



**Ontario  
Health**

# Ontario Health ISAAC Application – Orthopedics

## Site & Kiosk Configuration

Version 2.1

Last Updated: March 2022

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The purpose of this document is to guide sites with the setup of ISAAC kiosks.

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# 1. Hardware Configuration

## 1.1. Kiosks

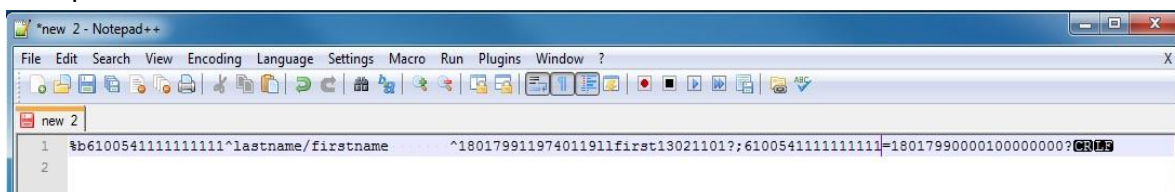
- Please use vendor recommendations for kiosk installation.
- Please ensure to use vendor recommendations on calibrating touchscreen in advanced mode. Ensure “Click on Touch” setting is enabled.

## 1.2. Health Card Reader

- ISAAC is setup to read Track1 and Track2 and parses the health card number from the second track on the card reader device.
- Some card readers are configured automatically to this setting, others may need to be reconfigured using the card reader interface supplied by your vendor.
- The Health Card Reader can be tested by utilizing other software such as Notepad++ or MS Word and then swiping a health card.
- The format should be as screen shot below.

**Important:** There should be no carriage returns (CR) or linefeeds (LF) in between Track1 and Track2.

Notepad++



MS Word



If the Health Card Reader is not reading in the format below, please follow your vendor specifications to reconfigure the reader using the following guide:

- Ensure device reads Tracks 1 and 2
- Set Track 1 Start Sentinel to % (percentage sign)
- Set Track 2 Start Sentinel to ; (semi colon)
- Set End Sentinel for both Tracks to ? (question mark)
- Track separator set to NULL
- Terminator set to CR (Carriage Return)

## 1. Hardware Configuration

### 1.3. Health Card Magnetic Stripe Specifications

**Track I**            Recording density 210 bpi  
7 bits per character, 79 alphanumeric characters

| Field | Field Name                             | Size | Comments/Values                            |
|-------|--|------|--|
| 1     | Start Sentinel                         | 1    | Value = “%” Value =                        |
| 2     | Format Code                            | 1    | “b”  |
| 3     | Issuer identification                  | 6    | Value= “610054”                            |
| 4     | Health Number                          | 10 1 |  |
| 5     | Field separator                        | 26   | Value = “^”                                |
| 6     | Name                                   | 1    | As per ISO Standards. Separated by “/”.    |
| 7     | Field separator                        | 4    | Value = “^”                                |
| 8     | Expiry Date                            | 1    | YYMM or zero filled                        |
| 9     | Interchange Code                       | 2    | “7”  |
| 10    | Service Code                           | 1    | Value “99”                                 |
| 11    | Sex                                    | 8    | 1 = Male 2 = Female                        |
| 12    | Date of Birth                          | 2    | YYYYMMDD                                   |
| 13    | Card Version Number                    | 5    | XX (may be blank)                          |
| 14    | First Name short                       | 6    | First 5 characters of first or middle name |
| 15    | Issue Date                             | 2    | YYMMDD                                     |
| 16    | Language Preference                    | 1    | 01 = ENG 02 = FR                           |
| 17    | End of Sentinel                        | 1    | Value = “?”                                |
| 18    | Longitudinal Redundancy Check (Parity) |      | As per ISO standards                       |

