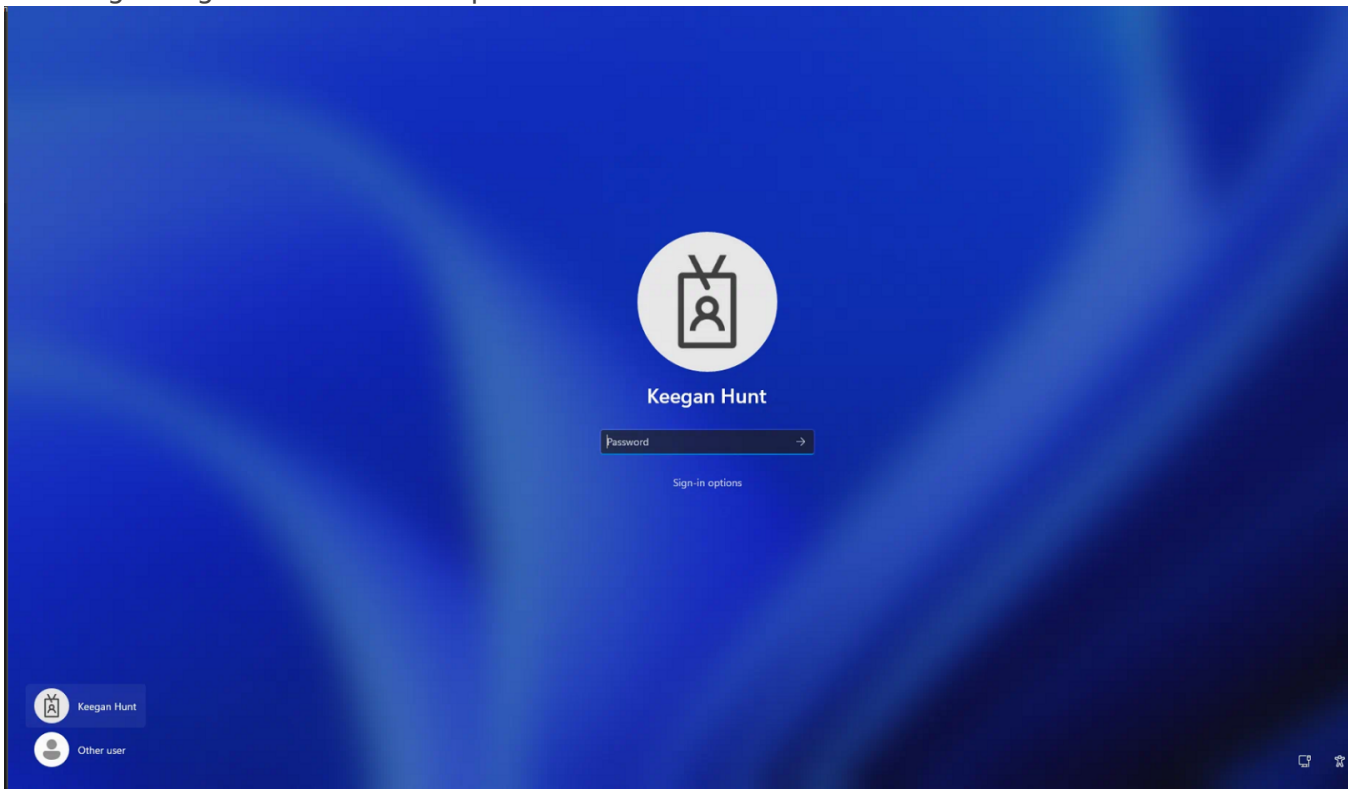


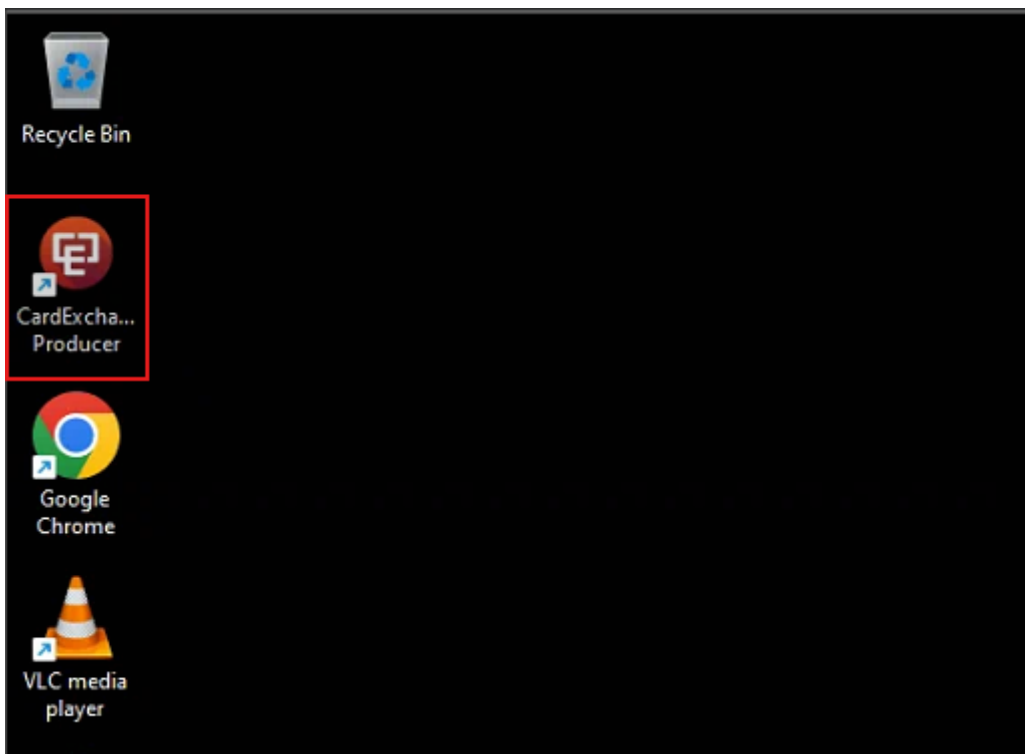
Printing Crew Cards

This article will show you how to print a crew card for Staff & Volunteers. Volunteers have another QR code printed on the back for logging into Better Impact iPads located throughout the railway. All printing is