Digital Reception FAQs

This guide covers how to create new users in Digital Reception, assign them into the correct homes and how give them the correct access level to see information relevant to their role in your organisation.

General questions.

What is Digital Reception?
Digital Reception is a front of house e-reception book for visitors, staff, and residents.

It allows you to accurately track visitor information, so you always know who's in your home and why. You can also gather crucial visitor feedback easily and efficiently. Digital Reception integrates with Autumna so any feedback can be sent straight to your Autumna profile.

What are the benefits of using Digital Reception?
Other than replacing your old sign book (see below) Digital Reception offers you the chance to collect visitor feedback both positive and negative – in real time. This can help you to make sure that you are dealing with any issues promptly as well as ensuring that positive feedback is circulated to the correct teams and updating your Autmna profile.

You can customise your feedback based on the type of profile, for example, visitors can be asked for feedback about the home, whereas staff can be asked how their day was or be instructed that there is an event that they need to be aware of, like a fire drill.

This crucial data is then displayed in various easy to read and accessible reports and dashboards that can be filtered by actions, identifying important tasks for you and your team to complete.

Digital Reception allows you to provide accurate and real time information in the event of a fire evacuation, reducing the reliance on paper-based systems. The Digital Reception device can be fully mobile in such an event

Why replace my signing in book?
Digital Reception will offer any visitor to your home a professional first impression but it also offers your home and visitors a safe and secure experience. There are GDPR risks associated with older style physical sign-in books, for example any visitor information is visible for other visitors to see, can be damaged or even stolen.

Digital Reception keeps important data safe and ensures your home is GDPR complaint.

Can I customise Digital Reception to my company's brand?
Yes, you add a unique background image of your home to each different location, you can also add your company logo and colour theme. All will be seen by all visitors signing into Digital Reception.

Implementation and support

How long does it take to install?
Our support team will create your database with all your homes added, you'll need to add user accounts and set up Digital Reception on the devices across your home. A device is a tablet which visitors will sign in with, you can add as many devices as you'd like in each home.

What equipment do I need?
 All you need is a basic tablet and a stand to secure it to your chosen location (or locations).

What happens if I need to add a new home?
Contact your customer success manager at CoolCare by emailing customersuccess@coolcare4.co.uk any new homes can be added quickly to your Digital Reception account.

How do visitors use Digital Reception?
Once you've set up your device, visitors will be able to sign in straight away by using the touch screen tablet. The information, feedback and messages your visitors see when signing in or out is up to you- its fully configurable.

Do my visitors need to touch the tablet?
No, if infection control is a concern, you can set up a QR code for visitors, allowing them to scan to their smart phone and so never touch the screen/tablet.

Is there support available?
Yes, you can contact our CoolCare support team by phone, email or the online chat function on your CoolCare database. The system also comes with built in user guides and a link to the Digital Reception technical team.

Is any further support available on how to use Digital Reception?
Yes - You'll also have a training session with our product specialists, to demonstrate how to get the most from your Digital Reception software.

What if I already have Coolcare or PCS?
The good news is Digital Reception integrates with both CoolCare and PCS. If you have both systems, we recommend that you integrate via PCS as the data from Digital Reception will feed straight into your PCS care plans helping you to build a picture of your residents' visitors.
Below is the recommended PCS integration workflow along with integrating with CoolCare.
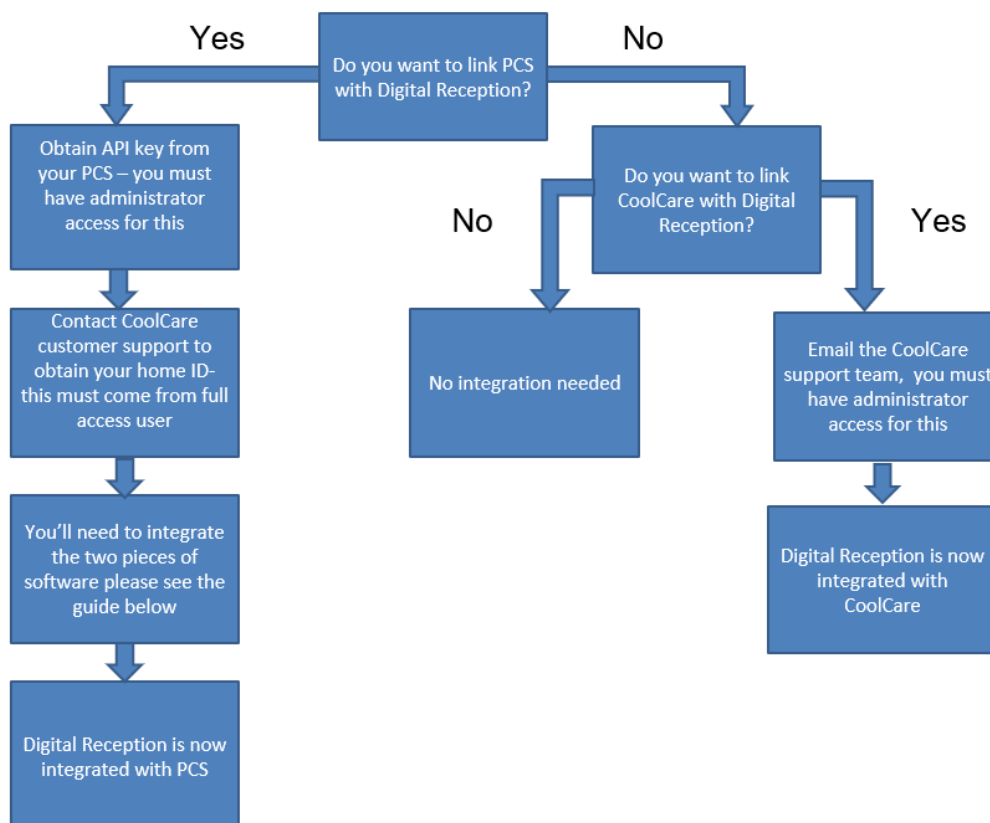
[Click here](#) for further information on integrating Digital Reception with PCS

Can CoolCare help me set up the link via PCS?
We can provide some guidance but you will need to generate the API key in PCS as we are unable to access your data due to GDPR considerations

Is it easy to integrate Digital Reception link to Autumna?
Yes, you can do this by following the steps below. You will need an Autumna premium account to complete the process.
- Ensure your regulatory reference is saved correctly
- Ensure this location is claimed under your profile on Autumna

- Generate a secret key on Digital Reception, share this key with Autumna, you can do this of Autumna can do this for you
- Verify that Autumna is ready to receive data from Digital Reception by clicking the validate Autumna integration button
- Assign the Autumn feedback type to profiles used on this locations devices