PointClickCare®

Emergency Census

User Guide

Version 2.0 | August 2024

This User Guide provides step-by-step instructions for how Emergency Census Check-In and Check-Out functionality can be used to register individuals at alternate care sites during an emergency.

Table of Contents

1 Emergency Census

This User Guide provides step-by-step instructions for how Emergency Census Check-In and Check-Out functionality can be used to register individuals at alternate care facilities during an emergency.

2 Who Will Use This Guide?

Emergency Census User: this role can access the Check-In and Check-Out screens to register individuals who have arrived at an alternate care facility and discharge them upon their departure.

Other Important User Roles:

System Administrator: this role can create and manage Events during an emergency, adjust configuration settings using the Administrator Dashboard, retrieve reports, and perform User, Organization, Facility, and Source Management functions for all Organizations.

Event Administrator: this role can create and manage Events during an emergency for all Organizations.

Organization Administrator: this role can manage Events during an emergency and manage Users and Facilities/Locations within their own Organization, create new subordinate Organizations, and manage the Users and Facilities/Locations in those Organizations.

Organization Manager: this role can manage Users and Facilities/Locations within their own Organization.

Auditor: this role can generate Reports for user activity at a global level within the system.

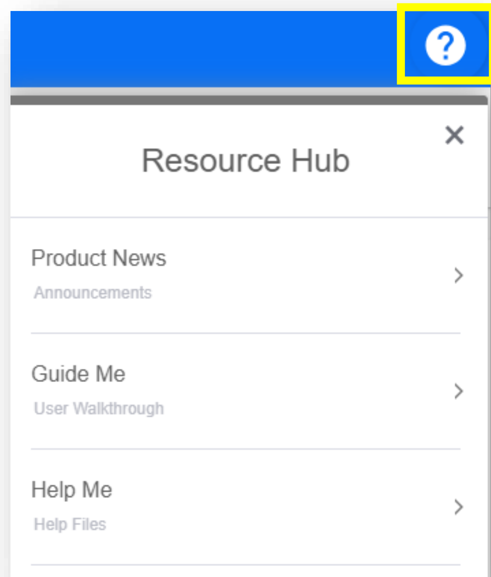
Patient Search User: this role can access the Patient Search application to query for and view clinical documents and medication fill history for patients during a declared emergency.

Missing Persons User: this role can access the Missing Persons application to upload search lists.

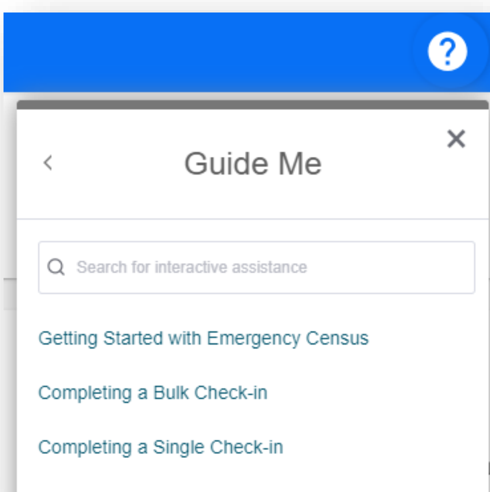
Executive Sponsor: this role has the legal authority over system implementation in your state or jurisdiction.

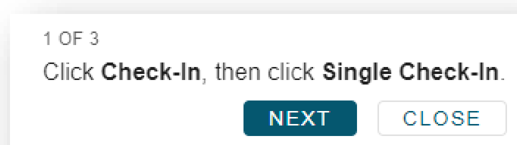
3 Resource Hub

The Resource Hub can be accessed by clicking on the question mark icon in the page header and contains "**Guide Me**" User Walkthroughs and "**Help Me**" Quick Start Guides. The options displayed when a User clicks through the Resource Hub will depend on the page from which the User is accessing it and the roles assigned to the user.

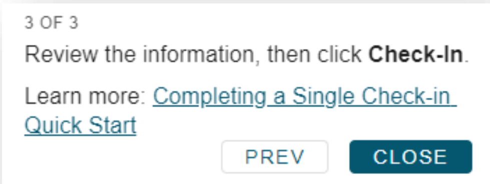


"**Guide Me**" User Walkthroughs provide step-by-step instructions for Emergency Census Users on the bottom-right corner of the page.

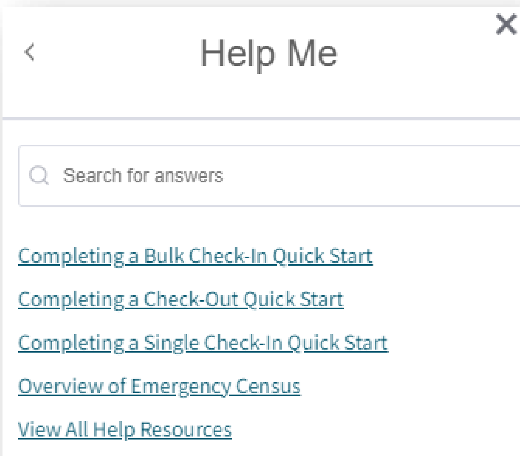


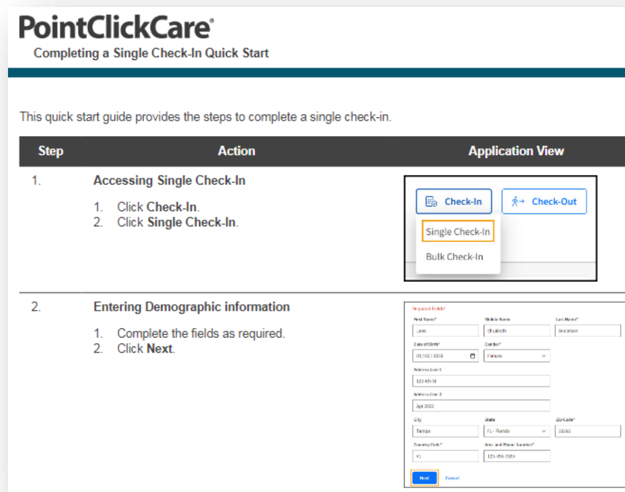


At the end of the instructions, a link to the "**Help Me**" Quick Start Guide is also provided.



"**Help Me**" Quick Start Guides display the steps to complete a function on a linked pdf.




PointClickCare
Completing a Single Check-In Quick Start

This quick start guide provides the steps to complete a single check-in.

Step	Action	Application View
1.	**Accessing Single Check-In** 1. Click **Check-In**. 2. Click **Single Check-In**.	Check-In / Check-Out / Single Check-In / Bulk Check-In
2.	**Entering Demographic information** 1. Complete the fields as required. 2. Click **Next**.	

Note: Users will have to enter an email address on the landing page before accessing Quick Start Guides.

4 User Access

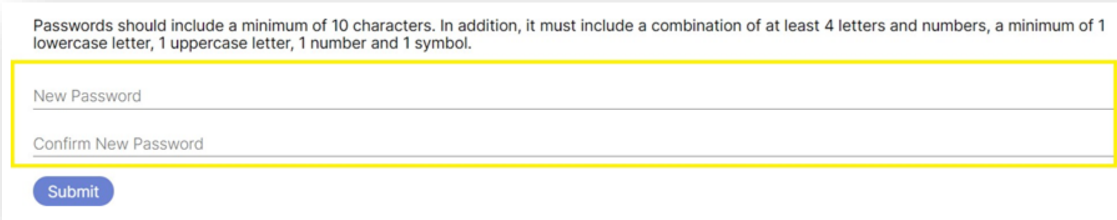
4.1 First Time Login

There are two environments: STAGE, which is used for training, and PRODUCTION, which is used for actual response. The steps for access are the same for both environments, though your system administrator may restrict access, particularly when the PRODUCTION site is not activated for a response. To access Emergency Census, your Administrator must create a user account for you in the STAGE or PRODUCTION environment, or both. Once your account has been created, you will receive an email notification like the one below. The [ORGANIZATION] and [link] will vary based on your Executive Sponsor. Within the email, select the hyperlink provided.

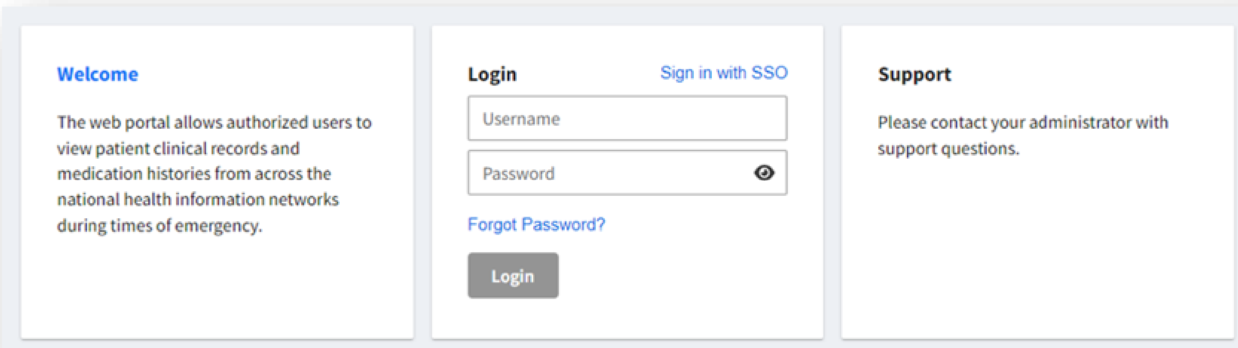
> Your [**ORGANIZATION**] account has been created; your username is [username]. To log in, click the link [link] and complete the steps to finish setting up your account.
> If the link above is not clickable, please copy and paste the URL into your browser's address bar.
> This link is valid for the next 1 hour(s). If the above link has expired, you can click Forgot Password on the Login screen [link] to receive a new link.
> Sincerely,
> The Team at [**ORGANIZATION**]

Tip! Make sure that the system email address no-reply@ainqapps.com will populate to your inbox, so that emails do not end up in your junk/spam folder. The link is only valid for an hour. If the link expires, follow the Password Reset process in section 4.2.

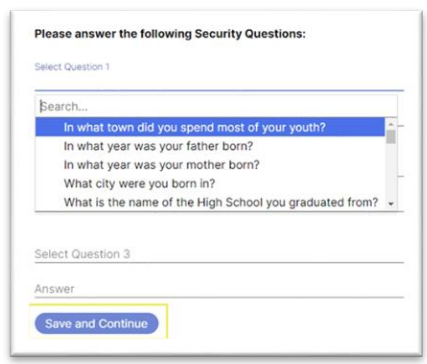
Create a password, noting password requirements: Passwords must contain a minimum of 10 character(s), 1 number(s), 1 lowercase letter(s), 1 uppercase letter(s), and 1 symbol(s).



