HID® FARGO® Connect™ Portal
User Guide

PLT-03980, A.8
October 2024

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Contacts

For technical support, please visit: **https://support.hidglobal.com**.

What's new

Date	Description	Revision
October 2024	Updated document to support HID FARGO Connect 1.11 and added ability to log in with a smart card.	A.8

A complete list of revisions is available in **Revision history**.

Section 01

FARGO Connect Portal

1.1 HID FARGO Connect Portal overview

The web-based HID® FARGO® Connect™ Portal forms an integral part of the HID FARGO Connect platform for secure card issuance. The web-based solution allows you to design cards anywhere, without the need for a dedicated PC workstation. The solution is provided through a true HTML client so it does not require any specific hardware and you can even design your cards on a mobile device. Features include:

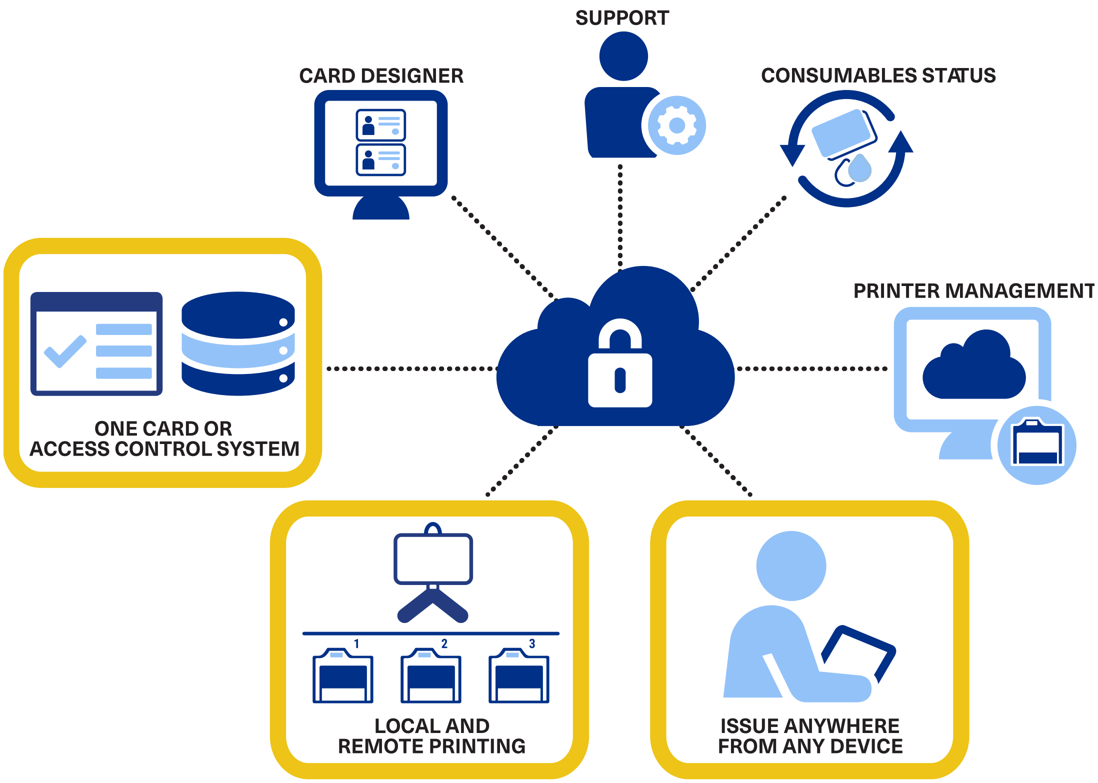
- Full HTML web interface (no PC required)
- Remote configuration and monitoring of all attached HID FARGO Printers
- Status dashboard
- Printer independent templates
- Dual-sided template designs
- Text fields (static and variable)
- Photo fields and image import
- Control base layer, background layer and resin layers separately
- Encode magnetic stripe information (three tracks)
- Linear and QR barcode support
- CR-80 card size support
- Compound data fields
- Smart card read capabilities

Additional documents available for HID FARGO Connect include:

- *HID FARGO Connect Console Quick Start Guide* (PLT-03509)
- *HID FARGO Connect Console User Guide* (PLT-03680)

These documents detail the connection, operation, and specifications of the HID FARGO Connect Console.

1.2 HID FARGO Connect smart card issuance



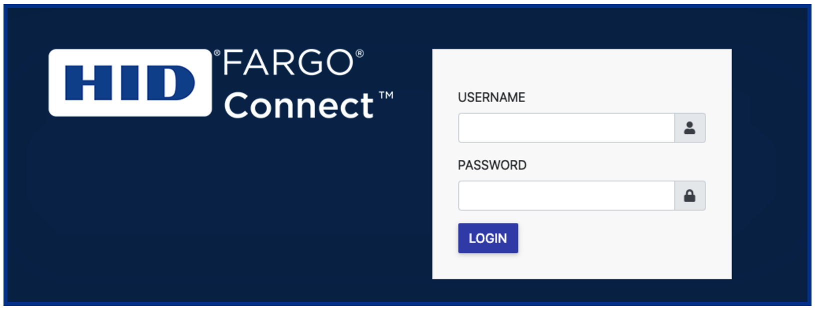
HID FARGO Connect supports all smart card technologies.

- PACS / Card Serial Number (CSN) reading built-in option
- User-defined application read available using HID professional services
- HID Elite and user-defined keys
- 3127 SE Programmer default encoder

Card technology	Read	Write
HID Prox™*	PACS	N/A
iCLASS® and iCLASS SE™	PACS / User App / CSN	Contact HFC team
Seos®	PACS / User App / CSN	Contact HFC team
MIFARE	PACS / User App / CSN	User App
DESFire EV1	PACS / User App / CSN	User App / PACS
DESFire EV2/3**	PaCS / User App / CSN	Available upon request
* Third-party Prox is supported using the 5127 CK Mini encoder. ** DESFire EV2/3 is supported when the card is used in EV1 emulation mode.		

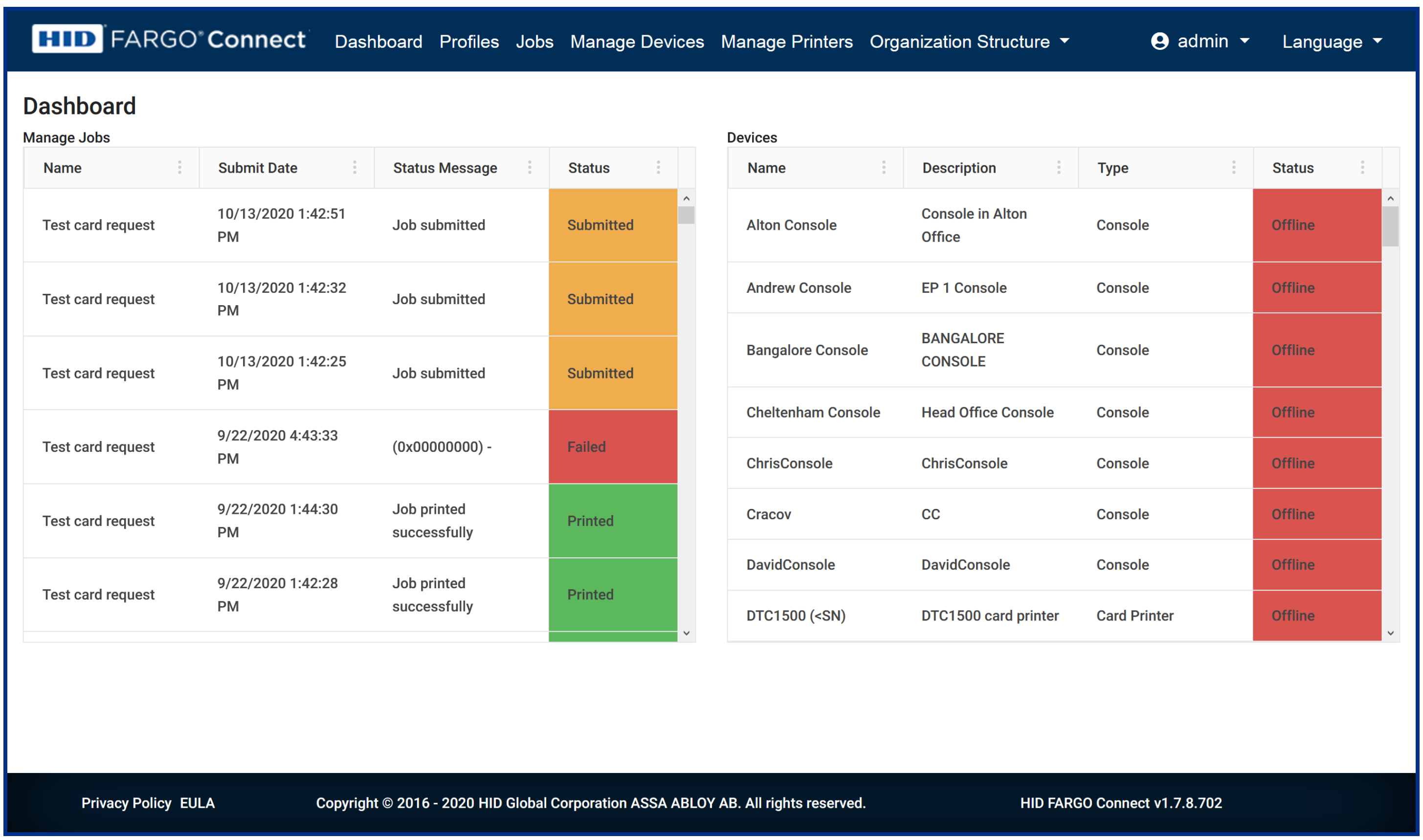
1.3 Accessing the HID FARGO Connect Portal

Only authorized users have access to the HID FARGO Connect Portal. Go to the website provided to you during the installation process and enter your login details.



1.4 HID FARGO Connect Portal Dashboard

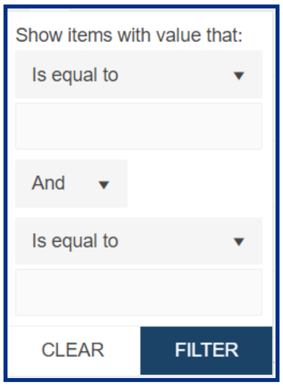
The HID FARGO Connect Portal opens on the **Dashboard** page. This page lists the status of print jobs as well as the devices available on your HID FARGO Connect solution, such as HID FARGO Connect Consoles and HID FARGO printers.



1.5 Dashboard controls

Click the column settings icon at the top of any column to change the appearance of the dashboard. The following settings are available:

- **Sort Ascending:** Click to sort the column in ascending order (for example, alphabetical A-Z for columns with text information). Alternatively, click the column header to switch between **Sort Ascending** and **Sort Descending**.
- **Sort Descending:** Click to sort the column in descending order (for example, reverse alphabetical Z-A for columns with text information). Alternatively, click the column header to switch between **Sort Ascending** and **Sort Descending**.
- **Columns:** Allows you to choose which columns to display.
- **Filter:** Provides access to advanced filtering options.



Field	Description
Operator	Provides the logical basis of the search. Available values are: **Is equal to**, **Is not equal to**, **Starts with**, **Contains**, **Does not contain**, **Ends with**, **Is null**, **Is not null**, **Is empty**, **Is not empty**, **Has no value**, and **Has value**. Use **Contains** for partial text searches.
Search item/value	The text or partial text you are searching for.
Filter logic	The filter logic. Used in conjunction with the additional operator: **Or** means only one of the search items needs to be matched. **And** means both of the search items need to be matched.
Additional operator	Select an additional search operator, if required. Available values are: **Is equal to**, **Is not equal to**, **Starts with**, **Contains**, **Does not contain**, **Ends with**, **Is null**, **Is not null**, **Is empty**, **Is not empty**, **Has no value**, and **Has value**.
Additional search item/value	Enter an additional search criteria, if required.
CLEAR	Click to stop filtering and restore all items in the list.
FILTER	Click to filter the items.

1.6 Setting the language

From the toolbar, click **Language** and select the preferred language from the drop-down list.

This sets the language in both the dashboard and the Web Card Designer.

1.7 Viewing the Privacy Policy

1. At the bottom of the Dashboard page, click the **Privacy Policy** link to view the HID Global Corporation HID FARGO Connect Privacy Policy.
2. On the menu bar, click the **HID logo** to return to the dashboard.

Note: HID FARGO Connect job data is encrypted and retained for historical reporting by HID FARGO Connect users only. To access, delete, or modify these historical job packets, contact your HID FARGO Connect reseller for assistance.

1.8 Viewing the Terms of Service

1. At the bottom of the Dashboard page, click the **Terms** link to view the HID Global Software-as-a-Service Terms of Service.
2. On the menu bar, click the **HID logo** to return to the dashboard.

Section 02

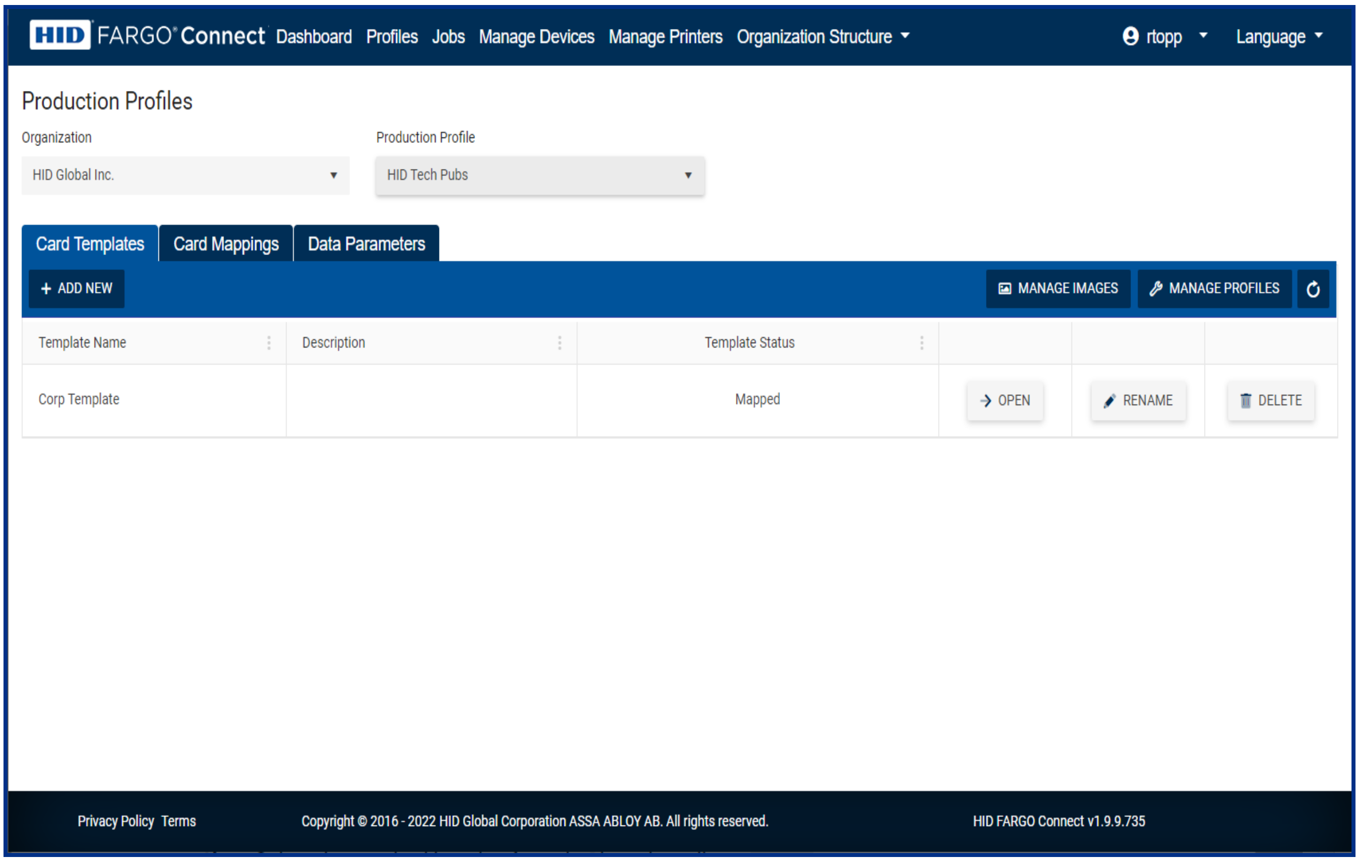
Profiles

2.1 Profiles overview

Important: This is a technical area used by an administrator to manage the production profiles for an organization. Within this page the administrator has the ability to view, create, edit, and delete production profiles. The production profile table also illustrates the number of card templates assigned to the production profile.

Production Profiles are set up as part of the FARGO Connect solution. A production profile represents a mapping between the data source, for example an access control application, and the Web Card Designer. Once a production profile is set up, you can create or edit card designs in the Web Card Designer. You should see at least one production profile available in Web Card Designer.

Click **Profiles** on the menu bar to access the **Production Profiles** page.



2.2 Organization/Production Profile

In most circumstances, a company is set up to be a single organization with a single production profile. If your company has multiple sites with multiple types of units, additional organizations and production profiles can be set up. This provides additional flexibility when creating card templates.

Select the required **Organization** and/or **Production Profile** from the drop-down menus.

2.3 Card templates

A card template is file that is used as a starting point for a printed card. You can create the layout of objects and characteristics to be included on any card you wish to print. Each of these layouts can be saved as a template. Multiple templates can be created to include similar characteristics but placed in various locations on the card surface.

