MyChild6-Clinical

How To Apply a Tag

Cut-Band Tag Application, Removal, and Disinfection Guide

MyChild
SECURITY FIRST

Cut-E
Remo

App

1. **ASSIGN** the tag to a patient i

   (See How to Store and Test a MyChil

2. **THREAD** the cut-band UP thr

   of tag (white side with writin

MyChild
SECURITY FIRST

Cut-Banc
Removal

Removin

1. **DISCHARGE** the tag in the MyChild s
2. **CUT** the band as shown. Position the
3. **CLEAN** the tag thoroughly in accorda
4. **PLACE** tag in foil pouch for storage.

2

Click here to download the Cut Band Application Guide!

Bracelet Tag Application, Removal, and Disinfection Guide

Bracelet Tag Application, Removal, and Disinfection Guide

Note: Applying a Bracelet Tag to a patient is done ***after*** the Tag's battery is tested and ***after*** the Tag has been assigned to the patient.

For more information on Tag battery testing, see *How to Store and Test a MyChild Security Tag*. For more information on assigning a Tag to a patient, see *Bracelet Tag Comprehensive Guide PowerPoint*.

Bracelet Tag Application

1. Feed the band through the two slots on the top of the tag (side with writing).

You may use any number of common bands.

2. Fasten the band around the limb to form a loop.
3. The Tag should be "just snug." Verify that the band and Tag do not restrict the patient's circulation or cause chafing.
4. Trim the excess band material if desired.
5. The Bracelet Tag can face either way. The benefit to having the top face up is you can view the Tag number.
6. Use Surgilast, if desired, to keep Tag in place.

Bracelet Tag Removal

Note: Remove the Tag ***after*** discharging the patient in the MyChild software.

To remove the tag, cut the band with scissor and slide the band out of the tag.

Bracelet Tag Disinfection Recommendations

- Thoroughly clean Tag with disinfectant wipe. McRoberts uses SaniZide Pro 1 disinfectant wipes which are broad-spectrum, EPA-registered, hospital-grade surface disinfecting wipes that kill the Novel Coronavirus (COVID-19) and meet OSHA (Occupational Safety and Health Administration) requirements regarding bloodborne pathogens and personal protection.
- Use a small soft-bristled brush to scrub each tag with germicidal solution until there is no visible evidence of blood, body fluids, or material on the Tag. McRoberts uses SaniZide Pro 1, which is a broad-spectrum, EPA-registered, hospital-grade surface disinfectant that kills the Novel Coronavirus (COVID-19) and meets OSHA (Occupational Safety and Health Administration) requirements regarding bloodborne pathogens and personal protection.
- Spray each Tag continuously with germicidal solution to ensure a minimum of 1 minute “wet time” with the solution.
- Wipe dry with a disposable, lint-free towelette.
- Spray Tags with alcohol (70%) to remove any chemical residue.
- Wipe dry with a disposable, lint-free towelette. McRoberts uses Wypall towelettes.

Tummy Tag Application, Removal, and Disinfection Guide

MyChild®
SECURITY FIRST

T
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Applying a Tummy Tag to a
tested and *after* the Tag has
information on Tag battery
***Security Tag*. For more infor**
Tummy Tag Comprehensive G

1. POSITION THE UMBILICA

- The MyChild Tummy

MyChild®
SECURITY FIRST

Tummy T
and Disi

Tag Disir

• Thoroughly clean tag with disinfectant
which are broad-spectrum, EPA-registere
Novel Coronavirus (COVID-19) and meet
requirements regarding bloodborne path

• Use a small soft-bristled brush to scrul
evidence of blood, body fluids, or materi
broad-spectrum, EPA-registered, hospital
(COVID-19) and meets OSHA (Occupatio
regarding bloodborne pathogens and pe

• Spray each tag continuously with germ
with the solution.

• Wipe dry with a disposable, lint-free to

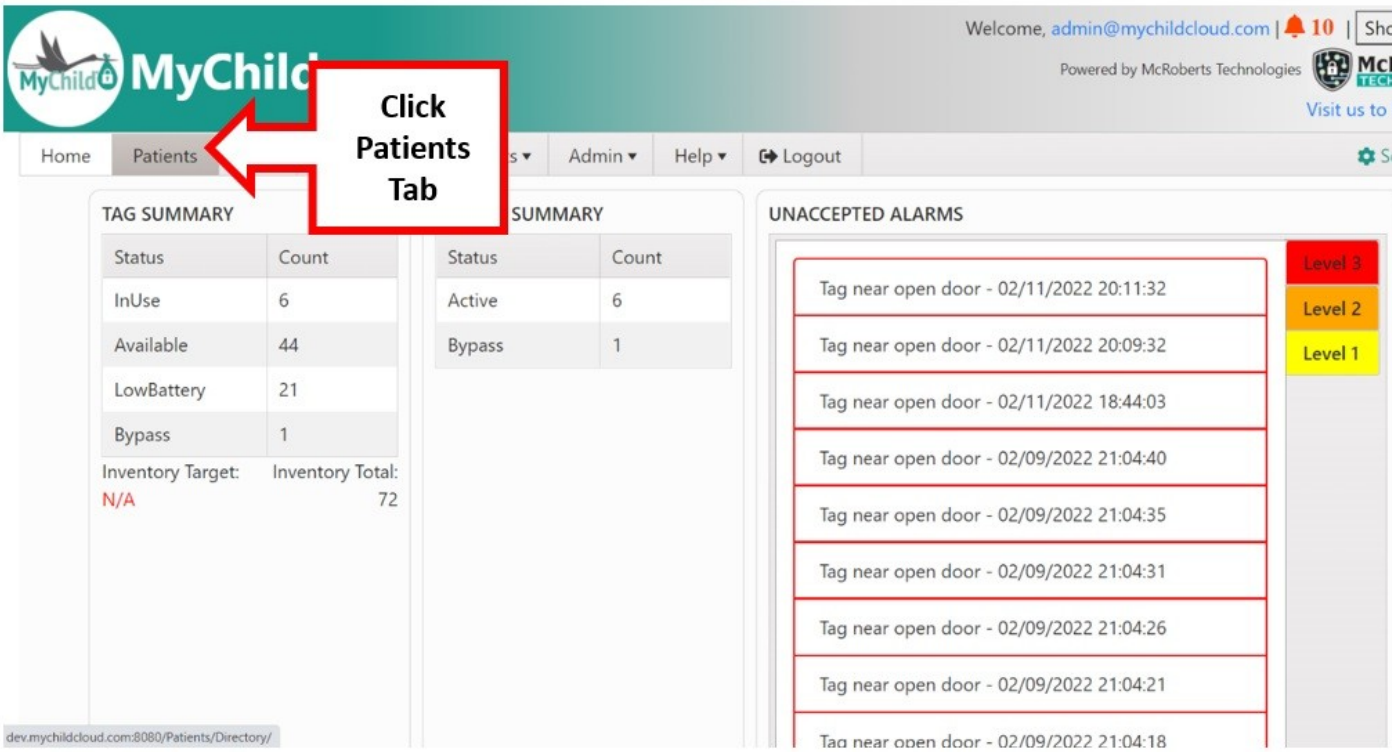
• Spray tags with alcohol (70%) to remo

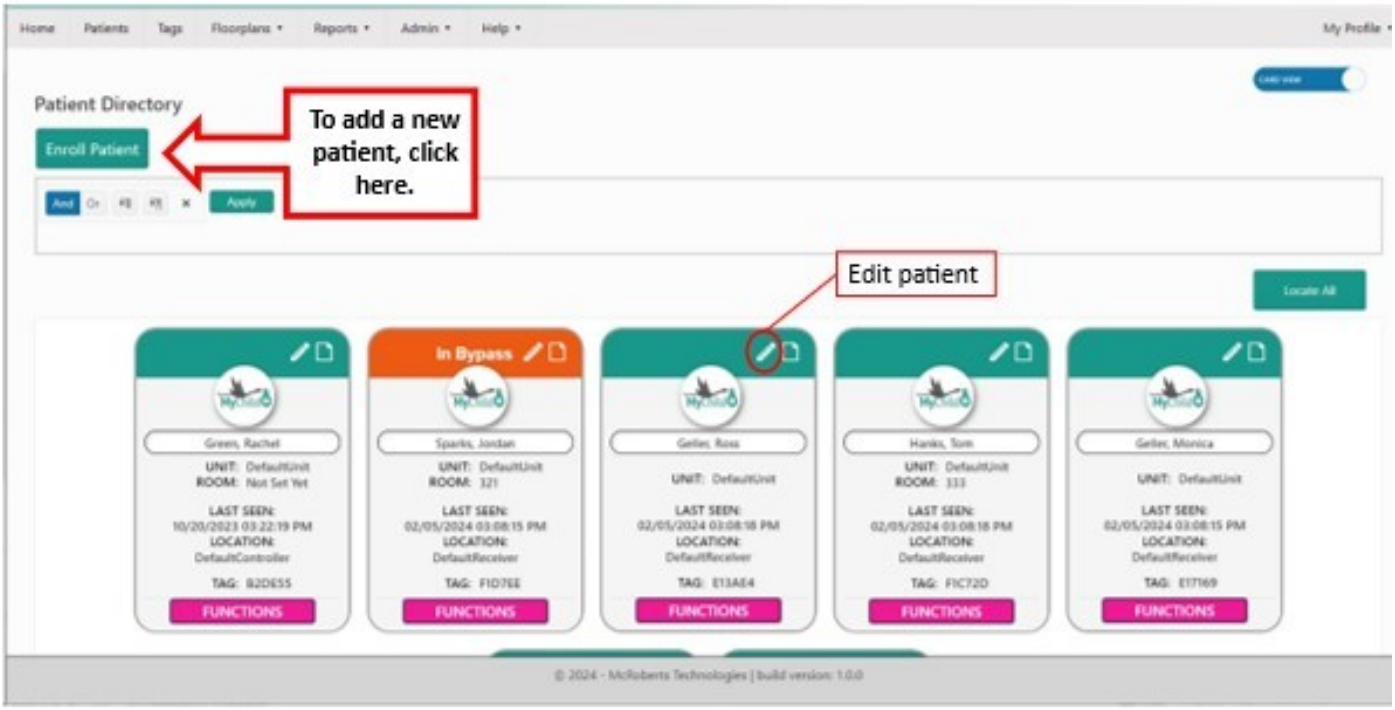
• Wipe dry with a disposable, lint-free to

Click here to download the Tummy Tag Application, Removal, and Disinfection Guide!

