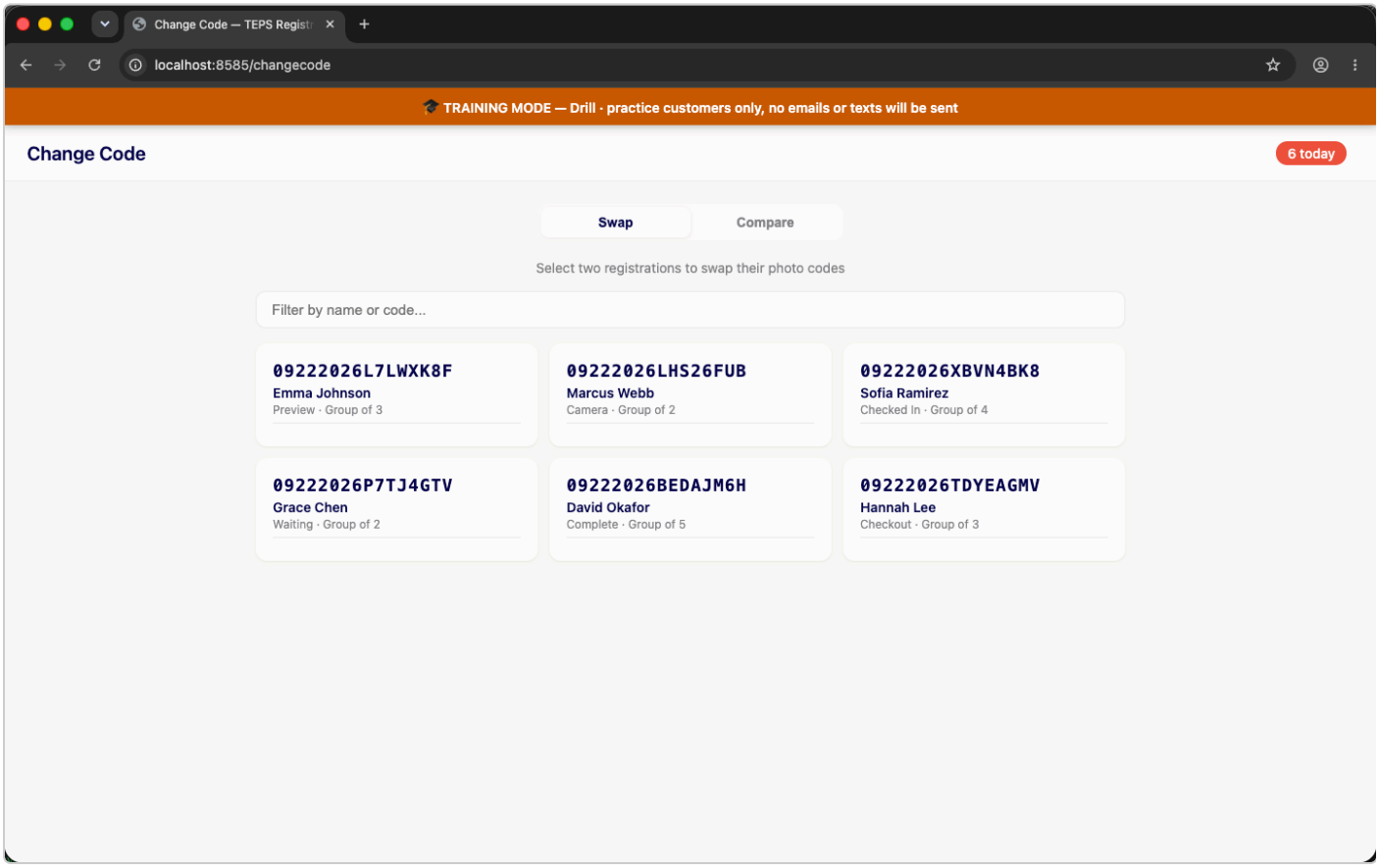
- The handoff is how your capture and sales software knows who's in front of the lens — name, photo code, email, package list, and notes travel with every station change, so sittings label themselves.
- Drag cards to reorder the queue — it takes effect immediately.
- The **On Deck** badge is the Elf's signal of who's next; it's advisory, not enforced.



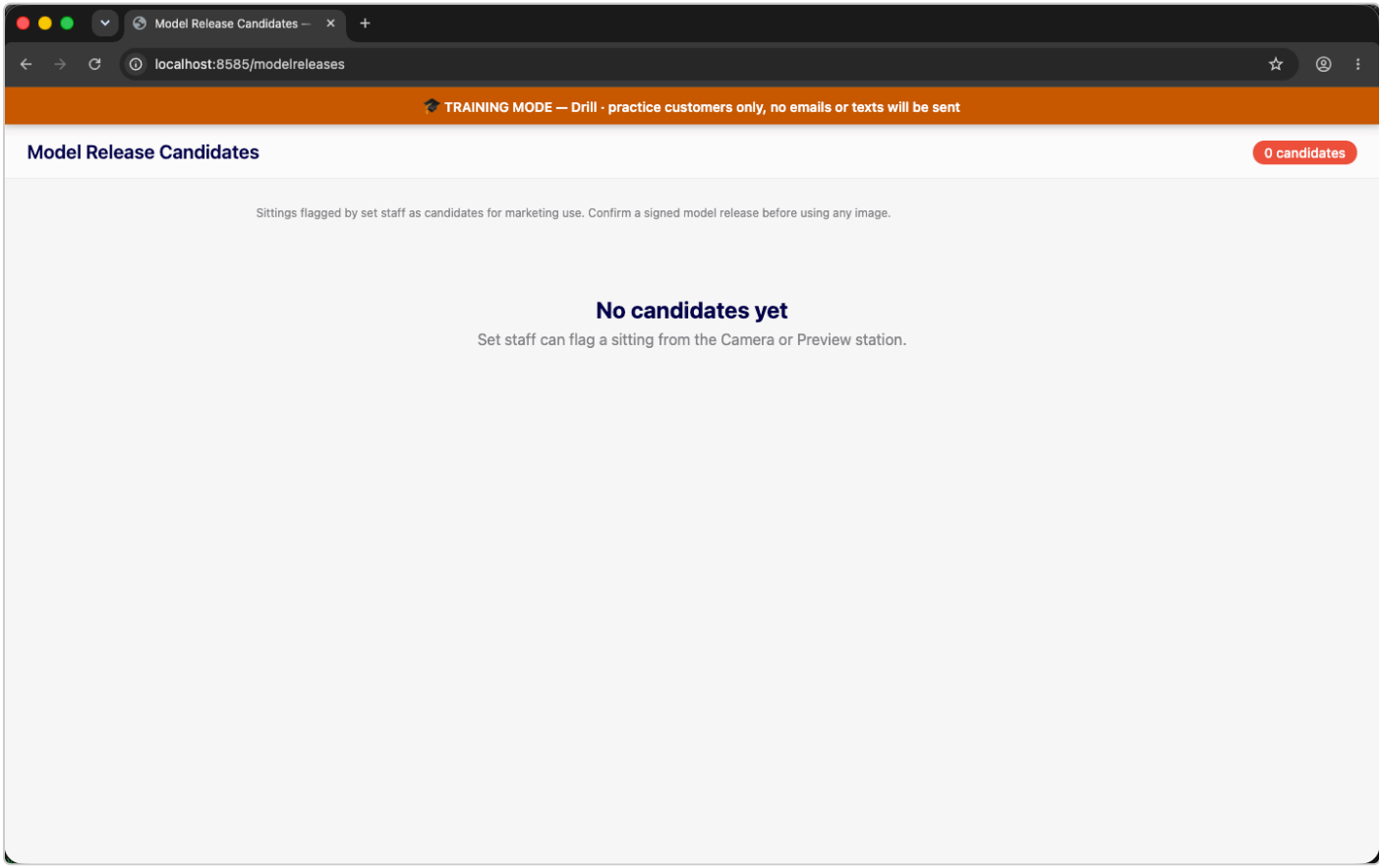
Preview Station — the review queue. Retake sends a customer back to the front of the Camera line; ← Pull returns them here from further down the pipeline.



