IntelliCentrics
Experience SEC³URE Healthcare

SEC³URE Host Admin | Manual Check-in Setup Guide

Manual Check-in/Check-out provides SEC³URE Facility Host Users and administrators with an alternative method for checking HCIR Reps in and out using computers and printers other than the stand-alone kiosk or SEC³URE Mobile App.

This document will guide you or your facility's IT or SEC³URE administrator through the steps necessary to setup a SEC³URE Facility User's computer for Manual Check-in/Check-out.

Included in this guide:

1. Install latest DYMO printer driver

- OR -

1. Install latest Brother printer driver

2. Ensure latest Java Environment
3. Ensure latest Adobe Reader
4. Select Facility Badge Template and Upload Facility Logo

Manual Check-in/Check-out

Facility Visits Report

Vendor Override Report

Facility Compliance Dashboard

Confirm the following before you setup the computer:

- ☐ You must have a **SEC³URE Administrator** login (access to SEC³URE *Facility Area*). If you require this access, contact your SEC³URE facility administrator or your IntelliCentrics concierge manager to add you as a SEC³URE user.
- ☐ You must have **administrative rights** to the computer to perform updates or changes.

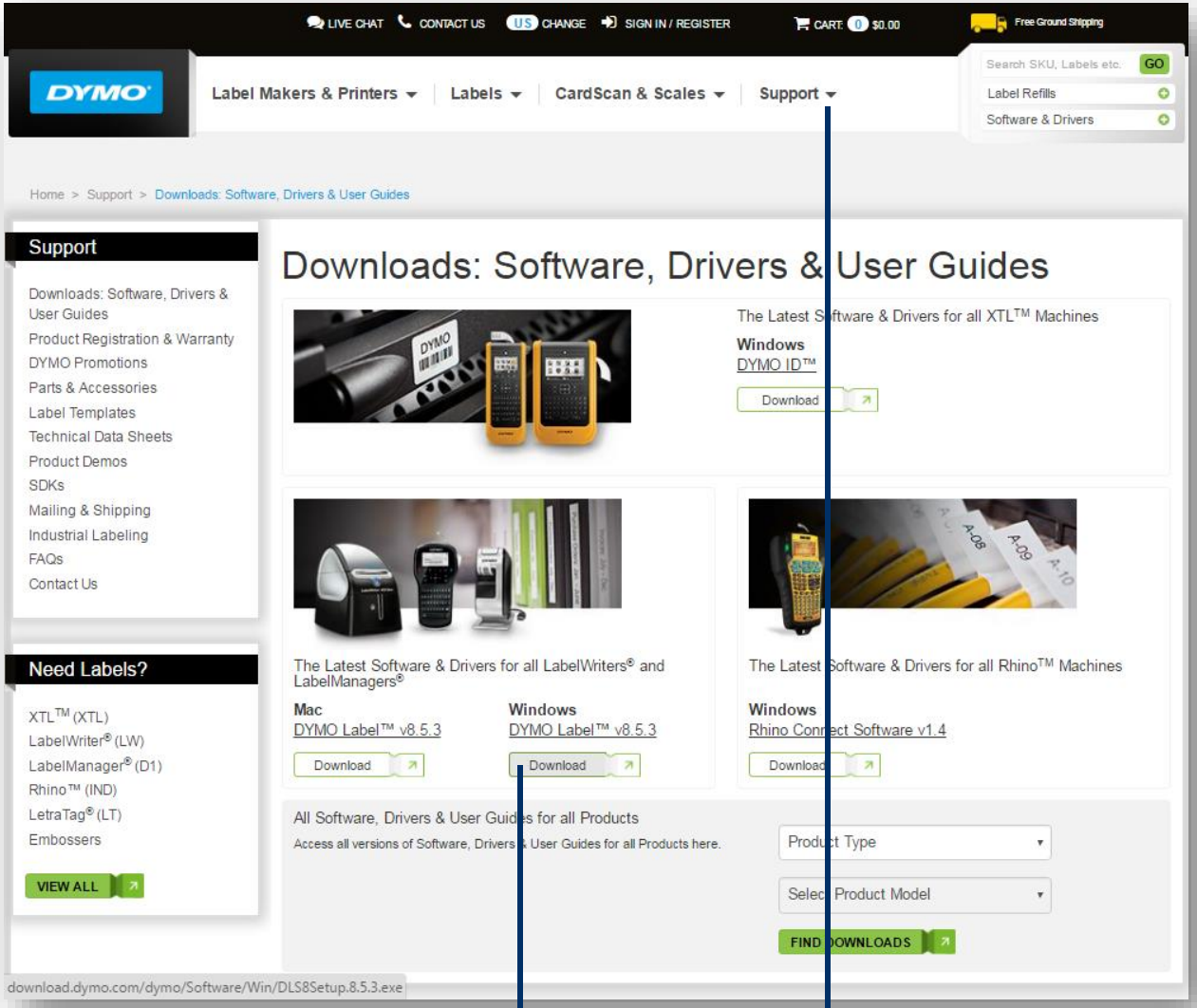
SEC3URE Facility Users are responsible for ensuring HCIR / Reps are fully compliant with all facility policies and Credential Requirements before manually checking visitors into a facility. They may also need a facility's SEC³URE Override Code.

Minimum system requirements for SEC³URE manual check-in*:

- ☐ Microsoft Windows 7 or above
- ☐ Connection to the internet and using: Microsoft Internet Explorer 11 | Microsoft Edge (*Chromium*) | Mozilla Firefox | Google Chrome
- ☐ Running the latest version of Java: www.java.com and Adobe Acrobat Reader: www.adobe.com

* Unsupported versions of Windows or web browsers may be become out of compliance with HIPAA security protocol.

