



SPOT Frequently Asked Questions

Can I set up Liaisons with a SPOT account before an exposure or outbreak happens?

There is no need to register a Liaison in SPOT until an exposure is identified at the school or workplace. SPOT was designed to be used on an as-needed basis, meaning that Liaisons will only need to access SPOT to enter case and contact information related to a known exposure.

Do School/Workplace Liaisons need to attend training?

There is no training for School/Workplace Liaisons. SPOT was designed to be intuitive and easy to use. There are training resources available for Liaisons, including a YouTube video and User Guide. The most up-to-date versions of these resources are available on CalCONNECT Exchange and can be shared with the Liaisons.

Can I set up multiple Liaisons for one school/workplace?

Yes, one school/workplace (Location Account in CalCONNECT) can have multiple Liaisons. Please refer to the **Provisioning Access to SPOT Liaisons QRG** on CalCONNECT Exchange for more details on how to do this.

Can I set up one Liaison with SPOT accounts for multiple schools/workplaces?

Yes, a Liaison can be associated to multiple schools/workplaces (Location Accounts in CalCONNECT). Please refer to the **Provisioning Access to SPOT Liaisons QRG** on CalCONNECT Exchange for more details on how to do this.

What's the difference between the Shared Portal and the School Portal?

Information in the School Portal is tailored to schools, and the fields collected about cases and contacts are related to their school affiliation. Information in the Shared Portal is tailored to workplaces, and the fields collected about cases and contacts are related to their occupation and employer. To see what SPOT will look like from a Workplace Liaison or School Liaison's perspective, please watch our [SPOT Demo YouTube videos](#). In addition, the SPOT Data Collection Fields document on CalCONNECT Exchange contains the fields collected in both the School Portal and the Shared Portal.

Can I access SPOT as a CalCONNECT user?

There are training materials that demonstrate what SPOT looks like from the Liaison's perspective. If you would like to set yourself up as a Liaison to test out SPOT, complete a SPOT registration form in the **Training (Sandbox) environment**, and include your own information in the Liaison information section. Outside of testing or training, there is no need for a CalCONNECT user to access SPOT directly.

Can LHJs run a report that pulls all cases and contacts created through SPOT?

There are four reports related to School and Workplace exposures, in the Exposure Reports folder: School Portal – Exposure Events by LHJ, School Portal – Exposure Events with Details, Workplaces – Exposure Events by LHJ, Workplaces – Exposure Events with Details. Further, the "Created through SPOT?" checkbox can be included in reports to filter only cases and contacts created through SPOT.

Can Liaisons edit information in SPOT after they entered it?

Liaisons cannot edit data they've entered in SPOT. If a Liaison needs to update information about a case or contact, they will need to reach out to their LHD who can update the information in CalCONNECT on their behalf.

Can Liaisons see if information for a case or contact in their school/workplace has been updated in CalCONNECT?

Liaisons can only see information in SPOT that has been entered via SPOT, exactly as it was entered. If the case or contact record is updated in CalCONNECT, the Liaison will not see those updates.



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Is there any reporting available directly in SPOT?

There is a section in SPOT, Summary Dashboard, where Liaisons can view basic dashboards about data entered in SPOT. Further, Liaisons can extract a CSV file the data exactly as it was originally entered in SPOT.

If there's an exposure at a School District office, should we use the School Portal or Shared Portal?

It is up to the Local Health Department whether they want to capture occupation or school related information from the Liaison about the individuals involved. They should choose based on what is more relevant to the exposure, as this is the main difference between the School Portal and Shared Portal. However, it is hard to make a "wrong" choice, since all cases and contacts created through either portal appear the same in CalCONNECT.

Is it recommended that LHJs make Location Accounts that are at a granular level? For example, at a large school where we would want multiple Exposure Events, should we be making Location Account at the classroom level?

This is not recommended. Locations, such as a large school, should have one Location Account per address. It is possible to have multiple exposure events associated with the same Location Account simultaneously. It is recommended to use the "Specific Place in the Location" to capture more granular level data like the classroom where the exposure event occurred.

Do the SPOT external users receive any sort of agreement to sign?

No. They are provided this standard warning message at login:

WARNING: This is a State of California computer system that is for official use by authorized users and is subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system may result in administrative disciplinary action and/or civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY, if you are not an authorized user or you do not agree to the conditions stated in this warning.

Where can I submit feedback or suggestions about SPOT?

We'd love to hear your ideas! Please submit them on [CalCONNECT Exchange](#).

I have more questions about SPOT. Who can I ask?

First review the training materials on the Exchange to see if your question is answered there:

- [SPOT Training Materials](#)
- [SPOT Training Videos](#)

If you still have questions about SPOT, please email the CalCONNECT Learning mailbox, CAConnected_Learning@accenture.com.