



IntelliCentrics

SEC³URE Kiosk Setup Manual

v2.9.5



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Welcome! This guide will help you install, setup, and configure your kiosk for use with the SEC³URE service.

A QUICK NOTE ABOUT SEC³URE GO!

IntelliCentrics provides our latest innovation, the SEC³URE GO! eBadge, for all our healthcare professionals who join the SEC³URE Ethos. You can trust that the individuals who wear this badge have checked-in and are fully compliant with your facility requirements the moment they arrive onsite.

Your facility may not even need a kiosk computer and printer.

- + There is no hardware to troubleshoot or network connections to maintain
- + Paper label badges tend to fall off and get lost
- + The e-badges are a consistent visual for all healthcare professionals visiting your facility – instantly determine who is trusted



[Learn more about SEC³URE GO!](#)

Confirm the following BEFORE beginning kiosk setup:

- You must have a **SEC³URE Administrator** login (access to SEC³URE *Facility Area*). If you require this access, contact your facility administrator or your SEC³URE Host Support Specialist.
- You must have **administrative rights** to the kiosk computer to perform updates or changes.

If someone else is responsible for day-to-day upkeep of the facility's kiosk, they should also have administrator rights to the kiosk computer. Updates that occur at the user level may not propagate to other account users.
- If your facility requires an **IP address**, use these "DNS friendly" registered domain names*:
 - <https://sec3ure.com>
 - <https://www.sec3ure.com>
 - <https://reprax.com>
 - <https://www.reprax.com>
 - <https://www1.reprax.com>
 - <https://kiosk.intellicentrics.com>

To take advantage of cloud-based server solutions and improve uptime performance, IntelliCentrics will not utilize static IP addresses.

If your facility *must* whitelist IP addresses; this is the IP range for AWS. <https://ip-ranges.amazonaws.com/ip-ranges.json>

If you use these IP Addresses to whitelist us you must whitelist all that are labeled as "region": "us-east-1". Note: This list will update periodically and we have no control over when it does.

1.0 Preparing the Kiosk Environment

1.1 Kiosk Administration Preparation

1.1.1 Important Administration Reminders

- Connectivity to the SEC³URE service is based on directing an Internet browser to a URL only.
SEC³URE does not install, own or maintain any hardware or software on the kiosk. We support all facilities in the ability to setup and configure.
- Frequently, Microsoft will send security updates, which can affect the connectivity between SEC³URE and a facility. Typically, a kiosk will need to be reconfigured when this happens.
- If you maintain kiosks for multiple facilities, please ensure you are adding the kiosk to the correct facility. Failure to add to the correct facility will result in the kiosk needing to be reconfigured.
- If your IT department is setting up the kiosk, it is advisable they have SEC³URE Administrator account and this setup guide.
- If your network and kiosk will be using a proxy, your IT department will need to configure the proxy prior to kiosk setup on the server utilizing “DNS friendly” registered domain names.
- Ensure all kiosk settings are cascading to all accounts on the kiosk PC.
- “Thin clients” are **NOT** supported and a designated kiosk computer is required.
- Tablets or notebooks such as Google Chromebook or iPad are **NOT** currently supported.
 - Windows tablets are supported if they have full Windows installed and the tablet has a USB port available to plug the printer into.

1.2 Kiosk Computer Preparation

Ensure these steps are completed so your kiosk computer is up to date and ready for installation.

1.2.1 Hardware Requirements

1.2.1.1 Minimum Computer Requirements

- **Operating System:** Microsoft Windows 8.1 or above (11 preferred)
- **Internet access for DYMO label printers:** Internet connection using the latest versions of [Microsoft Edge \(Chromium\)](#), [Google Chrome](#), or [Mozilla Firefox](#)
- **Adobe Reader:** Latest Adobe Reader installed on the kiosks: www.adobe.com

1.2.1.2 Printer Requirements



Wired (USB) printing from the kiosk:

- **DYMO LabelWriter 550 & 550 Turbo** (USB connected)
[Download the 500 series User Guide directly from DYMO](#)
[Please note: *The 500 series MUST use official (Authentic) DYMO LW labels. This allows the DYMO application to monitor how many labels remain on the roll.*]
- **DYMO LabelWriter 450 & 450 Turbo** (USB connected)
[Download the 450 series User Guide directly from DYMO](#)
[Please note: *The 400 series has been discontinued and the 450 series support is in the process of being phased out.*]

Labels:	DYMO SKU#
Logo badge:	30857 or 30256
Stop sign badge:	30911 or 30856

A note concerning Brother label printers (QL-820NWB, QL-710 & 720 NW series): Brother label printers would only function when setup and configured through Internet Explorer 11. Since Microsoft has discontinued all support for IE11, we can no longer recommend the Brother label printers.

1.2.2 Proxy Configuration

- If your facility requires an IP address, use these “DNS friendly” registered domain names*: .sec3ure.com, .reprax.com, & .intellcentrics.com
- To take advantage of cloud-based server solutions and improve uptime performance, IntelliCentrics will no longer utilize static IP addresses.
- If your facility must whitelist IP addresses here is the IP range for AWS.
<https://ip-ranges.amazonaws.com/ip-ranges.json>
 - If you use these IP Addresses to whitelist us, you must whitelist all that are labeled as "region": "us-east-1". Note: This list will update periodically, and we have no control over when it does.

