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PART I: INSTALLATION INSTRUCTIONS

1.1 HARDWARE AND OPERATING SYSTEM REQUIREMENTS

<table>
<thead>
<tr>
<th>Hardware Requirement</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU – Pentium</td>
<td>IV or above</td>
</tr>
<tr>
<td>O.S – Windows</td>
<td>Windows 2003 Server, XP, Vista</td>
</tr>
</tbody>
</table>

INSTALLATION PROCESS

1. Before beginning the installation process make sure the user that is signed into the computer has Administrator rights.
2. Open a browser and navigate to www.starshallpass.com
3. Enter the credentials sent from Hall Pass
4. Click “Launch” to download the Hall Pass application
5. Click to download the Hall Pass Hardware Manager
6. Right click the file and extract the contents.
7. Right click the extracted file and “Run as Administrator”
8. Select the “Update Hardware” button to install the hardware drivers

Fig 1.1.a – Installation Process
PART II: INTRODUCTION

2.1 PURPOSE & SCOPE OF THE APPLICATION

One of the major challenges in our society is protecting our schools and educational facilities, the safety of these institutions is a cornerstone in communities across the country.

To help ensure students are learning in a secure environment Hall Pass will verify each visitor’s identity, flag potential predators to your predetermined office staff, and alert the proper authorities.

Identity records are stored in our data center which can be conveniently accessed and printed at the touch of a button. Utilizing our automated screening process ensures a secure educational experience while maintaining a safe atmosphere to work and learn.

2.2 KEY FEATURES

The key features of Hall Pass are:

1. Scanning the Driver License of the visitor (Any government issued ID may be substituted based on the school’s procedures – ID card, Green Card, Military ID, Border Work Card, Passport)
2. Integrating Radio Frequency Identification (RFID) with the visitor or faculty
3. Printing badges
4. Creating School Restricted List (SRL)
5. Accessing Sex Offender Registry (SOR)
6. Performing Criminal Search
7. Exporting Data/Reports in PDF and Excel format
8. Implementing Role based Security
9. Maintaining master data
10. Sending alarms for HITS
PART III: WORKING WITH THE APPLICATION

3.1 LOGIN MODULE

The first-time user will receive their login credentials via email from alert@hallpassid.com. After entering the activation code in the activation window the user will be redirected to the Terms and Conditions page. The user can access Hall Pass after reading and accepting the Terms and Conditions.

3.1.1 LOGIN SCREEN

Hall Pass can be opened by clicking the shortcut icon on the desktop to display the welcome page. Users can input their assigned credentials to log in. Clicking the “Close” button will sign the user out and close the application.

![Login Screen](image)

Fig 3.1a – Login Screen
3.1.2 **FORGOT PASSWORD**

Users can retrieve a forgotten password in the Forgot Password screen.

![Forgot Password Screen](image.png)

An email containing the login credentials will be sent to the email address associated with the user. If the user no longer has access to the email address contact the District Admin to retrieve login credentials. If further assistance is needed from Hall Pass Customer Service, the District Admin will need to contact Hall Pass Customer Service to validate the user has permissions to access Hall Pass and requires assistance with login.

Cancel button will redirect user to login screen.
3.1.3 Welcome Screen

![Welcome Screen](image)

Fig 3.1c – Welcome Screen

After a successful login the Welcome screen will be displayed along with the other tabs the user has authorized access to. Contact the District Admin if there are user restrictions that the user feels are in error.
3.1.4 Selecting School

If a user has been assigned to more than one school the user can select the Hall Pass tab and will be prompted to select which school to operate in.

![Select School Pop-up](image1)

Fig 3.1d – Select School Pop-up

After selecting the school users can access Hall Pass functions pertaining to the selected school.
3.2 Hall Pass Tab

The Hall Pass Tab contains important functions for the successful operation of Hall Pass.

![Hall Pass Tab Overview](image)

**Overview of Hall Pass Tab Options:**

- **Hall Pass** – Main Hall Pass screen to check in/out visitors
- **Visitor History** – Detailed search function of all visitors
- **Visitors Restriction** – Create a Visitor Restriction List
- **SOR List** – Search all 50 states Sex Offender Registry databases at anytime
- **Background** – Run a full Criminal History report (Extra charge per search)
- **Messenger** – Integrated Messenger feature to quickly message Hall Pass Users
- **Events** – Easily create events, add attendees, and quickly mass print badges or export list of attendees
3.2.1 HALL PASS - SEARCH PREVIOUSLY SCANNED VISITOR

Under the Hall Pass Tab select Hall Pass to open the search feature. Users can use the left panel to search for visitors who have been previously scanned into the system.

