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Q. What happens if my windows password is about to expire – can I change it using Tap N Go?

- Yes. If you are logged in to your desktop, you can change your password the same way you always have, by pressing ctrl-alt-delete, then choosing “Change a password.” Once your password has been successfully changed, your access card will then work to lock or unlock your PC, or any other PC.
 - ❖ **NOTE:** If you forgot to renew your password before expiration, the Tap N Go will prompt you to change your password the next time you attempt to tap into a PC.

Q. How can I tell if I have an open Windows session on workstation?

- You can tell if you have a session open from any workstation if your name appears at the bottom of the screen.

Q. What if my Windows password has already expired?

- As a rule you want to reset your password before it expires however, you’ll be prompted to change your password on your first attempt to *Tap-In*.

Q. Why is the light on the card reader blinking yellow?

- The card reader isn’t plugged in properly or you need to turn on the workstation. Simply power off the computer and monitor, then turn it on again.

(The USB card reader has to be completely powered off; a reboot of computer won’t work. Some computers have used all of the USB ports and have to use the USB hub on the monitor, so power off the monitor is actually power off the USB hub and USB card reader; there is no need to unplug and re-plug the USB cable)

Q. What does solid red light mean?

- The card reader is in service and working.

Q. What is Tap N Go and how does it work?

- Tap N Go gives you the ability to log onto your computer by scanning (tapping) your access card. You can also lock the desktop this way as well. It is not possible to log off the PC with your card. You would only be required to enter your password every 4 hours.

Q. What if I forget to Tap-Out when I leave a workstation – will other people be able to see information on my screen?

- The risk is the same as walking away without locking your workstation down. To protect patient confidentiality and privacy you simply need to Tap-Out before leaving a workstation.

Q. How long before my Tap N Go session times out?

- The Tap N Go session (grace period) is active for 4 hours and 20 minutes. If you tap out, and after the grace period has expired, want to tap in again – you’ll be prompted for your password

Q. How long before my screen “goes to sleep”?

- Your screen will automatically lock after 15 minutes, but you will see it start to fade 30 seconds before it locks. While this fading effect is happening you can move the mouse to cancel the auto-lock.

Q. Can I move between work stations using the same log in?

- Yes you can move seamlessly between devices with a card reader – simply Tap-Out when you leave and Tap-In to the new workstation. If you do this within the four hour window – you’ll automatically be logged in without having to enter your password.

Q. Once I’ve tapped in, will I have to log onto all my Citrix applications again when I go to a new workstation that has a card reader?

- Once you Tap-In, all active Citrix applications will remain active and be available. If you didn’t log off or time out from any application, they will roam to your new session.
When you leave a workstation – don’t log off your applications – simply tap out.
Some applications such as Dragon and Outlook are locally installed and not visible when you roam between PCs.

Q. How can I tell which applications will roam with me – I understand that “locally installed” applications won’t roam?

- The easiest way to answer this is to see what applications you can start on a thin client – any application available there will roam with you. Any Citrix based application, such as Powerchart, will roam. Locally installed applications, such as Outlook, will not roam.

Q. Do I have to Tap-Out before another can use the same workstation?

- Multiple users can be “tapped into” a workstation at one time – without any security risk.
- You can “Tap Over” another user’s session without harm – their session will be suspended in the background and you can start or return to your own

Q. Will I lose my Tap N Go session / open applications when I tap out?

- Your Tap N Go session will remain active but idle for up to two hours – waiting for you to tap in again either from the current or a new workstation. If more than three other users tap onto a workstation after you have tapped out, then your active session will be logged off.

Q. What happens if I tap over another’s active session because they didn’t tap out?

- That’s perfectly fine - their session goes idle – and your session becomes active.
- No one will lose their Tap N Go session however, since time-outs vary from one application to another, they may be logged out of certain applications. Note that application time outs *remain unchanged*. For instance, in PowerChart, after a period of inactivity of 15 minutes, you’ll still be automatically logged out.

Q. What happens if I unplug the card reader and plug it into a different device?

- The card reader must remain with the device as initially installed. For the card reader to work, it needs software installed on the workstation.
- Q. How do I make a request to activate a new workstation that doesn't have a card reader, or report issues if a card reader is broken?
- Contact the [BC Health Service Desk and Clinical Service Desk](#) for support. If you are requesting installation of Tap N Go on a new workstation, provide the **Device Asset Tag #** or **PC Host Name** (found by double clicking on the 'Who am I' icon at top of your desktop), as well as the **Room #** and **location** of the workstation. To request a *new Imprivata account*, please provide your User Name.
- Q. Where do we find the time savings using Tap N Go?
- You will save time by not having to manually enter your username and password when you move between devices. You would only need to enter your password once and every 4 hours afterwards.
 - Also you can move seamlessly from one device to another by using Tap N Go.
- Q. Do I have to use Tap N Go?
- You can log on normally without using the card reader or your prox card.
- Q. What if I lose my prox card or I'm not enrolled?
- You can still log on / off the same as always by entering your windows username and password.
- Q. Can I move between devices if one of them doesn't have a card reader?
- Yes, you can manually log on to a device without Tap N Go and your applications will roam with you. The only exception is locally installed applications.
- Q. Will my settings be saved on every computer I use Tap N Go on?
- Settings aren't saved when moving between computers. There's no change to the current behavior with respect to favourite or default printers.
To learn how to apply your settings to a new workstation, visit [User Settings](#) . From this site follow the instructions to **1) capture** your settings such as mapped printers, network drive mappings, and browser bookmarks and Outlook signatures then **2) apply** settings to a new workstation.
- Q. What do I need to do to log off at the end of my shift?
- The best practice to follow at the end of your shift to avoid losing any files or documents is to:
 1. Save your document and files
 2. Log off or close open applications
 3. From the **Start Menu** in bottom left corner of your desktop log off workstation



Do You Need More Help?

Have you visited our [IM/IT online HELP?](#) Or [Frequently Asked Questions?](#)

The BC Health Service Desk and Clinical Service Desk are attended 24 Hours X 7 Days:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.3152**

BC Health Service Desk and Clinical Service Desk:

- **Press 1:** For all Password Resets
- **Press 2:** For workstation support including logon issues, **non-clinical** application support, hardware issues, phones, printing and connectivity
- **Press 3:** If you are calling regarding support for **clinical** applications such as Cerner or clinical hardware such as Integrated Med Carts or tablets

For **self-service options**, please access the **Island Health IM/IT Self-Service Portal (SSP)** at: https://healthbc.service-now.com/sp_viha

For step-by-step Instructions and help with using the SSP, please see the [Island Health IM/IT Self-Service Portal User Guide](#)