**Track II**            Recording density 75 bpi  
5 bits per character, 40 alphanumeric characters

| Field | Field Name                             | Size | Comments/Values          |
|-------|--|------|--------------------------|
| 1     | Start Sentinel                         | 1    | Value = “;”              |
| 2     | Issuer identification                  | 6    | Value= “610054”          |
| 3     | Health Number                          | 10   |                          |
| 4     | Field separator                        | 1    | Value = “=”              |
| 5     | Expiry Date                            | 4    | YYMM or zero filled      |
| 6     | Interchange Code                       | 1    | “7”                      |
| 7     | Service Code                           | 2    | Value “99”               |
| 8     | Filler                                 | 4    | Value = “0000”           |
| 9     | Card Type                              | 1    | 1 = REG 2 = 65 Number or |
| 10    | OHIP Number                            | 8    | “00000000”               |
| 11    | End of Sentinel                        | 1    | Value = “?”              |
| 12    | Longitudinal Redundancy Check (Parity) | 1    | As per ISO standards     |

### 1.3 Health Card Magnetic Stripe Specifications

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**Track III**      **Recording density 210 bpi**  
**5 bits per character, 107 alphanumeric characters**

| Field | Field Name                             | Size | Comments/Values      |
|-------|--|------|----------------------|
| 1     | Start Sentinel                         | 1    | Value = “;”          |
| 2     | Format Code                            | 2    | Value = “90”         |
| 3     | Issuer identification                  | 6    | Value= “610054”      |
| 4     | Health Number                          | 10 1 |                      |
| 5     | Field separator                        | 85   | Value = “=”          |
| 6     | Filler                                 | 1    | Value = “0”          |
| 7     | End of Sentinel                        | 1    | Value = “?”          |
| 8     | Longitudinal Redundancy Check (Parity) |      | As per ISO standards |

**Note:** Track III is reserved for possible future use.

## 2. Software Configuration

### 2.1. Site Settings

- 1) Login to the ISAAC Admin website

Production: <https://promsorthoadmin.ontariohealth.ca/>

Test: <https://promsorthoadmin.pst.ontariohealth.ca/>

- 2) Click on the Configuration tab



- 3) Configure Site Settings:

- a. **Default Temporary Password** – patient’s temporary password format.
  - i. {YYYY}{F}{L} – Birth Year + First Initial + Last Initial
  - ii. {F}{L}{YYYY} – First Initial + Last Initial + Birth Year
  - iii. {F}{L}1234 – First Initial + Last Initial + 1234
  - iv. 1234{F}{L} – 1234 + First Initial + Last Initial
- b. **Other Languages** – available survey translations.
- c. **Fields Displayed on the End of Survey Report** – histogram header.
  - i. Patient First Name
  - ii. Patient Last Name
  - iii. Patient Initials
  - iv. Health Card Number
  - v. Medical Record Number
- d. **Site’s Welcome Message and/or Image** – custom text message and image to display on the kiosk’s welcome (Swipe) page.
- e. **Site’s End Message and/or Image** – custom text message and image to display on the kiosk’s end (Thank you) page.
- f. **Notification Columns** – grid columns to display on the Notification page.

- 4) Click the Save button

## 2. Software Configuration

### 2.2. Kiosk Settings

#### 2.2.1. Admin Application

- 1) Login to the ISAAC Admin website:  
Production: <https://promsorthoadmin.ontariohealth.ca/>  
Test: <https://promsorthoadmin.pst.ontariohealth.ca/>
- 2) Click on the Configuration tab and then click on the “Add Kiosk” link.
- 3) The “Add New Kiosk” page will be displayed.

