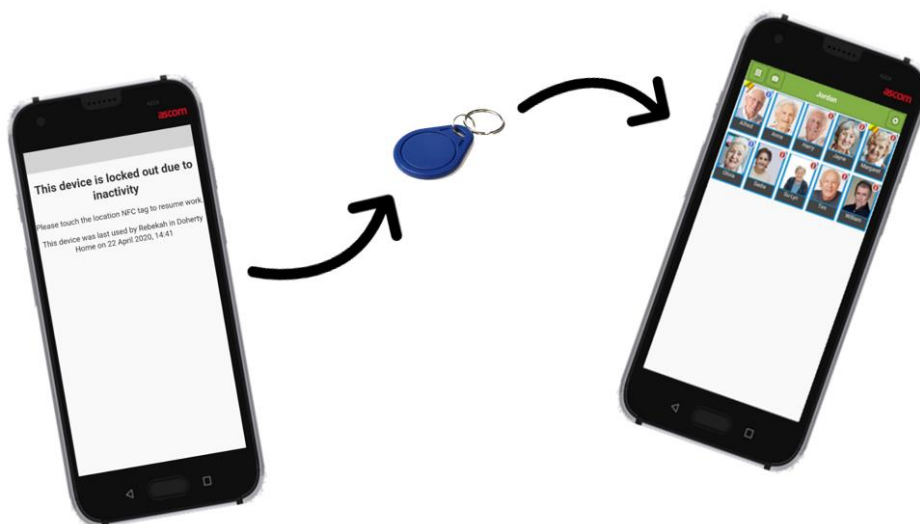


NFC Lockout

The **NFC Lockout** feature enables devices at a location to be locked out of the Care App, after a period of inactivity. The lockout feature is designed to help protect sensitive information being accessed by unauthorised people if a device has been set aside unattended. When enabled the NFC lockout feature requires a user to unlock the Care app using registered NFC Unlock tag.



The **NFC Lockout** feature is optional and will need to be enabled to use it. Before enabling the feature, NFC Unlock tags will need to be written to the selected location.

For more information on NFC, please see **Appendix 1** at the bottom of this document.

In order to write an NFC Unlock Tag, you must first have the correct permissions, from the home screen go to the **Admin** menu, click **Organisation details**, and select the community of the location that needs tags to be written.

Within the Community page, click to add a person to the **Manager** section and save the Community record. The person(s) selected as a **Manager** will have the option to write tags within the Care App.

Community settings:

Community name Doherty Home

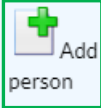
Allow staff ☐

Allow service users ☐

Care plan review period in days 28

New Care planning is done in the third person by default ☐

Replace MAR chart with these words _____

Clinical Manager  Add person

Managers for this unit (can be several, to include deputies)

Note: In order view the **Organisation details** page, you must have the **change communities and organisation customisation** Access rights enabled on your Worker file.

