eRegistration Training Guide
OPO Version

12-08-15

Contents

I. Program Overview

California law authorizes Donate Life California and the OPOs to register an individual's wish to become an organ, eye and tissue donor by obtaining information from a driver license or DMV-issued ID card using an Internet-connected device. As such, Donate Life California has created its eRegistration (Electronic Registration) application.

The data collected by the eRegistration application is sent to a secure server which then encrypts and packages the data and prepares it for upload to the Donate Life California Organ and TissueDonor Registry. For security, no data is ever saved to the device or application.

A. User Requirements
Each user must:

- Be an active Donate Life Ambassador or OPO staff member.
- Pass a criminal background check that includes criminal history and sexual offenses (completed by an OPO).
- Complete the eRegistration training program provided by an OPO.
- Read and electronically sign the Donate Life California eRegistration Confidentiality Agreement (see Appendix).
- Read and electronically sign the Donate Life California eRegistration Acceptable Use Policy Agreement (see Appendix).

B. Approved Devices
The Donate Life California eRegistration native application can only be installed and used on a dedicated OPO-issued device and may not be used on a personal device.

Each OPO is required to install its organization's Enterprise Mobility Management software on all eRegistration devices for security and device management.

- Asus Nexus 7" tablet (any generation), Wi-Fi only or 3G/4G (If Wi-Fi only, the tablet will need a mobile Wi-Fi hotspot)
- LG G Pad 8.3 LTE - Verizon, 3G/4G (referred to as VK810 4G)
- Samsung Galaxy Note 10.1" 4G LTE (SM-P607TZKETMB)

- UniMag Pro Mobile Scanner, 3 track

C. Obtaining User Credentials

Each OPO is responsible for providing user credentials to its users after the User Requirements are satisfied. Upon login for the first time, the user will be required to accept and electronically sign the Confidentiality Agreement and Acceptable Use Policy Agreement. Each user will be asked on the anniversary date of their first login to accept and sign both documents on an annual basis.

1. If you have been identified as an administrator for your organization, open a web browser and enter in the following URL: **https://dlcmobile.onelegacy.org**.

   a. If you have not been identified as an administrator, you will not be granted access to the administrative portion of the website.

2. Enter in the username and password provided by Donate Life California or an OPO administrator.

3. The next screen lists three headings:

   a. **List of Organizations** - Allows you to set the language available to OPO staff and ambassadors.

   b. **Add a New User** - Allows you to create credentials for OPO staff and volunteers.

      i. Basic - Allows users to sign into the application.

      ii. Admin - Allows users to sign into the application and to create new users.

   c. **List of Users** - Allows you to view the users in your OPO as well as their credential activity.

4. To add a user, enter in a name, create a password and select the user type. The user you create will appear under the "List of Users."

5. To remove a user, tap on the individual's name under "List of Users." On their profile screen, select "DELETE" in the lower right corner.

II. Installation Instructions

To install the Donate Life California eRegistration application to a device, you will need:

- A USB cable to connect the device to your Windows computer
- The most recent version of the Donate Life California eRegistration application (downloadable at **donateLIFEcalifornia.org/eReg33**).
- A File Management application, such as "File Manager," downloaded from Google Play onto the device. Download before installing the application.

A. Preparing the Device

1. To install the application, save the eRegistration application file to your Windows computer desktop.
    a. The file name will appear as "DLC33.apk."

2. On the device, drag your finger down from the top right side of the screen to expose the settings drawer.

3. Tap "SETTINGS."

4. Select "Security."

5. Under Device Administration towards the bottom, check the box next to "Unknown sources" to allow "installation of apps from sources other than the Play Store."

6. A popup will appear, tap "OK."

7. It will return to the security screen. Tap on the home button (circle) located at the bottom, middle of the screen. This will return you to the home screen.

B. Installing the Application

1. Ensure the device is turned on, unlocked and connected to the computer using a USB cable.

 a. Under the "My Computer" settings, find "Nexus 7 or VK810 4G" under Portable Devices.

 i. If you do not see the "Nexus 7 or VK810 4G" device listed under Portable Devices, right tap in the "My Computer" window, select "Properties," and select "Device Manager" for the pop-up window.

 b. In the "Device Manager" menu, if "Android device" is listed, tap the down arrow and select the device by right taping and deleting or uninstalling the driver.

 c. Once this step is complete, close out of the "Device Manager" and "My Computer" windows and unplug the device.

 d. Reconnect the device, allow the drivers to be installed and open "My Computer." The "Nexus 7 or VK810 4G" device will be listed.

 i. If the device is not listed, repeat the above steps.

2. Double tap on "Nexus 7 or VK810 4G" and then on "Internal Storage." In order for this to occur, the device must be turned on, unlocked and opened to the home screen.

3. Once you have access to "Internal Storage," drag and drop the Donate Life California eRegistration application into the folder. It is best to drop it outside of any one particular folder.

4. Once the eRegistration application is installed on the device, open the "File Manager" program (downloaded from Google Play) and tap on the Donate Life California eRegistration application (DLC33.apk).

5. You will be prompted, "Do you want to install this application?" Tap "Next" then "Install".

6. After the application is installed, go back to the home screen and tap on the drawer located at the bottom of the   screen. Locate the eRegistration application by swiping the screen right to left. Tap on the Donate Life California eRegistration icon and hold it down. It will then allow you to drag it to the home screen.

C. Configuring GPS

The GPS and server URL must be active in order to log in to the application:

1. To turn on the GPS location finder, drag your finger from the bar at the top right side of the screen downwards. It will display the settings drawer.

2. Tap on "Location" to display location settings.

3. Once in "Location" settings, tap "Location mode."

4. Select "Battery saving."

5. Once you have selected "Battery saving," tap on the home button (circle) located at the bottom middle of your screen to return to the home screen.