done on computer ETRB220617D located in the Finance office. The printer used is the Magicard 600 (V2) that is connected into said PC.

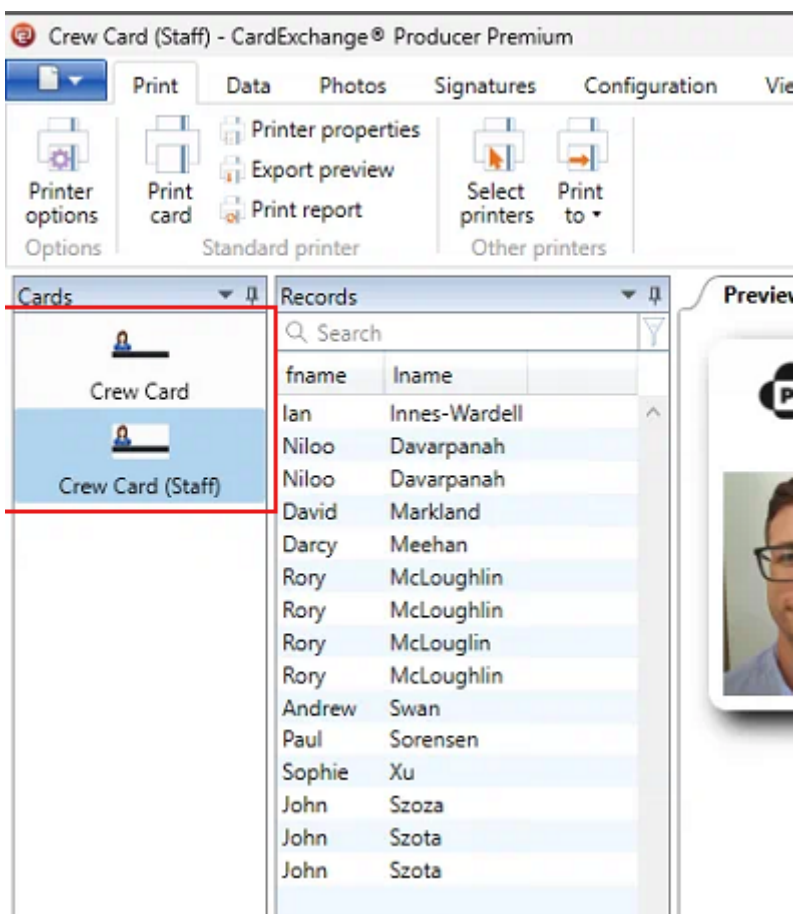
1. Log onto ETRB220617D with your PBR windows account. This computer has the Card Exchange Program and the Card printer connected to it.



