

## Changes to staff accounts from 3 November

Hello,

We're making a few changes to who can see and manage staff accounts in the Camascope portal. These start the week of 19 October, followed by the removal of unnecessary Account Admin roles on 29 October and updated staff account permissions on 3 November. Medication rounds, the app and resident records are not affected.

### Why we're making this change

Camascope is independently security tested on a regular basis. Following the latest testing, we're tightening up staff accounts so that:

- only the people who look after staff accounts can see and change them
- Account Admin, which will be able to add and edit people, is only held by those who need it
- temporary passwords only go to the email address or mobile number saved for that person.

### Does this affect me?

|                                                         |                                                                                                                                                                 |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Home Managers</b>                                    | You'll keep managing staff at your home as you do now. Adding a new staff member gets simpler (1), and Group Account Users will be for Account Admins only (2). |
| <b>Account Admins</b>                                   | You'll be able to add people and edit their details on Group Account Users (3). Please check the right people have this role (4).                               |
| <b>Both (Home Managers who are also Account Admins)</b> | You keep everything above. When adding staff you'll still see the Account Role box, but it will start on "None".                                                |
| <b>Nurses, carers and</b>                               | Their work doesn't change. They won't see the staff pages any more,                                                                                             |

other staff

and Account Admin will be removed from them (4).

## What's changing

### 1. Adding a new staff member **Week of 19 October**

On the Staff Users page, when a Manager clicks Add New Staff User:

**Today**

Camascope Dashboard Medication Admin Admin > Staff Users

### Add New Staff User

Name, user name, email and mobile (unchanged)

Please ensure that a unit role is selected.

Account Role

- Select
- Select
- AccountAdmin

Unit Role

- Select

"Select" makes it look like you must choose. The only option is AccountAdmin.

Save Close

From the week of 19 October

### Add New Staff User



Name, user name, email and mobile (unchanged)

Please ensure that a unit role is selected.

Unit Role

Select



Select

Manager

Nurse (Managers Auth)

Nurse

Student Nurse

Carer

Carer (Non-Medicated)

Witness

External Read Only

Revoked

No Account Role box. Managers just choose the person's role at their home.

Save

Close

2. Who sees the two staff pages 3 November

Both pages are in the Admin menu at the top of the portal.

Today

Admin ▾

NHS Access

Service Users

Staff Users

Group Account Users

Change Unit

...

From 3 November

Home Managers

Admin ▾

Staff Users

Group Account Users

Nurses, carers and other staff

Admin ▾

Staff Users

Group Account Users

Account Admins

Admin ▾

Staff Users

Group Account Users

### 3. Account Admins can add and edit people 3 November

On the Group Account Users page (Admin menu, then Group Account Users):

**Today**

 Camascope Admin ▾

Admin > Group Account Users

#### Group Account Users

| Name         | Account Role |
|--------------|--------------|
| Priya Shah   | AccountAdmin |
| Sam Taylor   | -            |
| Grace Okafor | -            |

Add New Group Account User

#### Sam Taylor

First Name

Sam

Email

sam.taylor@example.com

Save

**Greyed out: Account Admins can't add people or edit their details.**

**From 3 November**

 Camascope Admin ▾

Admin > Group Account Users

#### Group Account Users

| Name         | Account Role |
|--------------|--------------|
| Priya Shah   | AccountAdmin |
| Sam Taylor   | -            |
| Grace Okafor | -            |

Add New Group Account User

#### Sam Taylor

First Name

Sam

Email

sam.taylor@example.com

Save

**Account Admins can add people and edit their details.**

### 4. Account Admin removed from staff who don't need it 29 October

Account Admin is meant for the few people who look after staff accounts across all your homes, such as head office or IT. Many nurses, carers and other staff have it today. We think this is mostly because the "Select" wording in (1) made it look like a choice was needed.

Today this makes little difference, because Account Admins can do very little in the portal. From 3 November they'll be able to add people and edit their details (3), so it's important that only the right people have the role.

On 29 October we'll remove Account Admin from staff who have a role at one of your homes but aren't a Manager at any of them, such as nurses and carers. Their role at each home stays the same, so they can carry on working as normal.

We won't change:

- Managers who have Account Admin.
- People who have Account Admin but no role at any home. We assume they're a genuine Account Admin, such as head office or IT.

### What to do next

1. **Check for any remaining unnecessary Account Admin access after 3 November:** Our bulk update may not catch everyone who shouldn't have this role. Your organisation's Account Admins should review the Account Role column on Group Account Users and remove it from anyone who doesn't need it.
2. **Restore access if needed:** If someone needs Account Admin reinstated, an Account Admin in your organisation can restore it themselves (or you can contact us for help).

Any questions? Just reply to this email or contact [support@camascope.com](mailto:support@camascope.com).

Thank you,  
The Camascope team