6. Now that the application is installed, follow the same steps under "Preparing the Device" and unselect "Unknown sources" to prevent any additional third party applications from being installed.

D. Configuring Server URL

1. Open the "Donate Life California" application on the home screen by tapping on it. The "Application Setup" window will open and ask you to set the server URL before you proceed. Tap "OK."

    a. Enter in: **https://dlcmobile.onelegacy.org** and tap "OK." (This URL is for use by all OPOs.)

    b. If the "Application Setup" window does not appear automatically, tap on the setting button (gear icon) located on the top right side of the screen.

2. Once you have entered the server URL and taped "OK," you will be returned to the main screen. You must now exit the application to save the server URL. Exit the application by taping the "Overview" button (square) located on the bottom right of the screen.

    a. Press and hold the "Donate Life California" screen and swipe right. This will close the application and return you to the home screen.
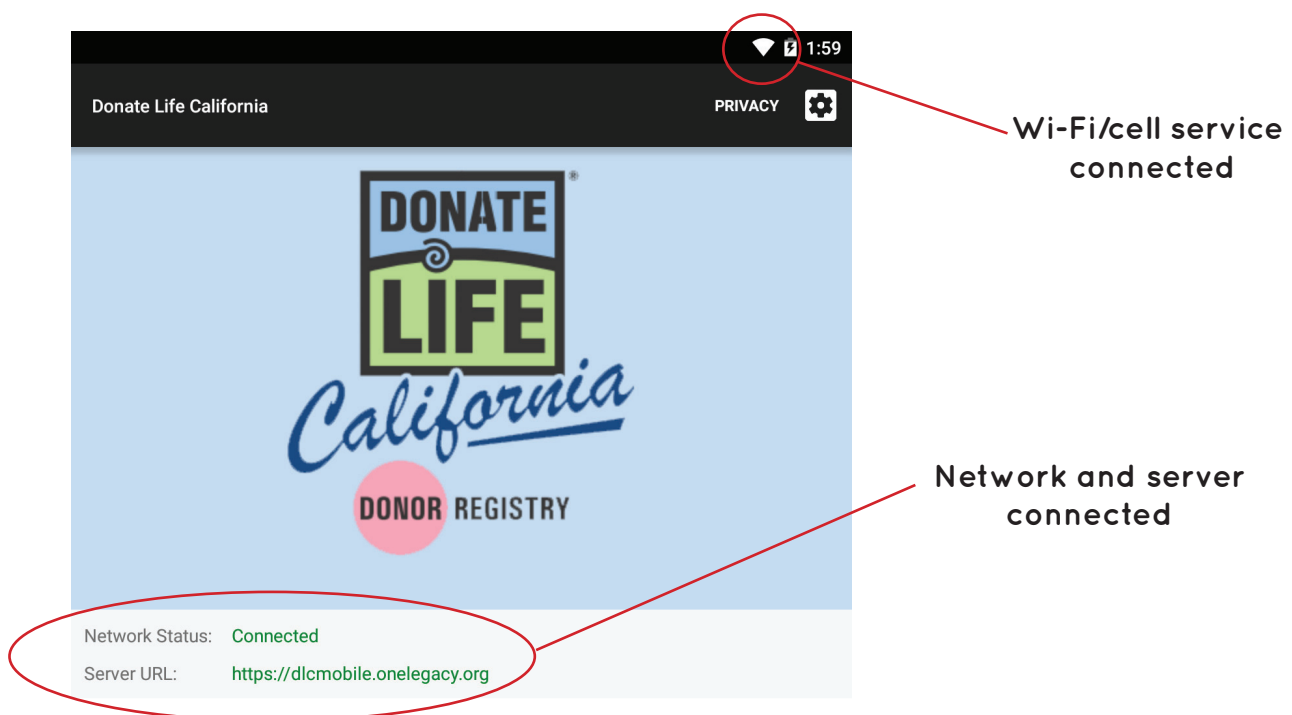
3. Open the "Donate Life California" application and the server URL will automatically be set to **https://dlcmobile.onelegacy.org**.

A. Turning On the Device and Application

1. The device will have a power button located either on the top or the side of the screen.

2. Press and hold the button down for three seconds and the display will become active.

3. Once the device is powered on, it will ask you to either enter in a passcode or enter a pattern. This information will be provided by the OPO.

4. Once the device is unlocked and active, be sure the Wi-Fi or cellular signal is visible on the top bar.

5. Open the Donate Life California application by tapping the Donate Life logo on the screen.

When the application is open and connected to Wi-Fi or cell service, the Network Status will say "Connected" and the server URL will be set to **https://dlcmobile.onelegacy.org.**

Wi-Fi/cell service connected

Network and server connected

Network Status: Connected

Server URL: https://dlcmobile.onelegacy.org

B. Using the Application for the First Time

Upon the initial login to the application, you will be prompted to read and agree to the Donate Life California Confidentiality Agreement and Acceptable Use Policy Agreement.

a. These agreements can be reviewed in the Appendix of this guide as well as through the application itself.

b. Users will not be required to submit written agreements, however they will be required to agree to the Terms and Conditions through the device.

1. Enter in your username and password and tap "Login."

2. When you log in for the first time, it will ask you to review the Confidentiality Agreement by scrolling through and checking the "Yes, I accept the Terms and Conditions" at the bottom of the screen. Once you have done so, tap "Accept."

3. It will then prompt you to provide a signature. Once you have done so, tap "Accept."

4. It will then ask you to review the Acceptable Use Policy Agreement by scrolling through and checking, "Yes, I accept the Terms and Conditions" at the bottom of the screen. Once you have done so, tap "Accept."

