

## SEC<sup>3</sup>URE GO! FAQ for SEC<sup>3</sup>URE Passport Subscribers

### 1. What is SEC<sup>3</sup>URE GO!?

SEC<sup>3</sup>URE GO! is a wearable, digital badge that combines mobile check-in with visitor identification. SEC<sup>3</sup>URE Passport subscribers use it to check in to a SEC<sup>3</sup>URE facility without the need of visiting a kiosk or printing a paper badge. It makes check-in fast and contactless. We currently have two versions of the SEC<sup>3</sup>URE GO! badge in circulation. Generation 1 (GEN 1) was released in November 2019, and Generation 2 (GEN 2) was released in October 2020.

### 2. What is the difference between the two generations of SEC<sup>3</sup>URE GO!?

The two versions work exactly the same from a functionality standpoint. There are two main differences:

- Appearance – The new badge comes in a blue frame, vs. the white and blue, two-toned frame (see Images A and B).
- Battery – The battery in the new badge is rechargeable (see Image C).



Image A: GEN 1 look



Image B: GEN 2 look

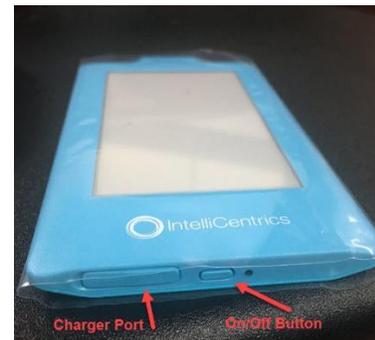


Image C: charger port on GEN 2

### 3. I have a GEN 1 SEC<sup>3</sup>URE GO! badge. Can I upgrade to GEN 2?

Each SEC<sup>3</sup>URE GO! comes with your SEC<sup>3</sup>URE Passport subscription and is good for two years. If you want to switch to the new SEC<sup>3</sup>URE GO! within your two-year period, you can visit [www.sec3ure.com](http://www.sec3ure.com) or contact our customer support team at 817-SEC3URE (732-3873) to order it for \$149.

### 4. Can I get a replacement badge if my SEC<sup>3</sup>URE GO! is lost?

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

### 5. What happens if my GEN 1 SEC<sup>3</sup>URE GO! runs out of battery?

Your SEC<sup>3</sup>URE GO! comes with a two-year warranty, which will cover battery replacement for you. Just contact our customer support Heroes if you need a battery replacement.

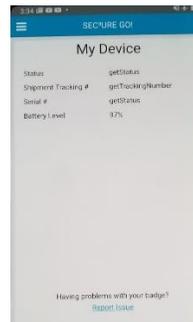
### 6. How often do I need to recharge the battery in GEN 2 SEC<sup>3</sup>URE GO!?

We recommend recharging your SEC<sup>3</sup>URE GO! every week. While there is not a battery indicator on the badge, we are recording your battery level so that you can check on it regularly. There are several ways to find out if or when you need to recharge your device:

- a) You will get a “Battery Low” warning on your badge when the battery is running low (see Image D).
- b) On your SEC<sup>3</sup>URE mobile app, open the side menu and click on “SEC<sup>3</sup>URE GO!” to check on the latest reported battery level (see Image E).
- c) Call a customer support Hero at 817-SEC3URE (732-3873) to check on your battery level.



**Image D**



**Image E**

#### **7. Who can use SEC<sup>3</sup>URE GO!?**

Any commercial and clinical visitors to a SEC<sup>3</sup>URE facility can use it, including vendor representatives, clinical contractors, physicians, and nurses. SEC<sup>3</sup>URE GO! comes with your SEC<sup>3</sup>URE Passport subscription.

#### **8. How does SEC<sup>3</sup>URE GO! work?**

SEC<sup>3</sup>URE GO! syncs with the SEC<sup>3</sup>URE mobile app. SEC<sup>3</sup>URE Passport subscribers can check in and out of a facility, and extend visits on their mobile app. The visit information will be automatically transmitted to and displayed on the SEC<sup>3</sup>URE GO! badge.

#### **9. When do I receive my SEC<sup>3</sup>URE GO! if I place an order now?**

We will ship SEC<sup>3</sup>URE GO! on the same day if you place your order before 3 p.m. CT. You will be given the tracking number of your package. We also offer overnight shipping with a fee.

#### **10. How much is the SEC<sup>3</sup>URE GO! badge?**

SEC<sup>3</sup>URE GO! comes with a SEC<sup>3</sup>URE Passport subscription. In other words, you need a premium membership to be eligible for the badge.

#### **11. Will I be able to access a facility if I do not have the SEC<sup>3</sup>URE GO! badge?**

It depends. Some facilities require reps to check in with a SEC<sup>3</sup>URE GO! badge, and others don't.

#### **12. Is there a way that I can see which facilities use SEC<sup>3</sup>URE GO! as their preferred check-in method?**

SEC<sup>3</sup>URE GO! can be used at all facilities using our SEC<sup>3</sup>URE technology platform. However, some facilities have stated that they do not want to accept the digital badge for check-in. In that case, you will not be able to log in from the SEC<sup>3</sup>URE mobile app.

**13. Can I use the SEC<sup>3</sup>URE GO! badge at a facility that does not allow mobile check-in?**

No. The facility needs to allow mobile check-in in order for you to use the badge, because the mobile app works in tandem with the digital badge and you need mobile check-in to transmit your visit information onto the badge.

**14. How close do I have to be to a facility in order to use the SEC<sup>3</sup>URE GO! badge?**

You must be within 100 yards of the facility for the badge to properly pair with your SEC<sup>3</sup>URE mobile app, so you can check in and out appropriately.

**15. How do I keep SEC<sup>3</sup>URE GO! sanitized and clean?**

According to the CDC 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. The CDC recommends 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.

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

You can visit our [SEC<sup>3</sup>URE GO! support page](#). As always, you can contact an IntelliCentrics customer support Hero at 817-SEC3URE (732-3873) or [CustomerService.US@IntelliCentrics.com](mailto:CustomerService.US@IntelliCentrics.com) if you have any questions.