![Hall Pass Search Screen](image)

Fig 3.2b – Hall Pass Search Screen

- The blue panel on the left is used to search for previous visitors. Search fields must contain a minimum of two (2) characters, partial and full name searches can also be performed. All results will populate in the list panel.

**Advanced Search**

- When running reports for Visitors, Students, Faculty or Volunteers users can use the advanced search option to narrow the search parameters.
Fig 3.2c - Search Results will be displayed with columns to add notes, attach/detach RFID, and details about each visitor (status, photo, check-in time, name, destination, and purpose)

**ATTACH RADIO FREQUENCY IDENTIFICATION (RFID)**

To attach an RFID click on the red cross 🔄 to the left of the visitor’s name. A pop-up will display a prompt to scan any unassigned RFID key.

Fig 3.2d – Attach RFID Pop-up
DETACH RFID

To detach an existing RFID, click on the Green check.

![Detach RFID Pop-up](image)

Click ‘Yes’ to detach the RFID.

**Note:** RFIDs may be re-used by assigning them to another visitor or faculty member.
3.2.1.1 **Hall Pass - Scan/Print Badge for New/Existing Visitor**

**Last Scanned Details**

Under the Hall Pass Tab select Hall Pass and conduct a search for a previously scanned visitor. Select a visitor to display their information including full name, date of birth, and photo (if available). Users can update visitor information, check-out a visitor, or print a new badge by selecting ‘Print Badge.’

![Fig 3.2f – Visitor Search Results](image)
Visitor Information Buttons:

**Manual Entry Button**: Users can manually input the visitor’s information by clicking on Manual Entry. This can be used if no scannable ID is present. (i.e. Passport books, temporary IDs, etc.)

**Duplicate Entry Error**: This message will display for visitors with the same first/last name. Examine visitor log for potential duplicates, if none are found then select ‘Proceed As A New Visitor.’

**Scan Button**: This will scan the Driver License of the visitor and populate the data (First Name, Last Name, DOB, ID picture).

**Error Message**: If the scanner is not connected to the system, this error message will appear. 

"The scanner is not connected to the PC. Please try again.” See Figure 3.2g.

![Fig 3.2g – Visitor Search Results with Error Message](image)

Image displays error message received when attempting to scan. If scanner is plugged up but is not working, please check your drivers or re-plug the scanner.

**Note**: Scanning will only be done by clicking the ‘Scan’ button.
**Print Badge Button:** The following actions will be performed when Print Badge is clicked:

1. Validate mandatory fields.
2. Check School Restricted List and prompt user for further action.
3. Check Sex Offender Registry and prompt user for further action.
4. Print the Badge

**Validate mandatory fields**

An asterisk (*) is displayed next to the fields required before a badge may be printed. Failure to provide information for these fields will result in an error.

![Print Badge Button Image](image-url)

**Fig 3.2h – Visitor Search Results with Mandatory Field Error**
3.2.2 Visitor History

Under the Hall Pass Tab select Visitor History to display a list of all visits to the school and search by date and/or name. Use the Advanced Search to narrow the search parameters by status, purpose of visit, and/or destination.

![Visitor History Screen](image_url)

**Fig 3.2i – Visitor History Screen**
Once the search parameters have been identified, click ‘View’ to display visitor history. Each Visitor entry will provide status of the visit, check-in and check-out time, destination and purpose of the visit. Visitor History can be exported to Excel or PDF.

To export the search results select the export format and function then click ‘Export.’
**School Restricted List**

If a visitor is found in the School Restricted List (SRL) a pop up will display:

![Visitor Restriction Warning](Image)

**Fig 3.2l – Visitor Restriction Warning**

Proceed by selecting one of the following options in accordance to your school’s protocol:

- **Cancel SRL & Proceed** - override the SRL check and allow printing.
- **Confirm and Proceed** - confirm the Visitor and allow Sex Offender Registry (SOR) check, a badge will be printed. Alarm will be sent to the alarm list for the given school.
- **Confirm and Stop** - stop further processing and send alarm to the alarm list for the given school.
After checking in a new visitor an updated list of all current visitors checked in to the facility will appear.