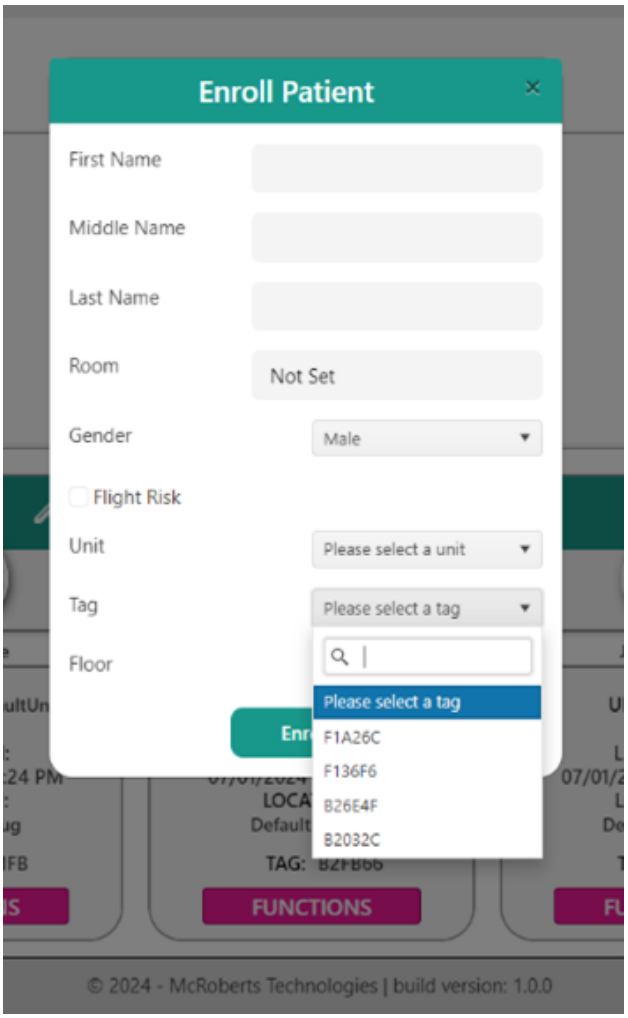
Patient Functions

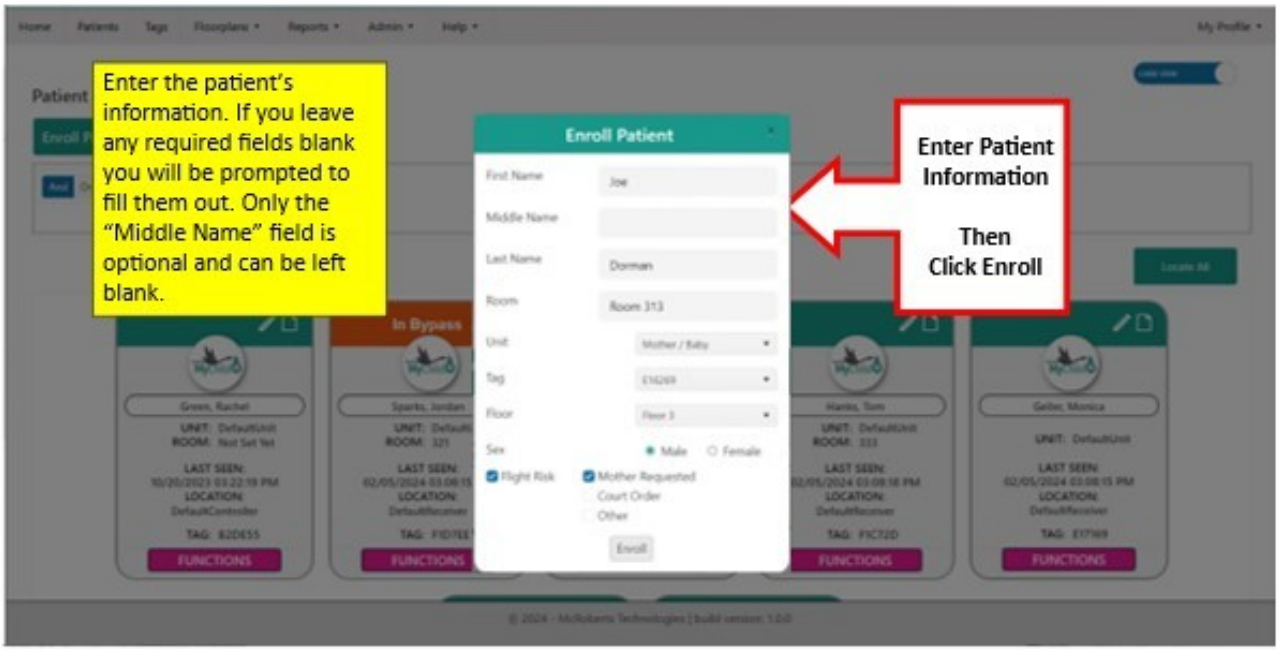
How To: Enroll a Patient





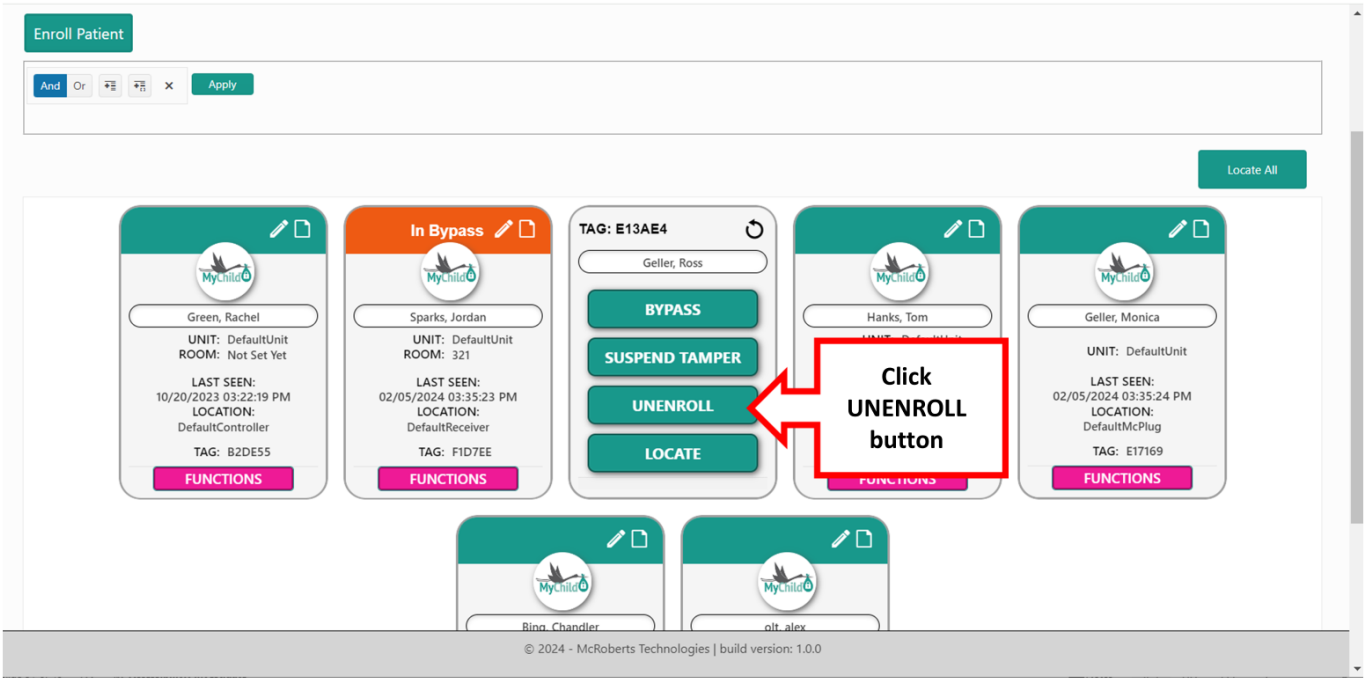
The enrollment window will pop up. Select the tag you wish to use from the drop-down list.

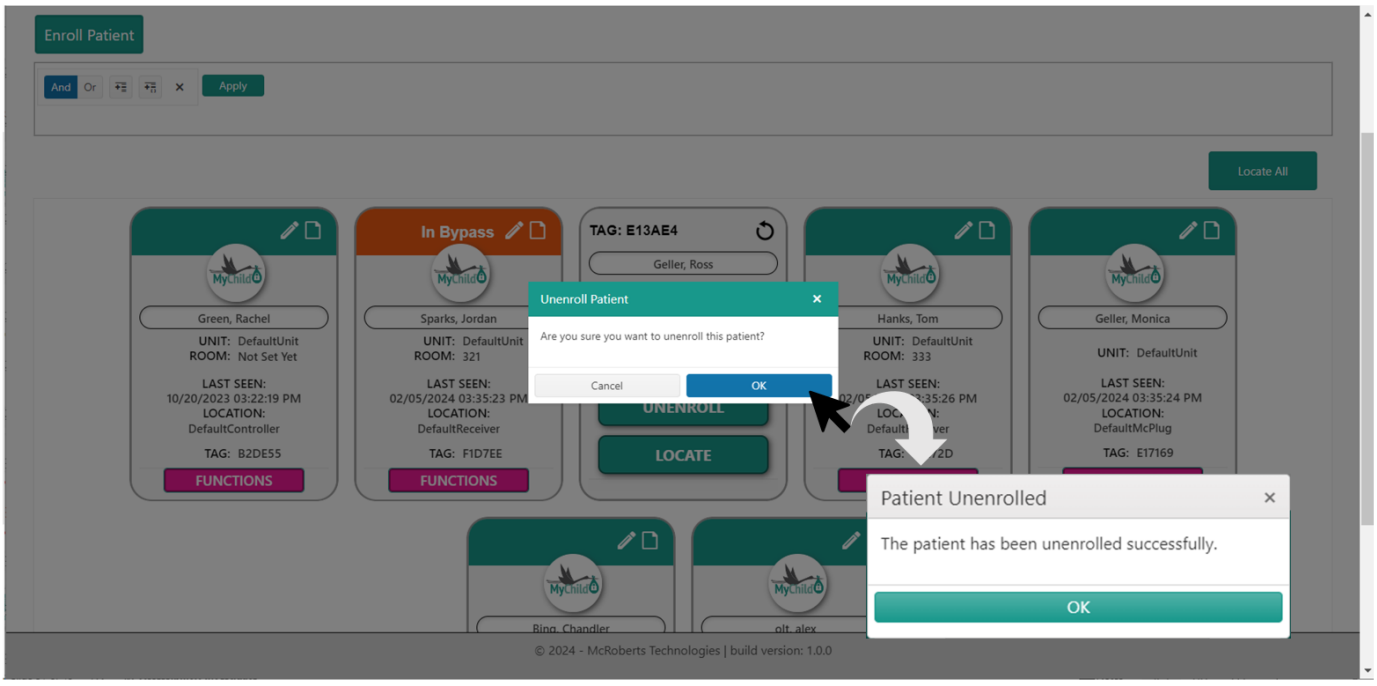

Enroll Patient
First Name
Middle Name
Last Name
Room
Not Set
Gender
Male
Flight Risk
Unit
Please select a unit
Tag
Please select a tag
Floor
Please select a tag
F1A26C
F136F6
B26E4F
B2032C
FUNCTIONS
© 2024 - McRoberts Technologies | build version: 1.0.0

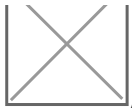

Enter the patient's information. If you leave any required fields blank you will be prompted to fill them out. Only the "Middle Name" field is optional and can be left blank.
Enroll Patient
Enter Patient Information
Then Click Enroll

Patient will now have a status of "Active" and the total number of patients will be displayed on the dashboard. Other patient status are "Bypass" and "Tamper Suspended."

