



INFO & TIPS – January 2022

YOUR NEWBORN FOOTPRINTING SOLUTION



NEW SOFTWARE FEATURES & TRAINING

Over the next couple of months, we will be updating all the CertaScan units to our new 8.4 software. Some of the new features of the software will include Session Timeout Settings, Enhanced Edit Function on the Record Review Page and being able to change network printers from the Main Menu Screen. Before we update your system, your team members will need to complete the 8.4 Software Training Video on the training.certascantek.com website. This video is less than 10 minutes long and will cover important information on how to use the new features properly. Please feel free to reach out to our training department at training@certascantek.com with any questions.

FOCUS ON SAFETY

THE CERTASCAN SYSTEM HAS BEEN USED TO CAPTURE 650,000 PAIRS OF FOOTPRINTS SO FAR! It is extremely important that every baby at your hospital has a completed footprint session. The CertaScan system is focused on infant safety and provides precise identification in the case of an emergency – abduction, carjacking, switched babies, natural disasters and abandonments. Footprints from birth are a recognized and viable way to uniquely identify each baby. Use of these footprints for forensic identification can be utilized throughout the life of the child. Also, footprints can tell the difference between identical twins/triplets even when DNA cannot. Also, please take the time to capture good quality footprints (see tip below).

HOW TO CAPTURE A GOOD QUALITY DIGITAL 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 only wiping the foot ONCE with the Alcohol Prep Wipe, Baby Wipe OR Water Wipe so you don't apply too much moisture. If the foot is too moist, remove the foot and let it dry slightly then place it back on the scanner and press the capture button.



Too Dark



Just Right

FOOTPRINT SESSION DATA CHANGES

When completing a footprint session, it is extremely important that all the information entered is correct. Please make sure to take a few seconds while on the Record Review screen to ensure all the data is correct BEFORE you complete and close the record. Once the record is completed, you cannot go back in to edit that information. If you notice the information is incorrect after the session is completed, please email support@certascantek.com or call our support team at **1-800-240-9232**. Once we receive the record, we can complete the changes. PLEASE NOTE: it can take up to 72 hours before the changes are made **and the changes will ONLY affect the data seen on the firstfootprint.com website and the master record stored in our database.** The changes will not show on the keepsake that is printed in the hospital. If you need the hospital keepsake to have the correct information on it, you will need to start over and complete a new session for that baby.

CERTASCAN SUPPORT TEAM INFORMATION

Accounting Questions? Email accounting@certascantek.com
General Information Questions? Email info@certascantek.com
Keepsake Data Changes? Email support@certascantek.com
Training Questions? Email training@certascantek.com
Technical Support Questions? CALL 1-800-240-9232

KEY AFFILIATES



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