SWIPER

Introduction

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Swiper is a web-based application created for attendance tracking, that can be used right from your current web browser (Chrome, Firefox, Edge, etc.). Departments university-wide leverage it as a way to track types of attendance including usage of a location, attending a scheduled appointment, validation of individual's access to a location or event, etc.

Provided below is documentation for **Gaining Access to Swiper**, **How to Use Swiper**, **How to use Capacity Features**, **How to Check-In Guests** and **Troubleshooting and Support.**

Section 1: Gaining Access to SWIPER

In order to utilize SWIPER, a user must be granted SWIPER permissions and be assigned a SWIPER location. Speak with your Business Relationship Manager (BRM) who will help you submit an IT HelpDesk Ticket and direct you to your ADS Representative.

Note: If you are unsure who you BRM is you can visit www.Liberty.edu/ITContacts page or you can **Submit a HelpDesk Ticket.**

Lastly, you will the need the physical hardware know as a card reader. There are two different models: **BlackBoard Tapper** and **Card Swiper.**

BlackBoard Tapper

A Blackboard Tapper is a device that is able to read user's card information when they "tap" it against the device. To obtain a tapper, submit a Hardware Quote Request ticket in Service Now. Following submission, the customer will receive a PO.

Card Swiper

The mag strip reader is a viable "offline solution" for tracking attendance by capturing LUIDs in a spreadsheet. It requires the ID card to be swiped through the device in order to read the card. This device can be purchased through buyLU on GovConnection (MagTek USB Keyboard Emulation MSR)


💡 **Tips for Success!**

If you are using a Blackboard Tapper, it should be pre-configured for your computer. If you need assistance, please contact the IT HelpDesk at (434) 592-7800.

Section 2: How to Use Swiper

Once you have SWIPER permissions and a location in SWIPER, ensure your card reader hardware is plugged into your computer, navigate to **www.Liberty.edu/Swiper** and then sign in with your Liberty username and password.

You then will be taken to the SWIPER Application Homepage. If you only have one location in SWIPER, it will be set and loaded as your current location automatically.

