

HQ Position Training Guide - DragonCon 2026

Overview

This guide covers all HQ positions: Player HQ, GM HQ, and Character Creation/On-Demand HQ. HQ is the operational heart of our convention presence - first contact for players, operational coordination, and data accuracy for DragonCon relationship.

Prerequisites: Review the "DragonCon 2026 Critical Updates" document and existing volunteer information at atlantapfs.org before reading this guide.

DragonCon Log Book Requirements

Why Log Book Accuracy Matters

DragonCon gaming leadership uses this data to justify resource allocation for Campaign RPG (TTRPG). Accurate tracking shows gaming's value to the convention through consistency and growth metrics, which directly impacts what resources we receive - tables, space, staff support, equipment. **Your accurate log book entries help secure better conditions for future conventions.**

Page 1: Scheduled Games

Format:

```
Scenario Name | Table # | GM Name | Table Fired? (Y/N)  
Real (Reserved) Tickets | Generic Tickets | Volunteers Seated | Total Players
```

Column Definitions:

- **Scenario Name:** Full scenario name and number

- **Table #:** Physical table number in gaming area
- **GM Name:** For our tracking (DragonCon only needs Scenario + Table #)
- **Table Fired?** Y/N - Did the game actually run?
- **Real (Reserved) Tickets:** Players with pre-purchased reserved tickets for this specific game
- **Generic Tickets:** Players who purchased generic tickets (\$5 each) to play
- **Volunteers Seated:** Volunteers playing WITHOUT tickets (see rules below)
- **Total Players:** Sum of Real + Generic + Volunteers

CRITICAL REMINDER:

- **Comp tickets NOT permitted for charity games** (Interactive Specials, Dev/Author charity tables)
- Volunteers must purchase tickets to play charity games - do not count them as "Volunteers Seated"

Volunteer Seating Rules:

Count as "Volunteer Seated" ONLY in these two situations:

1. Volunteer seated to help table reach 2-player minimum (table wouldn't fire otherwise)
2. Gaming Registration closed AND volunteer is comp-eligible (based on volunteering ratio)

All other situations: Volunteer should have ticket and count under that ticket type (Reserved or Generic)

Example Entry:

```
PFS2 #6-01: Headshot the Rot | Table 5 | Sarah Johnson | Y
Reserved: 4 | Generic: 1 | Volunteers: 1 | Total: 6
```

Page 2: On-Demand Content

Format:

```
Time Block | Table # | GM Name | Game System (PFS2/SFS2)
Tables Fired (this system) | Players (this system) | Combined Total Players
(both systems)
```

Time Blocks (Friday, Saturday, Sunday):

- 9-11am
- 11am-1pm
- 1-3pm
- 3-5pm
- 5-7pm
- 7-9pm

Example Entries:

```
9-11am | Q1 | John Smith | PFS2 | 2 | 8 |
9-11am | Q2 | Sarah Lee | SFS2 | 1 | 4 | Combined: 12

11am-1pm | Q1 | Alex Chen | PFS2 | 1 | 5 |
11am-1pm | Q2 | (No GM) | SFS2 | 0 | 0 | Combined: 5
```

Important Notes:

- We have **2 tables designated for on-demand content** (Q1 and Q2)
- Each time block gets separate entries for each game system

- If no tables fired for a system during a block, still document: "0 tables, 0 players"
 - Emergency on-demand on Thursday/Monday (if needed) gets tracked here by GM HQ
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Backup Plan

If DragonCon log book format doesn't accommodate our tracking needs, we'll maintain our own tracking sheets and transfer data to their log book. Event Organizer will communicate if this becomes necessary.

❖ Beginning of Day Procedures

First Shift Responsibilities (Thursday 4pm, Other Days ~8:45am)

Setup requirements vary annually based on available materials and location. 2026 move to new location means some procedures will be determined closer to convention. Core principles remain constant.