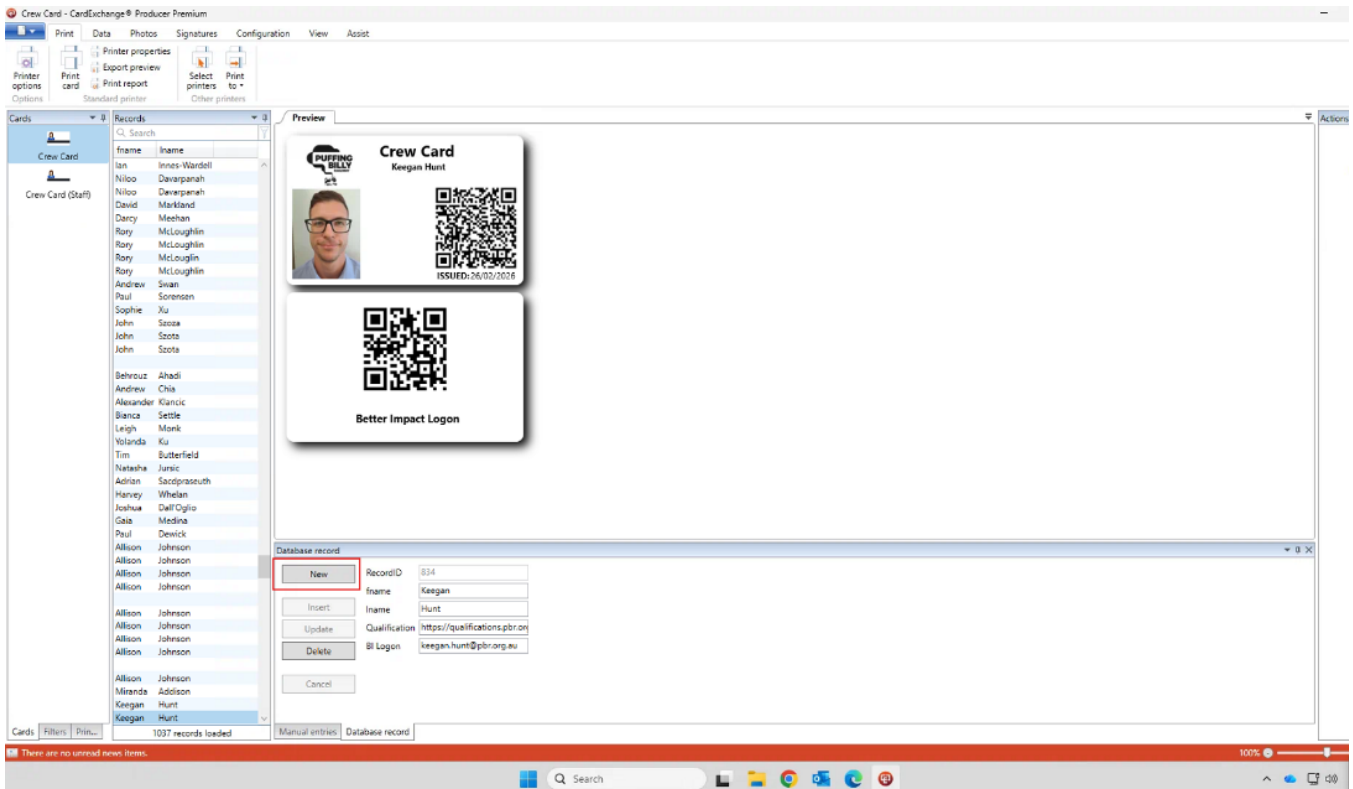
2. Open the "Card Exchange Producer" program located on the desktop.



3. There are 2 cards setup. One for volunteers (Crew Card) & one for staff (Crew Card (Staff)). The only difference is the volunteer crew card has another QR code printed on the back for logging into Better Impact iPads around the railway.