![Updated Visitor List](image)

**Fig 3.2m – Updated Visitor List**

**Note:** For visitors checking in via RFID, badges will only be printed if the school has selected the ‘Print Badge’ option for all RFID check-ins. The previously Scanned Visitor’s list will be refreshed upon check-in.
**VISITOR LIST**

Under Hall Pass Tab select Visitors List to display all visitors who have entered the facility within the chosen search parameters. Users can narrow the search parameters by using the advanced search button.

![Visitor List](image)

*Fig 3.2n - Visitor List*
**SEX OFFENDER REGISTRY (SOR) DETAILS**

Fig 3.2o – SOR Warning will be displayed when a visitor on the SOR attempts to check in to the facility.
When a SOR hit comes up, users can click the lens icon to view the details of the offence, a second screen will pop up to display the complete SOR details.

![Fig 3.2p - Details of a SOR Registrant](image)

### 3.2.3 Visitor Restriction

Under the Hall Pass Tab select Visitor Restriction to control which visitors are restricted from entering the school.

To add a visitor to the list, click Add New. Visitors can be added to the list with optional expiration dates and documentation. When a visitor on the School Restriction List (SRL) checks into the school Hall Pass will display a pop-up screen very similar to the SOR screen and display alert buttons prompting the user to take further action.
**VISITOR RESTRICTION LIST**

Users can search the SRL by name, gender, date of birth, and/or status.

![Fig 3.2q – School Restricted List Search Results](image-url)
**Add New SRL**

To add a new record, click on the “Add New” button and complete the fields, and upload an image.

![Add Visitor Restriction Screen](image)

*Fig 3.2r – Add new visitor restriction screen*
**RESTRICTED VISITOR DETAILS**

To view the Restricted Visitor details, click on the Lens Image.

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**Fig 3.2s – Pop up of Visitor Restriction Details**
If an SRL is attached to a visitor the ‘Show More Details’ button will appear and users can see the full details of the SRL.

Fig 3.2t – Pop up of details displayed when ‘Show More Details’ is clicked
**VIEW HISTORY**

To view the history of the Restricted visitor, navigate to the History Report column and click the image of the book next to the corresponding name. A view history screen will display, to exit click the close button.

![HallPass Interface](image)

**Fig 3.2u** – Click the book symbol (circled in red toward the right of the screen) to view a history report.
### View History

<table>
<thead>
<tr>
<th>Restricted By</th>
<th>Restricted Date</th>
<th>Comments</th>
<th>IsActive</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Admin</td>
<td>8/11/2016 8:44:51 AM</td>
<td>Not able to check out Alexander per attached court order.</td>
<td>Active</td>
</tr>
<tr>
<td>Attendance Clerk</td>
<td>12/30/2013 8:32:45 AM</td>
<td>replaced 2016-08-11 08:44:51</td>
<td>InActive</td>
</tr>
</tbody>
</table>

Fig 3.2v - View History Report
3.2.4 Sex Offender Registry

Under the Hall Pass Tab navigate to SOR List to access a screen which will allow the user to search facility visitors and staff against the Sex Offender Registry.

![Fig 3.2w – Search results for visitors and staff on the SOR.](image-url)
**SOR DETAILS**

To view the complete details listed by the SOR, click on the Lens Image next to the visitor.

To view all cases for the visitor, click on the link next to ‘Offense Count.’

![SOR Registrant Details](image)

**Fig 3.2x – Complete details of a SOR registrant**
3.2.5 BACKGROUND

Under the Hall Pass Tab select Background to open a screen which will redirect to Compudatacheck.com via a browser window. Criminal history reports are separate from the SOR searches and require additional fees. Contact District Admin for more information and authorization to perform this service.

Please reach out to support for more information.

Note: Users must have login credentials to access Compudatacheck.com
3.2.6 Messenger

Under the Hall Pass tab navigate to Messenger, the integrated messaging system which easily relays information to all users. To create a new message click “Create new Message”. Simply create a message and send it out. If the user is not logged in at the time the message was created, the message will be displayed when the user logs into Hall Pass.