**Add New Kiosk**

CCO Test Site - Orth  
Show All   
cco\_ortho1  
cco\_ortho2001  
test kiosk01  
CCO\_Orth02  
CCO\_OrthoKiosk\_4  
Add Kiosk

Enabled:

Kiosk GUID: 01d0c82d-d246-4d3e-935b-a407ceebbedb

Name:

Spoke: Please Select

Survey List:

| Survey Name  | Description                               | Available At |
|--|---|--------------|
| <input type="checkbox"/> EO-SD-SL                          |   |              |
| <input type="checkbox"/> General Health Assessment         |   |              |
| <input type="checkbox"/> Hip and Knee Screening Assessment | Determines if patient will get OHS or OKS |              |
| <input type="checkbox"/> LEFT HIP                          | Oxford Left Hip                           |              |
| <input type="checkbox"/> Left Hip Post-Surgery Assessment  |   |              |
| <input type="checkbox"/> LEFT KNEE                         | Oxford Left Knee                          |              |
| <input type="checkbox"/> Left Knee Post-Surgery Assessment |   |              |
| <input type="checkbox"/> RIGHT HIP                         | Oxford Right Hip                          |              |

Notifications:

Print Supplementary Information:

Print End of Survey Report:


Portal Site Key:

Add New Kiosk Cancel

- a. **Enabled** – enable or disable this kiosk
  - b. **Kiosk GUID** – this is a system-generated unique id that will be used by the IT person to register in the kiosk machine’s system registry (see below how to register).
  - c. **Name** – Kiosk name and/or description
  - d. **Survey List** – select surveys that will be displayed on this kiosk
  - e. **Notifications** *\*Applicable to oncology tenants only*
  - f. **Print Supplementary Information** – supplementary information attached to the survey will be printed out automatically. This feature has not yet been enabled for orthopedic sites.
  - g. **Print End of Survey Report** *\*Applicable to Oncology tenants only*
- 4) Click the **Save** button.

## 2.2 Kiosk Settings

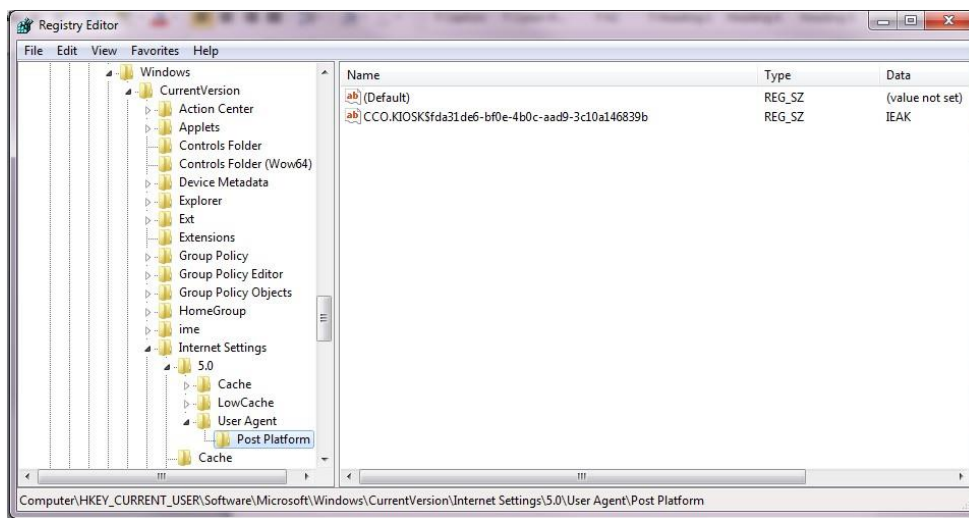
### 2.2.2. Kiosk ID System Registry

 *Internet Explorer is decommissioned and no longer supported by Microsoft; therefore, it is not a secure browser to be used for ISAAC kiosk setup. ISAAC should be run on secure and trusted browsers, such as Chrome or Edge on a Windows operating system.*

Login to the kiosk machine as a “Local Administrator”

- 1) Browse the “Registry Editor”  
Start “Run” -> type “regedit”
- 2) Register new kiosk GUID
  - i) Go to  
“Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings\5.0\User Agent\Post Platform”
  - ii) Add new string value (New -> String Value). Enter the Kiosk GUID generated in step 3.2.1 as the Name value.  
Append “**CCO.KIOSK\$**” to the beginning of the GUID string (see example below).
  - iii) Enter “**IEAK**” as Data value.