Once you have successfully created your password, you will be directed to the login page. Enter your username and new password where indicated. When finished, select "Login."



You will then be directed to the Terms of Use. Please read the Terms of Use for information regarding the legal uses of the system (also available in Appendix A). To navigate to the next page, select the "I Agree" button at the bottom of the page. You will be required to re-review and agree to the Terms of Use if your account gets reactivated after being inactivated or when the Terms of Use language has been updated.



You will be directed to the Security Questions Page. Select three security questions from the drop-down options and enter your responses into the "Answer" field. Once completed, select the "Save and Continue" button. These security questions will be used if you forget your password in the future and need to reset it.

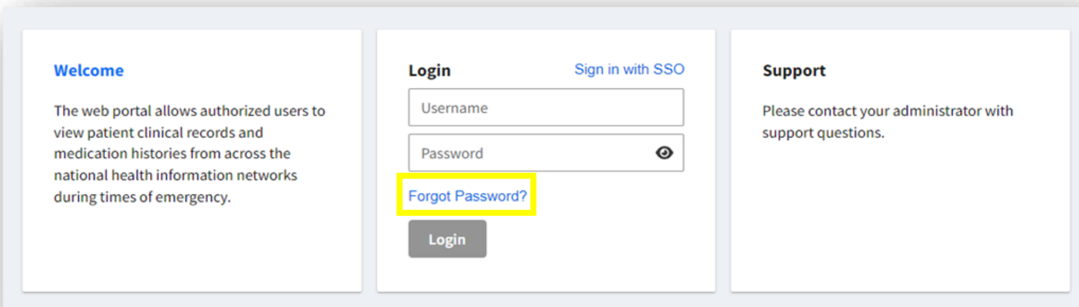
Note: Answers to the security questions are case sensitive.

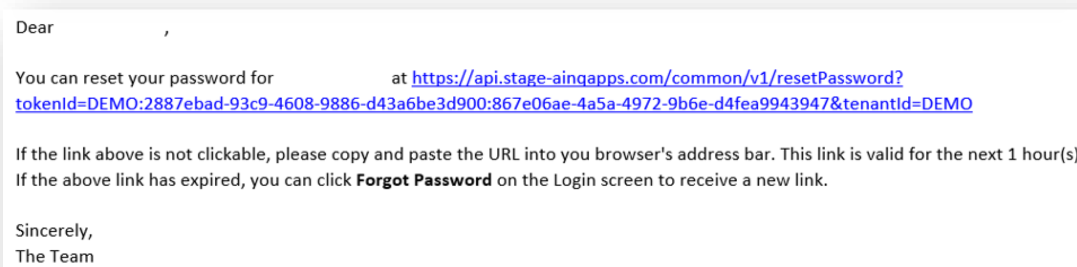
4.2 Password Reset

To reset a forgotten password, navigate to the homepage. Select the “Forgot Password” button on the login screen.

Enter your username where indicated and select “Request Password.”

You will receive an email titled “Request to Reset Password.” Select the hyperlink within the email.



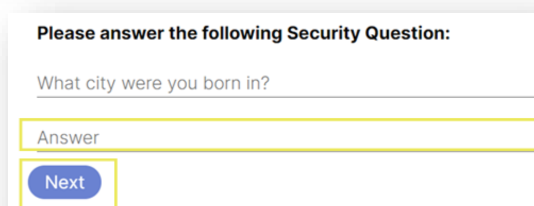

Dear ,

You can reset your password for at https://api.stage-ainqapps.com/common/v1/resetPassword?tokenId=DEMO:2887ebad-93c9-4608-9886-d43a6be3d900:867e06ae-4a5a-4972-9b6e-d4fea9943947&tenantId=DEMO

If the link above is not clickable, please copy and paste the URL into you browser's address bar. This link is valid for the next 1 hour(s). If the above link has expired, you can click **Forgot Password** on the Login screen to receive a new link.

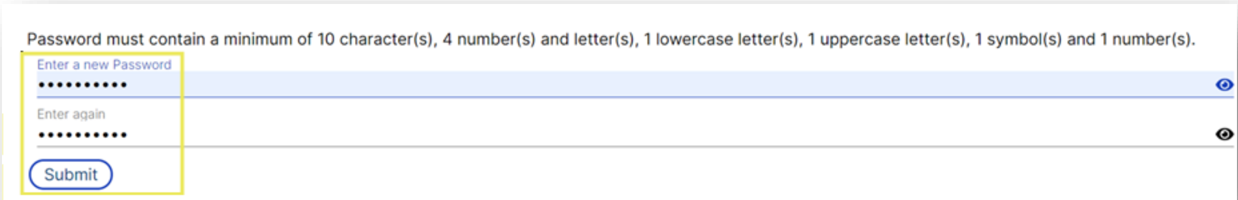
Sincerely,
The Team

This will bring you to a page asking for the answer to one of the security questions you set up during the account creation process. Type in your answer. When finished, select “Next.”



Tip! If a User forgets the answers to their security questions, an Administrator can reset their account. Resetting a user account allows the user to choose new security questions.

If you successfully answer the security question, you will be redirected to the Set Password screen, where you can create a new password. When finished, select “Submit.”



After selecting “Submit,” you will be redirected to the login screen where you can enter your new password along with your username.

The Password Reset workflow is available for users who have forgotten their password, but still know their username. If you forget both your username and password, please contact your Administrator for assistance.

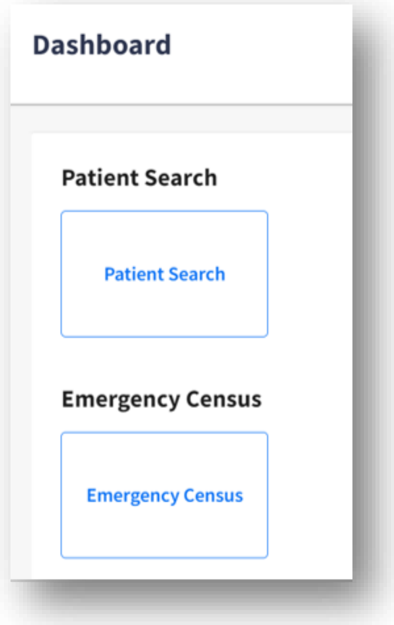
4.3 Password Expiration

Passwords for Administrators roles will expire after 90 days. Passwords for all other roles will expire after 60 days. Users will receive emails beginning seven days prior to expiration. Once the password expires, the users will not be able to login until the password is reset by clicking the “forgot password” workflow.

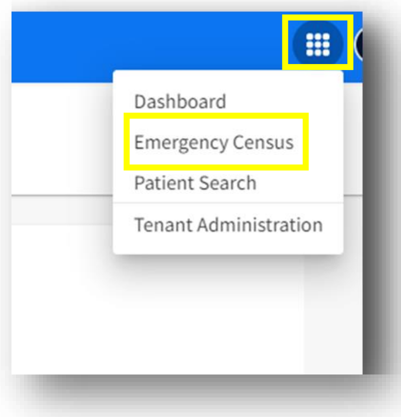
5 Emergency Census

5.1 Accessing Emergency Census

Once logged in, you will land on a Dashboard displaying the application(s) available to you based on your role(s). Click on the “Emergency Census” box to go to the application.



You can also navigate to Missing Persons by selecting Missing Persons from the apps icon (“Waffle Menu”) in the top-right corner of the screen.



Note: The default Check-In date for both Single and Bulk Check-In is today’s date. If you are working with data that are delayed (e.g., individuals were checked in on Wednesday, but you are entering data on Thursday), check with your Administrator on how data should be entered.

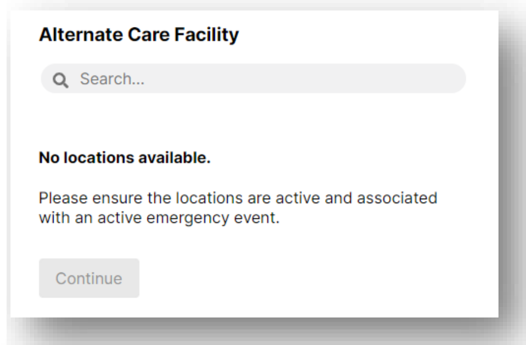
5.2 Alternate Care Facility (ACF) Selection

Once you navigate to Emergency Census from the Dashboard, you will be asked to select the Alternate Care Facility (ACF) where you are located. Your organization may use terms such as Alternate Care Site (ACS), Special Needs Shelter, Special Needs Medical Shelter, or Medical Shelter instead of ACF. If you do not see your location or facility, contact your Administrator.

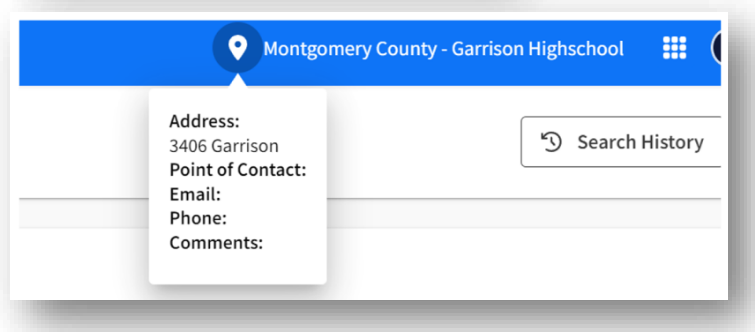
Choose one of the suggested ACF locations, or search for the desired ACF using the search bar at the top of the list. After you have selected the ACF, select "Continue" at the bottom of the page.

Note: If you have selected the incorrect ACF and clicked "Continue," logout and repeat process to select the correct ACF.

If you log in and there are no available or active ACFs, you will receive a "No active locations available" message and should contact your Administrator if you believe there is an issue.



If an Administrator enters Address, Point of Contact, Email, Phone, and Comments information while creating the Alternate Care Facility, that information will be displayed when you click on the location icon located next to the ACF name located

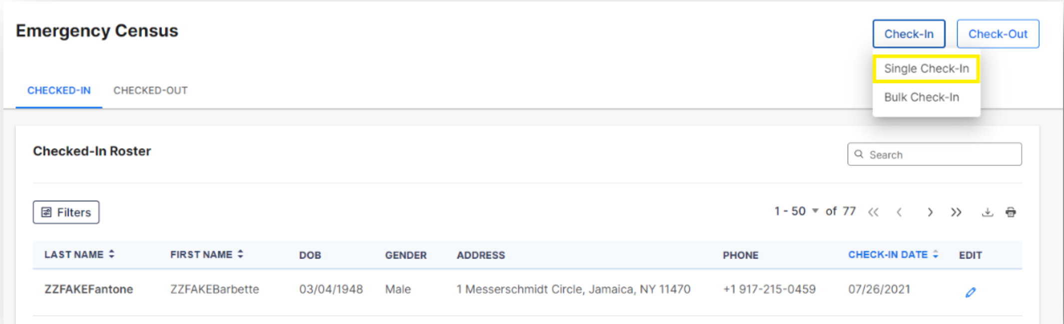


Once you have selected your ACF, you will be taken to that facility's roster, which will by default show a list of individuals currently checked into that facility.