2.3.1 To add a new card template

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab. The list of defined card templates is displayed.
4. Click **+ ADD NEW**. The **Add Card Template** window is displayed.
5. Enter a **Template Name** and an optional **Description** for this template.
6. Select a source for this template from the **Source Template** drop-down list. Alternatively, select **Blank Template** if a source template is not required and you want to start with a blank template.
7. Click **SAVE** to save this card template and return to the **Production Profiles** screen. Alternatively, click **OPEN** to save this card template and open it in the Web Card Designer. See **8.1 Card Designer overview** for information on designing a web card.

2.3.2 To open a card template

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab. The list of defined card templates is displayed.
4. Click **OPEN** for the required template. The card template opens in the Web Card Designer, see **8.1 Card Designer overview**. To return to the **Production Profiles** screen, click the tab at the top of the browser window.

2.3.3 To rename a card template

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab. The list of defined card templates is displayed.
4. Click **RENAME** for the required template. The **Rename Card Template** window is displayed.
5. Edit the information as needed and click **SAVE**.

2.3.4 To delete a card template

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab.
4. Click **DELETE** for the required template. A confirmation window is displayed.
5. Click **OK**.

2.4 Card mappings

Card mappings associate card types from the technology partner solution with card templates in HID FARGO Connect. Some card types may not be compatible with a format defined in a card template. Using the card mapping option, you can enable or disable the use of card types with specific card templates. This essentially binds the two solutions together and ensures that when a specific card type is selected in the technology partner solution, a specific HID FARGO Connect template is used. Within the mapping, it is enabled by default. If you want to turn off the mapping temporarily you can disable it. This allows organizations to switch between templates without having to switch the workflow on the production side of the technology partner solution.

2.4.1 To add a new card mapping

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Mappings** tab.
4. Click **+ ADD NEW**. The **Add Card Mapping** window is displayed.
5. Enter a **Card Type** and **Description** for the card mapping.
6. Select the **Enable Mapping** check box to set the status to enabled. Clear the check box to set the status to disabled.
7. Select a defined card template from the **Card Template** drop-down menu.
8. Click **SAVE**.

2.4.2 To edit a card mapping

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Mappings** tab.
4. Click **EDIT** for the required mapping. The **Edit Card Mapping** window is displayed.
5. Edit the information as needed and click **SAVE**.

2.4.3 To delete a card mapping

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Mappings** tab.
4. Click **DELETE** for the required mapping. A confirmation window is displayed.
5. Click **OK**.

2.5 Data parameters

These are the data elements that are tied to the technology partner solution to be printed on the card, and care should be taken when changing the names. This information can also read or write to the contactless chip of a smart card. Data parameters can be text or an image. Once the data parameter has been created, it can be added to the design of the card template.

2.5.1 To add a new data parameter

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Data Parameters** tab. The list of defined data parameters is displayed.
4. Click **+ ADD NEW**. The **Add Data Parameter** window is displayed.
5. Enter a **Parameter Name** and **Description** for the parameter.
6. Select the **Required** check box to signify that the data parameter must be present on every card.
7. Select the **Data Type**:
   - **TEXT**: Enter any required sample data in the **Sample Text** field. This provides a visual example of the text on the card.
   - **IMAGE**: Click **SELECT** to select an existing image (see **2.6.1 To upload a new image file**). Enter the preferred **Image Height** and **Image Width** as required. This provides a visual example of the image on the card.
8. Click **SAVE**.

2.5.2 To edit a data parameter

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Data Parameters** tab.
4. Click **EDIT** for the required mapping. The **Edit Data Parameter** window is displayed.
5. Edit the information as needed and click **SAVE**.

2.5.3 To delete a data parameter

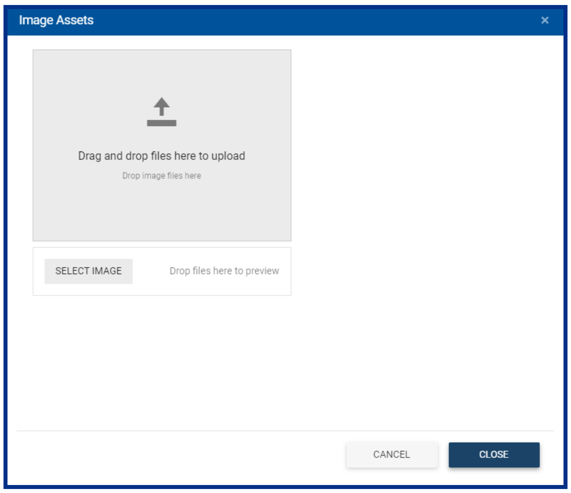
1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Data Parameters** tab.
4. Click **DELETE** for the required parameter. A confirmation window is displayed.
5. Click **OK**.

2.6 Manage images

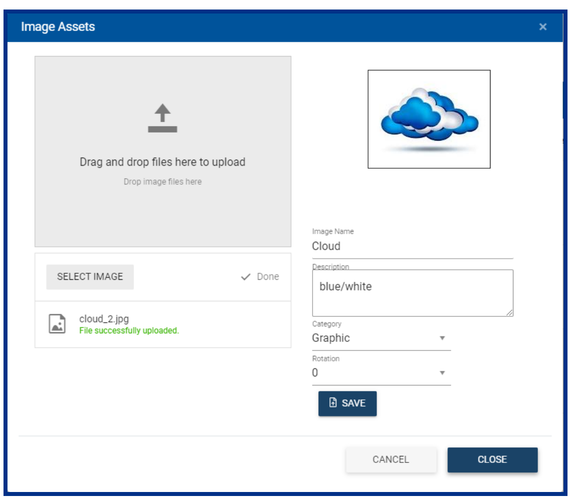
The **Card Designer Images** page enables administrators to view, upload, and delete image resources that are used during the card design and issuance process. These images can be used on any templates that are linked to the identified **Organization** and **Production Profiles**.

2.6.1 To upload a new image file

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE IMAGES**. The **Card Designer Images** screen is displayed.
4. Click **+ UPLOAD IMAGES**.



5. Drag and drop your image file to the upload area, or click **SELECT IMAGE** to select the file.



6. Enter an **Image Name** and **Description** for the image asset.
7. Assign a **Category** to more easily filter the images when creating a card template.
8. Set the **Rotation**.
9. Click **SAVE** to complete the upload.
10. Repeat steps 5-7 to upload additional images, or click **CLOSE** to complete the upload process.

2.6.2 To delete an image

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE IMAGES**. The **Card Designer Images** screen is displayed.
4. Click **DELETE** for the required image. The **Confirm Delete** window is displayed.
5. Click **DELETE**.

2.7 Manage profiles

If an organization has several card templates for multiple purposes, production profiles can be created to categorize or arrange these templates into smaller sets or groupings.

2.7.1 To add a new Production Profile

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE PROFILES**. The **Manage Production Profiles** screen is displayed.
4. Click **+ ADD NEW**. The **Add Production Profile** window is displayed.
5. Enter the **Profile Name** and a **Description**.
6. Click **SAVE**.

2.7.2 To view an existing Production Profile

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE PROFILES**. The **Manage Production Profiles** screen is displayed.
4. Click the **OPEN** button for the required profile. The **Production Profiles** page is displayed.

2.7.3 To edit an existing Production Profile

1. Click **Profiles** on the men bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE PROFILES**. The **Manage Production Profiles** screen is displayed.
4. Click the **EDIT** button for the required profile. The **Edit Production Profile** window is displayed.
5. Edit the **Profile Name** and **Description** as needed.
6. Click **SAVE**.

2.7.4 To delete a Production Profile

Important: A Production Profile with existing card templates associated to it can not be deleted. Remove any associated card templates first before attempting to delete a Production Profile.

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **MANAGE PROFILES**. The **Manage Production Profiles** screen is displayed.
4. Click the **DELETE** button for the profile. The **Confirm Delete** window is displayed.
5. Click **DELETE**.

Section 03

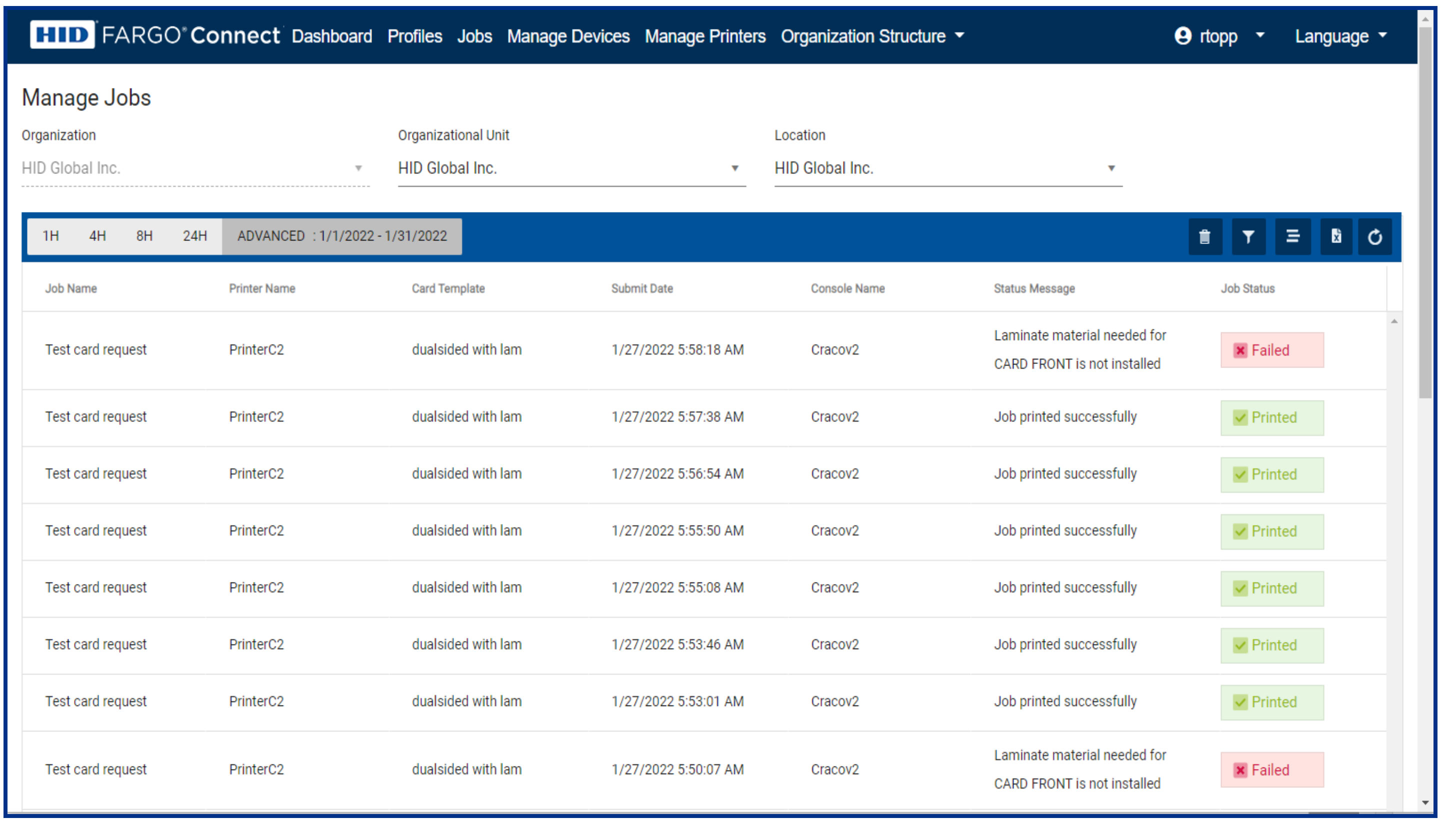
Jobs

3.1 Manage jobs

The **Manage Jobs** page provides the administrator the ability to monitor and filter current and historic print job data.

1. Click **Jobs** on the menu bar. The **Manage Jobs** screen is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Set the filtering options as required.
    - **1H**: Displays jobs submitted within the last hour.
    - **4H**: Displays jobs submitted within the last four hours.
    - **8H**: Displays jobs submitted within the last eight hours.
    - **24H**: Displays jobs submitted within the last twenty four hours.
    - **ADVANCED**: Displays the **Advanced Job Filter** window. This window allows you to specify a date range (start date/end date), a job status (printed, failed, deleted, submitted), or both.

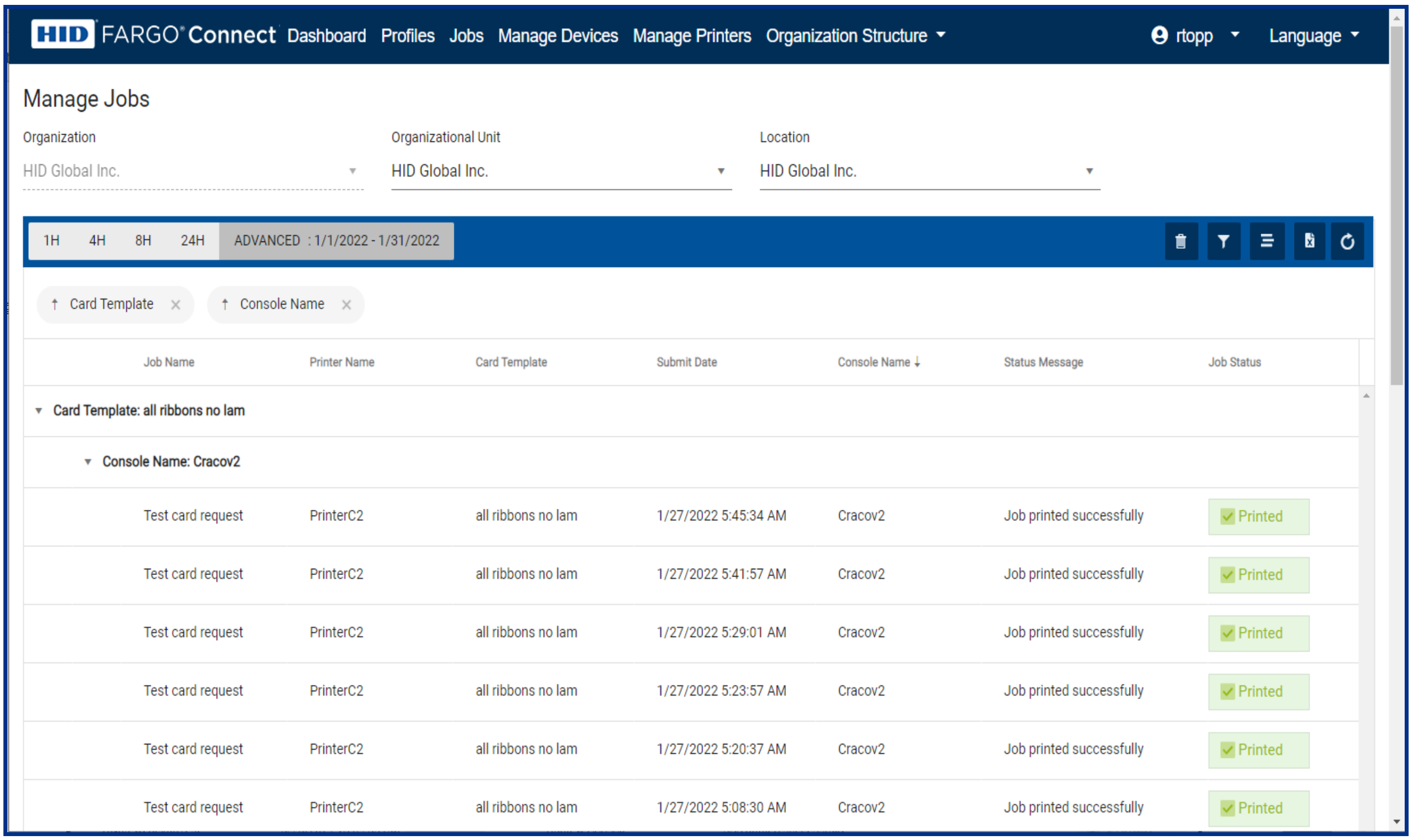
The print jobs and their current status is displayed.



Job Name	Printer Name	Card Template	Submit Date	Console Name	Status Message	Job Status
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:58:18 AM	Cracov2	Laminate material needed for CARD FRONT is not installed	Failed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:57:38 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:56:54 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:55:50 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:55:08 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:53:46 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:53:01 AM	Cracov2	Job printed successfully	Printed
Test card request	PrinterC2	dualsided with lam	1/27/2022 5:50:07 AM	Cracov2	Laminate material needed for CARD FRONT is not installed	Failed

Use these buttons to customize the information displayed in this list:

- : Allows you to delete submitted jobs from the print queue. You can select individual jobs or all jobs in the list. After the job is deleted, the entry remains in the list with an updated status.
- : Allows you to set filters based on **Name**, **Submit Date**, **Console Name**, **Status Message**, or **Job Status**.
- : Opens an area to drag and drop column headings into. Column headings can be moved to change the hierarchical order of the groups as well as setting the ascending/descending order of the grouped items. To remove a grouping, click the **x** beside the column heading.
- : Allows you to export the list to a spreadsheet.
- : Updates and re-displays the list.



Section 04

Manage devices

4.1 Manage devices overview

To issue credentials to an HID FARGO card printer you need to add an HID FARGO Connect Console and printer links to the HID FARGO Connect network. To add a new console or to add a link to a printer, you are adding a device to the HID FARGO Connect network. When adding a device, you can add a new console, a new printer link, or link a printer to an existing console.

> **Note:** The maximum number of printers you can attach to a console is three.

Use these buttons to customize the list of devices displayed in this list:

- : Allows you to set filters based on **Console Name**, **Location Name**, **Serial Number**, or **Console Status**.
- : Opens an area to drag and drop column headings into. Column headings can be moved to change the hierarchical order of the groups as well as setting the ascending/descending order of the grouped items. To remove a grouping, click the **x** beside the column heading.
- : Updates and re-displays the list.