**Note:** Only one CCO.KIOSK\$ string can be configured on any kiosk at any time, for any environment (i.e. one for Test environment OR one for Production). Please delete any duplicate user agent strings by right-clicking and selecting delete. Ensure CCO.KIOSK\$ is in all **capital letter**.





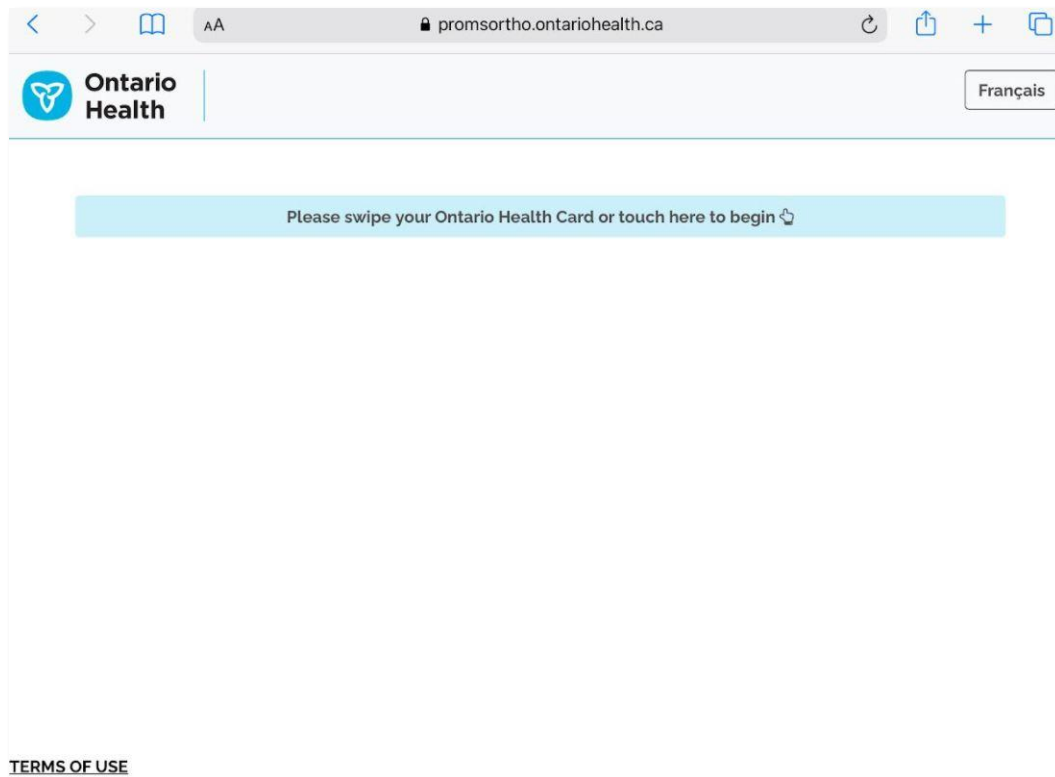
### 2.2.3 Kiosk ID System Registry

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3) Go to the ISAAC patient portal:

Production: <https://promsortho.ontariohealth.ca/>

Test: <https://promsortho.pst.ontariohealth.ca/>



**Note:** If you see a different login page, it means the kiosk machine is NOT configured as a kiosk. Please refer to “Kiosk-Settings Configuration” and “Kiosk ID System Registry” documentation.

### 2.2.4. Auto-Start Mode

It is possible to start the ISAAC kiosk manually, but it is highly recommended that the kiosk be installed in auto-start mode. This enables the kiosk to restart successfully if the computer on which it is installed is rebooted either intentionally or by accident. Auto-start mode is implemented with shortcut placed in the Startup folder of the appropriate user.