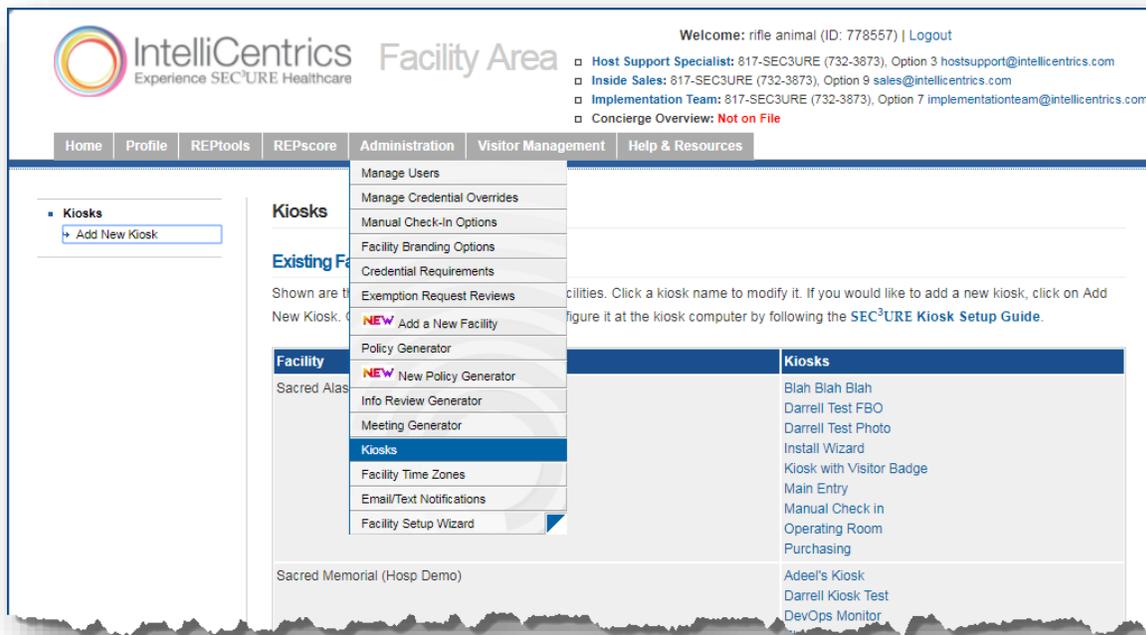
Please contact your IT department for proxy configuration.

2.0 Preparing SEC³URE

2.1 SEC³URE Administration

2.1.1 Add Kiosk in SEC³URE (Note: This step can be done from any computer)

- Log into <https://www.sec3ure.com/> as a facility administrator.
- Under **Administration**, select **Kiosks**
- **Add New Kiosk**



The screenshot shows the IntelliCentrics Facility Area administration interface. At the top, there is a navigation bar with tabs for Home, Profile, REPtools, REPScore, Administration, Visitor Management, and Help & Resources. The Administration tab is active, and a dropdown menu is open, highlighting the 'Kiosks' option. The main content area displays the 'Kiosks' management page, which includes a list of existing kiosks and a 'New Kiosk' button. The list of kiosks includes items like 'Blah Blah Blah', 'Darrell Test FBO', 'Darrell Test Photo', 'Install Wizard', 'Kiosk with Visitor Badge', 'Main Entry', 'Manual Check in', 'Operating Room', 'Purchasing', 'Adeel's Kiosk', 'Darrell Kiosk Test', and 'DevOps Monitor'.