How to: Unenroll a Patient

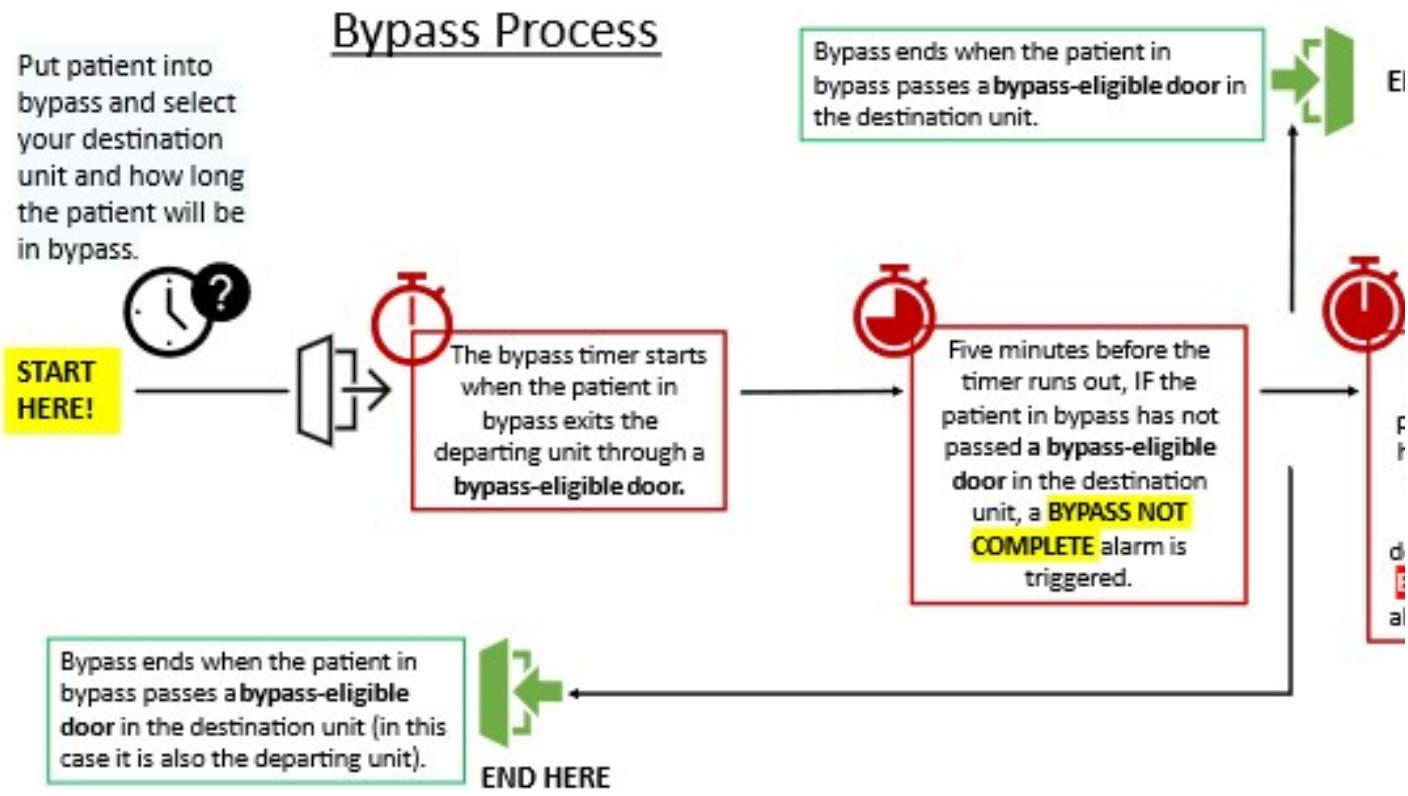


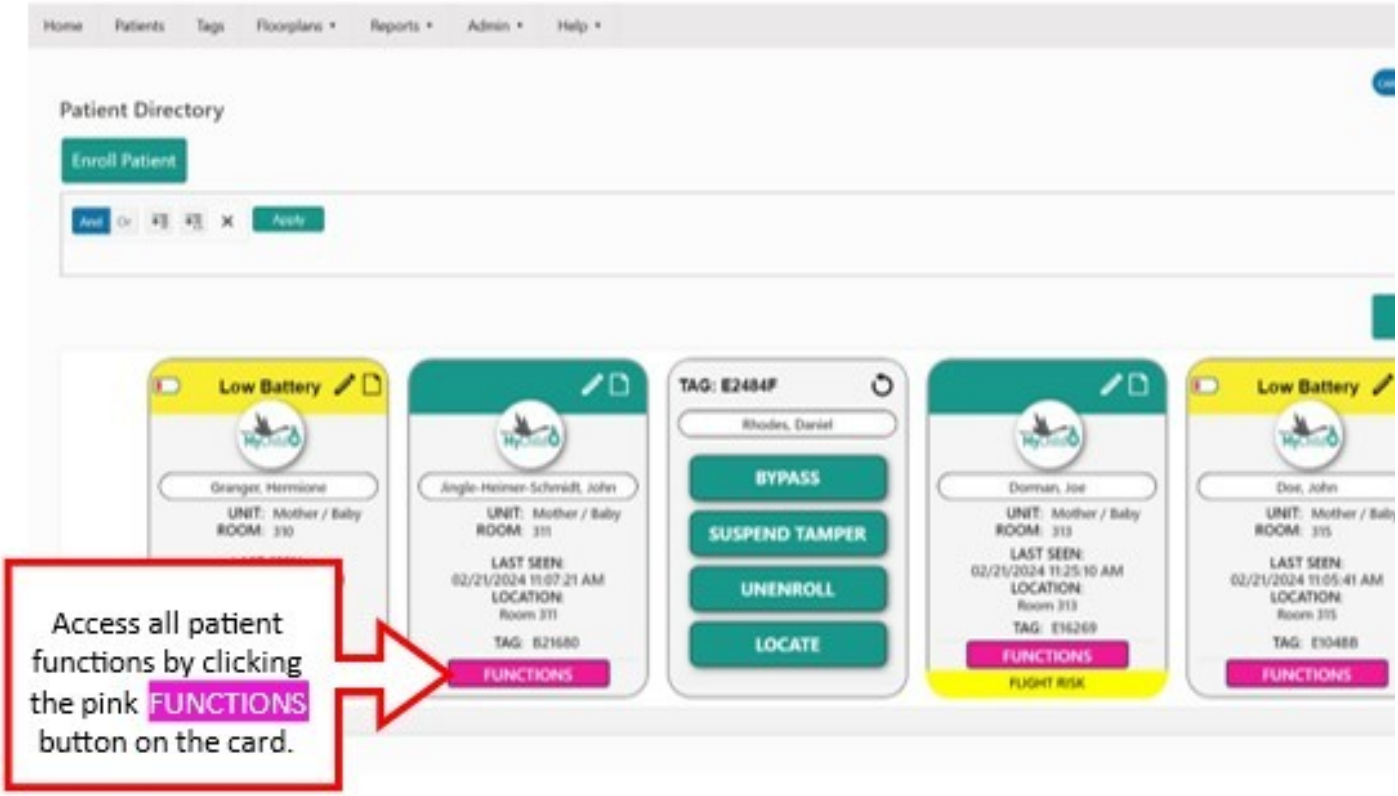


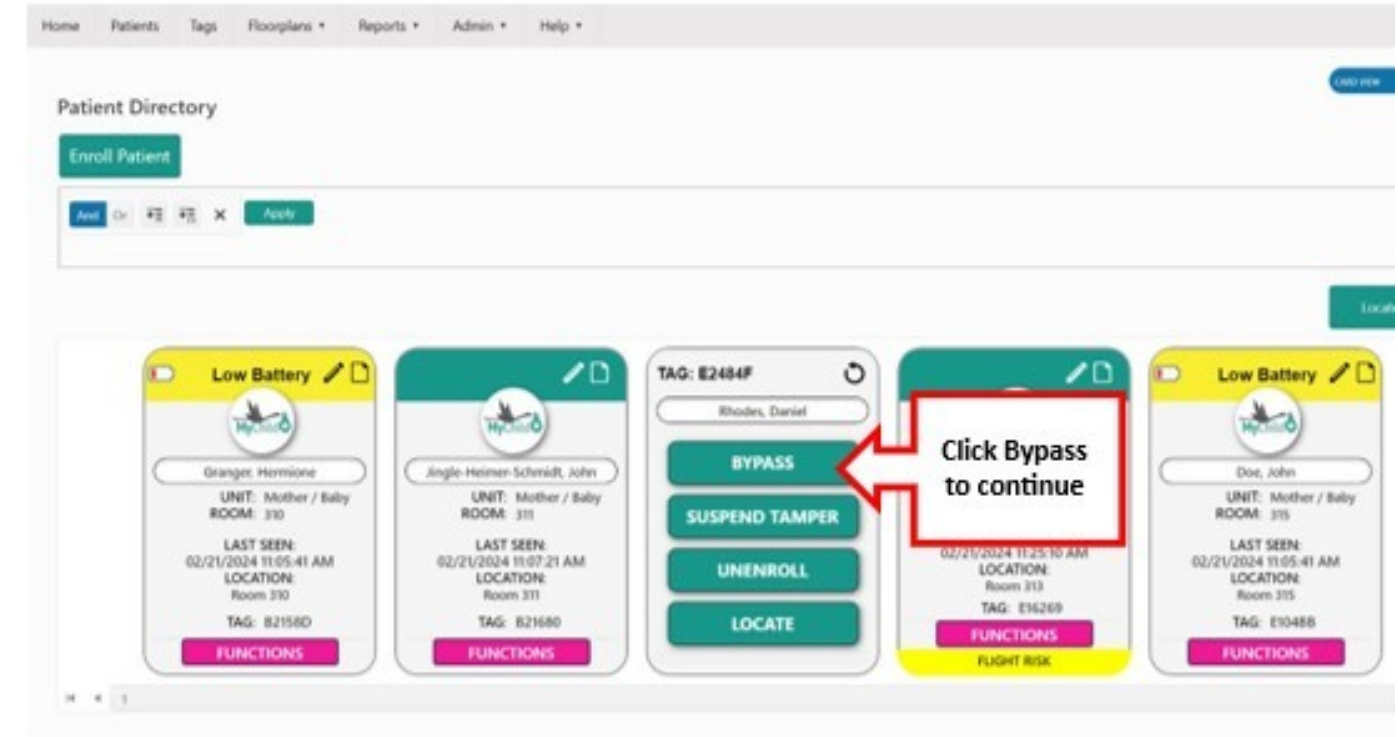
 After clicking "OK" you will receive a notification that the patient has been unenrolled. The page will then refresh and the patient will be removed from the patient directory. The tag status will change to "available" meaning it can be used on a new patient.

How To: Use Bypass

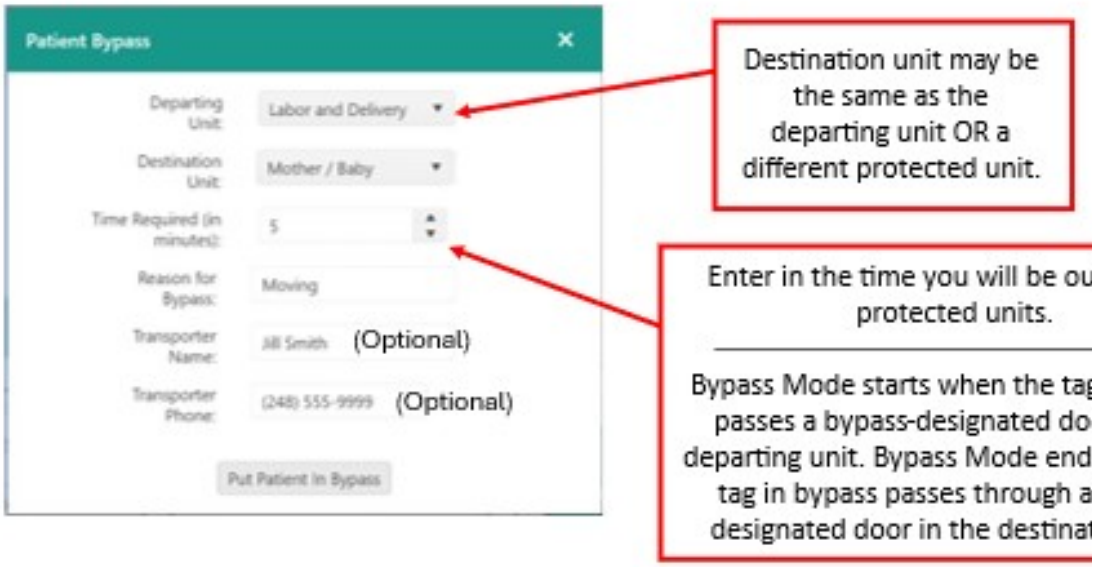
MyChild provides a ByPass that allows you to take a patient out of a protected area without setting off alarms. You must select a departing unit and a destination unit. These can be the same. The patient status changes from “Active” to “Bypass” when a patient is in ByPass.




Home
Patients
Tags
Floorplans
Reports
Admin
Help
Patient Directory
Enroll Patient
Low Battery
Granger, Hermione
UNIT: Mother / Baby
ROOM: 310
Jingle-Heimer-Schmidt, John
UNIT: Mother / Baby
ROOM: 311
LAST SEEN:
02/21/2024 11:07:21 AM
LOCATION:
Room 311
TAG: B21680
FUNCTIONS
TAG: E2484F
Rhodes, Daniel
BYPASS
SUSPEND TAMPER
UNENROLL
LOCATE
Dorman, Joe
UNIT: Mother / Baby
ROOM: 313
LAST SEEN:
02/21/2024 11:25:10 AM
LOCATION:
Room 313
TAG: E16269
FUNCTIONS
FLIGHT RISK
Low Battery
Doe, John
UNIT: Mother / Baby
ROOM: 315
LAST SEEN:
02/21/2024 11:05:41 AM
LOCATION:
Room 315
TAG: E10488
FUNCTIONS
Access all patient functions by clicking the pink FUNCTIONS button on the card.

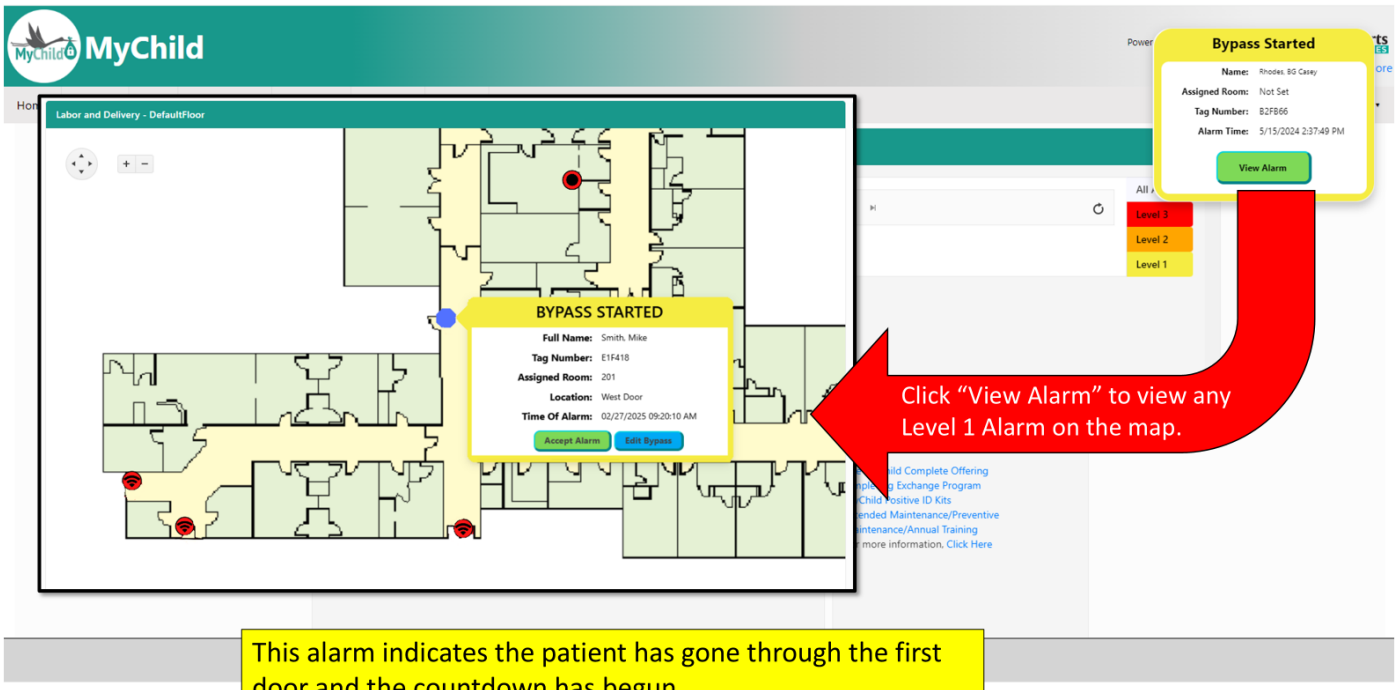

Home
Patients
Tags
Floorplans
Reports
Admin
Help
Patient Directory
Enroll Patient
Low Battery
Granger, Hermione
UNIT: Mother / Baby
ROOM: 310
LAST SEEN:
02/21/2024 11:05:41 AM
LOCATION:
Room 310
TAG: B21580
FUNCTIONS
Jingle-Heimer-Schmidt, John
UNIT: Mother / Baby
ROOM: 311
LAST SEEN:
02/21/2024 11:07:21 AM
LOCATION:
Room 311
TAG: B21680
FUNCTIONS
TAG: E2484F
Rhodes, Daniel
BYPASS
SUSPEND TAMPER
UNENROLL
LOCATE
Click Bypass to continue
LOCATION:
Room 313
TAG: E16269
FUNCTIONS
FLIGHT RISK
Low Battery
Doe, John
UNIT: Mother / Baby
ROOM: 315
LAST SEEN:
02/21/2024 11:05:41 AM
LOCATION:
Room 315
TAG: E10488
FUNCTIONS

Enter a reason for the Bypass and a time limit.



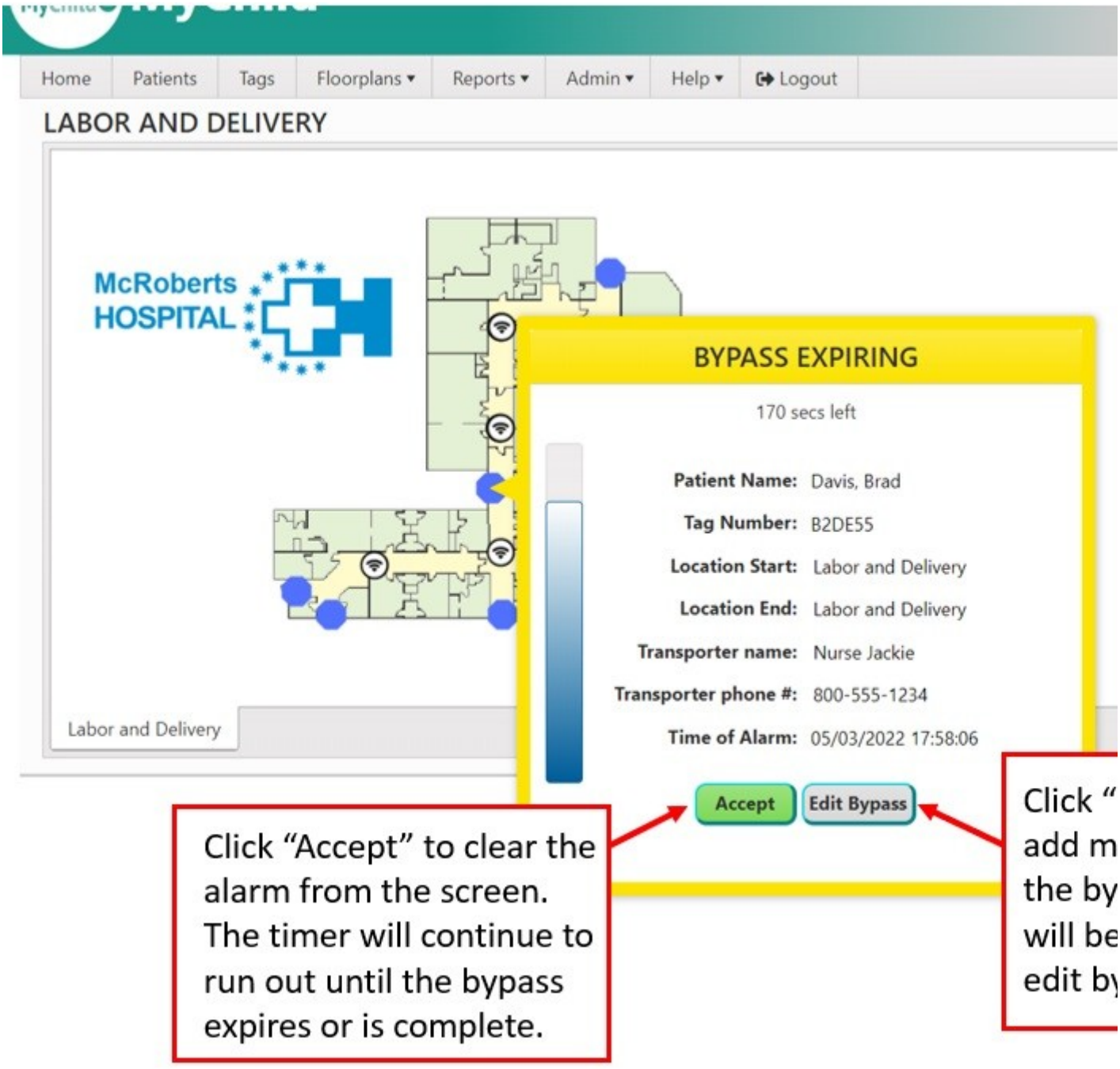
Once the information is complete, click the "Put Patient In Bypass" button. This will change the patient status to Bypass. You will also see this change on the dashboard under the Patient Summary.

