

## Senior Living | *implementation planning*



### get your team ready

Thank you for your business. You have made a wise decision in choosing to install a MultiPASS-iD solution. To begin the process of a successful implementation we ask each member of your team to watch a recorded video of a resident information meeting to prepare for our kick-off meeting scheduled on \_\_\_\_\_ at \_\_\_\_\_ local time.

This will act as a good introduction prior to our discussion for those who haven't been involved throughout the discovery and product selection process.

The smart credential is the foundation of your solution. We need you to review the options available and be prepared to discuss your selection.

### data collection

An important first step is to get started loading software and building your database. Here's a short list of what we need:

1. An IT point of contact to provide network connectivity, IP addresses, software installation assistance and database backup.

Name	email	Phone
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2. Lists of residents, resident guests, employees and vendors. Each list should include first name, last name, employee/customer #, unit #, department and title.
3. Review of the door naming convention. Please confirm with the map # on the drawings.
4. A decision on which staff member's PCs will be getting the application loaded?
5. The base system includes a single encoder and portable programming device. Will additional devices be required?



Encoder



PPD



Demo  
lock  
stand

### level 1 user training

Our goal is to make you self sufficient in the day to day operations and maintenance of the system. Implementation starts with basic administrator training. We'll organize, compile and enter the data discussed above into the system. During our level 1 session we'll teach you how to configure doors and program employee cards. We provide you with a demonstration lockset to introduce and demonstrate operations to the various groups within the community.



## credential issuance and distribution

In most cases it is more efficient for us to issue employee, resident and guest credentials and prepare them for distribution. This lessens the overall burden for you as we introduce and train your team to operate the system. We work with the system administrator to issue a small percentage of the overall credentials to reinforce their instruction.

Staff credentials are issued prior to commencement of any physical work at the site, this allows employees to accomplish their responsibilities throughout the facility without disruption regardless of their shift or work schedule.

Resident and guest credentials are typically issued to the resident as we install their unit door lock. This allows for verification of proper programming and provides the added benefit of one-on-one introduction to each resident as available. Credentials for residents not at home are consolidated for pickup at the front desk as the installation team vacates each floor.

## resident and staff introduction

An informational kiosk is typically set up outside the main dining facility, to provide scheduling information about the project as well as a custom 1-2 minute video describing the operation of your resident's locks. Communities can also provide this video on their in-house TV system. We provide a multiPASS-iD team member at the kiosk as the implementation gets underway during the lunch hour. We encourage residents and staff to stop by to ask questions and learn more about the new system. A team member will attend community and staff meetings as necessary to inform everyone of the installation plan specifics and to answers questions as needed. We encourage residents and staff to ask questions anytime at their convenience.



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## maintenance training



On-site maintenance personnel will be trained in the proper installation, maintenance and configuration of the new locksets. This allows your staff to be fully qualified to provide installation and routine field maintenance or replacement as necessary without impacting the warranty status. A First Aid Kit containing common spare items is provided with each system. This training is supplemented with a series of online videos we've produced to re-enforce the onsite training as it could be years before service is actually required.



## installation

A typical installation begins on interior administrative office doors before we start resident unit door installations. This gives the staff extra time to become familiar with the new locks. We're careful not to modify any common or perimeter doors that are used by residents until we've completed all of the resident unit installations. We value direct interaction with residents throughout our implementation process.



## level 2 user training

As the physical installation finishes, we continue to work with the system administrator to provide additional software training. Building upon the skills they have now mastered we introduce audit reporting and other advanced features. Remember, we are never further away than a phone call. We utilize remote connectivity tools to assist and train your personnel at anytime. Every application includes additional remote assistance for use as necessary with the purchase of the system.

**GoToAssist®**

## warranty and ongoing support

We honor all manufacturer's warranty terms and provide a one year installation workmanship warranty. We encourage ongoing software support and database maintenance agreements for the systems that we install. These services provide you with ongoing updates and assist in keeping your new system operating at peak performance. To initiate service, call or email:



952-887-1144



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