

## CREATING USERS ON THE DATAMOTION DIRECT PROVISIONING PORTAL

The information described throughout this document is directed towards users who have administrative responsibilities within the organization, and will be in charge of performing tasks on the Direct Provisioning Portal (DPP). This document is to be used in conjunction with the additional documents provided by the DataMotion Support staff. These documents are briefly described in a Documentation section located on page 18.

Your Health Care Organization will be provided the capability to create new users on the system provided that the organization has at least a single Trusted Agent or Admin user. This user should have been established during the create organization process which is described in the **HealthCare Organization Provisioning on the DPP** document provided. If you have not yet acquired the certificates you need or do not know how to do so, please refer to the additional application note provided DataMotion Support titled **Performing Certificate Requests on the DPP**.

### Prerequisites

Before adding any users to the DPP it is advised that the following actions be completed, and specific materials be close at hand before beginning. You should complete these prerequisites at this time if they have not been fulfilled already.

- Have an HCO fully created and registered on the DPP.
- Have an Administrator or Trusted Agent user present within the HCO (for first time users, this user will be created during the create/register organization process).
- Have a validated domain that is covered by either an address or organization certificate (see the appendix [on page 18](#) for information regarding this).
- If you are adding a TA or Direct user that needs an Address Certificate to the DPP, have a signed and notarized Declaration of Identity Document on hand. If you do not have this document, you may retrieve a blank one from the Support page on the portal which can be reached via the drop-down of the user name at the top right corner of the portal.
- If you are adding a TA or Direct user to the DPP that needs an Address Certificate, have two government issued photo IDs saved as images (.PNG, .JPG, etc.) on a device which are owned by the user being added.

**NOTE: To avoid the need for two government issued photo IDs, use a passport for Photo ID.**

## Adding a Single Direct User

Your HCO can provision a Direct user through the portal as long as they have an authorized Trusted Agent within their company or one is assigned to them via the parent HCO. Provisioning of Direct users can also be performed by an Administrator within an organization that uses Organization Certificates to provision users.

If the user to be added is going to be covered under an organization certificate, they will be immediately activated and added to the portal upon successful submission. Should the user be covered under an address certificate or there is no organization certificate available, all information will have to be inserted and the user will require validation by DataMotion.

All information that is pertinent to the user being added should be gathered before beginning, to streamline this process. Please note that there are some conditions that apply to adding Direct Users to the portal, which are as follows:

- A user requiring an address certificate cannot be provisioned under a domain that uses an organization certificate. All users to be added to the portal must have Direct addresses, i.e. they cannot be regular email addresses or it will be impossible to add them to the HCO.
- No Direct address can be duplicated. As a result it is impossible to add a Direct user whose Direct address already exists within the HCO.
- You can send the notifications of multiple Direct user's to the same email notification address if necessary.

Taking these factors into account you should be ready to add Direct users to an organization. If you need instructions to add users covered by an Address Certificate see the [Adding a Direct User Covered by an Address Certificate](#) section. If you need instructions to add users covered by an Organization Certificate see the [Adding a Direct User Covered by an Organization Certificate](#) section.

## Direct User Covered by an Address Certificate

Perform the following steps to add a Direct user to the HCO of your choosing.

1. On the Home page click the **Users** tab, and then click on **Add User**.

The screenshot shows the DataMotion Direct Provisioning Portal interface. At the top, there is a navigation bar with 'DataMotion Direct Provisioning Portal', a 'Home' link, and icons for 'Notifications', 'Reports', and a user profile '2@2.com'. Below this, a section titled 'Your Company:' contains a form with the following details:

- Organization Name: 2
- Address: 2, AK 2
- Organization Type: Acute Care Hospital
- Number of Seats: 500
- Technical Contact:
- Status: Provisioned
- Phone: 2
- HIPAA Compliance: HIPAA Covered Entity
- Org Cert: Yes
- Billing Contact:

Buttons for 'Add Org' and 'Edit Org' are visible at the bottom right of this section. Below the company details, a prompt says 'Please select one of the following tabs:' followed by a horizontal menu with 'Tenants', 'Users', 'Domains', 'Certificates', 'Add User', and 'Bulk Import'. The 'Users' tab is selected, and the 'Add User' button is highlighted with a red circle. Below the menu, the text 'Users' is displayed. Further down, it shows 'Results 1 - 3 of 3 Records' and a 'Display: 10' dropdown. An 'Account Access' dropdown is set to 'All'. A table lists the following users:

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned

2. Select the **User** radio button.
3. Choose the **Address** radio button for the certificate.
 

**NOTE: Address will not be available unless a domain has been validated to use Address certificates.**
4. Click the domain for the address certificate from the list on the right or use the search feature to find the domain.
5. Enter the user's Direct Messaging Address.

