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

User Inactivation Process

All NWD Partner Agencies must submit the User Access Request Form to initiate the user inactivation process with the NWD Team at DARS. It is required when an individual no longer needs or no longer has access to their PeerPlace user seat for any reason. This process exists to comply with Virginia Information Technology Agency's (VITA) Security Standard Section 530. **Do not make any changes in PeerPlace** as the NWD Team will perform the inactivation according to the form.

Who can submit the User Access Request Form for an Inactivation?

Depending on your agency, staff in any of the following positions are responsible for completing this process:

- 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 an Inactivation:

At least 7 days before a planned change, or within 24 hours of an unplanned change for a user who no longer needs or has access to PeerPlace including:

- Leaves the agency (planned or unplanned)
- Is on leave for more than 30 days
- Changes roles and no longer needs access
- Has any other reason they should not retain system access

Steps:

1. Complete the User Access Request Form for the inactivation. **Do not make any changes in PeerPlace.**
    a. *If a user needs to be inactivated immediately due to a potential security risk if they retain system access, submit the form with this information and proceed with the inactivation in PeerPlace.*
2. The NWD Team will inactivate the specified user and notify the requester by email, typically within 1 business day of the noted effective date on the form.
3. To assign the seat to a new user, you must first submit a User Access Request Form for a new user request and wait for the approval email from the NWD Team.