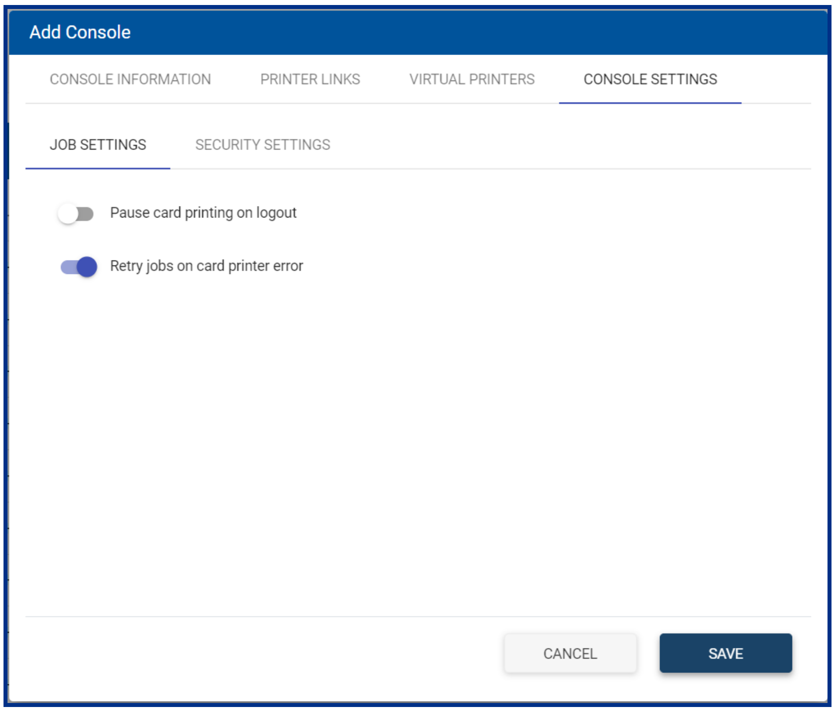
4.2 To add a new console

1. Click **Manage Devices** on the menu bar. The **Manage Devices** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click **+ ADD CONSOLE**. The **Add Console** window is displayed, with the **CONSOLE INFORMATION** tab selected.
   When adding a new console check that the console software is up to date and at the latest revision by logging into the console using your provided credentials. For instruction on how to update console software, see the *HID FARGO Connect Console User Guide* (PLT-03680).
4. Enter the required information:
   - **Organization:** Select the organization from the drop-down list.
   - **Location:** Select the required location from the drop-down list.
   - **Console Name:** Enter a name for the console.
   - **Product Code:** Enter the product code from the label located on the bottom side of your console. Alternatively the product code can be found by referring to **Support** > **Device Information** from the console.
   - **Description:** Enter a description to help easily identify the console.
5. Click the **PRINTER LINKS** tab at the top of the **Add Console** window.
6. Click **+ ADD PRINTER LINK**, enter a **Printer Link Name** and a meaningful comment. (For example, the location of the printer.)
7. Click **SAVE** on the new printer link.
8. Click **SAVE** to save the new console.
   The new console is now listed on the **Manage Devices** page.

Remember to log into your console and set up your printer, see the *HID FARGO Connect Console User Guide* (PLT-03680).

4.3 To edit a console

1. Click **Manage Devices** on the menu bar. The **Manage Devices** screen is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **Device Actions** button for the required console and select **Edit Console** from the drop-down list. The **Edit Console** window is displayed with the **CONSOLE INFORMATION** tab selected.
4. Edit the Console information, as needed.
5. Select **PRINTER LINKS** tab to edit the printer links.
   a. Click the **EDIT** button for the required printer link.
   b. Edit the **Printer Link Name** and **Link Comments** as needed.
6. Select the **CONSOLE SETTINGS** tab to edit the print job settings and security settings.



   - Select **JOB SETTINGS** to :
     - Pause card printing on logout
     - Retry jobs on card printer error
   - Select **SECURITY SETTINGS** to:
     - Logout user on smart card removal
     - Logout idle user sessions. When enabled, set the number of minutes of user inactivity.
7. Click **SAVE** when your edits are completed.

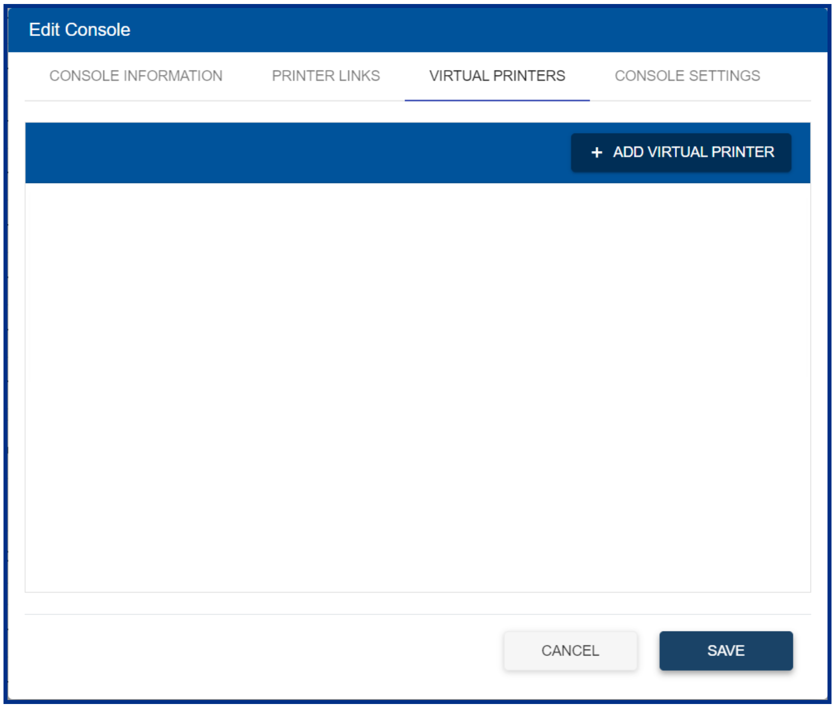
4.4 To delete a console

1. Click **Manage Devices** on the menu bar. The **Manage Devices** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **Device Actions** button for the required console and select **Delete Console** from the drop-down list. The **Confirm Delete** window is displayed.
4. Click **DELETE**.

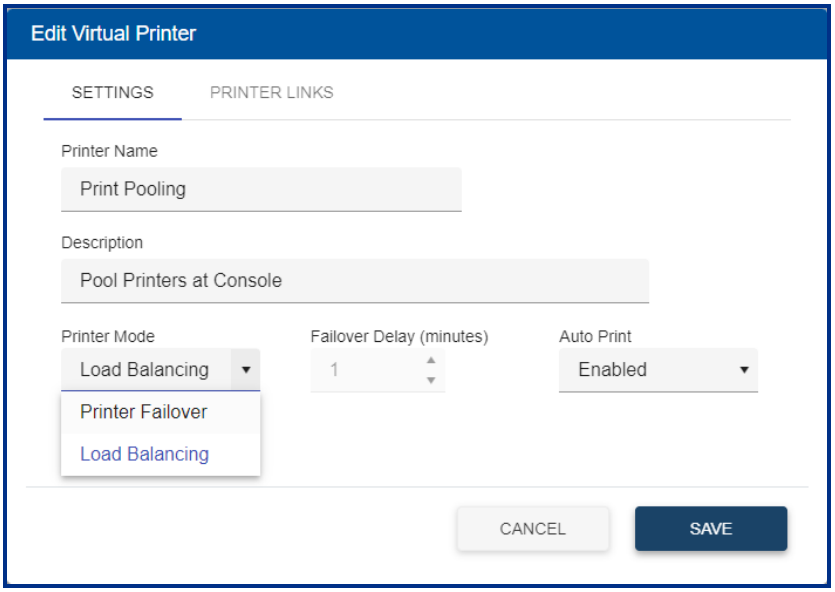
4.5 To add a virtual printer

The virtual printers functionality provides tools to create a grouping of printer linkages for a console which are denoted as virtual printers. A virtual printer enables advanced batch print functionality to distribute print jobs across the specified group or pool of printers. In addition, the printer fail over option enables HID FARGO Connect to redirect print jobs to another printer if the primary printer is unavailable or goes offline for any reason.

1. Click **Manage Devices** on the menu bar. The **Manage Devices** screen is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **Device Actions** button for the required console and select **Edit Console** from the drop-down list. The **Edit Console** window is displayed with the **CONSOLE INFORMATION** tab selected.

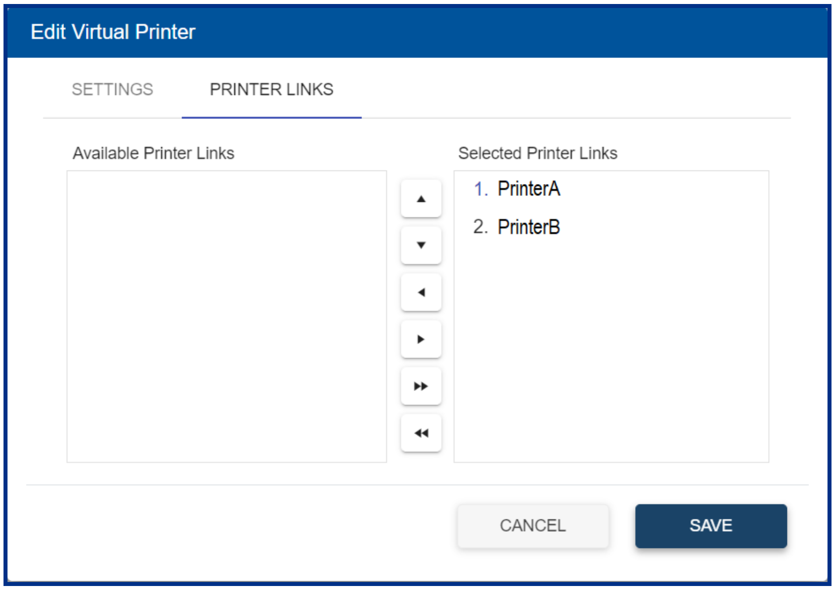


4. Select the **VIRTUAL PRINTERS** tab and click the **+ ADD VIRTUAL PRINTER** button. The **Add Virtual Printer** screen is displayed with the **SETTINGS** tab selected.



5. Enter the required information:
   - **Printer Name:** Enter a name for the virtual printer.
   - **Description:** Enter a description to help easily identify the virtual printer.
   - **Printer Mode:** Select the printer mode from the drop-down list.
     - **Printer Failover** sends all print jobs to a single printer with the highest priority printer link. If the printer becomes unavailable, the print jobs are redirected to the next available printer.
     - **Load Balancing** distributes large batches of print jobs (2 or more print jobs) across a group of printers to speed up the issuance process.
   - **Failover Delay (minutes):** If Printer Failover is selected for the printer mode, this is the number of minutes to wait for the printer to go back online or to resolve any print issues such as being out of consumables.
   - **Auto Print:** Select whether to automatically print cards when submitted or wait to allow time for an operator to log into the console to release the print jobs from the drop-down list.
     - **Enabled** indicates that Auto Print is turned on and overrides any settings set in the console.
     - **Disabled** indicates that Auto Print is turned off and overrides any settings set in the console.
     - **Console Setting** indicates that Auto Print settings are driven by the console.

6. Select the **PRINTER LINKS** tab. Select the printer links for the virtual printer. Use the controls to move the printer links from the **Available Printer Links** box to the **Selected Printer Links** box. Once the printer links are selected, you can use the controls to adjust the priority of the printer links.



Note:
Only printer links within the console are available.

For Load Balancing, the print jobs are printed to the first available printer. If two printers become available at the same time, the printer with the higher priority prints the job.

7. Click **SAVE** to confirm the set up of the virtual printer.

4.6 To edit a virtual printer

1. Click **Manage Devices** on the menu bar. The **Manage Devices** screen is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **Device Actions** button for the required console and select **Edit Console** from the drop-down list. The **Edit Console** window is displayed with the **CONSOLE INFORMATION** tab selected.
4. Select the **VIRTUAL PRINTERS** tab to edit the virtual printer links.
   a. Click the **EDIT** button for the required virtual printer link.
   b. Edit the **Printer Name**, **Description**, **Printer Mode**, **Failover Delay**, and **Auto Print** fields as needed.
5. Select the **PRINTER LINKS** tab to edit the printer links as needed.
6. Click **SAVE** when your edits are completed and return to the **Edit Console** screen.
7. Click **SAVE** when your edits are completed.

4.7 To delete a virtual printer

1. Click **Manage Devices** on the menu bar. The **Manage Devices** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **Device Actions** button for the required console and select **Edit Console** from the drop-down list. The **Edit Console** window is displayed with the **CONSOLE INFORMATION** tab selected.
4. Select the **VIRTUAL PRINTERS** tab to edit the virtual printer links.
5. Click **DELETE** for the required virtual printer. The **Confirm Delete** window is displayed.
6. Click **DELETE**.

4.8 To view console printer links

Each console can manage up to three HID FARGO Connect enabled printers. You can view the printers which are linked to the console from this section of the portal.

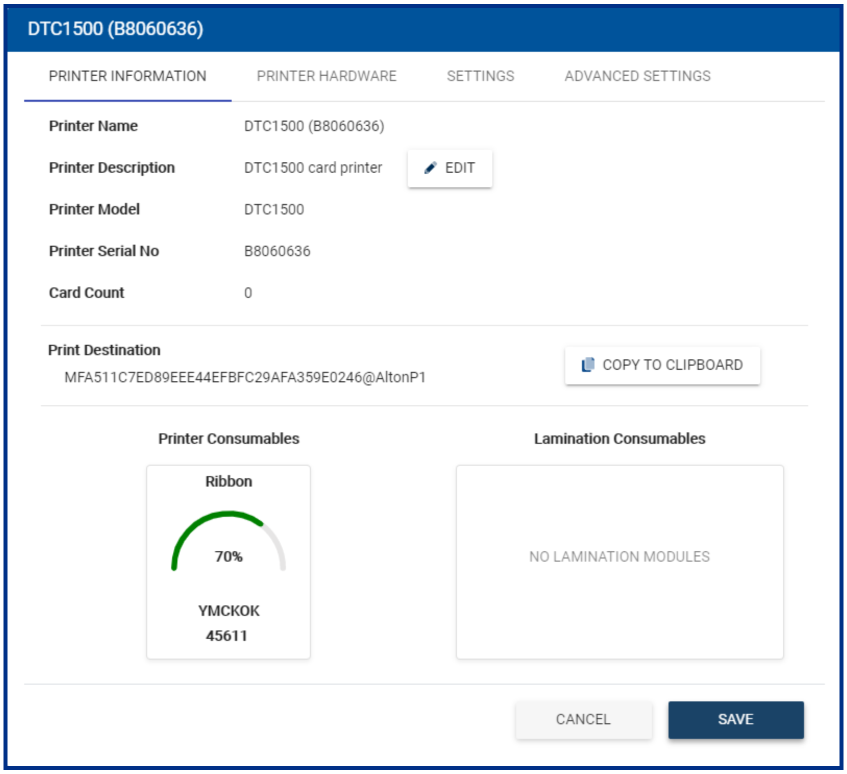
1. Click **Manage Devices** on the menu bar. The **Manage Devices** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **+** sign for the required console. The console printer links are displayed.

Field	Description
Printer Link Name	Displays the names of any connected printers.
Link Comments	Displays the comments added to any connected printers.
Assigned Printer	Displays any assigned printers.
Printer Description	Displays the description of any assigned printers.
PRINTER SETTINGS	Click this button to display the printer settings for the selected printer. See 5.3 To access printer information and configure printer settings.

Note: If a printer is offline and unavailable the **PRINTER SETTINGS** button is grayed out.

4.9 To access printer settings

1. Click **Manage Devices** on the menu bar. The **Manage Devices** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **+** sign for the required console. The printer link information is displayed.
4. Click the **PRINTER SETTINGS** button for the required printer to open a window with the **PRINTER INFORMATION** tab selected.



Field	Description
Printer Name	Displays the name of the printer.
Printer Description	Displays the description of the printer. Click EDIT to update the printer description.
Printer Model	Displays the model of the printer.
Printer Serial No	Displays the serial number of the printer.
Card Count	Displays the number of cards that have been printed.
Print Destination	Shows the internal identifier for the location of this printer. To save this information, click COPY TO CLIPBOARD.
Printer Consumables	Displays the estimated remaining amounts of ribbon and film, the type, and HID part numbers for each consumable for this printer. Use these part numbers when reordering stock.
Lamination Consumables	Displays the estimated remaining amount, location, and HID part numbers for each lamination consumable for this printer. Use these part numbers when reordering stock. If a lamination module is not available, this area is grayed out.

To edit and view the **PRINTER HARDWARE**, **SETTINGS**, and **ADVANCED SETTINGS** tabs on this window, see **5.3 To access printer information and configure printer settings**.

Section 05

Manage printers

5.1 Manage printers overview

Once printers have been added to the HID FARGO Connect network, you can view all of the printers in a single dashboard. This page shows the status of the printers and highlights printer details. You can modify a printer description, delete printer links, and adjust settings as needed.

Use these buttons to customize the information displayed in this list:

- : Allows you to set filters based on **Location Name**, **Printer Name**, **Console Name**, **Printer Link Name**, **Printer Description**, or **Status**.
- : Opens an area to drag and drop column headings into. Column headings can be moved to change the hierarchical order of the groups as well as setting the ascending/descending order of the grouped items. To remove a grouping, click the **x** beside the column heading.
- : Updates and re-displays the list.