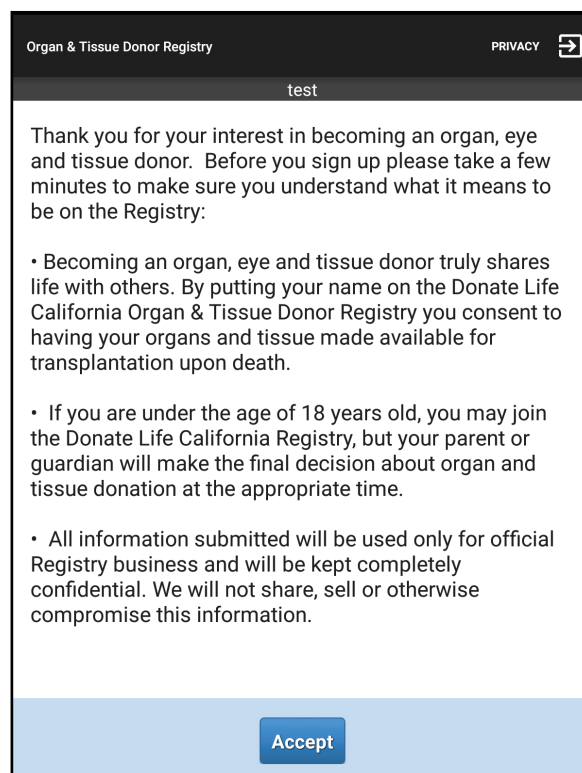**5.** It will then prompt you to provide a signature and tap "Accept."

C. Using the Application After the First Time

1. Upon your second login, the next screen will request an event or campaign name.

> Specify an event name. This event will be tied to all subsequent registrations during this login session.
>
> Donate Life Run Walk Socal 4-25-15

     a. For tracking purposes, it is recommended to enter the same event name for all devices at an event, as well as the date and year.

2. Once an event name and date are entered, tap "Continue."

3. You will now be taken to the home screen. The device will return to this screen after each registration while the device is active.

Organ & Tissue Donor Registry   PRIVACY

test

Thank you for your interest in becoming an organ, eye and tissue donor. Before you sign up please take a few minutes to make sure you understand what it means to be on the Registry:

• Becoming an organ, eye and tissue donor truly shares life with others. By putting your name on the Donate Life California Organ & Tissue Donor Registry you consent to having your organs and tissue made available for transplantation upon death.

• If you are under the age of 18 years old, you may join the Donate Life California Registry, but your parent or guardian will make the final decision about organ and tissue donation at the appropriate time.

• All information submitted will be used only for official Registry business and will be kept completely confidential. We will not share, sell or otherwise compromise this information.

Accept

4. To add someone to the Donate Life California Registry, please have the registrant read the information on the home screen or read it to them. Once complete, tap "Next."

a. If a driver license or DMV-issued ID is provided, verify that the individual presenting the card is the person in the photo on the card.

5. The next screen is the registration information and consent screen. There are three ways to input the data: 1) Swipe using the external magnetic card reader; 2) Scan using the device's camera; or 3) Manual data entry by using the screen's keyboard.

Scan

Swipe

Data entry fields with be entered using the screen's keyboard

Organ & Tissue Donor Registry   🏠   PRIVACY

test

Magnetic Swiper Status: Tap Swipe to swipe

📷   **SCAN**   ▭   **SWIPE**

Name and ID

First Name *   First Name

Middle Name   Middle Name

Last Name *   Last Name

DL/ID#   DL/ID#

Contact Info

Street *   Street

City *   City

State *   -Select- ▼

Zip *   Zip

Gender *   ◯ Male
    ◯ Female

DOB *   -Select-

Consent

By clicking 'Accept', this registers your decision to be an organ, eye and tissue donor and will be recorded in the Donate Life California Organ & Tissue Donor Registry.

Accept

D. Connecting the Card Reader

The external magnetic card reader connects to the tablet by inserting the metal piece into the headphone port. Ensure the device is properly connected by firmly pressing down so no metal is showing.

1. If the card reader is not connected properly, at the top of the screen you will see the Magnetic Swiper Status set to "Disconnected."

test
Magnetic Swiper Status: Disconnected
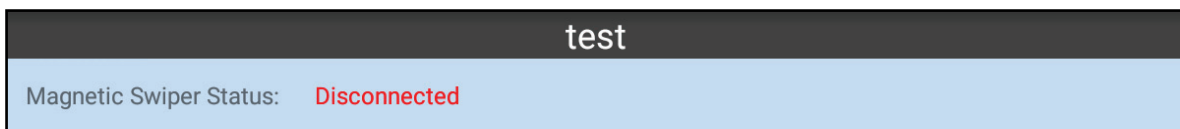
**2.** When properly connected, the Magnetic Swiper Status is set to "Tap Swipe to swipe."

test
Magnetic Swiper Status: Tap Swipe to swipe
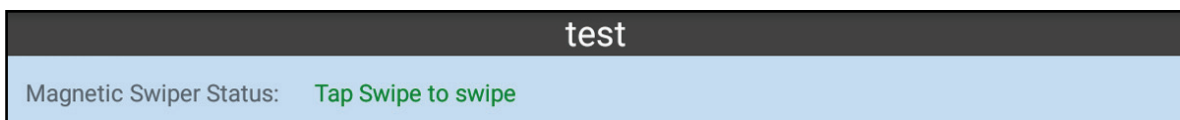
3. When ready, tap the "Swipe" button and the screen will read "Ready for swipe."

▭   SWIPE

test
Magnetic Swiper Status: Ready for swipe
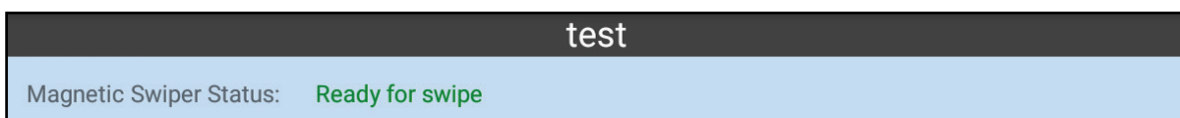
## E. Swipe

1. When swiping the driver license or DMV-issued ID card, ensure the magnetic strip located on the back of the card is facing you.