Fig 3.2z – View of Messenger screen and previous messages.
Fig 3.2aa – View of a message being displayed at login.
3.2.7 EVENTS

Under the Hall Pass tab navigate to Events to view all events. To create a new event click “Add Event.” Users will be able to add attendees to an event, print badges for all attendees, and export of a PDF or EXCEL spreadsheet of all attendees.

Fig 3.2bb – View of an event with all attendees

Fig 3.2cc – View of required information for creating an event
Fig 3.2dd - View of Add Attendees screen. Users can select from Visitors, Volunteers, Faculty, and Students. Select multiple attendees by clicking the check boxes. Select all attendees by clicking the blue ‘Check’ or deselect all attendees by clicking the blue ‘Uncheck.’
3.3 Schools Tab

Under the School tab navigate to the Schools option to view details of authorized schools. Administrators will be able to see all the schools in the district and can edit basic information for each school.

Fig 3.3a – District Admin view of schools
VIEW SCHOOL DETAILS

To view complete information for the selected school, click on the ‘Edit’ icon next to the school.

Fig 3.3b - Add and edit school information from this screen
3.3.1 BILLING CONTACTS

Under the School tab navigate to Billing Contacts to view the Billing Contacts list. Click on the lens image to view more details about a specific contact.

Fig 3.3c – Billing Contact screen
VIEW BILLING CONTACT

When a user clicks on the lens image next to a billing contact a new window will open and display details such as address, email, phone number, and any comments attached to the contact.

![View Billing Contact](image)

**Fig 3.3d – Pop up of Billing Contact details**
**ADD NEW BILLING CONTACT**

To add a new billing contact, navigate to the School tab, select Billing Contacts, and click on the ‘Add Billing Contact’ icon at the top of the screen. A new screen will prompt the user to attach the contact to a school and fill in contact information. Users can also provide comments and more details about the billing contact.

Fig 3.3e – Add new Billing Contact screen
3.3.2 **ALARM CONTACT**

Under the School tab navigate to Alarm Contacts to open a list of all Alarm Contacts for the selected schools. Users can add or edit contacts from this screen.

![Alarm Contact screen](image)

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**Fig 3.3f – Alarm Contact screen**
ADD ALARM CONTACT

From the Alarm Contact screen, click on the ‘Add New User’ button to open up a new screen. Provide the contact information, select which alarm sources the contact will receive, and the contact method to receive the alarm (alarm types.) If there are multiple schools the user must indicate which school(s) the contact will receive alerts from.

Fig 3.3f – Add Alarm Contact screen
3.3.3 DESTINATION

Under the Schools tab navigate to Destinations to display all school destinations. The Admin has the ability to create new Destinations for their facility.

![Fig 3.3g - School Destinations screen](image-url)

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**Add School Destination**

To add a new school destination, click the 'Add New' button on the bottom of the Destinations screen. Adding destinations helps to facilitate accurate reports and gives the user the ability to set up contacts for each destination. For example: If a destination for Assistant Principals Office is created with the Assistants Principal's contact information, when a visitor checks in to see the Assistant Principal, the Assistant Principal will be notified that the visitor is there to see them.

![Add/Edit Destination](image)

**Fig 3.3h – Add and Edit School Destinations**

The user has the option to add Destination Contacts for new or existing Destinations.

**Note:** Phone is for SMS (text) notifications.
3.3.4 Visiting Purpose

Under the Schools tab navigate to Visiting Purposes. Adding Purposes can help facilitate accurate reports, the user can create new Visiting Purposes by clicking on Add New.

Fig 3.3i – Visiting Purposes screen

To edit or delete visiting purposes click the pencil icon or the red X icon.
**ADD VISITING PURPOSE**

To add a new visiting purpose the user must select the school that the purpose is for and the name of the purpose. Check the boxes to indicate where the purpose will be visible; in Hall Pass, in Kiosk mode, or both.

![Add/Edit Purpose](image)

Fig 3.3j – Pop up to Add or Edit Purpose
3.3.5 **STUDENT REASONS**

Under the Schools tab navigate to Student Reasons. Users can create, sort and edit reasons for student check in and out. Adding Student Reasons can help facilitate accurate student reports.

