No Wrong Door Virginia
Department for Aging and Rehabilitative Services
5620 Cox Road, Glen Allen, VA 23060

New Admin User Request Process

All NWD Partner Agencies must submit a User Access Request Form to initiate the new admin user request process with the NWD Team at DARS. It is required when an individual requires admin-level access to PeerPlace. This process exists to comply with the Virginia Information Technology Agency's (VITA) Security Standard Section 530.

What is an admin, admin-level user or Program Admin?

In PeerPlace, an admin is a special account type that has access to additional features in the system. Most commonly, admins are responsible for managing user access for staff at their agency. They are also referred to as NWD IT Admins and must be listed as NWD IT Admins on your AAA Information form.

All admin users must be approved by the NWD Team to determine if privileged system access is required as part of their official role and complete a training with the NWD Helpdesk on the role's responsibilities, requirements and tasks.

When to submit a New Admin User Request:

Submit a request when an individual at your agency needs admin-level access to PeerPlace. New admin users may be a primary or backup, or replace a former admin. They can be a current PeerPlace user or a brand-new user.

Steps:

1. **Confirm Training!** The new user must complete the required NWD Admin Annual Security Training and the included User AUPA and Admin AUPA.
2. Once the new user has completed the security training, the responsible staff at your agency will submit the User Access Request Form.
3. **Do not make any changes in PeerPlace.** Wait for NWD Team email for approval or required next steps (within 1–3 business days).
4. After approval is received, the responsible staff at your agency OR the NWD Team will assign the user seat and/or admin-level permissions and securely share login information.
5. Schedule and complete admin training with NWD Helpdesk by emailing nwdhelp@dars.virginia.gov
6. For AAAs, all admins must be listed on the AAA Information Form under the NWD IT Admin role. An updated form must be submitted to DAS.

Questions? Reach out to our team at nowrongdoor@dars.virginia.gov