1. Install latest DYMO printer driver:



Download Windows printer driver

DYMO Support / Downloads

If you are utilizing DYMO LabelWriter 400 / 400 Turbo or 450 / 450 Turbo (via USB), follow these steps to install the latest printer driver on the computer:

a) In your web browser, go to: www.dymo.com

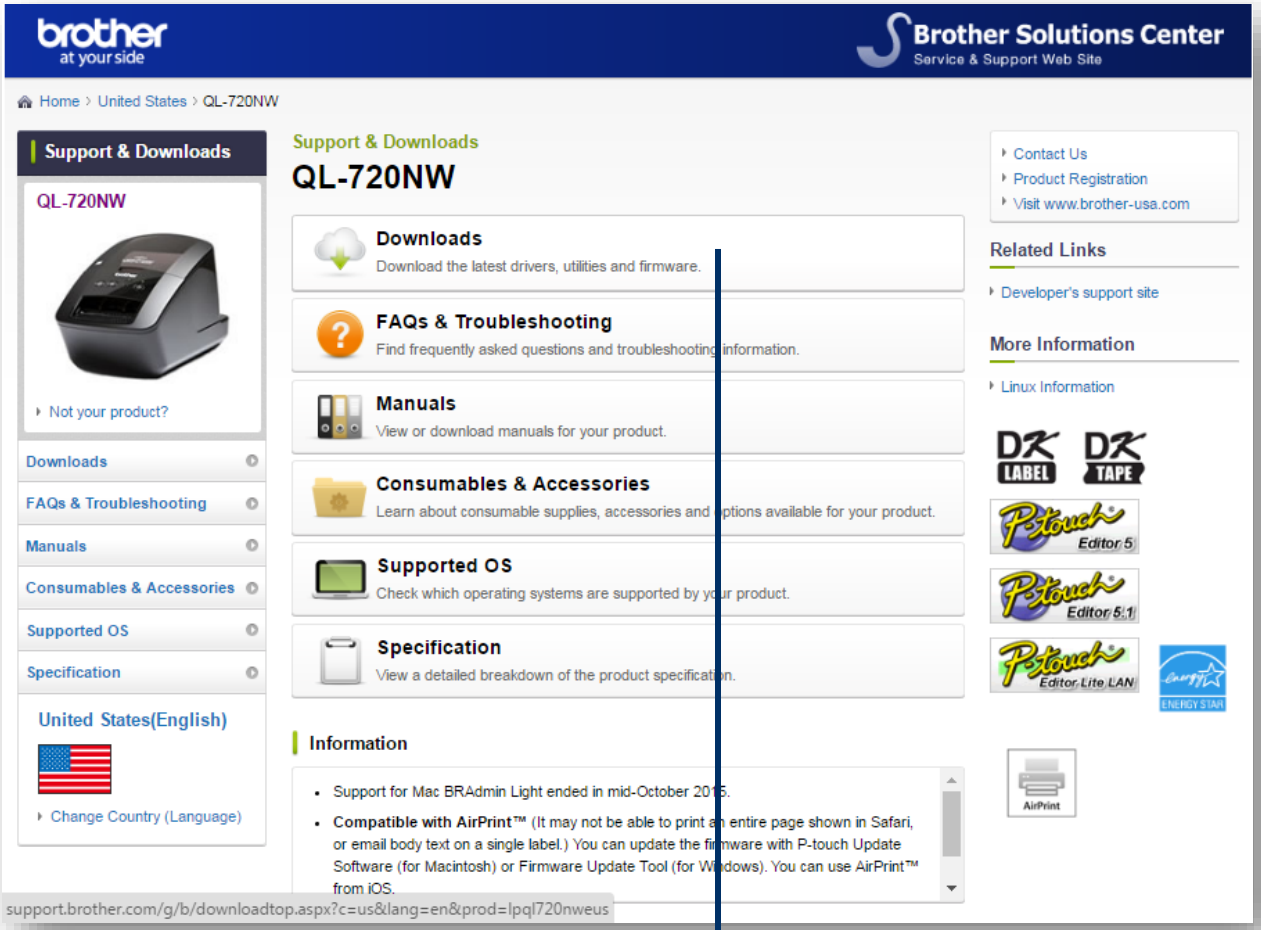
b) Go to DYMO Support/Downloads page

c) Download the most current DYMO printer driver for Windows (this will be an *EXE file): DYMO Label™ v8.5.4

d) Install printer driver on the computer using the "Express Installation" option. Follow the instructions given.

DYMO LabelWriter Refill SKUs	
Logo badge:	30857 *or* 30256
Stop sign badge:	30911 *or* 30856

1. Install latest Brother printer driver:



Brother Support & Downloads

If you are utilizing Brother Label Printer QL720W/NW (via USB, Ethernet, or WiFi), follow these steps to install the latest printer driver on the computer:

a) In your web browser, go to: www.brother-usa.com

b) Locate QL-720NW product category on Brother Solutions Center page

c) Select Downloads

d) Select your operating system and then **Search** for the latest Printer Driver

e) Select the **Printer Driver** link under the *Drivers* section and then follow the steps to download to the computer (*EXE file)

f) Locate the printer driver downloaded and then unzip / run the *EXE file. Follow the instructions given.