A level one notification will appear on the upper right corner of the screen telling you the Bypass has started once the patient leaves though the first bypass designed door.

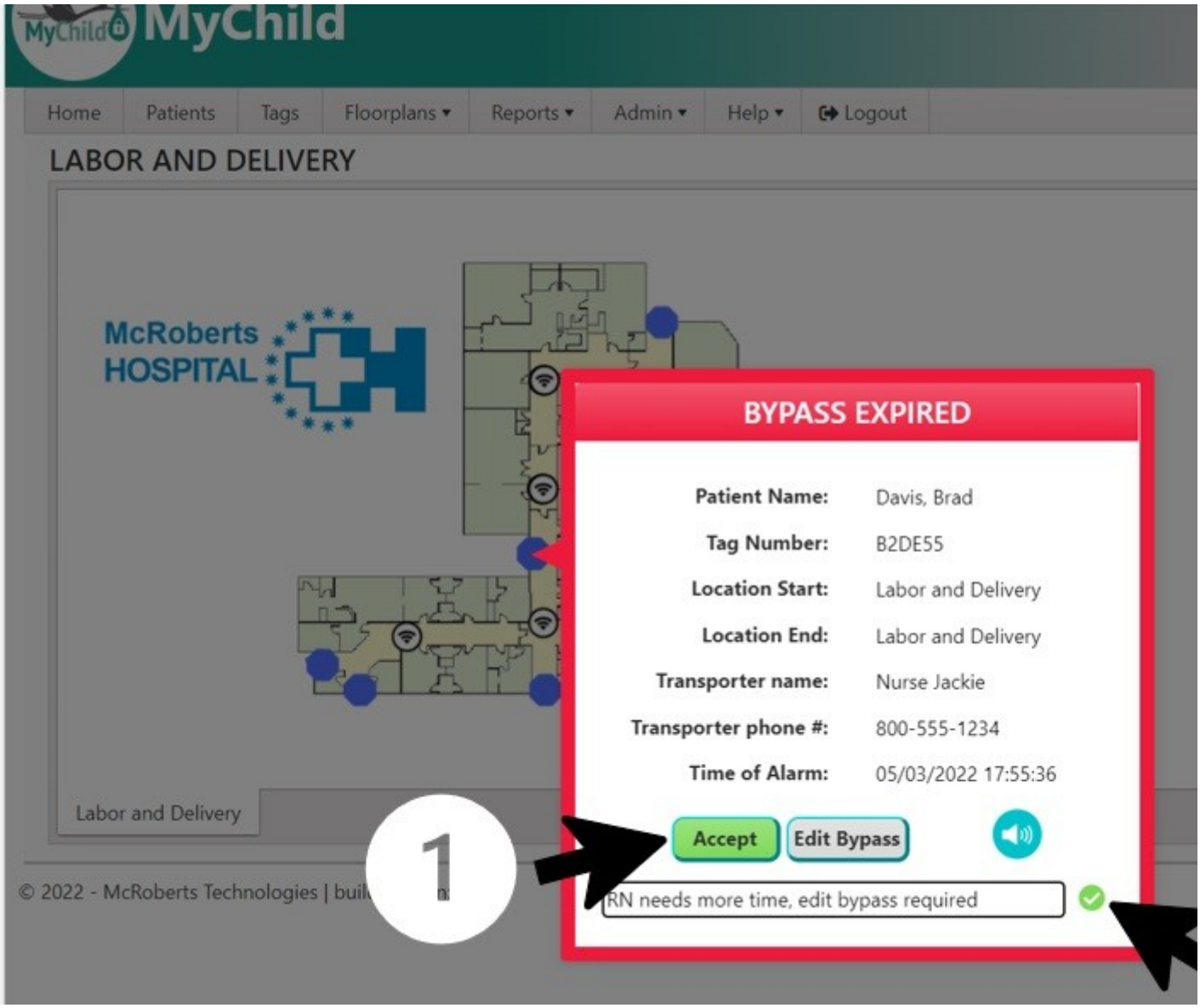


This alarm indicates the patient has gone through the first door and the countdown has begun.

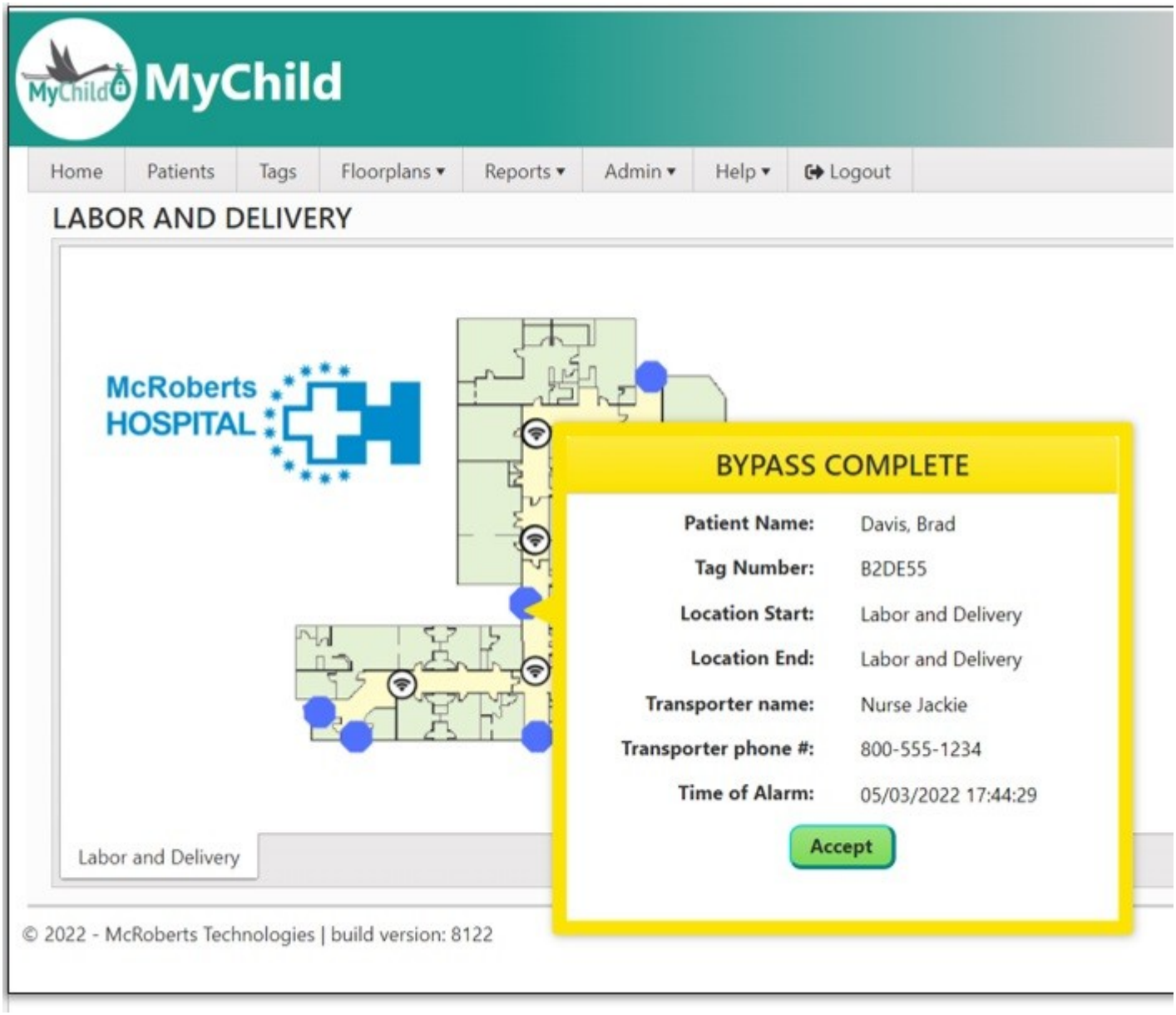
When the time allotted for the bypass is almost expired, a “BYPASS EXPIRING” alarm is triggered.



When the timer reaches zero, a “BYPASS EXPIRED” alarm is triggered. All bypass alarms (except BYPASS COMPLETE) allow you to edit the bypass. Changes can also be made on the patient card.



First, click the "Accept" button, then enter a message and click the green arrow to accept the alarm. The Bypass Expired alarm only happens if the time limit has run out and the patient has not passed through the second bypass designated door. If the patient arrives on time, you will receive a Bypass Complete alarm. This will show up in the upper right corner as a notification as it is a level one alarm. Click on the notification to view the alarm detail.



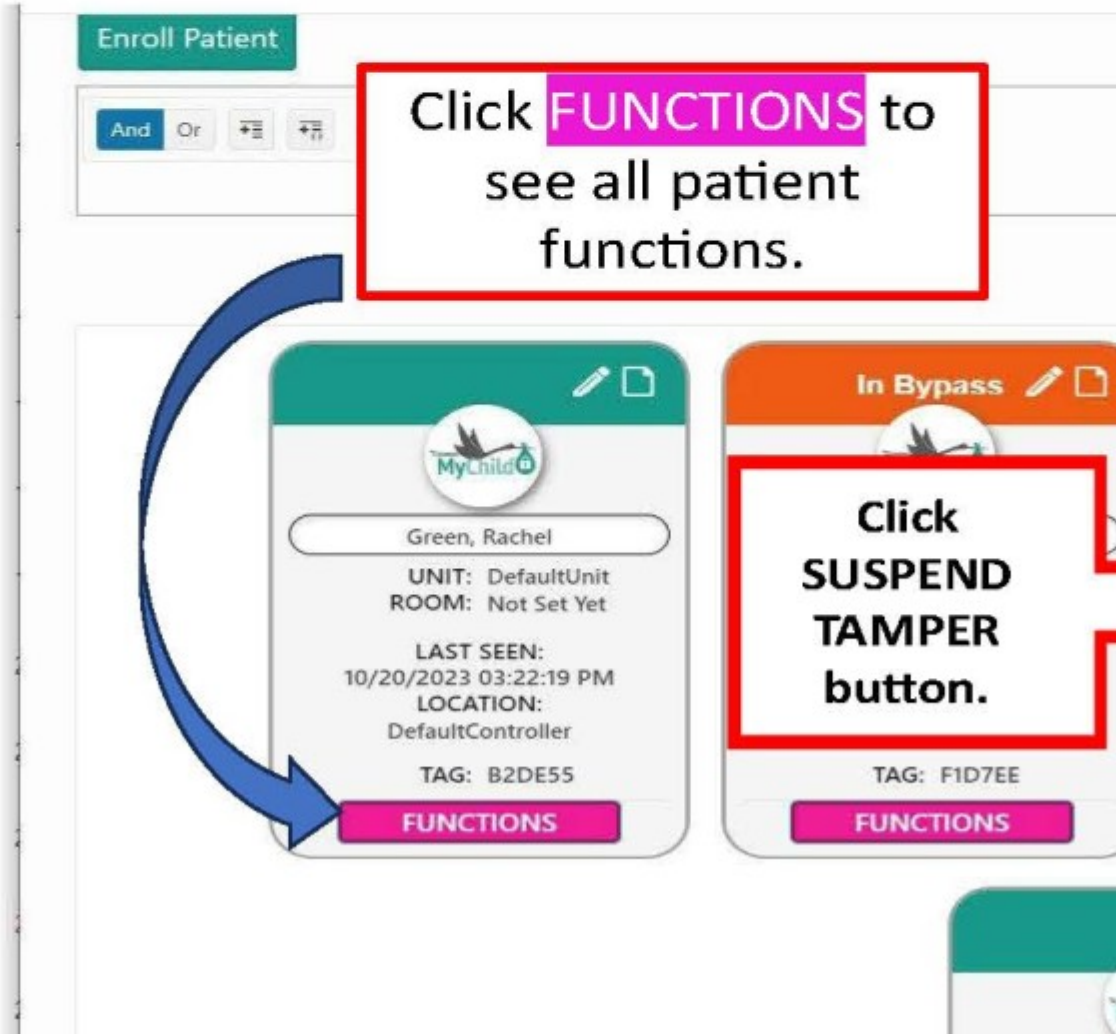
When you complete a bypass by clicking “Complete,” you are acknowledging that the patient has arrived at the destination unit. The patient status will return to "Active".

For additional help, call 1-800-776-7328 and press 2 for technical support.

Click here to download PDF.

How To: Suspend Tamper

Suspend Tamper Alarms: MyChild p
remove a cut-band or sensing tag tem
into SUSPEND TAMPER mode, the pat



When the time allotted for the suspen
EXPIRING" alarm is triggered. When t
is triggered. All suspend tamper alarn
be made on the patient card.

When you click Complete to complet
back on the patient.

Alarm Name	Level	Alarm Descriptio
SUSPEND TAMPER STARTED	1	This alarm notifie a patient has bee Suspend Tamper that the Suspend timer has started The patient statu from "Active" to Suspended."
SUSPEND	1	This alarm appea

Suspend Tamper PDF

When you click “Complete” to complete a Suspend Tamper, you are acknowledging that the tag is back on the patient.

