# CertaScan Newsletter–August 2024
## YOUR NEWBORN FOOTPRINTING SOLUTION

## TRAINING FOR NEW HIRES

All staff members hired after CertaScan completed the initial training for your location should complete the CertaScan Training Video to ensure they know how to properly use the Safety System. This video can also be used for anyone that needs a refresher on how to obtain good quality footprints, security photos or how to ensure they can complete a session in less than 2.5 minutes. You can access our training videos on the training site *training.certascantek.com*.

## REPORT ALL TECHINCAL ISSUES TO OUR SUPPORT TEAM

If you encounter any issues while trying to use your CertaScan Safety System, please immediately open a ticket with the CertaScan Support team by calling *1-800-240-9232*.  It is important to call while the issue is occurring so that our team can see exactly what the issue is. Always check to ensure you have enough battery power before starting a session to avoid issues.

## KEYBOARD COVER

Your CertaScan Satety System should always have the silicone keyboard cover on your keyboard to protect your laptop. Please check and ensure your keyboard cover is still on your laptop. If it is missing or torn, please call our Support Team at *1-800-240-9232* to order a replacement.

## CAPTURE GOOD QUALITY FOOTPRINTS

- Read and follow the instructions and pictures on the footprint capture screen to ensure you are getting good quality prints.
- Footprints should be a light to medium GRAY color. They should not be DARK.
- If footprints appear too light, remove the foot and add a small amount of moisture using an alcohol prep wipe.
- If footprints are too dark, remove foot and pat dry. Then try scanning them again.

**Too Dark**   **Too Light**   **Just Right**   *Saline or Ultrasound Gel*

## CERTASCAN SUPPORT TEAM INFORMATION

## KEY AFFILIATES

**Your Account Manager? Karen Wellspeak kwellspeak@certascantek.com**
**Accounting Questions? Email accounting@certascantek.com**
**General Information Questions? Email info@certascantek.com**
**Training Questions? Email training@certascantek.com**
**Technical Support Questions? CALL 1-800-240-9232**
**PLEASE CALL OUR SUPPORT TEAM TO REPORT ALL ISSUES IMMEDIATELY**

## CONNECT WITH US