Brother QL-720NW Label Roll Refill SKU:	
Logo badge:	DK-1202

2. Ensure latest Java environment is installed

Look for additional Java **Help Resources**

a) In your web browser, go to: www.java.com

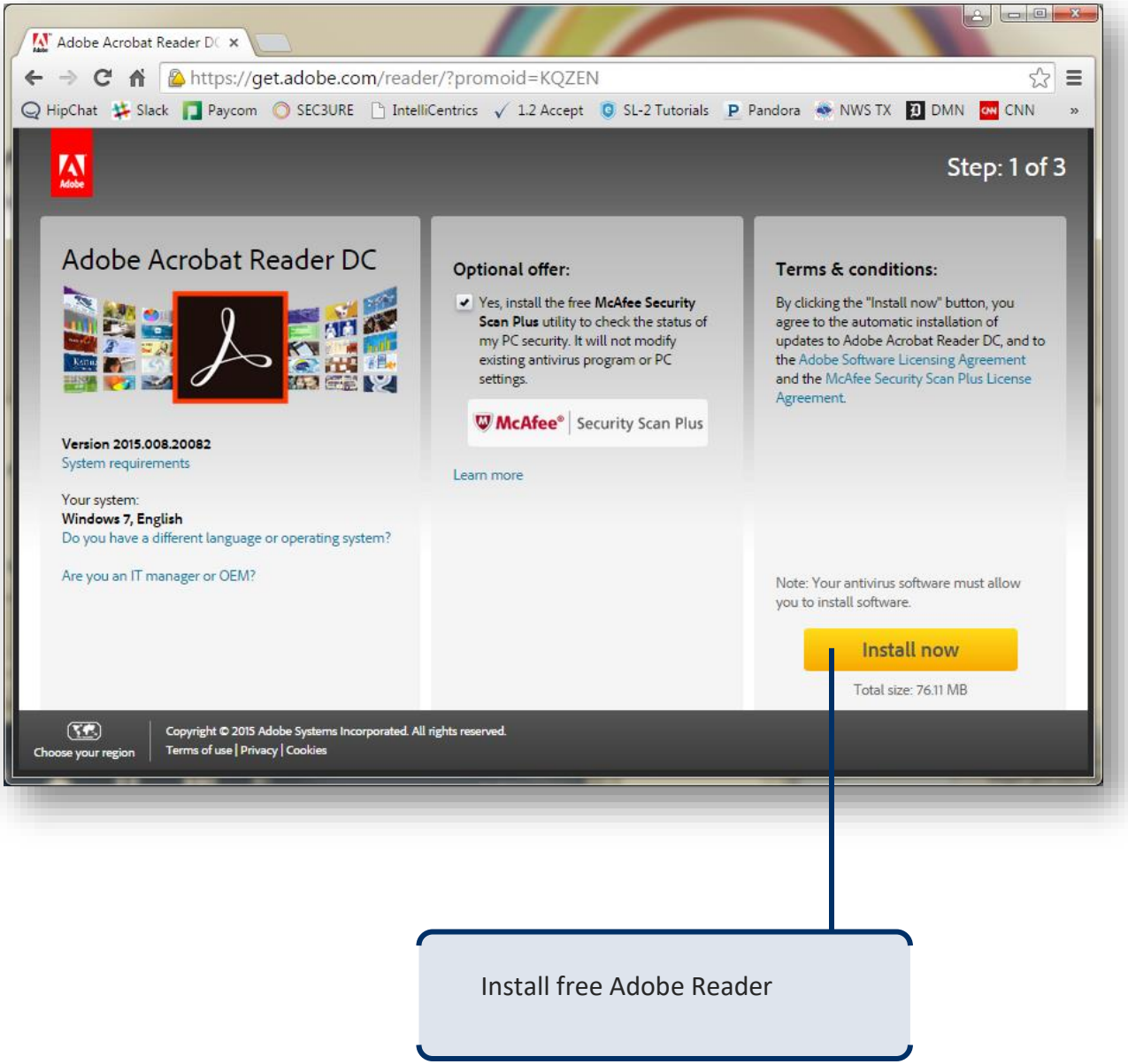
b) Select Do I have Java? link

c) Click **Verify Java version** button

Follow the instructions for downloading the current version and removing old versions. Java automatically detects the browser being used and downloads the appropriate version.

Close and then restart the web browser.

3. Ensure latest Adobe Acrobat Reader is installed



Install free Adobe Reader

a) In your web browser, go to: www.adobe.com

b) Locate the (free) Adobe Reader download

c) Click **Install now** button

Follow the instructions for downloading the current version.

Close and then restart the web browser.

4. Select Facility Badge Template and Upload Facility Logo

Use the **Facility Branding Options** to customize the printed SEC³URE badges and kiosk with your system or facility logo.

In SEC³URE:

a) Pull down the **Administration** menu and then select **Facility Branding Options**

b) On the *Facility Branding Options* page, choose the System level (*set system-wide options*), Division level (*set division options*), and/or Facility (*set options at just that facility*).

Use the drop-down menus to preview and then choose the HCIR / Rep badge templates for both:

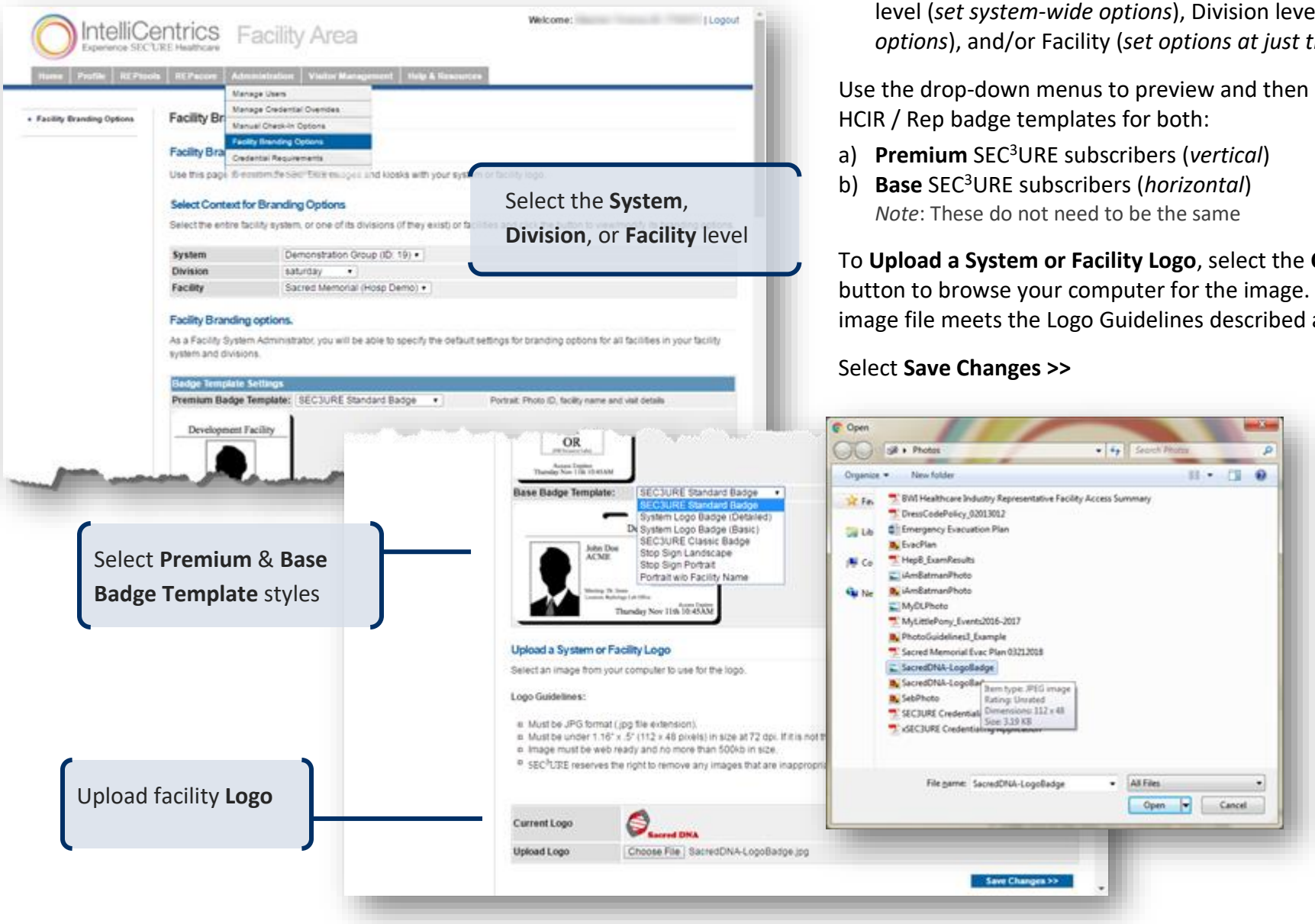
a) **Premium** SEC³URE subscribers (*vertical*)

b) **Base** SEC³URE subscribers (*horizontal*)

Note: These do not need to be the same

To **Upload a System or Facility Logo**, select the **Choose File** button to browse your computer for the image. Ensure the image file meets the Logo Guidelines described and then **Open**.

Select **Save Changes >>**



Manual Check-in / Check-out

If an HCIR / Rep is unable to check-in/out of your facility via their Mobile App or the facility's kiosk, you have a manual option available through SEC³URE:

a) Login using your SEC³URE Facility User login ID & password

b) Pull down the **REPtools** menu and select **REPsearch**
(*Do not use the **Check Rep In or Out** option yet*)

c) Enter the HCIR / Rep's information and then **Search**
If the person cannot be found:
- Is the search information entered correctly?
- Is the HCIR / Rep attached to your facility?

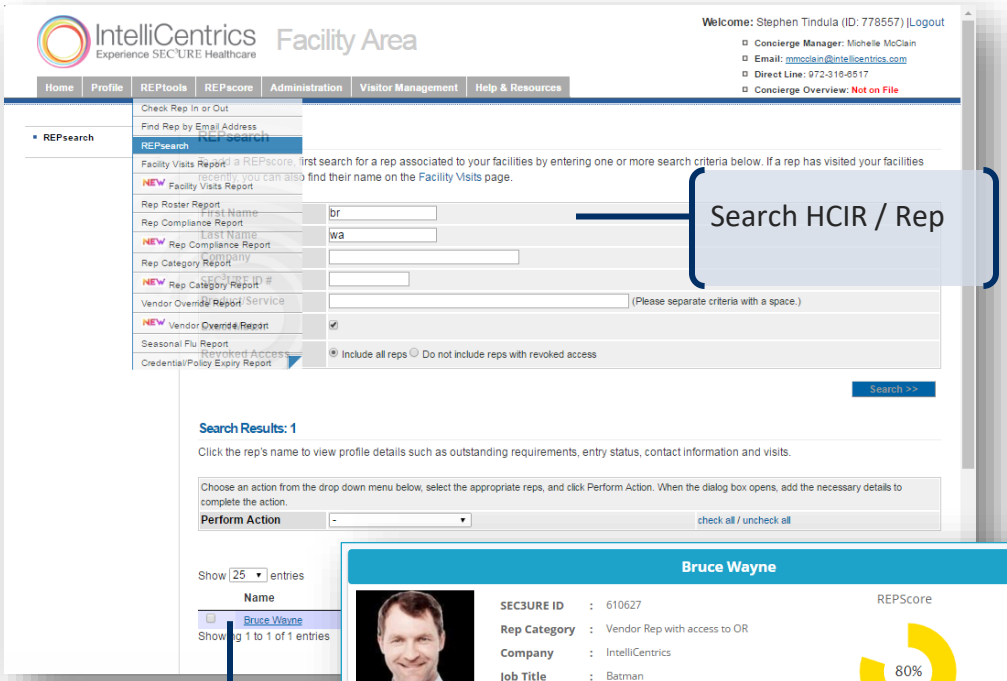
d) Under *Search Results*, select the HCIR / Rep's name (*link*)