5.3 Single Check-In

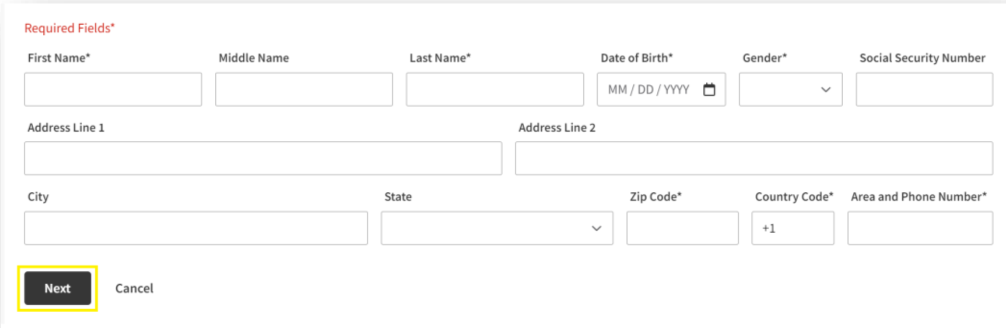
To Check-In an individual, select the “Single Check-In” option under the “Check-In” button located at the top right of the screen.

Input the individual’s demographic information in the appropriate fields on the Check-In screen.



Ensure that all the **Required Fields *** are complete. Required fields are marked by an asterisk (*). It is best practice to provide as much of the requested information as possible, including optional fields when you have the details available to you. If a field is not required and you are not confident in the information you have, or it is unknown, leave the field blank. If information on a required field is missing, such as for a phone number or ZIP code, enter all zeros or ones for that field.

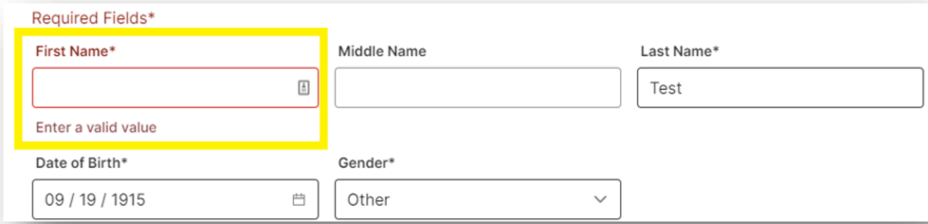
Once all information has been entered, select “Next.”



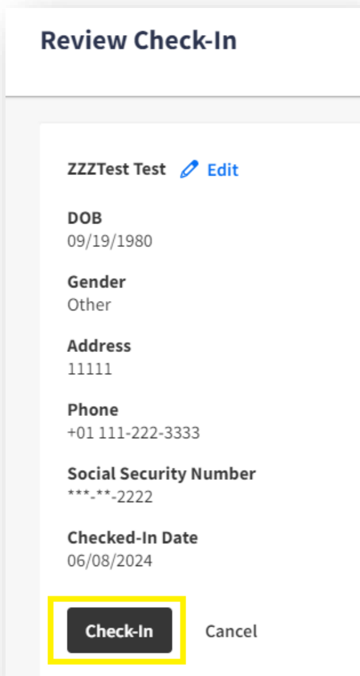
Note: You will receive an error message if information entered does not meet the following specifications:

Field	Required/Optional	Specification
First Name	Required	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: apostrophe, hyphen, space (Note: these characters are not allowed at the beginning of the name)
		Minimum Length: 2
		Maximum Length: 50
Middle Name	Optional	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: apostrophe, hyphen, space (Note: these characters are not allowed at the beginning of the name)
		Maximum Length: 50
Last Name	Required	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: apostrophe, hyphen, space (Note: these characters are not allowed at the beginning of the name)
		Minimum Length: 2
		Maximum Length: 50
Date of Birth	Required	MM/DD/YYYY, only digits
		Minimum Date: 01/01/1900
		Maximum Date: Today's date
Gender	Required	Male, Female, Other, Unknown
Social Security Number	Optional	XXXX: Last 4 digits of social security number. X must be a digit
		XXXXXXXXX: Complete 9-digit social security number. Emergency Census will automatically insert hyphens. X must be a digit
Address Line 1	Optional	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: all except ampersand, tilde, caret, and backslash
		Minimum Length: 2
		Maximum Length: 255
Address Line 2	Optional	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: all except ampersand, tilde, caret, and backslash
		Minimum Length: 2
		Maximum Length: 255
City	Optional	Characters: upper- or lower-case alphabet, 0 to 9 digits
		Special Characters Allowed: all except ampersand, tilde, caret, and backslash
		Minimum Length: 2
		Maximum Length: 35
State	Optional	2 Letter Postal Abbreviation
Zip Code	Required	XXX or XXXXX-XXXX, X must be a digit
Country Code	Required	+X or +XX or +XXX or +XXXX, X must be a digit
		Will default to +1 (US) if left blank
Phone	Required	XXXXXXXXXX or XXX-XXX-XXXX, X must be a digit

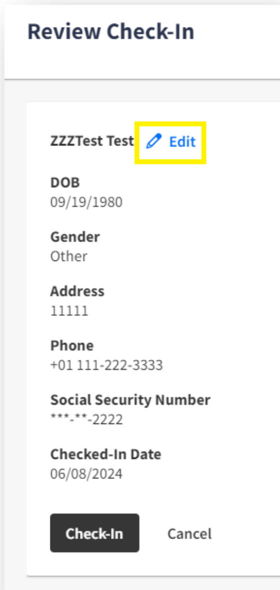
If you leave any required field empty, you will receive an error message prompting you to fill in the missing information.

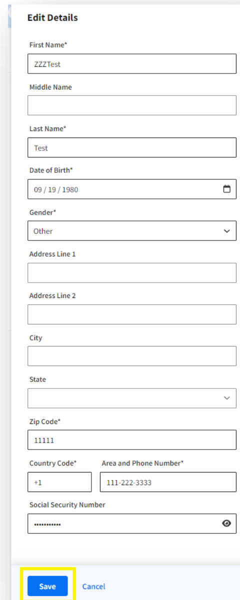


You will have an opportunity to review the information for the individual checked in on the Review Check-In screen. Verify with the individual that all information is accurate before proceeding. Then, select "Check-In." Select "Cancel" to return to the previous screen.



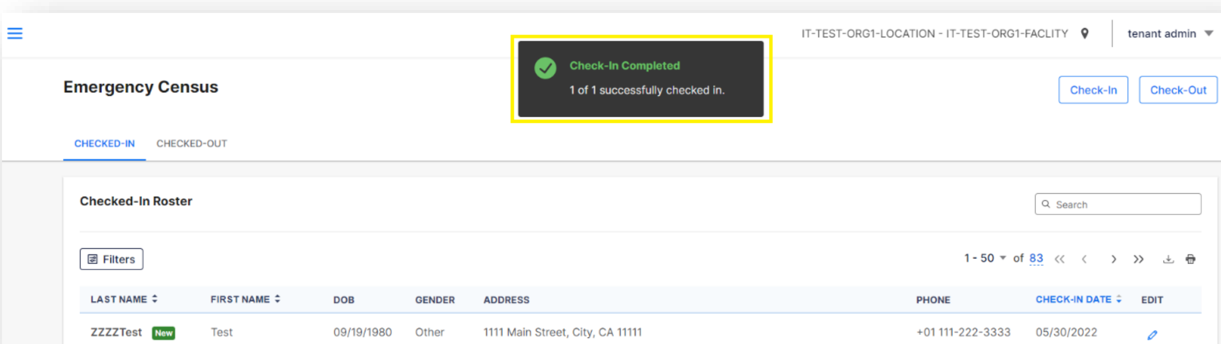
If any patient demographic information needs to be corrected, select “Edit.” Correct any information that needs to be updated and then select “Save.” If changes are not needed, select “Cancel” to return to the Review Check-In screen.





Once the Check-In is complete, the individual will appear at the top of the Checked-In Roster with a “New” indicator next to the entry. The indicator will disappear after 9 seconds.

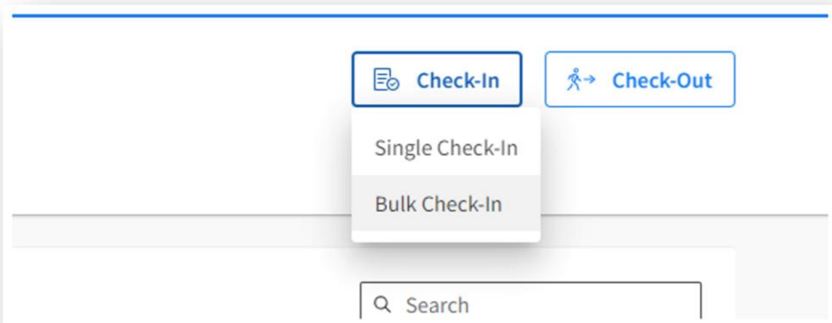
You will also see a confirmation message for 3 seconds verifying the Check-In was successful.



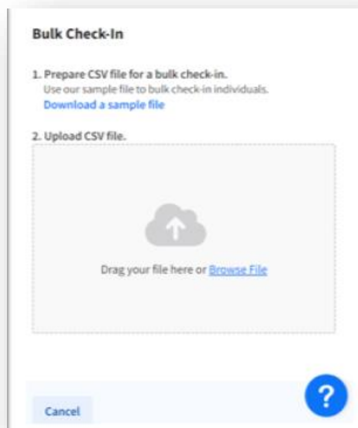
To check in another individual, repeat the steps above.

5.4 Bulk Check-In

To Check-In multiple individuals simultaneously, you can use the Bulk Check-In functionality by selecting the “Bulk Check-In” option under the “Check-In” button located at the top right of the screen.



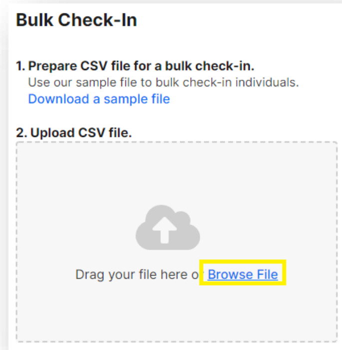
Download the sample file from the Bulk Check-In screen to use the available template available to input demographic information.



Note: You will receive an error message if information entered does not meet the specifications referenced in section 5.3 (Single Check-in).