2. After a successful swipe, the data will populate the fields below and a "Successful swipe!" message will appear.

Magnetic Swiper Status: Tap Swipe to swipe

test

Successful swipe!
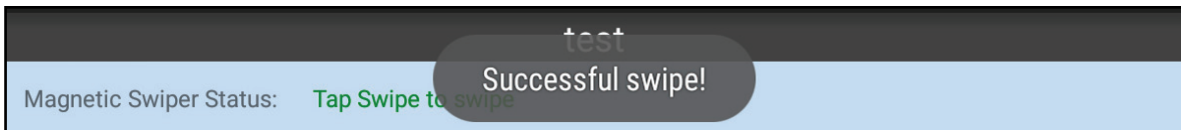
3. If unsuccessful, an error message will appear. You can either repeat steps 3 to 4, or you may scan or manually enter in the data.

Magnetic Swiper Status: Tap Swipe to swipe

test

Swipe error, please try again:

length=1; index=1

SCAN   SWIPE
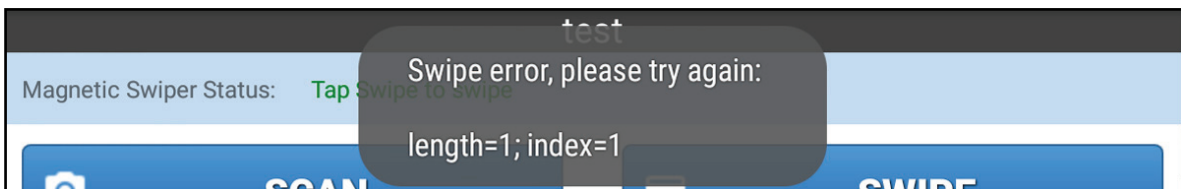
F. Scan

1. Tap the blue "Scan" button. This will automatically activate the device's camera.

SCAN

Using the device's camera, point the camera at the 2D barcode on the back of the driver license or DMV-issued ID card. The device's camera will automatically take a photo of the barcode.

NEW 2D BARCODE This holds the same information found on the front of the card.

LASER PERFORATION Outline of the California brown bear can be seen from the front of the card when a flashlight is pressed against the back of the card.

MAGNETIC STRIPE This holds the same information found on the front of the card.

a. If a barcode is not present, the scanning feature will not work and you will need to manually enter their information or use the swipe device.
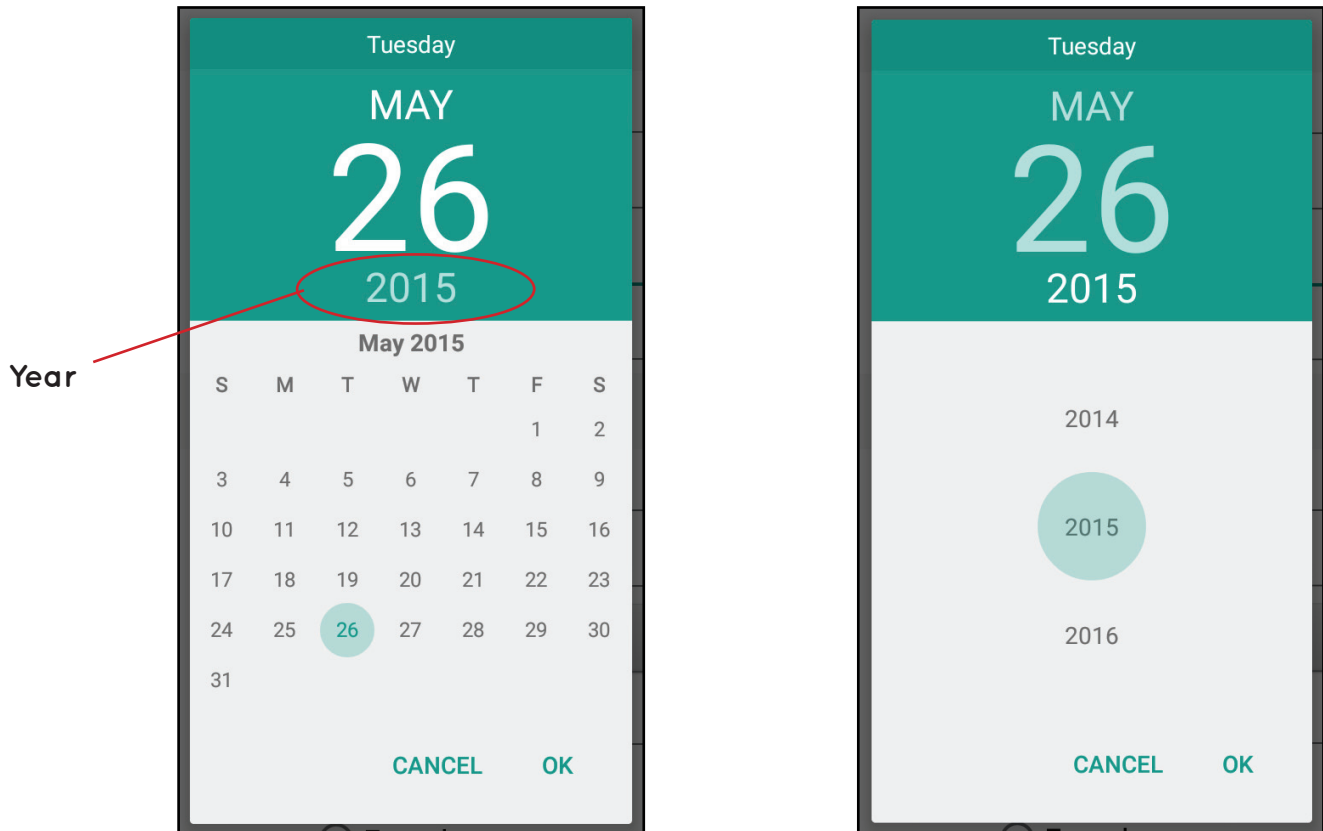
2. A screen displaying multiple lines of data will appear. Tap "Use" on the bottom right of the screen. This will populate the entry form.