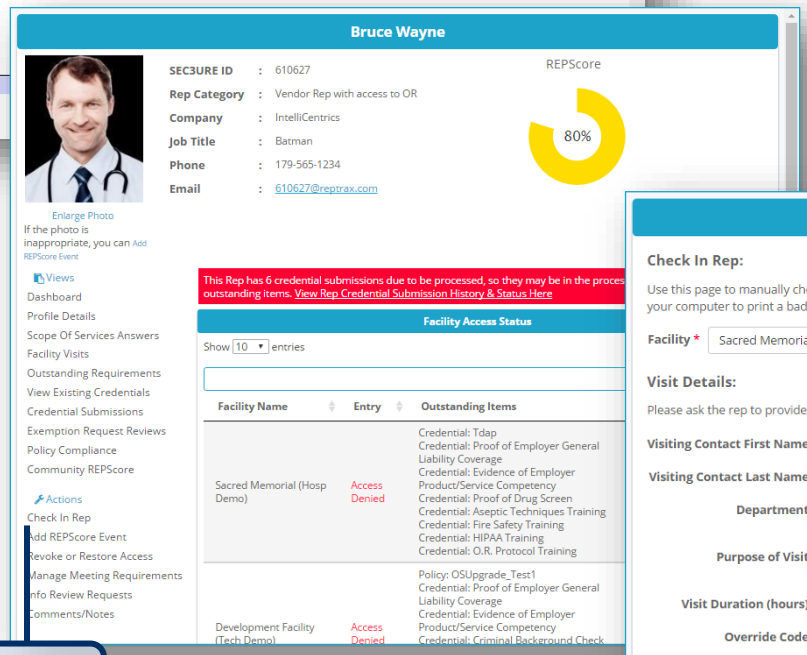
e) Confirm the HCIR / Rep is compliant for your facility

f) Under *Actions*, select **Check in Rep**

g) Fill-in all the *Visit Details* and then **Check In**

h) **Print** the badge (*ensure the HCIR / Rep wears it correctly*)





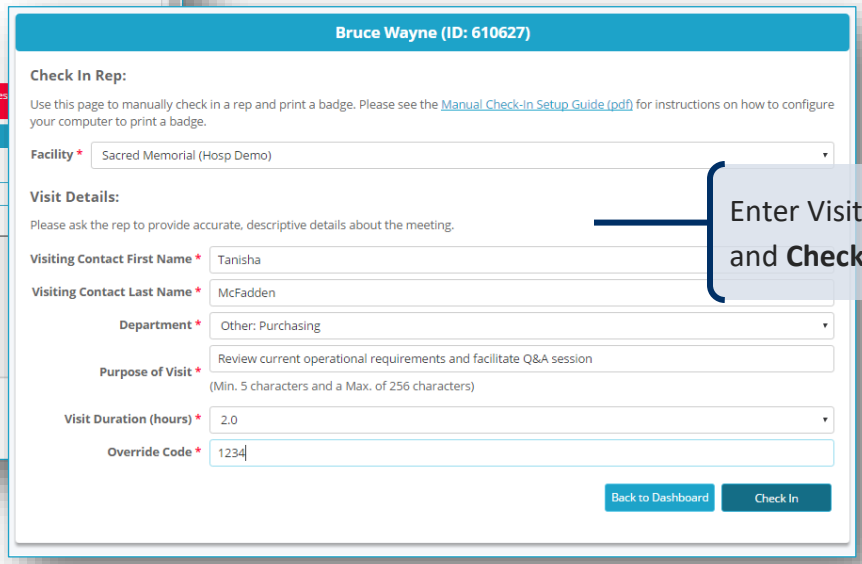
Select HCIR / Rep

Check In Rep

To manually Check an HCIR / Rep Out of your facility:

a) Pull down the **REPtools** menu and select **Check a Rep in or out**

b) Locate the person's name (*link*) and then select **Check Out**



Enter Visit Details and **Check In**

Facility Visits Report

Use **Facility Visits** to review everyone checking into your facilities via SEC3URE (*Kiosk, Mobile App, and manually*). Use the report options to narrow the results to specific *Facilities*, *Department*, or *time frame*.

In SEC³URE, pull down the **REPtools** menu and select **Facility Visits Report**. Use the *Date* and *Facility/Department* options to expand or narrow your *Search* results. Use the *Show* dropdown to list from 10 to 100 results on the page.