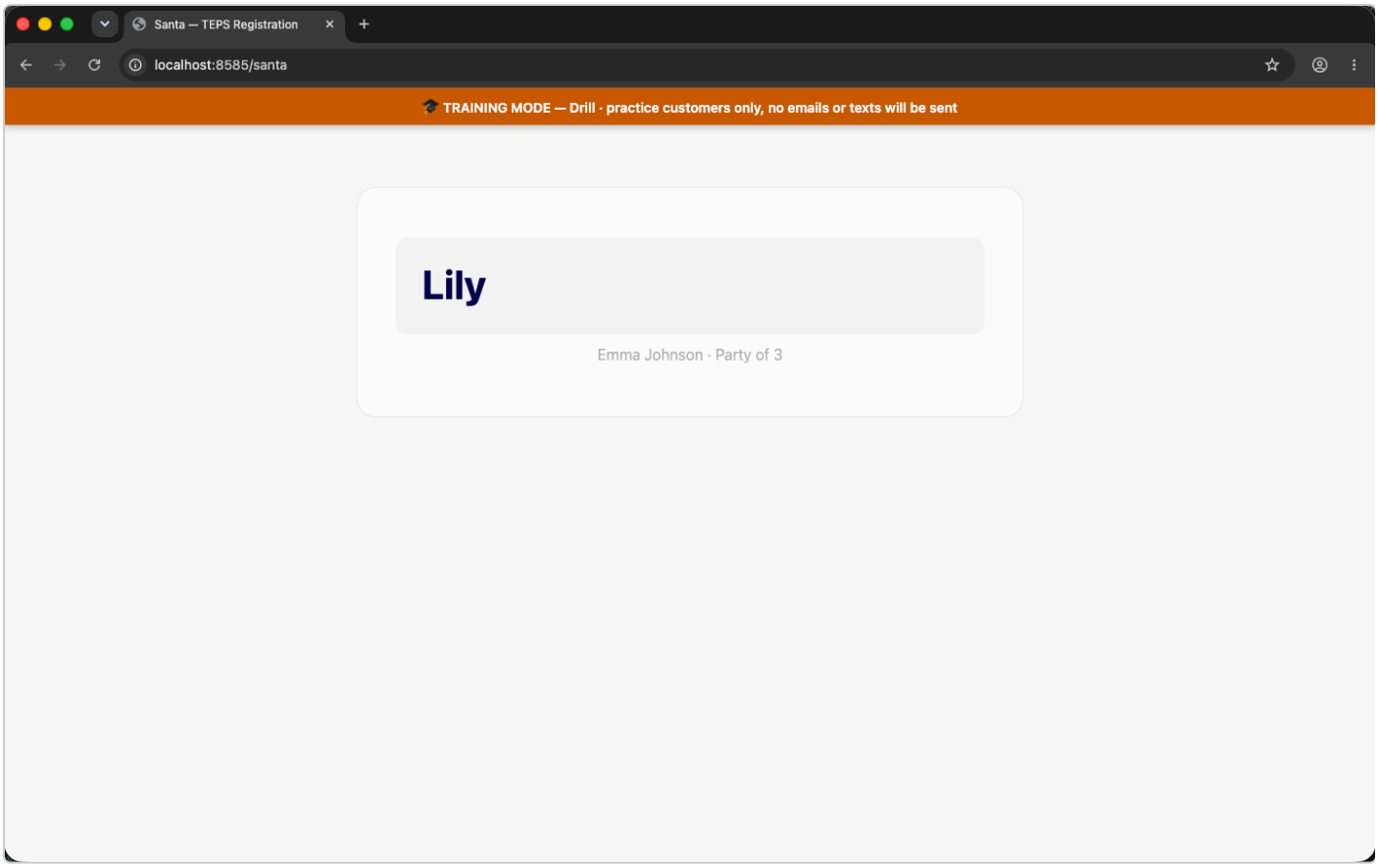
Checkout / POS — the last stop. Advancing from here completes the registration; the pre-booked package is locked once rung.



Change Code — Swap trades two customers' photo codes everywhere (database and image files on disk, plus your rename-mirror folders); Compare moves individual image files between two codes without touching the registrations. Use Swap when two customers were photographed under each other's codes; use Compare when a few frames landed in the wrong sitting.



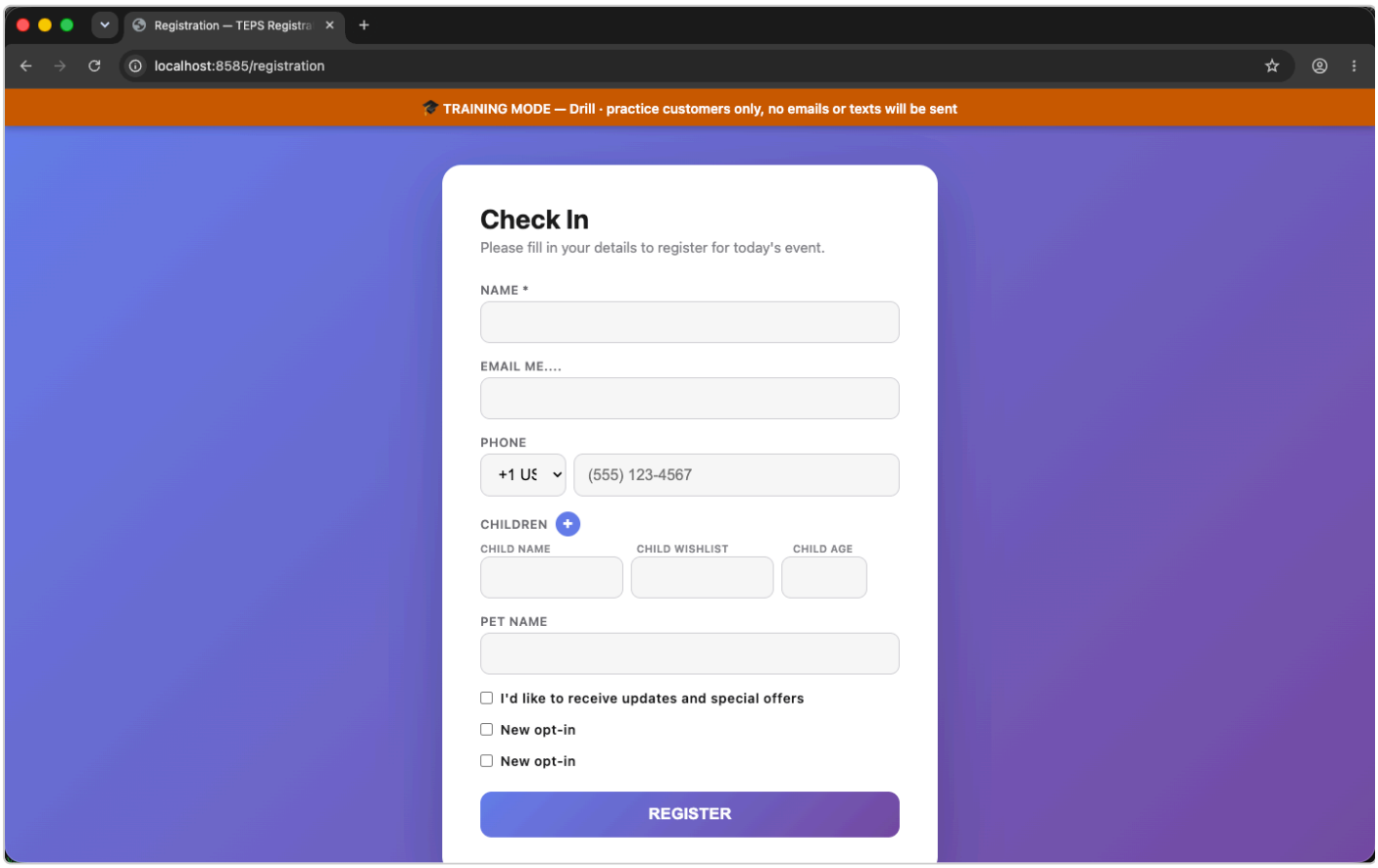
Model Release Candidates — every sitting staff flagged with MR, collected for the marketing team. Confirm a signed release before using any image.



