

VIRGINIA NO WRONG DOOR USER CONFIDENTIALITY AND SECURITY REQUIREMENTS

USER RESPONSIBILITY

Your User ID and Password give you expanded access to the No Wrong Door application. Failure to comply with the confidentiality and security standards set forth below may result in termination of your access to the No Wrong Door application and disciplinary action by your employer.

- **User ID and Password** All reasonable measures to keep your User ID and Password secure shall be taken. Your User ID and Password are for your use only and shall not be shared with anyone.
- **Viewing and Use of Client Data** The only individuals permitted to view information maintained in the No Wrong Door Tools are authorized users and the clients to whom the information pertains. You may only view, obtain, disclose, or use client information as authorized by the client and as necessary to perform your job. Agency policy shall be complied with in collecting and sharing client information including, but not limited to, obtaining a signed *Commonwealth of Virginia Uniform Authorization to Use and Exchange Information* form for every client prior to sharing client-specific data outside of the Agency and its directly operated services. All restrictions requested by the client in regard to sharing client information shall be recorded by the agency.
- **Leaving The No Wrong Door Application Unattended** A computer that has No Wrong Door "open and running" shall never remain unattended. If you are logged into No Wrong Door and leave the work area where the computer is located, you shall log-off No Wrong Door before leaving the work area. Failure to log-off No Wrong Door appropriately may result in a breach of client confidentiality and system security.
- **Hard Copy Files** Hard copies of No Wrong Door information shall be stored and/or disposed of according to agency policy in order to maintain security of client information at all times.
- **Client Data Entry** All necessary client information shall be entered into the No Wrong Door tools as authorized by the client and as comprehensively and accurately as possible for program purposes only. False or misleading information or information that contains profane or offensive language shall not be entered under any circumstances.
- **Security Breach Reporting** If you notice or suspect a security breach, you shall immediately notify the Agency's Program Administrator or the No Wrong Door System Administrator.

ACKNOWLEDGEMENT

As part of my training on the No Wrong Door application, I have been instructed on the confidentiality and security standards outlined above and I understand and shall comply with all such standards. I have been informed and understand that if I do not follow these standards, my access to the No Wrong Door tools may be terminated and disciplinary action may be taken against me by my employer.

Agency Name _____

User Name _____ User Signature _____ Date _____

Supervisor Name _____ Supervisor Signature _____ Date _____

Agency Program _____ Agency Program
Administrator Name _____ Administrator Signature _____ Date _____