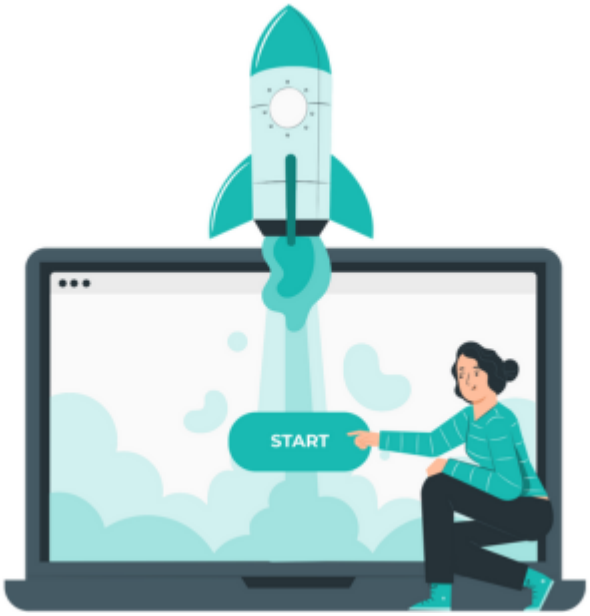
Setting up Cloud Launcher

Care Control Launcher · https://cclearninghub.co.uk/docs/setting-up-cloud-launcher/

Setting up Cloud Launcher

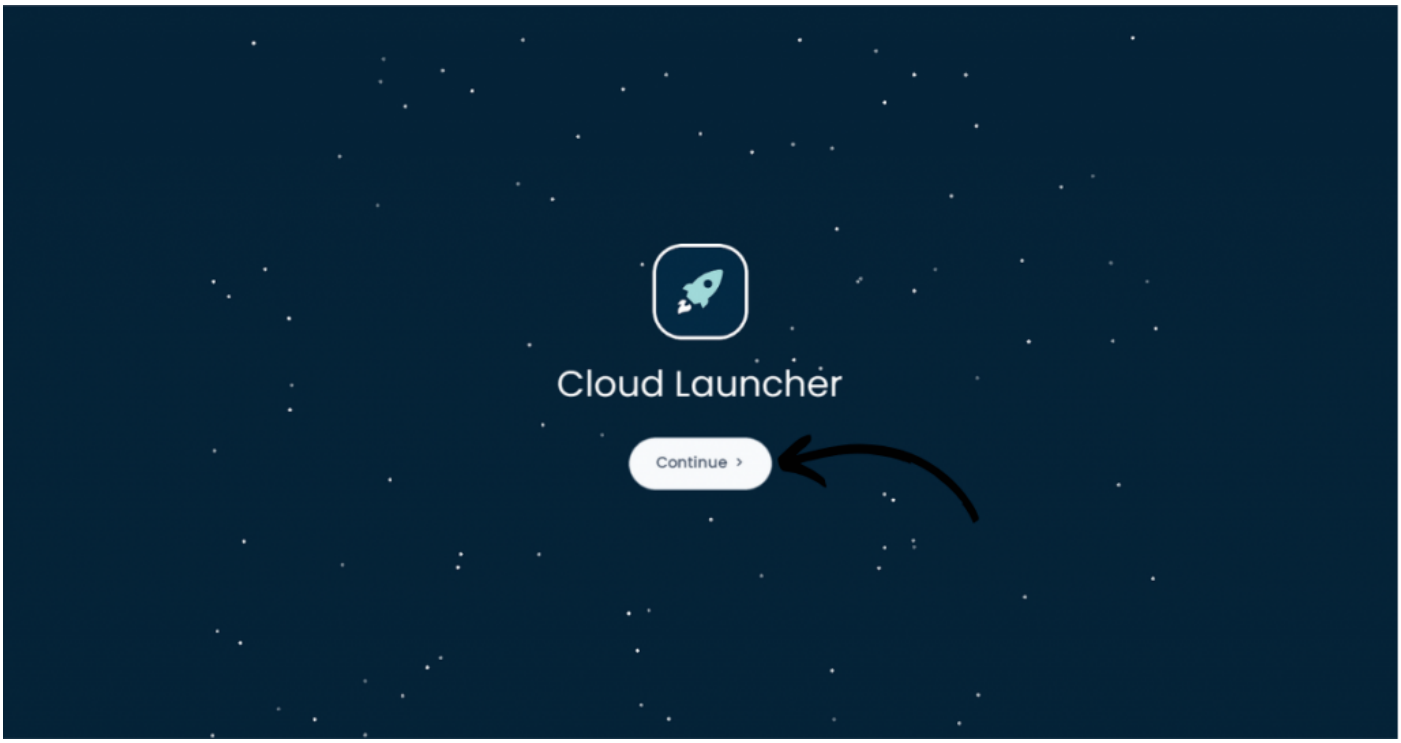
Within this guide we will cover how to set up the Care Control Cloud Launcher.