Santa Display — shows the performer the current child's name and party size.



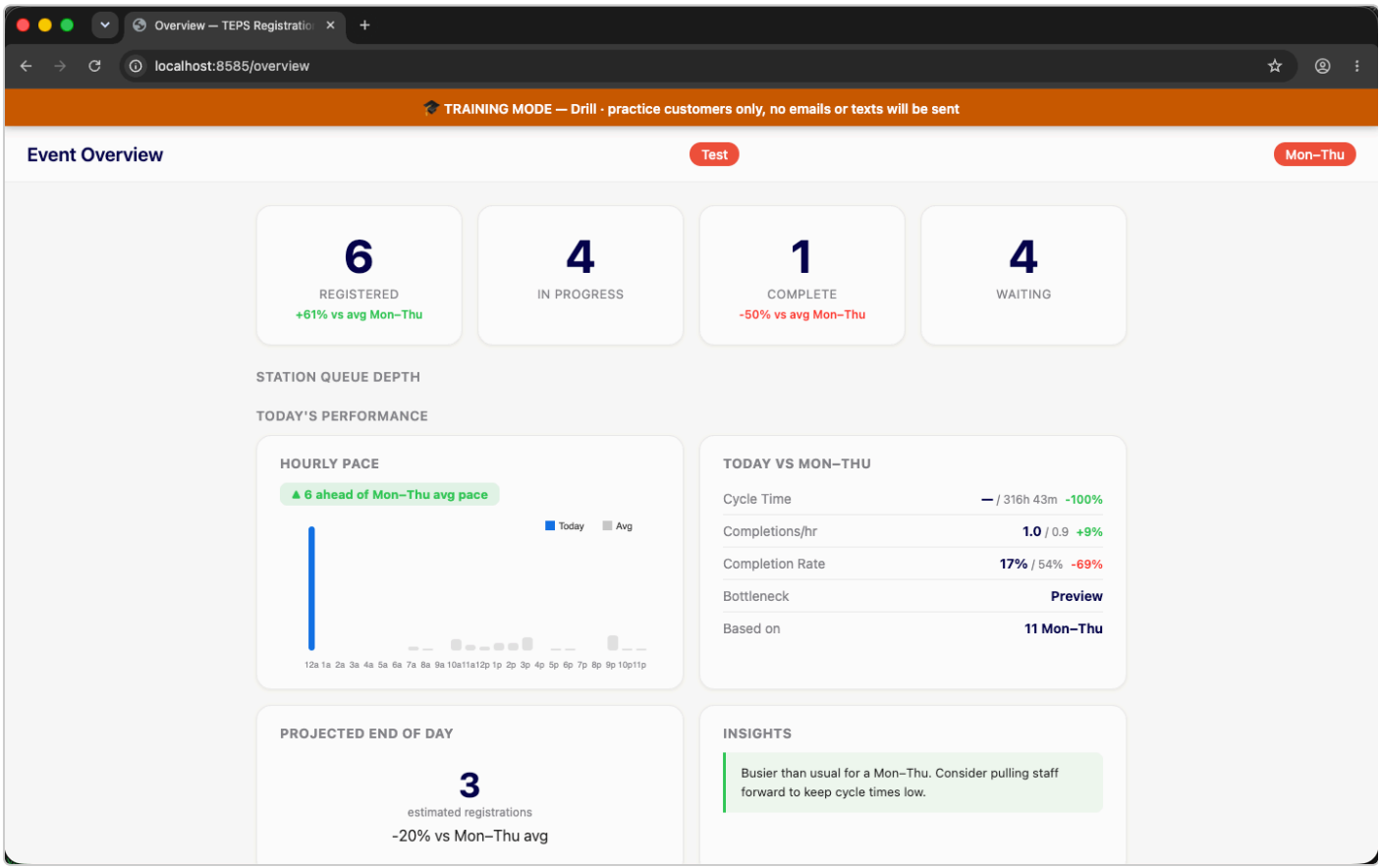
North Pole News — a themed display disguised as a Christmas dashboard; holding the snowflake reveals the real customer info.



