



INFO & TIPS – February 2024

YOUR NEWBORN FOOTPRINTING SOLUTION



2024 SOFTWARE UPDATE

We are happy to announce our 2024 Footprint Software update! We here at CertaScan are always listening to your feedback and constantly updating our hardware and software to ensure you have a quick and smooth footprint session. We have some exciting updates in this year's software update. Systems have already started being updated and we plan to have all systems completed by April 1st.

MAKING SURE YOUR SYSTEM HAS ENOUGH POWER TO FUNCTION CORRECTLY



It is extremely important that the CertaScan unit is kept plugged in as much as possible. It should only be unplugged long enough to move it to the delivery room to conduct your footprint session. If the system is left unplugged too long, it may not have enough power to function correctly. If the battery indicator in the top right-hand corner of the computer screen is NOT GREEN then the system needs to be plugged in immediately.

IMPORTANCE OF ENTERING CORRECT DATA!

It is extremely important that each staff member takes a few seconds to review all the information that is entered into the CertaScan system during the footprint session before completing the record. If a mistake is made and not corrected on the Record Review Screen, you will need to START OVER and complete a NEW session on that baby. This is the only way to ensure the information is correct in all the locations that the record is stored. SHRED the original keepsake and then complete a NEW session using the correct data.

CERTASCAN CONTRACT INFORMATION!

Your Account Manager? Email kwellspeak@certascantek.com

General Information Questions? Email info@certascantek.com

Accounting Department? Email accounting@certascantek.com

Training Questions? Email training@certascantek.com

Technical Support Questions? CALL 1-800-240-9232

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