



**ENTRUST**

## Best Practices for Back to School

As students and faculty prepare to return to campus, here are some best practices for getting your campus card office's ID card issuance systems and printers ready for the new school year. With these back-to-school best practices, your offices will be ready to greet new and returning students back to campus confidently.



### Clean Up

Take advantage of summer downtime to catch up on any equipment cleaning you neglected throughout the school year. Regularly cleaning your ID card printers will help ensure optimal performance and consistency in high-quality printed cards, a better user experience for card offices, and fewer service calls.

At a minimum, your printing equipment should be cleaned after 500 printed cards or after every ribbon change. And dust and debris should always be removed from printheads.

**Have you had your printer cleaned since the last school year?  
We recommend a traditional cleaning before the school year begins.**

#### What You Need:

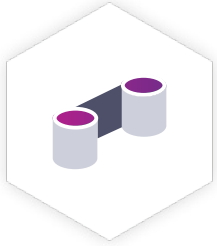
- **Cleaning Supplies:** Order [cleaning supplies from Entrust](#) or an Entrust-approved partner.
- **Sigma Cleaning Kit:** Get everything you need to clean Entrust Sigma Card Printers in [one convenient kit](#).
- **Step-by-Step Guides:** Visit our [Hardware Knowledge Base](#) for printer-specific user guides, how-to videos, and more.



[Learn more about our ID card solutions for education at Entrust.com](#)



# Best Practices for Back to School



## Stock Up

Get your back-to-school shopping done early.

### Order:

- Ribbons
- Embosser foils
- Cleaning supplies
- Spare parts: Printheads, air filters, roller units, etc.



## Plan a Maintenance Schedule

By performing regular upkeep on your machine, you'll see a significant cost savings over time. This not only extends the life of printheads and the printer itself, but saves you significantly by reducing the number of service calls required when technicians need to come on-site to troubleshoot the system.

**Extend the performance and savings on your printer by performing regular upkeep on your machine.**



## Update to Enhance Security

Campuses need to continually update software across their technology platforms to patch security risks, fix bugs, and enable new functionality and integrations. Your ID card issuance system is no different!

- Download the latest version of your Instant ID software
- Download the latest drivers and firmware updates

When you have *both* the firmware and software updated, then you can easily fix software issues, download new security features, perform automatic updates, and more.

**We recommend downloading the latest software driver and firmware updates for your machine today.**



# Best Practices for Back to School



## Raise Your Hand For Help

If you're in need of help, or not up to handling every challenge that will come up during the school year, you're not alone. Entrust offers a full range of services and support, around the world, and summer break is the best time to create a plan.

### Service Plans:

Our service plans are customizable to meet your needs and budget.

- **Rapid Replacement:** Get a replacement issuance system within one business day of a service request.
- **Deskside Support:** Get one of our certified technicians to come to you within one business day of receiving your ticket.

### Customer Support:

We have support services and regional offices around the world, ready to help.

### Where's Your Warranty?

Your ID issuance system has a warranty, and you should know where it is, what it covers, and what to do when a warranty-covered issue arises. Now is the perfect time to collect your paperwork and prepare a contingency plan for contacting one of our regional service centers to coordinate shipping and fixing your printer.



Learn more at  
[entrust.com](https://www.entrust.com)



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