4. To create a new crew card for a user, select "New" at the bottom underneath "Database Record".



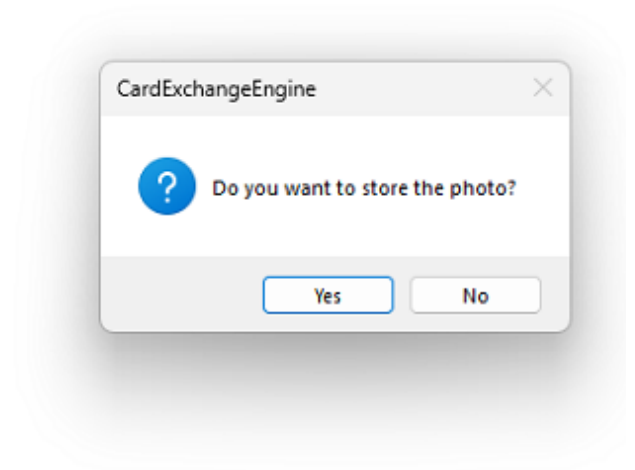
5. The fields will be blank. fname= First Name, lname= Last Name. For Qualifications & BI Logon see steps below. Enter the First and Last name for now and click insert. A popup will appear, this is asking to select a photo for the user. This can be selected from anywhere on the computer that you have the image stored.

Database record

New	RecordID	
Insert	frame	
Update	Iname	
Delete	Qualification	
	BI Logon	
Cancel		

Manual entries Database record

6. Once the photo of the user is selected, it will ask to store the photo, select yes. This stores it in the database. The image name in the database will correspond with the RecordID of the user" for easy selection later if the user requires another cred card in the future.



Database record	
New	RecordID 1098
Insert	fname test
Update	Iname test
Delete	Qualification
	BI Logon
Cancel	

7. Qualifications: Navigate to qualifications.pbr.org.au. This is our qualifications server that contains all the qualifications setup in Better Impact. Login with your PBR email and the password you set. (An admin account needs to be setup for this. Contact PBR IT Helpdesk.)



PBR Crew Card Management System

Login

© 2022 Puffing Billy Railway

8. Once logged in, navigate to "Workers".

CrewCard Management System

HomeWorkersSystem

Matthew WilliamsLogout

System Administration

System Overview

Active Workers 1040	Inactive Workers 169	Active workers without qualifications 466	Active qualifications 30
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9. Search for the user you are printing the card for. If the user does not appear, they have not been synced across yet. There is an automatic sync in place of 24 hours, or you can manually sync the user by pressing "import from better impact."

CrewCard Management System Home Workers System Matthew Williams Log

Workers

test Search ☐ Include inactive workers? ☐ Inactive Workers Only Import from BetterImpact

Surname	First Name	Middle Name	DOB			
-	Suhani		17/09/2005	Active	Digital Crew Card	View
Abbott	Peter	William	18/02/1970	Active	Digital Crew Card	View
Abraham	Leonia		27/06/1975	Active	Digital Crew Card	View

10. If manually syncing, enter the user's Better Impact ID, this can be found in Better Impact on the user's main dashboard.

Edit Keegan Hunt (VOL - Accepted, ADM - Active)

Main Communications Assign Schedule Hours Reports Committees

Dashboard Contact Custom Fields Qualifications General Interests



Contact Information
Name: Keegan Hunt
[Redacted]
[Redacted]
Username: keegan.hunt@pbr.org.au
Database User ID: 9536746

PBR VOLUNTEER TYPE

Branch

11. This screen will appear, select "create user". (only click it once)

CrewCard Management System
Home
Workers
System
Matthew Williams
Log

Import user from BetterImpact

Test3 Test3

Active in BetterImpact

DOB: 01/01/1970
Commencement Date: 25/02/2026
Years of service: 0 Years 0 Months

Create User

Cancel and Return

- Search for the newly created user and select "Digital Crew Card".

CrewCard Management System
Home
Workers
System
Matthew Williams
Log

Workers

Search

☐ Include inactive workers?
☐ Inactive Workers Only

Import from BetterImpact

Surname	First Name	Middle Name	DOB			
Test	IT		01/01/2000	Active	Digital Crew Card	View
Test2	Test		01/01/1970	Active	Digital Crew Card	View
Test3	Test3		01/01/1970	Active	Digital Crew Card	View

- This will display their qualifications page, which displays their qualifications from Better Impact. Copy the URL from the top of the page.