## Add User

Your Company:

<b>Organization Name:</b> Example Reseller <b>Address:</b> Test Rd Test City, AK 01234 <b>Organization Type:</b> Acute Care Hospital <b>Number of Seats:</b> 50 <b>Technical Contact:</b>	<b>Status:</b> Provisioned <b>Phone:</b> 123456789 <b>HIPAA Compliance:</b> HIPAA Covered Entity <b>Org Cert:</b> Yes <b>Billing Contact:</b>
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### User Information

Please select the Account Access for this user.

**User**
 Admin
  Trusted Agent

Does this User require a Certificate?  Yes  No

What type of certificate will cover this user?  Organization  Address

Direct Messaging Address:\*

Search Available Subjects:

support.cmsafe.com

6. Enter the information for all remaining required fields.

**NOTE: You can pre-fill a large portion of the information presented on the screen if the user you are adding has an NPI. Enter the number into the NPI: text field and click the Search button.**

- » Every required field has an “\*” symbol to the right of the field.
- » The Photo ID Type using the appropriate drop-down, please note that when selecting an ID type, it is advised that Passport is the option selected. This always eliminates the need for a second photo ID type.
- » If required, repeat for a second form of ID.

**NOTE: Expired documents are not an acceptable form of ID.**

7. Upload a valid Declaration of Identity Document and click Submit.

If you have an individual NPI, please enter it below.

NPI:

Please input the following information (asterisks imply mandatory fields):

Notification Email:\*

First Name:\*  Last Name:\*

User ID:  Optional Field 1:

Middle Name:  Function:

Address:\*

City:\*  State:\*

Postal Code:\*  Country:\*

Phone:  DOB (mm/dd/yyyy):

SSN (last 4):

#### Identity Information

Photo ID Type:\*

ID Number:\*

Expiration Date:\*

Upload completed and signed "Declaration of Identity" document (.pdf,.png,.jpg,.tif)\*

test.jpg

8. Validation must be supplied by a DataMotion Officer at this step in the process.

Tenants Users Domains Certificates Add User Bulk Import

Users

Results 1 - 4 of 4 Records Display: 10

Account Access: All

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned
del edit	Smith, Bob	myaddresscertuser3@five.com	User	AwaitingValidation

9. After validation is performed by the DataMotion Officer, the process is complete.

Tenants **Users** Domains Certificates Add User Bulk Import

Users

Results 1 - 4 of 4 Records

Display: 10

Account Access: All

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned
del edit	Smith, Bob	myaddresscertuser3@five.com	User	Validated

Upon successful addition of a Direct user you can repeat steps 1-7 to add additional users if you desire.

**NOTE: Address Certificate Users will remain in the Validated state until an Address Certificate request is performed for their Direct Messaging Address. This process is covered in the Performing Certificate Requests on the DataMotion Direct Provisioning Portal document. The Status will change to Provisioned when the Address Certificate Request is completed.**

### Direct User Covered by an Organization Certificate

Perform the following steps to add a Direct user to the HCO of your choosing.

1. On the Home page click the **Users** tab, and then click on **Add User**.

Your Company:

Organization Name: 2	Status: Provisioned
Address: 2	Phone: 2
2, AK 2	
Organization Type: Acute Care Hospital	HIPAA Compliance: HIPAA Covered Entity
Number of Seats: 500	Org Cert: Yes
Technical Contact:	Billing Contact:

[Add Org](#) [Edit Org](#)

Please select one of the following tabs:

Tenants **Users** Domains Certificates **Add User** Bulk Import

Users

Results 1 - 3 of 3 Records

Display: 10

Account Access: All

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned

2. Select the **User** radio button.

3. Choose the **Organization** radio button for the certificate.

» Organization will not be available unless a domain has been validated to use Organization certificates.

- Click the domain for the organization certificate from the list on the right or use the search feature to find the domain.
- Enter the user's Direct Messaging Address.