Step 1:

Head to our downloads page to install the latest version of Cloud Launcher.

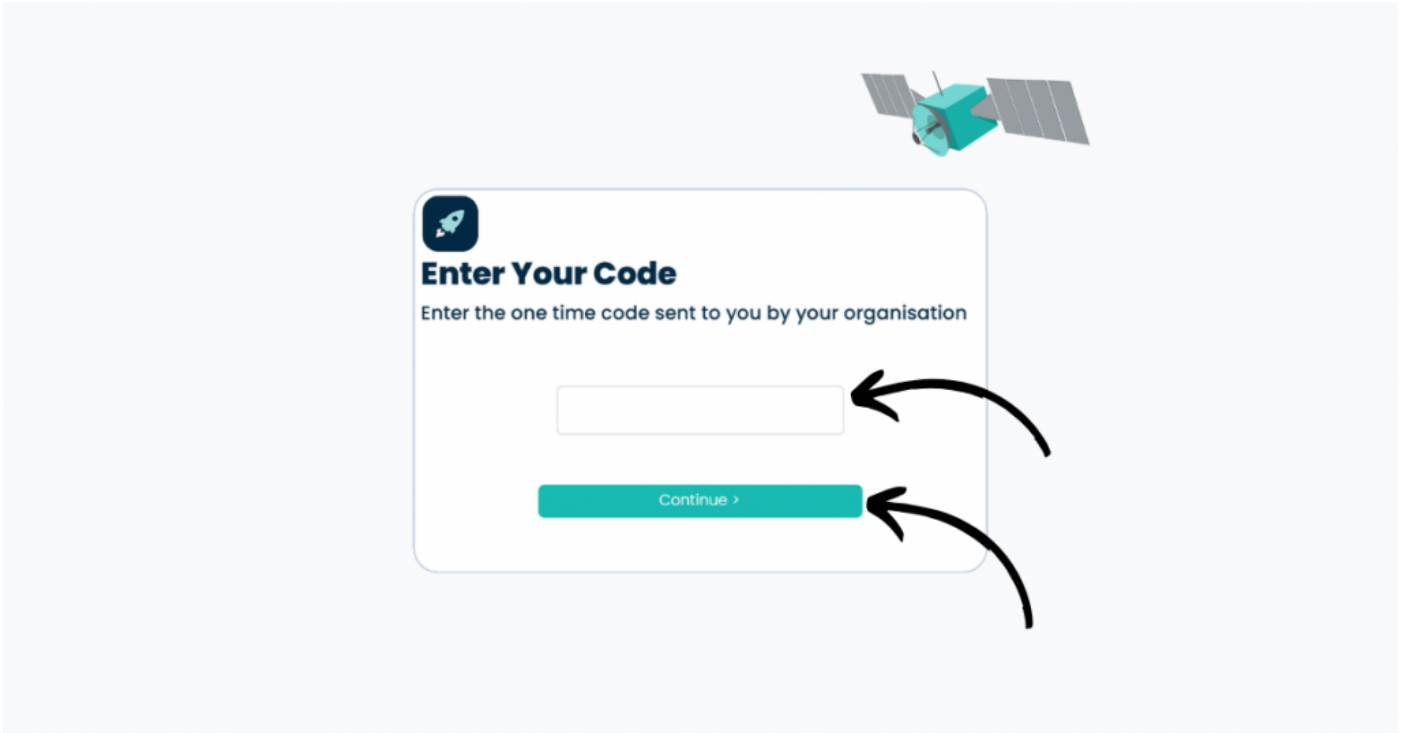
Once installed, open the file and select **Continue**.



