



CertaScan Important Tips

YOUR NEWBORN FOOTPRINTING SOLUTION

CertaScan Support 1-800-240-9232



TIPS ON HOW TO 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*



TIPS ON HOW TO ENTER REQUESTED DATA CORRECTLY

- Use the Barcode Reader to scan the baby's band when prompted. Most locations use the same barcode they would scan to dispense medication.
- Enter in all the baby's information as requested making sure to read the instructions carefully on each screen.
- Double check that the information entered is correct on the Record Review Screen.
- Use the EDIT button as necessary to correct any mistakes that were made.
- **ONCE THE SESSION IS COMPLETED, YOU CANNOT ADD OR EDIT ANY OF THE INFORMATION.**
- If a mistake was made and not corrected before the session was closed out, you will need to **START OVER** and do a **NEW** footprint session of the baby.
- Simply place the Keepsake with the incorrect information in the shred and then start over and complete a new session.

TIPS ON HOW TO CAPTURE THE SECURITY PHOTO



- Point the camera directly at the baby's nose.
- Camera should be 12-15 inches away from baby's face.
- Press the capture button on the top of the camera when ready.
- Make sure you hold the camera still for 2 seconds after pressing.



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IMPORTANT REMINDERS

The system should be kept plugged into a working outlet at all times, except when actively in a footprint session. The system should never be left unplugged for more than 15 minutes at a time.



The LID on the LAPTOP should remain open at all times. If you close the lid, it will cause the system to go to sleep and we will not be able to do important security updates.

The system should be thoroughly cleaned after each use. You can use your approved alcohol-based wipes to wipe down the system.

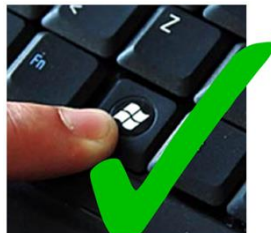
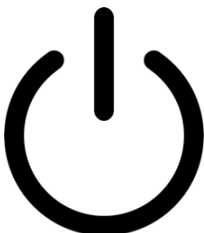


HAVING A TECHNICAL ISSUE WITH YOUR CERTASCAN?

How to Reboot the system

- Press the Windows key at the bottom left of the keyboard.
- When the menu appears on the bottom left of the screen, click on the “Power icon”.
- You will see three options appear. Please select “Restart”.

Please NEVER use Control-Alt-Delete



**ALL ISSUES SHOULD BE REPORTED TO CERTASCAN SUPPORT AS SOON
AS POSSIBLE 1-800-240-9232**