

**CLIENTTRACK END USER AGREEMENT**

Printed Name: \_\_\_\_\_ Partner: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ E-mail &Phone: \_\_\_\_\_

**User Policy:** Partner staff shall only use the client information in ClientTrack to target services to the Client’s needs. This user policy must be signed by every End User, upon the successful completion of ClientTrack Orientation and annually thereafter.

**User Responsibility**

I will take all reasonable means to keep my <b>password secure</b> , knowing that my User ID and password are for my use only and must not be shared with anyone. I will reset my password if I feel it has been compromised.
I will take all reasonable methods to ensure that the only individuals who view information in ClientTrack are authorized users – and the clients to whom the information pertains.
I will transfer personal information via <b>secure file transfer</b> only, to reduce the risk of unauthorized interception of sensitive information.
I will <b>not download data that was not collected by my agency</b> from ClientTrack to be stored on any physical hard drive or other media (i.e. USB drive, CD, DVD, or other method of storing data).
I will only view, obtain, disclose, or use information stored in ClientTrack that is necessary to perform my job, and that complies with clients’ signed permission to release information.
If I am logged into ClientTrack and must leave the work area where the computer is located, I will <b>log off</b> of the software before leaving the work area. I will not leave a computer unattended that has ClientTrack “open and running.”
I will keep copies of completed client forms in secure places. I will <b>shred or place in a secure shred bin documents</b> that are no longer needed to maintain confidentiality.
If I notice or suspect a <b>security breach or misuse of ClientTrack</b> , I will immediately notify UWSL.
I will not knowingly enter false or misleading client information into ClientTrack.
I will ensure that I am making the best effort to collect any and all necessary <b>back up documentation</b> .
I will obtain authorization from each Client to disclose and share personal information by obtaining a FERPA waiver. I will provide a copy of the FERPA Waiver if a Client requests one.
I will enter information from any FERPA Waiver I receive into either (circle on) <b>ClientTrack or a secure document</b> provided by UWSL within 5 business days of collecting the waiver. I will then provide the original, signed copy of each FERPA waiver to the CS Director for the school that the Client attends, so that the s/he can maintain all FERPA waivers in secure, locked locations at the school.
I will not transfer the educational records that I access through ClientTrack or through the course of Promise Partnership work to other data systems, spreadsheets or communications.
<b>I have reviewed the Data Privacy and Sharing Resource Manual (including the abbreviated Data Privacy Terms and Conditions and the Data Sharing Agreement) signed by UWSL and my organization and agree to comply with all terms and conditions set forth therein.</b>

**User Code of Ethics:** Each ClientTrack user must (1) treat partner agencies with respect, fairness and good faith; (2) maintain high standards of professional conduct in the capacity as a user; (3) assume primary responsibility for his/her client(s); and (4) assume responsibility to relate to the clients of other partner agencies with full professional consideration.

**I understand and agree to comply with all the statements listed above.**

\_\_\_\_\_  
User Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
UWSL Staff (print and sign to confirm that the User has Successfully completed ClientTrack Orientation)

\_\_\_\_\_  
Date