If you have access to multiple locations you will need to select the location you want to swipe users into.
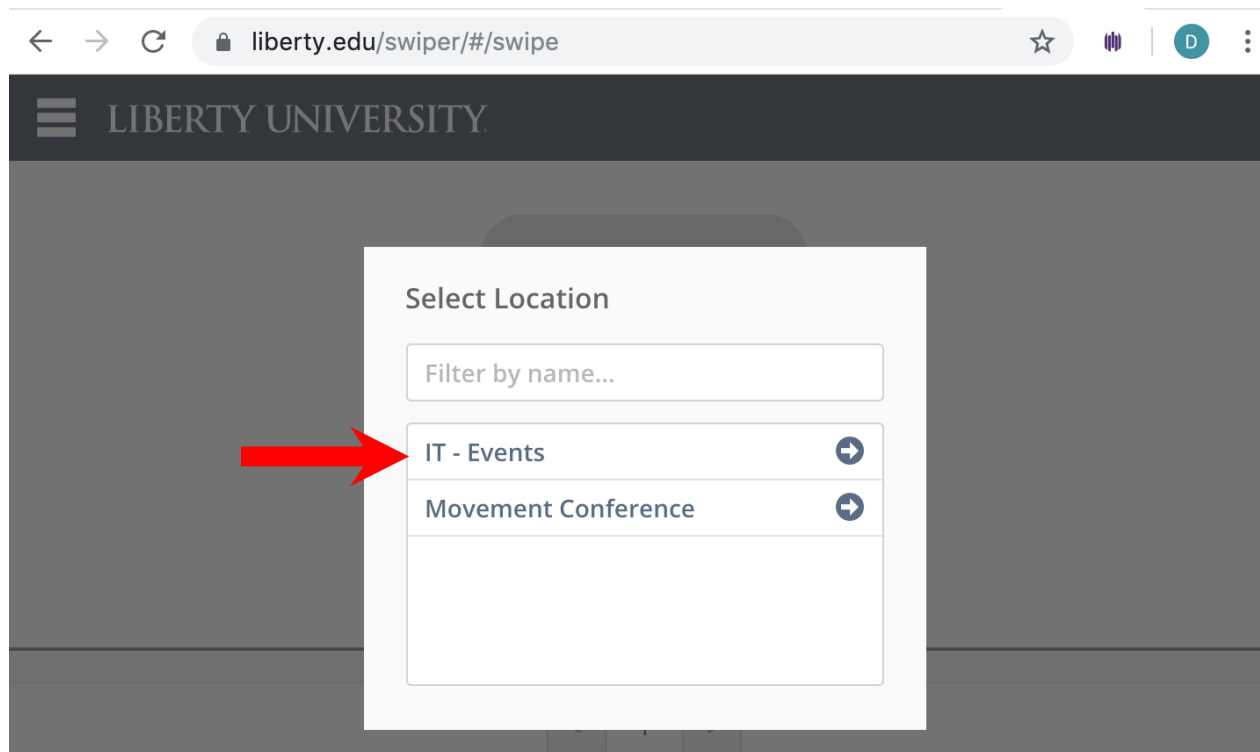
If you need to change your Location, click the "**Change**" button in the upper-right corner and select it from the list.
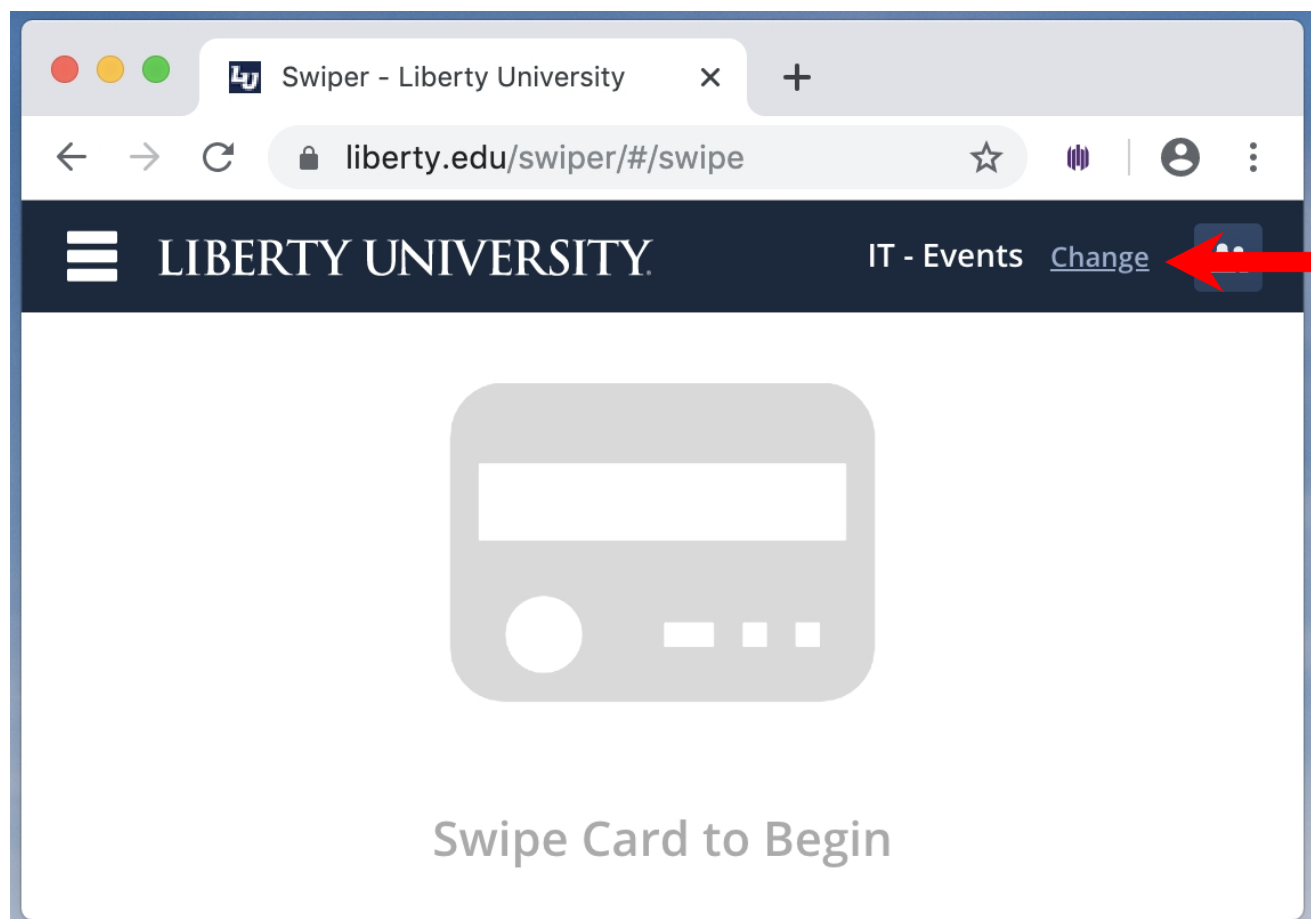
To record a user's attendance at a location, simply tap or swipe their Flames Pass.