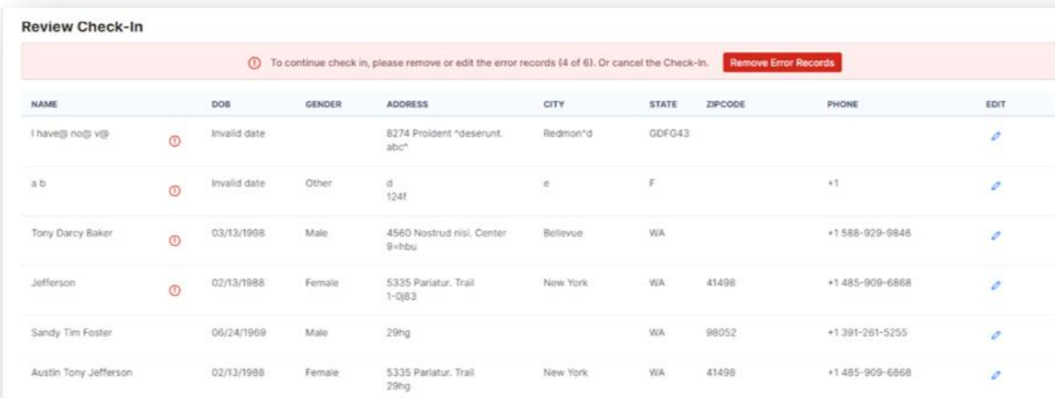
Note: Make sure the file is saved as a .CSV. The system will only accept .CSV files

To upload the .CSV file, either drag the file into the Bulk Check-In Box or select “Browse File” to locate the saved file on your computer.



The Review Check-In screen will show all the individuals’ information uploaded in the spreadsheet, including whether there were any errors in individual records within the spreadsheet preventing those individuals from being checked in.

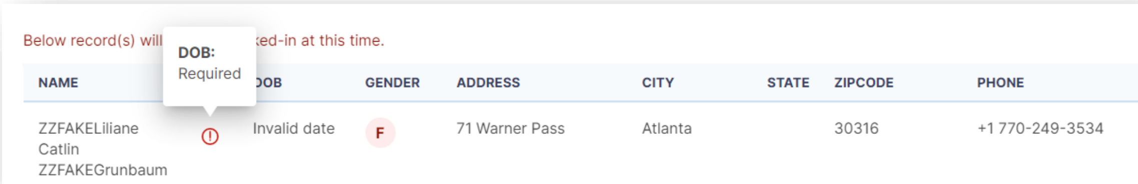
If there were entries in the spreadsheet that did not conform to the field requirements in section 5.3 (Single Check-In), those individuals will not be successfully checked in and you will be prevented from moving forward in the Bulk Check-In workflow.



You will be able to identify what caused the error by selecting the “!” icon next to the name of the individual you are attempting to check-in. Details about what is preventing the Check-In are provided. If your entries have errors, you can either fix the errors by Editing the entries on the screen or removing the entries from the Bulk Check-In file. If you correct or remove the errored entries, you can continue moving forward in the Bulk Check-In workflow. The system will provide you with an error log once you have successfully checked in the individuals without errors. For more information on errors, see sections 5.4.1-5.4.4.

5.4.1 Examples of Errors

Missing Date of Birth

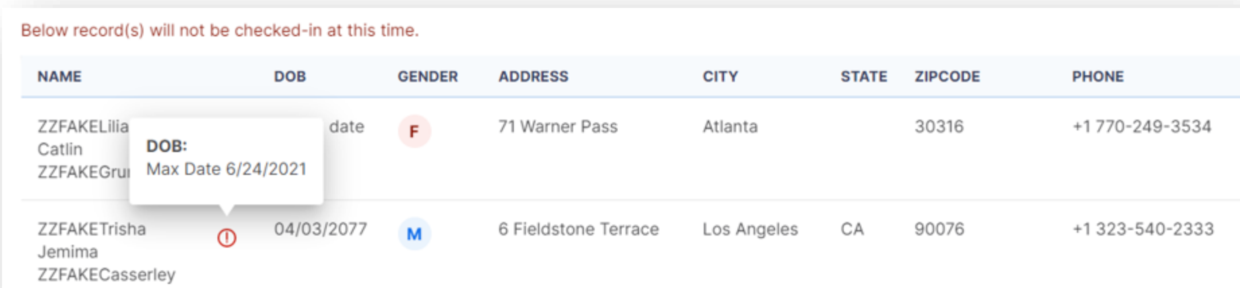


Below record(s) will ked-in at this time.

DOB:
Required

NAME		OB	GENDER	ADDRESS	CITY	STATE	ZIPCODE	PHONE
ZZFAKELiliane Catlin ZZFAKEGrunbaum	ⓘ	Invalid date	F	71 Warner Pass	Atlanta		30316	+1 770-249-3534

Birth Date in Future

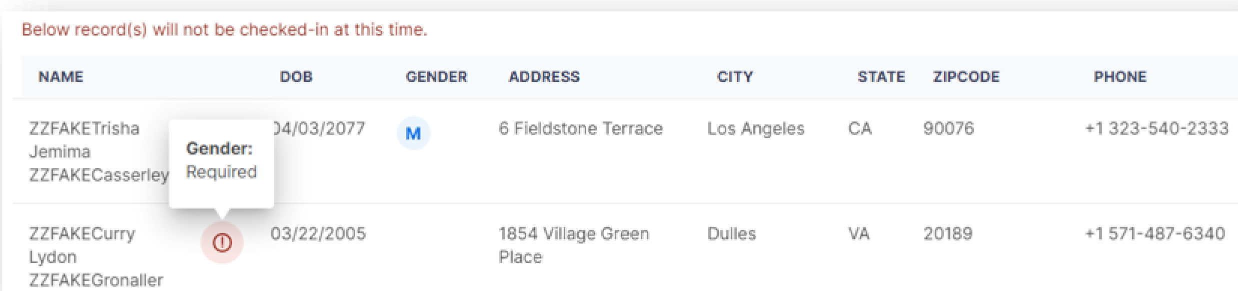


Below record(s) will not be checked-in at this time.

DOB:
Max Date 6/24/2021

NAME		DOB	GENDER	ADDRESS	CITY	STATE	ZIPCODE	PHONE
ZZFAKELilia Catlin ZZFAKEGrui		date	F	71 Warner Pass	Atlanta		30316	+1 770-249-3534
ZZFAKETrisha Jemima ZZFAKECasserley	ⓘ	04/03/2077	M	6 Fieldstone Terrace	Los Angeles	CA	90076	+1 323-540-2333

Missing Gender

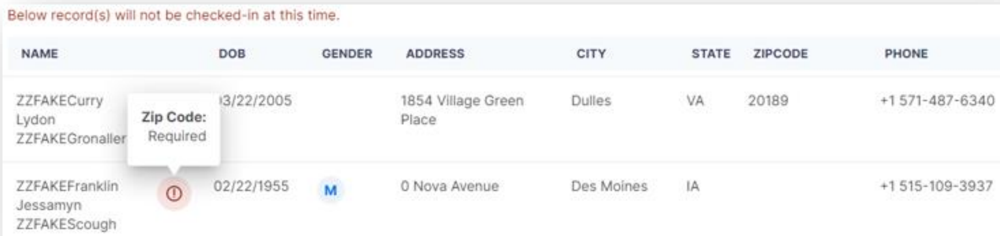


Below record(s) will not be checked-in at this time.

Gender:
Required

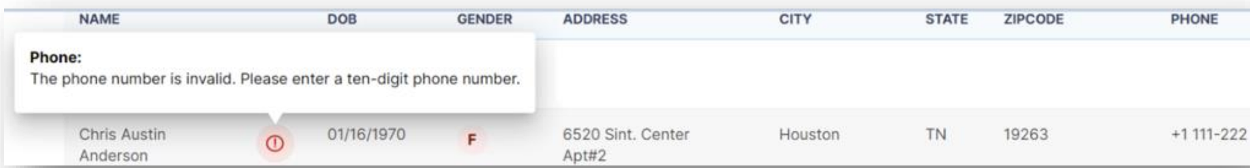
NAME		DOB	GENDER	ADDRESS	CITY	STATE	ZIPCODE	PHONE
ZZFAKETrisha Jemima ZZFAKECasserley		04/03/2077	M	6 Fieldstone Terrace	Los Angeles	CA	90076	+1 323-540-2333
ZZFAKECurry Lydon ZZFAKEGronaller	ⓘ	03/22/2005		1854 Village Green Place	Dulles	VA	20189	+1 571-487-6340

Missing ZIP Code

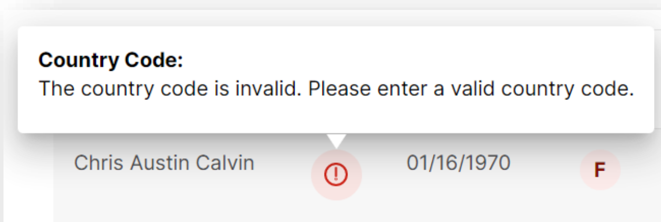


Tip! Many ZIP codes begin with a 0. Ensure that the ZIP code column in your .CSV file is formatted appropriately (e.g., as text rather than a number), or the 0 may be dropped, resulting in an invalid ZIP code.

Invalid Telephone Number

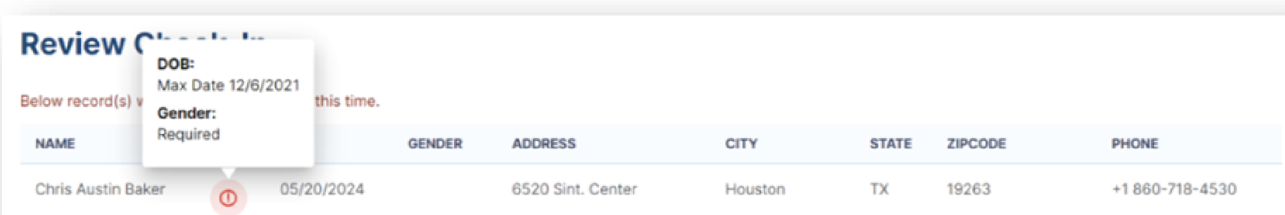


Invalid Country Code



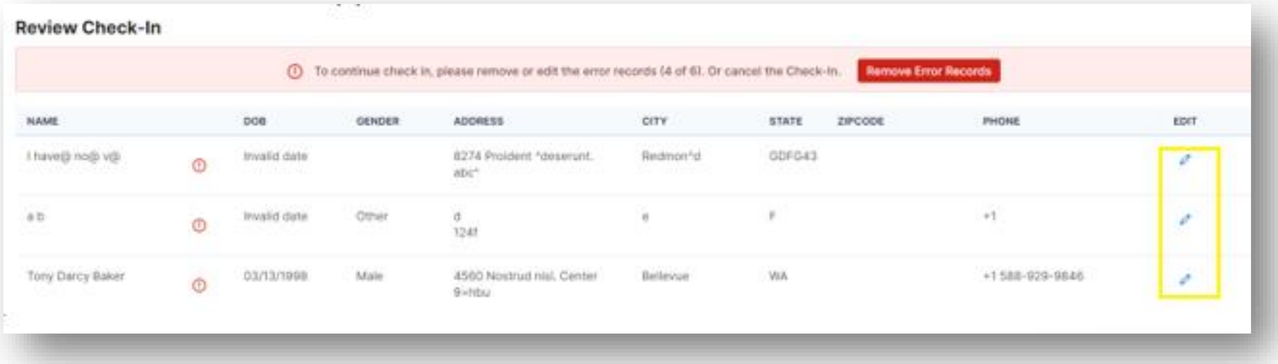
Multiple Errors

If an entry has multiple errors, all error details will be displayed in the message.



