

Forgot your password?	<p>On the Settrax login page, Click Forgot Password? and follow the prompts. If the email with your temporary password doesn't arrive within 5 minutes, check your junk/spam folder. Need more help? Check out this article here.</p>
How do I add a new employee to Settrax?	<p>Settrax Facility Administrators can add in new users from their user management page located in their Settings. Settrax staff is also available to assist in the creation of new accounts. Email support@settrax.com and provide Full Name, Work Email, Role, and which Facility they need to be added to and we can get the account created. Read full article here.</p>
Who schedules the cases in Settrax?	<p>Every facility will have a different workflow based on their own unique policies and workflows. The suggested best practice is to designate 1-2 people as schedulers to input surgical cases into Settrax. Vendors are able to self-schedule at the kiosk to account for emergent cases, but it is highly recommended to schedule in advance as much as possible.</p>
Can I print the schedule for the day?	<p>Absolutely! On the schedule page you will find a print button above the listed schedule list for the day you have selected.</p>
Can I print a list of trays brought in for each Settrax case?	<p>Sure can! Once you have located and selected the Settrax case you would like to print an itemized list for, locate the print summary button below the list of tray names.</p>
How do I print extra labels?	<p>Labels can only be printed at the kiosk. Login with your staff credentials, locate the Settrax Case you need to re-print labels for and then hit the print icon located to the left of the name of the loaner tray you need to re-print</p>
The loaner trays are being dropped off by couriers, how do they get access to Settrax?	<p>3rd party courier companies are given free courier accounts so they can serve their clients (the vendor reps). The vendor rep must first assign a scheduled case to the courier in order for the courier to be able to login, which they can do when logged into Settrax from any personal device.</p> <p>If the courier does not have a case code to login with, they will need to contact the vendor rep directly to be granted access to log in and check in trays. You can learn more about couriers and their interaction with Settrax here.</p>

The Vendors say that can't take pictures/print/login – what do we do?	Troubleshooting the kiosk is not the responsibility of the hospital staff. However, this can often be fixed by ensuring that they are accessing Settrax via the app, and not through an internet browser. If that does not solve their issues, please have them contact support via live chat at the kiosk or by calling 866-900-0375.
We are having technical issues with our kiosk – how do we get help?	Contact Settrax support at 866-900-0375 or via live chat during business hours and our team can assess and troubleshoot. On occasion we will need to connect with IT to reach a resolution. When this occurs, we will request your assistance in submitting an IT ticket internally.
I have questions about this program and our policies, who do I contact?	For further support regarding Settrax you can reach out to support@settrax.com . Our team can help with trainings, tech support, best practices, and much more.
I have feedback/ a feature request, where should I send them?	We love feedback and feature requests! We are always aiming to improve and meet your needs. You can send any of these requests to support@settrax.com .

This guide helps staff address common vendor questions in relation to Settrax.

<p>Vendor: I don't come to this facility often. Why do I have to register with Settrax if I only come once in a while?</p>	<p>Staff Response: Settrax ensures accountability for your instruments and compliance with our safety policies. Contact Settrax support to find the best account type for you.</p>
<p>Vendor: I have a last-minute tray; can I skip the check-in?</p>	<p>Staff Response: The process is quick and required for all trays.</p>
<p>Vendor: I have a last-minute add on and haven't registered with Settrax yet. Can you just run this tray for me once, please?</p>	<p>Staff Response: Register at the Settrax kiosk for immediate access—it only takes a few minutes. Trays must be checked in properly to be processed.</p>
<p>Vendor: I share an account with another member of my team and I can't get ahold of them. Can I just skip check in today?</p>	<p>Staff Response: Settrax accounts are individual and not to be shared. Sharing an account is against hospital policy and can get your colleagues account shut down. Once you register for your own account you can contact Settrax to get your account linked to your teammates.</p>
<p>Vendor: Your facility is the only facility in the area that has Settrax and I don't come here often.</p>	<p>Staff Response: Settrax is becoming a standard in many facilities, ensuring accountability for your instruments and compliance with safety policies. Contact Settrax support to find the best account type for you.</p>
<p>Vendor: Will this system add a lot of time to my cases at this facility?</p>	<p>Staff Response: No, it will save you time overall. It provides you the ability to know where all of your sets are, see pictures of them, and have the ability to manage your cases.</p>
<p>Vendor: This tray is only a couple pounds overweight. You can still process it, right?</p>	<p>Staff Response: We enforce a 25 lb. limit for proper processing and patient safety. Empty trays are available to divide your set for check-in.</p>
<p>Vendor: I've always been able to leave my sets in the storage room here. Why do I have to check them out through Settrax within a specific time period?</p>	<p>Staff Response: We can only store trays needed within 48 hours. Checking them out is quick and ensures your sets are complete.</p>
<p>Vendor: I've brought trays to this facility for 10 years and</p>	<p>Staff Response: Our facility is committed to the highest patient care standards, including vendor instruments and</p>

<p>never had any problems. Why do I need to use this Settrax system?</p>	<p>implants. Settrax helps meet these standards while ensuring accountability and policy compliance for your instruments.</p>
<p>Vendor: Do I have to register with Settrax before the start date of the system?</p>	<p>Staff Response: Yes, you must register before the Go Live date of _____. Early registration lets you learn the system and add consigned or common items. After Go Live, trays must be properly checked in through Settrax to be processed.</p>
<p>Vendor: Can you show me how to use the Settrax system?</p>	<p>Staff Response: Settrax offers online training and a comprehensive support section with tutorials. Register to access support or contact customer support for help navigating the system.</p>
<p>Vendor: Why has this facility chosen to implement the Settrax system?</p>	<p>Staff Response: Settrax ensures accountability for your instruments, helps you comply with safety policies, and standardizes tray check-ins and outs to minimize discrepancies in cases.</p>
<p>Vendor: Who do I speak with in your department about issues with this system?</p>	<p>Staff Response: Our staff is trained for facility use only. Settrax offers customer support Monday to Friday, 5 a.m. – 5 p.m PT and has a helpful Support Section on their website. If you need further assistance, you can call or submit a question for a prompt response during business hours.</p>
<p>Vendor: If I choose not to register with this system, will I still be able to work cases at this facility?</p>	<p>Staff Response: No, all vendors must now register with Settrax to manage trays at our facility. Our sterile processing and OR staff will ensure proper processing through the system</p>
<p>Vendor: What do I need to do with the trays that are already consigned to this facility?</p>	<p>Staff Response: The Settrax Support Section has tutorials on using the consignment feature. You must process consigned trays through Settrax to use your items during pre-check and check-in.</p>