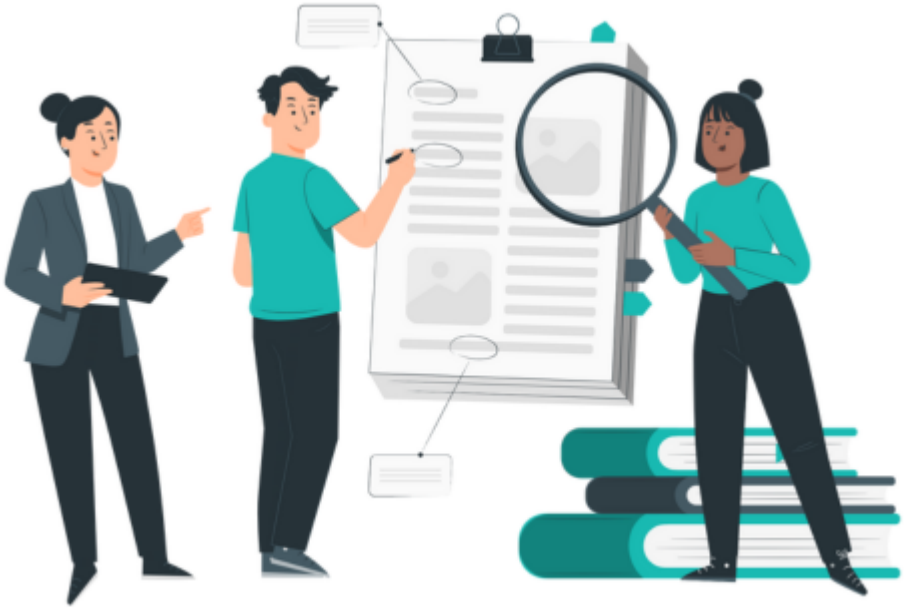
Care Control Cloud FAQ

FAQ's · https://cclearninghub.co.uk/docs/care-control-cloud-faq/

Care Control Cloud FAQ Page

This page answers some frequently asked questions about Care Control Cloud and it’s associated applications.



Will Cloud eventually replace the Windows version?

Yes, once everything has been transferred to cloud the aim is to turn off windows.

Are some areas not yet available on Cloud?

Correct, we are in the process of transferring all areas from Windows to Cloud

Does the Windows version still set some security access to the Cloud?

Organisational Management is now available on Care Control Cloud meaning you can manage security settings in both Windows and Cloud.

Are security settings for Cloud transferred from Windows?

No, when staff use Cloud launcher, they are only given care planning access on cloud.

Will people need to have access to Cloud in order to use Pocket and Mobile?

The apps, Mobile and pocket are not changing, these will continue to work as they do now, support staff that do not require admin access do not need to be set up on cloud.

In order to use Cloud, do staff need to be registered as users and access an email from the system?

If you are setting up a new user in Org Management, staff will receive an email to complete the registration. If staff are going to use Cloud launcher, they will enter their normal Care Control pin number and they will then be in cloud, you can then go into org management and amend that users access if required.