## Add User

Your Company:

<b>Organization Name:</b> Example Reseller	<b>Status:</b> Provisioned
<b>Address:</b> Test Rd Test City, AK 01234	<b>Phone:</b> 123456789
<b>Organization Type:</b> Acute Care Hospital	<b>HIPAA Compliance:</b> HIPAA Covered Entity
<b>Number of Seats:</b> 50	<b>Org Cert:</b> Yes
<b>Technical Contact:</b>	<b>Billing Contact:</b>

### User Information

Please select the Account Access for this user.

**User**
 Admin
  Trusted Agent

Does this User require a Certificate?  Yes  No

What type of certificate will cover this user?  **Organization**  Address

Direct Messaging Address:\*

Search Available Subjects:

customer.cmsafe.com

- Enter the information for all remaining required fields.

**NOTE: You can pre-fill a large portion of the information presented on the screen if the user you are adding has an NPI. Enter the number into the NPI: text field and click the Search button.**

» Every required field has an "\*" symbol to the right of the field.

- Click Submit.

If you have an individual NPI, please enter it below.

NPI:

Please input the following information (asterisks imply mandatory fields):

Notification Email:\*

First Name:\*  Last Name:\*

User ID:  Optional Field 1:

Middle Name:  Function:

Address:

City:  State:

Postal Code:  Country:

Phone:  DOB (mm/dd/yyyy):

SSN (last 4):

Identity Information

Photo ID Type:

State:

ID Number:

Expiration Date:

Upload completed and signed "Declaration of Identity" document (.pdf,.png,.jpg,.tif)

No file selected.

The user will be automatically added to the DPP upon submission. Repeat steps 1-7 to add more users if desired.

Users

Results 1 - 6 of 6 Records

Display

Account Access:

	Name	Direct Messaging Address	Account Access	Status
del edit	2.2	2@2.com	TA	Validated
del edit	Miller, Kevin	29dmin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned
del edit	Smith, Bob	myaddresscertuser3@five.com	User	Validated
del edit	Smith, Jane	myaddresscertuser4@five.com	User	Provisioned
del edit	Williams, Mark	myorgcertuser3@two.direct.com	User	Provisioned

**NOTE: The Status will only show Provisioned if there is an Organization Certificate that has been installed for the domain. See the Performing Certificate Requests on the DataMotion Direct Provisioning Portal document for information on how to perform this process.**



## Adding an Administrative User

All HCO's have the capability to create Admin users at will without the need for any identity validation, no matter which certificate type is chosen, or if no certificate needed.

As long as there is a valid domain for either an address certificate or organization certificate it is possible to add an administrator.

1. On the Home page click the **Users** tab, and then click on **Add User**.

The screenshot shows the DataMotionDirect Provisioning Portal interface. At the top, there is a navigation bar with 'Home', 'Notifications', 'Reports', and a user profile '2@2.com'. Below this, a 'Your Company:' section displays various organizational details like 'Organization Name: 2', 'Address: 2', 'Organization Type: Acute Care Hospital', and 'Number of Seats: 500'. A 'Please select one of the following tabs:' bar is visible, with 'Users' selected and 'Add User' highlighted in a red box. Below the tabs, a table lists existing users with columns for Name, Direct Messaging Address, Account Access, and Status.

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned

2. Select the Admin radio button.
3. Choose their Notification Types (it is possible to select both).
4. Choose whether or not the user will need a certificate.
5. Select either Organization or Address for the certificate.
  - » This choice is dependent on the validated domains in the company. Organization will appear if a domain has been approved for an Organization Certificate, and Address will appear if a domain has been approved for an Address Certificate.
6. Use the drop-down to the right of the @ symbol to select the domain for the Admin (all text to the right of the “@” symbol).
7. Enter the Admin’s Direct Messaging Address.

## Add User

Your Company:

<b>Organization Name:</b> Example Reseller	<b>Status:</b> Provisioned
<b>Address:</b> Test Rd Test City, AK 01234	<b>Phone:</b> 123456789
<b>Organization Type:</b> Acute Care Hospital	<b>HIPAA Compliance:</b> HIPAA Covered Entity
<b>Number of Seats:</b> 50	<b>Org Cert:</b> Yes
<b>Technical Contact:</b>	<b>Billing Contact:</b>

### User Information

Please select the Account Access for this user.