G. Manual Data Entry

1. The data entry requires you to tap on each field and enter in text using the on-screen keyboard. Be sure to fill out all required fields that are marked with an asterisk "*".

2. To enter in the DOB (date of birth) tap on the gray "Select" box and a calendar screen will appear.

Left screen:
Tuesday
MAY
26
2015

May 2015

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

CANCEL   OK

Year

Right screen:
Tuesday
MAY
26
2015

2014

2015

2016

CANCEL   OK

a. First tap on the year; a screen displaying multiple years will appear. Using your finger, scroll through and select the appropriate year. Once selected, it should automatically take you back to the first screen.

b. Now select the month and date by scrolling and tap "OK."

H. Reviewing the Data

1. Once the data has been entered, review the information to ensure accuracy and that all required fields have been completed.

2. Next, provide the device to the individual and have them confirm the information on the screen is correct.

    a. If the data is incorrect or needs updating, tap on the text or area where the data needs to be changed. Using the screen keyboard, enter the correct information.

3. When all the information is correct, ask the individual to read the consent statement at the bottom and tap "Accept."
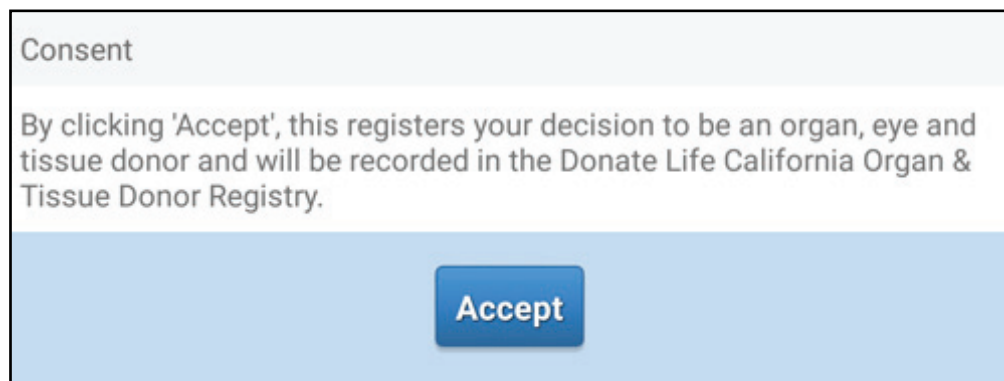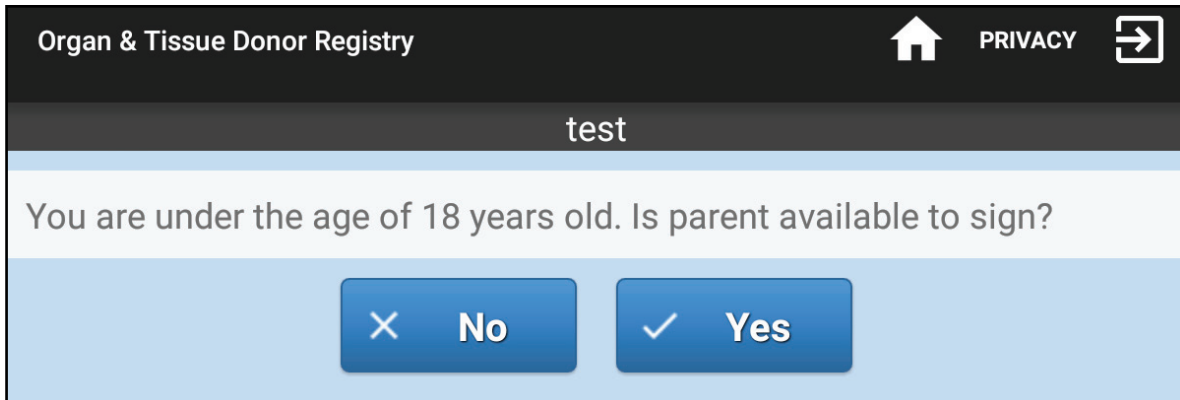