5.4.2 Edit Errored Entries

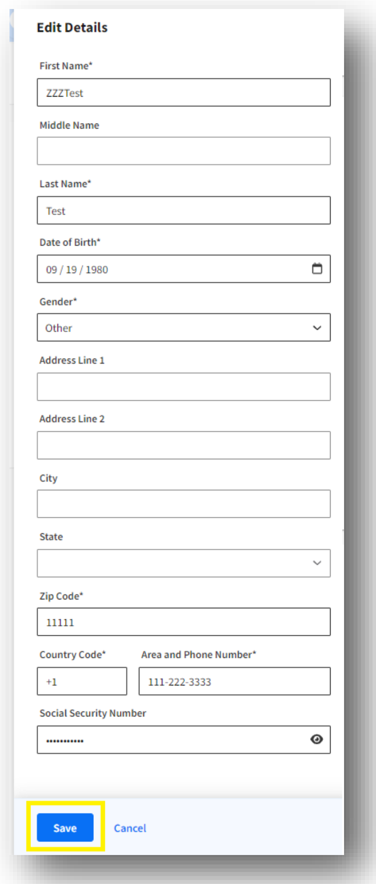
Select “Edit” next to the entry you wish to correct.



Correct any information that needs to be updated and then select “Save.”

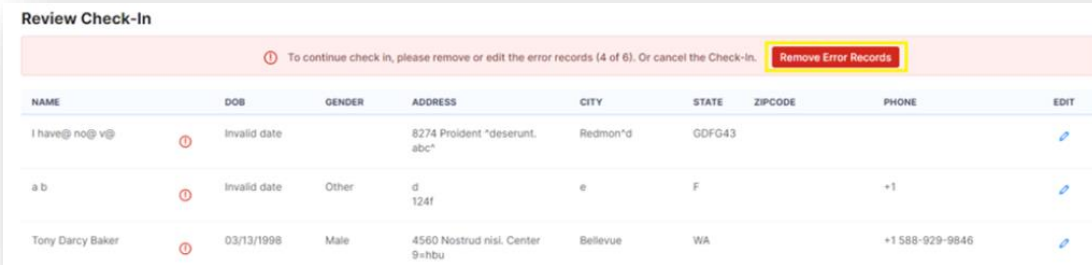
The corrected entry will no longer appear as errored and will be able to proceed with the Check-In workflow by clicking “Next.”

If you do not wish to make changes, click “Cancel” to return to the Review Check-In screen. See section 5.4.4 (Error Log) for more information.

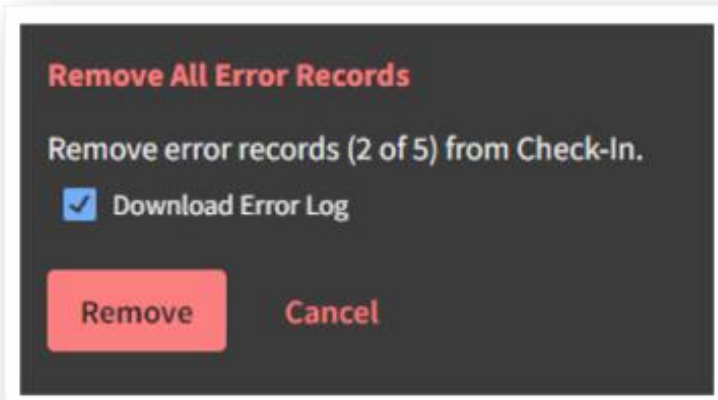


5.4.3 Remove Errored Entries

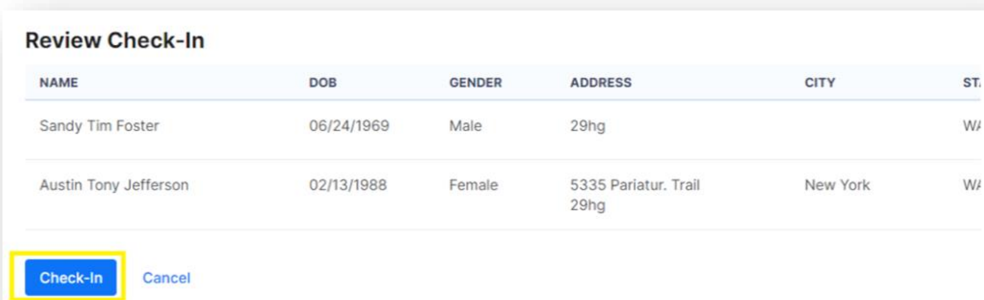
For errored entries you are unable to correct and need to remove from the list of individuals being checked-in, select the “Remove Error Records” button at the top of the Review Check-In table.



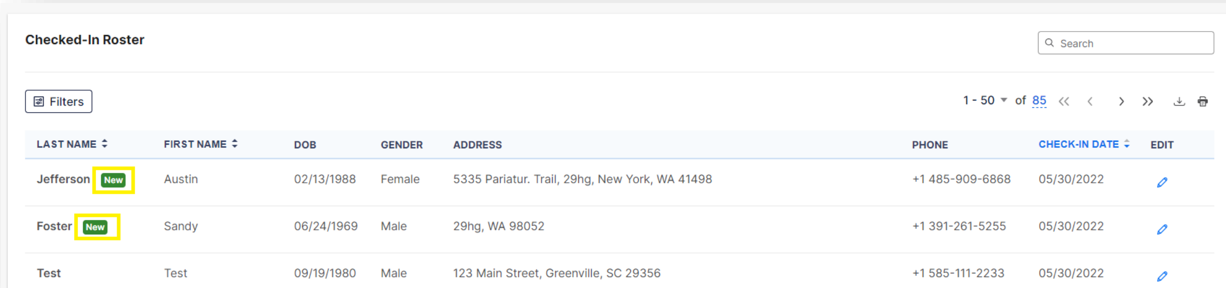
You will be required to confirm that you want to remove the errored records and be given the option to download an error log. Check the “Download Error Log” box if you want to download the error log and correct those errored entries. For more information, see section 5.4.4 (Error Log). Selecting “Remove” will remove the errored records and allow you to continue checking individuals in. Selecting “Cancel” will return you to the Review Check-In screen.



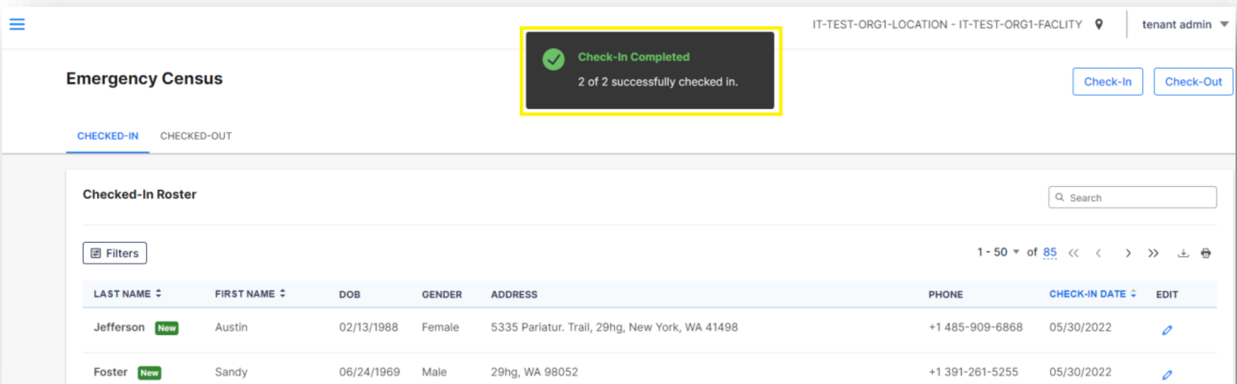
When all errored entries have either been corrected or removed, and you are ready to complete the Bulk Check-In process, select “Check-In.” Selecting “Cancel” will return you to the Bulk Check-In screen.



Once the Check-In is complete, the successfully checked-in individuals will appear at the top of the Checked-In Roster with a "New" indicator next to the entry that will appear for 9 seconds.



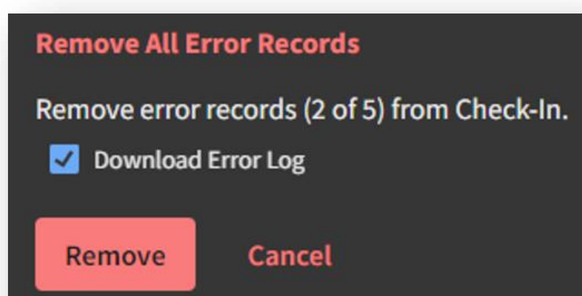
You will also see a confirmation message for 3 seconds verifying the check-in was successful.



5.4.4 Error Log

If you opt to remove error records when bulk checking individuals into a shelter (rather than correcting them), you will be given the option to download an error log (see section 5.4.3 (Removing Errored Entries)).

If you select this option, the error log will download to your computer as a .CSV file. Within the file, the demographic information you input on the Bulk Check-In .CSV file will appear in columns A through L.



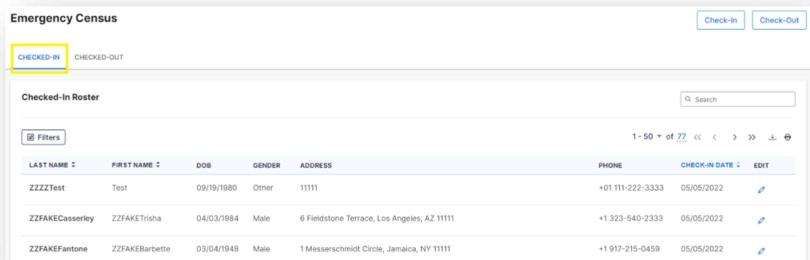
Columns M through Q will display the error(s) contained within the entries for each row. Examples of errors include:

- Last Name: Required
- Phone: The phone number is invalid. Please enter a ten-digit phone number.
- ZIP Code: Invalid format

You can use these error explanations to correct the entries and re-upload the .CSV file into the system using Bulk Check-In

5.5 Checked-In Roster

A complete list of individuals currently checked in to the ACF where you are located can be viewed in the Checked-In Roster located on the CHECKED-IN tab.