How To: Locate Patient

Tag Management

How To: Disinfect Tags

Tag Disinfecting Pr

Step Number	Procedure
Step One	Separate the tags into batches of no tray to increase surface area for spra solution to ensure each tag is fully w have been fully coated with germicid *McRoberts uses SaniZide Pro 1, whic hospital-grade surface disinfectant th and meets OSHA (Occupational Safet requirements regarding bloodborne p*
Step Two	After the tags have been wet for one to scrub each tag until there is no vis material on the tag. *If cleaning a Cut-Band Tag, use cautio tag. Gently clean the teeth on a Cut-B bottom of teeth. All debris, such as b*

Tag Disinfecting Procedures PDF

STEP Program

STEP – Simple Tag Exchange Program

Never buy a tag! Let McRoberts manage your tags for you.

STEP is a program in which McRoberts manages your tag inventory, testing and disinfecting and provides
tags for per-patient use with the MyChild infant protection system. You use tags once then return them
to McRoberts for testing and disinfection on a weekly basis. STEP integrates seamlessly with clinical practices and relieves hospitals from the burden of cleaning tags, managing inventory, and the purchasing process when tags expire.

The birth census of each hospital determines the number of tags that are assigned to a hospital's Total
Tag Population. The initial shipment of tags to the hospital contains a three-week supply. Each week the
hospital sends its dirty tags to McRoberts and McRoberts ships back the same number of tested and
disinfected tags. The program is designed so that at any time, a third of the tags are in use, a third are in
the hospital's inventory and a third are in transit or in cleaning.

The foil pouches that the tags come in should be kept and used to send dirty tags back to McRoberts in
order to preserve their battery life and get them off the protected unit without alarming.

Already own your tags? McRoberts will give a $30 per-tag credit for tags that are not dead or have a low
battery. McRoberts will also always take back any dead tag for proper disposal.

Tags are received, tested and disinfected at McRoberts' Fulfillment Center at:

McRoberts Technologies
409 Joyce Kilmer Avenue
Suite 111
New Brunswick, NJ 08901

The STEP contract is for twelve months and invoicing is monthly, based on anticipated birth census. Clients who opt to pay for the entire twelve months in advance enjoy a ten percent discount.

Click Here to download the PDF

For questions about the STEP Program, contact Tag Fulfillment at 800.776.7328, Extension 2104 or Fulfillment@McRobertsTech.Com.

How To: Store and Test Tags

Tags must have sufficient battery powe
by the MyChild system.

Ho

To prevent premature battery drain, M
(FZB-050 available on our online store h
needed-for-tag-storage-sku-fzb-050/). T
frequency) "chatter" between themsel

Because the tags are always active, to a
individual foil pouches should be kept i
an RF-shielding solution.

Additionally, the tags should be stored
can drain tags' batteries. Some exampl
noise are:

1) Computers: desktops, laptops, and t
2) Flat screen and tube-type monitors a

Tag Battery Testing

Must be done for all MyChild

NOTE: Before using the pocket tag read
pocket tag reader/tester is powered wi
The battery compartment is on the bac

To turn the pocket tester on, press and
button for 4 to 5 seconds.

Once the device is turned on, follow th

Step 1
When you see *User Menu* – press the *U*

Step 2
The prompt will read *Tag Test Mode*.

Step 3
Press the *ON/ACCEPT* button.

Cut-Band Tag Tamper Testing

Required for Cut-Band Tags Only

Cut-band tags require a tamper test tha
plate (CBP-100 available on our online s
plate-for-cut-band-tag-sku-cbp-100/). T
you will time out and have to start agai

Step 1

Place tag on cut-band test plate. Do not
the tag pins.

After testing a tag, you can assign the tag to a patient at your workstation.

TLM Testing

The pocket tag tester can also be used to test and change the TLM mode.

To turn the pocket tester on, press and hold ON/ACCEPT button **and** the UP button simultaneously for 4 to 5 seconds. Once the device is turned on, follow these steps:

Step 1

You will see Tech Menu. Press the *DOWN* arrow one time.

**If you see the User Menu. Turn the device off and try again, making sure you are pressing both the up button and the ON button.*

Step 2

The prompt will read *TLM Mode*.

Step 3

Press the *ON/ACCEPT* button. This will bring you to the TLM Menu.

Step 4

Press the UP or DOWN button until TLM ENABLE is displayed.

Step 5

Press the Accept button once and RATE MENU will be displayed.

Step 6

Press the Down button until TLM RATE 16 SEC is displayed.

Step 7

Press Accept button.

Step 8

The tag tester displays *Querying TAG*.

Step 9

Hold the tag next to the tag tester to change the TLM mode to be “enabled.”

If successful, the HH will display the Tag’s ID and TLM Enabled

If multiple tags need to be turned on, pressing the Accept button will scan the next tag held close to it.

Make sure there is only one tag at a time near the pocket tag tester while turning on TLM.

Contact Us

For Technical support

TechSupport@McRobertsTech.com

800-776-7328 Option 2

For customer service

CustomerService@McRobertsTech.com

800-776-7328 Option 8

Download How to Store and Test Tags

Unable to Assign a Tag to a Patient - Troubleshooting

Troub

Topic: Unable to A

Note: Tags auto-enroll when taken out of their RF
tags. You must select an available tag as part of t
a tag being assigned. If you do not see the tag you

Step 1: After clicking "Enroll Patient" under t
the drop-down list.

- The tags are always active. Tags should be
  pouches when not in use to block their sig
  removed from a pouch, door controllers a
  tag's signal. It's important to give the syst
  recognize the tag once it's outside the po
  This can take up to a minute.
- Once seen by the system, that tag should

Available: The status "Available" is assigned to all tags when they are first seen by the system. It indicates that the tag was already enrolled. The status "Available" remains for a time period that is configurable.

What's Next?

Check the tag's last-seen date and time. That information is included in the Tag Inventory.

If the time is not within the last minute, then the system is not seeing the tag.

Proceed to Steps 4 and 5 to determine the reason that the system is not seeing the tag.

Step 4: Test Tag Battery with Pocket Tag Teste

To turn the pocket tester on, press and hold ON/AC these steps:

Step 5: Check to see if Tag Locating Message

The tag must have TLM enabled to be seen by the
tester on, press and hold ON/ACCEPT button for 4

Step 1

Once on, you will see Tech Menu displayed on the

Note: If you see the User Menu, turn the device of
ON button at the same time.

Step 2

The prompt will read TLM Mode.

Step 3

Press the ON/ACCEPT button. This will bring you t

Select TLM Query to see if TLM is enabled.

If TLM is not enabled

Click here to download.pdf

How to: Store Radio Frequency Tags

McRoberts TECHNOLOGIES

How to Store R
MyChild, StaffWa

Storing tags

For maximum battery life, RF tags shou
foil pouches experience RF (radio frequ

To order foil pouches, email Fulfillment

The tags are always active. To avoid the
enrolling when you do not want them t
environment, the pouches should be st

To order a tag storage box, email Fulfill

Download the PDF here.

Tag Warranty/Buy-Back

and

1. Tag Ownership

Tags become the property of Customer w
shipment.

2. Tag Warranty

Tags are guaranteed to function for one y
from date of shipment, the Customer wil
assumption that customers are storing ta
pouches provided by McRoberts and that
McRoberts.

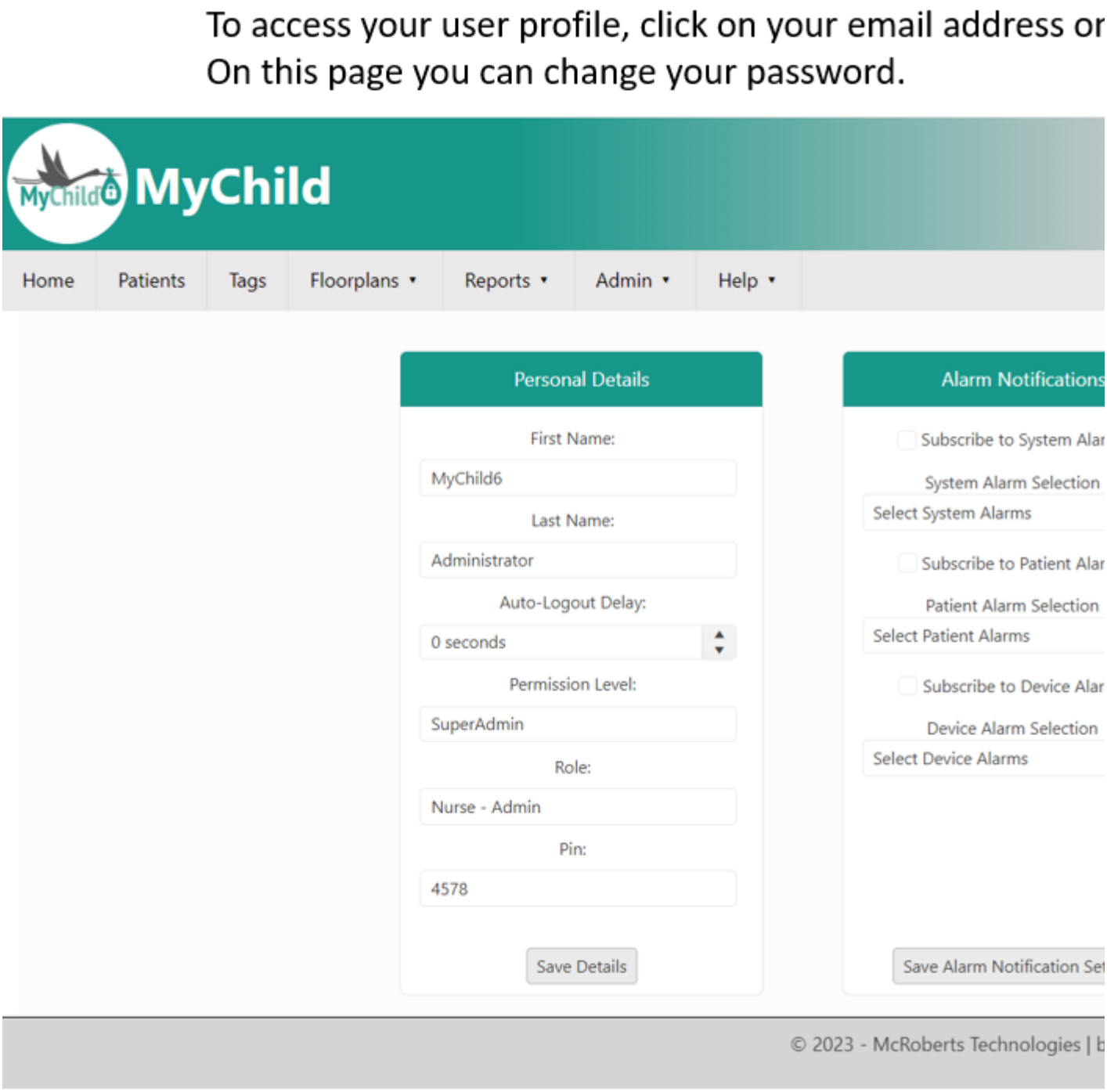
3. Tag Buy-Back Program

Download PDF here!

General Functions

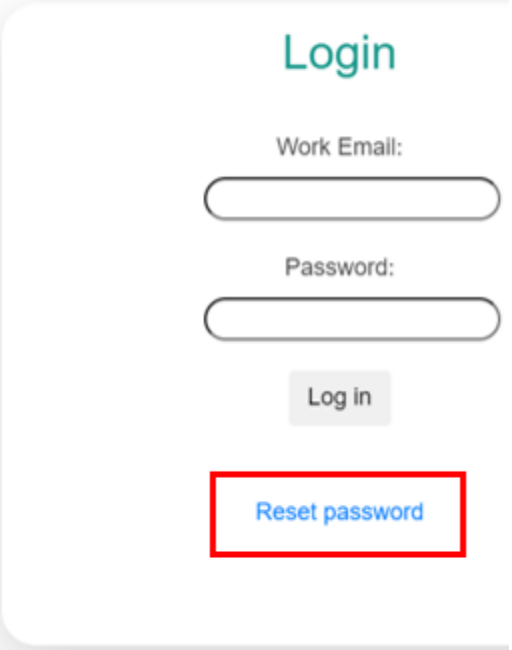
This chapter should cover general user functions

How To: Change your Password



MyChild

If you do not know your password, click the reset password button on the login page.



How To: Enable 2FA

How To: Update SMS settings

Alarms

Alarm Overview

There are three categories of alarms; Patient, Device, and System. The alarm level indicates the severity of the alarm.

Level 1 alarms notify you about events that could lead to a security breach. Level 1 alarms are indicated by pop-up notifications that disappear after 30 seconds unless you click “View Alarm.” The alarm is displayed in the floorplan view. The floorplan view has priority over all other pages. Make sure you complete whatever you are working on before clicking on “View Alarm” because your work will not be saved.