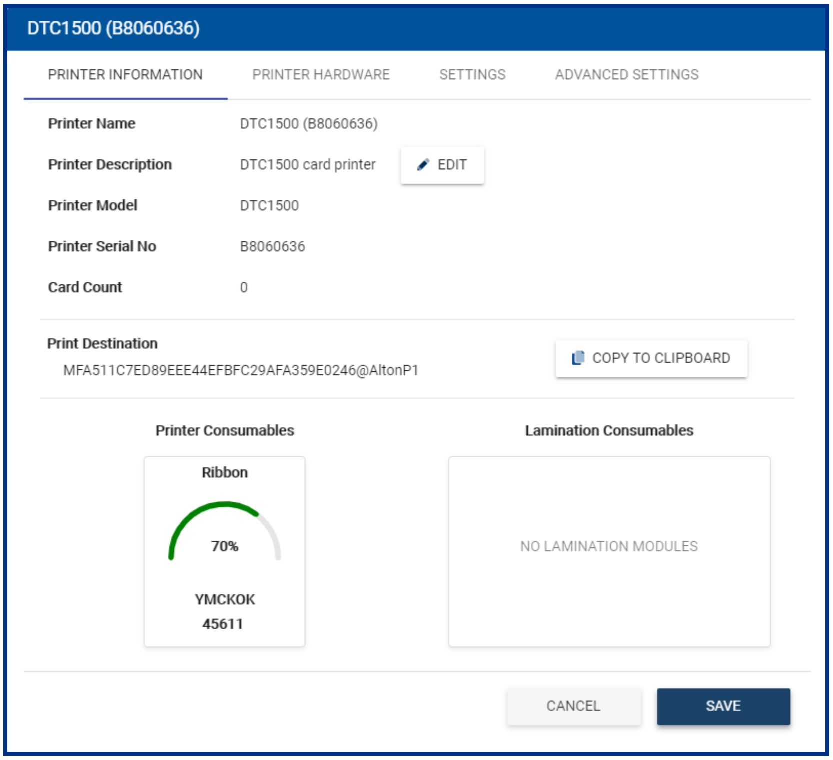
5.2 To view printer information

1. Click **Manage Printers** on the menu bar. The **Manage Printers** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All of the printers that are linked to any console within the network are displayed.
3. Click the **+** sign for the required printer. The row expands and the printer information is displayed.

Field	Description
Printer Model	Displays the model of the printer.
Serial Number	Displays the serial number of the printer.
Card Count	Displays the number of cards that have been printed.
Link Comments	Displays any comments added by the user to describe the printer link.
Status Message	Displays the current status of the printer.

5.3 To access printer information and configure printer settings

1. Click **Manage Printers** on the menu bar. The **Manage Printers** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **SETTINGS** button for the required printer to open a window with the **PRINTER INFORMATION** tab selected.



Field	**Description**
Printer Name	Displays the name of the printer.
Printer Description	Displays the description of the printer. Click EDIT to update the printer information.
Printer Model	Displays the model of the printer.
Printer Serial No	Displays the serial number of the printer.
Card Count	Displays the number of cards that have been printed.
Print Destination	Shows the internal identifier for the location of this printer. To save this information, click COPY TO CLIPBOARD.
Printer Consumables	Displays the estimated remaining amounts of ribbon and film, the type, and HID part numbers for each consumable for this printer. Use these part numbers when reordering stock.
Lamination Consumables	Displays the estimated remaining amount, location, and HID part numbers for each lamination consumable for this printer. Use these part numbers when reordering stock. If a lamination module is not available, this area is grayed out.

5.3.1 PRINTER HARDWARE tab

Click the **PRINTER HARDWARE tab** to display detailed hardware information for the printer.

Field	Description
Printer Hardware Information	
Printer Firmware	Displays the printer firmware level.
Printer Resolution	Displays the printer resolution value.
Printer Technology	Displays the type of technology for this printer.
Laminator Hardware Information	
Laminator Firmware	Displays the laminator firmware level.
Laminator Type	Displays the laminator type.
Printer Hardware Components	
Dual Sided Docking Station Dual Input Hopper Magnetic Stripe Encoder Contact Card Encoder Card Flattener	Displays a green check mark if the component is detected or a red x if the component is not detected on this printer.
Card Encoders	
Displays the following information for each encoder detected:	
Model	Displays the model number of the encoder.
Serial Number	Displays the serial number of the encoder.
USB ID	Displays the identification of the USB.

5.3.2 SETTINGS tab

Click the **SETTINGS** tab to access the imaging, laminator, and card flattener settings. Availability of settings are printer dependent, and settings are described in the specific printer model user guides. These documents are available from the **HID Document Library** at: https://www.hidglobal.com/documents.

5.3.3 ADVANCED SETTINGS tab

Click the **ADVANCED SETTINGS** tab to access the printer, laminator, and timeout settings for the selected printer model. Availability of these settings are printer dependent and are described in the specific printer model user guides. These documents are available from the **HID Document Library** at: https://www.hidglobal.com/documents.

The PRINTER and LAMINATOR tabs contain lists of settings available for the selected printer.

- The **Min** and **Max** columns display the minimum and maximum values available for each setting.
- The **Default** column displays the factory default value for each setting.
- The **Value** column displays the currently set value. Click **EDIT** to adjust the values for this setting.

The TIMEOUT tab contains adjustments for USB and TCP timeout settings.

5.4 To delete a printer link

1. Click **Manage Printers** on the menu bar. The **Manage Printers** page is displayed.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus.
3. Click the **DELETE** button for the required printer. A **Confirm Delete** window is displayed.
4. Click **DELETE**.

> **WARNING: WHEN THE LINK IS REMOVED, ALL CUSTOM SETTINGS FOR THIS PRINTER ARE DELETED.**

Section **06**

Organization structure

6.1 Organization structure overview

The **Organization Structure** menu can only be seen by the Admin user of the HID FARGO Connect customer.

The **Organization** is the top-level company or school that is utilizing HID FARGO Connect to issue badges. The **Organizational Unit** is a subdivision within the organization. The organizational unit can be a different business or department of the organization.

The organization structure enables users to configure their HID FARGO Connect implementation to segment out data parameters, templates, and users into logical groupings that mirror how their organization is set up in real life.

Locations are typically separate physical locations where the customer can create some separation within their organization. When creating a new location, customers may segment out the users, devices, and printers associated with each location so that users who are linked to a location may not have access to elements at another location. This segmentation is also beneficial to report on the usage within each location.

6.2 Organizations

6.2.1 To edit an organization

1. Click **Organization Structure** from the menu bar and select **Organizations** from the drop-down menu. The **Organizations** page is displayed.
2. Click **EDIT** for the required organization. The **Edit Organization Information** page is displayed.
3. Edit the information as needed and click **SAVE**.

6.3 Organizational units

6.3.1 To add an organizational unit

1. Click **Organization Structure** from the menu bar and select **Organizational Units** from the drop-down menu. The **Organizational Units** page is displayed.
2. Click **+ ADD**. The **Add new Organization Unit** page is displayed.
3. Enter the information as required and click **SAVE**.

Field	Description
Organizational Unit Information	
Name	Sets the name of the organization.
Contact	Sets the name of the person to contact at this organization.
Phone Number	Sets the telephone number for the person at this organization.
Email	Sets the email address of the contact at this organization.
Address Information	
Address line 1 Address line 2	Sets the mailing address for this organization.
Country	Sets the country for the location of this organization.
State	Sets the state for the location of this organization.
City	Sets the city of the address for this organization.
Postal Code	Sets the postal code for the address.

Shipping Address	
Name	Sets the ship to name of the organization.
Contact	Sets the ship to name of the person to receive the shipment.
Phone Number	Sets the ship to telephone number.
Address information	
Address line 1 Address line 2	Sets the shipping address for the organization.
Country	Sets the county for the shipping address.
State	Sets the state for the shipping address.
City	Sets the city of the shipping address.
Postal Code	Sets the postal code for the shipping address.

6.3.2 To edit an organizational unit

1. Click **Organization Structure** from the menu bar and select **Organizational Units** from the drop-down menu. The **Organizational Units** page is displayed.
2. Click **EDIT** for the required organization. The **Edit Organizational Information** page is displayed.
3. Edit the information as needed and click **SAVE**.

6.3.3 To delete an organizational unit

1. Click **Organization Structure** from the menu bar and select **Organizational Units** from the drop-down menu. The **Organizational Units** page is displayed.
2. Click **DELETE** for the required organization. A confirmation window is displayed.
3. Click **OK**.

6.4 Locations

6.4.1 To add a location

1. Click **Organization Structure** from the menu bar and select **Locations** from the drop-down menu. The **Locations** page is displayed.
2. Click **+ ADD**. The **Add new Location** page is displayed.
3. Enter the information as required and click **SAVE**.

Field	Description
Location Information	
Name	Sets the name of the organization.
Contact	Sets the name of the person to contact at this organization.
Phone Number	Sets the telephone number for the organization.
Email	Sets the email address of the contact at this organization.
Address Information	
Address line 1 Address line 2	Sets the mailing address for this organization.
Country	Sets the country for the location of this organization.
State	Sets the state for the location of this organization.
City	Sets the city of the address for this organization.
Postal Code	Sets the postal code for the address.
Shipping Address	
Name	Sets the ship to name of the organization .
Contact	Sets the ship to name of the person to receive the shipment.
Phone Number	Sets the ship to telephone number.
Address information	
Address line 1 Address line 2	Sets the shipping address for the organization.
Country	Sets the county for the shipping address.
State	Sets the state for the shipping address.
City	Sets the city of the shipping address.
Postal Code	Sets the postal code for the shipping address.

6.4.2 To edit a location

1. Click **Organization Structure** from the menu bar and select **Locations** from the drop-down menu. The **Locations** page is displayed.
2. Click **EDIT** for the required organization. The **Edit Location Information** page is displayed.
3. Edit the information as needed and click **SAVE**.

6.4.3 To delete a location

1. Click **Organization Structure** from the menu bar and select **Locations** from the drop-down menu. The **Locations** page is displayed.
2. Click **DELETE** for the required organization. A confirmation window is displayed.
3. Click **OK**.

Section 07

User menu

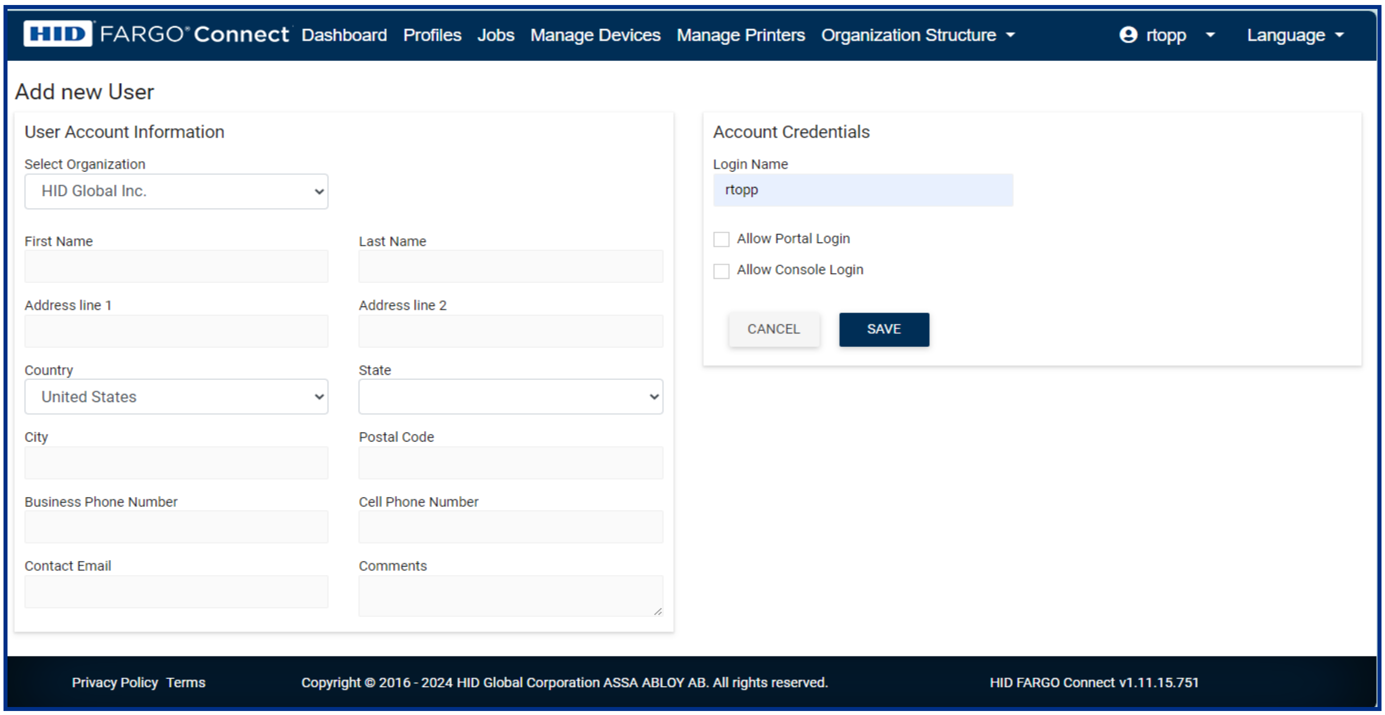
7.1 User menu overview

The **User** menu allows the HID FARGO Connect administrator to set up, manage, and delete accounts for users of the HID FARGO Connect Console and the HID FARGO Connect Portal.

7.2 User accounts

7.2.1 To add a new user

1. Click your user name on the menu bar and select **User Accounts** from the drop-down menu. The **User Accounts** page is displayed.
2. Click **+ ADD NEW**. The **Add new User** page is displayed.



3. Select the **Organization** the new user belongs to from the drop-down list.
4. Enter the **User Account Information**, as required.
5. Under **Account Credentials** enter a Login Name.
   You can restrict the user to only have access to the Portal, the Console, or both.

   > **Note:** If you are setting these credentials, passwords must be set for each device.

6. To set a portal login, select the **Allow Portal Login** box.
   Enter the portal password in the **Password** field and enter the same password in the **Confirm Password** field.
7. To set the console login, select the **Allow Console Login** box.
   Enter the console password in the **Password** field and enter the same password in the **Confirm Password** field.
   a. To turn on smart card authentication for the console login, select **Allow SmartCard Login**.
8. Click **SAVE**. The new user is added and is now listed on the **User Accounts** page.

Field	Description
User Account Information	
First Name	Sets the first name of the user.

Field	Description
Last Name	Sets the last name (surname) of the user.
Address line 1 Address line 2	Sets the mailing address of the user.
Country	Sets the country.
State	Sets the state.
City	Sets the city of the address.
Postal Code	Sets the postal code for the address.
Business Phone Number	Sets the business telephone number for the user.
Cell Phone Number	Sets the mobile telephone number for the user.
Contact Email	Sets the email address of the user.
Comments	Adds any additional information for this user account.
Account Credentials	
Login Name	Sets the user login name for this user.
Allow Portal Login	Sets the ability for the user to log in to the portal. When selected, the **Portal Password** field is displayed to set the password and confirm the password.
Allow Console Login	Sets the ability for the user to log in to the console. When selected, the **Console Password** field is displayed to set the password and confirm the password.
Allow SmartCard Login	Sets the ability for the user to log in to the console with a smart card. When selected, an icon for the new user smart card is displayed if their smart card is registered.

7.2.2 To edit an existing user

1. Click your user name on the top toolbar and select **User Accounts** from the drop-down menu. The **User Accounts** page is displayed.
2. Click the **EDIT** button for the required user. The **Edit User Account** page is displayed.
3. Edit the **User Account Information** as needed.
4. Click **SAVE**.

7.2.3 To delete an existing user

1. Click your user name on the top toolbar and select **User Accounts** from the drop-down menu. The **User Accounts** page is displayed.
2. Click the **DELETE** button for the required user. A confirmation window is displayed.
3. Click **OK**.

7.3 API accounts

> **Important: This is a technical area used to control access to the API which allows for the integration with third party applications. Please refer to HID Support for further information.**

7.4 PACS formats

> **Important: This is a technical area used to manage PACS Formats. Please refer to HID Support for further information.**

A card format can be used within the card designer to specify details to read from the smart card during the issuance process. Contact your HID sales manager to obtain a **Format** file. See **8.6 Smart card settings**.

7.4.1 To upload a new PACS format

1. Click your user name on the menu bar and select **PACS Formats** from the drop-down menu. The **PACS Formats** page is displayed.
2. Click **+ ADD NEW**.
3. Select the required **Organization** (if available). Enter a **Format Name** and **Description**.
4. Click **SELECT FORMAT** in the **PACS Format File** field and navigate to the location of the file you wish to use. Once the file has been opened, the file name is displayed in the **PACS Format File** field.
5. When complete, click **SAVE**.

7.4.2 To edit an existing PACS format

1. Click your user name on the menu bar and select **PACS Formats** from the drop-down menu. The **PACS Formats** page is displayed.
2. Click **EDIT** for the required PACS format. The **Edit PACS Format** window is displayed.
3. Edit the **Format Name** and **Description** as needed.
4. Click **SAVE**.

7.4.3 To delete an existing PACS format

1. Click your user name on the menu bar and select **User Accounts** from the drop-down menu. The **User Accounts** page is displayed.
2. Click **DELETE** for the required PACS format. A confirmation window is displayed.
3. Click **OK**.

7.5 Card encoders

The **Card Encoders** page shows the encoders that have been connected to the HID FARGO Connect system. For each encoder, you can view the health and connection status as well as the available keysets and credits. You can also view and upload the conifg files that contain the keys and credits for each encoder.