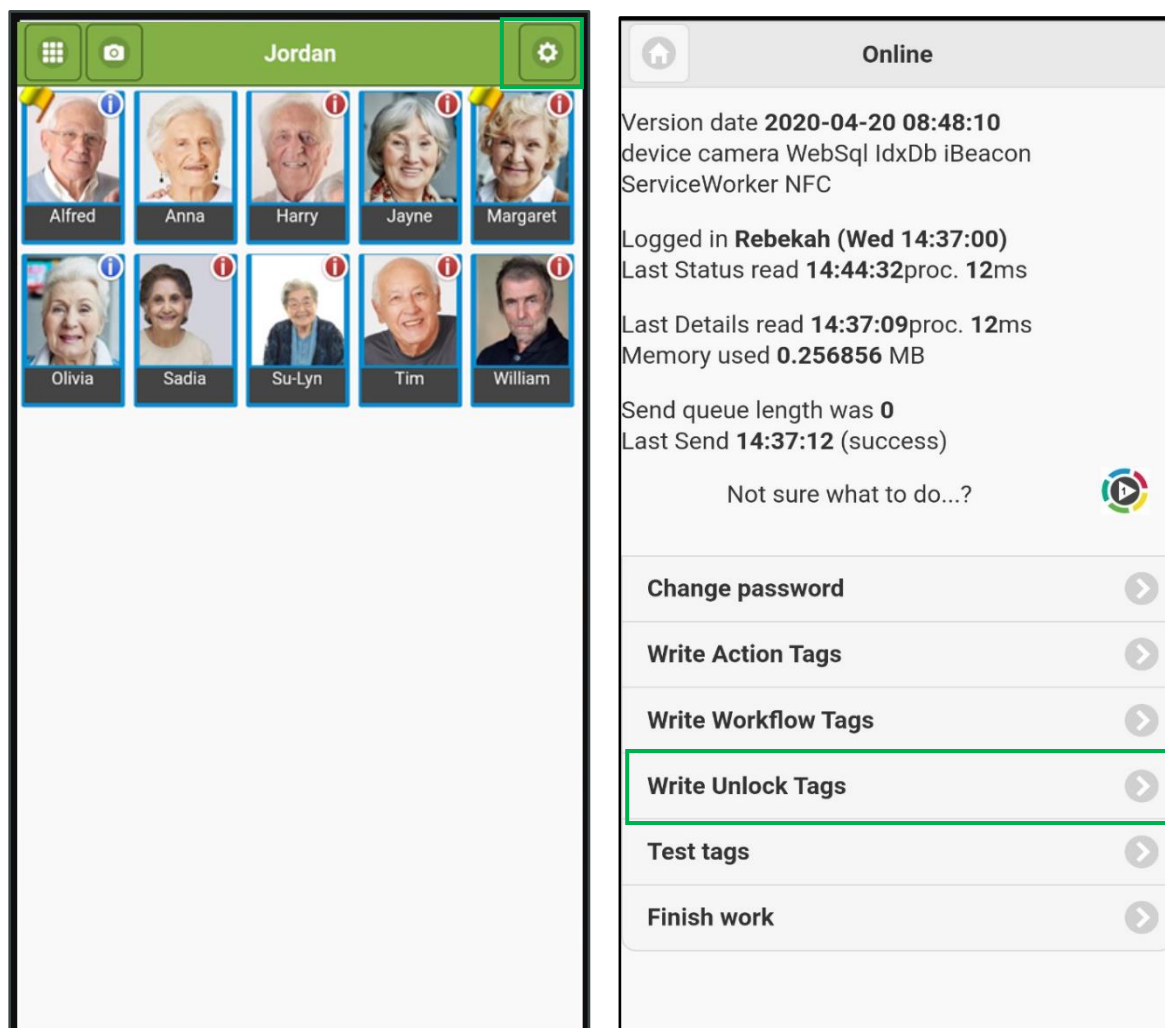
Access rights for this user

- ☒ View limited information about service users
- ☒ View service users information including reports, charts and processes
- ☒ Change care delivery information and manage service users
- ☒ Change assessments and care plans and manage service users
- ☒ Change activity delivery information and manage service users
- ☒ Manage staff and run staff reports
- ☒ Run timesheets and enter payroll information
- ☒ Allowed to Enrol Devices for carers to use
- ☒ Change communities/sites and organisation customisation

All users can access from any location (Location access control is disabled)

- ☒ Override Location access control (if it is enabled)
- ☒ PCS System Admin for impersonation and device building