Step 2:

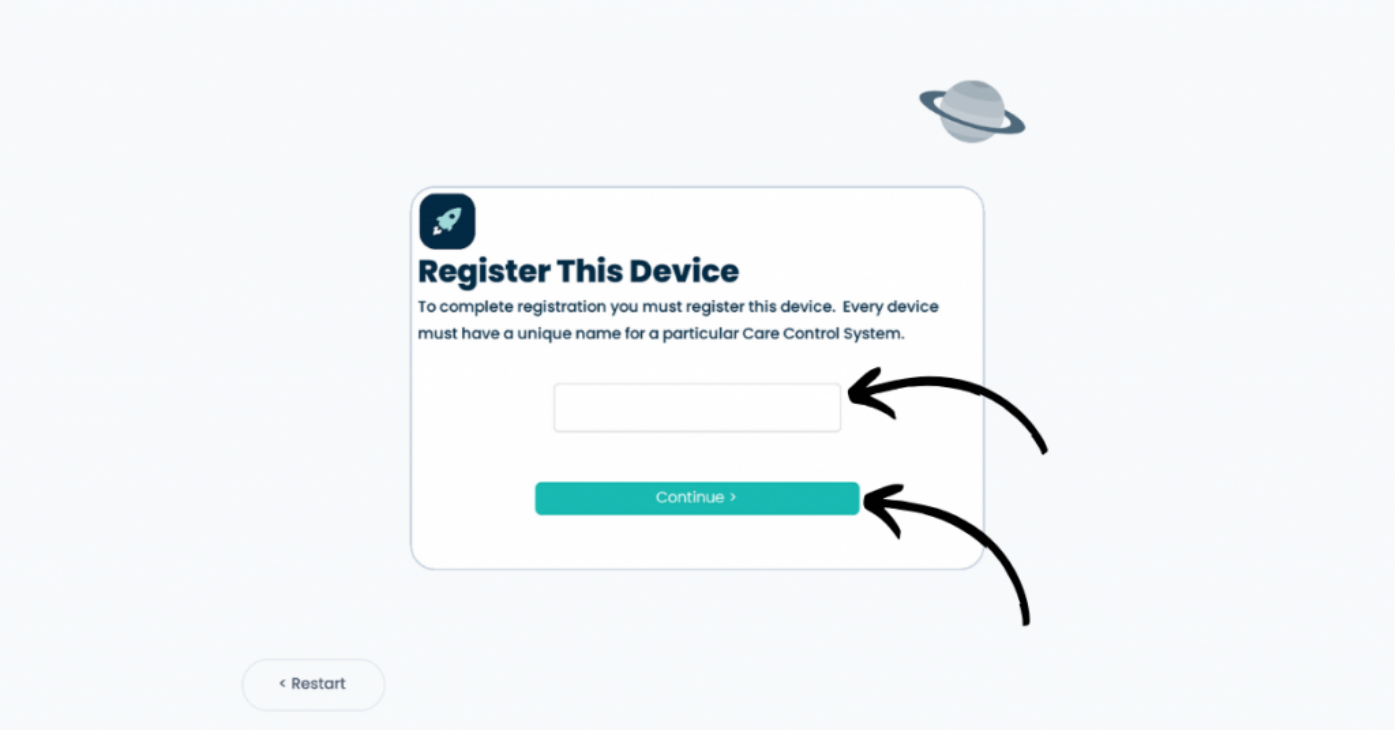
Enter your **Code.** This will either be a one time code given to you or your usual site code.