The user's picture and information will come up and you will see the text "**Swiped In**" in a green banner. Note: You can also view a user's courses, history, flags and bans from this view.

Example of sucessfully swiped in user.
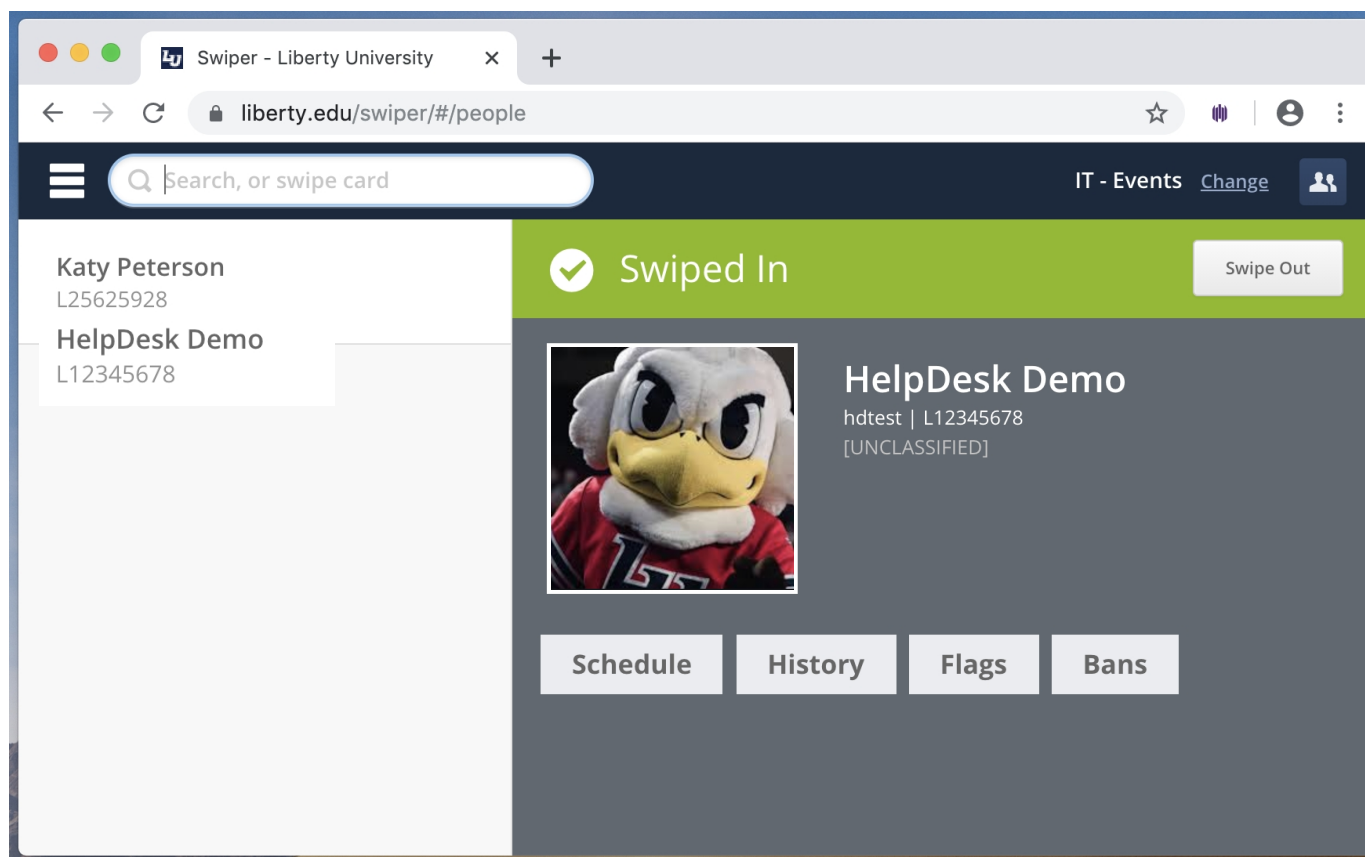
If the user does not have their Flames Pass with them:

1. Select "**Find a Person**"

2. Enter their LUID number, username or full name to search for them in the system.

3. Click "**Swipe**" in the upper-right corner of the screen

Click "**Find a Person**" to search for a user

Be sure to click "**Swipe**" to swipe them into the event.
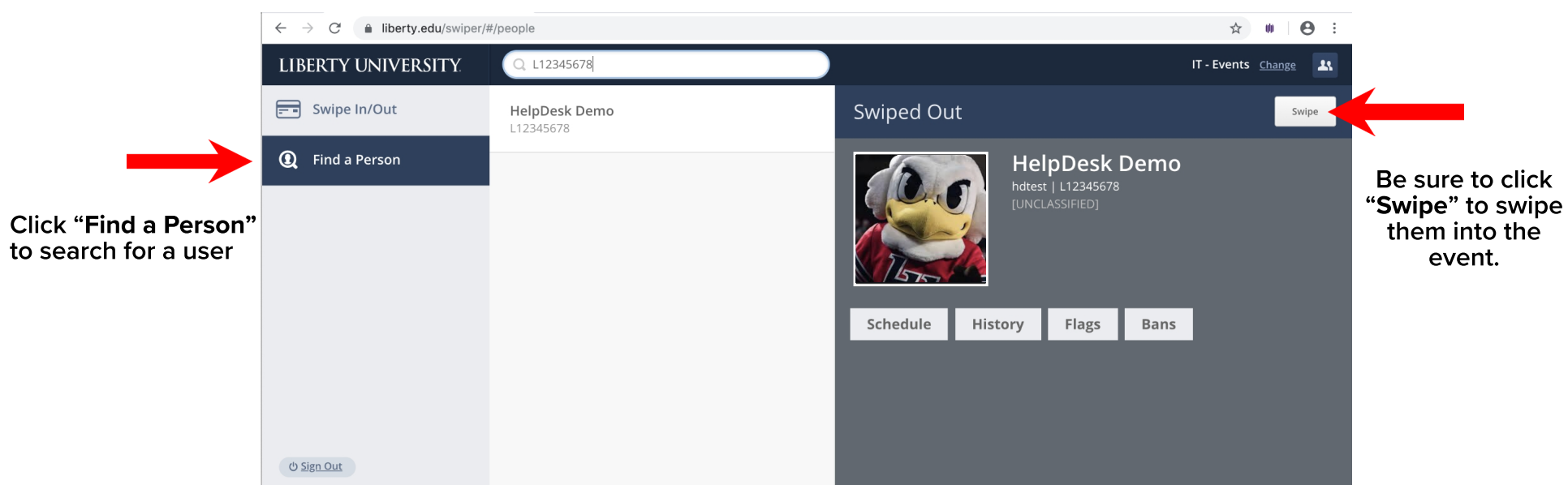
💡 **Tips for Success!**

After you Swipe in a user using the "**Find a Person**" feature be sure to click back on the "**Swipe In/Out**" to continue swiping users into the event using the card reader.

Section 3: How to Use Capacity Features

SWIPER allows locations to utilize capacity features which restrict the amount of users into an event or location.

Capacity features allows you to use multiple swipe stations during an event or location though it is not required. Note: Only SWIPER Administrators have the ability to edit locations settings. Events or locations that require capacity features should be set up ahead of time by the IT Department.

To add a user to the event/location, swipe in the user normally. Once the event/location is full, you will see "**Capacity Exceeded**", at which point no more users will be able to swipe in.

