



CertaScan Newsletter–JUNE 2024

YOUR NEWBORN FOOTPRINTING SOLUTION



SKILLS REFRESH FOR ALL STAFF MEMBERS

CertaScan recommends all staff members that use the CertaScan Safety System complete our online training course if it has been 2 or more years since they attended the original training class conducted by a CertaScan trainer. The training course only takes 29 minutes and covers all the latest features and additions to the CertaScan Safety Software. You can find the course at training.certascantek.com.

IMPORTANT REMINDER ABOUT YOUR LAPTOP

Your CertaScan Safety System should always have the silicone keyboard cover on your laptop keyboard to ensure the moisture from the sanitation wipes does not infiltrate the laptop and causes electronic issues. 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.



GREEN MEANS GO!

You should always check the three indicators at the top/right corner of the computer screen to ensure your system is ready for you to complete a footprint session. All three **MUST** be green to ensure that you have a smooth session without any issues.



- 1st indicator shows the status of your Footprint Scanner
 - This will start out RED in Standby mode but will quickly start to initialize once you press “enter to begin”.
- 2nd indicator shows the status of your battery power.
 - **MUST BE GREEN TO USE SYSTEM WHILE UNPLUGGED.**
- 3rd indicator shows the status of your wifi connection

PARENT EDUCATION LETTERS

Please make sure all parents are receiving the parent education letters that explain to them how to go online to firstfootprint.com to access their free online keepsake and footprint images. This letter also explains to them how they can access their record if they lose their login information. These letters should be placed into their admission packet or in with their discharge paperwork. You can find the most recent version of these letters at training.certascantek.com in both English and Spanish.

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