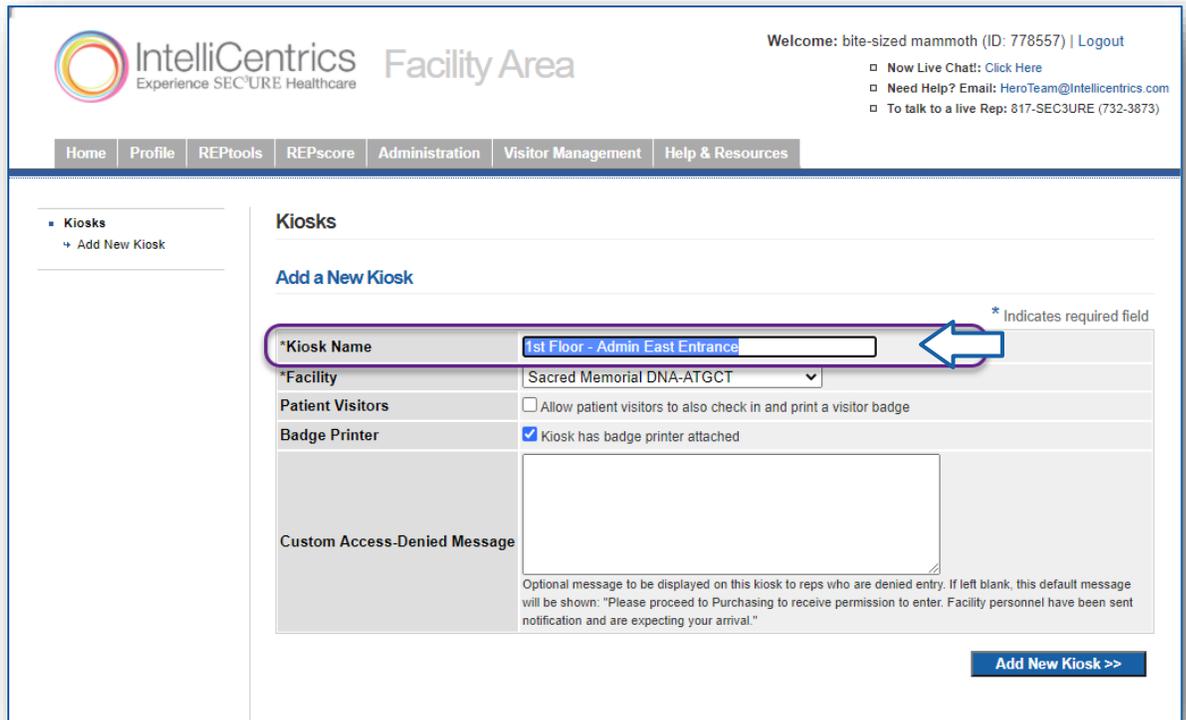
- Type **Kiosk Name**

 *Kiosk Names MUST be unique. We also recommend naming the kiosk by its location (e.g., 1st Floor South Entrance, Purchasing Office Ste. 212B, Sacred Memorial East)*

- Select the **Facility** the kiosk is located within

 *It is important to select the correct facility. If you enter the incorrect facility and finish setup, you must remove the kiosk and set it up with the correct facility chosen.*

- Do **NOT** select **Patient Visitors** without speaking with Host Support team.



IntelliCentrics Facility Area

Welcome: bite-sized mammoth (ID: 778557) | Logout

- Now Live Chat: [Click Here](#)
- Need Help? Email: HeroTeam@Intellcentrics.com
- To talk to a live Rep: 817-SEC3URE (732-3873)

Home Profile REPtools REPscore Administration Visitor Management Help & Resources

Kiosks
→ Add New Kiosk

Add a New Kiosk

*Kiosk Name * Indicates required field

*Facility

Patient Visitors Allow patient visitors to also check in and print a visitor badge

Badge Printer Kiosk has badge printer attached

Custom Access-Denied Message

Optional message to be displayed on this kiosk to reps who are denied entry. If left blank, this default message will be shown: "Please proceed to Purchasing to receive permission to enter. Facility personnel have been sent notification and are expecting your arrival."

[Add New Kiosk >>](#)

- Add New Kiosk >>**

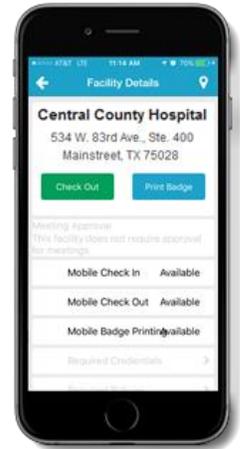
You will receive a green confirmation message, “*The new kiosk was added successfully.*”

 *Any change made in SEC³URE administration > kiosk after initial setup will require clearing the browser cache/cookies at the kiosk computer and set up the kiosk again. (Example: kiosk name, turning on visitor check in, etc.)*

2.1.2 Request Mobile Printing

IntelliCentrics provides healthcare professionals the capability to print directly from the SEC³URE mobile application to your kiosk. To enable this feature, please contact IntelliCentrics' Client Success team directly.

Download the guide "[SEC³URE Mobile App for Healthcare Professionals](#)" (*PDF) to learn more.



2.1.3 Optional: Setup Default Check-in Drop-down Selections

When checking into facilities, Vendor Supplier Reps and Clinical Contractors will normally enter free-form text indicating **Location**, **Person Visiting**, and the **Purpose** of their visits. Facility host administrators can instead restrict these fields as pre-defined drop-down menu selections.



Download the [Setup Default Check-in Selections](#) (*PDF) guide to learn more. To enable this feature, please contact the Host Support team.

3.0 Preparing the Browser

3.1 Browser Settings & Compatibility

3.1.1 Supported Browser Version

Note: As part of the install, the printer software installs a plug-in to any browser installed on the kiosk computer. When the browser finds a page that tries to use the printer plug-in, it will ask the user if that extension should be used: Select "Yes."