![View of Student Reasons](image)

To add a new Student Reason, Click the “Add New” button on the bottom of the screen. Input the name of the reason and select the checkboxes for where you want the reason to appear. Then click “Save”.

![View of Add/Edit Reason](image)

**Fig 3.3k – View of Student Reasons**

**Fig 3.3l – View of Add/Edit Reason**
3.4 User Tab

**NOTE:** User Tab is visible to Admins only

User List

Navigate to the User Tab on the Hall Pass toolbar to see a list of all application users. To add a new user, click on ‘Add New User.’ A separate screen will pop up enabling the addition of a new user.

![User List Display](image)

Fig 3.4a – User list displays all application users
**ADD/EDIT USER**

An admin can create a new user from this screen, assign the user a school from the list, and assign a user group (Super User, Basic User, etc). The Admin can also customize user rights to add or remove rights beyond their group rights.

![Fig 3.4b – Admin view of the add or edit user screen](image-url)
After inputting the new user’s basic information, the Admin can select which schools the user can access by clicking on the school name and using the arrow button to add the schools to the users assigned school(s). The Admin can assign user rights by choosing a group from the drop-down menu on the right and clicking the check box to select or de-select options.

Fig 3.4c – Admin view of Add/Edit User screen with user rights selected
3.5 Faculty Tab

3.5.1 Faculty Management
Under the Faculty tab navigate to Faculty Management to view information on faculty members. From this screen users can edit basic information about Faculty, allow badge printing on check in, assign RFIDs, and update the image associated with a Faculty member. Users can also export the searched faculty list to a PDF or EXCEL spreadsheet.

![Faculty Management Screen](image)

Fig 3.5a – View of faculty information after searching for a specific faculty member.
3.5.2 Faculty Reports
Under the Faculty tab navigate to Faculty Reports to view detailed information on faculty check in and check out. Users can search specific date ranges as well as purposes or destinations, add/edit check-in/out information, and also export to PDF or EXCEL.

Fig 3.5b – View of faculty check-ins within a specific date range.
3.5.3 Faculty Check In
Under the Faculty tab navigate to Faculty Check In/Out to search for a faculty member and log their visit.

Once a faculty member is selected, user will be prompted with a pop-up in the bottom right of the screen. User can then select Destination and Purpose (if applicable), and select Check In to log the visit.

Fig 3.5c – View of a faculty member after searching

Fig 3.5d – View of pop-up and options to select to log visit.
3.6 STUDENT

3.6.1 STUDENT MANAGEMENT
Under the Student tab navigate to Student Management to view and edit basic information about a student. Users can Add or Delete student information, add notes to the student, and manage guardians for the selected student.

Fig 3.6a – View of information about a selected student.
3.6.2 **STUDENT REPORTS**
Under the Student tab navigate to Student Reports to view detailed reports on student attendance. Users can search by a specific student, date range, teacher, and absence type (excused or unexcused). To edit attendance information click on ‘Visit Count’. The information can be exported to PDF and various forms of EXCEL.

![Student Reports](image)

Fig 3.6b – View of student attendance by a specific date range.
3.6.3 Student Check In
Under the Student Tab navigate to Student Check In to log a student visit. From this screen the user can search for a student and select the reason for the Check In/Out or Tardy. Users can also select the guardian that is associated with this visit, mark the absence as Excused or Unexcused, and, if applicable, print a badge or paper slip.

Fig 3.6c – View of selected student and options to log the visit.
3.6.4 Multiple Student Check In/Out/Tardy

Under the Hall Pass Tab navigate to the Hall Pass, from this screen users can search for a Guardian/Visitor and click on the “Student” button. Users can select multiple linked students from the left column to check in or out. The guardian/visitor can also check in/out students that are not linked by searching for students in the middle column. This allows a one-time check in/out of a student without linking them to a guardian (i.e. babysitter, family friend etc.). Students who have been checked in or out by a non-linked guardian will have an “*” next to the visitor’s name in the student reports to easily identify a one-time check in/out.

Fig 3.6d – View of Student pop up from the Hall Pass Screen after selecting a visitor and clicking “Student”. 
3.7 VOLUNTEER

3.7.1 VOLUNTEER MANAGEMENT
Under the Volunteer tab navigate to Volunteer Management to search the volunteer list and edit information for each volunteer. The list of volunteers can be exported to a PDF or EXCEL spreadsheet. To upload a bulk list of volunteers download the template file and provide all required information.