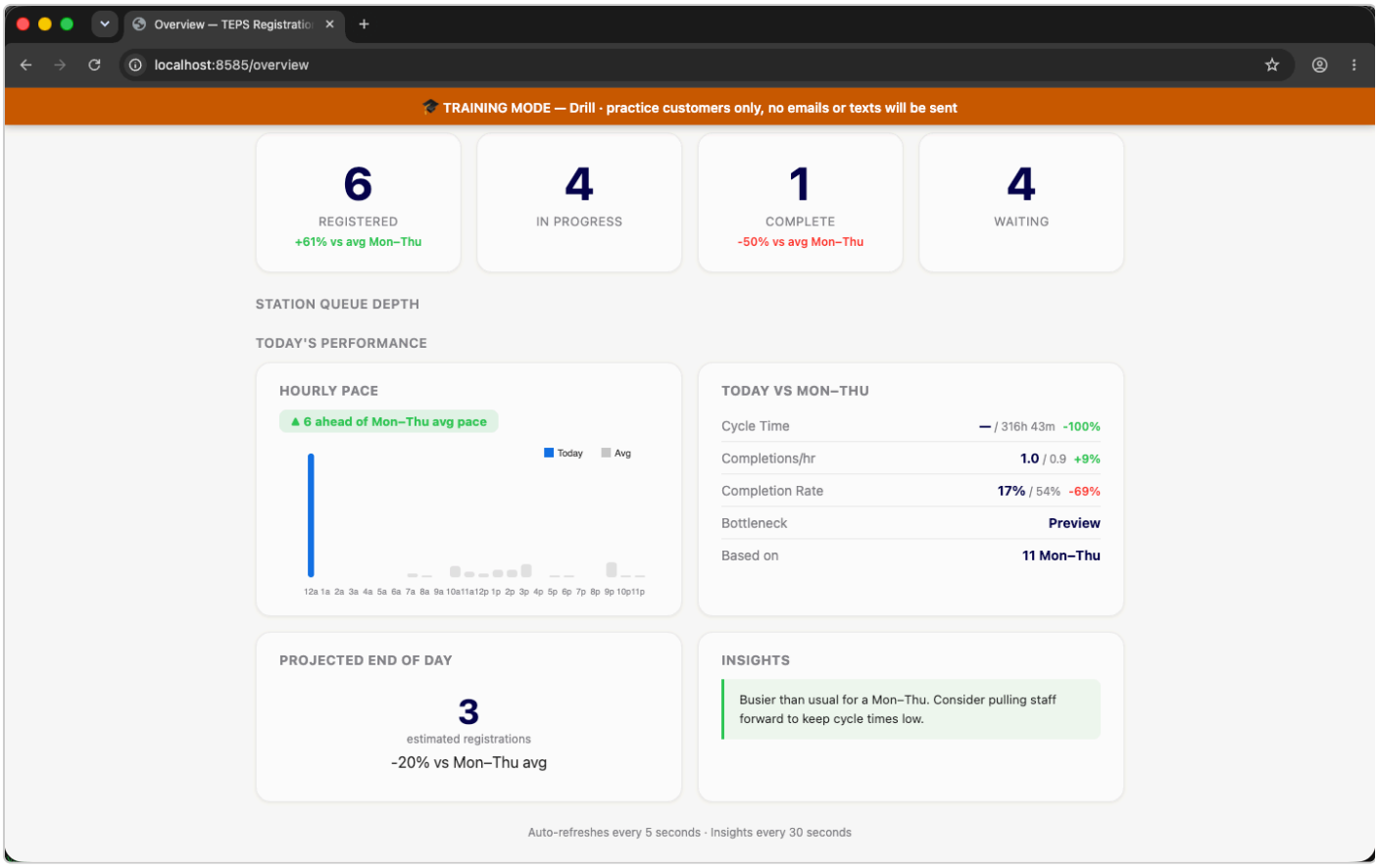
The customer self-registration form — built from your Registration tab: fields, order, custom labels, opt-ins, verification, and (if enabled) the package flow.

9. Monitoring, Delivery & Fixing Problems

Overview — the manager's page

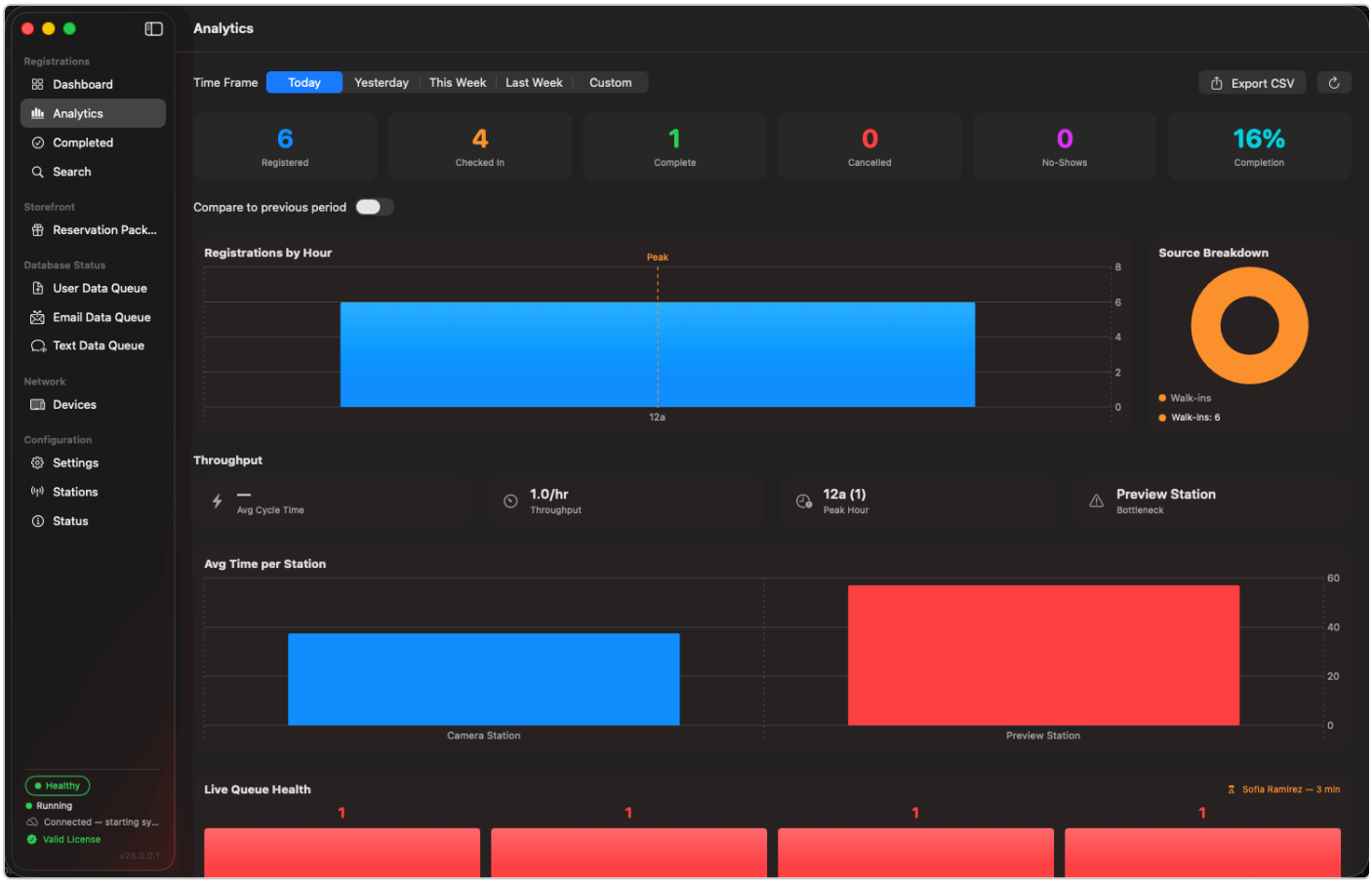


Event Overview in any browser: live counts with comparisons against your typical day.

