



Onsite Service Protocol

- **SCHEDULING A SERVICE VISIT:** ACTSmart will be asking clients if they prefer that we check in from their parking area or if we should just walk in.
- **UPON ARRIVAL:** The ACTSmart tech will follow the access protocol that the office has indicated.
- **BEFORE ENTERING ANY OFFICE:** The ACTSmart tech will put on a disposable face mask prior to entering a client's office. Gloves will be put on once they have reached the area where they will be working.
- **TEMPERATURE AND HEALTH:** If the office is taking and recording temperatures for contact tracing, the ACTSmart tech will comply.
- **INFECTION CONTROL:** To help with social distancing and infection control, the ACTSmart tech will need to have immediate access to the system requiring service. When necessary, the ACTSmart tech will wipe down the device they have serviced to avoid cross contamination.
- **TO AVOID CROSS CONTAMINATION:** ACTSmart techs are required to change their gloves if they need to move to a different area in order to service/touch another computer or peripheral. To facilitate this, they'll have additional pairs of gloves with them. Soiled gloves will be removed correctly and put in their bag or pocket for proper disposal back at the ACTSmart office.
- **SOCIAL DISTANCING:** The ACTSmart tech will do everything in their power to maintain a 6' distance from any individual the tech might be working with or encountering in an office. If the ACTSmart tech needs to be shown what challenge the user is experiencing, they will notify the user that they need to get closer to identify the issue and wait for them to respond. Observe the issue as quickly as possible from as far away as possible. As long as both the tech and the individual are wearing their PPE correctly, this will not pose any problems.
- **ADDITIONAL SERVICES:** When scheduling, the office will be asked if there is anything else the technician should be aware of before arriving onsite such as additional system or service challenges in other areas of the office so we may be prepared.
- **BACK AT THE OFFICE:** The ACTSmart tech will disinfect their vehicle and spray the bottom of their shoes to avoid cross contamination.