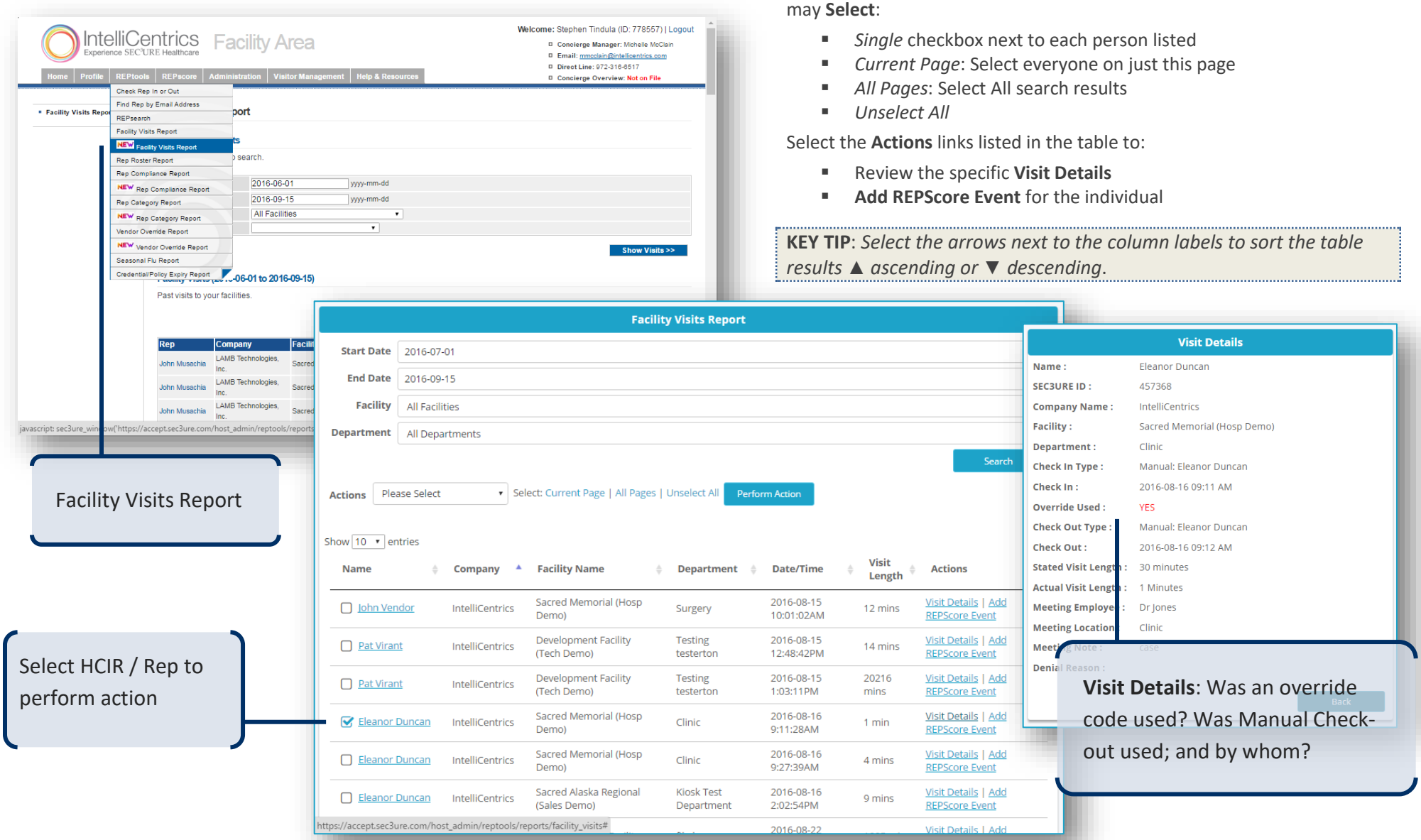
To perform an action (*e.g., Export to *CSV file*) on one or many HCIRs, you may **Select**:

- *Single* checkbox next to each person listed
- *Current Page*: Select everyone on just this page
- *All Pages*: Select All search results
- *Unselect All*

Select the **Actions** links listed in the table to:

- Review the specific **Visit Details**
- **Add REPScore Event** for the individual

KEY TIP: *Select the arrows next to the column labels to sort the table results ▲ ascending or ▼ descending.*



Facility Visits Report

Select HCIR / Rep to perform action

Visit Details: Was an override code used? Was Manual Check-out used; and by whom?

Vendor Override Report

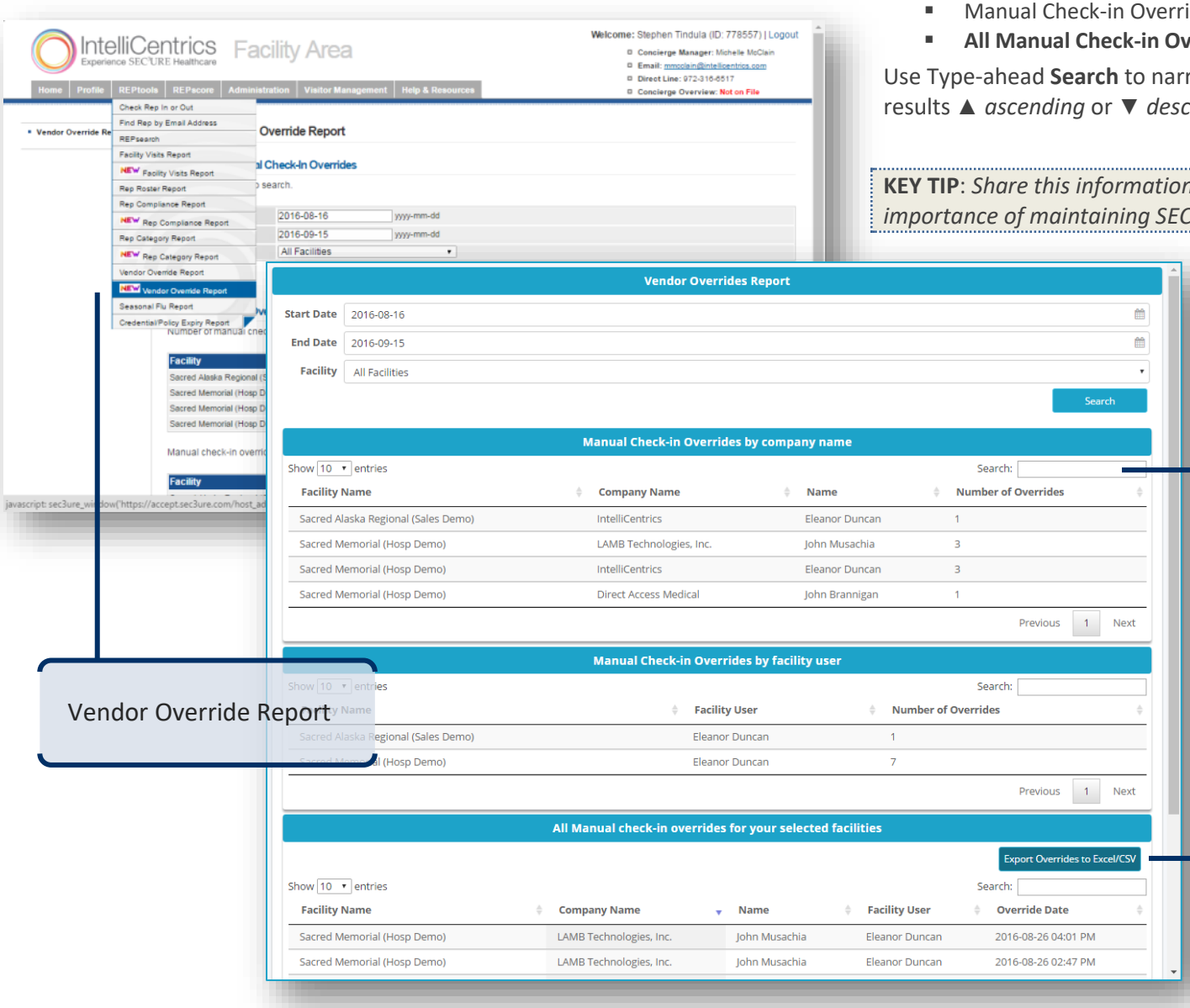
Use this report to monitor facility use of check-in override codes. Monitor Healthcare Industry Reps (HCIRs) / Vendors, as well as *Facility Users*, who may be attempting to circumvent facility requirements and policies.