**Example of Capacity Exceeded Message**
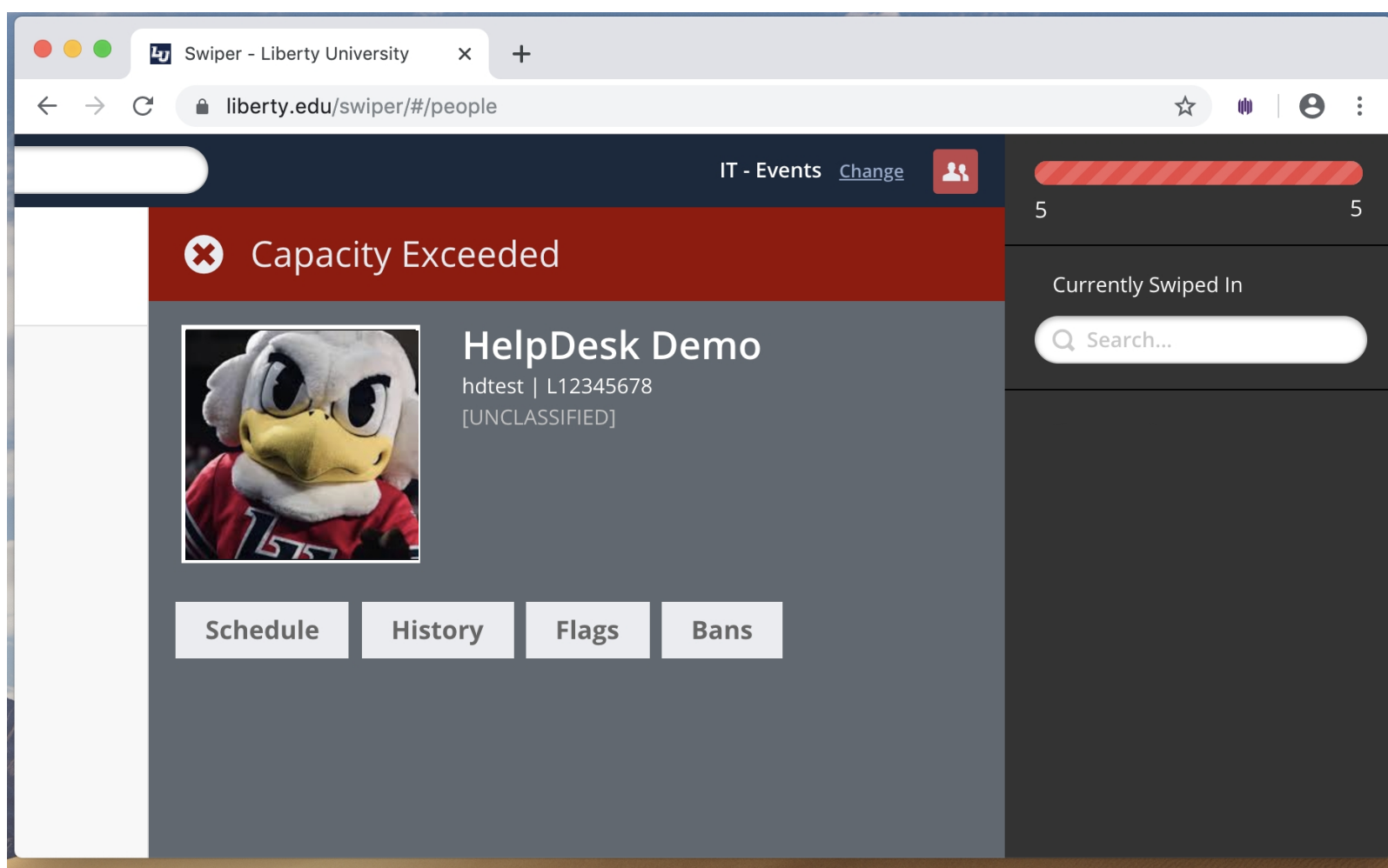
When a user that has already swiped in previously is exiting the event/location, have the user tap their Flamespass once more, or locate them on the Currently Swiped In list and click "**Swipe Out**". The SWIPER system will recognize that the user has left the event/location and free up their spot for others to enter and you will see the text "**Swiped Out**" above the user.