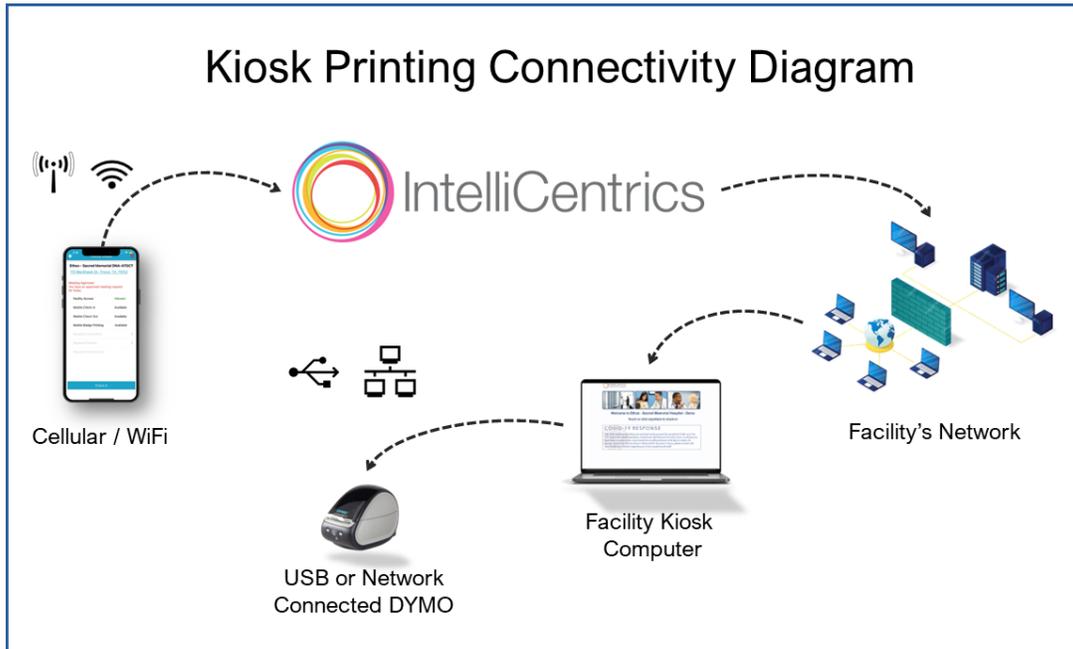
OPERATING SYSTEM	BROWSER	VERSION	SUPPORTED / NOT SUPPORTED
Windows 11 Pro <i>(preferred)</i>	Microsoft Edge (Chromium)	Latest	YES - Supported
	Google Chrome	Latest	YES - Supported
	Mozilla Firefox	Latest	YES - Supported
	<i>Internet Explorer</i>	<i>11</i>	<i>NOT Supported</i>
	<i>All others</i>	<i>N/A</i>	<i>NOT Supported</i>
Windows 10 Pro	Microsoft Edge (Chromium)	Latest	YES - Supported
	Google Chrome	Latest	YES - Supported
	Mozilla Firefox	Latest	YES - Supported
	<i>Internet Explorer</i>	<i>11</i>	<i>NOT Supported</i>
	<i>All others</i>	<i>N/A</i>	<i>NOT Supported</i>
Windows 8.1	Microsoft Edge (Chromium)	Latest	YES - Supported
	Google Chrome	Latest	YES - Supported
	Mozilla Firefox	Latest	YES - Supported
	<i>Internet Explorer</i>	<i>11</i>	<i>NOT Supported</i>
	<i>All others</i>	<i>N/A</i>	<i>NOT Supported</i>

3.1.2 Set browser's homepage to <https://kiosk.intellicentrics.com>

3.2 Kiosk Printer Setup

IntelliCentrics offers multiple printing scenarios. We offer printing directly from:

- Mobile printing directly from the SEC³URE mobile application to the attached printer of a kiosk
- Kiosk using several protocols including USB or Ethernet



4.0 Preparing the Printer

4.1 DYMO Printer

4.1.1 Remove existing DYMO software and folder

4.1.1.1 Delete existing Dymo software (If previous Dymo software has been installed)

Start > Control Panel > Programs > Uninstall a program > Select “Dymo” and Uninstall

4.1.1.2 Delete the Dymo folder

My Computer > C:\ Drive > Program Files > Dymo > Right Click > Delete

4.1.2 Download and install the software for the DYMO label printer

4.1.2.1 Install Dymo software for all versions of Windows

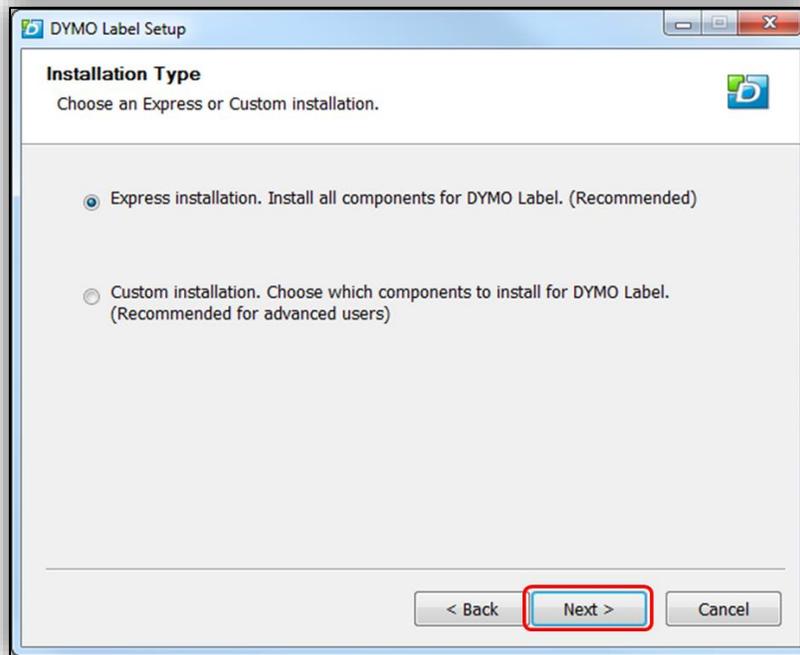
NOTE: Make sure printer is unplugged from the computer BEFORE installing the DYMO software/drivers.

