

Set Up Label Printer

What this is


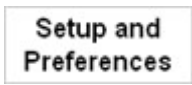



This will show you how to set HelpCounter to print paper badges for Volunteers & Visitors and/or Students arriving late..



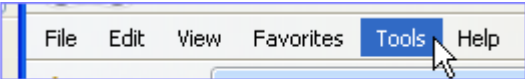
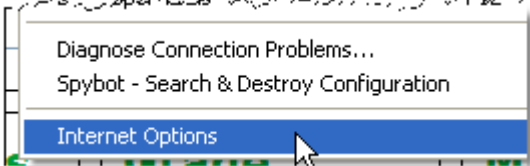



IMPORTANT: This guide presumes that you have installed and tested a label printer on the computer. This includes installing the label printing software included with the printer.


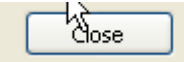
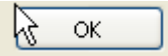
These settings are computer specific, so this process must be performed on the same computer that is attached to the label printer.

These settings will be stored under the Windows User ID that was used to log into the computer itself before you logged into HelpCounter. Make sure you are logged into Windows under the same User ID that you will be using for normal daily operation. Otherwise, these settings will not be in effect on this computer.

How to do it

<p>Step 1</p>	<p>Log into the Admin Area of HelpCounter by going to www.helpcounterweb.com and entering your administrative log on.</p> <p>If the computer is already on the HelpCounter sign in window, click on the word 'Admin' in the lower right corner of the main sign in window.</p>	
<p>Step 2</p>	<p>In the Administrative Area, click in the panel on the left side of the page labelled Setup & Preferences.</p>	
<p>Step 3</p>	<p>Near the middle of the page, click the Main Setup button.</p>	
<p>Step 4</p>	<p>About half way down and on the right, locate the box labelled 'Badge Printing'.</p>	
<p>Step 5</p>	<p>You may select to print badges for Volunteers & Visitors AND/OR Students. Check the appropriate check boxes according to your preferences.</p>	

<p>Step 6</p>	<p>Then, for each option selected (Volunteers/Visitors and/or Students), select a printer from the drop down list.</p>	
<p>Step 7</p>	<p>Save your changes at the top of the page.</p>	
<p>IMPORTANT: The following steps will set the security settings in Internet Explorer to grant HelpCounter permission to run the printer controller.</p>		
<p>Step 8</p>	<p>Near the top of Internet Explorer, click on the menu item 'Tools'. In some menu configurations it may not be immediately visible. It may be available via an icon. Most often it will be clearly displayed at the top of the page. Click on this item to show the drop down menu.</p>	
<p>Step 9</p>	<p>At or near the very bottom of the drop down menu, click on 'Internet Options'.</p>	
<p>Step 10</p>	<p>Click on the tab labelled 'Security' at the top of the pop up window.</p>	
<p>Step 11</p>	<p>Click on the icon labelled 'Trusted Sites'.</p>	
<p>Step 12</p>	<p>Click on the button labelled 'Sites'.</p>	

<p>Step 13</p>	<p>In the box, type https://www.helpcounterweb.com.</p> <p>Then click on the button labelled 'Add' This will add the site into the bigger box below showing all trusted sites.</p> <p>Note: it is ok to leave the checkbox next to '<i>Require server verification (https:)</i>....' set as it is. Either setting will work for HelpCounter.</p>	
<p>Step 14</p>	<p>Click on 'Close'.</p>	
<p>Step 15</p>	<p>Click on 'OK'.</p>	
<p>Step 16</p>	<p>You should be back in Admin Area of HelpCounter now. Click on 'Return to Sign In Area' to finish.</p>	