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

New User Request Process

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

Who can submit a User Access Request Form for a New User?

Depending on your agency, staff in any of the following positions are responsible for completing this process. You cannot request your own user seat.

- NWD Coordinator (AAAs)
- NWD Project Lead (Network Partners)
- NWD IT Administrator [or NWD IT Admin]
- Agency Director

When to submit a User Access Request Form for a New User?

Submit a request when an individual at your agency needs access to PeerPlace. Common scenarios include:

- **New Hire:** A staff member is joining your agency and needs access
- **Reactivation:** A user has been inactive or auto-disabled for 30+ days and needs access restored.

Steps:

1. **Confirm Training!** The new user must complete the required NWD Annual Security Training or have a certificate of completion from the current calendar year prior to submitting the request form.
2. Once the new user has completed the security training, the responsible staff at your agency will submit the User Access Request Form online.
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 or reactivate the user and securely share login information.