Level 2 alarms also notify you about events that could lead to a security breach but are more serious than the events that trigger a level 1 alarm. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

Level 3 alarms notify you about events that could be security breaches. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

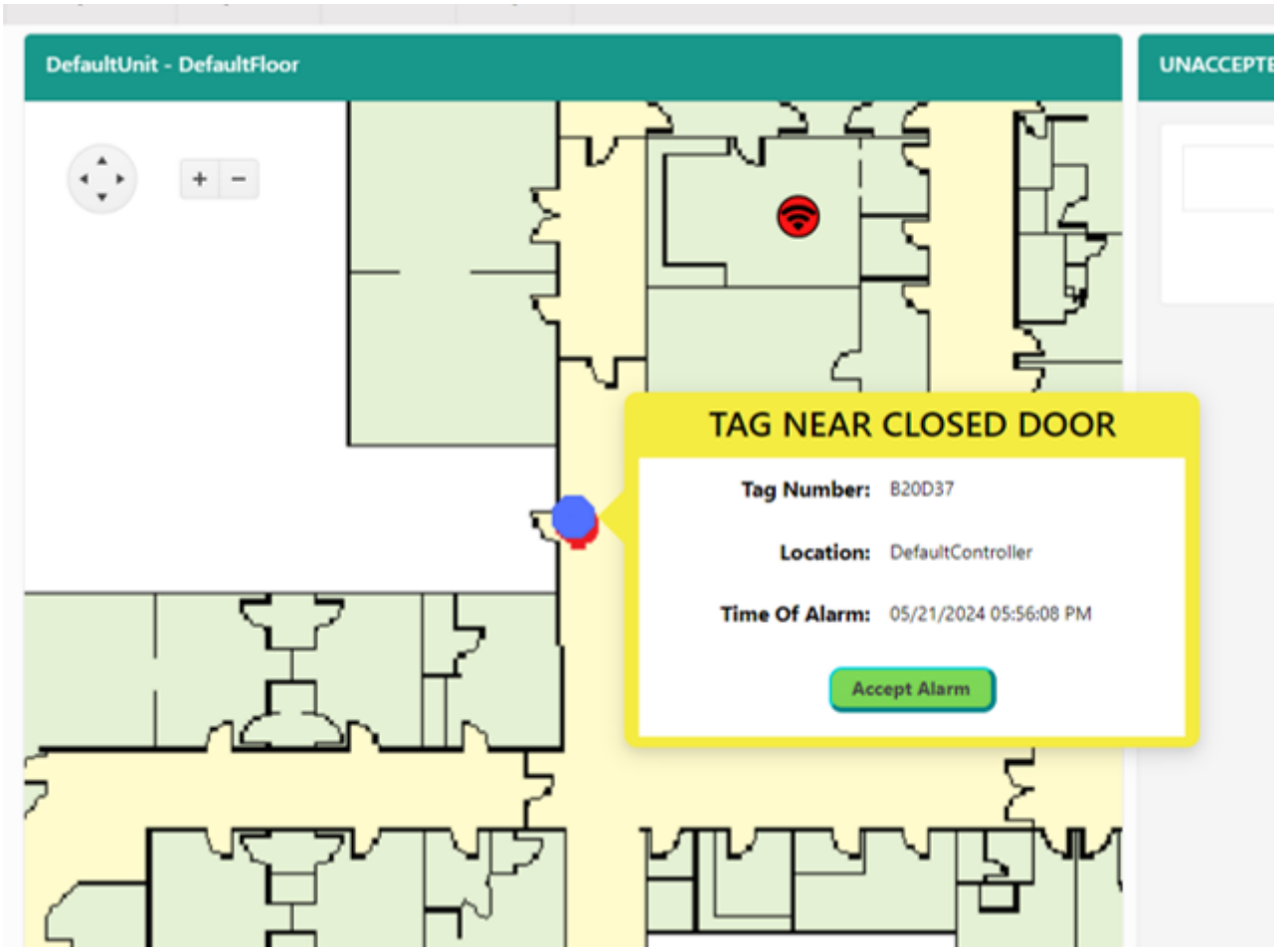
Click here to download the MyChild6 Alarm Chart

Patient Alarms

Patient Alarms are alarms that are triggered by assigned tags under certain conditions. Patient alarms show on your floorplan and point to the device that triggered that alarm or saw the tag last. The alarm includes the patient's name, tag number, and last known location.

Level One Patient Alarms:

Level 1 alarms notify you about events that could lead to a security breach. Level 1 alarms are indicated by pop-up notifications that disappear after 30 seconds unless you click "View Alarm." The alarm is displayed in the floorplan view. The floorplan view has priority over all other pages. Make sure you complete whatever you are working on before clicking on "View Alarm" because your work will not be saved.



TAG NEAR CLOSED DOOR

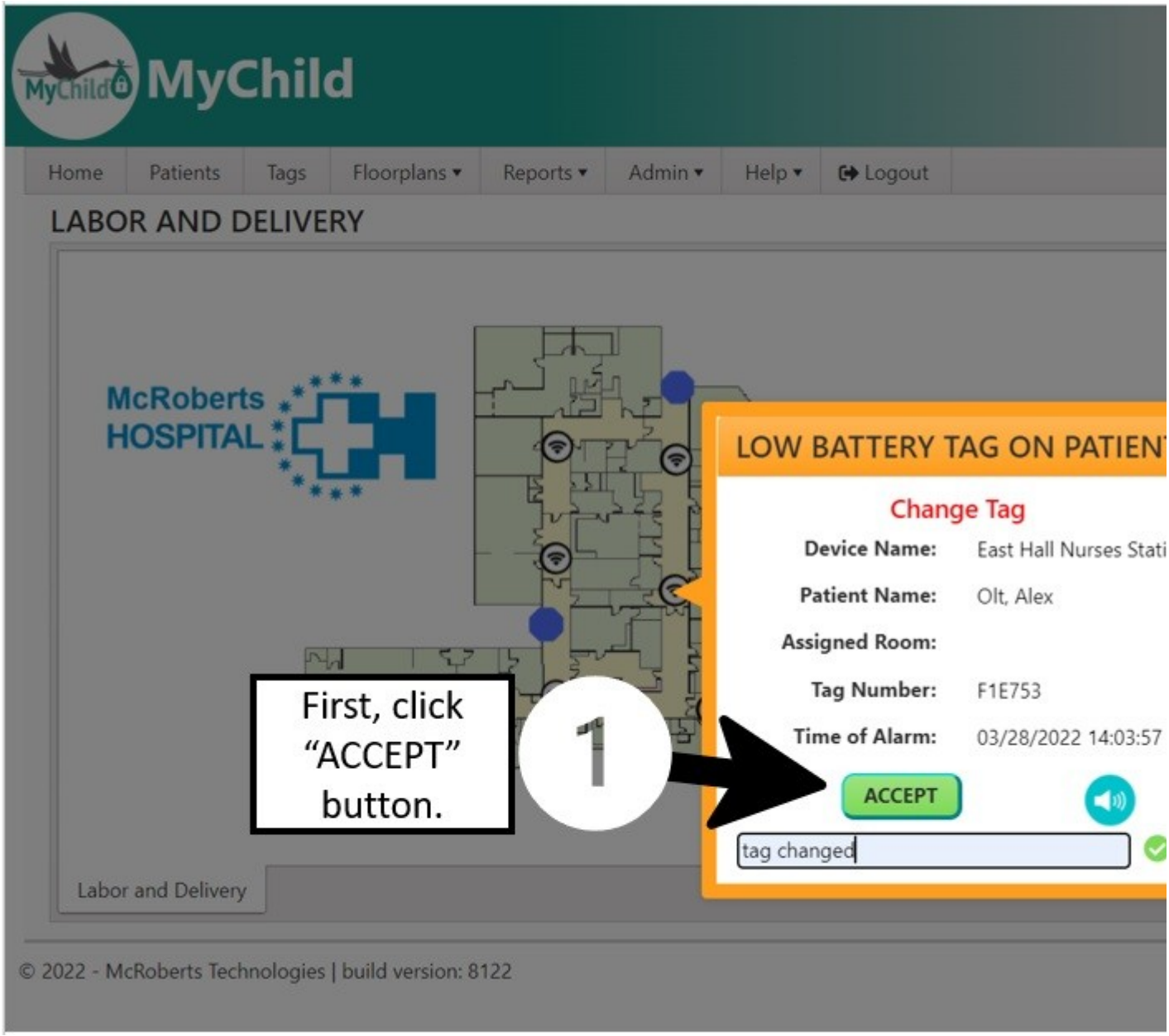
TAG CHECK-IN MISSED

Level Two Patient Alarms

Level 2 alarms also notify you about events that could lead to a security breach but are more serious than the events that trigger a level 1 alarm. It is recommended that security protocols be followed. There are no pop-up notifications. The floorplan view with the alarm automatically takes over your screen; therefore, whatever you are working on will not be saved. Audio is included.

TAG LOITERING NEAR DOOR: This alarm occurs when an assigned tag that is NOT in Bypass Mode is in a door field for longer than one minute and the door is closed. It replaces the TAG NEAR CLOSED DOOR alarm.

LOW BATTERY TAG ON PATIENT: This alarm occurs when the system receives a low battery message from a tag that is assigned to a patient.

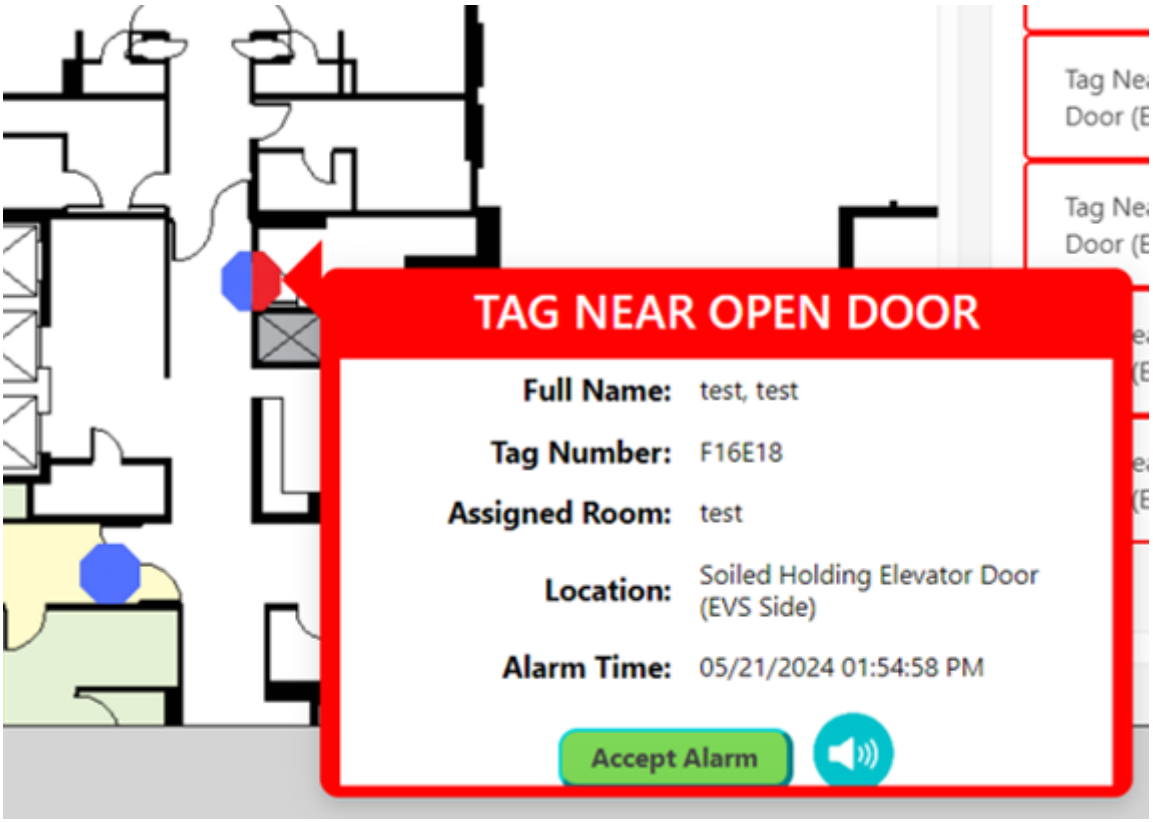


PATIENT UNAUTHORIZED BY MYCHILD

Level Three Patient Alarms:

TAG TAMPER

TAG NEAR OPEN DOOR



TAG NEAR ELEVATORS DOORS CLOSED

TAG NEAR ELEVATORS DOOR OPEN

TAG IN ELEVATOR

TAG OUT OF PROTECTED AREA

Device Alarms

Device Alarms are alarms that are triggered by door controllers, receivers, elevator controllers, or digital Input/Output devices (I/O8s) under certain conditions. Device alarms show on your floorplan and point to the device that triggered the alarm.

System Alarms

System Alarms appear to those with the relevant credentials in their profiles, such as IT users. Other users can gain access through profile customization. System alarms also generate SMART messages to McRoberts technical support so that McRoberts technicians can initiate troubleshooting immediately.

Alarm Chart

Alarms in MyChild6

Patient Alarms are alarms that are triggered by assigned tags under cert
your floorplan and point to the device that triggered that alarm or saw tl
patient's name, tag number, and last known location.

Level 1 alarms notify you about events that could lead to a security brea
pop-up notifications that disappear after 30 seconds unless you click "Vi
in the floorplan view. The floorplan view has priority over all other pages
whatever you are working on before clicking on "View Alarm" because y

Level 2 alarms also notify you about events that could lead to a security
the events that trigger a level 1 alarm. It is recommended that security p
no pop-up notifications. The floorplan view with the alarm automatically
therefore, whatever you are working on will not be saved. Audio is inclu

Level 3 alarms notify you about events that could be security breaches.
protocols be followed. There are no pop-up notifications. The floorplan v
takes over your screen; therefore, whatever you are working on will not

Alarm Name	Level	Alarm Description	Setting Configu
TAG NEAR CLOSED DOOR	1	This alarm occurs when an assigned tag that is NOT in Bypass Mode is in a protected door field and the door is closed. This alarm self-accepts when the tag is no longer in the door field. If the door opens while the tag is in the field, this alarm gets replaced by a TAG NEAR OPEN DOOR alarm. If the door remains closed but the tag is still in the field for more than one minute, this alarm is replaced by a TAG LOITERING NEAR DOOR alarm.	Yes. Yo disable at indiv doors.