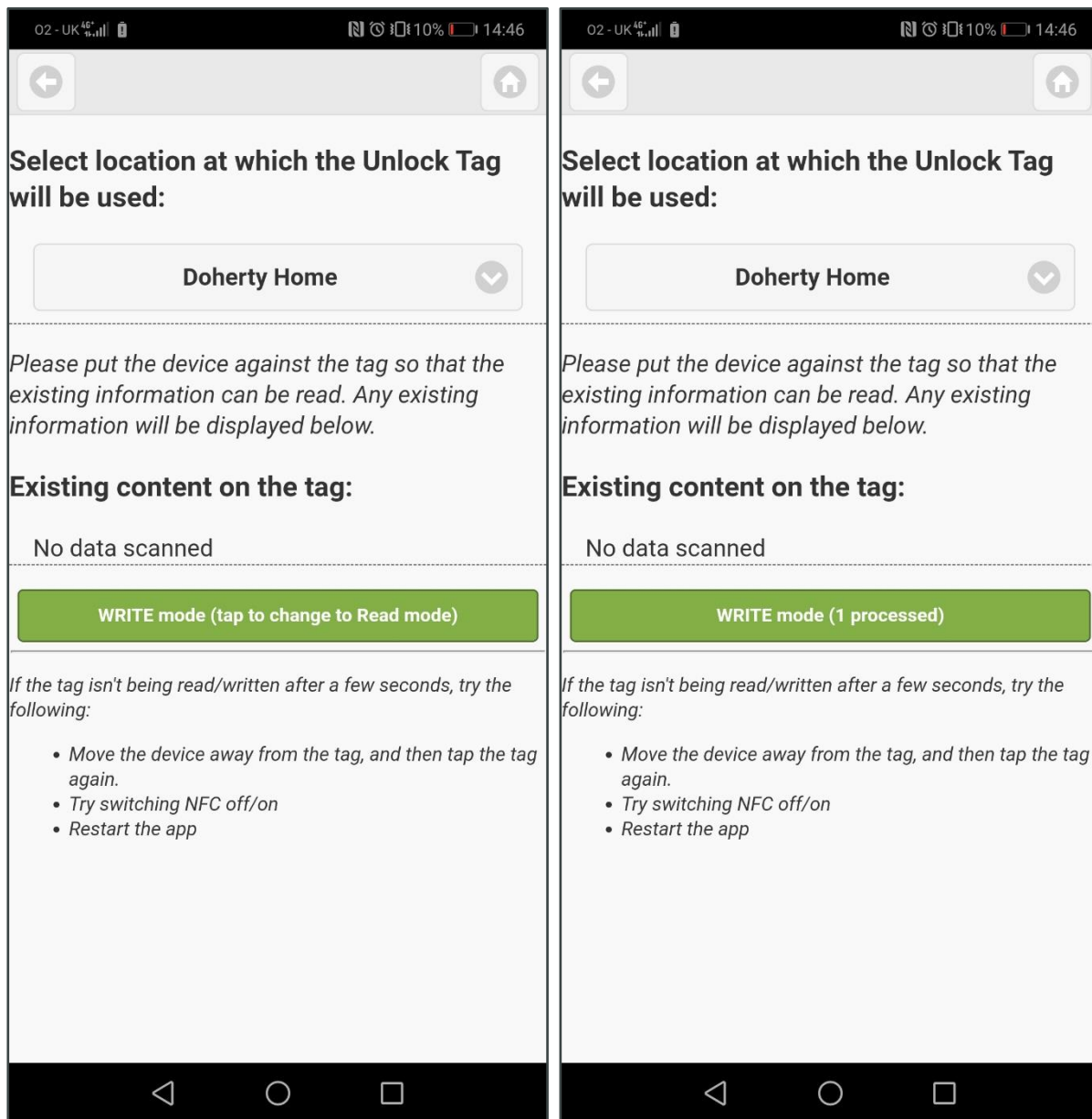
To write an NFC Unlock tag from the device, log in to the Care App and click on the **Settings** icon and click on **Write Unlock Tags**.



Within this screen, select the location you wish to write an unlock tag for and click on **Read mode (tap to change to Write mode)** to ensure it is displaying in **Write mode**.

Once the device is in **Write mode**, hold the NFC tag against the mobile device until **Write mode (1 processed)** is displayed. You can remain in Write mode and continue to write additional tags if required (the processed number will increment each time the process is successful).

Note: Each person working on shift using a device will need a tag to carry with them to unlock the app.



Multiple tags can be written per location; however, they are not Employee specific and will therefore unlock any device.

Once the NFC Unlock Tags have been written, the **NFC Lockout** feature can be turned on. To enable the feature click on the **Admin** menu, click **Organisation Details**, under **All locations** click on the location you wish to enable this feature for, and tick **Enable lockout**.

Note: To access the **Admin** menu, you must have the **Change communities/sites and organisation customisation** access rights enabled on your Employee file.

