



CertaScan Newsletter—April 2024

YOUR NEWBORN FOOTPRINTING SOLUTION



TRAINING FOR NEW HIRES

Any staff member 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. This video can also be placed in your LMS if desired.

IMPORTANT REMINDER ABOUT YOUR LAPTOP

It is very important that you always keep your laptop's lid open. Never close the laptop lid after you have completed a session. Your computer needs to be able to complete important processes even when you are not using it. It could be transmitting footprint files, downloading important security updates or we may need to remote into the computer to perform maintenance. It will not be able to do these important tasks if the laptop lid is closed.



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.



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



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