- Download the latest DYMO software for Windows to a folder on the kiosk computer from the following website: <http://www.dymo.com/en-US > Support>
- Use the current [DYMO software download for Windows compatibility chart](#): Choose the *DYMO Machine, Operating System and Version*



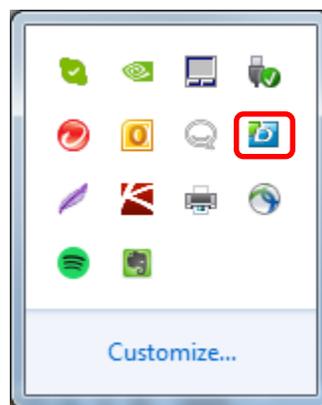
DYMO 450 & 550 Series	Windows 10 & 11	DYMO Connect v1.4.5.1
DYMO 450 & 550 Series	Windows 8.1	DYMO Connect v1.4.3.x

- Go to the folder the software was downloaded to and double click the **DCDSetup.1.x.x.exe** file [*whatever version was downloaded*]
 - Select “Express Installation” when prompted and follow the instructions given.

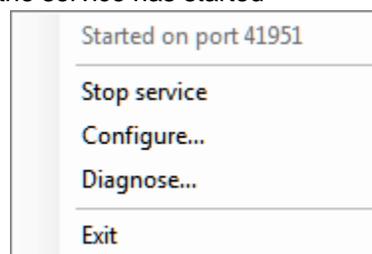


NOTE: Chrome no longer supports NPAPI plugins, like the old DYMO drivers and is currently not supported for the DYMO printer.

- After installation of the DYMO drivers you’ll see a DYMO logo in the Notifications section of the Taskbar



- Click on the icon and verify the service has started



4.2 Printer Setup

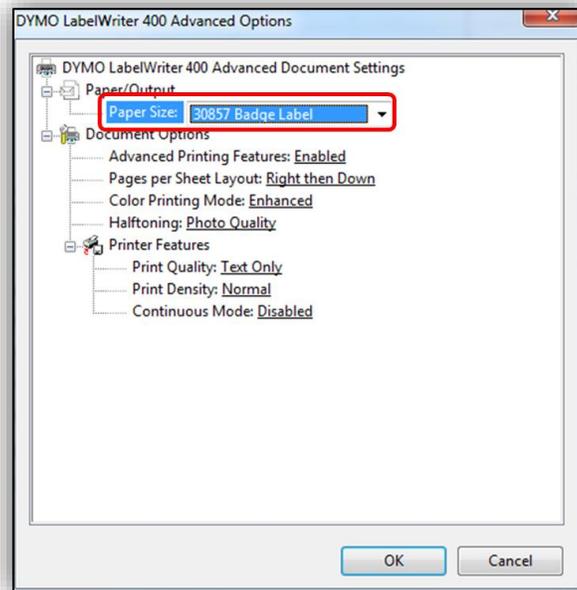


You are now ready to plug in the printer to the kiosk computer and power it on. Windows will then find new hardware and install the printer.

4.2.1 Setup Printer with Paper

4.2.1.1 DYMO Setup

- Go to Start > Devices and Printers > Right Click on [printer model] and set as default printer
- Go to Start > Devices and Printers > Right Click on [printer model] > Select Printing Preferences > Click Advanced Button on Lower Right.
- Set the "Paper Size" option to the type of labels you are using, typically it is 30256 or 30857.



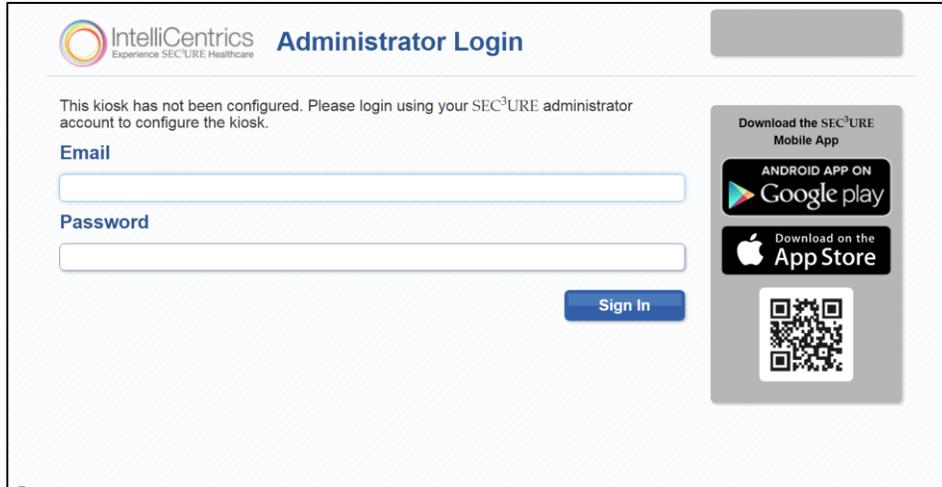
Reboot the Kiosk computer.

- The printer should now be working.

5.0 Setting up the Kiosk

5.1 Configure Kiosk

- At the kiosk computer, go to the following URL: <https://kiosk.intellicentrics.com>
- You will be directed to the Administrator Login page
- Login with your SEC³URE Administrator email & password



 IntelliCentrics
Experience SEC³URE Healthcare

Administrator Login

This kiosk has not been configured. Please login using your SEC³URE administrator account to configure the kiosk.

