



CertaScan Newsletter–December 2022

YOUR NEWBORN FOOTPRINTING SOLUTION



CERTASCAN TRAINING AND SUPPORT RESOURCES

All the resources below can be accessed online, 24 hours a day, on our training portal at training.certascantek.com.

VIDEOS

Complete Training Video for New Employees
(28 Minutes)

8.4 Software Update Training Video
(14 Minutes)

How to Capture Security Photos
(3 Minutes)

How to Capture Digital Footprints
(3 Minutes)

How to Troubleshoot Laptop Issues
(3 Minutes)

How to Troubleshoot Wireless Reader Issues
(3 Minutes)

DOCUMENTS

Training Video Instructions

Parent Education Letter (English)

Parent Education Letter (Spanish)

Parent Education Letter (Creole)

CertaScan Launch Details

Tips and Reminders

Parent Portal Reference Document

Bereavement Instructions

NICU Progression Instructions



Copies of our previous newsletters are also available on training.certascantek.com.

CERTASCAN SUPPORT TEAM INFORMATION

Accounting Questions? Email accounting@certascantek.com
Account Manager? Email kwellspk@certascantek.com
Technical Support? Email support@certascantek.com
Training Questions? Email training@certascantek.com
Technical Support Questions? CALL 1-800-240-9232

KEY AFFILIATES



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