



ident·a·kid[®]
Visitor Management

Starter

Guide

Welcome!

Welcome to the Ident-A-Kid Visitor Management System! We recognize learning a new software can be overwhelming at first, so our team has put together this Starter Guide to help with this process.



Important Contact Numbers

National Office: 1-800-890-1000

IT Department: 1-800-890-1000 Option 2

Orders Department: 1-800-1000 Option 3

Sales Department: 1-800-890-1000 Option 4

Visit <https://identakid.com/director-map/> to find your local Representative.

Helpful Website Resources

Web Applications

- School Manager - <https://school.ccsvm.com>
- Client App - <https://client.ccsvm.com>

Support Resources

- Support Knowledge Base - <https://support.identakid.com/>
- Support Videos - <https://support.identakid.com/videos/>
- PowerSchool API Q&As - <https://support.identakid.com/knowledgebase/powerschool-api-qa/>
- Device Drivers - <https://support.identakid.com/troubleshooting/downloads-device-drivers/>
- Procedure to add, edit and delete students from a Preloaded List Walk-through - <https://support.identakid.com/getting-started/pre-loaded-list-walk-through/>
- User Guides - <https://support.identakid.com/getting-started/user-guides/>
- 4.0 Walk-through - <https://support.identakid.com/getting-started/4-0-walk-through/>

Product Resources

- Store - <https://visitormanagement.identakid.com/shop/>
- Equipment Warranty - <https://visitormanagement.identakid.com/warranty-policy/>
- Return and Exchange Policy - <https://visitormanagement.identakid.com/returns-and-exchanges/>

Training Resources

- Schedule an Appointment for IT Support - <https://visitormanagement.identakid.com/appointments/>
- Monthly Webinars - <https://visitormanagement.identakid.com/webinar/>



Helpful Tips

Login as an Administrator

Please ensure that you are logged in as an administrator on the computer running Ident-A-Kid 's Visitor Management software. Inadequate rights on a regular account could play a part in the issues.

Kiosk Security

If you are running the system as a kiosk, make sure to be logged in the station Kiosk User to keep your systems data secure.

Dymo Label Printer Troubleshooting

If you find your Dymo printer is not working, there are several troubleshooting steps you can go through: -Is the power on?

- Try unplugging your printer from the main power source (the wall outlet), then unplug from computer. After waiting 30seconds, plug in and look for a blue light on the front of the printer.

-Print a test page

1. Click Start> Printers/Devices> Dymo Printer
2. Right click Printer Properties then click Print Test Page

-Check Default Settings If the problem persist after using the solutions above, try changing the settings listed below:

1. Go to Default Settings
2. Click Badge Printing and make sure Print Label is selected for the Printing option.
3. Remain in the Badge Printing section and make sure you have the correct Paper Size selected.
 - a. Select IDK Labels if you're printing Visitor Labels.
 - b. Select Hall Pass if you're printing Tardy Passes.