Email

Password

Sign In

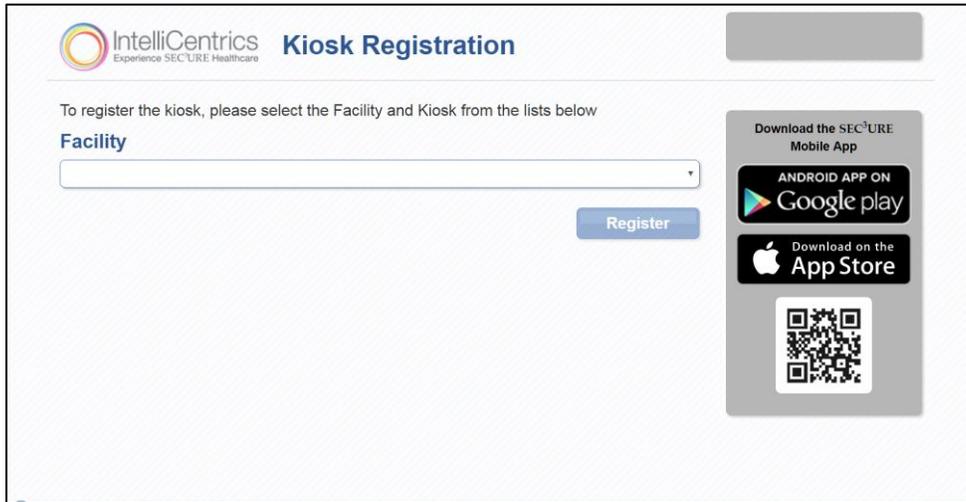
Download the SEC³URE Mobile App

ANDROID APP ON
 Google play

Download on the
 App Store

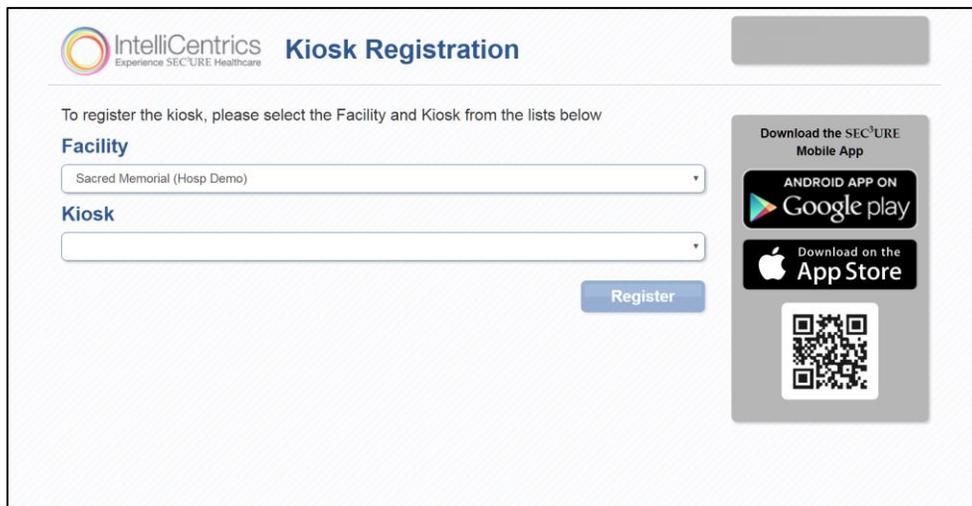


- Choose the facility



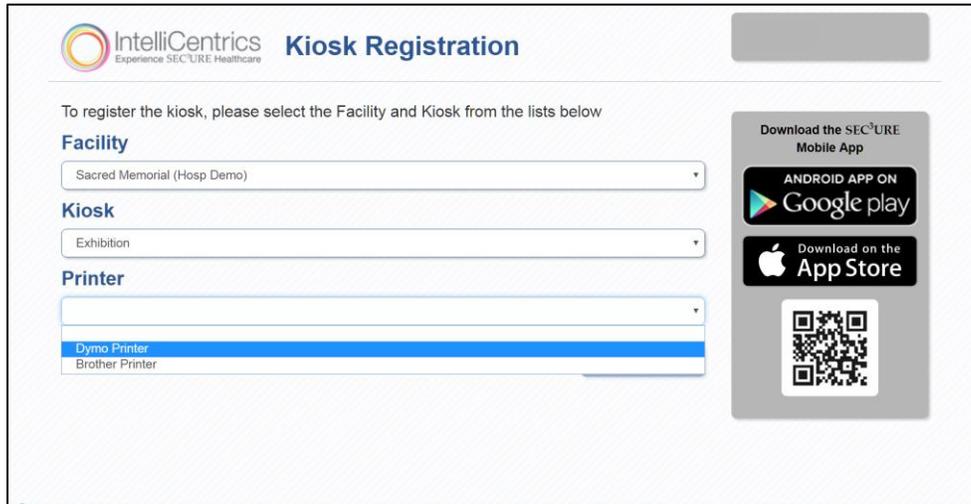
The screenshot shows the 'IntelliCentrics Kiosk Registration' page. At the top left is the IntelliCentrics logo with the tagline 'Experience SEC³URE Healthcare'. The page title is 'Kiosk Registration'. Below the header, a message reads: 'To register the kiosk, please select the Facility and Kiosk from the lists below'. Under the heading 'Facility', there is a dropdown menu that is currently empty. To the right of the dropdown is a blue 'Register' button. On the right side of the page, there is a vertical panel with the text 'Download the SEC³URE Mobile App'. Below this text are two buttons: 'ANDROID APP ON Google play' and 'Download on the App Store'. At the bottom of this panel is a QR code.