**Where to click "Swipe Out"**
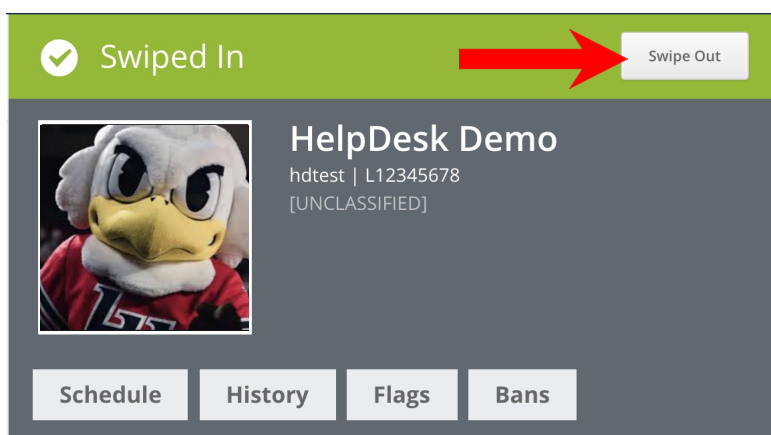
Example of a "Swiped Out" user
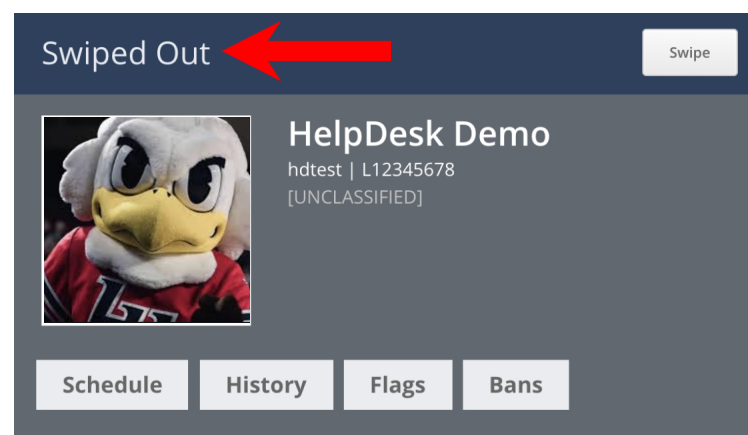
While using capacity features at a location, **you can view current capacity information** on the right side of your screen by clicking the person icon ![person icon] next to the "Change" link.

You can see how full your location is, which users are swiped in, and view more information by clicking on an individual's name.

Example of current capacity

4 out of 5 people swiped into the location

List of users swiped into location
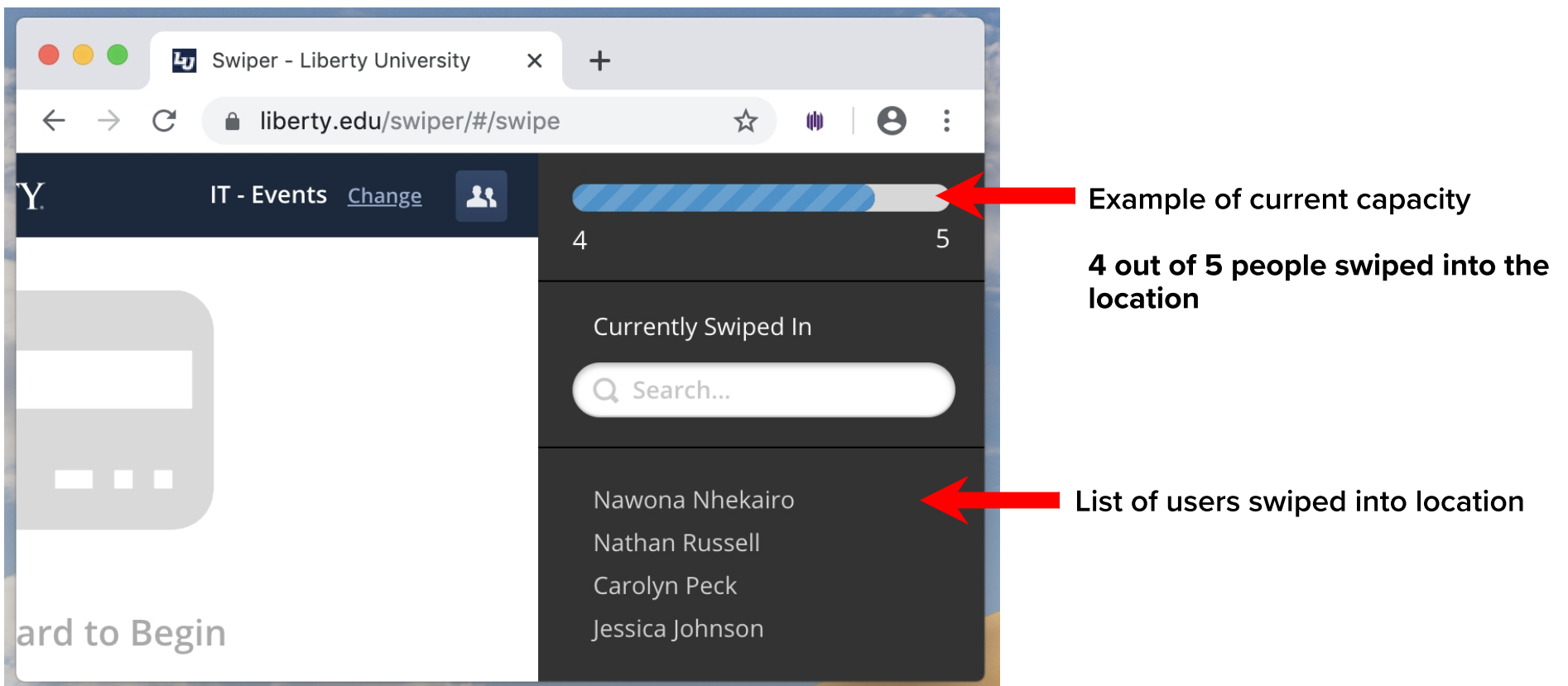
If you are using multiple swipe stations, the "**Currently Swiped In**" panel **updates every 30 seconds** on all SWIPER devices. Note: If a user is suddenly swiped in or out, there will be a delay in information received across devices.

