

 **[CA-214406] Program FACTs So Kiosk Mode Doesn't Time Out**

Issue Type:	<b>CER</b>	Team Responsible:	Assignee:	<b>Erick Arreola</b>
Fix Version/s:		Designer Contact:	Change Type (SCR):	
Minor Version:		Expedite Changes: <b>No</b>	Estimate:	
Reporter:	<b>Elisa Miller</b>	Regulation Reference:	Created:	<b>03/16/2020 09:12 AM</b>
Status:	<b>In Progress</b>	Impact Analysis:	Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:	Funding Source:	
Project Phase (SCR):		Funding Source ID:		
Other Agency Cross Reference:				

**Current Design:**

**Request:** FACTs 'time out' and log out of CIV. It would be beneficial if FACTs could be programmed so they do not 'time out'.

Issue: In November 2019 Lake County started using Facilitated Access Control Tablets (FACTs).

On 03.05.2020 Request R10372-2020 was created asking if FACTs can be programmed so 'Kiosk mode' works as the actual Kiosk mode, and does not have a 'time out' that logs FACTs out of CIV.

The response from Kyle Jackson was: "The requested functionality does not currently exist and would require changes to multiple points of the current solution. To request new functionality, a CER (CalSAWS Enhancement Request) would need to be submitted, proposed to and voted on by the Lobby Management Committee, and ultimately programed and configured. Please have AEU contact CalSAWS Lobby Management with any questions at 916-851-3344."

**Recommendation:** Update FACT functionality so 'Kiosk mode' works as the actual Kiosk mode, and does not have a 'time out' that logs the FACT out of CIV.

**Outreach Description:**

**Operational Impact:**