



REMOTE ACCESS POLICY

For NW Social Service Connections HMIS

ServicePoint™ shall only be accessed from computers owned by and are present on _____ (agency name) premises. However, in rare exceptions access from remote locations may be permitted after application and approval by both the Agency and the System Administrator.

Application for remote access must be made by completing NWSSC HMIS Remote Access Agreement and submitting completed form to the Agency Administrator.

Upon receipt that Agency Administrator will review and confirm the need for applicant to have remote access. The signed agreement will then be forwarded to the System Administrator for final approval.

The Agency Administrator has the responsibility to assure the user is in compliance with this and all other Policies, Procedures, Agreements and rules associated with NWSSC HMIS. The Agency Administrator may audit remote access by associating dates and times to the user's time sheet.

The System Administrator will sign and return the NWSSC HMIS Remote Access Agreement, thus authorizing remote access for the identified user.

Data containing client identifiable information will not be downloaded to any remote access site at any time for any reason.

Data downloaded for purposes of statistical analysis will exclude client identifiable information.

System security provisions will apply to all systems where NWSSC HMIS is accessed.

User must certify compliance all NWSSC HMIS Policies, Procedures and Agreements.

User must follow all confidentiality and privacy rules.

User must assure access only access for activities directly related to their job.

Violation of any NWSSC HMIS policy or agreement may result in the termination of the Agency Participation Agreement.

Examples of Remote Access:

- Community Agency offices to support agency use of the system.
- Training Centers when providing services or training in the field.
- Private Home office to provide system support as needed, Agency Administrators or System Administrators only.