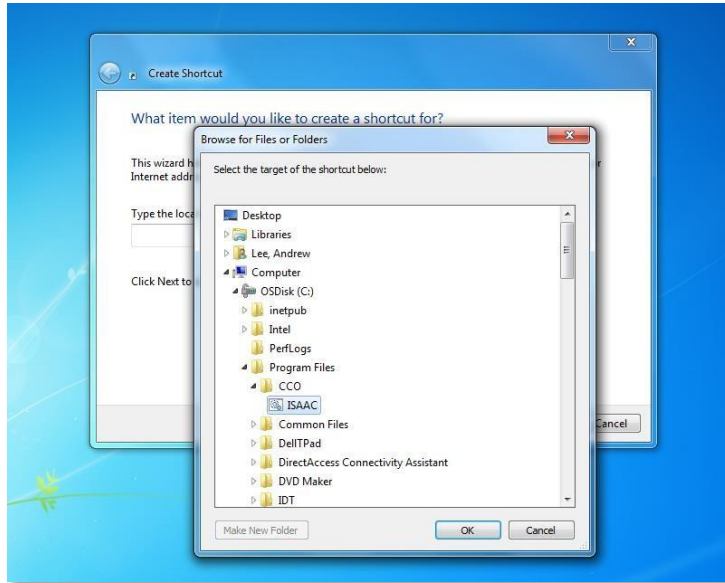
The **ISAAC.bat** file is a batch file used to launch Internet Explorer in kiosk mode, with ISAAC as the home page. Hospitals that already have this file in their kiosk should modify the URL inside the file to <https://promsortho.ontariohealth.ca/>.

**Note:** If you do not have the batch file, please contact [isaac@ontariohealth.ca](mailto:isaac@ontariohealth.ca).

## 2.2.4 Auto-State Mode

Login to the kiosk machine as a “Local Administrator”

- 1) Right-click anywhere on desktop screen; Select “New”; Click on “Shortcut”
- 2) The “Create Shortcut” window will open and click “Browse..” button



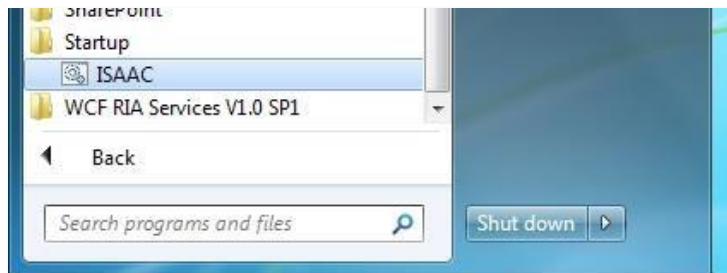
- 3) Select “C:\Program Files\CCO\ ISAAC.bat file (**Note:** This path may differ.)

- 4) Click the **OK** button.

- 5) A new shortcut icon will appear on your desktop.



- 6) Put a copy of the newly created shortcut into the Startup.



- 7) Reboot the machine. It should automatically load the ISAAC Kiosk website.

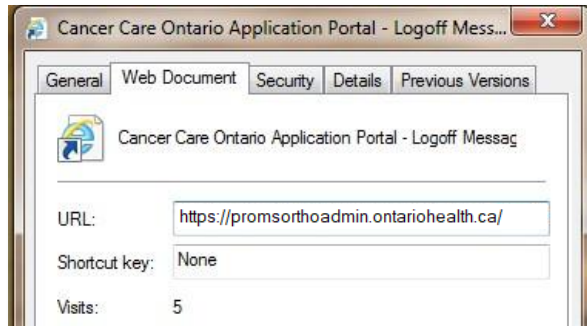
## 3. Troubleshooting

### 3.1. ISAAC Admin Website “404 - File or directory not found”

If you have bookmarked the ISAAC Admin website, the Bookmark may have saved the previous session information. Delete your Bookmark and resave as:

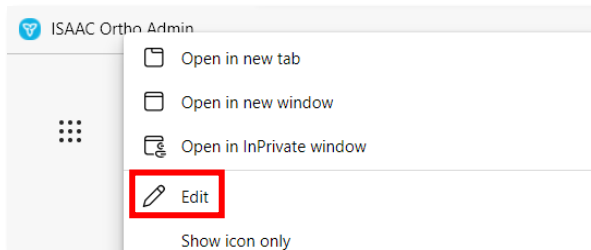
- <https://promsorthoadmin.ontariohealth.ca/> (Production), or
- <https://promsorthoadmin.pst.ontariohealth.ca/> (Test).

- 1) For Windows 8 and older: If your shortcut is saved to your desktop:
  - i) Right click on the icon and select “Properties”.
  - ii) Ensure the URL is the same as one of the above links.

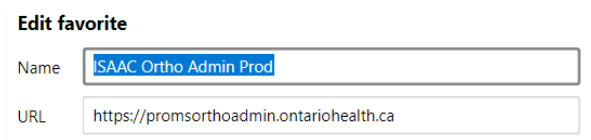


**Note:** If you have a newer version of Windows, please consult with your IT department to update your desktop shortcut.

- 2) To change the URL of a Bookmark, open the browser your Bookmark is in:
  - i) Right click on the Favourite/Bookmark and click **Edit**.



- ii) Ensure the URL is the same as one of the above links. Click **Save**.



## 2.2.4 Auto-State Mode

## 3.2. Magnetic Health Card Reader slow to process

Ensure your card reader is configured to specifications in [Section 1.2](#). Consult your card reader specifications for details.

## 3.3. Invalid Kiosk

If kiosk displays the error message “Invalid kiosk. Please contact the site administrator to setup the kiosk”, verify the following.

- 1) Only one User Agent String with CCO.KIOSK\$ is in the Registry Editor.
  - i) Open “Registry Editor” (Run > regedit) and navigate to **"Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\5.0\User Agent\Post Platform"**
  - ii) Delete duplicate CCO.KIOSK\$ entries by right-clicking and selecting Delete.
- 2) The GUID configured on your kiosk from the ISAAC Admin site matches the environment of the Patient site you are accessing. (e.g. if GUID is from the Test Admin site, ensure you are accessing the Test Patient site).

## 3.4. Touch Screen Behaviour

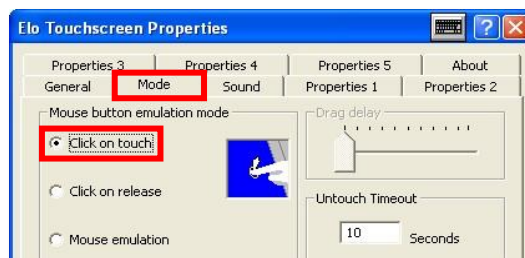
Ensure the “Click on Touch” setting is enabled under Touchscreen Properties.

Example: For **Elo Touch** (for other brands, please refer to your kiosk specifications)

- 1) Open Touchscreen Properties from Control Panel.



- 2) Click on **Mode** and select “Click on touch”.



## 4. Appendix A: Version History

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### Document History

| Revision | Type  | Revision Date | Revised By    | Revision Details  |
|----------|-------|---------------|---------------|---|
| 1.0      | Final | Feb 14, 2018  | Carey Chan    | <ul style="list-style-type: none"><li>• First final version</li></ul>   |
| 2.0      | Final | Oct 28, 2019  | Arsalan Tariq | <ul style="list-style-type: none"><li>• Updated section 3.2.2 with a note.</li></ul>  |
| 2.1      | Final | Mar 1, 2022   | Joeanna Chung | <ul style="list-style-type: none"><li>• Updated cover page</li><li>• Updated logos and terminology from CCO to OH</li><li>• Updated ISAAC admin and patient portal URLs</li><li>• Updated section 3.1 about desktop shortcuts</li><li>• Updated screenshots</li></ul> |