

# Getting Started

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 this page has been migrated to <https://support.keepntrack.com/getting-started/> and <https://support.keepntrack.com/getting-started/resources/>

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### Resources

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## Guides

### Installation Guides

#### Printers

- [Network Receipt and Badge Printer](#)

#### USB Printers

- [Badge Printer Installation Guide](#)

#### USB Printer Drivers

- [KeepnTrack Label Printer Driver for Mac](#)
- [KeepnTrack Label Printer Driver for Windows](#)



If your Dymo printer(s) stopped working after the recent Windows 10 update, download the updated driver [here](#)!

#### USB Printer Legacy Drivers

- [KeepnTrack Label Printer Driver for Mac](#)
- [KeepnTrack Label Printer Driver for Windows](#)

#### Scanners

- [V6455U Universal ID Scanner Installation Guide](#)
- [V6555 Wireless Universal KeepnTrack Scanner Installation Guide](#)
- [V1143A Bluetooth Linear Scanner Installation Guide](#)

#### Cameras

- [V6458A HD Camera Installation Guide](#)
- [V6458 HD Camera Installation Guide](#)

#### Drivers

- [Driver's License Scanner Setup for Windows \(IE only\)](#)

## Terminology

### Terminology

- **Account.** The master, governing entity for a group of Facilities (i.e. an "account" is equivalent to a "School District"). Accounts contain the global, default preferences for every facility.
- **Facility.** A facility is a single institution contained within an Account (i.e. a "facility" is equivalent to a "school"). Facilities contain the global, default preferences or permissions for a login.
- **Admin.** This is the module that allows an operator to change preferences, add other operator logins, manage people or activities, and run reports.
- **Kiosk.** The interface used to sign people in and out and track the movements of various classifications of people.
- **Volunteer.** The Volunteer interface allows volunteers to login remotely and add activities to their record.
- **Apply.** This option allows people to submit an on-line volunteer application.

## Access Level

- **Account Administrator.** Regardless of security settings, an account-level operator is allowed access to all preferences, facility settings, reports, logins, people records, and activity functions for all facilities within the account—including access to every Kiosk.
- **Facility Administrator.** Facility-level operators are allowed access to preferences, facility settings, reports, logins, people functions, and activity functions for all selected facilities within the account if given access to Administrative functions. They may also have access to any Kiosk functions that are set for the indicated facilities.
- **Operator.** Regular operators are allowed access to reports, people functions, and activity functions for all selected facilities within the account if given access to Administrative functions. They may also have access to any Kiosk functions that are set for the indicated facilities.

# Troubleshooting

## Troubleshooting

### Driver License Issues

Some state-issued driver's licenses and identification cards have known issues. This is a very small and specific set of circumstances. All known issues, listed by State, will be shown below.

#### Michigan

Beginning in mid-2014 and continuing until now, all State ID's and Driver's Licenses issued by the State of Michigan contain a parsing error in the First Name and Middle Name fields. There is no delimiter or space between the First Name and Middle Name. Because of this bug, it is impossible to enter any data via scanner that requires a First Name only or a First Name and Middle Name. Honeywell, the manufacturer of our scanners, has an article dedicated to this issue. [Read more here.](#)

### DYMO Printing Issues



Unknown macro: 'multiexcerpt-macro'

# Keycodes

## Keycode Directory

In the Getting Started Guide, many of the topics are linked to the Support Center where you can learn more information. But what if you printed the guide? We wanted to give you an easy way to find more information without being required to manually type in a long URL. Enter these keycodes into the search bar to be redirected to the information you're looking for.

|    |                                     |
|----|-------------------------------------|
| EK | <a href="#">Express Kiosk</a>       |
| EX | <a href="#">Export</a>              |
| FM | <a href="#">Field Mapping</a>       |
| FP | <a href="#">Facilities</a>          |
| FT | <a href="#">Automatic Import</a>    |
| HM | <a href="#">Installation Guides</a> |
| HT | <a href="#">Admin</a>               |
| IM | <a href="#">Import</a>              |
| KI | <a href="#">Kiosks</a>              |

|    |                                      |
|----|--------------------------------------|
| LB | <a href="#">Printer Installation</a> |
| MA | <a href="#">Activities</a>           |
| MP | <a href="#">People Management</a>    |
| MT | <a href="#">Tools</a>                |
| OM | <a href="#">Operations</a>           |
| PT | <a href="#">Preferences</a>          |
| QL | <a href="#">Attended Kiosk</a>       |
| RT | <a href="#">Reports</a>              |
| SC | <a href="#">Security</a>             |

|    |                                             |
|----|---------------------------------------------|
| SF | <a href="#">Attended Kiosk: Staff</a>       |
| SO | <a href="#">Sex Offender Registry Check</a> |
| SS | <a href="#">Self-Service Kiosk</a>          |
| ST | <a href="#">Attended Kiosk: Student</a>     |
| UT | <a href="#">Utilities</a>                   |
| VE | <a href="#">Attended Kiosk: Vendor</a>      |
| VI | <a href="#">Attended Kiosk: Visitor</a>     |
| VO | <a href="#">Attended Kiosk: Volunteer</a>   |
| WM | <a href="#">Workstation Management</a>      |

[Link](#)