Step-by-Step Setup

1. Locked Room Access

- Coordinate with DDAL group for shared locked room access
- Retrieve ALL AtlantaPFS materials from storage
- Nothing stays in locked room during operational day

2. HQ Station Configuration

- [TBD - Pending new location details]
- Set up Player HQ station

- Set up GM HQ station
- Set up Character Creation/On-Demand station
- Arrange signage and materials

3. Map Library Setup

- Organize maps and gaming materials for GM checkout
- Set up map library checkout log (see Map Library section)
- Verify map inventory

4. Daily Supplies Check

- Log books (DragonCon's and our tracking sheets)
- Raffle materials and tickets
- Cash handling supplies (if needed)
- New Player ID cards
- Business cards
- Emergency contact information
- Generic ticket information (pricing, where to get them)

5. System Connectivity Check

- Verify mobile device connectivity
- Confirm access to RPGChronicles dashboard
- Test any scanning equipment (if applicable)
- Verify Discord/email access for communications

Thursday 4pm Special:

- Initial load-in from storage
- Complete setup before 7pm gaming start

- Coordinate with DragonCon leadership on final table assignments
-

● End of Day Procedures

Last Shift Responsibilities (Varies by day, typically ~midnight-1am, Monday ~2pm)

CRITICAL: NOTHING LEFT OUT

Cleaning crew WILL dispose of items left in gaming area overnight

Step-by-Step Breakdown

1. Complete Area Breakdown

- Break down all HQ stations
- Collect all signage and materials
- Gather all paperwork (ensure nothing left at tables)
- Collect all cash (charity donations, raffle sales)

2. Secure ALL Materials in Locked Room

- Coordinate with DDAL for locked room access
- ALL AtlantaPFS materials must be stored
- Verify nothing left in gaming area
- Lock and confirm with DDAL

3. Cash Security

- ALL charity cash to Event Organizer (end of day, no exceptions)
- If Event Organizer not available: Secure with HQ lead or on-site VO Volunteer
- Must coordinate with Event Organizer for pickup

- Never leave cash in locked room overnight

4. Paperwork Handoff

- ALL paperwork to Event Organizer for same-day validation
- If Event Organizer not available: Give to HQ lead or on-site VO Volunteer
- Event Organizer validates against DragonCon log book
- Event Organizer takes home for processing

5. Map Library Inventory

- Verify all checked-out materials returned
- Document any outstanding items
- Note any damaged or missing items
- Alert Event Organizer of issues

Monday Final Shift Special:

- Gaming operations continue through ~2pm
- Complete teardown after final games end
- Final reconciliation of all materials
- Handoff to Event Organizer for convention close-out

Paperwork Chain of Custody

Why This Matters

Event Organizer performs same-day data validation against DragonCon log book. Missing paperwork creates gaps that cannot be filled later. This also supports financial reconciliation, Paizo reporting, and audit trails.

The Chain

Table GMs → GM HQ

- End of game: ALL tracking sheets, chronicles, charity documentation to GM HQ
- GM cannot leave until GM HQ confirms receipt
- If GM HQ unavailable, bring directly to Player HQ

GM HQ → Next Shift

- Collect from each table GM immediately after games
- Organize by time slot and game
- End of shift: Bundle all paperwork for that shift
- Hand to next shift GM HQ during 30-minute overlap
- If last GM HQ shift of day: Hand to Player HQ
- Get confirmation from receiving person

Player HQ → Next Shift

- End of shift: ALL tracking sheets, logs, cash documentation bundled
- Hand to next shift during 30-minute overlap
- Get confirmation from receiving person
- If final shift of day: Hold for Event Organizer pickup

End of Each Day → Event Organizer

- ALL paperwork to Event Organizer for same-day validation
- **If Event Organizer not available at end of day:**
 - Give to Player HQ lead for that shift
 - OR give to on-site VO Volunteer

- Must coordinate with Event Organizer for pickup later that day
- Event Organizer validates against DragonCon log book
- Event Organizer takes home for processing

RULE: Cannot dismiss volunteers until paperwork handoff complete

Cash Chain of Custody

ALL Charity Cash - Daily Collection Required

Who Collects:

- Table GMs (at-table charity donations)
- HQ volunteers (raffle tickets, direct donations)

Documentation Required (Every Transaction):

- Who collected: [Name/role]
- Amount: [Exact dollar amount]
- Date/Time: [When collected]
- Donation type: [Raffle/At-table/Direct/Reroll/\$5/\$10/etc.]
- Handed to: [Next person in chain - name + confirmation]

The Chain:

1. **Collection Point** (Table GM or HQ) → Documents and secures cash
2. **GM HQ** (for table donations) → Receives from Table GMs, organizes with paperwork
3. **Player HQ** (end of shift) → Consolidates all cash from that shift
4. **Event Organizer** (end of day) → **ALL charity cash DAILY, NO EXCEPTIONS**