Alarm Name	Level	Alarm Description	Settin Config
TAG LOITERING NEAR DOOR	2	This alarm occurs when an assigned tag that is NOT in Bypass Mode is in a door field for longer than one minute and the door is closed. It replaces the TAG NEAR CLOSED DOOR alarm.	Yes. Y disabl indivi doors
TAG NEAR OPEN DOOR	3	This alarm occurs when an assigned tag that is NOT in Bypass Mode is in the field of an open door.	No
TAG NEAR ELEVATORS - DOORS CLOSED	3	This alarm occurs when an assigned tag NOT in Bypass Mode is in a bank style elevator field and the elevator doors are all closed. In a standard design, the elevators do not stop on the floor where the tag is when this alarm is active.	No
TAG NEAR ELEVATORS - DOOR OPEN	3	This alarm replaces "TAG NEAR ELEVATORS - DOORS CLOSED." This alarm occurs when an assigned tag NOT in Bypass Mode is near bank style elevators, and a motion detector at an elevator door detects motion, thereby indicating the elevator door is open. In a standard design, the elevators are disabled on the floor where the tag is when this alarm is active.	No
TAG IN ELEVATOR	3	This alarm occurs when an assigned tag NOT in Bypass Mode is in the field of an individual elevator controller. In a standard design, the elevator door will stay open, and the elevator will not move when this alarm is active.	No

Alarm Name	Level	Alarm Description	Setting Configurabl
PATIENT EXIT UNAUTHORIZED BY MYCHILD	2	This alarm occurs when someone enters a correct PIN code at a door and there is an assigned tag in the door field and that tag is NOT in Bypass Mode. The egress is authorized by the hospital because the correct PIN was entered; however, the egress is unauthorized by MyChild.	This alarm c turned on o individual d
TAG OUTSIDE OF PROTECTED AREA	3	This alarm occurs when a tag is picked up by a receiver located outside of a protected unit/zone.	No
TAG TAMPER	3	This alarm occurs when the circuit formed by the connection of a cut-band and a cut-band tag is interrupted OR the sensing mechanism on the tag no longer senses that it is on skin.	No
TAG SIGNAL MISSED	1	This alarm is triggered when the system does not receive any TLM signals from an assigned tag for a configurable time period.	Yes. You car choose how seconds sho elapse with hearing fror assigned tag trigger this The default seconds.
TAG SIGNAL MISSED 2	2	This alarm is raised after a configurable period of time after a Tag Signal Missed	Yes. You car choose how seconds sho

Bypass Alarms: MyChild provides a ByPass Mode that allows you to take
without setting off alarms. You must select a departing unit and a destin
patient status changes from "Active" to "Bypass" when a patient is in By

When the time allotted for the bypass is almost expired, a "BYPASS EXPI
timer reaches zero, a "BYPASS EXPIRED" alarm is triggered. All bypass ala
you to edit the bypass. Changes can also be made on the patient card. W
"Complete," you are acknowledging that the patient has arrived at the d

Alarm Name	Level	Alarm Description	Setting Configurable
BYPASS STARTED	1	The first bypass-designated door passed by a patient in bypass triggers this alarm and starts the bypass timer.	No
BYPASS EXPIRING	1	This alarm occurs five minutes before a patient in bypass is due to pass the second bypass door (destination). If the patient passes the second bypass door during the five-minute period, this alarm is replaced by a "BYPASS COMPLETE" alarm. If five minutes pass and the patient has not passed the second door, this alarm is replaced by a "BYPASS EXPIRED" alarm.	You may sele how many minutes befo the bypass ti expires to rai this alarm. Th default is five minutes.
BYPASS COMPLETE	1	This alarm occurs when the patient in bypass passes the second bypass door.	No

Suspend Tamper Alarms: MyChild provides a suspend tamper function v
or sensing tag temporarily without setting off alarms. When you put a pa
patient status changes from "Active" to "Tamper Suspended."

When the time allotted for the suspend tamper is almost expired, a "SUS
triggered. When the timer reaches zero, a "SUSPEND TAMPER EXPIRED"
alarms allow you to edit the suspend tamper. Changes can also be made

*When you click "Complete" to complete a Suspend Tamper, you are ackn
patient.*

Alarm Name	Level	Alarm Description	Setting Configurab
SUSPEND TAMPER STARTED	1	This alarm notifies you that a patient has been put into Suspend Tamper Mode and that the Suspend Tamper timer has started. The patient status changes from "Active" to "Tamper Suspended."	No
SUSPEND TAMPER EXPIRING	1	This alarm appears five minutes before the suspend tamper allotted time is due to expire. At this point you can edit the tamper suspend to add time or complete the tamper suspend.	You may select hov many minutes befc the timer reaches z to raise this alarm.

Device Alarms are alarms that are triggered by door controllers, receiver Input/Output devices (I/O8s) under certain conditions. Device alarms sh device that triggered the alarm.

Level 1 alarms notify you about events that could lead to a security brea pop-up notifications that disappear after 30 seconds unless you click on displayed in the floorplan view. Floorplan view has priority over all other whatever you are working on before clicking on a level 1 alarm because

Level 2 alarms also notify you about events that could lead to a security the events that trigger a level 1 alarm. There are no pop-up notifications alarm automatically takes over your screen; therefore, whatever you are Audio is included.

Level 3 alarms notify you about events that could be security breaches. protocols be followed. There are no pop-up notifications. The floorplan takes over your screen; therefore, whatever you are working on will not

Alarm Name	Level	Alarm Description	Setting Configurabl
LOW BATTERY TAG IN INVENTORY	1	This alarm is triggered when a tag that is not assigned to a patient sends a Tag Initiated Communication (TIC) message of low battery. The closest device to this tag reports this.	You can change the number of TIC mess received before triggering this alarm
GLOBAL LOCKDOWN OFFLINE	2	This is for I/O8 devices.	The number of sign missed within a cer time period can be configured.

Alarm Name	Level	Alarm Description	Setting C
DOOR CONTROLLER OFFLINE	2	MyChild continuously requests status from each door controller. No response from a door controller triggers this alarm. When a door controller is offline, it still locks when a tag is in the field; however, users will not see door-related alarms on their workstations. Of course, if a door is offline due to a loss of power it will not lock when a tag is in the field.	You can c number c before tri alarm. Th signals (a seconds).
BYPASS DEVICE OFFLINE	2	This is for doors that are designated Bypass Doors and tag detectors utilized for Bypass.	You can c number c before tri alarm. Th signals (a seconds).
INVALID PIN ENTERED	2	This alarm occurs when too many incorrect bypass PIN codes are entered on a MyChild keypad.	Yes. The r attempts which th can be m configure 3 tries in
ANTENNA DISCONNECTED	3	This alarm means that **doors will not lock!** MyChild software continuously requests status from each door controller. If an antenna is disconnected, this message is	You can s of exciter disconne within a c period to

Alarm Name	Level	Alarm Description	Setting Configura
WIRELESS RECEIVER OFFLINE	1	MyChild software continuously requests status from each device. No response from a wireless receiver triggers this alarm. This is usually a temporary network issue.	Yes. You can sele how many signal missed in a configurable tim period. The defa 30 signals in 30 seconds.
RECEIVER OFFLINE	1	MyChild software continuously requests status from each device. No response from a wired receiver triggers this alarm. This is usually a temporary network issue.	Yes. You can sele how many signal are missed in a configurable tim period. The defa is 30 signals in 3(seconds.

System Alarms appear to those with the relevant credentials in their p
can gain access through profile customization. System alarms also gen
technical support so that McRoberts technicians can initiate troublesh

Alarm Name	Level	Alarm Description	Setting Configurable?
NETWORK IN DEGRADED STATE	1	This alarm occurs when, during a five-minute period, there are three or more ping failures OR average ping latency is 0.5 milliseconds or greater. A ping is an echo request sent from the server to the INM. Latency is the amount of time it takes for the request to occur measured in milliseconds.	No
NETWORK OFFLINE	2	This alarm occurs when there is an interruption in power or communications in the MyChild network. This is a security risk because without connection to the server, MyChild loses its functionality, so users don't see important alarms. This condition does not impact physical security. The doors operate independently and still lock and alarm when a tag is in proximity.	No

Level 0 alarms are notifications that do not indicate a security risk and

Alarm Name	Level	Alarm Description
TAG AUTO-ENROLLED IN SYSTEM	0	This notification is logged when a tag auto-en
PATIENT ENROLLED	0	This notification is logged when a patient enr
PATIENT UPDATED	0	This notification is logged when patient infor
PATIENT UNENROLLED	0	This notification is logged when a patient is u
PATIENT LOCATION DISPLAYED	0	This notification is logged when the LOCATE f
BYPASS CREATED	0	This notification is logged when a bypass is cr start the bypass timer; however, the patient
DOOR BYPASSED	0	This message occurs as part of the normal bypa bypass door. This initiates the bypass timer.
PATIENT BYPASS ENDED	0	This notification is logged when a patient pas completes the bypass.
SUSPEND TAMPER COMPLETED	0	This notification is logged when the suspend status goes back to "Active."
DEVICE BUFFER OVERFLOW	0	This notification is triggered by the devices whe This is self-healing and no user action is require
PIN ENTRY ACCEPTED	0	This notification is triggered anytime a valid PIN this is logged as an informational message.
DEVICE PIN CHECKSUM FAILURE	0	This notification is triggered when the door con internal PIN database. This is normally a self-he where power cycling the device and/or restarti
CONTROLLER /	0	These notifications are normally triggered imm

Click here to download the Alarms Chart

Spec Sheets

Cut-Band Spec Sheet

McRoberts TECHNOLOGIES

SPE
PR
SKU

APPLICATIONS USED IN:

- MyChild
- WanderWatch

OVERVIEW:

The Cut-Band is a security and monitoring device
a thin, soft and flexible band of conductive mate
The tag has metal pins on either side that create
pulled through. The bands are one-way adjustab
removed by being cut off.

FEATURES:

- Tag Locating Message (TLM) provides tag su
- If TLM signals are missed, an alarm is gener
- Automatically engages doors and elevators
- Cutting the band to remove a tag generates
- Option for sensing capability is available.

Download the Cut-Band SpecSheet

Tummy Tag Spec Sheet

McRoberts TECHNOLOGIES

APPLICATIONS USED IN:

- MyChild

FEATURES:

- Tag Locating Message (TLM) provide
- If TLM signals are missed, an alarm i
- Tamper deterrent umbilical attachm
- Lightweight and compact design.

Download the Tummy Tag SpecSheet

Bracelet Tag Spec Sheet

McRoberts TECHNOLOGIES

SPEC S

SKU: B

APPLICATIONS USED IN:

- MyChild
- WanderWatch

OVERVIEW:

The Bracelet Tag is a security and monitoring devic
is applied to patients using a bracelet. The small, lig
applied to the patient using a variety of commonly a

FEATURES:

- Tag Locating Message (TLM) provides tag su
- If TLM signals are missed, an alarm is genera
- Automatically engages doors and elevators f
- Lightweight and compact design.
- Unique electronic serial number identifies ea
- Tags auto-enroll in the system.
- High-capacity 3V lithium ion coin cell batter
- Eastman Tritan TX1001 amorphous copolyes
  - Smooth surface for easy cleaning

Download the Bracelet Tag SpecSheet

Spec Sheets

Wireless Receiver Spec Sheet

McRoberts TECHNOLOGIES

APPLICATIONS USED IN:

- MyChild
- AssetWatch
- StaffWatch
- WanderWatch

FEATURES:

- Stand-alone devices receive tag sign
  standard Wi-Fi infrastructure.
- Powered by three-pronged wall socl
- MAC address enables customer to d
- Receiver coverage customizable to c
  if desired.

Download the Wireless Receiver SpecSheet

Bypass Keypad Spec Sheet

McRoberts TECHNOLOGIES

SPEC

SKU: A

APPLICATIONS USED IN:

- MyChild
- StaffWatch
- WanderWatch
- UrgenTag

OVERVIEW:

The Bypass Keypad is installed close to an exit equip
controller. A staff member can, by entering his/her
door controller field with a tag without generating a
event and the identity of the staff member is record

FEATURES:

- Accommodates up to 1000 individual user PI
- 3 LED indicators: Standby, Alarm, Bypass.
- Audible alarm (adjustable volume).
- Operates even if communication is lost with

Download the ByPass KeyPad SpecSheet

STEP Customers - Instructions

Simple Tag Exch

At the STEP program initiation, McRober
contract. Included in the package will be
box) and a return shipping label. You will
McRoberts.

Each tag will arrive in its own foil pouch.
foil pouches in a metal tag storage box su
McRoberts Storage Box can accommodat

Each time a tag is removed from a patier
weekly basis, send the used-tag box to M
tag box inside a shipping box. Put the ret

Ship the box to:

McRoberts Technologie
STEP Fulfillment
Suite 111
409 Joyce Kilmer Avenu

Click Here to Download the PDF

Changelogs

This chapter holds changelogs for each newly released version.

v6.0.7-SP2

Release notes - MyChild6 - v6.0.7-SP2

Task

MST6-497 Login and Authentication - Group Permissions

Description

The Problem: There is currently no way for end-users or system administrators to easily update user roles and permissions.

Recommended Resolution: Create a new form/set of forms that allow the systems administrator to configure the system permissions.

MST6-801 Enable Windows Auth for SQL Server

Description

Problem: While deploying A customer we discovered that they only have Windows Auth enabled for their central SQL Server. We have requested to have SQL Server Auth enabled, but after doing some research we found that enabling Windows auth really should not be difficult. Below is documentation of what changes need to be made. We want to enable this so that in the future we can use Windows auth / LDAP more easily.

Documentation:

- Configure Windows Authentication in ASP.NET Core

MST6-809 Patient functions Reorder

Description

Our patient card has 4 buttons on the back, also known as functions. We need to reorganize them so they have a hierarchy.

The order of the buttons will display in this order:

1. BYPASS
2. SUSPEND TAMPER

3. LOCATE
4. UNENROLL

EDIT: additional corrections
-Live map broken overflows have been removed.
-Filter on directory view corrected
-width of device config page corrected.
-tabstrip-1/5 adjusted with selector call []

MST6-843 Database needs more indexing.

Description

AS A: Developer
I NEED: to optimize the backend database queries and indexes
SO THAT: data can be retrieved from the database faster and more efficiently

MST6-847 Create a new setting for Tag Signal Missed Delay Period

Description

AS A: developer OR system admin
I WOULD LIKE: to add a new setting to the FacilitySettings that will allow the facility to control the amount of time between each Tag Signal Missed Alarm
SO THAT: the facility can lessen the number of TSM alarms raised, assuming they have lots of tags and patients

Further Discussion:

We have found that at larger facilities, the number of TSM alarms raised per hour can get to be high, borderline uncontrollable, this is mostly because we repeat the alarm every 30 minutes until we start hearing from the tag again…. By adding a new setting, we could give the facility the ability to delay the repeated alarms for XX number of minutes (maximum of 9999)

MST6-859 Improve Device & Tag Caching for Wireless Plug Messages

Description

Problem: We are still not processing events as fast/efficiently as we need to be.

Story

MST6-576 Account - system lock after several failed login attempts

Description

AS A user
I NEED the system to lock after several failed attempts
SO THAT I can reset and account. **OR** prevent unauthorized people from using the software.

The question we ran into was this:
"Does the system lock-out an ID after several failed attempts at login? If yes, how is the ID unlocked?"

More information here ***

MST6-613 Advanced Filter/Sorting Styling

Description

Objective: Now that we have our filter and sorting working as we would like, it's time to style the filter.
Currently, the filter rests in a navbar above the card view on the far-left side. As we show progress on this page, we may run into some adjustments from the team.

DEV EDIT:
removed the ridge style a while ago which made this look better on all solutions. No need to move the position from the top left unless requested by customers.

MST6-779 Dashboard | Unaccepted Alarms | Scrollbar and Polish

Description

We feel that the unaccepted alarms tile on our dashboard can be polished with styling to make it look and feel better. When resizing the window to be small or on mobile applications, text compresses and does not look too good, specifically in the tabs. We also feel the scrollbars on this tile are clunky and unattractive.