Use the following buttons to customize the information displayed in this list:

- : Allows you to set filters based on the column headings **Encoder Model**, **Location Name**, **Printer Name**, **Console Name**, or **Encoder Status**.
- : Opens an area to drag and drop column headings into. Column headings can be moved to change the hierarchical order of the groups as well as setting the ascending/descending order of the grouped items. To remove a grouping, click the **x** beside the column heading.
- : Updates and re-displays the list.

7.5.1 To view existing card encoders

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All encoders that are installed on any of the printers that are linked to any console within the network are displayed.
3. Click the **+** sign for the required encoder. The row expands and the encoder information is displayed.

Field	Description
Printer Link Name	Displays the link to the printer.
Printer Description	Displays the description of the printer.
Serial Number	Displays the serial number of the encoder.
Engine ID	Displays the identification of the encoder.
Health Status	Displays the health status of the encoder.
Health Status Message	Displays the health status message of the encoder.

7.5.2 To edit existing card encoders

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All encoders that are installed on any of the printers that are linked to any console within the network are displayed.
3. Click **SETTINGS** for the required encoder. The **Card Encoder Settings** window is displayed with the **ENCODER KEYSETS** tab selected.
4. Click the **+** sign for the encoder keyset. The row expands and the **Status Message** for this keyset is displayed.
5. Click the **EDIT** button to change the **Keyset Usage** field. Available values are: **Disabled**, **Card Read**, and **Card Encode**.
6. Click **SAVE**.
7. Click the **ENCODER CREDITS** tab to view the available balances for each card type.

Field	Description
Encoder Model	Displays the encoder model information.
USB ID	Displays the USB identification.
Serial Number	Displays the serial number of the encoder.
Engine ID	Displays the identification of the encoder.
Encoder Status	Displays the connection status of the encoder.
Health Status	Displays the health status of the encoder.
Health Status Message	Displays the health status message of the encoder.
Encoder Keysets tab	Displays a list of the key sets for the encoder.
Encoder Credits tab	Displays a list of each card type, description, and the available encoder credit balance.

7.5.3 To delete a card encoder

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All encoders that are installed on any of the printers that are linked to any console within the network are displayed.
3. Click **DELETE** for the required encoder. The **Confirm Delete** window is displayed.
4. Click **DELETE**.

7.5.4 To view existing keys and credits

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Click the **KEYS AND CREDITS** tab.
3. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All configuration files that have been uploaded to the console are displayed.
4. Click the **+** sign for the required encoder. The row expands and the configuration file name is displayed.

7.5.5 To upload a config file

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Click the **KEYS AND CREDITS** tab.
3. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All configuration files that have been uploaded to the console are displayed.
4. Click **+ UPLOAD CONFIG FILE**. The **Upload Encoder Configuration File** window is displayed.
5. Click **SELECT CONFIG FILE** to browse to the location of the config file on your system or drag and drop an .ise file to the window.
6. Select the .ise file and click **Open**.
7. The .ise file is displayed with the Encoder Engine ID and Encoder Keysets information. This identifies the encoder that the config file is programmed for and a description of the keyset.
8. Click **SAVE** to upload the file to FARGO Connect. When the encoder is online, the file will automatically be downloaded.

7.5.6 To delete a config file

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Click the **KEYS AND CREDITS** tab.
3. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All of the config files that have been uploaded to the console are displayed.
4. Click **DELETE** for the required config file. The **Confirm Delete** window is displayed.
5. Click **DELETE**.

7.6 Advanced encoding

The advanced encoding module allows you to load an encoder configuration package into HID FARGO Connect and map the data fields into your card template. This gives you the flexibility to read or write custom application data or user-defined data to an iCLASS, MIFARE DESFire, or Seos smart card.

To take advantage of this feature, you must do the following:

1. Share your smart card details with HID Global to create an encoder configuration package.
2. Upload the encoder configuration package to HID FARGO Connect.
3. Connect the encoding package to a card template.
4. Add the smart card details to the card types. See **8.6 Smart card settings**

7.6.1 To upload an encoder configuration package

1. Click your user name on the menu bar and select **Advanced Encoding** from the drop-down menu. The **Advanced Encoding** page is displayed.
2. Click **+ UPLOAD ENCODING PACKAGE**.The **Upload Advanced Encoding Page File** window is displayed.
3. Click **SELECT PACKAGE FILE** to navigate to the location of the configuration package created for you.
   When the package is successfully uploaded, it displays in the window.
4. Click **SAVE**.
5. Click **CLOSE**.

7.6.2 To view an encoding package

1. Click your user name on the menu bar and select **Advanced Encoding** from the drop-down menu. The **Advanced Encoding** page is displayed.
2. Click the **+** for the required package. The selection expands to show the **Service Type**, **Service Name**, and **Description**.

7.6.3 To connect the encoding package to a template

1. Click **Profiles** on the menu bar. The **Production Profiles** page is displayed.
2. Select the **Organization** and **Production Profile** from the drop-down lists. The list of templates is displayed.
3. Click **+ ADD NEW**. The Add Card Template window is displayed.
4. Enter the **Template Name**, **Description**, and select the **Source Template**.
5. Click **SAVE**.

7.7 Production Profiles

Important: This is a technical area used by an administrator to manage the production profiles for an organization. Within this page the administrator has the ability to view, create, edit, and delete production profiles. The production profile table also illustrates the number of card templates assigned to the production profile. Please contact HID Support for further information.

7.7.1 To create a new Production Profile

1. Click your user name on the menu bar and select **Production Profiles** from the drop-down menu. The **Manage Production Profiles** page is displayed.
2. Click **+ ADD NEW**.
3. Select the required **Organization** (if available). Enter a **Profile Name** and **Description**.
4. When complete, click **SAVE**.

7.7.2 To view an existing Production Profile

1. Click your user name on the menu bar and select **Production Profiles** from the drop-down menu. The **Manage Production Profiles** page is displayed.
2. Click the **OPEN** button for the required profile. The **Production Profiles** page is displayed.

7.7.3 To edit an existing Production Profile

1. Click your user name on the menu bar and select **Production Profiles** from the drop-down menu. The **Manage Production Profiles** page is displayed.
2. Click the **EDIT** button for the required profile. The **Edit Production Profile** window is displayed.
3. Edit the **Profile Name** and **Description** as required.
4. Click **SAVE**.

7.7.4 To delete an existing Production Profile

Important: A Production Profile with existing card templates associated to it can not be deleted. Remove any associated card templates first before attempting to delete a Production Profile.

1. Click your user name on the menu bar and select **Production Profiles** from the drop-down menu. The **Manage Production Profiles** page is displayed.
2. Click the **DELETE** button for the required profile. The **Confirm Delete** window is displayed.
3. Click **DELETE**.

7.8 Card Designer fonts

The **Card Designer Font** page is used to upload customer specific font packages to be used in the Card Designer. The organization uploading the font package must ensure that they have all the necessary licensing and rights to the font, and agree to HID terms prior to uploading any font package. In addition, HID needs to produce the custom font package. Please contact HID Support for further information.

> **Note:** You need to provide the relevant TTF or OTF file, along with the WOFF and WOFF2 files for HID to create the font package.

7.8.1 To upload a font package

1. Click your user name on the menu bar and select **Card Designer Fonts** from the drop-down menu. The **Card Designer Fonts** page is displayed.
2. Click **+ UPLOAD FONT**. The **Terms and Conditions** window is displayed.
3. Select the **I Agree** check box and click **OK**. The **Upload Font** window is displayed.
4. Click **SELECT FONT FILE** to browse to a font file or drag a file to the **Drop files here to upload** area on the window. The file is uploaded and displayed in the window.
5. Click **CLOSE**.

   Once uploaded, the font is available for use in the Card Designer.

7.8.2 To delete a font package

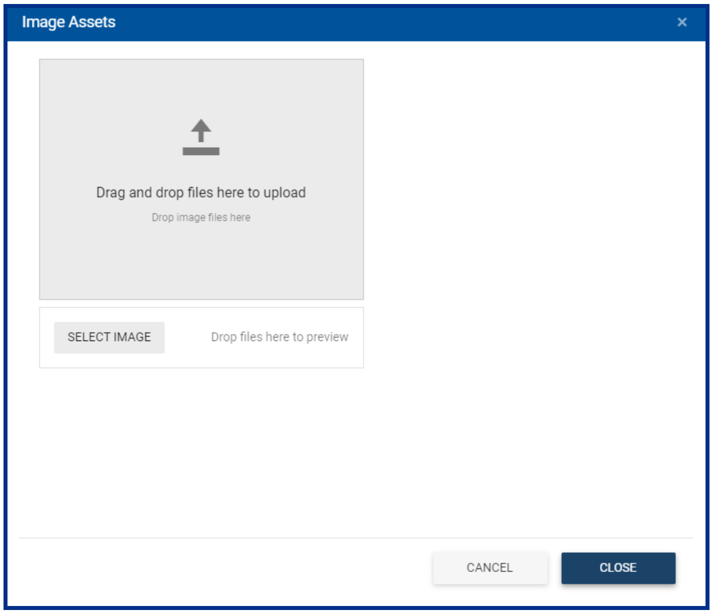
1. Click your user name on the menu bar and select **Card Designer Fonts** from the drop-down menu. The **Card Designer Fonts** page is displayed.
2. Click **DELETE**. The **Confirm Delete** window is displayed.
3. Click **DELETE**.

7.9 Card Designer images

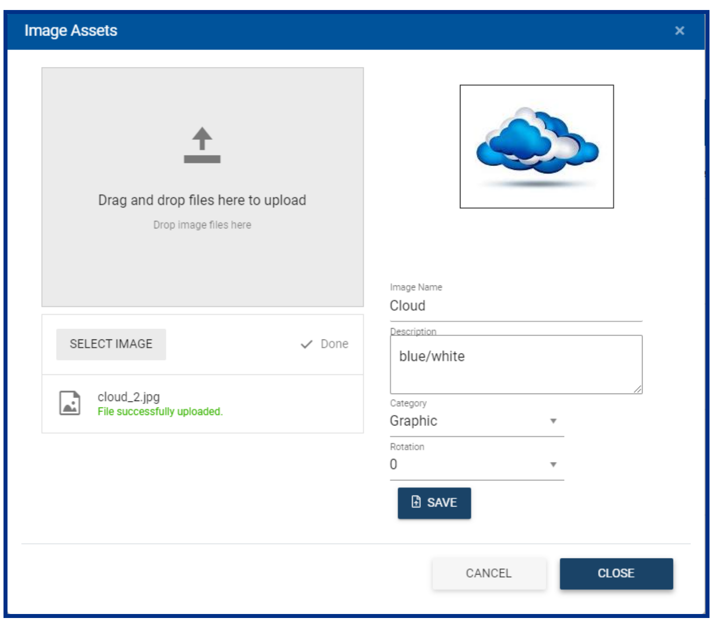
The **Card Designer Images** page enables administrators to view, upload, and delete image resources that are used during the card design and issuance process. These images can be used on any templates that are linked to the identified Organization and Production Profiles.

7.9.1 To upload a new image file

1. Click your user name on the menu bar and select **Card Designer Images** from the drop-down menu.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click **+ UPLOAD IMAGES**. The Image Assets window is displayed.



4. Drag and drop your image file to the upload area or click **SELECT IMAGE** to select a file. The uploaded image is displayed.



5. Enter an **Image Name** and **Description** for the image asset.

6. Select a **Category** for the image from the drop-down list. This allows you to easily filter the images to when creating a card template.
7. Select a **Rotation** from the drop-down list.
8. Click **SAVE** to upload the image.
9. Repeat steps 4-7 to upload additional images, or click **CLOSE** to complete the upload process.

7.9.2 To delete an existing image file

1. Click your user name on the menu bar and select **Card Designer Images** from the drop-down menu.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **DELETE** button for the required image. The **Confirm Delete** window is displayed.
4. Click **DELETE**.

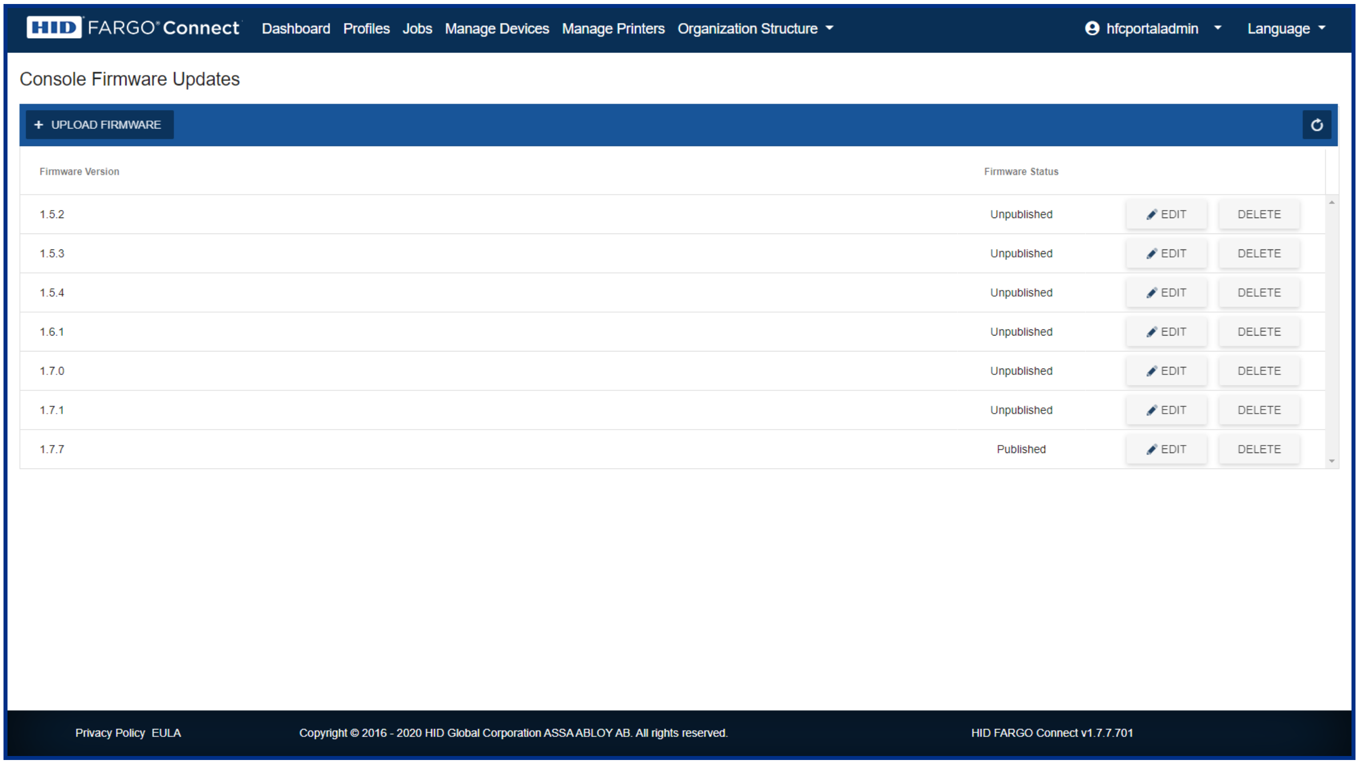
7.10 Console firmware update

This is a technical area used by administrators to load new HID FARGO Connect Console firmware to their HID FARGO Connect network.

> **Note:** This functionality is for On-Premise HID FARGO Connect users. If using HID FARGO Connect in the cloud where HID hosts the information, the updates to the console are available on the console automatically without any user intervention. Simply go into the console to update the console firmware.

7.10.1 To upload a firmware file

1. Click your user name on the menu bar and select **Console Firmware Updates** from the drop-down menu.
2. On the **Console Firmware Updates** page, click **+ UPLOAD NEW FIRMWARE**.



3. In the **Upload Console Firmware** box, click **SELECT FIRMWARE FILE** to browse to the location of the firmware file.
4. Select the firmware file to upload and click **Open**. The firmware file is uploaded and is displayed in the **Console Firmware Updates** window.

The HID FARGO Connect Consoles are then able to see that there is a new file available. Users can update their consoles from the **System Support** screen. For additional information on updating the firmware file, see the *HID FARGO Connect Console User Guide* (PLT-03680).

7.11 Organization setup

The Organization Setup page allows administrators to enable smart card authentication for a console.

7.11.1 To turn on smart card console authentication

1. Click your user name on the menu bar and select **Organization Setup** from the drop-down menu. The **Organization Settings** page is displayed.
2. Select the organization from the drop-down list.
3. Click **SETTINGS**. The **Console Authentication Settings** page is displayed.
4. Toggle on the **Enable smart card authentication** switch.
5. Toggle on the Smart Card technologies to use to automatically sign in to the console.

   > **Note:** Selecting more smart card technologies than you have may result in slower read times.

6. Click **SAVE**.

7.12 Logout

> **Important: Save your changes before logging out. Any unsaved edits are lost without warning when you sign out!**

Click your user name on the menu bar and select **Logout** from the drop-down menu.

