



SEC³URE GO! FAQ for SEC³URE Passport Users

1. What is SEC³URE GO!?

SEC³URE GO! is the latest innovation from IntelliCentrics. It is a wearable e-badge that combines mobile check-in with visitor identification. SEC³URE Passport holders use it to check in to a facility without the need of a kiosk or a paper badge.

2. Who can use SEC³URE GO!?

Any non-staff visitors to a location of care can use it, including vendor reps, clinical contractors, physicians and nurses. SEC³URE GO! comes with your SEC³URE Passport 2.0 subscription.

3. How does SEC³URE GO! work?

SEC³URE GO! syncs with the SEC³URE mobile app. SEC³URE Passport holders can check in and out of a facility, effortlessly extend visits, and properly identify themselves without the burdens of a kiosk or paper badges.

4. When do I receive my SEC³URE GO! if I place an order now?

SEC³URE GO! will start shipping on November 18th. We'll ship it on the same day if you place your order before 3 p.m. CT. You'll be given the tracking number of your package. We also offer overnight shipping.

5. Do I need to change my subscription before I can receive my SEC³URE GO!

Yes. SEC³URE GO! and all of our new technologies are now included in the SEC³URE Passport 2.0 subscription, effective January 1, 2020. However, we're offering our subscribers the option of moving to the new subscription earlier than your annual renewal date so you can get all of the innovations immediately. For more pricing information, log in to www.sec3ure.com or contact an IntelliCentrics Hero at 817-SEC3URE (732-3873) and CustomerService.US@IntelliCentrics.com.

6. How is SEC³URE GO! different from the SEC³URE Mobile App?

SEC³URE GO! works in tandem with the mobile app. You use the mobile app to check in, extend visits and check out. The app will then transfer all your visit information to the badge, so you are identifiable during your visit without having to stop at the kiosk.

Contact Us



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SEC³URE GO! FAQ for SEC³URE Passport Users (continued)

7. Can I get a replacement badge if my SEC³URE GO! is lost?

Yes, please contact an IntelliCentrics Hero at 817-SEC3URE (732-3873) or CustomerService.US@IntelliCentrics.com to order your replacement badge. Alternatively, you can visit www.sec3ure.com to order a new one.

8. How do you keep SEC³URE GO! sanitized and clean?

According to the CDC's guidelines for Disinfection and Sterilization in Healthcare Facilities, mobile equipment largely consists of "noncritical items" — items that come in contact with intact skin, but not mucous membranes — under the Spaulding Classification of Medical Devices and Levels of Disinfection system. The CDC's guidelines recommend the use of a **low-level, EPA-registered disinfectant** with broad efficacy against bacteria, viruses and fungi, for disinfecting noncritical items unless they are visibly soiled with blood or bodily fluids.

9. What happens if my SEC³URE GO! runs out of battery?

Each SEC³URE GO! comes with free shipping and a two-year warranty, which will cover battery replacement for you.

10. Who should I contact if I have questions about the badge?

If you need any help, just reach out to an IntelliCentrics Hero at 817-SEC3URE (732-3873) or CustomerService.US@IntelliCentrics.com.

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