



# CertaScan Newsletter–October 2024

## YOUR NEWBORN FOOTPRINTING SOLUTION



### REPORT ALL TECHNICAL ISSUES ASAP

If you are experiencing technical issues with any part of your CertaScan system, please call our support team immediately. This includes items that are physically broken but still work when using them. We want to ensure all components of your system are working correctly. Please report any issue as soon as possible so that we can remedy the issue quickly. \*1-800-240-9232\*

### HOW TO CAPTURE A GOOD QUALITY FOOTPRINT

It is extremely important that the footprints you capture are a **MEDIUM GRAY** color. If your footprints are DARK GRAY or BLACK, you have too much moisture on the foot. **When the foot has too much moisture it makes it difficult to see the details of the foot that are used for identification purposes.** We recommend using the baby's natural moisture if possible. If the foot doesn't show up, use an alcohol prep wipe to add a conservative amount of moisture. If the footprint is too dark, please rescan the foot.



Too Dark



Just Right

### RECORD REVIEW SCREEN

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. The Record Review Screen appears at the end of each session so that staff members can easily review and edit any information before completing the record. Once the birth metric data has been reviewed and accepted, it is saved and transmitted instantly via WIFI and can no longer be edited at the hospital. Data errors will be printed on the Keepsake and the data will also be incorrect on the Parent Portal when mom logs on. If a mistake is made, you can simply start over and complete a new session on the baby using the correct information. Check your inputs on the Review Screen and save time!

### MOM'S PARENT PORTAL PASSWORD



Log in to create your custom keepsake

ID Number (on the bottom left of your keepsake)

Password (given to you by the nurse)

SUBMIT

Need Help Logging In?

Please use the password methodology taught during the launch. The password should be all lowercase letters and should NOT include numbers or special characters. Please make sure mom knows what her password is. Instruct her to take a picture of her 15-digit ID number with her cell phone so she doesn't have to worry about losing it.



### CERTASCAN SUPPORT TEAM INFORMATION

Your Account Manager? Karen Wellspeak [kwellspeak@certascantek.com](mailto:kwellspeak@certascantek.com)  
Accounting Questions? Email [accounting@certascantek.com](mailto:accounting@certascantek.com)  
General Information Questions? Email [info@certascantek.com](mailto:info@certascantek.com)  
Keepsake Data Changes? Email [support@certascantek.com](mailto:support@certascantek.com)  
Training Questions? Email [training@certascantek.com](mailto:training@certascantek.com)  
Technical Support Questions? CALL 1-800-240-9232

### KEY AFFILIATES



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