

## NHS Scotland Ophthalmic ePayments

### Acceptable Use Policy (AUP)

<b>Title</b>	Acceptable Use Policy (AUP)
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## 1 Declaration

1.1.1 I \_\_\_\_\_ confirm I have read, understood and am responsible for my actions in meeting the terms set out in this AUP.

1.1.2 Signed:

1.1.3 Date:

## **2 The Ophthalmic ePayments Service**

### **2.1 Purpose**

- 2.1.1 The NHS Scotland Ophthalmic ePayments service (“the service”) has been provided to enable access to NHS Scotland applications and to support the provision of health and social care in Scotland.
- 2.1.2 The service is accessible via the Internet using common web browsers, or using a VPN client installed on the access device.
- 2.1.3 If the service is being accessed via the Connect VPN service then all provisos applying to that service and its use also apply to the Ophthalmic ePayments service. The separate Acceptable Use Policy for that service must also be completed and adhered to.

### **2.2 Scope**

- 2.2.1 This policy applies to all users of the service.
- 2.2.2 This service does not include provision of the necessary underlying infrastructure required to access the service e.g. access device, Internet connectivity, etc. These are the responsibility of the end user, or the end user organisation.

## **3 Your responsibilities**

### **3.1 Comply with this AUP**

- 3.1.1 It is your responsibility to ensure that you understand and comply with this policy. It ensures that:
  - you understand your responsibilities and what constitutes abuse of the service;
  - computers, personal data and NHS services are not put at risk.

### **3.2 Acceptable use**

- 3.2.1 The service may only be used for the approved purposes for which you have been explicitly authorised.

### **3.3 The account(s)**

- 3.3.1 The account(s) allocated to you are the property of NHS Scotland and are provided for the express purpose of delivering care and NHS related services. NHS Scotland reserves the right to terminate the account(s) at any time and for any reason.

- 3.3.2 You are responsible for ensuring the correct use of all account(s) allocated to you to manage in accordance with this AUP at all times.
- 3.3.3 You may allocate a token and account to an employee within your organisation for the sole purpose of accessing NHS services in relation to your business. However, you remain responsible for all actions taken using that account/token.
- 3.3.4 PIN numbers (Personal Identification Numbers) will be allocated directly by Practitioner Services to anyone having an account. These numbers should not be shared with or made known to anyone other than the user they are allocated to. They are used by the system as an 'electronic signature', equivalent to a hand-written signature on a hard copy. Each claim constitutes a legal document and the confidentiality of PIN numbers should be protected accordingly.
- 3.3.5 You must ensure that any electronic system or device that you are using does not store or retain your PIN number. Your PIN number is your electronic signature and must be entered by you on each occasion that it is requested. If you are using the web form to submit claims then you must ensure that your web browser is not storing your PIN.
- 3.3.6 When the account is no longer required by that individual you must recover the token and update the password allocated to the token by contacting the service desk.
- 3.3.7 You are responsible for recovering tokens from members of staff to whom they have been allocated.
- 3.3.8 If any of the token(s) allocated to you are lost or stolen, or the device on which a soft token is installed is lost or stolen, you must inform the service desk. It is your responsibility to ensure that any member of staff to whom a token/account has been allocated informs you of the event of loss or theft.
- 3.3.9 All accounts have an end date which will be specified at the time of applying for the account. It is your responsibility to ensure that the account access is extended before it runs out if continued access is required.

### **3.4 Changing job**

- 3.4.1 If a member of staff to whom a token has been allocated is leaving the organisation or changing job it is your responsibility to recover the token and inform the service desk to update the password.
- 3.4.2 If you are leaving the organisation or changing job you must recover all token(s) that have been allocated to you and return them to NSS.

### **3.5 Your end user device**

- 3.5.1 You are responsible for ensuring the security of any device used to access the service.

- 3.5.2 All devices used to access the service must have the most recent operating system patches installed and must have appropriate and up to date anti-virus software installed.
- 3.5.3 NHS services may only be accessed from within the corporate, clinical or business premises from where the services your organisation provides are delivered.
- 3.5.4 You may use any type of end user device, and any browser that is compatible with the VPN technology.

### **3.6 Your connection**

- 3.6.1 You may not attempt to employ any artificial means of keeping a VPN connection open longer than is necessary.
- 3.6.2 NHS Scotland may at any time for any reason alter the technology of the VPN portal and cannot be held responsible for ensuring compatibility with your end user equipment. NHS Scotland will endeavour to manage and communicate all changes to ensure continuity of service.

### **3.7 Incident reporting**

- 3.7.1 You must report any information security incident or any indication of a potential vulnerability in the service to the help desk, using contact details provided in this document at paragraph 4.1.

### **3.8 Non compliance**

- 3.8.1 Any breach of this policy will result in a review of your account, and may result in withdrawal of service access from you, for all accounts allocated to you or for your organisation.

## **4 Seeking further information**

### **4.1 Contacting the help desk**

- 4.1.1 Contact details for the help desk are:
  - o Email: [nss.nisgservicesdesk@nhs.scot](mailto:nss.nisgservicesdesk@nhs.scot)
  - o Telephone: 0141 282 2100

### **4.2 Support**

- 4.2.1 If you are having technical difficulties accessing the service, contact the help desk by email or phone using the details provided above.

### **4.3 This document**

4.3.1 The NHS Scotland Ophthalmic ePayments team reserves the right to update this document as necessary.

4.3.2 A copy of the current version can be obtained by contacting the help desk by email.