

Steps to the Ideal Check-in Kiosk

Step 1: Research

Planning an event is all about researching your target audience. Without proper research, you could end up with an event that doesn't resonate with your guests in any way. Look at your guests' preferences, demographics, and especially their typical technology proficiency to gauge the kind of interface they'll need.



Step 2: Determine the Physical Kiosk Situation

Software design is one thing, but you'll also need to consider your physical kiosks. Does your software provider supply kiosks for your use, or will you need to provide your own for guests? Determining your situation relatively early in the process is important because it will help you with some of the design aspects of your interface (more on that later).



Step 3: Design a Simple but Intuitive Interface

The way you design your check-in system will vary depending on the results of your guest research. In general, you want to aim for a clean, minimalist design that offers clear instructions, simplified options, and easy navigation.



Step 4: Consider Accessible Options

Your guests will likely come from a wide range of backgrounds, including many who may require accommodations. These could be anything from wheelchair ramps and lowered kiosks to alternate check-in options for those with hearing or vision impairments.



Step 5: Listen, Learn, and Adapt

Gathering guests' opinions and using them to improve your next event is imperative. In addition to sending post-event surveys to all guests, placing feedback kiosks throughout your event can give you valuable responses to upgrade your check-in process and give your guests an even better first impression.