- Choose the name of the kiosk



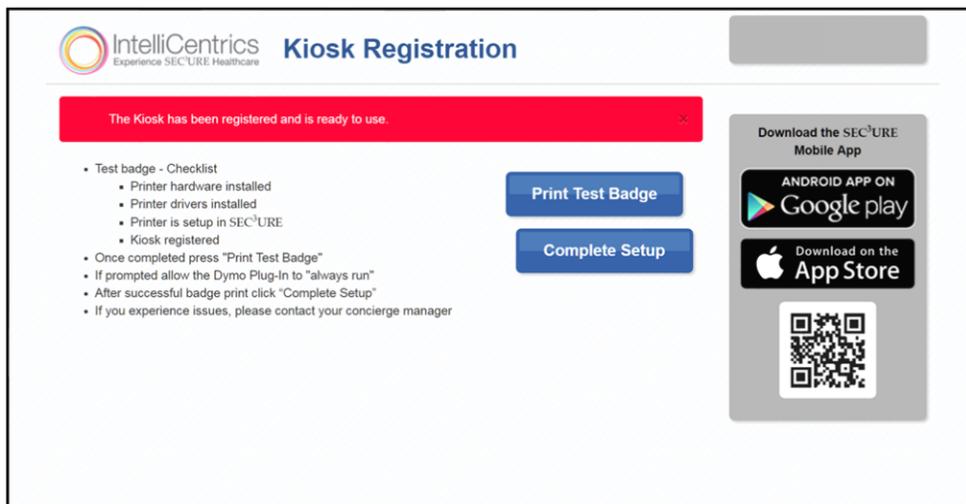
The screenshot shows the 'IntelliCentrics Kiosk Registration' page. At the top left is the IntelliCentrics logo with the tagline 'Experience SEC³URE Healthcare'. The page title is 'Kiosk Registration'. Below the header, a message reads: 'To register the kiosk, please select the Facility and Kiosk from the lists below'. Under the heading 'Facility', there is a dropdown menu with 'Sacred Memorial (Hosp Demo)' selected. Below this is the heading 'Kiosk' followed by an empty dropdown menu. To the right of the dropdowns is a blue 'Register' button. On the right side of the page, there is a vertical panel with the text 'Download the SEC³URE Mobile App'. Below this text are two buttons: 'ANDROID APP ON Google play' and 'Download on the App Store'. At the bottom of this panel is a QR code.

- Choose the printer you will be using and then select **“Register”**.



The screenshot shows the 'IntelliCentrics Kiosk Registration' page. At the top left is the IntelliCentrics logo with the tagline 'Experience SEC³URE Healthcare'. The main heading is 'Kiosk Registration'. Below this, a message reads: 'To register the kiosk, please select the Facility and Kiosk from the lists below'. There are three sections: 'Facility' with a dropdown menu showing 'Sacred Memorial (Hosp Demo)'; 'Kiosk' with a dropdown menu showing 'Exhibition'; and 'Printer' with a dropdown menu showing 'Dymo Printer' (highlighted in blue) and 'Brother Printer'. To the right of the form, there is a section for downloading the SEC³URE Mobile App, with buttons for 'ANDROID APP ON Google play' and 'Download on the App Store', and a QR code below.

- Once registered, print your test badge.



The screenshot shows the completion screen of the 'IntelliCentrics Kiosk Registration' process. At the top left is the IntelliCentrics logo with the tagline 'Experience SEC³URE Healthcare'. The main heading is 'Kiosk Registration'. A red banner at the top reads: 'The Kiosk has been registered and is ready to use.' Below this, there is a checklist for 'Test badge - Checklist':

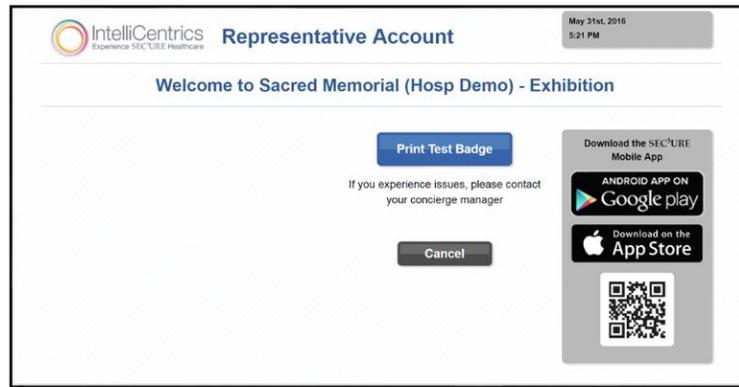
- Printer hardware installed
- Printer drivers installed
- Printer is setup in SEC³URE
- Kiosk registered

Below the checklist, there are two blue buttons: 'Print Test Badge' and 'Complete Setup'. To the right, there is a section for downloading the SEC³URE Mobile App, with buttons for 'ANDROID APP ON Google play' and 'Download on the App Store', and a QR code below.

5.2 Printing a Test Badge after setup

If you need to test the kiosk to make sure it is still printing you have the ability.

- This must be done on the kiosk computer
- Open the browser to the kiosk homepage
 - If kiosk hasn't been set up then type the URL <https://kiosk.intellicentrics.com> and follow the steps onscreen
- Login using your facility administrator email and password
- On the following page, you can click the "Print Test Badge" button
- Your badge should successfully print.