User  Admin  Trusted Agent

**Notification Types:**  Email Notifications  Web Notifications

Does this User require a Certificate?  Yes  No

What type of certificate will cover this user?  Organization  Address

**Direct Messaging Address:\***  **Search Available Subjects:**

- Fill in the required fields.
  - » Every required field has an “\*” symbol to the right of the field.

If you have an individual NPI, please enter it below.

NPI:

Please input the following information (asterisks imply mandatory fields):

Notification Email:\*

First Name:\*  Last Name:\*

User ID:  Optional Field 1:

Middle Name:  Function:

Address:

City:  State:

Postal Code:  Country:

Phone:  DOB (mm/dd/yyyy):

SSN (last 4):

#### Identity Information

Photo ID Type:

State:

ID Number:

Expiration Date:

Upload completed and signed "Declaration of Identity" document (.pdf, .png, .jpg, .tif)

No file selected.

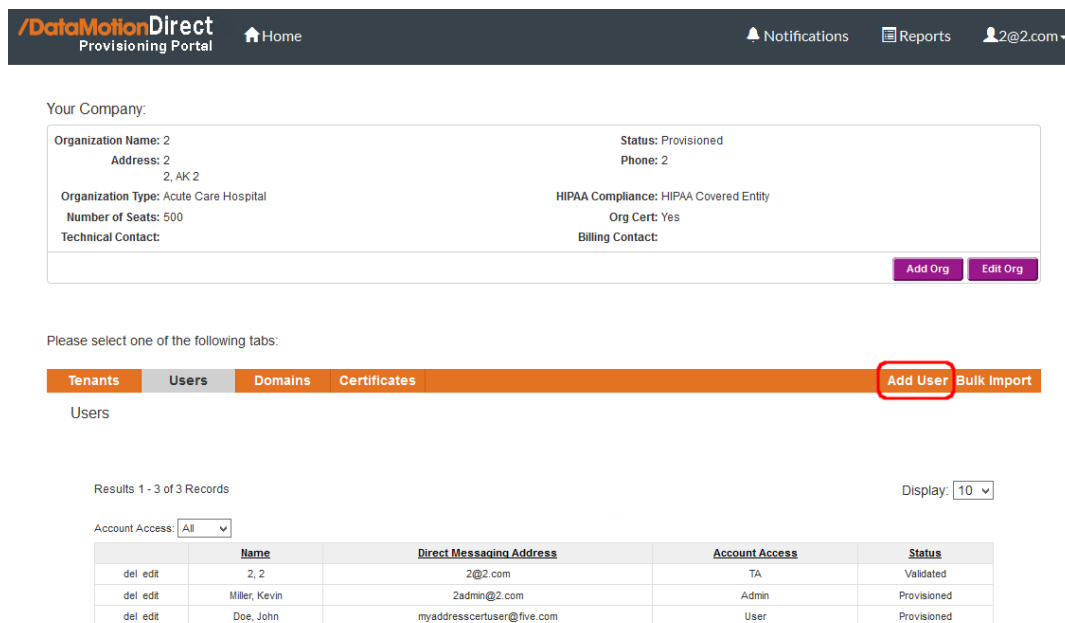
9. Select Submit.

The Admin will be sent a notification email telling them to setup their account.

## Adding a New Trusted Agent

Every HCO that has a TA user (your first TA user will be created for you by DataMotion) is capable of creating additional TAs should it be necessary. The new TA users will have the same powers and capabilities as the existing TA, and can be assigned to administer any additional HCOs created at a lower level in the hierarchy. It is advised not to create more TAs than necessary as this user type is the only one capable of performing certificate requests.

1. On the Home page click the **Users** tab, and then click on **Add User**.



**DataMotionDirect**  
Provisioning Portal

Home Notifications Reports 2@2.com

Your Company:

Organization Name: 2	Status: Provisioned
Address: 2 2, AK 2	Phone: 2
Organization Type: Acute Care Hospital	HIPAA Compliance: HIPAA Covered Entity
Number of Seats: 500	Org Cert: Yes
Technical Contact:	Billing Contact:

Add Org Edit Org

Please select one of the following tabs:

Tenants **Users** Domains Certificates Add User Bulk Import

Users

Results 1 - 3 of 3 Records Display: 10

Account Access: All

	Name	Direct Messaging Address	Account Access	Status
del edit	2, 2	2@2.com	TA	Validated
del edit	Miller, Kevin	2admin@2.com	Admin	Provisioned
del edit	Doe, John	myaddresscertuser@five.com	User	Provisioned