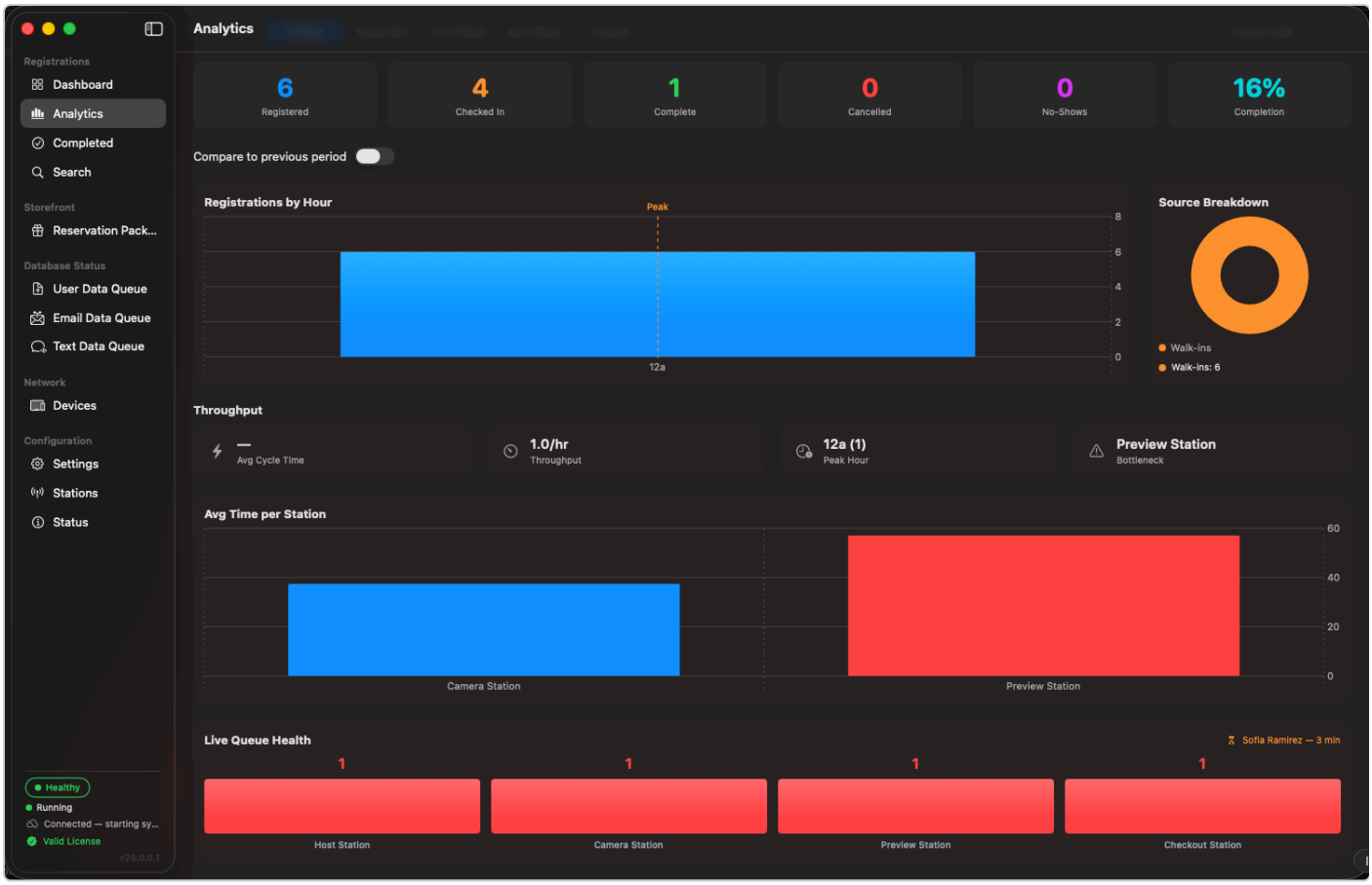


Hourly pace, cycle time, bottleneck detection, projected end of day, and plain-English staffing insights. Refreshes every 5 seconds.

Analytics — after (or during) the day

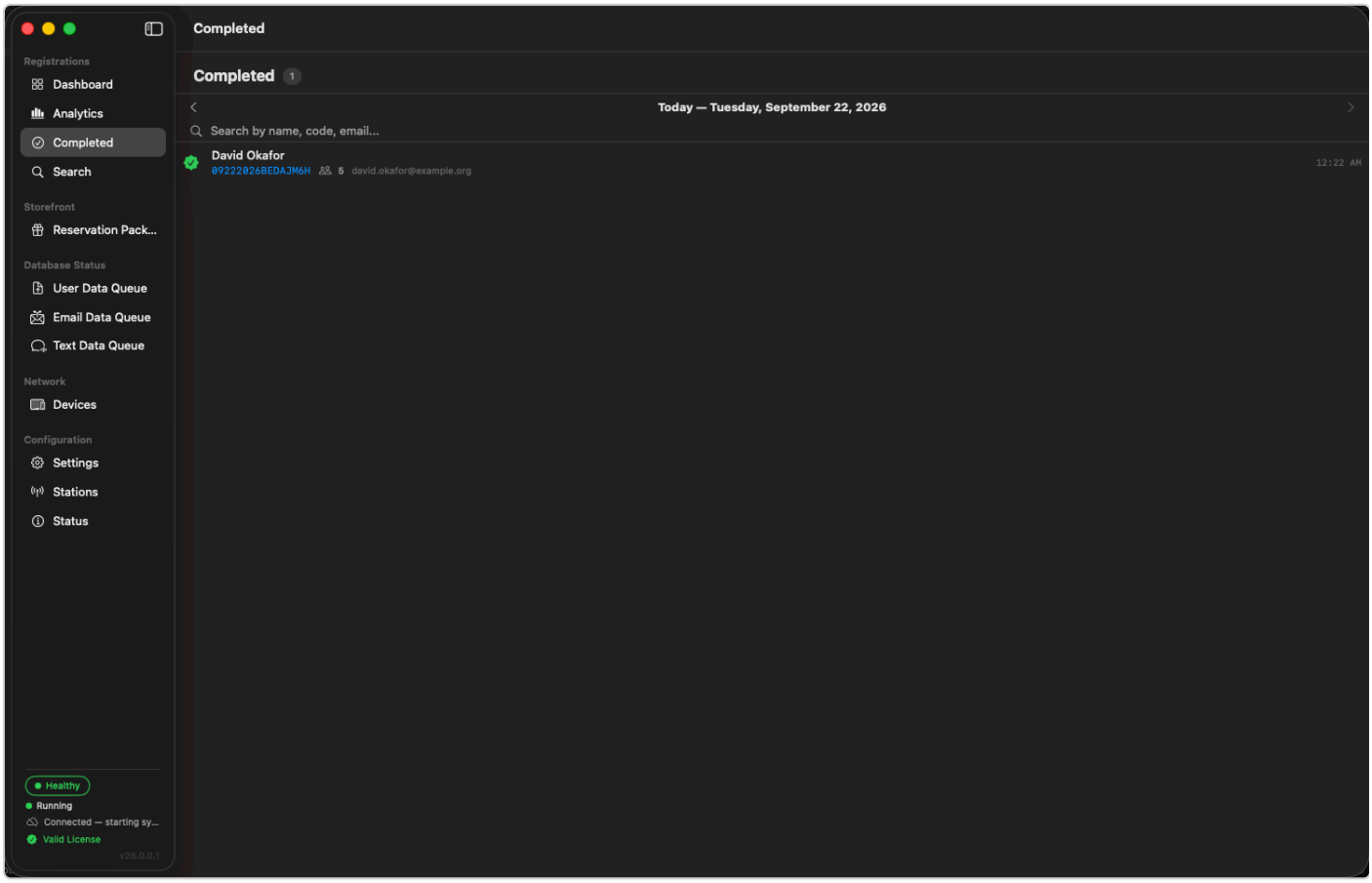


Analytics — pick a time frame (today through custom ranges): counts, no-shows, completion rate, registrations by hour, walk-in vs reservation split.