DragonCon Collection (Limited Circumstances)

DragonCon will NOT collect charity funds unless:

- Event Organizer specifically requests collection, OR
- Sunday or Monday of convention (their normal collection days)

If DragonCon Collects:

Document chain of custody:

- DragonCon staff name: [Who's collecting]
- AtlantaPFS volunteer name: [Who's handing off]
- Amount: [Total dollars]
- Date/Time: [When handoff occurred]
- Both parties confirm handoff

Cash Security Rules

NEVER:

- Leave cash unattended (table, HQ desk, anywhere)
- Store cash in locked room overnight
- Accept cash without documentation
- Combine cash from different sources without separate tracking

ALWAYS:

- Secure cash immediately upon collection
- Keep cash with paperwork documenting it
- Hand off to next person in chain with confirmation
- Get Event Organizer's confirmation of receipt

📌 Raffle Ticket Management

During Sales

Contact Information - MANDATORY:

- Name + Phone/Email must be legible
- If illegible: Require customer to rewrite clearly
- **Why:** Winners don't need to be present - Event Organizer contacts them after drawing

Sales Tracking:

- Document: Ticket #, Player name, contact info, boon category, amount, date/time, sold by
- Keep organized by boon category for Event Organizer reporting

Raffle Pricing:

- \$10 each
- 3 for \$25

Drawing Day (Monday, Typically 12-1pm)

Winners:

- Do NOT need to be present
- Event Organizer will contact using ticket information
- Must have legible contact info to win

Post-Drawing - CRITICAL

DO NOT DISPOSE OF ANY MATERIALS:

- ALL envelopes must be preserved
- ALL unpicked tickets must be preserved
- **Why:** Event Organizer needs complete records for after-action reporting (total raised per boon category)

Handoff to Event Organizer:

- All raffle materials go to Event Organizer after drawing
 - Include documentation of total tickets sold per boon
 - Include all cash collected (if not already handed over)
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Map Library Checkout System

Purpose

Track Event Organizer's gaming materials (maps, minis, etc.) loaned to GMs. Ensures accountability and inventory reconciliation at convention end.

Checkout Process

When GM Requests Materials:

Document in Map Library Checkout Log:

- Checkout Date/Time: [When borrowed]
- GM Name: [Who's borrowing]
- Scenario: [What they're running]
- Materials Borrowed: [Specific items - map names, minis, etc.]
- GM Signature: [Typed name for digital log]

- Expected Return: [End of game time]

GM Responsibilities:

- Sign out materials with GM HQ
- Return materials immediately after game ends
- Report any damage or issues

Check-In Process

When GM Returns Materials:

Document in Map Library Checkout Log:

- Check-in Date/Time: [When returned]
- Condition Notes: [Any damage, missing pieces, issues]
- Checked In By: [GM HQ volunteer name]
- Outstanding? [Y/N]

Verification:

- Inspect materials for damage
- Verify all pieces present
- Note any issues for Event Organizer

End-of-Day Reconciliation

GM HQ Responsibilities:

- Review all outstanding checkouts
- Follow up with GMs who haven't returned materials
- Alert Event Organizer of any issues

- Cannot close shift until materials accounted for or Event Organizer notified

End-of-Convention

Final Inventory:

- Complete reconciliation of all materials
 - Document any missing or damaged items
 - Final report to Event Organizer
 - Return all materials to Event Organizer for storage
-

Player HQ - Position-Specific Duties

Primary Responsibilities

Player Mustering & Seating:

- Begin mustering 10-15 minutes before game start
- Seat reserved ticket holders immediately as they arrive
- **Hold generic ticket holders until [X] minutes after game start [TBD - Pending DragonCon Confirmation]**
 - DragonCon standard: 15 minutes
 - AtlantaPFS preference: 5 minutes (due to shorter 2-3 hour scenarios)
 - Final policy will be communicated once confirmed
- Reserved ticket holders arriving late (within grace period) still get priority

Why Generic Ticket Holders Must Wait:

- Reserved ticket holders paid for guaranteed seats at specific games
- Running late doesn't forfeit their reservation (within grace period)

- Seating generic ticket holders too early = angry reserved ticket holders arriving to find "their" seat taken

