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

Frequently Asked Questions (FAQs)

What is the difference between a user seat, end user, user seat license, and user account?
There is no difference—all these terms mean the same thing: one person's approved access to PeerPlace and CRIA, part of the NWD Technology system.

Why do I need to notify the NWD Team if a user leaves my agency and needs to be inactivated?
The NWD Team at DARS manages the PeerPlace system and its security. This includes controlling who has access to client information. Notifying the team when someone leaves keeps the system and data safe and ensures compliance with Virginia Information Technology Agency's (VITA) Security Standard Section 530.

Can my agency use the former staff's user account for someone else?
Yes. If you want to reassign a user seat to a new staff member, you must first submit a User Access Request Form for a new user and wait for the approval email from the NWD Team.

Why was my user account automatically made "inactive"?
Your account may become inactive if:

- You haven't completed the appropriate NWD Annual Security Training
- You haven't logged in for 30 days or more.

How do I reactivate my account if it was made "inactive"?
First, confirm you have successfully completed the NWD Annual Security Training for the current year. Then, the responsible member of your agency must submit a User Access Request Form for a reactivation. (See New User Request Job Aid)

What should I do when a user leaves my agency or changes roles?
The responsible member of your agency must submit the User Access Request Form for an inactivation request to notify the NWD Team at DARS when an individual no longer needs or no longer has access to their PeerPlace user seat due to leaving the agency, changing roles, on leave for more than 30 days, or for any other reason. (See User Inactivation Job Aid)