In SEC³URE, pull down the **REPtools** menu and select the **Vendor Override Report**. Use the *Date* and *Facility* options to expand or narrow your *Search* results. Use the *Show* dropdown in each of the tables listed to list from 10 to 100 results:

- Manual Check-in Overrides by **company name**
- Manual Check-in Overrides by **facility user**
- **All Manual Check-in Overrides** for your selected facilities

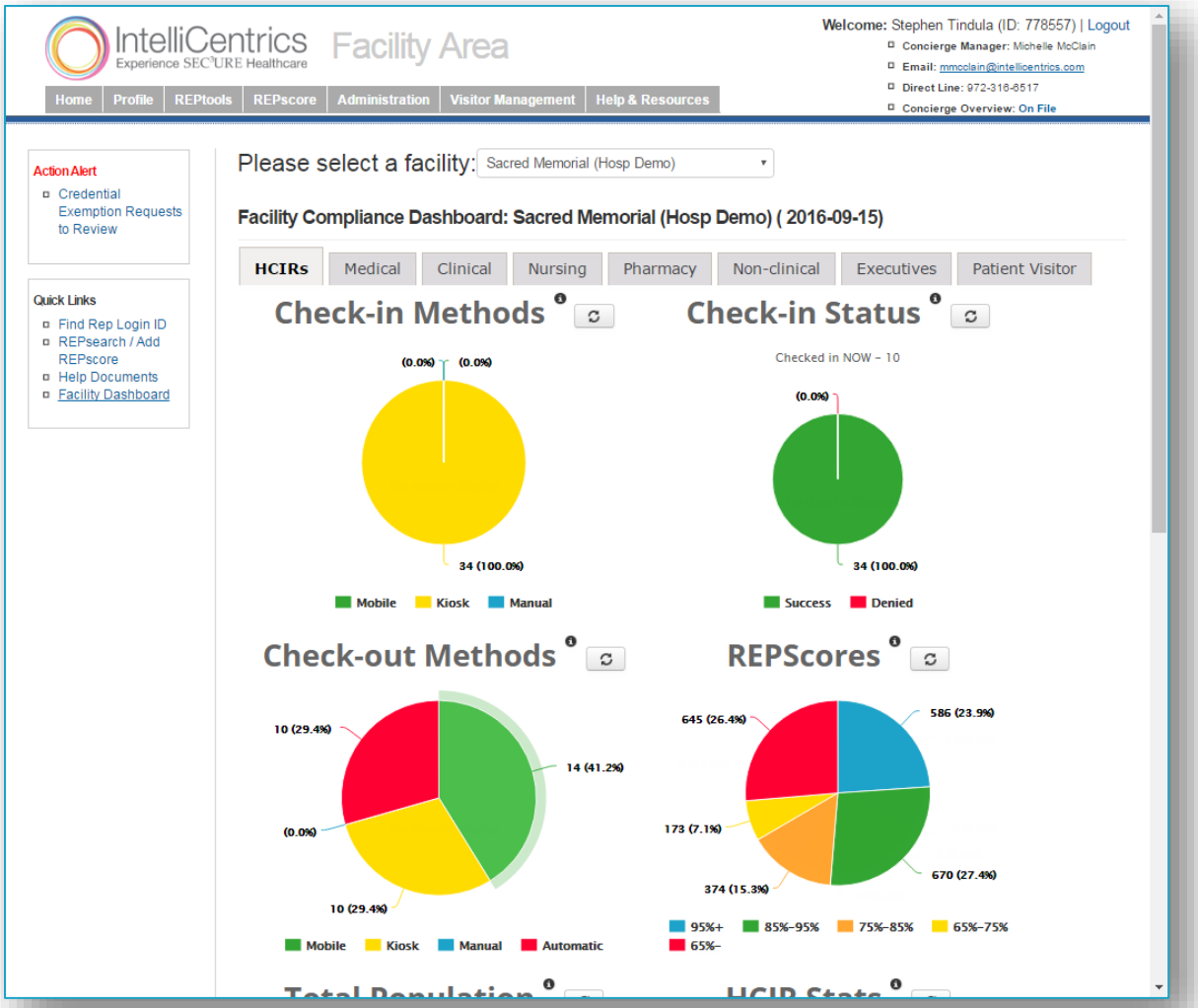
Use Type-ahead **Search** to narrow the results listed in the tables. Sort the results ▲ *ascending* or ▼ *descending* by selecting the column headers.