<https://qualifications.pbr.org.au/retrieve.php?uqid=89ea227e-12ae-11f1-9fe6-7c1e522a796d>

PBR IT Helpdesk
Applications
Microsoft
Aruba Switches
VM's
CompTIA Network +
Lenovo
CustomLinc Help Ce...
Apple Developer
ChatGPT
Zabbix Templates
WebCentral
Veeam Support

Active PBR Worker
Test3 Test3

Qualification	Status
---------------	--------

- Then head back to the Crew Card Exchange program and paste the URL into the "Qualification" field. Now when the QR code displayed on the front of the crew card is scanned it will take them to the qualifications page displaying the user's qualifications.

Database record

New	RecordID	834
	fname	Keegan
Insert	Iname	Hunt
Update	Qualification	https://qualifications.pbr.org
Delete	BI Logon	keegan.hunt@pbr.org.au
Cancel		

Manual entries Database record

15. **Better Impact:** This step only needs to be completed if the new user is a **volunteer**. To create a QR code on the backside of the crew card, select "Crew Card" in the Exchange Program. This adds an extra page that will be used to display the Better Impact login QR code.

Crew Card - CardExchange® Producer Premium

Print Data Photos Signatures Configuration View Assist

Printer options Print card Printer properties Export preview Print report Select printers Print to ▾

Cards Records

Crew Card

Crew Card (Staff)

keega

fname	Iname
Keegan	Hunt
Keegan	Hunt
Keegan	Hunt

Preview

PUFFING BILLY
RAILWAY

Crew Card
Keegan Hunt

ISSUED: 26/02/2026

Better Impact Logon

16. You will need to get the username of the Better Impact user. This is found in Better Impact when searching the desired user > main > contact.

Edit Test3 Test3 (VOL - Accepted)

[Main](#)
[Communications](#)
[Assign](#)
[Schedule](#)
[Hours](#)
[Reports](#)
[Committees](#)
[Classifications](#)

[Dashboard](#)
[Contact](#)
[Custom Fields](#)
[Qualifications](#)
[General Interests](#)
[General Availability](#)
[Miscellaneous](#)

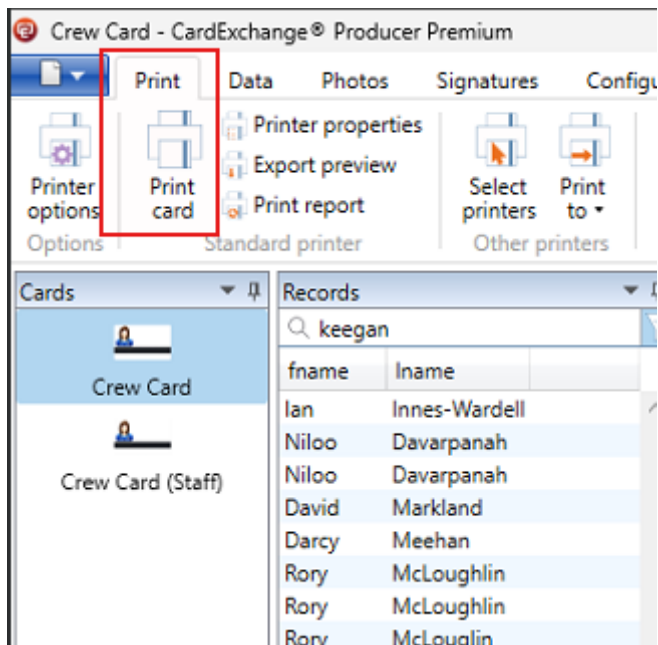
Username	test3@pbr.org.au	
Salutation		
Legal First Name		
First Name	Test3	
Middle Name		
Last Name	Test3	

17. Copy the username into the Card Exchange Program where it says BI Logon. Make sure to select update when all the information is correct.

Database record

New	RecordID	1093
Insert	fname	test
Update	lname	test
Delete	Qualification	test
Cancel	BI Logon	test3@pbr.org.au

18. Once all the data has been entered the card can then be printed. Select "Print Card" and select ok.



19. You will now have a crew card for staff or a volunteer.

Revision #5

Created 2026-02-25 23:25:25 UTC by Keegan Hunt

Updated 2026-02-26 01:39:57 UTC by Keegan Hunt