

DLT Work Instructions: New User Set up for DLT Scan App Access

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General Principles:

- The DLT Scan App functions as an extension of the DLT Administrative Portal, a controlled-access website that interfaces with the DLT database.
- Use of the DLT Scan App requires the user to:
 - Have an active User Account with the DLT Administrative Portal and
 - Have installed the DLT Scan App software on the device being used
- Setting up a new user requires several steps, each of which is intentionally designed to enhance the security and oversight of the DLT Scan App usage. However, this does require involvement by multiple people, so adequate time should be given to complete the set up and install process.
- The DLT Scan App is available for Android and Apple devices only and works best when the device's operating system is up to date.
- Install instructions for the DLT Scan App differ dramatically for Android and Apple devices, though actual operation and functionality is identical once the App is installed.
- Helpful App-related resources and links are available here: www.donatelifetexas.org/ScanApp

Resources Required to establish DLT Scan App Access:

- DLT Administrative Portal (nicknamed the DLT Admin Site):
<https://register.donatelifetexas.org/admin>
- DLT Admin Access Request Form – available at www.donatelifetexas.org/ScanApp
- DLT App Training deck – available at www.donatelifetexas.org/ScanApp
- People involved in setting up DLT Scan App access:
 - Supervisor of the user
 - Your organization's credentialing contact person / person responsible for managing systems access (usually IT).
 - DLT contact – only for Apple device users

Step 1 – Training the User

The DLT App Training is a PowerPoint deck provided by DLT that contains user instructions for applying for, installing and using the DLT Scan App. It also contains instructions for resetting App passwords.

- Users should be given an electronic and / or paper copy of the training deck prior to being given DLT Scan App access
- For volunteers or any non-organizational user being given App access, additional verbal or in-personal guidance is advised to emphasize the need for responsible app usage and appropriate handling of personal / sensitive information.

Step 2 – Establishing / Modifying DLT Admin Site Access

Permission to use the DLT Scan App is granted through a user account on the DLT Admin Site. The process is similar for staff / volunteers who do not already have DLT Admin Access and for those who already have access to search the DLT registry:

- The user completes the DLT Admin Access form requesting App permissions and signs the top portion of the form.
- The user's supervisor (for staff) or person with the organization they represent (for volunteers) signs the bottom section of user's DLT Admin Access form, acknowledging they are authorized to have the DLT Admin Access being requested.

- The organization’s credentialing contact sets up DLT Admin Access appropriate for the user’s role, for example:
 - Staff may need both registry search and app access
 - Volunteers should only be granted app access
 - Existing users require a modification to their “Role” to include permission for the App
- DLT Admin Access forms should be scanned and retained by the credentialing contact
 - The ability to attach a scan of this form to a user’s profile is expected soon
- Once the DLT Admin Access is established, all **next steps are completed by the USER.**

Step 3 – Completing DLT Admin Access Process

- Once the user’s DLT Admin account has been initiated by the organization’s credentialing contact, the user will receive an email from the DLT Admin site with temporary login credentials
- The user follows the instructions on this email to establish their permanent login / password credentials for the DLT Admin system
- This username and password will provide access to the DLT Admin Site and to the DLT Scan App.
 - A user’s view of the DLT Admin Site is limited, based on permissions assigned by the credentialing contact. For example: a user who is granted permission only to use the App will not have access to search the registry.

Step 4 – Installing the DLT Scan App

- The user installs the DLT Scan App on their device
 - Android users download the app from the DLT Admin Access site
 - Apple users MUST request a “redemption link” from DLT in order to install the app from the Apple AppStore
 - Requests should be sent to Info@DonateLifeTexas.org
 - A user CAN install and use the app on multiple devices (both Apple and Android)
 - Apple users can load the app to any Apple device connected to the user’s iTunes account (ie: an iPhone, iPad, etc.) without requiring additional redemption links
- Once the app is installed, the user opens the app and uses the DLT Admin login credentials to open the app
- Password resets must be done via the DLT Admin Access site

Resetting Passwords

Users can reset their own DLT Scan App passwords but are often confused about how to do so because it is not done via the App. The DLT Scan App functions as an extension of the DLT Admin Site, thus login credentials are managed via the DLT Admin Site.

- Three failed login attempts in a row will result in the user being locked out of the DLT Admin Site and the App for 30 minutes.
- Users initiate password resets via the DLT Admin site: <https://register.donatelifetexas.org/admin> and clicking the “Forgot Password” link from the login page.
- The DLT system will email the user a **temporary, single-use** password and reset instructions. Once the new password is set, the user then opens the App and logs in using the newly established password.
- Step-by-step instructions are included in the Training Deck and are available at www.donatelifetexas.org/ScanApp