2. Select TA from the **Account Access:** drop-down.
3. Select the Trusted Agent radio button.
4. Choose their Notification Types (it is possible to select both).
5. Choose whether or not the user will need a certificate.
6. Select either Organization or Address for the certificate.
  - » This choice is dependent on the validated domains in the company. Organization will appear if a domain has been approved for an Organization Certificate, and Address will appear if a domain has been approved for an Address Certificate.
7. Use the drop-down to the right of the @ symbol to select the domain for the Trusted Agent (all text to the right of the “@” symbol).
8. Enter the Trusted Agent’s Direct Messaging Address.

## Add User

Your Company:

<b>Organization Name:</b> Example Reseller	<b>Status:</b> Provisioned
<b>Address:</b> Test Rd Test City, AK 01234	<b>Phone:</b> 123456789
<b>Organization Type:</b> Acute Care Hospital	<b>HIPAA Compliance:</b> HIPAA Covered Entity
<b>Number of Seats:</b> 50	<b>Org Cert:</b> Yes
<b>Technical Contact:</b>	<b>Billing Contact:</b>

### User Information

Please select the Account Access for this user.

User
  Admin
  **Trusted Agent**

**Notification Types:**  Email Notifications  Web Notifications

Does this User require a Certificate?  Yes  No

What type of certificate will cover this user?  Organization  Address

**Direct Messaging Address:**

**Search Available Subjects:**

9. Enter the information for all remaining required fields.

- » Every required field has an “\*” symbol to the right of the field.
- » When selecting the Photo ID Type using the appropriate drop-down, it is advised that Passport should be the option selected if it is possible to do so. This always eliminates the need for a second photo ID.
- » If required, repeat for a second form of ID.

**Note: Expired documents are not an acceptable form of ID.**

10. Upload a valid Declaration of Identity Document and click Submit.

If you have an individual NPI, please enter it below.

NPI:

Please input the following information (asterisks imply mandatory fields):

Notification Email:\*

First Name:\*  Last Name:\*

User ID:  Optional Field 1:

Middle Name:  Function:

Address:\*

City:\*  State:\*

Postal Code:\*  Country:\*

Phone:  DOB (mm/dd/yyyy):

SSN (last 4):

Include in the provider directory:  Yes  No

#### Identity Information

Photo ID Type:\*

ID Number:\*

Expiration Date:\*

Upload completed and signed "Declaration of Identity" document (.pdf,.png,.jpg,.tif)\*

test.jpg

The new TA will be notified via email containing a link to setup their account on the DPP.

## Adding Multiple Direct Users via Bulk Import

By using Bulk Import it is possible for a TA or Administrator to add a CSV of users into the portal. The Bulk Import can be used for users that will be covered by an organization certificate, address certificates, or patient certificates.

The format of the CSV will vary depending on the Certificate Type selected. The formats for all of these CSVs can be found on the DPP itself within the Support page. These formats are as listed below:

- Organization Certificate CSV Format
- Address Certificate CSV Format
- Patient Certificate CSV Format

Once the desired CSV format has been downloaded please perform the instructions as follows:

1. On the Home page, click the **Users** tab and select **Bulk Import**.
2. Select the Certificate Type: that will cover the users being added.

**NOTE: If you select Address or Patient as the Certificate Type, a gray window will appear containing a terms of service which must be accepted. This terms of service must be accepted via a check box that states I agree to the terms above.**

3. Click the **Upload** button to access an open file dialog box and select the CSV that you want to upload.

**NOTE: All fields within the CSV must have valid information in order for the upload to be successful. If not the DPP will display an error when attempting to upload.**

4. Click the **Submit** button.

### Bulk Import

Using the templates provided, upload a CSV of user information to create multiple users at one time. Please note that all users within an upload must belong to the same HCO, and must be covered by the same certificate type.

- Certificate Type:  Organization  
 Address  
 Patient  
 First Row Is Header

Line No.	Direct Messaging Address	First Name	Middle Name	Last Name	Suffix	Notification Email	Password	User ID	Optional Field
2	mybulkorguser10@direct.one.com	Jen		Smith		mwilliams92754@gmail.com			
3	mybulkorguser11@direct.one.com	Phil		Smith		mwilliams92754@gmail.com			

**Upload** **Submit** **Cancel**

**NOTE: If you submit a .csv with no passwords entered for the users as shown above, the users will receive notifications at their specified addresses telling them to create their account passwords. If you do put passwords in, then they will not receive notifications about creating their accounts.**

If Address or Patient certificate was selected then the users will have to be validated by DataMotion before the users will be able create their passwords.