Once entered, click **Continue.**



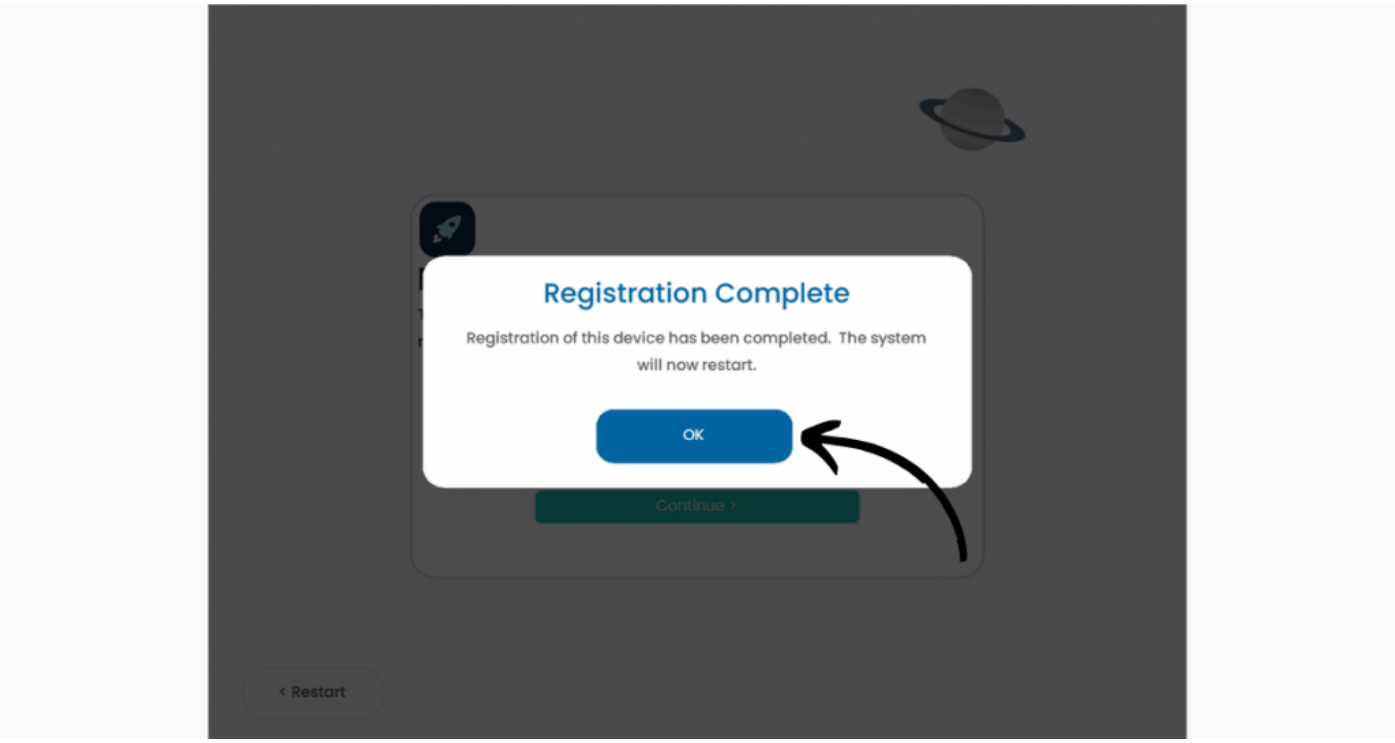
Step 3:

Enter a name for your device, this helps to signify where you are logging in from. Once happy, click **Continue**.



