

Accounts and passwords for iPads and Android tablets for check-in

Each FSGW check-in device (iPad or Android tablet) has a user (email account) in the fsgw.org Google Workspace. The naming habit is “apple#@fsgw.org” for iPads and “android#fsgw.org” for Android tablets, where “#” is the device number. For example: apple1@fsgw.org, apple2@fsgw.org, android0@fsgw.org, android6@fsgw.org, etc.

Each device needs the Wild Apricot for admins and Square apps installed, and needs a Square credit card reader to go with it, normally the “Square reader for contactless and chip”. There must be a fixed pairing of devices and Square readers, because that's the way that Square treats them.

This device user serves 2 purposes on iPads, and 3 on Android tablets.

1. It is the Wild Apricot login used on that device. It should have Administrative membership with renewal: Never. Set the first name to “apple” or “android” and the last name to the number spelled out (“one”, “two”, etc). It needs to have Membership manager and Event manager administrative rights.
2. It provides an email address on the device, to receive password reset emails, to send things like passwords to it, and to send emails about check-in issues from the device. On Android tablets, this email account is set up automatically. On iPads, it must be set up manually.
3. On Android tablets, it is used as the “owner” account of the device. This is unfortunately not possible on iPads.

Each device user has 2 passwords, one for the email account and another for the Wild Apricot login.

1. The email account password does not expire, is usable forever. It normally needs to be entered only when an Android tablet is first being set up, or when the email account is being set up on an iPad.
2. The Wild Apricot password must be changed at least yearly, due to Wild Apricot security policies. It is by far best to make this password change ahead of time, to avoid a device becoming unusable for check-in in the middle of an event. So whoever holds and maintains the check-in equipment should track password change/expiration dates, make password changes, and enter the changed password into the Wild Apricot for admins app on the device. That password normally only needs to be entered when changed.
3. These users must be stored in the FSGW secure password repository (1Password), with both of their passwords and the date that the Wild Apricot password was last changed. By habit the email account password is stored in the normal password field and the Wild Apricot password is stored in another field.

The Square app needs to be logged in to Square on each device. FSGW has been using their main Square login on all devices, but should consider changing to create separate Square users within their account, one for each device, for better security and to reduce the impact of a potential hacking event.

For the initial login, Square will send a validation code by email to treasurer@fsgw.org, so this step must be done by or in coordination with someone who receives those emails. Once the Square app on a device has been logged in, it normally stays that way, and will occasionally ask for the FSGW Square account PIN instead of the account password.

No 8am (formerly AffiniPay) login or app is needed on the check-in devices. All 8am access for check-in happens through the Wild Apricot website. Logging onto the 8am website is needed only to refund credit card payments made through Wild Apricot, which is not part of check-in.

Note that personally owned devices (smart phones and tablets) can be used for check-in, or to keep tabs on check-in and do troubleshooting. The person would install Wild Apricot for admins on their device and use their own FSGW account with the needed administrative rights. A few people have even installed the Square app, although that must be cleared with the treasurer or a webmaster, because the FSGW Square account is needed to login the Square app. On some modern smart phones with NFC support the Square app can take “tap” payments from cards and other phones without the use of a Square reader.

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