

FAQs: Tap N Go

Last updated: October 22, 2020

1. What is Tap N Go?

Tap N Go is a CST solution that includes several functionalities to significantly improve the log-on experience. Logging in is as easy as a single tap. The following functionalities will be rolled out in phases:

Initial phase:

- You will no longer need to repeatedly enter your credentials during your shift
- You will be able to simply login or lock the computer or workstations on wheels (WOW) by simply tapping your building access/employee ID card on the card reader

Upcoming in the next several months:

- Session roaming: select clinical applications will follow you from device to device. When you start a session on one computer and move to another, your previous session will be exactly where you left off.
- Single sign-on: select clinical applications will not require additional log-in credentials.

NOTE: The Tap N Go reader being deployed to your department will not be active upon install. A further communication will be sent advising of your departments assigned go live date.

This does not replace the traditional login methods, if your access/ID card is broken or not available. You can still log in manually through typing in your user name and password.

2. Why are BC Children's Hospital & BC Women's Hospital + Health Centre implementing Tap N Go now?

Our current log-on solution does not provide the necessary efficiencies for access to the network and clinical systems. It is currently slow, sessions don't roam with the user, and user must remember multiple usernames and passwords.

Rolling out Tap N Go now will improve the user experience for staff, clinicians and providers, as well as complete one of the key technical readiness activities ahead of our CST Cerner go-live in the fall 2021. The goal is to have all units set up with Tap N Go prior to go-live.

3. When will the Tap N Go solution become available for C&W?

Rollout of Tap N Go will happen in phases starting on October 26, 2020. The first unit to start using the Tap N Go functionality will be the BC Children's Emergency Department. The next units are currently being determined and will receive unit-specific communications in advance.

4. Why is Tap N Go being introduced at C&W unit by unit?

The roll-out is happening in phases in order of prioritizing departments that have the greatest number of shared computers.

5. What will I need to register?

All you need is your building access/employee ID card to register via a first-time only process. Once you have completed the registration, you are ready to use your card to “tap and go” at a computer station or WOW.

6. Will there be training on how to use Tap N Go?

There is no mandatory training for Tap N Go. Each unit will receive the following leading up to and at go-live:

- Ad-hoc unit demonstrations on how to use Tap N Go leading up to go live
- One page step-by-step guide on how to **register** and **use** Tap N Go readers will be stored in central areas in your unit

You will be notified of these days by your manager. If you are not working on these specific days, you can refer to the one-page guide on how to register. From there, if you have any questions or need to report an error, you can contact TapNGo@cw.bc.ca.

7. Will Tap N Go be available on all devices?

Yes, Tap N Go will be on all clinical workstations in your unit.

8. What if I want to use two devices simultaneously?

Over the next several months, there will be built-in functionality (Fast-Switching) that detects when you switch between devices while being currently logged into a device. Switching workstations will prompt a message box to appear indicating that you will be automatically logged out from your previous workstation after 30 seconds. Should your workflow require, you may choose to cancel this log-off if you wish to use both devices simultaneously

9. How do I log in when I work in a different unit that does not currently use Tap N Go?

If your unit does not currently use Tap N Go, there is no change and you will continue to log-in with your username and password.

10. How will privacy be protected as part of using Tap N Go?

The Tap N Go solution, which once rolled out in its entirety will include the single sign-on functionality, eliminates the need for passwords to be shared or written down on post-it notes. One password will give you access to the applications relevant to your role. Other procedures and processes are being developed to help protect patient data, including a ‘time-out strategy’. This will see users automatically logged off from the system and devices after a period of inactivity.

11. What should I do if my Tap N Go card doesn't work?

Here are some common issues and potential solutions you may encounter:

Common issue	Potential solution
The light is not solid RED on the workstation Tap N Go card reader	Restart the workstation and ensure the card reader is plugged into the workstation itself (not monitor)
The wrong user is displayed in the top right corner, when tapping to log-in	Tap N Go has been registered incorrectly and needs to be fixed, please call Service Desk.
Can't tap in, but can tap out	Multiple cards have been registered to the user, please call Service Desk
Tap NGo does not work on a specific computer	Restart computer, if issue persists please call Service Desk
Tap N Go connected to the wrong health authority account	Tap N Go has been registered against the incorrect account, please call Service Desk

If you are still having issues, please contact the **Service Desk at 604-675-4299**.