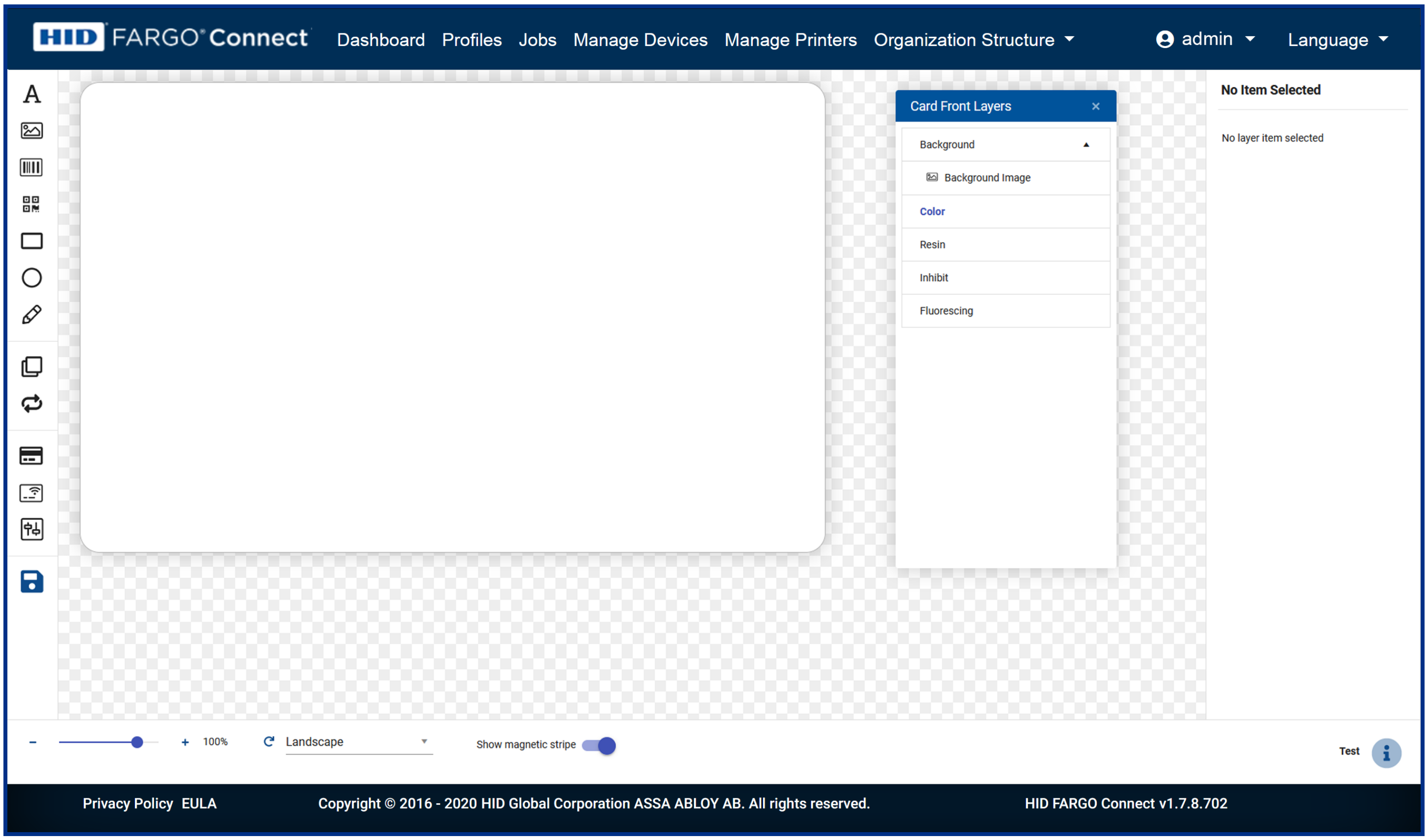
Section 08

Web Card Designer

8.1 Card Designer overview

The Card Designer is used to create or edit card designs that are associated with a production profile. Use these steps to access the Web Card Designer.

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab. The list of defined card templates is displayed.
   - Select the required template and click **OPEN** to create or edit a card design.
   - If a new template is needed, click **+ ADD NEW**. See 2.3 Card templates to add a new card template.



Icon	Description
A (Add text)	Click to add a new text frame. See 8.4.2 Adding text.
(Add image)	Click to add a new image frame. See 8.4.3 Adding an image.
(Add barcode)	Click to add a new 1D barcode frame. See 8.4.4 Adding a 1D barcode.
(Add 2D barcode)	Click to add a new 2D barcode. See 8.4.5 Adding a 2D barcode
(Add rectangle)	Click to add a rectangle. See 8.4.6 Adding a square or rectangle.
(Add ellipse)	Click to add an ellipse. See 8.4.7 Adding a circle or ellipse
(Add line)	Click to add a line. See 8.4.8 Adding a line.

Icon	Description
(Card layers)	Click to toggle the visibility of the **Card Front Layers** or **Card Back Layers** panel.
(Show card front / back	Click to flip the card preview between front and back.
(Magnetic stripe encoding)	Click to open the **Magnetic Stripe Encoding** window. See 8.5 Magnetic stripe encoding.
(Smart card settings)	Click to open the **Smart Card Settings** window. See 8.6 Smart card settings.
(Printer settings)	Click to open the **Printer Settings** window. See 8.8 Printer settings.
(Save card template)	Click to open the **Save Card Template** window. See 8.9 Saving your template.
Card Front/ Back Layers panel	The **Card Front Layers** and **Card Back Layers** panels provide access to background image settings and all of the objects added to your color, resin, inhibit, and fluorescing layers. See 8.2 Layers panel.
Properties panel	Provides settings and controls for the currently selected object.
Zoom	Click **-** or **+**, or use the **slider** to set the zoom level of the card preview.
(Card orientation)	Select the required card orientation from the drop-down. • **Landscape:** (default) The card uses a landscape format. On the reverse, the magnetic stripe is positioned near the top of the card. • **Portrait:** The card uses a portrait format. On the reverse, the magnetic stripe is positioned near the right of the card. • **Reverse Landscape:** The card uses a landscape format. On the reverse, the magnetic stripe is positioned near the bottom of the card. • **Reverse Portrait:** The card uses a portrait format. On the reverse, the magnetic stripe is positioned near the left of the card.
Show magnetic stripe	If your card does not have a magnetic stripe, turn off the **Show magnetic stripe** option to remove the magnetic stripe from the card preview.
(Template information)	Click to display a window containing the **Template Name** and **Description**. Click **x** to close the window.

8.2 Layers panel

The **Layers** panel provides access to the background image settings and all of the objects added to the front or back of your card.

8.2.1 Background

A background image fills the entire card surface. The card background has its own dedicated layer, which always appears behind /below all drawing objects.

1. Click in the toolbar if the layers panel is not already visible.
2. Click in the toolbar to move between **Card Front Layers** or **Card Back Layers** as needed.

> **Note:** For best results, on HDP® printers, use a background image size of 1035 x 662.
> For DTC™ printers, use a background image size of 1011 x 638.

Field	Description
Background Image Type	allows you to select **Static** or **Variable**. • **Static:** is used for a fixed image that is the same for every card. Click **PICK IMAGE** to open the **Image Assets** window, where you can select an image. • **Variable:** is used for an image based on a variable, for example an employee photo, which is different for every card. The available variables are defined by the production profile (see 7.7 Production Profiles). An additional drop-down appears where you can select the variable name, for example EmployeePhoto.
Full Bleed	expands the image slightly beyond the borders of the card. This ensures that when the card is printed, the artwork fills the entire card with no unwanted border at the edges.
Flip Image	flips the image in the X and Y directions.
Image Margins	adjusts the margins for each edge of the card.

8.2.2 Color/resin/inhibit/fluorescing

- All objects on the **Color** layer are printed using the YMC ribbon and is normally used for text, images and logos.
- All objects on the **Resin** layer are printed using the resin black (K) ribbon and is normally used for text objects, barcodes and sometimes graphical objects, to provide a high-quality solid black.
- All objects on the **Inhibit** layer are printed using the inhibitor (I) panels and are normally used to prohibit printing in the specified area.
- All objects on the **Fluorescing** layer are printed using the fluorescing (F) panel and is normally used to print grayscale text or images that are only visible with ultraviolet (UV) light.

1. Click in the toolbar if the layers panel is not already visible.
2. Click in the toolbar to move between **Card Front Layers** or **Card Back Layers** as needed.
3. Click **Color**, **Resin**, **Inhibit**, or **Fluorescing** to add or edit the required layer on the card design. See **8.4 Drawing objects**.

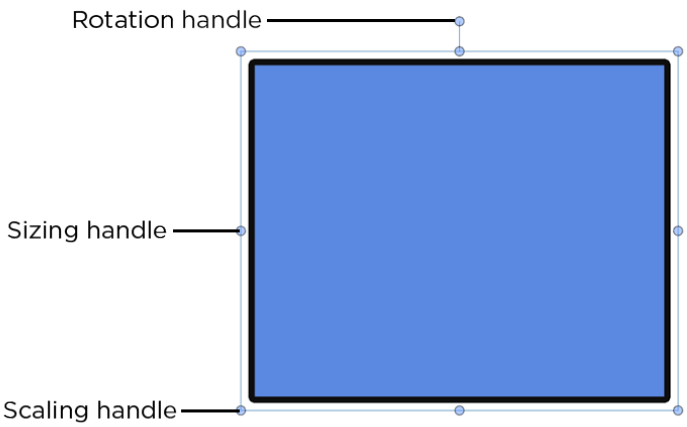
8.3 Common controls

The drawing tools use common methods for adjusting objects.

8.3.1 Size, scale and rotate

Objects can be resized, scaled, and rotated.

- The rotation handle rotates the object in 90° steps.
- The sizing handles stretch the object horizontally or vertically.
- The scaling (corner) handles scale the object while maintaining its existing proportions.
- Additionally, the placement and size of an object can be specified within the element controls.



8.3.2 Select colors

Many objects allow you to select a color in either Hex or RGB format in the **Properties** panel. There are three ways to select a color:

- Click and drag the color slider to select the hue, then click and drag in the main area to move the color picker.
- Enter the required Hex value in the **HEX** field. This can be useful if you need to match a specific color definition, for example a corporate logo.
- Enter the required red (**R**), green (**G**), and blue (**B**) values in the respective fields. This can be useful if you need to match a specific color definition, for example a corporate logo.

Note: The R, G, and B values can each be set to a whole number between 0 (no color) and 255 (full color).

8.3.3 Stack objects (Z-Index)

Objects can be placed on top of each other for creative effect. After adding an object, you can change its stacking order (Z-Index) to make it appear in front or behind another object.

1. Select the object.
2. In the **Properties** panel:
   - Click + to bring the object forward/up one level so that it appears on top of other objects.
   - Click - to send the object back/down one level, so it appears behind other objects.

If you have many overlapping objects, it may be easier to select the required object in the **Card Front Layers** or **Card Back Layers** panel. Once selected, adjust the **Z-Index** in the **Properties** panel as required.

8.4 Drawing objects

8.4.1 Layer selection

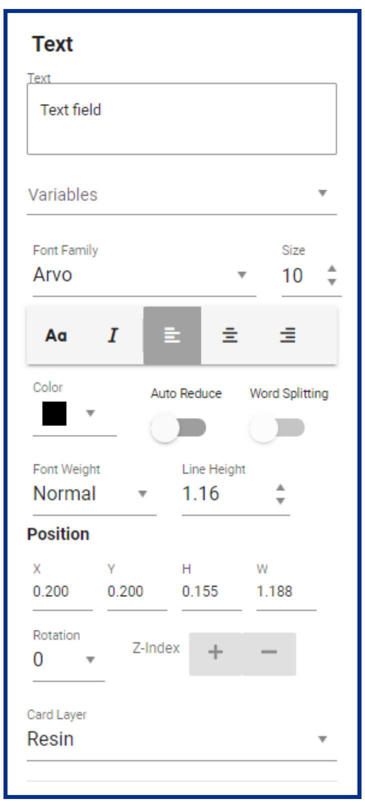
Before adding an object to your template, decide if you want the object to be printed using the printer's color (YMC) ribbon, resin black (K) ribbon, inhibitor (I) panels, or fluorescing (F) panel. See also **8.2 Layers panel**.

- On the **Layers** panel, click **Color**. Objects on this layer are printed using the yellow (Y), magenta (M), and cyan (C) panels and is normally used for text, images and logos.
- On the **Layers** panel, click **Resin**. Objects on this layer are printed using the resin black (K) ribbon and is normally used for text objects, barcodes and sometimes graphical objects, to provide a high-quality solid black.
- On the **Layers** panel, click **Inhibit**. Objects on this layer are printed using the inhibitor (I) panels and is normally used to prohibit printing in the specified area. Examples of use include signature panels, contact smart chips, surface holograms, magnetic stripes, or other card features.
- On the **Layers** panel, click **Fluorescing**. Objects on this layer are printed using the fluorescing (F) panel and is normally used to print grayscale text or images that are only visible with ultraviolet (UV) light.

> **Note:** When you first enter the card design window you need to select a layer from the **Card Layers** window before any elements can be added to the card template.

8.4.2 Adding text

1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click A in the toolbar. A new text field is displayed on the card.
3. Drag the text box and use the sizing or rotation handles to position the object on the card.
4. Double-click the text field to edit the text directly, or edit the text in the **Properties** panel.



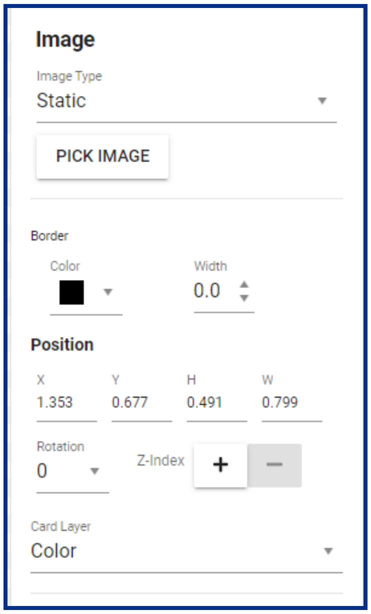
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Text</td><td>Allows you enter the text.</td></tr>
<tr><td>Variables</td><td>Allow you to insert variables, such as an employee name or date of birth. The available variables are defined by the production profile (see 7.7 Production Profiles).</td></tr>
<tr><td>Font</td><td>Sets the typeface for the text.</td></tr>
<tr><td>Size</td><td>Sets the font size, in points. Fractional values can be used to create exact in/mm sizes. Some example point sizes are shown in the following conversion table:
<table>
<tr><th>point</th><th>7</th><th>14.2</th><th>18</th><th>20</th><th>28.5</th><th>36</th><th>43</th><th>54</th><th>57</th><th>72</th></tr>
<tr><th>in</th><td>0.1</td><td>0.2</td><td>0.25</td><td>0.28</td><td>0.4</td><td>0.5</td><td>0.6</td><td>0.75</td><td>0.8</td><td>1</td></tr>
<tr><th>mm</th><td>2.5</td><td>5</td><td>6.35</td><td>7</td><td>10</td><td>12.7</td><td>15.2</td><td>19</td><td>20.1</td><td>25.4</td></tr>
</table></td></tr>
<tr><td>Text Transform</td><td>Forces uppercase or lowercase to be used for the text. This effect is applied only when you click out of text editing mode.</td></tr>
<tr><td>Italicized</td><td>Sets an italic (slanted) style.</td></tr>
<tr><td>Align</td><td>Sets the alignment of the text within the text frame. Selections are: Left, Center, and Right.</td></tr>
<tr><td>Color</td><td>Sets the color of the text in RGBA format. See 8.3.2 Select colors.</td></tr>
<tr><td>Auto Reduce</td><td>Sets the text size to automatically resize to fill the text box.</td></tr>
<tr><td>Word Splitting</td><td>Enables words to split across lines based on the size of the text box. This option is only available when Auto Reduce is enabled.</td></tr>
<tr><td>Font Weight</td><td>Sets the text weight, for example bold.</td></tr>
<tr><td>Line Height</td><td>Sets the space between consecutive lines of text (line spacing or leading).</td></tr>
<tr><td>Position</td><td>Sets the position and size of the element within the card.</td></tr>
<tr><td>Rotation</td><td>Sets the rotation of the element.</td></tr>
<tr><td>Z-Index</td><td>Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).</td></tr>
<tr><td>Card Layer</td><td>Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.</td></tr>
</table>

8.4.3 Adding an image

The image tool allows you to include additional images on the card.

> **Note:** If you want to set a image that covers the whole card, see **8.2.1 Background**.

