

# 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 ensures its security. This includes controlling who has access to client information. Notifying the team when someone leaves helps keep 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 submit a [New NWD User Request Form](#).

## **Why was my user account automatically made “inactive”?**

Your account may become inactive if:

- You haven't completed the [NWD Annual Security Training](#), or
- 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 complete the NWD Annual Security Training for the current year. Then, the responsible member of your agency must complete a [New NWD User Request Form](#) online and note in the “Additional Information” box that this is a reactivation request. (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 Inactivation Form](#) 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](#))