Section 4:   How to Check In Guests

Once you have swiped in a user with their Flames Pass ID card you will see a Guests tab. Click "**Guests**", then enter the number of guests joining the user and click "**Add New Guest**". You will see the number of guests populated next to the word "Guests:".

Type number of guests here

Click "Add New Guest"
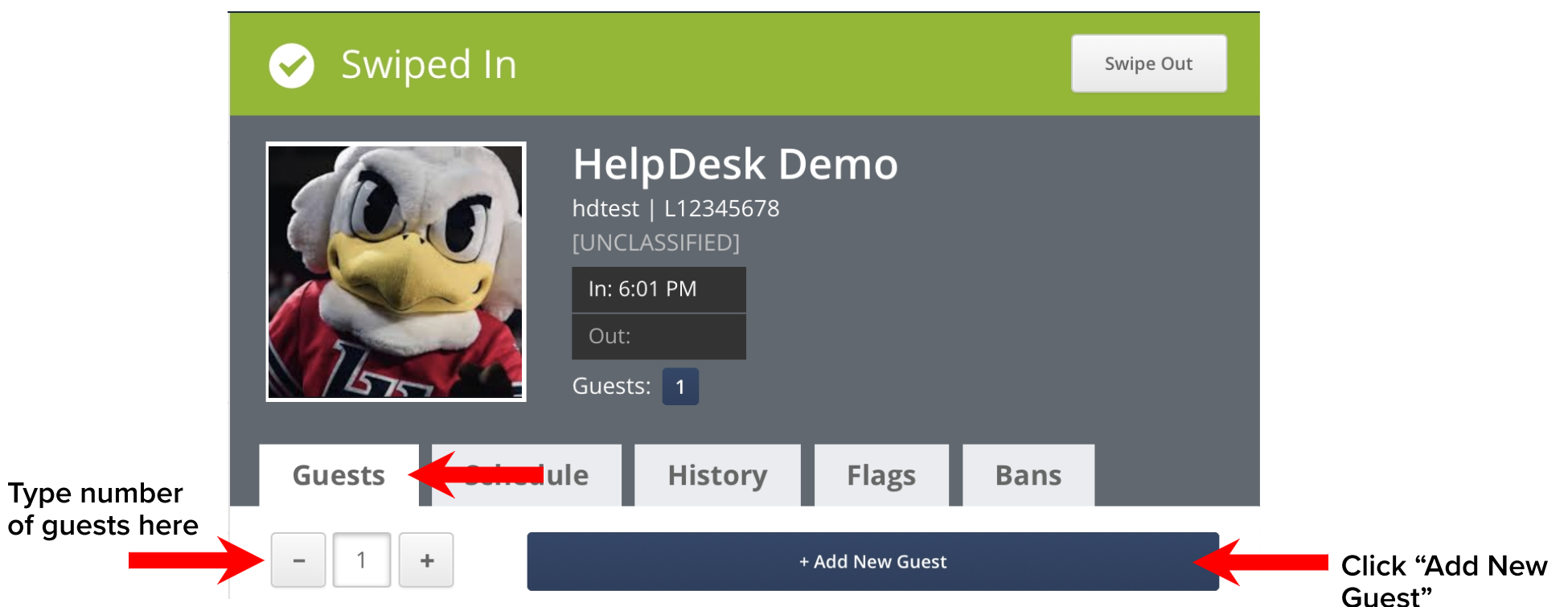
A guest counter option is available in Swiper that allows guests to the university (unaccompanied by an LU Student, Faculty or Staff member) to be counted and guest information captured if desired. However, **these guest numbers are not included in capacity counts** and **you must request this featured to be added by ADS** in a HelpDesk Ticket.