Enable lockout (requires NFC Unlock Tags to be issued to carers) <input type="checkbox"/>
Reset NFC Lockout Tags for this location (current Lockout Tags will no longer work and will need to be re-created) <input type="checkbox"/>

Once **Enable lockout** is checked, a secondary option to enter the duration of inactivity at which the device will lockout, will be visible.

Enable lockout (requires NFC Unlock Tags to be issued to carers) <input checked="" type="checkbox"/>
Duration (between 1 and 40 minutes) for the device screen lockout, before the carer must scan an NFC Unlock Tag <input type="text" value="20"/>
Reset NFC Lockout Tags for this location (current Lockout Tags will no longer work and will need to be re-created) <input type="checkbox"/>

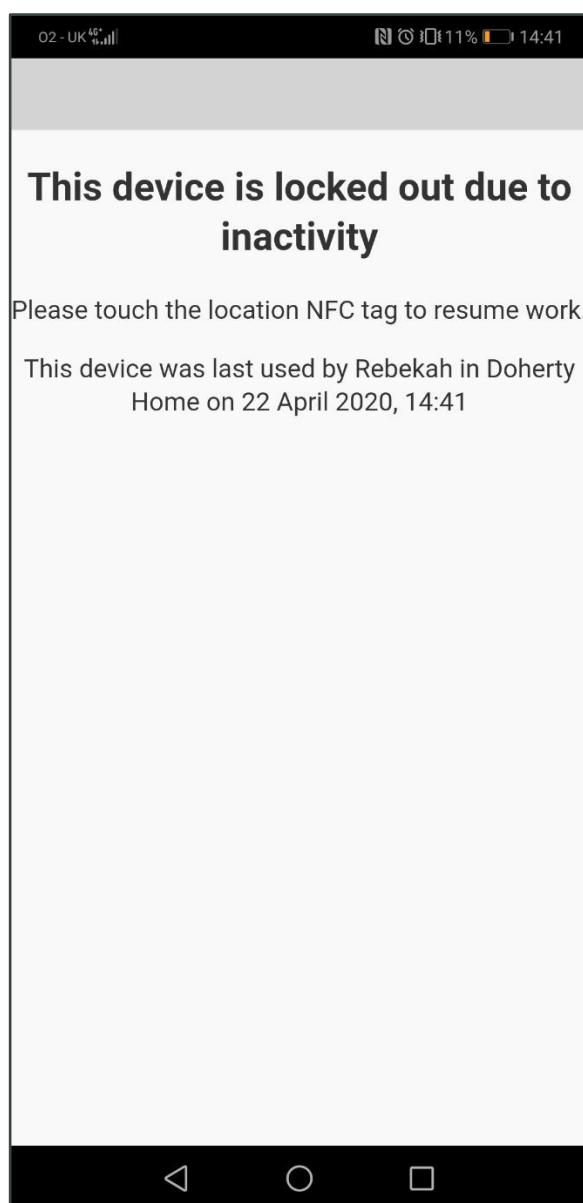
The duration setting will default to **20 minutes**; however, the lockout minutes can be set to any duration between 1 and 40 minutes.

Note: The duration cannot be set to '0', therefore if this feature is no longer required please uncheck the **Enable Lockout** tick box.

When the NFC Unlock tag is written to the device and the **Enable Lockout** setting is enabled, if the Care App has remained inactive* for the configured amount of time, a new page will be displayed indicating the app has been locked out and who was using the Care App last.

*The timer for a period of inactivity resets each time you load a new Resident record. When you are in a resident record the timer continues to count down. If you are in the resident record for longer than the lockout duration, then app will lock out once you complete the action or return to the home screen. Note: on completion of the action, the care note will be saved even though the lockout screen is presented.