I. Signature Screen
    1. The individual will then be prompted to provide a signature using their finger. After the signature is captured, tap "Accept."
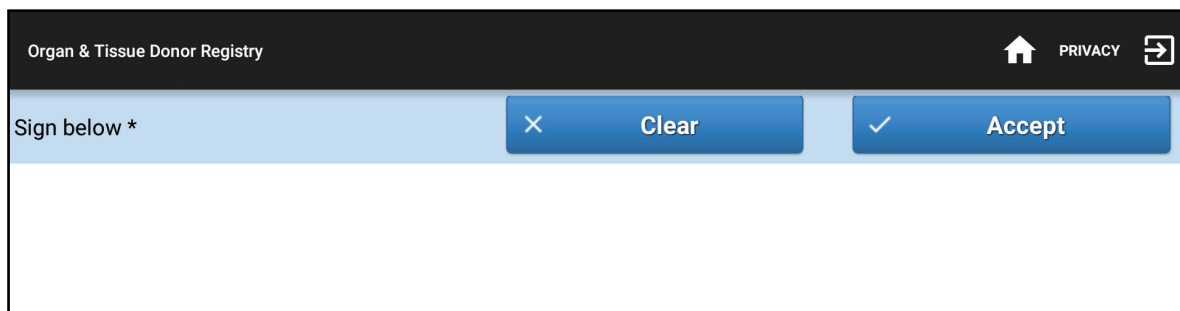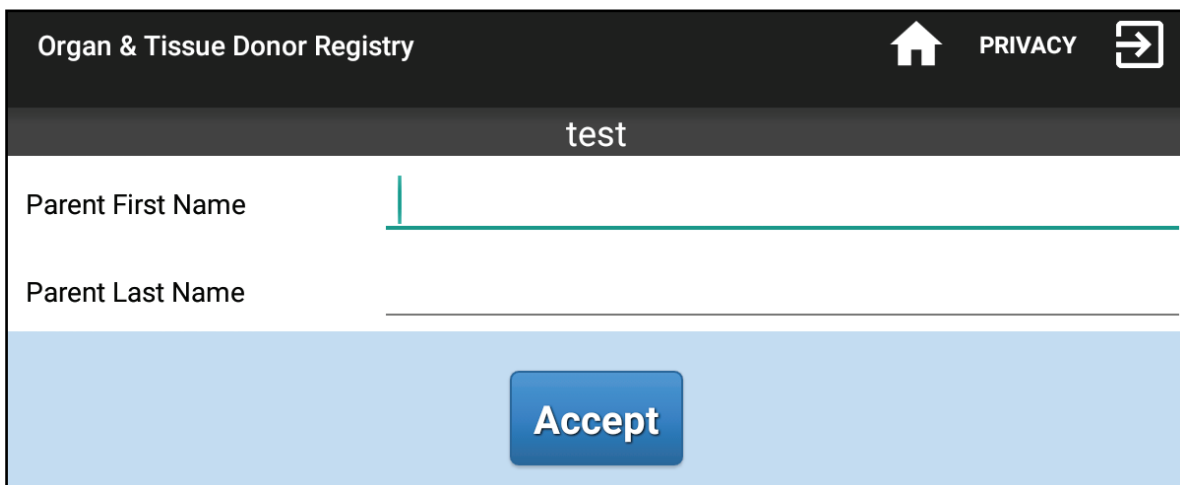
a. If the individual is under the age of 18 it will state: "You are under the age of 18 years old. Is a parent available to sign?"

Organ & Tissue Donor Registry   🏠   PRIVACY   ⇥

test

You are under the age of 18 years old. Is parent available to sign?

✕ No   ✓ Yes

i. If yes, it will ask for the first and last name of the parent to be entered in the data fields. After they tap "Accept," they will then be prompted to provide a signature using their finger.
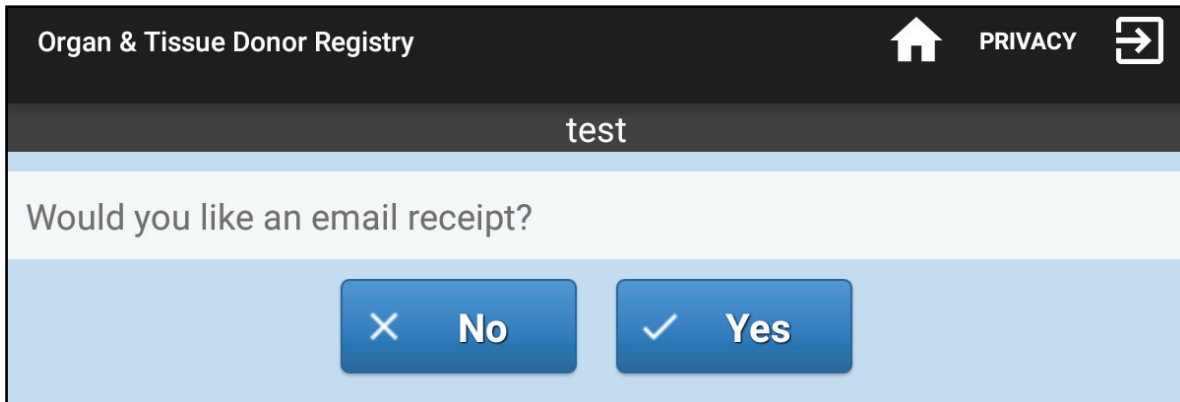
Organ & Tissue Donor Registry   🏠   PRIVACY   ⇥

test

Parent First Name

Parent Last Name

Accept

ii. If no, it will continue to the receipt screen.
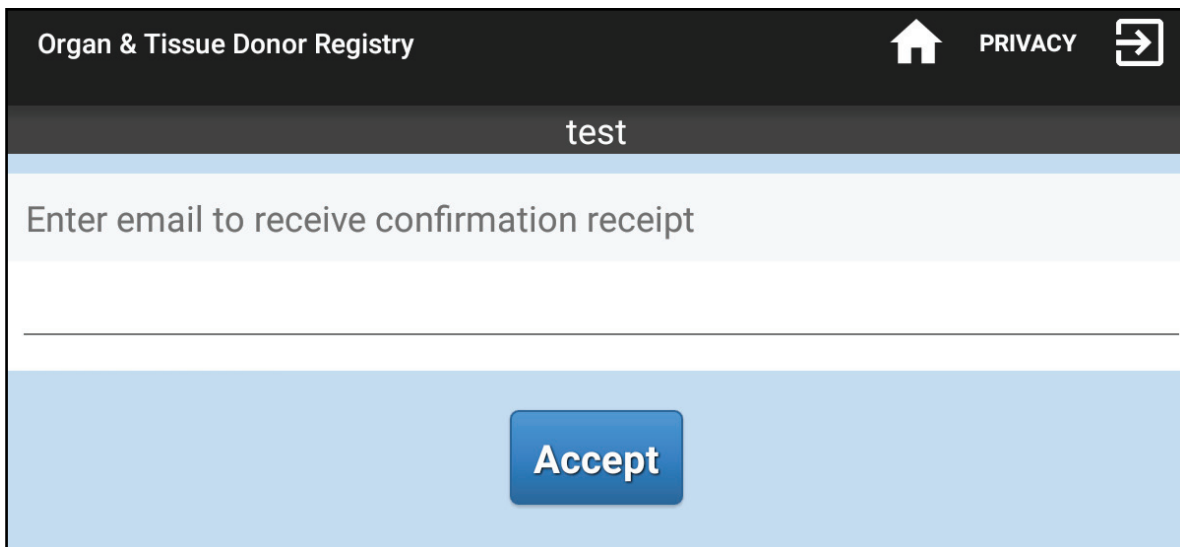
J. Receipt Screen

1. The individual will be asked if they would like an email receipt.

    a. If yes, select "Yes" and enter in the email address using the screen's keyboard. Then tap "Accept."

    b. If no, provide them a receipt business card. Receipt business cards will be provided by the OPO. The cards have Donate Life California contact information.