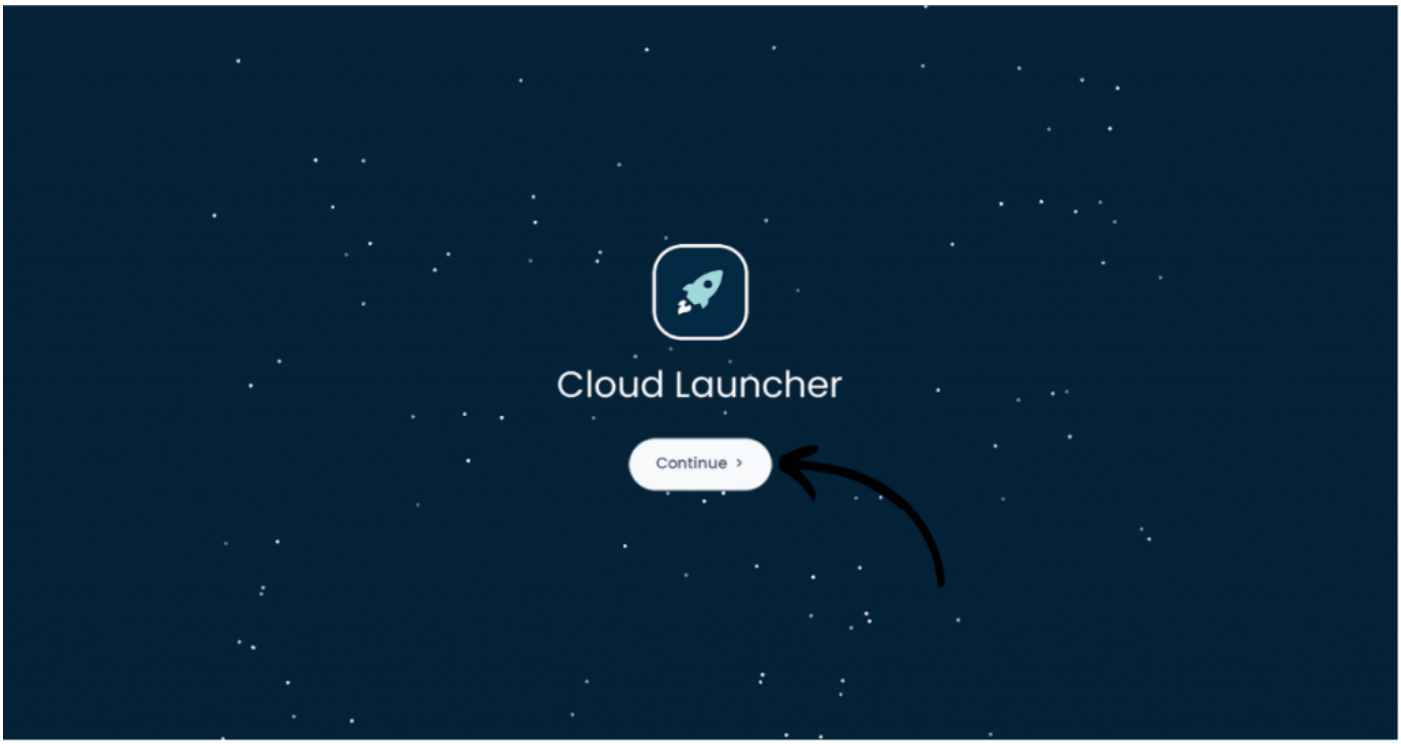
Step 4:

Registration will now be complete. Select **OK** to restart the application.



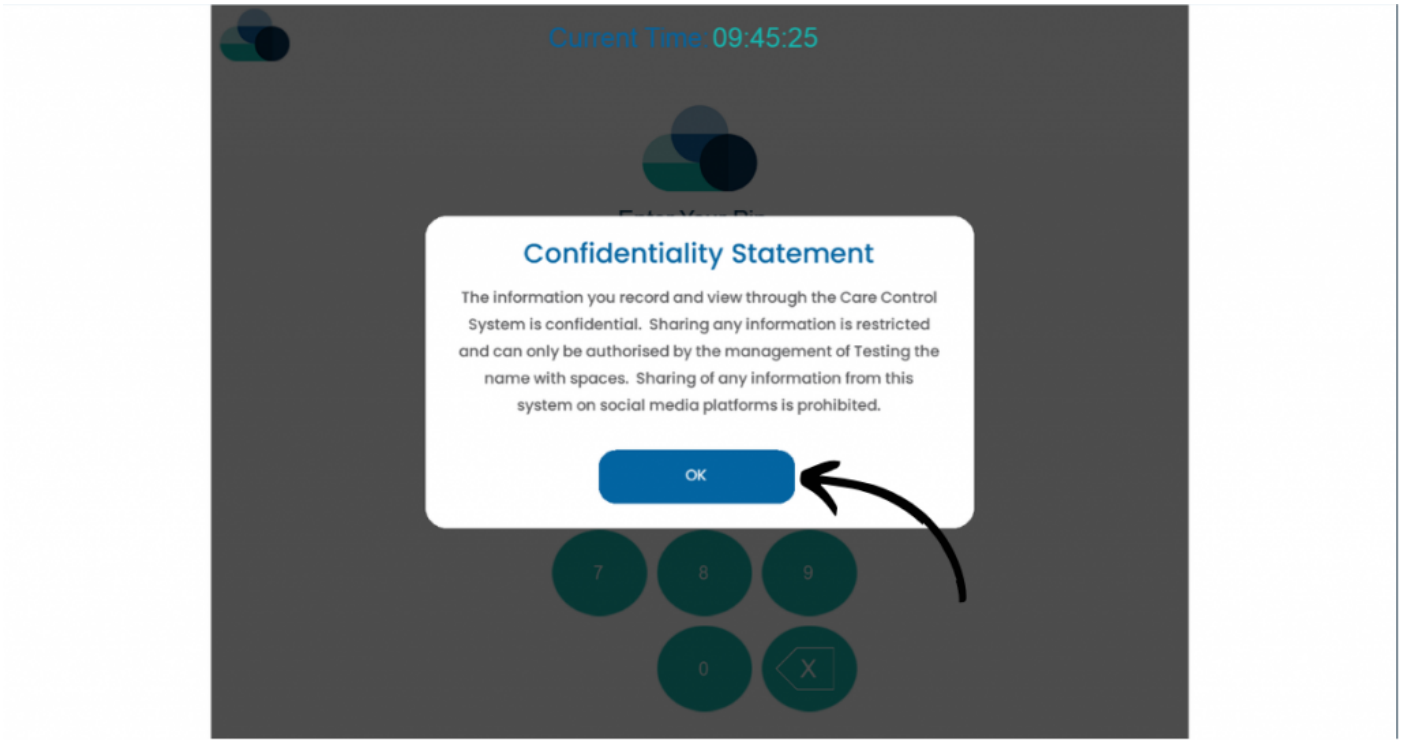
Step 5:

It will now take you back tot he start screen, click **Continue** again.



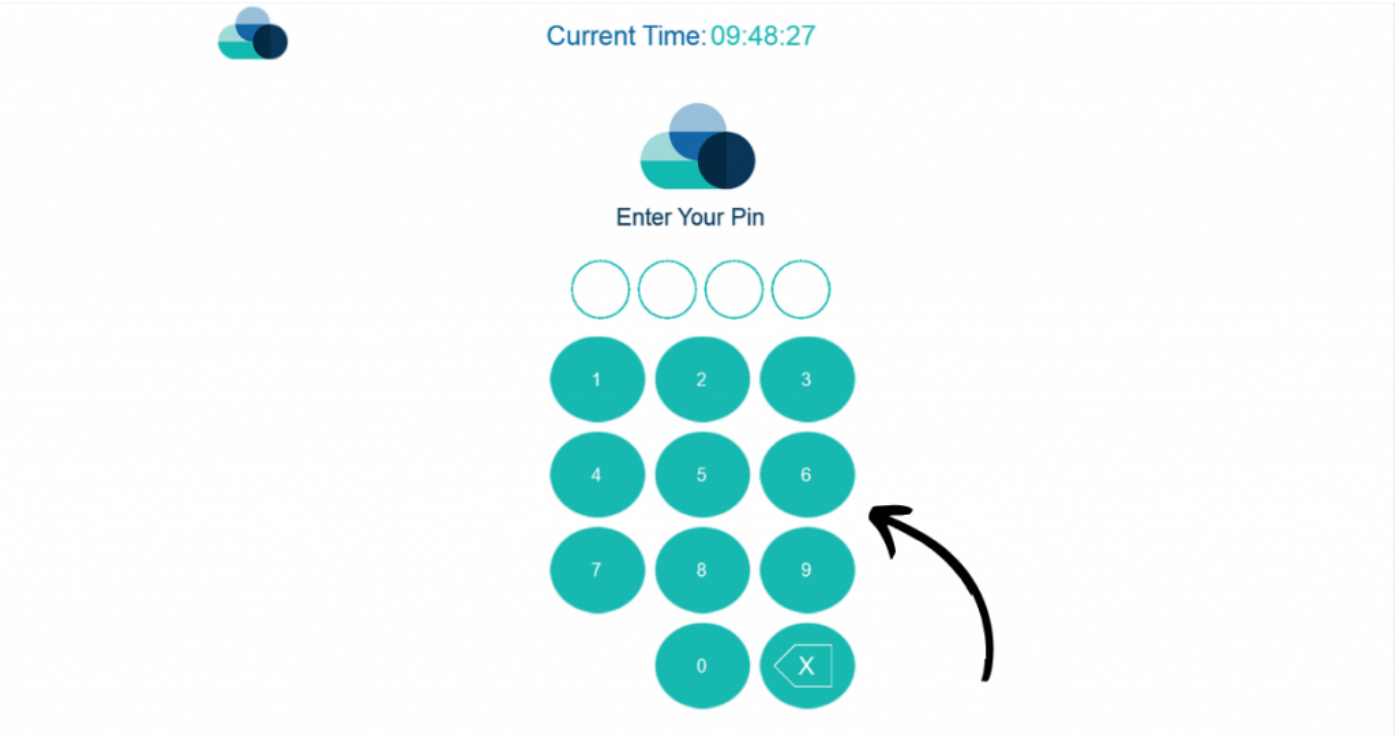
Step 6:

You will be met with a confidentiality statement. Please read it and then click **OK.**



Step 7:

Enter your **Pin Code** which is supplied to you.



Step 8:

Care Control Cloud will now open and you will be logged in within your browser. Keep the Launcher open to never be logged out of Care Control Cloud.



FAQs

Can I use Care Control Launcher on a Mac?

Yes! The Care Control Launcher is now available for Mac users. You can download and install it directly on your Mac device for a smooth, reliable experience just like on Windows.

Click here to download Care Control Launcher for Mac.

How can I access Cloud Applications?

In order for an employee of a Care Service to access our Cloud Applications they must have a User Account.

User Account Auto Creation

A staff member MUST have a User Account in order to use Cloud.

On login to the Launcher the following takes place: –

1. Check if the staff members account is mapped to an existing User Account.
2. If they are, that is the User Account that will be used.
3. If they do not have a mapped account, a temporary user account is created.
4. Temporary User Accounts only have access to two Cloud Apps: –

My Hub

Care Planning

5. Temporary User Accounts only have access to the site the staff member is part of
6. Temporary User Accounts are provided Care Planning permissions based on their staff access rights: –

Will the Launcher reflect the Users existing staff security settings and pull these through into Cloud?

When a staff member uses the launcher, the system identifies them and the site they are logging in from via their staff PIN. It first checks if the staff member is linked to an existing user account; if so, they receive the same access as if they had logged in directly. If no user account exists, access is assigned based on the staff record's security settings: Admins gain "Admin Editor" access to the Cloud Admin App and "Care Editor" access to Cloud Care Planning, Care Managers receive "Care Editor" access, and staff with only the Basic flag get "Care Essential" access to Cloud Care Planning. Access is limited to the site they are launching from unless they have an existing user account.

What operating systems does Cloud Launcher work on?

Cloud Launcher is only available for Windows and Mac OS. To install the app you need to download the install file from the Care Control Systems Downloads Page.

Can I set up restrictive internet access to Cloud?

Several care providers have told us they don’t want staff to have unrestricted access to cloud-based systems via any internet browser. Instead, they prefer access to be limited to devices within the Care Service itself, ensuring greater control and compliance.

While restricting access by IP address is one option, we know that most care providers haven’t purchased fixed IP addresses from their internet service providers, which can make this approach challenging.

That’s why we offer an alternative: using an App. Our App requires installation, registration, and binding to a specific site location. By making the App the exclusive access point for Cloud Applications, we can ensure access is limited to authorised devices only—giving you peace of mind and enhanced security.

If you have questions or want to learn more about securing access to your Cloud Applications, please get in touch! We’re here to help.

I can't log in to Cloud Launcher, why is that?

There are a few reasons you may not be able to log in, they include:

- Facial recognition is turned on, please disable this to be able to log in to Cloud Launcher.
- Please double check your pin code is the correct one.
- Your device name is not unique, please make the device name unique.

What is the difference between a Staff Member and a User?

Staff

These are HR records that are created at Location level. These records define the role of that employee within a Location. A staff record is holds a Pin Number and is used for assignment on the Roster System and to access applications such as Pocket, Mobile, eMar and CC Windows.

User

The User Record is used to provide a sign in to our Cloud Applications. It sits above a Location and is purely a security construct. A user record can be mapped to one or more Staff records. A user record is configured to access different locations and different cloud applications.

How do I access Care Control Launcher?

You can access the Launcher by double clicking the file on your desktop, otherwise, use the search bar on Windows or Mac to find it and open it.