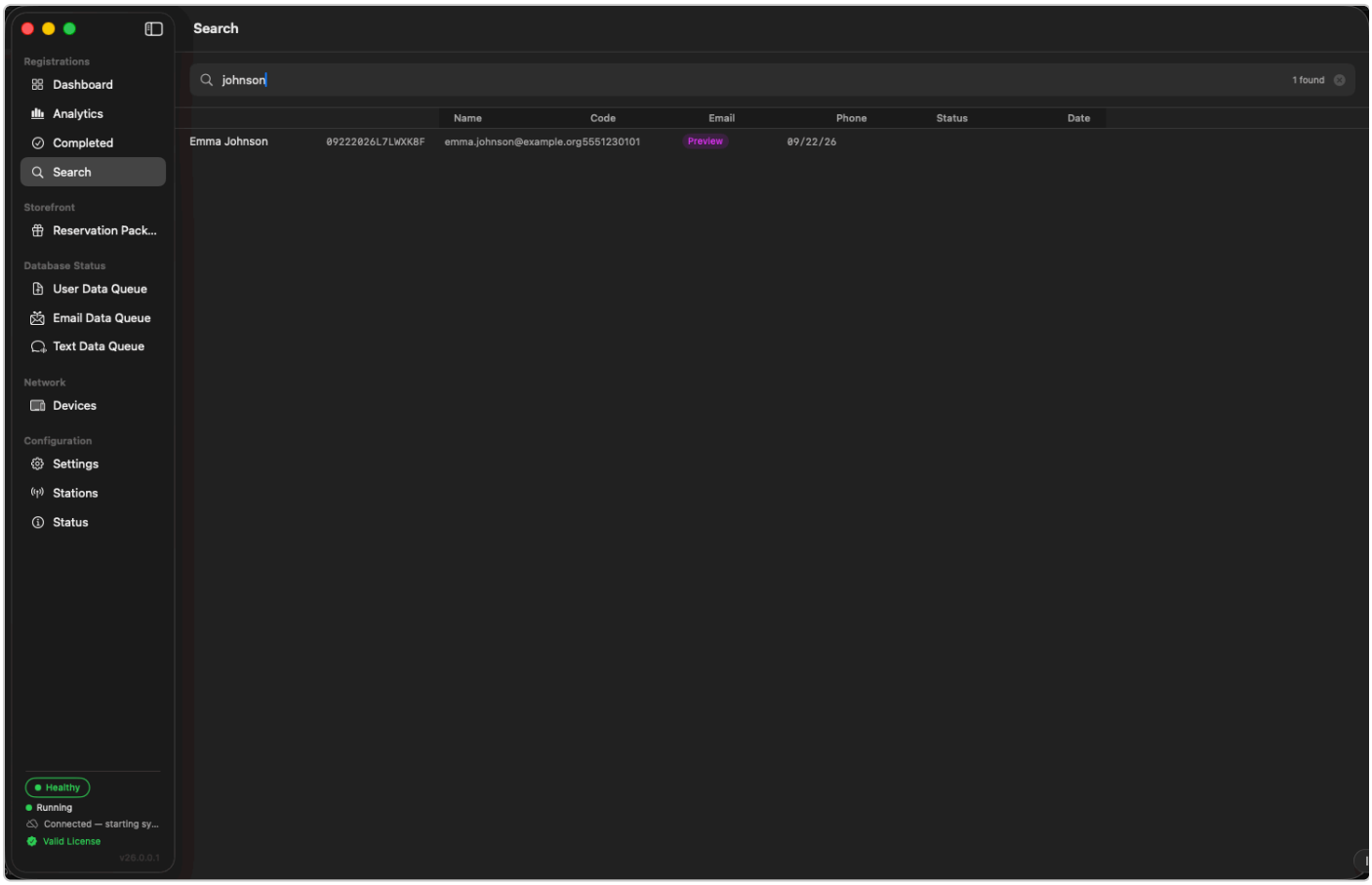


Average time per station shows where customers wait; Live Queue Health shows where they're waiting right now. Export CSV takes it all with you.

Completed & Search



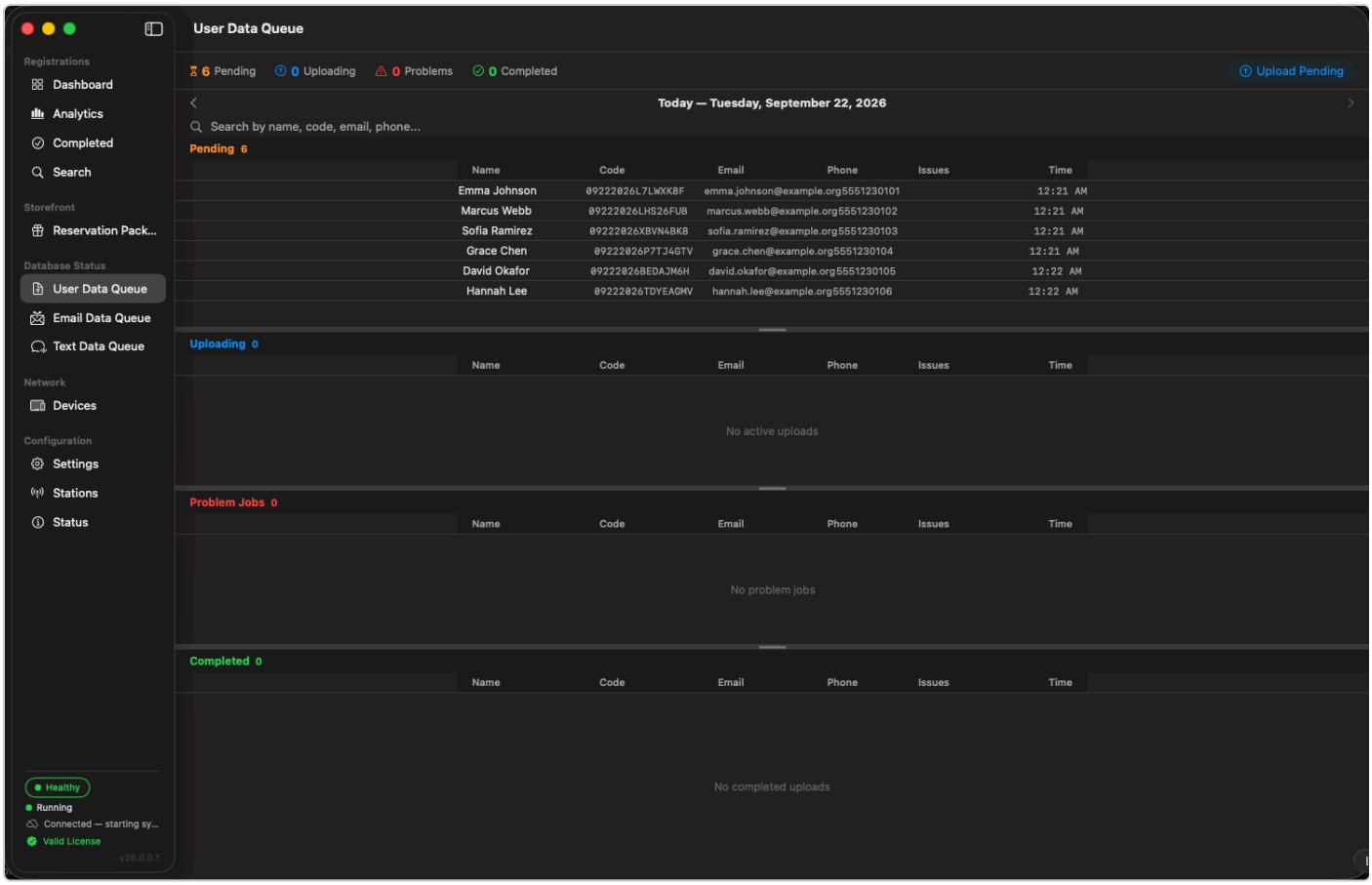
Completed — finished registrations by day; click through for the full record.