K. Confirmation Screen

1. After a successful registration, the next screen will have a "Registration successful!" message.
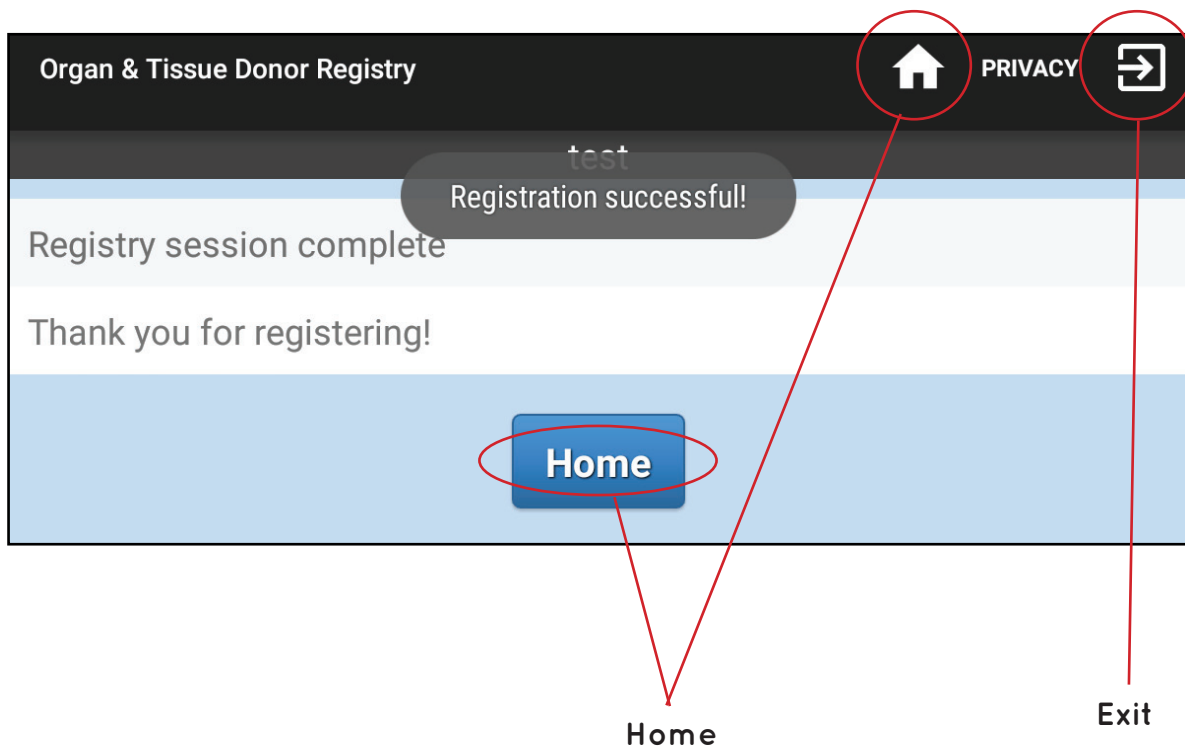
Home

Exit

2. Tap the "Home" button to begin another registration.

L. Exiting the Application

1. To exit the application, tap on the exit icon located at the top right corner of the screen.

M. Turning Off the Device

1. Most devices have a power button located either on the top or the side of the screen.

2. Press and hold the button down for three seconds to turn the display black/off.

IV. Appendix

The below language is provided as a reference only. You will be asked to agree to and sign the documents within the application.

A. Confidentiality Agreement

THIS AGREEMENT is made this day [date], by and between Donate Life California ("DLC"), a California nonprofit corporation, with its principal office at 3465 Camino Del Rio South, Suite 410, San Diego, CA, 92108, and [first_name] [last_name] (hereinafter referred to as "I", "me", or "my" in this Agreement), who is currently under the direct supervision of a designated Organ Procurement Organization, hereinafter referred to as OPO, that conducts business with DLC.

WHEREAS, I acknowledge that I may gain access to, or knowledge of, confidential information regarding DLC during the course of my service/employment with the OPO; and

WHEREAS, it is of the mutual benefit of DLC and me that DLC protect its rights in confidential information;

NOW, THEREFORE, in consideration of the execution of this Agreement and the mutual agreements contained herein, it is agreed as follows:

For the purposes of this Agreement, "Confidential Information" shall mean information concerning DLC or its business, including, but not limited to, any information or data concerning (a) individuals who wish to sign up to the Donate Life California Organ & Tissue Donor Registry, organ and/or tissue donors, organ and/or tissue recipients, donor families (collectively "Patient Information"), and (b) financial information, business plans, contracts with third parties, and all other know-how and trade secrets which are in the possession of DLC or any of its subsidiaries or affiliates. Confidential Information shall not include information which is generally known by or to the public.

During my term of service/employment or association with the organization and at all times thereafter, I shall treat all information obtained during this time as proprietary and privileged and shall not make use for my own benefit, or for the benefit of any person, firm, corporation, or entity, other than DLC, or directly or indirectly release or disclose to any person, firm corporation, or other entity other than DLC, any Confidential Information pertaining to DLC or to its business and financial affairs or services, to the extent acquired by me at any time while served/employed by or associated with the organization.