OBJECTIVE: Adjust the scroll bar to be more visually appealing. This can be done with color adjustments as well as size adjustments. We must verify that adjustments to any scroll bar work ACROSS ALL BROWERS INCLUDING IOS AND ANDROID systems. Bootstrap also has scroll bar adjustments we can use.

We also want to prevent tabs and text from wrapping to new lines when windows get resized.

MST6-781 User Management | User Control | input field & Active button

Description

12/28/23 During our mychild meeting we found some things we would like to change on our User Management page.

First, with our User Control popup where we make an account, we need to correct the PIN field to

match all the others. It needs to be taller and grey.
Second, the active checkbox must be set to active initially. It is a safe assumption that they will be used if a user makes accounts.

On the main view, (Grid) we have commands or buttons per account. One of the button’s texts needs to be adjusted. Our disabled account should act as a toggle, with the text of “activate” and “Deactivate”. this keeps actions and text consistent.

MST6-782 EnrollPatient | CreateBypass | Field Reorder & Refactor

Description

It was requested that reorganize our enroll patient popup. We started a discussion to reorder some things to make more sense, an example was to move the sex field up by the patient details. This discussion turned into a pool of ideas, but it was decided that we would like two sections to this popup. One for location details such as tag and device, and one for patient information.

We also would like to see a better / bigger enroll button on this popup. The team would like to see some shaking animations or hover effects on the button.

I need to create mocks to provide visuals to continue this discussion. It was requested to make this popup more appealing overall. When mocks are made and approved, we can start development.

Similar story item:

”Our Patient Bypass popup currently works but the team feels it's slightly disorganized. We have patient info input fields at the top and the bottom, it just felt messy.

I brought an idea to rebuild the Enroll popup, however the team felt it was overkill as it really does not need to be rebuilt.

WE MUST re-organize the fields on the popup. All patient information will be moved to the top (including the sex checkbox). Tag information and location will be at the bottom of the popup.

The string of Department must be changed to Unit.

The create bypass button will need to change to “Put Patient in Bypass”. “

MST6-806 Correct Device Config page for ALL solutions

Description

In the merge project, each solution has a broken device config page when loading in a map/floorplan for the first time. this should be corrected using a template.

This is a good starting point for templates for each solution using Brad's environment variable.

MST6-818 Simulator UI & Functionality broken.

Description

simulator.dev.(URL).com is showing some crazy UI. Large carrots and broken cards.

MST6-835 Viewing and Exporting reports is slow if not impossible.

Description

The Problem: When attempting to view or export reports, almost all of them will either fail to load, or fail to export, and doing either takes quite a long time, and the longer the system runs the longer these reports take to run.

Recommended Resolution: review the report implementation and refactor the backend queries to retrieve a minimal amount of data needed for the reports.

MST6-840 Map views and corrections

Description

Maps and the related pages have some style errors that need to be resolved. Now that the projects are merged, we need to ensure that the UI projects display the map elements correctly.

MST6-852 Trade Show | Demo Bugs | Inconsistencies

Description

During and after the trade show in Orlando, we found several small adjustments we would like to make to our StaffWatch solution, along with a handful of minor corrections.

-Map upload and device configuration have a handful of minor issues such as padding, color, spacing, overflow, and text that need to be corrected
-The password reset page needs to be rebuilt
-The logout page should say the solution name, not only “Mychild”
-Headers are not uniform on the directory card view for all solutions. Mychild seems to be perfect, the others do not seem right and look off.
-The close button on most popups not showing correctly. Telerik error.
-Assetwatch assign button is not fully clickable due to the logo container not hiding when we flip the card.
-StaffWatch has “patient” alarm options on the MyProfile page.
-Logos not working on MyProfile page.

MST6-858 No Ability to edit/delete User Groups

Description

AS A: user OR system admin OR user manager
I NEED: the ability to add/edit/delete user groups, we currently can ADD new user groups, but we cannot edit or delete the groups once they have been created
SO THAT: we can further customize the software to meet our individual needs

Bug

MST6-820 Alarm Times | Wrong day displaying.

Description

It was found that the alarms were displayed at the correct time but the incorrect day.

MST6-821 Unassigned Tag | TIC alarms

Description

Problem: When a cut-band tag is unassigned, Tamper alarms are being raised

Recommended Resolution: When a Cut-Band or Tamper tag is *NOT* enrolled, then TIC alarms should be ignored as the tag is more than likely in storage.

MST6-826 Level 3 alarm audio being intermittent.

Description

It was found the alarm sound for level 3 does not always go off. We need to find a solution for this bug.

-Correction for this issue will be attached to MST6-820

MST6-827 Duplicate Serial Numbers in Database

Description

Duplicate serial numbers should **NOT** be allowed in the database.

MST6-828 Deleting Devices

Description

Deleting a device fails if the device icon has not been removed from the map first.

MST6-830 Shared MenuLayout throwing InnerHTML error.

Description

Problem: when viewing the main dashboard, a JavaScript error is being logged that is saying it cannot set “inner HTML” in function “poll”

Recommended Resolution: review the poll function and verify that the function is no longer used and remove it.

MST6-832 System struggles when system has more than 100 devices & tags.

Description

The Problem: We have found that when a system has > 100 devices and/or >100 tags, the system seems to become unresponsive, especially if the database server is shared between all 3 applications, if one of the 3 applications has a high number of devices, then all applications will suffer degraded performance.

Resolution: Review the “TagEventReceived” code and optimize the code to use caching & smaller, quicker SQL queries to attempt to retrieve data more efficiently and to help improve overall system performance

MST6-833 Small UI Corrections | Hutch

Description

We have a handful of corrections across the watch solutions.

ASSETWATCH:
-Edit asset now has an ‘X' to close the popup instead of the broken ‘?’
-Broken border ‘Ridge’ style on tag page removed.

ALL WATCH SOLUTIONS:
-Alarm popup no longer has an ‘x’ floating on the righthand side.
-Tag Locate All page is now dynamic to the solution being used. That included text correction in the tab view of the grid.
--Mychild will display 'Patients’ and headers will be turquoise
--Assetwatch will display 'Assets” and headers will be dark blue
--Staffwatch will display “Staff” and headers will be pink
--Wanderwatch will display “Resident” and headers will be blue

plus a handful of minor corrections.

MST6-834 Data Queries are pulling far too much data.

Description

The Problem: While investigating performance issues we noticed that some of our database queries are joining up to 20 tables and selecting up to 100 columns of data at once, additionally

some of the queries are requesting the entire table worth of data, which for some tables can be upwards of a million rows, or more.

Recommended Resolution: review the database queries and refine them so that only the required data is pulled, attempt to minimize the number of columns and rows queried for all queries, there is almost never a reason to pull the entire table worth of data, especially when you are talking about a log table that could be millions of rows in size.

MST6-836 Tags Not being removed from the system.

Description

The Problem: For some reason, we are not only seeing quite a few non-McTech tags being added into the system, but we are also having an issue where tags can be removed from the physical area, but they are never removed from the McTech system, even after being “missing” for months, they still appear as active in the system

Recommended Resolution: Review the AutoEnroll and AutoUnEnroll code to ensure that tags are disabled and removed on the correct schedule.

MST6-837 AutoUnEnrollService is still ignoring AutoEnrollPending and Disabled tags.

Description

The Problem: The AutoUnenroll service is still ignoring the primary group of tags that should be removed.

Resolution: the base SQL query for the unenroll service was inadvertently filtering out the AutoEnrollPending and Disabled tags, so the service was never seeing any tags for removal

MST6-838 Clicking alarms on missed alarms causes a JavaScript error.

Description

The Problem: When clicking on an unaccepted alarm in the unaccepted alarms list, a JavaScript error is thrown instead of the alarm being displayed.

Resolution: the underlying dataset query is not returning the correct data to display the alarm, which is valuing the underlying JavaScript to be invalid

MST6-841 Tag List does not allow sorting by LastSeenTime

Description

Problem: The Tag list does not allow sorting by LastSeenDateTime

Resolution: include the LastSeenDateTime in the sort descriptors

MST6-842 McPlugTag Events are all being ignored.

Description

The Problem: MC6/SW6/WW6 are all blocking and discarding almost all McPlug Tag Messages, without processing.

Resolution: After review, we found that the RSSI Filter that was implemented for AssetWatch, was incorrectly implemented and was causing the filter to skip all events unless you were running AssetWatch AND the RSSI value was greater than -80

MST6-844 Tag Signal Missed Alarms are out of control.

Description

The Problem: for some reason, when a patient/asset/staff/resident is enrolled to a tag, the tag will go into nearly non-stop tsm mode raising tons of alarms for what appears to be no reason.

Recommended Resolution: review the Tag Signal Missed generation code to determine why so many alarms are being raised.

MST6-848 Tag Unenroll is still not functioning correctly.

Description

The Problem: Tags that have not ever been seen (IE: LastSeenDateTime is all zeros) are never being removed from the system, which is causing confusion about which tags are usable and which are not.

Recommended Resolution: Review the Unenrollment code and determine why tags are not being unenrolled from the system.

MST6-849 Tag Signal Missed Alarms generated when they should not be.

Description

Problem: We are seeing quite a few Tag Signal Missed alarms being raised for tags that *ARE* checking in correctly and promptly. It seems like only the tags that are correctly checking in are having TSM alarms raised.

Recommended Resolution: Review the TSM Alarm Generation code to determine why TSM alarms are being generated when they should not be.

MST6-850 Tag Caching is only partially working.

Description

The Problem: The new Tag caching algorithms are working well, however, we discovered that there is at least one place where the logic could cause heavy queries against the dataset.

Resolution: Refactor the null logic to create an in-memory cache entry with a status of “Locked”, this should be cleared every minute OR by the auto-enrollment process upon successful autoenrollment of the tag

MST6-851 Reports are showing Numbers or Blanks instead of Patient And/or Tag Names/Numbers

Description

Problem: When viewing the Unfiltered Log Report there are several instances where the Tag Number and Patient Name are blank

Resolution: Review the Reporting code and determine why patient/staff/asset names and tag numbers are not being properly reported

MST6-853 Changes in Drop Downs in MyChild List View Reverting on Page Refresh

Description

issue Description: Testing editing patients in the list view of MyChild6 shows that any drop down changed in list view reverts back to original setting after a page refresh. This does not occur in other RTLS 6 applications. Nor does this effect text entries and check boxes.

Replication Instructions: In list view edit a patient. Change a drop-down selection. Click save. Refresh page.

Functionality Suggestion: No setting should ever revert to page refresh.

Browser: Chrome
OS: MacOS
Build: Dev

MST6-854 Incorrect Item Count on Tags Page in MyChild

Description

Issue Description: The number of item counts at the bottom of the Tags page in MyChild is not showing the correct number of tags listed on the page.

Replication Instructions: N/A

Functionality Suggestion: The number of items should match the number of tags on the page.

Browser: Chrome
OS: MacOS
Build: Dev

MST6-855 Database Updates causing delays and waits.

Description

The Problem: With a large system, with more than 200+ devices and tags, we are seeing an issue were updating the LSDT on the Tags and the LH on the Devices is causing very heavy loads on the SQL server, often causing the CPU usage to be upwards of 60%.

Resolution: Review the underlying database management code and determine if any improvements can be made to the update process

MST6-856 No ability to edit/delete User Group Permissions

Description

Problem: if you browse to the sysadmin section, you can go to the Identity section which gives you the ability to add new groups, as well as add permissions to the groups, however, there is currently no way to edit or delete permissions once they have been assigned to the group.

Resolution: Review the Group Permission Manager under sysadmin and determine why edit/delete are not options

MST6-857 Changes to Patient Floor or Department not saved in ListView

Description

issue Description: Testing editing patients in the list view of MyChild6 shows that any drop-down change in list view reverts to the original setting after a page refresh. This does not occur in other RTLS 6 applications. Nor does this affect text entries and checkboxes.

Replication Instructions: In list view edit a patient. Change the drop-down selection. Click save. Refresh page.

Functionality Suggestion: No setting should ever revert to page refresh.

Browser: Chrome
OS: MacOS
Build: Dev

6.0.7-SP1

Release notes - MyChild6 - v6.0.7-SP1

Bug

MST6-810 DataProtection Keys are not loaded properly

Description

The Problem: during the merge project it looks like the DataProtection configuration got changed, when upgrading an existing Windows install, the patient names are all encrypted and you have to add the DataProtection configuration to fix it.

Recommended Resolution: Correct the data protection loaders so that the keys are correctly loaded during startup

MST6-811 LDAP users cannot log in with user-friendly domain

Description

The Problem: When configuring LDAP integration, we have to configure the application to query the AD server directly using the full domain name (IE: ad01.mydomain.com), however, users will typically have a username like myuser@mydomain.com. This is a problem because the code expects you to log in with the same “domain” that is set in the appsettings.json

Recommended Resolution: update the backend logic to check to see if the main parts of the domain name match and then process the request based on that result (IE: user@mydomain.com should be the same as user@ad01.mydomain.com)

MST6-812 Sys-Admin | Alarm Acceptor

Description

It was found our mass alarm acceptor in our system admin page is not working as it should.

I have found a 404 error and a reference error on the index page.

MST6-813 LDAP User roles are not updated

Description

The Problem: When a users group (IE: Role) is changed in LDAP, that change is not reflected in the MyChild Software, so for example, if a user is created with a role of “ClinicalStaff” and then at some point down the road they are placed into a different group (IE: ClinicalAdmin) the role is never updated in MyChild

Recommended Resolution: When a user logs into the system, we should verify that thier role matches whatever LDAP group they are in, if they don’t match (IE: LDAP is different from MyChild), then we should updated the MyChild side to match the LDAP side

MST6-814 LDAP Disabled Accounts Able to login

Description

The Problem: When an account has been disabled in the LDAP Server, the account should *NOT* be allowed to login to the software anymore, however for some reason the LDAP active flag seems to be being ignored for some reason.

Recommended Resolution: update the login procedure to verify the acount active flag, if the account is not active (IE: disabled) then the login should be denied

MST6-815 MyProfile | Static size

Description

Our MyProfile page will break when a user zooms into the page using the default zoom on the web browser (ctrl + ScrollWheel).

Our navigation menu has an overlay that starts to break and push things around.

All pages attached to the myprofile page need to use percentages for dynamic sizing, this included the text fields as they may overlap with Zoom.