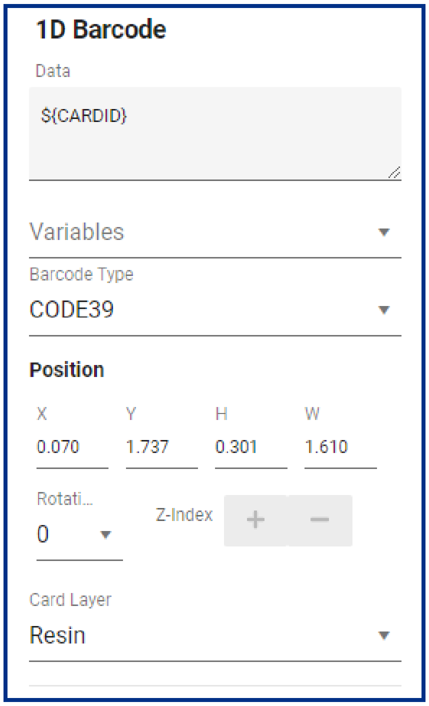
1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click in the toolbar. A new image field is displayed on the card.
3. Drag the image box and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Image	Allows you to select the image: • **Static:** is used for a fixed image that is the same for every card (for example, a company logo). • Click **PICK IMAGE** to open the **Image Assets** window. • Click **ADD IMAGE** to upload a new image. • **Variable:** is used for an image based on a variable, for example an employee photo, which is different for every card. The available variables are defined by the production profile (see 7.7 Production Profiles). An additional drop-down appears where you can select the variable name, for example EmployeePhoto.
Border Width	Sets a border around the image, specified in points. Enter 0 to remove the border.
Border Color	Sets the color of the border in RGBA format. See 8.3.2 Select colors.
Position	Sets the position and size of the element within the card.
Rotation	Sets the rotation for the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.4 Adding a 1D barcode

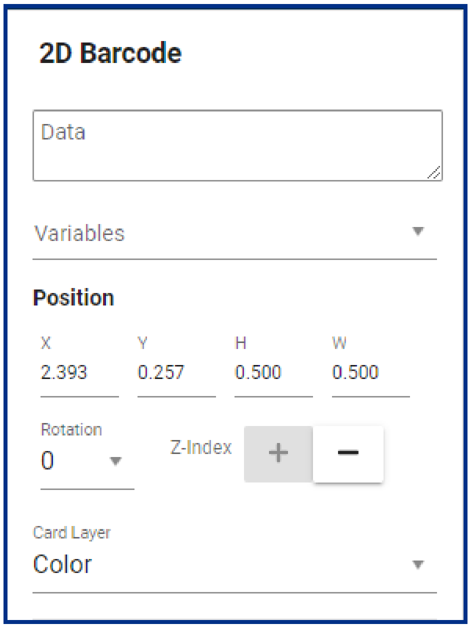
1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click in the toolbar. A new barcode is displayed on the card.
3. Drag the barcode and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Data	Allows you to type data to be encoded in the barcode. **Note:** The sample barcode shown on the screen does not update to show the actual barcode. The correct barcode is used for printing.
Variables	Allows you to select variables, such as an employee ID, date of birth, or name to be encoded in the barcode. The available variables are defined by the production profile (see 7.7 Production Profiles). **Note:** Multiple variables can be added by selecting them from the drop-down list.
Barcode Type	Sets the barcode encoding type. Select a barcode type that is capable of encoding your selected data, and which can be read by your organization's barcode readers.
Position	Sets the position and size of the element within the card.
Rotation	Sets the rotation of the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.5 Adding a 2D barcode

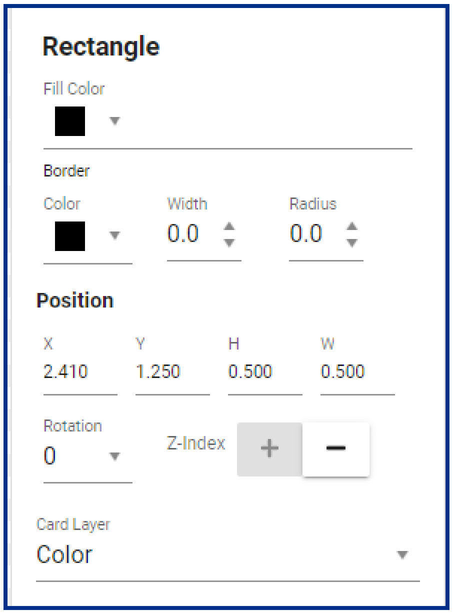
1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click in the toolbar. A new 2D barcode is displayed on the card.
   The QR code format is currently supported.
3. Drag the barcode and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Data	Allows you to type data to be encoded in the barcode. **Note:** The sample barcode shown on the screen does not update to show the actual barcode. The correct barcode is used for printing.
Variables	Allows you to select variables, such as an employee ID, date of birth, or name to be encoded in the barcode. The available variables are defined by the production profile (see 7.7 Production Profiles). **Note:** Multiple variables can be added by selecting them from the drop-down list.
Barcode Type	Sets the barcode encoding type. Select a barcode type that is capable of encoding your selected data, and which can be read by your organization's barcode readers.
Position	Sets the position and size of the element within the card.
Rotation	Sets the rotation of the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.6 Adding a square or rectangle

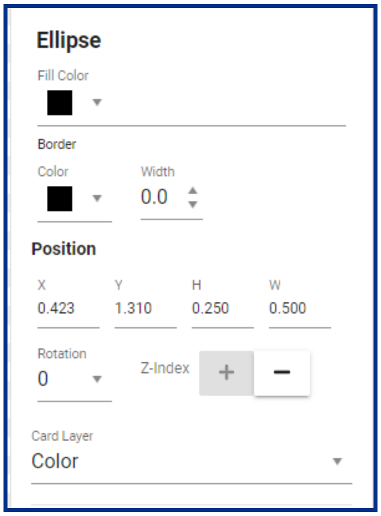
1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click in the toolbar. A new square is displayed on the card.
3. Drag the square and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Fill Color	Sets the color of the fill in RGBA format. See 8.3.2 Select colors.
Border Color	Sets the color of the border in RGBA format. See 8.3.2 Select colors.
Border Width	Sets a border around the square, specified in points. Enter 0 to remove the border.
Border Radius	Adds rounded corners to the square, with the radius specified in points. Enter 0 to remove corner rounding.
Position	Sets the position and size of the element within the card.
Rotation	Sets the rotation of the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.7 Adding a circle or ellipse

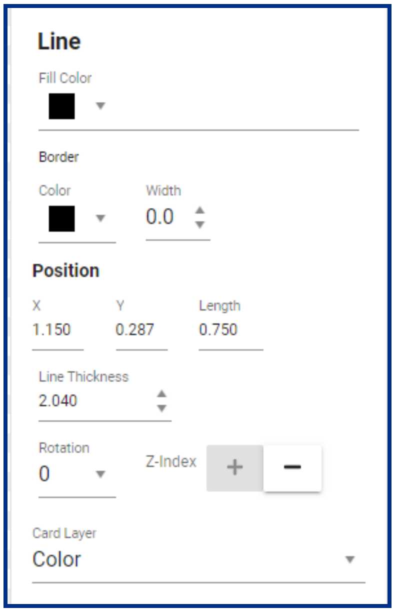
1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click ◯ in the toolbar. A new circle is displayed on the card.
3. Drag the circle and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Fill Color	Sets the color of the fill in RGBA format. See 8.3.2 Select colors.
Border Color	Sets the color of the border in RGBA format. See 8.3.2 Select colors.
Border Width	Sets a border around the square, specified in points. Enter 0 to remove the border.
Position	Sets the position and size of the element within the card.
Rotation	Sets the rotation of the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.8 Adding a line

1. On the **Layers** panel, check that the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) is selected.
2. Click in the toolbar. A new line is displayed on the card.
3. Drag the line and use the sizing, scaling and rotation handles to position the object on the card.



Field	Description
Fill Color	Sets the color of the fill in RGBA format. See 8.3.2 Select colors.
Border Color	Sets the color of the border in RGBA format. See 8.3.2 Select colors.
Border Width	Sets a border around the square, specified in points. Enter 0 to remove the border.
Position	Sets the position and size of the element within the card.
Position Length	Sets the length of the line.
Line Thickness	Sets the thickness of the line, specified in points. If the border width exceeds the thickness, the fill color is not visible.
Rotation	Sets the rotation of the element.
Z-Index	Sets the stacking order of overlapping objects. See 8.3.3 Stack objects (Z-Index).
Card Layer	Sets the layer that the element is printed on. This allows you to change a field from one layer to another. For example, from Resin to Color.

8.4.9 Deleting an object

1. On the **Layers** panel, click the required layer (**Color**, **Resin**, **Inhibit**, or **Fluorescing**) to expand the selection.
2. Click an item to select it.
3. Click to delete the item. The **Confirm Delete** window is displayed.
4. Click **DELETE**.

Alternatively, select the object in the main window and press the **DELETE** or **DEL** key on your keyboard.

8.5 Magnetic stripe encoding

The **Magnetic stripe encoding** tool provides access to the magnetic stripe encoding settings.

1. Click the icon to display the **Magnetic Stripe Encoding** window.
2. Enable the required tracks.
3. For all required tracks, click the **Data Parameters** drop-down and select the variable data to be encoded on the magnetic stripe (single data fields only). This can be repeated to add additional data.

   Alternatively, manually type the required data fields into the text box using the following format:

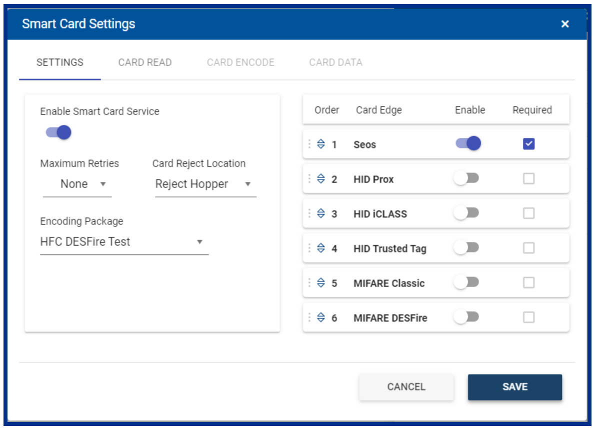
   ```
   ${datafield1}${datafield2}
   ```
4. Click **SAVE**.

8.6 Smart card settings

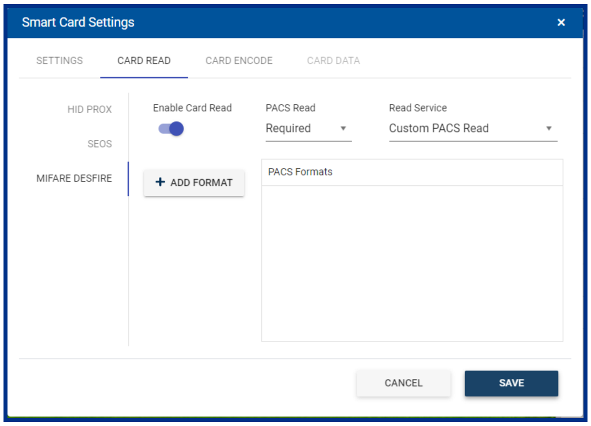
The smart card tool provides access to the smart card types and their settings. See **Common workflows** for examples of smart card implementations.

1. Click the icon to display the **Smart Card Settings** window.
2. Select the required options, making sure to save any changes.

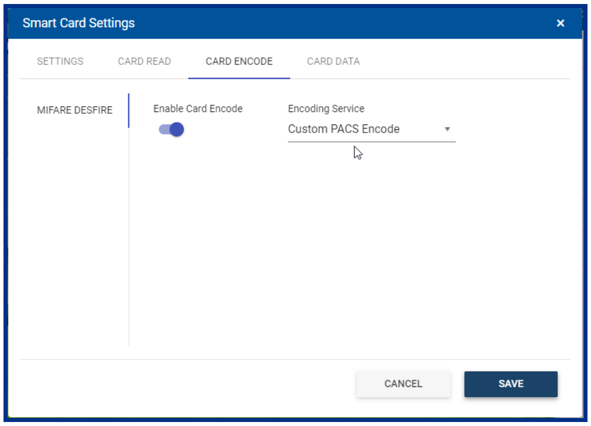
> **Note:** Save your template at regular intervals. After a period of inactivity, the portal logs you out and any unsaved changes are lost.



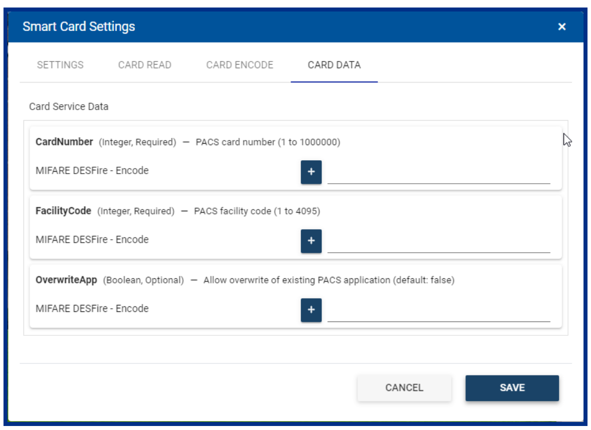
Field/Option	Description
SETTINGS	
Enable Smart Card Service	Sets the smart card service. Available options are: • Enabled • Disabled **Note:** You can enable or disable the service at any time without resetting any defined settings.
Maximum Retries	Sets the number of times to attempt to reprint a card if the credential fails. Available options are: • None • 1 • 2 • 3
Card Reject Location	Sets the location of the rejected card. Available options are: • Reject Hopper • Output Hopper
Encoding Package	Sets the smart card encoder configuration package. This encoder configuration package is only needed for reading or writing user defined applications. If you are reading a CSN or HID Access Control application, this encoding package is not needed. See 7.6 Advanced encoding
Card Edge	Displays the available card types. This list is only available when **Enable Smart Card Service** is set to **Enabled**. Dragging the items within the list, reorders the priority level. Move the slider to enable or disable the read and encoding functions. The enabled card type must match the settings within the specified encoding package to enable the **CARD READ** settings. Check the **Required** box to specify that this card type is required to print the card.



Field/Option	Description
CARD READ	
Note: All enabled **Card Edges** are displayed. Click on each one to set the following options:	
Enable Card Read	Enables or disables the card reading. **Note:** If you disable card read, the instructions remain but the reading is turned off. This may be useful if you want to do a test print with a simple PVC card versus your contactless smart card.
PACS Read	Sets the PACS Read format. Available options are: • **Disabled:** No PACS of HID Access Control Application data will be read. • **Optional:** If PACS data is present it is read, but if none is present, the card still prints. • **Required:** PACS data must be present for the card to be printed.
Read Service	Sets the read service for the card. Available services are defined by the configuraiton file specified in the **SETTINGS** tab. You need to map the card data under the **CARD DATA** tab.
ADD FORMAT	If applicable, click to add an associated card format from the drop-down list. A description of the card format is displayed when a format file is selected. To remove a card format, click the red **x**.



Field/Option	Description
CARD ENCODE	
Note: All enabled Card Read selections are displayed. Click on each one to set the following options:	
Enable Card Endode	Enables or disables the card encoding.
Encoding Service	Sets the encoding service. Available services are defined by the configuration file specified in **SETTINGS** tab.



Field/Option	Description
CARD DATA	
Card Service Data	Maps the data parameters to the card service data elements. For examle, this is where you link a card number card service data element to the card ID number from the technology partner solution. If you want to write in a static value, you can simply type in the number (such as a facility code).

8.7 Print capabilities for PACS data

Card edge variable placeholders are available for use in the card designer that allows flexibility for how data is used to print bar codes or encode the magnetic stripe.

Supported card edges are Prox, iCLASS, Seos, MIFARE Classic, and MIFARE DESFire.

For example,

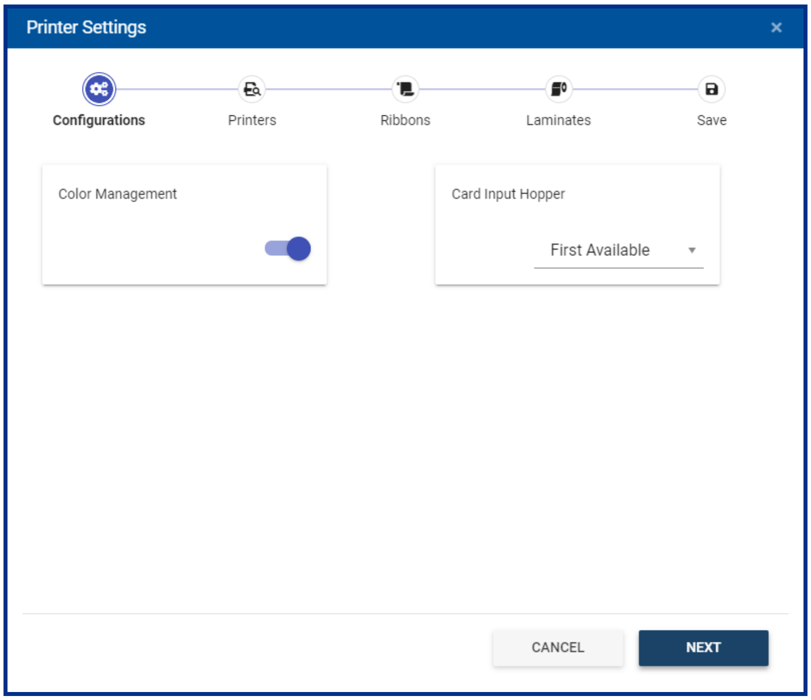
- To print a DESFire PACS card number without leading zeros (as in 12345), enter **${Seos::CardNumber}** in the text field.
- To print a zero-padded DESFire PACS card number (as in 00012345 if the padding width is set to 8), enter **${Seos::CardNumberPadded}** in the text field.

8.8 Printer settings

Before completing the card template design and printing cards you must specify the printer settings. This includes setting the input hopper, specifying the printer model, laminates, and the ribbon type.

1. Select the icon to display the **Printer Settings** window.
2. Select the required options, making sure to save any changes.

   Save your template at regular intervals. After a period of inactivity, the portal logs you out and any unsaved changes are lost.
3. Click **NEXT** or **BACK** to move through the settings. Alternatively, select the setting at the top of the window.
4. When your changes are completed, click **SAVE**.



Field	Description
Configurations	
Color Management	Enables or disables color management.
Card Input Hopper	Allows you to set the card input location. Available options are: **First Available**, **Hopper 1**, **Hopper 2**, and **Exception Slot**.
Printers	
Model	Displays the printer models that are linked to FARGO Connect.
Enable	Enables or disables the printer.
Lam Front	Enables or disables lamination on the front of the card.
Lam Back	Enables or disables lamination on the back of the card.

Field	Description
Ribbons	
Part Number	Displays the ribbons available for each connected printer. Click the **+** sign to see the details for this part number.
Name	Displays the name for the ribbon for this part number.
Enable	Enables or disables ribbons for each connected printer.
Laminates	
Part Number	Displays the laminates available for each connected printer. Click the **+** sign to see the details for this part number.
Name	Displays the name of the laminate for this part number.
Card Front	Enables or disables the laminate for the front of the card.
Card Back	Enables or disables the laminate for the back of the card.
Save	
Allows you to save any changes.	

8.9 Saving your template

1. Click the icon. The **Save Card Template** window is displayed.
2. To unlock and update the **Template Name** and **Description** fields, click **EDIT FIELDS**.