Communication to Generic Ticket Holders:

- "Reserved tickets get priority seating. We'll start seating generic tickets at [X minutes after start time]"
- Be patient and explain the policy if they complain
- Emphasize: "This protects reserved ticket purchases and helps games start on time"

Player Sign-In:

- Direct players to RPGChronicles sign-in (QR codes at HQ and tables)
- Assist players without mobile devices (coordinate with Table GM)
- Verify all players signed in before game starts

Emergency Reassignments:

- If player's table doesn't fire and other tables have open seats:
 - Check if player willing to play different scenario
 - Coordinate with GM HQ to find best option
 - **[TBD - Ticket refund policy pending DragonCon confirmation]**

New Player Support:

- Distribute New Player ID cards
- Provide business cards/website info
- Welcome kit (if available for event)
- Direct to Learn-to-Play or Character Creation as appropriate
- Track total New Player IDs distributed (required for Paizo reporting)

Log Book Completion:

- Accurate completion of DragonCon log book Page 1 (Scheduled Games)
- Track real/generic/volunteer ticket breakdown
- Verify totals before games start

Shift Handoff (30-Minute Overlap)

Outgoing Player HQ:

- Bundle all paperwork and logs for shift
- Brief incoming HQ on ongoing situations
- Hand off any cash collected
- Confirm outstanding issues or notes
- Get confirmation from incoming volunteer

Incoming Player HQ:

- Arrive 15 minutes before shift start (during overlap period)
- Review paperwork and notes from previous shift
- Confirm understanding of ongoing situations
- Take possession of materials and cash
- Confirm receipt with outgoing volunteer

HQ Shift Times:

- **Morning:** 9:00am - 3:00pm (6.25 hours, arrive 8:45am)
- **Afternoon:** 2:00pm - 8:00pm (6.25 hours, arrive 1:45pm)
- **Evening:** 7:15pm - 1:15am (6.25 hours, arrive 7:00pm)
- **Overlap periods:** 1:45-3:00pm and 7:00-8:00pm for handoffs

🎮 GM HQ - Position-Specific Duties

Primary Responsibilities

GM Check-In & Arrival Logging:

- GMs must arrive **15 minutes before scheduled slot** (DragonCon policy)
- Log every GM's actual arrival time
- Compare to scheduled start time
- Flag any GM arriving less than 15 minutes early

Documentation Required:

```
GM Name | Scheduled Start Time | Actual Arrival Time | 15-Min Compliant?  
(Y/N)  
Late? (Y/N) | Notes (reason if provided)
```

Late GM Protocol:

- Document late arrival
- Notify Event Organizer of pattern late arrivals
- Coordinate backup GM if needed

GM Support:

- Verify GMs have scenarios
- Ensure RPGChronicles sign-in sheets set up
- Provide materials as needed (minis, maps - via Map Library)
- Distribute water bottles (one per session, provided by DragonCon)

- Answer rules questions or escalate as needed

Map Library Management:

- Operate Map Library Checkout System (see Map Library section)
- Track all borrowed materials
- Ensure materials returned after games
- End-of-day reconciliation

Paperwork Collection:

- Collect ALL paperwork from Table GMs immediately after games
 - Tracking sheets
 - Charity documentation
 - Chronicle status (provided or needs HQ to trigger)
- Organize by time slot and game
- Hand to next shift or Player HQ at end of shift
- **Cannot let GMs leave without collecting paperwork**

Emergency On-Demand (Thursday/Monday if needed):

- Coordinate on-demand content if demand arises
- Have quests/scenarios prepared
- Track in On-Demand log

Shift Handoff (30-Minute Overlap)

Outgoing GM HQ:

- Bundle all paperwork (GM tracking, map library log, game sheets)
- Brief incoming GM HQ on outstanding map checkouts

- Note any GM issues or concerns
- Hand off materials and confirm receipt

Incoming GM HQ:

- Arrive 15 minutes before shift start
 - Review outstanding map checkouts
 - Check for GMs expected to arrive early
 - Confirm understanding of any ongoing issues
-

NEW Character Creation/On-Demand HQ - Position-Specific Duties

Primary Responsibilities

Character Creation Support:

- Guide new players through character creation
- Provide one-pagers for Level 1 character creation (PFS2, SFS2)
- Help players choose appropriate pregens
 - **Limited laminated pregens available:** PFS2, SFS1, SFS2
 - **QR codes available:** Players with electronic devices can access any pregen
 - **We will NOT ask DragonCon to print pregens**
- Offer basic rules instruction
- Distribute New Player ID cards

On-Demand Content Coordination:

- Track demand for Quests and Learn-to-Play
- Coordinate with available GMs (or run yourself if qualified)

- Manage the 2 on-demand tables (Q1 and Q2)

Log Book Completion (Page 2):

- Accurate tracking of on-demand content by 2-hour time blocks
- Document tables fired and players for each game system
- One entry per system per time block (even if zero)

Time Blocks to Track (Friday/Saturday/Sunday):

- 9-11am, 11am-1pm, 1-3pm, 3-5pm, 5-7pm, 7-9pm

Example Documentation:

```
Time Block | Table # | GM Name | Game System | Tables Fired | Players |  
Combined Total  
9-11am | Q1 | John | PFS2 | 2 | 8 |  
9-11am | Q2 | Sarah | SFS2 | 1 | 4 | Combined: 12
```

Coordination with GM HQ:

- Emergency on-demand for Thursday/Monday (if needed)
- GM availability for on-demand content
- Material needs for quick-start games

Shift Handoff (30-Minute Overlap)

Outgoing On-Demand HQ:

- Bundle on-demand tracking logs
- Note any ongoing character creation assistance
- Brief on player interest/demand levels

- Confirm materials stocked (pregens, one-pagers, New Player IDs)

Incoming On-Demand HQ:

- Review on-demand activity from previous block
 - Verify materials available
 - Check for waiting players needing assistance
-

Emergency Procedures & Escalation

When to Escalate to Event Organizer

Immediate Escalation:

- Safety concerns or incidents
- Policy violations (harassment, Code of Conduct)
- Missing GM with sold tickets
- Cash handling discrepancies
- Significant player conflicts

Can Wait for Next Break:

- General questions about procedures
- Minor clarifications
- Supply needs
- Volunteer coordination

Emergency Contacts

Primary Contact:

On-Site Support:

- VO Volunteers on-site
- DragonCon Campaign RPG Leadership
- DragonCon Safety Operations (L405-L406 Marriott)

True Emergencies:

- DragonCon Safety Operations: Immediate assistance
- Atlanta Police Zone 5: 404-658-7830
- 911: Life-threatening emergencies

Incident Documentation

All incidents must be reported to: support@atlantapfs.freshdesk.com

Document:

- What happened
- When and where
- Who was involved
- Actions taken
- Escalation to whom

? Common Questions & Scenarios

Q: Player has cash but Gaming Registration is open. What do I do? A: Direct them to Gaming Registration/kiosk to purchase tickets. If they insist on immediate seating and

runner is available, runner can take cash to exchange for generic tickets.

Q: Volunteer wants to play but doesn't have a ticket. Can I seat them? A: Only if: (1) Table needs them to reach 2-player minimum, OR (2) Gaming Registration is closed and they're comp-eligible. Otherwise, they need to get a ticket from Gaming Registration.

Q: GM is 10 minutes late and hasn't checked in. What do I do? A: Document late arrival, attempt to contact GM, notify Event Organizer, prepare backup GM if available.

Q: Player's reserved ticket won't scan (if scanning app implemented). What do I do? A: [TBD - Pending DragonCon electronic ticketing details] Visual verification may be backup option.

Q: Table doesn't fire and player wants refund. Can I give it? A: No - direct player to Gaming Registration. [TBD - Refund policy pending DragonCon confirmation, especially with scanning app]

Q: Someone donated cash for charity but I forgot to document it. What do I do? A: Document it immediately with as much detail as you can remember. Include note that it was documented after the fact. Better late than never.

Q: We're out of New Player ID cards. What do I do? A: Check with other HQ stations or Event Organizer. If none available, collect player info and Event Organizer will mail IDs after convention.

Additional Resources

- AtlantaPFS Volunteer Information: <https://atlantapfs.org/volunteer-information>
- DragonCon Volunteer Guide: <https://atlantapfs.org/dragoncon-volunteer-information>
- Convention Requirements: <https://atlantapfs.org/convention-requirements>
- RPGChronicles: Event dashboard and sign-in sheets

Questions during convention? Contact Event Organizer or ask any VO Volunteer on-site.