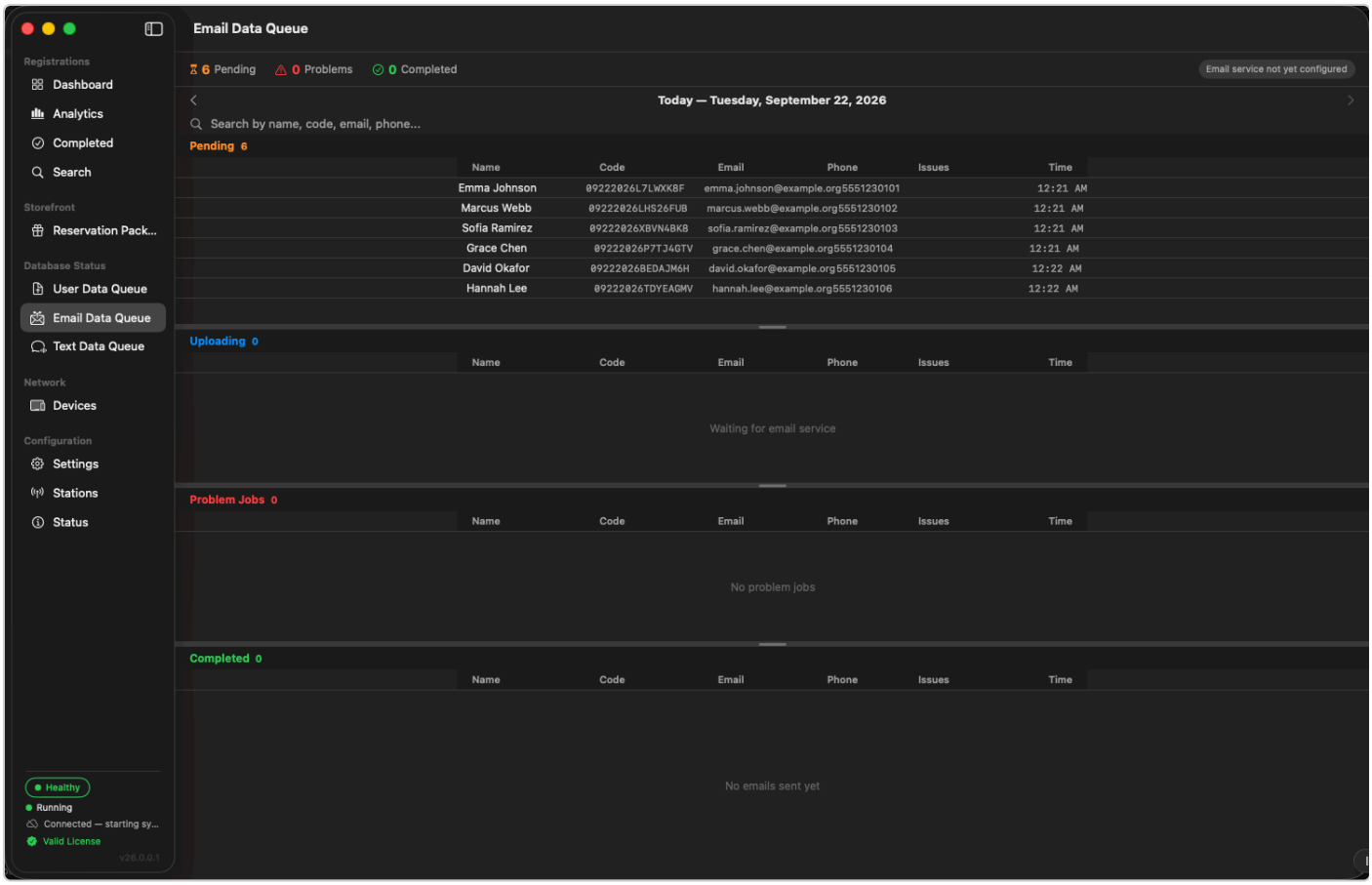
Search — any customer, any day, by name, code, email, or phone, with a live status badge.

The delivery queues — and the "they never got their email" checklist

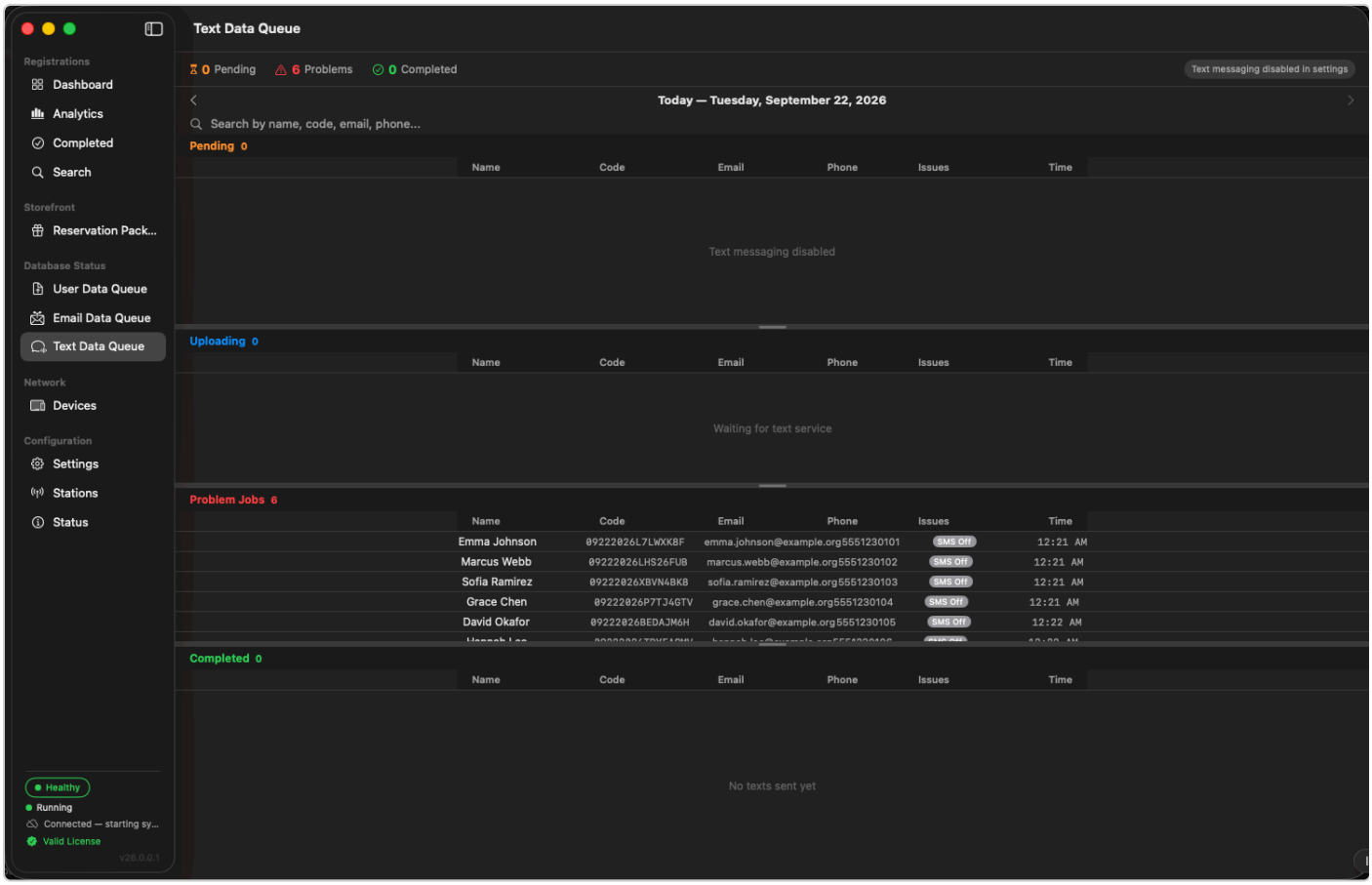
Three background workers deliver for you, each checking once a minute while online: **User Data** (registration data to your photo cloud so images match customers), **Email**, and **Text**. Each job retries up to five times, rests an hour after repeated failures, and tries again. The three queue screens share one layout: Pending → Uploading → Problem Jobs → Completed.