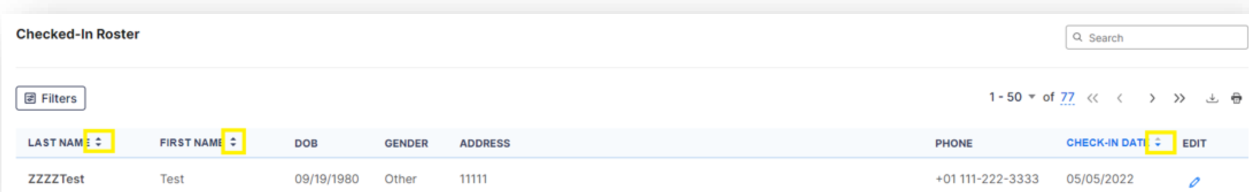
5.5.1 Sort

The Checked-In Roster is automatically sorted by CHECKED-IN DATE, displaying the most recent checked-in individuals first.

The Checked-In Roster can be sorted by:

- CHECK-IN DATE
- LAST NAME
- FIRST NAME

You can sort a column by selecting the arrows next to the title in the table header. Sorting will be reset to sort by CHECKED-IN DATE when you navigate away from the CHECKED-IN tab or refresh the page.



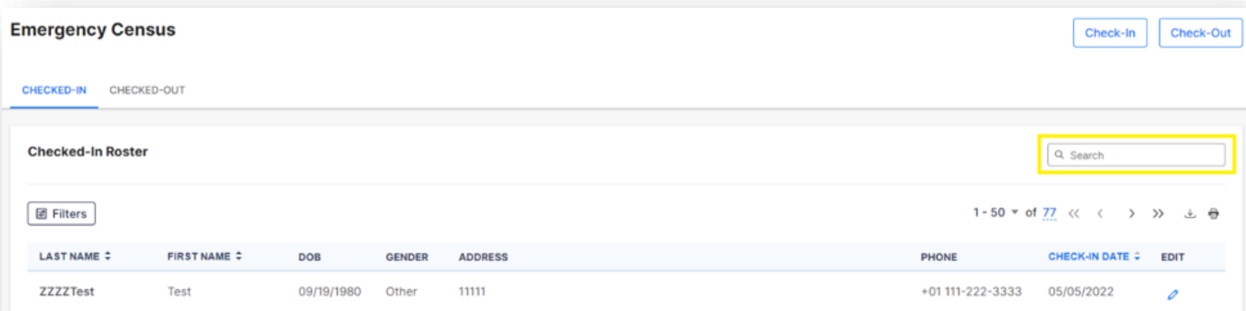
5.5.2 Search

Users can only search the Checked-In Roster within their facility. To search in other facilities, users must log out and assign themselves to another facility. The Checked-in Roster can be searched by:

- LAST NAME
- FIRST NAME
- DOB
- ADDRESS
- PHONE
- CHECK-IN DATE

Note: The Search Function will search across all these fields. For instance, if you search “Franc,” it will return both someone with the first name Frances and someone with the last name “Francisco.”

The Search box is located at the top right of the Checked-In Roster table.

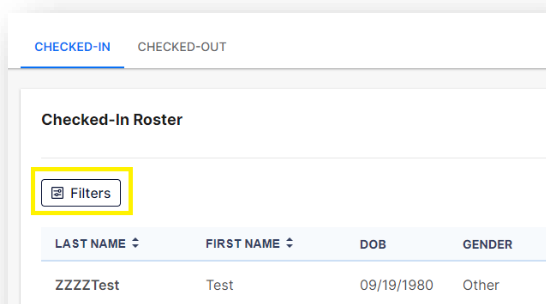


5.5.3 Filters

The Checked-In Roster can be filtered by Checked-In date to display only individuals who have checked-in on a particular date or a range of dates.

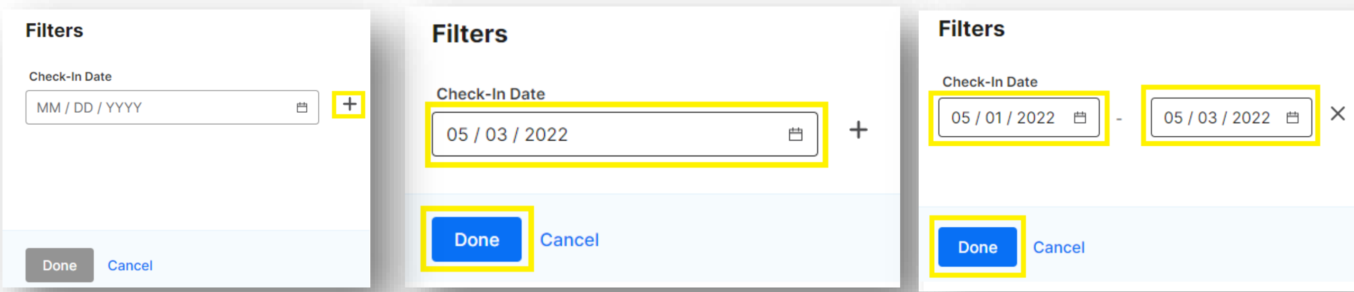
To Filter, select the Filters button located towards the top left of the Checked-In Roster screen.

To display only individuals that checked-in on a single date, enter the desired date in the Check-In Date field and select “Done.”

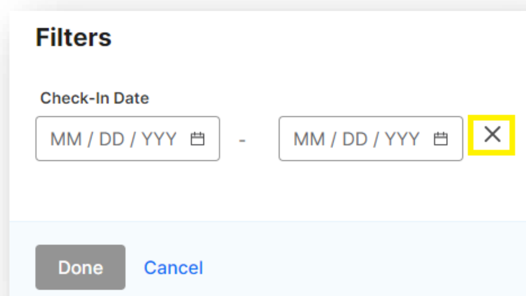


Note: The date entered in the Filter must be today's date or a date in the past. Future dates are not allowed.

To display individuals that checked-in on a range of dates, select the "+" next to the Check-In Date field.



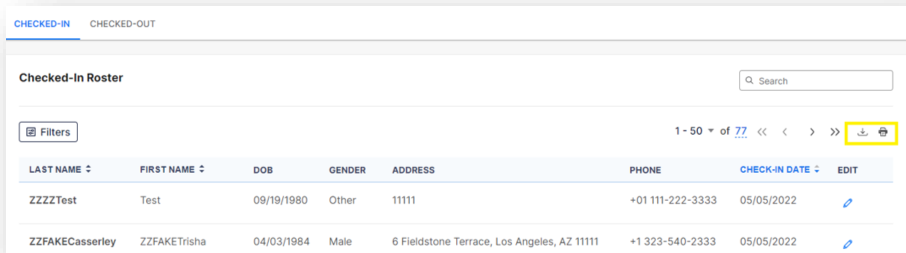
Enter the desired dates into the Check-In Date fields and select "Done." To return to a single date field, select the "X" next to the Check-In Date field.



Note: The second date entered must be equal to or after the date entered in the first field. If a date is entered in to the second field, a date must also be entered in to the first field.

5.5.4 Print and Download

You can download and/or print a list of individuals currently checked-in at the selected ACF by selecting the download ( ) or print ( ) icon located at the top right of the Checked-In Roster table.

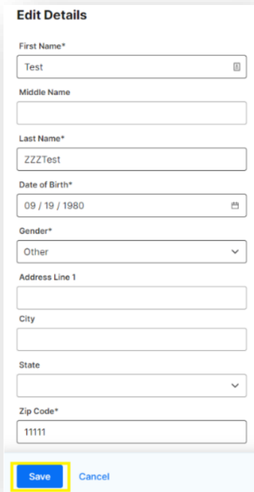


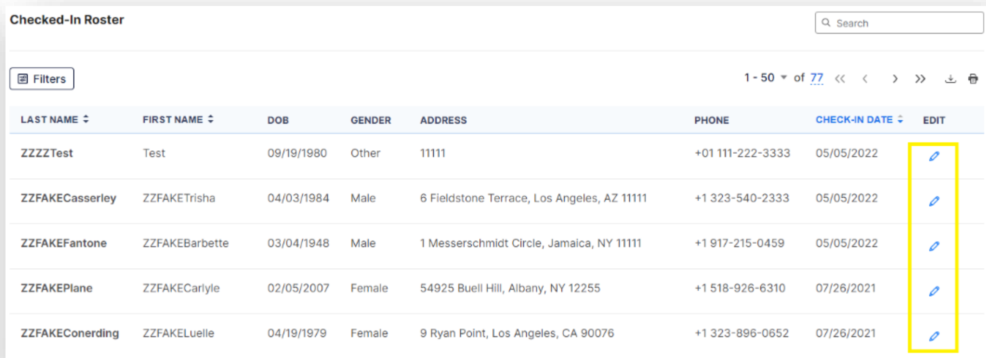
Note: Although Middle Name does not display in the Checked-In Roster table, it will be included in the downloaded file. Downloads will be in .CSV format.

5.5.5 Edit

If any demographic information needs to be updated after an individual is checked-in, you can update the entry by selecting the Edit icon next to the entry. You cannot, however, adjust the check-in date.

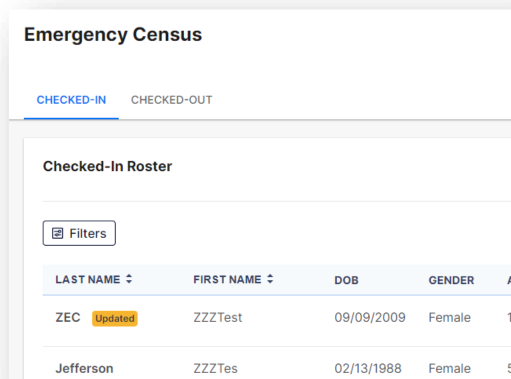
Correct any information that needs to be updated and then select “Save.”





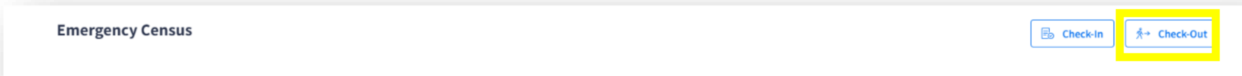
If changes are not needed, select “Cancel” to return to the Check-In Roster screen.

An “Update” indicator will appear next to the updated entry for 9 seconds confirming that the Edit was successful.