KEY TIP: *Share this information so facility employees understand the importance of maintaining SEC3URE facilities.*



Facility Compliance Dashboard: Check-in / Check-out Methods

Your **Facility Compliance Dashboard** provides you with a real-time snapshot of current HCIR / Rep activities in your facilities. You can easily monitor when HCIR / Reps are being manually checked-in or out.



From the SEC³URE **Home** page, select the **Facility Dashboard** link under *Quick Links*.

Use the dashboard to:

- See how many HCIR / Reps are **Checked-in NOW**
- Review the **Methods** HCIR / Reps Checked-in and Checked-out TODAY

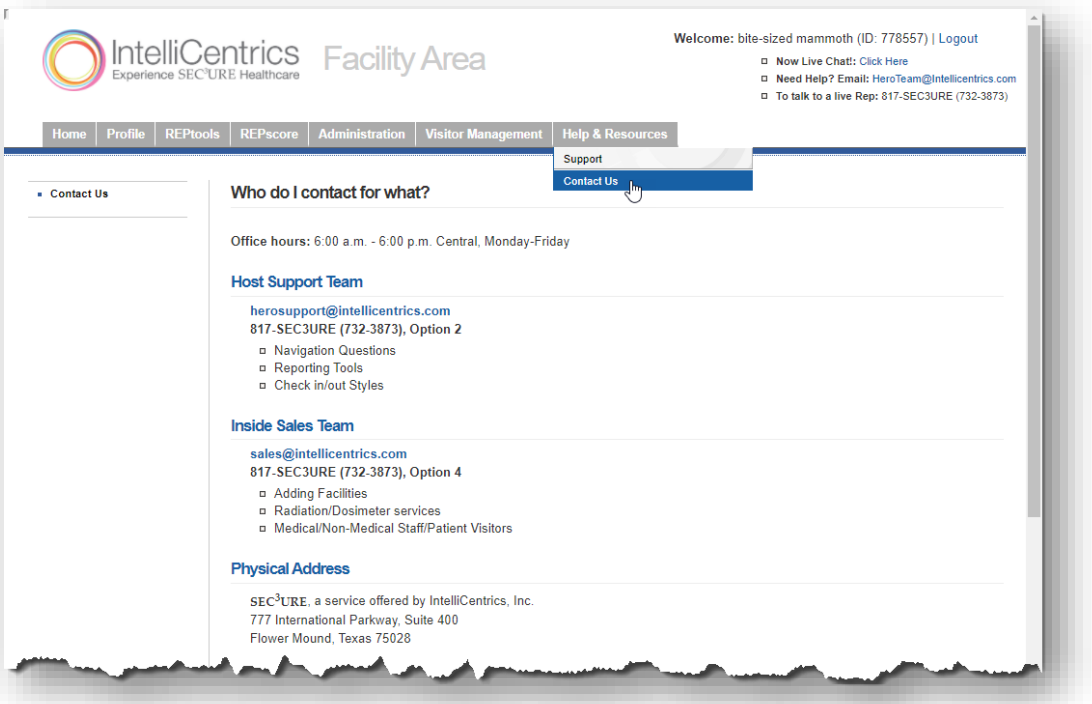
When **Manual check-in/out** is being utilized, go to your **Facility Visits Report** to investigate further. *This could potentially be where facility requirements are being circumvented*. Find out the facility user and the HCIR / Rep to directly communicate facility compliance requirements.

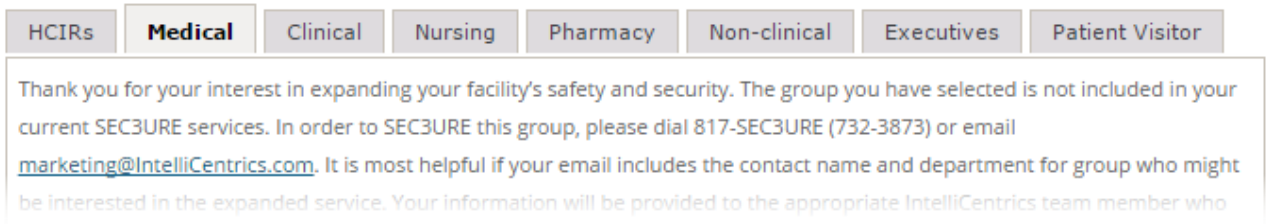
KEY TIPS for using the Facility Dashboard charts:

- *The Dashboard displays metrics for individual facilities. Use the dropdown to choose another facility within your system.*
- *When available, charts will show you "real-time" data (e.g.,* **Checked-in NOW**).
- *Hover the pointer over data points in the charts to display additional tooltip labels.*
- *Click on or select a series label in the legends to remove or add key metrics viewed on a chart. This provides different perspectives to interpret your facility HCIR data.*
- *Hover over the* ⓘ *to display chart Help tooltips.*

Support

For additional facility support, please call us at 817-SEC3URE (732-3873), fill out an online support inquiry, or email the HeroSupport@IntelliCentrics.com directly.



Additional Facility Roles:

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