

## Certificates – Overview

The certificates module within SwimSoft allows you to create PDFs that contain basic student data for use overprinting pre-printed award certificates.

There are three basic steps to printing a certificate:

- The first step is to define or request which certificates you want to produce. This can be done by the client in the Client Hub or from within SwimSoft.
- The second step is to create the certificates and convert them into PDF files.
- Finally, the third step is to view the PDF and send them to the printer.

The menu item can be broken into four sections:

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You will also find information in the troubleshooting section of the Knowledge Base under the Certificates section.

### Section 1 – Daily Management

We strongly recommend that you read all of this document before attempting to print a certificate, as it will potentially prevent you from wasting both time and certificates!

#### Student Award Check (LAT)

The Student Award Check is a table of data that tells you the total amount of awards a student has received relevant to the Location, Award and Term that you are currently in on SwimSoft.

## Client Hub Award Requests

The Student Award Purchases is a screen that enables you to see the certificates a client has requested and if they have been set for production. If clients are required to purchase certificates, it also shows purchase and financial data. This is a very useful screen to manage certificates.

## Section 2 – Production

### Requesting Certificates

This can be done by a client from the Client hub or from within SwimSoft

If you are selecting certificates to be produced from within SwimSoft, ensure you are in the correct location and term (LAT). Start by going to the **Certificate** section of the **Main Menu**, then press the **Request Certificates**. There is also an option to **Request Reprints**, so if a certificate is lost or damaged, it can be reprinted. Use the search facility to find the student that you require a certificate for and then press the **Approved** button to select it.

Tip: If you do not see the client and certificate required in the Request Section of the system, but their name and the required award appears in the reprint section, at the very least the certificate has been requested in the past, it might indicate that client is asking for a reprint which may incur a charge!

Clients cannot request reprints from within the Client Hub.

### Creating PDF certificate files

Once you have specified which certificates you want, simply press the **Create PDF Certificate Files** button. Your certificate PDFs will be created in a few minutes.

### View certificate PDFs

If you have selected and created the PDF files, you are now able to check them and/or overprint your award certificates. To view the PDF files, press the button marked **View Certificate PDFs**.

## Section 3 – Settings

### Image Nudge

When producing the documents, sometimes the image layout can be slightly off and needs to be adjusted. The **Image Nudge** page allows you to move the image in four directions to fit on the page perfectly. Enter a negative value in the **Move down** field to move the image up the page and a negative value in the **Move Left** to move the image to the right.

## Certificate Layouts

If the certificate layout is completely wrong, for example, you could be using an older version of a certificate where the text boxes are in a different place, you can use the **Certificate Layouts** button to edit where the elements fall on the page. Full instructions on how to use the layout page can be found in the help section of this page or the Knowledge Base.

## Section 4 – Tip and Tricks

### Type of printer

Where possible, use a laser printer as the image will be despatch ready as soon as it is produced. Warning, the inks found in inkjet printers are normally water-based and will smudge and run if they get wet! And an image from an inkjet printer can take a few minutes to dry, meaning it is quite common to get 'image offset', this is where the image from one certificate rubs off onto the back of the next one to be printed. This can be reduced by changing your paper settings or removing the certificates from your printer as soon as they are finished and ensuring they are not stacked on each other.

### Paper guides

Make sure paper guides are pushed firmly against your certificates - if they are loose, the paper will not pass through the printer in a defined position, and the image will not be printed on the certificate in the correct place.

### Paper setting

These advise your printer what type of paper it is handling, laser printers (toner cartridges containing power) melt the toner onto the paper, if they are not set correctly the paper can rub off. Ink-based printers need to run slower so the ink has a chance to dry so in both cases, you must define your printer's settings.

### Just one

When you use the system for the first time, just try and produce a print on white paper, mark the paper at the top and front and remember how you load it into your printer. If the image is printed on the correct side of the paper and the correct way up you will know how to load your printer, naturally if this is not the case try again, once you know you are loading your printer correctly use the window trick below to ensure the image is being printed in the correct place.

### **The window trick.**

Once you have printed your image on plain paper, place it precisely on top of a certificate and hold both the certificate and print up to a window to ensure the image is being printed in the correct place, if it is, you are now in a position to print your certificates, however, if it needs a slight adjustment use the Image Nudge feature.

### **Image nudge**

If an image needs to be moved slightly use the Image Nudge system.

### **Award slips**

If you are using award slips writing the word 'Printed' on them can help you keep track of which certificates have been printed and those that need to be printed.