## Bulk Import Results

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The following Users were successfully imported into the system

**Organization: 1**

<u>Last Name</u>	<u>First Name</u>	<u>Direct Messaging Address</u>	<u>Notification Email</u>
Smith	John	mybulkorguser1@direct.one.com	kevinm@datamotion.com
Smith	Jack	mybulkorguser2@direct.one.com	kevinm@datamotion.com

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## Glossary

Throughout this document numerous terms have been used that correspond to specific user roles, functions, and technical terms that are used on the DataMotion Direct Provisioning Portal. This section provides an overview of these terms for reference.

- Direct Provisioning Portal (DPP) – Acronym used for the DataMotion Direct Provisioning Portal. This is the more common name that the portal is referred by within the DataMotion HISP.
- DataMotion Officer – An individual within the DataMotion HISP that is responsible for performing validation checks on domains, certificates, and users.
- Administrator (Admin) – The user role on the DPP that is normally used to administer the companies to which the user with the role is a part of or is the parent of within the company hierarchy.
- Trusted Agent (TA) – The only user that is able to perform certificate requests on the DPP for the creation of users on a specific domain.
- Declaration of Identity Document (DoID) – A validation form that is used to prove the identity of the user that is to be given a Direct Address or the status and powers of a TA.
- Comma Separated Value (CSV) – File format type used to submit a spreadsheet containing the information of users to be added on the DPP.

## Appendix: Domain Validation

This appendix contains information for acquiring valid domains to be used for certificate requests and user creation on the DPP.

Perform the following steps to validate a domain:

1. On the Home screen click the **Domains** tab.
2. Click on the **Add Domain** link.

Please select one of the following tabs:



Domains


Results 1 - 4 of 4 Records

Name	Cert Type	Status	Date Added
four.com	Address	Validated	02/17/2016
three.com	Organization	Validated	02/17/2016
two.com	Address	Validated	01/29/2016
one.com	Organization	Validated	01/21/2016

3. Select the first radio button to add your own company domain or the second radio button to use a DataMotion domain.
4. Select your certificate type.
  - » If Address was chosen, you can only select the “Or would this organization like to use a domain provided by DataMotion?” option.
  - » If Organization is chosen you can only select the “Does this organization want to use its own (or its parent organization’s such as an HIE) domain?” option.
5. Enter your domain in the **Domain** field.

## Add Domain

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A Direct-specific domain is required for Direct Secure Messaging. 

Does this organization want to use its own (or its parent organization's such as an HIE) domain?

Example: [DrBrown@direct.familypractice123.myHIE.org](mailto:DrBrown@direct.familypractice123.myHIE.org)

Benefit: Direct address that clearly shows organizational affiliation

Tradeoff: Requires domain ownership to be confirmed by the owner and some domain configuration by IT admin

Or would this organization like to use a domain provided by DataMotion?

Example: [DrBrown@direct.familypractice123.dmhisp.com](mailto:DrBrown@direct.familypractice123.dmhisp.com)

Benefit: Simple, single-step process without any domain verification and configuration

Tradeoff: Direct address shows that DataMotion is the HISP


Domain:

### Certificate Type

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**Please note:**

- Organizational certificates cover all users who belong to the same organization.
- Address certificates cover individual users regardless of their organizational affiliation (each user needs to be ID-vetted).
- The same domain cannot be used for both organizational certificates and address certificates.

With which type of certificate will this domain be used?  Organization  Address 

### 6. Click **Submit**.

Upon successful validation by a DataMotion Officer, the domain will be available for certificate requests and for users who must have address certificates.

## Documentation

This section provides a brief overview of the documents provided by the DataMotion Support staff that provide essential instructions to be used in conjunction with this document.

- *HealthCare Organization Provisioning on the DPP:* This document specifically describes the process to create and register a HealthCare Organization on the DataMotion Direct Provisioning Portal.
- *Performing Certificate Requests on the DPP:* This document specifically describes the process of requesting certificates using the DataMotion Direct Provisioning Portal. Includes information and instructions for Organization and Address based certificates.

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