User Data Queue — here holding six practice customers in Pending because Training Mode blocks all outbound delivery.



Email Data Queue — same four stages for customer emails.



Text Data Queue — and for text messages.

When a customer says they never got their email or text:

- 1. Open the matching queue and search their name.
- 2. **In Completed?** It was sent — check their spam folder and verify the address on the registration.
- 3. **In Problem Jobs?** The row says why: bad or missing address, texting turned off, or "declined" (the customer declined to share contact info — declined registrations are never delivered to, by design).
- 4. **Fix the address** with Edit Record, right on the queue row.
- 5. **Resend:** editing alone doesn't re-queue an already-sent job — use the row's menu: **Retry Upload** forces another attempt now; if a job shows sent but the send actually failed upstream, correcting the address and retrying covers it. (**Mark as Sent** does the opposite — closes a job without sending, for addresses you've handled outside the system.)
- 6. Remember the master switches: Send Email / Send Text off (Registration tab) or Training Mode on both stop all sending — the queue banner tells you when that's why.

> A registration marked "customer declined to provide contact info" is permanently excluded from all three deliveries. If they change their mind, edit the record, add the address, and clear the declined flag in the detail editor.

10. Troubleshooting Common Issues

Symptom-first fixes for the situations that actually come up. Two universal first moves on any problem: check the **health pill** (one click shows which service is unhappy, with a restart button), and check **Status** (the server URL, port, event, and live queue counts in one place). Green pill, right event, server "Running" rules out most of what's below.

Stations can't connect

Symptom	Likely cause	Fix
Page won't load at all	Server stopped (red pill), wrong address, or the device is on a different network.	Start the server from the health popover. Confirm the URL against the Stations directory — the port matters. Make sure the device is on the same Wi-Fi/VLAN as the Mac. If you changed the Port, the old URL is dead — use the new one.
Stuck on "Waiting for Approval"	Device Approval is on and nobody approved this browser yet.	Devices panel > Pending Approval > Approve. The page loads itself within a few seconds — no refresh needed. Approval sticks for a year per browser.
Tablet app says it can't pair / code rejected	Pairing codes are single-use, expire in 5 minutes, and lock after 5 wrong tries.	Generate a fresh code in the Devices panel for each device and type it carefully; a new code clears the lock. If a device was revoked, it must pair again.
Everything dropped to not-paired / access-denied at once	A security gate was toggled on mid-event, or a device was revoked.	Check Pairing / Approval / Station PIN in Settings > Advanced and the Devices list. Re-approve or re-pair as needed.
Devices can't find the server by name	Bonjour Advertisement is off.	Turn it back on in Advanced, or connect by typed IP address — discovery is a convenience, not a requirement.

A setting change didn't take

Symptom	Likely cause	Fix
Edited a setting but nothing changed	You left the tab or closed Settings without Save — unsaved edits on a tab are discarded when you leave it.	Re-make the change and click Save; watch for the brief "Saved" confirmation.
Saved, but stations still show the old look or fields	The page hasn't picked up the new config version yet, or is on a cached idle screen.	Give it a few seconds — pages reload themselves after a save. Reload a stuck page once. Theme images re-download only when the image set changes.
Custom label shows on the web form but not on walk-in forms	Custom labels apply to the customer /registration form only, by design.	Use the standard field name in staff instructions; walk-in forms always show it.

Photos, codes, and previews

Symptom	Likely cause	Fix
Changing or swapping a code fails / half-works	The Main Images Folder (or a rename-mirror) is offline or lost permission — common after a drive reconnects.	Settings > General, click Browse on the Main Images Folder and re-select the same folder to refresh access. A failed mirror is reported but never blocks the main rename.
Two customers' photos are under each other's codes	They were photographed under the wrong code.	Change Code > Swap — trades both codes in the database and renames the files on disk (and in mirror folders).
A few frames landed in the wrong sitting	Individual files, not whole customers, are misfiled.	Change Code > Compare — move just those files between the two codes; registrations are left untouched.
"Code already in use" when typing one	Manual mode and the code is taken.	Pick another, or switch to Automatic Entry (Photo Code tab) for zero typing.

Deliveries and data

Symptom	Likely cause	Fix
Customer never got their email/text	Bad address, delivery switched off, declined contact, or paused after retries.	Follow the checklist in section 9: open the queue, find them, read the Problem Jobs reason, fix the address with Edit, then Retry Upload. Confirm Send Email/Text is on and Training Mode is off.
A queue shows items stuck, not sending	Offline, no active credentials, or the item hit the retry limit (rests up to an hour).	Check the health pill's Internet row and the active credential set in Status. The worker retries on its own; the popover's restart button forces it sooner.
Nothing is delivering at all	Training Mode is on — it blocks every outbound send on purpose.	Exit Training Mode from the Dashboard banner. The queue banner also says when this is why.
Editing an address didn't resend	Editing saves the fix but doesn't re-queue an already-sent job.	Use Retry Upload on that row after editing.

App, event, and recovery

Symptom	Likely cause	Fix
Health pill is orange	The server is fine but one background service failed.	Click the pill; each down service has its own restart button. Stations keep working meanwhile — only that service's queued work waits.

Health pill is red / stations all drop	Server stopped or the database failed.	Start the server from the pill or menu bar. If the database failed, quit and relaunch the app (Keep Alive relaunches it for you if it crashed).
App keeps reappearing after I quit	It was force-quit or crashed, so the watchdog relaunched it.	Quit from the menu bar's Quit item — that's a clean quit the watchdog respects.
Wrong event, or yesterday's customers showing	The date navigator or active event is set to another day/event.	Check the date strip on the Dashboard and the event shown in Status.
Need to recover after a bad import or wipe	An encrypted backup is made each day the server starts.	Settings > Advanced > Backups, pick a date, Restore. It replaces the current database, so export a CSV first if today's data matters.

> Contacting support? Open Status, click **Copy to Clipboard**, and paste that into your message — it captures the version, server state, event, and queue counts they'll ask for first. The log buttons on the same screen open the detailed log if they need it.