To add an unaccompanied guest, click "**Swipe In/Out**" and then click "**Add Guest**".

Button to Add Unaccompanied Guest
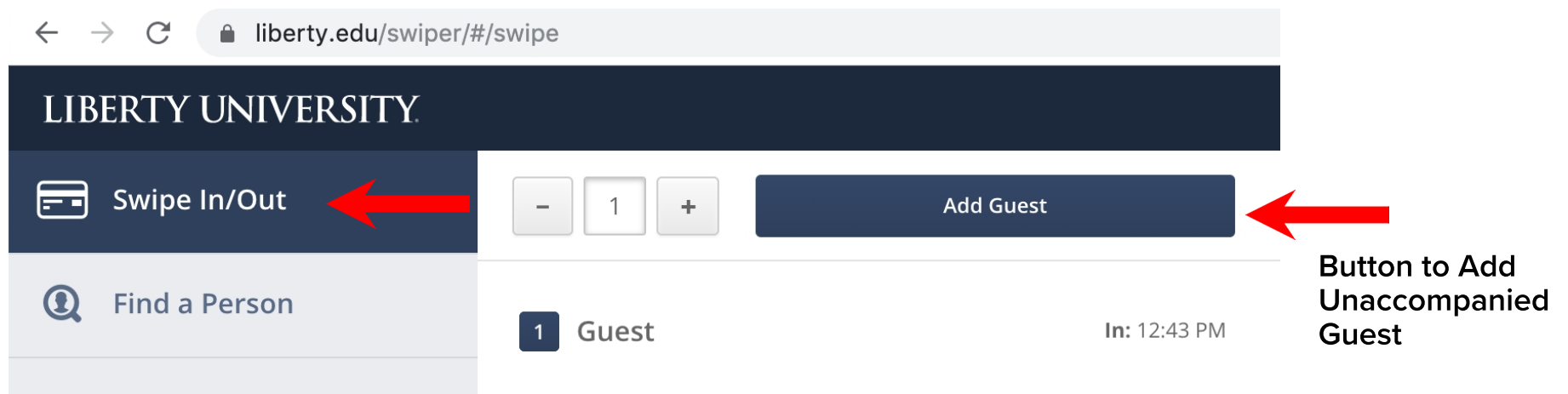
If a box appears with the option to choose the "reason" why they are there, confirm the specific event with the guest and then select the appropriate response in SWIPER.

If desired, enter the guest's name, contact information and any additional comments. Once complete, click "**Add New Guest**".

Click "Add New Guest"

💡 **Tips for Success!**

Be careful to not click outside the SWIPER application. Clicking outside the application while it is in use can misplace student card information. Be sure that you remain logged into SWIPER and that the window is live.

Section 5: Troubleshooting and Support

If you encounter technical difficulties preventing you from swiping users into a location, you can keep the card reader connected to your the computer, open Excel and collect details in the **Swiper Offline Template**.

Additional information on how to capture data offline is located in the **Swiper Technical Difficulties Documentation** knowledgeable article.

Should you need additional support or technical assistance you can reach out to the following contacts:

IT HelpDesk
Phone: (434) 592-7800
Website: www.Liberty.edu/HelpDesk
Chat: www.Liberty.edu/HDChat

Business Relationship Managers (BRM)
Website: www.Liberty.edu/ITContacts

Swiper Product Page
Website: www.Liberty.edu/SwiperInfo

ADS Division (Operations, Enrollment or Academics)
Website: www.Liberty.edu/informationservices/index.cfm?PID=31351