![Volunteer Management Screen](image)

Fig 3.7a – View of the Volunteer Management screen
3.7.2 **Volunteer Reports**

Under the Volunteer tab navigate to Volunteer Reports to run detailed searches of all volunteers that have been checked in or out. Searches can be narrowed down to the purpose and/or destination of volunteer visit. The report will show the number of visits by each volunteer and provide options to edit or export.

![Volunteer Reports](image)

Fig 3.7b – View of volunteers and number of visits within the provided search parameters.
3.7.3 **Volunteer Check In**

Under the Volunteer tab navigate to Volunteer Check In to quickly check in any approved volunteers. Search by first and last name to find an existing volunteer. Once a volunteer is selected a pop up will appear in the bottom right corner of the screen to allow check in, then destination and purpose can be selected.

![List view of volunteers by search criteria](image)

**Fig 3.7c – List view of volunteers by search criteria**

![View of volunteer pop-up when a volunteer is selected](image)

**Fig 3.7d – View of volunteer pop-up when a volunteer is selected**
3.8 My Account Tab

Navigate to the My Account Tab on the Hall Pass toolbar. From here users can update basic account information as well as change their login password. To change user rights and permissions, or available schools, please contact the district administrator.

Fig 3.8a – Account Screen
PART IV: SUPPORT

INSTALLATION PROCESS

1. The user that is signed into the computer must have **Administrator rights**.
2. Open a browser and navigate to [www.starthallpass.com](http://www.starthallpass.com)
3. Enter the credentials sent from Hall Pass
4. Click “Launch” to download the Hall Pass application
5. Click to download the **Hall Pass Hardware Manager**
6. Right click the file and **extract** the contents.
7. Right click the extracted file and **“Run as Administrator”**
8. Select the **“Update Hardware”** button to install the hardware drivers

![Fig 4a – Installation Guide](image-url)
FREQUENTLY ASKED QUESTIONS:

Why does the scanner stop working after a set amount of time?

**Option 1:** Open **Power Options** (within Control Panel) to change settings **Turn Off Hard-Disk, System Standby** and **System Hibernates** to **Never**. Then select the **Hibernate** tab and disable **Hibernate**.

**Option 2:** Open the **Device Manager** (right click on **My Computer** and then select **Properties**, select the **Hardware** tab and then select the **Device Manager** button).

1. In the **Device Manager** go to the section titled **Universal Serial Bus Controllers** and click the + sign.
2. Double left click the first **USB Root Hub** and select the **Power Management** tab.
3. Uncheck the box **Allow the computer to turn off this device to conserve power**.
4. Uncheck the same box on all root hubs with steps 2 and 3.

Scanner not pulling all information or incorrect information.

1. Open the lid to the scanner
2. Ensure that the glass is **clean** and **free** from debris
Moving scanner to another PC

Scanners are assigned to a specific PC, when moving the scanner, the code must be reset so it can be assigned to another PC.

1. Have your **HP scanner code** ready (located on the bottom of the scanner.
2. Contact **support** via phone, (800)269-2650 or via email, **support@hallpassid.com**. **Please provide support with your scanner code requesting the scanner be reset.**
3. Once support has reset the code, user can **activate** the machine on a new PC.

Printer has a significant delay in printing.

1. Open hidden icons on taskbar.
2. **Right click** on **DYMO.DLS.Printing.Host** and click **Exit**.
3. **Right click** on **Taskbar** and go to **Task Manager**.
4. Select **Startup, Disable DYMO.DLS.Printing.Host**

Printer not spooling badges

**Option 1.**

A. Ensure that the **power cable** is the supplied **DYMO** power cable. Power cable connection is a “L” shaped.

**Option 2.**

A. Ensure the roll of badges is loaded correctly. Badges should be **facing down** when exiting the printer.

**Option 3.**

A. **Unplug** the power cable from the back of the printer. **Hold down** the **Blue Button** on the front of the printer. **Plug in** the power cable **while** holding the front button. **Release** the front button.
CUSTOMER SERVICE

Hall Pass Support:

800-269-2650 / Support@HallPassID.com

Hall Pass Customer Support is available to help if there are questions about the program or if an issue arises.