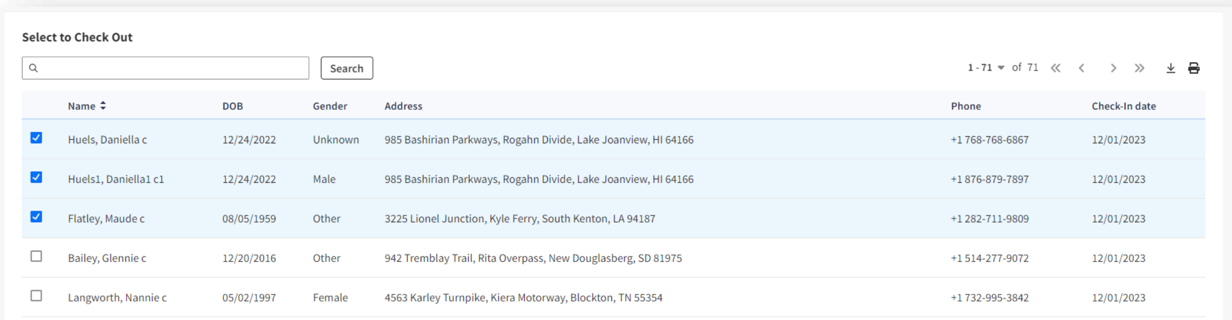


5.6 Check-Out

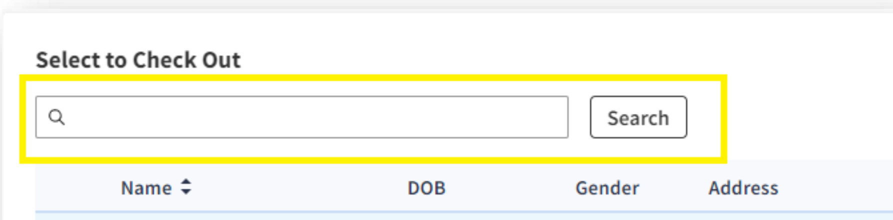
If you would like to Check-Out one or multiple individuals, you can access the Check-Out functionality by selecting the "Check-Out" button located at the top right of the screen.



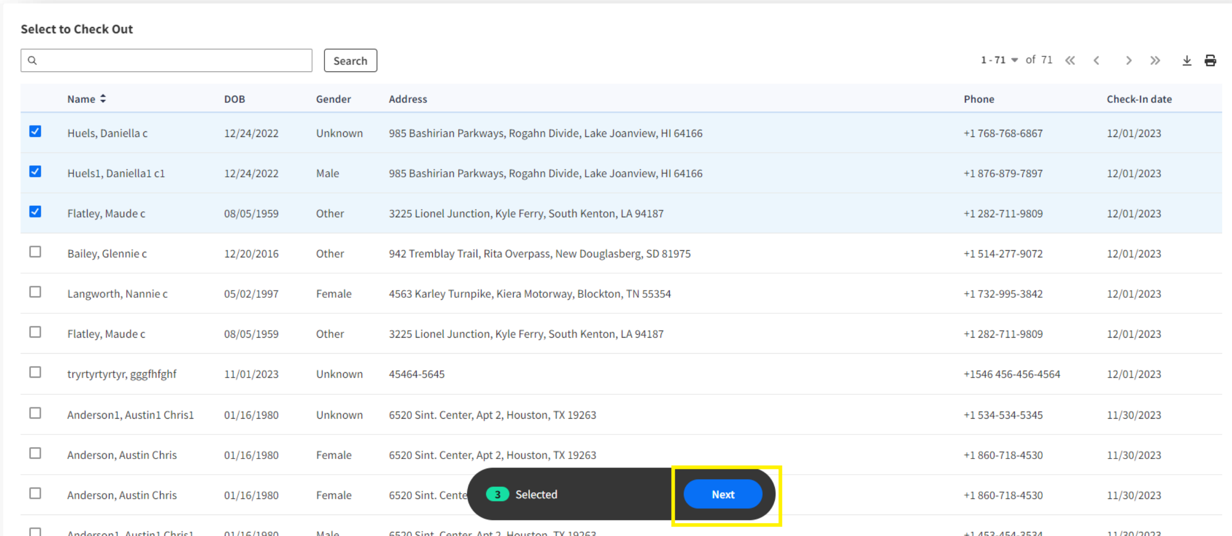
On the Check-Out screen, you will see all individuals that are currently Checked-In to the ACF you selected. You can select one or multiple individuals to Check-Out from this screen.



You can search by Name and Address to help narrow down the list to find the individual(s) you are attempting to Check-Out. To search, enter at least two characters of the desired individual in the Search Box.



Once you have selected the individual(s) that will be Checked-Out, select "Next."

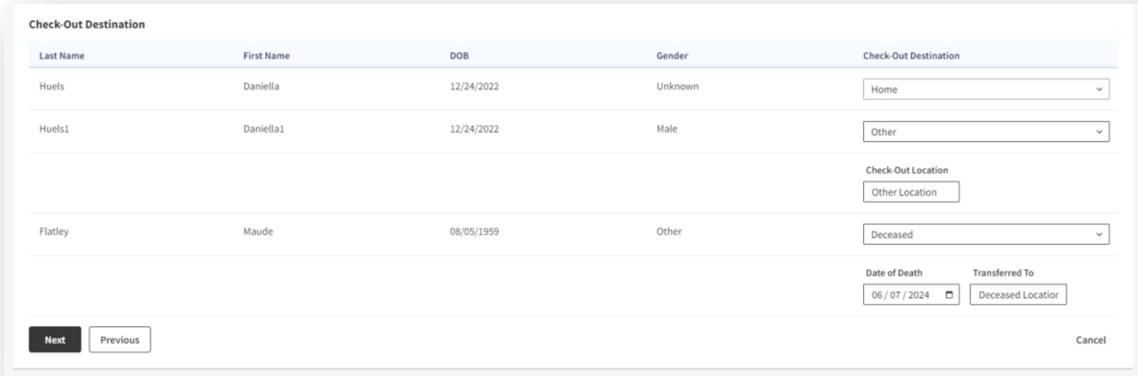


Use the drop-down menu next to each selected individual to designate their Check-Out destination. The choices include “Home,” “Deceased,” or “Other.”

If you select “Deceased” or “Other,” you will be asked to provide additional information.

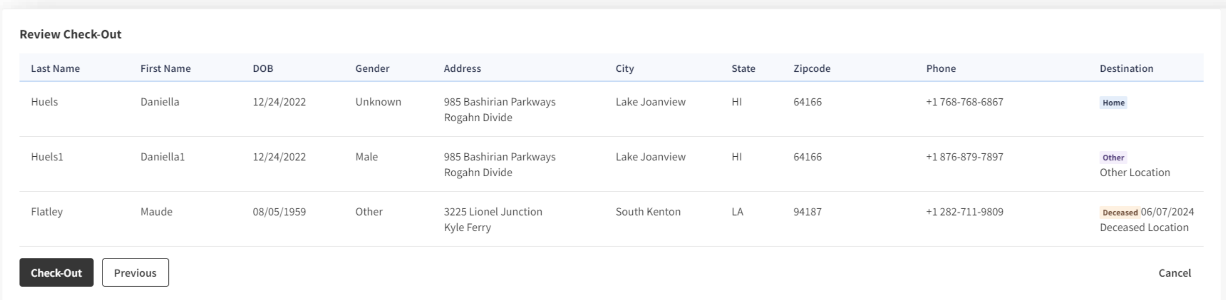
- Other
    - Check Out Location validations:
        - Minimum Length: 2 characters
        - Maximum Length: 50 characters
        - Cannot include the following characters: &, ~, ^, or \
- Deceased
    - Date of Death validations:
        - Minimum Date: 01/01/1900
        - Maximum Data: Present Date
    - Transferred To validations:
        - Minimum Length: 2 characters
        - Maximum Length: 50 characters Cannot include the following characters: &, ~, ^, or \

While not required by the system, it is encouraged to enter as much information as you can provide.

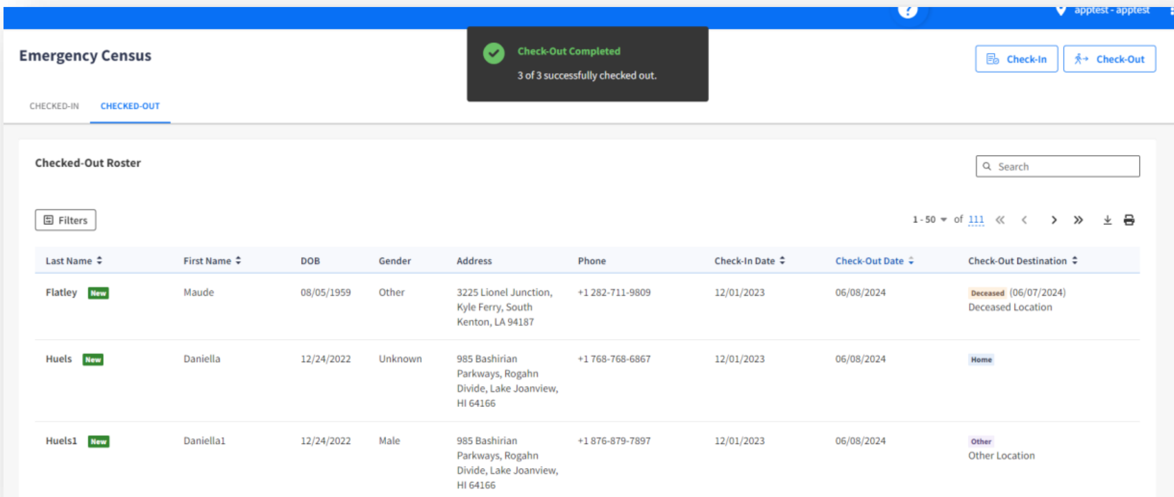


Note: “Transferred To” and “Check-Out Location” have a max of 50 characters

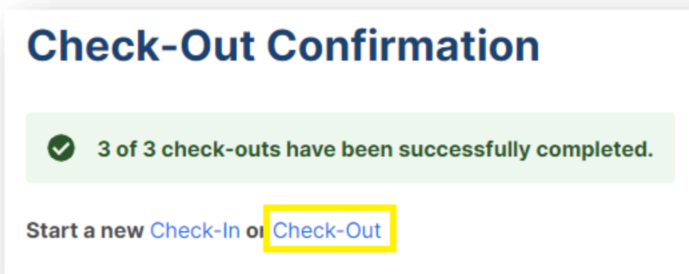
Confirm that you are Checking-Out the correct individuals and select “Proceed to Check-Out.” You can select “Cancel” if any individuals have been incorrectly selected or contain incorrect information.



Once the Check-Out is complete, the individual(s) will appear at the top of the Checked-Out Roser with a "New" indicator next to the entry.