I acknowledge that DLC intends to prohibit disclosure of Confidential Information.
If a court of competent jurisdiction should declare the covenant contained in this section unenforceable because of any unreasonable restriction of duration or use of information, then the parties hereby acknowledge and agree that such court shall have the express authority to reform the restriction to provide for reasonable restriction and/or grant DLC such other relief at law or in equity.
I acknowledge that any document or record containing Confidential Information is the sole and exclusive property of DLC and agree not to make or cause to be made any unauthorized copy, abstract or summary of any document, or record containing Confidential Information. I acknowledge that any information in a document or record containing Confidential Information provided by the California Department of Motor Vehicles is the sole and exclusive property of the California Department of Motor Vehicles and agree not to make or cause to be made any unauthorized copy, abstract or summary of any document or record containing Confidential Information and may not be used for any purpose that has not been authorized by the California Department of Motor Vehicles.

Upon termination of service/employment or association with the organization for any cause whatsoever, I will surrender to DLC any document, records or device used to obtain any Confidential Information kept by me or in my possession.

It is expressly agreed that money damages would not be a sufficient remedy for any breach of this Agreement and that in addition to all other remedies, DLC shall be entitled to specific performance and injunctive or other equitable relief as a remedy for any such breach. I recognize that I may also be subject to civil or criminal actions brought by DLC for any violation of the Agreement.

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed as of the date first above written.

B. Acceptable Use Policy

Each OPO staff member and Ambassador must sign this Agreement before being granted rights and permissions and assigned a user name and password to use the Donate Life California eRegistration Program device. Please read this document carefully before signing.

Donate Life California and California's four federally designated Organ Procurement Organizations (OPOs) will provide access to the Donate Life California eRegistration program to volunteers and OPO staff in order to further the mission of Donate Life California and sign more people up to the Donate Life California Organ & Tissue Donor Registry. Access is given as a privilege and may be limited or denied by Donate Life California and/or OPO personnel at any time.

Donate Life California and OPO staff reserve the right to review and remove any user that violates the Terms and Conditions below at any time.

Terms and Conditions you agree to as an authorized user of the eRegistration Program:

1. I understand...
   - Donate Life California and the OPOs have the right to restrict the use of and prohibit the downloading of any digital content or application to the assigned device.
   - All Internet/network access must either be through the devices themselves or through an approved encrypted hotspot. Public or unprotected Internet connections are not to be used to collect and transmit registrations.
   - Anything done to or through the device and its software or the related network is not private and can and will be monitored by Donate Life California and OPO staff. This includes the hardware and software's global positioning system (GPS).
   - The Donate Life California eRegistration application may be downloaded only onto mobile devices owned and approved by Donate Life California or an OPO. I may not download the application onto a personal device.
2. I will...
   - Abide by all rules and regulations of the Electronic Registration User Policy.
   - Address all concerns regarding the use of the registration device to the supervising OPO or Donate Life California staff member.
   - Abide by the additional rules set out by the OPO when using the program.
3. I will not...
   - Use anyone else's ID and/or password, nor allow anyone else to use my username or password.
   - Use the OPO issued device for any personal communication or entertainment such as personal phone calls, email, Web browsing/searching, social media or playing games, music, video or other media.
   - Use the OPO issued device to download any additional applications (i.e. apps) or software.
   - Attempt to circumvent or uninstall monitoring software from the OPO issued device.
   - Attempt to hack or otherwise breach the security of the OPO issued device.
   - Attempt to introduce any virus or malware, or any other destructive software onto the OPO issued device.
   - Use the OPO issued device to commit acts which are illegal.
4. I assume responsibility for...
   - Any damages to the device while under my care.
   - Any consequences that arise from the use of the device while under my care – not limited to unauthorized charges or fees, including telephone charges, long-distance charges, per-minute surcharges, and/or any data overages.

Consequences for violations

I understand and will abide by all rules contained in this Acceptable Use Policy Agreement for eRegistration. I further understand, should I commit any violation, my access privilege may be revoked and action and/or appropriate legal action may be taken against me.

I understand that users who violate the Acceptable Use Policy Agreement may lose access to use the eRegistration device(s) and may be terminated from service/employment.

C. Privacy Policy

Donate Life California provides this web application as a public service and the privacy policy provides a general outline of the type of information that may be collected and how such information may be used.

The use of the application is governed by the Terms of Use, set forth below. Donate Life California has created this Privacy Policy to explain why we collect particular information and how we will protect your personal privacy. The following discloses our information gathering and dissemination practices for the Donate Life California eRegistration application.

Donate Life California does not collect any personal information about individuals unless such information is provided voluntarily. If individuals do not want their personal information compiled, such information should not be submitted through this application. If personal information is submitted, such information may be used as follows:
- Information submitted by individuals wishing to be organ, eye, or tissue donors will be added to the Donate Life California Donor Registry (the "Registry") and utilized for Registry purposes as defined under California law.
- Information submitted by individuals may be stored and analyzed to evaluate the effectiveness of efforts made to increase the number of donors as permitted by California law. No information is ever stored in the application, to the device or device memory.
- Information submitted may be used to contact individuals and/or their family members for Registry purposes as allowed under California law.
- Donate Life California will not sell, rent or market personal information to third parties. All information submitted through the Registry and application will be kept confidential at all times, except to the extent necessary for organ, tissue and eye donations to be achieved in accordance with California law.

Donate Life California may collect technical information related to the location of a registration to the Registry when submitted via application. If you have any questions about the Registry or anything discussed herein, please contact Donate Life California at 866-797-2366.

Security:
Donate Life California has adopted and adheres to stringent security standards designed to protect your personal information from unauthorized access or disclosure. Among the safeguards that we have developed for our site are administrative, physical and technical barriers that together protect the information stored at this site. No information is ever stored in the application, to the device or device memory.