   Select the **Save as new card template** check box to create a new template and avoid overwriting an existing template.
3. Click **SAVE**.

> **Note:** Save your template at regular intervals. After a period of inactivity, the portal logs you out and any unsaved changes are lost.

Section 09

Common workflows

9.1 How to read the HID access control application area off a Seos card

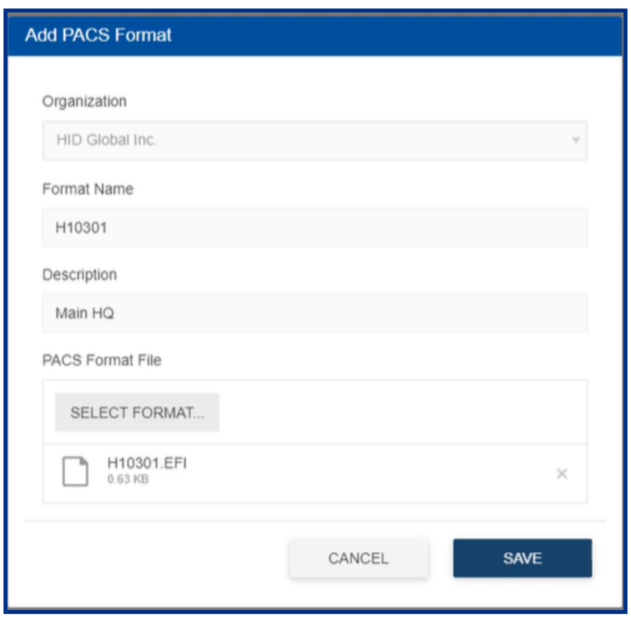
This workflow steps you through the process of reading HID access control application whether it is secured using standard or HID Elite keys and how to apply an HID format to ensure the data is read properly.

Before you can begin, if you are using an HID Elite key, Corporate 1000™, or University 1000™ format, you must obtain the necessary format and HID key files from HID. For details on how to obtain these from HID, contact your authorized HID FARGO Connect reseller. Once received, download the files and save them to your workstation.

The format and key files need to be added to FARGO Connect through the portal. The format file is saved within the FARGO Connect database and the Elite keys are stored in a secure element on the encoder.

If you have a Corporate 1000 or University 1000 format file, you need to add this to HID FARGO Connect.

1. Click your user name on the menu bar and select **PACS Formats** from the drop-down menu. The **PACS Formats** page is displayed.
2. Click **+ ADD NEW**.
3. Select the required **Organization** (if available). Enter the **Format Name** (for example: H10301) and a **Description** (for example: Main HQ).
4. Click **SELECT FORMAT** in the **PACS Format File** field, navigate to the location of the file you downloaded to your workstation, and click **Open**.
   The file name is displayed in the **PACS Format File** field.
5. Click **SAVE**.
   The format file has been added to your FARGO Connect solution.



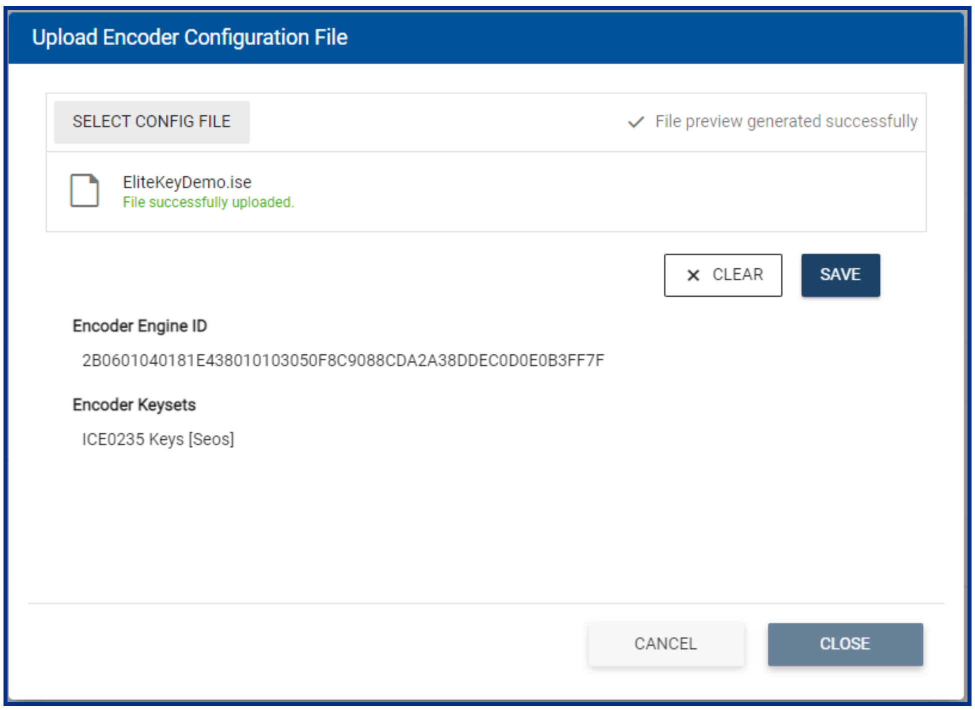
When you design your card and set up your smart card details, you can designate that the card information is formatted using this format.

> **Note:** Once a card format has been uploaded to an organization, you can use it across all the profiles and templates within that organization. There is no need to upload it more than once.

To use Elite keys you must upload the keys using the provided config (.ise) file:

1. Click your user name on the menu bar and select **Card Encoders** from the drop-down menu. The **Manage Card Encoders** page is displayed with the **CARD ENCODERS** tab selected.
2. Click the **KEYS AND CREDITS** tab.
3. Select the required **Organization**, **Organizational Unit**, and **Location** from the drop-down menus. All configuration files that have been uploaded to the console are displayed.
4. Click **+ UPLOAD CONFIG FILE**. The **Upload Encoder Configuration File** window is displayed.
5. Click **SELECT CONFIG FILE** and navigate to the location of the config file (or Elite key file) you downloaded to your workstation.
6. Select the .ise file and click **Open**.
7. The .ise file is displayed with the Encoder Engine ID and Encoder Keysets information. This identifies the encoder that the Elite key is programmed for and a description of the keyset.

   > **Note:** The keys are not shared across encoders and if you have multiple encoders, you need to obtain a key file for each encoder. When uploading the keys, HID FARGO Connect is intelligent enough to know where to put the key file so you do not have to select the appropriate encoder.

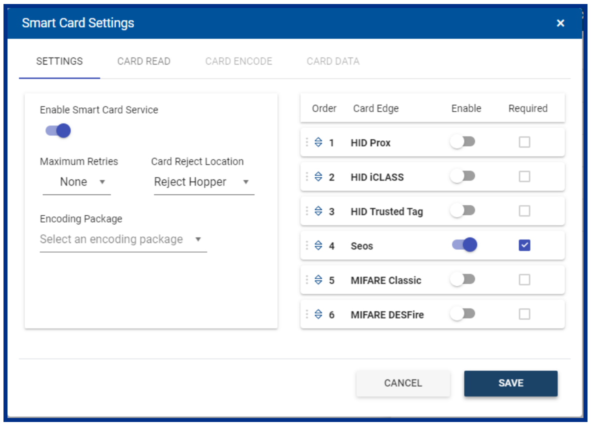
8. Click **SAVE**.

   A message is displayed that the file has been uploaded and successfully pushed to the encoder. If the encoder is not online, it will be pushed down when the encoder becomes available.
9. Click **CLOSE**.

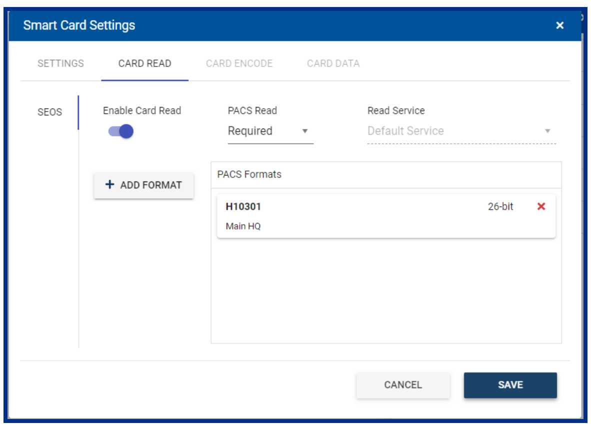
Once the format and HID key files have been added to HID FARGO Connect, you need to create or open a card template and set up the smart card details.

1. Click **Profiles** on the menu bar. The **Production Profiles** screen is displayed.
2. Select the required **Organization** and/or **Production Profile** from the drop-down menus.
3. Click the **Card Templates** tab. The list of defined card templates is displayed.
4. Click **OPEN** for the required template. The card template opens in the Web Card Designer.

5. Click the icon to display the **Smart Card Settings** window.
6. Select **Enable Smart Card Service**, enable the **Seos** card edge, and select **Required** to indicate a Seos credential must be present for the card to print.



7. Select the **Card Read** tab.
8. Click **Enable Card Read.**
9. Click **+ ADD FORMAT**. Select the format file that the HID access control application is defined by from the drop-down list. This is the Corporate 1000 format file that you uploaded. The file description (Main HQ) is displayed in the **PACS Formats** field.



10. In the **PACS Read field**, open the drop-down menu and select **Required** to indicate that the access control data will be read.

You do not need to turn on the Elite key read, because HID FARGO Connect is automated to utilize the appropriate key for the card presented. Once this has been set up, HID FARGO Connect works behind the scenes to pass the HID access control application data to the technology partner application that you are using.

9.2 Writing a user-defined application to a MIFARE DESfire card

The advanced encoding module allows you to load an encoder configuration package into HID FARGO Connect and map the data fields into your card template. This gives you the flexibility to read or write custom application data or user-defined data to a smart card.

The steps you need to follow to accomplish this are:

1. Share your smart card details with an authorized HID FARGO Connect reseller and HID Global to create an encoder configuration package.
2. Upload the encoder configuration package to HID FARGO Connect.
3. Connect the encoding package to a card template.
4. Configure the **Smart Card Settings** and link the Card Service Data to the elements of the template.

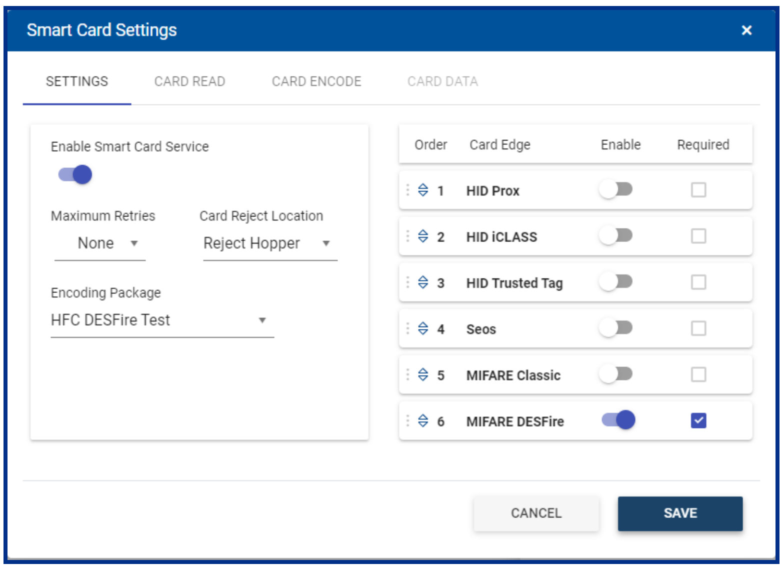
Once you have received your encoder configuration package, save the file to your workstation. Then, you need to upload the package to the HID FARGO Connect portal.

To upload a configuration package:

1. Click your user name on the menu bar and select **Advanced Encoding** from the drop-down menu. The **Advanced Encoding** page is displayed.
2. Click **+ UPLOAD ENCODING PACKAGE**. The **Upload Advanced Encoding Page File** window is displayed.
3. Click **SELECT PACKAGE FILE** and navigate to the location of the configuration package that was created and delivered to you.
4. Select the file and click **Open**.
   When the package is successfully uploaded, it is displayed in the **Upload Advanced Encoding Page File** window.
5. Click **SAVE**.
6. Click **CLOSE**.
   The package is displayed in the list of packages in the **Advanced Encoding** page. You can click the **+** button to see details of the package file.

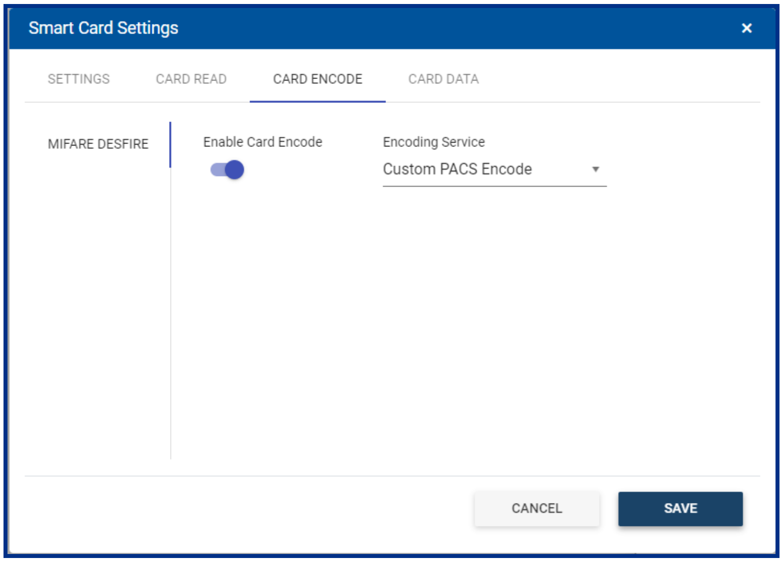
To connect the encoding package to a new card template:

1. Click **Profiles** on the menu bar. The **Production Profiles** page is displayed.
2. Select the **Organization** and **Production Profile** from the drop-down lists. The list of card templates is displayed.
3. Click **+ ADD NEW**. The Add Card Template window is displayed.
   To use an existing card template, go to step 6.
4. Enter the **Template Name**, **Description**, and select the **Source Template**.
5. Click **SAVE**. The new template is displayed in the list of card templates.
6. From the list of card templates choose the template name and click **OPEN**. The card template opens in the Web Card Designer.
7. Click the icon to display the **Smart Card Settings** window.
8. Select **Enable Smart Card Service**, select the **MIFARE DESFire** card edge, and select the **Encoding Package** from the drop-down menu to link the encoding package to this card template.

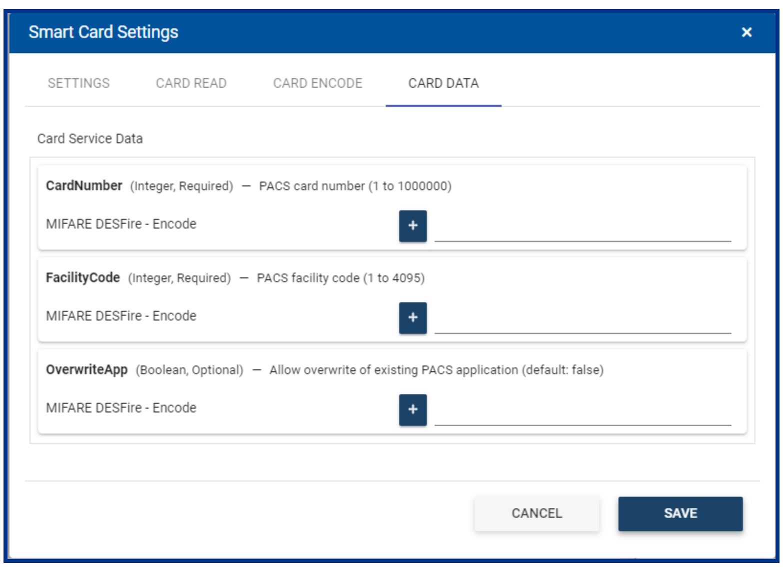


Next, you need to specify the encoding details of the user-defined application to a MIFARE DESFire credential, do the following:

1. Select the **CARD ENCODE** tab, then select **Enable Card Encode**. Select an **Encoding Service** from the drop-down menu. This should match the instructions from the smart card details you provided to HID.



2. Select the **CARD DATA** tab to map the data fields that are going to be written to or read from the card to your own data.



In addition, if you need to print cards with other types of encoding, such as reading the PACS data from a card, you can make the following selections:

1. In the **Smart Card Settings** window, and select the **SETTINGS** tab.
2. Select the **Card Edge** and enable the card type. Optionally, select **Required** to indicate that credential must be present for the card to print. If **Required** is not selected and the card does not have that particulr card type, it will still print.
3. Select the **CARD READ** tab. Then select **Enable Card Read**, set **PACS Read** to **Required**, then click **+ ADD FORMAT** to select the PACS format.

Revision history

Date	Description	Revision
October 2024	Updated document to support HID FARGO Connect 1.11 and added ability to log in with a smart card.	A.8
November 2022	Updated document to support HID FARGO Connect 1.10.	A.7
April 2022	Added Advanced Encoding module.	A.6
July 2021	Updated for HID FARGO Connect release 1.7.5.	A.5
May 2020	Added Card Flattener Settings, Console Firmware Updates, and Manage Printers module sections.	A.4
December 2019	• Re-titled document to "HID® FARGO® Connect™ Portal User Guide". • Re-titled section 1 to “FARGO Connect Portal” and updated section for FARGO Connect Portal functionality. • Re-titled section 2 to “Web Card Designer”.	A.3
May 2019	Minor updates.	A.2
December 2018	Updated for release 1.2.5.	A.1
July 2018	Initial release.	A.0

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