If the device is left on the home page, then once the lockout duration has been reached, the device will be locked out of the care app



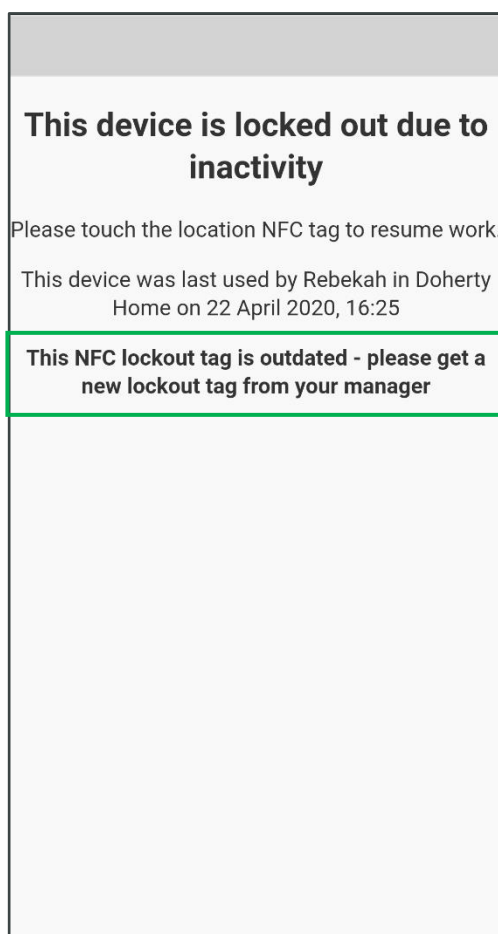
Within the Location settings for the **Enable lockout** feature, there is also an additional setting called **Reset NFC Lockout Tags for this location**.

Enable lockout (requires NFC Unlock Tags to be issued to carers) <input checked="" type="checkbox"/>
Duration (between 1 and 40 minutes) for the device screen lockout, before the carer must scan an NFC Unlock Tag <input type="text" value="10"/>
Reset NFC Lockout Tags for this location (current Lockout Tags will no longer work and will need to be re-created) <input type="checkbox"/>

This setting will reset all the NFC Tags currently written to that location and will no longer unlock the Care App if the device is locked out.

If an Employee is currently logged in to the Care App and gets locked out, the NFC Tag they are currently using will still work, to ensure that they can continue to access the device during their shift.

If the Employee taps on **Finish Work** within the Care App, the next time they log in and the device locks out, the NFC Tag will no longer unlock the device and they will get an additional warning message advising them the NFC lockout tag is outdated.



The benefits of being able to reset the NFC Lockout Tags, is if a tag is mislaid, or written to the wrong location they can quickly be reset to ensure the Care App is kept secure. To use this option, tick the check box and click Save to reset all the existing tags, when you go back to this screen, the **Reset NFC Lockout Tags for this location** setting will be unchecked again to ensure it can be reused when needed.

Note: It is not possible to reset individual tags for a device.

Information Governance

Information governance is a key part to any digital solution being implemented in a care setting. Access to information at the point of care is essential to providing the best possible care to the people you support, but as information held on devices is sensitive, protecting this data from access by unauthorised people is equally as important.

The NFC Lockout feature keeps information secure and provides evidence of meeting IG requirements, such as the CQC's KLOE Well-Led 2.8

KLOEs	Description
W2.8	How does the service assure itself that it has robust arrangements (including appropriate internal and external validation) to ensure the security, availability, sharing and integrity of confidential data, and records and data management systems, in line with data security standards? Are lessons learned when there are data security breaches?

Appendix 1

What is NFC?

NFC stands for “Near Field Communication” and is the same technology that contactless payments use on your bank card or phone.

MCM uses NFC technology to read and write tags that are programmed for use with the NFC Lockout feature.

What you’ll need?

- Android devices that support the use of NFC
- Choose the type of NFC tags that meet your needs
- Programme the tags as “Unlock tags”
- Each person working on shift using a device will need a tag to carry with them

What types of tags are there?



There are a range of tags available from amazon or other retailers online, and much will depend on what use cases you plan to implement as to the form of tag you decide to use. For instance, some come as stickers, some tags can be painted over, some CANT be used on metal services, some come with tamper proof measures that destroy the tag if removed, key-fobs, cards and even wearable ones.

IMPORTANT: The main requirement of the tags for use with MCM devices is that they are to **NTAG216** specification.