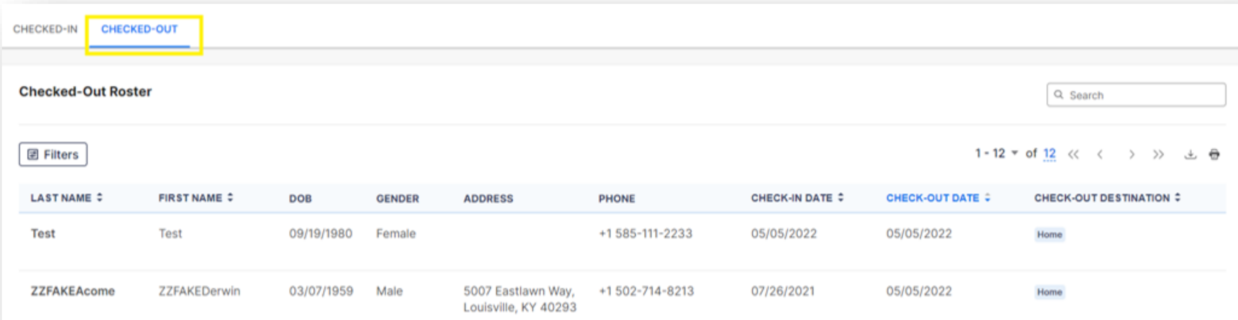


You will also see a confirmation message verifying the check-out was successful. To complete another Check-Out, select "Start a new Check-Out."



5.7 Checked-Out Roster

A complete list of individuals that have been checked out of the ACF where you are located can be viewed in the Checked-Out Roster located on the CHECKED-OUT tab.



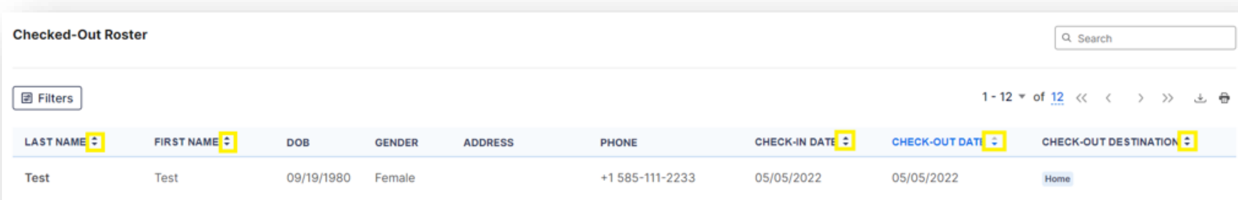
5.7.1 Sort

The Checked-Out Roster is automatically sorted by CHECKED-OUT DATE, displaying the most recent checked-out individuals first.

The Checked-Out Roster can be sorted by:

- CHECK-IN DATE
- CHECK-OUT DATE
- CHECK-OUT DESTINATION
- LAST NAME
- FIRST NAME

You can sort a column by selecting the arrows next to the title in the table header.



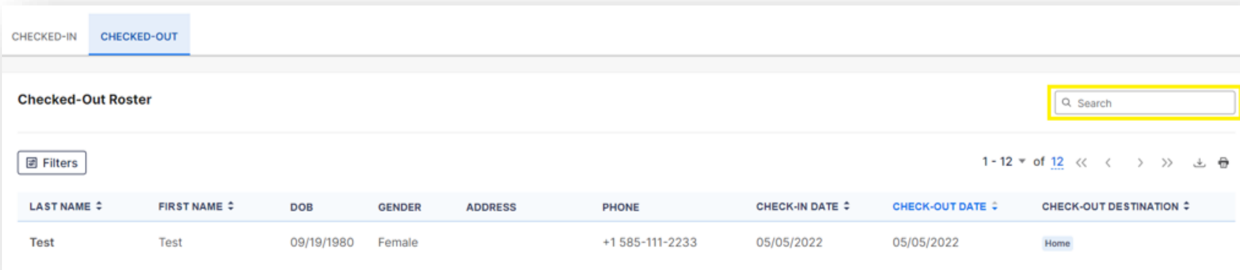
Sorting will be reset when you navigate away from the CHECKED-OUT tab or refresh the page.

5.7.2 Search

The Checked-Out Roster can be searched by:

- LAST NAME
- FIRST NAME
- DOB
- ADDRESS
- PHONE
- CHECK-IN DATE
- CHECK-OUT DATE
- CHECK-OUT DESTINATION

The Search box is located at the top right of the Checked-Out Roster table. As with the Checked-In Roster, the Search Function will search across all these fields.

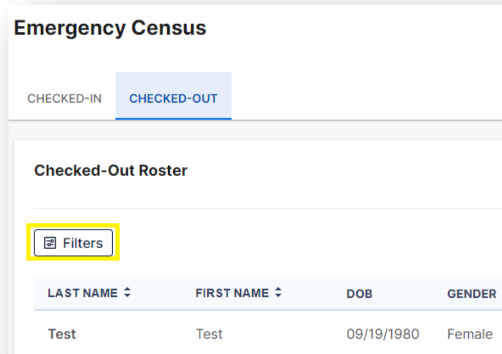


5.7.3 Filters

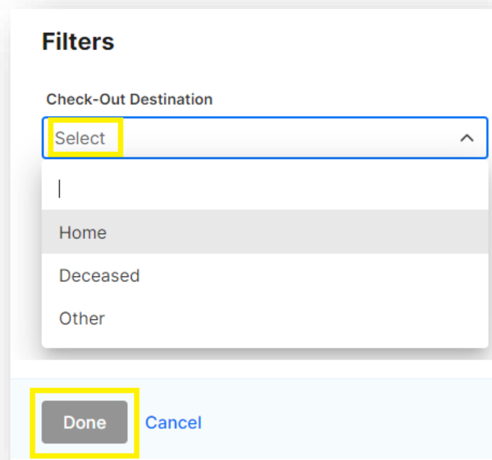
The Checked-Out Roster can be filtered by any combination of the following:

- Check-Out Destination
- Check-In Date: Single Date or Date Range
- Check-Out Date: Single Date or Date Range

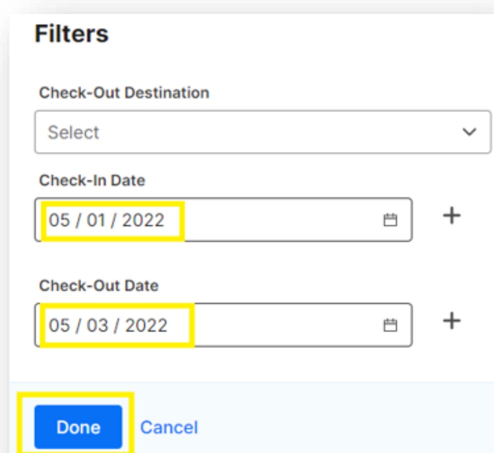
To Filter, select the Filters button located towards the top left of the Checked-Out Roster screen.



To display only individuals that checked-out with a particular Check-Out Destination, enter the destination and select “Done.”

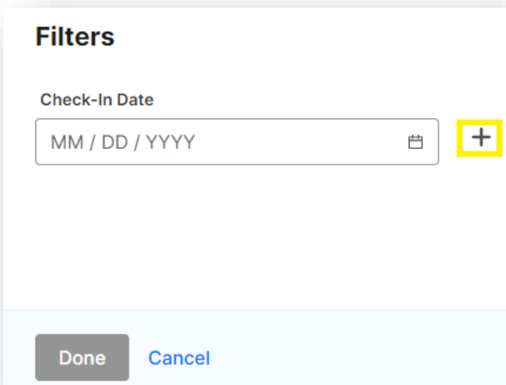


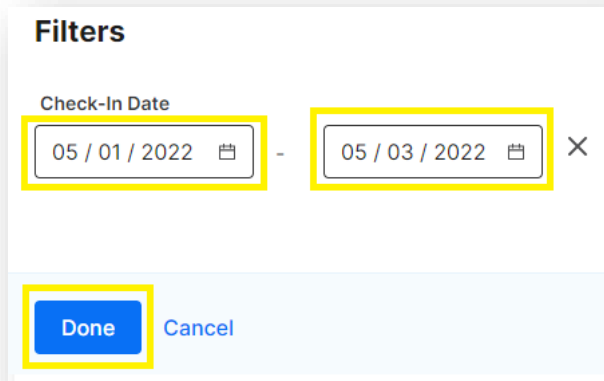
To display only individuals that checked-in/out on a single date, enter the desired date in the Check-In/Out Date field and select “Done



Note: The Date entered must be today's date or a date in the past. Future dates are not allowed. Also, Check-Out Date must be the same date, or after, the Check-In Date.

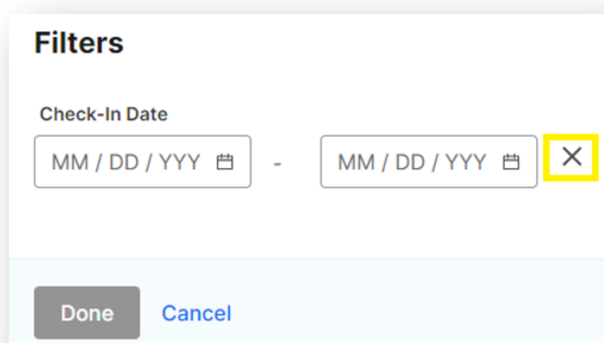
To display individuals that checked-in/out on a range of dates, select the "+" next to the Check-In Date field. Enter the desired dates into the Check-In/Out Date fields and select "Done".





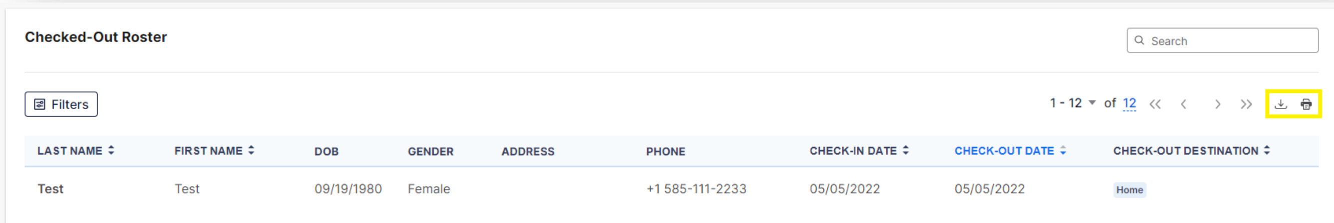
Note: The second date entered must be equal to or after the date entered in the first field. If a date is entered in to the second field, a date must also be entered in to the first field.

To return to a single date field, select the "X" next to the Check-In/Out Date field.



5.7.4 Print and Download

You can download and/or print a list of individuals that have been checked-out of the selected ACF by selecting the download ( ) or print ( ) icon located at the top right of the Checked-Out Roster table.



Note: Although Middle Name does not display in the Checked-Out Roster table, it will be included in the downloaded file. Downloads will be in .CSV format.

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6 Appendix A: TERMS OF USE (for individual Authorized Users)

Terms of Use (ToU) are hosted on the user interface (UI). End users must agree to the ToU upon logging into the UI. ToU are subject to update, and users must agree to them each time they are updated.