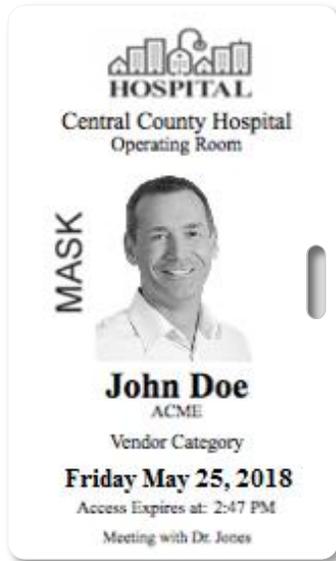


6.0 Badge Styles

6.1 Identifying badge styles

The key to facility security is EVERYONE doing their part to enforce your policies. Use this guide to help your facility employees identify the SEC³URE badges so they have confidence double-checking and asking visiting healthcare professionals about where they are supposed to be: [Identify SEC³URE Badges](#) (*PDF).

PREMIUM MEMBER BADGE



BASE MEMBER BADGE



“Premium” SEC³URE Passport members are either healthcare **Vendor Supplier Reps** or **Clinical Contract staff** providing services for your facility. Premium members are required to keep current healthcare credentials on-file with IntelliCentrics SEC³URE.

“Base” SEC³URE members are Vendor Supplier Reps who do not keep credentials on-file with IntelliCentrics SEC³URE. Generally, individuals wearing this badge should only be allowed in non-patient areas of a facility (e.g., *purchasing, receiving, etc.*).



If you or anyone else in the facility spots the radiation symbol on the badge, check to ensure the Healthcare Professional is also wearing a [Radiation Monitoring Dosimeter](#).



MASK During flu season (October – through – March), SEC³URE badges display the word “**MASK**” for anyone who has not received the current seasonal flu vaccine.

The flu is a highly contagious disease that can be spread before symptoms appear. Wearing a mask helps prevent the spread of the flu virus.

7.0 Troubleshooting

7.1 FAQs

Q: I updated settings in my kiosk and they are not showing up.

A: Any change made in SEC³URE administration > kiosk will require clearing the browsing history > cookies at the kiosk computer and setting up the kiosk again. (Example: kiosk name, turning on visitor check in, etc.)

Q: My kiosk was working fine and suddenly it stopped printing, what should I do?

A: A setting in the browser may have changed. Reset the browser to default settings and re-configure the kiosk at <https://kiosk.intellicentrics.com>. Steps to complete this are different in for each browser, please follow instructions in the appropriate link below.



[Microsoft Edge](#)



[Google Chrome](#)



[Mozilla Firefox](#)

A: Check to see if any security updates were pushed from IT or Microsoft. Updates can often eliminate settings.

SEC³URE does not push any settings to any facility kiosk.

Q: The kiosk is showing “Internal Server Error,” what should I do?

There could be two reasons:

A1: *Another computer or browser has hijacked the Kiosk Name or instance.* The first recommendation is to ensure no one else in the facility is attempting to reconfigure kiosk computers or switch internet browsers used to run the kiosks.

Next, on the kiosk computer, wipe all browser histories clear (esp. cookies), select only one (recommended) browser, and then reconfigure the SEC³URE Kiosk on the kiosk computer (see 5.1 Configure Kiosk). *You should not have to reinstall printer drivers or Adobe Reader.*

Additional explanation: Unique identifiers are embedded with the cookies when the SEC³URE Kiosk is initially setup on the kiosk computer using one internet browser. If anyone attempts to use another internet browser, or another computer entirely, using the same Kiosk Name/Location, a different identifier is embedded with the cookies.

A2: *Though extremely rare, there may be a temporary problem with the servers.* If this is the case, we will post a service bulletin through SEC³URE while we resolve the issue.

Q: Why did you discontinue support for Brother label printers?

A: The Brother label printers could only be setup and configured using Microsoft Internet Explorer 11 (IE11). Since Microsoft discontinued support for IE11, we can no longer recommend Brother label printers for use with the kiosk.

Q: I am unable to install any software on the kiosk computer.

A: Your internal IT department may need to support software being installed. Please contact them for support.

Q: Is it possible to use a tablet or netbook as the Kiosk computer?

A: Yes and No. Android and Apple tablets and netbooks do not have the hardware requirements necessary to securely connect to SEC³URE. Windows tablets can be used if the machine is running full Windows 10 “Pro” and has the connections for a printer and keyboard.

Q: Does IntelliCentrics support third-party kiosks?

A: Yes and No. Most third-party kiosks will work with our service, but they must follow the requirements laid out within this **Kiosk Setup Manual**. If the third-party kiosk does anything different (e.g. customized home screens, touch screen keyboards, etc.) than what is laid out in this guide we cannot guarantee they will work.

7.2 Printing FAQs

If you have “printer hardware” issues, please contact the manufacturer of the printer you are using.

Q: Why is my printer not printing anything?

A: Check the hardware

- Power cord plugged into printer
- USB cable plugged into computer
- Printer is turned on

A: Ensure settings are correct

- DYMO printer is set as default
- URL is pointing to <https://kiosk.intellicentrics.com>
- Ensure no software on the kiosk is restricting the website such as antivirus or firewall settings

A: Ensure the latest Adobe Reader is installed and the plugin is enabled

Q: Why is my badge only partially printing?

A: Ensure badge label number is correct for DYMO printer

- Go to Start > Devices and Printers > Right click on [printer being used] > Printing Preferences > Advanced > Paper Size: 30256/30857